

MAGNASONIC[®] MD

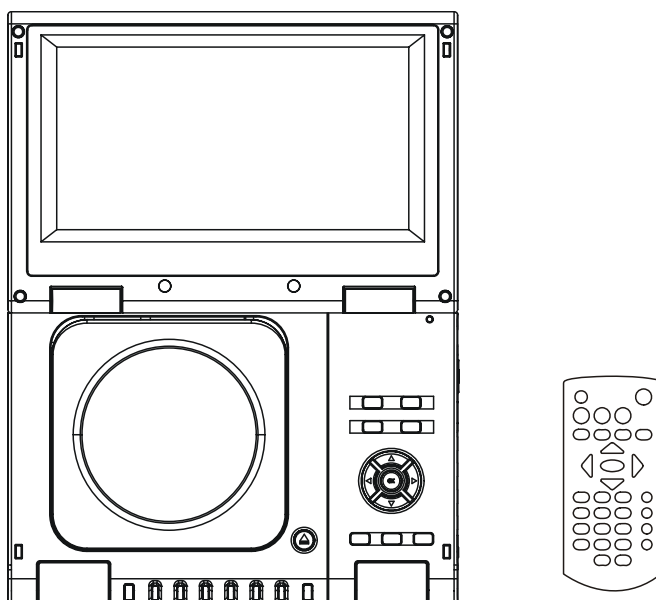
For Customer Assistance Call:

1-800-663-5954

DVD850-2

9" Portable DVD Player

Instruction Manual



Thank you for your purchase of this Magnasonic product. Please read this Instruction Manual carefully before using product to ensure proper use. Keep this manual in a safe place for future reference.

www.magnasonic.ca

IMPORTANT

Since DVD circuitry may cause interference to other radio or television tuners nearby, switch this unit off when not in use or move it away from the affected tuner.

NOTE:

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the Radio Interference Regulations of Industry Canada. 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 instruction, 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 operation (which can be determined by turning the equipment off), 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 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.

Caution When Using

- Be careful of ambient temperature
- Using the DVD player in a place where the temperature is over 40°C or under 0° will result in abnormal function.
- Never expose this unit to prolonged periods of high temperature or leave the unit situated where high temperatures can occur (such as the dash panels of vehicles on very hot days). This could cause malfunctions or damage to the product.

WARNING:

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE. DANGEROUS HIGH VOLTAGES ARE PRESENT INSIDE THE ENCLOSURE. DO NOT OPEN THE CABINET. REFER SERVICING TO QUALIFIED PERSONNEL ONLY.

- The AC/DC adaptor and DVD player shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on apparatus or other equivalent.
- Minimum distances around the apparatus for sufficient ventilations.
- The ventilation should not be impeded by covering the ventilation openings with items such as newspapers, tablecloths, curtains, etc.
- No open flame sources such as lighted candles should be placed on the apparatus.
- Attention should be drawn to the environmental aspects of battery disposal.
- The use of apparatus in moderate climates.

LASER:

This Digital Video Disc Player employs a Laser System.

To ensure proper use of this product, please read this owner's manual carefully and retain for future reference.

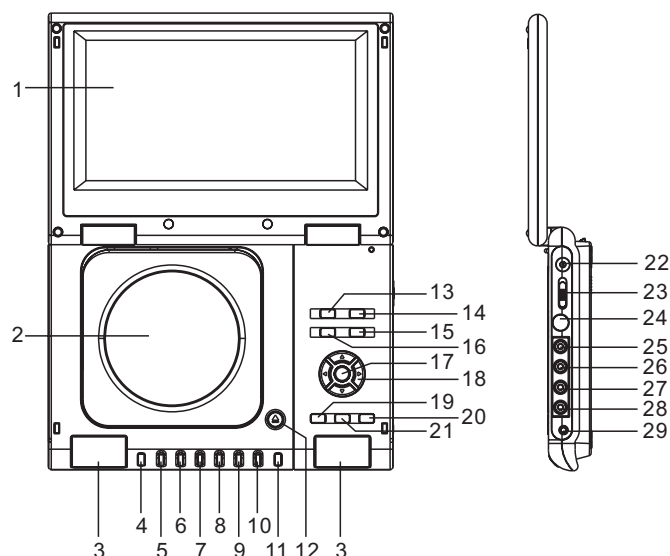
Should the unit require maintenance, contact the qualified service personnel.

