

OWC 
Mercury Elite Pro



OWC Mercury Elite Pro Dual Bay

Assembly Instructions

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Thank you for purchasing the OWC Mercury Elite Pro Dual!

We're confident that it will provide years of high performance service for your storage and backup needs. This manual contains information on how to install the drives of your choice into the enclosure, set the desired RAID level (quad interface models only), format and connect your new storage solution to your computer.

Should you require additional support after reading this manual along with helpful tips and FAQs, please see the inside back page for OWC customer support options.

1 INTRODUCTION

1.1 System Requirements

1.1.1 Mac Requirements

- Minimum PowerPC® G4 CPU, 128MB RAM
- eSATA interface, Mac OS X 10.3 or later
- FireWire® interface, Mac OS X 10.2 or later
- USB 2.0 interface, Mac OS X 10.2 or later

1.1.2 PC Requirements

- Minimum 500MHz Intel® Pentium III CPU, 128MB RAM
- eSATA interface, Windows® XP or later
- FireWire interface, Windows XP or later
- USB 2.0 interface, Windows XP or later

1.2 Package Contents

Item

- ① OWC Mercury Elite Pro Dual Enclosure
- ② FireWire 400 Cable (*1)
- ③ FireWire 800 Cable (*1)
- ④ eSATA Cable (*1, *2 (includes 2))
- ⑤ USB 2.0 (A-B) Cable (*1)
- ⑥ Power Supply
- ⑦ Power Supply Cable
- ⑧ Screws for Hard Drives



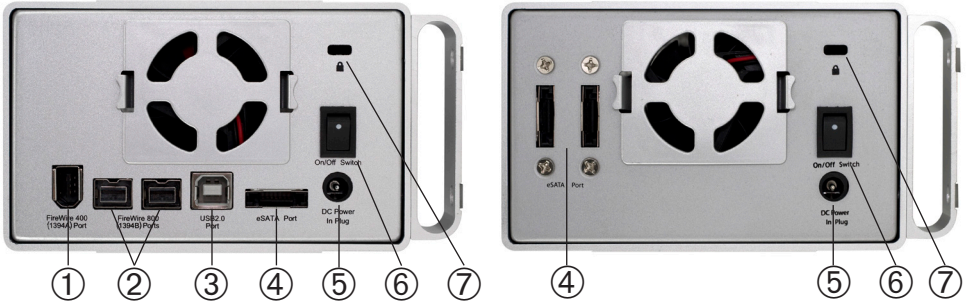
(*1) Included with Quad Interface Model

(*2) Included with eSATA Passthrough Model

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 Port View & Cable Connections

**Cable Connections:**

The OWC Mercury Elite Pro family has multiple interfaces to work with any computer system.

- ① **FireWire 400 (1394A) Port** - Connect one FireWire 400 port to your computer using the included cable.
- ② **FireWire 800 (1394B) Ports** - Connect one FireWire 800 port to your computer using the included cable and have an extra FireWire 800 port to add peripherals with!
- ③ **USB Port** - Connect one of your computer's USB ports to the OWC Mercury Elite Pro here using the included cable.
- ④ **eSATA Port** - The utmost in speed. If you're trying to make your OWC Mercury Elite Pro the fastest it can be, attach an eSATA cable to this port.
- ⑤ **On/Off Switch** - Turn the OWC Mercury Elite Pro on and off here.
- ⑥ **DC IN port** - Connect the include external power supply to the OWC Mercury Elite enclosure here.
- ⑦ **Security Lock** - Attach a security cable to your OWC Mercury Elite enclosure here and tether it to your desk for theft prevention.

1.5 Detailed View

1.5.1 LED Indicator

The OWC Mercury Elite Pro has a single cool blue LED at the front of the hard drive enclosure. It will illuminate blue when powered on, and flash on drive activity (both reading and writing).

2 SYSTEM SETUP

2.1 Cover Removal

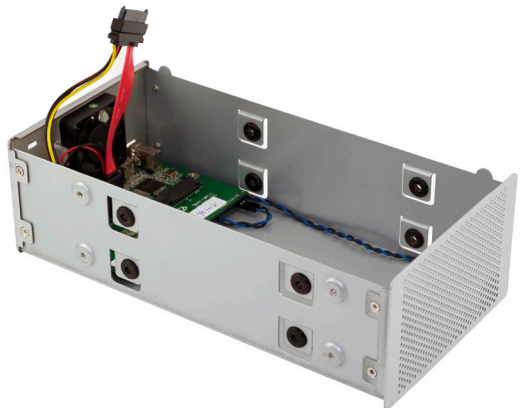


Remove the 2 Phillips screws from the bottom of the enclosure



From the rear of the enclosure, push forwards on the interior to slide the chassis out of the outer shell.

