

WD WDBPKJ0050BRD-WESN

WD My Passport 5TB Portable External Hard Drive Instruction Manual

Model: WDBPKJ0050BRD-WESN

Brand: WD

1. INTRODUCTION

The WD My Passport 5TB Portable External Hard Drive is designed to help safeguard your cherished memories and important files while on-the-move. This high-capacity storage device offers seamless USB connectivity for easy access to your data anytime, anywhere. It includes Acronis True Image for Western Digital software for secure data backup, fortified with robust protection against ransomware threats, and features password protection with hardware encryption.

Key features include:

- Slim, durable design for portability.
- Vast 5TB capacity for photos, videos, music, and documents.
- Included device management software with ransomware defense.
- Password protection and 256-bit AES hardware encryption.



The WD My Passport 5TB Portable External Hard Drive in Red, showcasing its compact design.

2. SETUP

2.1 What's in the Box

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

2.2 Connecting Your Drive

To connect your WD My Passport drive, use the included SuperSpeed USB-A cable. Plug the smaller end of the cable into the drive's USB port and the larger end into an available USB-A port on your computer (desktop, laptop, or tablet). The drive is compatible with both USB 3.1 and USB 3.0 ports for optimal performance.



The slim design of the WD My Passport drive, making it easy to carry.

2.3 Initial Setup and Software Installation

Upon connecting the drive, your computer should recognize it automatically. For full functionality, including backup and security features, install the included software. Follow the on-screen instructions provided by the Quick Start Guide to install Acronis True Image for Western Digital. This software enables automatic backups and ransomware defense.

3. OPERATING INSTRUCTIONS

3.1 File Transfer

Once connected, your WD My Passport drive will appear as an external drive on your computer. You can transfer files by

simply dragging and dropping them into the drive's folder. For larger transfers, ensure your computer's USB ports are SuperSpeed compatible for faster performance.

3.2 Automatic Backup

Utilize the Acronis True Image for Western Digital software to set up automatic backups. This allows you to schedule regular backups of your important files, ensuring your data is always protected. Refer to the software's user interface for detailed instructions on configuring backup schedules and selecting specific files or folders.



Slim design

Fits in the palm of your hand

The drive connected to a laptop, ready for automatic backups.

3.3 Password Protection and Hardware Encryption

Enhance your data security by enabling password protection and leveraging the built-in 256-bit AES hardware encryption. This feature is managed through the included software. Set a strong password to prevent unauthorized access to your files. The hardware encryption provides an additional layer of security, protecting your data even if the drive is physically accessed by others.



Automatic backup

Set it to run on your schedule

Visual representation of the drive's password protection feature.

4. MAINTENANCE

4.1 General Care

To ensure the longevity of your WD My Passport drive, keep it clean and free from dust. Avoid exposing it to extreme temperatures, direct sunlight, or high humidity. Handle the drive with care to prevent physical damage from drops or impacts.

4.2 Safe Ejection

Always safely eject the drive from your computer before disconnecting the USB cable. This prevents data corruption and ensures the drive's integrity. On Windows, right-click the drive icon in 'This PC' and select 'Eject'. On macOS, drag the drive icon to the Trash or click the Eject button next to the drive name in Finder.

5. TROUBLESHOOTING

5.1 Drive Not Recognized

- **Check Connections:** Ensure the USB cable is securely plugged into both the drive and your computer. Try a different USB port.
- **Restart Computer:** Sometimes a simple restart can resolve recognition issues.
- **Check Device Manager (Windows) / Disk Utility (macOS):** Verify if the drive appears in your system's device management tools. It might need to be initialized or formatted if it's a new drive or if the file system is incompatible.

5.2 Slow Transfer Speeds

- **Use USB 3.0/3.1 Port:** For optimal speeds, connect the drive to a SuperSpeed USB 3.0 or 3.1 port on your computer. USB 2.0 ports will result in slower transfers.
- **Avoid Other USB Devices:** Disconnect other high-bandwidth USB devices during large transfers.
- **Check Cable:** Ensure you are using the original SuperSpeed USB cable provided with the drive.

5.3 Software Issues

If you encounter issues with the included backup or security software, refer to the software's help documentation or visit the official WD support website for specific troubleshooting guides and updates.

6. SPECIFICATIONS

Feature	Detail
Hard Drive Type	5 TB Mechanical Hard Disk
Brand	WD
Series	My Passport External Hard Drive
Model Number	WDBPKJ0050BRD-WESN
Hardware Platform	Mac
Operating System Compatibility	mac_os, windows
Item Weight	7.4 ounces
Product Dimensions (LxWxH)	4.22 x 2.95 x 0.75 inches
Color	Red
Digital Storage Capacity	5 TB
Hard Disk Interface	USB 2.0/3.0
Connectivity Technology	USB
Special Features	Hardware Encryption, Portable
Hard Disk Form Factor	2.5 Inches
Hard Disk Description	Mechanical Hard Disk

Compatible Devices	Desktop, Laptop, Tablet
Installation Type	External Hard Drive

7. WARRANTY AND SUPPORT

7.1 Product Warranty

For detailed warranty information, please refer to the warranty statement included with your product or visit the official Western Digital support website. Keep your proof of purchase for any warranty claims.

7.2 Optional Data Recovery Plans

Optional data recovery plans are available for purchase to provide additional peace of mind. These plans can help recover data in case of accidental deletion, corruption, or physical damage to the drive. For more information on available plans, please visit the WD Store or contact customer support.

7.3 Customer Support

If you require further assistance, technical support, or have questions regarding your WD My Passport drive, please visit the official WD Support website: www.westerndigital.com/support. You can find FAQs, troubleshooting guides, and contact information for customer service.

ASK A QUESTION ABOUT THIS MANUAL

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