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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.

Canada Compliance Statement

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

FCC Statement



This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

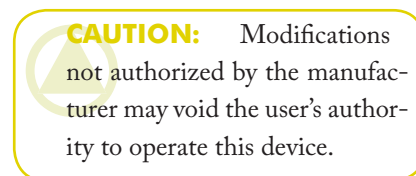
1. The devices may not cause harmful interference
2. The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: 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 in a residential installation. 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 try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by LaCie could void the FCC & Industry Canada regulations and negate your authority to operate the product.



CE Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards: Class B EN60950, EN55022, EN55024

With reference to the following conditions:

73/23/EEC Low Voltage Directive
89/336/EEC EMC Directive



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment.

The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service,

or the shop where you purchased the product.

CAUTION: The LaCie Mobile Hard drive's warranty may be void as a result of the failure to respect the precautions listed above.

Health and Safety Precautions

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this User Manual carefully and follow the correct procedure when setting up the device.
- Do not open your LaCie Mobile 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 LaCie Mobile 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 LaCie Mobile Hard 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 LaCie Mobile Hard Drive are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock. Power requirements 100-240 V~, 1.5 A, 60-50 Hz, (Supply voltage fluctuations not exceeding $\pm 10\%$ of the nominal, transient over-voltages according to over-voltage category II).

General Use Precautions

- Do not expose the LaCie Mobile Hard Drive to temperatures outside the range of 5° C to 35° C (41° F to 95° F); or to operational humidity beyond 5-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie Mobile Hard Drive or disfigure its casing. Avoid placing your LaCie Mobile Hard Drive near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie Mobile Hard Drive in an environment that is too cold or humid may damage the unit.
- Rated cooling for altitudes up to 2000 meters.
- Always unplug the LaCie Mobile 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 LaCie Mobile Hard Drive near other electrical appliances such as televisions or radios. Doing so may cause interference which

will adversely affect the operation of the other products.

- Do not place the LaCie Mobile Hard Drive near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability

of your LaCie Mobile Hard Drive. Do not place heavy objects on top of the LaCie Mobile Hard Drive or use excessive force on it.

- Never use excessive force on your LaCie Mobile Hard Drive. If you detect a problem, see the Troubleshooting section in this manual.

CAUTION: A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used.

IMPORTANT INFO: Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep **TWO** copies of your data; one copy on your external hard drive, for instance, and a second copy either on your internal hard drive, another external hard drive or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

1. Introduction To The LaCie Mobile Hard Drive

Thank you for purchasing the LaCie Mobile Hard Drive. The ideal portable USB companion for your computer, the LaCie Mobile Drive delivers generous storage capacity in an affordable device that fits in your pocket. It features a sturdy, sleek aluminum enclosure to reliably protect your data on the road and it was engineered to be remarkably thin and lightweight so you can take it anywhere.

The LaCie Mobile Hard Drive couldn't be easier to install and use. Simply plug it into your laptop or desktop and save your files with the click of a button. It's Plug & Play and driver-free for Windows 2000, Windows XP, Mac OS 9.2 and Mac OS X. Helpful driver software is included for Windows 98 and Windows Me.



■ Your LaCie Mobile Hard Drive Capabilities

- Instantly increase storage capacity or perform system backups
 - Conveniently travel with office data, photos, music and video
 - Affordably store, exchange and back up on the move
-

1.1. Minimum System Requirements

■ System Requirements	
Windows Users	Mac Users
<ul style="list-style-type: none"> Windows 98 SE, Windows 2000, Windows Me and Windows XP 	<ul style="list-style-type: none"> Mac OS 9.2 and Mac OS 10.2.1 or greater
■ Hardware requirements	
Windows Users	Mac Users
<ul style="list-style-type: none"> Intel Pentium 350MHz-compatible processor or greater Computer with USB 2.0 interface* Minimum 32MB RAM 	<ul style="list-style-type: none"> iMac®, Power Mac® G3 or greater Computer with USB 2.0 interface* Minimum 32MB RAM

1.2. Package Content

Your LaCie Mobile Hard Drive should contain the following:



IMPORTANT INFO: Please save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.

TECHNICAL NOTE: * To achieve USB 2.0 speeds, your drive must be connected to a USB 2.0 host port. If it is connected to a USB 1.1 port, your drive will operate at USB 1.1 speeds.

