

# Getting Started

**IMPORTANT!** Before installing or using your Zip<sup>®</sup> 250 drive, read and follow the [USB guidelines](#) to ensure reliable performance of your USB devices.

Here's how to get started using your Zip<sup>®</sup> 250 drive:

1. Unpack the Zip<sup>®</sup> 250 drive and accessories.

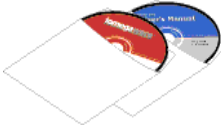
Quick Install Guide and USB Guidelines\*



USB cable



lomegaWare™ Software and User's Manual

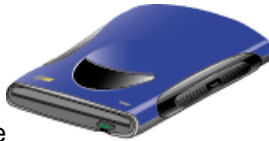


CDs

Universal Power Cable



Zip<sup>®</sup> 250 Drive



\*Printed USB Guidelines are included in the U.S. packaging only.

**NOTE:** For maximum reliability, use only genuine Zip<sup>®</sup> 250MB or 100MB\* disks.

2. [Install the lomegaWare software.](#)

**IMPORTANT!** Installing lomegaWare software installs the drivers needed on your computer to

support the Zip<sup>®</sup> USB drive. If the necessary drivers are not installed, the Zip USB drive may not be recognized or may not work correctly.

3. [Connect your Zip 250 drive.](#)

\*250MB or 100MB where 1MB =1 million bytes. The capacity reported by your operating system may vary.

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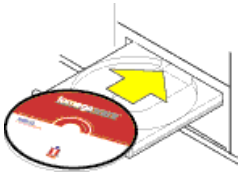
# Installing lomegaWare™ Software

Installing lomegaWare software installs the drivers and tools needed on your computer to support your lomega drives, including the Zip® 250 drive. The lomegaWare installer also installs any additional lomega software applications included on your lomegaWare CD. After the software is installed, you can access the lomega applications installed on your system through the lomegaWare Desktop folder or icon.

## Instructions for Mac OS Users

1. Start your Mac and wait for the Mac OS Desktop to finish loading.
2. Insert the lomegaWare CD into the CD-ROM drive on your Mac.

**NOTE:** Make sure the CD is pushed all the way down on the CD-ROM spindle.



3. Double click the Installer icon in the lomegaWare window.



lomegaWare Installer

If you can't see the lomegaWare window, double click the CD icon on your Mac desktop.

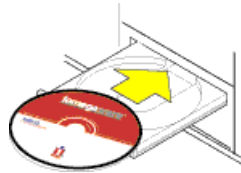
4. Follow the instructions on the screen to install the software.
5. Connect your Zip 250 drive.

## Instructions for Windows PC Users

1. Start your PC and wait for Windows to finish loading.

**NOTE:** If Windows is already running, close all applications before proceeding.

2. Insert the lomegaWare CD into the computer's CD-ROM drive.



3. If the lomega software setup program does not start automatically, follow these steps:
  1. Open My Computer or Windows Explorer.
  2. Double click the CD drive letter (usually D:, E:, or F:).
  3. Double click **Setup**.
4. Follow the instructions on the screen to install the software.
5. [Connect your Zip 250 drive.](#)

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## Using lomegaWare Software

lomegaWare software provides easy access to the tools and applications lomega has designed to help you take advantage of all the features of your Zip® drive. You can use lomegaWare software to format, copy, and protect your Zip disks, set options for your Zip drive, and more. After the software is installed, you can find information on using lomegaWare software in the help files available on your system.

### Mac OS Users

Open the Tools application program and click the Help button. You can also find help manuals inside the lomegaWare folder and inside the lomega Application folders on the disk you selected for installation (usually the Mac hard disk).

### Windows PC Users

Double click the lomegaWare icon on your Desktop (or click Start, then select Programs, the lomega folder, and lomegaWare). To find help for any lomega software application, click its Help icon in the **Applications** section of lomegaWare. If you need troubleshooting information, choose the **Get Help** section in lomegaWare.

## 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 lomegaWare software from the Internet. You can also download any current lomega software applications you wish to use.

1. Contact the lomega Web site at [www.iomega.com](http://www.iomega.com).
2. Click on Software Download to find the lomega software for your system.

