

A faded background image of a man and a woman smiling and taking a photo with a smartphone.

Western Digital

External USB Hard Drive
Dual-option Backup
USB 2.0

User Manual



1

Getting Started

Thank you for purchasing the WD Dual-option External USB Hard Drive. Hi-speed storage, conveniently placed buttons, and easy-to-use backup features make this external drive an ideal solution for that much-needed additional storage and a perfect place to back up your valuable data, music, photos, and movies. This user manual provides step-by-step installation instructions and other important information regarding your WD product. For the latest WD product information and news, visit our Web site at www.westerndigital.com.

Kit Contents

- WD Dual-option™ External USB 2.0* Hard Drive
- 6 ft. (1.8m) USB 2.0 certified cable
- Installation CD containing Dantz® Retrospect® Express backup software and detailed user manuals in portable document format (PDF)
- AC adapter and power cord
- Quick Install Guide
- Two stands for vertical placement
- Four feet for horizontal placement

**USB 2.0 host required for Hi-Speed USB 2.0 performance. USB 2.0 is highly recommended because of the significant reduction in file transfer time compared to USB 1.1. To determine whether or not your system supports USB 2.0, refer to your USB card documentation or contact your USB card manufacturer.*



System Requirements

Windows®

- Available USB port
- Windows 98SE/Me/2000/XP

Macintosh®

- Available USB port
- Mac® OS v9.2.2 or Mac OS X v10.2.8+

Note: For highest performance and reliability, WD recommends that you install the latest service pack (SP) and updates.

Updating Your Operating System

Windows

Go to the Start menu and select **Windows Update**. For more information regarding updating your system, visit windowsupdate.microsoft.com.

Macintosh

Go to the Apple menu and select **Software Update**. For more information regarding updating your system, visit apple.com/macosx.

Recording Your WD Product Information

CAUTION: Do not remove, tear, or damage the tape seal or any labels on the drive; these actions will void the warranty.

In the following table, write the serial number and model number of your new WD product found on the large label on the back panel. Also, write the purchase date and other notes such as your operating system and version. This information is necessary for setup and technical support.

WD Product Serial Number:
WD Product Model Number:
WD Product Purchase Date:
System and Software Notes:

Registering Your WD Product

Your WD product includes 30 days of free technical support during the applicable warranty period for your product. The 30-day period commences on the date of your first telephone contact with WD technical support.

Register online at <https://www.westerndigital.com/en/products/registration>.

Handling Precautions

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

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking and installing your external hard drive:

- Do not drop or jolt the drive.
- Do not move the drive during drive activity.
- Do not use the drive as a portable device.
- Do not open the product, as this will void the warranty.
- To allow proper ventilation, 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. To stack multiple external drives, see “Installing the Feet for Horizontal Placement” on page 8.

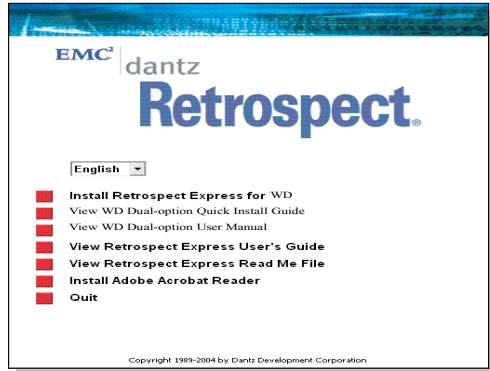
2

Setting Up

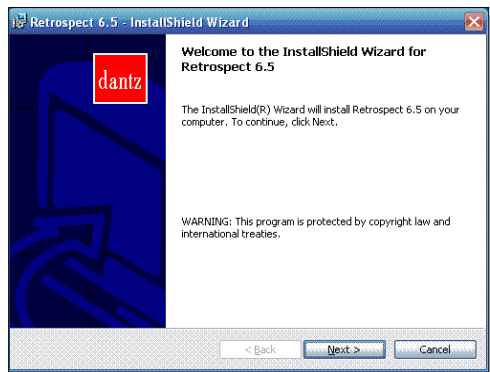
The installation CD contains Retrospect Express backup software as well as important drivers for your WD Dual-option External USB Hard Drive. Carefully follow the appropriate procedure for your operating system.

Windows 98SE/Me/2000/XP

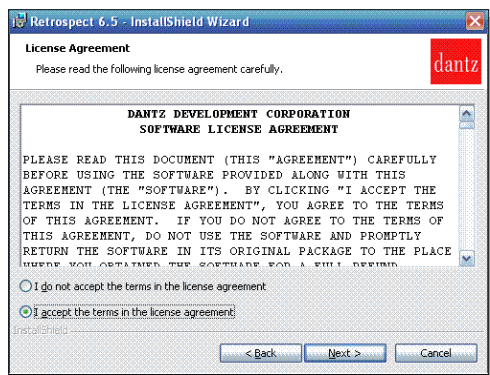
1. Insert the installation CD into your CD-ROM drive. The program autoruns and displays a setup menu. Select the option to **Install Retrospect Express for WD**.



