# StoreJet® 18 *mobile*

# User's Manual

(Version 1.0.1)

# Transcend

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# Introduction ｜

Congratulations on purchasing Transcend's **StoreJet® 18 *mobile***. This tiny, ultra-portable, high-speed USB storage device is the perfect data management system for uploading, downloading, storing and transferring your vital data and information. With its huge storage capacity and fast 480Mbps USB 2.0 data transfer rates, the compact **StoreJet® 18** is ideal for carrying your files, folders, documents, photos, music and videos to and from desktop or notebook computers. In addition, the **StoreJet® 18** comes with very useful software* that can increase your mobile productivity. This User's Manual is designed to help you get the most from your new device, please read both in detail before using the **StoreJet® 18**.

*Note: The StoreJet® *elite* software only works in Windows - please see the Software User's Manual for details

# Package Contents ｜

The StoreJet® 18 package includes the following items:

■ StoreJet® 18 *mobile*



■ 1 Mini USB to 2 Standard-A USB cable (USB Y cable)



■ Quick Start Guide

## Features

- Hi-Speed USB 2.0 compliant and backwards compatible with USB 1.1
- Easy Plug and Play installation
- High capacity Hard Disk Drive
- Durable anti-shock rubber outer case
- Ultra-portability
- One Touch Auto-Backup button
- Powered via the USB port. No external power or battery needed
- High-Speed data transfer rates up to 480Mbits per second
- Includes **StoreJet**® *elite* software pack: (helps you manage your data)
- LED indicates power on, data transfer activity

## System Requirements

Desktop or notebook computer with a working USB port.

One of following Operating Systems (OS):

- Windows® 2000
- Windows® XP
- Windows Vista®
- Mac® OS 9.0, or later
- Linux™ Kernel 2.4, or later

# Safety Precautions

These usage and safety guidelines are **IMPORTANT!** Please follow them carefully.

> ⚠️ **Please ensure that you connect the USB cable to the StoreJet® 18 and your computer correctly (small end → StoreJet® 18, large end → PC)**

## 🔴 General Use

- Carefully unpack the contents of the StoreJet® 18 package.
- During operation, avoid exposing your StoreJet® 18 to extreme temperatures above 55 ℃, or below 5℃.
- Do not drop your StoreJet® 18.
- Do not allow your StoreJet® 18 to come in contact with water or any other liquids.
- Do not use a damp/wet cloth to wipe or clean the exterior case.
- Do not store your StoreJet® 18 in any of the following environments:
    - Direct sunlight
    - Next to an air conditioner, electric heater or other heat sources
    - In a closed car that is in direct sunlight
    - In an area with strong magnetic fields or excessive vibration

## 🔴 Backing Up Data

- **Transcend does NOT take any responsibility for data loss, or damage during operation**. If you decide to store data on your StoreJet® 18 ,we strongly advise that you regularly backup the data to a computer, or other storage medium.
- To ensure High-Speed USB 2.0 data transfer rates when using your StoreJet® 18 with a computer, please check that the computer has the relevant USB drivers. If you are unsure about how to check this, please consult the computer or motherboard User's Manual for USB driver information.

## 🔴 Transporting

- Do not pack your StoreJet® 18 into luggage without the proper padded support. Other items in the luggage may damage your StoreJet® 18 if it does not have the proper protection.
- Avoid squeezing your StoreJet® 18 (to prevent damage to the internal HDD).
- Avoid placing objects onto your StoreJet® 18 (to prevent compression damage).

## 🔴 Power

- The StoreJet® 18 is powered directly via a computer USB port. However, the power supplied by the USB port on some older computers is below the 5V DC required to power the StoreJet® 18. In this instance, please connect the spare large connector of the provided USB Y cable to a second USB port on the computer, this will provide the additional power necessary to run the drive.
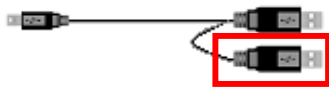
**The extra USB connector provides additional power for the StoreJet® 18**

- Please use the Mini USB to USB A-Type cable that came with the StoreJet® 18 to connect it to a computer, and always ensure that the cable you are using is in good condition. **NEVER** use a cable that is frayed or damaged.

- Ensure nothing is resting on the USB cable and that the cable is not located where it can be tripped over or stepped on.

## ▪ Reminders

Always follow the procedures in the "**Disconnecting from a Computer**" section to remove the StoreJet® from your computer.

