

Troubleshooting Guide



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MP3 Players - Essential Troubleshooting

It is recommended that you download and install the latest driver and firmware update from www.nomadworld.com.

If the difficulty persists after a firmware or driver update, you can format your player or reset your player by booting the player into its unique **Recovery Mode**.

All MP3 players are shipped with an online manual or user's guide, if you need instructions about a specific procedure such as changing player settings, please refer to the online manual.

If your player is not detected by Windows when the player is inserted to a USB port, or if there is message "Player is not detected" or "player is busy" in Creative MediaSource, or Creative PlayCenter, or if there is an error message in Windows Device Manager, please follow the procedures below.

- Check the battery status of your player, and make sure that the battery is charged. Verify the power cord connection if the player is using a power adaptor.
- Connect your player directly to a USB port on the motherboard, instead of a USB hub. If the player is already connected to a USB port, disconnect it, and connect it to a different USB port.
- Try a different USB cable if your player requires a USB cable.
- Disconnect any other USB/Firewire devices temporarily.
- Ensure you are using the latest USB drivers for your motherboard or the latest drivers for your Firewire controller.
- Uninstall the player drivers and reinstall the drivers:
 1. Log on as an administrator or a member of the Administrators group in order to complete this procedure below.
 2. Attach your player to your computer, and verify that it is powered on.
 3. Click on **Start, Settings, Control Panel, System, Hardware Tab and Device Manager**
 4. Delete any Creative MP3 product entries by right clicking on the entry and selecting **Uninstall**. The MP3 players may be listed under **Other Devices** or **Unknown Devices**.
 5. To reinstall the device, on the Action menu, click Scan for hardware changes.

Verify if the MP3 player is correctly installed in Device Manager. If it is installed correctly, you can stop the process now.

If the player is not installed correctly, there will be a yellow mark beside it. If so, you can manually reinstall the drivers.

6. Close Device Manager.
7. Go to **Start, Run**, type **MSCONFIG** and click OK. Under **General** tab select **Selective Startup**. Uncheck the box next to **Load Start Up Group Items only**. Click on Apply and OK.
8. Detach your player from the computer, and restart your computer.
9. Insert installation CD to install drivers and software. Follow the procedures on the screen to reinstall the software and drivers. You can also browse into the software installation CD-ROM disk, and double click on the CTRUN.exe in the root folder or the CTRUN folder.
10. Connect MP3 player when prompted. Otherwise restart the computer, and connect your player once the the computer is rebooted.
11. Go to **Start, Run**, type **MSCONFIG** and click OK. Under **General** tab, select **Normal Startup**. Click on Apply and OK.
12. Restart the system.

USB - General Information and Essential Troubleshooting

[What is USB?](#) ↓

USB (USB 1.1): Universal Serial Bus is an external bus (port) for adding external components to a PC (e.g. mice, modems, and keyboards). A USB port typically supports data transfer of 12Mbps. The main advantages of USB are speed, power, and convenience. USB also supports Plug-and-Play installation and hot plugging.

USB 2.0: Also referred to as Hi-Speed USB, USB 2.0 is an external bus (port) which supports data transfer of up to 480 Mbps. USB 2.0 is fully compatible with USB 1.1 and uses the same cables and connectors.

What is USB Charging? ↓

USB charging allows you charge the player via the USB port. It is a convenient and useful feature if you are frequently on the move. You do not have to carry the power adapter around and there is no need to worry about different power sockets in different countries.

The Jukebox Zen can be charged via the USB port. The USB port delivers **5V @ 500mA**, so it takes a bit longer to charge the Jukebox Zen using the USB port. The Jukebox Zen will only charge if it is off as the USB port does not have enough current to power the Jukebox Zen while it is on. Therefore, if you turn the Jukebox Zen on, the power circuit from the USB port shuts off. Likewise the Creative Zen Micro can be charged using your USB connector, while it is powered off.

