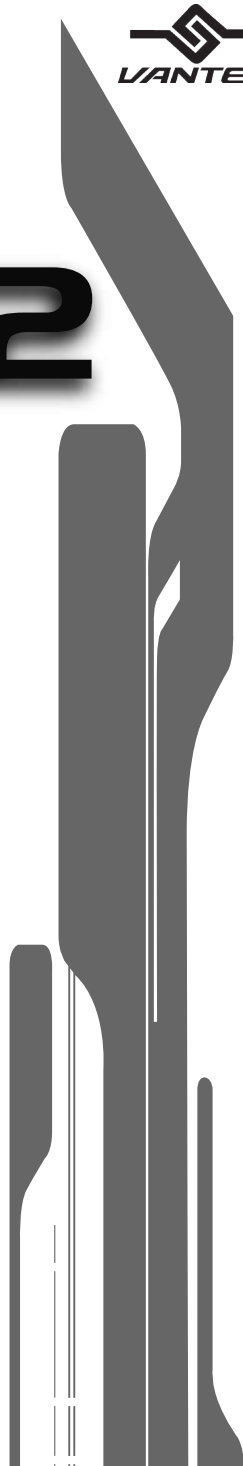




NexStar-2

EXTERNAL ENCLOSURE

USER MANUAL



Package Contents:

NexStar 2 External 3.5" HDD Enclosure:

(NST-355U2, NST-355UF):

- Driver CD
- User Manual
- NexStar 2 External 3.5" HDD Enclosure
- Power Adaptor
- Power Cable
- USB Cable
- FireWire Cable (NST-355UF Only)
- Screws
- Vibration Dampeners

NexStar 2 External 5.25" IDE Enclosure:

(NST-525U2, NST-525UF):

- Driver CD
- User Manual
- NexStar 2 External 5.25" IDE Enclosure
- Power Cable
- USB Cable
- FireWire Cable (NST-525UF Only)
- Screws
- Mounting Brackets

TRADEMARKS

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1. Introduction:

With its NexStar 2 series of enclosures, Vantec literally puts technology in your hands. Whether you're looking for the ideal portable storage device or simply a convenient way to share hardware (hard drives, DVD burners, etc), the NexStar 2 series of enclosures is the perfect solution.

Sleek and stylish, the NexStar 2 External 3.5" Hard Drive Enclosure is a great way to upgrade any internal 3.5" hard drive into an external storage solution. Installing a new hard drive can be a hassle, especially if you are trying to add storage to a notebook computer. With the NexStar 2, you can upgrade your storage in minutes. The NexStar 2 takes advantage of USB 2.0 or FireWire (NST-355UF only) to offer speeds up to 480Mbps. Because the NexStar 2 is plug & play, you can easily transfer data between Windows XP/2000 systems without worrying about drivers or rebooting.

With the Vantec NexStar 2 External 5.25" Enclosure, you can easily add any 5.25" IDE Device to your existing system. This unit also connects to your computer through USB 2.0 or FireWire (NST-525UF only) offering speeds up to 480Mbps and eliminating the need to open your system. The NexStar 2 is perfect for anyone looking to add any 5.25" device, such as a CD/DVD burner, to a notebook or desktop computer. Because you don't have to open your computer, you don't have to worry about voiding your existing warranty or dealing with messy wires. The integrated fan also keeps your device cool and operating at optimum conditions. The NexStar 2 External 5.25" Enclosure is the smart way to upgrade your computer.



2. Specifications/Features:

2.1. NexStar 2 External 3.5" HDD Enclosure:

Specifications:

- Interface: IDE to USB 2.0/FireWire (NST-355UF only)
- Dimension: 210 X 135 X 40 mm

Features:

- Dampens Hard Drive vibration
- 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-355UF only)
- Easily add storage to any system with USB or Firewire (NST-355UF only)
- Hot-swappable: Plug and play without rebooting!
- Attractive blue LED indicates power/HDD activity

2.2. NexStar 2 External 5.25" IDE Enclosure:

Specifications:

- Interface: IDE to USB 2.0/FireWire (NST-525UF only)
- Dimension: 251.5 x 173 x 47 mm

Features:

