



OWC Mercury Elite-AL Pro Dual Bay eSATA
Dual Bay eSATA Solution

Owner's Manual

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1 INTRODUCTION

1.1 System Requirements

1.1.1 Mac Requirements

- Minimum PowerPC G4 CPU, 128MB RAM
- Confirm your operating system requirements with your eSATA interface / card manufacturer.

1.1.2 PC Requirements

- Minimum 500MHz Intel Pentium III CPU, 128MB RAM
- Confirm your operating system requirements with your eSATA interface / card manufacturer.

1.2 Package Contents

- ① OWC Mercury Elite-AL Pro Dual Bay eSATA Solution
- ② Software Bundle
- ③ User Guide & Owner's Manual
- ④ Power Supply
- ⑤ Power Cable
- ⑥ eSATA Cable (x2)



1.3 About This Manual

Images, and descriptions may vary slightly between this manual and the unit shipped. Please visit the product webpage for the most recent specifications.

1.4 Port View & Cable Connections



Cable Connections:

- ① **eSATA ports** - connect your eSATA cables here.
- ② **DC IN port** - Plug the external power supply in here.
- ③ **On/Off switch** - Power the OWC Mercury Elite-AL Pro Dual Bay eSATA on and off here.
- ④ **Kensington® Security Lock** - Secure your OWC Mercury Elite-AL Pro Dual Bay eSATA to your desk using this standard locking port, using a security cable (not included).

1.5 Detailed View

The OWC Mercury Elite-AL Pro Dual Bay eSATA has a cool blue LED at the front of the hard drive enclosure. It will illuminate blue when powered on.

2 SYSTEM SETUP

2.1 Software Installation

The OWC Mercury Elite-AL Pro Dual Bay eSATA solution connects to an eSATA interface, and would require any software drivers for that eSATA interface to be installed properly before proceeding. As this will vary depending on manufacturer, and some may be Plug & Play compatible, it is up to the end user to confirm that these conditions have been met before proceeding.

2.2 Computer Connections

To use the OWC Mercury Elite-AL Pro Dual Bay eSATA solution, connect the 2 eSATA ports to your computer's eSATA interface card power on the OWC Mercury Elite-AL Pro Dual Bay eSATA enclosure.

Your drives should mount on your computer's desktop.

Your new OWC Mercury Elite-AL Pro Dual Bay eSATA solution is shipped preformatted as 2 independent drives, ready to use on any Macintosh system. If you are using a Windows PC, you will need to reformat the drives to use with your system. Please proceed to section 3.4 and follow the instructions provided.

3 FORMATTING

3.1 IMPORTANT INFORMATION IF YOU PLAN ON USING YOUR DRIVE TO BOOT ON A G3, G4, OR G5 SYSTEM

Your new external hard drive has been formatted for the Macintosh as a Mac OS X Extended (Journaled) volume, using the **GUID*** Partition Table scheme. This means that your new drive is ready to use immediately out of the box if you have an Intel based Macintosh computer.

For your new OWC external hard drive to provide boot compatibility (meaning you wish to run the operating system from the external drive) with Power-PC based computers (G3, G4, G5) using Mac OS X, you will need to repartition/format the drive and change the partition mapping from GUID to **APM (Apple Partition Map**)**. If you do not plan to use your new external drive as the start up drive, you do not need to perform this procedure, your new drive will work as formatted for normal external storage use and step by step instructions to do so are covered on the next pages of this manual.

Notes:

***GPT (GUID Partition Table)** - To use the disk as a boot volume on an Intel-based Mac, or to use the disk as a non-boot disk with any Mac with Mac OS X version 10.4 or later.

****APM (Apple Partition Map)** - to use the disk as a boot volume on a Power-PC based Mac, or to use the disk as a non-boot disk with any Mac. If you are using Mac OS X 10.3.9 or earlier, you must repartition and format the hard drive using this method.

Apple also has an article about repartitioning, available at:

<http://support.apple.com/kb/TS1600>

3.2 IMPORTANT INFORMATION IF YOU PLAN ON USING YOUR DRIVE WITH A PC SYSTEM

Please turn to section 3.4 and proceed from there to reformat your drive to use with a PC.

