iomega

zip brand 250

Portable SCSI Drive

Owner's Manual

- ***Installation Guide***
  (Quick Start instructions in blue & bold)
- ***User's Guide***
  (Includes Iomega software information)
- ***Troubleshooting***
- ***How to Get Help***

http://www.iomega.com

iomega

Table of Contents

Installation Guide

Installation on a Mac or Mac-Compatible 4
Installation on a PC 12

User's Guide

Operating Your Zip® Drive 22
Zip® Tips 25
Iomega Software 26
Using Zip® Disks 29
Using Zip® Disks Cross-Platform 32
Connecting Your Zip® Drive in a SCSI Chain 33

Troubleshooting

Green activity light does not come on or disk won't insert 35
Zip® drive not recognized (PC and Mac systems) 35
Computer does not start properly after installing Zip® drive .. 36
Zip® drive is assigned multiple drive letters 37
You want to use Windows 95/98 DOS mode with Zip® drive ... 37
You want to change the drive letter assigned to Zip® drive 38
Zip® drive transfer speed seems slow 38
Data transfer problems or drive operation is erratic 39
Mac OS reports that a PC-formatted Zip® disk is unreadable .. 39
Disk automatically ejected when inserted into the drive 39
Extension Conflicts (Mac users only) 40

How to Get Help

Iomega's One-Stop Web Solution 44
Automated Voice Technical Support 44
Automated FAX-back Help 45
One-On-One Iomega Technical Support 45
Product Return or Repair 46
Warranty Information 46
Product Information 46
International Support Numbers 46

Welcome to Zip® Drive!



Here's how to get started using your new drive and software:

1. Install your Zip® drive and Iomega® software using the instructions in the **Installation Guide** section for your system (pages 4-10 for Mac; pages 12-21 for PC).

2. Check the **User's Guide** for information on using your Zip® drive and Iomega software (pages 22-34).

3. Insert a Zip® disk and start using your new Zip drive to:

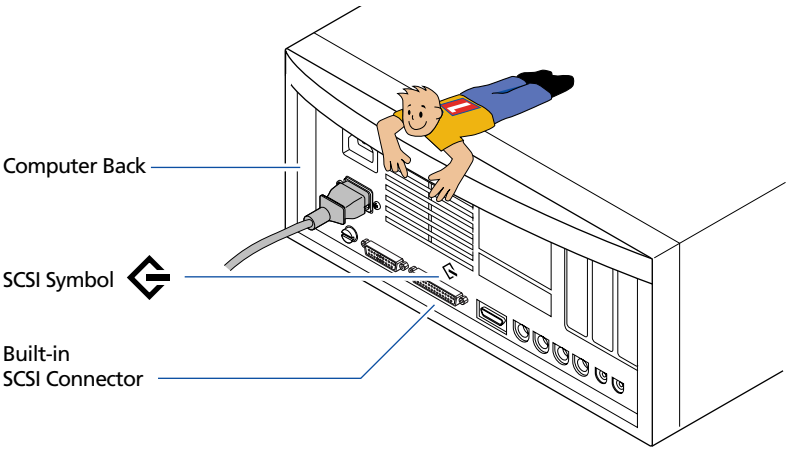
   Expand your computer storage – 250MB at a time… **Move** your work to different locations and computers… **Back up** your hard disk quickly and easily… **Create** a multimedia library… **Store** large scanned or downloaded files… **Organize** large amounts of information… **Take** work home or on the road… **Design** and demo multimedia presentations… **Use** one disk per account, project, or client… **Password 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… **Collect** stuff from on-line services without filling up your hard drive… **Store** and run all your games… **Save** absolutely anything you don't want to throw away…

Mac Installation Guide

This section shows how to install the SCSI model of the Zip® drive on a Mac or Mac-compatible computer. If you encounter any problems while installing your Zip drive, refer to Troubleshooting on page 35.

1 Check your SCSI connection.

Your Zip drive meets SCSI-1 specifications and is designed to connect to a standard 25 pin SCSI connection (which is available built-in on most Macs and identified by the SCSI symbol). If your Mac does not have a built-in SCSI connector, you will need a special adapter to connect your Zip drive.

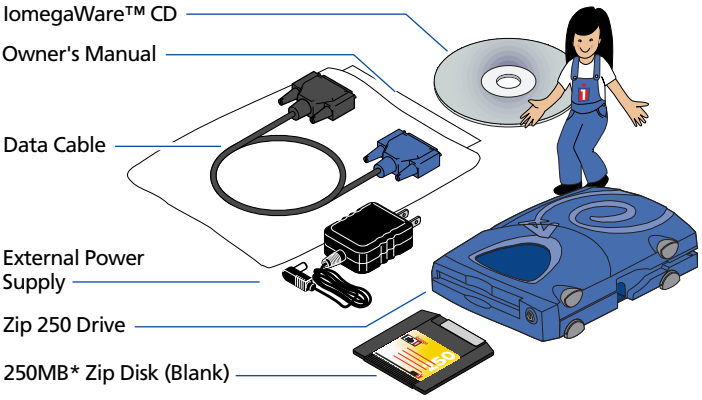


CAUTION *Iomega internal testing indicates that the Zip drive works when connected to the end of a Fast SCSI-2 or Ultra SCSI chain using a high quality cable. However, the drive does not meet SCSI-2 or Ultra SCSI specifications and may not work correctly in these configurations. Data integrity could possibly be affected.* ■

If you choose to connect to a Fast SCSI-2 or Ultra SCSI chain rather than a Mac standard SCSI connection, make sure the Zip drive is always connected at the end of the chain. The Zip drive does not operate at Fast SCSI or Ultra SCSI speeds but should not slow the performance of other devices if it is connected at the end of the chain.

■ ***50 Pin SCSI Connection:*** *See Cables and Converters ... on page 7 for information on the cable or converter you will need to use.* ■

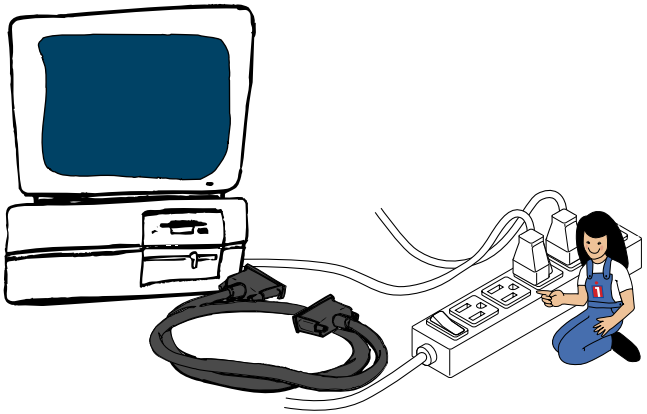
2 Unpack your Zip® drive and accessories.



*250MB capacity where 1MB = 1 million bytes. The capacity reported by your operating system may vary.

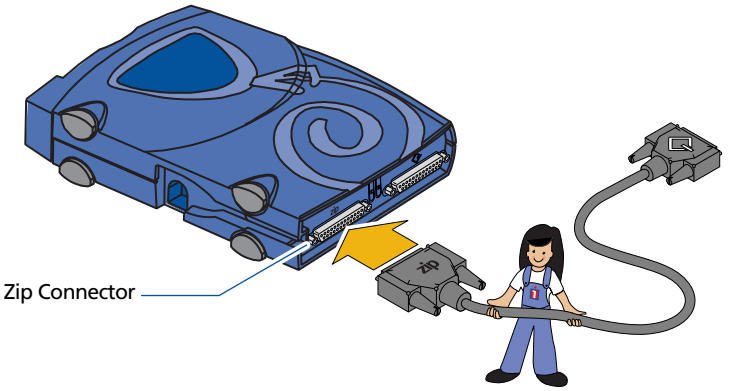
■ ***NOTE:*** *For maximum performance and reliability, use only Genuine 250MB Zip® disks. You can also use Genuine 100MB Zip® disks (see page 24.)* ■

3 Shut down your Mac and turn OFF power to the computer and all connected devices.

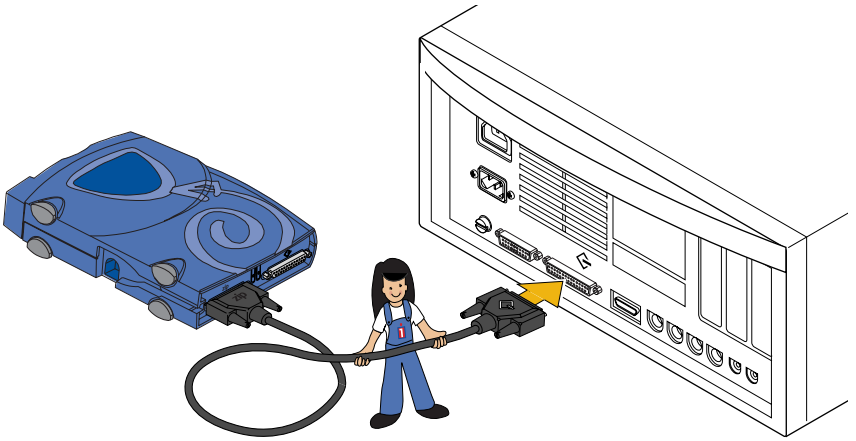


CAUTION *Always turn off power to the computer and all devices connected to it (such as printers or drives) before beginning any computer hardware change.* ■

4 Connect the end of the data cable marked "zip" to the Zip® connector on the back of your drive. *(If the connector does not go on easily, try turning it over. Tighten all connector screws.)*



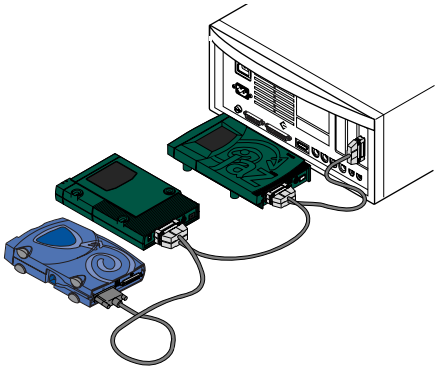
5 Connect the other end of the cable to the SCSI connection on your Mac.



