

## Frequently Asked Questions

### All Hard Drives- 1000, 2000, 3000 Series

#### Question

#### Answer

Computer does not recognize the Wolverine USB 2.0 Drive.

#### **OR**

The message "Current Limit exceeded/Not Enough Power" is displayed on the screen.

- Make sure the provided USB cable is inserted all the way into the computer USB port(s) and the Wolverine USB port.
- If you are using a desktop computer, use the **back** USB ports on your computer. (The front USB ports do not provide enough bandwidth to run external hard drive).
- Attach Wolverine unit to the computer directly, not through USB Hubs, docking stations, etc., between the Wolverine and the computer.
- If power adapters are included with your product attach the power adapter to the unit first before you connect the USB cable.

For **1000** and **2000** Series:

- Some computer systems with low power output from their motherboards or hubs will require the Y-shaped USB cable. Connect **both** USB connectors on the USB cable to your computer *or* use **only** Wolverine power adapter to provide appropriate power to the Wolverine product. [Power adapter can be purchased from Wolverine website]
- Make sure the computer is not in lower power mode such as Sleep, Stand-By, Hibernate, or any other modes.

For **3000** Series:

- Make sure the provided power adapter is connected and the power switch at the back side of the unit is in the "ON" position.

If your computer is networked with other computers, your Wolverine drive letter path may conflict with other devices on your network. You can avoid it by:

- Changing Drive Letter Path to solve conflict: Go to "Start">"Control Panel">"Administrative Tools">"Computer Management">"Disk Management"> Do you see a USB Mass storage device or Wolverine labeled drive? If you do **right** click on this drive and choose "Change Drive Letter and Path". Choose any unused non- conflicted drive letter.
- For Windows 98/ME computers you need to check the box "Removable" from under Computer Management> System Tools > Device Manager > Disk Drive under the Settings Tab.

Reboot the computer and verify its connection to the Wolverine USB 2.0 Drive.

My Wolverine worked fine all along, but it failed to store new data all of a sudden.

- If your Wolverine is over 85% full, many problems can happen. Run "Disk Cleanup" program to erase un-needed files, and run "Check Disk" program to fix corrupted files. Always remember to use " Safely remove Hardware Procedure" to disconnect Wolverine from your computer to avoid corrupting files.

Data loss or other serious malfunctions of the computer or Wolverine device

- Always use the "Safely Remove" or "Stop USB" icon [green arrow on top of a card for Windows and the "Trash" for Mac] (see figure 1) on the taskbar to unplug your Wolverine device. It's important to terminate communications between your computer and Wolverine device before physically unplugging the USB connector to avoid data loss or other serious malfunctions to your computer or Wolverine device.

Figure 1:

"Safely Remove" icon



Why is my total capacity smaller than the specified capacity?

- The conversion rate between Hard Drive manufacturers and Windows is different
- Hard Drive manufacturers define a megabyte (MB) as 1,000,000 bytes and a gigabyte (GB) as 1,000,000,000 bytes. However, Windows and certain systems define a megabyte as 1,048,576 bytes and a gigabyte as 1,073,741,824 bytes for reasons beyond the scope of this discussion.

Can I reformat my Hard Drive?

- Yes, your Wolverine device came pre-formatted to FAT32 to work on both Windows and Mac computers. However, FAT32 has a limitation of accepting individual files exceeding 4GB in size. For Windows 2000, XP, Vista-
- You can reformat your Wolverine HD to NTFS (Microsoft proprietary format). However, because of the changed format, your Wolverine unit will not work on Mac, Windows 98, or ME.

Why isn't there a manual with my product?

- We did not provide manuals because our products are simple to use.
- If you need the manual for the 1000, 2000, and 3000 series, please go to "Support" > "Downloads" > "External Hard Drive Downloads for 3000, 2000, 1000 Series."

The data transfer is extremely slow. The speed is comparable to a floppy disk drive.

- Make sure your computer supports USB 2.0.
- Data transfer speed will be much slower if your computer only supports USB 1.1.
- If your computer does not have USB 2.0, it is recommended to install a USB 2.0 add-on card into your computer system.
- If you have either a 1000 or 2000 Series, try using the Y-shaped USB power cable or power adapter to improve speeds.

For **3000** series:

- Make sure the power to the Wolverine USB 2.0 Drive is connected before connecting the USB cable.

Safe Removal Procedure does not work. The computer system says it's busy.

- Make sure all programs and windows using the Wolverine are closed.
- Wait for a few seconds and try the Safe Removable Procedure again.
- If you have Norton Utilities installed in your computer system, disable the Norton Recycle Bin Protector for the Wolverine USB 2.0 Drive. For instructions on disabling the Norton protection, please check Norton Utilities' Help documentation.

Why does my 1000 and 2000 Series cost more than the 3000 Series when the 3000 Series has more capacity?

- To put it simply, size.
- Our 1000 and 2000 Series are very small and therefore very portable which is a great convenience for users on the go. (An analogy can be made with laptops and desktop computers - all specifications being equal except for the size; a laptop will generally cost more.)

When the Wolverine USB 2.0 Drive is in operation, there are spinning and clicking sounds. A little rattling noise is heard when handling, and the Wolverine USB 2.0 Drive is not in operation.

- Do not be alarmed - this is very normal. All hard drives (internal or external) have moving arms and spinning disks that make the noise.
- Handle the unit with care; dropping your Wolverine may damage the hard drive inside the unit, which may cause you to lose your data.