4BIG QUADRA USB 3.0 USER MANUAL

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INTRODUCTION



Welcome to the User Manual for the LaCie 4big Quadra USB 3.0. 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 4big Quadra (including 4 x hard disks)
- USB 3.0 cable (USB 2.0 compatible)
- FireWire 800 cable
- External power supply (12V/6.67A)
- 2-in-1 RAID mode change and drive removal tool
- Quick Install Guide
- CD with User Manual and software
- Cable management

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/.

Note: USB 3.0 Connection:

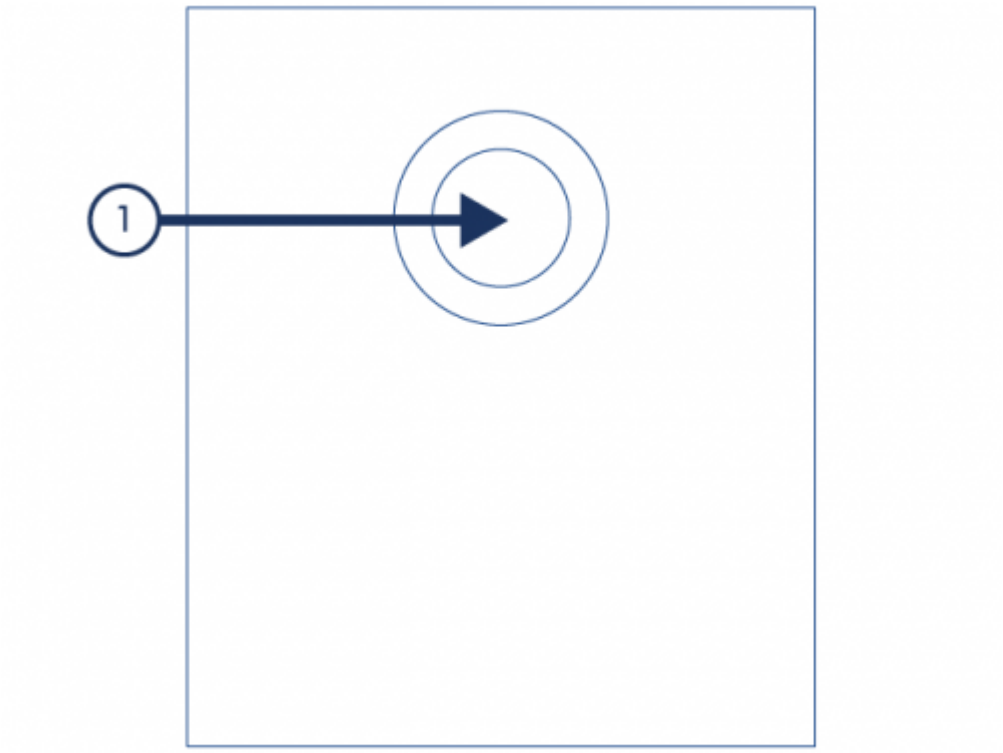
For optimal performance through the USB connection, the drive must be connected to a USB 3.0 host port. Many laptops or desktop computers do not feature USB 3.0 ports. You can purchase a USB 3.0 PCI Express Card (for desktop computers) or a USB 3.0 ExpressCard 34 (for laptops) from LaCie that will permit the maximum transfer speeds for which your LaCie USB 3.0 hard drive is capable. Visit www.lacie.com/accessories/.

If you require USB 3.0 drivers for your computer, you can download them from the LaCie website.

Mac users, click here to download USB 3.0 drivers.

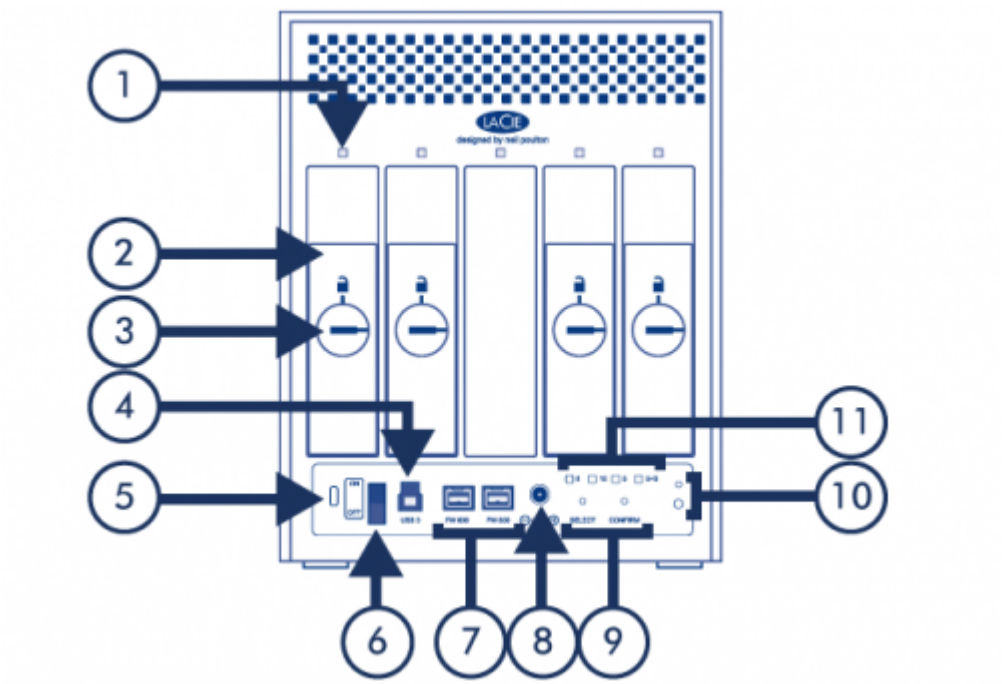
VIEWS OF THE PRODUCT

FRONT VIEW



1. Activity LED and shortcut button. See LaCie Desktop Manager for details.

REAR VIEW



1. Drive status LEDs
2. Swappable disks
3. Drive locks
4. USB 3.0 port
5. Chain lock port
6. On/off
7. FireWire 800 ports
8. Power
9. RAID selection/confirmation buttons. See Manage RAID for details.
10. Cable management connectors
11. RAID mode indicator LEDs

CABLES AND CONNECTORS

CABLE MANAGEMENT

This product includes a cable lock, a small plastic clasp that prevents cords from accidentally disconnecting.

