Maxtor®

Personal Storage 5000
User's Guide

Maxtor Product Warranty

Maxtor's warranty obligations are limited to the terms set forth: Maxtor warrants only to the original consumer purchaser that new Maxtor products will be free from defects in material and workmanship for 1 year from the date of original purchase.

For a replacement product, the warranty on the replacement device is the remainder of the warranty on the original device or 90 days, whichever is longer. If you discover a defect, Maxtor will, at its option, repair or replace the product at no charge to you, provided you return it during the warranty period, with transportation charges prepaid, to Maxtor in Ireland, Singapore or the USA.

Products must be properly packaged in Maxtor packaging or Maxtor approved packaging to obtain warranty service. Before returning a Maxtor product, please contact Maxtor at: +353 1 204 1111 (in Europe) or 1-800-2MAXTOR (in U.S.) to obtain a Return Material Authorization (RMA) number. A copy of the receipt or a bill of sale bearing the appropriate Maxtor serial number and model number may be required for warranty service. The warranty applies only to the Maxtor products that can be identified by the Maxtor trademark, trade name, serial number or logo affixed to them. Maxtor does not warrant any product that is not manufactured by, for or with permission from Maxtor.

This warranty is not applicable to: Abnormal wear and tear; Abuse, unreasonable use, mistreatment, or neglect; Damage caused during installation of the Product; Damage caused by the equipment or system with which the product is used; Damage caused by modification or repair not made or authorized by Maxtor; Product whose Maxtor Serial Number has been removed or defaced; Damage caused by liquids in the product case; Damage to the products' interface or power connectors; Damage caused by use of non-Maxtor packaging; Damage caused by improper or improperly used packaging; Products that are determined to be stolen.

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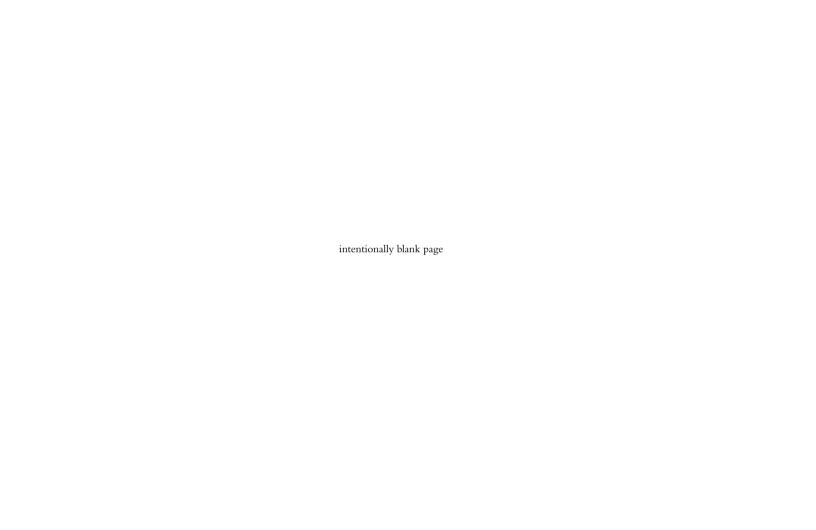
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Changes are periodically made to the information herein – which will be incorporated in revised editions of the publication. Maxtor may make changes or improvements in the product(s) described in this publication at any time and without notice. This product tested to comply with FCC standards for home or office use.

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1 Introduction

Thank you for selecting a Maxtor product. Your Maxtor Personal Storage™ 5000 product is an external hard drive that allows you to add storage to your computer to hold and organize your documents, videos, music, photos, graphics, and more.

You can also use your new drive to make copies of critical files as a part of your overall backup solution. By using the Maxtor OneTouch™ ⊜ feature, your drive can create and store a copy of your important files with a touch of a button.

Whether you use the drive for additional storage, to create a copy of your files, or both, this guide will get you up and running and provide helpful tips for using your drive.

The Maxtor Personal Storage 5000 drive has the following features:

- Large capacity

- Maxtor OneTouch feature, the easy way to make a backup copy of your files

- Plug and Play installation

- High-speed performance

  - USB 1.1 and 2.0

  - FireWire®/1394/i.LINK® (available with 5000DV and 5000XT)

- Stacks and stands upright to fit on your desk

- Expandable so you can connect up to 62 drives via FireWire (5000DV and 5000XT models) or 129 USB 2.0 drives with USB 2.0 hubs

- Hot-swappable to move the drive between computers

- Compatible with security locking cables, including those offered by Kensington®

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Personal Storage 5000 Components

Before installing your new drive, review the features shown
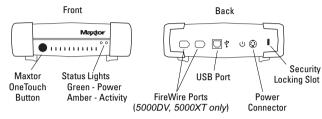in Figure 1.

Figure 1. Personal Storage 5000 Features

Included in this Kit

The Maxtor Personal Storage 5000 drive comes complete with
the components shown in Figure 2. Familiarize yourself with each
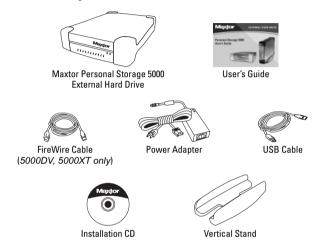of these items prior to installation.

Figure 2. Included in this Kit

System Requirements

The following are the minimum system requirements.

ⓦ Windows System Requirements

- Pentium II–class equivalent processor or later
- Windows® 98SE, Me, 2000, or XP
- CD-ROM drive
- 32 MB RAM or more as required by Windows
- Available FireWire/1394/i.LINK (OHCI–compliant) or USB 1.1 or 2.0 port (only for 5000DV, 5000XT)
- Available USB 1.1 or 2.0 port (5000LE)
- Internet connection (for system updates)

For faster operation, upgrade from USB 1.1 to high-speed USB 2.0 with a Maxtor USB 2.0 PCI Card for Windows or add a FireWire port to your PC with Maxtor's 1394/FireWire PCI Card. Both are available at www.maxtordirect.com in North America.

ⓜ Macintosh System Requirements

- iMac®, Power Macintosh® G3 (Blue and White), or later model
- Mac OS 9.1 or higher or Mac OS X version 10.1.2 or higher
- CD-ROM drive
- 32 MB RAM or more as required by Mac OS
- Available FireWire/1394/i.LINK (OHCI–compliant) or USB 1.1 or 2.0 port (only for 5000DV, 5000XT)
- Available USB 1.1 or 2.0 port (5000LE)
- Internet connection (for system updates)

⯁ Handling Precautions

Handle your drive with care! Follow the precautions listed here or damage to the drive may result and your warranty may become void. Review the "Maxtor Product Warranty" on the inside front cover for more information.

The following precautions can prevent loss of data:

- Do not bump, jar, or drop the drive.
- Do not stack drives more than three high.
- Do not set the drive on its side without using the vertical stand as it may fall over and cause damage.
- Do not remove any cables or power cords without properly disconnecting the drive through the operating system.
- Do not set any liquids or drinks on the drive. Liquids will damage the internal electronics.
- Do not attempt to open the drive's case. This will void your warranty.

