

NexStar

EXTERNAL 3.5" HARD DRIVE ENCLOSURE

USER MANUAL



Package Contents:

NexStar External 3.5" HDD Enclosure:

(NST-350U2, NST-350UF):

- Driver CD
- User Manual
- NexStar External 3.5" HDD Enclosure
- Power Adaptor
- Power Cable
- USB Cable
- FireWire Cable (NST-350UF Only)
- Vertical Stand
- Screws

TRADEMARKS

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1. Introduction:

With the NexStar 3.5" External Hard Drive Enclosure, you can back up your valuable data, transfer your collection of videos and songs, or even carry that important presentation with you quickly and easily. The NexStar is an ideal way to add an extra hard drive to your system without having to open your system and deal with jumpers and cables. The NexStar also features a sturdy housing with aluminum covers to dampen noise and cool your hard drive. Because the NexStar supports USB2.0, data can be transferred at up to 480MBps. The NexStar 3.5" External Hard Drive Enclosure is a portable, flexible and convenient solution to any of your storage needs.

2. Specifications/Features:

NexStar External 3.5" HDD Enclosure:

Specifications:

- Interface: IDE to USB 2.0/FireWire (NST-350UF only)
- Dimension: 190 x 108 x 23 mm
- Weight: 240.0 g
- Casing Material: Aluminum Alloy

Features:

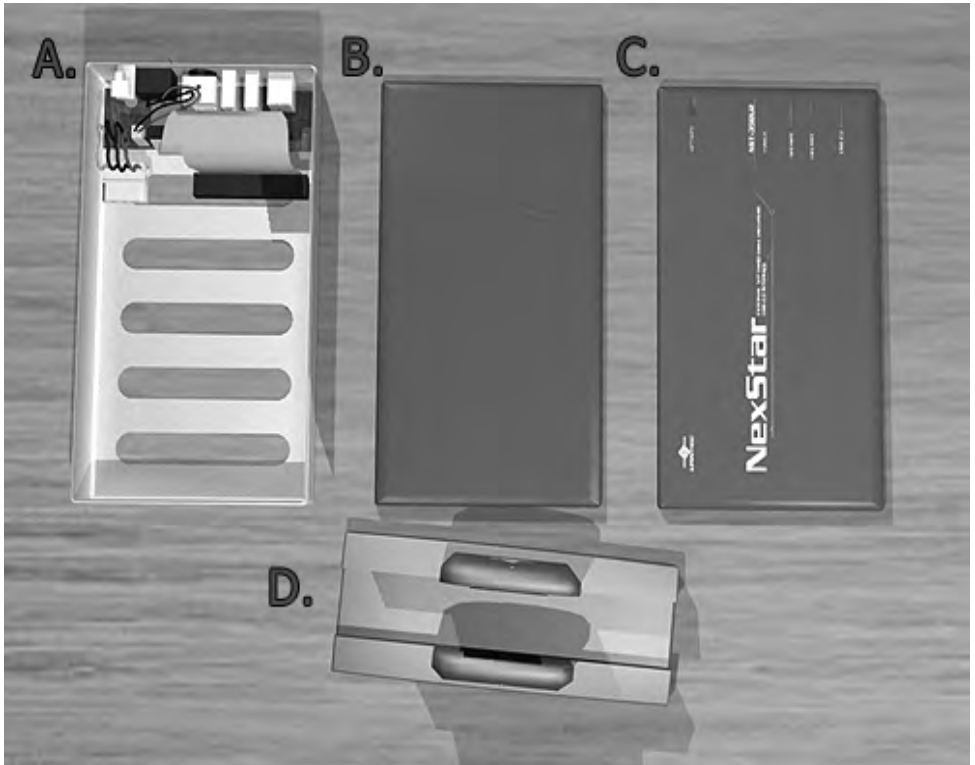
- Aluminum Covers To Reduce Heat
- Transfer Rates Up to 12Mbps With USB 1.1
- Transfer Rates Up to 480Mbps With USB 2.0
- Transfer Rates Up to 400Mbps With FireWire (NST-350UF only)
- Easily add storage to any system with USB or Firewire (NST-350UF only)
- Hot-swappable: Plug and play without rebooting!
- LED indicates power/HDD activity

