



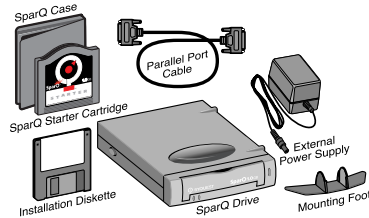
SyQuest SparQ 1.0 GB Parallel Port Installation Guide

Please note, this information is also provided with your SparQ Parallel Port drive. To zoom-in on the documents, please use the Adobe magnification button on the toolbar.

Contents

- [Installation Poster for the SparQ Parallel Port Drive](#)
- [Additional Troubleshooting](#)
- [Frequently Asked Questions for Windows 95 \(including how to contact SyQuest for additional help\)](#)

SparQ 1.0 GB Setting Up



1. Prepare to connect your SparQ parallel port drive.

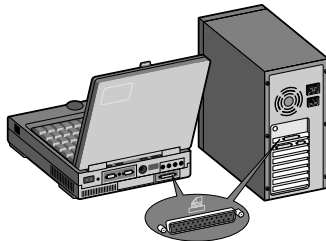
Unpack your SparQ drive and accessories, and turn OFF your PC and attached devices.

WARNING! Always turn OFF power to protect yourself from injury and your equipment from damage.

Note: Your external power supply may look different from the one pictured above.

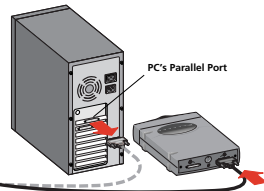
2. Find the parallel port on your PC.

The parallel port uses a 25-pin connector, may be positioned either vertically or horizontally, and is often labeled with the word "printer" or a printer symbol.



3. If you have a printer, disconnect the printer's cable from your PC's parallel port, and connect it to the SparQ port labeled "TO PRINTER."

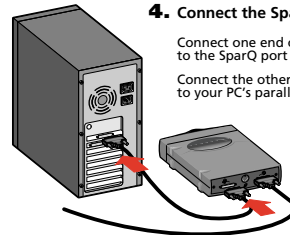
The printer will function as usual, receiving commands from your PC through its connection to your SparQ drive.



4. Connect the SparQ drive to your PC.

Connect one end of the provided parallel port cable to the SparQ port labeled "TO COMPUTER."

Connect the other end of the cable to your PC's parallel port.

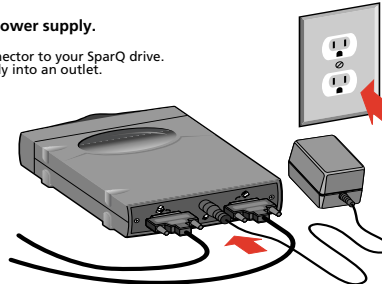


5. Connect the external power supply.

First attach the round connector to your SparQ drive. Then plug the power supply into an outlet.

Note: Your external power supply may look different from the one pictured.

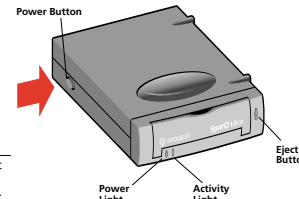
Note: If you want to stand your SparQ drive on its side, attach the provided mounting foot.



6. Turn ON both your PC and your SparQ drive.

Your SparQ's power light (see illustration) will glow solid green, indicating that the SparQ power connections are OK.

Problem? If your SparQ's power light does not glow solid green, refer to Problem 2 under "Troubleshooting" on the back of this poster.



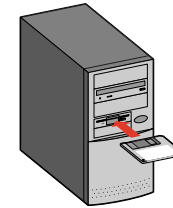
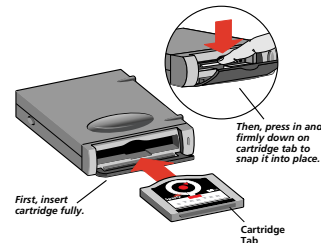
7. Insert the SparQ Starter Cartridge into your SparQ drive.

Slide the cartridge all the way into your SparQ drive. Push in and then firmly press down on the cartridge tab until the cartridge snaps into place.

Your SparQ's activity light will flicker green while the cartridge is spinning up. Then the activity light will glow solid green within 30 seconds, indicating that your SparQ drive is ready.

Note: It is part of your SparQ drive's normal operation to perform periodic housekeeping activities that cause clicking or other sounds. These sounds do not indicate any problem with the drive.

