



LaCie 1big Dock

User Manual



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Introduction

The LaCie® 1big Dock is a Thunderbolt™ 3 storage hub that lets you ingest files directly through built-in CF and SD card slots, connect two 4K displays, daisy chain devices, and charge your laptop with up to 80W of power—all through a single cable. It features an advanced-cooling design and a swappable, enterprise-class drive for extended reliability.

This manual provides details on configuring and using your LaCie 1big Dock. For common questions and answers about 1big Dock, see [Frequently Asked Questions](#). You can get support and updated technical information at [LaCie customer support](#).

Box content

- LaCie® 1big Dock
- Thunderbolt 3 (40Gb/s) cable
- External power supply
- Quick Install Guide

i **Important info:** Save your packaging. In the event that the hard drive enclosure should need to be repaired or serviced, it must be returned in its original packaging.

Minimum computer system requirements

Ports

Use the included cable to connect your LaCie device to a computer with a Thunderbolt or USB-C port.

Operating system

Go to [Operating System Requirements for Seagate Hardware & Software](#).

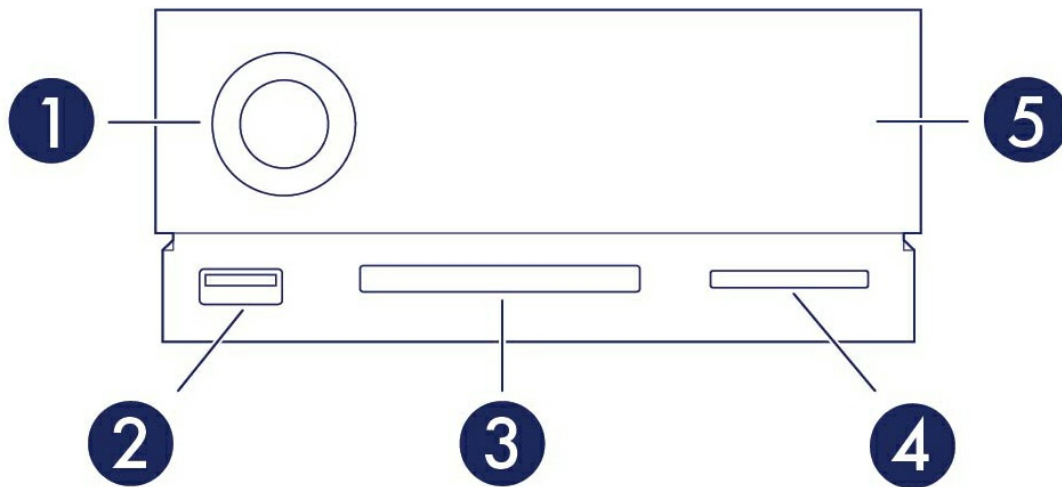
Minimum free disk space

600MB recommended.

System Overview

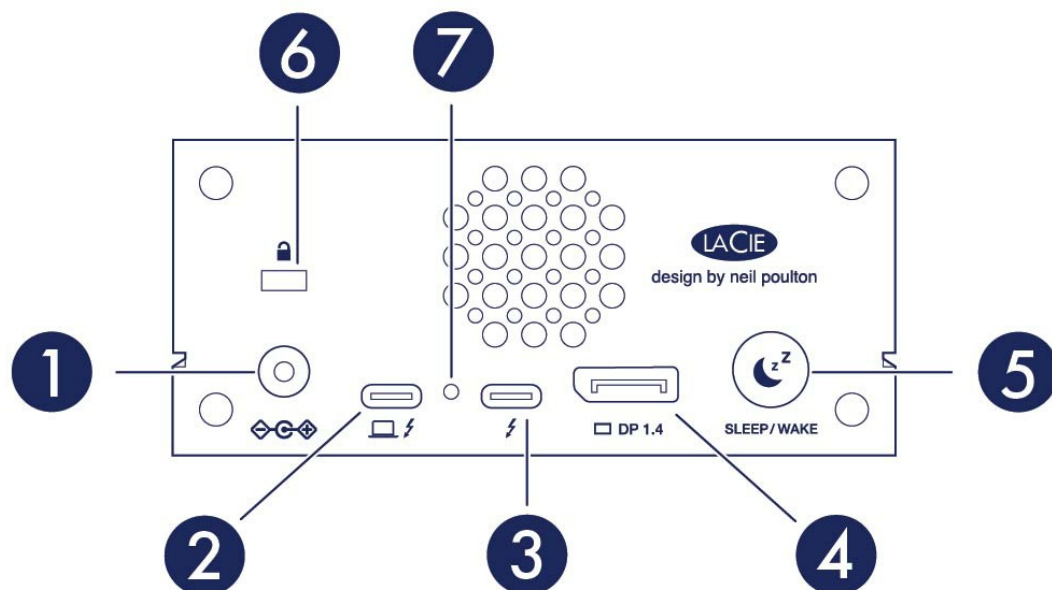
Views

Front view



1. **Status LED**—The LED indicates that the device is powered on and provides status signals. See [Operation](#).
2. **USB 3.0 Hub**—Use the hub to charge devices like mobile phones (5W power output). Connect shuttle drives, digital cameras, and other devices to transfer files. See [Docking Features](#).
3. **CompactFlash (CF) Slot**—Use this slot to read CF memory cards. See [Docking Features](#).
4. **Secure Digital (SDXC) Slot**—Use this slot to read SD memory cards. See [Docking Features](#).
5. **Swappable hard drive tray**—Hard drive tray can be removed to replace a failed hard drive. See [Hard Drive Maintenance](#).

Rear panel view



1. **Power input**—Use this port to connect the power cable. Only use the power cable included with your LaCie 1big Dock. Attaching third-party or other LaCie power cables with incorrect voltage can damage the device. See [Operation](#).
2. **Host port**—Thunderbolt 3 port that connects to a Thunderbolt 3 or USB 3.1 port on the host computer. Use the provided Thunderbolt 3 cable. See [Connect your LaCie 1big Dock](#).
3. **Peripheral port**—Thunderbolt 3 port that connects compatible peripheral devices and displays. Use this port to connect a single Thunderbolt 3/USB-C device or to daisy-chain multiple Thunderbolt devices. You can also use this port to connect your laptop's USB-C power supply to the peripheral port and deliver up to 80W to the laptop connected to the host port. See [Daisy Chain, Power Delivery & Power Pass-Through](#).
4. **DisplayPort**—Use this port to send the video signal from your computer to a monitor. See [Expansion Port](#).
5. **Sleep button**—Use this button to sleep/wake the device. See [Operation](#).
6. **Kensington™ lock port**—Use this port to physically lock 1big Dock to a desk or rack.
7. **Firmware update button**—Updates to the USB firmware are posted on the support page to enhance your product. Only press this button when following instructions to update the USB firmware. Use a thin rigid wire (such as the end of a paperclip) to push the button within the enclosed space.

Specifications

Dimensions

Side	Dimensions (in/mm)
Length	4.646in/118mm
Width	2.217in/56.3mm
Depth	8.543in/217mm

Weight

Model	Weight (lb/kg)
1big Dock with drive	3.748lb/1.7kg

Electrical

Power adapter 20V@5.5A

- ! Use only the power supply provided with your device. Power supplies from other LaCie, Seagate, and third-party devices can damage your 1big Dock.

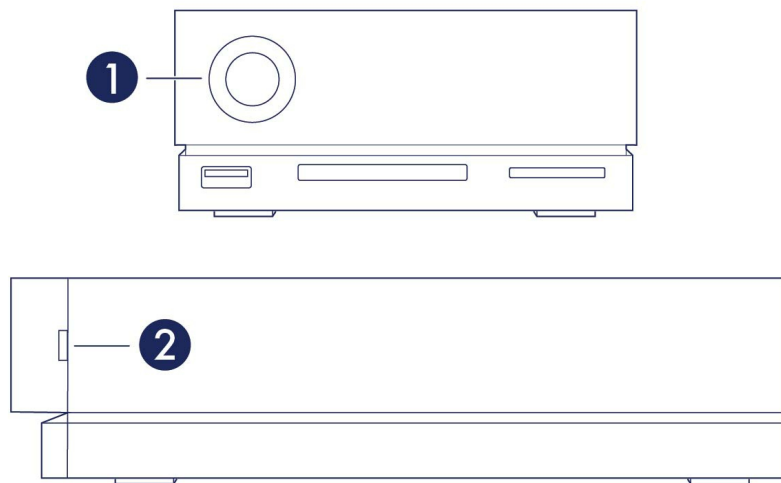
Temperature ranges

Ambient environment	Temperature range
Standard (operating)	5 to 35 °C

System LEDs

LaCie 1big Dock LEDs provide information on the system status.

