rocstor®

ROCPRO™ U33
USB 3.2 Gen2 6Gbps

Quick Installation Guide

Introduction

Thank you for purchasing ROCSTOR products. Before using your Rocpro U33, please read this manual thoroughly. At time of publish, all information contained in this user manual has been verified. Any revision updates or important technical information may be found on www.rocstor.com.
Products specifications are subject to change without notice. If you have any questions regarding Rocpro U33, or you would like to know the latest product information, user manual update, or firmware update, please contact Rocstor or visit www.rocstor.com for further information.

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AC Power cable

Quick Installation Guide

Rocpro U33
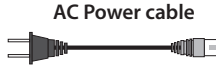
Screws and Keys
"Supplied with Enclosure Only"

USB-C to USB-C Cable

USB-C to USB Type-A Cable

Enter button

Power touch switch

LCM Display Panel

Pri HDD: OK
Sec HDD: OK

Up button

Mute button

Alarm Inticator

Down button

ESC button

Hard drive status indicator

HDD enclosure handle

Key access opening

Power Switch

Power Socket

CAUTION
Before switch on, please ensure all plugs are properly and securely attached.

Anti-theft cord slot

Cooling fan

USB 3.2 Gen2 10Gbps

USB 3.1

Storage Mode Definitions

Safe mode (RAID 1) : Mirrored storage capacity allowing data protection.
Speed mode (RAID 0) : Striped into a single large volume allowing higher speed transfers but without data protection.

2. Operating Information

Operating Temperature : 41 ~ 95 F - (5 ~ 35c)
Storage Temperature : -20~ 47 F - (-4 ~ 116 c)
Line Voltage : 100 ~ 240V AC

3. Hardware Requirements and Precautions

1. After the hard disk is formatted, the actual total capacity of the U33 detected by the computer operating system will vary from the sum of all hard disk capacities stated by the manufacturer.

2. To prevent data loss, do not remove U33 while the system is running.

3. Once the system has been initialized, do not switch hard disks around during use. Doing so may prevent the RAID from being recognized by the system.

4. Once RAID mode has been set up, the switching of hard drives will lead to the removal of data from the hard disks. Please be sure to backup the data on the hard disk before making any switches.

5. The product needs to be restarted after adding or changing the RAID mode, and the update is guaranteed to be the new RAID mode.

6. If the U33 needs to be shut down or disconnected, please ensure the HDD is safely removed through your operating system before turning off the power.

7. Users can configure the RAID level and basic functions of U33 via the front panel LCM and the bottom button.

8. We strongly recommend backing up important data stored on the U33 to another storage device or a remote site. ROCSTOR will not be held liable for the damage or loss of data you stored on the U33.

9. If you need to install the operation system such like Windows or macOS into this device, please refer to the user manual for details.

4. Hardware Installation

Please follow the instructions below to complete the hardware installation:

Step 1:
Place the system on a stable surface. Ensure that it is well ventilated without blockage to the vent and kept away from areas near water and damage prone areas.
Step 2:
Use the ejector pin included in the accessory kit and inserted into the pin release opening to eject the removable drive tray latch and extract the removable drive tray.
Step 3:
For 3.5" HDD/SSD, please secure it by use six the larger screws included in the accessory kit. For 2.5" HDD/SSD, please secure it by use four the smaller screws included in the accessory kit.

1.Push the key

2.Realese the Tray

3.Take Out The Tray.

