# TECHNOLOGIES

# Transport Pro
## FireWire Hard Drive

## User's Guide

http://www.mcetech.com
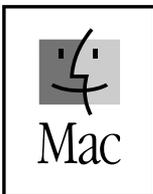
FireWire

## Introduction

Thank you for purchasing a new MCE Transport Pro Portable FireWire Hard Drive. We're sure that your new device will enrich your PowerBook, iBook, and general Mac OS computing experience.

## Preparing to Use the Transport Pro Drive

### Hardware

To use the Transport Pro drive, you need either a built-in FireWire port, an add-on FireWire CardBus card for your PowerBook or an add-on PCI card for your desktop Mac.

### Software

The Apple FireWire software, which includes the FireWire Enabler, FireWire Support and FireWire CardBus Enabler extensions, must be installed on your computer in order to use the Transport Pro FireWire hard drive.

These FireWire extensions may already be installed on your computer. To check if the FireWire extensions are present, look in the Extensions folder, in the System Folder on the computer's hard disk.

The FireWire CardBus Enabler extension is needed only if you are using the Newer Technology FireWire 2 Go CardBus card with your PowerBook. If you are not using this specific CardBus card, the FireWire CardBus Enabler extension may be disabled or deleted.

If the Apple FireWire software is not installed on your computer, you may download it from the Apple web site.

If you are running a version of the Mac OS below 9.1, you must also install the FireWire drivers on the SpeedTools CD which accompanied the Transport Pro drive in order to allow your computer to recognize and communicate with the drive. To do so, launch the SpeedTools™ Installer

and check the HDST™ FireWire Support Extenstion option in the window that appears and respond to the window prompts as they appear.



If you are using the Transport Pro Portable FireWire Hard Drive on a computer running Mac OS 9.1 or later, it is not necessary to install the HDST™ FireWire Support extension for the computer to recognize the drive.  The drive will automatically mount onto the Desktop without the need of any additional SpeedTools extension.

Although it is not necessary for operation of your Transport Pro hard drive, you may install the Hard Drive SpeedTools™ Utilities Folder, which provides you with various helpful testing and diagnostic utility applications for use with your Transport Pro and other drives.  This option is checked by default in the Installer Options window.  If you prefer not to install these optional items, you may simply uncheck them.

If you are using an add-on CardBus card or PCI card to provide your FireWire ports, you may also need to install software from the manufacturer of the card to use it with the Transport Pro hard drive.  Check the documentation that came with the card.

## Using the Transport Pro Drive

### *Power*

If you are using the Transport Pro drive with an add-on CardBus card or

attached, the drive's power light will glow and the drive will begin to spin. You're ready to connect the Transport Pro drive to your computer.

If you are using the Transport Pro drive with a computer that has built-in FireWire ports, it is not necessary to use the optional AC adapter since the computer will supply power to the drive through the FireWire cable.

### Connecting the Transport Pro FireWire Drive

The Transport Pro FireWire hard drive can be connected to your computer while the computer is powered on or off.

Simply attach one end of the FireWire cable that came with the drive into an open port on the back of the Transport Pro drive. Connect the other end of the FireWire cable into an open port on your computer or FireWire adapter.

If the computer has built-in FireWire and is powered on, the Transport Pro drive will begin to spin once it receives power through the FireWire cable. The drive's icon will mount onto your computer's Desktop. You can now use the Transport Pro drive as you use any other Mac OS hard drive.

An extra FireWire connector is included on the Transport Pro drive, allowing you to daisy chain other FireWire devices from the drive.

### Formatting and Partitioning the Transport Pro Drive

If you wish to format or partition the Transport Pro drive, you will need to run the Hard Disk SpeedTools application to do so. It is also necessary for the HDST™ FireWire Support extension to be installed in the System Folder of your computer in order for the SpeedTools application to see the Transport Pro drive on the FireWire bus.

You may install both the Hard Disk SpeedTools application and the HDST™ FireWire Support extension onto your computer from the Hard

Disk SpeedTools CD that came with your Transport Pro drive.  See the documentation that came with SpeedTools application for further details.

