LaCie Chromé User Manual

Contents

Introduction

Welcome to the user manual for the LaCie Chromé. A member of the LaCie Extreme Design family of products, Chromé mixes high-end performance with stunning looks. You can connect its USB-C port to your computer for fast transfers while admiring its brilliant form.

Review this user manual for instructions on how to connect your LaCie hard drive to your computer. If this manual doesn't answer your questions or if you are having trouble, consult the Frequently asked questions section to help resolve common issues.

For advanced troubleshooting or to report a problem with your LaCie device, contact LaCie customer support.

Box content

- LaCie Chromé
- USB-C–to–USB-C cable
- USB-C–to–USB-A adapter cable (compatible with Type-A USB 2.0 and USB 3.0 ports)
- Quick Install Guide
- Complete software suite: LaCie Private-Public and LaCie Backup Assistant

> ✎ **Note:** A PDF of this user manual and software utilities are pre-loaded on the drive.

> ℹ **Important info:** Save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.

Minimum system requirements

You can connect your LaCie device to a computer that meets the following minimum requirements:
- Windows 7 or higher
- Mac OS X 10.7 or higher

Note: For optimal performance, connect the product to a USB-C host port on your computer. To achieve full interface bandwidth, you can also connect the LaCie Chromé to a USB 3.0 port on a computer or device. Connecting the LaCie Chromé to a USB 2.0 port reduces performance to USB 2.0 transfer rates.

LED Indicator and Cables

Status light information

Your hard drive features a status light that provides general information about the product. Refer to the chart below for details.

Light behavior	Status
On and steady	Drive is on
Flickering	Data access
Off	Drive is off

USB-C

USB is a serial input/output technology for connecting peripheral devices to a computer. USB-C is the latest implementation of this standard and it provides higher bandwidth and new power management features.

Transfer rates can attain up to 5Gb/s as opposed to USB 2.0's 480Mb/s. This means USB-C is theoretically up to ten times faster than its predecessor.

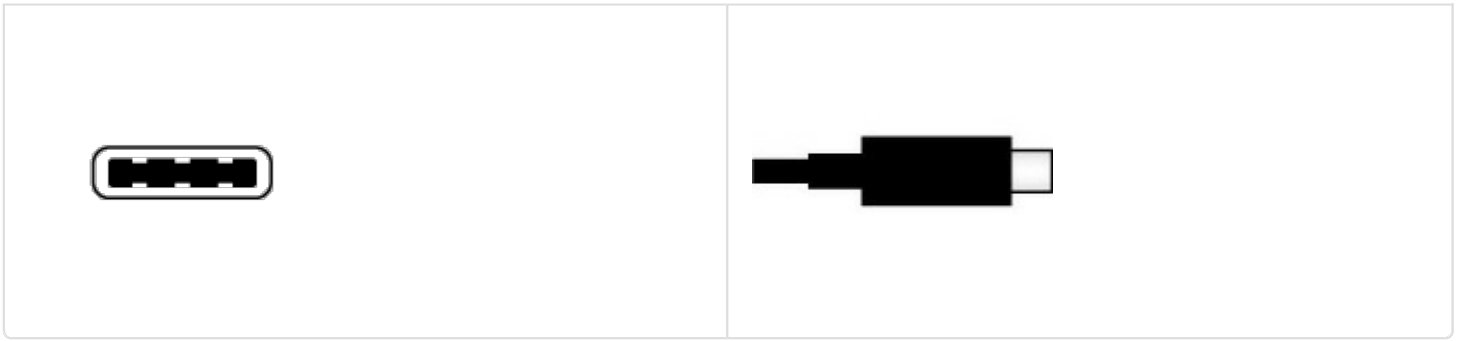Your LaCie drive is shipped with two cables for universal compatibility with all modern computers:
- USB-C–to–USB-C
- USB-C–to–USB 3.0/2.0 Type A

USB-C–to–USB-C
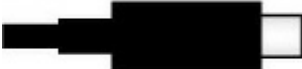
Use the USB-C–to–USB-C cable to ensure maximum data transfer performance when used with compatible ports. Connecting your product is easy since the USB-C cable is identical on both ends.

Connector face	Cable end

USB-C–to–USB 3.0/2.0 Type A

Use the USB-C–to–USB 3.0/2.0 Type A cable for compatibility with computers that do not have a USB-C port. The USB-C end is connected to the LaCie hard drive and the Type A end is connected to the computer's USB 3.0 or USB 2.0 Type A port. Drive performance is limited to USB 2.0 transfer rates when connected to a USB 2.0 port.

