

IMPORTANT PRODUCT SAFETY AND WARRANTY INFORMATION



This symbol identifies safety and health information in this product guide. Read this guide for important safety and health information for the product that you have purchased.



WARNING: Failure to properly set up, use, and care for the Xbox One console and Kinect for Xbox One sensor can increase the risk of serious injury, death, property damage, or damage to the product or related accessories. Read this product guide for important safety and health information.

INITIAL CONSOLE SETUP AND UPDATES

You must connect to the Internet for initial console setup and updates before you can play offline (broadband Internet recommended [1.5 mbps down/768 kbps up]). Microsoft account and account on Xbox Live in an Xbox One-supported Xbox Live country/region required for initial setup and updates and for some features; ISP fees apply). For answers to questions about console setup, troubleshooting steps, and Xbox Customer Support contact information.

USE WITH INFRARED DEVICES

The Kinect sensor may interfere with or degrade operation of infrared devices, including remote controls and 3D glasses. If you notice interference or reduced range, please try repositioning the Kinect sensor or infrared device. If a Kinect sensor will be used, an Xbox One adapter will be required.

ELECTRICAL SAFETY



WARNING As with many other electrical devices, failure to take the following precautions can result in serious injury or death from electric shock, fire, or damage to the Xbox One console or Kinect sensor.

AC-Powered Devices

Select an appropriate power source for your Xbox One console:

- Use only AC power cord that came with your console or that you received from an authorized repair center or equivalent. If you need a replacement AC power cord, you can find Xbox Customer Support contact information at [website](#).
- Confirm that your electrical outlet provides the type of power indicated on the console (in terms of voltage [V] and frequency [Hz]). If you are not sure of the type of power supplied to your home, consult a qualified electrician.

- Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable. Use only AC power provided by a standard wall outlet.
- Do not overload your wall outlet, extension cord, power strip, or other electrical receptacle. Confirm that they are rated to handle the total current (in amps [A]) drawn by the Xbox One console (indicated on the console) and any other devices that are on the same circuit.



CAUTION: Cables and Cords

To reduce potential trip hazards or entanglement hazards, arrange any cables and cords so that people and pets are not likely to trip over or accidentally pull on them as they move around or walk through the area and do not allow children to play with cables and cords.

To avoid damaging the power cord and console:

- Protect power cords from being walked on or crushed.
- Protect cords from being pinched or sharply bent, particularly where they connect to the power outlet and the console.
- Do not jerk, knot, sharply bend, or otherwise abuse power cords.
- Do not expose power cords to sources of heat.
- Keep children and pets away from power cords. Do not allow them to bite or chew on them.
- When disconnecting power cords, pull on the plug, do not pull on the cord.

If a power cord becomes damaged in any way, stop using it immediately.

Unplug your Xbox One console during lightning storms or when unused for long periods.

BATTERY POWERED DEVICES



WARNING: Battery Safety

The following precautions apply to all products that use disposable or rechargeable batteries including lithium polymer. Improper battery use may result in serious injury, death, property damage, or damage to the product or related accessories as a result of battery fluid leakage, fire, overheating, or explosion. Released battery fluid is corrosive and may be toxic. It can cause skin and eye burns, and is harmful if swallowed. To reduce the risk of injury:

Keep batteries out of reach of children. Remove the batteries if they are worn out or before storing your device for an extended period. Always remove old, weak, or wornout batteries immediately and recycle or dispose of them in accordance with local and national/regional disposal regulations.

If a battery leaks, remove all batteries by reversing the installation steps provided for this product, being careful to keep the leaked fluid from touching your skin or clothes.

If fluid from the battery contacts skin or clothes, flush skin with water immediately. Before inserting new batteries, thoroughly clean the battery compartment with a dry cloth, or follow the battery manufacturer's recommendations for cleanup.