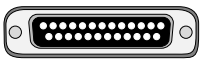
PowerBook Users: *You need a special PowerBook cable (which you may already have) or an HDI–SCSI adapter to connect the Zip drive to a PowerBook. If you do not already have a PowerBook SCSI cable, you can purchase a PowerBook adapter by calling 1-800-MY-STUFF.*

6 OPTIONAL: You can connect your Zip® drive in a SCSI chain. *(You may need an additional SCSI cable to connect another SCSI drive to the Zip drive.)*

■ ***IMPORTANT!*** *When connecting the Zip drive with other SCSI drives, check* ***Connecting Your Zip Drive in a SCSI Chain*** *on pages 33-34 to make sure the SCSI ID and termination on your Zip drive are set correctly.* ■

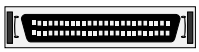


Cables and Converters for Different SCSI Connections



25 Pin D-Sub Connector

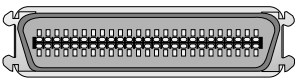
The SCSI Zip drive uses this connector. This connector works directly with the Zip SCSI data cable or any standard 25 pin SCSI cable. If you need an extra Zip SCSI data cable, you can purchase it by calling 1-800-MY-STUFF or contacting www.iomega.com.



(See Caution on page 4.)

50 Pin High Density Connector

Iomega Jaz® drives and Jaz® Jet® SCSI adapters use this connector. Use a 50 HD to 25 D-Sub SCSI cable to connect your Zip drive to this connector. You can purchase this cable by calling 1-800-MY-STUFF or contacting the Iomega web site at www.iomega.com.



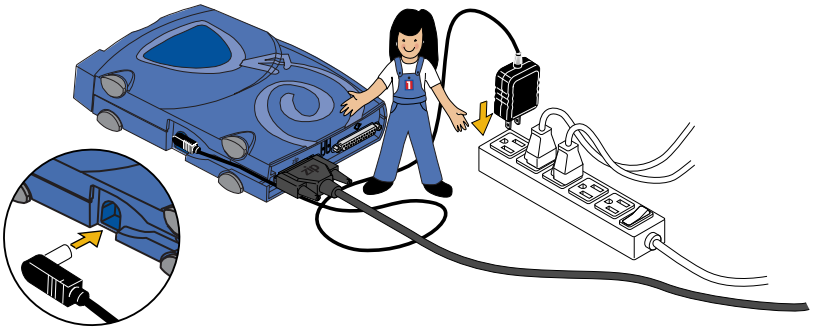
50 Pin Centronix Connector

Some older SCSI drives use this connector. To connect your Zip drive to this connector, use a 25 D-Sub Female to 50 Centronix Male cable converter with a Zip data cable. If you need this converter, call 1-800-MY-STUFF or contact www.iomega.com and purchase a Zip 25-50 pin cable converter.

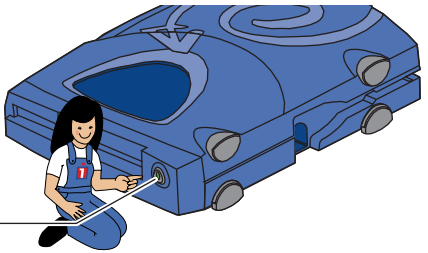
7 Connect the power supply. *(The power cord fits in the groove on the side of the Zip® drive.)*

WARNING *Use only an Iomega Zip® 250 power supply. Other power supplies may damage your Zip drive.*

■ ***Universal Power Supply:*** *The lightweight universal power supply included with your Zip drive can be used worldwide. It works at any voltage from 100 to 240 volts – all you need is the appropriate plug adapter to connect to the outlets in the country where you are using it. (Plug adapters are available at most electronics shops worldwide.)* ■



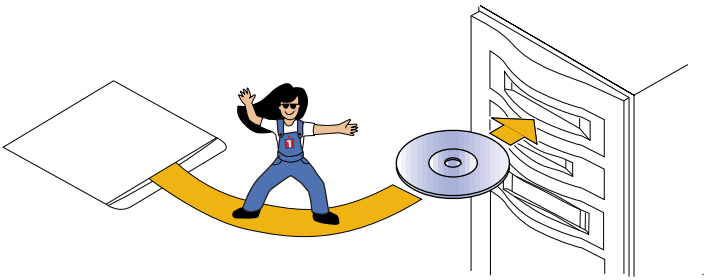
■ ***How to turn the Zip drive on:*** *The button on the front of the Zip drive works as a disk eject button (PC systems) and a power button. With the power supply connected, you can turn power on by pressing the button, or you can insert a Zip disk and the drive will turn on automatically. The green power light in the center of the button shines when power to the drive is on.*



Power / Eject Button
with Green Activity Light
(shines when power is ON;
flashes when drive is transferring data,
or when a disk is inserted or ejected)

When you want to power down your Zip drive, first eject any disk from the drive, then push the button to power down the drive. *See page 23 for additional information on Zip power management.* ■

8 Start your Mac and insert the IomegaWare™ CD.



■ ***No CD-ROM drive?*** *If you want to install your Zip® drive on a computer that does not have a CD-ROM drive, you can download Iomega software from the Internet. Refer to "How to Install Without a CD-ROM Drive" on page 10 for additional information.* ■

9 Double click the Iomega Installer icon.

Follow the onscreen instructions to install the Iomega software. If you encounter any problems, refer to Troubleshooting on page 35.





Congratulations! When the software installation is complete, your Zip® drive will be ready to use.

Use your Zip® drive just like any other drive on your system. Your Zip disk will appear as an icon on your Mac Desktop. You can store and copy files to and from the Zip disk using the same methods you use for your Mac hard disk or floppy disks. For more information on using your Zip drive and Iomega software, refer to the User's Guide section in this manual starting on page 22 or to the electronic documentation installed on your Mac hard disk inside the **IomegaWare** folder.

How to Install Without a CD-ROM Drive

If you need to install or use your Zip® drive on a computer that does not have a CD-ROM drive, you can download Iomega software from the Internet.

Download Software from the Iomega Web Site

Contact Iomega's web site for the latest version of Iomega software. All components of the IomegaWare™ software package can be downloaded.

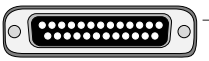
1. Contact the Iomega Web site at **http://www.iomega.com**.
2. Click on **Software Download** to find the Iomega software package for your system.

PC Installation Guide

The instructions in this section show how to install the SCSI model of the Zip® 250 drive on PCs that are using Windows NT, 95/98 or 3.1.

1 Check your SCSI connection.

Your Zip drive meets SCSI-1 specifications and is designed to connect to a standard 25 pin SCSI connection (illustrated below).

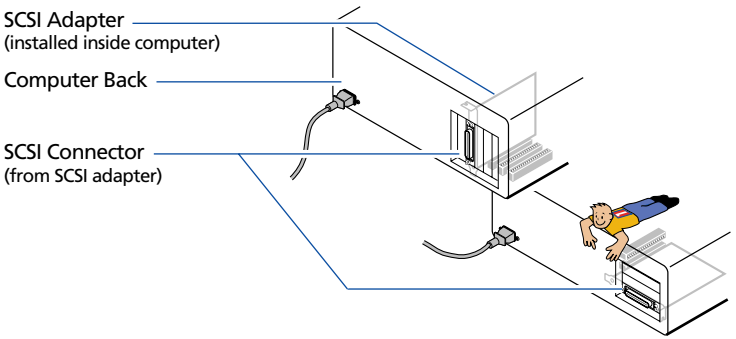


CAUTION *Iomega internal testing indicates that the Zip drive works when connected to the end of a Fast SCSI-2 or Ultra SCSI chain using a high quality cable. However, the drive does not meet SCSI-2 or Ultra SCSI specifications and may not work correctly in these configurations. Data integrity could possibly be affected.* ■

If you choose to connect to a Fast SCSI-2 or Ultra SCSI chain, make sure the Zip drive is always connected at the end of the chain. The Zip drive does not operate at Fast SCSI or Ultra SCSI speeds but should not slow the performance of other devices if it is connected at the end of the chain.

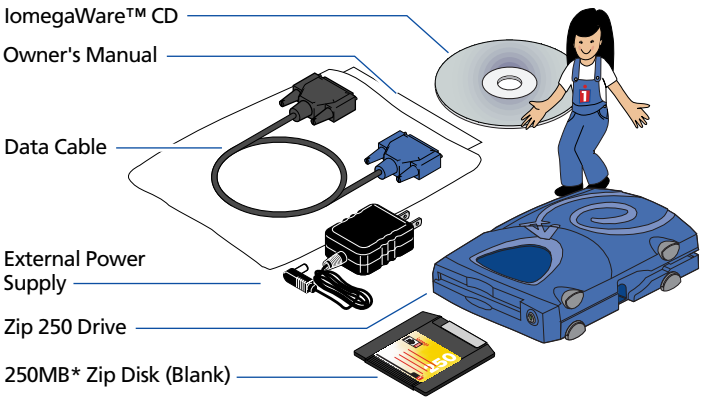
■ ***50 Pin SCSI Connection:*** *See Cables and Converters ... on page 15 for information on the cable or converter you will need to use.* ■

For best results with your Zip drive, connect to an Iomega Zip® Zoom™ SCSI card. Make sure the adapter card is installed in the computer before attempting to connect your Zip drive.



If you plan to use a non-Iomega SCSI adapter, refer to the Iomega web site (www.iomega.com) for information on compatible adapters. Install the driver software (Windows 95/98 mini-port driver or ASPI manager) for the adapter before installing your Zip drive.

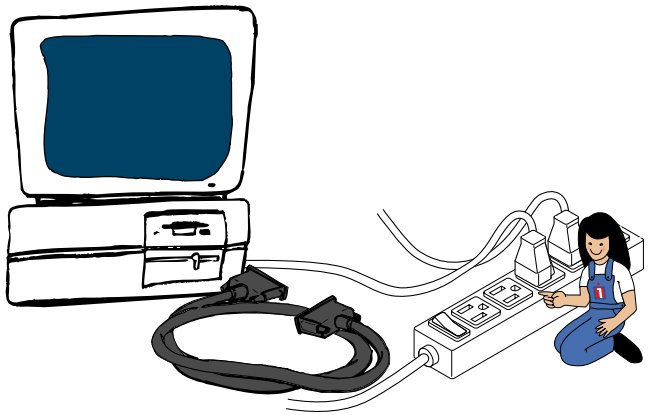
2 Unpack the Zip® drive and accessories.



