

# **nero 6**

**QuickStart Guide**

**[www.nero.com](http://www.nero.com)**

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REV 1.2

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# Contents

<b>1</b>	<b>General information about Nero 6</b>	<b>4</b>
1.1	General system requirements	4
1.2	Special minimum requirements for individual programs	4
1.3	Software supplied	5
<b>2</b>	<b>Installation</b>	<b>8</b>
2.1	Installation	8
2.2	Uninstalling	9
<b>3</b>	<b>Nero StartSmart – Your command center</b>	<b>10</b>
3.1	Using Nero StartSmart	10
3.2	User interface and navigation	10
3.3	Nero ProductCenter	17
<b>4</b>	<b>Burning –The Basics</b>	<b>18</b>
4.1	Make Data Disc	18
4.2	Make Audio Disc	25
4.3	Make Video Disc	31
4.4	Copy disc	38
<b>5</b>	<b>Service</b>	<b>42</b>
5.1	Upgrade Options	42
5.2	FAQ	43
5.3	Contact	44

# 1 General information about Nero 6

## 1.1 General system requirements

- Microsoft® Windows 95B, NT4, 98, 98 SE, ME, 2000, XP
- Intel Pentium® III 300 MHz (minimum), 500 MHz for DVD playback, 800 MHz (for capturing to hard disc), 1.6 GHz (for capturing to DVD video )
- 64 MB RAM, 128 MB RAM (for video editing)
- 500 MB free hard disc space, 4.8 GB hard disc space (for DVD images)
- Screen resolution of at least 800 x 600 pixels, 16 bit color depth or higher
- CD and/or DVD recorder
- Windows Internet Explorer 4.0 or higher
- Windows compatible soundcard

## 1.2 Special minimum requirements for individual programs

### Nero ShowTime

- Windows 98 SE, ME, 2000, XP
- 500 MHz for DVD playback
- DVD drive
- DirectX 9.0a or higher

### NeroVision Express 2

- Windows 98 SE, ME, 2000, XP
- 4.8 GB hard disc space (for DVD images)
- Firewire (IEEE 1394) for DV capturing
- A DVD recorder is necessary to burn DVDs
- TV tuner or video capture board for analog recording
- DirectX 9.0a or higher

### InCD 4

- CD and/or DVD recorder for rewritable media is necessary.

### Nero Cover Designer

- Printer required

## 1.3 Software supplied\*

### Nero Burning ROM 6

With **Nero Burning ROM 6** you have a powerful piece of burning software, which makes it easy for you to burn your data, music files or videos onto CD or DVD.

### Nero StartSmart

**Nero StartSmart** is the command center of the **Nero 6** product family and makes it easier to use the comprehensive software programs. Once you have launched **Nero StartSmart**, all you have to do is select the desired task and the corresponding software starts automatically.

### Nero Express 6

**Nero Express 6** provides all the performance and efficiency of **Nero Burning ROM 6** with a simplified user interface. Whether you are a beginner or an expert, **Nero Express 6** guides you more quickly and more easily through your desired burning tasks.

### NeroVision Express 2

With **NeroVision Express 2**, you can record videos and edit or burn existing video files. Creating associated menus, e.g. for selecting a section or choosing between individual films, is also quick and uncomplicated with **NeroVision Express 2**. You can also use **NeroVision Express 2** to create convenient slide shows and even use your own music as a soundtrack for them.

### Nero Wave Editor 2

**Nero Wave Editor 2** is a program for editing and recording audio files. The various filtering and sound optimization methods allow you to create individual audio files quickly and easily. You can then burn your edited audio tracks using **Nero Burning ROM 6**, **Nero Express 6** or **NeroMIX**.

### Nero Recode

**Nero Recode** is a new program for copying and archiving non-copy-protected DVD video titles onto 4.7 GB DVD+R/RW, DVD-R/RW or DVD-RAM discs. If the source DVD is larger than 4.7 GB, **Nero Recode** can compress the contents so that they fit onto an empty DVD disc with any noticeable loss of quality.

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\* The scope of the specific software package supplied depends on the type of product bundle acquired. In other words, the package concerned may not contain all the individual programs.

## General information about Nero 6

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### Nero SoundTrax

**Nero SoundTrax** is a professional program for the production of audio CDs. As well as putting together a compilation of audio files for a CD, it also allows you to mix or edit the content of the audio files. **Nero SoundTrax** also provides several wizards, which allow you to transfer your records or tapes to your PC in just a few easy steps.

### Nero Cover Designer

**Nero Cover Designer** is a user friendly program for creating and designing individual covers and labels. It allows you to use your own ideas to create CD covers, booklets and much more. You can give every disc an individual look.

### Nero Media Player

The **Nero Media Player** program enables you to play back audio tracks. The program supports the most current formats, including MP3, WAV, AAC, to name but a few. **Nero Media Player** also enables you to play back Internet streams, and to create and play back playlists.

### Nero ShowTime

With **Nero ShowTime**, you have a program that can play back all digital recordings (e.g. movies, TV programs, home videos, DVD video) with excellent picture and sound quality.

### Nero Toolkit

The **Nero Toolkit** contains the following programs: **Nero CD-DVD Speed**, **Nero DriveSpeed** and **Nero InfoTool**. **Nero CD-DVD Speed** is a program that tests the speed of the available CD/DVD drives. **Nero DriveSpeed** allows you to set the read speed of discs, which noticeably lowers noise level, or to optimize the spin up or spin down times of your drives. **Nero InfoTool** provides you with information about the most important features of installed drives, inserted discs, installed software and much more.

### InCD 4

**InCD 4** is a packet writing program, which formats rewritable discs in such a way that they can be used like large diskettes. You can copy files onto the disc using Drag&Drop in Microsoft Explorer or save them to the disc from other applications.

### InCD EasyWrite Reader 4

**InCD EasyWrite Reader 4** is a program that allows you to read discs written in MRW format on systems that do not support MRW.

### **Nero ImageDrive**

**Nero ImageDrive** sets up a virtual drive, which looks like a real drive and behaves in the same way, i.e. it allows you to open and view files and programs that are located on this virtual drive (image).

### **Nero BackItUp**

**Nero BackItUp** is an easy to operate, convenient and powerful program for backing up and restoring data. It allows you to archive your back ups on CD and DVD, which is an economical and secure method.

### **DVD-Video Plug-in**

In conjunction with the **NeroVision Express 2** program, the **DVD-Video Plug-in** allows the encoding of video files in DVD/SVCD format and the encoding of SVCD in **Nero Burning ROM 6**. If your video files are in a DVD compatible format, you can burn them with the **Nero 6** burning programs. You can then play back the videos on any DVD player\*.

### **HE-AAC Plug-in**

The HE-AAC Plug-in allows you to encode audio files in MP4 format and also to decode them into another format. High Efficiency Advanced Audio Coding (HE-AAC) is the very latest audio compression technology; its main feature is its revolutionary high-speed compression and its incomparable sound quality. The HE-AAC Plug-in offers multiple real time encoding, variable bit rates, multi-channel functionality and direct MPEG-4 ripping, burning, playback and editing.



**For detailed info on how to use the above applications, please refer to the .pdf manuals on the original installation disc.**

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\* Some DVD players are not able to play back certain disc formats. Please consult the manufacturer to find out which formats your DVD player supports.

## 2 Installation

### 2.1 Installation

You can set up **Nero 6** with no problems using the installation program.



To install the software under Windows NT 4.0, Windows 2000 or Windows XP, you must have administrator rights.

Carry out the following steps:

1. Close all Windows programs and close any anti-virus software which may be running.
2. Insert the **Nero 6** CD into the CD/DVD drive.
3. An installation menu appears, in which you can install the desired components. Click on the appropriate button to start the installation wizard.



If the program does not start automatically, select the CD/DVD drive containing the **Nero 6** CD in Explorer. Double click on the 'setup.exe' program in the main directory.

4. In the welcome window, you can once again see what you want to install. Click on Next to continue with the installation.
5. Carefully read through the license agreement. If you agree to the terms of the license agreement, click on 'I accept all terms of the preceding License Agreement'. If you do not accept the license terms, you cannot install **Nero 6**. Click on Next to continue.
6. Complete the fields 'User name' (e.g. first name and surname), 'Organization' (e.g. company) and 'Serial number'. You can find the serial number on/in the **Nero 6** packaging. Once you have made your entries, click on 'Next'.
  - The installation wizard then automatically installs the selected program.
7. After the automatic installation, you can either restart your computer or exit the installation wizard.
8. To close the installation menu, click on 'Finish'. To install further components, click on the appropriate button and carry out the installation with the aid of the wizard.
9. If necessary, restart your PC so that all the new settings take effect.

## 2.2 Uninstalling

To uninstall **Nero 6** or individual components, proceed as follows:



To uninstall the software under Windows NT 4.0, Windows 2000 or Windows XP, you must have administrator rights.

1. Insert the **Nero 6** CD into the CD/DVD drive.
2. The Setup program is started automatically. An installation menu appears, in which you can select the components you wish to delete. Click on the appropriate button to start the installation wizard.



If the program does not start automatically, select the CD/DVD drive containing the **Nero 6** CD in Explorer. Double click on the 'setup.exe' program in the main directory.

3. In the welcome window, you can once again see the components you wish to uninstall. Click on 'Next' to continue uninstalling.
4. Click on 'Remove' and confirm by clicking on the 'Next' button. The Uninstall wizard opens.
5. The **Nero 6** uninstall wizard then automatically removes the desired components. Once the uninstall is complete, click on 'Finish'.
6. Restart your computer so that the changes will take effect.

## 3 Nero StartSmart – Your command center

### 3.1 Using Nero StartSmart



The tasks shown in **Nero StartSmart** depend upon the version and the installed programs of **Nero 6** and therefore can deviate from the description within the documentation!

The new program **Nero StartSmart** is the command center for the **Nero 6** product family and makes it easier to use the comprehensive software programs. Once you have started **Nero StartSmart**, all you have to do is select the desired category (e.g. Audio), then choose a task (e.g. Make Audio CD) and the relevant software starts automatically.

### 3.2 User interface and navigation

#### 3.2.1 Standard view



## Nero StartSmart – Your command center

**Nero StartSmart** consists of the following areas and elements.



This button opens the **Nero ProductCenter**. If you are in the **Nero ProductCenter**, clicking on this button takes you back to standard view.



If recorders that can burn several formats are installed on the computer and/or the option to display all recorder formats is activated, the possible project types appear in the upper section of the **Nero StartSmart** window. The content of the categories and the possible tasks change according to the selected project type. For example, an audio CD can only be created if CD has been selected as the project type.



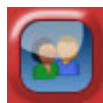
Depending on the selected project type and the installed software, this section shows the available categories in **Nero StartSmart**. If you hover the mouse over the individual category icons, the possible tasks in that category are displayed. For each task, you also have the option of deciding for yourself which application is to be used to open it. If you hover the mouse over the desired task, the 'Open with' option appears in the **Nero StartSmart** bar. You can then select the desired program in the pulldown menu.



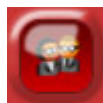
Clicking on this button adds the **Nero StartSmart** bar to the program interface. The **Nero StartSmart** bar shows you the installed components of the **Nero 6** bundle in the 'Applications' area and, at the same time, allows you to select the desired program directly by clicking on it. You can open up the individual programs in the **Nero Toolkit** by clicking on them.



Clicking on this button changes the color of your **Nero StartSmart** interface.



