



Protecting
Your Digital
Assets

RTX™ 2-bay -3QR User Manual

covers models: RTX220-3QR, RTX221-3QR, RTX Secure 222-3QR,



Features

- Very easy to set up RAID 0 or 1 (stripe or mirror)
- Two SATA bays
- Integrated locks for securing drives
- USB 3.0, eSATA, FireWire 800 connections
- RAID status and system status LEDs
- Easy configuration through LCD menu

Table of Contents

1. Pre-Installation Steps	2
1.1 Box Contents	2
1.2 Identifying Parts	2
1.3 Warnings and Notices	3
2. Introduction to RAID	3
2.1 Summary of RAID Levels	3
3. Installation Steps	4
3.1 TrayFree Bay Drive Installation	4
3.2 Drive Installation for RTX with Removable Carriers	4
3.3 Host Connections	4
4. Operating RTX-3QR	4
5. LED Behavior	4
5.1 RTX220-3QR	4
5.2 RTX211-3QR and RTXS212-3QR	4
6. LCD Menu Screens	5
7. RAID Configuration	5
7.1 Creating a New RAID	5
7.2 Changing the RAID Type	5
7.3 Adding a New Drive to a RAID	6
8. Usage with Mac and Windows Operating Systems	6
8.1 Usage with Mac OS X	6
8.2 Usage with Windows Operating Systems	6
9. Buzzer and Temperature Configuration	7
9.1 Accessing RTX's Settings	8
9.2 Customizable Options	8
10. RAID is Not a Backup	8
11. Technical Specifications	9

1. Pre-Installation Steps

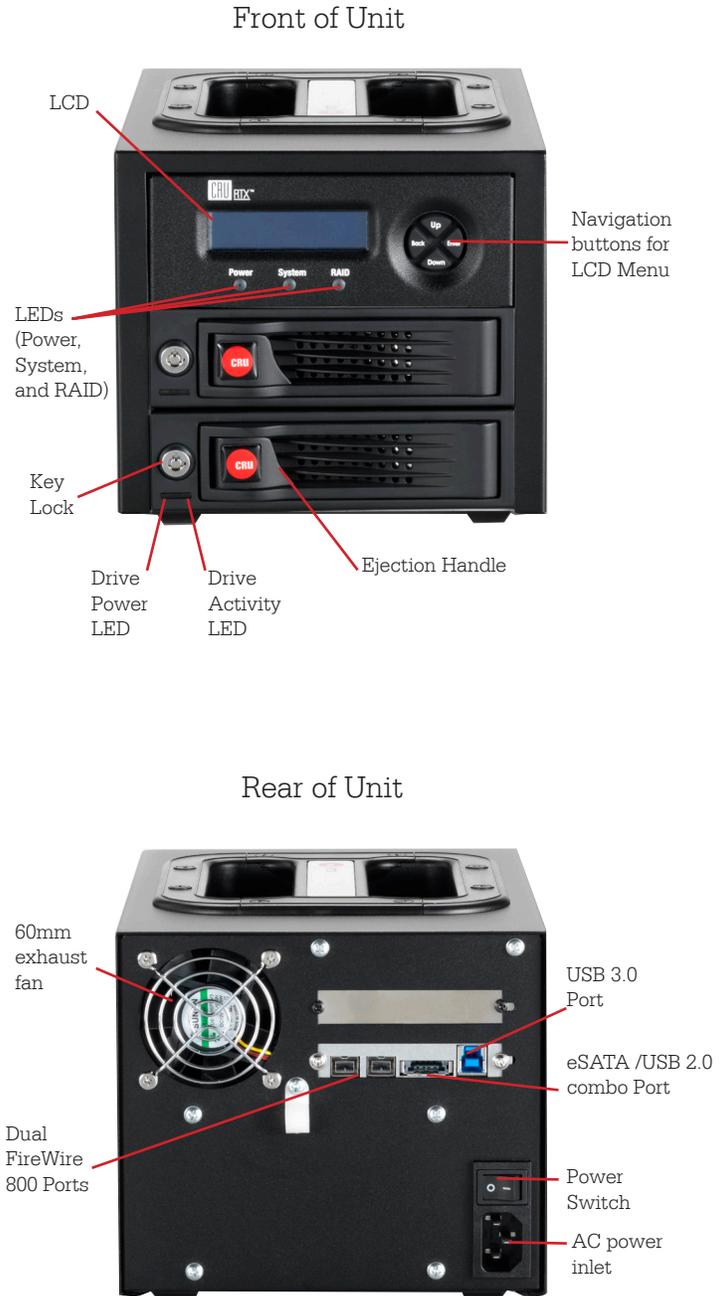
1.1 Box Contents

Depending on which configuration and accessories you purchased, the package may include fewer items than what are listed here. Please contact CRU if any items are missing or damaged:

RTX-3QR Unit	1
USB 3.0 A to B cable	1
USB 2.0 A to A cable	1
FireWire 800 cable	1
eSATA cable	1
Power cord	1
Packet of keys for locks	1
Encryption keys (Secure model only)	4
Quick Start Guide and Warranty Info	1

1.2 Identifying Parts

Take a moment to familiarize yourself with the parts of RTX-3QR. This will help you to better understand the following instructions.



1.3 Warnings and Notices

Please read the following before beginning installation.

1.3.1 General Care

- Proper grounding is strongly recommended to prevent electrical damage to the unit or other connected devices, including the computer host. Avoid all dramatic movement, tapping on the unit, and vibration.
- Avoid placing the unit close to magnetic devices, high voltage devices, or near a heat source. This includes any place where the product will be subject to direct sunlight. Do NOT allow water to make contact with the unit.
- Before starting any type of hardware installation, please ensure that all power switches have been turned off and all power cords have been disconnected to prevent personal injury and damage to the hardware.
- To avoid overheating, the unit should be operated in a well-ventilated area.
- Remove the drives before transporting the unit to prevent damage to the drive interfaces.

1.3.2 RAID

- Use only hard drives that are in perfect condition. Avoid using drives that have ever developed bad sectors during previous usage. This could lead to possible device failure or loss of data.
- The unit supports SATA hard drives of various specifications and different capacities. However, we recommend using drives of the same brand and type for optimal performance. If drives of different capacities are used in a RAID, the capacity of the smallest drive will determine how much of each drive is used. The additional capacity on the larger drives will not be used by the RAID.
- RAID level 0 will allow you to use the full combined capacity of the drives, and offers the best data transfer speeds. However, RAID 0 offers no protection for the data. If one drive fails in a RAID 0, the data on all of the drives is irretrievably lost. Before creating a RAID, investigate the various RAID types and choose the one that is best for your needs.
- Always back up data before switching RAID types. Switching RAID types will destroy current data. You must reformat your drives afterwards.

1.3.3 Encryption (RTX Secure 222-3QR Only)

- Though the Security Key port is mechanically identical to the standard Mini-USB port, inserting Security Keys into any other Mini-USB port may damage the keys and render them useless. Please only use Security Keys in RTX products.
- Likewise, inserting a Mini-USB cable or other device into the unit's Security Key port on the carrier may cause internal damage and potentially lead to loss of data.
- Any time power is cycled on the unit, the Security Key should be installed prior to recycling the power in order to access the data on the drive.

2 Introduction to RAID

A RAID (Redundant Array of Independent Disks) is an array of multiple hard drives that are combined in a way that provides faster performance and/or data safety. Your RTX-3QR unit is capable of creating and managing several different varieties of RAID. You may choose your preferred RAID level based on factors such as disk capacity, desired data safety, and desired performance.

2.1 Summary of RAID Levels

RTX-3QR supports RAID levels 0 and 1.

RAID Level	Description	Required No. of Drives*	Data Redundancy
0	Also known as striping. Data distributed across multiple drives in the array. There is no data protection.	2	No data protection
1	Also known as mirroring. All data replicated on two separate disks. This is a high availability solution, but due to the 100% duplication, only half the total disk capacity is available for data storage.	2	1 drive

* The RAID level becomes available as a menu option when exactly these numbers of hard drives are installed inside of the RTX-3QR unit.



3 Installation Steps

3.1 TrayFree Bay Drive Installation

Note: This section refers only to RTX220-3QR.

- Pull on the ejection handle to open the door.
- Slide in your SATA hard drive, connector-end first with the label facing up.
- Shut the door by pushing on the handle.

3.2 Drive Installation for RTX with Removable Carriers

This section refers only to RTX221-3QR and RTX Secure 222-3QR models.