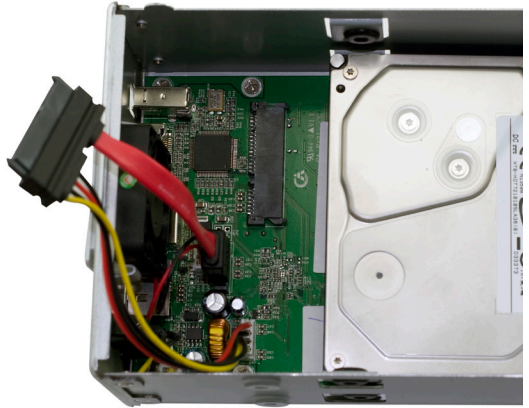
Once the chassis is removed from the outer shell, you can begin installing your hard drive mechanisms or edit the settings on your RAID.



2.2 Drive Installation

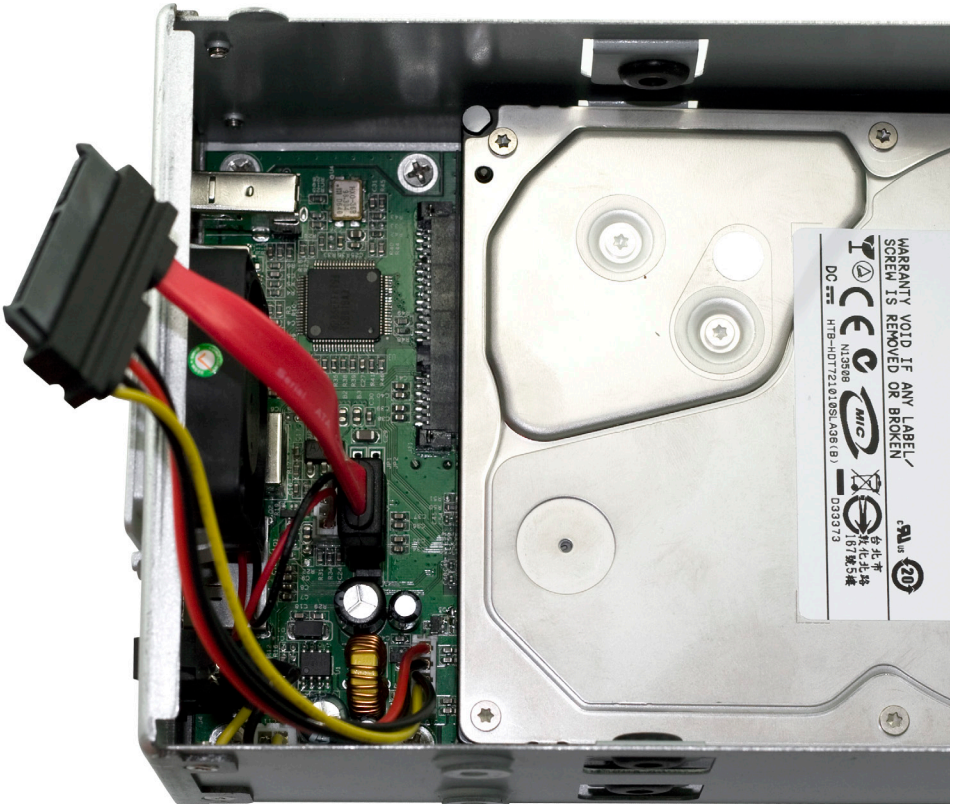
(Versions with FireWire & USB)

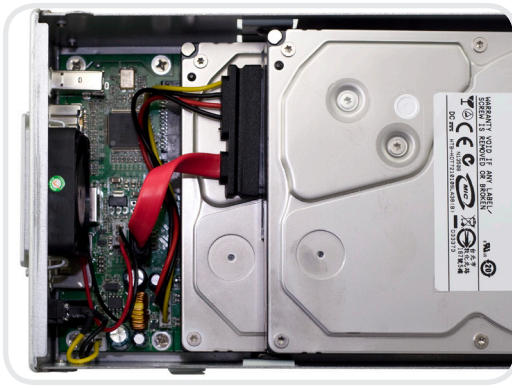
Begin drive installation by setting your hard drive into the chassis, towards the front of the chassis and slide the drive onto the black connector on the green logic board.



(Versions with eSATA ONLY)

Connect one of the multicolored power cables to the hard drive you are installing in the lower drive position, and connect one of the red SATA cables to the hard drive you are installing in the lower position, and place the hard drive into the chassis.



