MY PASSPORT™ ULTRA FOR MAC

Portable Hard Drive

User Manual



Accessing Online Support

Visit our product support website at support.wdc.com and choose from these topics:

- **Registration** – Register your WD product to get the latest updates and special offers at: register.wdc.com
- **Downloads** –Download software and updates for your WD product at: support.wdc.com/downloads
- **Email Support** – Get technical and other support through email at: support.wdc.com/support
- **Warranty & RMA Services** – Get warranty, product replacement (RMA), RMA status, accessories, and data recovery information at: support.wdc.com/warranty
- **Knowledge Base** – Search by keyword, phrase, or answer ID at: support.wdc.com/knowledgebase
- **WD Community** – Share your thoughts and connect with other WD users at: community.wdc.com
- **Phone Support** – Get phone numbers for contacting support by region at: support.wdc.com

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1 About Your WD Drive

Welcome to your My Passport™ Ultra for Mac portable hard drive. This drive offers high capacity in a sleek portable device. It features ultra-fast USB 3.1 connectivity, local and cloud backup, and password protection to help protect your files from unauthorized use.

This introductory chapter includes the following topics:

Features

Kit Contents

Optional Accessories

Operating System Compatibility

Disk Drive Format

Physical Description

Registering Your Drive

Handling Precautions

Features

With a compact design, high capacity, and your choice of local or cloud backup, My Passport Ultra for Mac fits perfectly into the busy life of anyone with an on-the-go digital life.

Password Protection with Hardware Encryption — The My Passport Ultra for Mac drive's built-in 256-bit AES Hardware Encryption with WD Security™ software helps keep your content private and safe. Just activate password protection and set your own personalized password.

Password Protection — The WD Security™ software helps keep your content private and safe. Just activate password protection and set your own personalized password.

Reimagined Design — The bold, vibrant design of the My Passport Ultra for Mac drive is sure to stop you in your tracks. It is portable storage reimagined and gives you the opportunity to express yourself! Available in a wide range of beautiful colors, you can pick what complements your own personal style.

Easy to Use — My Passport Ultra for Mac portable storage is ready to use out of the box so you can start transferring files, saving your memories and backing up right away. It comes with all the software you need to help protect all your data, including WD Security and WD Drive Utilities™ software.

Important:	For the latest WD product information and news, visit our website at http://www.wdc.com. For the latest software, firmware, and product documentation and information, go to http://support.wdc.com/downloads.aspx

Kit Contents

As shown in figure 1, your My Passport Ultra for Mac drive kit includes the following:

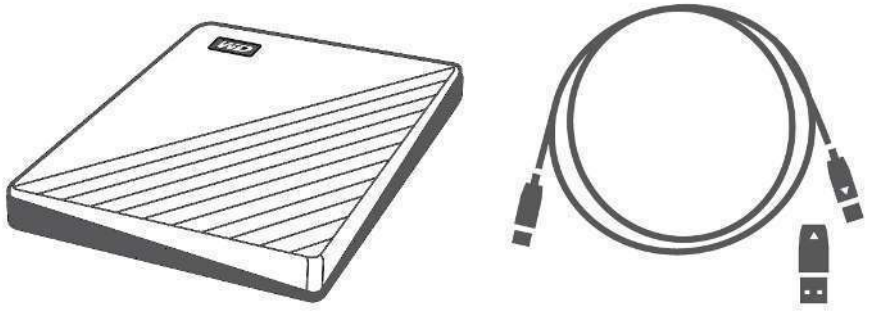


Figure 1: My Passport Ultra for Mac Portable Hard Drive Kit Components

- My Passport Ultra for Mac portable hard drive, with the WD Discovery™, WD Security and WD Drive Utilities software
- USB 3.1 Type-C cable
- Type-C to A adapter

Optional Accessories

For information about optional accessories for WD products, visit www.wdc.com

Operating System Compatibility

Your My Passport Ultra for Mac drive and the WD Drive Utilities and WD Security software are compatible with the following operating systems:

Windows	macOS™
■ Windows 7 ■ Windows 8 ■ Windows 8.1 ■ Windows 10	■ Mavericks ■ Yosemite ■ El Capitan ■ Sierra ■ High Sierra

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). For Mac computers, go to the **Apple** menu and select **Software Update**. For Windows computers, go to the **Start** menu and select **Windows Update**.