Use of controls, adjustments or the performance of procedures other than those specified may result in hazardous radiation exposure.

To prevent direct exposure to laser beam, do not try to open the enclosure.

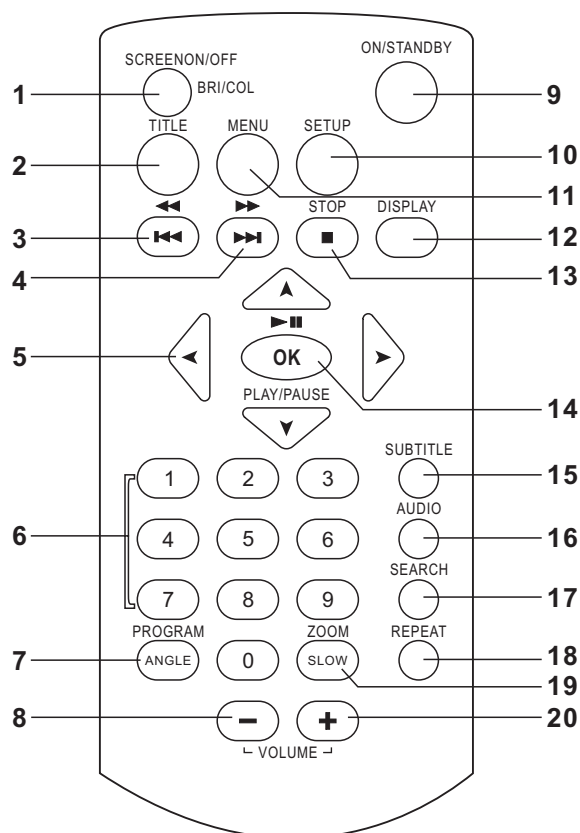
Visible and invisible laser radiation when open and interlocks defeated.

OVERVIEW OF THE DVD PLAYER:



1. TFT SCREEN
2. CD DOOR
3. SPEAKERS
4. ON STANDBY INDICATOR
5. SKIP/SEARCH DOWN BUTTON(PREVIOUS BUTTON)
6. SKIP/SEARCH UP BUTTON(NEXT BUTTON)
7. VOLUME - BUTTON
8. VOLUME + BUTTON
9. STOP BUTTON
10. PLAY/PAUSE BUTTON
11. REMOTE SENSOR
12. DISC COVER OPEN BUTTON
13. TITLE BUTTON
14. MENU BUTTON
15. SETUP BUTTON
16. SEARCH BUTTON
17. OK BUTTON
18. NAVIGATION BUTTONS
19. DISPLAY BUTTON
20. AUDIO BUTTON
21. SUBTITLE BUTTON
22. DC 9V IN JACK
23. POWER ON/OFF SWITCH
24. S-VIDEO OUTPUT JACK
25. AUDIO-LEFT JACK
26. AUDIO-RIGHT JACK
27. VIDEO JACK
28. COAXIAL AUDIO OUTPUT
29. PHONES JACK

