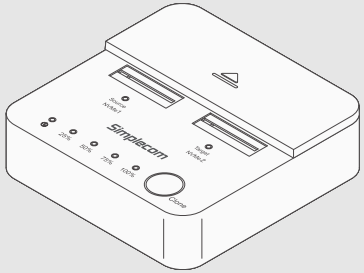
Simplecom®

SD550v2 USB 3.2 Gen2x2 to Dual Bay NVMe M.2 SSD Docking Station

SD550v2 | User Manual



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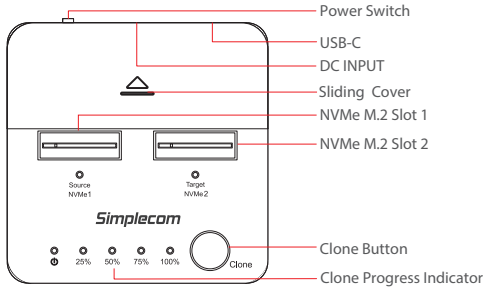
About Product

SD550v2 is a dual-bay NVMe M.2 SSD docking station designed to access two NVMe M.2 SSDs simultaneously. This allows for effortless file transfer or backup operations between two NVMe M.2 SSDs. With multi-LUN (logical unit number) support, it displays two separate drive letters, simplifying the process of copying files between drives. Fast USB 3.2 Gen2x2 interface support up to 20Gbps data transfer rate and can be easily attached to computer USB port.

When not connected to a computer via USB, it can function as a standalone duplicator dock. This feature enables effortless duplication of NVMe M.2 SSDs without the need for a computer host, making it perfect for tasks like data backup and migration.



Features

- Dual Bay NVMe M.2 SSD docking, support NVMe M.2 SSD only
- Access data from two NVMe M.2 slots simultaneously
- Support multi-LUN, each slot has a separate drive letter
- USB 3.2 Gen2x2 interface support up to 20Gbps data transfer rate
- Support offline clone, standalone duplicating/cloning without PC
- Sliding cover to protect the M.2 slots when they are not in use
- Compact design, save and tidy your desktop space
- LED light indicates Power and Activity status

Specifications

- Model: SD550v2
- Interface: USB-C (USB 3.2 Gen2x2)
- Transfer Rate: up to 20Gbps
- SSD Support: NVMe M.2 Only
- SSD Size Support: 2230, 2242, 2260, 2280, 22110
- Multi-LUN Support: Yes
- DC Input: 12V2A
- Net Weight: 88g
- Dimensions: 72 x 72 x 22mm
- Operating System: Windows 7 and above, Mac OS 10.8 and above

Package Contents

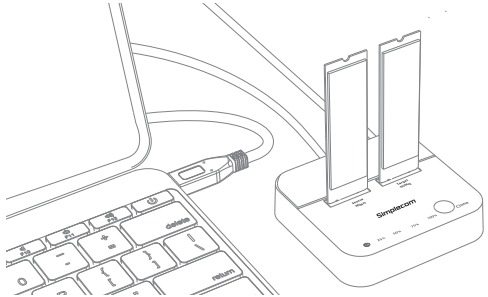
- 1x SD550v2 Docking Station
- 1x USB-C to USB-C Cable
- 1x Power Adapter

Installation

1. Plug the power adapter into the dock USB-C port labelled "DC 12V"
2. Connect USB-C cable to USB-C port on the dock labelled "USB-C" and another end to PC
3. This dock doesn't support hot-swap. Please turn off the docking prior to plug or unplug SSD, otherwise it may damage the SSD circuit.

DO NOT HOT-SWAP SSD
This dock doesn't support hot-swap. Please turn off the docking prior to plug or unplug SSD

BEWARE HOT SURFACE
Do not touch the SSD during operation, drives temperature can reach up to 70°c during operation



Partition and Formatting

You need to initialize new disk in Disk Management if a new M.2 SSD installed. To do so, in the search box on the taskbar, type ***Disk Management***. You can also search ***Computer Management*** instead, and then go to ***Storage > Disk Management***.

