

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.

FAN

The 4big's system fan does not run continuously; it is activated at certain temperatures. If the fan is not running, verify that the power connections are active and that the 4big is on. If the fan does not come on even after continuous use, please contact your LaCie Reseller.

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.

Mac Users

The drive is not recognized by the computer.

Q: Does an icon for the drive appear on the desktop?

A: 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.

Q: Does your computer's configuration meet the minimum system requirements for use with this drive?

A: See [Introduction](#).

Q: Did you follow the correct installation steps for the specific interface and operating system?

A: Review the installation steps in [Getting Connected](#).

Q: Are both ends of the interface and power supply cables securely attached?

A: Check both ends of the interface and power supply cables to make sure 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.

Q: Have the drives been formatted?

A: Make sure that the drives have been formatted properly. Please see [Formatting and Partitioning](#).

Q: Does your computer's operating system support the file system?

A: Check your computer's documentation and see [Formatting and Partitioning](#).

Q: Is there a conflict with other device drivers or extensions?

A: Contact LaCie Technical Support for help.

Error messages under Mac OS 10.x.

Q: Did you get an "Error -50" message while copying to a FAT 32 volume?

A: When copying files or folders from a computer to a FAT 32 volume, 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. The easiest solution is to check for incompatible characters in file names, change them, then resume file transferring.

If this is a recurrent problem or you can't find the files with incompatible characters, consider reformatting the drive to NTFS (Windows users) or HFS+ (Mac users). See [Formatting and Partitioning](#).

Q: Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?

A: 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 "revived" from sleep, it does not give the drive enough time to spin up from its sleep mode.

Windows Users

The drive is not recognized by the computer.

Q: Have the drives been formatted?

A: Make sure that the drives have been formatted properly. Please see [Formatting and Partitioning](#).

Q: Does your computer's operating system support the file system?

A: Check your computer's documentation and see [Formatting and Partitioning](#).

Q: Is there an icon for the drive in My Computer?

A: 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.

Q: Does your computer's configuration meet the minimum system requirements for use with this drive?

A: See [Introduction](#).

Q: Did you follow the correct installation steps for the specific interface and operating system?

A: Review the installation steps on [Getting Connected](#).

Q: Are both ends of the interface and power supply cables securely attached?

A: Check both ends of the interface and power supply cables to make sure 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.

Q: Is there a conflict with other device drivers or extensions?

A: Contact [LaCie Technical Support](#) for help.