- Slide the drive carrier out of the RTX-3QR unit.
- The carrier's cover is held in place by a screw on the rear of the unit. Remove the screw and then remove the cover.
- Slide the drive in from the front of the carrier.
- Mate the connection on the drive with the connection on the drive carrier circuit board.
- Flip the drive/carrier assembly over and secure the drive in place with the provided screws.
- Attach the Temperature Control Cooling Sensor to the top of the drive with a piece of tape.
- Replace the carrier cover and secure the screw on the rear of the carrier.
- Slide the carrier into the RTX-3QR unit.

3.3 Host Connections

RTX-3QR units connect to your computer in one of four ways; USB 3.0, USB 2.0, Firewire 800, or eSATA. Choose one of the four cable types to use and plug it into the unit. Each bay requires its own data connection.

4 Operating Your RTX 3QR unit

Connect the data cables to the RTX-3QR unit and your computer. Plug in the power cord to a grounded electrical outlet. Insert hard drives into the unit and turn on the power.

- For RTX220-3QR, the drives will begin to spin up automatically
- For RTX221-3QR and RTX Secure 222-3QR, use the included set of keys to turn the key lock 90 degrees clockwise to power on each hard drive.

Note: When any hard drives are first used with a RTX 3QR unit they will show up as blank, unallocated drives and you'll need to create a RAID inside the unit before you can use it. Note that creating a RAID will erase all data on the drive, so be sure to back up your data before beginning this operation.

See Section 7 for instructions on how to create a RAID and Section 8 for instructions to format the drive with Mac or Windows operating systems.

Your RTX-3QR unit is now ready to use! If the hard drive is already formatted, it can be used right away. If the hard drives are brand new, or their file systems are not compatible with your operating system, the drive will need to be formatted before being used.

If any of the drives are inaccessible after powering on the unit, try the following steps:

- Turn off the power.
- Remove the drive(s) in question.
- Reinsert the drive(s).
- Turn on the power.

5 LED Behavior

5.1 RTX220-3QR

LED	Behavior
Unit Power	Glows green when the power switch is in the "on" position.
System	<ul style="list-style-type: none">Glows green when system is performing as expected.Glows amber when a drive or the enclosure interior reaches the preset warning temperature.Glows red when a drive or the enclosure interior exceeds the preset warning temperature.
RAID	<ul style="list-style-type: none">Glows green when system is performing as expected.Glows amber when the RAID is degraded or is being rebuilt.Glows red when the RAID has failed or is invalid.
Drive Power	Glows green when the drive is in the unit and receiving power.

5.2 RTX221-3QR and RTX222 Secure-3QR

LED	Behavior
Unit Power	<ul style="list-style-type: none">Glows green when the power switch is in the "on" positionFlashes green in the event of a bay fan failure. Contact Technical Support
System	<ul style="list-style-type: none">Glows green when system is performing as expected.Glows amber when a drive or the enclosure interior reaches the preset warning temperature.Glows red when a drive or the enclosure interior exceeds the preset warning temperature.
RAID	<ul style="list-style-type: none">Glows green when system is performing as expected.Glows amber when the RAID is degraded or is being rebuilt.Glows red when the RAID has failed or is invalid.
Drive Power	Glows green when the drive is in the unit and receiving power.

(continued)

LED	Behavior
Drive Activity	Glows amber when the drive is being accessed, either reading or writing from the drive.
Encryption Key Error*	<ul style="list-style-type: none"> Glows red when there is an encryption engine error. Contact CRU Technical Support. Flashes red when the security key is not present or is not functioning
Encryption*	Glows green when the encryption key is present and encryption is enabled.

*The Encryption and Encryption Key Error LEDs are found only on Secure models of RTX-3QR. The LEDs are located just above the encryption key slot.

6 LCD Menu Screens

Use the Navigation Buttons to change screens.

Screen	Description
Mode	Shows the RAID level used.
Status	Indicates the overall health of the RAID. Available status messages are Normal or Degraded.
Disk	<p>Indicates the status of the individual disk in the numbered hard drive slot:</p> <ul style="list-style-type: none"> OK: Indicates that hard drive is in use or ready to use No Disk: Indicates that the hard was removed or not installed Unused: A new drive was installed and is not used by the RAID Failing: Indicates the drive is malfunctioning.
Disk Temp	Displays temperature of the individual disk in the numbered slot.
Sys Temp	Displays overall temperature inside the system.
Fan Status	Indicates whether the fan is operating normally or has failed and is in need of a replacement. Contact Technical Support if the fan has failed to arrange for a repair.
Change RAID Mode	Allows you to change the RAID level (see section 7.2).