- Do not crush, open, puncture, mutilate, heat above 35°C (95°F) apply direct heat to, or dispose of batteries in fire.
- Do not mix new and old batteries or batteries of different types (for example, carbon-zinc and alkaline batteries).
- Do not allow metal objects to touch the battery terminals on the device; they can become hot and cause burns.
- Do not carry or place batteries together with necklaces, hairpins or other metal objects.
- Do not leave a battery-powered device in direct sunlight for an extended period, such as on the dash of a car during the summer.
- Do not immerse batteries in water or allow them to become wet.
- Do not connect batteries directly to wall outlets or car cigarette-lighter sockets.
- Do not attempt to connect to the battery terminals unless using a Microsoft approved host device.
- Do not strike, throw, step on, or subject batteries to severe physical shock.
- Do not pierce battery casings in any manner.
- Do not attempt to disassemble or modify batteries in any way.
- Do not recharge batteries near a fire or in extremely hot conditions.

USE AND CARE OF YOUR XBOX ONE CONSOLE



WARNING: Risk in Repairs

Opening and/or repairing your device can present electric shock, device damage, fire, and personal injury risks, and other hazards. Microsoft recommends that you seek professional assistance for device repairs, and that you use caution if undertaking do-it-yourself repairs.



WARNING: Do not allow the console, battery pack, or sensor to become wet. To reduce the risk of fire or shock, do not expose the console or sensor to rain or other types of moisture.

Use in accordance with these instructions:

- Do not use near any heat sources.
- Do not position the console vertically, unless using an official Microsoft approved stand or equivalent.
- Only use attachments/accessories specified by Microsoft or equivalent.

- Disconnect the console from electrical power to prevent the console from being turned on and off or the disc from being ejected (for consoles containing an optical disc drive) during cleaning.
- Clean the outside of the Xbox One only. Make sure that no objects are inserted into ventilation openings.
- Use a dry cloth—do not use abrasive pads, detergents, scouring powders, solvents (for example, alcohol, gasoline, paint thinner, or benzene), or other liquid or aerosol cleaners.
- Do not use compressed air.
- For consoles containing an optical disc drive, do not use DVD head cleaner devices.
- Do not attempt to clean connectors.
- Clean the console feet and the surface on which the Xbox One rests with a dry cloth.

Avoid smoke and dust

Do not use the console in smoky or dusty locations. Smoke and dust can damage the console, particularly the optical disc drive (for consoles containing an optical disc drive).

Disc use (for consoles containing an optical disc drive)

To avoid jamming the disc drive and damaging discs or the console:

- Remove discs before moving the console.
- Never use cracked discs. They can shatter inside the console and jam or break internal parts.
- Always return discs to their storage containers when they are not in the disc drive. Do not store discs in direct sunlight, near a heat source, or on your Xbox One. Always handle discs by their edges. To clean game and other discs:
 - Hold discs by the edges; do not touch the disc surface with your fingers.
 - Clean discs using a soft cloth, lightly wiping from the center outward.
 - Do not use solvents; they can damage the disc. Do not use disccleaning devices.

Metallic objects and stickers

Do not place metallic items or stickers near or on the Xbox One, as they can interfere with controller, networking, and eject and power buttons.



CAUTION: Stationary images in video games can “burn” into some TV screens, creating a permanent shadow. Consult your TV owner’s manual of manufacturer before playing games.

PLAY SPACE



WARNING: Gameplay with your Kinect sensor may require varying amounts of movement. To reduce the risk of injury or property damage, take the following precautions before playing:

- Make sure you have enough space to move freely.
- Look in all directions (right, left, forward, backward, down, and up). Make sure there is nothing you might trip on—toys, furniture, or loose rugs, for example.
- Make sure your play space is far enough away from windows, walls, stairs, etc.
- Be aware of children and pets in the area. If necessary, move objects or people out of the play space.

While playing:

- Stay far enough away from your TV to avoid contact.
- Keep enough distance from other players, bystanders, and pets. This distance may vary between games, so take account of how you are playing when determining how far away you need to be.
- Stay alert for objects or people you might hit or trip over. People and objects can move into the area during play, so always be alert to your surroundings.
- Make sure you always have good footing while playing.
- Play on a level floor with enough traction for game activities.
- Make sure to use proper footwear for gaming or are barefoot, if appropriate. Do not wear high-heels, flip-flops, etc.

