



HP CD-Writer Music  
8270e

**user's guide**

# *HP CD-Writer Music User's Guide*



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## **Laser Safety**

This unit employs a laser. Do not remove the cover or attempt to service this device due to the possibility of eye damage.

### **CAUTION**

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous laser radiation exposure.

**Contains: Class 1 Laser Product**

**Innehåller: Klass 1 Laserapparat**

**Sisältää: Luokan 1 Laserlaite**

**Enhält: Klasse 1 Laser-Produkt**

DANGER: INVISIBLE LASER RADIATION WHEN OPEN. AVOID DIRECT EXPOSURE TO BEAM.

DANGER: RADIATIONS INVISIBLES DU LASER EN CAS D'OUVERTURE. EVITER TOUT EXPOSITION DIRECTE AU FAISCEAU.

VORSICHT: UNSICHTBARE LASERSTRAHLUNG, WENN ABDECKUNG GEÖFFNET. NICHT DEM STRAHL AUSSETZEN.

ADVARSEL: USYNLIG LASERSTRÅLING VED ÅBNING. UNDGÅ UDS/ETTELSE FOR STRÅLING.

ADVARSEL: USYNLIG LASERSTRÅLING NÅR DEKSEL ÅPNES. UNNGÅ EKSPONERING FOR STRÅLEN.

VARNING: OSYNLIG LASERSTRÅLNING NÄR DENNA DEL ÄR ÖPPNAD. STRÅLEN ÄR FARLIG.

VARO! NÄKYMÄTÖN AVATTAESSA OLET ALTTIINA LASERSÄTEILYLLE. ÄLÄ KATSO SÄTEESEN.

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## Contents of the Electronic User's Guide

Additional information is available in the electronic User's Guide. To view this online documentation click Start on the taskbar, point to Programs, HP CD-Writer Music, Information, and select User's Guide. You can view this information through your web browser.

The User's Guide provides information on the following topics:

- Making Music CDs
- CD Care
- Troubleshooting
- Product Specifications
- Warranty
- Regulatory Information
- How to Reach Us

# About USB Drives

## Device Performance

USB (Universal Serial Bus) devices such as your new HP CD Writer *Music* are so easy to disconnect and reconnect that you may want to use other devices of this type. The information below can help you maintain the CD-Writer's performance when other USB devices are connected to your computer.

Fast USB devices connected to your computer (such as the CD Writer *Music*, scanners, printers and speakers) work well as long as they are used one at a time. However, there is a drastic reduction in performance when two or more of these devices are used simultaneously.

Typically, slow USB devices connected to your computer (such as mice, keyboards, and joysticks) do not decrease the performance of other slow USB devices. They can, however, affect the performance of fast devices when a slow and a fast device are used simultaneously.

## Using the Right Cable

The USB cable shipped with the CD Writer *Music* is a high-quality cable. Do not replace it with other cables or use cable extenders. Using lower quality cables could adversely affect drive performance.

## Choosing a Hub

A hub allows you to connect multiple USB devices to your computer. To operate properly, the CD Writer *Music* requires a self-powered (also known as active) hub. This type of hub ensures that all the devices on the hub receive the necessary power.

## Reconnecting the Drive

Once you have installed the drivers for the CD Writer *Music* you can connect or disconnect the drive at any time. Windows will recognize the device and load the drivers. It is not necessary to restart Windows to reconnect your drive.

# *Solving Installation Problems*

If you need further assistance after reviewing this chapter, call the appropriate telephone number from the list beginning on page 7.

## Things to Try First

Try the following suggestions if the CD-Writer *Music* does not appear under Windows Explorer once you have completed the installation. If the problem persists, see the Troubleshooting section below.

- Make sure the computer is plugged in and that each device has power.
- Turn off the computer's power, wait 20 seconds, then turn it on again.
- Disconnect and then reconnect the CD-Writer *Music*'s power cable. This might fix a faulty connection.
- Disconnect and then reconnect the USB data cable.
- Run the HP CD-DVD Toolbox (only available in English) to get troubleshooting help. Click the Start button on your taskbar, select Programs, HP CD-Writer *Music*, and click HP CD-DVD Toolbox.

## Troubleshooting

Ejecting a Stuck CD.

You can eject a stuck CD even when your drive's power is off. Use this procedure only if the normal eject functions do not work!

- Straighten a standard paper clip.



- Insert one end of the straightened paper clip into the emergency eject pinhole on the front panel of the drive.
- Apply steady, gentle pressure until the drive door begins to open.
- Gently pull the drive door open and remove the CD.
- If you cannot open the tray, unplug the CD-Writer Plus' power cable, plug it in again, and repeat the steps above.

