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Changes

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Canada Compliance Statement

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

FCC Statement

LaCie Rugged XL
Tested to comply with FCC standards for home or office use

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

1. The devices may not cause harmful interference

2. The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: 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 and correct the interference by one or more of the following measures:

✦ Reorient or relocate the receiving antenna.

✦ Increase the separation between the equipment and receiver.

✦ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

✦ Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by LaCie could void the FCC & Industry Canada regulations and negate your authority to operate the product.

Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards: Class B EN60950, EN55022, EN55024

With reference to the following conditions: 2006/95/EC Low Voltage Directive; **2004/108/EC** EMC Directive

CAUTION: A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used.

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 your LaCie Rugged XL 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 LaCie Rugged XL contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.

✦ Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie Rugged XL , 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 Rugged XL are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock. Power requirements 100-240 V~, 1.5 A, 60-50 Hz, (Supply voltage fluctuations not exceeding $\pm$ 10% of the nominal, transient over-voltages according to over-voltage category II).

General Use Precautions

✦ Do not expose the LaCie Rugged XL to temperatures outside the range of 5° C to 35° C (41° F to 95° F); or to operational humidity beyond 5-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie Rugged XL or disfigure its casing. Avoid placing your LaCie Rugged XL near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie Rugged XL in an environment that is too cold or humid may damage the unit.

✦ Always unplug the LaCie Rugged XL 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.

✦ Do not use the LaCie Rugged XL near other electrical appliances such as televisions or radios. Doing so may cause interference which will adversely affect the operation of the other products.

✦ Do not place the LaCie Rugged XL near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie Rugged XL . Do not place heavy objects on top of the LaCie Rugged XL or use excessive force on it.

✦ If you detect a problem, see the Troubleshooting section in this manual.

CAUTION: This LaCie Rugged XL's warranty may be void as a result of the failure to respect the precautions listed above.

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. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

IMPORTANT INFO: 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. Once formatted, the actual available storage capacity varies depending on operating environment (typically 5-10% less).

1. Introduction

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

Ideal for speed intensive applications, the LaCie Rugged XL handles the curves of your demanding data needs. Secure and stable, the LaCie Rugged XL is an ideal way to add space to your computer.

LaCie Rugged XL Capabilities

✦ Connects to all standard USB and eSATA interfaces

✦ Throughput of up to 3 Gbits/s via eSATA

✦ Back up your computer's internal hard drive

Quick Links

Click to jump to a section:

✦ Getting Connected
✦ Optional Formatting and Partitioning
✦ Troubleshooting

1.1. Box Content

Your box contains the LaCie Rugged XL and items 2-6, listed below:

1. LaCie Rugged XL

2. USB cable

3. eSATA cable

4. External power supply

5. Quick Install Guide

NOTE: The User Manual and software utilities are pre-loaded on the drive.

IMPORTANT INFO: Please save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.
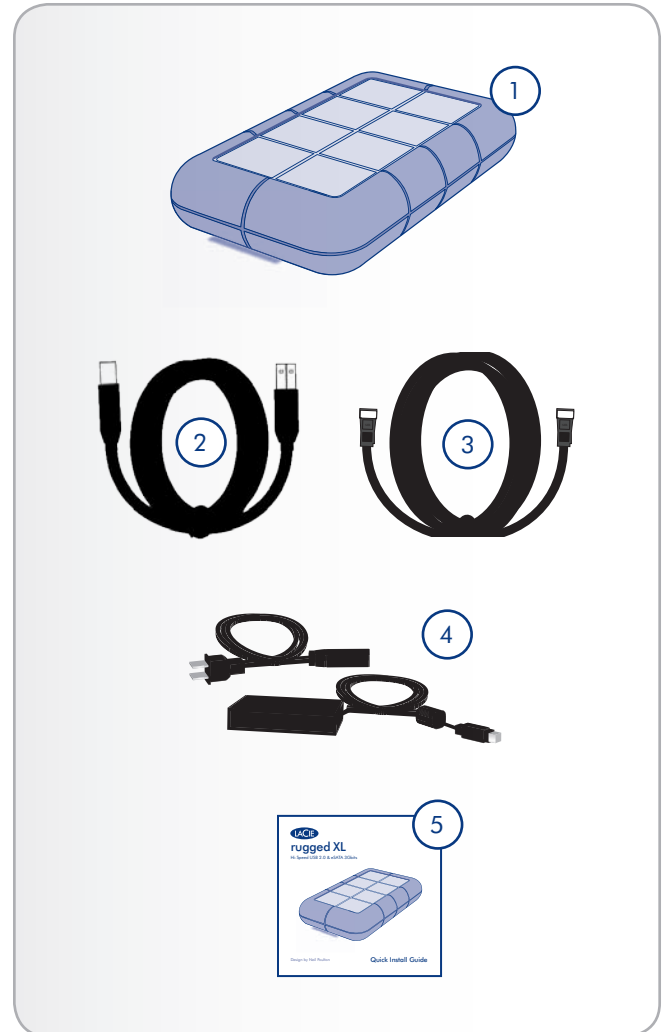
1.2. Minimum System Requirements

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 datasheet (at www.lacie.com/support/).

