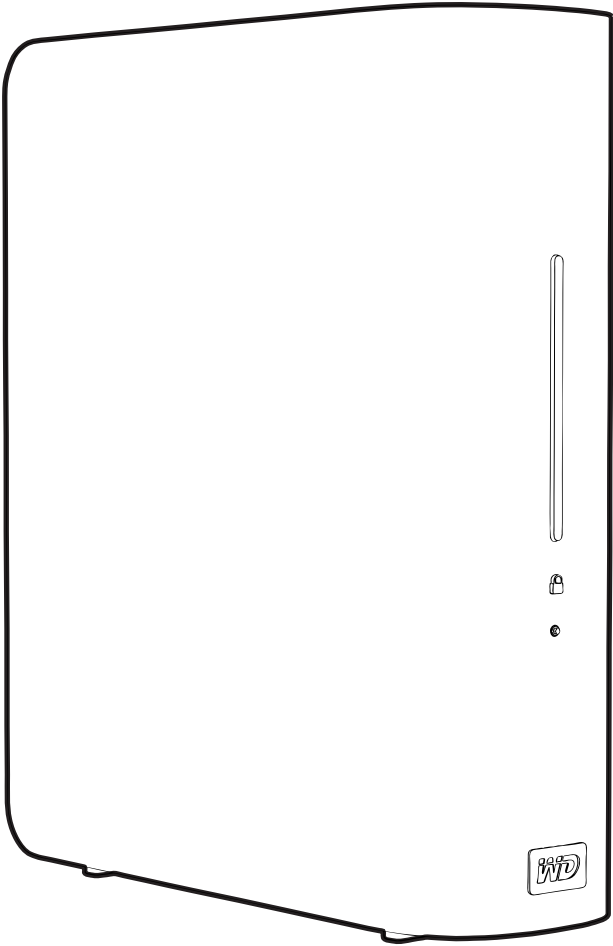


# My Book® Essential™

User Manual



# WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at [support.wdc.com](mailto:support.wdc.com). If the answer is not available or if you prefer, please contact WD at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <https://www.wdc.com/register>.

## Accessing Online Support

Visit our product support website at [support.wdc.com](http://support.wdc.com) and choose from these topics:

- **Downloads** - Download drivers, software, and updates for your WD product.
- **Registration** - Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services** - Get Warranty, Product Replacement (RMA), RMA Status, and Data Recovery Information.
- **Knowledge Base** - Search by keyword, phrase, or answer ID.
- **Installation** - Get online installation help for your WD product or software.

## Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

| North America              |                                     | Asia Pacific |                                                                             |
|----------------------------|-------------------------------------|--------------|-----------------------------------------------------------------------------|
| English                    | 800.ASK.4WDC<br>(800.275.4932)      | Australia    | 1 800 42 9861                                                               |
|                            |                                     | China        | 800 820 6682/+65 62430496                                                   |
| Spanish                    | 800.832.4778                        | Hong Kong    | +800 6008 6008                                                              |
|                            |                                     | India        | 1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance)<br>011 26384700 (Pilot Line) |
| <b>Europe (toll free)*</b> | 00800 ASK4 WDEU<br>(00800 27549338) | Indonesia    | +803 852 9439                                                               |
|                            |                                     | Japan        | 00 531 650442                                                               |
|                            |                                     | Korea        | 02 703 6550                                                                 |
| <b>Europe</b>              | +31 880062100                       | Malaysia     | +800 6008 6008/1 800 88 1908/+65 62430496                                   |
| <b>Middle East</b>         | +31 880062100                       | Philippines  | 1 800 1441 0159                                                             |
| <b>Africa</b>              | +31 880062100                       | Singapore    | +800 6008 6008/+800 608 6008/+65 62430496                                   |
|                            |                                     | Taiwan       | +800 6008 6008/+65 62430496                                                 |

\* Toll free number available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

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## 1

## About Your WD Drive

Welcome to your My Book™ Essential™ external hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life. Our latest edition features visual, easy-to-use, automatic, continuous backup software and drive lock security protection.

WD's best-selling My Book Essential USB external hard drive features WD SmartWare software that backs up your data automatically and continuously, shows your backup as it happens, and brings back lost files effortlessly.

This chapter includes the following topics:

- [Features](#)
- [Kit Contents](#)
- [Compatibility](#)
- [Format](#)
- [Physical Description](#)
- [Registering Your WD Product](#)
- [Handling Precautions](#)

### Features

Major features of the My Book Essential drive include:

**Smaller, sleeker, more streamlined design** - We've made these award-winning drives even smaller, sleeker, and more elegant. As always, this book-like shape takes up less space on your desk and allows two or more My Book drives to nestle neatly together like volumes on a shelf.

**WD SmartWare™ software** - An easy-to-use solution that gives you the power to:

- Protect your data automatically - Relax! Your data is secure. Automatic, continuous backup will instantly make a second copy whenever you add or change a file.
- See your backup as it happens - Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Bring back lost files effortlessly - Retrieve your valuable data to its original location whether you've lost all your data, deleted a file, or just overwritten an important file.
- Take control - Customize your backup, set drive security, run diagnostics, manage the power settings, and more from the WD SmartWare control center.

**Drive lock** - Gain peace of mind knowing that your data is protected from unauthorized access or theft with password protection and 256-bit hardware-based encryption.

**Illuminated capacity gauge** - See at a glance how much space is available on your drive.

**USB 2.0 interface** - A simple connection that offers convenience and compatibility among multiple computers.

**Power miser** - My Book external drives are designed to save energy. WD GreenPower Technology™ lowers internal drive power consumption by up to 30%, a sleep mode reduces power during idle times, and a power-saving feature turns the drive on and off with your computer.

**Planet friendly** - We designed a small box from recycled materials to minimize waste. We encourage you to recycle it.

**Ready to plug-and-play with Windows PCs** - Formatted NTFS for compatibility with all Windows operating systems.

**Support for multiple devices** - One installation of the software supports up to three WD devices (My Book and/or My Passport drives) shipped with WD SmartWare software.

---

**Important:** For the latest WD product information and news, visit our website at [www.westerndigital.com](http://www.westerndigital.com). For the latest software, firmware, and product documentation and information, go to <http://products.wdc.com/updates>

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## Kit Contents

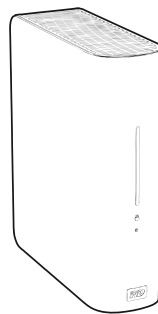
- My Book Essential external hard drive
- WD SmartWare software (included on the drive)
- USB cable
- AC adapter (configuration may vary depending on region)
- Quick Install Guide



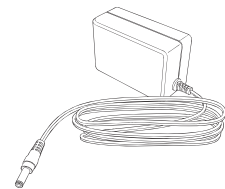
Quick Install



USB Cable



My Book Essential Drive



AC Adapter

## Optional Accessories

For information on optional accessories for this product, visit:

|            |                                                                                                                                                                                          |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| US         | <a href="http://www.shopwd.com">www.shopwd.com</a> or <a href="http://www.wdstore.com">www.wdstore.com</a>                                                                               |
| Canada     | <a href="http://www.shopwd.ca">www.shopwd.ca</a> or <a href="http://www.wdstore.ca">www.wdstore.ca</a>                                                                                   |
| Europe     | <a href="http://www.shopwd.eu">www.shopwd.eu</a> or <a href="http://www.wdstore.eu">www.wdstore.eu</a>                                                                                   |
| All others | Contact WD Technical Support in your region. For a list of Technical Support contacts, visit <a href="http://support.wdc.com">support.wdc.com</a> and see Knowledge Base Answer ID 1048. |

## Compatibility

### Windows®

- Windows XP®
- Windows Vista®
- Windows 7

### Mac OS® X®

- Tiger®
- Leopard®
- Snow Leopard™

*Note:* Compatibility may vary depending on your computer's hardware configuration and operating system.

For highest performance and reliability, install the latest updates and service pack (SP). For Windows, go to the **Start** menu and select **Windows Update**. For a Mac, go to the **Apple** menu and select **Software Update**.

## Format

Your My Book Essential drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you wish to use this drive with a Mac system, see “Using the Drive with a Mac” on page 43 and “Troubleshooting” on page 52.

## Physical Description

### Views

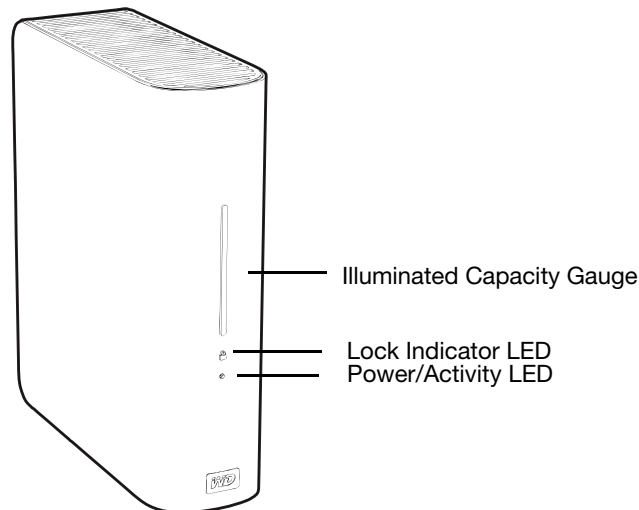


Figure 1. Front of My Book Essential Drive



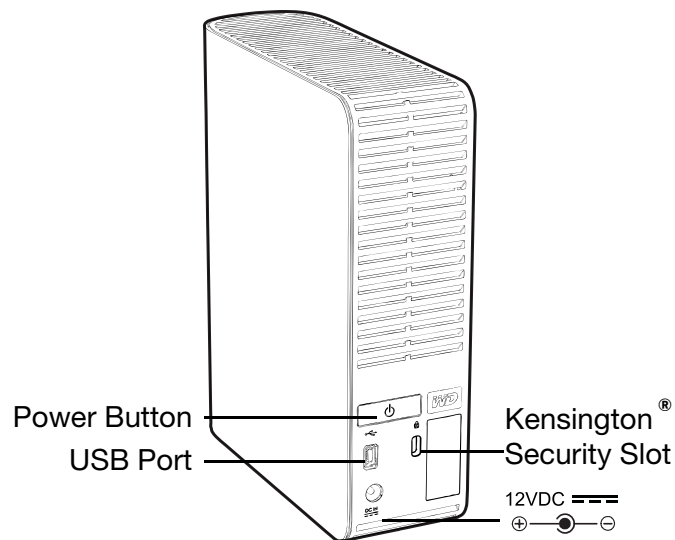


Figure 2. Back of My Book Essential Drive

## LED Indicators

**Power/Activity LED.** The power/activity LED is on the center of the front panel of the drive. It indicates the drive's power state and activity. The LED indicator functions as shown in the table below.

| Appearance                                     | Description    |
|------------------------------------------------|----------------|
| On steady                                      | Idle           |
| Fast flashing (for approx. 3 times per second) | Activity       |
| Slow flashing (approx. every 2.5 second)       | System standby |

**Illuminated Capacity Gauge.** The capacity gauge consists of four sections that illuminate from bottom to top to indicate space used on the drive during the power-on state. Each section represents approximately 25 percent of drive capacity.

| Segment | % Filled |
|---------|----------|
| 1       | 0-24.99  |
| 2       | 25-49.99 |
| 3       | 50-74.99 |
| 4       | 75 ≥     |

The capacity gauge is illuminated only if the WD SmartWare software is installed and running on your computer.

**Lock Indicator LED.** The Lock Indicator LED indicates whether the user has set a password on the drive. It is turned off only when you remove the password from the drive or the drive loses power.

## Power Button

The power button is used to safely power down the unit and avoid data loss or damage to the unit. The power button only works if SmartWare is installed.

*Note:* After you power off the drive using the power button, if it remains connected to your computer, you need to press the power button again to turn it back on. If you disconnected the drive after turning it off, when you reconnect it to your booted-up computer, it automatically powers on.

## Drive Interface

Hi-Speed USB (USB 2.0) supports data transfer rates up to 480 Mb/s. USB 2.0 is backward-compatible with USB 1.1. Connection to a USB 1.1 port transfers data at USB 1.1 speed (up to 12 Mb/s).

## Kensington® Security Slot

For drive security, this drive is equipped with a Kensington security slot, which supports a standard Kensington security cable (sold separately). For more information on the Kensington security slot and available products, visit [www.kensington.com](http://www.kensington.com).

## Registering Your WD Product

Register your WD product to get the latest updates and special offers. You can easily register your drive using WD SmartWare software, as described in “Registering Your Drive” on page 37. Another way is to register online at [register.wdc.com](http://register.wdc.com).

## Handling Precautions

WD products 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.
- Do not use this product as a portable device.
- To allow proper ventilation, do not block any of the enclosure’s air slots.

# 2

## Connecting the Drive and Getting Started

This chapter includes the following topics:

- Connecting the Drive
- Installing the Drive
- Getting Started With WD SmartWare Software
- WD SmartWare Overview
- WD SmartWare Home Screen
- Viewing the Info/Online Help Topics

### Connecting the Drive

Connect your My Book drive as shown below.

