

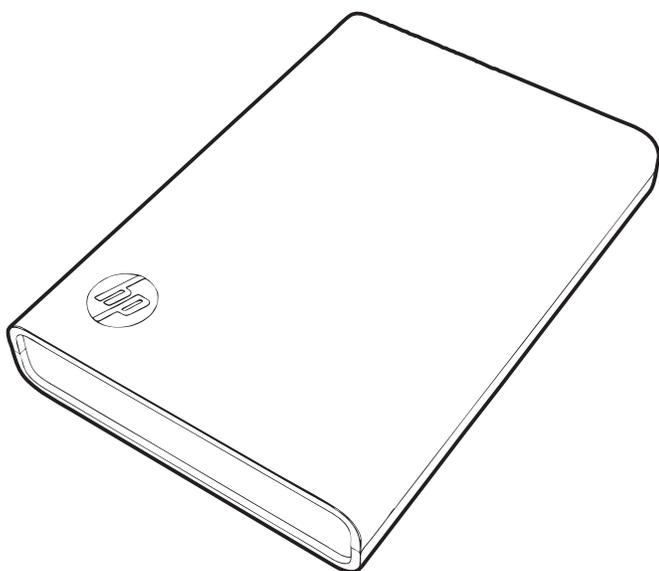


**HP**

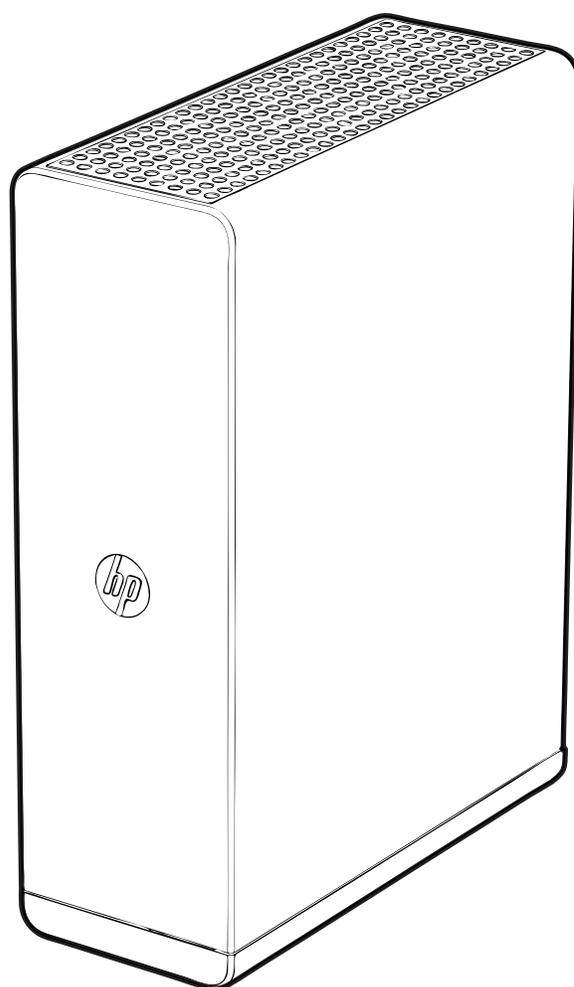
Portable Hard Drive  
External Hard Drive

with USB 3.0 and  
HP SimpleSave® Backup Software

**User Manual**



**HP Portable Hard Drive**



**HP External Hard Drive**



## **Getting Help**

For additional help with your drive, its installation, and the software, contact one of the following:

### **HP Customer Care Web Support**

For the latest updates and information, go to <http://hpsupport.wdc.com>.

### **E-mail Support**

<http://hpsupport.wdc.com/hpsupport/email.asp>

### **Toll-free Telephone Support**

North America	866.444.7407
International	+800.636.666666
Indonesia	001.803.011.0473

For information about dialing from specific countries, go to <http://hpsupport.wdc.com> or <http://hp.com/support>.

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## 1

## Getting Started

Thank you for selecting the HP Portable Hard Drive or HP External Hard Drive. These are large capacity USB 3.0 external hard drives that connect and disconnect easily from a USB 3.0 or USB 2.0 connector on the front or back of most computers, and are designed to quickly and easily store and transfer media files such as digital photos, music, video, and other important files.

The drives not only take advantage of the latest blazing-fast USB 3.0 technology, but are also fully compatible with USB 2.0 connections for those who have yet to upgrade their computers to USB 3.0. When connected to a SuperSpeed USB 3.0 port, consumers can transfer data at speeds up to 5 Gb/s. At that rate, a two-hour HD video will transfer in as little as three minutes. The same two-hour video would take approximately 13 minutes to transfer on a USB 2.0 port.