2. Getting Connected

Follow these steps to quickly get your LaCie Mobile Drive powered on and connected to your computer.

Windows 98 SE and Windows ME Users Only		
Step 1	2.1. Silverlining 98 and USB 2.0 Driver Installation	Page 8
Step 2	2.2. Connect the USB 2.0 Interface Cable	Page 9
Step 3	2.3. Connect the USB Power Cable	Page 10
Other Users		
Step 1	2.2. Connect the USB 2.0 Interface Cable	Page 9
Step 2	2.3. Connect the USB Power Cable	Page 10

Once you've gotten the connected to your computer, move on to page 11, [Using Your LaCie Drive](#) for important information on how to format and use your drive.

2.1. Silverlining 98 and USB 2.0 Driver Installation

To use your new LaCie MobileHard Drive, first install the necessary driver software and Silverlining 98. Follow the steps below to install the necessary drivers and software to configure your drive. Then move on to the USB 2.0 installation steps on page 9.

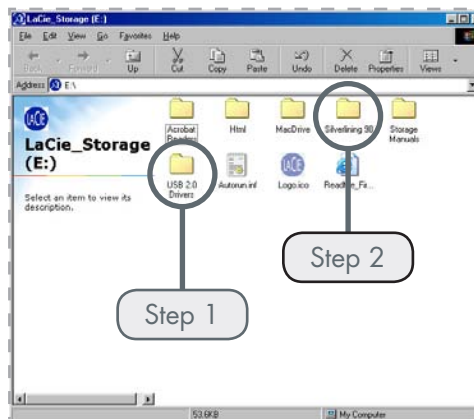
IMPORTANT INFO: This step is necessary **ONLY** for Windows 98 SE and Windows ME users. See page 7 for installation steps necessary for your operating system.

Step 1: USB 2.0 Driver Installation

1. Insert the LaCie Storage Utilities CD-ROM in your computer's internal CD/DVD drive and open the disc.
2. Double click the **USB 2.0 Drivers Install** folder.
3. Double click on the **LaCie_USB_Driver_Install.exe** icon. The LaCie USB2 Storage Driver screen will appear. Click on **Next**.
4. Installation will finish automatically.

Step 2: Silverlining 98 Installation

1. Re-open the LaCie Storage Utilities CD-ROM.
2. Double click the Silverlining 98 folder.
3. Double click the **Silverlining98_Install.EXE** icon.
4. Silverlining 98 will then initialize the install screen.
5. The "Welcome" screen will appear. Click **Next**.
6. The "Destination Location" screen will appear. To alter the location where the software is installed on your system, click the **Browse** button. If you do not want to change the location, do not click on the Browse button, and allow the software to be installed in its default location. Click **Next** to continue.
7. Next is the "Start Installation" screen. Click **Next**.
8. The software installation will begin, and you will see the installation screens.
9. Finally, you will see the "Silverlining 98 has been installed correctly" screen. Click **Finish** to complete the installation. Now move on to page 9.