Disk Drive Format

Your My Passport Ultra for Mac drive is formatted as a single HSF+J partition for compatibility with macOS X operating systems. If you want to use the drive with a Windows computer, see Reformatting the Drive and Troubleshooting.

Physical Description

As shown in figure 2, the My Passport Ultra for Mac drive has:

- A USB 3.1 interface port
- A power/activity LED indicator

USB Type-C™ Interface

The USB Type-C™ interface supports interface transfer rates up to 10 Gb/s.

USB 3.1 is backward compatible with USB 2.0. A USB 2.0 interface supports data transfer rates up to 480 Mb/s.

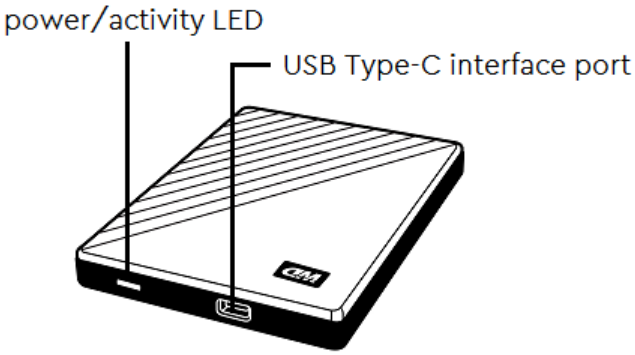


Figure 2: My Passport Ultra for Mac drive

Power/Activity LED

The power/activity LED shows the drive's power state as follows:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby
Off	Unit off or has been configured to have the LED turned off using WD Drive Utilities

Registering Your Drive

Always register your My Passport Ultra for Mac drive to get the latest updates and special offers. You can easily register your drive using the WD Discovery software. Another way is to register online at http://register.wdc.com

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage drives. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.

2 Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive. It includes the following topics:

Connecting the Drive

Getting Started with the WD Software

Connecting the Drive

1. Turn on your computer.
2. Connect the drive to your computer as shown in figure 3.
3. Verify that the My Passport for Mac drive appears under DEVICES in the Sidebar area of your Finder display:



Note: If the External disks check box is selected on your Finder Preferences dialog, the My Passport for Mac icon displays on your desktop:



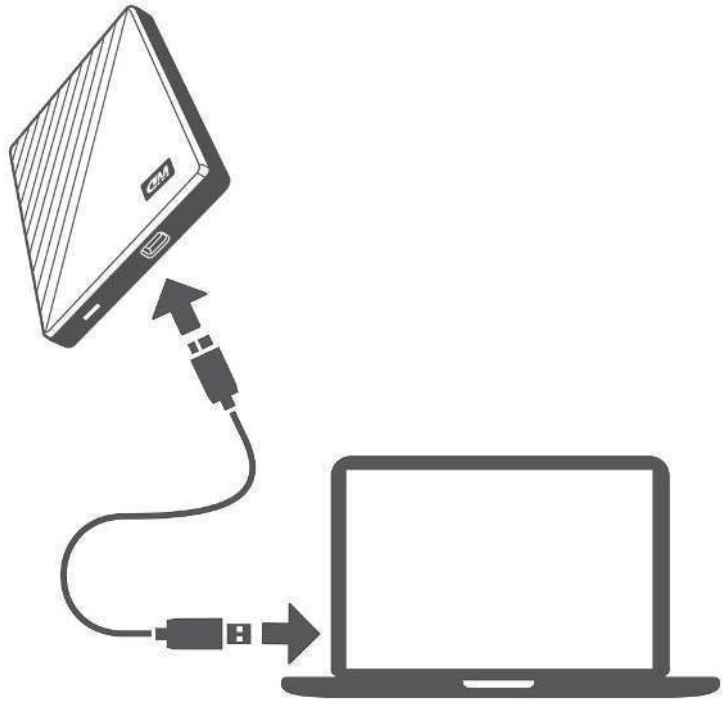


Figure 3: Connecting the My Passport Ultra for Mac Drive

Your My Passport Ultra for Mac drive is now ready to use as an external storage device. You can enhance its capabilities by installing the WD software that is on the drive:

- WD Apps Setup

Getting Started with the WD Software

1. For Windows, run WD Discovery.exe to install WD software to help you get a backup plan and modify drive settings. If you don't have internet connectivity, please install WD Backup™ and WD Drive Utilities™ from the WD Software Offline Installers > For Windows folder.
2. For Mac, open WD Discovery for Mac.dmg to install WD software to help modify drive settings. If you don't have internet connectivity, please install WD Drive Utilities™ from the WD Software Offline Installers > For Mac folder.

