FREECOM

INNOVATIVE GERMAN QUALITY

USER MANUAL

MOBILE HARD DRIVES
DESKTOP HARD DRIVES

Dear user!

Thank you for selecting the **Freecom Mobile Hard Drive / Desktop Hard Drive** as your external data storage device. For optimal use and performance we advise you to read this manual carefully before using this product.

Please note: this manual is a general manual which is used for several Freecom products. Product pictures shown in this manual may differ from the device you bought.

Freecom Technologies B.V.
www.freecom.com

Contents of the box

Please check the contents of the box. All articles included in this box are listed on the back side of the packaging.

⚠️ **Need assistance? Have questions?**

In case you have a question about the use of this product, need information about other Freecom products or need technical assistance, please contact the Freecom Service Center for your country. See www.freecom.com for details.

Freecom offers free unlimited helpdesk support.

⚠️ **Warning !**

Table of Contents

General Information

The following hardware and software requirements must be fulfilled to ensure trouble-free operation.

System requirements

In order to use the Freecom Mobile Hard Drive / Desktop Hard Drive, following components are needed:

PC:

- Intel Pentium III / AMD Duron 900 MHz or higher
- 256 MB RAM (Vista/7: 512 MB RAM) or higher
- Available USB 3.0 or USB 2.0 port* or
- Available Firewire 800- or Firewire 400- port* or
- Available eSATA- port*
- Internet connection for online warranty registration, software updates and downloads
- Operating system: Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10

Mac:

- PowerPC G5 or Intel Mac
- 256 MB RAM or higher
- Available USB 3.0 or USB 2.0 port* or
- Available Thunderbolt port* or
- Available Firewire 800- or Firewire 400- port* or
- Available eSATA- port*
- Internet connection for online warranty registration, software updates and downloads
- Operating system: Mac OS X v10.6 or higher

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*   To achieve optimal performance from the Freecom Mobile Hard Drive / Desktop Hard Drive your computer/Mac should be equipped with an USB 3.0 port.
Please use the interface cables that come with your device (e.g. USB, Thunderbolt, eSATA, Firewire, LAN) for connecting the device to your PC/Mac.

Precautionary measures

To ensure that your Freecom Mobile Hard Drive / Desktop Hard Drive functions properly, please take note of the following precautions. If these are not followed, you may void your warranty and damage the Freecom Mobile Hard Drive / Desktop Hard Drive.

- Safely remove the Freecom Mobile Hard Drive / Desktop Hard Drive via your operating system (the "unplug or eject hardware" option in the Windows taskbar) before disconnecting the USB cable. Failing to do so may result in data loss.
- Do not drop the Freecom Mobile Hard Drive / Desktop Hard Drive or expose it to other kinds of sudden mechanical shocks as this may result in data loss and damage to the Freecom Mobile Hard Drive / Desktop Hard Drive.
- Do not use the Freecom Mobile Hard Drive / Desktop Hard Drive when the ambient temperature is below 10°C or above 35°C.
- If the Freecom Mobile Hard Drive / Desktop Hard Drive is moved from a cool environment to a warmer environment, please allow the drive to acclimatize to the ambient temperature before operating the device. Failing to do so may lead to condensation within the drive enclosure, which in turn may cause the drive to malfunction.
- Do not place liquids or drinks on the Freecom Mobile Hard Drive / Desktop Hard Drive. When liquids are spilled and get in contact with the electronics within the drive enclosure, it will damage the drive and will cause the drive to malfunction.
- Do not use the Freecom Mobile Hard Drive / Desktop Hard Drive in a dusty environment. Dust inside the enclosure may damage the internal electronics and result in drive malfunction.
- Opening the Freecom Mobile Hard Drive / Desktop Hard Drive will void the warranty.
- Since USB 3.0 is backwards compatible with USB 2.0, the Freecom Mobile Hard Drive / Desktop Hard Drive can be connected to all USB ports. When connected to a USB 2.0 port, however, the performance (data transfer rate) of the Freecom Mobile Hard Drive / Desktop Hard Drive will be much lower than when the drive is connected to a USB 3.0 port.

