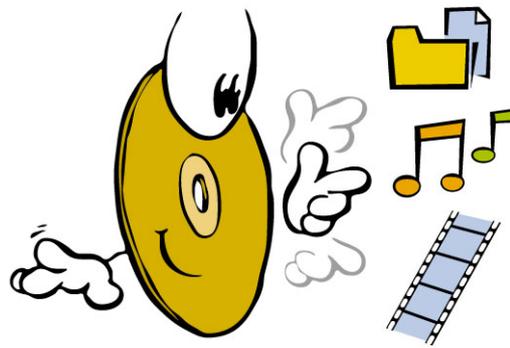


nero5

BURNING ROM



Brief Instructions

<http://www.nero.com>

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1. Installing Nero

1.1. Hardware requirements

- Your PC must have a 486 processor or higher and a minimum clock rate of 90 MHz.
- It should have a minimum of 16 MB RAM.
- The hard disk access time should be less than 19 milliseconds.

The necessary data transfer rate from the hard disk to the recorder depends on the speed with which your recorder can write onto the CD. If you have a 4x recorder, we recommend a minimum of 1 MB/second, and for 8x, 4 MB/second. Otherwise, data is not continuously transferred to the recorder; a buffer underrun can then easily occur which is the "MCA [Maximum Credible Accident]" of CD recording.

- You will require approx. 12 MB memory on your hard disk.
- First install your CD recorder, following the manufacturer's instructions before installing Nero. Check whether your operating system can address the drive via a drive letter as a CD-ROM/DVD drive by inserting a CD.

1.2. Software supplied with the product

Nero Burning Rom

All of the usual types of CDs can be written in a user-friendly fashion using Nero.

1.3. Installing the software under Windows 95/98, Windows NT 4.0, Windows 2000, Windows Millennium

Nero can be simply set-up using the installation program.

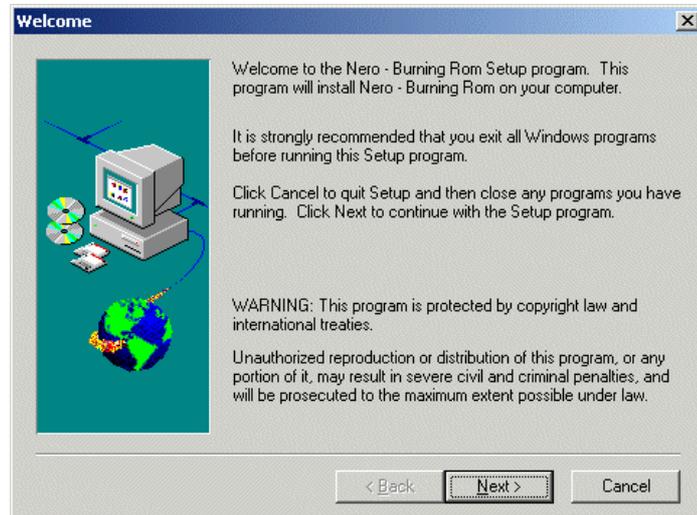
Note: In order to install Nero under Windows NT 4.0, Windows 2000 or Windows Millennium, you must be logged-in as the administrator.

Proceed as follows:

1. Close all Windows programs.
2. Insert the Nero - Burning Rom CD into the CD-ROM/DVD drive.
3. The Setup program will automatically start. Click on Nero. Installation then starts.

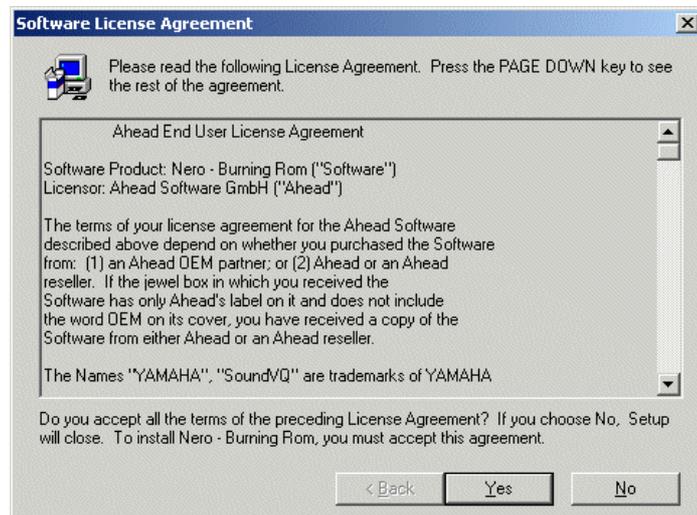
If the program does not automatically start, then on the Nero CD in the main directory select setup.exe in the Start menu under Run | Browse. Then click on OK - or select the CD drive with the Nero CD in Explorer. Double-click on the setup.exe program in the main directory.

4. The installation program then guides you through the following steps. Click on Next.



Welcome window

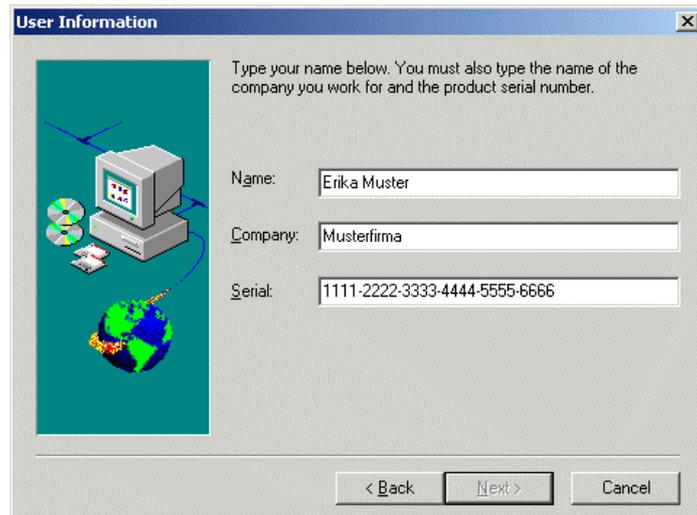
5. Carefully read the license agreement. If you agree with these conditions, click on Yes.



