

**WARNING** - TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

**CAUTION** - TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

Fantom Drives  
20525 Manhattan Placeneue  
Torrance, CA 90501  
Sales: 310-320-7272

Support: <http://www.FantomDrives.com/helpdesk>

[www.FantomDrives.com](http://www.FantomDrives.com)



#### FCC Compliance Statements

This equipment has been tested and found to comply with the limits for 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 residential installation. This equipment generates, uses, and can radiate frequency energy and, if not installed and used in accordance with the instructions, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the distance between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

01-14-2013

MAN-GFQ3 Rev 2

The material in this document is for information only and is subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, Fantom Drives and Fantom Drives assume no liability resulting from errors or omissions in this document, or from the use of the information contained herein.

Fantom Drives reserves the right to make changes in the product design without reservation and without notification to its users.

Fantom Drives, The Fantom Drives Logo, Fantom Drives and the Fantom Drives logo are registered trademarks of Fantom Drives Technology. FireWire, the FireWire logo, Macintosh, and the MacOS Logo are trademarks of Apple Computer Inc. Microsoft Windows, the Windows Logo, and Windows Vista are registered trademarks of Microsoft Corporation. All other names and logos are property of their respective owners.

Copyright © 1999, 2013 Fantom Drives Technology. All rights reserved. This publication may not be reproduced, stored in a retrieval system, or transmitted in any form or by any means, in whole or in part, without the prior written consent of Fantom Drives, 20525 Manhattan Place., Torrance CA 90501.

# QuickStart Installation Guide

**G-FORCE**  
**MegaDisk**  
USB 3.0, eSATA,  
FireWire 800+400 External Disk Drive **QUAD INTERFACE**



Thank you for choosing Fantom Drives! Your Fantom Drives G-Force Megadisk has been built to the highest standard of quality and workmanship and, when used according to the instructions in this guide, will provide years of trouble-free operation. We at Fantom Drives take great pride in bringing personal satisfaction to each of our customers.

Your Fantom Drives' disk drive is compatible with all USB-capable Apple Macintosh computers running Apple® Mac® OS 10.5 (or greater) and PC-Compatible computers running Microsoft® Windows® Vista, Seven, 8, and Windows Server® 2003/2008.

# Contents

<b>Introduction</b> .....	3
<b>Parts &amp; Accessories List</b> .....	4
<b>System Requirements</b> .....	5
<b>FireWire and USB 2.0 Compared</b> .....	6
<b>Fantom Drives External Hard Drive at a Glance</b> .....	7
<b>Precautions</b> .....	8
<b>Connecting the Drive to Your Computer</b> .....	9
<b>Formatting Your Fantom Drives External Hard Drive</b> .	10
Formatting the Drive in Mac OS X .....	10
Formatting the Drive in Windows .....	11
<b>How to safely dismount and turn off your Fantom Drives External Hard Drive</b> .....	12
<b>Troubleshooting / Frequently Asked Questions (FAQ)</b> .....	13
<b>Warranty</b> .....	18
<b>Contact Information</b> .....	BC

to returning the Product to Fantom Drives. Fantom Drives is not liable for any loss or damage to these items.

This limited warranty does not cover: (1) any consumables (such as batteries) supplied with this product; cosmetic damages; damage or loss to any software programs, data or removable storage media; or damage due to the Product such as but not limited to excessive heat or humidity, or modifications of this Product; (2) improper installation, operation, testing or maintenance of this Product; (3) power failure or connection to improper voltage supply; or; (4) attempted repair by any party other than Fantom Drives. This Warranty does not apply when the malfunction results from the use of this Product in conjunction with accessories, products or ancillary or peripheral equipment, or where it is determined by Fantom Drives that there is no fault with this Product itself.

This Limited Warranty is invalid if the factory applied serial number has been altered or removed from the Product.

