

## **Samsung Customer Alert Photo Frame Products**

Date: 27th November 2008

Products: Photo Frame Models SPF-75H, SPF-76H, SPF-85H, SPF-85P, SPF-105P

Samsung advise that a batch of Photo Frame Driver CDs contain a worm virus in the FRAME MANAGER software. There is a risk of the customers host PCs being infected with this worm virus.

This will only occur if:

- (1) The host PC is running Windows XP
- (2) The FRAME MANAGER software has been loaded from the Driver CD onto a host PC (so that the Photo Frame can be used as an additional monitor).

The symptom is a slowing down of the host PC

### **How to identify if your Photo Frame may have the affected CD**

Check the serial number of your Photo Frame.

Only units with serial numbers in the range \*\*\*\*\*Q9\*\*\*\*\* to \*\*\*\*\*QB\*\*\*\*\* may be affected.

ex) MN08HVKQ900023, MN07HVJQA13191, CB10HVJQB01075

As the worm virus is detected and removed by most current antivirus software. If you need technical advice for detection and removal please call 1-800-SAMSUNG

### **How to resolve the issue**

- (1) Please uninstall previous FRAME MANAGER software 1.08 (for Windows XP) from the host PC, and download the updated driver software 1.082 (for Windows XP) by clicking [HERE](#) and select "run".

The latest version of Frame Manager can be found on [www.samsung.com](http://www.samsung.com) in Support / Download Centre.

- (3) Install new version 1.082 (for Windows XP) on the host PC, and reboot.
- (4) If you require a replacement CD, please call 1-800-SAMSUNG and quote the model number and serial number to claim.
- (5) If you have a Samsung Photo Frame where the model and serial numbers are within these ranges, you should also safely dispose of the original driver CD.
- (6) Your consumer rights are unaffected.