Connector face (to computer)	Cable end (to computer)	Cable end (to product)	Connector face (to product)

Getting Connected

Installing your LaCie hard drive is easy thanks to LaCie Setup Assistant. Follow the setup steps in the order they are given to ensure that your LaCie hard drive's volume mounts correctly on your computer.

STEP 1 - Connect to the base

Place the LaCie Chromé on its base. Make certain to carefully align the ends of Chromé's stand with the landing points on the base. The magnetic ends allow for an easy connection.
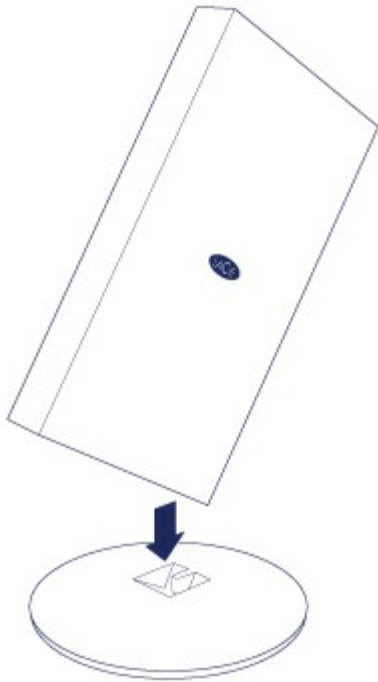
STEP 2 – Open the port protector

Gently open the port protector and keep it ajar for the next steps.
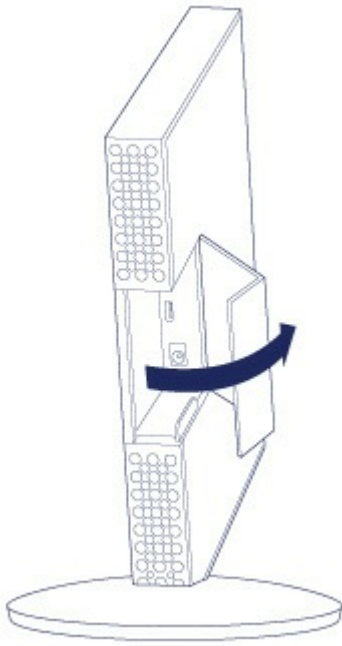
STEP 3 - Connect the power supply

Connect the power supply to a wall outlet and to the hard drive. Only use the power supply provided with your LaCie Chromé.
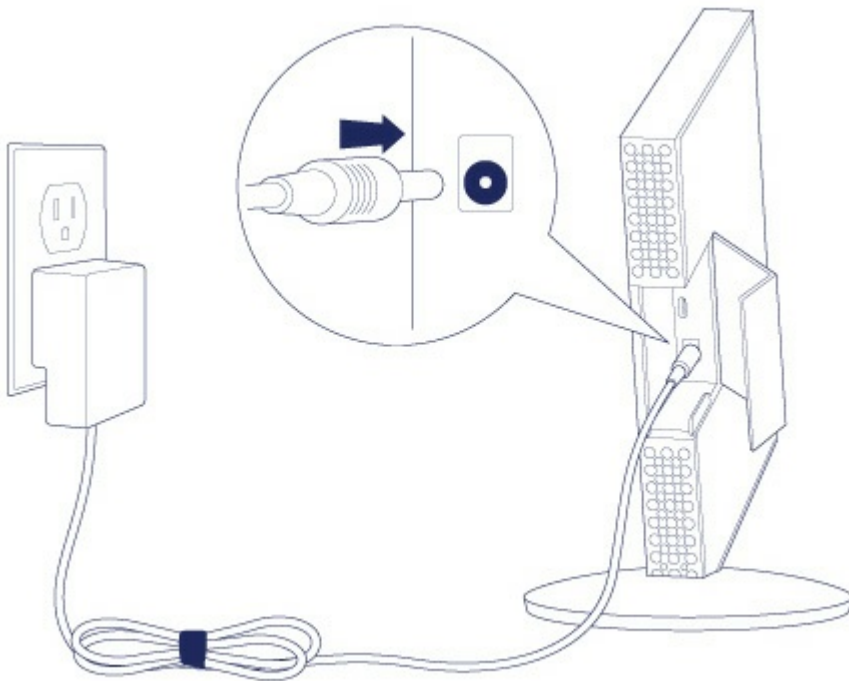
STEP 4 - Connect the USB cable

Before connecting the LaCie device, confirm the USB port on your computer. Your LaCie device is shipped

with two cables (see LED Indicator and Cables):

- **USB-C–to–USB-C**: use this cable if your computer has a USB-C port.
- **USB-C–to–USB 3.0/2.0 Type A**: use this cable if your computer does not have USB-C port.