1.3. Views of the LaCie Rugged XL

Rear View

1. On/Off switch

2. Power input jack

3. eSATA port

4. Hi-Speed USB 2.0 port

1.4. Cables and Connectors

1.4.1. USB Cables and Connectors

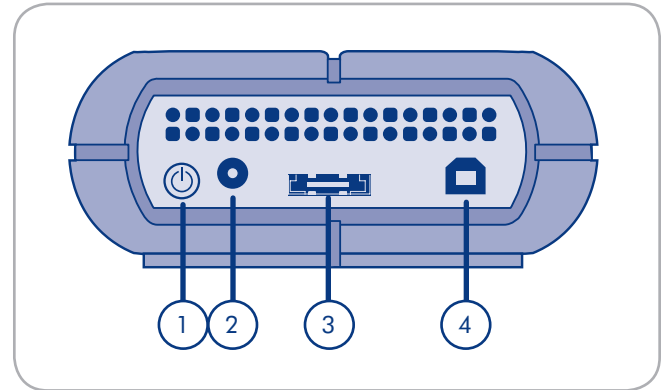USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high speed devices such as hard drives, CD/DVD drives and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

USB 2.0 Cables

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

USB Cable Ends

Hi-Speed USB 2.0 Benefits

✦ Backwards compatibility: Hi-Speed USB 2.0 works with the original USB specifications.

✦ Hot-swappable: no need to shut down or restart your computer when adding or removing devices.

1.4.3. eSATA Cables and Connectors

Your LaCie Rugged XL uses the latest in SATA technology, allowing interface (or bus) transfer rates of up to 3 Gbits/s. SATA technology was originally developed to serve as an internal interface, delivering improved performance to internal connections. Soon after, eSATA, or external SATA was developed, allowing for the use of shielded cables outside the PC.

eSATA technology was developed to be rugged and durable. eSATA connectors do not have the "L" shaped design of other SATA connectors. In addition, the guide features are vertically offset and reduced in size to prevent the use of unshielded internal cables in external applications.

eSATA Cables

Your LaCie drive is shipped with one eSATA cable.

eSATA Cable Ends

eSATA Benefits

✦ eSATA interface can achieve up to 3 Gbits/s transfer rate.

✦ Plug orientation – An extrusion on the outside of the connector helps guide and align the connector during insertion.

✦ Hot-plug support – eSATA enables adding and removing a drive without having to power down the system or reboot. Utilizing staggered pins to aid insertion, the specification ensures device detection and passive and active limits to in-rush current.

2. Getting Connected

Installing your LaCie Rugged XL is easy for all users, regardless of operating system, thanks to LaCie Setup Assistant. Install your LaCie Rugged XL in three easy steps:

✦ Step 1 – Connect the power supply (section 2.1)

✦ Step 2 – Connect an interface cable (section 2.2)

✦ Step 3 – Run LaCie Setup Assistant to format your drive for optimal performance with your system (section 2.3)

IMPORTANT INFO: Do not connect more than one interface cable at a time. To switch interfaces, follow the steps in section *2.5. Switching Interfaces*.

IMPORTANT INFO: Please follow the setup steps in the order they are given to ensure that the LaCie Rugged XL volume mounts correctly on your computer.

2.1. Connecting the Power Supply

1. Connect the power supply cord to the power supply brick.

2. Connect the power supply to the LaCie Rugged XL and to a grounded wall outlet or surge protector.

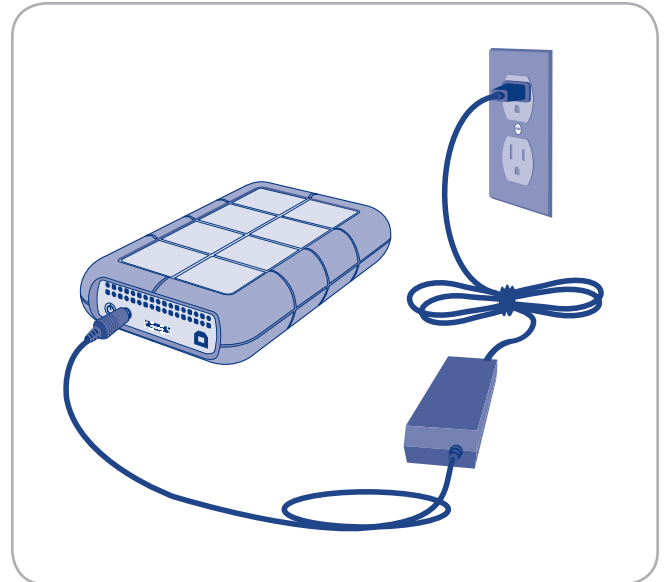3. Turn on the drive using the power switch on the back.

Figure 2.1

2.2. Connecting the Interface Cable

USB 2.0 or eSATA

IMPORTANT INFO: Please connect the power supply before connecting the interface cable to ensure that the volume mounts correctly on your computer.