3 WD Discovery

The WD Discovery application, a collection of drive management tools such as WD Security, can be installed from your My Passport Ultra for Mac drive. WD Discovery is a tray application; a small icon appears in the Windows system tray in the lower right-hand corner of the screen. The application can also be "unpinned", which causes the application to open in a window.

The chapter includes the following topics:

Installing WD Discovery

Using WD Discovery

Devices Tab

Apps Tab

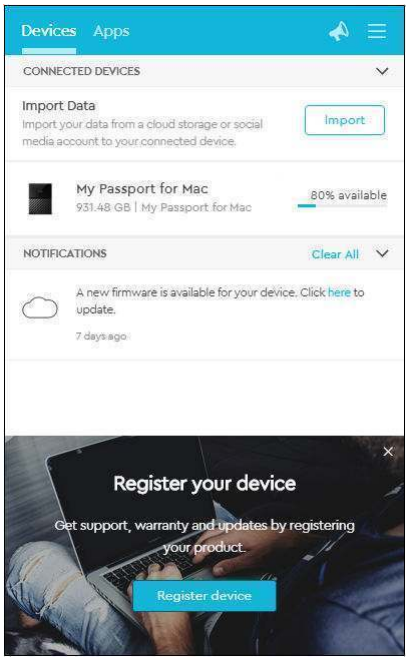
Available Apps

Installing WD Discovery

The WD Discovery application can be installed from your drive.

1. Double-click **WD Discovery.exe**.
2. Click **Install Now**.
3. Install application updates as needed.

The WD Discovery screen displays a list of connected devices, an option to import data from cloud storage or social media, update messages, and a link for registering your drive.



Using WD Discovery

By default, the WD Discovery application is visible in the system tray. If it suddenly seems to be missing, it is likely the application has been "unpinned," which means the application is running in a window.

It is recommended that you register your drive as soon as possible. Registration offers a number of benefits, including:

- Warranty period can be established
- Notification of software and firmware updates for registered drives
- Support services are available

Devices Tab

The Devices tab displays the list of drives, and volumes on the drives, connected to your system. Entries include the device name, drive letter, capacity, product name, and percentage of free space remaining. Clicking once on a drive listing opens a file explorer window.

Apps Tab

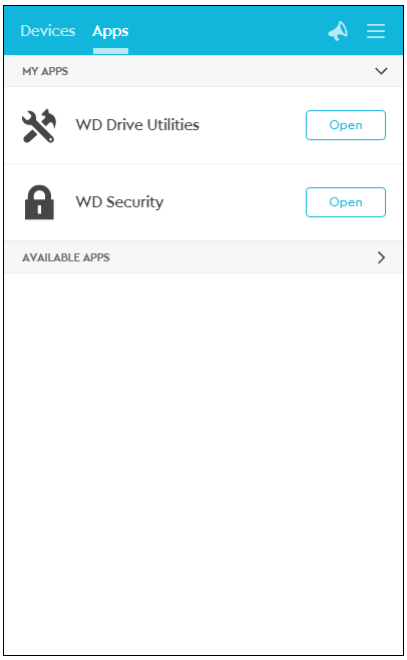
The Apps tabs displays the list of WD applications included in the WD Discovery suite and a number of third party applications created by other companies and organizations. The WD applications include:

- WD Drive Utilities: allows you to keep your drive performing at its best, and includes sleep, health, RAID settings, and drive erase features
- WD Security: implements password protection and the 256-bit hardware data encryption capabilities of your supported WD hard drive

Available Apps

A series of third party applications is available. To view the list, click the Available Apps tab.

Note: Applications displayed on the Available Apps tab are created by other companies and organizations; while they have been tested and approved for use on the My Passport Ultra for Mac drive, you should contact the publisher for full instructions and software license terms and warranty information.


Devices
Apps
MY APPS
WD Drive Utilities
Open
WD Security
Open
AVAILABLE APPS

4 Locking and Unlocking the Drive

This chapter includes the following topics:

Password Protecting the Drive
Unlocking the Drive
Changing Your Password
Turning Off the Drive Lock Feature

Password Protecting the Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to see your files on the drive.

