



Made for ideas.

HARD DISK MAX, DESIGN BY NEIL POULTON USER MANUAL



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of this document for the most recent content as well as for features such as expandable illustrations, easier navigation, and search capability.



INTRODUCTION



Building on over a decade of design excellence, LaCie has created a new line of drives that are timeless and crafted to blend functionality with high-technology. These latest drives are performance-based solutions that will power you through your specific applications.

Ideal for speed intensive applications, the LaCie Hard Disk MAX handles the curves of your demanding data needs. Secure and stable, the LaCie Hard Disk MAX is an ideal way to add space to your computer; you can divide the drive into specific spaces (partitions) for different parts of your data, or leave it alone and simply use it as one big volume.

These pages will guide you through the process of connecting your LaCie product and will explain its features. If this manual doesn't answer your questions or if you are having trouble, consult the [Getting Help](#) page.

BOX CONTENT

Your box contains the following:

- LaCie Hard Disk MAX, Design by Neil Poulton
- External power supply
- USB 2.0 cable
- Quick Install Guide

Note: A PDF of this User Manual and software utilities are pre-loaded on the drive.

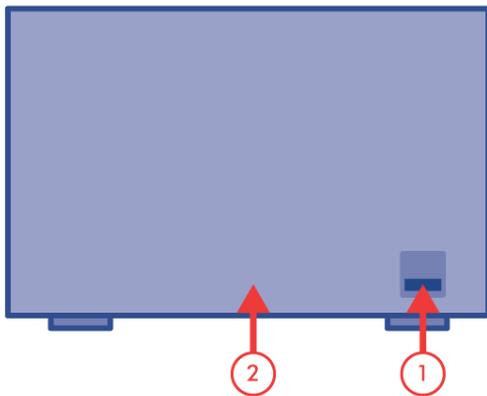
Important info: Please save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.

MINIMUM SYSTEM REQUIREMENTS

Your system must meet certain requirements in order for your LaCie product to function properly. For a list of these requirements, please refer to the product packaging or consult the product support web page at www.lacie.com/support/.

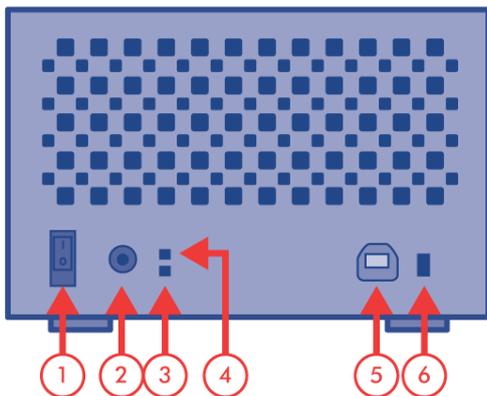
VIEWS OF THE DRIVE

Front View



1. USB expansion port
2. Blue LED strip indicating drive status (blue = normal, continuous red = disk failure, blinking = disk activity)

Rear View



1. OFF/ON power switch
2. Power supply connection
3. Lower drive status LED
4. Upper drive status LED
5. USB 2.0 port
6. RAID selection switch

LED INDICATORS

The LaCie Hard Disk MAX has three LED indicators - a cool blue strip on the front of the drive and two on the back (one for each drive) which indicate the current state of the Hard Disk MAX or problems it may be experiencing.

In normal use:

- Front LED strip is solid blue.
- Front LED will flicker to indicate HDD access.
- Rear LEDs are turned off.

If the front LED strip turns red:

- RAID initialization: When you change the RAID mode, the front LED will pass from blue to red for a few seconds and then blue again. This is normal. If it continues to be red, see the next point.
- A drive may be defective. Look at the drive LEDs on the back. If one of the drive LEDs is solid red, contact LaCie Customer Support (section [Getting Help](#)).

During RAID 1 (SAFE) rebuild:

- During a RAID 1 rebuild, the front LED will blink blue. Note that this may take a few hours, depending on the drive capacity.
- Rear LED blink red.

CABLES AND CONNECTORS

USB 2.0

USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the second-to-latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high speed devices such as hard drives, CD/DVD drives and digital cameras.

Your LaCie product is shipped with a Hi-Speed USB 2.0 cable to ensure maximum data transfer performance when connected to a Hi-Speed USB 2.0 port. The cable will also work when connected to a USB 1.1 port, but performance will be limited to USB 1.1 transfer rates.

