

QuickStart Installation Guide

For Fantom Drives Single Button Backup
Portable Hard Drives

Windows & Mac



Thank you for choosing Fantom Drives! Your Fantom Drives disk drive has been built to the highest standard of quality and workmanship and, when used according to the instructions in this guide, will provide years of trouble-free operation. We at Fantom Drives take great pride in bringing personal satisfaction to each of our customers.

Your drive is compatible with all FireWire or USB-capable Apple Macintosh computers running MacOS 10.2* (or greater) and PC-Compatible computers running Windows 98SE, Millennium Edition, Windows 2000, Windows XP, and Windows 2003.

*One button backup feature not compatible with Macintosh

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Introduction

Welcome, and thank you for purchasing an Fantom Drives External Hard Drive. The information in this QuickStart Guide pertains to the following models:

- **USB 2.0 External Mini Hard Drives**
- **USB 2.0 & FireWire Combo External Mini Hard Drives**

In photos and illustrations in this guide, Combo Drives are shown. (Except for the addition of FireWire ports and logos on Combo Drives, Fantom Drives USB 2.0 and Combo Drives are visually identical.)

The following alert symbols are used in this guide:



This signifies important information for ALL users.



This signifies important information for USB 2.0 users.



This signifies important information for FireWire users.

USB 2.0 compatibility with USB 1.x

USB 2.0 is backward compatible with USB 1.x. However, if you connect the Drive to a USB 1.x port, it will operate at USB 1.x speeds.

Combo Drive Users

You have the choice of using either the USB 2.0 or a FireWire connection. You cannot connect the USB 2.0 and FireWire connections simultaneously; You must select one interface or the other. If you have both USB 2.0 and FireWire connections available with your computer system, you may be wondering which interface to use. To help you decide, see “FireWire and USB 2.0 Compared” on the next page.

FireWire & USB 2.0 Compared



Data transfer rate of 400 Mbps

FireWire is suitable for applications where delayed or out-of-order data frames are unacceptable, such as digital video editing.

Supports up to 63 devices

FireWire devices can be linked in a daisy-chain configuration. With the use of FireWire hubs, up to 63 devices can be linked on a single FireWire bus.

Peer-to-peer architecture

FireWire devices are intelligent. Data transmission can take place without the need for input from the computer.

Cable length up to 14ft

On-bus power up to 45 W

FireWire can power larger, higher power consumption devices than USB 2.0.

Plug & Play

You do not need to install drivers, assign unique ID numbers, or connect terminators.

Hot-swappable

Devices can be added and removed while the computer is running. Also, you can turn off the device when not needed, in order to conserve electricity.

Data transfer rates up to 480 Mbps

With USB, data transfer rates can vary depending on a number of factors, including available CPU resources.

Supports up to 127 devices

Connecting more than one or two USB devices to a computer typically requires the use of one or more hubs; each hub can accommodate several USB devices.

Master-slave architecture

The computer dictates data flow to, from, and between attached devices.

Cable length up to 16.5ft

On-bus power up to 2.5 W

Suitable for low-power-consumption devices such as flash card readers.

Plug & Play

You do not need to assign unique ID numbers, or connect terminators. On most operating systems you do not need to install drivers.

Hot-swappable

Devices can be added and removed while the computer is running. Also, you can turn off the device when not needed, in order to conserve electricity.

Parts & Accessories List

The package should contain the following items:

- Fantom Drives External Hard Drive
- USB with power passthrough cable
- FireWire cable
(supplied with Combo Drives only)
- USB 2.0 Installation CD
(required for Windows 98SE and ME only)
- Quick Start Installation Guide
- Warranty Registration Card

• If you are missing any items listed above, please fill out the customer support form at:



<http://www.FantomDrives.com/help>

• Please retain a copy of your receipt. You will need it if warranty repair service is required in the future.

System Requirements

System Requirement for PC

- Pentium-based PC with 233 MHz or faster CPU
- Windows 98SE, ME, 2000, or XP
- 32 MB RAM
- Available USB port (for USB 2.0 Drives)
- Available USB port or FireWire port (for Combo Drives)

Windows XP users:

In order to use the USB 2.0 connection, you must have at least Service Pack 1 for Windows XP.