These drives come with HP SimpleSave® backup software that is compatible with most Microsoft® Windows® operating systems.

### Compatibility

- An available USB port
- One of the following operating systems:
  - Windows 7
  - Windows Vista®
  - Windows XP



.....  
*Note:* Compatibility may vary depending on user's hardware configuration and operating system. HP portable and external drives and software only support Windows.



.....  
**Important:** For highest performance and reliability, it is recommended that you install the latest updates and service pack (SP). Go to the **Start** menu and select **Windows Update**.

## Handling Precautions

These drives are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the device.
- Do not move the device during activity.
- To allow proper ventilation, do not block air slots located on the underside, top, or rear of the enclosure if present. Do not stack any objects on top of the device that may block ventilation.
- Do not stack heavy objects on top of the device.
- Do not attempt to open the drive's case. This action voids the warranty.
- Do not remove any cables without properly disconnecting the drive through the operating system.

## Kit Contents - HP Portable Hard Drive

- HP Portable Hard Drive
- USB 3.0 cable
- HP SimpleSave backup software
- Quick Install Guide



USB 3.0 Cable



HP Portable Hard Drive with  
HP SimpleSave backup software



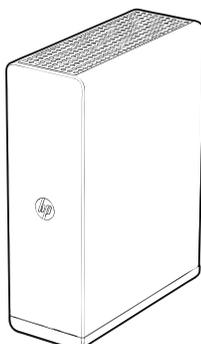
Quick Install Guide

## Kit Contents - HP External Hard Drive

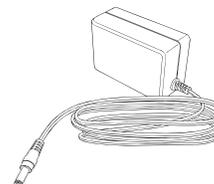
- HP External Hard Drive
- USB 3.0 cable
- AC adapter
- HP SimpleSave backup software
- Quick Install Guide



USB 3.0 Cable



HP External Hard Drive with  
HP SimpleSave backup software



AC Adapter

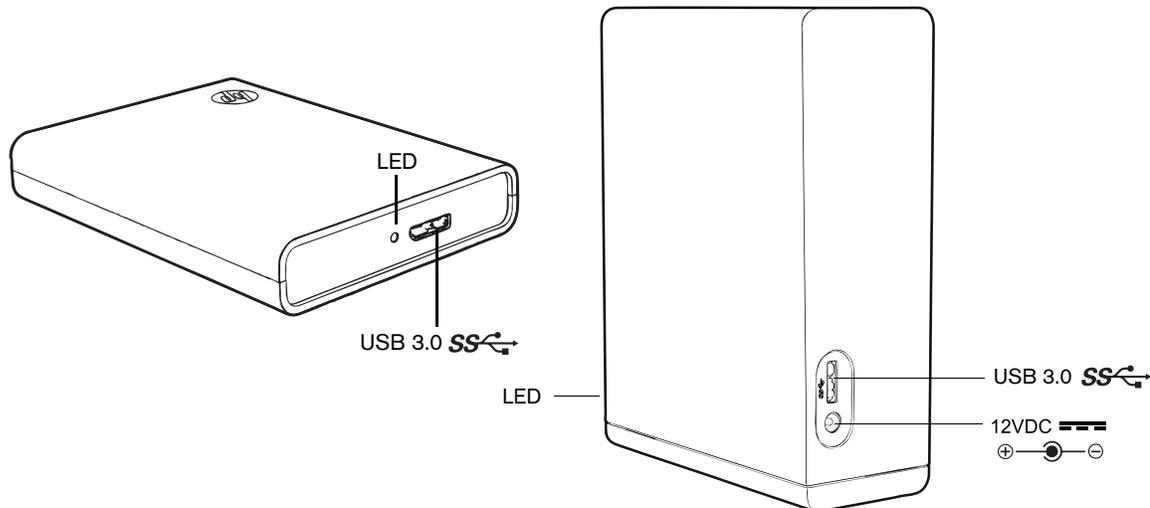


Quick Install Guide

2

## About Your HP Drive

### Features



#### LED

The power/activity LED is located on the rear of the HP Portable Hard Drive and on the front of the HP External Hard Drive.

#### USB 3.0 Interface

SuperSpeed USB (USB 3.0) supports data transfer rates up to 5 Gb/s. USB 3.0 is backward-compatible with Hi-Speed USB (USB 2.0) and USB 1.1.

