



MY PASSPORT™ GO

Portable Storage

User Manual



Accessing Online Support

Visit our product support website at <http://support.wdc.com> and choose from these topics:

- **Downloads** — Download software and updates for your WD product
- **Registration** — Register your WD product to get the latest updates and special offers at <http://register.wdc.com>. You can also register using WD Discovery software.
- **Warranty & RMA Services** — Get warranty, product replacement (RMA), RMA status, and data recovery information
- **Knowledge Base** — Search by keyword, phrase, or Answer ID
- **Installation** — Get online installation help for your WD product or software
- **WD Community** — Share your thoughts and connect with other WD users at <http://community.wdc.com>

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1

About Your WD Drive

Welcome to your My Passport™ Go portable SSD drive. My Passport Go is the tough SSD drive built to travel. With a rubber protective bumper on the outside, a solid state drive on the inside, and a built-in cable for convenience; this is no ordinary drive. My Passport Go is the perfect drive to take anywhere with confidence.

This introductory chapter includes the following topics:

[Features](#)

[Kit Contents](#)

[Operating System Compatibility](#)

[Disk Drive Format](#)

[Physical Description](#)

[Registering Your Drive](#)

Features

Tough and Durable — The My Passport Go portable drive has a shock-absorbing rubber bumper and no moving parts, making it drop-resistant up to 2 meters and helping to keep your content safe from bumps and shakes.

Compact and Integrated — Its pocket-sized form factor and built-in cable make the My Passport Go drive incredibly convenient to bring with you anywhere without leaving important components behind.

SSD Performance — At more than 2.5x faster than most portable hard drives, the My Passport Go portable drive delivers SSD performance of up to 400MB/s.

Worry-free Portability — Engineered and manufactured by Western Digital, a leading storage company, the My Passport Go drive provides you with reliability and dependability you can trust.

Fully Compatible — Whether using a PC or Mac computer, your My Passport Go drive works easily right out of the box and includes automatic backup software for Windows and is also Time Machine compatible for Mac backup (reformatting required).

Trust and Reliability — The My Passport Go drive comes with a 3-year limited warranty.

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 Go drive kit includes the following:



Figure 1: My Passport Go Portable Storage Kit Components

- My Passport Go portable storage with built-in USB 3.0 Type-A cable and WD Discovery software (includes WD Backup and WD Drive Utilities)*
- Quick Install Guide

*Internet Activation Required

Optional Accessories

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

Operating System Compatibility

Your My Passport Go drive and the WD Discovery and WD Drive Utilities software are compatible with the following operating systems:

Windows®	macOS™
<ul style="list-style-type: none"> ■ Windows 7 ■ Windows 8 ■ Windows 8.1 ■ Windows 10 	<ul style="list-style-type: none"> ■ Sierra ■ High Sierra ■ Mojave

The WD Backup software is compatible with the following operating systems:

<ul style="list-style-type: none"> ■ Windows 7 ■ Windows 8 ■ Windows 8.1 ■ Windows 10

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 Windows computers, go to the **Start** menu and select **Windows Update**. For Mac computers, go to the **Apple** menu and select **Software Update**.

Disk Drive Format

Your My Passport Go drive is formatted as a single exFAT partition for compatibility with updated Windows and Mac OS X operating systems. To use with other operating systems, see [Reformatting the Drive](#) and [Troubleshooting](#).

Physical Description

As shown in figure 2, the My Passport Go drive has:

- A built-in USB 3.0 Type-A cable

USB 3.0 Cable

The USB 3.0 Type-A cable supports data transfer rates up to 5 Gb/s.

USB 3.0 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 Go drive, with built-in USB 3.0 Type-A cable

Registering Your Drive

Always register your My Passport Go 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>.

2 Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive and installing the WD software on your computer. 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 drive appears in your computer's file management utility listing.
4. If a Found New Hardware screen appears, click **Cancel** to close it. The WD software installs the proper driver for your drive.