Problem? If your SparQ's activity light does not glow solid green within 30 seconds, refer to Problem 3 under "Troubleshooting" on the back of this poster.



8. With Windows running, insert the Installation Diskette into your PC's floppy disk drive.

The installation of SyQuest software requires the presence of the Installation Diskette in the PC's floppy disk drive as well as the SparQ Starter Cartridge in the SparQ drive.

9. Follow the installation steps described below that apply to your Windows platform.

Windows 95

- From the Start menu, choose Settings, Control Panel.
- Double-click Add/Remove Programs.
- Click Install, Next, then click Finish.

- Follow the instructions in the Installation Wizard window.

- Recommended: Install the SyQuest Utilities now (see below). You can use them to format and partition cartridges, duplicate cartridges, and perform easy backups of your PC hard drive.

Then install the additional SyQuest software.

- Make sure Windows is running and the SyQuest Installation Diskette is reinserted in the PC's floppy disk drive.

- From the Start menu, choose Settings, Control Panel.

- Double-click Add/Remove Programs.

- Click Install, Next, then click Finish.

- Follow the instructions in the Installation Wizard window.
- When installation is complete, click any of the options on the screen shown below to explore further, or you may exit and start using your SparQ drive.

Congratulations! Your SparQ drive is ready to use.

More SparQ Offerings!

Windows 95 and Windows NT 4.0: When the installation is complete the following screen appears. Use it to try bonus software and explore other great options!



Take Your SparQ Drive on the Road!

Check our web site for information about how to easily and temporarily install your SparQ drive on any Windows 3.1 or Windows 95 PC with our VISIT or VISIT95 programs (provided on your SyQuest Installation Diskette).

Troubleshooting

PROBLEM 1

Your SparQ drive sometimes makes clicking or other sounds when the drive is not being accessed.

SOLUTION

This is a normal part of the SparQ drive operation. The drive periodically performs routine housekeeping activities that insure its proper overall operation.

PROBLEM 2

Your SparQ drive's power light does not glow solid green when you supply power.

SOLUTION

1. Turn off your SparQ drive and your PC.
2. Check your power connections.

- Make sure that your power outlet has power (try plugging in a lamp and turning it on).
- Make sure that the power supply connectors are securely attached (the round end at the SparQ drive and the plug end at the outlet).

3. Turn on your SparQ drive and your PC.

Make sure that your SparQ drive's (green) power button is pushed in to the ON position.

- If the power light glows steady green, return to step 7 of the setup procedure.
- If the power light does not glow steady green, then you may need to replace your SparQ drive or external power supply. Please contact SyQuest Technical Assistance.

PROBLEM 3

Your SparQ drive's activity light does not glow solid green within 30 seconds after you insert the cartridge with the power on.

SOLUTION

1. Press your SparQ drive's eject button to eject the cartridge.

Note: If your SparQ cartridge does not eject, use the eject procedure described under Problem 6.

2. Reinsert your SparQ cartridge.

- Make sure that you are using a SparQ Cartridge, and not a Sylet or other SyQuest cartridge.
- Make sure that you have pulled the cartridge more than halfway out before you reinsert it.

- Make sure that you slide the cartridge all the way into your SparQ drive. Push in and then firmly press down on the cartridge tab until the cartridge snaps into place.

3. Check your SparQ drive's activity light.

- If the activity light glows solid green within 30 seconds, go to step 8 of "Setting Up."
- If the activity light does not glow solid green within 30 seconds, eject the cartridge and continue the procedure at step 4.

4. Turn off your SparQ drive and your PC.

5. Check your cable connections.

- Verify that the provided parallel port cable is connected firmly to the SparQ drive's "TO COMPUTER" port and to your PC's parallel port (and not to a 25-pin SCSI port). Parallel ports are often labeled with the word "printer" or a printer symbol.

- Make sure that the only device attached to your SparQ drive's "TO PRINTER" port is a parallel printer. It is also OK if you have no printer attached to the SparQ drive.

6. Turn on your SparQ drive and your PC.

- Insert a SparQ cartridge (see step 2 of this procedure.)

7. Check your SparQ drive's activity light.

- If the activity light glows solid green within 30 seconds, go to step 8 of "Setting Up."
- If the activity light does not glow solid green within 30 seconds, continue this procedure at step 8.