7 RAID Configuration

You may skip this section if you purchased your RTX-3QR unit pre-configured with drives. All two-bay RTX 3QR units ship with RAID 1 as the default mode.

RTX-3QR offers two options for RAID configuration; RAID 0 and RAID 1. Stop all data transfers before setting or changing RAID types or rebuilding a degraded array. Failure to do so can result in the loss of data. To set up or change the RAID type, disconnect all data cables and reboot the RTX 3QR unit. After the unit has initialized, the LCD will display the drives' mode and status.

7.1 Creating a New RAID

Use the LCD and menu selection buttons to complete these steps if you did not purchase your unit pre-configured. Changing RAID levels will erase any data on the drives. Make a backup copy of any data you wish to keep before changing the RAID.

- Disconnect the RTX-3QR unit from the computer.
- Insert two hard drives (preferably both the same make, model, and capacity) into the RTX-3QR unit and flip the power switch on the rear of the unit.
- After the RTX-3QR unit boots up, it will begin alarming and the LCD will display the error "Error: Not a RAID Set". Press the Enter button to silence the alarm.
- Press the Enter button a second time and the LCD screen will ask "Make New RAID?" Press Enter to confirm.
- The LCD will display "Select RAID Type". Press Up or Down to cycle through to your desired RAID type and press Enter.
- The screen will display "Will Erase all Data OK?" Pressing Enter will result in the loss of all data on the drives. Ensure all data is backed up, then press Enter.
- The new configuration will be selected and the RTX-3QR unit will reboot. The RAID is now created.

7.2 Changing the RAID Type

- Disconnect the RTX 3QR unit from the computer.
- Press the Up button to cycle the LCD menu to the "Change RAID Mode" screen and press the Enter button.
- The LCD will display "Select RAID Type". Press Up or Down to cycle through the available options to your desired RAID type and press Enter.
- The screen will display "Will Erase all Data OK?" Pressing Enter will result in the loss of all data on the drives. Ensure all data is backed up, then press Enter.
- The new configuration will be selected and the RTX 3QR unit will reboot. The RAID is now created.
- The RTX-3QR unit has been configured and is ready for operation. Follow the instructions for the appropriate operating system usage instructions to initialize and format the drives.

7.3 Adding a New Drive to a RAID

Note: Any data on the new hard drive will be destroyed when the drive is added to the RAID.

RAID 0

Never remove a drive from a RAID 0 as this will cause the loss of all data. In the event of a disk failure for a RAID 0, the RAID will be destroyed. Add a drive and then press the Up button to create a new RAID. Follow the display prompts to build a new array.

RAID 1

In the event of a disk failure or removal, the RAID will continue to function in a degraded state. Add a new disk to the RTX 3QR unit to rebuild the RAID. After the new drive has been detected, the RTX 3QR unit will ask to add a new disk. Press the Enter button to do so. The disk will be added to the RAID and the RAID will begin to rebuild. The LCD screen will display the percent complete for the rebuild. Rebuild times vary, but a 1TB hard drive typically takes just over 3 hours to rebuild. You can toggle to the approximate time remaining by pressing Enter on the front panel.

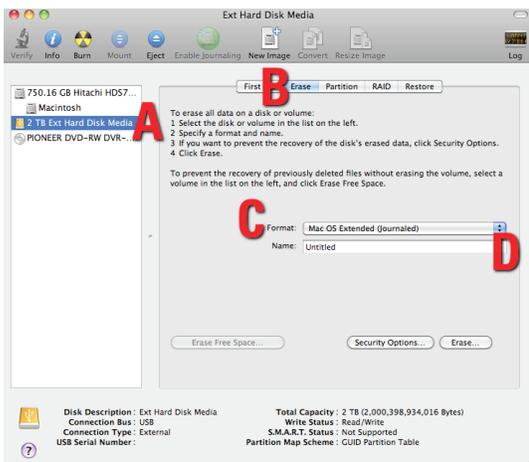
8 Usage with Mac and Windows Operating Systems

8.1 Usage with Mac OS X

8.1.1 Formatting a Drive

To format, use Disk Utility (pictured below), which can be found in the Applications folder.