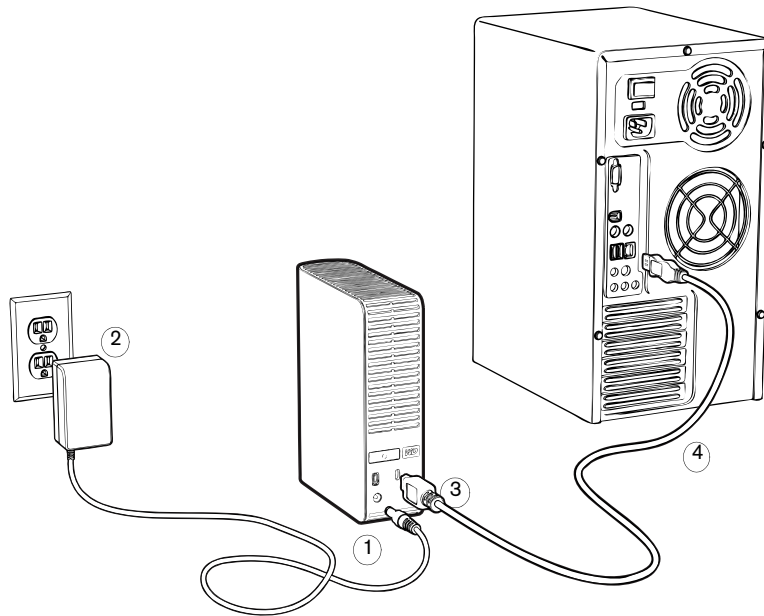
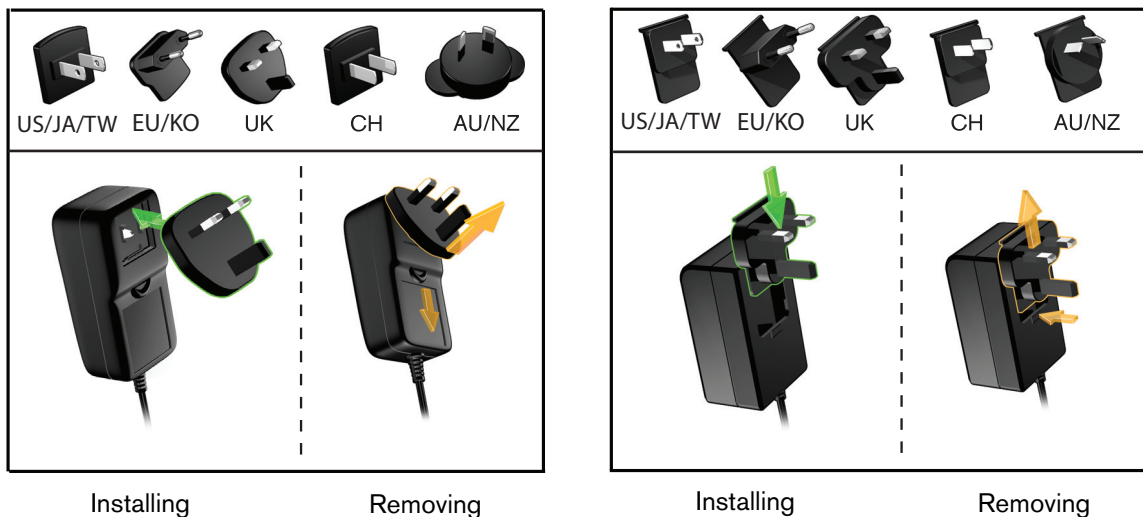


Figure 3. Connecting the My Book Drive

Depending on your region, you may need to change to the power adapter, as illustrated below.



## Installing the Drive

The following topics provide directions on installing the drive for the first time. Continue with the section below that applies to your operating system:

- “Installing on Windows XP” on page 7
- “Installing on Windows Vista/Windows 7” on page 8
- “Using the Drive with a Mac” on page 43

### Installing on Windows XP

1. After you physically connect the drive as shown in Figure 3 on page 6, the Found New Hardware Wizard screen displays. Click **Cancel** to bypass the wizard. The WD SmartWare software will install the appropriate driver for this drive.

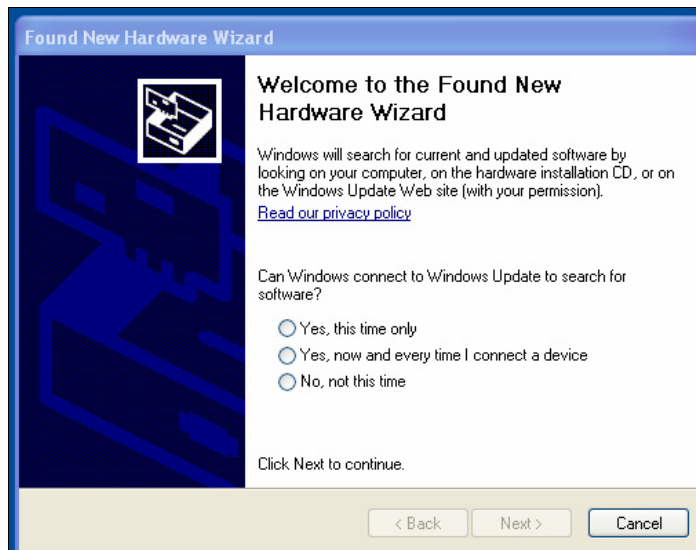


Figure 4. Found New Hardware Wizard

2. If Autorun (AutoPlay) is disabled on your computer:
  - a. Open **My Computer**.



- b. Double-click the WD SmartWare virtual CD, which is listed under Devices with Removable Storage.

*Note:* WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Book drive. The VCD displays on your desktop and behaves just like a physical CD. To view the contents of the VCD, such as the documentation and some extra programs, right-click and select **Open**.

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated:



3. Continue with “Getting Started With WD SmartWare Software” on page 10.

## Installing on Windows Vista/Windows 7

After you physically connect the drive as shown in Figure 3 on page 6, two or three screens may pop up, depending on your computer setup.

1. If Autorun (AutoPlay) is enabled on your computer:
  - a. On the Found New Hardware screen, click **Cancel**:



Figure 5. Found New Hardware Screen

- b. In the AutoPlay screen, click **Run WDSmartWare.exe**.



Figure 6. AutoPlay Screen

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.



- c. Continue to “Getting Started With WD SmartWare Software” on page 10.
2. If Autorun (AutoPlay) is disabled on your computer:
- a. In the Found New Hardware screen (see Figure 5 on page 8), click **Cancel** to bypass the wizard. WD SmartWare installs the driver for this drive.

The WD SmartWare virtual CD drive is listed under Devices with Removable Storage.



- b. Double-click the WD SmartWare virtual CD.

*Note:* WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Book Drive. The VCD displays on your desktop and behaves just like a physical CD. To view the contents of the VCD, such as the documentation and some extra programs, right-click and select **Open**.

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.



- c. Continue to “Getting Started With WD SmartWare Software” in the following section.

## Getting Started With WD SmartWare Software

After you select either **Back Up Files**, **Set Up Drive**, or **Retrieve a backup**, the software will guide you through a simple two-step WD SmartWare software installation process. If a newer version of software is available the system will automatically alert you. WD highly recommends using the latest version of software, especially on a new installation.

After the installation is complete, the WD SmartWare software will either:

- Guide you through:
  - Backing up your files (see Figure 7 on page 11 and “Backing Up Your Computer Files” on page 14)
  - Setting up your drive security (see Figure 8 on page 11 and “Password Protecting Your Drive” on page 27)
- Display the Home screen (see Figure 9 and “WD SmartWare Overview” on page 12)

*Note:* The initial Backup and Drive Settings screens only appear one time—the first time you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.



Figure 7. Initial Backup Screen

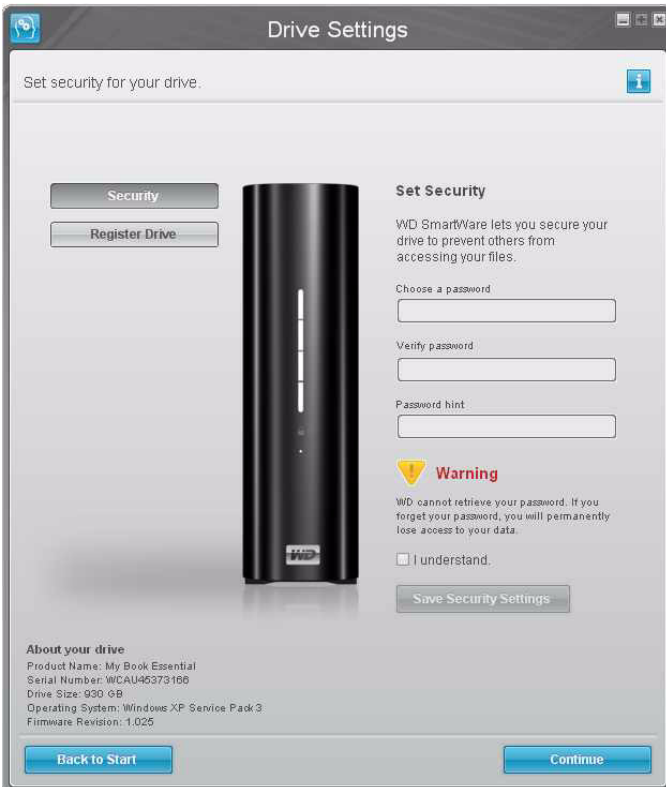


Figure 8. Initial Drive Settings Screen



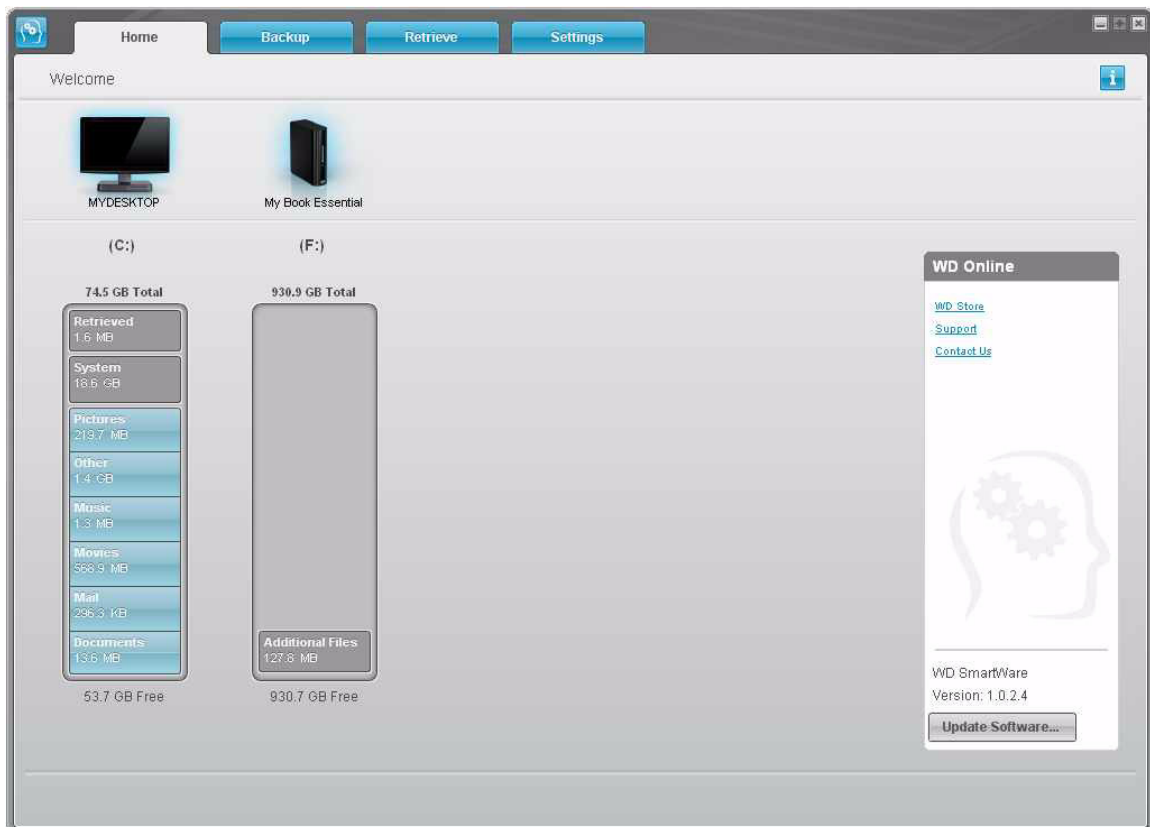


Figure 9. Home Screen

## WD SmartWare Overview

WD SmartWare software is an easy-to-use tool that gives you the power to:

- Secure your drive—In drive settings, create a password to protect your encrypted drive from unauthorized access or data theft.
- Protect your data automatically—Automatic, continuous backup instantly makes a copy whenever you add or change a file.

*Note:* Automatic backup protection is continuous for as long as your My Book drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

- See your backup as it happens—Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Retrieve lost files effortlessly—Bring back your valuable data to its original location whether you've lost all your data or just overwritten an important file.

## WD SmartWare Home Screen

The WD SmartWare Home screen (available after installation and the initial backup and security setup) provides four tab-selected options:

- Home screen—Provides a Content Gauge with the capacity of each hard drive in or connected to your computer (see Figure 9)
- Backup screen—Manages existing backups or creates new backups of your important data, including movies, music, documents, e-mail, and photos (see Figure 10 on page 15)

- Retrieve screen—Brings back valuable data that has been lost or overwritten (see Figure 13 on page 23)
- Settings screen—Manages security, diagnostics, power settings, and backup parameters (see Figure 11 on page 19)

On the Home screen, you can modify the primary drive being categorized with the drop-down selection box under the name of your computer. By selecting a different drive, the system will identify the categories of files on that drive. Then click the **Backup** or **Retrieve** tab to either back up from or retrieve files to a location other than your computer's main hard drive.

