



Assembly Manual & User Guide



USB-C



Up to 980MB/s



Bus Powered



Dust Resistant



Water Resistant



Mac and PC

CONTENTS

Introduction

1.1 Minimum System Requirements.....	1
- Mac Requirements	
- PC Requirements	
1.2 Package Contents	1
1.3 About This Manual	1
1.4 Enclosure Features	1

Device Setup

2.1 Drive Assembly	2
2.1 Usage Notes	3

Support Resources

3.1 Troubleshooting	4
3.2 About Data Backup	4
3.3 Online Resources.....	4
3.4 Contacting Technical Support	4

INTRODUCTION

1.1 Minimum System Requirements

Mac Requirements

- macOS 10.12 or later
- No driver required

PC Requirements

- Windows 10 or later
- No driver required

Hardware

- Mac or PC with a Thunderbolt 3 or USB-C port
- USB-C hosts with USB 3.1 Gen 1 will function normally but Thunderbolt 3 or USB 3.1 Gen 2 are recommended for best performance.
- NVMe M.2 SSD in 2280 form factor with M-key connector
- Not compatible with AHCI PCIe M.2 SSDs
- Not compatible with SATA M.2 SSDs

1.2 Package Contents



Envoy Pro EX with USB-C



USB 3.1 Gen 2 cable
(Type-C to Type-C)



Screw packet & Rubber feet

1.3 About This Manual

The instructions below are for customers who purchased the Envoy Pro EX with USB-C enclosure and need to install their own NVMe M.2 SSD. This device requires an M.2 drive with a 2280 form factor. Please contact our customer service team if you still have questions after reviewing the steps that follow.

1.4 Enclosure Features



Front Features

1. LED indicator — This LED emits a solid white light when the Envoy Pro is powered on and flashes during drive activity.



Rear Features

2. USB 3.1 Gen 2 port — Attach the included USB 3.1 Gen 2 cable here.

2.1 Drive Assembly

1. Remove the enclosure (in the protective foam bag) and the screw packet from the box. The packet should contain two drive enclosure screws, one drive mount screw, and two rubber feet.



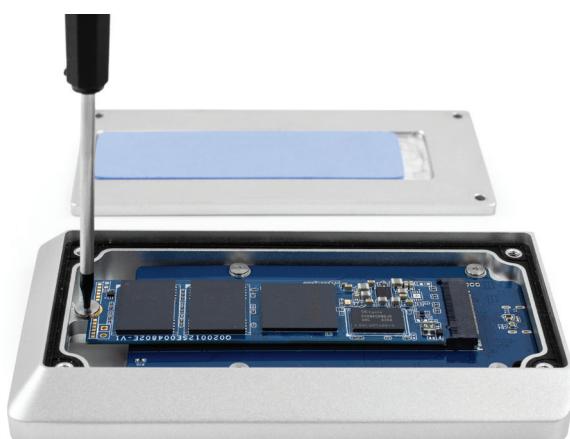
2. Remove the enclosure from the foam bag, turn the enclosure over then remove the two screws secured at opposite corners. Set the screws aside.



3. Remove the bottom cover. Note that the underside has a thermal pad; the orientation of the cover will be important later.



4. Set the top portion of the enclosure on a static-free work surface, face up, then align the M.2 SSD connector with the black PCIe connector on the Envoy Pro's circuit board. Carefully seat the drive into the connector.



5. Using the shorter drive mount screw from the packet, carefully secure the M.2 SSD to the drive post.



6. Reseat the bottom cover onto the top portion of the enclosure. Make sure the small cutout section where the thermal pad is, rests above the PCIe connector, not the drive mount screw.



7. Using the two screws removed in Step 2, plus the two remaining screws in the packet, secure the bottom cover to the top portion of the device. The cover should sit completely flush at the end of this process.

If any edge or corner sits slightly above the others remove the screws, make sure the thermal pad is oriented correctly and then re-affix the screws.



8. Last, take the two rubber feet, remove the adhesive strip from each, and place each over the cutouts on the bottom cover, as shown.

For tips on formatting your new drive please visit: www.owcdigital.com/support/formatting

2.2 Usage Notes

- This device does not function with USB Type-A to Type-C cables or adapters
- With prolonged use, the drive case may be warm to the touch. This is normal.

SUPPORT RESOURCES

3.1 Troubleshooting

Begin troubleshooting by verifying that the USB-C cable is properly plugged into the computer and the Envoy Pro EX. If the Envoy Pro EX is still not working properly, try connecting the cable to a different USB-C port, and also using a different USB-C cable if necessary. If problems persist, remove the SSD from the Envoy Pro EX, then re-connect the SSD to the Envoy Pro EX and try again.

3.2 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 Envoy Pro EX 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 Envoy Pro EX is the sole responsibility of the user, and under no circumstances may OWC, its parent, partners, affiliates, officers, employees, or agents be held liable for loss of the use of data including compensation of any kind or recovery of the data.

3.3 Online Resources

To access our online knowledge base, please visit: www.owcdigital.com/faq

3.4 Contacting Technical Support

 **Phone:** M–F, 8am–5pm Central Time
1.866.692.7100 (N. America) | +1.815.338.4751 (Int'l)

 **Chat:** M–F, 8am–8pm Central Time
www.owcdigital.com/support

 **Email:** Answered within 48 hours
www.owcdigital.com/support

Changes:

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FCC Statement:

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

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

Warranty:

The OWC Envoy Pro EX with USB-C has a 3 Year OWC Limited Warranty if it was bundled with a drive. OWC Envoy Pro EX with USB-C enclosures that do not ship with a drive have a 1 Year OWC Limited Warranty. For up-to-date product and warranty information, please visit the [product web page](#).

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