

My Book™

Pro Edition™ II
User Manual



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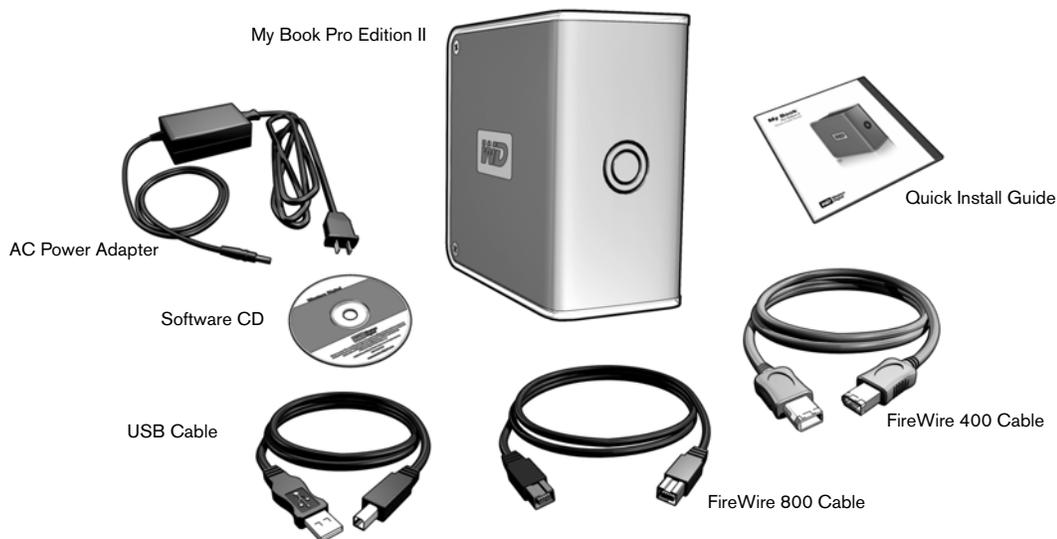
1

Getting Started

Thank you for purchasing My Book™ Pro Edition™ II, the storage solution of choice for creative professionals, workgroups, small offices, and anyone looking for extra assurance of data safety. This user manual provides step-by-step installation instructions and other important information regarding your WD product. For the latest WD product information and news, visit our website at www.westerndigital.com.

Kit Contents

- Triple interface dual-drive storage system with RAID
- FireWire® 800 cable
- FireWire 400 cable
- USB 2.0 certified cable
- AC adapter with power cord
- Software CD
- Quick Install Guide



System Requirements

Macintosh®

- An available FireWire or USB port
- Mac® OS X 10.3 or later

Windows®

- An available USB or FireWire port
- Windows 2000/XP

Note: Compatibility may vary depending on user's hardware configuration and operating system.

Important: For highest performance and reliability, it is recommended that you install the latest updates and service pack (SP). For Apple, go to the **Apple** menu and select **Software Update**. For Windows, go to the **Start** menu and select **Windows Update**.

Updating Your Operating System

Macintosh

Go to the Apple menu and select Software Update. For more information regarding updating your system, visit apple.com/macosx.

Windows

Go to the Start menu and select Windows update. For more information regarding updating your system, visit windowsupdate.microsoft.com.

Recording Your WD Product Information

In the following table, write the serial number and model number of your new WD product found on the large label on the back panel of the device. Also, write the purchase date and other notes such as your operating system and version. This information is necessary for setup and technical support.

Serial Number:
Model Number:
Purchase Date:
System and Software Notes:

Registering Your WD Product

Your WD product includes 30 days of free technical support during the applicable warranty period for your product. The 30-day period commences on the date of your first telephone contact with WD technical support. Register online at register.wdc.com.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the device.
- Do not move the device during activity.
- Do not use My Book as a portable device.
- To allow proper ventilation, do not block air slots on the underside, top, or rear of the enclosure. Do not stack any objects on top of the device that may block ventilation.

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About Your WD Drive

Format and Configuration

My Book Pro Edition II is preformatted for HFS+ (Journaled) and is pre-configured for RAID 0 (Striped) mode for maximum capacity and accelerated performance. This product also supports RAID 1 (Mirrored) mode for data protection with instantaneous and automatic data updates. For more information on this product including instructions on changing the RAID configuration or drive format, see section 4, My Book RAID Manager for Mac or section 5 for Windows.

LED Indicators

The Power/Activity and Capacity Gauge LEDs are two concentric rings on the front panel of the drive. The outer ring is the Power/Activity LED and the inner ring is the Capacity Gauge LED.

