

WD WDBC3C0020BBL-WESN

WD My Passport Ultra Portable External Hard Drive

USER MANUAL

Model: WDBC3C0020BBL-WESN

Introduction

The WD My Passport Ultra is a reliable and stylish portable external hard drive designed for secure data storage and backup. Featuring a sophisticated blend of metal and matte finishes, it offers ample space for your digital content. This device includes WD Backup software for automated backups and 256-bit AES hardware encryption for password protection, ensuring your data remains safe. Its plug-and-play functionality makes it easy to use for both Windows and Mac users.

What's in the Box

- WD My Passport Ultra Portable Hard Drive
- USB 3.0 Cable (compatible with USB-C via adapter, if included)
- Quick Start Guide

Setup

Connecting Your Drive

To connect your My Passport Ultra drive, use the provided USB 3.0 cable. One end of the cable connects to the drive's port, and the other end connects to an available USB port on your computer. The drive is compatible with both USB-C and USB 3.1 ports.



Metal design with USB-C

Image: Connecting the My Passport Ultra to a laptop. Ensure the cable is securely inserted into both the drive and your computer's USB port.

Initial Setup

The My Passport Ultra is pre-formatted for Windows operating systems (Windows 7 and later). For Mac users, the drive will require reformatting. Follow the on-screen prompts or refer to the Quick Start Guide for detailed instructions on initial setup and reformatting if necessary.

Operating

WD Backup Software

The drive comes with WD Backup software, allowing you to schedule automatic backups of your files. You can configure the software to back up your data hourly, daily, or monthly, providing continuous protection for your important documents, photos, and videos.

Control your backup plan either hourly, daily or monthly



Image: The WD Backup software interface, demonstrating flexible backup scheduling options.

Password Protection with Hardware Encryption

For enhanced security, the My Passport Ultra features 256-bit AES hardware encryption and password protection. This allows you to secure your data against unauthorized access. Set up your password using the included WD Security software.



Password protection with 256-bit AES hardware encryption



Image: Setting up password protection for your My Passport Ultra drive.

Maintenance

General Care

To ensure the longevity of your My Passport Ultra, handle it with care. Avoid dropping the device or exposing it to extreme temperatures, moisture, or direct sunlight. Keep it clean by wiping with a soft, dry cloth. Do not attempt to open the enclosure.

Formatting

If you need to reformat your drive for a different operating system or to resolve certain issues, use your computer's disk utility software. For Windows, use Disk Management. For Mac, use Disk Utility. Be aware that reformatting will erase all data on the drive, so ensure you have backed up any important files before proceeding.

Troubleshooting

Problem	Possible Solution
Drive not recognized by computer	Ensure the USB cable is securely connected to both the drive and the computer. Try a different USB port or cable. Restart your computer. Check Disk Management (Windows) or Disk Utility (Mac) to see if the drive appears there.
Slow data transfer speeds	Ensure you are connected to a USB 3.0 or USB 3.1 port for optimal performance. Avoid transferring many small files simultaneously. Close other applications that might be using system resources.
Cannot access files after password setup	Verify that you are entering the correct password. If you have forgotten your password, you may need to reformat the drive, which will erase all data.

For further assistance, please refer to the official WD support website or contact customer service.

Specifications

Feature	Detail
Digital Storage Capacity	2 TB
Hard Disk Interface	USB 3.0
Connectivity Technology	USB
Special Feature	Hardware Encryption, Portable
Hard Disk Form Factor	2.5 Inches
Compatible Devices	PC (Mac reformatting required)
Item Weight	4.6 ounces
Product Dimensions	4.33 x 3.21 x 0.5 inches
Color	Blue

Warranty and Support

The WD My Passport Ultra comes with a 3-year manufacturer's limited warranty. For warranty claims or technical support, please visit the official Western Digital website.

Additional Resources:

- [Installation Manual \(PDF\)](#)
- [User Manual \(PDF\)](#)
- [Visit the Official WD Store on Amazon](#)