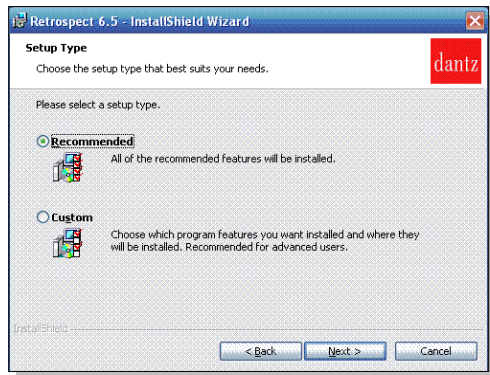
2. Retrospect Express Installer launches and displays the following window. Click **Next**.



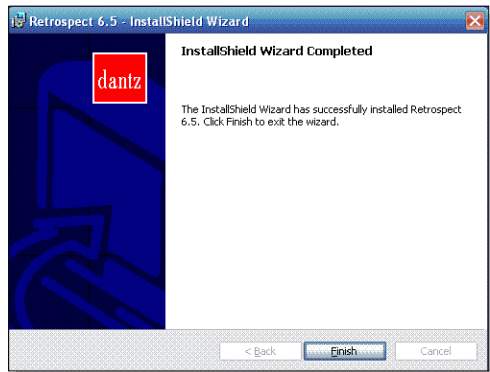
3. The license agreement window is displayed. To proceed, select **I accept the terms in the license agreement** and click **Next**.



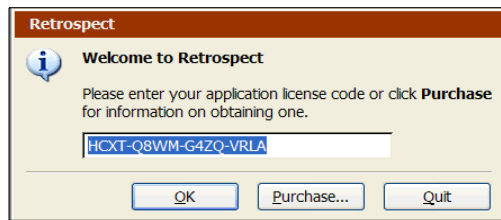
4. Enter your **User Name** and click **Next**. In the next window, select the **Recommended** installation option and click **Next**.



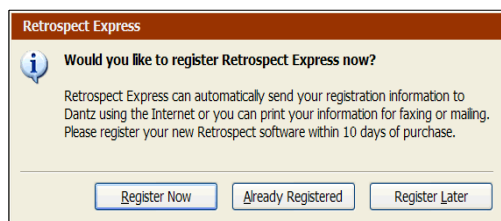
5. In the next window, click **Install** to begin installation. After installation is completed, the following window is displayed. Click **Finish**.



6. Launch Retrospect Express from the **Start** menu (**Start > Program Files > Retrospect > Retrospect 6.5**). You may be prompted for a license code. Since your WD product is already licensed, this field is filled automatically. Click **OK**.



7. In the next window, you are prompted to register Retrospect Express. Select **Register Now** to complete the registration information, and click the option either to e-mail or to print and fax the information.



8. Proceed to “Connecting the Drive” on page 8.

Macintosh

***Important:** Macintosh users must reinitialize the WD drive to HFS Extended Format (or other Mac OS drive format) before using the installation CD. Skip to “Connecting the Drive” on page 8 to connect the drive, then follow the steps below to format and set up the drive.*

Mac OS v9.2.2

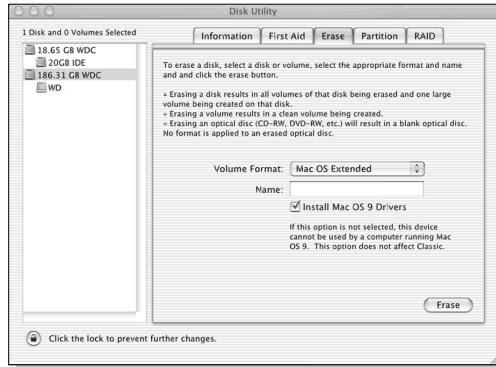
1. To format or reinitialize the drive, select **Control Panel > Extensions Manager** from the Apple menu.
2. Disable **File Exchange** from the extensions list by clearing the adjacent check box, and click **Restart**.
3. After restarting, a message appears prompting you to initialize the drive. Enter a name, select **Mac OS Extended** from the menu, and click **Initialize**.
4. Click **Continue** to confirm drive initialization. A hard drive icon with the name you assigned appears on the desktop after formatting is completed. To re-enable **File Exchange**, select the check box in **Extensions Manager** and click **Restart**.
5. After restarting, insert the installation CD into your CD-ROM drive.
6. A Retrospect Express CD icon appears on the desktop. Double-click the CD icon to open it, and double-click the Retrospect Express Installer icon to begin setup.

***Note:** See “Windows 98SE/Me/2000/XP” on page 4 for examples of Retrospect Express setup screens.*

7. In the next window, click the button to accept the license agreement and follow the on-screen instructions to complete the installation. After installation is completed, go to the **Applications** folder and launch Retrospect Express.
8. Retrospect Express prompts you to personalize your software copy. Complete the fields for your name and organization, accept the included license code, and click **OK**.
9. The next window prompts you to register Retrospect Express. Select **Register Now** to complete the registration information, and click the option either to e-mail or to print and fax the information.
10. Proceed to “Using the Backup Software” on page 11.

