

# **Aleratec<sup>®</sup>**

***www.aleratec.com***

*The Prosumers' Choice*

## **USER GUIDE**

### **Aleratec HDD Copy Cruiser IDE/SATA High-Speed™**

**Hard Drive Duplicators and Sanitizers**



**1:5 HDD Copy Cruiser™      Part No. 350130**

**1:11 HDD Copy Cruiser™      Part No. 350131**

**1:16 HDD Copy Cruiser™      Part No. 350132**

**1:24 HDD Copy Cruiser™      Part No. 350133**

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- [www.youtube.com/Aleratec](http://www.youtube.com/Aleratec)

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Please record the following information to help expedite any warranty claim:

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Date Purchased \_\_\_\_\_

Place of Purchase \_\_\_\_\_

**NOTE: Please store and track the included software, registration codes and parts carefully. Requests for replacement software, registration codes, and/or parts may incur a fee.**

## Radio/TV Interference Statement

The equipment described in this guide emits radio frequency energy. If it is not installed in accordance with the manufacturer's instructions, it may cause interference with radio or television reception.

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. If not installed and used in accordance with the instruction manual, this equipment 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 verified 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 the receiver.
- Connect the equipment to an electrical outlet on a circuit that is different from the circuit to which the receiver is connected.
- Consult your dealer or an experienced radio/TV technician for help.

This equipment has been certified to comply with the limits for a Class B computing device, pursuant to FCC Rules. In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and/or modifications made to this equipment, without the approval of manufacturer, could void the user's authority to operate this equipment.

## Safety Regulations

### WARNING

To prevent fire or shock hazard, do not expose the unit to rain or moisture.

To avoid electrical shock, do not open the cabinet. Refer servicing to authorized personnel only.

**Make sure that the manually switchable power supply is set to the proper voltage for your region.**

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# Introduction

Thank you for purchasing a HDD Copy Cruiser IDE/SATA High-Speed duplicator. Please read this User Guide thoroughly before using this product.

## Product Features

The 1:5 HDD Copy Cruiser IDE/SATA High-Speed™, 1:11 HDD Copy Cruiser IDE/SATA High-Speed™, 1:16 HDD Copy Cruiser IDE/SATA High-Speed™ and 1:24 HDD Copy Cruiser IDE/SATA High-Speed™ are Hard Disk Drive Duplicators and Hard Disk Drive Sanitizers.

- Duplicate up to 5 or sanitize up to 6 hard disk drives at once
- Up to 120 MB/s copy rates
- Third-party certified 7-Pass wipe sanitization function; Secure Erase, 1-Pass or 3-Pass with Verify
- LED indicators on each HDD bay that visually confirm successful completion for the hard drive
- Supports 3.5" IDE HDDs and 3.5"/2.5" SATA HDDs
- Supports 2.5" IDE HDDs with optional Aleratec adapters (P/N 350116), not included



