

# StoreJet™ 35 Ultra

## User's Manual



(Ver1.0.5)



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## Introduction |

Congratulations on purchasing Transcend's **StoreJet™ 35 Ultra**. This advanced, eSATA / USB 2.0 external storage device is the perfect way to add an extra hard drive to your computer for downloading, storing, transferring and backing up your data. With both eSATA and USB 2.0 connection options, the StoreJet 35 Ultra gives you the ultimate in flexibility. The USB interface provides maximum compatibility with all types of notebooks and PCs, while the new high-speed eSATA interface gives you the maximum performance possible from your drive with transfer speeds up to 3000Kbps. The StoreJet 35 Ultra also has silent 80mm fan that keeps your drive running cool, and comes with useful backup software that can increase productivity (Windows® only – please see the Software User's Guide for detailed instructions). This User's Manual and the Software User's Guide can help you can get the most from your new device. Please read both in detail before using the StoreJet 35 Ultra.

## Package Contents |

The StoreJet 35 Ultra package includes the following items:

- StoreJet 35 Ultra



- USB Cable



- eSATA Cable



- Power Adapter



## ■ Vertical Stand



## ■ Quick Installation Guide



## ■ Mounting Screws x 4



# Features |

- Works with all 3.5" SATA hard drives
- Two connection options: eSATA or USB2.0
- eSATA for maximum performance up to 3000Mb/s
- USB2.0 interface assures universal compatibility
- Silent 80mm cooling fan reduces risk of HDD failure
- External power adapter and eSATA cable included
- Includes StoreJet™*elite* backup software
- Hot-swappable / Plug and Play
- Stylish aluminum housing
- Anti-slip vertical stand
- LED indicator light

# System Requirements |

- Desktop computer with a working eSATA or USB port.
- One of the following operating systems:
  - Windows® 2000
  - Windows® XP
  - Windows VISTA™
  - Mac® OS 9.0, or later (USB only)
  - Mac® OS 10.4, or later (eSATA)
  - Linux® Kernel 2.4, or later (USB only)

# Safety Precautions |

These usage and safety guidelines are **IMPORTANT!** Please follow them carefully.

## ■ General Use

- Unpack the contents of the StoreJet 35 Ultra package carefully.
- Avoid exposing your StoreJet 35 Ultra to extreme temperatures above 55°C or below 5°C during operation.
- Never drop your StoreJet 35 Ultra.
- Never allow your StoreJet 35 Ultra to come in contact with water or any other liquids.
- Never use a damp/wet cloth to wipe or clean the exterior case.
- Do not use or store your StoreJet 35 Ultra in any of the listed environments:
  - Direct sunlight
  - Next to an air conditioner, electric heater or other heat sources
  - In a closed car that is in direct sunlight

## ■ Setup

- Please ensure that you connect the USB cable to the StoreJet 35 Ultra and your computer correctly ([square end → StoreJet 35 Ultra, rectangular end → PC or Notebook](#)).
- The supplied eSATA cable only works in eSATA ports and will not connect directly to your PC's internal motherboard SATA connector
- When using the Vertical Stand, allow at least 2" clearance between your PC, wall, etc. and the StoreJet 35 Ultra's cooling fan.
- When not using the Vertical Stand, always lay the StoreJet 35 Ultra on a flat stable surface with the cooling fan side facing up.
- Never set anything on top of the StoreJet 35 Ultra or cover the cooling fan inlet.

## ■ Backing Up Data

- **Transcend does NOT take any responsibility for data loss or damage during operation.** If you decide to store data on your StoreJet 35 Ultra we strongly advise that you regularly backup the data to a computer, or other storage medium.
- To ensure eSATA / High-Speed USB 2.0 data transfer rates when using your StoreJet 35 Ultra with a computer, please check the computer has the relevant eSATA / USB drivers. If you are unsure on how to check this, please consult your computer or motherboard User's Manual for eSATA or USB driver information.

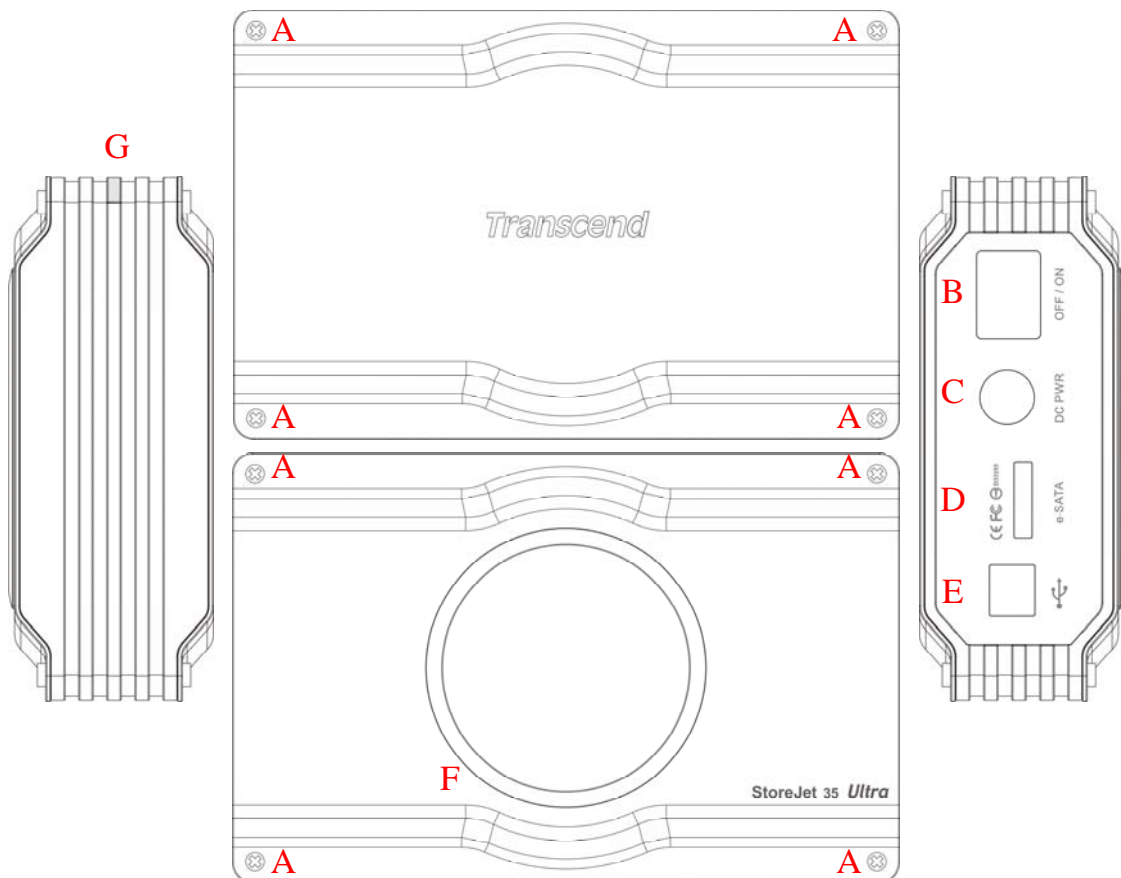
## ■ Power

- The StoreJet 35 Ultra is powered from your home's power outlet using the included Power Adapter.
- Ensure nothing is resting on the power cables and that the cables are not located where they can be tripped over or stepped on.

