

Western Digital

**Media Center
and External Hard Drive
with Dual-option Backup**

User Manual





Western Digital

WD Dual-option™

Media Center and Combo Hard Drive

User Manual

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1

Getting Started

Thank you for purchasing this WD Dual-option product. Hi-speed storage, conveniently placed buttons, and easy-to-use backup features make this external drive an ideal solution for that much-needed additional storage and a perfect place to back up your valuable data, music, photos, and movies. This user manual provides step-by-step installation instructions and other important information regarding your WD product. For the latest WD product information and news, visit our Web site at www.westerndigital.com.

Kit Contents

- WD Dual-option USB 2.0/FireWire® external hard drive with built-in USB 2.0 hub; the Media Center model includes an 8-in-1 memory card reader*
- 6 ft. (1.8m) 6-pin to 6-pin FireWire cable
- 6 ft. (1.8m) USB 2.0 certified cable
- Installation CD with Dantz® Retrospect® Express backup software and detailed user manuals (PDF format)
- AC adapter with power cord
- Quick Install Guide
- Vertical drive stands
- Feet for horizontal placement

**USB connection required for memory card reader and hub*



System Requirements

IMPORTANT: It is strongly recommended that you install the latest service pack (SP) and updates to obtain the highest performance and reliability. See below for direct links.

Windows®

- Available OHCI-compliant FireWire port and/or USB 2.0 or 1.1 port*
- Windows 98SE/Me/2000/XP

Macintosh®

- Available OHCI-compliant FireWire port and/or USB 2.0 or 1.1 port*
- Mac® OS v9.2.2; built for Mac OS X v10.2.8+

**USB 2.0 host required for Hi-Speed USB 2.0 performance. USB 2.0 is highly recommended because of the significant reduction in file transfer time versus USB 1.1.*

Note: To determine whether your system supports USB 2.0, see "Frequently Asked Questions" on page 26.

Updating Your Operating System

Windows

The recommended method of updating your system is via Windows Update (**Start > Windows Update**) or go to windowsupdate.microsoft.com. The following are specific links:

- Windows XP Service Pack 1 Update
<http://www.microsoft.com/WindowsXP/pro/downloads/servicepacks/sp1/express.asp>
- Availability of Windows Service Pack 1 USB 1.1 and 2.0 Update
<http://support.microsoft.com/?kbid=822603>
- Windows 2000 Service Pack 4 Update
<http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/default.asp>
- Windows 98SE FireWire Update
http://www.microsoft.com/windows98/downloads/contents/wurecommended/s_wufeatured/1394/license.asp

Macintosh

Go to the Apple menu and select **Software Update**. For more information regarding updating your system, visit <http://www.apple.com/macosx>.

Memory Card Reader Compatibility

CompactFlash™ Type I and II, IBM Microdrive™, SmartMedia™, Memory Stick®, Memory Stick PRO®, MultiMedia Card, and SD Card.

Recording Your Drive Information

IMPORTANT: Do not open the drive. Do not remove, tear, or damage the tape seal or any labels from the drive. These actions will void the warranty.

In the table that follows, enter the serial number, model number, and purchase date for your new WD product. The complete serial number and model number are on the label located on the back panel of the unit. You will need this information for setup and technical support.

Serial Number:	
Model Number:	Purchase Date:

Registering Your Product

Register online at <https://www.wdc.com/en/products/registration>.

Handling Precautions

IMPORTANT: This product contains no user-serviceable parts. Refer servicing to WD authorized personnel only.

WD products are precision instruments and should be handled with care during unpacking and installation. These drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking and installing your external hard drive:

- Do not unpack the unit until you are ready to install it.
- Do not drop or jolt the drive.
- The unit should not be moved during drive activity.
- The unit is not intended as a portable device.
- Do not attempt to open the drive and service it yourself. Removing the cover may expose you to harmful electrical voltages and will void the warranty.
- To allow proper ventilation, do not block the air slots on the underside, top, or rear of the enclosure. Do not stack any objects on top of the drive that may block ventilation.

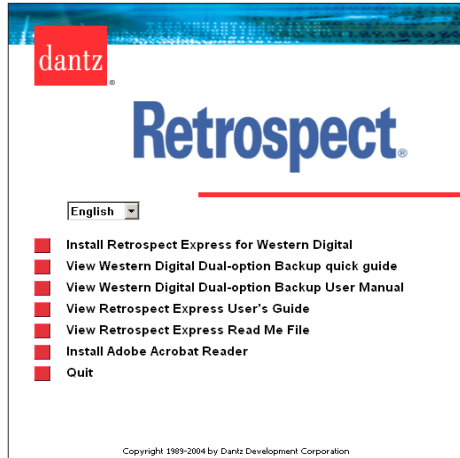
2

Setting Up the Drive

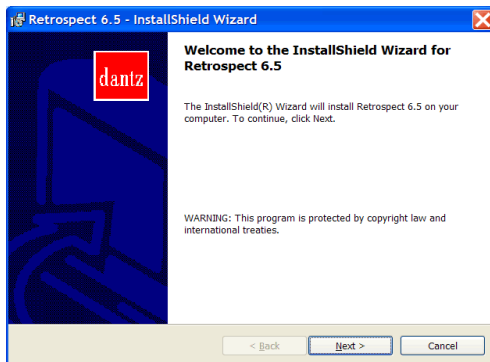
The installation CD contains the Retrospect Express backup software as well as important drivers for your WD Dual-option drive. Carefully follow the appropriate procedure for your operating system.

Windows 98SE/Me/2000/XP

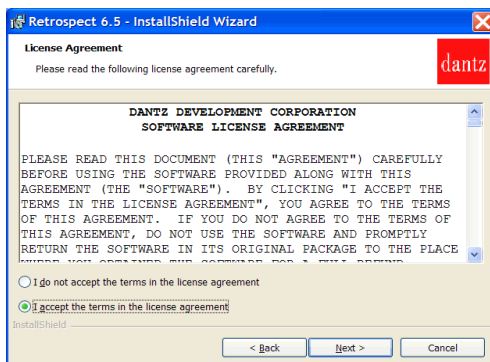
1. Insert the installation CD into your CD-ROM drive. The program will autorun and display a setup menu. Click **Install Retrospect Express for Western Digital**. Retrospect



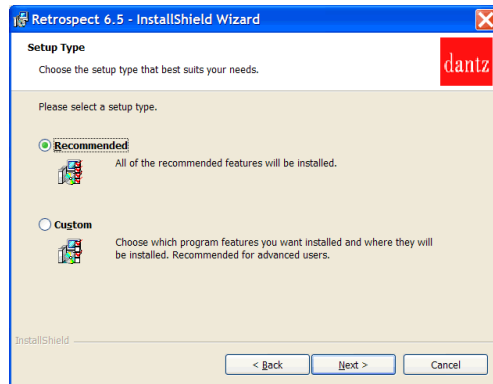
Express Installer launches and displays the following window. Click **Next**.



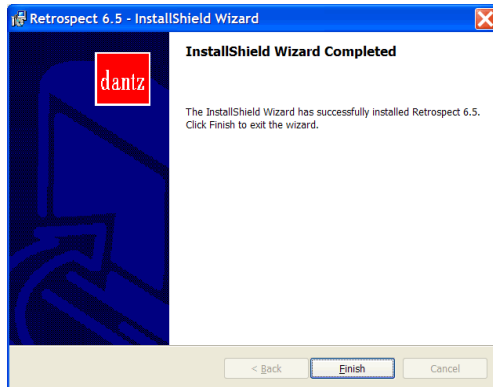
2. The license agreement screen will display. To proceed, select **I accept the terms in the license agreement** and click **Next**.