8. Eject the cartridge and turn off your SparQ drive.

9. Disconnect your SparQ drive's parallel port cable from your PC, but leave the drive's power connections in place.

10. Turn on your SparQ drive and reinsert the cartridge.

- If the activity light glows solid green within 30 seconds, then your PC's parallel port may need repair or your parallel port cable may need to be replaced.
- If the activity light does not glow solid green within 30 seconds, then you may need to replace your SparQ drive or cartridge. Please contact SyQuest Technical Assistance.

PROBLEM 4

Windows 95 Only After the software installation is complete, you do not see a Removable Disk icon and drive letter for your SparQ drive when you double-click My Computer.

SOLUTION

1. Check your connections and make sure your SparQ drive is ready.

- Check all of your SparQ drive connections.
- Check that the cartridge is fully inserted in your SparQ drive and that it snaps into place. (See procedure at Problem 3, step 2.)
- Check that your SparQ's activity light is glowing solid green.

2. Run the SyQuest VISIT program.

- a. Restart your PC.
Close all programs, click Start, select "Restart the computer?", click Yes.
- b. Observe the startup sequence on screen. When the message "Starting Windows 95" appears, quickly press F8.
- c. Select "Safe Mode Command Prompt Only" from the menu.
- d. Insert the Installation Diskette and run the program VISIT.EXE (not VISIT95.EXE).
 - If the VISIT program runs successfully, go to step 5 of this procedure.
 - If the VISIT program fails (with an error) to initialize the port adapter, continue to step 3.

3. Check your parallel port mode setting.

- a. Shut down and restart your PC.
- b. Start your PC's Setup utility.

Check your PC's documentation or support facilities for specifics for your system. Typically, early in the startup "boot" sequence, you can press a specific key to invoke the setup utility.

- c. Check that your parallel port is set to EPP, ECP, SPP, Standard, or an equivalent.
 - If your parallel port setting is one of these, start Windows and go to step 6 of this procedure.
 - If you need to change your parallel port setting, continue to step 4 of this procedure.

4. Change your parallel port mode setting.

- a. Set your parallel port to EPP and save the setting.
- b. Restart your PC and run the VISIT program as described in step 2 of this procedure.
 - If the VISIT program runs successfully, continue to step 5 of this procedure.
 - If the VISIT program fails (with an error) to initialize the port adapter, continue to step 4c.

- c. Repeat steps 4a and 4b with each of the settings (ECP, SPP, Standard, or an equivalent) until the VISIT program runs successfully. Then continue to step 5 of this procedure. If the VISIT program still fails (with an error) to initialize the port adapter, contact SyQuest Technical Assistance.

5. Find out if you have solved the problem.

- a. Once the VISIT program runs successfully, restart your PC and make sure Windows is running.
- b. Double-click My Computer to see if you now have a Removable Disk icon and drive letter for your SparQ drive.
 - If so, try writing to and reading any file to make sure your SparQ drive is operating properly.
 - If you still have no Remove Disk icon, continue this procedure at step 6.

6. Check for Interrupt Request (IRQ) conflicts.

- a. Click Start and select Settings, Control Panel, and System. Click the Device Manager tab, and click SCSI controllers.

If your SyQuest Parallel Port device is listed with an error mark (a yellow "!" or red "X"), then you have an IRQ conflict. Continue this procedure at step 7.

- b. Double-click SyQuest Parallel Port Device.

- c. Under the General tab, check the Device Status box.

- If it indicates that you have an IRQ conflict, go to step 7 of this procedure.
- If it indicates that the device is working properly, you do not have an IRQ conflict. Go to "Advanced Troubleshooting for Problem 4," or contact SyQuest Technical Assistance.

7. Identify the IRQ conflict.

- a. Go back to Device Manager and double-click Computer.
- b. View the resources for Setting 05 and 07.

- If one of these settings shows printer port LPT1 and it has an error mark (a yellow "!" or red "X"), this is the IRQ conflict.
- If one of these settings does not show LPT1, then look for another device such as a sound card or network adapter that may be assigned the LPT IRQ.

8. Reassign the IRQ of any conflicting device to an unused setting other than IRQ 05 or 07.

Refer to your PC's documentation or contact the appropriate technical support, if necessary, to find out how to reassign IRQs on your PC.

9. Restart your PC and reinstall the SyQuest software.

Double-click My Computer to see if there is a Removable Disk icon and drive letter for your SparQ drive.

- If you find the icon and drive letter for your SparQ drive, your drive is ready to use.
- If you do not find the icon and drive letter for your SparQ drive, then continue "Advanced Troubleshooting for Problem 4," or contact SyQuest Technical Assistance.

