Bonus Chapter 3

Putting a Dime in the MusicMatch Jukebox

In This Chapter

- Installing the iPod software with MusicMatch Jukebox
- Setting the recording format in MusicMatch Jukebox
- Ripping CDs and importing music with MusicMatch Jukebox
- Playing songs in MusicMatch Jukebox
- Adding and editing song information with MusicMatch Jukebox
- Updating your iPod with MusicMatch Jukebox
- Deleting songs and repairing broken links in MusicMatch Jukebox

If your PC is on the trailing edge rather than the leading edge, don't worry — you won't miss out on the iPod revolution. True, if you don't run Windows 2000, Vista, or XP on your PC, you can't use iTunes for Windows. However, if you use Windows Me (Millennium Edition), you can use MusicMatch Jukebox to manage a music library for your iPod.



MusicMatch Jukebox doesn't support audio files compressed with the iTunes AAC encoder and doesn't play the music available from the iTunes Store.

When Apple started shipping Windows-compatible iPods, it didn't quite have its software act together, so Apple contracted with MusicMatch, Inc., to supply Windows software. As a result, MusicMatch Jukebox version 7.5 was supplied on CD with the second-generation iPod for Windows and early third-generation models.



However, Apple moved on from this arrangement when it introduced iTunes for Windows, leaving MusicMatch free to develop its own online music store and software — which is incompatible with the iPod, by the way. MusicMatch can no longer distribute the iPod plug-in for MusicMatch Jukebox and is no longer developing or building fixes for iPod plug-ins.

Some people prefer MusicMatch (MM, for short) for ripping CDs, super-tagging songs to categorize them quickly, recording from other sources, and so on. You might want to use MusicMatch Jukebox for other reasons, such as its compatibility with other audio formats. MusicMatch Jukebox offers high-quality MP3 encoders that produce excellent sound files that don't take up much hard drive or iPod space. Still, you must choose because your iPod can synchronize with only one program — iTunes *or* MusicMatch Jukebox. This chapter describes how to install and start using MusicMatch Jukebox. (See Chapter 2 for details on how to install iTunes.)

Breaking Open MusicMatch Jukebox

With MusicMatch Jukebox, just like with iTunes, your computer is a vast jukebox limited only by your hard drive space. You can manage this library and keep a backup copy to preserve the music in high-quality format. iTunes and MusicMatch Jukebox are very similar in how they work. It's quick and easy to slip in a CD and *rip* (transfer and digitally encode) songs into your music library. The ripping process is very fast, and track information (including artist name and title) arrives automatically over the Internet.

MusicMatch Jukebox gives you the power to organize songs into playlists and burn any songs in your library to CD, in any order. It offers equalizers with preset settings for all kinds of music and listening environments as well as the capability to customize and save your own settings with each song. You can burn songs that you rip from your CDs and import from Web sites and MP3 repositories onto another CD, copy to other computers, and transfer to your iPod freely.

You need the following to use MusicMatch Jukebox with the iPod:

- A PC with a 300 MHz or faster processor
- Windows Me, 2000, or XP
- 96MB of RAM (128MB for Windows XP)
- Built-in or Windows-certified FireWire (IEEE 1394) connection, or USB connection

The MusicMatch Jukebox user interface (UI), as shown in Figure BC3-1, looks a bit different than other Windows applications. If you like, you can customize how it looks by assigning a skin. A *skin* is how the UI looks: all the buttons

and menu options to perform tasks, such as increasing volume, opening the library, burning a music CD, and so on. Skins are changeable, and you can download new ones from the MusicMatch site.

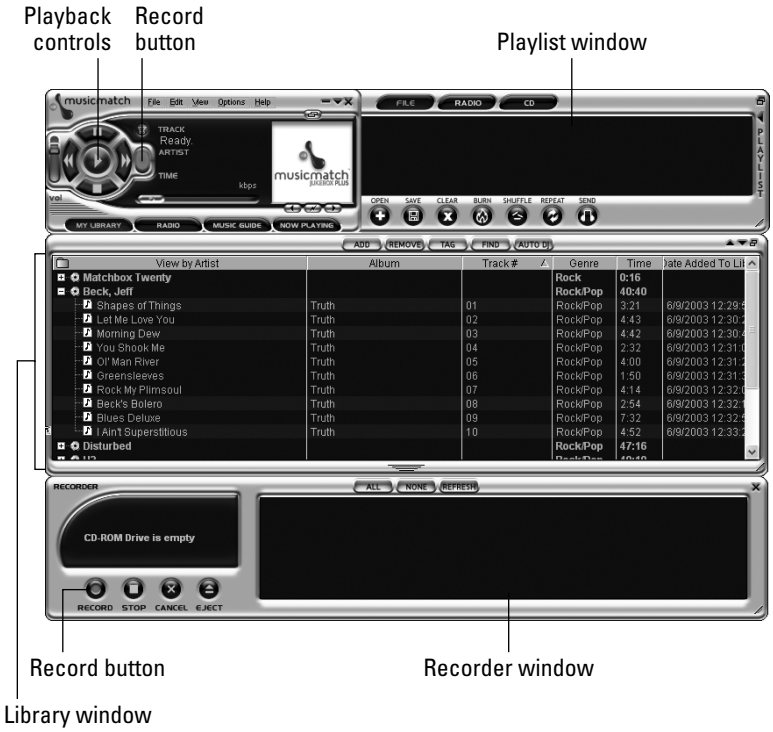


Figure BC3-1: The MusicMatch Jukebox interface.

MusicMatch Jukebox offers the following separate windows that you can drag to any position:

- **Library:** Your music files appear in this window, sorted by artist. You can open by artist, just like opening folders in Windows Explorer, to see songs organized by album.
- **Playlist:** Drag songs or albums to this window to play them. You can also save playlists.
- **Recorder:** Tracks on audio CDs appear here, ready to be ripped into your library when you click the Record button.

Plugging In MusicMatch Jukebox

Before installing the iPod software for Windows, make sure that you're logged in as a Windows Administrator user if you're using Windows 2000 or XP. Quit all other applications before installing and disable any virus-protection software.

If you've installed an earlier version of MusicMatch Jukebox (especially if it's a demo version provided with your computer), you must remove the earlier version before installing the version that came with your iPod. Choose Start➪Settings➪Control Panels➪Add/Remove Programs, and then select MusicMatch Jukebox to remove the program (called *uninstall* in some versions of Windows).



The second-generation 10GB iPod for Windows model, as well as some early third-generation iPod models, included MusicMatch Jukebox with iPod-for-Windows software on CD-ROM. When installing this version of MusicMatch Jukebox from CD-ROM, be sure that you have the serial number from the sleeve of the CD for your iPod. When you install MusicMatch Jukebox, you need to enter this serial number, which unlocks the Plus version of MusicMatch Jukebox on the CD. The Plus version runs a bit faster and offers many more features than the standard version, including the ability to save your playlists. For troubleshooting information, visit the MusicMatch Jukebox FAQ page for iPod users at `wwws.musicmatch.com/faq/IPOD056.htm`.