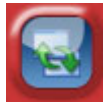
This button displays the standard **Nero StartSmart** mode. If this mode is selected, only the most frequently used tasks are displayed. Clicking on this button switches **Nero StartSmart** to Expert mode.



This button displays the **Nero StartSmart** expert mode. If this mode is selected, all available tasks are displayed. Clicking on this button switches **Nero StartSmart** to standard mode.

## Nero StartSmart – Your command center

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Clicking on this button opens up the configuration window. Here you can set which program in the **Nero 6** family is started for which tasks.



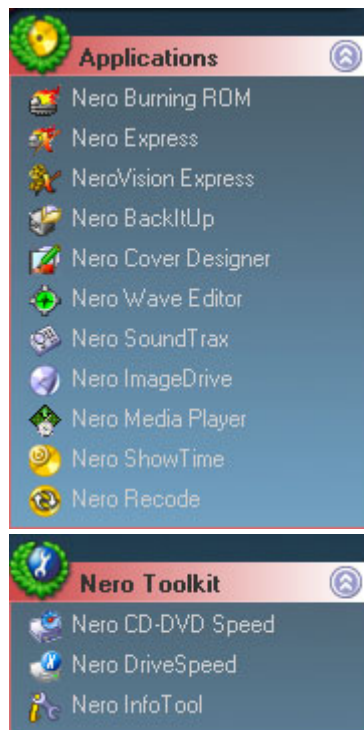
Clicking on this button closes **Nero StartSmart**.

### 3.2.2 The Nero StartSmart bar



In addition to the areas and elements that are available in standard view, the **Nero StartSmart** bar also gives you the option of accessing the desired program directly.

## Nero StartSmart – Your command center



This area shows all installed applications in the **Nero 6** product family. Click once on the desired application to access it.

This area shows all installed applications in the **Nero Toolkit**. Click once on the desired application to access it.

### 3.2.3 Navigation in Nero StartSmart

If you hover the mouse over the individual category icons, the possible tasks in that category are displayed. The tasks displayed depend on the selected mode. In standard mode, only the frequently used tasks are shown; in expert mode all tasks are displayed. If more than eight tasks are available in a category, you can show the remaining tasks by clicking on the small arrow in the bottom right of the screen.



This category contains your preferred tasks. When **Nero StartSmart** is installed, the Favorites area contains the most common tasks. To add entries, select a task by right clicking on it and choosing the command 'Add to Favorites' from the context menu. To remove a task from the Favorites, right click on the relevant task and then choose the command 'Remove from Favorites'.



This category contains the possible tasks for a data disc. The tasks displayed depend on whether standard or expert mode is selected.

#### Standard mode

Make Data Disc  
Format/Prepare Rewritable Disc

#### Expert mode

Make Data Disc  
Format/Prepare Rewritable Disc

## Nero StartSmart – Your command center

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Make Audio and Data CD  
(CD only)

Make Audio and Data CD  
(CD only)

Make Bootable Disc

Make UDF Disc

Make UDF/ISO Disc

Make Hybrid Disc (CD only)

Make Mixed Mode CD  
(CD only)



This category contains the possible tasks for an audio disc. The tasks displayed depend on the selected mode.

### Standard mode

Make Audio CD (CD only)

Play Audio

Make MP3 Disc

Make WMA Disc

Make AAC Disc

Make Audio + Data CD  
(CD only)

### Expert mode

Make Audio CD (CD only)

Play Audio

Make MP3 Disc

Make WMA Disc

Make AAC Disc

Make Audio + Data CD  
(CD only)

Make Mixed Mode CD  
(CD only)

Rip CD Tracks (CD only)

Edit Audio

Mix Audio CD (CD only)

Encode Audio Files

Record Audio

Convert Tape to CD  
(CD only)

Convert LP to CD (CD only)



This category contains the possible tasks for photo and video editing. The tasks displayed depend on the selected mode.

### Standard mode

Make Video CD (VCD)  
(CD only)

Make Super Video CD

### Expert mode

Make Video CD (VCD)  
(CD only)

Make Super Video CD

## Nero StartSmart – Your command center

(SVCD) (CD only)	(SVCD) (CD only)
Make Video CD Slideshow (CD only)	Make Video CD Slideshow (CD only)
Make Super Video CD Slideshow (CD only)	Make Super Video CD Slideshow (CD only)
Capture Video	Capture Video
Play Video	Play Video
Make DVD-Video (DVD only)	Make DVD-Video (DVD only)
Make or Modify DVD+VR (DVD+R /+RW only)	Make or Modify DVD+VR (DVD+R /+RW only)
Make DVD Slideshow (DVD only)	Make DVD Slideshow (DVD only)
Recode DVD-Video (DVD only)	Recode DVD-Video (DVD only)
	Make Movie
	Make miniDVD (CD only)
	Record Directly to Disc (DVD+R/+RW only)



This contains the tasks involving copying and the tasks relating to backing up. What is displayed depends on the selected project type and the current mode.

### Standard mode

Copy Disc  
Back up Files  
Restore Backups  
Schedule Backups  
Burn Image to Disc

### Expert mode

Copy Disc  
Back up Files  
Restore Backups  
Schedule Backups  
Burn Image to Disc  
Back up Hard Drive



This section contains the additional tasks relating to discs. What is displayed depends on the selected disc type and the current mode.

### Standard mode

Test Drive  
Erase Disc  
Make Label or Cover  
Control Drive's Speed

### Expert mode

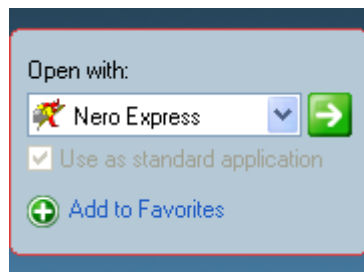
Test Drive  
Erase Disc  
Make Label or Cover  
Control Drive's Speed

Get System Info  
Disc Info  
Mount a Disc Image

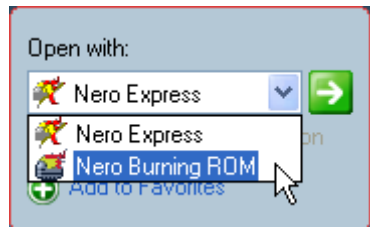
### 3.2.4 Assigning programs

Clicking on a task in **Nero StartSmart** automatically opens a program, which is well suited for executing that task. Many tasks, such as creating an audio CD, can be performed with more than one program, and you can change the program assignment. For example, if you do want to use **Nero Burning ROM** rather than the default application **Nero Express** to create an audio CD, proceed as follows:

1. Click on the button on the left-hand side of the program window to display the **Nero StartSmart** bar, if it is not already displayed.
2. Hover the mouse pointer above the desired task and the application that will open when you click on the task appears on the left.



3. Click on the drop down button next to the program names and select the application you want to start.




4. Check the 'Use as standard application' check box if you always want this program to open in the future.



5. Click on the button with the green arrow to save the change and open the desired program.



### 3.3 Nero ProductCenter

Clicking on the  button opens the **Nero ProductCenter**. The first page contains the version number of the installed products from Ahead Software AG, while the other page shows the currently available version numbers. As a result you are always able to keep your programs up to date. To update, if you are currently connected to the Internet, you can connect directly to the homepage and start the download.



## 4 Burning –The Basics



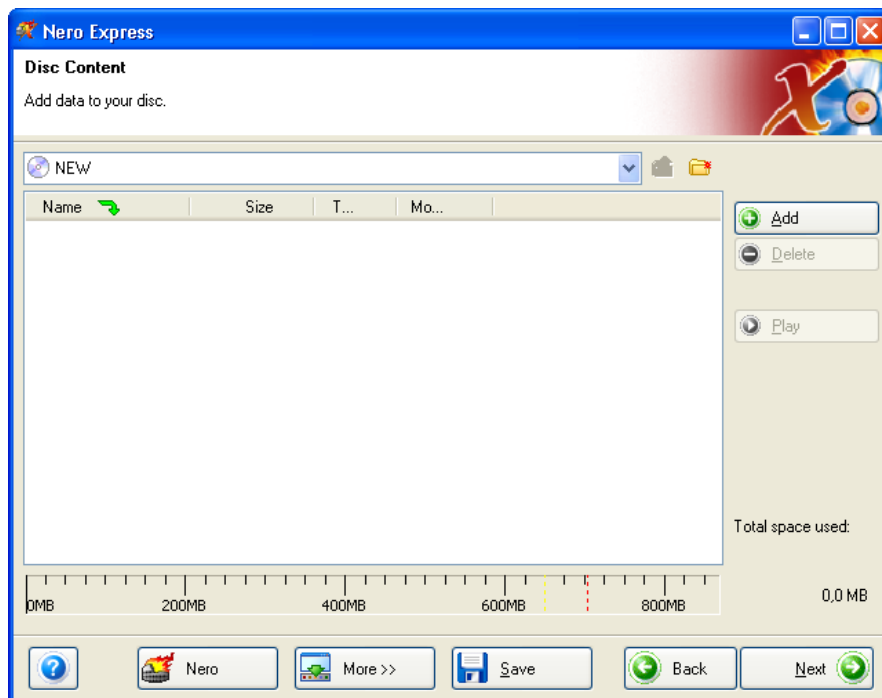
In this section, the QuickStart guide only deals with the default combinations. If you have already changed the program assignment, the programs opened differ from those in the QuickStart. For more detail, please refer to the .pdf manuals on the original installation disc.

### 4.1 Make Data Disc

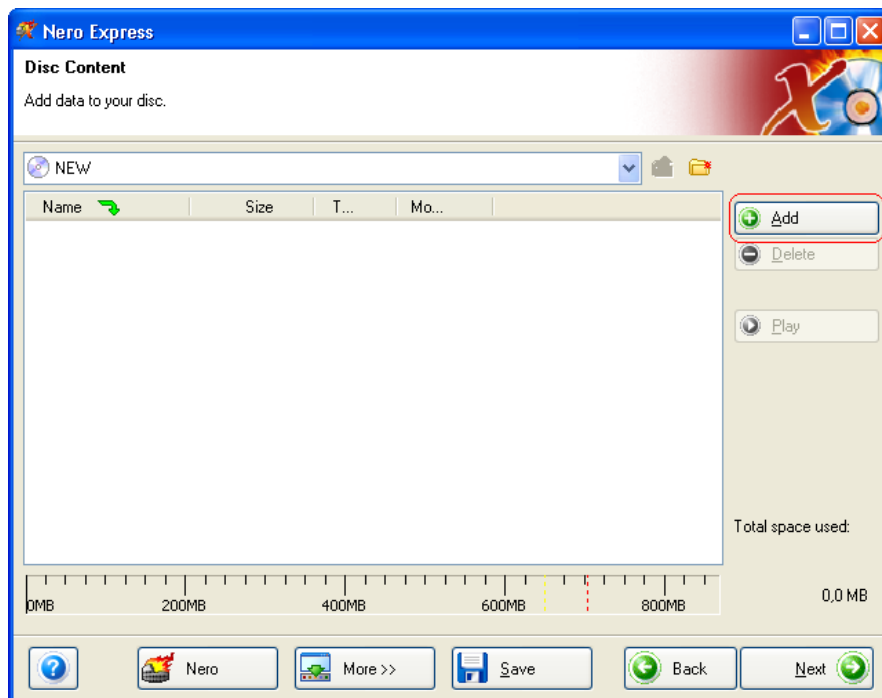
1. Start **Nero StartSmart**, select the 'Data' category and click on 'Make Data Disc'.



- **Nero Express 6** starts automatically and the compilation window for data opens.