*250MB capacity where 1MB = 1 million bytes. The capacity reported by your operating system may vary.

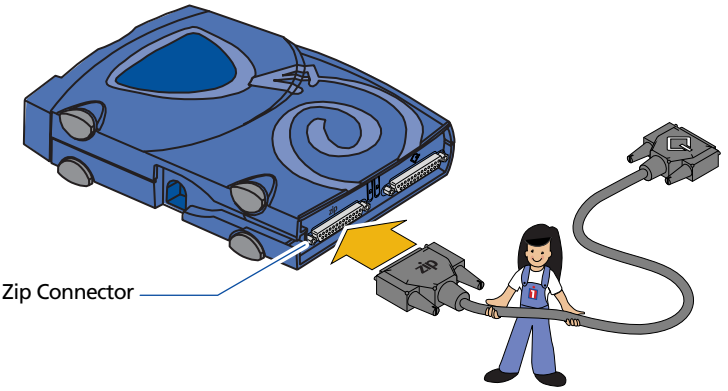
■ ***NOTE:*** *For maximum performance and reliability, use Genuine 250MB Zip® disks. You can also use Genuine 100MB Zip® disks (see page 24.) Note that two or more blank Zip disks are required to utilize the full backup and recovery capabilities of the software package included with your drive.* ■

3 Turn OFF power to your computer and all devices connected to it.



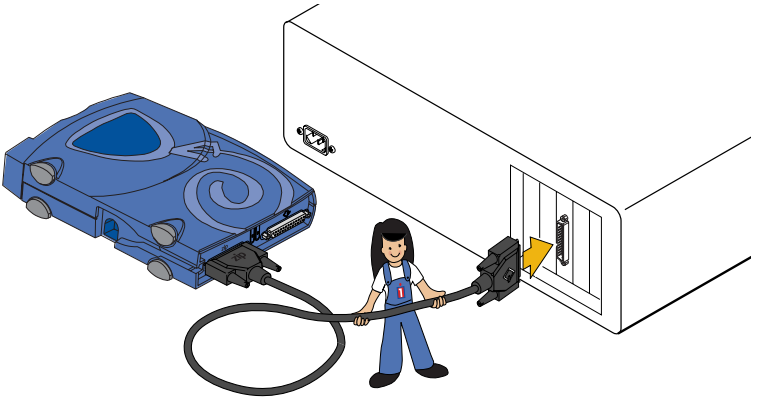
CAUTION *Always turn off power to the computer and all devices connected to it (such as printers or drives) before beginning any computer hardware change.* ■

4 Connect the end of the data cable marked "zip" to the Zip® connector on the back of your drive. *(If the connector doesn't seem to fit, try turning it over. Tighten all connector screws.)*



5 Connect the other end of the data cable to the SCSI connection on your computer.

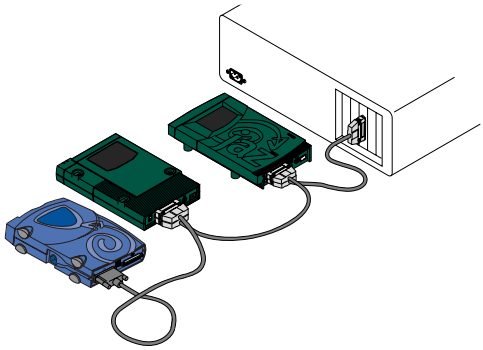
CAUTION *Make sure you connect the Zip cable to a SCSI connector and NOT to a parallel port (printer port). The parallel port is the same size and shape as some SCSI adapter connectors, but the parallel port will not support this model of the Zip drive.* ■



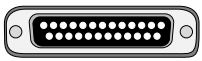
If your adapter has a 50-pin SCSI connector: *Check the opposite page for information on the cable or cable converter needed for connecting your Zip drive.*

6 OPTIONAL: You can connect your Zip® drive in a SCSI chain. *(You may need an additional SCSI cable to connect another SCSI drive to the Zip drive.)*

■ ***IMPORTANT!*** *When connecting the Zip drive with other SCSI drives, check* ***Connecting Your Zip Drive in a SCSI Chain*** *on pages 33-34 to make sure the SCSI ID and termination on your Zip drive are set correctly.* ■

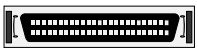


Cables and Converters for Different SCSI Connections



25 Pin D-Sub Connector

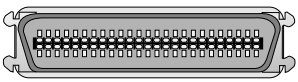
The SCSI Zip drive and the Zip Zoom SCSI card use this connector. This connector works directly with the Zip SCSI data cable or any standard 25 pin SCSI cable. If you need an extra Zip SCSI data cable, you can purchase it by calling 1-800-MY-STUFF or contacting www.iomega.com.



(See Caution on page 12.)

50 Pin High Density Connector

Iomega Jaz® drives and Jaz® Jet® SCSI adapters use this connector. Use a 50 HD to 25 D-Sub SCSI cable to connect your Zip drive to this connector. You can purchase this cable by calling 1-800-MY-STUFF or contacting the Iomega web site at www.iomega.com.



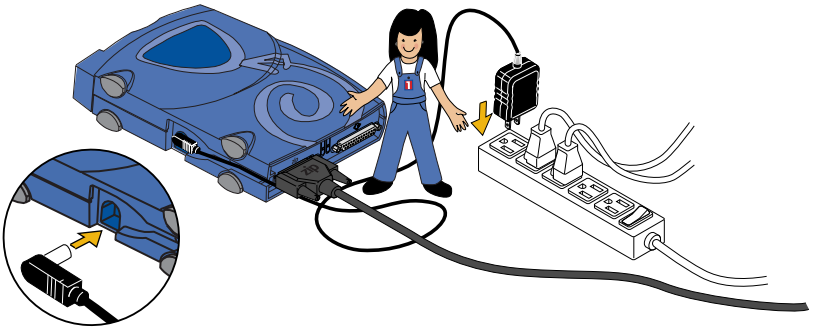
50 Pin Centronix Connector

Some older SCSI adapter cards and drives use this connector. To connect your Zip drive to this connector, use a 25 D-Sub Female to 50 Centronix Male cable converter with a Zip data cable. If you need this converter, call 1-800-MY-STUFF or contact www.iomega.com and purchase a Zip 25-50 pin cable converter.

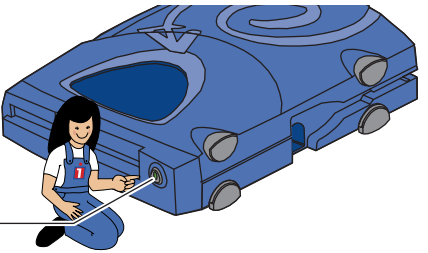
7 Connect the power supply. *(The power cord fits in the groove on the side of the Zip® drive.)*

WARNING *Use only an Iomega Zip 250 power supply. Other power supplies may damage your Zip drive.* ■

■ ***Universal Power Supply:*** *The lightweight universal power supply included with your Zip drive can be used worldwide. It works at any voltage from 100 to 240 volts – all you need is the appropriate plug adapter to connect to the outlets in the country where you are using it. (Plug adapters are available at most electronics shops worldwide.)* ■



■ ***How to turn the Zip drive on:*** *The button on the front of the Zip drive works as a disk eject button and a power button. With the power supply connected, you can turn power on by pressing the button, or you can insert a Zip disk and the drive will turn on automatically. The green power light in the center of the button shines when power to the drive is on.*

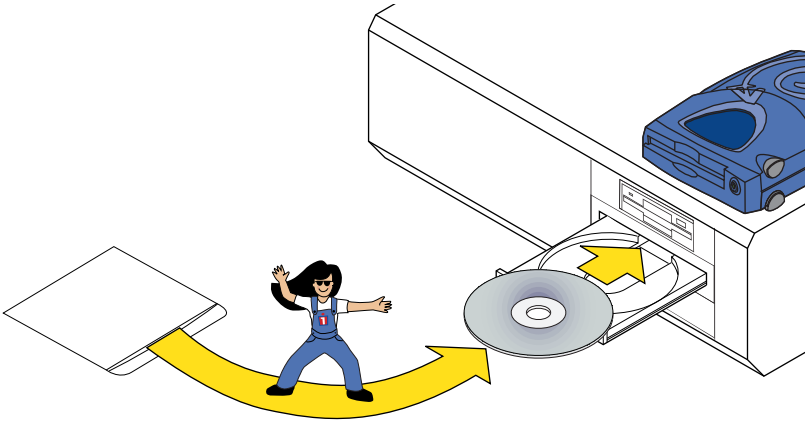


Power / Eject Button
with Green Activity Light
(shines when power is ON;
flashes when drive is transferring data,
or when a disk is inserted or ejected)

When you want to power down your Zip drive, first eject any disk from the drive, then push the button to power down the drive. *See page 23 for additional information on Zip power management.* ■

8 Start your PC and wait for Windows to load.

9 Insert the IomegaWare® CD into the computer's CD-ROM drive.



■ ***No CD-ROM drive?*** *If you want to install your Zip® drive on a computer that does not have a CD-ROM drive, you can download Iomega software from the Internet or create an install floppy diskette for installing only the critical software drivers. Refer to "How to Install Without a CD-ROM Drive" on page 19 for additional information.* ■

10 If the Iomega software setup program does not start automatically, follow these steps:

(1) Open My Computer, Windows Explorer, or File Manager.

(2) Double click the CD drive letter (usually D:, E:, or F:).

(3) Double click the icon for **Setup.exe** (icon shown at right).



Software installation instructions continued on next page …

11 Follow the screen instructions to install the software. You may need to restart your computer and restart Setup to complete the installation. Check below for additional instructions for your system.

