

# FAQ

## 2.5" & 3.5" EXTERNAL HDD ENCLOSURE'S

### **Q: Why is my external enclosure not working?**

- A:** If the HDD is new, please make sure it has been correctly partitioned and formatted. If not your operating system will not be able to display the HDD as usable storage. In addition, Windows 98 and Me will not recognize NTFS file system.
- A:** Please make sure the HDD is pressed firmly and snugly into the connector and that in the case of PATA drives the pins aren't damaged or bent.
- A:** If the HDD has been removed from a notebook, it's common for hidden partitions to exist that cannot be read from outside the notebook environment. You will need to reformat and partition the drive if this occurs or acquire additional software.
- A:** If using a 2.5" enclosure, on some occasions depending on the HDD, you may need to use both USB cables supplied to give the enclosure the required power to drive the HDD, if not you will notice a slight clicking sound from the HDD which is an indication the drive is not receiving enough power.
- A:** Avoid using front USB ports on a desktop or USB hubs that are unpowered powered when using a 2.5" enclosure. Typically they do not provide the full 5V power required to make the enclosure functional.
- A:** If your HDD has jumper settings, please make sure they are set to master or single drive.
- A:** Please make sure you have plugged in the power supply (3.5" only) and that you have turned the switch to the ON position.
- A:** When trouble shooting try using a different USB cable and/or a different USB port.
- A:** If using a 2.5" eSATA enclosure, please note you will also need to use the supplied USB cable to provide power to the HDD as eSATA is an unpowered port.
- A:** For eSata enclosures please note that many eSata ports don't support hot swapping. This is not a fault of the enclosure. Also it's common for separate drivers to be installed to make the eSata ports functional. If using the 3.5" eSata Enclosure and you are experiencing faults, please test with the USB option. If working it's likely the eSata driver or port is the issue. Lastly please note that the Shintaro eSATA enclosure is a 2.0 compatible device. Whilst backward compatibility with eSATA 1.0 ports is theoretical it's not always possible due to chipset incompatibilities.

### **Q: What's the purpose of the front button?**

- A:** This button is strictly for the purpose of initiating the one touch backup software. The manual incorrectly states that this button can be used as a soft power button.

**Note:** Hard Drive installation into the 3.5" enclosures is screwless

