

WD WDBAGF0020BGY

Western Digital My Passport SSD (2TB Gray) User Manual

Model: WDBAGF0020BGY

1. INTRODUCTION

The Western Digital My Passport SSD is a portable external solid state drive designed for fast and secure data storage. Featuring NVMe technology, it offers high-speed data transfer, robust durability, and hardware encryption to protect your valuable content. This manual provides essential information for setting up, operating, and maintaining your device.



Image 1.1: Western Digital My Passport SSD connected to a laptop, showcasing its compact design and connectivity.

2. SETUP

2.1 What's in the Box

- My Passport SSD
- USB 3.2 Gen-2 compatible cable (USB-C to USB-C)
- USB-A adapter

2.2 Connecting Your Device

1. Connect the provided USB-C to USB-C cable to the My Passport SSD.
2. Connect the other end of the USB-C cable to a compatible USB-C port on your computer (Mac or PC).
3. If your computer only has USB-A ports, attach the included USB-A adapter to the USB-C end of the cable, then connect to your computer's USB-A port.



Image 2.1: The My Passport SSD connected to a laptop, illustrating the simple plug-and-play setup.

The drive is pre-formatted for compatibility with both Mac and PC systems, ready for immediate use.

3. OPERATING YOUR MY PASSPORT SSD

3.1 Data Transfer

The My Passport SSD utilizes NVMe technology for blazing-fast data transfer speeds. Expect read speeds up to 1050MB/s and write speeds up to 1000MB/s. Actual performance may vary depending on your host device, usage conditions, and drive capacity.



Blazing fast NVMe technology

Read speeds of up to 1050MB/s* and write speeds of up to 1000MB/s*

*As used for transfer rate, 1 MB/s = one million bytes per second. Based on internal testing; performance may vary depending upon host device, usage conditions, drive capacity, and other factors.

Image 3.1: A laptop screen displaying high data transfer rates, highlighting the speed capabilities of the My Passport SSD.

3.2 Password Protection and Hardware Encryption

For enhanced data security, the drive features password-enabled 256-bit AES hardware encryption. This helps protect your content from unauthorized access. Refer to the included software (usually pre-loaded on the drive) for setup and management of password protection.