■ ***IMPORTANT!*** *Installing the Iomega software package installs the software drivers needed for your Zip® drive. If the drivers are not installed, the Zip drive may not be recognized or may not work correctly on the system.* ■

■ ***What's in Iomega software?*** *See page 26 for a description of the programs included on the IomegaWare™ CD. See page 28 for information on how to get help using Iomega software.* ■

Windows® 95/98 Users During the software installation you will see a Guest window that allows you to choose the drive letters you want to use for your Zip drive and other removable drives. If installing the Zip drive has caused your CD-ROM drive letter to change, you should change it back. (This will prevent having to reinstall any applications or games you run from the CD-ROM drive.)

To change a drive letter, click the drop-down arrow next to it and select the drive letter you want to use. Note that drive letter changes will not take effect until you reboot your system.

Windows NT® Users If your Zip drive is connected to a new adapter card, you must install the driver software for the adapter on your Windows NT system. If your Zip drive is connected to a Zip Zoom SCSI card, refer to pages 20 and 21 for instructions on installing the necessary driver software. If your Zip drive is connected to some other adapter, refer to the documentation that came with the adapter or refer to your Windows NT documentation for instructions on installing a SCSI adapter.



If you encounter problems installing the software, check the Troubleshooting section starting on page 35.



Congratulations! When the software installation is complete, your Zip® drive will be ready to use.

For information on using your new Zip drive and Iomega software, refer to the **User's Guide** starting on page 22.

How to Install Without a CD-ROM Drive

If you need to install or use your Zip® drive on a computer that does not have a CD-ROM drive, you can download Iomega software from the Internet or install the necessary driver software from a floppy diskette.

Download Software from the Iomega Web Site

Contact Iomega's web site for the latest version of Iomega software. All components of the IomegaWare™ software package can be downloaded.

1. Contact the Iomega Web site at **http://www.iomega.com**.
2. Click on **Software Download** to find the Iomega software package for your system.

Create Install Floppy Diskettes (for PC only)

If you have access to a computer that has a CD-ROM drive, you can create floppy diskettes for installing the necessary driver software:

1. Insert a blank floppy diskette into the computer's floppy drive.
2. Insert the IomegaWare™ CD into the CD-ROM drive. If the Setup program starts automatically, cancel it and click **Exit Setup**.
3. Open *My Computer* or *Windows Explorer*, right click on the icon for the IomegaWare CD, and select **Explore** from the shortcut menu.
4. Double click on the **Diskette** icon, and follow the screen instructions.



5. To install software drivers for your Zip drive, run **setup.exe** from the install diskette you have created.

■ ***NOTE:*** *The floppy install diskette can only be used on a PC. The install diskette includes only the driver software required to provide access to the Zip drive, not the complete Iomega software package. You can download all components of the software package from Iomega's web site.* ■

Driver Installation Instructions for Windows NT®

If your Zip® drive is connected to a new adapter card, you must install driver software for the adapter on your Windows NT system. If the necessary driver software is not installed, Windows NT may not recognize your Zip drive.

This section describes how to install the necessary driver software for a Zip Zoom SCSI card. If your Zip drive is connected to some other adapter, refer to the documentation that came with the adapter or refer to your Windows NT documentation for instructions on installing a SCSI adapter.

■ ***IMPORTANT!*** *You must have administrator privileges for your local computer in order to install software or drivers under Windows NT.* ■

Installing a Zip® Zoom™ SCSI Card under NT 4.0

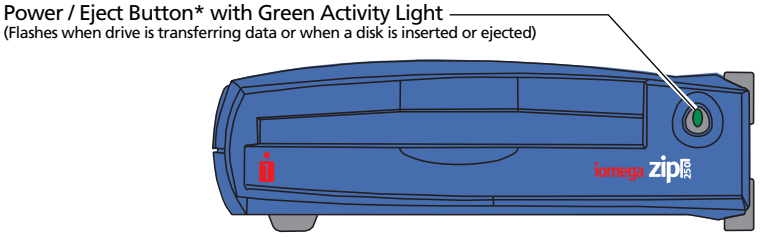
1. If you have not already done so, install the Iomega software package from the IomegaWare™ CD using the **Setup.exe** program.
2. When the software installation is complete, the Iomega setup program will prompt you to open the **SCSI Adapters** control panel so that you can install the necessary driver software. Click **OK** to proceed with the driver installation.
3. Select the **Drivers** tab and click the **Add** button.
4. Select **Adaptec** from the list of manufacturers.
5. Click on **Adaptec AHA-152x/AHA-1510 SCSI Host Adapter**.
6. Click **Next** to continue, then click **OK** for Windows NT to install the necessary adapter driver on your system.
7. Click **OK** to exit. Note that you need to reboot your system for the new driver to take effect.

Installing a Zip® Zoom™ SCSI Card under NT 3.51

1. If you have not already done so, install the Iomega software package from the IomegaWare™ CD using the **Setup.exe** program.
2. When the software installation is complete, the Iomega setup program will prompt you to run the **Windows NT Setup** program so that you can install the necessary driver software. Click **OK** to proceed with the driver installation.
3. From the Windows NT Setup window, choose the **Options** pull-down menu and select **Add/Remove SCSI adapters**.
4. When the list of adapters appears, click **Add**, then click **OK** in the message box.
5. Click the down arrow next to the window for **Select SCSI Adapter Option** to open the adapter list.
6. Scroll down the list of adapters and click on **Adaptec 151x/152/ AIC 6260/6360**.
7. Click the **Install** button.
8. Choose **Current** in the Windows NT dialogue box. Windows NT will then add the Adaptec driver for the Zip Zoom card to the list of adapters found on the system.
9. Click **Close** and exit Windows NT Setup.
10. Click **OK** at the message box and reboot the system.

Operating Your Zip® Drive

To use the Zip drive, insert a Zip disk, then select the Zip drive letter or disk icon on your computer. Store and copy files to and from the Zip drive using the same methods you use for other drives on your system. (If you need instructions on how to copy files, refer to the help file for your operating system.)

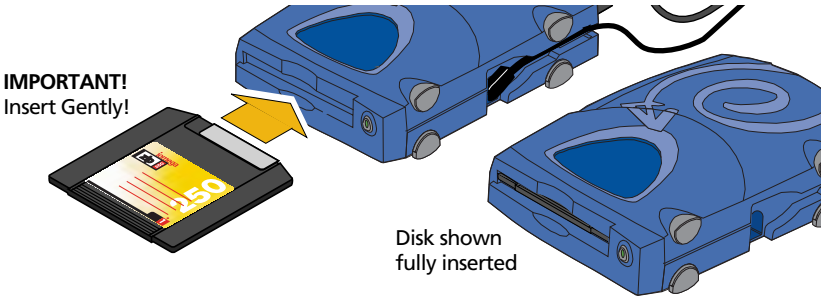


*The disk eject button will not eject a Zip disk that is mounted on the Mac Desktop. Use the standard procedures described on the next page to eject the disk.

Inserting Zip® Disks

When you insert a Zip disk, the green activity light will flash momentarily, then shine steadily. If the activity light continues to blink slowly, push the eject button to eject the Zip disk, then reinsert it.

■ ***NOTE:*** *Always make sure the power supply is connected before inserting a Zip disk.* ■



CAUTION *Never put anything into your Zip drive except Zip disks with the genuine Zip 250 or Zip 100 symbol (see page 24). Using disks that do not have the genuine Zip symbol may cause damage to your drive or loss of data.* ■

Ejecting Zip® Disks

Windows 95/98 systems – Push the disk eject button or use the Iomega software eject command.

Windows NT systems – Use the Iomega software eject command.

Windows 3.1 systems – Push the disk eject button.

Mac OS systems – Select the Zip disk icon and use **Put Away** from the File menu, or drag the disk icon to the Trash icon.

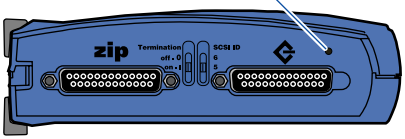
Remove the Zip disk from the drive when your Zip® drive is not in use. **To avoid damage to your drive or disks, always remove the Zip disk before disconnecting the power supply or moving your Zip drive.**

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.

CAUTION *Never remove a disk manually while the power supply is connected to the Zip drive. Never force a disk into or out of the Zip drive as this could damage the drive.* ■

Emergency Disk Eject
(use only when power is disconnected)



Zip® Drive Power Management

The power/eject button on the Zip 250 drive allows you to power down the drive when it is not in use. In power down mode, the drive uses a very small amount of power which is needed to support correct data pass-through when the Zip drive is connected to other SCSI devices. In order for the Zip power management to work correctly, the power supply must be connected to the drive and a working power outlet. For instructions on using the power/eject button, see the note for "How to turn the Zip drive on" in step 7 of the installation instructions for your system.

■ ***NOTE:*** *If you want to power down completely when your system is not in use, the easiest way is to plug the Zip 250 power supply into your computer's power strip and use the switch on the power strip to power down both the computer and your Zip drive.* ■

Drive Sleep

The Zip drive has an automatic sleep mode that spins down a Zip disk after 15 minutes of inactivity. This feature minimizes power consumption when the Zip drive is not being accessed. During drive sleep, the green power light remains on, and the Zip disk automatically spins up again when accessed.

You can use the Iomega Tools program included in your software package to change the drive sleep setting. Refer to the IomegaWare™ Help file included in your software package for additional information. (See page 28 for instructions on accessing IomegaWare Help.)

Compatibility with 100MB Zip® Disks

The 250MB Zip drive features backward compatibility that allows you to read and write 100MB Zip disks. However, because of the higher capacity of the 250MB Zip drive, performance when writing to a 100MB Zip disk is significantly reduced. This means that a large file that takes 10 seconds to write to a 250MB Zip disk could take about a minute-and-a-half to write to a 100MB Zip disk (using your 250MB Zip SCSI drive to write both disks).

To maximize performance of your 250MB Zip drive, you should use 250MB Zip disks whenever you want to store new information. If you have existing data on 100MB disks, you can transfer it to 250MB Zip disks using Copy Machine (see **Copying Zip Disks** on page 29).

