OWC Express 1M2

Support Manual

Introduction

1.1 System Requirements

Operating System & Hardware

ï¿½ Works with any USB4 or Thunderbolt (USB-C) equipped:

ï¿½ **Mac** : macOS 10.13 or later

ï¿½ï¿½**PC** : Windows 10 or later

ï¿½ï¿½**iPad** :

ï¿½ï¿½**iPhone** : current version recommended

ï¿½ï¿½**ChromeOS** : current version recommended

ï¿½ï¿½**Android** :

Supported Drives

ï¿½ï¿½NVMe M.2 SSDs with 2280 / 2242 / 2230 form factor

1.2 Package Contents

(1) OWC Express 1M2
(1) 0.3M (12") USB4 Cable
(1) Screwdriver (enclosure only)
(1) Getting Started QR insert card

1.3 About This Manual

The images and descriptions may vary slightly between this manual and the unit shipped. Functions and features may change depending on the firmware version. The latest product details and warranty information can be found on the product web page. OWCï¿½s Limited Warranty is not transferable and

General Use Precautions

ï¿½ï¿½ead this user guide carefully and follow all recommended usage steps and precautions.

ï¿½ï¿½o avoid damage, do not expose the device to temperatures outside the following ranges:

ï¿½ï¿½**Environmental (Operating)**

ï¿½ï¿½emperature (ï¿½F): 41ï¿½ ï¿½ 95ï¿½

ï¿½ï¿½emperature (ï¿½C): 5ï¿½ ï¿½ 35ï¿½

ï¿½ï¿½**Environmental (Non-Operating)**

ï¿½Temperature (ï¿½F): -4ï¿½ ï¿½ 140ï¿½

ï¿½Temperature (ï¿½C): -20ï¿½ ï¿½ 60ï¿½

ï¿½Always unplug the device from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.

ï¿½Do not use the device near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.

ï¿½Protect your device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.

ï¿½Do not block any ventilation openings on the device. These help to keep the device cool during operation. Blocking the ventilation openings may cause damage to the device and cause an increased risk of short circuiting or fire.

Safety Precautions

ï¿½Read this user guide carefully and follow the recommended steps for assembly.

ï¿½Use proper anti-static precautions while installing drives into this enclosure. Failure to do so can cause damage to your drive mechanisms and/or the enclosure.

ï¿½Do not attempt to disassemble or modify the device. To avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions, never insert any metallic object into the device. If it appears to be malfunctioning, please contact technical support.

ï¿½Never expose your device to rain, or use it near water or in damp or wet conditions. Never place objects containing liquids on the drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

1.4 Overview

A. (1) **LED Indicator** ï¿½**Power & Data Connection** = Solid White / **Data Activity** = Blinking White

B. (1) **OWC ClingOn ready cable stabilizer mounts** ï¿½ OWC ClingOn can further secure USB4 and Thunderbolt (USB-C) device cables(s). (Sold separately at go.owc.com/clingon).

C. (1) **USB4 40Gb/s Port** - Attach the included data cable.

Getting Started

2.1 Device Setup

This section describes the process of setting up the OWC Express 1M2 if purchased with a pre-installed drive (NVMe SSD installed from factory).

1. Connect the included 0.3M (12") USB4 cable to the USB4 port on the back of the OWC Express 1M2. Connect the other end of the cable into a compatible host.

2. The OWC Express 1M2 comes formatted as APFS for Mac systems. This allows for a seamless plug-and-play experience between Mac and iPad systems. Connect the OWC Express 1M2 to a Mac or iPad and immediately begin using the drive.
NOTE : Windows, ChromeOS, and Android users will need to reformat the Mac formatted OWC device over that operating system to begin use. Please consult the support article " OWC Drive Setup Over Non-Apple Platforms " for instructions regarding reformatting the OWC Express 1M2 to work with Windows, ChromeOS, or Android operating systems.
NOTE Please consult the Support Manual for OWC Drive Guide or ##sDrive Guide Support Guide page for additional information regarding OWC Drive Guide.

2.2 Assembly Steps

This section describes the process of installing a drive into the OWC Express 1M2. Opening the OWC Express 1M2 if pre-built (NVMe SSD installed from factory) will VOID the warranty. If you wish to remove or replace the NVMe SSD after the expiration of the original warranty, you may do so at that time.
NOTE Instructional video for installing a drive into the OWC Express 1M2

Opening the Enclosure

1. Place the OWC Express 1M2 upside down on a flat static free surface. Remove the (2) exposed case screws, with the included driver, which will allow access to the inside of the enclosure. The screws may already be removed and included in a baggie with the enclosure.

2. After the screws are removed, push the bottom tray away from the rubber foot to create separation from the top cover. Lift the bottom tray away from the top cover.

3. The drive post is pre-installed for a 2280 NVMe M.2 SSD. All other NVMe M.2 SSD form factors (2242 | 2230) will need the drive post moved to the corresponding position. The position of the drive post will can determined by the NVMe M.2 drive form factor identification markings on the PCBa.

2280 Form Factor

1. Carefully align the drive at a slight angle into the board connection and slide it forwards until fully seated.

2. Once the drive is fully seated use the included drive screw to secure the drive.

2242 | 2230 Form Factor

1. Loosen the drive post with a 5mm hex socket (not included), and move the drive post to the desired form factor position.

2. Carefully align the drive at a slight angle into the board connection and slide it forwards until fully seated. Once the drive is fully seated use the included drive screw to secure the drive.