Repair or replacement as provided under this warranty is the exclusive remedy of the consumer. Fantom Drives shall not be liable for any incidental or consequential damages for breach of any express or implied warranty, breach of contract, negligence, strict liability or any other legal theory related to this product. Such damage include, but are not limited to, loss of profits, loss of data, loss of use of the product or any associated equipment, down time and purchaser's time. Except to the extend prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration of this warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long on implied warranty lasts, so the above limitation or exclusions may not apply to you. This warranty gives you specific rights; you may have other rights which vary from state to state.

# One Year Limited Warranty

Fantom Drives warrants this product (the "Product") against defects in material or workmanship as follows:

1. **LABOR:** For a period of one (1) year from the original date of purchase from Fantom Drives or its authorized reseller, Fantom Drives will repair defective Product (or, at its option, replace with a new or recertified product) at no charge. After this 1 year period, you must pay for all labor charges.

2. **PARTS:** For a period of one (1) year from the original date of purchase from Fantom Drives or its authorized reseller, Fantom Drives will supply, at no charge, new or rebuilt replacement parts in exchange for defective parts of this Product. Any replacement parts will be warranted for the remainder of the original warranty period or ninety (90) days from installation by Fantom Drives. All exchanged parts replaced under this warranty will become the property of Fantom Drives.

This warranty only covers the hardware components packaged with the Product. This warranty does not cover any software contained in, or included with, the Product; any such software is provided "AS IS". Please refer to any documentation included with the software for your rights and obligations with respect to the software.

This warranty extends only to you, the original purchaser. It is not transferable to any one who subsequently purchases the Product from you.

Proof of purchase in the form of a bill of sale (which is evidence that the Product is within the warranty period) must be presented to obtain warranty service.

To obtain warranty service you must take the Product, or deliver the Product freight prepaid, in either its original packaging, or in a package that provides the Product with a degree of protection equivalent to that of the original packaging, to Fantom Drives. Items shipped with insufficient packaging will void the item's warranty, and may be rejected for service.

Fantom Drives is not responsible for any damage to, or loss of, any programs, data, or other information stored on any media or any part of any Product serviced hereunder. Be sure to remove all features, parts, options, alterations, and attachments not under warranty prior

# Introduction

Welcome, and thank you for purchasing G-Force Quad Interface Hard Disk from Fantom Drives.

In photos and illustrations in this guide, The following alert symbols are used in this guide:



This signifies important information for ALL users.



This signifies important information for USB 2.0 users.



This signifies important information for eSATA users.



This signifies important information for FireWire users.

The G-Force Quad Hard Disk can only sustain one connection type at any given time; the drive will appear as an eSATA device when connected via eSATA, a FireWire device when connected via FireWire, and as a USB device if the USB cable is connected.

## USB 3.0 compatibility with USB 2.0

USB 3.0 ports are backward compatible with USB 2.0 and USB 1.1. However, if you connect the drive to an earlier USB standard port, it will operate at that port's specified speed.



# System Requirements

- G5/Intel or newer Mac running Mac OS X 10.5 or newer
- 1.8 GHz Pentium 4 class PC or faster CPU running Windows® Vista® or newer
- An available eSATA Port or
- An available USB 2.0 or 3.0 port or
- An available FireWire 400 port or
- An available FireWire 800 port

# Parts & Accessories List

## The package contains the following items:

- Fantom Drives G-Force Quad Hard Disk
- Quick Start Installation Guide
- FireWire 400 cable
- FireWire 800 cable
- eSATA cable
- USB cable
- Disk Stand
- AC Adapter

If you are missing any items listed above, please fill out the customer support form at:

<http://www.fantomdrives.com/helpdesk>



***Please retain a copy of your receipt. You will need it if warranty repair service is required in the future.***

***Q: I do not see my drive listed in the My Computer window, but it does appear in the Device Manager list.***

A: Right-click on My Computer. Select Manage in the pop-up menu. In the Computer Management window and navigate to Storage -> Disk Management. In the Disk Management window, you should see a list of available storage devices. Look for the disk that has a capacity closest to your Fantom Drives unit, and right-click on the correlating right-hand box. In the pop-up menu that appears select "Delete Partition." The description will change to say "Online" & "Unallocated". Right-click on the box and select Create New Partition in the pop-up menu. When the Partition Wizard appears, select "Primary Partition" and click "Next." Click "Next" in the next dialog, selecting the default value for the drive. You will then see a drive letter (you can change this drive letter if you wish); click "Next." You will then be asked to format the drive.