LED locations



1. **Front**—System status
2. **Side**—Hard drive status

LED behavior

The list of colors below helps you identify the general status of your LaCie 2big Dock.

Color	State
Solid blue	Ready
Blinking blue	Activity
Slow blinking blue (10 second interval)	Power-saving
Fast blinking blue	Startup and shutdown
Blinking red (1 second interval)	Warning temperature or fan failure

Solid red	Critical temperature or absent fan
-----------	------------------------------------



Technical note regarding power-saving mode and Windows: The device can be placed into power-saving mode on PCs. However, it is possible that the LED will remain off rather than flash blue every 10 seconds.

Cables

USB-C

USB is a serial input/output technology for connecting peripheral devices to a computer. USB-C is the latest implementation of this standard and it provides higher bandwidth and new power management features.

USB-C supports many protocols:

Port	Transfer rates
Hi-Speed USB 2.0	up to 480Mb/s
SuperSpeed USB 3.0	up to 5Gb/s
USB 3.1 Gen 1	up to 5Gb/s
USB 3.1 Gen 2	up to 10Gb/s
Thunderbolt 3	up to 40Gb/s

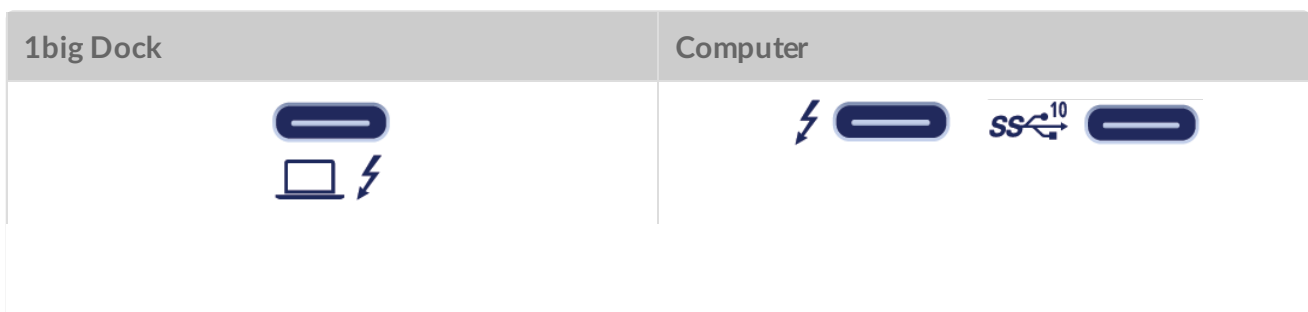
You can connect 1big Dock to a Thunderbolt 3 or USB 3.1 port on your computer.

Cables

Your 1big Dock is shipped with two cables for compatibility with modern computers.

Thunderbolt 3 cable

For optimal transfer rates, use the Thunderbolt 3 cable to connect 1big Dock's host port to a Thunderbolt 3 or USB 3.1 port on your computer.



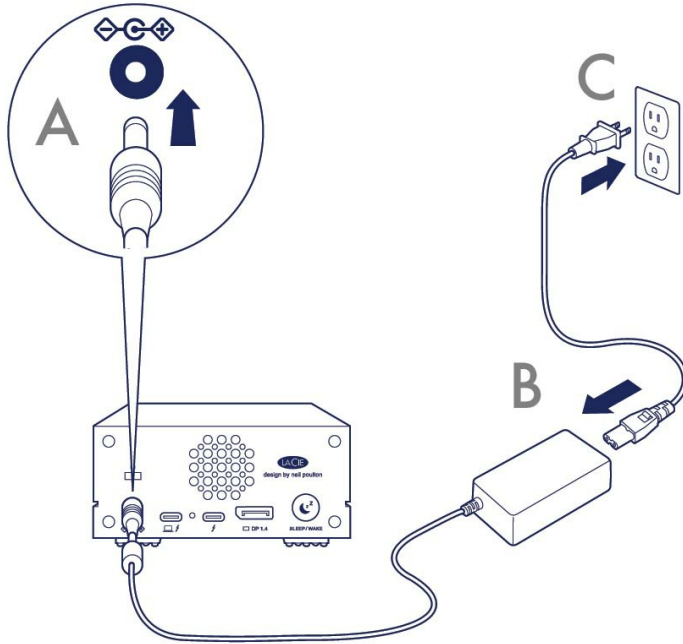
1big Dock

Computer



Getting Started

1 Connect power cable



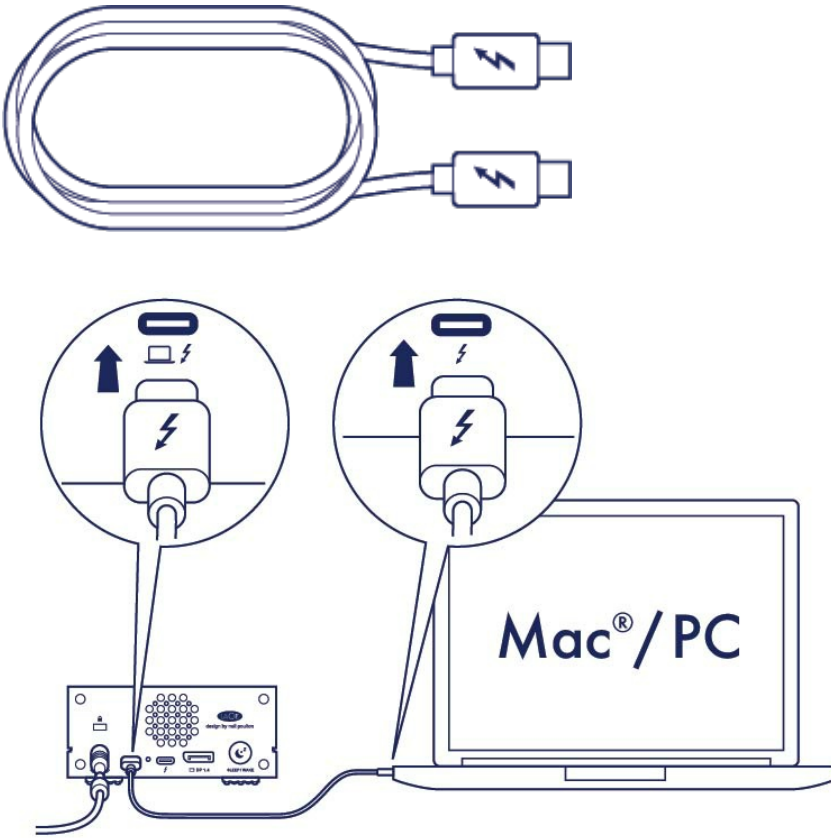
2 Connect to computer

USB-C to USB-C

To maximize performance, use the Thunderbolt 3 cable to connect 1big Dock's host port to your computer's Thunderbolt 3 or USB-C 3.1 port.

! **Important**—Your computer must be connected to 1big Dock's host port to power on and access 1big Dock.





3 Set up LaCie 1big Dock

The setup process lets you:

Register LaCie 1big Dock

Get the most from your drive with easy access to information and support.

