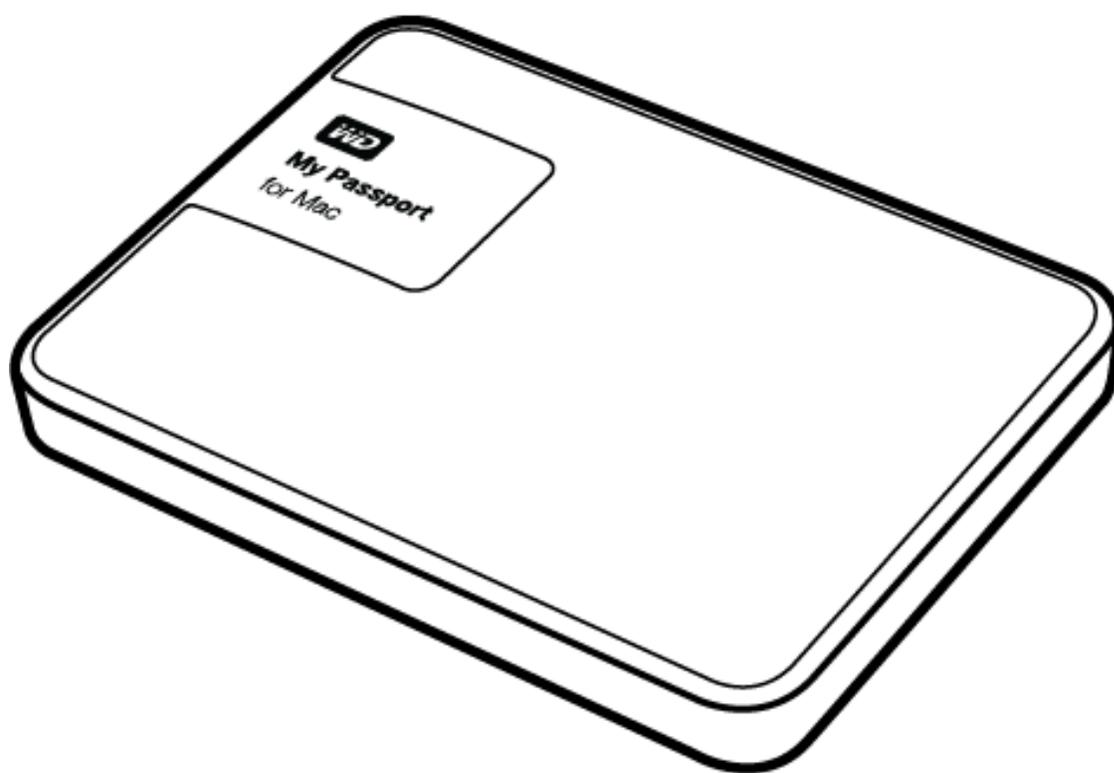


My Passport™ for Mac

Portable Hard Drive

User Manual



WD Service and Support

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 email support service at <http://support.wd.com>. If the answer is not available or if you prefer, please contact WD™ at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. Email support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <http://register.wd.com>.

Accessing Online Support

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

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **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.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		Europe (toll free)*	00800 ASK4 WDEU (00800 27549338)
English	800.ASK.4WDC (800.275.4932)	Europe	+31 880062100
Spanish	800.832.4778	Middle East	+31 880062100
Mexico	001 8002754932	Africa	+31 880062100
		Russia	8 10 8002 335 5011
South America		Asia Pacific	
Chile	1230 020 5871	Australia	1800 429 861 / 0011 800 2275 4932
Colombia	009 800 83247788	China	800 820 6682 / 400 627 6682
Venezuela	0800 100 2855	Hong Kong	3057 9031
Peru	0800 54003	India	1800 200 5789 / 1800 419 5591
Uruguay	000 413 598 3787	Indonesia	001 803 852 3993
Argentina	0800 4440839	Japan	0800 805 7293
Brazil	0800 7704932 0021 800 83247788	Korea	02 2120 3415
		Malaysia	1800 817 477
		New Zealand	0508 555 639 / 00800 2275 4932
		Philippines	1800 1855 0277
		Singapore	1800 608 6008
		Taiwan	0800 225 593
		Thailand	00 1800 852 5913
		Other countries	+86 21 2603 7560

* Toll free number available in the following countries: Austria, Belgium, Czech Republic, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Poland, Slovakia, Spain, Sweden, Switzerland, United Kingdom.

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1

About Your WD Drive

Welcome to your My Passport™ for Mac portable hard drive. This drive offers high capacity in a sleek portable device. It features ultra-fast USB 3.0 connectivity and password protection with hardware encryption to help protect your files from unauthorized use.