3. In the next screen, select the **Recommended** installation option and click **Next**.

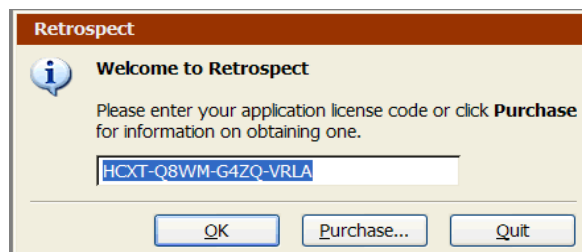


4. After installation is complete, click **Finish**.



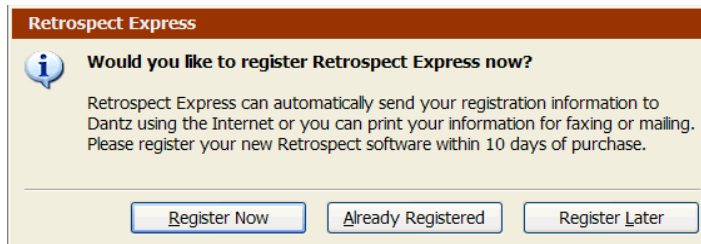
Note: If running Windows 98SE/Me/2000 and the operating system updates are not installed, you will need to install them now and restart the computer before installation can proceed. If after installing the Dantz software and rebooting, the system prompts you to insert the operating system CD, follow the instructions as prompted. The system will load HID (Human Interface Drivers) that have been previously installed for another device.

5. Launch Retrospect Express from the **Start** menu. Go to **Start > Program Files > Retrospect > Retrospect 6.5**. The software immediately asks you for a license code. Since your Western Digital edition is pre-licensed (for supported operating systems only), the license code field will already be completed. Click **OK**.



Note: If you encounter an error dialog in this setup, make sure you have a supported operating system installed.

6. In the next screen, you will be prompted to register Retrospect Express. Select **Register Now** to complete the registration information and click either the option to e-mail, or print and fax the information.



7. Proceed to page 8 to connect the unit.

Macintosh OS v9.2.2

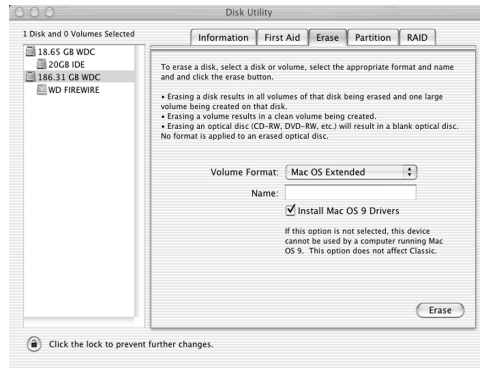
IMPORTANT: You must reinitialize the drive using Apple's Drive Setup prior to using the included installation CD on your system. Skip to page 9 to connect the unit; then follow the steps below to format and set up the drive.

1. To format or reinitialize the drive, select **Control Panel > Extensions Manager** from the Apple menu.
2. Disable **File Exchange** from the extensions list by clearing the adjacent check box and click **Restart**.
3. After restart, a message appears asking you to initialize the drive. Enter a name, select **Mac OS Extended** from the menu, and click **Initialize**.
4. Click **Continue** to confirm drive initialization. A hard drive icon with the name you assigned will appear on the desktop after the formatting process is completed. To re-enable **File Exchange**, select the check box in **Extensions Manager** and click **Restart**.
5. After restart, insert the installation CD into your CD-ROM drive.
6. A Retrospect Express CD icon will appear on the desktop screen. Double-click on the CD icon to access its contents. Double-click on the Retrospect Express Installer icon to begin setup.
7. Click the button to accept the license agreement in the next window and follow the on-screen instructions to complete the install. After the installation is complete, go to the **Applications** folder and launch Retrospect Express.
8. Retrospect Express will ask you to personalize your software copy. Complete the fields for your name and organization, accept the included license code, and click **OK**.
9. In the next screen, you will be prompted to register Retrospect Express. Select **Register Now** to complete the registration information and click either the option to e-mail, or print and fax the information.
10. Proceed to "Using the Backup Software" on page 14.

Mac OS X v10.2.8+

IMPORTANT: You must reinitialize the WD drive to HFS Extended format (or other Mac OS drive formats) prior to using the installation CD. Skip to page 9 to connect the unit; then follow the steps below to format and set up the drive.

1. To format or reinitialize the drive, select **Applications > Utilities > Disk Utility**. Select your new drive on the left side and click on the **Erase** tab on the right panel. The following window displays:



2. Select **Mac OS Extended** from the **Volume Format** menu and enter a name for your drive in the field.
3. Click **Erase** to begin drive format. A hard drive icon with the name you assigned will appear on the desktop after the formatting process is completed.

Note: To partition the drive into multiple volumes for use as both a bootable backup drive and also for general storage, select the **Partition** tab from the Disk Utility program menu and follow the instructions to create two separate partitions.

4. Insert the installation CD into your CD-ROM drive. You may need to provide your administrative password to install Retrospect Express and all the necessary drivers for the unit.
5. A CD icon named Retrospect Express will appear on the desktop screen. Double-click on the CD icon to access its contents. Double-click on the Retrospect Express Installer icon to begin setup.
6. Click the button to accept the license agreement in the next window and follow the on-screen instructions to complete the wizard. After the installation is complete, go to the **Applications** folder and launch Retrospect Express.
7. Retrospect Express will ask you to personalize your software copy. Complete the fields for your name and organization. Accept the included license code, and click **OK**.
8. In the next screen, you will be prompted to register Retrospect Express. Select **Register Now** to complete the registration information and click either the option to e-mail, or print and fax the information.
9. Proceed to "Using the Backup Software" on page 14.

3

Positioning the Drive

Note: The drive stands and feet are provided for specific configurations and usage. For a single external drive, WD recommends using the drive stands for vertical placement with the power button on top for easy accessibility. For stacking multiple drives, use the feet for horizontal placement.

Installing the Drive Stands for Vertical Placement

1. Make sure that the unit is powered off and cables are disconnected.
2. Align the edge of a drive stand onto the side of the unit adjacent to the UPC code label (Figure 1).
3. Press the other edge of the drive stand towards the drive until the stand snaps firmly into place.

Note: Be sure to space both drive stands approximately 3 - 4 inches apart and approximately 2 - 3 inches from the edge of the drive for maximum balance and stability.

4. Repeat this process for the other stand.

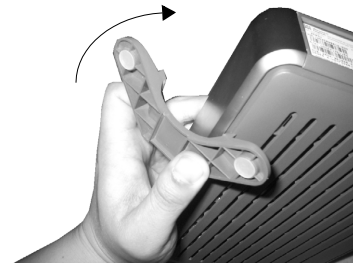


Figure 1

Removing the Stands

1. Make sure that the unit is powered off and cables are disconnected.
2. Place the unit upside down on a clean and steady surface.
3. Using both hands, grasp the base of the stand and carefully bend the stand upwards until the stand snaps away from the side of the unit (Figure 2).
4. Repeat this process for the other stand.

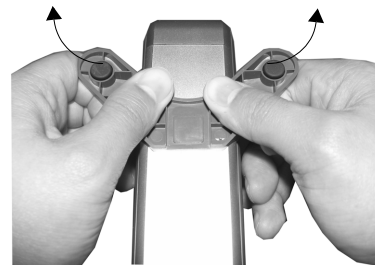


Figure 2

Installing the Feet for Horizontal Placement

1. Make sure that the unit is powered off and cables are disconnected.
2. Place the unit upside down on a clean and steady surface.
3. The back of the drive is keyed with a small crossbar at each corner of the unit within the ventilation slots for feet placement.
4. Align the notch of the foot to the crossbar and insert one end of the foot into the ventilation slot at a slight angle (Figure 3). The feet are keyed to ensure proper insertion.
5. Press the foot into the groove until it snaps firmly into place.
6. Repeat this process for the remaining feet.



Figure 3

Removing the Feet

1. Make sure that the unit is powered off and cables are disconnected.
2. Place the unit upside down on a clean and steady surface.
3. Carefully dislodge the foot by firmly pushing it off from the ventilation slot.
4. Repeat this process for the remaining feet.