Here are some important things to know about using 250MB and 100MB Zip disks and drives together:

- If you write information to a 100MB Zip disk using a 250MB Zip drive and later find that the disk cannot be read by a 100MB Zip drive, try reading the disk again in your 250MB Zip drive.
- If the 250MB Zip drive appears to hang when you are writing to a 100MB Zip disk, you can verify that the drive is operating correctly by checking that the green activity light is blinking irregularly. (A slow, steady blink may indicate a problem with the drive. If there is a slow, steady blink, try pushing the disk eject button to eject the disk, then reinserting it.)
- You can use the Short Format option if you need to format a 100MB Zip disk in a 250MB Zip drive; the Long Format option is not supported for 100MB Zip disks in the 250MB Zip drive.
- A 250MB Zip disk cannot be used in a 100MB Zip drive; the 100MB Zip drive will automatically reject a 250MB disk.

Zip® Tips

Here are a few tips you'll want to keep in mind to care for your Zip® drive and disks!

- Always make sure the power supply is connected to the drive before inserting a Zip disk.

  CAUTION *If a disk is inserted without the power supply connected, and power is then applied, it could damage the drive. If you accidentally insert a disk when the power supply is not connected, eject it using the manual eject procedure described on page 23, then connect the power supply and reinsert the disk.* ■

- Never use ordinary 3.5" floppy diskettes or floppy head-cleaning disks in your Zip drive. They will cause severe damage to the drive.

  CAUTION *Never put anything into your Zip drive except Zip disks with the genuine Zip 250 or Zip 100 symbol. Using disks that do not have the genuine Zip symbol may cause damage to your drive or loss of data. (See page 24 for information on using 100MB Zip disks.)* ■



- For best results, operate your Zip drive on a level surface. Avoid moving the drive when a Zip disk is inserted and in use.

- Always remove the Zip disk from the drive when you are transporting your Zip drive.

- Use only an Iomega Zip 250 power supply with your Zip drive.

  CAUTION *Using other power supplies could damage your Zip drive.* ■

- Avoid exposing the Zip drive or Zip disks to dust, direct sunlight, high temperature, moisture, and magnetic fields (such as from monitors and some speakers).

- If you have other drives or a scanner connected to the Zip drive, make sure the power supply is connected even if you are not using the Zip drive. Power to the drive is required for correct data pass-through.

- Before connecting or disconnecting your Zip drive, always shut down the computer and disconnect power from the Zip drive.

Iomega Software

The Iomega software package* includes tools and programs designed to help you take advantage of all the features of your Zip® drive. You can use Iomega software to format, copy, and protect your Zip disks, back up your hard drive, set options for your Zip drive, and more. The Iomega software package includes:



1-Step Backup/Restore

1-Step Backup easily backs up data files from your hard drive to Zip disks. (1-Step Backup does not back up all of your operating system files or files that are in use.) When you need to restore a backup, double click the 1-Step Restore icon. For information on using 1-Step Backup/Restore, see **IomegaWare Quick Help** in the IomegaWare folder or click the Help button that is available when the program is running. 1-Step Backup/Restore is available for Windows 95/98 and Windows NT.



RecordIt™ Software

RecordIt software allows you to record audio tracks from a compact disc to a Zip disk and take those recordings anywhere you take your Zip drive. The *Audio Mic In* feature allows you to record from a microphone, making it easy and convenient to record meetings or to dictate a memo. RecordIt software is available for Windows 95/98 and Mac OS.

■ ***IMPORTANT!*** *RecordIt software is intended for non-infringing use only. Digital recording of music must be done within the bounds of the personal use statute of international copyright law.* ■



Findit

Findit allows you to easily catalog, browse and find files on all of your Zip disks and other removable disks. Findit is available for Mac OS only.



FileMatch by Leader Technologies

FileMatch lets you easily synchronize current files between your hard disk and a Zip disk. Ideal for matching files between your Desktop and a laptop. Available for Mac OS only.

*The Iomega software package shipped with your drive includes the programs described in this section. The programs that work on your system will vary depending on your operating system.



Guest

Guest is a small program that makes it easy to use your Zip drive on multiple computers without having to permanently install the complete Iomega software package. There are versions of Guest for Windows 95/98 (**Guest9x.exe**), Windows 3.1 (**Guest.exe**) and Mac OS. All versions of Guest can be run from the IomegaWare CD or loaded from a floppy diskette. For detailed instructions on using Guest, refer to "Help for Guest" (Windows 95/98) or the guest.hlp file (Windows 3.1) on the IomegaWare CD, or to the Guest Help file installed on Mac OS systems.



Copy Machine

Copy Machine allows you to make a copy of a Zip disk using a single Zip drive. On Windows PCs, Copy Machine can also be used to copy files from one drive on your system to another (for example from the hard drive to your Zip drive). Note that Copy Machine cannot copy files that are in use. Copy Machine is available for Windows 95/98, Windows NT, Windows 3.1 and Mac OS.



Iomega Tools

Iomega Tools is a collection of disk and drive management utilities, including format, disk protection, drive startup options, and more. Under Windows 95/98, the Tools are available directly from the drive shortcut menus (just right mouse click any Zip drive icon, then choose the tool you want to use). There are versions of Iomega Tools for Windows 95/98, Windows NT, Windows 3.1 and Mac OS.



Drive Shortcuts

Create Drive Shortcuts puts a Zip drive icon directly on your Desktop and in the “Windows\SendTo” and “My Documents” folders, making it easier to use your Zip drive. You can use these icons much like you would the Zip drive icon that is available in *My Computer* – double click the icon to open a window for your Zip disk or right mouse click the icon to access Iomega Tools. *Create Drive Shortcuts* runs automatically during setup to provide easy access to your Zip drive. If you want to remove the icons, you must use the *Remove Drive Shortcuts* icon in the IomegaWare folder (deleting the drive icons will not remove them). Drive Shortcuts are available for Windows 95/98 and Windows NT.

For information on how to use Iomega software:

After the software is installed (see the instructions in the installation guide for your system), you can find information on using Iomega software by checking the help files for your system as described below:

Mac OS Users

Open the Tools application program and click the Help button. You can also find help files inside the **IomegaWare** folder on the disk you selected for installation (usually the Mac hard disk).

Windows 95/98 Users

Open **IomegaWare Quick Help** located in the IomegaWare™ folder on your Desktop. The Quick Help guide contains answers to frequently asked questions as well as troubleshooting and basic "how to" information. For additional help on any of the Iomega application programs, just open the application and click the Help button.

Users with Windows NT 4.0

Open **Iomega ToolsNT Help** from the IomegaWare folder on your Start Programs menu.

Users with Windows NT 3.51

Double click on the **Iomega ToolsNT Help** icon that is located in your IomegaWare program group.

Users with Windows 3.1 or Windows for Workgroups

Double click on the **IomegaWare Help** icon that is located in your IomegaWare program group.

Using Zip® Disks

Use only Genuine 250MB* Zip® disks or Genuine 100MB* Zip® disks with your Zip drive. This section describes some of the things you can do with Zip disks. The help files contained in your Iomega software package include additional information on using Zip disks.

*250MB or 100MB capacity where 1MB = 1 million bytes. The capacity reported by your operating system may vary. Use 250MB Zip disks for maximum performance.

Backing Up with Zip® Disks

It's important to always keep current backups of your valuable data – whether the primary data is stored on your hard drive or Zip disks! And you can use Zip disks to back up both. The easiest way to back up your hard drive to Zip disks is to use the backup program included in your Iomega software package (1-Step Backup/Restore for Windows 95/98 and Windows NT). If you want to back up important selected files and have them immediately available without having to run a restore procedure, you can use your system's standard procedures to copy files from your hard drive to your Zip drive (for example, drag-and-drop files or folders using *My Computer* in Windows 95/98 or the *Finder* in Mac OS). For information on how to back up one Zip disk to another, see the next section.

■ ***NOTE:*** *The 1-Step Backup program is designed to back up data files and will not back up all of the operating system files on your hard drive or any files that are in use.* ■

Copying Zip® Disks

To make a copy of a Zip disk, use Copy Machine – it can duplicate a Zip disk using a single Zip drive. To copy a disk with Copy Machine, double click the Copy Machine icon in your IomegaWare folder or program group, insert the disk you want to copy, and follow the screen instructions. If you need information on how to set Copy Machine options, select **Help** from the Copy Machine menu bar.

■ ***NOTE:*** *Copy Machine cannot copy any files that are open or in use at the time the copy is made.* ■

■ ***IMPORTANT!*** *When copying Zip disks on a PC system, do NOT use the Microsoft CopyDisk utility that is available when you right mouse click on the Zip drive icon under Windows 95/98 or Windows NT, or the DOS program DISKCOPY.EXE. These utilities only work correctly with floppy drives.* ■

Installing Applications to Zip® Disks

If you are using Mac OS, just run the installer for the application and select the Zip disk as the target for installation. On a PC, some applications and games will only install to, or run from, a fixed disk. In order to install these programs to a Zip disk, use the Make Nonremovable tool in your Iomega software package to make the Zip disk appear as a fixed disk to the system. After the software installation is complete, use Make Removable to restore disk removability. Note that you may need to use the Make Nonremovable tool whenever you run the program from your Zip disk.

Formatting Zip® Disks

Zip disks are available preformatted for IBM-compatible PC or for Macintosh. You can reformat your Zip disks as needed or change the format type using Format or Erase Disk in the Iomega Tools program.

CAUTION *Formatting a disk erases all data on the disk. Do not format any disk that contains information you want to keep!* ■

Formatting Zip® Disks under Mac OS

1. Insert the disk you want to format into your Zip drive.
2. Open the IomegaWare folder on your Mac hard disk, then open the Tools folder and double click the Tools icon.
3. In the main Tools window, click on the icon for the disk you want to erase.
4. Select the Erase Disk tool.
5. Choose Short Erase if you want to erase all data on a disk so you can reuse it; choose Long Erase* if you are formatting a disk where you have forgotten the password. (Use either option to change the format type from PC to Mac.)
6. Click Erase to start formatting the Zip disk.

Formatting Zip® Disks under Windows 95/98

1. Insert the disk you want to format into your Zip drive.
2. Open *My Computer* and right mouse click on the Zip drive icon.
3. Select Format from the drive shortcut menu.
4. Choose Short Format if you want to erase all data on a disk so you can reuse it; choose Long Format with Surface Verify* if you are formatting a disk where you have forgotten the password. (Use either option to change the format type from Mac to PC.)
5. Click Start to start formatting the Zip disk.

