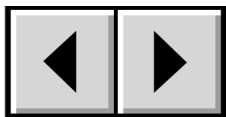


## Contents

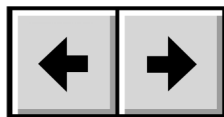
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|-------------------------------------------------------------|-----------|
| <b>How to Use this Manual</b>                               | <b>2</b>  |
| <b>Foreword</b>                                             | <b>3</b>  |
| <b>1. Introduction</b>                                      | <b>4</b>  |
| 1.1 Icons Used In This Manual                               | 4         |
| 1.2 What Is USB 2.0?                                        | 5         |
| 1.3 LaCie Storage Utilities Software                        | 5         |
| <b>2. Getting To Know Your LaCie Hard Drive</b>             | <b>6</b>  |
| 2.1 Minimum System Requirements                             | 6         |
| 2.2 LaCie USB 2.0 Hard Drive - Views                        | 6         |
| 2.3 Attaching The Drive Stand                               | 8         |
| 2.4 USB Cables and Connectors                               | 8         |
| <b>3. Setting Up Your LaCie Hard Drive</b>                  | <b>9</b>  |
| 3.1 Installing Your LaCie Hard Drive                        | 10        |
| Mac Users                                                   | 10        |
| PC Users                                                    | 11        |
| 3.2 Installing Multiple USB Peripherals                     | 11        |
| 3.3 Disconnecting Your LaCie Hard Drive                     | 11        |
| <b>4. Formatting and Partitioning Your LaCie Hard Drive</b> | <b>13</b> |
| 4.1 Mac Users                                               | 13        |
| 4.2 PC Users                                                | 13        |
| <b>5. Technical Information</b>                             | <b>16</b> |
| 5.1 User Advice When Using USB 2.0                          | 16        |
| 5.2 FAT 32 vs. NTFS                                         | 17        |
| 5.3 Mac OS Standard vs. Mac OS Extended                     | 18        |
| <b>6. Troubleshooting</b>                                   | <b>20</b> |
| <b>7. Contacting Customer Service</b>                       | <b>22</b> |
| 7.1 Warranty                                                | 24        |
| <b>8. Appendix 1 – USB Questions and Answers</b>            | <b>25</b> |
| <b>9. Glossary</b>                                          | <b>27</b> |
| <b>10. Health and Safety Precautions</b>                    | <b>29</b> |

## How to Use This Manual

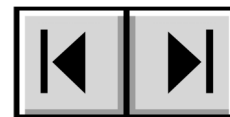
### In the toolbar:



Previous Page / Next Page



Go to Previous View / Go to Next View



Go to Contents Page / Go to Precautions Page

### On the page:

Click on the text within the Contents page to jump to information on that topic.

Click on any **red text** to automatically jump to more information about that topic.

### Printing:

While optimized for onscreen viewing, the pages of this manual are formatted for printing on 8 1/2" x 11" and A4 sized paper, giving you the option to print the entire manual or just a specific page or section.

### To Exit:

From the Menu bar at the top of your screen, select: File > Quit.

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## Changes

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, LaCie assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. LaCie reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

## Federal Communications Commission Radio Frequency Interference Statement (FCC)

**WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one of the following measures:

- Reorient or relocate the receiving antennas.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the reseller or an experienced radio/TV technician for help.

Shielded cables and I/O cards must be used for this equipment to comply with the relevant FCC regulations. This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Canada Compliance Statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

## Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards:

Class B EN60950, EN55022, EN50082-1, EN60555-2

With reference to the following conditions:

73/23/EEC Low Voltage Directive

89/336/EEC EMC Directive

## 1. Introduction

Congratulations on the purchase of your new LaCie Hard Drive. This hard drive will give you a unique combination of compatibility and convenience, as well as generous storage capacity. LaCie Hard Drives are ideal for professionals and home users, and for various applications such as databases, desktop publishing, digital content creation and digital audio/video. For even greater flexibility, your LaCie external hard drive is also cross-platform, which enables you to use it on both Macs and PCs.

The LaCie Hard Drive was designed to allow you to use your desk-space efficiently. Included with your LaCie Hard Drive is a drive stand, so you can stand the drive vertically, freeing up even more valuable space. Engineered to be rack mountable, you can quickly and easily integrate the LaCie Hard Drive into your standard 19-inch computer equipment racks, using the LaCie rackmount kit (sold separately).

With all it can do for you, we're confident that your LaCie Hard Drive will quickly become an important tool in your day-to-day business and personal computing.

This manual will help you to:

- Install your new device properly
- Get your drive up and running
- Quickly learn how to operate it

### 1.1 Icons Used in This Manual

Italicized paragraphs feature an icon describing the type of information being given.



**Important Note**



**Technical Information or News**



**Warning!** (This icon indicates potential hazard).

### Precautions

Always follow the basic precautions to use your LaCie Hard Drive safely and correctly. Respecting these guidelines will help to avoid the possibility of personal injury to yourself or others, as well as to prevent damage to your device and other computer equipment. For a complete list of precautions, please see [page 29](#) of this manual.

### Warranty

LaCie accepts no liability for any loss of data during the use of this device, or for any of the problems caused as a result. Under no circumstances does LaCie guarantee the reliability of the hard drive.

## Manual Updates

LaCie is constantly striving to give you the most up-to-date, comprehensive User's Manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

If your manual does not reflect the configurations of the product that you purchased, please check our Web site for the most current version available. You can access our manuals at: [www.lacie.com/support/manuals](http://www.lacie.com/support/manuals)

## 1.2 What is USB 2.0?

The new USB 2.0 standard provides higher bandwidth for high-speed peripherals such as external hard drives, high-speed scanners, CD-RW and DVD drives. USB 2.0 delivers transfer rates of 480Mb/s, while conveniently maintaining backward compatibility with USB 1.1 devices.

USB 2.0 can still be used to connect lower-speed USB 1.1 ports and devices like digital cameras, scanners, modems, keyboards, mice, joysticks and printers. In the USB 2.0 system, existing USB peripherals do not have to be upgraded, and lower-speed devices will not require additional performance, instead operating as USB 1.1 devices.

### USB Icons

These icons will help you easily identify the USB interfaces. They appear on USB cables and next to the USB port connectors on certain computers.