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About this Guide

The following symbols and conventions are used in this guide:

Bold   Used for menu, command, and keyboard selections you make and screens you will see.

Italics   Used for emphasis and to identify new terms, which may also be defined in the Glossary.
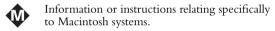
Information or instructions relating specifically to systems running Windows.

Information or instructions relating specifically to Macintosh systems.

Helpful information about a particular topic.

Important information to prevent problems and ensure that you are successful in using the drive.

Critical information to help prevent loss of your data or damage to your computer system.

Where to Go for Help

For additional help with your drive, its installation and the software, contact one of the following:

Maxtor Support

Maxtor provides a comprehensive product support section on its web site, including the latest drivers, user guides, and the Knowledge Base at www.maxtorkb.com (answers to common questions and problems).

On the Web: http://www.maxtorsupport.com

Check the Maxtor support web site under **Contact Us** for additional support phone numbers outside the USA.

For technical support in Asia Pacific regions, please e–mail to ApacTech_Assistance@Maxtor.com

If you do not have Internet access, you can call:

1–800–2–MAXTOR (in the United States)
+1 303 678 2015 (Outside the continental United States)

Dantz Support

Contact Dantz® Development Corporation for help with Retrospect® Express software, backup copies made with Maxtor OneTouch, or restoring files. Dantz provides free telephone support for the first 30 days and a comprehensive support section on its web site, including the latest software downloads, Knowledge Base (answers to common questions and problems), hardware compatibility and contact information.

On the Web: http://www.dantz.com

Select the link labeled **Support & Hardware**.

Check the Dantz web site for additional support phone numbers outside the USA.

If you do not have Internet access, you can call:

1–888–777–5664 (in the United States)
+1 925 253 3050 (Outside the continental United States)

2 Installing the Drive

This chapter describes how to install the Maxtor Personal Storage 5000 drive, the Dantz Retrospect Express backup software, and activate the Maxtor OneTouch button. Install the software and hardware in the order presented in this chapter to ensure a successful installation process.

▼ Do not connect the drive to your computer until you have installed the software.

Follow these steps to install your drive

Step 1. Install the software.

If you do not wish to install the Retrospect Express software at this time, you can install just the Maxtor drivers. For instructions, see "Installing Drivers Only" on page 17.

Step 2. Connect the drive to your computer.

Reformat the drive, if appropriate for your system.

Step 3. Set up the Maxtor OneTouch button.

Step 1. Installing the Software

Installing the software on a Windows system

Windows 2000 and XP: If you get an error message regarding Administrator priviledges, refer to "Administrator Privilege for Windows" on page 32.

1. With your computer running, insert the Maxtor Installation CD into your CD-ROM drive.

2. From the menu that appears, select the option to **Install storage drivers and Retrospect Express**. You may be asked to restart your computer to continue the installation, select restart if prompted to do so.

3. A **Welcome** screen appears, click **Next**.

4. The **Retrospect License Agreement** appears. Review the agreement and click the "**I Accept**…" button, then click **Next** to continue.

5. The next screen prompts you for **customer information**. Enter the requested information and click **Next** to continue.

6. The **Setup Type** screen is displayed. If you wish to select the folder to install the Retrospect software, select the **Custom** option on this screen. To continue, click **Next**.

7. The **Ready to Install** screen appears. If you're ready to install the Retrospect software, click **Install** to begin installing the software on your system.

   ▼ **Windows XP only**: A Windows Alert appears with the message: "The software you are installing has not passed Windows logo testing…". This is normal. Click **Continue Anyway**.

8. After the software is installed on your system, a message is displayed "**InstallShield Wizard completed**" signifying that your installation was successful.

   a. Click the **Finish** button.

   b. Click **Exit** from the remaining menu screen.

   c. Remove the Maxtor Install CD from your computer.

   ▼ Make sure that you have exited Retrospect Express and the Installation CD menu at this point.

   The software may ask you to restart your system at this time, select restart to continue setting up your drive. Now proceed to "Step 2. Connecting the Drive" on page 7.

◆M Installing the software on a Macintosh computer

1. With your computer running, insert the Maxtor Installation CD into your CD-ROM drive.

2. Open the CD's icon and double click on the **Install Retrospect Express** icon.

   For Mac OS X, you will need to provide your Administrator password in order to install the necessary files.

3. The Retrospect Express introduction screen appears, click **Continue**.

4. The Retrospect license agreement is presented, click **Accept** to continue.

5. On this screen, you may select an installation option and select the folder you wish to store this software on. Click **Install** to continue.

6. After the software is installed on your system, a message is displayed confirming that your installation was successful. The software will ask you to restart your system at this time. Restart to continue setting up your drive.

Step 2. Connecting the Drive

Once the registration process is complete, you are ready to connect the drive to your computer.

Do not connect the drive to your computer until you have installed the software. (Disregard for Installing Drivers Only.)

The drive will not operate with more than one computer at a time.

M Maxtor does not support using the drive as a start–up disk for the Macintosh.

The Maxtor Personal Storage 5000LE connects to your computer using the USB interface. The 5000DV and 5000XT can connect with either the USB or FireWire interface. Check your computer to determine which interface is available.

Connecting the Power

1. Unpack the drive, cables, and power adapter, and save the packing materials.

2. Plug the four-pin male connector from the power adapter with the flat side facing up into the drive's power connector.

3. Plug the three-pin female connector on the power cord into the power adapter.

Figure 3. Connecting the Power

4. Plug the male electrical plug from the power adapter into your power source.

In North America, additional Maxtor power adapters can be purchased from http://www.maxtordirect.com.

5. Determine whether you have USB or FireWire ports available on your system. If you are connecting your drive with FireWire, proceed to "Connecting with the FireWire Cable" on page 9.

Connecting with the USB Cable

Do not plug a USB cable into the drive when a FireWire cable is already connected to the drive. This drive will only operate on one interface at a time.

The Maxtor Personal Storage 5000 drive is also compatible with computers equipped with built-in USB 1.1 ports. To achieve high-speed USB 2.0 *data transfer rates*, a USB 2.0 port or USB 2.0 Adapter Card for Windows is required. For more information about the USB interface, go to http://www.usb.org and select the link to the USB FAQ section.

To connect the USB cable

1. Plug the larger end of the USB cable into any available USB port on your computer. This USB logo ●⟵⟶™ may help you identify a USB port.

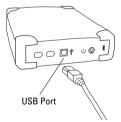2. Plug the smaller end of the USB cable into the USB connection on the drive.

Figure 4. Connecting to the USB Port

USB Port

Allow up to 2 minutes for your computer to recognize the drive.

Windows XP: To install your drive, using the USB interface, follow these steps:

1. Attach the drive to your computer and the power adapter as instructed in this section.

   When you connect your drive to a Windows XP system a window may appear with the message "**Local Disk (X:)** This disk or device contains more than one type of content. What do you want Windows to do?" You can disregard this window and close it.

