

WD WDBKYJ0020BSL-WESN

User Manual

WD My Passport Ultra for Mac Portable External Hard Drive

Model: WDBKYJ0020BSL-WESN | Brand: WD

1. Introduction

The WD My Passport Ultra for Mac is a portable external hard drive designed to expand your storage capacity. Equipped with USB-C technology, it offers seamless connectivity and is pre-formatted for macOS, ensuring compatibility with Time Machine for easy backups. Its modern metal design complements your Mac setup.

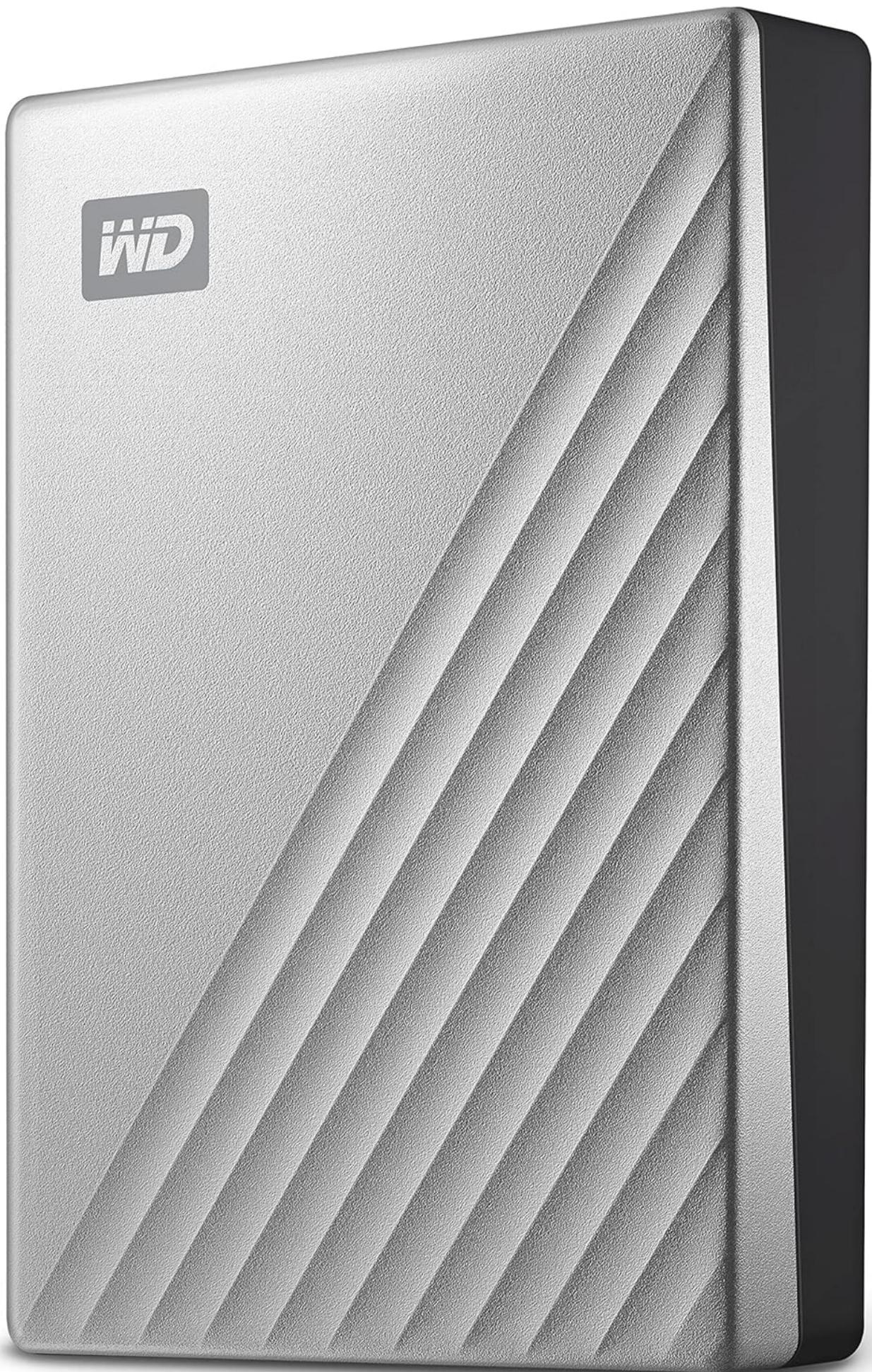


Image: The silver WD My Passport Ultra for Mac portable external hard drive, showcasing its sleek design.