Power/Activity LED

Appearance	Description
Steady	Power-on state or power-save mode
Fast flashing (for approx. 3 seconds)	Transitioning to system standby
Slow flashing (every 5 seconds)	System standby
Rotating clockwise	Drive in use
Alternate flashing between inner and outer LED rings	RAID degraded mode
Rotating inner ring which increments as the rebuild percentage increases	RAID rebuild mode

Capacity Gauge

The Capacity Gauge (inner LED) consists of six sections which illuminate in a clockwise direction to indicate space used on the drive. Each section represents approximately 17 percent of disk space. Because this drive is preformatted and contains software and utilities, the first section is illuminated upon installation. The Capacity Gauge is enabled only through installation of its driver from the CD, which must be installed on each system to which My Book is connected.

Capacity Gauge Activity

The Capacity Gauge is updated automatically upon drive usage. In Windows, you can manually update the Capacity Gauge by right-clicking the Button Manager icon in the system tray then click outside the pop-up menu to close it.

Choosing an Interface

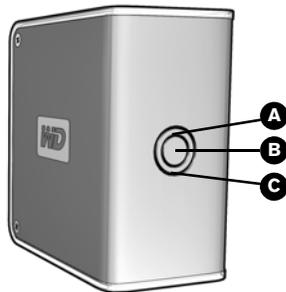
My Book Pro Edition II is equipped with three interface types: FireWire 800, FireWire 400, and USB 2.0. Choose the best interface depending on your system configuration.

FireWire 800: FireWire 800 has a maximum data transfer rate of 800 Mb/s. It is backward-compatible with FireWire 400 using an optional adapter.

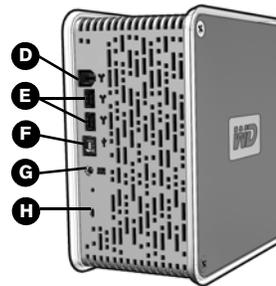
FireWire 400: FireWire 400 supports data transfer rates up to 400 Mb/s.

USB 2.0: For most PCs, the standard interface is USB. Hi-Speed USB (USB 2.0) supports data transfer rates up to 480 Mb/s. USB 2.0 is backward-compatible with USB 1.1. If you connect to a USB 1.1 device, data is transferred at USB 1.1 speed (up to 1.1 Mb/s).

- A** Capacity Gauge LED (inner ring)
- B** Power Button
- C** Power/Activity LED (outer ring)



- D** FireWire 400 Port
- E** FireWire 800 Port (x2)
- F** USB Port
- G** Power Port
- H** Kensington Security Slot

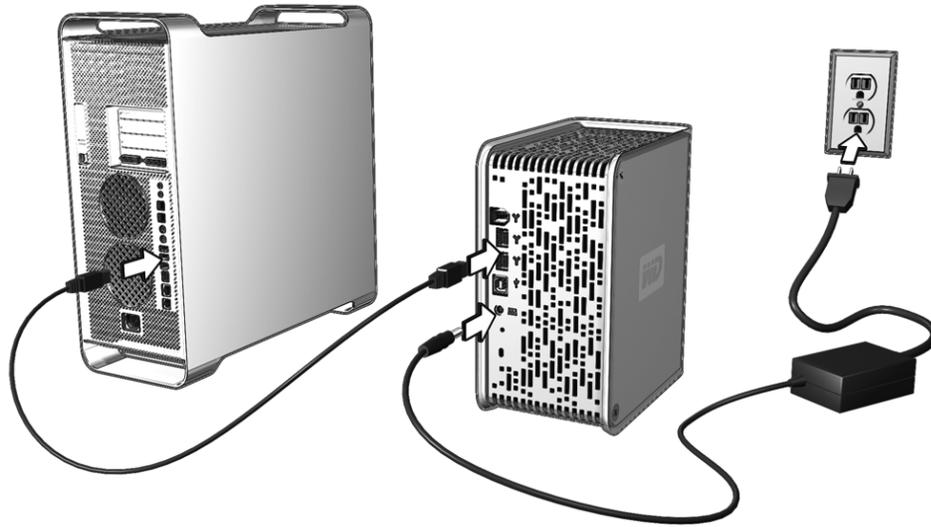


Kensington® Security Slot

For drive security, My Book Pro Edition II is equipped with a Kensington Security Slot, which supports a standard Kensington security cable (sold separately). For more information on the Kensington Security Slot and available products, visit www.kensington.com.

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Connecting the Device

**Macintosh®**

1. Turn on your computer.
2. Insert the software CD into the CD-ROM drive.
3. Double-click the CD-ROM drive icon, the My Book drive icon, then the Mac folder, which contains the software for this device.
4. Double-click **My Book RAID Manager** to install this program into the Applications folder.
5. WD Button Manager Software disk image contains the installer required to enable the capacity gauge and Safe Shutdown™. Double-click this icon to install the program into the Applications folder.
6. If you want to install the backup software now, double-click the EMC® Retrospect® Express icon in the Mac folder and follow the instructions as prompted.
7. Connect the unit's power cord and interface cable (USB, FireWire 800, or FireWire 400) as shown above, after which the unit mounts to the system.