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

- Once WD Discovery is open, WD Backup™ (Windows only) can be installed
- WD Drive Utilities™ is installed automatically with WD Discovery



Figure 3: Connecting the My Passport Go Drive

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 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

Backing Up Files

This chapter includes the following topics:

[How the Backup Function Works](#)

[Backing Up Files](#)

How the Backup Function Works

The WD Backup software is a scheduled backup application that automatically backs up the files that you select on the schedule that you specify.

When you create a backup plan, you specify the backup:

- **Target**—the external storage device where you will copy your files for backup protection. The backup target can be any supported:
 - External storage drive
 - Cloud service account
- **Source**—the computer files and folders that you want to copy to the backup target for backup protection. The backup source can be any internal hard drive, hard drive partition, or any:
 - External storage drive
 - Supported cloud service account
- **Schedule**—the time of day, day of week, and month that you want to run the backup.

When you click **Start Backup** after creating a backup plan, the WD Backup software copies all of the specified backup source files and folders to the specified backup target. Then, on the schedule you specified, the WD Backup software automatically backs up any:

- New file that was created in or copied to a backup-protected device or folder
- Existing backup-protected file that was changed

This protection is automatic—the WD Backup software does it for you without any action on your part. Just leave the backup source and target devices connected to your computer.

Note: Whenever you disconnect and reconnect a backup target or source device, the WD Backup software rescans the backup source device for new or changed files and resumes automatic backup protection according to the schedule.

Excluded Files—The WD Backup software will not backup files that have specific:

- Attributes: reparsePoint, temporary
- Names: \AppData\Roaming\Microsoft\Windows, [CommonApplicationData]\Western Digital\, [CommonApplicationData]\Microsoft\Windows\Caches\, config.msi, MSOCache, ntuser.dat, ntuser.ini, [RecycleBin], \$recycle.bin, recycler, [Root]\Drivers\, [Root]\Temp\, System Volume Information, WD Backup.swstore, .WD Hidden Items, WD SmartWare.swstor, [Windows]
- Extensions: .ds_store, .temp, .tmp, .wdsync
- Start value: ~

- End values: desktop.ini, .dropbox, .dropbox.attr, hiberfil.sys, -journal, pagefile.sys, thumbs.db

Backing Up Files

1. Open the Select your WD storage device or cloud service dialog by clicking either:
 - **Add Backup Plan** on the WD Backup screen
 - **Configure backup** on the WD Backup view menu from the Windows task bar
2. The Select your WD storage device or cloud service dialog shows all of the hardware devices and cloud service accounts that you can use for a backup target device:
 - a. Select to highlight the device that you want to use.
 - b. If you have more than three available devices, use the left- and right-scroll buttons to see them all.
 - c. Click Next to display the Setup Complete dialog:

Note that:

IF you selected a . . .	THEN the WD Backup software displays a . . .
Cloud service account,	Log in or connect dialog that you must complete to continue. (See Configuring Your Cloud Service Account .)
Password-protected device that is locked,	No writable partition message. In this case, use WD Drive Utilities software to unlock the drive, then reselect it.

3. The initial/default configuration of the backup settings on the Setup Complete dialog is for hourly backups of everything in the Windows Users folder for your computer user name.

On the Setup Complete dialog:

IF you want to . . .	THEN click . . .
Accept the default settings,	Start Backup to save and launch your backup plan and close the Setup Complete dialog. Skip to Step 10.
Specify a different backup schedule,	Edit Schedule to display the Automatic Backup Schedule screen and proceed to Step 4.
Change the Include Files setting,	Edit Files to display the Select Files to Back Up screen and skip to Step 7.

4. On the Automatic Backup Schedule screen, select the option for the automatic backup schedule that you want:

Selecting . . .	Configures automatic backups . . .
Hourly	Every hour, on the hour, 24 hours/day, 7 days/week.
Daily	Once a day, on the days of the week you select, at the hour or half-hour you specify.