> **!**    **Caution:**  Some of these procedures will destroy the data on the drive.  Please refer to the utililty application's documentation.

### *Disconnecting the Transport Pro Drive*

When you are done using the Transport Pro drive and would like to disconnect it from the computer while the computer is still powered on, simply drag the drive's icon into the Trash.  This will remove the drive's icon from the Desktop.  You may also single click on the icon of the drive to highlight it and then select Put Away (Command-Y) from the File Menu to remove the icon from the Desktop.  Once the Transport Pro drive's icon has disappeared from the Desktop you can then unplug the FireWire cable from the computer's FireWire port.

### *Using the Transport Pro FireWire Drive as a Startup Drive*

In order to boot from the Transport Pro drive, it must be connected to a PowerBook, Power Mac, iMac, Power Mac Cube, or iBook with a built-in FireWire port.

Select the Transport Pro drive's icon in the Startup Disk control panel, which is found in the Control Panels section under the Apple Menu.  Close the control panel and restart your computer.  Your computer will now boot from the Transport Pro drive as long as there is a reliable system folder on the drive and your version of Apple FireWire Support and FireWire Enabler extensions are v2.4 or later.

You may download the latest Apple FireWire software from the Apple web site at http://www.apple.com.

### *Important Usage Note*

The Transport Pro hard drive is designed to withstand the normal, reasonable handling involved with mobile use.  It is not designed to

handle excessive shock such as that experienced in dropping, pounding, banging or otherwise smashing the drive. <u>Exercise care when handling the drive and it will provide you with reliable and extended storage capabilities.</u> Be sure to always store the Transport Pro dirve in its protective case during transport, such as when inside of a computer carrying case.

## Troubleshooting

This section offers general advice on common issues which may arise while using the Transport Pro FireWire Hard Drive. Also, keep in mind that MCE suggests using the latest versions of relevant drivers and extensions. Check the web site of relevant manufacturers for the latest updates and support issues involving their products.

***Transport Pro FireWire Drive does not mount onto the Desktop.***

- *Check cable connections.* Make sure the Transport Pro's FireWire cable is firmly connected to both your Transport Pro and your computer.
- *Make sure power is properly connected.* If your computer has add-on CardBus or PCI Card-based FireWire ports, then it is necessary to use the AC adapter that was included with your Transport Pro. Make sure the AC adapter is correctly connected to a powered electrical outlet and to your Transport Pro drive. If your computer has a built-in FireWire port, then firmly connect the Transport Pro's FireWire cable to the computer for power. In either case, check to make sure the green LED on the Transport Pro's FireWire cable is illuminated without interruption.
- *Make sure proper software is installed.* You should have enabled the latest versions of the Apple FireWire Support and FireWire Enabler extensions. Pre-Mac OS 9.1 users should should also have the HDST™ FireWire Support extension installed and enabled. If you have a computer with add-on CardBus or PCI card FireWire ports, then you should also have the relevant software drivers for this card enabled.

- *Be patient.*  Once you connect the Transport Pro to your computer's FireWire port, it may take several moments for your computer to recognize that a device has been attached, then load the appropriate drivers, then finally access and mount the Transport Pro drive.

***Computer freezes or hangs while transferring data using the Transport Pro FireWire Drive.***

- *Check cable connections.*  Make sure the Transport Pro's FireWire cable is firmly connected to both your Transport Pro and your computer.
- Make sure power is properly connected.  If your computer has add-on CardBus or PCI Card-based FireWire ports, then it is necessary to use the AC adapter that was included with your Transport Pro.  Make sure the AC adapter is correctly connected to a powered electrical outlet and to your Transport Pro drive.  If your computer has a built-in FireWire port, then firmly connect the Transport Pro's FireWire cable to the computer for power.  In either case, check to make sure the green LED on the Transport Pro's FireWire cable is illuminated without interruption.
- *You may have an extension conflict.*  If you are using a system with built-in FireWire ports, then boot from a Mac OS CD and attempt the file transfer again.  If you have a computer with add-on CardBus or PCI card FireWire ports, then boot your computer with a bare System folder consisting of *only* Apple and other relevant FireWire driver extensions and attempt the transfer again.  If it goes smoothly then you are going to need to find and disable the conflicting extension in your hard drive's System folder.  It is most likely a third-party FireWire storage device extension or control panel.