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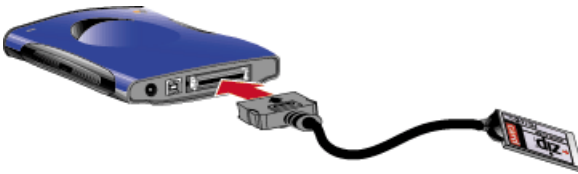
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# Connecting Your Zip® 250 Drive to PCMCIA

You can connect your Zip® 250 drive to your PC laptop using a Zip PCMCIA adapter card. If the package you purchased did not include a Zip PCMCIA adapter card, you can purchase one through your computer dealer or order it directly from Iomega's web site: <http://www.iomega.com>.

1. If you have not already installed IomegaWare™ software, [install it now](#).
2. Connect the Zip® PCMCIA cable to the Zip 250 drive arrow side up.



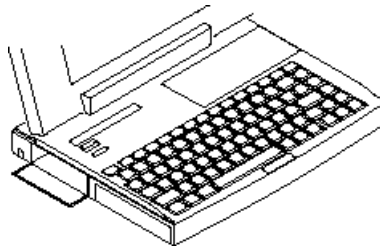
The cable connector fits only one way. Look at the connection carefully and avoid bending any pins as you connect it to the drive.

**NOTE:** Do not connect a USB cable and a PCMCIA adapter to the Zip® 250 drive at the same time. The USB will not work.

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3. Locate the PCMCIA slots and open the slot cover.

Most laptops have slots for two PCMCIA cards. The Zip® PCMCIA card will work in either slot. If you are unsure connecting PCMCIA, refer to your laptop documentation.

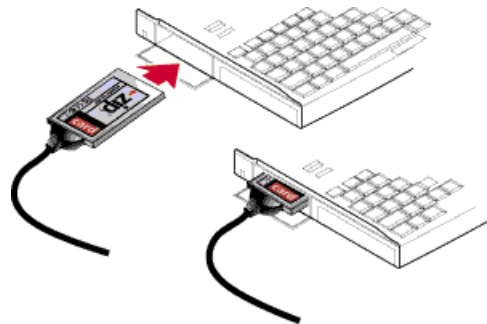


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4. Slide the PCMCIA card into the slot on the laptop.

The eject button on the Zip® drive will flash green when the PCMCIA card is inserted.

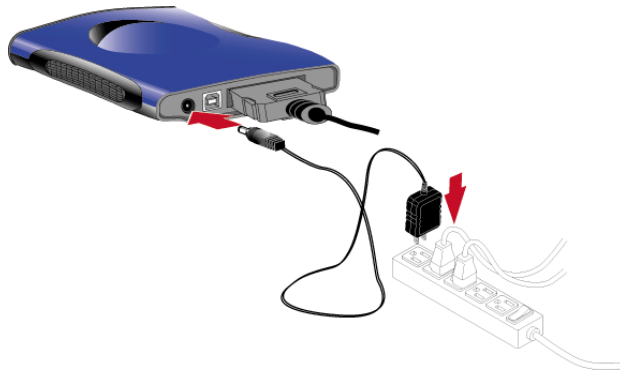
**IMPORTANT!** Do not force the PCMCIA card into the slot; the connector fits only one way. If the slot orientation on your laptop is different than illustrated refer to the documentation for your laptop.



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**IMPORTANT!** If you are connecting more than one Iomega PCMCIA device you will need to connect a power supply.

- a. Check to see if your laptop supports using a power supply for PCMCIA drives. If so, connect the Zip® power supply to the drive and the other end to an outlet or power strip.
- b. The lightweight universal power supply included with your Zip® drive works with voltages from 100 to 240 volts.
- c. The green power light (eject button) on the front of the Zip® drive flashes momentarily after you have connected the power supply cable.



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5. [Insert a 250MB Zip® disk into the Zip drive.](#)

Push the Zip® disk all the way in to the Zip drive until it locks into place.

The green light (eject button for PCs) will flash momentarily.

When you insert a Zip® disk, a Zip disk icon will appear on your Mac Desktop. Drag the Zip disk icon to the trash to eject the disk.

## Congratulations!

- For information on operating your new Zip® 250 drive, refer to [Using Your Zip Drive](#).
- See [Using IomegaWare Software](#) for information on the software that came with your drive.
- If you encounter problems installing or using the Zip® 250 drive, refer to the [Troubleshooting](#) section.

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# USB Guidelines

USB (Universal Serial Bus) is an interface designed to make it easy to connect mice, keyboards, joysticks, printers, and other devices to your computer. Because of its ease of use, USB has recently become a means for connecting high speed storage devices, such as the Zip® 250 drive.