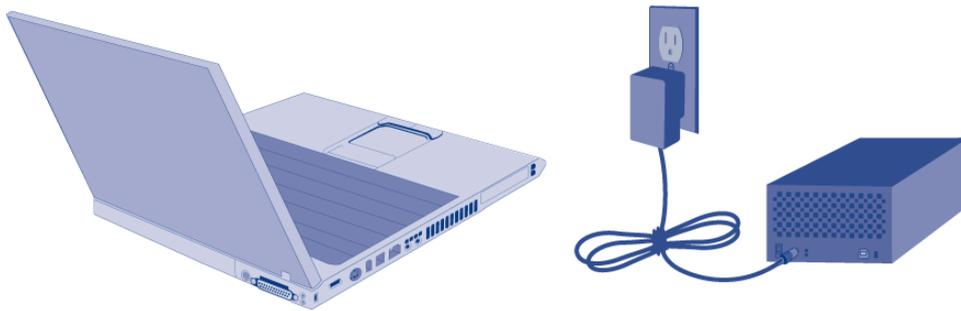
Connector Face (to computer)	Cable End (to computer)	Cable End (to product)	Connector Face (to product)
			

GETTING CONNECTED

Installing your LaCie hard drive is easy for all users thanks to LaCie Setup Assistant. Please follow the setup steps in the order they are given to ensure that your LaCie hard drive's volume mounts correctly on your computer.