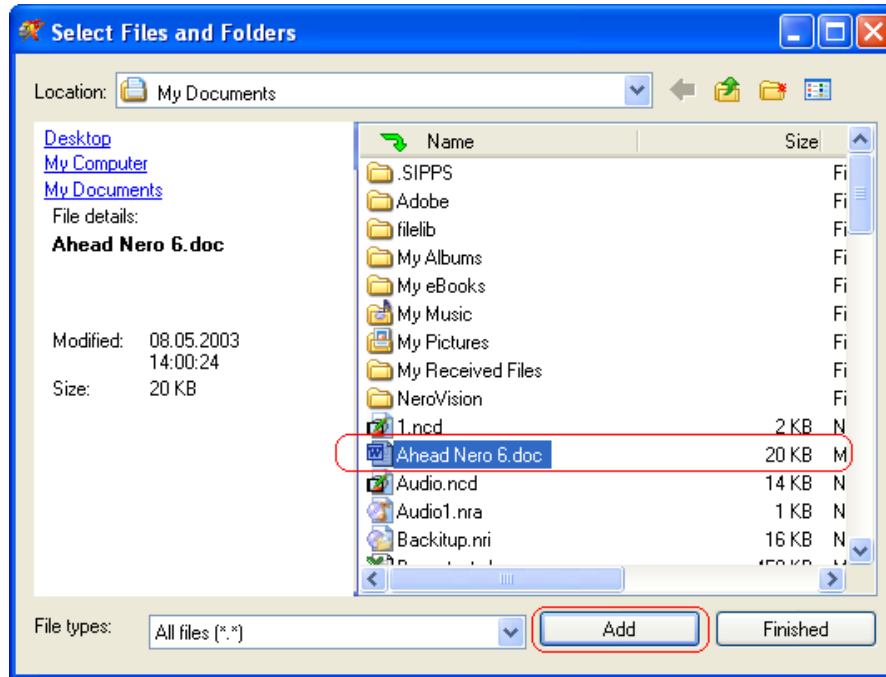


2. In the window, click on the 'Add' button to open the window for selecting files.

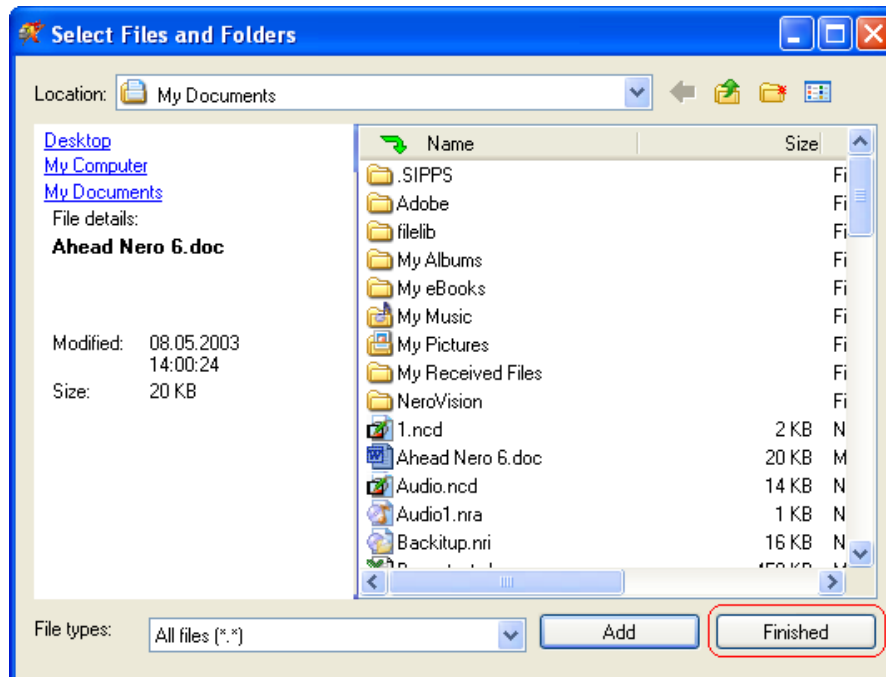


## Burning –The Basics

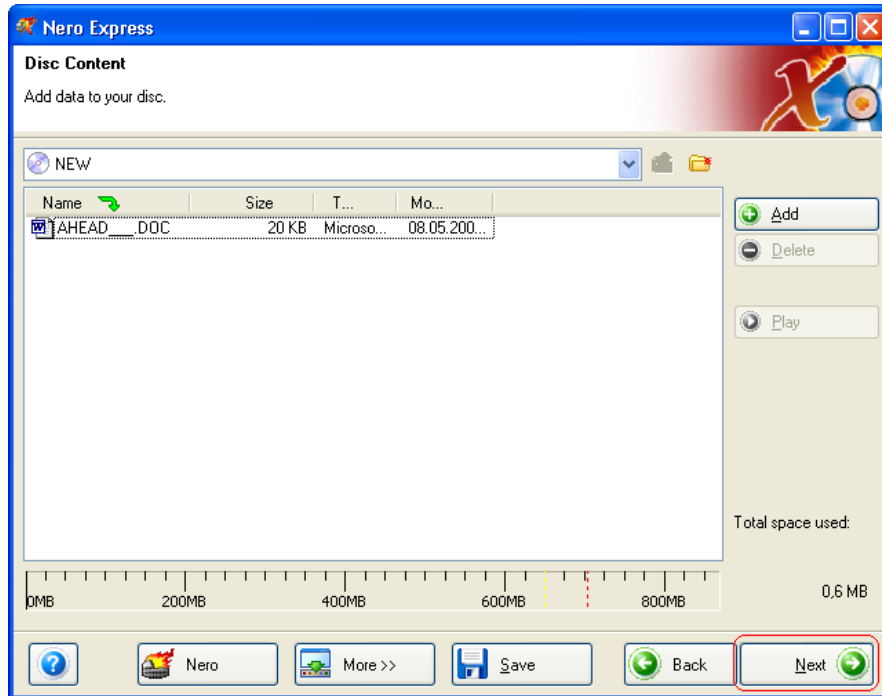
3. Select the desired files and click on the 'Add' button to transfer them to the compilation.



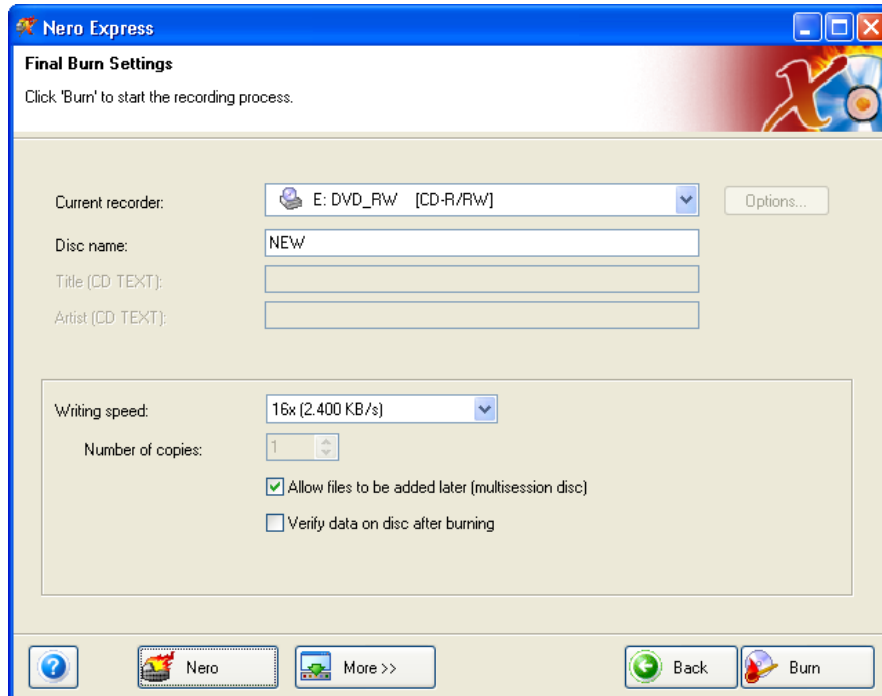
4. Once you have finished adding files, click on the 'Finished' button to close the window and return to the **Nero Express 6** screen.



5. All the files you have added appear in the compilation window. Click on the 'Next' button to advance to the burning window.



6. Before burning the disc, make the final settings.



## Burning –The Basics

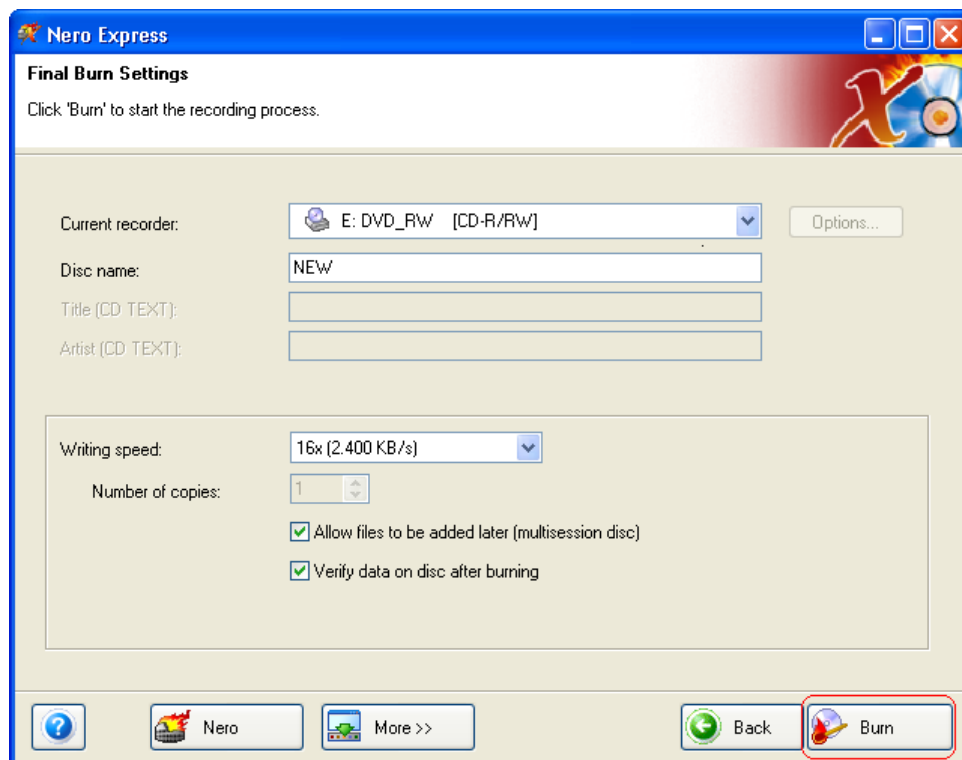
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<b>Current Recorder</b>	Select the desired recorder from the list of connected recorders.
<b>Disc name</b>	If you wish, give the disc a title.
<b>Writing Speed</b>	Select the speed for the burning process.
<b>Number of copies</b>	Select the number of copies to be burned.
<b>Multisession disc</b>	If this checkbox is selected, a multi-session disc is created, allowing you to add further sessions later. If the checkbox is not selected, the disc is finalized and no more burning is possible.
<b>Verify data</b>	If this checkbox is selected, after burning the program verifies that the burned data on the disc is identical to the original data. This guarantees that the burned data will function as desired.