## ■ Reminders

Always follow the procedures in the "**Disconnecting from a Computer**" section to remove your StoreJet 35 Ultra from a computer.

## Product Overview |



- A** Case Screws (4 per side)
- B** On/Off Switch
- C** DC Power Input
- D** eSATA Port
- E** USB Port
- F** Cooling Fan
- G** LED Indicator Light

# Installing a Hard Drive |

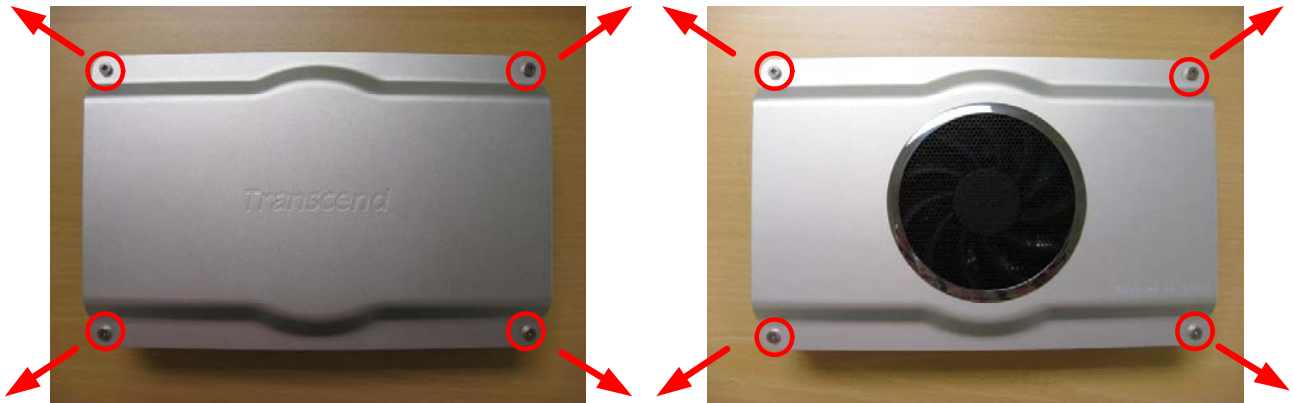


The StoreJet 35 Ultra hard drive enclosure only works with 3.5" SATA Hard Disk Drives.

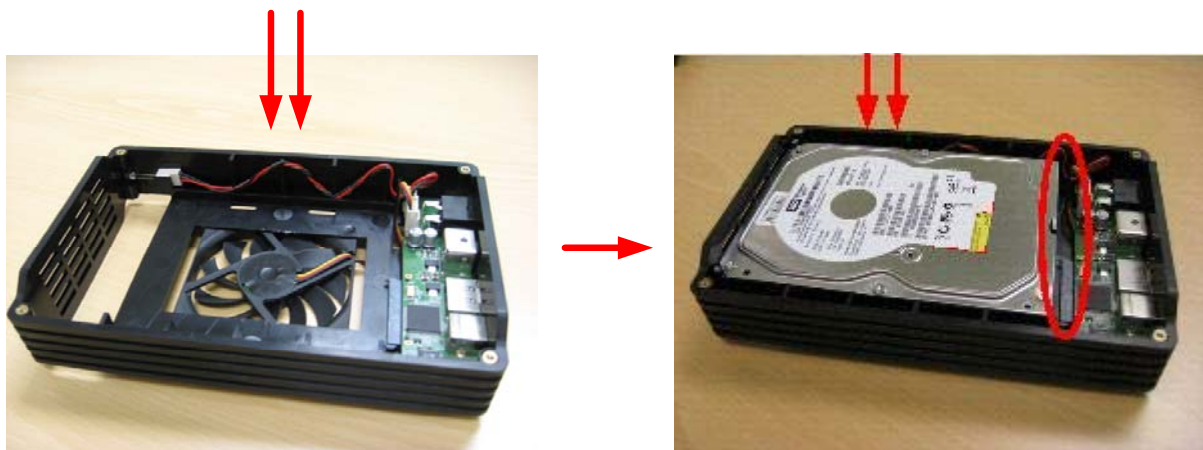
## ■ Installing a Hard Drive

If you purchased a Transcend StoreJet 35 Ultra hard drive enclosure that does not have a SATA hard disk drive already installed, please read this section for installation instructions. If a hard drive is already installed, you can skip to the "Connecting to a Computer" section.

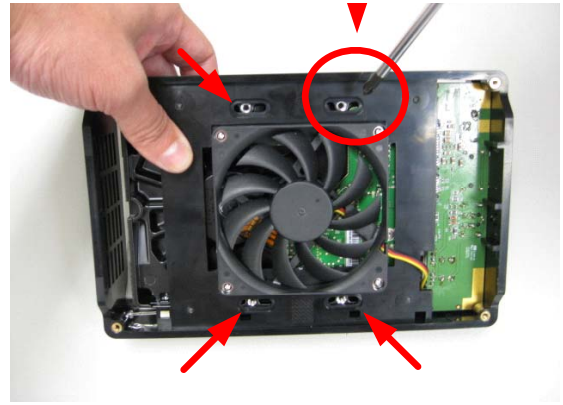
1. Remove all eight screws from the back and front of the StoreJet 35 Ultra, then remove both the front and back metal covers.



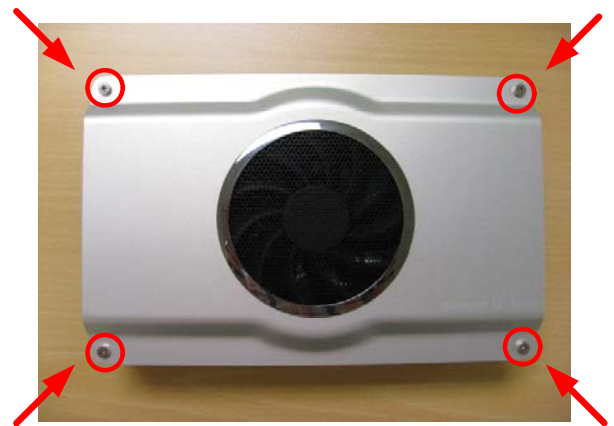
2. Place 3.5" SATA hard drive (face-up) into the enclosure so that it lays flat, with its SATA connectors facing the StoreJet 35 Ultra's circuit board. Assure that the SATA connectors on the hard drive and the circuit board are aligned properly.



