

# Backpack cd-rewriter Help and User's Guide

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## Introduction

### Backpack cd-rewriter

#### Create your own CD-ROM discs:

Backpack can write to both CD Recordable (CD-R) and CD ReWritable (CD-RW) discs.

#### Add a portable CD-ROM drive to any computer:

Backpack can also function as a conventional CD-ROM, reading CD data discs and playing CD-Audio music discs.

## System Requirements

Review these minimum requirements to make sure you can have what is required to use Backpack cd-rewriter.

### Backpack cd-rewriter requires:

- IBM or compatible Pentium class computer.
- Windows 95, 98, Me, 2000, XP or NT4.
- 16 megabytes RAM (32MB recommended)
- 20 MB disk space for installing the software.
- 10 MB free hard disk space per minute of CD Audio music to be recorded.
- High-speed parallel port (EPP, ECP or IEEE 1284)  
or USB port and optional backpack USB Adapter (Win98, Me, 2000 and XP only)  
or PC Card slot and optional backpack PC Card.

Recording speeds are not guaranteed. Records at 4X, 2x, or 1x on slower Pentiums.

Windows 98, Me, 2000 or XP is required when using the backpack USB Adapter.

### BACKPACK PC Card (PN#836)

Backpack can connect to a computer's printer port, Backpack PC Card, or Backpack USB cable. The Backpack PC Card is an optional component that plugs into a PC Card (PCMCIA) slot. Most notebook computers have PC Card slots.

### BACKPACK USB Adapter (PN#839)

#### BACKPACK High-Speed USB 2.0 Adapter (PN#840)

Backpack can connect to a computer's printer port, Backpack PC Card, or Backpack USB cable. The Backpack USB Adapter is an optional component that plugs into a Universal Serial Bus port. USB devices require Windows 98, Me, 2000 or Windows XP. The Backpack USB Adapter will not install in Windows 95 or Windows NT4.

Backpack High-Speed USB 2.0 Adapter can be connected to either an original USB 1.1 port, or a USB 2.0 port. When it is connected to a computer's USB 1.1 port, it will function the same as an original USB 1.1 Adapter.

### EPP and ECP Parallel Ports

If connecting the backpack to the computer's parallel printer port (LPT Port), EPP (Enhanced Parallel Port) or ECP (Extended Capabilities Port) is required for Backpack cd-rewriter to receive data fast enough to record CDs. Most Pentium computers are equipped with ECP and EPP ports. ECP ports are supported by backpack models that have 4X and faster write speeds, not by early 2x models.

Important Note: Using backpack cd-rewriter on a standard parallel port (SPP), unidirectional or bidirectional port is not recommended since those ports cannot provide data to the backpack cd-rewriter fast enough to reliably write CDs.

### IEEE-1284 Ports

IEEE-1284 is the industry standard for high-speed parallel ports. Most IEEE-1284 ports are capable of both EPP and ECP modes.

### Checking your parallel port type

Most Pentium computers sold since 1996 have an EPP-compatible port. Check your computer's documentation to determine whether you need to enable EPP mode.

Determine the parallel port type in Windows 95, 98, Me, 2000 or Windows XP with:

Backpack Finder, located in Control Panel. Click on the Backpack device listed beneath the port (LPT1 or LPT2). The Data Transfer Mode is displayed in the bottom window.

Determine the parallel port type in Windows NT4 with:

Backpack Controls, located in Control Panel.

In the information box on the right-hand side, look at the line beginning "Tx". This line reports the current parallel port mode. Possible modes are EPP, ECP, Bidirectional and Unidirectional.

If Backpack is not running in EPP or ECP mode, the "Tx" value will show "FW."

## Installation

### Software Installation

If the computer **already has** a built-in CD-ROM drive:

Place the backpack cd-rewriter CD-ROM disc in your computer's drive. The BACKPACK SETUP program should start automatically. If it does not start click Start, Run.... In the dialog box enter:

**D:SETUP**

<Where D is the letter of the CD-ROM drive. Click OK>

Follow the prompts on screen. Choose **Install Backpack driver** and **Install SpeedyCD** (defaults). If desired, you might also choose to install the optional **Backpack UDF** component, currently available for Windows 95, 98 and Me. Choose **Finished** when you have completed the installation. Reboot the computer when prompted.