3. System Requirements:

- Intel Pentium II 350MHz-compatible or Apple G3 processor and greater
- Microsoft Windows 98SE/ME/2000/XP or Mac OS 8.6 and greater
- USB-equipped system
- For USB 2.0 speeds, the system must support USB 2.0 specifications
- For FireWire, the system must support FireWire (IEEE 1394) specifications
- CD Rom drive (if drivers are needed)

4. Parts Layout:

NexStar External 3.5" HDD Enclosure:



- A) Case Body
- B) Bottom Cover
- C) Top Cover
- D) Vertical Stand

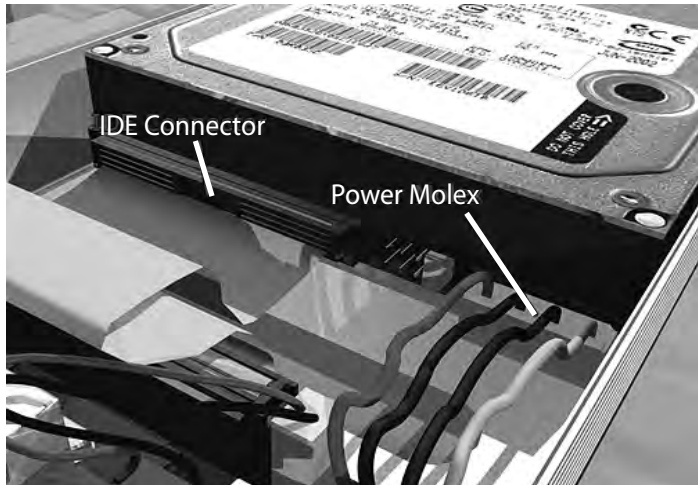
5. Installation:

NexStar External 3.5" HDD Enclosure:

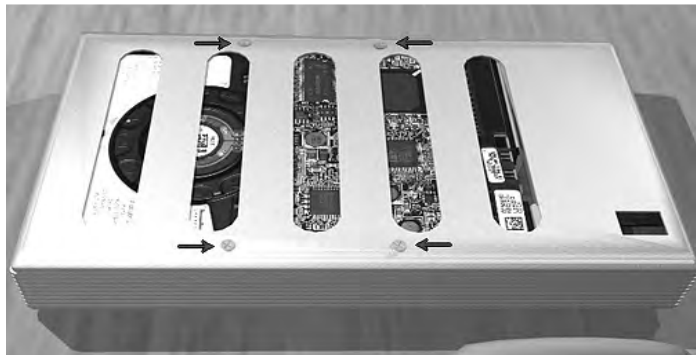
5.1. Hardware Installation:

Installing the hard drive:

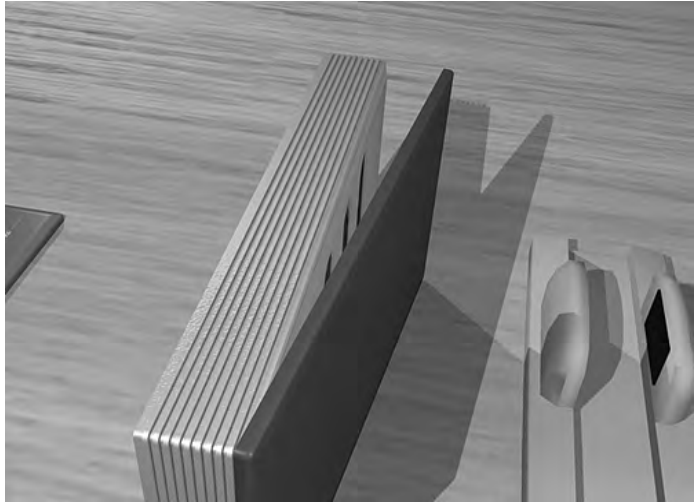
- 1) Set the hard drive jumpers to MASTER or SINGLE DRIVE ONLY. Please refer to the documentation included with your hard drive for information on how to accomplish this.
- 2) Connect the IDE Connector and the Power Molex from the NexStar to your hard drive (see image below).



- 3) Using the included screws (larger ones), screw the hard drive onto the case through the holes on the bottom of the body (see image below).



- 4) Hook the bottom cover in place to cover the bottom of the unit (see image below). Repeat for top cover.