4

Connecting the Drive

Caution: Do not drop or jolt the unit or attempt to open the unit and service it yourself. These actions will void the warranty.

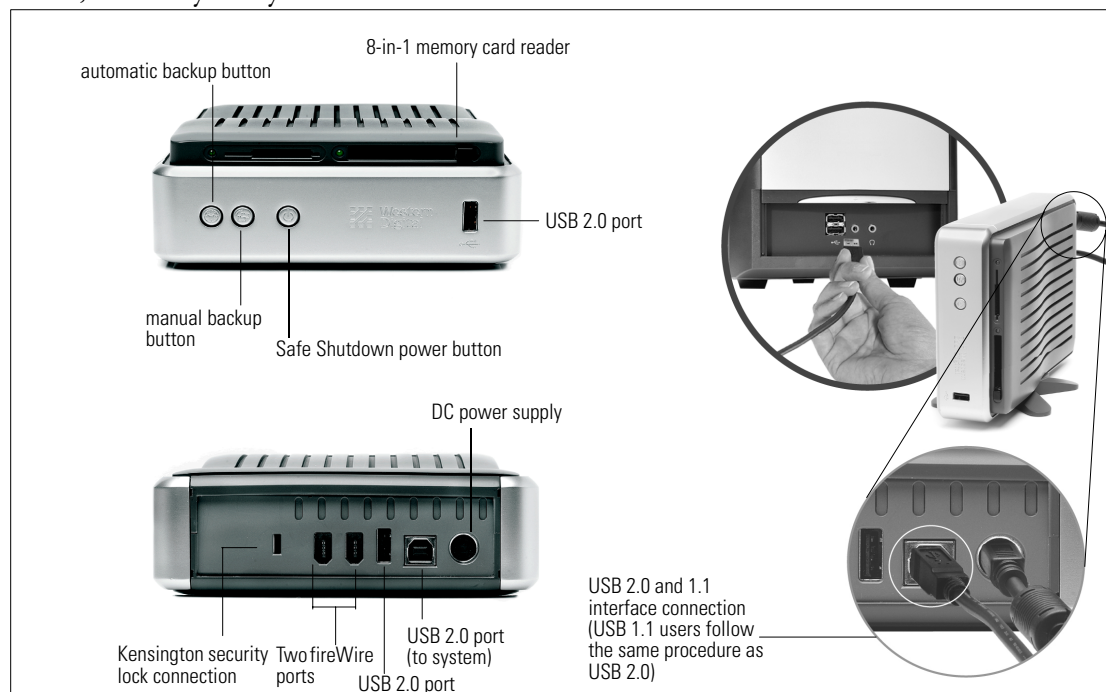
Note: To determine whether your system supports USB 2.0, see "Frequently Asked Questions" on page 26.

Select Your Interface Configuration:

IMPORTANT: WD recommends connecting using both USB and FireWire interfaces for optimum performance. Because the memory card reader and USB hub are USB-supported devices, enabling them requires a USB connection. If you choose the FireWire only interface, note that the USB hub including the memory card reader on the Media Center will NOT be active.

- **USB and FireWire** - The built-in memory card reader (Media Center) and USB hub transfer files to and from your computer through the USB connection while the external hard drive utilizes FireWire. WD recommends this configuration for optimum performance.
- **USB only** - The external hard drive, memory card reader, and USB hub utilize the USB connection.
- **FireWire only** - The drive utilizes the FireWire connection. This configuration does not enable the USB hub or memory card reader.

Note: The WD Media Center and Combo External Hard Drive can function as a system boot device if both your system and operating system support this feature. To disable the USB boot feature, please refer to your system's motherboard BIOS setting documentation for system boot devices to disable this function. If the USB boot feature must be enabled on the system, remove all installed media cards from the WD Media Center media slots and USB devices from the USB ports. For additional information on booting to external drives, contact your system manufacturer.



Connecting the Cables

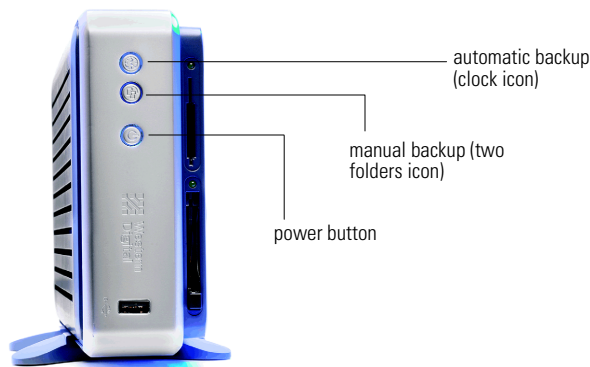
1. Connect the end of the AC adapter to the electrical cord. Plug the electrical cord into an electrical outlet.
2. Connect one end of the power cord into the DC power supply socket located on the back of the unit.
3. Connect one end of the USB 2.0 interface cable to the USB 2.0 port located on the back of the unit (Figure 4).
4. Connect the other end of the USB 2.0 interface cable to an available USB 2.0 or USB 1.1 port on your computer. USB 2.0 provides much greater performance than USB 1.1.

If also using the FireWire interface:

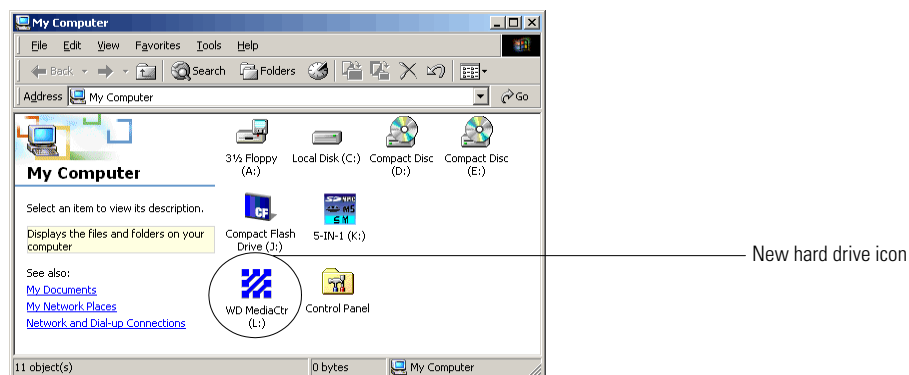
1. Connect one end of the FireWire interface cable to a FireWire port located on the back of the unit.
2. Connect the other end of the FireWire interface cable to an available FireWire port on your computer.

Powering On the Drive

1. Press the power button to turn on the unit. Your operating system will automatically detect the external drive. The area around the power button will illuminate blue and will flash to indicate drive activity.



2. A new hard drive icon will appear in the My Computer window for PC users or on your desktop for Mac users. The drive is preformatted as a single FAT32 partition and is now ready to use. Proceed to “Using the Backup Software” on page 14.



3. Press the button once more to power off the drive only. The memory card reader for the Media Center and the USB hub will still be active at this point—if necessary, follow the procedures in “Removing Media” on page 13 before proceeding.
4. The interface cable associated with the drive may now be safely disconnected from the computer.

Note: If you press the power button while there is an active window open, the unit will prompt you to continue before powering down. To power off the drive regardless if any windows are open, press and hold the button for four seconds.

5. For the Media Center, proceed to “Using the 8-in-1 Memory Card Reader” on page 12. Otherwise, skip to “Using the Backup Software” on page 14.

Formatting the Drive

This WD Dual-option product is preformatted as a single FAT32 partition for compatibility with all Windows operating systems. The FAT32 file system has a maximum file transfer of 4 GB and cannot create partitions larger than 32 GB. Windows XP and Windows 2000 users can overcome these file size limitations by reformatting the drive to the NTFS file system using the Disk Management utility. Windows 98SE and Me do not support NTFS. For further instructions, refer to your operating system manual or visit support.wdc.com and download the WD knowledge base article ID# 1053 for Windows 2000 or ID# 1021 for Windows XP.

Using Safe Shutdown™

Caution: Close all active applications before shutting down the drive to prevent data loss.