Mac OS X v10.2.8+

1. To format or reinitialize the drive, select **Applications > Utilities > Disk Utility**. Select your new drive on the left panel, and click the **Erase** tab on the right panel. The following window is displayed:



2. Select **Mac OS Extended** from the Volume Format menu, and enter a name for your drive in the field.
3. Click **Erase** to begin drive formatting. A hard drive icon with the name you assigned appears on the desktop after formatting is completed.

Note: To partition the drive into multiple volumes for use as both a bootable backup drive and also for general storage, select the **Partition** tab from the Disk Utility program menu and follow the instructions to create two separate partitions. Your newly formatted drive is now ready to use.

4. Insert the installation CD into your CD-ROM drive.
5. A Retrospect Express CD icon appears on the desktop. Double-click the CD icon to open it, and double-click the Retrospect Express Installer icon to begin setup.

Note: See “Windows 98SE/Me/2000/XP” on page 4 for examples of Retrospect Express setup screens.

6. In the next window, click the button to accept the license agreement and follow the on-screen instructions to complete the installation. After installation is completed, go to the **Applications** folder and launch Retrospect Express.
7. Retrospect Express prompts you to personalize your software copy. Complete the fields for your name and organization, accept the included license code, and click **OK**.
8. The next window prompts you to register Retrospect Express. Select **Register Now** to complete the registration information, and click the option either to e-mail or to print and fax the information.
9. Proceed to “Using the Backup Software” on page 11.

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Connecting the Drive

CAUTION: Do not drop or jolt the drive or attempt to open the drive and service it yourself; these actions will void the warranty.

Note: Stands and feet are provided for specific configurations and usage. For a single external drive, WD recommends using the stands for vertical placement with the Power button on top for easy accessibility. For stacking multiple drives, use the feet for horizontal placement.

Installing the Stands for Vertical Placement

1. Power off the external hard drive and disconnect all its cables.
2. Align the edge of the stand onto the side of the drive adjacent to the back.
3. 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 balance and stability.

4. Repeat this process for the other stand.

Removing the Stands

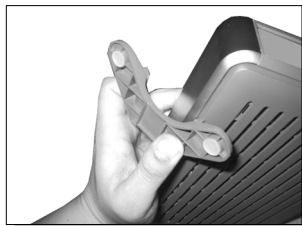
1. Power off the external hard drive and disconnect all its cables.
2. Place the drive upside down on a clean and steady surface.
3. Using both hands, grasp the base of the stand and carefully bend the stand upward until the stand snaps away from the side of the drive.
4. Repeat this process for the other stand.

Installing the Feet for Horizontal Placement

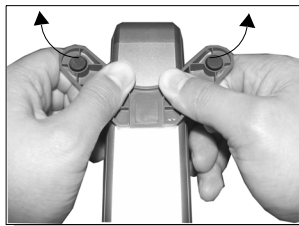
1. Power off the external hard drive and disconnect all its cables.
2. Place the drive upside down on a clean and steady surface.
3. The back of the drive is keyed with a small crossbar at each corner within the ventilation slots for feet placement. Align the notch of the foot to the crossbar and insert one end of the foot into the ventilation slot at a slight angle. The feet are keyed to ensure proper insertion.
4. Press the foot into the groove until it snaps firmly into place.
5. Repeat this process for the three remaining feet.

Removing the Feet

1. Power off the external hard drive and disconnect all its cables.
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.
4. Repeat this process for the three remaining feet.