2. Remove and re-insert the Maxtor Install CD back into your computer.

3. From the menu that appears, select the option to **Install Storage Drivers** and **Retrospect Express**.

4. A **Welcome** screen appears, click **Next**.

5. The **Program Maintenance** screen appears. Select the **Repair** option, click **Next**.

6. The **Ready to Repair the Program** screen appears, click **Install**.

7. A **Windows Alert** appears with the message: "The software you are installing has not passed Windows logo testing…". This is normal. Click **Continue Anyway**.

8. The **InstallShield Wizard completed** screen appears, signifying that your installation was successful. Remove the Maxtor Install CD from your computer and click the **Finish** button.

All Windows: Your new drive appears in the same way as your other drives with the name New Volume and a drive letter assigned by the operating system. The assigned letter will vary depending upon the number of other storage devices connected to your computer.

If you're running Windows 2000 or XP, Maxtor suggests re-formatting your drive for best performance and operation. If you plan to connect this drive to a computer running Windows 98 or ME, you will need to keep the drive in its original format. Further information is provided in "Formatting Your Drive" on page 14.

Now proceed to "Step 3. Setting Up the Maxtor OneTouch Feature" on page 11.

It may take several minutes to mount the drive on your Macintosh.

Mac OS 9: Maxtor requires that you re-format your drive with the Mac OS Extended format (also called HFS Plus) for proper operation with Retrospect Express software and the OneTouch button. Further information is provided in "Formatting Your Drive" on page 14.

Your new drive appears on your desktop with the name untitled. If you receive a message: "This disk is unreadable by this computer. Do you want to initialize the disk?", refer to the section titled: "My computer reports the drive is "unreadable" (Mac OS 9)" on page 30.

Mac OS X: An Alert box will appear saying the drive is unreadable. See "To format the drive for Mac OS X" on page 16.

Now proceed to "Step 3. Setting Up the Maxtor OneTouch Feature" on page 11.

Connecting with the FireWire Cable

This section describes how to connect your Personal Storage 5000DV and 5000XT drive using the FireWire cable. For more information about the FireWire interface, go to http://www.askfor1394.com.

Windows 98SE: make sure you have first installed the Windows 98SE 1394 Storage Supplement. See "I want to install the Windows 98SE Storage Supplement" on page 31 for more information.

Do not plug a FireWire cable into the drive when a USB cable is already connected to the drive. This drive will only operate on one interface at a time.

You can use both FireWire connectors at the same time to connect several FireWire devices to your computer in a *daisychain*. For example, you can connect one FireWire cable to your computer and the second FireWire cable to another FireWire-compatible device, such as a camcorder or an external CD-R recorder.

To connect the FireWire cable

1. Plug one end of the FireWire cable into any available FireWire port on your computer.

Laptop Users – Many laptop computers, and most camcorders, have a smaller 4-pin FireWire port requiring a special 4-pin to 6-pin FireWire cable (not included). This cable is available at most computer stores or at www.maxtordirect.com in North America.

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2. Plug the other end of the FireWire cable into either of the FireWire ports on the back of the drive.
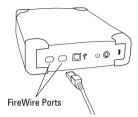
FireWire Ports

Figure 5. Connecting to a FireWire port

Allow up to 2 minutes for your computer to recognize the drive.

For Windows 98 and FireWire only
A window titled **Version Conflict** will appear three (3) times. Click **Yes** to keep the current file each time.

For Windows XP and FireWire only
When you attach the drive to your computer for the first time using the FireWire interface, the **Windows Hardware Wizard** will appear.

Click **Next** to automatically install the correct driver.

The **Completing the Found Hardware Wizard** screen appears with the message that it has finished installing software. Click **Finish**.

When you connect your drive to a Windows XP system a window may appear with the message "**Local Disk (X:)** This disk or device contains more than one type of content. What do you want Windows to do?" You can disregard this window and close it.

All Windows: Your new drive appears in the same way as your other drives with the name *New Volume* and a drive letter assigned by the operating system. The assigned letter will vary depending upon the number of other storage devices connected to your computer.

If you're running Windows 2000 or XP, Maxtor suggests re-formatting your drive for best performance and operation. If you plan to connect this drive to a computer running Windows 98 or ME, you will need to keep the drive in its original format. Further information is provided in "Formatting Your Drive" on page 14.

Now proceed to "Step 3. Setting Up the Maxtor OneTouch Feature" on page 11.

Mac OS 9: Maxtor requires that you re-format your drive with the Mac OS Extended format (also called HFS Plus) for proper operation with Retrospect Express software and the OneTouch button. Further information is provided in "Formatting Your Drive" on page 14.

Mac OS 9: Your new drive appears on your desktop with the name untitled. If you receive a message: "This disk is unreadable by this computer. Do you want to initialize the disk?", refer to the section titled: "My computer reports the drive is "unreadable" (Mac OS 9)" on page 30.

Mac OS X: An Alert box will appear saying the drive is unreadable. See "To format the drive for Mac OS X" on page 16 page.

Step 3. Setting Up the Maxtor OneTouch Feature

Once the drive is recognized by your computer, you can set up the Maxtor OneTouch feature to automatically make a backup copy of your selected files each time you press the button.

Windows XP: you may see an alert box regarding a requirement for administrator privileges. Proceed with your installation. For further information, refer to "Administrator Privilege for Windows" on page 32.

To set up the Maxtor OneTouch button feature

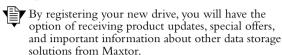**1.** Push the button on the front of your drive.

Proceed to #2

The Retrospect License Code screen appears. A license code is automatically entered for you, do not change this code. Click **OK** to proceed.

The next screen will ask you to personalize your copy. Enter your name and a company name if appropriate. Click **OK** to continue. A confirmation box will appear. If your entries are correct, click **OK**.

2. You are now asked to register Retrospect Express, click **Register Now**.
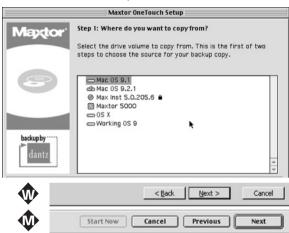
The Retrospect Express Registration screen appears.

3. Complete the registration information requested, then click **E-mail** to e-mail your information or click **Print** to print the information. [1]

By registering your new drive, you will have the option of receiving product updates, special offers, and important information about other data storage solutions from Maxtor.

From the pull-down **File** menu, select **Exit** to quit Retrospect.

Push the ⬡ button again on the front of your drive.

4. At the **Welcome screen**, click **Next**.

5. The **Step 1** screen appears, select the drive to copy files from and click **Next**.

6. The **Step 2** screen is displayed. Choose the type of files to copy and click **Next**.

Just Documents copies only documents you have created, including your favorite files, bookmarks, and cookies. This selection is ideal for most users.

Applications and Documents copies application files in addition to documents. This selection allows you to restore an application file if it has become damaged. Refer to the

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1. Your registration information is collected and maintained according to the Dantz and Maxtor privacy policies located on their respective web sites.

   If you choose to E-mail the information, make sure you are connected to the Internet.

   If you choose to print the information, you can fax the form to Dantz Corporation at +1 925 253 9099.

Retrospect User's Guide for instructions on how to make a complete system backup copy.

⬚ This selection does not copy your operating system, registry (Windows) files, or Internet cache files.