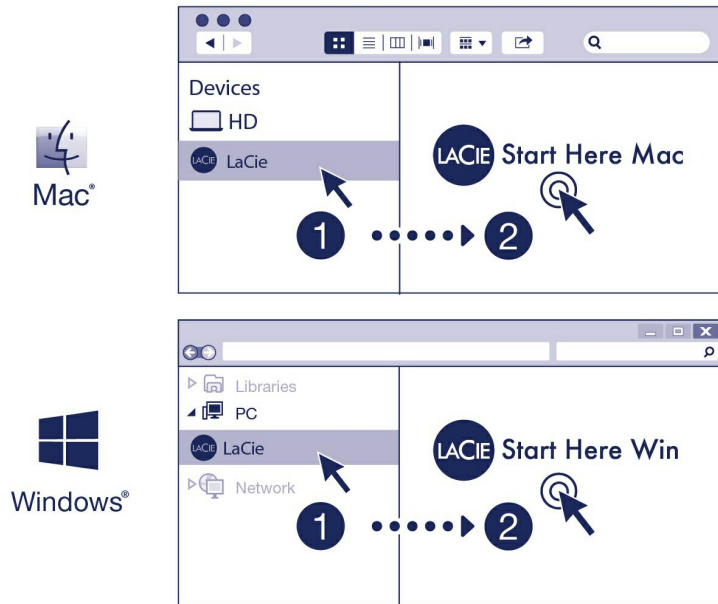
Install Toolkit

Manage Sync Plus plans and more.



Your computer must be connected to the internet to register your device and install Toolkit.

A Start here



Using a file manager such as Finder or File Explorer, open LaCie 1big Dock and launch [Start Here Mac](#) or [Start Here Win](#).

B Register your device

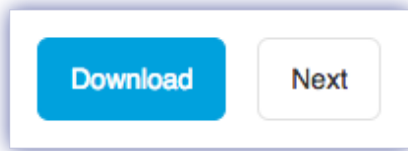
Register

I have read and agree to...

- Terms and Conditions
- Privacy Statement
- Optional Offers

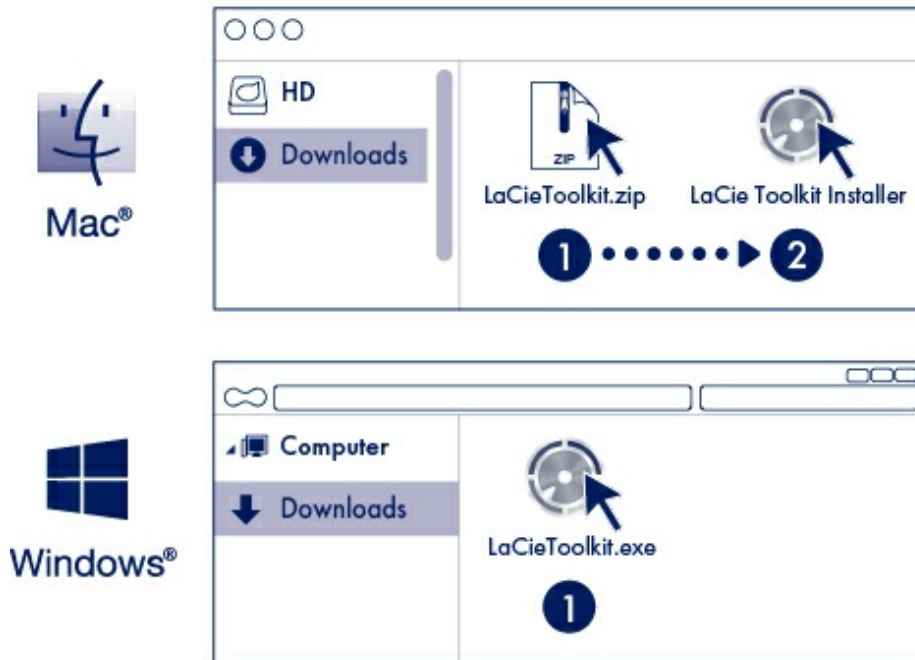
Enter your information and click [Register](#).

C Download Toolkit



Click the [Download](#) button.

D Install Toolkit



Using a file manager such as Finder or File Explorer, go to the folder where you receive downloads.



Open the [LaCieToolkit.zip](#) file. Click on the [LaCie Toolkit Installer](#) to launch the application.



Click on the [LaCieToolkit.exe](#) file to launch the application.



Your computer must be connected to the internet to install and run Toolkit.

For details on Toolkit features, see the [LaCie Toolkit user manual](#).

Storage format

LaCie 1big Dock is preformatted exFAT for compatibility with both Windows and Mac computers. If you use the drive with only one type of computer, you can optimize file copy performance by formatting it in the native file system for your operating system. See [Optional Formatting and Partitioning](#) for details.

Disconnecting the drive

In order to avoid file system corruption, it's important to unmount LaCie 1big Dock's volumes before disconnecting the interface cable. See [Safely Remove Device From Your Computer](#) for details.

Operation

Power on

LaCie 1big Dock powers on when:

- Connected to a computer that supports Thunderbolt 3 or USB.
- Plugged into a live power outlet.

The LEDs blink blue while the disk spins up.

! **Caution:** Do not operate LaCie 1big Dock until the ambient temperature is within the specified temperature range. See [System Overview](#).

Power off

Follow the steps below to turn the device off:

1. Make certain that the device's volumes are not being accessed.
2. Eject the 1big Dock from your computer's operating system.

! **Important info:** Always safely eject 1big Dock from your computer before powering off 1big Dock. See [Safely Remove Device From Your Computer](#).

3. Disconnect the device from your computer.

Power-saving mode

LaCie 1big Dock can conserve energy by entering power-saving mode. Power-saving mode can extend the life of the hard drive by powering it down during extended periods of inactivity. Docking features remain active while in power-saving mode.

The device can be put into power-saving mode using the sleep button:

1. Make certain that 1big Dock's volumes are not being accessed.

- Eject the volumes from your computer's operating system.



Important info: Always safely eject 1big Dock from your computer before entering power-saving mode. See [Safely Remove Device From Your Computer](#).

- Apply a short press (no longer than 1 second) to the sleep button. To wake up the device, apply another short press.

Power-saving mode: daisy chain

You can daisy chain Thunderbolt 3 technology devices when 1big Dock is in power-saving mode. Though the hard drive is powered off while in power-saving mode, the Thunderbolt signal remains constant. Daisy-chained devices continue data operations without interruption. See [Daisy Chain, Power Delivery, and Power Pass-Through](#).

Power-saving mode: USB 3.0 hub

When 1big Dock is in power-saving mode, you can continue to browse and manage devices connected to the USB 3.0 hub. The connected devices continue to receive power from 1big Dock.

Power-saving mode: managed by the PC/Mac

You can initiate power-saving mode on your computer by performing one of the following:

- Place the host computer into sleep mode.
- Mac: Go to **System Preferences > Energy Saver** to enable sleep mode for hard drives.
- Windows: Go to **Control Panel > Hardware > Power Options > Choose a power plan > Change advanced power settings**. Click on **Hard disk** and **Turn off the hard disk after**. Choose the time to spin down USB hard drives.

To exit power-saving mode:

Entering power-saving mode	Exiting power-saving mode
The host computer placed the product into power-saving mode due to inactivity.	Access the device's volume on the host computer. For example, copy files to its volume.
The computer is in sleep mode.	Wake up the computer.



Note on ejecting volumes and power-saving mode: The device enters power-saving mode when its volumes are ejected. To access the 1big Dock's hard drive again, unplug the cable from the back of the device and reconnect it.

Receiving power

1big Dock powers on automatically when it is:

- Connected directly to a computer that is powered on.
- Connected to a live power source via the included power supply.

Short push

A short push is a manual depression on the sleep button that lasts no longer than one second. When 1big Dock is operating, a short push spins down the hard drive and initiates power-saving mode.



Important info: Always safely eject 1big Dock from your computer before applying a short push. See [Safely Remove Device From Your Computer](#).

The peripheral Thunderbolt 3 port remains active and available for daisy chaining. For example, a display that is connected to 1big Dock's peripheral port is still available to the computer while the hard drive is in power-saving mode.

Long push

A long push is a manual depression on the sleep button that lasts more than four seconds. When the product is operating, a long push will cut the power to 1big Dock, forcing it to shut down immediately.



A long push is not recommended for general use as it may result in data loss.

Removing the Thunderbolt cable during operation

Removing the cable connecting 1big Dock to your computer during operation can result in lost data. Safely eject 1big Dock's volumes before disconnecting the device. See [Safely Remove Device From Your Computer](#).

