SanDisk Professional SDPS24H-016T-NBAAB

SanDisk Professional G-RAID Shuttle SSD 16TB User Manual

Model: SDPS24H-016T-NBAAB

1. Introduction and Overview

The SanDisk Professional G-RAID Shuttle SSD is a transportable 8-bay hardware RAID solution designed for professionals requiring massive capacity and high-performance storage. This device features Thunderbolt 3 (40Gbps) and USB-C (10Gbps) interfaces, providing super-fast access and real-time video editing capabilities. It supports multi-stream 4K, 8K, and VR workflows and offers various RAID configurations including RAID 0, 1, 5, 10, and 50. The G-RAID Shuttle SSD delivers turbocharged transfer rates up to 2800MB/s read and 2700MB/s write.

2. What's in the Box

Verify that all components are present in the packaging:

- G-RAID SHUTTLE SSD Storage System
- Thunderbolt 3 Cable (USB-C compatible)
- IEC Power Cable
- Quick Start Guide

3. Setup

Follow these steps to set up your G-RAID Shuttle SSD:

1. **Connect the Power Cable:** Connect the provided IEC power cable to the power input on the back of the G-RAID Shuttle SSD and then to a power outlet.
2. **Connect to Host Device:** Use the supplied Thunderbolt 3 cable to connect the G-RAID Shuttle SSD to

your compatible desktop or laptop computer. The Thunderbolt 3 port is also USB-C compatible.

3. **Power On:** Press the power button located on the back of the unit to turn on the G-RAID Shuttle SSD. The front LED indicator will illuminate.
4. **Initial Configuration:** Refer to the included Quick Start Guide for instructions on initial setup, including RAID configuration. The device supports RAID 0, 1, 5, 10, and 50.

Figure 3.1: Front view of the G-RAID Shuttle SSD, showing the drive bays and status indicator.

