iomega

IOMEGA SOFTWARE MANUAL
Version 5.0

Iomega Driver   Iomega Guest   Tools

Section 1
INTRODUCTION

This section covers the following topics:

1. About This Manual
2. Viewing and Printing the Manual
3. Table of Contents
4. Copyright Information

Section 1.1
ABOUT THIS MANUAL

This manual contains detailed reference information on version 5.O of the Iomega Driver and describes its relationship to the Iomega Guest program and other versions of the Iomega Driver. The second section of the manual includes a description of the Zip™ Tools software package and how the different programs install on your Macintosh. The manual also includes a detailed problem solving guide which can be used to diagnose and solve problems you may encounter while using your Zip drive and Iomega software with your Macintosh.

Section 1.2
VIEWING AND PRINTING THE MANUAL

This manual was prepared using DOCMaker software and can be used on screen or printed as needed.

On screen, use the scroll bar on the right side of this window to scroll through one section of the manual. You can also use the up and down arrow keys or the page up and page down keys to scroll through a section.

To move between sections, use the right and left arrow keys, or click on the scroll bar at the bottom of the window. You can also use the Contents menu at the top of the screen to move to another section of the manual. Simply click and hold on the Contents menu, then drag to the section you want and release. The name of the section you are currently in appears in the box at the lower left-hand corner of the window.

You can go directly to any major section or subsection of the manual by using the Table of Contents. To pop up the Table of Contents, simply click on the section name in the lower left-hand corner of this window (it now says Introduction). Double click on any section you want to see. You can also select the Table of Contents from the Contents menu at the top of the screen, then double click on the section you want to see.

If you have difficulty reading any of the illustrations on screen, try enlarging the window. The illustrations are scaled and will be larger when the window is larger.

To print all or any part of the manual, select Print from the File menu and click on OK. DOCMaker will allow you to select the sections you want to print. To print the entire manual (about 75 pages), click on Print All in the dialog box, or choose Select All and then Print.

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Section 1.3
TABLE OF CONTENTS

To see a listing of the major sections and subsections in the manual, select Table of Contents from the Contents menu at the top of the screen. The contents for each major section of the manual are described below.

Section 1. Introduction
Describes how to use and print the manual.

Section 2. Installing Your Iomega Software
Describes system requirements and how to install the Iomega Driver and Zip Tools software package on your Macintosh; describes the different software programs included in your Zip Tools package.

Section 3. Using the Iomega Driver
Describes the purpose of the Iomega Driver and how the Driver is loaded on your Macintosh. Describes the relationship between version 5.O of the Iomega Driver, the Iomega Guest program, and other versions of Iomega Driver.

Section 4. Using the Tools Program
Describes how to run the Tools program and how to use the Tools window and buttons. Provides reference information on each of the Tools utilities.

Section 5. Using the Zip Drive and Disks
Describes how to operate the Zip drive and how to insert and remove Zip disks; describes the use of the Zip Tools disk and new blank Zip Disks; using Zip disks for startup or backup, copying Zip disks, and backing up using Zip disks.

Section 6. Using System 7 Features with Zip Drive
Describes how to use System 7 virtual memory and file sharing with your Zip drive.

Section 7. Solving Problems
Provides extensive help to diagnose and solve problems that may occur while installing or using the Iomega Driver to support your Zip drive.

Section 8. Error Messages
Describes the cause and solutions for error messages you may receive from the Iomega Driver or the Tools program.

Section 9. Answers to Common Questions

Answers to questions often asked of Iomega's support technicians. If you have a question, look here first.

Section 10. Contacting Iomega

Contains a complete list of support numbers for Iomega Customer Service and Technical Support.

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Section 1.4
COPYRIGHT INFORMATION

All portions of Iomega Driver and Zip Tools software are copyrighted and are the property of and remain the property of Iomega Corporation and/or its licensor. Any unauthorized use, reproduction or publication of any portion of this material without the prior written consent of Iomega Corporation is strictly prohibited.

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Section 2
INSTALLING YOUR IOMEGA SOFTWARE

NOTE: This section is included in the manual to provide complete reference information in one document.

This section covers the following topics:

1. System Requirements
2. Installing the Software
3. Zip Tools Software Package

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Section 2.1
SYSTEM REQUIREMENTS

• Macintosh SE computer or newer*

• Macintosh System Software, version 7 or higher
   (compatible with all versions of System 7, including 7.5.4)

• Minimum 4MB RAM

 *Includes compatibility with the PowerMac, Quadra, Performa, Centris, Macintosh, LC, Macintosh II, PowerBook, and PowerBook Duo series computers.

Section 2.2
INSTALLING THE SOFTWARE

Use the following instructions to install your Zip Tools software.

Step 1: Connect the Zip drive to your Macintosh.
If you have already connected your Zip drive, proceed to step 2. If you need to connect your Zip drive, refer to the instructions in the Installation Guide for Macintosh that came with the drive.

Step 2: Power up your drive and insert the Tools disk.
The Tools disk should be inserted into your drive before you start your computer.

Step 3: Start your Macintosh.
When you start your Macintosh with the Tools disk inserted, the 5.0 Iomega driver automatically loads and allows you to access both Zip and Jaz drives.

Step 4: Double-click the Zip Tools Disk Icon Located on Your Desktop.

Zip Tools 5.0

Step 5: Double-click the Zip Install Alias.
The installer will guide you through the installation process. Carefully read each screen for instructions. Unless you select different settings, Zip Install will automatically install the Iomega Driver and all of the Zip Tools software package on your current startup disk when you select Install.

Zip Install

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Section 2.3
ZIP TOOLS SOFTWARE

When you install Iomega software to support your Zip drive, you can select to install any of the Zip Tools for Macintosh to the disk you select. This section briefly describes each component of the current package and how it will install on your system.

- **Iomega Driver**

Iomega Driver

The Iomega Driver is an extension which allows your Macintosh to communicate with Zip and Jaz drives. The Iomega Driver installs in the System Extensions folder on the disk you select for installation (usually the Mac's hard disk).

- **Tools**

Tools

The Tools application program is a collection of utilities for Zip drives and disks, including format, write protection (with or without password), read/write disk protection (password required), and drive sleep time. Installing the Tools program places a copy in the Iomega Zip Tools folder on the disk you select for installation and adds an alias for Tools to your Apple menu items.

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- **Iomega Guest**

Iomega Guest

Iomega Guest is a utility that allows you to use a Zip or Jaz drive temporarily on a Mac without having to install the Iomega Driver in the System folder. Installing Iomega Guest places a copy of the Guest program in the Iomega Zip Tools folder on the disk you select for installation. It also places a copy of Iomega Guest Help in Manuals and Help within the Iomega Zip Tools folder.

- **Copy Machine**

Copy Machine

Copy Machine allows you to copy one Zip disk to another using a single Zip drive. The advantage of using Copy Machine to duplicate your Zip disks is that copies are just as accessible as the original files. Most copy utilities compress data and require time-consuming restore processes before you can access your files. Copy Machine creates complete copies with no decompression time to slow you down.

- **Findit**

Findit   Findit INIT

Findit is a removable media cataloging program that you can use to track your applications and files. Findit includes an application which installs in the Iomega Zip Tools folder and an extension (Findit INIT) which installs in the System Extensions folder. When Findit INIT is installed, it automatically catalogs all Zip disks, Jaz disks, and other removable media (MO's, CD's) as they are ejected. If you choose not to use Findit INIT, you can open the Findit application to scan any disk you want to catalog.

The electronic documentation for Findit (**Findit Help** and **Findit Intro**) installs in the Manuals and Help folder inside the Iomega Zip Tools folder.

• **Tools Additions**

Your **Tools** disk may include other programs in addition to the Zip Tools that you'll want to explore. Look for exciting game demos, music samples, or other extras. Generally, you can run the extras right from the Zip Tools disk without installing them to your Macintosh hard disk.

After installing your Zip Tools software, you will see an icon or alias for each of the installed Tools in the Iomega Zip Tools folder on the disk you selected for installation. The Manuals and Help folder inside the Iomega Zip Tools folder contains the electronic documentation available for the Tools you selected to install. For additional information about the Zip Tools package for Macintosh, refer to **Zip Tools Help** installed in the Iomega Zip Tools folder under **Manual and Help** on your hard drive. Zip Tools Help also contains support information for each of the Zip Tools programs.