Windows

Important: You must first install the drivers and utilities on the included CD before connecting the unit.

1. Turn on your computer.
2. Insert the software CD into the CD-ROM drive.
3. The CD autoruns and Button Manager and drivers are installed automatically. If a security alert is displayed during this installation, click **Accept** or **Continue**.

Note: If AutoPlay is disabled on your computer, you must install the utilities manually. Go to the desktop. Double-click My Computer, My Book folder, WD_Windows_Tools folder, and Setup.exe. Then run the CD which installs the drivers.

4. A menu displays a list of options including software, documentation, and a registration link. Click **My Book RAID Manager** to install this utility.
5. When finished, click any other selection of your choice; otherwise, click **Quit** to close the menu.
6. Connect the unit's power cord and interface cable (USB, FireWire 800, or FireWire 400) as shown above, after which the unit mounts to the system.

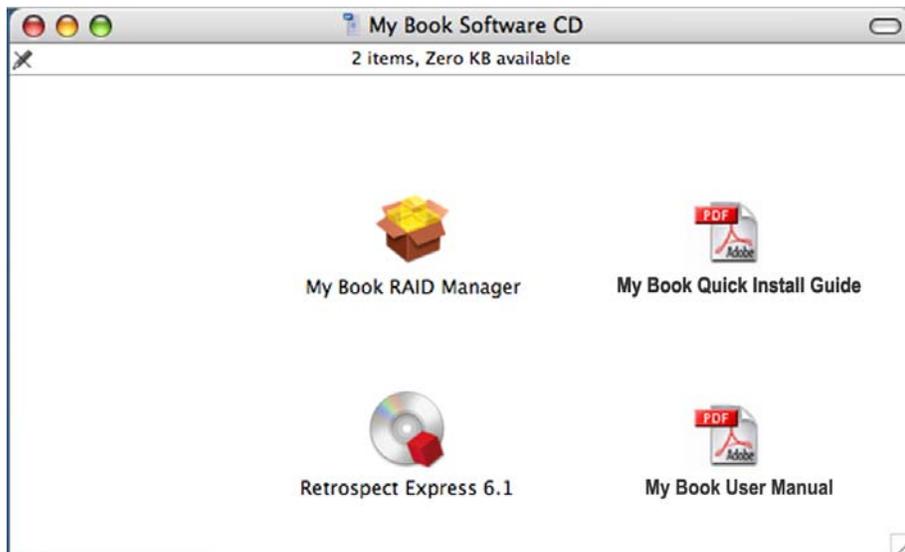
Note: If Windows prompts for additional drivers, allow it to perform its search

My Book is now ready for use. To format My Book to Windows NTFS, search our knowledge base for answer ID 287 at support.wdc.com for instructions.

4

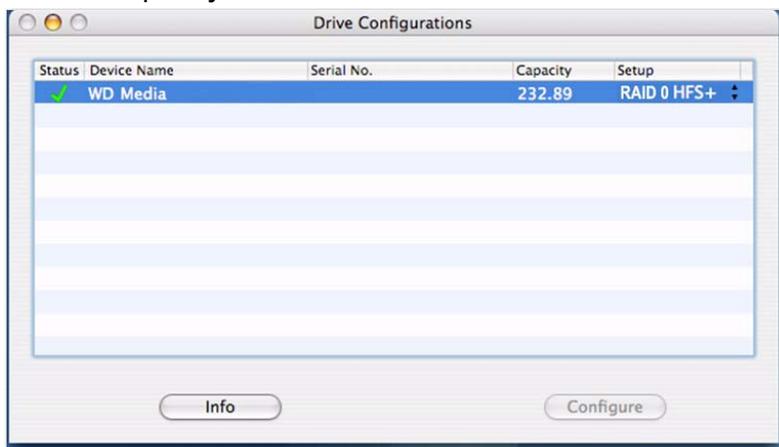
My Book RAID Manager for Mac

My Book RAID Manager is a tool designed to help you easily manage your RAID system, including changing the RAID configuration and formatting the device. To install My Book RAID Manager, double-click the CD-ROM icon, the My Book drive icon, then the Mac folder. Then double-click **My Book RAID Manager** to install this program into the applications folder.