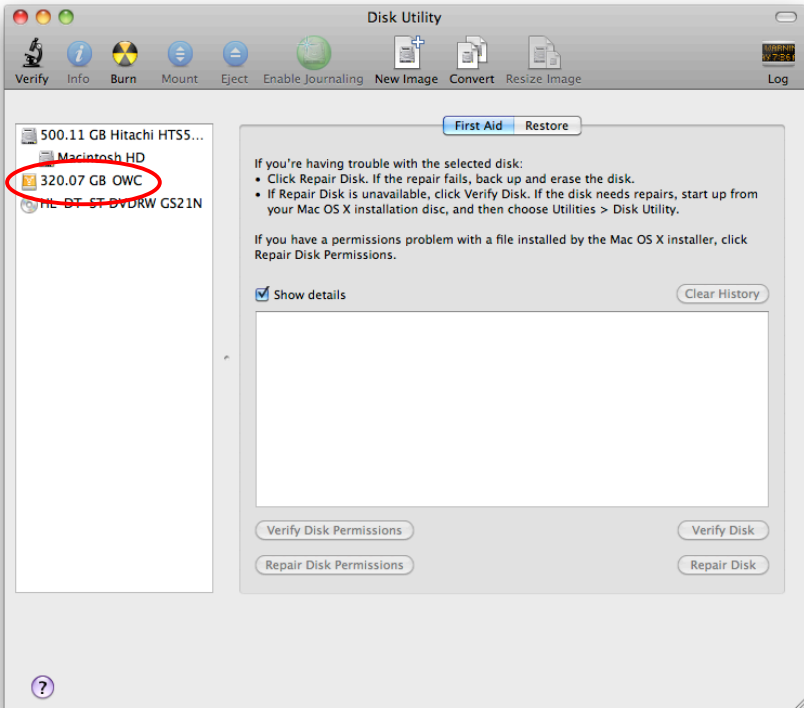
3.3 Formatting your OWC Mercury Elite-AL Pro Dual Bay eSATA solution on a Macintosh with Mac OS X



WARNING: This procedure 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.

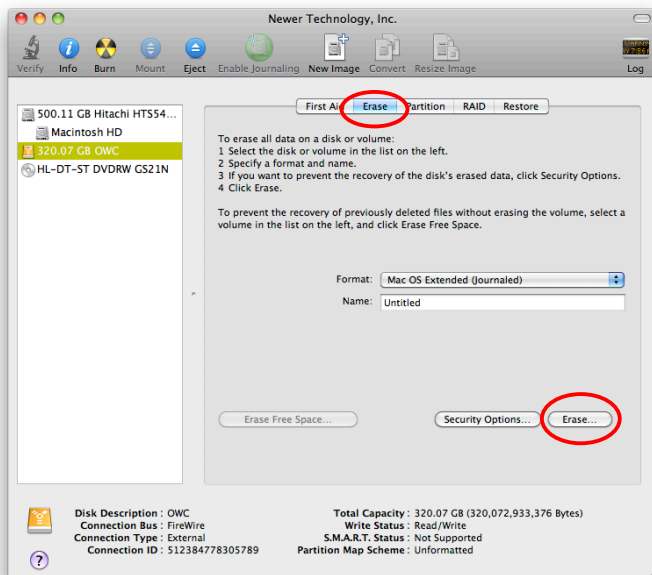
Open the Disk Utility application, which is located in /Applications/Utilities

1



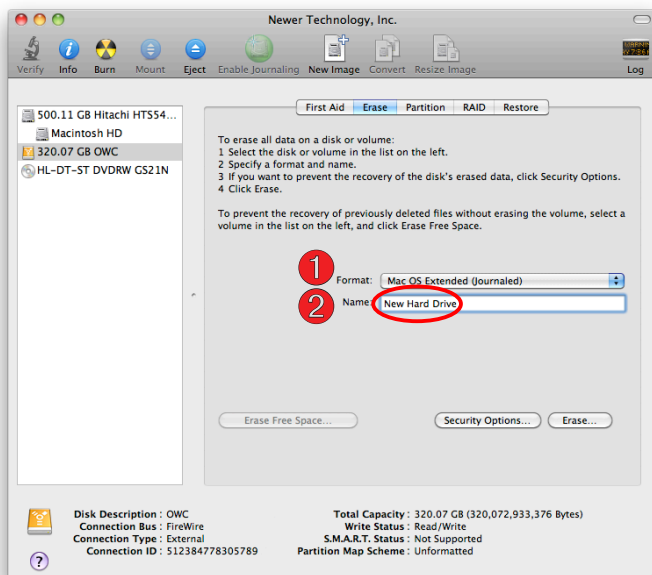
Select the device with no volumes attached to it; in this picture, that would be the 320.07 GB OWC device. Click on the picture of the drive icon next to the text.