Safe Shutdown is a WD-exclusive feature that ensures that all your data has been safely transferred before shutting down the drive. If the drive is idle or has not been used for 10 minutes, the drive will spin down to save energy while keeping the case cool.

1. To shut down the unit, press the power button once. You will hear the drive power down and the power light will turn off. If there are active windows open, a dialog box will appear prompting you to either continue or cancel shutdown. The memory card reader for the Media Center and the USB hub will still be active at this point—if necessary, follow the procedures in “Removing Media” on page 13 before proceeding (USB connections only).
2. The drive has now been properly shut down, and you can safely disconnect the unit. You do not have to follow the procedures from “Disconnecting the Drive” on page 24.

Note: The unit can be “forced” to shut down by pressing the power button for four seconds.

WD Button Manager

The WD Button Manager application manages the dual-option backup functionality. The icon in the system tray (typically located on the bottom right-hand corner of your desktop screen) turns blue when the backup software is properly communicating with the drive. When the unit is powered off or disconnected from your system, the icon will disappear. When the unit is having problems communicating with the backup software, the icon will turn red.



5

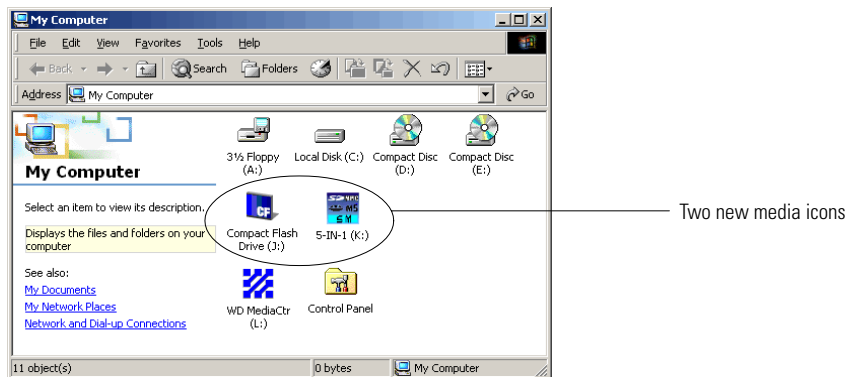
Using the 8-in-1 Memory Card Reader

IMPORTANT: Do not remove the media from the slot while the corresponding green activity LED is flashing. Refer to "Disconnecting the Drive" on page 24.

Media Icons

For Windows, each media icon in your My Computer window represents the type of media that can be accessed. For Macintosh, two new icons appear on the desktop screen.

- **CompactFlash icon (First media slot):** CompactFlash Type I/II, IBM Microdrive
- **5-in-1 icon (Second media slot):** Memory Stick, Memory Stick PRO, MultiMedia Card, SD Card, SmartMedia



Using the USB 2.0 Hub

The unit includes one port on the front for easy access and another port on the rear.

1. To use a USB flash "pen" or "thumb" drive, insert the device into the port. Your operating system will immediately recognize the device and display a new icon in My Computer (Windows) or desktop (Macintosh). Click on the icon to access your data.
2. To safely remove the drive, follow the instructions on page 24.

Inserting Media

1. Find the corresponding slot for your media and insert the media until it clicks or secures into place.

Note: Do not force the media into the slot. If the media does not insert properly, you may need to reinsert it with the gold connector end facing the top of the unit. When the media is properly inserted, the Media activity LED will illuminate green.

2. For Windows, double-click on the appropriate media icon (actual icon may be different from shown) in the My Computer window. For Macintosh, the icon is located on the desktop screen.
3. The next window will display the data contained on the media. If the media was directly formatted or used by a digital camera, you may have to double-click on a folder to access its contents.

Removing Media

1. Make sure all data has been saved from the media onto your computer.
2. Close any active windows or applications associated with the media.
3. For Windows, go to your My Computer window and right-click on the media icon associated with your media and select **Eject** from the popup menu. For Macintosh, drag and drop the media icon into the Trash icon.

Caution: Failure to follow the above procedure prior to removing the media may result in corruption or loss of data.

4. For CompactFlash Type I/II and IBM Microdrive, press the button to the right of the slot to eject the media after performing the procedure in step 3. If necessary, pull out the drive media from its slot.
5. For all other types of media, simply press the media and it will "spring" out for access and removal.

Copying Media

For instructions on how to copy or back up the media using the Backup On Demand button, see page 21.

1. To transfer or save data from the media to your computer, first locate or create a destination folder on your desktop.
2. Drag and drop the data from the media into the folder you have created. You can also use the copy and paste method. Go to the Edit menu from the media folder and click **Select All**. In the same menu, select **Copy**.
3. Go to the destination folder and from the Edit menu, select **Paste**. The data will be copied into the destination folder in your computer.

6

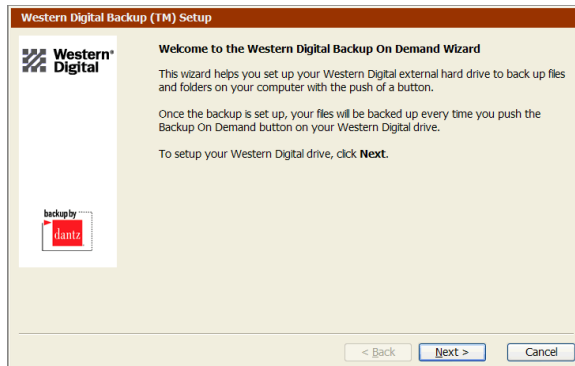
Using the Backup Software

The following are instructions for both Windows and Macintosh to set up your WD Dual-option drive with Dantz Retrospect Express backup software.

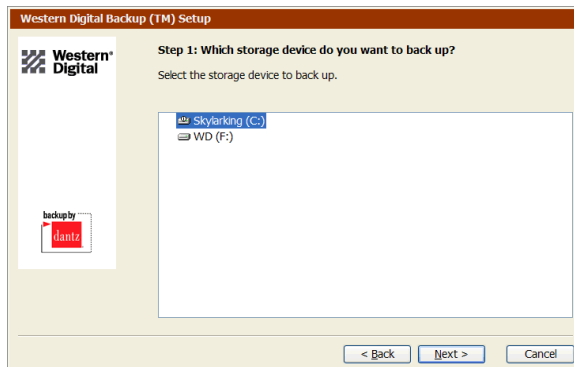
Note: Retrospect Express is designed to duplicate your selected files for easy and convenient backup. The software does not create backup images of your drive. For complete backup and restoration of your system drive, you must first create a Disaster Recovery CD. For more information, refer to the Retrospect Express User's Guide located on the installation CD.

Manual Backup (Backup On Demand)

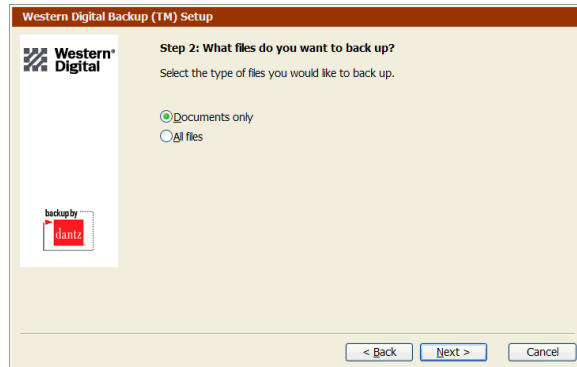
1. Press the **Backup On Demand** button (two folders icon) on the front of the unit to launch the initial setup wizard. Click **Next**.



2. Click on the storage drive you want to back up. This is the source drive that Retrospect Express will back up every time you press the **Backup On Demand** button. Click **Next**.