# Product Overview



Figure 1: StoreJet$^®$ 18 mobile

| A | OneTouch Auto-Backup Button |
|---|---|
| B | Mini USB Port |

# Driver Installation

## ■ Driver Installation for Windows® 2000, XP and Windows Vista®

No drivers are required. These Windows® Operating Systems have built-in drivers to support the StoreJet® 18. Plug your StoreJet® into an available USB port and Windows will install the necessary files. A new **Local Disk** drive with a newly assigned drive letter representing the StoreJet® 18 will appear in the **My Computer** window.

## ■ Driver Installation for Mac® OS 9.0, or Later

No drivers are required. Plug your StoreJet® 18 into an available USB port and your computer will automatically detect it.
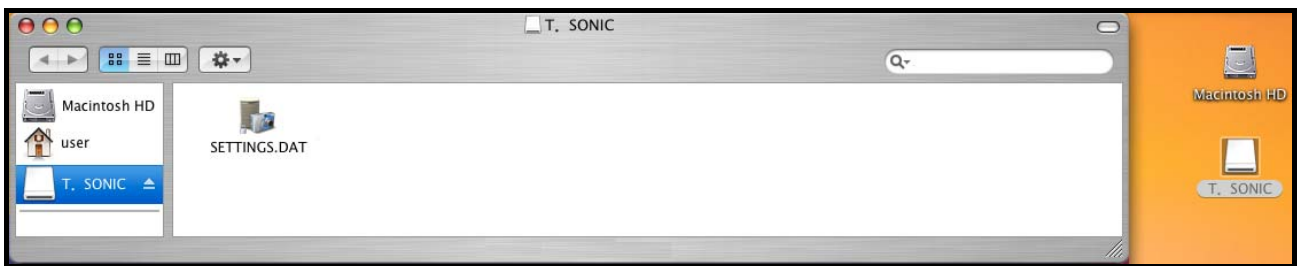


Figure 2: Mac Driver Installation

## ■ Driver Installation for Linux™ Kernel 2.4, or Later

No drivers are required. Plug your StoreJet® 18 into a USB port and mount it.

**1.** First create a directory for the StoreJet® 18.

> Example: **mkdir /mnt/StoreJet**

**2.** Then, mount the StoreJet® 18.

> Example: **mount –a –t msdos /dev/sda1 /mnt/StoreJet**

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## Connecting to a Computer

If you want to use the StoreJet® 18 as an external hard drive to upload/download data to and from your computer, you will need to connect it to a USB port on the computer using the provided USB Y-cable.
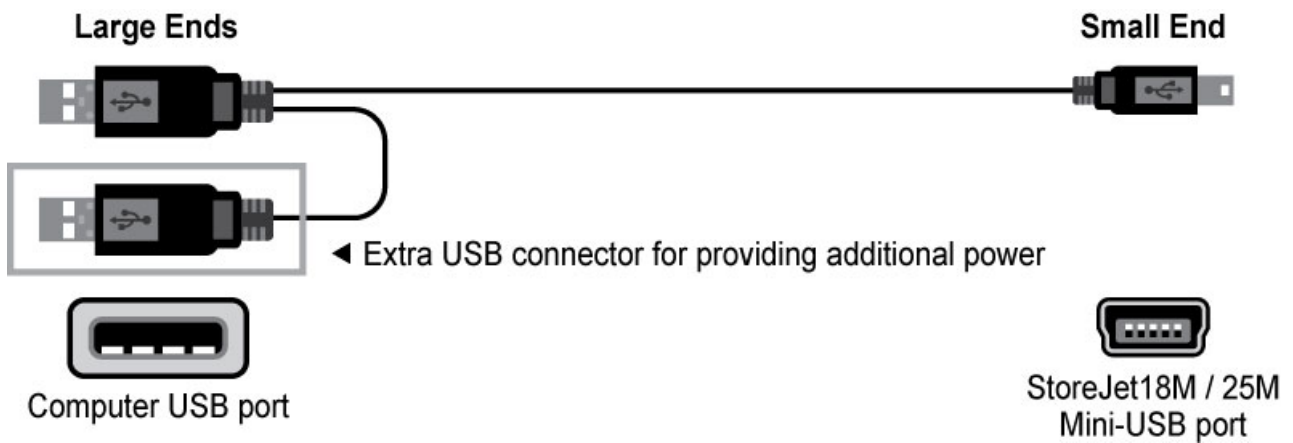


Figure 3: Mini USB to Standard-A USB cable (USB Y-cable)

