Reference Guide
External MultiBay

Document Part Number: 323073-001

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This guide provides information on installing and operating the External MultiBay with your computer, as well as tips on solving common problems.

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Getting Started

Identifying Front and Right Side Components

Front and Right Side Components

	Component	Description
❶	MultiBay (shown with drive installed)	Accepts MultiBay drives.
❷	Eject lever	Ejects a drive from the MultiBay.
❸	Security cable slot	Secures the External MultiBay to a stationary object when a security cable lock is attached.

Identifying Rear Components
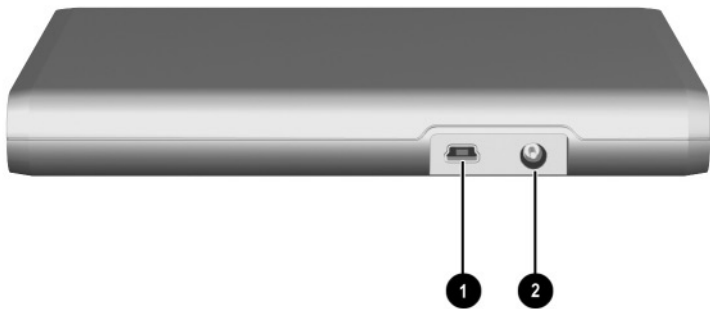
Rear Components

	Component	Description
❶	USB Connector	Connects the External MultiBay to the computer using a standard or External MultiBay-Powered USB cable.
❷	Power connector	Supplies power to the External MultiBay when a power cable is attached.

Getting More Information

■ The *Documentation Library* CD included with your computer contains comprehensive information about your computer as well as governmental agency and safety information about the use of your computer.

■ The CD included with the External MultiBay contains governmental agency and safety information about the use of the External MultiBay.

■ The HP Web site (http://www.hp.com) provides product news and software updates.

⚠ **WARNING:** Misuse of your personal computer or failure to establish a safe and comfortable workstation may result in discomfort or serious injury. Refer to the *Documentation Library* CD for information on choosing a workspace and creating a safe and comfortable work environment.

2

Connecting and Disconnecting

Connecting the External MultiBay

To connect the External MultiBay to your computer, perform one of the following procedures.

Using the Standard USB Cable

If your computer is equipped with a standard USB connector, use the standard USB cable (included) to connect the External MultiBay.

1. Connect one end of the standard USB cable ❶ to the USB connector on the External MultiBay.

2. Connect the other end ❷ to a USB connector on the computer.
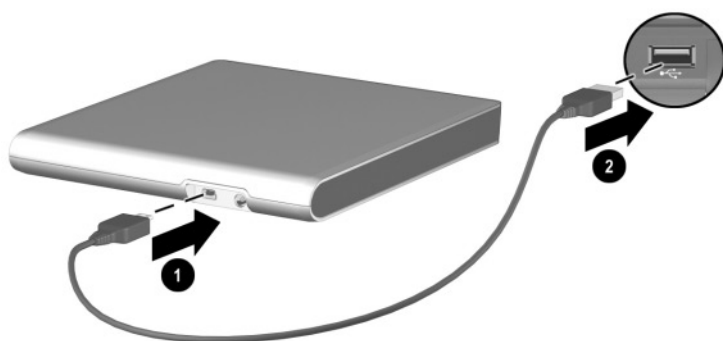
3. Proceed to "Connecting to AC Power" later in this chapter.

Using the External MultiBay-Powered USB Cable

If your computer is equipped with an External MultiBay connector, use the External MultiBay-Powered USB cable (included) to connect the External MultiBay.

1. Connect the single-connector end of the External MultiBay-Powered USB cable ❶ to the External MultiBay connector on the computer. Be sure the connector pin is inserted completely in the pin slot.

