

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&rtm=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&rtm=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.

Troubleshooting

The LaCie Fuel device is a plug-and-play device. However, in certain situations, the setup process and product usage might require extra attention. Below is a list of troubleshooting solutions for common problems.

It takes a while for my files to appear in the LaCie Media app or web browser

The LaCie Fuel device performs a one-time scan of any content you copy to the drive. This scanning process may take a little time if you copy a large amount of data.

If you recently copied content to the LaCie Fuel drive and you don't see your files; tap the **Refresh** icon within the LaCie Media app, or press the **Refresh** button to update the page you are viewing from a browser.

I can't connect wirelessly to the LaCie Fuel

- Make sure the LaCie Fuel is disconnected from your computer, powered on, and that the Wi-Fi LED is a solid blue. **Tip:** The LaCie Fuel device does not broadcast while connected to a computer.
- Make sure to select LaCie Fuel from your device's wireless network list. If you leave the LaCie Fuel's wireless range, your device disconnects from the LaCie Fuel wireless signal.
- Make sure your LaCie Fuel device is fully charged. If the LED is red, charge your device until the LED is green.
- If you know that the LaCie Fuel device is broadcasting, but you can't connect to it, too many devices might be connected to LaCie Fuel. You can connect up to five wireless-enabled devices, or three devices when wirelessly streaming HD video at one time. Try disconnecting one of the devices.
- If you are attempting to stream using a browser, make sure that your device's wireless connection is enabled. Go to any URL to be redirected to the LaCie Fuel main page.
- Click the **Refresh** button on your browser.
- If you receive an error similar to "You are not connected to Wi-Fi. Go to your device's Wi-Fi settings and select **LaCie Fuel** from the list of wireless networks", uninstall the LaCie Media app and reinstall the app on your mobile device.

Some files play on my LaCie Fuel and others do not

The LaCie Media app is the best solution for managing your LaCie Fuel and playing back media files supported by your mobile device. However, certain files are not playable within the app since LaCie Media does not convert or transcode media stored on the device. If your media library includes many files that are not supported by your mobile device, you can:

- Transcode and convert the files on your computer to compatible a format before copying them to the LaCie Fuel. LaCie Media will play the files once they are converted to a media format supported by your mobile device.
- Try a third-party app on your mobile device that is designed to play the media files. When searching for a compatible app in your app store, make certain that it:
 - Supports your file types
 - Supports network and wireless devices

When using a third-party app:

1. Confirm that you are connected to the LaCie Fuel's Wi-Fi.
2. Choose network/wireless devices as the source.
3. Choose the LaCie Fuel as the source playback device.

Important info: LaCie takes no responsibility for the use of third-party apps or third-party transcoding applications. Additionally, all questions regarding connection to LaCie devices and file conversion using third-party apps should be directed to the third-party app's documentation, website, or manufacturer.

I just copied a video file purchased from iTunes® to the LaCie Fuel, but it won't play

Videos purchased from iTunes are DRM (Digital Rights Management) protected. To play these videos, you must sync your Apple device with your iTunes account for the new files to play from your LaCie Fuel device.

When you choose to play a video purchased from iTunes in the LaCie Media app, you must play the video in a Safari browser.

I can't connect to LaCie Fuel from my smartphone

Make sure that you have selected LaCie Fuel from your wireless network list. For more information, see [Connecting Your Device](#).

My computer won't connect to LaCie Fuel

Make sure to enable your wireless settings and select **LaCie Fuel** from your wireless network list. For more information, see [Connecting Your Device](#).

The LaCie Fuel device shuts down by itself

Your device might just be in standby mode. Your LaCie Fuel includes a power-save feature that puts it in standby mode after 5 minutes of inactivity. It automatically returns to active mode when it is accessed.

I know the LaCie Fuel is broadcasting, but I can't connect to it

Three or more wireless-enabled devices can stream from the LaCie Fuel device at one time. For more information, see [Connecting Your Device](#).

The LaCie Fuel device beeps when I plug it in to my computer

Check:

- The battery. It may need to be charged.
- Your computer's USB port. Some USB ports supply a limited amount of power to attached devices. Try another USB port on your computer (if available).

Copy speeds are very slow from my computer to the LaCie Fuel

There are two reasons why copying content from your computer to the LaCie Fuel is not as fast as you expected:

1. The computer is connected to the LaCie Fuel's Wi-Fi network. Copy speeds via Wi-Fi can be slow, especially if the files are large and you are attempting to copy many files at once. Try connecting the LaCie Fuel to your computer using the provided USB 3.0 cable.
2. Your computer does not have a USB 3.0 port. Faster copy speeds are available with computers that have a USB 3.0 port. The LaCie Fuel can connect to a USB 2.0 port but transfer rates do not reach beyond USB 2.0 speeds.

Album cover art appears in my photo slideshows

Your LaCie Fuel includes pictures that are larger than 50 KB in its collection of photos, so album cover art larger than this appears in photo slideshows. To prevent album cover art from appearing in slideshows, make sure that album cover art is smaller than 50 KB.

Content doesn't display when I enter LaCie Fuel in the search field of a browser

LaCie Fuel does not copy content from your mobile device or computer if you type something into the search field of a web browser. Remove your content from the search field, and type any value in the URL address bar and press **Enter**. Your copy process should start.