#### HP SimpleSave Backup Software

- HP SimpleSave runs directly from your HP drive.
- Easily back up all of your digital music, photo, video, recorded TV, gaming, or other data files.
- Easily restore any or all of your backed up files.
- After you start it for the first time, HP SimpleSave automatically backs up changes whenever the computer is idle for 5 minutes.
- Can be used to back up multiple computers.



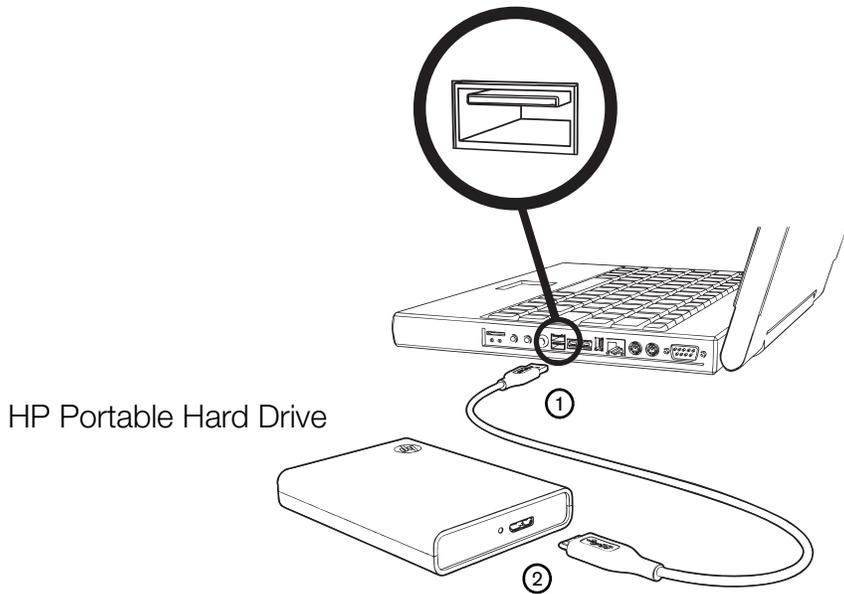
.....  
*Note:* HP SimpleSave backup software backs up only one external drive at a time.

#### Drive Format

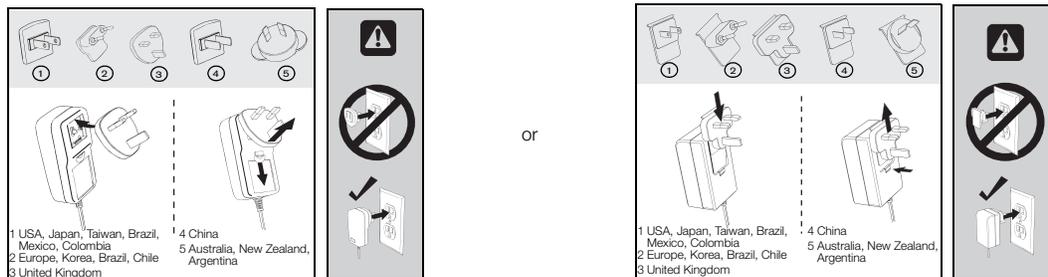
This device is preformatted for the NTFS file system. This file system supports media files that are larger than 4 GB.

