OWC

Mercury Elite Pro

OWC Mercury Elite-AL 800 Pro RAID SATA
Dual Drive FireWire 800/400 & USB 2.0

Assembly Instructions

Table of Contents

Begin by opening your OWC Mercury Elite-AL RAID box.

Set the contents out in front of you and familiarize yourself with your new drive enclosure and it's components.

• Drive Enclosure	• FW800 Cable	• FW400 Cable
• USB 2.0 Cable	• Power Transformer	• Power Cord
• Screw Package		

Turn the drive enclosure onto it's side as shown and remove the two Phillips screws that are inserted into the bottom of the drive enclosure. This will release the internal drive carrier. Slide the drive carrier out of the external housing, pushing it to the front.

Choose your own configuration: 2 drives, Stripe, Span.
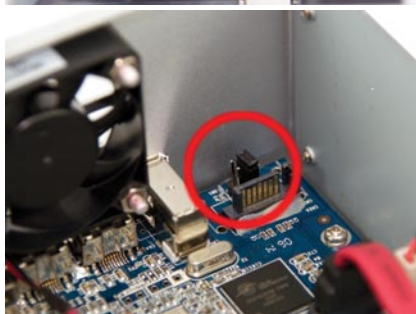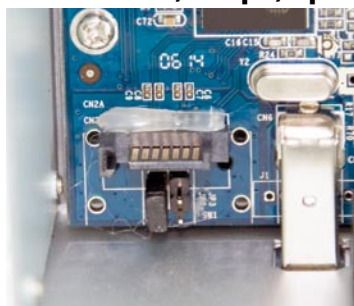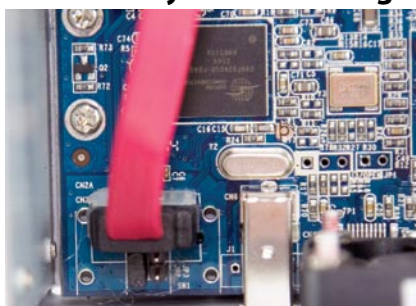
On the logic board of the dual bay case, you'll find a jumper that sets the configuration of the drive enclosure. By default, the case is set to span drives, allowing you to install 2 different sized hard drives. But with a simple jumper change, you can have independent drive channels, with both drive mounting on the desktop, a stripe, with matched drives for maximum speed (writing to both drives simultaneously), or a span, writing to both drives in sequence (once one is full, the other is used). Remove the jumper for 2 drives independent operation.
Move the jumper to the LEFT for STRIPE (RAID-0).
Leave it as is, on the right jumper to SPAN your 2 hard drives.
The above bottom picture is in the SPAN position..

Place your first hard drive into the case, attaching one of the red SATA cables to the drive, and one of the red & yellow power cables as well. It's a tight fit so don't put excess pressure on any of the connections while performing this step.

Turn the drive enclosure on it's side so you can access the bottom screws as shown. Install the 4 screws into the hard drive through the drive case.

Turn the hard drive enclosure back over and insert the top hard drive. Insert the power and SATA cables into it, as you did with the bottom drive.

Turn the drive on it's side, and insert the top screws into the drive as shown.

And repeat the procedure on the bottom screws.

Slide the drive enclosure back into the outer shell, port end first into the case with the logo on the outer shell facing you, as shown in the picture.

Turn the unit on it's side and insert the 4 Phillips screws to secure the enclosure to the outer shell.
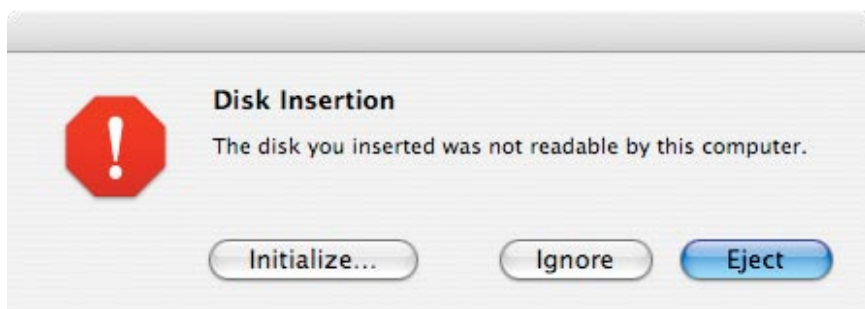
Turn the drive so you can see the rear ports. Connect the power cable to the back of the drive, and either the FireWire 400 or 800 cable to the drive, or the USB 2.0 cable (whichever you plan on using to connect to your computer). Plug the power brick into the AC power cable (not shown), and power the unit on. You should hear the drives spin up, and click a couple of times. After 10 or so seconds, the following dialog box should appear on your screen.

Disk Insertion

The disk you inserted was not readable by this computer.

