



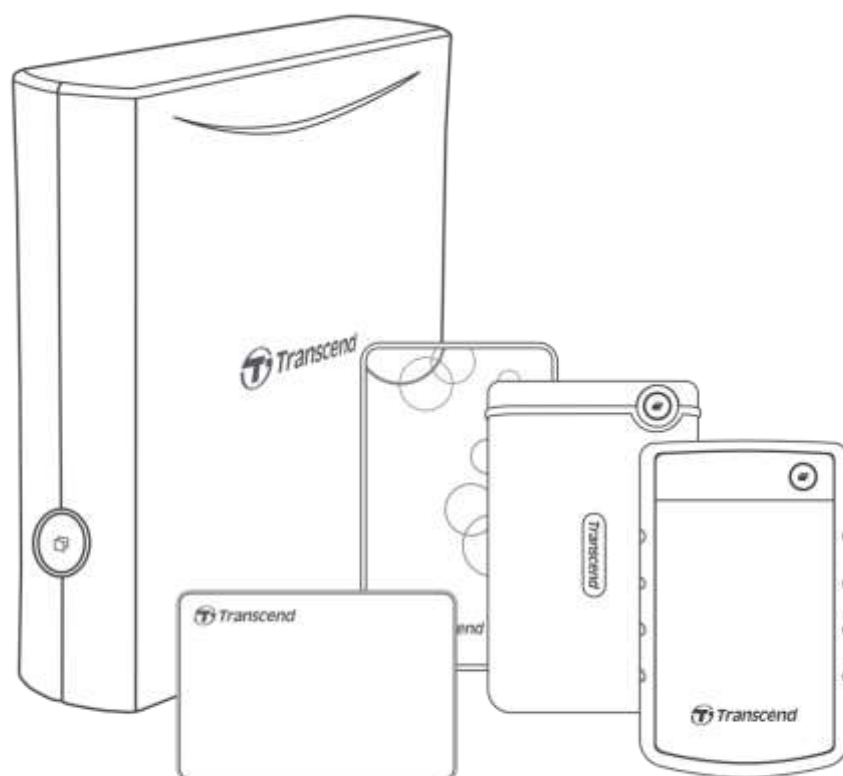
# User's Manual

External Storage

**StoreJet<sup>®</sup> 25 Series**

**StoreJet<sup>®</sup> 35 Series**

(2021/07 Version 3.1)

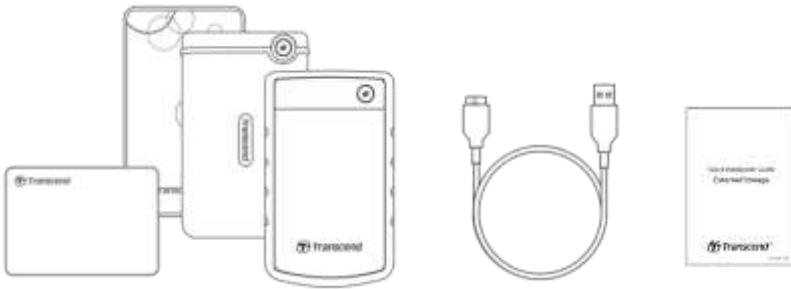


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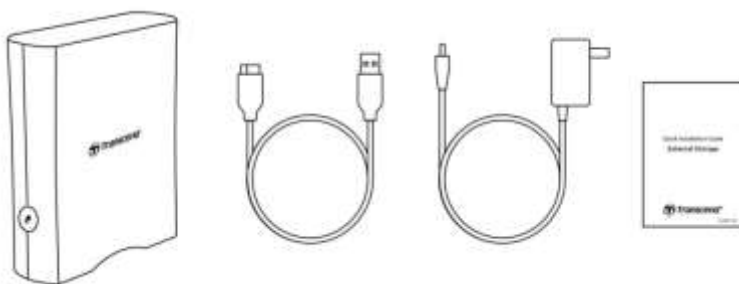
# 1. Package Contents

## StoreJet 25 Series



- StoreJet 25 hard drive
- USB 3.1 Gen1 USB cable
- Quick Start Guide

## StoreJet 35T3



- StoreJet 35T3 desktop hard drive
- USB 3.1 Gen1 USB Type Micro-B to USB Type-A cable
- Global AC adapter (US/EU/UK plug varies with model type)
- Quick Start Guide

### Note

Package content differs according to model types. Please make sure the package contains correct items.