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in six categories where:

| This file category | Includes files with these extensions                                     |
|--------------------|--------------------------------------------------------------------------|
| <b>Documents</b>   | .doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions |
| <b>Mail</b>        | .mail, .msg, .pst., and other mail extensions                            |
| <b>Music</b>       | .mp3, .wav, .wma, and other music extensions                             |
| <b>Movies</b>      | .avi, .mov, .mp4, and other movie extensions                             |
| <b>Pictures</b>    | .gif, .jpg, .png, and other picture extensions                           |
| <b>Other</b>       | Others that do not belong in the five main categories                    |

For a complete list of all included file extensions, search for Answer ID 3644 in the WD Knowledge Base at <http://support.wdc.com>.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files like .tmp and .log files.
- The **Retrieved** category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the cursor over a category displays the number of files in the category.

In the Content Gauge for your My Book drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

## Viewing the Info/Online Help Topics

Each WD SmartWare screen provides easy access to online help information to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do on any screen, just click the info/online help icon in the upper-right corner of any screen:



To close the info/help screen after reading the online help, click the X icon in the upper-right corner of the screen.

## 3

## Backing Up Your Computer Files

This chapter includes the following topics:

- [About Backing Up Your Computer Files](#)
- [Backing It All Up](#)
- [Advanced Backup Capabilities](#)

### About Backing Up Your Computer Files

The WD SmartWare software automatically and continuously backs up all of the content (music, movies, photos, documents, e-mail, and other files) on your computer to your My Book drive. After the WD SmartWare software categorizes the different types of content you own, simply clicking the **Run Backup** button will back all of them up. Advanced users can select specific types of content to back up.

After performing a backup, the WD SmartWare software protects your files by backing up any:

- New file that is created on your computer or copied to your hard drive
- Existing file that is changed in any way

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just make sure to leave your My Book drive connected to your computer.

*Note:* Automatic backup protection is continuous for as long as your My Book drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Additionally, the Backup screen (see Figure 10 on page 15) provides:

- Content Gauges for your computer's disk drives, so you can see the number of files and the storage size for each content category
- A **Refresh View** button for refreshing the Content Gauges
- A **Detailed View** content box that you can use to select specific categories of files or folders to back up, with an **Apply Changes** button for implementing your selections
- **Run Backup** and **Pause Backup** buttons for starting and stopping backups

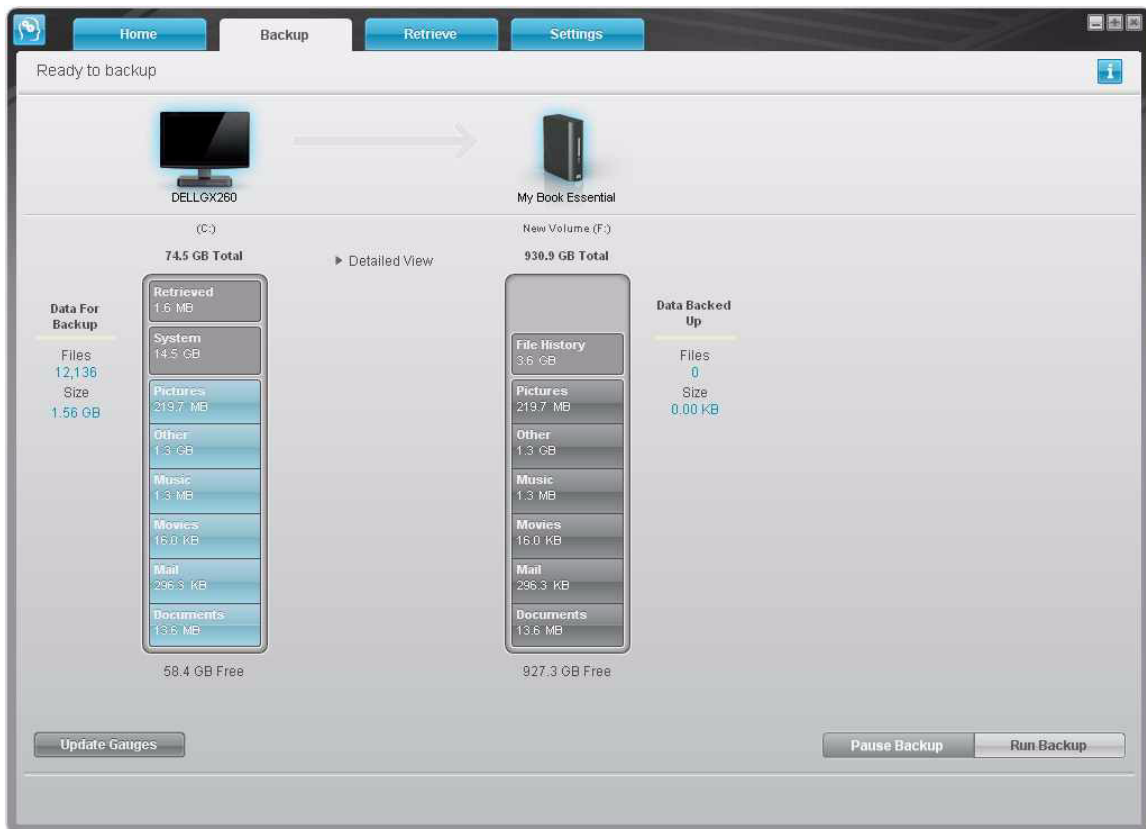


Figure 10. Backup Screen

In the Content Gauges for your computer's disk drives, the categories of files that would be included in the backup if you click **Run Backup** are shown:

- Light blue background in the Content Gauge for your computer's hard drive represents the original files that are available for backup.
- Gray background in the Content Gauge for your My Book drive represents the potential backup copies of the original files.
- Dark blue background identifies categories of files that have been backed up

In the Content Gauge for your My Book drive, the Additional Files category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

In the Content Gauges and the Detailed View content box:

| This file category | Includes files with these extensions                                     |
|--------------------|--------------------------------------------------------------------------|
| <b>Documents</b>   | .doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions |
| <b>Mail</b>        | .mail, .msg, .pst., and other mail extensions                            |
| <b>Music</b>       | .mp3, .wav, .wma, and other music extensions                             |
| <b>Movies</b>      | .avi, .mov, .mp4, and other movie extensions                             |
| <b>Pictures</b>    | .gif, .jpg, .png, and other picture extensions                           |
| <b>Other</b>       | Others that do not belong in the five main categories                    |

For a complete list of all included file extensions, search for Answer ID 3644 in the WD Knowledge Base at <http://support.wdc.com>.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files like .tmp and .log files.
- The **Retrieved** category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the cursor over a category displays the number of files in the category.

To back up other internal hard drives, click the **Home** tab and select an alternative drive.

## Backing It All Up

To back up all of your computer files:

1. Click the **Backup** tab to display the Backup screen (see Figure 10 on page 15).
2. Click **Run Backup** to back up all of your files.
3. During the backup:
  - The Backup screen displays a progress bar and a message indicating the amount of data that has been backed up.
  - The blue background in the Content Gauge for your computer's hard drive changes to yellow/amber for all of the files that have not yet been backed up.
  - The gray background in the Content Gauge for your My Book drive changes to blue for each category as the backup completes.
  - You can continue to set up you drive or perform any other functions because the WD SmartWare software will back up all of your files in the background.
  - A **Pause Backup** button is available for you to stop the backup.
4. Appearance of a backup successfully finished message means that the backup completed normally.

If any files could not be backed up, the WD SmartWare software displays a:

- Caution message indicating the number of files involved
- **View** link that you can click to see a list of the files and the reasons they were not backed up

Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:

- a. Saving and closing all of your open files.
- b. Closing all running applications—including your e-mail program and web browser.

**Important:** Appearance of a Caution message indicating that your drive is full means that there is not enough free space on the drive to complete the backup.

The best long-term solution would be to relegate the drive to long-term archive storage and:

- a. Click the **Home** tab to display the Home screen.
- b. Click the **WDStore** link in the WD Online box to view the Western Digital Online Store website.
- c. Click **External Hard Drives** and select the best drive to suit your future requirements.

Until your new drive arrives, you *might* be able to free some space on the full drive by reducing the number of backup versions kept for each file (see “Specifying the Number of Backup Versions” on page 20).

5. If you clicked **Pause Backup** at step 3, the **Stop backup?** confirmation prompt reminds you that if you stop the backup before it completes, the WD SmartWare software removes all of the backup files that were just copied to your My Book drive.

To continue, click either:

- **Return to Backup** to disregard your pause request and resume the backup
- **Remove Files and Stop** to follow through with your pause request, stop the backup, and remove the newly created backup files

## Advanced Backup Capabilities

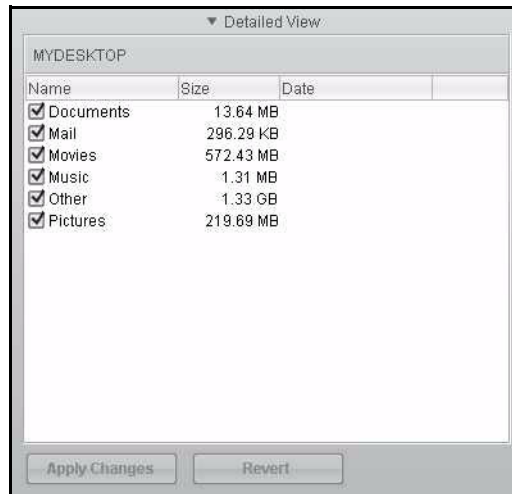
The advanced backup capabilities include:

- Selecting specific content to back up
- Changing the backup software settings:
  - Choosing the number of backup versions to keep
  - Pausing the backup until your computer is idle

## Selecting Specific Content to Back Up

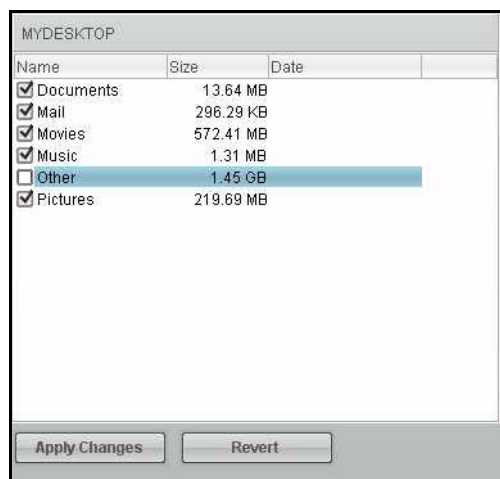
To back up some of your computer files:

1. On the Backup screen (see Figure 10 on page 15), select **Detailed View** to open the backup files content box:



2. In the backup files content box:
  - Select the check boxes for the categories of files that you want to include in the backup
  - Clear the check boxes for the categories of files that you want to exclude from the backup

Changing the selections activates the **Apply Changes** and **Revert** buttons:



3. Click **Apply Changes** to refresh the Content Gauge for your My Book drive.
4. Click **Run Backup** to back up the selected categories of files.

## Changing the Backup Software Settings

To optimize your backup, you can:

- Specify the number of backup versions to keep for each file
- Pause backups until your computer is idle

In order to configure these backup options:

1. Click the **Settings** tab to display the Settings screen (see Figure 11).

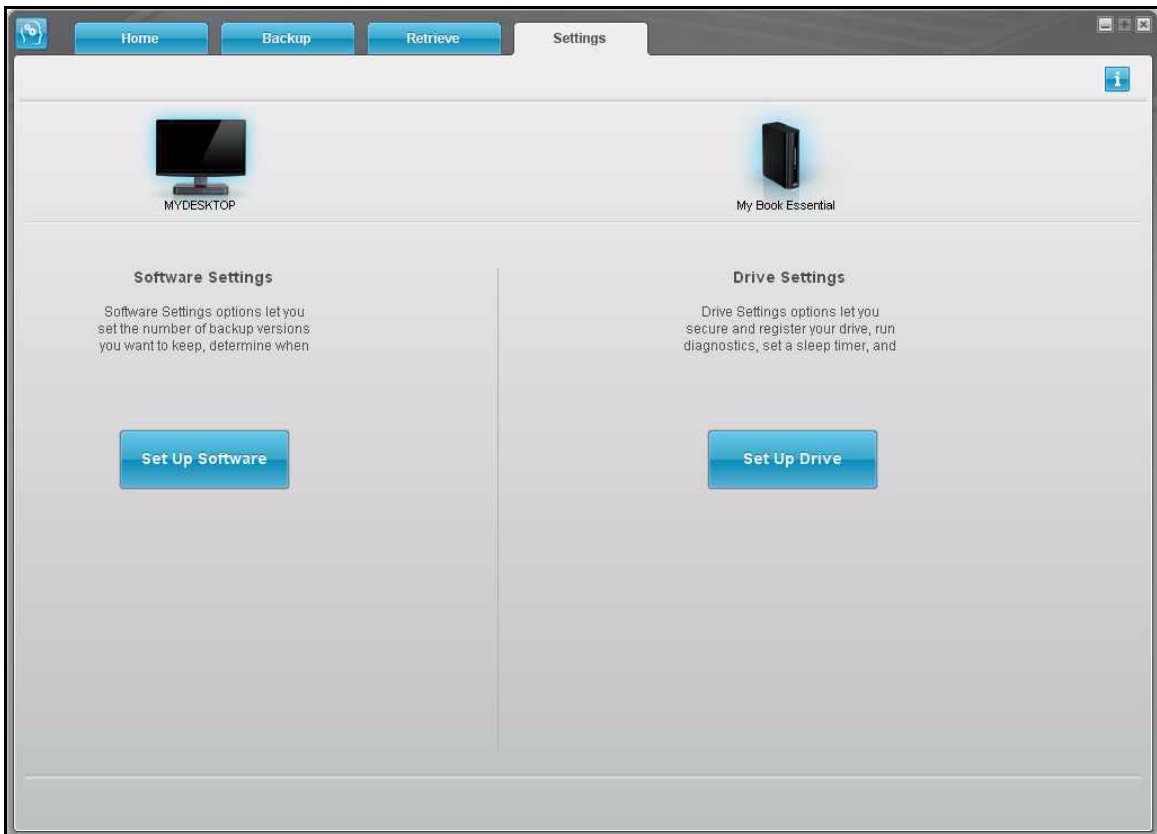


Figure 11. Settings Screen

2. Click **Set Up Software** to display the Software Settings screen (see Figure 12 on page 20).



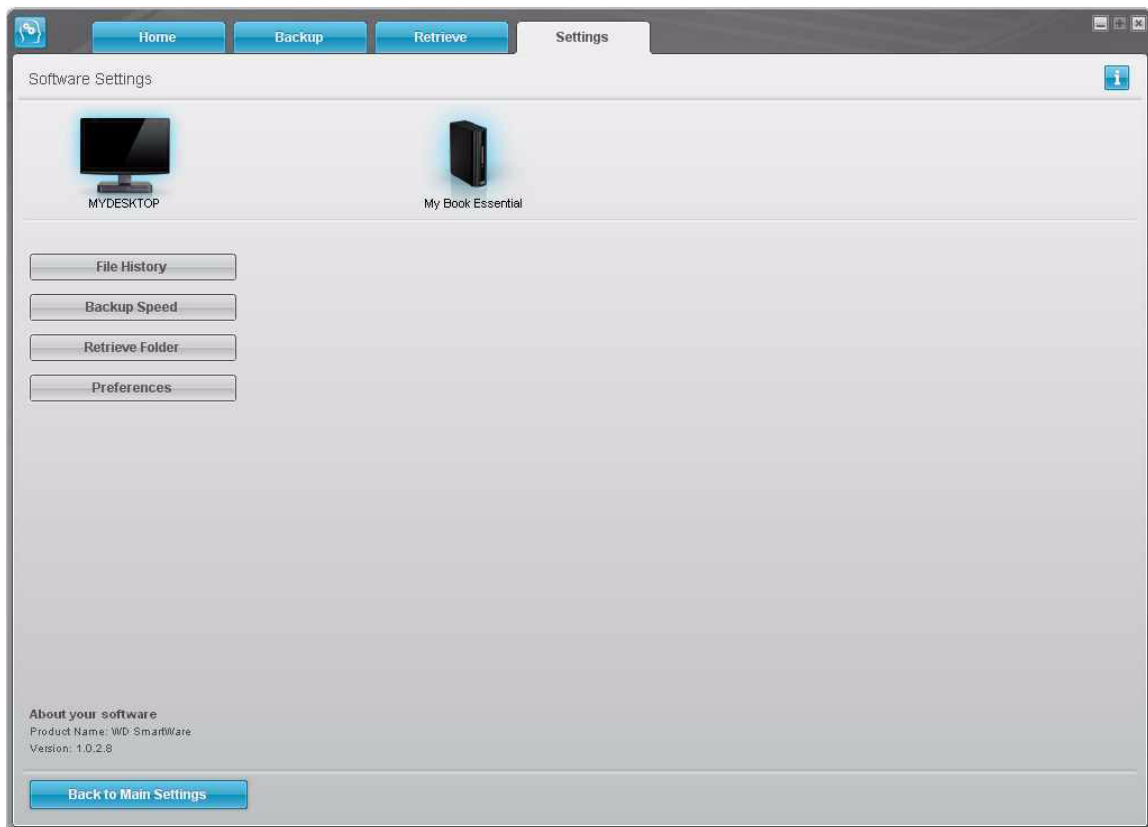


Figure 12. Software Settings Screen

**Specifying the Number of Backup Versions.** The WD SmartWare software enables you to keep up to 25 older versions of each file. If you overwrite or delete a file by accident, or want to see the file a couple of versions ago, The WD SmartWare software has a copy for you.

You will always have the most-recent specified number of versions of each file available for retrieves, and you can choose to keep between 1 and 25 versions.

Keeping more versions:

- Improves your ability to retrieve files from a longer back-in-time period
- Consumes more disk space

To specify the number of backup versions that you want to keep for each file:

1. On the Software Settings screen (see Figure 12), click **File History** to display the Set File History dialog:



2. Specify the number of file versions that you want to keep (from 1 to 25) in the **Enter the number of backup versions to keep for each file** box.
3. Click **Apply** to save and implement the new number of backup versions.

**Pausing Backups Until Your Computer is Idle.** A large backup can take a lot of time, and can consume a lot of your system processing resources. The WD SmartWare software will work in the background using minimal computer resources while you are working on your computer, but if you still want to pause all backup activity until your computer is idle, check the appropriate box.

Enabling the Backup Speed option directs the WD SmartWare software to pause backups until your computer is idle. This is the default configuration of the WD SmartWare software.

1. On the Software Settings screen (see Figure 12 on page 20), click **Backup Speed** to display the Reduce Backup Speed dialog:



2. Select or clear the **Pause backup until computer is idle** check box to enable or disable the Backup Speed option.

## 4

## Retrieving Backed Up Files

This chapter includes the following topics:

- [About Retrieving Files](#)
- [Retrieving a File/Folder](#)
- [Retrieving a Folder](#)
- [Retrieving an Earlier Version of a File or Deleted Files](#)
- [Retrieving All of Your Content](#)
- [Retrieving Files Directly from the Drive](#)

### About Retrieving Files

The WD SmartWare software makes it easy for you to retrieve files that have been backed up on your My Book drive and either:

- Restore them to their original locations on your computer
- Copy them to a special retrieve folder

Retrieve is generally a five-step process:

1. Choose the drive to retrieve content from on the Home screen.
2. Choose the backup you want to retrieve content from. (This is only required if you have created several different backups on your My Book drive.)
3. Choose whether content will be retrieved to a special retrieval folder or to the original location.
4. Choose what content to retrieve, either files, folders, or everything.
5. Retrieve the content.

### Retrieving a File/Folder

After selecting the drive on the Home screen, you can retrieve files or complete folders from your My Book drive. To retrieve a file or folder from your drive:

1. Click the **Retrieve** tab to display the Retrieve screen (see Figure 13 on page 23).
2. In the **Backed Up Volumes** box, select the WD SmartWare volume that you want to retrieve a file or folder from and click **Select Destination** to display the Select a destination for retrieved files screen (see Figure 14 on page 23).
3. On the Select a destination for retrieved files screen:

---

**IF you want to copy your  
retrieved content to . . .**

**THEN . . .**

---

Its original location,

- a. Select the **To the Original Places** option.
  - b. Click **Select Files** to display the Select content to retrieve... screen and proceed to step 4 on page 24.
- 

A retrieved content folder,

- a. Select the **In the Retrieved Content Folder** option.
  - b. If you want to specify a different retrieve folder, click **Browse** and use the browse function to identify the new retrieve folder.
  - c. Click **Apply** to save and implement the new retrieve folder.
  - d. Click **Select Files** to display the Select content to retrieve... screen (see Figure 15) and proceed to step 4 on page 24.
-