3. Connect the hard drive to the StoreJet 35 Ultra by **gently** sliding it towards the circuit board's SATA connectors. **Do NOT connect the hard drive at an angle, which may damage it.**



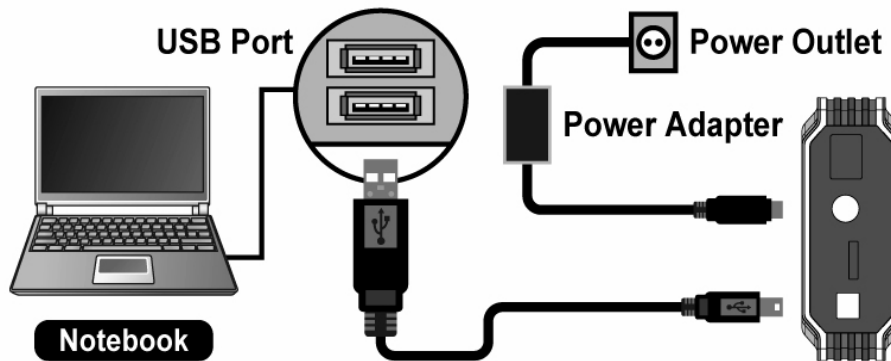
4. Carefully turn the StoreJet 35Ultra on its side, making sure the hard drive does not fall out. Secure the hard drive with the provided mounting screws.
5. Reattach the front cover and back cover and replace the eight case screws.



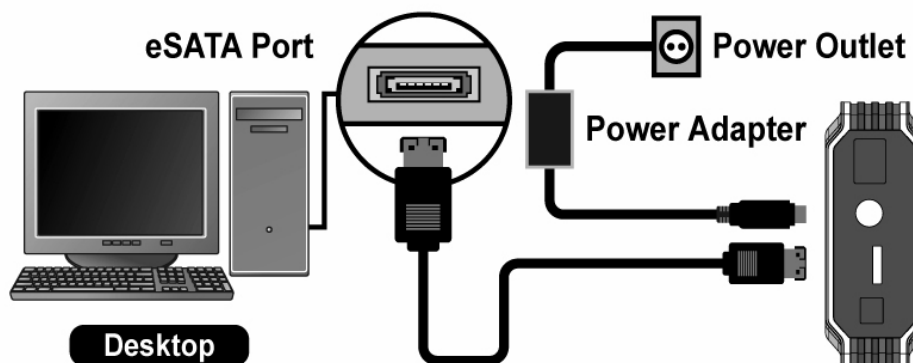


## Connecting to a Computer |

The StoreJet 35 Ultra can be connected to your computer in two ways: **USB 2.0** or **eSATA**. To get the best performance results from your hard drive, we strongly recommend using the eSATA interface. If your computer does not have an eSATA port, you may need to purchase an SATA to eSATA adapter bracket (often included in PC motherboard packaging) or a PCI / PCI-X / PCI-Express eSATA card to connect your StoreJet 35 Ultra using eSATA. Otherwise, you can simply connect the StoreJet 35 Ultra via USB.



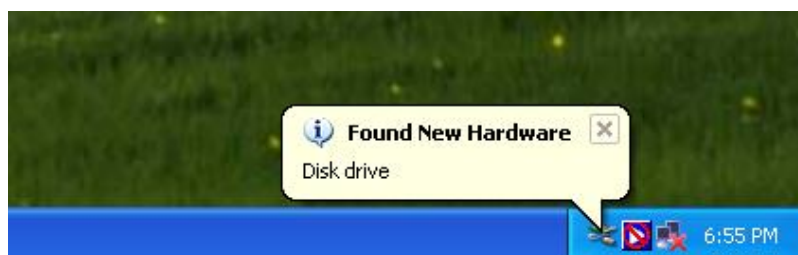
Connecting to Notebook or PC using USB



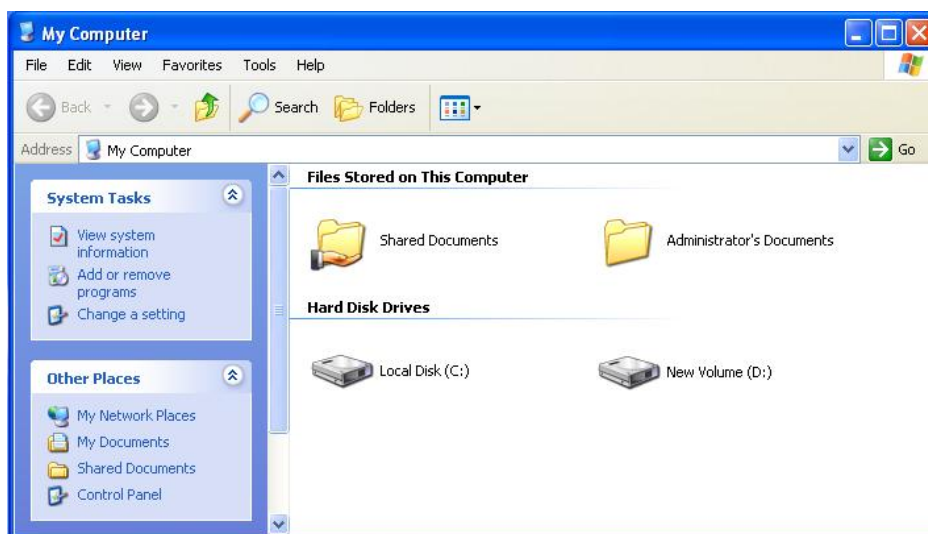
Connecting to a PC using eSATA

### ■ Windows® 2000/XP

1. Connect the power cable to the Power Adapter and plug it into your home's power outlet. Then connect the Power Adapter to the StoreJet 35 Ultra's round-shaped DC power input jack.
2. Plug one end of the eSATA cable or the square-shaped end of the USB cable into the StoreJet 35 Ultra.
3. Plug the other end of the eSATA or USB cable into an available eSATA or USB port on your PC
4. Turn on the StoreJet 35 Ultra's power switch. Its LED will light up and the cooling fan will start.
5. When the StoreJet 35 Ultra is successfully connected to a computer, Windows will automatically detect and install drivers for it.



6. If you installed an **existing hard drive** into the StoreJet 35 Ultra that was previously used with a Windows® 2000/XP/Vista™ computer, a new **Local Disk** with a newly assigned drive letter representing the StoreJet 35 Ultra will automatically appear in the **My Computer** window under “Hard Disk Drives.”



Note: the drive name and letter in your "My Computer" window may differ

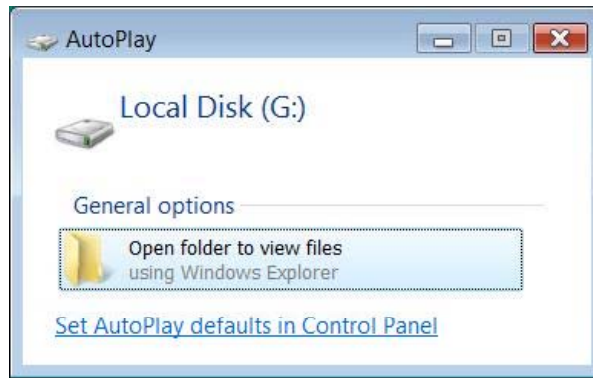
7. If you installed a **brand new hard drive** into your StoreJet 35 Ultra, please follow the instructions in the Formatting the Hard Drive section to prepare your disk for use with your Windows® 2000/XP system.

