

OWC

OWC Mercury Elite Pro

USER GUIDE



TABLE OF CONTENTS

1. INTRODUCTION	1
1.1 MINIMUM SYSTEM REQUIREMENTS	
1.1.1 Apple® Mac Requirements	
1.1.2 PC Requirements	
1.2 PACKAGE CONTENTS	
1.3 ABOUT THIS MANUAL	
1.5 REAR VIEW	
1.5.1 Rear Features	
2. SYSTEM SETUP	3
2.1 QUICK START	
2.2 LARGE VOLUME SUPPORT AND FIREWIRE BOOTING IN MAC OS	
3. APPENDIX	4
3.1 FORMATTING	
3.2 UNMOUNTING DRIVES	
3.3 TROUBLESHOOTING	
3.4 ABOUT DATA BACKUP	
3.5 ONLINE RESOURCES	
3.6 TECHNICAL SUPPORT HOURS AND CONTACT INFORMATION	

INTRODUCTION

1.1 MINIMUM SYSTEM REQUIREMENTS

1.1.1 Apple® Mac Requirements

- PowerPC G3 CPU, 128MB RAM
- FireWire: Mac OS 9.2.2 or later
- USB 3.0 (backwards compatible to USB 2.0): OS X 10.3 or later

1.1.2 PC Requirements

- 500MHz Intel Pentium 3 CPU, 128MB RAM
- FireWire: Windows XP SP2 or later
- USB 3.0 (backwards compatible to USB 2.0): Windows XP SP2 or later

1.2 PACKAGE CONTENTS



Mercury Elite Pro
(with vertical stand)



Power supply and
power cable



USB 3.0 cable
(Standard-A to Standard-B)



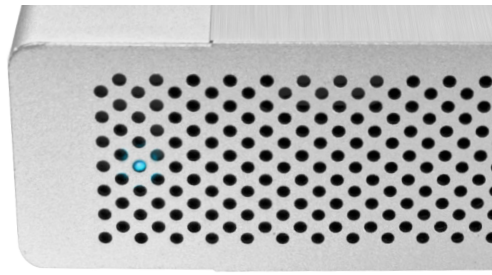
FireWire 800 (1394b)
9-9 pin cable

1.3 ABOUT THIS MANUAL

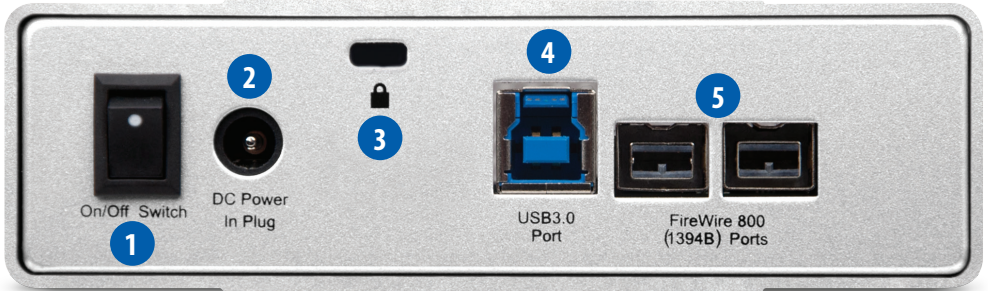
Firmware, images, and descriptions may vary slightly between this manual and the unit shipped. Functions and features may change depending on the firmware version. Please visit the product webpage for the most recent specifications.

1.4 LED INDICATOR

The Mercury Elite Pro has a blue LED at the front of the enclosure. The LED emits a solid blue light when the unit is powered on and flashes during hard drive activity.



1.5 REAR VIEW



1.5.1 Rear Features

- 1. On/off switch** — Turn on and off the Mercury Elite Pro here.
- 2. Power input** — Connect the included power supply here.
- 3. Kensington Security Slot®** — Attach a security tether here.
- 4. USB 3.0 port** — Attach the included USB 3.0 (Standard-A to Standard-B) cable here.
- 5. FireWire 800 ports** — Attach the included 9-9 pin FireWire 800 cable to one of these ports and to your computer. Use the other FireWire 800 port to daisy-chain other FireWire 800 devices.

NOTE:

- Only one interface (USB or FireWire) at a time can be used. When more than one cable is connected, the fastest interface has priority.
- For the safe removal of your Mercury Elite Pro and to ensure that no data is lost, always eject or unmount the drive from your operating system before powering off.
- In order for the computer to access volumes larger than 2TB, the operating system needs to support large volumes (e.g., Windows Vista or OS X 10.4 and above).

SYSTEM SETUP

2.1 QUICK START

Before your Mercury Elite Pro can be put to use, it needs to be formatted. To help with the formatting process, the OWC Drive Guide formatting utility has been installed onto your Mercury Elite Pro. Follow these steps to use the OWC Drive Guide to format your Mercury Elite Pro for OS X (10.4 and later) or Windows (XP and later).

1. Connect your drive to your computer using the proper cable, then turn on your drive. If you prefer to use a different formatting utility, do so at this time and skip the rest of these instructions.
2. Your drive will show up as “OWC HD”. Open your drive to view its contents.
3. Open the “Macintosh Setup” or “Windows Setup” folder, depending on the computer’s operating system, then double-click the OWC Drive Guide application.
4. Follow the simple on-screen instructions to complete the formatting process.
5. Once the formatting is finished the drive is ready to use.