To connect the interface cable:

1. Connect the power supply as described in section *2.1. Connecting the Power Supply*.

2. Connect one end of the interface cable to your computer.

3. Connect connect the other end of the interface cable to the matching port on the LaCie Rugged XL.

4. After a few seconds, the hard disk will mount on your computer and appear in My Computer (Windows users) or on your desktop (Mac users).

5. Proceed to section *2.3. Launching LaCie Setup Assistant*.
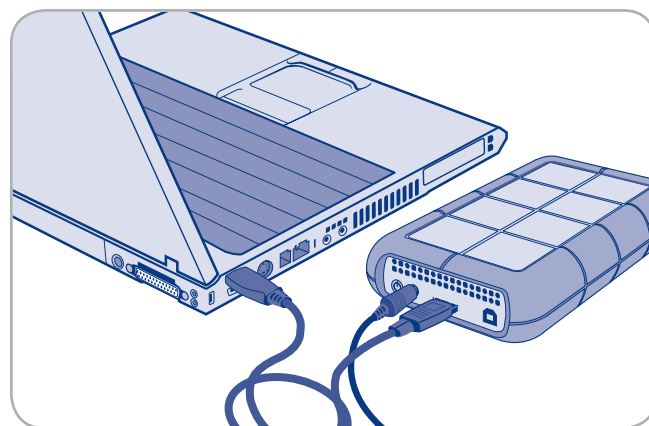
2.3. Launching LaCie Setup Assistant

Before using your drive, LaCie Setup Assistant software must be launched to format your drive. It will:

✦ Optimize your drive according to your needs

✦ Copy the manual and utilities onto your LaCie Rugged XL

IMPORTANT INFO: LaCie recommends that you copy the user manual and utilities onto your computer's internal hard drive or other medium when setup is complete.

To launch LaCie Setup Assistant:

Windows users: double click on the LaCie drive icon in "My Computer".

Mac users: double click on the "LaCie Setup Assistant" icon which will appear on your desktop.

IMPORTANT INFO: If you do not launch LaCie Setup Assistant or if you quit LaCie Setup Assistant after formatting has begun, your drive will not be ready to use and will require manual formatting. The user manual and utilities will not be available on your drive and will have to be downloaded from the LaCie website: www.lacie.com

TECHNICAL NOTE: The LaCie Setup Assistant does not prevent you from using your computer's native disk utility program to format or partition your LaCie drive. Simply follow the Setup Assistant through completion, then use your computer's native disk utility (Disk Management for Windows or Disk Utility for Mac) to reformat your drive. See section *3. Optional Formatting and Partitioning* for more information.
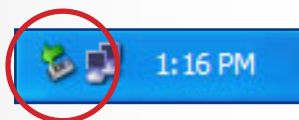
2.4. Disconnecting Your LaCie Rugged XL

eSATA and USB external devices feature "plug & play" connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to follow these steps when disconnecting your LaCie Rugged XL.

Windows Users

1. 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).

2. A message will appear, listing the devices the Eject icon controls (it should say, "Safely remove..."). Click on the LaCie Rugged XL in this prompt.

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

Mac Users

1. Drag the hard disk icon to the trash.

2. When the icon disappears from the desktop, the drive can be disconnected.

2.5. Switching Interfaces

eSATA and USB external devices feature "plug & play" connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to unmount or safely disconnect your drive before switching interfaces. See section *2.4. Disconnecting Your LaCie Rugged XL*, for proper disconnection procedures.

3. Optional Formatting and Partitioning

The first time you use your LaCie Rugged XL, LaCie Setup Assistant formats your drive according to your needs. If your needs change, you can reformat your LaCie Rugged XL to optimize it for use with Windows or Mac, or for cross-platform use. For example, if you used LaCie Setup Assistant to format your drive to work with your Mac (HFS+), but now you want to share your hard disk with Windows users, you can reformat it to FAT 32 (MS-DOS) for this purpose.

You may need to format your LaCie Rugged XL if LaCie Setup Assistant was interrupted or stopped. If the hard disk does not appear in My Computer (Windows) or on the desktop (Mac), it may not be formatted properly.

What is Formatting?

When a disk is formatted, the following things occur: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched) and creates internal address tables that it later uses to locate information. A hard disk must be formatted before it can be used to store data.

What is Partitioning?

You can also divide the hard disk into sections, called partitions. A partition is a section of the hard disk's storage capacity that is created to contain files and data. For instance, you could create three partitions on your drive: one partition for your office documents, one as a backup and one for your multimedia files. Or, if you will be sharing the drive with another person in your household or office, you can create a partition for each person who uses the drive. Partitioning is optional.

IMPORTANT INFO: **Please copy the User Manual and utilities to your computer before reformatting**. Reformatting will erase everything from the hard disk. If you have other data that you want to protect or continue to use, copy this information to your computer before reformatting.

File System Formats

There are three different file system format categories: NTFS, FAT 32 (MS-DOS), and Mac OS Extended (HFS+). Use the information below to determine which format is best for you.

Use NTFS if…

…you will be using the drive only with Windows XP, Windows Vista, or Windows 7 (performance will generally be greater when compared to FAT 32). This file system is compatible in read only mode with Mac OS X 10.3 and higher.