***Q: After I connected the drive to my PC, I got the following alert message: HI-SPEED USB Device Plugged into non-HI-SPEED USB Hub." What does this mean?***

A: This alert message will appear if you plugged the drive into a USB port that only supports USB 1.1 or 2.0. This is fine, except your drive will operate at the nominal host connection speed instead of USB 3.0.

***If an issue cannot be resolved by using our FAQ, please contact Technical Support via the Fantom Drives support site at <http://www.Fantomdrives.com/helpdesk>***

**Q: I have a FAT32 disk, and when I try to copy a large file I get an error saying there is not enough room on the drive– I have lots of free space!**

A: FAT32 only allows files up to 4GB in size. To copy larger files, please reformat the volume using MacOS Extended Format.

## FAQs for PC Users:

**Q: My computer does not recognize the drive.**

A: Make sure all of your connections are secure. If you have an add-on card, make sure it is working properly and/or update the driver. Also, make sure you have all the latest updates for your Windows installation

**Q: I formatted my hard disk under Windows XP, but my Vista machine does not allow me to delete or modify files on the drive.**

A: Windows Vista and XP handle file permissions differently. In Windows XP the default user group has full permissions to every volume, whereas in Vista they do not. To fix this condition, you need to grant the users group modify privileges to the drive:

1. Right-click the drive letter in Explorer and select properties
2. Click the security tab
3. Click "Edit." You will be asked to enter your administrator password.
4. Select "Users" and check the Modify box
5. Click OK.

**Q: Where are the drivers for my operating system?**

A: Windows 2000 and newer already include all the necessary drivers. There are no drivers available for Windows NT or 98.

**Q: When I leave my computer idle for a while, my drive won't work properly.**

A: The most likely cause is that your computer is going into sleep mode. The immediate solution is to shut down your computer and turn off the drive, and then restart your computer. Once your computer is completely booted up, turn on the drive. You should see the drive in the Windows Explorer. To prevent this problem from recurring, open the "Power Settings/Energy Saver" and set it to never go into sleep mode.

## Precautions

Failure to follow the precautions described below may cause damage to your Fantom Drives External Hard Drive and void the warranty.

- DO NOT open the case. Doing so will void the warranty.
- DO NOT use a third-party AC adapter or power cord. Doing so may damage the Drive and void the warranty.
- DO NOT bump, jar or drop the Drive as this may damage it or result in loss of data.
- DO NOT disconnect any cables while the Drive is powered on without first properly dismounting the device via your operating system; doing so can result in data loss and possible damage.
- DO NOT set any liquids or beverages on the Drive as they may damage the internal electronics.
- Fantom Drives highly recommends that you regularly back-up the files stored on your Fantom Drives External Hard Drive. Fantom Drives is not responsible for any data loss, nor will Fantom Drives perform any recovery on lost data or files.

# FireWire & USB 2.0 Compared



## Data transfer rate of 400 Mbps

FireWire is suitable for applications where delayed or out-of-order data frames are unacceptable, such as digital video editing.

## Supports up to 63 devices

FireWire devices can be linked in a daisy-chain configuration. With the use of FireWire hubs, up to 63 devices can be linked on a single FireWire bus.

## Peer-to-peer architecture

FireWire devices are intelligent. Data transmission can take place without the need for input from the computer.

## Cable length up to 14ft

## On-bus power up to 45 W

FireWire can power larger, higher power consumption devices than USB 2.0.

## Plug & Play

You do not need to install drivers, assign unique ID numbers, or connect terminators.