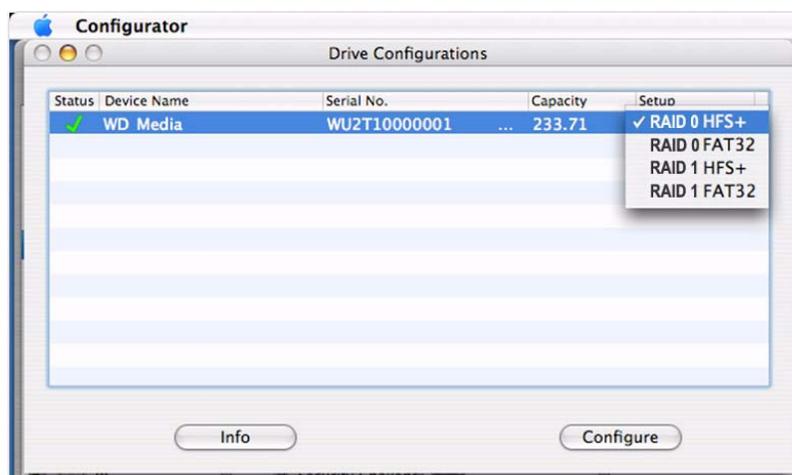


Configuring RAID

My Book Pro Edition II is preformatted for HFS+ (Journaled) and is preconfigured for RAID 0 (Striped) mode for maximum capacity and accelerated performance. This product also supports RAID 1 (Mirrored) mode for data protection which dedicates half the capacity to mirror the data in both drives A and B.



1. To configure or change the RAID setting, click on a device from the menu to display the popup menu.



2. Select the desired RAID configuration and device format and click **Configure**.

Important: Before you proceed, make sure to back up all files stored in My Book onto another storage device.

3. When prompted to confirm, click **Configure** again.

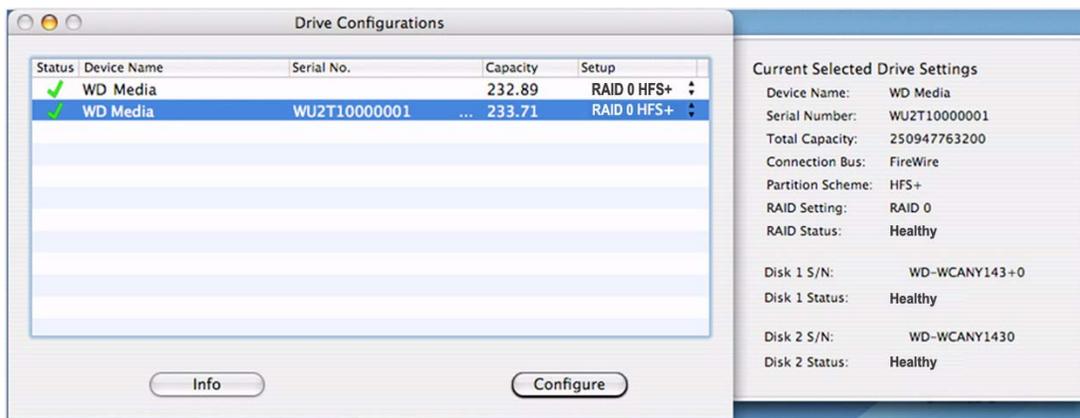
4. As standard precaution, the system prompts you for an administrator's name and password to authenticate your action. Enter this information and click **OK**.



When configuring the device, My Book RAID Manager automatically formats the disk as a single volume to the format you specified

RAID Troubleshooting

My Book RAID Manager monitors the activity of the drives in the RAID system, so at anytime, you can view the status of each drive and take the appropriate action. To view the device status as well as the status of each internal hard drive, click on a device and then click **Info**, which brings up a drawer on the right hand side of the main window.



Condition Messages

My Book RAID Manager reports the following condition messages depending on the current status of your drive.

Message	Description
Healthy	Your device is “healthy” and operating.
Degraded	Your device is still functioning but the drive in either slot A or B may have a problem. Refer to section 7 of this manual for information on how to replace a drive.
Rebuilding	Your device is in RAID 1 mode and is rebuilding the data for a newly replaced disk. The rebuilding process may take up to 12 hours depending on the capacity of your drive. Your data in the device is still accessible while it's rebuilding.
Bad	Your device may have a problem. Disconnect then re-connect the power cable and/or the interface cable. If the problem persists, visit our WD knowledge base at support.wdc.com for more information and help.
Setting Mismatched	Your device is in RAID 1 mode with both drives detected as master. You must designate a single master (disk A or B) using RAID Manager. The data on the master will be accessed and mirrored to the secondary drive during the rebuilding process.
Not Configured	The RAID setting is not configured. Use RAID Manager to configure it to either RAID 0 or RAID 1.
Unknown	The RAID configuration information is not available. The driver for My Book interface device may not be installed properly. Turn off the device, re-install My Book RAID Manager and/or drivers from the software CD and turn the device back on. Your system should detect My Book and prompt you to install the driver. Allow your system to automatically locate the driver and complete the installation.

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My Book RAID Manager for Windows

My Book RAID Manager is a tool designed to help you easily manage your RAID system, including changing the RAID configuration and formatting the device. To install My Book RAID Manager, run the software CD to display the menu below, click **Install My Book RAID Manager**, and follow the instructions as prompted.

Important: If you have existing data, make sure to back up all files stored in the My Book onto another storage device before you proceed.

Note: If AutoPlay is disabled on your computer, you must install the utilities manually. Go to the desktop. Double-click My Computer, My Book folder, WD_Windows_Tools folder, and Setup.exe. Then run the CD which installs the drivers.