## ■ Windows Vista™

1. Connect the power cable to the Power Adapter and plug it into your home's power outlet. Then connect the Power Adapter to the StoreJet 35 Ultra's round-shaped DC power input jack.
2. Plug one end of the eSATA cable or the square-shaped end of the USB cable into the StoreJet 35 Ultra.
3. Plug the other end of the eSATA or USB cable into an available eSATA or USB port on your desktop.
4. Turn on the StoreJet 35 Ultra's power switch. Its LED will light up and the cooling fan will start.
5. When the StoreJet 35 Ultra is successfully connected to a computer, Windows will automatically detect and install drivers for it.



6. If you installed an **existing hard drive** into the StoreJet 35 Ultra that was previously used with a Windows® computer, an AutoPlay window will appear, allowing you to browse the contents of the drive.



Note: the drive name and letter in your "AutoPlay" window may differ

7. If you installed a **brand new hard drive** into your StoreJet 35 Ultra, please follow the instructions in the Formatting the Hard Drive section to prepare your disk for use with your Vista® system.

## ■ Mac® OS

1. Connect the power cable to the Power Adapter and plug it into your home's power outlet. Then connect the Power Adapter to the StoreJet 35 Ultra's round-shaped DC power input jack.
2. Plug one end of the eSATA cable or the square-shaped end of the USB cable into the StoreJet 35 Ultra.
3. Plug the other end of the eSATA or USB cable into an available eSATA or USB port on your desktop.
4. Turn on the StoreJet 35 Ultra's power switch. Its LED will light up and the cooling fan will start.
5. If you installed an **existing hard drive** into the StoreJet 35 Ultra that was previously used with a Mac® computer, your drive will automatically appear on the desktop.



Note: "New Volume" is an example drive. The drive name on your desktop may differ

6. If you installed a **brand new hard drive** or a hard drive that was previously used with Windows® 2000, XP, or Vista into the StoreJet 35 Ultra, an "Initialize" message will appear. Follow the instructions in the Formatting the Hard Drive section to prepare your disk for use with your Mac® system.



## ■ Linux®

1. Connect the power cable to the Power Adapter and plug it into your home's power outlet. Then connect the Power Adapter to the StoreJet 35 Ultra's round-shaped DC power input jack.
2. Plug the square-shaped end of the USB cable into the StoreJet 35 Ultra.
3. Plug the other end of the USB cable into an available USB port on your desktop.
4. Turn on the StoreJet 35 Ultra's power switch. Its LED will light up and the cooling fan will start.
5. If you installed a **brand new hard drive** or a hard drive that was previously used with a Windows® or Mac® computer, please follow the instructions in the Formatting the Hard Drive section to prepare your disk for use with your Linux® system.
6. Create a directory for the StoreJet 35 Ultra.

Example: **mkdir /mnt/Storejet**

7. Then, mount the StoreJet 35 Ultra.



Example: **mount -a -t msdos /dev/sda1 /mnt/Storejet**

## Disconnecting from a Computer |



**WARNING! To prevent data loss, ALWAYS follow these removal procedures.**  
**NEVER disconnect or turn off the StoreJet 35 Ultra when its LED is flashing.**

### ■ Windows® 2000, XP and VISTA™ (USB)

1. Select the **Removable Hardware** icon  /  on the system tray.
2. The **Safely Remove Hardware** pop-up window will appear. Select the USB device drive letter that represents your StoreJet 35 Ultra.



Removable Hardware tool in XP



Removable Hardware tool in Vista

3. A message window will appear stating: **The 'USB Mass Storage Device' device can now be safely removed from the system.** Unplug the StoreJet 35 Ultra and turn off its power switch.



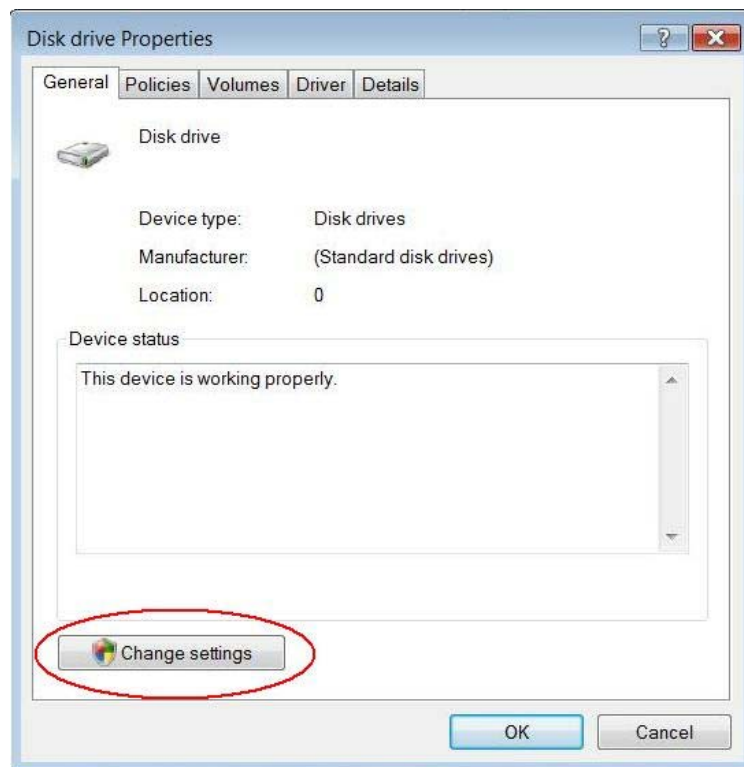
### ■ Windows® 2000, XP and VISTA™ (eSATA)

If you are using an onboard eSATA / AHCI controller, a **Removable Hardware icon may not appear.**