2.5" or 3.5"HDD Screws
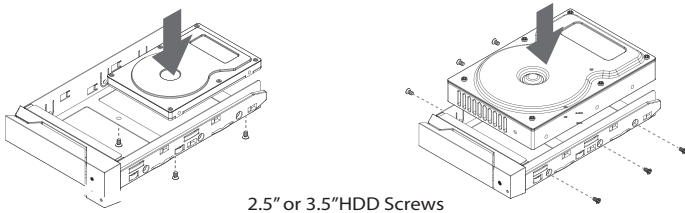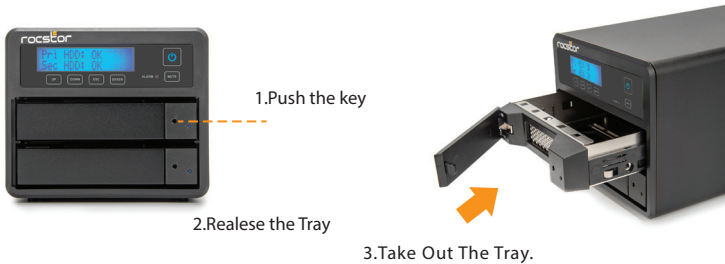
Step 4:
When the hard drive installation has been completed, insert the hard drive tray into the system horizontally and secure the latch into place.
Step 5:
Connect power cable to your power outlet and U33.
Step 6:
Depending on the type of computer USB port, select the corresponding USB cable in the accessory to connect the computer to the USB port on the U33.
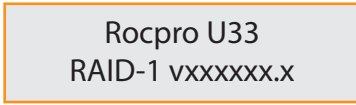Step 7:
First turn the main power switch on the back of the product to "I" to turn the power on, the power touch switch on the front of the product will light red, then gently press the power touch switch on the front of the product until the power symbol " " turns into a blue light.
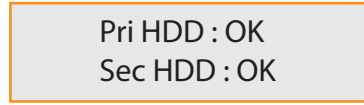
Step 8:
When the LCM display shows the following picture, the power on is complete.
* The factory default value of U33 is RAID 1 mode.

```
┌─────────────────────┐        ┌─────────────────────┐
│    Rocpro U33       │        │    Pri HDD : OK     │
│  RAID-1 vxxxxxx.x   │        │    Sec HDD : OK     │
└─────────────────────┘        └─────────────────────┘
```

System initializing   Normal operational state

Step 9:
If you are not using the product for a while, you can put the product into shutdown mode: first press the power touch switch on the front of the product until the power symbol "⏻" is off; if you want to use the product, gently press the power touch switch on the front of the product until the power is turned on. The symbol "⏻" is illuminated.
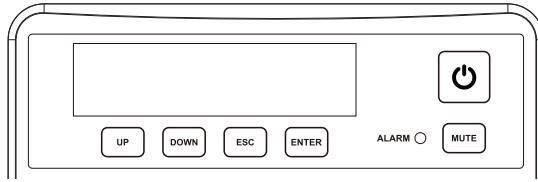
Step 10:
If the product is not used for a long time, please turn off the product main power switch: first gently press the power touch switcth on the front of the product until the power symbol "⏻" is off, then turn the power main switch on the back of the product to " O " to turn off the power.

*If you are using a USB 3.2 C to A cable, the Type-A on the host side needs to be USB 3.2 Gen2 for best access performance.

5. How to Switch the RAID Mode

Front Panel Operation:

- **Enter: Enter to next level or Confirm**
- **Esc: Back to next level or Cancel**
- **Up / Down: Select Items**
- **MUTE: Turn off the buzzer when the buzzer sounds**

The default setting of ROCPRO™ U33 is RAID 1. To change the setting, please follow the steps below:

Step 1:
First turn the main power switch on the back of the product to "I" to turn the power on, the power touch switch on the front of the product will light red, then gently press the power touch switch on the front of the product until the power symbol " ⏻ " turns into a blue light. After the LCM appears on the power-up screen, press "UP".

> Rocpro RAIDbox2
> RAID-1 vxxxxxx.x

Step 2:
The following screen will appear, if you are sure you want to switch the RAID mode, please press "ENTER", if not, press "ESC".

> Change to RAID-0
> Ent = Yes Esc = No

Step 3:
If you press "ENTER" and the LCM appears on this screen, it means you have successfully switched, please restart U33.

> RaidMode Changed
> Please Reboot

> Rocpro U33
> RAID-0 vxxxxxx.x

6. Hard Drive Replacement Instructions

In normal operational state, if the LCM "Pri: X" or "Sec: M" and the audio alarm activates, this would indicate that the hard drive may be malfunctioning.
When this happens, you may choose to disable the audio alarm by pressing the MUTE button located at the front of the system and continue to operate the system normally.
When finished, you may restart the U33 to double check and see if the drive is in fact malfunctioning. If you are certain that the drive is in fact malfunctioning, follow the instructions below to complete the replacement of the malfunctioning drive.

RAID-1 degraded Pri : X SEC : O	RAID-0 failed Pri : O SEC : M
Primary drive damage	Secondary drive lost

Step 1:
Shut off the U33 power. Extract the driveing "X/M" on the LCM from the corresponding drive position and replace it with the new replacement drive. Do not switch the positions of the drives.

Step 2:
Once the replacement is complete, turn on the power of the U33. When the system completes initialization, the LCM will ask you if you wish to initiate the rebuilding procedure.