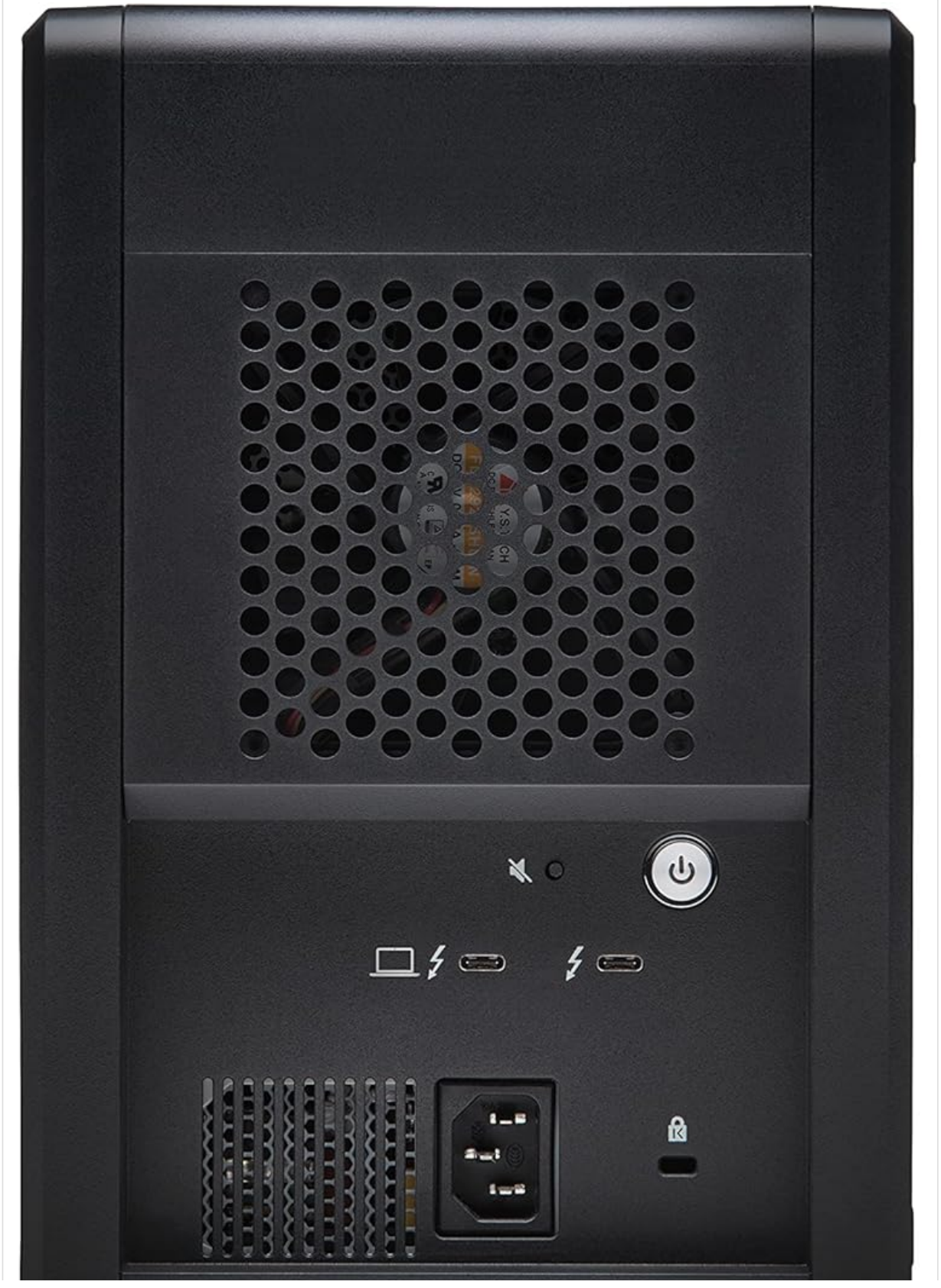

Figure 3.2: Rear view of the G-RAID Shuttle SSD, highlighting the power input, Thunderbolt 3, and USB-C ports.

4. Operating Instructions

The G-RAID Shuttle SSD is designed for high-performance data storage and transfer. Once connected and configured, it will appear as an external drive on your computer.

- **Data Transfer:** Drag and drop files to and from the G-RAID Shuttle SSD. The device supports read speeds up to 2800MB/s and write speeds up to 2700MB/s, ideal for large media files and demanding workflows.
- **Daisy Chaining:** Utilize the dual Thunderbolt 3 ports to daisy chain up to 5 additional devices, expanding your workstation's connectivity.
- **Workflow Support:** The G-RAID Shuttle SSD is optimized for multi-stream 4K, 8K, and VR video editing, providing the necessary bandwidth and capacity for professional creative applications.

Figure 4.1: G-RAID Shuttle SSD integrated into a professional workstation environment.

Figure 4.2: Close-up of the G-RAID Shuttle SSD with an open drive bay, showing the internal SSDs.

5. Maintenance

Proper maintenance ensures the longevity and optimal performance of your G-RAID Shuttle SSD.

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Avoid using liquid cleaners or solvents. Ensure ventilation openings are free from dust and debris.
- **Firmware Updates:** Periodically check the SanDisk Professional website for any available firmware

updates. Keeping the firmware updated can improve performance and stability.

- **Environmental Conditions:** Operate the device within recommended temperature and humidity ranges to prevent damage. Avoid exposing the unit to extreme temperatures or direct sunlight.
- **Safe Ejection:** Always safely eject the G-RAID Shuttle SSD from your operating system before disconnecting the data cable or powering down the unit to prevent data corruption.

6. Troubleshooting

If you encounter issues with your G-RAID Shuttle SSD, consider the following common troubleshooting steps:

- **Device Not Recognized:**
  - Ensure the power cable is securely connected and the unit is powered on.
  - Verify the Thunderbolt 3 or USB-C cable is properly connected to both the G-RAID Shuttle SSD and your computer.
  - Try connecting to a different port on your computer or using a different cable.
  - Restart your computer and the G-RAID Shuttle SSD.
- **Slow Performance:**
  - Ensure you are using a Thunderbolt 3 connection for optimal speeds. USB-C (10Gbps) will offer lower performance than Thunderbolt 3 (40Gbps).
  - Check your computer's resource usage; other applications may be consuming bandwidth.
  - Verify the RAID configuration. RAID 5 or 10 will have different performance characteristics than RAID 0.
- **RAID Degradation:** If a drive fails or the RAID array degrades, consult the Quick Start Guide or the SanDisk Professional support website for specific instructions on drive replacement and array rebuilding.

For further assistance, refer to the Quick Start Guide or contact SanDisk Professional customer support.

7. Specifications

Feature	Specification
Model Number	SDPS24H-016T-NBAAB
Digital Storage Capacity	16 TB
Hard Disk Interface	USB-C
Connectivity Technology	Thunderbolt
Special Feature	Portable
Hard Disk Form Factor	2.5 Inches
Hard Disk Description	Solid State Hard Drive
Compatible Devices	Desktop, Laptop
Installation Type	External Hard Drive
Read Speed	2800 Megabytes Per Second

Media Speed (Write Speed)	2700 Megabytes Per Second
Data Transfer Rate	2800 Megabits Per Second
Hardware Connectivity	Solid State Drive, Thunderbolt, USB Type C
Item Weight	13.2 Pounds
Manufacturer	Sandisk Technologies, Inc.
UPC	718037887111

8. Warranty and Support

The SanDisk Professional G-RAID Shuttle SSD comes with a**5-year limited warranty**. For detailed warranty terms and conditions, please refer to the documentation included with your product or visit the official SanDisk Professional website.
For technical support, troubleshooting, or warranty claims, please contact SanDisk Professional customer support. Contact information can typically be found on the manufacturer's website or in the Quick Start Guide.