Software License Agreement

6. You must complete the following fields: Name (e. g. first name and family name), Company (e. g. private) and Serial No..

The serial number is provided on or in the box in which Nero was supplied; it is made up of numbers only. After entering this data, click on Next.



User Information

Type your name below. You must also type the name of the company you work for and the product serial number.

Name:

Company:

Serial:

< Back Next > Cancel

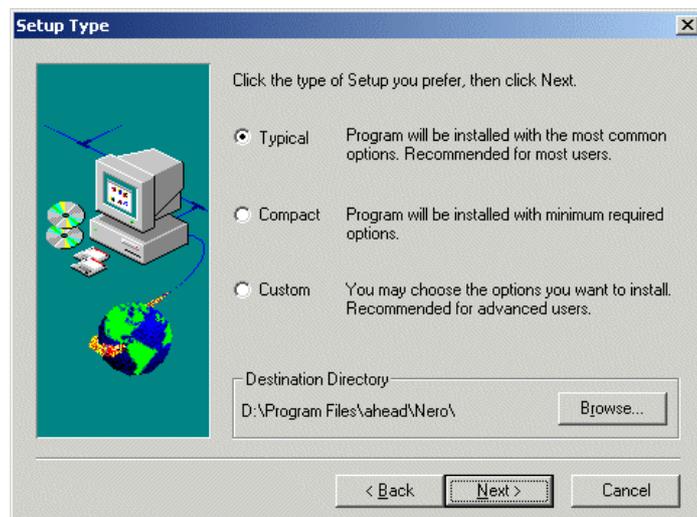
User Information

7. Select whether the program is to be installed with all of the usual options, with a minimum number of options, or options which you select.

Note: Nero is always installed in English and in the language of the operating system. Activate the Custom option to select other languages.

The default target directory is displayed. You can change this by clicking on Browse and then selecting the required target directory.

Click on Next.



Select the setup type and target directory

8. All of the CD-ROM/DVD drives and CD recorders which have been installed are displayed. You can select whether you should be automatically prompted to install the next CD. Click on Next.
9. All of the installed components are now displayed in the next window. Click on Next. You can watch how the installation progresses on the screen.
10. After the software has been successfully installed the system takes you back to the start window. You can now install the supplementary programs NeroMediaPlayer, InCD / Packet-Writing and exPressIT.
11. Click on End to complete the installation. The Nero CD can now be taken from the CD-ROM/DVD drive.

12. You must now re-start your PC so that all of the settings become effective.

Note: If you encounter problems when starting your PC, then please read Section 4.2 *Questions and answers*.



*We strongly recommend that several CD recording programs not be simultaneously installed on a PC. This is because driver conflicts could occur which could result in burner problems or even system instability. This is also the reason that we recommend, if required, to first uninstall other recording software programs and restart the PC before **Nero** is installed.*

1.4. Uninstalling Nero

In Start | Settings | Control Panel | Add/Remove Programs select the Nero Burning Rom program and press Add/Remove.

- or -

select Start | Programs | ahead Nero | Uninstall Nero.

All of the Nero program files will be deleted and the entry for Nero will be removed from the Start menu.

2. Glossary of CD terminology

Here is a brief glossary of CD terminology so that you obtain optimum results when working with your new Nero software.

2.1. Track / session

A CD is sub-divided into individual tracks, for example, separate songs or pieces of music on an audio CD.

When data is written onto a CD, this is called a session. A session is marked at the start and at the end. You can write onto a CD and complete it in a single session. If more than one session is recorded on a CD, then this is known as a multi-session CD.

2.2. CD formats

Nero supports the following CD formats:

ISO 9660 (data CD)

Data can be written onto a CD with this format. This format can be easily used in many computer environments. If a CD must be able to be read on various computer systems, then the file name length must be strictly limited - for instance, names which are used in DOS environments.

Audio CD

An audio CD generally comprises several tracks (titles). CDs in this format only contain pure audio data. They can be played on commercially available audio CD players, and with the appropriate plug-in, also on a computer.

Note: Please note, that when creating audio CDs, there are presently only a few audio players on the market, which can play re-writable CDs. For this reason, you should use CD-R blanks.

Nero supports various audio formats:

- **WAVE files (with the extension .wav)**
Audio files are saved on the hard disk in the wave format. The wave format is part of the general RIFF Standard (Resource Interchange File Format). This format supports various scanning rates and depths.
- **CD-DA files (with the extension .cda)**
The first standard for a CD is the audio CD and is known as CD-DA (CD Digital Audio).
An audio CD comprises several audio tracks, whereby generally one track corresponds to one song. Each track is additionally sub-divided into sectors. Music CDs generally make up this category.
- **MP3 files (with the extension .mp3)**
The MPEG3 audio format has established itself as the most frequently used format to transfer audio data via the Internet. MP3 stands for MPEG-1 Audio Layer 3. Using MP3, audio files can be reduced to a fraction of their original size (factor, 1:10), without diminishing the quality.
- **TwinVQ files (with the extension .vqf)**
The TwinVQ format is similar to the MP3 format. It distinguishes itself by an even higher compression rate. Generally, the files have approximately 30% less data than MP3 files, but with the same quality.