Quiet operation and heat management

To reduce noise during operation, 1big Dock uses a Noctua® cooling fan to pull heat away from the internal components. The cooling fan is temperature controlled, which guarantees optimal heat management by adjusting the rotational speed for the environment. Additionally, the enclosure's metal casing dissipates heat from the hard drive, keeping it safe and prolonging its life. Since LaCie's unique design draws heat away from the internal hard drive, the external casing may be warm to the touch after extended use.

i **Important info:** The wide exhaust chamber on the rear of 1big Dock allows for enhanced airflow. Make sure that it is not obstructed and that there is a natural airflow across the casing.

Position and stacking

Always make certain to place 1big Dock on a flat, even surface designed to support the heat output and airflow of the hard disk enclosure. For proper heat dissipation, 1big Dock is designed to stand on its rubber feet, situated on the bottom of the enclosure. DO NOT place the enclosure on its side when it is powered on.

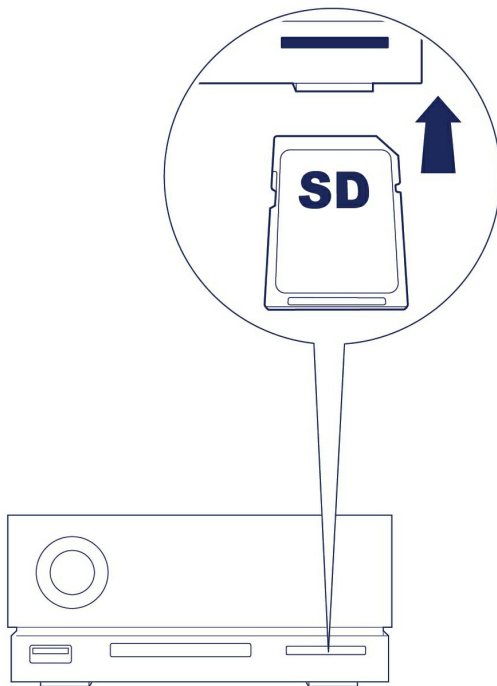
Docking Features

LaCie 1big Dock provides you with convenient means of managing your creative digital content. Insert SD and CompactFlash cards to transfer files for safe storage. Connect smartphones, cameras, and other devices to the USB 3.0 hub to access content.

USH-II Secure Digital Extended Capacity (SDXC) Memory Card Reader

Reading an SD memory card

1. Hold your SD, SDHC, or SDXC memory card upright with the label on top (pins on bottom).
2. Insert the card into the SD slot on the front of the device as far as it will go (you may hear an audible 'click'), and then release. The card is now locked in the slot.



3. Open a Finder or File Explorer window to browse and manage the contents of the SD card.

Removing an SD memory card

Ejecting using macOS or Windows

1. Make sure that the SD memory card is not being accessed.

2. Using a Finder or File Explorer window, eject the SD card volume.
3. Push the card into the SD slot on the front of the device as far as it will go (you may hear an audible 'click'), and then release. The card is ejected.
4. Remove the card from the slot.

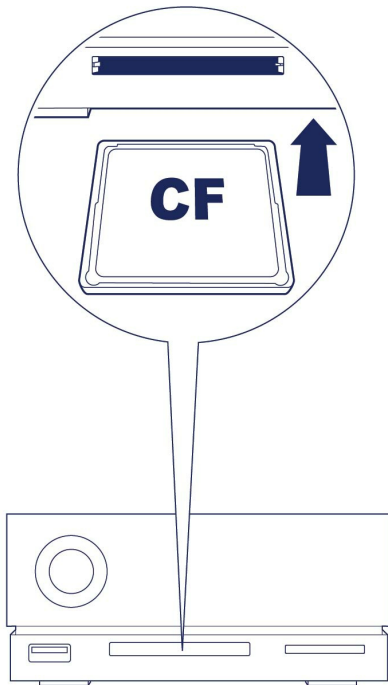
Ejecting using Toolkit

1. Make sure that the SD memory card is not being accessed.
2. Open Toolkit.
3. On the Home screen, click on the Eject icon for the SD card slot.
4. Push the card into the SD slot on the front of the device as far as it will go (you may hear an audible 'click'), and then release. The card is ejected.
5. Remove the card from the slot.

CompactFlash (CF) Revision 6.0 Type I (UDMA 7) Memory Card Reader

Reading a CF memory card

1. Hold your CompactFlash memory card upright with the label on top.
2. Insert the card into the CF slot on the front of the device and gently push it in until it's seated in the slot.



3. Open a Finder or File Explorer window to browse and manage the contents of the CF card.

Removing a CF memory card

Ejecting using macOS or Windows

1. Make sure that the CF memory card is not being accessed.
2. Using a Finder or File Explorer window, eject the CF card volume.
3. Remove the card from the slot.

Ejecting using Toolkit

1. Make sure that the CF memory card is not being accessed.
2. Open Toolkit.
3. On the Home screen, click on the Eject icon for the CF card slot.
4. Remove the card from the slot.

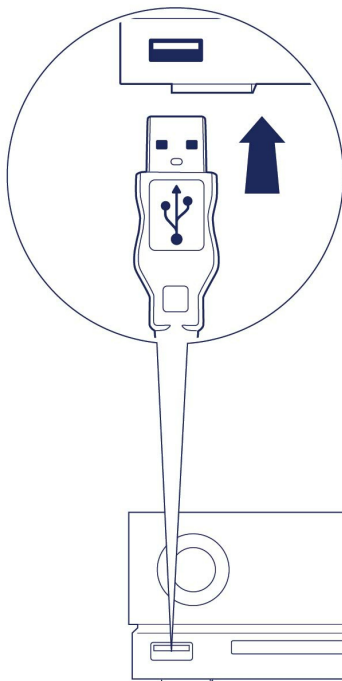
USB 3.0 Hub

Use the hub to transfer files from digital cameras and other drives. The USB 3.0 hub port delivers 7.5W of power to connected phones and other devices.

i The USB 3.0 hub port also provides power when 1big Dock is in sleep mode.

Connecting a device to the USB 3.0 hub

1. Hold the USB 3.0 end of the cable upright.
2. Insert the cable end into the USB 3.0 port on the front of the device.



3. Open a Finder or File Explorer window to browse and manage the contents of the device.

Disconnecting a device from the USB 3.0 hub

1. Make sure that the device is not being accessed.
2. Using a Finder or File Explorer window, eject the device volume.
3. Remove the USB 3.0 end of the cable from the port.

Expansion Port

DisplayPort 1.4

DisplayPort is a digital display interface used to connect a video source to a display device (for example, a computer monitor) as well as other forms of digital data. DP 1.4 supports up to two 4K displays or one 5K display.

i LaCie 1big Dock provides the full performance available to DisplayPort 1.4. However, many computers with Thunderbolt and USB host ports do not support DisplayPort 1.4, which limits the outputs to displays. This is also true for displays and their ability to accept the full bandwidth available to DisplayPort 1.4. Please check the documentation for your computers and displays for DisplayPort 1.4 compatibility.

i DisplayPort may be compatible with some HDMI, DVI, and VGA adapters (not included). Note that these have not been tested.

Connecting the DisplayPort

1. Insert the DP 1.4 end of the cable or adapter into the port on the back of the 1big Dock until it clicks into place. The cable/adapter is now locked into the DP 1.4 port.
2. Connect the VGA, DVI or HDMI adapter to your configured audio/video display.

Disconnecting the DisplayPort

1. Grasp the DP 1.4 end of the cable or adapter that's connected to 1big Dock.
2. Hold down the release tab with your thumb, and then pull back to remove the cable from the port.

Daisy Chain, Power Delivery & Power Pass-Through

Use the peripheral Thunderbolt 3 port on the LaCie 1big Dock for:

- Direct connection to a device or display that is compatible with Thunderbolt 3 technology.
- Daisy chaining devices and displays that are compatible with Thunderbolt 3 technology.
- Connecting a laptop USB-C power adapter in order to pass-through power to a laptop connected to 1big Dock's host Thunderbolt 3 port.

