



- **Troubleshooting**
- **Zip Tools™ Software / Zip Disks**
- **How to Use Your Zip Drive**
- **Getting the Most out of Your Zip Drive**

# User's Guide



More Problem Solving Help

Refer to the README.TXT file or to MANUAL.EXE on the Install floppy disk for additional problem solving information. To view the README file, enter TYPE README.TXT at the DOS prompt for information on the back cover of the Zip Installation Guide.

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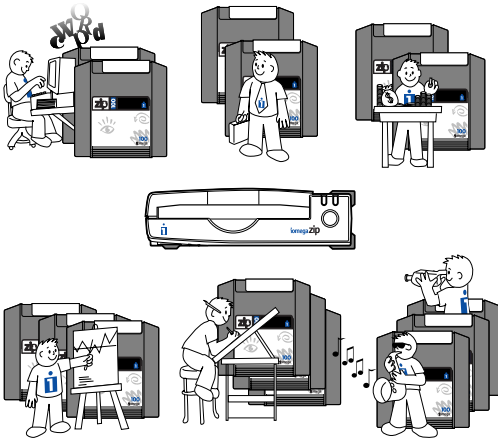
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- 6 Zip transfer speed seems slow.  
If your computer has a bi-directional parallel port or an EPP chip set, you may be able to use a faster mode of data transfer which will significantly improve the performance of your Zip drive. To optimize the Zip drive's performance on your computer, run the parallel port accelerator. (See "Enhancing Zip Drive Transfer Speed" inside this guide for more information.)
- 7 Printer does not work correctly when connected to the Zip drive, or you are unable to use your printer and Zip drive at the same time.  
You probably have a printer that requires exclusive use of the parallel port. Refer to the problem-solving information in Section 7 of the README.TXT file on the Install floppy diskette, or add another parallel port to your computer as described under the next problem.
- 8 Problems with other pass-through devices, Zip drive data transfers, or software dongles that hook to the parallel port.  
Your Zip drive is designed to the latest parallel port specifications, however, because there is no single set of parallel port/multi I/O adapters, parallel port peripherals, and software dongles that are not fully compatible with the Zip drive and may cause unpredictable results when used on the same parallel port connection as the Zip drive. If you are experiencing problems with your Zip drive, or if you want to connect other parallel port devices or dongles, it would be best to add another parallel port to your computer. Most computers stores carry simple I/O cards that let you easily add a new parallel port. Factory Communications produces an I/O card which is fully compatible with the Zip drive and will improve your drive's performance. (Contact your computer dealer to purchase a card.) If you plan to use software dongles on the same parallel port connection as your Zip drive, contact the provider for your dongle before connecting it to make sure you have a device that is compatible with the Zip drive.

... continued from inside the guide

## Getting the Most out of Your Zip Drive



### A tremendous value ...

Your Zip drive gives you unlimited, high capacity, high performance storage. It's like having a hard disk upgrade, mobile storage, and a backup drive all in one affordable and easy solution. With your Zip drive you can:

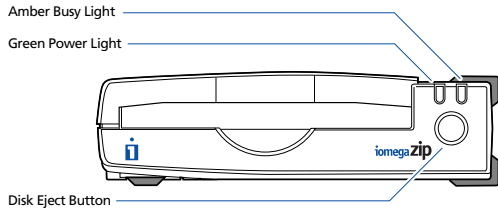
- Expand your computer storage – 100MB at a time ... Move your work to different locations and computers ... Back up your hard disk or any other disk drive on your system quickly and easily ... Create a multimedia library ... Store large scanned or downloaded files ... Organize large amounts of information ... Take work home or on the road ... Design and demo multimedia presentations ... Use one disk per account, project, or client ... Protect sensitive information ... Archive old files and e-mail messages ... Share large files with co-workers, clients, friends, and service bureaus ... Keep financial and business records safe and secure ... Give your kids disks for school work and other stuff ... Save absolutely anything you don't want to throw away ... Collect stuff from on-line services without filling up your hard drive ... Store and run all your games ...