Mixed-mode CD	The mixed-mode CD includes a data track, followed by several audio tracks.
Bootable CD	<p>Bootling means that the operating system is loaded. Special "bootable CDs" must be produced to be able to boot CDs.</p> <p>A bootable CD comprises a bootable track and an ISO 9660 track.</p>
Video CD	Video CDs are also based on an ISO file system and contain digital video films. Video CDs can be played on special players and also on computers.
Super Video CD	When creating Super Video CDs, the source data must be MPEG-2 coded and the parameters must be suitable for Super Video CDs. An encoder must be used to create Super Video CDs, which must have the required options. Ask the encoder supplier whether it supports coding for Super Video CDs.
HFS CD	HFS is a file system used by Macintosh. This format is only suitable for Mac CDs.
Hybrid CD	A hybrid CD contains data in the HFS and in the ISO 9660 formats. If the CD is inserted in a Macintosh, only the data relevant for Macintosh is displayed, and on a PC, only the ISO data can be seen.

Glossary of CD terminology

UDF/ISO CD

The UDF file system has been especially optimized to handle large data quantities, and to also be able to easily modify an existing file system.

Nero can be used to burn UDF and so-called "UDF Bridge CDs", which contain both an UDF as well as an ISO 9600 file system. Please note, that presently Nero does not support multi-session UDF-CDs and therefore UDF or UDF bridge sessions must be written onto empty CDs.

CD Extra/ Enhanced Music-CD

CD Extra is the latest standard for audio CDs with a multimedia component. A CD in this format always has two sessions. The first session only contains pure audio data, which can be played on an audio CD player, while the second session, contains computer data in any format.



Quickstart does not describe how to create all of these formats. For more detailed information, take a look at our Manual.

2.3. Writing methods

There are various ways of writing data onto a CD:

- Track-at-once** With this method, each track is individually written onto the CD. The write operation is briefly interrupted after each track. This means that a CD-R or CD-RW can be written onto just like any standard disk - the handling is extremely simple.
- Disc-at-once** In this mode, all of the tracks are written in one operation, onto the CD without the laser being switched-off.
- Session-at-once** The session-at-once method is mainly used for CD Extra. With the session-at-once recording type, a first session with several audio tracks, is recorded in one operation. The laser is then switched-off, but the CD is not closed. A second (data) session is then written and closed.

2.4. Copying methods

One of two different copying methods can be selected: Image copy and copy on-the-fly

- Image copy** Nero reads-in the files to be written onto the CD and saves these as an image file on the hard disk. The image file means that copying errors can be eliminated. These errors could occur if you use a slow hard disk or a slow CD-ROM/DVD drive, as the CD burner would not be supplied with a continuous data flow.
- However, please note that up to 800 MB memory will be required on the hard disk and the copying times are somewhat longer.
- Fast copy** With the fast copy method, Nero directly reads the data from your CD-ROM/DVD drive and writes this directly onto the target CD in your CD recorder. This method is faster than when copying an image file and does not require a hundred megabyte or so of memory on your hard disk. The disadvantage of this method is that so-called "buffer underruns" can occur. A buffer underrun always occurs, if the CD recorder writes faster than data can be sent. The reasons for this can be a source which is too slow (hard disk or CD-ROM/DVD drive); another reason is that the hard disk is too fragmented and the data flow is slowed down due to the excessive number of accesses operations.

2.5. Testing the burning operation

You can start the actual burning operation with and without prior test or you can just test the burning operation.

Nero simulates the actual burning operation with all of its settings, e. g. the write speed measurement. Although a CD must be inserted into the CD recorder during testing, the data is not written onto this CD. This means that the unwritten CD can still be used.

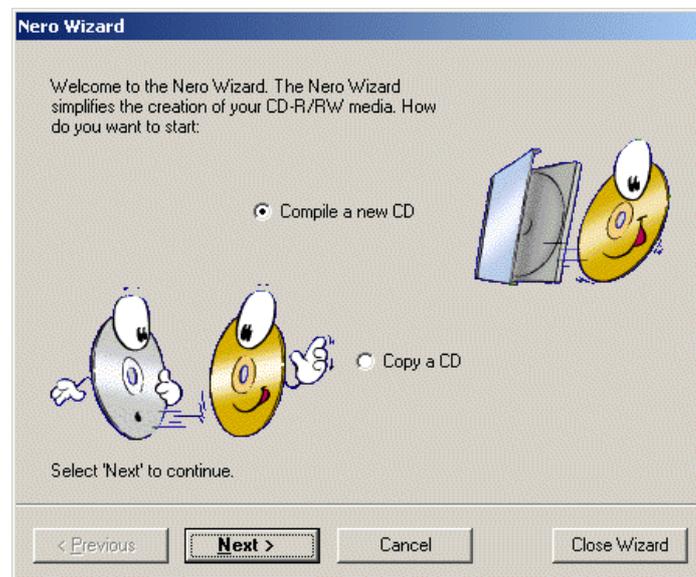
3. Brief Instructions

3.1. Starting Nero

After you have installed Nero, you can now call-up the program via the Start menu and the task bar.

Select Start | Programs | ahead Nero | Nero - Burning Rom - or use the task bar Nero - Burning Rom.

The Nero Wizard window is opened. The Wizard accompanies you when creating data CDs, audio CDs and CDs with other formats, as well as when copying CDs. If the Wizard is not active, you can activate it in the Help | Use the Nero Wizard menu.

