UGREEN 50423

UGREEN External Hard Drive Enclosure User Manual

Brand: UGREEN | Model: 50423

1. Introduction and Overview

This UGREEN External Hard Drive Enclosure (Model 50423) is designed to easily connect your 3.5-inch or 2.5-inch SATA I/II/III SSDs and HDDs to a PC, laptop, or other compatible devices. It provides a convenient solution for massive data transfers, supporting hard drives up to 20TB.

Key features include:

- High-speed 5Gbps data transfer via USB 3.0, enhanced by UASP acceleration protocol.
- Intelligent chip for optimized performance, including S.M.A.R.T. and TRIM support, and an auto-sleep function.
- Tool-free installation for quick and easy setup.
- Robust design with high-quality ABS material, soft rubber strips for anti-shock protection, and pre-set heat emission holes for efficient heat dissipation.
- Wide compatibility with Windows, macOS, Linux, and various devices like PS5, PS4, Xbox, and routers.



Image: The UGREEN External Hard Drive Enclosure, showcasing its sleek black design, power adapter, and USB 3.0 cable.

2. Setup and Installation

The UGREEN External Hard Drive Enclosure is designed for tool-free installation, making setup quick and straightforward.

1. **Open the Enclosure:** Gently slide the top cover of the enclosure to open it.
2. **Insert the Hard Drive:** Carefully align your 3.5-inch or 2.5-inch SATA SSD/HDD with the SATA connector inside the enclosure and slide it firmly into place. Ensure it is securely seated.
3. **Close the Enclosure:** Slide the top cover back until it clicks into place, securing the hard drive.
4. **Connect Power:** Plug the provided 12V/2A power adapter into the enclosure's DC input port, then connect the adapter to a power outlet.
5. **Connect to Device:** Connect one end of the supplied USB 3.0 A to B cable to the enclosure's USB 3.0 port and the other end to a compatible USB 3.0 port on your computer or device.



Image: Visual guide demonstrating the three steps for tool-free installation: sliding open the cover, connecting the HDD/SSD, and connecting power and USB cables.



Image: The UGREEN enclosure standing upright next to a 2.5-inch SSD, illustrating its compatibility with both 3.5-inch and 2.5-inch drives and support for up to 20TB capacity.

3. Operating Instructions

Once connected, the enclosure is driver-free and plug-and-play. Your operating system should automatically detect the

connected hard drive.

- **Data Transfer:** Utilize the USB 3.0 connection for high-speed data transfers. With UASP (USB Attached SCSI Protocol) support, transfer speeds can be up to 70% faster than traditional USB 3.0 without UASP.
- **System Compatibility:** The enclosure is compatible with Windows 11/10/8.1/7, LINUX, MacOS 8.0, and above systems.
- **Device Compatibility:** It can be used with PCs, laptops, PS5, PS4, PS4 Pro, PS3, Xbox One, Xbox 360, and routers for expanded storage.
- **Auto Sleep Mode:** The intelligent chip features an auto-sleep mode, which activates after 15 minutes of inactivity to conserve power and extend the lifespan of your hard drive.
- **Safe Removal:** Always remember to click the "Safely Remove Hardware" icon (or equivalent function in your operating system) before unplugging the enclosure to prevent data loss or corruption.



Image: A laptop connected to the UGREEN enclosure, illustrating the 5Gbps ultra-fast speed capability for transferring 1GB files in seconds, highlighting it's 10x faster than USB 2.0.

Tool-Free

1

Slide the top cover to open the hard drive encclosure



2



Connect HDD/SSD

3

Connect external power supply and computer



Image: A close-up view of the enclosure's internal intelligent chip (ASM 225CM), with icons representing its features: UASP, S.M.A.R.T., TRIM, and Auto Sleep.



Image: The UGREEN enclosure shown with a diagram indicating its driver-free, plug-and-play compatibility across various operating systems (Windows, Mac OS, Chrome OS, Linux) and devices (PS3/PS4, Xbox One/360, TV, Router).



