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Contacting Glyph

Please use the following contact information to contact Glyph and its distributors.
Glyph USA offers phone support Monday through Friday, 8:00 am to 5:00 PM Eastern Time.

Note: DO NOT ship any return goods to the mailing addresses below unless you have a valid RMA number. All goods will be refused delivery unless a valid RMA number is displayed on the outside of the package.

United States of America

Glyph Technologies
3736 Kellogg Rd.
Cortland, NY 13045
USA
Phone: +1 607-275-0345
Fax: +1 607-275-9464
www.glyphtech.com

Sales Contact
sales@glyphtech.com

Technical Support:
tech@glyphtech.com

Unpacking Your Studio mini

Your Glyph Studio mini and accessories are packaged in a sturdy shipping container. Please inspect the container for evidence of shipping damage and mishandling. If the container is damaged, file a report with the carrier or dealer immediately. Do not attempt to unpack and operate your Studio mini until the carrier or dealer confirms the damage. If the container is in good condition, proceed with unpacking the Studio mini. Verify that all of the items described in the next section are present and in good condition. If any of the items you expect to find in your container is missing or damaged, contact the dealer before proceeding any further. In any case, do keep the shipping container and all packing materials in a safe place.

The Studio mini package includes:

Studio mini Hard Drive
FireWire 800 (9-pin to 9-pin) cable
USB 3.0-micro cable

Features

7,200 RPM and SSD models available
Bus-powered with FireWire 800 and USB
Small, portable, aluminum case runs quietly with fanless design
Rear power switch
Applications: Field recording, moving audio, video, graphics, and prepress files
3 Year Warranty
2 Year Free Basic Data Recovery*
1 Year Advance Replacement in USA (Continental 48 states)

**While Glyph is not obligated to recover lost data, we always give it our best effort. Nonetheless, we can't guarantee we'll always be successful.*

Specifications

Part Number	7,200 RPM: SMX(x = drive capacity) Solid State Drive: SMSSDx (x = drive capacity)
Interface	(2) FireWire 800 (IEEE 1394b) 9-pin ports (1) USB 3.0 SuperSpeed port (1) eSATA 6Gbit/s port
OS Compatibility	Mac OS 8.6, 9.X, 10.X Microsoft Windows 98SE, 2000, XP, Vista, 7, 8 Modern Unix-based, Linux, or BSD
Warranty	3 Years 2 Years Free Basic Data Recovery* 1 Year Overnight Advance Replace in USA (Continental 48 states)

Content Creation Applications

Qualified with Final Cut Pro, Avid Media Composer, Adobe Premiere, and all major audio production packages that support FireWire storage, including Digidesign Pro Tools, Steinberg Nuendo and Cubase, Apple Logic, MOTU Digital Performer, Cakewalk Sonar, Sony Vegas.

About the Studio mini

The Studio mini is a bus-powered hard drive. With its tiny enclosure, it's small enough to fit into a pocket, and powerful enough to support high track-count audio sessions. With USB 3.0, FireWire 800, and eSATA interfaces, Studio mini is compatible with Mac, Windows and Linux systems. Designed with a fanless, light aluminum enclosure, it allows you to work on the road easily and reliably. If bus power is not available or is insufficient, an official Glyph power adapter is available for purchase as an accessory.

Capacities and Speeds

Studio mini drives are available in 7,200 RPM and SSD models. All models of the Studio mini perform well in an audio environment, however the SSD models have the highest performance.

Ports

If you choose to connect your drive using USB 3.0, use the supplied USB cable. In the vast majority of configurations this USB cable will provide both the fastest data connection available and simultaneously power Studio mini. This is the preferred and optimal connection for operating your Studio mini.