System Requirements for Mac

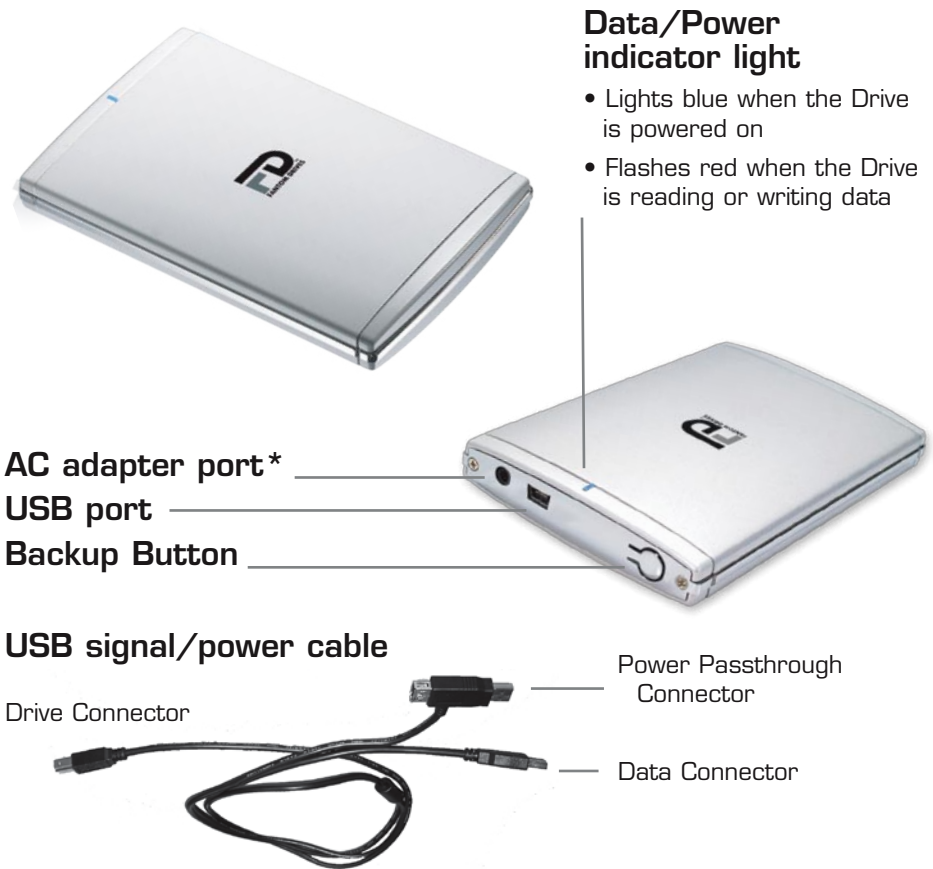
- Power Macintosh
(G5, G4, Blue & White G3, iBook or iMac)
- Mac OS X 10.2 or newer
- Available USB port (for USB 2.0 Drives)
- Available USB port or FireWire port (for Combo Drives)

Precautions

Failure to follow the precautions described below may cause damage to your Fantom Drives External Hard Drive and void the warranty.

- DO NOT open the case. Doing so will void the warranty.
- DO NOT use a third-party AC adapter or power cord. Doing so may damage the Drive and void the warranty.
- DO NOT bump, jar or drop the drive as this may damage it and/or result in loss of data.
- DO NOT disconnect any cables while the Drive is powered on without first properly dismounting the device via your operating system; doing so can result in data loss and possible damage.
- DO NOT set any liquids or beverages on the drive as they may damage the internal electronics.
- Fantom Drives highly recommends that you regularly back-up the files stored on your Fantom Drives External Hard Drive. Fantom Drives is not responsible for any data loss, nor will Fantom Drives perform any recovery on lost data or files.

Fantom Drives External Hard Drive at a Glance



*titanium mini requires 500mA of power to operate. 6 pin IEEE1394 FireWire host busses, powered USB ports, and powered USB hubs should supply sufficient power to operate. Underpowered USB host busses as well as IEEE1394-2000 4 pin FireWire connections may require an external power supply (optional)

Connecting the Drive to Your Computer



Connect the USB power passthrough connector to a free USB port, followed by the USB Signal connector of the included USB cable to another free USB ports on your PC or USB hub (See USB cable picture on page 7.)

Connecting both USB connectors is required to provide sufficient power for the drive to operate. Do NOT Plug the Signal connector into the Power Passthrough connector.