To use the cable lock:

1. Insert the clasp's locking head into the lock slot.
2. Make sure that the interface cable is connected to the product.
3. String the interface cable through the open cable lock gate.
4. Close and snap in place the cable lock gate.

USB 3.0

USB is a serial input/output technology for connecting peripheral devices to a computer. SuperSpeed USB 3.0 is the latest implementation of this standard, and it provides higher bandwidth and new power management features.

Transfer rates can attain up to 5 Gbits/s as opposed to USB 2.0's 480 Mbits/s. This means USB 3.0 is theoretically up to ten times faster than its predecessor.

Your LaCie drive is shipped with a SuperSpeed USB 3.0 cable to ensure maximum data transfer performance when connected to a compatible USB 3.0 port. The cable will also work when connected to a USB 2.0 or 1.1 port, but drive performance will be limited to their respective transfer rates.

Connector Face (to Computer)	Cable End (to Computer)	Cable End (to Hard Drive)	Connector Face (to Hard Drive)
			

FIREWIRE 800

FireWire, also known as IEEE 1394, is a high-speed serial input/output technology for connecting peripheral devices to a computer or to each other, and FireWire 800 is the implementation of the new IEEE 1394b standard.

FireWire 800 offers increased bandwidth and extended distance between devices. FireWire 800 is ideal for bandwidth-intensive applications, such as audio, video and graphics.

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

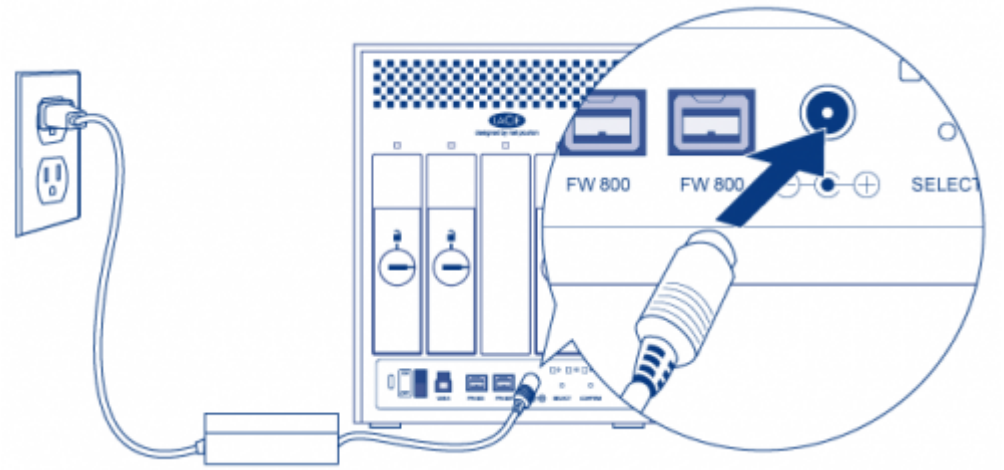
Note: FireWire 800 is backwards compatible with FireWire 400, which means that if you have an adapter cable, you can connect your LaCie FireWire 800 product to a FireWire 400 port on your computer. In this case, file transfers will be limited to FireWire 400 speeds. If your product does not include an adapter cable in the package, you can purchase one from www.lacie.com/accessories/.

GETTING CONNECTED

Please follow the setup steps in the order they are given to ensure that your LaCie product's volume(s) mount(s) correctly on your computer.

STEP 1 - CONNECT THE POWER CABLE

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



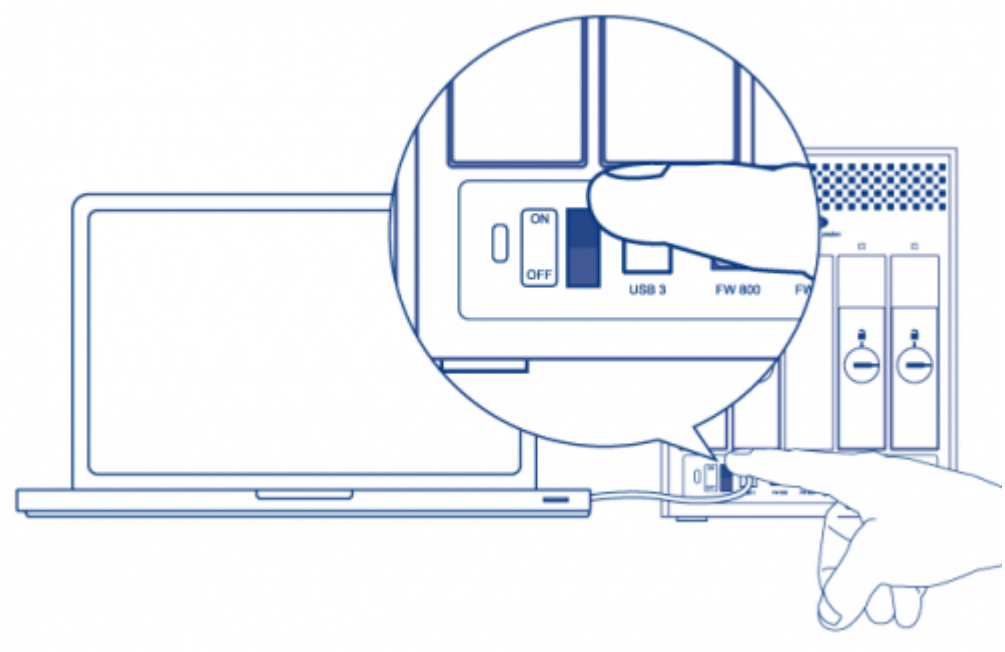
STEP 2 - CONNECT THE INTERFACE CABLE

Connect the interface cable from the drive to the computer.



