

Connecting the CD-Writer 6020



U.S.: Hewlett-Packard Company, 800 S. Taft Ave., Loveland, CO 80537

Europe: Hewlett-Packard Nederland B.V., P.O. Box 58144, 1040 HC Amsterdam, The Netherlands

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Laser Safety

This unit employs a laser. Do not remove the cover or attempt to service this device when connected due to the possibility of eye damage.

Laser-Sicherheit

In das Gerät ist ein Laser eingebaut. Nehmen Sie die Abdeckung nicht ab und versuchen Sie nicht, das Gerät zu reparieren, solange es angeschlossen ist. Es besteht die Gefahr einer Augenverletzung.

CAUTION

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

WARNUNG

Die Vornahme von Regelungen oder Einstellungen oder die Durchführung von Verfahren, die nicht in diesem Dokument angegeben sind, kann eine gefährliche Einwirkung von Laserstrahlung zur Folge haben.

Class 1 Laser Product

Klass 1 Laserapparat

Luokan 1 Laserlaite

Klasse 1 Laser-Produkt

CAUTION: Invisible laser radiation when open. Avoid exposure to beam.

VARO! Avattaessa olet altiina näkymättömälle laser säteilylle älä katso säteesen.

WARNING: Osynlig laserstrålning när denna del är öppnad betrakta ej strålen.

ADVERSEL: Usynlig laserstrålning ved åbning. Undgå unsaettelse for strålning.

DANGER: Invisible laser radiation when open. Avoid direct exposure to beam.

VORSICHT: Unsichtbare Laserstrahlung wenn Abdeckung geöffnet. Nicht dem Strahl aussetzen.

Laser

Type: Semiconductor laser GaAlAs

Wave length: 775~795 nm (at 25°C)

Output power: 2.5 mW (read), 35 mW (write)

Beam divergence: 60 degrees

Notice

Europe: This drive shall be installed only with an EN60950 (IEC950) approved Power supply.

USA/Canada: This drive is for use only with IBM compatible UL listed personal computers.



For Europe

This drive is in conformity with the EMC directive and low-voltage directive.

Interference

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 (2) this device must accept any interference received including interference that may cause undesired operations.

Federal Communications Commission R.F. Interference Statement

WARNING: 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:

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- 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.

Information for user:

CAUTION: Changes or modifications to this equipment not expressly approved by Hewlett-Packard could result in violation of Part 15 of the FCC rules.

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Canadian Standards Association Information Statement

INSTRUCTION TO USER:

WARNING: This component is only considered to be approved when installed in CSA certified equipment evaluated to the standards C22.2 No. 220-M1986 or C22.2 No. 950-M89. The operator accessibility into the end use enclosure is defined with strict accordance in the operator's manual for the installation of components into the equipment.

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Welcome

This guide explains how to connect the external CD-Writer to your computer. This guide shows you how to:

1. Connect the external CD-Writer to your computer
2. Install the software that runs the CD-Writer
3. Select CDs for your CD-Writer and maintain them
4. Solve any problems that may arise

When you finish, your CD-Writer will be ready to record CDs.

SCSI or Parallel Mode?

Your CD-Writer can operate in either SCSI or parallel mode, depending on the way it is connected.

In SCSI mode, the CD-Writer is connected to a SCSI adapter board you already have or purchased with the CD-Writer. A SCSI adapter board allows you to connect multiple devices to a single expansion slot. In parallel mode, the CD-Writer is connected to the printer port. The system requirements for each mode vary slightly.

While your CD-Writer is able to work in either mode, your package includes accessories for only *one* mode. That is, the SCSI package includes a SCSI adapter cable. The parallel package includes a parallel adapter cable and driver software for this cable.

You have purchased the SCSI package. You can easily switch to parallel mode by purchasing a parallel adapter cable and drivers from HP.

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Chapter 1:

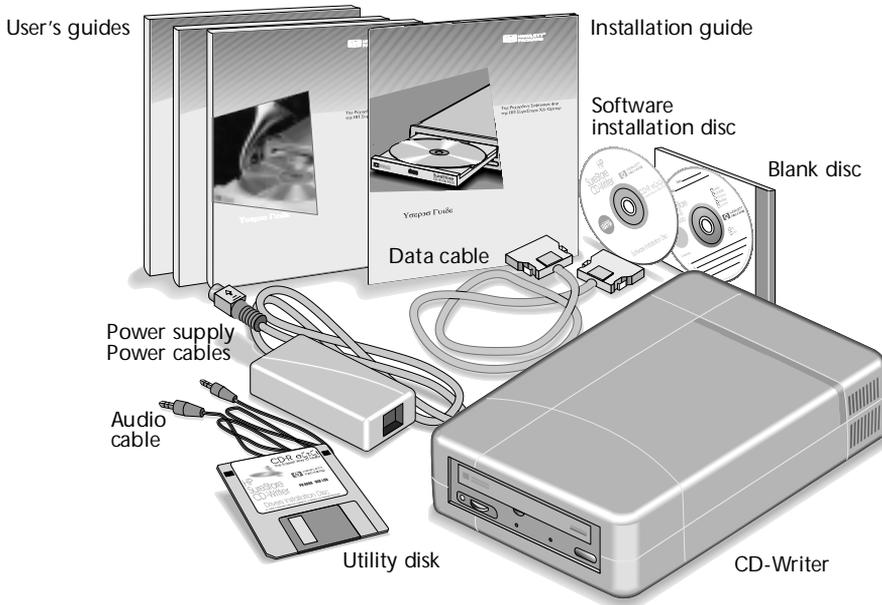
Before You Start

Before you start connecting your CD-Writer, be sure that:

1. You received the entire CD-Writer package.
2. Your system meets certain requirements.
3. Your computer has a SCSI adapter board.

What's in Your Package

Make sure you have the items shown below. (Keep your packaging in case you need to return or transport the CD-Writer.)



Minimum System Configuration

For the most reliable performance, your computer should meet these requirements:

- IBM or compatible PC
- 486/DX33 processor
- Windows NT[®], Microsoft[®] Windows 95[®], Windows 3.1[®] or Windows 3.11[®]
- MS DOS 6.0 (or later) and MSCDEX 2.23, only if running Windows 3.1 or Windows 3.11
- Hard disk with at least 528 MB of storage capacity (that is, with a transfer rate of at least 800 kB/sec and disk access time of less than 20 msec)
- SCSI-2 adapter board with external port (driver software installed)
- 8 MB RAM
- 10 MB free hard disk space

What affects system performance

To use the CD-Writer, your computer should be equipped with the ability to run a recordable CD drive. How well your computer functions with the CD-Writer, particularly how fast it writes data to a CD, depends on a number of factors. These factors are listed below.

Processor. The type and speed of your processor greatly affects the speed at which your computer transfers data to and from the CD-Writer. If the processor speed is too slow, you may have to write at 1x speed.

Your Hard Disk Drive. The speed at which your hard disk accesses and transfers data (its *access time* and *transfer rate*) affects performance. Newer hard disks, those with a storage capacity greater than 528 MB, include *Enhanced IDE*. These hard disks are fast enough to handle the CD-Writer's 2x write speed. Older hard disks may only be able to write at 1x speed.

Interface Type: SCSI Port. To operate the CD-Writer in SCSI mode, your computer requires a SCSI-2 adapter board with an external connector. More information appears below.

DMA. A DMA channel must be available for a bus-mastering SCSI-2 adapter board. Most computers automatically assign a DMA. But you may run into conflicts with other devices if a DMA channel is not available.

