



LACIE Mobile SSD Secure with USB-C User Manual

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Box content

- LaCie Mobile SSD Secure
- USB-C cable
- Quick start guide

Minimum system requirements

Ports

Use the included cable to connect your LaCie device to a computer with a USB-C port.

Operating system

Go to [Operating System Requirements for Seagate Hardware & Software](#).

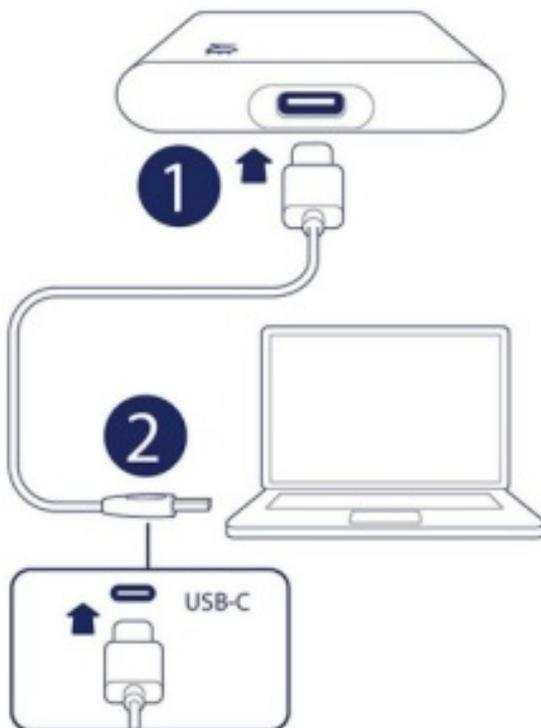
Minimum free disk space

600MB recommended.

Getting Started

Connect the USB cable

Use the USB-C cable to connect LaCie Mobile SSD Secure to a computer's USB-C port.



You can connect your LaCie device to a USB-A port on your computer. A USB C to USB-A cable is not included with this device.

Set up Mobile SSD Secure

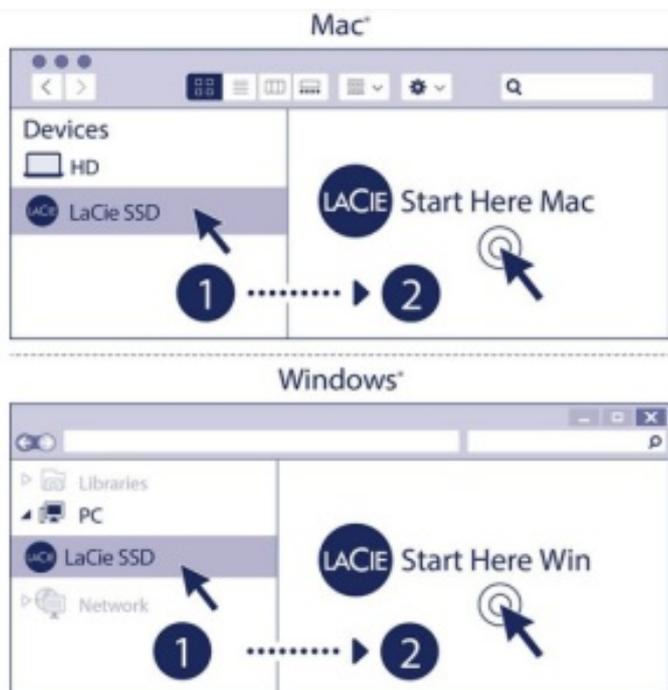
The setup process lets you:

- Register Mobile SSD Secure: Get the most from your drive with easy access to information and support
- Install Toolkit: Set up security, backup plans, and more.



Your computer must be connected to the internet to register your device and install Toolkit.

Start here



Using a file manager such as Finder or File Explorer, open Mobile SSD Secure and launch Start Here Win or Start Here Mac.

Register your device

Register

Jane

Doe

jdoe@example.com

I have read and agree to...

