

### 1 Getting Started

#### Handling Precautions

**CAUTION:** This product contains no user-serviceable parts. Refer servicing only to authorized WD personnel or an authorized WD service center.

- Do not drop or jolt the drive.
- Do not use the drive as a portable device.
- Do not move the drive during drive activity.
- Do not attempt to open the drive and service it yourself.
- Do not open the external drive case, as this will void the warranty.
- Do not block air slots on the underside, top, or rear of the enclosure.
- Do not stack any objects on top of the drive that may block ventilation.

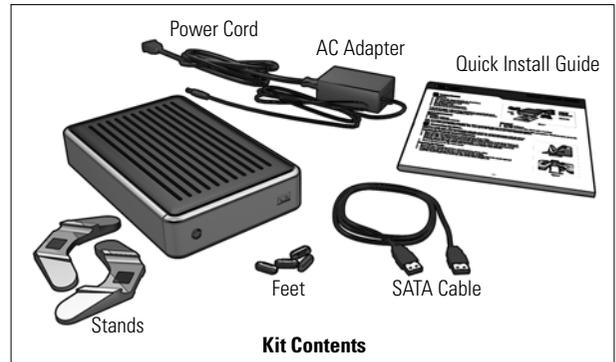


Figure 1

#### Installing Stands (Vertical Placement)

1. Ensure that the drive and all its cables are disconnected (see “Disconnecting the Drive”).
2. Place the drive upside down on a clean and steady surface.
3. Align the edge of a drive stand onto the side of the drive adjacent to the back (Figure 2). Press the other edge of the stand toward the drive until the stand snaps firmly into place.

*Note:* Space the stands approximately 3–4 inches apart and approximately 2–3 inches from the edge of the drive for maximum balance and stability.

4. Repeat this process for the other stand.

#### Removing Stands

1. Ensure that the drive and all its cables are disconnected (see “Disconnecting the Drive”).
2. Place the drive upside down on a clean and steady surface.
3. Using both hands, grasp the base of the stand and carefully bend the stand upward until the stand snaps away from the side of the drive (Figure 2).

#### Installing Feet (Horizontal Placement)

1. Ensure that the drive and all its cables are disconnected (see “Disconnecting the Drive”).
2. Place the drive upside down on a clean and steady surface.
3. One of the ventilation panels is keyed with a small crossbar at each corner within the ventilation slots for feet placement. Align the notch of the foot to the crossbar and insert one end of the foot into the ventilation slot at a slight angle (feet are keyed to ensure proper insertion). Press the foot into the groove until it snaps firmly into place.
4. Repeat this process for the three remaining feet.

#### Removing Feet

1. Ensure that the drive and all its cables are disconnected (see “Disconnecting the Drive”).
2. Place the drive upside down on a clean and steady surface.
3. Carefully dislodge the foot by firmly pushing it off the ventilation slot (Figure 2).



Figure 2

## 2 Connecting the Drive

### Connecting to a DVR/PVR

1. Check the recording space on your digital video recorder (DVR)/personal video recorder (PVR). Write down the percentage of used and/or available space, then power off the DVR/PVR and disconnect its power cord.
2. Connect the AC adapter cord to the DC power supply socket on the back of the drive (Figure 3).
3. Connect one end of the power cord to the AC adapter.
4. Connect the other end of the power cord to an electrical outlet. The power LED illuminates.

**CAUTION:** Do not connect to the auxiliary power connector on the back of the DVR/PVR, as it is not an adequate power source for external drives.

5. Connect one end of the SATA cable to the SATA connector on the back of the drive (Figure 3).
6. Connect the other end of the SATA cable to the SATA connector on the DVR/PVR.
7. Power on the DVR/PVR.
8. Check the recording space on your DVR/PVR. If the WD external SATA drive was detected properly by the DVR/PVR, the percentage of used space should be decreased and the percentage of available space should be increased. If the WD external SATA drive was not detected properly; disconnect the drive as described in section 3 then repeat steps 1 through 7 above.

Visit [www.kensington.com](http://www.kensington.com) for instructions to use the Kensington® Security Slot and a Kensington cable to secure your WD drive.