USB 1.1 icon



USB 2.0 icon

## 1.3 LaCie Storage Utilities Software

The LaCie Storage Utilities CD is a hybrid CD-ROM that has the Mac version, **Silverlining Pro**, and the PC version, **Silverlining 98**, on the same CD. Mac users will be able to only view and use the Mac portion, and PC users will be able to only view and use the PC version.

### Mac Users Using Mac OS 8.6 and 9.x

Please see the Silverlining manual for instructions on how to use this software. This manual is located on your LaCie Storage Utilities CD in PDF format.

### Mac Users Using Mac OS 10.x

Use the formatting and partitioning capabilities in the Apple Disk Utility. Please refer to your Mac OS 10.x documentation or online help for instructions.

### PC Users Using Windows 2000 and Windows XP

Use the formatting and partitioning capabilities that are included with your operating system. Please see [page 13](#) for more details.

### PC Users Using Windows 98 Second Edition (SE) and Windows Me

You have the option of using Silverlining 98, included with your drive, on the Silverlining CD (in PDF format), or using the formatting and partitioning capabilities in your operating system. Please see [page 14](#) for more details.

## 2. Getting To Know Your LaCie Hard Drive

What Can Your External Hard Drive Do?

- Store and exchange data between several computers.
- Back up your computer's internal hard drive.
- Store files created by your various applications.

### 2.1 Minimum System Requirements

Hardware Requirements:

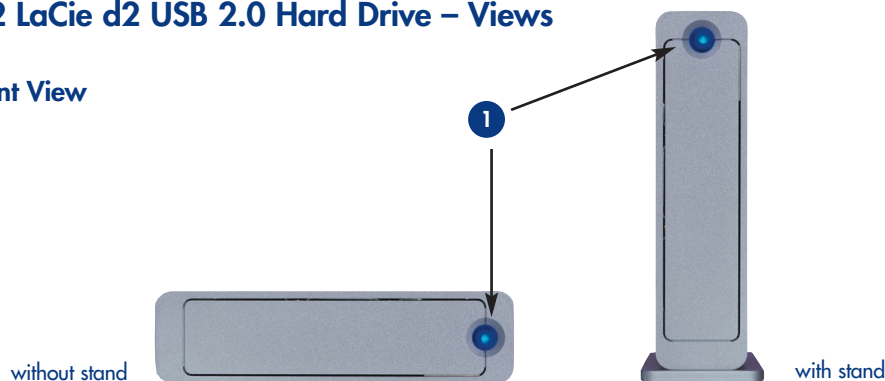
- Mac or PC with USB 2.0 or 1.1 interface

System Requirements:

- Mac OS 8.6, 9.x and 10.x (Apple USB support 1.3.5 and greater)
- Windows 98 SE, Windows 2000, Windows Me and Windows XP
- Intel Pentium 233MHz-compatible processor or greater; minimum 32MB RAM

### 2.2 LaCie d2 USB 2.0 Hard Drive – Views

#### Front View



#### 1 – On/off button / Power LED

Push the button to power the drive on. The LED remains lit to show that the drive is on, and blinks to indicate disk activity.



### Back View

#### 1 – Power supply connector

This is where you plug in the AC adapter supplied with the drive.

#### 2 – USB connector (Type B)

This is where you plug in the Type B (square) end of the USB 2.0 cable furnished with your drive.

#### 3 – Ventilation outlet

Helps to keep your drive cool during operation. Be sure not to block this opening when using your drive.

#### 4 – Lock slot

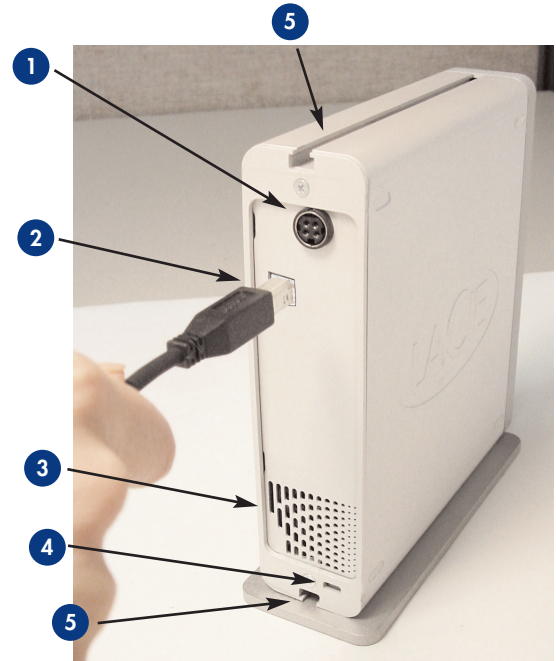
This slot is used to connect a Kensington™-type anti-theft system for maximum protection. Refer to your anti-theft system documentation for details on how to connect the lock.

#### 5 – Rackmount grooves

Used for mounting the drive's stand (see the [Attaching the Drive Stand](#) section for instructions), and for mounting your drive with the rackmount kit (sold separately).

#### 6 – Serial number sticker

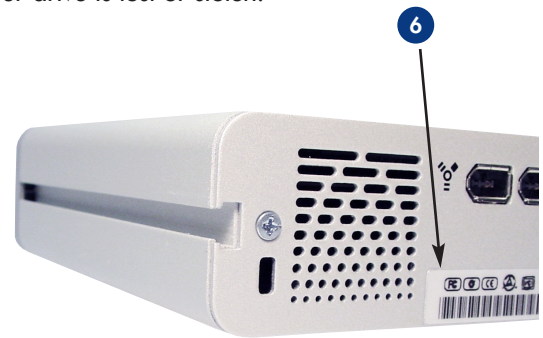
This is where you will find your LaCie drive's serial number. Write down the serial number and keep it in a safe place, because you will need to provide the number in the event you have to call LaCie Technical Support for any reason in regards to the drive's performance. The serial number would also come in handy if your drive is lost or stolen.



### Side View

#### 1 – rackmount grooves

Used for mounting the drive's stand (see the [Attaching the Drive Stand](#) section for instructions), and for mounting your drive in the rackmount kit (sold separately).



## 2.3 Attaching the Drive Stand

You can use your LaCie drive in its upright position after installing the stand.