CAUTION! The WD Security software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

1. Click **Go > Applications > WD Security** to display the WD Security screen, Set Security dialog.
2. If you have more than one supported device connected to your computer, select the one that you want to create a password for.
3. Read the warning about the possibility of data loss if you forget your password.
4. Type your password in the **Password** box, using up to 25 characters.
5. Retype your password in the **Verify Password**.
6. Type a hint to help remember your password in the **Password Hint** box.
7. Select the **Enable auto unlock for this computer...** check box if you want the WD Security software to remember your password for the selected drive on this computer.

   Important: If you select the **Enable auto unlock for this computer...** check box, the first time you restart your computer or disconnect and reconnect the drive after creating a password, your operating system requests permission to allow the WD Security software to access your password:



   Click **Always Allow** to avoid this dialog in the future.
8. Click **Set Password** to save your password and enable hardware encryption for your drive.

   CAUTION! After creating a password, the drive remains *unlocked* for as long as you continue your current work session. Then the WD Security software:

- Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode
- Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the **Enable auto unlock for this computer...** check box when you created your password

Unlocking the Drive

After you have created a password to help keep others from accessing the files on your drive, unless you selected the **Enable auto unlock for this computer...** check box, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

You will have to do this even if you do not have the My Passport Ultra for Mac software installed on your computer.

In each case, the WD Security software replaces the desktop icon for your My Passport Ultra for Mac drive with the WD Unlocker virtual CD (VCD) icon:



The WD Unlocker VCD provides the WD Drive Unlock utility that you can use to unlock the drive. Or, you can use either the WD Security or the WD Drive Utilities software to unlock the drive.

With the WD Security or WD Drive Utilities Software

Whenever you shut down and restart your computer or disconnect and reconnect the drive to your computer, starting either the WD Security or WD Drive Utilities software displays the Unlock Drive dialog:



This happens either:

- Automatically if you only have the one locked My Passport Ultra for Mac drive connected to your computer
- When you select the locked drive on either the WD Security or WD Drive Utilities screen if you have more than one supported My Passport Ultra for Mac drive connected to your computer

To unlock the drive:

1. If you do not see the Unlock Drive dialog, click either:
   - **Go > Applications > WD Security**
   - **Go > Applications > WD Drive Utilities**
2. If you have more than one supported device connected to your computer, select the one that is locked to display the Unlock Drive dialog.
3. On the Unlock Drive dialog:
   a. Type your password in the **Password** box.
   b. Click **Unlock Drive**.

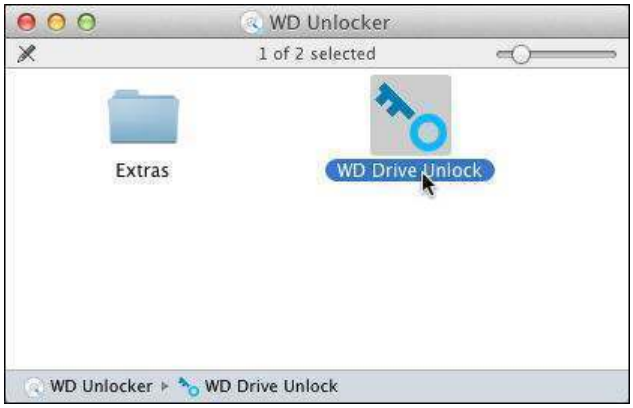
With the WD Drive Unlock Utility

Whenever you connect your password-protected drive to a computer that does not have the WD Security or WD Drive Utilities software installed, you can use the WD Drive Unlock utility to unlock the drive there. The Drive Unlock utility is on a virtual CD (VCD) drive that appears on your desktop display.