Make sure the CD-Writer *Music* is receiving power.

- Check that the CD-Writer *Music* has power by pressing the Eject button on the front of the drive to open and close the CD tray.
- If the drive is not receiving power, check that a power supply is plugged into the rear of the drive. Then make sure the power supply is connected to a wall outlet or power strip.
- Make sure the wall outlet or power strip you are using has power.

Check the USB data cable

- Unplug the USB data cable that goes from the CD-Writer *Music* to the computer at both ends and reconnect it.
- Check the USB data cable for any signs of physical damage.
- Replace the USB cable with the one provided with your drive if you are not already using it.
- If you have another USB data cable that you know is working, swap cables to make sure you do not have a bad cable.
- If you are using a USB hub, try connecting the CD-Writer *Music* directly to the USB connector on the computer instead of through the hub.

Make sure the USB port is enabled

- If the Add New Hardware Wizard did not appear when you connected the CD-Writer *Music* to the computer, your USB port may not be enabled. Right click My Computer, choose Properties, and select the Device Manager tab. Look for the Universal serial bus controller in the Device Manager.

If the Universal serial bus controller option does not appear, insert the driver diskette in the floppy drive, click Start on the taskbar, select Run, type A:\usbhelp, and click OK. If this program can not enable your USB port you can enable it from your computer's BIOS.

See your computer's manual for instructions or call your computer dealer.

Reinstall the drivers if necessary

You may need to reinstall the drivers if for any reason the driver installation was not completed. For example, if the Add New Hardware Wizard did not find the drivers or the Wizard was cancelled.

- Disconnect and reconnect the USB data cable from the back of the computer.

If the Add New Hardware Wizard appears on the screen, reinstall the drivers. Accept the recommended option that searches for the best driver, and then select the floppy drive as the location to search for the drivers. Make sure the Drivers diskette provided with the CD-Writer *Music* is in the floppy drive.

- If reconnecting the USB data cable has no effect, click Start on the taskbar, select Settings and then Control Panel. Double-click on Add New Hardware. If the HP USB CD-Writer *Music* is among the devices that Windows finds, select it and click Next. After clicking Finish on the following screen the HP USB CD-Writer *Music* Properties screen will appear. Click on Reinstall Driver. Accept the recommended option that searches for the best driver, and then select the floppy drive as the location to search for the drivers. Make sure the Drivers diskette provided with the CD-Writer *Music* is in the floppy drive.

Make sure you are using a self-powered hub

- If you are using a USB hub make sure it is of the self-powered type and that it is connected both to a power source and to the computer.

Make sure your computer meets the minimum system requirements

- Does your computer meet the minimum system requirements? (See Minimum System Requirements in the electronic User's Guide or on the box.)

Check the Readme file, the electronic User's Guide, and online information resources

- Check the Readme file that came with the CD-Writer *Music* drive. To view the Readme file, click the Start button on your taskbar, select

Programs, HP CD-Writer *Music*, Information, and select Readme.

- The electronic User's Guide contains additional troubleshooting information. To view the User's Guide click the Start button on your taskbar, select Programs, HP CD-Writer *Music*, Information, and select User's Guide.
- Visit the HP CD-Writer web site at <http://www.hpcdwriter.com> and click on Technical Support to get immediate access to a wealth of up-to-date information 24 hours a day, seven days a week.

# Customer Support

## Sonic Foundry Music Jukebox

Email ..... support@sonicfoundry.com

### U.S., Canada & Latin America

Direct Technical Support ..... (608) 256-5555  
8:00 AM - 7:00PM Central Time  
Monday through Friday

### Europe

European Center in Amsterdam .. +31 (20) 581-9868 (English)  
..... +31 (20) 581-9869 (Dutch)  
..... +31 (20) 581-9870 (French)  
..... +31 (20) 581-9871 (German)  
..... +31 (20) 581-9872 (Italian)  
..... +31 (20) 581-9873 (Spanish)  
..... +31 (20) 581-9874 (Portuguese)  
..... +31 (20) 581-9875 (Swedish)  
09:00 - 18:00 CET  
Monday through Friday

## Neato CD-Labeler

Email ..... none at this time  
Web ..... <http://www.neato.com>

### U.S. & Canada (English only)

Telephone ..... (203) 466-5215  
Fax ..... (203) 468-5010  
8:30AM-7:00PM Eastern Time  
Monday through Friday

Europe (English, French & German)

Telephone ..... (44) (011) 1895 638555  
Fax ..... (44) (011) 1895 639955  
9AM - 5:30PM GMT  
Monday through Friday

## HP Customer Care Online [www.hpcdwriter.com](http://www.hpcdwriter.com)

Visit the HP CD-Writer web site at <http://www.hpcdwriter.com> and click on Technical Support to get immediate access to a wealth of up-to-date information 24 hours a day, seven days a week. You will find troubleshooting documents, maintenance and efficiency tips, ideas for using your products and much more.

