



# LaCie Rugged USB-C User Manual

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# Introduction

Welcome to the user manual for LaCie Rugged USB-C. The most portable of LaCie's field-tested Rugged hard drive range, Rugged USB-C gives you USB 3.1 Gen 1 transfer rates. Additionally, Rugged USB-C's casing is small and lightweight for easy travel and it withstands bumps and drops of up to 1.2 meters. Professionals and enthusiasts can appreciate LaCie Rugged USB-C's durability while enjoying high-end performance when connected to a computer with a USB 3.1 Gen 1 port.

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

## Box content

- LaCie Rugged USB-C
- USB 3.1 Gen 2 (USB-C) cable
- USB 3.1 Gen 1 (USB-C)-to-USB Type A cable (compatible with Type A USB 2.0 and USB 3.0 ports)
- Quick Install Guide
- Software: LaCie Backup Assistant



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



**Important info:** 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

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 up to 5Gb/s, connect the product to a USB 3.1 Gen 1 or USB 3.0 host port on your computer. Connecting LaCie Rugged USB-C to a USB 2.0 port reduces performance to USB 2.0 transfer rates, up to 480Mb/s.



# Cables and Connectors



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:

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

The USB-C port on the LaCie Rugged USB-C is USB 3.1 Gen 1. You can connect Rugged USB-C to any USB-C port on your computer.

## USB-C

<b>USB 2.0</b> 480 Mb/s	<b>USB 3.1</b> 5 Gb/s	<b>USB 3.1</b> 10 Gb/s	<b>DisplayPort Multi-Function</b> 5 or 10 Gb/s	<b>Thunderbolt 3</b> 20 or 40 Gb/s
				

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:

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

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

# Cables

Your LaCie hard drive is shipped with two cables for universal compatibility with all modern computers:

- USB 3.1 Gen 2 (USB-C)
- USB 3.1 Gen 1 (USB-C)-to-USB Type A (USB 3.0 and USB 2.0)

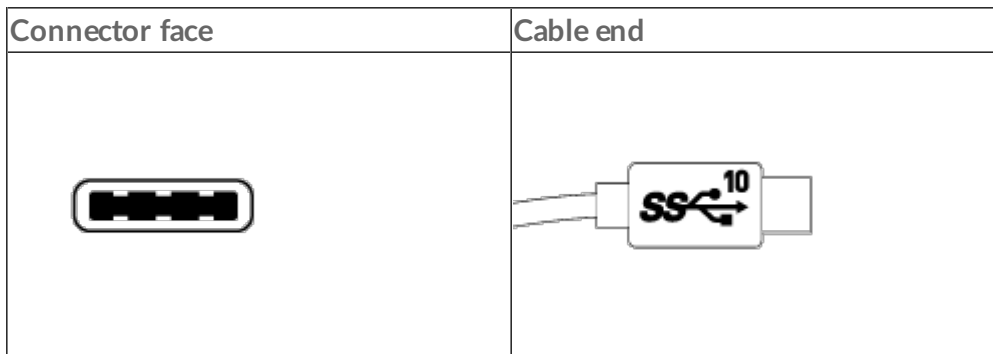
For optimal transfer rates up to 5Gb/s, connect LaCie Rugged USB-C to a USB 3.1 port.

LaCie Rugged USB-C also supports connections to computers with USB Type A ports. Transfer rates with USB Type A connections have the potential to reach the speeds listed below.

- Hi-Speed USB 2.0: up to 480Mb/s
- SuperSpeed USB 3.0: up to 5Gb/s

## USB 3.1 (USB-C) cable

Use the USB-C cable to ensure maximum data transfer rates with compatible ports. Connecting your product is easy since the USB-C cable is identical on both ends. Further, the USB-C ports on your LaCie hard drive and computer are conveniently rounded to accept the cable end no matter how it is connected.