- 1 **Expand Your Hard Disk (hard disk upgrade alternative)**  
Are you constantly running out of hard disk space? Your Zip drive and disks give you unlimited storage for all your information. By placing files on Zip disks, you have ready access to them without filling up your hard disk. Zip Tools software will help you find any files you need, and Zip drive's hard-disk-like performance will let you access information quickly.
- 2 **Move Information**  
Do you need to move information between different work locations? Between home and work? To and from clients? Your Zip drive and disks offer complete mobility. Zip disks fit in a shirt pocket; your Zip drive is easy to carry and quick to set up. The Guest program allows you to use your Zip drive temporarily almost anywhere.
- 3 **Back Up Your Hard Disk**  
Your Zip drive makes backups fast and simple. Use the backup software included with your Zip Tools software, or just copy critical files to a Zip disk. Enjoy the peace of mind that comes from knowing your important stuff is safe.
- 4 **Create a Multimedia Library - Images, Sounds, and Video**  
Because of their high capacity, removability, and random access, Zip disks are ideal for storage-hungry image, sound, and video files. Clips can come from a variety of sources, including scanners, CD-ROM's, and video input devices. You can create and store multimedia presentations and demonstrations, including video, that you can replay directly from the Zip disk.
- 5 **Archive Your Important Records**  
Do you need to keep files for a number of years? Archive your valuable files on a Zip disk and store them in a safe place. Whenever you need them, you can access them quickly.
- 6 **Get Organized**  
If you work on lots of different projects or with many different clients, try segmenting your work onto different disks. You can organize your information by project, client, date, or whatever. Zip disks give you the capacity to get all associated files onto a single disk. Then, switching between projects and customers is as simple as inserting another Zip disk.
- 7 **Secure Sensitive Files**  
To keep sensitive or confidential information safe, store it on a Zip disk and use your Zip Tools software to assign a password that must be used in order to read from or write to the disk.
- 8 **More Ideas ...**  
Check the Zip Tips file included with your Zip Tools software for more ideas to help you get the most out of your Zip drive and disks.

Open up for more information ...

## How to Use Your Zip Drive

Use your Zip drive just like any other drive on your system. To access the Zip drive, insert a disk and select the drive letter assigned to the Zip drive in *My Computer* (Windows 95), File Manager (Windows 3.1), or at the DOS prompt. Store and copy files to and from the Zip disk using the same methods you use for other disk drives on your computer system.



When your Zip drive is not in use, remove the Zip disk from the drive and store it in the protective case. To eject a disk, push the eject button.

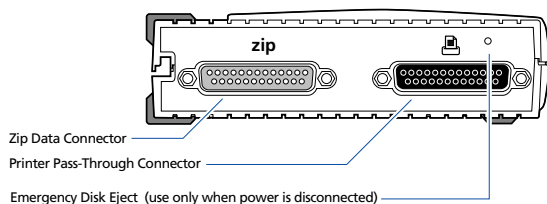
**WARNING** Do not use ordinary 3.5 inch floppy head cleaning diskettes or data diskettes. They will damage your Zip drive. ■

## Powering Your Zip Drive and Other Devices

The Zip drive must have power in order for the printer pass-through feature to work.

On some computers, it is important to power up the computer before or at the same time as devices connected to the parallel port. Iomega strongly recommends connecting the computer, your Zip drive, and your printer to a power strip, and using the switch on the power strip to turn all three devices on and off at the same time. If you do not use a power strip, power on the computer first, then turn on your printer and immediately connect power to the Zip drive. Power must be applied to the Zip drive before your operating system begins to load.

■ **Printer Issues** If you encounter problems using a printer connected to the Zip drive, refer to the problem solving information under problem #7 on the back cover of this guide, or to the information in Section 7 of the README.TXT file on the "Install" floppy diskette. ■



## Automatic Sleep Mode

The Zip drive has an automatic sleep mode designed to reduce power consumption and prolong the life of Zip disks. Sleep mode automatically spins down a disk after 15 minutes of inactivity. When the disk is accessed, it automatically spins back up again. You can change the sleep mode time using your Zip Tools software.

## Disk Eject in Case of Power Loss

The Zip drive must be powered on for normal disk insertion and removal. If you need to eject a disk during a power failure, disconnect the power supply from the Zip drive and push a straightened paper clip into the emergency disk eject hole on the back of the drive (see illustration above).

**CAUTION** Never force a disk into or out of the Zip drive. ■

## Zip Tools Software

The Zip "tools" disk contains a complete package of software tools designed to help you take advantage of all the features of your Zip drive. Follow the instructions in the Installation Guide to install the Tools software package needed on your system. For information on using the software, refer to the help files installed on your hard disk in the Iomega Zip Tools folder.