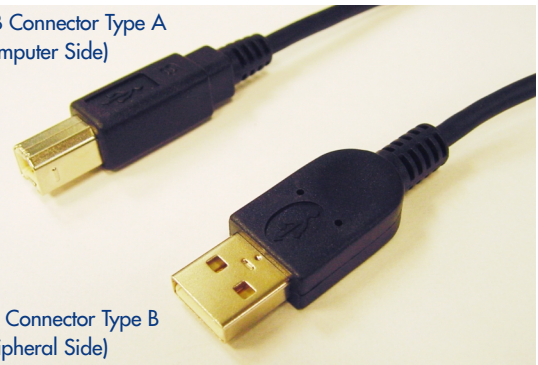
- 1) From the rear of the drive, slide the stand rail into the side groove of your LaCie drive as shown:
- 2) Slide the stand forward until its rail touches the rear of the drive.
- 3) Tighten the two socket screws from the underside of the stand, using the hex key provided, until the stand is firmly in place.
- 4) When the stand is mounted, your drive should look like this:



## 2.4 USB Cables and Connectors

Your LaCie drive is shipped with a USB 2.0-certified USB cable, to ensure maximum data transfer performance when connected to a USB 2.0 port. The cable will also work when connected to a USB 1.1 port, but drive performance will be limited to USB 1.1 transfer rates.

USB Connector Type A  
(Computer Side)



USB Connector Type B  
(Peripheral Side)



### 3. Setting Up Your LaCie Hard Drive

#### Connecting the Power Supply

To operate the drive, you must use the AC adapter supplied with it. This adapter features a locking mechanism that will prevent the power cord from accidentally being unplugged while your drive is operating.



**Warning!** Use only the AC adapter supplied with your LaCie drive. Using any other power cable may cause damage to the device and void your warranty.



You may use your LaCie drive when in a foreign country, thanks to its autoswitching 100-240 Volt power supply. To be able to use this feature, you may need to purchase an appropriate adapter. Consult LaCie Technical Support for assistance in choosing the right adapter. LaCie accepts no responsibility for any damage to the drive resulting from the use of an inappropriate adapter. Using an adapter other than one authorized by LaCie will void your warranty.

#### Connecting the AC Adapter to the Hard Drive

- 1) Insert the round, four-pin metallic plug of the AC cable into the power input located at the rear of the drive.
- 2) With the metallic plug correctly inserted in the connector, slide the locking mechanism towards the drive. When you hear a faint click, the power cable has been locked in place.
- 3) Connect the wall-side plug to a power socket. Your drive should now turn on automatically when you connect it to a USB port on your computer.

#### Disconnecting the AC Adapter From the Hard Drive

- 1) Turn the drive off and wait for it to spin down (+/- 10 sec.).
- 2) Hold the drive steady with one hand and take hold of the black plastic locking mechanism with the other. Gently slide the locking mechanism back away from the drive until the round, 4-pin metallic plug is visible, then remove the plug from the connector.



**Warning!** When removing the AC adapter from your drive, pull only on the black plastic locking mechanism and not on the cable itself. Pulling on the cable will not unlock the plug, and may damage the adapter. Always remove the AC adapter before transporting your LaCie drive. Failure to remove the adapter may result in damage to your drive and will void your warranty.

## 3.1 Installing Your Hard Drive

### Mac Users

#### OS 10.x

You will not need to install any drivers or additional software. Simply connect the USB cable from your hard drive to your computer, and the hard drive will automatically mount to your desktop. You can then use the formatting and partitioning capabilities in the "Apple Disk Utility" to configure your hard drive. Please refer to your Mac OS 10.x documentation or online help for instructions.

#### Mac OS 8.6 and 9.x

To use your new LaCie Hard Drive, first install the necessary driver software.

#### Software Installation

- 1) Insert the LaCie Storage Utilities CD in your computer's internal CD/DVD drive.
- 2) Open the CD icon and double-click on "LaCie Installer."
- 3) The Silverlining Utilities screen appears. Click on "Continue."
- 4) The "About to Install" screen appears. Read the following information and click on "Continue."
- 5) The "License Agreement" screen appears. Click on "Agree."
- 6) The "Installation" screen appears.
- 7) Check the "Silverlining Pro" and "USB Support" boxes.
- 8) Click on "Install."
- 9) A message appears to confirm that the installation was successful.
- 10) Click on "Restart" to use your USB peripheral immediately.



#### Hardware Installation

- 11) Connect the AC adapter to your LaCie Hard Drive (as described above) and turn it on using the on/off button on the front of the drive.
- 12) Connect the USB cable from your LaCie Hard Drive to the USB port of your computer.
- 13) The drive should then automatically mount onto the desktop. An icon with the name "LaCie Hard Drive" (or similar) should be visible.
- 14) Once the drive is visible on the desktop, you can format the drive and use it in the same way you use your computer's internal hard drive.

## PC Users

Before connecting the drive to your computer, the USB 2.0 driver must be installed.

### Software Installation

- 1) Insert the LaCie Storage Utilities CD in the CD-ROM drive.
- 2) Double-click on "My Computer" on the Windows desktop.
- 3) Right-click the LaCie Utilities CD, then click on "Explore."
- 4) Double-click the "USB 2.0 Drivers Install" folder.
- 5) Double-click on the "TPPINST\_5\_xx" icon. The "InstallShield Wizard" screen will appear. Click on "Next."
- 6) You will then be prompted to select the "Setup Type." Select "Complete" and click on the "Next" button.
- 7) Installation will finish automatically.
- 8) Restart your computer as soon as installation is complete.



### Hardware Installation

- 9) Once you have installed the USB 2.0 driver, power on your LaCie d2 Hard Drive.
- 10) Connect the USB cable from your LaCie Hard Drive to a USB port on your computer.
- 11) Your LaCie Hard Drive should then be visible in "My Computer" and in "Windows Explorer" (Right-click on the "My Computer" icon and select the "Explorer" option). The icon should appear with the name "LaCie Hard Drive" (or similar) underneath.
- 12) Once your drive appears in "My Computer" or "Windows Explorer," you can then use it to back up files in the same way that you use your computer's internal hard drive.

## 3.2 Installing Multiple USB Peripherals

Technically, you can connect up to 127 individual USB peripherals at one time. However, you probably will not use more than 6 to 8 peripherals on your USB system. Most computers only have two USB ports, so you would need a hub to connect more than two peripheral drives. The hub regenerates the signals, generally providing between 4 to 7 connections. To add even more drives, connect a new hub to a connector of the original hub, creating a new series of peripherals, etc. But the hub slows down the transfer rate by lengthening the path of the signal. To optimize performance, connect your drive directly to one of the built-in ports in your computer.