> ⚠ **If at any point during installing and/or configuring your Freecom Mobile Hard Drive / Desktop Hard Drive you need assistance or have questions, please contact the Freecom Support Center for your country. See www.freecom.com for details.**
>
> **Freecom offers free unlimited helpdesk support.**

Freecom Mobile Hard Drive / Desktop Hard Drive

The hi-speed data transfer through the (e.g. USB, Thunderbolt, eSATA, Firewire, LAN) interface makes it ideally suitable for data-storage, file sharing, backup, archiving, audio playback and all applications that need fast file access.

The Freecom Mobile Hard Drive / Desktop Hard Drive comes preformatted in FAT32 (for drives with a capacity of 1TB and 2TB) or NTFS (for drives with a capacity of 3TB and 4TB or higher). FAT32 format allows operation with either Windows or Mac OS. NTFS format is only compatible with Windows Vista, Windows 7, Windows 8 and Windows 10, and only readable for Mac OS.

If you want to use your drive on a Mac system please reformat the drive in HFS+ format. Reformatting the drive will delete all the data on the drive so be sure to save them before.

Chapter: Hardware Installation

1.

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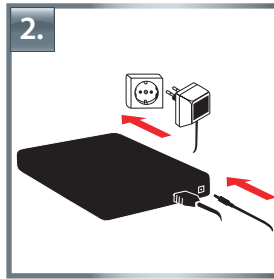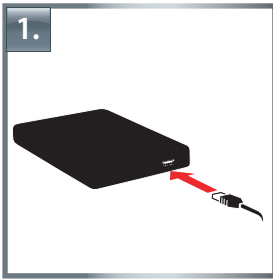
1. Connect the interface cable* to the Freecom Mobile Hard Drive / Desktop Hard Drive.
2. **Optional:** Connect the cable of the power supply to the Freecom Mobile Hard Drive / Desktop Hard Drive and the power supply itself to the socket.
3. Connect the interface cable* to the interface port of your computer.
4. **Optional:** if your device comes with a power switch, switch on the device before using it.

* Please use the interface cables that come with your device (e.g. USB, Thunderbolt, eSATA, Firewire, LAN) for connecting the device to your PC/Mac.

> ⚠ **Since USB 3.0 is backwards compatible with USB 2.0, the Freecom Mobile Hard Drive / Desktop Hard Drive can be connected to all USB ports. When connected to a USB 2.0 port, however, the performance (data transfer rate) of the Freecom Mobile Hard Drive / Desktop Hard Drive will be much lower than when the drive is connected to a USB 3.0 port.**
>
> **For optimum performance the Freecom Mobile Hard Drive / Desktop Hard Drive should always be connected to a USB 3.0 interface.**

Chapter: Driver Installation

Under Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 10 and Mac OS X a separate Freecom driver is not required. The drivers will be installed automatically by the operating system after plugging in the Freecom Mobile Hard Drive / Desktop Hard Drive into the interface port of the computer.

Chapter: Installation of the application software

Software installation PC

1. Click on "Start PC.exe" in the main directory of the hard drive. The Freecom start menu opens.
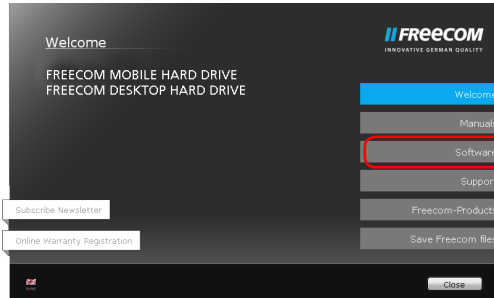
2. Click on "Software". The installation starts now. Follow the instructions on the screen, confirm with "Next" in order to continue with the installation.

