

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.



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
---------	----------------	----------

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:


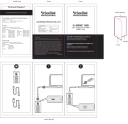
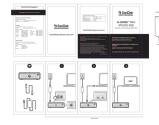
- **Website:** www.progradedigital.com (Check for support contact information, FAQs, and driver/firmware downloads)
- **Email:** Refer to the ProGrade Digital website for the most current support email address.
- **Phone:** Refer to the ProGrade Digital website for the most current support phone numbers.


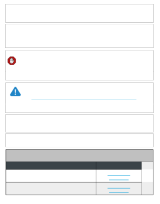
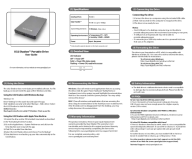
When contacting support, please have your product model (PG10) and serial number ready.



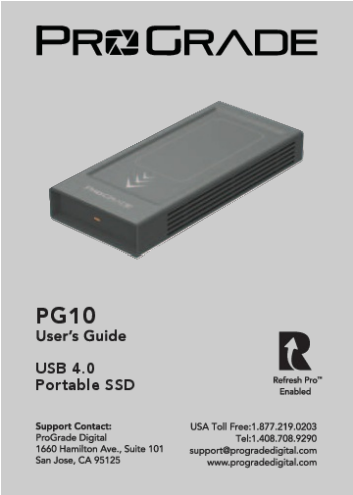
© 2024 ProGrade Digital. All rights reserved.

Related Documents - PG10

	<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>Oyen Digital U34 Bolt User Guide: Specifications, Features, and Support</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>How to Partition, Format, and Troubleshoot WD External Hard Drives on Windows and macOS</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>Oyen Digital U32 Shadow Portable Drive User Guide</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 DIGITAL™ 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 ...

lang:en score:32 filesize: 215.62 K page_count: 2 document date: 2024-09-24

