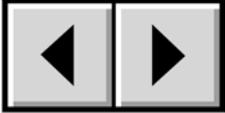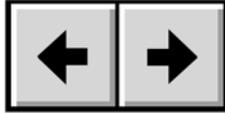# How to Use This Manual

In the toolbar:

Previous Page / Next Page

Go to Previous View / Go to Next View

Go to Contents Page / Go to Precautions Page

On the page:

Click on the text within the Contents page to jump to information on that topic.

Click on any red text to automatically jump to more information about that topic.

Printing:

While optimized for onscreen viewing, the pages of this manual are formatted for printing on 8 1/2" x 11" and A4 sized paper, giving you the option to print the entire manual or just a specific page or section.

To Exit:

From the Menu bar at the top of your screen, select: File > Quit.

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Federal Communications Commission Radio Frequency Interference Statement (FCC)

LaCie Pocket CD-RW Drive 300648

FC Tested To Comply With FCC standards

FOR HOME OR OFFICE USE

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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 when the equipment is operated in a commercial environment. 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 correct the interference by one of the following measures:
• Reorient or relocate the receiving antennas.
• Increase the separation between the equipment and the receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the reseller or an experienced radio/TV technician for help.

Shielded cables and I/O cards must be used for this equipment to comply with the relevant FCC regulations.
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.

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

Manufacturer's Declaration for CE Certification
We, the LaCie Group SA, solemnly declare that this product conforms to the following European standards:
Class B EN60950, EN55022, EN50082-1, EN61000-3-2
With reference to the following conditions:
73/23/EEC   Low Voltage directive
89/336/EEC   EMC Directive

Laser Products
This equipment is certified to comply with DHHS Rule 21 CFR Chapter I, subchapter J in effect as of date of manufacture. This equipment is classified as a Class I Laser product and no hazardous laser radiation is emitted outside the drive.

Health, Safety and General Use Precautions

The drive you have just purchased includes a laser diode device, which classifies it as a "Laser Class I" product. This laser is not dangerous for the user under normal operating conditions. However, we strongly advise you not to place any reflective objects in the disc loading system, due to the risk of exposure to laser emissions that may be reflected by such objects.

Always follow the basic precautions listed below to use your LaCie drive safely and correctly. Respecting these guidelines will help to avoid the possibility of personal injury to yourself or others, as well as to prevent damage to your device and other computer equipment. These precautions include, but are not limited to, the following:

Health and Safety Precautions:

- Read this User's Manual carefully, and follow the correct procedure when setting up the device.
- Do not look inside or place your hand over the open DVD/CD media tray. Never look directly or indirectly (with a mirror) at the laser diode, even when the device is not in operation. If you expose your eyes or skin to the laser inside you drive, you risk damage or loss of your vision or other personal injury.
- Do not open your 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. Your drive contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by qualified LaCie service staff.
- Never expose your device to rain or use it near water or in damp or wet conditions. Never place containers on it containing liquids that 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 drive are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock.
- Do not listen to audio with headphones at an excessive volume for prolonged periods of time. Doing so increases the risk of hearing damage or loss.
- Before listening to music with your drive, set the volume control to minimum. Sudden bursts of sound at loud volumes can cause immediate hearing damage or loss.

General Use Precautions:
- Do not expose the drive to temperatures outside the range 5° C to 45° C (41° F to 104° F). Doing so may damage the drive or disfigure its casing. Avoid placing your drive near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your drive in an environment that is too cold or humid may damage the unit.
- Always unplug the drive from the electrical outlet if there is a risk of lightning or if it will not be used 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.
- Do not place heavy objects on top of the drive or use excessive force on its buttons, connectors and tray. Doing so increases the risk of damage to the device.
- Always place your drive in a horizontal position before using it. Otherwise, it may fall, causing damage to the device and / or corruption or loss of data.
- Always remove the disc from the disc tray before transporting your drive. Otherwise, written data may be destroyed or the drive's internal components may be damaged.
- Never use excessive force on the disc loading system; discs should be inserted effortlessly into your drive. If you detect a problem, consult the Troubleshooting section.
- Protect your 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 drive. Such products will disfigure and discolor the front panel and casing. Instead, use a soft, dry cloth to wipe the device.

1. Introduction

Congratulations on the purchase of your new LaCie PocketCD-RW Drive. This stylish, high-performance external USB 2.0 drive will allow you to quickly and easily record audio, video and data on either CD-R or CD-RW media.

With all it can do for you, we're confident that your LaCie CD-RW Drive will quickly become an important tool in your day-to-day business and personal computing.

This manual will help you to:
• Install your new device properly
• Get your drive up and running
• Quickly learn how to operate it

1.1 Icons Used in This Manual

Italicized paragraphs feature an icon describing the type of information being given.

Important Note   **Information or News**

Warning! (This icon indicates potential hazard).

Precautions
Always follow the basic precautions to use your LaCie CD-RW Drive safely and correctly. Respecting these guidelines will help to avoid the possibility of personal injury to yourself or others, as well as to prevent damage to your device and other computer equipment. For a complete list of precautions, please see Health, Safety and General Use Precautions of this manual.

A few words about copyright laws…
Your new LaCie drive opens up a whole world of possibilities for copying data and audio onto disc. Please be responsible in your use of this wonderful technology. Before copying anything onto CD media, make sure you are not violating any copyright laws. Most software companies allow licensed owners to make one (1) backup or archive copy of their software. Check your software's license agreement for specific details.

Warranty
LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result. As a precaution, it is recommended that the CD-R and CD-RW media be tested after they have been written to. Under no circumstances do LaCie or its suppliers guarantee the reliability of the CD media used in this drive.

Manual Updates

LaCie is constantly striving to give you the most up-to-date, comprehensive User's Manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

If your manual does not reflect the configurations of the product that you purchased, please check our Web site for the most current version available.