INSTALL STANDS



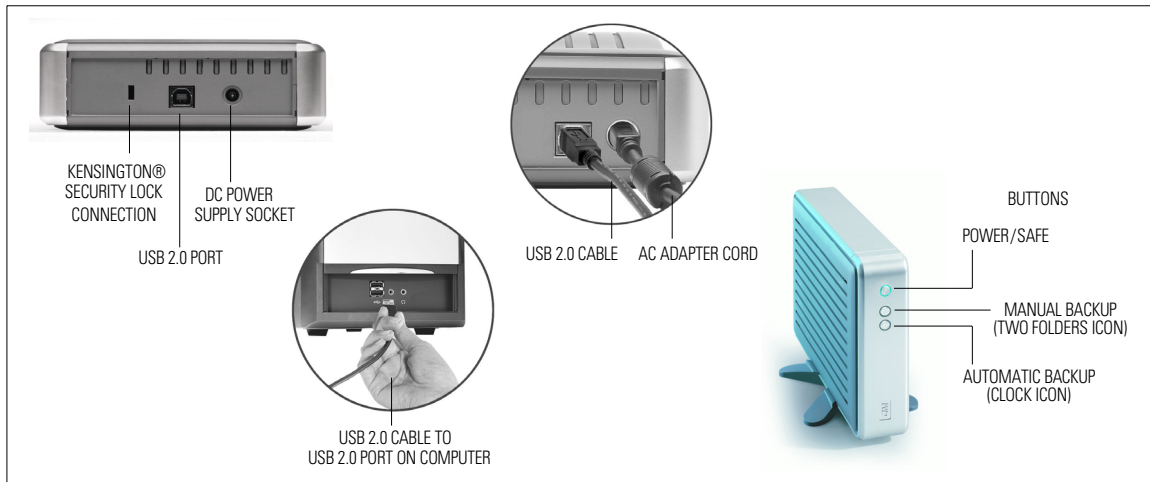
REMOVE STANDS



REMOVE FEET

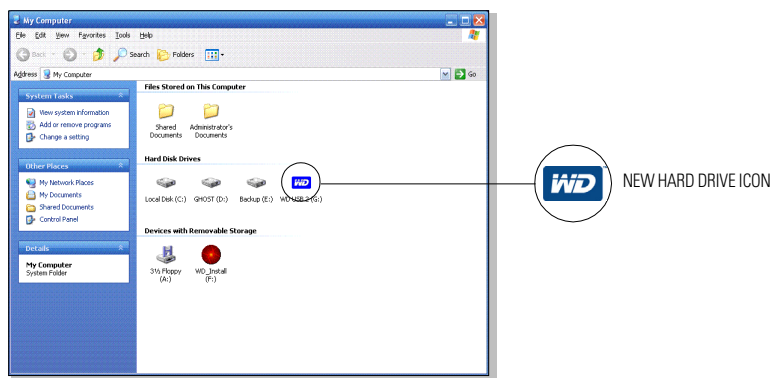
Connecting the Cables

1. Connect the AC adapter cord to the DC power supply socket on the back of the drive.
2. Connect one end of the power cord to the AC adapter.
3. Connect the other end of the power cord to an electrical outlet.
4. Connect one end of the USB 2.0 cable to the USB 2.0 port on the back of the drive.
5. Connect the other end of the USB 2.0 cable to an available USB port on your computer.



Powering Up the Drive

Press the Power button to turn on the drive. Your operating system automatically detects the external USB drive. The area surrounding the Power button illuminates blue and flashes to indicate drive activity. A new hard drive icon appears in the My Computer window for PC users or on the desktop for Mac users. Your drive is preformatted as a single FAT32 partition and is now ready to use.



Formatting the Drive

Your WD Dual-option drive is preformatted as a single FAT32 partition for compatibility with all Windows operating systems. The FAT32 file system has a maximum file transfer of 4 GB. For more information about file formats and overcoming file size limitations, refer to your operating system manual or visit support.wdc.com, click **Knowledge Base**, and search for answer ID 1053 for Windows 2000 or answer ID 1021 for Windows XP.

Macintosh users, see “Macintosh” on page 6 to reinitialize the drive to a Mac OS format.

WD Button Manager

The WD Button Manager controls dual-option backup functions. The icon in the system tray (typically located on the bottom right corner of your desktop) is blue. When the drive is powered off or disconnected, the icon disappears. If the drive has difficulty communicating with the backup software, the icon becomes red.



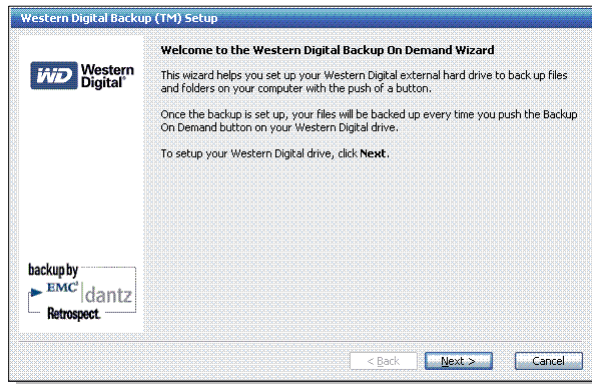
4

Using the Backup Software

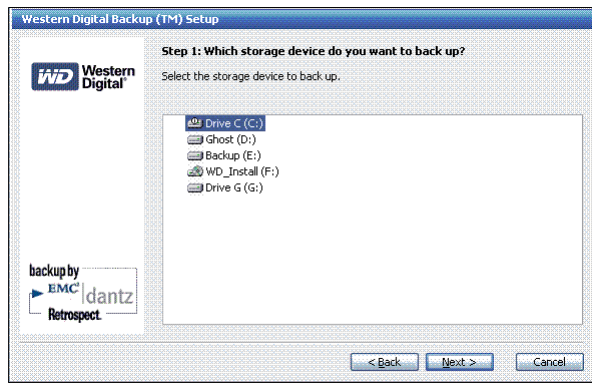
This section contains instructions for both Windows and Macintosh users to set up your WD Dual-option drive with Dantz Retrospect Express backup software.

Manual Backup (Backup on Demand)

1. Press the Manual Backup button (two folders icon) on the front of the drive to launch the initial setup wizard. Click **Next**.