7. Data Rebuild

During the use of U33, if you are required to replace a malfunctioning drive refer to chapter 6 "Hard Drive Replacement Instructions".Once drive replacement is complete and you power on the U33, the system will perform data reconstruction.

The data rebuild processing time is based on the capacity of the drive. During procedures, we suggest to not use the system until the procedure(s) is complete as use of the system during procedures may cause delays to the processing time.Please wait until the procedure(s) has been completed to continue use.

During the data rebuilding process, the LCM panel will display the percentage progression rate of the rebuild. Below are sample diagrams.

Pri : HDD Insert Sec HDD : OK	⟶	Rebuilding Sec ⟶ Pri 32%

Or

Pri HDD : OK Sec HDD : Insert	⟶	Rebuilding Pri ⟶ Sec 32%

If during the rebuilding process, a drive malfunctions and is unable to continue the rebuilding process, restart the U33 to check and see that the drive is in fact malfunctioning. If it is, please refer to chapter 6 "Hard Drive Replacement Instructions" to replace the malfunctioning drive.
Below are sample diagrams of drive malfunctioning.

Pri HDD : Fail	Pri HDD : OK
Sec HDD : OK	Sec HDD : Fail

Primary drive error during rebuild   Secondary drive error during rebuild

Note :
The next time you turn on the power of the unit, the system will automatically continue to process the remains. Please do not switch position of the drive at any time.

8. Additional Display Messages of System and Operation Procedures

The U33 frontal LCM panel is able to display additional messages such as firmware version, system temperature and fan status by pressing the Up or Down buttons to make your selection. Continuously pressing the selection buttons allows you to scroll through the menu. If not pressed within 3 seconds, the display will revert back to its normal operational state.

System Temp.	System FAN
50 ºC	xxxx RPM

System temperature message   System fan RPM message

9. LED Visual Status Indicator Definitions

Status	HDD access light	Alarm indicator	Buzzer
No HDD	Red light always on	Red light always on	YES
Access	Purple light flashing	— —	— —
Disk Idle	Blue light always on	— —	— —
Rebuilding - Source	Blue light always on	— —	— —
Rebuilding - Target	Red light flashing	— —	— —
Fan Failed	Blue light always on	Red light always on	YES
Over Temp (　50　)	Blue light always on	Red light always on	YES

10. S.M.A.R.T

11. Install The Operation System Into This Device

Install macOS (Use macOS Mojave 10.14 for example)

1. Need to have network online capabilities. If a wireless network is available, you can choose it from the Wi-Fi menu in the menu bar. This menu is also available in macOS Recovery.