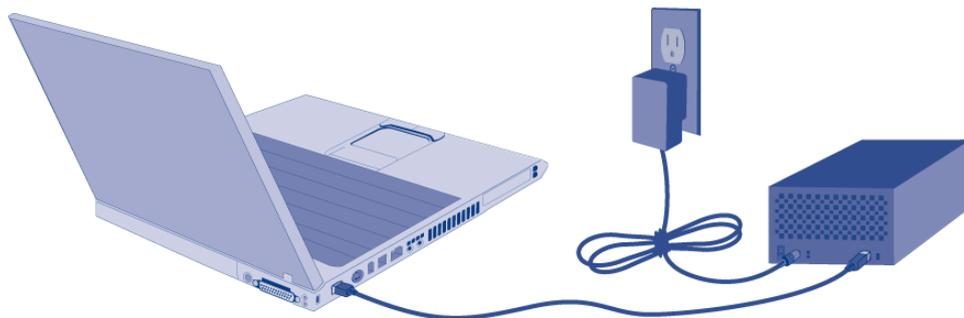
STEP 1 - POWER ON THE DRIVE

1. Connect the power supply to a wall outlet and to the hard drive.

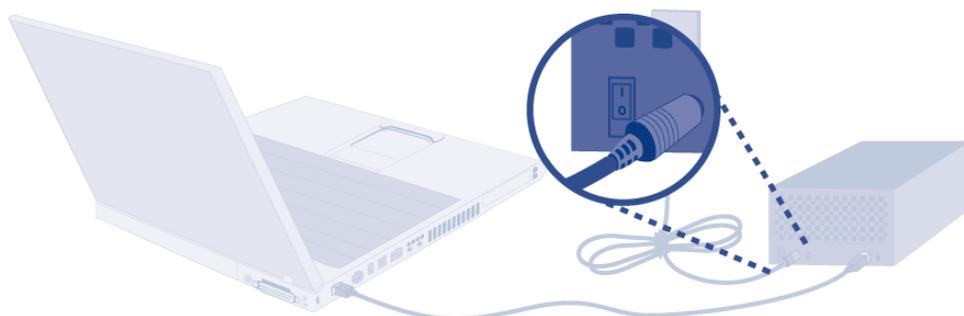


STEP 2 - CONNECT THE USB CABLE

1. Connect the USB cable from the drive to the computer.



2. Turn on the drive by pressing the power switch.



3. The drive will mount on your computer.

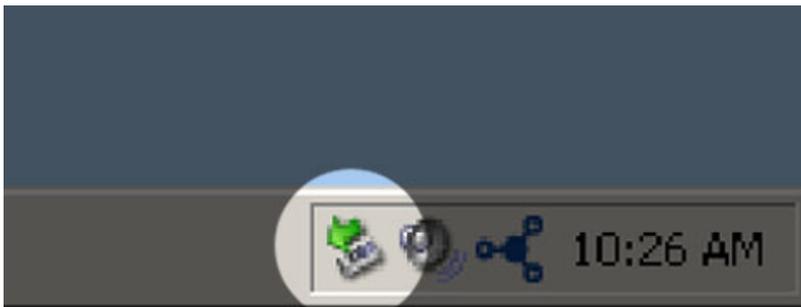
STEP 3 - LAUNCH LACIE SETUP ASSISTANT

UNMOUNTING YOUR DRIVE

USB, FireWire, Thunderbolt, and eSATA external devices feature “plug & play” connectivity, which means that your LaCie storage can be connected and disconnected while the computer is running. To prevent failures, however, it is important to follow these steps when disconnecting your device.

WINDOWS XP USERS

From the System Tray (located in the lower right-hand side of your screen), click the Eject icon (a small green arrow over a hardware image). A message will appear, listing the devices the Eject icon controls (it should say, “Safely remove...”). Click on the LaCie storage device in this prompt.



This message will appear: “Safe to Remove Hardware” (or similar). It is now safe to disconnect the device.

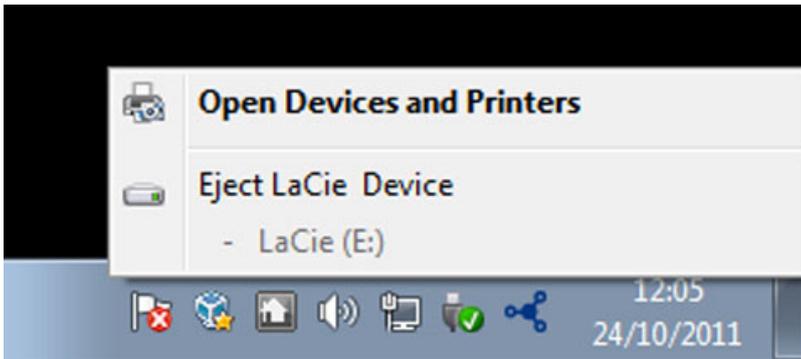
WINDOWS VISTA & WINDOWS 7 USERS

From the System Tray (located in the lower right-hand side of your screen) click on the plug icon (note the white check mark inside a green circle).



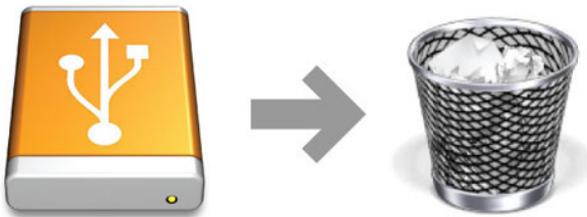
A message will appear, detailing the devices that may be safely unmounted.

Select **Eject** for the device you wish to unmount. A message will appear notifying you that it is safe to remove it.



MAC USERS

Drag the storage device icon to the Trash. (The icon pictured below is a generic USB device icon. Your LaCie storage may be represented by an icon that looks like the device itself.)



When the icon disappears from the desktop, the storage device can be disconnected.

RAID

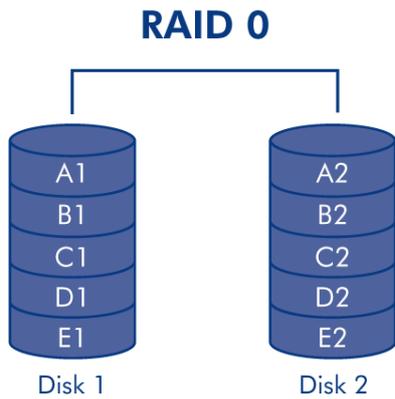
This section will help you decide which RAID mode is right for your application. For instructions on how to adjust the RAID mode, refer to section [Changing the RAID Mode](#).

Technical note: Capacity varies depending upon RAID mode.