**3**

# Connecting the Device

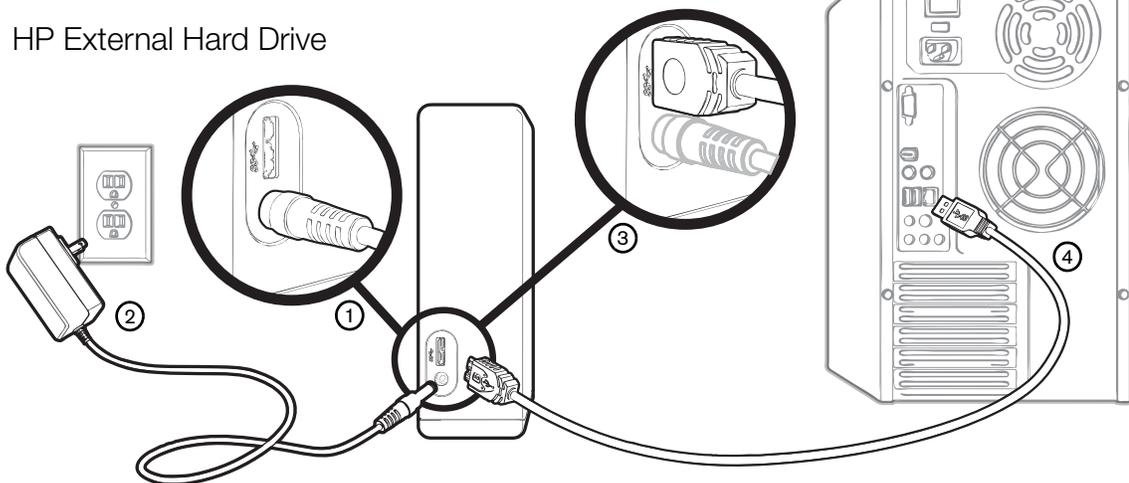


HP Portable Hard Drive



Global AC adapter configurations

HP External Hard Drive



1. Turn on your computer.
2. Connect the USB cable and power cord (HP External Hard Drive only) as shown.
3. You may have to wait up to a full minute for your computer to configure your HP drive the first time it's connected to your computer. You may see several installation messages appear on the screen as your computer sets up your HP drive for the first time. You will not see these installation messages the next time you plug in your HP drive.

4

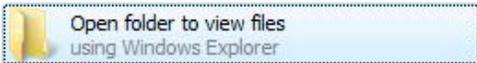
# HP SimpleSave Backup Software

Welcome to HP SimpleSave backup software, a utility you can use with your HP Portable Hard Drive or HP External Hard Drive that makes it easy to protect the valuable information on your computer.

HP SimpleSave backup software runs directly from your HP drive and does not need to be installed on your computer.

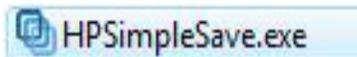
To run the HP SimpleSave backup software:

1. Connect the drive to your computer and:

IF Autoplay is . . .	THEN . . .
Enabled,	Click <b>Open Folder to view files . . .</b> on the Autoplay menu: 
Disabled,	Use Windows Explorer to open the drive listing: 

(HP SimpleSave backup software backs up only one external drive at a time.)

2. Double-click the HPSimpleSave.exe file listing to launch the backup software:



3. Agree to the End User License Agreement (EULA) the first time you use HP SimpleSave by clicking the **Accept** button.

HP SimpleSave remains on the HP external hard drive and is not installed on your internal hard drive. This allows you to take HP SimpleSave with you.

If you leave your HP drive plugged in, the HP SimpleSave icon will appear in the system tray. HP SimpleSave performs an incremental backup every time your computer is idle for five minutes.

Each time you start HP SimpleSave it automatically checks for a software update. To turn off this feature, see “Turning Off Automatic Updates” on page 16.

## How to Back Up Your Files

After you open HP SimpleSave, it automatically begins backing up the most common file types on your computer's primary hard drive.

To change backup options including file types and locations, see "My Options" on page 13.

Click **Start** or wait for the automatic timer to finish counting down to start the backup process. Press any key to stop the countdown.



### Backup Notes

- It can take several hours (or more) to back up your computer for the first time. You should consider performing your first backup at a time when your computer is idle.
- Although HP SimpleSave incorporates a mechanism to attempt to save files that are in use, it is highly recommended that you close all other programs to ensure that all files are backed up at the earliest opportunity.

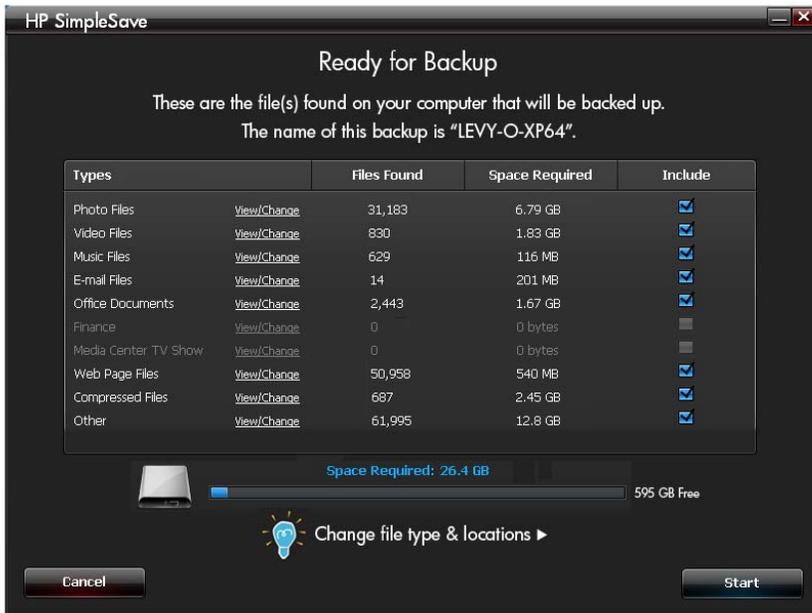
HP SimpleSave prepares your backup by first scanning your computer. This may take a few minutes depending on the amount of content on your computer.