1.2 What is USB 2.0?

The new USB 2.0 standard provides higher bandwidth for high-speed peripherals such as external hard drives, high-speed scanners and CD-RW drives. USB 2.0 delivers transfer rates up to 480Mb/s, while conveniently maintaining backward compatibility with USB 1.1 devices.

USB 2.0 can still be used to connect lower-speed USB 1.1 ports and devices like digital cameras, scanners, modems, keyboards, mice, joysticks and printers. In the USB 2.0 system, existing USB peripherals do not have to be upgraded, and lower-speed devices will not require additional performance, instead operating as USB 1.1 devices.

1.2.1 USB Icons

These icons will help you easily identify the USB interfaces. They appear on USB cables and next to the USB port connectors on certain computers.

USB UNIVERSAL SERIAL BUS   **USB 1.1 icon**

HI-SPEED CERTIFIED **USB**   **USB 2.0 icon**

1.3 LaCie CD Utilities

The LaCie CD Utilities software enables users to write to CD media for backup, storage or audio and video applications. Users need to install this software on their computer before using their LaCie drive to record to CD-R/RW media. For information about these programs, please refer to the LaCie CD Utilities CD-ROM included with your drive.

2. Getting to Know Your LaCie PocketCD-RW Drive

What can your CD-RW do?
- Archive your photo albums onto CD.
- Master your own audio, video or data CD-R/RWs.

2.1 Minimum System Requirements

Hardware requirements:
- PC or Mac with USB 2.0 or 1.1 interface

System requirements:
- Mac OS 9.1 and 10.1.2 or later
- Windows 98 SE (Second Edition), Windows Me (Millennium Edition), Windows 2000, or Windows XP
- Intel Pentium 233MHz compatible processor or greater 32MB RAM minimum
- Minimum 100MB hard disk space for installing LaCie CD Utilities
- Minimum 800MB hard disk space for copying a CD onto the hard disk

2.1.1 Supported CD Formats

Your LaCie drive is compatible with most popular CD formats:

Format	Type of Disc	Record	Read
CD	CD-R	X	X
	CD-RW (supports AM2)	X	X
	CD-ROM	--	X
	CD-Extra	--	X

2.2 LaCie PocketCD-RW Drive – Views

Back View
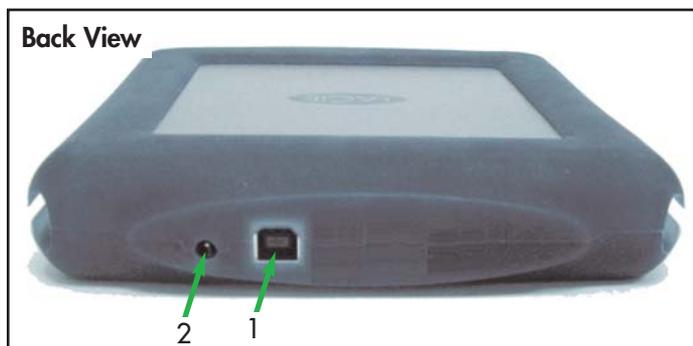
1 – USB 2.0 Connectors
This is where you plug in the USB 2.0 cable furnished with your drive. See <u>3.2 Installing Your LaCie PocketCD-RW Drive</u> for more details.

2 – Power Supply Connector
This is where you plug in the LaCie power supply. See <u>3.1 Connecting the Power Supply</u> for more details.

Front View
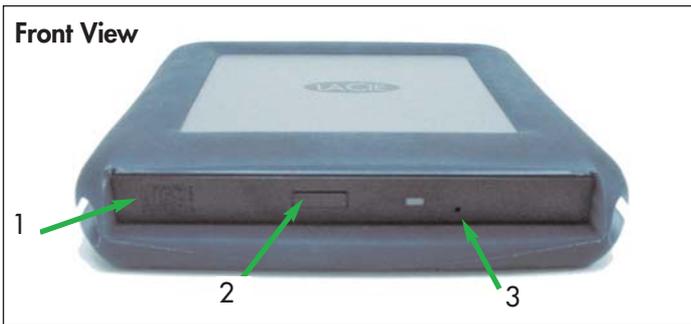

1 – Media Tray
Open the tray by pressing the load/eject button, then place a CD into the tray with the label facing up. Close the tray by pushing the load/eject button or pushing the front part of the tray.

2 – Load/Eject Button
Push this button to open the disc tray.

3 – Emergency Eject Hole
Insert a straightened paper clip (or similar object) and push to eject the tray if the load/eject button does not work. In normal operation, the eject button should always be used to unload the tray. If you must use the emergency eject hole, make sure the drive's power is turned off and wait until disc rotation has stopped. See 4.3 Emergency Ejection of Media for more details.

Side View

1 – Cable Storage Groove
Use this groove to help keep your USB cable wrapped around your drive during transportation.

Serial Number Sticker
This is where you will find your LaCie drive's serial number. Write down the serial number and keep it in a safe place, because you will need to provide the number in the event you have to call LaCie Technical Support for any reason in regard to the drive's performance. The serial number would also come in handy if your drive is lost or stolen.

2.3 USB Cables and Connectors

Your LaCie drive is shipped with a USB 2.0-certified USB cable, to ensure maximum data transfer performance when connected to a USB 2.0 port. The cable will also work when connected to a USB 1.1 port, but drive performance will be limited to USB 1.1 transfer rates.
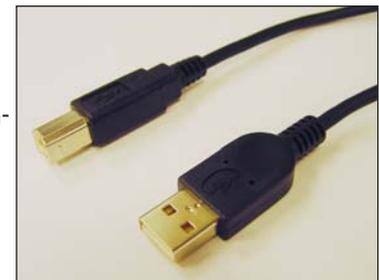
3. Setting Up Your LaCie PocketCD-RW Drive
3.1 Connecting the Power Supply

Warning! *Use only the AC adapter supplied with your LaCie drive. Using any other power cable may cause damage to the device and void your warranty.*

Important Note: *You may use your LaCie drive when in a foreign country, thanks to its autoswitching 100-240 Volt power supply. To be able to use this feature, you may need to purchase an appropriate adapter. Consult LaCie Technical Support for assistance in choosing the right adapter. LaCie accepts no responsibility for any damage to the drive resulting from the use of an inappropriate adapter. Using an adapter other than one authorized by LaCie will void your warranty.*

Connecting the AC Adapter to the LaCie PocketCD-RW Drive

1) Insert the round plug of the AC cable into the power input located at the rear of the drive.