2. Connect the USB connector on the other end of the cable ❷ to the USB connector on the External Multibay.

3. Connect the 5-volt plug ❸ to the power connector on the External Multibay.
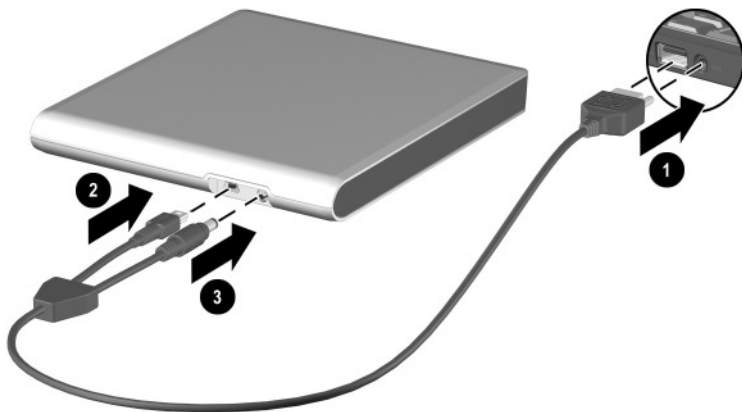
Connecting to AC Power

⚠ **WARNING:** To reduce the risk of personal injury, electric shock, fire, or damage to your equipment:

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the equipment into a grounded (earthed) electrical outlet that is easily accessible at all times.
- Disconnect power from the equipment by unplugging the power cord from the electrical outlet.
- Do not place anything on power cords or cables. Arrange them so that no one can accidentally step on or trip over them.
- Do not pull on a cord or cable. When unplugging a cord from the electrical outlet, grasp the cord by the plug.

⚠ **WARNING:** To reduce the risk of electric shock, fire, or damage to the equipment, do not attempt to operate the computer and External MultiBay with a voltage converter kit sold for appliances. Use only the AC Adapter included in this kit.

If you are connecting the External MultiBay to your computer using the standard USB cable, you must also connect the MultiBay to AC power. If you are using the External MultiBay-Powered USB cable, connecting to AC power is not necessary.

Electrical outlets vary by country. Depending on the country you are in, a prong adapter may be required. To connect the External MultiBay to AC power, perform one of the following procedures.

With a Prong Adapter

1. Plug the AC Adapter cable ❶ into the power connector on the back of the External MultiBay.

✎ The connector on the AC Adapter cable may vary slightly.

2. Select the correct prong adapter from the assortment included with the External MultiBay and connect it ❷ to the AC Adapter.

3. Plug the prong adapter ❸ into an electrical outlet.
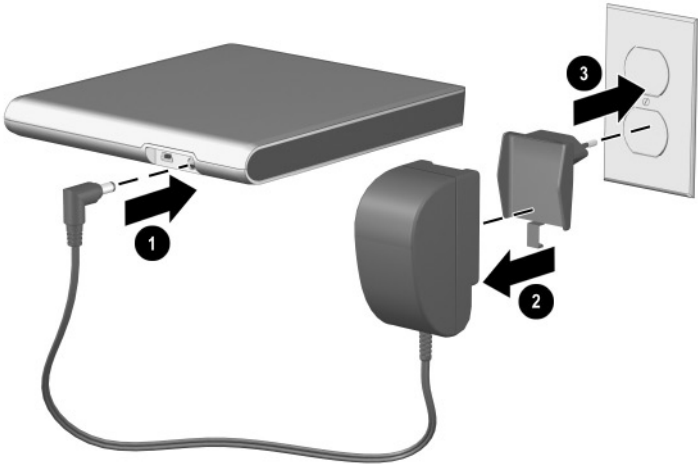
Without a Prong Adapter

1. Plug one end of the AC Adapter cable ❶ into the power connector on the back of the External MultiBay.

✎ The connector on the AC Adapter cable may vary slightly.

2. Plug the other end of the AC Adapter cable ❷ into an electrical outlet.
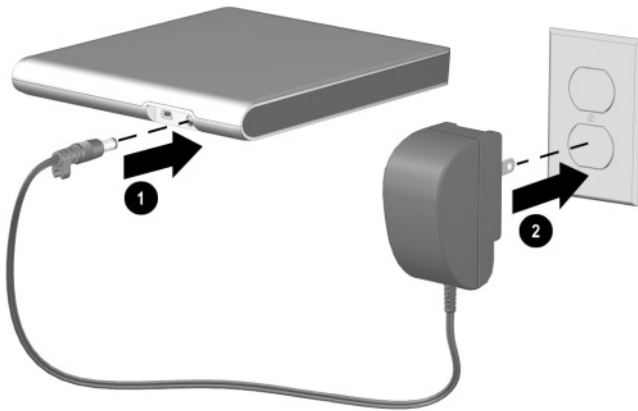
Disconnecting the External MultiBay

⚠ **CAUTION:** To prevent a possible loss of data, save all files and close all applications before you disconnect the External MultiBay from the computer.