7. The **Step 3** screen is displayed. Select the Maxtor Personal Storage 5000 drive or other drive on your computer as the location to store the copy of your files. Click **Next**.

⬚ The setup wizard will not let you select the same drive to be both the source and destination for your files. The source and destination drives must be different.

8. The "**Congratulations… now ready**" screen appears. To complete the Maxtor OneTouch setup, click **Finish**. Select **Exit** (Windows) or **Quit** (Mac) from the pull down **File** menu, to quit Retrospect Express.

You are now ready to use the Maxtor OneTouch feature. Just touch the button on the front panel of your drive and Retrospect Express will automatically make a backup copy of your files. It's that easy!

How to use the Maxtor OneTouch button

Each time you touch the button, Retrospect Express makes a copy of the folders and files on your source drive exactly as they exist at that time.

⚠ The OneTouch button may not function when Retrospect Express is already running. To correct the problem, from the **File** pull-down menu in Retrospect, select the **Exit** (Windows) or **Quit** (Macintosh) option. After Retrospect Express has stopped running, the Maxtor OneTouch button will operate.

⬚ Only the current versions of your files are saved. Backup copies made with the default Maxtor OneTouch feature does not keep earlier versions of files you have deleted since the last time you pressed the Maxtor OneTouch button.

Any files that are currently open are not saved, so close any files you wish copied.

You may customize Retrospect Express to create backup copies of your files which will include revisions made on a daily basis.

Your hardware and software installation is now complete. See "Using Your Drive" on page 19 for information on using your drive for common applications and on using Retrospect Express to make copies of your important files and restore copied files.

2

Formatting Your Drive

Optional for Windows 98/2000/Me/XP

Your Maxtor Personal Storage 5000 drive was formatted at the factory with the Windows *FAT32* file system. This file system is compatible with Mac OS 9 and recent versions of the Windows operating system.

W The FAT32 file system limits any file to a maximum size of 4 GB. If you are running Windows 98 or Me, consider upgrading to Windows 2000 or XP to take advantage of the NTFS file system.

If you are running either the Windows 2000 or XP operating system, consider reformatting your drive to the *NTFS* file system. The NTFS file system provides several advantages, including support for very large files. See "Formatting Your Drive with NTFS" on page 14.

If you plan to share data between two Windows systems, review "Moving Data Between Two Systems" on page 22.

M We require that you format your drive to the *Mac OS Extended format* (also called *HFS Plus*) once it is installed on your Macintosh computer. See "Formatting Your Drive for Mac OS" on page 15.

You new drive will display a drive *capacity* that is slightly less than the capacity stated on the box. This is normal. For a complete explanation, see page 29 of "Troubleshooting and FAQs."

W Formatting Your Drive with NTFS

This section describes how to format your drive with the NTFS file system for Windows 2000 or XP.

Formatting the drive destroys all data contained on that drive. Make a backup copy of all your data before formatting your drive.

To format the drive for NTFS

1. Select **Start ➔ Settings ➔ Control Panel**.

2. Double-click **Administrative Tools**.

3. Double-click **Computer Management**.

4. Double-click **Disk Management** (located under the Storage icon).

   To format into two or more logical *partitions*, use the partitioning feature in the Disk Management utility. For more information, press **F1** to access Help and enter *partition* in the keyword field.

5. Right-click on the icon for your new drive in the window that appears.

   FAT32 should be listed in the column labeled **File System**.

6. Select **Format** from the menu.

7. Select **NTFS** in the **File System** field.

8. Click **OK** when you are ready to format your drive.

   Formatting time varies based on your system speed, the interface used, and the drive's capacity.
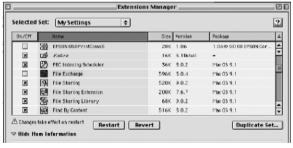
◈ M Formatting Your Drive for Mac OS

⚠️ Formatting the drive destroys all data contained on that drive. Make a backup copy of all your data before formatting.

To format the drive for Mac OS 9

1. Plug the drive into the Macintosh computer using either the FireWire or USB cable.

The drive icon appears on your desktop.

2. Disable the **File Exchange** control panel.

a. From the **Apple** (🍎) menu, select **Control Panels** ➔ **Extensions Manager**.

b. From the list that appears, clear the check box next to the **File Exchange** control panel.

c. Click **Restart**.

As the computer restarts, a message appears saying the drive is unreadable and asks you to initialize the drive.

3. Enter a name for the drive in the **Name** field.

4. Select **Mac OS Extended** from the Format pop-up menu and click **Initialize**.

⚠️ You will receive an Alert: "Initializing will erase all information on your drive." Click **Continue**.

The new drive appears on your desktop as a Macintosh drive with the name you assigned.

To confirm the drive is formatted properly, select the drive and then select **File** ➔ **Get Info** ➔ **General Information**. The drive format should read Mac OS Extended.

5. Enable the **File Exchange** control panel.

a. From the **Apple** menu, select **Control Panels** ➔ **Extensions Manager**.

b. Select the check box next to the **File Exchange** control panel.

c. Under Special (top menu bar), click **Restart**.

2

To format the drive for Mac OS X

1. Plug your drive into the Macintosh using either the FireWire or USB interface.

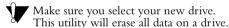2. An alert box appears saying the new drive is unreadable and asks you to initialize the drive.

3. Click **Initialize**.

   If you see another message, click **OK**.

   The Disk Utility menu appears.

4. Select your new drive from the list on the left.

   ⚠️ Make sure you select your new drive. This utility will erase all data on a drive.

   A description of the drive appears in the window.

5. Select the **Erase** tab at the top of the window.

6. Select Mac OS Extended from the **Volume Format** drop-down list.

7. Enter a name for your drive in the **Name** field.

8. Select the check box next to **Install Mac OS 9 Drivers.**

   This will allow your disk to be recognized if you start your system in Mac OS 9.

9. Click **Erase** to continue.

   An alert dialog appears to confirm the Erase process.

10. Click **Erase** to start the formatting process.

After a few minutes, your drive will be formatted with the Mac OS Extended format.

You can now begin using your new drive. If you wish to partition the drive into two or more volumes, you can select the **Partition** tab in the Disk Utility program and follow the instructions.

Installing Drivers Only

This section describes how to install your new drive without installing Retrospect Express software.

📝 The Maxtor OneTouch button feature will not function if you choose to install under this option.

Locate your operating system and the interface you plan to use in the following table and follow the corresponding installation procedure in this section.

OS	USB	FireWire
Windows 98SE	Install A	Install B
Windows Me	Install C	Install F
Windows 2000	Install C	Install D
Windows XP	Install C	Install E
Mac OS 9 and X	Install C	Install C

Install A

1. Install your drive as described in "Step 2. Connecting the Drive" on page 7. When you connect the drive to your computer, the **Add New Hardware wizard** appears, click **Next**.

2. Select the option to **Search for a Driver**, click **Next**.

3. Insert the **Maxtor Install** CD into your computer's CD-ROM drive

4. Select the option to **Specify a location** and click the **Browse** button.

5. A new window appears called **Browse for Folder**.

- Double click on the **Maxtor CD** icon in this window showing the drives and folders on your system.