Initialize...   Ignore   Eject

Click on the "Initialize" button.
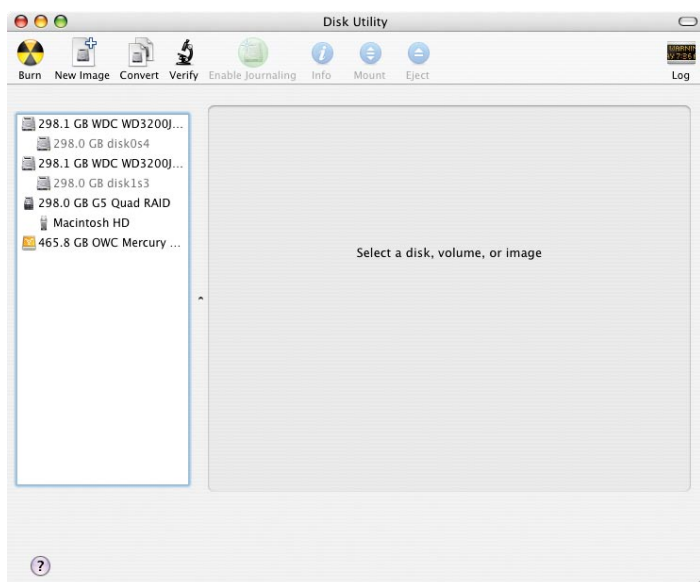
Select the device with no volumes attached to it; in this picture, that would be the 465.8GB OWC Mercury drive. Click once on the picture of the drive icon next to the text.

Once you've selected the OWC Mercury drive, you'll notice the above change in the Disk Utility program. Click on the "Erase" tab, next to the highlighted blue "First Aid" tab in this picture.
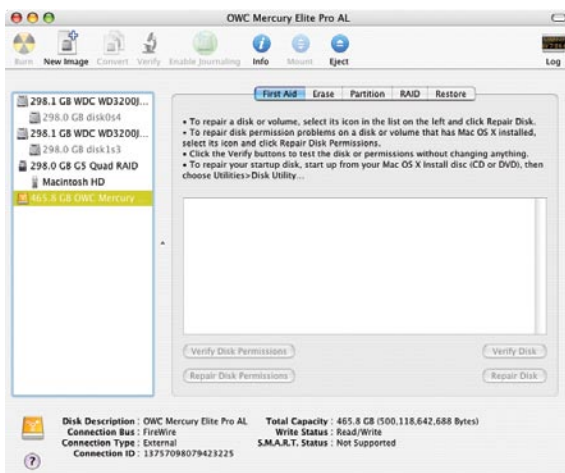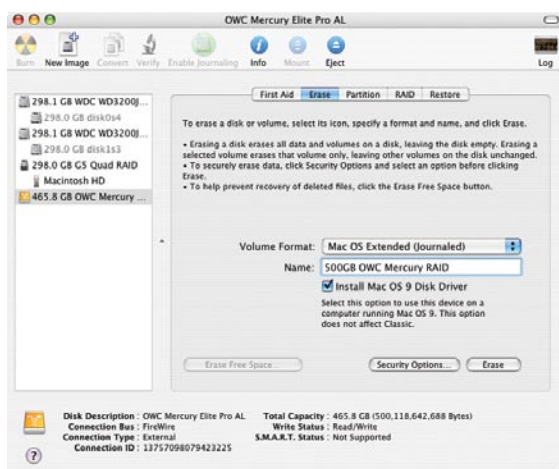

Once on the Erase tab, you need to name the volume you want to format, and erase it. The hard drive case is shipped to you in a 2 drive combined SPAN setup from the factory. For more options than using the default SPAN setup, turn back to page 3. If SPAN is acceptable for your setup, then name the volume as you want, choose the Volume format type, (Mac OS Extended (Journaled) is default), and click the Erase button.

Confirm that you want to erase the volume.
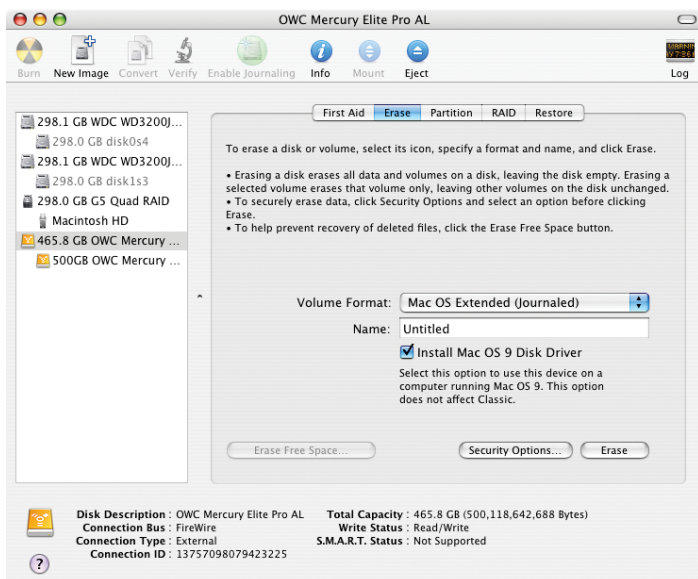
After a few moments, the erase command will complete, and the volume will mount on your desktop. You can quit Disk Utility, and you're all set!