GET A QUICK GLANCE AT THE REMOTE CONTROLLER



1. SCREEN ON/OFF BUTTON: Press this button to adjust the color and brightness of the screen, press and hold this button to turn on or turn off the TFT screen.
2. TITLE BUTTON: Play the title (DVD).
3. PREV/REV BUTTON: Press this button, the scene will skip the previous chapter or the next track, press and hold this button, the scene will search the previous point of the chapter or track.
4. NEXT/FWD BUTTON: Press this button, the scene will skip the next chapter or the next track, press and hold this button, the scene will search the forward point of the chapter or track.
5. NAVIGATION BUTTONS
6. NUMERIC BUTTONS
7. PROGRAM/ANGLE BUTTON: During playing DVD disc, pressing this button will display the angle number and change to different angles; and playing the other discs, pressing this button can setup the memory order tracks.
8. VOLUME DOWN BUTTON
9. ON/STANDBY BUTTON
10. SETUP BUTTON: Press this button will enter initial settings menu.
11. MENU (PBC) BUTTON: Select Playback Control for VCD if PBC is on, when you press return button, the player will start at the VCD root.
12. DISPLAY BUTTON: press this button, the screen will display the elapsed time and remaining time.
13. STOP BUTTON: Press this button, the player will stop playing.
14. OK(PAY/PAUSE) BUTTON: Press this button to confirm what you select; press this button to play or halt the disc.
15. SUBTITLE BUTTON: Press this button will display the different subtitle language on the screen.
16. AUDIO BUTTON: Select the sound track.
17. SEARCH BUTTON: Press this button during play then press numeric button to choose number corresponding to the desired play point.
18. REPEAT BUTTON: Press this button once, the player will repeat play the current track or the whole track, press this button twice, the player will repeat play one chapter or one title, or whole tracks, press this button three times, the player will repeat sections between two specific points(A-B).
19. ZOOM/SLOW BUTTON: Press this button to enlarge picture size; Press and hold this button during playback the play speed will be reduced.
20. VOLUME UP BUTTON

CONNECT DVD PLAYER TO OTHER APPLIANCES

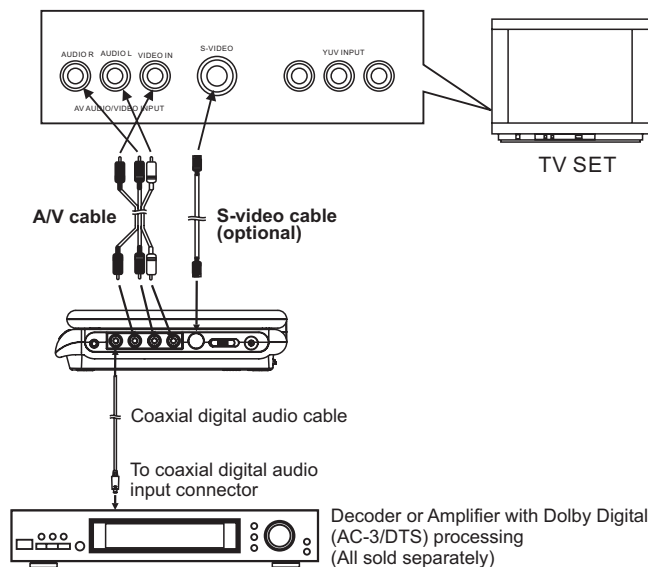
It is recommended you connect the player to a multi-system TV.

Ensure that this player and other appliances (TV set and amplifier) that will be connected to the player are set to OFF mode and that the AC cords are disconnected from the wall outlet.

Avoid blocking ventilation holes of the connected appliances and make sure air around there can circulate freely.

Read carefully and follow the instructions before connecting other appliances.

Observe the color coding when connecting audio and video cables.



After connection is firmed and securely done, plug AC ADAPTER to an applicable wall outlet and turn on the player.

1. S-VIDEO OUTPUT CONNECTORS

The S (separate) video output connector separates the color (C) and luminance (Y) signals before transmitting them to the TV set in order to achieve a sharper picture.

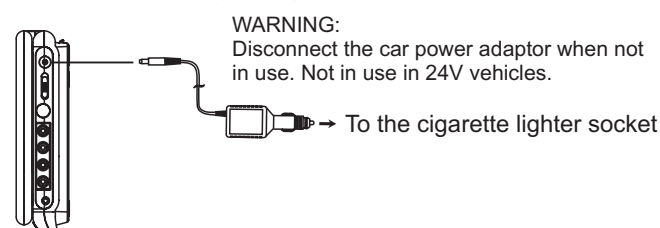
Use the S-video cable when connecting the player to a TV set equipped with an S-Video input connector for the best picture clarity possible.