Advanced Troubleshooting for Problem 4

Note: This section is for experienced users only.

1. Check that both Virtual Memory and File System are in 32-bit mode.

- a. Click Start and select Settings, Control Panel, and System. Click the Performance tab.

If either Virtual Memory or File System is in DOS Compatibility Mode, you need to correct this error before Windows 95 can recognize your SparQ drive.

- b. Look for SyQuest DOS driver entries in CONFIG.SYS or AUTOEXEC.BAT. Also look for the entry SQ_IDE32.386 in the [386Enh] section of SYSTEM.INI.

Click Start and select Run. In the Run window, type "sysedit:" and press Enter to bring up the system editor. The system editor shows the relevant files.

- If you find SyQuest DOS driver entries in CONFIG.SYS or AUTOEXEC.BAT, comment out the lines by typing REM (followed by a space) at the beginning of those lines.
- If you find the entry SQ_IDE32.386 in SYSTEM.INI, delete the line.
- If these files do not include SyQuest DOS driver entries, refer to your Windows 95 documentation to resolve the error.

- c. Restart your PC and reinstall your SyQuest software.

- d. Double-click My Computer to see if there is a Removable Disk icon and drive letter for your SparQ drive.

- If you find the icon and drive letter for your SparQ drive, your drive is ready to use.
- If you do not find the icon and drive letter for your drive, continue to step 2 of this procedure.

2. Check for any conflicting Terminate Stay Resident (TSR) programs and drivers that may be loaded in Windows 95.

- a. Click Start and select Run. In the Run window, type "explorer:" and click OK to bring up the Exploring window.
- b. From the Explorer's Tools menu, select Find, then select Files or Folders to bring up the Find: All Files window.
- c. Search for the drivers of any removable disk devices that you are no longer using. Rename any such files to filename.BAK.
- d. Search for the tape backup drivers DRVWPPQT.VXD and PARASCAN.VXD. If you find either of these drivers, rename the file to DRVWPPQT.BAK or PARASCAN.BAK, as appropriate.

- e. Restart your PC and reinstall your SyQuest software.

- f. Double-click My Computer to see if there is a Removable Disk icon and drive letter for your SparQ drive.

- If you find the icon and drive letter for your SparQ drive, your drive is ready to use.
- If you do not find the icon and drive letter for your drive, contact SyQuest Technical Assistance.

PROBLEM 5

The cartridge does not eject from the SparQ drive when you press the eject button on the front of the drive. Your SparQ drive appears in My Computer as a removable drive with a drive letter assigned.

SOLUTION

1. Check for cartridge eject safeguards and perform the action appropriate for your operating system.

Windows 3.1, Windows 95, and Windows NT 4.0 each handle cartridge ejection differently. In general, if your cartridge does not eject when you push the eject button, it is because the operating system has locked the cartridge to protect your data. The operating system stores the request to eject and executes it when it is safe to do so. No message is provided by Windows during this pending-request period.

Windows 3.1—SyQuest Utilities provide a Lock and Unlock function for the SparQ drive. You can 1) check the lock status, or 2) change the lock status by clicking the Lock or Unlock buttons. Lock and Unlock actions change Windows 3.1 status and can either prevent or allow a cartridge-eject using the SparQ eject button.

Windows 95 and Windows NT 4.0 in Administrator mode—You can make an eject request by right-clicking the Removable Disk icon in My Computer. This is functionally the same as pushing the eject button on the front of your SparQ drive.

Windows NT 4.0 in User mode—Right-clicking the Removable Disk icon in My Computer does not work as it does in Administrator mode. An error message is presented by Windows NT 4.0.

2. All Environments—Wait at least 30 seconds to allow cartridge to eject.

If your cartridge does not eject after using either the eject button or the Windows Eject command, and at least 30 seconds have elapsed, there may be a problem with your drive. You can eject the cartridge using the procedure in Problem 6 (below). Contact SyQuest Technical Support for additional help.

Note: In Windows 3.1, ensure that the drive is unlocked using the Unlock utility before pressing the SparQ cartridge eject button.

PROBLEM 6

You want to remove the cartridge from your SparQ drive without power to the drive.

SOLUTION

Be sure there is no power to the drive. Wait 45 seconds after the power has been removed. Open the SparQ drive door and gently lift up on the cartridge tab, then pull the cartridge out of the drive.