- Click on the drive in the window to the left.
- Click the Erase tab in the window to the right.
- Select the format type. Most users prefer MacOS Extended with Journaling (HFS+), which is required for compatibility with Time Machine (OS 10.5 or newer). If you need to use your RTX 3QR with both Mac and Windows computers, select MS-DOS File System instead.
- Enter a name for the new volume and then click Erase to start the process.



8.1.2 Mounting and Unmounting Volumes

If the hard drive installed in the RTX 3QR is already formatted, an icon representing the drive's volume will appear (mount) on the desktop. You can begin using the volume right away. If the drive is unformatted, a message will appear on the desktop saying that the disk is unreadable. Use OS X's Disk Utility to easily format the drive (see section above).

Unmount the volume before powering down the unit by dragging the volume's icon to the Trash, or by selecting the volume then pressing Command-E. Disconnecting the unit without first unmounting the volume can result in data loss.



8.1.3 Creating a Boot Drive

To activate this feature, you must first install OS X on the hard drive in your carrier. The easiest way to do this is to clone an existing system drive using a utility such as Carbon Copy Cloner or Super Duper. Next, go to System Preferences Startup Disk. A window will list the available bootable volumes. Select the volume from which you wish to boot. Another method is to hold down the Option key during boot up. A screen should appear that allows you to select the volume you wish to use. This is useful if you are only sporadically booting from the RTX 3QR hard drive.

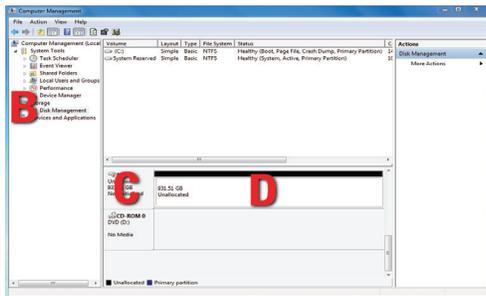
8.2 Usage with Windows Operating Systems

8.2.1 Formatting a Drive

When you first mount a drive to a Windows operating system, a pop-up window will ask you if you would like to format it. Click Format Disk and skip to Step E. If the prompt does not pop up, use the Disk Management utility by following these steps:

- Right-click on the My Computer icon on the desktop (Windows XP) or the Computer button in the Start Menu (Windows Vista, 7, Server 2008, Server 2008 R2, Server 2012), then select Manage. In the left pane of the Computer Management window that opens, left-click on Disk Management (labeled 'B' in the picture below). For Windows 8, press WINKEY + X, then select Disk Management from the menu that pops up.

- b) The drive should appear in the list of Disks in the lower pane. You may need to scroll down to see it. If the drive is already formatted, you can identify it easily by its volume name. If the Device Properties Box (labeled 'C' in the picture below) says "Not Initialized", you'll need to initialize the disk before formatting it. Right-click on the Device Properties Box and select Initialize Disk. If you are prompted to select a partition type, select GPT. Only select MBR if you are formatting a bootable disk for use on a system with a legacy BIOS or are using the RTX 3QR with Windows XP.
- c) To format the volume, right-click the Drive Properties Box (labeled 'D' in the picture below) and select New Partition... (Windows XP) or New Simple Volume... (Windows Vista, 7, 8, Server 2008, Server 2008 R2, Server 2012).



- d) Unless you wish to customize the settings in these dialog prompts, Click Next on the Select Partition Type (shows up in Windows XP only), Specify Volume/Partition Size, and Assign Drive Letter or Path dialog prompts, leaving the default settings.
- e) You will now see a window that allows selection of a file system. Choose NTFS and enter a name for the new volume. Be sure to check the box labeled Quick Format, which will ensure that the formatting process takes less than a minute.
- f) Click Next and then Finish to start the format process. When the format is complete, the Drive Properties Box will update to show the new volume name. The new volume can now be found by double-clicking on the My Computer icon on the desktop (Windows XP), by clicking on the Computer button in the Start Menu (Windows Vista, 7, Server 2008, Server 2008 R2), or by clicking on Computer in the navigation pane of a File Explorer window (Windows 8, Windows Server 2012).

