

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 on device compatibility: For questions concerning compatibility between your television or audio/video device and the RikikiTV, please visit our [RikikiTV Compatibility List](#).

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.

Initial Installation

Problem: I am unsure if my television will work with the RikikiTV and the universal mounting kit.

Q: How do I know if the Rikiki TV is compatible with my television?

A: Please refer to our [RikikiTV Compatibility List](#) to determine if your entertainment equipment will work with a USB hard drive. If you do not find your device on our list, please check your television or audio/video device's user manual for compatibility with USB hard drives.

Q: My television already has a VESA screw in the available socket. Should I still use the screw included with the RikikiTV universal mounting kit?

A: Some television models may come furnished with the proper VESA screw in the socket. If your television already has a VESA screw, LaCie recommends that you use it rather than one of the screws in the RikikiTV universal mounting kit. Please check your television's user manual for directions on how to remove and reinsert the VESA screw for the installation of the RikikiTV.

Q: I cannot find an available socket to attach the universal mounting clip to the back of my television. How do I mount the RikikiTV?

A: Almost all modern televisions have sockets that meet the VESA standard for mounting on the wall and/or universal mounting kits such as the one provided with your RikikiTV. Some models may come furnished with the proper VESA screw in the socket. If your television already has a VESA screw, LaCie recommends that you use it rather than one of the screws in the RikikiTV universal mounting kit. Please check your television's user manual for directions on how to remove and reinsert the VESA screw for the installation of the RikikiTV.

Q: My television is fixed to the wall. How can I attach the RikikiTV to the back of my television?

A: The wall mounting bracket uses one or more VESA sockets to hold the weight of your television. Therefore, before unmounting your television from the wall to begin the RikikiTV installation, LaCie highly recommends that you refer to the television's user manual for details on available VESA sockets on the backplane. You must have one available VESA socket to install the universal mounting kit.

Another concern for mounted televisions is adequate space between the back of the television and the wall. Please confirm that you have enough room to accommodate the RikikiTV's universal mounting kit. If the clearing is too narrow, installing the clip could force the television to bulge from the flat plane.

Problem: Compatibility with audio/video devices.

Q: I have a USB port on my Blu-ray player/cable box/gaming system/media player. Can I connect the RikikiTV to my device?

A: Please refer to our [RikikiTV Compatibility List](#) to determine if your entertainment equipment will work with a USB hard drive. If you do not find your device on our list, please check your television or audio/video device's user manual for compatibility with USB hard drives.

Problem: I cannot record to my RikikiTV.

Q: Is the RikikiTV properly connected to your television or audio/video device?

A: If you have not connected the RikikiTV to your television or audio/video device, please follow the easy directions at [Getting Connected](#).

Once you have established USB connectivity, make certain that your television or audio/video device can recognize the RikikiTV. You should see the option to record within the onscreen menu of your television or audio/video device. Please consult the entertainment device's user manual for further details on how to record.

Q: Are both ends of the USB cable firmly attached to the RikikiTV and your television or audio/video device?

A: If your television or audio/video device continues to have difficulty detecting the RikikiTV, check both ends of the USB cable. When confirming the USB connection, make sure that each end is fully seated in their respective ports.

You may also try disconnecting each end of the cable, waiting 10 seconds, and then reconnecting them.

Q: Did you plug the USB cable into the appropriate USB port on your television or audio/video device?

A: Compatible televisions and audio/video devices normally have a single USB port for recordable USB hard drives such as the RikikiTV. In many instances, the port has identifying text that reads *USB HDD/USB REC* or something similar. Please check your television or audio/video device's user manual to make certain that you have plugged the RikikiTV into the appropriate USB port.

Q: Have you defined the RikikiTV as the recordable USB hard drive on your television or audio/video device?

A: It is very likely that you have to set certain parameters within your television or audio/video device's onscreen menu to configure recording to the RikikiTV. Please check your television or audio/video device's user manual for instructions on how to navigate the onscreen menu. For additional assistance, visit [RikikiTV Setup](#).

RikikiTV: Television and Computer

Problem: RikikiTV is working properly on my television but not on my computer.

Q: Have you reviewed the troubleshooting section of the Rikiki Hard Drive User Manual?

A: Please refer to the [Rikiki Hard Drive Getting Help](#) section for questions regarding your RikikiTV's connection to a computer. You can also check [LaCie Technical Support](#) for additional tips on installation and operation.

Q: Did your television format or configure the RikikiTV during setup?

A: Most televisions customize or format connected USB hard drives in order to record to them. Televisions often use a unique file system that are not recognized by all computer operating systems. Please check your television's user manual for more information on the file system it uses and compatibility with computers.

Q: Did you create two partitions on the RikikiTV?

A: In most instances, televisions can support hard drives with multiple partitions. For example, you can configure the RikikiTV to have two partitions, the first for use with your television and the second to store files from your computer.

Please note that a growing number of televisions support playback of many popular multimedia file formats. You may be able to store videos and photos from your computer on the second partition for playback on the television. Please check your television's user manual for compatibility with multiple disk partitions and multimedia playback.

By default, the RikikiTV is formatted in FAT32 since it is compatible with most computer operating systems and entertainment devices. For instructions on formatting the RikikiTV on your computer, see the [Optional Formatting and Partitioning](#) section of the Rikiki Hard Drive User Manual.
