

National Geographic Hard Drive FAQs

Question:

Why does the USB cable provided with the National Geographic Hard Drive have two USB connections on one end?

Answer:

The National Geographic Hard Drive USB cable includes a Mini B Type USB connector on one end for connecting to the Mini B Type USB port on the back of the hard drive. The other end of the USB cable includes two USB Type A connectors, one main connector and one secondary connector. This is referred to as a “Y-split” USB cable. The main connector receives both power and data from the computer’s USB port. The secondary connector acts as a second power source. Rather than having to use an external power supply to power your National Geographic Hard Drive, you can simply connect both USB connectors to two USB ports on your laptop or desktop computer. This ensures that the hard drive receives enough power from your computer’s USB ports. Depending on your computer’s configuration, the National Geographic Hard Drive may only require a single one of the Type A USB connectors be connected to your system. You may connect the “main” USB Type A connector to one of your computer’s USB ports. Please refer to the Quick Start guide to determine which USB Type A connector is the main connector and which is the secondary connector. If your National Geographic Hard Drive does not operate correctly when only the main Type A connector is connected to your computer, it is required that you connect both Type A connectors.

Question:

The National Geographic Hard Drive USB cable came with two USB Type A connectors on one end, but I don’t have two USB ports available. What should I do?

Answer:

The National Geographic Hi-Speed USB Portable Hard Drives require that you connect both USB Type A connectors to available USB ports on your computer. If you do not have two adjacent USB ports, you may use a USB extension cable to connect one of the Type A connectors to a more convenient USB port, perhaps in the back of the computer or such. You may connect only the “main” Type A USB connector of the cable to the one USB port on your computer. If the National Geographic Hard Drive does not operate correctly, it is required that you connect the “secondary” Type A connector.

If you only have one USB port, you may need to add USB ports to your computer so that you can use this product. For desktop systems, you can add a USB hub or a USB add-on card. For notebook or portable computers, you can add a PCMCIA to USB adapter card. Please consult the computer manufacturer for advice on how to add USB ports. Please also see the next FAQ for information on using an external power supply.

Question:

I see that the National Geographic Hard Drive has a connector for a power supply on the back of the drive. Is there a power supply available for these drives?

Answer:

If you do not have 2 USB ports, or if you have a single USB port and are not able to add USB ports to your computer, there is the option of connecting an external power supply. An external power supply is available at your local Radio Shack store or online at <http://www.radioshack.com>. Below are the power supply specifications and part number for Radio Shack stores. Output: 4.5V 1600mA Polarity: Standard (center pin positive) Radio Shack Part Number: 273-1760 Adaptaplug: Use Adaptaplug Type H (follow instructions to ensure correct polarity)

Question:

Does the National Geographic Hard Drive come with a warranty?

Answer:

Yes, the National Geographic Hard Drive comes with a One Year Limited Warranty.

Question:

I misplaced my National Geographic Hard Drive Y-Split USB cable and would like to purchase another one. Where can I buy a replacement USB cable for my National Geographic Hard Drive?

Answer:

You can purchase a replacement cable from Pexagon Technology's online store at <http://www.pexagontech.com/products/cables-and-accessories.php>.

Question:

Can I also use the National Geographic Hard Drive to store my personal data?

Answer:

Yes, the National Geographic Hard Drive appears as 2 drives on PC and Mac computers.

On the PC you will have 2 drive letters that appear in My Computer. The first will be labeled "The Complete National Geographic" and the second will be called "External". The "External" drive letter may be used to store any personal data.

On the Mac you will have 2 drive letters that appear on the desktop. The first will be labeled "NATGEO120" and the second will be called "External". The "External" drive letter may be used to store any personal data.

Question:

My National Geographic Hard Drive is making clicking noises. What could be happening?

Answer :

A clicking noise can be caused by 2 different things.

1. The hard drive is not getting enough power. Ensure that the device is connected directly to the back of the computer and not into a USB hub or a USB keyboard. Also, have both USB ends connected to the computer and not just the data/power end.
 2. The read/write head has failed and may be grinding up against the platters. Replace the hard drive.
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