Connect the Firewire cable to your computer's FireWire port. FireWire plugs are shaped so they can only be properly inserted one way. Be sure to insert the plugs properly or you may damage the Drive and void the warranty. The Drive has two FireWire ports for connecting another FireWire device in a daisy chain. You can use either port to connect the Drive to your computer.

The Drive should power up and be ready for use automatically. If the LED blinks and drive does not mount on the host operating system, your host bus may not be providing sufficient power for the drive. Please make sure both signal and power USB connectors are attached (USB) or your FireWire host connection is powered. While most 6 pin IEEE1394 FireWire host busses, powered USB ports, and powered USB hubs should supply sufficient power to operate, Underpowered USB host busses as well as IEEE1394-2000 4 pin FireWire connections may require an external power supply (optional)

Installing the USB driver

(For Windows 98SE and ME* only)

Windows 98SE and ME may require an additional driver for USB operation. The driver is located on the included CD, or on our web site at www.FantomDrives.com/help. Once the driver archive is downloaded, please uncompress it to a local directory and note the location.

****Windows ME users:***

If you have upgraded your Windows ME OS with all of the latest available updates from Microsoft, you will not need to install the USB Driver.



1. After the Drive has been properly connected, the Add New Hardware Wizard should appear with the message: "Found New Hardware -> USB 2.0 Storage Adapter." Click Next.

2. You will then see the message: "What do you want Windows to do?" with two options. Select "Search for the best driver for your device (Recommended)." Click Next.

3. In the next window that appears, select "choose location" and navigate to the directory you unpacked the driver files into. Click Next.

4. You will then see the message: "Windows is now ready to install the best driver for this device..." Click Next.

5. Once the software installation is complete, you will see the message "Windows has finished installing the software that your new hardware device requires." Click Finish and then eject the CD. You should now see a new icon (a gray box with a green arrow) next to the time display on your System Tray. Please reboot if prompted by the Operating System.

Additional Compatibility information is available from Microsoft at <http://support.microsoft.com/kb/263218>



Formatting your Disk Drive

The Titanium Mini Disk Drive comes preformatted at the factory with the FAT32 file system. We provide formatting instructions in the event that you need to reformat your Drive, or if you want to format your Drive with a file system other than FAT32.



Formatting a hard drive erases all data contained on the drive. If you wish to reformat your Fantom Drives External Hard Drive, be sure to create a copy of the files you wish to keep before reformatting.

Formatting the Drive in Mac OS X

1. Launch the Disk Utility application (Disk Utility is located in the Utilities folder, inside the Applications folder). The Disk Utility window will open with a small sub-window at left and a larger sub-window with a series of tabs at the top.

2. You should see the Drive listed in the left sub-window. Click on the drive to highlight it. Information about the Drive will appear in the Information sub-window.

3. Click on the Erase tab. In the Erase sub-window you will see a Volume Format pop-up menu and a Name field.

4. In the Volume Format pop-up, select the format type.



Although it is possible to format a hard drive on Mac OS X using the DOS file system, we do not recommend this, as an artificial capacity limit may be imposed on the drive and performance will be unpredictable.

5. Click Erase. You should see an alert pop up with the message: "Erasing a disk will destroy all information on all of the volumes of the disk..." Click Erase. Once initializing is complete, you should see the drive listed in the left sub-window of the Disk Utility screen. Quit Disk Utility. You should now see the Drive icon on the Desktop.

Formatting the Drive in Windows 98SE/ME

1. Double-click on the My Computer icon. In the My Computer window you should see an icon and drive letter for the External Hard Drive. (If you are not sure which icon represents the External Hard Drive, turn off the Drive and see which icon disappears. Then turn the Drive back on and wait for the icon to reappear.)

2. Right-click on the drive letter and select Format. In the Format window, verify the Drive's capacity; it should be close to the stated capacity of your Drive in megabytes.

3. Under Format type, Select Full; everything else should be left at the default setting. In the Label field under Other options you may assign a name to the External Hard Drive. (The name you assign is limited to 8 characters and no symbols are allowed.)

4. Click Start. The following warning message will appear: "This device is either a hard disk or a large removable disk. Formatting it will destroy all files currently on the drive. Are you sure you want to format this drive?" If no data was previously written to the Drive or you already backed up the data you wish to keep, click OK.

5. If you see a warning message from an antivirus program, click Exclude.

6. When formatting is complete, you will be asked to run a thorough Scandisk. Periodically running Scandisk is a part of regular hard drive maintenance. If you do not wish to run Scandisk at this time, close the format window.