②



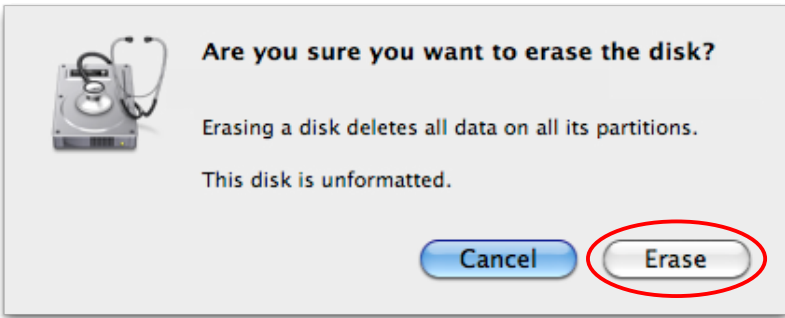
Once you've selected the OWC device, you will notice the above change in the Disk Utility application. Click on the "Erase" tab in this picture.

③



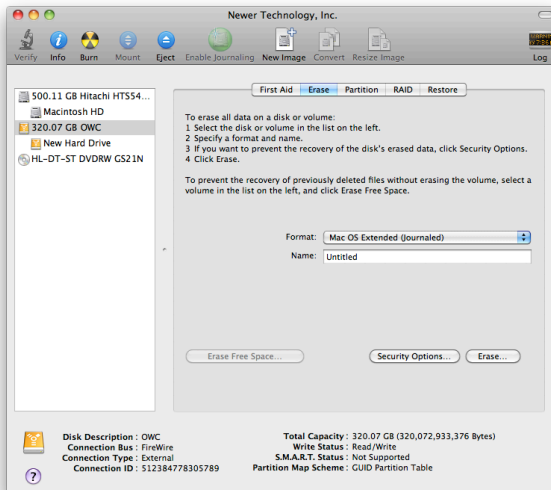
You then need to name the volume that you want to format, and erase it. Name the volume as you want, choose the Volume Format pulldown (Mac OS Extended (Journaled) is default), and click the Erase button.

④



Click the erase button to confirm you wish to erase the disk.

⑤



After a few moments, the erase command will complete and the OWC Mercury Elite-AL Pro Dual Bay eSATA volume will mount on your desktop. You can quit Disk Utility, you're all set!

3.4 Removing the GUID Partition Scheme

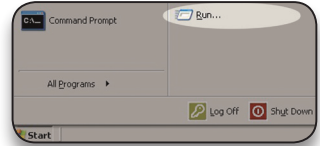
Only for XP, 2000, ME and earlier. (XP 64-BIT, Vista & Windows 7 can continue to the next section)

Your new OWC Mercury Elite-AL Pro Dual Bay eSATA solution is preformatted for use with a Macintosh. Unfortunately, this is not 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.

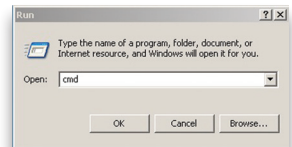


WARNING: The **clean** command will destroy ALL data on the disk you run it on!!! Be sure there is **nothing** you need to keep on your drive before running any of these commands.

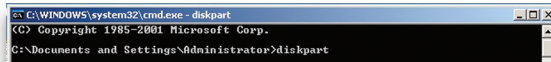
① Go to the DOS command prompt by selecting “Run” from the Start Menu.



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.

3.5 Formatting your OWC Mercury Elite-AL Pro Dual Bay eSATA solution on Windows 2000 and later

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



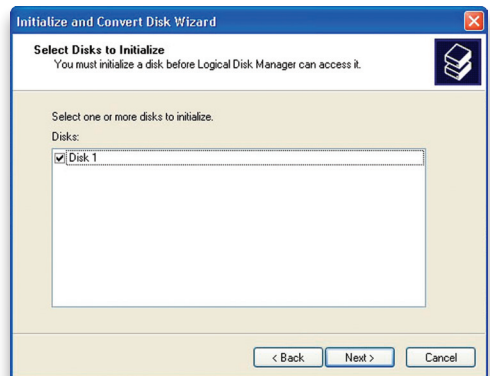
WARNING: This procedure will destroy ALL data on the disk you run it on!!! Be sure there is **nothing** you need to keep on your drive before running any of these commands.

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.

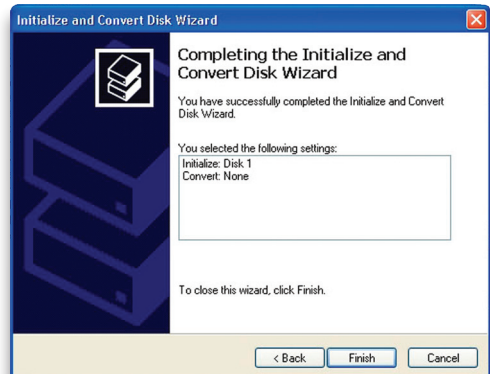


If the Wizard does not appear, expand the Storage menu by clicking on the plus (+) sign. Then, right click next to the disk number of the drive that you have just connected and click Initialize to bring up the Wizard.