Selecting . . .	Configures automatic backups . . .
Monthly	<p>For a daily backup:</p> <ol style="list-style-type: none"> 1. Select or clear the Days check boxes to specify the days of the week you want to run your backup. 2. Use the "At" selection box to specify the time of day that you want to run your backup. <p>Once a month on the day you select, at the hour or half-hour you specify.</p> <p>For a monthly backup:</p> <ol style="list-style-type: none"> 1. Select or clear the Weeks check boxes to specify which occurrences of the day that you want to run your backup—First, Second, Third, Fourth, or Last. 2. Select or clear the Days check boxes to specify the days of the week that you want to run your backup. 3. Use the "At" selection box to specify the time of day that you want to run your backup.

5. Click OK to save and implement your change to the backup schedule and close the Automatic Backup Schedule screen.
6. After changing the backup schedule:

IF you want to . . .	THEN click . . .
Accept the default Include Files setting,	Start Backup to save and launch your backup plan and close the Setup Complete dialog. Skip to Step 10.
Change the Include Files setting,	Edit Files to display the Select files to back up screen and proceed to Step 7.

7. On the Select Files to Back Up screen:
 - a. Click to select the device that has the files and folders you want to back up:
 - My Computer
 - Dropbox

Note: If the files and folders you want to back up are in a Dropbox account and you have not configured the account for access by the WD Backup software see [Configuring Your Cloud Service Account](#)
 - b. In the file structure view of the selected device, click the selectors to open the listings and select the check box for each file and folder that you want to back up. Note that selecting the check box for a folder automatically selects the check boxes for all of the files and subfolders in the folder.
 - c. Clear the check box for each file and folder that you do not want to include in the backup. Note also that clearing the check box for a folder automatically clears the check boxes for all of the files and subfolder in the folder.

Note: The default backup source is everything in the Windows Users folder for your computer user name. Be sure to clear that selection if you do not want to include those files and folders in your backup.
 - d. Click OK to save your selections and close the Select Files to Back Up screen.

8. Verify that your Automatic Backups and Include Files specifications are correct.
9. Click Start Backup to save and launch your backup plan and close the Setup Complete dialog.
10. The WD Backup software runs the first backup immediately and shows the progress with a Backup in progress (x % complete) message on the Backup dialog. After the initial backup completes, the backup runs automatically according to the specified schedule.

4

Restoring Files

This chapter includes the following topics:

[How the Restore Function Works](#)

[Restoring Files](#)

How the Restore Function Works

The WD Backup software makes it easy for you to restore backed up files from your backup target device to either:

- Their original locations on the backup source device
- Any other location you select

Restore is generally a four-step process:

1. Select the backup target device and the scheduled backup that has the files you want to restore.
2. Select the location where you want to restore the files.
3. Specify what you want to restore—either individual files and folders, or everything.
4. Restore the files.

Restoring Files

1. Open the **Restore** dialog by clicking either:
 - **Restore** on the WD Backup screen.
 - **Restore files** on the WD Backup view menu from the Windows task bar.
2. On the Restore dialog:
 - a. If you have more than one backup target device connected to your computer, click to select the one that has the backup files you want to restore.
 - b. Select the location option for where you want to restore the files:

IF you want to restore files to . . .	THEN select . . .
Their original locations,	Original Location.
A new location,	Select Location to activate the Browse button and: <ol style="list-style-type: none"> 1. Click Browse to display the Select Location screen: 2. Use the folder structure view of your computer to select the restore location. 3. With the selected folder name in the Folder box, click Select Folder. 4. The WD Backup software closes the Select Location screen and displays the path to the selected folder on the Restore dialog.

- c. Click **Select Files to Restore** to display the Restore Files screen with the earliest backup selected by default in the View files from list.
3. On the Restore Files screen:
- a. In the View files from list, select the backup that has the files you want to restore.
 - b. Use the folder structure view of the selected backup to specify the files that you want to restore:

IF you want to restore . . .	THEN . . .
All of the files in the selected backup,	Select the top-level check box to specify the entire backup.
Selected files and folders,	<ol style="list-style-type: none"> 1. Click the selectors in the folder structure view of the backup to open the folders and subfolders. 2. Select the check boxes for the files or folders that you want to restore. <p>Note that selecting the check box for a folder automatically selects all of the files and subfolders in the folder.</p>

- c. Click **Restore** to restore the selected files or folders to the specified location.