- 5) Using the included screws (smaller ones), secure the covers onto the case. (see image below)



Note: When removing the hard drive from the NexStar, be careful not to yank on the IDE cable or the power cable. To remove the IDE cable, grasp the cable between your thumb and index finger and gently pull at the sides until the cable comes loose. To remove the power cable, grasp the sides of the plug and pull.

6) Place the NexStar on the stand in the orientation pictured below.



Connecting the NexStar to your computer:

- 1) Connect the appropriate interface cable between the NexStar and your computer
 - a. USB: Connect the type B connector to the NexStar and the type A connector to an available USB 1.1/2.0 port on your system.
 - b. FireWire (NST-350UF only): Connect one end of the FireWire cable to the NexStar and the opposite end to an available FireWire port.
- 2) Connect the power cable to the NexStar and plug the cable into an available outlet.
- 3) Turn on the NexStar via the power switch.
- 4) Your operating system should detect the NexStar and automatically install the necessary drivers (if you have Windows 98SE/MacOS 8.6, you will need to install drivers). Once your operating system finishes setting up the NexStar, it will mount your hard drive. On Mac OS systems, the new volume should appear on the desktop. On a Windows PC, the new volume will appear under My Computer. If the drive does not appear, you may need to partition your hard drive first.
- 5) Your NexStar External Hard Drive is now ready for use.

5.2. Driver Installation:

Windows ME/XP/2000 - (NST-350U2, NST-350UF):

- 1) No drivers are necessary when using Windows ME/XP/2000. If the hard drive does not appear under My Computer, be sure to partition your hard drive.

Windows 98SE

USB (NST-350U2 – USB only):

- 1) If this is the first time you are using the NexStar, unplug the NexStar if you currently have it connected. If the [Add New Hardware Wizard] dialog box is open, close it.
- 2) Insert the included Driver's CD into your CD-Rom drive and click on the Win 98 USB Driver option.
- 3) Windows should automatically start the setup program. You can also run it by double clicking on 'Win98 USB Driver.exe' located in the 'Drivers' directory of the CD.
- 4) The InstallShield Wizard for the driver should display. Follow the on-screen directions to install the drivers.
- 5) Once the drivers have been installed, reset your system.
- 6) Once Windows starts up, connect the NexStar and turn it on. Repeat the steps listed under "Connecting the NexStar to your computer."
- 7) You should now be able to see the new hard drive under My Computer. A green Unplug or Eject hardware icon will appear in the system tray as well. If the drive does not appear, you may need to partition your hard drive first.

Windows 98SE

USB (NST-350UF – Combo Drive):

- 1) If this is the first time you are using the NexStar, unplug the NexStar if you currently have it connected. If the [Add New Hardware Wizard] dialog box is open, close it.
- 2) Insert the included Driver's CD into your CD-Rom drive and click on the Win 98 USB Driver option.
- 3) Windows should automatically start the setup program. You can also run it by double clicking on 'Win98 USB Driver.exe' located in the 'Drivers' directory of the CD.
- 4) The InstallShield Wizard for the driver should display. Follow the on-screen directions to install the drivers.
- 6) Once the drivers have been installed, reset your system.
- 7) Once Windows starts up, connect the NexStar and turn it on. Repeat the steps listed under "Connecting the NexStar to your computer."
- 8) You should now be able to see the new hard drive under My Computer. A green Unplug or Eject hardware icon will appear in the system tray as well. If the drive does not appear, you may need to partition your hard drive first.

FireWire (NST-350UF – Combo Drive):

- 1) If this is the first time you are using the NexStar, unplug the NexStar if you currently have it connected. If the [Add New Hardware Wizard] dialog box is open, close it.
- 2) Insert the included Driver's CD into your CD-Rom drive and click on the Win 98 Firewire Driver option.
- 3) Windows should automatically start the setup program. You can also run it by double clicking on 'Win98 FireWire Driver.exe' located in the 'Drivers' directory of the CD.
- 4) The InstallShield Wizard for the driver should display. Follow the on-screen directions to install the drivers.
- 6) Once the drivers have been installed, reset your system.
- 7) Once Windows starts up, connect the NexStar and turn it on. Repeat the steps listed under "Connecting the NexStar to your computer."
- 8) You should now be able to see the new hard drive under My Computer. A green Unplug or Eject hardware icon will appear in the system tray as well. If the drive does not appear, you may need to partition your hard drive first.

