ION™ Drive
3.5" Hi-Speed USB 2.0 HardDrive (GHE135U Installation Manual)

IOGEAR
KVM • FireWire • USB

Thank you for purchasing IOGEAR's® ION™ Drive, one of the fastest Hi-Speed USB 2.0 HardDrives on the market. IOGEAR® only manufactures high quality storage devices so we are sure you will be satisfied with your purchase. IOGEAR® is dedicated to customer service and satisfaction, and wishes you the best with your new ION™ Drive.

To better serve you, IOGEAR® offers an array of additional USB 2.0, USB, FireWire, KVM, and other peripheral products. For more information, or to purchase additional IOGEAR® products, visit us at www.IOGEAR®.com.

We hope you enjoy using your ION™ Drive, yet another first-rate connectivity solution from IOGEAR®.

Table of Contents

Table of Contents:

Package Contents

This package contains:

1 ION™ Drive
1 Hi-Speed USB 2.0 Type A to B Cable (6 feet)
1 IOGEAR Installation CD
1 Power Adapter
1 User Manual
1 Warranty Card

If any of the items are missing or damaged please contact your dealer immediately.

Overview

The ION™ Drive is yet another innovative Hi-Speed USB 2.0 solution developed by IOGEAR®. The ION™ Drive offers a complete high speed storage solution at the fraction of the cost of other external HardDrives.

Setup is fast and easy, simply plug in the drive, install the software, and you're ready to go. The ION™ Drive offers a feature rich interface, complete with the latest in Hi-Speed technology.

IOGEAR® brings the next generation of USB to your computer. You will enjoy the convenience and reliability that has made traditional USB an industry standard when it comes to connecting multiple high-tech peripheral devices. USB 2.0 is the next generation of USB connectivity, providing additional bandwidth thus broadening the range of peripherals that may be attached to your computers. USB 2.0 allows you to move data at a blazing rate of 480 Mbps (Megabits per second). Hi-Speed USB 2.0 is fully backward compatible with the first generation of USB devices. With the increase in speed, USB 2.0 offers increased functionality, allowing more devices to share the increased bandwidth.

USB 2.0 is the right choice for your external storage environment.

Features

Features

- 40 Times Faster Than The Original USB
- Supports High Speed Data Transfer Rates of up to 480 Mbps
- Supports Windows® 98, 98SE, 2000, ME, XP
- Fully Backward Compatible With USB 1.1
- Hot Swappable - Plug-N-Play
- Mass Storage Compliant
- Space Age Cooling System
- 3 -Year Limited Warranty

For PC Users
- PC compatible 200 MHz or greater
- PC running Windows® 98SE, 2000, ME, XP
- Minimum 64MB RAM
- CD-ROM drive
- Available Hi-Speed USB 2.0 Port

For Mac Users*
- Mac OS X or Later
- Available Hi-speed USB 2.0 Port
- CD-ROM drive

* Base Upon the Availability of the Mac Driver

Accessories / additional Products
Hi-Speed USB 2.0 4 Port Hub (GUH204)
Hi-Speed USB 2.0 A to B Cable (G2LUAB06)
Hi-Speed USB 2.0 PCI Card (GIC250U)
Hi-Speed USB 2.0 PCMCIA CardBus Card (GPU202)
HI-Speed USB 2.0 / FireWire Combo Card (GUF220)

Introduction of the ION™ Drive's Underlying Technology

Hi-Speed USB 2.0 is the backbone of our ION™ Drive. USB 2.0 is the next generation of USB connectivity, providing additional bandwidth thus broadening the range of peripherals that may be attached to your computers. USB 2.0 will move data at a blazing rate of 480 Mbps (Megabits per second), and is fully backward compatible with the first generation of USB devices. With the increase in speed, USB 2.0 will offer increased functionality, allowing more devices to share the increased bandwidth.

With the increase in demand for USB 2.0 products IOGEAR® decided to provide our customers with a total solution. We have taken some of the top peripherals on the market and have upgraded them to the new USB 2.0 standard.

USB is now faster and easier to use than it has ever been. Moving data at a blazing speed of 480Mbps (40 times faster than the original USB) now allows for high speed devices to take full advantage of the bandwidth and reliability offered by the new technology.

This manual contains information on the installation and capabilities of your new ION™ drive.

In sections of the manual where sequential steps are listed, each action is listed with no indentation. Additional text is included, but indented, to further explain each of these actions. A glossary has been added at the end of the manual so you may look up unfamiliar terms.

A few things should be mentioned before explaining the installation procedure:

All IOGEAR® ION™ drives are tested before they are shipped.

