



LaCie Mobile Drive User Manual



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one billion bytes and one terabyte, or TB, equals one thousand billion bytes. Your computer's operating system may use a different standard of measurement and report a lower capacity. In addition, some of the listed capacity is used for formatting and other functions and will not be available for data storage. Quantitative usage examples for various applications are for illustrative purposes. Actual quantities will vary based on various factors, including file size, file format, features, and application software. The export or re-export of hardware or software containing encryption may be regulated by the U.S. Department of Commerce, Bureau of Industry and Security (for more information, visit www.bis.doc.gov) and controlled for import and use outside of the U.S. Actual data rates may vary depending on operating environment and other factors. Complying with all applicable copyright laws is the responsibility of the user. All coded instruction and program statements contained herein is, and remains copyrighted works and confidential proprietary information of Seagate Technology LLC or its affiliates. Any use, derivation, dissemination, reproduction, or any attempt to modify, reproduce, distribute, disclose copyrighted material of Seagate Technology LLC, for any reason, in any manner, medium, or form, in whole or in part, if not expressly authorized, is strictly prohibited. Seagate reserves the right to change, without notice, product offerings or specifications.

Seagate Technology LLC
10200 S. De Anza Boulevard
Cupertino, CA 95014 U.S.A

Seagate Singapore International Headquarters Pte. Ltd.
Koolhovenlaan 1
1119 NB Schiphol-Rijk
The Netherlands

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Introduction

Compact enough to fit in your coat pocket, yet spacious enough to house your digital life, LaCie Mobile Drive offers up to 5TB of capacity in a slim, all-aluminum design. Connect its USB-C port to your computer and store up to 500K high resolution photos or 165 hours of video. Wherever life takes you, enjoy fast transfers and customizable backups on the go with LaCie Mobile Drive.

For common questions and answers about your hard drive, see [Frequently Asked Questions](#) or visit [LaCie customer support](#).

Box content

- LaCie Mobile Drive
- USB 3.1 Gen 2 (USB-C) cable
- USB 3.1 Gen 2 (USB-C)-to-USB Type A cable (compatible with Type A USB 2.0 and USB 3.0 ports) **Important**—Save your packaging. If you experience problems with your hard drive and want to exchange it, the hard drive must be returned in its original packaging.



Important—Save your packaging. If you experience problems with your hard drive and want to exchange it, the hard drive must be returned in its original packaging.

Minimum system requirements

Ports

You can connect your LaCie device to a computer with a USB-C or USB Type A (USB 3.0 or USB 2.0) port.

Operating system

- Windows® 7 or higher
- macOS® 10.11 or higher

Minimum free disk space

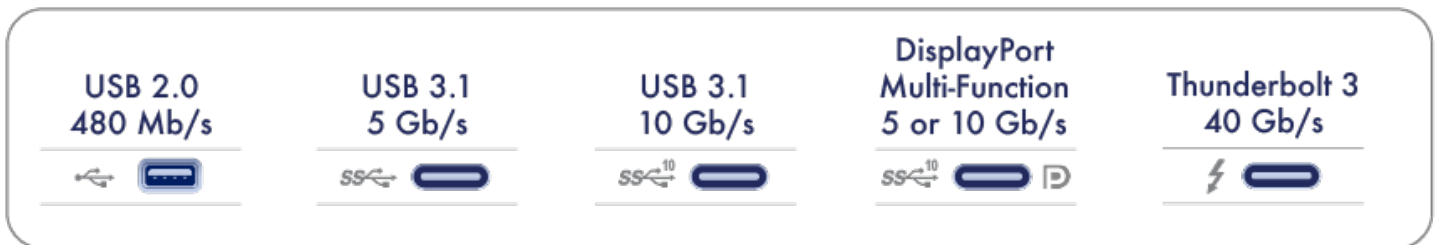
- 600MB recommended

Cables and Connectors

USB-C protocols

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.