Iomega Guest Help   Iomega Software Manual

Tools Online Help   Zip Tools Help
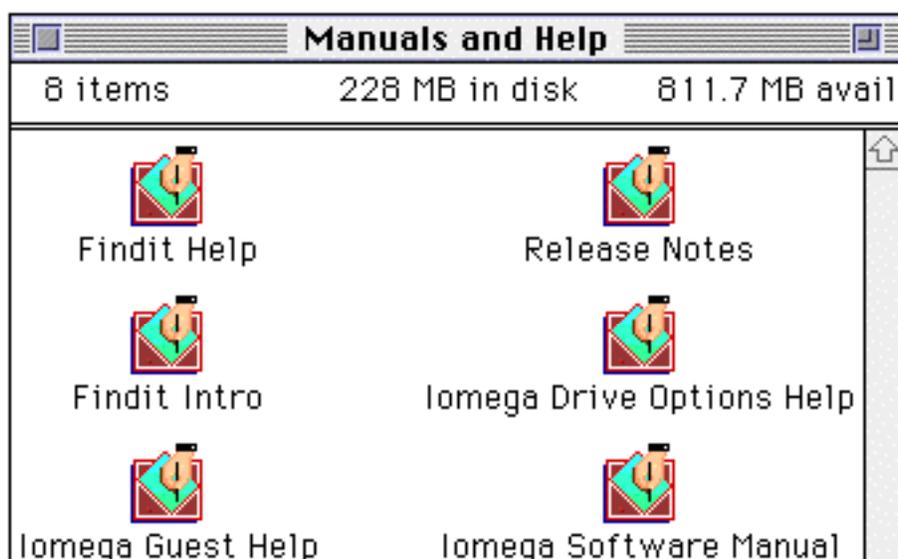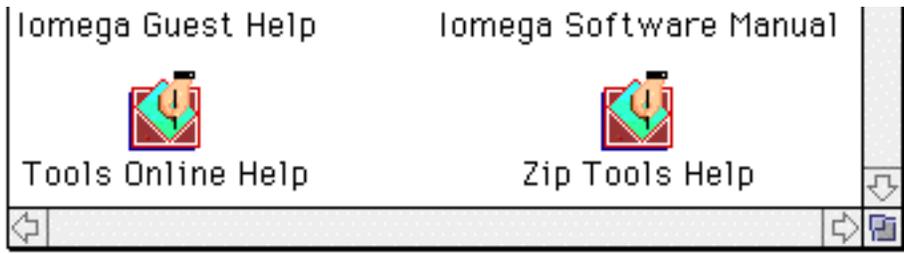
Section 3
USING THE IOMEGA DRIVER

This section covers the following topics:

1. About the 5.0 Iomega Driver
2. Other Versions of Iomega Driver
3. Loading the Driver

Section 3.1
ABOUT THE 5.0 IOMEGA DRIVER

Iomega Driver

The Macintosh needs version 5.0 of the Iomega Driver to be able to communicate with a Zip or Jaz drive. This means your Macintosh will only recognize a connected Zip drive if the 5.0 Iomega Driver is correctly installed on the system. (See Section 3.3, Loading the Driver, for detailed information.)

Version 5.0 of the Iomega Driver supports both Iomega Zip and Jaz drives, but it does not provide support for Iomega Bernoulli drives.

Section 3.2
OTHER VERSIONS OF THE IOMEGA DRIVER

Versions between 3.0 and 4.0
Versions between 3.0 and 4.0 of the Iomega Driver support Iomega Bernoulli drives but do not support Zip or Jaz drives. The icon for this series of the Iomega Driver looks like this:

Iomega Driver

The 5.0 Iomega Driver is fully compatible with driver versions between 3.0 and 4.0. If you have a Bernoulli drive as well as a Jaz or Zip drive, you need both the 5.0 Iomega Driver and one of these earlier versions installed on your Macintosh.

NOTE: If a version of the Iomega Driver between 3.0 and 4.0 is present in the System Extensions folder when you install the 5.0 Iomega Driver, the earlier version will be renamed "Bernoulli Driver."

Versions between 4.0 and 4.2
Versions between 4.0 and 4.2 of the Iomega Driver do not support Jaz drives. (Version 4.2 does support Iomega Zip drives.) When you install the 5.0 version of the Iomega Driver using the Install program, these earlier versions will be automatically removed from the System Extensions folder.

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Section 3.3
LOADING THE DRIVER

When version 5.0 of the Iomega Driver is installed on your startup disk using the Zip Install program, it should load automatically each time you start your Macintosh. You can then use your Zip drive like any other disk drive on your system.

You can also load the 5.0 Driver temporarily by using the Iomega Guest program. This allows you to load the Driver without having to install it in the System Extensions folder. The Guest program is designed to make it easy to use your Zip drive temporarily on another Macintosh; however, if desired, you can routinely use Iomega Guest to load the Driver.

Whether the Driver loads as an extension during startup, or you use Iomega Guest to load the Driver, the same support is provided for your Zip drive (or Jaz drive). The only difference is that when using Iomega Guest to provide access to your Zip drive you must manually run the Guest program each time you start or restart the Macintosh. When the Driver is installed in the System Extensions folder, access to your Zip drive will be automatic as soon as your Macintosh completes startup.

Section 3.3.1
Loading the Driver Using Iomega Guest

In some situations, the best way to load the Driver is by running the Iomega Guest program. You will want to use Iomega Guest when:

• You want temporary access to the Zip drive on a Macintosh where the 5.0 Driver is not installed in the System Extensions folder.

• You are using Zip drive on a Macintosh with low memory (4MB RAM). To maximize memory resources, you can run Iomega Guest whenever you need access to your Zip drive (such as for a backup). When you are finished using your Zip drive, you can restart to free the memory used by the Iomega Driver. (The Iomega Driver requires less than 100K.)

• You are troubleshooting hardware or software conflicts that are preventing access to the Zip drive. In this case, you can start the Macintosh with extensions turned off (by holding down the Shift key while starting) and then run Iomega Guest. Guest will inform you whether it loads successfully or is unable to find the Zip drive. (See Section 7, Solving Problems, for detailed troubleshooting procedures.)

For additional information on using Iomega Guest, refer to Iomega Guest Help which is located on the Tools disk.

Section 3.3.2
Loading the Driver as an Extension During Startup

When the Driver is installed in the System Extensions folder on your startup disk, you will see the Iomega Driver icon at the bottom of the screen when the Driver loads successfully during startup:

NOTE: You will see the icon during startup only if the Driver is installed in the startup disk System Extensions folder. If you start from a Zip disk but do not have the Driver installed in the System Folder on the Zip disk, you will not see the icon. In this case, the Driver loads from a special startup area of the Zip disk.

You will see more than one icon during startup if there are multiple copies of the 5.0 Driver in the System Folder. Having extra copies of the 5.0 Driver present at startup is not a problem; however, you may want to delete the extra copies from your System Folder.

If the Driver is installed in the startup disk System Folder, but it is unable to load successfully during startup, you will see the no-load icon at the bottom of the screen:

You may also see a dialog box explaining why the Driver cannot load. The Driver will not load if:

• Another version of the Iomega Driver higher than 4.0 is already loaded.

• A third party driver (such as MultiDriver, HDT, or Drive7) is already loaded and trying to control the Zip drive.

If the Driver cannot load, you may be unable to use your Zip drive. If you see the no-load icon at startup, refer to Section 7.1 for problem-solving help.

You may encounter other problems caused by hardware or software conflicts. If you experience any of the following, refer to the referenced section for help:

• When you attempt to start the Mac, a disk icon with a flashing "?" appears on the screen. (See Section 7.3.)

• The Macintosh locks up during startup. (See Section 7.4.)

• The Zip disk does not eject when the disk icon is dragged to the Trash. (See Section 7.11.)

• You can't eject a Zip disk and you get a message saying the disk is being shared. (See Section 8.3.)

• Your Zip drive intermittently produces read/write errors. (See Section 7.12.)

Section 4
USING THE TOOLS PROGRAM

This section covers the following topics:

1. About the Tools Program
2. Running the Tools Program
3. Tool Buttons
   Change Disk Protection
   Erase Disk
   Drive Options
   Disk Eject

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Section 4.1
ABOUT THE TOOLS PROGRAM

The Tools application program is designed to help you use your Zip drive most effectively. Some of the Tools are similar to features available from the Macintosh Finder. Other specialized Tools are only available in the Tools program.

This section of the manual explains how to use the Tools program and describes each of the available Tools. Section 5, Using the Zip Drive and Disks, provides additional information on using the Tools program with your Zip disks.

NOTE: Version 5.0 of the Tools program supports Jaz drives as well as Zip drives.

Section 4.2
Iomega Drive Options Control Panel

The Iomega Drive Options Control Panel is a new feature from Iomega which allows you to perform some basic control functions right from the Control Panel folder. For detailed use instructions and functions of the control panel, see the Iomega Drive Options Help file located in the Iomega Tools folder on your hard drive.

Section 4.3
RUNNING THE TOOLS PROGRAM

In order to use the Tools program effectively with your Zip drive and disks, you need to install it using the Zip Install program. This places a copy of Tools in the Iomega Zip Tools folder on your startup disk and adds an alias for Tools to your Apple menu items.

After Tools is installed, you can launch it directly from the Apple menu, or you can open the **Iomega Zip Tools** folder on your startup disk and double click on the **Tools** icon. After Tools opens, you will see the Tools window and buttons as illustrated below.

NOTE: This version of Tools supports both Jaz and Zip drives.