1. Plug the small end of the USB Y-cable into the Mini USB port on the StoreJet® 18.

2. Plug the large end of the cable into an available USB port on your desktop, or notebook computer.

   *On some older computers, the power supplied by the USB port is below the required 5V DC power. In this instance, please connect the spare large connector on the provided USB Y-cable to a second USB port on the computer. This will provide the additional power necessary to run the drive.
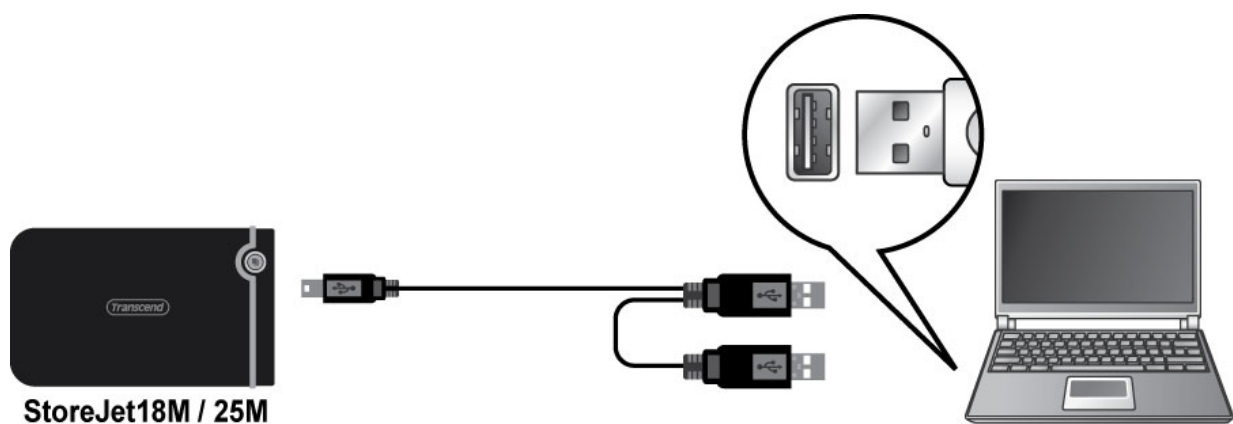


Figure 4: Connecting to a Computer

**3.** When the StoreJet® 18 is successfully connected to a computer, the StoreJet®'s Power LED will light up, a new **Local Disk** drive with a newly-assigned drive letter will appear in the **My Computer** window, and a Removable Hardware icon ![icon] will appear on the Windows System Tray. The StoreJet® 18's internal hard drive comes pre-formatted for FAT32.
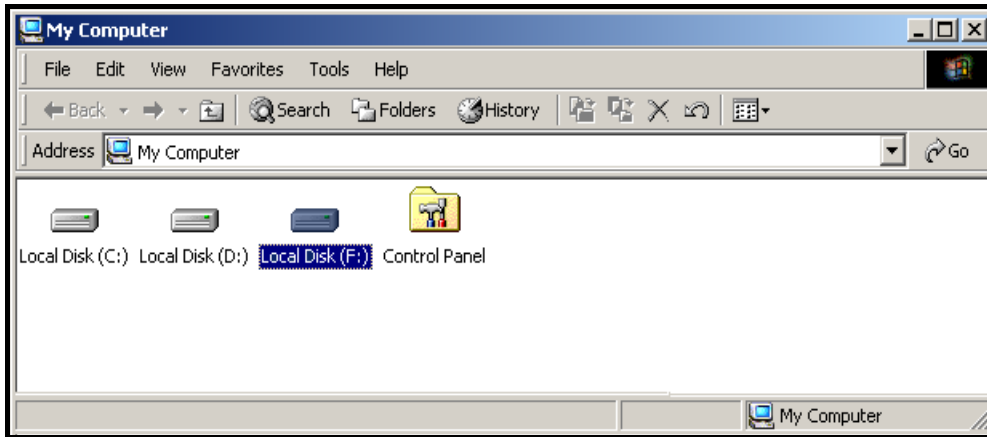


Figure 5: *F: is an example drive letter, the letter in your "My Computer" window may differ

**4.** Once connected, you can use the StoreJet® 18 as an external hard drive to transfer data to and from your computer. Simply drag and drop files or folders onto the **Local Disk** drive letter that represents the StoreJet® 18.

**5.** If you have installed the bundled **StoreJet®** *elite* software, you can press the StoreJet® 18's OneTouch **"Backup Button"** to instantly backup your data (see the StoreJet® *elite* Software User's Manual for details).