USB-C supports many protocols:



Hi-Speed USB 2.0	transfer rates up to 480Mb/s
SuperSpeed USB 3.0	transfer rates up to 5Gb/s
USB 3.1 Gen 1	transfer rates up to 5Gb/s
USB 3.1 Gen 2	transfer rates up to 10Gb/s
Thunderbolt 3	transfer rates up to 40Gb/s

The USB-C port on the LaCie Mobile Drive is USB 3.1 Gen 1. You can connect your Mobile Drive to any USB-C or USB Type A port but transfer rates vary. See below for more details.

Cables

LaCie Mobile Drive is delivered with two cables for universal compatibility with modern computers.

USB 3.1 (USB-C) cable

For optimal transfer rates up to 5Gb/s , use the USB 3.1 (USB-C) cable to connect LaCie Mobile Drive. Connecting the device is easy since the cable is identical on both ends.



USB 3.1 (USB-C)-to-USB Type A cable

Use the USB 3.1 (USB-C)-to-USB Type A cable to connect LaCie Mobile Drive to a computer's USB Type A port (USB 3.0 or USB 2.0).



Transfer rates with USB Type A connections have the potential to reach the following speeds:

SuperSpeed USB 3.0

transfer rates up to 5Gb/s

Hi-Speed USB 2.0

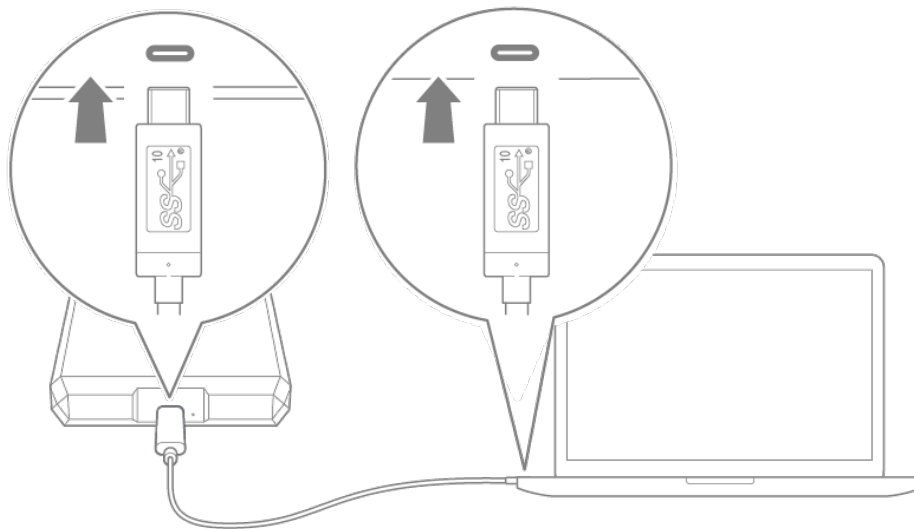