Essential USB Troubleshooting Procedures ↓

If you are having difficulty connecting a USB device to a computer, a number of factors such as power supply, cabling, point of connection, drivers, IRQ conflicts, and software can cause any number of issues.

To resolve USB detection difficulties, please follow the procedures below:

If the unit has a "reset" function such as clean-up, you can try to reset the unit first before connecting it to a USB port.

Download and install the latest Service Packs for Your Operating System, and BIOS/Chipset Update for your system

If you receive any errors about **usbstor.sys**, be sure to download and install the latest Service Pack for Windows 2000 or Windows XP. If the same USB product is working properly in a different system, it is recommended that you check with your system vendor for a possible BIOS or chipset update.

Ensure the USB cable is no longer than 5 meters in length

The maximum cable length allowed by USB is 5 meters. It is possible to extend the connection by joining 5 meter cables with powered hubs. Cables with repeaters built into them to allow extended connections are also available. However, we recommended that the cable be no longer than 5 meters.

Connect the device directly to the USB port built to your motherboard

Although a single USB Port is capable of branching out to 127 devices, some devices require a direct connection to the USB port on your PC or Laptop. If your device is currently connected to a USB port in front of your computer, try to connect it to the USB port at the back of the computer.

If the difficulty persists, try the device on all available USB ports. Some devices can react differently on different ports. Therefore if you are experiencing problems, try swapping the device to another USB port (if available).

Ensure that you have installed all available updates for your USB drivers and for your motherboard (e.g. Bus Mastering or IRQ Routing drivers)

Drivers and software can become outdated quite quickly. New drivers and software are posted frequently after a product is released. To find a possible update, check with the system manufacturer. Should this prove unsuccessful, check with the motherboard manufacturer. As a last resort, check with the chipset manufacturer. It is advisable to verify with system vendors to ensure that generic drivers work with your system configuration.

If you are using Windows XP/XP Service Pack 1, we recommend downloading and installing the Microsoft USB update. Please note that users of Windows XP Service Pack 2 do not require this update.

Use a self-powered USB hub

If, after connecting a USB device to the system, the system crashes, locks up, or elicits other abnormal behavior, you are likely to be putting a strain on your power supply.

One way to resolve the power issue, is to use a self-powered USB hub. By using the self-powered hub it eliminates the strenuous drain on your systems' power supply, because all power going to devices connected to the hub, comes from

the hub. Please be aware that some USB devices may need to be connected directly to the internal USB port, in which case, please make sure that the internal USB port is powered.

IRQ conflicts can cause a number of problems with USB connections.

First determine if you are using onboard USB ports, or a USB interface card. In either case, please refer to your hardware manufacturers handbook, website, or support service for specific information regarding your controller.

Troubleshooting the MuVo

My Creative Muvo has stopped functioning normally

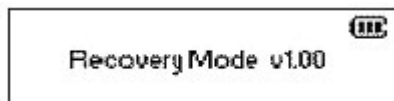
Your player may stop functioning normally if any or all of the following occurs:

- Your computer stops responding during file transfers
- There is a power outage during file transfers
- Your player was unplugged during a file transfer, or files were being deleted during file transfers

If this happens, we recommend you try booting the player into its unique **Recovery Mode**, and **clean up** the music library, **format** the player, or **reload** the firmware.

To boot to Recovery Mode:

- a. Press and hold the Play/Pause button on the player until it powers off, and remove the battery.
- b. Press and hold the **MENU** button. While doing so, re-insert the battery.
- c. Release the **MENU** when the message '**Recovery Mode**' appears on your player's LCD (as illustrated below):



Note: If the message 'Recovery Mode' does not appear, repeat steps above.

- d. Press the forward and back buttons (>>| and |<<) on the player to browse and select the desired recovery option. The Recovery Mode offers six options:
 1. Run **PC ScanDisk** In order for PC scandisk to run, the unit must be connected to the PC via the USB cable
 2. **Clean Up** (the player organizes files on the hard drive and fixes any file problems which may have developed)
 3. **Format all** (this will erase all data on the unit)
 4. **Reload Firmware (Caution: Do not select this option until a firmware update has been downloaded onto the PC)**
 5. **Connect to PC** (If your PC is having difficulty recognizing the player, we recommend this option)
 6. **Reboot**

It is recommended that you run the **Scan Disk** (option 1) first, then run **Clean Up** (option 2), neither of them will affect the physical musical files.