Figure 6: OneTouch Auto-Backup Button

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# Disconnecting from a Computer

> ⚠️ **NEVER disconnect the StoreJet® from a Computer when its LED is flashing.**

🔳 **Removing the StoreJet® 18 in Windows® 2000, XP and Windows Vista®**

1. Select the **Hardware** 🖼️ icon on the system tray.

2. The **Safely Remove Hardware** pop-up window will appear. Select it to continue.

Figure 7: Safely Remove Hardware

3. A window will appear stating, **"The 'USB Mass Storage Device' device can now be safely removed from the system."**

Figure 8: Safe to Remove Hardware

> ⚠️ **WARNING! To prevent data loss, always use this procedure to remove the StoreJet® from Windows® 2000, XP and Vista®.**

🔳 **Removing the StoreJet® 18 in Mac® OS 9.0, or Later**

Drag and drop the Disk icon that represents your StoreJet® 18 into the trashcan. Then unplug your StoreJet® 18 from the USB port.

🔳 **Removing the StoreJet® 18 in Linux™ Kernel 2.4, or Later**

Execute **umount /mnt/StoreJet** to un-mount the device. Then unplug your StoreJet® 18 from the USB port.

# Formatting the Hard Drive

> ⚠ **WARNING! Formatting the disk will erase all of the data on your StoreJet® 18.**
>
> **You must have Administrator Rights to format in Windows 2000, XP, or Vista.**

## ■ Windows® 2000/XP

1. Download the StoreJet® Format Utility from Transcend's online Download Center at http://www.transcendusa.com/Support/DLCenter/index.asp (the software can be located by selecting "Storage Devices -> StoreJet® Drives -> any StoreJet® product -> any StoreJet® model)

2. When the download is complete, extract the downloaded ZIP file to your computer's hard drive (not the StoreJet® 18) and run the StoreJetFormatter.exe application.

3. Plug the StoreJet® 18 into an available USB port on a Windows® 2000/XP computer.

4. **Unplug all other USB storage devices from your computer**. This is to prevent accidental format of a different USB drive.

5. In the StoreJet® Format Utility window, click the "Refresh" button.

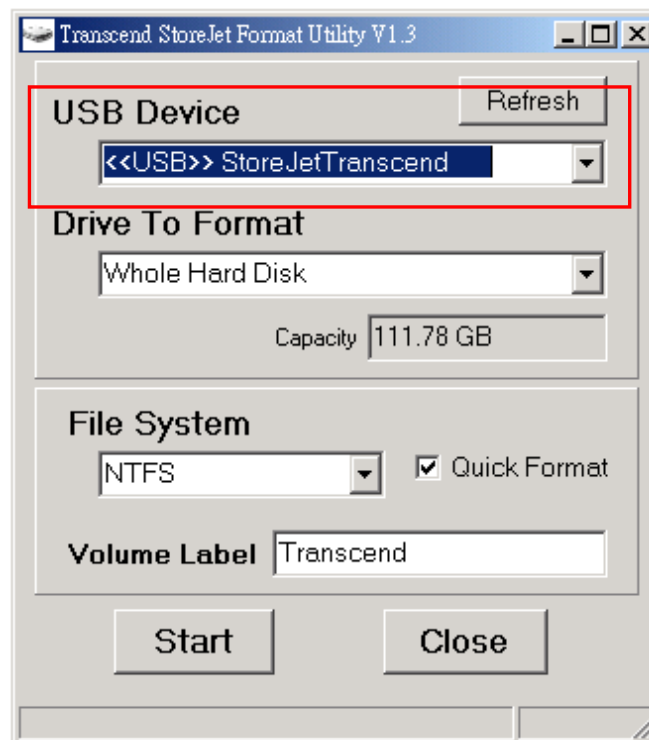6. The program will automatically detect the StoreJet® 18 drive.