2. COAXIAL DIGITAL AUDIO OUTPUT

When a DVD recorded in Dolby Digital/DTS is played, Dolby digital/DTS bitstream is output from the player's COAXIAL digital audio output jack. When the player is connected to a Dolby Digital/DTS decoder, you can enjoy theater-like audio quality at your home. [A coaxial audio cable (not included) is required when an optional Dolby digital/DTS decoder is used.]

CONNECTING TO A CAR ADAPTOR

The 9V car power adaptor is designed for use with vehicles that have a 12V, negative ground electrical system.



CAUTIONS:

- Use the unit only with 9V car power adaptor, use with other car power adaptor could damage the unit.
- The recommended 9V car power adaptor is for use with this unit only. Do not use it with other equipment.
- In the interests of road traffic safety, do not operate the unit or view video software while driving a vehicle.
- Make sure the unit is fastened securely to prevent from moving about inside the vehicle in the event of an accident
- When the inside of the cigarette lighter socket is dirty with ashes or dust, the plug section may become hot due to poor contact. Be sure to clean the cigarette lighter socket before use.
- After use, disconnect the 9V car power adaptor from both the unit and cigarette lighter socket.

FUSE REPLACEMENT



OPERATION

PREPARATION

Power on the TV set and select video input mode.

Power on the audio system which is connected to the player.

GET STARTED

1. Press POWER switch to turn on the player.
2. Press CD cover Open to open the disc tray.
3. Place a disc onto the disc tray.
4. Press CD cover Open to close the disc tray and the playback starts automatically.
5. When a menu screen appears on the TV, move the navigation buttons or press the numeric buttons to select a preferred track number, then press OK button to start playback.

ADJUST THE VOLUME

Press the VOLUME+ button to increase or VOLUME- button to reduce the volume.

SKIP AHEAD OR BACK

Press NEXT SKIP or PREV SKIP button once during play to skip a chapter(DVD) or a track (Video CD/CD) ahead or backwards.

RAPID ADVANCE/ REVERSE

During playback, press F.FWD button or REV button several times to scan the disc forward or backward at X2, X4, X8, X20 normal speed.

Press PLAY button to resume normal play.

STOP PLAYBACK

Press STOP button during playback to stop playback; the player activates its resume function when STOP is pressed in STOP mode; press PLAY button again, playback resumes at the point it stopped previously; open the disc tray or press the STOP button one more time to clear the resume function.

SLOW-MOTION PLAY (DVD/VCD)

Press and hold ZOOM/SLOW button on the remote control for a moment during playback, the disc will be played at 1/2 normal speed at first, each time this button is pressed, the play speed becomes slower (down to 1/7 normal speed.) Press PLAY button, normal play will resume.

REPEAT BUTTON

Press REPEAT button during play, it will repeat play one chapter/title or repeat all (for DVD disc), or repeat play a track or all tracks (for VCD / CD), or repeat the the specified points (A-B) ;

NOTE: repeat 1/all for VCD/CD disc will ONLY work in PBC OFF mode.

SEARCH FOR PREFERRED SCENE

1. Press SEARCH button during play and highlight the item to be played (Title, Chapter, or Chapter time) by navigation buttons.
2. Input the desired number or time via the numeric buttons.
3. Press OK button to confirm and the playback from the located scene starts.
4. To exit search menu, press SEARCH button directly.

PROGRAM PLAY(UP TO 16 MEMORIES)

1. Press PROGRAM during playback to display the program menu.
2. Select location(s) to be memorized via navigation buttons and then enter desired Titles/Chapters numbers via numeric buttons.
Note: Inputting leading zero is not necessary. If the chapter/title/track number is behind the cardinal 10, press the unit digit key first and then another unit digit. Some figure inputs may be useless, because it's greater figure than total title/chapter/track number on the disc.
Example: Track 3, press "3"
Track 12, press "1" and then "2"
Track 21, press "2" and then "1"
3. To start programmed playback, select PLAY on the menu; pressing PROGRAM button again to exit programming.
4. To clear programmed items, select the items and then press CLEAR button on the menu. To clear all items, select the <CLEAR> on the menu, and then press OK button on remote control.
5. You can also cancel program mode by clearing all the items in the program menu.