2) Connect the wall-side plug to a power socket. Your drive should now turn on automatically when you connect it to a USB port on your computer.

Disconnecting the AC Adapter From the LaCie PocketCD-RW Drive

1) Turn the drive off and wait for it to spin down (+/- 10 sec.).

2) Hold the drive steady with one hand and gently remove the plug from the connector.

Warning! *Always remove the AC adapter before transporting your LaCie drive. Failure to remove the adapter may result in damage to your drive and will void your warranty.*

3.2 Installing Your LaCie PocketCD-RW Drive

Important Note: Windows 98SE and Windows Me Users! *Before connecting the drive to your computer, the USB 2.0 driver must be installed:*

A) Insert the LaCie CD Utilities CD-ROM in your computer's internal CD/DVD-ROM drive.

B) Double-click on **My Computer** *on the Windows desktop.*

C) Right-click the LaCie Utilities CD, then click on **Explore***.*

D) Double-click the **USB 2.0 Drivers Install** *folder.*

E) Double-click on the **LaCie_USB_Driver_Install.exe** *icon. The* **LaCie USB2 Storage Driver** *screen will appear. Click on* **Next***.*
F) Installation will finish automatically.

3.2.1 PC Users

1) Turn on your computer. Wait until startup has completed.

2) Connect the USB cable from your LaCie PocketCD-RW Drive to a USB 2.0* port on your computer.

3) Windows will detect the new device and load Microsoft's native driver for the LaCie drive. If this driver was not installed during the initial installation of Windows, you may be asked to insert your Windows installation CD-ROM in your computer's internal CD/DVD-ROM drive. After Windows is done, you may be asked to restart your computer.

4) On the Windows desktop, open **My Computer**. Windows will have assigned a drive letter and icon for your drive.

5) Put a CD in the drive to test the drive. If the CD mounts (if its name is visible), you are ready to install the LaCie CD Utilities for Windows, which enables you to record onto CD-R/RW media.

*To achieve USB 2.0 speeds, your drive must be connected to a USB 2.0 host port. If it is connected to a USB 1.1 port, your drive will operate at USB 1.1 speeds. For more details, see 5.3.1 USB 2.0 Host Bus Adapters and Performance.

3.2.2 Mac Users

ⓘ **Important Note:** *Apple is constantly providing update support for drive mechanisms within OS 10.x. In order to ensure that you have the latest support, be sure to upgrade to the latest version of OS 10. To access the latest updates and upgrades, pull down the Apple Menu and click on System Preferences. In the section titled System, click on Software Update and then click Update Now. Your computer will then automatically connect via the Internet to access the latest updates from Apple.*

1) Power on your computer.

2) Connect the USB cable from your LaCie PocketCD-RW Drive to a USB 2.0* port on your computer.

3) Insert a disc in your LaCie drive. It will mount onto your Macintosh desktop, showing it is ready for use.
*To achieve USB 2.0 speeds, your drive must be connected to a USB 2.0 host port. If it is connected to a USB 1.1 port, your drive will operate at USB 1.1 speeds. For more details, see 5.3.1 USB 2.0 Host Bus Adapters and Performance.

ⓘ **Important Note:** *You will find important information about the compatibility of LaCie CD-RW drives with Apple's iTunes and Disc Burner at www.apple.com.*

3.3 Installing Multiple USB Peripherals

Technically, you can connect up to 127 individual USB peripherals at one time. However, you probably will not use more than 6 to 8 peripherals on your USB system. Most computers only have two USB ports, so you would need a hub to connect more than two peripherals. The hub regenerates the signals, generally providing between 4 to 7 connections. To add even more drives, connect a new hub to a connector of the original hub, creating a new series of peripherals, etc. But the hub slows down the transfer rate by lengthening the path of the signal. To optimize performance, connect your drive directly to one of the built-in ports in your computer.

3.4 Disconnecting Your LaCie Drive

USB external devices feature "plug & play" connection. This means that your drive can be connected and disconnected while the computer is running. To prevent failures, it is important you follow these steps when disconnecting your USB peripheral device.

3.4.1 PC Users

Important Note: Windows 98 SE Users: If you have installed the Windows Storage Supplement Update, you will have to unmount the drive before disconnecting it or powering it down. If you have not installed the update, simply disconnect the drive when it is not active. No unmounting is required.

1) From the System Tray (located in the lower right-hand side of your screen), click on the Eject icon (a small green arrow over a hardware image).

2) A message will appear, detailing the devices that the Eject icon controls, i.e. "Safely remove..." Click on this prompt.

3) You will then be given the following message: "Safe to Remove Hardware" (or similar). It is now safe to disconnect the device.

3.4.2 Mac Users

You must unmount the drive before disconnecting it or powering it down. Drag the CD-RW drive icon to the trash. The drive can now be disconnected.

4. Using Your LaCie PocketCD-RW Drive

4.1 Inserting Media

To insert a disc, push the load/eject button on your LaCie PocketCD-RW Drive. When the disc tray opens, put the CD media into the tray with the label side facing up. Make sure the CD is correctly placed in the center of the disc tray. Gently push in the disc tray or push the load/eject button to close it.