2.2 LARGE VOLUME SUPPORT AND FIREWIRE BOOTING IN MAC OS

When your Mercury Elite Pro is preconfigured, a setting known as “large volume support” is enabled. Enabling large volume support allows the Mercury Elite Pro to utilize the full capacity of hard drives larger than 2TB.

When large volume support is enabled, PowerPC Macs and Intel Macs introduced before 2008 will not be able to boot to the Mercury Elite Pro over the FireWire connection. This is a limitation of these computers. Mac models introduced in 2008 and later are capable of using the Mercury Elite Pro as a startup drive over FireWire, even with large volume support enabled. Note that this only affects FireWire booting. All Intel Macs are still able to boot to the Mercury Elite Pro over USB, regardless of large volume support.

If your Mercury Elite Pro contains a drive smaller than 2TB in capacity and you wish to use it as a FireWire startup drive for a pre-2008 Mac, please contact OWC technical support for assistance with disabling large volume support (see **Section 3.6, Technical Support Hours and Contact Information**).

APPENDIX

3.1 FORMATTING

For formatting information, including instructions on how to format your Mercury Elite Pro for Mac or Windows, go to: <http://www.macsales.com/format>

3.2 UNMOUNTING DRIVES

To properly unmount any connected drives from your computer, you need to follow a few simple steps.

For OS X systems:

There are several methods to unmount disks with OS X systems. You can drag the icon for the disk you wish to unmount to the trash can, or right-click the disk icon on the desktop, then click "Eject". You can also eject the disk in the sidebar of a Finder window.

For Windows systems:

1. Go to the System Tray (located in the lower right corner of your screen). Click on the "Eject" icon (a small green arrow over a hardware image).
2. A message will appear, detailing the devices that the "Eject" icon controls, i.e., "Safely remove..." Click on this prompt.
3. You will then see a message that says, "Safe to Remove Hardware." It is now safe to disconnect the Mercury Elite Pro from the computer.

3.3 TROUBLESHOOTING

Begin your troubleshooting by verifying that the power cable is connected to the Mercury Elite Pro and to a power source. If the power cable is connected to a power strip, make sure that the power switch on the strip is turned on.

Then, simply verify that both ends of your cables are properly plugged into the computer and the Mercury Elite Pro. If the Mercury Elite Pro is still not working properly, try connecting to another interface (USB or FireWire) and see if the device works properly. You can also try connecting the Mercury Elite Pro to a different computer.

If problems persist, consult our online collection of frequently asked questions (<http://www.macsales.com/FAQ>) or see **Section 3.6** for information on how to contact OWC technical support.

3.4 ABOUT DATA BACKUP

To ensure that your files are protected and to prevent data loss, we strongly suggest that you keep two copies of your data: one copy on your Mercury Elite Pro and a second copy on either your internal drive or another storage medium, such as an optical backup, or on another external storage unit. Any data loss or corruption while using the Mercury Elite Pro is the sole responsibility of the user, and under no circumstances will Other World Computing be held liable for compensation or the recovery of any lost data.

3.5 ONLINE RESOURCES

Formatting:

For formatting information, including instructions on how to format your Mercury Elite Pro for Mac or Windows, go to: <http://www.macsales.com/format>

Data Migration:

For a step-by-step walkthrough of our recommended method for migrating your data from an old drive to a new one, go to: <http://www.macsales.com/migration>

FAQs:

Access our online collection of frequently asked questions for this and other products at: <http://www.macsales.com/FAQ>

3.6 TECHNICAL SUPPORT HOURS AND CONTACT INFORMATION

8AM - 8PM (CT) Monday - Friday

9AM - 4PM (CT) Saturday



By telephone: (800) 275-4576 (North America only)
International customers please call: (815) 338-8685



Live chat is available during normal business hours as well.
For more information, visit: <http://www.macsales.com/livechat>



Or you can email us. Submit your email at:
http://www.macsales.com/ts_email

Changes:

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FCC Statement:

Warning! Modifications not authorized by the manufacturer may void the user's authority to operate this device.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

NOTE: 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 with 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 to an outlet on a circuit different from that to which the receiver is connected.

Health And Safety Precautions:

- Use proper anti-static precautions while performing the installation of your hard drives into this drive enclosure. Failure to do so can cause damage to your drive mechanisms and/or the hard drive enclosure.
- Read this user guide carefully and follow the correct procedures when setting up the device.
- Do not attempt to disassemble or modify the device. To avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions, never insert any metallic object into the device. If it appears to be malfunctioning, contact Other World Computing technical support.
- Never expose your device to rain, or use it near water or in damp or wet conditions. Never place objects containing liquids on the drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

General Use Precautions:

- To avoid damage, do not expose the device to temperatures outside the range of 5° C to 40° C (41° F to 104° F).
- Always unplug the device from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Do not use the device near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place the device near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of hard drives.
- Do not place heavy objects on top of the device.
- Protect your device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.
- Do not block any ventilation openings on the device. These help to keep the device cool during operation. Blocking the ventilation openings may cause damage to the device and cause an increased risk of short-circuiting or fire.
- For up-to-date product and warranty information, please visit the product webpage.

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