## 3.3 Disconnecting Your LaCie Hard Drive

USB external devices feature "plug & play" connection. This means that your drive can be connected and disconnected while the computer is running. To prevent failures, it is important you follow these steps when disconnecting your USB peripheral device.

### Mac Users

You must unmount the hard drive before disconnecting it or powering it down.

Either:

- Drag the hard drive icon to the trash.
- Launch Silverlining Pro, highlight the hard drive and select "Unmount."

The drive can now be disconnected.

### PC Users

#### Windows 98 SE

Simply disconnect the drive when it is not active. No unmounting is required.



**Important Note:** *In the updated version of Windows 98 SE, you will have to unmount the drive before disconnecting it or powering it down.*

- 1) From the "System Tray" (located in the lower right-hand side of your screen), click on the "Eject" icon (a small green arrow over a hardware image).
- 2) A message will appear, detailing the devices that the "Eject" icon controls, i.e. "Safely remove LaCie Group SA LaCie..." Click on this prompt.
- 3) You will then be given the following message, "Safe to Remove Hardware" (or similar). It is now safe to disconnect the device.



#### Windows 2000, Windows Me and Windows XP

You must unmount the hard drive before disconnecting it or powering it down.

Follow the above steps to unmount the hard drive. The drive can then be disconnected.

## 4. Formatting and Partitioning Your LaCie Hard Drive

Once you have set-up your LaCie Hard Drive, you can reformat or partition it to suit your needs.



**Important Note:** *The LaCie USB 2.0 Hard Drive is pre-formatted for the PC in FAT 32. If you plan on sharing the hard drive between a Mac and a PC, you will need to leave the drive formatted for a PC. This will allow the drive to be mounted on either platform and data shared between the two.*

### 4.1 Mac Users

- Mac OS 8.6 and 9.x – Install and use LaCie Silverlining Pro, which is included with your drive.
- Mac OS 10.x – Use the "Apple Disk Utility" application, which is native to the operating system.

For instructions on installing and using Silverlining Pro, [please refer to the Silverlining manual](#), located on your LaCie Storage Utilities CD, in PDF format.

For instructions on using the Mac OS 10.x "Apple Disk Utility" application, please refer to your Mac OS 10.x documentation or online help.

### 4.2 PC Users

- Windows 98 SE and Me – Install and use LaCie Silverlining 98, which is included with your drive.
- Windows 2000 and XP – Use the "Disk Management Utility," which is native to the operating system.

For instructions on installing and using Silverlining 98, [please refer to the Silverlining manual](#), located on your LaCie Storage Utilities CD, in PDF format.

### Formatting and Partitioning Using Windows 2000 and Windows XP

The process of formatting and partitioning a drive on a computer running Windows 2000 or Windows XP consists of two steps: (1) installing a signature on the drive, and (2) partitioning/formatting the drive. These steps will erase anything that is on the disk.

- 1) Connect the drive to the computer via the USB port.
- 2) Right-click "My Computer" and click "Manage."
- 3) From the "Computer Management" window, select "Disk Management" (located below the "Storage" group).
- 4) If this is the first time the drive is being formatted, Windows 2000 will launch the "Write Signature Wizard" ("Write Initialize Wizard" in Windows XP). Click "Next."
- 5) Windows will list the new drive(s) attached. If you are formatting a single drive, only one drive should be visible. Select the checkbox next to the drive and click "Next."



- 6) Click "Finish" to exit the Wizard.
- 7) Now, with the disk management window open, a new drive will be visible. Right-click on the available space and select "Create Partition..."
- 8) This will bring up the "Create Partition Wizard." Click "Next."
- 9) Select "Primary Partition." Click "Next."
- 10) Here you must specify partition size. It is recommended that you leave the partition set to the maximum available size, unless you want multiple partitions on the same drive. Click "Next."
- 11) Select "Assign drive letter" and select the desired letter for the drive. Click "Next."
- 12) Select "Format this partition..." and then select a file system:

### FAT32

FAT32 is a file system that is compatible with Windows 98 SE, Windows Me, Windows 2000 and Windows XP; however, it has limitations. In Windows 2000 and Windows XP, you will not be able to create a partition greater than 32GB.

### NTFS

NTFS is a newer file system that is compatible only with Windows NT, Windows 2000 and Windows XP. It has fewer limitations than FAT 32 and will enable a partition to be created that is larger than 32GB.



**Important Note:** *Please refer to Chapter 5. Technical Information, section 5.2 FAT 32 vs. NTFS, pg. 17, for a more detailed discussion on the differences between the two systems.*

- 13) Click "Next."
- 14) Click "Finish."
- 15) "Disk Management" will create the partition and begin formatting the drive. Once completed, close "Disk Management" and your new drive will be ready for use.

### Formatting and Partitioning Using Windows 98 SE and Windows Me



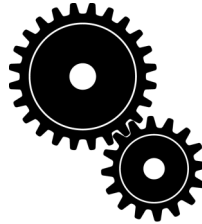
**Important Note:** *Users utilizing Windows 98 SE or Windows Me should only follow these steps if a partition has already been created and you want to format the drive again.*

If you want to create a new partition and format the drive, you should install and use Silverlining 98.

To install a drive on a computer running **Windows 98 SE and Windows Me**, the drive needs to be assigned a letter, and then formatted. Be sure to start the process with the drive disconnected.

- 1) Right-click "My Computer." Select "Properties."
- 2) Click the "Device Manager" tab.
- 3) Ensure that "View devices by type" is selected. Expand the menu next to "Disk Drives" by clicking the "plus" sign, and current hard drives connected to the computer will be listed. Next, connect the hard drive and click "Refresh." A new drive should be listed. Double-click on the new drive.
- 4) Click the "Settings" tab.
- 5) If selected, deselect the "Int 13 unit" option, and select "Removable." With the removable box checked, you will be able to assign the drive a new letter below (be sure you select a letter that is not already in use by another drive).
- 6) Click "OK."
- 7) In most cases, Windows 98 SE and Windows Me will warn you that you have made changes to the hardware settings, and will ask if you want to shut down your computer. Click "Yes."
- 8) Power the computer back on.
- 9) After Windows reboots, open up "My Computer."
- 10) Right-click on the new drive (with the letter it was assigned), and select "Format." Proceed to format the drive (time will vary depending on the drive size).