If the difficulty persists with your player, you can format the player (**Format All**), which will erase all music and data files from your player; you can also try to reload firmware which is available for download at www.creative.com or www.nomadworld.com. Follow the installation instruction in its firmware release note "Show Details".

Unlike NOMAD MuVo², other MuVo players such as MuVo C100 Sport, MuVo Slim, MuVo TX, MuVO TX FM, MuVo NX or MuVo Micro players do not have a recovery mode. To reset these players, use Windows Format.

To format these players, go to Windows Explorer, locate the drive letter assigned to your player, then right click on it, and select **Format**. Be sure to select FAT or FAT 32, but not NTFS as the format option.

Note: If the player displays the below message after it has been disconnected from the computer:

SmartScan Alert

Did not safely disconnect.

Connect PC and run Scandisk.

[Creative MuVo is not detected](#)

If the Creative MuVo is not detected (i.e. **no light when pressing Play** button), we recommend that you 'recover' it as follows:

NOTE: When removing the MuVo from your PC, you should use the **safely remove hardware** function in Windows. If you are using Windows 98, please make sure that the red light on the MuVo has not blinked for 10 seconds, before removing it from the system.

1. Remove the MuVo from the battery pack, insert it into your USB port, then start the Creative formatter (**Start - Programs - Creative - Nomad MuVo - Format**).
2. Press the **Start** button to begin formatting.
3. When 'Completed' appears in the small field just over the progress bar, you should click **Close**.
4. Remove the MuVo from the PC and reinsert it into the battery pack holding down the **Play** button until the LED turns green. Release the play button and the LED should turn red.
5. Hold down the **Play** button so that the MuVo powers off, then reinsert it into the PC and copy some MP3 or WMA files to it.
6. Remove it from the system and reinsert it into the battery pack and power it on, it should now play the files you copied onto it.

If the above procedure did not fix the problem, we suggest you try the following:

1. Hold down the **Play** button on the MuVo while inserting it into the USB slot. Keep holding the **Play** button for 5 to 10 seconds. Allow the PC 30-60 seconds to detect the device
2. Once detected use the [Creative MuVo formatter](#) (**Start - Programs - Creative - Nomad MuVo - Format**) utility to **recover\format** your unit. **Note:** Any data you have on the MuVo will be lost if you use the **recover\format** option
3. After the unit has been formatted, disconnect it, and reinsert it into the battery pack and hold down Play button until the LED turns green, then release the button and the LED should turn red.
4. Hold down the button again, so that the MuVo powers off, then reinsert it into the PC and copy some MP3 or WMA files to it.
5. Remove the MuVo from the system again, reinsert it into the batterypack and power it on, it should now play the files you copied onto it.

Note: If your motherboard uses **USB 2.0** controllers only and you have problems, we advise you to contact your PC / motherboard manufacturer to obtain the necessary patches / updates.

[Installation problems with my Creative MuVo](#)

If you still have installation problems with your Creative MuVo we recommend that you check the driver for the Creative MuVo has been correctly installed as follows:

Important: Before you insert your Creative MuVo you will need to install the drivers for the product. To do this, insert the installation CD, select **Nomad MuVo Software**, click **Install** and follow the onscreen instructions.

Remember **always** use the formatting utility installed from the [Creative MuVo installation CD](#) rather than formatting the unit from Windows Explorer or the Command prompt.