4.2 Ejecting Media

 Warning! *Do not attempt to open the drive's media tray or remove the CD while the unit is in use and being accessed by the computer. You may injure yourself, and damage the drive and/or your computer system.*

 Warning! *Do not transport the drive with the tray open or with a CD inside it. Doing so may damage the drive and/or data stored on the disc, and will void your warranty.*

4.2.1 PC Users

After you have finished using the CD-RW drive and the computer is no longer accessing it, push the load/eject button. When the disc tray is fully open, remove the CD. After removing the disc, gently push in the disc tray or push on the load/eject button to close it.

You can also go into **My Computer** and right click the CD drive icon. In the drop-down menu that follows, select the **Eject** option. The disc tray will open, then you can access your media.

 Important Note: **Windows 98 SE Users**: *If you are using DirectCD, you must follow these steps to eject media. From the **System Tray** (located in the lower right-hand side of your screen), right-click on the DirectCD icon and choose the **Eject** option. A confirmation window will appear, allowing you to remove the media.*

4.2.2 Mac Users

Drag the CD icon on the desktop to the **Trash**. The CD-RW drive's tray will then open. Remove the CD. Gently push in the disc tray or push the load/eject button to close it.

4.3 Emergency Ejection of Media

In the event that a CD cannot be ejected with the load/eject button and the software is not controlling the drive, use the emergency eject operation to open the disc tray. First, switch off your computer and the CD-RW drive and unplug the drive's power.

Warning! *Make sure the CD-RW drive is off and the power is unplugged before attempting the emergency ejection procedure.*

On the front of the drive is the **Emergency Eject Hole**. Insert a small metal poker, such as an unbent paper clip, into the Emergency Eject Hole until the poker presses against the manual eject mechanism. You will feel the mechanism eject the disc tray. Only use this method when the load/eject button is not working.

4.4 Read Mode

4.4.1 PC Users
The CD volume will appear in **My Computer**. Click on **My Computer** to view the contents of the CD and to have access to the folders and files on it.

You can also gain access to the files and folders contained on the disc by going into **Windows Explorer** and clicking on the CD-ROM drive icon.

4.4.2 Mac Users
The CD volume will appear as an icon on the Desktop. Click on the icon to have access to the contents of the CD.

4.5 Write Mode
Please refer to your LaCie CD Utilities User's Manual for information on how to best use your CD-RW drive in write mode.

5. Technical Information

5.1 Power Autoswitching

Your LaCie PocketCD-RW Drive comes with an autoswitching power supply. This means that if the drive is connected to a USB connector on your computer, when you turn off the computer, the LaCie drive will turn off automatically. Likewise, when you turn on your computer, your LaCie drive will turn on automatically.

5.2 Power Save

The LaCie CD-RW drive manages power consumption. If the system's power save feature supports it, the drive will spin down during the power save mode. After the system comes of out of power save, the drive will take a few seconds to spin up to full power before it can be accessed.

5.3 User Advice When Using USB 2.0

The following technical information relates to your LaCie PocketCD-RW Drive and gives some practical advice:

5.3.1 USB 2.0 Host Bus Adapters and Performance

To utilize the newly-enhanced USB 2.0 performances, your computer must be equipped with a USB 2.0 host bus adapter card (sold separately, such as the LaCie USB 2.0 PCI Card, or integrated by your PC manufacturer) and the appropriate drivers. These host bus adapter cards, which include one or more USB ports, are shipped with special USB 2.0 drivers that enable the computer to control the card. These drivers must be installed in order for USB 2.0 devices connected to the port to work at their correct speeds. For installation instructions, please refer to the documentation that comes with the host adapter card.

LaCie supplies only the appropriate USB 2.0 drivers for its peripherals and does not provide drivers for third-party host adapter cards. To obtain the right drivers for your host adapter card, visit your card manufacturer's Internet site.

5.3.2 Data Transfers

During data transfers, it's best to wait before launching other applications on the same USB port. Anomalies may arise with computers that have USB controllers that do not conform to OHCI (Open Host Controller Interface) standards. Your product has been tested and checked on computers with Intel USB platforms. In any other configurations, we cannot ensure 100% correct operation. Due to this, you may encounter hanging problems. If this happens, proceed as follows:

1) Make sure that the USB cable is connected tightly and securely on both ends of the cable, from the drive to the computer. If you are using a USB cable other than the one supplied with your LaCie drive, check that your USB cable is properly certified. The cable that is provided with your LaCie drive is USB certified.

2) Check that the power supply and ground are seated properly.

3) Disconnect your computer's USB cable. Wait 30 seconds and reconnect it.

4) Check the Windows 98 SE version installed on your computer. Supported versions of Windows 98 SE are 4.10.2222A and above. To check the version number, you need to execute the program **Systems**.

5) To proceed, launch the following command from the **Windows Task Bar**: **Start** > **Settings** > **Control Panel** > **System**.

If your USB drive is still not recognized or if you encounter any difficulties, check the type of USB controller available in your computer. You can access it from the Task Bar of Windows. Proceed as follows:

1) Double click on **Start**:
   a- Double click on **Settings**
   b- Double click on **Control Panel**
   c- Double click on **System**

2) Go to Peripheral manager and double click on **USB bus controller**.

3) The USB controller type appears on the second line, e.g.: Intel 82371 SB PCI to USB universal Host controller.

4) Double click on this line and note the information which follows in order to communicate it to your dealer's technical support:
   • Peripheral type
   • Manufacturer
   • Equipment version
   • Peripheral state

6. Troubleshooting

In the event that your LaCie PocketCD-RW Drive is not working correctly, please refer to the following checklist to find out where the problem is coming from. If you have gone through all of the points on the checklist and your drive is still not working correctly, please have a look at the FAQs that are regularly published on our Web site – www.lacie.com. One of these FAQs may provide an answer to your specific question. You can also visit the drivers pages, where the most recent software updates will be available.