Use HFS+ if…

…you will be using the drive on Macs only; performance will generally be greater when compared to FAT 32. This file system is NOT compatible with Windows OS.

Use FAT 32 (MS-DOS) if…

…you will be using your drive with both Windows and Mac OS X. Maximum single file size is 4GB.

3.1. Finding the File System Format

You may need to know the current file system format of your LaCie Rugged XL if:

✦ You want to reformat your LaCie Rugged XL. The current file system format may determine the process you'll use to reformat it.

✦ The LaCie Rugged XL does not appear to mount on your computer. In this case, the file system format may prevent your operating system from recognizing the LaCie Rugged XL (ex. If you connect a hard disk formatted in HFS+ to a Windows computer).

Windows Users

1. Right-click My Computer and select **Manage** from the right-click options menu. The Computer Management window opens.

2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). Information about all storage devices connected to your computer appears in the right hand pane.

3. Find the disk corresponding to your LaCie Rugged XL.

NOTE: "Disk 0" is your computer's internal hard disk. If other storage devices are connected to your computer, refer to the disk information in the upper pane to determine which disk is your LaCie Rugged XL.

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4. The File System column in the upper pane lists the file system of each disk. Disks are listed as "NTFS", "FAT32" or blank (if the file system format is not recognizes, such as if it is HFS+).

Mac Users

1. Select **Utilites** from the Go menu in Finder.

2. Open Disk Utility.

3. In the disk list on the left side of the Disk Utility window, find the disk corresponding to your LaCie Rugged XL.

4. Each disk has two listings. Select the lower, indented disk name.

5. Refer to the **Format** line of the information area at the bottom of the Disk Utility window.

3.2. Formatting for Windows Users

Before you start, connect the drive to the computer and follow the steps in section *3.1* to find the file system format of your LaCie Rugged XL.

✦ If your disk is formatted as a FAT32 volume, proceed to section 3.2.1. Formatting from FAT32 to NTFS.

✦ If your disk is formatted as an HFS+ volume (or unrecognized in Windows) , click here or proceed to section 3.2.2. Formatting from HFS+.

3.2.1. Formatting from FAT32 to NTFS

Follow these steps if you used LaCie Setup Assistant to create an exchange volume on your LaCie Rugged XL for data sharing between Windows and Mac computers or if you reformatted your LaCie Rugged XL as a FAT32 volume on a Mac.

CAUTION: Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Right-click **My Computer** and select **Manage** (Fig. 3.2.1-A). The Computer Management window opens.

2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). See Fig. 3.2.1-B. Information about all storage devices connected to your computer appears in the pane on the right.

3. Find the disk corresponding to your LaCie Rugged XL. Right-click in the disk allocation bar of the FAT32 volume and select **Format...** from the right-click options menu (Fig. 3.2.1-B).

TECHNICAL NOTE: If you did not create an exchange volume using LaCie Setup Assistant, there may be only one volume associated with the disk.
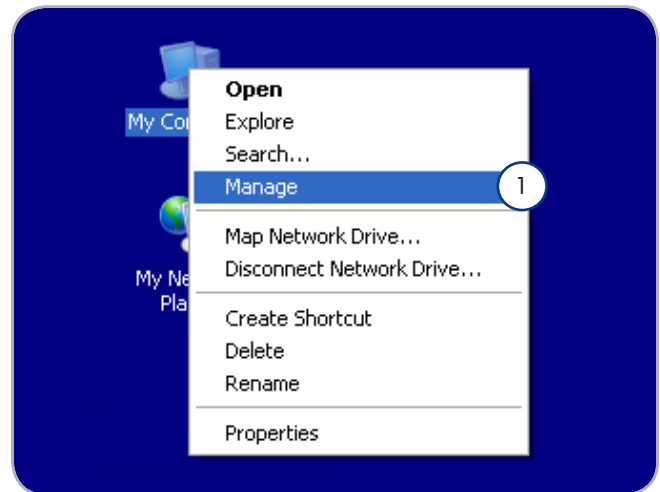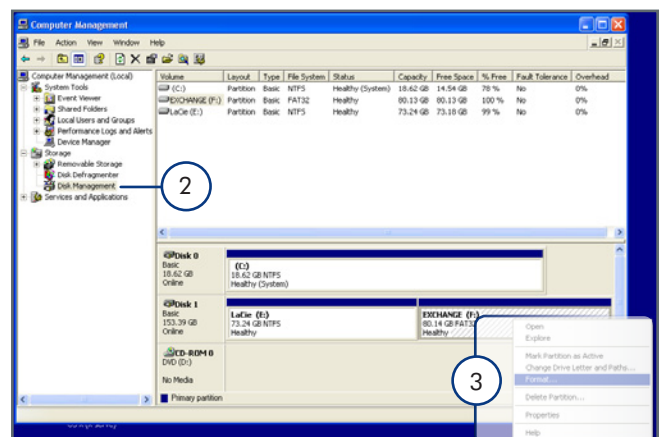
Figure 3.2.1-A

Figure 3.2.1-B

4. In the Format window:

    a. Enter a name for the disk as you'd like it to appear on your computer in the **Volume label** field.
    b. Select "Perform a quick format".
    c. Leave the other options at their default values and click **OK**.