**Follow these guidelines to ensure optimal and reliable performance of your Zip® USB drive and other USB devices.**

## You can...

- ☞ You can use your Zip® USB drive on either a Mac with built-in USB or a Windows PC with built-in USB running Windows 95, 98, or NT 4.0. (Some USB controllers or motherboards may not support all types of USB devices.) If you are using Windows 95 or NT 4.0, see [Special Notes for Windows 95 and NT 4.0 Users](#).
- ☞ Mac, Windows 95 and 98 users — You can connect or disconnect your Zip® USB drive while the computer is on.  
**CAUTION!** Windows NT 4.0 users — Always turn off the computer to connect or disconnect the Zip® 250 drive.
- ☞ You can optimize your Zip® USB drive's performance by disconnecting other USB devices when using your Zip drive. The performance of all USB devices decreases as additional USB devices are connected.
- ☞ You can ensure maximum performance by connecting your Zip® USB drive directly to your computer instead of a hub or iMac keyboard.
- ☞ You can improve the reliability of your Zip® USB drive by unplugging and reconnecting the power supply after a system crash or hang.
- ☞ You can avoid some system lockups by waiting at least 30 seconds after connecting or disconnecting any USB device. (This allows the system to re-enumerate the USB bus.) Do not connect, disconnect or use any other USB device during this time.

## Do not...

- ⌚ Do not connect or disconnect **any** USB device while the Zip® USB drive is transferring information — **data loss will result!**

**NOTE:** If the activity light is on, the Zip® drive is transferring information. Wait to connect or disconnect any USB device until the activity light goes out and stays out.

- ⌚ Do not use any USB cable with your Zip® USB drive other than the cable that came with the drive. Never use USB extension cables with your Zip USB drive — **data loss may result.**
- ⌚ Do not disconnect your Zip® USB drive or unplug power to the Zip® USB drive while a Zip disk is inserted.
- ⌚ Do not connect more than two Zip® USB drives to a single computer.
- ⌚ If you are running Windows NT 4.0, do **NOT** connect or disconnect the Zip drive while the computer is on. System lockups or data loss may result.

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## Special Notes for Windows 95 and NT 4.0 Users

- ⌚ Iomega software enables you to use Iomega USB devices on computers with a built-in USB connection running Windows 95 or NT 4.0. (Some USB controllers or motherboards may not support all types of USB devices.)
- ⌚ Install Iomega software before you connect your Zip® 250 drive.
- ⌚ You can only connect two Iomega USB devices.
- ⌚ USB hubs are not supported on systems running Windows 95 or Windows NT 4.0.  
**IMPORTANT** If you are running Windows 95 or NT 4.0, once the Iomega software is installed, only Iomega devices are supported on the USB connections.
- ⌚ Windows NT 4.0 users — To prevent system lockups or data loss, do **NOT** connect or disconnect the Zip® drive while the computer is on.

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## Upgrading from Windows 95 to Windows 98

- ⌚ Upgrade to Windows 98 first, then insert the IomegaWare™ CD and reinstall IomegaWare software. See [Installing IomegaWare Software](#) for instructions.

# Using Your Zip® 250 Drive

To use the Zip® drive, insert a 250MB or 100MB\* 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 files 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 in the [Ejecting Zip Disk](#) section below.

## Inserting Zip® Disks



When you insert a Zip® disk, the \*green activity light (also the eject button on a PC) on the Zip drive will flash momentarily then go out. (If the light continues to blink slowly, push the disk eject button to eject the Zip disk, then reinsert it.)

**CAUTION!** Never put anything into your Zip® drive except 250MB or 100MB Zip disks with the symbol shown below. Using disks that do not have this symbol may cause damage to your drive or loss of data.



## Ejecting Zip® Disks

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

**Windows PC Users** Push the disk eject button or use the eject feature in IomegaWare™ software.

**CAUTION!** To avoid damage to your Zip® drive or Zip disk, always remove the disk when it is not in use or before disconnecting or moving your Zip drive.

## Emergency Disk Eject in Case of Power Loss

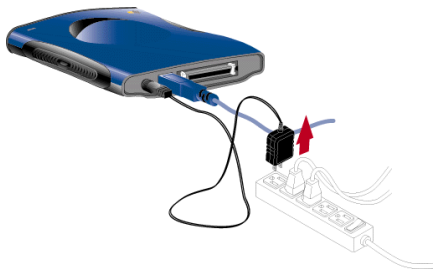
The Zip® drive must be powered on for normal disk insertion and removal. If you need to eject a disk during a power failure, disconnect the power supply from the Zip drive and push a straightened paper clip into the emergency disk eject hole on the back of the drive.

