```
S T 3 1 0 5 5 N      H A W K  2 X L   SEAGATE

                                      Native|  Translation
                                      ------+-----+-----+----
-
Form                 3.5"/SLIMLINE    Cylinders   4176|    |    |
Capacity form/unform 1060/    MB      Heads          4|    |    |
Seek time  / track   11.0/ 2.7 ms     Sector/track    |    |    |
Controller      SCSI3 SI/ULTR/FA      Precompensation
Cache/Buffer      512 KB MULTI-SEGMEN Landing Zone
Data transfer rate  5.200 MB/S int    Bytes/Sector     512
                   20.000 MB/S ext SYNC
Recording method    RLL 0/4/4                   operating | non-
operating
                                      ------------+------------
-
Supply voltage     5/12 V     Temperature *C     5 50  |  -40 70
Power: sleep            W      Humidity    %            |
       standby          W      Altitude    km           |
       idle      6.3 W         Shock        g           |
       seek            W       Rotation   RPM     5411
       read/write      W       Acoustic   dBA
       spin-up         W       ECC        Bit
                               MTBF         h     800000
                               Warranty Month        36
Lift/Lock/Park    YES          Certificates
```

Jumpers

SEAGATE ST31055N JUMPER SETTING

Jumper Setting
==============

Rear View


```
     50 pin I/O Cable Connection
     |
  J1+-----------------------1+ /---------\   TOP (HDA)
   -+:::::::::::::::::::::::::+-+ O O O O +--
```

```
          +------------------------+ +-5-G-G-12+     BOTTOM
                                        R R
                                        O O
                                        U U
                                        N N
                                        D D
```
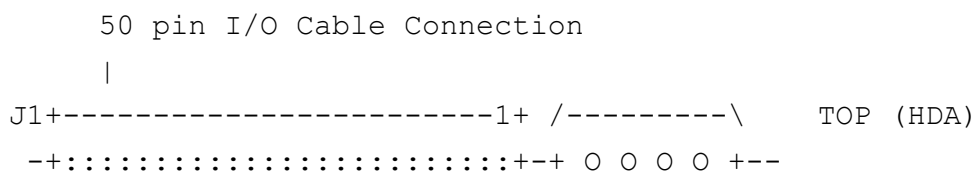
Right Side View

```
 BACK    +-+        J2  12345678                       TOP (HDA)  FRONT
  OF    J1+--------------------P-W-A---------------------- OF
 DRIVE  +-+          ::::::::                       BOTTOM    DRIVE
                     ||||||||
   +Terminator Power +||||||+ Enable T-Res
  ++Terminator Power -+||||+- Start Delay (12 secs * ID)
  |          Reserved --+||+-- Motor Start
  |    Parity Disable ---++--- Write Protect
  |
  |
  | +------------------------------+
  +-+ Termination Power-source Table |
    +-------------------------------+------------+
    |-----...----...-----PWA edge-----          |
    | 1 2     1 2      1 2   A Drive Supplies Bus |
    | X *     * X      xxx   B Drive Supplies Own |
    | x *     * x      * *   C Bus Supplies Drive |
    |   A       B        C                       |
    +--------Default-----------------------------+
```

```
 Front View
                         +--+Reserved. Shipped with cover installed.
                         |  +Do not remove. Do not install jumpers
            TOP (HDA)  ++---+      1
 -PWA------------------+::::|::::::+--
         *    BOTTOM    +----+123456
         |                J6   ||||||
    LED -+                     ||||||
                  Remote LED +||||+ ID 1
                  (pin-11 +5v) |||+- ID 2
                     Reserved -+++-- ID 4
```

```
+----------+---------------------+
| SCSI ID  |       Jumpers       |
|          | ID4   | ID2   | ID1   |
+----------+-------+-------+-------+
|    0     | OPEN  | OPEN  | OPEN  |
|    1     | OPEN  | OPEN  | CLOSED|
|    2     | OPEN  | CLOSED| OPEN  |
|    3     | OPEN  | CLOSED| CLOSED|
|    4     | CLOSED| OPEN  | OPEN  |
|    5     | CLOSED| OPEN  | CLOSED|
|    6     | CLOSED| CLOSED| OPEN  |
|    7     | CLOSED| CLOSED| CLOSED|
+----------+-------+-------+-------+
```

General

SEAGATE SUPPORT SERVICES

Seagate Technology

Technical Support Services
If you need assistance installing your drive, consult your dealer.
Dealers are familiar with their unique system configurations and can

help you with system conflicts and other technical issues. If you

need additional assistance with your Seagate(r) drive or other
Seagate products, use one of the Seagate technical support services
listed below.