5. Click **OK** in the format warning dialog. During the formatting process, the status of the disk changes to "Formatting" in the Computer Management window. When Formatting is complete, the status changes to "Healthy". See Fig. 3.2.1-D.
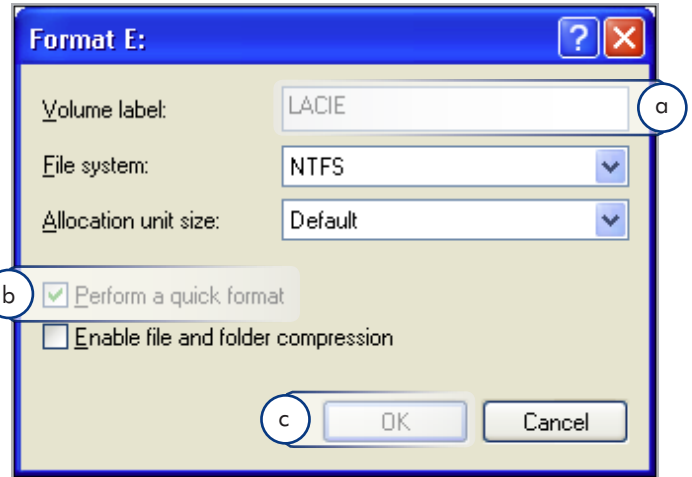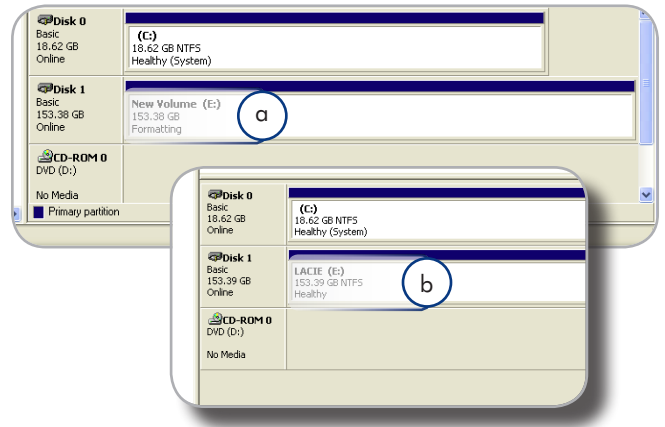
Figure 3.2.1-C

Figure 3.2.1-D

3.2.2. Formatting from HFS+ (Apple File System) to NTFS

Follow the steps in this section if you used LaCie Setup Assistant to format your drive for use with a Mac or if you reformatted your LaCie Rugged XL as an HFS+ volume on a Mac.

CAUTION: Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Right-click **My Computer** and select **Manage** (Fig. 3.2.2-A). The Computer Management window opens.

2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). See Fig. 3.2.2-B. Information about all storage devices connected to your computer appears in the pane on the right.

3. Find the disk corresponding to your LaCie Rugged XL. Right-click on the "Unallocated" volume in the disk allocation bar and select **New Partition…** from the right-click options menu (Fig. 3.2.2-B). The New Partition Wizard opens.
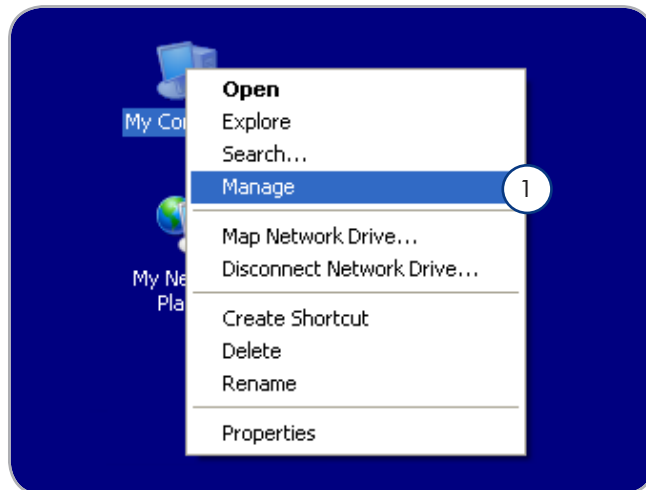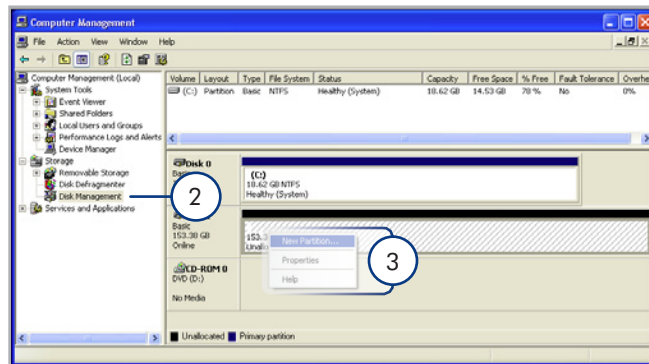
Figure 3.2.2-A

Figure 3.2.2-B

4. On the Welcome to the New Partition Wizard screen, click **Next**.

5. Select **Primary Partition** and click **Next**.

6. If you would like to create more than one partition on the disk, enter the size of the first partition in the "Partition size in MB" field. Otherwise, leave the default values and click **Next**.