Figure 8: The Utility will automatically detect the StoreJet® 18 drive
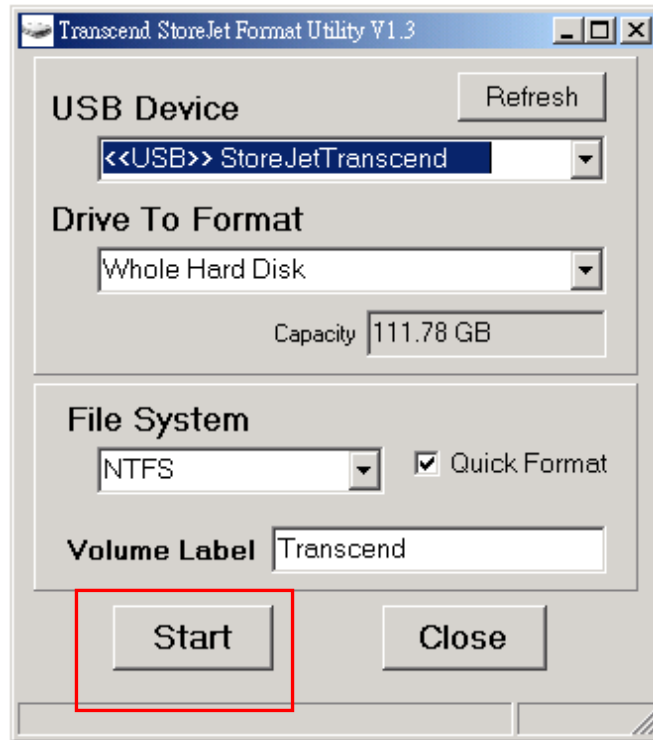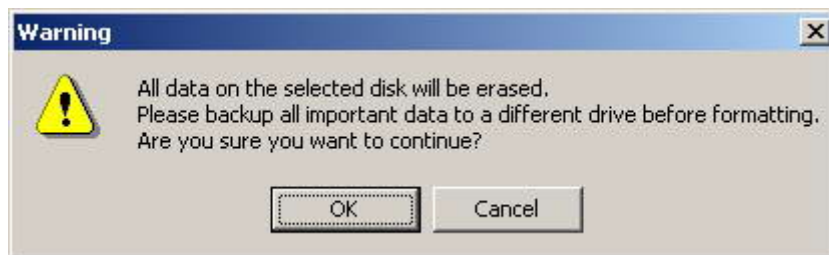
7. Press "Start".

Figure 9: Press "Start"

**8.** A confirmation window will appear. Press OK to begin formatting the drive.



**9.** The format process may take a few minutes. When complete, an "**O.K.**" message will appear in the bottom right hand corner of the window.
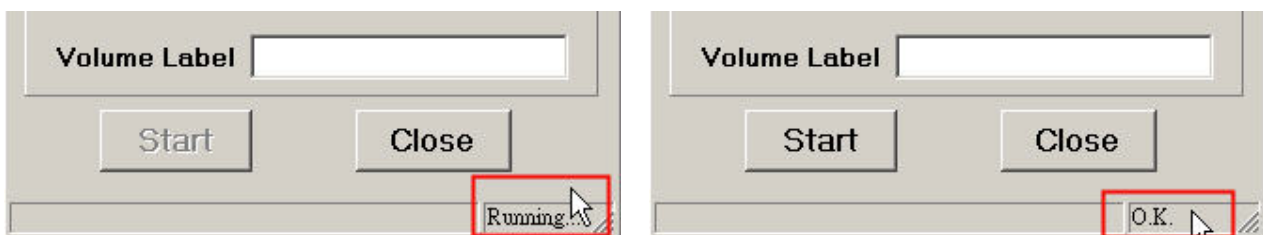

Figure 10: Format Complete

**10.** Click the "**Close**" button to finish and exit.

### ■ Windows Vista®

**1.** Download the StoreJet® Format Utility from Transcend's online Download Center at http://www.transcendusa.com/Support/DLCenter/index.asp (the software can be located by selecting "Storage Devices -> StoreJet® Drives -> any StoreJet® product -> any StoreJet® model)

**2.** When the download is complete, extract the downloaded ZIP file to your computer's hard drive (not the StoreJet® 18).

3. Plug the StoreJet® 18 into an available USB port on your Windows Vista® computer.

4. **Unplug all other USB storage devices from your computer.** This is to prevent accidental format of a different USB drive.