- Open the folder titled **Drivers** located on the **Maxtor Install CD** and select the **USB** folder inside this folder. Click the **OK** button at the bottom of this window.

- Now click the **Next** button on the **Add New Hardware Wizard** screen.

6. Your system will search the CD for the proper driver. To install this driver, click **Next**.

7. After a few moments your system will finish the driver installation, click **Finish**.

Your drive is now ready to use.

Install B

1. Install Microsoft's 1394 Storage Supplement as described in "I want to install the Windows 98SE Storage Supplement" on page 31.

2. Install your drive as described in "Step 2. Connecting the Drive" on page 7.

Your drive is now ready to use.

Install C

1. Install your drive as described in "Step 2. Connecting the Drive" on page 7.

Your drive is now ready to use.

Install D

1. Install your drive as described in "Step 2. Connecting the Drive" on page 7. When you connect the drive to your computer, the **Add New Hardware wizard** appears, click **Next**.

2. The **Install Hardware Device Drivers** screen appears. Select the option to search for a driver, click **Next**.

3. The **Locate Driver Files** screen appears. Clear all options and click **Next**.

    You are asked if you want to disable this device. This option is referring to the Maxtor OneTouch feature. Select the **Disable Device** option and click **Next** or **Finish**.

4. Finish the driver install.

    Your drive is now ready to use.

When using the unplug/eject icon on the taskbar, a reference to the Maxtor 1394 Storage Front Panel will appear under hardware devices. You can ignore this reference when you disconnect your drive from the Windows operating system.

Install E

1. Install your drive as described in "Step 2. Connecting the Drive" on page 7.

    When you connect the drive to your computer, the **Add New Hardware wizard** appears.

2. Select the option to **Install software automatically** and click **Next**.

    You may see a message "**Connect and search for the software on the Internet**." Select **No**, do not connect to the Internet now. Then click **Next**.

The next screen will tell you it cannot install the hardware.

3. Select the **Don't prompt again** option and click **Finish**.

4. Disregard the warning message that appears.

5. If a window appears "**Help & Support Center**," disregard this screen and close the window.

    Your drive is now ready to use.

Install F

1. Install your drive as described in "Step 2. Connecting the Drive" on page 7. When you connect the drive to your computer, the **Add New Hardware wizard** appears. Select the option **Automatic search**.

2. Insert the Maxtor Install CD into your computer's CD-ROM drive.

3. The wizard will locate the proper driver. Click **Finish**.

    Your drive is now ready to use.

To Install Retrospect at a Later Time

If you wish to install a complete copy of Retrospect Express software and the Maxtor OneTouch feature at a later time, you can do so by following the original installation instructions provided in this guide – Steps 1 – 3 on pages 5 – 13.

3 Using Your Drive

Once installed, you can use your new Maxtor Personal Storage 5000 drive in the same way you use the other drives on your computer. Some of the basic ways you can use your new drive are:

- Move or copy files or folders from your other drives, CD-ROMs, or other storage devices.

- Within virtually any application, save files to and open files from the new drive.

- Store video files, games, spreadsheets, and other commonly used files.

- Store copies of important files from your desktop or laptop computer.

This chapter offers additional suggestions on how to use your new drive.

Using Retrospect Express

Your Maxtor Personal Storage 5000 drive includes a full copy of the Dantz Retrospect Express software. The Retrospect Express software includes many powerful and convenient features. In addition to enabling the Maxtor OneTouch feature, you can:

- Automatically make copies of your most important files.

- Make copies of your data onto other popular storage devices, including CD-R, DVD-R, and selected tape drives.

- Recover lost work easily – restore a single file or the contents of an entire drive in one easy step.

- Save time and minimize storage space needs by copying only new and changed files using IncrementalPLUS technology.

If you installed your drive with the Maxtor OneTouch feature, the Retrospect Express software is already installed. A complete electronic guide to this software is located on your Maxtor Installation CD.

Retrospect Express backup files may be limited to 4GB. Refer to "My Retrospect® backup files seem to be limited to 4GB" on page 32 of the Troubleshooting and FAQs

section for an explanation of this problem and a suggested solution.

W **To access the electronic guide:**

1. Insert the Maxtor Installation CD into your CD-ROM drive.

2. If you already have Adobe's Acrobat Reader installed on your system, skip to Step 4.

3. From the install wizard, select the **Install Adobe Acrobat Reader Software** option and follow the instructions.

4. Select the **Dantz Retrospect Express User's Guide** option and follow the instructions.

M **To access the electronic guide:**

1. Insert the Maxtor Installation CD into your CD-ROM drive.

2. This electronic guide requires the Acrobat Reader from Adobe. If you do not have Acrobat installed on your system, a free copy is available at: www.adobe.com

3. Open the Retrospect Express User's Guide file located on your Maxtor CD-ROM with the Acrobat software.

Restoring Files

It is easy to restore files that have been backed up using the Maxtor OneTouch feature.

To restore files

1. Select the drive containing the copy of your files.

2. Open the **Retrospect Backup** folder and then the folder that contains your backup copy.

   W The folder named Backup copy of Drive X, where X is the drive letter assigned by Windows.

   M The folder named Backup copy of *your_disk_name* (Only the first 9 characters of this name will be used).

3. Drag the file or group of files you wish to restore to the desired folder as you would to move or copy any other file.

   If you are not sure where the files you want to restore are located, use your operating system's Find or Search command to search the drive containing the backup data.

3

Changing Your Maxtor OneTouch Settings

1. Start the **Retrospect Express** software.

2. Click on the **Automate** tab and click the **Scripts** button.

3. Select the **Maxtor OneTouch** script.

   a.

   W Click the '**x**' delete button in the **Scripts** dialog box.

   M Pull down the **Scripts** menu at the top of the screen and select the **Forget** option. Click **OK** to confirm.

   b. Push the button on the front of the drive.

   c. The Maxtor OneTouch setup wizard will start and you can proceed as described in "Step 3. Setting Up the Maxtor OneTouch Feature" on page 11.

Adding Maxtor OneTouch Advance Features

You can customize the Maxtor OneTouch feature with Retrospect Express advanced features. To learn more about these advanced features, refer to the electronic Retrospect Express User's Guide included on the Maxtor Installation CD.

1. Start the **Retrospect Express** software.

2. Click on the **Automate** tab and click the **Scripts** button.

3. Select the **Maxtor OneTouch** script.

4. Click on the **Edit** button. For further details about Retrospect's script options, refer to the Retrospect Express Guide located on the Installation CD.

Connecting and Disconnecting the Drive

The FireWire and USB interfaces allow you to *hot swap* your new Maxtor Personal Storage 5000 drive; that is, connect and disconnect the drive while the computer and your drive are running.

Removing the drive from your computer without disconnecting it properly through the operating system can result in lost or damaged files.

W **To disconnect the drive from a Windows system**

1. Click the Windows Unplug or Eject Hardware icon in your system icon tray located at the bottom right corner of your desktop.

Unplug or Eject Hardware icon ———

A list of device choices appears.