## 5. Technical Information



### 5.1 User Advice When Using USB 2.0

The following technical information relates to your LaCie Hard Drive and gives some practical advice:

#### Power Autoswitching

Your LaCie Hard Drive comes with an autoswitching power supply. This means that if the drive is connected to a USB connector on your computer, when you turn off the computer, the LaCie drive will turn off automatically. Likewise, when you turn on your computer, your LaCie drive will turn on automatically.

#### Power Save

The LaCie Hard Drive manages power consumption. If the system's power save feature supports it, the drive will spin down during the power save mode. After the system comes out of power save, the drive will take a few seconds to spin up to full power before it can be accessed.



**Important Note:** *USB 2.0 Host Bus Adapters and Performance At the time of publication (April 2002), Mac OS does not support USB 2.0 functionality, and the USB 2.0 interface is not a standard feature implemented on the motherboards of all PC-compatible computers. Future versions of Windows will include USB 2.0 drivers to automatically manage USB 2.0 devices. For the most up-to-date information on USB 2.0 driver availability, we advise you to check the Microsoft and Apple Web sites regularly.*

To utilize the newly enhanced USB 2.0 performances, your computer must be equipped with a USB 2.0 host bus adapter (sold separately, or integrated by your PC manufacturer) and the appropriate drivers. These host bus adapters, which include one or more USB ports, are shipped with special USB 2.0 drivers that enable the computer to control the card. These drivers must be installed in order for USB 2.0 devices connected to the port to work at their correct speeds. For installation instructions, please refer to the documentation that comes with the host adapter card.

LaCie supplies only the appropriate USB 2.0 drivers for its peripherals and does not provide drivers for third-party host adapter cards. To obtain the right drivers for your host adapter card, visit your card manufacturer's Internet site.

#### Data Transfers

During data transfers, it's best to wait before launching other applications on the same USB port. Anomalies may arise with computers that have USB controllers that do not conform to OHCI (Open Host Controller Interface) standards. Your product has been tested and checked on computers with Intel or Apple USB platforms. In any other configurations, we cannot ensure 100% correct operation. Due to this, you may encounter hanging problems. If this happens, proceed as follows:

- 1) Make sure that the USB cable is connected tightly and securely on both ends of the cable, from the drive to the computer. If you are using a USB cable other than the one supplied with your LaCie d2 Hard Drive, check that your USB cable is properly certified. The cable that is provided with your LaCie d2 Hard Drive is USB certified.
- 2) Check that the power supply and ground are seated properly.
- 3) Disconnect your computer's USB cable. Wait 30 seconds and reconnect it.
- 4) Check the Windows 98 SE version installed on your computer. Supported versions of Windows 98 SE are 4.10.2222A and above. To check the version number, you need to execute the program "Systems."
- 5) To proceed, launch the following command from the Windows Task Bar: Start > Settings > Control Panel > System.

If your USB drive is still not recognized or if you encounter any difficulties, check the type of USB controller available in your computer. You can access it from the Task Bar of Windows. Proceed as follows:

- 1) Double click on Start:
  - a- Double click on Settings
  - b- Double click on Control Panel
  - c- Double click on System
- 2) Go to Peripheral manager and double click on "USB bus controller."
- 3) The USB controller type appears on the second line, e.g.: Intel 82371 SB PCI to USB universal Host controller.
- 4) Double click on this line and note the information which follows in order to communicate it to your dealer's technical support:
  - Peripheral type
  - Manufacturer
  - Equipment version
  - Peripheral state

## 5.2 FAT 32 vs. NTFS

There are basically two file system formats: FAT 32 and NTFS. Performance is very similar between the two systems, and the following information will hopefully make choosing one or the other a little easier.

### FAT 32

FAT is an acronym for File Allocation Table, which dates back to the beginnings of DOS programming. Originally, FAT was only 16 bits, but after the second release of Windows 95 it was upgraded to 32 bits, hence the name FAT 32. In theory, FAT 32 volume sizes can range from less than 1MB all the way to 2TB. It is the native file system of Windows 98 and Windows Me, and is supported by Windows 2000 and XP. When FAT 32 is used with Windows 2000 and XP, though, volume size is limited to 32GB (by the Windows partition utility, i.e. Disk Manager), and the individual file size is limited to 4GB.

## NTFS

This acronym stands for New Technology Filing System, and it is the native file system for Windows NT, Windows 2000 and XP. NTFS offers several features that are not available with FAT 32; i.e. file compression, encryption, permissions, and auditing, as well as the ability to mirror drives and RAID 5 configurations. The minimum supported volume size for NTFS is 10MB, with a maximum of 2TB, with no limit to file size. Volumes created in NTFS can only be directly accessed (not through shares) by Windows NT, Windows 2000 and XP, without resorting to help from third-party products.

### Guidelines for Choosing FAT 32 or NTFS

#### Use FAT 32 if:

- You will be dual booting with an Operating System other than Windows NT or Windows 2000.
- You want to access the stored volumes on any Operating System other than Windows NT, Windows 2000 or XP.
- You may need the ability to dual boot down the line. Once you have converted a volume from NTFS to FAT 32, there is no going back. You can convert from FAT 32 to NTFS, but not the other way around.

#### Use NTFS if:

- You want to encrypt files, assign permissions to files, or want to audit files for access.
- You will be formatting partitions larger than 32GB.
- You need to store individual files that are larger than 4GB.
- You need a filing system that can be mirrored or structured like a RAID 5 configuration.

## 5.3 Mac OS Standard vs. Mac OS Extended

There are basically two file systems for the Mac OS: Mac OS Standard (HFS) and Mac OS Extended (HFS+).

### Mac OS Standard

Mac OS Standard refers to the file system used by Mac OS 8.0 and earlier. This was the original Hierarchical File System employed by Apple, and was used before computers really began to see dramatic increases in hard disk drive sizes. In HFS, the disk is divided into a maximum of 65,536 equal-sized blocks, with these blocks being the destination point of data stored by the Mac.