All of the Tools are available as buttons above the disk selection window. To use a tool, first select one or more disk icons in the disk selection window, then click on the desired tool button. For detailed information on using any tool, click on the **?** button. When you are finished using Tools, click on the **Quit** button, or select **Quit** from the **File** menu at the top of the screen.

Section 4.4
TOOL BUTTONS

The Tools program includes buttons for setting Jaz and Zip disk protection options, formatting disks, changing drive sleep time, and ejecting disks from within Tools.

Section 4.4.1
Change Disk Protection

The Change Disk Protection button allows you to set disk protection options for a Jaz or Zip disk. Whenever you set a disk protection option, you need to close any open files and quit all applications running from the disk. If you want to set disk protection for a shared disk, you must first turn off sharing. Once the disk is protected, you can turn sharing back on.

NOTE: Although Jaz and Zip disk protection options are set and removed using the Tools program, the actual protection mechanism is secured in the drive hardware. Because Iomega disk protection is not software-based, it cannot be bypassed using other software programs.

Here are the options available for Change Disk Protection:

 Write Protect (with or without a password)
If a disk is write-protected, no one can write files to the disk until it is unprotected. Write protection provides a convenient way to prevent your valuable files from being changed accidently. If you assign a password, the password must be used to unprotect the disk.

Read/Write Protect (password required)

When you use this option, no one can read files from the disk or write files to the disk until it is unprotected using the password you assign. Read/write protection is a convenient way to protect sensitive information, but if you forget the password, the disk will have to be reformatted in order to be reused. In this case, **all data on the disk will be lost**.
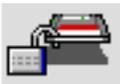
Temporarily Unprotect

This option gives you temporary access to a protected disk. If a password was assigned when the disk was protected, you must enter the password to use Temporarily Unprotect. When you use this option with a write-protected disk, the disk will be automatically write-protected again when it is ejected. CAUTION: If you temporarily unprotect a read/write-protected disk, you must restart your Mac to restore the read/write protection.

Remove Protection

This option can be used to completely remove either write protection or read/write protection. If a password was assigned when the disk was protected, it will be required when you select this option.

Change Password

This option can be used to change the password assigned to a protected disk. In order to change the password, you must first enter the current password for the disk. Next, you will be prompted to enter your new password. You will need to verify the new password by retyping it.

Section 4.4.2
Erase or Initialize Disk

Erase or Initialize Disk in the Tools program is similar to Erase Disk under the Finder, but it offers advantages not available under the Finder. Erase or Initialize Disk in Tools provides two format options: a quick Erase Disk and a longer Erase Disk with Surface Verify (useful for repairing a disk that has developed read/write errors). Erase or Initialize Disk also may allow you to switch to other applications while the disk is formatting.

NOTE: If you are using PC Exchange and you want to change a PC-formatted disk to a Macintosh format, you must use Erase or Initialize Disk in the Tools program. PC Exchange will not allow the format to be changed when using Erase Disk in the Finder.

CAUTION: All of the information on a disk is lost when a disk is erased. Make sure that any information you may need from a disk has been copied before you erase the disk.

Erase Disk
Use this option to quickly erase all the files on a Jaz or Zip disk. Using this option is just like using the Erase Disk command in the Finder. No surface verify is performed with Erase Disk. This option is very fast but should not be used on disks that are having problems or that may have bad sectors.

Erase Disk with Surface Verify

This option performs a complete surface verify on the disk as it is erased. The surface verify checks each sector and replaces bad sectors with spare sectors. It also restores the pool of spare sectors available for use during read/write operations. Erase Disk with Surface Verify may take up to 8 minutes to complete on a 100MB Zip disk (20 minutes for a 1GB Jaz disk).

This option should be used for all disks that have developed read/write errors. When you are repairing a disk, make sure you copy any information you need from the disk to another disk before erasing the disk.
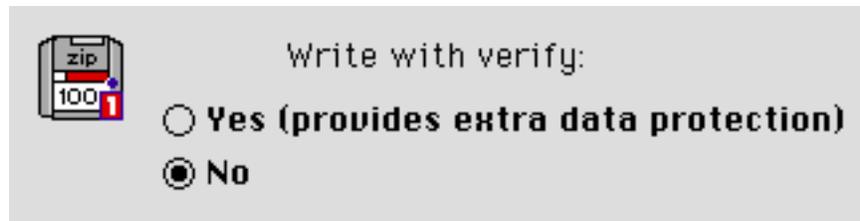
Section 4.4.3
Drive Options

NOTE:

If the Iomega Drive Options Control Panel is in the Control Panels folder it will appear when you press the Set Drive Options button on the Tools menu. If you delete the Control Panel or move it to a different location, for example the (Disabled) folder, the following options will appear
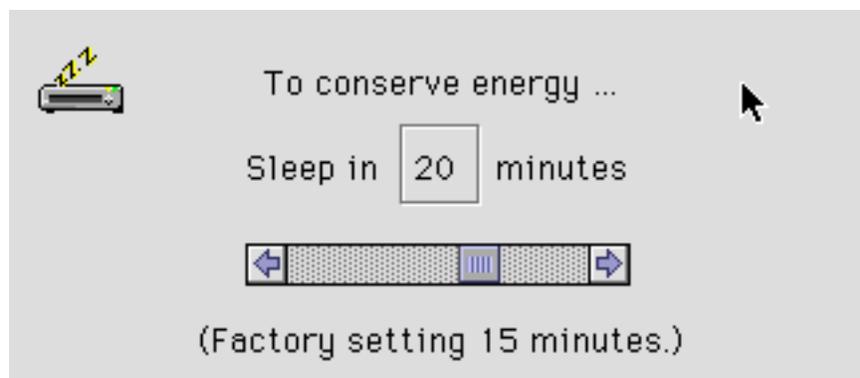
Write with Verify

"Write with Verify" activates an additional data protection feature. When this option is set to "Yes," the drive will take extra steps to make sure that everything it writes to any disk used in the drive is written correctly.

NOTE: Some users may elect to select "No" to potentially increase performance of the drive.

Drive Sleep Time

Drive sleep time is the amount of time a drive must be inactive before the disk automatically spins down. If you don't change the sleep time setting, a Zip drive will automatically spin down the disk after 15 minutes of inactivity. If desired, you can change the period of inactivity before drive sleep occurs from a minimum of 1 minute to a maximum of 60 minutes.

Section 4.4.4
Eject Disk

The Eject Disk button automatically ejects disks from within Tools and works the same as dragging the disk to the Trash icon in Finder. Eject Disk is useful when you want to set disk protection options on more than one Zip or Jaz disk or erase more than one disk in a single session.

Section 5
USING THE ZIP DRIVE AND DISKS

This section covers the following topics:

1.Using the Zip Drive
- Operating the Zip Drive
- Inserting Zip Disks
- Removing Zip Disks
- Powering Down the Zip Drive
- User Tips for Zip

2.Using Zip Disks
- Zip Tools Disk
- Blank Zip Disks

3.Using Zip Disks for Startup
- Setting Up a Zip Disk for Startup
- Starting Up from a Zip Startup Disk
- Restarting with a Zip Startup Disk

4.Backing Up with Zip Disks

Section 5.1
USING THE ZIP DRIVE

Section 5.1.1 through 5.1.4 present information on using the Zip drive with the Macintosh. Section 5.1.5 lists some basic rules for protecting your Zip drive and disks.

This section covers the following topics:

- Operating the Zip Drive
- Inserting Zip Disks
- Removing Zip Disks
- User Tips for Zip

Section 5.1.1
Operating the Zip Drive

The Zip drive works like any other drive on the Macintosh. When a Zip disk is inserted in the drive, an icon for the disk should appear on the Macintosh Desktop. (If you insert a Zip disk and you do not see an icon on the Macintosh screen, refer to Solving Problems for help.)

After a Zip disk icon mounts on the Desktop, you can use the Finder to copy files to or from the Zip drive following the same procedures used for other Macintosh drives. You can also install and run applications on the Zip disk. If desired, you can use a Zip disk to start your Macintosh (see instructions under Using Zip Disks for Startup).

To remove a Zip disk that has mounted on the Desktop, select the Zip disk icon and use Put Away from the File menu. You can also click and drag the Zip disk icon to the Trash icon as you would a floppy. Both methods automatically eject the disk from the Zip drive.

Always connect power to the Zip drive before starting the Macintosh. Power to all connected SCSI devices should be turned on before startup and remain on until after the Macintosh is shut down.

CAUTION: Make sure power is supplied to the Zip drive before inserting a disk. (The green power light should be ON.) If the power fails while a disk is in the drive, disconnect the power supply from the drive and push a straightened paper clip into the emergency disk eject hole on the back of the drive. Never force a Zip disk into or out of a drive.

Operating temperature for the Zip drive is 10° to 30°C (50° to 86°F). If the drive or disk has been stored at a temperature outside these limits, allow several hours for temperature adjustment before using the drive.