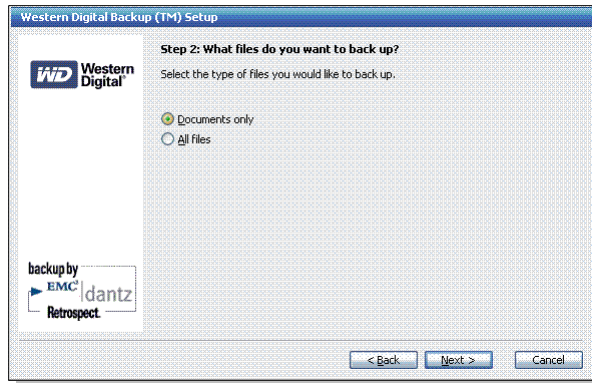


2. Click the drive you want to back up. This is the source drive that Retrospect Express backs up each time you press the Manual Backup button. Click **Next**.

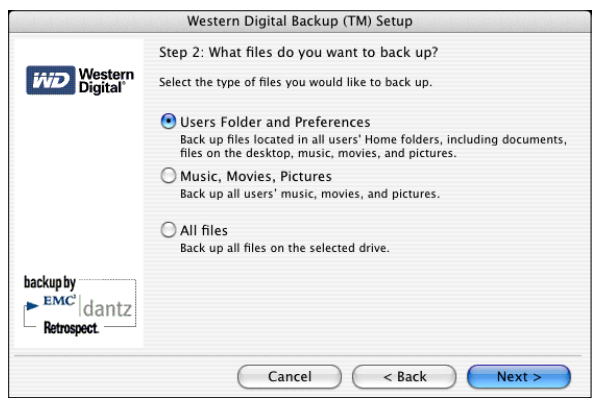


3. *Windows and Mac OS 9.x users:* By default, the software copies **Documents Only**, which includes your contacts, documents, music, and pictures. This is the ideal choice for most users. Make your choice and click **Next**.

Note: To create a backup that includes restoration of your operating system and programs, visit support.wdc.com, click **Knowledge Base**, and search for answer ID 1270.

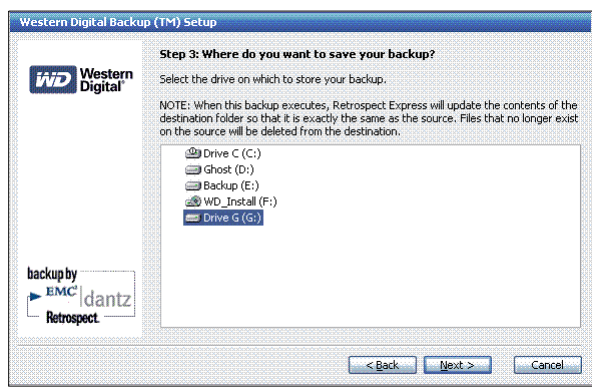


Mac OS X users: In the following window, select the types of files to back up. Make your choice and click **Next**.

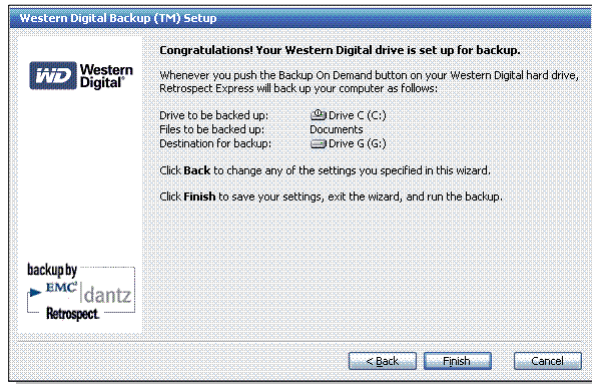


4. Select the drive on which to store your backup files. Click **Next**.

Note: The destination drive cannot be the same drive selected as the source drive. If you have multiple external drives connected, the drive on which the button was pressed is the default destination.



5. The last window summarizes the settings you specified in the Backup On Demand wizard. To make any changes, click **Back**; otherwise, click **Finish** to complete the setup and begin your first backup. Each time you press the Manual Backup button, Retrospect Express launches the wizard and backs up your files.