How to daisy chain

The peripheral Thunderbolt 3 port on 1big Dock can be used to daisy chain compatible Thunderbolt 3 peripherals, such as hard drives and monitors. If you have another Thunderbolt 3 storage device, make certain to connect it to the daisy chain before adding compatible displays or USB 3.1 (USB-C) devices. See below for an example of the order of devices in a Thunderbolt 3 daisy chain.

1. Computer with a Thunderbolt 3 port.
2. LaCie 1big Dock (connected to computer via host Thunderbolt 3 port).
3. LaCie d2 Thunderbolt 3 (connected to 1big Dock's peripheral Thunderbolt 3 port).
4. Second LaCie d2 Thunderbolt 3 (connected to first d2 via Thunderbolt 3 port).
5. LaCie Rugged SSD (connected to second d2 via Thunderbolt 3 port).

USB 3.1 (USB-C) devices can terminate a Thunderbolt 3 daisy chain and should always be the last device. It must be connected to the secondary Thunderbolt 3 port on the preceding device. (The USB 3.1 device will not be recognized if connected to the preceding device's USB-C port.)



Important cable info: When connecting 1big Dock's peripheral Thunderbolt 3 port to a compatible device, use cables specifically constructed to support Thunderbolt 3.

Daisy chain: power-saving mode

You can daisy chain Thunderbolt 3 devices even when 1big Dock is in power-saving mode. See [Operation](#).

Power delivery and power pass-through

1big Dock delivers power to your connected laptop and compatible peripheral devices.

No device connected to peripheral port

Host port	Peripheral port
45W	-

Device connected to peripheral port

Host port	Peripheral port
30W	15W

i 1big Dock must receive power via its power cable in order to deliver power to compatible devices.

! LaCie is not responsible for devices that experience harm, damage, or malfunction when connected to LaCie 1big Dock.

Power pass-through

With power pass-through, you can attach a laptop's USB-C power supply to 1big Dock's peripheral Thunderbolt 3 port and let 1big Dock 'pass' power to the laptop connected to 1big Dock's host Thunderbolt 3 port.

USB-C power supply connected to 1big Dock peripheral port	Power passed through to 1big Dock host port
> 60W and < 85W	Up to 50W
≥ 85W	Up to 70W

i The power passed through may be limited by the host computer.

Works with iPad USB-C

Your LaCie storage devices can be used with higher-end iPads. This is a great option for moving files between computers, cloud services and external storage. The iPad is also a perfect mobile editing station for importing media to more advanced imaging and video apps.

See [External Storage and iPadOS](#) for details on the following:

- Connecting Storage to Compatible iPads
- Available Actions
- Selecting Multiple Items
- Accessing Storage Devices in an App
- Supported External Storage Devices and USB Hubs
- External Storage Performance on iPad Versus a Computer
- Thunderbolt Storage Devices
- Battery Use
- Ejecting
- Storage Formats
- Password Protection
- Toolkit and First Use Connections

Safely Remove Device From Your Computer

Always eject a storage drive from your computer before physically disconnecting it. Your computer must perform filing and housekeeping operations on the drive before it is removed. Therefore, if you unplug the drive without using the operating system's software, your files can become corrupt or damaged.

Windows

Use the Safely Remove tool to eject a device.

1. Click the Safely Remove Hardware icon in your Windows System Tray to view the devices you can eject.
2. If you don't see the Safely Remove Hardware icon, click the Show hidden icons arrow in the system tray to display all icons in the notification area.
3. In the list of devices, choose the device you want to eject. Windows displays a notification when it is safe to remove the device.
4. Disconnect the device from the computer.

Mac

There are several ways you can eject your device from a Mac. See below for two options.

Eject via Finder window

1. Open a Finder window.
2. On the sidebar, go to Devices and locate the drive you want to eject. Click the eject symbol to the right of the drive name.
3. Once the device disappears from the sidebar or, the Finder window closes, you can disconnect the interface cable from your Mac.

Eject via Desktop

1. Select the desktop icon for your device and drag it to the Trash.
2. When the device icon is no longer visible on your desktop, you can physically disconnect the device from your Mac.

Optional Formatting and Partitioning

Your device is preformatted exFAT (Extended File Allocation Table) for compatibility with both Mac and Windows computers.

Choosing a file system format

When choosing a file system format, consider whether **compatibility** or **performance** is more important in your everyday use of the drive.

- **Compatibility**—You need a cross-platform format because you connect your drive to both PCs and Macs.
- **Performance**—You connect your drive with only one type of computer, so you can optimize file copy performance by formatting the drive in the native file system for your computer operating system.

Compatibility with both Windows and Macs

exFAT is a lightweight file system compatible with all versions of Windows and modern versions of macOS. If you use your drive with both PCs and Macs, format your drive in exFAT. While exFAT offers cross-platform access to both computers, keep in mind the following:

- exFAT is not compatible or recommended for built-in backup utilities such as File History (Windows) and Time Machine (macOS). If you want to use one of these backup utilities, you should format the drive in the native file system for the computer running the utility.
- exFAT is not a journaled file system, which means it can be more susceptible to data corruption when errors occur or the drive is not disconnected properly from the computer.

Optimized performance for Windows

NTFS (New Technology File System) is a proprietary journaling file system for Windows. macOS can read NTFS volumes, but it can't natively write to them. This means your Mac can copy files from an NTFS-formatted drive, but it can't add files to or remove files from the drive. If you need more versatility than this one-way transfer with Macs, consider exFAT.

Optimized performance for macOS

Apple offers two proprietary file systems.

Mac OS Extended (also known as Hierarchical File System Plus or HFS+) is an Apple file system used since 1998 for mechanical and hybrid internal drives. macOS Sierra (version 10.12) and earlier use HFS+ by

default.

APFS (Apple File System) is an Apple file system optimized for solid state drives (SSDs) and flash-based storage systems, though it also works with hard disk drives (HDDs). It was first introduced with the release of macOS High Sierra (version 10.13). APFS can only be read by Macs running High Sierra or later.

When choosing between Apple file systems, consider the following:

- Windows cannot natively read or write to APFS or HFS+ volumes. If you need cross-platform compatibility, you should format the drive in exFAT.
- If you intend to use your drive with Time Machine:
 - The default format for macOS Big Sur (version 11) and later is APFS.
 - The default format for macOS Catalina (version 10.15) and earlier is HFS+.
- If you intend to use your drive to move files between Macs running older OS versions, consider formatting your drive in HFS+ rather than APFS.
- macOS file systems and Android: Formatting your drive for macOS may not be supported with connections to Android mobile devices.

Learn more

For additional considerations when choosing a file system format, see [File System Format Comparisons](#).

Formatting instructions

For instructions on formatting your drive, see [How to format your drive](#).

Hard Drive Maintenance

Precautions

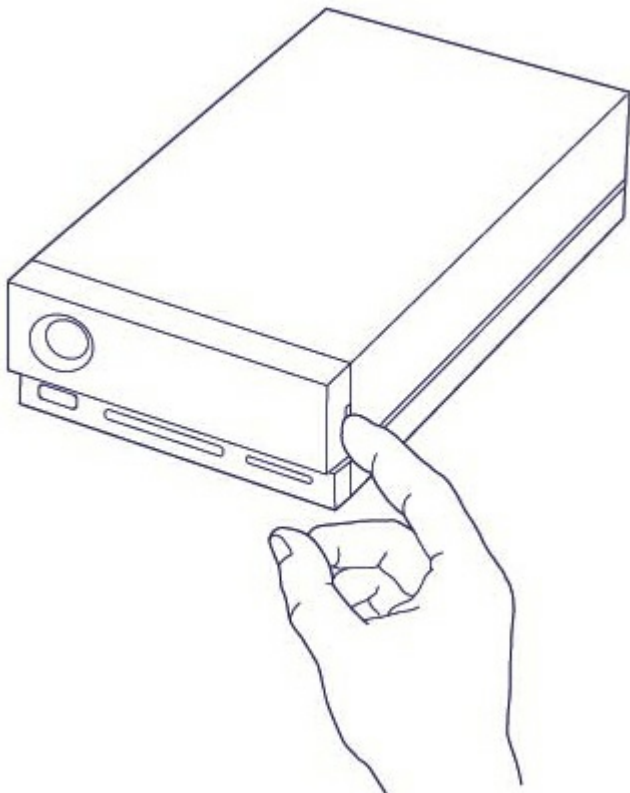
Observe all conventional ESD precautions when handling hard drives.