## Your Local Reseller

If you need help with your drive, your local reseller has the latest information regarding HP products and services and can provide support under HP's comprehensive menu of reseller services. If your reseller is not able to help, you can obtain support from HP directly. The list of telephone numbers begins on page 12.

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# HP Customer Care by Phone

## Phone Support During Warranty

During the warranty period telephone support is provided free of charge and only long-distance charges apply. The list of telephone numbers begins on page 12.

## After the Warranty

After the warranty period support is still available for a per-incident fee. The list of telephone numbers begins on page 12.

## Before You Call HP

- Check the troubleshooting tips provided in this Installation Supplement and the electronic User's Guide.
- If you received an error message, write it down before you call.
- Make sure you are at your computer and have your drive installed when you call.
- Gather the information in the table below.

The diagnostic utility provides most of the information. Click Start on the taskbar, then select Programs, HP CD-Writer *Music*, Utilities, and Diagnose. Select the drive and then click on the Drive Data tab. For help finding information not provided by the diagnostic utility, see page 10.

Information (Help on page 10)	For your computer
Drive series number	
Drive firmware version	
Drive serial number	

Information (Help on page 10)	For your computer
Computer brand and model	
Operating system and version?	Windows 98 Version Number:
Amount of memory installed	
Other CD-ROM or DVD-ROM drives? <i>yes/no</i> (If <i>yes</i> , list them)	
Sound card? <i>yes/no</i>	Type:
Other USB devices? <i>yes/no</i>	Type:
Passed Drive Self-Diagnostics test? <i>yes/no</i>	

## Where to Find This Information

### Drive series number

The drive's series number appears on the front of the CD-Writer *Music* drive. *Example: 7500 Series*

### Drive firmware version

Drive information, including firmware version, can be found by clicking on the Start menu on the taskbar, then selecting Programs, HP CD-Writer *Music*, Utilities, and Diagnose. Select the drive and then click on the Drive Data tab. The firmware version is listed in the FW Rev dialog box. *Example: Firmware: 1.0*

### Drive serial number

The CD-Writer drive serial number appears on the underside of the tray as well as on the main label on the back of the drive.

### Computer brand and model

The computer brand appears on the front of your computer and in the documentation that came with your computer. *Example: HP Pavilion 8490.*

### Operating system and amount of memory (RAM) installed

*In Windows 98*, from the Start menu on the taskbar, select Settings and then Control Panel. Double-click on System. Select the General tab. The version number appears below Microsoft Windows 98, and the amount of memory installed is displayed in the lower part of the screen. *Example: 4.10.1998 and 128.0 MB RAM.*

### Other CD-ROM or DVD-ROM drives

*In Windows 98*, from the Start menu on the taskbar, select Settings and then Control Panel. Double-click on System. Select the Device Manager tab. Double-click on CDROM. Write down the names of the devices that are displayed. *Example: Toshiba DVD-ROM SD-M1202.*

### Sound card

*In Windows 98*, from the Start menu on the taskbar, select Settings and then Control Panel. Double-click on System. Select the Device Manager tab. Double-click on Sound, video, and game controllers. Write down the names of the devices that are displayed. *Example: Sound Blaster.*

### Other USB devices

Make a list of any other USB devices that you are using with your computer. *Example: HP DeskJet 895C Series Printer*

### Drive Self-Diagnostics test

Click Start on the taskbar, then select Programs, HP CD-Writer *Music*, Utilities, and Diagnose. Select the drive and then click on the Tests tab. Select Drive Self-Diagnostics and click Perform Test.

The most recent diagnostic utility results are saved in C:/Program Files/CD-Writer Plus/Diagnose/Logs as DRIVELOG.TXT and TESTLOG.TXT.