ZOOM PLAY

Press the ZOOM key continuously to zoom in the picture by 2, 3, and 4 times, zoom out by 1/2, 1/3, 1/4 normal size. Press this key once more when the picture is at 1/4 size to return to the normal size display.
Scroll to view the enlarged picture using Navigation buttons.

ON SCREEN DISPLAY INFORMATION

When the player is in operation, press DISPLAY button continuously on the remote control, the screen will display parts of information (current disc type, title number, chapter number, playtime, audio language, audio type, subtitle language and multi angle, etc) in a sequence.

CHANGING AUDIO SOUNDTRACK LANGUAGE(DVD/VCD DISC)

It is possible to change the audio soundtrack language to a different language from the one selected at the initial settings (This operation works only with discs on which multiple audio soundtrack languages are recorded).

- Press AUDIO button during DVD disc play, the sound track language changes with the current sound track number shown on the TV screen.
- Pressing AUDIO button during VCD disc play will change audio output mode: MONO L, MONO R and stereo.

NOTE: When no soundtrack languages are recorded, pressing this button will not work.

MULTI-ANGLE VIEWING (DVD ONLY)

When the multi-angle indicator appears on the screen during DVD playback, press and hold the ANGLE button to display the number of viewing angles available from the scene being played and then select the desired angle to view the scene.

Note: Only DVD's shot with multi-angle scenes have this function, check the DVD documentation.

CHANGING SUBTITLE LANGUAGE (DVD ONLY)

Press SUBTITLE button during playback, the subtitle language shown on the screen will change as a response to each press;

When the desired language appears, release the button to view the subtitle in that language.

Note: this function only works on the DVDs recorded with multi-language subtitles.

ENJOYING VIDEO CDS WITH PBC FEATURE

After loading a VCD 2.0/1.0 with PBC, the TV screen shows the Disc formats and then a menu.

Select desired track by means of numeric buttons: use one corresponding key of numeric buttons 1~ 9 to choose track. During playback, press MENU button to return main menu(DVD).press this button to select PBC ON/OFF mode(VCD)

TITLE button: Play the title (DVD)

KODAK PICTURE CD / JPEG CD PLAYBACK

Slide show of Kodak Picture CD after being loaded begins automatically;

Folders of JPEG picture CD after being loaded are displayed on the TV screen; use the navigation buttons to select the desired folder and then press OK button to confirm.

The files in this folder are displayed and you can select your favourable pictures using the up/down navigation buttons and press OK button to start playback.

Preview of the picture will be displayed while you scroll across the filenames.

KODAK PICTURE CD / JPEG CD OPERATIONS

1. PLAY MODES

Press REPEAT button during play to change the play modes.

REPEAT 1- repeat one file

REPEAT DIR- repeat all picture in the current album

REPEAT ALL- repeat all pictures in current disc.

REPEAT OFF- cancel repeat modes.

During playback, press STOP to enter preview mode.

2. SKIP TO NEXT/PREVIOUS PICTURE

Press NEXT button to skip to the next picture or PREV button to the previous picture.

If no key is pressed for a few seconds, it will skip to next picture automatically.

3. PICTURE ROTATIONS

Press RIGHT and LEFT navigation buttons to rotate the picture Clockwise and anti-clockwise respectively.

4. PICTURE FLIPS

Press UP navigation button to flip the picture vertically.
Press DOWN navigation button to flip the picture horizontally.

5. PICTURE ZOOM IN/OUT

Press ZOOM button continuously ,the picture zooms in by 2, 3, 4 times or zooms out by 1/2, 1/3, 1/4 the original size.
Press this button once more when the picture getting 1/4 size to return to the normal play.