*Only the Short Format (or Erase Disk) option can be used when formatting a 100MB Zip disk in a Zip 250MB drive.

Read/Write Protecting Zip® Disks

Iomega 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/Write Protect a disk so that it cannot be read from, or written to, unless the user enters the password you assign.

Setting Zip® Disk Protection under Mac OS

1. Insert the disk you want to protect into your Zip drive.
2. Open the IomegaWare folder on your Mac hard disk, then open the Tools folder and double click the Tools icon.
3. In the main Tools window, click on the icon for the disk you want to protect (or unprotect).
4. Select the Disk Protection tool.
5. Choose the protection option you want to use. Click the Help button if you need information on any of the options.

Setting Zip® Disk Protection under Windows 95/98 or Windows NT 4.0

1. Insert the disk you want to protect into your Zip drive.
2. Open *My Computer* and right mouse click on the Zip drive icon.
3. Select Protect from the drive shortcut menu.
4. Choose the protection option you want to use. Click the Help button if you need information on any of the options.

■ ***NOTE:*** *Although Zip disk protection options are set and removed using Iomega software, the actual protection mechanism is secured in the drive hardware. This means the disk protection cannot be by-passed using other software programs.* ■

Users with Windows NT 3.51 or Windows 3.1

The IomegaWare or Iomega Tools help file for your system contains information on formatting disks, setting disk protection options, copying disks, and setting drive and disk startup options. Refer to page 28 for instructions on how to access the help file for your system.

Using Zip® Disks Cross-Platform

Zip disks are available preformatted for Mac or IBM-compatible PC. If you use your Zip drive on both Mac and PC systems, here are some important points about disk formats:

On Mac OS Systems

- You can use PC-formatted disks on a Mac OS system that has PC Exchange version 2.0 or higher installed. It is recommended that you use PC-formatted Zip disks for file transfer only. You may lose file resource information if files you use on a Mac OS system are stored on a PC-formatted disk.
- You can change a PC-formatted disk to a Mac-formatted disk by using the Iomega Tools application on a Mac OS system to erase the disk.

CAUTION *Formatting a disk erases all data on the disk. Do not format any disk that contains information you want to keep!* ■

- Refer to the **Iomega Software Manual** (located in the **IomegaWare** folder on your Mac hard disk) for additional information on using PC-formatted Zip disks with PC Exchange (and other DOS-mounting utilities).

On PC Systems (Windows 95/98, Windows NT, Windows 3.1)

- PC systems cannot read a Mac-formatted Zip disk unless special software is installed on the system. If you try to use a Mac-formatted Zip disk on a PC that does not have disk exchange software installed, you will see a message indicating that the disk is not formatted.
- You can change a Mac-formatted disk to a PC-formatted disk by using the Iomega Tools Format utility on a PC to erase the disk. (Observe the ***CAUTION*** above!)

Transferring Files Between Mac and PC

If you need to transfer files between a Mac and a PC, you can use a PC-formatted Zip disk if PC Exchange version 2.0 or higher is loaded on the Mac. You can use a Mac-formatted Zip disk if the PC has disk exchange software installed.

■ ***Note:*** *The Zip drive does not convert file formats. When using files cross-platform, the file format and application must work on both Mac and PC platforms.* ■

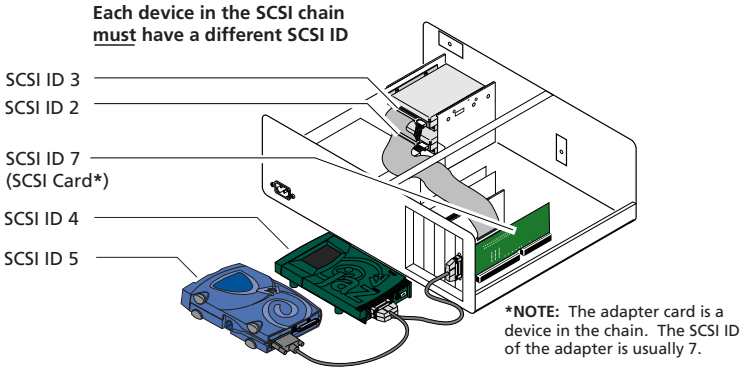
Connecting Zip® Drive in a SCSI Chain

SCSI (pronounced SKUH-zee) is an acronym for the Small Computer System Interface – an industry standard for connecting peripherals to most personal computers. The SCSI interface allows you to connect a series of devices to a single SCSI connection by cabling them one to another, forming a SCSI chain. **To ensure that the chain works correctly, use these three steps whenever you connect a SCSI chain.**

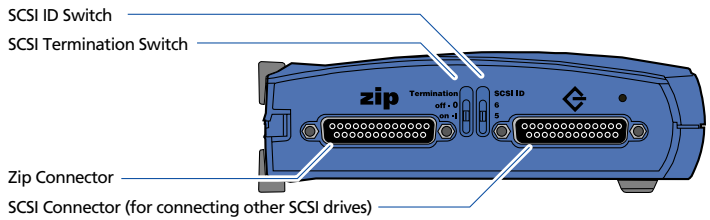
CAUTION *To prevent damage to computer equipment or SCSI devices, always shut down the computer and turn off power to all devices in the SCSI chain before changing a SCSI ID setting or making other changes to the SCSI configuration.* ■

1 Make sure each device has a different SCSI ID!

SCSI ID is an address number (0 through 7) that is assigned to each SCSI device. It doesn't matter what SCSI ID each device is set to as long as it is not the same ID as another device in the chain. The following illustration is an example of a SCSI chain that includes both internal and external devices. Your SCSI chain may be different.



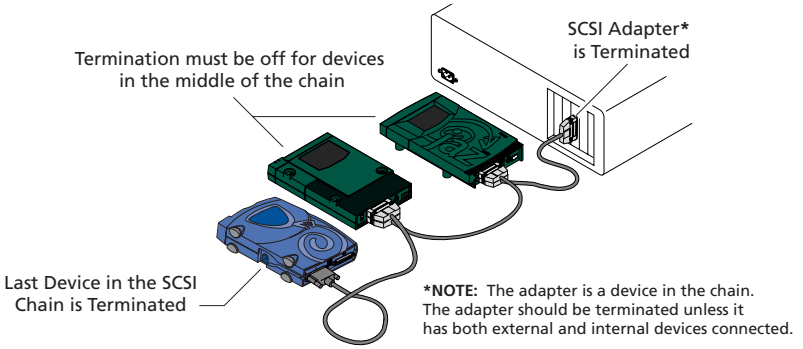
The Zip® drive is set at the factory to SCSI ID 5. If another device is using ID 5, you can change the Zip SCSI ID to 6 by moving the SCSI ID switch on the back of the drive to the up position (see illustration).



User's Guide

2 Make sure termination is ON at the beginning and end of the chain and OFF for all other devices in the chain!

The data signal in a SCSI chain is constantly sent from one termination point to the other. If the ends of the chain are not terminated properly, or too many devices are terminated, the SCSI chain may not work correctly. The following illustration is an example of termination for a SCSI chain that has only external devices connected to the adapter.



If you add your Zip drive to the end of a SCSI chain, make sure the Zip termination switch is in the down position (ON). Also make sure you turn off (or remove) termination for the device that used to be at the end of the chain. If your Zip drive is connected in the middle of the SCSI chain, turn off termination by moving the SCSI termination switch on the back of the drive to the up position (OFF).

CAUTION *Data loss can occur if SCSI termination is ON for either too many or too few devices in the SCSI chain.* ■

3 Keep the total chain length within recommendations!

The total chain length is the combined length of all cables in the SCSI chain. (If there are any internal devices in the SCSI chain, their cable length is part of the total.) The recommended chain length limit depends on the speed* of the SCSI chain:

Standard SCSI* – 6 meters (19.6 feet)

Fast SCSI-2 – 3 meters (9.8 feet)
Ultra SCSI – 1.5 meters (4.9 feet)

} *Connect Zip drive at end of chain! See Caution on page 4 or 12.*

*A SCSI chain connected to a 25 pin SCSI connector, like the built-in external SCSI connection on a Mac or a Zip Zoom card, is a standard SCSI chain. A Fast SCSI-2 or Ultra SCSI chain requires that the SCSI adapter (or controller) and at least one device in the chain support the Fast SCSI or Ultra SCSI data transfer rate.

Troubleshooting

If you encounter a problem while installing or using your Zip® drive, check this section for help, or see How to Get Help on page 44.

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

Green activity light does not come on, or Zip® disk won't insert.

(a) Make sure you are using an Iomega Zip 250 power supply and that it is connected to the Zip drive as shown in Installation Guide for your system (page 8 for Mac; page 16 for PC).

(b) Make sure the power supply connector is completely inserted into the Zip drive power connector.

(c) Make sure the power supply is plugged into a working power outlet.

The Zip® disk icon does not appear on the Desktop (Mac systems) or the Zip® drive is not assigned a drive letter (PC systems).

This could be due to a hardware installation problem or to a resource or software conflict on your computer system. The following suggestions will help you check your installation:

(a) Make sure the Zip 250 power supply is connected to the Zip drive and plugged into a working power outlet before you boot or start the computer. The green activity light on the front of the drive should come ON when you press the power/eject button. If the green activity light does not come on, try disconnecting the power cable from the Zip drive and reconnecting it.

(b) Make sure none of the connector pins on the Zip data cable are bent and that the cable is connected as shown in the Installation Guide for your system (page 6 for Mac; page 14 for PC).

(c) Make sure the cable connections are straight and on all the way. *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 SCSI connection on the computer. (On a Mac, use the built-in external SCSI connection. On a PC, use a SCSI adapter that is installed inside the computer.) This model of the Zip drive will NOT work if it is connected to a parallel (printer) port.

(e) If you have other SCSI devices connected with your Zip drive, make sure the SCSI chain complies with the guidelines described in Connecting Zip in a SCSI Chain on pages 33 and 34. If your Zip

drive is connected to a SCSI adapter, make sure the adapter is correctly installed in the computer. Refer to the documentation that came with the adapter.