The connectors on a Hi-Speed USB 2.0 cable designed in such a way as to prevent plugging the cable in upside down, backwards, or into a different type of connector.

At time of print, most computers do not have Hi-Speed USB 2.0 capabilities. To ensure optimum compatibility, please make sure your computer is USB 2.0 compatible or has had a USB 2.0 upgrade card added to your computer system.

Front View
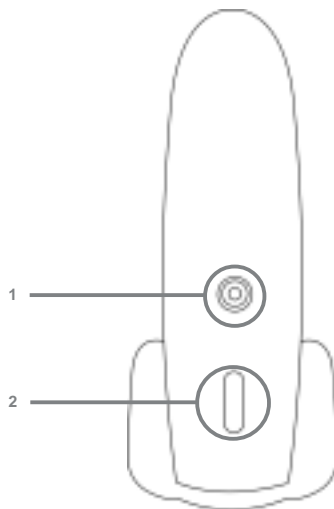
1. Power Light
2. On/Off Switch

Back View
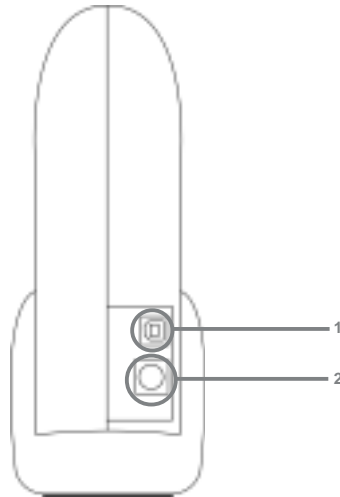
1. Hi-Speed USB 2.0 Mini-B port
2. Power Port

Installation of Hard Drive

Step. 1 Please have the following ready

1 Phillip screw driver (not included in the package)

Step. 2 Remove Base

Remove Phillips screw from bottom edge of side panel.

Note: For the best performance for the USB 2.0 device, please use the cerified USB 2.0 cable provided with this product.

Step. 3

Remove side panel in a backward direction.
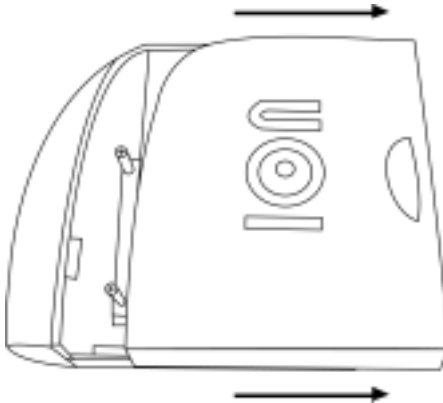
Step. 4

Remove two screws in hard drive retention bracket.

Installation of Hard Drive

Step. 5

Remove hard drive retention bracket from enclosure. Slide in an upward direction towards the top of the enclosure to free the drive bracket. Lift the drive bracket out of the enclosure.
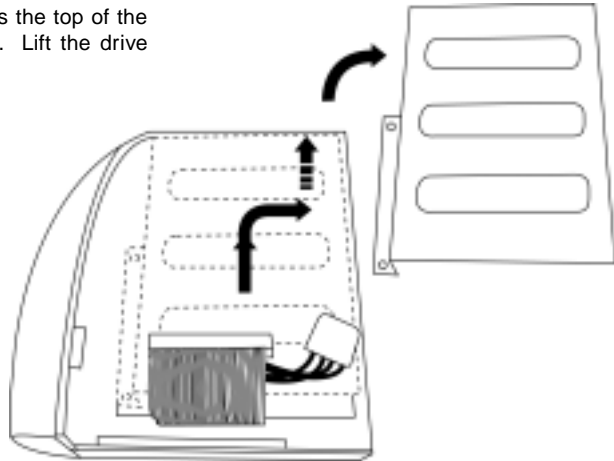
Step. 6 Inspect all the components again:

1. Enclosure with one side panel attached
2. Side panel
3. Drive bracket
4. One small screw
5. Two long screws with nylon collar
6. AC adapter
7. AC adapter cord
8. USB A to B cable