Connect the cable to the USB-C port on the back of the LaCie Chromé and to your computer.
- The image below shows a connection to a computer with a USB-C port.
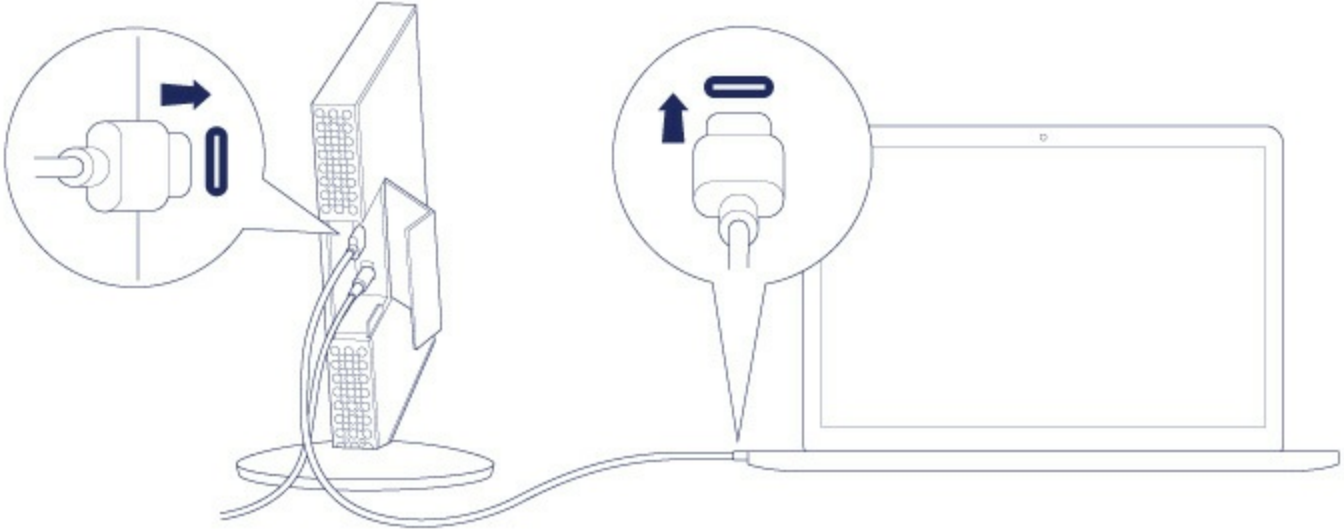
- The image below shows a connection to a computer with a USB 3.0 or 2.0 Type A port.
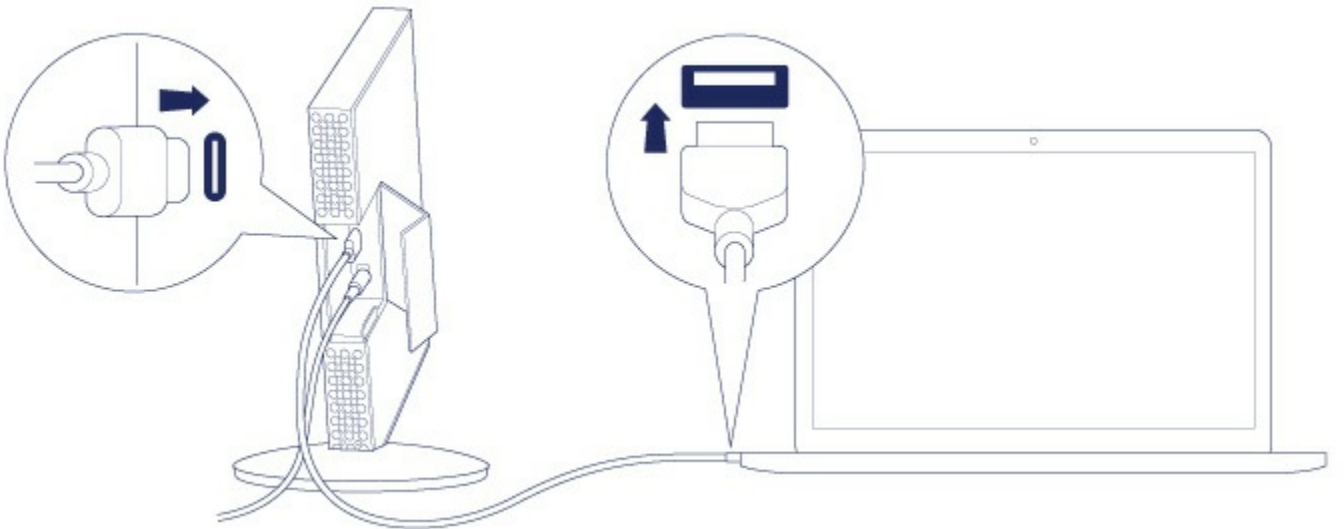
STEP 5 – Close the port protector