On the rear of the Studio mini there are two FireWire 800 ports, one eSATA port, and a USB 3.0 port. Officially, FireWire 800 ports are IEEE 1394b ports that run at up to 800Mbps/sec. One of these ports should be connected to your computer, and the other should be connected to other downstream FireWire devices. It doesn't matter which port you connect to the computer, they are functionally identical. If your computer has a FireWire 800 port, use the provided FireWire 800 9-pin cable. If your computer has a FireWire 400 port only, you can use a FireWire 800 to FireWire 400 converter cable, available from Glyph (part# CAB-FW800-9/6-2). If your computer doesn't have any FireWire ports you will need to purchase a FireWire adapter card. Check the Glyph web site for suggestions.

If you choose to connect your Studio mini using eSATA, you will need an eSATA port on your computer. The Studio mini does not ship with an eSATA cable.

Bus Power

Bus-powered with FireWire 800 or USB for optimum compatibility, it also includes an eSATA port for the fastest speed possible. eSATA is not a bus-powered interface, however, you can use the eSATA connection for data transfer while simultaneously using the FireWire 800 connection to power the drive. This allows the fastest connection possible AND bus power from FireWire. An external power supply is available for purchase as an accessory if bus power is not available.

Studio mini can be run successfully using FireWire and/or USB bus power supplied by many notebook computers, however Glyph cannot guarantee compatibility with all notebooks due to differing bus power specs.

Front panel LED

The Studio mini front panel has a bi-color LED. The LED will display solid blue when power is on. The LED will flash blue when there is disk activity. The LED will flash or display a solid red color when error conditions exists with the drive or enclosure. Any error that results in the system state "Halted" generates a solid red LED on the front panel of the drive. All other errors result in the blinking red LED.

About eSATA

- eSATA is an external interface technology that grew from the internal SATA I interface.
- The Studio mini eSATA port supports speeds up to 6 Gb/sec (600 MB/sec), much faster than FireWire 400 or FireWire 800.
- Shielded eSATA cables up to 2 meters in length are available.
- eSATA cables are different than SATA I cables, they are shielded and cannot be used with internal SATA I connectors.
- eSATA uses a "point-to-point" connection, therefore each eSATA drive needs to be connected to its own eSATA port.
- Most computers do not have built-in eSATA, so you'll need a PCI card to connect your drive with eSATA.

About FireWire

FireWire is an implementation of the IEEE 1394 serial bus standard. It not only supports automatic configuration ("plug and play") and hot-swapping of devices, it's fast, and best of all it's reliable for audio/video as well as for computer peripherals. FireWire supports peripherals in a tree-like structure, and it allows peer-to-peer device communication—e.g. between a scanner and a printer—to take place, without using system memory or the CPU. With FireWire you can hook up to 63 devices to the same bus, with cable lengths of up to 4.5 meters (14 feet) including internal cabling, allowed between devices. Its cable is convenient and can also carry power. This allows low-consumption devices to operate without a separate power cord, by using power supplied by other devices on the bus.

About FireWire 800

- FireWire 800 supports speeds up to 800 Mb/sec, twice as fast as FireWire 400.
- If your computer does not have built-in FireWire 800, you'll need a PCI card to achieve a true FireWire 800 connection.
- Most 800 ports are Bi-Lingual, which means they speak both FireWire 400 and FireWire 800.
- If you connect a 400 device to an 800 device, you will be running at 400 speed maximum.
- FireWire is forward-compatible and back-compatible.
- Beta cables are used to connect 800 devices to 800 devices.
- Bi-Lingual cables are available to connect 400 devices to 800 devices.
- Bi-Lingual cables have a 9-pin Bi-Lingual connector at one end and a 4-pin or 6-pin FireWire 400 connector at the other end

Frequently Asked Questions

Q: Do I need any drivers to use the Studio mini?

No drivers are required for FireWire on Mac or Windows. No drivers are required for USB on Mac OS or Windows XP/2000/Vista/7. A driver is required for USB on Windows 98/SE, and is available for download from www.glyphtech.com. Look under in the support/downloads section of the web site.

Q: My Windows computer doesn't show the drive in My Computer. What's up?