Saving Freecom data

The user manuals and complementary software (when applicable) are pre-loaded onto the hard drive. We recommend that you save these files to your computer ("My Documents"/"Freecom"), to always have a backup of these files in case you (accidentally) reformat the drive or delete these files from the drive.

Saving these files from the external hard drive to your computer is easy:

1. Click on the button "Save Freecom files".

2. All provided data on the Freecom hard drive will be saved to the folder "Freecom" in "My Documents".

Software installation Mac

1. Click on "Start MAC" in the main directory of the hard drive. The Freecom start menu opens.
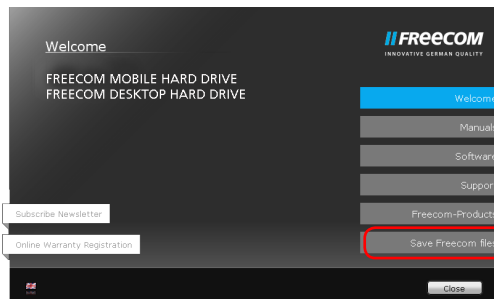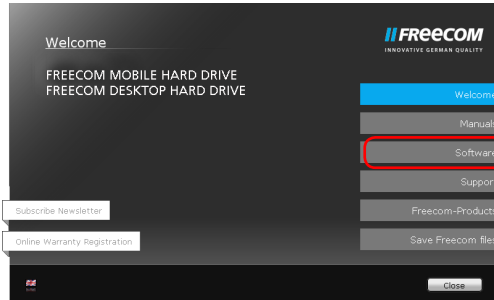

2. Click on "Software". The installation starts now. Follow the instructions on the screen, confirm with "Next" in order to continue with the installation.

Saving Freecom data

The user manuals and complementary software (when applicable) are pre-loaded onto the hard drive. We recommend that you save these files to your computer ("Documents"/ "Freecom"), to always have a backup of these files in case you (accidentally) reformat the drive or delete these files from the drive.

Saving these files from the external hard drive to your computer is easy:

1. Click on "Start MAC" in the main directory of the hard drive. The Freecom start menu opens.

2. Click on the button "Save Freecom files".

3. All provided data on the Freecom hard drive will be saved to the folder "Freecom" in "Documents".
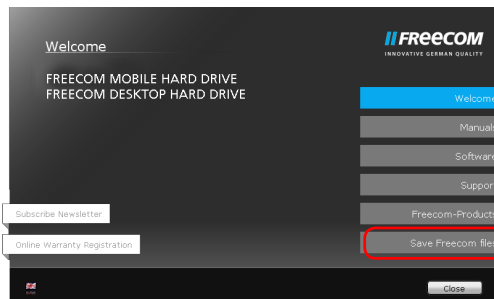
Using Time Machine with your Freecom Mobile Hard Drive / Desktop Hard Drive

Time Machine allows you making automated backups of your complete system under Mac OS X 10.5 and Mac OS 10.6 or higher.

1. Connect your Freecom Mobile Hard Drive / Desktop Hard Drive via the interface to your Mac. If you did not specify a backup volume yet, Time Machine will ask you when connecting the Freecom Mobile Hard Drive / Desktop Hard Drive for the first time if the device shall be used as backup drive.
2. After your Freecom Mobile Hard Drive / Desktop Hard Drive appeared on the desktop, click on "Use as Backup Disk" to confirm that you want to use your Freecom Mobile Hard Drive / Desktop Hard Drive for Time Machine backups. In the Time Machine preferences you can configure your backup settings further.

Time Machine now automatically creates backups of your Mac. Time Machine will keep hourly backups for the last 24 hours, daily backups for the last month and weekly backups until your Freecom Mobile Hard Drive / Desktop Hard Drive is full.

The first backup can take some time, so you should set up Time Machine, for example, in the evening, so the first backup can be created overnight.