If the computer **does not** have a built-in CD-ROM drive:

Place the backpack SETUP diskette in your A: drive. Click Start, Run.... In the dialog box enter:

**A:SETUP** <Click OK>

Follow the prompts on screen. Choose **Install Backpack driver** when prompted. When the driver installation finishes click **Finished** and restart your computer. When your computer restarts complete the Hardware Installation steps below. The backpack drive will then be assigned a drive letter and you can continue the installation from the CD-ROM disc.

Insert the backpack cd-rewriter CD-ROM disc into the backpack drive. The SETUP program should start automatically. If it does not start click Start, Run... In the dialog box enter:

**D:SETUP** <Where D is the letter of the CD-ROM drive. Click OK>

Choose **Install SpeedyCD** (default). If desired, you might also choose to install the optional **Backpack UDF** component, currently available for Windows 95, 98 and Me. Choose **Finished** when you have completed the installation. Reboot the computer when prompted.

### Hardware Installation

Backpack can connect to your computer's parallel printer port or to the optional Backpack PC Card or USB cable. Make sure you have completed the BACKPACK Driver Installation (Software Installation) before beginning this Hardware Installation. Follow these steps below, exactly in the order that they are listed.

Connecting backpack to a printer port:

1. Plug the backpack power unit into the connector labeled "Power" on the backpack drive first. Then plug the backpack power unit into a wall outlet.
2. Locate the parallel printer port connector on your computer. If the computer has more than one EPP parallel printer port, it doesn't matter which one is used for backpack.
3. If you have a printer connected to the parallel printer port, disconnect it and attach the printer cable to the printer port on the backpack drive.
4. Connect the backpack cable between the printer port on the computer and the port marked "Computer" on the backpack drive.

Connecting backpack to a Backpack PC card:

1. First make sure the BACKPACK SETUP program has been run. After restarting the computer insert the Backpack PC Card into your computer.
2. Plug the backpack power unit into the connector labeled "Power" on the backpack drive first. Then plug the backpack power unit into a wall outlet.
3. Connect the cable from the PC Card to the port marked "Computer" on the backpack drive.
4. Review the Important Notes below for proper printer connection.

If you are connecting backpack to a Backpack USB Adapter:

1. First make sure the BACKPACK Setup program has been run. After restarting the computer insert the Backpack USB cable into your computer.
2. Plug the backpack power unit into the connector labeled "Power" on the backpack drive first. Then plug the backpack power unit into a wall outlet.
3. Connect the Backpack USB cable to back of the backpack drive.
4. Review the Important Notes below for proper printer connection.

#### IMPORTANT NOTES

- The Backpack PC Card and Backpack USB Adapter only support backpack drives. Printers cannot be used on the Backpack PC Card or Backpack USB Adapter, either directly or when connected to a backpack drive.
- If backpack is attached to the computer's printer port, a printer can be used on backpack's pass-through "Printer" connector.
- The Backpack USB Adapter requires Windows 98, Windows Me, Windows 2000 or Windows XP. Backpack USB Adapter will not install and cannot be used in Windows 95 or Windows NT4.
- Close any running programs before adding or removing Backpack. Some programs cannot adjust to drive letters being added or removed.
- Windows NT4 must be restarted with the backpack attached to a printer port or Backpack PC Card before backpack will be assigned a drive letter (in My Computer or Explorer).
- In Windows 95 or 98 PC Card support may need to be enabled on your computer. Click Start, Settings, Control Panel, PC Card (PCMCIA). If PC Card support is not turned on the PC Card Wizard will start. Follow the Windows instructions on the screen.
- Only one backpack can be attached to a Backpack USB Adapter. If more than one backpack will be used on the computer at the same time, each backpack will require a separate Backpack USB Adapter.

## Uninstalling Software

### Uninstalling

To uninstall backpack or any of the CD creation programs use Add/Remove Programs in Control Panel. You can also run the SETUP on the backpack installation CD and choose the Uninstall option. When uninstalling the backpack driver you will be prompted for the backpack SETUP.EXE program, found on the backpack installation diskette or CD.