CAUTION: Never operate the Zip drive when condensation is evident in or around the drive or disk. Operating the drive under such conditions could cause damage to the read/write heads in the drive or to the disk.

Section 5.1.2
Inserting Zip disks

Make sure the Zip drive is on and insert a Zip disk into the drive as illustrated below. When the disk is fully inserted it will rest flush with the front of the drive case. The amber data light on the drive will blink a few times while the disk spins up. When the amber light goes out, the disk is ready to use.

Insert Gently!
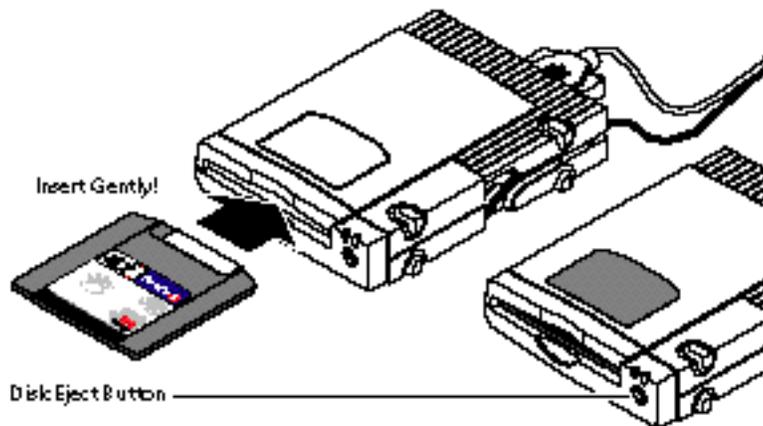
Disk Eject Button

DISK EJECT BUTTON: The disk eject button is disabled under normal operating conditions on Macintosh computers.

Section 5.1.3
Removing Zip disks

To remove a Zip disk that has mounted on the Desktop, select the Zip disk icon and use **Put Away** from the File menu. You can also click and drag the Zip disk icon to the Trash icon as you would a floppy. Both methods automatically eject the disk from the Zip drive.

If the disk icon has not mounted on the Desktop, you can eject the Zip disk by pushing the disk eject button.

Section 5.1.4
Powering Down the Zip Drive

It is not really necessary to power down your Zip drive when it's not in use. It will not harm your Zip drive to leave it connected to power for prolonged periods, but you may occasionally need to disconnect and reconnect the power to reset the drive. (This is the first thing to do if your drive has been left powered up and suddenly is not recognized by your Macintosh.)

If you want to power down your Zip drive when it's not in use, it's generally easiest to disconnect the power supply from the side of the drive. If you prefer, you can unplug the power supply from a wall outlet, or if you are using a power strip, switch off the power strip. Both of these options eliminate the very small current draw from an idle power supply.

Section 5.1.5
User Tips for Zip

Here are some basic rules for protecting your Zip drive and disks:

• Always connect power to the drive before inserting a Zip disk.

• Use only an Iomega Zip power supply with your Zip drive.

• Always remove the disk from the drive before disconnecting power to the drive.

• When connecting the Zip drive to a Macintosh, always shut down the Mac and disconnect power from the Zip drive before connecting the data cable.

WARNING! Never use ordinary 3.5 inch floppy diskettes or floppy head cleaning disks in the Zip drive. They could damage the read/write heads in the drive.

Section 5.2
USING ZIP DISKS

This section covers the following topics:

  • Zip Tools Disk
  • Blank Zip Disks

Section 5.2.1
Zip Tools Disk

The Zip Tools disk included with your Zip drive has a special format that allows it to contain both Macintosh and Windows/DOS Zip Tools software. When the Zip Tools disk is used to install Zip software on a Macintosh, the disk becomes a Macintosh disk, and the Windows/DOS portion of the disk is erased. If you also use your Zip drive on a PC and want to install Zip Tools for Windows/DOS, you need to purchase an additional Zip Tools disk – see your Zip Accessory Guide for ordering information.

After a Zip Tools disk has been used for installation on a Macintosh, it can be used for storing data like any other Mac-formatted disk. It can also be used to reinstall Zip Tools software on your Mac as long as the original Zip Tools files are unchanged. Make sure you do not delete any of the original files in case you ever need to reinstall your Zip software. (DO NOT delete the Install folder or erase the Tools disk!)

Section 5.2.2
Blank Zip Disks

New, blank Zip disks come preformatted for Macintosh or for IBM-compatible PC's. If you are using PC Exchange™, you can use PC-formatted Zip disks to transfer files between a PC and your Macintosh*. Use PC-formatted Zip disks for file transfer only. If you are storing data for use only on Macintosh computers, use Mac-formatted Zip disks. There is a risk of losing data (particularly file resource information) when files you use on your Macintosh are stored on a PC-formatted disk.

*NOTE: DOS-mounting software or file system utilities other than PC Exchange may or may not work with PC-formatted Zip disks. Contact the vendor for your mounting software for support information.

If you want to reformat a Zip disk you can use the Erase Disk command in the Finder, or Erase or Initialize Disk in the Tools program. (See Section 4.4.2 for instructions on using Erase or Initialize Disk.) To reformat a Zip disk using the Finder, insert the disk and select Erase Disk from the Special menu. Reformatting a Zip disk using Erase Disk in either the Finder or Tools takes less than a minute.

If you are reformatting a disk that has read/write problems, use the Erase Disk with Surface Verify option in the Tools program. You can also use Erase Disk with Surface Verify from the Finder by holding down the Option key when you start the format. Make sure you hold down the Option key until the disk starts to erase. Using Erase Disk with Surface Verify from either the Finder or Tools takes about 20 minutes.

NOTE: If you are using PC Exchange and you want to change a PC-formatted disk to a Macintosh format, you must use Erase or Initialize Disk in the Tools program. PC Exchange will not allow the format to be changed when using Erase Disk in the Finder.

Mac to DOS: If you wish to change a Mac-formatted disk to a PC (DOS) format, use the Iomega Tools program on an IBM-compatible PC to reformat the disk.

Section 5.3
USING ZIP DISKS FOR STARTUP

You can use a Zip disk to startup a Macintosh. Even if you normally start your Macintosh from the hard disk, you may find it convenient to be able to occasionally start from a Zip disk, for example, if your hard drive has been damaged, or if you are working on a Macintosh other than your own and want to use your own Desktop environment. If desired, you can routinely start from a Zip disk. If you share your Macintosh, each user could have a personal startup disk set up with his or her own Desktop environment, applications, and files.

This section explains how to set up and use your Zip drive as the startup device for the Macintosh. The following topics are covered:

- Setting Up a Zip Disk for Startup
- Starting Up from a Zip Startup Disk
- Restarting with a Zip Startup Disk

NOTE: If you are using a Zip disk for startup, you will not be able to remove the Zip startup disk without first shutting down the Macintosh.

Section 5.3.1
Setting Up a Zip Disk for Startup

Use the following procedure to create a Zip startup disk:

Step 1
Install the Iomega Driver on your current startup disk as described in the section on Installing the Software.

Step 2

Erase the Zip disk you plan to use for startup using either the Finder or Iomega Tools. (You can omit this step if you are using your Zip Tools disk or if you are sure the disk was formatted using the current version of the Iomega Driver.)

Step 3

Use the Macintosh System Software Installer diskettes to install a System Folder on the Zip disk you plan to use for startup. (Drag-and-drop is not recommended by Apple and may not work for installing a startup disk System Folder. Refer to your Macintosh Owner's Manual if you need more information on creating startup disks.)

Step 4

Select Control Panels from the Apple menu and open the Startup Disk icon. Click on the Zip disk icon to select it as the startup device.

Step 5

Hold down the Option key and select Restart from the Special menu. Make sure you hold down the Option key until you hear the Mac startup sound. This keeps the Zip disk from ejecting while the system restarts.

Section 5.3.2
Starting Up from a Zip Startup Disk

Use the following procedure whenever you want to start your Mac from the Zip startup disk:

Step 1

Make sure no disks are in the Macintosh floppy drive.

Step 2

Connect power to the Zip drive and insert your Zip startup disk.

Step 3
Start your Macintosh.

Section 5.3.3
Restarting with a Zip Startup Disk

To keep the Zip startup disk from ejecting while the computer restarts, hold down the Option key while you select Restart. Make sure you hold down the Option key until you hear the Mac startup sound.

