

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.

All Users

Problem: My file transfers are too slow.

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

A: Disconnect any other USB devices and see if the performance improves.

Q: Is the USB 2.0 Key connected to a legacy USB computer port or hub?

A: If your USB 2.0 Key is connected to a legacy USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at USB 2.0 performance levels when it is connected directly to a USB 2.0 port or hub. Otherwise, the USB 2.0 device will operate at the slower legacy USB transfer rates. Consider buying a USB 2.0 PCI Express Card (for desktop computers) or an ExpressCard 34 (for laptops) to allow your computer to achieve full USB 2.0 transfer speeds.

Q: Is the USB 2.0 device 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 reinstall them.

Q: Is the USB 2.0 key connected to a SuperSpeed USB 3.0 port?

A: While your LaCie USB 2.0 Key can be plugged into a USB 3.0 interface, transfer rates will continue to run at USB 2.0 speeds. The key cannot achieve SuperSpeed USB 3.0 transfer rates since it is a USB 2.0 device.

Q: Is the USB 3.0 Key connected to a USB 2.0 or legacy USB computer port or hub?

A: If your USB 3.0 Key is connected to a USB 2.0 or legacy USB port or hub, this is normal. A SuperSpeed USB 3.0 device can only operate at USB 3.0 performance levels when it is connected directly to a USB 3.0 port or hub. Otherwise, the USB 3.0 device will operate at USB 2.0 or legacy USB transfer rates. Consider buying a USB 3.0 PCI Express Card (for desktop computers) or an ExpressCard 34 (for laptops) to allow your computer to achieve full USB 3.0 transfer speeds.

Q: Is the USB 3.0 device connected to a SuperSpeed USB 3.0 port on your computer?

A: Check to see that the SuperSpeed USB 3.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, uninstall the drivers and reinstall them.

Problem: File transfer error messages.

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

A: Certain characters cannot be included in the names of folders and files that are copied to a FAT 32 volume. These characters include but are not limited to:

? < > / \ :

Check your files and folders to ensure that these types of characters are not being used. If you find incompatible characters in file names, please change them before resuming file transfers.

Q: Did you receive an error message telling you that the device has been disconnected directly after the computer exited sleep mode?

A: Please ignore this message.

Windows XP, Vista, and 7 Users

Problem: The storage device icon does not appear in My Computer/Computer.

Q: Is the USB device firmly attached to your computer's USB port?

A: Check the USB connection between the device and your computer to confirm that it is properly seated. You can also try disconnecting the device, waiting 10 seconds, and then reconnecting it. If the storage device is still not recognized, restart your computer and try again.

Q: Is the storage device listed in Device Manager?

A: All LaCie devices appear in at least one place in Device Manager.

To access Device Manager, click on **Start** and select **Run** from the menu. For Windows Vista and Windows 7, press [Windows-button] and [R] on your keyboard.

Enter the command: **devmgmt.msc**

Click **OK** and the Device Manager program will open. For troubleshooting, look in the **Disk Drives** section. It might be necessary to click on **+** on the left side.

If it is unclear where to find the storage device or if it is present, unplug it, then reconnect it. The entry that changes is your LaCie storage device.

Q: Is your device available in My Computer/Computer?

A: If not, proceed to the physical troubleshooting topics above.

Q: Is your storage device listed next to an unusual icon?

A: Windows Device Manager can usually provide information about failures in accessories. It does not display the exact cause, or a solution, but it can assist in troubleshooting most problems.

A problematic device can be found by its unusual icon. Instead of the normal icon based on the type of device, it can be an exclamation point, question mark, or an "X".

Right-click this icon, then choose **Properties**. The **General** tab will show why the device is not working.

If problem persists, there may be a hardware defect or other problem. Contact [LaCie Support](#) if you have exhausted all efforts at troubleshooting.

Mac OS X Users

Problem: The storage device icon does not appear on my desktop.

Q: Is the USB device firmly attached to your computer's USB port?

A: Check the USB connection between the device and your computer to confirm that it is properly seated. You can also try disconnecting the device, waiting 10 seconds, and then reconnecting it. If the storage device is still not recognized, restart your computer and try again.

Q: Is your Finder configured not to show storage devices on the desktop?

A: Go to your Finder and select the pulldown **Finder > Preferences > General tab > Show these items on the desktop:**. Confirm that **External Disks** is selected. If not, click on the check box and see if the storage device has mounted on the desktop. If it is already selected, go to the next topic.

Q: Is your device available to the operating system?

A: Open Disk Utility (Pulldown menu **Go > Utilities > Disk Utility**). If the storage device is listed in the left-hand column, click on it. Check to see if the **Mount** option on the top row of icons becomes active. If it does, click on it. If the storage device continues to have trouble mounting or the **Mount** option is not available, you may need to format it. See [Formatting Your LaCie USB Key](#).

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

A: Please refer to the product packaging or consult the product support web page at [LaCie Support](#) to check the minimum system requirements.

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

A: Review the installation steps in [Connecting your LaCie USB Key to a Computer](#). Confirm that all steps have been followed for your configuration (i.e. USB interface, operating system, etc).

If the problem persists, there may be a hardware defect or other problem. Contact [LaCie Support](#) if you have exhausted all efforts at troubleshooting.