You will be presented with a summary of the files found on your computer grouped into different content categories. The most common file types on your primary drive are backed up by default. If you need to add custom file extension to be excluded, see "My Options" on page 13.

The name of the backup is automatically created based on your computer's name. The backup name will appear below the summary of the files found on your computer.

If you want to make any changes to the file types, folders, or locations to be backed up, click on **Change File Types and Locations** on the bottom of the screen. For

more information about changing file types and locations, see “My Options” on page 13.



Click **Start** to begin the backup process.

Your backup progress displays during the backup. You can see how many files are planned for backup and how many have completed. The first time you back up your computer it can take up to several hours (or more).

Click **Pause** to temporarily halt the backup process if you need to use your computer for other tasks. Click **Resume** to restart the backup process. If you need to permanently stop the backup process, click **Cancel**.

The following screen displays when the backup process is complete.



Sometimes a file cannot be backed up. If this occurs you will be notified to click the **View Report** button. The report outlines which files could not be backed up. If you need help, go to the HP SimpleSave support website at <http://hpsupport.wdc.com>.

You can unplug your HP drive after your initial backup, however it is recommended to leave it plugged in so you always have a backup of your computer files. As long as your HP drive remains plugged into your computer and the HP SimpleSave Monitor is running, your computer will be backed up automatically each time your computer remains idle (not used) for five minutes.

If you unplug your HP drive, just plug it back in and run HP SimpleSave by clicking the HP SimpleSave application icon. The software automatically backs up any modified files and all new files since your last backup from your computer to your HP drive.

### Backing up Multiple Computers

If you want to back up another computer, simply unplug your HP drive and plug it into the other computer. Follow the same steps as detailed in “HP SimpleSave Backup Software” on page 6.

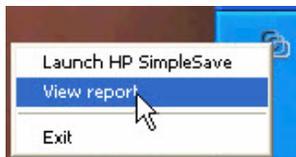
### About the HP SimpleSave Monitor

The HP SimpleSave Monitor appears in your system tray after the initial backup is performed. The HP SimpleSave Monitor continuously watches your computer for any new or changed files and automatically backs up those files after your computer is idle (not used) for five minutes. Your HP drive must be left plugged into your computer for the HP SimpleSave monitor to work.



Before disconnecting your HP drive, exit HP SimpleSave by right-clicking the HP SimpleSave Monitor, then click **Exit**.

To launch the HP SimpleSave main application, right-click on the HP SimpleSave Monitor, then select **Launch HP SimpleSave** as shown in the image below. To view the backup log report, right-click on the HP SimpleSave Monitor, then select **View Report** as shown in the image below.



Note: If you exit the HP SimpleSave Monitor, any new or changed files will NOT be backed up.

### How To Restore Files

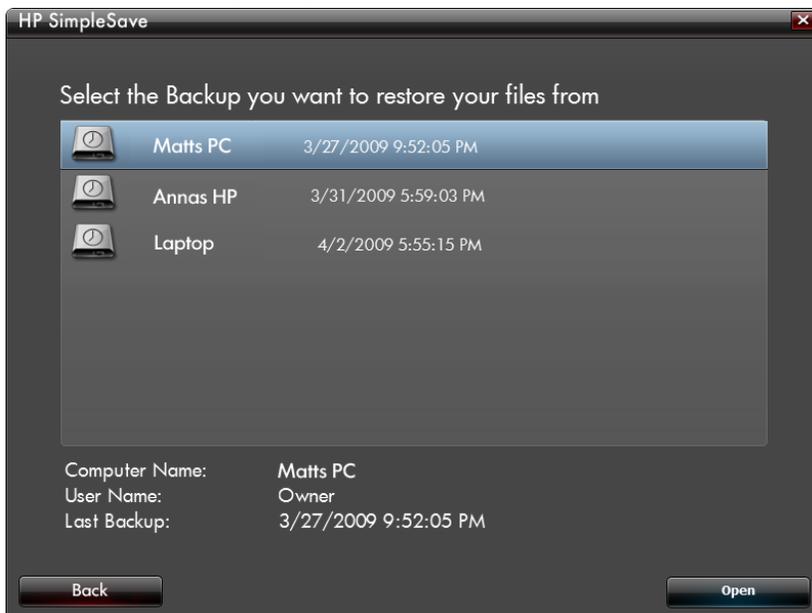
Use HP SimpleSave to restore files you have backed up on your HP drive.