This introductory chapter includes the following topics:

- Features
- Kit Contents
- Optional Accessories
- Operating System Compatibility
- Physical Description
- Registering Your Drive
- Handling Precautions

Features

Major features of the My Passport for Mac drive include:

Ultra-fast transfer rates—When connected to a USB 3.0 port, your My Passport for Mac drive lets you access and save files with blazing speed. Reduce transfer time by up to three times when compared to USB 2.0 transfer time.*

*Performance may vary based on your hardware and system configuration.

Ultra-sleek design with high capacity—This ultra-sleek drive is thin and fast with plenty of capacity for your important digital content.

USB 3.0 and USB 2.0 compatibility—With this single drive you get compatibility with the latest USB 3.0 devices and backward compatibility with USB 2.0 devices as well.

WD Drive Utilities™ software—Register your drive, set the drive sleep timer, run diagnostics, and more using the WD Drive Utilities software.

WD Security™ software—Set password protection and hardware encryption for your drive to help protect your files from unauthorized use or access.

Durable enclosure protects the drive inside—We know your data is important to you. So we build the drive inside to our demanding requirements for durability, shock tolerance, and long-term reliability. Then, we protect the drive with a durable enclosure designed for beauty.

USB-powered—Powered directly from the USB port on your computer. No separate power supply is needed.

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

Kit Contents

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

- My Passport for Mac portable hard drive, with the WD Drive Utilities and WD Security software
- USB 3.0 cable
- Quick Install Guide

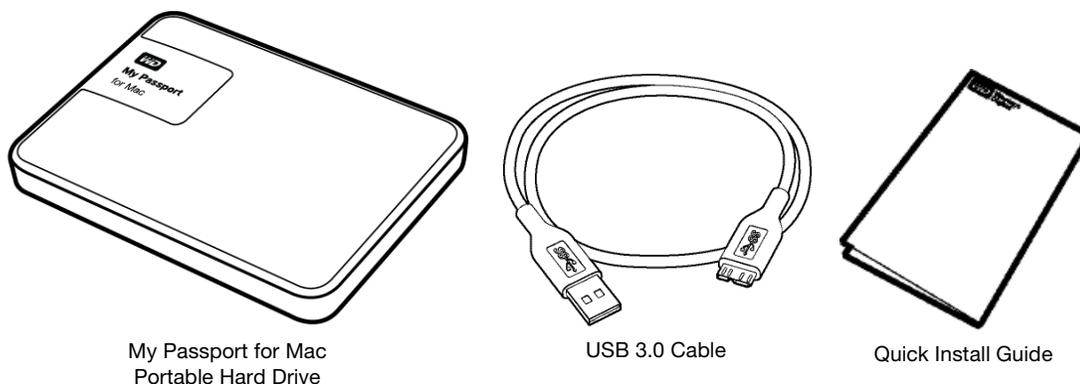


Figure 1. My Passport for Mac Portable Hard Drive Kit Components

Optional Accessories

For information about optional accessories for WD products, visit:

US	www.wdstore.com
Canada	www.wdstore.ca
Europe	www.wdstore.eu
Australia	www.wdstore.com.au
Singapore	www.wdstore.sg
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit http://support.wd.com and see Knowledge Base Answer ID 1048.

Operating System Compatibility

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

Mac OS X

- Snow Leopard
- Lion
- Mountain Lion
- Mavericks
- Yosemite

Windows

- Windows Vista®
- Windows 7
- Windows 8
- Windows 8.1

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 for Mac drive is formatted as a single HFS+J partition for compatibility with Mac OS X operating systems. If you want to use the drive with a Windows computer, see “Reformatting the Drive” on page 26 and “Troubleshooting” on page 24.