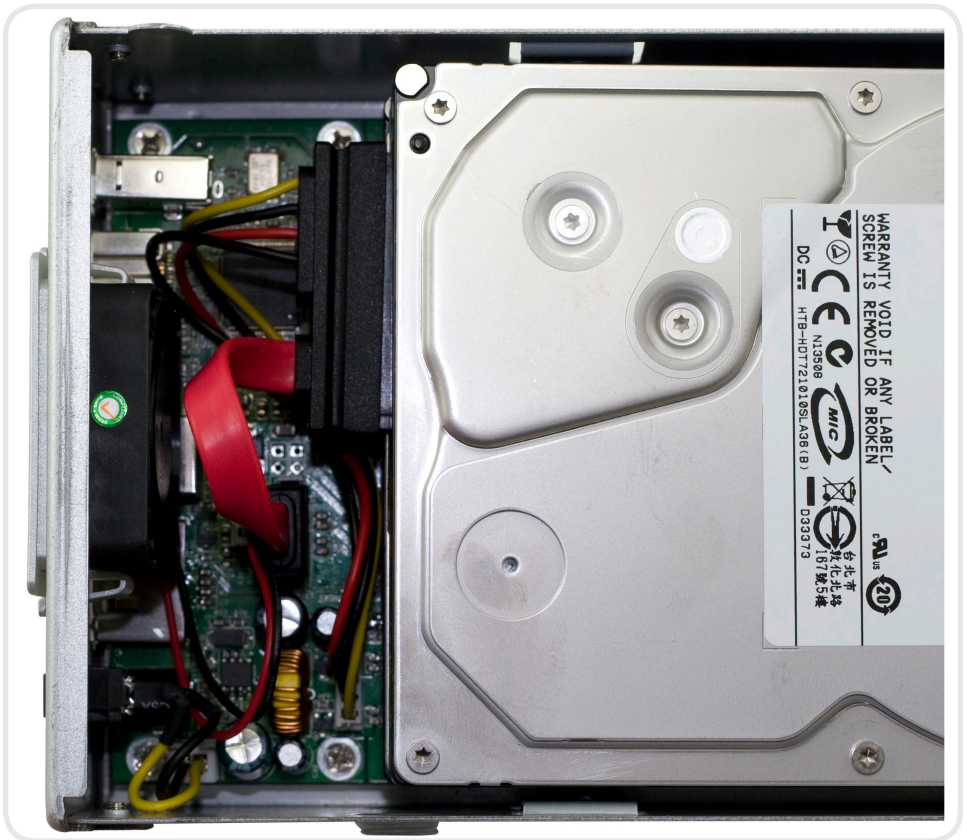


(Versions with FireWire & USB)

Connect the combined power and SATA cable to the back of the hard drive you're installing in the top bay. It's easiest to do this with the drive positioned towards the front of the chassis, as shown, and then slide the drive back to the mounting position shown below.

(Versions with eSATA ONLY)

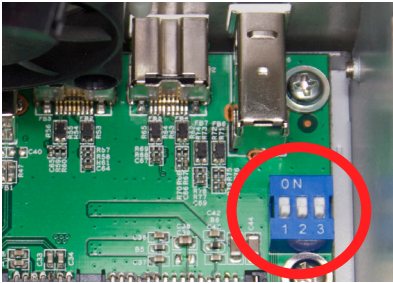
Connect one of the multicolored power cables to the hard drive you are installing in the upper drive position, and connect one of the red SATA cables to the hard drive you are installing in the upper position, and place the hard drive into the chassis.



2.3 RAID Configuration (FW/USB/eSATA Model ONLY)

To change the RAID settings on your FireWire & USB-equipped enclosure, there are three switches located inside the enclosure that need to be adjusted. You can access the switches by removing the outer case of the enclosure, or by removing the clip-in fan at the rear.

WARNING: The default RAID mode for the OWC Mercury Elite Pro Dual is RAID 0. When installing drives into this enclosure, **existing data will be destroyed** unless you select independent mode. Configuring a RAID mode **will destroy any data** stored on the drives. Back up any important data before proceeding.



MODE	SW#1	SW#2	SW#3
RAID 1	---	OFF	OFF
RAID 0	---	OFF	ON
SPAN	---	ON	OFF
INDEPENDENT	---	ON	ON
2TB MODE	ON	---	---

INDEPENDENT - Each hard drive will appear as a separate volume. You can use different models and sizes of hard drive with this mode. **NOTE:** Only FireWire and USB connections support independent mode.

SPAN - The drives show up as one large single volume. Spanning is an array (not RAID) that is written to sequentially across both hard drives. By itself, it does not provide any performance or redundancy benefits.

RAID 0 (STRIPE) - The drives show up as one large single volume. It is highly recommended to use identical hard drives for this RAID method.

RAID 1 (MIRROR) - The drives show up as one volume, but only 50% of the total capacity can be used. It is highly recommended to use identical hard drives for this RAID method. RAID 1 creates an exact copy (or "mirror") of a set of data on the second drive. This is useful when reliability and redundancy are more important than capacity. When one drive fails, it can be replaced and the data will be rebuilt.