If you need further assistance, please contact LaCie Technical Support (see 7.Contacting Customer Service for details).

The Problem	Questions To Ask	Possible Solutions
The drive is not recognized.	Does an icon for the drive appear on the computer?	Check for an icon in **My Computer** (PCs) or on the **Desktop** (Macs).
	Is the drive powered up?	Check the drive's power cable. Make sure the Power LED is on.
	Are both ends of the USB cable connected and properly seated?	Check both ends of the USB cable. Disconnect them, wait 10 seconds, and reconnect them. If the drive is still not recognized, restart your computer and try again.
	Are the USB drivers installed correctly and enabled	**Windows 98 SE & Me Users: Go to Start > Settings > Control Panel > System > Device Manager > SCSI Controller >** click on the plus sign next to the controller icon, and you should see your device listed.
		Windows 2000 Users: Go to Start > Settings > Control Panel > System > Hardware tab > **Device Manager** button > **SCSI Controller >** click on the plus sign next to the controller icon, and you should see your device listed.

The Problem	Questions To Ask	Possible Solution
		Windows XP Users: Go to **Start** > **Control Panel** > **Performance and Maintenance** > **System** > **Hardware** tab > **Device Manager** button > **SCSI Controller** > click on the plus sign next to the controller icon, and you should see your device listed.
		Mac Users: Open **Apple System** Profiler and click on the **Devices and Volumes** tab. If your device is not listed, recheck the cables and try the other troubleshooting solutions listed here.
		If you cannot see the device, recheck the cables and try the other troubleshooting solutions listed here.
	Are you using Mac OS?	You may need to disable some Mac OS Authoring Support exentions for Toast to be able to control the drive. Use the Extensions Manager to disable the following extensions: • **Authoring Support v1.1.2** or newer, • **Disc Burner Extension v1.0.2** or newer, • **FireWire Authoring Support v1.1.2** or newer, • **USB Authoring Support v1.1.2** or newer. The check box next tot he extension should be disabled (unchecked).

The Problem	Questions To Ask	Possible Solutions
The drive's media tray will not open.	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support.
	Are you using a Mac?	Drag the disc icon onto the **Trash** icon. The disc will eject automatically.
	Has a running software program locked the eject function?	To check, disconnect the interface and power cables of the drive, reconnect only the power cable, and press the eject button.
The drive automatically ejects a CD when you try to record on it.	Is the CD already full?	Verify the contents of the CD and try recording on a blank one.
	Does the CD-RW drive support the format of the CD you have inserted?	Check 2.1.1 Supported CD Formats for the formats supported by your drive.
	Is the CD media damaged?	Carefully inspect the disc. If in doubt, try another CD.
The drive is not writing to CD correctly.	Has the recording software been installed correctly?	Reinstall the recording software.
	Has buffer underrun occurred (has something interrupted the stream of data to the recorder)?	• Disable all other software programs that are running during the CD recording session. • Disconnect the network, if you are using one. On a Mac, deactivate **File Sharing**. • Check to see that your hard drive is fast enough.

The Problem	Questions To Ask	Possible Solutions
		• If recording from CD or DVD-ROM to CD, make sure that the speed of the source device is high enough to provide a sufficient data stream to the LaCie drive. Reduce the write speed of the LaCie drive using the appropriate menu in the recording software.
	Is the CD-R/CD-RW media bad or scratched?	Check your CD-R/CD-RW media and try writing to a different disc.
The drive automatically ejects a CD when you insert it.	Does the drive support the format of the CD you have inserted?	Check 2.1.1 Supported CD Formats for the formats supported by your drive.
	Is the CD damaged?	Try another CD.
The USB 2.0 drive is not running noticeably faster than a USB 1.1 drive.	Is the drive connected to a USB 1.1 port on your computer, or to a USB 1.1 hub?	If so, it is normal that the drive runs at USB 1.1 speeds. A USB 2.0 device can only run at USB 2.0 speeds when connected to a USB 2.0 port or hub and controlled by the appropriate USB 2.0 drivers.
	Is the drive connected to a USB 2.0 port on your computer?	Check to see that the USB 2.0 drivers for your Host USB 2.0 port and for your USB 2.0 device have been correctly installed (see the 5.3.1 USB 2.0 Host Bus Adapters and Performance section for a more detailed discussion). If in doubt, uninstall the driver and then reinstall it.
	Does your computer or operating system support USB 2.0?	See the 5.3.1 USB 2.0 Host Bus Adapters and Performance section for a more detailed discussion.

7. Contacting Customer Support

Before You Call Technical Support
1) Read the manuals and review the Troubleshooting section.

2) Try to isolate the problem. If possible, make the drive the only external device on the CPU, and make sure that all of the cables are correctly and firmly attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your LaCie drive to work properly, call us directly using the number below. Before calling, make sure that you are in front of your computer and that you have the following information on hand:
1) Your drive's serial number
2) Computer brand and model
3) Operating system and version (Mac OS or Windows)
4) Amount of memory installed
5) Names of CD or DVD drives installed on your computer
6) Names of any other devices installed on your computer

Technical Support Help Hours

LaCie Australia
• Monday through Friday, 9:30AM – 5:30PM EST
Contact Us At:
• (61)2 9669 6900 phone
• support.au@lacie.com

LaCie Belgium
• Monday through Friday, 9AM – 5PM

Contact Us At:
• 32 (0) 2 639 14 71
• support.be@lacie.com

LaCie Canada
• Monday through Friday, 9:30AM – 5:30PM EST
Contact Us At:
• (416) 530 2545 phone
• (416) 530 2546 fax
• support.ca@lacie.com

