

LaCie STHA20000800

LaCie d2 Professional 20TB External Hard Drive User Manual

Model: STHA20000800

1. INTRODUCTION

The LaCie d2 Professional is an external desktop hard drive designed for users requiring high storage capacity and reliable performance. It features a USB-C (USB 3.1 Gen 2) interface for fast data transfers and an aluminum enclosure for reduced noise and vibration. This drive is compatible with both Mac and PC desktop systems.

This manual provides essential information for the proper setup, operation, and maintenance of your LaCie d2 Professional drive.

2. WHAT'S IN THE BOX

Verify that all items are present in the package:

- LaCie d2 Professional 20TB USB 3.1 TYPE C External Hard Drive
- Power supply with interchangeable international adapters
- USB-C cable (USB 3.1 Gen 2)
- USB-C to USB-A cable (USB 3.0/2.0 compatible)
- Quick Start Guide

3. SETUP

3.1 Physical Connection

1. **Connect the Power Supply:** Attach the appropriate international adapter to the power supply. Connect the power supply cable to the power input port on the back of the LaCie d2 Professional drive. Plug the power supply into a live electrical outlet.



Image: Rear view of the LaCie d2 Professional drive, highlighting the power and data ports.

- 2. Connect to Computer:** Use the provided USB-C cable to connect the drive's USB-C port to a compatible USB-C port on your computer. If your computer only has USB-A ports, use the provided

USB-C to USB-A cable.

3. **Power On:** The drive will power on automatically when connected to power and a computer. The blue LED on the front of the drive will illuminate.



Image: Front view of the LaCie d2 Professional drive, showing the illuminated blue LED.

3.2 Initial Drive Formatting

The LaCie d2 Professional drive is typically pre-formatted for universal compatibility (ExFAT). However, for optimal performance and specific operating system features, you may choose to reformat the drive.

- **For macOS:** Use Disk Utility to format the drive to APFS (for macOS 10.13 or later) or HFS+ (Mac OS Extended Journaled).
- **For Windows:** Use Disk Management to format the drive to NTFS.
- **For Cross-Platform Use:** ExFAT remains a viable option for sharing files between macOS and

Windows systems, though it may offer slightly lower performance compared to native file systems.

Warning: Formatting a drive erases all data on it. Ensure you back up any important data before proceeding with formatting.

4. OPERATION

4.1 Data Transfer

Once connected and recognized by your computer, the LaCie d2 Professional drive will appear as an external storage device. You can drag and drop files to and from the drive, or use your operating system's copy/paste functions. The USB 3.1 Gen 2 interface supports data transfer speeds up to 290MB/s, enabling efficient handling of large files and projects.



Image: The LaCie d2 Professional drive integrated into a desktop setup.

4.2 Quiet Operation

The aluminum enclosure of the d2 Professional is designed to dissipate heat efficiently and reduce operational noise and vibration, contributing to a quieter working environment.

4.3 LED Indicator

The blue LED on the front of the drive indicates its power and activity status. A solid blue light typically means the drive is powered on and idle. A blinking blue light indicates data transfer activity.

5. MAINTENANCE

5.1 Safe Ejection

Always safely eject the LaCie d2 Professional drive from your computer before disconnecting it or powering it off. This prevents data corruption and ensures the longevity of the drive.

- **macOS:** Drag the drive icon to the Trash, or right-click (Control-click) the drive icon and select "Eject."
- **Windows:** Click the "Safely Remove Hardware and Eject Media" icon in the system tray and select

the LaCie drive.

5.2 Physical Care

Keep the drive in a clean, dust-free environment. Avoid exposing it to extreme temperatures, direct sunlight, or moisture. Clean the exterior with a soft, dry cloth. Do not use liquid cleaners or solvents.

6. TROUBLESHOOTING

6.1 Drive Not Recognized

- Ensure the power cable is securely connected to the drive and a working power outlet.
- Verify the USB cable is firmly connected to both the drive and your computer. Try a different USB port or cable if available.
- Restart your computer.
- Check your operating system's disk management utility (Disk Utility on Mac, Disk Management on Windows) to see if the drive is detected but uninitialized or unformatted.

6.2 Slow Data Transfer Speeds

- Ensure you are using a USB 3.1 Gen 2 compatible port and cable for optimal performance. Connecting to a USB 2.0 port will result in significantly slower speeds.
- Avoid transferring many small files simultaneously; large single files transfer more efficiently.
- Close other applications that might be heavily using system resources or disk I/O.

6.3 Blue LED Behavior

The blue LED on the front of the drive indicates power and activity. If the light is off, check power connections. If it's blinking, data transfer is in progress. Some users may find the brightness of the blue LED noticeable; this is a design characteristic and does not indicate a malfunction.

7. SPECIFICATIONS

| Feature | Detail |
|--------------------------|---|
| Model Number | STHA20000800 |
| Digital Storage Capacity | 20 TB |
| Hard Disk Interface | eSATA (Internal drive interface), USB-C (External connectivity) |
| Connectivity Technology | USB-C |
| Brand | Seagate (LaCie) |
| Hard Disk Form Factor | 3.5 Inches |
| Hard Disk Description | Mechanical Hard Disk (BarraCuda Pro enterprise-class drive) |
| Compatible Devices | Desktop (Mac and PC) |
| Installation Type | External Hard Drive |
| Color | Black |

| Feature | Detail |
|-----------------------------|---|
| Hard Disk Rotational Speed | 7200 RPM |
| Data Transfer Rate | Up to 290 MB/s (Media Speed), 5000 Megabytes Per Second (Hardware Connectivity) |
| Item Weight | 1.4 Kilograms |
| Item Dimensions (L x W x H) | 4.9"L x 7.1"W x 9.4"Th |

8. WARRANTY AND SUPPORT

8.1 Limited Warranty

The LaCie d2 Professional 20TB External Hard Drive comes with a five-year limited warranty. This warranty covers defects in materials and workmanship under normal use.

8.2 Rescue Data Recovery Services

Included with your purchase are five years of Rescue Data Recovery Services. In the event of unexpected data loss due to accidental damage or mechanical failure, these services provide professional data recovery assistance. For more information or to initiate a recovery request, please refer to the official LaCie support website.

8.3 Technical Support

For technical assistance, driver downloads, or further product information, please visit the official LaCie support website. You will typically need your product model number (STHA20000800) and serial number when contacting support.