Image: Multiple illustrations showing the UGREEN enclosure connected to different devices for various applications: a desktop computer, a laptop, an Xbox, a PS4, and a router.

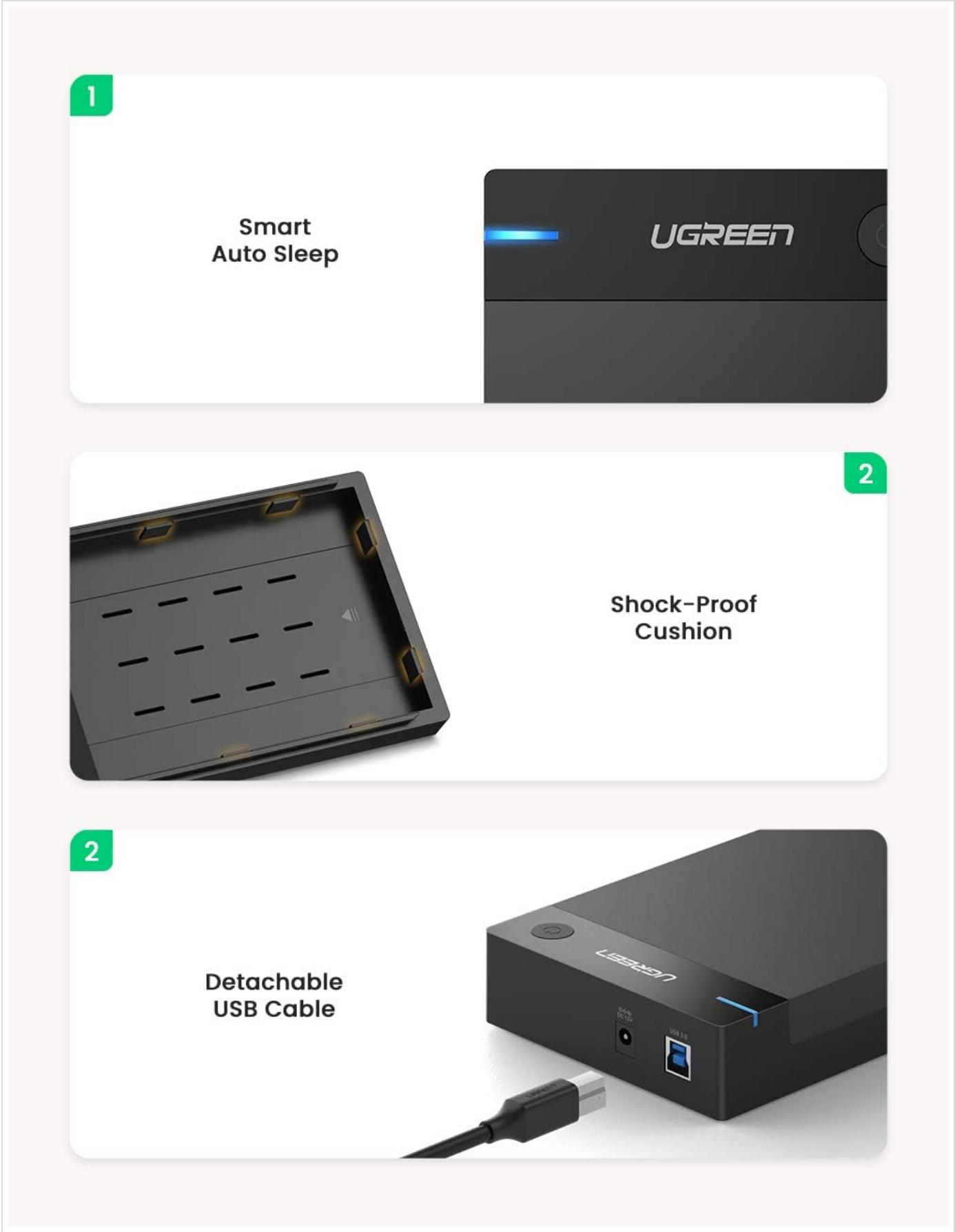


Image: A three-part image highlighting key design features: Smart Auto Sleep (with an LED indicator), Shock-Proof Cushioning inside the enclosure, and a Detachable USB Cable for convenience.