Replacing a hard drive

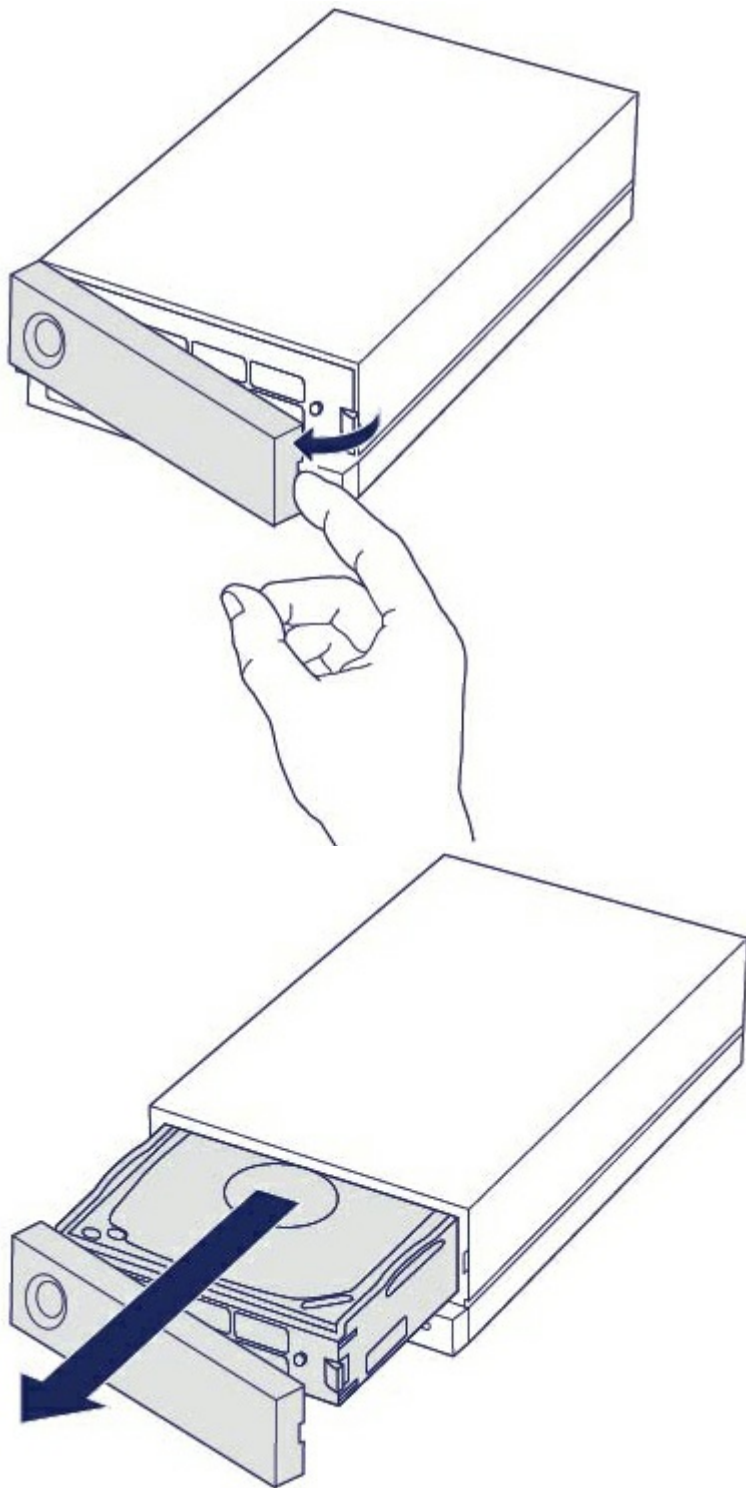
If a failed hard drive is under warranty, make certain to contact [LaCie support](#) to receive a replacement disk.

When replacing a hard drive that's not under warranty, it's recommended that you select an HDD optimized for use with 1big Dock. Click [here](#) for a list of model numbers that are compatible with LaCie Direct Attached Storage devices in the big family.

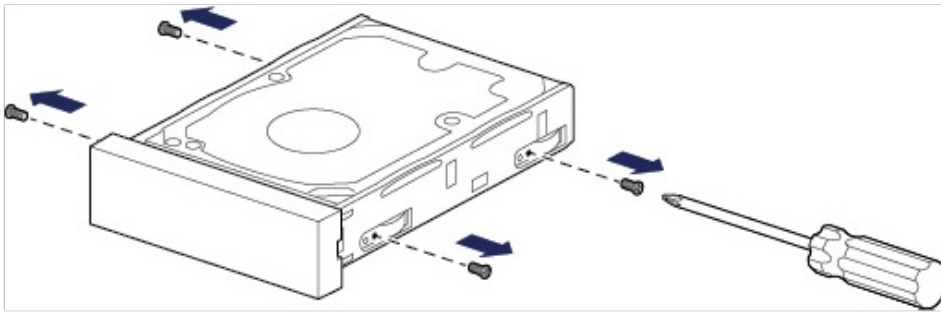
1. Locate the hard drive you want to replace and place your index finger on the small hole on the right side of its disk tray.



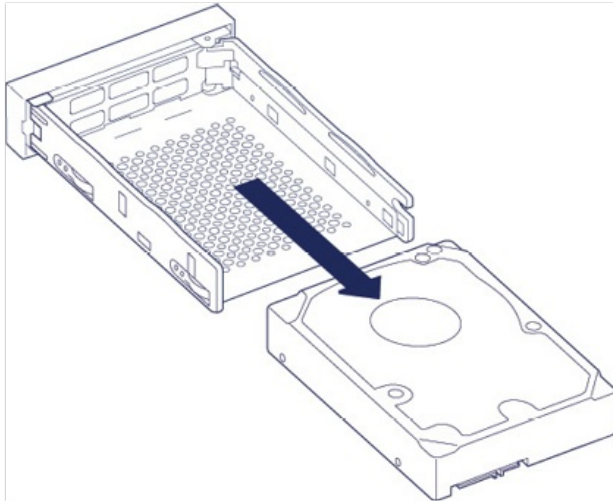
2. Gently pull your index finger away from the enclosure and maintain a firm grip as it unlocks the hard drive from the SATA connector. Once it is loose, hold the hard drive with both hands as you remove it from the slot.



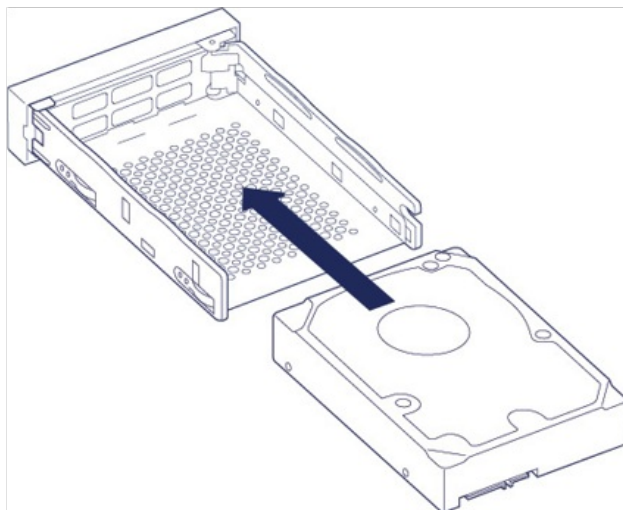
3. If you are replacing a failed hard drive with a full disk tray, skip to Step 4. Continue here if you are replacing the hard drive using the same disk tray.
 - Using a Phillips head screwdriver, carefully unfasten all four screws from their four slots.



