External Hard Drive

What your 1 Year Warranty Means

Great care has gone into the manufacture of this product and it should therefore provide you with years of good service when used properly. In the event of product failure within its intended use over the course of the first year after the date of purchase, we will rectify the problem as quickly as possible once it has been brought to our attention. In the unlikely event of such an occurrence, or if you require any information about the product please contact us via our after sales support services, details of which can be found in this manual and on the product itself.

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Copying This Manual

Safety Instructions

Please read this chapter carefully and observe all listed notes. This will ensure reliable operation and long life expectancy of your product. Keep these instructions with your product at all times. The proper set up, use and care can help extend the life of your product. In the event that you transfer ownership of this product, please provide these instructions to the new owner.

Safety and Installation

- Do not let children play unattended with electrical devices.

- Hard disks are extremely **fragile**. Never drop or shake the hard drive - this could irreversibly damage the data on the hard disk. Be **especially careful when transporting** the hard disk as we provide **no guarantee** for this type of damage.

- The hard drive can **become warm** after prolonged use.

- Never open the casing of your hard disk, if you do the hard disk will no longer be covered by our guarantee.

- The hard disk is not designed for use in commercial applications/situations.

- After **transportation**, wait until the equipment is at room temperature before turning it on. If there is a large difference in temperature or humidity, damp can build up through condensation and cause an **electrical short circuit**.

- Keep your hard disk and all connected equipment away from **dampness** and avoid **dust, heat** and direct sunlight in order to prevent operational problems.

- In order to avoid damage from a fall, place the hard disk on a stable and level surface which does not vibrate.

- For additional safety, we recommend using power connection through a power surge protection unit in order to protect your equipment from power surges and lightning strikes.

- The voltages and interfaces used in the equipment are in line with the low voltage protection guidelines set out in EN60950. Connections to other equipment may only be made using similar interfaces with low voltage protection in accordance with EN 60950.

- Please contact the MEDION Help Desk if you have any technical problems with your hard disk. If repairs are needed, please exclusively use our authorised service partners.

- In the first hours of operation, new devices may emit a typical, unavoidable but completely harmless smell, which will decrease in the course of time.
We recommend that you ventilate the room regularly, to counteract the formation of the smell.

Cabling

- Arrange cables so no one can walk on or trip over them.

- **Do not** place objects on any of the cables.

Electromagnetic Compatibility/ Conformity with Norms

This device fulfils the requirements of electromagnetic compatibility and electrical safety.

- Ensure your hard disk is located at least **one meter away** from sources of high frequency and magnetic **disturbance** (TVs, speakers, mobile telephones, etc.) in order to avoid operational problems and data loss.

Repairs

Please contact the MEDION Help Desk at 1300 884 987 if you have any problems with your external hard drive. ALWAYS have repairs completed only by our authorised service centre.

Contact the MEDION Help Desk when...

- Liquid has got into the hard drive
- The hard drive does not operate properly
- The hard drive is dropped or the housing is damaged.

Cleaning

- Before cleaning your hard disk drive, always unplug all connection cables.
- Do not use any **solvents, corrosive** or **gaseous** cleaning products.

Caution!

This equipment does not include any parts that need servicing or cleaning.

Recycling and Disposal

Device
At the end of its life, the appliance must not be disposed of in household rubbish. Enquire about the options for environmentally-friendly disposal with your retailer.

Packaging
All packaging and packaging materials that are no longer required can and should be recycled.

Data security

Every time you update your data make back-up copies on an external storage medium. We assume no liability for data loss or damage to data storage units, and no claims can be accepted for damages resulting from the loss of data or consequential losses.

What's in the Box?

Please check the contents of the box and notify us within 14 days of purchase if the contents of this box is incomplete. The following should be included with the hard drive:

- External Hard Disk
- USB Connection Cable
- Instruction Manual
- Warranty Certificate
- Warranty Sticker

System requirements

- **Operating System**   Windows® Vista/ XP/Windows® 7
- **Connection**   max. 2 USB

Setting up

Connecting the cables

Connect the external hard disk to your computer using a free USB port. You can also connect the hard disk to computers with a USB 1.1 port however the speed of transmission will be slower.

USB connection   **(Back view)**
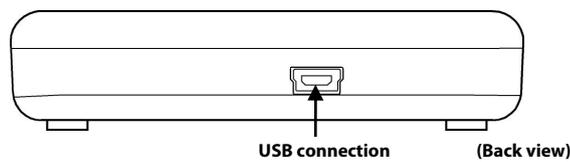
1. Start your computer and wait until Windows® has been fully loaded.