2TB MODE - When switch #1 is in the **OFF** position, the total capacity of the drives is limited to a maximum of 2.2TB for compatibility with older operating systems. **NOTE:** If setting switch #1 to **ON** does not initially allow volume sizes to exceed 2.2TB, do the following: keeping switch #1 in the **ON** position, change to a different RAID level, then turn on the unit. Format the new RAID volume, then shut off the unit, change to the desired RAID level (or independent drive mode), and turn on the unit.



Place the enclosure on its side and insert 4 Phillips screws into the holes in the bottom of the enclosure to complete assembly of your new OWC Mercury Elite Pro Dual Bay.

Time to power up your new OWC Mercury Elite Pro Dual Bay!

Turn the drive so you can see the rear ports. Connect the power cable to the back of the drive, and whichever drive interface cable (FireWire, USB, eSATA) 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 about 15 seconds, the drives will be ready to use.

You now need to initialize your drive. If you're using a Macintosh, the next pages walk you through that procedure.

If you are using Windows 98/ME/2000/XP/Vista:

You will need to initialize the hard drive before it will show up in "My Computer".

For instructions on how to initialize the hard drive please use the link below. Click on the link that corresponds to the version of Windows you are using:

http://eshop.macsales.com/tech_center/formatting.cfm

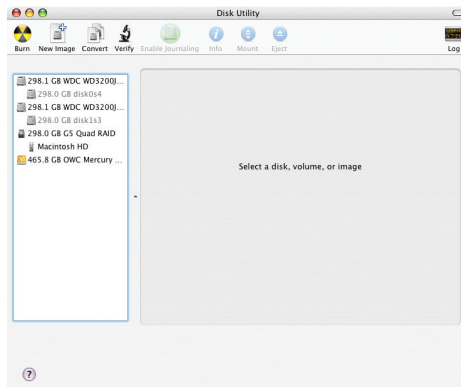
3 FORMATTING

3.1 Formatting your OWC Mercury Elite Pro Dual on a Macintosh with Mac OS X

IMPORTANT NOTE: This procedure will erase all data on your hard disk drives in the OWC Mercury Elite Pro Dual. Back up any important data before proceeding!

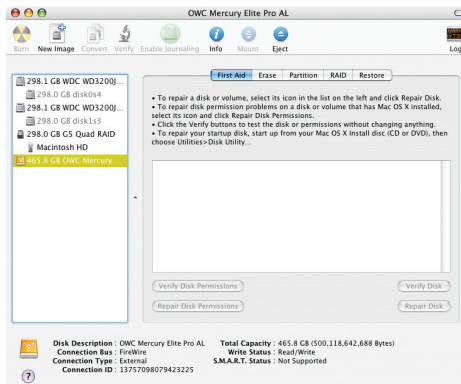
Open the Disk Utility application, which is located in /Applications/Utilities

①



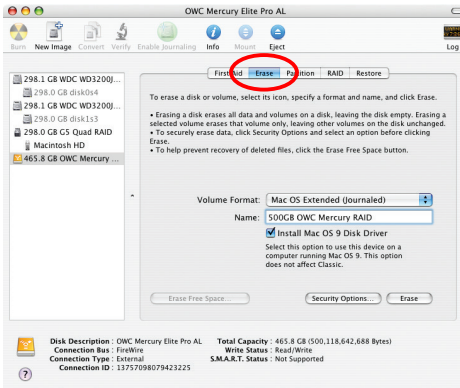
Select the device with no volumes attached to it; in this picture, that would be the 465.8GB OWC Mercury drive, your drive may be of a different size depending on the mechanisms you use. Click once on the picture of the drive icon next to the text.

②



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.

③



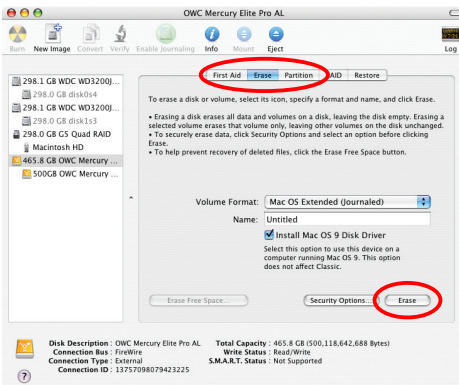
Once on the Erase tab, you need to name the volume you want to format, and erase it. Name the volume as you want, choose the Volume format type, (Mac OS Extended (Journaled) is default), and click the Erase button.

④



Confirm that you want to erase the volume by pressing the Erase button.

⑤



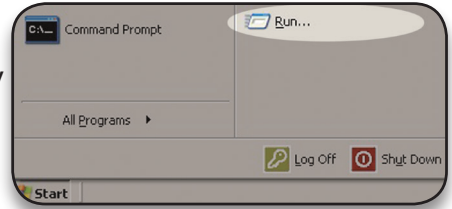
After a few moments, the erase command will complete, and the volume will mount on your desktop. You can quit Disk Utility, and you're all set!

