

## OWC OWCMEQCTSRT00

# OWC Mercury Elite Pro Quad RAID 5 External Storage Enclosure User Manual

Model: OWCMEQCTSRT00 | Brand: OWC

## 1. INTRODUCTION

The OWC Mercury Elite Pro Quad is a versatile four-bay external storage enclosure designed for professionals requiring high capacity, performance, and data security. It offers broad compatibility with both Mac and Windows PCs through its powerful USB-C interface. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Mercury Elite Pro Quad.

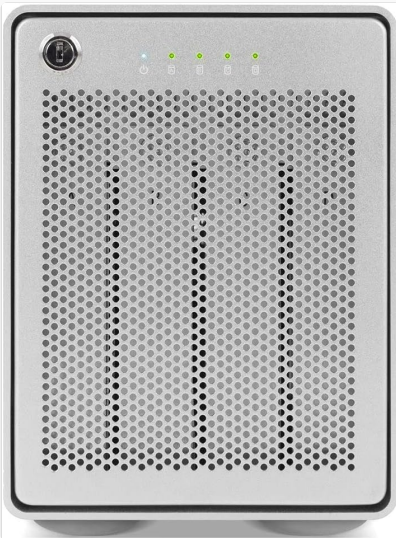
## 2. KEY FEATURES

- **High-Speed Connectivity:** Features a powerful USB-C interface delivering 10Gb/s USB 3.2 Gen 2 bandwidth, compatible with USB-C or Thunderbolt 3 equipped Mac or Windows PCs.
- **Exceptional Performance:** Achieves speeds of up to 947MB/s for rapid data transfer.
- **Flexible Drive Bays:** Equipped with four universal drive bays that support both 2.5" and 3.5" SATA drives, allowing for up to 48TB of storage capacity.
- **Advanced RAID Capabilities:** Includes SoftRAID XT software for creating, monitoring, and managing advanced RAID sets, offering options for massive capacity, maximum performance, or data redundancy.
- **Robust Design:** Built with a heat-dissipating aluminum enclosure, a whisper-quiet fan, and vibration-absorbing feet for quiet and reliable operation. Front-facing LEDs provide instant drive-activity status.
- **Security Features:** Features a front panel access lock and a rear-mounted Kensington compatible lock slot to secure your drives and the enclosure.

## Product Overview



Angled view of the OWC Mercury Elite Pro Quad enclosure.



Front view showing the perforated panel and indicator lights.



Rear panel with USB-C port, power input, and cooling fan.

## 3. SETUP GUIDE

### 3.1 Package Contents

Verify that all components are present in the package:

- OWC Mercury Elite Pro Quad Enclosure
- USB-C to USB-C Cable

- USB-C to USB-A Cable (for backward compatibility)
- Power Adapter
- Keys for front panel lock
- SoftRAID XT Software License (if included with your model)

## 3.2 Drive Installation

The Mercury Elite Pro Quad supports up to four 2.5-inch or 3.5-inch SATA hard drives or SSDs. Follow these steps to install your drives:

1. Unlock the front panel using the provided key and open it.
2. Pull out an empty drive tray.
3. For 3.5-inch drives: Align the drive with the screw holes on the tray and secure it with the provided screws.
4. For 2.5-inch drives: Use the included adapter bracket (if necessary) to secure the 2.5-inch drive to the 3.5-inch tray, then secure the tray screws.
5. Carefully slide the populated drive tray back into the enclosure until it clicks into place.
6. Repeat for all desired drives.
7. Close and lock the front panel.



Drive trays being inserted or removed from the enclosure.



A 2.5-inch SSD secured to a drive tray adapter.



A 3.5-inch hard drive secured to a drive tray.

## 3.3 Connecting to Your Computer

1. Connect the power adapter to the "AC IN" port on the rear of the enclosure and plug it into a power outlet.
2. Connect one end of the USB-C cable to the "USB-C (USB 3.1 Gen 2)" port on the rear of the enclosure.
3. Connect the other end of the USB-C cable to an available USB-C or Thunderbolt 3 port on your computer. If your

computer only has USB-A ports, use the provided USB-C to USB-A cable.

4. Flip the power switch on the rear of the enclosure to the "ON" position. The power indicator LED on the front will illuminate.

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Official OWC video demonstrating the setup and features of the Mercury Elite Pro Quad. This video shows the connection of the USB-C cable and power, as well as the drive bay functionality and performance capabilities.

## 3.4 Software Installation (SoftRAID XT)

For optimal performance and advanced RAID configurations, install the SoftRAID XT software. Refer to the SoftRAID documentation or OWC's support website for detailed installation instructions specific to your operating system (Mac or Windows).