8.2.2 Mounting and Unmounting Volumes

If the hard drive inside of the RTX carrier is already formatted, you can begin using the volume right away. When the RTX-3QR is properly connected and turned on, a window may open to allow you access to the volume. If no window appears, find the volume by double-clicking on the My Computer icon on the desktop (Windows XP), by clicking the Computer button in the Start Menu (Windows Vista, 7, Server 2008, Server 2008 R2), or by clicking on Computer in the navigation pane of a Windows Explorer window (Windows 8, Windows Server 2012).

Unmounting a USB or Firewire Volume

Unmount the RTX-3QR before powering it down by left-clicking the green arrow icon on the task bar (in Windows XP) or the USB plug icon with the green checkmark on the Desktop task bar (Windows Vista, 7, 8, Server 2008, Server 2008 R2, Server 2012), and then selecting the proper device from the menu that pops up. You may have to click on the Show Hidden Icons arrow on the task bar to find the correct icon. Windows will indicate when it is safe to disconnect RTX. Disconnecting RTX without first ejecting it can result in data loss.



Unmounting an eSATA Volume

If you purchased an eSATA host card that supports hot-swapping, follow the instructions for unmounting a USB or FireWire volume above. Many eSATA hosts do not support this feature. However, freeware utilities are available on the Internet that provide a similar function. You may download one of these utilities or follow these instructions: Ensure no file transfers are taking place by making sure the Drive Activity LED is not blinking, as disconnecting the unit while a file transfer is in progress can result in data loss. Then disconnect power to RTX-3QR. You may need to restart your computer in order to remount RTX.

9 Buzzer and Temperature Configuration

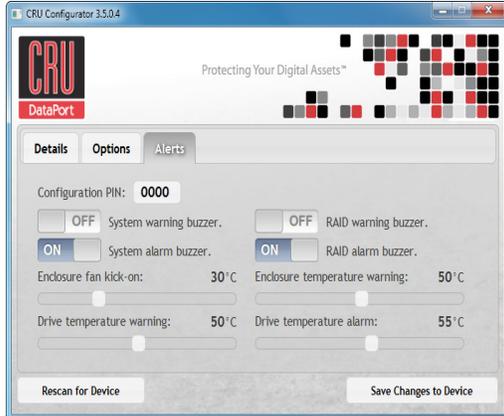


RTX-3QR is compatible with CRU Configurator 3.5 or higher, which allows IT administrators to change internal settings to meet individual needs. Configurator allows the user to set the password, enable and disable audible alarms, and change temperature alarms and warnings settings. To download Configurator and the full Configurator manual, please visit www.wiebetech.com/software/configurator.php.

9.1 Accessing RTX Enclosure's Settings

Use FireWire 800 in either FireWire port or a USB type-A to A cable in the USB 2.0/eSATA combo port to use CRU Configurator to configure your product.

9.2 Customizable Options



The following options are available on the Alerts tab of the Configurator:

Configuration PIN

This feature allows you to set a PIN to prevent unauthorized configuration. The default PIN is 0000. The RTX enclosure only requires you to enter a PIN if a different value has been set.

Buzzers

Place a check in the boxes to indicate which warning/alarm buzzers you want to be activated or remove a check from the boxes next to the buzzers you want to deactivate. When a buzzer sounds, press Enter on the front of the RTX enclosure to temporarily silence it until the RTX enclosure is next rebooted.

System Warning Buzzer

This buzzer will sound when a drive reaches the temperature set using the Drive temperature warning slider below. This buzzer is disabled by default. As a visual alert, the System Status LED will glow amber when the temperature is reached, regardless of whether the buzzer is enabled or not.

System Alarm Buzzer

This buzzer will sound on 3 occasions:

- When a drive reaches the temperature set using the Drive temperature alarm slider below
- When the enclosure reaches the temperature set using the Enclosure temperature warning slider below
- When the fan fails

As a visual alert, the System Status LED on your RTX enclosure will glow red when any of these three situations occur, regardless of whether the buzzer is enabled or not.

RAID Warning Buzzer

This buzzer will sound when the RTX enclosure is in degraded RAID mode (a drive has failed and is in need of rebuild or the RAID is rebuilding). This buzzer is disabled by default. The RAID Status LED will glow amber if this occurs, regardless of whether the buzzer is enabled or not.

RAID Alarm Buzzer

This buzzer will sound when the RAID has failed or is invalid. The RAID Status LED will glow red if this occurs, regardless of whether the buzzer is enabled or not.