3.2 Removing the GUID Partition Scheme

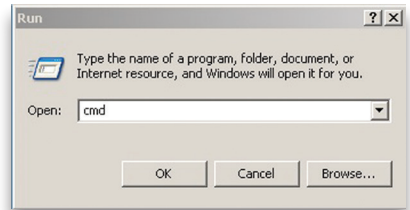
Only for XP, 2000, ME and earlier. (XP 64-BIT, Vista & Windows 7 can continue to the next section)

If your OWC Mercury Elite Dual was formatted for use on a Macintosh, it will not be readable by Windows without special software. If you wish to use your storage solution on a computer running Windows, you will need to repartition and reformat using the following instructions.

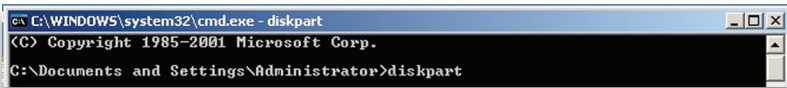
① Go to the DOS command prompt by selecting "Run" from the Start Menu.



② Type in **cmd** in text box, and hit the "OK" button.



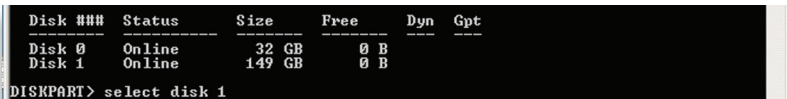
③ Type **diskpart** and hit enter.



④ Type **list disk** and hit enter.



⑤ Type **select disk x** replacing x with the number of the disk you want to reformat. (Typically, you will see an asterisk (*) under "GPT" for the disk requiring formatting.)



WARNING: The **clean** command will destroy ALL data on the disk you run it on!!! Be sure there is **nothing** you need to keep on your drive before running any of these commands.

⑥ Type **clean** and hit enter.



⑦ Type **exit** and hit enter.

⑧ Close the command prompt window.

You may now proceed with formatting the drive.

3.3 Formatting your OWC Mercury Elite Pro Dual on Windows 2000 and later

Instructions for other operating systems can be found at <http://www.macsales.com/format>.

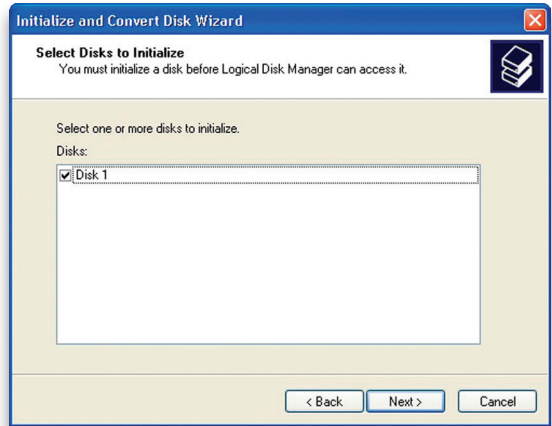
IMPORTANT NOTE: This procedure will erase all data on your hard disk drives in the OWC Mercury Elite Pro Dual. Back up any important data before proceeding!

① With the drive connected to the computer and powered on, right click on the “My Computer” icon and select “Manage” from the menu. The “Initialize and Convert Disk Wizard” window should appear.

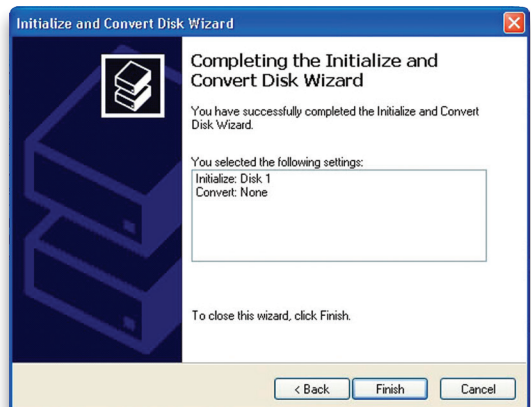


If the Wizard does not appear, expand the Storage menu by clicking on the plus (+) sign. Then, right click next to the disk number of the drive that you have just connected and click Initialize to bring up the Wizard.

