



Personal Computer / Computadora Personal

VGN-BX500 Series

Safety Information / Información de Seguridad

¡IMPORTANTE!

Por favor lea detalladamente este manual de instrucciones antes de conectar y operar este equipo. Recuerde que un mal uso de su aparato podría anular la garantía.

SONY®

For customers in USA and Canada

Pour les utilisateurs aux Etats-Unis et au Canada

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Updates and additions to software may require an additional charge. Subscriptions to online service providers may require a fee and credit card information. Financial services may require prior arrangements with participating financial institutions.

Important information for Canadian customers: Your new VAIO computer includes certain software versions or upgrades, and Internet services or offers that are available to U.S. customers only.


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	As an ENERGY STAR® Partner, Sony Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.
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The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment such as computers, displays, printers, facsimiles and copiers. Their standards and logos are uniform among participating nations. ENERGY STAR is a U.S. registered trademark of the Environmental Protection Agency.

	The Wireless LAN functionality, which is incorporated into selected models only, has passed Wi-Fi certification and complies with the interoperability specifications established by WFA (Wi-Fi Alliance).
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Reverse engineering or disassembly is prohibited.

i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other. Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as a CD-RW or hard disk drive, confirm their operating system compatibility and required operating conditions. All other trademarks are trademarks of their respective owners.

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Certain software product(s) included with this computer may include features such as copy protection and content management technology. Use of the software product(s) requires agreement to applicable end user agreements and full compliance with applicable product activation procedures. Product activation procedures and privacy policies will be detailed during initial launch of the software product(s), or upon certain reinstallations of the software product(s) or reconfiguration of the computer, and may be completed by Internet or telephone (toll charges may apply).

Owner's Record

The model number and serial number are located on the back panel of your Sony VAIO® computer. Record the model and serial number in the space provided here, and keep in a secure location. Refer to the model and serial numbers when you call your Sony Service Center.

Model Number:	
Serial Number:	

Safety Information and Caution

Your computer's installed optical drives may vary, depending on the system configuration you have purchased. See the online specifications sheet for details on your installed optical drives. For questions regarding your product or for the Sony Service Center nearest you, visit the Sony Online Support Web site at <http://www.sony.com/pcsupport>.

- To prevent fire or shock hazard, do not expose your computer to rain or moisture.
- To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.
- Never install modem or telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wire or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using the modem during an electrical storm.
- Do not use the modem or a telephone to report a gas leak in the vicinity of the leak.
- The socket outlet shall be installed near the equipment and shall be easily accessible
- i.LINK, PC Card, and USB connectors are not supplied with Limited Power Sources.
- To prevent possible damage to your computer during transportation, first attach any supplied connector covers and slot protectors in their appropriate locations, and secure the battery pack in the battery bay.
- Do not use or store your computer in a location subject to: Heat sources, such as radiators or air ducts; direct sunlight; excessive dust; moisture or rain; mechanical vibration or shock; strong magnets or speakers that are not magnetically shielded; ambient temperature higher than 95°F (35°C) or less than 40°F (5°C); and high humidity.
- This computer is designed to operate only with genuine Sony batteries.
- Do not use wireless LAN on hospital premises. Doing so may cause medical devices to malfunction.
- Do not use wireless LAN on an aircraft, as doing so may cause the aircraft's equipment to malfunction.
- If using wireless LAN near a pacemaker, make sure it is at least 9 inches (22cm) away from the pacemaker.
- Sony is not responsible for any interference that you may experience or that may be caused when operating this device.



To change the backup battery, please contact your nearest Sony Service Center.



Caution—The use of optical instruments with this product will increase eye hazard. As the laser beam used in this product is harmful to the eyes, do not attempt to disassemble the drive cabinet. Refer servicing to qualified personnel only.



For this optical equipment: Caution—Class 3B visible and invisible laser radiation when open. Avoid exposure to the beam.



Caution—For ADSL and V.90 modem models; to reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.

Wireless LAN Security

Creating security settings for the Wireless LAN is extremely important. Sony assumes no responsibility for any security problems that may arise from the use of the Wireless LAN.