Gently close the port protector.
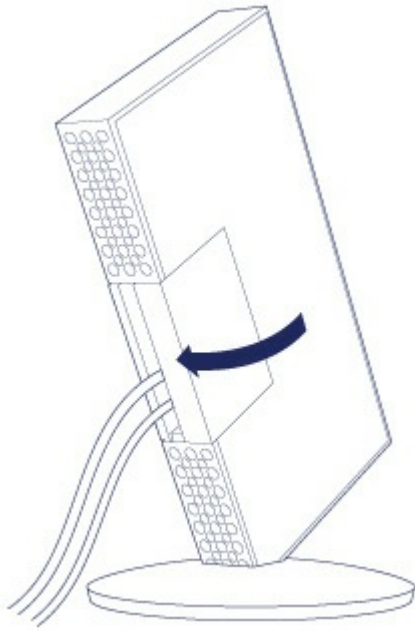
STEP 6 - LaCie Setup Assistant

The drive partition   mounts on your desktop (Mac) or in Computer (Windows).

> 🖊 **Note:** If the drive does not mount on your computer, see troubleshooting topics in the Frequently asked questions section to help resolve common issues.

LaCie Setup Assistant must be launched before using your drive. It allows you to:

- Easily format the hard drive according to your needs.
- Copy the user manual to the hard drive.
- Install software for added features.
- Register your LaCie device.

> **i** **Important info:** If you do not launch LaCie Setup Assistant or if you quit it after the formatting has begun, your drive will not be ready to use and will require manual formatting. Additionally, the user manual and utilities will not be available and must be downloaded from the LaCie customer support.

Launch LaCie Setup Assistant - Mac

Open the **LACIE SETUP** volume on your desktop and then double click **LaCie Setup**.
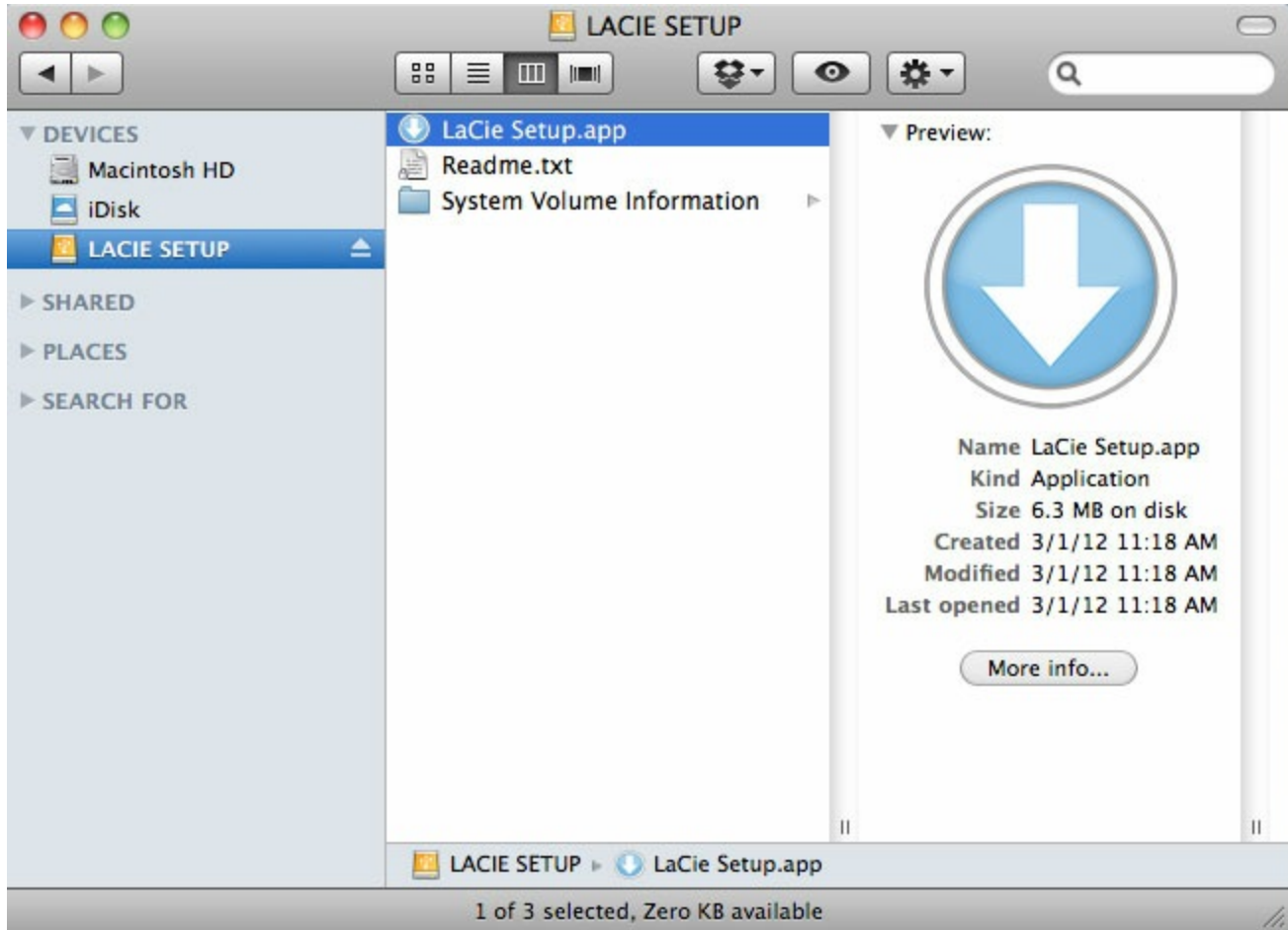
Launch LaCie Setup Assistant - Windows