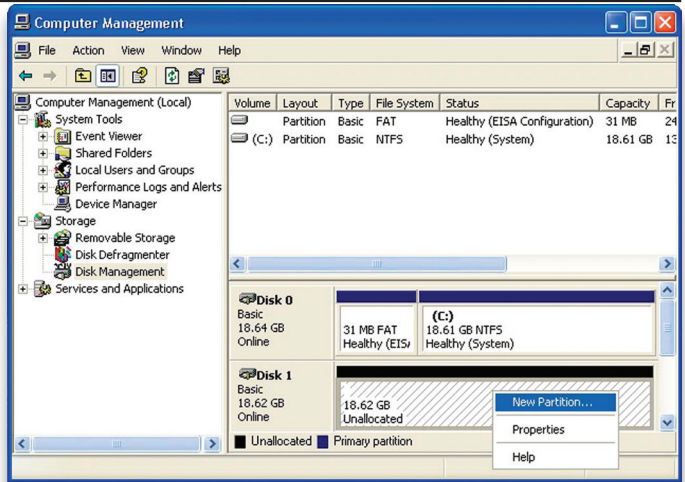
② In the next window, there should be only one drive listed. That will be the drive that you connected via eSATA, FireWire or USB. Make sure the box next to the drive name is checked and click “Next.”



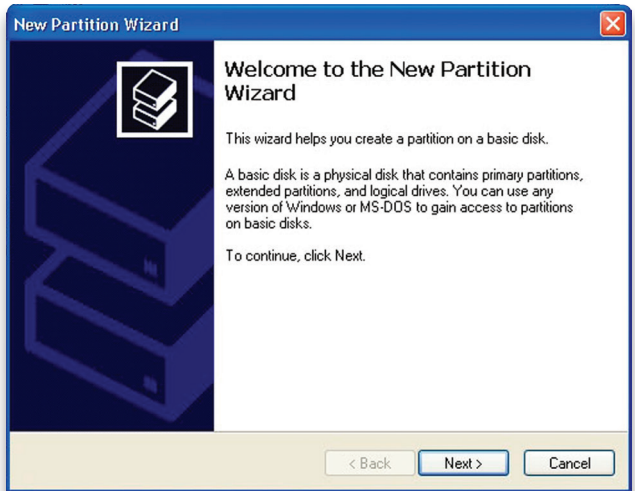
③ The Wizard will perform its tasks, and you will get the following screen. You may click “Finish.”



④ Your drive will appear similar to how Disk 1 does below. Notice that the space on the lower right reads as “Unallocated.” Right click in this space and choose “New Partition.”



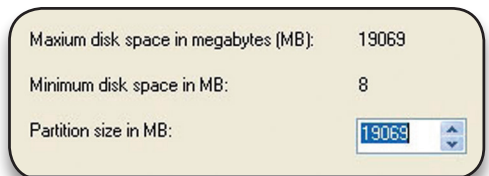
⑤ The “New Partition Wizard” will launch. Click “Next” to continue.



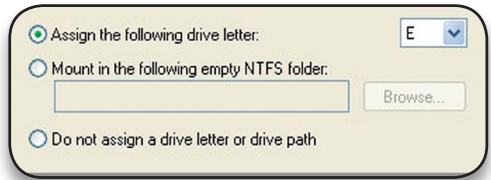
⑥ Specify your partition type as “Primary,” and click “Next.”



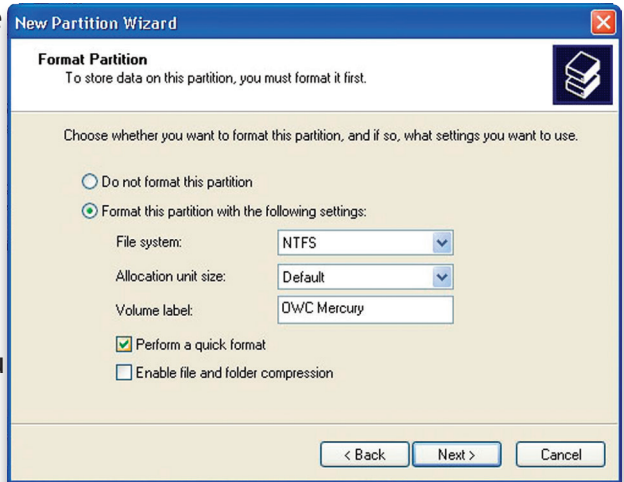
⑦ The wizard will display the maximum partition size for your drive. It is strongly recommended that you **do not** change the default value. Click “Next”



⑧ If you like, you can specify the drive letter designation for your new drive. Otherwise, one will automatically be assigned. Click “Next.”