2. Turn on your Mac and immediately press and hold Command (⌘)-R. Continue holding until you see the Apple logo or a spinning globe. Startup is complete when you see the utilities window:
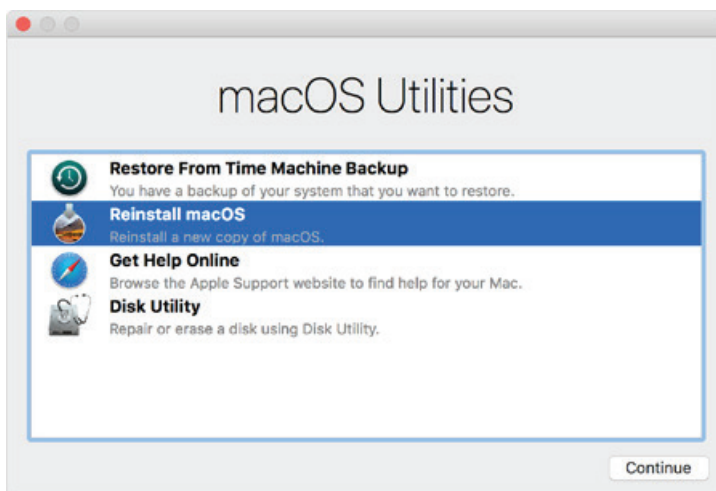
3. If you need to erase your disk before installing macOS, select Disk Utility from the Utilities window, then click Continue. You probably don't need to erase, unless you're selling or giving away your Mac or have an issue that requires you to erase.
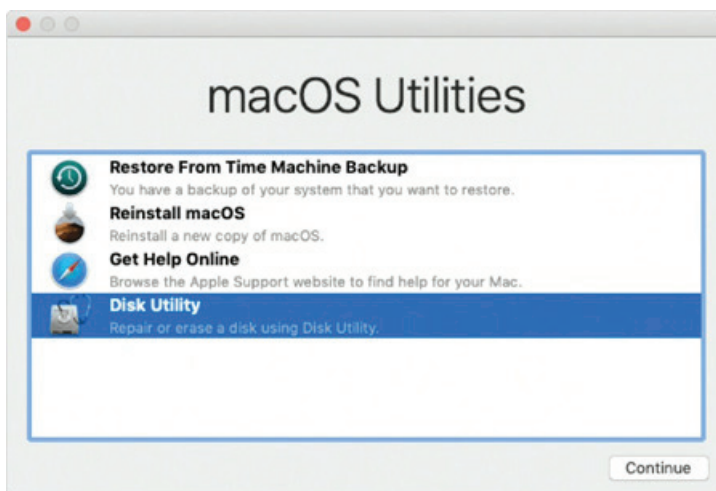
4. Install macOS. Choose Reinstall macOS from the Utilities window, and click continue.
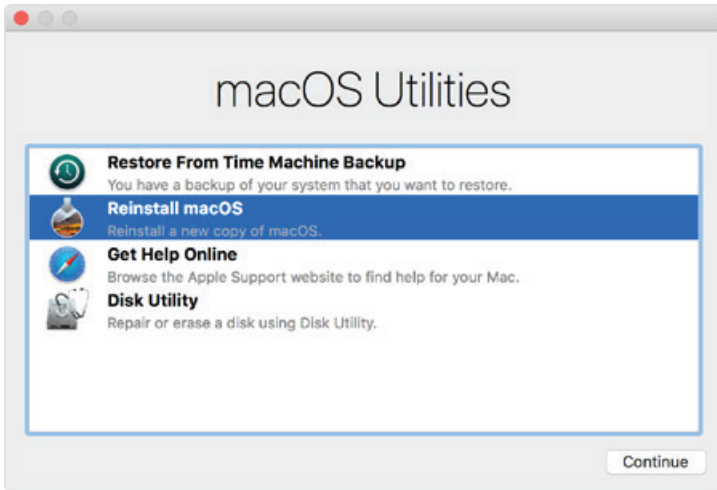
5. Follow the onscreen instructions, select agree to the software license agreement, and then select the disk to start the installation.

6. Please allow installation to complete without putting your Mac to sleep or closing its lid. During installation, your Mac might restart and show a progress bar several times, and the screen might be empty for minutes at a time.

Install Windows   (Use Windows 10 Home Edition for example)

1. The following content is an example of using the software "WinToUSB Free Edition". For related specifications and copyrights, please refer to the software official website for details.

2. After the software is installed, press the shortcut icon of the desktop twice to open Hasleo WinToUSB.

3. On the left side of the interface, select "Mirror to USB" and click the right folder icon to select the ISO file for Windows 10.
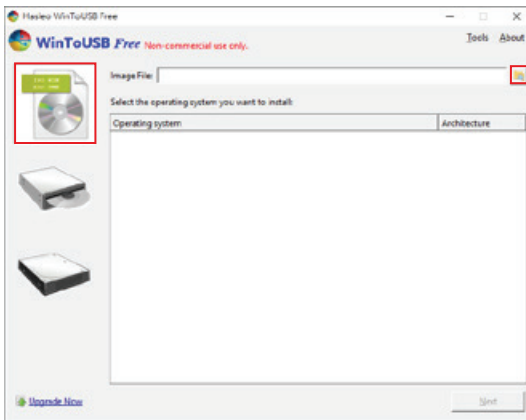
4. Select the version of Windows you want to install and go to the next step.
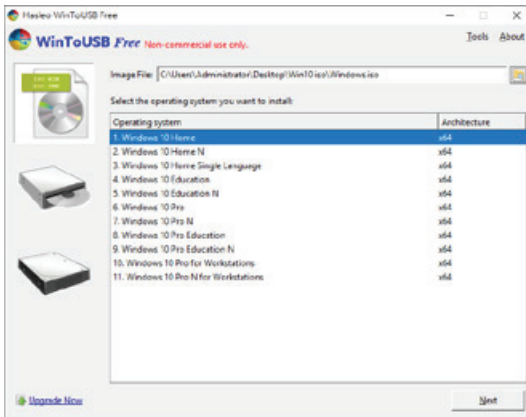
Note: WinToUSB Free Edition does not support Windows Professional and Enterprise editions.