2. What's in the Box

Your WD My Passport Ultra for Mac package should contain the following items:

- My Passport Ultra for Mac portable storage device
- USB 3.0 cable (compatible with USB-C via adapter, if included, or direct USB-C cable)
- Quick Start Guide



Included SuperSpeed USB-C cable

Image: A close-up of the included SuperSpeed USB-C cable connected to a laptop and the My Passport Ultra drive.

3. Setup

1. **Connect the Drive:** Use the provided USB 3.0 cable to connect your My Passport Ultra for Mac to an available USB-C or USB 3.1 port on your Mac computer.
2. **Power On:** The drive is bus-powered, meaning it draws power directly from your computer via the USB connection. No external power adapter is needed.
3. **Initial Recognition:** Your Mac should automatically recognize the drive. It comes pre-formatted for macOS (HFS+ Journaled or APFS, depending on manufacturing date) and is ready for use with Time Machine.

4. **Software Installation (Optional):** While the drive is ready for basic use, you may choose to install included WD software for enhanced features like backup and password protection. This software can typically be found on the drive itself or downloaded from the official WD support website.



Formatted for Mac

Image: The My Passport Ultra drive connected to a Mac laptop, illustrating its compatibility and pre-formatting for macOS.

4. Operating the Drive

The My Passport Ultra for Mac functions like any other external storage device on your Mac. You can drag and drop files, use it for Time Machine backups, or store large media libraries.

- **File Transfer:** Simply drag and drop files or folders to and from the My Passport Ultra icon on your desktop or in Finder.
- **Time Machine Backup:** For automatic backups, open System Preferences > Time Machine, select the My Passport Ultra as your backup disk, and turn Time Machine on.
- **Password Protection:** Utilize the included WD Security software (if installed) to set up password protection with 256-bit AES hardware encryption for your data.

- **Backup Software:** The drive includes backup software that can be configured to run automatically according to your schedule, ensuring your important files are always protected.



Backup Software¹ included
can be set to run automatically to your schedule

1 Download and installation required. Terms and conditions apply. User account registration may be required.

Image: Screenshot showing the backup software interface, indicating that it can be set to run automatically.

5. Maintenance

To ensure the longevity and optimal performance of your My Passport Ultra for Mac, consider the following:

- **Safe Ejection:** Always eject the drive properly from your Mac before disconnecting it to prevent data corruption. Drag the drive icon to the Trash (which changes to an Eject icon) or right-click and select "Eject".
- **Physical Care:** Keep the drive in a clean, dry environment. Avoid extreme temperatures, direct sunlight, and physical shocks. Its sleek metal design offers some durability, but it is not ruggedized.
- **Software Updates:** Periodically check the WD support website for firmware updates or software updates for the drive to ensure compatibility and performance improvements.



Sleek Metal Design

Image: A hand connecting the My Passport Ultra drive to a laptop, highlighting its sleek metal design.

6. Troubleshooting

If you encounter issues with your My Passport Ultra for Mac, try the following common troubleshooting steps:

- **Drive Not Appearing:**

- Check the USB cable connection at both ends. Ensure it's securely plugged into the drive and your Mac.
- Try a different USB port on your Mac.
- Try a different USB cable if available.
- Restart your Mac.
- Check Disk Utility (Applications > Utilities > Disk Utility) to see if the drive is recognized there, even if not on the desktop. You may need to mount it or run First Aid.

- **Slow Performance:**

- Ensure you are using a USB 3.0 or USB 3.1 port for optimal speed.
- Avoid running too many demanding applications simultaneously while transferring large files.

- Check for available disk space on both the drive and your Mac.

- **Data Corruption:**

- Always safely eject the drive before disconnecting.
- Run Disk Utility's First Aid feature on the drive.
- If issues persist, consider backing up your data (if possible) and reformatting the drive (this will erase all data).

7. Specifications

Feature	Detail
Digital Storage Capacity	2 TB
Hard Disk Interface	USB 3.0
Connectivity Technology	USB-C and USB 3.1 compatible
Brand	WD
Special Feature	Hardware Encryption, Portable
Hard Disk Form Factor	2.5 Inches
Compatible Devices	MAC
Installation Type	External Hard Drive
Color	Silver
Item Weight	4.6 ounces
Product Dimensions (LxWxH)	4.33 x 3.21 x 5 inches
Operating System	Mac reformatting, Windows 7+ (after reformatting)

8. Warranty and Support

Your WD My Passport Ultra for Mac comes with a limited warranty. Please refer to the Quick Start Guide or the official Western Digital website for specific warranty terms and conditions.

For technical support, driver downloads, or additional resources, visit the official WD Support website:

<https://support.wdc.com>

Consider purchasing a data recovery plan for added peace of mind. Options may be available from your retailer or third-party providers.