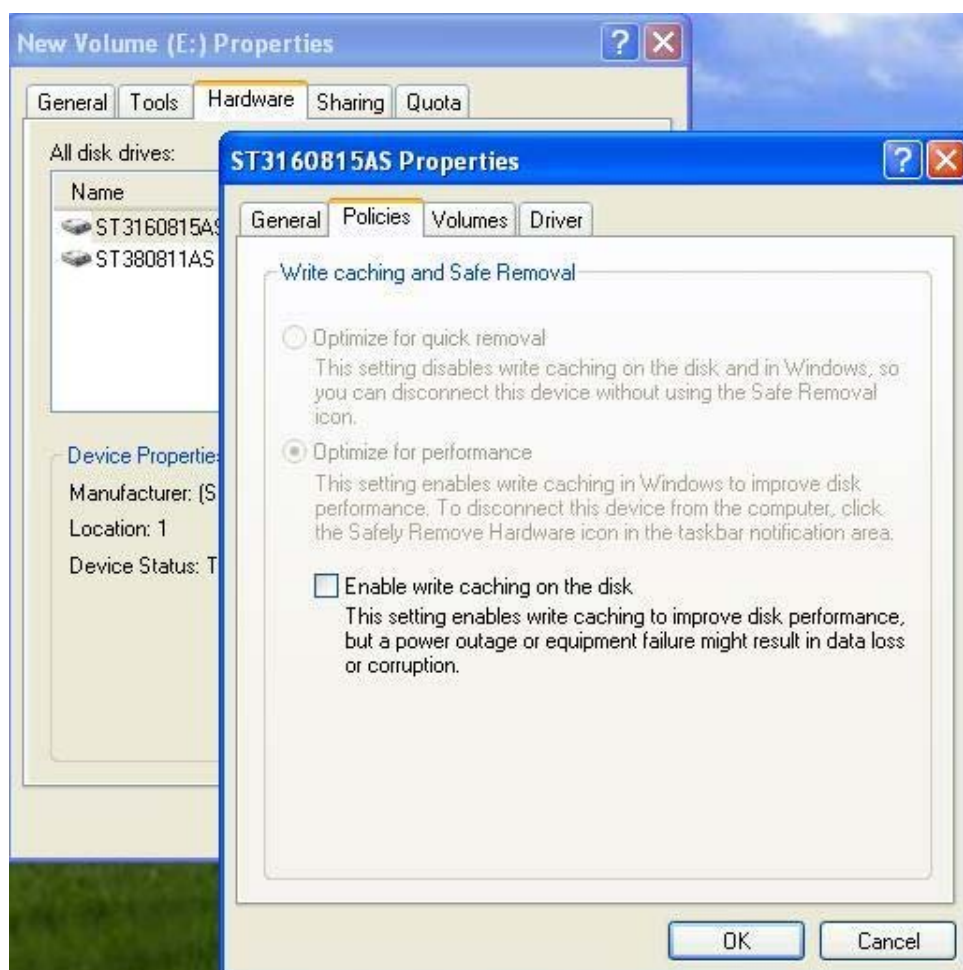
By default, Windows does not activate delayed write caching for eSATA devices, which means it is safe to remove the StoreJet 35 Ultra from your computer as long as data is not being transferred.

**To make sure write caching is disabled:**

1. In the computer browser, right click the StoreJet drive and select Properties.
2. Click the **Hardware** tab and double-click the hard drive model that is installed inside your StoreJet 35.
3. If using Vista™, you may have to first click "Change Settings."



4. In the **Policies** tab, ensure that the “**Enable write caching**” option is not checked.





### ■ Mac® OS (USB & eSATA)

Drag and drop the Disk icon that represents your StoreJet 35 Ultra into the trashcan. Then unplug your StoreJet 35 Ultra from the USB port and turn off its power switch.



### ■ Linux® Kernel 2.4, or Later (USB)

Execute **umount /mnt/Storejet** to un-mount the device. Then unplug your StoreJet 35 Ultra from the USB port and turn off its power switch.

## Formatting the Hard Drive |



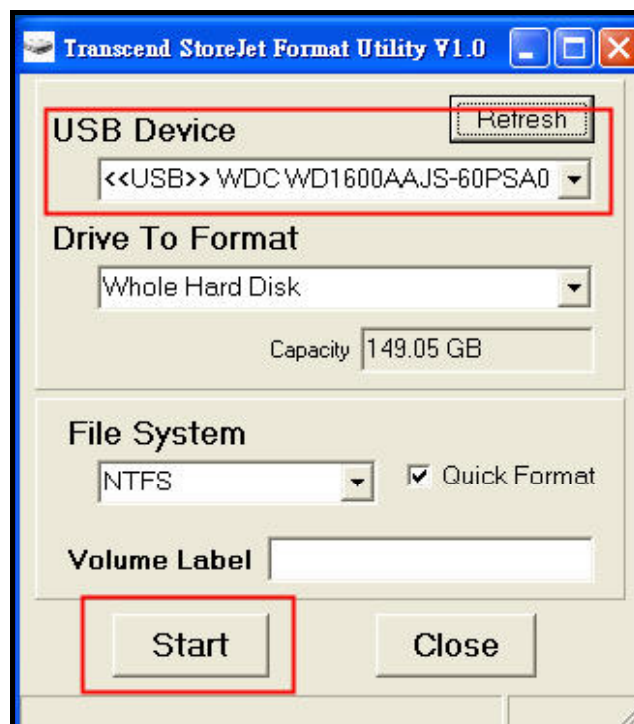
**WARNING! Formatting the disk will erase all of the data on your StoreJet 35 Ultra.**

**Please use the USB interface (not eSATA) to format the drive.**

**You must have Administrator Rights in order to format in Windows 2000, XP, or Vista.**

### ■ Windows® 2000/XP

1. Download the StoreJet Format Utility from Transcend's online Download Center at <http://www.transcendusa.com/Support/DLCenter/index.asp> (the software can be located by selecting "Storage Devices -> StoreJet Drives -> any StoreJet product -> any StoreJet model")
2. When the download is complete, extract the downloaded ZIP file to your computer's hard drive (not the StoreJet 35 Ultra) and run the StoreJetFormatter.exe application.
3. Plug the StoreJet 35 Ultra into an available USB port on a Windows® 2000/XP computer.
4. **Unplug all other USB storage devices from your computer.** This is to prevent accidental format of a different USB drive.
5. In the StoreJet Format Utility window, click the "Refresh" button.
6. The program will automatically detect the StoreJet 35 Ultra drive.
7. Press **"Start"**.