1. Install the Creative MuVo drivers
2. Insert Creative MuVo in a vacant USB slot.
3. Open **Windows Explorer** and locate the new removable hard drive i.e. **E:** assuming you had a **C:** hard drive and **D:** CD-ROM drive before. If it doesn't appear in Explorer then you'll need to check that the driver is correctly installed in **Device Manager**, as follows:
 1. Right click on **My Computer**, then select **Properties - Device Manager** from the drop down menu. If you have a [yellow exclamation](#) mark beside an entry for a Creative MuVo amongst the list of devices, your driver has not been installed, or has been installed incorrectly.
 2. Double click on this device and you should have an error message indicating that your driver isn't installed or installed incorrectly.
 3. Select the driver tab and click on the **Reinstall Driver** button. Once installed it is listed in [Device Manager](#)
 4. In **Windows 2000/XP**, the device should be recognised as follows in [Device Manager](#)
 5. In **Windows ME** it is also recognised in [Device Manager](#)
 6. You don't need to reinsert the MuVo Installation CD back into the system if you have previously installed the software as the driver will be present on your hard disk. Allow the driver install routine search your hard disk and install the driver. Once the driver is installed you should be able to use your MuVo and it should be present in Windows Explorer.

The [software installed](#) includes two options. One option will allow you to **Format** the Creative MuVo and the other option will allow you to **Uninstall** the software.

[The operating system fails to load and the Creative MuVo will not play MP3 files](#)

If you remove the power pack too quickly after turning off the Creative MuVo you may find that the MuVo fails to load. To resolve this problem we recommend you delete the **settings.dat** file from the MuVo in Windows Explorer, this will recover the unit without losing the other files stored on it. (Settings.dat is a hidden file, you will need to select "Show Hidden Files and Folders" in Folder Options to see it.)

[I am unable to Power up/down my MuVo](#)

If you are encountering a problem with your MuVo when

- powering up the unit or
- playing a music file when the unit is powered up or
- powering down the unit

we recommend that you '**recover**' it as follows:

NOTE: When removing the MuVo from your PC, we recommend that you use the **safely remove hardware** function in Windows. If you are using Windows 98, please make sure that the red light on the MuVo has not blinked for 10 seconds, before removing it from the system.

1. Remove the MuVo from the battery pack, insert it into your USB port, then you start the Creative formatter (**Start - Programs - Creative - Nomad MuVo - Format**)
2. Press the **start** button to start formatting the unit.
3. When completed appears in the small field just over the progress bar, you should click **Close**.
4. Remove the MuVo from the PC and reinsert it into the battery pack holding down the **Play** button until it goes green. Release it and it should turn red.
5. Hold down the button again, so that the MuVo powers off, then reinsert it into the PC and copy some MP3 or WMA files to it
6. Remove it from the system again and reinsert it into the battery pack and power it on, it should now function as normal.

If the above procedure did not fix the problem, we suggest you try this afterwards:

1. Hold down the **play** button on the MuVo while inserting it into the USB slot. Keep holding the **play** button for 5 to 10 seconds. Allow the PC 30-60 seconds to detect the device
2. Once detected use the Creative MuVo formatter(**Start - Programs - Creative - Nomad MuVo - Format**) utility to **recover/format** your unit. **Note:** Any data you have on the MuVo will be lost if you use **recover/format** option
3. After the unit has been formatted, disconnect it, and reinsert it into the battery pack and hold down the **Play** button until the LED goes green, then release the button and the LED should turn red.
4. Hold down the button again, so that the MuVo powers off, then reinsert it into the PC and copy some MP3 or WMA files to it.
5. Remove it from the system again and reinsert it into the battery pack and power it on. Normal functioning should be restored.

[I am unable to fit my Creative MuVo into the USB port](#)

In some computer case styles, the USB port may be either inset too far for the Creative MuVo to reach or there may be another cable in the way. In both of these cases a USB extension cable may be needed. Plug the USB extension cable into the USB port first, then connect the Creative MuVo to the other end of the extension cable. USB Extension cables are available for sale in many computer shops and may also be found by searching the Internet for "USB Extension Cable".