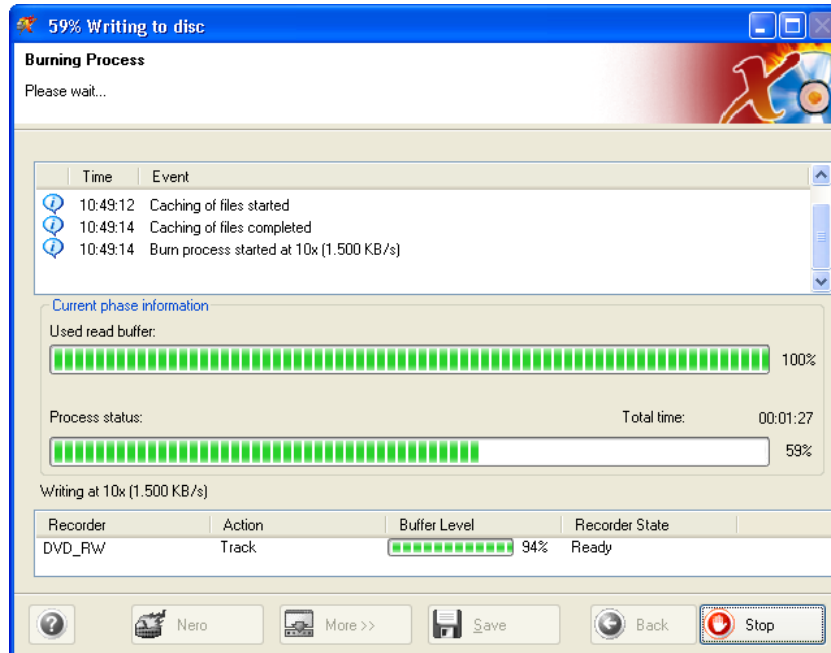


Clicking on the 'More' button expands the burning window and offers additional setting options, such as selection of the burning method and simulation of the burning process.

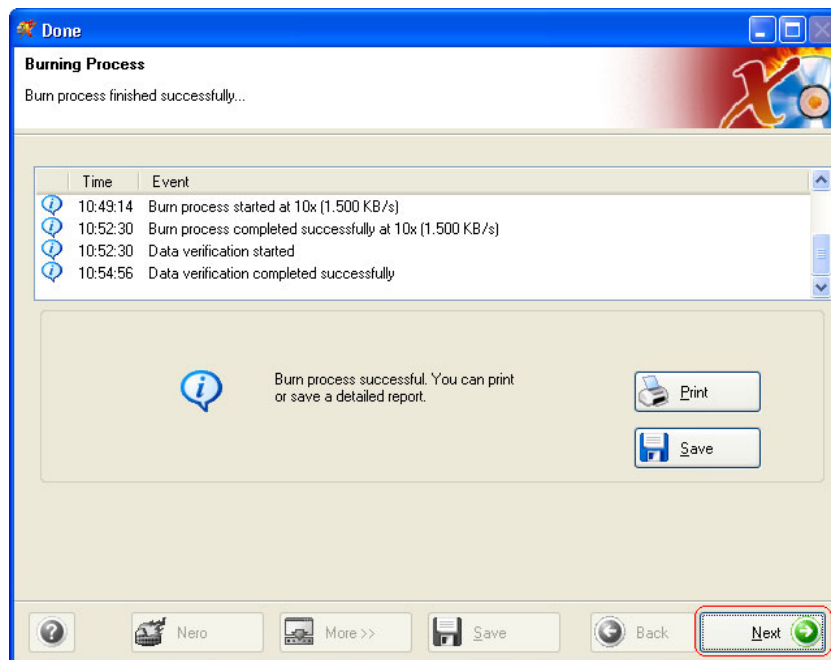
7. Click on the 'Burn' button to start burning the disc.



- The burning process starts and you will see information about the current status.



- Once the burning process is complete, you can print or save a log of the burning process. To do this, click on the appropriate button.
8. Click on the 'Next' button to advance to the selection window.



## Burning –The Basics

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9. Select the desired option or close **Nero Express 6**.



## 4.2 Make Audio Disc

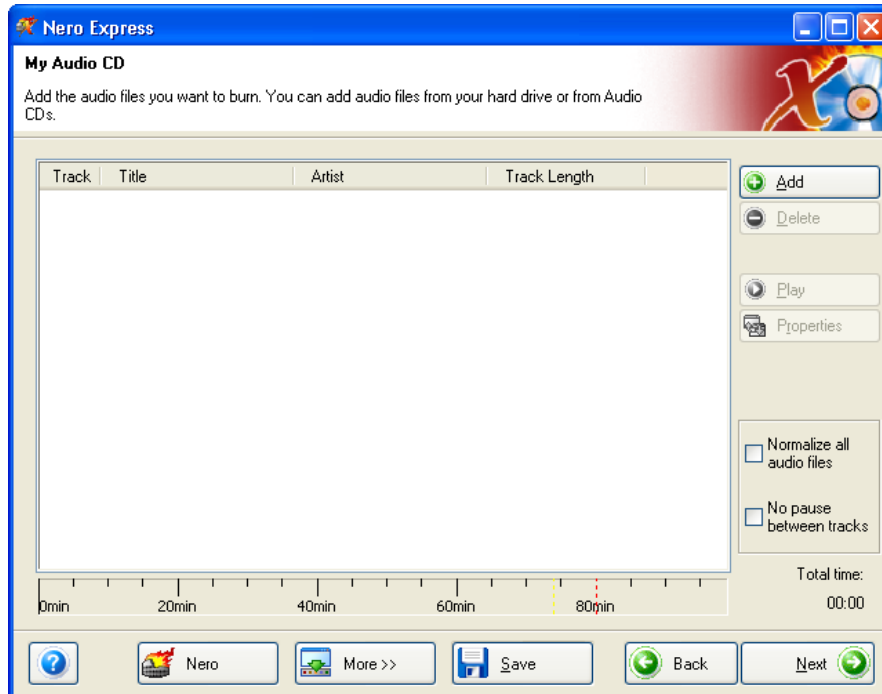
An audio disc contains music files, which can be played back in any CD or DVD player.

1. Start **Nero StartSmart**, select the 'Audio' category and click on 'Make Audio CD'.

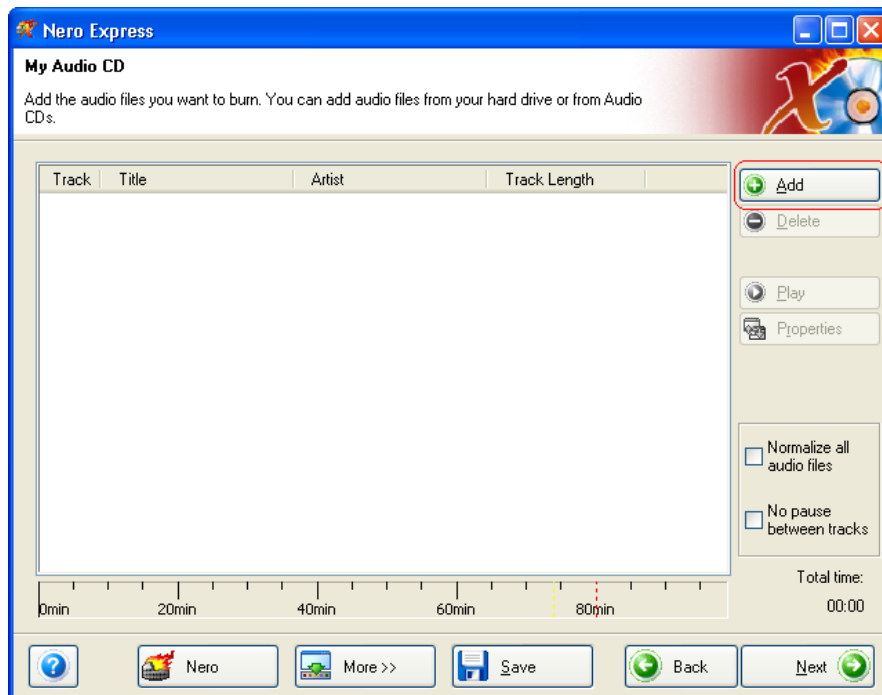


## Burning –The Basics

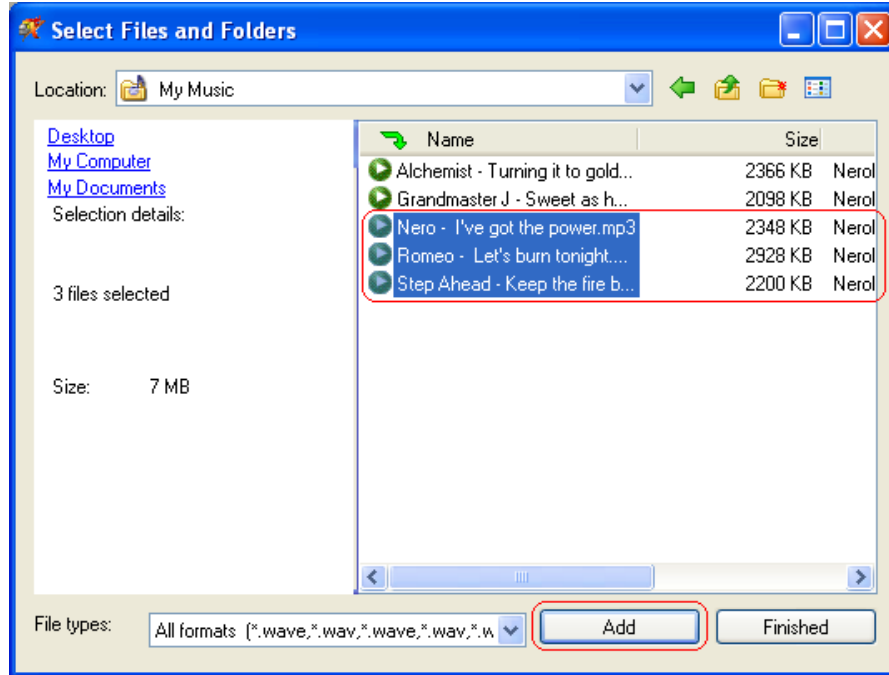
- **Nero Express 6** starts automatically and the compilation window for audio discs opens.



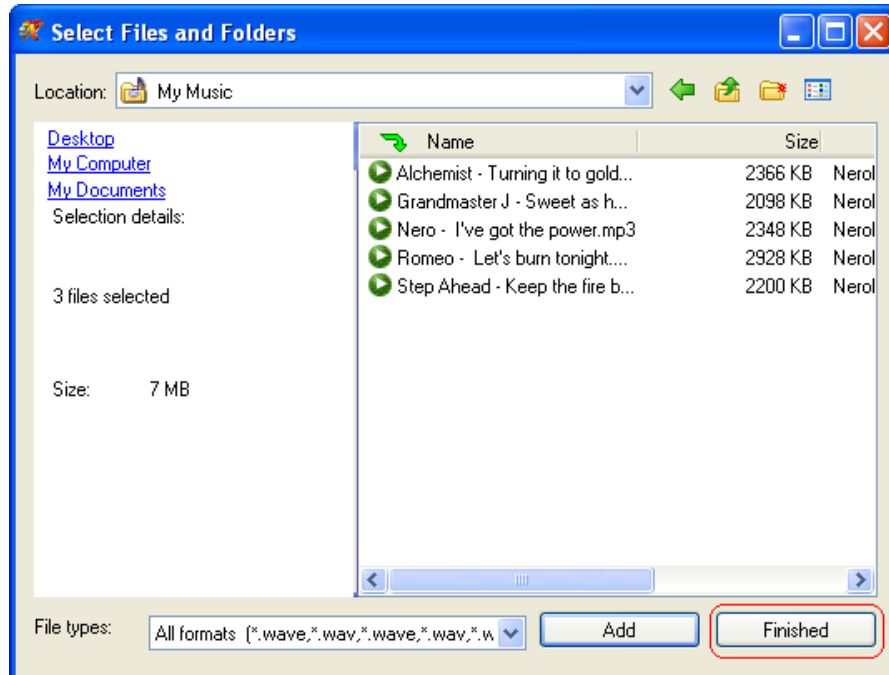
2. In the window, click on the 'Add' button to open the window for selecting files.