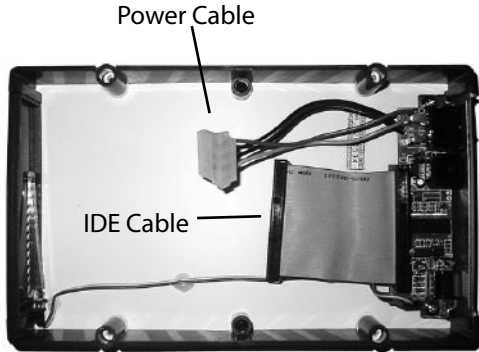
- Integrated 40x40mm Cooling Fan
- Transfer Rates Up to 12Mbps With USB 1.1
- Transfer Rates Up to 480Mbps With USB 2.0
- Transfer Rates Up to 400Mbps With FireWire (NST-525UF only)
- Easily Add A 5.25" Device to Any System With USB or FireWire (NST-525UF only)
- Hot-Swappable: Plug & Play Without Rebooting!
- Easy Installation: No Need To Open Computer!

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:

4.1. NexStar 2 External 3.5" HDD Enclosure:

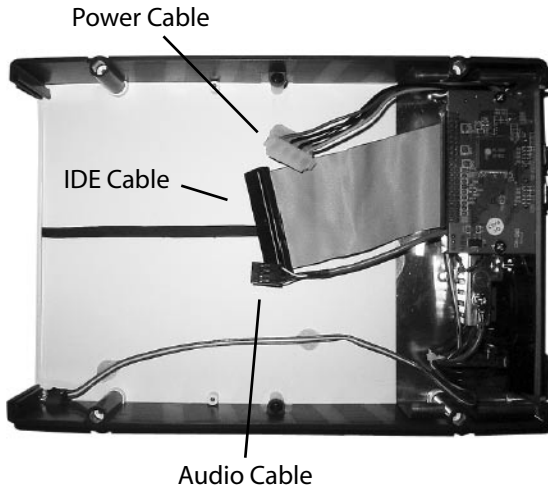


Right Vibration Dampener



Left Vibration Dampener

4.2. NexStar 2 External 5.25" IDE Enclosure:



Left Mounting Bracket



Right Mounting Bracket

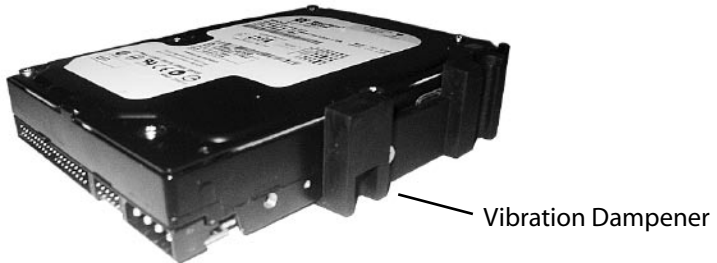
5. Installation:

5.1. NexStar 2 External 3.5" HDD Enclosure:

5.1.1. Hardware Installation:

Preparing 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) Place the vibration dampener on the hard drive as pictured below and screw it in place. (note: The lip of the vibration dampener is on the bottom of the hard drive.)



- 3) Repeat with the second vibration dampener so that the hard drive appears as below.

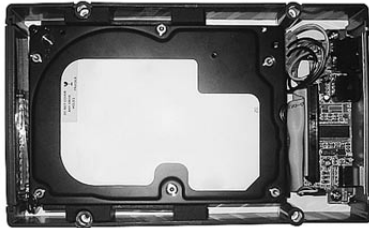


Installing the hard drive in the NexStar 2:

- 1) Remove the top cover of the NexStar 2 (the side with the logo and text).
- 2) Connect the IDE cable and power cable to the hard drive as pictured below.



- 3) Place the hard drive inside the NexStar 2 so that the vibration dampeners line up with the sides as pictured below.



- 4) Place the top cover of the NexStar 2 back on as pictured on the right.



- 5) Screw the cover in place (optional)

- 6) Install the clamp/stand over the screw holes with the rubber feet on the bottom (as pictured on the right).



Note: When removing the hard drive from the NexStar 2, 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.