AutoPlay: Windows AutoPlay may detect your LaCie hard drive as soon as it is connected to your computer. If the AutoPlay window appears, choose **Open folder** to view files using Windows Explorer and double-click **LaCie Setup**.
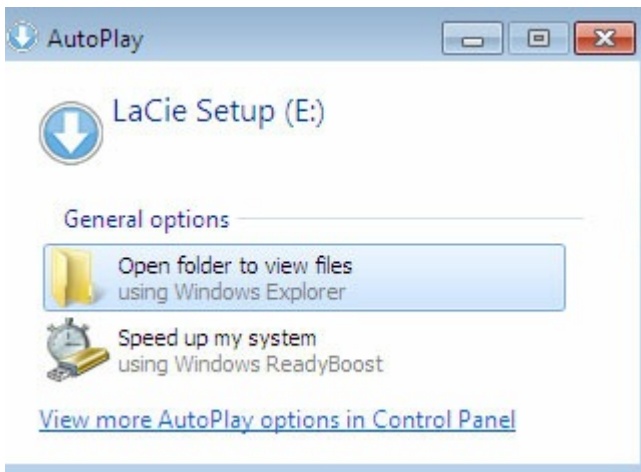
Manual access: open the **LACIE SETUP** volume in **Computer** and double-click **LaCie Setup**.
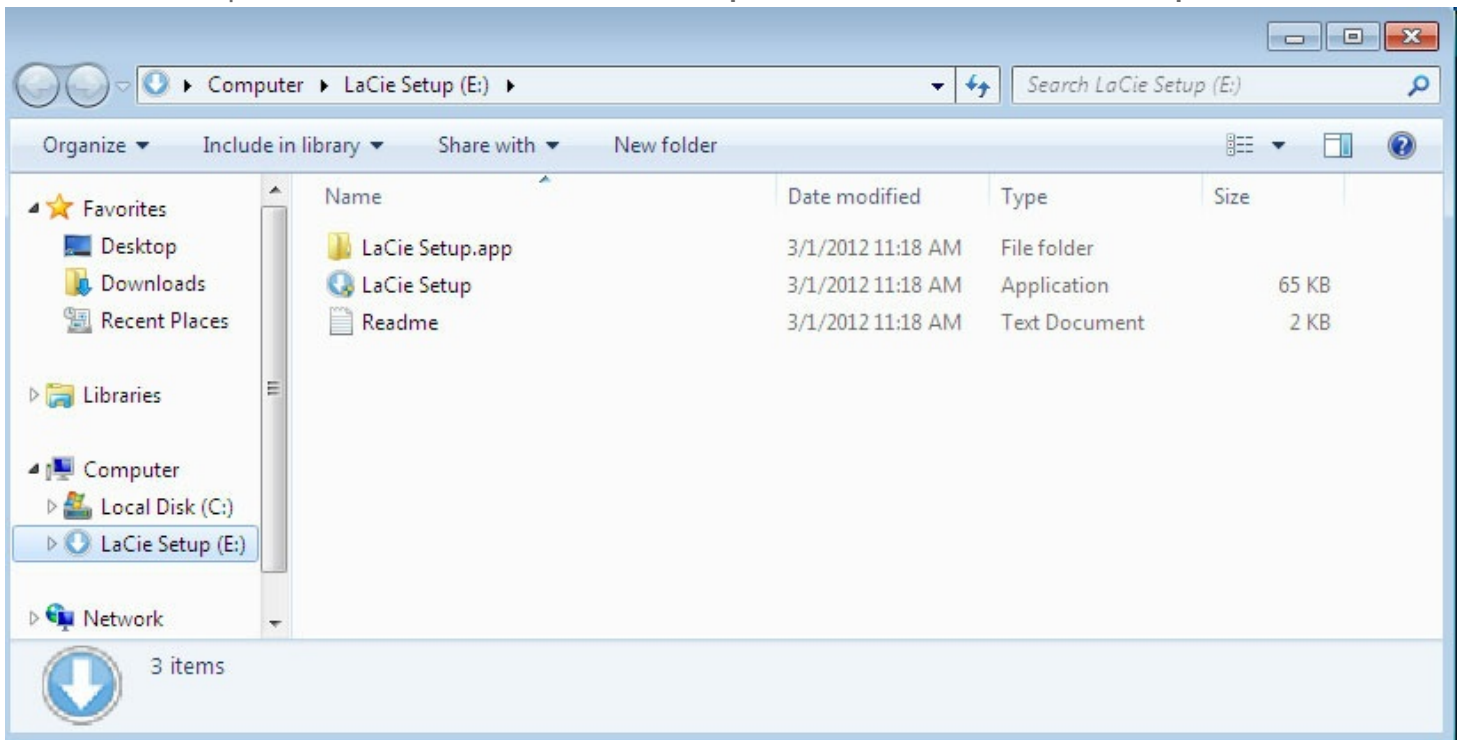
LaCie Setup Assistant steps

