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ProGrade Digital PG10

ProGrade Digital PG10 8TB Professional External SSD Drive USB 4.0 User Manual

Model: PG10 | Capacity: 8TB | Windows Version

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your ProGrade Digital PG10 8TB Professional External SSD Drive. Please read this manual thoroughly before using the device to ensure optimal performance and data integrity.

The ProGrade Digital PG10 is a high-performance external solid-state drive designed for professionals requiring fast and reliable data transfer. It features a USB 4.0 interface, offering compatibility with Thunderbolt 4, Thunderbolt 3, and other USB Type-C ports. Key features include a power-sensing LED indicator, Refresh Pro readiness for health monitoring and firmware updates, and a patented magnetic base for secure mounting.

PACKAGE CONTENTS

- ProGrade Digital PG10 8TB External SSD Drive
- USB 4.0 Certified Cable
- Rugged Carrying Case
- Metal Plate (for magnetic mounting)

PRODUCT OVERVIEW

The ProGrade Digital PG10 SSD is engineered for demanding professional workflows. Its robust design and advanced features ensure efficient data handling.



Image: ProGrade Digital PG10 External SSD. This image shows the top-down view of the gray rectangular SSD with the ProGrade Digital logo and an arrow design. An orange LED indicator is visible on the front edge.

Key Features:

- **USB 4.0 Interface:** Provides high-speed data transfer and broad compatibility with Thunderbolt 4, Thunderbolt 3, and USB Type-C ports.
- **Power-Sensing LED Indicator:** Informs the user if the host device is supplying the recommended 15W of power for optimal performance.
- **Refresh Pro Ready:** Enables proactive monitoring of drive health, performance restoration, and firmware updates.
- **Magnetic Base:** Patented design for secure mounting to workstations using the included metal plate.
- **Writable Label Area:** Compatible with industry-standard Avery labels for easy content identification.
- **Professional Build Quality:** Features a dual heat sink internal structure for efficient cooling and prevention of thermal throttling.

SETUP

1. Connecting the SSD

1. Locate the USB 4.0 certified cable included in the package.
2. Connect one end of the USB 4.0 cable to the USB-C port on the ProGrade Digital PG10 SSD.
3. Connect the other end of the USB 4.0 cable to a compatible USB 4.0, Thunderbolt 4, Thunderbolt 3, or USB Type-C port on your Windows computer.



PROGRADE
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USB 4.0 Interface:
Up to 40Gb/s (5GB/s) transfer speeds.

Image: A hand connecting the ProGrade Digital PG10 SSD to a laptop via a USB-C cable. The SSD is shown on a desk next to a camera lens.

2. Power Verification

Once connected, observe the power-sensing LED indicator on the front of the SSD. A steady light indicates that the device is receiving the recommended 15 watts of power, ensuring full performance. If the LED is not lit or is blinking, verify the connection or try a different USB port on your computer that can supply adequate power.

3. Initial Recognition (Windows Only)

For Windows operating systems, the drive should be automatically recognized. You may need to initialize and format the drive if it's not immediately visible in 'This PC' or 'File Explorer'.

1. Right-click on the Start button and select 'Disk Management'.
2. Locate the ProGrade Digital PG10 SSD (it may appear as 'Unallocated Space').
3. Right-click on the unallocated space and select 'New Simple Volume'.
4. Follow the on-screen wizard to assign a drive letter and format the drive (NTFS is recommended for Windows).

OPERATING THE SSD

Data Transfer

To transfer files, simply drag and drop them to and from the PG10 SSD in File Explorer. The USB 4.0 interface supports read and write speeds up to 2500MB/s, with sustained write speeds of 2000MB/s for the 8TB model, enabling rapid transfer of large media files.



Superior Performance (8TB v1):
Read & write speed up to 2500MB/s
Sustained write speed of 2000MB/s

Image: The ProGrade Digital PG10 SSD connected to a laptop, demonstrating its readiness for data transfer. The SSD is positioned on a dark desk surface.

Secure Mounting

The PG10 SSD features a patented magnetic base. For secure attachment to a workstation or other surfaces, use the included metal plate. Adhere the metal plate to your desired surface, and the SSD will magnetically attach, preventing accidental disconnections or movement during use.