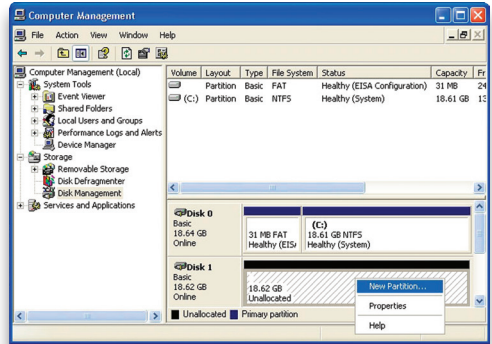
② In the next window, there should be only one drive listed. That will be the drive that you connected via FireWire or USB. Make sure the box next to the drive name is checked and click "Next."



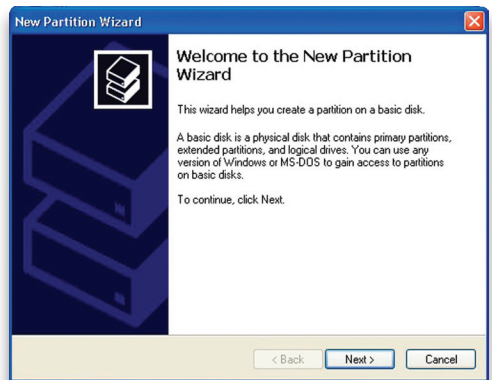
③ The Wizard will perform its tasks, and you will get the following screen. You may click "Finish."



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.”

Select the partition you want to create:

- ☒ Primary partition
- ☐ Extended partition
- ☐ Logical drive

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.”

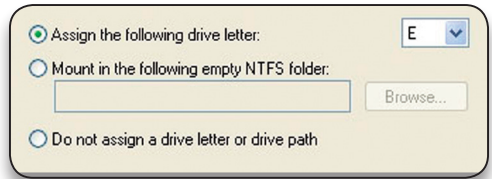
Maximum disk space in megabytes (MB): 19069

Minimum disk space in MB: 8

Partition size in MB:

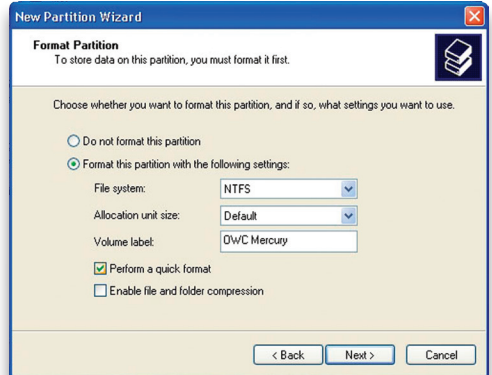
19069

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

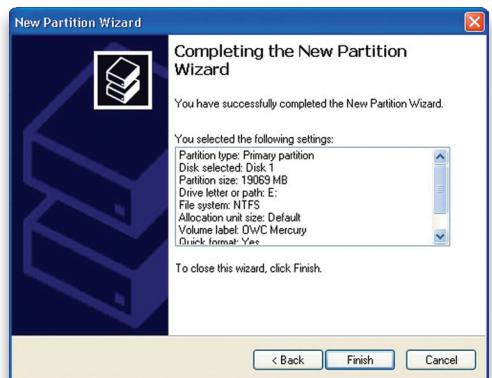


⑨ Before you can use the drive, it must be formatted. On most systems running Windows 2000 or later, it is advisable to specify the file system as NTFS. Leave the Allocation unit size as “Default,” and feel free to give the drive whatever name you prefer. Be sure to check the box “Perform a quick format.”

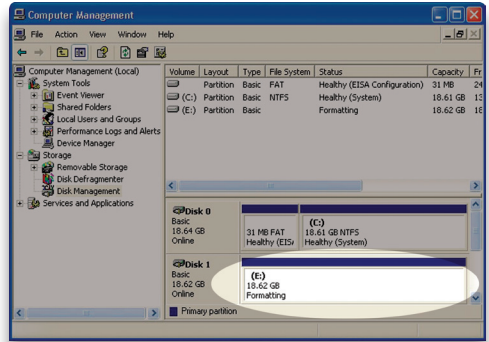
If you do not check the “Perform a quick format” box, it will take several hours for your drive to format. Click “Next.”