Don't overexert yourself

Gameplay with the Kinect sensor may require varying amounts of physical activity.

Consult a doctor before using the sensor if you have any medical condition or issue that affects your ability to safely perform physical activities, or if you:

- are or may be pregnant,
- have heart, respiratory, back, joint, or other orthopedic conditions,
- have high blood pressure,
- have difficulty with physical exercise, or
- have been instructed to restrict physical activity.

Consult your doctor before beginning any exercise routine or fitness regimen that includes using the Kinect sensor.

Do not play under the influence of drugs or alcohol, and make sure your balance and physical abilities are sufficient for any movements while gaming.

Take breaks periodically

Stop and rest if your muscles, joints, or eyes become tired or sore.

If you experience excessive fatigue, nausea, shortness of breath, chest tightness, dizziness, discomfort, or pain, STOP USING IMMEDIATELY and consult a doctor.

PLAY HEALTHY



WARNING: Important Health Warnings about Playing Video Games

Photosensitive Seizures

A very small percentage of people may experience a seizure when exposed to certain visual images, including flashing lights or patterns that may appear in video games. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause these “photosensitive epileptic seizures” while watching video games.

These seizures may have a variety of symptoms, including lightheadedness, altered vision, eye, or face twitching, jerking or shaking of arms or legs, disorientation, confusion, or momentary loss of awareness. Seizures may also cause loss of consciousness or convulsions that can lead to injury from falling down or striking nearby objects.

Immediately stop playing and consult a doctor if you experience any of these symptoms. Parents should watch for or ask their children about the above symptoms— children and teenagers are more likely than adults to experience these seizures. The risk of photosensitive epileptic seizures may be reduced by taking the following precautions:

- Sit or stand farther from the TV screen.
- Use a smaller TV screen.
- Play in a well-lit room.
- Do not play when you are drowsy or fatigued.
- If you or any of your relatives have a history of seizures or epilepsy, consult a doctor before playing.

Musculoskeletal Disorders

Use of game controllers, keyboards, mice, or other electronic input devices may be linked to serious injuries or disorders.

When playing video games, as with many activities, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. However, if you experience symptoms such as persistent or recurring discomfort, pain, throbbing, aching, tingling, numbness,

burning sensation, or stiffness, DO NOT IGNORE THESE WARNING SIGNS. PROMPTLY SEE A QUALIFIED HEALTH PROFESSIONAL, even if symptoms occur when you are not playing a video game. Symptoms such as these can be associated with painful and sometimes permanently disabling injuries or disorders of the nerves, muscles, tendons, blood vessels, and other parts of the body. These musculoskeletal disorders (MSDs) include carpal tunnel syndrome, tendinitis, tenosynovitis, vibration syndromes, and other conditions.

While researchers are not yet able to answer many questions about MSDs, there is general agreement that many factors may be linked to their occurrence, including medical and physical conditions, stress and how one copes with it, overall health, and how a person positions and uses their body during work and other activities (including playing a video game).

Some studies suggest the amount of time a person performs an activity may be a factor. Some guidelines that may help you work and play more comfortably and possibly reduce your risk of experiencing an MSD can be found in the Healthy Gaming Guide at [xbox.com/xboxone/playhealthy](https://www.xbox.com/xboxone/playhealthy). These guidelines address topics such as:

- Positioning yourself to use comfortable, not awkward, postures.
- Keeping your hands, fingers, and other body parts relaxed.
- Taking breaks.
- Developing a healthy lifestyle.

If you have questions about how your own lifestyle, activities, or medical or physical condition may be related to MSDs, see a qualified health professional.



WARNING: Choking Hazard

This device may contain small parts that may be a choking hazard to children under 3. Keep small parts away from children.