Terms and Conditions

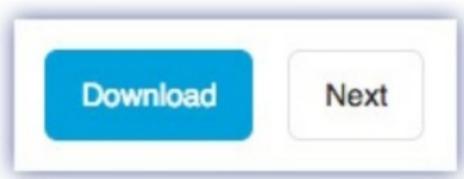
Privacy Statement

Optional Offers

Register

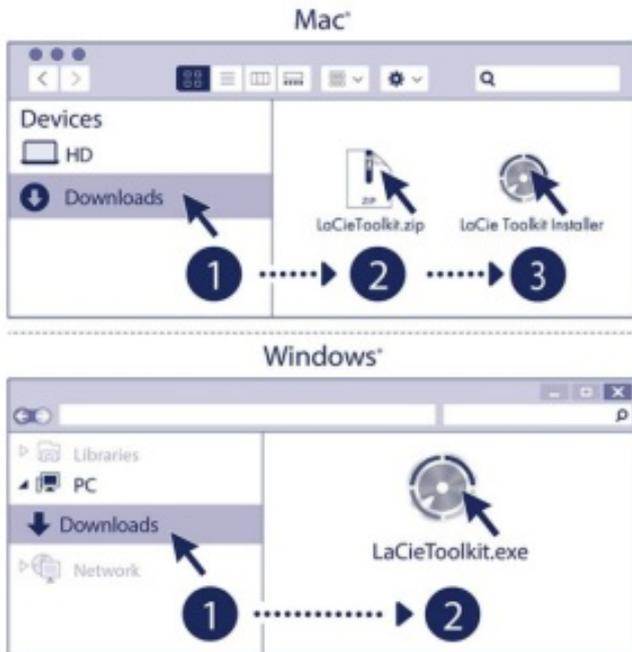
Enter your information and click Register.

Download Toolkit



Click the Download button.

Install Toolkit



Using a file manager such as Finder or File Explorer, go to the folder where you receive downloads.

 Click on the LaCieToolkit.exe file to launch the application.

 Open the LaCieToolkit.zip file. Click on the LaCie Toolkit Installer to launch the application.

Your computer must be connected to the internet to install and update Toolkit.

Use Toolkit to Set Up Security and More

Toolkit provides useful tools that let you easily manage security, set up backup plans and mirror folders, and more.

Enable security

Toolkit is required to enable security for LaCie Mobile SSD Secure. Be sure to install Toolkit in order to password-protect your device using Seagate Secure 256-bit encryption.

- [Click here for details on enabling security.](#)

Start a backup plan (Windows only)

Create a plan customized for the content, storage device, and schedule of your choosing.

- [Click here for details on setting up a backup plan.](#)

Set up a mirror folder

Create a Mirror folder on your PC or Mac that is synced to your storage device. Whenever you add, edit, or delete files in one folder, Toolkit automatically updates the other folder with your changes.

- [Click here for details on creating a mirror folder.](#)

Frequently Asked Questions

For help setting up and using LaCie Mobile SSD Secure, review the frequently asked questions below. For additional support resources, go to [LaCie customer support](#).

All users

Problem: My file transfers are too slow

Q: Are both ends of the USB cable firmly attached?

A: Review troubleshooting tips for cable connections below:

- Check both ends of the USB cable and make sure that they are fully seated in their respective ports.
- Try disconnecting the cable, waiting 10 seconds, and then reconnecting it.
- Try a different USB cable.

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect other USB devices and see if the device's performance improves.

Problem: I must use a USB hub for my USB devices

Q: Can I use my device with a USB hub?

A: Yes, the device can be connected to a USB hub. If you use a hub and encounter detection problems, slower than normal transfer rates, random disconnection from your computer or other unusual issues, try connecting the device directly to the computer's USB port.

Some USB hubs are less than efficient with power management, which can be problematic for connected devices. In such a case, consider trying a powered USB hub that includes a power cable.

Problem: The provided USB cables are too short

Q: Can I use my device with a longer cable?

A: Yes, provided it is certified according to USB standards. However, LaCie recommends using the cable shipped with your device for the best results. If you use a longer cable and experience problems with detection, transfer

rates or disconnection, use the original cable included with your device.

Problem: I'm receiving file transfer error messages

Q: Did you get an "Error -50" message while copying to a FAT32 volume?

A: When copying files or folders from a computer to a FAT32 volume, certain characters in the names cannot be copied. These characters include, but are not limited to: ? < > / \

Check your files and folders to ensure that these characters are not in the names.

If this is a recurring problem or you cannot find files with incompatible characters, consider reformatting the drive to NTFS (Windows users) or HFS+ (Mac users). See [Optional Formatting and Partitioning](#).

Q: Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?

A: Ignore this message since the drive remounts on the desktop despite the pop-up. LaCie drives conserve power by spinning down when you set your computer to sleep mode. When the computer awakes from sleep mode, the drive may not have enough time to spin up, causing the pop-up to appear.

Mac

Problem: The device icon does not appear on my desktop

Q: Is your Finder configured to hide hard drives on the desktop?

A: Go to Finder and then check Preferences | General tab | Show these items on the desktop. Confirm that Hard Disks is selected.

Q: Is your device mounting in the operating system?

A: Open Disk Utility at Go | Utilities | Disk Utility. If the device is listed in the left-hand column, check your Finder preferences to see why it is not displayed on the desktop (review the question above).

Q: Does your computer's configuration meet the minimum system requirements for use with this device?

A: Refer to the product packaging for the list of supported operating systems.

Q: Did you follow the correct installation steps for your operating system?

A: Review the installation steps in Getting Started.