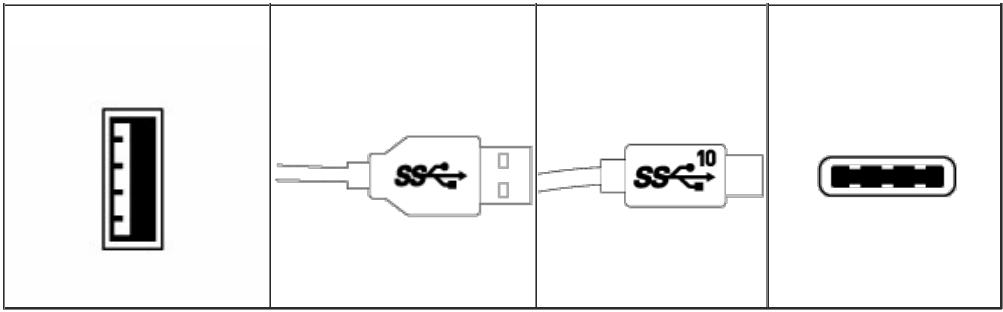


## USB 3.1 (USB-C)-to-USB Type A cable

Use the USB 3.1 (USB-C)-to-USB 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.

Hard drive performance is limited to USB 3.0 transfer rates when connected to a USB 3.0 port and, USB 2.0 transfer rates when connected to a USB 2.0 port

Connector face (USB Type A to computer)	Cable end (USB Type A to computer)	Cable end (USB-C to product)	Connector face (USB-C to product)
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# Connexion

Veillez suivre les étapes de configuration dans l'ordre indiqué afin de garantir le montage correct du volume du disque dur LaCie sur votre ordinateur.

## ÉTAPE 1 : Connexion du câble USB

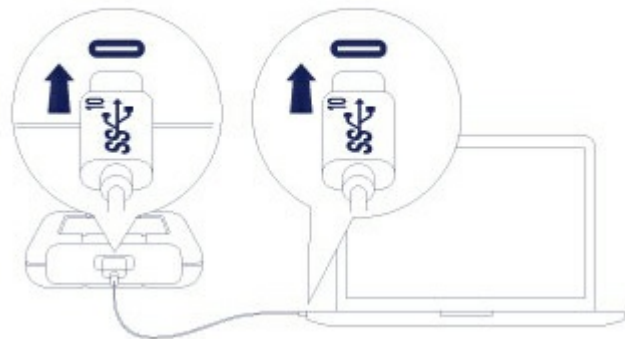
Avant de connecter le disque LaCie Rugged USB-C, vérifiez le port USB de votre ordinateur. Votre disque LaCie est fourni avec deux câbles (cf. [Câbles et connecteurs](#)) :

- **USB-C** : utilisez ce câble si votre ordinateur est équipé d'un port USB-C.
- **USB-C vers USB de type A (USB 3.0/USB 2.0)** : utilisez ce câble si votre ordinateur n'est pas équipé d'un port USB-C.

Connectez le câble au port USB-C du disque LaCie Rugged USB-C et à un port USB de votre ordinateur.

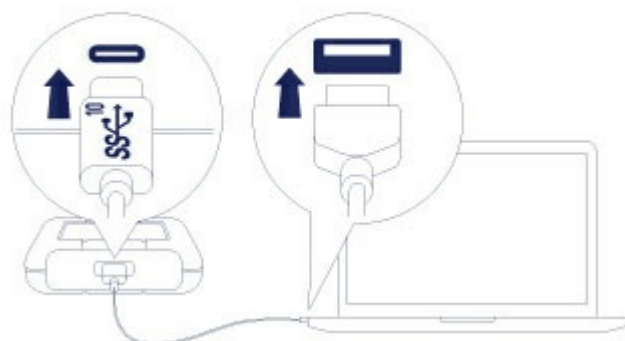
- L'image ci-dessous illustre une connexion à un ordinateur équipé d'un port USB-C.

USB-C/USB-C



- L'image ci-dessous illustre une connexion à un ordinateur équipé d'un port USB 3.0/2.0 de type A.

USB-C/USB 3.0 & 2.0





**Remarque :** si le disque n'est pas reconnu par votre ordinateur, consultez les rubriques sur le dépannage dans la section [Questions fréquemment posées](#) pour savoir comment résoudre les problèmes les plus courants.

