

Troubleshooting

| Problem | Solution |
|---|---|
| I inserted a Clickfree Backup DVD, but nothing happens. | <ul style="list-style-type: none"> • Ensure that you have inserted the Clickfree Backup DVD into a DVD writer • Ensure that your DVD writer is compatible with DVD+R media • Ensure that your computer has fully started up before inserting the DVD (select a user name and enter your password, if required) • Ensure that AutoRun is enabled on your computer (for more information on AutoRun, go to www.GoClickFree.com/support) • To manually start Clickfree Backup from the DVD: <ol style="list-style-type: none"> 1. Insert a Clickfree Backup DVD into your DVD writer. 2. From the Start menu, click on My Computer (XP/2000) or Computer (Vista). The My Computer/Computer window will appear. 3. In the My Computer/Computer window, locate and double-click on the DVD writer containing the Clickfree Backup DVD. This will start Clickfree Backup. |
| After inserting a Clickfree Backup DVD, the following message appears: "Clickfree Backup cannot start because you do not have the required permissions. Please re-login into this computer with an Administrator-level account" | Log into your computer with an Administrator-level account. |

User Guide

For technical support and the User Guide visit : www.GoClickFree.com/support.

clickfree
Automatic Backup

QUICK START GUIDE

Clickfree™ Backup DVD

Storage
Appliance
Corporation

Finally, backup for everyone

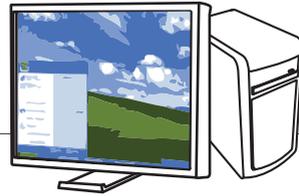


Clickfree automatic backup - works out of the box.

Visit www.GoClickFree.com for a complete list of Clickfree products.

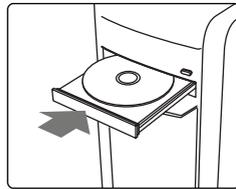
QUICK START GUIDE

For Windows XP/2000 users:

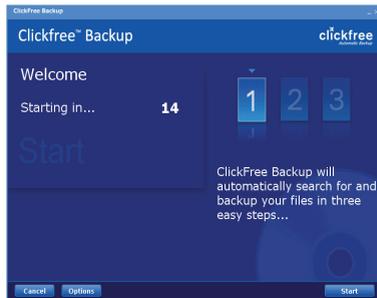


- 1 Ensure that your computer is on.

- 2 Insert a Clickfree Backup DVD into your computer's DVD writer.
Wait for approximately 60 seconds.



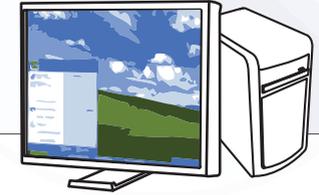
- 3 Clickfree Backup will automatically appear on its own. Follow the on-screen instructions.
If Clickfree Backup does not start, see Troubleshooting.



- 4 When the backup is complete, remove the Clickfree Backup DVD from your computer and store it in a safe place.
You're done!

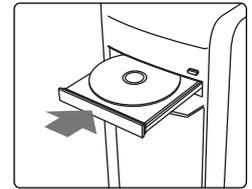


For Windows Vista users:



- 1 Ensure that your computer is on.

- 2 Insert a Clickfree Backup DVD into your computer's DVD writer.
Wait for approximately 60 seconds.



- 3 Clickfree Backup will automatically appear on its own. Follow the on-screen instructions.

If the AutoPlay window appears:

- 1) Check the "Always do this for software and games:" box and then
- 2) Click on the "Start Clickfree Backup".

If Clickfree Backup does not start automatically or the AutoPlay window does not appear, see Troubleshooting.



- 4 When the backup is complete, remove the Clickfree Backup DVD from your computer and store it in a safe place.
You're done!