# 2. System Requirements

The following requirements must be met to run StoreJet on your computer:

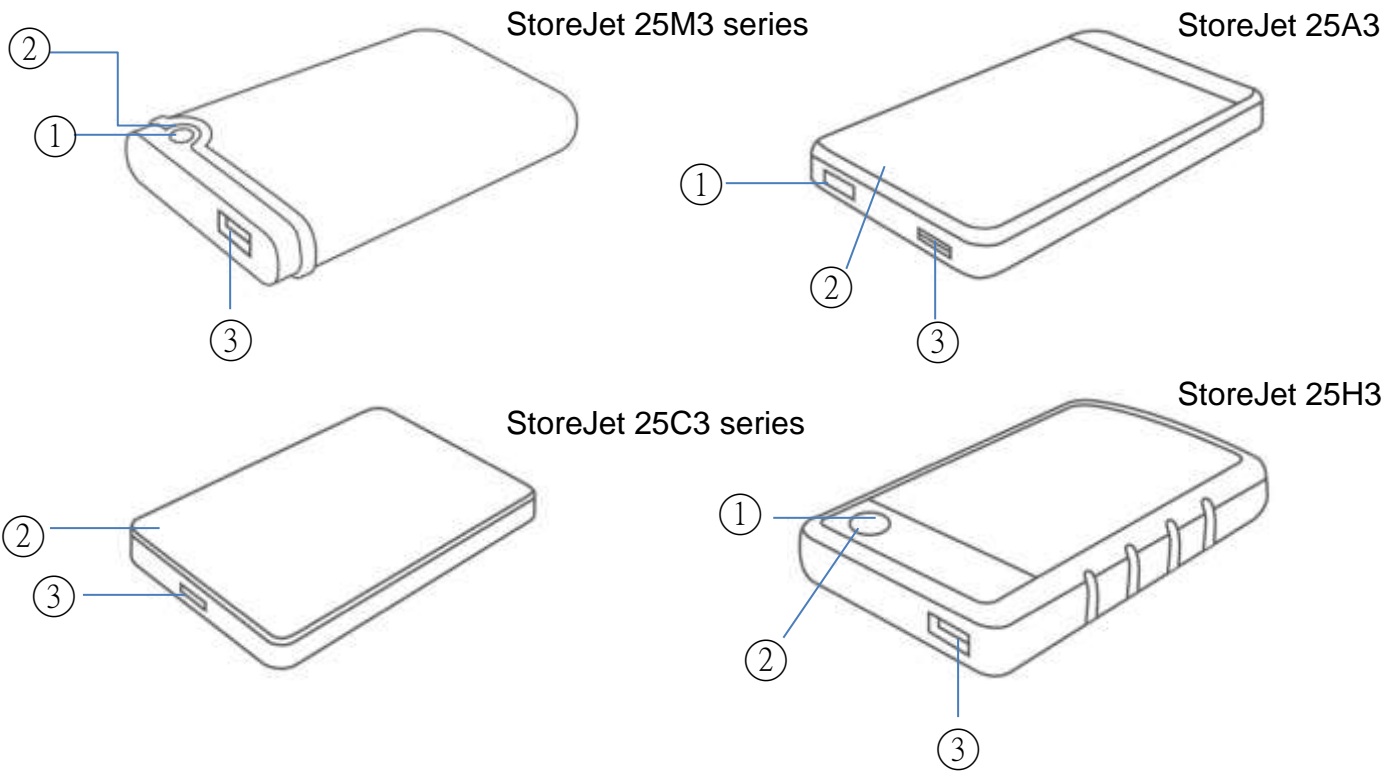
- Desktop or notebook computer with a working USB port.
- Windows 7/8/8.1/10
- macOS 10.7 or later

Transcend Elite™ and RecoveRx™ are compatible with the following operating systems:

- Windows 7/8/8.1/10
- macOS 10.10 or later (Transcend Elite)/ macOS 10.12 or later (RecoveRx)