Initially, these spaces were small, due to the lack of size in hard drives (i.e. hard drives smaller than 1GB), but as hard drive space increased, the file system became inefficient. With HFS, even the smallest file on any disk has to occupy at least one block. For example, if you had a 4GB hard drive and divided it by 65,536, that would equal roughly 64K, and that would be the smallest block size under HFS. So, if you had a file that was only 4K, it would still have to occupy 64K.

### Mac OS Extended

Mac OS Extended refers to the file system used by Mac OS 8.1 and later. HFS+ represents an optimization of the older HFS file system by using hard disk space more efficiently. As hard disk capacity increased over the years, Apple realized that they

needed to improve the space-saving capabilities of their file system. Building off of HFS, they increased the number of blocks from 65,536 to 4.29 billion. With HFS+, you are no longer limited by block size. Now, for example, if you have a 4K file, it will only take up 4K of space.

### **Guidelines for Choosing Mac OS Standard or Mac OS Extended**

This is actually a fairly easy decision. You should only use Mac OS Standard if you are creating a volume smaller than 32MB, you are using a Mac with a 680X0 processor or you are creating a file structure that will need to be used by Macs using Mac OS 8.0 or earlier. Otherwise, you should select Mac OS Extended.



## 6. Troubleshooting

In the event that your LaCie Hard Drive is not working correctly, please refer to the following checklist to find out where the problem is coming from. If you have gone through all of the points on the checklist and your drive is still not working correctly, please have a look at the FAQs that are regularly published on our Web site – [www.lacie.com](http://www.lacie.com). One of these FAQs may provide an answer to your specific question. You can also visit the drivers pages, where the most recent software updates will be available.

If you need further assistance, please contact LaCie Technical Support ([see pages 22 - 23 for details](#)).

| Problem                      | Questions to Ask                                              | Possible Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The drive is not recognized. | Is the drive formatted?                                       | Make sure the drive has been formatted.                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                              | Is the file system supported by your Operating System?        | Check the documentation for your Operating System.                                                                                                                                                                                                                                                                                                                                                                                                      |
|                              | Does an icon for the drive appear on the computer?            | Check for an icon on the Desktop (on a Mac) or in My Computer (on a PC).                                                                                                                                                                                                                                                                                                                                                                                |
|                              | Is the drive powered up?                                      | Check the drive's power cable.<br>Make sure the Power LED is on.                                                                                                                                                                                                                                                                                                                                                                                        |
|                              | Are both ends of the USB cable connected and properly seated? | Check both ends of the USB cable. Disconnect them, wait 10 seconds, and reconnect them. If the drive is still not recognized, restart your computer and try again.                                                                                                                                                                                                                                                                                      |
|                              | Has the correct drive installation procedure been followed?   | Review the installation procedure described in Chapter 3. <a href="#">Setting Up Your LaCie Hard Drive</a> .                                                                                                                                                                                                                                                                                                                                            |
|                              | Are the USB drivers installed correctly and enabled?          | <b>On a PC</b> , from the Start menu, go into Settings > Control Panel > System > Device Manager tab > (For Windows 2000 and XP, the tab is Hardware > ) Hard Disk to verify that the drivers have been installed and enabled. Your new drive should be listed.<br><b>On a Macintosh</b> , use the Extensions Manager to verify that the driver (LaCie USB Support) has been installed and enabled. The check box next to the driver should be checked. |

| Problem                                                                  | Questions to Ask                                                                                 | Possible Solutions                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The drive is not recognized.                                             | Is there a conflict with other device drivers or extensions?                                     | Contact LaCie Technical Support.                                                                                                                                                                                                                                                                                                     |
|                                                                          | Does your computer's configuration meet the minimum system requirements for use with this drive? | Check section 2.1 <b>Minimum System Requirements</b>                                                                                                                                                                                                                                                                                 |
| The drive is working slowly.                                             | Are other USB devices connected to the same port or hub?                                         | Disconnect any other USB devices and see if performance improves.                                                                                                                                                                                                                                                                    |
| The drive turns on and off when you turn your computer on and off.       |                                                                                                  | This is normal. Your drive has an autoswitching power feature, which means that if your drive is connected to your computer, turning the computer on will automatically turn the drive on. Likewise, turning the computer off will automatically turn the drive off.                                                                 |
| The USB 2.0 drive is not running noticeably faster than a USB 1.1. drive | Is the drive connected to a USB 1.1 port on your computer or to a USB 1.1 hub?                   | If so, it is normal for the drive to run at USB 1.1 speeds. A USB 2.0 device can only run at USB 2.0 speeds when connected to a USB 2.0 port or hub and controlled by appropriate USB 2.0 drivers.                                                                                                                                   |
|                                                                          | Is the drive connected to a USB 2.0 port on your computer?                                       | Check to see that the USB 2.0 drivers (drivers for your Host USB 2.0 port and for your USB 2.0 device) have been correctly installed. If in doubt, uninstall the drivers and reinstall them.                                                                                                                                         |
|                                                                          | Does your Computer or Operating System support USB 2.0?                                          | See the " <b>Important Note on USB 2.0 host bus adapters and performance</b> " in the Technical Information section.                                                                                                                                                                                                                 |
| You wish to uninstall the USB 2.0 drivers from your PC.                  | What is the uninstall procedure?                                                                 | <ol style="list-style-type: none"> <li>1) From the Start menu, go to Settings &gt; Control Panel &gt; Add/Remove Programs.</li> <li>2) In the list of programs, select TPP Storage Driver 5.0 &amp; click on the Add/Remove button.</li> <li>3) Follow any onscreen instructions and restart your computer when prompted.</li> </ol> |

## 7. Contacting Customer Support

### Before You Call Technical Support

- 1) Read the manuals and review the **Troubleshooting** section.
- 2) Try to isolate the problem. If possible, make the drive the only external device on the CPU, and make sure all cables are correctly and firmly attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your LaCie drive to work properly, call us directly using the number below. Before calling, make sure that you are in front of your computer and that you have the following information on hand:

- 1) Your drive's serial number
- 2) Computer brand and model
- 3) Operating system and version (Mac OS or Windows)
- 4) Amount of memory installed
- 5) Names of CD or DVD drives installed on your computer
- 6) Names of any other devices installed on your computer

### Technical Support Help Hours

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#### Australia

- Monday through Friday,  
9:30am – 5:30pm EST

#### Contact Us At:

Technical Support:

- (61)2 9669 6900 phone
- support.au@lacie.com

#### Belgium

- Monday through Friday  
9 AM – 5PM

#### Contact Us At:

Technical Support:

- 32 (0)2 639 14 71
- support.be@lacie.com

#### Canada

- Monday through Friday,  
9:30AM – 5:30PM EST

#### Contact Us At:

Technical Support:

- (416) 530 2545 phone
- (416) 530 2546 fax
- support.ca@lacie.com

#### Denmark

- Monday through Friday,  
9 AM – 5PM

#### Contact Us At:

Technical Support:

- 45 70 27 65 43
- support.nordic@lacie.com

#### France

- Monday through Friday,  
9 AM – 5PM

#### Contact Us At:

Technical Support:

- 33 (0)1 69 32 84 23
- support.fr@lacie.com

#### Germany

- Monday through Friday,  
9 AM – 5PM

#### Contact Us At:

Technical Support:

- 49 (0) 211 30 121 111
- support.de@lacie.com

## Technical Support Help Hours - continued

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### Italy

- Monday through Friday,  
9 AM – 6PM

#### Contact Us At:

Technical Support:

- 39 02 89 14 09 20
- support.it@lacie.com

### Spain

- Monday through Friday  
9 AM – 2PM and 4PM – 7PM

#### Contact Us At:

Technical Support:

- 34 91 323 83 11
- soporte@lacie.com

### United Kingdom & Ireland

- Monday through Friday,  
9 AM – 5 PM

#### Contact Us At:

Technical Support:

- 44 (0) 20 7872 0872
- support.uk@lacie.co.uk

### Japan

- Monday through Friday  
9 AM – 5PM

#### Contact Us At:

Technical Support:

- 81 3 5733 2205
- support.jp@lacie.com

### Sweden, Norway and Finland

- Monday through Friday  
9 AM – 5PM

#### Contact Us At:

Technical Support:

- 46 (0) 8 411 60 02
- support.nordic@lacie.com

### USA

- Monday through Friday,  
6 AM – 6 PM PST

#### Contact Us At:

Technical Support:

- 503-844-4503 phone
- 503-844-4505 fax
- support@lacie.com

### The Netherlands

- Monday through Friday  
9 AM – 5PM

#### Contact Us At:

Technical Support:

- 31 (0) 713 326 833
- support.nl@lacie.com

### Switzerland

- Monday through Friday  
9AM – 5:30PM

#### Contact Us At:

Technical Support:

- 41 (0) 61 386 80 45
- support.ch@lacie.com

## 7.1 Warranty

LaCie warrants your hard drive against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective hard drive.

This warranty is void if:

- The drive was operated/stored in abnormal use or maintenance conditions;
- The drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by LaCie;
- The drive was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging or accident;
- The drive was installed improperly;
- The serial number of the drive is defaced or missing;
- The broken part is a replacement part such as a pickup tray, etc.
- The tamper seal on the hard drive casing is broken.

LaCie will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All drives returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

**Register online for free technical support:** [www.lacie.com/register/htm](http://www.lacie.com/register/htm)

## 8. Appendix 1 – USB 2.0 Questions & Answers

### What are the benefits of the USB interfaces?

The USB 1.1 and 2.0 interfaces provide many of the same benefits, particularly:

- They are based on serial bus technology.
- Cross-platform capabilities: you can use your USB peripherals on both Mac and Windows platforms.
- "Plug and Play" capability: this incredibly convenient function eliminates any need to turn off or restart the computer when connecting a new peripheral. Just plug it in and off you go.
- Automatic configuration: your new device is automatically recognized and installed by your operating system, which makes setting up and using your peripherals a snap.
- The ability to connect several peripherals on the same bus: with USB ports on your computer, you can connect up to 127 peripherals using hubs.
- No need for peripheral addresses or terminators, easy-to-install cables and other features.

### What is the difference between USB 1.1 and USB 2.0?

The main difference is speed. USB 1.1, the original version of the interface, is capable of throughput up to 12Mb/s. USB 2.0 supports data speeds up to 480 Mb/s, making it 40 times faster than its predecessor. This increased bandwidth translates into higher performance in demanding applications requiring high transfer rates.

### What are the ideal uses for USB 1.1?

USB 1.1 is ideal for more traditional connections such as keyboards, mice, joysticks and scanners. With its 12Mb/s speed, it can also be used for more advanced applications such as games and audio software, as well as storage on hard disks, CD-RW, and other drives. USB 2.0 devices will have far superior performance in these more demanding applications, however.

### What are the ideal applications of USB 2.0?

Except low-end devices, such as mice and keyboards, virtually any hardware will benefit from the extra bandwidth provided by USB 2.0. PC video conferencing applications will be further enhanced by the usability of USB 2.0 digital video cameras. The new breed of USB 2.0 video capture adapters will enable professionals and consumers alike to record the highest video quality possible. USB 2.0 scanners will raise the performance bar by offering speeds that match SCSI and FireWire scanners, at a more affordable price. And USB 2.0 storage devices, such as CD-RW, DVD-RAM and DVD-R/RW, and removable cartridge drives, will also benefit from the new I/O performance.

### Will USB 1.1 devices run faster when connected to a USB 2.0 bus?

Unfortunately, no. The USB 2.0 specification is specifically written to allow developers to design higher speed peripherals that can take advantage of the extra bandwidth. USB 1.1 devices, though, will still operate at 12Mb/s at full-speed and 1.5Mb/s at low-speed on a USB 2.0 bus. Even though USB 1.1 devices won't run any faster, they can work alongside USB 2.0 devices on the same bus. However, if you plug in a USB 2.0 device to a USB 1.1 bus, the speed of the USB 2.0 device will decrease to 12Mb/s.



**What is a USB hub? Will USB 2.0 devices work on USB 1.1 hubs and vice versa?**

You can connect up to 127 devices to a single USB bus. For more than two devices, you must make new connections using a peripheral called a "hub." A hub, which you hook up directly to a USB connector on your computer, usually has 4 or 7 output connections enabling you to connect the same number of peripherals. One of the hub's main functions is to regenerate signals that lose part of their strength as they are transmitted via the USB cable. By connecting yet another hub to a connector on the existing hub, you can then plug in a new set of peripherals and so on, up to a maximum of 127.