Identifying Drive Contents

Utilize the writable label area on the SSD for easy identification of its contents. This area is compatible with industry-standard Avery labels, allowing you to categorize and organize your drives efficiently.



Writable area for using industry-standard labels
helps to identify drive contents in the digital workflow.

Image: A hand pointing to the writable label area on the ProGrade Digital PG10 SSD, highlighting its utility for organization.

MAINTENANCE

Firmware Updates and Health Monitoring (Refresh Pro)

The ProGrade Digital PG10 SSD is Refresh Pro ready. This feature allows you to:

- Proactively monitor the health and lifespan of your SSD.
- Restore lost performance over time.
- Update the SSD's firmware to ensure optimal compatibility and performance.

Visit the official ProGrade Digital website for information on downloading and using the Refresh Pro software.

Physical Care

- Keep the SSD clean and free from dust. Use a soft, dry cloth for cleaning.
- Store the SSD in its rugged carrying case when not in use to protect it from physical damage and environmental factors.
- Avoid exposing the SSD to extreme temperatures or direct sunlight.



USB 4.0 certified cable included for optimal performance
And ships in a rugged carrying case.

Image: The ProGrade Digital PG10 SSD being placed into its rugged carrying case, emphasizing protection and portability.

TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
SSD not recognized by computer	<ul style="list-style-type: none"> Loose cable connection Insufficient power supply from USB port Drive not initialized/formatted Incompatible USB port 	<ul style="list-style-type: none"> Ensure the USB 4.0 cable is securely connected to both the SSD and the computer. Try a different USB port on your computer, preferably a USB 4.0 or Thunderbolt port. Check the power-sensing LED indicator; if not lit, the port may not supply enough power. Refer to the "Initial Recognition" section under Setup to initialize and format the drive in Disk Management.
Slow transfer speeds	<ul style="list-style-type: none"> Using a non-USB 4.0/Thunderbolt port Cable not USB 4.0 certified Insufficient power supply Thermal throttling 	<ul style="list-style-type: none"> Ensure you are connected to a USB 4.0 or Thunderbolt port on your computer. Use the included USB 4.0 certified cable. Verify the power-sensing LED is lit, indicating adequate power. Ensure the SSD is in a well-ventilated area. The dual heat sink design minimizes thermal throttling, but extreme conditions can still affect performance.
Power-sensing LED not lit	<ul style="list-style-type: none"> Insufficient power from host port Faulty cable or port 	<ul style="list-style-type: none"> Try connecting to a different USB 4.0 or Thunderbolt port on your computer. Ensure the cable is fully inserted. Test with another USB 4.0 certified cable if available.

If you continue to experience issues, please refer to the Support section for further assistance.

SPECIFICATIONS

Feature	Detail
Model Number	PG10
Digital Storage Capacity	8 TB
Interface	USB 4.0 (compatible with Thunderbolt 4, Thunderbolt 3, USB-C)
Read Speed	Up to 2500 MB/s
Write Speed	Up to 2500 MB/s
Sustained Write Speed (8TB)	2000 MB/s
Power Requirement	15W (indicated by power-sensing LED)
Operating System Compatibility	Windows (This version is Windows Only)

Feature	Detail
Dimensions (LxWxH)	0.79 x 0.79 x 1.1 inches
Item Weight	0.247 ounces
Special Features	LED Light, Portable, Magnetic Base, Refresh Pro Ready

WARRANTY INFORMATION

ProGrade Digital products are designed and manufactured to the highest quality standards. For detailed warranty information, including terms, conditions, and registration, please visit the official ProGrade Digital website or contact customer support.

Note: The serial number on your device matches the serial number on the carrying case for security and warranty purposes. Please retain your proof of purchase.

SUPPORT

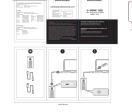
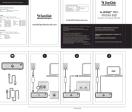
For technical assistance, product inquiries, or warranty claims, please contact ProGrade Digital customer support:

- Website:** www.progradedigital.com (Check for support contact information, FAQs, and driver/firmware downloads)
- Email:** Refer to the ProGrade Digital website for the most current support email address.
- Phone:** Refer to the ProGrade Digital website for the most current support phone numbers.

When contacting support, please have your product model (PG10) and serial number ready.