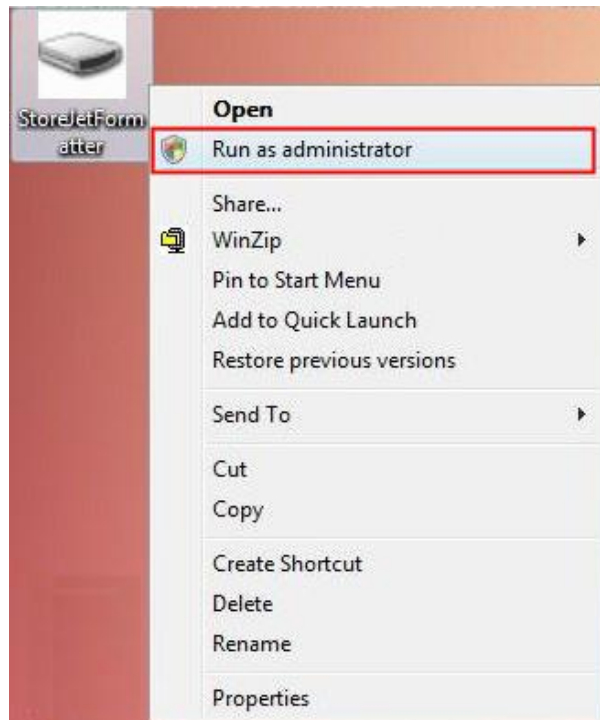5. Right-click **"StoreJetFormatter.exe"** and select "Run as Administrator."



Figure 11: Run as administrator

6. The User Account Control window will appear. Select "**Allow**" to continue.



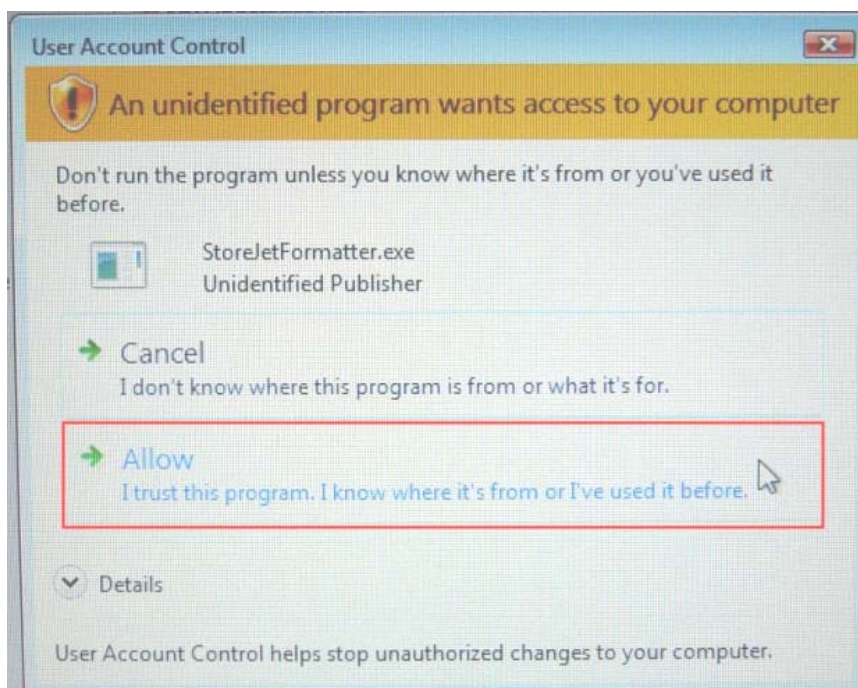Figure 12: Allow Transcend's StoreJet® Format Utility to run in Vista