## Hot-swappable

Devices can be added and removed while the computer is running. Also, you can turn off the device when not needed, in order to conserve electricity.

## Data transfer rates up to 480 Mbps

With USB, data transfer rates can vary depending on a number of factors, including available CPU resources.

## Supports up to 127 devices

Connecting more than one or two USB devices to a computer typically requires the use of one or more hubs: each hub can accommodate several USB devices.

## Master-slave architecture

The computer dictates data flow to, from, and between attached devices.

## Cable length up to 16.5ft

## On-bus power up to 2.5 W

Suitable for low-power-consumption devices such as flash card readers.

## Plug & Play

You do not need to assign unique ID numbers, or connect terminators. On most operating system you do not need to install drivers.

## Hot-swappable

Devices can be added and removed while the computer is running. Also, you can turn off the device when not needed, in order to conserve electricity.

## ***Q: I'm having trouble seeing my disk when connected via eSATA***

A: eSATA host connections require the SATA host bus to support and have AHCI mode enabled and active. Additionally, the eSATA cable must be a proper shielded cable, 1M or less in length, with a blade depth (the recessed plug of the cable) of 1cm.

Some host bus adapters have built-in RAID functionality and must be configured before the disks will appear to the host computer. For these cases, the eSATA controller will have either a BIOS utility or a software RAID configuration utility that will need to be configured prior to use. Please consult your eSATA host bus adapter documentation for more information.

## **FAQs for Mac Users:**

### ***Q: Why is my drive asking me to format it? It was already formatted and it contains data.***

A1: Run a disk repair utility on the drive.

A2: Perform permission repair on your system drive. Open the disk utility (located in /Applications/Utilities/Disk Utility.app.) Select your system drive (usually the first disk listed) and click "Repair Disk Permissions" in the "First Aid" Tab.

A3: Restart your computer. As soon as the bootup chime sounds, press and hold down the option-command-p-r key combination to reset the PRAM. Release the keys when the chime sounds a second time. Please refer to your Mac manual for more information on these procedures

### ***Q: My computer does not recognize the drive.***

A: Check to make sure that all of your connections are secure and that the power switch is in the "ON" position. Then check if your External Hard drive is listed in the Apple System Profiler. If the problem persists, verify that the appropriate port used is functioning.

### ***Q: I'm trying to copy files to/from FAT32 volumes or network shares, and it keeps failing.***

A: FAT32, HFS+, and other file system formats allow different standards of filename length or use of special characters. Rename the offending file(s) and try the operation again.

**Q: Can I leave my G-Force Megadisk Black on all the time, or should I turn it off when not in use?**

A: The G-Force Megadisk Black is meant to be left on, but does not add any limitations on being turned off. Drive reliability is affected by repeated power cycles, and the G-Force Megadisk Black cannot alleviate this. In addition, Micronet recommends that the drive's power supply is connected through a UPS or surge protector; in the case of a power surge, or brown/black out, the hard drive's sensitive electrical components will not be damaged.

**Q: Is my drive compatible with my DVR?**

A: All MicroNet / Fantom Drives products are compatible with DVRs capable of addressing external disks over their respective interface. For example, our G-Force eSATA+USB external disks are compatible with DVRs capable of addressing eSATA or USB external disks. That said, our products are explicitly supported for use with Windows PCs and Apple Macintosh computers. We can provide support for use under those platforms- we do not have the equipment, training, or authorization from other equipment vendors such as DVRs to support their platforms.

While many DVRs have the ports, the individual provider firmware may or may not allow access to an external device; if you received your DVR from your cable or satellite vendor, consult with their customer support about whether the USB/eSATA ports are active, or if there is a firmware update required. Alternatively, consult the manufacturer of the DVR regarding this feature.