Plug the HP drive into the computer onto which you want to restore your files. Double-click the HP SimpleSave icon in your system tray to start the HP SimpleSave application.

When the “Welcome to HP SimpleSave” screen appears, click the **Restore** button at the bottom of the screen. **Restore** only appears if there is a backup file on the drive.



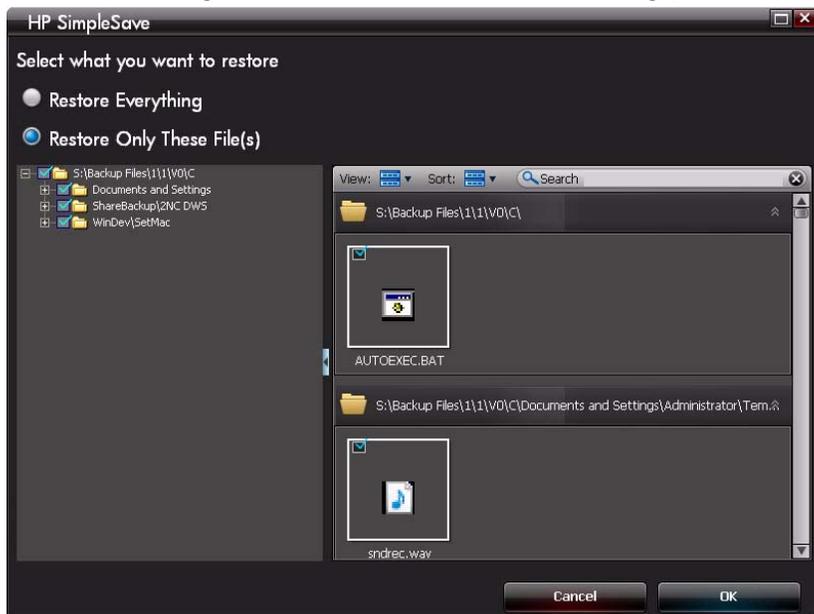
Select the backup file you want to restore files from, then click **Open**.



Next, select what you want to restore. **Restore Everything** is selected by default. Choose this option if you want to restore everything that was backed up.

Click **Restore Only These Files** to choose specific files or folders you want to restore. Make your selections by clicking the check boxes next to the folders. You can select individual files by selecting the files on the right and clicking the checkbox

on the top left of the file. Double-click any of the files if you want to preview the file before restoring. Click **OK** when finished making your selections.



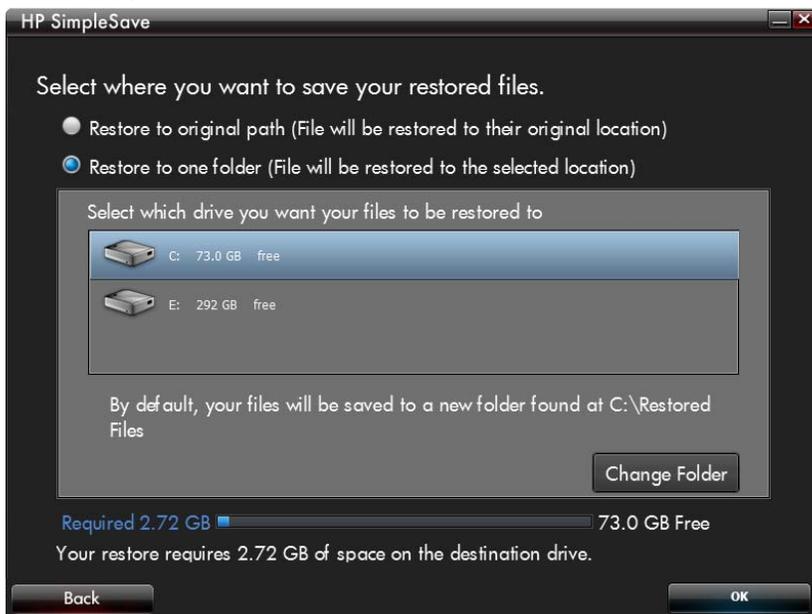
Note: The files view is set to thumbnail view by default. Click the view icon and make a selection from the list to change the view to details, icon, list, or small icon.

Next, select where you want to save your restored files.