**CAUTION!** Never use the emergency eject procedure 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.



## Zip® Drive Power

When you shut down your system, you may want to disconnect power to the Zip® drive; however, it will not harm the drive to leave it powered up. Disconnecting the power supply from the drive is an easy way to power down the Zip drive. If you disconnect power from the drive but leave the power supply plugged in, the power draw is less than 2 watts (less than half the power needed for a night light). If you prefer to power down completely, the easiest way is to plug the 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.



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## Drive Sleep

The Zip<sup>®</sup> 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 iomegaWare software on a Windows PC or the iomega Drive Options Control Panel on a Mac to change the drive sleep setting. Refer to iomegaWare help for additional information.

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# 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 [emergency disk eject procedure](#), then connect the power supply and reinsert the disk.

- ⌚ Never force a Zip® disk in or out of the drive.
- ⌚ 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 genuine 250MB or 100MB Zip disks. Using disks that do not have these symbols may cause damage to your drive or loss of data:



- ⌚ For best results, operate your Zip® drive on a level surface when a Zip disk is inserted and in use.
- ⌚ Avoid exposing the Zip® drive and Zip disks to dust, direct sunlight, high temperature, moisture, or magnetic fields, such as from monitors and some speakers.
- ⌚ Before disconnecting, shutting off the power, or moving your Zip® drive, always remove the Zip disk.

**CAUTION** Remove disks from the Zip® 250 drive before disconnecting from the computer to avoid losing data. Disconnecting the Zip 250 drive from the computer while it is busy transferring data may cause damage or loss of data.

- ⌚ When connecting your Zip® 250 drive, use only the USB data cable that came with the drive.

**CAUTION** Do not use USB extension cables with your Zip® USB drive. Data loss may result.

# Using Zip® Disks

Use only genuine 250MB or 100MB\* Zip® disks with your Zip USB drive. This section describes some of the things you can do with Zip disks. The help files in IomegaWare™ software include additional information on using Zip disks.

\* 250MB or 100MB where 1MB=1 million bytes. The capacity reported by your operating system may vary.

**IMPORTANT!** 250MB Zip® disks do not work in the Zip 100 USB drive.

## 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! You can use Zip disks to back up both. (See [Copying Zip Disks](#) for information on how to make backup copies of your Zip disks.)

The easiest way to back up important data files stored on your hard drive is to use your system's standard procedures to copy them to your Zip® drive. For example, if your operating system is Windows, you can use My Computer or Windows Explorer to select files or folders from your hard drive and drag-and drop them to your Zip drive. One advantage of copying files directly to your Zip drive is that you can access them easily any time you need them without having to run a restore procedure.

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## Copying Zip® Disks

The simplest way to copy your Zip® disks is with Iomega's Copy Machine application. Copy Machine will duplicate Zip disks using a single Zip drive. See Help in IomegaWare software for instructions on how to use Copy Machine.

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

If you do not want to use Copy Machine, you can duplicate a Zip® disk by following these steps:

1. Copy the contents of your Zip® disk to a folder on your computer's hard drive (C:).
2. Eject your Zip® disk.
3. Insert a new Zip® disk.
4. Copy your files from the hard drive onto the new Zip® disk.

**CAUTION!** 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 98, or the DOS program DISKCOPY.EXE, which is included with Windows 98. These utilities only work correctly with floppy drives.

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## Formatting Zip® Disks

Zip® disks are available preformatted. You can format your Zip disks to quickly erase all of the files on the disk, change the format type (PC or Mac), or to repair a disk that has developed bad sectors.

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

### Formatting Instructions for Mac OS Users

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 Instructions for Windows PC Users**

1. Insert the disk you want to format into your Zip® drive.
2. Right mouse click on the Zip® drive icon (on your Windows Desktop or in My Computer).
3. Select Format from the drive shortcut menu.
4. Choose the format type:
  - Use Short Format if you want to quickly erase all data on a disk so you can reuse it.
  - Use Long Format if you are formatting a disk where you have forgotten the password, or if you need to repair a disk that has developed read/write errors due to bad sectors.
  - Use either option to change the format type from Mac to PC.
5. Click Start to start formatting the Zip® disk.