Follow the steps below to format your LaCie device for your operating system. LaCie Setup Assistant guides you through formatting and registering your hard drive as well as installing LaCie software utilities.

You can also use your system's native disk utility program to format or partition your LaCie drive. If you use the disk utility, you can download software utilities and the user manual from LaCie customer support.

ℹ️ **Important info for Mac users:** You may be prompted to enter your computer password to continue with LaCie Setup Assistant.

i **Important info for Windows users:** While running LaCie Setup Assistant, generic pop-up windows may ask if you wish to change your computer's settings. This is a normal request when formatting a disk or installing certain software, such as Genie Timeline. To successfully complete LaCie Setup Assistant, LaCie recommends that you agree to change the settings.

1. Select your language.
2. Read the license agreement before choosing **Next**. Selecting **Next** confirms that you accept the license agreement.
3. Use the slider to partition your LaCie hard drive. There are two options for partitions:
   - **LaCie Share**: formatted as FAT32 for compatibility with Windows and Mac.
   - **LaCie**: formatted for your operating system, NTFS for Windows or HFS+ for Mac.
   Move the slider to the left to reduce the size of the LaCie Share partition. If you do not want the LaCie Share volume, move the slider all the way to the left.
4. A prompt alerts you that the disk will be formatted. Select **Yes** to continue. LaCie Setup Assistant formats the hard drive.
5. Register your LaCie device.
6. Choose the software utilities that you want to install. Certain software utilities may begin to install before LaCie Setup Assistant has finished. Follow the software utility installer before completing LaCie Setup Assistant. If you do not install software utilities during this step, you can return to LaCie Setup Assistant at any time.
7. LaCie Setup Assistant provides a summary of the installation. Choose **Finish** to close the program.

To install software utilities after the initial installation, you can run LaCie Setup Assistant again. Since the format is complete you are only prompted to choose software utilities. LaCie Setup Assistant is available on:
- **LaCie Share**: if you created two partitions
- **LaCie**: if you created one partition

Unmounting Your Drive

USB external devices feature "plug & play" connectivity, which means that your LaCie storage can be connected and disconnected while the computer is running. However, to prevent failures it is important to follow the steps below when disconnecting your device.

Mac

Drag the storage device icon to the **Trash**. When the icon disappears from the desktop, the storage device can be disconnected.

The icon pictured below is a generic USB device icon. A photorealistic icon that looks like the device may represent your LaCie storage.
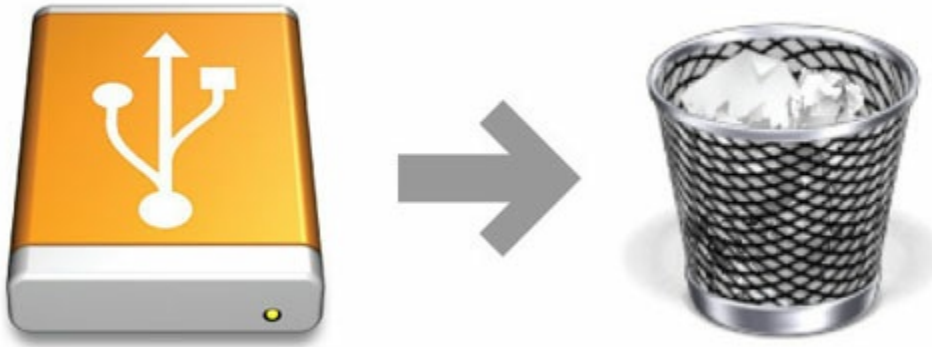
Windows

From the system tray on the lower right, click the plug icon. It has a white check mark inside a green circle.