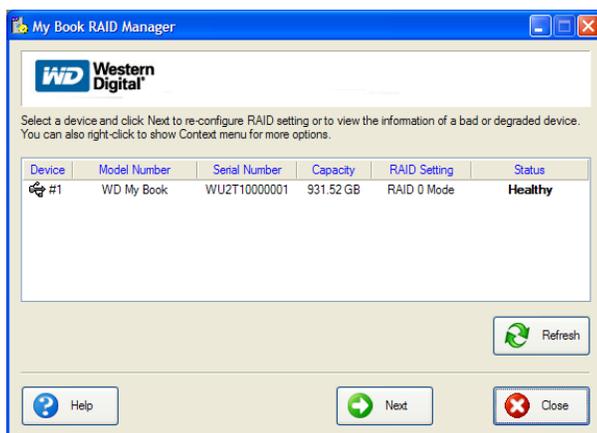
Launch My Book RAID Manager by double-clicking its icon  on the desktop or system tray.

Configuring RAID

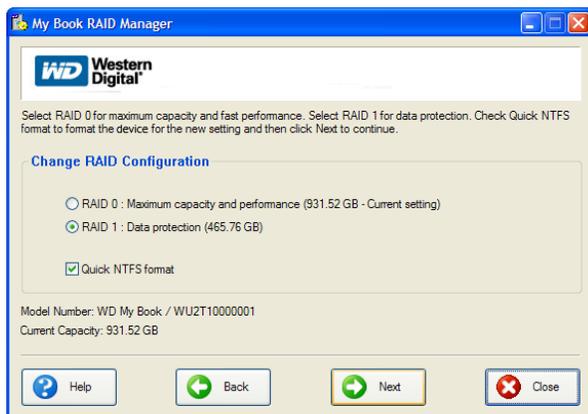
My Book Pro Edition II is preformatted for HFS+ (Journaled) and is pre-configured for RAID 0 (Striped) mode for maximum capacity and accelerated performance. This product also supports RAID 1 (Mirrored) mode for data protection with instantaneous and automatic data updates.

Important: If you have existing data, make sure to back up all files stored in the My Book onto another storage device before you proceed.

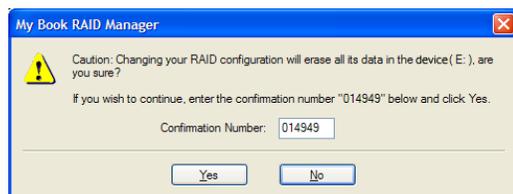
1. To configure or change the RAID setting, select the device from the menu and click **Next**.



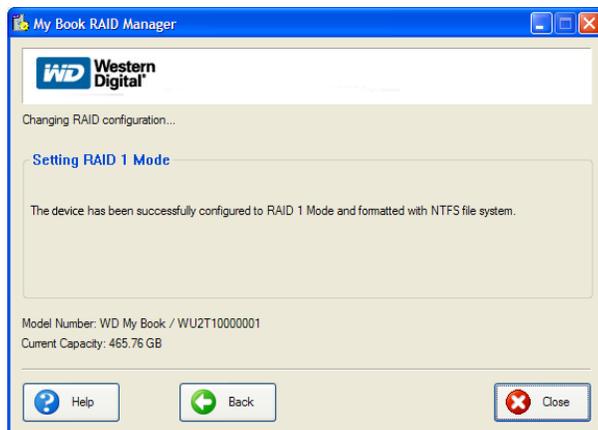
2. Select the desired RAID configuration by clicking **RAID 0** or **RAID 1** (the following example shows RAID 1). Select **Quick NTFS format** if you want the drive formatted automatically following completion of the new RAID setting.



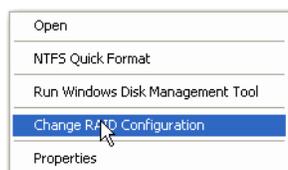
3. Enter the confirmation number provided, then click **Yes**. When prompted again, click **Yes** to confirm.



4. Click **Close** when finished.

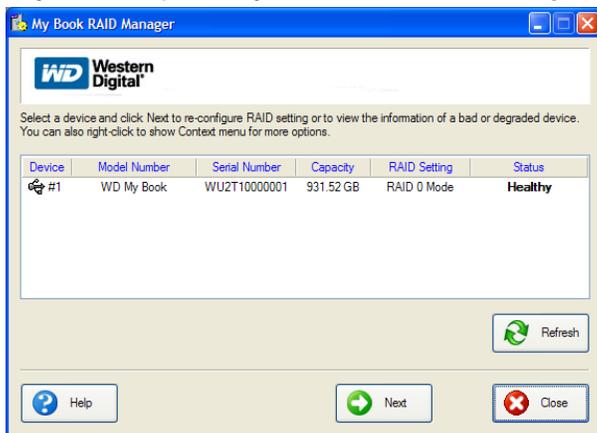


You can also use the context menu in My Book RAID Manager to run Windows Disk Management Tool, perform NTFS quick format, or change the RAID configuration. Right-click on a device in the My Book RAID Manager main screen to view options.