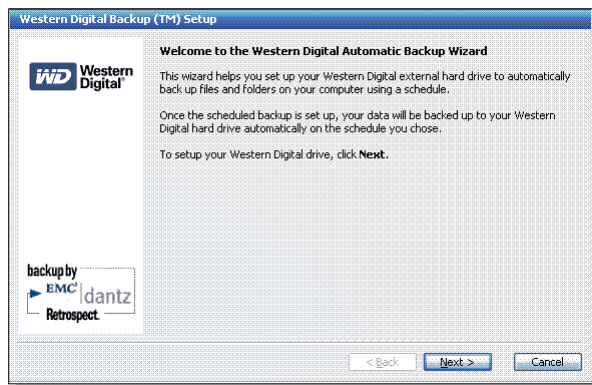


Changing Your Manual Backup Settings

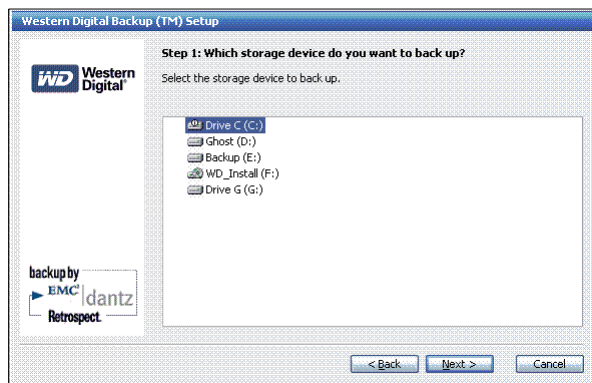
1. Press the Manual Backup button.
2. The wizard displays a summary of your existing choices and allows 10 seconds to either accept the settings or click **Modify** to launch the wizard and change your settings.

Automatic Backup

1. Press the Automatic Backup button (clock icon) on the front of the drive to launch the initial setup wizard. Click **Next**.



2. Click the drive you want to back up. This is the source drive that Retrospect Express backs up each time an automatic backup begins. Click **Next**.

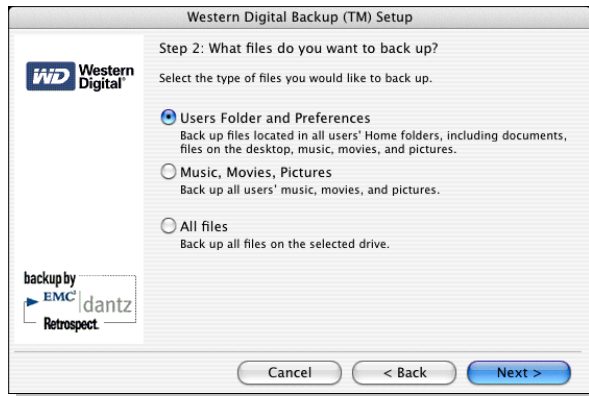


3. *Windows and Mac OS 9.x users:* By default, the software copies **Documents Only**, which includes your contacts, documents, music, and pictures. This is the ideal choice for most users. Make your choice and click **Next**.

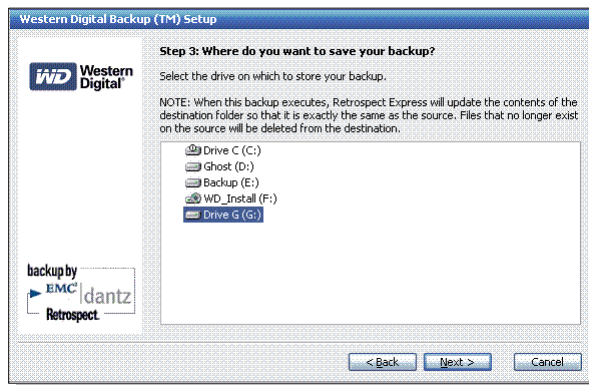
Note: To create a backup that includes restoration of your operating system and programs, visit support.wdc.com, click **Knowledge Base**, and search for answer ID 1270.



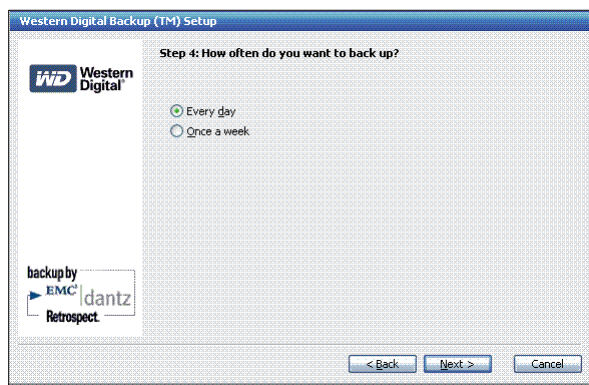
Mac OS X users: Select the types of files to back up in the following window. Make your choice and click **Next**.



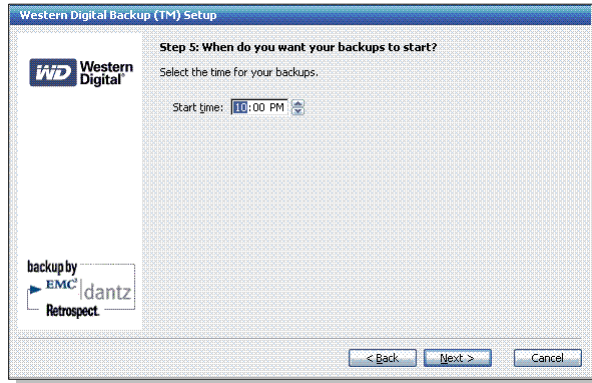
4. Select the drive on which to store your backup files. Click **Next**.
Note: The destination drive cannot be the same drive selected as the source drive. If you have multiple external drives connected, the drive on which the button was pressed is the default destination.