[Error in Windows 2000 when the Creative MuVo is connected](#)

If Windows 2000 locks when opening **My Computer** while the Creative MuVo is connected, or if the computer hangs and reports the following error: STOP 0x00000050, it is recommended that you download and install the latest Service Pack.

For more information on this error, please refer to the **Microsoft Knowledge Base** Article - [Q291284](#).

[My Creative MuVo will not play any songs](#)

After transferring audio files to the Creative MuVo unit, pressing the **Play** button does not seem to have any effect when the unit is connected to its battery pack (i.e. **red light when pressing Play** button).

When adding files to the Creative MuVo unit, ensure that only **MP3** or **WMA** files are stored in the root directory. Move all data files including **WAV** files into a subdirectory. When the file transfer is complete, wait at least 10 more seconds before detaching the unit from the PC.

Ensure you are using fresh batteries.

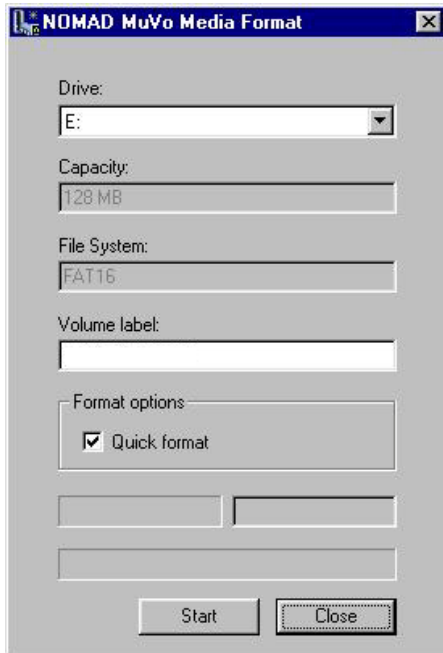
If you are using WMA files make sure that you have updated the MuVo [firmware](#) to support files protected with Digital Rights Management (DRM) or that DRM is turned off in the encoding software.

If the Creative MuVo has been formatted by 3rd party format utilities such as the native format program in Windows, it will need to be reformatted using the Creative MuVo format utility, located by default under **Start, Programs, Creative, Creative MuVo**. If this is not present, reinstall the Creative MuVo software.

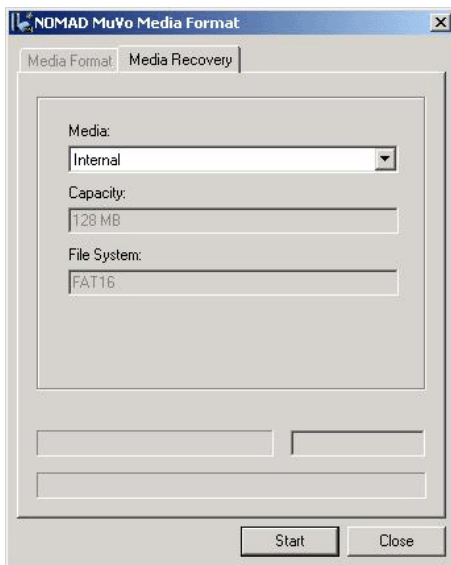
If the difficulty persists, the **Emergency Media Recovery** may be needed:

1. Unplug the Creative MuVo from the computer
2. Press and hold the **Play** button while inserting the Creative MuVo into the USB port.
3. Continue to hold the **Play** button for about 10 seconds after the unit is inserted in the USB port. The **Creative MuVo Media Recovery** drivers should load.
4. When the LED on the Creative MuVo turns red, release the **PLAY** button.
5. Click **Start, Programs, Creative, Creative MuVo, Format**.

- a. In Windows 98, uncheck **Quick Format** and click on **Start**.



- b. In Windows 2000, XP, and ME, click on **Start**.