STEP 3 - TURN ON THE DRIVE

Turn on the drive by moving the power switch to On. It may take up to 40 seconds for all the disks to spin on.



Mac Users

The drive will mount on your desktop.

Windows Users

Since the disks are pre-formatted in HFS+ for Mac-only use, you will need to reformat the disks in order to access the storage. Follow the instructions below to do so. Refer to Formatting and Partitioning for more detailed information, precautions, and instructions.

1. Right-click on **Computer** (Vista/Windows 7) or **My Computer** (Windows XP) and choose **Manage**. From the Manage window select **Disk Management**.
2. From the list of storage devices in the middle of the Disk Management window, locate your LaCie 4big.
3. To create a new partition, select **New Simple Volume**. Follow the on-screen instructions when the New Simple Volume Wizard appears. Note that Windows XP 32-bit will not recognize volumes larger than 2TB.

STEP 4 - INSTALL SOFTWARE

You can now choose to install and run the included LaCie software utilities. Software are located on the CD that came in the product box. If you wish to set email alerts or modify front LED behavior, install LaCie Desktop

Manager.

LACIE DESKTOP MANAGER

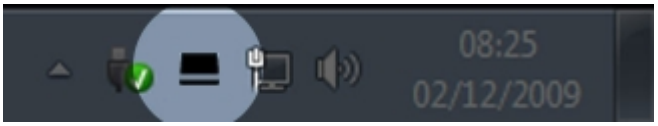
LaCie Desktop Manager unlocks the full potential of your LaCie product. It will allow you to check the status of your device, set up email alerts, create an action when you click the front blue button (shortcut button), and configure power-saving.

Note: LaCie Desktop Manager is not compatible with all LaCie devices. Only compatible LaCie devices will appear in LaCie Desktop Manager.

INSTALLING LACIE DESKTOP MANAGER

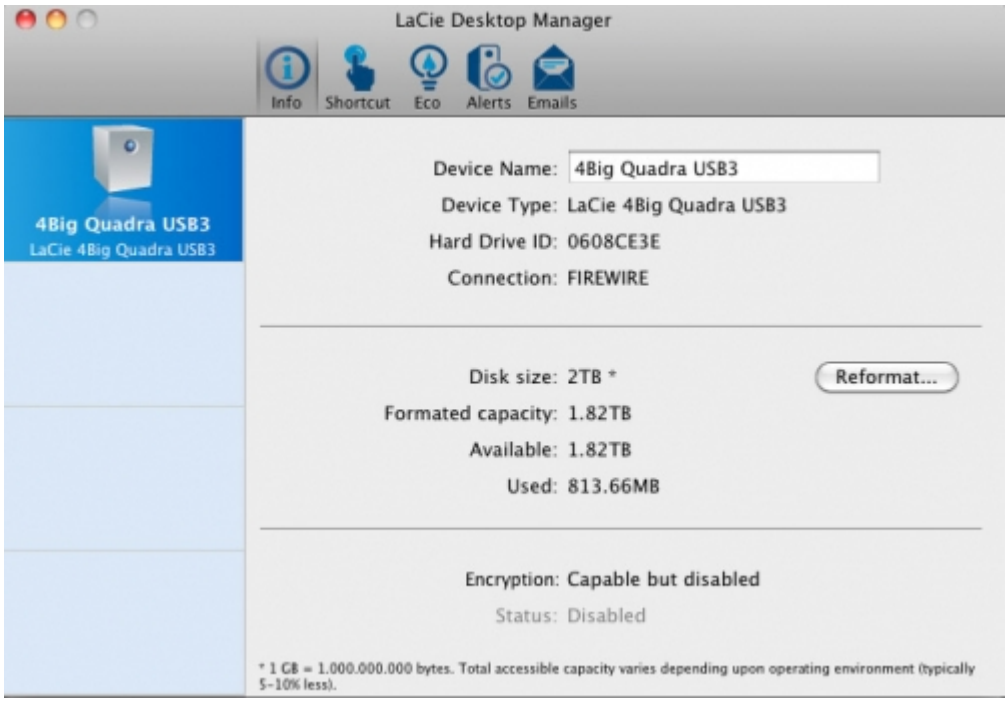
LaCie Desktop Manager software installer is located on the CD that shipped with your product. Launch the installer for your operating system, then follow the installation wizard to completion.

When setup has completed, launch the LaCie Desktop Manager from the System tray (Windows) or the Menu bar (Mac).

Windows	Mac
	

When you run LaCie Desktop Manager, you will see that all compatible connected LaCie devices will appear in the left-hand column. Choose the product you wish to manage, then use the tabs to navigate to the page you want.