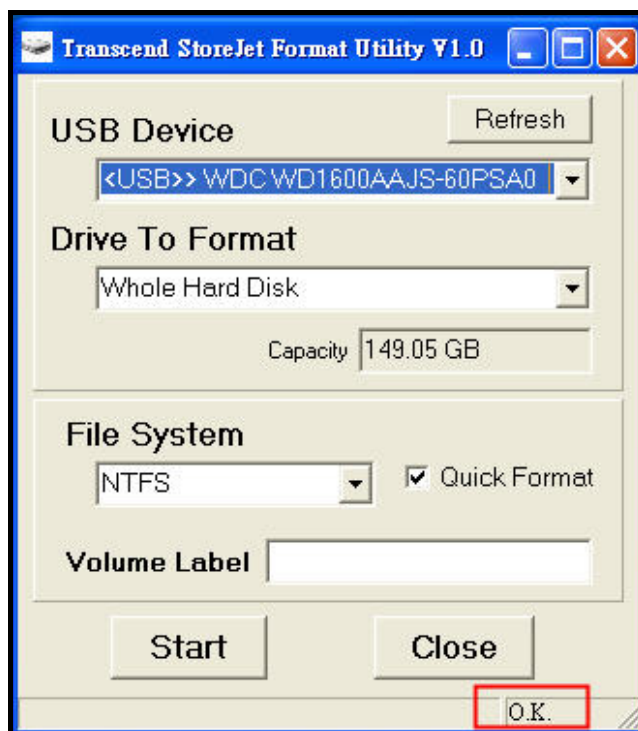


8. A confirmation window will appear. Press OK to begin formatting the drive.



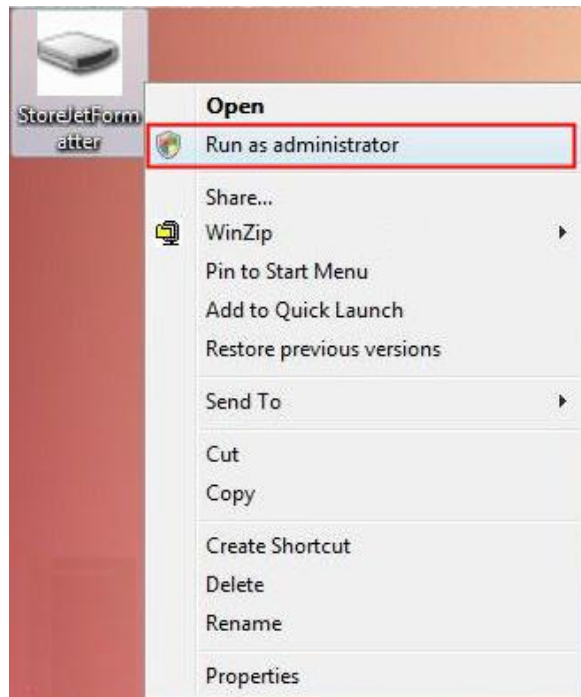


9. The format process may take a few minutes. When complete, an “O.K.” message will appear in the bottom right hand corner of the window.

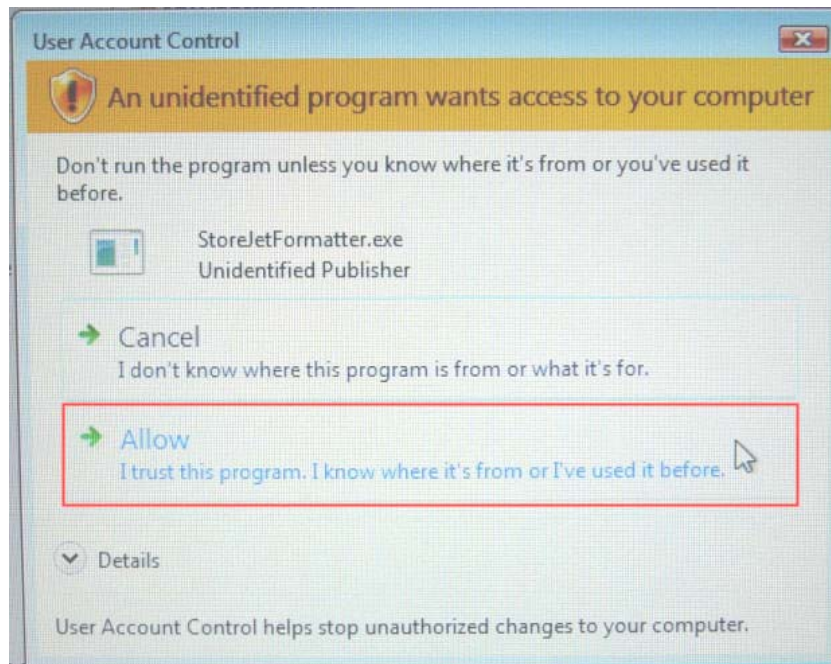


## ■ Windows Vista™

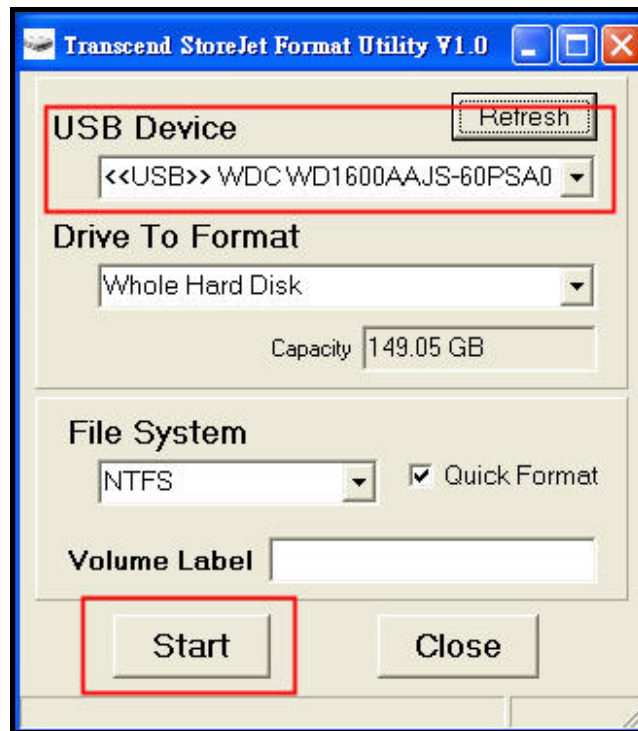
1. Download the StoreJet Format Utility from Transcend's online Download Center at <http://www.transcendusa.com/Support/DLCenter/index.asp> (the software can be located by selecting "Storage Devices -> StoreJet Drives -> any StoreJet product -> any StoreJet model")
2. When the download is complete, extract the downloaded ZIP file to your computer's hard drive (not the StoreJet 35 Ultra).
3. Plug the StoreJet 35 Ultra into an available USB port on your Windows Vista™ computer.
4. **Unplug all other USB storage devices from your computer.** This is to prevent accidental format of a different USB drive.
5. Right-click “**StoreJetFormatter.exe**” and select “Run as Administrator.”



6. The User Account Control window will appear. Select “**Allow**” to continue.



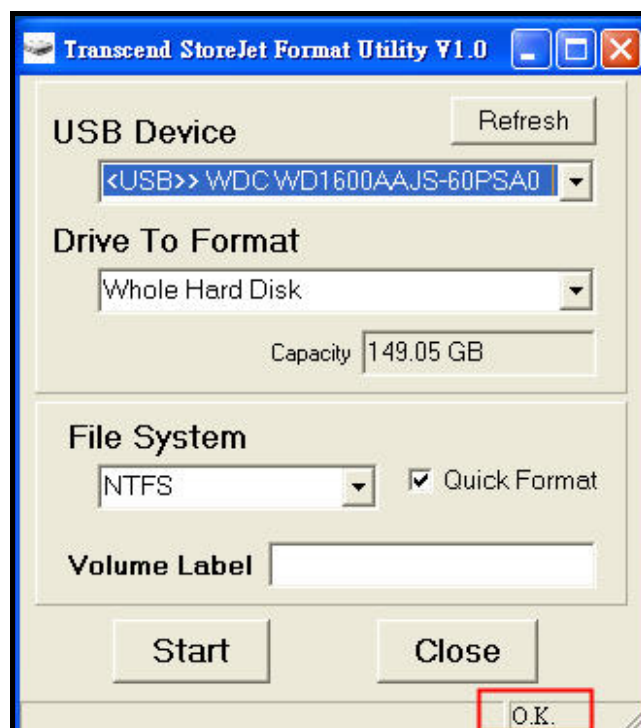
7. The program will automatically detect the StoreJet 35 Ultra drive.
8. Press “**Start**”.