> **Remark: If your Freecom Mobile Hard Drive / Desktop Hard Drive is formatted in NTFS or FAT 32 format, you need to format your hard dive in Mac OS Extended (Journaled) format. Doing so will delete ALL your data!**

Chapter: Partitioning your Freecom Mobile Hard Drive / Desktop Hard Drive

General information

Your Freecom Mobile Hard Drive / Desktop Hard Drive was partitioned and formatted to provide you with the maximum available capacity and compatibility. FAT32 was chosen as file system to assure that you will be able to read your files on any PC. It is recommended not to change the current configuration of your Freecom Mobile Hard Drive / Desktop Hard Drive.

For some users another file system might fit better for their needs. This manual describes current limitations of most common file systems and Instructions to enable you to adapt the Freecom Mobile Hard Drive / Desktop Hard Drive to your needs.

File System features

Please refer to the tables below for an overview:

File systems supported by different operating systems

File system Operating system	FAT	FAT32	NTFS	HFS+
Windows XP / Vista / 7 / 8 / 10	yes	yes	yes	no
Mac OS X	yes	yes	yes (only read)	yes

Maximum size of a partition

File system Operating system	FAT	FAT32	NTFS	HFS+
Windows XP / Vista / 7 / 8 / 10	4 GB*	32 GB	16 TB	-
Mac OS X 10.1.x	-	128 GB	-	2 TB
Mac OS X 10.2.x	-	128 GB	-	8 TB
Mac OS X 10.3.x or higher	-	(-> 128 GB)	-	16 TB

Example for different partitions with different file systems on one Freecom Mobile Hard Drive / Desktop Hard Drive

Total size of Freecom HD / File system	NTFS	FAT32
250 GB	230 GB	30 GB

> ⚠️ **Note: On NTFS formatted hard drives can only be written under Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 10. Under MacOSX data can only be read.**

The example above is a good solution for Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 10 users who sometimes exchange data with Macs.

For storing the data under Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 10 both partitions can be used. As the NTFS file system can only be read by Mac data to be used on these operating systems must be stored on the FAT32 partition.

Please follow the steps below to adapt the Freecom Mobile Hard Drive / Desktop Hard Drive for your needs.

Partitioning your Freecom Mobile Hard Drive / Desktop Hard Drive under Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 10

Deleting a partition

1. Click with the right mouse button on the "My Computer" icon on your desktop.
2. Select the option "Manage".
3. Select the option "Storage" -> "Disk Management".
4. Choose your external Freecom Mobile Hard Drive / Desktop Hard Drive and right-click on the partition.
5. Select "Delete Partition" and confirm by clicking on "Yes". The partition will be deleted now.
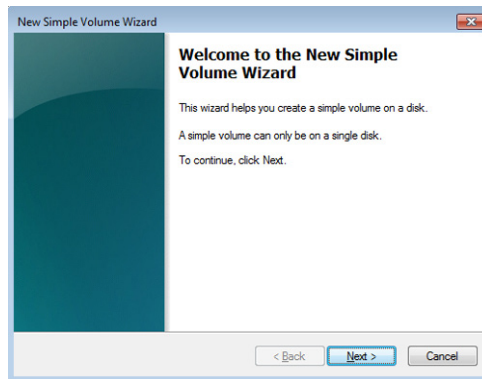
Creating a partition

The following steps will guide you through the process of creating partitions on your Freecom Mobile Hard Drive / Desktop Hard Drive. After this procedure your Freecom Mobile Hard Drive / Desktop Hard Drive will be ready for use and it will be allocated a drive letter.

1. Click with the right mouse button on the "My Computer" icon on your desktop.
2. Select the option "Manage".
3. Select the option "Storage" -> "Disk Management".
4. Choose the hard drive, which is "unallocated". Ensure that the entire drive is "unallocated".