Section 6
USING SYSTEM 7 FEATURES WITH ZIP DRIVES

This section covers the following topics:

1. Using Virtual Memory
2. Using File Sharing

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Section 6.1
USING VIRTUAL MEMORY

You can use System 7 virtual memory when a Zip drive is connected to the system; however, a Zip drive cannot be selected as a virtual memory drive. This is because System 7 does not support virtual memory on removable devices. To use virtual memory with your Zip drive, make sure the Memory Control Panel is configured to use your hard drive as the virtual memory drive. Refer to your Macintosh System Software manual for detailed information on configuring virtual memory.
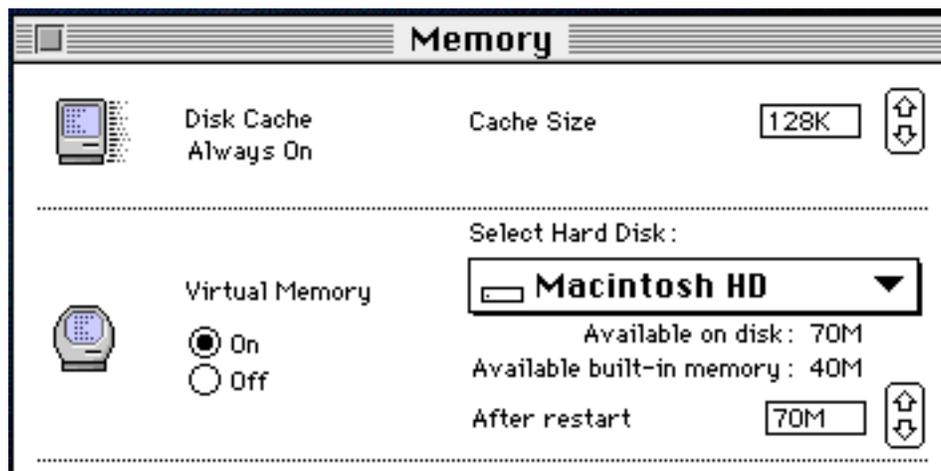
Section 6.2
USING FILE SHARING

You can use file sharing with your Zip drive just as you can with your hard drive; however, if you share your Zip drive, you will not be able to remove disks from the drive without shutting off file sharing. This is because System 7 file sharing does not support removability. For information on how to share your Zip drive, refer to Section 6.2.1. For information on how to maintain removability on the Zip drive if you are sharing devices other than the Zip drive, refer to Section 6.2.2.

Section 6.2.1
Sharing Your Zip Drive

Use the following procedure to share your Zip drive with another user:

Step 1
Insert the disk you want to share into the Zip drive. (Make sure the disk icon appears on the Desktop before proceeding to step 2.)

Step 2
Open the Sharing Setup Control Panel and start file sharing. If file sharing is on, stop it and then restart it.

Step 3
From the Finder, select the Zip disk icon, then select Sharing from the File menu. Refer to your Macintosh System Software manual for information on setting your file sharing preferences.

Section 6.2.2
Maintaining Zip Removability While Sharing Other Devices

If you share files or devices other than your Zip drive, make sure sharing is enabled before any Zip disks are inserted. If sharing is enabled during startup, make sure you wait about 30 seconds after the Desktop appears on the screen before inserting a disk in the Zip drive. If a Zip disk is inserted before sharing is enabled, you may encounter the following problems:

• You cannot eject a Zip disk even though sharing is not enabled for the Zip drive.

• When you attempt to remove a Zip disk, you see an error message indicating that the disk is being shared.

These problems are due to the way System 7 handles file sharing and removability and cannot be solved by the Zip drive or the Iomega Driver.

NOTE: AppleShare software does support removability and can be used to replace System 7 file sharing with the Zip drive. Versions of Apple System software 7.5.1 and higher also support removability of shared devices.

Section 7
SOLVING PROBLEMS

Use the information in this section to diagnose and solve problems that may occur while installing the Iomega Driver or while using Zip Tools or your Zip drive.

The problems covered in this section are listed below:

1. Crossed-out Iomega Driver icon appears during startup.

2. Zip disk icon does not appear on the Desktop.

3. Disk icon with flashing "?" appears at startup.

4. Startup fails after installing the Iomega Driver.

5. Zip Tools software does not install correctly.

6. Zip Tools disk still locked after software installation.

7. Zip disk is ejected immediately when inserted.

8. Zip disk fails to erase or format.

9. Problems with File Sharing or Virtual Memory.

10. Software does not work correctly with the Zip drive.

11. Zip disk does not eject when the disk icon is dragged to the Trash.

12. Zip drive has intermittent read/write errors.

13. Other problems.

Section 7.1
Crossed-out Iomega Driver icon appears during startup.

After the Iomega Driver is installed on your startup disk, the Driver normally loads automatically during startup. If the Driver is installed in the startup disk System Extensions folder but is unable to load successfully, you will see the following icon:

The Driver will not load if:

• It cannot find a supported drive (Zip or Jaz) due to some hardware problem (see Section 7.1.1).

• A different version of the Iomega Driver higher than 4.0 is already loaded (see Sections 7.1.2 and 7.1.3).

• A non-Iomega driver is trying to control the Zip drive (see Section 7.1.4).

You may see an error message that explains why the Driver is unable to load. If you do not see an error message, the Driver is probably not loading because of a hardware problem. Check the solutions listed in Section 7.1.1.

Section 7.1.1
The Driver cannot load due to a hardware problem.

If the Driver cannot locate a supported drive (Jaz or Zip) that is connected to the Macintosh, there is usually a hardware installation problem. One of the following suggestions should solve the problem:

• Make sure power to the Zip drive is connected before starting the Macintosh. (The green power light on the front of the drive should be ON.) Always turn on power to all connected SCSI devices (including the Zip drive) before starting the Macintosh. Power to all SCSI devices should remain on until the Macintosh is shut down.

• Make sure the Zip drive is correctly and securely connected to your Macintosh. Shut down the Macintosh, disconnect power to the drive, and try disconnecting and reconnecting the cable. Tighten the connector screws evenly and firmly. Refer to the Installation Guide for Macintosh that came with the drive for detailed instructions on connecting the Zip data cable.

•Make sure that each device in a single SCSI chain (including the Macintosh and any internal drive) has a unique SCSI ID (no duplicates). Avoid using SCSI ID numbers 7 or 0 for drives connected to the Macintosh, as these ID's are normally used by the Macintosh and the internal hard disk. (If you have an internal CD-ROM, it may be using SCSI ID 3.) To change a SCSI ID setting, shut down and power off the Macintosh, power down all connected devices, change the conflicting SCSI ID, and then power up again.

•Make sure that termination is supplied at both ends of the SCSI chain* and that termination is OFF (removed) for other devices in the chain. If the Zip drive is the only or last drive on the SCSI connection, make sure the SCSI termination switch on the back of the drive is in the down position (ON). If your Zip drive is in the middle of the SCSI chain, move the termination switch to the up position to turn off termination.

*NOTE: Termination at the beginning of the chain is usually provided by the internal hard disk. If the Mac doesn't have a hard disk or built-in termination, the first device connected to the Mac must be terminated. Refer to your Macintosh Owner's Manual if you are not sure about termination on your Macintosh.

• Make sure you are using an Iomega Zip power supply with your Zip drive. Other power supplies may damage your Zip drive.

Section 7.1.2
An older version of the Iomega Driver is already loaded.

You will see an error message to this effect if an earlier version of the Iomega Driver (between 4.0 and 4.2) is installed in the System Extensions folder or loading from another Iomega disk which is present at startup. Note that this error message does not apply to versions of the Iomega Driver between 3.0 and 4.0. (See Section 3.2, Other Versions of the Iomega Driver,for more information.)

To solve this problem, run the Zip Install program as described in Section 2.2. The Installer will automatically locate any old versions of the Driver in the System Extensions folder and remove them.

If the problem continues after you have run the Zip installer, remove all Iomega disks (other than a startup disk) and restart the Macintosh. Whenever you start your Macintosh, make sure any disks which were formatted with an earlier version of the Iomega Driver are removed from their drives.

NOTE: You may also see this message if a non-Iomega driver is trying to control the Zip drive (see Section 7.1.4).

Section 7.1.3
A newer version of the Iomega Driver is already loaded.

You will see an error message to this effect if a disk formatted with a newer version of the Iomega Driver is inserted at startup. In this case, you should upgrade the Iomega Driver in your System Extensions folder to the latest version. Check the Release Notes that came with your Zip Tools software for detailed information on how to download the latest driver, or see Section 10, Contacting Iomega, for information on contacting the Iomega Bulletin Board. If you do not have a modem, call Iomega at 1-800-MY-STUFF to order a copy of the latest Zip software package.

Note that if you see a message indicating that a newer version of Iomega Driver is already loaded, you need only close the error message dialog box to access the Zip drive.

Section 7.1.4
A non-Iomega driver is trying to control the Zip drive.

If the Iomega Driver does not load during startup, but you are still able to access your Zip drive, a non-Iomega driver may be loading before the Iomega Driver and taking over control of the Zip drive. (The Iomega Driver may or may not be able to display an error message describing the problem.) Examples of non-Iomega drivers that may try to take control of the Zip drive include DRIVE7 by Casablanca, HDT by FWB, MultiDriver by Insignia, and Redline by Spin.

To identify the driver that is controlling the Zip drive, select a Zip disk icon in the Finder, then select Get Info from the File menu. The driver appears in parentheses at the end of the line titled Where.