- Download the latest SoftRAID XT software from the OWC support website.
- Follow the on-screen prompts to install the software.
- Register your SoftRAID license if applicable.
- Restart your computer if prompted to ensure proper driver installation.

## 4. OPERATING THE MERCURY ELITE PRO QUAD

### 4.1 RAID Configuration

The Mercury Elite Pro Quad supports various RAID levels (e.g., RAID 0, RAID 1, RAID 5, RAID 10, JBOD, Span) via SoftRAID XT. The choice of RAID level depends on your needs for speed, capacity, and data redundancy.

- Launch the SoftRAID XT application.
- Select the drives you wish to include in your RAID array.
- Choose your desired RAID level and configure the volume settings.
- Follow the software's instructions to create and initialize your RAID volume.

*Note: Incorrect RAID configuration can lead to data loss. Always back up important data before making changes to your RAID setup.*

### 4.2 Data Transfer

Once your RAID volume is configured and mounted, it will appear as a regular drive on your computer. You can drag and drop files, use it as a scratch disk for creative applications, or for general data storage and backup.

### 4.3 Safe Ejection and Power Off

Always safely eject the Mercury Elite Pro Quad from your operating system before disconnecting the cable or powering off the unit to prevent data corruption.

- **macOS:** Drag the drive icon to the Trash, or right-click the drive icon and select "Eject".
- **Windows:** Click the "Safely Remove Hardware and Eject Media" icon in the system tray and select the Mercury Elite Pro Quad.
- Once ejected, you can safely turn off the power switch on the rear of the enclosure.

## 5. MAINTENANCE

### 5.1 Cleaning

To maintain optimal performance and appearance, regularly clean the exterior of the enclosure with a soft, dry, lint-free cloth. Avoid using harsh chemicals or abrasive materials. Ensure the fan vents are clear of dust and debris to allow for proper airflow.

### 5.2 Firmware and Software Updates

Periodically check the OWC support website for any available firmware updates for the Mercury Elite Pro Quad and software updates for SoftRAID XT. Keeping your device and software updated ensures the best performance, compatibility, and security.

## 6. TROUBLESHOOTING

If you encounter issues with your OWC Mercury Elite Pro Quad, refer to the following common problems and solutions:

| Problem  | Possible Cause  | Solution  |
|--|---|---|
| Enclosure does not power on.                         | Power cable not securely connected; power outlet issue.             | Ensure power cable is firmly connected to both the enclosure and the wall outlet. Try a different power outlet.   |
| Enclosure not recognized by computer.                | USB cable issue; driver issue; incorrect connection.                | Verify USB cable connection. Try a different USB port or cable. Ensure SoftRAID XT drivers are installed and up to date. Restart your computer.         |
| SoftRAID XT license or setup issues.                 | Software not properly installed or activated; compatibility issues. | Ensure you have the correct SoftRAID XT version for your OS. Re-download and reinstall the software. Contact OWC support for license activation issues. |
| Fan noise is excessive or constant.                  | Normal operation; dust accumulation; fan malfunction.               | The fan is designed for continuous cooling. Ensure vents are clear. If noise is unusual or excessive, contact OWC support.                              |
| Drives not appearing in SoftRAID XT or Disk Utility. | Drives not properly seated; drive failure.                          | Ensure all drive trays are fully inserted and locked. Test drives individually if possible.   |

## 7. SPECIFICATIONS

| Feature      | Detail  |
|--------------|---|
| Model Number | OWCMEQCTSR00  |
| Brand        | OWC (Other World Computing)                             |
| Interface    | USB-C (USB 3.2 Gen 2, 10Gb/s), Thunderbolt 3 compatible |

| Feature            | Detail  |
|--------------------|---|
| Drive Bays         | 4 (Supports 2.5" and 3.5" SATA HDDs/SSDs)     |
| Max Capacity       | Up to 48 TB (with compatible drives)          |
| Data Transfer Rate | Up to 947 MB/s                                |
| RAID Support       | SoftRAID XT (various RAID levels)             |
| Compatible Devices | Desktop computers (Mac and Windows PC)        |
| Power Supply       | External AC Adapter (12 Volts)                |
| Dimensions (LxWxH) | 9.4" x 5.3" x 7.3" (23.9cm x 13.5cm x 18.5cm) |
| Weight             | 8.6 lbs (3.9 kg)                              |
| UPC                | 812437029215                                  |

## 8. WARRANTY AND SUPPORT

### 8.1 Limited Warranty

The OWC Mercury Elite Pro Quad is backed by a **1 Year OWC Limited Warranty**. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.

### 8.2 Customer Support

For technical assistance, troubleshooting, or warranty inquiries, please contact OWC Customer Support. OWC offers 24/7 customer support to assist you with any product-related questions.

**OWC (Other World Computing)**

[Visit OWC Support Website](#)