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› UnionSine 16TB Desktop External Hard Drive HD3511 User Manual

UnionSine HD3511

UnionSine 16TB Desktop External Hard Drive HD3511 User Manual

Model: HD3511

INTRODUCTION

This manual provides instructions for the setup, operation, maintenance, and troubleshooting of your UnionSine 16TB Desktop External Hard Drive, Model HD3511. Please read this manual carefully before using the device to ensure proper functionality and data security.

PACKAGE CONTENTS

Verify that all items are present in the package:

- UnionSine 16TB Desktop External Hard Drive (HD3511)
- USB-C to USB-C Cable
- USB-C to USB-A Cable
- AC Power Adapter
- User Manual (this document)

SETUP GUIDE

Follow these steps to connect your external hard drive to your device.

1. Connect the Power Supply

Connect the AC power adapter to the hard drive's DC IN port and then plug it into a power outlet.



Image: Power and USB connections to the external hard drive.

2. Connect to Your Device

Use the provided USB 3.2 Gen2 Type-C cable (or USB-C to USB-A cable) to connect the hard drive to your computer, TV, PS4, Xbox One, or other compatible device. Ensure the cable is securely connected to both the hard drive and your device's USB port.

Connection Guide

Before connecting the USB 3.2 Gen2 Type-C cable, make sure to plug in the power cable first.

1



Connect the power supply with the AC adapter.

2



Connect to your computer or other device with the USB cable.
The external hard drive will be recognized in seconds.



Image: Connection guide for the external hard drive.

3. Device Recognition

The external hard drive should be recognized by your operating system (Windows, macOS, Linux, Android) or gaming console within seconds. For some devices like TVs, you may need to select the correct input source (e.g., 'USB Mode') using the TV remote.

4. Initial Formatting (If Required)

The drive comes pre-formatted for general compatibility. However, if your operating system prompts you about potential errors or if you wish to optimize it for a specific system (e.g., exFAT for cross-platform use, NTFS for Windows, HFS+ for macOS), you may choose to reformat the drive. **Warning: Reformatting will erase all data on the drive. Back up any important data before proceeding.**

OPERATING INSTRUCTIONS

Data Transfer

The UnionSine HD3511 supports USB 3.2 Gen2, offering high-speed data transfer rates of up to 130MB/s-270MB/s for

both reading and writing. To achieve optimal speeds, ensure your device's USB port also supports USB 3.2 Gen2 and use the provided USB-C to USB-C cable.



Image: USB 3.2 Gen2 Type-C port for high-speed data transfer.

Compatibility

This external hard drive is compatible with a wide range of devices and operating systems:

- **Operating Systems:** Windows, macOS, Linux, Android
- **Devices:** PC, Mac, Desktop computers, PS4, Xbox One, Smart TVs

Media storage

Home edition Multimedia Storage Center

For 4K HD multimedia, more video
and audio files need to be stored
UnionSine can achieve durable and stable storage
and fast reading of files



Image: External hard drive used as media storage with a desktop setup.

File Management

Once connected, the drive will appear as an external storage device. You can drag and drop files, use backup software, or manage files through your operating system's file explorer. For optimal performance, avoid disconnecting the drive during active data transfer.

MAINTENANCE

Physical Placement

The hard drive features a horizontal design for enhanced stability and to prevent accidental tipping. Place the drive on a flat, stable surface to ensure reliable operation and data security.