3. Select the desired files and click on the 'Add' button to transfer them to the compilation.

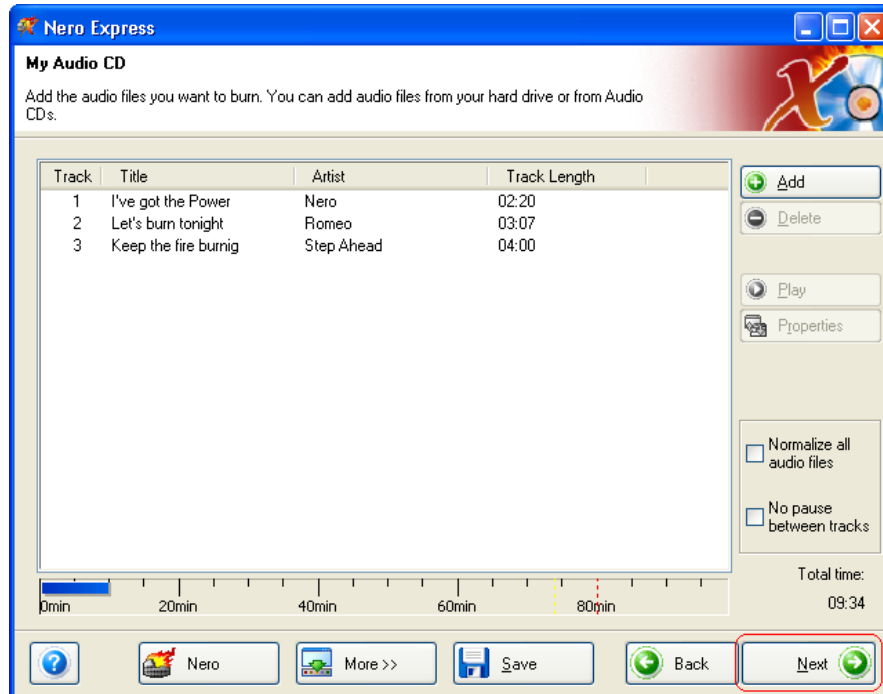


4. Once you have finished adding files, click on the 'Finished' button to close the window and return to the **Nero Express 6** screen.

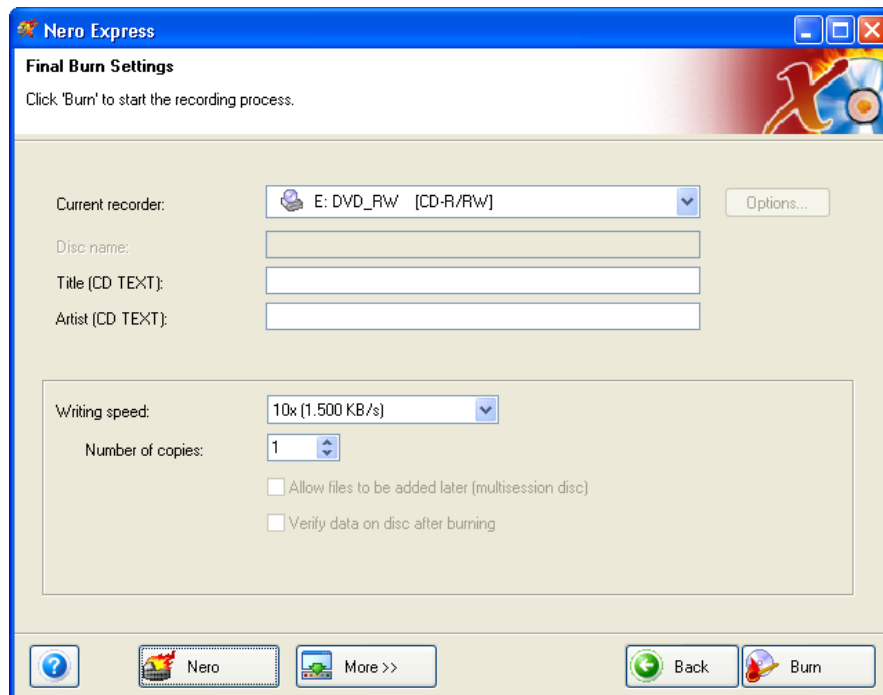


## Burning –The Basics

5. All the files you have added appear in the compilation window. Click on the 'Next' button to advance to the burning window.



6. Before burning the disc, make the final settings.



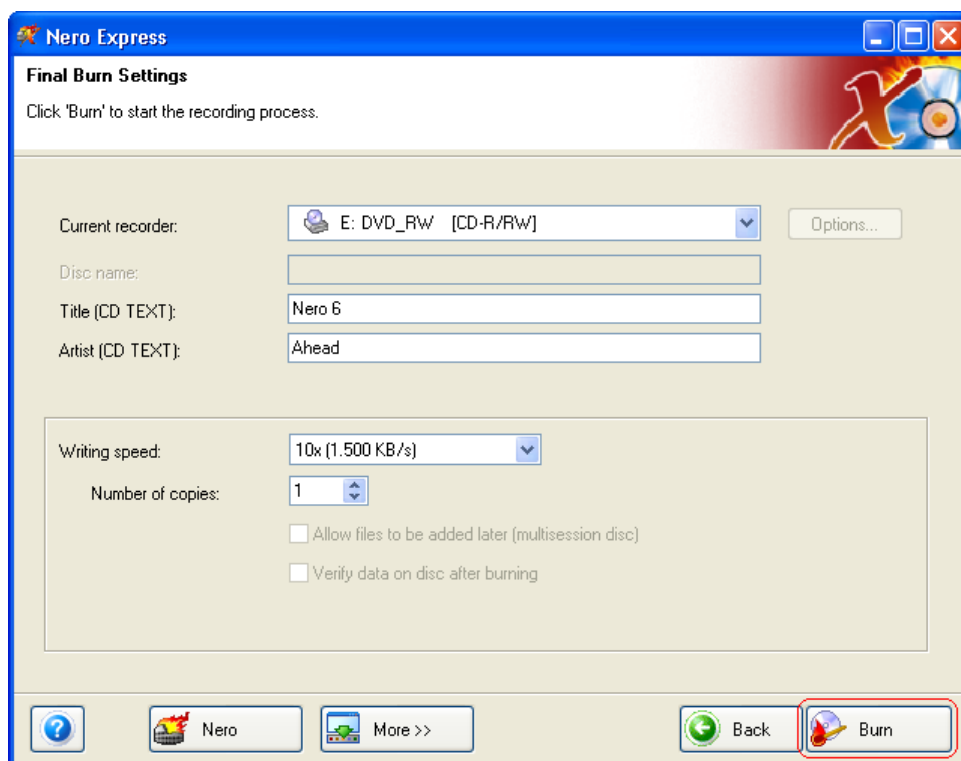
## Burning –The Basics

<b>Current Recorder</b>	Select the desired recorder from the list of connected recorders.
<b>Title (CD TEXT)</b>	If the recorder supports the writing of CD TEXT, you can enter the title of the CD here. The title may not be longer than 64 characters.
<b>Artist (CD TEXT)</b>	If the recorder supports the writing of CD TEXT, you can enter the artist for the CD here. The artist may not be longer than 64 characters.
<b>Writing Speed</b>	Select the speed for the burning process.
<b>Number of copies</b>	Select the number of copies to be burned.



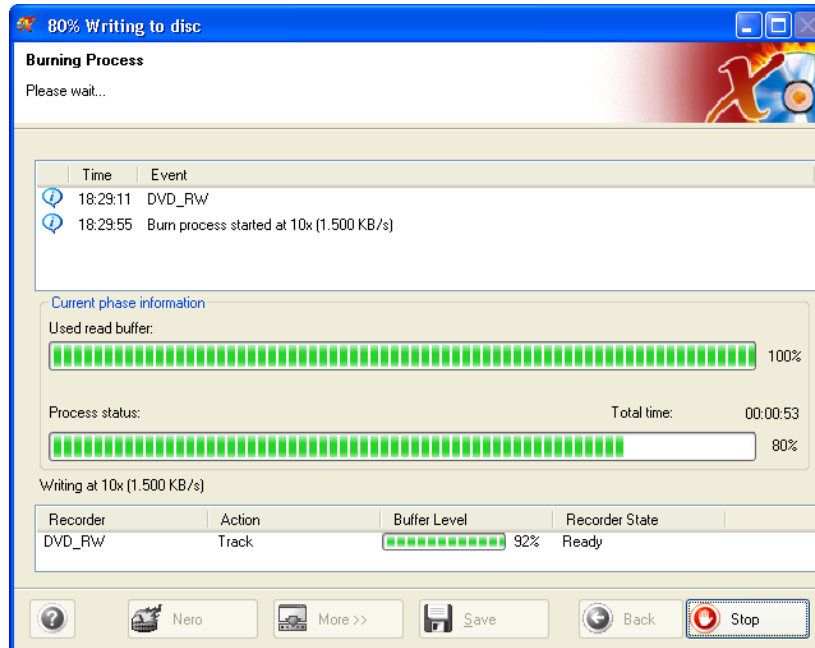
Clicking on the 'More' button expands the burning window and offers additional setting options, such as selection of the burning method and simulation of the burning process.

- Click on the 'Burn' button to start burning the disc.

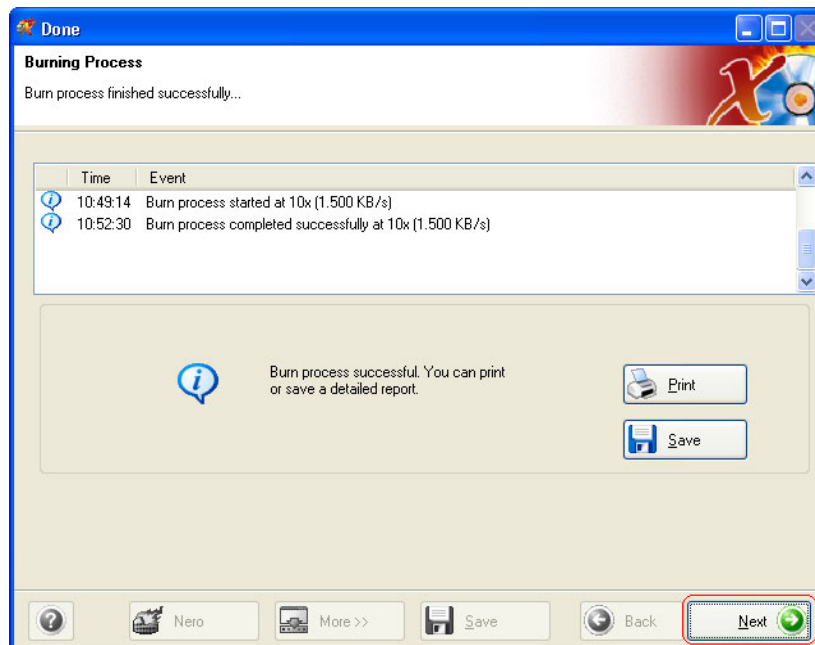


## Burning –The Basics

- The burning process starts and you will see information about the current status.