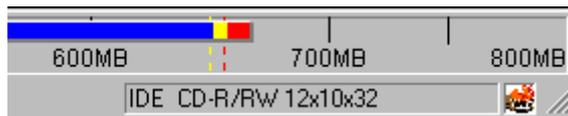


Nero Wizard

Note:

Use the Wizard as long as you require support! If you don't wish to use the Wizard, then simply click on Close Wizard. Wizard is then closed. If you wish to re-activate it at the next session, then select Help | Use the Nero Wizard. The Wizard is re-activated as soon as you select File | New.

First look at the lower righthand corner of the gray main Nero window. The presently selected recorder is displayed there. You should be able to see the SCSI/IDE name of your recorder (e. g. "IDE CD-R/RW 12x10x32"). If the "No recorder selected" message is displayed, then you probably have a problem with your system configuration. If this is the case, please read Section 4.2 *Questions and answers*.



Selected recorder

3.2. Compiling your first CD step-by-step

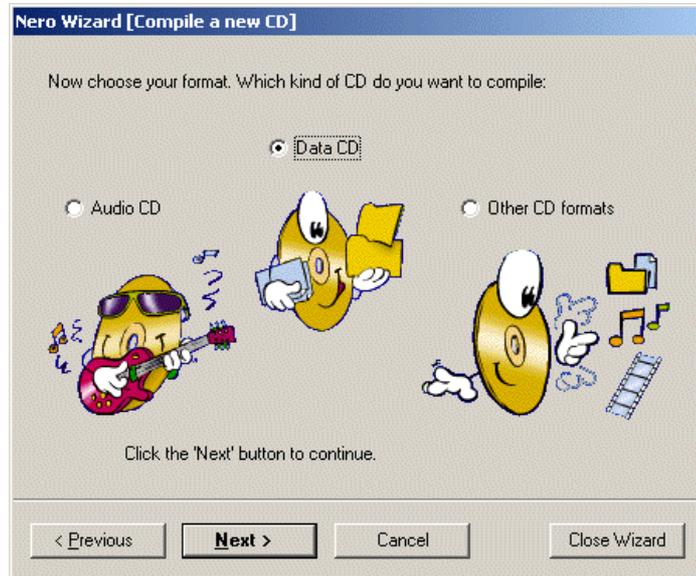
We will now show you, step-by-step, how you can compile your first CD in Nero using the Wizard. You can keep all of your standard settings. Please refer to the Nero User Manual for more detailed information which is available as Adobe Acrobat document on the Nero CD. All of the procedures, without using the Wizard, are described in the Manual.

3.2.1. Compiling and burning a data CD

You have already started the Nero program and the Wizard is activated. If the Wizard is not active, then please refer to Page 15 to find out how to activate the Wizard.

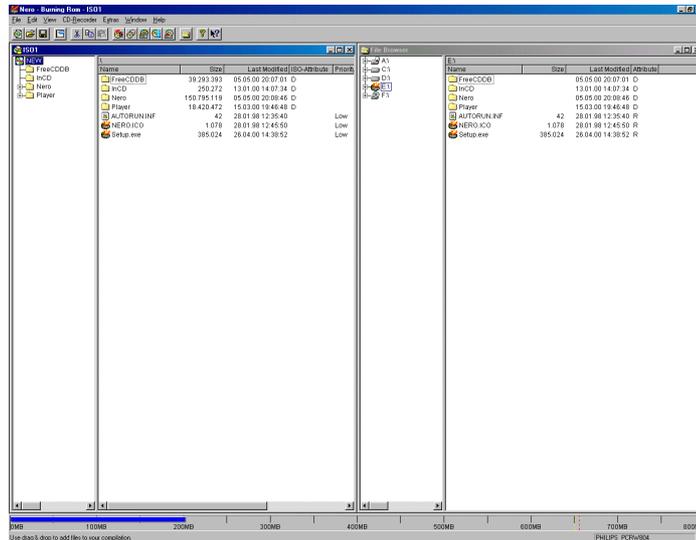
1. Activate Compile new CD and click on Next.

2. Activate Data CD and click on Next.



Nero Wizard (compile a new CD)

3. To create a new CD, activate the Compile a new data-CD and click on Next.
4. To continue with the next step, click on Finish in the info window.
The ISO compilation window opens.



Nero - Burning Rom - ISO1

5. Compile the files which you wish to write onto the CD by dragging the required files from the File Browser and then dropping them into the Compilation window. If a file browser is not open, then it can be opened with View | New File Browser.

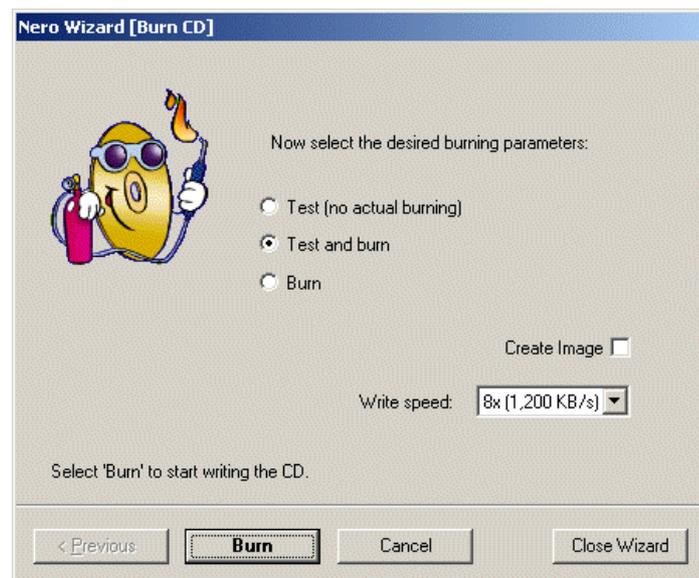
To attach or remove certain file types, drag and drop using the righthand mouse key.

