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## Troubleshooting Guide



Global Technologies, Inc.

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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](http://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**. For more information on how to reset or format your player, please refer to SID 4794 [How do I access the recovery mode of my Creative MP3 Player?](#).

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.

# How do I access the recovery mode of my Creative MP3 Player?

If you experience one or more of the following symptoms, it is recommended that you download and install the latest driver and firmware update from [www.nomadworld.com](http://www.nomadworld.com), and format your player or reset your player by booting the player into its unique **Recovery Mode**:

- Your player is not detected in Creative MediaSource or Windows Media Player
- The battery does not last as expected
- Your computer stops responding during file transfers
- There is a power outage during file transfers

It is recommended that you run the **Scan Disk** (if applicable) first, then run Clean Up. Neither, of these will affect the musical files. This process however will remove links to music files that are no longer present in the player.

If the difficulty persists, 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 (or **Reload OS**).

Not all players have firmware available for download. Before selecting **Reload Firmware** or **Reload OS**, ensure that there is a firmware available at [www.creative.com](http://www.creative.com) or [www.nomadworld.com](http://www.nomadworld.com). Follow the installation instruction in its firmware release note "Show Details".

## [Creative Zen Micro Players](#) ↓

1. Turn off the Zen Micro player.
2. Remove the battery.
3. Move and hold the Power button to the **Power On** position and re-insert the battery to the Zen Micro. Hold the Power button until the rescue mode appears.
4. The following options will be displayed:
  - **Clean Up** (Performs a disk scan on the players hard disk, it will not affect music files)
  - **Format All** (Formats the players hard disk - Note: all contents will be lost)
  - **Reload Firmware** (Reloads the Operating System on the Jukebox. Note: Reloading your OS, will not effect the contents of the files stored on your Zen Micro)
  - **Reboot** (Reboots the device).

# How do I format my Creative MP3 Player?

If you experience one or more of the following symptoms, it is recommended that you download and install the latest driver and firmware update from [www.nomadworld.com](http://www.nomadworld.com), and format your player:

- Your player is not detected in Creative MediaSource or Windows Media Player
- The battery does not last as expected
- Your computer stops responding during file transfers
- There is a power outage during file transfers

## [Creative Zen Micro, ZEN NX, or ZEN Xtra](#) ↓

Ensure that the player is turned off, and remove the battery.

If you have a ZEN Micro player, move and hold the Power button to the **Power On** position and re-insert the battery to the Zen Micro. Hold the Power button until the rescue mode appears.

If you have a ZEN NX, or ZEN Xtra, hold down the **Play/Pause** button and insert a paper clip into the Reset hole on your player. Remove the paper clip from the Reset hole and then release the Play/Pause button after the recovery mode has started.

<b>Clean Up</b>	Performs a disk scan on the players hard disk
<b>Format</b>	Formats the players hard disk All contents will be lost
<b>Reload OS</b>	Reloads the Operating System on the Jukebox. Do not select this option unless you have downloaded the firmware.  Reloading your OS will not effect the contents of the files stored on your Jukebox Zen
<b>Reboot</b>	Reboots the device

1. To format the device, select option 2: Format All.

## Creative Zen Micro FAQ

### [What are the minimum system requirements for setting up Zen Micro's software?](#) ↓

- Microsoft® Windows® XP, Windows 2000, Windows Millennium Edition (Me) or Windows 98 Second Edition (SE)
- Intel® Pentium® II 350 MHz, AMDR-K6-2® 450 MHz or better processor (Pentium III 450 MHz or higher recommended for MP3 encoding)
- CD-ROM/DVD-ROM drive with digital audio extraction support
- USB 1.1 (USB 2.0 port recommended for faster transfers)
- 64 MB RAM (128 MB recommended)
- 30 MB free hard disk space (more for audio content storage)
- Internet connection for Internet content downloading and CDDB2. support (any charges incurred are the responsibility of the user)

**NOTE** The software applications on the Zen Micro CD may have higher requirements for basic functionality. Refer to each application's documentation for details.

### [Product Information](#) ↓

#### Package Includes

- Zen Micro player
- High Fidelity earphones
- Rechargeable li-Ion battery
- Power adapter
- USB 2.0 cable
- Belt-clip & stand and Stylish cloth pouch
- Installation CD
- Quick Start Guide
- Creative MediaSource



**Size WxHxD:** 2" x 3.3" x 0.7"

**Weight:** 3.8 oz with removable battery

**Capacity:** 5GB<sup>1</sup>

- 166 hours of music at 64 kbps (Based on 4 minutes per song at 64 kbps WMA)
- 83 hours at 128 kbps
- other bitrates also supported

**Battery Life:** Up to 12 hours of continuous playtime with removable lithium ion rechargeable battery (Actual battery life will vary with use)

**Interface:** USB 2.0 (backward compatible with USB 1.1)

**Playback Format:** MPEG Audio Layer 3 (MP3), Windows Media™ Audio (WMA) and WAV

**Signal-to-Noise Ratio:** up to 98dB

**Display:** 160 x 104 pixel resolution, blue EL backlit LCD

Creative offers a 1 year limited hardware warranty / 90 day service warranty

## Included Software

### Creative MediaSource Player/Organizer

Use Creative MediaSource™ Player/Organizer to import music into your computer and transfer it to Zen Micro.