If you have questions about this product, you can write to the Sony Customer Information Service Center at 12451 Gateway Blvd., Ft. Myers, FL 33913 or find Sony Customer Service on the Web at:
<http://www.sony.com/pcsupport>.

Avertissement

- Pour prévenir tout risque d'incendie ou d'électrocution, garder cet appareil à l'abri de la pluie et de l'humidité.
- Pour prévenir tout risque d'électrocution, ne pas ouvrir le châssis de cet appareil et ne confier son entretien qu'à une personne qualifiée.
- Ne jamais effectuer l'installation de fil modem ou téléphone durant un orage électrique.
- Ne jamais effectuer l'installation d'une prise téléphonique dans un endroit mouillé à moins que la prise soit conçue à cet effet.
- Ne jamais toucher un fil téléphonique à découvert ou un terminal à moins que la ligne téléphonique n'ait été débranché de l'interface réseau.
- Soyez très prudent lorsque vous installez ou modifiez les lignes téléphoniques.
- Évitez d'utiliser le modem durant un orage électrique.
- N'utilisez pas le modem ni le téléphone pour prévenir d'une fuite de gaz vous êtes près de la fuite.
- L'appareil doit être le plus près possible d'une prise murale pour en faciliter l'accès.
- Des connecteurs i.LINK, PC Card, et USB ne sont pas fournis avec des Sources d'Énergie Limitées.
- Afin de prévenir des indemnités à votre ordinateur pendant la transportation, attachez d'abord tous les volets de connecteurs et protecteurs d'emplacements comme il faut, et insérez la batterie dans le logement de la batterie.
- Évitez d'utiliser ou de ranger votre ordinateur dans un endroit soumis à: des sources de chaleur telles que des radiateurs ou des bouches d'aération; la lumière directe du soleil; une poussière excessive; l'humidité ou la pluie; des vibrations ou des chocs mécaniques; des aimants puissants ou des haut-parleurs dépourvus de blindage antimagnétique; une température ambiante supérieure à 35 °C (95°F) ou inférieure à 5°C (40°F); et une forte humidité.
- Cet ordinateur est conçu pour fonctionner uniquement avec des batteries Sony.
- Ne pas utiliser le réseau local sans fil dans les hôpitaux car cela risquerait de provoquer le mauvais fonctionnement des appareils médicaux.
- Ne pas utiliser le réseau local sans fil dans un avion car cela risquerait de provoquer le mauvais fonctionnement des appareils de vol.
- Si vous utilisez le réseau local sans fil à proximité d'un stimulateur cardiaque, assurez-vous qu'il est au moins à 9 po (22 cm) du stimulateur cardiaque.
- Sony n'est pas responsable des interférences que vous risquez de rencontrer ou qui risquent d'être provoquées lors du fonctionnement de cet appareil.



Pour changer la pile de rechange, veuillez contacter votre centre de service Sony le plus près.



Avertissement: L'utilisation d'instruments optiques avec ce produit augmente les risques pour les yeux. Puisque le faisceau laser utilisé dans ce produit est dommageable pour les yeux, ne tentez pas de désassembler le boîtier. Adressez-vous à un agent de service qualifié.



Pour cet équipement: Attention—Classe 3B Radiation laser visible et invisible si ouvert. Évitez l'exposition au faisceau.



Attention: Pour ADSL et V.90 modèle modem; afin de réduire les risques d'incendie, n'utilisez qu'un cordon de communication NO. 26 AWG ou plus gros.

Sécurité du réseau local sans fil

La création de paramètres de sécurité pour le réseau local sans fil est extrêmement importante. Sony n'est pas tenu responsable des problèmes de sécurité susceptibles de se produire lors de l'utilisation du réseau local sans fil.

Pour toute question concernant ce produit, veuillez écrire à Sony Customer Information Service Center au 12451 Gateway Blvd., Ft. Myers, FL 33913 ou retrouvez le Sony Customer Service (service consommateur de Sony) sur Internet à: <http://www.sony.ca/support>.