When compiling the files, you can also insert additional folders with Edit | Create Folder, or you can also move files (drag and drop).

6. Make sure that the total size of all of the tracks which you have compiled does not exceed the CD capacity. This is indicated by the blue bar at the lower edge of the screen.

7. To prepare for the actual burning operation, click on  or select File | Write CD.

The Nero Wizard (Burn CD) window is displayed.



Nero Wizard (Burn CD)

8. You can start burning with and without a prior test run or you can only simulate the burning operation. Select which burning operation you wish to use (refer to Page 14).
9. Make certain that the Create image checkbox is not active. More detailed information on this is provided in Section 3.2.4 *Compiling and burning an image file*.
10. Select the required write speed from the list.
11. Click on Burn to start burning.
12. Insert an empty CD into the CD burner.

13. All of the selected steps are now executed one after the other up to the actual burning. A status window is displayed where the individual steps are shown so that you can see exactly what is happening.

The last message then appears, e. g.: "Burnprocess done successfully at 8x (1200 KB/s)"

14. The CD is then ejected. Click on OK.

15. Click on Discard to close the window which displays the burning operation protocol.

16. Check your new CD by re-inserting it into the CD recorder and clicking on  or select CD-Recorder | CD-Info. The CD Info is then displayed.

Click on File | New to burn another CD and Wizard will then guide you again through the individual menus.

3.2.2. Compiling and burning an audio CD

You can create your own audio CDs in two ways. The difference between the two ways is the data source.

With the first method, you combine the audio data directly from one or several CDs. With the other method, the data to be written onto the CD is already on the hard disk.

Compiling your own audio CD from one or several CDs

If you wish to compile and burn your own audio CD (best-of-CD) from one or several CDs, then please proceed as follows:

You have already started the Nero program with the Wizard activated. If the Wizard is not active, then please refer to Page 15 to find out how to activate the Wizard.

1. Activate Compile a new CD and click on Next.
2. Activate Audio CD and click on Next.
3. Click on Finish in the Info window to continue with the next step.

The Audio compilation window opens.

4. Insert the first source CD into your CD-ROM/DVD drive from which you wish to select the audio tracks. Open this drive using the Nero File Browser. If a file browser is not opened, then it can be opened with View | New File Browser.

Brief Instructions

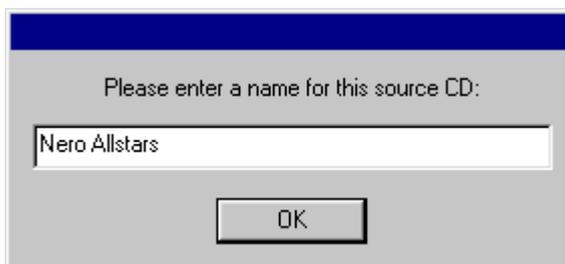
5. Compile the .CDA files for the audio CD by dragging the required files from the File Browser and then dropping them into the compilation window.

Nero now analyses the source CD as well as the required CDA files.

The window to create a database opens. Please click on Cancel because we don't want to go into anymore detail about this in these Brief Instructions.

Please refer to the Manual for detailed information about setting-up and handling the database.

6. Assign a name for the source CD so that Nero can prompt you, when required during burning, to insert this CD.



Entering a CD name

7. The selected files are displayed in the audio window. Additional files can be selected from the CD by dragging and dropping.
8. If you wish to compile your best-of-CD from tracks of several CDs, then insert the next audio CD into your CD-ROM/DVD drive and compile the .CDA files for the audio CD by dragging and dropping, as described from Point 5 onwards. Repeat this until all of the required tracks are in the compilation window.
9. Make sure that the total size of the tracks which you have compiled does not exceed the CD capacity. This is indicated by the blue bar at the lower edge of the screen.
10. To prepare for the actual burning operation, click on  or select File | Write CD. The Nero Wizard (Burn CD) window is displayed.
11. You can start burning with and without a prior test run or you can only simulate the burning operation. Select which burning operation you wish to use (refer to Page 14).
12. Make certain that the Create image checkbox is not active. More detailed information on this is provided in Section 3.2.4 *Compiling and burning an image file*.
13. Select the required write speed from the list.

14. Click on Burn to start burning.
15. Insert an empty CD into the CD burner.
16. During burning, Nero prompts you to insert the CDs, which you used when compiling your best-of-CD, into the CD-ROM/DVD drive one after the other.
17. All of the selected steps are now executed one after the other up to the actual burning. A status window is displayed where the individual steps are shown so that you can see exactly what is happening.
The last message then appears, e. g.: "Burnprocess done successfully at 8x (1200 KB/s)".
18. The CD is then ejected. Click on OK.
19. Click on Discard to close the window which displays the burning operation protocol.
20. Check your new CD by re-inserting it into the CD recorder and clicking on  or select CD-Recorder | CD-Info. The CD Info is then displayed.

Click on File | New to burn another CD and the Wizard will guide you again through the individual menus.

Compiling an audio CD from data on the hard disk

If you wish to create an audio CD from data (.wav, .mp3, .vqf) on the hard disk of your PC, proceed as follows:

You have already started the Nero program and the Wizard is activated. If the Wizard is not active, then please refer to Page 15 to find out how to activate the Wizard.