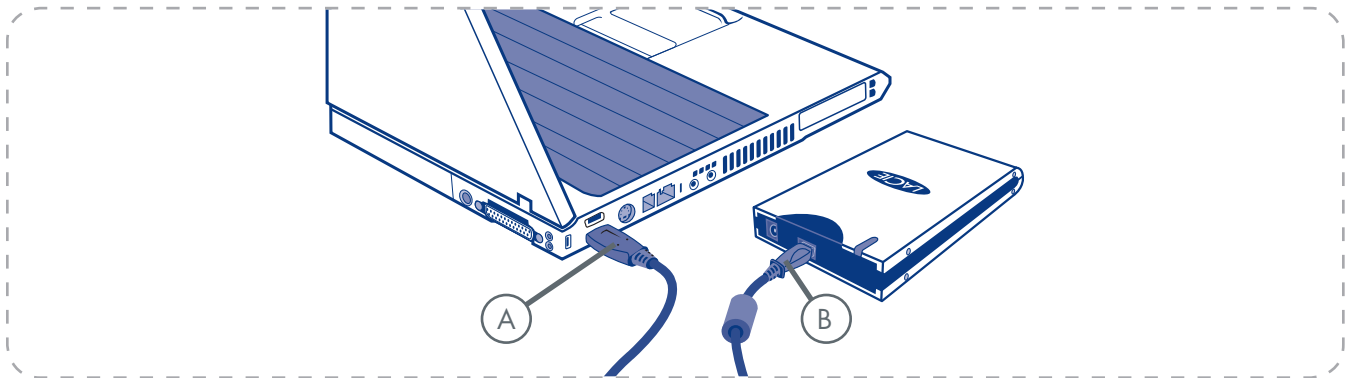


Storage Utilities CD-ROM Folder



2.2. Connect the USB 2.0 Interface Cable

Plug the Hi-Speed USB 2.0 cable* into your drive and into your computer. After a few seconds, your LaCie drive will mount on your computer**.



TECHNICAL NOTE: * To achieve Hi-Speed USB 2.0 transfer rates, you have to be connected to a Hi-Speed USB 2.0 port on your computer. Otherwise, you will be limited to USB 1.1 data transfer rates.

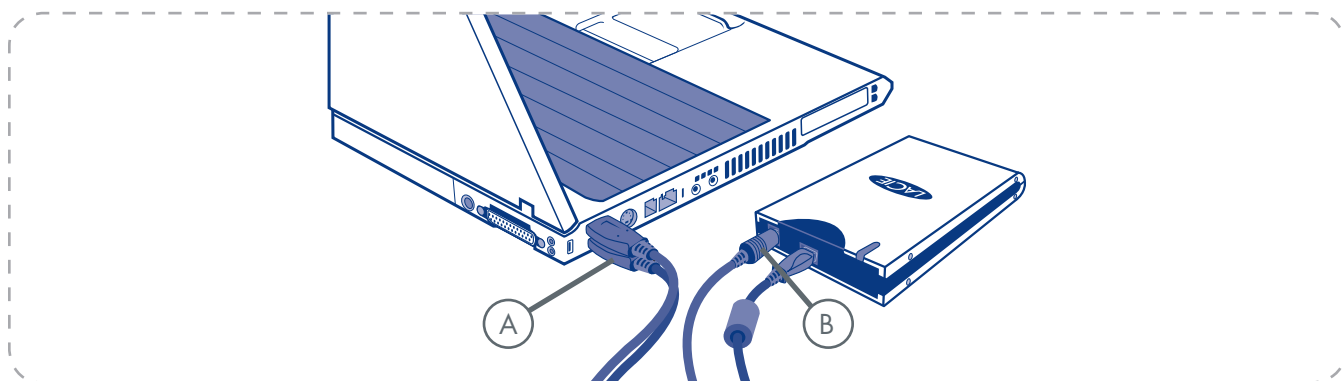
IMPORTANT INFO: ** The Mobile Drive is plug & play for Windows 2000, Windows XP and Mac OS X. Windows 98SE and Windows Me users must install the included driver software and Silverlining 98. Mac OS 9 users should install Silverlining Pro.

TECHNICAL NOTE: Please refer to page 16, [Hi-Speed USB 2.0 Connections](#) for important information on disconnecting USB 2.0 devices and ensuring optimum performance.

2.3. Connect the USB Power Cable

In the event that the USB bus on your computer does not provide the necessary power to operate your drive, the included USB Power Cable connects to an available USB port on your computer.

The USB ports (either USB 2.0 or USB 1.1*) on your computer will help provide power to your LaCie drive.



1. Attach the small end of the USB Power Cable to the back of your LaCie drive (**A**).
2. Attach the USB end of the USB Power Cable to an available USB port on your computer (**B**).

3. Using Your LaCie Drive

Once you've connected your drive and it is recognized by your operating system (i.e. Windows 98 SE, Me, 2000, XP or Mac OS 9.x or 10.x), you are ready to format and partition the drive. In order to store information on a hard drive, it must have a file system and be divided into sections that will contain the data that you wish to store. This process is called **formatting**.

In order to utilize a hard disk drive, it has to be formatted first. Formatting a disk consists of the following: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched) and creates internal address tables that it later uses to locate information.

Once formatted, the actual available storage capacity varies, depending on operating environment, and is generally about 10% less than the non-formatted capacity.