7. In the StoreJet® Format Utility window, click the "Refresh" button.

8. The program will automatically detect the StoreJet® 18 drive.
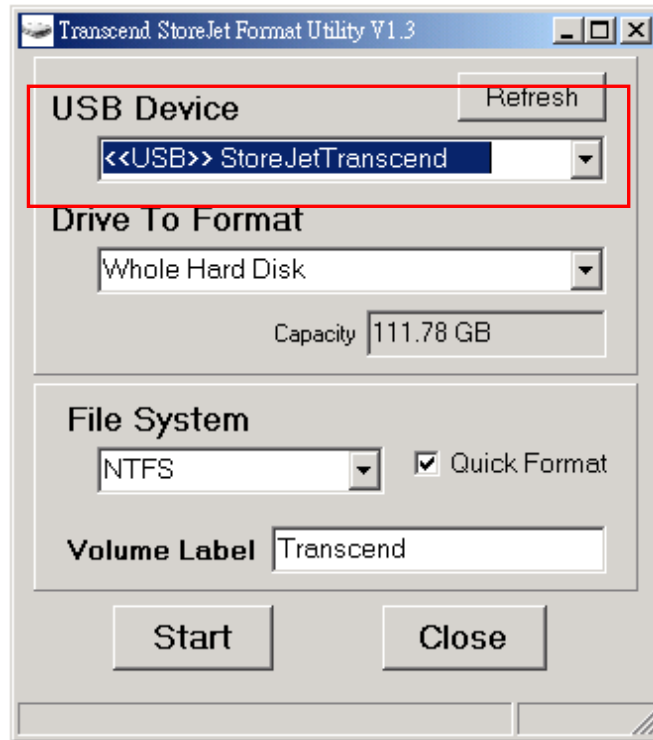
Figure 13: The Utility will automatically detect the StoreJet® 18 drive
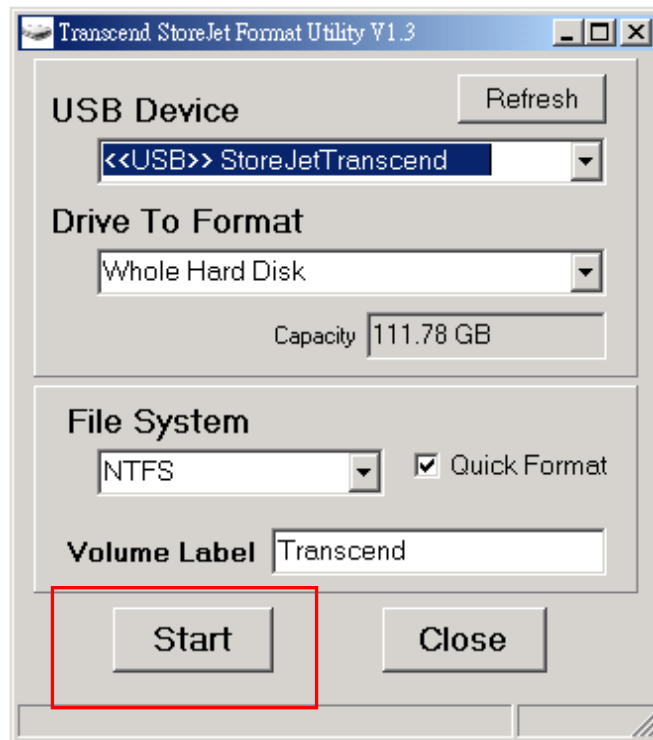
9. Press **"Start"**.


Figure 14: Press "Start"

10. A confirmation window will appear. Press OK to begin formatting the drive.

**11.** The format process may take a few minutes. When complete, an "**O.K.**" message will appear in the bottom right-hand corner of the window.
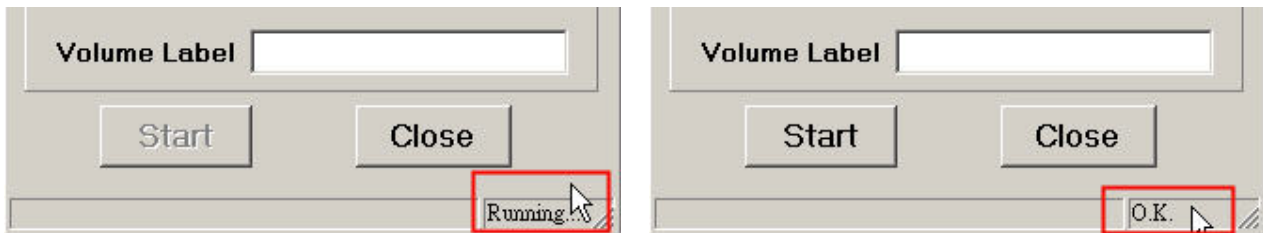


Figure 15: Format Complete

**12.** Click the "**Close**" button to finish and exit.

# Troubleshooting |

If a problem occurs with your StoreJet® 18, please first check the information listed below before taking your StoreJet® 18 in for repair. If you are unable to solve a problem from the following hints, please consult your dealer, service center, or local Transcend branch office. We also have FAQ and Support services on our website.

## 🔳 Operating system cannot detect the StoreJet® 18

Check the following:

1. Is your StoreJet® 18 properly connected to the USB port? If not, unplug it and plug it in again. If it is properly connected, try using another available USB port.

2. Are you using the USB cable that came in the StoreJet® 18 package? If not, try using the Transcend USB Y-cable to connect the StoreJet® to your computer.

3. The StoreJet® 18 is powered directly via a computer USB port; however, the power supplied by the USB port on some older computers is below the 5V DC required to power the StoreJet® 18. In this instance, please connect the spare large end of the USB Y cable to a second USB port on your computer. This will provide the additional power necessary to run the drive.
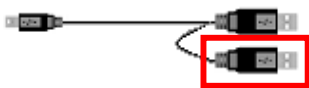
 **Spare USB connector is used to provide additional power.**

4. Is your StoreJet® 18 connected to the Mac® keyboard? If yes, unplug it and plug it into an available USB port on your Mac® Desktop.