A message appears detailing the devices that can be safely unmounted.
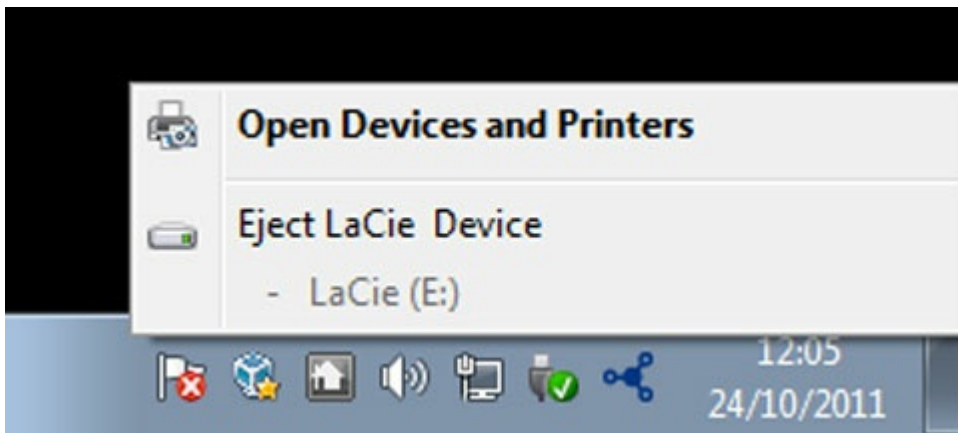
Select **Eject** for the device you want to unmount. A message appears notifying you that it is safe to remove the drive.

Optional Formatting and Partitioning

You can use LaCie Setup Assistant to format your LaCie hard drive when it is first connected to a computer (Windows or Mac). LaCie Setup Assistant helps you to quickly format the storage device according to your needs.

Read the information below if you:
- Aborted LaCie Setup Assistant while it was formatting.
- Want to reformat your storage device after LaCie Setup Assistant has successfully completed.
- Own a LaCie storage device that does not feature Setup Assistant (for example, LaCie USB keys or RAID devices).

About file system formats

Before following the instructions to format your hard drive, review the hard drive file formats available on your computer.

Mac

Mac OS Extended (HFS+): compatible with Mac only. Mac OS Extended refers to the file system used by Mac OS X.
exFAT: compatible with Mac and Windows. exFAT is used as an alternative to FAT32 since it does not share the same limitations. It is, therefore, an excellent cross-platform file system.
FAT32: compatible with Mac and Windows. A FAT32 partition can reach 2TB when formatted on a Mac. The individual file size is limited to 4GB. FAT32 can affect your hard drive's performance.

Mac file system formats

Use HFS+ if:
...you will be using the storage device on Macs only.
Use exFAT if:
...you will be using your storage device with both Windows and Mac computers.
Use FAT32 if:
...you will be using your storage device with Windows and Mac computers, and at least one of these computers is incompatible with exFAT.

Windows

NTFS: since it is the native file system for Windows, volumes created in NTFS are read and write with computers running Windows. Earlier versions of Mac OS X 10.5 or higher may read and write to the NTFS partitions with the help of third-party drivers. There are two formats for NTFS, MBR and GPT. The maximum volume size for MBR is 2TB while the more recent GPT format does not assign limits to file or partition sizes.

exFAT: compatible with Mac and Windows. exFAT is used as an alternative to FAT32 since it does not share the same limitations. It is, therefore, an excellent cross-platform file system.
FAT32: compatible with Mac and Windows. A FAT32 partition can reach up to 32GB when formatted with Windows. The individual file size is limited to 4GB. FAT32 can affect your hard drive's performance.

Windows file system formats
Use NTFS if:
...you will be using the storage device only with Windows computers since performance is optimal when compared to exFAT or FAT32.
Use exFAT if:
...you will be using your storage device with both Windows and Mac computers.
Use FAT32 if:
...you will be using your storage device with Windows and Mac computers, and at least one of these computers is incompatible with exFAT.

Formatting instructions

The steps below can help you format and partition a storage device.

> **!** **Caution:** Formatting erases everything on the storage device. **LaCie highly recommends that you back up all data on your storage device before performing the steps below. LaCie is not responsible for any data lost due to formatting, partitioning or using a LaCie storage device.**

> **✎** **Note:** Refer to your operating system's documentation for more information on formatting and partitioning storage devices.