After you've formatted the drive, you will have the opportunity to divide the hard drive into sections, called **Partitioning**. A partition is a section of the hard drive's storage capacity that is created to contain files and data. For instance, you could create three partitions on your drive: one partition for your word documents, one for your spreadsheets and one for your multimedia files.

TECHNICAL NOTE: Your Mobile Hard Drive comes formatted as a FAT 32 volume. **FAT 32** is recommended for sharing a hard drive with Windows 98 SE and Mac OS users. However keep in mind that the FAT 32 format will slow down your hard drive and single file size is limited to 4 GB.

Use NTFS if...	Use HFS+ if...
...you will be using the drive only under Windows 2000 or Windows XP (performance will generally be greater when compared to FAT 32). This file system is compatible in read only mode with Mac OS 10.3 and higher.	...you will be using the drive on Macs only; performance will generally be greater when compared to FAT 32. This file system is NOT compatible with Windows OS.
Use FAT 32 if... ...you will be using your drive between both Windows and Mac OS 9.x or 10.x; or sharing the drive between Windows 2000, XP, and 98 SE. Maximum single file size: 4GB.	For more information, please refer to page 12, Formatting and Partitioning Your LaCie Hard Drive .

3.1. Formatting and Partitioning Your LaCie Mobile Hard Drive

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

■ Windows Users

Windows 98 SE and Me Users


Install and use LaCie Silverlining 98, which is included with your drive.

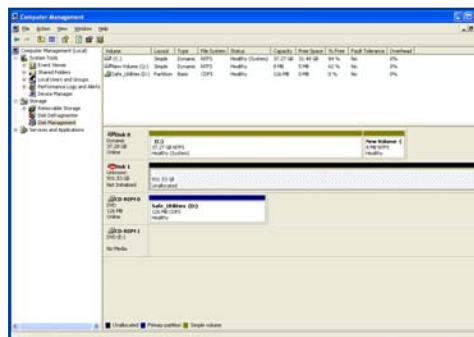
Windows 2000 and XP Users

Use the Disk Management Utility, which is native to the operating system (see below).

Formatting And Partitioning Using Disk Management Utility

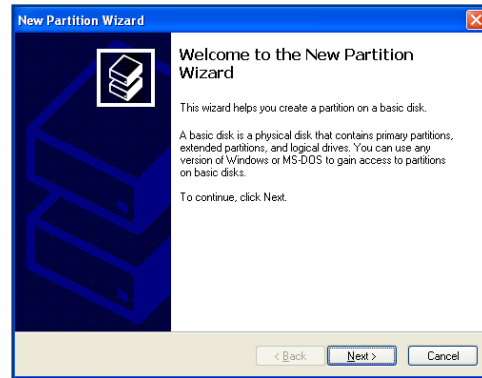
The process of formatting a drive on a computer running Windows 2000 or Windows XP consists of two steps: (1) installing a signature on the drive, and (2) formatting the drive. These steps will erase anything that is on the disk.

1. Connect the drive to the computer via the interface 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 the **Initialize and Convert Disk Wizard** window appears, click **Cancel**.
5. Windows will list the hard drives that are installed on the system. Locate the drive that is represented by the  icon. Right click the icon and select **Initialize**.



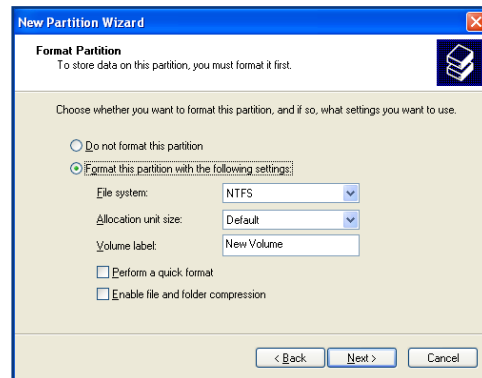
Disk management utility

6. In the box to the right that says **Unallocated**, right click and select **New Partition...**
7. In the first page of the New Partition Wizard, click **Next**.
8. Click **Next**.
9. Click **Next**.
10. Click **Next**.
11. Click **Next**.