2.5" to 3.5" IDE Hard Drive Adapter 2-Pack  
Aleratec Part # 350116



50mm mSATA SSD to SATA Adapter 2-Pack  
Aleratec Part # 350118



Compact Flash (CF) to SATA Adapter 2-Pack  
Aleratec Part # 350119



CFast to SATA Adapter 2-Pack  
Aleratec Part # 350120

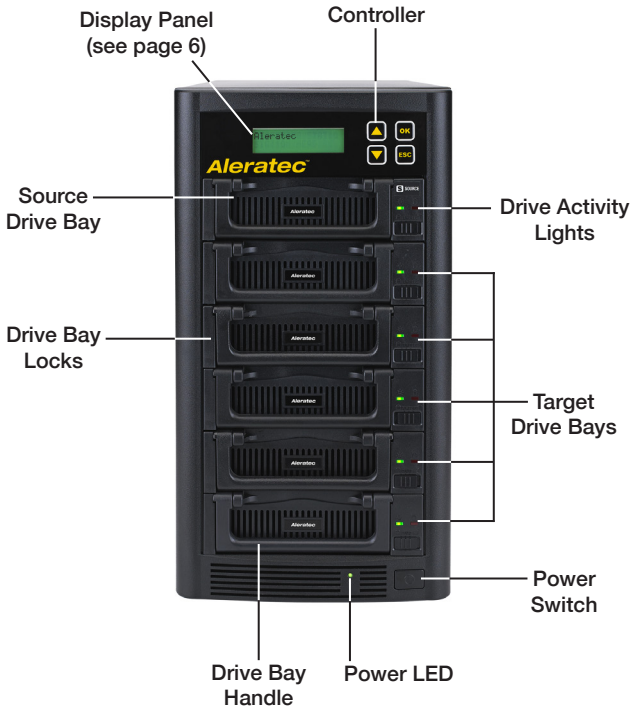


MicroSATA to SATA Adapter Cable Bundle 6-Pack  
Aleratec Part # 350122

# Introduction

## Key Items

### 1:5 HDD Copy Cruiser IDE/SATA High-Speed Part Number: 350130

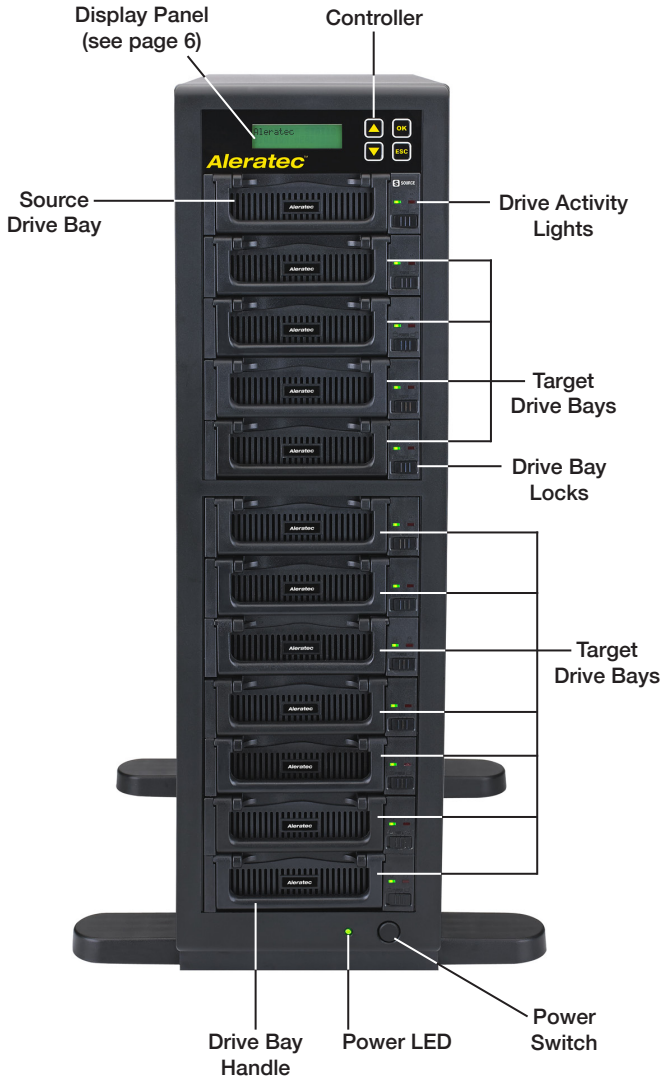




# Introduction

## Key Items

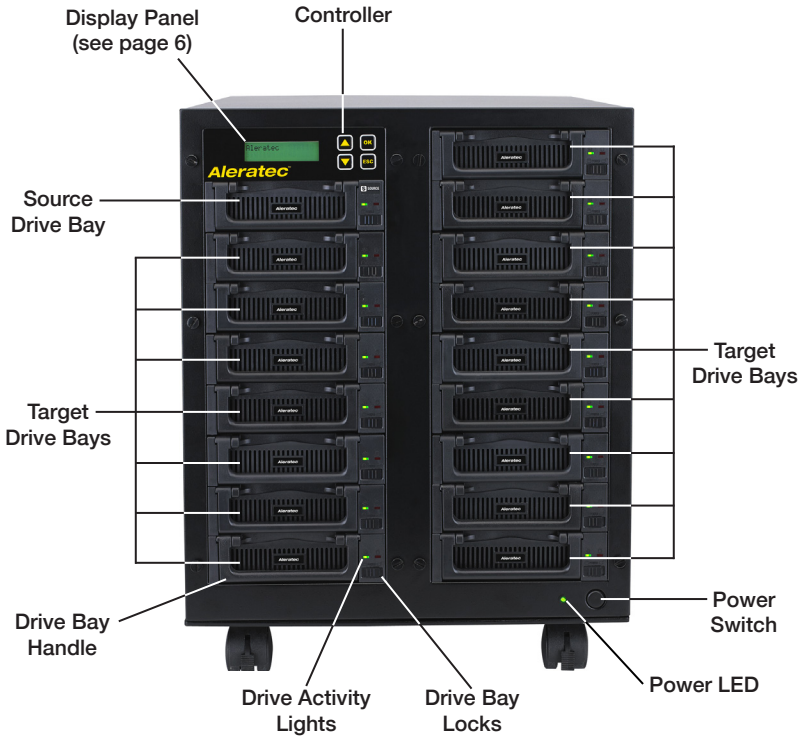
### 1:11 HDD Copy Cruiser IDE/SATA High-Speed Part Number: 350131



# Introduction

## Key Items

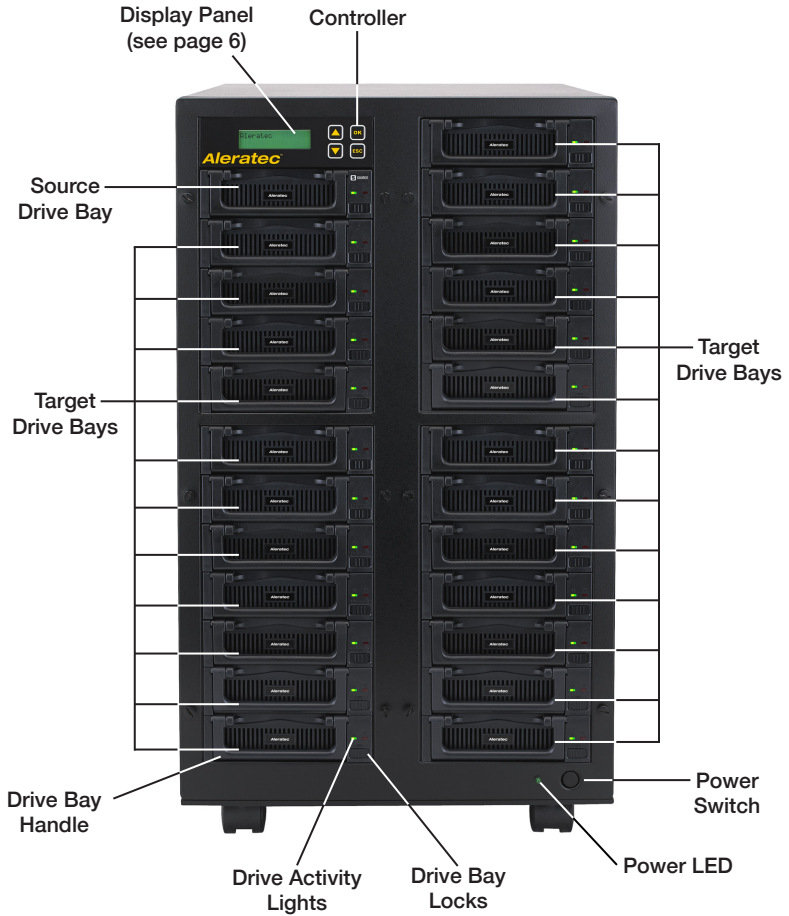
1:16 HDD Copy Cruiser IDE/SATA High-Speed  
Part Number: 350132



# Introduction

## Key Items

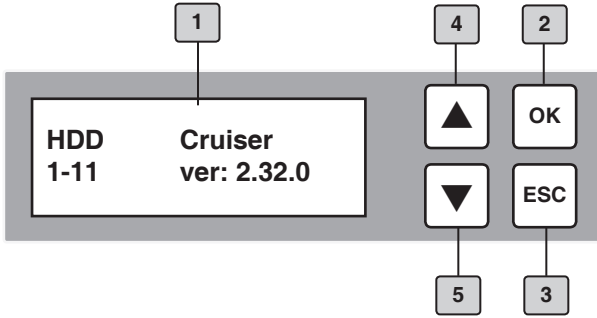
### 1:24 HDD Copy Cruiser IDE/SATA High-Speed Part Number: 350133



## Introduction

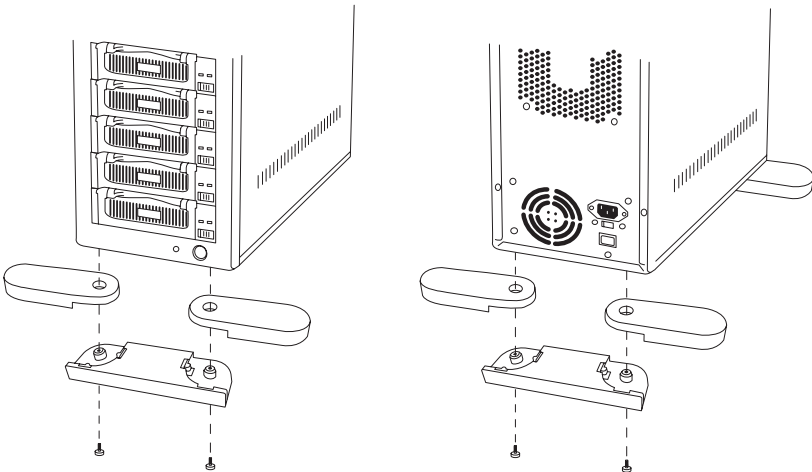
### HDD Copy Cruiser IDE/SATA High-Speed Copy Controller Display Panel and Buttons

(Actual display may vary from illustration)



1. LCD display shows all functions and messages
2. **OK** button is used to execute a selected function, or enter a menu
3. **ESC** button is used to cancel a selected function, or exit a menu
4. **UP** arrow is used to scroll backward through functions or menus
5. **DOWN** arrow is used to scroll forward through functions or menus

### Duplicator Stand Installation Instructions (350131 only)



1. Front Stands

2. Back Stands

## Precautions

Before installing your HDD Copy Cruiser IDE/SATA High-Speed, please read the following.

### Installation

Avoid placing the HDD Copy Cruiser IDE/SATA High-Speed in a location subject to:

- High humidity
- High temperature
- Excessive dust
- Mechanical vibration
- Direct sunlight
- Electromagnetic radiation

### Power

This product has two auto switching PSUs.

### Choose a Good Location

1. Allow adequate clearance for moving parts.
2. Do not place near heat sources such as radiators or air ducts, or in a place subject to direct sunlight, excessive dust, mechanical vibration or shock.
3. Disconnect the AC power cord from the outlet if the product is not used for an extended period of time.
4. Proper care will help assure maximum product life. Improper operating environment and misuse may void the warranty.

### Operation

Do not move the HDD Copy Cruiser IDE/SATA High-Speed during operation. This may cause a malfunction or other undesirable results.