(f) If you are using the Zip® drive on a Mac OS system, make sure a Zip disk is fully inserted in the Zip drive. Allow a few seconds after inserting the disk for it to spin up and mount on the Mac Desktop.

(g) Try reinstalling the Iomega software package. If you are using Windows 95/98 and Iomega software is already installed, remove it using "Add/Remove Programs" in control panel, **restart Windows**, then reinstall the Iomega software.

(h) If you are using Windows 95/98, try manually installing the driver for the SCSI adapter using the Windows "Add New Hardware" wizard. For more information, see the topic "Guest Hangs …" in the **guest9x.hlp** file located in **W9xstuff** on the IomegaWare CD.

Mac OS Users:

If your installation appears to be OK and the problem continues, there may be an extension conflict on your system. Refer to the Extension Conflicts section starting on page 40.

Computer does not start up properly after installing the Zip® drive.

This could be due to a hardware installation problem on the SCSI chain or a resource or software conflict on your computer system.

(a) Make sure all SCSI connections are on all the way.

(b) *Tighten* all connector screws firmly and evenly, both on the connection to the Zip drive and to the computer.

(c) Make sure that each device in the SCSI chain has a unique SCSI ID number (no duplicates) and that the SCSI chain is correctly terminated. Refer to pages 33 and 34 for detailed information.

If the computer still does not start correctly, the problem is probably due to a resource or software conflict on your computer system.

Windows 95/98 or Windows 3.1 Users:

Disconnect the Zip drive from the computer and restart. Refer to the advanced troubleshooting information available on Iomega's web site (**http://www.iomega.com**) or through our Automated FAX-back help (1-801-778-5763).

Mac OS Users:

There may be an extension conflict on your system. Refer to the **Extension Conflicts** section starting on page 40.

The Zip® drive is assigned multiple drive letters.

CAUTION *Do NOT use the Zip drive if it has been assigned multiple drive letters! Using a removable drive when multiple drive letters are present may result in data loss.* ■

Refer to the problem solving information given for multiple drive letters in "Help for Guest" in the IomegaWare folder (Windows 95/98) or in the electronic manual (**manual.exe**) on the IomegaWare CD (Windows 3.1/DOS). To access the manual, insert the IomegaWare CD into the computer's CD-ROM drive and double click on the filename **(manual.exe**). Follow the instructions on the first screen of the manual to jump directly to the problem solving information for your system.

You want to use Windows 95/98 DOS mode with your Zip® drive.

■ ***NOTE:*** *This section describes how to switch in and out of the MS-DOS mode which is a start option for Windows 95/98. It does not apply to the DOS box (or window) that opens when you double click the MS-DOS Prompt icon within Windows 95/98. Use of the DOS box with the Zip drive works the same as it does with any other drive under Windows 95/98.* ■

In order for the Zip drive to operate properly in Windows 95/98 DOS mode, you must perform a clean reboot when switching to or from DOS mode. Do not use the option from the Windows 95/98 Shut Down menu that reads: "Restart the computer in MS-DOS mode." This option does not fully support the Zip drive.

To switch to DOS mode: (1) Restart the computer and press F8 as soon as the text line "Starting Windows 95" (or "Starting Windows 98") appears on the screen. (This prompt appears just before the full-color Windows logo screen loads.) (2) When the menu appears, select "Command Prompt Only." (3) After the system boots into DOS mode, run the following command*:

c:\progra~1\iomega\tools\guest.exe

*If an earlier version of Iomega software (version 5.51 or lower) was previously installed on your system, use the command line: c:\tools_95\guest.exe.

This procedure will provide access to any Iomega drives on the system.

To return to the Windows 95/98 graphical interface, again restart the computer.

■ ***IMPORTANT!*** *Do NOT type "WIN" at the DOS prompt after running GUEST.EXE as this will cause duplicate drive letters.* ■

You want to change the drive letter assigned to your Zip® drive.

Drive letter assignments are controlled by the operating system – in order to change a drive letter assignment, you must work with the procedures required by your computer's operating system.

Windows 95/98 Users:

If your computer is running Windows 95/98, you can change drive letters as desired for any of your removable drives (including your Zip drive and CD-ROM drive) by running the Guest program (guest9x.exe). Use the instructions below:



a. Open the IomegaWare folder on your Desktop.

b. Double click on the Guest icon.

c. Guest will display the current drive letter assignments on your system.

d. To change the drive letter for any removable drive, click the drop-down arrow next to the current drive letter and select the drive letter you want to use.

Windows 3.1 Users:

If your computer is using Windows 3.1, refer to the information in the electronic manual on the IomegaWare CD. To access the manual, insert the IomegaWare CD into the computer's CD-ROM drive, open the **W31Stuff** directory in Windows File Manager, then double click on **manual.exe**. Follow the instructions on the first panel of the manual to jump directly to the section on DOS drive letter assignments (Section 4.1).

Windows NT Users:

Changing drive letter assignments under Windows NT is a fairly technical process. If you want information on doing this, refer to the MS Knowledgebase on Microsoft's web page at: http://www.microsoft.com.

If you cannot readily locate the MS Knowledgebase, select Microsoft's support option and enter a keyword search for "cannot change drive letter of removable drive."

Zip® drive transfer speed seems slow.

If you are writing to a 100MB Zip disk in your Zip 250MB drive, transfer speed will be significantly reduced due to the higher capacity of the Zip 250MB drive. (See **Compatibility with 100MB Zip Disks** on page 24 for more information.)

Data transfer problems or drive operation is erratic.

(a) Make sure the Zip® data cable is correctly and completely connected to both the drive and the computer as shown in the Installation Guide section for your system (page 6 for Mac; page 14 for PC).

(b) Make sure all cable connections are straight and on all the way. *Tighten* the connector screws firmly and evenly, both on the connection to the Zip drive and to the computer.

(c) If your Zip drive is using a Standard SCSI connection (such as the built-in external SCSI connector on a Mac or a Zip Zoom SCSI card), make sure the total of all cables in the SCSI chain is less than 6 meters (19.6 feet). If your Zip drive is using a Fast SCSI-2 or Ultra SCSI connection (both use 50 pin high density connectors), make sure the total cable length is within the recommended limits listed on page 34. Note that the total cable length includes all internal and external connections to the same adapter or SCSI connection.

(d) Make sure the SCSI chain is properly terminated at each end and that termination is OFF (or removed) for other devices in the chain. (See page 34 for more information on SCSI termination.)

■ ***NOTE:*** *If an internal device is connected to same SCSI adapter card as the Zip drive, you may need to remove SCSI terminators from the adapter or use a software utility to turn off termination on the card. Refer to the documentation that came with the adapter.* ■

Mac OS reports that a PC-formatted Zip® disk is unreadable.

If you see the following message when you insert a PC-formatted Zip disk on your Mac: "This disk is unreadable by this Macintosh. Do you want to initialize the disk?", then your system is not running a DOS-mounting utility (such as PC Exchange).

Mac OS cannot recognize a PC-formatted disk unless PC Exchange (version 2.0 or higher) or another DOS-mounting utility is running.

Disk automatically ejected when inserted into the Zip® drive.

Make sure you are using a Genuine 250MB Zip® disk or Genuine 100MB Zip® disk. If you attempt to insert a non-Zip disk into the Zip drive, the drive will automatically reject the disk. Note that a 100MB Zip drive will also automatically reject a 250MB Zip disk.

Extension Conflicts (Mac Users Only)

What is an Extension Conflict?

An extension is a software application or driver used to enhance the operating system or access different pieces of hardware on your Macintosh®. Many of these extensions are used to control hard drives and other types of removable media, including Zip® and Jaz® drives. An extension conflict occurs when an extension is placed in the extensions folder that overwrites the Iomega driver.

Iomega has developed widely compatible extensions for its Zip and Jaz drives; however, some software applications and extensions may not work correctly when used with your Zip or Jaz drive.

■ ***IMPORTANT!*** *It is advised that you obtain the latest software release for the extension that is conflicting with the Iomega extension. Software developers often address known conflicts in later versions of their extensions.* ■

Driver Manufacturer World Wide Web Addresses:

Apple Computer, Inc.	www.apple.com
APS Technologies	www.apstech.com
Casa Blanca Works, Inc.	www.proline.com
CharisMac Engineering, Inc.	www.charismac.com
FWB Software	www.fwb.com
La Cie	www.lacie.com
Software Architects, Inc.	www.softarch.com
Surfcity Software	www.surfcty.com

If your installation appears to be OK and the problem continues, there may be an extension conflict on your system. Try the following procedure to test for conflicts:

(a) Insert a Mac-formatted Zip disk into the Zip drive.

(b) Hold down the Shift key and restart your Mac. Make sure you hold down the Shift key until you see the message indicating that extensions are off or disabled.

(c) If the Zip disk icon appears on your Desktop, the problem is probably an extension conflict.

If you have an extension conflict, try renaming the Iomega Driver by adding three or more spaces at the front of the driver name. This will

cause the Iomega Driver to load first and should avoid the conflict. (You will find the Iomega Driver installed in the **Extensions** folder inside the **System** folder on your Mac hard disk.) If this solution doesn't work, refer to the Known Extension Conflicts section below.

Known Extension Conflicts

Listed below are some of the known extensions that conflict with the Iomega extensions. Possible solutions for each are on the following pages.

■ ***NOTE:*** *Control Panels and Extensions are located in your System folder. If you need additional information on disabling them beyond what is provided in this guide, detailed instructions are included in the Macintosh System help file.* ■

Conflicting Extensions	Solution 1	Solution 2	Solution 3
Anubis v3.0 and earlier	X		
APS PowerTools v4.0.9	X		
AutoRemounter	X		
DOS Mounter 95™		X	
Drive7 v4.1.8	X		
FormatterFive™		X	
FormatterOne Pro™ SE v1.5.1	X		
FormatterOne Pro™ v2.1	X		
FWB Hard Disk Toolkit v2.5 and earlier			X
FWB Hard Disk Toolkit•PE v2.0.6	X		
Lido 7.56 (not compatible with Mac OS 8)	X		
Mt. Everything	X		
SCSI Probe	X		
Silverlining®*	X		

*Some versions of Silverlining install the "Silver INIT" and should be disabled when using the Iomega driver.