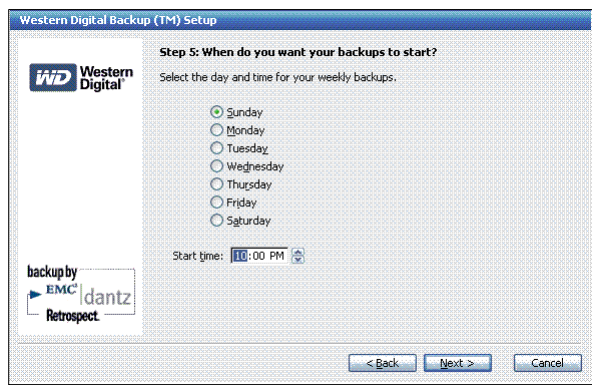
5. Select the frequency of automatic backups and click **Next**.



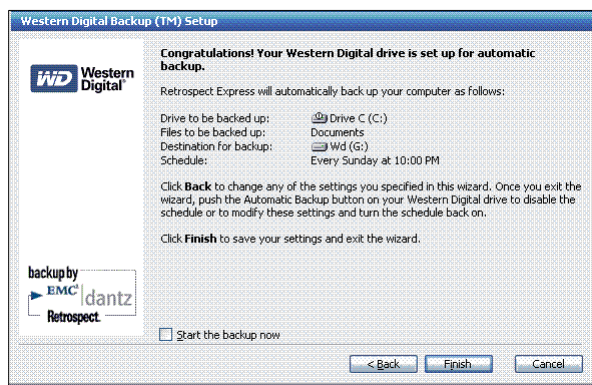
6. If you chose **Every day**, specify the time for your automatic backups and click **Next**.



7. If you chose **Once a week**, select the day and specify the time for your automatic backups, and click **Next**.



8. The last window summarizes the settings you specified in the Automatic Backup wizard. To make any changes, click **Back**. To start your first backup now, select **Start the backup now**. Click **Finish** to complete the setup. The area surrounding the Automatic Backup button is illuminated blue, indicating that backups are scheduled to occur automatically.



***Important:** Both the source and destination drives must remain powered on (not sleep mode) for automatic backups to occur at their scheduled times. If necessary, modify the power management settings in your operating system.*

Changing Your Automatic Backup Settings

Follow these steps to edit your automatic backup settings, disable Automatic Backup, or enable an existing Automatic Backup that is currently disabled.

1. Press the Automatic Backup button. The Automatic Backup button LED immediately begins to flash indicating that a change is in progress.
2. The wizard displays a summary of your existing choices and allows 10 seconds to either accept the settings or click **Modify** to launch the wizard and change your settings. After you have changed your settings or the timer has expired, the LED stops flashing and remains lit when Automatic Backups are enabled.

Restoring Files From a Backup

Windows

1. Open the My Computer window and double-click the hard drive icon of your backup.
2. Open the Retrospect Backup folder, and open the folder named Backup on your selected hard drive. Select any files or folders, and drag and drop the files where you want to restore them.

Note: If you do not know the location of a file on your hard drive, go to **Start > Search > For Files or Folders** to search.

Macintosh

1. Double-click the hard drive icon of your backup.
2. Open the Retrospect Backup folder, and open the folder named Backup on your selected hard drive. Select any files or folders, and drag and drop the files where you want to restore them.

Note: If you do not know the location of a file on your hard drive, use **Finder's Find File** or **Sherlock** to search.

Additional Features of Retrospect Express

Retrospect Express includes additional features that are not integrated into WD backup wizards. To learn more about advanced features of Retrospect Express, refer to the *Retrospect Express User's Guide* included on the installation CD.

Note: This version of Dantz software does not support server applications.

To view documents, insert the installation CD into your CD-ROM drive. The program autoruns and displays a setup menu. Click the **View** option for the document you want to view.

5

Disconnecting the Drive

Using Safe Shutdown

CAUTION: To prevent data loss, be sure to close all active applications before shutting down the drive.

Safe Shutdown™ is a WD-exclusive feature which ensures that all your data is safely transferred before shutting down the drive. When the drive is idle or is not used for 10 minutes, the drive spins down to save energy while keeping the case cool.

1. Press the Power/Safe Shutdown button once. You may hear the drive power down, and the power light turns off.

Note: Pressing the Power/Safe Shutdown button for 4 seconds forces the drive to shut down.

2. The drive is now shut down properly and can be disconnected safely.

Using Manual Shutdown

CAUTION: To prevent data loss, be sure to close all active applications before shutting down the drive.

Note: If you used Safe Shutdown, you need not follow the steps below; however, you may use these steps as an alternative method for disconnecting the external drive. After the drive is shut down, the Safely Remove Hardware window no longer displays the drive.

Windows Me/2000/XP

1. Double-click the Safely Remove Hardware icon in your system tray (typically located on the bottom right corner of your desktop).
2. Select **USB Mass Storage Device** from the list and click **Stop**. The following window is displayed. Select the drive to be disconnected and click **OK**.



Important: If other USB devices (such as a portable flash drive) are connected to your computer, there may be multiple listings for **USB Mass Storage Device**. Be sure to select the correct device associated with your WD external USB hard drive.