RAM. Your computer must have enough memory available to handle its operating system, the CD-Writer applications, and the data you are transferring to and from CDs. The system should not have to swap data to and from the hard disk.

NOTE: See your computer and SCSI adapter board manuals or contact your computer vendor if you have any questions about your computer's configuration or capabilities.

The SCSI Adapter Board

You can operate the CD-Writer in SCSI mode if a SCSI-2 adapter board and its drivers have been installed in your computer. The SCSI adapter board can connect multiple devices to one expansion slot. This group of devices is called SCSI chain.

The CD-Writer can be connected to its own SCSI adapter board (the most reliable method), or it can form a SCSI chain with other devices. However, you *should not run* these other devices while you are using the CD-Writer. (You can, of course, run the hard drive at the same time as the CD-Writer.)

During the write process, a constant stream of data must reach the CD-Writer. If other devices are running on the same board at the same time, this stream could be interrupted. An interruption could cause a buffer underrun, making the current session on the CD unreadable.

The CD-Writer is compatible with most SCSI adapter boards currently on the market. It was tested extensively with the following boards:

Brand/Model	Driver software version required	Company phone number	World Wide Web Address
Adaptec AHA-2940C	EZ-SCSI 4.0C	(800) 959-7274	http://www.adaptec.com
Adaptec AHA-2920C	EZ-SCSI 4.0C	(800) 959-7274	"
Adaptec AHA-1542CP	EZ-SCSI 4.0C	(800) 959-7274	"
AdvanSys 5140C		(800) 525-7440	http://www.advansys.com

NOTE: The driver software for your SCSI board must be able to support multisession and audio CDs.

Contact the manufacturer of your SCSI adapter board if you have any questions about its capabilities.

Chapter 2:

Connecting the CD-Writer

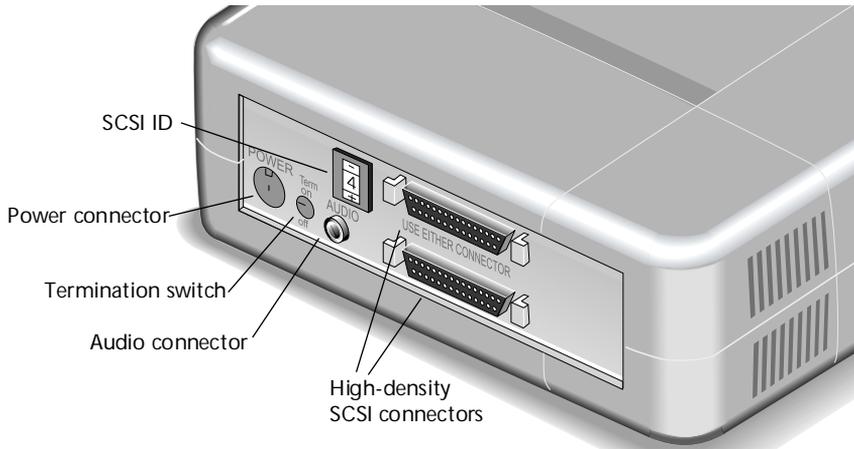
This section describes how to connect the CD-Writer to your computer. It shows you:

1. The CD-Writer's back panel
2. How to prepare for operating in SCSI mode
3. How to connect the CD-Writer to your computer
4. How to move the CD-Writer from one computer to the next
5. How switch from SCSI mode of operation to parallel mode

NOTE: To connect this device properly, you will need to know about your computer hardware. See the manual that came with your computer if you need more information than what is provided here.

CD-Writer Back Panel

The drawing below illustrates the back panel of the CD-Writer.



Preparing to Operate in SCSI Mode

The CD-Writer is connected to a SCSI-2 adapter board inside your computer. You can connect the CD-Writer to its own SCSI adapter board or add it to a chain of other devices also connected to the same SCSI adapter board.

The SCSI ID and termination settings on the CD-Writer identify its place in a SCSI chain. If the CD-Writer is part of a chain, you must be sure that its SCSI ID is not the same as the ID of another device on the chain. (This is called a hardware conflict.) You must also be sure that its termination is set correctly.

If you connect the CD-Writer to its own SCSI adapter board, there will be no conflicts with other devices. The CD-Writer's termination setting should be on.

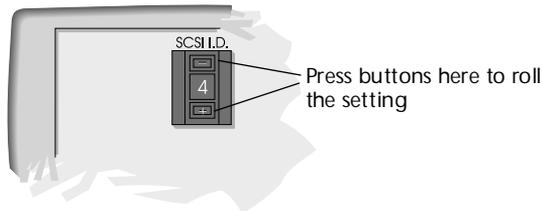
To prepare your SCSI adapter board:

1. Make sure that your SCSI adapter board is terminated or unterminated as necessary according to your system's configuration. (See your SCSI adapter board's installation guide for information about changing the termination settings.)
2. Make sure that your SCSI adapter board is properly installed according to the directions in its installation guide.
3. Make sure that the driver software that came with your adapter board has been installed according to the directions in its installation guide.

Preparing the CD-Writer

The CD-Writer's default settings are:

- SCSI ID: 4
 - Termination: On
1. Select a unique SCSI ID number for the CD-Writer, from 0 to 6. Make sure this number is not the same as another device on the same SCSI adapter board.
 2. Change the SCSI ID setting on the back panel. Use a pen to press the buttons on the top or bottom of the SCSI ID switch. The address setting will roll forward or backward, depending on the button you press.



3. On the back of the CD-Writer, make sure the termination switch is set correctly for your configuration.



- On:** CD-Writer is at the end of the SCSI chain.
CD-Writer is the only device on the SCSI adapter board.
No other SCSI device is connected to the back of the CD-Writer.
- Off:** CD-Writer is in the middle of a SCSI chain.
Another SCSI device is connected to the back of the CD-Writer.

NOTE: If internal devices are connected to your SCSI adapter board and the CD-Writer is first external device connected to it, you may also need to turn the termination on your SCSI adapter board to Off. See the manual that came with your SCSI adapter board for more information.

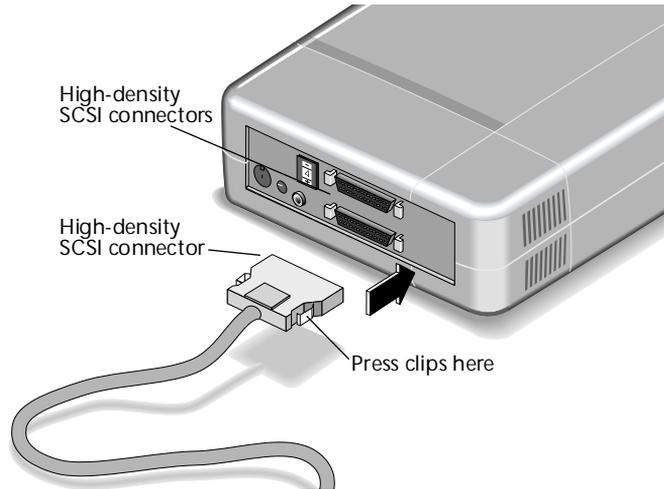
Connecting the CD-Writer

Follow these steps to connect the CD-Writer to your computer.

