

G-Technology G-RAID

G-Technology G-RAID 2 TB Dual External Hard Drive

Model: 0G00271

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your G-Technology G-RAID 2 TB Dual External Hard Drive. Please read this manual thoroughly before using the device to ensure proper functionality and to prevent damage.

The G-RAID is a high-performance dual-drive storage system designed for professional content creation applications. It features multiple high-speed interfaces including eSATA, FireWire 800, and USB 2.0, offering data transfer rates exceeding 200MB/second when connected via eSATA. The unit is pre-formatted for Mac OS X systems and can be reformatted for Windows systems.

2. SAFETY INFORMATION

- **Power Supply:** Use only the power adapter supplied with the G-RAID unit. Using an incorrect power adapter may damage the device and void your warranty.
- **Ventilation:** Ensure adequate ventilation around the G-RAID. Do not block ventilation openings. Overheating can lead to device malfunction or data loss.
- **Environment:** Avoid exposing the device to extreme temperatures, humidity, dust, or direct sunlight. Operate the device in a clean, dry environment.
- **Handling:** Handle the G-RAID with care. Avoid dropping or subjecting it to strong impacts, as this can damage the internal hard drives.
- **Disassembly:** Do not attempt to disassemble or modify the G-RAID unit. This will void the warranty and may result in electric shock or damage.
- **Data Backup:** Regularly back up your data. While the G-RAID is a reliable storage solution, no storage device is immune to failure.

3. PACKAGE CONTENTS

Verify that all items listed below are included in your G-RAID package:

- G-Technology G-RAID Dual External Hard Drive
- Universal AC Power Supply
- FireWire 800 Cable (1.0m, white)
- FireWire 400 Cable (1.0m, white, via adapter)
- eSATA Cable (1.0m, black)
- USB 2.0 Cable (1.0m, white)
- Product CD-ROM (containing drivers and PDF manual)



Image: G-RAID packaging illustrating the included cables and power supply, along with key specifications.

4. PRODUCT OVERVIEW

The G-RAID unit is designed for robust performance and connectivity. Familiarize yourself with the various components and ports.