Regulatory Information

Declaration of Conformity

Trade Name:	Sony
Model No.:	PCG-9W7L, PCG-9W8L
Responsible Party:	Sony Electronics Inc.
Address:	16450 W. Bernardo Dr., San Diego, CA 92127, USA
Telephone: (For FCC-related matters only.)	858-942-2230

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

Only peripherals (computer input/output devices, terminals, printers, etc.) that comply with FCC Class B limits may be attached to this computer product. Operation with noncompliant peripherals is likely to result in interference to radio and television reception.

All cables used to connect peripherals must be shielded and grounded. Operation with cables, connected to peripherals, that are not shielded and grounded, may result in interference to radio and television reception.

FCC Part 68

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This modem uses the USOC RJ-11C telephone jack.

A telephone plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. The REN is used to determine the quantity of devices which may be connected to the telephone line.

Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g. 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operations of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact the Sony Customer Information Service Center at 1-888-4-SONY-PC (1-888-476-6972), or write to the Sony Customer Information Center, 12451 Gateway Blvd., Fort Myers, FL 33913, USA, or find Sony Customer Service on the Web at <http://www.sony.com/pcsupport>. If this equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment from the network until the problem is resolved.

Repair of this equipment should be made only by a Sony Service Center or Sony authorized agent. For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972), or visit the Sony Online Support Web site at <http://www.sony.com/pcsupport>.

Connection to Party Line Service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Please use a surge arrester against electrical surges.

FCC Radio Frequency Exposure (United States)

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body (excluding extremities: hands, wrists, and feet).

The notebook computer contains a Wireless LAN transmitter which is co-located and operating simultaneously with a 1.24 mW Bluetooth module FCC ID: CWTUGPZ6.

This device and its antenna(s) must not be co-located or operating with any other antenna or transmitter except Grant condition. Users are not permitted to modify this transmitter device. Any unauthorized change made to this device could void your authority to operate this device.

IC Exposure of Humans to RF Fields

The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's website: www.hc-sc.gc.ca/rpb.

L'installateur du présent matériel radio doit s'assurer que l'antenne est située ou pointée de manière à ce que cette dernière n'émette pas de champs radioélectriques supérieurs aux limites spécifiées par Santé Canada pour le grand public; consulter le Code de sécurité 6, disponible sur le site Web de Santé Canada, à l'adresse suivante: www.hc-sc.gc.ca/rpb.

Telephone Consumer Protection Act of 1991 (United States)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including FAX machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long distance transmission charges.)

In order to program this information into your facsimile machine, see your fax software documentation.

Industry Canada Notice

NOTICE: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This Class B digital apparatus complies with Canadian ICES-003.

Avis de L'Industrie Canada

REMARQUE: Cet équipement est conforme aux Spécifications Techniques des Équipements Terminaux d'Industrie Canada en vigueur.

L'indice d'équivalence de la sonnerie de ce matériel est de 0,1. L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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RECYCLING INFORMATION

(For customers in the United States) This product contains mercury. Disposal of this product may be regulated if sold in the United States. For disposal or recycling information, please contact your local authorities or the Electronics Industries Alliance (<http://www.eiae.org>).

RECYCLING LITHIUM-ION BATTERIES

RECYCLING LITHIUM-ION BATTERIES

Lithium-Ion batteries are recyclable.

You can help preserve our environment by returning your used rechargeable batteries to the collection and recycling location nearest you.



For more information regarding recycling of rechargeable batteries, call toll free 1-800-822-8837, or visit <http://www.rbrcl.org/>.

RECYCLAGE DES ACCUMULATEURS AUX IONS DE LITHIUM

RECYCLAGE DES ACCUMULATEURS AUX IONS DE LITHIUM

Les accumulateurs aux ions de lithium sont recyclables.

Vous pouvez contribuer à préserver l'environnement en rapportant les piles usées dans un point de collection et recyclage le plus proche.