2. Connect the mini-USB connector of the supplied Y-cable to the USB port of your external hard disk.

3. Connect the other end of the Y-cable which has two USB Type-A connectors with the following labels:
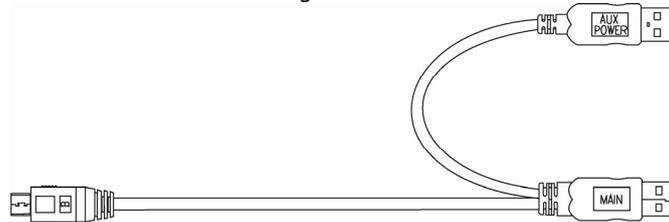
    The 'MAIN' connector must be connected to your PC / Notebook at all times when in use; the 'AUX' is an additional power source, only when your PC / Notebook does not supply sufficient power strength with one USB port.

4. With Windows® Vista/ XP/Windows® 7 the hard disk will be automatically recognised and connected.

Installing the hard disk

Note
Your drive has already been set up and so it will **not be necessary** to reformat or repartition it.

Caution!
Partitioning or formatting a disk drive deletes data. We assume no responsibility for lost data.

Before you install your hard disk ...

We would like to remind you once again that when installing the new hard disk some programmes are used that could cause your data to be irreversibly lost if used incorrectly.

Note
Make a backup of all your data and check that the recovery procedure works.

Partitioning programmes

With Windows® Vista/ XP/Windows® 7 use the **disk management** help program in order to install the hard disk. You can find the program in the **computer management section of the control panel**.
With some operating systems you must have administration rights to install a hard disk.

With Windows® ME the hard disk is installed with the DOS program FDISK. Look under help in Windows for detailed information on using this program.

Partitioning the drive

Partitioning a drive divides the space into different areas which can be accessed as separate logic drives (with letters C:, D:, E: etc.). Read the manual of your operating system to find out how to partition hard drives with your particular system.

Formatting the drive

In order to remove data from the hard disk, the partitions must be formatted.

> **Caution!**
>
> You must be totally sure about which drive letter to enter so that you don't format a drive that contains data you wish to keep.

You can carry out the partitioning using Windows® Explorer (right click on the drive and select format).

Read which formatting options you have in the next section.

Choosing between NTFS, FAT, and FAT32

When you use Windows XP and Windows 2000 you can choose between three file systems for disk partitions: NTFS, FAT, and FAT32. Use the information below to compare the file systems. NTFS is the recommended file system for the following reasons:

NTFS is more powerful than FAT or FAT32, and includes features required for hosting Active Directory as well as other important security features. You can use features such as Active Directory and domain-based security only by choosing NTFS as your file system.

It is easy to convert partitions to NTFS. The Setup program makes conversion easy, whether your partitions used FAT, FAT32, or the older version of NTFS. This kind of conversion keeps your files intact (unlike formatting a partition). If you do not need to keep your files intact and you have a FAT or FAT32 partition, it is recommended that you format the partition with NTFS rather than convert from FAT or FAT32. Formatting a partition erases all data on the partition and allows you to start with a clean drive.

Whether a partition is formatted with NTFS or converted using the convert command, NTFS is the better choice of file system. (For more information about Convert.exe, after completing Setup, click Start, click Run, type cmd, and then press ENTER. In the command window, type help convert and then press ENTER.)

In order to maintain access control on files and folders and support limited accounts, you must use NTFS. If you use FAT32, all users will have access to all files on your hard drive, regardless of their account type (administrator, limited, or standard.)

NTFS is the file system that works best with large disks. (The next best file system for large disks is FAT32.)

There is one situation in which you might want to choose FAT or FAT32 as your file system. If it is necessary to have a computer that will sometimes run an earlier version of Windows and other times run Windows XP, you will

need to have a FAT or FAT32 partition as the primary (or startup) partition on the hard disk. Earlier versions of Windows cannot access a partition if it uses the latest version of NTFS. The two exceptions are Windows 2000 and Windows NT 4.0 with Service Pack 4 or later. Windows NT 4.0 with Service Pack 4 or later has access to partitions with the latest version of NTFS, but with some limitations: It cannot access files that have been stored using NTFS features that did not exist when Windows NT 4.0 was released.

For anything other than a situation with multiple operating systems the recommended file system is NTFS.