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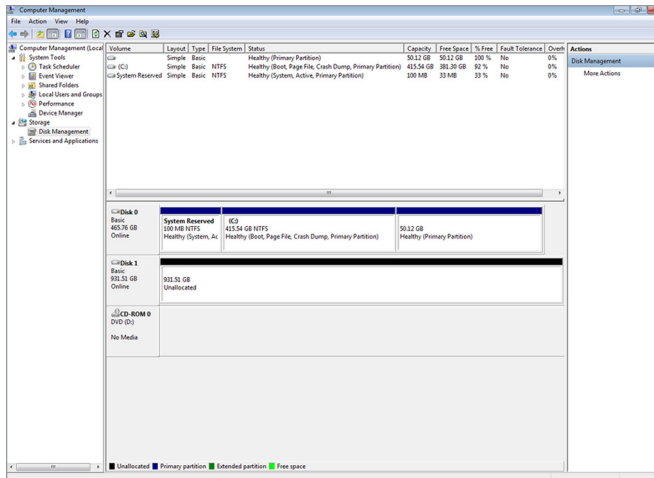
5. Click with the right mouse button on the "unallocated" area and select the option "New Partition". The "New Partition Wizard" opens. Click on "Next".

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6. Select "Primary partition" and click on "Next". (Windows XP)
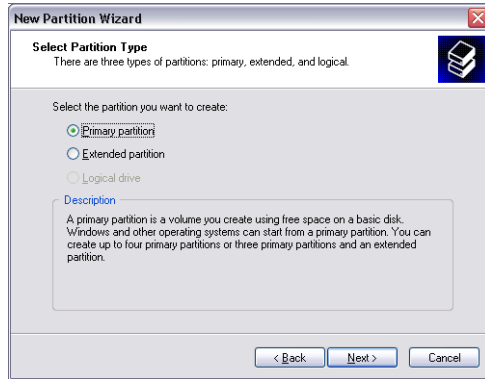
7. Now you can adjust the size of your partition. Click on "Next" if only one partition is to be created. See next chapter (Creating two or more partitions on the Freecom Mobile Hard Drive / Desktop Hard Drive under Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 10) how to create more than one partition.
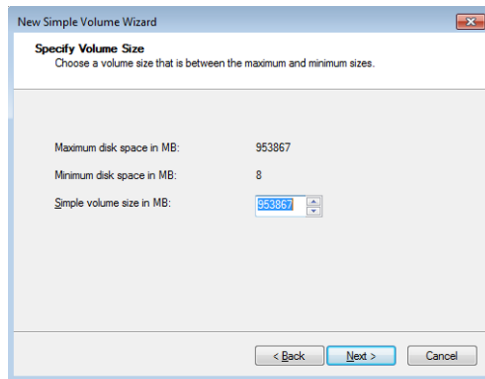
8. Assign a drive letter to your hard drive. Normally you can use the default options. Click on "Next".

9. Select the formatting option "Format this partition with the following settings". Choose either "FAT32" (< 32 GB) or "NTFS", the "Allocation unit size" should remain on "Default". Finally select "Perform a quick format" and click on "Next".
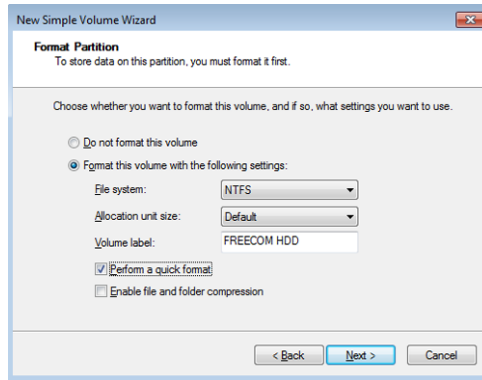
10. Click on "Finish" to complete the partitioning of your Freecom Mobile Hard Drive / Desktop Hard Drive. Your Freecom Mobile Hard Drive / Desktop Hard Drive will be formatted now and is ready-to-use afterwards.