Closing the Enclosure

1. Align the bottom tray and top cover so the thermal pad rests over the NVMe M.2 SSD. Place the bottom tray onto the top cover and slide the pieces together. Press down on the top cover to ensure a strong bond with the NVMe M.2 SSD.

2. Secure the cover using the (2) removed case screws form earlier.

3. Peel the back of the rubber foot to expose the adhesive. Place and press the rubber foot into the notch housing the case screws.

4. Connect the included 0.3M (12") USB4 cable into OWC Express 1M2 USB4 port and into a system. The installed drive is ready to be formatted. Please visit go.owc.com/formatting for options.

Device Management

3.1 OWC Disk Performance

As of Windows 10 v. 1809 the default Disk Removal Policy is ï¿½Quick removalï¿½ instead of ï¿½Better performanceï¿½.

NOTE : OWC storage solutions that are experiencing slow read/write speeds should consider checking and changing the Windows disk removal policy. Changing from "Quick removal" to "Better performance" can increase disk performance. OWC offers the application OWC Disk Performance to help change the Disk Removal Policy. Changing from "Quick removal" to "Better performance" can also be changed manually.

Please review the support article Storage Solutions: OWC Disk Performance for more detail.

3.2 Unmounting Options

To ensure no data is lost during normal use, always eject or unmount the OWC Express 1M2 from your operating system before disconnecting the device. Unmounting options are provided below.

Manually Unmounting Drives

macOS

1. Drag the icon for the disk you wish to unmount to the trash can; OR
2. Right-click the disk icon on the desktop, then click ï¿½Ejectï¿½; OR
3. Highlight the disk on your Desktop and press Command-E.

Windows

1. Go to the System Tray (located in the lower right corner of your screen). Click on the ï¿½Ejectï¿½ icon (a small green arrow over a hardware image).
2. A message will appear, detailing the devices that the ï¿½Ejectï¿½ icon controls, i.e., ï¿½Safely remove...ï¿½ Click on this prompt.
3. You will then see a message that says, ï¿½Safe to Remove Hardware.ï¿½ It is now safe to disconnect the Mercury Elite Pro Dock from the computer.

ï¿½The steps above are applicable to Windows 10 build 1803 and earlier. If you are using Windows 10 build 1809 (October 2018) or later, you can eject the drive by clicking the ï¿½Show hidden itemsï¿½ menu in the Taskbar, then clicking ï¿½Safely Remove Hardware and Eject Mediaï¿½, and last select the ï¿½Ejectï¿½ option for this volume.

3.3 Usage Notes

ï¿½Opening a pre-built (NVMe SSD installed from factory) OWC Express 1M2 VOIDS the warranty.

ï¿½NVMe SSDs with heat sinks will not fit and are not supported.

ï¿½Hosts with Thunderbolt 3 ports will experience performance up to USB 10Gb/s.

ï¿½Not compatible with the front USB-C or USB-A ports of a Sony Playstation 5.

Support Resources

4.1 Troubleshooting

ï¿½Verify the USB4 cable is securely connected between the OWC Express 1M2 and host.

ï¿½Connect the OWC Express 1M2 and host with a different USB4 cable.

ï¿½Connect the OWC Express 1M2 to a different host.

ï¿½Users experiencing slow read/write speeds should consider checking and changing the Windows disk removal policy. Please review the support article Storage Solutions: OWC Disk Performance for more detail.

ï¿½We are very sorry If issues continue to occur. Please know that OWC support is here to help. Contact information for our support can be found in **section 4.4 "Contacting Support"** Ple is located on the bottom of the OWC E packaging.

4.2 Online Resources

ï¿½OWC Express 1M2 Product Page: go.owc.com/express1m2

ï¿½OWC Express 1M2 Support Guide Page: start.owc.com/express1m2

ï¿½Drive Guide Manual: go.owc.com/driveguide/manual

ï¿½Drive Formatting: go.owc.com/formatting

ï¿½Data Migration: go.owc.com/datamigration

4.3 About Data Backup

To ensure that your files are protected and to prevent data loss, we strongly suggest that you keep two copies of your data: one copy on your OWC Express 1M2 and a second copy on either your internal drive or another storage medium, such as an optical backup, or on another external storage unit. Any data loss or corruption while using the OWC Express 1M2 is the sole responsibility of the user, and under no circumstances may OWC, its parents, partners, affiliates, officers, employees, or agents be held liable for loss of the use of data including compensation of any kind or recovery of the data.

4.4 Contacting Support

ï¿½**Phone** : Mï¿½F, 9amï¿½6pm CT
USA/INTL 866 692 3810 51

ï¿½**Chat** : Mï¿½F, 9amï¿½6pm CT
www.owc.com/support

ï¿½**Email** : Answered within 48 hours
www.owc.com/support

Terms & Conditions of Sale

Warranty

OWCï¿½s products are subject to OWCï¿½s Terms & Conditions of Sale located at Terms of Sale or other applicable terms. The OWC Express 1M2 comes with a 3-Year Limited Warranty when sold with drives, and a ##s2-Year Limited Warranty when sold without drives. Additional warranty information can be viewed by visiting Hardware Warranties

Changes

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FCC Statement

Warning ! Modifications not authorized by the manufacturer may void the userï¿½s authority to operate this device.
NOTE : This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ï¿½Reorient or relocate the receiving antenna.
- ï¿½Increase the separation between the equipment and receiver.
- ï¿½Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

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