BIG (RAID 0) = 100% total accessible capacity

Safe (RAID 1) = 50% capacity

BIG (RAID 0)



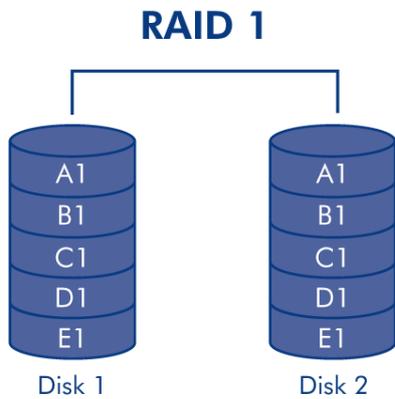
BIG (also called RAID 0 or “Spanning” in some LaCie devices), allows for the fastest data transmission and capacity of the different RAID settings. Requiring at least 2 drives, RAID 0 stripes data onto each disk. The available capacities of each disk are added together so that one logical volume mounts on the computer. If one physical disk in the array fails, the data of all disks becomes inaccessible because parts of the data have been written to all disks.

Important info: In BIG mode, if one physical disk fails, the data of both disks become inaccessible.

Applications

RAID 0 is ideal for users who need maximum speed and capacity. Video editors working with very large files may use RAID 0 when editing multiple streams of video for optimal playback performance. A RAID 0 array is more suited for actively working with files (editing video, for example) and should not be used as a single storage backup solution or on mission critical systems.

SAFE (RAID 1)



SAFE mode (also referred to as RAID 1) is a secure RAID mode that requires at least 2 drives and works with pairs of drives. One logical volume mounts on the computer and the combined available capacity of both drives is limited to the capacity of the lowest-capacity disk. If one physical disk fails, the data is available immediately on the second disk. No data is lost if one disk fails.

Applications

RAID 1 provides maximum data safety in the event of a single disk failure, but because data is written twice, performance is reduced slightly when writing. RAID 1 is a good choice when safety is more important than speed.

CHANGING THE RAID MODE

Before you change the RAID mode of the LaCie Hard Disk MAX, familiarize yourself with the drive's RAID modes. See [RAID](#).

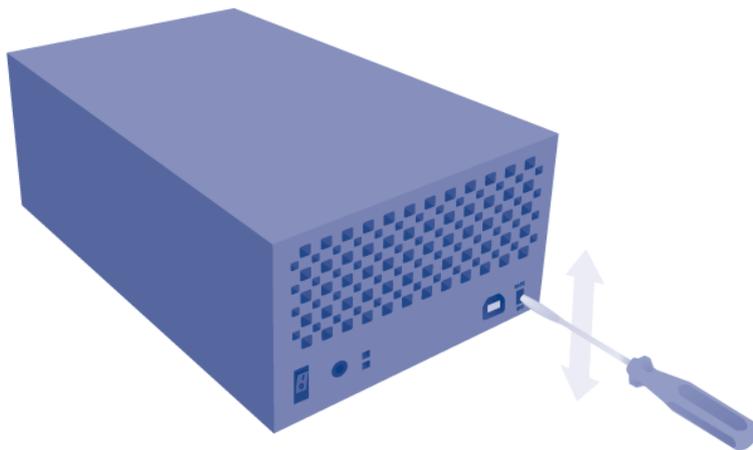
Caution: Changing configuration modes destroys data stored on the Hard Disk MAX. Back up data before following these steps. Before changing the RAID mode, be sure to copy the User Manual to your computer. If for any reason you lose your User Manual, you can download it from the LaCie website: <http://www.lacie.com/support/>

Disks must be inserted correctly in the Hard Disk MAX before configuration can be changed. LaCie recommends limiting contact with the disk drives as much as possible.

Important info: Your LaCie Hard Disk MAX comes preconfigured in BIG (RAID 0) mode. BIG mode allows access to the whole storage capacity but does not provide any security. If a drive fails, all data will be lost. If you are concerned about data security, LaCie highly recommends a Safe (RAID 1) configuration. See [RAID](#).

To Change the RAID Mode

1. Unmount or safely remove the Hard Disk MAX volumes from your computer and turn off the Hard Disk MAX. It is important to allow the disks to cool before touching them.
2. Insert a small, flat-blade screwdriver into the groove on the switch and move the screwdriver up or down to select a different mode.



3. Turn on the Hard Disk MAX.
4. Reformat the disks (refer to [Formatting and Partitioning](#)).

Important info: You must partition the disk drives after changing the storage policy configuration. See [Formatting and Partitioning](#).

REMOVING AND INSTALLING DRIVES/ENCLOSURES

If you have discovered that one of the hard drives has failed (see [LED Indicators](#)) or the chassis no longer works, please contact your LaCie reseller or LaCie Customer Support. If the product is still under warranty, a LaCie Customer Support representative will instruct you on how to return the drive or casing for replacement. See [Getting Help](#) for contact information.