Avoid exposing the unit to sudden changes in temperature as condensation may form inside the HDD Copy Cruiser IDE/SATA High-Speed. Should the surrounding temperature suddenly rise while the HDD Copy Cruiser IDE/SATA High-Speed is on, wait at least one hour before turning off the power. Operating the duplicator immediately after a sudden increase in temperature may result in a malfunction.

### Transportation

Keep the original packing materials for future moving or shipping of the HDD Copy Cruiser IDE/SATA High-Speed. Replacement packaging may incur charge.

## Overview

### Power Up Sequence

During the normal power-up sequence of the HDD Copy Cruiser IDE/SATA High-Speed, the following information will be displayed.

- Figure 1 shows the searching of the station head.



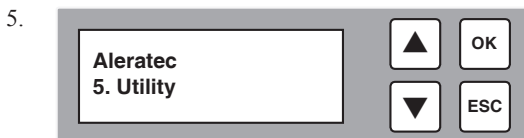
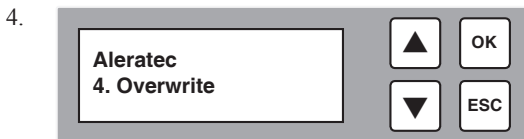
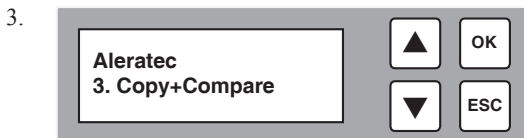
- Figure 2 shows the first function.



## Overview

### Main Menu

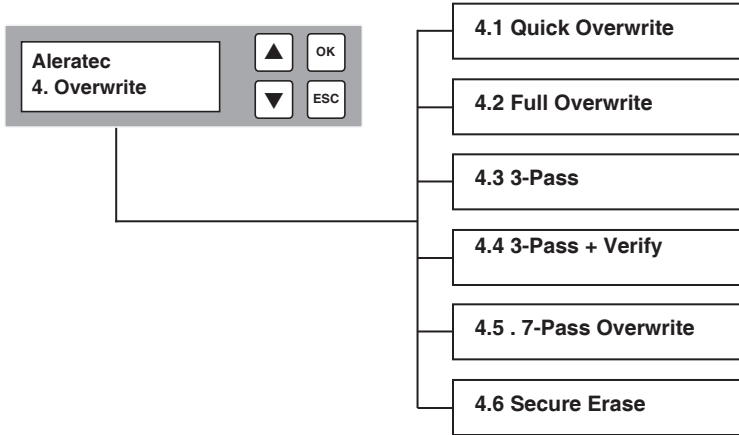
There are eleven main menu items that can be seen in the HDD Copy Cruiser IDE/SATA High-Speed Controller Display Panel. These are:



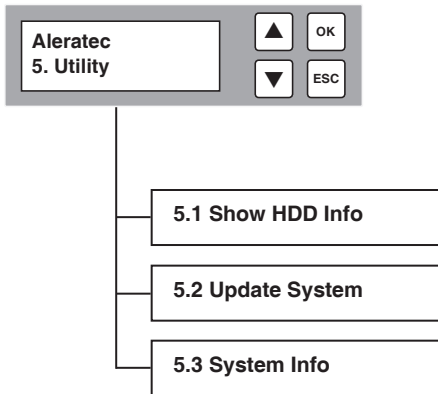
# Overview

## Subfunctions

The “Overwrite” menu has six subfunctions. These are:



The “Utility” menu has three subfunctions. These are:

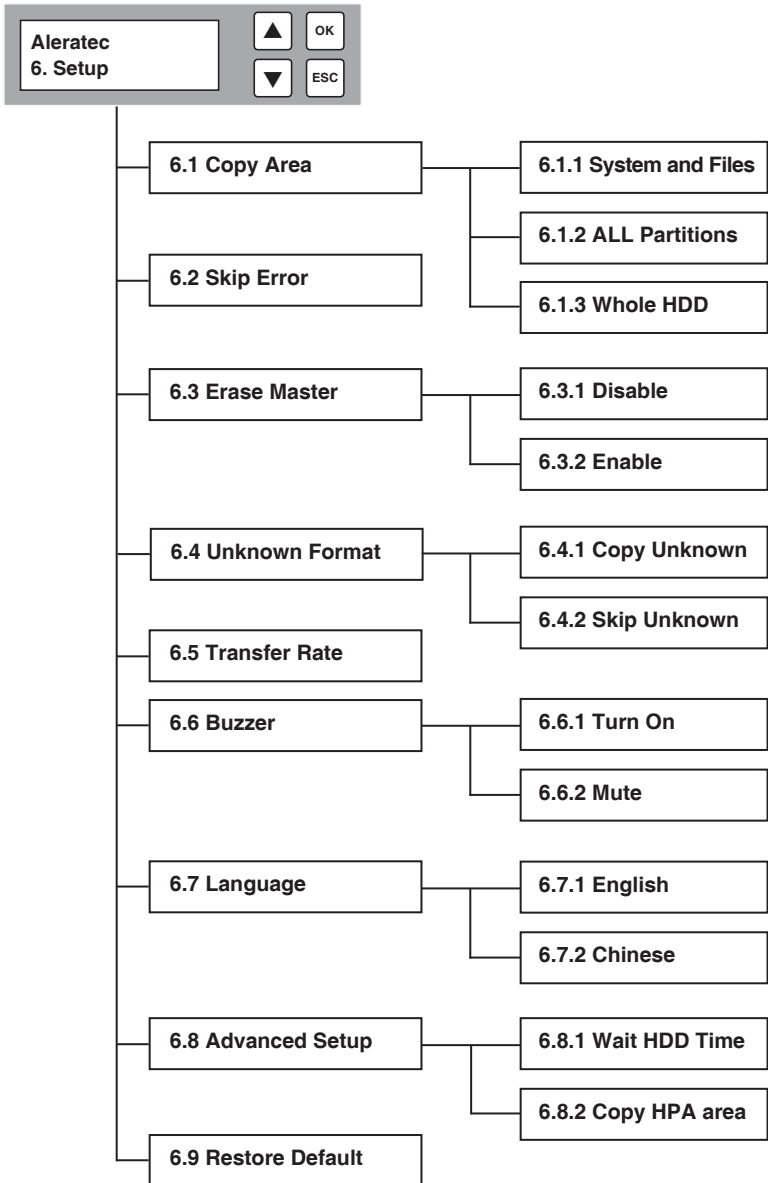




# Overview

## Subfunctions

The “Setup” menu has nine subfunctions. These are:

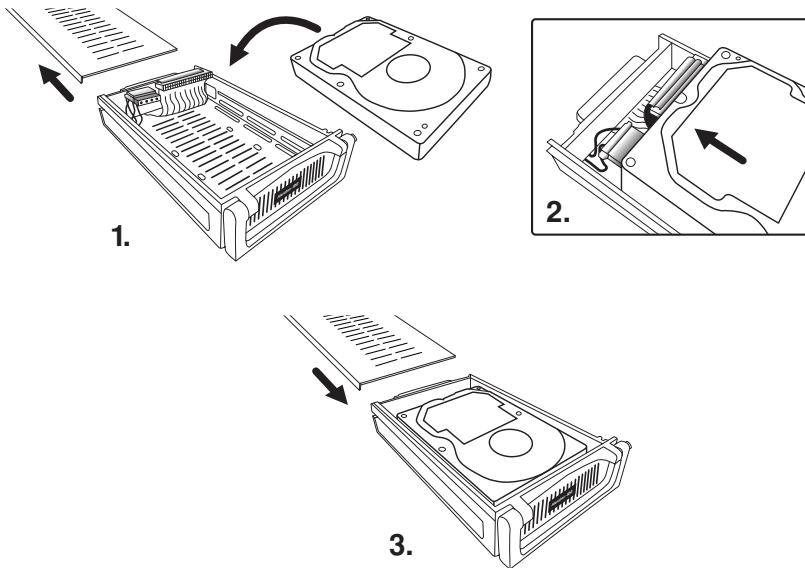


## Using the HDD Copy Cruiser IDE/SATA High-Speed

### Loading and Unloading Hard Drives

#### A. Loading IDE Hard Drives

1. Remove the top cover of an included IDE HDD Tray by sliding it toward the rear of the tray.
2. Connect the tray's Molex power connector to your IDE hard drive's power port.
3. Connect the tray's IDE (PATA) data connector to your IDE hard drive's data (PATA) port.
4. Carefully fold the PATA ribbon cable underneath the hard drive and place the hard drive into the tray.
5. Press down gently until the hard drive is fully within the tray.
6. Slide the top cover back onto the tray until it snaps into place.
7. Unlock the HDD Bay.
8. Insert the tray into the HDD Bay and push in firmly until the tray is flush.
9. Lock the HDD Bay.