transfer rates up to 480Mb/s

Getting Started

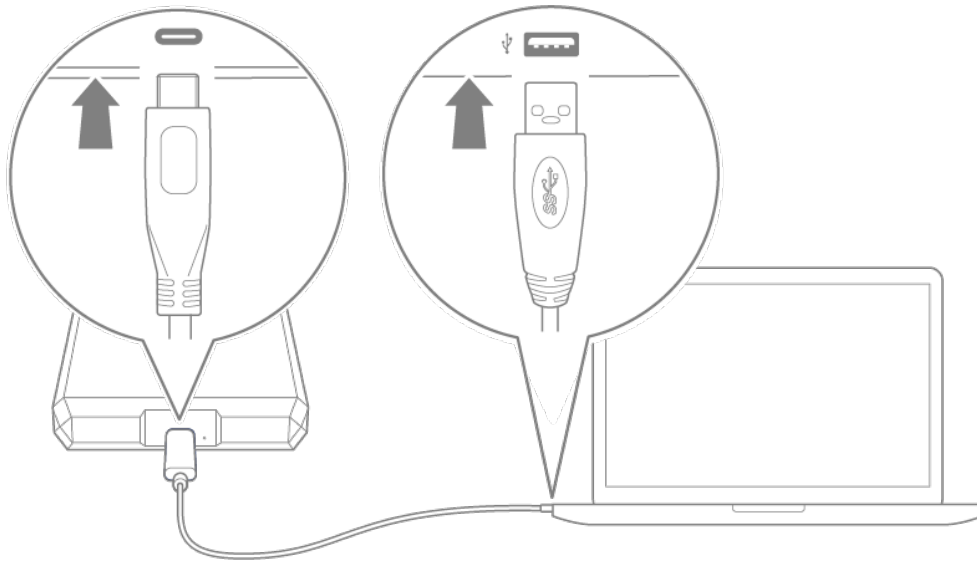
1 Connect the USB cable

Before connecting LaCie Mobile Drive, confirm the type of USB port on your computer, then choose the appropriate cable to connect your device.

Use the USB 3.1 (USB-C) cable if your computer has a USB-C port.



Use the USB-C-to-USB Type A (USB 3.0/USB 2.0) cable if your computer does not have a USB-C port.



2 Set up LaCie Mobile Drive

The setup process lets you:

Register your LaCie Mobile Drive

Get the most from your drive with easy access to information and support.

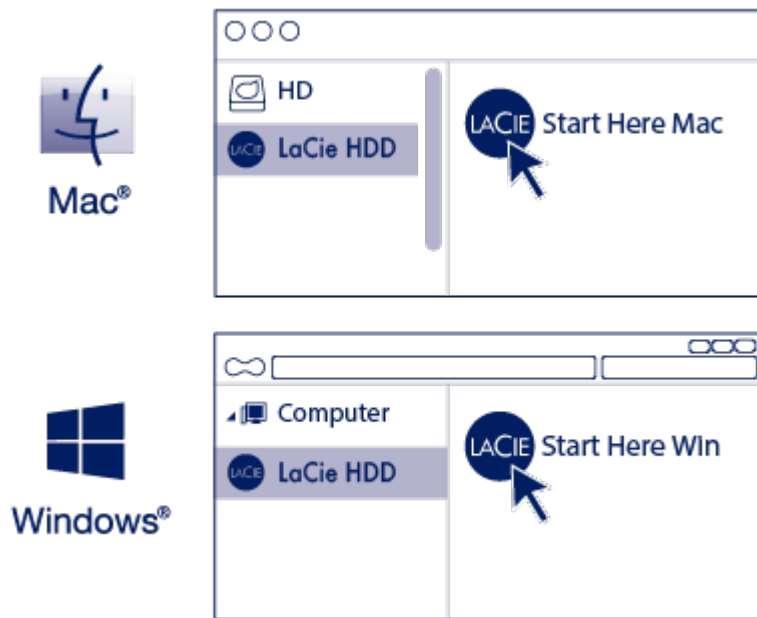
Install Toolkit

Manage mirror folders, backup plans (Windows only), and more.



Your computer must be connected to the internet to register your device and install Toolkit.

A Start here



Using a file manager such as Finder or File Explorer, open LaCie Mobile Drive and launch [Start Here Win](#) or [Start Here Mac](#).

B Register your device

Register

I have read and agree to...

- Terms and Conditions
- Privacy Statement
- Optional Offers

Enter your information and click [Register](#).