WARNING! Never manually remove a cartridge as described here while power is on. Damage may result to both drive and cartridge, and you will void your warranty.

You can find helpful technical bulletins on SyQuest's web site at www.syquest.com.

Getting Help

SyQuest® Technology is located at 47071 Bayside Parkway, Fremont, CA 94538-6517 SyQuest's main phone number is 510-226-4000. This number is staffed during business hours and has a 24-hour automated system to help direct your calls. You may also contact Sales and Technical Assistance at the phone numbers and online addresses listed below:	
Sales	Technical Assistance
U.S.A. Voice: 1-(510) 226-4000 Email: sales@syquest.com	FTP: ftp://ftp.syquest.com World Wide Web: http://www.syquest.com U.S.A. and Canada Voice: 1-510-226-5400 Email: support@syquest.com Fax: 1-510-226-4110 BBS: 1-510-656-0473 FaxBack System: 1-510-226-4120 Germany Email: support.de@syquest.com United Kingdom Email: support.uk@syquest.com
Note: Visit SyQuest's web page at www.syquest.com to get current phone numbers for worldwide technical assistance.	



ADDITIONAL SparQ PARALLEL PORT TROUBLESHOOTING

On some computer systems, certain combinations of hardware and software may create incompatibility between your computer and the proper installation of your SparQ drive. These situations are infrequent but do occur, so we have included some additional steps that are not included on your installation poster.

PROBLEM: In Windows 3.1 or DOS, the computer idles during the SparQ installation or when first accessing your drive. (This may occur if your computer does not fully support the high-performance parallel port mode used by the SparQ drive.)

SOLUTION: Use the SparQ installation diskette to perform a manual installation of the SyQuest DOS utilities and drivers.

- Exit Windows.
- Insert the SparQ installation diskette into the floppy drive.
- Type "A:" (or the drive letter of your floppy drive) and press the Enter key.
- At the A:/> prompt, type: CD \DOS (don't forget the space.)
- At the next prompt, type COPYUTIL
- Follow the instructions on the screen. Note the reference on this screen to the FIXFILES program for important information.

Restart the computer, then complete the following steps to add the Windows 3.1 utility software.

- Exit Windows.
- Type "X:" (where "X" is the drive letter of your SparQ drive) and press the Enter key.
- At the prompt, type: CD \SYQINST\DOS\IEPP (don't forget the space.)
- At the prompt, type: SETUP
- Follow the instructions on the screen.

PROBLEM: In Windows 3.1 or DOS, a message appears during the SparQ installation, indicating there is not enough memory to complete the installation successfully.

SOLUTION: Use the SparQ installation diskette to perform a manual installation of the SyQuest drivers and utility software.

- Insert the installation diskette into the floppy drive.
- Type "A:" (or the drive letter of your floppy drive) and press the Enter key.
- At the A:/> prompt, type: CD \DOS (don't forget the space.)
- At the next prompt, type COPYUTIL
- Follow the instructions on the screen. Note the reference on this screen to the FIXFILES for important information.

Restart the computer, then complete the following steps to also add the Windows 3.1 utility software.

- Exit Windows.
- Type "X:" (where "X" is the drive letter of your SparQ drive) and press the Enter key.
- At the prompt, type: CD \SYQINST\DOS\IEPP (don't forget the space.)
- At the prompt, type: SETUP
- Follow the instructions on the screen.



FREQUENTLY ASKED SparQ QUESTIONS FOR WINDOWS 95

Q. CAN I USE MY SparQ DRIVE WITHOUT RUNNING “SETUP YOUR SparQ” TO ADD SYQUEST UTILITIES?

A. Yes, the drive can be accessed through the “My Computer” icon on the desktop screen; however, we highly recommend you install SyQuest Utilities to have access to the useful functions.

Q. WHAT IF I WANT TO ADD THE SYQUEST UTILITIES OR BONUS SOFTWARE AT A LATER DATE?

A. Double-click on the “SparQ Master Setup” icon on the desktop screen. Ensure that the SparQ Starter cartridge is in the drive. Click on “Setup your SparQ,” and SyQuest Utilities will begin to install. After installation, a SyQuest Utility icon will appear on the desktop. Double-click on this icon when you are ready to use the utilities.

Q. NOW THAT I HAVE COMPLETED INSTALLATION, HOW DO I ACCESS MY SparQ DRIVE?

A. Double-click on the “My Computer” icon, then double-click on the “Removable Disk” icon. You can also double-click on “SparQ Master Setup,” then click on “Explore Your SparQ.” (Ensure that a SparQ cartridge is in the drive.) This will launch Windows Explorer and display the contents of your SparQ cartridge.

