



# LaCie Rugged SSD4 User Manual

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# Welcome

For common questions and answers about your hard drive, see [Frequently Asked Questions](#) or visit [customer support](#).

## Box content

- LaCie Rugged SSD4
- USB-C to USB-C cable
- Quick install 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

600 MB recommended.

# Getting Started

## LaCie Rugged SSD4 performance

You can connect your device to any USB-C port on your computer, but transfer rates vary:

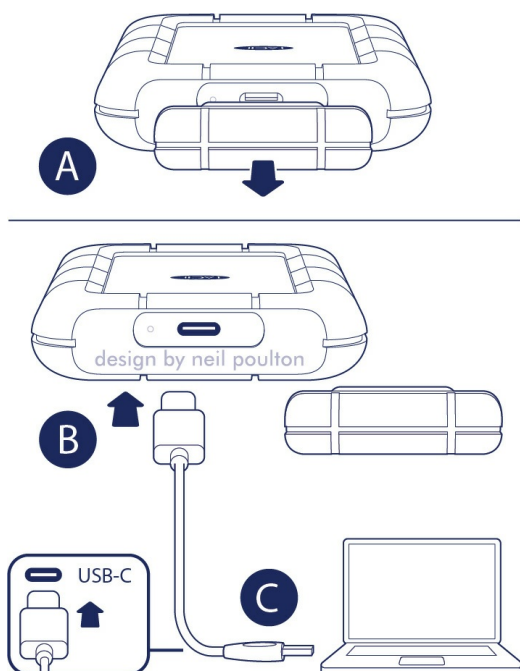
Port	Transfer rates
USB 3.1 Gen 1	up to 5 Gb/s
USB 3.1 Gen 2	up to 10 Gb/s
USB 3.2 Gen 2x2	up to 20 Gb/s
USB 4 Gen 2x2	up to 20 Gb/s
USB 4 Gen 3x2	up to 40 Gb/s



For more details on drive performance, see this [knowledge base article](#).

## Connect Rugged SSD4

- Remove the protective cap.
- Plug the USB-C connector into the USB-C port on Rugged SSD4.
- Plug the USB-C connector into a USB-C port on your computer.



# Set up Rugged SSD4

The setup process lets you:

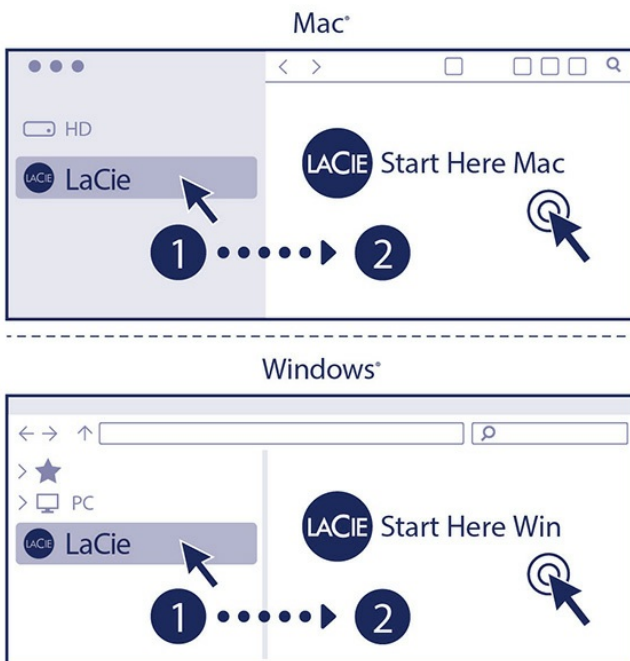
Register Rugged SSD4	Get the most from your drive with easy access to information and support.
Install Toolkit	Manage mirror folders, backup plans (Windows only) and more.



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 Rugged SSD 4 and launch **Start Here Mac** or **Start Here Win**.



If your drive no longer has a Start Here icon, you can [register your device on seagate.com](https://www.seagate.com). Toolkit can be downloaded from the [Toolkit support page](#).

## Register your device

On the Register tab, enter your information and select **Register**.

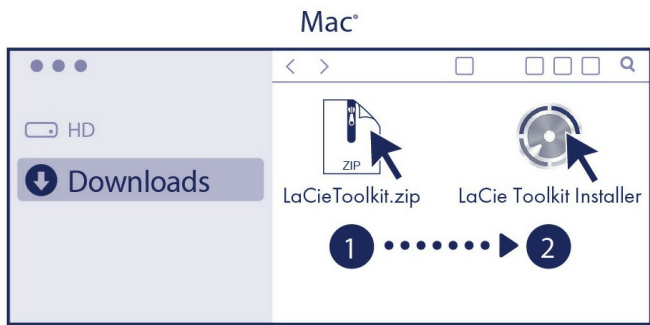
## Download Toolkit

On the Toolkit tab, select the **Download** button.

## Install Toolkit

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

- **Mac** – Open the LaCieToolkit.zip file and click on the LaCie Toolkit Installer to launch the application.
- **Windows** – Click on the LaCieToolkit.exe file to launch the application.