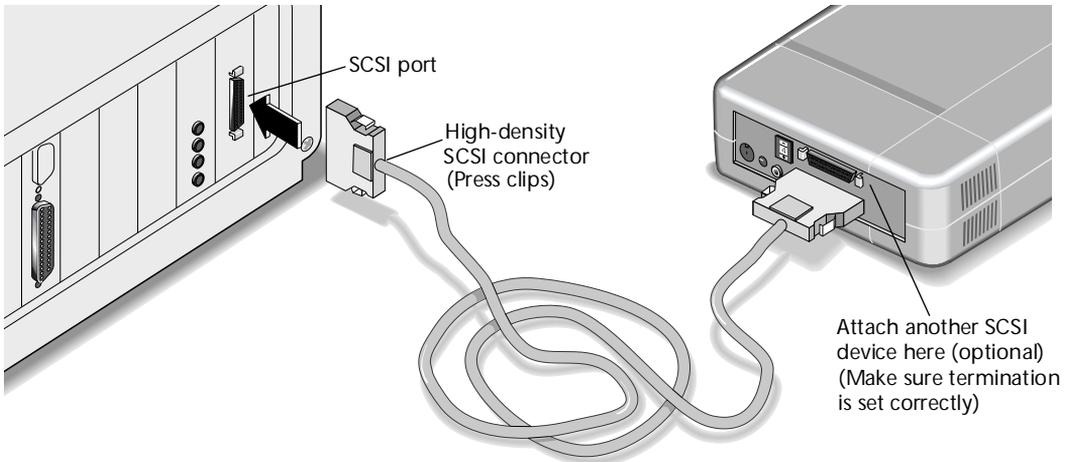
NOTE: You can leave your computer on or turn it off when connecting the CD-Writer.

1. Attach the SCSI connector on the data cable to one of the ports on the back of the CD-Writer. It does not matter which port you use.

Press the clips on the sides of the connector as you attach it. Then release the clips, making sure that the cable is attached securely.



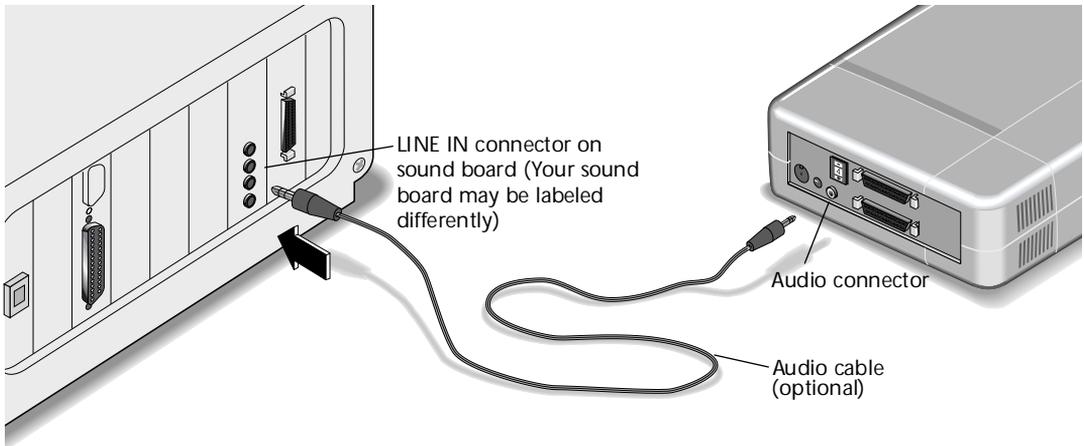
2. Connect the other high-density SCSI connector to the SCSI connector on your computer. (You will need an adapter if your computer has a low-density SCSI connector.).



3. If you have a sound board, connect the audio cable to the audio connector on the back of the CD-Writer. (This cable is optional.)

The audio cable is used only for listening to music CDs through your computer's sound system. If you do not have a sound board, you can hear music CDs through speakers or earphones attached to the front of the CD-Writer.

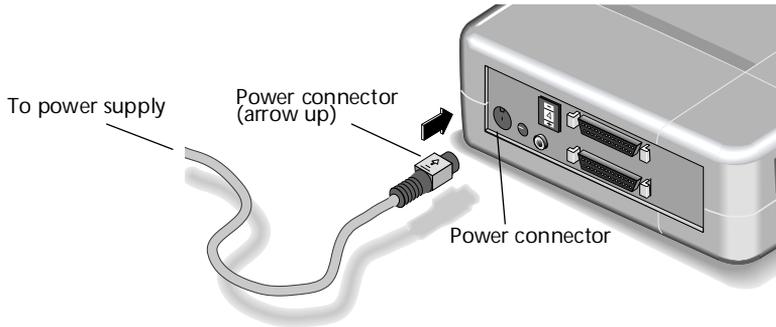
NOTE: When the CD-Writer records music or data, it uses the data cable, not the audio cable.



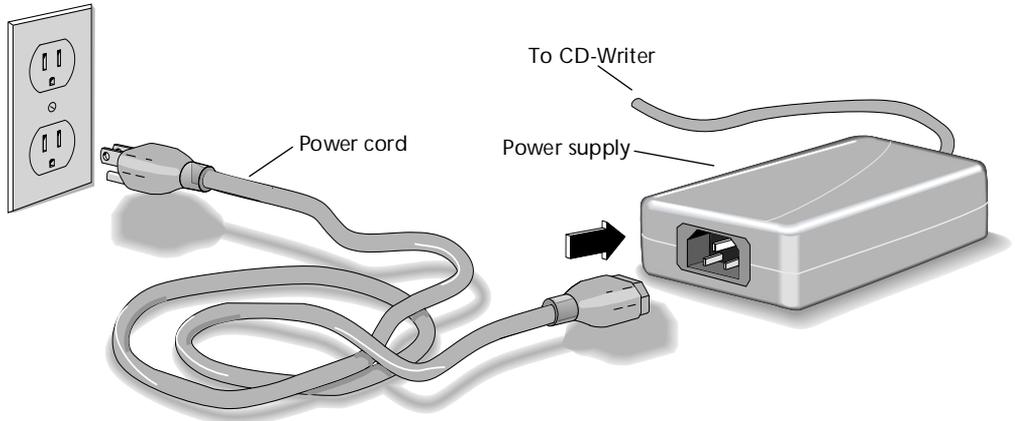
4. Connect the other end of the audio cable to a **LINE IN** audio connector on the back of your computer. (Your sound board may be labeled differently.)

If the connector type on your computer does not match the cable, you will need to purchase an adapter from your local electronics store.

5. Connect the power supply to the power connector on the back of the CD-Writer, with the arrow on the cable end facing up.



6. Connect one end of the power cord into the power supply and the other end to a wall outlet or power strip. (The power plug and outlet may look different in your country.)



When you plug in the power supply, the green light on the power supply should be on. You should also notice that the CD-Writer is on.

NOTE: There is no power switch on the CD-Writer. It remains on in standby mode as long as it is plugged in. It goes into operating mode automatically.

7. Turn your computer on, if it is not already turned on.

8. If you have already installed driver software for your SCSI adapter board, make sure your computer recognizes the CD-Writer driver. (See below.)

NOTE: If you have not installed the SCSI driver software, do so now. You will not be able to use the CD-Writer until this software is installed. Refer to the instructions that came with your SCSI board.

9. Confirm that your CD-ROM drive, if you have one, or other SCSI devices connected to your computer are working properly.

Identifying the CD-Writer Drive

If you have already loaded SCSI drivers, your computer should recognize the CD-Writer drive. In Windows 95, double-click on My Computer. In Windows 3.x, you should see the drive from the File Manager.