Q. SOME OF MY DRIVE LETTERS WERE CHANGED. IS THIS OKAY?

A. In most cases, this will not impact the operation of your system. This is a function of Microsoft Windows®. Please refer to your Windows documentation for information or the SyQuest website for information on changing the drive letter assignment.

Q. WHAT OTHER OPTIONS ARE AVAILABLE ON THE SparQ MASTER SETUP SCREEN?

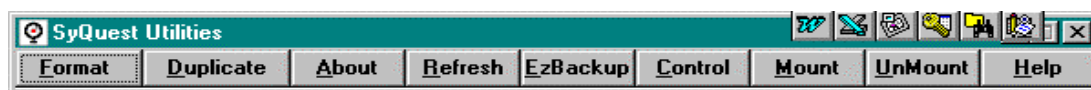
- **EXPLORE YOUR SparQ.** Click to see your new SparQ drive and the contents of your new SparQ Starter cartridge. This will launch Windows Explorer. The SparQ will be identified as “Removable Disk.”
- **BONUS SOFTWARE.** Click on “Bonus Software” to see what’s included on the SparQ Starter cartridge. By clicking on any of the pictures, you can get more information about the software and then choose to automatically install it.

Q. WHAT IF I HAVE MORE QUESTIONS ABOUT THE BONUS SOFTWARE?

A. You can refer to the Software Guide that was included with your SparQ drive for more information. Please contact the software manufacturers for assistance. Their website addresses have also been included.

Q. WHERE CAN I FIND SYQUEST UTILITIES?

A. Double-click on the “SyQuest Utility” icon on the desktop screen. You will see a toolbar at the top of your screen (shown below). SyQuest Utilities allow you to perform useful tasks with your SparQ drive and cartridge. Additional help is available by selecting the Help function.



Format formats or erases the entire SyQuest cartridge. Also, allows you to also partition the cartridge for more flexibility.

Duplicate allows you to copy one entire SyQuest cartridge to another. Choose the source drive letter and the destination drive letter.

Refresh launches the Windows 95 SCANDISK program to scan the drive for errors.

Control offers additional options for controlling the SyQuest drive and cartridges. Includes (1) Cartridge Write Protect, (2) Cartridge Write Verify, (3) Refresh Drive/Cartridge Status and (4) Head Clean.



FREQUENTLY ASKED SparQ QUESTIONS FOR WINDOWS 95

PAGE 2

EzBackup is a helpful SyQuest backup utility; however, for more enhanced backup capabilities, we recommend using NovaStor NovaDisk SE, included with your Bonus Software. Click on SparQ Master Setup from the desktop screen to access all bonus software.

Q. HOW DO I INSTALL AND USE THE NOVASTOR NOVADISK SE BACKUP UTILITY?

- A. Double-click on the "SparQ Master Setup" icon on the desktop. Click on "Bonus Software" and then click on the NovaDisk picture to install. When you are ready to use NovaDisk, go to "Programs" from the Start Menu and choose "NovaDisk SE for Windows 95" then choose "NovaDisk SE." For step-by-step instructions, see the Help menu.

VISIT 95 PROGRAM

Q. CAN I QUICKLY ATTACH MY SparQ DRIVE TO ANOTHER COMPUTER WITHOUT INSTALLING THE DRIVER AND SOFTWARE?

- A. Yes! SyQuest includes a utility, VISIT95.exe, on the installation diskette included with your SparQ drive. First, power off the system you are attaching to and connect the parallel port cable to the computer's printer port. Power on both the drive and the computer and wait for Windows 95 to appear. From the Start menu, choose "Run..." Insert the diskette and type "VISIT95.exe" in the "Open" field. Within approximately 30 seconds, you can access your SparQ drive through the "My Computer" icon as noted above. Please note, the VISIT 95 program is also compatible with the Windows 3.1 operating system!

CONTACTING SYQUEST

If you continue to have problems, please contact SyQuest Technical Support by telephone or email.

U.S. and Canada	(510) 226 5400 support@syquest.com
Northern Europe	(44) 7000 7978378 support.uk@syquest.com
Central Europe	support.de@syquest.com
Southern Europe	support.fr@syquest.com
Asia Pacific	(65) 294 8484 syquest@singnet.com.sg
Japan	(0120) 088 319 4