Formatting the Drive in Windows 2000/XP/2003

1. Open the disk management console. A list of the attached drives and their respective volumes will appear. Select the GForce Disk.



*The Disk Management Console can be found under
|Windows\System32\diskmgmt.msc on your system drive.
For an illustrated guide, please see
<http://www.fantomdrives.com/support/faqs>*

2. Right-click on the drive letter and select Format in the pop-up menu. The Format dialog box will appear.

3. Under Capacity, verify the Drive capacity. It should be close to the stated capacity of your Drive in gigabytes.

4. In the File System pop-up menu, select NTFS. The default formatting option is Full format. A Full format will take about 30-90 minutes. A Quick format will take just a few minutes, but will do less verifying of the Drive than a Full format. Click Start. Once the format process is complete, your External Hard Drive is ready to use.

5. In Windows XP, it is possible to optimize the drive for performance or quick removal. To select your desired mode, open the device manager (located in \Windows\System32\devmgmt.msc on your system drive.) right-click Fantom GFMD in Disk Drives, and select properties. Select the Policies Tab near the top left of the window, and click your desired optimization level. press OK when finished, and you may close the disk management applet.

Installing the One Button Backup Software

The Titanium Mini Disk Drive is able to launch the VBTU backup and synchronization utility included with your drive. The software is compatible with Microsoft Windows 98SE, Windows 2000, Windows XP, and Windows 2003.



Please make sure to have the drive connected and configured before beginning the software installation

1. Insert the Included CD Rom, and navigate to the "One Button Backup" Folder.
2. Launch the Installer
3. Follow the on screen instructions, and reboot if prompted.
4. To configure the task executed when the button is pressed, please locate the application icon at the bottom right of your screen, and double click to pull up the configuration window.

The application will perform the task enabled in step 4 any time the button is pressed.

For additional information on configuration and use, please refer to the on-line help of the backup utility.

How to Safely Dismount and Turn Off the External Hard Drive

What do 'mounting' and 'dismounting' mean? When a device such as a hard drive is mounted, that means the computer 'sees' the device and is able to communicate with it. When you dismount a device, the computer no longer sees it. The device may still be running but the computer cannot access it, as though the device no longer exists.



Never turn off or unplug a hard drive without dismounting it first. Doing so could cause data on the drive to be lost or damaged.

How to safely dismount and turn off the drive with the computer running

Mac Users

Drag the icon for the External Hard Drive to the Trash. The Drive will dismount and you can then safely turn it off. You may then unplug the power cord and data cable if you want to disconnect the drive.

PC Users

1. Locate the System Tray. The System Tray includes the time display in the bottom right, and icons to the left of the time. One of the icons will be an icon with a green, diagonal arrow on it.

2. Left-click on this icon.



On Windows 98SE/ME a rectangle will appear with the name of the Drive followed by the drive letter.

On Windows 2000/XP you will receive the alert message "Safely Remove..." or "Stop..." followed by the drive letter for the device.

3. Left-click on the appropriate device (with the drive letter matching the one used by the External Hard Drive). After a few seconds, Windows will give you a message that it is safe to remove the device.

4. Click OK. The Drive will dismount and you can then safely turn it off. You may then unplug the power cord and data cable if you want to disconnect the drive.

How to turn off and disconnect the Drive with the computer turned off (PC and Mac)

When you shut down your computer the Drive dismounts automatically. With the computer turned off, simply turn off the Drive. You may then unplug the power cord and data cable if you want to disconnect the drive.

Performing Basic Tasks

How to open files and folders stored on the External Hard Drive

PC and Mac Users

1. Double-click on the Drive icon. A window showing the files and folders stored on the Drive will appear.
2. Double-click on the file or folder that you want to open.

How to copy files and folders to your External Hard Drive

Mac Users

1. Highlight the file or folder that you want to copy by clicking on it, but do not release the mouse button.
2. While keeping the mouse button pressed down, drag the highlighted file or folder to the Drive icon or to a specific folder on the Drive.
3. Release the mouse button. The file or folder will copy over.

PC Users

1. Single-click the file or folder that you want to copy in order to highlight it.
2. Go to "Edit → Copy".
3. Double-click the Drive icon to open it.
4. If you want to copy the file or folder to a specific folder on the Drive, double-click that folder to open it.
5. Go to "Edit → Paste". The file or folder will copy over.