## Using Backpack

### Writing Recordable CDs

#### SpeedyCD and Backpack UDF

Backpack cd-rewriter includes two CD creation programs that enable writing to a CD-R or CD-RW: SpeedyCD and the optional Backpack UDF.

#### SpeedyCD

SpeedyCD allows you to first create a desired layout of a data or audio CD's contents, then write the final CD-ROM disc

all at once on a CD-Recordable (CD-R) or CD-ReWritable (CD-RW) disc.

Use SpeedyCD when you wish to make audio CDs that can be played on your home or car CD player.

Use SpeedyCD when you want to make CDs that can be read on a variety of CD-ROM drives and operating systems, make master CDs for duplicating, or data CDs readable by DOS or Windows 3.x computers.

Detailed instructions on creating an Audio CD from .MP3 files is provided online within Support DOC #2617.

### **Backpack UDF**

Backpack UDF writes files directly to a CD-Recordable (CD-R) or CD-ReWritable (CD-RW) disc using My Computer or Explorer, similar to how data is copied to a floppy diskette, hard drive or other media. You can save files from applications or drag and drop files and folders right to the CD drive.

Use Backpack UDF when you want to treat the Backpack cd-rewriter like another disk drive, writing various files or folders at various times.

### **More Help with SpeedyCD and Backpack UDF**

Make sure you have reviewed the User's Guides "*How to Make a CD with SpeedyCD*" and "*The Backpack UDF User's Guide*" both included with the installation CD. For additional help with using SpeedyCD or Backpack UDF see each program's Help.

## **CD Media**

Backpack cd-rewriter can write to both CD-R and CD-RW discs.

Both the media type and software application will determine whether the CD can be read on another computer.

### **CD-Recordable (CD-R) discs**

CD-R discs are write-once media. With appropriate software you can write to but not erase CD-R discs

CD-R discs . . .

- Are usually less expensive than CD-RW.
- Are readable on virtually all CD-and CD-R drives, including home and car audio CD players.
- Are useful when you will not need to erase the data, they cannot be erased or rewritten.
- Can be written to multiple times until the disc is full. Be sure to use the "leave disc open" software option.

### **CD-ReWritable (CD-RW) discs**

With appropriate software CD-RW discs can be written to and later erased, making them ready to write to again.

CD-RW discs . . .

- Are useful when you need to erase and re-write the contents of the disc.
- Are recommended for making practice or test CDs.
- Cannot be read in most home or car audio CD players.
- Can be read in CD-RW drives such as backpack cd-rewriter, and MultiRead CD-ROM drives.

### **High Speed CD-RW discs**

A new type of CD-RW disc is available for cd-rewriter drives that support High Speed CD-RW media. These discs are typically labeled "High Speed 4x-10x Compatible" or similar. Backpack cd-rewriter models with speeds of 8x8 and faster are typically compatible with High Speed CD-RW media.

Do not try to format or write to "High Speed" CD-RW discs in older backpack cd-rewriter models that did not support that type of media. Typically, High Speed CD-RW's are clearly labeled as being "High Speed 4x-10x Certified". They are not intended for use in 4x4 or earlier cd-rewriter drives. Use "4x Certified" CD-RW's in slower backpack cd-rewriter models.

## **Sharing discs between computers**

Whether the discs you create can be read on a particular drive depends both on the media and the program used...

### ***CD-RW discs...***

#### **Created with SpeedyCD (audio disc)**

are readable in MultiRead drives, or in home or car CD players that are specially designed for CD-RW media.

#### **Created with SpeedyCD (data disc)**

are readable in MultiRead drives under DOS or Windows 3.x, 95, 98, Me, 2000, XP and NT4.

#### **Created with Backpack UDF**

are readable in MultiRead drives with Win 95,98 and Me with Backpack UDF installed.

### ***CD-R discs...***

#### **Created with Backpack UDF**

are only readable on most drives with Windows 95,98, Me, 2000, XP and NT4 if the CD-R has been "write-protected/closed".

#### **Created with SpeedyCD (audio disc)**

are readable on almost any CD-ROM drive, home or car CD player.

#### **Created with SpeedyCD (data disc)**

are readable on almost any CD-ROM drive under DOS or Windows 3.x, 95, 98, Me, 2000, XP or NT4.