Mac OS 9.0 or later - (*NST-350U2, NST-350UF*):

- 1) No drivers are necessary when using Mac OS 9.0 or later. If the hard drive does not appear on the desktop, be sure to partition your hard drive.

Note: If you are using Toaster as your CD recorder software in Mac OS 9.0 or 9.2, you must install the USB 2.0 extension driver for Toaster. Please check <http://www.roxio.com> for more information.

Mac OS 8.6 - (*NST-350U2, NST-350UF*):

- 1) Unplug the NexStar if you currently have it connected.
- 2) USB Mass Storage Support 1.3.5 must be installed on your system. If it is not, you can download the USB Mass Storage Support 1.3.5 from the Apple Software Updates website: <http://www.apple.com/support>
- 3) Follow the direction associated with the USB Mass Storage Support driver to install
- 4) Repeat the steps listed under "Connecting the NexStar to your computer."

6. Disconnecting the NexStar:

NexStar External 3.5" HDD Enclosure:

Warning: NEVER remove the NexStar while the hard drive is in use. Doing so may corrupt the data on the hard drive or damage the hard drive, NexStar, or computer.

Windows 98SE/ME/XP/2000:

- 1) Make sure all operations using the hard drive within the NexStar has ceased.
- 2) Close any windows and programs pertaining to the NexStar.
- 3) If connected by USB, double click the green "Unplug or Eject Hardware" icon in the system tray and select [Safely Remove Hardware]. Select the device you wish to remove and click on [Stop]. The system should prompt, "It is now safe to remove the USB device." If not, wait for any programs still using the device to finish and try again.
- 4) Turn off the NexStar.
- 5) Unplug the USB/Firewire cable from the system.

Mac OS:

- 1) Make sure all operations using the hard drive within the NexStar has ceased.
- 2) Close any windows and programs pertaining to the NexStar.
- 3) From the Desktop, drag the NexStar hard drive to the trash.
- 4) Turn off the NexStar.
- 5) Unplug the USB/Firewire cable from the system.

7. Creating A New Partition:

Note: Most hard drives should come with a CD that includes its installation program. If not, a download should be available on the manufacturers website. The best way to partition a new hard drive is by using the manufacturers program. However, if that is not possible, please try the following instead (if using Mac OS 9 or below, please refer to your hard drive documentation for information on formatting/partitioning the hard drive):

Warning: Doing the following will erase any existing data on the drive. If the drive is damaged and you wish to recover the data, continuing may overwrite the existing information!

Windows 98SE/ME:

- 1) You will need to use the FDISK utility that is included under MS-DOS. Please refer to Microsoft Knowledge Base Article – 255867 for complete instructions on how to use FDISK.
(<http://support.microsoft.com/support/kb/articles/Q255/8/67.ASP>)
- 2) Once complete, you should now be able to see the drive in Windows Explorer.

Windows XP/2000:

- 1) Right click on "My Computer" and choose Manage.
- 2) Under "Storage" on the LEFT pane, select Disk Management
- 3) Windows should now give you the option to initialize the disk. If not, locate the new drive, right click on the new disk (where it reads "Disk #") and choose Initialize. (This step may not be required for some hard drives.)
- 4) Go through the wizard.
- 5) Once complete, locate your hard drive in the bottom right pane. Right click on the area with a status bar (to the right of the "Disk #" area) and choose New Partition.
- 6) Follow the directions of the wizard. The recommended partition type is "primary" and the recommended file system is "NTFS." Please note that Windows XP/2000 limits FAT32 partitions to only 32GB. Also, Windows 98 is not capable of reading the NTFS file system.
- 7) Once complete, you should now be able to see the drive in Windows Explorer.

Mac OS X 10.x.x:

Initializing a Hard Drive:

If you are using a new hard drive, you may need to initialize it first. You can initialize your internal hard drive using a program called Drive Setup, which is on the Mac OS CD that came with your computer.

1. Start up your computer from the Mac OS CD.
2. Locate the Utilities folder on the Mac OS CD and double-click it to open the folder.
3. Double-click the Drive Setup icon to open the program.
4. In the list of drives, select the drive you want to initialize.
5. Click Initialize.