Connecting the NexStar 2 to your computer:

- 1) Connect the appropriate interface cable between the NexStar 2 and your computer
 - a. USB: Connect the type B connector to the NexStar 2 and the type A connector to an available USB 1.1/2.0 port on your system.
 - b. FireWire (NST-355UF only): Connect one end of the FireWire cable to the NexStar 2 and the opposite end to an available FireWire port.
- 2) Connect the power cable to the NexStar 2 and plug the cable into an available outlet.
- 3) Turn on the NexStar 2 via the power switch.
- 4) Your operating system should detect the NexStar 2 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 2, 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 2 External Hard Drive is now ready for use.

5.1.2. Driver Installation:

Windows ME/XP/2000 - (NST-355U2, NST-355UF):

- 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-355U2 – USB only):

- 1) The first time you plug in the NexStar 2 into a USB port of your computer, the [Add New Hardware Wizard] dialog box will appear.
- 2) Click on [Next]. Check the [Search for the best driver for your device] and click on [Next] again.
- 3) Insert the device driver CD into your CD-ROM drive if you have not already done so and click on [Next], a screen should appear to show which Storage Device you installed. Click on [Next].
- 4) After the needed files are copied into your system, click on [Finish].
- 5) 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-355UF – Combo Drive):

- 1) If this is the first time you are using the NexStar 2, unplug the NexStar 2 if you currently have it connected. If the [Add New Hardware Wizard] dialog box is open, close it.
- 2) Insert the driver CD into your CD Rom drive.
- 3) If the CD does not autoplay, open the drivers CD and run "SETUP.EXE."
- 4) Follow the on-screen prompts to complete the installation of the USB drivers for the NexStar 2.
- 5) After the install is completely, the install program will create the shortcut [USB SAFE REMOVER] on your desktop. A green Unplug or Eject hardware icon will appear in the system tray too. If the drive does not appear under My Computer, you may need to partition your hard drive first.
- 6) Repeat the steps listed under "Connecting the NexStar 2 to your computer."

FireWire (NST-355UF – Combo Drive):

- 1) If this is the first time you are using the NexStar 2, unplug the NexStar 2 if you currently have it connected. If the [Add New Hardware Wizard] dialog box is open, close it.
- 2) Sign on to the internet and go to the Windows 98 Support website:
<http://www.microsoft.com/windows98>
- 3) Under the support section, click on Windows 98 Support Center.
- 4) Under "Search Support" do a search for "242975". This will return the article "Update for 1394 Storage Peripherals in Windows 98 Second Edition."
- 5) Click on the link and read the associated information. Follow the directions listed. It should take you to a download page where you can download the proper drivers.
- 6) Follow the directions on the installation page. Please note, you will need your Windows 98SE Installation CD when installing the drivers.
- 7) Repeat the steps listed under "Connecting the NexStar 2 to your computer."

Note: Microsoft has declared that it will extend support for Windows 98 through June 2006. However, some of the information or links on the Windows 98 support page may be outdated. Vantec is not responsible for any information, or lack thereof, on Microsoft's Windows 98 support page.

Mac OS 9.0 or later - (NST-355U2, NST-355UF):

- 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-355U2, NST-355UF):

- 1) Unplug the NexStar 2 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 2 to your computer."

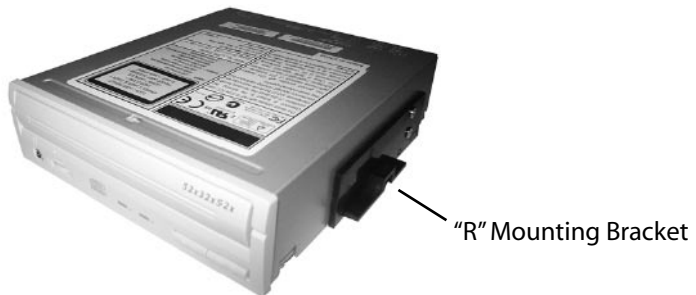


5.2. NexStar 2 External 5.25" IDE Enclosure:

5.2.1. Hardware Installation:

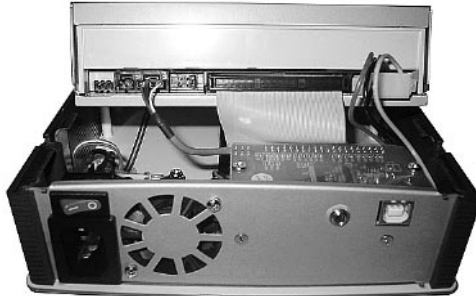
Preparing the 5.25" device:

- 1) Set the jumpers on the device to MASTER (if applicable). Please refer to the documentation included with your 5.25" device for information on how to accomplish this.
- 2) Place the plastic mounting brackets on the 5.25" device as pictured below and screw it in place. (note: Each bracket is labeled with either an R or L. The bracket with an R on it belongs on the RIGHT side of the device with the front of the drive facing you. The bracket with an L on it belongs on the LEFT side.)



Installing the 5.25" device in the NexStar 2:

- 1) Remove the top cover of the NexStar 2 (the side with the logo and text).
- 2) Connect the IDE cable and power cable to the 5.25" device as pictured below.



- 3) Connect the audio cable to 5.25" device (if applicable). The RED wire should line up with the R on the 5.25" device. The WHITE wire will line up with the L.
- 4) Place the 5.25" device inside the NexStar 2 so that the mounting brackets with the sides are pictured below.



- 5) Adjust the placement of the 5.25" device so that the front of the device is flush with the front of the NexStar 2. Use the provided screws to secure the drive in place.
- 6) Place the top cover of the NexStar 2 back on as pictured below.



- 7) Screw the cover in place (optional)
- 8) Install the clamp/stand over the screw holes with the rubber feet on the bottom (as pictured below).



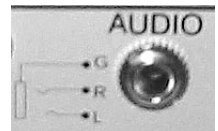
Note: When removing the 5.25" device from the NexStar 2, be careful not to yank on the IDE cable or the power cable. To remove the IDE cable, grasp the cable between your thumb and index finger and gently pull at the sides until the cable comes loose. To remove the power cable, grasp the sides of the plug and pull.

Connecting the NexStar 2 to your computer:

- 1) Connect the appropriate interface cable between the NexStar 2 and your computer
 - a. USB: Connect the type B connector to the NexStar 2 and the type A connector to an available USB 1.1/2.0 port on your system.
 - b. FireWire (NST-525UF only): Connect one end of the FireWire cable to the NexStar 2 and the opposite end to an available FireWire port.
- 2) Connect the power cable to the NexStar 2 and plug the cable into an available outlet.
- 3) Turn on the NexStar 2 via the power switch.
- 4) Your operating system should detect the NexStar 2 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 2, it will mount your new device and assign a drive letter. If the device does not mount, you may need to install drivers for the 5.25" device (not NexStar 2). Please refer to the 5.25" device's instructions on how to install its drivers.
- 5) The 5.25" device in the NexStar 2 Enclosure is now ready for use.

Using the Audio Jack:

- 1) If you have connected the audio cable to your 5.25" device, you can access the audio from that device through the included Audio Jack, labeled "AUDIO" as pictured on right. Using a standard 3.5mm plug, you can connect the NexStar 2 to a pair of headphones or to a speaker setup.



5.2.2. Driver Installation:

Windows ME/XP/2000 - (NST-525U2, NST-525UF):

- 1) No drivers are necessary when using Windows ME/XP/2000. If the device does not appear under My Computer, you may need to install drivers for the 5.25" device (not NexStar 2). Please refer to the 5.25" device's instructions on how to install its drivers.

Windows 98SE

USB (NST-525U2, NST-525UF):

- 1) If this is the first time you are using the NexStar 2, unplug the NexStar 2 if you currently have it connected. If the [Add New Hardware Wizard] dialog box is open, close it.
- 2) Insert the driver CD into your CD Rom drive.
- 3) If the CD does not autoplay, open the drivers CD and run "SETUP.EXE."
- 4) Follow the on-screen prompts to complete the installation of the USB drivers for the NexStar 2.
- 5) After the install is completely, the install program will create the shortcut [USB SAFE REMOVER] on your desktop. A green Unplug or Eject hardware icon will appear in the system tray too. If the device does not appear under My Computer, you may need to install drivers for the 5.25" device (not NexStar 2). Please refer to the 5.25" device's instructions on how to install its drivers.
- 6) Repeat the steps listed under "Connecting the NexStar 2 to your computer."

