

**Subject:** Re: CLI - Technical Support Request - (MuVo Sport C100)  
(KMM10638408I16636L0KM)  
**From:** Creative Americas Customer Support  
**Date:** Sat, 1 Jul 2006 00:03:19 +0100 (BST)  
**To:** Tian

Dear Tian,

You will need to reload the firmware from our website.

[http://us.creative.com/support/downloads/download.asp?MainCategory=213&sOSName=Windows+XP&region=1&Product\\_Name=ZEN+Micro&Product\\_ID=10795&modelnumber=&driverlang=1033&OS=10&drivertype=0&x=29&y=9](http://us.creative.com/support/downloads/download.asp?MainCategory=213&sOSName=Windows+XP&region=1&Product_Name=ZEN+Micro&Product_ID=10795&modelnumber=&driverlang=1033&OS=10&drivertype=0&x=29&y=9)

If the link does not open please copy the link and paste it into the address bar of internet explorer.

If you still require assistance, please reply to this email with any previous correspondence to ensure the quickest and most accurate service.

Best Regards,

Doug (15589)  
Technical Support  
Creative Labs Americas

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Creative Care Protection Plan is now available for Zen players!

Protect your investment by extending the warranty and support coverage for your Zen to a full 2 years.

<http://us.creative.com/redirect.asp?id=314>

Accessorize your Zen and MuVo with a remote, docking station, travel charger, extra batteries, leather case, premium headphones, and more!

<http://us.creative.com/redirect.asp?id=1312>

Dock and rock -- TravelDock, TravelSound, and PlayDock portable speaker systems let you take the party everywhere you go!

<http://us.creative.com/redirect.asp?id=1313>

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To provide feedback on your "Creative Experience" please click on the following link:

<http://www.creativehelp.com/support/contact/welcome.asp?r=CLI&d=TS>

This link is provided so that you may provide feedback on your "Creative Experience". If you require further troubleshooting or have additional questions simply reply to the original mail and we will be glad to assist you.

Original Message Follows:

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Subject: CLI - Technical Support Request - (MuVo Sport C100)

Name: Tian

E-mail Address: [tiangotlost@gmail.com](mailto:tiangotlost@gmail.com)

Self Description: Advanced PC User

Country: United States of America

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Support Inquiry: ID(3) My Creative hardware stopped functioning correctly

Product: MuVo Sport C100

CCPP Certificate Number:

Serial Number: CLPF1001472003035S

Purchase Date: 30/11/2004

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Operating System: Windows XP

Creative Model Number: DAP-FL0003

Computer Brand/Model: Assembled

Processor/CPU: Pentium Prescott 3.6GHz

Memory: 1.5 GB

BIOS Type/Revision:

System Board/Chipset:

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Detailed Problem Description:

The display on my MuVo Sport 100 has stop working.

The blue backlight can be turned on and off, but the text no longer appears.

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