C Download Toolkit

Protect your Data

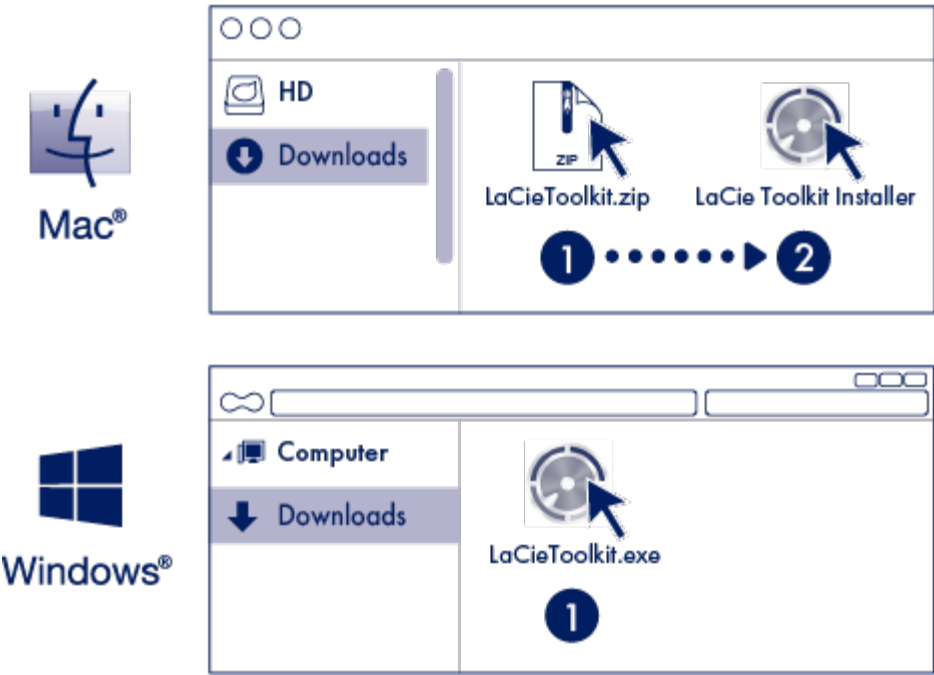
Toolkit syncs files between mirrored folders on your computer and portable drives.

Install downloaded software after completing all steps.

[Download](#) [Next](#)

Click the **Download** button.

D Install Toolkit



Using a file manager such as Finder or File Explorer, go to the folder where you receive downloads.



Open the **LaCieToolkit.zip** file. Click on the **LaCie Toolkit Installer** to launch the application.



Click on the **LaCieToolkit.exe** file to launch the application.



Your computer must be connected to the internet to install and run Toolkit.

Learn more about Toolkit

Toolkit provides useful tools that let you easily:

- Manage backup plans (Windows only).
- Create mirror folders.
- Optimize disk format for use with a specific operating system.

For details on Toolkit features, see the [Toolkit user manual](#).

Storage format

LaCie Mobile Drive is preformatted exFAT for compatibility with both Windows and Mac computers. If you use the drive with only one type of computer, you can optimize file copy performance by formatting the drive in the native file system for your operating system. Choose one of the following methods to optimize your drive:

- Use Toolkit to optimize disk format. See the [Toolkit user manual](#) for details.
- Manually format your drive. See [Optional Formatting and Partitioning](#) for details.

Disconnecting the hard drive

In order to avoid file system corruption, it's important to unmount LaCie Mobile Drive's volumes before disconnecting the interface cable. See [Safely Remove LaCie Mobile Drive From Your Computer](#) for details.

Optional Formatting and Partitioning

LaCie Mobile Drive is preformatted exFAT for compatibility with both Mac and Windows computers. If you use the drive with only one type of computer, you can optimize file copy performance by formatting the drive in the native file system for your operating system—NTFS for Windows or HFS+ for Macs. There are two ways you can optimize performance:

Toolkit Optimize	Format your drive for optimal performance with just a few simple clicks.
Manual formatting	Use Disk Management (Windows) or Disk Utility (Mac) to format your drive in non-native formats.

About file system formats

NTFS—The native file system for Windows. macOS can read NTFS volumes but cannot natively write to them.

Mac OS Extended (HFS+)—The native hard drive file system for macOS. Windows cannot natively read or write to HFS+ (journaled) volumes. This is the best format if you intend to use LaCie Mobile Drive with Time Machine.