6. After the format utility is finished, wait 10 seconds after formatting, before unplugging it.
7. Insert your MuVo into the battery pack and press **play**,
8. The light turns green for a second, then red.
9. Power it off again and reinsert it into the PC.
10. It is now ready to have files transferred to it

[The Creative MuVo will not go back to a previous song](#)

When pressing the back button on the Nomad MuVo, the previous song may not play. It may be caused when there is a Wav file mixed in with the MP3 or WMA songs on the Nomad MuVo. When playing, the Nomad MuVo will skip over any non-WMA or non-MP3 but will not go back to a previous file if there is a WAV file between them.

To resolve the difficulty, create a folder and store all non-WMA and non-MP3 files in the folder. The Nomad MuVo will freely skip the folder both forwards and backwards.

[Slow transfer of files to the Creative MuVo](#)

If the rate of transfer of your files to your NOMAD MuVo is slow we recommend that you try formatting the unit using the format utility from the Nomad MuVo installation CD

[The MuVo will not play WMA files](#)

Early versions of the MuVo player with a particular firmware version do not support DRM encoded WMA files. To resolve this, disable the Digital Rights Management /Protection option in the encoding software, then re-rip the WMA files and replace the tracks on the Nomad MuVo.

An updated firmware and driver now supports DRM encoded WMA files, as well as Windows Formatter. Updated drivers and firmware can be downloaded [here](#).

NOMAD MuVo driver update version 1.00.04.250

Release Date: April 6 2004
File Name: MuVo_DRV_LB_1_00_04_250.exe
File Size: 2.02 MB
CRC: 0xA5C87051

NOMAD MuVo firmware upgrade version 1.20.03

Release Date: April 12 2004
File Name: MuVo_PCFW_L8_1_20_03.exe
File Size: 833.94 KB
CRC: 0x49540FB0

[I am getting less than 12 hours playtime with a new battery in my Creative MuVo. Why is this happening?](#)

One or more of the following factors may contribute to shorter playtime with a new battery:

- Quality of the battery (be sure to use a commonly-found battery brand such as Energizer or Duracell)
- Use of rechargeable batteries
- Volume level (using the MuVo at higher volumes drains the battery faster)
- Encoded songs (due to their higher compression rate, WMA songs require more battery power from the MuVo than MP3 songs)

[Does the Creative MuVo work with an Apple Mac?](#)

A Macintosh system with USB support using Mac OS 9.2 or Mac OS X will automatically detect the MuVo, recognize it as a drive, and allow you to transfer files back and forth, without the need to install any Creative applications. However, as there is no Creative **Format** utility available for the Apple Mac, the MuVo must be formatted with the Creative software on a PC before using it on a Macintosh system - consequently the MuVo is not officially supported under this platform.

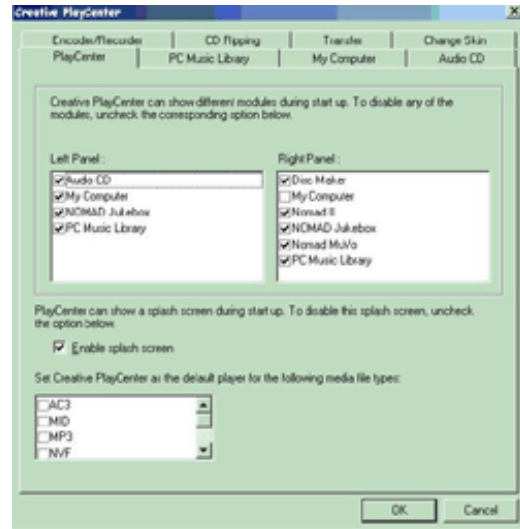
To ensure playability and data integrity, please consider the following steps in using the MuVo in a Mac OS.

1. Eject the Player prior to removing it from the computer. Though the device is hot pluggable, it is recommended that you use the eject feature for external drives to make sure that communications between the computer and the MuVo has been stopped for safe removal.

- Do not format the MuVo using the Macintosh's built in format feature, as the MuVo has its own file format. The Macintosh formatter will try to imprint its own file format onto the MuVo, thus rendering the MuVo unable to recognize the files stored.
- Currently the MuVo does not recognize the Macintosh's AAC (MPEG 4) file format, it will only recognize standard MP3s and WMA file formats.
- If you have problems getting the MuVo to be recognized by the computer, try connecting the MuVo directly into the computer instead of a peripheral USB port like ones found on the keyboard of some Macintosh systems.