7. Choose a drive letter to assign to the drive. Click **Next**.

8. Select "Format this partition with the following settings" and Enter a name for the volume as you'd like it to appear on your computer. Select "Perform a quick format." Click **Next**. See Fig. 3.2.2-D.

9. Review your settings and click **Finish** to begin the formatting process.

10. During the formatting process, the status of the disk changes to "Formatting" (a) in the Computer Management window. When Formatting is complete, the status changes to "Healthy" (b). See Fig. 3.2.2-E.
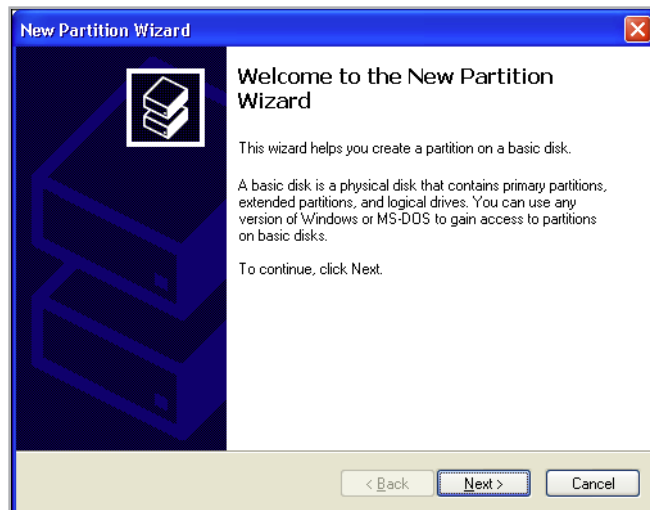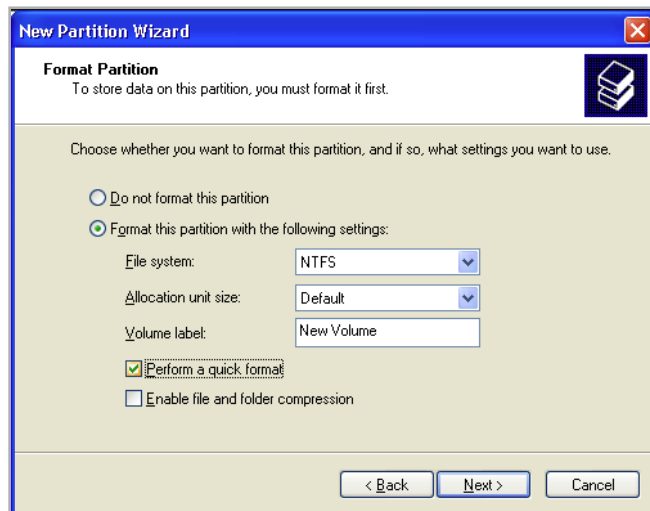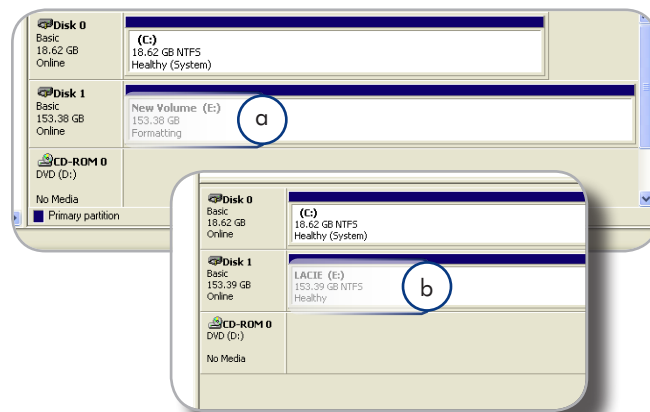

Figure 3.2.2-C

Figure 3.2.2-D

Figure 3.2.2-E

3.3. Formatting for Mac Users

CAUTION: Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Select **Utilites** from the Go menu in Finder.

2. Open Disk Utility.

3. In the disk list on the left side of the Disk Utility window, find the disk corresponding to your LaCie Rugged XL. For each disk there is a listing for the drive controller and one for each volume on the disk. Select the listing for the controller (ex. "153.4 GB HDT72251…" in Fig. 3.3-A).

4. Select the **Partition** tab.

5. From the **Volume Scheme** menu, choose the number of partitions you want to divide the drive into (16 maximum). You can adjust the size of each partition using the slide bar between the partitions in the **Volume Scheme** area.

6. In the **Volume Information** section, enter a name for each volume (partition) and choose the volume format (Mac OS Extended, Mac OS Standard, UNIX File System, or MS-DOS).

TECHNICAL NOTE: To share a volume with Windows users, select MS-DOS (FAT32) format.

IMPORTANT INFO: Apple recommends that unless you have a specific reason to use the UNIX File System (UFS), you should use the Mac OS Extended format because it provides a more familiar experience to Macintosh users.