If your LaCie storage device is no longer within the warranty period, please use the directions below to replace a failed disk with a healthy disk purchased from a third party. LaCie recommends selecting a disk that is the same model number and capacity as the one it will replace.

REPLACE A HARD DRIVE

Follow the directions below to remove and replace a failed drive.

Remove the hard drive

Caution: After continuous use of the LaCie storage device, drives may be hot. Please use caution when removing one or both drives.

Note on Warranty: While performing the operation below, you may encounter stickers that warn of voiding the warranty. Please make certain that a LaCie Technical Support representative has confirmed the problem and instructed you to move ahead with the disk removal. Performing the action before speaking with a technician may void the warranty.

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Replace the hard drive

Important info: LaCie recommends using a disk that is the same model number and capacity as the one it will replace.

Once you have received the replacement drive:

1. Carefully insert the replacement drive into the empty drive bay. When fastening the drive to the bay, please make certain to use the same four screws that were included with the device. Using other screws could damage the unit and void your warranty.
2. Close the casing.
3. Hard Disk MAX only: Please make certain that the RAID switch position (BIG, SAFE) has not changed.
4. Turn on the LaCie storage device. If the RAID setting is RAID 1, the front LED will blink blue and the rear LED will blink red during the rebuild. A RAID 1 rebuild may take several hours depending upon the capacity of your disks.

Technical note: Data is accessible during a RAID 1 rebuild. However, performance may be affected.

REPLACE THE ENCLOSURE

Follow the directions below to remove and replace a failed or failing enclosure.

Caution: After continuous use of the LaCie storage device, drives may be hot. Please use caution when removing one or both drives.

Note on Warranty: While performing the operation below, you may encounter stickers that warn of voiding the warranty. Please make certain that a LaCie Technical Support representative has confirmed the problem and instructed you to move ahead with the disk removal. Performing the action before speaking with a technician may void the warranty.

Remove the disks from the enclosure

Hard Disk MAX only: Before removing the enclosure, please note the position of the RAID switch (BIG or SAFE).

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Insert the disks into the replacement enclosure

Once you have received the replacement enclosure from LaCie:

1. Open the replacement enclosure and carefully insert the drives into the same bay locations they held in the original enclosure. When fastening the drives to their bays, please make certain to use the same eight screws that were included with the device. Using other screws could damage the unit and void your warranty.
2. Close the replacement enclosure and make certain that the RAID switch is the same as the original enclosure.
3. Connect the enclosure to your computer and turn it on.

FORMATTING AND PARTITIONING

Standard LaCie storage devices will prompt you to run LaCie Setup Assistant when they are first connected to a computer (Windows or Mac). LaCie Setup Assistant helps you to quickly format the storage device according to your needs.

Please read the information below carefully if you:

- Abort LaCie Setup Assistant while it is formatting.
- Wish to reformat your storage device after LaCie Setup Assistant has successfully completed.
- Own a LaCie storage device that does not feature Setup Assistant (for example, select LaCie USB Keys).

ABOUT FILE SYSTEM FORMATS

Windows Users

FAT 32: FAT is an acronym for File Allocation Table, which dates back to the beginnings of DOS programming. Originally, FAT was only 16 bits, but after the second release of Windows 95 it was upgraded to 32 bits, hence the name FAT 32. In theory, FAT 32 volume sizes can range from less than 1MB all the way to 2TB.

It is the native file system of Windows 98 and Windows Me, and is supported by Windows 2000, Windows XP, Windows Vista, and Windows 7. When FAT 32 is used with Windows 2000, Windows XP, Windows Vista, and Windows 7 however, volume size is limited to 32GB (by the Windows partition utility, i.e. Disk Manager), and the individual file size is limited to 4GB.

NTFS: This acronym stands for New Technology File System, and it is the native file system for Windows NT, 2000, XP, Vista, and 7. NTFS offers several features that are not available with FAT 32: file compression, encryption, permissions, auditing, and mirroring drives. The minimum supported volume size for NTFS is 10MB with a maximum of 2TB when initialized in the MBR format. The more recent GPT format does not assign limits to file or partition sizes. Volumes created in NTFS are native read and write for Windows NT, 2000, XP, Vista, and 7. Earlier versions of Windows and Mac OS X 10.5 or higher may read and write to the NTFS partitions with the help of third-party drivers.