Physical Description

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

- A USB 3.0 interface port
- A power/activity LED indicator

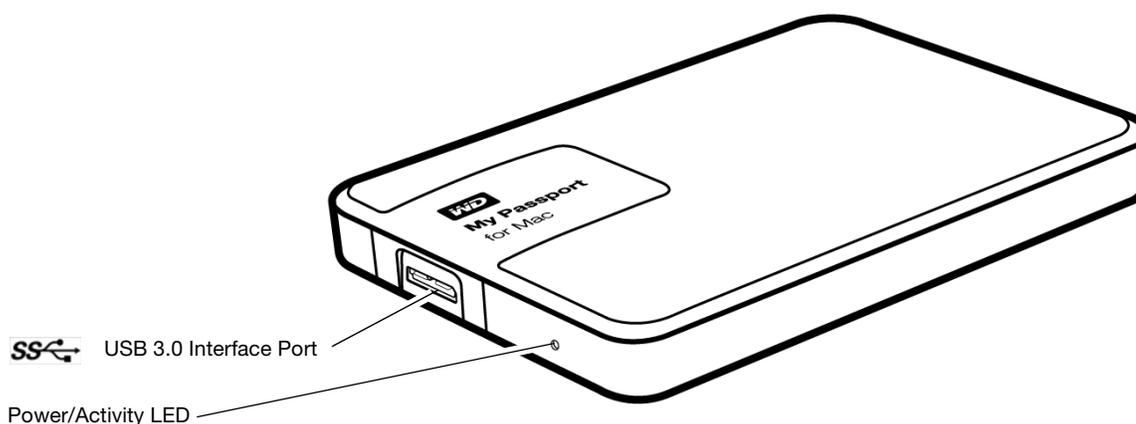


Figure 2. My Passport for Mac Drive

USB 3.0 Interface

USB 3.0 supports data transfer rates up to 5 Gb/s.

USB 3.0 is backward compatible with USB 2.0. Connection to a USB 2.0 port transfers data at the port speed—up to 480 Mb/s.

Power/Activity LED

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

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby

Registering Your Drive

Always register your My Passport for Mac drive to get the latest updates and special offers. You can easily register your drive using the WD Drive Utilities software, as described in “Registering the Drive” on page 21. Another way is to register online at <http://register.wd.com>.

Handling Precautions

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

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

2

Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive 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 My Passport drive appears under DEVICES in the Sidebar area of your Finder display:



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

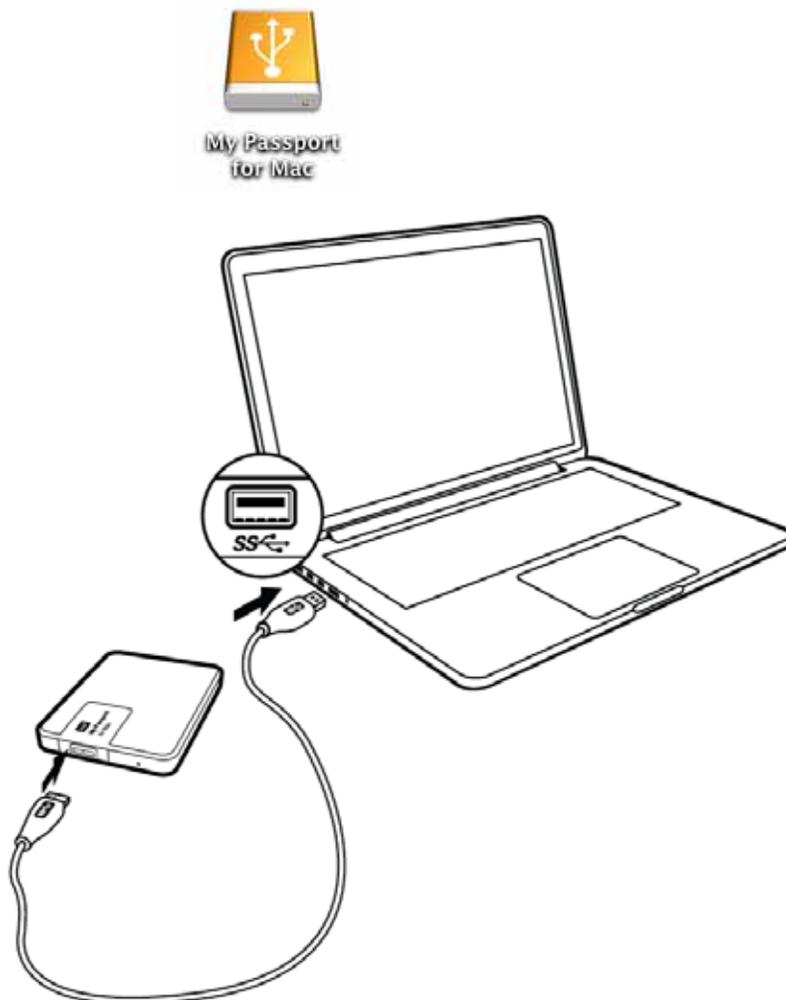


Figure 3. Connecting the My Passport Drive

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

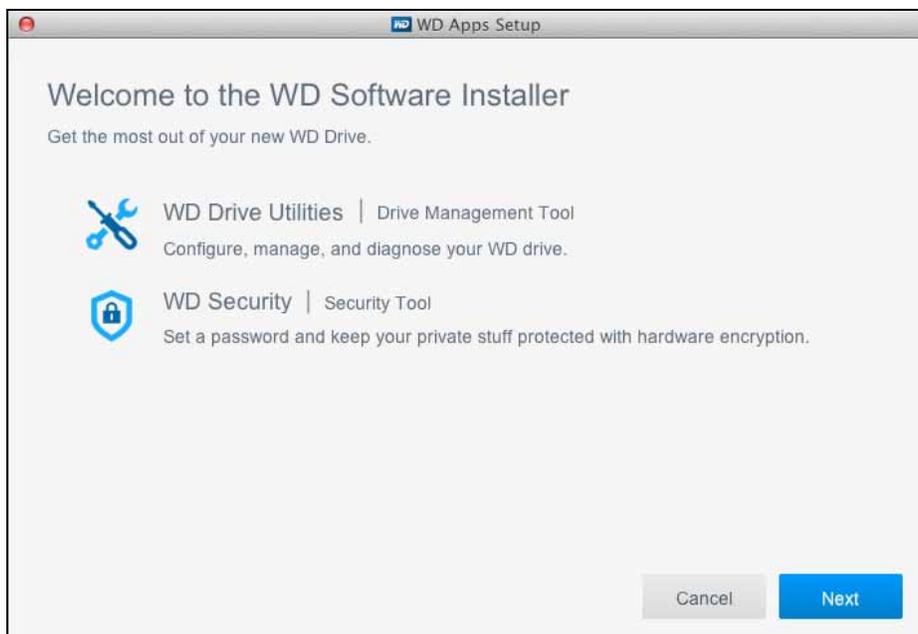
- WD Drive Utilities
- WD Security

Getting Started with the WD Software

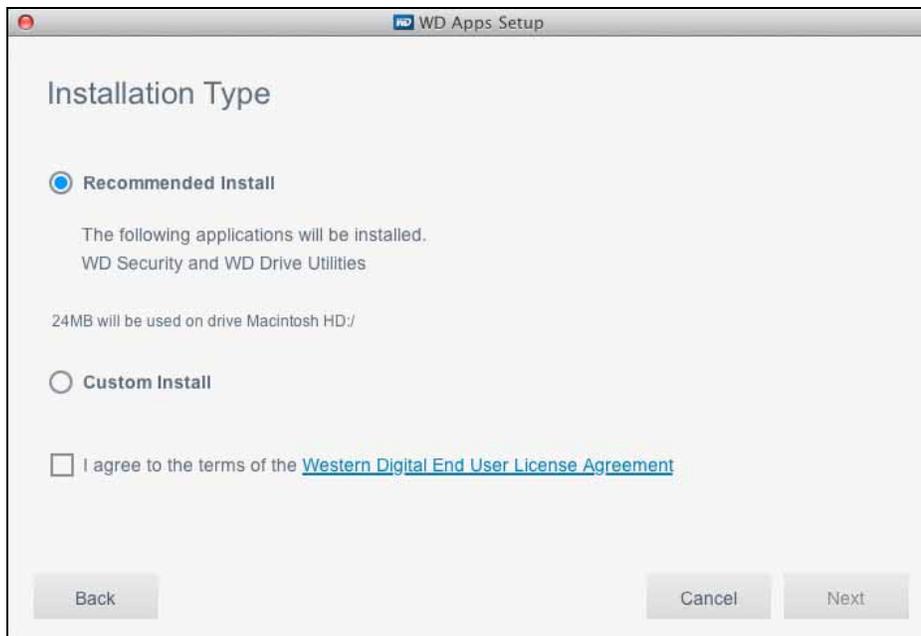
1. Double-click the My Passport Finder listing or desktop icon, and then double-click the WD Apps Setup file on the screen that displays:



2. Click **Next** on the WD Apps Setup wizard, Software Installer dialog:



3. On the Installation Type dialog:



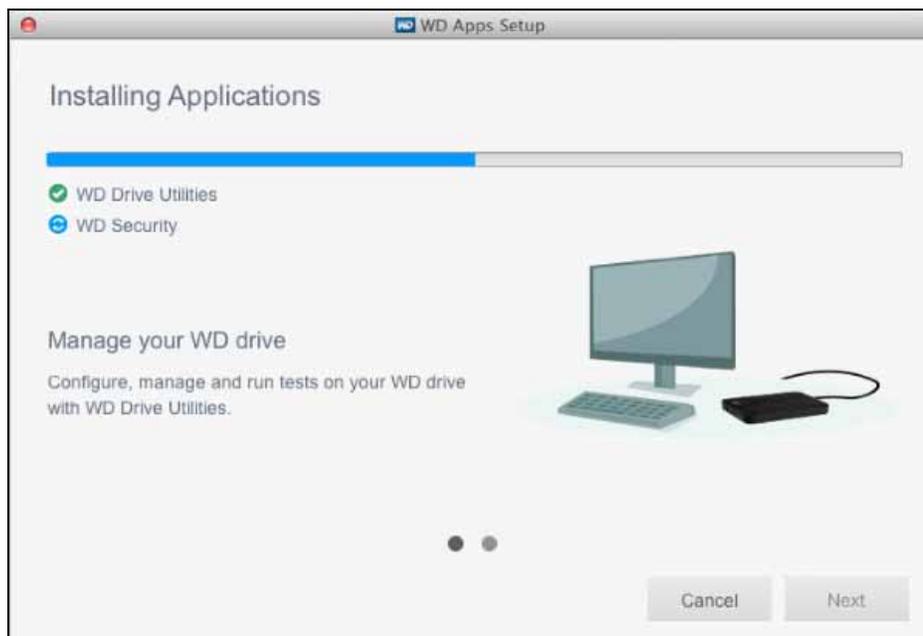
- a. Select the option to specify the WD software that you want to install:
 - **Recommended Install** installs both the WD Drive Utilities and the WD Security software
 - **Custom Install** installs the WD software that you select on the next screen
 - b. Click the **Western Digital End User License Agreement** link and read the agreement.
 - c. Select the **I agree...** check box to signify that you accept the agreement and activate the **Next** button.
 - d. Click **Next**.
4. The dialog that appears depends on the installation option you selected at Step 3:

IF you selected the . . . option	THEN . . .
Recommended Install	Type your password in the Password box and click OK : <div data-bbox="829 1409 1425 1730" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> </div>

(Continued)

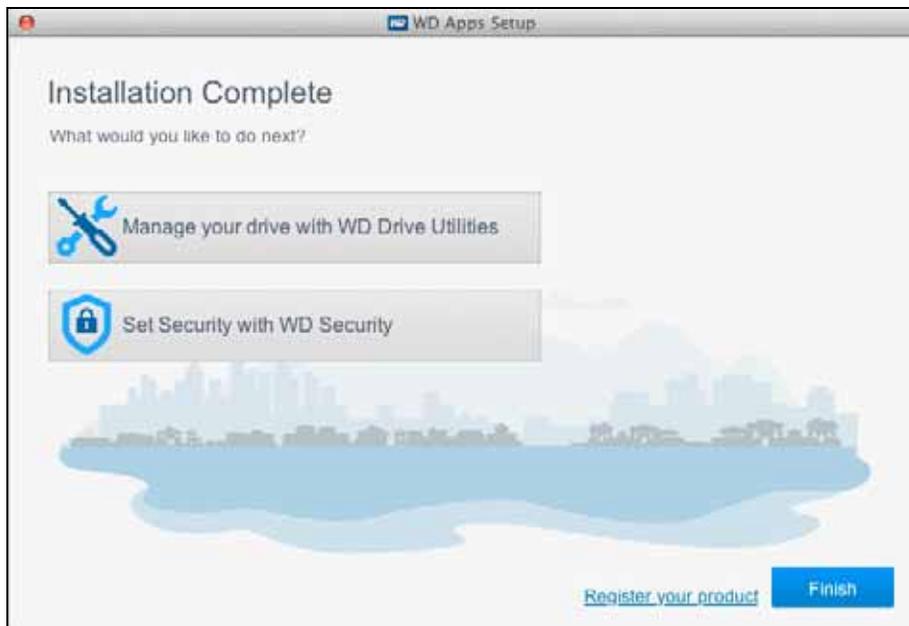
IF you selected the . . . option	THEN . . .
<p>Custom Install</p>	<p>a. Select the check box for the application that you want to install and click Next:</p>  <p>b. Type your password in the Password box and click OK:</p> 

5. The Installing Applications dialog:



- Shows the progress of the software installation
- Displays a brief description of each application
- Activates the **Next** button when the installation completes