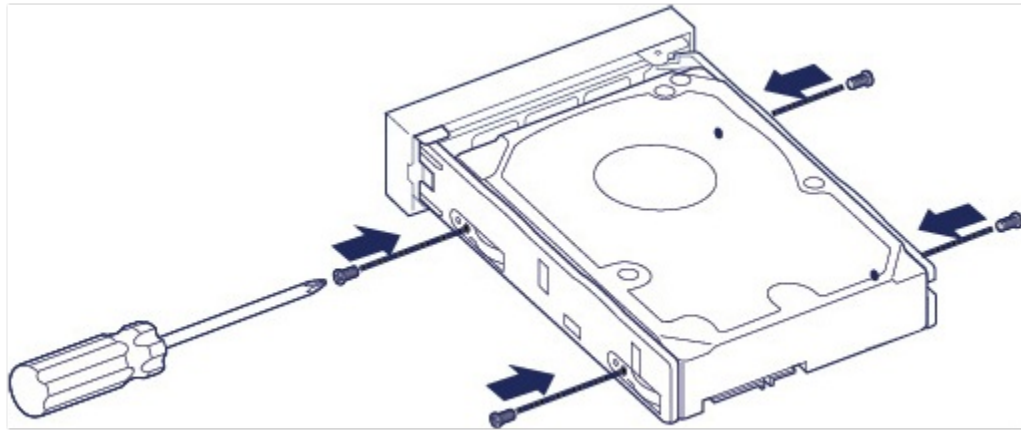
- Gently slide the disk out of the tray.



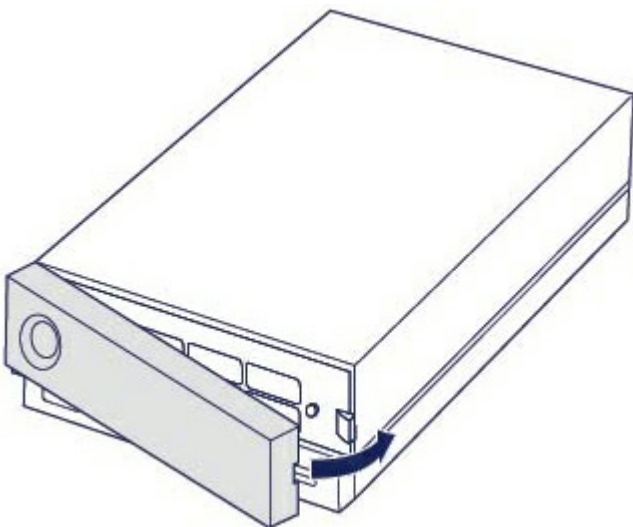
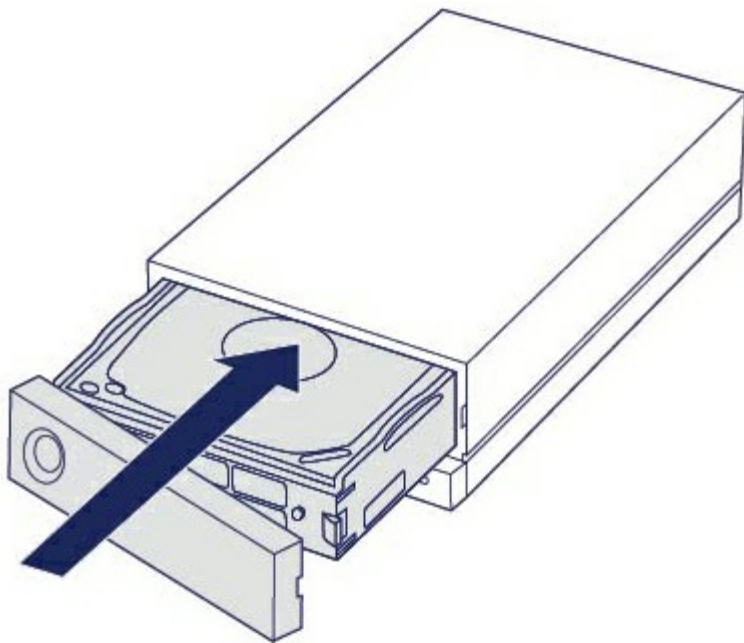
- Place the empty disk tray onto a flat work area with the handle on the bottom left.
- Many disks have a label on one side and the printed circuit board on the opposite side. With its label side facing up, gently place the hard disk within the disk tray. Keep the SATA connector facing to the right. The four screw slots should align with the disk's four screw holes.



- Using a Phillips head screwdriver, carefully fasten all four screws into their four slots. Do not force the screws into the slots. Forcing the screws too tight into the slots can make it difficult to remove them later and strip the screws' teeth.



4. Carefully insert the full disk tray into the empty disk slot. Gently push the disk tray handle until you feel it snap into place.



LaCie 1big Dock enclosure: non-serviceable components

The components inside the chassis are **NOT** serviceable at any location outside of LaCie-approved service centers. **Removing the cover voids your product's warranty.** Additionally, removing, replacing or changing any part in the enclosure or, performing any action that involves the components in the enclosure, voids the product's warranty. If you are experiencing hardware errors or failure, contact [LaCie support](#) for assistance.

Frequently Asked Questions

For help setting up and using your LaCie hard drive, review the frequently asked questions below. For additional support resources, go to [LaCie customer support](#).

All users

Problem: My file transfers are too slow.

Thunderbolt 3/USB

Q: Are both ends of the cable firmly attached?

A: Review troubleshooting tips for cable connections below:

- Check both ends of the cable and make sure they are fully seated in their respective ports.
- Try safely ejecting LaCie 1big Dock from your computer and then disconnect the cable. Wait 10 seconds and then reconnect LaCie 1big Dock to the computer.

Q: Are there other Thunderbolt 3 or USB devices connected to the same port or hub?

A: Disconnect other devices and see if the drive's performance improves.

Thunderbolt 3

Q: Is the device connected to a Thunderbolt 3 USB-C port on your computer or hub?

A: Connect 1big Dock to a USB-C port on your computer that supports Thunderbolt 3 devices. The lightning bolt icon that represents Thunderbolt 3 support should appear next to the USB-C port.

Q: Does your computer or operating system support Thunderbolt 3?

A: Consult your computer and operating system documentation for Thunderbolt 3 compatibility information.

Write cache (Windows only)

Q: Is write caching enabled?

A: Write caching is used to improve performance by using the volatile memory (RAM) to collect write commands sent to a storage device. See [How to improve performance of an external drive in Windows](#).

Problem: I have a USB-C hard drive that I want to add to the Thunderbolt 3 daisy chain.

Q: Can I attach my USB-C hard drive to a Thunderbolt 3 daisy chain?

A: Yes. Make certain to add the USB-C hard drive to the end of a Thunderbolt 3 daisy chain since USB devices do not include a second port to continue the chain. Please note that USB-C devices do not become Thunderbolt 3 devices when added to a Thunderbolt 3 daisy chain. The USB-C device can only provide performance within its potential. For example, a USB 3.1 Gen 1 hard drive added to the end of a Thunderbolt 3 daisy chain can reach up to 5Gb/s while a USB 3.1 Gen 2 hard drive can reach up to 10Gb/s.

Problem: I must password protect and/or encrypt my hard drive.

Q: Can I password protect my hard drive?

A: Yes, it is possible to protect the hard drive or individual folders and files with a password. There are many third-party solutions for password protection. However, LaCie cannot guarantee them since we do not test third-party applications.

Some versions of Windows have a built-in utility called Bitlocker that can protect hard drives with a password. For more information about Bitlocker, consult [Microsoft's support documentation](#).

Q: Can I encrypt my hard drive?

A: Yes, the hard drive can be encrypted. There are many third-party solutions for encryption. However, LaCie cannot guarantee them since we do not test third-party applications.

Some versions of Windows have a built-in utility called Bitlocker that can encrypt hard drives. For more information about Bitlocker, consult [Microsoft's support documentation](#)

Problem: I'm receiving file transfer error messages.

Q: Did you get an "Error -50" message while copying to a FAT32 volume?

A: When copying files or folders from a computer to a FAT32 volume, certain characters in the names cannot be copied. These characters include, but are not limited to: ? < > / \ :

Check your files and folders to ensure that these characters are not in the names.

If this is a recurring problem or you cannot find files with incompatible characters, consider reformatting the drive to NTFS (Windows users) or HFS+ (Mac users). See [Optional Formatting and Partitioning](#).

Mac

Problem: The drive icon does not appear on my desktop.

Q: Is your Finder configured to hide hard drives on the desktop?