LaCie Denmark
• Monday through Friday, 9AM – 5PM

Contact Us At:
• 45 70 27 65 43
• support.nordic@lacie.com

LaCie France
• Monday through Friday, 9AM – 5PM

Contact Us At:
• 33 (0) 1 69 32 84 23
• support.fr@lacie.com

LaCie Germany
• Monday through Friday, 9AM – 5PM

Contact Us At:
• 49 (0) 211 30 121-111
• support.de@lacie.com

Technical Support Help Hours - Continued

LaCie Italy
• Monday through Friday, 9AM – 6PM

Contact Us At:
• 39 02 89 14 09 20
• support.it@lacie.com

LaCie Nordic
(Finland, Norway and Sweden)
• Monday through Friday, 9AM – 5PM

Contact Us At:
• 46 (0) 8 411 60 02
• support.nordic@lacie.com

LaCie United Kingdom & Ireland
• Monday through Friday, 9AM – 5PM

Contact Us At:
• 44 (0) 20 7872 0872
• support.uk@lacie.com

LaCie Japan
• Monday through Friday, 9AM – 5PM

Contact Us At:
• 81 3 5733 2205
• support.jp@lacie.com

LaCie Spain
• Monday through Friday, 9AM – 2PM, and 4PM – 7PM

Contact Us At:
• 34 91 323 83 11
• supporte@lacie.com

LaCie USA
• Monday through Friday, 6AM – 5PM PST
Contact Us At:
• 503-844-4503 phone
• 503-844-4505 fax
• support@lacie.com

LaCie Netherlands
• Monday through Friday, 9AM – 5PM

Contact Us At:
• 31 (0) 713 326 833
• support.nl@lacie.com

LaCie Switzerland
• Monday through Friday, 9AM – 5:30PM

Contact Us At:
• 41 (0) 61 386 80 45
• support.ch@lacie.com

7.1 Warranty

LaCie warrants your drive against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective drive.

This warranty is void if:
• The drive was operated/stored in abnormal use or maintenance conditions;
• The drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by LaCie;
• The drive was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging or accident;
• The drive was installed improperly;
• The serial number of the drive is defaced or missing;
• The broken part is a replacement part such as a pickup tray, etc.
• The tamper seal on the drive casing is broken.

LaCie will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All drives returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

Register online for free technical support:www.lacie.com/register.htm

8. Appendix 1 – USB 2.0 Questions & Answers

What are the benefits of the USB interfaces?
The USB 1.1 and 2.0 interfaces provide many of the same benefits, particularly:
• They are based on serial bus technology.
• Cross-platform capabilities: you can use your USB peripherals on both Mac and Windows platforms.
• "Plug and Play" capability: this incredibly convenient function eliminates any need to turn off or restart the computer when connecting a new peripheral. Just plug it in and off you go.
• Automatic configuration: your new device is automatically recognized and installed by your operating system, which makes setting up and using your peripherals a snap.
• The ability to connect several peripherals on the same bus: with USB ports on your computer, you can connect up to 127 peripherals using hubs.
• No need for peripheral addresses or terminators, easy-to-install cables and other features.

What is the difference between USB 1.1 and USB 2.0?
The main difference is speed. USB 1.1, the original version of the interface, is capable of throughput up to 12Mb/s. USB 2.0 supports data speeds up to 480 Mb/s, making it 40 times faster than its predecessor. This increased bandwidth translates into higher performance in demanding applications requiring high transfer rates.

What are the ideal uses for USB 1.1?
USB 1.1 is ideal for more traditional connections such as keyboards, mice, joysticks and scanners. With its 12Mb/s speed, it can also be used for more advanced applications such as games and audio software, as well as storage on hard disks, CD-RW, and other drives. USB 2.0 devices will have far superior performance in these more demanding applications, however.

What are the ideal applications of USB 2.0?
Except low-end devices, such as mice and keyboards, virtually any hardware will benefit from the extra bandwidth provided by USB 2.0. PC video conferencing applications will be further enhanced by the usability of USB 2.0 digital video cameras. The new breed of USB 2.0 video capture adapters will enable professionals and consumers alike to record the highest video quality possible. USB 2.0 scanners will raise the performance bar by offering speeds that match SCSI and FireWire scanners, at a more affordable price. And USB 2.0 storage devices, such as CD-RW, DVD-RAM and DVD-R/RW, and removable cartridge drives, will also benefit from the new I/O performance.

Will USB 1.1 devices run faster when connected to a USB 2.0 bus?
Unfortunately, no. The USB 2.0 specification is specifically written to allow developers to design higher speed peripherals that can take advantage of the extra bandwidth. USB 1.1 devices, though, will still operate at 12Mb/s at full-speed and 1.5Mb/s at low-speed on a USB 2.0 bus. Even though USB 1.1 devices won't run any faster, they can work alongside USB 2.0 devices on the same bus. However, if you plug in a USB 2.0 device to a USB 1.1 bus, the speed of the USB 2.0 device will decrease to 12Mb/s.

What is a USB hub? Will USB 2.0 devices work on USB 1.1 hubs and vice versa?

You can connect up to 127 devices to a single USB bus. For more than two devices, you must make new connections using a peripheral called a "hub." A hub, which you hook up directly to a USB connector on your computer, usually has 4 or 7 output connections enabling you to connect the same number of peripherals. One of the hub's main functions is to regenerate signals that lose part of their strength as they are transmitted via the USB cable. By connecting yet another hub to a connector on the existing hub, you can then plug in a new set of peripherals and so on, up to a maximum of 127.

You can use your USB 2.0 devices with USB 1.1 hubs, but the peripherals will be limited to USB 1.1 performance levels. In the near future, USB 2.0 repeaters will be available, able to communicate in three modes: high-speed (480Mb/s), full-speed (12Mb/s), and low-speed (1.5Mb/s). As USB 2.0 is backwards compatible, you will be able to connect USB 1.1 devices to USB 2.0 hubs; however, the USB 1.1 devices will still maintain their normal performance levels (i.e. 12 Mb/s).