WARNING *Iomega does not support third party drivers. Iomega cannot guarantee the integrity of your data if you use a drive utility extension other than the Iomega driver extension to control your Zip drive.* ■

Continued on the next page…

Solution 1: Remove Non-Iomega Disk Utilities

It is recommended that you remove third-party disk utility drivers from your Extensions Folder. Most disk utility programs will run without their extensions installed.

To Disable Extensions:

1. Select the "Apple Menu ( )" and then "Control Panels."
2. Double click the "Extensions Manager" icon.



3. Find the drive utility extension for the software that is conflicting with the Iomega extension and deselect it. (See table under Known Extension Conflicts page 41.)



4. Restart your Macintosh.

Solution 2: Disabling DOS Mounter 95™ or Mac-PC Manager

Disable both the extensions and control panels for these disk utilities.

To Disable Control Panels and Extensions:

1. Select the "Apple Menu ( )" and then "Control Panels."
2. Double click the "Extensions Manager" icon.



3. Find the drive utility control panel and extension for the software that is conflicting with the Iomega extension and deselect it. (See table under Known Extension Conflicts page 41.)

4. If DOS Mounter 95™ or Mac-PC Manager moved the PC Exchange extension to a folder on your desktop, place it back in the System extensions folder.

5. Restart your Macintosh.

If you need access to PC formatted disks you can reinstall PC Exchange from your original system disk(s).

Solution 3: FWB Hard Disk Utilities

Use FWB Tool Manager™ to remove FWB control over the SCSI IDs that correspond to your Iomega drive(s). Consult your FWB Hard Disk Toolkit manual for information on setting options for your FWB Tool Manager.

Other Known Conflicts

Power PCs Running System 7.1.2

Upgrade to System 7.5 or greater or download the Iomega Installer version 5.0.3 from the Iomega web site. If you also have a Jaz drive, you should upgrade to System 7.5 or greater.

Connectix RAM Doubler™ 2.0.2

If you are using System 7.5 through 7.6.1, you should remove RAM Doubler from the extensions folder. Mac OS systems released before 7.5, and later systems like System 8.0, do not have conflicts with RAM Doubler.

System 7.5 through 7.6.1 Memory Control Panel

If you are using System 7.5 through 7.6.1, you should turn Virtual Memory off if you are using the Iomega driver. Mac OS systems released before 7.5 and later systems like System 8.0 do not have conflicts with Virtual Memory.

How to Get Help

Iomega's goal is to provide state-of-the-art support for its customers. Over time, our support options and pricing policies may change in light of evolving technology and global changes across the computer industry. This section of the manual contains information on the support options available at the time this manual was prepared. For up-to-date support information, contact Iomega's Home Page on the World Wide Web or call our automated FAX-back help system at 1-801-778-5763.

Iomega's Home Page: http://www.iomega.com

If you have access to the Internet, Iomega's home page offers advanced problem-solving support readily available 24 hours a day. Here's just some of what you can do from our home page:

Download the latest Iomega software – The software that shipped with your drive may be updated over time. Choose **Software Download** from the Iomega Home Page to check for the most up-to-date Iomega software.

Diagnose and solve problems online – Use your Web browser to access individualized troubleshooting for all Iomega products. With a little information from you, the interactive troubleshooting system diagnoses your problem and guides you through a solution. It's like having a personal support technician available 24 hours a day!

Locate Iomega manuals – You can access an electronic copy of the manual for any Iomega product in PDF format. All you need to view and print the PDF file you select is the Acrobat Reader. If you don't already have the Acrobat Reader installed on your system, you can download it from Adobe's Web site: **http://www.adobe.com**.

Access online help pages – You can find help pages with answers to common questions (FAQs), troubleshooting or basic "how to" information. The help pages are in HTML format and can be viewed and browsed directly within your Web browser.

Automated Voice Technical Support: 1-800-879-7660*

This free, 24 hour support option allows you to use a touch-tone phone to quickly and easily access pre-recorded solutions to common problems. Just dial 1-800-879-7660* and the automated voice technical support system will guide you through a series of questions to an easy-to-follow solution.

*1-800-879-7660 is available in the U.S. and Canada.

Automated FAX-back Help: (801) 778-5763 (U.S. & Canada)

Our FAX-back automated help system allows you to use any touch-tone phone to instantly retrieve detailed support information to your FAX machine. When you call our FAX-back help number, you can order a catalog listing the FAX-back documents available for your Iomega product, or any document listed in the catalog. Just follow the voice instructions to order what you need.

One-on-One Iomega Technical Support

If you don't have access to the Internet or a FAX machine and you have a problem you just can't resolve using our automated voice technical support system or the troubleshooting information in the manual, you can call One-on-One technical support for help.

Before calling Iomega for technical support, turn on your computer and call from a phone at or near your computer. You may be asked to type commands at the keyboard or relay information about the system.

If your Zip product is under warranty, One-on-One technical support is provided free of charge (i) during the warranty period for a consecutive 30-day period beginning with the first call, and (ii) for those calls during the warranty period in which your product is determined to be defective. Other calls are charged at the rate of $14.99 per incident. You can call 1-888-4-IOMEGA* (1-888-446-6342), toll-free, to charge the support cost to your credit card (VISA, MasterCard, American Express, or Discover), or you can call 1-900-988-4318** to put the support cost on your phone bill. Your credit card will not be charged if your Zip product is still under warranty and (i) if your call is made within thirty days from your first call for technical support, or (ii) if your Zip product is determined to be defective. Technical support fees are subject to change without notice.

Iomega's highly trained technical support associates are ready to take your call Monday through Friday from 6 a.m. to 9 p.m. and Saturday from 7 a.m. to 2 p.m. (Mountain Time). Technical support hours are subject to change without notice.

*1-888-4-IOMEGA is available in the U.S. and Canada.
**1-900-988-4318 is a toll call of $14.99. This number is available only in the U.S.

Continued on the next page...

Product Return or Repair

For information on returning your Zip® drive or other Iomega product for warranty service (or repair after the warranty period), please call the Iomega Customer Satisfaction Hotline at 1-888-4-IOMEGA (1-888-446-6342). Because many returns are found to be due to a technical problem rather than a defective product, you may want to check with Iomega Technical Support before returning your drive – our trained support personnel can often resolve the problem over the phone. If you choose to contact Technical Support, you will not be charged the standard support fee for the call if your Iomega product is still under warranty and is determined to be defective.

Warranty Information

Your Zip® drive has a one-year limited warranty from the date of purchase. For complete warranty information, refer to the warranty card included with your drive. If you have a question about the limited warranty on your Zip drive or other Iomega product, please call 1-888-4-IOMEGA (1-888-446-6342) and choose the option for warranty information. If you choose to contact Technical Support, the standard support fee may apply.

Product Information

Call 1-800-MY-STUFF (1-800-697-8833) for information on new Iomega products, promotions, and rebates. You can also purchase Iomega products over the phone using your credit card (VISA, MasterCard, American Express, or Discover). Simply select the option of interest to you. See the Iomega web site for detailed product specifications.

International Support Numbers

For information on international customer support options and phone numbers, contact the Iomega Web site at **http://www.iomega.com**.

Regulatory Information

Product Name: Zip 250MB SCSI Drive

Model Number: Z250S

FCC (United States)

The computer equipment described in this guide generates and uses radio frequency (RF) energy. If the equipment is not installed and operated in strict accordance with the manufacturer's instructions, interference to radio and television reception may result.

■ ***Interference*** *This equipment complies with Part 15 of the FCC Rules and its operation is subject to the following conditions: (1) the equipment may not cause harmful interference, and (2) the equipment must accept any interference received, including interference that may cause undesired operation.* ■

Part 15, Class B, of the FCC Rules, is designed to provide reasonable protection against radio and television interference in a residential installation. Although the equipment has been tested and found to comply with allowed RF emission limits, as specified in the above cited Rules, there is no guarantee that interference will not occur in a particular situation. Interference can be determined by turning the equipment off and on while monitoring radio or television reception. The user may be able to eliminate any interference by implementing one or more of the following measures:

- Reorient the affected device and/or its receiving antenna.
- Increase the distance between the affected device and the computer equipment.
- Plug the computer and its peripherals into a different branch circuit from that used by the affected device.

WARNING *Changes or modifications to the electronics or enclosure of this product must be expressly approved by Iomega; otherwise, the user's authority to operate the equipment may be voided by the FCC.* ■

Canadian Verification

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations (ICES-003, Class B).

UL Approval

In North America, this product is intended to be supplied with a UL-listed and Canadian-certified Class 2 direct plug-in power unit, with a rated output of 5 Vdc, 1.0 A.

CE (European Community)

The Zip 250MB SCSI drive conforms to the following European Directive(s) and Standard(s): Application of Council Directives: 73/23/EEC, 89/336/EEC. Standards to which Conformity is declared: EN60950, EN55022, EN50082-1. Importer's Name: Iomega Netherlands branch of Iomega International, S.A. Type of Equipment: Disk Drive Subsystem.

Manufacturer/Responsible Party

Iomega Corporation
1821 West Iomega Way
Roy, UT 84067 U.S.A.
801-778-1000

Visit our web site!

http://www.iomega.com

- Free software updates* and cool free software
- Online Customer Support
- Purchase Iomega products at BuyIt Online
- Product information and specifications
- Customer solutions for educators, businesses, and home
- Special promotions and contests
- News releases and company information
- The latest and greatest from Iomega!

---

* The software that shipped with your drive may be updated over time. Choose Software Download from the Iomega Home Page to check for the most up-to-date software versions. Check back often for free updates and special software promotions.



Copyright © 1998 Iomega Corporation. Iomega, Zip, Jaz, Jet, the stylized "i" logo, the 1-step icon, and the swirl and hand graphics are registered trademarks of, and IomegaWare, Zip Zoom, Recordit, the Zip 100 brand block and the eye graphic are trademarks of, Iomega Corporation. Microsoft, Windows, and Windows NT are trademarks of Microsoft Corporation registered in the United States and other countries. Macintosh, Mac and PowerBook are registered trademarks of Apple Computer, Inc. All other product and brand names are the property of their respective owners.

03637600 9/17/98 r09