If you're installing from the CD and get a message recommending that you update MusicMatch Jukebox with a version that's newer than version 7.5, *don't do it* unless you intend to use MusicMatch Jukebox *without* your iPod. *This means that you must use iTunes to synchronize your iPod.* MusicMatch and Apple no longer provide support for the iPod plug-in for MusicMatch Jukebox version 7.5 or earlier versions. Version 7.5 works with the plug-in provided on CD with second-generation iPod for Windows models. For all newer iPod models, use iTunes.

You can also use version 8.1, which is still available from OldVersion.com (`www.oldversion.com`), along with the iPod plug-in for MusicMatch Jukebox, available from Version Tracker (`www.versiontracker.com`). Versions newer than version 8.1 of MusicMatch Jukebox won't work with an iPod. You can visit the MusicMatch Jukebox FAQ page (`wwws.musicmatch.com/faq/IPOD053.htm`) for information about version 8.1, which supports the iPod with a separate iPod plug-in (available from Version Tracker).

To install MusicMatch Jukebox on a Windows PC to use with an iPod, follow these steps:

1. **Insert the CD. Do not connect your iPod to your PC yet.**

   MusicMatch Jukebox version 7.2 or version 7.5 is provided on CD supplied with older iPod models. The CD automatically starts running when you insert it into a PC.

2. **Start the installation wizard.**

   To start the downloaded version of the installer, double-click the installer file. If the installer (on the CD) doesn't open automatically, double-click the CD-ROM icon in the My Computer window and then double-click the Setup icon.



3. **Click Install and follow the instructions.**

   iPod for Windows software must be installed on the C: drive to work, but you can choose a destination folder.

4. **If you installed version 8.1 of MusicMatch Jukebox from the Internet (no longer available as of this writing), run the iPod plug-in installer wizard and follow the instructions.**

   Double-click the iPod plug-in installer file downloaded from Version Tracker.

5. **Connect your iPod.**

   The installation instructions tell you when it's time to connect your iPod to the PC.

6. **Follow the instructions to continue and finish installation.**

   If the PC doesn't recognize the iPod, see the troubleshooting instructions in Chapter 25.

After you first connect the iPod to a PC during the installation process, the iPod should be properly configured to work with Windows. The iPod-for-Windows software should automatically run MusicMatch Jukebox when it detects the iPod. If the program doesn't automatically run, you can launch it by double-clicking the icon for MusicMatch Jukebox.

In MusicMatch Jukebox, your iPod should appear in the PortablesPlus window under the Attached Portable Devices folder, as shown in Figure BC3-2. If the window is not yet open, choose File➪Send to Portable Device.

The iPod automatically synchronizes to the MusicMatch Jukebox library after you connect it, but you probably don't have anything in your music library yet. Your next step in building up your MusicMatch Jukebox library is to import music from CDs, buy music online, or import music from other sources. The next time that you connect your iPod, the music transfers automatically.



Figure BC3-2: MusicMatch Jukebox adds your iPod to the portable devices list.

Importing Music into MusicMatch Jukebox

To get tunes into your iPod, you need to first import the music from your audio CDs or other sources. The importing process is straightforward, but the settings that you choose for importing affect sound quality, hard drive space (and iPod space), and compatibility with other types of players and computers.

Setting the recording format

Importing music from an audio CD takes less time than playing the CD. However, before you actually rip a CD, you should check your importing settings. To check your importing (Recorder) settings in MusicMatch Jukebox, follow these steps:

1. **Choose Options⇨Settings and click the Recorder tab.**

   The Recorder tab of the Settings dialog appears, as shown in Figure BC3-3.

2. **Choose an encoding format from the Recording Format pop-up menu and then make changes to its settings, which vary depending on the encoding format that you choose.**

   You have to do this step only once. MusicMatch Jukebox keeps these settings for recording from audio CD until you change them.



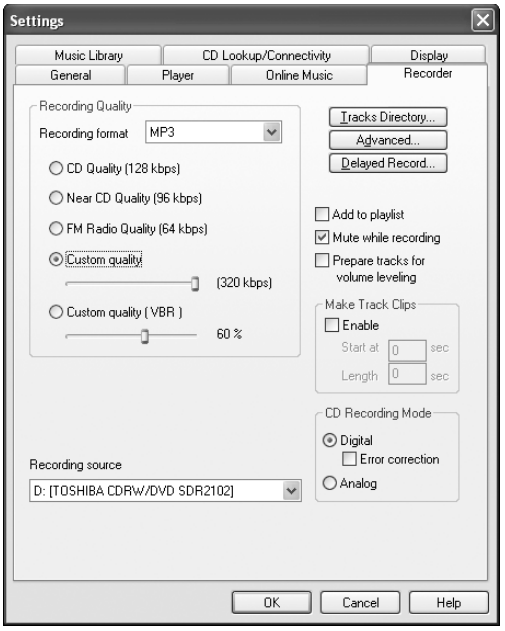


Figure BC3-3: Set your importing (Recorder) settings for ripping CDs in MusicMatch Jukebox.

Use the MP3 recording format for songs that you intend to send to others over the Internet, burn an MP3 CD for use with MP3 CD players, or copy to an iPod or other portable MP3 players. Select the quality option that you want:

- Choose **CD Quality** (128 kbps) or **Custom Quality** and move the slider to 320 Kbps for the highest bit rate provided for the MP3 format. (Higher bit rates mean higher quality audio.) MusicMatch Jukebox also offers a version of CD Quality that offers Variable Bit Rate (VBR).
- Use **Near CD Quality** for songs that you want to compress more and don't mind the loss in audio quality.
- Use **FM Radio Quality** for voice recordings, narration, and very low-quality audio but very high compression.

For more information about the MP3 format in MusicMatch Jukebox, see "MusicMatch Jukebox Encoders" later in this chapter.



WAV, the high-quality recording format used on PCs, is more suitable for digital song files that you burn onto an audio CD. However, songs encoded in WAV occupy approximately 10MB per minute, which is many times more space than using MP3 format. As a result, WAV files also require more iPod battery power to play and might skip when playing in an iPod because the skip protection cache fills up too quickly when playing uncompressed music.

We recommend using WAV only to rip songs you intend to burn onto an audio CD or use with sound-editing programs.

You can import songs from a CD with one encoding format and then import them again with a different format. For example, you might use WAV to encode songs that you intend to burn onto a CD and then use MP3 to encode the same songs for use on an iPod. After burning the CD, you could delete the WAV versions, which take up a lot of space.

Ripping songs from a CD

To rip a CD with MusicMatch Jukebox on a Windows PC, follow these steps:

1. **Choose View➪Recorder.**

   The Recorder window opens, as shown in Figure BC3-4.



Figure BC3-4: Recording songs from an audio CD using MusicMatch Jukebox.

2. **Insert an audio CD.**

   The songs first appear in your song list as generic, unnamed tracks. If your computer accesses the Internet at all times, MusicMatch Jukebox can connect to the Internet automatically and retrieve the track information every time you insert an audio CD. This takes only a few seconds. If you have to connect first by modem, go ahead and establish your connection, making sure that CD Lookup is enabled. (To check, choose Options➪Settings and click the CD Lookup/Connectivity tab.) Then click the Refresh button along the top of the Recorder window.

3. **(Optional) Remove the check mark next to any songs on the CD that you don't want to record (import).**



MusicMatch Jukebox records the songs that have check marks next to them; when you remove the check mark next to a song, the program skips that song.