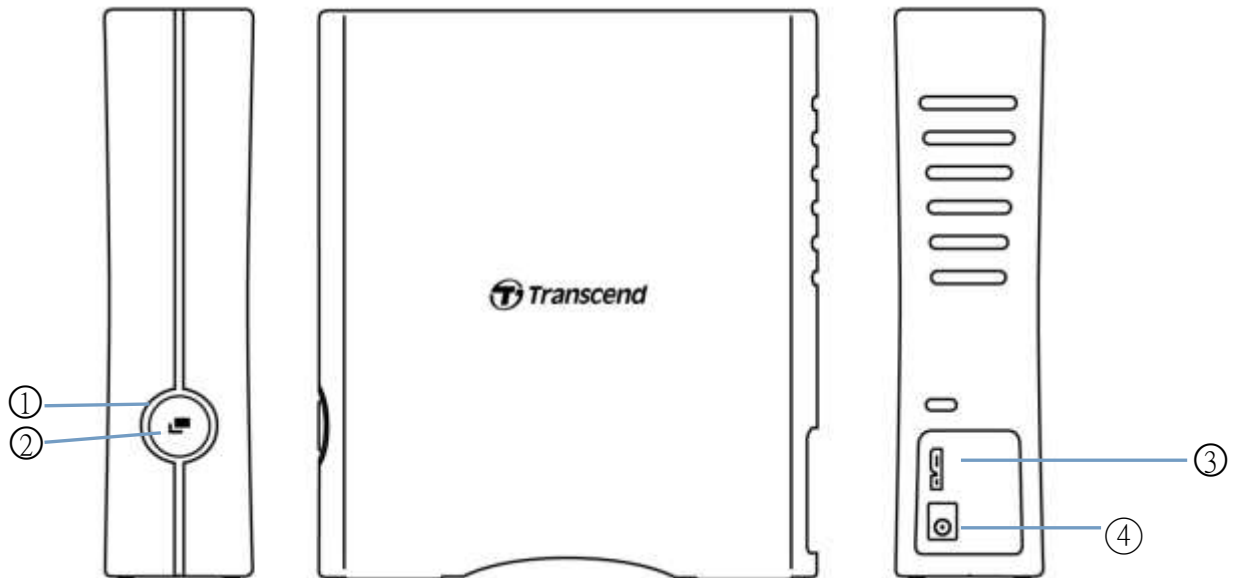
### 3. Product Overview

#### StoreJet 25 Series



① Function Button ② LED Indicator ③ USB Port

#### StoreJet 35T3



① LED Indicator ② Function Button ③ USB Port ④ DC12V Input

## 4. Getting Started

### 4-1 Operation

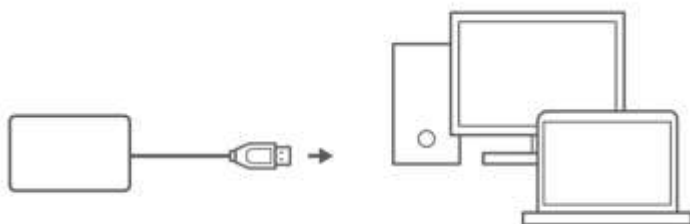
	State	Description
LED Indicator	Solid	Idle
	Flashing	Operating
	Off	Sleep Mode or safely removed
Function Button	One touch Backup	Carry out one-touch backup with Transcend Elite software
	Re-connect to PC	Re-connect to PC after safely removed

### 4-2 Using the StoreJet with Windows

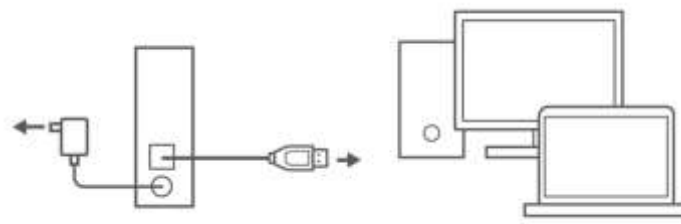
#### Connecting a StoreJet to a Computer

1. Power on your computer.
2. Connect the drive's USB cable to your computer's USB port.
3. For StoreJet 35T3, connect the DC Power Adapter cable to the square DC socket on the back of the device. Connect the other end of the adapter to an AC power socket.
4. Check if the drive shows up in Disk Management in your Windows.
5. You can now use the StoreJet as an external hard drive and transfer data.

StoreJet 25 Series



StoreJet 35T3



#### Disconnecting a StoreJet from Windows

1. Select the **Safely Remove Hardware and Eject Media** icon on the system tray in Windows.
2. Eject StoreJet drive.
3. A message will pop up: “**The ‘USB Mass Storage Device’ device can now be safely removed from the system.**” Then unplug the StoreJet.

#### WARNING

- To prevent data loss, always use this procedure to remove the StoreJet.
- NEVER disconnect the StoreJet from a computer when the device's LED is flashing.

### 4-3 Using the StoreJet with macOS

#### Reformatting the StoreJet

To use the StoreJet on a macOS Time Machine, reformat the drive to a HFS+ partition first. Please refer to FAQ-701 on our website: <https://www.transcend-info.com/Support/FAQ-701>

If you intend to regularly use the drive with both Windows and macOS, we recommend formatting the drive to the exFAT file system. Formatting the drive will delete all existing data on the drive.