Pour plus d'informations sur le recyclage des accumulateurs, téléphonez le numéro gratuit 1-800-822-8837 (Etats-Unis et Canada uniquement), ou visitez <http://www.rbrcl.org/>.



Do not handle damaged or leaking lithium ion batteries.

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

The battery pack used in this device may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 140°F (60°C) or incinerate. Dispose of used battery promptly. Keep away from children.



Ne pas utiliser des batteries au lithium ionisé qui sont endommagées ou qui fuient.

Une batterie non conforme présente un danger d'explosion. La remplacer seulement par une batterie identique ou de type équivalent recommandé par le fabricant. Évacuer les batteries usées selon les directives du fabricant.

La manutention incorrecte du module de batterie de cet appareil présente un risque d'incendie ou de brûlures chimiques. Ne pas démonter, incinérer ou exposer à une température de plus de 60°C. Évacuer promptement la batterie usée. Garder hors de portée des enfants.

Para clientes en países o regiones de América Latina

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Podría exigirse el pago de un cargo adicional por las actualizaciones y adiciones al software. Asimismo, es posible que las suscripciones a los proveedores de servicios en línea exijan el pago de una tarifa e información sobre tarjetas de crédito. Los servicios financieros pueden solicitar la firma de acuerdos previos con alguna institución financiera participante.



Como integrante del programa ENERGY STAR®, la corporación Sony ha determinado que este producto cumple con las normas del programa ENERGY STAR® en cuanto al ahorro de energía.

El Programa Internacional ENERGY STAR® para equipos de oficina es una iniciativa a escala internacional que fomenta el ahorro de energía en el uso de computadoras y otros equipos de oficina. Este programa apoya el desarrollo y la difusión de productos con funciones que reduzcan eficazmente el consumo de energía. Se trata de un sistema abierto en el que los propietarios de empresas pueden participar voluntariamente. Los productos a los cuales está dirigido el programa son los equipos de oficina como, por ejemplo, computadoras, pantallas, impresoras, máquinas de fax y fotocopiadoras. Sus normas y logotipos son los mismos para todos los países participantes.

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Quedan prohibidos la ingeniería inversa y el desmontaje. i.LINK es una marca comercial de Sony que se utiliza únicamente para indicar que un producto presenta un conector IEEE 1394. La conexión i.LINK puede variar según las aplicaciones de software, el sistema operativo y los dispositivos compatibles con i.LINK. Es posible que no todos los productos con conexión i.LINK puedan comunicarse entre sí. Consulte la documentación incluida con el dispositivo compatible i.LINK para obtener información sobre las condiciones de funcionamiento y la conexión apropiada. Antes de conectar dispositivos periféricos i.LINK al sistema, confirme la compatibilidad con el sistema operativo y las condiciones de funcionamiento necesarias. Todas las demás marcas comerciales o registradas son propiedad de sus respectivos propietarios.

Requisitos de usuario final / activación del producto

Ciertos productos de software instalados en la computadora pueden incluir funciones, tales como, protección de copias y tecnología de gestión de contenidos. Para poder utilizar los productos de software es necesario aceptar los términos y condiciones de los contratos de usuario final y el total cumplimiento de los procedimientos de activación del producto que correspondan. Los procedimientos de activación de productos y las políticas de confidencialidad se detallarán durante el lanzamiento inicial de los productos de software o después de ciertas reinstalaciones de los mismos o reconfiguraciones de la computadora y se pueden completar por Internet o por teléfono (es posible que se apliquen cargos por llamada).

Registro del propietario

El número de modelo y el número de serie se indican en la parte inferior de la computadora VAIO® de Sony. Anote los números de modelo y de serie en el espacio provisto a continuación y conserve la información en un lugar seguro. Cuando llame al Centro de Servicio Sony, mencione los números de modelo y de serie.

Número de modelo: PCG-9W2P (VGN-BX545FP)

Número de serie: _____

Especificaciones

Computadora:	cc 19,5 V 4,7 A
Adaptador ca/cc:	
Nombre del modelo	VGP-AC19V10
Entrada	ca 100-240 V 50-60 Hz 1,3 A
Salida	cc 19,5 V 4,7 A
Batería recargable	cc 11,1 V 4 000 mAh

Para evitar cualquier peligro, el adaptador CA incluido se debe utilizar correctamente, según las instrucciones de funcionamiento suministradas.