### **Installing Applications to Zip® Disks**

If you are using Mac OS, just run the install 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 Make Nonremovable in lomegaWare software to make the Zip disk appear as a fixed disk to the system. After the software installation is complete, use the Make Removable feature to restore disk to removability. Note that you may need to use the Make Nonremovable feature whenever you run the program from your Zip disk.

### **Read / Write Protecting Zip® Disks**

lomegaWare 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 so that no one can add, edit, or delete files without entering the password first.

- 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

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.

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## Using Zip® Disks Cross-Platform

Mac OS and Windows PC systems use different disk formats. If you use your Zip® drive on both PC and Mac systems, here are some important points you need to know:

### On Mac OS Systems

- You can use PC-formatted disks on a Mac OS system that has File Exchange 3.0 or higher or 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 inside the IomegaWare folder on your Mac hard disk) for additional information on using PC-formatted Zip® disks with File Exchange or PC Exchange (and other DOS-mounting utilities).

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### On PC Systems

- 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 IomegaWare software on a PC to erase the disk. (Observe the **CAUTION** above!)

### Transferring Files Between PC and Mac

If you need to transfer files between a PC and a Mac, you can use a PC-formatted Zip® disk if File Exchange 3.0 or higher or 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 PC and Mac platforms.

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# Troubleshooting

**IMPORTANT!** The Zip® 250 USB drive is designed to the latest USB specification. However, there are some USB devices (including controller chips and hubs) currently available on the market that do not conform to the USB standard. If you experience problems after connecting the Zip 250 USB drive, your system may contain a noncompliant USB controller. Contact the manufacturer of the USB controller or your computer for possible solutions. We also recommend checking the Iomega web site (<http://www.iomega.com>) frequently for updated software and the latest information on USB.

## The Zip® disk icon does not appear on a Mac OS Desktop.

1. Check all connections.
2. Make sure the drive is receiving power.
3. Make sure you are using the USB cable that came with your Zip® drive.
4. If you are using a Mac, make sure the 250MB Zip® disk is fully inserted in the drive. A Zip disk icon will not appear on the Mac Desktop until a disk is inserted into the drive. When a disk is inserted, allow a few seconds for it to spin up and mount on the Mac Desktop.
5. Make sure IomegaWare™ software is installed. The IomegaWare software package shipped with your drive includes drivers required for Zip® USB drives.
6. If you are connected to a USB hub, ensure the hub is connected correctly and has power.
7. Try connecting the Zip® drive directly to one of the USB connections on your computer, rather than a

USB hub or keyboard.

8. If the problem continues, there may be an extension conflict on your system. Please contact the Iomega web site (<http://www.iomega.com>) or call our Automated FAX-back help for additional troubleshooting information.

**NOTE:** If you disconnect your Zip® 250 drive and reconnect to the same USB port, the drive should be reassigned the same drive letter automatically. If you reconnect to a different USB port, you will have to manually reassign the drive letter.

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### **The Zip® 250 drive is not assigned a drive letter under Windows.**

1. Check all connections.
2. Make sure the drive is receiving power.
3. Make sure you are using the USB cable that came with your Zip® drive.
4. Make sure IomegaWare software is installed. The IomegaWare software package shipped with your drive includes drivers required for Zip® 250 drives.
5. Try reinstalling IomegaWare software. If you are using Windows and IomegaWare software is already installed, remove it using "Add/Remove Programs" in control panel, restart Windows, then reinstall the IomegaWare software.
6. Check to see if your USB controller is enabled and is working properly:
  - a. Right click on the icon for My Computer and select Properties.
  - b. Click the tab for Device Manager.
  - c. Double click on Universal Serial Bus Controller.
  - d. Universal Host Controller and USB Root Hub should be listed.
  - e. If either of these has an exclamation or a red X next to it, or if the Universal Serial Bus Controller is not listed, there is a problem with the USB Controller. Call your computer manufacturer for information on getting it fixed.
7. If you are connected to a USB hub, ensure the hub is connected correctly and has power.
8. Try connecting the Zip® drive directly to one of the

USB connections on your computer, rather than a USB hub or keyboard.

9. Try manually assigning a drive letter to the Zip® 250 drive.
  - a. Right mouse click on the icon for My Computer and select "Properties."
  - b. Click the tab for "Device Manager."
  - c. Click the plus sign ( + ) next to "Disk drives."
  - d. Double click the drive icon for "Iomega Zip 250."
  - e. Click the tab for "Settings."
  - f. Look for the box titled "Reserved drive letters" towards the bottom of the drive settings window. Select the drive letter you want to use in the "Start drive letter" dialog box. Note that the same drive letter should appear in the "End drive letter" dialog box.
  - g. Reboot your system for the new drive letter to take effect.
10. Check your BIOS to ensure USB is enabled. Refer to your computer's User's Guide or manual for directions.