Iomega Driver version number or non-Iomega driver name ———

Zip Stuff Info

Zip Stuff

Kind: disk
Size: 93.8 MB on disk (98,459,136 bytes used), for 57 items
Where: Zip Stuff, Bus 2, SCSI ID 5 (5.0)

Created: Thu, Jun 6, 1996, 9:40 AM
Modified: Wed, Sep 4, 1996, 10:42 AM
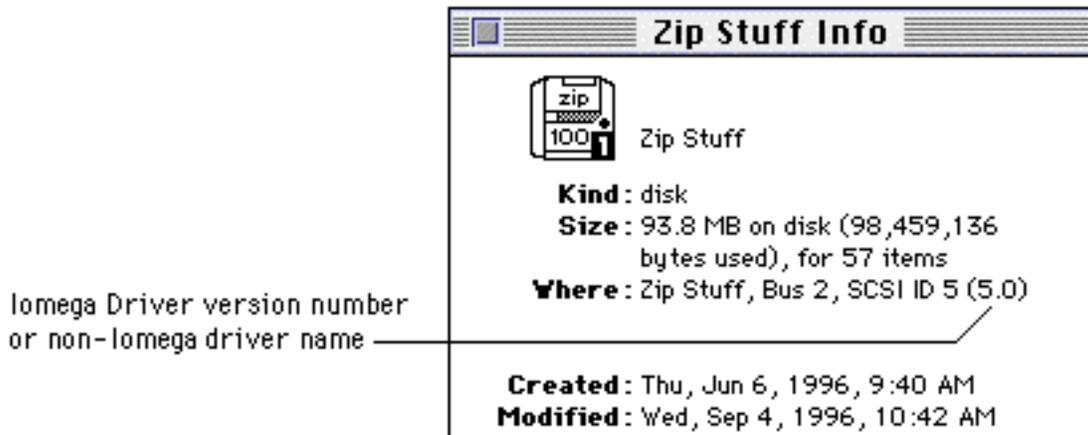
If a non-Iomega driver is controlling the Zip drive, try the following to eliminate the conflict:

• Make sure no disks other than the startup disk are inserted during startup. A disk that was formatted using a non-Iomega driver could be loading that driver onto the system.

• Try renaming the Iomega Driver so that it loads earlier during startup.

If you intend to use a non-Iomega driver to control the Zip drive, you should remove the 5.0 Iomega Driver from the system.

NOTE: Non-Iomega drivers may not provide full support for the Zip drive. (For example, a non-Iomega driver may not support Zip disk protection.)

Section 7.2
Zip disk icon does not appear on the Desktop.

One of the following suggestions should solve the problem:

• Try running the Iomega Guest program. If Guest informs you that it cannot locate the Zip drive, try the hardware solutions listed in Section 7.1.1.

• Make sure a Zip disk is fully inserted in the drive. A Zip disk icon will only appear on the Desktop when a disk is inserted. For detailed information on inserting Zip disks, refer to Section 5.1.2.

• If the 5.0 Driver is installed on your startup disk, make sure it is loading successfully. When the Driver is correctly installed in the System Extension folder on the startup disk, you will see the following icon at the bottom of the screen each time the Driver loads successfully during startup:

If the Driver is correctly installed but does not load during startup, refer to Section 7.1 for problem-solving help.

• A non-Iomega driver may be trying to control the Zip drive. Refer to Section 7.1.3 for problem-solving help.

Section 7.3
Disk with flashing "?" appears at startup.

This indicates that the Macintosh cannot find a startup disk and is often due to a hardware problem. Try the hardware solutions listed in Section 7.1.1. If the problem persists, try the following:

• If you are using the Zip drive to start the Mac, make sure a Zip startup disk is fully inserted in the drive before starting the Mac and that you hold down the Option key while starting the Mac. Also make sure there are no disks in the computer's floppy drive. For information on creating a Zip startup disk, refer to Section 5.3. For detailed information on inserting Zip disks, refer to Section 5.1.2.

• If none of the above suggestions solve the problem, test the computer by disconnecting all external SCSI devices and restarting from the hard drive or from a floppy startup disk. If the computer does not start, it is not functioning correctly. Contact Apple for assistance.

Section 7.4
Startup fails after the Iomega Driver is installed.

This problem can be caused by hardware conflicts or by conflicts with non-Apple or third party control panels or system extensions.

• Check the Release Notes for information on known incompatibilities. If you identify a conflicting system extension, remove it from the system. (For information on getting the system started when there is a conflict, refer to the first step in Section 7.4.1.)

• Make sure the Iomega Driver is correctly installed on your startup disk. Conflicts are less likely if the Driver is installed as described in Section 2.2.

If you cannot identify a source of conflict from the Release Notes and the Driver is correctly installed on your startup disk, you will need to test for the source of conflict.

Section 7.4.1
Testing for Conflicts

Use the following steps to determine the source of a conflict which prevents successful startup:

1. Turn off System Extensions by holding down the Shift key while starting the system. (Hold down the Shift key until you see the message indicating extensions are disabled.) If the system completes startup with extensions off, go to step 2a. If the system does not start, go to step 2b.

2a. Try loading the Iomega Driver manually by double-clicking on the Iomega Guest icon located in the Iomega Jaz Tools folder on your hard drive (or copy Iomega Guest onto a floppy disk and run it from there). If the Guest program installs the Driver successfully, the problem is probably due to a conflict with a non-Apple or third party control panel or extension. Try the procedures in Section 7.4.2 to resolve or eliminate the conflict. If the Driver does not load, the problem is probably due to a hardware conflict. Try the hardware solutions listed in Section 7.1.1.

2b. Power down the computer, disconnect the Zip drive, and try starting again. If the system starts when the Zip drive is not connected to the Macintosh, the problem is probably due to a hardware conflict. Try the hardware solutions listed in Section 7.1.1. If startup still fails, the computer is not functioning correctly. Contact Apple for assistance.

Section 7.4.2
Resolving Startup Conflicts

If you encounter conflicts between the Iomega Driver and non-Apple or third party control panels or system extensions, you must first try to identify the control panel or extension that is causing the conflict and then remove it from the system. Use the following procedure:

1. Remove all non-Apple or third party control panels or system extensions from the startup disk System Folder, then restart the Macintosh.

2. After the system starts successfully, add the control panels or extensions back into the System Folder one at a time.

3. Test each control panel or extension for conflicts by restarting the system after it is added to the System Folder.

4. Remove any control panels or extensions that prevent startup from the system.

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Section 7.5
Zip Tools software does not install correctly.

If your Zip Tools software does not install correctly, the problem is probably caused by conflicts with another extension during the installation process. Try starting your Macintosh with extensions off and reinstalling your Zip Tools software package. To start your Mac with extensions off, hold down the Shift key while starting. Hold down the Shift key until you see the message indicating that extensions are off or disabled.

After the Zip Tools installation is complete, restart your Macintosh following your normal startup procedure.

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Section 7.6
Zip Tools disk still locked after software installation

This may occur if you are running the Install program from the Zip Tools disk and:

• You do not have sufficient memory. Try closing applications and then running the Install program again.

•There is not enough disk space on your hard drive. For a complete install of the Iomega Tools software package you will need approximately 5.5MB of memory.

•You are not running System 7. The Iomega Driver and Tools software package requires System 7 to install and operate normally.

NOTE: Although Iomega does <u>not</u> recommend deleting the software files from your Zip or Jaz Tools disks, you can reclaim a password protected Zip or Jaz disk by reformatting that disk using the Iomega Tools software.

Section 7.7
Zip disk is ejected immediately when inserted.

A Zip or Jaz disk may be immediately ejected if the format on the disk is bad and PC Exchange is running on the Macintosh. You may or may not see a dialog box indicating that disk initialization failed. Whether you see the dialog box or not, press the Return key and your system will return to normal.

To fix the format on the Zip disk, turn off PC Exchange and reformat the disk using Erase Disk with Surface Verify in the Tools program. You can also perform an Erase Disk with Surface Verify from the Finder by holding down the Option key when you start the format. Make sure you hold down the Option key until the format begins.

Section 7.8
Zip disk fails to erase or format.

Problems formatting Zip disks are usually due to a conflict caused by a non-Apple or third party control panel or system extension. Check the Release Notes for information on known incompatibilities.

If you cannot identify or resolve the conflict, try turning off System Extensions while formatting Zip disks. Use the following procedure:

Step 1
Hold down the Shift key and restart your Macintosh. Make sure you hold down the Shift key until you see the message saying extensions are disabled.

Step 2
Run Iomega Guest to load the Iomega Driver.

Step 3
Run the Tools program by double clicking on its icon.

Step 4
Insert a Zip disk and click on the Erase or Initialize Disk button. Select the options you want to use and click on OK.

If this procedure works, you should use it whenever you erase or format Zip disks. If the disk still does not format, try the following:

• Try formatting a different disk. If you are able to format the second disk, it indicates that the first disk may be bad. If the disk is still under warranty, contact Iomega Customer Service for a replacement disk. (Refer to Section 10 for information on contacting Iomega.)