4. **Click the red Record button in the Recorder window or next to the playback controls to start importing the music.**
5. **MusicMatch Jukebox rips the CD.**

   When it's done, the program automatically ejects the CD.

During recording, the status area shows the progress of the operation. To cancel, click the Cancel button in the Recorder window.

Adding song files from other sources

After you save or copy an MP3 or WAV file to your hard drive from another sound-editing program or from the Internet, click the Add button in the MusicMatch Jukebox Library window. You can then browse your hard drive to find folders of music files and either add music files separately or add entire folders of files at once.

You can also use MusicMatch Jukebox to automatically search your hard drive for music to add to your library. Choose Options➪Music Library➪ Search and Add Tracks From All Drives. You can use this function to import music from a network server as well as from your own hard drives.

Rocking On with MusicMatch Jukebox

To play songs in MusicMatch Jukebox, click the song title and click the Play button in the circle of playback controls in the upper-left corner of the Music-Match Jukebox window (refer to Figure BC3-1). This control panel offers the usual Play, Pause, Forward, and Previous buttons as well as a volume slider.



You can also click an artist name to select all the songs by the artist, and then click the Play button.

When you select songs and click the Play button, the songs appear in the order that you selected them in a list in the Playlist window, as shown in Figure BC3-5. You can also drag songs or albums to the Playlist window in any order you choose; then click Play.

To select a range of songs, click the first song and then press Shift while clicking the last song. To add single songs to your selection, press Ctrl while clicking each.



Figure BC3-5: After selecting songs in the MusicMatch Jukebox music library, you can drag them to the Playlist window.

Saving a playlist

To save the songs in the Playlist window with a name for each playlist (essential for transferring playlists to the iPod), click the Save button and give the playlist a name.

After saving a playlist, click the Clear button to clear the Playlist window so that you can load a new set of songs to create another playlist.

To open a saved playlist, click the Open button in the Playlist window and click the Playlists icon in the left column of the Open Music window. You can then select any named playlist, and MusicMatch Jukebox loads the playlist into the Playlist window for playback.

Leave the Clear Current Playlist When Adding New Tracks option enabled so that you replace the current tracks in the Playlist window with the new playlist. If you want to add to the end of the current playlist, disable this option.

Playing albums

Although filling the Playlist window with all the songs by a particular artist is easy, you might instead want to play entire albums of songs without having to select each album or song.

To create a playlist of entire albums in a particular order, follow these steps:

1. **Select one or more albums in the Library window.**
2. **Drag the album or albums into the Playlist window and then click Play.**
3. **(Optional) Save your playlist by clicking the Save button, and then type a name for your new playlist (such as the album name).**
4. **(Optional) After hearing the album, click the Clear button to clear the playlist for the next album you choose.**

Getting a Grip on Song Information

Organization depends on information. Your computer can do a lot more than store your songs with *Untitled Disc* and *Track 1* as the only identifiers. Song names, album titles, genre definitions, and composer credits might seem trivial, but you can use this information to browse songs on your iPod.

Using CD Lookup

Use CD Lookup to grab song information for CDs from the Internet.



You can get information about most music CDs from the Internet. However, you need to check your Internet connection first, keeping the following in mind:

- If you use an always-on broadband Internet service (for example, DSL or cable modem), you probably want MusicMatch Jukebox to connect and retrieve song information automatically.
- If you're using a dialup modem, if your Internet service is intermittently off, or if your Internet service provider (ISP) charges prohibit using it all the time, you probably don't want this connection to be automatic.

In MusicMatch Jukebox, you can enable CD Lookup to grab song information from the Internet. Just choose Options➪Settings and click the CD Lookup/Connectivity tab. Then select the Enable CD Lookup Service option.

You can set an optional timeout limit, in seconds, for how long MusicMatch Jukebox should spend trying to access the database before giving up. (Internet databases can be offline for a number of reasons, or your Internet connection might not be working.)

MusicMatch Jukebox lets you defer CD Lookup for another time, when your Internet connection is active. By default, MusicMatch Jukebox is set to enable deferred service, assuming that most users are intermittently connected to the Internet. This is set by default so that you can record CDs to your music library and have MusicMatch Jukebox look up the information later, when your computer is connected to the Internet. You can change this setup by disabling the Enable Deferred CD Lookup Service option.

When you record audio CDs, MusicMatch Jukebox connects to the Internet and retrieves the song information automatically, or defers this action until your computer is connected (unless you turned off these options). MusicMatch Jukebox refers to song information as *tags,* and you can always edit your tag information manually.

Editing information tags

The song information on the Internet might not be exactly the format you want. For example, solo artists are listed by first and last names, as in *John Lennon,* but you might want to list them surname first, as in *Lennon, John.* You might also want to remove *The* from band names such as The Who, so that the band is listed under W as *Who.*

You can change the song information retrieved using the CD Lookup service. You can edit the tag information for a single song or for an entire album of songs at once.

To edit the information for a single song, select the song and click the Tag button (or right-click the song and choose Edit Track Tags) to open the Edit Track Tag(s) window, which is shown in Figure BC3-6.

The Edit Track Tag(s) window opens with the General information. You can change the information for each tab: Lyrics, Notes, Bios, and More. The General tab shows information that appears in the Player window when you play a song, and some of this information is transferred to your iPod for sorting songs under the artist's name, the album name, and so on.

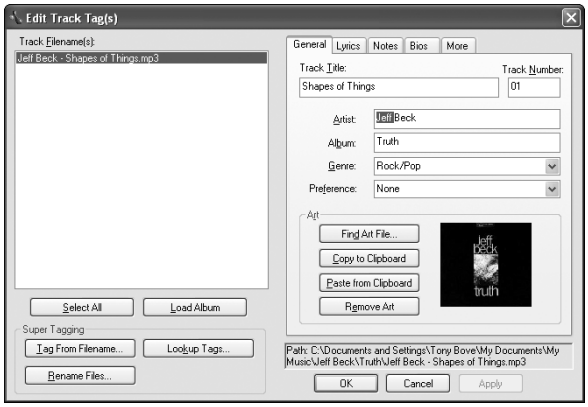


Figure BC3-6: Edit the song (tag) info here.

So far so good, but you don't have to edit the album title, artist name, or genre for an entire album that way. Change some of the information for an entire album at once by following these steps:

1. **Select one of the songs and click the Tag button (or right-click the song and choose Edit Track Tag) to open the Edit Track Tag(s) window.**
2. **Click the Load Album button in the lower-left area of the Edit Track Tag(s) window.**

   The Load Album button loads all the songs from the album into the list on the left side of the window.
3. **To change information in all the songs at once, click the Select All button and then change the information (see Figure BC3-7).**

   You can also click each song in the album and change its information specifically.



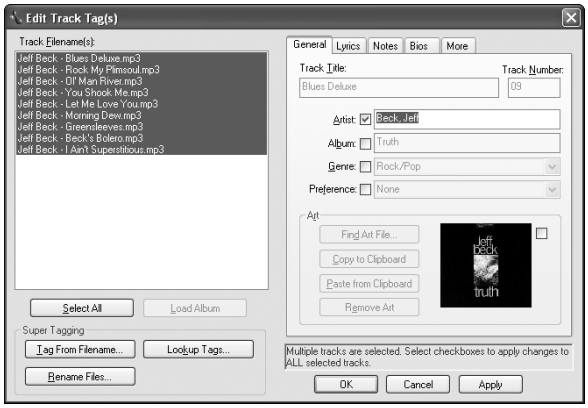


Figure BC3-7: You can edit an artist's name for an entire album of songs.

