WD WDBPKJ0050BBK-WESN

WD My Passport Portable External Hard Drive User Manual

Model: WDBPKJ0050BBK-WESN | Brand: WD

1. INTRODUCTION

The WD My Passport portable external hard drive provides trusted, portable storage for your digital life. Designed to be slim and durable, it fits comfortably in the palm of your hand, offering ample space to store, organize, and share your photos, videos, music, and documents. This drive includes backup software and password protection features to help secure your important files.

Image 1.1: The WD My Passport portable external hard drive in black, showcasing its compact design.

2. WHAT'S IN THE BOX

Upon unboxing your WD My Passport drive, you should find the following components:

- My Passport portable hard drive
- SuperSpeed USB-A cable (5Gbps)
- Software for device management and backup with password protection (download and installation required)
- Quick Start Guide

3. SETUP

3.1 Connecting the Drive

To begin using your My Passport drive, connect it to your computer using the provided SuperSpeed USB-A cable. The drive is powered directly through the USB connection, so no external power adapter is needed.

1. Locate an available USB-A port on your computer.
2. Connect one end of the SuperSpeed USB-A cable to the My Passport drive.
3. Connect the other end of the cable to the USB-A port on your computer.

Image 3.1: The My Passport drive connected to a laptop via USB cable, ready for use.

3.2 Initial Software Installation and Formatting

The My Passport drive comes pre-formatted for PC (NTFS) and is ready for use with Windows operating systems. For Mac users, reformatting the drive to a compatible file system (e.g., HFS+ or exFAT) is required for full functionality. The drive includes software for device management, backup, and password protection, which needs to be downloaded and installed.

- **For Windows PC:** The drive is ready to use. You can access it via 'This PC' or 'My Computer'.
- **For Mac:** The drive may need to be reformatted. Instructions for reformatting can typically be found in the Quick Start Guide or on the WD support website.
- **Software Installation:** The necessary software for backup and security features is located on the drive itself or can be downloaded from the official WD website. Follow the on-screen prompts to install the software.

4. OPERATING INSTRUCTIONS

4.1 Transferring Files

You can transfer files to and from your My Passport drive using standard drag-and-drop methods or copy-paste functions within your operating system's file explorer.

- **Drag and Drop:** Open the My Passport drive folder and the source folder. Drag files or folders from your computer

to the My Passport drive, or vice versa.

- **Copy and Paste:** Select the files or folders you wish to transfer, right-click and select 'Copy'. Navigate to the destination on your My Passport drive, right-click, and select 'Paste'.

4.2 Using Backup Software

The included backup software allows you to automate data backups, protecting your important files from loss, including defense against ransomware. Refer to the software's user interface for detailed instructions on setting up backup schedules and selecting specific files or folders for backup.
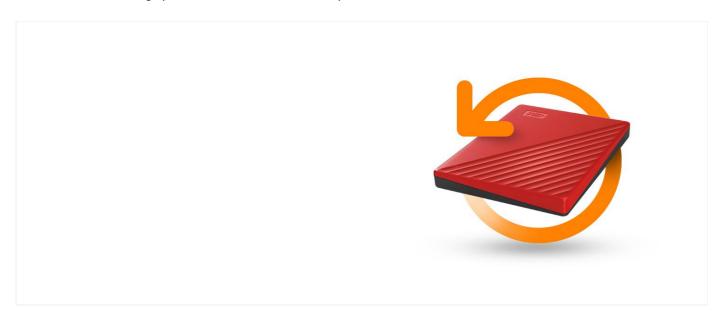

Image 4.1: An icon symbolizing the backup functionality of the My Passport drive.

4.3 Password Protection and Hardware Encryption

To secure your data, the My Passport drive supports password protection and hardware encryption. This feature is managed through the installed WD security software. Set a strong password to prevent unauthorized access to your drive's contents.

Image 4.2: An icon depicting a padlock, indicating the drive's password protection feature.

Image 4.3: An icon of a shield, representing the drive's defense capabilities against threats like ransomware.

4.4 Safely Ejecting the Drive

Always safely eject the My Passport drive before disconnecting it from your computer to prevent data corruption. This can be done through your operating system's taskbar (Windows) or Finder (Mac).

- **Windows:** Click the 'Safely Remove Hardware and Eject Media' icon in the system tray, then select your My Passport drive.
- **Mac:** Drag the My Passport drive icon from your desktop to the Trash, or right-click the drive icon in Finder and select 'Eject'.

5. MAINTENANCE

5.1 Physical Care

To ensure the longevity of your My Passport drive, handle it with care. Avoid dropping the drive or exposing it to extreme temperatures, moisture, or direct sunlight. Keep it clean by wiping with a soft, dry cloth.

Image 5.1: An icon illustrating the slim and durable design of the My Passport drive.

5.2 Software Updates

Regularly check for updates to the WD device management and backup software. Software updates often include performance improvements, bug fixes, and enhanced security features, ensuring your drive operates optimally.

6. TROUBLESHOOTING

If you encounter issues with your My Passport drive, consider the following common troubleshooting steps:

- **Drive Not Recognized:**

  - Ensure the USB cable is securely connected to both the drive and the computer.
  - Try connecting the drive to a different USB port on your computer.
  - Test the drive on another computer to determine if the issue is with the drive or your computer's USB ports.
  - Restart your computer.
  - For Mac users, ensure the drive is formatted correctly for macOS.

- **Slow Transfer Speeds:**

  - Ensure you are using a SuperSpeed USB 3.0/3.1 port on your computer for optimal performance.
  - Close any unnecessary applications running in the background.
  - Check the health of your drive using the WD Drive Utilities software.

- **Password Issues:**

  - Double-check your password for typos, including case sensitivity.
  - If you have forgotten your password, refer to the WD security software documentation for recovery options. Note that data recovery may not be possible without the correct password.

- **Software Not Installing:**

  - Ensure your operating system meets the minimum requirements for the software.
  - Temporarily disable antivirus or firewall software during installation, then re-enable it.
  - Download the latest software version directly from the official WD support website.

For further assistance, consult the comprehensive support resources available on the official WD website.

7. SPECIFICATIONS

Feature	Detail
Model Number	WDBPKJ0050BBK-WESN
Digital Storage Capacity	5 TB
Hard Drive Interface	USB 2.0/3.0 (SuperSpeed USB-A cable included)
Connectivity Technology	USB
Color	Black
Hardware Platform	Linux, Mac (with reformat), PC
Item Weight	7.4 ounces

Feature	Detail
Product Dimensions (LxWxH)	4.22 x 2.95 x 0.75 inches
Special Features	Hardware Encryption, Portable
Compatible Devices	Desktop, Laptop, Tablet
Manufacturer	Western Digital Technologies, Inc.
Date First Available	August 26, 2019

Image 7.1: Diagram showing the dimensions of the My Passport drive (4.22" x 2.95" x 0.75").

8. WARRANTY AND SUPPORT

8.1 Limited Warranty

The WD My Passport Portable External Hard Drive comes with a **3-year limited warranty**. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.

For full terms and conditions of the warranty, please refer to the documentation included with your product or visit the official Western Digital website.

8.2 Customer Support

For technical support, product registration, or to access additional resources, please visit the official Western Digital support website. The website provides FAQs, driver downloads, and contact information for customer service.

Official Website: www.westerndigital.com/support