A: Go to Finder and then check **Preferences > General tab > Show these items on the desktop**. Confirm that **Hard Disks** is selected.

Q: Is your drive mounting in the operating system?

A: Open Disk Utility at **Go > Utilities > Disk Utility**. If the drive is listed in the left-hand column, check your Finder preferences to see why it is not displayed on the desktop (review the question above).

Q: Does your computer's configuration meet the minimum system requirements for use with this drive?

A: Refer to the product packaging for the list of supported operating systems.

Q: Did you follow the correct installation steps for your operating system?

A: Review the installation steps in [Getting Started](#).

Windows

Problem: The drive icon doesn't appear in Computer.

Q: Is the drive listed in Device Manager?

A: All drives appear in at least one place in Device Manager.

Go to Search and enter Device Manager to launch it. Look in the Disk Drives section and, if necessary, click the plus sign to view the full list of devices. If you're uncertain that your drive is listed, safely unplug it and then reconnect it. The entry that changes is your LaCie hard drive.

Q: Is your drive listed next to an unusual icon?

A: Windows Device Manager usually provides information about failures with peripherals. While the Device Manager can assist with troubleshooting most problems, it may not display the exact cause or provide a precise solution.

An unusual icon next to the hard drive can reveal a problem. For example, an exclamation point, question mark, or X instead of the normal icon based on the type of device could indicate a problem. Right click on the icon and then choose **Properties**. The General tab provides a potential reason why the device is not working as expected.

Regulatory Compliance

Product Name	LaCie 1big Dock
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Regulatory Model Number	LRDMU05
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FCC Declaration of Conformance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Class A Information

This equipment has been tested and found to comply with the limits for a Class A 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 communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does 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 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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Important Note: FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Industry Canada

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Important Note for mobile device use

Radiation Exposure Statement: This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Note Importante pour l'utilisation de dispositifs mobiles

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Europe – EU Declaration of Conformity

This device complies with the essential requirements of the EMC Directive 2004/108/EC. The following test methods have been applied in order to prove presumption of conformity with the essential requirements

of the EMC Directive 2004/108/EC:

- EN 60950-1:2006/AC:2011: Information technology equipment - Safety - Part 1: General requirements
- EN 55022: 2010/AC:2011: Information technology equipment - Radio disturbance characteristics
 - Limits and methods of measurement
- EN 55024: 2010: Information technology equipment - Immunity characteristics - Limits and methods of measurement

Česky [Czech]	LaCie tímto prohlašuje, že tento direct attached storage device je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 2004/5/ES.
Dansk [Danish]	Undertegnede LaCie erklærer herved, at følgende udstyr direct attached storage device overholder de væsentlige krav og øvrige relevante krav i direktiv 2004/5/EF.
Deutsch [German]	Hiermit erkläre LaCie, dass sich das Gerät direct attached storage device in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 2004/5/EG befindet.
Eesti [Estonian]	Käesolevaga kinnitab LaCie seadme direct attached storage device vastavust direktiivi 2004/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
English	Hereby, LaCie, declares that this direct attached storage device is in compliance with the essential requirements and other relevant provisions of Directive 2004/5/EC.
Español [Spanish]	Por medio de la presente LaCie declara que el direct attached storage device cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2004/5/CE.
Ελληνική [Greek]	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ LaCie ΔΗΛΩΝΕΙ direct attached storage device ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2004/5/ΕΚ.
Français [French]	Par la présente LaCie déclare que l'appareil direct attached storage device est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2004/5/CE.
Italiano [Italian]	Con la presente LaCie dichiara che questo direct attached storage device è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2004/5/CE.
Latviski [Latvian]	Ar šo LaCie deklarē, ka direct attached storage device atbilst Direktīvas 2004/104/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
Lietuvių [Lithuanian]	Šiuo LaCie deklaruoja, kad šis direct attached storage device atitinka esminius reikalavimus ir kitas 2004/104/EB Direktyvos nuostatas.
Nederlands [Dutch]	Hierbij verklaart LaCie dat het toestel direct attached storage device in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2004/104/EG.
Malti [Maltese]	Hawnhekk, LaCie, jiddikjara li dan direct attached storage device jikkonforma mal-htigijiet essenzjali u ma provvedimenti oħrajn rilevanti li hemm fid-Direttiva 2004/104/EC.

Magyar [Hungarian]	Alulírott, LaCie nyilatkozom, hogy a direct attached storage device megfelel a vonatkozó alapvető követelményeknek és az 2004/104/EC irányelv egyéb előírásainak.
Polski [Polish]	Niniejszym LaCie oświadcza, że direct attached storage device jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 2004/104/EC.
Português [Portuguese]	LaCie declara que este direct attached storage device está conforme com os requisitos essenciais e outras disposições da Directiva 2004/104/CE.
Slovensko [Slovenian]	LaCie izjavlja, da je at direct attached storage device v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 2004/104/ES.
Slovensky [Slovak]	LaCie týmto vyhlasuje, že direct attached storage device spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 2004/104/ES.
Suomi [Finnish]	LaCie vakuuttaa täten että direct attached storage device tyyppinen laite on direktiivin 2004/104/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Svenska [Swedish]	Härmed intygar LaCie att denna direct attached storage device står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2004/104/EG.

China RoHS



China RoHS 2 refers to the Ministry of Industry and Information Technology Order No. 32, effective July 1, 2016, titled Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products. To comply with China RoHS 2, we determined this product's Environmental Protection Use Period (EPUP) to be 20 years in accordance with the Marking for the Restricted Use of Hazardous Substances in Electronic and Electrical Products, SJT 11364-2014.

中国 RoHS 2 是指 2016 年 7 月 1 日起施行的工业和信息化部令第 32 号“电力电子产品限制使用有害物质管理办法”。为了符合中国 RoHS 2 的要求，我们根据“电子电气产品有害物质限制使用标识”(SJT 11364-2014) 确定本产品的环保使用期 (EPUP) 为 20 年。

部件名称 Part Name	有害物质				Hazardous Substances	
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr ⁺⁶)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
硬盘驱动器 HDD	X	O	O	O	O	O
外接硬盘印刷电路板 Bridge PCBA	X	O	O	O	O	O
电源 (如果提供) Power Supply (if provided)	X	O	O	O	O	O
接口电缆 (如果提供) Interface cable (if provided)	X	O	O	O	O	O
其他外壳组件 Other enclosure components	O	O	O	O	O	O

本表格依据 SJ/T 11364 的规定编制。
This table is prepared in accordance with the provisions of SJ/T 11364-2014

O: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。
O: Indicates that the hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T26572.

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。
X: Indicates that the hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T26572.

Taiwan RoHS

Taiwan RoHS refers to the Taiwan Bureau of Standards, Metrology and Inspection's (BSMI's) requirements in standard CNS 15663, Guidance to reduction of the restricted chemical substances in electrical and electronic equipment. Beginning on January 1, 2018, Seagate products must comply with the "Marking of presence" requirements in Section 5 of CNS 15663. This product is Taiwan RoHS compliant. The following table meets the Section 5 "Marking of presence" requirements.

台灣RoHS是指台灣標準局計量檢驗局(BSMI)對標準CNS15663要求的減排電子電氣設備限用化學物質指引。從2018年1月1日起，Seagate產品必須符合CNS15663第5節「含有標示」要求。本產品符合台灣RoHS。下表符合第5節「含有標示」要求。

產品名稱：外接式磁碟陣列，型號：LRDMU05

Product Name: LaCie 1big Dock, Model: LRDMU05

單元 Unit	限用物質及其化學符號 Restricted Substance and its chemical symbol					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr ⁺⁶)	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
硬盤驅動器 HDD	—	○	○	○	○	○
外接硬盤印刷電路板 Bridge PCBA	—	○	○	○	○	○
電源 (如果提供) Power Supply (if provided)	—	○	○	○	○	○
傳輸線材 (如果提供) Interface cable (if provided)	—	○	○	○	○	○
其他外殼組件 Other enclosure components	○	○	○	○	○	○

備考 1. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 1. “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 2. “—” 係指該項限用物質為排除項目。

Note 2. “—” indicates that the restricted substance corresponds to the exemption.