Windows

Problem: The device icon doesn't appear in Computer

Q: Is the device listed in Device Manager?

A: All drives appear in at least one place in Device Manager.

Type Device Manager in Search to launch it. Look in the Disk Drives section and, if necessary, click the Plus (+) icon to view the full list of devices. If you're uncertain that your drive is listed, safely unplug it and then reconnect it. The entry that changes is your LaCie device.

Q: Is your device listed next to an unusual icon?

A: Windows Device Manager usually provides information about failures with peripherals. While the Device Manager can assist with troubleshooting most problems, it may not display the exact cause or provide a precise solution.

An unusual icon next to the device can reveal a problem. For example, instead of the normal icon based on the type of device, it has an exclamation point, question mark or an X. Right click this icon and then choose Properties. The General tab provides a potential reason why the device is not working as expected.

Regulatory Compliance

- Product Name: LaCie Mobile SSD Secure
- Regulatory Model Number: LRD0TUA

China RoHS 2



China RoHS 2 refers to the Ministry of Industry and Information Technology Order No. 32, effective July 1, 2016, titled Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products. To comply with China RoHS 2, we determined this product's Environmental Protection Use Period (EPUP) to be 20 years in accordance with the Marking for the Restricted Use of Hazardous Substances in Electronic and Electrical Products, SJT 11364-2014.

| Part Name | Hazardous Substances | | | | | |
|-------------------------------|----------------------|----|----|------|-----|------|
| | Pb | Hg | Cd | Cr+6 | PBB | PBDE |
| SSD | X | o | o | o | o | o |
| Bridge PCB A | X | o | o | o | o | o |
| Power Supply(if provided) | X | o | o | o | o | o |
| Interface cable (if provided) | o | o | o | o | o | o |

This table is prepared in accordance with the provisions of SJ/T 11364-2014

o :Indicates that the hazardous substance contained in all of the homogenous materials for this part is below the limit requirement of GB/T26572

X : Indicates that the hazardous substance contained in all At least one of the homogenous materials for this part is below the limit requirement of GB/T26572

Taiwan RoHS

Taiwan RoHS refers to the Taiwan Bureau of Standards, Metrology and Inspection's (BSMI's) requirements in standard CNS 15663, Guidance to reduction of the restricted chemical substances in electrical and electronic equipment. Beginning on January 1, 2018, Seagate products must comply with the "Marking of presence" requirements in Section 5 of CNS 15663. This product is Taiwan RoHS compliant. The following table meets the Section 5 "Marking of presence" requirements.

| | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----|------|-----|------|
| Unit | Product Name: LaCie Mobile SSD Secure, Model: LRD0TUA | | | | |
| | Restricted substances and its chemical symbol | | | | |
| | Pb | Hg | Cd+6 | PBB | PBDE |
| SSD | – | 0 | 0 | 0 | 0 |
| Bridge PCB A | – | 0 | 0 | 0 | 0 |
| Power Supply (if provided) | – | 0 | | 0 | 0 |
| Interface cable (if provided) | 0 | 0 | 0 | 0 | 0 |
| <p>Note 1: Indicates that the percentage content of the restricted substances does not exceed the percentage of reference value of presence.</p> <p>Note 2: Indicates that the restricted substances corresponds to the exemption.</p> | | | | | |

Documents / Resources

| | |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>LACIE Mobile SSD Secure with USB-C [pdf] User Manual Mobile SSD Secure with USB-C</p> |
|  | <p>LaCie Mobile SSD Secure with USB [pdf] User Manual Mobile SSD Secure with USB, SSD Secure with USB, Secure with USB</p> |
|  | <p>LACIE Mobile SSD Secure with USB-C [pdf] User Manual Mobile SSD Secure with USB-C, Mobile SSD Secure, SSD Secure, Mobile SSD, USB-C SSD, USB-C Mobile SSD, Mobile USB-C SSD, Mobile Type C SSD, Type C SSD</p> |

References

- [LaCie Mobile SSD Secure User Manual](#)
- [LaCie Mobile SSD Secure User Manual - Getting Started](#)
- [LaCie Portable SSD User Manual - Optional Formatting and Partitioning](#)
- [LaCie Mobile SSD Secure User Manual](#)
- [LaCie Mobile SSD Secure User Manual - Getting Started](#)
- [LaCie Portable SSD User Manual - Optional Formatting and Partitioning](#)
- [Toolkit User Manual - Backup Activity \(Windows Only\)](#)
- [Toolkit User Manual - Mirror Activity](#)
- [Toolkit User Manual - Seagate Secure](#)
- [Operating System Requirements for LaCie Hardware & Software | LaCie Support US](#)
- [File System Format Comparisons | Support Seagate US](#)
- [How to format your drive | Support Seagate US](#)