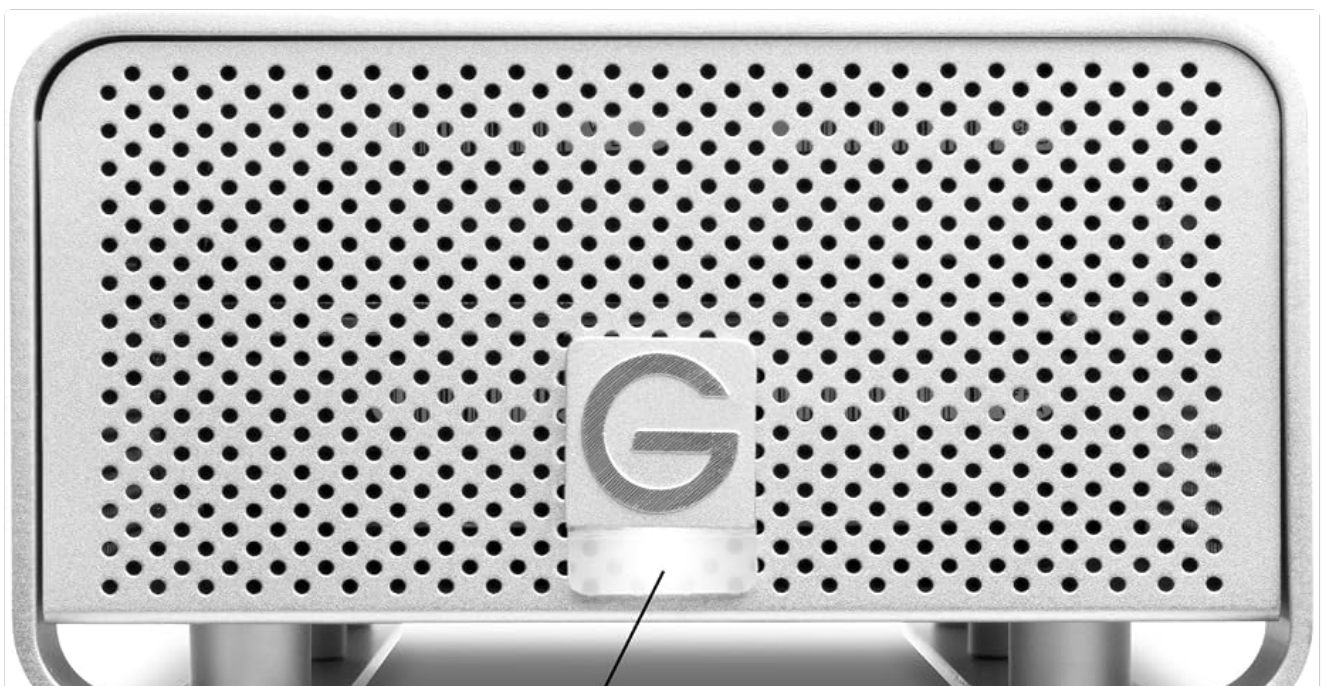
Front Panel



Image: Front view of the G-RAID unit, highlighting the G-Technology logo and the Power and Activity LED indicator.

- **Power and Activity LED:** Indicates power status and disk activity.