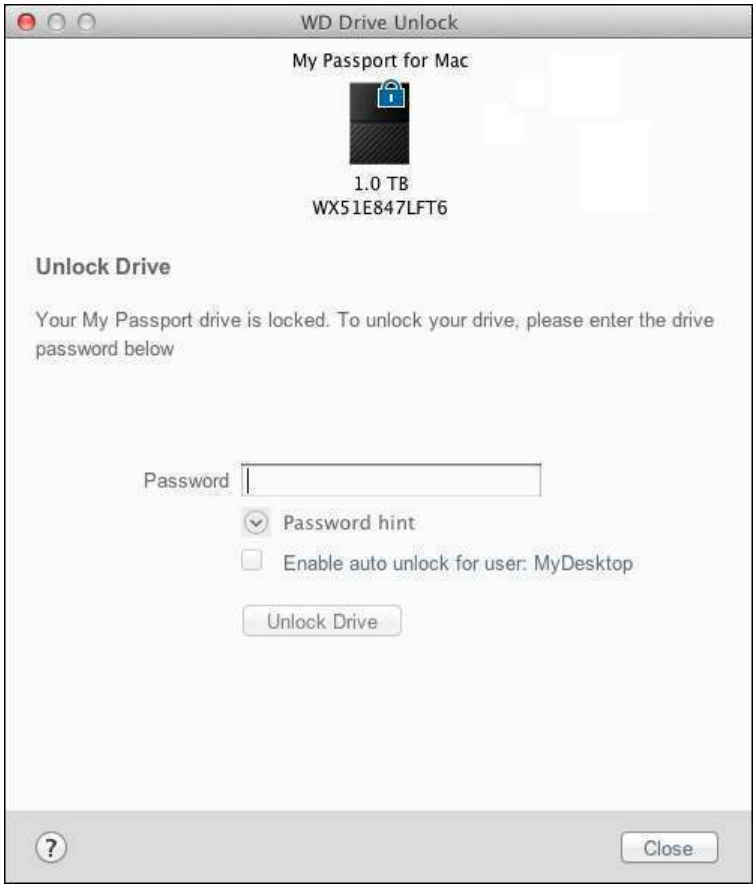
1. Double-click the WD Unlocker VCD icon on your desktop:



2. Double-click the WD Drive Unlock application on the screen that displays:



The WD Drive Unlock utility screen displays:



Note: The displayed capacity on this screen is an example. You will see a displayed capacity that matches your connected drive.

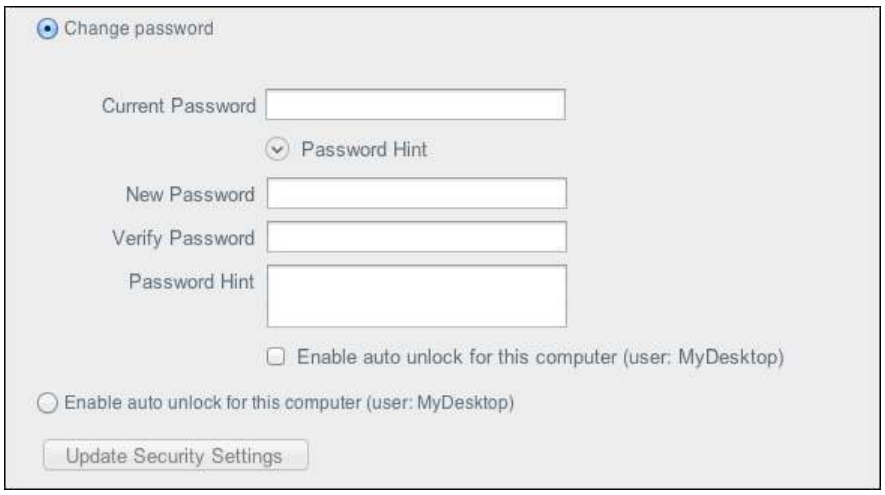
3. On the WD Drive Unlock utility screen:
   a. Type your password in the **Password** box.
   b. Select the **Enable auto unlock for this computer...** check box if you want the WD Drive Unlock utility to remember your password on this computer.
   c. Click **Unlock Drive**.

Changing Your Password

1. Click **Go > Applications > WD Security** to display the WD Security screen.
2. If you have more than one supported device connected to your computer, select the one with the password that you want to change to display the Edit security settings dialog:



3. On the Edit security settings dialog, select the **Change password** option to display the change password dialog:



4. On the change password dialog:
   a. Type your current password in the **Current Password** box.
   b. Type your new password in the **New Password** box, using up to 25 characters.
   c. Retype your new password in the **Verify Password** box.
   d. Type a hint to help remember your new password in the **Password Hint** box.
   e. Select or clear the **Enable auto unlock for this computer...** check box to signify whether you want the WD Security software to remember your new password for the selected drive on this computer.
   f. Click **Update Security Settings**.

CAUTION! After changing a password, the drive remains *unlocked* for as long as you continue your current work session. Then the WD Security software:

- Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode
- Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the **Enable auto unlock for this computer...** check box when you changed your password

Turning Off the Drive Lock Feature

1. Click **Go > Applications > WD Security** to display the WD Security screen.
2. If you have more than one supported device connected to your computer, select the one with the password that you want to remove to display the Edit security settings dialog:



3. On the Edit security settings dialog, the **Remove password** option is selected by default:
   a. Type your password in the **Password** box.
   b. Click **Update Security Settings**.