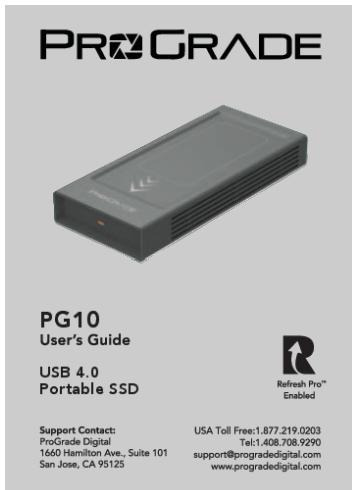
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Related Documents - PG10

 <p>PG09 User's Guide USB 3.2 Gen 2.0 Dual-Slot Card Reader CFexpress Type-A and SD UHS-II Card</p> <p>Support Contact: ProGrade Digital, Inc. 12445 10th Street, Suite 101 San Jose, CA 95122 USA Toll Free 1-877-219-0203 International +1-408-260-0200 support@progradedigital.com www.progradedigital.com</p>	<p>ProGrade Digital PG09 USB 3.2 Gen 2.0 Dual-Slot Card Reader User's Guide</p> <p>User's guide for the ProGrade Digital PG09, a high-speed USB 3.2 Gen 2.0 dual-slot card reader compatible with CFexpress Type-A and SD UHS-II memory cards. Learn about package contents, setup, usage, LED indicators, mounting options, Refresh Pro™ software, and warranty information.</p>
	<p>SanDisk Professional G-DRIVE SSD: Ultra-Rugged Portable NVMe SSD Quick Start Guide</p> <p>Get started with your SanDisk Professional G-DRIVE SSD. This guide provides technical support contacts, setup instructions, product specifications, and legal information for this ultra-rugged portable NVMe SSD.</p>
	<p>SanDisk Professional G-DRIVE™ PRO STUDIO SSD - Setup and Support Guide</p> <p>Get detailed setup instructions, technical support contacts, and product specifications for the SanDisk Professional G-DRIVE™ PRO STUDIO SSD, an enterprise-class desktop NVMe storage solution.</p>

	<p><u>Oyen Digital U34 Bolt User Guide: Specifications, Features, and Support</u></p> <p>Comprehensive user guide for the Oyen Digital U34 Bolt external drive, covering specifications, connectivity, formatting, software backup, warranty, and frequently asked questions.</p>
	<p><u>How to Partition, Format, and Troubleshoot WD External Hard Drives on Windows and macOS</u></p> <p>A comprehensive guide from Western Digital (WD) detailing how to partition and format WD external hard drives for compatibility with Windows and macOS operating systems. It includes troubleshooting steps for common connection and recognition issues, guidance on using WD utilities like WD Security and WD Drive Utilities, and information on drive management.</p>
	<p><u>Oyen Digital U32 Shadow Portable Drive User Guide</u></p> <p>Comprehensive user guide for the Oyen Digital U32 Shadow Portable Drive, detailing specifications, connection, formatting, usage, disconnection, warranty information, safety precautions, and frequently asked questions.</p>

Documents - ProGrade Digital – PG10



[\[pdf\]](#) Quick Start Guide Installation Guide Documentation

External SSD PG10 Software Documentation ProGrade Digital QSG progradedigital 2024 10 |||

PG10 USB 4.0 Portable SSD **PG10** Portable SSD Drive x 1 USB 4.0 C-C Cable x 1 Metal Mounting Plate x 1 SSD Travel Case x 1 Install into USB-C Port of SSD Install into USB-C Port of Computer/Laptop Using **PG10** Please make sure LED is not flashing, before ejecting or disconnecting from computer sys...

lang:en score:34 filesize: 5.2 M page count: 9 document date: 2024-07-22



[\[pdf\]](#) Safety Datasheet Press Release

PGD Mike Wong Martha Blanchfield PROGRADE DIGITAL ANNOUNCES A NEW PRODUCT

CATEGORY OF USB 4.0 PRO SOLID Download 2 Patent pending power sensing circuit and LED to inform users if the host computer is not supporting recommended 15W of Patented magnetic base for solid drive stacking or workspace mounting with included SSD Press Release ProGrade Digital 2024 09 27 PG10 progradedigital |||

