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› WD My Passport SSD Portable External Solid State Drive User Manual

WD WDBAGF0020BGD-WESN

WD My Passport SSD User Manual

MODEL: WDBAGF0020BGD-WESN

Introduction

The WD My Passport SSD is a portable external solid state drive designed for fast, secure, and reliable data storage. Utilizing NVMe technology, it offers high-speed data transfer, robust durability against drops and vibrations, and advanced hardware encryption for data protection. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your My Passport SSD.

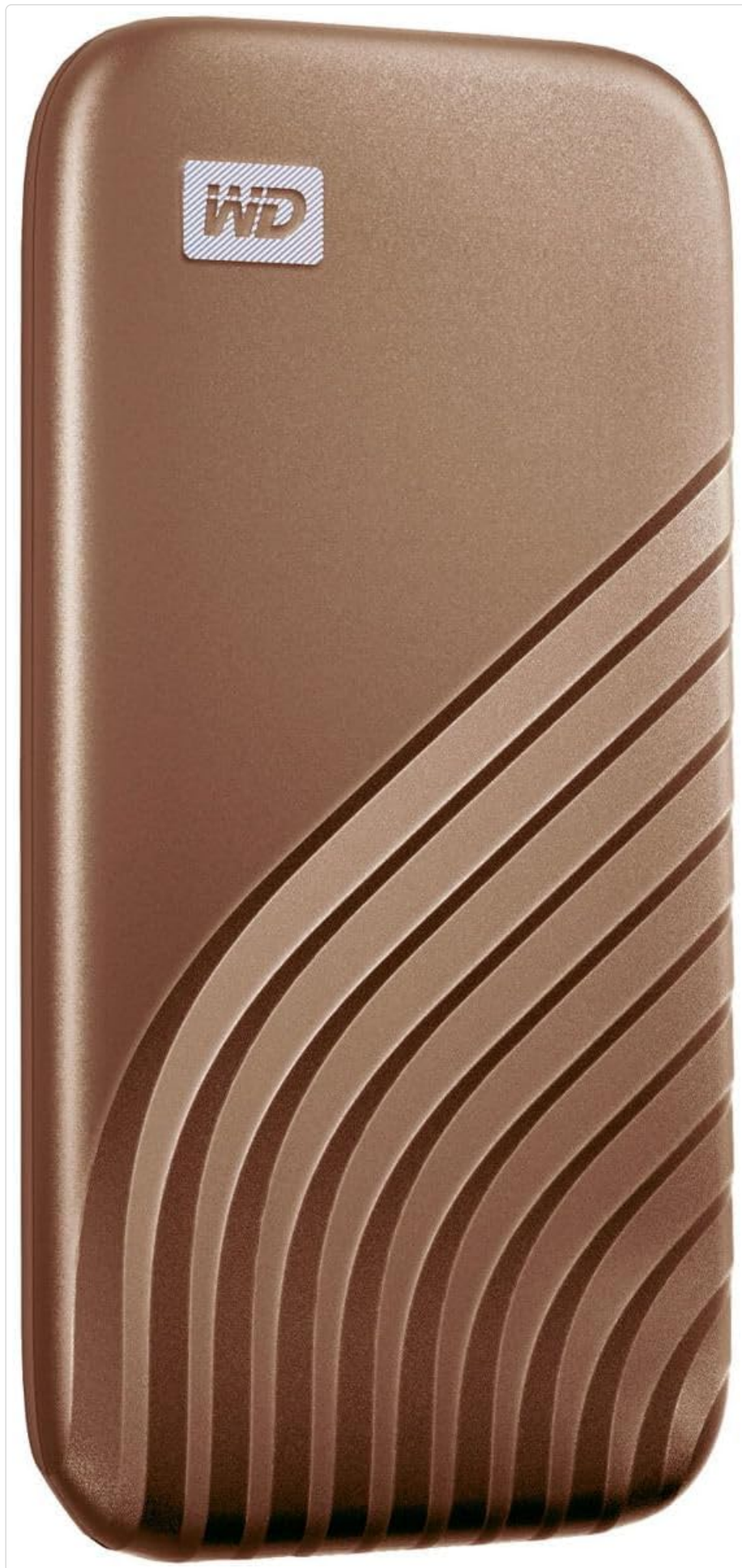


Image: The WD My Passport SSD in its gold finish, showcasing its compact and sleek design.