Rear Panel



Power and Activity LED

Thermo-Regulated "Smart" Fan

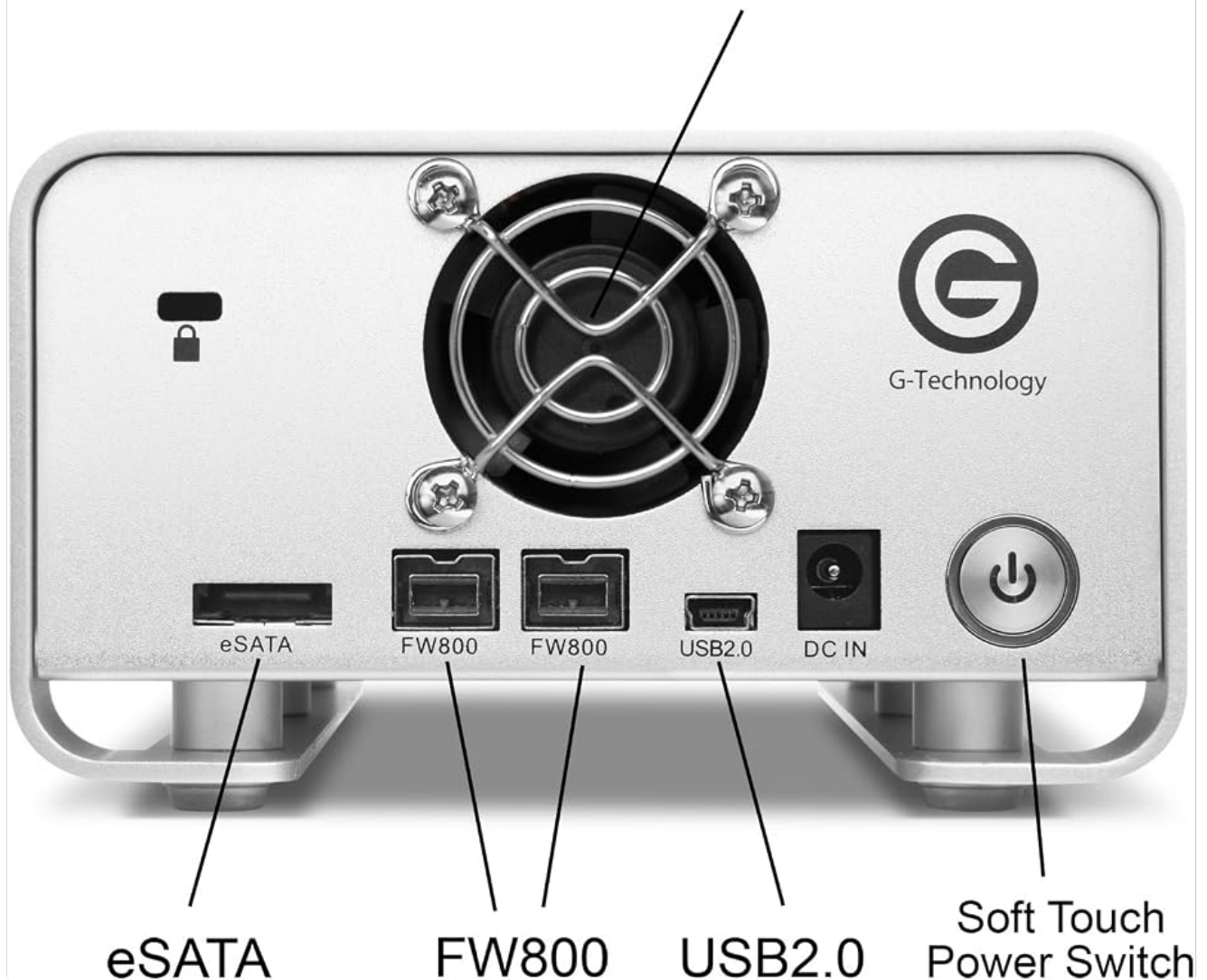


Image: Rear panel of the G-RAID, showing all connectivity ports and the thermo-regulated fan.

- **eSATA Port:** For high-speed eSATA connectivity.
- **FireWire 800 Ports (2):** For FireWire 800 connectivity, supporting daisy-chaining.
- **USB 2.0 Port:** For USB 2.0 connectivity.
- **DC IN:** Power input for the AC adapter.
- **Soft Touch Power Switch:** To power the unit on or off.
- **Thermo-Regulated "Smart" Fan:** Automatically adjusts speed to maintain optimal operating temperature.

5. SETUP INSTRUCTIONS

Follow these steps to set up your G-RAID external hard drive:

1. **Unpack the Unit:** Carefully remove the G-RAID and all accessories from the packaging.

2. **Position the G-RAID:** Place the G-RAID on a stable, flat surface with adequate ventilation. Ensure the fan at the rear is not obstructed.
3. **Connect Data Cable:** Choose one of the following data cables and connect it to your computer and the G-RAID:
 - **eSATA:** For highest performance. Connect the eSATA cable to the eSATA port on the G-RAID and your computer's eSATA port.
 - **FireWire 800:** Connect the FireWire 800 cable to one of the FW800 ports on the G-RAID and your computer's FW800 port. You can daisy-chain other FireWire devices using the second FW800 port.
 - **USB 2.0:** Connect the USB 2.0 cable to the USB 2.0 port on the G-RAID and your computer's USB port.
4. **Connect Power:** Connect the universal AC power supply to the DC IN port on the G-RAID, then plug the power adapter into a wall outlet.
5. **Power On:** Press the Soft Touch Power Switch on the rear of the G-RAID. The front LED will illuminate, indicating the unit is powered on.
6. **System Recognition:**
 - **Mac OS X:** The G-RAID is pre-formatted for Mac OS X and should appear on your desktop or in Finder automatically.
 - **Windows:** For Windows systems, you will need to reformat the drive. Refer to your operating system's documentation for instructions on disk management and formatting.



Image: The G-RAID unit integrated into a professional workstation setup, demonstrating typical connectivity.

6. OPERATING INSTRUCTIONS

Using the G-RAID

- **Data Transfer:** Once recognized by your computer, the G-RAID functions like any other external hard drive.

You can drag and drop files, use it as a target for backup software, or for direct storage in content creation applications.

- **Performance:** For optimal performance, especially with demanding applications like video editing, use the fastest available interface (eSATA or FireWire 800). The G-RAID supports multi-stream HDV, DVCPro HD, XDCAM HD, ProRes 422, and uncompressed SD workflows.
- **RAID 0 Configuration:** The G-RAID is configured as RAID 0 (striping) out of the box. This configuration maximizes speed and capacity by combining two drives into a single logical unit. **Note:** RAID 0 does not provide data redundancy. If one drive fails, all data on the array may be lost. Regular backups are highly recommended.