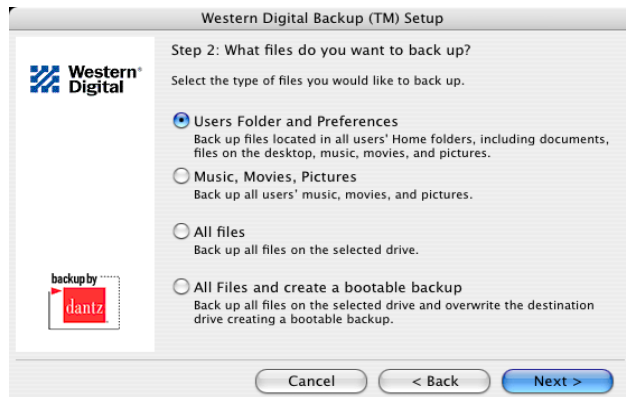
3. *Windows users and Mac OS 9.x users:* By default, the software will copy **Documents Only** which includes your work documents, music, and pictures (not the operating system or applications). This is the ideal choice for most users. To create a backup that includes restoration of your operating system and programs, download the WD knowledge base article ID# 1270 at support.wdc.com. Make your selection and click **Next**.



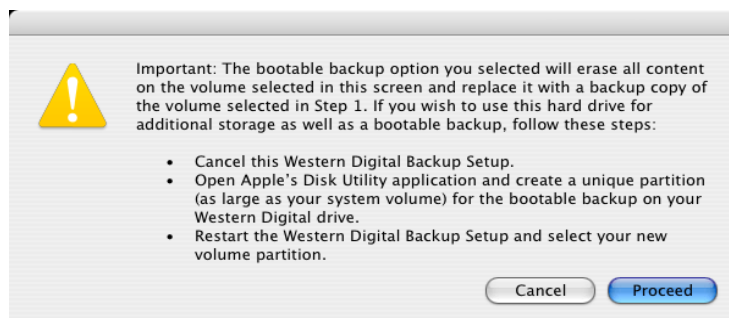
Mac OS X users only: You may select the type of files to back up in the following window. Make your selection and click **Next**.

Note: The bootable backup option is not compatible with Apple's FileVault feature. To back up a computer where Apple's FileVault is in use, go back to Step 1 and select FileVault user folder and then select All Files in Step 2.

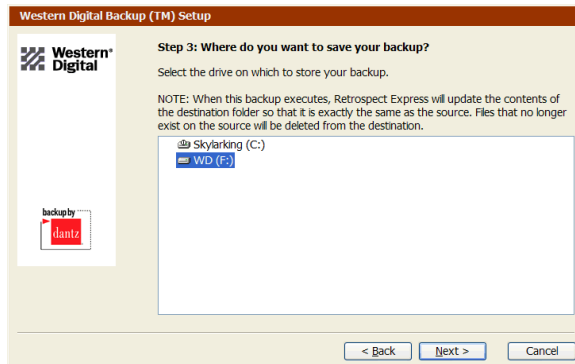
Make your selection and click **Next**.



Note: If you select the option to create a bootable backup, you will receive a dialog box asking you to proceed. Please read carefully and make your selection to **Cancel** or **Proceed**.

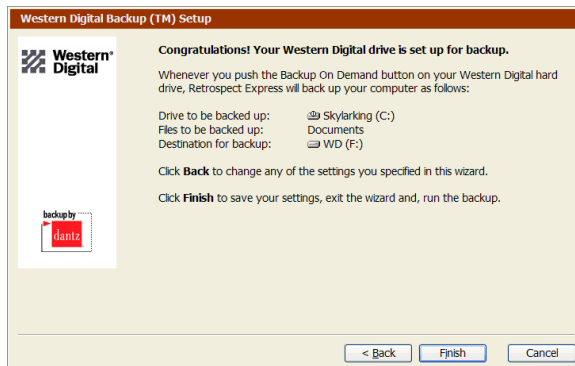


4. Select the drive on which to store your backup files. By default, the Western Digital drive on which the button was pressed is selected as the destination. Click **Next**.



Note: The destination cannot be the same drive selected as the source for backup in Step 2. Retrospect Express will not let you proceed until you choose a different destination drive.

5. The last window summarizes all the settings you specified in the Backup On Demand wizard. If you need to make any changes, click **Back**. Otherwise, click **Finish** to complete the wizard and begin your first backup. Every time you press the **Backup On Demand** button, Retrospect Express will launch the wizard and back up your data.



Changing Your Manual Backup Settings

Follow the steps below if you want to change your Backup On Demand settings.

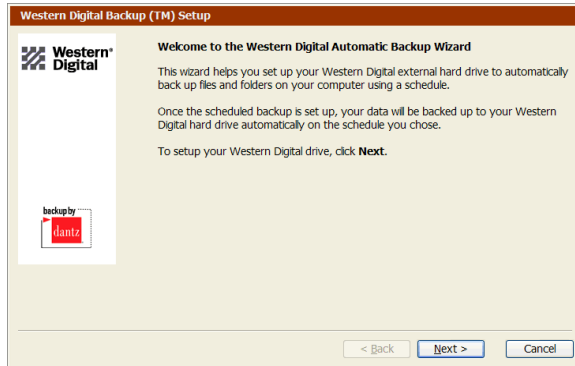
1. Press the **Backup On Demand** button.
2. The wizard displays a summary of your existing choices and gives you a ten second countdown to accept the settings or click **Modify** to change your settings. Clicking **Modify** will take you through the Backup On Demand wizard to make your desired changes. If no selection is made, your settings will remain the same.

Note: See the preceeding "Backup On Demand" section for more details.

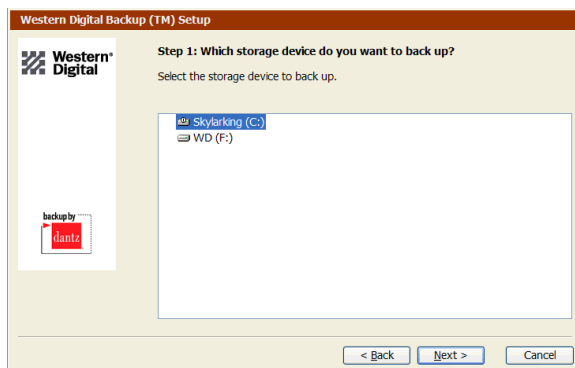
Automatic Backup

IMPORTANT: For the automatic backups to occur at their scheduled times, the system must NOT be in “sleep mode,” and both the drive and system must remain powered on.

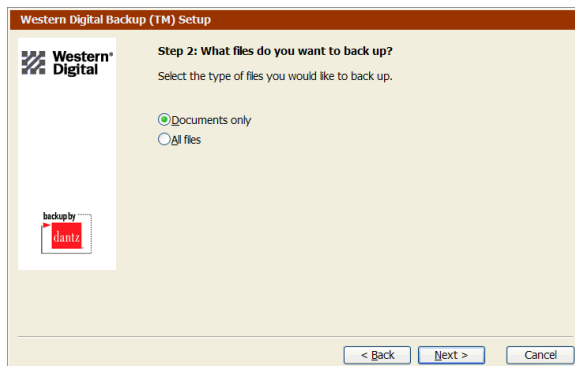
1. Press the **Automatic Backup** button (clock icon) on the front of the unit to launch the initial setup wizard. Click **Next**.



2. Click on the storage drive you want to back up. This is the source drive that Retrospect Express will back up every time the automatic backup begins. Click **Next**.



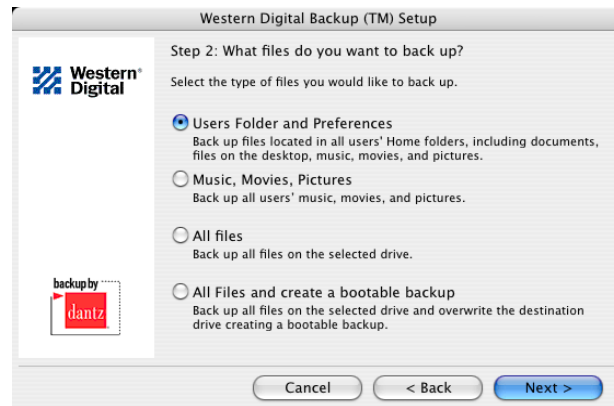
3. *Windows users and Mac OS 9.x users:* By default, the software will copy **Documents Only** which includes your work documents, music, and pictures. This is the ideal choice for most users. To create a backup that includes restoration of your operating system and programs, download the WD knowledge base article ID# 1270 at support.wdc.com. Make your selection and click **Next**.