What's in the Box

Upon unboxing your WD My Passport SSD, please ensure all the following components are present:

- Portable SSD drive
- USB Type-C to Type-C cable (supports USB 3.2 Gen 2)
- USB Type-C to Type-A adapter
- WD Discovery software for backup and password protection (pre-loaded on drive)
- Quick Start Guide

Setup

To begin using your WD My Passport SSD, follow these simple steps:

1. **Connect the SSD:** Use the provided USB Type-C to Type-C cable to connect the SSD directly to a compatible USB-C port on your computer. If your computer only has USB-A ports, attach the USB Type-C to Type-A adapter to the USB-C cable before connecting to your computer.
2. **Power On:** The drive is bus-powered and does not require an external power source. It will power on automatically once connected to your computer.
3. **Initial Recognition:** Your computer should automatically detect the My Passport SSD. For Windows users, it will appear under 'This PC' or 'My Computer'. For Mac users, it will appear on the desktop or in Finder.
4. **Install WD Discovery Software:** The drive comes pre-loaded with WD Discovery software. It is recommended to install this software for backup, password protection, and drive management features. Follow the on-screen prompts to install.

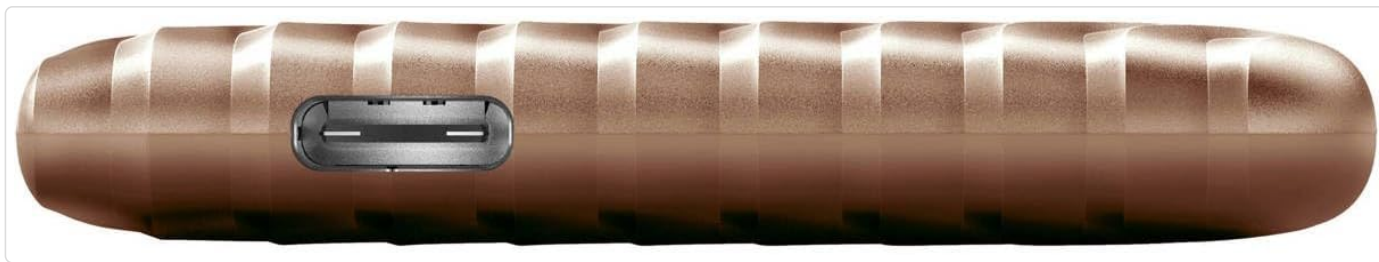


Image: Close-up view of the USB-C port on the side of the WD My Passport SSD, ready for cable connection.

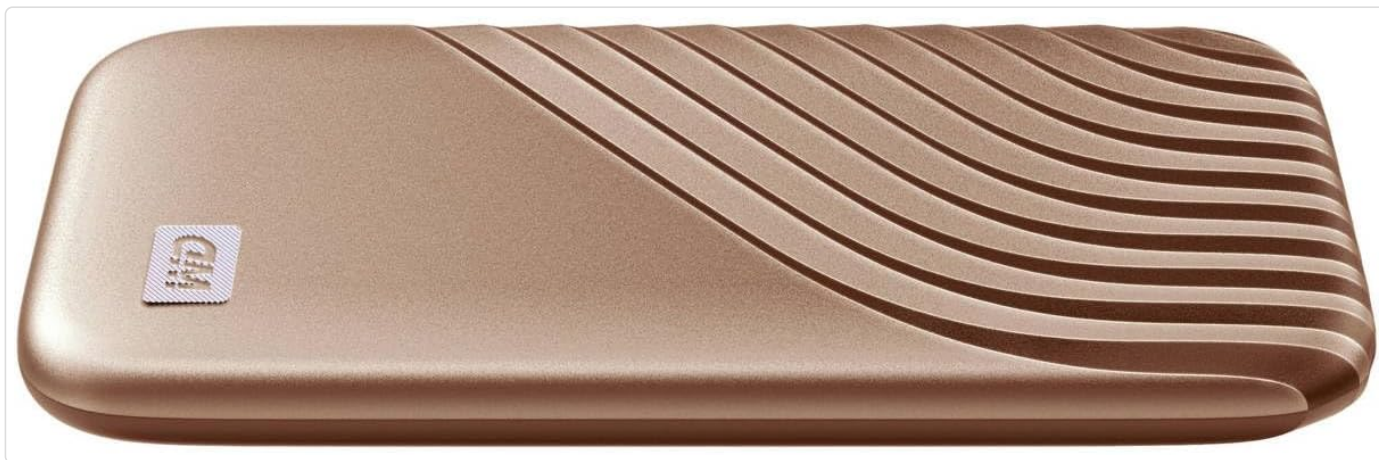


Image: The WD My Passport SSD connected via its cable to a laptop, demonstrating a typical setup for use.