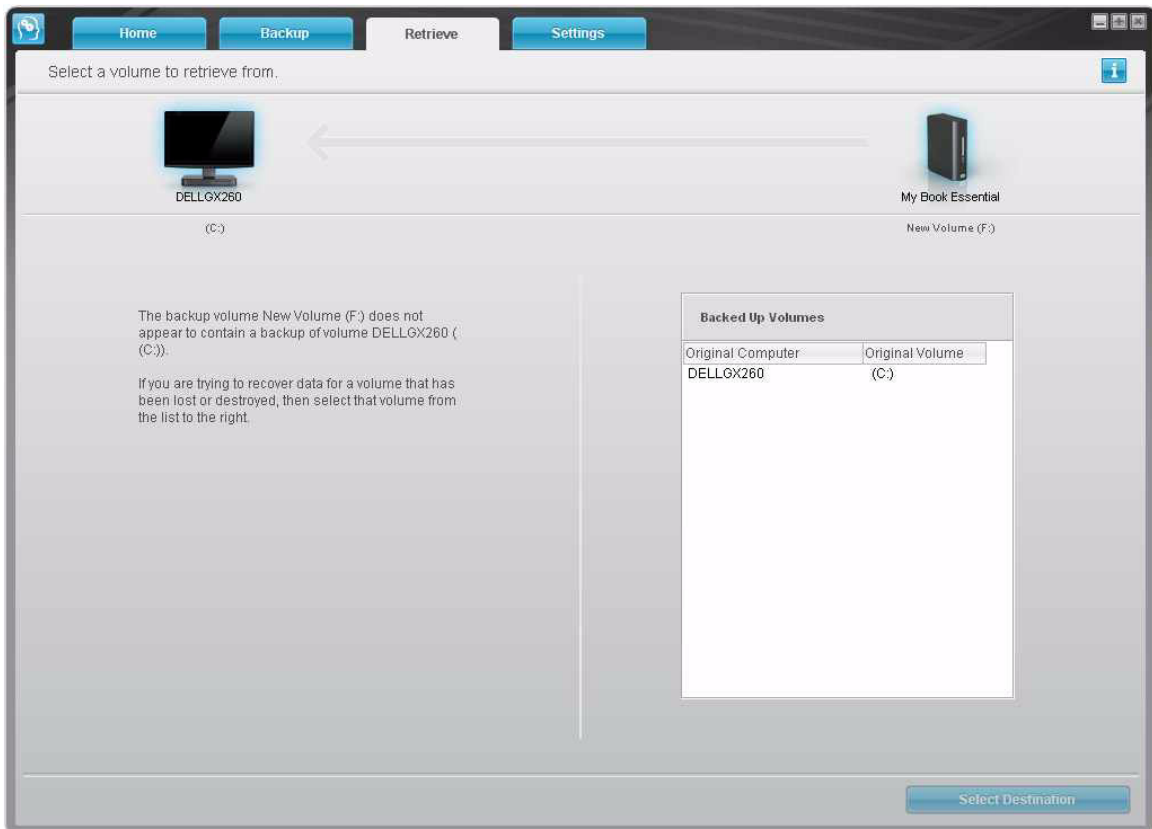


Figure 13. Retrieve Screen

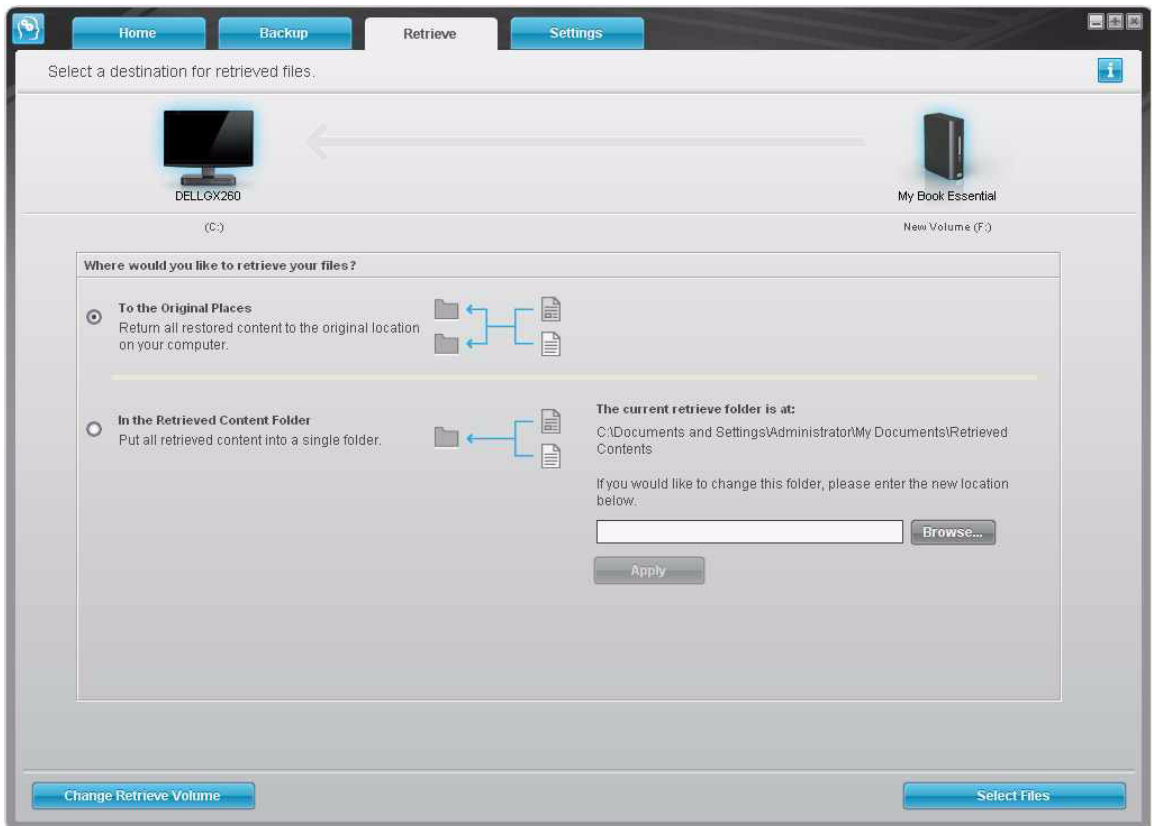


Figure 14. Select a Destination for Retrieved Files Screen

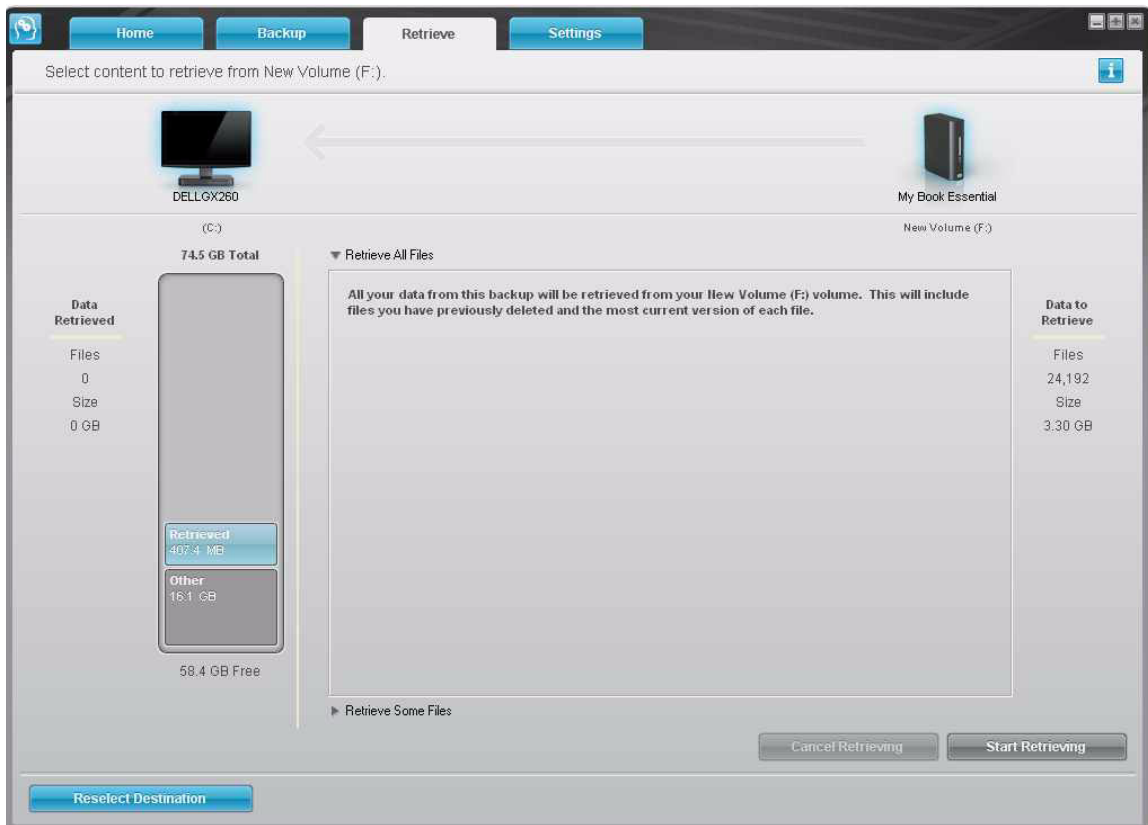


Figure 15. Select Content to Retrieve Screen

4. On the Select content to retrieve... screen, select **Retrieve Some Files** to display the retrieve files selection box (see Figure 16).

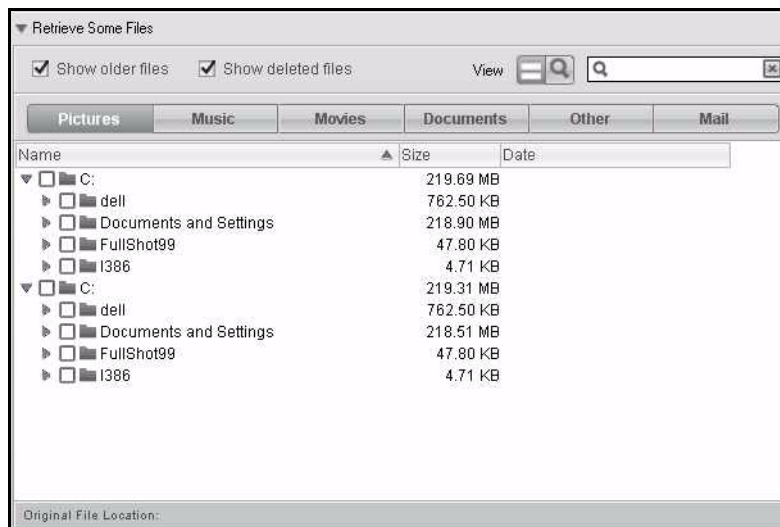


Figure 16. Retrieve Files Selection Box

5. Navigate through the folder structure to find the content of interest. Also, you can use the search box by typing the name (or partial name) of the file or folder you are looking for:
  - Click the appropriate file category button to list the files by category:
    - Pictures
    - Music
    - Movies
    - Documents
    - Other
    - Mail
  - Select the **View** icon to list individual files.
  - Type all or part of the file name in the search box to locate the file and press **Enter** to initiate the search. To eliminate the search filter, delete all of the text in the search box and press **Enter**.
  - Select the check box for the file or folder that you want to retrieve.
6. Click **Start Retrieving**.
7. During the retrieve:
  - The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
  - A **Cancel Retrieving** button is available for you to stop the retrieve.
8. Reappearance of the Select content to retrieve screen and a **Retrieval accomplished** message signifies completion of the retrieve.

A **Partial retrieve accomplished** message means the file you selected for the retrieve was not copied to the specified retrieve location. In this case, either a:

  - **Files Not Retrieved** message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
  - **Destination is full** message means that your computer does not have sufficient disk space to complete the retrieve.

## Retrieving a Folder

To retrieve a folder from your drive, and all of the content within a folder, which may be across multiple categories, in the retrieve files selection box (see Figure 16 on page 24), right-click the folder of interest and choose **Select folder in all content categories**.

## Retrieving an Earlier Version of a File or Deleted Files

In the retrieve files selection box (see Figure 16 on page 24), check the **Show Deleted Files** box and/or the **Show older versions of files box**. Now, when selecting content to retrieve, you can select individual files that were overwritten or deleted. Likewise, retrieving entire folders in this mode will retrieve older versions and deleted files as well.

## **Retrieving All of Your Content**

On the Select content to retrieve... screen (see Figure 15 on page 24), choose the **Retrieve all Files** option, which will retrieve content across all categories and copy them to either their original locations or the Retrieve Contents folder.

## **Retrieving Files Directly from the Drive**

Using the WD SmartWare Retrieve feature is the best way to find backed up files and copy them to your computer's hard drive. You can, however, also use the file management functions of your operating system to:

- Open and view your backup drive file structure
- Search for specific files or folders
- Copy/paste or drag-and-drop the backup file to your computer's hard drive

## 5

## Locking and Unlocking Your Drive

This chapter includes the following topics:

- [Password Protecting Your Drive](#)
- [Unlocking Your Drive](#)
- [Turning Off the Drive Lock Feature](#)
- [Changing Your Password](#)

### Password Protecting Your Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to be able to access your content on the drive.

**CAUTION!** The WD SmartWare software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

You can reach the Security pages for password management during the initial getting started process or from the **Settings** tab and the Drive Settings screen within the WD SmartWare application. After you are on the password page, you can:

- Create a password
- Change a password
- Eliminate the need for a password

**Important:** After you have created a password, the drive can only be unlocked by a user logged on to the computer with administrative privileges. This is not usually possible on computers at hotels, libraries, or Internet kiosks. If you need to use the drive on such computers, do not create a password to lock your drive.

To create a password and keep others from accessing the files on your drive, as an example from the Settings tab:

1. Click the **Settings** tab to display the Settings screen (see Figure 11 on page 19).
2. Click **Set Up Drive** to display the Drive Settings screen (see Figure 17 on page 28).



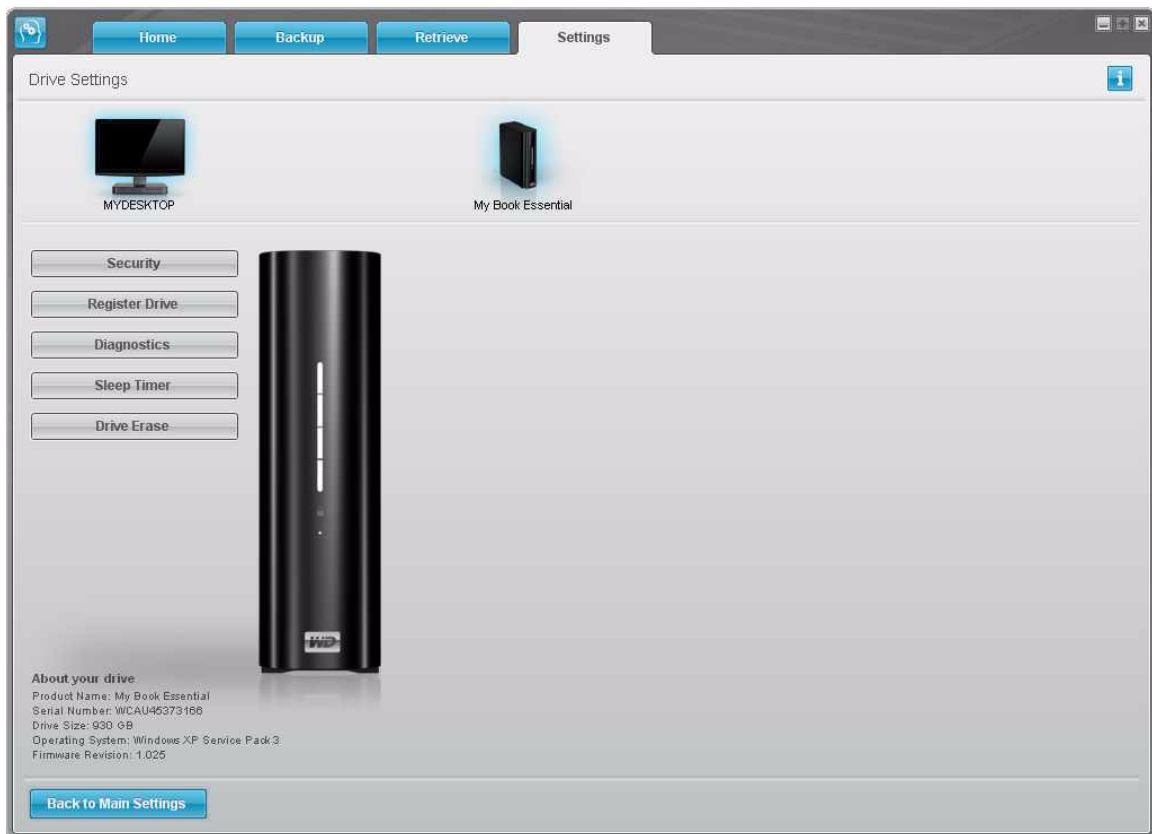


Figure 17. Drive Settings Screen

3. Click **Security** to display the Set Security dialog:



4. Type your password in the **Choose a password** box.
5. Retype your password in the **Verify password** box.
6. Type a hint to help remind yourself of your password in the **Password hint** box.
7. Read the warning about the possibility of data loss if you forget your password.
8. Click the **I understand** check box to signify that you accept the risk.

9. Click **Save Security Settings** to save your password and enable password protection for your drive.

**CAUTION!** After creating a password, the drive remains unlocked for as long as you continue your current work session. Then, the WD SmartWare software:

- Locks the drive when you shut down your computer or disconnect your drive
- Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive

## Unlocking Your Drive

After you have created a password to keep others from accessing the files on your drive, you will have to type your password to unlock the drive whenever you:

- Shut down and restart your computer
- Disconnect and reconnect the drive to your computer

You will have to do this even if you do not have the WD SmartWare software installed on your computer.

## Unlocking Your Drive With the WD SmartWare Software

Whenever you shut down and restart your computer, or disconnect and reconnect the drive to your computer, the WD SmartWare software displays the **Unlock My Book** prompt:



To unlock your drive:

1. Type your password in the **Password** box.  
If you provided a password hint when you created your password, click the **Password hint** pointer to see the hint.
2. Click **Unlock** to unlock your drive and enable the WD SmartWare software.  
Clicking **Cancel** leaves the drive locked and inhibits access to the Backup and Retrieve functions.

## Unlocking Your Drive Without the WD SmartWare Software

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can still access the virtual CD partition on your drive, and install the WD SmartWare software as usual. You will not be able to access the data portion of your drive.

