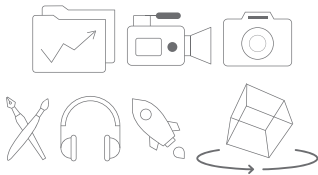# MERCURY PRO U.2 **DUAL**

Dual bay Thunderbolt™ storage solution
with up to eight NVMe M.2 SSDs

Blazingly Fast
Save, backup, and edit on the fly with up to
2447MB/s real-world performance

Diverse Workflow Ready
Handles everything from routine backups to
high-bandwidth pro creative uses

Thunderbolt™
Compatible with Thunderbolt-equipped
Macs and PCs

NVMe M.2 Powered
Solutions use OWC U2 Shuttle adapters
with up to eight NVMe M.2 SSds

TABLE OF CONTENTS

INTRODUCTION

1.1 SYSTEM REQUIREMENTS

Operating System:
- Mac: macOS 10.13 or later
- PC: Windows 10 or later

Hardware:
- Mac or PC with a Thunderbolt 3 or Thunderbolt 4 port

Supported Drives and Adapter Types:
- (2) Third-party 2.5 inch and 3.5 inch NVMe U.2 SSD
- (2) OWC U2 Shuttle
    - Each provides connectivity for 1-4 2280 NVMe M.2 SSDs
    - Compatible with the OWC Aura P12 series M.2 SSD

1.2 PACKAGE CONTENTS

| OWC Mercury Pro U.2 Dual | Thunderbolt 3 cable | Power supply and cable | Quick start guide |

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. The latest product details and warranty information can be found on the product web page. OWC's Limited Warranty is not transferable and subject to limitations.

General Use Precautions

To avoid damage, do not expose the device to temperatures outside the following ranges:

Environmental (Operating)
  - Temperature (ºF): 41º — 95º
  - Temperature (ºC): 5º — 35º

Environmental (Non-Operating)
  - Temperature (ºF): -4º — 140º
  - Temperature (ºC): -20º — 60º

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.

Safety Precautions

Read this user guide carefully and follow the recommended steps for assembly.

Use proper anti-static precautions while installing drives into this enclosure. Failure to do so can cause damage to your drive mechanisms and/or the 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, please contact 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.

1.4 FRONT VIEW

1. Drive A LED – light will appear solid green when drive is ready but not in use (may not be supported by all drive types); it will flash green during read/write operations.

2. Power LED – solid white when connected to power and solid blue when connected to both power and an active host.

3. Drive B LED – light will appear solid green when drive is ready but not in use (may not be supported by all drive types); it will flash green during read/write operations.
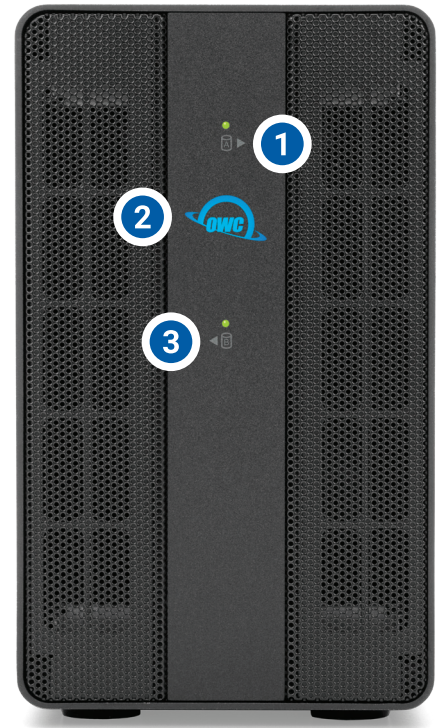
1.5 REAR VIEW

1. Thunderbolt 3 ports – connect one port to your Mac or PC, and chain additional Thunderbolt 3 devices to the other port. Each port provides up to 15W of bus power.

2. DC IN – connect the included power supply here.

3. Kensington Security Slot – connect a Kensington security tether here.
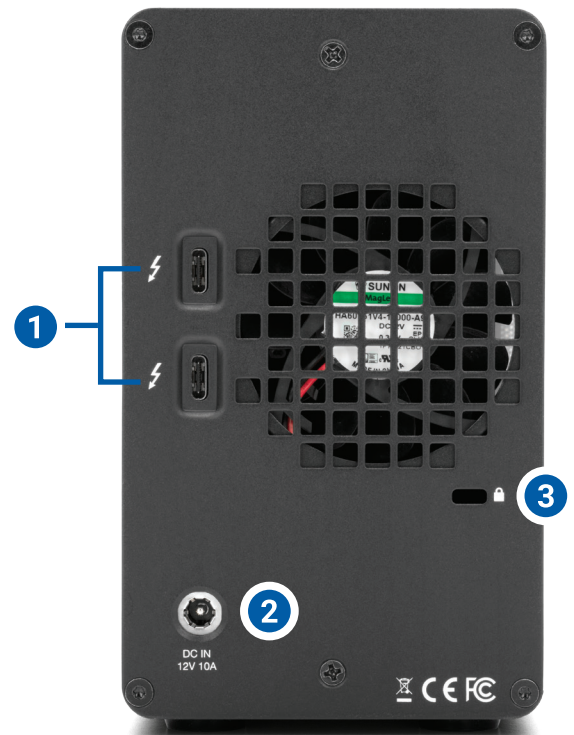
1.6 USAGE NOTES

- Mercury Pro U.2 Dual needs an active data signal to remain powered on. If it is disconnected from the computer, or if the computer goes to sleep or turns off, the device will power off.