Operating

The My Passport SSD is designed for ease of use and high performance:

- **Data Transfer:** Drag and drop files directly to and from the drive. With NVMe technology, expect accelerated read speeds up to 1050MB/s and write speeds of up to 1000MB/s for rapid file transfers.
- **Backup:** Utilize the included WD Discovery software to set up automatic backups of your important files and folders. This ensures your data is always protected.
- **Password Protection & Encryption:** The drive features password-enabled 256-bit AES hardware encryption. Use the WD Discovery software to set up a password and enable this robust security feature to protect your sensitive data from unauthorized access.
- **Cross-Compatibility:** The drive is compatible with both Mac and PC systems. It is pre-formatted for immediate use. If you wish to reformat the drive for specific system optimization, refer to your operating system's disk utility tools.



The image shows a laptop on a white desk. The screen displays a red racing car on a track. To the left of the laptop is a black mesh pencil holder with yellow pencils. To the right is a small potted plant in a wooden bowl. A yellow sticky note on the laptop keyboard reads "MEETING WITH INVESTORS @ 4pm". A black USB cable connects the laptop to a gold-colored external SSD.



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: A computer screen displaying the WD Discovery Backup Software interface, showing options for protecting, monitoring, and discovering features for the WD drive.

Maintenance

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

- **Physical Protection:** While the drive is shock and vibration resistant and can withstand drops up to 6.5ft (1.98m), it is advisable to handle it with care and avoid unnecessary impacts.
- **Software Updates:** Periodically check for updates to the WD Discovery software to ensure you have the latest features and security enhancements.
- **Safe Ejection:** Always safely eject the drive from your computer before disconnecting it to prevent data corruption.

Troubleshooting

If you encounter issues with your My Passport SSD, consider the following common solutions:

- **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.
 - Test with a different compatible USB cable if available.
 - Restart your computer.
- **Slow Transfer Speeds:**
 - Ensure you are using a USB 3.2 Gen 2 (or higher) compatible port on your computer for optimal performance. Older USB ports will result in slower speeds.
 - Close any unnecessary applications running in the background that might be consuming system resources.
- **Password Issues:**
 - If you forget your password, the WD Discovery software provides options for password recovery or resetting the drive (which will erase all data).
- **Drive Not Formatting:**
 - Ensure you are using your operating system's built-in disk utility (Disk Management on Windows, Disk Utility on Mac) and that the drive is not in use by another application.

For further assistance, refer to the comprehensive help resources available through the WD Discovery software or the official WD support website.

Specifications

Feature	Detail
Brand	WD
Model Name	My Passport SSD
Model Number	WDBAGF0020BGD-WESN
Memory Storage Capacity	2 TB
Color	Gold
Read Speed	1050 Megabytes Per Second
Write Speed	1000MB/s

Hardware Interface	Solid State Drive, USB 3.2
Compatible Devices	Laptop, Smartphone, Tablet
Hardware Platform	Mac, PC
Item Weight	1.62 ounces (46 Grams)
Product Dimensions (LxWxH)	3.94 x 2.17 x 0.35 inches
Special Features	Accelerated Performance, Out of the Box Compatibility, Password Protection with Hardware Encryption, Shock and vibration resistant, Simple Backup



Image: The WD My Passport SSD held in a hand, illustrating its compact size with dimensions (3.94" x 2.17") overlaid.

Warranty & Support

The WD My Passport SSD comes with a limited warranty, ensuring peace of mind regarding product defects. For specific warranty terms and conditions, please refer to the documentation included with your product or visit the official Western Digital support website.

For technical support, software downloads, and additional resources, please visit the [Western Digital Support Website](#). The WD Discovery software installed on your computer also provides direct access to support and diagnostic tools.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question