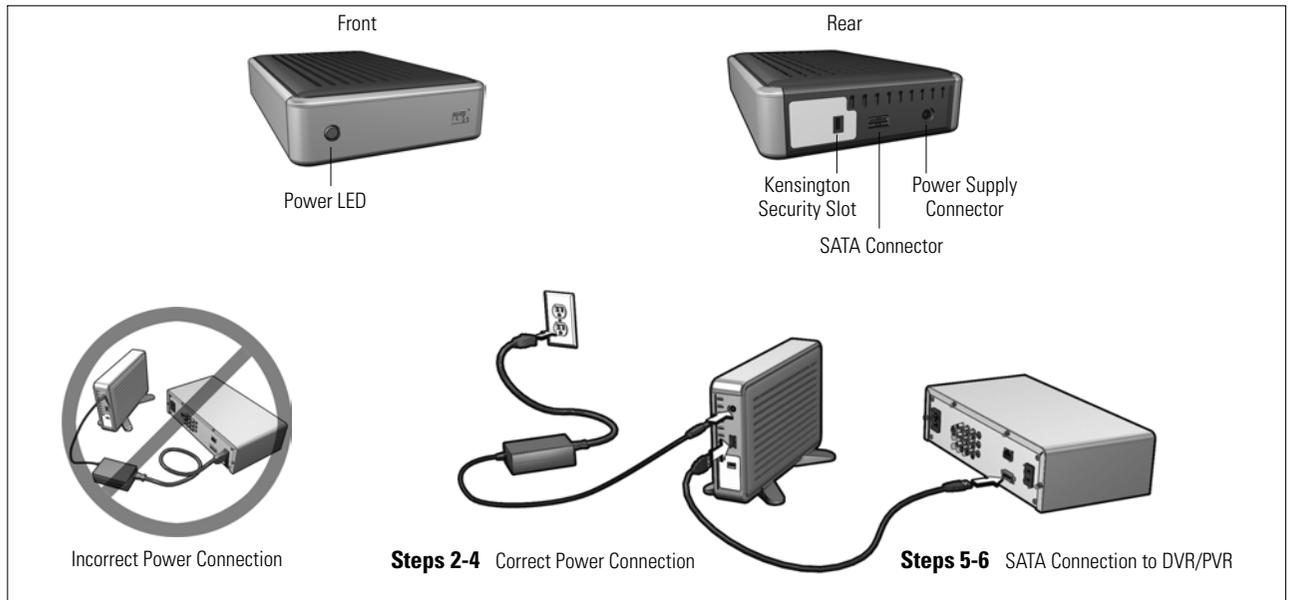


Figure 3

## 3 Disconnecting the Drive

**CAUTION:** Always unplug the power cord from the electrical outlet before disconnecting the AC adapter from the drive.

1. With the DVR/PVR off, disconnect its power cord either from the back of the DVR/PVR or from the electrical outlet.
2. Disconnect the WD external SATA drive's power cord from the electrical outlet.
3. Disconnect the AC adapter cord from the WD external SATA drive.
4. Disconnect the SATA cable from the WD external SATA drive.

## 4 Troubleshooting

If the WD external SATA drive is not working correctly with your DVR/PVR, follow these steps:

1. Disconnect the power supply cable from the DVR/PVR.
2. Disconnect the power cord from the WD external SATA drive.
3. Disconnect the SATA cable from the DVR/PVR and the WD external SATA drive.
4. Securely reconnect the SATA cable to the WD external SATA drive, and reconnect the SATA cable to the DVR/PVR.
5. Reconnect the power cord to the WD external SATA drive, and wait approximately 15 seconds for the drive to power on.
6. Reconnect the power supply cable to the DVR/PVR.

If the procedure above does not resolve the problem, follow these steps to isolate whether the problem is with the DVR/PVR or with the WD external SATA drive:

1. Disconnect the power supply cable from the DVR/PVR.
2. Disconnect the power cord from the WD external SATA drive.
3. Disconnect the SATA cable from the DVR/PVR and the WD external SATA drive.
4. Reconnect the power cord to the DVR/PVR.

If the problem still exists, contact your cable company for assistance with your DVR/PVR; if not, contact WD technical support for assistance with your WD external SATA drive.

## 5 Frequently Asked Questions

**Q:** *How do I know whether a recorded program is on the DVR/PVR or on the WD external SATA drive?*

**A:** The DVR/PVR contains a list of recorded programs but does not indicate where they are stored. To determine where they are stored, first follow the steps in section 3 to disconnect the WD external SATA drive. While the external drive is not connected to the DVR/PVR, recorded programs that are in the list and available for viewing were stored on the DVR/PVR; recorded programs that are in the list but *not* available for viewing were stored on the WD external SATA drive.

**Q:** *Can I move recorded programs from my DVR/PVR to the WD external SATA drive?*

**A:** No. Recorded content cannot be transferred from the DVR/PVR to the WD external SATA drive, and you cannot specify where to store recorded content. While the WD external SATA drive is connected to the DVR/PVR, the next recorded program is stored automatically on the device with the most available space.

**Q:** *How much recorded content can the WD external SATA drive store?*

**A:** Storage capacity varies. A 160 GB WD external SATA drive stores approximately 100 hours of standard-definition TV or approximately 20 hours of high-definition TV.

**Q:** *Can I use the WD external SATA drive on more than one DVR/PVR?*

**A:** To move the WD external SATA drive from one DVR/PVR to another, you must first reformat it, which erases all its current contents.

**Q:** *Is it necessary to defragment the WD external SATA drive?*

**A:** No. The type of recorded content stored by a DVR/PVR usually does not result in fragmentation.

## Regulatory Compliance

For information on WD regulatory compliance, visit our support site at [support.wdc.com](http://support.wdc.com).

## Warranty Information

This product contains no user-serviceable parts. Refer servicing only to authorized WD personnel or an authorized WD service center.

## Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at [support.wdc.com](http://support.wdc.com) for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via [support.wdc.com](http://support.wdc.com). WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

## Limited Warranty

WD warrants that the Product, in the course of its normal use, will be free from defects in material and workmanship for a period of one (1) year, unless otherwise required by law, and will conform to WD's specification therefor. This limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers, unless authorized to do so by WD or an authorized service center), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## Technical Support Services

If you need additional information or help during installation or normal use of this product, visit our product support Web site at [support.wdc.com](http://support.wdc.com) and search our knowledge base.

[support.wdc.com](http://support.wdc.com)  
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