See the table below for a comparison of NTFS and FAT 32.

Windows File System Formats

Use NTFS if:

...you will be using the storage device only with Windows XP, Vista, and 7 since performance will be enhanced when compared to FAT 32. This file system is compatible in read-only mode with Mac OS 10.3 and higher.

Use FAT32 if:

...you will be using your storage device with both Windows and Mac computers. Maximum single file size is limited to 4GB.

Mac Users

You may customize the storage device by reformatting and/or partitioning it with separate file system formats. For optimal performance in Mac OS environments, format and partition the storage device as one large Mac OS Extended volume.

Mac OS Extended (HFS+): Mac OS Extended refers to the file system used by Mac OS X. HFS+ represents an optimization of the older HFS file system by using hard disk space more efficiently. With HFS+, you are no longer limited by block size.

MS-DOS File System (FAT 32): This is the Microsoft file system, more typically known as FAT 32. Use FAT 32 if you are going to be sharing your LaCie storage device between Mac and Window computers.

See the table below for a comparison between HFS+ and FAT 32 (MS-DOS).

Mac File System Formats
Use HFS+ if:
...you will be using the storage device on Macs only. Performance will be enhanced when compared to FAT 32. HFS+ is NOT compatible with Windows OS.
Use FAT32 if:
...you will be using your storage device with both Windows and Mac computers. Maximum single file size is limited to 4GB.

FORMATTING INSTRUCTIONS

The steps listed below will help you to format and partition a storage device. For more information on choosing the optimal file format, refer to **About File System Formats**.

Caution: Formatting will erase everything on the storage device. **LaCie highly recommends that you back up all data on your storage device before performing the steps below. LaCie is not responsible for any data lost due to formatting, partitioning, or using a LaCie storage device.**

Important Info: Formatting the **LaCie** partition will delete the included User Manual and utilities. Please copy all data, including documentation and software from LaCie, before formatting your storage device. User Manuals and select software may also be downloaded from www.lacie.com/support/.

Note: Refer to your operating system's documentation for more information on reformatting and partitioning your storage device.

Windows Users

Technical Note on volumes larger than 2TB: *Windows XP 32-bit* - This version of Windows will not recognize volumes larger than 2TB; *Windows XP x64, Vista and 7* - All of these versions of Windows can recognize volumes greater than 2TB. However, disks must be converted to the GPT file system before partitions greater than 2TB can be created. To do this, go to Windows Disk Management and right-click on the disk. Select **Convert to GPT**. You may now create partitions greater than 2TB.

1. Make sure the storage device is connected to and mounted on the computer.
2. Right-click on **Computer** and choose **Manage**. From the Manage window select **Disk Management**.
3. From the list of storage devices in the middle of the Disk Management window, locate your LaCie device.
4. By default, a partition is already created on the device with LaCie software utilities. Follow your operating system instructions to reset the existing partition.
5. To create a new partition, select **New Simple Volume**. Follow the on-screen instructions when the New Simple Volume Wizard appears.

Mac Users

1. Make sure the storage device is connected to and mounted on the computer.
2. Select **Utilities** from the **Go** menu in the Finder menu bar.
3. In the Utilities folder, double-click **Disk Utility**.

Disk Utility will display the message **Select a disk, volume, or image**. All connected storage devices, partitions, or disk images will be displayed in this column. Storage devices in this column may have multiple listings. The top name is the name of the physical device's manufacturer, and includes the formatted capacity.

4. Select the storage device in the left-hand column.
5. Click the **Erase** tab.
6. Choose a format from the drop-down window. See **About File System Formats** for more information on choosing a file format.
7. Give the volume a name.
8. Click **Erase...** and confirm your selection in the popup window.

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.

FAN

The 4big's system fan does not run continuously; it is activated at certain temperatures. If the fan is not running, verify that the power connections are active and that the 4big is on. If the fan does not come on even after continuous use, please contact your LaCie Reseller.

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 the specific interface and operating system?

A: Review the installation steps in [Getting Connected](#).

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

A: Check both ends of the interface 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: Have the drives been formatted?

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

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

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

Windows Users

The drive is not recognized by the computer.