RAID Troubleshooting

My Book RAID Manager monitors the activity of the drives in the RAID system, so at anytime, you can view the status of each drive and take the appropriate action. To view the device status, select the device from the menu and click **Next**. If you don't see the device on the menu, click **Refresh** to search for My Book devices connected to your computer system. You can also right-click the device and choose **Properties**.



Condition Messages

My Book RAID Manager reports the following condition messages depending on the current status of your drive.

Message	Description
Healthy	Your device is “healthy” and operating.
Degraded	Your device is still functioning but the drive in either slot A or B may have a problem. Refer to section 7 of this manual for information on how to replace a drive.
Rebuilding	Your device is in RAID 1 mode and is rebuilding the data for a newly replaced disk. The rebuilding process may take up to 12 hours depending on the capacity of your drive. Your data in the device is still accessible while it's rebuilding.
Bad	Your device may have a problem. Disconnect then re-connect the power cable and/or the interface cable. If the problem persists, visit our WD knowledge base at support.wdc.com for more information and help.
Setting Mismatched	Your device is in RAID 1 mode with both drives detected as master. You must designate a single master (disk A or B) using RAID Manager. The data on the master will be accessed and mirrored to the secondary drive during the rebuilding process.
Not Configured	The RAID setting is not configured. Use RAID Manager to configure it to either RAID 0 or RAID 1.
Unknown	The RAID configuration information is not available. The driver for My Book interface device may not be installed properly. Turn off the device, re-install My Book RAID Manager and/or drivers from the software CD and turn the device back on. Your system should detect My Book and prompt you to install the driver. Allow your system to automatically locate the driver and complete the installation.

6

Using EMC Retrospect Express

EMC Retrospect Express is a simple, yet powerful, feature-rich backup and system recovery software, which provides the tools you need to back up and restore a single file or your entire system in a few simple steps. The detailed online help is accessible from any screen.

Protect documents, photos, music, e-mail, contacts, business records, games, applications, operating systems, device drivers—everything. Store backups and use government-certified AES 128/256-bit data encryption to prevent unauthorized access.

Quick and accurate, Retrospect backs up only new or changed data, without time-consuming weekly full backups or complex procedures. If you accidentally delete files or lose data because of a computer problem, simply choose a previous point in time, select the files you need, and let Retrospect do the rest. Retrospect's smart utility won't return unwanted files and folders—just the exact data you need.



Retrospect protects more than just user data. Completely restore a Macintosh or PC. Retrospect restores the operating system, applications, application settings, data, and user preferences. Retrospect saves you countless hours reconfiguring the computer and reinstalling software, including hard-to-locate internet downloads.

Whether you need to recover a file or folder, take a computer back to a previous point in time, or restore a computer that has failed completely, Retrospect has you covered.



To install Retrospect Express, run the software CD, click Install EMC Retrospect Express, and follow the instructions as prompted.

Launch Retrospect Express by double-clicking its icon on the desktop or system dock.

Note: This version of EMC Retrospect Express does not support server applications or server operating systems. For more information visit www.emc.com.

7

Turning Off/Disconnecting the Device

Auto-off

My Book turns off automatically when you shut down the computer. You also may follow these steps to turn off the device.

Important: To prevent data loss, close all active windows, files, and applications before shutting down the device, which will otherwise prevent successful safe shutdown.

Safe Shutdown™

The Power button features Safe Shutdown, which prevents the inadvertent powering down of My Book until all data is written to the device or system. To engage Safe Shutdown, press the Power button once. You may hear the device power down before the Power LED turns off. My Book is now shut down properly and may be safely disconnected.

Safe Shutdown is enabled only through installation of its driver, which must be installed on each system to which My Book is connected.

Safe Removal

Mac

Drag the My Book icon to the Trash icon for proper dismount. You may hear the device power down as the Power LED flashes. When the Power LED is steady, you may press the Power button once or disconnect My Book's power cord to turn it off safely.

Windows

Right-click on the WD Button Manager icon in your system tray and point to **My Book... > Safely Remove**. You can also right-click the Safely Remove Hardware icon  in your system tray and select **Safely Remove Hardware**. You may hear the device power down before the Power LED turns off. My Book is now shut down properly, and you may disconnect the device safely.