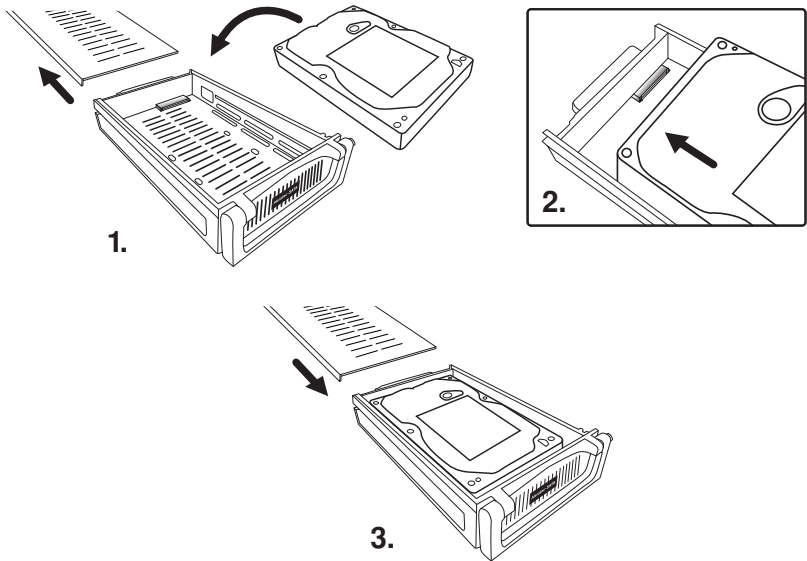


# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Loading and Unloading Hard Drives

### B. Loading SATA Hard Drives

1. Remove the top cover of an included SATA HDD Tray by sliding it toward the rear of the tray.
2. Carefully place the hard drive into the tray with the top of the drive facing up and the drive's SATA port facing the back of the tray.
3. Align the hard drive's SATA port with the tray's SATA connector.
4. Gently slide the hard drive toward the rear of the tray until the SATA connector is fully docked.
5. Slide the top cover back onto the tray until it snaps into place.
6. Unlock the HDD Bay.
7. Insert the tray into the HDD Bay and push in firmly until the tray is flush.
8. Lock the HDD Bay.



### C. Unloading Hard Drive Trays from the Unit

1. Unlock the HDD Bay.
2. Pull the HDD Tray handle up and gently pull the tray out.

# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Copy

The “Copy” function performs a copy from a source HDD to one or more target HDDs. The target HDDs must be at least as large as the source. The HDD Copy Cruiser IDE/SATA High-Speed will copy every block of capacity on the source HDD.

1. Load the source HDD and the target HDDs into the HDD Copy Cruiser IDE/SATA High-Speed. The system will auto-detect the hard drives. After the drives have been detected, a screen similar to the one below will be displayed.



**Note:** Before copying be sure that the capacity of the target HDD is equal to or larger than the source hard drive.

2. Press **OK** to start copying. The system will auto-detect the hard drives. The following information will be displayed.

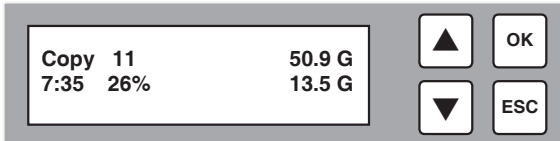


## Using the HDD Copy Cruiser IDE/SATA High-Speed

### Main Menu

#### Copy - *Continued*

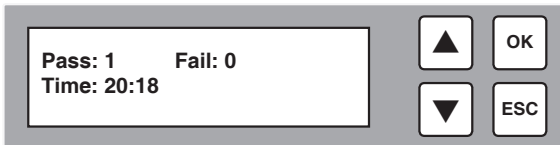
3. During the copy process the HDD Copy Cruiser IDE/SATA High-Speed will display progress information.



The amount of data remaining to be transferred (shown in gigabytes), and time will be displayed as the percentage of completion increases.

**Note:** The copying speed, capacity and duration may vary from one hard drive to another.

4. Once duplication is complete, a job status screen will be displayed.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

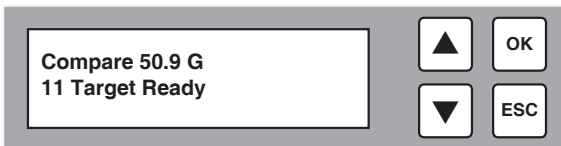
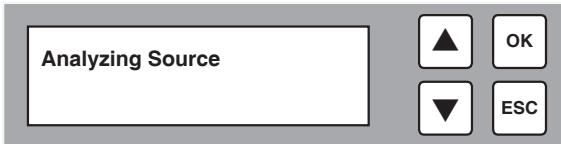
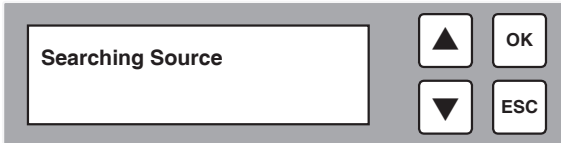
### Compare

The “Compare” function performs a comparison of data from the source hard drive to the data on the target hard drives.

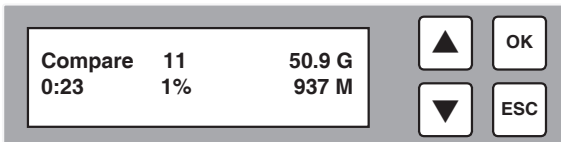
1. With the source and target HDDs loaded use the arrow buttons (▼or▲) to select “Compare”. The following screen will be displayed.



2. Press **OK** to begin the comparison. The system will auto-detect the hard drives.



During the compare process, the HDD Copy Cruiser IDE/SATA High-Speed will display progress information. Press **OK** to continue.

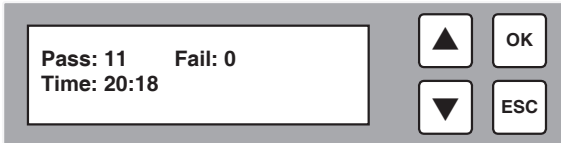


## Using the HDD Copy Cruiser IDE/SATA High-Speed

### Main Menu

#### Compare - *Continued*

3. When the comparison is completed, a job status screen will be displayed.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Copy+Compare

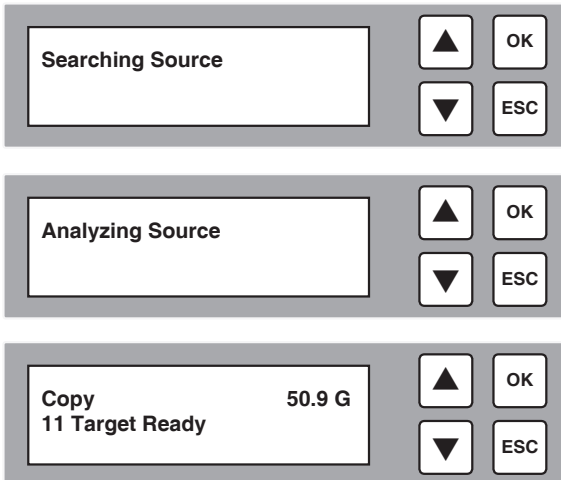
The “Copy+Compare” function performs a copy and compare from a source HDD to one or more target HDDs. The target HDDs must be at least as large as the source. The HDD Copy Cruiser IDE/SATA High-Speed will copy every block of capacity on the source HDD.