Drive Icons:

Now that you have your new OWC Mercury Elite-AL Dual configured to your needs, dress it up! Change the icon of the hard drive! We have created disk icons for every model of drive we make and they are available for download here:

http://eshop.macsales.com/Reviews/Framework.cfm?page=/icons/icons.html

Troubleshooting
Chapter 4

If your OWC Mercury Elite-AL is not functioning properly, begin by checking some basic possibilities, such as:

• Are all cables tightly attached to the computer and drive?

• Is the power supply plugged in firmly, and is the LED lit on the power supply brick?

If the above solutions are not working, a full reset of your system may be in order.

• Performing a set of open firmware reset routines can result in the memory being properly recognized again. To do this, you will need to boot your machine into Open firmware.

To boot into Open Firmware, shut down your Mac, then start it up while holding down the Command, Option, O and F keys. At the Open Firmware screen prompt, enter the following commands (you may want to write them down on a piece of paper before beginning this process), pressing the return key after each:

reset-nvram (press return)
set-defaults (press return)
reset-all (press return, your machine will reboot)

For further troubleshooting tips, visit our FAQ section online at: http://eshop.macsales.com/tech_center/FAQ/index.cfm

If you are still experiencing problems with your drive, please continue on to Chapter 6: Contacting Customer Service.

To disconnect or unhook your OWC Mercury hard drive, follow these important steps to properly dismount your drive.

If you wish to disconnect your OWC Mercury drive without shutting down your computer, simply drag the OWC Mercury drive icon to the trash can on the desktop (or, in the dock using Mac OS X). Your drive is now safe to power off and unhook.

Share your Mac formatted drive with your PC using MacDrive (optional purchase)

After installing MacDrive, your HFS+ Macintosh volume will mount as if the drive were formatted in a native Windows format. MacDrive allows you to use your OWC Mercury hard drive on either platform without having to reformat or re-initialize the volume. We highly recommend this software for anyone that is sharing data in a cross platform environment.

Cloning drives (exact copies)

If you want to make an exact duplicate of a hard drive, we highly recommend Mike Bombich's donationware "Carbon Copy Cloner". It's a great tool! You can find it on his website at: http://www.bombich.com/ccc.html

Before contacting Customer Service:
• Read the manuals and review Chapter 4:   Troubleshooting
• Try and confirm the problem is with the hard drive. If you have a second Macintosh computer, move the drive to that system and verify that the drive does not function with that machine.
• Visit our tech center for more support suggestions.
http://eshop.macsales.com/tech_center/index.cfm
• Also visit our FAQ section, to see what other customers have asked about and how they solved their problem.
http://eshop.macsales.com/tech_center/FAQ/index.cfm

If you still need support:
  •Have the serial number of the hard drive
  •Your invoice number (if possible)
  •What operating system you are using
  •Which kind of Macintosh you are using
Available to you to speed your support contact.

Tech Support Hours (Central Standard Time)

8AM-9PM Monday - Friday
9AM - 4PM Saturday & Sunday
Phone (815) 338-8685

Live Chat is available during normal business hours as well.
Visit http://eshop.macsales.com for more information.

Or, you can email: Submit your email at:
http://eshop.macsales.com/Service/Tech.cfm

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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 to 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 to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and 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 into 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's Guide carefully, and follow the correct procedure when setting up the device.

• Do not open your hard drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. Your hard drive contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified Other World Computing Technical Support representative.

• 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:

• Do not expose the hard drive to temperatures outside the range of 5° C to 40° C (41° F to 104° F). Doing so may damage the drive or disfigure its casing. Avoid placing your drive near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your drive in an environment that is too cold or humid may damage the unit.

• Always unplug the hard drive 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.

• Use only the power supply shipped with the device.

• Do not use the hard drive 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 drive near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your hard drive.

• Do not place heavy objects on top of the drive or use excessive force on it.

• Never use excessive force on your drive. If you detect a problem, consult the Troubleshooting section in this manual.

• Protect your hard drive from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.

• Other World Computing recommends the use of normal glass cleaning products to keep the high lustre finish at it's finest with this product. Be sure to not get any moisture inside the holes and if you do, allow time to air dry before use.

• Do not block the ventilation outlets on the rear of the drive. These help to keep your drive cool during operation. Blocking the ventilation outlets may cause damage to your drive and cause an increased risk of short-circuiting or fire.

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