Different computers assign drive letters differently. If you have a CD-ROM drive, you can determine which is your CD-ROM drive and which is your CD-Writer by inserting a CD in one of the drives. The label appears near the drive icon, identifying the drive for you.

NOTE: You will get an error message if you try to run the CD-Writer drive without a CD in it or with a blank CD in it.

If your computer recognizes the CD-Writer drive, you are now ready to install the SureStore application software.

If you cannot see the drive

If you cannot see your CD-Writer drive, first try restarting your computer, or turning it off and on again. If you still cannot see the drive, check the following:

- Is the CD-Writer connected properly? Is the CD-Writer receiving power? Review the connection procedure in this chapter.

- Are the SCSI drivers installed? See the manual that came with your SCSI adapter board for more information.
- Do other devices on the SCSI chain have the same SCSI ID number as the CD-Writer? The default SCSI ID number for the CD-Writer is 4. See the manual that came with your SCSI adapter board for more information.
- Are both ends of the SCSI chain terminated correctly? See the manual that came with your SCSI adapter board for more information.

See Chapter 6, “Problem Solving,” if you need more help.

Using the CD-Writer on Other Computers

You can disconnect the CD-Writer and move it to another computer, as long as the other computer meets the requirements for operating in either SCSI or parallel mode. The first time you connect the CD-Writer, you must also install any necessary driver software and the application software.

NOTE: The CD-Writer can be used by only one computer at a time.

Initial connection

The first time you connect the CD-Writer to another computer, you must follow the same installation process described previously. That is:

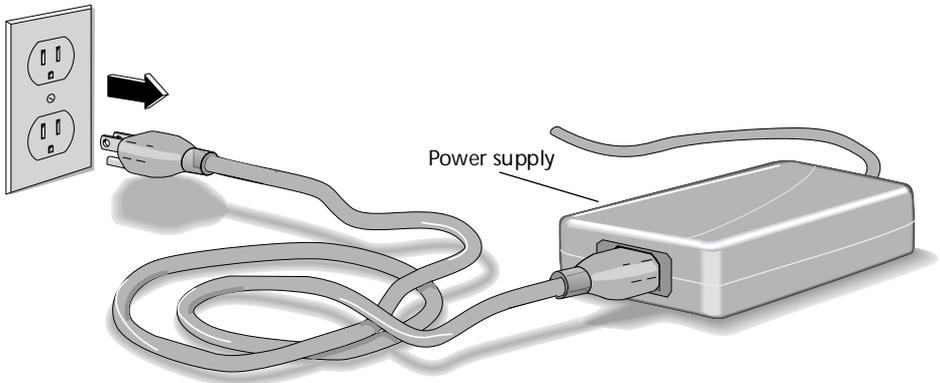
1. Make sure the computer has a SCSI adapter board if you will be using the CD-Writer in SCSI mode and that there are no addressing conflicts. (Install a SCSI adapter board if necessary.)
2. Make sure the computer has the necessary drivers. It must have drivers for the SCSI adapter board (SCSI mode) or drivers for the parallel adapter cable (parallel mode).
3. Connect the CD-Writer. (See page 8.)
4. Load the application software. (See Chapter 3 or 4.)

Moving the CD-Writer to other computers

Once the initial installation has been completed on each computer to which you will connect the CD-Writer, follow these steps to move the CD-Writer from one computer to the next.

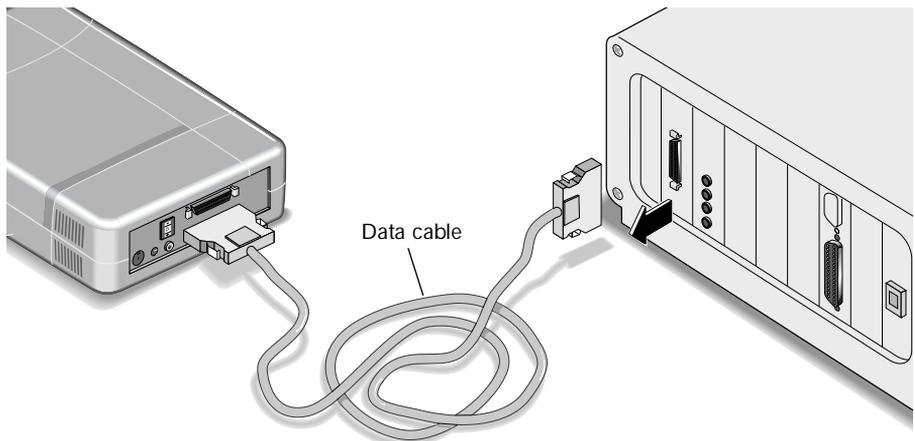
To disconnect the CD-Writer:

1. Unplug the CD-Writer's power supply from the outlet or power strip. (There is no power switch on the power supply or CD-Writer.)



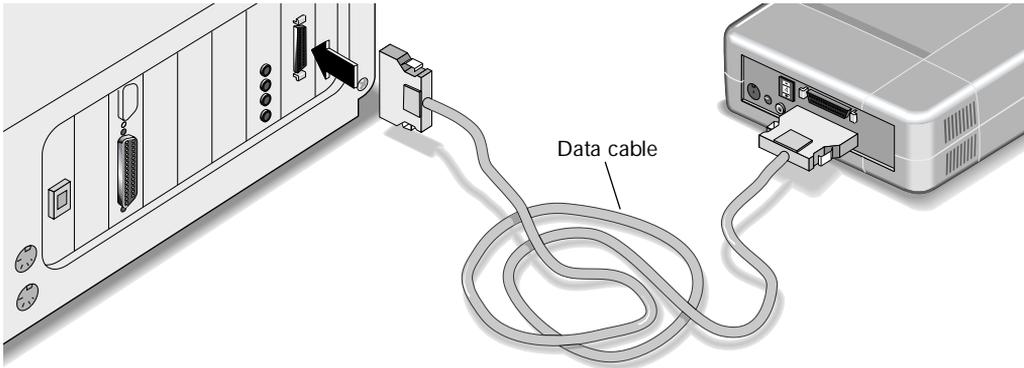
(The power plug and outlet may look different in your country.)

2. Disconnect the data cable from the back of your computer.

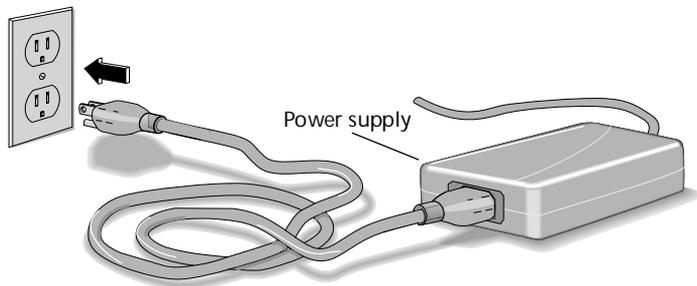


To reconnect the CD-Writer:

1. Connect the data cable to the back of the next computer.



2. Plug the CD-Writer's power supply into an outlet or power strip. (Power is supplied to the CD-Writer as soon as you plug it in.)



(The power plug and outlet may look different in your county.)

3. If you are running Windows 3.x, restart your computer.

If you are running Windows 95, refresh the screen. To do this, select the CD-Writer drive from My Computer and press **F5**. In some cases, you may have to restart your computer.