If the picture is enlarged, you may use the navigation buttons to view blocked parts of the picture.

6. SLIDE SHOW TRANSITION MODES

During slide show playback, press the PROGRAM button cyclically to select one of the following modes to play.

WIPE TOP
WIPE BOTTOM
WIPE LEFT
WIPE RIGHT
DIAGONAL WIPE LEFT TOP
DIAGONAL WIPE RIGHT TOP
DIAGONAL WIPE LEFT BOTTOM
DIAGONAL WIPE RIGHT BOTTOM
EXTEND FROM CENTER H
EXTEND FROM CENTER V
COMPRESS TO CENTER H
COMPRESS TO CENTER V
WINDOW H
WINDOW V
WIPE FROM EDGE TO CENTER
RANDOM
NONE

COLOR AND BRIGHTNESS ADJUSTMENT(FOR THE LCD SCREEN)

Use the SCREEN button to adjust the color intensity and brightness respectively.

SCREEN ON/OFF- Press and hold this button about 2 seconds to open or close the screen display.

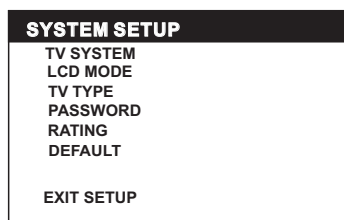
INITIAL SETTINGS

Initial settings page is for you to make your preferred settings up for your player. Once the initial settings are done they are retained in the CPU of the player until otherwise modified.

COMMON PROCEDURES FOR INITIAL SETTINGS

1. Press SETUP button.
2. Use the navigation buttons to select the item you want to modify, press OK button to confirm, setting page with further setting items displayed shows on the TV screen. Again use navigation buttons to make changes. Press again OK button to confirm modifications.
3. Use navigation buttons to switch to another setting on the main setting page.
4. Press SETUP button to exit main setting page.

1.SYSTEM SETUP



1.1 TV SYSTEM - it is used to select the TV mode.

Options: **NTSC / PAL/ AUTO**

Please select this option as per your TV set.

1.2 LCD MODE

Options: 4:3 16:9

1.3 TV TYPE- it is used to select the TV scan mode, please set as per your TV set.

Options: **4:3PS** : Normal Pan & scan mode

4:3LB : Normal Letter box mode

16:9 : 16:9 wide screen mode

1.4 PASSWORD - input password to unlock the system. The steps are as follows:

1.4.1 Enter SYSTEM SETUP , select the PASSWORD item by scrolling the down navigation button, and then press the right navigation button to select the input box.

1.4.2 Input user's password"0000" to unlock it, in this case, select the input box again to change the password by inputting another new four numeric numbers and then press OK button to confirm. When the password is changed, you are needed to input the new one to unlock the system.

1.4.3 Once you forget your own password, use the supervisor's password "8200" to unlock it.

NOTE: If wrong password was input in unlock status, the system will lock.

1.5 RATING - Set the rating of this player. If you want to change the rating of parental lock, please input the password to unlock first.

Options: **1 KID SAFE / 2 G / 3 PG / 4 PG 13 / 5 PG-R / 6R / 7 NC-17 / 8 ADULT**

1.6 DEFAULT - Reset to factory settings.

Options: RESTORE

2. LANGUAGE SETUP



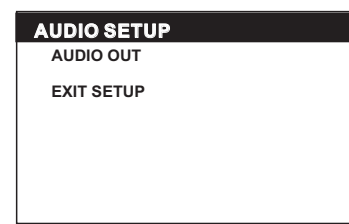
2.1 OSD LANGUAGE - It is used to select different On Screen Display language for different user.