5. Select the USB external drive to install.
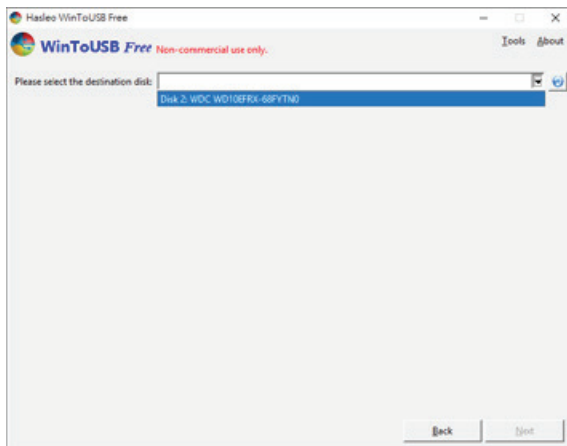
6. Select the version of the disk partition configuration according to your personal hardware specifications, then execute "Yes" to proceed to the next step.

7. Follow the default and follow the next step.
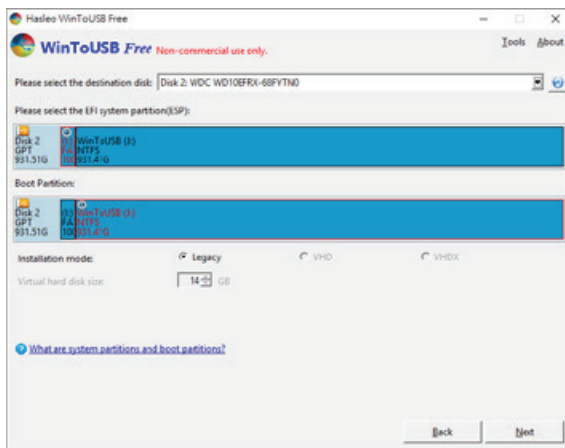
8. Windows 10 is installed to an external hard drive. After the installation is complete, click the "End" button, and then confirm to leave.
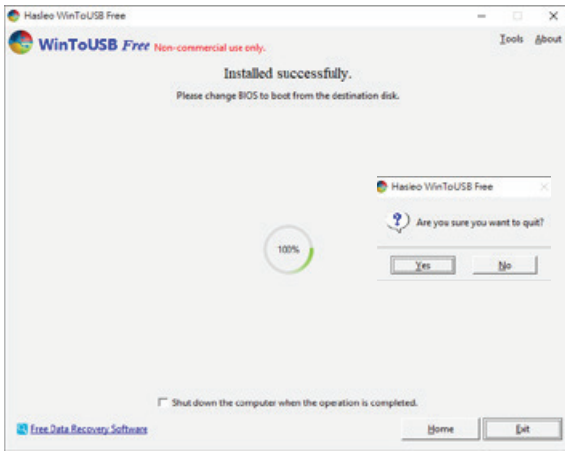
9. Confirm that the external hard disk is inserted in the USB slot of the computer. After rebooting, enter the BIOS or UEFI adjusts to the USB external hard disk box as the first boot sequence, and saves the settings and leaves.
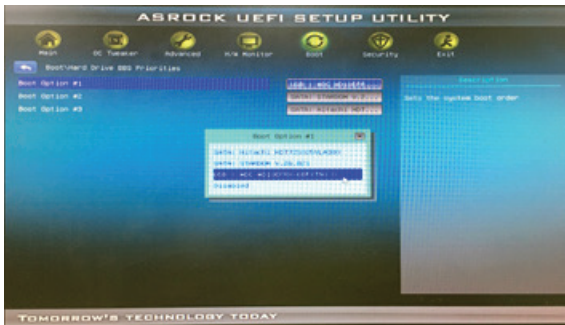
Note: The screenshot is for illustration only, and the actual situation varies depending on each motherboard.

10. Then start the installation process for Windows 10, and follow the system instructions and personal requirements to complete the setup.

12. Precaution befor Application

1. Make sure you safely "Eject" your Rocpro U33 External Drive before you Disconnect your hard drive from the host computer.

2. To avoid data corruptions or data loss, it is strongly suggested not to withdrawing hard drive from the device or powering off the device while data is accessing.

3. Do not remove the hard drive(s) while the system is powered on. Always remember to power off the system when removing the hard drives.