Switching from SCSI to Parallel Mode

The CD-Writer can be used in either parallel or SCSI mode, depending on the way it is connected to the computer. To operate in parallel mode, your computer will need:

- a parallel adapter data cable and drivers, which can be ordered from HP (order the Parallel Upgrade Kit, part number C4348A)
- 486/DX66 processor or better
- a high-speed parallel port (older, standard-speed ports will write to the CD at the slower 1x speed, rather than 2x speed)
- IRQ 7 and I/O channel 378 available or IRQ 5 and I/O channel 278 available

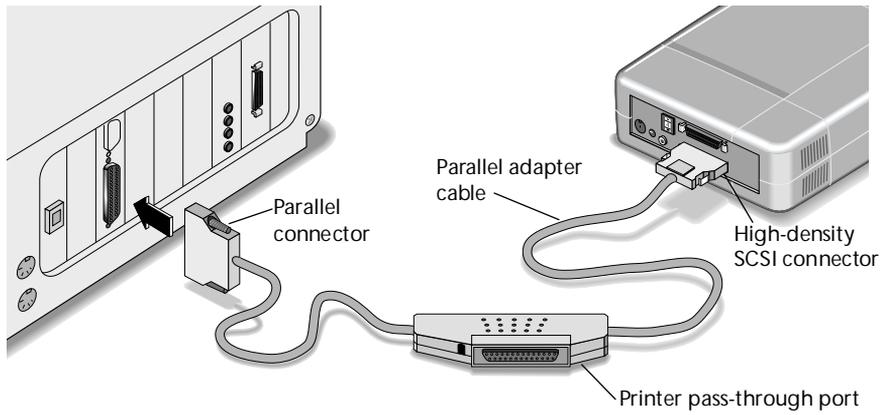


CAUTION: If you have an Acer brand computer, model 100 or 120, you should not connect the CD-Writer to the printer (parallel) port. On these models, the port does not work with external storage devices, like the CD-Writer.

Connecting in parallel mode

Connect the CD-Writer in the same manner described earlier in this chapter, with these exceptions:

1. Connect the SCSI end of the parallel adapter cable to the CD-Writer. (Do not use the SCSI data cable.)
2. Disconnect the printer (if any) from the printer (parallel) port.
3. Connect the other end of the parallel adapter cable to the printer port, attaching the thumb screws.



4. After confirming that the CD-Writer is working properly, connect the printer (if you have one) to the printer pass-through port on the parallel adapter cable.

Chapter 3:

Installing Software in Windows 3.x

When you have successfully installed the driver software and connected the CD-Writer, you are ready to install the application software. The CD that came with your package includes these applications for Windows 3.x:

- Easy-CD
- Easy-CD Audio
- Alchemy
- 1-Minute Guide tutorial

The *Utility Disk* floppy you received contains files that probably are not necessary for your computer. You will use it only if you run into certain problems and are instructed by Customer Support to use it.

NOTE: You must run the installation program. Do NOT simply copy the files from the installation diskette or CD to your hard drive. The installation program converts the files into a usable format.

Installing the Applications

Install the applications as follows:

1. Insert the CD labeled *Software Installation Disc* into your CD-Writer, if you have not already done so.

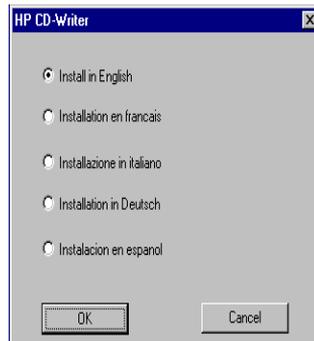
NOTE: For information about inserting a CD into the CD-Writer, see page 31.

2. From Windows Program Manager, select **File / Run**, and then type (CD-Writer drive letter):\SETUP.EXE and press ENTER.

A window appears, asking you to identify the language of your software.

NOTE: If you get an error message, see page 37 or page 38 for assistance. Your computer may be having trouble recognizing the CD-Writer or the CD.

3. Check **English**, if it is not already selected; then click on **OK**.



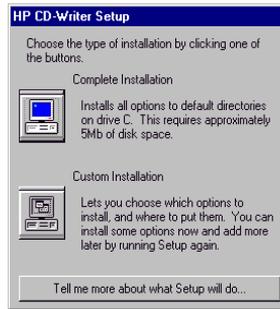
The HP CD-Writer Setup window appears.

4. Click on **Continue**.

The HP CD-Writer Setup window asks you to choose between a complete or custom installation.

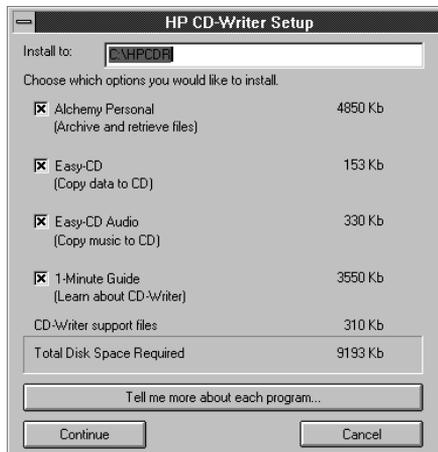
5. Click on the **Complete Installation** icon to install all the programs, including the 1-Minute Guide. The system will install the programs as soon as you click on this icon. The programs will be stored in the directory C:\HPCDR.

Click on the **Custom Installation** icon to select specific programs or install the programs to a directory other than C:\HPCDR.



If you chose Custom Installation, perform these three steps:

- Type the name of the directory into which you want to install the programs.
- Select the programs by clicking on the check boxes. (An *x* indicates that the program is selected.)



For more information about each of the CD-Writer programs, click on the **Tell me more about each program...** button.

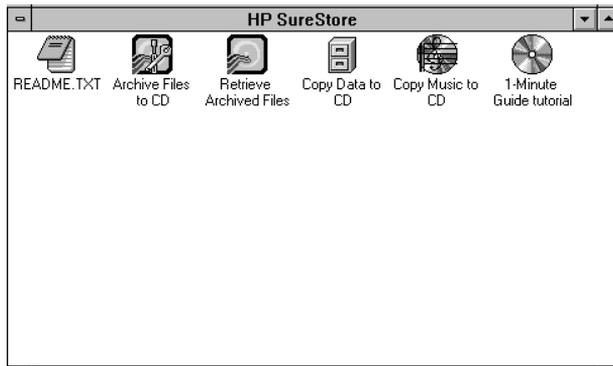
- Click on **Continue** to install the programs.

The program logos appear on the screen as the programs are installed. When all files are installed, the following message is displayed.



6. Click on **OK**.

A window showing the HP SureStore program group appears.



Depending on your configuration, you may be prompted to restart your computer.

7. Remove the *Software Installation Disc* and store it in a safe place with the *Utility Disk*.

NOTE: You will need the Utility Disk only if you run into certain hardware problems. Customer Support will instruct you to use it.

Uninstalling the Software Programs

This section shows you how to remove a CD-Writer application in Windows 3.x.

NOTE: If you want to reinstall the CD-Writer software, be sure to remove the original software first.

Removing software

1. From the File Manager, display the HP SureStore program group.
2. Highlight the icon of the application you want to remove.
3. Press the delete key or select **Delete** from the **File** menu.

Chapter 4:

Installing Software in Windows 95

When you have successfully connected the CD-Writer and installed the driver software for your SCSI adapter board, you are ready to install the application software. The CD that came with your package includes these applications for Windows 95:

- Easy-CD Pro 95
- Alchemy Personal
- QuickTour multimedia tutorial

The *Utility Disk* floppy you received contains files that probably are not necessary for your computer. You will use it only if you run into certain problems and are instructed by Customer Support to use it.