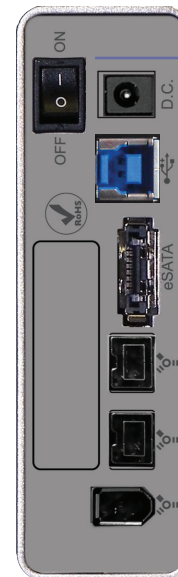
**Q: How can I test my disk to make sure it is not defective?**

A: Modern disks drives have a diagnostic on board processor that monitors the disk during operation and records various diagnostic values including any detected failures. This diagnostic method, S.M.A.R.T. (Self-Monitoring, Analysis and Reporting Technology) is a monitoring system for computer hard disk drives to detect and report on various indicators of reliability, in the hope of anticipating failures. SMART data can be accessed and used for active testing using a SMART diagnostic program. There are numerous SMART monitoring tools available- we recommend the following:

Smartmontools- <http://smartmontools.sourceforge.net/>  
 HDDScan (Windows) <http://hddscan.com/>  
 SMARTreporter (Mac)\* <http://www.corecode.at/smartreporter>  
 For more information about SMART and its values, please see <http://en.wikipedia.org/wiki/S.M.A.R.T.>

## Fantom Drives G-Force Black Quad Hard Disk at a Glance

Disk Activity/Power Indicator Light



Power Switch  
AC adapter port

USB 3.0 port

eSATA port

FireWire 800 ports

FireWire 400 port

# Connecting the Drive to Your Computer

1. Plug the AC adapter cord into the power port on the back of the Drive. The plug should not require much effort to insert. Plug the other end of the power cord into a wall receptacle.
2. Connect the appropriate cable to your host:



**USB, eSATA, and FireWire plugs are shaped so they can only be properly inserted one way. Be sure to insert the plugs properly or you may damage the drive and void the warranty.**



[USB] Connect the square USB 3.0 connector (type B) of the included USB cable to a the square USB plug on the G-Force Black, and the rectangular end to a free USB port on your computer.



[eSATA] Connect the included eSATA cable to a free eSATA port on your computer.



**If your computer does not have USB 3.0 ports and/or eSATA ports, you may purchase an expansion card for your computer. Contact your authorized Fantom Drives reseller for further details.**



[FireWire] Connect the included FireWire cable to a free FireWire port on your computer. The G-Force Black Quad Hard Disk has two FireWire 800 ports and one FireWire 400 port for connecting additional FireWire device in a daisy chain.

4. Press the power switch located on the back of the G-Force Black Hard Disk. Once the Drive is powered up, your computer should recognize it and the Drive will be ready to use.

# Troubleshooting/ Frequently Asked Questions (FAQs)

## General Questions

**Q: I bought a 500GB drive, but my computer is showing 465GB. Where is the missing capacity?**

A: Hard drive manufacturers market drives in terms of decimal (base 10) capacity. In decimal notation, one megabyte (MB) is equal to 1,000,000 bytes, and one Gigabyte (GB) is equal to 1,000,000,000 bytes. Many operating systems use the binary (base 2) numbering system to describe disk capacity; In the binary numbering system, one megabyte is equal to 1,048,576 bytes, and one gigabyte is equal to 1,073,741,824 bytes. Simply put, decimal and binary translates to the same amount of storage capacity.

**Q: Is my external hard drive bootable?**

A: Yes! As long as your host hardware and operating system support booting from eSATA or USB. Refer to your computer's documentation for more information

**Q: My drive was working fine yesterday but now its gone!**

A: The disk may have been shut down without being dismounted, or may have failed. If you do not hear and feel the drive spin up when you connect the power, the drive will need to be replaced. If you verify that the computer input and the drive data cable are working, you may be able to repair or recover the data with your computer's disk repair utility or a third party utility.

If your disk repair utility cannot repair or see the disk, the drive has failed and will need to be replaced. If data recovery is desired, please contact an established professional data recovery firm. For a checklist of what qualities you might seek, see [www.drivesavers.com/why\\_drivesavers/index.html](http://www.drivesavers.com/why_drivesavers/index.html) or [www.ontrack.com/services](http://www.ontrack.com/services).