General Notices
• Consistently make multiple backup copies of your data for your protection. Hard disk drives are subject to failure at any time.
• Rocstor shall not be held liable for loss of data or the restoration or recovery of data on the device. Please see complete limited Warranty Information in the User's Manual or on the Rocstor website (www.rocstor.com) for further details.

Capacity Disclaimer
Actual accessible hard drive capacity will indicate up to 10% lower than stated under different Operating Systems and formatting. Therefore, a 500GB capacity drive may show up as a 450GB drive (approximately.)

Warranty Period
The Limited warranty period for Rocpro U33 hard drives is three years for parts and labor.

Frequently Asked Questions

Q1. Which drive format should I choose to format the hard drives in the U33 ?
A : It depends on the computer system you most often use. See the below suggestions:
1. Use NTFS for Windows 2000/XP/Vista/Windows 7/8/10 system.
2. Use HFS+ (Mac OS Extended) format for a Mac OS X system.
3. Choose FAT32 format if you'll use the U33 in both Windows and Mac environments(the maximum size of one single file may not exceed 4 GB).

LIMITED WARRANTY

This Limited Warranty is provided by Rocstorage, Inc. (hereinafter: Rocstor) for all lines of products.

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This Limited Warranty applies to the Rocstor branded hardware products sold by or leased from Rocstorage, Inc., its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as "Rocstor") with this Limited Warranty. This Limited Warranty is applicable in all countries and may be enforced in any country where Rocstor or its authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country to country and may also be subject to registration requirements in the country of purchase.

Rocstor warrants that the Rocstor hardware product and all the internal components of the product that you have purchased or leased from Rocstor are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from Rocstor. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your Rocstor branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this Rocstor branded product and is not transferable to anyone who obtains ownership of the Rocstor branded product from the original purchaser or lessee.

Rocstor products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the Rocstor hardware product in which they are installed, whichever is longer.

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During the Limited Warranty Period, Rocstor will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of Rocstor. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day limited warranty of the spare part. In the unlikely event that your Rocstor product has a recurring failure, Rocstor, at its discretion, may elect to provide you with a replacement unit of Rocstor's choosing that is at least equivalent to your Rocstor branded product in hardware performance. Rocstor reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

The original Limited Warranty is not extended when the product, or a part of the product, is repaired or replaced during the Limited Warranty period. Rocstor shall not be responsible or liable for backing up any data that is on a drive being returned for service

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. ROCSTOR IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. ROCSTOR IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY ROCSTOR WHEN THE PRODUCT WAS MANUFACTURED.

Rocstor does not warrant that the operation of this product will be uninterrupted or error-free. Rocstor is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the Rocstor branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product and/or posted on the Rocstor website; (c) by the use of parts not manufactured or sold by Rocstor; (d) as a result of normal wear; or (e) by modification or service by anyone other than (i) Rocstor, (ii) a Rocstor authorized service provider, or (iii) your own installation of end-user replaceable Rocstor or Rocstor approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive limited warranty agreement between Rocstor and you regarding the Rocstor branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations including representations made in Rocstor sales literature or advice given to you by Rocstor or an agent or employee of Rocstor-that may have been made in connection with your purchase or lease of the Rocstor branded product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of Rocstor.

Buyer's Obligation under the Warranty

The person requesting coverage under this warranty shall prove that he or she is the original purchaser and declares that the product has not been sold, leased, bartered or otherwise changed possession. **The purchaser shall frequently backup the Rocpro hard drive and backup the data immediately prior to returning the drive for warranty service.**

The buyer must notify Rocstor and show proof of notification, through any reasonable means of communication. See full street address email address and toll free phone numbers below or updated contact information are available on Rocstor.com website. The notification shall identify any defect, malfunction, or nonconformity promptly upon discovery. Rocstor will acknowledge receipt of the communication and issue a Return Merchandise Authorization (RMA) code. The buyer is obligated to securely and safely package(s) the product, preferably in the original packing materials, WITH THE RMA number, and deliver it together with a copy of the original purchase receipt and a description of the problem to the Rocstor home office. Buyer is responsible for the product until it is received by Rocstor. It is recommended that the product be insured during transportation by the sender. You must prepay any shipping charges, taxes, or duties associated with transportation of the product. In addition, you are responsible for insuring any product shipped or returned for service. You assume risk of loss during shipping.