1. Load the source HDD and the target HDDs into the Copy Cruiser High-Speed. The system will auto-detect the hard drives. After the drives have been detected, a screen similar to the one below will be displayed.



**Note:** Before copying be sure that the capacity of the target HDD is equal to or larger than the source hard drive.

2. Press **OK** to start copying. The system will auto-detect the hard drives. The following information will be displayed.



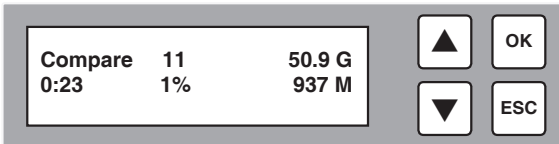
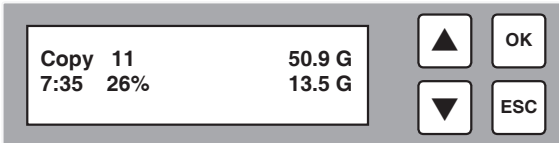


## Using the HDD Copy Cruiser IDE/SATA High-Speed

### Main Menu

#### Copy+Compare - *Continued*

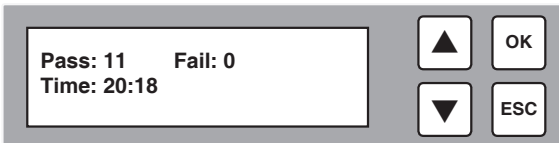
3. During the copy process the HDD Copy Cruiser IDE/SATA High-Speed will display progress information.



The amount of data remaining to be transferred (shown in gigabytes), and time will be displayed as the percentage of completion increases.

**Note:** The copying speed, capacity and duration may vary from one source hard drive to another.

4. Once duplication is complete, a job status screen will be displayed.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Overwrite

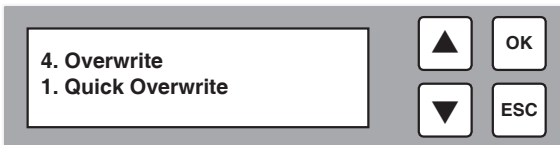
The “Overwrite” function will sanitize (wipe clean of all data) the hard disk drives connected to the HDD Copy Cruiser IDE/SATA High-Speed.

1. Load up to 25 HDDs into the HDD Copy Cruiser IDE/SATA High-Speed. The system will auto-detect the hard drives. Using the arrow buttons (▼ or ▲) select “Overwrite”. The following screen will be displayed.



**Note:** Overwriting the entire capacity of all connected hard drives can take an extended period of time.

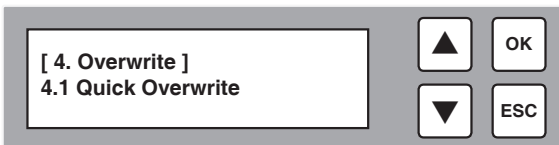
2. Press **OK** to select. The following information will be displayed.



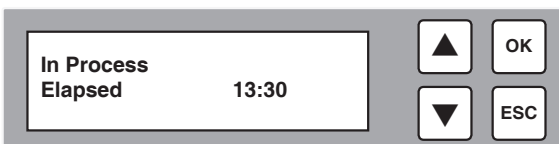
3. Use the arrow buttons to scroll between the types of overwrite: Quick Overwrite, Full Overwrite, 3 Pass, 3 Pass with Verify, 7-Pass Overwrite, or Security Erase.

#### A. Quick Overwrite

- A1. To perform a Quick Overwrite, select “Quick Overwrite” and press **OK**.



- A2. The estimated time elapsed for the Quick Overwrite process will be displayed.



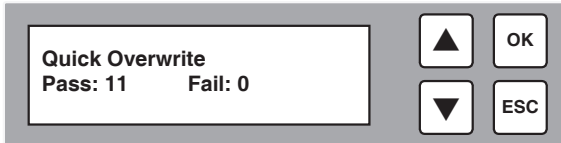
## Using the HDD Copy Cruiser IDE/SATA High-Speed

### Main Menu

#### Overwrite

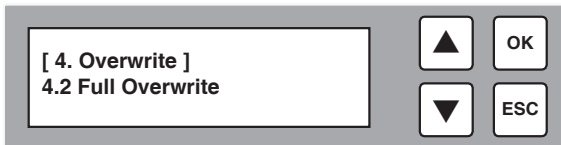
##### A. Quick Overwrite - *Continued*

A3. When the process is finished, the following screen will be shown.

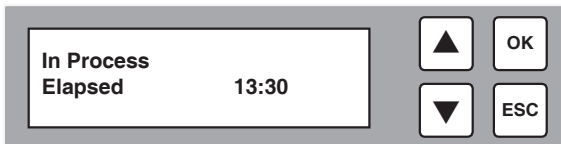


##### B. Full Overwrite

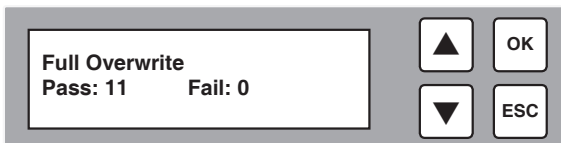
B1. To perform a Full Overwrite, scroll to "Full Overwrite" and press **OK**. The following screen will be displayed.



B2. The estimated time elapsed for the Full Overwrite process will be displayed.



B3. When the process is finished, the following screen will be shown.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

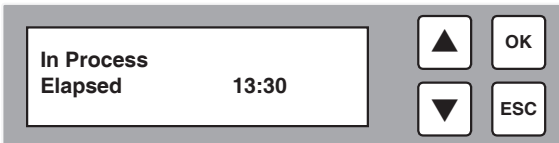
### Overwrite

#### C. 3-Pass

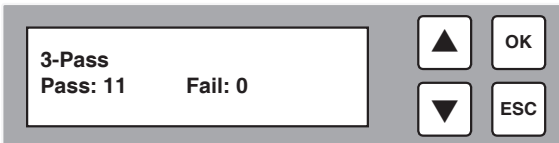
- C1. To perform a 3-Pass Overwrite, scroll to “3-Pass” and press **OK**. The following screen will be displayed.



- C2. The estimated time elapsed for the 3-Pass process will be displayed.



- C3. When the process is finished, the following screen will be shown.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Overwrite

#### D. 3-Pass + Verify

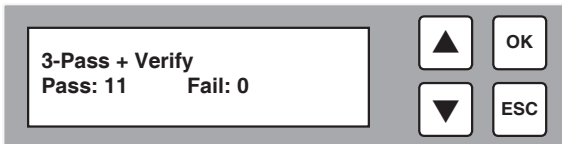
D1. To perform a 3-Pass + Verify Overwrite, scroll to “3-Pass + Verify” and press **OK**. The following screen will be displayed.



D2. The estimated time elapsed for the 3-Pass + Verify process will be displayed.