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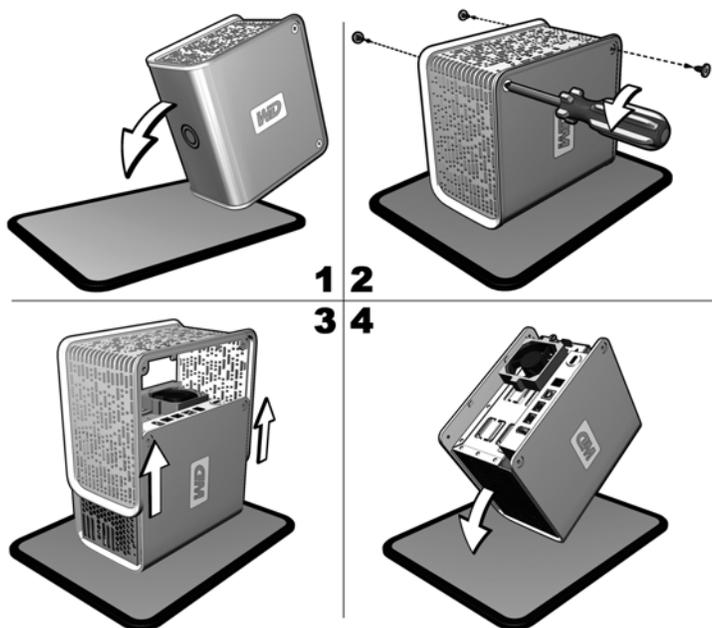
Replacing a Drive

My Book Premium Edition II is a limited user-serviceable product which allows for servicing of one or both internal hard drives in the enclosure. In the event a fault occurs and you would like to service the device yourself, visit WD Technical Support at support.wdc.com and search the knowledge base article 1464 for detailed instructions on obtaining a replacement drive. When contacting Technical Support, have the following items ready: My Book serial number, date of purchase, and the serial number of the internal hard drive(s) which require replacement. Once you have the replacement drive(s), follow the steps below to service My Book.

Important: To avoid ESD problems, ground yourself by touching the metal chassis of the computer before handling the device. Because articles of clothing generate static electricity, do not allow clothing to come in direct contact with the hard drive or circuit board components.

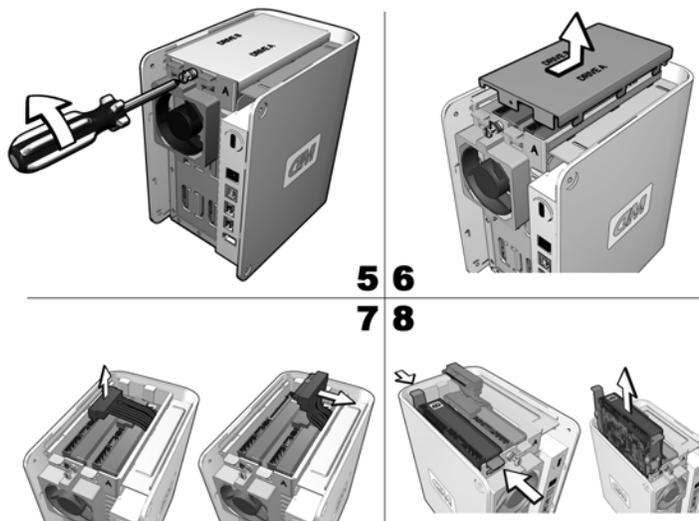
Before getting started, power off the unit and disconnect all of its cables.

1. On a clean and stable surface, gently turn the unit, power button face down.
2. Using a cross-tip (Phillips) screwdriver, remove all four screws from the unit and set aside.
3. Lift up the cover to remove it, then set it aside.
4. Gently turn the unit upside down (WD logo upside down).



5. Loosen the screw that secures the drive cage cap.
6. Slide the cage cap away from the screw, lift up to remove, and set aside.
7. Gently pull the connector of the drive interface/power cable until it is disconnected from the drive and gently push it out of the way.

- Pull the drive bracket tabs towards each other and gently slide the bracket and drive assembly up and out of the unit.

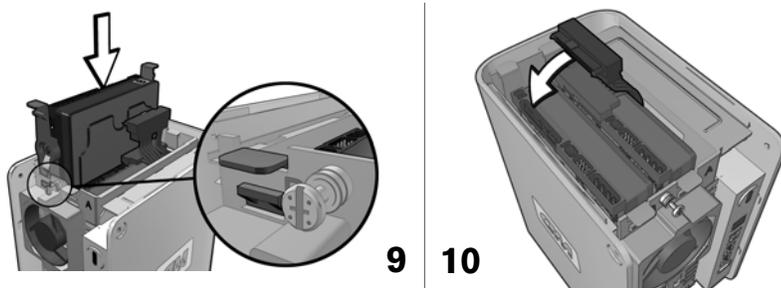


Note: Each drive is designated A or B by a color coded decal. The components (bracket assembly, cables, connectors) for each drive match the color of the decal.

- Gently slide the replacement drive assembly into the unit, decal side up, until the brackets click into place.