6. Click **Next** to display the Installation Complete dialog:



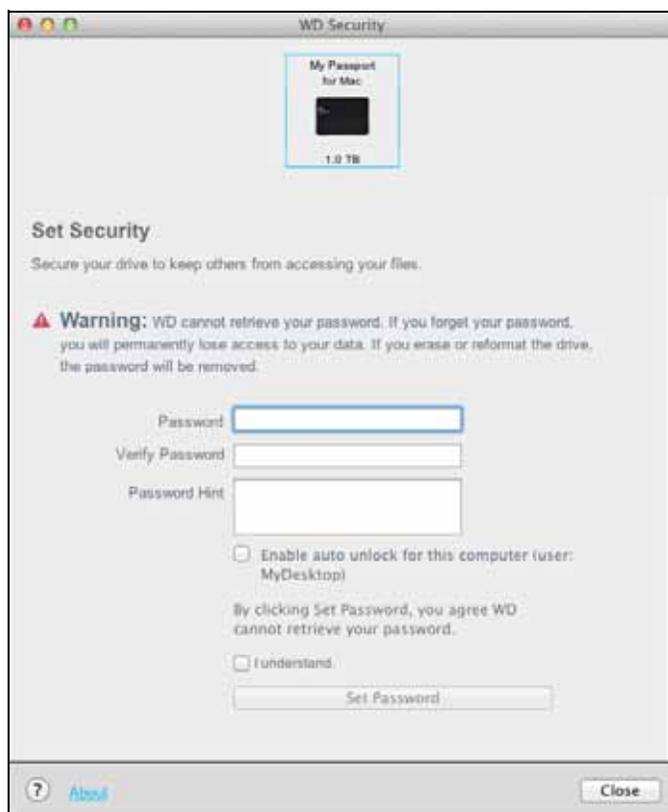
On the Installation Complete dialog, click:

- **Manage your drive...** to open the WD Drive Utilities software. (See Figure 4 on page 10 and “Managing and Customizing the Drive” on page 17.)
- **Set Security...** to open the WD Drive Security software. (See Figure 5 on page 10 and “Locking and Unlocking the Drive” on page 11.)
- The **Register your product** link to access the WD Support Portal web page.
- **Finish** to close the Installation Complete dialog.



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

Figure 4. WD Drive Utilities Screen



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

Figure 5. WD Security Screen

3

Locking and Unlocking the Drive

This chapter includes the following topics:

- [Password Protecting the Drive](#)
- [Unlocking the Drive](#)
- [Changing Your Password](#)
- [Turning Off the Drive Lock Feature](#)

Password Protecting the Drive

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

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

1. Click **Go > Applications > WD Security** to display the WD Security screen, Set Security dialog (see Figure 5 on page 10).
2. If you have more than one supported device connected to your computer, select the one that you want to create a password for.
3. Read the warning about the possibility of data loss if you forget your password.
4. Type your password in the **Password** box, using up to 25 characters.
5. Retype your password in the **Verify Password** box.
6. Type a hint to help remember your password in the **Password Hint** box.
7. Select the **Enable auto unlock for this computer...** check box if you want the WD Security software to remember your password for the selected drive on this computer.

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



Click **Always Allow** to avoid this dialog in the future.

8. Click **Set Password** to save your password and enable hardware encryption for your drive.

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

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

Unlocking the Drive

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

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

You will have to do this even if you do not have the WD Security software installed on your computer.

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



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

With the WD Security or WD Drive Utilities Software

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



The image shows a dialog box titled 'Unlock Drive'. The text inside reads: 'To continue, you must unlock your My Passport drive.' followed by 'Please provide your password.' Below this is a text input field labeled 'Password' with a blue border. Underneath the input field is a small downward-pointing arrow icon followed by the text 'Password Hint'. At the bottom left of the dialog box is a button labeled 'Unlock Drive'.

This happens either:

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

To unlock the drive:

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

With the WD Drive Unlock Utility

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

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



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



The WD Drive Unlock utility screen displays:



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

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

Changing Your Password

1. Click **Go > Applications > WD Security** to display the WD Security screen (see Figure 5 on page 10).
2. If you have more than one supported device connected to your computer, select the one with the password that you want to change to display the Edit security settings dialog:



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

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

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

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

Turning Off the Drive Lock Feature

1. Click **Go > Applications > WD Security** to display the WD Security screen (see Figure 5 on page 10).
2. If you have more than one supported device connected to your computer, select the one with the password that you want to remove to display the Edit security settings dialog:

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

4

Managing and Customizing the Drive

This chapter includes the following topics:

- [Checking Drive Health](#)
- [Erasing the Drive](#)
- [Registering the Drive](#)
- [Restoring the WD Software and Disk Image](#)
- [Safely Disconnecting the Drive](#)
- [Setting the Drive Sleep Timer](#)

The WD Drive Utilities software (see Figure 6 on page 10) 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**—Turn your drive off during extended periods of inactivity to conserve power and extend the life of the drive.
- **Drive Erase**—Erase all of the data on the drive, including your password if you have one.
- **About**—See the installed software version, check for software updates, and register your drive to receive free technical support during the warranty period and find out about product enhancements and price discount opportunities.