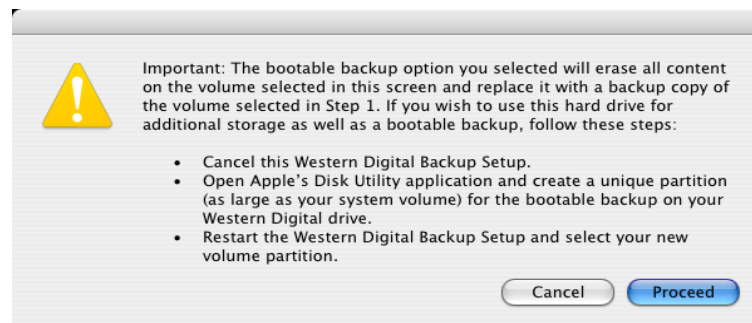
Mac OS X users only: You may select the type of files to back up in the following window. Make your selection and click **Next**.

Note: The bootable backup option is not compatible with Apple's FileVault feature. To back up a computer where Apple's FileVault is in use, go back to Step 1 and select FileVault user folder and then select All Files in Step 2.

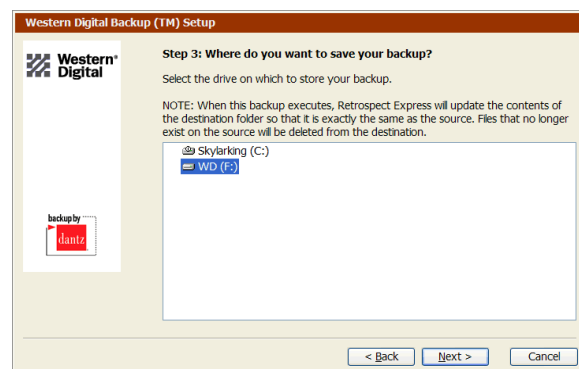
Make your selection and click **Next**.



Note: If you select the option to create a bootable backup, you will receive a dialog box asking you to proceed. Please read carefully and make your selection to **Cancel** or **Proceed**.

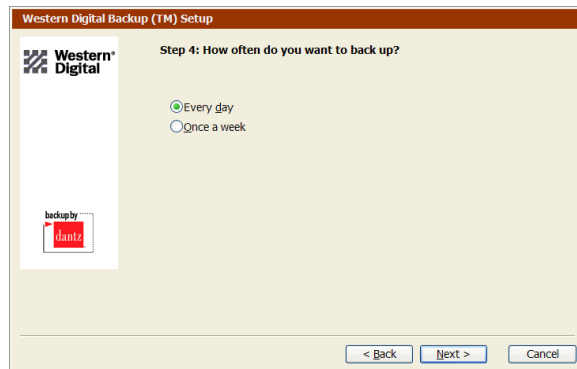


4. Select the drive on which to store your backup files. By default, the WD Dual-option drive on which the button was pressed is selected as the destination. Click **Next**.

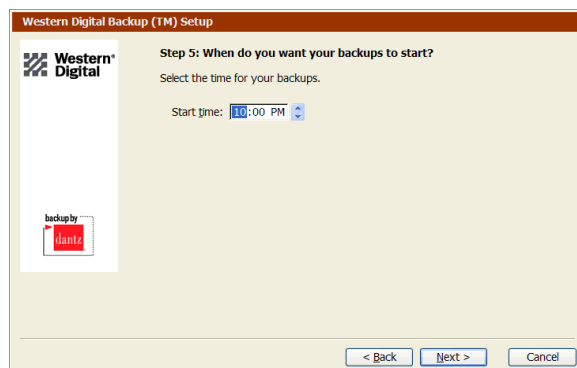


Note: The destination cannot be the same drive selected as the source for backup in Step 2. Retrospect Express will not let you proceed until you choose a different destination drive.

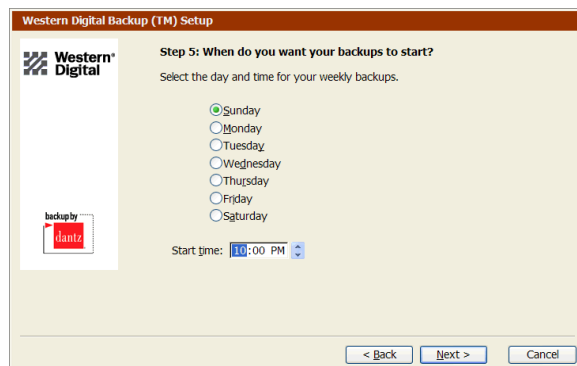
5. Select how often you want your backups to occur. Choose **Every day** or **Once a week** depending on your preference and click **Next**.



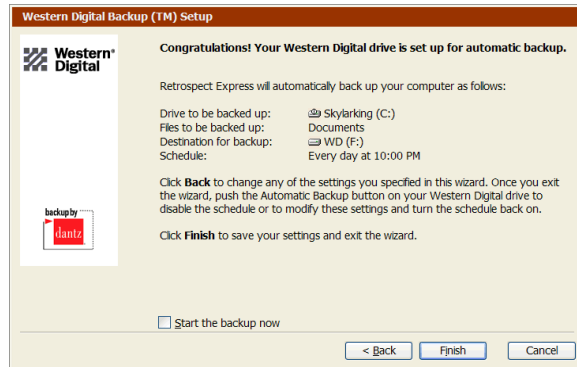
6. If you choose **Every day**, specify the time for your backups.



7. If you choose **Once a week**, select both the day and time you want your backups to occur. Click **Next**.



8. The last window summarizes the settings you specified in the Automatic Backup wizard. If you need to make any changes, click **Back**. If you wish to start your first backup now, select **Start the backup now**. Click **Finish** to complete the wizard. Your Automatic Backup button is now illuminated, indicating that your backups are scheduled to occur automatically.



IMPORTANT: Both the source and destination drive must be kept powered on for the automatic backups to occur at their scheduled times. You may have to modify your power management settings in your operating system.

Changing Your Automatic Backup Settings

Follow the steps below to edit your Automatic Backup settings, disable Automatic Backup, or enable a previously set up Automatic Backup that is currently disabled.

1. Press the **Automatic Backup** button. The Automatic Backup button LED will immediately begin to flash indicating that a change is in progress.
2. The wizard displays a summary of your existing choices and gives you a ten second countdown. Depending on your current settings, it will either automatically Disable or Enable the Automatic Backup.
3. To change your existing Automatic Backup settings, click **Modify** to go back through the wizard to make your desired changes. Once you have made your selected changes or the timer has expired, the LED will stop flashing and remain lit if the automatic backup is scheduled. If backups are not scheduled, the LED will not illuminate.

Note: See "Automatic Backup" in the preceding section for more details.

Restoring Files From a Backup

Note: To create a backup that includes restoration of your operating system and programs, download the WD knowledge base article ID# 1270 at support.wdc.com.

Windows

1. Open the My Computer window and select the hard drive icon containing your backup.
2. Open the Retrospect Backup folder and open the folder named Backup of <Your Hard Drive Name>. You can now select any file or folder and drag and drop the files to where you want to restore them.

Note: If you are uncertain of the location of a file on your hard drive, use **Windows Search** (Start > Search > For Files or Folders) to search for the files.