A check mark appears automatically in the box next to the tag. The check mark indicates that the tag will be changed when you click OK.

4. **Make sure that only the tags you want to change are selected and then click OK.**

   MusicMatch Jukebox changes the tags for the entire album of songs.

In the music library, MusicMatch Jukebox lists your songs under the artist name. If you change the artist name for an album of songs, the location of the music in your library changes because the names are sorted in alphabetical order. However, the filenames don't change.



When you change the artist's name for an album of songs, you might also want to change the filenames to reflect this change. See the "Super-tagging songs with information" section later in this chapter.

Adding information about songs

Adding more information about songs enables you to use the criteria of your choice — such as genre or your personal ratings — to locate songs in the MusicMatch Jukebox library and on your iPod.

After your songs are recorded into the music library, locate a single song and click the Tag button (or right-click the song and choose Edit Track Tags). The Edit Track Tag(s) window opens, providing a list of songs for an album (if you click Load Album) and showing the hard drive path to the file for the selected songs. You can change the information by clicking each of these tabs:

- **General:** This tab shows the track title, artist name, album title, genre, and preference. It also offers album artwork retrieved from the song information database on the Internet. Alternatively, you can add your own artwork by clicking the Find Art File button and browsing your hard drive for the file or by clicking Paste from Clipboard if you already have the artwork copied to the Windows Clipboard.
- **Lyrics:** This tab lets you add the lyrics to songs. You can copy the lyrics from a text editor (such as Notepad or Microsoft Word) or a Web page and paste them into the empty text box.
- **Notes:** This tab lets you add notes and comments. You can copy information from a text editor and paste it into the empty text box.
- **Bios:** This tab lets you add musician credits or other information (such as liner notes) to songs. You can copy this information from a text editor and paste it into the empty text box.

- **More:** This tab lets you categorize your songs by tempo, mood, and situation; specify the year of release; and add URLs (Internet addresses) for more information. You can also specify whether the song should be prepared for volume leveling.

Although most of this added information is ignored by the iPod (only the information on the General tab is transferred), the information makes it easier to find music in the MusicMatch Jukebox library and prepare playlists for different occasions; a *playlist* is a list of songs to play in a particular order. You can, for example, select all your up-tempo songs for a playlist and transfer that playlist to your iPod for listening on an upbeat day.

Super-tagging songs with information

You can tag your music with information automatically by using the super-tagging feature. After you transfer your songs into the music library, select a group of songs or an entire album, right-click the selection, and choose Super Tagging (or choose Edit➪Super Tag Playlist Track(s) with the album or songs already selected) and then choose one of the following:

- **Lookup Tags** to find and add information from the Internet. Even if you have partial song information, super-tagging can fill in the remaining tags. The Lookup Tags results window displays the tags found for each track. Choose the tag set that best represents your tracks.
- **Tag from Filename** to find and add information based on the music track's filename. For example, if the music file is `U2 - Beautiful Day.mp3`, the tags created are *U2* for the Artist field and *Beautiful Day* for the Track Title field.
- **Rename Files** to change the filenames to reflect a change in the artist's name. (Music files are stored by artist name.) MusicMatch Jukebox displays the current name and new name for each song, and you can click OK if you want to make the change.

Viewing Your Song Library

When you update your iPod automatically, all the songs in your library are transferred to your iPod. However, if you want to update your iPod manually with specific songs or albums, you need to be able to find these songs and albums in the library quickly. With MusicMatch Jukebox, you can sort the list of songs and locate songs or albums.

Browsing the library

When you first open MusicMatch Jukebox, the Library window displays songs in a similar fashion as Windows Explorer, with songs appearing as files within a folder that uses the artist's name, as shown in Figure BC3-8 (showing the songs from the album *All That You Can't Leave Behind,* by the band U2).

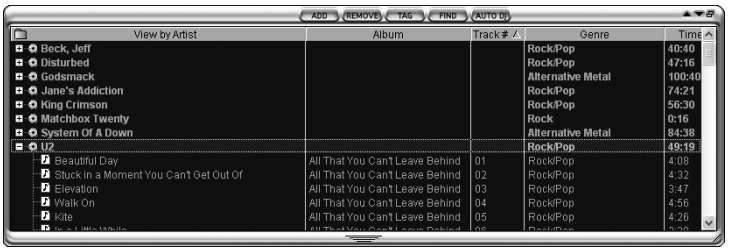


Figure BC3-8: Browse albums and songs by artist.

Clicking the plus sign next to an artist's name opens that listing like a folder; clicking the minus sign closes the folder.

To make a column wider or narrower in MusicMatch Jukebox, drag the dividing line between the column and the next column.

Changing views of your library

MusicMatch Jukebox lets you customize the Library window to show more or less information, or different information, in the columns. You can change your music library's display of songs to view by album, artist, genre, or even album art.

To change the viewing of songs for browsing, click the folder icon in the View By column, which displays a drop-down menu for choosing different ways to view the songs.

When you select to view by album cover art, the album covers appear in the music library, with pop-up text balloons appearing over each album as you move your mouse over them.



Double-click a song in the list or double-click an album, and the song (or songs) appears in the Playlist window and starts playing. Click the Clear button under the playlist to clear the playlist.

To change the columns in the song list, choose Options➪Settings➪Music Library to display the Settings window. In the View By pop-up menu, you can change the first column of the song listing, which typically is the column used for sorting the list.

You can choose up to six more columns (for a total of seven) to display in the song list. To pick the type of information for a column, select the check box for the column and choose the type of information (tag) for that column. An unselected column header indicates a column that doesn't appear.



You can also right-click any column heading in the MusicMatch Jukebox song list to change the type of information that it shows.

The column headers also act as sorting options; click once to sort in ascending order, and click again to sort in descending order. The arrow indicator in the header indicates whether the sort is in ascending or descending order — when the arrow points up, the sort is in ascending order; a down arrow indicates a descending order.

Searching for songs

To search for a song in MusicMatch Jukebox, click the Find button in the Library window to display the Find in Music Library dialog. Type part or all of a song name's characters and then click Find First (or OK).

MusicMatch Jukebox lists the first match for the characters in the Find window. You can continue to find more matches by clicking Find Next. Clicking the Add button adds the song to your current playlist.



You can use the Match Complete Name Only and Match Case options to refine your search. To match the complete name, you must type the entire song name. To match case, you must type the name exactly as it appears in the list, with uppercase and lowercase characters.

Synchronizing Your iPod with MusicMatch Jukebox

You can set up your iPod to be synchronized with music from the MusicMatch library in different ways, depending on how much music you have in your library: automatically, by playlist, with preselected songs, or manually.

Synchronizing automatically

Adding music to and deleting music from your iPod can be totally automatic. By default, the iPod is set up to synchronize itself automatically with your music library.

With automatic synchronization, your iPod matches your library exactly, song for song, playlist for playlist. MusicMatch Jukebox automatically copies everything in your music library to your iPod. If you made changes in your music library after the last time you synchronized your iPod, those changes are automatically made in your iPod when you connect it to the computer again. If you added or deleted songs in your library, those songs are added or deleted in your iPod's library (unless you use the Ignore All Content Deletions option).