3. Click **Close** and press the Power button once. Now you can safely disconnect the USB cable from your computer and the power cord from the electrical outlet.

Windows 98SE

1. Right-click the WD Button Manager icon in the system tray (typically located on the bottom right corner of your desktop).
2. Click the option to safely remove the drive from your system.
3. Press the Power button once. Now you can safely disconnect the USB cable from your computer and the power cord from the electrical outlet.

Macintosh

1. Find the Removable Disk icon associated with the drive you want to disconnect, and drag it to the Trash icon on your desktop.
2. After the disk icon disappears from the desktop, press the Power button once. Now you can safely disconnect the USB cable from your computer and the power cord from the electrical outlet.

Uninstalling Retrospect Express

1. To uninstall the backup software, go to **Start > Settings > Control Panel**.
2. Double-click the Add/Remove Programs icon.
3. Select **Retrospect 6.5** and click **Remove**.

Note: For more information regarding removing Retrospect Express software or other installation drivers associated with your external USB drive, visit support.wdc.com.

Uninstalling WD Button Manager

1. To uninstall WD Button Manager, right-click the WD icon in the system tray (typically located on the bottom right corner of the desktop)
2. Select **Uninstall Button Manager** from the pop-up menu, and click **OK**.



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Troubleshooting

To search the WD technical support knowledge base and view a complete list of FAQs for your operating system, visit our support Web site at support.wdc.com.

Frequently Asked Questions—USB Information

Q: *What is Hi-Speed USB?*

A: Hi-Speed USB is another name for USB 2.0, which provides transfer rates up to 40 times faster than USB 1.1. Upgrading to USB 2.0 is highly recommended because of significant reduction in file transfer time versus USB 1.1.

Q: *How do I determine whether or not my system supports USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 2.0 controller is built-in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 2.0 is backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

Q: *Can USB 1.1 cables be used with USB 2.0 devices?*

A: Although USB 1.1 cables work with USB 2.0 devices, it is recommended that USB 2.0 certified cables be used with USB 2.0 peripherals and USB 2.0 PCI adapter cards.

Frequently Asked Questions—Installation

Q: *Why does the drive not power up?*

A: After connecting the power cord, be sure to press the Power button. The area surrounding the button illuminates blue, and you may hear the drive spin and power up.

Q: *Why is the drive not recognized under “My Computer” or on the computer desktop.*

A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting the WD external USB 2.0 hard drive. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *How do I partition and reformat the drive?*

A: FAT32 partitions created by the utilities included in Windows 2000/XP have a maximum partition size of 32 GB. To create partitions larger than 32 GB, you must reformat the drive using NTFS. See “Formatting the Drive” on page 10.

Q: *Why is the data transfer rate slow?*

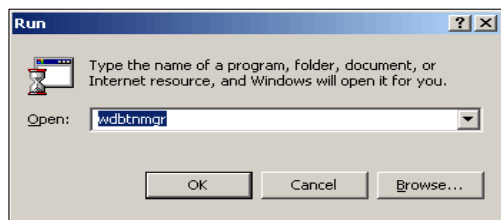
A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

Note: If an additional external hard drive is connected to the WD drive, USB bandwidth is shared and may affect performance.

Q: *I accidentally uninstalled WD Button Manager. How do I reinstall it?*

A: Go to **Start > Run**. Type **wdbtnmgr** in the Open field and click **OK** to load WD Button Manager.



7

Appendix

Regulatory Compliance

FCC Class B Information

This equipment has been tested and found to comply with the limits of 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 a 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 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.
- Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

The following booklet, prepared by the Federal Communications Commission, may be helpful: *How to Identify and Resolve Radio/TV Interference Problems*. This booklet is Stock No. 004-000-00345-4 available from the US Government Printing Office, Washington, DC 20402.

CSA Notice

Le prent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

This digital apparatus does not exceed the Class B limits for radio noise for digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Underwriters Laboratories Inc.

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1. Information Technology Equipment - Safety - Part 1: General Requirements (File E101559).

CE Compliance for Europe

Verified to comply with EN55022 for RF Emissions and EN50082-1 for Generic Immunity, as applicable.

Warranty Information

This product contains no user-serviceable parts. Refer servicing only to authorized WD personnel or a WD-approved 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 for information about 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. Your warranty will be void if your returned hard drive is shipped in anything other than the original packaging or WD-approved materials. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via 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 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.

WD Service and Support

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* and choose from these topics:

- **Warranty Services** — Obtain warranty information, warranty status, extended warranty, product replacement, RMA status, and shipping and packaging information.
- **Downloads Library** — Download installation software and drivers.
- **Technical Information** — Access product specifications, technical tips, and the online forum.
- **Knowledge Base** — Explore our expert knowledge base and Frequently Asked Questions.
- **Service Partners** — Find available WD-approved service and support in your region.
- **Contact Support** — Contact a support representative by e-mail.
- **Rebates** — Check the status of rebate submissions.
- **Localized Support** — Display service and support information in various languages.

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

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