Disk management utility

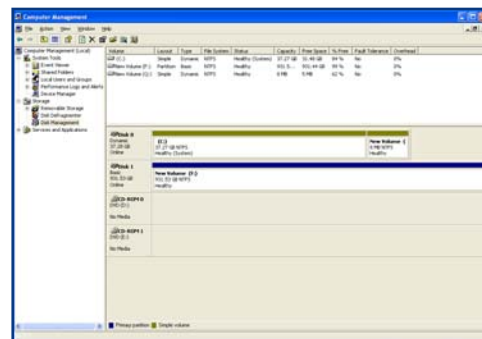
12. In this window, you have the option of selecting the Quick Format option. This allows a much faster format; however, this will disallow Disk Management to check the drive for errors (recommended). Click **Next**.



Disk management utility

13. Click **Finish** to begin the format process.
14. Your drive is ready for use and should now appear in your **My Computer**.

IMPORTANT INFO: Please refer to page 11, *Using Your LaCie Drive*, for a more detailed comparison of the various file system formats.



Disk management utility
(drive ready for use)

■ Mac Users

Mac OS 9.x Users

Install and use LaCie Silverlining Pro, which is included with your drive. For instructions on installing and using Silverlining 98, please refer to the Silverlining manual, located on your LaCie Storage Utilities CD, in PDF format.

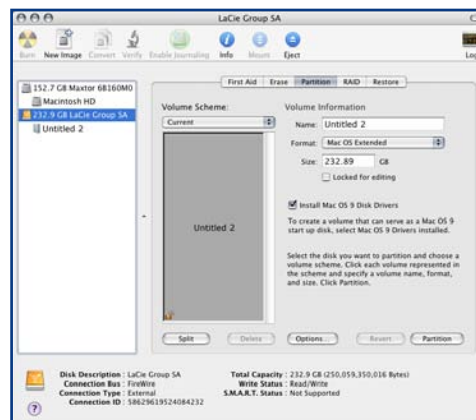
Mac OS 10.x

Use the Apple Disk Utility application, which is native to the operating system (see below)

Formatting Using Mac OS 10.x

1. Connect the drive to the computer via one of its interfaces and turn on the drive by pressing the blue button.
2. Go to the **Menu Bar**, and open **Go**.
3. From the Go menu, click on **Applications**.
4. In the Applications menu, open the **Utilities** folder, and then double-click **Disk Utility** from the Utilities folder.
5. The Disk Utility window will open. In the left side of the window will be a list of the available hard disk drives. You should see a volume that represents your internal hard drive, and one labeled **LaCie Hard Drive**.
6. From the **Volume Scheme:** button, choose the number of partitions you want to divide the drive into by clicking on the pull down menu starting with **Current** (Mac OS 10.x gives you the option of dividing the drive into at most 8 partitions). You can customize the size of the partitions by using the slide bar between the partitions in the **Volume Scheme:** area.
7. In the **Volume Information** section, create a name for each partition, choose the volume format (Mac OS Extended, Mac OS Standard or UNIX File System) and the volume size.

IMPORTANT INFO: Following these steps will erase anything that is on the hard drive. Therefore, if you have information that you want to protect or continue to use, backup this information before performing these steps.



Disk management utility (Mac)

IMPORTANT INFO: Please refer to page 11, [Using Your LaCie Drive](#), for a more detailed comparison of the various file system formats.

8. Once you have finalized the volume format, number of partitions, size and options, click **OK**. The following message will appear: **Warning! Saving the new volume will erase all existing volumes. This can NOT be undone. Are you sure you want to do that?** Click **Partition** to continue.
 9. Mac OS 10.x will automatically setup the disk with the partitions and volume format you selected, and your new drive will be available for use.
-

IMPORTANT INFO: Apple recommends that unless you have a specific reason to use the UNIX File System (UFS), you should use the Mac OS Extended format since it provides a more familiar experience to Macintosh users.

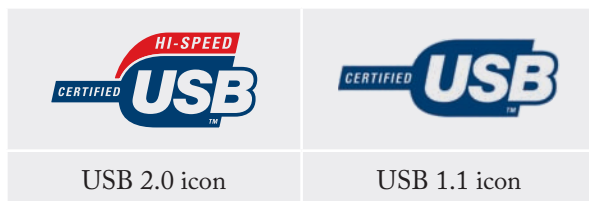
3.2. Hi-Speed USB 2.0 Connection

USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high speed devices such as hard drives, CD/DVD drives and digital cameras.