5

Managing and Customizing the Drive

This chapter includes the following topics:

[Checking Drive Health](#)

[Safely Disconnecting the Drive](#)

[Erasing the Drive](#)

[Registering the Drive](#)

[Restoring the WD Software](#)

The WD Discovery 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.
- **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. There are two ways to run WD Drive Utilities:

- a. If you have WD Discovery installed and open, you can run WD Drive Utilities by going to the Apps tab, finding WD Drive Utilities and clicking **Open**.
 - b. Otherwise, you can run WD Drive Utilities from the Windows Start menu by clicking **Start > All Programs > WD Discovery > More WD Apps > WD Drive Utilities** or **Start > All Programs > WD Apps > WD Drive Utilities**.
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

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.

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 Go drive to its original configuration after erasing the drive.

Using the Drive Erase Function

To erase your drive when it is not locked:

1. There are two ways to run WD Drive Utilities:
 - a. If you have WD Discovery installed and open, you can run WD Drive Utilities by going to the Apps tab, finding WD Drive Utilities and clicking **Open**.
 - b. Otherwise, you can run Drive Utilities from the Windows Start menu by clicking **Start > All Programs > WD Discovery > More WD Apps > WD Drive Utilities** or **Start > All Programs > WD Apps > WD Drive Utilities**.
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. 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.
 - c. Click the **I understand...** check box to signify that you accept the risk and activate the Erase Drive button.

d. 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 Go 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.

Registering the Drive

The 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. You can also register your drive online at <http://register.wd.com>

1. Make sure that your computer is connected to the Internet.
2. Click **WD Discovery > Devices** to display the registration screen.
3. If you have more than one supported drive connected to your computer, select the one that you want to register.
4. Click **About > Register** to display the Register Your Device screen.
5. On the Register Your Device 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 language 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.

6 Managing and Customizing the Software

This chapter includes the following topics:

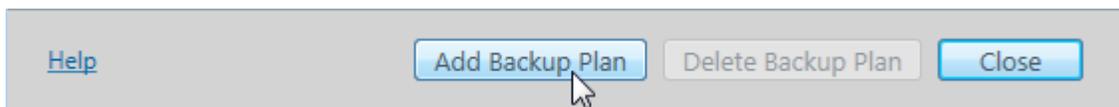
[Configuring Your Cloud Service Account](#)

[Uninstalling the WD Software](#)

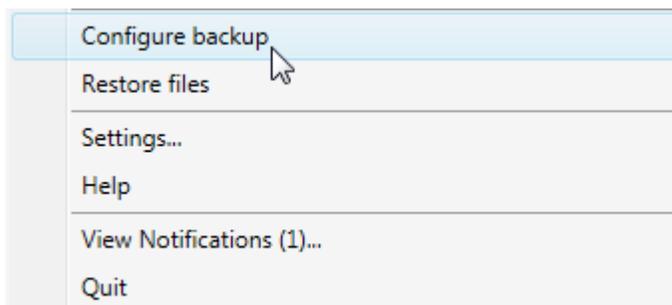
Configuring Your Cloud Service Account

Before you can use a cloud service as a backup source or target device, you must configure your account for access by the WD Backup software.

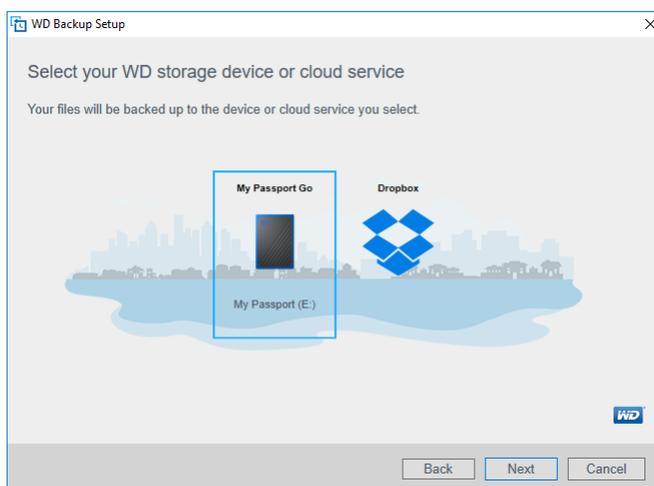
1. Open the Select your WD storage device or cloud service dialog by clicking either:
 - **Add Backup Plan** on the WD Backup screen:



- **Configure backup** on the WD Backup view menu from the Windows taskbar:



2. On the Select your WD storage device or cloud service dialog, select to highlight the Dropbox icon:



3. Click Next to display the connection dialog for your Dropbox account:

Connect to Dropbox

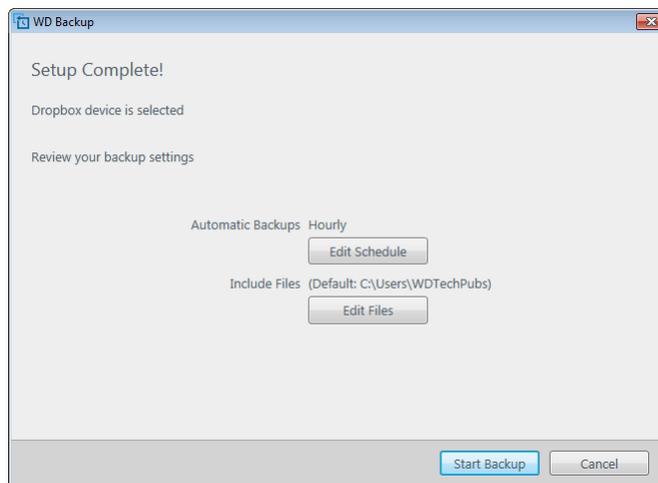
Click **Sign In** to allow WD Backup access to your Dropbox account.



After you have allowed WD Backup access to your account click **Finish** to complete the connection process.



4. On the connection dialog:
 - a. Click **Sign In**. The WD Backup software initiates a connection request on your behalf and uses your Web browser to access the Dropbox website.
 - b. On the Dropbox website, if you have not configured your account to remember your login credentials, type your email address and password and click **Sign In** to see the connection request from the WD Backup software.
 - c. Click **Allow** to accept the connection request.
 - d. The **Success!** indication signifies that the WD Backup software has been granted access to your Dropbox account.
 - e. Click **Finish** on the Dropbox connection dialog to finalize the configuration and display the **Setup Complete** dialog with Dropbox selected as your backup target device:



Uninstalling the WD Software

Use the Windows Add or Remove Programs function to uninstall the WD software from your computer.

1. Go to the Control Panel.
2. Select Programs and Features category; in some versions of Windows, this is called simply "Programs".
3. Choose the program you want to remove, then click **Uninstall**.
4. When prompted with an "Are you sure..." question, click **Yes**.

7

WD Discovery

The WD Discovery application, a collection of drive management tools such as WD Backup, can be installed from your My Passport Go 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](#)

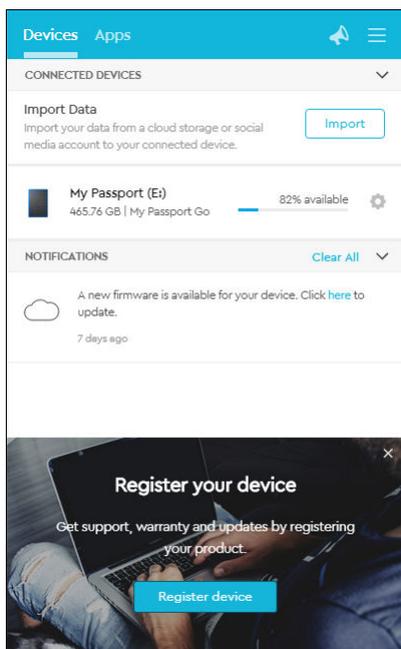
[Available Apps](#)