- Once the burning process is complete, you can print or save a log of the burning process. To do this, click on the appropriate button.
8. Click on the 'Next' button to advance to the selection window.



9. Select the desired option or close **Nero Express 6**.

### 4.3 Make Video Disc

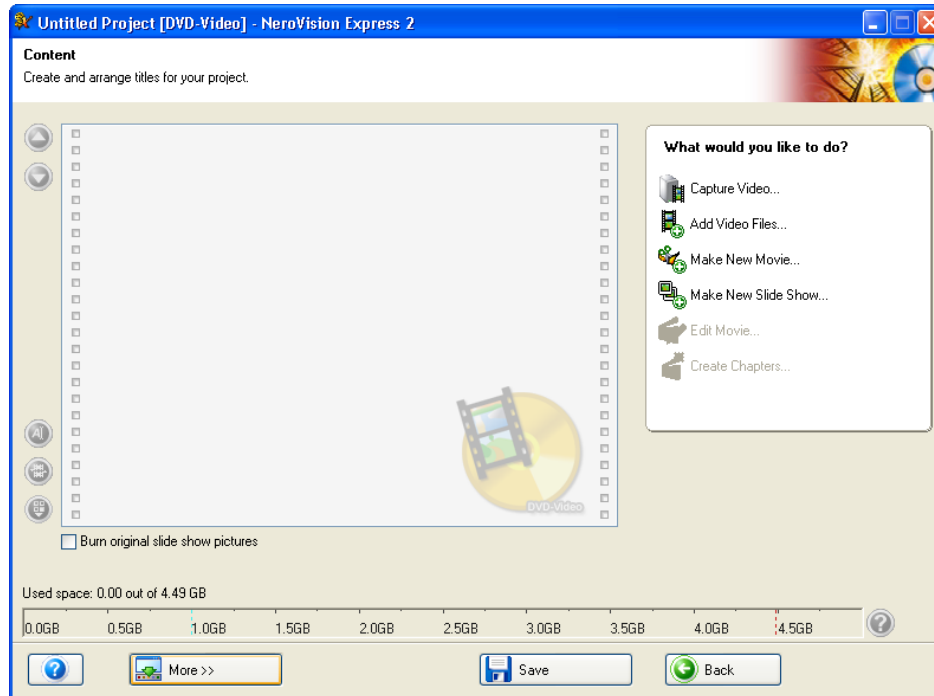
A video disc contains video files, which you can burn in a variety of formats (VCD / SVCD or DVD-Video) depending on what kind of recorder you have (CD recorder or DVD recorder). This QuickStart Guide describes the creation of a DVD video disc. The procedure for a VCD or SVCD is essentially the same.

1. Start **Nero StartSmart**, select the 'Photo and Video' category and click on 'Make DVD-Video'.

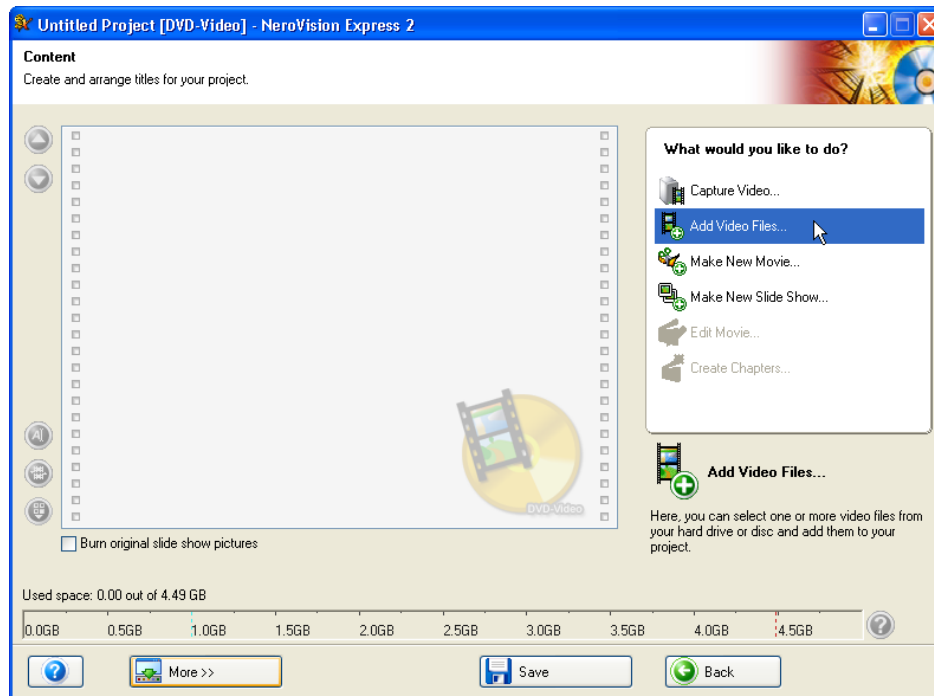


## Burning –The Basics

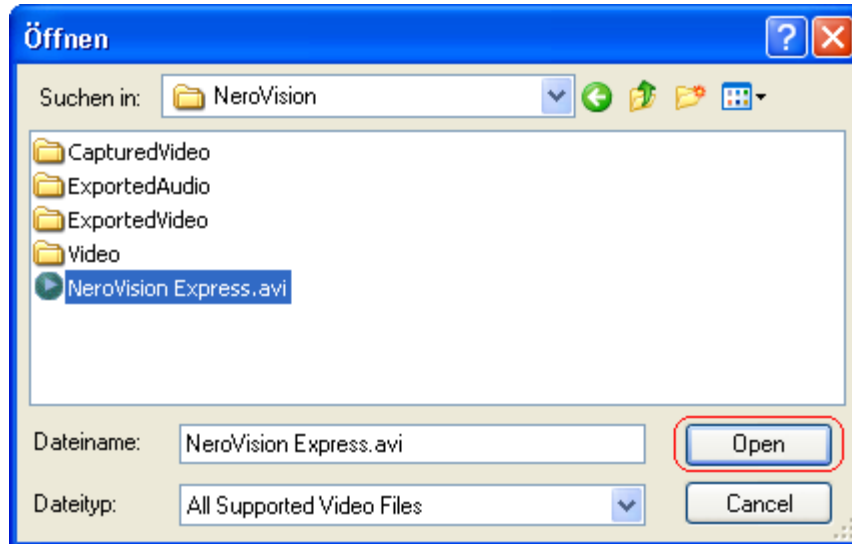
- **NeroVision Express 2** starts automatically and the selection window for video discs opens.



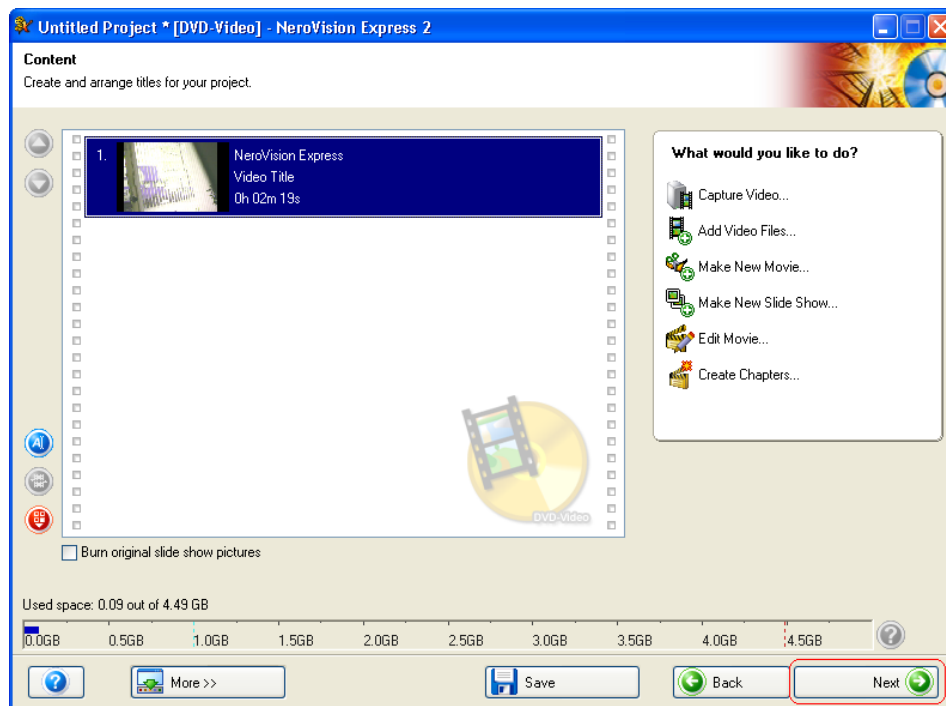
2. Click on 'Add Video Files' to open the window for selecting the files.



3. Select the desired files and click on the 'Open' button to transfer them to the compilation.

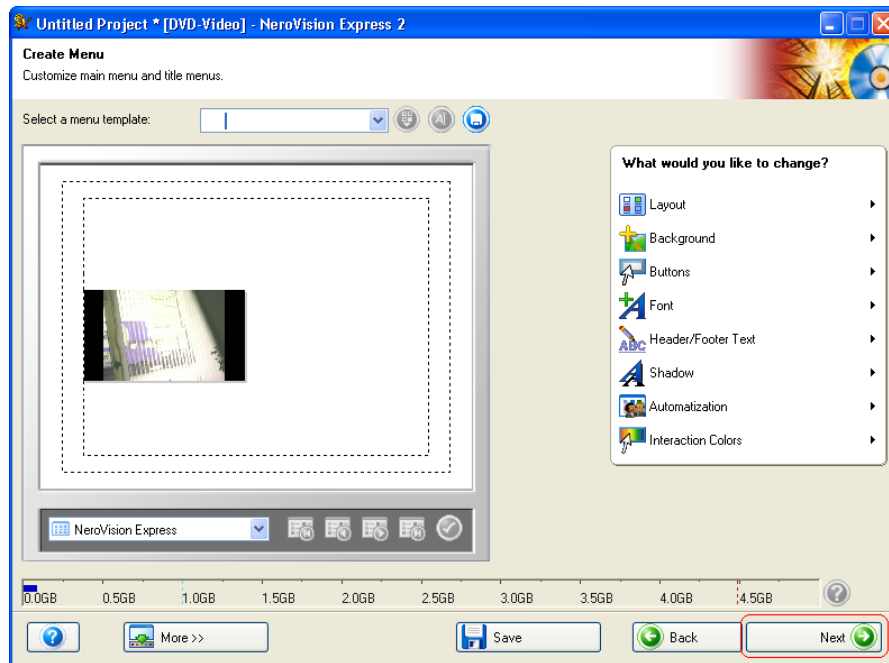


4. Repeat steps 3 and 4 to add more video files.
5. All selected files appear in the compilation window. Click on the 'Next' button to create the menu.