Clicking **Restore to original path** restores your files to their original location on your primary drive. If your original files still exist in the original location, HP SimpleSave prompts you to decide if you want to **Replace**, **Keep Both**, or **Skip** for each duplicate file found.

It is recommended you restore your files to one new folder by clicking **Restore to one folder**. By default, your files are saved to a new folder found at 'C:\Restore Files.' Click **Change Folder** to specify a different location. Click **OK** to continue.

Your files will be restored in the same folder structure as when they were originally backed up.



.....  
*Note:* It may take several minutes to several hours to restore your files depending on the amount of files you are restoring.

The following screen appears when the restore process is complete.



Sometimes a file cannot be restored. Click **View Report** if this occurs. The report outlines which files could not be restored. If you need help, go to the HP SimpleSave support website at <http://hpsupport.wdc.com>.

## My Options

HP SimpleSave has several options for backup plan customization. To access the options page, click **My Options** in the HP SimpleSave welcome screen.



### File Types & Locations

HP SimpleSave automatically backs up the most common file types on your computer's primary hard drive by default. You can use the **File Types & Locations** option to modify these settings.

Click **Search only these locations** under **Select Search Location:** to specify specific drives or folders you want HP SimpleSave to back up. If you only wanted to back up the "My Documents" folder, you can back up only that folder and no other.

Under **Select File Types:**, all file types to be backed up are selected. You can deselect a file type to back up by clicking the corresponding blue box. For example, you may want to back up all of your content except videos, in which case you would deselect the Video Files box.



Note: These settings will remain saved even if you unplug your HP drive.

## Advanced Settings

Click **Advanced Settings** if you want to include or exclude files with certain extensions from the backup. There are a set of file types that are excluded by default from being backed up. Those files are excluded by including their extensions in the "excluded extensions" list.

For example, batch files ("BAT" extension) and log files ("LOG" extension) are excluded by default. You can include a file type by unchecking the extension for the file type. For instance, as the example below shows, you can uncheck "\*.BAT" and "\*.LOG" to include batch and log files in your backup. You can also go back and exclude such file types by checking the extension you previously unchecked.



If you have software that uses a file type that you do not want to be backed up, you can add a custom extension to the excluded extensions list by clicking on the green "plus sign" ('+') located in the bottom right of the screen. When the "File Extension" window appears, type the extension of the file type you want to exclude from backup, then click **Save**.



Click **OK** to save your preferences.

Once you have added at least one custom extension to the Custom list, you can uncheck (not exclude) or check (exclude) the extensions in that list.



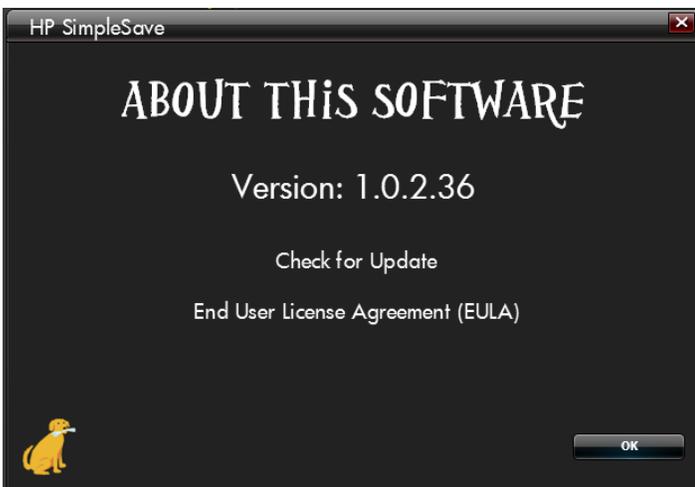
You can also delete extensions in the Custom list by clicking on the extension, then clicking on the "minus sign" ('-') in the lower right of the screen. When you click on the '-' sign, the following window displays:



Click **Yes** to delete the custom extension or **No** to leave the extension in the list.

### About This Software

In the "About this Software" window you can easily check on the HP SimpleSave version information, manually check for a software update, and review the End User License Agreement.



### **Turning Off Automatic Updates**

If you do not want HP SimpleSave to check for updates each time the program starts, click **Check for Update**, then click **In the future do not check for software updates automatically**. Click **OK**.

### **Language Preferences**

HP SimpleSave matches the language of your operating system by default. To change the language, select a different language from the list, click **OK**, then restart HP SimpleSave for the change to take effect.

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## Turning Off/Disconnecting the Device

Right-click the Safely Remove Hardware icon in your system tray and select **Safely Remove Hardware**. You may hear the drive power down before the Power LED turns off. The drive is now shut down properly, and you may disconnect the drive safely.