INFO TAB



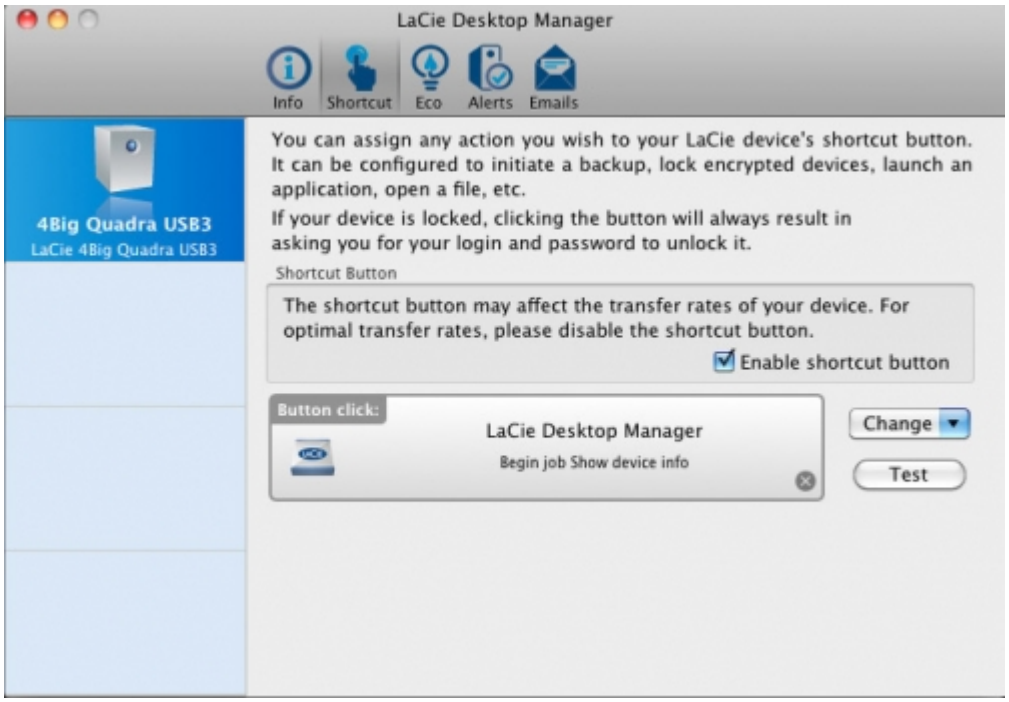
On this page you will see advanced information on your drive, such as device name, the internal hard disk serial number (not the LaCie product serial number), available capacity, connection type, etc.

Reformat

From the **Info** tab, you can reformat the disks.

Caution: If you click the **Reformat...** button and follow these steps, everything will be erased from the hard drive. If you have information that you want to protect or continue to use, back up this information before performing these steps.

SHORTCUT TAB



The front blue LED is also a button that allows you to perform a variety of tasks. A long click (press and hold for several seconds) will put the product to sleep (Eco mode). When the product is in Eco mode, a short click (press and immediately release the button) will wake it.

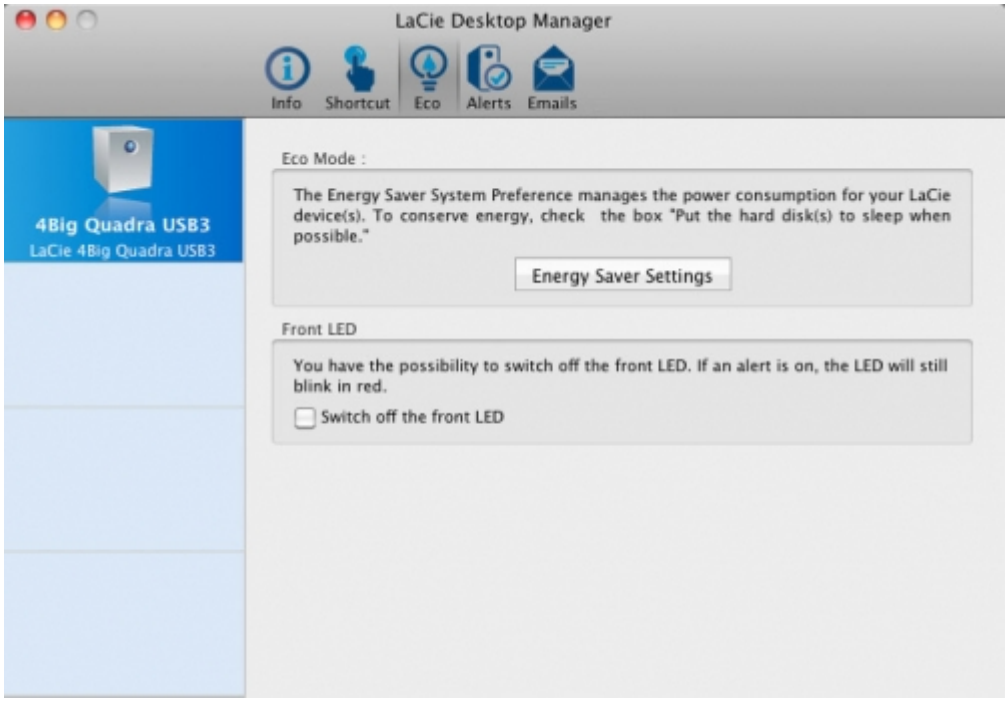
Using LaCie Desktop Manager, you can configure a short click to trigger a task (when the product is not in Eco mode). Instantly back up your work, open a family budget spreadsheet, or launch your most commonly used applications. Click the **Shortcut** tab to start. Then, drag an application or document to be launched onto the gray **Button click** rectangle, or click the **Change** button and select the file or application from the menu.

Important info: Activating the shortcut button may affect the transfer rates of your device. For optimal transfer rates, disable the shortcut button.

ECO TAB

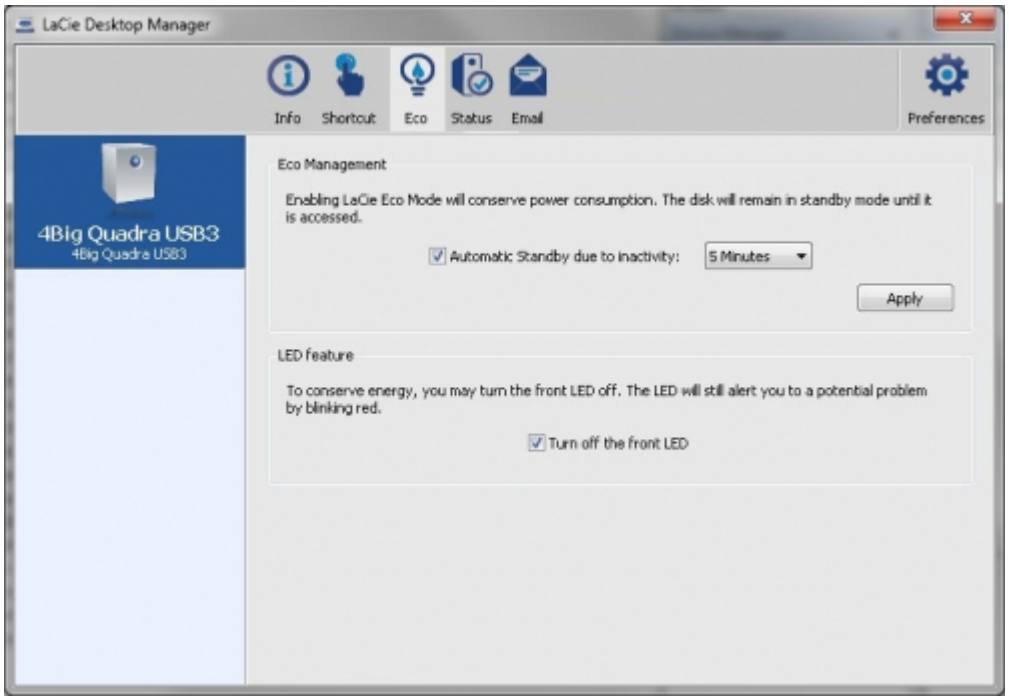
From this page, you can manage your product's energy usage, and turn off the front LED. Note that if an alert is triggered, the front LED will blink red, even if you have turned off the LED from this page.