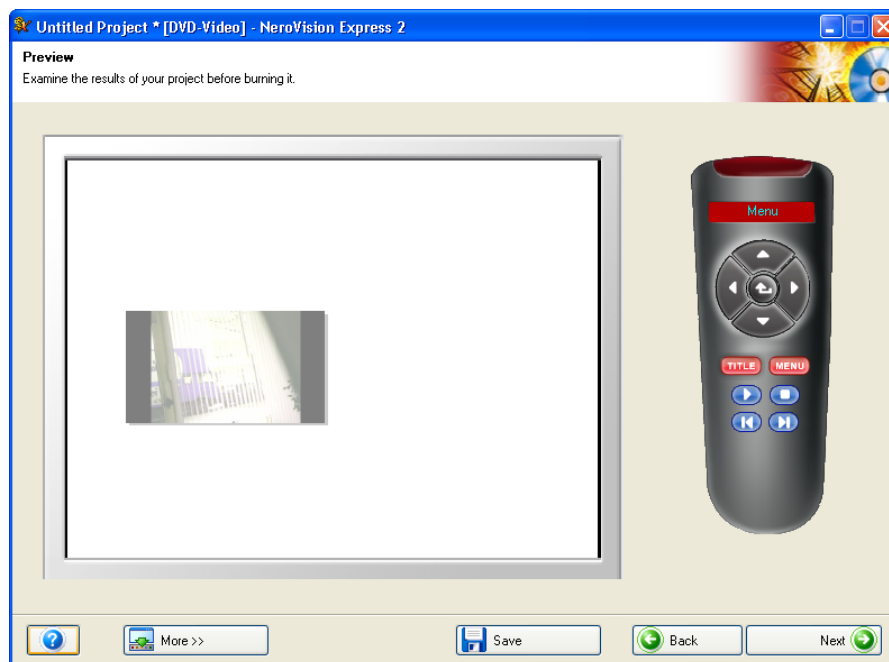


## Burning –The Basics

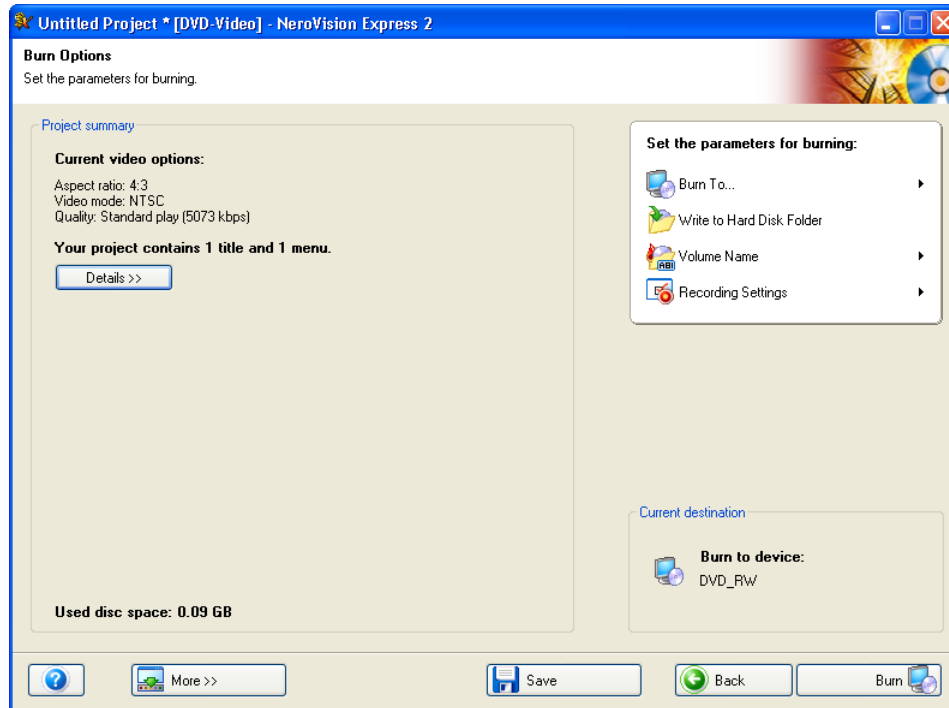
6. Make the desired changes to the DVD menu by highlighting the individual menu items with the mouse and selecting the desired option. Click on the 'Next' button to proceed to the next window.



7. You can use the remote control to move around the menu, e.g. to view the videos again. Click on the 'Next' button to proceed to the next window.



8. Before burning the disc, make the final settings.



#### Burn to

Select the desired recorder from the list of connected recorders.

#### Write to Hard Disc Folder

If you do not want to burn the project (yet) but you want to save it to the hard disc instead, click on this button to open up a window where you can select the location you want to save it to.

#### Volume Name

Change the name of the disc if you wish to do so.

#### Recording Settings

Depending on the selected destination recorder, you can adjust the recording settings, e.g. select the burn speed.

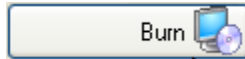


Clicking on the 'More' button expands the burning window and offers additional setting options, such as selection of the coding quality and the aspect ratio of the video.

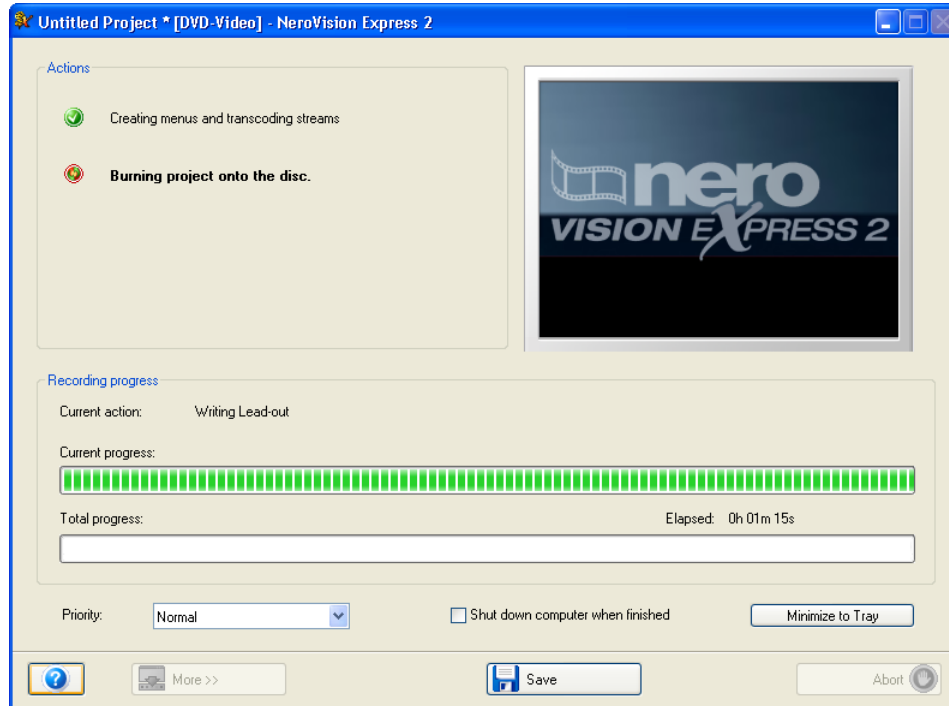
## Burning –The Basics

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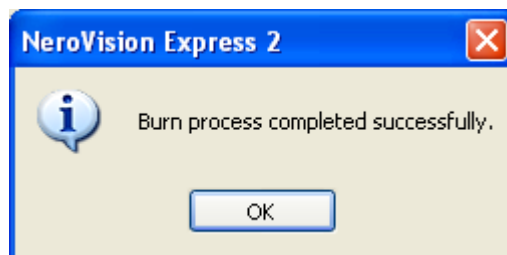
9. Click on the 'Burn' button to start burning the disc.



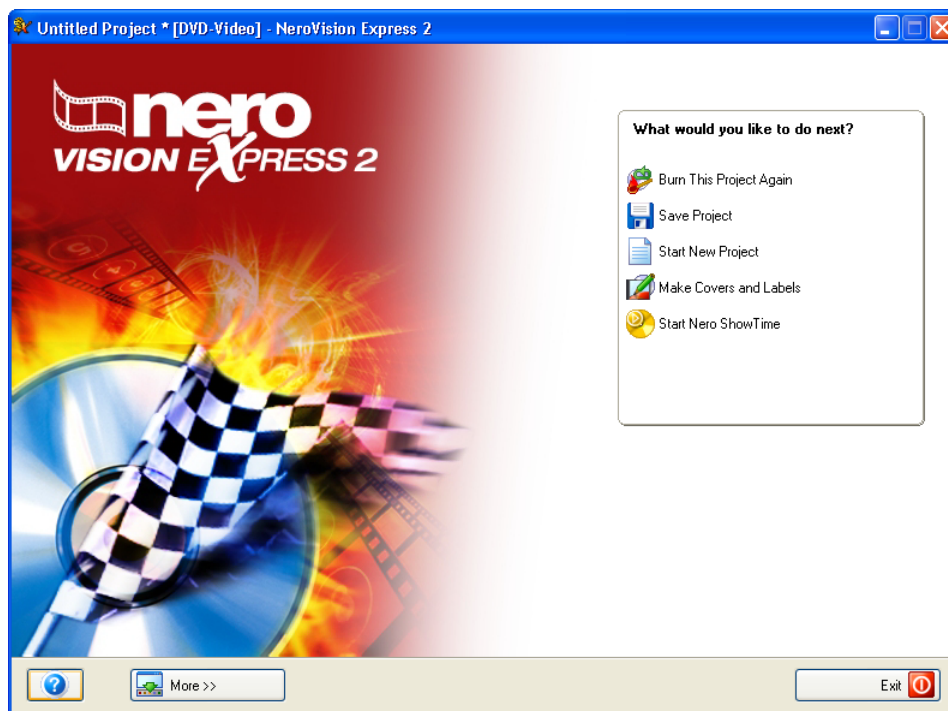
- The burning process starts and you will see information about the current status.



10. Once the burning process is complete, a corresponding message appears. Click on the 'OK' button to close the window.



11. Select the desired option or close **NeroVision Express 2**.



## 4.4 Copy disc

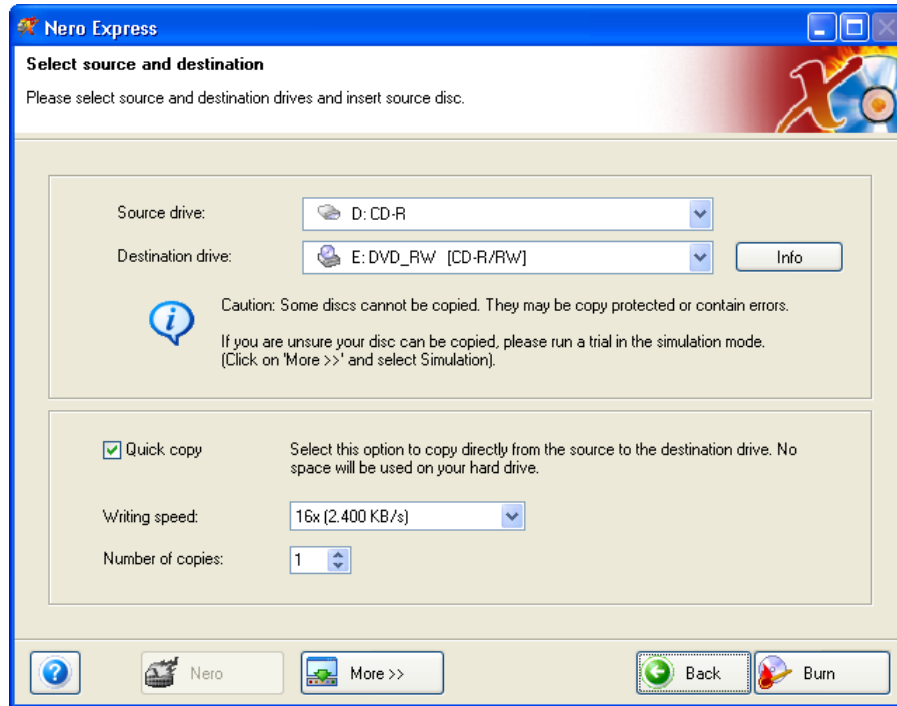


Unless you own the copyright or have the permission of the copyright holder, the unauthorized copying of discs represents a violation of national or international laws and may result in serious penalties.