## **MultiRead**

The MultiRead designation applies to drives that play or read all the most popular types of CD discs:

- CD-Digital Audio (CD-DA)
- CD-ROM
- CD-Recordable (CD-R), and
- CD-ReWritable (CD-RW).

Most 24x and faster CD-ROM drives are MultiRead.

## **UDF**

Universal Disk Format is the name of the file system used by Backpack UDF and other applications.

## **Backpack as a Conventional CD-ROM**

### **Data CDs and Audio CDs**

Backpack cd-rewriter will function like other CD-ROM drives.

You can use it to load programs, play multimedia titles or play audio CDs.

To play Audio CDs you may need to connect headphones or amplified speakers to the headphone jack on the front of the backpack cd-rewriter drive.

Most Multimedia CDs require that the computer has a built-in sound card that can convert the multimedia data into sound. Check the requirements listed on the Multimedia CD disc package to find out if a sound card is required.

### **Playing Audio CDs**

To play audio CDs on the backpack CD drive, you can use Windows Media Player or other audio player software. If the Windows Media Player is not available, you may need to install Windows Multimedia:

## **Installing Multimedia support (Windows 95 & 98)**

1. Choose Start, Settings, Control Panel.
2. Double-click on Add/Remove Programs.
3. Click on the Windows Setup tab.
4. Click the Multimedia Box to place a check mark.
5. Click on OK.

Windows may prompt you to insert one of your Windows installation diskettes or CD-ROM.

## Backpack Audio Connection

On the back of Backpack is a connector labeled CD AUDIO. This may be connected to a computer sound card's Line In connector.

## Troubleshooting

### BACKPACK's Drive Letter

When BACKPACK is connected Windows will assign it the next available drive letter. This could be the letter D:, E: or any other letter - depending on the letters already in use on your computer.

Open Windows Explorer or My Computer and look for an icon similar to a CD-ROM disc.

### BACKPACK did not receive a drive letter:

#### Check for Real-Mode CD-ROM Drivers in Windows 95 or Windows 98

Your computer might have conflicting 16-bit drivers installed for another CD-ROM. This will interfere with 32-bit CD-ROM driver software, such as the driver used by the backpack.

Check the computer's AUTOEXEC.BAT file and see if the program MSCDEX.EXE appears. Disable that line by placing the letters "REM" at the beginning. If your pre-existing CD-ROM no longer receives a drive letter, contact your CD-ROM manufacturer to obtain Windows 95 or 98 compatible 32-bit software for your pre-existing CD-ROM.

**TIP:** You can view or edit AUTOEXEC.BAT by clicking Start, Run and typing "SYSEDIT".

#### Check BACKPACK Properties

BACKPACK settings can be viewed or changed using a backpack program in the Windows Control Panel. If you click Start, Settings, Control Panel you will see an icon called 'BACKPACK Finder' (in Windows 95, 98, Me, 2000 and XP) or 'BACKPACK' (in Windows NT4). If you're not sure, open Control Panel and see which backpack icon has been installed.

BACKPACK Finder and BACKPACK controls are discussed below.

### BACKPACK or computer no longer responds when the backpack is attached to the computer's printer port:

Difficulties such as computer lockups, read errors from the backpack, or lockups during cd creation can exist due to software conflicts produced by multifunction printer software or parallel port scanner software. Even if the multifunction printer or parallel port scanner has been completely disconnected, monitoring software for those devices might still be checking for their presence on the parallel port. Completely disable any multifunction printer or parallel port scanner software by uninstalling it in Add/Remove Programs (in Windows' Control Panel), or by disabling the Startup Group items within the Windows utility: MSCONFIG. That Windows program can be run in Windows 98 or Windows Me by choosing: Start - Run - type in: MSCONFIG <enter> Uncheck the "Load Startup Group Items" option. Windows 95 users can download MSCONFIG.EXE from the Downloads area of Micro Solutions' Web site (see Technical Support, below).

### BACKPACK Finder (Windows 95, 98, Me, 2000 and XP):

Open the BACKPACK Finder icon located in Windows' Control Panel. The upper pane under Devices shows:

- LPT port(s), a PCCARD adapter or USB adapter that a BACKPACK drive might be connected to, for example LPT1, LPT2, PCCARD1, or USB.
- Any BACKPACK drives that have been detected will appear beneath the appropriate port or adapter.