By default, MusicMatch Jukebox is set up to automatically synchronize your iPod unless you disabled the Complete Library Synchronization option in the Options dialog.

Follow these steps to sync your iPod to MusicMatch :

1. **Connect your iPod to the PC, and MusicMatch opens.**

   If MusicMatch Jukebox doesn't launch by itself, start the program.

   Wait a few minutes for MusicMatch Jukebox to recognize your iPod, which appears in the PortablesPlus window under the Attached Portable Devices folder. If the window is not yet open, choose File➪ Send to Portable Device to open it.

2. **Select your iPod and click the Sync button to update your iPod with the MusicMatch Jukebox music library.**
3. **Click Yes for the warning message that appears.**
4. **When the synchronization is complete, click the Eject button in the bottom-left corner of the PortablesPlus window to eject the iPod.**

   During synchronization, the iPod displays the `Do not disconnect` warning. Wait for the synchronization to finish and also for the iPod to display the iPod main menu (or the message `OK to disconnect` in older iPods) before disconnecting it from your computer.

If you changed your iPod options to copy music manually or synchronize automatically by playlist, you can change it back to automatic synchronization by following these steps:

1. **Connect your iPod to your PC and wait for MusicMatch Jukebox to recognize your iPod.**

Your iPod appears in the PortablesPlus window under the Attached Portable Devices folder. If the window is not yet open, choose File➪Send to Portable Device.

2. **Select the iPod, click the Options button, click the Synchronization tab, and then select the Complete Library Synchronization option, as shown in Figure BC3-9.**
3. **(Optional) Enable the options to Automatically Synchronize on Device Connection and Ignore All Content Deletions.**

   You can set your iPod to automatically synchronize each time you connect the iPod so that the synchronization starts immediately. Or, you can set it to ignore all content deletions so that the synchronization doesn't delete anything in your iPod — it simply adds more music, leaving the music on your iPod intact.
4. **Click OK to close the Options dialog.**
5. **Click the Sync button in the PortablesPlus window to synchronize your iPod with the MusicMatch Jukebox music library.**

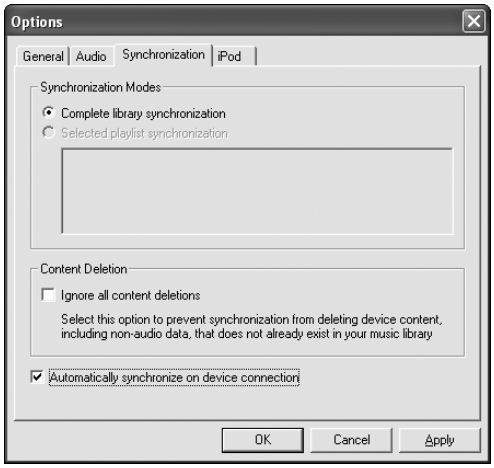


Figure BC3-9: Set your iPod to synchronize with the complete library.

6. **Click Yes for the warning message that appears.**
7. **When the synchronization is complete, click the Eject button at the bottom-left corner of the PortablesPlus window to eject the iPod.**

Synchronizing by MusicMatch playlist

If you have several iPods or music devices, or several people sharing one music library or one iPod, you might want to set up automatic synchronization by playlist so that you can determine which playlists (and associated music files) are copied to the iPod automatically. Before using this option, create the playlists that you want to copy to the iPod, as described earlier in this chapter.

MusicMatch Jukebox lets you save playlists and synchronize them automatically. When you use this feature, you can make changes to the defined playlists in the library, and the changes are automatically updated to the iPod's versions of the same playlists. You can create new playlists and define them for synchronization, and MusicMatch then copies the new playlists and music to the iPod.

To define playlists for automatic synchronization, follow these steps:

1. **Connect your iPod to your PC and wait for it to be recognized by MusicMatch Jukebox.**

   Your iPod appears in the PortablesPlus window under the Attached Portable Devices folder. If the window is not yet open, choose File➪Send to Portable Device.

2. **Select the iPod, click the Options button, click the Synchronization tab, and then select the Selected Playlist Synchronization option.**

   You can also enable the options to Automatically Synchronize on Device Connection and Ignore All Content Deletions.

3. **Select each playlist that you want to synchronize and then click OK to close the Options dialog.**

4. **Click the Sync button in the PortablesPlus window to synchronize your iPod with the defined playlists.**

5. **Click Yes for the warning message that appears.**

6. **When the synchronization is complete, click the Eject button in the bottom-left corner of the PortablesPlus window to eject the iPod.**

Copying music manually

You can copy music directly to your iPod without automatic synchronization. The iPod's playlists appear directly under the iPod's name on the left side of the PortablesPlus window. The contents of the iPod (or the contents of the selected playlist in the iPod) appear on the right side of the window.

To copy music directly to your iPod, follow these steps:

1. **Connect your iPod to your PC and wait for MusicMatch Jukebox to recognize your iPod.**

   Your iPod appears in the PortablesPlus window under the Attached Portable Devices folder. If the window is not yet open, choose File➪Send to Portable Device.

2. **Select the iPod so that its contents appear on the right side of the window.**

3. **Drag entire albums or songs from the music library window to the PortablesPlus window.**

4. **When the copying is complete, drag more albums or songs or click the Eject button in the bottom-left corner of the PortablesPlus window to eject the iPod.**

Deleting Songs

Deleting songs or albums from the MusicMatch Jukebox library is easy. Select the song or album in the library window, right-click, and choose Remove. The song files aren't deleted — only the links to the library are deleted. You must still use Windows Explorer to locate and delete the song and album files. See "Searching for songs" earlier in this chapter for details on how to find the song files in MusicMatch Jukebox.

If you synchronize your iPod automatically, song deletion is also automatic on the iPod. If you delete a song or album from your music library, the next time you synchronize the iPod, the song or album is deleted automatically (unless you disable the Ignore All Content Selections option).

However, if you're manually copying music to your iPod, you also have to manually delete songs that you no longer want on your iPod.

Connect your iPod, select the iPod in MusicMatch, and then delete the songs as you do in MusicMatch.

Repairing Broken Links to Songs

MusicMatch Jukebox can play songs located anywhere on your hard drive, but if changes occur to your hard drive's folder structure or to folder names,

some of your songs might not be linked properly to MusicMatch Jukebox. Fortunately, you can repair these links automatically.

If you get the `<path\track . . . could not be found . . .` message while trying to play a track from your library, you can repair the link by right-clicking the track and choosing Repair Broken Links (or choosing Options➪Music Library➪Repair Broken Links). MusicMatch Jukebox scans your library for broken links and offers the following functions in a dialog:

- **Fix It:** Browses your hard drive for the file to re-link it to the library.
- **Remove:** Removes the link from your library but doesn't remove the music file from your computer.
- **Remove All:** Removes all broken links. MusicMatch Jukebox searches your entire library and removes any links to tracks that are no longer active. However, it does not remove the music files from your computer.
- **Skip:** Skips the current missing link and moves on to the next one.
- **Abort:** Ends the repair process prematurely.