Creative MediaSource Player/Organizer is your digital music center for playing, creating, organizing and transferring digital music.

### Zen Media Explorer

Zen Media Explorer offers you the ease of managing music tracks and data files in Zen Micro, in a Windows Explorer environment.

## [Should I leave Zen Micro plugged into the Power Adapter? ↓](#)

No, you should not. After charging the battery or using Zen Micro, disconnect it from the Power Adapter. Leaving it plugged in leads to heat buildup, which is not good for Zen Micro or its battery.

## [Can I jog with my Zen Micro? ↓](#)

You should not subject Zen Micro to continuous shocks, such as those that are likely to occur while you jog or run.

## [Can I transfer DRM protected WMA files to my player? ↓](#)

Yes. To transfer DRM protected WMA files to Zen Micro, you can use Creative MediaSource Player/Organizer or Zen Media Explorer..

## [Can I use the player for portable data storage? ↓](#)

You can use Zen Micro to store backup copies of your computer's data files, or use it to transfer files from one computer to another.

Use **Zen Media Explorer** if you need to transfer data files between Zen Micro and your computer. **Zen Media Explorer** is automatically installed when you set up the Zen Micro software on your computer. If you want to use Zen Micro to transfer files between different computers, make sure you set up the Zen Micro software on these computers. If you are using a shared computer in school or at the office, and installing **Zen Media Explorer** is not possible, you can still transfer data files. However, you must enable Zen Micro's Removable Disk mode when you do this.

## [If I damage or lose my Power Adapter, can I buy a similar, off-the-shelf adapter? ↓](#)

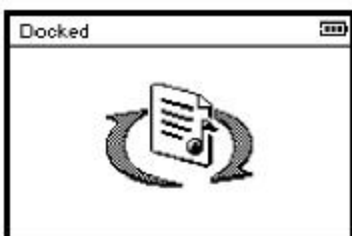
No. An off-the-shelf adapter may not be compatible with Zen Micro, and may even damage it. You should get a replacement Power Adapter from Creative at [www.creative.com](http://www.creative.com), or your local Creative office/distributor.

## [I have to recharge Zen Micro's battery quite often. Is there anything I can do to make it last longer? ↓](#)

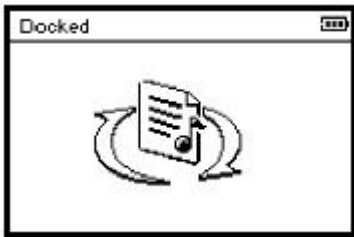
Generally, any operation requiring Zen Micro to access the hard disk uses battery power. Consequently, filling your player to capacity is not recommended. However, some operations consume more battery power:

- A long backlight timeout setting. A shorter timeout conserves battery power.
- A high contrast setting. Position the player so that you can read the display without using a high contrast setting.
- Fast-forwarding or rewinding.
- Turning the player on and off too many times.
- Prolonged use at high volumes.

## [LCD diagrams on the Zen Micro.What do they mean? ↓](#)



Your computer is actively managing your player. Warning:**DO NOT disconnect your player while your computer is still actively managing it.**



Your computer is not actively managing your player. To use your player, disconnect it from your computer.



You are upgrading your player's firmware.



The firmware upgrade is complete. Reset your player to enable the new firmware to take effect.



There was an unexpected power loss during audio file transfer. Use your player only after this library rebuilding is completed.



There was an unexpected power loss while saving settings. Reload the firmware, download a newer firmware version or contact Customer Support Services.





The firmware is corrupted. Reload the firmware, [download a newer firmware version](#) or contact Customer Support Services.

## [How do I reset Zen Micro?](#) ↓

You can solve most problems with Zen Micro by resetting it.

- Turn off Zen Micro.
- Open the battery cover.
- Remove the battery and wait five seconds before reinserting the battery.

## [Zen Micro does not turn on or stops responding. What do I do?](#) ↓

- Make sure the Power switch is not in the Lock  position.
- If you are using the optional Zen Micro **Remote Control**, make sure the remote control  Lock switch is not in the Lock position.
- Your battery may need to be recharged. Connect your player to the Zen Micro Power Adapter, and then connect the Power Adapter to a power outlet. If necessary, turn on the power outlet.