9. A confirmation window will appear. Press OK to begin formatting the drive.



10. The format process may take a few minutes. When complete, an “O.K.” message will appear in the bottom right hand corner of the window.



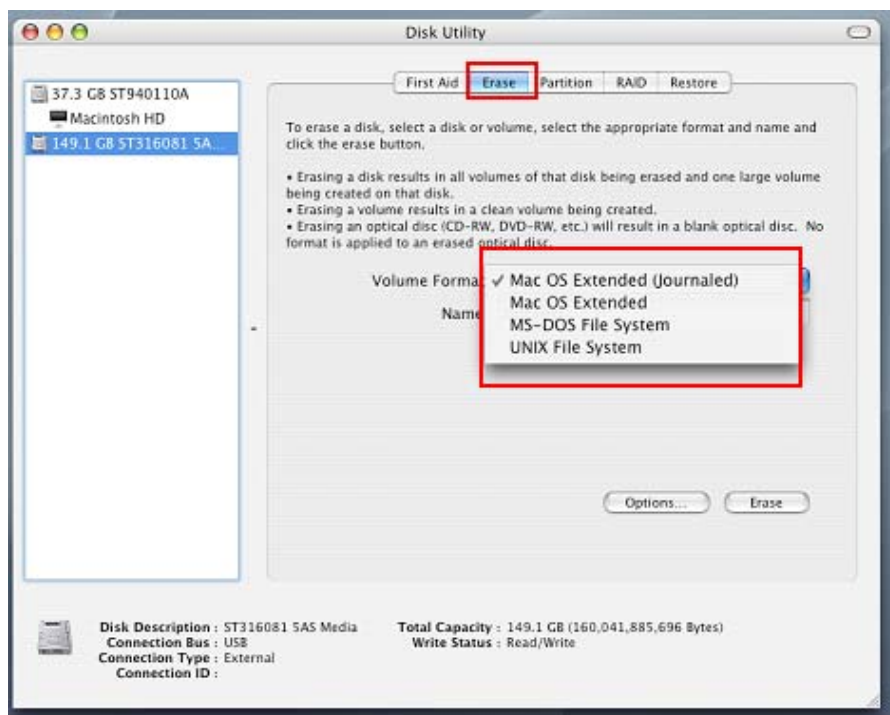
11. Click the “**Close**” button to finish and exit.

## ■ Mac® OS

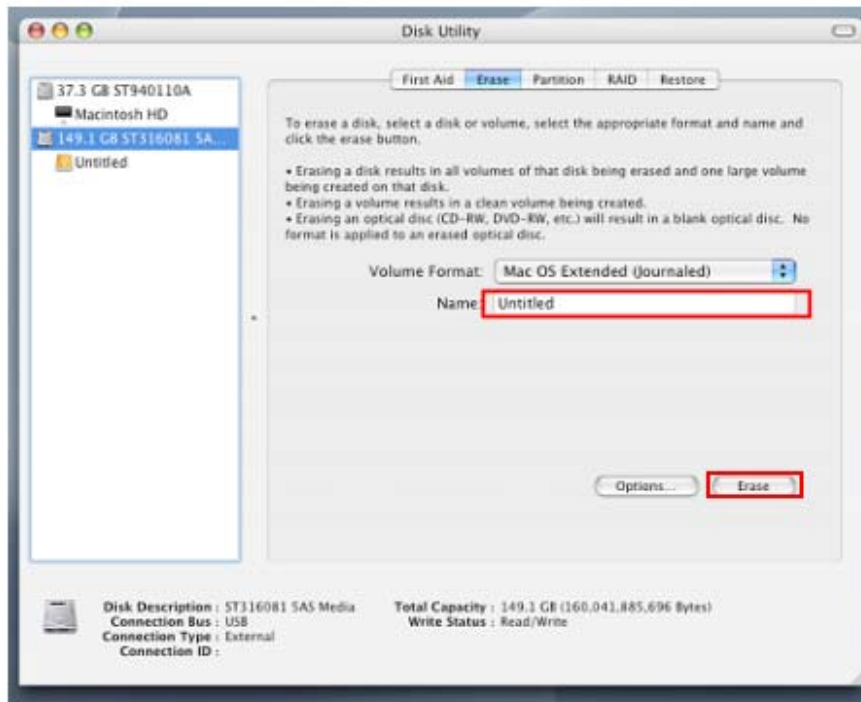
1. Plug the StoreJet 35 Ultra into an available USB port on your MAC computer.
2. **Unplug all other external storage devices from your computer.** This is to prevent accidental format of a different drive.
3. Click the “Initialize” button.



4. In the Disk Utility window, select the new drive from the list on the left.
5. Select the “Erase” tab.
6. Choose the Volume Format you want (Mac OS Extended (journaled) is recommended).



7. Input a name for your new drive (otherwise, your drive will be named “Untitled”)
8. Click the “Erase” button in the bottom right corner of the window



9. Click “Erase” again to confirm.



10. Click the “Close” button to finish and exit.

## ■ Linux®

1. Plug the StoreJet 35 Ultra into an available USB port on your Linux computer.
2. **Unplug all other USB storage devices from your computer.** This is to prevent accidental format of a different USB drive.
3. Type **fdisk /dev/sda** (replace /dev/sda with your actual USB device)
4. Press **p**
5. Press **n**
6. Press **w**
7. Type **mkfs.ext3 /dev/sda1**
8. Go to **/etc/fstab** and add: **/dev/sda1 /mnt/usbdrive auto user,noauto 0 0**
9. Type **mkdir /mnt/usbdrive**
10. Type **mount /mnt/usbdrive**

## Troubleshooting |

If a problem occurs with your StoreJet 35 Ultra, please first check the information listed below before taking your StoreJet 35 Ultra in for repair. If you are unable to remedy a problem from the following hints, please consult your dealer, service center, or local Transcend branch office. We also have FAQ and Support services on our website at [www.transcendusa.com](http://www.transcendusa.com)

### ■ **My computer cannot detect the StoreJet 35 Ultra**

Please try the following:

1. Make sure the power switch in the ON ( – ) position and the cooling fan is spinning.
2. Check if the Power Adapter is securely connected to the StoreJet 35 Ultra's "DC PWR" input, and that its power cable is securely connected to the both the Power Adapter and your home's power outlet.
3. Verify that you are using the USB or eSATA cable that came in the StoreJet 35 Ultra package.
4. Make sure your StoreJet 35 Ultra is securely connected to the USB or eSATA port. If it is, try unplugging it and plugging it back in again. You can also try using a different USB or eSATA port.
5. Turn the StoreJet 35 Ultra's power switch off, wait for 10 seconds, and then turn it back on again.
6. Ensure the USB port or eSATA port on your computer is enabled and functioning properly. If disabled, please refer to the user's manual of your computer, motherboard, or eSATA interface card.