Please see below, [USB Questions and Answers](#) for more information on USB's uses and capabilities.

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.



■ Hi-Speed USB 2.0 Questions and Answers

What Are The USB Interface Benefits?

- Cross-platform: Use your USB peripherals on both Mac and Windows platforms.
- “Hot Swappable”: No need to shut down or restart your computer when adding or removing a USB device. Plug it in and it's ready to use.
- Automatic configuration: Once your device is connected, your computer recognizes the device and automatically configures the necessary software.
- Daisy-Chaining: with USB ports on your computer, you can connect up to 127 peripherals using hubs.
- Easy Installation: One standardized port and plug combination makes it simple to connect.

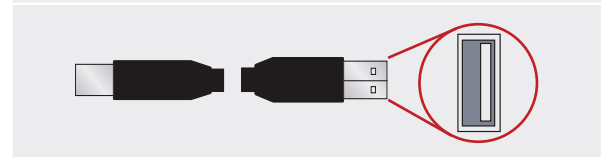
Hi-Speed USB 2.0 Benefits

- Backwards compatibility: Hi-Speed USB 2.0 works with the original USB specifications.
- Hot-swappable: no need to shut down or restart your computer when adding or removing devices.

USB 2.0 Cables

Your LaCie drive is shipped with a Hi-Speed USB 2.0 cable, to ensure maximum data transfer performance when connected to a Hi-Speed USB 2.0 port.

USB 2.0 Cable and Cable End



What Is The Difference Between USB And Hi-Speed USB 2.0?

The main difference is speed. The original version of the interface is capable of throughput up to 12Mb/s. Hi-Speed 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?

USB is perfect for more traditional connections such as keyboards, mice, joysticks and scanners. These types of devices don't require fast data transfer rates, and operate very successfully at the slower speeds.

What Are The Ideal Applications For Hi-Speed USB 2.0?

Digital cameras, CD/DVD drives, hard drives and scanners will all benefit from the added bandwidth and performance gains of the new implementation of the USB standard. Hi-Speed USB 2.0 provides the necessary fast data transfer rates that today's devices require, and combines the earlier specifications so older devices that operated under the original USB standards will still work with Hi-Speed USB 2.0.

Will USB Devices Run Faster When Connected To A Hi-Speed USB 2.0 Bus?

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

What Is A USB Hub?

Technically, you can connect up to 127 devices to a single USB bus. For more than two devices, though, 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 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 etc, up to a maximum of 127.

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.

Will Hi-Speed USB 2.0 Devices Work On USB Hubs And Vice Versa?

You can use your Hi-Speed USB 2.0 devices with USB hubs, but the peripherals will be limited to USB performance levels.

There are Hi-Speed USB 2.0 hubs that are able to communicate in three modes: high-speed (480Mb/s), full-speed (12Mb/s), and low-speed (1.5Mb/s). Hi-Speed USB 2.0 is backwards compatible, so you will be able to connect USB devices to Hi-Speed USB 2.0 hubs; however, the USB devices will still maintain their normal performance levels (i.e. 12 Mb/s).

In order to achieve the fast data transfer rates of Hi-Speed USB 2.0, you must connect your Hi-Speed USB 2.0 device directly to a Hi-Speed USB 2.0 port on either a computer or hub.

For more information about the USB interface, please visit: www.lacie.com/technologies

TECHNICAL NOTE:

- Avoid using USB connectors found on certain peripherals such as keyboards. These are passive (or passthrough) connectors that lead to power loss and unstable operation.
- Only use USB cables shorter than 5 meters (approximately 15 feet). Using longer cables may cause the peripherals to malfunction due to excessive reduction in electrical signal strength.

3.3. Disconnecting Your LaCie Mobile Hard Drive

USB external devices feature “plug & play” connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important you follow these steps when disconnecting your LaCie Mobile Hard Drive.

■ Windows Users

1. From the **System Tray** (located in the lower right-hand side of your screen), click 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...”. Click on this prompt.
3. You will be then given this message: “Safe to Remove Hardware” (or similar). It is now safe to disconnect the device.



■ Mac Users

1. Drag the hard drive icon to the trash.
2. The drive can now be disconnected.



4. Troubleshooting

In the event that your LaCie Mobile 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 website – 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 your LaCie reseller or LaCie Technical Support (see page 23, [Contacting Customer Support](#) for details).