1. Start **Nero StartSmart**, select the 'Copy and Backup' category and click on 'Copy Disc'.



- **Nero Express 6** starts automatically and the selection window for the drives and the final burning settings opens up.



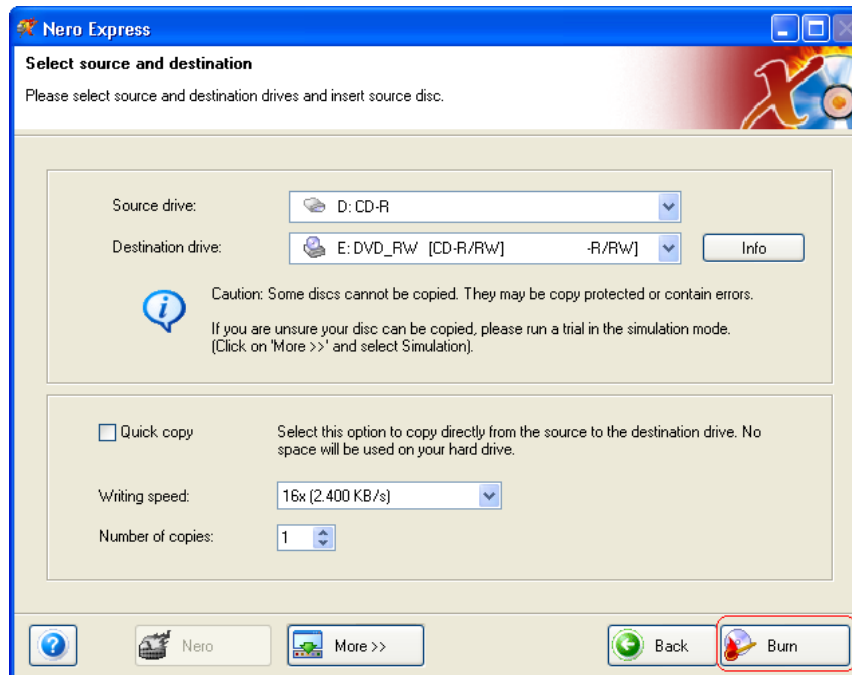
2. As the source drive, you should select the drive containing the disc to be copied.
3. As the destination drive, select the recorder you want to use to copy the disc.
4. In the 'Quick Copy' section, you can determine how the disc is to be copied.
  - If this option is selected, the copy is made directly, i.e. from drive to drive. This method is quick but is susceptible to errors.
  - If this option is not selected, an image file for the original disc is first of all created on the hard drive and the image file is then burned. This method takes longer and the size of the image file, and therefore the required hard disc space, corresponds to the quantity of data to be copied from the original disc.

In addition, you can also make the following settings:

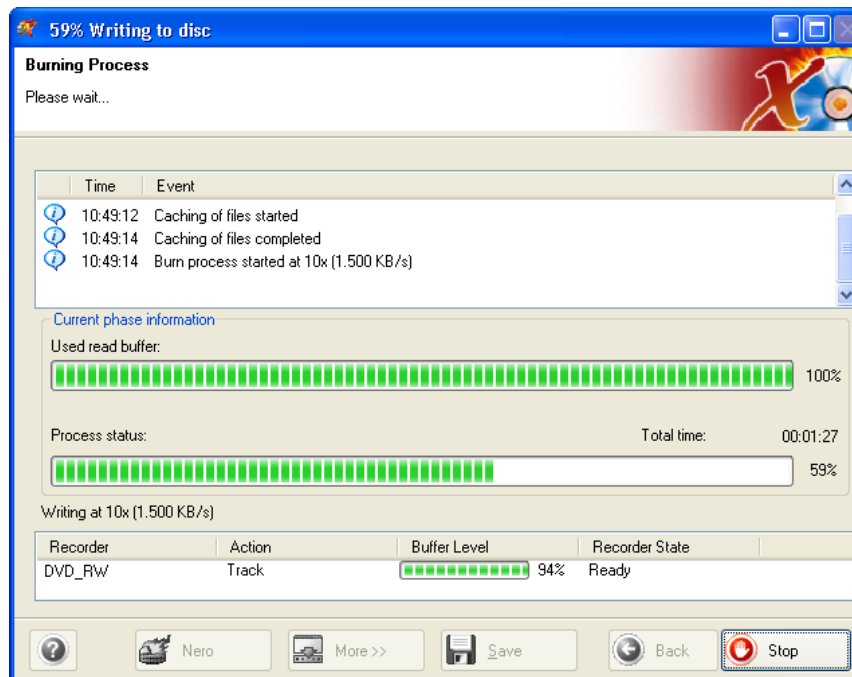
- |                         |   |
|-------------------------|---|
| <b>Writing Speed</b>    | Select the speed for the burning process. |
| <b>Number of copies</b> | Select the number of copies to be burned. |

## Burning –The Basics

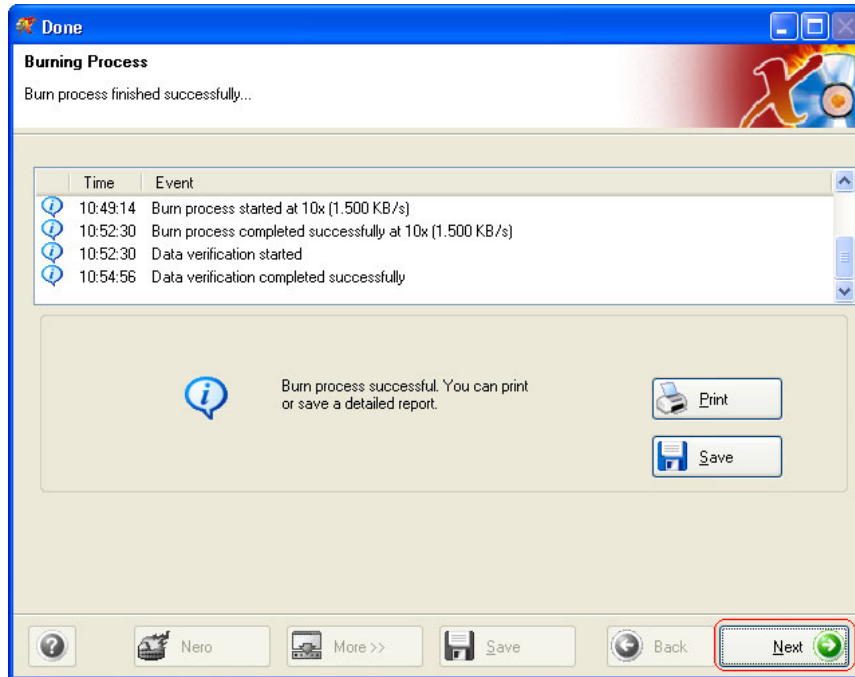
- Once you have made all your settings, click on the 'Burn' button to start burning the disc.



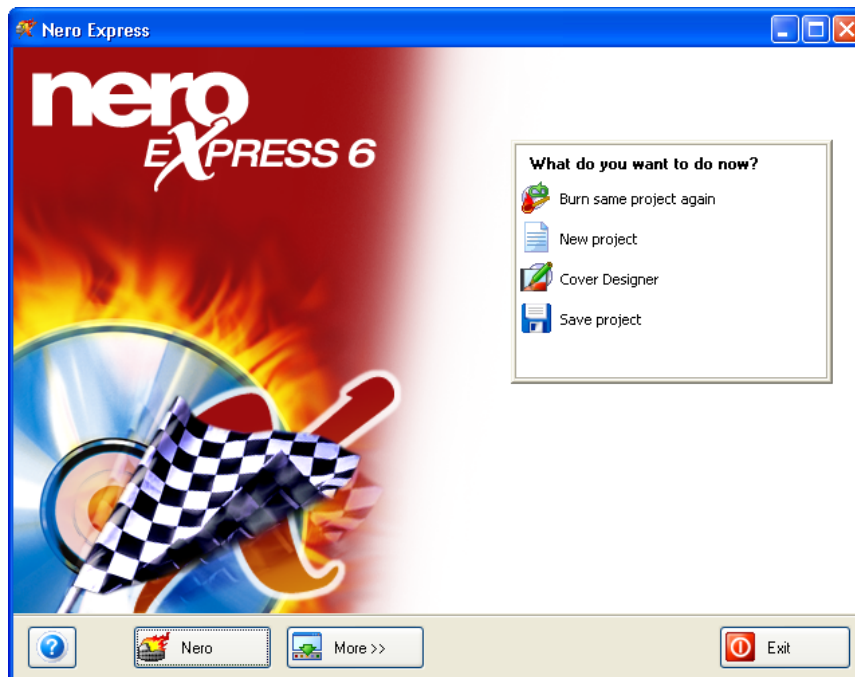
- The burning process starts and you will see information about the current status.



- Once the burning process is complete, you can print or save a log of the burning process.
6. Click on the 'Next' button to advance to the selection window.



7. Select the desired option or close **Nero Express 6**.



## 5 Service

### 5.1 Upgrade Options

#### 5.1.1 mp3PRO Plug-in (commercially available)

The mp3PRO Plug-in is capable of creating files smaller than MP3 files with the same or better sound quality. For example, at 64 kBit/s, the new Codec promises near-CD quality, which is significantly better than MP3 at the same bit rate. You can continue to play back your old MP3 files normally on a new mp3PRO player. However, mp3PRO files played back on a new mp3PRO decoder of course offer the optimum sound quality. This plug-in gives you the opportunity to encode unlimited audio files in mp3PRO or MP3 format. For example, you can archive all your CDs on your hard disc.

#### 5.1.2 Updates (free downloads)

At <http://www.nero.com>, you will find regular updates for all programs, with new functions integrated and/or errors eliminated. You can either retrieve these updates via your **Nero ProductCenter** or just look at the **Nero** website from time to time. In order to optimize the functionality of your programs, we recommend that you keep them up to date.

## 5.2 FAQ

### 1) Where can I find step by step directions for using Nero Burning Rom 6, Nero Express 6, NeroVision Express 2, and Nero BackItUp?

We have very detailed 'Step by Step' PDF manuals for all our listed programs on our website at <http://www.nero.com>. You will find them in the Support section.

### 2) One of my encoders has expired! What should I do?

For licensing reasons, we are only permitted to integrate test versions into **Nero 6**. This gives you the chance to test out the encoder functions for a limited time. To activate the test version, you must purchase the corresponding encoder plug-in. You can do this at <http://www.nero.com> in the online shop. We decided to do take this step so that only those users who actually want to use these functions would have to pay the license fees due.

### 3) Why do I not have a Help file?

Please download the latest update and the language package to enable you to access the help files again. You can download them from:  
<http://www.nero.com/en/index.html#download>

### 4) Where can I download an update?

All updates and test versions of other products from the Ahead family can be found at <http://www.nero.com>.

### 5) Where can I get assistance with technical problems?

For all technical problems, we recommend visiting our help system at <http://englishsupport.nero.com>. If you cannot find an answer to your problem there, you can contact our support team e-mail ([techsupport@nero.com](mailto:techsupport@nero.com)) . More information you will find in our 'Contact' chapter.

## 5.3 Contact

**Nero 6** is an Ahead Software product.

# nero 6

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**76307 Karlsbad**  
**Germany**

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