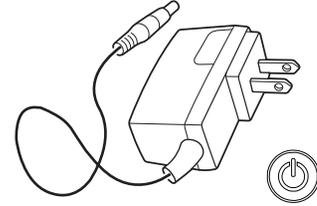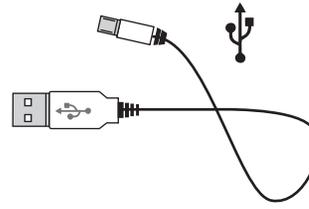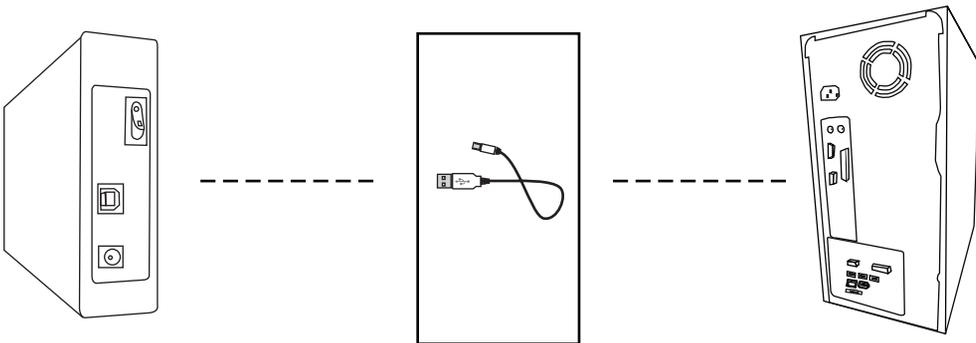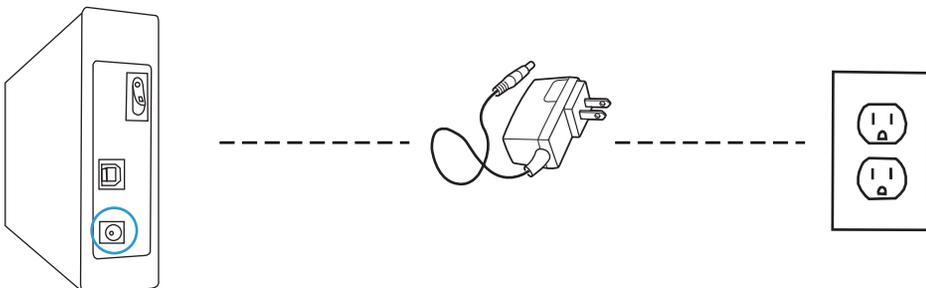# Quick Start Guide

Cavalry™

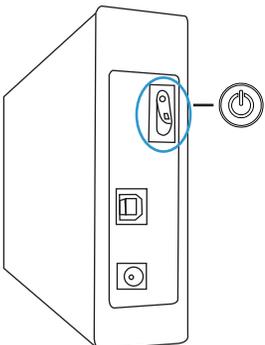1. Power Switch
2. USB 2.0
3. Power Input

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1. Connect your USB cable to the drive and the computer.

2. Connect the unit's AC adapter.

3. Turn your unit on.

4. Restart your computer. Your OS should detect the unit automatically.

5. Your external drive is ready to use! To setup your Cavalry Encryption Software on a PC, please refer to the Encryption Guide included in your Resource Disk.

Troubleshooting/FAQs

My Computer is not detecting the drive.
*Always check your disk management utility first; instead of device manager.
1. Make sure the data cable is securely connected at both ends. If you are still not able to find the drive in Disk Management, switch to a different known-working cable.
2. You may need to Initialize the drive in Windows Disk Management. To do this, visit our website and download the Windows Initialization Guide: www.cavalrystorage.com/su_download.htm.
3. If you have multiple external hard drives, your computer may not be able to see your newest addition. Eject and/or power-off all connected external drives except your Cavalry unit. Try assigning a new drive letter to your Cavalry unit using Windows Disk Management.

Does the CAUH work with Mac?
The CAUH enclosure can be easily reformatted for Mac using Disk Utility. But, you will not be able to use the encryption software unless you are running Windows 7/Vista/XP.

My unit does not match the one shown in this guide.
This is a general guide for new users. Your product may vary from what is shown here.

My unit is making loud noises. Is this normal?
We apologize for the inconvenience. In most cases, loud noises coming from the drive suggest that it is defective. Please contact us at: customersupport@cavalrystorage.com, so that we can help resolve the issue quickly.

Do I need to backup my Cavalry drive too?
Always backup your data on multiple drives . Hard drives are very sensitive, and sometimes fail without warning. Cavalry Storage is not responsible for any data loss.

Will encryption effect my drive speed?
Yes. Encryption, by nature, involves constantly running an algorithm which decodes your data and delivers it to you in a readable form; as well as coding any data you put on the encrypted drive. It is the most secure form of storage, but any drive will perform faster if it's un-encrypted.

I forgot my password. Can you help me?
Unfortunately, there is no way to recover a drive if the password has been lost! This is what makes encryption so safe. So, be extra careful to save a physical copy of your password in more than one location! Cavalry Storage will not be held responsible for any lost data!

Contact Us

Call: 800.238.4453 (toll-free, USA only)
                805.426.1000
Email: customersupport@cavalrystorage.com
Website: www.cavalrystorage.com