> **Important**
>
> Once you convert a drive or partition to NTFS, you cannot simply convert it back to FAT or FAT32. You will need to reformat the drive or partition which will erase all data including programs and personal files on the partition.

The following table describes the compatibility of each file system with various operating systems.

NTFS	FAT	FAT32
A computer running Windows® XP / Vista / Windows® 7 or Windows 2000 can access files on an NTFS partition. A computer running Windows NT 4.0 with Service Pack 4 or later might be able to access some files. Other operating systems allow no access.	Access is available through MS-DOS, all versions of Windows, Windows NT, Windows 2000, Windows® XP / Vista / Windows® 7, and OS/2.	Access is available only through Windows 95 OSR2, Windows 98, Windows Millennium Edition, Windows 2000, and Windows® XP / Vista / Windows® 7.

The following table compares disk and file sizes possible with each file system.

NTFS	FAT	FAT32
Recommended minimum volume size is approximately 10 megabytes (MB). Volumes much larger than 2 terabytes (TB) are possible. Cannot be used on floppy disks.	Volumes from size up to 4 gigabytes (GB). Does not support domains.	Volumes from 512 MB to 2 TB. In Windows XP, you can format a FAT32 volume up to 32 GB only. Does not support domains.
File size limited only by size of volume.	Maximum file size is 2 GB.	Maximum file size is 4 GB.

Deleting hard disks from the system

Depending on the operating system, the external hard disk must be disconnected before it can be deleted. Read how this works in the help files of your operating system.

1. Disconnect the hard disk from the operating system if necessary using the safely remove hardware wizard.
2. Now pull out the plug and disconnect all the connection cables from the external hard disk.

Caution!

While accessing the hard disk, the hard disk must not be deleted or turned off. This can lead to data loss.

Customer service

Requirements for optimal performance:

- a stable, trouble-free computer
- a correctly installed operating system
- cables correctly attached to the hard disk
- regular execution of the Windows® **defragmenter** and **scandisk** programs to remove sources of error and increase the system performance.

Defragmenting your hard drive can take some time (several hours, even on a fast PC), and you cannot use your PC during this time. It's advised that you leave your PC defragmenting over night. To defragment your drive in Windows XP:

1. Close down all applications and disable your virus scanner if possible. Also switch off any screensavers.
2. Click Start and then **Programs**->**Accessories**->**System Tools**->**Disk Defragmenter**
3. Select a drive and click Analyse.
4. Defragment if it is recommended.

ScanDisk is not present in Windows XP. Instead, use Check Disk. To start Check Disk:

1. Open **My Computer**, right-click a drive, and then click **Properties**.
2. On the Tools tab, under **Error-checking**, click **Check Now**

Sometimes Defragmenter or Scandisk works on 10% or 30% of a hard drive and then hangs. This is usually caused by Windows programs running in the background. If this happens you can force Windows not to run automatic background programmes. To run ScanDisk/Defrag successfully:

1. Go to **Start->Run** and type **msconfig** in the Open: box.

2. On the General tab, uncheck all items listed under **Selective startup** (make sure that **Selective startup** is selected).

3. Hit **apply** and **OK** and restart Windows. This starts Windows with only the basics running; Insures nothing will interfere with ScanDisk and Defragmenter.

4. Run ScanDisk and Defrag.

5. Go to **Start->Run** and type **msconfig** in the Open: box. Select Normal Startup.

6. Restart Windows.

Troubleshooting

PROBLEM: Windows stops responding when I disconnect the external hard drive.

ANSWER: This may occur because Windows is trying to access a file that is in the external hard drive. Make sure that none of the files on the disk are open when you unplug the drive. Be sure to stop the drive before disconnecting the power or adapter cable to prevent any data loss.

PROBLEM: The drive is not recognised by my computer.

ANSWER: Restart your computer.

PROBLEM: The hard drive does not seem to have as much storage capacity as I allocated.

ANSWER: Check that your operating system and file system support the desired amount.

PROBLEM: ScanDisk reports an unrecoverable error.

ANSWER: The Scandisk program tests drives for errors. If ScanDisk finds a problem and is unable to fix it, there may be a problem with the hard disk

Do you require additional support?

If the suggestions in the previous section have not solved your problem, please contact the hotline. We will try and help you over the telephone. Before you contact the MEDION Help Desk, please have the following information available:

- How is your computer configured?
- What additional peripherals do you use?
- What messages, if any, appear on your screen?
- What software were you using when the error occurred?
- What steps have you already undertaken to solve the problem?
- If you have already been given a customer number, please have this available.