■ Manual Updates

LaCie is constantly striving to give you the most up-to-date, comprehensive User 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 website for the most current version available.

4.1. Mac Users

Problem	Question	Answer
The drive is not recognized by the computer.	Does an icon for the drive appear on the desktop?	There should be an icon for the LaCie drive on the desktop. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	Check page 6, Minimum System Requirements for more information.
	Did you follow the correct installation steps for the specific interface and operating system.	Review the installation steps on page 9, Connect the USB 2.0 Interface Cable .
	Are both ends of the USB cable firmly attached?	Check both ends of the USB cable and make sure that they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
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. If you wish to power off the drive while it is connected to your computer, first make sure that your computer is not accessing the drive and then follow the steps in page 18, Disconnecting Your LaCie Mobile Hard Drive . After you have disconnected the drive, push the blue On/Off button on the front of the drive to turn the drive off.	

Problem	Question	Answer
The drive is not recognized by the computer.	Has the USB driver been installed correctly and enabled (Windows 98 SE and Windows ME users only)?	Open Apple System Profiler and click on the Devices and Volumes tab. If your device is not listed, recheck the cables and try the other troubleshooting tips listed here.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
	Has the drive been formatted?	Make sure that the drive has been formatted properly. Please see pages 12, Formatting and Partitioning Your LaCie Hard Drive and 11, Using Your LaCie Drive for more details.
	Does your computer's operating system support the file system?	Check your computer's documentation and see pages 12, Formatting and Partitioning Your LaCie Hard Drive and 11, Using Your LaCie Drive for more information.
Error messages under Mac OS 10.x.	Did you get an "Error -50" message while copying to a FAT 32 volume?	When copying files or folders from Mac OS 10.x to a FAT 32 volume, file names with certain characters cannot be copied. These characters include, but are not limited to: ? < > / \ : Check your files and folders to ensure that these types of characters are not being used.
	Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?	Simply ignore this message. The drive will remount to the desktop. LaCie drives conserve power by spinning down when you set your computer to sleep mode, and when the computer is "woken" from sleep, it does not give the drive enough time to spin-up from its sleep mode.
The drive is working slowly.	Are there other USB devices connected to the same port or hub?	Disconnect any other USB devices and see if the drive's performance increases.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Are you operating in Mac OS 9.x?	Apple does not support the Hi-Speed USB 2.0 standard under Mac OS 9.x. You will be limited to the slower transfer rates of the original USB standard.
	Are you operating in Mac OS 10.x?	Apple has only recently begun incorporating native Hi-Speed USB 2.0 ports in their computers. To achieve Hi-Speed USB 2.0 transfer rates, you will need to add a Hi-Speed USB 2.0 PCI or PC card to your computer.

Problem	Question	Answer
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a USB port on your computer, or to a USB hub?	If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates. For more information, please see page 16, Hi-Speed USB 2.0 Questions and Answers .
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See page 6, Minimum System Requirements .
System fan is not running (500 GB capacity)	Confirm the outlet is powered, verify power connections, and try an alternate power cable. The fan on the LaCie Mobile Hard Drive does not run continuously; it is activated at certain temperatures.	

4.2. Windows Users

Problem	Question	Answer
The drive is not recognized by the computer.	Has the drive been formatted?	Make sure that the drive has been formatted properly. Please see pages 12, Formatting and Partitioning Your LaCie Hard Drive and 11, Using Your LaCie Drive for details.
	Does your computer's operating system support the file system?	Check your computer's documentation and see pages 12, Formatting and Partitioning Your LaCie Hard Drive and 11, Using Your LaCie Drive for details.
	Is there an icon for the drive in My Computer ?	Go into My Computer and look for an icon and drive letter assigned to the LaCie drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	Check page 6, Minimum System Requirements for more information.
	Is the drive receiving enough electricity?	Try plugging in the optional USB power cable. See page 10, Connect the USB Power Cable , for details.
	Did you follow the correct installation steps for the specific interface and operating system.	Review the installation steps on page 9, Connect the USB 2.0 Interface Cable .