PROGRADE DIGITALTM ANNOUNCES A NEW PRODUCT CATEGORY OF USB 4.0 PRO SOLID STATE DRIVES SSD High Sus ... unces its new solid state drive SSD product line available in a 2TB, 4TB, and 8TB capacities. The **PG10** Pro SSD is based on the latest USB 4.0 technology which is designed to achieve speeds of up to

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PROGRADE

PROGRADE DIGITAL™ ANNOUNCES PG20 PRO THUNDERBOLT™ 4 HUB

Customize and Organize Your Workflow Without Compromising Performance

San Jose, CA January 7, 2025, 8:00 am PT—ProGrade Digital™, founded with a mission to provide the best in high-performance, reliable, and durable electronic components, today announced its latest Thunderbolt™ 4 hub. The PG20 Pro Hub is based on the latest Thunderbolt™ 4 technology which is designed to achieve 40Gb/s/40W transfer speeds. The PG20 Pro Hub is a compact, ultra-portable hub that can support up to three Thunderbolt 4/USB 4.0 15W downstream ports, and a USB 2.0 Gen 2 Type-A port, enabling users to connect up to 10 Thunderbolt 4 devices. The PG20 Pro Hub is also uniquely designed, specifically engineered for attaching up to two ProGrade Digital readers which can be conveniently mounted using the 6 custom-designed, high-performance mounting holes (screws separately). The PG20 Pro Hub is a high-quality hub that is built to withstand the rigors of travel and contains a unique adhesive metal plate that allows users to mount the hub to any work surface. The PG20 Pro Hub is also supplied with a 100cm Thunderbolt 4 cable and a 100cm USB 2.0 cable to make the setup as convenient as possible. The hub can also be combined with the PG20_S Mini SSD that also mounts seamlessly to the top of the hub. The PG20_Ultra-Portable SSD and the PG20 will be shipping in Q1 or Q2 of 2025. The PG20 Pro Hub will be available for purchase in Q1 of 2025.

The PG20 Pro Hub is shipping now.

"We are extremely excited to introduce our very first Thunderbolt 4 hub to the ProGrade family of Thunderbolt products. We have a team of professional automotive solutions, and Wes Bremer, Founder and CEO of ProGrade Digital Inc. "While the marketplace of Thunderbolt 4 based hubs is fairly crowded, we have spent the time to think about how professionals work with our card readers and how to make the Thunderbolt 4 hub as easy to use and as reliable as possible." Utilizing our patented magnetic base, we have enabled the customization of how professionals can use the hub. The hub can support up to two ProGrade Digital readers, and with three downstream Thunderbolt 4/USB 4.0 ports, the hub can support two of our USB readers while still having one port available for attaching other peripherals like our PG20 Professional SSD."

Product: [PG20 Pro Thunderbolt 4 Hub Features:](#)

- One Thunderbolt 4/USB 4 40 Gbps charging port
- Three Thunderbolt 4 USB 4 15W downstream ports (40Gb/s)

[pdf] Press Release

PGD Mike Wong Martha Blanchfield PROGRADE DIGITAL™ ANNOUNCES PG20 PRO 7 gen 2025 —

San Jose CA January 8 00 am PT —ProGrade Digital™ founded with a mission to provide the highest quality professional grade digital memory cards 01 07 Pro Hub Press Release progradedigital |||

PROGRADE DIGITAL™ ANNOUNCES PG20 PRO THUNDERBOLT™ 4 HUB

Customize and Organize Your Workflow Witho ... underbolt 4 cable assuring the maximum performance possible. The hub can also be combined with the **PG10.5**, Pro Mini SSD that also mounts seamlessly to the top of the hub. The PG30, Ultra-Portable SSD...