You should repair all broken links before synchronizing your iPod to your MusicMatch Jukebox library so that you don't miss any songs.

MusicMatch Jukebox Encoders

MusicMatch Jukebox offers several options for fine-tuning CD-ripping. When you first use the program, the MP3 recording format is selected by default, offering various quality options. You can change the recording format (properly known as an *encoder*) to mp3PRO, WAV, Windows Media, and other encoder formats that are associated with third-party, plug-in software for MusicMatch Jukebox.

You have two choices for encoding formats in MusicMatch Jukebox that will work with your iPod: MP3 (and its variations) and WAV. Choose MP3 (or a variation, such as mp3PRO) for songs you want to enjoy on your iPod.

Although using a WAV encoder provides the highest-quality sound, it doesn't compress the audio; therefore, using WAV format isn't as useful for iPods. WAV files, the digital audio standard for Windows, take up enormous amounts of hard drive and iPod space because they're uncompressed. Use a WAV encoder if you plan on burning the song to an audio CD or want to use the song with a PC-based, digital sound-editing program.

The mp3PRO encoder that's provided with MusicMatch Jukebox creates a smaller MP3 file, using greater file compression than a standard MP3 encoder. People typically use an mp3PRO encoder for songs that don't require high-fidelity playback because an mp3PRO encoder compresses files even further and fits more songs on your iPod.



To get the benefits of different formats, import a CD with one encoder (such as WAV) and then import the CD again with a different encoder (such as MP3).

Although MusicMatch Jukebox can converts an MP3 file to a WAV file or an MP3 file at a lower bit rate to an MP3 file with a higher bit rate, neither conversion improves the song quality. You might have a reason for converting from MP3 to WAV, but the song's quality remains exactly the same and requires more hard drive space. The same is true for converting MP3s from a lower bit rate to a higher bit rate. The most useful conversion is from a WAV file (the format used for burning CDs) to an MP3 file (the format used on the Web and iPod). Although this conversion slightly reduces the quality of the song, it shrinks file size exponentially so that more songs can fit on your iPod.

Recording in Windows with MusicMatch Jukebox

You can also use MusicMatch Jukebox to record sound through a PC Line In connection. Follow these steps:

1. **Choose Options➪Settings and click the Recorder tab.**
2. **Choose Line In from the Recording Source pop-up menu.**

   Alternatively, you can choose Options➪Recorder➪Source ➪Line In. MusicMatch Jukebox uses the Recorder Settings for recording the audio (which you can set by choosing Options➪Settings➪Recorder). You can read about this in the following section.
3. **Click the Advanced button so that MusicMatch Jukebox will automatically detect the end of a song. Then click the Active button and select the Auto Song Detect option.**
4. **Select the Gap Length and Gap Level options.**

   Gap length is the amount of time between songs (typically about 1.5 seconds, or about 1,500 milliseconds [ms]) that MusicMatch Jukebox uses to determine when a song ends and another begins. The Gap Level tells MusicMatch Jukebox to listen for a certain volume level to determine

when a song is over (typically about 10 percent of the total volume or less).

5. **Start the source sound player and click the Record button in the Recorder window to start recording from the analog source.**

   Each recorded segment is listed in the Recorder window as a separate song with a generic title.

MusicMatch Jukebox saves the recording with the encoding format that you set in Recorder Settings (which you can set prior to recording by choosing Options➪Settings➪Recorder). The recording is automatically added to your MusicMatch Jukebox library, which you can use to update your iPod, as we describe in Bonus Chapter 2.

Changing Recorder Settings in MusicMatch Jukebox

In MusicMatch Jukebox, encoder settings are called *Recorder Settings.* To change your Recorder Settings in MusicMatch Jukebox, choose Options➪Settings➪Recorder, which displays the Settings dialog. There, you have several options, as the following sections describe.

Selecting MP3 settings

You can select the following quality settings for MP3 recording in MusicMatch Jukebox:

- **CD Quality (128 Kbps):** Measured in kilobits per second (Kpbs), this option offers the most common bit rate for MP3 files on the Web. The notion that this is CD quality is subjective. With this setting, one minute of music takes about 1MB of hard drive space.
- **Near CD Quality (96 Kbps):** When using this setting, one minute of music takes about 700K of hard drive space. However, we find the quality to be poor. If you don't hear or mind the difference, you can certainly cram more music on your iPod with this setting.
- **FM Radio Quality (64 Kbps):** Bit rates lower than 96 Kbps are appropriate for voice recordings or sound effects — not music. At this setting, one minute takes about 400K of hard drive space.

Using the mp3PRO encoder

MusicMatch Jukebox offers the mp3PRO encoder for creating smaller MP3 files that come close in quality to the larger files created by the default MP3 encoder. The mp3PRO encoder can create files that are nearly 50 percent smaller, but it offers only low bit rate settings up to 96 Kbps, which is suitable for mono records that predate 1960 and voice recordings, but not much else. (Use the MP3 encoder for higher bit rate settings.)

The mp3PRO encoder offers the CD Transparency setting for 96 Kbps, which is the only setting we recommend. The lower settings aren't useful because the sound quality is poor (at least, to me). You can also set a custom bit rate, but not one higher than 96 Kbps. Variable Bit Rate (VBR; discussed elsewhere in this chapter) is also provided.

- **Custom Quality:** Choosing this option sets the stereo bit rate. A higher bit rate offers higher-quality sound and increases file size. The most common bit rate for MP3 files available on the Web is 128 Kbps. Lower bit rates are more appropriate for voice recordings or sound effects. We recommend using at least 192 Kbps for most music. We use 320 Kbps, the maximum setting, for songs we play on iPods.
- **Custom Quality (VBR):** This setting uses Variable Bit Rate (VBR) encoding to vary the number of bits used to store the music depending on the complexity of the sound. MusicMatch Jukebox offers a range from 1 (lowest quality with highest compression) to 100 (highest quality with least compression). At its highest setting, VBR might use the highest bit rate of 320 Kbps in sections of songs where the sound is complex enough to require a high bit rate, while keeping the rest of the song at a lower bit rate to save file space. We recommend using only the highest setting if you use VBR at all.
- **Digital:** MusicMatch Jukebox can record from either a digital or an analog source. When ripping CDs, select the Digital option. Use the Error Correction option to filter noise and produce better results with CDs that have minor scratches. If you hear clicks and pops or a jittery sound in the recorded digital music, try using this option, which minimizes the audio artifacts that occur from drive-seeking errors. Recording time takes longer, but the recording quality might be better with some CD-ROM drives.
- **Analog:** The Analog setting, which records in real time, is by far the slowest method and is provided for recording from slow (1X) CD-ROM drives to get higher-quality results.

Selecting the WAV format

If you plan on burning the song to an audio CD, use the WAV format, which offers the highest possible quality. The files occupy more space than MP3 files because they aren't compressed. One minute of music in the WAV format occupies about 10MB of hard drive or iPod space. CD Quality is the only option for WAV.

Using advanced recording options

MusicMatch Jukebox offers advanced settings, which you can access by clicking the Advanced button in the Settings dialog. The Advanced Recording Options dialog appears, and you can select a variety of recording options and special effects.