5. Is the USB port enabled? If not, refer to the user's manual of your computer (or motherboard) to enable it.

## 🔳 My computer does not recognize the StoreJet® 18

1. A single USB port may not provide enough power for the StoreJet® 18 to function. Make sure you plug **both** large ends of the USB cable directly into your computer's USB ports.

2. Avoid connecting the StoreJet® 18 through a USB HUB.



Figure 17: Plug in both USB connectors directly to your computer

## ■ The StoreJet® 18 does not Power-ON

Check the following:

1.  Ensure that the StoreJet® 18 is properly connected to the USB port(s) on your computer.
2.  Ensure that the USB port is working properly. If not, try using an alternate USB port.

## ■ I cannot back up files on my Mac®

The StoreJet® 18's internal hard drive comes formatted for FAT32. If you want to backup files from a Mac computer you will need to format the StoreJet® 18 with HFS+ using the Mac Disk Utility.

## ■ Linux™ cannot detect the StoreJet® 18

The StoreJet® 18's internal hard drive comes formatted for FAT32. Linux™ <u>DOES NOT</u> support the NTFS file system. Please reformat the StoreJet® 18 to the FAT32 file system to use it on a Linux™ computer.

## Specifications

| | |
|---|---|
| **Size (L x W x H)** | 98.7 mm × 65.7 mm × 17.45 mm |
| **Weight** | 120g (Max.) |
| **Storage Media** | 1.8-inch ZIF Hard Disk Drive |
| **Power Supply** | 5V DC supplied from the USB port(s) |
| **Max. Transfer Speed** | 480Mbits per second |
| **Operating Temperature** | 5℃ (41℉) to 55℃ (131℉) |
| **Certificates** | CE, FCC, BSMI |
| **Warranty** | 2-years |

## Ordering Information

| *Device Description* | *Capacity* | *Transcend P/N* |
|---|---|---|
| **StoreJet® 18 *mobile*** | **120GB** | TS120GSJ18M |

# Transcend Limited Warranty |

**"Above and Beyond" is the standard we set ourselves for customer service at Transcend. We consistently position ourselves to be significantly above the industry norm, which is all part of our commitment to Customer Satisfaction.**

**Please do not break or remove the warranty sticker on your Transcend products, as this will void your product warranty.**

All **Transcend information, Inc. (Transcend)** products are warranted and tested to be free from defects in material and workmanship and to conform to the published specifications. During the warranty period should your Transcend **StoreJet® 18** fail under normal use in the recommended environment due to improper workmanship or materials, Transcend will repair the product or replace it with a comparable one. This warranty is subject to the conditions and limitations set forth herein.

**Duration of Warranty:** The Transcend **StoreJet® 18** is covered by this warranty for a period of two (2) years from the date of purchase. Proof of purchase including the date of purchase is required to collect on the warranty. Transcend will inspect the product and decide whether to repair or replace it. Transcend reserves the right to provide a functional equivalent product, or a refurbished replacement product.

**Limitations:** This warranty does not apply to product failure caused by accidents, abuse, mishandling, improper installation, alteration, acts of nature, improper usage, or problems with electrical power. In addition, opening or tampering with the product casing, or any physical damage, abuse or alteration to the product's surface, including all warranty or quality stickers, product serial or electronic numbers will also void the product warranty. Transcend is not responsible for recovering any data lost due to the failure of a hard drive device. Transcend's **StoreJet® 18** must be used with devices that conform to the recommended industry standards. Transcend will not be liable for damages resulting from a third party device that causes the Transcend **StoreJet® 18** to fail. Transcend shall in no event be liable for any consequential, indirect, or incidental damages, lost profits, lost business investments, lost goodwill, or interference with business relationships as a result of lost data. Transcend is also not responsible for damage or failure of any third party equipment, even if Transcend has been advised of the possibility. This limitation does not apply to the extent that it is illegal or unenforceable under applicable law.

**Disclaimer:** The foregoing limited warranty is exclusive. There are no other warranties, including any implied warranty of merchantability or fitness for a particular purpose. This warranty is not affected in any part by Transcend providing technical support or advice.

**Online Registration:** To expedite the warranty service, please register your Transcend Product within 30 days of purchase.

**Register online at http://www.transcendusa.com/productregister**

✻ The specifications mentioned above are subject to change without notice.

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