1. Activate Compile a new CD and click on Next.
2. Activate the Audio CD and click on Next.
To continue with the next step, click on Finish in the info window.
The ISO compilation window opens.
3. Compile the files by dragging the required files from the File Browser and dropping them into the compilation window. .wav, .mp3 or .vqf files can be selected. Nero decodes these on-the-fly which means that the CDs can be played on all standard audio CD players.
4. Make sure that the total size of all of the tracks does not exceed the CD capacity. This is indicated by the blue bar at the lower edge of the screen
5. To prepare the actual burning operation, click on  or select File | Write CD. The Nero Wizard (Burn CD) window is displayed.

Brief Instructions

6. You can start burning with and without a prior test run or you can only simulate the burning operation. Select which burning operation you wish to use (refer to Page 14).
7. Make certain that the Create image checkbox is not active. More detailed information on this is provided in Section 3.2.4 *Compiling and burning an image file*.
8. Select the required write speed from the list.
9. Click on Burn to start burning.
10. Insert an empty CD into the CD burner.
11. All of the selected steps are now executed one after the other up to the actual burning. A status window is displayed where the individual steps are shown so that you can see exactly what is happening.
The last message then appears, e. g.: "Burnprocess done successfully at 8x (1200 KB/s)".
12. The CD is then ejected. Click on OK.
13. Click on Discard to close the window which displayed the burning operation protocol.
14. Check your new CD by re-inserting it into the CD recorder and clicking on  or select CD-Recorder | CD-Info. The CD Info is then displayed.

Click on File | New to burn another CD and the Wizard will guide you again through the individual menus.

3.2.3. Converting from audio data into .wav, .mp3, .vqf format

Nero allows you to save from one format into another format (convert / encode).

The Wizard must be closed when converting data. Click on Cancel in the Wizard. You can then start the Wizard later if you select File | New.



Nero only includes a demonstration version of the MP3 encoder as we have to pay a license fee to the Fraunhofer Institute. With this demonstration version, you can encode up to 30 tracks in the MP3 format.

A special plug-in can be added to Nero so that the MP3 encoder can be fully used. You can purchase this plug-in from Ahead Software.

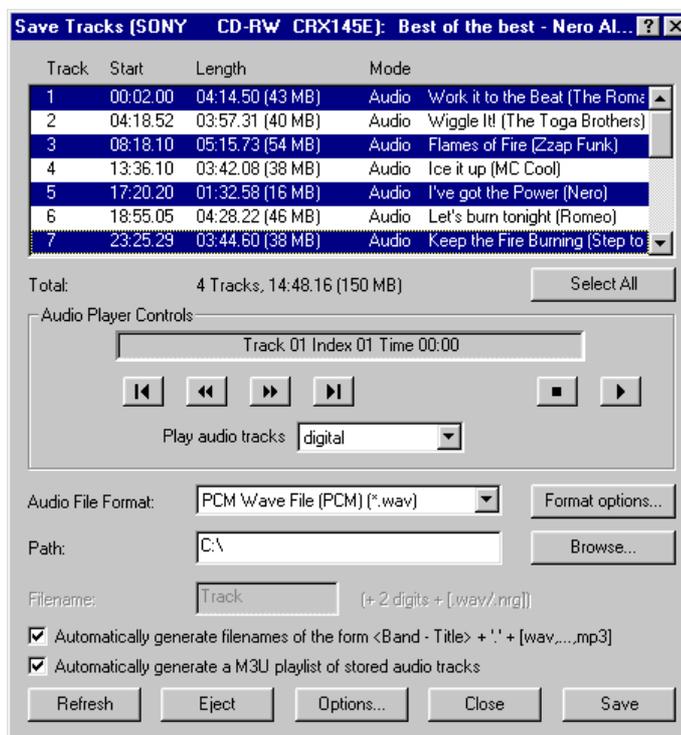
Converting directly from the CD

1. To save audio data directly from the CD into .wav, .mp3 or .vqf files, select CD-Recorder | Save track.
2. In the Select drive window, select the drive in which the CD with the audio data should be inserted and click on OK.

The Database window opens, which you then close with Cancel.

Please refer to the Manual for detailed information about setting-up and using the database.

3. The **Save Tracks** window is displayed, in which all of the tracks of the selected drive are displayed.

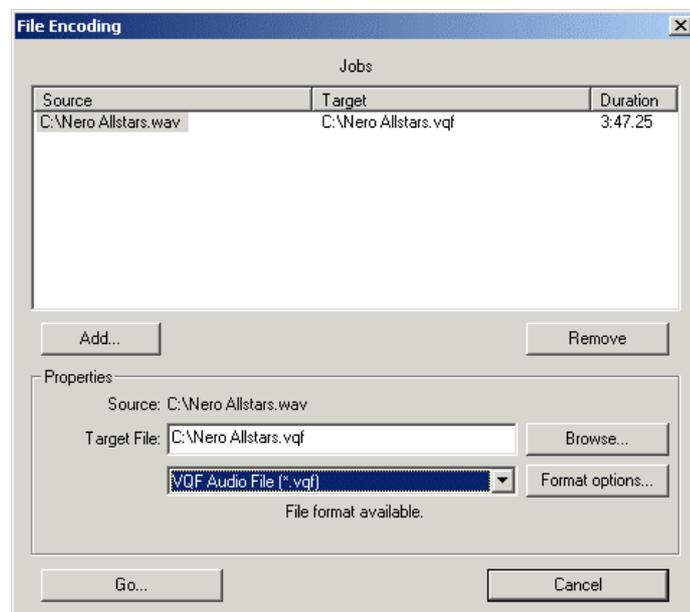


Save tracks (SONY CD-RW CRX145E)

4. Select the tracks which you wish to save in another format. You can select individual tracks with the CTRL key and lefthand mouse key; you can select all of the tracks by clicking on **Select All**.
5. Select the audio file format in which the files should be saved. You can select one of these formats: .wav, .mp3, .vqf.
6. Enter the path where you wish to save the files in the new format and click on **Save**.
7. The message "The tracks were saved successfully" appears. Please click on **OK** to close the window.
8. To exit the window click on **Close**.
9. The saved files are now in the specified target directory. You can now write and edit the data as described in Section 3.2.2 *Compiling and burning an audio CD*.