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PROGRADE

PROGRADE™ ANNOUNCES PRO MINI
USB 4.0 SOLID STATE DRIVE

Streamline Your Workflow With The Compact High Performance PGU 05

San Jose, CA April 3, 2025, 8:00 AM – ProGrade Digital™, founded with a mission to provide the highest quality products and services to the professional imaging and video industries, announces workflow solutions, announces the PGU 05 Pro Mini SSD, available in 2TB, 4TB and 8TB capacities. The PGU 05 Pro Mini SSD is based on the latest PCIe 5.0 4D technology, is designed to achieve a read speed of up to 3500MB/s, a write speed of up to 3500MB/s, a sequential read speed of up to 4000MB/s, a sequential write speed of up to 3500MB/s, and a sustained write speed of 1250MB/s. The PGU 05 Pro Mini SSD is built with a high-quality, high-speed, and reliable 3D QLC NAND flash memory with an adhesive metal plate that allows users to mount the reader to any work surface or directly mount the SSD to a PC. The PGU 05 Pro Mini SSD ships with a high-quality certified power adapter.

“Our new PGU 05 Pro Mini SSD, aims imaging professionals to uniquely integrate high speed SSD storage into their desktop workspace, which includes the ProGrade PGU 20, Thunderbolt 4, a 4 port USB 4.0 hub, and the PGU 05 Pro Mini SSD. The PGU 05 Pro Mini SSD is built with a high-speed, and patented magnetic plate, the PGU 05 leverages a USB 4.0 interface that provides industry-leading read and write speeds – critical to high speed post-production editing and storage. The PGU 05 Pro Mini SSD is built with a high-quality, high-speed, and reliable 3D QLC NAND flash memory with an adhesive metal plate, and easily in mobile, movie, non-studio environments”, said Matt Johnson, President of ProGrade Digital. It is available now for pre-order and will be shipping end of April.

ProGrade Digital™ USB 4.0 Solid State Drive Key Features:

- Read speed of up to 4000MB/s
- Write speed of up to 3500MB/s
- Sustained write speed of 1250MB/s
- SSD 3D QLC NAND flash memory with read speeds of up to 4000MB/s
- Dimensions: 118 x 71 x 14 mm
- Compatibility: Thunderbolt 4, Thunderbolt 3, USB 3.2, and 3.1 Type C
- Patented magnetic plate for easy drive slating and workflow integration with an adhesive metal plate
- Uniquely designed to integrate with the PGU 20, Thunderbolt 4 hub
- USB 4.0 certified high-speed cable included
- Capacities: 1TB, 2TB and 4TB

[pdf] Press Release

PGD Mike Wong Martha Blanchfield PROGRADE DIGITAL ANNOUNCES PRO MINI USB 4 0 SOLID STATE DRIVE 1 DIGITAL™ Streamline Your Workflow With The Compact High Performance PG10 5 San Jose CA April 3 2025 8 00 am PT — ProGrade Digital™ founded with a mission to provide the highest quality professional grade digital memory cards solid state drives hubs and 04 03 SSD Press Release progradedigital |||

PROGRADE DIGITAL™ ANNOUNCES PRO MINI USB 4.0 SOLID STATE DRIVE

Streamline Your Workflow With The Compact High Performance **PG10.5** San Jose, CA April 3, 2025, 8:00 am PT -- ProGrade DigitalTM, founded with a mission to provide the highest quality professional grade digital memory cards, solid state d... lang:en score:23 filesize: 204.59 K page_count: 2 document date: 2025-03-31

lang:en score:23 filesize: 204.59 K page_count: 2 document date: 2025-03-31

The image is a composite of two photographs. The top half shows the ProGrade PG10.5 User's Guide, which is a thick, dark grey book with 'PG10.5' and 'User's Guide' printed on the front cover. The bottom half shows the Pro Mini SSD, which is a small, rectangular, dark grey USB drive with a matte finish and a small 'ProGrade' logo on the front. Both items are set against a plain white background.

[\[pdf\]](#) Quick Start Guide Installation Guide Documentation Warranty

Pro Mini SSD PG10 5Software Documentation ProGrade DigitalPG10 5 QSG 5x7 Englishprogradedigital
2025 04 English |||

PG10.5 USB 4.0 Pro Mini SSD Support Contact: ProGrade Digital 6862 Santa Teresa Blvd San Jose, CA 95119 **PG10.5** Pro Mini SSD Drive x 1 USB 4.0 C-C Cable x 1 Metal Mounting Plate x 1 USB 4.0 Install into USB-C Port USB-C Port Using **PG10.5**
Please make sure LED is not flashing, before ejecting or ...

lang:en score:17 filesize: 4.06 M page_count: 8 document date: 2025-01-23