- To ensure no data is lost during normal use, always eject or unmount the corresponding disk(s) from your operating system before powering off the device. Several options are provided below for Mac and PC.

  - macOS

    - Drag the disk icon to the trash can in the Dock; OR

    - Right-click the disk icon on the desktop, then click 'Eject'; OR

    - Highlight the disk icon on your Desktop and press Command-E.

  - Windows

    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 enclosure from the computer.

  - The steps above are applicable to Windows 10 build 1803 and earlier. If you are using Windows 10 build 1809 (October 2018) or later, you can eject the drive by clicking the 'Show hidden items' menu in the Taskbar, then clicking 'Safely Remove Hardware and Eject Media', and last select the 'Eject' option for this volume.

INSTALLATION

2.1 QUICK START

If your Mercury Pro U.2 Dual shipped with one or more OWC U2 Shuttles, the M.2 SSDs and the shuttles have been pre-installed and the drives pre-formatted. You can skip ahead to Section 2.3. This section shows the installation steps for the OWC U2 Shuttle; identical steps are used for installing third party 3.5-inch U.2 drives and adapters. Notes are also provided for 2.5-inch U.2 drives.

2.2 DRIVE INSTALLATION

1. Remove Mercury Pro U.2 Dual from its packaging and set it on a static-free work surface.

2. Remove the two screws highlighted in red from the back of the enclosure and set them aside.

3. Pull on the front plate of the enclosure so the inner-chassis slides out (A), then remove it fully (B).

4. Set the inner chassis flat on the work surface.

5. Making sure the connector on the shuttle aligns with the connector on the inner-chassis, place the shuttle into the housing. Then, connect the inner-chassis to the U2 Shuttle by sliding it in the direction shown until it is fully seated. If the device does not seat fully, do not apply more force. Move it back and try again. As long as the OWC U2 Shuttle is sitting flush in the drive carrier, the connectors should automatically align.

6. Affix the U2 Shuttle to the inner-chassis at the locations shown. Note: the hole for a 2.5 inch U.2 drive is circled in yellow. A total of one screw is required for 2.5 inch drives, and four screws (two aside) for 3.5 inch drives and the OWC U2 Shuttle.

7. Once the U2 Shuttle is secured, flip the inner chassis if needed and repeat Steps 5 and 6 to install another 3.5-inch U.2 device or OWC U2 Shuttle.
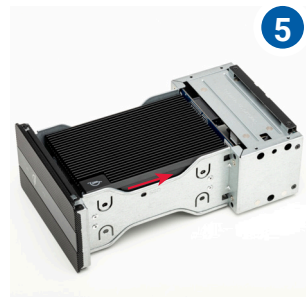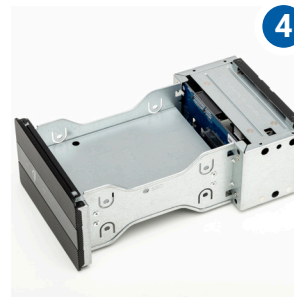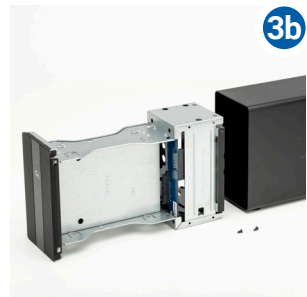
8. Make sure the ports on the back of the inner chassis and the port cut-outs on the back of the outer enclosure are oriented the same way, then slide the inner chassis into the outer enclosure so that the chassis' front plate is flush with the cover's front edge.

9. Re-affix the screws you removed in Step 2.

This completes the assembly process.

Once you've completed the installation steps, you can format and/or RAID the M.2 drives using SoftRAID or the RAID Assistant feature in Apple's Disk Utility application, and then begin using the drives.

2.3 USING SOFTRAID FOR BEST PERFORMANCE

In order to get the best performance from your installed SSDs you can use SoftRAID from OWC to RAID two or more installed drives together into a RAID 0 "Striped" volume.To learn more about SoftRAID please visit: www.softraid.com

SUPPORT RESOURCES

3.1 FORMATTING

For additional formatting information, including instructions on how to format your Mercury Pro U2 Dual for Mac or Windows, go to: www.owcdigital.com/format

3.2 TROUBLESHOOTING

Begin by verifying that the power cable is connected to the Mercury Pro U.2 Dual and to a power source. If the power cable is connected to a power strip, make sure that the power strip switch is in the ON position. Next, verify that each end of the data cable is properly plugged into the computer and the enclosure, respectively. If you are still having trouble, try connecting a different Thunderbolt cable and see if the device works properly; you can also connect the device to a different computer.

Note: Some Windows PC manufacturers use PCIe resource limited designs which may be incompatible with PCIe switched-based devices such as the OWC U2 Shuttle used in Mercury Pro U.2 Dual solutions.

3.3 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 OWC ThunderBay Flex 8 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 ThunderBay Flex 8 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.

3.4 CONTACTING TECHNICAL SUPPORT

Phone: M–F: 8am–6pm CT, Sat & Sun: Closed
1.866.692.7100 (N. America) | +1.815.338.4751 (Int'l)

Chat: Sun: 9am–midnight, M–Th: 12am–4am & 7am–midnight (closed from 4am–7am),
Fri: 12am–4am & 7am–10pm (closed from 4am–7am), Sat: 9am–5pm
www.owc.com/support

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

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 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.

WARRANTY:

The Mercury Pro U.2 Dual has a [3 Year OWC Limited Warranty](#) with drives included. Mercury Pro U.2 Dual enclosures that do not ship with drives have a [1 Year OWC Limited Warranty.](#) For up-to-date product and warranty information, please visit the [product web page](#).