MERCURY ELITE PRO QUAD

Assembly Manual & User Guide

Contents

Introduction

1.1 Minimum System Requirements

1.1.1 Mac Requirements
- OS X 10.6.8-10.11.6
- macOS 10.12 or later
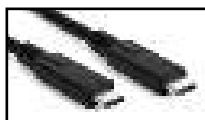
1.1.2 PC Requirements
- Windows 7 or later

1.1.3 Supported Hard Drives
- Up to four 3.5 inch or 2.5 inch SATA drives (1.5Gb/s, 3.0Gb/s, or 6.0Gb/s)
- 6.0Gb/s recommended for best performance

1.2 Package Contents

OWC Mercury Elite Pro Quad

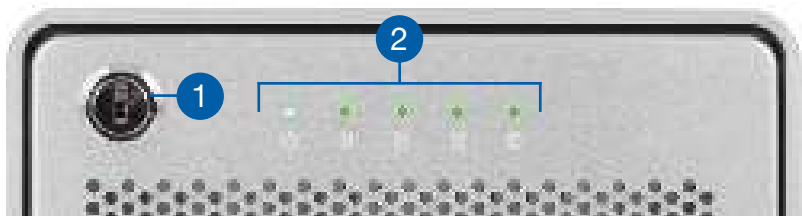USB 3.1 Gen 2 cable (10Gbps)
(Type-C to Type-C)

Power cable

USB 3.1 Gen 1 cable (5Gbps)
(Type-C to Type-A)

Not Pictured: screw packet and keys

1.3 About This Manual

The 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 web page for the most recent product specifications. OWC's Limited Warranty is not transferable and subject to limitations.

1.4 Front View

1. Locking faceplate — Use the included keys to lock the faceplate for security, or remove the faceplate to gain access to the drive bays.

2. LED indicators — See the chart below for additional LED information.

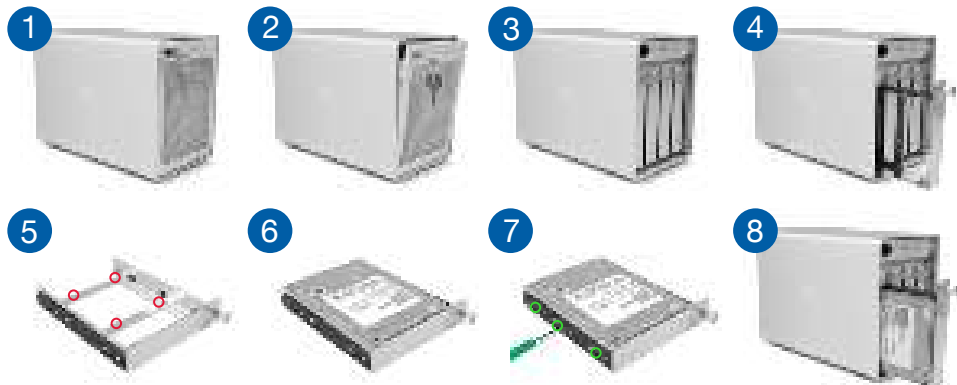| LED	Color(s)	Behaviors
Power	Blue, Amber	• Power off: **off** • Power on but no data connection: **amber** • Power on with data connection: **solid blue** • Power on with data connection but host is in sleep or hibernation mode: **pulsing blue**
Drive Bays (A, B, C, D)	Green	• Drive activity (per drive): **flashing green** • All other instances: **off**

1.5 Rear view

1. Kensington® Security Slot — Connect a security tether here.
2. USB 3.1 Gen 2 port — Attach one of the included USB cables here, using the Type-C connector.
3. ON/OFF switch — Power the Enclosure on and off here.
4. Power port — connect the included power cable here.

Usage Notes:

- Please visit www.owcdigital.com/format for tips on how to format the drives in your OWC Mercury Elite Pro Quad.

- Always eject or unmount the volume(s) in use before powering the enclosure off or disconnecting it from the host.