Creating two or more partitions on the Freecom Mobile Hard Drive / Desktop Hard Drive under Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 10

1. Repeat the steps from the previous chapter (Creating a partition on the Freecom Mobile Hard Drive / Desktop Hard Drive under Windows XP / Windows Vista / Windows 7 / Windows 8/ Windows 10) for creating the first partition.
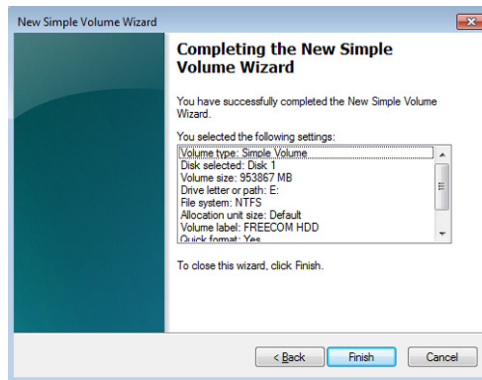
2. Click with the right mouse button on the "My Computer" icon on your desktop.

3. Select the option "Manage".

4. Select the option "Storage" -> "Disk Management".

5. Right-click on the unallocated space of your Freecom Mobile Hard Drive / Desktop Hard Drive and select the option "New partition". The "New Partition Wizard" opens. Click on "Next".

6. Select "Extended partition" and click on "Next". (Windows XP)
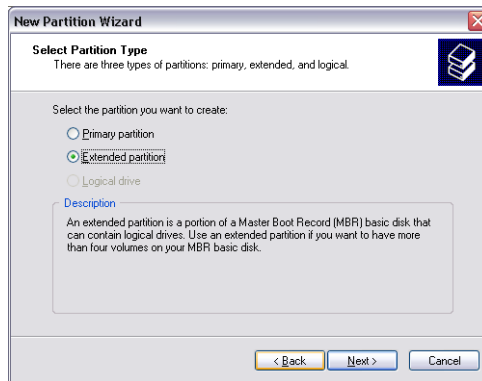
7. Now you can adjust the size of your partition. Enter the size and click on "Next".
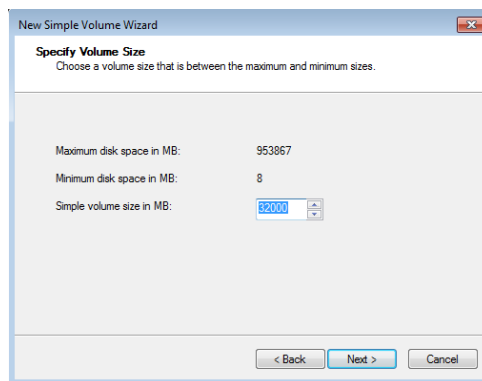
8. Click on "Finish" to create the "Extended partition". The unallocated space now changed to "Free space". (Windows XP**)**
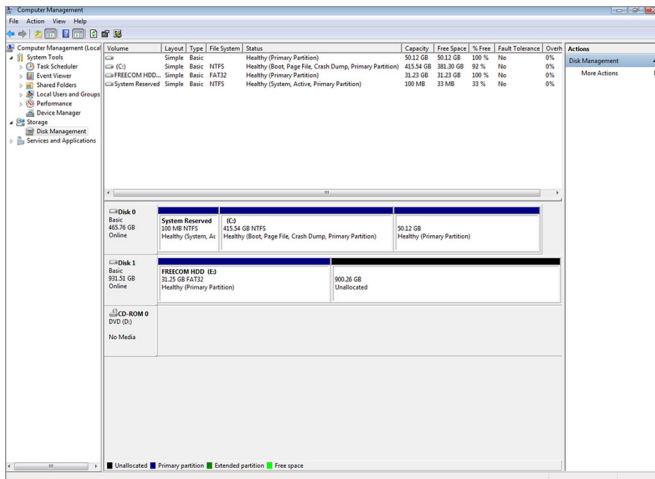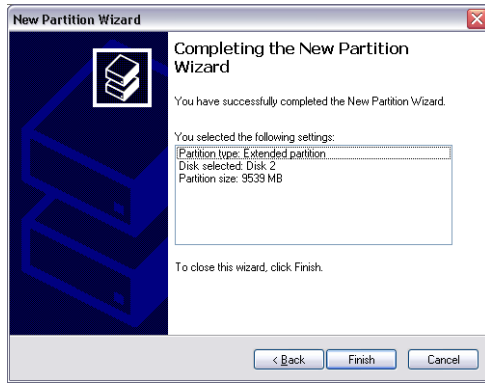
9. Right-click on "Free Space" and select "New Logical Drive". The "New Partition Wizard" opens. Click on "Next".
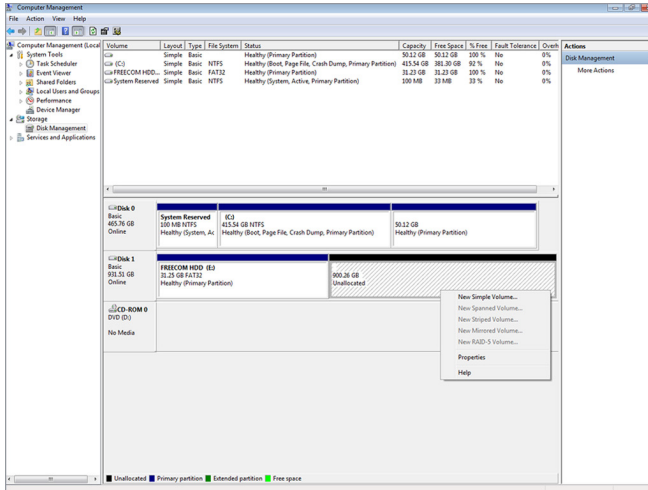
10. "Logical drive" is already selected. Click on "Next".

