

GETTING HELP

If you are having problems with your LaCie product, consult the table below for a list of available resources.

Order	Source	Description	Location
1	Quick Install Guide	Concise steps to follow for getting your product up and running	Either a printed leaflet or accessory box and included in the product box, or download PDF from the product page
2	Support Pages	Includes interactive troubleshooting topics for most common problems	www.lacie.com/support/ , select your product, then click the "Troubleshooting" tab
3	User Manual	Includes common troubleshooting topics	See Troubleshooting Topics below
4	Customer Support	Create an account on lacie.com , register your product, and fill out a support ticket	Create an account here: www.lacie.com/us/mystuff/login.htm?logout&rtn=mystuff

Note: LaCie is dedicated to providing high quality products that enrich the lives of our customers. To help LaCie offer the best customer support, we encourage you to create an account and register your product at www.lacie.com/us/mystuff/login.htm?logout&rtn=mystuff. You can give us important feedback as well as receive updated information on your LaCie device.

TROUBLESHOOTING TOPICS

Note: Interactive troubleshooting, a highly effective way to resolve problems with your product, is available from www.lacie.com/support/. Select your product, then click the “Troubleshooting” tab.

Problem: The drive is not recognized.

Q: Is the drive's power on?

A: Check to see that all of the power cords are properly connected and that the switch on the rear of the drive is turned on. If you are using a surge protector, make sure that it is switched on.

Q: After a disc has been inserted into the drive, does an icon appear on the computer desktop?

A: The icon should appear on your desktop. If not, verify that the drive is recognized by the computer in your System Profiler. To confirm connection to the drive, go to the Apple pulldown to select **About this Mac > More info**.

Q: Are all of the cables connected securely and correctly?

A: Make sure that all the installation steps have been followed correctly. Examine the connections carefully to ensure that all the cables are inserted in the correct orientation and in the correct location.

Q: Are both ends of the FireWire or USB cable connected and properly seated?

A: Check both ends of the FireWire or USB cable. Disconnect them, wait 10 seconds, and reconnect them. If the drive is still not recognized, restart your computer and try again.

Problem: The drive's media tray will not open.

Q: Has a running software program locked the eject function?

A: Disconnect the interface cable, then reconnect it before pressing the **Open/Close** button. If the disc will still not eject, go to [Operation](#) for instructions on how to perform an emergency eject.

Problem: The drive automatically ejects a disc when you try to record on it, or the drive is not writing to BD/DVD/CD correctly.

Q: Is the disc full?

A: Select the disc icon and press **Cmd+I** on your keyboard. You will see the capacity available on the disc.

Q: Does the drive support the format of the disc you have inserted?

A: See [Optical Discs](#) for supported disc formats.

Q: Do I need a new HDTV to play a Blu-ray Disc?

A: No. Pre-recorded Blu-ray Disc titles will play on any standard definition TV set, even if the video was encoded in HD. Likewise, a Blu-ray Disc recorder can also record standard definition video, for example from regular TV broadcasts or camcorders.