## ÉTAPE 2 : LaCie Setup Assistant

L'assistant d'installation LaCie Setup Assistant doit être lancé avant d'utiliser le disque. Il vous permettra de :

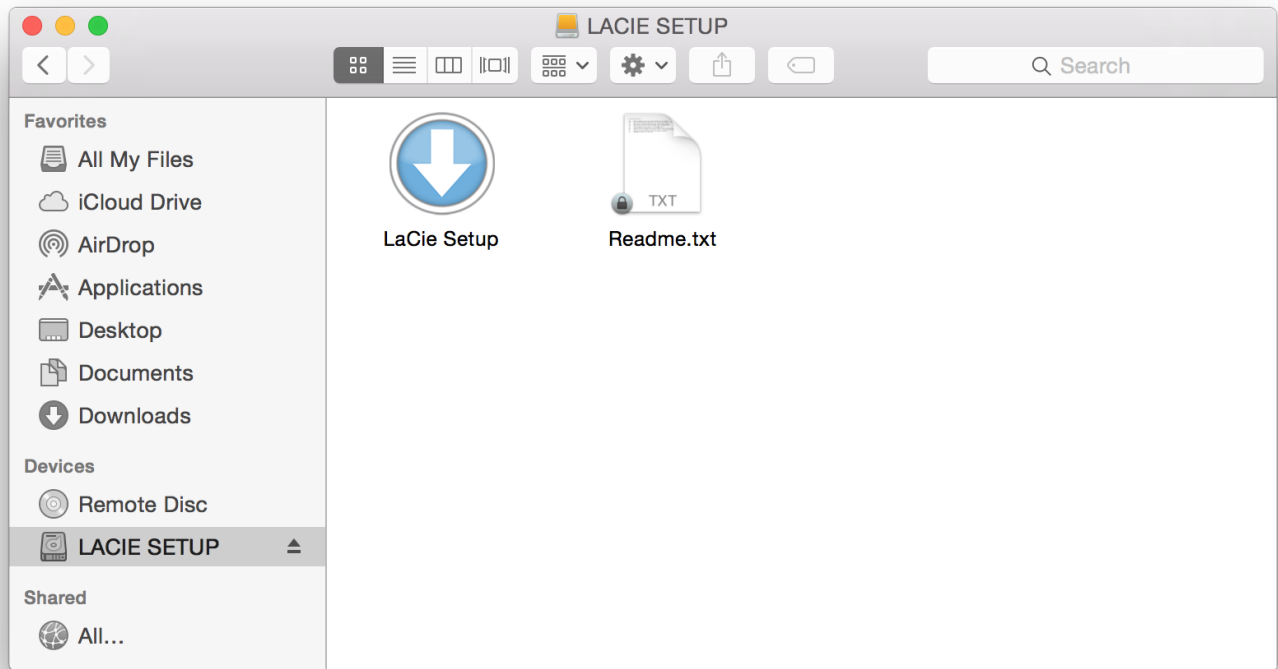
- formater facilement le disque dur en fonction de vos besoins ;
- enregistrer votre disque LaCie.
- copier le manuel d'utilisation sur le disque dur ;
- installer des logiciels pour bénéficier de nouvelles fonctionnalités ;



**Information importante :** si vous ne lancez pas l'assistant d'installation LaCie Setup Assistant ou si vous le quittez une fois le processus de formatage lancé, votre disque ne sera pas prêt à l'emploi et vous serez tenu de le formater manuellement. De plus, vous n'aurez pas accès au manuel d'utilisation et aux utilitaires que vous devrez télécharger depuis l'[assistance technique LaCie](#).

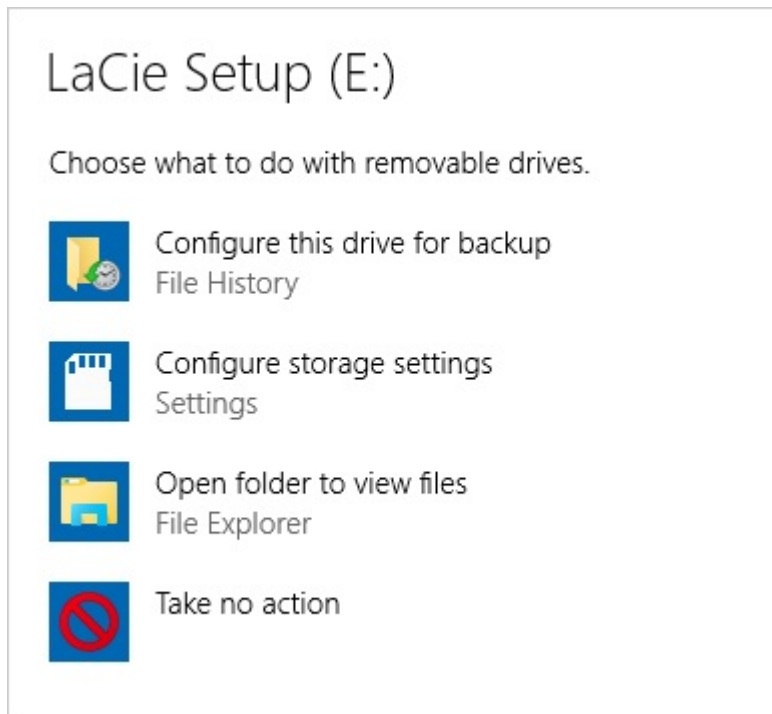
### Lancement de LaCie Setup Assistant - Mac