Macintosh

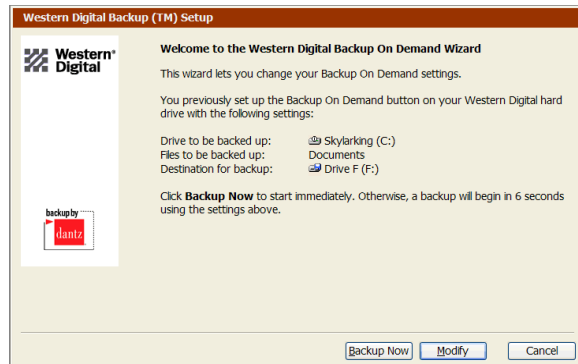
1. Select the hard drive containing your backup files.
2. Open the Retrospect Backup folder and open the folder named Backup of <Your Hard Drive Name>. You can now select any file or folder and drag and drop the files to where you want to restore them.

Note: If you are uncertain of the location of a file on your hard drive, use **Finder's Find File** or **Sherlock** to search for the files.

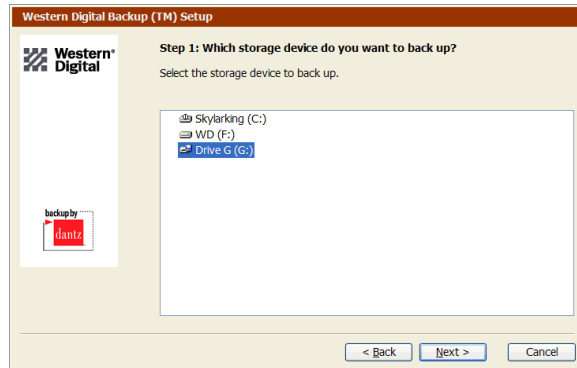
Copying Media Using Backup On Demand

1. Insert media into a media slot on the unit.
2. Press the **Backup On Demand** button on the unit to start the wizard. If you have not used the Western Digital Backup On Demand wizard, click **Next**.

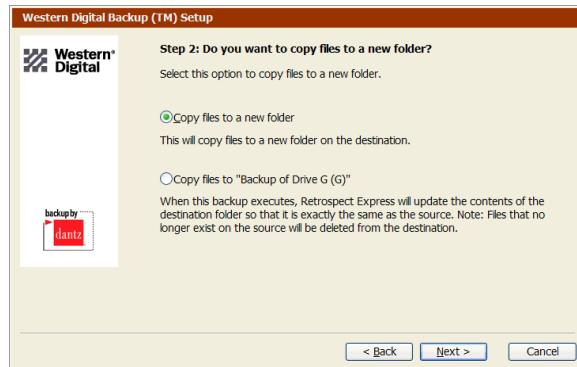
If you have previously used the Backup On Demand wizard, it displays a summary of your existing choices with a ten second countdown to accept the current settings. Click **Modify** to go back to the Western Digital Backup On Demand wizard where you can choose to copy the media.



3. Select the storage drive containing the media you want to copy.



4. Choose how to copy the media.



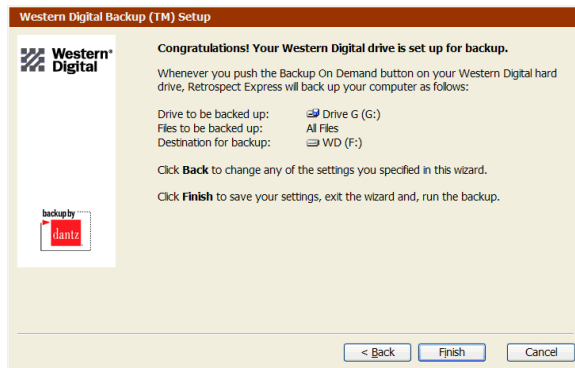
By default, Retrospect Express will copy the media to a new folder with a date stamp on the destination hard drive, allowing you to easily track the copied media by date. This is highly recommended when copying data from the same or multiple media in order to preserve all data on the media.

If you want your media to always synchronize to the same folder on the destination and keep only a current copy of the media, select the **Copy Files to Backup of <Drive Name/Drive Letter>** option.

IMPORTANT: Selecting the above option will delete any files in the destination folder that are NOT currently on the media. This option is NOT recommended unless you want one-way synchronization and have another copy of the data elsewhere.

5. Select the hard drive on which to store your media files. By default, the WD Dual-option drive is selected. Click **Next**.

6. Retrospect Express is now ready to copy your media per your settings. Click **Back** to change any settings. Otherwise, click **Finish** to save your settings, exit the wizard, and copy your media.



7. See “How to Find Files From a Media Copy” on page 23 on how to access your copied files.

Finding Files From a Media Copy

Windows

1. Select the drive containing your copied files.
2. Open the Retrospect Express Backup folder and then the folder named Copy of <Your Media Name/Drive Letter> <Date of Copy>. For example, if you copy media on December 3, 2003, look for “Copy of SmartCard (G) 3Dec2003.” You can now select any file or folder and then move them to your desired location.

Note: If you are uncertain of where a file is located on your backup media, use Windows Search (**Start > Search > For Files or Folders**) to search the hard drive for the files.

Macintosh

1. Select the drive containing your copied files.
2. Open the Retrospect Express Backup folder and then the folder named Copy of <Your Multimedia Card Name > <Date of Copy>. For example, if you copy a multimedia card on December 3, 2003, look for “Copy of CompactFlash 3Dec2003.” You can now select any file or folder and then move them to your desired location.

Note: If you are uncertain of where a file is located on your backup media, use **Finder’s Find File** or **Sherlock** to search the hard drive for the files.

Additional Features of Retrospect Express

Retrospect Express includes additional features that are not integrated into the Western Digital backup wizards. To learn more about the advanced features of Retrospect Express, refer to the electronic Retrospect Express User’s Guide included on the WD installation CD.

7

Disconnecting the Drive

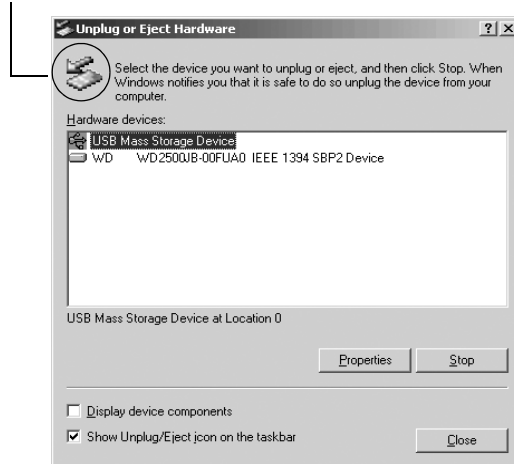
IMPORTANT: If you pressed the Safe Shutdown power button discussed on page 11, you do not need to follow the steps below. The following instructions are provided as an alternate to disconnecting the drive. If necessary, follow the procedures in “Removing Media” on page 13 before proceeding

Windows XP, Windows 2000, and Windows Me

Note: If the power button has already been pressed, the Unplug or Eject Hardware window will no longer display the drive.

1. Close all windows and active applications associated with the unit. Failure to do so may result in data loss.
2. Double-click on the Windows **Unplug or Eject Hardware** icon in your system tray (typically located in the bottom right corner of your screen—see the dialog box below for a depiction of this icon). The following dialog box displays:

Unplug or Eject Hardware system tray icon



3. Select **USB Mass Storage Device** from the list and click **Stop**. To disconnect the FireWire cable, select **WD XXXXX-IEEE 1394 SPB2 Device** and click **Stop**. You will need to select all other listed devices that are associated with the unit individually and click **Stop** for each. Click **OK** to confirm your selection of the drive to be disconnected.

Note: If you have other USB devices (such as a portable flash drive) connected to your computer, there may be multiple listings of **USB Mass Storage Device**. Be sure to select the correct device associated with your WD external hard drive.

4. You can now safely disconnect the USB or FireWire interface cable from your computer and the power supply cable from the electrical outlet.

Windows 98SE

1. Right-click on the WD Button Manager icon in the system tray (typically located on the bottom right corner of your screen).
2. Select the option to safely remove the unit from your system and click **OK** to confirm.
3. You can now safely disconnect the USB or FireWire interface cable from your computer and the power supply cable from the electrical outlet.