Checking Drive Health

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

- **Drive status check**

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

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

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

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

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

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the drive status check and the quick drive test provides a high level of assurance with

minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen, Diagnose dialog (see Figure 6 on page 10).
2. If you have more than one supported device connected to your computer, select the one that you want to check.
3. On the Diagnose dialog, click the button for the test that you want to run:
 - **Run Drive Status Check**
 - **Run Quick Drive Test**
 - **Run Complete Drive Test**

Erasing the Drive

CAUTION! Erasing your drive permanently deletes all of the data on the drive. Always make sure that you no longer need any of the data on your drive before erasing it.

Note: Erasing your drive also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore your to its original configuration after erasing the drive.

Erasing your drive does not erase the WD Drive Unlock utility software files that are on the drive’s virtual CD. They remain, even after erasing or reformatting the drive.

WD Drive Utilities provides two ways to erase your drive, depending on whether it is locked or not:

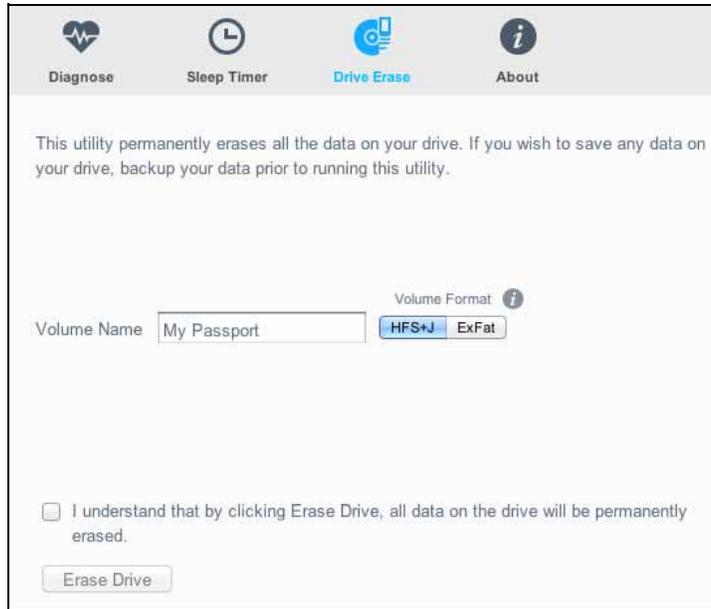
IF your drive is . . .	AND you . . .	THEN see . . .
Not locked	<i>Want to erase the drive</i>	“Using the Drive Erase Function”
Locked	Have forgotten or lost your password and <i>must</i> erase the drive	“Using Five Invalid Passwords” on page 19

Using the Drive Erase Function

To erase your drive when it is not locked:

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 10).
2. If you have more than one supported device 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:
- If you want to change the volume name, type over the name in the **Volume Name** box.
 - Use the Volume Format selector to specify the format for the new volume, either:
 - HFS+J
 - ExFat
 - 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.
 - Select the **I understand...** check box to signify that you accept the risk and activate the **Erase Drive** button.
 - Click **Erase Drive**.

Go to <http://support.wd.com> and see Knowledge Base Answer ID 7 for information about downloading and restoring the WD software and disk image on your 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 and disk image. (See “Password Protecting the Drive” on page 11.)

Using Five Invalid Passwords

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

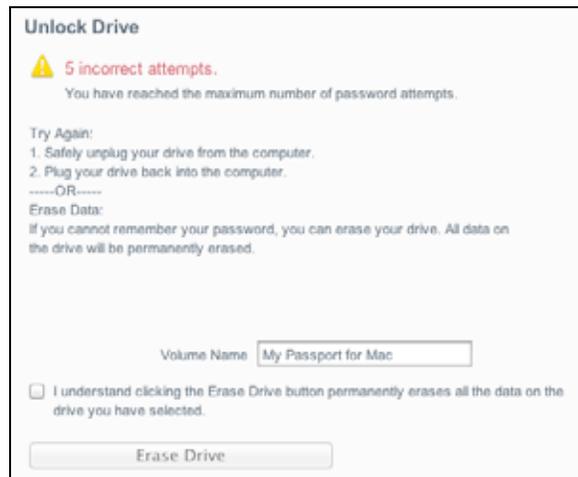
- “With the WD Security or WD Drive Utilities Software” on page 12
- “With the WD Drive Unlock Utility” on page 13

1. On the Unlock Drive dialog, make five attempts to unlock the drive by:
 - a. Typing a password in the **Password** box.
 - b. Clicking **Unlock Drive**.
2. Entering the fifth invalid password displays a too many password attempts dialog, depending on the application you used to open the Unlock Drive dialog:

- Using the WD Security or WD Drive Utilities software:



- Using the WD Drive Unlock utility:



3. To erase your drive:
 - a. If you want to change the volume name, type over the name in the **Volume Name** box.
 - b. Read the explanation about erasing all of the data on the drive and select the **I understand...** check box to indicate that you accept the risk and activate the **Erase Drive** button.
 - c. Click **Erase Drive**.