D3. When the process is finished, the following screen will be shown.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

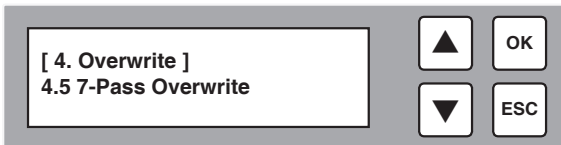
### Overwrite

#### E. 7-Pass Overwrite

This method will write over the entire capacity of the hard drives connected to the HDD Copy Cruiser IDE/SATA High-Speed seven different times.

DoD 5220.22M is the Department of Defense document that discusses both Three and Seven Pass Overwrite data wiping.

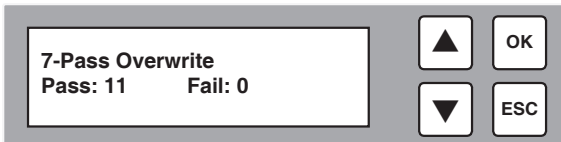
- E1. To perform a Seven Pass Overwrite, scroll to “7-Pass Overwrite” and press **OK**. The following screen will be displayed.



- E2. The estimated time elapsed for the 7-Pass process will be displayed.



- E3. When the process is finished, the following screen will be shown.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Overwrite

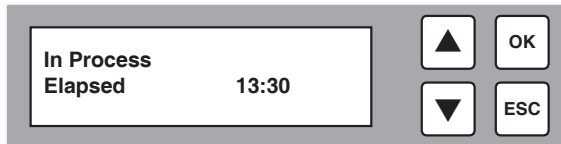
#### F. Secure Erase

The “Secure Erase” function will sanitize (wipe clean of all data) the hard disk drives connected to the HDD Copy Cruiser IDE/SATA High-Speed using algorithms programmed by the hard drive manufacturer. Since this function is native to the hard drive, it is very fast and reliable. Almost all modern SATA hard drives support this feature. In the rare case that Secure Erase is not supported, please use the “Overwrite” function to sanitize your hard drives.

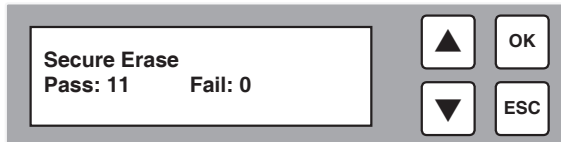
- F1. To perform a Secure Erase, scroll to “Secure Erase” and press **OK**. The following screen will be displayed.



- F2. The estimated time elapsed for the Secure Erase process will be displayed.



- F3. When the process is finished, the following screen will be shown.



**Note:** Not all hard disk drives support Secure Erase, although most modern SATA HDDs do. If any of your drives do not support Secure Erase, you will see a “Dev. Not Support” error message.

# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Utility - Show HDD Info

This function will display information about the hard drives inserted into the unit. You may use the arrow buttons to select hard drives loaded into different bays.

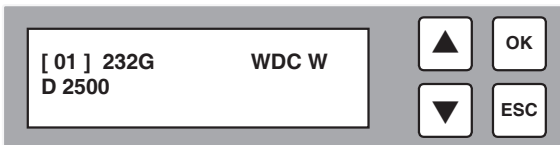
1. With the source and target HDDs loaded use the arrow buttons (▼ or ▲) to select “Utility”. The following screen will be displayed.



2. Press **OK** to select. The following information will be displayed.



3. To display the information about the hard drives in the duplicator, select “Show HDD Info” and press **OK**. The following information will be displayed. Use the arrow buttons to scroll up and down to view other hard drives.





# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

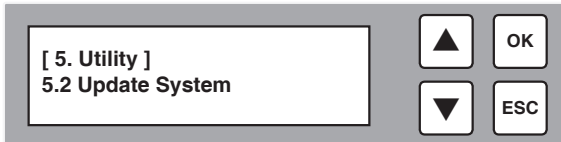
### Utility - Update System

Before attempting to use this feature, please contact Aleratec Support.

1. Use the arrow buttons (▼ or ▲) to select “Utility”. The following screen will be displayed.



2. Press **OK** to select. The following information will be displayed.

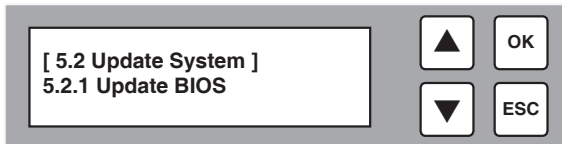


Use the arrow buttons to scroll between the types of utilities: Update BIOS and Create Update HDD.

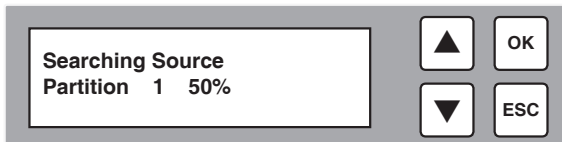
#### A. Update BIOS

Before attempting to use this feature, please contact Aleratec Support.

- A1. To perform a BIOS update, select “Update BIOS” and press **OK**.



- A2. The following information will be displayed.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

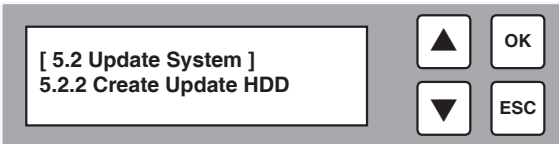
## Main Menu

### Utility - Update System

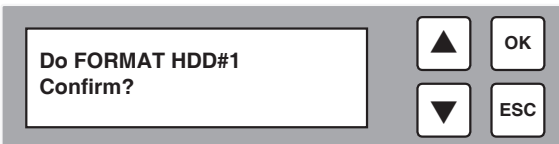
#### B. Create Update HDD

For technical support use only.

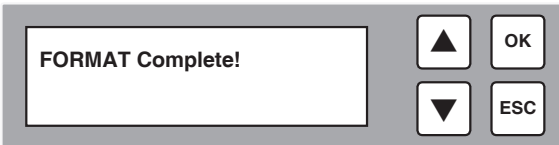
B1. To create an Update HDD, select “Create Update HDD” and press **OK**.



B2. The following information will be displayed. Press **OK** to confirm.



B3. The formatting is now complete.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Utility - System Info

This function will help you give more technical information sometimes required by technical support.

1. Use the arrow buttons (▼ or ▲) to select “Utility”. The following screen will be displayed.



2. Press **OK** to select. The following information will be displayed.



3. Use the arrow buttons (▼ or ▲) to select “System Info” and press **OK**.



4. The following information will be displayed.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Setup

The “Setup” menu contains configuration options for the HDD Copy Cruiser IDE/SATA High-Speed. It is suggested to use the factory defaults for optimum performance.

1. Use the arrow buttons (▼ or ▲) to select “Setup”. Press **OK** to select. The following screen will be displayed.



2. Use the arrow buttons to scroll between the types of Setup functions: Copy Area, Skip Error, Erase Master, Unknown Format, Transfer Rate, Buzzer, Language, Advanced Setup, and Restore Default.

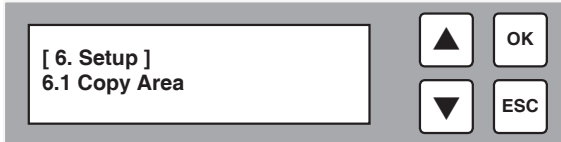
# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

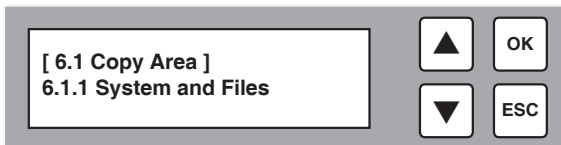
### Setup - Copy Area

This function specifies which data is to be copied from the Source hard drive.