11. Specify the partition size and click on "Next".

12. Assign a drive letter and click on "Next".

13. Select the formatting option "Format this partition with the following settings". Choose either "FAT32" (< 32 GB) or "NTFS", the "Allocation unit size" should remain on "Default". Finally select "Perform a quick format" and click on "Next".

14. Click on "Finish" to complete partitioning. Your partition will be formatted now and is ready-to-use.

> ⚠ **Note: If you select NTFS as file system, the data of your Freecom Mobile Hard Drive / Desktop Hard Drive can be read only under Mac OS X. There is no possibility to write data.**

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Partitioning your Freecom Mobile Hard Drive / Desktop Hard Drive under Mac OS X

1. Open the "Disk Utility". This can be found in "Applications" —> "Utilities".
2. Click on the tab "Partition".
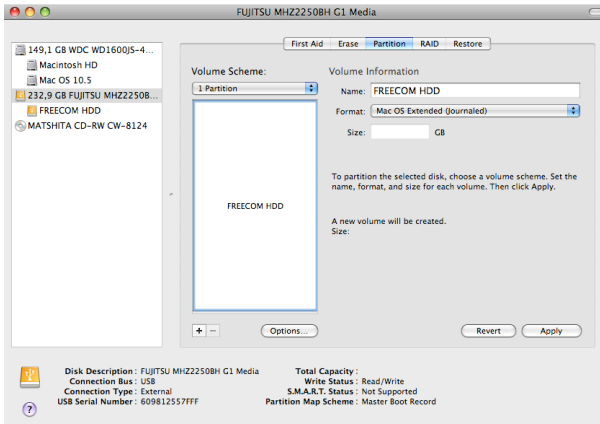
Here you can setup the partition settings and partition the drive according to your settings (e.g. Mac OS Extended). Detailed information how to use the Disk Utility can be found in the help:
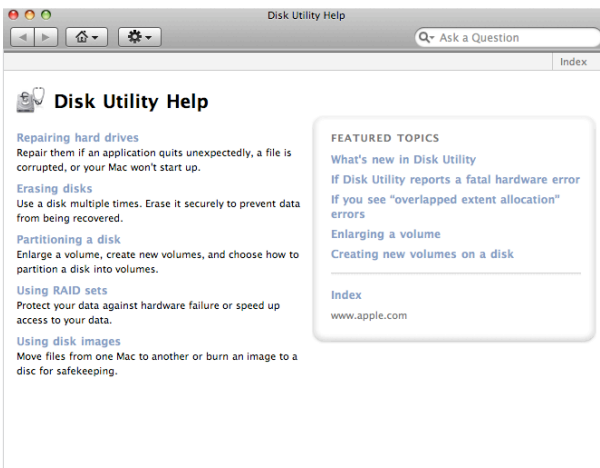
We thank you for purchasing this Freecom product and hope you will enjoy using it. In order to avoid unnecessary inconvenience on your part, we suggest reading the quick install guide, instruction manual and any additional electronic and or printed manuals. When problems occur we have a database with Frequently Asked Questions (FAQ) on our Freecom website (www.freecom.com), please check this site before you contact the helpdesk.