4. Maintenance

To ensure the longevity and optimal performance of your UGREEN External Hard Drive Enclosure, follow these maintenance guidelines:

- **Keep Clean:** Regularly wipe the exterior of the enclosure with a soft, dry cloth to remove dust and debris. Avoid using liquid cleaners or abrasive materials.
- **Ventilation:** Ensure the pre-set heat emission holes are not obstructed to allow for excellent heat dissipation. Do not place the enclosure in enclosed spaces that could trap heat.
- **Handle with Care:** While the enclosure features soft rubber strips for anti-shock protection, avoid dropping or subjecting it to strong impacts, as this can damage the internal hard drive.
- **Storage:** When not in use for extended periods, store the enclosure in a cool, dry place away from direct sunlight and extreme temperatures.

5. Troubleshooting

If you encounter issues with your UGREEN External Hard Drive Enclosure, please refer to the following common troubleshooting steps:

- **No Power/Device Not Detected:**
  - Ensure the 12V/2A power adapter is securely connected to both the enclosure and a working power outlet.
  - Verify that the power button on the enclosure is pressed to the 'On' position.
  - Check the USB cable connection at both ends (enclosure and computer). Try a different USB port on your computer.
  - Test with a different USB 3.0 A to B cable if available.
  - Ensure the hard drive is correctly seated within the enclosure.
  - If using a new hard drive, it may need to be initialized and formatted in Disk Management (Windows) or Disk Utility (macOS) before it appears in 'My Computer' or 'Finder'.
- **Slow Transfer Speeds:**
  - Ensure you are connected to a USB 3.0 port on your computer. USB 2.0 ports will result in significantly slower speeds.
  - Verify that your operating system and drivers are up to date.
  - The performance of the hard drive itself can affect transfer speeds.
- **Intermittent Disconnections:**
  - Check all cable connections for looseness.
  - Ensure the power supply is stable.
  - Avoid placing the enclosure near strong electromagnetic interference sources.

For more detailed troubleshooting, please refer to the officialTroubleshooting Guide (PDF).

6. Specifications

Feature	Detail
Brand	UGREEN
Model Number	50423
Material	Acrylonitrile Butadiene Styrene (ABS)
Compatible Drive Sizes	3.5 Inches, 2.5 Inches (SATA SSD/HDD)
Max Memory Storage Capacity	20 TB

Data Transfer Rate	5 Gigabits Per Second (USB 3.0 with UASP)
Hardware Interface	SATA 3.0 Gb/s, USB 3.0
Power Source	DC 12V 2A
Compatible Devices	Laptop, PC, PS4, Router, TV, PS5, Xbox One, Xbox 360
Operating System	Windows 11/10/8.1/7, LINUX, MacOS 8.0 and above
Product Dimensions	1.85 x 4.92 x 12.52 inches
Item Weight	0.47 Kilograms (1.03 pounds)

7. What's in the Box

The UGREEN External Hard Drive Enclosure package includes the following items:

- 1x USB 3.0 External Hard Drive Enclosure
- 1x 1M USB 3.0 A to B Cable
- 1x 12V/2A Power Adapter



Image: The UGREEN External Hard Drive Enclosure, its power adapter, and USB cable laid out next to the product packaging, showing all included components.

8. Warranty and Support

UGREEN products are designed for reliability and performance. For information regarding product warranty, please refer to the warranty card included with your purchase or visit the official UGREEN website.

For technical support, product inquiries, or further assistance, please contact UGREEN customer service through their official channels. You can also find additional resources and FAQs on the UGREEN support page.

A comprehensive Troubleshooting Guide (PDF) is available for common issues.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question