#### No LPT ports or Adapters detected in BACKPACK Finder

- The BACKPACK software drivers may not be properly installed. Try repeating the software setup.
- Completely disconnect the backpack cables and just reinsert the PC Card or USB adapter by itself.
- If the BACKPACK PC Card is not detected you may need to enable 32-bit PC Card support in Windows. Open Windows Help and refer to PC Card in the Index. Review the Troubleshooting PC Card section of Windows Help.

The following Support documents on the Micro Solutions Web site (see Technical Support, below) are available for additional assistance with any configuration or detection problems with backpack adapters:  
DOC # 2660 Troubleshooting Backpack PC Card  
DOC # 2662 Backpack PC Card appears in Device Manager, but not in Backpack Finder in Win95/98/ Me  
DOC # 2670 Troubleshooting Backpack USB Adapter

#### **No BACKPACK Devices Detected in BACKPACK Finder**

- Check the connections and verify that the BACKPACK is powered on.
- Try disconnecting and reconnecting the BACKPACK drive from the Adapter or printer port.
- Click 'Scan' in the "Devices" screen and see if a drive appears.
- There are "Finder Settings" that you can change that may correct the problem also. These options are detailed next.

#### **Determining High-Speed USB 2.0 mode or standard USB 1.1 mode**

Open Backpack Finder in Control Panel and click on the CD-ReWriter Drive listed beneath the USB adapter. In the lower window, the Data Transfer Mode will be listed as either "USB 1" or "USB 2 (Hi-Speed)". In order to achieve USB 2 (Hi-Speed) performance, you must use a Backpack USB 2 cable and be plugged into a USB 2 host controller in your computer. Be sure that you have properly loaded the appropriate driver software provided by the manufacturer of your USB 2 host controller. Note: All models of backpack cd-rewriters are compatible with the Backpack USB Adapter (PN#839) and the Backpack High Speed USB 2 Adapter (PN#840).

#### **BACKPACK settings within the BACKPACK Finder utility**

The following changes can be made in BACKPACK Finder utility program located in the Windows Control Panel. Under the Finder Settings tab, try these changes one at a time, in the order listed below. Restart your computer after making the change and see if it corrects the problem.

- Clear the **Enable Interrupts** checkbox.
- Clear the **Enable I/O Bus Speed Control** checkbox.

The following settings only apply to a BACKPACK connected to the computer's parallel printer port (LPT Port).

- Clear the "EPP ..." checkboxes.  
After changing this value, power off the computer and the BACKPACK to fully reset the system.
- Clear the **Detect LPT Port Type** checkbox.

If a change does not resolve the issue, set it back to the default and try the next option. Only in rare instances are combinations of changes needed. Combinations of these are valid as well, but not typically necessary.

Default Settings in BACKPACK Finder: **All boxes selected, except for ECP+DMA.** Auto-Scanning for backpack drives set to: **Enabled.**

### **BACKPACK controls (Windows NT4):**

Open the BACKPACK icon located in the Windows NT4 Control Panel. The large box on the right displays information about the computer's ports and the BACKPACK drive detected by the software.

#### **No BACKPACK(s) Detected during boot process!**

- Check the connections and verify that the BACKPACK is receiving power.
- BACKPACK must be connected and receiving power when the computer starts.

There are settings in BACKPACK Controls that you can change that may correct the problem also. These options are detailed next.

#### **BACKPACK Settings in the BACKPACK Controls utility**

The following changes can be made in BACKPACK Controls. Try these changes one at a time, in the order listed below. Restart your computer after making the change and see if it corrects the problem.

- **IRQ** from Auto to Off
- **BUS** from Auto to Off

- **MAX** from EPP to ECP  
**After changing this value (EPP), power off the computer and the BACKPACK to fully reset the system.**

Clear the **Test for Chipset** checkbox.

- **DMA** from Auto to Off
- **T1** from Auto to 10, 20 or higher

If a change does not resolve the issue, set it back to the default and try the next option. Only in rare instances is a combination of changes needed. Combinations of these adjustments are valid as well, but not typically necessary.