NOTE: You must run the installation program. Do NOT simply copy the files from the installation diskette or CD to your hard drive. The installation program converts the files into a usable format.

Installing the Applications

Install the applications as follows:

1. Insert the CD labeled *Software Installation Disc* into your CD-Writer, if you have not already done so.

NOTE: For information about inserting a CD into the CD-Writer, see page 31.

2. From the Start menu, select **Run**, and type (CD-Writer drive letter):\SETUP.EXE and press ENTER.

A window appears, asking you to identify the language of your software.

NOTE: If you get an error message, see page 37 or page 38 for assistance. Your computer may be having trouble recognizing the CD-Writer or the CD.

3. Check **English**, if it is not already selected; then click on **OK**.



The HP CD-Writer Setup window appears.

4. Click on **OK**.

The HPCD-Writer Setup welcome window appears.

5. Click on **Continue**.

The HP CD-Writer Setup window asks you to choose between a complete or custom installation.

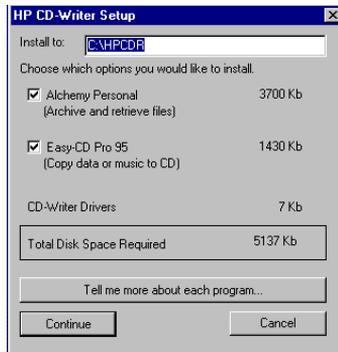
6. Click on the **Complete Installation** icon to install all the programs, including the QuickTour tutorial. The system will install the programs as soon as you click on this icon. The programs will be stored in the directory C:\HPCDR.

Click on the **Custom Installation** icon to select specific programs or install the programs to a directory other than C:\HPCDR.



If you chose Custom Installation, perform these three steps:

- Type the name of the directory into which you want to install the programs.
- Select the programs by clicking on the check boxes. (A check indicates that the program is selected.)



For more information about each of the CD-Writer programs, click on the **Tell me more about each program...** button.

- Click on **Continue** to install the programs.

The program logos appear on the screen as the programs are installed. When all files are installed, the following message is displayed.



7. Click on **OK**.

A window showing the HP SureStore program group appears.



Depending on your configuration, you may be prompted to restart your computer.

8. Remove the *Software Installation Disc* and store it in a safe place with the *Utility Disk*.

NOTE: You will need the Utility Disk only if you run into certain hardware problems. Customer Support will instruct you to use it.

You will see the HP SureStore program group when you select **Programs** from the **Start** menu.

Uninstalling the Software Programs

If you need to remove the CD-Writer application software, use the Add/Remove Programs feature in the Control Panel. You will have to remove all the CD-Writer applications at once, rather than a particular program. After removing the software, complete a custom installation to reinstall the programs you want.

NOTE: If you want to reinstall the CD-Writer software, be sure to remove the original software first.

Removing software

1. Click the **Start** button in your task bar, select **Settings**, then select **Control Panel**.

The control panel appears.

2. Double-click the **Add/Remove Programs** icon:



Add/Remove
Programs

A list of software programs appears in the Add/Remove Programs Properties window.

3. Click on **CD-Writer Software**.
4. Click the **Add/Remove** button and follow the screen prompts.

Chapter 5:

Using CDs

This section describes the use of the recordable CD. It explains how to:

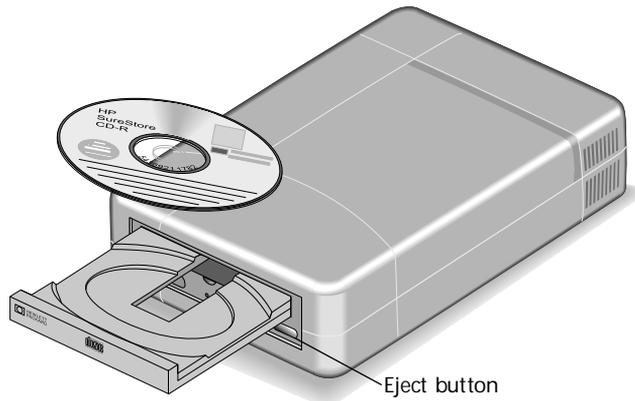
1. Insert a CD
2. Remove a CD
3. Purchase new CDs
4. Maintain your CD-Writer

NOTE: Make sure you use a separate CD for each program included with the CD-Writer.

Inserting a CD

Follow the steps below to insert a CD in the CD-Writer drive.

1. Press the eject button on the CD-Writer front panel.
2. Set the CD in the tray with the labeled side up.



3. Press the eject button again or push gently on the front of the tray to shut the tray.

When you select this CD-Writer, you should see the disk files. If you get an error message, the CD might be in the tray upside-down or in the tray a little off-center. Replace the CD and try again.

Removing a CD

Follow the steps below to remove a CD from the CD-Writer drive:

1. Press the eject button on the CD-Writer front panel.
2. Remove the CD from the tray.
3. Press the eject button again or push gently on the front of the tray to shut the front panel.

Choosing CDs for Your CD-Writer

HP SureStore CD-R media is available from HP or your local vendor. Ask for this HP Recordable CD media:

- 12 cm (650 MB, 74-minute) 5 pack (C4423B)
- 12 cm (650 MB, 74-minute) 10 pack (C4423C)
- 12 cm (650 MB, 74-minute) 25 pack (C4423D)

Or look for any brand of recordable CD media with these specifications:

- 650 MB / 74-minute Orange book part II compliant

NOTE: Make sure that you use a separate CD for each program included with the CD-Writer.

The programs that came with your CD-Writer use different recording formats, which are incompatible with each other. Therefore, you must use separate CDs for each program.

Maintenance

The CD-Writer requires no maintenance or cleaning. If you simply keep your discs clean, you will prevent most problems.



CAUTION: Do NOT use the CD-ROM cleaning discs that rely on a small brush to sweep dirt off the laser. Do NOT use high-pressure air to clean the inside of the drive. These cleaning techniques will damage the CD-Writer.

Where to Go Next

To learn more about using your CD-Writer, check the information in the 1-Minute Guide (Windows 3.x) or QuickTour tutorial (Windows 95), check the online help within each program, and read the user's guides for each program.

Chapter 6:

Problem Solving

This chapter helps you solve problems you may run into during installation. It provides this information:

1. Things to try first
2. Common symptoms and solutions
3. Contacting Customer Support
4. How to return the CD-Writer
5. Technical specifications

Review this section first when you run into trouble. Call HP Customer Support if you need further assistance. When you call Support, make sure you have information about your computer ready. (See page 43) *Having this information ready will greatly facilitate your call.*

Things to Try First

These are some basic steps to take when you run into trouble. If the problem persists, See the “Common Symptoms and Solutions” section.

- Turn off the computer’s power, then turn it on again. (This is called *cycling power*.)
- Disconnect all the cables and then reconnect them. Sometimes just reconnecting a cable aligns it correctly or adjusts the pin connections, fixing a faulty connection.
- Make sure the power cords are connected.
- Try the operation with a different CD.

- Make sure that you are using the right type of CD. See Chapter 5, “Using CDs.”
- If you are operating in SCSI mode, make sure that your SCSI adapter board is firmly seated. If you just installed this board, make sure that all of your expansion boards are firmly seated. They may have been loosened when you installed the SCSI adapter board.
- Remove (uninstall) the applications software and then reinstall it in a different directory. Sometimes a file necessary to run the software becomes corrupted.