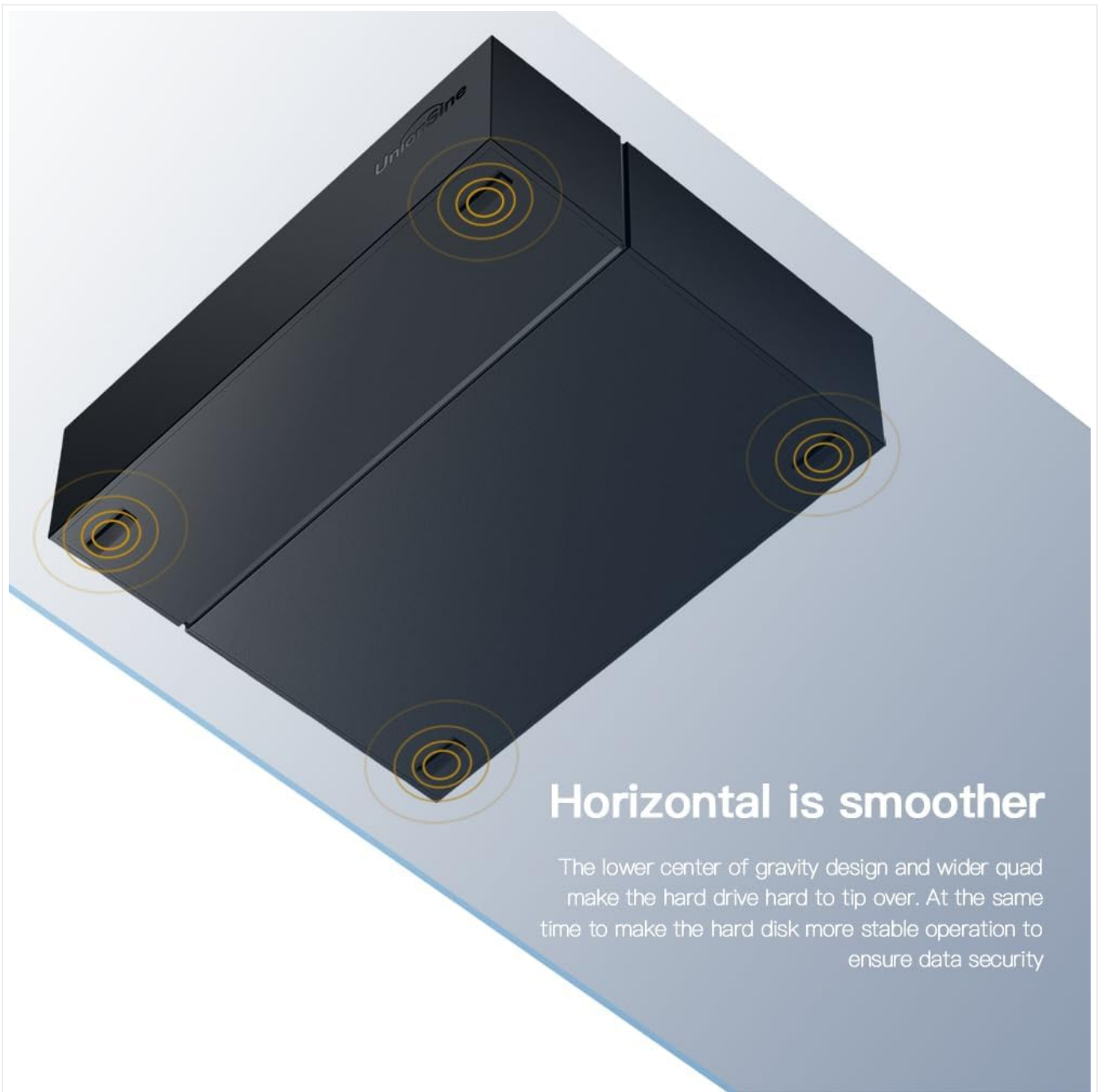


Image: Horizontal design for stability.

Heat Dissipation

The device incorporates a back cutout design to facilitate heat dissipation during operation. Ensure that the vents are not obstructed to maintain optimal operating temperature and prolong the life of the hard drive.

1



Before using the type-C cable, please connect the power supply

2



Select a suitable cable to connect to the device. After the device is powered on, wait for a few minutes before the HDD can be used normally.

3



Use the remote control of the TV to operate, press the [Signal Source] button, and switch the [Signal Source] of the TV to [USB Mode]

Recording time and data storage capacity (for reference only)
*Actual recording time and storage capacity may vary by machine and capacity.

Image: Back cutout design for heat dissipation.

General Care

- Keep the drive away from liquids and excessive moisture.
- Avoid dropping or subjecting the drive to strong impacts.
- Do not expose the drive to extreme temperatures or direct sunlight.
- Clean the exterior with a soft, dry cloth. Do not use harsh chemicals.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Drive not recognized by device	• Power cable not connected • USB cable not connected properly • Incorrect USB port used • Driver issue (less common)	• Ensure power adapter is securely connected and plugged in. • Verify USB cable is firmly connected to both the drive and the device. • Try a different USB port on your device. • Restart your computer/device. • For TVs, ensure the correct input source (USB Mode) is selected.
Slow data transfer speeds	• Using a USB 2.0 port • Using an incompatible USB cable • Background processes consuming bandwidth	• Connect the drive to a USB 3.0, USB 3.1, or USB 3.2 port on your device. • Use the provided USB 3.2 Gen2 Type-C cable. • Close unnecessary applications during large transfers.

Problem	Possible Cause	Solution
Clicking or loud noise from drive	• Normal operation noise for mechanical drives • Potential hardware issue	• Some mechanical drives produce audible sounds during operation; this may be normal. • If the noise is unusually loud, persistent, or accompanied by data access issues, back up your data immediately and contact customer support.
Errors during initial connection/formatting	• File system incompatibility • Minor disk errors	• If prompted, allow your operating system to scan and fix errors. • If issues persist, reformat the drive to a compatible file system (e.g., exFAT for broad compatibility). Remember, reformatting erases all data.

SPECIFICATIONS

Feature	Detail
Model Number	HD3511
Digital Storage Capacity	16 TB
Hard Disk Interface	USB 3.2 Gen2 (Type-C)
Connectivity Technology	USB
Hard Disk Form Factor	3.5 Inches
Hard Disk Description	Mechanical Hard Disk
Hard Disk Rotational Speed	7200 RPM
Read Speed	Up to 270 MB/s
Write Speed	Up to 270 MB/s
Compatible Devices	Desktop, PC, Mac, PS4, Xbox One, TV, Android
Operating Systems	Windows, macOS, Linux
Product Dimensions	16 x 13 x 4 cm (6.3 x 5.1 x 1.6 inches)
Item Weight	1.38 kg (3.04 lbs)
Enclosure Material	Polycarbonate
Color	Black

WARRANTY INFORMATION

The UnionSine HD3511 Desktop External Hard Drive comes with a **two-year warranty**. This warranty covers technical malfunctions and ensures free replacement services within the warranty period. Please retain your proof of purchase for warranty claims.

CUSTOMER SUPPORT

For technical assistance, warranty claims, or any questions regarding your UnionSine product, please contact our customer support:

- **Website:** www.unionsine.com
- **Manufacturer Contact:** unionsine-ca

Please have your model number (HD3511) and proof of purchase ready when contacting support.

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