## Zip Tools Disk

Your 100MB Zip "tools" disk contains installation files for your Zip Tools software. Avoid deleting the installation files for your system in case you need to reinstall your software.

## Guest™

The Guest program is a portable driver that lets you easily move your Zip drive from one computer to another (Windows 95 or Windows/DOS systems). When you run Guest, you can use your Zip drive without having to permanently install the driver or Zip Tools software.

The Guest program can be loaded from the Install diskette. For instructions on using Guest, refer to the GUESTHLP.TXT file on the Install diskette or to Guest Help which is installed in the Zip Tools group.

## Enhancing Zip Drive Transfer Speed

Your Zip Tools software package includes a parallel port accelerator that can automatically set up your system to use the fastest transfer mode for the Zip drive that is supported by your computer's parallel port. To use the accelerator, first install your Zip drive according to the instructions in the Installation Guide, then double click on the Parallel Port Accelerator icon that is installed with your Iomega Tools software. (If you are installing the Zip drive on a DOS-only system, refer to the README.TXT file on the Install floppy diskette for instructions).



For additional information about your Zip drive's data transfer speed, refer to Zip Tools Help in your Iomega Zip Tools Windows group or to the README.TXT file on the Install floppy diskette.

## Zip Disks

Additional disks for your Zip drive are available preformatted for Windows/DOS.

## Read/Write Protecting Zip Disks

Your Zip Tools software includes a special read/write protect feature that allows you to:

- Write Protect a disk through software instead of with a mechanical write protect switch.
- Write Protect a disk and assign a password that must be used to remove the write protect.
- Read Protect a disk so that it cannot be read from, or written to, unless the user enters the password you assign.

For information on using read/write protect, refer to Zip Tools Help.

## Troubleshooting

If you encounter a problem while installing or using your Zip drive, check this section for help.

**CAUTION** To prevent damage to computer equipment, turn off electrical power before connecting or disconnecting any cables. ■

- 1 Green power light does not come on, or Zip disk cannot be inserted.**

Make sure you are using an Iomega Zip power supply and that it is connected to the Zip drive as shown in the installation guide. Make sure the power supply is plugged into a working power outlet.
- 2 Computer does not start up properly after the Zip drive is installed.**
  - (a) Turn off your computer and disconnect power from the Zip drive. Turn on the computer first, then immediately connect the Zip power (or use a power strip to turn on both at the same time).
  - (b) Disconnect the Zip drive from the computer and restart. Refer to MANUAL.EXE on the Install floppy diskette for additional problem solving information.
- 3 The Zip drive is not assigned a drive letter, or the Iomega software cannot find the Zip drive.**
  - (a) Turn off your computer and disconnect power from the Zip drive. Turn on the computer first, then immediately connect the Zip power (or use a power strip to turn on both at the same time). Make sure the green power light on the front of the Zip drive is ON.
  - (b) Make sure you are using the data cable that came with the drive.
  - (c) Make sure the data cable for the Zip drive is connected as shown in the installation guide, and that the cable connections are straight and secure. Tighten all connector screws firmly and evenly, both on the connection to the Zip drive and to the computer.
  - (d) Make sure the Zip drive is connected to a parallel port (printer port) connection on the computer. This model of the Zip drive will not work if it is connected to a serial port or to a SCSI connection.
  - (e) Reinstall your Zip Tools software.
  - (f) If the computer still doesn't recognize the Zip drive, the parallel port on the computer may not be compatible with the Zip drive. (This happens very rarely.) Try installing the Zip drive on a different computer. If a different computer recognizes the Zip drive, the problem could be an incompatible parallel port. To solve this problem, you need to add a new parallel port to your computer (see the information under problem #8). If neither computer recognizes the Zip drive, refer to the support information on the back cover of the Zip Installation Guide.
- 4 Data transfer problems or drive operation is erratic.**
  - (a) Make sure the Zip data cable is correctly and completely connected to both the Zip drive and the computer. Tighten all connector screws firmly and evenly, both on the connection to the Zip drive and to the computer.
  - (b) There may be a problem with the parallel port I/O card in your computer. Refer to the problem solving information under problem #8 on the back cover of this guide.
- 5 Computer hangs on reboot or does not operate correctly.**

Turn off your computer and disconnect power from the Zip drive. Turn on the computer first, then immediately connect the Zip power (or use a power strip to turn on both at the same time).

Continued on back cover ...