APFS (Apple File System)—An Apple file system optimized for solid state drives (SSDs) and flash-based storage systems. While you can format your hard disk drive (HDD) in APFS, performance may be degraded when files on the drive are routinely subjected to extensive editing (for example, large-scale image, video, audio, and music editing). Note the following restrictions:

- You cannot use an APFS-formatted disk as your Time Machine backup drive. Format LaCie Mobile Drive to HFS+ if you intend to use it with Time Machine.
- APFS is only supported on macOS 10.13 or later.

exFAT—Compatible with Mac and Windows. exFAT is not a journaled file system which means it can be more susceptible to data corruption when errors occur or the drive is not disconnected properly from the computer.

FAT32—Compatible with Mac and Windows. However, FAT32 is a legacy file system designed for low capacity hard drives and it is not recommended for modern hard drives or operating systems. A FAT32 partition can reach up to 32GB when formatted on a Windows PC.

How to choose the file system format

Use NTFS if:

...you connect the storage device to Windows computers, and you don't need to allow a Mac to write to the disk.

Use HFS+ if:

...you connect the storage device to Mac computers, and you don't need to allow a Windows computer to read or write to the disk. HFS+ is the only format compatible with Time Machine.

Use exFAT if:

...you need to allow both Mac and Windows computers to read and write to the disk.

You can use FAT32 if:

...you connect the storage device to older Windows and Mac computers. FAT32 is not recommended for modern operating systems and computers.

Toolkit Optimize

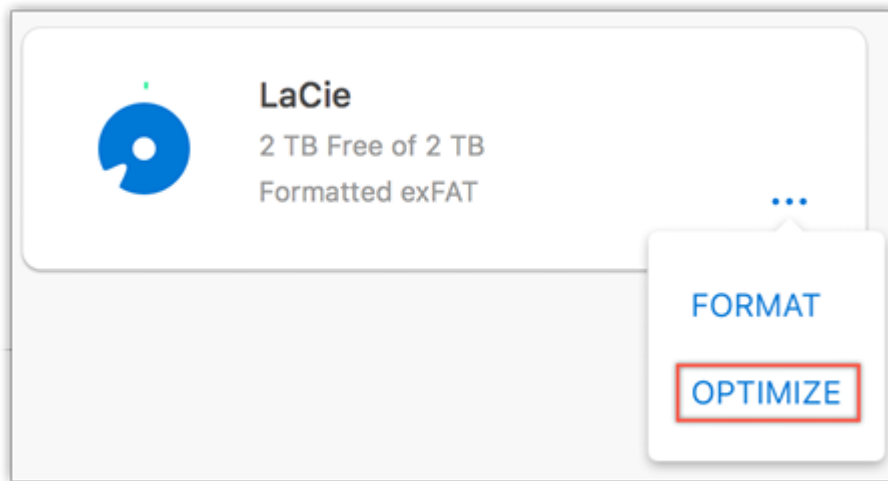
Use Toolkit Optimize to format your drive for optimal performance with your operating system's native file format. File transfer rates can be significantly better with the native format.

! **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.

1. Connect LaCie Mobile Drive to your computer.
2. Open Toolkit.
3. On the Main Menu, click on the LaCie Mobile Drive device.
4. Click on the More menu icon for the volume you want to optimize. There are two options:

OPTIMIZE— Let Toolkit choose the optimal format for your computer system and configure the volume for you with just a few clicks.

FORMAT— Opens the disk management utility for your operating system, which you can use to manually format your drive. Use this option if you want to format the drive in non-native formats.



5. Click [Optimize](#).
6. A notice appears asking you to confirm the format operation. Click [Format](#).

Manual formatting

Use the steps below to manually format and partition a storage device.

! **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.

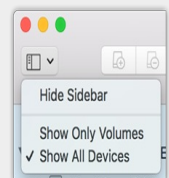
Mac

macOS version 10.11 and later

1. Open the Finder and go to [Applications > Utilities > Disk Utility](#).
2. In the sidebar to the left, select your LaCie Mobile Drive.



macOS starting version 10.13—Make sure to select the disk and not just the volume. If you don't see two entries listed in the sidebar, change the view in disk utility to show both the drive and the volume. The view button is in the upper left side of the Disk Utility window. Change the view to Show All Devices. This feature was introduced in macOS 10.13 and is not available in 10.11 or 10.12.