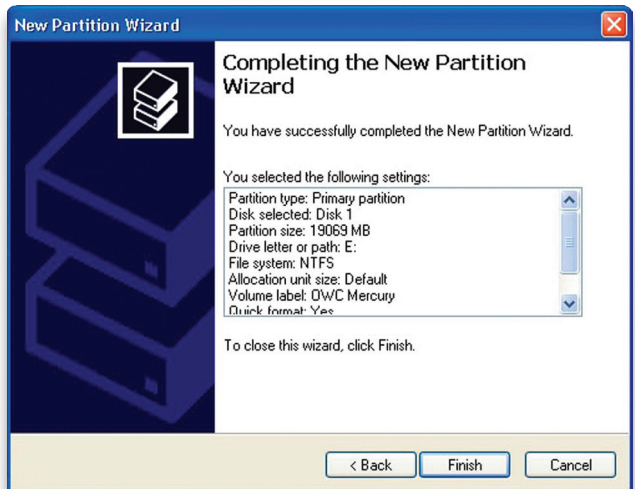


⑨ Before you can use the drive, it must be formatted. On most systems running Windows 2000 or later, it is advisable to specify the file system as NTFS. Leave the Allocation unit size as “Default,” and feel free to give the drive whatever name you prefer. Be sure to check the box “Perform a quick format.”

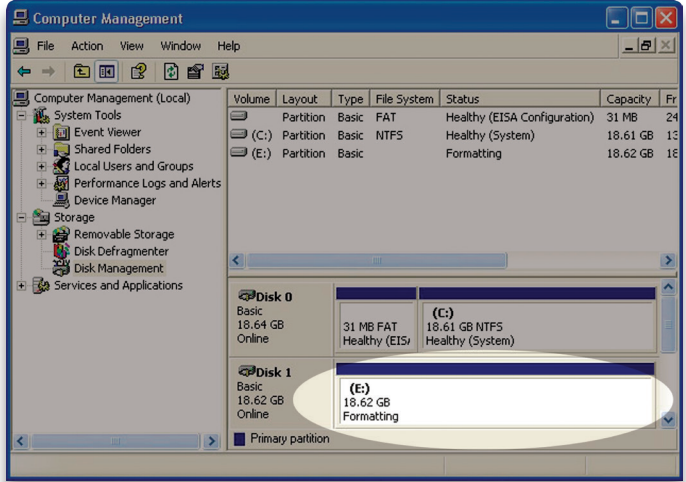


If you do not check the “Perform a quick format” box, it will take several hours for your drive to format. Click “Next.”

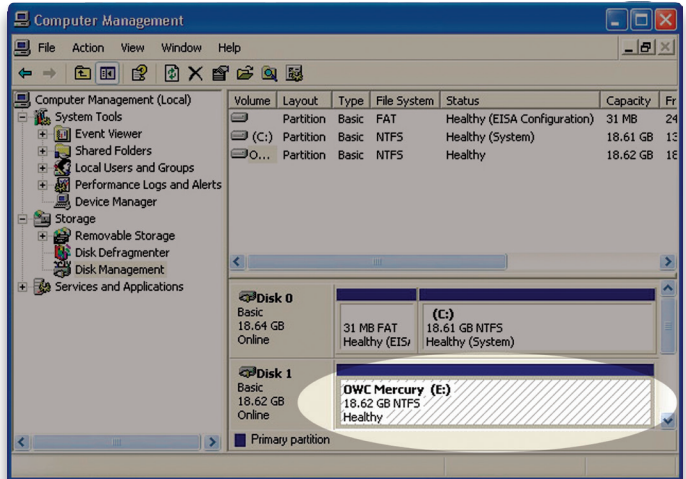
⑩ At the end of the Wizard, you will see a summary of the information that you specified during the previous steps. Click “Finish.”



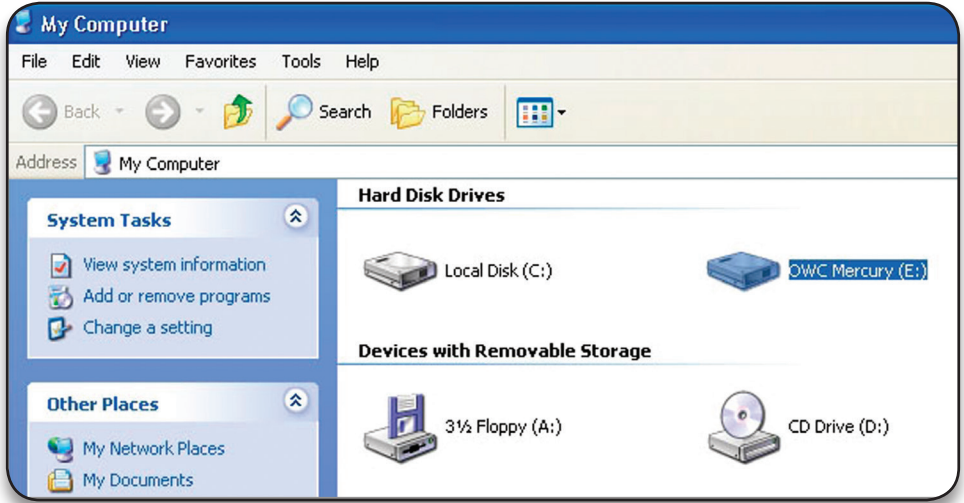
①① Once you have finished with the formatting wizard, you will see that your new drive (represented as "Disk E" in this case) will display a message of "Formatting." This should only take a couple of minutes if you chose the quick format option.