# How to Safely Dismount and Turn Off Your G-Force Megadisk

When a device such as a hard drive is mounted, the computer 'sees' the device and is able to communicate with it. When you dismount a device, the computer will commit any outstanding I/O and no longer recognizes the disk, preparing the disk to be disconnected from the computer in an orderly fashion.



**Never turn off or unplug a hard drive without dismounting it first. Doing so could cause data on the drive to be lost or damaged.**

## Mac Users

Drag the icon for the External Hard drive to the Trash. The drive will dismount and you can then safely turn it off. You may then unplug the power cord and data cable if you want to disconnect the drive.

## PC Users

Left-click on the hot plug icon (🔌) in your system tray, located on the bottom right of your screen. You will receive the alert message "Safely Remove..." followed by the drive description and drive letter for the device.



**(eSATA) If the (🔌) icon does not appear it means that the current installed driver for your eSATA host bus adapter does not support hot plugging- this may be due to a hardware limitation or simply that this feature is missing from the driver installed. Check with your eSATA host bus adapter vendor for updated drivers.**

Left-click on the appropriate device (with the drive letter matching the one used by the External Hard drive). After a few seconds, Windows will give you a message that it is safe to remove the device.

# Formatting Your Drive

The G-Force Quad comes preformatted at the factory with the HFS Plus file system, which will mount on Mac OS computers. If you are not using Mac OS exclusively, we recommend you reformat the volume to a file system format more compatible with your particular computer and operating system environment.

**Formatting a hard drive erases all data contained on it. Please be sure to create a copy of the files you wish to keep to another location before reformatting.**



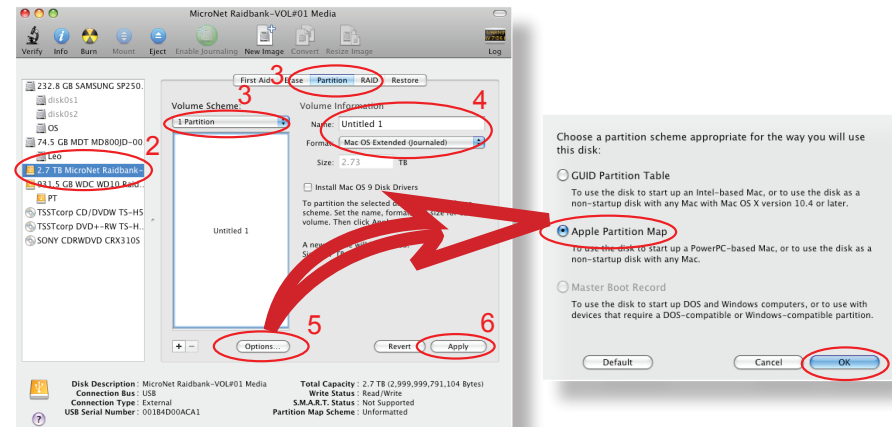
## Formatting the drive in Mac OS X

1. Launch the "Disk Utility" application located under Applications/Utilities folder.
2. Highlight your new drive and select the "Partition" tab
3. Select the new partition map type.
4. For each partition in the volume scheme, select the desired file system format and volume name (optional)

**The recommended file system is "MacOS Extended"**



5. Click the "Options" button. Select "Apple Partition Map" in the dialog box and click "OK".
6. Click "Apply." Your Fantom Drives G-Force Quad is ready to use!



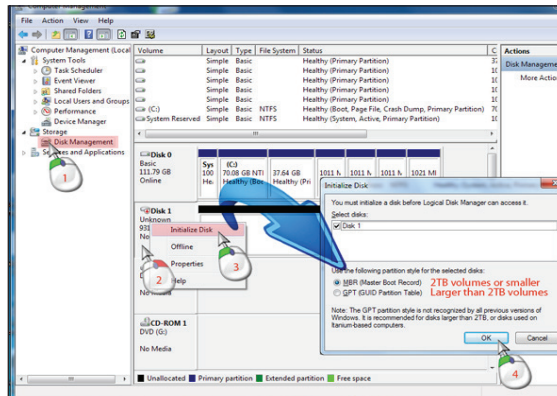
## Formatting the drive in Windows Hosts