5 Managing and Customizing the Drive

This chapter includes the following topics:

Checking Drive Health

Erasing the Drive

Registering the Drive

Restoring the WD Software

Turning Off the LED

Safely Disconnecting the Drive

The My Passport Ultra for Mac software makes it easy for you to manage and customize your drive for the best possible performance:

- Diagnose—Run diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Reduces power to your drive during extended periods of inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the data on the drive, including your password if you have set one.
- About—See the installed software version, check for software updates, and register your drive to receive free technical support during the warranty period and find out about product enhancements and price discount opportunities.

Checking Drive Health

The WD Drive Utilities software provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- Drive status check

  The drive status check is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.

  The result of a drive status check is a pass or fail evaluation of the drive's condition.
- Quick drive test

  Your drive has a built-in Data Lifeguard™ diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

  The result of a quick drive test is a pass or fail evaluation of the drive's condition.
- Complete drive test

  The most comprehensive drive diagnostic is the complete drive test. It tests every sector for error conditions and inserts bad sector markers as required.

It is best to run the drive diagnostics and status checks on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the drive status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen, Diagnose dialog.
2. If you have more than one supported drive connected to your computer, select the one that you want to check.
3. On the Diagnose dialog, click the button for the test that you want to run:
   - Run Drive Status Check
   - Run Quick Drive Test
   - Run Complete Drive Test

Erasing the Drive

Note: Erasing your drive also deletes the WD software and all of the support files and utilities. You can download these to restore your My Passport Ultra for Mac to its original configuration after erasing the drive.

My Passport Ultra for Mac provides two ways to erase your drive, depending on whether it is locked or not:

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	Want to erase the drive,	Using the Drive Erase Function
Locked	Have forgotten or lost your password and must erase the drive,	Using Five Invalid Passwords

Using the Drive Erase Function

To erase your drive when it is not locked:

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen, Diagnose dialog.
2. If you have more than one supported drive connected to your computer, select the one that you want to erase.
3. On the WD Drive Utilities screen, click **Drive Erase** to display the drive erase dialog.
4. On the drive erase dialog:
   a. If you want to change the volume name, type over the name in the **Volume Name** box.
   b. Use the Volume Format selector to specify the format for the new volume, either **HFS+J** or **exFAT**.
   c. Read the explanation of the loss of data if you erase your drive. If you want to save any of the data that is on the drive, back it up to another device before continuing with the drive erase.
   d. Select the **I understand...** check box to signify that you accept the risk and activate the **Erase Drive** button.
   e. Click **Erase Drive**.

   Go to http://support.wdc.com and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software on your My Passport Ultra for Mac drive.

Note: Erasing your drive also removes your password. If you used a password to protect your drive, you will need to re-create it after restoring the WD software. (See Password Protecting the Drive.)

Using Five Invalid Passwords

When you have forgotten or lost your password, you can erase the drive by entering five invalid passwords on the Unlock Drive dialog. See:

- With the WD Security or WD Drive Utilities Software
- With the WD Drive Unlock Utility

1. On the Unlock Drive dialog, make five attempts to unlock the drive by:
   a. Typing a password in the Password box.
   b. Clicking Unlock Drive.
2. Entering the fifth invalid password displays a too many password attempts dialog, depending on the application you used to open the Unlock Drive dialog:
   - Using the WD Security or WD Drive Utilities software
   - Using the WD Drive Unlock utility
3. To erase your drive:
   a. If you are using the WD Security or WD Drive Utilities software and you want to change the volume name, type over the name in the Volume Name box.
   b. Read the explanation about erasing all of the data on the drive and select the I understand check box to indicate that you accept the risk and activate the Erase Drive button.
   c. Click Erase Drive.

   Go to http://support.wdc.com and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software on your drive.

   Note: Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD software. (See Password Protecting the Drive.)

Registering the Drive

WD Discovery software uses your computer's Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

1. Make sure that your computer is connected to the Internet.
2. Click the **WD Discovery** icon.
3. If you have more than one supported drive connected to your computer, select the one that you want to register.
4. Click the Register device button.
5. On the Product Registration screen:
   a. Type your first name in the First Name box.
   b. Type your last name in the Last Name box.
   c. Type your email address in the Email box.
   d. Select your location in the Select a country box.

e. Select or clear the **Subscribe to all emails from WD** check box to specify whether you want to receive notifications about software updates, product enhancements, and price discount opportunities.
f. Click **Register device**.