Make sure children play safely

Make sure children using any Xbox One accessory together with the Xbox One console and Kinect sensor play safely and within their limits, and make sure that they understand proper use of the system.

Avoid glare

To minimize eyestrain from glare, try the following:

- Position yourself at a comfortable distance from your television or monitor and the Kinect sensor.
- Place your television or monitor and Kinect sensor away from light sources that produce glare, or use window blinds to control light levels.
- Choose soothing natural light that minimizes glare and eyestrain and increases contrast and clarity.

- Adjust your television or monitor brightness and contrast.



CAUTION: Prevent the console from falling

If the Xbox One falls and hits someone, especially a small child, it could cause serious injury. To reduce the risk of such injuries and damage to the Xbox One console, set up the Xbox One according to these instructions. Place the console on a surface that:

- Is flat and level.
- Is stable and not likely to tip over.
- Allows all four feet of the console to be in contact with the surface.
- Is not likely to allow the console to slip or slide off.
- Is clean and free of dust and debris.

Position your Xbox One

Your console should only be used in the horizontal position. If vertical positioning is desired, an official Microsoft approved stand or equivalent must be used. If you need to change the location of your console, remove discs (for consoles containing an optical disc drive), power down the system and remove all cables before moving the console.

Prevent the console from overheating

Do not block any ventilation openings on the console. Do not place the console on a bed, sofa, or other soft surface that may block openings. Do not place the console in a confined space, such as a bookcase, rack, or stereo cabinet, unless the space is well ventilated.

Do not place the console near any heat sources, such as radiators, heat registers, stoves, or amplifiers.

Using the Xbox One in an environment where the external temperature varies widely and quickly might damage the console. When moved to a location with a temperature difference of 20 degrees or more from the previous location, allow the console to come to room temperature before turning it on. The console's operating temperature is +5°C (+41°F) to +35°C (+95°F).



WARNING: Hearing Safety

Extended exposure to high sound volumes when using a headset may result in temporary or permanent hearing loss. To reduce the risk of hearing loss, set the volume loud enough to hear clearly in quiet surroundings, and no louder.

- Do not increase the volume after you start listening. Your ears can adapt over time so that high volume sounds normal, but the high volume may still damage your hearing.
- Do not increase the volume to block out outside noise. The combination of outside noise and sound from your headphones can damage your hearing. Sealed or noise-canceling headphones can reduce outside noise so that you don't have to turn up the volume.

- If you can't understand someone nearby speaking normally, turn down the volume. Sound that drowns out normal speech can damage your hearing. Even with sealed or noise canceling headphones, you should be able to hear nearby people speak.

Minimize your time listening to loud sound.

- The more time that you spend exposed to high sound volumes, the more likely you are to damage your hearing. The louder the sound, the less time that is required to damage hearing.
- At maximum volume, listening to music on the device with headphones can permanently damage your hearing in 15 minutes. Even lower volumes can damage hearing if you are exposed to it for many hours. All of the sound that you are exposed to during a day adds up. If you are exposed to other loud sound, it takes less time listening at high volumes to cause hearing damage.
- To safely use the device without a time limit, keep the volume low enough that you can carry on a conversation with people nearby.



CAUTION: Personal Medical Devices

Radio-frequency emissions from electronic equipment can negatively affect the operation of other electronic equipment, causing them to malfunction. Although the device is designed, tested, and manufactured to comply with regulations governing radio frequency emission in countries such as the United States, Canada, the European Union, and Japan, the wireless transmitters and electrical circuits in the device may cause interference in other electronic equipment. Always take the following precautions:

Persons with pacemakers

- The Health Industry Manufacturers Association recommends that a minimum separation of 6 inches (15 cm) be maintained between a wireless device and a pacemaker to avoid potential interference with the pacemaker.
- Wireless devices should not be carried in a breast pocket.
- If you have any reason to suspect that interference is occurring, turn the device off immediately.

Other medical devices

If you use any other personal medical device, contact the medical device manufacturer or your physician to determine whether it is appropriate for you to use other electronic devices near your medical device.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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