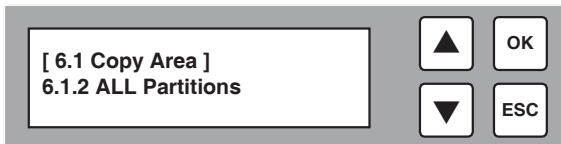
1. In the Setup menu, use the arrow buttons (▼or▲) to select “Copy Area”. The following screen will be displayed.



2. Press **OK** to select. Use the arrow buttons to scroll between the types of functions within the Copy Area menu: System and Files, ALL Partitions, and Whole HDD.
3. **System and Files:** This function will copy only System and Data files located on the first partition of the source HDD.



4. **ALL Partitions:** This function will copy only System and Data files located on any partition of source HDD.



5. **Whole HDD:** This function will copy the complete HDD including free space. If you need to also copy HPA, please refer to Advanced Setup on page 38.



## Using the HDD Copy Cruiser IDE/SATA High-Speed

### Main Menu

#### Setup - Skip Error

This function will set the duplicator to be able to overwrite the source drive when performing any overwrite function.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Skip Error”. The following screen will be displayed. Press **OK** to select.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

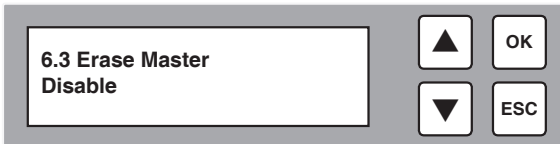
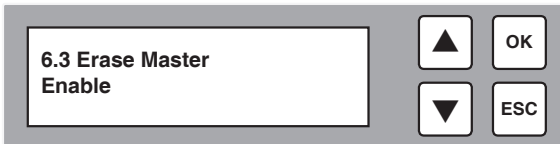
### Setup - Erase Master

This function controls whether the hard disk drive inserted into the Source bay may be altered by an overwrite or Secure Erase.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Erase Master”. The following screen will be displayed.



2. Press **OK** to select. Use the arrow buttons to scroll between Enable or Disable options.



3. Press **OK** to Enable or Disable the erasing of the master disc.

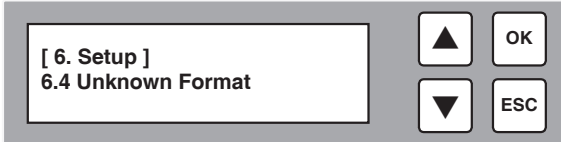
# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

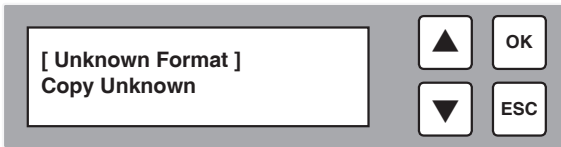
### Setup - Unknown Format

This function will allow you to copy non standard formatted HDD.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Unknown Format”. The following screen will be displayed.



2. Press **OK** to select. Use the arrow buttons to scroll between the Copy Unknown or Skip Unknown options.



3. Press **OK** to Copy Unknown or Skip Unknown when formatting hard drives.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Setup - Buzzer

This function controls whether the systems built-in buzzer enabled (turned on) or disabled (muted).

1. In the Setup menu, use the arrow buttons (▼or▲) to select “Buzzer”. The following screen will be displayed.



2. Press **OK** to select. Use the arrow buttons to scroll between the Turn On and Mute options.



3. Press **OK** to turn on or mute the buzzer sound.

# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

### Setup - Language

This option allows you to select the language that is used for the display.

1. Use the arrow buttons (▼ or ▲) select “Language”. The following screen will be displayed.



2. Press **OK** to display the current language selection (the default language is English).



3. Use the arrow buttons (▼▲) to toggle through the available options. Once you change a configuration option, remember to press **OK** to save it.

## Using the HDD Copy Cruiser IDE/SATA High-Speed

### Main Menu

#### Setup - Advanced Setup

The “Advanced Setup” menu contains additional configuration options for the HDD Copy Cruiser IDE/SATA High-Speed.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

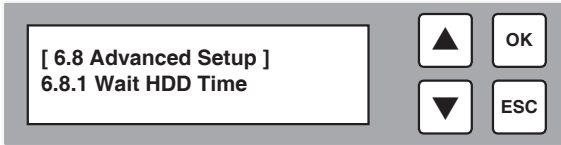
## Main Menu

### Setup - Advanced Setup

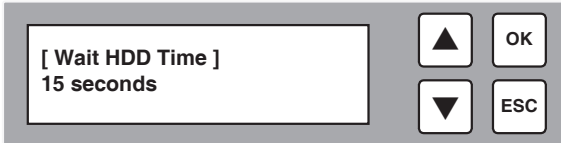
#### A. Wait HDD Time

This function uses the specified wait time before automatically starting the function that was selected.

- A1. To edit the Wait HDD Time function, select “Wait HDD Time” and press **OK**.



- A2. The following information will be displayed.



# Using the HDD Copy Cruiser IDE/SATA High-Speed

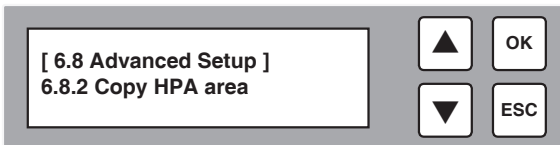
## Main Menu

### Setup - Advanced Setup

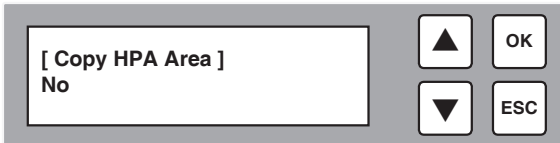
#### B. Copy HPA area

The HPA is a hidden data region defined in ATA/ATAPI-4. This area is not usually accessible to the operating system or software applications. The HDD Copy Cruiser IDE/SATA High-Speed supports the copying of data from this hidden area.

- B1. To edit the Copy HPA area function, select “Copy HPA area” and press **OK**.



- B2. The following options will be displayed.



- B3. Press **OK** to select your preferred option. After changing a setting, remember to press **OK** to save it.

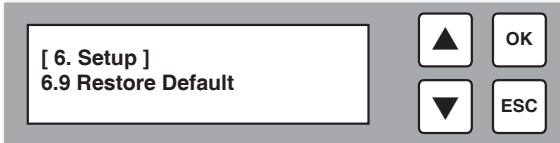
# Using the HDD Copy Cruiser IDE/SATA High-Speed

## Main Menu

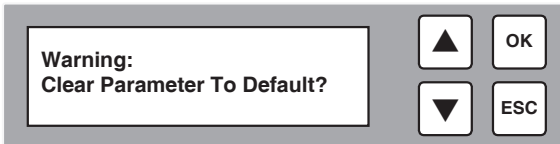
### Setup - Restore Default

The Restore Default function will reset all settings to their original values.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Restore Default”. The following screen will be displayed.