3. Select [Erase](#).
4. A dialog box opens. Enter a name for the drive. This will be the name displayed when the drive mounts.
5. For Format, select [OS X Extended \(Journaled\)](#).

6. For Scheme, select [GUID Partition Map](#).
7. Click [Erase](#).
8. Disk Utility formats the drive. When it's finished, click [Done](#).

Windows

1. Make sure the storage device is connected to and mounted on the computer.
2. Go to Search and then type diskmgmt.msc. In the search results, double-click [Disk Management](#).
3. From the list of storage devices in the middle of the Disk Management window, locate your LaCie device.
4. The partition must be available to format. If it is currently formatted, right click on the partition and then choose [Delete](#).
5. 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.

Safely Remove LaCie Mobile Drive From Your Computer

Always eject a storage drive from your computer before physically disconnecting it. Your computer must perform filing and housekeeping operations on the drive before it is removed. Therefore, if you unplug the drive without using the operating system's software, your files can become corrupt or damaged.

Mac

There are several ways you can eject your device from a Mac. See below for two options.

Eject via Finder window

1. Open a Finder window.
2. On the sidebar, go to Devices and locate the drive you want to eject. Click the eject symbol to the right of the drive name.
3. Once the device disappears from the sidebar or, the Finder window closes, you can disconnect the interface cable from your Mac.

Eject via Desktop

1. Select the desktop icon for your device and drag it to the Trash.
2. When the device icon is no longer visible on your desktop, you can physically disconnect the device from your Mac.

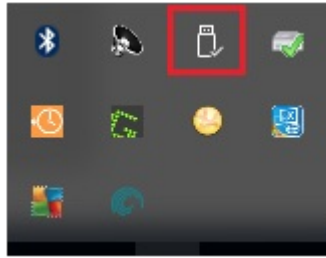
Windows

Use the Safely Remove tool to eject a device.

1. Click the Safely Remove icon in your Windows System Tray to view the devices you can eject.



Windows 8 / Windows 10



2. If you don't see the Safely Remove Hardware icon, click the Show hidden icons arrow in the system tray to display all icons in the notification area.
3. In the list of devices, choose the device you want to eject. Windows displays a notification when it is safe to remove the device.
4. Disconnect the device from the computer.

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.

Q: Is the hard drive connected to a Hi-Speed USB 2.0 port on your computer or hub?

A: If your hard drive is connected to a Hi-Speed 2.0 port or hub, the inferior performance is normal. LaCie Mobile Drive performance will improve when it is connected to a USB 3.1 port or a SuperSpeed USB 3.0 port. Otherwise, the device operates at slower USB transfer rates.

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect other USB devices and see if the hard drive's performance improves.

Problem: I have an older computer with USB 2.0 ports

Q: Will my hard drive's USB 3.1 Gen 1 port work with my computer's USB 2.0 port?

A: Yes, the cable end that plugs into the computer (USB Type A) is compatible with both USB 3.0 and USB 2.0. Make certain to use the included cable with the correct USB Type A connector. However, the transfer rates are much slower with USB 2.0.

Problem: I must use a USB hub for my USB devices

Q: Can I use my hard drive with a USB hub?

A: Yes, the hard drive can be connected to a USB hub. If you use a hub and encounter detection problems, slower than normal transfer rates, random disconnection from your computer or other unusual issues, try connecting the hard drive directly to the computer's USB port.

Some USB hubs are less than efficient with power management, which can be problematic for connected devices. In such a case, consider trying a powered USB hub that includes a power cable.

Please note that USB 2.0 hubs limit your hard drive's transfer rates to USB 2.0 speeds.

Problem: The provided USB cables are too short

Q: Can I use my hard drive with a longer cable?