Restoring the WD Software

In addition to deleting all of the data on your drive, erasing or reformatting the drive also removes the WD software and all of the support files, utilities and online help.

If you ever need to remove and reinstall the WD software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD software on your drive. To do this, after you have erased or reformatted the drive, go to http://support.wdc.com and see Knowledge Base answer ID 7.

Restoring the WD Software and Disk Image

In addition to deleting all of the data on your drive, erasing or reformatting the drive also removes the WD software and all of the support files, utilities, online help and user manual files.

If you ever need to remove and reinstall the WD software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD software and disk image on your drive. To do this, after you have erased or reformatted the drive, go to http://support.wd.com and see Knowledge Base answer ID 7.

Turning Off the LED

The drive LED can be turned off using the WD Drive Utilities software.

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen, Diagnose dialog.
2. Click **Settings**.
3. Click **LED** to turn the LED off.

Safely Disconnecting the Drive

Windows and Macintosh operating systems have a means for safely disconnecting and removing the drive without turning off the system:

- Windows has a Safely Remove Hardware and Eject Media icon in the system tray which, when used, ensures that all data is flushed from system cache before device removal.
- Mac users can simply drag the drive icon to the trash before disconnecting it.

6 Managing and Customizing the Software

This chapter includes the following topics:

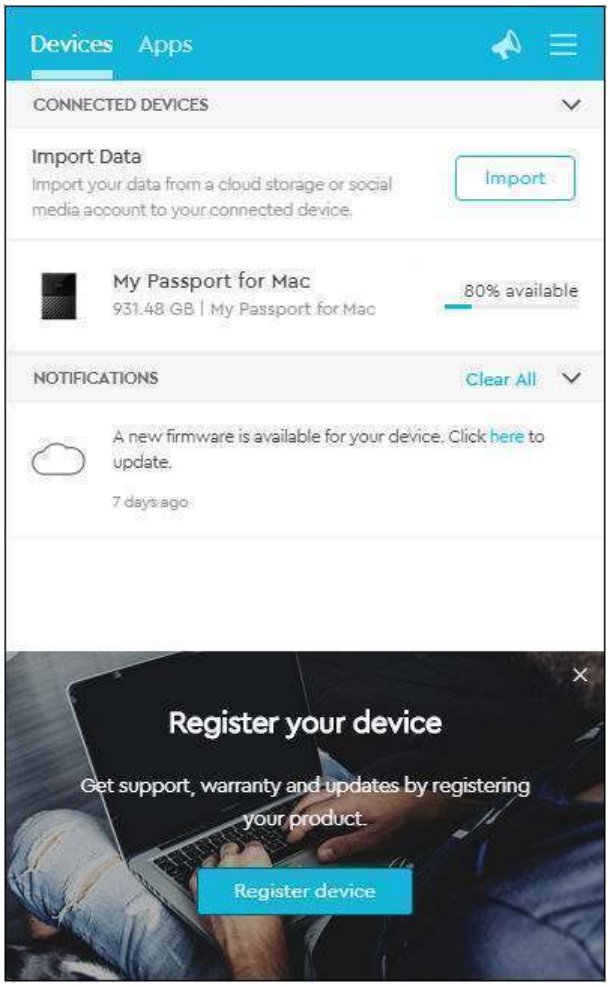
Checking for Software Updates

Uninstalling the WD Software

Checking for Software Updates

If an update is available, follow the on-screen download and installation instructions:

Software	Procedure
WD Security	1. As WD Security updates are available, a message appears in the WD Discovery Notifications section of the Devices screen. 2. Click the **here** link to install the update.
WD Drive Utilities	1. As WD Drive Utilities updates are available, a message appears in the WD Discovery Notifications section of the Devices screen. 2. Click the **here** link to install the update.



Uninstalling the WD Software

Use the Finder to uninstall WD software from your computer.

1. Click **Go > Applications**.
2. Drag the WD Drive Utilities icon to the trash. Enter your password if prompted.
3. Empty the trash.

7 Reformatting the Drive

This chapter includes the following topics:

Reformatting the Drive

Restoring the WD Software

Reformatting the Drive

> Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to http://support.wdc.com and refer to Knowledge Base answer ID 3865 for information about reformatting the drive.