### Default Values

Default settings in BACKPACK Controls:

T1, T2, T8 = **AUTO**  
 MAX = **EPP**  
 BUS = **AUTO**  
 IRQ = **AUTO**  
 DMA = **AUTO**  
 Test For Chipset **Checked**  
 Auto Insert Notification **Checked**

## BACKPACK in DOS or Windows 3.x

Detailed troubleshooting steps for BACKPACK CD-ROM in DOS or Windows 3.x is located online at Micro Solutions' Website (see Technical Support below) and in the downloadable files CDGUIDE.DOC and CDGUIDE.TXT (available online in the Software Library section). BACKPACK drive letter assignments, detection difficulties, and MSCDEX options are covered in those documents.

Backpack cd-rewriter includes drivers for MS-DOS. Common uses for DOS drivers include:

- Using backpack with third-party hard disk imaging software. Writing disk images to the backpack cd-rewriter in DOS is detailed online in Support DOC # 2652 (See Technical Support, later in this document).
- Installing Windows from a CD. Using backpack for various Windows installations is detailed online in Support documents #3003 (WinNT4), #3004 (Win95, 98, Me), #3007 (Win2000) or #3010 (WinXP).
- Reading CD-ROM discs in DOS/Win3.x systems.

Drivers for MSDOS compatibility are provided on the BACKPACK SETUP diskette in the MSDOS directory. Information on these and other similar topics can be found in the README.TXT file, also located in the MSDOS directory of the BACKPACK SETUP diskette.

## Printer Troubleshooting

If you are using the BACKPACK PC Card or USB Adapter, you cannot use a printer connected to the pass-through "Printer" port on the back of the BACKPACK. The BACKPACK "Printer" connection will only work if BACKPACK itself is plugged into the computer's printer port (LPT port).

The section below provides various steps for solving backpack or printer-related difficulties when connected to the same parallel port of a computer, based on the Windows operating system version that is being used.

Consider using one of these adapters as alternatives to the parallel port as well:

- Using Win98, Me, 2000 or XP on a computer with a USB port:  
Connect instead to a backpack USB Adapter PN#839 or High Speed USB 2.0 Adapter PN#840.
- Using Win95, 98, Me, 2000, XP or WinNT4 on a computer with a PC Card slot:  
Connect instead to a backpack PC Card PN#836.

Most printing problems can be solved by disabling Auto Insert Notification and the Auto-scanning for Backpack drives on the LPT port (detailed below).

### In Windows 95, 98, Me, 2000 and XP

If the backpack will not be connected to the computer's parallel port, you can set the Auto-scanning for Backpack drives on the LPT port to "Disabled". If the backpack will be used on the computer's parallel port, set the Auto-scanning for Backpack drives on the LPT port to "Scan on BOOT only" and make sure that the



backpack is connected when the computer boots. The Scan button on Backpack Finder's "Devices" screen will also check LPT ports to see if a backpack has been added or removed.

### **In Windows 95, 98, Me, 2000 and XP**

Disable Windows' Auto Insert Notification (Autorun) feature by choosing: Start - Settings - Control Panel - System. Open Device Manager and double-click on the 'CDROM' category. One or more CDROM devices will be listed. Double-click on the backpack device within this list and then open the Settings screen. Uncheck the Auto Insert Notification option. This can also be done in Windows 2000 or XP by opening Backpack Finder and unchecking 'CD-ROM Autorun Feature' within the Driver Settings screen. Restart the computer when prompted.

### **In Windows 95, 98, Me**

Place a check in the box labeled Printer Priority from the Driver Settings tab of the Backpack Finder icon in Control Panel.

If the steps above do not provide a solution to the difficulties, here are additional steps that can be followed:

### **Turning off print spooling in Windows 95 & 98**

- Select Start, Settings, Printers. Right-click your printer.
- Select Properties, Details. Click Spool Settings.
- If available, select Disable bi-directional support for this printer and select "Print directly to the printer."
- Select Port Settings.
- Disable "Check port state before printing."
- Restart the computer.

### **Turning off Auto Insert Notification in Windows NT 4**

- Open Control Panel (Select Start, Settings, Control Panel).
- Double-click the BACKPACK icon.
- Uncheck the Auto Insert Notification option. Note: This option will only be available if the Backpack is detected and assigned a drive letter. If backpack was not connected and powered when the computer was booted, you will need to reconnect and power the backpack, then restart the computer to make this modification.
- Restart the computer when finished.