1   2   3

4   5   6   7   8
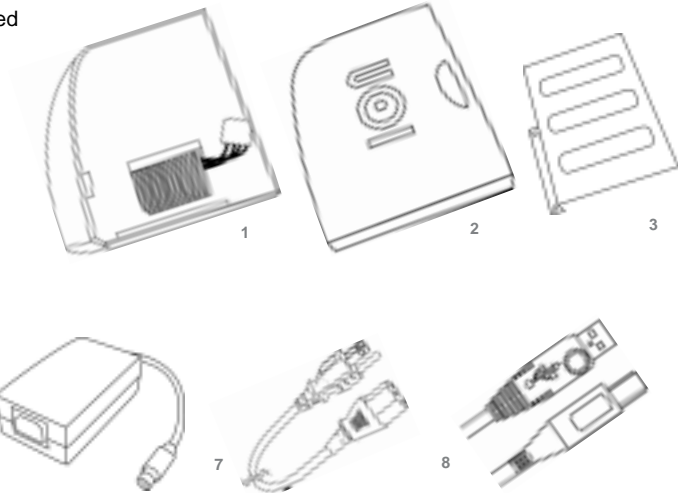
Installation of Hard Drive

Step. 7

Attach the hard drive into the hard drive bracket.
Screw the four screws into the drive bracket that were
provided with the hard drive. Make sure you take all
the necesssary steps to avoid ESD (electric static
discharge).
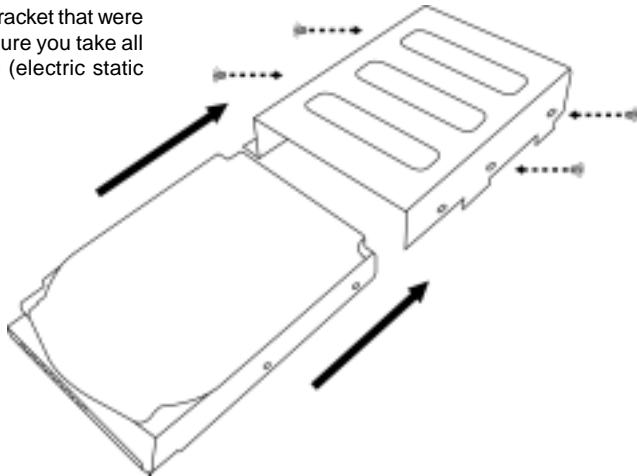
Step. 8

Attach the signal cable to the hard drive connector of
the hard drive with bracket attached. Attach the power
cable to the hard drive in the powere socket. Attach
the bracket with drive attached into the enclosure and
seat over the base plate. Line up the holes in bracket
with the base plate.
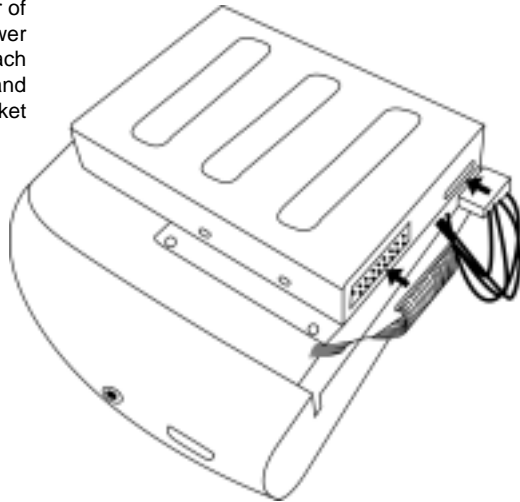
Installation of Hard Drive

Step. 9

Insert two screws through bracket and tighten down bracket to base plate.

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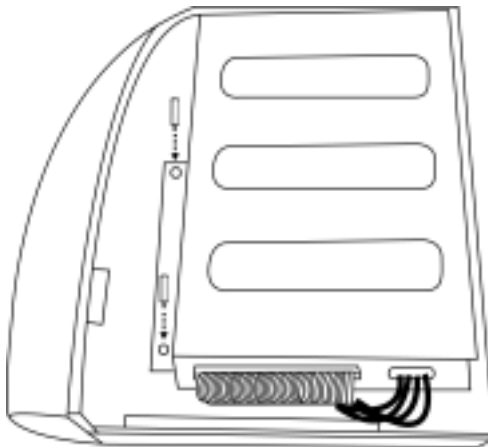
Step. 10
Place side cover on enclosure and secure by sliding in forward direction. Replace screw in side panel in bottom edge.
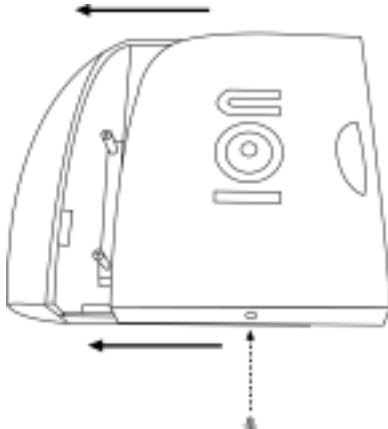
Step. 11
Place assembled enclosure back into the base.
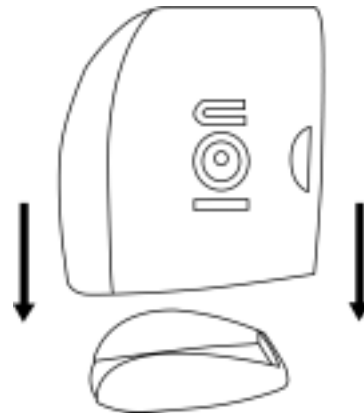
Installation of ION Drive Software