Limitation of Damages (Liability)

IF YOUR ROCSTOR BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. ROCSTOR'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY ROCSTOR HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE. ROCSTOR IS NOT LIABILE FOR ANY DAMAGE TO ANY OTHER PRODUCT CONNECTED TO A ROCSTOR PRODUCT.

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Disclaimer

We accept no liability for any loss of data, damages and the inability of Rocstor products to work with any third party equipment. Nor can Rocstor accept any liability or responsibility for software or third party hardware products.

Limited Warranty Period

The limited warranty period for the **Rocpro U33** is three (3) Year Parts and Labor. This Limited Warranty extends only to the original purchaser or lessee of this Rocstor branded product and is not transferable to anyone who obtains ownership of the Rocstor branded product from the original purchaser or lessee

Types of Limited Warranty Service

Your Rocstor Limited Warranty consists of repair or replacement of defective parts, including hard drives identified by Rocstor Support Organization as "pre-failure".

Carry-in Limited Warranty Service Available Monday - Friday

Under the terms of carry-in service, you may be required to deliver your Rocstor product to the Rocstor Service Center or an authorized service location for warranty repair. You must prepay any shipping charges, taxes or duties associated with transportation of the product. In addition, you are responsible for insuring any product shipped or returned for service. You assume risk of loss during shipping.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION. ROCSTORAGE IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA OR REMOVABLE STORAGE MEDIA. ROCSTORAGE IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY ROCSTORAGE WHEN THE PRODUCT WAS MANUFACTURED.

Rocstorage shall not be responsible or liable for backing up any data that is on a drive being returned for service. Expect that all data on the drive will be destroyed and not retrievable when returned for warranty service.

Rocstor Replaceable Parts Program

Where available, the Rocstor Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the Rocstor Technical Support Center at **888.877.8777** a replaceable part can be sent directly to you. Once the part arrives, call the Rocstor Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

Service Upgrades

Rocstor offers extra coverage for your product. For information on service upgrades, visit www.rocstor.com.
Service upgrades purchased in one country are not transferable to another country.

Capacity Disclaimer

Actual accessible hard drive capacity will indicate up to 10% lower than stated under different Operating Systems and formatting.

The storage volume is measured in total bytes before formatting. References to round numbers of gigabytes or terabytes are an approximation only. For example, a disk drive labeled as having 500GB (Gigabytes) has space for approximately 500,000,000 bytes before formatting. After formatting, the drive capacity is reduced by about 5% to 10% depending on the operating system and formatting used or "1GB = 1,000,000,000 bytes.

Options and Software

The Limited Warranty terms and conditions for Rocstor options are as indicated in the Limited Warranty applicable to Rocstor options. ROCSTOR DOES NOT WARRANTY SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY ROCSTOR. Rocstor's only obligations with respect to software distributed by Rocstor under the Rocstor brand name are set forth in the applicable end-user license or program license agreement. Non-Rocstor hardware and software products are provided "AS IS" and without any Warranty. However, non-Rocstor manufacturers, suppliers or publishers may provide their own warranties directly to you.

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TECHNICAL SUPPORT

Software Technical Support

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by Rocstor on the Rocstor branded product or that was included with the Rocstor branded product at the time of your purchase or lease of the product. Technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first ninety (90) days, technical support for software that was either preinstalled by Rocstor on the Rocstor branded product or included with the Rocstor branded product at the time of your purchase or lease of the product is available for a fee.

WARNING: **The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Since individual applications are subject to great variation, the manufacturer "Rocstor" makes no representation or warranty as to the suitability or fitness of these devices for any specific application.**

Technical Support

The Rocpro series are backed by free telephone technical support for two (2) years from the date of purchase. Please register your product with Rocstor. To register, fill in the Limited Warranty Registration form in the Support tab at www.rocstor.com.

Free telephone technical support is available weekdays from 9 AM until 6 PM Pacific Standard Time. Customers in the United States and Canada can call toll-free: **(888) 877-8777**; all others must call **(818) 449-2000**.
When calling for support, please have the product's serial number (printed on the label on the bottom of the drive) and system hardware information available.

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Corporate, Government and Academic Customers

Our Corporate Sales Team's goal is to help our U.S.A. and Canadian customers find a storage solution that best serves their needs. We will help you determine your best purchasing options. For more information please contact the appropriate department below or call us at +1 (818) 727-7000.

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