### **Turning off print spooling in Windows NT 4**

- Select Start, Settings, Printers. Right-click your printer.
- Select Printer, Properties, Scheduling.
- Select Print Directly to the Printer.
- Restart the computer.

In rare cases, Ejecting a Backpack UDF-formatted disc from the backpack, or completely uninstalling Backpack UDF through Add/Remove programs can resolve a printing problem as well.

## **Frequently Asked Questions**

Documentation on using the backpack in DOS, and using the backpack to install operating systems, such as Windows 9x, NT4, 2000 and XP can be found in the Support section of Micro Solutions' Web site. The following FAQ information is also available in Technical Support DOC # 2610 on Micro Solutions' Web site:

[www.micro-solutions.com](http://www.micro-solutions.com)

### **Where can I get a User's Guide for my Backpack software?**

You'll find printed copies SpeedyCD and Backpack UDF User's Guides in the software package that contained the backpack installation CD, and printable copies on the backpack installation CD. Our [Tech Support DOC # 2600](#) provides a variety of resources for learning how to use the backpack, and cd-rewriters in general.

**Which of the CD creation programs is the best to use if I want to make Audio CD's or CD-R's that I can read on all other CD-ROM drives?** Use the SpeedyCD software. Only install Backpack UDF if you intend to read those CD's exclusively in the Backpack drive or other cd-rewriters.

### **I receive the error: "You must be logged in as Administrator" when trying to install the backpack software or use SpeedyCD.**

Some of the functions within the backpack software require full access to the computer's Registry and I/O devices. You must be logged in with Administrative rights under Windows NT4, 2000 and XP when installing or using the backpack software.

**Can you play multi-session audio CDs on a Home or Car CD-Player?** Only the first session (the songs which were recorded to the disc the first time) is readable on a Home or Car CD-Player. Although you can write multiple audio sessions, only computer CD-ROM drives are able to play the subsequent sessions.

**Can CD-RW Audio discs be used in Home or Car CD-Players?** Some recent models of home and car CD-Players may provide CD-RW compatibility, but only if they are specially designed to do so. Some new models of home DVD players also feature CD-RW compatibility.

**If you record to a CD-R or CD-RW using Backpack UDF can it then be used with SpeedyCD?** The format used by Backpack UDF is different than the layout of a SpeedyCD disc. Because of this, a disc formatted with Backpack UDF cannot be used under SpeedyCD. As soon as a disc that has been formatted with Backpack UDF is placed into the backpack, SpeedyCD will no longer access that backpack cd-rewriter. SpeedyCD will again recognize the backpack once the disc is Ejected by using Backpack UDF.

**Do I need to format a CD-R or CD-RW before creating a disc with SpeedyCD?** No, although there is an option within SpeedyCD to "Erase Disc" (for CD-RW discs), you should never format the CD-R or CD-RW media before writing to it with SpeedyCD. When using Backpack UDF software, however, you must format the CD-R or CD-RW before writing to it. That formatting process is required and takes up to an hour for CD-RW discs. Discs formatted in Backpack UDF are not useable in SpeedyCD.

**Can you read CD-RW discs that were created with Backpack UDF on other computers?** CD-RW discs can only be read on MultiRead CD-ROM drives, CD-RW recorders, or DVD drives designed to read CD-RW discs. If you are using a MultiRead CD-ROM drive you will need to install UDF (Universal Disk Format) reader software in order to read CD-RW discs created by Backpack UDF. For backpack cd-rewriters you need to have installed either UDF (Universal Disk Format) reader software or Backpack UDF software.

**Can you read CD-R discs that were created with Backpack UDF on other computers?** CD-R discs that have been "write protected" using Backpack UDF software may be readable on other computers. However, if your intention is to create discs that are shareable across many different computers, create the discs with SpeedyCD instead.

**Will writing on the label-side of my CD-R/CD-RW damage the disc?** Some permanent markers will bleed through and possibly cause read failures. Water based pens should be safe to use on CD-R surface types.