If you still cannot detect the StoreJet, please see below for help with specific operating systems.

### ■ **The StoreJet 35 Ultra does not Power ON**

The StoreJet 35 Ultra must be powered from the mains using the power adapter and the power switch turned on. If you cannot power on the StoreJet35 Ultra and you have ensured that all the cables are connected properly and the power switch is on, try plugging the power cable into another power outlet.

### ■ **I cannot detect the StoreJet 35<sup>®</sup> on my Mac<sup>®</sup>**

If you previously used your drive in Windows<sup>®</sup> 2000, XP, or Vista<sup>™</sup>, it is most likely formatted with NTFS, which is not compatible with Mac<sup>®</sup> OS. To store and backup data on your Mac<sup>®</sup> please follow the instructions on formatting the StoreJet 35 Ultra on a Mac<sup>®</sup> to convert the drive to Mac's HFS+ format. If you plan to regularly use the drive with both Windows and Mac computers, we recommend formatting the drive to the FAT32 file system. Keep in mind that formatting the drive will **erase all existing data on the drive**.

### ■ **I cannot detect the StoreJet 35 Ultra in Linux<sup>®</sup>**

If you previously used your drive in a Windows<sup>®</sup> 2000, XP, Vista<sup>™</sup>, or Mac<sup>®</sup> computer, it is most likely formatted with NTFS, which is not compatible with Linux<sup>®</sup>. Please follow the instructions on formatting the StoreJet 35 Ultra in Linux. Remember that formatting the drive will **erase all existing data on the drive**.

### ■ **I connected the StoreJet 35 Ultra to my computer with both eSATA and USB**

If you connect both eSATA and USB at the same time, the StoreJet 35 Ultra will only be recognized on your computer as an eSATA device.

### ■ **I cannot detect the StoreJet 35 Ultra in Windows<sup>®</sup> 2000/XP/Vista<sup>™</sup> with eSATA**

Your motherboard chipset must support Advanced Host Controller Interface (AHCI) in order to use eSATA. Visit <http://www.intel.com/support/chipsets/imst/sb/cs-012304.htm> to see a list of AHCI-compatible Intel chipsets, and download the necessary chipset drivers for your operating system. If you are still having problems, please contact the manufacturer of your computer, motherboard, or eSATA add-on card.



### ■ **StoreJet Format Utility cannot detect the StoreJet 35 Ultra using eSATA**

Ensure your Windows account has Administrator Privileges. The StoreJet Format Utility only supports USB. Please connect the StoreJet 35 Ultra via USB and click “Refresh.”

### ■ **Why can't I use StoreJet 35 Ultra between different operating systems? (Windows®, Mac and Linux)**

Different operating systems typically use different file system formats to offer improved performance or more advanced storage features. If you plan to use your StoreJet 35 Ultra on different kinds of computers, we recommend that you format the drive to the FAT32 file system for maximum compatibility between operating systems.

## Specifications |

<b>Size (L x W x H):</b>	197.50mm x 127.50mm x 48.00mm
<b>Weight:</b>	340g (without hard drive)
<b>Storage Media:</b>	3.5" SATA Hard Disk Drive (not included)
<b>Power Supply:</b>	AC input: 100V-240V DC input: 12V via Switching Power Adapter
<b>Max. Transfer Speed:</b>	eSATA: 3.0Gbits per second USB 2.0: 480Mbits per second
<b>Operating Temperature:</b>	5°C (41°F) to 55°C (131°F)
<b>Certificates:</b>	CE, FCC ClassB, BSMI
<b>Warranty:</b>	2-years

## Ordering Information |

<i>Device Description</i>	<i>Capacity</i>	<i>Transcend P/N</i>
StoreJet 35 Ultra	0GB	TS0GSJ35U
StoreJet 35 Ultra	500GB	TS500GSJ35U
StoreJet 35 Ultra	1TB	TS1TSJ35U
StoreJet 35 Ultra	1.5TB	TS15TSJ35U



## Transcend Limited Warranty |

“Above and Beyond” is the standard we set ourselves for customer service at Transcend. We consistently position ourselves to be significantly above the industry norm, which is all part of our commitment to Customer Satisfaction.

Please do not break or remove the warranty sticker on your Transcend products, as this will void your product warranty.

All Transcend information, Inc. (Transcend) products are warranted and tested to be free from defects in material and workmanship and to conform to the published specifications. During the warranty period should your Transcend **StoreJet™ 35 Ultra** fail under normal use in the recommended environment due to improper workmanship or materials, Transcend will repair the product or replace it with a comparable one. This warranty is subject to the conditions and limitations set forth herein.

**Duration of Warranty:** The Transcend **StoreJet 35 Ultra** is covered by this warranty for a period of two (2) years from the date of purchase. Proof of purchase including the date of purchase is required to collect on the warranty. Transcend will inspect the product and decide whether to repair or replace it. Transcend reserves the right to provide a functional equivalent product, or a refurbished replacement product.

**Limitations:** This warranty does not apply to product failure caused by accidents, abuse, mishandling, improper installation, alteration, acts of nature, improper usage, or problems with electrical power. In addition, opening or tampering with the product casing, or any physical damage, abuse or alteration to the product's surface, including all warranty or quality stickers, product serial or electronic numbers will also void the product warranty. This warranty only applies to the product itself, and excludes all product accessories, including, but not limited to: card adapters, cables, earphones, power adapters, and remote controls, which must be exchanged within seven days of the purchase date if defective. Transcend is not responsible for recovering any data lost due to the failure of a hard drive device. Transcend's **StoreJet 35 Ultra** must be used with devices that conform to the recommended industry standards. Transcend will not be liable for damages resulting from a third party device that causes the Transcend **StoreJet 35 Ultra** to fail. Transcend shall in no event be liable for any consequential, indirect, or incidental damages, lost profits, lost business investments, lost goodwill, or interference with business relationships as a result of lost data. Transcend is also not responsible for damage or failure of any third party equipment, even if Transcend has been advised of the possibility.

**Disclaimer:** The foregoing limited warranty is exclusive. There are no other warranties, including any implied warranty of merchantability or fitness for a particular purpose. This warranty is not affected in any part by Transcend providing technical support or advice.

**Online Registration:** To expedite the warranty service, please register your Transcend Product within 30 days of purchase.

Register online at <http://www.transcendusa.com/productregister>

❖ The specifications mentioned above are subject to change without notice.



**Transcend Information, Inc.**

[www.transcendusa.com](http://www.transcendusa.com)

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