**NOTE:** If you disconnect your Zip® 250 drive and reconnect to the same USB port, the drive should be reassigned the same drive letter automatically. If you reconnect to a different USB port, you may have to manually reassign the drive letter.

If the problem continues, there may be a driver conflict on your system. Please contact the Iomega web site (<http://www.iomega.com>) or call our Automated FAX-back help for additional troubleshooting information.

**Windows 98 Users:** If the Zip® 250 drive is not assigned a drive letter or does not appear in My Computer, try manually assigning a drive letter.

- a. Right mouse click on the icon for My Computer and select "Properties."
- b. Click the tab for "Device Manager."
- c. Click the plus sign ( + ) next to "Disk drives."
- d. Double click the drive icon for "Iomega Zip 250. "
- e. Click the tab for "Settings."
- f. Look for the box titled "Reserved drive letters" towards the bottom of the drive settings window. Select the drive letter you want to use in the "Start drive letter"

dialog box. Note that the same drive letter should appear in the "End drive letter" dialog box.

- g. Reboot your system for the new drive letter to take effect.
- h. Try connecting the Zip® drive directly to one of the USB connections on your computer, rather than the USB hub.

**NOTE:** If you disconnect your Zip® drive and reconnect to the same USB port, the drive should be reassigned the same drive letter automatically. If you reconnect to a different USB port, you may need to manually reassign the drive letter.

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## **My Zip® disk works on my Mac but not my PC.**

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.

## **Green power light does not come on.**

### **• USB**

1. Make sure you are using the Iomega universal power supply that came with your Zip® drive. Ensure that it is connected to the Zip drive as shown in [step 4 of the instructions for connecting your drive](#).
2. Make sure the power supply connector is completely inserted into the Zip® drive power connector.
3. Make sure the power supply is plugged into a working power outlet.

### **• PCMCIA**

Make sure the PCMCIA adapter cable is correctly connected to the Zip® 250 drive and the PCMCIA slot. Ensure that it is connected to the Zip drive as shown in the installation section of this Manual.

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## **The Zip® drive performance seems slow**

Other USB devices connected at the same time as the Zip® USB drive can affect the Zip USB drive's performance, especially digital cameras or scanners that are processing large amounts of data. If you are using a hub to connect

several devices to your computer, disconnect the other devices and connect the device directly to either of the computer's USB ports.

### **Windows stops responding when you disconnect the Zip 250 drive.**

This may occur because Windows is trying to access a file that is on your Zip® disk. Make sure that no files on the disk are in use when you unplug the drive. Eject the disk before disconnecting the USB interface cable and lomega drive to prevent any data loss.

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### **Your Zip® 250 drive stops responding (locks up), or information gets lost or corrupted while you are saving or copying files.**

The problem is probably due to a non-compliant USB controller chip or other USB device on your computer system. Try the following suggestions:

- Carefully follow the [USB guidelines](#). They are designed to help you avoid some of the problems caused by non-compliant USB devices.
- Upgrade your system software to Windows 98 Second Edition. This version of Windows 98 includes USB driver upgrades that fix most of the problems associated with USB controllers and motherboards.
- If the problem still continues, you may want to upgrade the USB controller in your computer system to one that complies with the USB specification. In this case, contact your computer manufacturer for help.

**CAUTION!** USB devices (including controller chips, hubs, cables, cards, mice, joysticks, and peripherals) that do not comply with the USB specification may cause system lockups or possible data loss when used with your Zip® 250 drive. If you are not sure that a USB device complies with the latest USB specification, contact the manufacturer of the device.

### **The Zip® drive does not work on a Toshiba laptop computer.**

Some older Toshiba laptops use a USB port called an "Open Host" that is not compliant with the latest USB specification. If your Toshiba laptop has an "Open Host" USB port, your Zip® drive may not be assigned a drive letter when connected to a Toshiba laptop. Try following the [USB guidelines](#). They are designed to help you avoid some of the problems caused by non-compliant USB devices. If you continue to have problems, contact Toshiba for additional



information.

## **ioWare hangs when the Zip 250 drive is connected to USB on a PC**

Make sure the BIOS setting for plug-and-play on your system is enabled. Check the User's manual that came with your computer for instructions on how to enable plug-and-play.

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