The default format on the Studio mini is for the Macintosh, and Windows doesn't recognize it. Once you have connected the Studio mini to your Windows PC, you have to re-initialize it for use with Windows. For Windows XP/2000/Vista/7, that's going to be NTFS format; for Win98/SE, that will be FAT32 format (Windows XP and 2000 can also read FAT32). Detailed instructions for re-initializing your drive are on the Glyph web site, or you may choose to follow the quick Windows formatting directions in the next section.

Q: My Macintosh OS X computer shows the drive on the Desktop but it says I can't write to it. What's up?

If you have formatted the Studio mini for Windows (NTFS), Mac OS X will recognize it as an NTFS drive, but can only read from it and can't write to it. Once you have connected the Studio mini to your Mac OS X computer, you should re-initialize it for use with Macintosh. Instructions for re-initializing your drive are on the Glyph web site.

Q: How can I make my drive work across Windows and Mac platforms?

The only file system that works well between Mac OS and Windows is FAT 32, otherwise known as MS-DOS file system. This is a native Windows file system, but Mac OS 9 and X will mount FAT 32 volumes. Mac OS 9 and 10.1.x would only work with FAT 32 partitions less than 32GB. While Mac OS 10.2.x increased that limitation to 128GB, it wasn't until Mac OS 10.3.x that you could use FAT 32 partitions of any size. Mac OS 10.3.x can additionally read NTFS volumes but cannot write to them. See next question for information specific to Pro Tools software.

Mac OS X Formatting Instructions

Since Glyph Studio mini drives come pre-formatted for Macintosh you don't need to format them on installation. If you decide to reformat or partition your drive at a later date, use Disk Utility (supplied with the Mac OS X operating system).

Caution: This procedure will destroy any data currently on the drive. Before formatting a drive, save any important data it contains.

1. Open Disk Utility:
 - Double click on your internal hard drive mounted on the desktop
 - Open Applications Folder > Utilities Folder > double click on Disk Utility
2. Select your Studio mini drive(s) from the list on the left. The top entry represents the FireWire device and the entry underneath it represents the volume associated with that device. Click on the top device which will say something like "XXXGB Glyph Technologies".
3. Click the "Erase" tab on the right side of the screen.
4. Choose the desired volume format from the drop-down list. Glyph recommends the default "Mac OS Extended (Journaled)".
5. Click in the "Name" field and type the desired name for the drive. This name will identify the drive on the desktop
6. Click the "Install Mac OS 9 Disk Driver" button if you would like your drive to compatible with OS 9.
7. Click the "Erase" button to erase your drive. Your new drive should automatically mount on the desktop as a Glyph volume.

Windows 2000 / XP / Vista / 7 Formatting Instructions

1. Right-click My Computer and click Manage.
2. In the Computer Management window, under Storage, click Disk Management.

The Write Signature wizard pops up.

3. Use the wizard to write a signature to the new drive. If you want only one partition we suggest using a primary partition and selecting the maximum size. In most cases you'll want to use NTFS volumes, this is the default for most versions of Windows. Choose FAT32 if you want to use the drives with Windows 98 or ME, or if you want to use the drive with Windows and Mac OS.
4. Formatting will take a few minutes, after which your drive will be ready to use.

Windows 98 / 98SE Formatting Instructions

1. From your computer's task bar, go to Start > Programs > MS-DOS Prompt.
2. At the prompt, type fdisk and press Enter. You'll see a long message about disk support.
3. Enter Y (type Y and press Enter).
4. You are invited to make a choice. Enter 5 to change the current fixed disk drive. MS-DOS displays the connected disk drives.
5. Enter the number of the disk that has no corresponding drive letter.
6. You are invited to make a choice (same list as in Step 3). Enter 1 to create a primary DOS partition. Your computer verifies the drive's integrity, after which you are asked to choose whether you want to use all the space available.
7. Enter Y to opt for using the maximum available space. Your computer again verifies the drive's integrity.
8. When the drive's integrity has been verified, press ESC (Escape) three times to exit fdisk.
9. At the prompt, type exit.
10. Restart your computer.

Your new drive is now ready to use.