①② After a moment or two, the drive's status will change from "Formatting" to "Healthy."



①③ At this point, you may close the Computer Management window. Your drive is ready to use and can be found in “My Computer.”



Using your new Storage Solution on both Macs and PCs?

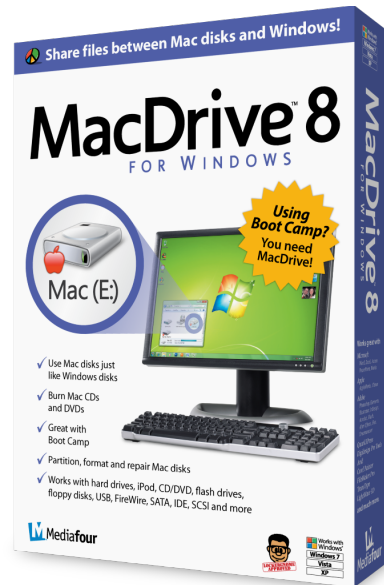
MacDrive™ takes the guesswork out of sharing files. Whether you are transferring files between home and the office, a class room lab and your dorm room or even on the same computer, MacDrive makes it painless. In fact, you'll hardly know MacDrive is working.

Once installed MacDrive will automatically give you access to any Mac disk you pop into your computer. MacDrive even puts an “apple” icon on the Mac disk, just to keep things clear.

You can access files on the Mac disk just like you would with a Windows formatted disk. Open files from the disk or from within a program. Mac files automatically get the right icons and file name extensions under both Windows and Mac OS. Works great with software from Microsoft, Adobe, Quark, FileMaker, Avid, Digidesign, Corel, NewTek and more.

You can find MacDrive at:

<http://eshop.macsales.com/search/macdrive>



4 TROUBLESHOOTING & TIPS

4.1 Troubleshooting

Some of the most simple problems can be traced to power, or connectivity issues. Verify that your cables (both ends!) are properly plugged into the computer and storage solution. If one connection type does not work, switch to another interface and try the solution again. If these suggestions do not work, try the OWC Mercury Elite Pro Dual on a different computer, if available to you.

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

4.2 Usage Tips

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

• **For Macintosh systems:**

There are multiple methods to unmount disks with Macintosh systems. Either drag the icon for the hard disk you wish to dismount to the trash can, or you can click the eject icon next to the hard disk name in under the "DEVICES" tab in the sidebar in any finder window, and finally another method is to right click on the hard drive icon on your desktop and select "Eject".

• **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 be given the following message. "Safe to Remove Hardware". It is now safe to unhook the OWC Mercury Elite Pro Dual.

5 APPENDIX

5.1 FAQ

Q: How do I format my storage solution?

A: OWC has detailed instructions online for most popular operating systems, located at: http://eshop.macsales.com/tech_center/fw HDD.cfm

Q: What file system should I choose when formatting my drive?

A: This will depend on how you want to use the drive, but in general we recommend:

- Mac OS X : HFS + (Mac OS Extended)
- Windows 2000/XP/Vista/7 : NTFS
- For cross-platform compatibility, FAT32 will work, but single file sizes are limited to 4GB. Other options using 3rd party software exist but are not covered here.

Q: Will the hard drives spin down when my computer goes to sleep or into stand-by mode?

A: Yes, they will spin down to save energy. It will take about 30 seconds to access your data after being in sleep or stand-by mode.

Q: One of my drives failed and I replaced it. Do I need to connect it to the computer to rebuild the data?

A: No, the rebuild will occur without being connected to the computer as long as the power is turned on to the enclosure.

5.2 About Data Protection

To ensure that your files are protected and to prevent the loss of your data, we strongly suggest that you keep two copies of your data: one copy on your OWC Mercury Elite Pro Dual, and a second copy on either your internal hard drive or another storage medium, such as an optical backup, or on a second external hard drive. Any data loss or corruption while using the OWC Mercury Elite Pro Dual 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.

6 CUSTOMER SERVICE

6.1 Before Contacting Customer Service

- Read this manual and review Chapter 4: Troubleshooting & Tips.
- Try to confirm the problem is with the hard drive. If you have a second computer, move the enclosure to that system and verify that the solution does not function with that machine.
- Visit our tech center for more support suggestions, including FAQs.
http://eshop.macsales.com/tech_center/index.cfm

If you still need support, please have the following available to you:

- The serial number of the enclosure
- Your invoice number
- What operating system you are using
- Which kind and model of computer you are using

All of this will help speed your support contact along.

6.2 Support Hours Of Operation

8AM - 10PM 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 24 hours a day, 7 days a week . 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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