Common Symptoms and Solutions

This section describes the following symptoms:

- System does not recognize the CD-Writer (page 37)
- Other SCSI devices no longer work after I connected the CD-Writer (page 37)
- Unable to see the CD label (page 37)
- Error message when I double-click on the CD-Writer icon (page 38)
- Unable to read a CD written with the CD-Writer, garbled data in directories, static on audio CDs (page 38)
- Audio sounds poor (page 38)
- The speed test fails or buffer underruns occur (page 39)
- It takes a long time to close a session (page 40)
- The video is choppy (page 40)
- Copying files takes a long time (page 40)
- Unable to see a second session on the CD (page 41)
- Applications cannot locate the CD in the CD-Writer (page 41)
- I can't connect the SCSI data cable to my computer (page 42)

System does not recognize the CD-Writer

The CD-Writer is not connected, or other devices have the same IRQ, DMA, SCSI ID, or I/O settings as the CD-Writer (hardware conflicts). Try the following:

- Make sure the CD-Writer is connected.
- In Windows 95, display the Device Manager and double-click on **SCSI Controllers**. A yellow exclamation mark over this icon confirms that the CD-Writer is not connected or that other devices have the same settings as the CD-Writer.
- Make sure the CD-Writer is terminated correctly. If it is part of a SCSI chain, make sure the chain is terminated correctly.
- If operating in parallel mode, make sure that another device does not have the same IRQ or DMA setting as the parallel port. For example, a sound board or fax/modem board may be using the same IRQ. If you discover conflicts, change the IRQ setting on the other device. See the manuals that came with your computer and other devices for instructions.
- If operating in SCSI mode, make sure other devices do not share the same IRQ, I/O address, or DMA channel as the SCSI adapter board. Also see if other SCSI devices in the chain share the same SCSI ID as the CD-Writer. See the manual that came with your SCSI adapter board for instructions on resolving hardware conflicts.

Other SCSI devices no longer work after I connected the CD-Writer

There is probably a hardware conflict between the CD-Writer and another SCSI device. Try the following:

- Check for any hardware conflicts. (See above.)

Unable to see the CD label

Sometimes when you first insert a CD into the CD-Writer, the label is not displayed on the Windows screen. Try the following:

- Refresh the screen. In Windows 95, select the CD drive you are using in Windows Explorer or My Computer and press **F5**. In Windows 3.x, select the CD drive in File Manager and press **F5**.

Error message when I double-click on the CD-Writer icon

The CD-Writer needs a moment to initialize, there is no CD in the CD-Writer, the CD is in the tray upside-down or a little off-center, or you are trying to read from a blank CD. Try the following:

- Wait a moment, then click on the CD icon again.
- Insert a CD.
- Replace the CD.

Unable to read a CD written with the CD-Writer, garbled data in directories, static on audio CDs

The DMA speed is too fast, or there is a conflict with the DMA channel. Either condition corrupts data written to the CD. Try the following:

- Referring to the manual that came with your SCSI adapter board, change the DMA speed to 3MB/sec. If this does not correct the problem, change the DMA channel.

Audio sounds poor

Audio connector is not completely plugged in, or the quality of the sound card or speakers is poor. Try the following:

- Make sure the audio connectors are completely plugged in to the LINE IN connector of the sound card, on the back of the computer. (Your sound board may be labeled differently.)
- Make sure that you do not have a sound-muting feature turned on, by way of the monitor or software.

- Check the sound coming from the CD-Writer by plugging earphones or speakers to the *front* of the CD-Writer. If the sound quality is good, the problem is probably with the sound board or speakers. See the documentation that came with your sound board and speakers for help.

The speed test fails or buffer underruns occur

There are several causes for this: the hard drive/controller is slow; free memory is low; other programs are running; the computer received notification from the network or email; the CD-Writer is reading from a slow source, like a CD-ROM, network, MO drive, etc.; the screen saver came on; your computer's power management feature is trying to shut down devices; you have hard disk errors; the central processing unit (CPU) in your computer was busy performing another task.

In any of these cases, try the following:

- Make sure your system meets the minimum system requirements. (See page 2.)
- Do not run *any* other programs, log off any networks, and disable any fax modem, email programs, etc. while writing data to the CD.
- If your computer has a power-management feature, disable it.
- If you suspect hard disk errors, run SCANDISK. Run DEFRAG if you suspect your hard disk is fragmented. See the manual that came with your computer for instructions.

You can also fail the speed test or get buffer underruns if you are copying lots of small files (less than 2 kB each). Try the following:

- Build a disc image. See the *Copying Data and Music to CD* manual for Easy-CD Pro 95.
- Write at 1x speed.

In parallel mode, speed test failures and buffer underruns could also be caused by a slow parallel port. This would be likely if you have an older computer (purchased before January 1995). Try the following:

- Install new ECP or EPP parallel port card.
- Write data to the CD at 1x speed.

The video is choppy

This can be caused by the same situations that cause speed test failures and buffer underruns. This can also happen if your video card is slow. Try the following:

- Try the solutions for speed test failures and buffer underruns (page 39).
- Upgrade your video card.

Copying files takes a long time

This can be caused by the same situations that cause speed test failures or buffer underruns. This will also happen if the CD-Writer, parallel adapter cable, or SCSI adapter board is defective. Try the following:

- Try the solutions for speed test failures and buffer underruns (page 39).
- If these do not correct the problem, test the CD-Writer on another high-end computer. If the results are the same, the CD-Writer or parallel adapter cable may need to be serviced or replaced. Contact Customer Support. If the CD-Writer works, the SCSI adapter board in the first computer may be defective.

It takes a long time to close a session

This is an inherent characteristic of recordable CD technology.

Unable to see a second session on the CD

The screen may need to be refreshed, your CD-ROM drive might not be able to read multisession CDs, or the SCSI adapter board's drivers do not support multisession CDs. If you are running Windows 3.x, you might have the wrong MSCDEX version. Try the following:

- Refresh the screen. In Windows 95, select the CD drive you are using in Windows Explorer or My Computer and press **F5**. In Windows 3.x, select the CD drive in File Manager and press **F5**.
- If you are running Windows 3.x, look in your AUTOEXEC.BAT file for the MSCDEX.EXE file version. You should be running version 2.23 or later. (The text that appears on the screen while your computer starts also displays the MSCDEX version.)
- If you are having this problem with a CD-ROM drive, see if the CD-Writer or other CD-ROM drives can read the CD. If so, the problem is probably with the CD-ROM drive. Contact the manufacturer of this drive for updated drivers.
- If the problem is not with the CD-ROM drive and you are running Windows 95, turn off the automatic insert notification, as follows:

From the Device Manager, double-click on **CDROM**, and then double-click on the HP drive. Click on the **Settings** tab. If Auto insert notification is checked, click on the check to turn it off (so there is no check).

Applications cannot locate the CD in the CD-Writer

Some programs (CD-ROM games, etc.) look only for the first logical drive letter assigned to a CD-ROM drive or CD-Writer. For example, if your CD-ROM drive is assigned drive D:\ and the CD-Writer is assigned drive E:\, the program is looking for the CD only in drive D:\ and will not see the CD in drive E:\. Try the following:

- If you want to use the CD-Writer for these types of programs, reassign the drive letters, making the CD-Writer come before the CD-ROM drive, as follows:

In Windows 95, display the Device Manager and double-click on **CDROM**. Click on the CD-ROM drive, and then click on the **Settings** tab. Under Reserved drive letters, select the drive letter *after* the existing letter (for both start and end drive letter) and click on **OK**. Then double-click on the HP drive, and then click on the **Settings** tab. Under Reserved drive letters, select the drive letter *before* the current one and click on **OK**.