Temperature Sliders

When your RTX-3QR reaches a certain temperature, buzzers will sound if they are enabled (see the Buzzers subsection above) and the fan will kick on. You may want to change these default temperatures according to your environment. With these sliders, you can change the default temperatures of the:

- Enclosure fan kick-on
- Enclosure temperature warning
- Drive temperature warning
- Drive temperature alarm

10. RAID is Not a Backup

Because your RTX-3QR features redundant RAID modes which protect against a hard drive mechanical failure, it is an excellent part of any backup strategy. However, a RAID is not, in itself, a backup strategy. Many things besides hard drive failure can damage or erase your data:

- Corruption caused by unexpected disconnection during data access (e.g. a cable is unplugged during a data transfer, or the computer crashes or loses power while writing to the drives)
- Corruption or destruction caused by viruses or other malware
- Sabotage by a disgruntled employee or acquaintance
- Theft of your [Trademark] [enclosure/unit/etc.]
- Natural disasters such as fire, flooding, etc.

Considering these possibilities, any single copy of your important data must always be considered at risk. That's why backing up is so important. Follow the 3-2-1 backup rule. Data should exist in three different places on two different storage media and at least one of those copies should be maintained offsite.

Without an effective backup strategy, recovering data may be impossible, or the cost of data recovery may be quite expensive. The CRU warranty does not cover costs associated with data loss (nor do the warranties of other data storage manufacturers). Plan accordingly and backup data to minimize downtime!

11. Technical Specifications

Product name:	RTX220-3QR, RTX221-3QR, RTX222-3QR
Data Interface and Speeds:	<ul style="list-style-type: none"> • USB 3.0: Up to 5 Gbps • eSATA: up to 2400 Mbps • Dual FireWire 800: up to 800 Mbps • USB 2.0: up to 480 Mbps
Drive Types Supported:	3.5" SATA hard drives
RAID Levels Supported:	RAID 0 (striped) or RAID 1 (mirrored)
Shock Absorbing Bays:	Yes (RTX220-3QR model only)
Lockable Bays:	Yes
Power LED:	Yes
Access LED	Yes
Power Switch:	2 position: On / Off
Operating System Requirements:	<ul style="list-style-type: none"> • Windows XP, Vista, Windows 7, Windows 8 • Mac OS X 10.4 or higher • Linux distributions that support the connection type
Power Supply:	Input: 100-240VAC Output: 120 Watts
Cooling Fan	60mm exhaust fan
External Material:	All-aluminum construction
Shipping Weight:	8.5 pounds without drives, 11.5 pounds with drives
Dimensions:	(177mm W x 270mm D x 160mm H)
Compliance:	<ul style="list-style-type: none"> • EMI Standard: FCC Part 15 Class A • CE • EMC Standard: EN55022, EN55024 • RCM
Warranty:	3 Years
Support	Your investment in CRU products is backed up by our free technical support for the lifetime of the product. If you need to contact us for any reason, please visit cru-inc.com/support or call us at 1-800-260-9800 or +1-360-816-1800.

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Product Warranty

CRU warrants this product to be free of significant defects in material and workmanship for a period of three years from the original date of purchase. CRU's warranty is nontransferable and is limited to the original purchaser.

Limitation of Liability

The warranties set forth in this agreement replace all other warranties. CRU expressly disclaims all other warranties, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose and non-infringement of third-party rights with respect to the documentation and hardware. No CRU dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty. In no event will CRU or its suppliers be liable for any costs of procurement of substitute products or services, lost profits, loss of information or data, computer malfunction, or any other special, indirect, consequential, or incidental damages arising in any way out of the sale of, use of, or inability to use any CRU product or service, even if CRU has been advised of the possibility of such damages. In no case shall CRU's liability exceed the actual money paid for the products at issue. CRU reserves the right to make modifications and additions to this product without notice or taking on additional liability.

FCC Compliance Statement: "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."

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 when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at this own expense.

In the event that you experience Radio Frequency Interference, you should take the following steps to resolve the problem:

- 1) Ensure that the case of your attached drive is grounded.
- 2) Use a data cable with RFI reducing ferrites on each end.
- 3) Use a power supply with an RFI reducing ferrite approximately 5 inches from the DC plug.
- 4) Reorient or relocate the receiving antenna.