Problem	Question	Answer
The drive is not recognized by the computer.	Are both ends of the USB cables firmly attached?	Check both ends of the USB cables and make sure that they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
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. If you wish to power off the drive while it is connected to your computer, first make sure that your computer is not accessing the drive and then follow the steps on page 18, Disconnecting Your LaCie Mobile Hard Drive . After you have disconnected the drive, push the blue On/Off button on the front of the drive to turn the drive off.	
The drive is working slowly.	Are there other USB devices connected to the same port or hub?	Disconnect any other USB devices and see if the drive's performance increases.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a USB port on your computer, or to a USB hub?	If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates. For more information, please see page 16, Hi-Speed USB 2.0 Questions and Answers .
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See page 6, Minimum System Requirements .
	Are you using a certified Hi-Speed USB 2.0 cable to connect your drive?	Ensure that the cable you are using has been properly certified. The Hi-Speed USB 2.0 cable that was shipped with your LaCie drive has been properly certified and tested to comply with USB standards.
System fan is not running (500 GB capacity)	Confirm the outlet is powered, verify power connections, and try an alternate power cable. The fan on the LaCie Mobile Hard Drive does not run continuously; it is activated at certain temperatures.	

5. Contacting Customer Support

■ Before You Contact Technical Support

1. Read the User Manual 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 that all of the 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, contact us via the contacts on page 24. Before contacting us, make sure

that you are in front of your computer and that you have the following information on hand:

- Your LaCie drive's serial number
- Operating system and version
- Computer brand and model
- Amount of memory installed
- Names of any other devices installed on your computer, including CD/DVD burners

■ Information to Include in Email Correspondence

Information	Where to Find Information
1. LaCie Mobile Hard Drive serial number	Located on a sticker at the back of drive or on the original packaging
2. LaCie Mobile Hard Drive file format	<p>Mac users: Select the Mobile Hard Drive icon on the desktop and press Command + I, or press the Control key and choose Get Info.</p> <p>Windows users: Right click the Mobile Hard Drive icon and select Properties.</p>
3. Macintosh/PC model	<p>Mac users: Click on the Apple icon in the menu bar and select About this Mac.</p> <p>Windows users: Right click My Computer and select Properties > General.</p>
4. Operating system version	
5. Processor speed	
6. Computer memory	
7. The brands and models of other internal and external peripherals installed on my computer	<p>Mac users: Click on the Apple icon in the finder bar and select About this Mac. Select More Info... The Apple System Profiler will launch and will list your internal and external peripherals.</p> <p>Windows users: Right click My Computer and select Properties > Hardware.</p>

5.1. LaCie Technical Support Contacts

LaCie Asia, Singapore, and Hong Kong Contact us at: http://www.lacie.com/asia/contact/	LaCie Australia Contact us at: http://www.lacie.com/au/contact/
LaCie Belgium Contact us at: http://www.lacie.com/be/contact/ (Français)	LaCie Canada Contact us at: http://www.lacie.com/caen/contact/ (English)
LaCie Denmark Contact us at: http://www.lacie.com/dk/contact	LaCie Finland Contact us at: http://www.lacie.com/fi/contact/
LaCie France Contact us at: http://www.lacie.com/fr/contact/	LaCie Germany Contact us at: http://www.lacie.com/de/contact/
LaCie Italy Contact us at: http://www.lacie.com/it/contact/	LaCie Japan Contact us at: http://www.lacie.com/jp/contact/
LaCie Netherlands Contact us at: http://www.lacie.com/nl/contact/	LaCie Norway Contact us at: http://www.lacie.com/no/contact/
LaCie Spain Contact us at: http://www.lacie.com/es/contact/	LaCie Sweden Contact us at: http://www.lacie.com/se/contact
LaCie Switzerland Contact us at: http://www.lacie.com/chfr/contact/ (Français)	LaCie United Kingdom Contact us at: http://www.lacie.com/uk/support/request/
LaCie Ireland Contact us at: http://www.lacie.com/ie/contact/	LaCie USA Contact us at: http://www.lacie.com/contact/
LaCie International Contact us at: http://www.lacie.com/intl/contact/	

6. Warranty Information

LaCie warrants your 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 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 pick-up tray, etc.
- The tamper seal on the drive casing is broken.

LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result.

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.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data.

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 will be asked to provide your LaCie product's serial number, and 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.

IMPORTANT INFO: Register online for free technical support: www.lacie.com/register