2.2 AUDIO LANG - select preferred audio language.(DVD only, need disc software support)

2.3 SUBTITLE LANG- Select preferred subtitle language. (DVD only, need disc software support)

2.4 MENU LANG - Select preferred disc menu language. (DVD only, need disc software support)

3. AUDIO SETUP



3.1 AUDIO OUT - Set digital output code format.

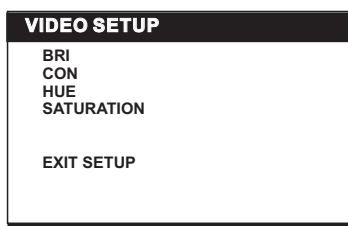
Options:

SPDIF/OFF: If you are not connecting to an amplifier via digital output, please select this option.

SPDIF/RAW: Used in general home theatre, select this can output 5.1 channels audio.

SPDIF/PCM: Select this it can only output 2 channel, but you will get higher quality audio output.

4. VIDEO SETUP



4.1 BRI - to set the brightness for the display.

Options: 0/2/4/6/8/10/12

4.2 CON - to set the contrast effect for display.

Options: 0/2/4/6/8/10/12

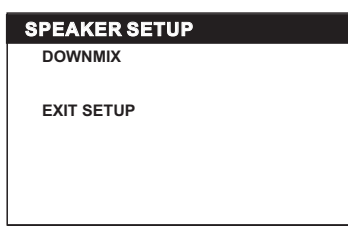
4.3 HUE - to set the colour impression for display.

Options: -6/-4/-2/0/+2/+4/+6

4.4 SATURATION - to set the saturation level for display.

Options: 0/2/4/6/8/10/12

5. SPEAKER SETUP



5.1 DOWNMIX

Options: **LT/RT**- Left/Right mix mode

STEREO- Select this option if you don't have a 5.1 channels amplifier.

DISC HANDLING PRECAUTIONS



- Hold the disc by the edge so the surface will not be soiled with finger prints. Finger prints, dirt and scratches can cause skipping and distortion.
- Do not write on the label side with a ball-point pen or other writing utensils.
- Do not apply benzine, thinner, and liquid that prevents against static electricity.
- Be careful not to drop or bend the disc.
- Instal only one disc on the disc tray.
- Do not try to close the disc tray when the disc is not in stalled properly.
- Be sure to store the disc in it's case when not in use.

TROUBLESHOOTING

If your DVD player does not seem to be functioning properly, check the items below before you contact an authorized service center

Symptom	Check
Power does not turn on or suddenly turns off.	• Make sure the AC adapter is securely plugged into an AC outlet. • Turn the power off and then back on.
Battery pack is in place but the power does not turn on or suddenly turns off	• Check that the battery pack is charged. If not, recharge it.
Remote control won't work	• Check that the battery is inserted in the "+" and "-" direction properly. • The battery may be flat. Replace it with a new one. • Check that the signal transmission is directed at the remote control sensor on the DVD player. • Remove the obstacle between the remote controller and remote control sensor.
No picture or sound	• Check that the A/V cables are securely connected. • Check that the disc is a DVD (region number 1 or all), DVD-RW, VIDEO CD or AUDIO CD. • Do not use a disc that has scratches or dirt. • Check that the label-side of the disc is facing up. • The pick-up lens of the DVD player may be dirty. Contact the service center for lens cleaning. • Check that the TV channel is set to VIDEO or AV if viewing with a TV.
No picture	• Check that the LCD display is turned on.
No sound	• Check that the display panel is open. If it is closed, audio will not be output to the speakers. • Check the volume setting. If set to zero, turn up volume level. • Check that the headphones are plugged into the PHONES socket. Speakers cannot be used with the headphones.
No picture and sound	• Check that the battery is properly installed and AC Adapter is properly connected.
Distorted video or sound	• Use a disc without scratches or dents.

MAGNASONIC® WARRANTY

Consumer Electronics, Home Appliances and Home Office Products

Thank you for choosing MAGNASONIC®!