To unlock the drive without the WD SmartWare software installed:

1. Start the WD SmartWare Drive Unlock utility by either:
  - Using your computer's file management utility to open the WD SmartWare virtual CD and double-clicking the Unlock.exe file
  - Clicking **Start > My Computer** and double-clicking the WD SmartWare icon under **Devices with Removable Storage**



2. Type your password in the **Password** box.  
If you provided a password hint when you created your password, click the **Password hint** pointer to see the hint.
3. Click **Unlock** to unlock your drive.  
If you click **Exit**, you will not be able to access the files on your drive.
4. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock utility screen.

## Turning Off the Drive Lock Feature

**Important:** After you have created a password, the drive can only be unlocked by a user logged on to the computer with administrative privileges. This is not usually possible on computers at hotels, libraries, or Internet kiosks. If you will need to use the drive on such computers, remove password protection to turn off the drive lock feature first.

To remove password protection from your drive:

1. Click **Security** on the Drive Settings screen (see Figure 17 on page 28) to display the Your Drive is Secure dialog:



2. Type your password in the **Password** box.
3. Select the **Remove security** option.
4. Click **Update Security Settings** to remove password protection from your drive and redisplay the Set Security screen.

## Changing Your Password

To change your password:


1. On the Your Drive is Secure dialog, select the **Change password** option and:
  - a. Type your new password in the **New password** box.
  - b. Retype your new password in the **Verify password** box.
  - c. Type a hint to help remind yourself of your new password in the **New password hint** box.
2. Click **Update Security Settings** to change your password.

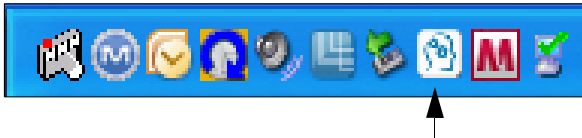
## 6

## Managing and Customizing Your Drive

This chapter includes the following topics:

- Launching WD SmartWare Software
- Checking Status and Temperature
- Monitoring Icon Alerts
- Disconnecting the Drive Safely
- Customizing Your Software Settings
- Customizing Your Drive Settings
- Updating Your Software
- Uninstalling the WD SmartWare Software

After you have installed the WD SmartWare software (see “Getting Started With WD SmartWare Software” on page 10), the WD SmartWare icon  displays in the Windows task bar.




Clicking the icon enables you to perform the following actions:


- Launch the WD SmartWare software
- Check the status and temperature of the drive
- Safely disconnect the drive
- Monitor alerts

The sections below describe how to use the icon and alternative methods to perform these actions, as well as how to unlock the My Book Essential Drive using the virtual CD on the desktop.

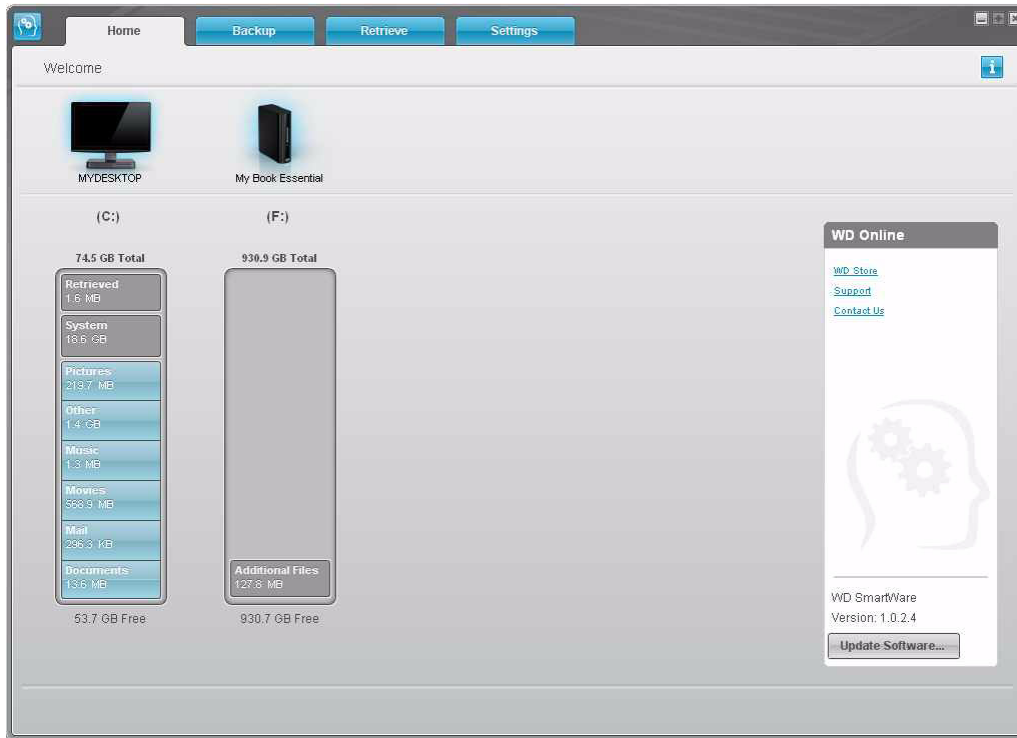
### Launching WD SmartWare Software

If WD SmartWare software is running in the background, you can launch it in the following ways:


- Click **Start > (All) Programs > WD SmartWare > WD SmartWare**.
- Double-click the WD SmartWare icon  in the task bar.


*Note:* You can also right-click or left-click the WD SmartWare icon  in the task bar and select **WD SmartWare**.

The WD SmartWare Home screen displays:





## Checking Status and Temperature

Mouse over the WD SmartWare icon  in the task bar to view drive capacity used and drive temperature, and to determine whether the drive is currently locked:

| WD Drive Manager Status                                                                                            |      |        |             |
|--------------------------------------------------------------------------------------------------------------------|------|--------|-------------|
| Drive Name [Volumes]                                                                                               | Used | Locked | Temperature |
|  My Book Essential USB HDD [I:] | 1%   | No     | OK          |

## Monitoring Icon Alerts

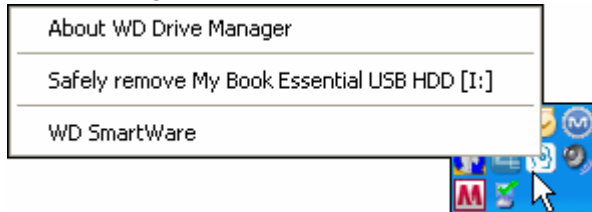
- If the WD SmartWare icon  in the task bar flashes green and white, the drive may be locked or is in a format that the WD SmartWare software does not understand (non-Windows format in a Windows environment).
- If the WD SmartWare icon  flashes red and white, the drive may be overheated. Power down the drive and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.

## Disconnecting the Drive Safely

**CAUTION!** To prevent data loss, close all active windows and applications before shutting down or removing the drive.

### Using the System Tray

1. Right-click the WD SmartWare icon  in the system tray, and then click **Safely remove My Book Essential USB HDD:**



- You may hear the drive power down as the Power LED flashes.
2. Wait for the LED to turn off before disconnecting the drive from the system.

### Using the Power Button

1. Press the **Power Button** on the My Book Essential unit.

You may hear the drive power down as the Power LED flashes

2. Wait for the LED to turn off before disconnecting the drive from the system.

## Customizing Your Software Settings

The WD SmartWare software makes it easy for you to quickly customize its own software settings for the best possible performance with your drive by:

- Specifying the number of backup versions that you want to keep for each file
- Inhibiting backups until times when your computer is idle
- Specifying a unique folder on your computer to store files retrieved from your drive
- Automatically:
  - Displaying the WD SmartWare Home screen whenever you connect your drive to your computer
  - Checking for WD SmartWare software updates

To customize your WD SmartWare software settings for the best possible performance with your drive, on the Software Settings screen (see Figure 12 on page 20):

| IF you want to . . .                                                                                                                                                                                                    | THEN click . . .        | AND see . . .                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------------------------------------------|
| Change the number of backup versions to keep for each file,                                                                                                                                                             | <b>File History,</b>    | “Specifying the Number of Backup Versions” on page 20.    |
| Enable anytime backups or inhibit them until your computer is idle,                                                                                                                                                     | <b>Backup Speed,</b>    | “Pausing Backups Until Your Computer is Idle” on page 21. |
| Specify a path to a different retrieve folder,                                                                                                                                                                          | <b>Retrieve Folder,</b> | “Specifying a Different Retrieve Folder” on page 35.      |
| Change the options that whenever you reconnect your WD SmartWare drive to your computer: <ul style="list-style-type: none"> <li>• Display the WD SmartWare Home screen</li> <li>• Check for software updates</li> </ul> | <b>Preferences,</b>     | “Setting the Preferences Options” on page 36.             |

## Specifying a Different Retrieve Folder

When you start a retrieve, you can choose whether you want to store the retrieved files in either:

- Their original locations on your computer
- A Retrieved Content folder

By default, the WD SmartWare software creates and uses a Retrieved Content subfolder in your My Documents folder. To specify a different folder:

1. Either create a new folder or determine which existing folder you want to use.
2. On the Software Settings screen (see Figure 12 on page 20), click **Retrieve Folder** to display the Set Retrieve Folder dialog:



3. Click **Browse** and use the browse function to identify the new retrieve folder.
4. Click **Apply** to save and implement the new retrieve folder.



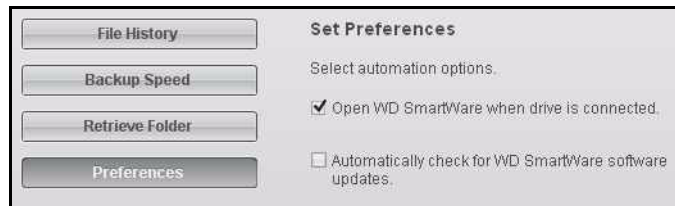
## Setting the Preferences Options

When enabled, each time you reconnect your My Book drive to your computer, the Preferences options:

- Display the WD SmartWare Home screen.  
This is the default configuration of the WD SmartWare software, and it is recommended when you routinely perform a number of backups or retrieves each day. Otherwise, you might want to disable this option and open the WD SmartWare Home screen whenever you need it.
- Check for software updates.  
This ensures that you are always using the most-recent software version.

To enable or disable the Preferences options:

1. On the Software Settings screen (see Figure 12 on page 20), click **Preferences** to display the Set Preferences dialog:



2. Select or clear the check boxes to enable or disable the Preferences options:
  - **Open WD SmartWare when drive is connected**
  - **Automatically check for WD SmartWare software updates**

## Customizing Your Drive Settings

The WD SmartWare software makes it easy for you to quickly customize the settings of your drive for the best possible performance.

- Security—Create, modify, and disable passwords that keep others from accessing the files on your drive.
- Register Drive—Registering your drive to receive free technical support during the warranty period and find out about software updates, product enhancements, and price discount opportunities.
- Diagnostics—Performing diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Turning your drive off during periods of extended inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the contents on the drive, including any password that has been set.

To customize your drive settings for the best possible performance with the WD SmartWare software, on the Drive Settings screen (see Figure 17 on page 28):

| IF you want to . . .                                                                                                                   | THEN click . . .       | AND see . . .                                    |
|----------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------|
| Use a password to keep others from accessing the files on your drive,                                                                  | <b>Security,</b>       | “Password Protecting Your Drive” on page 27.     |
| Change your password,                                                                                                                  | <b>Security,</b>       | “Changing Your Password” on page 31.             |
| Remove password protection from your drive,                                                                                            | <b>Security,</b>       | “Turning Off the Drive Lock Feature” on page 31. |
| Register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products,     | <b>Register Drive,</b> | “Registering Your Drive” on page 37.             |
| Perform routine drive diagnostics and status checks,                                                                                   | <b>Diagnostics,</b>    | “Checking Drive Health” on page 41.              |
| Specify an inactive time interval to turn off your drive,                                                                              | <b>Sleep Timer,</b>    | “Setting the Drive Sleep Timer” on page 38.      |
| Erase your drive so you can return it to service if you have implemented password protection and then lost or forgotten your password, | <b>Drive Erase,</b>    | “Erasing Your Drive” on page 38.                 |

## Registering Your Drive

The WD SmartWare software uses your computer’s Internet connection to register your drive. To register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products:

1. Make sure that your computer is connected to the Internet.
2. On the Drive Settings screen (see Figure 17 on page 28), click **Register Drive** to display the Register Drive dialog:

**Register Drive**

WD lets you register your drive to receive software update notifications and customer support.

First name\*

Last name\*

E-mail address\*

\*Required Field

Preferred language  
English

Yes, I want to receive communication from WD, including software updates for registered products, product improvement opportunities, and member discounts on WD products.

[WD privacy policy](#)

**Register Drive**

**About your drive**  
 Product Name: My Book Essential  
 Serial Number: WCAU45373166  
 Drive Size: 930 GB  
 Operating System: Windows XP Service Pack 3  
 Firmware Revision: 1.025

3. Type your first name in the **First name** box.

4. Type your last name in the **Last name** box.
5. Type your e-mail address in the **E-mail address** box.
6. Select your language in the **Preferred language** box.
7. Select or clear the **Yes, I want to receive communication...** check box to specify whether or not you want to receive e-mail notifications about software updates, product enhancements, and price discount opportunities.
8. Click **Register Drive** to register your drive.

## Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

To specify the inactivity period for the sleep timer:

1. On the Drive Settings screen (see Figure 17 on page 28), click **Sleep Timer** to display the Set Sleep Timer dialog:



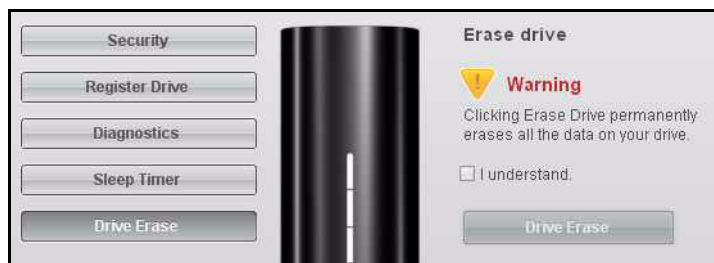
2. In the **Turn off Drive** box, select the inactivity time interval at which you want to turn off the drive.
3. Click **Set Timer** to save and implement your sleep timer selection.

## Erasing Your Drive

**CAUTION! Erasing your drive permanently deletes all of the data on your drive. Always make sure that you no longer need any of the data on your drive before erasing the drive.**

To erase your drive:

1. On the Drive Settings screen (see Figure 17 on page 28), click **Drive Erase** to display the Erase drive dialog:



2. Read the warning about the loss of data if you erase your drive.

3. Click the **I understand** check box to signify that you accept the risk.
4. Click **Drive Erase** to erase your drive.

*Note:* Erasing your drive removes your password. If you created a password to protect your drive, you will need to do it again after erasing the drive. (See “Password Protecting Your Drive” on page 27.)

## Updating Your Software

Clicking the **Update Software** button on the WD SmartWare Home screen checks for an updated version of your WD SmartWare software. Then, if an update is available, your Internet connection opens the Downloads page of the Western Digital Service & Support website.

To update your software:

1. Click the **Home** tab to display the Home screen (see Figure 9 on page 12).
2. Note the version of the WD SmartWare software that is installed on your computer, shown in the **WD Online** box.
3. Click **Update Software**.

| Appearance of . . .                                                                                   | Means that your WD SmartWare software is . . . |
|-------------------------------------------------------------------------------------------------------|------------------------------------------------|
| A <b>No updates available</b> message,                                                                | Current.                                       |
| An Internet connection to the <b>Downloads</b> page of the Western Digital Service & Support website, | Out of date.<br>Proceed to step 4.             |

4. Follow the instructions for downloading and installing the newest version for your operating system.
5. After the installation completes, note the new version shown in the **WD Online** box.

## Uninstalling the WD SmartWare Software

You can easily uninstall the software. However, you will need to restart the Run Backup backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See “Backing Up Your Computer Files” on page 14.) Uninstalling also duplicates all of the backup files on the drive. You may want to delete the duplicates.

Use your operating system’s Add or Remove Programs function to uninstall the WD SmartWare software from your computer:

### Windows XP

1. Click **Start > Control Panel**.
2. Double-click **Add or Remove Programs**.
3. Select **WD SmartWare** and click **Remove**.
4. Click **Yes** at the **Are you sure...** prompt.

## Windows Vista or Windows 7

1. Click **Start > Control Panel**.
2. Double-click **Programs and Features**.
3. Click **WD SmartWare** or the WD SmartWare icon and click **Uninstall/Change** at the top of the screen.
4. Click **Yes** at the **Do you wish to proceed...** prompt.

7

## Checking Drive Health

The data files on your My Book drive are important to you. The WD SmartWare software has several built-in diagnostic tools to help make sure that your drive is performing well. Run one of the following tests if you are concerned that your drive is not operating properly:

| Diagnostic Tool               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Quick S.M.A.R.T. Status Check | S.M.A.R.T. is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive might be approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.<br><br>The result of a quick S.M.A.R.T. status check is a pass or fail evaluation of the drive's condition. |
| Quick Drive Test              | Your My Book drive has a built-in Data Lifeguard diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.<br><br>The result of a quick drive test is a pass or fail evaluation of the drive's condition.                                                                                                                                                                                                                                                                |
| Complete Drive Test           | The most comprehensive drive diagnostic is the complete drive test. It methodically tests each and every sector for error conditions, and inserts bad-sector markers as required.                                                                                                                                                                                                                                                                                                                                                                  |

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the quick S.M.A.R.T. status check and the quick drive test provides a high level of assurance with minimal inconvenience.

Run all three whenever you encounter disk error conditions when backing up or retrieving files.

To run drive diagnostics and status checks:

1. On the Drive Settings screen (see Figure 17 on page 28), click **Diagnostics** to display the Run Diagnostics dialog:



2. Click the button for the test that you want to run:

- **Quick SMART Status**
- **Quick Drive Test**
- **Complete Drive Test**

## 8

## Using the Drive with a Mac

This chapter includes the following topics:

- Reformatting the Drive
- Installing on a Mac OS X Tiger/Leopard/Snow Leopard
- Enhancing Performance with WD +TURBO
- Managing the Drive on a Mac

The My Book Essential drive that you purchased is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. If desired, you can reformat it to HFS+J for Mac OS X operating systems. (You can also reformat a Mac drive to NTFS.)

### Reformatting the Drive

**CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.**

Go to [support.wdc.com](http://support.wdc.com). Refer to Knowledge Base Answer ID 3323 for reformatting the drive to Mac OS X format. (See ID 3645 for formatting a Mac to the NTFS file system for use on Windows XP and ID 3647 for formatting it for Windows Vista). See “Troubleshooting” on page 52 for more information about reformatting a drive.

If you reformat your drive for use with a Mac, follow the procedures below.

### Installing on a Mac OS X Tiger/Leopard/Snow Leopard


After you physically connect the drive as shown in Figure 3 on page 6, the WD SmartWare virtual CD mounts on the desktop and is listed under **Devices** in Finder.



*Note:* WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Book drive. The VCD displays on your desktop and behaves just like a physical CD. To view the contents of the VCD, such as the documentation and some extra programs, right-click and select **Open**.

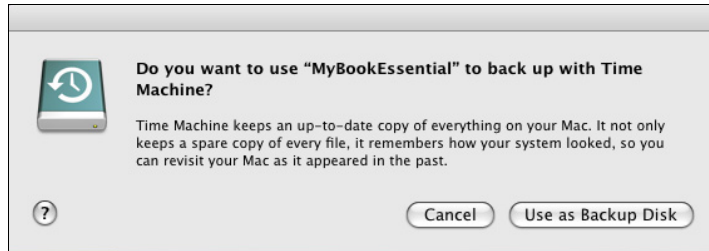
The My Book icon also displays on the desktop.



1. Double-click the WD SmartWare virtual CD, and then double-click **WD SmartWare.exe**.
2. *Mac OS X Leopard and Snow Leopard only:* A message asks whether you want to use the My Book drive to back up with Time Machine.
  - If you do not want to use the Time Machine backup software, click **Cancel**.
  - If you want to use the Time Machine backup software, click **Use as Backup Disk**. The My Book icon now displays as .



*Note:* WD SmartWare software is fully compatible with Apple's Time Machine software. When using Time Machine, WD SmartWare software can still be used for password protecting the drive, registering the drive, and running diagnostics.



3. The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.



4. Continue to "Getting Started With WD SmartWare Software" on page 10.

## Enhancing Performance with WD +TURBO

WD +TURBO is a utility available on the WD SmartWare VCD that you can install to improve the performance of the My Book drive on a Mac.

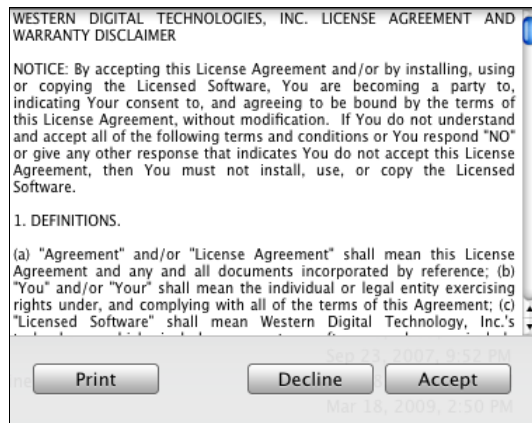
To install WD +TURBO:

1. Double-click the WD SmartWare icon on the desktop.
2. Double-click the extras folder.

3. Double-click the WD +TURBO Installer icon.



4. On the WD +TURBO Driver Installer screen, click **Install**.
5. To accept the license agreement, click **Accept**.




6. A message informs you that installing the drivers requires you to restart your computer to make them active. If you want to proceed, click **Yes**.



7. In the Password box, enter the password you normally enter to access this Mac.



When installation is complete, the computer restarts.

*Note:* The My Book icon  on the desktop now looks like this:



## Managing the Drive on a Mac

### Actions

After you have installed the WD SmartWare Software, the WD SmartWare icon displays in the bar at the top right of the screen.



Clicking the icon enables you to perform the following actions:

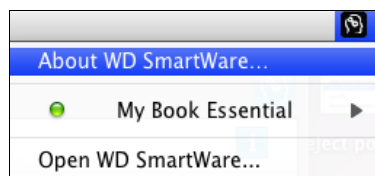
- Launch the WD SmartWare software
- Safely dismount the drive and the virtual CD
- Check the remaining capacity of the drive
- Display the serial number of the drive
- Monitor drive temperature

The sections below describe how to use the icon and alternative methods to perform these actions, as well as how to unlock the My Book Drive using the virtual CD on the desktop.

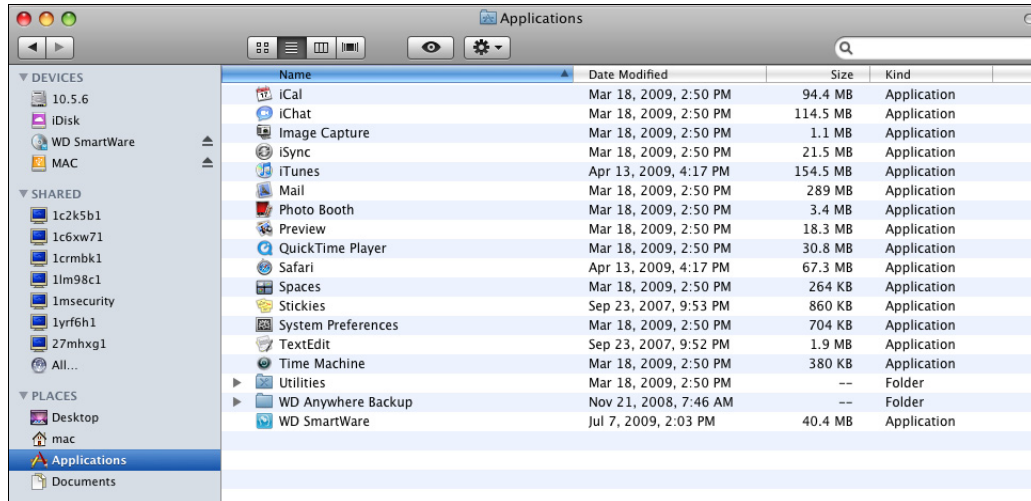
### Launching WD SmartWare Software

If WD SmartWare is running in the background after it has been installed, you have two ways to restart it:

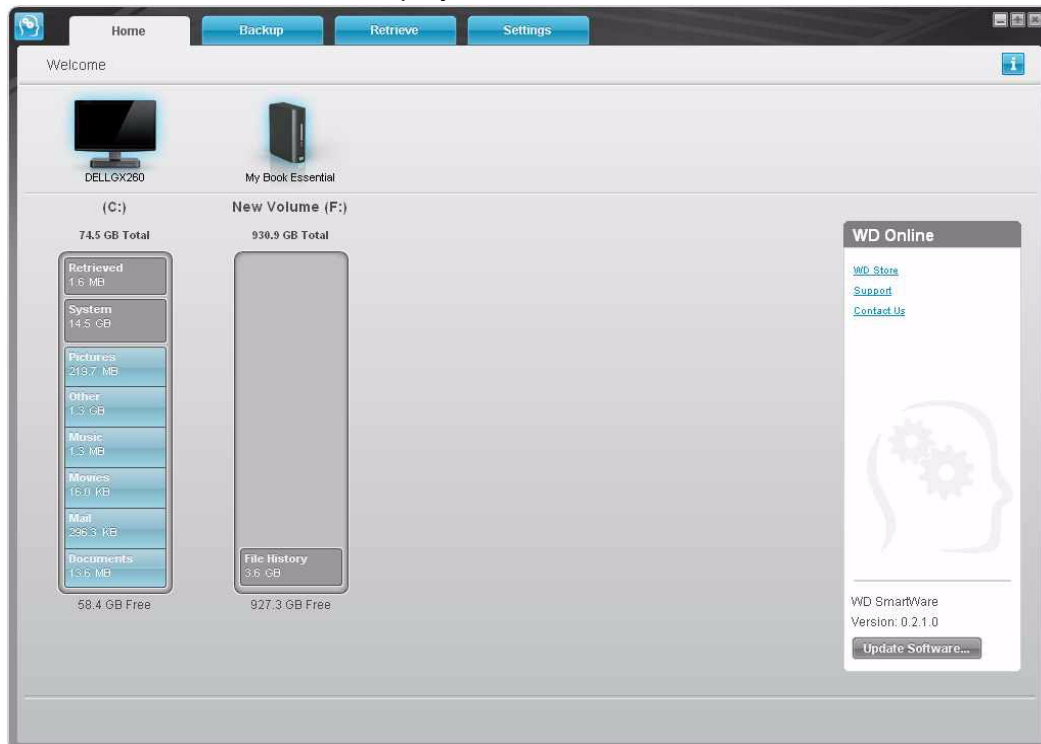
- Click the WD SmartWare icon  and select **Open WD SmartWare:**



- In Finder, double-click **WD SmartWare** in the Applications list:




The WD SmartWare Home tab displays.