To disconnect the External MultiBay from the computer:

1. If you are connected to AC power, unplug the power cable from the electrical outlet, then unplug the AC Adapter cable from the External MultiBay.

2. Unplug the USB cable from the computer.

3

Using the External MultiBay

Turning the System On and Off

When the computer and External MultiBay are connected, turn the system on and off using the power button on the computer.

Following Operating Guidelines

- **Drives**—the External MultiBay supports the following drives:
  - ❏ Diskette drive (with device drivers installed on the computer)
  - ❏ Optical drive (CD, CD-RW, DVD)
  - ❏ LS-120 drive
  - ❏ Hard drive
  - ❏ DVD/CD-RW Combo drive

■ **Operating Systems**—the External MultiBay supports Windows 2000 and Windows XP. When using Windows 2000, observe the following guidelines:

❏ To properly remove a drive from the MultiBay, first stop the drive using the "unplug or eject hardware" feature in the operating system, then remove the drive.

❏ A CD-RW drive can be inserted while the system is on. However, you must restart the system to enable CD-RW write capability.

❏ To hear an audio CD, the hardware settings for digital audio playback must be enabled. From the Windows Device Manager, select the icon for the External MultiBay optical drive. In the Properties box, check "Enable digital CD audio for this CD-ROM device."

■ **USB**—the External MultiBay works with computers that support USB 1.1 or 2.0. Computers with USB 1.1 will transfer data at USB 1.1 speeds and may experience reduced performance of some MultiBay devices. For optimal performance, use the External MultiBay with a USB 2.0 computer.

Using MultiBay Drives

Inserting a Drive

⚠ **CAUTION:** Static electricity can damage electronic components. To avoid damage, make sure you are grounded (discharged of static electricity) by briefly touching a grounded, unpainted metal object or surface before beginning these procedures.

To insert a drive:

1. Prepare the drive for installation according to the instructions included with the drive.

2. Push the drive into the MultiBay until it clicks into place.

Removing a Drive

⚠ **CAUTION:** Do not replace a MultiBay drive with another type of drive while the computer is in Standby or Hibernation. Changing drives during Standby or Hibernation can result in system errors or data loss.

⚠ **CAUTION:** To avoid file and data corruption, a drive in which writable media (such as a diskette or a CD) is installed should not be removed from the External MultiBay while drive activity is occurring.

To remove a drive:

1. Ensure that all drive activity has stopped.

2. Pull the eject lever ❶ out from the MultiBay until the drive is released.

⚠ **WARNING:** If a security cable lock is in use, you must undo the lock before you can pull the eject lever. Attempting to eject a drive while the security lock is in use can damage the External MultiBay. See "Using a Security Cable Lock" later in this chapter for more information.

3. Pull the drive ❷ from the MultiBay.

Using a Diskette Drive

You may need to install a device driver for the diskette drive to work properly. To determine if a device driver is needed, follow these steps:

1. After connecting the External MultiBay to the computer, insert the diskette drive into the MultiBay.

2. The *New Hardware Wizard* appears on the screen. Do one of the following:

   ❏ If the computer already has the device driver, you are prompted to complete the installation. Follow the instructions until installation is complete.

   ❏ If the computer does not have the device driver, the *New Hardware Wizard* requests it. Leave the *New Hardware Wizard* on the screen and install the driver using one of the following processes.

Installing the Device Driver Using the Optical Drive on Your Computer

If your computer is equipped with an optical drive, follow these steps to install the driver on your computer:

1. Insert the *Documentation Library* CD, included with the External MultiBay, into the optical drive on your computer.

2. In the *New Hardware Wizard* dialog box, do one of the following:

   ❏ **Windows 2000**—Select the option to search for a suitable driver, then click **Next.** Select the option to search the CD-ROM drive, then click **Next.**

   ❏ **Windows XP**—Select the option to install from a list of specific locations, then click **Next.** Select the option to search the CD-ROM drive, then click **Next.**

3. The wizard should locate the driver on the CD. If the driver is not found, point the wizard to the *Floppy_Driver* folder on the CD.