Macintosh

1. Close all windows and active applications associated with the unit. Failure to do so may result in data loss.
2. Find the Removable disk(s) icon associated with the interface you wish to disconnect and drag them to the Trash icon on your desktop.
3. After all the associated device icons have been removed from the desktop, you may now safely disconnect the USB or FireWire interface cable from your computer. When disconnecting power, always unplug the AC power adapter before disconnecting the power connector on the back of the unit.

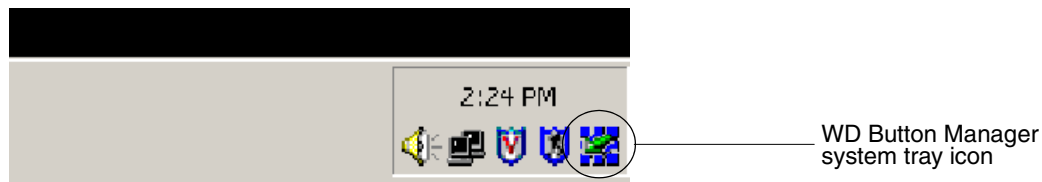
Removing Retrospect Express

Note: For more information regarding removing Retrospect Express software or other installation drivers associated with your external drive, visit support.wdc.com.

1. To remove the backup software, go to **Start > Settings > Control Panel**.
2. Double-click on the **Add/Remove Programs** icon from the menu.
3. Select **Retrospect 6.5** from the list and click **Remove**.

Removing WD Button Manager

1. To remove the drivers for the external hard drive, select **WD Mass Storage Driver Installation** from the list and click **Remove**. Click **Yes** to proceed and follow the on-screen instructions to complete the uninstall.
2. To remove the WD Button Manager program from your system, right-click on the WD icon in the system tray (located on the bottom right corner of the screen) and select **Uninstall Button Manager** from the popup menu. Click **OK** to proceed with the uninstall.



8

Troubleshooting

To search the WD technical support knowledge base and to view a complete list of FAQs for your operating system, visit our support Web site at support.wdc.com.

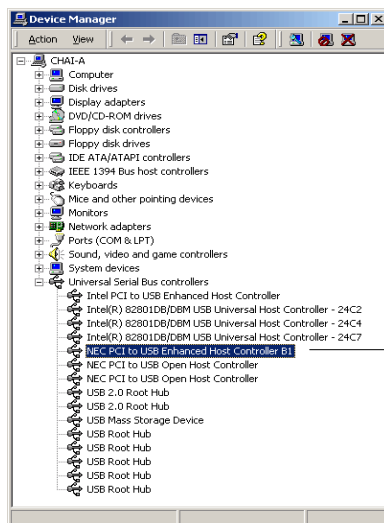
Frequently Asked Questions - General

Q: What is Hi-Speed USB?

A: Hi-Speed USB is an alternative name for USB 2.0 and provides transfer rate speeds of up to 40 times faster than USB 1.1. Upgrading to USB 2.0 is highly recommended because of the significant reduction in file transfer time versus USB 1.1.

Q: How do I determine if my system supports USB 2.0?

A: Go to your system Device Manager (right-click on **My Computer** icon > **Properties** > **Hardware** > **Device Manager**). Click on Universal Serial Bus controllers and look for a driver that displays an Enhanced USB Host Controller as shown below:



Enhanced USB Host Controller

If your Device Manager shows an *Enhanced* USB Host Controller, the system has Hi-Speed USB (USB 2.0) capability. The important term is *enhanced*, which indicates that your system supports USB 2.0.

Note: If your USB 2.0 controller is built-in to your system's motherboard, be sure you have installed the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: What will happen if a USB 2.0 device is plugged into a USB 1.1 port or hub?

A: USB 2.0 is backward compatible with USB 1.1. If connected to USB 1.1 port or hub, the USB 2.0 device will operate at the USB 1.1 full speed of up to 12 Mbps.

Q: Can USB 1.1 cables be used with USB 2.0 devices?

A: Although USB 1.1 cables work with USB 2.0 devices, it is recommended that USB 2.0 certified cables be used with USB 2.0 peripherals and USB 2.0 PCI adapter cards. USB 2.0 provides higher transfer rate speeds than USB 1.1.

Frequently Asked Questions - Installation

To search the WD technical support knowledge base and view a complete list of FAQs for your operating system, visit our support Web site at support.wdc.com.

Q: Why does the drive not power up?

A: After connecting the power supply cable, make sure that you press the power button. The area around the button will illuminate blue and you will immediately hear the drive "spin" and power up.

Q: Why is the drive not recognized under "My Computer" or the computer desktop.

A: If your system has a USB 2.0 PCI adapter card, make sure that its drivers have been installed prior to connecting the WD external hard drive. The drive will not be correctly recognized if the USB 2.0 root hub and host controller drivers are not already installed. Contact the hardware manufacturer for installation procedures.

Q: How do I partition and reformat the drive?

A: This WD Dual-option product is preformatted as a single FAT32 partition for compatibility with all Windows operating systems. The FAT32 file system has a maximum file transfer of 4 GB and cannot create partitions larger than 32 GB. Windows XP and Windows 2000 users can overcome these file size limitations by reformatting the drive to the NTFS file system using the Disk Management utility. Windows 98SE and Me do not support NTFS. For further instructions, refer to your operating system manual or visit support.wdc.com and download the WD knowledge base article ID# 1053 for Windows 2000 or ID# 1021 for Windows XP.

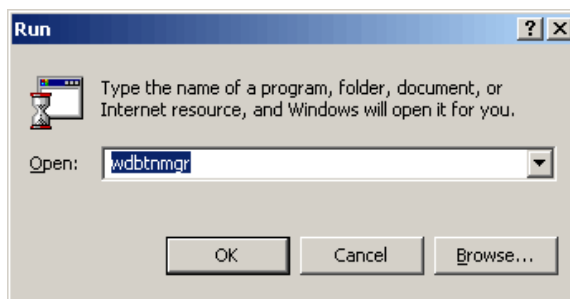
Q: Why is the data transfer rate so slow?

A: Your system may be operating at USB 1.1 speeds. This may be due to incorrect driver installation of your USB 2.0 adapter card or your system may not support USB 2.0.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

Q: I accidentally uninstalled WD Button Manager. How do I reinstall it?

A: Go to **Start > Run**. Type **wdbtnmgr** in the open field to load WD Button Manager.



WD Service and Support

If you need additional information or help during installation or normal use of this product, visit our product support Web site at *support.wdc.com*.

- **Warranty Services** - Obtain warranty information, warranty status, product replacement, RMA status and shipping and packaging information.
- **Downloads Library** - Download installation software and drivers.
- **Technical Information** - Access product specifications, technical tips, and the online forum.
- **Knowledge Base** - Explore our expert knowledge base and Frequently Asked Questions.
- **Service and Support Options** - Look up available service and support options in your region.
- **Contact Support** - Contact a support representative by e-mail.

Appendix

Regulatory Compliance

FCC Class B Information

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

The user may find the following booklet prepared by the Federal Communications Commission helpful: "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the US Government Printing Office, Washington, DC 20402. Stock No. 004-000-00345-4.

CSA Notice

Le prent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise for digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Underwriters Laboratories

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1. Information Technology Equipment - Safety - Part 1: General Requirements (File E101559).

CE Compliance For Europe

Verified to comply with EN55022 for RF Emissions and EN50082-1 for Generic Immunity, as applicable.

Warranty Information

This product contains no user-servicable parts. Refer servicing to authorized WD personnel or an authorized WD service center only.

Obtaining Service

Western Digital (WD) values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at support.wdc.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your Western Digital product. Your warranty will be void if your returned hard drive is shipped in anything other than the original packaging or Western Digital approved materials. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via support.wdc.com. WD shall have no liability for lost data, regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

One-Year Limited Warranty

WD warrants that the Product, in the course of its normal use, will be free from defects in material and workmanship for a period of one (1) year unless otherwise required by law and will conform to WD's specification therefor. This limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers, unless authorized to do so by Western Digital or an authorized service center), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.