SYNNEX Canada Limited gives the following express warranty to the original consumer purchaser or gift recipient for this MAGNASONIC product, when shipped in its original container and sold or distributed in Canada by SYNNEX Canada Limited or by an Authorized MAGNASONIC Dealer:

SYNNEX Canada Limited warrants that this product is free, under normal use and maintenance, from any defects in material and workmanship. If any such defects should be found in this product within the applicable warranty period, SYNNEX Canada Limited shall, at its option, repair or replace the product as specified herein. Replacement parts furnished in connection with this warranty shall be warranted for a period equal to the unexpired portion of the original equipment warranty.

This warranty shall not apply to:

- a. Any defects caused or repairs required as a result of abusive operation, negligence, accident, improper installation or inappropriate use as outlined in the owner's manual.
- b. Any MAGNASONIC product tampered with, modified, adjusted or repaired by any party other than SYNNEX Canada Limited or MAGNASONIC's Authorized Service Centres.
- c. Damage caused or repairs required as a result of the use with items not specified or approved by SYNNEX Canada Limited, including but not limited to head cleaning tapes and chemical cleaning agents.
- d. Any replacement of accessories, glassware, consumable or peripheral items required through normal use of the product including but not limited to earphones, remote controls, AC adapters, batteries, temperature probe, stylus, trays, filters, cables, paper, cabinet, cabinet parts, knobs, buttons, baskets, stands, shelves, cookware and cooking utensils.
- e. Any cosmetic damage to the surface or exterior that has been defaced or caused by normal wear and tear.
- f. Any damage caused by external or environmental conditions, including but not limited to transmission line/power line voltage or liquid spillage.
- g. Any product received without appropriate model, serial number and CSA /cUL /cULus /cETL /cETLus markings.
- h. Any products used for rental or commercial purposes.
- i. Any installation, setup and/or programming charges.

Should this MAGNASONIC product fail to operate during the warranty period, warranty service may be obtained upon delivery of the MAGNASONIC product together with proof of purchase and a copy of this LIMITED WARRANTY statement to an Authorized MAGNASONIC Service Centre. In-home warranty service may be provided at SYNNEX Canada Limited's discretion on any MAGNASONIC television with the screen size of 27" or larger. This warranty constitutes the entire express warranty granted by SYNNEX Canada Limited and no other dealer, service centre or their agent or employee is authorized to extend, enlarge or transfer this warranty on behalf of SYNNEX Canada Limited. To the extent the law permits, SYNNEX Canada Limited disclaims any and all liability for direct or indirect damages or losses or for any incidental, special or consequential damages or loss of profits resulting from a defect in material or workmanship relating to the product, including damages for the loss of time or use of this MAGNASONIC product or the loss of information. The purchaser will be responsible for any removal, reinstallation, transportation and insurance costs incurred. Correction of defects, in the manner and period of time described herein, constitute complete fulfillment of all obligations and responsibilities of SYNNEX Canada Limited to the purchaser with respect to the product and shall constitute full satisfaction of all claims, whether based on contract, negligence, strict liability or otherwise.

CARRY-IN PARTS & LABOUR WARRANTY PERIODS:

- Audio Products: 1 Year (Remote Control, if applicable – 90 Days)
- DVD Products: 1 Year (Remote Control – 90 Days)
- LCD & Plasma Display TV: 1 Year (Remote Control – 90 Days)
- Television Products: 1 Year (Remote Control – 90 Days)
- VCR Products: 1 Year (Remote Control – 90 Days, Video Heads – 6 Months)
- Home Appliances: 1 Year
 - Microwave Magnetron parts only additional 3 Years
 - Refrigerator / Freezer Compressor parts only, additional 4 years
- Heating / Cooling & Humidification Products: 1 Year (Remote Control – 90 Days)
 - Compressor parts only (if applicable), additional 4 years
- Home Office: 1 Year

To obtain the name and address of the nearest Authorized MAGNASONIC Service Centre or for more information on this warranty

- Visit www.magnasonic.ca
- Mail your inquiry to
SYNNEX Canada Limited
MAGNASONIC Customer Service
200 Ronson Drive, Toronto, ON M9W 5Z9; or
- Call toll free 1-800-663-5954, Monday to Friday 9:00am – 5:00pm Eastern Standard Time.