## 5. Safety Precautions

### General Use

- Unpack the device package with care.
- Avoid exposing your StoreJet to extreme temperatures above 55°C, or below 5°C.
- Do not drop your StoreJet.
- Keep your StoreJet away from water or any other liquids.
- Do not wipe or clean the exterior case with a damp/wet cloth.
- Do not store your StoreJet in any of the following environments:
  - Direct sunlight.
  - Next to an air conditioner, electric heater or other heat sources.
  - In a car that is exposed in direct sunlight.
  - In an area with strong magnetic fields or near magnetic objects.

### Backing Up Data

Transcend does NOT take any responsibility for data loss or damage during operation. If you intend to store data on your StoreJet, we strongly advise that you regularly back up the data to a computer or other storage devices.

If your computer is not booted while StoreJet 35T3 is connected, please disconnect the StoreJet first and re-connect it after the computer reboots. Or you can refer to the computer's manual and change the BIOS settings to instruct the computer to boot from a different device.

### Transporting

- Do not pack the StoreJet in luggage without proper protection. Other items in your luggage may damage the drive during travel.
- Avoid squeezing or pressing the StoreJet.
- Do not place objects on top of your StoreJet.

### Power

- Do not use a USB hub to connect the StoreJet drive with your computer. The USB hub may not be able to provide sufficient power for the drive.
- Use only the USB cable that comes with the StoreJet. Ensure the cable you are using is in good condition. NEVER use a cable that is frayed or damaged.
- The StoreJet 35T3 should be powered from your home's power outlet via the power adapter included in the package. Do not connect the StoreJet 35T3 to any other power adapter.
- Do not place objects on the USB cable. Make sure the cable is not located where it can be tripped over or stepped on.

## 6. Frequently Asked Questions

If a problem occurs, please first check the frequently asked questions listed below before taking your StoreJet for repair. If your problems still cannot be solved, please consult your dealer, service center, or local Transcend branch office. You can also visit Transcend website for FAQ and Technical Support services at <http://www.transcend-info.com/Support/service>.

### **I installed an OS onto the StoreJet. Why can't I boot from it?**

StoreJet is mainly served as a removable storage device. If you would like to boot the computer from StoreJet, please make sure your computer supports the USB boot function, and your StoreJet can be detected upon booting. Also, please make sure that the software installed supports USB boot function. If the StoreJet cannot be detected upon booting, your computer does not support booting from StoreJet.

### **What should I do if the transfer speed of my StoreJet is too slow?**

1. Please use Transcend's RecoveRx software to completely re-format your drives (Windows version only). Visit the link for more detail: <https://www.transcend-info.com/Support/Software-4/>

### **WARNING**

This function will delete all the data stored in your StoreJet. Please back up your data first before formatting.

2. You can check if any bad block is in your HDD by utilizing the monitoring tool (e.g. HD Tune) or running the "CHKDSK" command. For more information about "CHKDSK" command, please visit <http://support.microsoft.com/kb/315265/en-us>

### **I cannot copy large files to the StoreJet.**

Please check the following:

1. Is there enough storage capacity?
2. Is the file larger than 4GB? If so, please check if the StoreJet's file system is FAT32, which can be supported by most computers, game consoles and media playback devices. However, the FAT32 file system does not support large files that exceed 4GB. If you plan to store files that are larger than 4GB, you need to reformat the drive to a different file system such as NTFS or exFAT.

### **Why is it that my hard disk can only be allocated to 2TB, and the remaining capacity is displayed as "Unallocated"?**

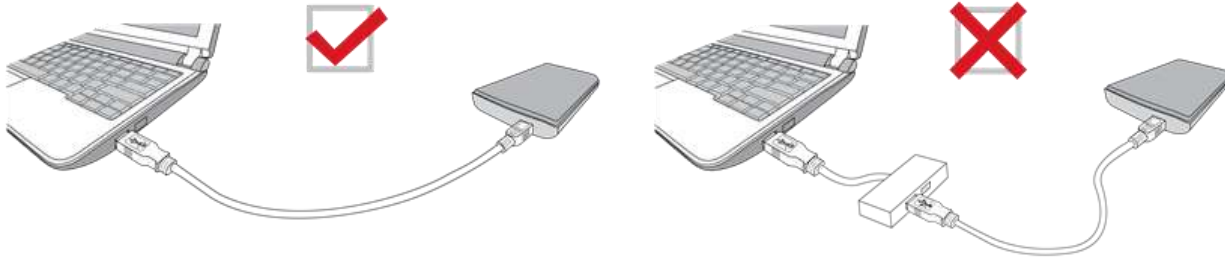
Please delete the allocated partition and convert the MBR disk to a GPT disk to solve this problem. The steps are as follows: <https://www.transcend-info.com/Support/FAQ-1145>