See Troubleshooting for more information about reformatting a drive.

Restoring the WD Software

After you have reformatted your My Passport Ultra for Mac drive for use on Mac computers, go to http://support.wdc.com and see Knowledge Base answer ID 7 for information about downloading and restoring the Mac versions of the WD Drive Utilities and WD Security software on your My Passport Ultra for Mac drive.

The WD Backup software is not available for Mac computers.

8 Troubleshooting

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive

Frequently Asked Questions

If you have problems installing or using this product, refer to this troubleshooting section or visit our support website at http://support.wdc.com and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to	Knowledge Base Answer ID
■ Partition, and format a WD drive on Windows (10, 8, 7) and macOS	3865
■ Convert a macOS GPT partition to an NTFS partition in Windows 7	3647
■ Download software, utilities, firmware updates, and drivers for WD products (from the Downloads Library)	7
■ Format a WD external hard drive in exFAT or FAT32*	291

*The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from http://support.wdc.com/downloads.aspx?p=34. Windows users can avoid these size limitations by formatting the drive to exFAT.

For further details, see:

- Answer ID 291 at http://support.wdc.com
- Article IDs 314463 and # 184006 at https://support.microsoft.com
- The appropriate third-party software documentation or support organization

Frequently Asked Questions

Why is the drive not recognized under My Computer or on the computer desktop?	If your system has a USB 3.1, USB 3.0 or USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 3.1 external storage product. The drive is not recognized correctly unless USB 3.1, USB 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.
Why won't my computer boot when I connect my USB drive to the computer before booting?	Depending on your system configuration, your computer might try to boot from your WD portable USB drive. Refer to your system's

	motherboard BIOS setting documentation to disable this feature or visit http://support.wdc.com and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.
Why is the data transfer rate slow?	Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.1, USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3.1, USB 3.0 or USB 2.0.
How do I determine whether or not my system supports USB 3.1, USB 3.0 or USB 2.0?	Refer to your USB card documentation or contact your USB card manufacturer. **Note:** If your USB 3.1, USB 3.0 or USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.
What happens when a USB 3.1, USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?	USB 3.1, USB 3.0 and USB 2.0 are backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 3.1, USB 3.0 or USB 2.0 device can transfer data up to 12 Mbps. If your system includes a PCI Express slot, you can achieve higher data transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.

9 Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance

Environmental Compliance (China)

Warranty Information

Regulatory Compliance

FCC Class B Information

Operation of this device is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device 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 device 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 or television reception. 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, you are 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 the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void your authority to operate this device.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003(B) du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950–1, UL 60950–1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950–1, UL 60950–1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), Low Voltage Directive (2014/35/EU) and RoHS Directive (2011/65/EU). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이기기는가정용(B 급) 전자파적합기기로서주로가정에서사용하는것을목적으로하며, 모든지역에서사용할수있습니다

Environmental Compliance (China)

有毒有害物质或元素

部件名称	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴化联（二）苯 (PBB)	多溴化二苯醚 (PBDE)
减震架(4)	○	○	○	○	○	○
减震器(4 pcs)	○	○	○	○	○	○
脚垫(4 pcs)	○	○	○	○	○	○
带镜头的上盖	○	○	○	○	○	○
底盖	○	○	○	○	○	○
PCBA	○	○	○	○	○	○
硬盘驱动器	X	○	○	○	○	○
微型 USB 电缆	○	○	○	○	○	○
EMI 底盖	○	○	○	○	○	○
聚酯薄膜	○	○	○	○	○	○

O: 表示有毒有害物质在该部件的所有均质材料中的含量均低于 SJ/T11363-2006 标准规定的限量要求以下。

X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 ST/T11363-2006 标准规定的限量要求。

（在此表中，企业可能需要根据实际情况对标记"X"的项目进行进一步的技术性解释。）

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at http://support.wdc.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for

storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via http://support.wdc.com. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at http://support.wd.com), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product with an equivalent or better Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Australia/New Zealand

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you

acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply.

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 3 years in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD.

WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at http://support.wd.com), accident or mishandling while in the possession of someone other than WD.

PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASIONALLY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS. SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UP AND PROTECTING DATA AGAINST LOSS, CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product. This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at http://support.wd.com. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document.

If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at http://support.wd.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via http://support.wd.com.

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