.....

*Note:* The HP External Hard Drive has a power management feature that allows it to power automatically off and on with your computer.



.....

**Important:** To prevent data loss, close all active windows and applications before shutting down the HP Hard Drive.

**6**

## Troubleshooting

### **Drive does not appear on my computer**

Try the following solutions in the order listed:

1. Check to see if the drive is on. The power LED on the front (desktop) or back (portable) of the drive should be lit.
2. Check that the USB cable is securely and properly connected to the drive and the USB connector on the computer.
3. While the computer is turned on, unplug the USB cable. Wait 10 seconds, and then reconnect the USB cable.
4. See if the computer is recognizing the USB port you are using by checking in the Device Manager window. See the documentation that came with your computer for more information.

### **A message appears that states I have a high-speed device connected to a low-speed port (Windows XP)**

This is normal. Windows XP displays a message that you have connected your USB 3.0 drive to a USB 2.0 or 1.1 port. You will not have the high-speed capabilities that you would have using a USB 3.0 port. Hi-Speed USB (USB 2.0) supports data transfer rates up to 480 Mb/s. Connection to a USB 1.1 port transfers data at USB 1.1 speed (up to 1.5 Mb/s).

### **Data transfer rate seems slow with my USB 3.0 adapter card**

The drive operates as fast as the host adapter card allows. If you are having performance issues, make sure that the USB 3.0 card and/or controller drivers are the most current available and are installed properly.

### **I have reformatted my drive and/or need to reinstall HP SimpleSave backup software**

You can reinstall HP SimpleSave backup software after downloading it from <http://hpsupport.wdc.com>.

### **Write Cache Enable does not stay enabled**

For protection of your data, Write Cache Enable is turned off. For more information, go to: <http://hpsupport.wdc.com>.

### **Administrator privilege for installing software**

Depending on your operating system, you may need to be logged on as the administrator to install software. See the Windows Help files or the documentation that came with your computer.

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## Appendix

### Regulatory Compliance

#### FCC Class B Information

This device has been tested and found to comply with the limits of a Class B 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 unit 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 or television reception. 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, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the 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/television technician for help.

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

#### ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada.

This device complies with Canadian ICES-003 Class B.

#### Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

*HP Portable Hard Drive:* For use only with a UL Listed PC.

*HP External Hard Drive:* This product is intended to be supplied by a listed limited power source, double insulated, or direct plug-in power unit marked "Class 2."

#### CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC), the Low Voltage Directive (2006/95/EC), and the EuP Directive 2005/32/EC, where applicable. A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

#### KCC Notice (Republic of Korea only)

기종별	사용자 안내문
B급 기기 (가정용 정보통신기기)	이 기기는 가정용으로 전자파적합충족을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Class B Device 1 Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

## Warranty Information

### Obtaining Service

Hewlett-Packard (HP) values your business and always attempts to provide you the very best of service. If this HP Branded Product requires maintenance, either contact the dealer from whom you originally purchased the HP Branded Product or visit our product support Web site at <http://hpsupport.wdc.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the HP Branded Product may be defective, you will be given an RMA number and instructions for product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your HP Branded Product. HP or its authorized service providers shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any product placed in its possession.

### Limited Warranty

The manufacturer warrants that the HP Branded Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to the manufacturer's specification therefor. The term of your limited warranty depends on the country in which your HP Branded Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. HP and the manufacturer shall have no liability for any HP Branded Product returned if the manufacturer determines that the product was stolen from HP or the manufacturer or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before the manufacturer receives the HP Branded Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://hpsupport.wdc.com>), accident or mishandling while in the possession of someone other than the manufacturer. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at the manufacturer's option, the repair or replacement of the HP Branded Product. The foregoing warranty of the manufacturer shall extend to repaired or replaced HP Branded Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced product, whichever is longer.

The foregoing limited warranty is the manufacturer's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of the manufacturer for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the HP Branded Product, even if HP or the manufacturer has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Western Digital is the manufacturer of this HP Branded Product on behalf of HP.

For more warranty information, please visit <http://hpsupport.wdc.com/hpsupport/rma/policy.asp>.

Hewlett-Packard Company  
P.O. Box 4010  
Cupertino, CA 95015-4010 U.S.A.

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The only warranties for HP-branded products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Neither HP nor the manufacturer shall be liable for technical or editorial errors or omissions contained herein.

Neither HP nor the manufacturer assume any responsibility for the use or reliability of its software on equipment that is not furnished by HP or the manufacturer.

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