In practice, users who desire enhanced USB 2.0 throughput will need to connect their USB 2.0 hardware on both ends of a 2.0 hub to achieve the "high-speed" mode. On one end, a USB 2.0 compliant host controller resides on the host PC to manage the enumeration process and power management. On the other end, USB 2.0 hardware must be connected directly to the root hub or through a USB 2.0 hub.

Some hubs have no power supply and others are self-powered. When you choose a hub, opt for the self-powered variety, as they have their own AC adapter. The most powerful hubs provide 0.5A of power to each port.
If you buy a hub, make sure that it supports per-port switching. This function prevents the entire chain of peripherals from freezing up if one of them is not working properly or is down.

> **Important Note**: *Avoid using USB connectors found on certain peripherals such as keyboards. These are passive (or pass-through) connectors that lead to power loss and unstable operation.*

> **Important Note**: *Only use USB cables shorter than 5 meters (approximately 15 feet). Using longer cables cause the peripherals to malfunction due to excessive reduction in electrical signal strength.*

You will find additional information at the following Internet address: http://www.lacie.com/usb

9. Glossary

Authoring – Creation, combination and setup of various files for a DVD-Video, DVD-ROM or audio disc. This includes audio, video, graphics and text files.

Backup – (1) The act of creating at least one additional copy of data onto a different (and safe) storage device from where it can be retrieved at a later time if needed. (2) A copy of a file, directory, or volume on a separate storage device from the original, for the purposes of retrieval in case the original is erased, damaged, or destroyed.

Bit – The smallest measure of computerized data, either a 1 or a 0. Eight bits equal one byte, or one character.

Block – A very small section of the storage media comprised of one or more sectors. A block is the smallest amount of space allocated on a drive for data storage. By default, a sector of data consists of 512 bytes.

Buffer – RAM cache that is faster than the data that is being delivered. Buffers are used so data may be stored and delivered to the receiving item as it is needed.

Buffer Underrun – A condition when the drive's buffer runs out of data while the CD-R or CD-RW media is still being written. The recording of a CD is a system-intensive process, and the recorder needs a constant stream of data. A buffer underrun occurs when the stream to the recorder is not fast enough to keep the recorder's buffer full, causing the recording to abort.

Bus – Electronic links that enable data to flow between the processor, RAM and extension cables (peripherals).

Byte – A sequence of adjacent binary digits, or bits, considered as a unit, 8 bits in length. There are 8 bits in 1 byte. See also MB (Megabyte) or GB (Gigabyte).

Cache, -ing – This is an area of electronic storage (usually RAM) set aside to store frequently used data from electro-mechanical storage (hard drives, floppy disks, CD/DVD-ROM, tape cartridges, etc.) Therefore, storing frequently used data in RAM can enhance your system's overall response to disk-intensive operations significantly.

CD-R (Compact Disc Recordable) – Recordable optical disc that has up to 700MB of storage capacity.

CD-ROM (Compact Disc Read Only Memory) – Small optical disc made of plastic that cannot be erased or written to.

CD-RW (Compact Disc ReWritable) – Rewritable optical disc that has up to 700MB of storage capacity and which theoretically can be rewritten 1,000 times.

CD-XA (CD-Extended Architecture) – A format developed by Philips and Sony that is intended to store computer data, video and audio tracks on the same CD-ROM.

Configuration – When talking about a PC, configuration is understood to be the sum of the internal and external components of the system, including memory, disk drives, the keyboard, the video subsystem and other peripherals, such as the mouse, modem or printer. The configuration also implies software: the operating system and various device managers (drivers), as well as hardware settings and options set by the user via configuration files.

Controller – This is a component or an electronic card (referred to in this case as a "controller card") that enables a computer to communicate with or manage certain peripherals. The controller manages the operation of the peripheral associated with it, and links the PC bus to the peripheral via a ribbon cable inside the PC. An external controller is an expansion card which fills one of the free slots inside your PC and which enables a peripheral (CD-ROM drive, scanner or printer, for instance) to be connected to the computer.

Cross-platform – Term that refers to a device that is able to be operated by both Mac and Windows operating systems.

Data Stream – The flow of data that accomplishes a task, usually related to moving data from storage to computer RAM or between storage devices.

Digital – Discrete information that can be broken down to zero or one bits.

Disc at Once (DAO) – CD authoring process in which the entire CD is recorded in one session, and data cannot be added after the recording is finished. This mode allows for the most control of the recording process for audio CDs because the gap between tracks can be set and the maximum capacity of the CD can be utilized.

Driver (peripheral manager) – A software component that enables the computer system to communicate with a peripheral. Most peripherals will not operate correctly – if at all – if the appropriate drivers are not installed on the system.

File System – Links the physical map of a disc to its logical structure. Thanks to the file system, users and computers can easily display path, directories and files recorded onto the disc.

Firmware – Permanent or semi-permanent instructions and data programmed directly into the circuitry of a programmable read-only memory or an electronically-erasable, programmable read-only memory chip. Used for controlling the operation of the computer or tape drive. Distinct from the software, which is stored in random access memory and can be altered.

Folder – A list created on a disk to store files. Creating folders and sub-folders enables you to organize the storage of your files in a logical, hierarchical manner so that you can find and manage them more easily.

Format, -ting, -ted – This is a process where a device is prepared to record data. In this process, the hard disk writes special information onto its own recording surfaces into areas (blocks) that are ready to accept user data. Since this operation causes all current user data stored on the hard disk to be lost, this is an infrequent operation that usually only happens at the factory that created the hard disk. It is unusual for something to happen to a hard disk that requires the end-user to initially perform this operation.

GB (GigaByte) – This value is normally associated with data storage capacity. Basically, it means a thousand million or a billion bytes. In fact, it equals 1,073,741,824 bytes (or 1,024 x 1,024 x 1,024).

Hardware – Physical components of a computer system, including the computer itself and peripherals such as printers, modems, mice, etc.