Q: Have the drives been formatted?

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

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

A: Check your computer's documentation and see [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 the specific interface and operating system?

A: Review the installation steps on [Getting Connected](#).

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

A: Check both ends of the interface 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.

PRECAUTIONS

Caution: It is essential that you use only the power supply that shipped with your product, since it is a shielded-type power cord that meets FCC emission limits as well as to prevent interference to the nearby radio and television reception.

Caution: Modifications not authorized by the manufacturer may void the user's authority to operate this device.

Important info: Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep TWO copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. If you would like more information on backup, please refer to our website.

Important info: 1TB (Terabyte) = 1,000GB. 1GB = 1000MB. 1MB = 1,000,000 Bytes. Total accessible capacity varies depending upon operating environment (typically up to 10% less per TB).

HEALTH AND SAFETY PRECAUTIONS

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this User Manual carefully and follow the correct procedure when setting up the device.
- Do not open a disk drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. The disk drive shipped with your LaCie hard drive contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects

containing liquids on the LaCie hard drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

GENERAL USE PRECAUTIONS

- Power requirements 100-240 V~, 50-60 Hz, (supply voltage fluctuations not exceeding $\pm 10\%$ of the nominal and transient over-voltages according to over-voltage category II).
- Do not expose the LaCie hard drive to temperatures outside the range of 5° C to 30° C (41° F to 86° F); or to operational humidity beyond 10-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie hard drive or disfigure its casing. Avoid placing your LaCie hard drive near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie hard drive in an environment that is too cold may damage the unit.
- Rated cooling for altitudes up to 2000 meters.
- If your drive features a power cable, always unplug it from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device (if applicable).
- Do not use the LaCie hard drive near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place the LaCie hard drive near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie hard drive.
- Never use excessive force on your LaCie hard drive. If you detect a problem, consult the troubleshooting section in this manual.
- Protect your LaCie hard drive from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.
- Never use benzene, paint thinners, detergent or other chemical products to clean the outside of the LaCie hard drive. Such products will disfigure and discolor the casing. Instead, use a soft, dry cloth to wipe the device.

WARRANTY INFORMATION

LaCie offers first-rate service and support through our generous three-tiered warranty policy. Our 1-, 2-, 3-, and 5-year policies include comprehensive, complimentary web-based resources, expert in-house technical support, and worldwide repair and/or replacement coverage. To benefit from this warranty, please contact LaCie Support at www.lacie.com/us/support where you can find online support and contact information. You may also contact representatives at the original point of purchase who will be able to help guide you.

Standard warranties vary depending on the product. To verify your product's warranty status and to see which standard warranty is included with your product, type in your product's serial number at www.lacie.com/us/support. If no warranty is listed under your product's name, this means that the warranty has expired.

WARRANTY UPGRADES

If you wish to extend your warranty coverage, you can purchase Silver, Gold, or Platinum Care or Advanced

Exchange. For details, see www.lacie.com/warranties.

LEGAL INFORMATION

A standard LaCie limited warranty is included with all products. Please read the terms and conditions below.

LaCie Limited Warranty Policy

LaCie (“LaCie”) warrants, to the original purchaser, that this equipment shall be free of defects in materials and workmanship for a period of one (1), two (2), three (3), or five (5) years, depending on the model, from LaCie's date of original shipment when the equipment is used normally and is properly serviced when needed. If you discover a defect covered by the warranty set forth above, your sole and exclusive remedy will be for LaCie, in its sole discretion to (i) repair or replace the product at no charge to you; or, if a repaired unit or replacement product is not available, (ii) to refund the current market value of your product. You acknowledge and agree that replacement product, at the sole option of LaCie, may be a new product or a remanufactured product. In order to receive the remedy set forth above, you must return the product during the warranty period and include with each returned product (i) a copy of your original purchase invoice to verify your warranty; (ii) a Return Material Authorization number; (iii) your name, address and telephone number; (iv) a copy of the bill of sale bearing the appropriate LaCie serial numbers as proof of date of original retail purchase; and (v) a description of the problem. The customer must pay all transportation costs for a returned product. The product will need to be returned to LaCie within the country of original retail purchase. This warranty applies only to hardware products; LaCie software, media, and manuals are licensed and warranted pursuant to separate written agreement. This warranty does not apply if the product has been misused or has been damaged by accident, abuse, misuse, or misapplication; if it has been modified without permission of LaCie; or if any LaCie serial number has been removed or defaced. If a customer has purchased a LaCie Advance Care Option (ACO) to go with this equipment, the ACO shall be valid for three (3) years from activation.