# Activity LED

## Activity LED behaviour

The activity LED indicates the status of Rugged SSD 4.

LED	County
Solid white	Device is idle.
Blinking white	Device is being accessed.
Fast blinking white	Error condition related to the drive, electronics or operating temperature.
Off	Device inactive because it's turned off or in power-saving mode.

# Use Toolkit to Set Up Backups and More

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

## Start a backup plan (Windows only)

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

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

## Create mirror folders

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 mirror folder with your changes.

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

# Works with iPad USB-C

Your LaCie storage devices can be used with higher-end iPads. This is a great option for moving files between computers, cloud services and external storage. The iPad is also a perfect mobile editing station for importing media to more advanced imaging and video apps.

See [External Storage and iPadOS](#) for details on the following:

- Connecting Storage to Compatible iPads
- Available Actions
- Selecting Multiple Items
- Accessing Storage Devices in an App
- Supported External Storage Devices and USB Hubs
- External Storage Performance on iPad Versus a Computer
- Thunderbolt Storage Devices
- Battery Use
- Ejecting
- Storage Formats
- Password Protection
- Toolkit and First Use Connections

# Safely Remove Device From Your Computer

Always eject a storage drive from your computer before physically disconnecting it. Your computer must perform filing and housekeeping operations on the drive before it is removed. Therefore, if you unplug the drive without using the operating system's software, your files can become corrupt or damaged.

## Windows

Use the Safely Remove tool to eject a device.

1. Click the Safely Remove Hardware icon in your Windows System Tray to view the devices you can eject.
2. If you don't see the Safely Remove Hardware icon, click the Show hidden icons arrow in the system tray to display all icons in the notification area.
3. In the list of devices, choose the device you want to eject. Windows displays a notification when it is safe to remove the device.
4. Disconnect the device from the computer.

## Mac

There are several ways you can eject your device from a Mac. See below for two options.

### Eject via Finder window

1. Open a Finder window.
2. On the sidebar, go to Devices and locate the drive you want to eject. Click the eject symbol to the right of the drive name.
3. Once the device disappears from the sidebar or, the Finder window closes, you can disconnect the interface cable from your Mac.

### Eject via Desktop

1. Select the desktop icon for your device and drag it to the Recycle Bin.
2. When the device icon is no longer visible on your desktop, you can physically disconnect the device from your Mac.

# Optional Formatting

Your device is preformatted exFAT (Extended File Allocation Table) for compatibility with both Mac and Windows computers.

## Choosing a file system format

When choosing a file system format, consider whether **compatibility** or **performance** is more important in your everyday use of the drive.

- **Compatibility** – You need a cross-platform format because you connect your drive to both PCs and Macs.
- **Performance** – You connect your drive with only one type of computer, so you can optimise file copy performance by formatting the drive in the native file system for your computer operating system.

## Compatibility with both Windows and Macs

exFAT is a lightweight file system compatible with all versions of Windows and modern versions of macOS. If you use your drive with both PCs and Macs, format your drive in exFAT. While exFAT offers cross-platform access to both computers, keep in mind the following:

- exFAT is not compatible or recommended for built-in backup utilities such as File History (Windows) and Time Machine (macOS). If you want to use one of these backup utilities, you should format the drive in the native file system for the computer running the utility.
- exFAT is not a journaled file system, which means it can be more susceptible to data corruption when errors occur or the drive is not disconnected properly from the computer.

## Optimised performance for Windows

NTFS (New Technology File System) is a proprietary journaling file system for Windows. macOS can read NTFS volumes, but it can't natively write to them. This means your Mac can copy files from an NTFS-formatted drive, but it can't add files to or remove files from the drive. If you need more versatility than this one-way transfer with Macs, consider exFAT.

## Optimised performance for macOS

Apple offers two proprietary file systems.

APFS (Apple File System) is an Apple file system optimised for solid state drives (SSDs) and flash-based storage systems, though it also works with hard disk drives (HDDs). It was first introduced with the release of macOS High Sierra (version 10.13). APFS can only be read by Macs running High Sierra or later.

When choosing between Apple file systems, consider the following:

- Windows cannot natively read or write to APFS or HFS+ volumes. If you need cross-platform compatibility, you should format the drive in exFAT.
- If you intend to use your drive with Time Machine:
  - The default format for macOS Big Sur (version 11) and later is APFS.
  - The default format for macOS Catalina (version 10.15) and earlier is HFS+.
- If you intend to use your drive to move files between Macs running older OS versions, consider formatting your drive in HFS+ rather than APFS.
- macOS file systems and Android: Formatting your drive for macOS may not be supported with connections to Android mobile devices.

## Learn more

For additional considerations when choosing a file system format, see [File System Format Comparisons](#).

## Formatting instructions

For instructions on formatting your drive, see [How to format your drive](#)

# Frequently Asked Questions

For help setting up and using your LaCie hard drive, review the frequently asked questions below. For additional support resources, go to [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 hard drive's performance improves.