You can use your USB 2.0 devices with USB 1.1 hubs, but the peripherals will be limited to USB 1.1 performance levels. In the near future, USB 2.0 repeaters will be available, able to communicate in three modes: high-speed (480Mb/s), full-speed (12Mb/s), and low-speed (1.5Mb/s). As USB 2.0 is backwards compatible, you will be able to connect USB 1.1 devices to USB 2.0 hubs; however, the USB 1.1 devices will still maintain their normal performance levels (i.e. 12 Mb/s).

In practice, users who desire enhanced USB 2.0 throughput will need to connect their USB 2.0 hardware on both ends of a 2.0 hub to achieve the "high-speed" mode. On one end, a USB 2.0 compliant host controller resides on the host PC to manage the enumeration process and power management. On the other end, USB 2.0 hardware must be connected directly to the root hub or through a USB 2.0 hub.

Some hubs have no power supply and others are self-powered. When you choose a hub, opt for the self-powered variety, as they have their own AC adapter. The most powerful hubs provide 0.5A of power to each port.

If you buy a hub, make sure that it supports per-port switching. This function prevents the entire chain of peripherals from freezing up if one of them is not working properly or is down.



**Important Note:** *Avoid using USB connectors found on certain peripherals such as keyboards. These are passive (or pass-through) connectors that lead to power loss and unstable operation.*



**Important Note:** *Only use USB cables shorter than 5 meters (approximately 15 feet). Using longer cables cause the peripherals to malfunction due to excessive reduction in electrical signal strength.*

You will find additional information at the following Internet address:

<http://www.lacie.com/usb>

## 9. Glossary

**Buffer-** RAM cache that is faster than the data that is being delivered. Buffers are used so data may be stored and delivered to the receiving item, as it is needed.

**Bus-** Electronic links that enable data to flow between the processor, RAM and extension cables (peripherals).

**Configuration-** When talking about a PC, configuration is understood to be the sum of the internal and external components of the system, including memory, disk drives, the keyboard, the video subsystem and other peripherals, such as the mouse, modem or printer. The configuration also implies software: the operating system and various device managers (drivers), as well as hardware settings and options set by the user via configuration files.

**Controller-** This is a component, or an electronic card (referred to in this case as a "controller card"), which enables a computer to communicate with certain peripherals. The controller manages the operation of the peripheral associated with it and links the PC bus to the peripheral via a ribbon cable inside the PC. An external controller is an expansion card which fills one of the free slots inside your PC and enables a peripheral (CD-ROM drive, scanner or printer) to be connected to the computer.

**Data Stream-** The flow of data that accomplishes a task, usually related to moving data from storage to computer RAM or between storage devices.

**Digital-** Discrete information that can be reduced to zero bits or one bit.

**Driver (peripheral manager)-** A software component which enables the computer system to communicate with a peripheral. Most peripherals will not operate correctly — if at all — if the appropriate drivers are not installed on the system.

**Folder-** A list created on a disk to store files. Creating folders and subfolders enables you to organize the storage of your files in a logical, hierarchical manner so that you can find and manage them more easily.

**Hardware-** Physical components of a computer system, including the computer itself and peripherals such as printers, modems, mice, etc.

**Hub-** A device which links several peripherals together onto the same bus. Active hubs, which regenerate and retransmit signals down the cable, require a power supply. Passive hubs only interconnect various components.

**Interface-** Junction between two items of hardware or software enabling them to exchange information by adopting common physical/logical rules.

**KB (Kilobyte)**- Basically, this means 1,000 bytes, but it is actually 1,024 bytes.

**KB/s**- Kilobytes per second. A means of measuring throughput.

**MB (Megabyte)**- Basically means one million bytes, but is actually 1,024 kilobytes or 1,024 x 1,024 bytes, which equals 1,048,576 bytes.

**MB/s**- Megabytes per second. A means of measuring throughput.

**Medium**- Physical material, like paper, disk or tape, used to store computer data.

**Operating System (OS)**- Software that controls the assignment and use of hardware resources such as memory, processor time, disk space and peripherals. An operating system is the basis on which software (applications) runs. Windows 98, Windows NT, Mac OS and UNIX are among the most common.

**Peripheral**- A generic term applied to printers, scanners, mice, keyboards, serial ports, graphics cards, diskette drives and other computer subsystems. This type of peripheral often relies on its own control software, known as a peripheral driver.

**Port, hardware**- A connection component (USB or IEEE 1394, for example) which enables a microprocessor to communicate with a compatible peripheral.

**Port, software**- A memory address which identifies the physical circuit used to transfer information between a microprocessor and a peripheral.

**Software**- In a nutshell, software is a set of instructions for the computer. A set of instructions to perform a particular task is called a program. There are two main types of software: system software (operating system such as Mac OS or Windows) which controls the operation of the computer, and application software (programs such as Word or Excel) which enables users to perform tasks such as word processing, spreadsheet creation, graphics, etc.

**Storage**- In computers, any equipment on/in which information may be kept. PCs generally use disk units and other external storage media (diskettes, CD-ROMs, magnetic disks, etc.) for permanent storage of information.

**Utility**- Software designed to perform maintenance tasks on the system or its components. Examples include backup programs, programs to retrieve files and data on disk, programs for preparing (or formatting) a disk and resource editor.

## 10. Health and Safety Precautions

Only qualified persons are authorized to carry out maintenance on this device.

- Read this User's Guide carefully, and follow the correct procedure when setting up the device.
- Do not open your hard drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. Your hard drive contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and hard drive are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock.

### General Use Precautions:

- Do not expose the hard drive to temperatures outside the range 5° C to 45° C (41° F to 104° F). Doing so may damage the drive or disfigure its casing. Avoid placing your drive near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your drive in an environment that is too cold or humid may damage the unit.
- Always unplug the hard drive from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device.
- Do not use the hard drive near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place the drive near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your hard drive.
- Do not place heavy objects on top of the drive or use excessive force on it.
- Never use excessive force on your drive. If you detect a problem, consult the "**Troubleshooting**" section in this manual.
- Protect your hard drive from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.
- Never use benzene, paint thinners, detergent or other chemical products to clean the outside of the drive. Such products will disfigure and discolor the casing. Instead, use a soft, dry cloth to wipe the device.



**Note:** *The drive's warranty may be void as a result of the failure to respect the precautions listed above.*