EXCEPT FOR THE LIMITED WARRANTY SET FORTH ABOVE, ALL PRODUCTS ARE SOLD "AS IS" AND LACIE EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. WITHOUT FURTHER LIMITING THE GENERALITY OF THE FOREGOING, DOES NOT WARRANT (1) THE PERFORMANCE OR RESULTS OBTAINED FROM USING THIS PRODUCT, (2) THAT THE PRODUCT IS APPROPRIATE FOR THE CUSTOMER'S PURPOSES, (3) THE MANUAL IS ERROR FREE, OR (4) THAT NO DATA WILL BE LOST WHILE USING THE PRODUCT. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE IS ASSUMED BY THE CUSTOMER. THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESS OR IMPLIED.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to hardware products manufactured by or for LaCie that can be identified by the "LaCie" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-LaCie hardware products or any software, even if packaged or sold with LaCie hardware. Manufacturers, suppliers, or publishers, other than LaCie, may provide their own warranties to the end user purchaser, but LaCie, in so far as permitted by law, provides their products "as is". Software distributed by LaCie with or without the LaCie brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use.

LaCie does not warrant that the operation of the product will be uninterrupted or error-free. LaCie is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply: (a) to consumable parts, unless damage has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; © to damage caused by use with non-LaCie products; (d) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (e) to damage caused by operating the product outside the permitted or intended uses described by LaCie; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of LaCie or a LaCie Authorized Service Provider; (g) to a product or part that has been modified to alter functionality or capability without the written permission of LaCie; or (h) if any LaCie serial number on the product has been removed or defaced.

No LaCie dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep TWO copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

LACIE IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY LEGAL THEORY, INCLUDING LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH LACIE PRODUCTS EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

Your opening of your package, your use of the product, or your return of the enclosed Registration Card acknowledges that you have read and agree to the terms of this Agreement. You further agree that it is the complete and exclusive state of the agreement between us and supersedes any proposal or prior agreement, oral or written, and any other communications between us relating to the subject matter of this Agreement.

Read carefully all information related to warranty and precautions of use of your new LaCie product in the user manual.

For products purchased in the United States, you may contact LaCie at 7555 Tech Center Drive, Tigard, Oregon 97223 USA. Email: sales@lacie.com. Website: www.lacie.com. Customer service: 503-844-4503.

Service DOA

On rare occasions, a newly purchased LaCie product may be delivered in non-working order. We are working to avoid these issues, but unfortunately, these situations may arise from time to time. Within the 15 calendar days of purchase, should you experience an issue with your new LaCie product, we ask you to return the product to the place where it was originally bought. You will be required to give a proof of purchase.

Customer Warning

Please be sure to back up your data before returning your drive to LaCie for repair. LaCie cannot under any circumstances guarantee the integrity of data remaining on a returned drive. We make no provisions for data recovery and cannot be held liable for any data loss on drives or media returned to LaCie.

All products returned to LaCie must be securely packaged in their original box and shipped with postage prepaid, except for Products registered under the Advance Care Option.

NOTE TO AUSTRALIAN CUSTOMERS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact us:

LaCie Australia, 6/151 Beauchamp Rd, Matraville NSW 2036 AUSTRALIA

Phone: 02 8063 3711

Email: info.au@lacie.com

For fast technical support, create a support ticket after registering your product at www.lacie.com/au/register.

LEGAL INFO

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CHANGES

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FEDERAL COMMUNICATION COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important info: FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

WEEE



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

TRADEMARKS

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CANADA COMPLIANCE STATEMENT

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

CAN ICES-3 (B)/NMB-3(B)

JAPAN COMPLIANCE STATEMENT

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio/TV receiver, it may cause radio interference. Install the equipment according to the manual. This statement does not apply to the LaCie CloudBox.

MANUFACTURER'S DECLARATION FOR CE CERTIFICATION



We, LaCie, solemnly declare that this product conforms to the following European standards: Electromagnetic Compatibility Directive (2004/108/EC); Low-Voltage Directive: 2006/95/EC