Energy Management – Mac Users



Based upon your LaCie product, Eco Mode may be managed by Mac OS X. If prompted, please click on Energy Saver Settings to enter the System Preferences. Select “Put the hard disk(s) to sleep when possible” to conserve energy.

Energy Management – Windows Users



By default, your drive will enter Eco Mode after **5 minutes** of inactivity in order to conserve energy. To exit Eco Mode, simply access data and the disks will automatically restart, or click the product's front button.

Unclick the **Automatic Eco Mode due to Inactivity** box to turn off Eco Mode, or select a period of inactivity after which the disks will enter Eco Mode.

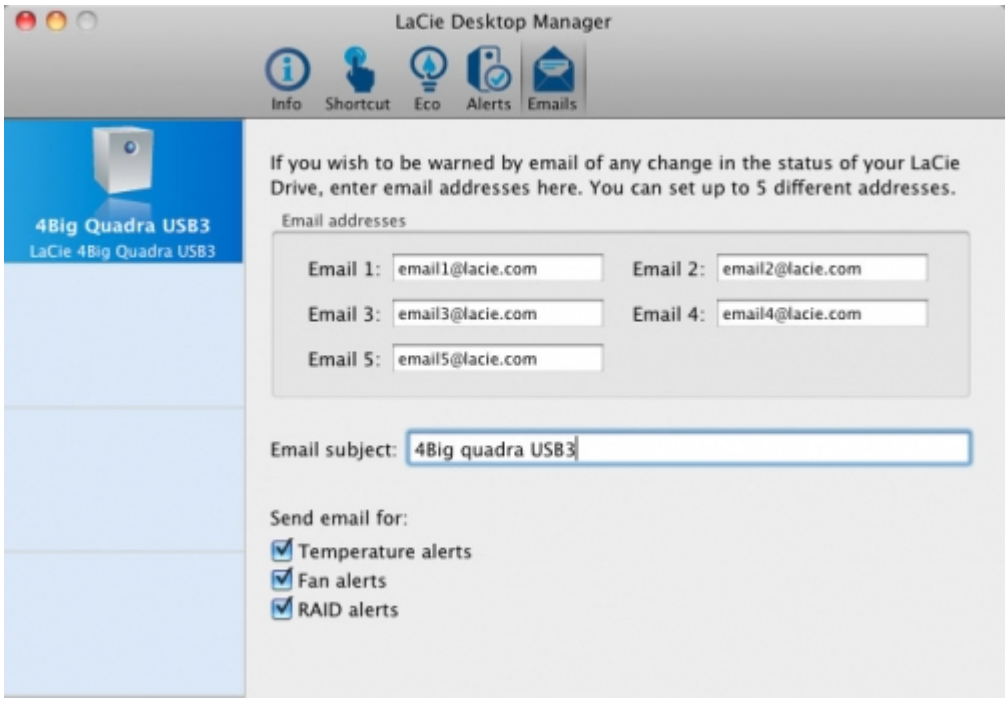
ALERTS TAB



Enable alerts to receive a message via the LaCie Desktop Manager about changes to the status of your LaCie device.

Important info: Activating alerts may affect the transfer rates of your device. For optimal transfer rates, disable alerts.

EMAILS TAB



If you wish to be warned by email of any change in the status of your LaCie device, enter email addresses here (up to five). You can also enter an email subject line.

Next, select the type of event for which you would like to receive emails.

LED INFORMATION

Your LaCie product features a multi-functional LED on the front of the drive, as well as four status LEDs on the rear. See Views of the Product for LED locations.