Go to <http://support.wd.com> and see Knowledge Base Answer ID 7 for information about downloading and restoring the WD software and disk image on your drive.

Note: Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See “Password Protecting the Drive” on page 11.)

Registering the Drive

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

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 10).
2. If you have more than one supported device connected to your computer, select the one that you want to register.
3. Click **About > Register** to display the registration dialog:



The screenshot shows a registration dialog box with the following fields and options:

- First name* (text input field)
- Last name* (text input field)
- Email* (text input field)
- Device Serial Number* (text input field containing WX51E847LFT6)
- Preferred Language (dropdown menu showing English)
- *Required Field (text below the language dropdown)
- Inform me about software updates, product improvements and member discounts on WD products.
- [WD Privacy Policy](#) (link)
- Register Device (button)

4. On the registration dialog:
 - 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 **Preferred Language** box.
 - e. Select or clear the **Inform me about...** 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 and Disk Image

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

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

Safely Disconnecting the Drive

CAUTION! To prevent data loss, close all active windows and applications before shutting down or disconnecting the drive.

1. Safely disconnect the drive by either:

- Right-clicking the drive icon on the WD Security or WD Drive Utilities screen and selecting the **Eject Disk** option:



- Right- or control-clicking the My Passport icon on the desktop and selecting the: **Eject "My Passport for Mac"** option:



2. Wait for the power/activity LED to stop flashing before disconnecting the drive from the computer.

Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

1. Click **Go > Applications > WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 10).
2. If you have more than one supported device connected to your computer, select the one that you want to set.
3. Click **Sleep Timer** to display the Sleep Timer dialog:



4. On the Sleep Timer dialog:
 - a. Verify or click the on/off toggle button to the **ON** position.
 - b. In the **Select Time** box, select the inactivity period for turning off the drive.

5

Troubleshooting

This chapter includes the following topics:

[Installing, Partitioning, and Formatting the Drive](#)
[Frequently Asked Questions](#)

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
<ul style="list-style-type: none"> Partition, and format a WD drive on Windows (8, 7, Vista) and Mac OS X 	3865
<ul style="list-style-type: none"> Convert a Mac OS X GPT partition to an NTFS partition in Windows 7 or Vista 	3647
<ul style="list-style-type: none"> Download software, utilities, firmware updates, and drivers for WD products (from the Downloads Library) 	1425
<ul style="list-style-type: none"> Format a WD external hard drive in FAT32* (to use Windows or Mac OS X) 	291

*The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from <http://support.wd.com/product/download>. Windows users can avoid these size limitation by formatting the drive to NTFS using either the Windows Disk Management utility or similar third-party software.

For further details, see:

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

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

Frequently Asked Questions

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a 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 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer might try to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit <http://support.wd.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.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3.0 or USB 2.0.

Q: *How do I determine whether or not my system supports USB 3.0 or USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your 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.

Q: *What happens when a USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: 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 3.0 or USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI Express slot, you can achieve USB transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.

6

Using the Drive with a Windows Computer

The My Passport drive is formatted as a single HFS+J partition for compatibility with Mac OS X operating systems. To use the drive on Windows computers, you must reformat it to a single NTFS partition.

This chapter includes the following topics:

[Reformatting the Drive](#)

[Restoring the WD Software and Disk Image](#)

Reformatting the Drive

CAUTION! 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.wd.com> and refer to Knowledge Base answer ID 3865 for information about reformatting the drive.

See “Troubleshooting” on page 28 for more information about reformatting a drive.

Restoring the WD Software and Disk Image

After you have reformatted your My Passport drive for use on Windows computers, go to <http://support.wd.com> and see Knowledge Base Answer ID 7 for information about downloading and restoring the Windows versions of the WD Drive Utilities and WD Security software and disk image on your My Passport drive.



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 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

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

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

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at Western Digital Europe.

KC Notice (Republic of Korea only)

B	가 (B)
(가)	가 ,

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.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 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.wd.com>. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD, is counterfeit or fake, 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, 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.

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