

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: 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.

The LaCie Slim Blu-ray USB 3.0 and Mac OS

Q: Is the LaCie Slim Blu-ray USB 3.0 compatible with a Mac?

A: The Slim Blu-ray USB 3.0 is compatible with Mac OS but LaCie cannot guaranty performance when using it with your Mac computer. Additionally, LaCie cannot guaranty that the Slim Blu-ray USB 3.0 will burn, author, or copy any type of data when using it with any third-party software on a Mac computer.

Problem: The drive is not recognized.

Q: Is the drive powered on?

A: Check to see that both ends of the USB 3.0 cable are properly seated. If you have only plugged the USB data cable to the computer, please connect the power end as well. You will recognize the power end by the lightning bolt sticker. If you are using a third-party power cable, please make certain that it is operational and plugged into a working outlet.

Q: Does an icon for the drive appear on the computer (a disc must be inserted in the drive)?

A: The icon should appear on your desktop. If not, verify that the drive is recognized by right clicking on **Computer/My Computer** and selecting **Properties > General**. The drive should be listed.

Q: Are all of the cables connected securely and correctly?

A: Make sure that all the installation steps have been followed correctly. Examine the connections carefully to ensure that all the cables are inserted in the correct orientation and in the correct location.

Q: Are both ends of the USB cable connected and properly seated?

A: Check both ends of the USB cable. Disconnect them, wait 10 seconds, and reconnect them. If the drive is still not recognized, restart your computer and try again.

Problem: The drive's media tray will not open.

Q: Has a running software program locked the eject function?

A: To check, disconnect the USB cable, then reconnect and press the **Open/Close** button. If the disc will still not eject, go to [Operation](#) for instructions on how to perform an emergency eject.

Problem: The drive automatically ejects a disc when you try to record on it, or the drive is not writing to BD/DVD/CD correctly.

Q: Is the disc full?

A: Verify the contents of the disc by using your recording software or viewing its contents at:

- Windows: **File > Get Info**. If you've checked and it still won't record, try recording on a new blank disc.
 - Mac: Select the disc icon and press **Cmd+I**.
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Q: Does the drive support the format of the disc you have inserted?

A: See [Optical Discs](#) for supported disc formats.

Q: Do I need a new HDTV to play a Blu-ray Disc?

A: No. Pre-recorded Blu-ray Disc titles will play on any standard definition TV set, even if the video was encoded in HD. Likewise, a Blu-ray Disc recorder can also record standard definition video, for example from regular TV broadcasts or camcorders.