2. Select the Maxtor drive.

The system displays a message saying that you can safely remove the drive.

Your system may not allow you to disconnect the drive. In this case, you may need to close all open applications and documents or shut down your system completely to disconnect the drive safely.
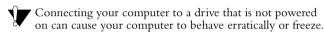
3

M **To disconnect the drive from a Macintosh**

1. From the desktop, drag the drive icon to the Trash.

The drive disappears from the desktop.

2. Disconnect your drive from the computer.

To connect the drive to a Windows system or Macintosh computer

1. Make sure the drive is getting power and the green power light is on.

Connecting your computer to a drive that is not powered on can cause your computer to behave erratically or freeze.

2. Insert either the FireWire or USB cable into the drive and your computer.

After a moment, the computer will recognize that your drive is connected and the drive icon will appear in the My Computer window or on your Macintosh desktop.

Moving Data Between Two Systems

Your Maxtor Personal Storage 5000 drive provides a great tool for moving large amounts of data between two systems. This section presents a few tips to remember.

W **Moving Data between Two Windows Computers**

Your drive is formatted with the FAT32 file system and is supported under four Windows operating system versions: 98SE, Me, 2000, and XP. Windows 98SE and Me use the FAT32 file system. Windows 2000 and XP support both the FAT32 and NTFS file systems.

If you leave the drive in the FAT32 format, you can move files between any of these four Windows operating systems. However, the FAT32 format limits any file to a maximum size of 4 GB. If you choose to reformat to the NTFS file system, you cannot use the drive to move files to or from a computer running Windows 98SE or Me.

Installing Applications on Your Drive

You may install and run applications from your Maxtor Personal Storage 5000 drive like any other drive on your system.

If you connect the drive to your system using a USB 1.1 interface, the data transfer rate is approximately 1 MB per second. **Because of this, installing applications on a drive using the USB 1.1 interface is not recommended.** However, you can store the data for many applications and then access the data over a USB 1.1 interface.

Most Windows-based and some Macintosh-based applications installed on your drive will only run on the computer where the application was installed. If you move your drive to any other computer, the application may no longer function. Once the drive is reconnected to the computer where the application was originally installed, the application will function properly.

Important Note for Windows 98SE and Me:
The Windows operating system expects applications to remain at the same drive letter location at all times. When your drive is removed from the system and plugged back in at a later time, Windows 98SE and Me operating systems may assign the drive a different drive letter. This can happen when another storage device is added to or removed from your computer while the drive is not connected to your system. If Windows has assigned a different letter to your drive than it had previously, any applications installed on the drive may no longer operate properly.

Editing Video

Using a computer to capture and edit video recorded with a digital camcorder is quickly becoming popular. Digital video files are typically very large, using about 13 GB per hour of video content. Maxtor recommends connecting your drive using the FireWire interface for best results when working with video.

The FAT32 file system limits any single file, including a digital video file, to a maximum size of 4 GB. If you are running the Windows 98 or Me operating system, you should consider upgrading to Windows 2000 or XP to take advantage of the NTFS file system's larger allowable file size and many other features.

If you are running either the Windows 2000 or XP operating system with a video editing application, you should consider re-formatting your drive to the NTFS file system. See "Formatting Your Drive with NTFS" on page 14 for instructions.

Reformatting the drive will destroy any data stored on that drive.

3

Playing Games

CD-ROM–based games typically run faster when they are installed on a hard drive rather than running them from the CD. You can use your Maxtor Personal Storage 5000 drive to store and play CD-ROM games. See "Installing Applications on Your Drive" on page 23 for more information.

To install a CD-ROM game

1. Start the install program on your game CD.

2. Select **Maximum Install** (if supported), if you are asked how to install the game on your system.

   This option installs most or all of the game's software onto your drive.

3. When asked for the location to install the software, specify an existing folder or create a new folder on your drive.

   📝 Due to limited transfer rates of USB 1.1, Maxtor does not recommend running games from drives connected through USB 1.1.

Storing Audio

Using your computer as an audio jukebox is a very popular application. This allows you to store and play thousands of your favorite songs. You can also create and manage an audio library on your Maxtor Personal Storage 5000 drive. A popular web site to learn more about these audio applications is at http://www.mp3.com.

To use your drive to store your audio library, you need to specify a folder on the drive as the default location for audio files in your audio jukebox software.

Using Power Management

This feature is only supported using the FireWire interface.

To minimize the power consumption of your drive while your computer is on, you can take advantage of the power management feature supported on the FireWire interface and Windows 2000, XP, and Mac OS. Table 1 shows where to find the power management feature in each operating system version.

Table 1: Accessing the Power Management Feature

OS	Do the following:
Windows XP Windows 2000	Select **Start** ➔ **Settings** ➔ **Control Panel**. Select **Power Options**.
Windows Me Windows 98SE	Power management of external hard drives not supported.
Mac OS X	From the Apple Menu, select **System Preferences** ➔ **Energy Saver**.
Mac OS 9	Power management of external hard drives not supported.

The power management feature sets the drive to automatically use less power after a predetermined period of time of inactivity. This is sometimes referred to as *spin down* since the drive's internal mechanical disks stop spinning. When the drive is in the spin down mode, the green power light will remain on and the amber activity light will be off.

When your computer is powered off, you can choose to do one of the following:

• Leave the drive plugged in all the time. The device is designed to run with the power on at all times.

• Plug the drive's power supply into a power strip with an on/off switch so you can turn your drive's power off to further conserve power.

Make sure you remove the drive from your computer through the operating system before you disconnect it or turn off the drive's power. Shutting off the drive's power while your computer is running can cause the loss or corruption of data.

3

Using Large Capacity Drives with Windows

W When using Windows with drives that have capacities higher than 64 GB, there are special considerations. Table 2 gives some information about how the Windows file systems and certain Microsoft utilities behave when used on drives with capacities greater than 64 GB.

Table 2: Considerations for drive capacities greater than 64 GB

	Windows 98SE	Windows Me	Windows 2000, XP
FAT32 and NTFS	FAT32 operates properly with partition ≤ 320 GB	FAT32 operates properly with partition ≤ 320 GB	FAT32 and NTFS operate properly with partitions ≤ 320 GB
FDISK and FORMAT	Two known bugs, see Notes 1 and 2	One known bug, see Note 1	NTFS operates properly with partitions ≤ 320 GB, FAT32 cannot format partitions > 32 GB
Defrag and ScanDisk	Limited to partitions < 127 GB, see Note 3	Operates properly with partition up to 320 GB	Operates properly with partitions ≤ 320 GB

Note 1: On disks larger than 64 GB running Windows 98SE, both FDISK and FORMAT function properly, but will display an incorrect disk size on the screen. A similar problem can occur with Windows Me at larger disk sizes (starting above 80 GB).

Further information is available on Microsoft's Web site at http://support.microsoft.com. Search their Support Knowledge Base for articles Q263044 and Q263045.

Note 2: FDISK may not run properly after an external drive has been disconnected and reconnected. Rebooting the computer before running FDISK is recommended.