4. Once the driver is located, follow the on-screen instructions to complete the installation process.

Installing the Device Driver Using the External MultiBay

If your computer is not equipped with an optical drive, follow these steps to install the driver on your computer.

1. Eject the diskette drive from the MultiBay, then insert an optical drive.

2. Insert the *Documentation Library* CD, included with the External MultiBay, into the optical drive.

3. Locate the *Floppy_Driver* folder on the CD and copy the folder to your hard drive.

4. Shut down the computer. then remove the optical drive from the MultiBay.

5. Restart the computer, then insert the diskette drive into the MultiBay.

6. When the *New Hardware Wizard* appears, specify the location of the driver file in the *Floppy_Driver* folder on your hard drive.

7. Follow the on-screen instructions to complete the installation process.

Using a Security Cable Lock

To help protect your External MultiBay and its contents, use a security cable lock (purchased separately).

To attach the security cable lock:

1. Loop the cable around a stationary object (such as a desk), then insert the lock into the security cable slot ❶ on the External MultiBay.

2. Insert the key ❷ into the lock and turn the key to secure the device.
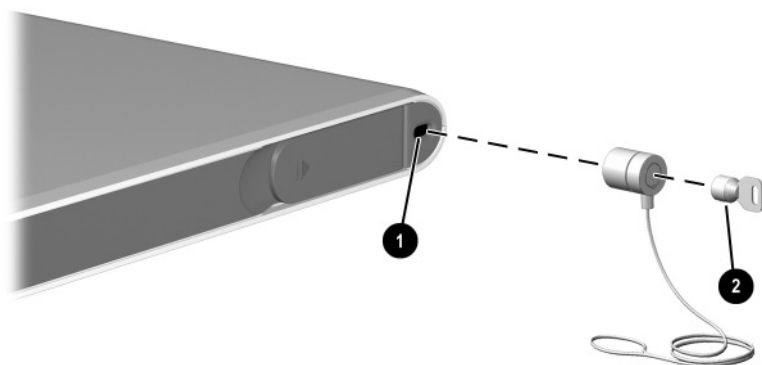
To remove the security cable lock, reverse this process.

A

Troubleshooting

Using the World Wide Web

Support services are available on the Internet through HP technical support. You can either browse the postings as a guest, or register as a user and submit your own questions. HP responds to questions within one business day.

To access HP technical support, visit the HP Web site at http://www.hp.com.

Preparing to Call Technical Support

If you cannot solve a problem using the troubleshooting tips in this section, you may need to call technical support. To receive the fastest possible solution when you call, run Diagnostics. Refer to your computer documentation for information on running diagnostics. Have the following information available when you call:

■ The computer and External MultiBay

■ Serial numbers for the computer and External MultiBay

■ MultiBay drive model number and type

■ Purchase dates on computer and External MultiBay invoices

■ Conditions under which the problem occurred

■ Error messages that have occurred

■ Hardware configuration

- Hardware and software you are using

- Printed information from Diagnostics or a list of the error messages received

- Configuration settings, including contents of the system files

Solving Common Problems

Problems and Solutions

Problem	Possible Cause	Solution
The External MultiBay will not connect properly.	Cabling may be incorrect.	Check the cables to ensure they are inserted in the correct connectors on the computer and External MultiBay. See Chapter 2 for more information.
The External MultiBay will not disconnect.	The connectors may be jammed.	Apply additional pressure when unplugging the External MultiBay connectors from the computer and/or MultiBay. ⚠ Applying excessive force can damage connector pins.
A drive in the External MultiBay is not recognized by the computer.	The USB cable and/or power cord is loose or disconnected.	■ Ensure that the USB cable and/or power cord is securely connected to the MultiBay and the computer. ■ If an AC power cord is used, ensure that it is securely connected to an electrical outlet.

Problems and Solutions *(Continued)*

Problem	Possible Cause	Solution
A drive in the External MultiBay is not recognized by the computer. *(continued)*	Device drivers need to be installed.	Install the drivers, then restart the computer.
	The External MultiBay was connected to the computer while the computer was on.	Turn off the computer, reconnect the External MultiBay, then restart the computer.
	A drive was inserted in the External MultiBay while the computer was on.	Restart the computer while the drive is in the External MultiBay.
	The drive is not properly inserted in the External MultiBay.	Remove the drive, then reinsert it as shown in Chapter 3.