In Windows 3.x, See your DOS manual for instructions on assigning drive letters in MSCDEX. EXE.

I cannot connect the SCSI data cable to my computer

You might be trying to connect the high density, SCSI-2 cable to a low density, SCSI-1 connector. Try the following:

- Purchase a low-density to high-density SCSI connection converter from your local computer store.

Before You Call Customer Support

If your own troubleshooting efforts fail, contact Customer Support at one of the numbers in the front of this guide. Before you contact them, have the information below ready. For help finding this information, see page 44. If you receive an error message, write it down before you call.

Information	For your computer
CD-Writer model	
Drive serial number	
Drive firmware version	
Operating system	
Computer brand and model	
Amount of RAM installed	
Other CD-ROM drives? <i>yes/no</i> (If <i>yes</i> , list them)	
Sound card? <i>yes/no</i>	
Parallel port type (<i>parallel mode</i>)	EPP, ECP, other
SCSI adapter board brand/model (<i>SCSI mode</i>)	
SCSI adapter board settings (<i>SCSI mode</i>)	IRQ _____ I/O port _____ DMA channel _____ DMA speed _____ SCSI ID-board _____ SCSI ID-drive _____
Other SCSI devices connected? <i>yes/no</i> (If <i>yes</i> , list them)	

Where to find this information

CD-Writer model

The CD-Writer model number appears on the front of the CD-Writer, as well as on the box and in other documentation. Note also whether you purchased an internal or external model. If you purchased an external model, note whether you are running it in SCSI or parallel mode. *Example: 6020es*

Drive serial number

The drive's serial number appears on the underside of the CD tray. *Example: BEOxxxxxxx*

Drive firmware version

In Windows 3.x, the drive firmware version is displayed in the driver boot text, when the ASPI driver loads. *Example: 1.20*

In Windows 95, the drive firmware version appears in the CD-ROM settings. From the Device Manager, double-click on **CDROM**. Double-click on the HP drive, and then click on the **Settings** tab. *Example: Firmware revision 1.20*

Operating system

The operating system is displayed as your system boots. *Example: Windows 3.1, Windows for Workgroups 3.11, Windows 95.*

Computer brand and model

The computer brand appears on the front of your computer and in the documentation that came with your computer. *Example: Dell Dimension XP-90, HP Vectra 486/66 ST, Clone Pentium 133.*

Amount of RAM installed

If you are running Windows 3.x, use DOS to find memory information. From the DOS prompt, type **msd**. This displays the Microsoft Diagnostic window. In the memory section, you will see a figure for XMS (extended memory). This is the amount of memory available to Windows. *Example: 14841K XMS*

In Windows 95, the amount RAM appears in the system profile. From the **Start** menu, select on **Settings** and then **Control Panel**. Double-click on **System**. Then click on the **Performance** tab. *Example: 16 MB RAM*

Other CD-ROM drives

Your computer may have come with an internal CD-ROM or you may have purchased CD-ROM drive. Check the documentation that came with your computer or CD-ROM drive. *Example: Mitsumi 4x CD-ROM*

Sound board

Your computer may have come with a sound board and speakers or you may have purchased them separately. Check the documentation that came with your computer or sound board. *Example: 16-bit audio card*

Parallel port type

In general, computers manufactured after January 1995 have a high speed parallel port (EPP or ECP). Check the manuals that came with your computer to confirm this. Other computers generally have a standard port. *Example: EPP, ECP, standard, bidirectional*

SCSI adapter board brand/model

Check the manual that came with your SCSI adapter board. *Example: Adaptec 1520.*

SCSI settings

In Windows 3.x, the SCSI settings are displayed in the driver boot text. *Example: I/O Port 011h, IRQ 11, DMA 6, SCSI ID 7.*

In Windows 95, display the Device Manager. Double-click on **SCSI Controllers**. Double-click on the SCSI card name, and then click on the **Resources** tab. *Example: I/O Port 011h, IRQ 11, DMA 6, SCSI ID 7.*

Other SCSI devices

SCSI devices include items that are connected to a SCSI adapter board, like CD-ROM drive, extra hard drive, tape drive, and so on. *Example: NEC CD-ROM, Maxtor 1GB Hard Drive, HP JetStore Tape Drive.*

Returning Your Drive

In Europe. If your Hewlett-Packard product requires repair or replacement, call Customer Support at the phone number listed on the card insert at the front of this guide to receive instructions.

In the USA. If your Hewlett-Packard product requires repair or replacement, follow these instructions:

Call the number listed on the Customer Support Services card at the front of this guide. Customer Support will help you determine if your drive is defective. Provide the product type, serial number, and date of purchase. You will be given a return authorization number. Keep the return authorization (RA) number for future reference.

Securely repackage the product to prevent shipping damage (use the original packaging, if possible) and mark the return authorization number on the box.

All product returns must have an accompanying return authorization number. To ensure timely and accurate processing of your return, the number must be clearly printed on the outside of the box.

Use the appropriate address for your location. A traceable shipping method is recommended. Send the package to:

Hewlett-Packard Company 815 SW 14th Street, Building E Loveland, CO 80537 Attn: Warranty and Returns Return Number: _____

The postage, shipping and insurance charges incurred in shipping to Hewlett-Packard will be paid by Purchaser and all risk for the product shall remain with Purchaser until such time as Hewlett-Packard Company takes receipt of the product.

Once your product is received at Hewlett-Packard, we will ship the replacement product. Hewlett-Packard will pay shipping charges to the Purchaser for replacement product covered under warranty.

If the product is still under warranty, there is no charge for the replacement. If the product is not covered under warranty, an exchange cost will be quoted when the return authorization number is issued.

Technical Specifications

Disc data capacity

1 session: 658 MB

5 sessions: 603 MB

10 sessions: 534 MB

30 sessions: 258 MB

48 sessions: 9 MB (maximum)

1 MB is defined as 10^6 bytes

Performance

Buffer size: 1 MB

Average access time (1/3 stroke): < 400 ms

Data transfer rate:

150 KB/s (1x speed)

300 KB/s (2x speed)

up to 900 KB/s (6x speed) (read only)

Error rate: < 1 frame/ 10^{12} bits

Audio distortion: < 0.1%

Discs supported

120 mm and 80 mm CD-R media

Interface

Electrical interface: SCSI-2

Loading mechanism: tray

Logical recording format: ISO 9660

Dimensions

(5 1/4-inch form factor)

Height: 41.5 mm (1.63 in.)

Width: 146 mm (5.75 in.)

Depth: 206 mm (8.11 in.)

Weight (net): 1 kg (2.2 lbs.)

Environmental

Temperature

operating: 5° to 35° C

nonoperating: -40° to 70° C

Humidity (no condensation allowed)

operating: 15% to 95% RH

nonoperating: 5% to 95% RH

Shock and vibration

HP Corporate Environmental Test Class B1

Power requirements

Typical dissipation: 7 W

Maximum dissipation: 10 W

Product Certifications

Safety: UL, cUL, TÜV

Laser: CDRH (on internal laser product)

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