To format your hard drive with Mac OS Extended format, a method of formatting hard drives that allows for more efficient use of hard drive storage space, follow the steps below:

1. Click Custom Setup.
2. Select the desired partitioning scheme.
3. Open the Type pop-up menu in the Volume Info area and choose Mac OS Extended Format.
4. Resize the volumes if desired.
5. When ready, click OK.
6. Click Initialize.

If initialization fails, do the following:

1. Choose Initialization Options from the Functions menu.
2. Click the checkbox next to "Low level format", then click OK. Choosing this option adds significant time to the initialization process.

Mac OS X 10.x.x:

Formatting a Hard Drive:

1. Start the Disk Utility tool (under Applications)
2. Select the new hard drive you are trying to install
3. Click on the "Erase" tab
4. Choose a volume format and assign a name to the new drive.
5. Click on Erase.
6. Once complete, your new hard drive should be mounted on your desktop.

Note: If the hard drive will not mount on your system, format the drive with a FAT32 or NTFS partition first through a PC system. Once formatted, connect the NexStar Enclosure to your Mac and run the Disk Utility tool again. You should now be able to format the drive into a Mac partition and mount the drive

8. Troubleshooting/FAQ:

NexStar External 3.5" HDD Enclosure:

Q. What should the jumper settings on my hard drive be set to?

A. We recommend the hard drive be set to MASTER.

Q. My computer recognizes the NexStar, but it does not assign a drive letter to it.

A. You are probably using a brand new hard drive. If not, then your computer may not be able to recognize the partition on the hard drive because it is damaged or not a valid format. Please refer to the section "Creating A New Partition" for information on how to create a useable partition on your drive.

Q. My computer sometimes recognizes the NexStar, but sometimes gives me errors.

A. If your computer is giving you problems with the NexStar, be sure to connect the USB cable to a rear port, directly off the motherboard or USB PCI card. The cables connecting front USB ports are not always properly shielded and cannot properly handle USB 2.0 speeds, thereby corrupting the signal between the NexStar and the computer.

Q. Why is the data on my hard drive corrupted?

A. Connecting your hard drive to the NexStar is just like connecting a hard drive to the inside of your computer. The NexStar itself will not corrupt your data. If your data has become corrupt, it is likely caused by the removal of the NexStar while data was still being written to the hard drive. CAUTION: Never remove the NexStar while data is being written to the hard drive! Doing so may cause the hard drive to become corrupt. Make sure all applications being run off the disk and all files in use are no longer in use before removing the unit.

Q. Why is my computer not showing the full size of my hard drive?

A. If you are using Windows 98SE, please refer to Microsoft's Windows 98 Support Center and download the large capacity drive patch. Else, verify that your motherboard supports large capacity drives. Some older motherboards cannot use drives larger than 137 GB. If Windows XP/2000 will not let you create a partition larger than 32GB, make sure you are using the NTFS file system, as Windows XP/2000 limits FAT32 partitions to only 32GB.

Q. Why can't Windows 98SE read my hard drive? It works with Windows XP/2000.

A. Windows 98SE cannot recognize the NTFS file system. If you wish to use the device with Windows XP/2000 and Windows 98SE, you need to format the drive as FAT32.

Q. Why can't I copy files larger than 4GB onto my NexStar?

A. You have probably formatted the hard drive in the FAT32 file system. FAT32 limits the file sizes to 4GB maximum. The NTFS file system does not have this limitation.

Q. Why am I getting "Delayed Write Errors" in Windows XP/2000?

A. Windows XP/2000 tries to write 512K packets of data to through FireWire occasionally, which is much more than what is supposed to be written (128K packets). Microsoft has since released a patch for Windows XP with its Service Pack 2 release. A similar fix should be available for Windows 2000 through Microsoft's website.

9. Warranty:

The NexStar comes with a 1 year limited warranty (90 day parts). If your unit should become defective within that time frame, please go to <http://www.vantecusa.com> for information on how to receive warranty exchange or repair. Cosmetic defects and missing parts are not covered under this warranty. Please check the contents of the unit to make sure you received all parts. Also, check for any cosmetic flaws. If any parts are missing or if there are cosmetic defects, please contact the retailer from which you purchased the unit immediately and ask for a replacement.

10. Contact:

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