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](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.

File transfers to and from Wuala are too slow.

Q: What type of connection to the Internet do you have?

A: Upload and download speeds to Wuala will vary depending upon the type of network in your office or home. Please check with your network provider or system administrator to determine how best to speed up your connection to the internet.

Wuala Accounts for each member of the team.

Q: Why does each member of a group have to create a new account on Wuala?

A: For the moment, it is necessary to maintain this important part of joining a group. In addition to joining the group, each member of the team receives 5GB of personal online storage on Wuala.

Groups and users per Wuala Business Code

Q: How many groups and users can I add with my Wuala Business Code?

A: An administrator can add up to five groups with five users per group. All groups will share the 100GB that comes with the Wuala Business Code.

Q: Can I add more storage and users?

A: Additional storage and users may be purchased by right clicking on the group to choose **Manage Group**. The *Storage* tab includes the link **Get more members or storage**. Clicking on the link will direct you to purchase options. You may also click here. Please note that buying new users will enable you to invite more users per group. For example, a starter code gives you five users per group. Purchasing an additional five users will give you ten users per group.

Users and folders

Q: Can I limit rights to a folders by user(s)?

A: At the moment, all folders in the group are available to all members in the group. However, folders created in the user's personal account may only be viewed by the user.

Inviting Members

Q: Who can invite members to join the group?

A: By default, members can be invited by Administrators and Moderators. Rights for inviting members can be adjusted in the *Manage Group* window. Choose the **Roles** tab to give Members and Moderators the right to invite new members. You may also deselect the option if you prefer that the administrator is the only person with the right to send invitations to join.

Sharing Files by Weblink

Q: How do I share specific files or folders with people who are not members of the group?

A: Please see [Share](#).

Backup

Q: Can I backup data from my computer to the group storage?

A: At the moment, backups can only go to a Wuala personal account.

Versioning and File Location

Q: Can I see earlier versions of files stored on my internal hard drive?

A: Versioning works for files that are opened and edited in Wuala. Versioning is also available for files that are stored within sync folders, no matter if the changes occur on the local disk or on Wuala.