Converting from the hard disk

1. In order to save files with .wav, .mp3, .vqf formats from the hard disk into another format, select the Extras | File Encoding menu.
2. In the File Encoding window, click on Add.
3. Select the file which you wish to convert into another format and click on Open.
4. Enter the path in which you wish to save the files in the new format.
5. Select the audio file format in which the files are to be saved. You can select one of these formats: .wav, .mp3, .vqf.
6. Click on Go.

**File Encoding**

7. Click on Cancel to close the window.
8. The saved files are now in the specified target directory. You can now write and edit the data as described in Section 3.2.2 *Compiling and burning an audio CD*.

3.2.4. Compiling and burning an image file

You have compiled the data for a CD and you wish to burn this data several times or burn the CD at a later time. You can create an image file so that you don't have to re-compile and select this data each time. All of the data, which is to be written onto the CD, is saved in this file.

Image files can be created from all file formats.

Please note that you will require up to 800 MB memory on the hard disk.

1. Compile the files as described in the Section *Compiling and burning a data CD* or *Compiling and burning an audio CD*.
2. As soon as the required data has been compiled, click on  or select File | Write CD.

The Nero Wizard (Burn CD) window is displayed.

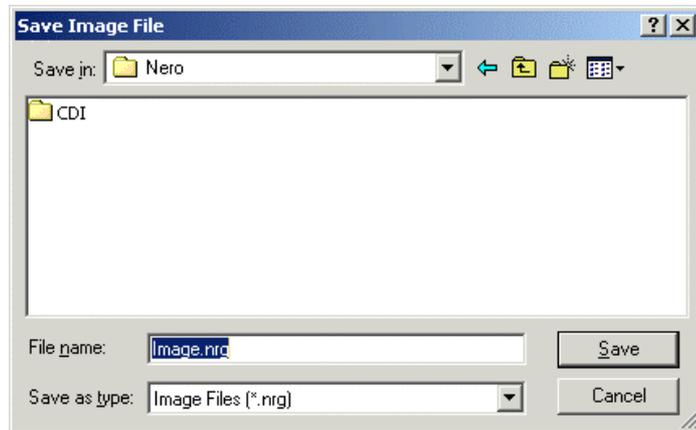
3. Activate the Create image checkbox.



Nero Wizard (Burn CD)

4. To create the image file, click on Burn.

5. The **Save Image File** window is displayed. Enter the file name and select the directory in which the file should be saved.



Save Image File

Image files, which were created with Nero, always have the **.nrg** extension.

These image files can be burnt at a later time. You can also immediately start to burn. Follow the appropriate instructions.

Burning an image file

You have already started the Nero program with activated Wizard. If the Wizard is not active, then please refer to Page 15 to find out how to activate the Wizard.

1. **Activate Compile a new CD** and click on **Next**.
2. **Activate Other CD formats** and click on **Next**.
3. **Activate Create a CD from an image file** and click on **Next**.
4. To continue with the next step, click on **Finish** in the information window.
5. The **Open** window is displayed. Select the directory and the appropriate **.nrg** file. Click on **Open**.
6. You can start burning with and without a prior test run or you can only simulate the burning operation. Select which burning operation you wish to use (refer to Page 14).
7. Make certain that the **Create image** checkbox is not active.
8. Select the required write speed from the list.
9. Click on **Burn** to start burning.
10. Insert an empty CD into the CD burner.

11. All of the selected steps are now executed one after the other up to the actual burning. A status window is displayed where the individual steps are shown so that you can see exactly what is happening.

The last message then appears, e. g.: "Burnprocess done successfully".

12. The CD is then ejected. Click on OK.

13. Click on Discard to close the window which displays the burning operation protocol.

14. Check your new CD by re-inserting it into the CD recorder and clicking on  or select CD-Recorder | CD-Info. The CD Info is then displayed.

Click on File | New to burn another CD and the Wizard will guide you again through the individual menus.

3.3. Copying CDs

You can create a back-up copy from almost all types of CDs. However, the original CD must correspond to standardized CD formats and you may not violate the appropriate copyright laws.

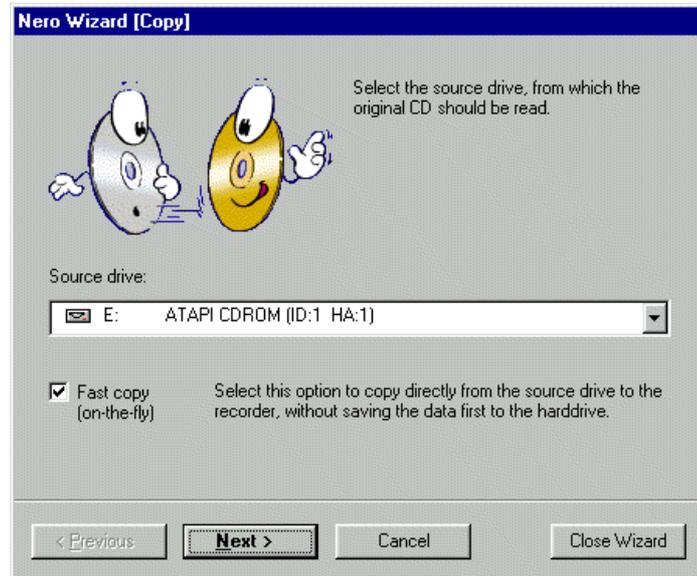


If you are neither in possession of the copyright nor have authorization from the owner of the copyright, unauthorized copying of CDs violates national and international legislation and can result in severe penalties.