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Section 7.9
File sharing or virtual memory will not work with a Zip disk.

For information on using these features with Zip drives, refer to Section 6.

Section 7.10
Software does not work correctly with the Zip drive.

The Zip drive should work like a hard drive or other storage device on the Macintosh. If you have problems using some software with your Zip drive, check the Release Notes for information on known incompatibilities. If your software application is not mentioned in the Release Notes, call the software manufacturer for support.

Section 7.11
Zip disk does not eject when the disk icon is dragged to the Trash.

Try the following suggestions:

• If the disk icon is still on the Desktop, drag it to the Trash again.

• Try restarting the system. The disk may lock in the drive if the system has locked up or crashed.

• If you are not using the Iomega Driver as the driver for your Zip drive, you may have to manually push the disk release button on the drive to eject the disk.

Section 7.12
Zip drive has intermittent read/write errors.

• The problem may be due to hardware conflicts. Try the solutions listed in Section 7.1.1.

• If read/write errors occur only with a specific Zip disk, reformat the disk using Erase Disk with Surface Verify. Refer to Section 4.4.2 for detailed instructions.

Section 7.13
Other problems.

If you have a problem with your Zip drive that is not covered in this manual, call Iomega Customer Service. Complete support numbers are listed in Section 10.

Section 8
ERROR MESSAGES

This section covers the following error messages:

1. "... the Iomega Driver cannot load ..."

2. "... Tools cannot load ..."

3. "... [disk] is being shared ..."

Section 8.1
"... the Iomega Driver cannot load ..."

If the 5.0 Driver is unable to load at startup, it may display an error message indicating the reason it cannot load.

• If the Driver does not load because it cannot locate a supported drive, refer to Section 7.1.1 for problem-solving help.

• If the Driver does not load because an older version is already loaded, refer to Section 7.1.2 for help.

• If the Driver does not load because a newer version is already loaded, refer to Section 7.1.3.

• If the Driver does not load because another driver is already controlling an Iomega drive; refer to 7.1.4.

Section 8.2
"... Tools cannot load ..."

The Tools program will be unable to run if:

• You try to run Tools and the Iomega Driver is not loaded on the system.

• You try to run a version of Tools different from the version of the Driver currently loaded on the system.

• You try to run Tools and the Iomega Driver is unable to find any supported drives (Jaz or Zip).

• You try to run Tools on a Macintosh that does not meet the minimum system requirements listed in Section 2.1 of this manual.

The dialog box containing the error message will indicate the problem.

Section 8.2.1
Iomega Driver Not Loaded

You will see the following dialog box if you try to run the Tools program when the Iomega Driver is not loaded on the system:
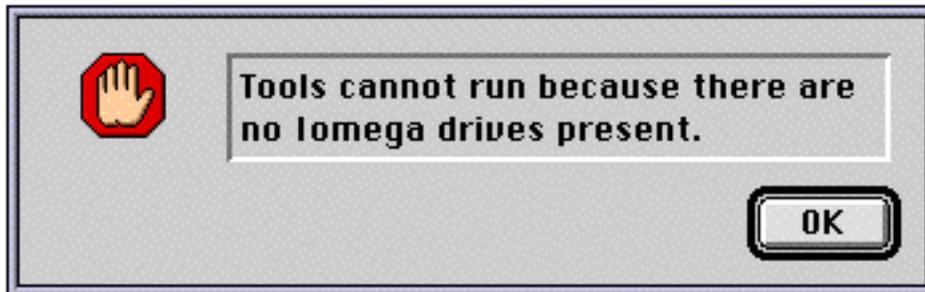
You can run the Iomega Guest program to load the Driver. If Iomega Guest does not load successfully because it cannot locate a supported drive, it is probably due to one of the following:

• No Jaz or Zip drives are connected to the Macintosh.

• A hardware problem keeps the Macintosh from recognizing the Zip drive. Try the hardware solutions listed in Section 7.1.1.

• A non-Iomega driver is controlling the Zip drive. Refer to Section 7.1.4 for problem-solving information.

Section 8.2.2
Different Iomega Tools and Driver Versions

• Make sure you are running the latest version of Tools – it should be located in the Iomega Zip Tools folder on your startup disk. To check the version number for Tools, select the Tools icon from the Finder, then select Get Info from the File menu. Remove any old versions of Tools from the system to prevent confusion.

Tools Version ——————————

Tools Info

Tools
Iomega Software 5.0

Kind: application program
Size: 479K on disk (484,181 bytes used)

Where: Jim's Mac HD: Utils: Iomega Tools:

Created: Mon, Jun 24, 1996, 4:03 PM
Modified: Fri, Sep 13, 1996, 11:57 AM
Version: 5.0, © Iomega Corporation
1994-1996, English Version
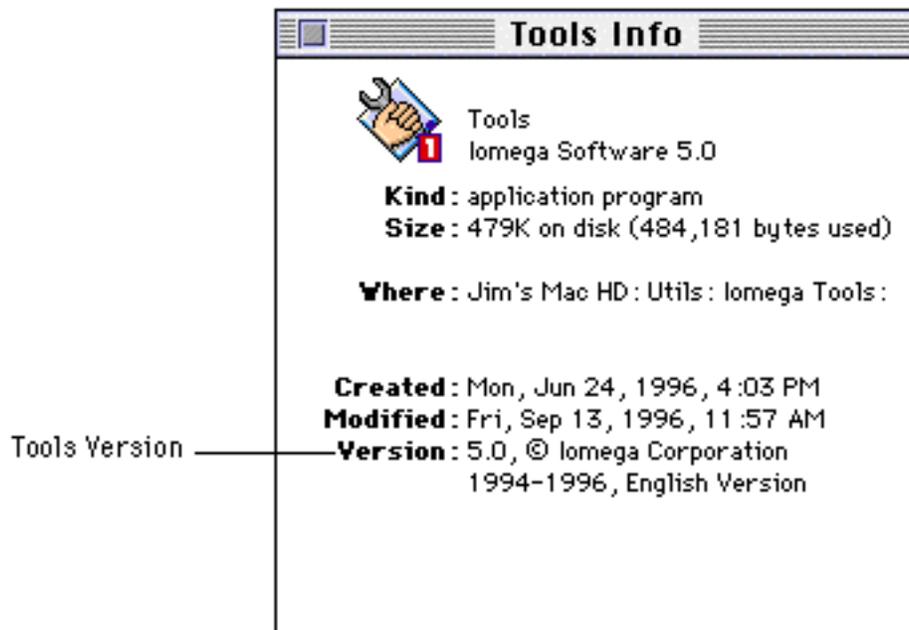
• Make sure the latest version of the Driver is loaded on the system. To identify the version currently loaded, select a Zip disk icon in the Finder, then select Get Info from the File menu. The version number appears in parentheses at the end of the line titled Where.
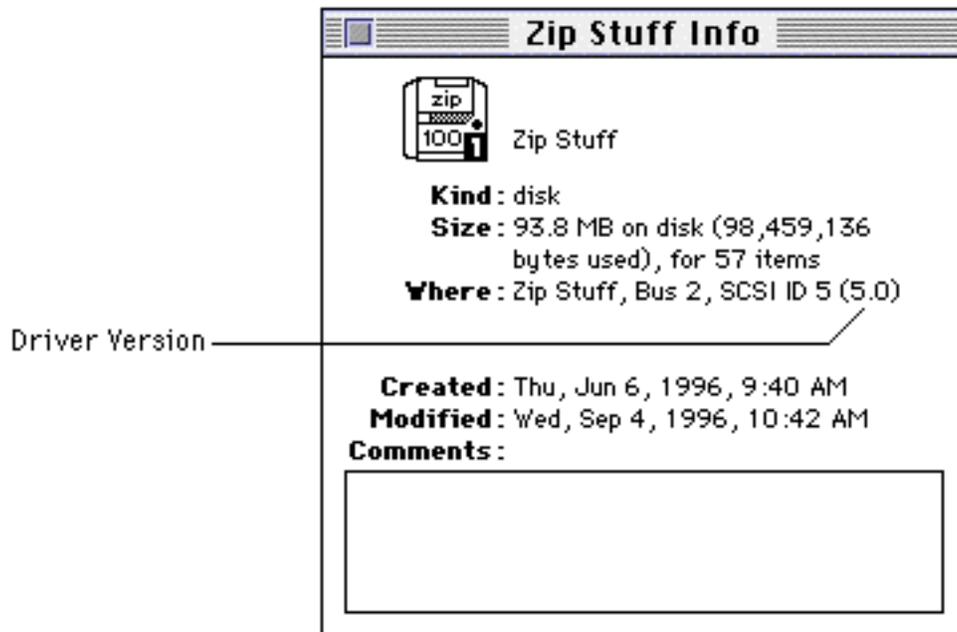
If an old version of the Driver is loaded, locate it and remove it from the system. Refer to Section 7.1.2 for detailed information.