Note 3: Neither ScanDisk nor Defrag will operate on drive partitions larger than 127 GB. Further information is available on Microsoft's Web site at http://support.microsoft.com. Search their Support Knowledge Base for article Q184006. Third party utilities can be used to replace the functionality of the ScanDisk and Defrag utilities.

Using Security Lock

Your new drive includes a security locking slot on the back of the drive. Refer to Figure 1 on page 2 for the exact location of the slot. The security locking slot is compatible with most security locking cables, including those offered by Kensington.

4   Troubleshooting and FAQs

This chapter provides troubleshooting tips and answers frequently asked questions about installing your Maxtor Personal Storage 5000 drive.

You can find additional information in the Maxtor Knowledge Base at www.maxtorkb.com or contact Maxtor at www.maxtor.com.

Chapter Contents

General Troubleshooting

USB Troubleshooting

Application Troubleshooting

General Troubleshooting

1. Drive does not appear on my system

• Is the drive running?

The green light on the front of the drive should be illuminated, and you should be able to feel the hum of the drive when you place your hand on it. In addition, the green light on the power adapter should be lit.

Make sure all power connectors on the drive and power adapter are securely plugged in. If the drive is plugged into a power strip, try plugging it directly into the wall outlet.

• Are the FireWire/USB cables connected properly?

Verify that the cables are connected according to the installation instructions in "Step 2. Connecting the Drive" on page 7.

• Have you tried cycling the power for the drive?

a. While your computer is running, unplug the FireWire/ USB cable from the drive, then unplug the drive's power cord.

b. Wait ten seconds, plug the power cable back into the drive.

c. Wait another ten seconds, plug the FireWire/USB cable in. See if the drive appears on your system.

• Is the amber light on steady?

If so, try cycling the drive's power again.

If the drive still does not appear on your system, visit the Product Support area of the Maxtor web site at www.maxtorsupport.com for further assistance.

Tips for Windows Only

• Have you installed the 1394 Storage Supplement for Windows 98SE?

If not, refer to "I want to install the Windows 98SE Storage Supplement" on page 31 for details.

• Is your FireWire or USB interface card recognized and working properly in the **Device Manager**?

To open the **Device Manager**:

a. Select **Start** ➔ **Settings** ➔ **Control Panel**.

b. Double-click the **System** icon. The **System Properties** dialog box appears.

• 98SE and Me: Select the **Device Manager** tab.

• 2000 or XP: Select the **Hardware** tab and then click **Device Manager**.

c. Double-click the entry for **1394 Bus Controller** or **Universal Serial Bus Controller** (which ever interface you're using). Also for FireWire / 1394: an entry appears with a name that contains the words **OHCI compliant IEEE 1394**.

If you see a yellow '!' exclamation point next to the entry, the interface card is not installed properly. Consult the documentation that came with the card or contact the card's manufacturer.

4

M **Tips for Macintosh Only**

- Do you have the most current Maxtor software?

If not, visit the Product Support area at:
www.maxtorsupport.com.

- Can you see the drive in the **Devices** and **Volumes** tab of the **Apple System Profiler**?

If no, try cycling the power again.

- Do you have **AppleTalk** or **File Sharing** turned on?

If yes, turn them off.

If, after rebooting, the drive still does not mount, try cycling the drive's power again.

If all of the suggestions above fail to mount your drive, visit the Product Support area at: www.maxtorsupport.com.

2. My drive appears to read files significantly faster than it writes files

Your drive includes a special data protection function, which automatically verifies all data written to the drive during the first few uses of the product. It's similar to the break-in period for a new car. The verification process is performed while data is being written, causing reduced write performance.

This verification function is automatically turned off after your drive has been powered on and off ten times (you need to leave the drive running for 15 seconds before powering it off and leave it off for 15 seconds before powering on again). After this break-in period, you should see approximately the same performance for reading and writing data.

3. My computer shows less drive capacity than on the box label

Hard drive capacity is defined in terms of decimal (base 10) capacity. In decimal notation, one megabyte (MB) is equal to one million bytes and one gigabyte (GB) is equal to one billion bytes. We are most accustomed to the decimal system in everyday life. However, computers use the binary (base 2) numbering system. In the binary numbering system, one megabyte is equal to 1,048,576 bytes, and one gigabyte is equal to 1,073,741,824 bytes.

Both Windows and Mac OS use the binary numbering system. When you use your system to check your drive's capacity, multiply the value shown (displayed in base 2 megabytes) by 1,048,576 to determine the decimal equivalent for the hard drive's capacity.

Here is an example using a 160 GB drive on a system running Windows (all versions):

- Right-click the **My Computer** icon and select **Explore**. This opens a new window listing all the disk drives on your system.

- Right-click on the **external hard drive** and select **Properties**.

An information dialog box appears displaying the drive's capacity in both numbering systems showing 152 GB and 163,921,571,840 bytes (assuming this model is labeled 160 GB).

4

4. Maxtor OneTouch function does not work

Here are a few items you can quickly check if your Maxtor OneTouch feature does not operate.

The Maxtor OneTouch button may not function when Retrospect Express is already running. To correct the problem, select from the **File** menu, the **Exit** (Windows) or **Quit** (Macintosh) option. After Retrospect has stopped running, the Maxtor OneTouch button will operate.

The OneTouch backup copy will not run if the Retrospect software cannot locate either the source drive or the destination drive. To check this problem:

  a. Start the **Retrospect Express** program.

  b. Click the **Scripts** button on the **Automate** tab.

  c. You should find a file called **Maxtor OneTouch**.

If you do not see this file, follow the instructions in "Step 3. Setting Up the Maxtor OneTouch Feature" on page 11.

  d. Select the **Maxtor OneTouch** entry and then click the **Edit** button.

  e. Confirm that both the source and destination drives (volumes) are defined and are currently running on your system.

For example, if you rename your drive (on a Macintosh) or a new letter is assigned to the drive (on a Windows system) after the script was defined, it will not operate properly.

  f. You can also click on the checkmark icon on this window to test the definition of the currently selected script.

5. My drive is not copying or backing up a network drive

Your Maxtor Personal Storage 5000 drive and Retrospect Express software are not supported for the purpose of copying or making backup copies of network drives available from your computer. You may encounter Microsoft Windows errors (Windows Error Event ID: 9, 11, 15, 50 and 51). For further information, check the Maxtor Knowledge Base at: www.maxtorkb.com or look up "network drive" using the Windows Help feature.

M 6. My computer reports the drive is "unreadable" (Mac OS 9)

After connecting the Maxtor drive to a Macintosh computer running OS 9, a message is displayed "This disk is unreadable by this computer. Do you want to initialize the disk?"

To re-format your drive, follow the steps outlined on page 15, starting with # 3: "Enter a name for the drive in the **Name** field". After you complete # 3-5, proceed to "Step 3. Setting Up the Maxtor OneTouch Feature" on page 11.

4

7. I want to install the Windows 98SE Storage Supplement

This Microsoft supplement installs a Safe Removal utility that allows you to safely stop a Plug and Play storage device prior to physically unplugging the device. This supplement also includes an update for the FireWire/1394 drivers.