If you have exhausted all of the troubleshooting recommendations outlined here and still have not resolved the problem with your new hard drive, you may  receive technical assistance by calling (949)458-0800 or

by sending an email to support@mcetech.com.  Please provide the following information:

- Your name
- Invoice number
- Date of the invoice
- MCE part number
- PowerBook model
- Mac OS version number
- Description of the problem, including any relevant error messages

Since technical assistance representatives do not have access to invoice information, it is necessary that you have this information with you when contacting them.

## MCE Limited Warranty

This is your MCE Technologies, LLC (MCE) one year limited warranty.  The original purchaser (Purchaser) must present proof of purchase and proof of purchase date (Bill of Sale) to obtain warranty service.

The MCE product is warranted by MCE to be free from defects in material and workmanship for one (1) year from the date of purchase by the Purchaser.

Purchaser's sole remedy under an MCE warranty shall be, at MCE's sole election, refund, repair or replacement as provided in this warranty.  An MCE warranty shall not apply to any failure or defect caused by misuse, abnormal use, neglect, abuse, alteration, improper installation, unauthorized repair or modification, improper testing, accident or causes external to the product such as but not limited to excessive heat or humidity, power failure, or surges, or improper installation, or damage arising from improper packaging during transport; and damage resulting from causes, including without limitation, lack of technical skill, competence, or  experience of the user.  This warranty shall not be enlarged, diminished or affected by, and no liability shall arise out of, MCE's rendering of technical advice or providing information to Purchaser.  Service by anyone other than MCE authorized service personnel voids any MCE warranty.  MCE  makes no representations or warranties, express or implied, regarding the fitness of a product for any particular purpose, or that a product is

compatible with any particular hardware or software.

MCE's sole and exclusive maximum liability for any claim by Purchaser arising out of Purchaser's purchase of a product and/or the above warranty shall not in any event exceed the actual amount paid by Purchaser for the product. In no event shall MCE be liable for any direct, indirect, incidental, collateral, exemplary, consequential or special damages or losses arising out of Purchaser's purchase and/or use of products, including, without limitation, loss of use, profits, goodwill or savings, or loss of data, data files, or programs that may have been stored by a user of the product. Continued use or possession of a product after expiration of its warranty period shall be conclusive evidence that the warranty is fulfilled to the full satisfaction of Purchaser.

MCE shall honor the terms of an MCE warranty as described herein, provided that the defective product is sent in its original packaging to MCE, together with a copy of the invoice on which the product appears, transportation and insurance prepaid, within the warranty period, and if the product is found by MCE to be defective within the terms of the warranty. Prior to returning any product to MCE, Purchaser must obtain a Return Merchandise Authorization (RMA) number from MCE. No product shall be accepted for return, repair or replacement without an RMA number visibly written on the outside of its original packaging or comparable packaging affording an equal degree of protection. MCE does not pay shipping charges for merchandise shipped back to MCE. Prior to returning the product, Purchaser must, if possible, remove any and all programs and data from any storage media. Replacement products and parts used to repair products may be similar new or other than new items. Replaced products and parts shall become the property of MCE. If any product returned by Purchaser to MCE for repair or replacement is not defective within this warranty, MCE shall so advise Purchaser and thereafter MCE shall handle such products in accordance with Purchaser's instructions and at Purchaser's cost, after reimbursement to MCE by Purchaser of freight charges at then current rates, and examination and testing expenses at then current rates ($60.00 per hour as of January 2001). Prices, terms and conditions are subject to change without notice.

Non-defective purchases which are returned to MCE must be returned within thirty (30) days of purchase. For non-defective purchases which are returned or refused by the Purchaser, MCE will, at its discretion, issue a credit or refund for the purchase price of the goods, less all shipping charges incurred in the shipment and a restocking fee of no less than fifteen percent (15%) of the price of the goods.