- Although the ON/OFF switch controls power to the Elite Pro Quad, it requires a data signal in order to remain powered on. As long as the ON/OFF switch is in the 'ON' position, the device will power on when it receives a signal through the data cable. However if there is no data connection, after a brief time the drives will automatically spin down.

- If the enclosure enters sleep mode, depending on the temperature of the drives the cooling fan may continue operating until the drives have cooled down.

- This enclosure does not have any built-in RAID capabilities.

- The four drives can operate completely independent of the others, including unmounting a drive without impacting the others.

- When using the Option-boot screen on a Mac to choose a boot drive, having a Mercury Elite Pro Quad connected will slow the process of listing all bootable drives. The more drive volumes that are present, the longer it will take. Please be patient.

2.1 Hard Drive Installation

If you purchased the Mercury Elite Pro Quad with drives, they will be installed prior to shipment. If you purchased drives separately, follow the steps below to install 3.5 inch hard drives. Repeat steps 1 through 8 as necessary for each drive you install. Note: it is possible to install 2.5 inch SATA drives using the fine-threaded screws that are included (16 in total), and the four screw holes on the bottom of each drive tray (highlighted in step 5 below).

1. Insert a key into the lock located at the top-left corner of the faceplate.

2. Turn the key clockwise, then pull it towards you. The faceplate will swing open.

3. Once the faceplate swings open fully, pull up to remove it. Set it aside.

4. To remove a tray, turn its thumbscrew counter-clockwise until you feel no resistance. Then, hold the thumbscrew and pull the tray out of the enclosure.

5. Set the drive tray on a work surface. If replacing a drive, unscrew it from the drive tray. **Note:** the highlighted screw holes are for 2.5 inch drives. The holes for 3.5 inch drives are highlighted in green (**Step 7**).

6. Place the drive inside the tray as shown. The label should face up and the SATA connectors should be oriented at the far, rear corner of the drive.

7. Fasten the drive to the tray using six of the included screws (three per side).

8. Slide the drive tray back onto the rails in the enclosure and push until it is seated fully. Then, push the thumbscrew in and turn it clockwise until it stops turning.

   NOTE: Note: If you encounter resistance when sliding the drive tray back into the enclosure, do not force the tray. Carefully remove it, check to make sure there are no obstructions and that the drive tray is aligned, then slide the tray onto the rails again.

3.1 Troubleshooting

Begin your troubleshooting by verifying that the power cable is connected to the Mercury Elite Pro Quad and to a power source. If the power cable is connected to a power strip or surge protector, make sure its power switch is in the 'ON' position.

Next, verify that both ends of your cables are properly plugged into the computer and the enclosure. You can also connect the device to a different computer to eliminate the possibility that the problem is with the computer and not the Mercury Elite Pro Quad or its cables. If you are still experiencing problems, see **Section 3.3** to contact Technical Support.

3.2 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 Quad and a second copy on your internal drive or another storage medium, such as an optical backup, or on a second external storage unit. Any data loss or corruption while using the enclosure is the sole responsibility of the user, and under no circumstances may OWC, its parent, partners, affiliates, officers, employees, or agents be held liable for loss of the use of data including compensation of any kind or recovery of the data.

3.3 Contacting Technical Support

Phone: M–F, 8am–5pm Central Time
(866) 692-7100 (N. America) | +1 (815) 338-4751 (Int'l)

Chat: M–F, 8am–8pm Central Time
www.owcdigital.com/support

Email: Answered within 48 hours
www.owcdigital.com/support

Changes:

The material in this document is for information purposes only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, OWC, its parent, partners, affiliates, officers, employees, and agents assume no liability resulting from errors or omissions in this document, or from the use of the information contained herein. OWC reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

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:

- Read this user guide carefully and follow the correct procedures when setting up the device.
- 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.
- 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 OWC 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:

- Please see the product web page for operating and non-operating temperature ranges. Do not exceed these.
- 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 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 web page.