Troubleshooting/ Frequently Asked Questions (FAQs)

FAQs for Mac Users:

Q: Why is my Drive asking me to format it? It was already formatted and it contains data.

A1: Run a disk repair utility on the drive.

A2: Perform permission repair on your system drive. Open the disk utility (located in /Applications/Utilities/Disk Utility.app.) Select your system drive (usually the first disk listed) and click "Repair Disk Permissions" in the "First Aid" Tab.

A3: Restart your computer. As soon as the bootup chime sounds, press and hold down the option-command-p-r key combination to reset the PRAM. Release the keys when the chime sounds a second time.

Please refer to your Mac manual for more information on these procedures

Q: I'm using a USB connection on a Mac. Do I need to install the USB 2.0 Installation CD?

A: No, the External Hard Drive uses the built-in Mac USB Mass Storage Support software, which includes the necessary system extensions.

Q: My computer does not recognize the Drive.

A: First, check to make sure that all of your connections are secure, and that the power switch is in the "ON" position. Then check if your External Hard Drive is listed in the Apple System Profiler. If the problem persists, verify that the USB port used is functioning.

Q: I'm trying to copy files to/from FAT32 volumes or network shares, and it keeps failing.

A: FAT32, HFS+, and other file system formats allow different standards of filename length or use of special characters. Rename the offending file(s) and try the operation again.

Q: I have a FAT32 disk, and when I try to copy a large file I get an error saying there is not enough room on the drive– I have lots of free space!

A: FAT32 only allows files up to 4GB in size. To copy larger files, please reformat the volume using MacOS Extended Format.

FAQs for PC Users:

Q: My computer does not recognize the Drive.

A: Make sure all of your connections are secure. If you have an add-on card, make sure it is working properly and/or update the driver. Also, make sure you have all the latest updates for your Windows operating system.

Q: Does the Drive work with Norton Ghost?

A: Yes. Norton Ghost 2003 or newer support USB drives. Fantom Drives does not provide any additional drivers.

Q: Where are the drivers for 2000/XP?

A: Windows 2000 and XP already include all the necessary drivers! No additional drivers are necessary.

Q: When I leave my computer idle for a while, my Drive won't work properly.

A: The most likely cause is that your computer is going into sleep mode. The immediate solution is to shut down your computer and turn off the Drive, and then restart your computer. Once your computer is completely booted up, turn on the Drive. You should see the drive in the Windows Explorer. To prevent this problem from recurring, open the "Power Settings/Energy Saver" and set it to never go into sleep mode.

Q: Is the Drive compatible with Windows NT 4.0?

A: No.

Q: I do not see my Drive listed in the My Computer window, but it does appear in the Device Manager list.

A: Right-click on My Computer. Select Manage in the pop-up menu. In the Computer Management window, select Storage, then select Disk Management. In the Disk Management window, you should see a list of available storage devices. Look for the Disk that has a capacity closest to your Fantom Drives External Hard Drive. Right-click on the right-hand box; in the pop-up menu select Delete Partition. Once you do this, it will say "Online" & "Unallocated". Right-click on the box and

select Create New Partition in the pop-up menu. When the Partition Wizard appears, select Primary Partition and click on Next. You will see a default value for the Drive; click Next. You will then see a drive letter (you can change this drive letter if you wish); click Next. You will then be asked to format the Drive.

Q: Do you have "DOS Driver" for the Drive?

A: No.

Q: Can you make the External Hard Drive bootable?

A: This depends on your computer's BIOS (Basic Input/Output System). The BIOS contains code required to control a number of miscellaneous functions. Please check with your computer manufacturer for BIOS updates to determine if your computer's BIOS supports this feature.

Q: After I connected the Drive to my PC, I got the following alert message: HI-SPEED USB Device Plugged into non-HI-SPEED USB Hub." What does this mean?

A: Windows 2000 and XP users will get this alert message if you plugged the Drive into a USB port that only supports USB 1.1. This is fine, except your Drive will operate USB 1.1 speeds.

If an issue cannot be resolved by using our FAQ, please contact Technical Support via the Fantom Drives support site at <http://www.FantomDrives.com/help>

Glossary

Bit - The smallest unit of digital data. In binary code, a bit is represented logically as a either 1 or a 0.

Buffer - RAM cache that temporarily stores data so it can be delivered to a device as it is needed.

Bus - An electronic link for the transmission of data between digital devices, such as computers and computer peripherals.

Byte - A unit of digital data, usually made up of eight bits.