Host Bus Adapter (HBA) – A printed circuit board that installs in a standard microcomputer and an interface between the device controller and the computer. Also called a controller.

Hot-plug, -gable – The ability to plug in a cable or connector while the computer and peripheral are powered-on without danger of system errors. Both FireWire and USB interfaces are hot-pluggable, while SCSI is not.

Hub- A device which links several peripherals together onto the same bus. Active hubs, which regenerate and retransmit signals down the cable, require a power supply. Passive hubs only interconnect various components.

Initialize, -ed, Initialization – After a hard drive (or other storage device) is formatted and partitioned, some special data needs to be written to it that helps the Mac and Windows create files and save data. The process is called initialization. This process, like formatting, causes all user data on the storage device to be lost.

Interface – The protocol data transmitters, data receivers, logic and wiring that link one piece of computer equipment to another, such as a hard drive to an adapter or an adapter to a system bus. Protocol means a set of rules for operating the physical interface, such as: do not read or write before the drive is ready.

I/O (Input/Output) – Refers to an operation, program or device whose purpose is to enter data into or to extract data from a computer.

Kb (Kilobit) – Equivalent to 1,000 bits.

Kb/s – Kilobits per second. 480Kb/s is equal to 60KB/s.

KB (KiloByte) – Basically, this means 1,000 bytes, but it is actually 1,024 bytes.

KB/s – Kilobytes per second. A means of measuring throughput.

Mb (Megabit) – Equivalent to 1,000,000 bits.

Mb/s – Megabits per second. A means of measuring throughput. 480Mb/s is equal to 60MB/s.

MB (Megabyte) – Basically means one million bytes, but is actually 1,024 Kilobytes or 1,024 x 1,024 bytes, which equals 1,048,576 bytes.

MB/s – Megabytes per second. A means of measuring throughput.

Media – The material or device used to store information in a storage subsystem, such as a tape cartridge, CD, DVD or disk drive.

Multisession – CD authoring process where data is added incrementally to a CD in more than one recording session. This mode uses TAO, allowing you to add data during several sessions. With this mode, though, every time a session is added, nearly 15MB of information is used to create information about the session.

Operating System (OS) – Software that controls the assignment and use of hardware resources such as memory, processor time, disk space and peripherals. An operating system is the basis on which software (applications) run. Windows, Mac OS and UNIX are among the most common.

Overwrite – To write data on top of existing data thus erasing the original data.

Packet Writing (PW) – CD authoring process that is very useful for data backup, but cannot be used to write audio CDs. Buffer underrun is impossible in this mode, because the data is written in "packets" of a few KB.

Partition, -ing – After formatting, the hard drive is not yet ready to store files. It must be divided into sections that will contain special information required for a Mac or PC to operate and other sections that will contain the files. This process of dividing up the hard drive is called partitioning. A partition is just one section of the hard drive that will contain either special data put there by Silverlining or other files and data.

Peripheral – A generic term applied to printers, scanners, mice, keyboards, serial ports, graphics cords, disk drives and other computer subsystems. This type of peripheral often relies on its own control software, known as a peripheral driver.

Plug & Play – Term used to refer to the ability of a device that can be connected and/or disconnected while the computer is running.

Port, hardware – A connection component (SCSI port, for example) that enables a microprocessor to communicate with a compatible peripheral.

Port, software – A memory address that identifies the physical circuit used to transfer information between a microprocessor and a peripheral.

RAM (Random Access Memory) – Generally referred to as a computer's "memory." An integrated circuit memory chip that allows information to be stored and retrieved by a microprocessor or controller. The information can be stored or accessed in any order, and all storage locations are equally accessible.

Seek Time – The amount of time (in thousandths of a second, or milliseconds) that it takes a hard drive's read/write head to move to a specific location n the disk. Average seek, then, is the average of a large number of random samplings all over the disk. Seek time is CPU independent, meaning that seek time is the same for a disk drive, whether it is attached to a computer or not.

Session at Once (SAO) – CD authoring process which is similar to DAO, where all of the information is written to in one session, but SAO allows for the ability to begin another session and record at a later time. This mode allows for greater control of the recording process than MiS, PW or TAO, and more disc space can be utilized because there is no need for gaps between tracks.

Software – In a nutshell, software is a set of instructions for the computer. A set of instructions to perform a particular task is called a program. There are two main types of software: system software (an operating system such as Mac OS or Windows) which controls the operation of the computer and application software (programs such as Word or Excel) which enable users to perform tasks such as word processing, spreadsheet creation, graphics, etc.

Storage – In computers, any equipment in which information may be kept. PCs generally use disk units and other external storage media (diskettes, CD-ROMs, magnetic disks, etc.) for permanent storage of information.

Track at Once (TAO) – CD authoring process where data is added one track at a time, and the data can be added at a later time. The CD being written to, though, can only be read in the CD recorder until the disc is finalized (meaning that no more data can be added). There is also a gap of 2 seconds added between tracks, which will be heard as noise in some audio players.

Transfer Rate – The rate at which the drive sends and receives data from the controller. Transfer rates for reading data from the disk drive may not be the same as the transfer rate for writing data to the disk drive. Transfer rates are CPU dependent, meaning that regardless of how great a transfer rate your drive is capable of, the actual transfer rate can only be as fast as the slowest of your hard drive and computer.

UDF – The Universal Disc Format developed by the Optical Storage Technology Association (OSTA), is a single file system for interchange of information in the computer arena. This file system was designed to be able to handle files from all other common file systems (computers).

Volume – A desktop mountable storage area, may be a partition of a hard drive, a removable disk or a cartridge. Typically measured in Megabytes or Gigabytes.

Utility – Software designed to perform maintenance tasks on the system or its components. Examples include backup programs, programs to retrieve files and data on disk, programs for preparing (or formatting) a disk or and resource editors.