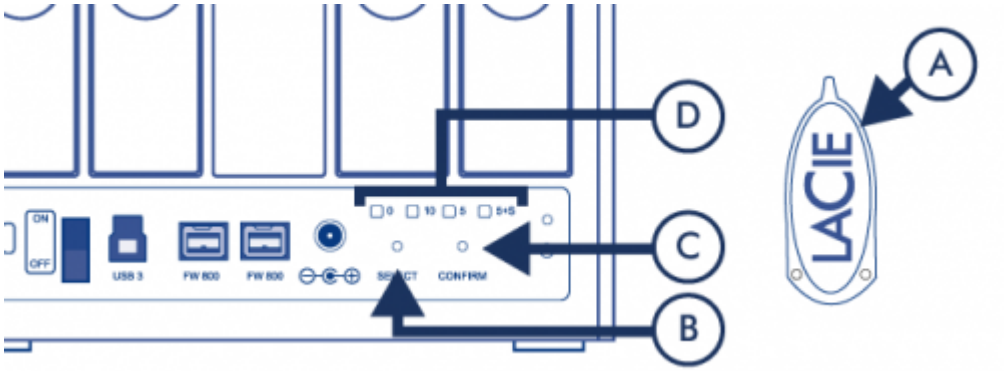
LED STATES

If the front LED is:	Off	Solid blue		Blinking blue		Blinking blue/red			Blinking blue (30s off, 5s on)	Solid red		
And the rear LEDs are:	Off	Solid blue	Flickering blue	Blinking blue	Drive(s) solid blue Drive(s) flickering blue and red	1 drive solid red Other drives solid blue	3 drives solid blue 1 off	Solid blue Or blinking blue	Off	Solid red		Off
Then:	The product is turned off or computer is in sleep mode.	The product is working properly.	Rear LEDs flicker blue to indicate drive access.	RAID rebuilding in progress. Can take hours.	RAID 10/5/5+spare sync in progress.	Single drive failure (RAID 10/5/5+spare).	Product is in RAID 5+spare mode.	Temperature alert. Refer to Getting Help for details.	Eco mode.	RAID 0: RAID failure due to one or multiple drive failures.	RAID 10/5/5+spare: RAID broken due to multiple drive failure.	Automatic shutdown due to excessive heat. Refer to Getting Help for details.

MANAGE RAID

MODIFY RAID MODE

Important info: Changing the RAID mode destroys data stored on the 4big. If you have saved data on the drives, back up data before following these steps.



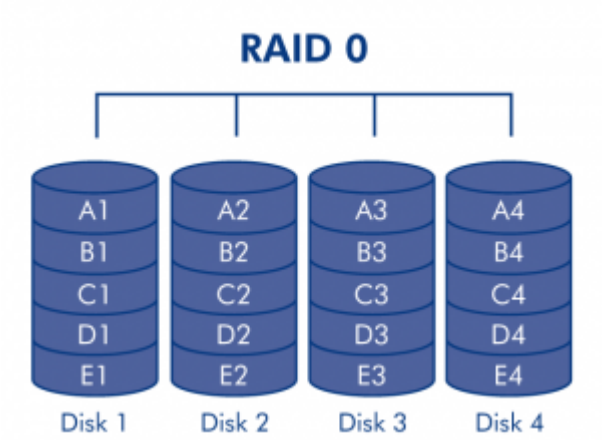
1. Make sure that the 4big is turned off but that its power supply is connected and that it's connected to a computer via an interface cable.
2. Use the sharp end of the RAID selection tool (A) to press and hold down the select button (B).
3. Without releasing the select button, turn on the product.
4. Once the RAID mode LEDs (D) start blinking (takes five seconds), release the select button.
5. The LED for the current RAID mode (D) will blink. Using the RAID selection tool, press the select button (B) to toggle between the four different modes.
6. Once the LED for the RAID mode you want is blinking, press the confirm button (C). RAID initialization will begin and will take less than one minute.
7. Next you must format the volume before it will mount on your computer. For instructions, refer to Formatting Instructions.

ABOUT RAID MODES

Refer to the table below for an overview of the different RAID modes, and see the descriptions for details.

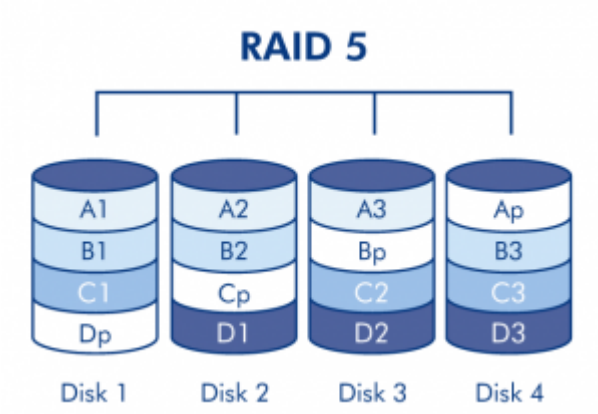
RAID Mode	Capacity	Protection	Speed	Factory Default
RAID 0	100%	None	Excellent	Yes
RAID 5	75%	Good	Good	–
RAID 5+spare	50%	Excellent	Good	–
RAID 10	50%	Excellent	Good	–

RAID 0: RAID 0, is the fastest RAID mode. In a RAID 0 array, the available capacities of each drive are added together so that one logical volume mounts on the computer. It offers the best performance but no protection in the case that a drive fails.

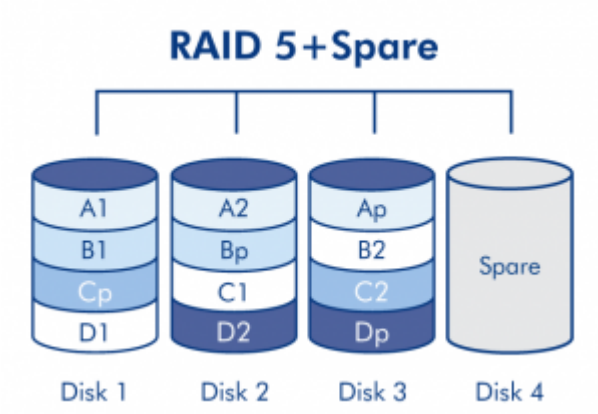


Caution: In a RAID 0 array, if one physical drive in the array fails, the data of all drives becomes inaccessible because parts of the data have been written to all drives.

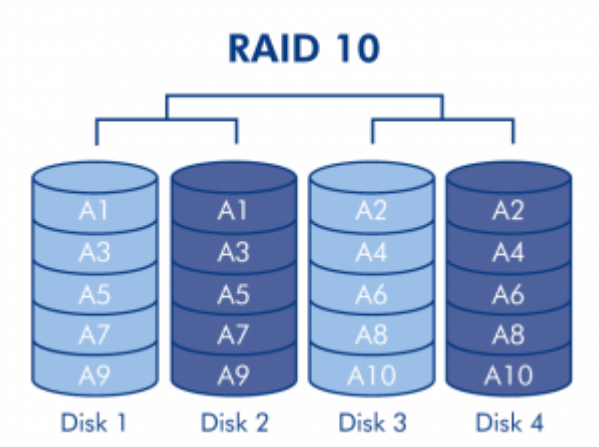
RAID 5: In RAID 5, data is striped across all disks (minimum of three) and a parity block for each data block (P in the illustration below) is written on the same stripe. If one physical disk fails, the data from the failed disk can be rebuilt onto a replacement disk. No data is lost in the case of a single disk failure, but if a second disk fails before data can be rebuilt to a replacement drive, all data in the array will be lost.