Once your drive is installed, look in the System Tray, located at the bottom right of your desktop, for the icon shown in the following figure.

If the icon is not displayed, you need to install the 1394 Storage Supplement.

   a. While connected to the internet, go to the Microsoft Support web site at http://support.microsoft.com.

   b. In the upper left corner, select **Windows 98** from the **Search the Knowledge Base** drop-down menu and click the **Show options** item.

   c. Select the option to search **Article ID** and enter "Q242975" in the field labeled **For solutions containing**...

   d. The search should return an item called: **Update for 1394 Storage Peripherals in Windows 98 Second Edition (Q242975)**. Click this link and go to the article.

   e. Inside this article, click on the link: **http://www.microsoft.com/windows98/downloads/contents/WURecommended/S_WUFeatured/1394/Default.asp**.

   f. Download and install this Windows update as instructed.

   g. Later, when you connect the drive to your computer, a window will appear three (3) times called "Version Conflict." Click **Yes** each time to keep the existing files.

USB Troubleshooting

8. My applications run slowly using the USB 1.1 interface

When you connect the drive to your system using the USB 1.1 interface, the data transfer rate is approximately 1 MB per second. Maxtor does not recommend installing applications on a drive using the USB 1.1 interface. You can however use your drive to store the data for many applications over a USB 1.1 interface.

9. I get a message stating that I have a high-speed device connected to a low-speed port (Windows XP)

This is normal. Windows XP is letting you know that you have connected your USB 2.0 drive to a USB 1.1 port and you will not have the high-speed capabilities that you would have with a USB 2.0 port.

10. I'm having data transfer performance problems with my USB 2.0 adapter card

Maxtor drives will run as fast as the host adapter card will allow (up to the maximum burst rate of 480 Mb per second). If you are having performance issues, make sure the card's drivers are the most current available and that they are installed properly.

4

Application Troubleshooting

11. Applications installed on the drive stopped running
See "Installing Applications on Your Drive" on page 23 for an explanation of possible reasons for and solutions to this problem.

12. My Retrospect® backup files seem to be limited to 4GB
Backup files created by Retrospect Express may be limited to a file size of 4GB. This limitation is due to the file size restriction imposed by the FAT32 file system. You can remove this limitation for Windows 2000 / XP and the Macintosh by reformatting your drive to another file system. See "Formatting Your Drive" on page 14 for additional information.

13. My computer drops frames when I capture video from my Canon camcorder
Some models of Canon camcorders produced in 1998 and 1999 have trouble transferring DV data over the 1394 interface. For the latest information and a solution for this problem, search the Maxtor Knowledge Base at www.maxtorkb.com with the key word "Canon."

14. Administrator Privilege for Windows
During software installation, the Windows operating system may display a message regarding a requirement for **Administrator Privilege** to install and run the Retrospect software. To check if you have **Administrator Privilege** for the account you use to "Logon" into Windows, follow these steps:

a. Click the Windows **Start** button, choose **Control Panel**.

b. Double click the **User Accounts** icon.

c. If your account Logon is displayed at the bottom of this window with the description: **Computer Administrator**, you have the correct administrator privileges to install and run this software.

If your system shows another type of account status, contact your IS / Computer Manager for further assistance.

Glossary

Byte – A unit of storage on a drive that holds a single character. A byte is equal to 8 bits.

Capacity – The amount of information, measured in bytes, that can be stored on a drive. Also known as *storage capacity*.

Daisy chain – A hardware configuration in which peripheral devices are connected to each other in a series. The FireWire interface, for example, supports a daisy chain of up to 62 drives.

Data Transfer Rate – The speed at which data transfers to and from the drive.

Defrag – (or defragment) A software utility that keeps the data for each file physically contiguous on the drive, which can enhance your drive's performance.

Device Driver – A software program that enables a PC to communicate with peripheral devices such as hard drives and CD-ROM drives. Each type of device requires a different driver. Device driver programs are stored on a computer's hard drive and are loaded into memory when the computer is started or when a device is plugged into the computer.

External Hard Drive – A external peripheral device containing a hard drive mechanism connected to a computer via a FireWire or USB interface.

FAT32 – A file system that organizes files on the computer. This file system is standard for Windows 98SE and Me, and is supported under Windows 2000 and XP. A single file is limited in size to 4 GB.

FDISK – A software utility included with the Windows 98 and Me operating systems used to partition a hard drive.

FireWire – The FireWire interface, also known as 1394 and i.LINK, is a high-performance, serial bus defined by the Institute of Electrical and Electronics Engineers (IEEE) as a standard for connecting digital devices together. It is ideal for connecting computers and hard drives to digital video and audio equipment.

Format – Formatting erases all information on a hard drive and sets up the file system for storing and retrieving files. On Macintosh systems, high-level formatting is often referred to as initialization. Low-level formatting sets up the locations of sectors on the drive. Your drive was formatted with the FAT32 file system at the factory.

GB – (Gigabyte) Equal to 1,000,000,000 (billion) bytes. For a detailed explanation, refer to page 29.

Hard Drive – An electromechanical device used for information storage and retrieval, incorporating one or more rotating disks on which data is recorded, stored, and read magnetically.

5

Hot-Swap – This feature allows you to connect and disconnect external devices while the computer and the devices are running. External drives, such as the Maxtor Personal Storage 5000 can be hot-swapped.

KB – (Kilobyte) Equal to 1,000 (thousand) bytes.

MB – (Megabyte) Equal to 1,000,000 (million) bytes.

Mb – (Megabit) When used to describe data storage, equal to one million bits.

Mbps – (Megabits per second) When used to described data transfer rates, it refers to one million bits per second.

NTFS – The primary file system for Windows 2000 and XP operating system that organizes files on your computer. Supports large capacity hard drives up to 2 TB.

Operating System – Software that allows the user and programs installed on your system to communicate with computer hardware such as a hard drive and processor.

Partition – A way to logically divide a hard drive so that an operating system treats each partition as if it were a separate hard drive. Each partition is assigned a unique drive letter (Windows) or icon (Mac OS).

Port – A connection or socket on the motherboard, controller card, case, or chassis for connecting peripheral devices, such as a USB socket or FireWire socket.

ScanDisk – A utility for Windows 98SE and Me that finds and corrects errors in the file system on a hard drive.

Script – A saved backup procedure for Retrospect that you can schedule to run at some future date and time or on a repeating schedule, such as daily. You may create as many scripts as you wish.

Spin Down – Refers to the actually spinning of the disk mechanism. When a disk spins down, it stops spinning, thus conserving power.

Startup Disk – The drive from which the operating system loads to start up your computer.

TB – (Terabyte) Equal to 1,000,000,000,000 (trillion) bytes.

USB – Universal Serial Bus, a standard for connecting external devices to your computer.

Volume – A fixed amount of storage on a hard drive. The term volume is often used as a synonym for the drive itself, but it is possible for a single drive to contain more than one volume or for a volume to span more than one drive.

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Copyright

Patents

Dantz Development Corporation: U.S. patents 5,150,473 and 5,966,730. Other patents pending.

FCC Declaration of Conformance

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.

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