## [Do I need to defragment Zen Micro hard disk drive?](#) ↓

Zen Micro may occasionally operate at less than optimal performance for a number of reasons, for example, if **Music Library** is rebuilt frequently when no changes are made to it.

Selecting **CleanUp** in Zen Micro's **Recovery Mode** menu cleans, rebuilds and reorganizes Music Library and restore it to optimal efficiency. Save a copy of Zen Micro's content before cleaning up your player.

## [To clean up Zen Micro's hard disk drive](#)

- Turn off Zen Micro.
- Slide open the battery cover.
- Remove the battery.
- Slide the Power switch towards the Power icon and hold it there while you reinsert the battery.
- The **Recovery Mode** screen appears when Zen Micro turns on.
- Four menu items are available in the Recovery Mode screen: **CleanUp**, **Format All**, **Reload Firmware** and **Reboot**.
- To clean up your player's hard disk drive, select **Cleanup**.
- When the clean up is complete, select **Reboot**. Your player restarts and starts rebuilding Music Library.

**Caution:** Selecting **Format All** clears Zen Micro's memory and erases all hard disk content. Save a copy of your player's content before formatting your player.

Selecting **Reload Firmware** erases your player's firmware. DO NOT Select the **Reload Firmware** unless you have downloaded a newer firmware version for Zen Micro, or have been advised to do so by the Creative Customer Services center.

## [License error when trying to play music](#) ↓

If after updating the firmware on your player you receive an error message regarding licensing, connect the player to the computer, open Windows Media Player 10 and click on the **Sync** tab. On the right hand side there is an option to **Format storage media**. Use this to reformat the player then copy the songs back to the Zen Micro.

## [I have to recharge my battery quite often. How do I make the battery last longer?](#)

Several factors can influence the battery life of a portable player. These factors include battery make and model, player configuration, music format, etc. If you are dissatisfied with the battery life of your player, one or all of the following tips may help to improve battery life:

First, download and install the latest firmware update if available at [www.creative.com](http://www.creative.com).

If your player uses a rechargeable Li-ion battery, it is important to fully charge the battery before the initial use. The initial charge time varies among different player models. Some players such as ZEN Micro can be fully charged after 3 or 4 hours, other players such as Zen Portable Media Center requires a charge overnight. In addition, be sure to fully discharge (drain) the battery before recharging battery for the first few charges. One way to fully discharge the battery is to let the player play continuously till the battery is depleted.

You can also improve battery life by changing the player configuration and usage.

- Reduce the Backlight Timeout setting on the player (A shorter timeout will conserve more battery power).
- Reduce the Display Contrast setting on the player. Try positioning the player so that you can read the display without using a high contrast setting.
- Try less usage of the Fast Forward/Rewind functions and/or EAX effects.
- Avoid using the player together with passive speakers or headphones with a very high power requirement, for example, headphones that are higher than 16 Ohms reduces the battery playtime
- Avoid constantly adjusting the volume level, or playing music at high volumes
- Change the encode format and bit rate. WMA songs require more battery power from the MuVo than MP3 songs). \*  
**Note:** Due to the higher compression rate on WMA (thus requiring less storage space), it takes more DSP power from the MuVo and, therefore, will drain more battery power.
- Characteristics of songs (songs with loud bass may shorten the battery playtime)

# Creative Zen Micro Essential Troubleshooting

## [Incorrect Language Setting on my Zen Micro](#) ↓

If you wish to change the Menu language on the Zen Micro,

Tap the **Menu/Back** option and the Select **System - Language - Choose your language**.

If you have changed the language settings on your Zen Micro to a language you don't understand, follow the instructions below:

### Method 1:

- Press the **Menu/Back** button until you reach the Main Menu (you will see **FM** in row 4 from the top under every language)
- Scroll down in the **Main Menu** to the last option and select it (this is the **System** option)
- Scroll down to fourth row in the **System** menu and select it - this is the **Language** change option
- Change the language to the desired one

### Method 2:

- Reboot the player to recovery mode. Take out the battery, press and hold the **ON/LOCK** button in the **ON** position and put back the battery, wait until **Recovery Mode** appears on the display
- When entering the **Recovery mode** in the Zen Micro, be aware of the sensitivity of the scroll bar. Make sure that you only select the option that you want as some of them may affect the usability of the player.
- The options on the Zen Micro **Recovery mode** are:
  - Clean Up (Performs a disk scan on the players' harddisk. Clean up will not remove any files from the player)
  - Format All (Formats the players harddisk - Note: all contents will be lost)
  - Reload OS (Reloads the Operating System on the Jukebox. **Note:** Reloading your OS, will not effect the contents of the files stored on your Zen Micro. **Before selecting this options make sure you have downloaded a new firmware for the player, as the player won't work without a firmware.**)
  - Reboot (Select the Reboot option once you have completed the recovery operations).
- Select **Clean Up** from the menu
- When **Clean Up** has finished scroll down and select **Reboot**
- Player will boot into **Language Selection** screen