Power Management

- **Power On/Off:** Use the Soft Touch Power Switch on the rear panel to turn the unit on or off.
- **Safe Ejection:** Always safely eject or unmount the G-RAID from your operating system before powering it off or disconnecting any cables to prevent data corruption.
- **Automatic Standby:** The G-RAID features an automatic standby mode to conserve power when inactive for a period. It will spin up automatically when accessed.

7. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the G-RAID. Do not use liquid cleaners or aerosols directly on the unit.
- **Ventilation:** Periodically check that the ventilation openings and fan are free from dust and debris to ensure proper airflow and cooling.
- **Firmware Updates:** Check the G-Technology website periodically for any available firmware updates for your G-RAID model. Follow the provided instructions carefully for any updates.
- **Data Integrity:** Regularly run disk utility tools provided by your operating system to check the health and integrity of the G-RAID.

8. TROUBLESHOOTING

If you encounter issues with your G-RAID, refer to the following common problems and solutions:

Device Not Recognized

- **Check Cables:** Ensure all data and power cables are securely connected to both the G-RAID and your computer.
- **Power On:** Verify that the G-RAID is powered on (front LED illuminated).
- **Try Different Port/Cable:** Test with a different USB, FireWire, or eSATA port on your computer, or try a different cable if available.
- **Reboot Computer:** Sometimes a simple computer restart can resolve recognition issues.
- **Windows Formatting:** If using Windows, ensure the drive has been properly formatted and assigned a drive letter in Disk Management.
- **Drivers:** For older operating systems or specific configurations, ensure necessary drivers are installed from the included CD-ROM or G-Technology website.

Slow Performance

- **Interface Type:** Ensure you are using the fastest available interface (eSATA or FireWire 800) for demanding tasks. USB 2.0 is significantly slower.
- **Cable Quality:** Use high-quality, shielded cables.
- **System Resources:** Close unnecessary applications on your computer that might be consuming CPU or memory resources.
- **Disk Fragmentation:** For Windows systems, consider defragmenting the drive if performance degrades over time (not typically necessary for Mac OS X).

Unusual Noises

- **Fan Noise:** The thermo-regulated fan may increase speed and noise during heavy use to cool the drives. This is normal.
- **Clicking/Grinding:** Persistent clicking, grinding, or scraping noises are abnormal and may indicate a failing hard drive. Immediately back up any critical data and contact G-Technology support.

9. SPECIFICATIONS

Feature	Detail
Model Name	G-RAID
Model Number	0G00271
Digital Storage Capacity	2 TB
Hard Disk Interface	Firewire
Connectivity Technology	eSATA, FireWire 800, USB 2.0
Brand	G-Technology
Hard Disk Description	Desktop
Compatible Devices	Desktop
Installation Type	External Hard Drive
Color	SILVER
Read Speed	Up to 200 MB/s (via eSATA)
Cache Memory Installed Size	32 MB
Form Factor	3.5-inch
Item Weight	1750 Grams
Manufacturer	HGST, a Western Digital company

10. WARRANTY AND SUPPORT

Warranty Information

The G-Technology G-RAID is backed by a standard **3-year factory warranty**. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims. The warranty does not cover damage caused by misuse, accident, modification, or unauthorized repair.

For detailed warranty terms and conditions, please refer to the documentation included with your product or visit the official G-Technology website.

Technical Support

G-Technology provides unlimited free technical support. Our representatives are experienced with the latest content creation applications and can assist with setup, troubleshooting, and general inquiries.

Contact Information:

- **Website:** Visit the official G-Technology support website for FAQs, knowledge base articles, and support contact options.
- **Phone:** Refer to the G-Technology website for regional phone support numbers.

When contacting support, please have your G-RAID model number (0G00271) and serial number ready.