Data Stream - The flow of data between digital devices such as computers and hard drives.

Driver - Software that enables the computer to communicate with a peripheral.

Gigabyte - 1,024 Megabytes, or approximately one billion bytes. The capacity of most hard drives is measured in Gigabytes.

Hardware - Physical components of a computer system (computer, hard drives, printers, etc.)

Hub - A device which links peripherals together onto the same bus.

Interface - Junction between two items of hardware or software for the exchange of data.

Mb (Megabit) - One million bits.

Mbps (Megabits per second) - A data transmission speed of one million bits per second. Data transmissions are typically measured in bits (kilobits, megabits etc) per second.

MB (Megabyte) - 1,048,576 bytes.

Operating System (OS) - Software that controls the assignment and use of hardware and application software resources.

Peripheral - A generic term for hard drives, printers, scanners and other discreet devices that add functionality to a computer.

Port - A connection which enables compatible peripherals to send and receive data.

Software- A set of instructions that enable the computer to perform pre-programmed functions in the order specified by the user.

Storage - Any equipment which stores data, such as hard drives, CDs, and DVDs.

One Year Limited Warranty

Fantom Drives warrants this product (the “Product”) against defects in material or workmanship as follows:

1. **LABOR:** For a period of one (1) year from the original date of purchase from Fantom Drives or its authorized reseller, Fantom Drives will repair defective Product (or, at its option, replace with a new or recertified product) at no charge. After this 1 year period, you must pay for all labor charges.

2. **PARTS:** For a period of one (1) year from the original date of purchase from Fantom Drives or its authorized reseller, Fantom Drives will supply, at no charge, new or rebuilt replacement parts in exchange for defective parts of this Product. Any replacement parts will be warranted for the remainder of the original warranty period or ninety (90) days from installation by Fantom Drives. All exchanged parts replaced under this warranty will become the property of Fantom Drives.

This warranty only covers the hardware components packaged with the Product. This warranty does not cover any software contained in, or included with, the Product; any such software is provided “AS IS”. Please refer to any documentation included with the software for your rights and obligations with respect to the software.

This warranty extends only to you, the original purchaser. It is not transferable to any one who subsequently purchases the Product from you.

Proof of purchase in the form of a bill of sale (which is evidence that the Product is within the warranty period) must be presented to obtain warranty service.

To obtain warranty service you must take the Product, or deliver the Product freight prepaid, in either its original packaging, or in a package that provides the Product with a degree of protection equivalent to that of the original packaging, to Fantom Drives. Please contact Fantom Drives at the number listed on the reverse side for further information.

Fantom Drives is not responsible for any damage to, or loss of, any programs, data, or other information stored on any media or any part of any Product serviced hereunder. Be sure to remove all features, parts, options, alterations, and attachments not under warranty prior to returning the Product to Fantom Drives. Fantom Drives is not liable for any loss or damage to these items.

This limited warranty does not cover: (1) any consumables (such as batteries) supplied with this product; cosmetic damages; damage or loss to any software programs, data or removable storage media; or damage due to the Product such as but not limited to excessive heat or humidity, or modifications of this Product; (2) improper installation, operation, testing or maintenance of this Product; (3) power failure or connection to improper voltage supply; or; (4) attempted repair by any party other than Fantom Drives. This Warranty does not apply when the malfunction results from the use of this Product in conjunction with accessories, products or ancillary or peripheral equipment, or where it is determined by Fantom Drives that there is no fault with this Product itself.

This Limited Warranty is invalid if the factory applied serial number has been altered or removed from the Product.

Repair or replacement as provided under this warranty is the exclusive remedy of the consumer. Fantom Drives shall not be liable for any incidental or consequential damages for breach of any express or implied warranty, breach of contract, negligence, strict liability or any other legal theory related to this product. Such damage include, but are not limited to, loss of profits, loss of data, loss of use of the product or any associated equipment, down time and purchaser's time. Except to the extend prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration of this warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long on implied warranty lasts, so the above limitation or exclusions may not apply to you. This warranty gives you specific rights; you may have other rights which vary from state to state.

WARNING - TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

CAUTION - TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

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Sales: 310-320-7272

Support: <http://www.FantomDrives.com/help>

www.FantomDrives.com



FCC Compliance Statements

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in residential installation. This equipment generates, uses, and can radiate frequency energy and, if not installed and used in accordance with the instructions, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the distance between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

11-05-2005

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