You have already started the Nero program with activated Wizard. If the Wizard is not active, then please refer to Page 15 to find out how to activate the Wizard.

1. Activate Copy a CD and click on Next. The Nero Wizard (Copy) window opens.

2. Select the drive from which the source CD is to be read. When making a fast copy, the CD-ROM/DVD drive must be selected.



Nero Wizard (Copy)

3. If you wish to create an image copy, de-activate the checkbox **Fast copy**. The difference between the two copying types is explained on Page 13. Click on **Next**.
4. You can start burning with and without a prior test run or you can only simulate the burning operation. Select which burning operation you wish to use (refer to Page 14).
5. Select the required write speed from the list.
6. Click on **Burn** to start burning.
7. Insert an empty CD into the CD burner.
8. All of the selected steps are now executed one after the other up to the actual burning. A status window is displayed where the individual steps are shown so that you can see exactly what is happening.
The last message then appears, e. g.: "Burnprocess done successfully at 8x (1200 KB/s)".
9. The CD is then ejected. Click on **OK**.
10. Click on **Discard** to close the window which displays the burning operation protocol.
11. Check your new CD by re-inserting it into the CD recorder and clicking on  or select **CD-Recorder | CD-Info**. The CD Info is then displayed.

Brief Instructions

Click on **File | New** to burn another CD and the Wizard will then guide you again through the individual menus.



*If there is not sufficient memory on the hard disk for the image, a fast copy is generated. The **Fast copy** checkbox in the **Nero Wizard (Copy)** window then has a gray background and cannot be de-activated.*



A fast copy cannot be made if there is only one burner connected to the PC and no additional CD-ROM/DVD drive. The checkbox then has a gray background, without checkmark, and cannot be changed.



4. Questions and answers

We have developed a Helptool System to handle the most frequent problems. This provides you with answers for many questions and also solutions. You will find this under

<http://www.nero.com/en/helptool.htm>.

You can also reach our technical support under fax number ++49 7248 / 911888.

In order to help you quickly and effectively, please send us the error log, which is generated when burning or simulating fails. To obtain this, click on Print in the Done window. If you click on Save, you can save the error list as text file, and print it out later. Fax or mail us this list. If you have not generated an error list, then let us know the most important information about your system configuration (e. g. the four digits of the Nero version number, the operating system you are using, the CD recorder and firmware version you are using and your CD-ROM/DVD drive including firmware version and the name of your SCSI controller if you are using one). We will help you as quickly as possible.

4.1. The PC does not restart after Nero has been installed

If your system does not correctly restart after Nero has been installed, then there are probably driver conflicts between Nero and other CD recording programs. Don't panic, proceed slowly and please don't re-format your hard disk and re-install everything. Instead, try to start your PC in a secure mode (e. g. by pressing F8 before Windows 95/98 starts), and uninstalling the other CD recording programs. If this does not work, uninstall Nero, also in a secure mode. Your PC should now restart.

4.2. Nero does not recognize the connected recorder

If you cannot select your recorder with CD-Recorder | Choose Recorder or your CD recorder is not displayed in the lower righthand corner of the Nero screen, then check the following:

1. The DOS driver for your CD-ROM/DVD drive is logged-on in the Autoexec.Bat and Config.Sys file. Under Windows 95/98, this could be the cause of the problem.
2. If you have installed more than one CD recording software. In this case, there is probably a driver conflict. Please uninstall the other recording software, restart your PC and try again.
3. Your operating system has set-up a drive letter for your CD recorder. If it did not do this, then there is probably a hardware problem.
4. The Nero version used may not support this recorder. This can happen if an older Nero version is to be used with a recorder, which was still not available at the time that your present Nero version was marketed. Visit our webpage <http://www.nero.com> to see whether a Nero update is available. Contact our support if the Nero update does not resolve the problem (Fax:++49 7248 / 911 888) to ask whether Nero supports your CD recorder.

4.3. Digital audio read-out takes a long time

If the audio read-out takes a long time, interrupt the operation and de-activate the Wizard.

Check whether you have activated Use Jitter correction and Read audio data with sub channel. These functions are under File | New | CD-Copy | Read options. De-activate these options one by one and check whether data reading is faster.

4.4. My audio CD player does not play CD-RWs

This is a hardware problem. Presently there are only a few audio CD players which can play CD-RWs. Instead of using CD-RWs, use normal CD-Rs to create audio CDs.

4.5. CD formats which are not supported

Presently, Nero neither supports creating CDs using the Kodak Photo CD format nor Karaoke CDs (CD-G).

4.6. More help

Nero has a detailed direct help function.

If you require information on any particular element in the Nero masks, then select  in the symbol bar and click on the element where you require help.

You can also access the direct help if you press F1 for the element which is presently displayed on your screen.

However, the help texts which are activated do not refer to the complete window, which is the case for Windows, but only on the selected field within the window or the field where the cursor is pointing.

Questions and problems

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Questions and answers