Step. 1
Insert the IOGEAR Installation CD into your computer's CDROM tray (It is not necessary to install this driver under Window 2000, ME, and XP).

Step. 2
Select "ION" in My Computer.

Step. 3
Double click "ION" driver.

(Continued)

Step. 4
Click "Next" on Installation Wizard screen.

Step. 5
We recommend to choose "Complete" when prompted how to install.

Step. 6
After the installation, you will be able to find the hard drive in My Computer after you turn on the power of ION.

Connecting ION Drive to Your Computer
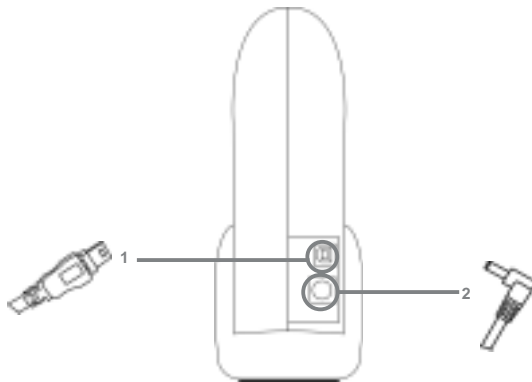
Note: Before you begin, please make sure that the power to the device and your computer has been turned off.

Step 1. Plug the Hi-Speed USB 2.0 cable with Type A connector into the back of the ION™ Drive

Step 2. Plug the Power Adapter into the back of the ION™ Drive
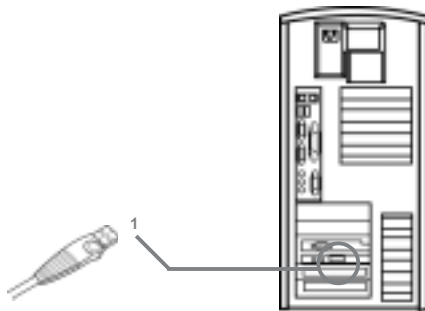
Step 3. Plug the Hi-Speed USB 2.0 Cable (Type A Connector) into the Hi-Speed USB 2.0 Port (Type A Slot) located on the back of your computer in the PCI Card Bays.

Step 4. Plug power into your power strip

Step 5. Once complete, Turn the ION™ Drive and your computer on. Your computer will automatically identify the ION™ Drive and load all necessary drivers.

Device Removal

Step. 1
Before you unplug the ION drive, click on the green arrow on the lower right corner of the Window.

Step. 2
A message of [safely Remove…] will appear, click on this message to remove the device.

Device Removal Continued

Step. 3
The system will tell you that you can safely unplug your ION drive now.

Driver Removal

Driver Removal

Step. 1
Follow the path of "Start">"Settings">"Control Panel".

Step. 2
Click on "Add/Remove Programs".

Step. 3

The "Add/Remove Programs Properties" will appear. Select [TPP Storage Driver...], then click "Add/Remove".

Step. 4

Click on "OK" when the system ask you if you want to remove driver.

Step. 5

After the removal of the driver, select Restart Computer and click on Finish.

Care & Handling of your ION™ Drive

Your IOGEAR® storage device is a high performance Hi-Speed USB 2.0 HardDrive (ION™ Drive). The head that reads the information on the disk is a fragile piece of technology. Therefore, care must be taken not to bump the ION™ Drive while it is operating. Care must also be taken not to bump the ION™ Drive excessively when the drive is turned off.

To insure the maximum reliability of the ION™ Drive please follow the guidelines listed below:

- DO NOT block the air circulation around the vents of the drive.
- DO NOT move or bump the drive while it is operating.
- DO NOT open the drive case for it will VOID your WARRANTY.
- Keep all cables out of isles and off desktops where they can be hooked and pulled.
- Keep the drive firmly secured in the shipping container when shipping the drive.
- Keep the environment around the drive clean and free of excessive dust and chemicals.
- Use a damp cloth to clean the drive. NEVER put cleansers directly on the drive case.
- Use surge protectors with the drive.
- DO NOT expose the ION™ Drive to extreme temperatures.
- DO NOT expose the ION™ Drive to direct sun light for extended periods of time.
- DO NOT get the ION™ Drive wet.
- DO NOT place the ION™ Drive in an area with an excessive amount of dirt.