SeaFONE at 1-800-SEAGATE (1-800-732-4283)
Seagate's 800 number allows toll-free access to automated self-help
services, providing answers to commonly asked questions,
troubleshooting tips and specifications for disc drives and tape
drives. This service is available 24 hours daily and requires a
touch-tone phone. If you need to speak to a technical support
engineer, dial this number and listen to the options for technical
support. (International callers can also reach this automated
self-help service by dialing 408-456-4496).

Seagate Technology online services
Using a modem, you can obtain troubleshooting tips, free utility

programs, drive specifications and jumper settings for Seagate's entire product line. You can also download software for installing and analyzing your drive.

SeaNET
You can obtain technical information on Seagate drives, Seagate software and much more over the Internet from Seagate's World Wide Web home page (http://www.seagate.com) or Seagate's ftp server (ftp://ftp.seagate.com).

You may also send E-mail with your questions to DiscSupport@ Seagate.com or TapeSupport@Seagate.com.

SeaBOARD
SeaBOARD is a computer bulletin board system (BBS) that contains information about Seagate's disc and tape drive products and is available 24 hours daily. Set your communications software to eight data bits, no parity and one stop bit (8-N-1). SeaBOARD phone numbers are listed in the following table.

BBS Location Modem number
United States Disc: 408-434-1080; Tape: 408-456-4415
England 44-1628-478011
France 33 1-48 25 35 95
Germany 49-89-140-9331
Singapore 65-292-6973
Thailand 662-531-8111
Australia 61-2-9756-2359
Taiwan 886-2-719-6075

Seagate CompuServe forum
Online technical support for Seagate products is available on CompuServe. To access our technical support forum, type go seagate. This forum provides information similar to that found on SeaBOARD. In addition, you can type questions or browse through previous questions and answers on the forum messages.

Seagate Technology FAX services

SeaFAX

You can use a touch-tone telephone to access Seagate's automated FAX system to receive technical support information by return FAX. This service is available 24 hours daily.

Location Telephone number

United States 1-800-SEAGATE or 408-456-4496

England 44-1628-894084

Australia 61-2-9756-5170

Seagate technical support FAX

You can FAX questions or comments to technical support specialists 24 hours daily. Responses are sent during business hours.

Location FAX number

United States 408-944-9120

England 44-1628-890660

France 33 1-46 04 42 50

Germany 49-89-1430-5100

Australia 61-2-9725-4052

Singapore 65-293-4722

Hong Kong 852-2368 7173

Taiwan 886-2-715-2923

Korea 82-2-556-7294/4251

Seagate technical support

You can talk to a technical support specialist during business hours Monday through Friday for one-on-one technical help. Before calling, note your system configuration and drive model number (STxxxx). There are several technical support phone numbers available for various Seagate products.

```
 Location           Telephone  number
 United States Please dial 1-800-SEAGATE for the specific product
              telephone number.
              (6:00 A.M. to 11:15 A.M., 12:30 P.M. to 5:00 P.M.,
              Pacific time, M-F)
 England      44-1628-894083 (10:00 A.M. to 1:00 P.M., 2:00 P.M. to
              5:00 P.M., M-F)
 France       33 1-41 86 10 86 (9:30 A.M. to 12:30 P.M., 2:00
              P.M. to 5:00 P.M., M-F)
```

```
Germany        Disc: 49-89-140-9332; (9:30 A.M. to 12:30 P.M., 2:00
               P.M. to 4:00 P.M., M-F)
               Tape: 49-89-140-9333
Australia      61-2-9725-3366 (9:00 A.M. to 5:00 P.M., M-F)
Singapore      65-290-3998 (9:00 A.M. to 12:00 P.M., 2:00
               P.M. to 5:00 P.M., M-F)
Hong Kong      852-2368 9918
Taiwan         886-2-514-2237
Korea          82-2-556-8241
```

SeaTDD 408-944-9121

Using a telecommunications device for the deaf (TDD), you can send questions or comments 24 hours daily and exchange messages with a technical support specialist between 6:00 A.M. to 11:15 A.M. and 12:30 P.M. to 5:00 P.M. (Pacific time) Monday through Friday.

Customer Service Centers

Seagate direct OEM, Distribution, System Integrator and Retail customers should contact your Seagate Service Representative for warranty information. Other customers contact your place of purchase. Seagate offers comprehensive customer support for all Seagate drives. Seagate customer service centers are the only facilities authorized to service Seagate drives. These services are available worldwide.

Location Telephone number FAX number
United States 1-800-468-3472; 405-949-6740
Other Americas
(Canada & Brazil) 405-949-6706; 405-949-6738
Mexico 525-546-6965; 525-546-4888
Europe, Middle
East & Africa 31-2065-43300; 31-2065-34320
Asia Pacific &
Australia 65-485-3595; 65-485-4980
Japan 81-3-5462-2904; 81-3-3462-2979

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