7. Click **Partition**. Click **Partition** again to close the alert message and continue.

8. Mac Disk Utility will format and partition the disk according to your settings, and your drive will be ready to use.
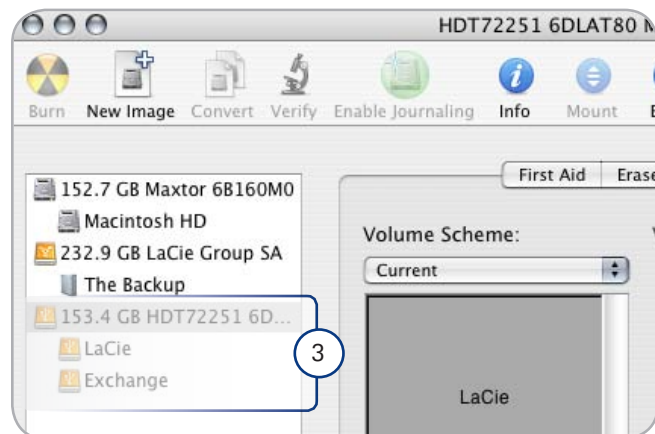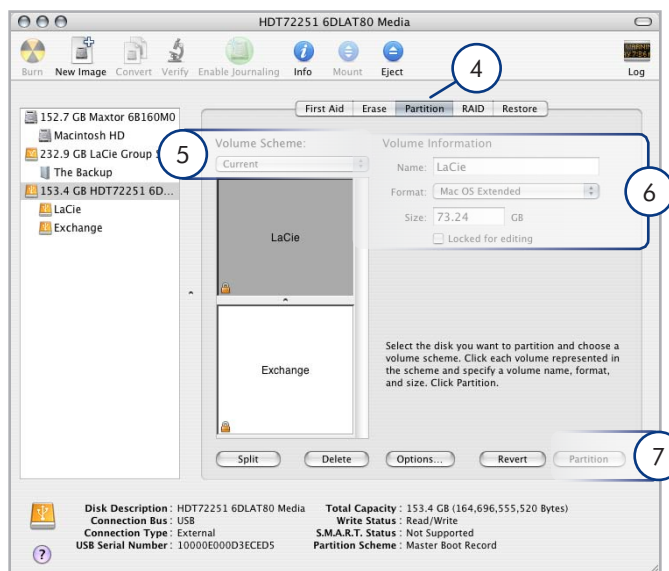

Figure 3.3-A

Figure 3.3-B

4. Troubleshooting

If your LaCie Rugged XL is not working correctly, please refer to the following checklist to determine the source of the problem. If you have gone through all of the points on the checklist and your drive still does not work properly, please check the FAQs that are regularly published on our website – www.lacie.com. One of these FAQs may provide an answer to your specific question. You can also visit the downloads page, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Customer Support (see section *5, Contacting Customer Support* for details).

Manual Updates

LaCie strives to give you the most up-to-date, comprehensive user 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 user manual does not reflect the configuration of the product you purchased, please check our website for the most current version of the user manual.

www.lacie.com

Mac Troubleshooting

Problem	Question	Solution
The drive is not recognized by the computer.	Does an icon for the drive appear on the desktop?	There should be an icon for the LaCie drive on the desktop. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	See section *1.2. Minimum System Requirements* for more information.
	Is the drive's power supply connected and turned on?	Make sure that the power supply is properly connected (see section *2.1. Connecting The Power Supply*), that the drive has been turned on by pressing the On/Off/Auto button the back of the drive, and that the outlet the power supply is connected to is also turned on.
	Did you follow the correct installation steps for the specific interface and operating system.	Review the installation steps in section *2.1. Connecting The Power Supply* and section *2.2. Connecting the Interface Cable*.
	Are both ends of eSATA or USB cables firmly attached?	Check both ends of the eSATA or USB cables and make sure that they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Have the USB or eSATA drivers been installed correctly and enabled?	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 tips listed here.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.

Problem	Question	Solution
The drive is not recognized by the computer.	Has the drive been formatted?	Make sure that the drive has been formatted properly. Please see sections *3. Optional Formatting And Partitioning* and section *3.1. Finding the File System Format.*
	Does your computer's operating system support the file system?	Check your computer's documentation and see sections *3.1. Finding the File System Format* and *3. Optional Formatting And Partitioning*
Error messages under Mac OS 10.x.	Did you get an "Error –50" message while copying to a FAT 32 volume?	When copying files or folders from Mac OS 10.x to a FAT 32 volume, certain characters cannot be copied. These characters include, but are not limited to: ? < > / \ : Check your files and folders to ensure that these types of characters are not being used.
	Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?	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 "woken" from sleep, it does not give the drive enough time to spin-up from its sleep mode.
The drive is working slowly.	Are there other USB or eSATA devices connected to the same port or hub?	Disconnect any other USB or eSATA devices and see if the drive's performance increases.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Are you operating in Mac OS 9.x?	Apple does not support the Hi-Speed USB 2.0 standard under Mac OS 9.x. You will be limited to the slower transfer rates of the original USB standard.
	Are you operating in Mac OS 10.x?	Apple has only recently begun incorporating native Hi-Speed USB 2.0 ports in their computers. To achieve Hi-Speed USB 2.0 transfer rates, you will need to add a Hi-Speed USB 2.0 PCI or PC card to your computer.
	Is the drive connected to a USB port on your computer, or to a USB hub?	If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See section *1.2. Minimum System Requirements*.