## [How to reset a ZEN Micro?](#) ↓

Most Zen Micro related difficulties such as "not detected", "player freezes at bootup", can be resolved by resetting it through its recovery mode. To reboot the player to recovery mode:

- Take out the battery, press and hold the **ON/LOCK** button in the **ON** position and put back the battery, wait until **Recovery Mode** appears on the display
- When entering the **Recovery mode** in the Zen Micro, be aware of the sensitivity of the scroll bar. Make sure that you only select the option that you want as some of them may affect the usability of the player.
- The options on the Zen Micro **Recovery mode** are:
  - Clean Up (Performs a disk scan on the players' harddisk. Clean up will not remove any files from the player)
  - Format All (Formats the players harddisk - Note: all contents will be lost)
  - Reload OS (Reloads the Operating System on the Jukebox. **Note:** Reloading your OS, will not effect the contents of the files stored on your Zen Micro. **Before selecting this options make sure you have downloaded a new firmware for the player, as the player won't work without a firmware.**)
  - Reboot (Select the Reboot option once you have completed the recovery operations).
- Select **Clean Up** from the menu
- When **Clean Up** has finished scroll down and select **Reboot**
- Player will boot into **Language Selection** screen

## [The audible click can not be heard on my Zen Micro](#) ↓

Check that the **Clicker** option is set to ON. Open - System - Player Settings - Touch Pad - Clicker On.

If the Clicker sound is set to On and the sound still can not be heard, we recommend upgrading the [Zen Micro's firmware](#). Run the upgrade with the Micro attached to the computer.

## [I am getting shorter battery life than expected \(charging tips\)](#) ↓

It has been reported by some of our customers that they have experienced reduced battery life after charging their Zen Micro. Our product development team has researched these reports and determined that the users may have experienced this after they plugged their Zen Micro into the AC adapter that was already inserted into a wall socket with the AC power on.

While this is not the conventional way to plug in a player for charging, we wanted to ensure our customers did not experience this problem, so we have developed a solution to address this which simply involves upgrading the [Zen Micro's firmware](#).

This new firmware also includes an enhancement to improve touchpad sensitivity. We recommend that all of our customers download this firmware update to enhance their Zen Micro experience.

## [While transferring music or data over the USB Cable I get a USB Transfer Error](#) ↓

If you are having problems with the unit locking up we recommend that you upgrade the [Zen Micro's firmware](#). Run the upgrade with the Zen Micro attached to the computer.

## [I am unable to set my Micro to the current date](#) ↓

We recommend downloading and installing the latest [upgrade firmware](#) for the Zen Micro. Run the upgrade with the Zen Micro attached to the computer.

## [My touchpad is too sensitive](#) ↓

## [How to change the Sensitivity of the Touch Pad on the Zen Micro](#)

It is worth noting that the touchpad allows you 2 functions, (1) Scrolling through menu options and (2) Selecting an option from a menu. It may need a little practice before you get used to it. If you are having problems, we recommend you try the following:

- Press the touchpad with the top of your finger.
- Keep it pressed and move it slowly down the pad highlighting the position you want to go to on the menu without removing your finger from the pad.
- Once you have selected your menu option, remove your finger from the pad.
- Tap once on the pad to choose the highlighted setting.


If you feel uncomfortable with the response of the touch pad you can adjust its sensitivity:

- Go back to the main Menu by pressing the back button on your Zen Micro Player.
- Go into **System/Player - Settings/Touch pad**
- Here you have the options for the **Clicker on** and **off**
- Choose Sensitivity level **high/medium/low** for the Touch Pad.

Like most consumer electronics, the MP3 players should not be exposed to the extremely low or high temperatures. The operating conditions for a Zen Touch player are: 5C to 40C and 10% to 85% relative humidity. If you experience any problems using the touchpad indoor just after you came from outside where the the temperature was very low, wait a moment until temperature of the unit matches room temperature. For operating conditions and storage condition of your MP3 player, please refer to its online Manual.

However, we recommend that you upgrade the [Zen Micro's firmware](#) for enhancements to the touchpad navigation system.

## [When I updated my firmware the 'pop up' to say that my player is locked is gone](#) ↓

This is a feature of the new [firmware upgrade](#). You can see that the player is locked as there is a lock symbol  on the top right hand corner of the screen. This feature improves battery life.

## [Firmware Update](#) ↓

Firmware is a type of software that is not loaded as ordinary software. It is loaded onto the read-only memory (ROM). In other words, a firmware on a device is similar to the [BIOS](#) on a personal computer.

For specific firmware upgrade instructions, please refer to the firmware released posted at the download site, or follow the instructions on the screen.