Basic Troubleshooting

ION™

- Make sure the drive is turned on before you start-up your computer.
- Make your new IOGEAR® ION™ Drive is the only device hooked into the USB 2.0 port.
- Do not use a hub or repeater in connecting your drive to the computer.
- Use the Hi-Speed USB 2.0 Cable that was shipped with your ION™ Drive.
- Check all cable connections.
- Use other IOGEAR® Hi-Speed USB 2.0 Cables if you have any extra.
- Make sure you have Critical Updates from the Microsoft® Website at http://windowsupdate.microsoft.com; then, click on "Product Updates", select the latest Critical Update package for your Windows® OS, and then click "Download".

Other Issues

At the very least, make sure your computer has all available updates provided by the manufacture of both your hardware and software. Updates can be found at http://www.versiontracker.com, http://www.download.com or http://www.usbman.com. Upgrade your CPU firmware to the latest revision. Please read all text on the download pages to determine which firmware update is appropriate for your computer.

Notes:

All URLs are subject to change. If the URLs listed in this manual are no longer valid, you can find the majority of necessary updates at http://www.versiontracker.com or http://www.download.com.

Contacting IOGEAR® Service Support

If you are still experiencing problems using your IOGEAR® ION™ Drive, please follow the directions below on contacting IOGEAR's Service Support department for your technical support needs.

To help IOGEAR® customers obtain the highest level of performance form their ION™ Drive, IOGEAR® Service Support team is available to answer your technical questions. Do not hesitate to call if you are having trouble getting your drive to work correctly. IOGEAR® Service Support can be reached by phone from 8am to 5pm Pacific Standard Time, Monday through Friday or at the following address:

> 23 Hubble Drive
> Irvine, CA 92618

You may also reach us online at www.iogear.com/support 24 hours a day. Please be ready to give a brief description of the problem, and what you were doing when the problem occurred, before calling Service Support. The Service Support representative will be able to serve you much quicker if you are prepared to answer the ten questions listed below.

1) What is the purchase date and serial number of the drive?
2) Were any messages displayed on the screen when the error occurred? If so, what was the exact wording of the message?
3) What type of Computer are you using?
4) When does the problem occur?
5) Can the problem be reproduced? If so, what are the steps necessary to reproduce the problem?
6) What version of the OS are you using?
7) Are you on a network? If so, what type of network is it?
8) What have you already tried to get the problem resolved?
9) What type of data are you trying to record?

Appendix

Glossary

Desktop - The background area on the computers monitor screen. This area also includes the menu bar. Document windows are not part of the desktop; rather they sit on the desktop.

Icon - Symbols used to represent a particular object. For example a disk has an icon on the desktop which represents the disk. When you double click the disk icon it tells finder to display information related to that disk.

Mount - Makes the computer aware of a disk.

Power Adapter Port - The plug on the ION™ Drive into which the power-cord is plugged into.

Service Support - The team of IOGEAR employees dedicated to help you resolve your technical issues.

Spin down - The act of the disk inside the drive or cartridge ceasing its rotation.

Spin up - The act of the disk inside the drive getting up to the proper rotations per minute. The disk inside the drive must spin at the proper speed for the disk to work.

Product Specification (MODEL: GHE135U)

Function	Specification
Power Consumption	15w
Input Voltage	12V DC, 1.6A
Connector Type	USB 2.0 Type A
Storage Temperature	0-70℃ (Celsius)
Operating Temperature	0-50℃ (Celsius)
Operating Humidity	20 to 89% (Non Condensing)
Dimensions	3.5" x 6.0" x 8.0"
Weight	1.5 pounds
EMI	FCC Class B

Radio & TV Interference Statement

Radio & TV Interference Statement

WARNING!!! This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. This equipment has been tested and found to comply with the limits for a Class B computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.

Limited Warranty

IN NO EVENT SHALL THE DIRECT VENDOR'S LIABILITY FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, DISK, OR ITS DOCUMENTATION EXCEED THE PRICE PAID FOR THE PRODUCT.

The direct vendor makes no warranty or representation, expressed, implied, or statutory with respect to the contents or use of this documentation, and especially disclaims its quality, performance, merchantability, or fitness for any particular purpose.

The direct vendor also reserves the right to revise or update the device or documentation without obligation to notify any individual or entity of such revisions, or updates. For further inquires please contact your direct vendor.

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