Ouvrez le volume **CONFIGURATION LACIE** sur le bureau, puis double-cliquez sur **Configuration LaCie**.

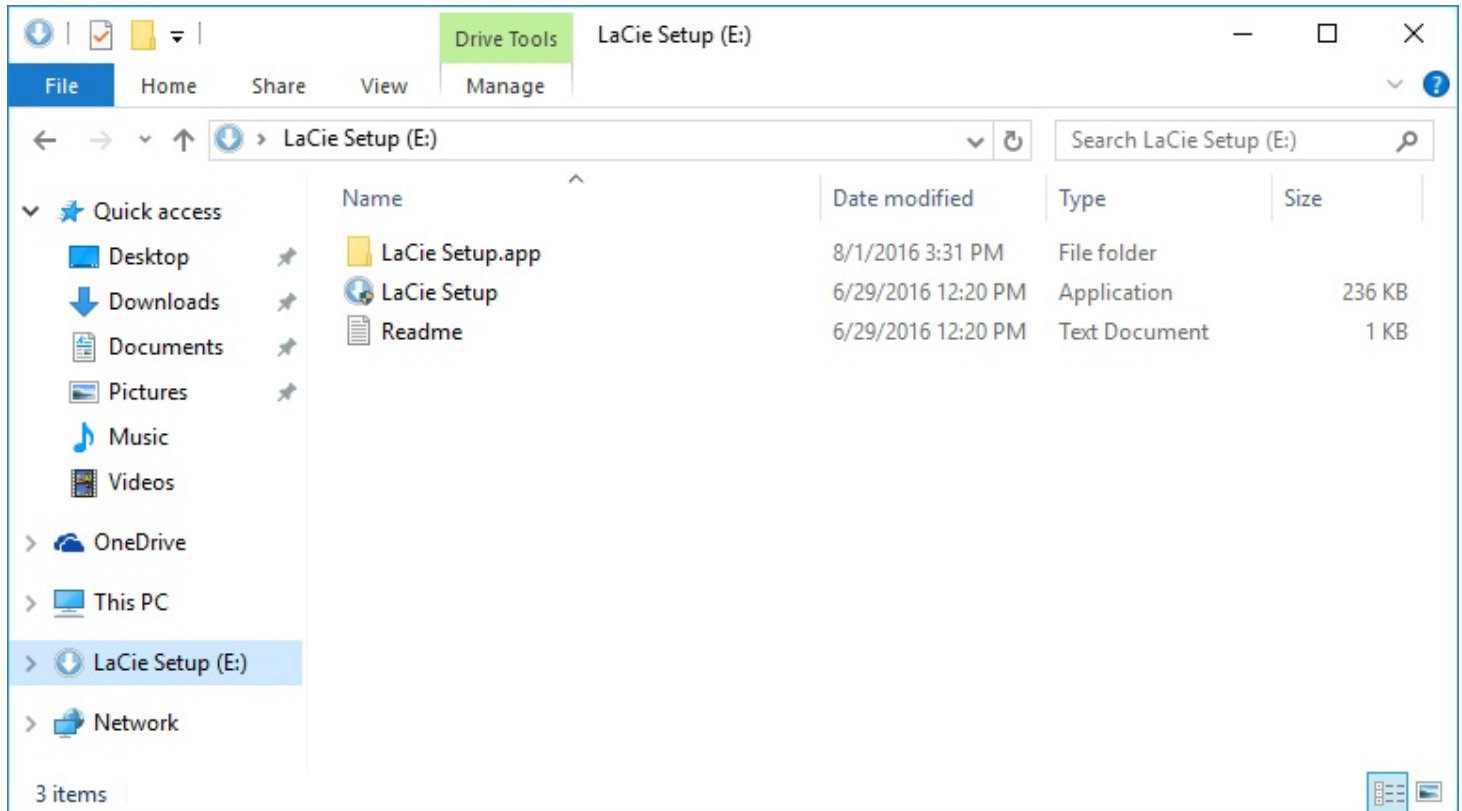


## Lancement de LaCie Setup Assistant - Windows

Exécution automatique : Windows AutoPlay peut détecter votre disque dur LaCie dès qu'il est connecté à votre ordinateur. Si la fenêtre AutoPlay s'affiche, sélectionnez **Ouvrir le dossier** pour afficher les fichiers à l'aide de l'Explorateur Windows, puis double-cliquez sur **Configuration LaCie**.



Accès manuel : ouvrez le volume **CONFIGURATION LACIE** dans une fenêtre de l'**Explorateur Windows**, puis double-cliquez sur **Configuration LaCie**.



## Procédure de l'assistant d'installation LaCie Setup Assistant

Suivez la procédure indiquée ci-dessous pour formater votre disque LaCie en fonction du système d'exploitation installé. LaCie Setup Assistant vous guide pour le formatage et l'enregistrement de votre disque dur, ainsi que dans l'installation des logiciels utilitaires LaCie.

Vous pouvez également utiliser le programme utilitaire de disque natif de votre système pour formater ou partitionner votre disque LaCie. Si vous utilisez l'utilitaire de disque, vous pouvez télécharger les logiciels utilitaires et le manuel d'utilisation au niveau de l'[assistance technique LaCie](#).

**i** **Information importante pour les utilisateurs Mac :** il se peut que vous soyez invité à renseigner le mot de passe de votre ordinateur pour poursuivre avec LaCie Setup Assistant.