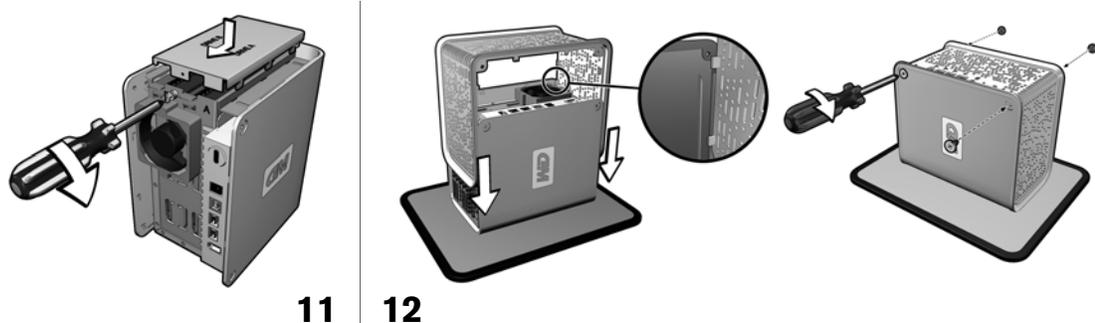
Important: Do not disassemble the drive and slider bracket assembly components. Return the entire assembly intact to WD.

- Reconnect the drive interface/power cable.



- Replace the cage cap and tighten the screw.
- Carefully replace the cover by gently sliding it into place and securing it with the four screws.

CAUTION: DO NOT overtighten the screws. The threaded inserts could be stripped if overtightened.



13. Reconnect the cables and power on the unit.
14. Return the replacement drive following the instructions provided in the WD knowledge base article 1464.

Important: Do not disassemble the drive and slider bracket assembly components. Return the entire assembly intact to WD.

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Troubleshooting

If you have problems when installing or using this product, refer to this troubleshooting section or visit our support Web site at support.wdc.com and search our knowledge base for more help. For further information on the following topics, search our support website for their answer ID as listed below.

How to	Answer ID
▪ install My Book Pro Edition II on a Windows or Macintosh computer	1466
▪ service My Book Pro Edition II to replace a hard drive	1464
▪ change the RAID setting of a WD My Book Pro II	1465
▪ specifications for the My Book Pro Edition II	1468

Frequently Asked Questions — USB Information

Q: *What is Hi-Speed USB?*

A: Hi-Speed USB is another name for USB 2.0, which provides transfer rates up to 40 times faster than USB 1.1. Upgrading to USB 2.0 is highly recommended because of the significant reduction in file transfer time versus USB 1.1.

Q: *How do I determine whether or not my system supports USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 2.0 controller is built-in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 2.0 is backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

Q: *Can USB 1.1 cables be used with USB 2.0 devices?*

A: Although USB 1.1 cables work with USB 2.0 devices, it is recommended that USB 2.0 certified cables be used with USB 2.0 peripherals and USB 2.0 PCI adapter cards.

Frequently Asked Questions — Installation

Q: *Why does the drive not power up?*

A: After connecting the power cord, be sure to press the Power button. The area surrounding the button illuminates blue, and you may hear the drive spin and power up.

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *How do I partition and reformat the drive?*

A: For recommended formats for this device, search our knowledge base for answer ID 207 at support.wdc.com.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

Note: If an additional external drive is connected to the WD product, USB bandwidth is shared and may affect performance.

10

Appendix

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of 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 a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

The following booklet, prepared by the Federal Communications Commission, may be helpful: *How to Identify and Resolve Radio/TV Interference Problems*. This booklet is Stock No. 004-000-00345-4 available from the US Government Printing Office, Washington, DC 20402.

CSA Notice

Le prent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise for digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Underwriters Laboratories Inc.

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1. Information Technology Equipment - Safety - Part 1: General Requirements (File E101559).

CE Compliance for Europe

Verified to comply with EN55022 for RF Emissions and EN50082-1 for Generic Immunity, as applicable.

Warranty Information

This product contains no user-serviceable parts. Refer servicing only to authorized WD personnel or a WD-approved service center.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at support.wdc.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be

given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *support.wdc.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will be free from defects in material and workmanship for a period of three (3) years, unless otherwise required by law, and will conform to WD's specification therefor. This limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *support.wdc.com*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

WD Service and Support

If you need additional information or help during installation or normal use of this product, visit our product support Web site at support.wdc.com and choose from these topics:

- **Warranty Services** — Obtain warranty information, warranty status, extended warranty, product replacement, RMA status, and shipping and packaging information.
- **Downloads Library** — Download installation software and drivers.
- **Technical Information** — Access product specifications, technical tips, and the online forum.
- **Knowledge Base** — Explore our expert knowledge base and Frequently Asked Questions.
- **Service Partners** — Find available WD-approved service and support in your region.
- **Contact Support** — Contact a support representative by e-mail.
- **Rebates** — Check the status of rebate submissions.
- **Localized Support** — Display service and support information in various languages.

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

support.wdc.com
www.westerndigital.com

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