1. Open the disk management console. A list of the attached drives and their respective volumes will appear. Select the Fantom Disk. The Disk Management Console can be accessed by right-clicking on the "My Computer" icon ( > Computer ) and selecting "Manage" from the drop down menu. Disk Management is found under "Storage" in the resultant window. For an illustrated guide, please see <http://www.fantomdrives.com/helpdesk/faq>

2a. Right-click on the drive letter and select Format in the pop-up menu. The Format dialog box will appear. If the hard disk is not signed for use, the New Partition option will be unavailable. In this case a signature can be written on the hard drive by right clicking on the disk description window and selecting "Initialize Disk". The following dialog box will prompt you to choose the partition style for the new volume- select MBR for volumes smaller then 2TB, or GPT for volumes larger then 2TB or for volumes that you do not need to access with Windows XP or earlier.

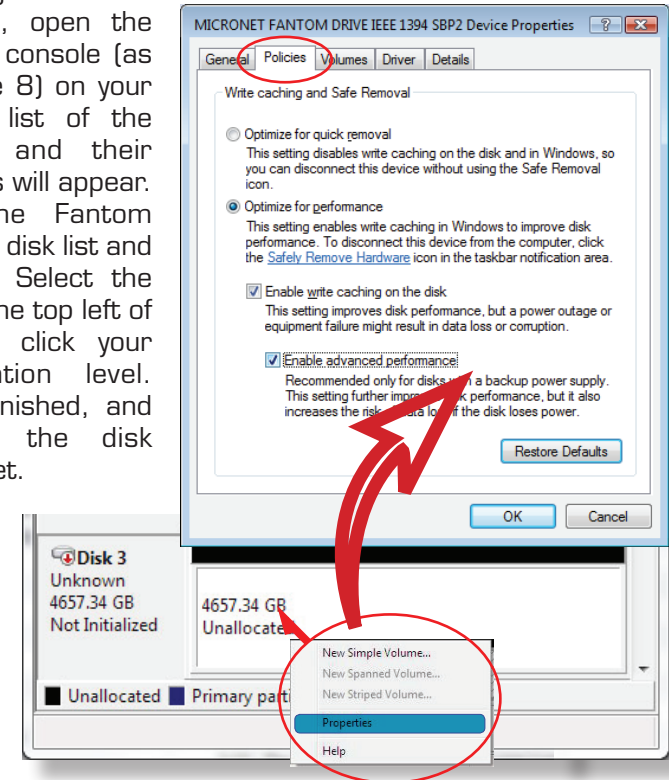
2b. If your drive has no drive letter, find your disk by verifying the drive capacity. It should be close to the stated capacity of your drive in gigabytes. If the volume is unallocated, select the disk, and right-click the "unallocated" section of the volume. In the context menu, left-click "New Simple Volume." The new volume dialog box will appear. Follow the on screen instructions to complete volume formatting.

3. In the File System pop-up menu, select NTFS. The default formatting option is full format. A full format will fully verify the disk media. A Quick format is quick, but will do less verifying of the drive than a full format. Click Start. Once the format process is complete, your external hard drive is ready to use.



## Optimizing Windows Caching Algorithm

By default, Windows XP optimizes caching for performance on external drives. Windows Vista and 7 optimize caching for quick removal. As a result, Windows XP appears to have faster access to external disks but at a greater risk of data corruption and loss. To change Windows' caching algorithm, open the disk management console (as described on page 8) on your system drive. A list of the attached drives and their respective volumes will appear. Right-click on the Fantom external disk in the disk list and select properties. Select the Policies Tab near the top left of the window, and click your desired optimization level. press OK when finished, and you may close the disk management applet.



**Optimizing for performance can greatly enhance the throughput of your disk but is much more vulnerable to data loss! Make sure to have appropriate backup strategies before enabling this feature!**