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This guarantee will be granted only when the original invoice or sales receipt (indicating the date of purchase, product and serial number) is presented together with the defective product and a Freecom RMA number received from the Freecom Website or given by a Freecom Service Center. Freecom reserves the right to refuse the free-of-charge guarantee services when the date of purchase of the product cannot be proven. This guarantee will not apply if the RMA number is missing, the serial number on the product has been altered, removed or made illegible.
This guarantee covers only the hardware components packaged with the product. This guarantee covers none of the following: (a) any consumable supplied with the product, such as media or batteries; (b) damage to or loss of any software programs, data or removable storage media; (c) any damage resulting from adaptations, changes or adjustments, which may have been made to the product, without the prior written consent of Freecom; (d) attempted repair by any party other than authorized by Freecom and (e) accidents, lightning, water, fire or any other such cause beyond the reasonable control of Freecom.

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1. LIMITED CONSUMER WARRANTY Freecom warrants that any hardware product that accompanies this document shall be free from significant defects in materials and workmanship under normal use for a warranty period of TWO (2) YEARS, beginning on the date of retail purchase by the original end-user purchaser.

2. REMEDIES If a hardware defect arises and a valid claim is received under the terms of this warranty, at Freecom's option, Freecom's representative will either (1) repair the hardware defect at no charge, using new or reconditioned replacement parts, or (2) exchange the product with a product that is new or reconditioned and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. Any replacement hardware will be warranted for the remainder of the original warranty period. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Freecom's or its representative's property. When a refund is given, the product for which the refund is provided must be returned to the original point of purchase and you loose ownership of it.

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4. EXCLUSIONS This warranty covers none of the following: (a) damage caused by use with non-Freecom products; (b) damage caused by accident, abuse, misuse, flood, fire, lightening, earthquake or other external causes; (c) damage caused by operating the product outside the permitted or intended uses described by Freecom; (d) damage caused by service (including attempted repairs, upgrades and expansions) performed by any party other than Freecom; (e) a product or part that has been modified to significantly alter functionality or capability without Freecom's prior written consent; (f) any consumables supplied with the product, such as media or batteries; (g) hardware from which any serial number has been removed or defaced or from which the warranty seal has been tampered with; (h) hardware from which the alleged failure can not be found; or (i) loss of data.

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7. OBTAINING WARRANTY SERVICE Please review to the documentation accompanying this hardware product and the online help resources referred to in it before requesting warranty service. If the product is still not functioning properly after making use of these resources, to obtain warranty service, the hardware with the original sales receipt or invoice and completely filled out local warranty card stamped at the original point of sales at the time of original purchase with the resellers stamp if applicable, should be returned to the point of its original purchase. A Freecom representative will help determine whether your product is eligible for warranty and if it is, will inform you about the type of remedy.

ATTENTION! If your product is capable of storing data, you should make periodic backup copies of the data stored on the product as a precaution against data loss. Before you deliver your product for warranty service it is your responsibility to keep a separate backup copy of any data on stored on the product, and to disable any security passwords. You will be responsible for restoring such data and passwords. Freecom and its representatives are not liable for any damage to or loss of any data, or other information stored on any media, or any non-Freecom product or part not covered by this warranty. Recovery of any user data is not covered under this Limited Warranty.

(www.freecom.com/warranty)