The following options improve the recording quality when ripping songs from CDs:

- **MP3 Encoding:** You can force the recording into Stereo or Mono format with this option. By default, MusicMatch Jukebox is set to use the appropriate setting that matches the source — Stereo for stereo sources, and Mono for mono sources.
- **Maximum Bandwidth:** This option sets the range of frequencies allowed in the MP3 file. The human ear can theoretically hear frequencies up to 22 kilohertz (kHz), but many humans actually can't hear anything higher than 16 kHz. If you want frequencies higher than 16 kHz (often found in classical music), you can adjust this slider higher.
- **Auto Config:** This option automatically configures MusicMatch Jukebox for your CD-ROM drive and should be used whenever you install a different CD-ROM drive. You can select the sample size (short, medium, or long) in the pop-up menu before configuring. Although you can configure most drives by using the short or medium sample size, some need the long size.
- **Digital Audio Extraction (DAE):** If your audio files sound like they play too fast, perhaps the CD drive doesn't operate fast enough to keep up with the recording process — a drive speed/recording speed mismatch. Changing the DAE Speed setting to 4 (for a 4X recording speed) generally fixes this problem. If not, you can try 2X or real-time recording (1X). If you hear jitter in the sound even with error correction on, try turning on the Multipass option so that MusicMatch Jukebox reads the CD track multiple times, ensuring a successful recording (while also increasing recording time).

The following special effects might be useful to you when recording songs:

- **Fade In:** You can record a song with a fade-in at the beginning and set the number of seconds for the fade-in. The fade-in is recorded along with the audio so that it's permanently part of the music file.
- **Fade Out:** You can record a song with a fade-out at the end and set the number of seconds for the fade-out. The fade-out is also permanently part of the music file.
- **Track Offset:** Use this option to start the recording process a number of seconds into the track instead of at the very beginning. For example, if a CD track has no sound or an introduction that you want to skip, you can specify the number of seconds to skip *(offset)* before starting to record.

Setting Up the iPod Hard Drive

You can enable the iPod to work as a hard drive in Windows by using MusicMatch Jukebox (as described in the following steps) or the iPod Manager utility installed with MusicMatch Jukebox (as described in the upcoming step list).

1. **Connect your iPod to your PC and wait for MusicMatch Jukebox to recognize it.**

   Your iPod appears in the PortablesPlus window under the Attached Portable Devices folder. If the PortablesPlus window isn't yet open, choose File➪Send to Portable Device.

2. **Select the iPod, click the Options button, and then click the iPod tab.**
3. **Select the Enable Disk Mode option.**
4. **Click OK to close the Options dialog.**

You can use the iPod Manager utility (installed with iPod for Windows and MusicMatch Jukebox) to change iPod settings, launch the software updater, and check the Apple Web site for updates. To use iPod Manager to enable the iPod to work as a hard drive in Windows, follow these steps:

1. **Connect your iPod to a Windows PC.**
2. **Launch iPod Manager by right-clicking the iPod icon and choosing iPod Manager. Alternatively, choose Start➪All Programs➪iPod➪iPod Manager.**

   The iPod Manager dialog appears, as shown in Figure BC3-10.

3. **Select the Enable Disk Mode option in the iPod Manager dialog.**
4. **Click OK to close the iPod Manager dialog.**

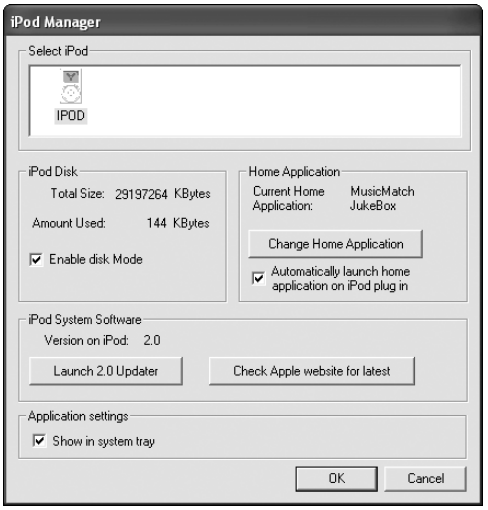


Figure BC3-10: Use iPod Manager to enable the iPod as a hard drive in Windows.



To see how much free space is left on your iPod, check the iPod Disk area in the iPod Manager dialog, which shows you the total amount of storage space on your iPod and the amount already used.

You can open your iPod in the My Computer window to see its contents and use it as an external hard drive, just like any storage device connected to your Windows PC. An iPod is assigned a drive letter, such as E:. (The letter chosen depends on how many devices you've already connected to the PC.)



Because of how iPod for Windows works with MusicMatch Jukebox, eject your iPod via MusicMatch Jukebox or via the Safely Remove Hardware icon in Windows. *Do not right-click and choose Eject.* This Eject option doesn't work with iPod for Windows and MusicMatch Jukebox and might cause your iPod to stop working — forcing you to restore the iPod to its original conditions and wiping out your music.

When you finish using your iPod as a hard drive, eject your iPod by using MusicMatch Jukebox. Follow these steps:

1. **Close any application other than MusicMatch Jukebox (such as iPod Manager) that is using the iPod.**

2. **Select iPod in the MusicMatch Jukebox PortablesPlus window.**
3. **Click the Eject button in the lower-left corner of the MusicMatch Jukebox PortablesPlus window.**

   An alert dialog appears asking to confirm ejecting.
4. **Click Yes.**

   It takes about 15 seconds before the iPod can be disconnected. The PortablesPlus window displays the message `Ejecting iPod. Please wait . . .` until it finishes.
5. **Wait until the iPod displays `OK to disconnect` or its main menu and then disconnect the iPod from the computer.**

Follow these steps to eject your iPod by using the Safely Remove Hardware icon in the Windows system tray (Notification area in Vista):

1. **Close any applications (such as MusicMatch Jukebox and iPod Manager) that are still using the iPod.**
2. **In the system tray/Notification area on the taskbar, click the Safely Remove Hardware icon.**

   The Safely Remove Hardware shortcut menu appears.
3. **Choose the Apple IEEE 1394 (FireWire) device if you use FireWire, or the USB Mass Storage device if you use USB.**
4. **Click OK in the alert dialog that appears, confirming removal.**
5. **Wait until the iPod displays `OK to disconnect` or its main menu and then disconnect the iPod from the computer.**



Never disconnect an iPod before ejecting it. If you do, you might have to reset your iPod, as we describe in Chapter 24.

Troubleshooting iPod for Windows and MusicMatch Jukebox

Troubleshooting any complex and varied operating system (OS) can be a daunting task, and it's no secret that Windows is somewhat different than the Mac OS. Installing the latest updates and service packs from Microsoft ensures that your Windows PC is up to date.

If you use MusicMatch Jukebox with your iPod on a Windows PC, you use iPod Updater to update or restore your iPod. (You can also use iTunes; see Chapter 24.) iPod Updater is installed when you install iPod for Windows from the iPod for Windows CD-ROM. iPod Updater can update the software that controls an iPod and can also update the firmware for the iPod hard drive, if necessary. The update doesn't affect the data stored on an iPod hard drive.

Updating an iPod with the MusicMatch Jukebox configuration

To update an iPod's firmware and software with the version of iPod Updater supplied on CD-ROM with MusicMatch Jukebox, follow these steps:

1. **Connect the iPod to your computer.**

   MusicMatch Jukebox opens, displaying the iPod in the PortablesPlus window. If you set your iPod for automatic update, MusicMatch Jukebox synchronizes the iPod with music and playlists from its library. MusicMatch Jukebox notifies you when the music update is complete.