In Disk Management, right-click the disk you want to initialize, and then click ***Initialize Disk*** (shown above). If the disk is listed as Offline, first right-click it and select ***Online***. Choose ***GPT partition*** style then click OK. GPT is more robust and allows for volumes bigger than 2 TB. The older Master Boot Record (MBR) disk type is used by older 32-bit PCs.

Format New Drive

1. Select and right-click the unallocated space on the drive, then select ***New Simple Volume***.
2. Select ***Next***, specify the size of the volume (you'll likely want to stick with the default, which uses the whole drive), and then select ***Next***.
3. Specify the drive letter you want to assign and then select ***Next***.
4. Specify the file system you want to use, select ***Next***, and then ***Finish***.

Offline Clone

a) Unplug USB cable from computer
b) Switch off the docking station
c) Insert two NVMe SSDs to "Source" and "Target" slots
d) Switch on the power button and wait for both NVMe1 and NVMe2 lights are constant on (red light will flash if M.2 SSD is not recognized)
e) Press and hold CLONE button for about 5 seconds until all Clone Progress Indicators start flashing, then press the CLONE button again to start cloning
f) Clone in progress: 25%, 50%, or 75% indicators will blink in a cycle according clone progress
g) Clone finished when 100% Indicator is constant on
h) Switch off the dock after clone finished, please be careful the hot surface when taking out SSDs

⚠ IMPORTANT NOTES

- Please backup any important data before cloning process
- Target (NVMe2) capacity must be equal or larger than Source (NVMe1)
- USB cable must be unplugged when clone in progress
- Do not move SSDs or disconnect power when clone in progress
- Do not touch the SSD during operation. Be careful of hot surface of M.2 SSD, M.2 drives temperature can reach up to 70°c during operation
- Cloning time depends on the SSD size (Not Data Size)
- Please note offline clone is hardware level copy, and no matter data size on the source SSD, it will copy from first to last sector of entire SSD. (Clone a full or an empty SSD will take same amount of time)

Troubleshooting

SSD is not recognized
1. Please check the SSD model and spec, this dock supports NVMe M.2 only, SATA M.2 is not supported
2. Please switch off the dock and switch on again, please note this dock doesn't support hot-swap. Please turn off the docking prior to plug or unplug SSD
3. You can check SSD under Windows Disk Management, to check if any SSD is offline. If you cloned a SSD, they will have same signature and Windows only can assign one drive letter and another SSD will show offline because it has signature collision with another, you can force the SSD Online by right click then click Online.

Unable to start cloning
1. Please check if USB cable is disconnected to computer.
2. Please turn off the docking and turn on again until you can see both NVMe1 and NVMe2 lights are constant on.
3. Please check the target SSD capacity must be larger/equal than the source SSD.

Indicator light stops flashing up during offline duplicating
It might because of bad sectors on eighter source or target drive, so that data couldn't be cloned as usual. You can change to another SSD and try again.

Where is rest capacity of SSD after cloning?
After cloning, if the target SSD size is larger than source SSD, the rest capacity of target SSD can be found under Windows "Disk management", which located at "Administrative Tools" in Control Panel, you can create a new partition by right click the unused space of target SSD.

Safely Disconnect

Windows: Look for the Safely Remove Hardware icon on the taskbar (right side system tray area). If you don't see it, select Show hidden icons . Click the icon and select the hardware you want to eject.

Mac: In Mac OS the drive appears as an icon on the desktop. Before unplugging the drive, it needs to be dismounted by dragging the drive to the Trash Can, once the activity light has gone out, you can safely remove the drive.

Warranty

1 Year limited Warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
For our assistance with regards to warranty please email to support@simplecom.com.au or create a support ticket at http://www.simplecom.com.au

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