Section 8.3
"... [disk] is being shared ..."

This message appears if you try to put away a Zip disk and you are using System 7 file sharing, even if you are not sharing the Zip disk. The problem is that System 7 file sharing does not support removability. Refer to Section 6.2 for information on how to use System 7 file sharing with your Zip drive.

Section 9
ANSWERS TO COMMON QUESTIONS

This section covers the following frequently asked questions:

• **Macintosh Compatibility Questions**

1. What Macintosh System software versions will my Iomega Driver work with?

2. What models of Macintosh computers will the Iomega Driver work with?

• **Third Party Compatibility Questions**

3. Can I use a third party SCSI card with my Zip drive?

4. Can I read DOS-formatted Zip disks on my Macintosh?

5. Can I use Stacker for Macintosh on my Zip disk?

• **Questions About Iomega Hardware and Software**

6. Should I remove the old Iomega Driver for my Bernoulli drive when I install the new Iomega Driver for Zip?

7. What do I use Iomega Tools for?

• **Questions About Using Zip Disks and Drives**

8. Once the Zip drive icon appears on the Desktop, how do I use it?

9. After getting the Zip drive icon to appear on the Desktop, how do I use the Zip disk to back up my hard drive?

10. How do I change the Zip disk that is in the drive?

11. If I am still using my computer but I am through with my Zip drive, can I turn off my Zip drive?

12. How should I power down my Zip drive?

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Section 9.1
MACINTOSH COMPATIBILITY QUESTIONS

Question 1:
What Macintosh System software versions will my Iomega Driver work with?

Version 5.0 of the Iomega Driver supports Macintosh systems from 7 to 7.5.3. Although the Driver and the Iomega Guest program work with System 6.0.8, the Tools program and the other Zip Tools software programs require System 7 through 7.5.3.

Question 2:
What models of Macintosh computers will the Iomega Driver work with?

Version 5.0 of the Iomega driver supports Mac SE computers and newer, including the PowerMac (with PowerPC), Quadra, Performa, Centris, PowerBook, and PowerBook Duo series computers.

Question 3:
Can I use a third party SCSI card with my Zip drive?

Yes. Because version 5.0 of the Iomega Driver and Tools take full advantage of the features of SCSI Manager 4.3, they will work with third party SCSI accelerator cards that support SCSI Manager 4.3 or newer.

Section 9.2
THIRD PARTY COMPATIBILITY QUESTIONS

Question 4:
Can I read DOS-formatted Zip disks on my Macintosh?

Yes. To read DOS-formatted Zip disks on your Macintosh, make sure that you have the latest version of either PC Exchange, AccessPC, or DOS Mounter Plus installed. If you do not have one of these utilities, or if you are not sure you have the latest version, simply contact your dealer.

Question 5:
Can I use Stacker for Macintosh on my Zip disk?

Version 5.0 of the Iomega Driver does work with Stacker on Zip drives, however, Iomega does not recommend using Stacker because it replaces the Iomega Driver in supporting the Zip drive. If you decide to use it, keep in mind that Iomega does not support third party drivers.

Section 9.3
QUESTIONS ABOUT IOMEGA HARDWARE AND SOFTWARE

Question 6:
Should I remove the Iomega Driver for my Bernoulli drive when I install the new Iomega Driver for Zip?

No. The 5.0 Iomega Driver required by Zip and Jaz drives does NOT support Bernoulli drives. If a version of the Iomega Driver that supports Bernoulli drives is present in the System Extensions folder when you install the 5.0 Iomega Driver, the earlier version will be renamed "Bernoulli Driver."

Question 7:
What do I use Tools for?

The Tools program is a set of utilities for supporting Zip and Jaz drives and disks. You can use Tools to set Zip disk protection options and to reformat Zip disks. For more information on how to use Tools, refer to Section 4, "Using the Tools Program."

Section 9.4
QUESTIONS ABOUT USING ZIP DISKS AND DRIVES

Question 8:
Once the Zip drive icon appears on the Desktop, how do I use it?

The Zip drive works like any other drive on the Macintosh, such as a floppy or hard drive. To copy a file to the Zip, simply click on the file and drag it to the Zip disk icon. You can copy a file from the Zip to any other drive by clicking on the file and dragging it to the drive you want to copy to. You can also install and run applications on the Zip just as you would on a hard drive.

Question 9:
How do I change the Zip disk that is in the drive?

Drag the Zip disk icon to the Trash icon to eject the disk. When you insert another disk in the drive, it will automatically appear on the desktop.

Question 10:
If I am still using my computer but I am through with my Zip drive, can I disconnect power to the drive?

No, if the drive is connected to the computer while the computer is in use then the drive should be powered on. Zip drives follow a set of rules and regulations that require the drive to be on in order for the Macintosh to function properly. If you are no longer going to use your Zip, simply remove the disk from the drive, and it will be sitting in an idle state using negligible power. When you power down the Macintosh, you can disconnect power to your Zip as well.

Question 11:
How should I power down my Zip drive?

It is not really necessary to power down your Zip drive when it's not in use. It will not harm your Zip drive to leave it connected to power for prolonged periods, but you may occasionally need to disconnect and reconnect the power to reset the drive. (This is the first thing to do if your drive has been left powered up and suddenly is not recognized by your Macintosh.)

If you want to power down your Zip drive when it's not in use, it's generally easiest to disconnect the power supply from the side of the drive. If you prefer, you can unplug the power supply from a wall outlet, or if you are using a power strip, switch off the power strip. Both of these options eliminate the very small current draw for an idle power supply.

Section 10
CONTACTING IOMEGA

If you encounter problems while installing or using your Zip drive, you should first consult the Solving Problems section in this manual for help. For additional information on using the Iomega Guest program or components of the Zip Tools package, refer to Iomega Guest Help and Zip Tools Help which are installed in the Iomega Zip Tools folder on your hard drive.

If you still require assistance, you may reach a technician by calling one of the numbers below. In order for a technician to properly assist you, the following information is required:

(1) Drive model number/serial number,

(2) Computer model/configuration,

(3) Software version numbers of your driver and utility software.

If possible, try to be seated near your computer when calling. Support numbers are listed below. Customer assistance and technical support is available worldwide during normal business hours.

Section 10.1
Corporate Mailing Addresses

```
Iomega Corporation        Iomega Europe GmbH
1821 West Iomega Way          Bötzinger Strasse 48
Roy, Utah 84067-9977           79111 Freiburg
USA                            Germany
                               ++49 (0) 761-45040
```

Section 10.2
Iomega's Automated Help Systems

Automated FAX Help (24 hours) . . . . (801) 778-5763
  (U.S. and Canada Only)

Technical Support E-Mail: . . . . support@iomega.com
(Please type "Zip" in the subject header when sending your
E-Mail)

Iomega Bulletin Board (USA - 24 hours) . . .(801) 778-5888
  8,N,1; 9600-28.8K baud; ANSI (Download Only)

Iomega Bulletin Board (Europe - 24 hours).++353-1-8075-080

FAX Incoming (USA - 24 hours) . . . . (801) 778-3460

FAX Incoming (Europe - 24 hours) . . . . .++353-1-8075-075

Sales Information . . . . (800) MY-STUFF
                                           (800) 697-8833

Repair and Return Information . . . . (801) 629-7630
  (U.S. and Canada - Technical information is not available
   at this number.)

Customer Service and Technical Support
  (International) . . . .++353-1-8075-170

Section 10.3
One-on-One Iomega Technical Support

Iomega's highly trained technical support associates are ready
to take your call Monday through Friday from 6 a.m. to 6 p.m.
(U.S. & Canada only - Mountain time). Call 1-888-4-IOMEGA,
toll-free, to charge the support cost to your credit card
(VISA, MasterCard, American Express, or Discover). Or call
1-900-4-IOMEGA to put the support cost on your phone bill.
Either way, your cost for the best technical support in the
industry is just $14.99 for Zip.

Section 10.4
European Customer Support Address

```
Iomega Ireland
Fingal House
Dublin Road, SWORDS
Co Dublin, Ireland
++353-1-8075-000
```

Section 10.5
Toll Free Support Numbers

```
A        0660-5541
B        08007-1219
CH/D     155-8091
CH/F     155-2447
CH/I     155-2446
D-1      0130-824544
D-2      0130-829446
DK       8001-8860
E        900-99-3538
F        0591-6051
GB       0800-973194
GR       00800-353-12001
I        1678-77476
IRL      1800-688-500
L        0800-2009
N        800-11677
NL       06-022-2861
P        05055-3003
S        020-793128
SA       0800-99-42-18
SF       08001-13501
```

Section 10.6
Iomega on the Information Superhighway

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Internet Home Page . . . . . . . . .  http://www.iomega.com

America Online(tm) . . . . . . . . . . . .  Keyword: Iomega

Microsoft Network  . . . . . . . . . . . . . GoWord: Iomega
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