### Problem: I have an older computer with USB 3.0 (Type A) ports

Q: Will my hard drive work with my computer's USB 3.0 port?

A: Yes, the device is compatible with USB 3.0 ports, however, the product does not include a cable with a USB Type A connector.

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

Q: Can I use my hard drive with a USB hub?

A: Yes, the hard drive 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 hard drive 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 hard drive with a longer cable?

A: Yes, provided it is certified according to USB standards. However, LaCie recommends using the cable shipped with your hard drive 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 hard drive.

## 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](#).

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. 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 message to appear.

## Windows

### Problem: The drive icon doesn't appear in Computer

Q: Is the drive 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 drive.

Q: Is your hard drive 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 drive 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.

## Mac

### Problem: The drive 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 hard drive mounting in the operating system?

A: Open Disk Utility at **Go | Utilities | Disk Utility**. If the hard drive 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 hard drive?

A: Go to the following link for a list of supported operating systems [www.seagate.com/lacie-os](http://www.seagate.com/lacie-os)

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

A: Review the installation steps in [Getting Started](#).

### Problem: I want to use Rugged SSD 4 with Time Machine.

Q: Can I use Rugged SSD 4 with Time Machine?

A: Yes. The drive is preformatted exFAT for use with both PC and Mac. For Time Machine, it must be reformatted to Mac. Reformatting will delete all data previously stored on the drive. Go to [www.seagate.com/time-machine](http://www.seagate.com/time-machine) for more details.

# Regulatory Compliance

Equipment Name	External Storage Device
Regulatory Model Number	LRD0SV5

## FCC DECLARATION OF CONFORMANCE

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### CLASS B

This equipment has been tested and found to comply with the limits for 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 residential installation. This equipment 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**CAUTION:** Any changes or modifications made to this equipment may void the user's authority to operate this equipment.

## R&TTE Directive "Informal DoC" statement

Hereby, Seagate declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For details, please access the following: [www.seagate.com/support/compliance](http://www.seagate.com/support/compliance).

## For Australian Customers Only

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Revision - July 1, 2020

## Country of Production: Thailand

The date of manufacture is specified on the product packaging or the nameplate near the P/D indication in the following format: P/D: MM.YYYY

## VCCI-B

この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。VCCI-B

## China RoHS



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.

中国 RoHS 2 是指 2016 年 7 月 1 日起施行的工业和信息化部令第 32 号“电力电子产品限制使用有害物质管理办法”。为了符合中国 RoHS 2 的要求，我们根据“电子电气产品有害物质限制使用标识”(SJT 11364-2014) 确定本产品的环保使用期 (EPUP) 为 20 年。

部件名称 Part Name	有害物质 Hazardous Substances					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr <sup>6+</sup> )	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
固态驱动器 SSD	X	○	○	○	○	○
外接硬盘印刷电路板 Bridge PCBA	X	○	○	○	○	○
电源(如果提供) Power Supply (if provided)	X	○	○	○	○	○
接口电缆(如果提供) Interface cable (if provided)	X	○	○	○	○	○
其他外壳组件 Other enclosure components	○	○	○	○	○	○

本表格依据 SJ/T 11364 的规定编制。  
This table is prepared in accordance with the provisions of SJ/T 11364-2014

○: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。  
○: Indicates that the hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T26572.

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。  
X: Indicates that the hazardous substance contained in at least one of the homogeneous materials used for this part is above 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.

台灣RoHS是指台灣標準局計量檢驗局(BSMI)對標準CNS15663要求的減排電子電氣設備限用化學物質指引。從2018年1月1日起, Seagate產品必須符合CNS15663第5節「含有標示」要求。本產品符合台灣RoHS。下表符合第5節「含有標示」要求。

設備名稱: 外接式儲存裝置, 型號: LRD0SV5 Equipment Name: External Storage Device, Model: LRD0SV5						
單元 Unit	限用物質及其化學符號 Restricted Substance and its chemical symbol					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr <sup>6+</sup> )	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
固態驅動器 SSD	—	○	○	○	○	○
外接硬盤印刷電路板 Bridge PCBA	—	○	○	○	○	○
電源(如果提供) Power Supply (if provided)	—	○	○	○	○	○
傳輸線材(如果提供) Interface cable (if provided)	—	○	○	○	○	○
其他外觀組件 Other enclosure components	○	○	○	○	○	○

備考1. "超出0.1 wt%"及"超出0.01 wt%"係指限用物質之百分比含量超出百分比含量基準值。  
Note 1: "Exceeding 0.1 wt%" and "exceeding 0.01 wt%" indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考2. "○"係指該項限用物質之百分比含量未超出百分比含量基準值。  
Note 2: "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考3. "—"係指該項限用物質為排除項目。  
Note 3: The "—" indicates that the restricted substance corresponds to the exemption.

額定電壓/額定電流: 5VDC === 1.5A

操作溫度: 5 - 40°C