2. **Close MusicMatch Jukebox by clicking the Close button or by choosing File➪Exit.**

3. **Open iPod Updater by choosing Start➪iPod➪iPod Updater.**

4. **Click the Update button.**

   If the Update button is dimmed, the software on the iPod is the same version or a newer version than iPod Updater. You should quit the Updater and skip these steps.

   After clicking Update, a progress bar appears. When the progress bar shows that the update is finished, the Update button is dimmed, indicating that your iPod no longer needs an update.

5. **Click the Close button in iPod Updater to quit.**

6. **Eject the iPod.**

   When you quit iPod Updater, MusicMatch Jukebox might launch again because your iPod is still connected. You can eject the iPod by clicking the Eject button in the bottom-left corner of the MusicMatch Jukebox PortablesPlus window.

   If MusicMatch Jukebox doesn't launch, you can eject the iPod in one of two ways:

- *Right-click the iPod Watcher icon on the taskbar and choose Unmount.*
- *Right-click the Safe Remove Hardware icon on the taskbar. Choose the Apple IEEE 1394 (FireWire) device if you're using FireWire, or the USB Mass Storage device if you're using USB, and then click the Unmount button.*



Because of how an iPod for Windows works with MusicMatch Jukebox, you should use only one of the two eject methods (or the Eject button in MusicMatch Jukebox) to eject your iPod. *Do not right-click the iPod icon in the My Computer window and choose Eject.* This Eject option doesn't work with iPod for Windows and MusicMatch Jukebox and might cause your iPod to stop working — forcing you to restore the iPod to its original conditions and wiping out your music.



After ejecting an iPod, wait for its display to show the main menu or the `OK to disconnect` message. You can then disconnect the iPod from its dock or disconnect the dock from the computer. Don't ever disconnect an iPod before ejecting it. You might have to reset your iPod.

Restoring an iPod with the MusicMatch Jukebox configuration

To restore an iPod by using the version of iPod Updater that's supplied on CD-ROM with MusicMatch Jukebox, follow these steps:

1. **Connect the iPod to your computer.**
   - *If your iPod is working,* MusicMatch Jukebox opens, displaying the iPod in the PortablesPlus window. If you set your iPod for automatic update, MusicMatch Jukebox synchronizes the iPod with music and playlists from its library. MusicMatch Jukebox notifies you when the music update is complete.
   - *If your iPod isn't working,* see the upcoming section, "If your iPod doesn't appear."
2. **Close MusicMatch Jukebox by clicking the Close button or by choosing File➪Exit.**
3. **Open iPod Updater by choosing Start➪iPod➪iPod Updater.**
4. **Click the Restore button.**

   An alert dialog appears to confirm that you want to restore the iPod.

5. **Click the Restore button to confirm the restore operation.**

   A progress bar appears, indicating the progress of the restore operation.

6. **When the restore operation finishes, close iPod Updater by clicking the window's close box.**

7. **Launch MusicMatch Jukebox. In the MusicMatch Jukebox Device Setup dialog that appears, type a name for the iPod in the space provided.**

   The Complete Library Synchronization option and the Automatically Synchronize on Device Connection option are enabled by default, but you can disable them if you prefer.

8. **Click OK to finish device setup.**

9. **Select the iPod in the PortablesPlus window and then click the Sync button to synchronize the iPod with the library on your computer.**

   Wait until the synchronization is complete before ejecting the iPod.

10. **Eject the iPod.**

    Click the Eject button in the bottom-left corner of the MusicMatch Jukebox PortablesPlus window.





After ejecting the iPod, wait for its display to show the main menu or the `OK to disconnect` message. You can then disconnect the iPod from its dock or disconnect the dock from the computer. Don't ever disconnect an iPod before ejecting it. You might have to reset your iPod.

If your iPod doesn't appear

Sometimes MusicMatch Jukebox fails to recognize an iPod through the FireWire connection. Don't panic; follow these steps first:

1. **Follow the instructions in the "Taking Your First Troubleshooting Steps" section in Chapter 24.**

   Make sure that your connection from the iPod to the computer is properly secure and that your iPod has power.

2. **Wait until activity stops on your iPod.**

   You can observe a lot by watching an iPod's display. The hard drive activity indicator (two arrows spinning in a circle) appears in the upper-left corner of the display. Before ejecting or disconnecting, wait for the arrows to stop spinning.

3. **Eject the iPod.**

   You can eject the iPod by

   - *Right-clicking the iPod Watcher icon on the taskbar and choosing Unmount.*
   - *Right-clicking the Safe Remove Hardware icon on the taskbar. Then choose the Apple IEEE 1394 (FireWire) device if you're using FireWire, or the USB Mass Storage device if you're using USB; then click the Unmount button.*

4. **Restart your PC.**
5. **Disconnect the iPod and reconnect it.**
6. **Launch MusicMatch Jukebox if it doesn't launch automatically.**

If MusicMatch Jukebox still doesn't recognize the iPod, try restoring the iPod, which we cover in the earlier section, "Restoring an iPod with the MusicMatch Jukebox configuration."

When shipped from the factory, an iPod's hard drive is formatted as a Mac hard drive. When you install the iPod with MusicMatch Jukebox, iPod for Windows 2.0 software reformats the drive by using the Windows (FAT32) format. If the iPod doesn't appear in MusicMatch Jukebox the first time you connect it after installing the software, the iPod might still be formatted as a Mac hard drive. You can check the format on your iPod by choosing Settings➪About. If the About display doesn't read, `Windows`, reinstall the iPod software (see Bonus Chapter 1) and check again to make sure that it formatted the drive with the Windows (FAT32) format.

If an iPod doesn't appear in MusicMatch Jukebox and `Do Not Disconnect` appears on the iPod display, open the iPod Manager utility and make sure that MusicMatch Jukebox is the home application. The iPod Manager utility is provided with iPod for Windows to change iPod settings, launch the software updater, check the Apple site for updates, and change the home application for the iPod (set to MusicMatch Jukebox by default). To change the home application with iPod Manager, follow these steps:

1. **Click the iPod Watcher icon on the taskbar.**
2. **Click the Change Home Application button and choose MusicMatch from the pop-up menu.**
3. **Click OK to close the iPod Manager window.**
4. **Eject the iPod.**
5. **Disconnect the iPod and reconnect it.**
6. **Launch MusicMatch Jukebox if it doesn't launch automatically.**



If an iPod doesn't appear in MusicMatch Jukebox but you see menus on the iPod's display, make sure that Disk Mode is enabled in the iPod Manager utility. See "Setting Up the iPod Hard Drive," earlier in this chapter.

If your iPod still doesn't appear in MusicMatch Jukebox, restart the Windows PC while the iPod is connected. Occasionally, the FireWire connection on a PC conflicts with another device or fails to work for some mysterious reason. You can tell when this happens: Launch the System control panel in Control Panels, click the Hardware tab, and then click the Device Manager icon. The Apple iPod IEEE 1394 device should be listed. If it has a yellow exclamation point next to it, a conflict exists. You might be able to temporarily resolve the conflict by restarting Windows.