

# 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	<a href="http://www.lacie.com/support/">www.lacie.com/support/</a> , select your product, then click the "Troubleshooting" tab
3	User Manual	Includes common troubleshooting topics	See <b>Troubleshooting Topics</b> below
4	Customer Support	Create an account on <a href="http://lacie.com">lacie.com</a> , register your product, and fill out a support ticket	Create an account here: <a href="http://www.lacie.com/us/mystuff/login.htm?logout&amp;rtm=mystuff">www.lacie.com/us/mystuff/login.htm?logout&amp;rtm=mystuff</a>

**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](http://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.

## SOFTWARE UPDATES

LaCie frequently releases firmware updates to improve the functionality of products. Please check frequently for recent updates to firmware and to LaCie Network Assistant to ensure optimum product performance. See [Update Product Software](#) for details.

## TROUBLESHOOTING TOPICS

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

### Troubleshooting the Network Connection

I connected a USB drive to the USB device port, but the drive does not appear on the network and is not listed in LaCie Network Assistant.

Q: Is the USB drive formatted?

A: USB devices must be formatted in order to be recognized by the LaPlug. Refer to your device's user manual for details.

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Q: Is the USB device or cable defective?

A: Test the device and cable by connecting it to a computer. If it mounts properly on the computer but not on the LaPlug, try using a different USB cable. You can also try using a dedicated power supply with the drive to rule out insufficient power as the source of the problem.

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### The LaPlug doesn't appear on the network.

Q: Does your computer's configuration meet the minimum system requirements?

A: Check [Introduction](#) for more information.

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Q: Is the product's power supply connected and is the LED on the front of the drive on?

A: Make sure that the power supply is properly connected (see [Installation](#) for details); that the system has been powered on by pushing the power button until the LED blinks blue; and that the outlet the power supply is connected to is powered on or has a sufficient supply of power.

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Q: Is the LED on the front of the device flickering for an inordinate period of time?

A: If the LED is flickering or will not turn on, the power supply may be defective. Please contact your LaCie reseller or LaCie Customer Support.

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Q: Are both ends of the Ethernet cable firmly connected?

A: Disconnect the Ethernet cable, wait 10 seconds and then reconnect. Ensure that the interface connectors are properly aligned. The Ethernet cable can only be inserted one way. Make sure it is correctly oriented. Check that

the Ethernet connectors are straight and fully seated in the Ethernet ports. Make sure that you use the Ethernet cord provided in the LaCie LaPlug box.

Q: Problems on networks without a DHCP server?

A: By default the LaCie LaPlug is configured to retrieve its IP address from a DHCP server. If your network is managed by a DHCP server and you cannot access your LaCie LaPlug, try checking your DHCP server's log. To get the IP address, run LaCie Network Assistant, which is located on the LaCie Storage Utilities CD-ROM. If no DHCP server detected, the product will run APIPA to assign itself an IP address. To change this IP address, see **Dashboard > Network LAN**.

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LaCie Network Assistant is not working as described in this manual.

Q: Are you using an obsolete version of LaCie Network Assistant?

A: Install the latest version of LNA (see [here](#)) to ensure all features work correctly.

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I've noticed a delay in accessing the shares.

Q: Are you transferring multiple files simultaneously?

A: Access to a share can slow down during simultaneous file transfers.

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## Troubleshooting the Multimedia Server

I've activated my LaPlug's multimedia service, but I can't access it using my UPnP/DLNA device.

Q: Did you set one of your USB devices as the Master volume?

A: See [Dashboard - Drives](#).

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I can't configure WMP to find files on the USB device connected to the LaPlug.

Q: Did you add the LaPlug share or file inside a share to the WMP library?

A: See [Media Servers - Windows Media Player](#).

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Certain files located on the LaPlug aren't recognized by WMP.

Problem with file type compatibility?

A: WMP has certain file type restrictions. Click [here](#) for a list. Note that WMP is currently incompatible with the MKV format.

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Some files stored on the LaPlug appear in my iTunes shared playlist, but some do not.

Q: Is the file type compatible with iTunes music server service?

A: The iTunes Server Service supports only following file types: .mp3, .wav, .aac, .pls, and .m3u. Other files will be ignored.

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I've activated my LaPlug's multimedia service, but I don't see its machine name in iTunes.

Q: Have you turned on Library Sharing in iTunes?

A: Select **Preferences > Sharing > Look for shared libraries**.

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Some files stored on the LaPlug appear on my Xbox/PS3, but some do not.

Problem with file type compatibility?

A: Xbox and PS3 have certain file type restrictions. Click [here](#) for the PS3 list and [here](#) for the Xbox list.