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

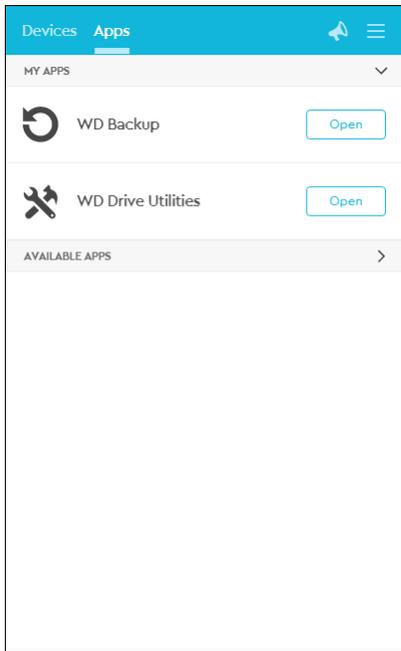
The Apps tabs displays the list of WD applications included in the WD Discovery suite and a number of third party applications created by other companies and organizations. The WD applications include:

- WD Backup: makes backing up your personal files, photos, videos and music simple and easy
- WD Drive Utilities: allows you to keep your drive performing at its best, and includes sleep, health, RAID settings, and drive erase features

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 Go drive, you should contact the publisher for full instructions and software license terms and warranty information.



8

Using the Drive with a Mac Computer

The My Passport Go drive is formatted as a single exFAT partition for compatibility with updated Windows and Mac OS X operating systems. To use Time Machine on the Mac OS X operating system, you must reformat the drive to a single HFS+J partition, which will remove compatibility with Windows operating systems.

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 Go 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 software on your My Passport Go drive.

The WD Backup software is not available for Mac computers.

9

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

	Knowledge Base Answer ID
How to	
<ul style="list-style-type: none"> Partition, and format a WD drive on Windows (10, 8, 7) and macOS 	3865
<ul style="list-style-type: none"> Convert a macOS GPT partition to an NTFS partition in Windows 7 	3647
<ul style="list-style-type: none"> Download software, utilities, firmware updates, and drivers for WD products (from the Downloads Library) 	7
<ul style="list-style-type: none"> Format a WD external hard drive in exFAT or FAT32* 	291
<p>*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.</p> <p>For further details, see:</p> <ul style="list-style-type: none"> 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

<p>Why is the drive not recognized under My Computer or on the computer desktop?</p>	<p>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 3.0 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.</p>
<p>Why won't my computer boot when I connect my USB drive to the computer before booting?</p>	<p>Depending on your system configuration, your computer might try to boot from your WD portable USB drive. Refer to your system's</p>

	<p>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.</p>
<p>Why is the data transfer rate slow?</p>	<p>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.</p>
<p>How do I determine whether or not my system supports USB 3.1, USB 3.0 or USB 2.0?</p>	<p>Refer to your USB card documentation or contact your USB card manufacturer.</p> <p>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.</p>
<p>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?</p>	<p>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.</p> <p>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.</p>

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.

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.

Environmental Compliance (China)

部件名称	有毒有害物质或元素					
	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 SJ/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. For any WD-brand Solid State Drive (SSD) product ("SSD Product"), the warranty period expires at the end of the earlier of: (a) the stated time period for the SSD Product identified above or (b) the point at which your use of the SSD Product exceeds the stated endurance limit, as identified in the specifications for the SSD Product. In the event of a conflict between this manual and the specifications, the specifications shall take precedence. Please note, it is possible for a SSD Product to be used under conditions which cause the media to wear out (and the warranty to expire) prior to the expiration of the stated time period in the warranty period, as specified in the applicable endurance specification.

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. For any WD-brand Solid State Drive (SSD) product ("SSD Product"), the warranty period expires at the end of the earlier of: (a) the stated time period for the SSD Product identified above or (b) the point at which your use of the SSD Product exceeds the stated endurance limit, as identified in the specifications for the SSD Product. In the event of a conflict between this manual and the specifications, the specifications shall take precedence. Please note, it is possible for a SSD Product to be used under conditions which cause the media to wear out (and the warranty to expire) prior to the expiration of the stated time period in the warranty period, as specified in the applicable endurance specification. 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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