**i** **Information importante pour les utilisateurs Windows :** lorsque vous exécutez LaCie Setup Assistant, il est possible que des fenêtres génériques pop-up vous demandent si vous souhaitez modifier les paramètres de votre ordinateur. Cette demande est normale lors du formatage d'un disque dur ou de l'installation d'un logiciel. Pour terminer le processus d'installation avec LaCie Setup Assistant, veuillez accepter la modification des paramètres.

1. Sélectionnez la langue de votre pays.
2. Lisez attentivement le contrat de licence avant de sélectionner **Suivant**. En sélectionnant **Suivant**, vous confirmez que vous acceptez le contrat de licence.
3. Partitionnez votre disque dur LaCie à l'aide du curseur. S'agissant des partitions, deux possibilités s'offrent à vous :
  - **LaCie Partage** : formaté en FAT32 pour assurer la compatibilité avec les systèmes Windows et Mac.
  - **LaCie** : formaté en fonction de votre système d'exploitation, en NTFS pour Windows ou en HFS+ pour Mac.Déplacez le curseur vers la gauche pour réduire la taille de la partition **LaCie Partage**. Si vous ne souhaitez pas le volume **LaCie Partage**, déplacez le curseur complètement à gauche.
4. Une invite vous signale que le disque va être formaté. Sélectionnez **Oui** pour continuer. LaCie Setup Assistant formate le disque dur.
5. Enregistrez votre disque LaCie.
6. Choisissez les logiciels utilitaires que vous souhaitez installer. L'installation de certains logiciels utilitaires peut débiter avant la fin des instructions de LaCie Setup Assistant. Avant de quitter LaCie Setup Assistant, suivez les instructions du programme d'installation des logiciels utilitaires. Si vous ne souhaitez pas installer de logiciels utilitaires à ce stade, vous pouvez revenir aux instructions de LaCie Setup Assistant à tout moment.
7. LaCie Setup Assistant affiche une synthèse de l'installation. Cliquez sur **Terminer** pour fermer le programme.