### **My operating system cannot detect the StoreJet.**

Please check the following:

1. Is your StoreJet properly connected to the USB port? If not, unplug it and plug it in again after 10 seconds. If it is properly connected, try another available USB port.
2. Are you using the USB cable that came in the StoreJet package? If not, try using Transcend's USB cable to connect the StoreJet to your computer.
3. Is your StoreJet connected to a Mac keyboard? If so, plug it into an available USB port on your Mac computer.
4. Is the USB port enabled? If not, refer to the user's manual of your computer (or motherboard) to enable it.
5. For StoreJet 35T3, ensure the power adapter cable is securely connected to the DC IN socket, and that the power adapter is also plugged into a working AC power outlet.

6. Avoid connecting the StoreJet through a USB hub.



**Is the StoreJet 25M3C compatible with USB Type-C smartphones and tablets?**

Due to the USB 2.0 specification, USB Type-C smart phone and tablets cannot provide enough power to activate the StoreJet 25M3C properly. We strongly recommend users to plug the SJ25M3C into a desktop or notebook's USB type-C port with recommend operating system.

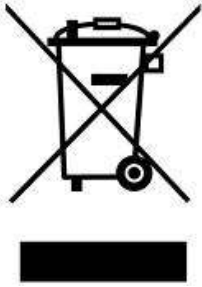
**I have already shut down all the applications on my computer, but an error message still pops up saying "This device is currently in use. Close any programs or windows that might be using the device and then try again."**

If you are having trouble pinpointing the exact application that is preventing you from safely ejecting your StoreJet device, please shut down the computer entirely, and then remove the StoreJet.



## 7. Legal Compliance

### 7-1 Recycling and Environmental Protection



Recycling the Product (WEEE): Your product is designed and manufactured with high quality materials and components, which can be recycled and reused. When you see the crossed-out wheel bin symbol attached to a product, it means that the product is covered by the European Directive 2002/96/EC:

Never dispose of your product with other household waste. Please inform yourself about the local rules on the separate collection of electrical and electronic products. The correct disposal of your old product helps prevent potential negative consequences on the environment and human health.

### 7-2 Federal Communications Commission (FCC) Statement

This device complies with Part 15 FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received including interference that may cause undesired operation.

This Equipment has been tested and found to comply with the limits for a Class 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 equipment 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and 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.

### 7-3 Three-year Limited Warranty

This product is covered by a Three-year Limited Warranty. Should your product fail under normal use within three years from the original purchase date, Transcend will provide warranty service pursuant to the terms of the Transcend Warranty Policy. Proof of the original purchase date is required for warranty service. Transcend will inspect the product and in its sole discretion repair or replace it with a refurbished product or functional equivalent. Under special circumstances, Transcend may refund or credit the current value of the product at the time the warranty claim is made. The decision made by Transcend shall be final and binding upon you. Transcend may refuse to provide inspection, repair or replacement service for products that are out of warranty, and will charge fees if these services are provided for out-of-warranty products.

#### Limitations

Any software or digital content included with this product in disc, downloadable, or preloaded form, is not covered under this Warranty. This Warranty does not apply to any Transcend product failure caused by any accident, abuse, mishandling or improper usage (including use contrary to the product description or instructions, outside the scope of the product's intended use, or for tooling or testing purposes), alteration, abnormal mechanical or environmental condition (including prolonged exposure to humidity), acts of nature, improper installation (including connection to incompatible equipment), or problems with electrical power (including undervoltage, overvoltage, or power

supply instability). In addition, damage or alteration of warranty, quality or authenticity stickers, and/or product serial or electronic numbers, unauthorized repair or modification, or any physical damage to the product or evidence of opening or tampering with the product casing will also void this Warranty. This Warranty shall not apply to the transferees of Transcend products and/or anyone who stands to profit from this Warranty without Transcend's prior written authorization. This Warranty only applies to the product itself, and excludes integrated LCD panels, rechargeable batteries, and all product accessories (such as card adapters, cables, earphones, power adapters, and remote controls).

### **Transcend Warranty Policy**

Please visit [www.transcend-info.com/warranty](http://www.transcend-info.com/warranty) to view the Transcend Warranty Policy. By using the product, you agree that you accept the terms of the Transcend Warranty Policy, which may be amended from time to time.

### **Online Registration**

To expedite warranty service, please access [www.transcend-info.com/register](http://www.transcend-info.com/register) to register your Transcend product within 30 days of the purchase date.

### **7-4 Eurasian Conformity Mark (EAC)**