FireWire (NST-525UF - Combo Drive):

- 1) Unplug the NexStar 2 if you currently have it connected. If the [Add New Hardware Wizard] dialog box is open, close it.
- 2) Sign on to the internet and go to the Windows 98 Support website:
<http://www.microsoft.com/windows98>
- 3) Under the support section, click on Windows 98 Support Center.
- 4) Under "Search Support" do a search for "242975". This will return the article "Update for 1394 Storage Peripherals in Windows 98 Second Edition."
- 5) Click on the link and read the associated information. Follow the directions listed. It should take you to a download page where you can download the proper drivers.

- 6) Follow the directions on the installation page. Please note, you will need your Windows 98SE Installation CD when installing the drivers.
- 7) Repeat the steps listed under "Connecting the NexStar 2 to your computer."

Note: Microsoft has declared that it will extend support for Windows 98 through June 2006. However, some of the information or links on the Windows 98 support page may be outdated. Vantec is not responsible for any information, or lack thereof, on Microsoft's Windows 98 support page.

Mac OS 9.0 or later - (NST-525U2, NST-525UF):

- 1) No drivers are necessary when using Windows ME/XP/2000. If the device does not appear under My Computer, you may need to install drivers for the 5.25" device (not NexStar 2). Please refer to the 5.25" device's instructions on how to install its drivers.

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-355U2, NST-355UF):

- 1) Unplug the NexStar 2 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 2 to your computer."



6. Disconnecting the NexStar 2:

6.1. NexStar 2 External 3.5" HDD Enclosure:

Warning: NEVER remove the NexStar 2 while the hard drive is in use. Doing so may corrupt the data on the hard drive or damage the hard drive, NexStar 2, or computer.

Windows 98SE/ME/XP/2000:

- 1) Make sure all operations using the hard drive within the NexStar 2 has ceased.
- 2) Close any windows and programs pertaining to the NexStar 2.
- 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 2.
- 5) Unplug the USB/Firewire cable from the system.

Mac OS:

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

6.2. NexStar 2 External 5.25" IDE Enclosure:

Warning: NEVER remove the NexStar 2 while the device in the enclosure is in use. Doing so may damage the device in the enclosure, the NexStar 2, or the computer.

Windows 98SE/ME/XP/2000:

- 1) Make sure all operations using the hard drive within the NexStar 2 has ceased.
- 2) Close any windows and programs pertaining to the NexStar 2.
- 3) If a CD/DVD drive is installed in the NexStar 2, eject any CD/DVD media in the tray.
- 4) 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.
- 6) Turn off the NexStar 2.
- 5) Unplug the USB/Firewire cable from the system.

Mac OS:

- 1) Make sure all operations using the hard drive within the NexStar 2 has ceased.
- 2) Close any windows and programs pertaining to the NexStar 2.
- 3) If a drive is mounted to the desktop, drag the NexStar 2 drive to the trash. If a CD/DVD drive is installed in the NexStar 2, eject any CD/DVD media in the tray.
- 4) Turn off the NexStar 2.
- 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:

8.1. NexStar 2 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 2, 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 2, but sometimes gives me errors.

A. If your computer is giving you problems with the NexStar 2, 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 2 and the computer.

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

A. Connecting your hard drive to the NexStar 2 is just like connecting a hard drive to the inside of your computer. The NexStar 2 itself will not corrupt your data. If your data has become corrupt, it is likely caused by the removal of the NexStar 2 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 2?

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.

8.2. NexStar 2 External 5.25" IDE Enclosure:

Q. What should the jumper settings on my 5.25" device be set to?

A. We recommend the 5.25" device be set to MASTER.

Q. My computer recognizes the NexStar 2, but it does not mount the device.

A. Your device may require its own additional drivers, separate from the NexStar 2 drivers. Please follow the installation instructions that come with your 5.25" device. If you are using a Mac system, please note that for CD/DVD drives, the drive will only mount on your desktop when there is CD/DVD media inserted.

Q. My computer sometimes recognizes the NexStar 2, but sometimes gives me errors.

A. If your computer is giving you problems with the NexStar 2, 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 2 and the computer.

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 2 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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