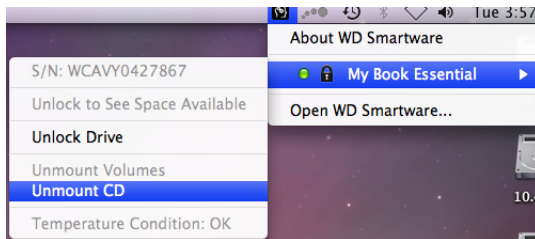


## Dismounting the Virtual CD from a Mac

To be sure all data has been written to the drive before you physically disconnect it, dismount the Virtual CD as well as the drive or volume.

*Note:* There are other reasons you may want to dismount a VCD. For example, if you have more than one My Book drive with the same software connected to your Mac, multiple My Book VCD icons display on your desktop. To clean up your desktop, you can dismount duplicate VCDs.

1. Click the WD SmartWare icon  to display a list of drives.
2. Select the My Book whose VCD you want to dismount, and then on the submenu, click **Unmount CD**.




## Safely Dismounting the Drive from a Mac

**CAUTION!** To prevent data loss, close all active windows and applications before shutting down or removing the drive.

You can safely dismount the drive from a Mac in three ways.


### Using the SmartWare Icon

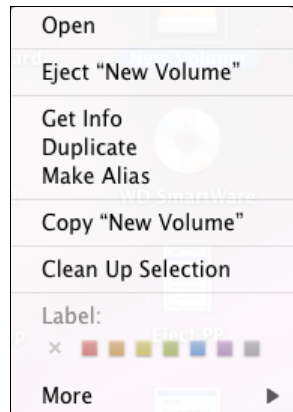
1. Click the WD SmartWare icon  to display a list of drives.
2. Select the My Book, and then on the submenu, select **Unmount Volumes**. If the drive contains more than one volume, a prompt may ask you to select the volume.
3. Dismount the Virtual CD to ensure that all data has been written before you physically disconnect the drive. Select the My Book, and then on the submenu, select **Unmount CD**.

You may hear the drive power down as the Power LED flashes

4. Wait for the drive icon to be removed from the desktop before disconnecting the drive from the system.

## Using the My Book Icon.

1. Right-click the My Book icon  on the desktop and select **Eject “New Volume.”** (“New Volume” will be the name you assigned to the volume.)




You may hear the drive power down as the Power LED flashes

2. Wait for the drive icon to be removed from the desktop before disconnecting the drive from the system.

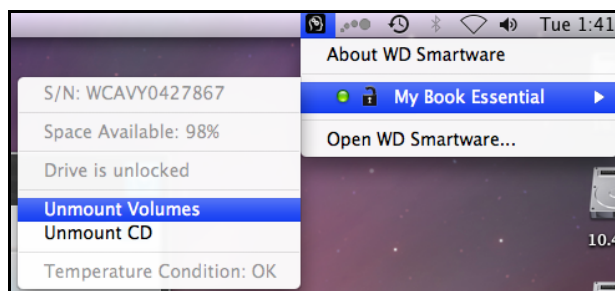
## Using the Power Button

1. Press the **Power Button** on the My Book Essential unit.  
You may hear the drive power down as the Power LED flashes
2. Wait for the drive icon to be removed from the desktop before disconnecting the drive from the system.

## Displaying the Status, Serial Number, and Temperature on a Mac

You can use the WD SmartWare icon  to determine whether the drive is locked, how full the drive is, the drive’s serial number, and the temperature condition of the drive.

1. Click the WD SmartWare icon  to display a list of drives:



2. Select the My Book. The submenu displays the serial number of the drive, the space available (if the drive is unlocked), and the temperature condition.

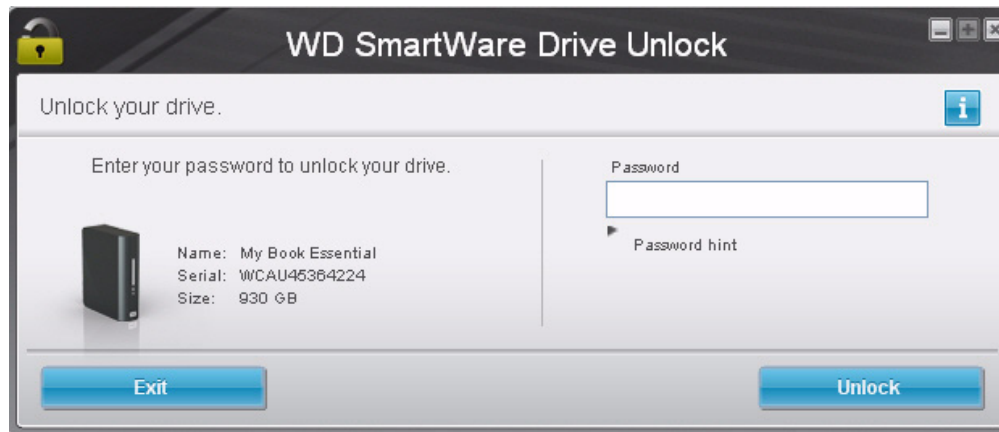
## Quickly Unlocking the Drive Using the Virtual CD

You may need to unlock the drive manually in cases such as the following:

- You uninstall the software and disconnect the drive while the drive is locked.
- You move your drive to another system, and need to unlock it without installing the software.

To unlock the drive using the virtual CD:

1. Double-click the WD SmartWare virtual CD on the desktop.
2. Double-click the **DriveUnlock** icon. The WD SmartWare Drive Unlock screen displays.
3. Enter your password and click the **Unlock** button:



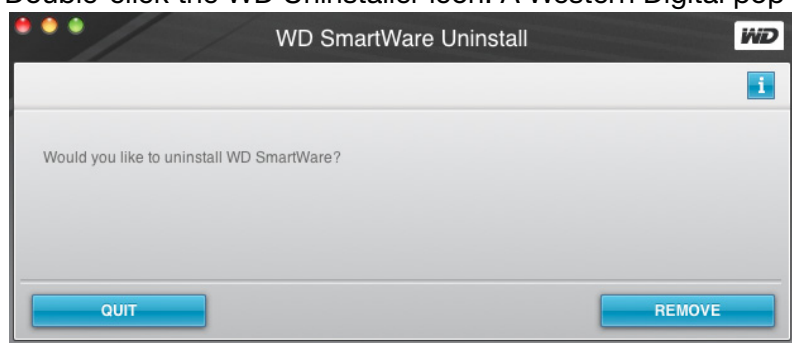
4. Click the **Exit** button.

## Uninstalling WD SmartWare Software from a Mac

**Important:** You can easily uninstall the software. However, you will need to restart the Run Backup backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See “Backing Up Your Computer Files” on page 14.) Uninstalling also duplicates all of the backup files on the drive. You may want to delete these duplicates.

1. Double-click the WD SmartWare virtual CD on the desktop or **WD SmartWare** in the Applications list.
2. Click the extras folder and then the WD SmartWare Uninstaller folder.

3. Double-click the WD Uninstaller icon. A Western Digital pop-up screen appears:



4. Click **Remove**.



## 8

## Troubleshooting

This chapter includes the following topics:

### [Installing, Partitioning, and Formatting the Drive Frequently Asked Questions](#)

If you have problems when installing or using this product, refer to this troubleshooting section or visit our support website at [support.wdc.com](http://support.wdc.com) and search our knowledge base for more help.

## Installing, Partitioning, and Formatting the Drive

| How to                                                                   | Answer ID |
|--------------------------------------------------------------------------|-----------|
| ■ install, partition, and format the drive in Windows XP and Vista       | 207, 3322 |
| ■ install, partition, and format the drive to Mac OS X 10.4.11 and 10.5+ | 287, 3323 |
| ■ reformat from Mac GPT to Windows XP NTFS                               | 3645      |
| ■ reformat the drive from Mac GPT to Windows Vista NTFS format           | 3647      |
| ■ obtain and reinstall the original software included with this product  | 1425      |
| ■ format the drive to the FAT32 file system*                             | 1364      |
| ■ use the drive on a Mac and a PC simultaneously                         | 291       |

\*The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows; however, Windows users can overcome these file size limitations by formatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at [support.wdc.com](http://support.wdc.com) and article IDs 314463 and 184006 at [support.microsoft.com](http://support.microsoft.com) for further details. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from [support.wdc.com/download](http://support.wdc.com/download).

## Frequently Asked Questions

**Q:** *How do I determine whether or not my system supports USB 2.0?*

**A:** Refer to your USB card documentation or contact your USB card manufacturer.

*Note:* If your USB 2.0 controller is built into the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

**Q:** *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

**A:** USB 2.0 is backward compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

**Q:** *Why is the data transfer rate slow?*

**A:** Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

*Note:* If an additional external drive is connected to the WD product, USB bandwidth is shared and may affect performance.

**Q:** *Why does the drive not power up?*

**A:** Be sure the drive is plugged in to a power source. A special cable may be needed for computers with limited bus power. For more information in the U.S., visit our Web site at [store.westerndigital.com](http://store.westerndigital.com). Outside the U.S., contact WD Technical Support in your region.

**Q:** *Why is the drive not recognized under My Computer or on the computer desktop?*

**A:** If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

**Q:** *Why won't my computer boot when I connect my USB drive to the computer before booting?*

**A:** Depending on your system configuration, your computer may attempt to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit [support.wdc.com](http://support.wdc.com) and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

## Appendix

This appendix includes the following topics:

- [Regulatory Compliance](#)
- [Environmental Compliance \(China\)](#)
- [Warranty Information](#)

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

#### ICES/NMB-003 Compliance

Cet appareil de la classe B est conforme à la norme NMB-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 : Sûreté d'équipement de technologie de l'information.

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) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

#### GS Mark (Germany only)

Machine noise - regulation 3. GPSGV: Unless declared otherwise, the highest level of sound pressure from this product is 70db(A) or less, per EN ISO 7779.

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

## KCC Notice (Republic of Korea only)

|                       |                                                           |
|-----------------------|-----------------------------------------------------------|
| 기종별                   | 사용자 안내문                                                   |
| B급 기기<br>(가정용 정보통신기기) | 이 기기는 가정용으로 전자파적합증을 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.

## Environmental Compliance (China)

| 部件名称           | 有毒有害物质和元素 |        |        |                         |            |              |
|----------------|-----------|--------|--------|-------------------------|------------|--------------|
|                | 铅 (Pb)    | 镉 (Cd) | 汞 (Hg) | 六价铬 (Cr <sup>6+</sup> ) | 多溴联苯 (PBB) | 多溴二苯醚 (PBDE) |
| 包装页            | ○         | ○      | ○      | ○                       | ○          | ○            |
| 包装外壳           | ○         | ○      | ○      | ○                       | ○          | ○            |
| 光导管            | ○         | ○      | ○      | ○                       | ○          | ○            |
| 电源按钮           | ○         | ○      | ○      | ○                       | ○          | ○            |
| HDD 托架         | ○         | ○      | ○      | ○                       | ○          | ○            |
| EMI 外壳         | ○         | ○      | ○      | ○                       | ○          | ○            |
| 个性化板材          | ○         | ○      | ○      | ○                       | ○          | ○            |
| Kensington 锁按键 | ○         | ○      | ○      | ○                       | ○          | ○            |
| 螺丝 6-32x6.35mm | ○         | ○      | ○      | ○                       | ○          | ○            |
| 螺丝 M3x5mm+5W   | ○         | ○      | ○      | ○                       | ○          | ○            |
| 垂直支脚           | ○         | ○      | ○      | ○                       | ○          | ○            |
| 减震架            | ○         | ○      | ○      | ○                       | ○          | ○            |
| 印制板装配 (PCA)*   | ○         | ○      | ○      | ○                       | ○          | ○            |
| 硬盘             | X         | ○      | ○      | ○                       | ○          | ○            |
| 电缆组件           | ○         | ○      | ○      | ○                       | ○          | ○            |
| 电源适配器          | ○         | ○      | ○      | ○                       | ○          | ○            |
| 电源线            | ○         | ○      | ○      | ○                       | ○          | ○            |

\* 印制板装配包括所有印刷电路板 (PCB) 及其相应的各个组件、IC 及连接器。

○ : 表示此部件所用的所有均质材料中包含的此有毒或有害物低于 MCV 标准中的限制要求。

X : 表示此部件所用的均质材料中至少有一种材料包含的此有毒或有害物高于 MCV 标准中的限制要求。

在出现一个 “X” 的所有情况下, WD 采用容许的排除。

## Warranty Information

### Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at [support.wdc.com](http://support.wdc.com) for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the 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 WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via [support.wdc.com](http://support.wdc.com). WD 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

WD warrants that the 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 WD's specification therefor. The term of your limited warranty depends on the country in which your 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. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the 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 [support.wdc.com](http://support.wdc.com)), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

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