

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.

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 your operating system?

A: Review the installation steps in [Getting Connected](#). Check if you've misunderstood or omitted a step or followed instructions for a different configuration.

Still not working? There may be a hardware defect or other problem. Time to contact www.lacie.com/support/.

Q: Are your computer's USB buses working properly?

A: Open Apple System Profiler, expand the Hardware list and click on USB. If your device is not listed, recheck the cables and try the other troubleshooting tips listed here.

Q: Has the drive been formatted?

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

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

A: Check your computer's documentation and see [Optional 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 [Optional 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.

The drive is working slowly.

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect any other USB devices and see if the drive's performance increases.

The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.

Q: Are you operating in Mac OS 10.x?

A: Make sure that you are connecting the drive to your computer through a Hi-Speed USB 2.0 port. If your computer only has USB 1.0, you will need to add a Hi-Speed USB 2.0 PCI or PC card to your computer in order to achieve maximum transfer speeds.

Windows Users

The drive is not recognized by the computer.

Q: Has the drive been formatted?

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

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

A: Check your computer's documentation and see [Optional 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 your operating system?

A: Review the installation steps in [Getting Connected](#). Check if you've misunderstood or omitted a step or followed instructions for a different configuration.

Still not working? There may be a hardware defect or other problem. Time to contact www.lacie.com/support/.

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

A: Check both ends of the USB 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.

The drive is working slowly.

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect any other USB devices and see if the drive's performance increases.

The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.

Q: Is the drive connected to a USB 1.1 port on your computer, or to a USB 1.1 hub?

A: If your drive is connected to a USB 1.1 port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB 1.1 transfer rates.

Q: Is the drive connected to a Hi-Speed USB 2.0 port on your computer?

A: Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, uninstall the drivers and re-install them.

Q: Does your computer or operating system support Hi-Speed USB 2.0?

A: See [Introduction](#).