**Can you write from a network drive directly to a CD-R/CD-RW disc?** When using Backpack UDF this is normally not a problem. When using SpeedyCD, the network connection may be too slow to keep up with the CD-RW drive's recording speed. This can cause various errors including "Buffer Underrun". The recommended method for using SpeedyCD is to write your data to an Image File on your local hard drive and then write it back to the backpack.

**Why can I no longer modify files that were moved from one computer to another using my CD-R/CD-RW?** When you write to a CD-R/CD-RW the file attributes are automatically set to Read Only. That Read Only attribute remains with the file(s) even after they are copied off of a CD-R/CD-RW back onto your hard drive or network drive. After copying the files from a CD-R/CD-RW to their destination, right click on the file, choose Properties, and remove the Read Only designation, or use the ATTRIB command to remove the Read Only attribute.

**Can I use "High Speed" CD-RW media with my Backpack cd-rewriter?** This information is only for CD-RW discs and does not apply to CD-R media. Backpacks with 4x4x24 recording speeds work best with "4x Certified" CD-RW media. There is a different type of CD-RW media that is specifically designed to be used in cd-rewriter drives that display a "High-Speed" logo. At the time of this writing (January, 2002) backpack 8x8 and faster models do support "High-Speed" CD-RW discs. Typically, "High-Speed" CD-RW discs display "4x-10x Compatible" on the label surface of the media. CD-R discs certified for 8x, 10x, 12x and faster speeds work fine with all current backpack cd-rewriter models.

**I have inserted a disc into my backpack, but SpeedyCD and/or Backpack UDF do not acknowledge the presence of the disc.** SpeedyCD and Backpack UDF rely on Windows' AutoRun (Auto Insert Notification) feature to detect when a disc has been inserted or removed from the backpack. SpeedyCD can also be told to check for new discs by using CTRL-R or the F5 key. Backpack UDF has a similar option to Refresh within its command menu.

## Technical Support

### Troubleshooting Resources

Most questions about backpack and its operation are answered in this guide. If you are unable to find the answer to your problem in this guide:

- Make sure you have reviewed the User's Guides "*How to Make a CD with SpeedyCD*" and the "*Backpack UDF User's Guide*" both included with the installation CD
- Backpack software is being continually improved. Many problems are resolved simply by downloading and

- installing the latest revision of software.
- Detailed Support documents are available on the Micro Solutions Web site.
- Information concerning a wide variety of CD-R and CD-RW technology questions, including tutorial guides for first-time cd-rewriter users is available in Technical Support DOC # 2600 on Micro Solutions' Web site:

**Micro Solutions' Web site is located at: [www.micro-solutions.com](http://www.micro-solutions.com)**

**Micro Solutions Technical help by FAX**

You can have technical support information sent direct to your FAX machine.

Contact Micro Solutions' Automated Fax Response at 815.754.4600. Automated Fax Response is available 24-hours daily.

A complete catalog of faxes and information is available.

**NOTE:** If you are calling from outside the United States first enter the digits 011 when you are asked to enter your country code and FAX number.

Contact Micro Solutions' Automated Fax Response at 815.754.4600. Automated Fax Response is available 24-hours daily. A complete catalog of faxes and information is available. If you are calling from outside the United States enter the digits 011 before your country code and your FAX number.

If your problem remains unresolved, contact Micro Solutions Technical Support Department at 815.754.4500. Technical Support is available during normal business hours, Monday through Friday, Central Time. Before calling, be sure to have the following information ready:

- The version numbers of your backpack software.
- Your exact operating system (Windows 95, 98, Me, 2000, XP or NT4).
- The name and model of the computer, and the eight- or nine-digit serial number found on the bottom of your backpack drive.
- The exact wording of any error message(s) from the backpack software, Windows or any other application producing the error message. If possible, be at your computer with the software and hardware installed when calling.

Technical Support Phone: 815.754.4500  
Technical Support FAX: 815.756.4986  
Automated FAX Response: 815.754.4600  
Web site: <http://www.micro-solutions.com>

Micro Solutions, Inc.  
132 West Lincoln Highway  
DeKalb, IL 60115  
Order Phone: 815.756.3411  
Order FAX: 815.756.2928

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NOTE: The USB adapter, if included, is intended for use only with IBM compatible UL Listed personal computers.