## HP Customer Care

For telephone number updates:

<http://www.hp.com/cpso-support/guide/psd/cscinfo.html>

USA (Support available 24 hours a day, 7 days a week)

Literature and dealer referral. . . . . 970-635-1500

*During warranty period (Support is provided free of charge during warranty; your only cost is the long-distance charge.)*

HP Customer Care . . . . . 970-635-1500

*After warranty period (Charges begin only when you connect to a Customer Care representative. Prices are subject to change without notice.)*

HP Customer Care. . . . . 800-810-0130

(Per incident fee of \$25 US dollars charged to Visa, MasterCard or American Express)

U.S. only Customer Care. . . . . 900-555-1800

(\$2.50 per minute/maximum of \$25. You must be 18 years of age or have parental permission to call 900 numbers.)

Canada/Europe/Middle East/Africa/Latin America/Asia/Pacific

*Use the HP Customer Care numbers below during and after your warranty period. Support is provided free of charge during warranty; your only cost is the long-distance charge. A per-incident charge applies after the warranty period.*

Canada (M-F, 8:00-20:00 Eastern Time)

HP Customer Care in English and French 905-206-4663

Europe/Middle East/Africa (M-F, 8:30-18:00 Central European Time)

Austria . . . . . 0711 420 10 80

Belgium

- Dutch . . . . . 02 626 88 06

- French . . . . . 02 626 88 07

Czech Republic . . . . . 02 613 07 310

Denmark . . . . . 39 29 40 99

Finland . . . . . 02 03 47 288

France . . . . . 01 43 62 3434

Germany . . . . . 0180 52 58 143

Greece (M-F, CET + 1hr) . . . . . 01 689 6411

Hungary. . . . . 01 343 0310

Ireland . . . . . 01 662 55 25  
 Israel (M-F, CET + 1hr) . . . . . 09 952 4848  
 Italy . . . . . 02 2 641 0350  
 Netherlands . . . . . 020 606 87 51  
 Norway . . . . . 22 11 62 99  
 Poland (M-F, CET + 1hr) . . . . . 022 865 9999  
 Portugal . . . . . 01 318 00 65  
 Russia (M-F, CET + 2 hrs) . . . . . 095 797 3520  
 South Africa (M-F, CET + 1hr) . . . . . 011 8061030  
 Spain . . . . . 90 23 21 123  
 Sweden . . . . . 08 61 92 170  
 Switzerland (French/Italian/German) . . . . . 08 48 80 11 11  
 Turkey (M-F, CET + 1hr) . . . . . 0212 224 5925  
 United Kingdom . . . . . 0171 512 52 02  
 English language support for  
     other countries . . . . . +44 171 512 52 02

#### Latin America

Argentina (M-F, 8:30-19:30) . . . . . (54) (11) 47 78 83 80  
 Brazil (M-F, 8:00-19:00) . . . . . (55) (11) 829 6612  
 Chile (M-F, 8:30-18:30) . . . . . (56) (2) 800 360999  
 Mexico (M-F, 8:30-18:30) . . . . . (52) (5) 800 22 14700  
     . . . . . (52) (5) 800 90 52900  
 Venezuela (M-F, 9:00-18:00) . . . . . (58) (2) 207 8488

#### Asia/Pacific

Australia (M-F 9:00- 17:00 for  
     All Capital Cities) . . . . . (03) 8877 8000  
 China (M-F, 8:30-17:30) . . . . . Hotline (010) 6564 5959  
 Hong Kong (M-F, 9:00-17:00) . . . . . 800 967729  
 India (M-F, 9:30-17:30) . . . . . (91) 11 6826035  
 Indonesia (M-F, 9:00-17:00) . . . . . 350 3408  
 Korea (M-F, 9:00-18:00, Sat. 9:00-13:00) . (02) 3270 0700  
     . . . . . 080 999 0700 (toll free)  
 Malaysia (M-F, 9:00-17:00) . . . . . 295 2566  
 New Zealand (M-F, 9:00-17:00,  
     Auckland Time) . . . . . 0800 733 547  
 Philippines (M-F, 9:00-17:00) . . . . . 867 3551  
 Singapore (M-F, 9:00-17:00) . . . . . (65) 272 5300  
 Taiwan (M-F, 8:30-20:00) . . . . . (02) 2717 0055  
 Thailand (M-F, 9:00-17:00) . . . . . 661 3900  
 Vietnam (M-F, 9:00-17:00) . . . . . 823 4530

## Returning a Drive

If your Hewlett-Packard product requires repair or replacement, call the appropriate number from the list above to receive instructions.

## Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

<http://aubethermostatmanual.com>

Golf course search by state

<http://golfingnear.com>

Email search by domain

<http://emailbydomain.com>

Auto manuals search

<http://auto.somanuals.com>

TV manuals search

<http://tv.somanuals.com>