What are the entries for the Creative MuVo in Playcenter?

See below the entries in **PlayCenter** for the **Nomad MuVo** after installing the [Creative PlayCenter NOMAD MuVo](#) (filename: CTPCMuVo.exe) module .



Note There is no option to display the Nomad MuVo on the Left Panel.

How many files can I store on my Creative MuVo?

The number of files you can have in the root (for example, E:\) directory on the MuVo is determined by the file name structure of the files that you want to copy and the operating system.

In Windows 98:

- If all your file names comply with the 8.3 or 9.3 file name convention (i.e. 12345678.MP3) you can have 128 files in the root directory. Note: any folder will count as a file.
- If you have any files with long file names, your maximum number of files will decrease depending on the number of characters in the names of the files.

In Windows 2000, Windows XP and Windows ME:

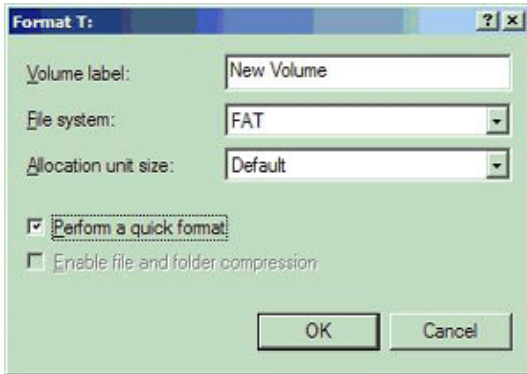
- If all your file names are lower case and comply with the 8.3 file naming convention you can have 256 files in the root.
- If files are in the 8.3 format but have a mix of upper and lower case letters you can only have 128 files.
- If you are using long file names, the maximum number of files will be dependent on the number of characters in the file name.

Remember to create a folder to place all non audio files and folders into one folder (for example E:\notaudio\) as each folder and file will decrease the number of songs you can have in the root directory. Furthermore, note that only MP3 and WMA files in the root directory can be played.

How do I format the Creative MuVo?

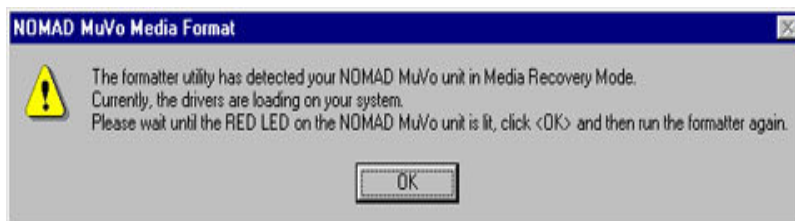
The latest firmware update and driver update for Nomad MuVo players now support the use of the Windows Formatter (FAT16/32 formats).

Once you have installed the latest drivers and firmware, you can format your MuVo player with Windows Formatter. To format it, go to Windows Explorer, right click on the **Removable** drive letter assigned to your MuVo, then click on **Format**. Note: The player can not be formatted with NTFS.



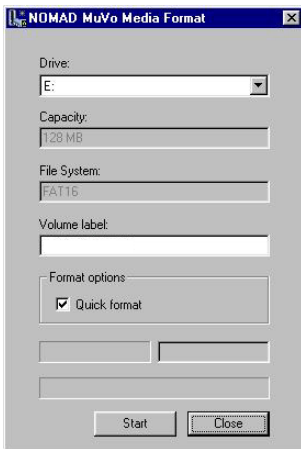
If, in rare cases, the new firmware or Windows Formatter does not resolve corrupted or damaged files on your MuVo player, or if you experience any of these symptoms, you can try the **Emergency Media Recovery** procedure:

- The MuVo player does not turn on, after replacing with a fresh battery
 - It does not play with any song with battery pack
 - It is not being detected by the system
1. Unplug the NOMAD MuVo from the computer
 2. Uninstall the new MuVo drivers via Add/Remove programs in Windows Control Panel, or Windows Device Manager.
 3. Close all background applications
 4. Install the original MuVo drivers from the MuVo installation CD-ROM disk, or download the file (MuVoDrvSetup.exe), available at us.creative.com or www.nomadworld.com.
 5. Press and hold the **PLAY** button while inserting the Nomad MuVo into the USB port. Continue to hold the **PLAY** button for about 10 seconds after the unit is inserted in the USB port. Windows may report "Find New Hardware" , and the **Nomad MuVo Media Recovery** drivers should load.
 6. Release the **PLAY** button.
 7. Go to **Start, Programs, Creative, NOMAD MuVo, and Format**. It will report the following message "*..The formatter utility has detected that your NOMAD MuVo unit in Media Recovery Mode...*"

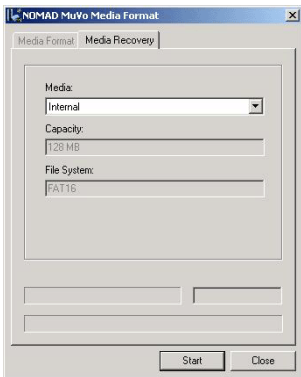


8. When the light on the NOMAD MuVo turns red, click on the **OK** button.
9. Go to **Start, Programs, Creative, NOMAD MuVo, and Format**.

If you are using windows 98, uncheck the box next to **Quick Format**, then click on **Start**. When it is finished, click on **Start** (in the NOMAD MuVo Media Format) again to format the unit one more time.



If you are using Windows 2000, XP, and ME, by default, the **Media Recovery** tab is highlighted, click on **Start**. When Media Recovery is completed, click on the **Media Format** tab, then click on **Start**, to format the unit.



10. The Nomad MuVo is now ready.

NOTE: Wait 10 seconds after formatting the MuVo before unplugging MuVo for optimized usage

[How to use the Creative MuVo](#)

Turning on the player:

1. Press and hold the **Play/Pause** button for a few seconds.
2. The LED turns **Green** and you hear music playing.
3. If there are no tracks on the player the LED turns **Red**.

Turning off the player:

1. Press and hold the **Play/Pause** button for a few seconds until the LED turns off.

Pausing a track:

1. Press the **Play/Pause** button. The LED turns Red

Repeating a track:

1. Press and hold the **Repeat A-B/Track** button to mark the starting point of the section you wish to repeat. The LED blinks green.

2. Press the **Repeat A-B/Track** button again to mark the end of section.
3. The LED blinks green at a slower speed and the marked section is played back repeatedly.
4. To resume normal playback, press the **Repeat A-B/Track** button again.

[How do I change the order of tracks on the Creative MuVo?](#)

The MuVo can only play the audio files in the same order that they are transferred from a computer. If they are transferred in alphanumeric order, the Nomad MuVo will play them in the same order. To change the order, the files will need to be removed from the Nomad MuVo and re-added back on in the order they are to be played.

To change the order of files:

1. Create a new folder on your desktop and set the view to **Details**
2. Move the files from the MuVo to this new folder in the order desired
3. Copy the files back to the MuVo

[How do I Upgrade the Firmware](#)

To install this firmware upgrade, do the following:

1. Transfer all files from your player to your computer before installing the firmware upgrade.
2. Connect your player to your computer while pressing and holding the Play button.
3. Keep pressing the Play button for 10 seconds after connecting the player to your computer.
4. Release the Play button. A dialog box appears, prompting you to install a Player Recovery Device driver.
5. Follow the onscreen instructions to complete the device driver installation.
6. Once the Player Recovery Device driver installation is complete, double-click the firmware upgrade .EXE file.
7. When the ' Creative MuVo Audible Firmware Download ' dialog box appears, click the Start button.
8. Follow the onscreen instructions to complete the upgrade.
9. Disconnect your player.