RAID 5+Spare: RAID 5+Spare is a RAID 5 array in which one disk is used as spare to rebuild the system as soon as a disk fails. At least four disks are required. If one physical disk fails, the data remains available because it is read from the parity blocks. Data from a failed disk is rebuilt onto the hot spare disk. When a failed disk is replaced, the replacement becomes the new hot spare. No data is lost in the case of a single disk failure, but if a second disk fails before the system can rebuild data to the hot spare, all data in the array will be lost.



RAID10: RAID 10 (also called RAID 1+0) is another RAID level that combines the attributes of other levels, specifically RAID 1 and RAID 0. It is a “stripe of mirrored sets”, meaning that data is striped across two mirrored arrays. The striping occurs between arrays and the mirroring occurs within the same array, which makes the rebuilding very fast.



REPLACE DRIVE

Remove Drive

If your array is protected, ie in a RAID 10, 5, or 5+spare mode, you can remove a drive without damaging the array and losing data even when the product is turned on, a process also referred to as “hot-swapping”. However, if you remove a drive from an unprotected (ie RAID 0) array, you may lose data.

Caution: After continuous use of the product, drives may be hot. Use caution when removing.

1. The drive tray may be locked. To unlock it, use the included RAID selection tool to turn the lock until the slot is vertical.
2. Draw out the drive tray by inserting your finger into the space behind the drive tray handle and pulling to disengage the drive.
3. Grasp the drive tray handle and carefully extract the drive.

Replace Drive

Important info: If a hard drive that you have purchased from LaCie fails, please contact your LaCie reseller or LaCie Customer Support.

Note that for optimum storage use, the new drive should have equal or greater capacity than the drive it is replacing.

1. Carefully insert the drive tray into an empty drive bay. When the drive tray is most of the way in and you feel resistance, press the drive tray handle firmly until you feel the drive snap into place and the drive tray handle is flush with the back of the product.
2. Use the RAID selection/drive removal tool to lock the drive.
3. Connect the power supply and turn on the product. Note that you can remove a failed drive and insert a new one while the product is turned on.
4. Product behavior will depend on the RAID mode:
   - **If you are replacing a drive in a protected RAID array**: Drive synchronization will begin automatically. The LED of the new drive(s) will blink red and blue until synchronization has completed.
   - **If you are replacing a drive in a RAID 0 array**: All data stored on the device has been deleted, and you need to reformat the volume (see Formatting Instructions). After a brief initialization, the LED indicating a clean RAID 0 will be illuminated.

UNMOUNTING VOLUME(S)

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.

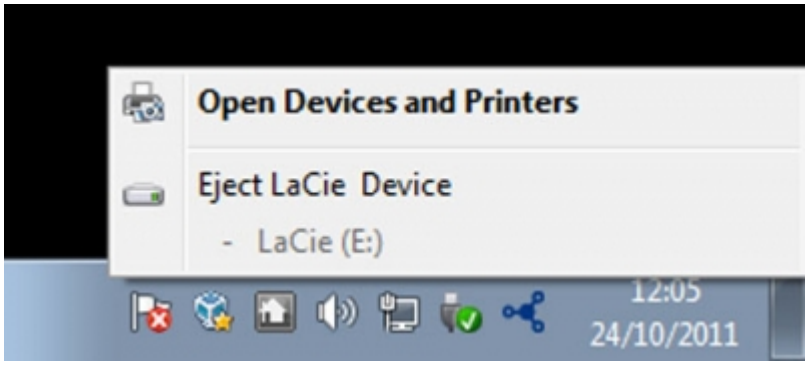
WINDOWS VISTA & WINDOWS 7 USERS

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.

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 or RAID devices).

ABOUT FILE SYSTEM FORMATS

Windows Users

exFAT: exFAT is an acronym for Extended File Allocation Table, a file system developed for flash drives. It is increasingly being used as an alternative to FAT32, which limits file sizes to 4GB, volumes to 2TB, and restricts characters in file names. It is therefore an excellent cross-platform file system. It is, however, only compatible with Windows XP and later OS, and Mac OS X 10.6.5 and later.

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 enhances when compared to exFAT or FAT 32. This file system is compatible in read-only mode with Mac OS 10.3 and higher.
Use exFAT if:
...you will be using your storage device with both Windows and Mac computers.
Use FAT32 if:
...you will be using your storage device with Windows and Macs, and at least one of these computers is running an OS that is incompatible with exFAT.

Mac Users

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.

exFAT: exFAT is an acronym for Extended File Allocation Table, a file system developed for flash drives. It is increasingly being used as an alternative to FAT32, which limits file sizes to 4GB, volumes to 2TB, and restricts characters in file names. It is therefore an excellent cross-platform file system. It is, however, only compatible with Windows XP and later OS, and Mac OS X 10.6.5 and later.

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 enhances when compared to FAT 32. HFS+ is NOT compatible with Windows OS.
Use exFAT if:
...you will be using your storage device with both Windows and Mac computers.
Use FAT32 if:
...you will be using your storage device with Windows and Macs, and at least one of these computers is running an OS that is incompatible with exFAT.

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** above.

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.**

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&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.

All Users

Problem: The front LED and one of the rear LEDs are solid red.

A: RAID failure has resulted from disk failure. Depending on the RAID mode, it could be that one or more drives have failed. Data has most likely been lost. Contact LaCie technical support to replace the failed drives.

Problem: The front and one of the rear LEDs are solid red.