Password enabled 256-bit AES hardware encryption

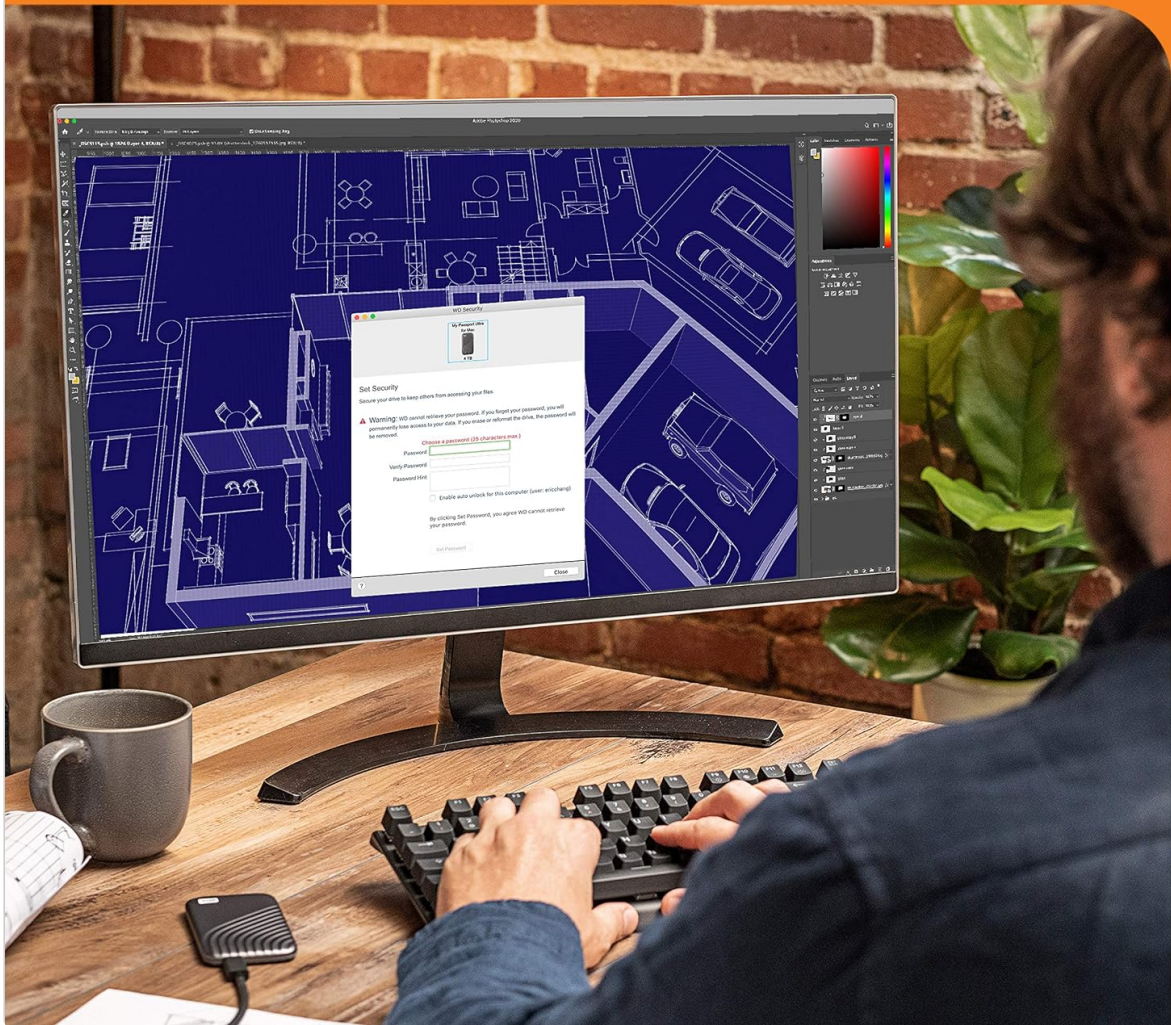


Image 3.2: A computer screen illustrating the setup process for password protection on the My Passport SSD.

3.3 Simple Backup

The My Passport SSD is designed for easy data backup. Utilize the included software or your operating system's backup features to regularly save your important files. This ensures your data is protected and easily recoverable.



Simple backup

Set it and forget it!



Image 3.3: The My Passport SSD connected to a laptop, with a prompt for backup software, emphasizing ease of data backup.

4. KEY FEATURES

- **Blazing Fast NVMe Technology:** Read speeds up to 1050MB/s and write speeds up to 1000MB/s.
- **Password Enabled 256-bit AES Hardware Encryption:** Secure your data from unauthorized access.
- **Shock and Vibration Resistant:** Durable metal design capable of resisting drops up to 6.5ft (1.98m).
- **Cross-Compatible USB 3.2 Gen-2 and USB-C:** Includes USB-A adapter for older systems.

Shock and vibration resistant

Drop resistant up to 6.5ft



Image 4.1: The My Passport SSD shown falling from a desk, demonstrating its shock and vibration-resistant design.

5. MAINTENANCE

To ensure optimal performance and longevity of your My Passport SSD:

- Regularly back up your data to another storage device.
- Keep the device clean and free from dust.
- Avoid exposing the device to extreme temperatures or direct sunlight.
- Safely eject the drive from your computer before disconnecting to prevent data corruption.

6. TROUBLESHOOTING

6.1 Drive Not Detected

- Ensure the USB cable is securely connected to both the SSD and your computer.
- Try connecting to a different USB port on your computer.
- If using a USB-A adapter, ensure it is correctly attached and functioning.
- Restart your computer and try connecting the drive again.

6.2 Slow Transfer Speeds

- Ensure you are using a USB 3.2 Gen-2 compatible port on your computer for optimal speeds. Older USB 2.0 or 3.0 ports will result in slower transfers.
- Verify that the provided cable and adapter are being used, as third-party cables may not support full speeds.
- Close any unnecessary applications running in the background that might be consuming system resources.

7. SPECIFICATIONS

Brand	WD
Series	My Passport SSD
Model Number	WDBAGF0020BGY
Digital Storage Capacity	2 TB
Hard Disk Interface	USB 3.2
Connectivity Technology	USB
Special Feature	Hardware Encryption, Portable
Compatible Devices	Desktop_Laptop (Mac, PC)
Item Weight	0.25 ounces
Product Dimensions	3.5 x 1.8 x 0.39 inches



Image 7.1: Visual representation of the compact dimensions of the My Passport SSD.

8. OFFICIAL PRODUCT VIDEO

Video 8.1: An official product video from Western Digital showcasing the My Passport SSD's features and design.

9. WARRANTY AND SUPPORT

9.1 Limited Warranty

The Western Digital My Passport SSD comes with a 5-Year Limited Warranty. Please refer to the official Western Digital website or the documentation included with your product for full warranty terms and conditions.

5-Year Limited Warranty



Image 9.1: The My Passport SSD displaying a '5-Year Limited Warranty' badge.

9.2 Data Recovery Plans

Optional data recovery plans are available for purchase to provide additional protection for your data. These plans can cover data loss due to various incidents. For more information, please visit the Western Digital support website or contact customer service.

- 2-Year Data Recovery Plan: \$12.99
- 3-Year Data Recovery Plan: \$14.99