



OWC Mercury Elite Pro Dual

RAID 0

USER GUIDE



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INTRODUCTION

1.1 MINIMUM SYSTEM REQUIREMENTS

1.1.1 Mac® Requirements

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

1.1.2 PC Requirements

- 500MHz Intel Pentium 3 CPU, 128MB RAM
- eSATA: Windows XP or later
- FireWire: Windows 2000/XP or later
- USB 2.0: Windows 2000/XP or later

1.1.3 Supported Hard Drives

- Any 3.5" SATA hard drive

1.2 PACKAGE CONTENTS



Mercury Elite Pro
Dual



Power Supply and
cable



eSATA cable



FireWire 800 (1394b)
9-9 pin cable



FireWire 400 (1394a)
6-6 pin cable



USB 2.0 (Standard-A
to Standard-B) 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 REAR VIEW



1.4.1 Rear Features

- 1. FireWire 400 port** — Attach the included 6-6 pin FireWire 400 cable here.
- 2. 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.
- 3. USB 2.0 port** — Attach the included USB 2.0 (Standard-A to Standard-B) cable here.
- 4. eSATA port** — Attach the included eSATA cable here.
- 5. On/off switch** — Turn on and off the Mercury Elite Pro Dual here.
- 6. Power input** — Connect the included power supply here.
- 7. Kensington® Security Slot** — Connect a security tether here.

1.5 QUICK START

Before your new Mercury Elite Pro Dual 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 on your Mercury Elite Pro Dual. Follow these steps to use Drive Guide to format your Mercury Elite Pro Dual for Mac 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 your computer’s operating system, then double-click the Drive Guide application.

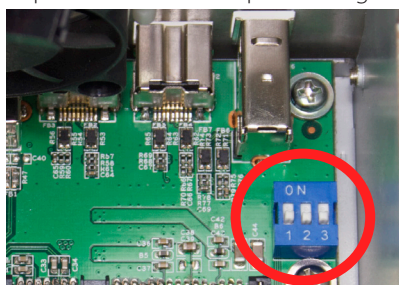
- Follow the simple on-screen instructions to complete the formatting process.
- Once the formatting is finished, the drive is ready to use.

For more information on formatting your new external drive for Mac or Windows, including an in-depth guide to the Drive Guide utility, go to: <http://www.macsales.com/format>

1.6 RAID CONFIGURATION

To change the RAID settings of your Mercury Elite Pro Dual, there are three switches inside the enclosure that need to be adjusted, circled below in red. You can access the switches by removing the clip-in fan at the rear of the enclosure.

WARNING: The default RAID configuration for the OWC Mercury Elite Pro Dual is RAID 0. Configuring a new 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 (NOT RECOMMENDED)	---	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:** Independent mode is not supported over eSATA. Only FireWire and USB connections support independent mode.

SPAN — The drives show up as one large single volume. A span is an array (not RAID) in which data is written sequentially across both hard drives. It combines the capacities of the two drives, but it does not provide any performance or redundancy benefits.

RAID 0 (STRIPE) — The drives show up as one large single volume. RAID 0 is used when speed is the primary objective. It is required to use identical hard drives for this RAID level.

RAID 1 (MIRROR) — The drives show up as one volume, but only 50% of the total capacity can be used. It is required 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. RAID 1 is **NOT RECOMMENDED** in the Mercury Elite Pro Dual due to the lack of any indication of a drive failure.

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 mode), and turn on the unit.

APPENDIX

2.1 CONNECTIVITY NOTES

- Only one interface (eSATA, FireWire, USB) at a time can be used. When more than one interface cable is connected, the fastest interface has priority.
- For the safe removal of your drive and to assure 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 Mac OS X 10.4 and above).

2.2 UNMOUNTING DRIVES

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

For Mac OS X systems:

There are two main methods to unmount disks with Mac OS X systems. Either 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”.

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 Dual from the computer.

2.3 TROUBLESHOOTING

Begin your troubleshooting by verifying that the power cable is connected to the Mercury Elite Pro Dual 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 Dual. If the Mercury Elite Pro Dual is still not working properly, try connecting to another interface such as the USB connection and see if the device works properly. You can also connect the Mercury Elite Pro Dual to a different computer.

If problems persist, consult our online collection of frequently asked questions (<http://www.macsales.com/FAQ>) or see section 2.6 for information on contacting OWC technical support.

2.4 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 Dual 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 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.

2.5 ONLINE RESOURCES

Formatting:

For formatting information, including instructions on how to format your Mercury Elite Pro Dual 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>

2.6 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

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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.

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