Pour installer des logiciels utilitaires à l'issue de cette première installation, vous pouvez relancer LaCie Setup Assistant. Le disque étant formaté, vous êtes uniquement invité à choisir des logiciels utilitaires. LaCie Setup Assistant est accessible sous :

- **LaCie Partage** : si vous avez créé deux partitions ;
- **LaCie** : si vous n'avez créé qu'une partition.

# Works with iPad USB-C

Your LaCie storage devices can be used with higher-end iPads. This is a great option for moving files between computers, cloud services and external storage. The iPad is also a perfect mobile editing station for importing media to more advanced imaging and video apps.

See [External Storage and iPadOS](#) for details on the following:

- Connecting Storage to Compatible iPads
- Available Actions
- Selecting Multiple Items
- Accessing Storage Devices in an App
- Supported External Storage Devices and USB Hubs
- External Storage Performance on iPad Versus a Computer
- Thunderbolt Storage Devices
- Battery Use
- Ejecting
- Storage Formats
- Password Protection
- Toolkit and First Use Connections

# Optional Formatting and Partitioning

You can use LaCie Setup Assistant to format your LaCie hard drive when it is first connected to a computer (Mac or Windows). 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 successfully formatting the hard drive with LaCie Setup Assistant.

## About file system formats

**NTFS:** since it is the native file system for Windows, volumes created in NTFS are read and write with computers running Windows. Mac OS can read NTFS volumes but cannot natively write to them.

**Mac OS Extended (HFS+):** the native hard drive file system for Mac. Windows cannot natively read or write to HFS+ (journaled) hard drives.

**exFAT:** generally 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

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#### Use NTFS if:

...the storage device is connected to Windows PCs.

---

#### Use HFS+ if:

...the storage device is connected to Macs.

---

#### You can use exFAT if:

...the storage device is shared between Mac and Windows computers.

---

#### Use FAT32 if:

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

---

## Formatting instructions

The steps below 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. 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.

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



# Safely Remove Rugged USB-C 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 hard drive from a Mac. See below for two options.

### Eject via Finder window

1. Open a Finder window.
2. On the sidebar, go to Devices to locate LaCie and click the eject symbol to the right of the drive name.
3. Once the hard drive disappears from the sidebar or, the Finder window closes, you can disconnect the hard drive's cable from your Mac.

### Eject via Desktop

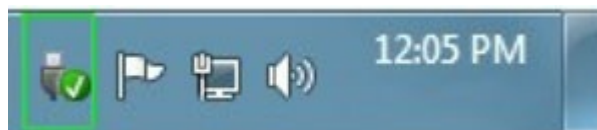
1. Select the desktop icon for your hard drive and drag it to the Trash.
2. When the hard drive's icon is no longer visible on your desktop, you can physically disconnect the hard drive from your Mac.

## Windows

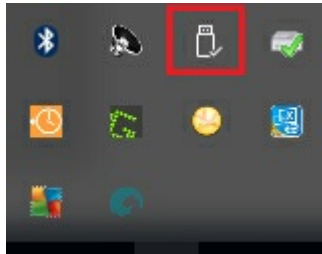
Use the Safely Remove tool to eject a hard drive.

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

- Windows 7:



- 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 remove. Windows displays a notification when it is safe to remove the device.
4. Disconnect the hard drive 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 Rugged USB-C performance will improve when it is connected to a USB 3.1 port or a SuperSpeed USB 3.0 port. Otherwise, LaCie Rugged USB-C 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 must password protect and/or encrypt my hard drive**

**Q:** Can I protect my hard drive with a password?

**A:** Yes, it is possible to protect the hard drive or individual folders and files with a password. There are many third-party solutions for password protection. However, LaCie cannot guarantee them since we do not test third-party applications.

Some versions of Windows have a built-in utility called Bitlocker that can protect hard drives with a password. For more information about Bitlocker, consult [Microsoft's support documentation](#).

**Q:** Can I encrypt my hard drive?

**A:** Yes, the hard drive can be encrypted. There are many third-party solutions for encryption. However, LaCie cannot guarantee them since we do not test third-party applications.

Some versions of Windows have a built-in utility called Bitlocker that can encrypt hard drives. For more information about Bitlocker, consult [Microsoft's support documentation](#)

## **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.

Go to \_\_\_\_\_ to type **Device Manager** and then launch 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, 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.