Windows

1. Make sure the storage device is connected to and mounted on the computer.
2. Right click on **Computer** and choose **Manage**. From the Manage window select **Disk Management**.
3. From the list of storage devices in the middle of the Disk Management window, locate your LaCie device.
4. To create a new partition, right click on the volume and select **New Simple Volume**. Follow the on-screen instructions when the New Simple Volume Wizard appears.

Mac

1. Make sure the storage device is connected to and mounted on the computer.
2. Select **Go > Utilities** in the Finder menu bar.
3. In the Utilities folder, double-click **Disk Utility**. All connected storage devices, partitions or disk images are displayed in the left column.
4. Select the LaCie drive in the left-hand column.

5. Click the **Erase** tab.
6. Choose a format from the drop-down window.
7. Enter the volume name.
8. Click **Erase** and confirm your selection in the pop-up window.

Frequently asked questions

For help setting up and using your LaCie hard drive, review the frequently asked questions below. For additional support resources, go to LaCie customer support.

All users

Problem: My file transfers are too slow.

Q: Are both ends of the USB cable firmly attached?
A: Review troubleshooting tips for cable connections below:
  - Check both ends of the USB cable and make sure that they are fully seated in their respective ports.
  - Try disconnecting the cable, waiting 10 seconds, and then reconnecting it.
  - Try a different USB cable.
  - If the drive is still not recognized, restart your computer and try again.

Q: Are there other USB devices connected to the same port or hub?
A: Disconnect other USB devices and see if the drive's performance improves.

Q: Is the drive connected to a USB 2.0 port on your computer or hub?
A: If your drive is connected to a USB 2.0 port or hub, the inferior performance is normal. A USB-C device can only operate at USB-C performance levels when it is connected directly to a USB-C port or Type-A USB 3.0 port. Otherwise, the USB-C device operates at the slower USB transfer rates.

Q: Does your computer or operating system support USB-C or USB 3.0?
A: Confirm that your computer and operating system support USB 3.0.

Q: Is your computer's internal hard drive limiting transfer speeds?
A: A computer with a low-performance internal hard drive can limit transfer speeds for external hard drives.

Problem: I'm receiving file transfer error messages.

Q: Did you get an "Error -50" message while copying to a FAT32 volume?
A: When copying files or folders from a computer to a FAT32 volume, certain characters in the names cannot be copied. These characters include, but are not limited to: ? < > / \ :

Check your files and folders to ensure that these characters are not in the names.

If this is a recurring problem or you cannot find files with incompatible characters, consider reformatting the

drive to NTFS (Windows users) or HFS+ (Mac users). See Optional Formatting and Partitioning.

Q: Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?
A: Ignore this message since the drive remounts on the desktop despite the pop-up. LaCie drives conserve power by spinning down when you set your computer to sleep mode. When the computer awakes from sleep mode, the drive may not have enough time to spin up, causing the pop-up to appear.

Mac

Problem: The drive icon does not appear on my desktop.

Q: Is your Finder configured to hide hard drives on the desktop?
A: Go to Finder and then check **Preferences > General tab > Show these items on the desktop**. Confirm that **Hard Disks** is selected.

Q: Is your drive mounting in the operating system?
A: Open Disk Utility at **Go > Utilities > Disk Utility**. If the drive is listed in the left-hand column, check your Finder preferences to see why it is not displayed on the desktop (review the question above).

Q: Does your computer's configuration meet the minimum system requirements for use with this drive?
A: Refer to the product packaging for the list of supported operating systems.

Q: Did you follow the correct installation steps for your operating system?
A: Review the installation steps in Getting Connected.

Windows

Problem: The drive icon doesn't appear in Computer.

Q: Is the drive listed in Device Manager?
A: All drives appear in at least one place in Device Manager.
- **Windows 7** and **10**: Click **Start** and right click on the Computer to select Device Manager.
- **Windows 8**: In the modern interface, type **Device Manager** and then click it.

Look in the **Disk Drives** section and, if necessary, click the plus sign to view the full list of devices. If you're uncertain that your drive is listed, unplug it and then reconnect it. The entry that changes is your LaCie drive.

Q: Is your drive listed next to an unusual icon?
A: Windows Device Manager usually provides information about failures with peripherals. While the Device Manager can assist with troubleshooting most problems, it may not display the exact cause or provide a precise solution.

An unusual icon next to the hard drive can reveal a problem. For example, instead of the normal icon based on the type of device, it is instead an exclamation point, question mark or an X. Right click this icon and then choose **Properties**. The General tab provides a potential reason why the device is not working as expected.