Windows Troubleshooting

Problem	Question	Solution
The drive is not recognized by the computer.	Is there an icon for the drive in **My Computer**?	Go into **My Computer** and look for an icon and drive letter assigned to the LaCie drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	See section *1.2. Minimum System Requirements* for more information.
	Is the drive's power supply connected and turned on?	Make sure that the power supply is properly connected (see section *2.1. Connecting The Power Supply*), that the drive has been turned on by pressing the On/Off/Auto button the back of the drive, and that the outlet the power supply is connected to is also turned on.
	Did you follow the correct installation steps for the specific interface and operating system.	Review the installation steps in section *2.2. Connecting the Interface Cable*.
	Are both ends of the eSATA or USB cables firmly attached?	Check both ends of the eSATA or USB cables and make sure that they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Have the USB or eSATA drivers been installed correctly and enabled?	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 tips listed here.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
The drive is working slowly.	Are there other USB or eSATA devices connected to the same port or hub?	Disconnect any other USB or eSATA devices and see if the drive's performance increases.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a USB port on your computer, or to a USB hub?	If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See section *1.2. Minimum System Requirements*.

Problem	Question	Solution
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Are you using Windows 98 SE or Windows Me?	These systems are not supported; USB will not work with either Windows 98 SE or Windows Me.
The drive turns on and off when you turn your computer on and off (USB connections).	This is normal. Your drive has an autoswitching power feature, which means that if your drive is connected to your computer, turning the computer on will automatically turn the drive on. Likewise, turning the computer off will automatically turn the drive off. If you wish to power off the drive while it is connected to your computer, first make sure that your computer is not accessing the drive and then follow the steps in section *2.4. Disconnecting Your LaCie Rugged XL*. After you have disconnected the drive, flip the On/Off/Auto button on the back of the drive to turn the drive off.	

5. Contacting Customer Support

Before You Contact Technical Support

1. Read the manuals and review section *4. Troubleshooting*.

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 securely 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, contact us at www.lacie.com. Before contacting us, make sure that you are in front of your computer and that you have the following information on hand:

Information	Where to Find Information
LaCie hard drive serial number	Located on a sticker at the back of drive or on the original packaging
Macintosh/PC model	**Mac users:** Click on the Apple icon in the menu bar and select **About This Mac**.
Operating system version	
Processor speed	**Windows users:** Right click **My Computer** and select **Properties > General**.
Computer memory	
The brands and models of other internal and external peripherals installed on your computer	**Mac users:** Click on the Apple icon in the finder bar and select **About This Mac**. Select **More Info...** The Apple System Profiler will launch and will list your internal and external peripherals. **Windows users:** Right click **My Computer** and select **Properties > Hardware**.

LaCie Customer Support Contacts

LaCie Asia
http://www.lacie.com/cn/contact/

LaCie Australia
http://www.lacie.com/au/contact/

LaCie Belgium
http://www.lacie.com/be/contact/ (Dutch)
http://www.lacie.com/befr/contact/ (French)

LaCie Brazil
http://www.lacie.com/us/contact

LaCie Canada
http://www.lacie.com/ca/contact/ (English)
http://www.lacie.com/cafr/contact/ (French)

LaCie Denmark
http://www.lacie.com/dk/contact

LaCie Finland
http://www.lacie.com/fi/contact/

LaCie France
http://www.lacie.com/fr/contact/

LaCie Germany
http://www.lacie.com/de/contact/

LaCie Ireland
http://www.lacie.com/ie/contact/

LaCie Italy
http://www.lacie.com/it/contact/

Japan - Elecom CO., LTD
http://www.lacie.jp/

LaCie Korea
http://www.lacie.com/kr/contact

LaCie Latin America
http://www.lacie.com/la/contact/

LaCie Netherlands
http://www.lacie.com/nl/contact/

LaCie Norway
http://www.lacie.com/no/contact/

LaCie Portugal
http://www.lacie.com/pt/contact/

LaCie Singapore
http://www.lacie.com/asia/contact/

LaCie Southeast Asia
http://www.lacie.com/sea/contact

LaCie Spain
http://www.lacie.com/es/contact/

LaCie Sweden
http://www.lacie.com/se/contact

LaCie Switzerland
http://www.lacie.com/ch/contact (German)
http://www.lacie.com/chfr/contact/ (French)
http://www.lacie.com/chit/contact/ (Italian)

LaCie UK
http://www.lacie.com/uk/contact

LaCie USA
http://www.lacie.com/us/contact/ (English)
http://www.lacie.com/uses/contact (Spanish)

LaCie Grand Export
http://www.lacie.com/intl/contact/

Warranty Information

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 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.

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.

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.

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 will be asked to provide your LaCie product's serial number, and 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.

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