Información de seguridad

ADVERTENCIA

- Para prevenir incendios y peligros de descargas eléctricas, no exponga la computadora a la lluvia ni a la humedad.
- Para evitar descargas eléctricas, no abra la carcasa. Acuda únicamente a personal calificado para realizar cualquier tipo de reparación.
- No instale cables de módem ni de teléfono durante una tormenta eléctrica.
- No instale conectores telefónicos en lugares húmedos a no ser que el conector esté diseñado específicamente para su instalación en emplazamientos húmedos.
- No toque nunca cables telefónicos o terminales telefónicos sin aislamiento, a menos que la línea telefónica haya sido desconectada en la interfaz de red.
- Actúe con cautela al instalar o modificar líneas telefónicas.
- Evite utilizar el módem durante una tormenta eléctrica.
- No utilice el módem ni el teléfono para informar de un escape de gas cerca del lugar de la fuga.
- El enchufe de teléfono debe estar lo más cerca posible de la unidad y ser fácilmente accesible.
- Los conectores i.LINK, para tarjetas de PC y USB no se suministran con fuentes de alimentación restringidas.
- No utilice la computadora ni la guarde en un ambiente que presente: Fuentes de calor, tales como radiadores o conductos de aire, luz solar directa, exceso de polvo; humedad o lluvia, vibraciones o choques mecánicos; imanes potentes o altavoces sin protección magnética; temperaturas superiores a los 35°C (95°F).
- Esta computadora ha sido diseñada para funcionar únicamente con baterías Sony genuinas.



Para cambiar la batería de reserva, póngase en contacto con el Centro de servicio Sony más cercano.

Precaución: El uso de instrumentos ópticos con este producto incrementará el riesgo para la vista. Debido a que el rayo láser utilizado en este producto es nocivo para los ojos, no intente desarmar la carcasa. Acuda únicamente a personal calificado para realizar cualquier tipo de reparación.

Peligro: Las unidades ópticas CD-RW/DVD emiten radiación láser visible e invisible al abrir la unidad. Evite la exposición directa al rayo.

Precaución: para reducir el riesgo de incendio, utilice únicamente cable de línea de telecomunicaciones N° 26 AWG o mayor.



El uso de instrumentos ópticos con este producto incrementará el riesgo para la vista. Debido a que el rayo láser utilizado en este producto es nocivo para los ojos, no intente desmontar la carcasa de la unidad. Acuda únicamente a personal cualificado para realizar cualquier tipo de reparación.



Emite radiación láser visible e invisible al abrir la unidad. Evite la exposición directa al rayo.

Cuidado de la pantalla LCD

- La exposición directa a los rayos del sol puede dañar la pantalla LCD. Tenga cuidado cuando utilice la computadora cerca de una ventana.
- No raye la pantalla LCD ni ejerza presión sobre ella ya que esto podría provocar un funcionamiento defectuoso.
- El uso de la computadora a bajos niveles de temperatura puede producir una imagen residual en la pantalla. Esto no implica un funcionamiento defectuoso. Cuando la computadora vuelva a temperatura normal, la pantalla funcionará normalmente.
- La suba de temperatura de la pantalla durante su funcionamiento es normal y no indica anomalía ni defecto en el equipo.
- La pantalla LCD ha sido fabricado utilizando tecnología de alta precisión. Sin embargo, podrían aparecer continuamente unos diminutos puntos negros o puntos brillantes (rojos, azules o verdes) en la pantalla LCD. Esto es el resultado normal del proceso de fabricación y no indica una anomalía.

VAIO Homepage

<http://www.sony.com/pcsupport> (for customers in USA)

<http://www.sony.ca/support> (for customers in Canada)

<http://esupport.sony.com/ES/> (for customers in Latin American countries or areas)

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