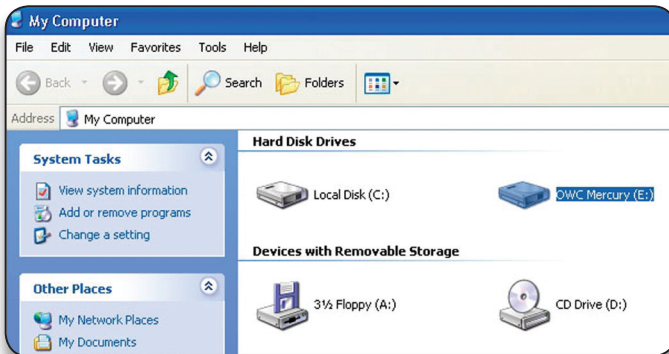
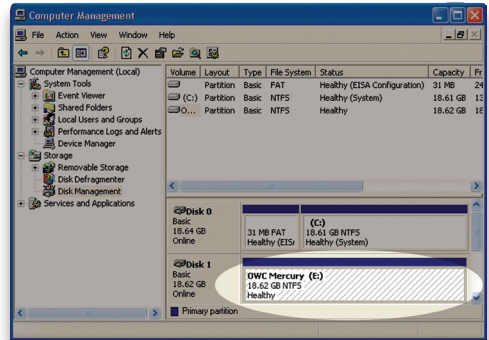
⑩ At the end of the Wizard, you will see a summary of the information that you specified during the previous steps. Click “Finish.”



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.”

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 these suggestions do not work, try the OWC Mercury Elite-AL Pro Dual Bay eSATA solution on a different computer, if available to you.

- **Disk is recognized, but unable to be accessed.**

If the disk is recognized by the System, but you're having trouble accessing it, try using the Repair Disk and Repair Permissions options in the Disk First Aid pane of OS X's Disk Utility or using a commercial piece of software such as Alsoft's **Disk Warrior** or Prosoft Engineering's **Drive Genius**.

- **Drive does not show up at all**

If your OWC Mercury Elite-AL Pro Dual Bay eSATA solution is not being recognized at all, begin by checking some basic possibilities, such as:

- Are all cables tightly attached to the computer and drive?
- Have you tried a different cable and/or port?

- **Further Troubleshooting**

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, please contact OWC Technical Support. Contact information is available in chapter 6.

4.2 Tips

Identifying the LED indicators on your drive

The OWC Mercury Elite-AL Pro Dual Bay eSATA has a cool blue LED at the front of the hard drive enclosure. It will illuminate blue when powered on.

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 umount 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-AL Pro Dual Bay eSATA.

Backup Software

For Mac OS X, we have included **Prosoft Engineering's Data Backup**. Data Backup makes it easy to backup to FireWire and USB drives, network drives, CDs and even DVDs. Make schedules so you don't need to 'think' about backing up... It does it for you. Your drive is also fully compatible with Apple's Time Machine if you are running Mac OS X 10.5 "Leopard" or later.

For PCs running Windows 2000 and later, we have included **Novastor's NovaBACKUP**. Built-in support for hundreds of the most popular storage devices and a step-by-step backup and restore wizard makes NovaBACKUP extremely easy to use.

To install and use the included backup software for either OS, please insert the included CD and follow the installation and operation instructions on the disc.

Cloning your hard drive (making an exact copy of it):

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 and is included with the bundled software CD provided with this storage solution.

Custom OS X Icons

If you wish to replace the custom OS X icon for your new hard drive, you can find instructions and a download link on our Web site:

<http://eshop.macsales.com/hdicons>

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.

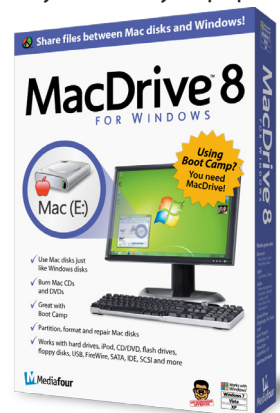
Once installed MacDrive will automatically give you access to any Mac disk you pop into your computer. MacDrive even puts an "apple" icon on the Mac disk, just to keep things clear.

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>



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 : 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 drive spin down when my computer goes to sleep or into stand-by mode?

A: That will depend on the settings you choose in your eSATA controller card configuration. Please check with your controller card manual to verify those settings.

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-AL Pro Dual Bay eSATA solution, 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-AL Pro Dual Bay eSATA solution 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 - 8PM CST Monday - Friday

9AM - 4PM CST 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 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'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 enclosure 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). Conversely, 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.
- 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 its finest with this product. Be sure not to 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 front 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.