2. Press **OK** to select. The following screen will be displayed.



3. Press **OK** to clear the parameter to default settings.

## Specifications

### 1:5 HDD Copy Cruiser IDE/SATA High-Speed

**Part Number: 350130**

Operating Temperature:	41°F to 122°F / 5°C to 50°C
Humidity:	15% - 80% RH
Power Requirements	100V-240V AC, 50/60Hz
Dimensions (depth x width x height)	430 mm x 190 mm x 355 mm (16.9" x 7.5" x 14")
Weight	8.6 kg / 19 lb

### 1:11 HDD Copy Cruiser IDE/SATA High-Speed

**Part Number: 350131**

Operating Temperature:	41°F to 122°F / 5°C to 50°C
Humidity:	15% - 80% RH
Power Requirements	100V-240V AC, 50/60Hz
Dimensions (depth x width x height)	416 mm x 191 mm x 648 mm (16.375" x 7.5" x 25.2")
Weight	14.7 kg / 32.5 lb

### 1:16 HDD Copy Cruiser IDE/SATA High-Speed

**Part Number: 350132**

Operating Temperature:	41°F to 122°F / 5°C to 50°C
Humidity:	15% - 80% RH
Power Requirements	100V-240V AC, 50/60Hz
Dimensions (depth x width x height)	431.8 mm x 381 mm x 495.3 mm (17" x 15" x 19.5")
Weight	30.8 kg / 68 lb

### 1:24 HDD Copy Cruiser IDE/SATA High-Speed

**Part Number: 350133**

Operating Temperature:	41°F to 122°F / 5°C to 50°C
Humidity:	15% - 80% RH
Power Requirements	100V-240V AC, 50/60Hz
Dimensions (depth x width x height)	431.8 mm x 381 mm x 495.3 mm (17" x 15" x 19.5")
Weight	30.8 kg / 68 lb

## Troubleshooting

If your HDD Copy Cruiser IDE/SATA High-Speed is not performing as expected, refer to the symptoms below, and follow the suggested corrective action.

Symptoms	Corrective Actions
LCD Display	If the LCD display does not display any message and the backlight is not lit after powering on the HDD Copy Cruiser IDE/SATA High-Speed, check that the power cable is properly connected and that the ON/OFF switch is turned on.
Error Messages	While the system is performing an operation and the operation is manually terminated, an error message will be shown in the LCD display. This may lead to a failed operation and could cause the HDD Copy Cruiser IDE/SATA High-Speed to stop responding. If this happens, power the unit off, wait about ten (10) seconds, and then reapply power.
Hard Disk	If the HDD Copy Cruiser IDE/SATA High-Speed does not detect one of the hard disk drives, verify that the drive is properly seated in the drive bay.
Keypad Buttons	If pressing the keys on the front panel produces no response from the system, the HDD Copy Cruiser IDE/SATA High-Speed may still be busy with the previous operation. If the system is idle, power the unit off, wait about ten (10) seconds, and then reapply power.
Firmware Update	The device can be updated to new versions of firmware via a hard disk drive. If unable to update the firmware, check that the firmware was downloaded correctly. A failed firmware upgrade may cause the HDD Copy Cruiser IDE/SATA High-Speed to become inoperable. If the system is working normally, do not attempt this operation. If the system is already experiencing problems, please contact Aleratec for repairs.
Startup/Shutdown	Do not power off the system while it is performing an operation. After a normal shutdown, wait about ten (10) seconds before reapplying power.



## Technical Support

After reading this User Guide, if you need additional assistance with this product, please contact Aleratec Technical Support. Our technical staff will be happy to assist you, but they may need your help to better assist you.

Contacting support without all the necessary information can be both time consuming and frustrating. Therefore, please try to have the following information ready before calling:

1. Part Number - the part number is located on the bottom of the HDD Copy Cruiser IDE/SATA High-Speed.
2. Serial Number - the serial number is located on the back of the HDD Copy Cruiser IDE/SATA High-Speed.
3. Troubles/symptoms - please provide enough information about the issue so our technical staff can accurately diagnose it.

## Technical Support Addresses and Phone Numbers

► By e-mail: [support@aleratec.com](mailto:support@aleratec.com)

► By Telephone: **1-818-678-0484** – Skype: [support.aleratec.com](https://www.skype.com/partners/aleratec)

Technical Support Group can be reached 8:00 AM to 5:00 PM, Pacific Time, Monday through Friday, excluding U.S. holidays.

Please try to call from a phone near your Aleratec product.

► Access is available 24 hours a day, 365 days a year, via:

The World Wide Web at: [www.aleratec.com](http://www.aleratec.com)

FAX at: **1-818-678-0483**

## Service and Support

### **Aleratec, Inc., Limited Warranty**

This Limited Warranty covers defects encountered in the course of normal use of this product and does not apply to damage from improper use, abuse, accidents, unauthorized service, or inadequate packaging when shipping the product to Aleratec, Inc.

Aleratec, Inc. provides the following limited warranty for this product only if the product was originally purchased for use, not re-sale, from Aleratec, Inc., an Aleratec, Inc. authorized dealer or distributor, or any other Aleratec, Inc. approved reseller for this product. This product is warranted to be free from defects in workmanship and material for a period of one year from the date of your original purchase.

If the product fails during normal and proper use within the warranty period, Aleratec, Inc. will, at its option, repair or replace the product at no cost (except shipping and insurance). This limited warranty does not include service to repair damage from improper installation, accident, disaster, misuse, abuse, or modifications to the subsystem, or by any other causes unrelated to defective materials or workmanship.

## Service and Support

### **Please Note:**

This Warranty is valid only within the United States and Puerto Rico, and applies only to products that are new and unopened on the date of purchase. For areas outside the United States and Puerto Rico, contact the authorized dealer from whom you purchased this product to determine what dealer warranty, if any, applies.

THIS LIMITED WARRANTY CONSTITUTES YOUR SOLE AND EXCLUSIVE REMEDY, AND THE SOLE AND EXCLUSIVE LIABILITY OF ALERATEC, INC., AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF ITEMS FOR A PARTICULAR PURPOSE.

Your sole remedy shall be repair or replacement, with new or refurbished components, as provided in this Limited Warranty. Aleratec, Inc. shall not be liable for any direct, indirect, special, incidental or consequential damages, including, but not limited to, any loss of data or loss of profits or business, regardless of the form of action or theory of liability resulting from any defect in, or use of, this product (even if Aleratec, Inc. has been advised of the possibility of such damages).

In any event, the liability of Aleratec, Inc. under this Limited Warranty, for damages to you or any third party, regardless of the form of action or theory of liability, shall not exceed the purchase price you paid for this product.

Some states do not allow limitations of the disclaimer of implied warranties, the period an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the exclusions and limitations stipulated in this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.

## Service and Support

### To Obtain Warranty Service:

You must ship your product to the authorized dealer where your product was purchased within the one year warranty period and no later than thirty days after discovery of claimed defect, whichever occurs first. In either case, you must provide proof of original purchase before any warranty service can be performed. Products and parts provided as a result of warranty service may be other than new but will be in good working order and become your property at the time of exchange. At the same time, the exchanged products or parts become the property of Aleratec, Inc.

When shipping the product for service, you agree to insure the product, to prepay shipping charges, and to use the original shipping container or equivalent. Any service outside the scope of this limited warranty shall be at Aleratec, Inc.'s or its Authorized Service Provider's rates and terms then in effect.

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

# Technical Support FAX Back Form

## Aleratec, Inc. Technical Support Fax Back Form

Please record the following information to help expedite any warranty claim:

Model No.: \_\_\_\_\_ Serial No.: \_\_\_\_\_

Date Purchased: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Firmware Version: \_\_\_\_\_ SATA HDD Brand and Model: \_\_\_\_\_

**To: Technical Support Group FAX: 1-818-678-0483**

FROM: \_\_\_\_\_ FAX: \_\_\_\_\_

E-MAIL \_\_\_\_\_

RE: \_\_\_\_\_ TEL: \_\_\_\_\_

DATE: \_\_\_\_\_ # OF PAGES: \_\_\_\_\_

I am experiencing the following issues with my HDD Copy Cruiser IDE/SATA High-Speed:

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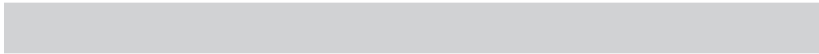
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By answering these questions, your problem will be solved more rapidly. Make copies as necessary. You can reach us electronically at: [www.aleratec.com](http://www.aleratec.com) on the internet.



**Document Number: 350130-350133\_UG\_ENG\_Rev. A**  
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