A: Yes, provided it is certified according to USB standards. However, LaCie recommends using the cable shipped with your hard drive for the best results. If you use a longer cable and experience problems with detection, transfer rates or disconnection, use the original cable included with your hard drive.

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 hard 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 hard drive mounting in the operating system?

A: Open Disk Utility at Go | Utilities | Disk Utility. If the hard 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 hard 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 hard drive icon doesn't appear in Computer

Q: Is the hard drive listed in Device Manager?

A: All drives appear in at least one place in Device Manager.

Type Device Manager in Search to launch it. Look in the Disk Drives section and, if necessary, click the Plus (+) icon to view the full list of devices. If you're uncertain that your drive is listed, safely unplug it and then reconnect it. The entry that changes is your LaCie hard drive.

Q: Is your hard 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 has 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.

Regulatory Compliance

Product Name	LaCie Mobile Drive
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Regulatory Model Number	LRDOTU9
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China RoHS 2



China RoHS 2 refers to the Ministry of Industry and Information Technology Order No. 32, effective July 1, 2016, titled Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products. To comply with China RoHS 2, we determined this product's Environmental Protection Use Period (EPUP) to be 20 years in accordance with the Marking for the Restricted Use of Hazardous Substances in Electronic and Electrical Products, SJT 11364-2014.

中国 RoHS 2 是指 2016 年 7 月 1 日起施行的工业和信息化部令第 32 号“电力电子产品限制使用有害物质管理办法”。为了符合中国 RoHS 2 的要求，我们根据“电子电气产品有害物质限制使用标识”(SJT 11364-2014) 确定本产品的环保使用期 (EPUP) 为 20 年。

部件名称 Part Name	有害物质 Hazardous Substances					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr ⁺⁶)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
硬盘驱动器 HDD	X	O	O	O	O	O
外接硬盘印刷电路板 Bridge PCBA	X	O	O	O	O	O
电源 (如果提供) Power Supply (if provided)	X	O	O	O	O	O
接口电缆 (如果提供) Interface cable (if provided)	X	O	O	O	O	O
其他外壳组件 Other enclosure components	O	O	O	O	O	O

本表格依据 SJ/T 11364 的规定编制。

This table is prepared in accordance with the provisions of SJ/T 11364-2014

O: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

O: Indicates that the hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T26572.

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

X: Indicates that the hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T26572.

Taiwan RoHS

Taiwan RoHS refers to the Taiwan Bureau of Standards, Metrology and Inspection's (BSMI's) requirements in standard CNS 15663, Guidance to reduction of the restricted chemical substances in electrical and electronic equipment. Beginning on January 1, 2018, Seagate products must comply with the "Marking of presence" requirements in Section 5 of CNS 15663. This product is Taiwan RoHS compliant. The following table meets the Section 5 "Marking of presence" requirements.

台灣RoHS是指台灣標準局計量檢驗局(BSMI)對標準CNS15663要求的減排電子電氣設備限用化學物質指引。從2018年1月1日起, Seagate 產品必須符合CNS15663第5節「含有標示」要求。本產品符合台灣RoHS。下表符合第5節「含有標示」要求。

產品名稱：外接式硬碟，型號：LRD0TU9

Product Name: LaCie Mobile Drive, Model: LRD0TU9

單元 Unit	限用物質及其化學符號 Restricted Substance and its chemical symbol					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr ⁶⁺)	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
硬盤驅動器 HDD	—	○	○	○	○	○
外接硬盤印刷電路板 Bridge PCBA	—	○	○	○	○	○
電源 (如果提供) Power Supply (if provided)	—	○	○	○	○	○
傳輸線材 (如果提供) Interface cable (if provided)	—	○	○	○	○	○
其他外殼組件 Other enclosure components	○	○	○	○	○	○

備考 1. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 1. “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 2. “—” 係指該項限用物質為排除項目。

Note 2. “—” indicates that the restricted substance corresponds to the exemption.