A: Your 4big is in a protected RAID mode (10, 5, or 5+spare) and one of the drives has failed. Data loss has not occurred. Contact LaCie technical support to replace the failed drive.

Problem: The front LED is blinking blue/red and the rear LEDs are solid or flickering blue.

Q: Is the cooling fan functioning?

A: When you turn on the product, the fan will spin at top speed for four seconds. You should be able to hear it by putting your ear near the heat exhaust ports on the rear of the product. If you hear nothing, contact LaCie technical support.

Q: Is the ambient temperature too high?

A: Make sure the rear heat exhaust ports are unobstructed, and keep the product away from any heat source.

Problem: The front LED is static red and the rear LEDs are off.

A: The product was overheating and has automatically turned off to protect your data. Make sure the fan is functioning (see above) and that the room temperature is not too high before restarting your product (turn it off and then on).

Problem: My file transfers are too slow.

Q: USB 3.0 connection: Is the drive connected via a USB 3.0 to a USB 2.0 port on your computer or hub?

A: If your drive is connected to a USB 2.0 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 the slower 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. Visit www.lacie.com/accessories/ for information.

Q: USB 3.0 connection: Have you installed USB 3.0 drivers 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 re-install them.

Q: USB 3.0 connection: Does your computer or operating system support SuperSpeed USB 3.0?

A: Please refer to the product packaging or consult the product support web page at www.lacie.com/support/ to check the minimum system requirements.

Q: Is your computer's internal hard drive limiting transfer speeds?

A: If your computer has a low-performance internal hard drive (typically a notebook or netbook computer), it will limit the transfer speed since the internal drive's transfer speed will be significantly less than that of the LaCie hard drive.

Problem: I'm receiving file transfer error messages and/or Time Machine does not work.

Q: Did you get an "Error -50" message while copying to the storage?

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:

? < > / \ :

Since it does not offer optimal performance, LaCie does not recommend using the FAT 32 file system with your product. See Formatting and Partitioning for help in choosing a file system. Additionally, Time Machine is only compatible with disks formatted in HFS+ or HFS+ (Journaled). Reformat the drive for Time Machine compatibility.

Problem: I got an error message telling me that the drive has been disconnected

Q: Did it happen when the computer was coming out of sleep mode?

A: Simply 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 awoken from sleep, it may not give the drive enough time to spin-up from its sleep mode.

Problem: The displayed available capacity doesn't seem right.

Q: I just moved a lot of files into the Trash/Recycle Bin from my product. Why isn't this reflected in the displayed available space?

A: Disk space will not be reclaimed until the file is completely erased. To remove the files forever, empty your trash/recycle bin.

Q: Why is the volume capacity less than advertised on my storage?

A: After formatting, the available capacity of a drive will show less than advertised on the box. The difference is based upon how capacity is viewed by the operating system. For example, a hard drive that can store 500,000,000,000 bytes is divided by 1,000,000,000 to equal 500GB. This is the actual capacity listed on the manufacturer’s box. The operating system uses slightly different math, dividing 500,000,000,000 by

1,073,741,824 to equal 466GB.

Mac Users

Problem: The drive isn't appearing on my computer.

Q: Is your Finder configured not to show hard drives on the desktop?

A: Go to your Finder and check if **Preferences > General tab > Show these items on the desktop:** and then **Hard Disks** is selected. If not, go on to the next topic.

Q: Is the drive listed in Device Manager but not in my Finder?

A: Make sure you formatted your product correctly. Refer to Formatting and Partitioning for information.

Q: Did you follow the correct installation steps?

A:

- Review the installation steps (Getting Connected).
- Make sure that the power supply is connected to a functioning power outlet or power strip, and that the power button on the 4big and the power strip (if applicable) is turned on.
- Check both ends of the interface cable to make sure they are fully seated in their respective ports.
- Try disconnecting the cable then wait 10 seconds before reconnecting it.
- If the drive is still not recognized, restart your computer and try again.

Windows Users

Problem: The drive isn't appearing on my computer.

Q: Are both ends of the USB 3.0 cable securely attached?

A:

- Only use a USB 3.0 cable.
- Check both ends of the cable to make sure they are fully seated in their respective ports.
- Try disconnecting the cable then wait 10 seconds before reconnecting it.
- If the drive is still not recognized, restart your computer and try again.

Q: Is the power supply connected?

A: Make sure that the power supply is connected to a functioning power outlet or power strip, and that the power button on the 4big and the power strip (if applicable) is turned on.

Q: Is the drive listed in Device Manager but not in My Computer/Computer?

A: Make sure you formatted your product correctly. Refer to Formatting and Partitioning for information.

Q: Does your disk not appear at all?

A: Proceed to physical troubleshooting topics above.

Q: Is your drive 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 is instead 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.

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

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 drives shipped with your LaCie device contain 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 device, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and LaCie device are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock.

GENERAL USE PRECAUTIONS

- Power supply requirements 100-240Vac, 47-63 Hz, (supply voltage fluctuations not exceeding +/- 10% of the nominal and transient over-voltages according to over-voltage category II).
- Do not expose the LaCie device to temperatures outside the range of 5º C to 35º C (41º F to 95º 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 device or disfigure its casing. Avoid placing your LaCie device near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie device 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 device 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 device near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie device.
- Never use excessive force on your LaCie device. If you detect a problem, consult the troubleshooting section in this manual.
- Protect your LaCie device 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 device. 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 22985 NW Evergreen Parkway, Hillsboro, Oregon 97124. 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, 458 Gardeners Road Alexandria, NSW 2015 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 INFORMATION

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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.

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

TRADEMARKS

Apple, Mac, Time Machine, and Macintosh are registered trademarks of Apple Computer, Inc. Microsoft, Windows XP, Windows Vista, and Windows 7 are registered trademarks of Microsoft Corporation. Other trademarks mentioned in this manual are the property of their respective owners.

CANADA COMPLIANCE STATEMENT

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

JAPAN COMPLIANCE STATEMENT

This is a Class A 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.