AV Pro

Instruction Manual

CalDigit

For more information visit www.caldigit.com

Contents

Introduction

The CalDigit AV Pro is a unique storage device that allows users to expand and evolve their storage needs like never before. The removable drive module of the AV Pro not only allows users to add extra storage, but also transfer drives between other AV Pro or T series enclosures and archive them for later access. Most importantly, this allows the ability to add 2.5" SSD drives to the unit for blazingly fast speeds of up to 430 MB/s. Thanks to the CalDigit Drive Utility, the health of your AV Pro is constantly monitored, relaying any important notifications to the user. In addition, CalDigit has released an iOS and Android app to make it even more convenient for AV Pro owners to get the most out of their drive.

The AV Pro utilizes a revolutionary transfer protocol called UASP (USB attached SCSI Protocol) which vastly improves the performance of the USB 3.0 interface. This SCSI protocol allows for the queueing and execution of multiple and out of order bidirectional command requests. This results in improved performance and efficiency that has not been available on USB 3.0 storage devices until now. Transfers using the traditional BOT (Bulk Only Transport) Protocol only allowed the execution of a single unidirectional command at a time without the ability to queue.

CalDigit believes in the quality of your new device and has backed it with a 3 year warranty. We hope you enjoy your AV Pro as much as we have designing it.

⚠️ General Use Warnings

Please read the AV Pro manual thoroughly and familiarize yourself with the product before use.

Only use the AV Pro in an area with sufficient ventilation. Make sure that the fan is not obstructed to ensure heat dissipation. Do not leave or use the AV Pro near a heat source or direct sunlight.

Avoid using the AV Pro in extremely hot and cold environments as it will increase the likelihood of premature drive failure. A safe temperature range is between 40°F – 95°F (4.4°C - 35°C) .

Avoid using the AV Pro in humid environments. Moisture and condensation can accumulate in the drive and damage the electrical components, resulting in unit failure and catastrophic data loss.

Only use the power adapter that has been supplied with the AV Pro. An excessive or inadequate power supply can result in unstable performance or drive failure.

Make sure to transport your AV Pro with care. Hard drives are sensitive to shock and rough handling, and can result in degrading performance or disk failure.

⚠️ Safety Warnings

Keep the AV Pro away from liquids and moisture. Exposure to liquids on the AV Pro can result in damaging the unit, electric shock, and result in a fire hazard. If your AV Pro gets wet while it is still off, do not turn it on.

In the case of any issue with the device, do not attempt to repair or open the AV Pro yourself. Doing so can result in personal injury, damage the device, and will void the warranty. If you have any issues, please contact CalDigit Technical Support.

All electrical devices are susceptible to failure. In order to protect yourself against sudden data loss, it is highly recommended that you create at least two backups of your data. If you will be sending a drive back to CalDigit for service , please make sure you have backed up your data beforehand. CalDigit cannot guarantee the integrity of data on drives that are returned to us. CalDigit cannot make provisions for data recovery or be held liable for any data loss.

The AV Pro comes with a standard, 3-year limited warranty.

Burst transfer rates will vary from one computer to another. Depending on the host configuration, average speeds are usually lower.

Weight varies by configuration and manufacturing process.

⚠️ **IMPORTANT**

Use of this product is subject to acceptance of the software license agreements included. The product contains electronic documentation.

1TB (Terabyte) = 1000GB. 1GB = 1,000,000,000 bytes. Total accessible capacity varies depending upon operating environment (typically 5–10% less).
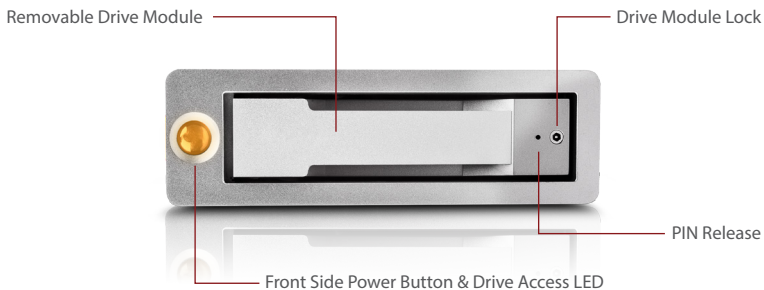
Package Contents

1. One AV Pro
2. One CalDigit drive module
3. Drive module key
4. One power supply and AC cord
5. USB 3.0 cable

NOTE	Manual and software come preinstalled in the drive.

AV Pro Diagram

Removable Drive Module ——————————— Drive Module Lock

Front Side Power Button & Drive Access LED

PIN Release

AC Adapter ——————— USB 3.0 ——————— Smart Fan

Kensington Lock ———————

* Kensington^{TM} Security lock (lock is not included). Use a standard computer lock to secure the AV Pro and prevent theft.

Using the AV Pro

1 Turn on the computer, make sure you have logged into the OS.

2 Connect a USB 3.0 cable or FireWire 800 cable (if port is available).

3 Connect the power supply to the AV Pro.

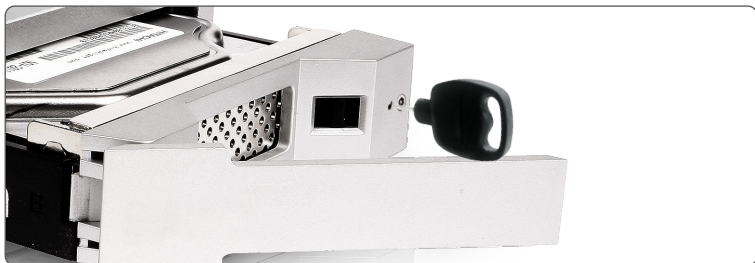4 Press the AV Pro's power button and it will boot. You will see it mount and it will be ready for use.

Replacing the AV Pro Drive Module

1 Insert the drive key into the lock on the front of the drive module and turn clockwise to unlock.

2 Insert the drive pin into the pin release until the handle of the drive module pops out.

3 Pull out the drive module from the AV Pro enclosure.

4 Lay the AV Pro horizontally and make sure the lock on the drive module is on the opposite side of the power button before inserting the drive. Insert the drive module into the AV Pro enclosure and press down on the drive module handle until it locks securely into place. Please do not use excessive force to insert the drive. The new drive will then mount onto your OS.

⑤ To lock the new module into place, insert the drive key into the lock and turn counterclockwise.

Turning off the AV Pro

To power down the AV Pro, right click on the "AV Pro" drive icon on your desktop, and click "Eject CalDigit AV Pro". When the AV Pro dismounts, press the power button on the front until the light turns off.

Overview of CalDigit Drive Utility

NOTE	The CalDigit Drive Utility serves as a diagnostic and notification tool, but is not required to use the drive.

The CalDigit Drive Utility provides important information to help users obtain the current status of their AV Pro or T Series storage solutions.
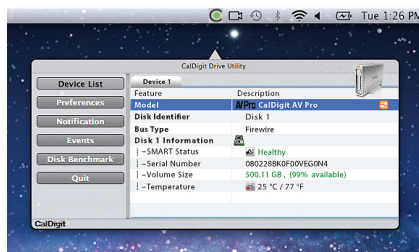
Icon Legend

	Toolbar Icon: The drive is online.
	Toolbar Icon: There is an issue with the drive Drive free space under 10% or temperature of drive exceeds 85 ^{o}C.
	Toolbar Icon: The temperature of drive is 70~85 ^{o}C.
	Toolbar Icon: The drive is not being detected.
	Available space is less than 10%.
	The drive volume exceeds 10%

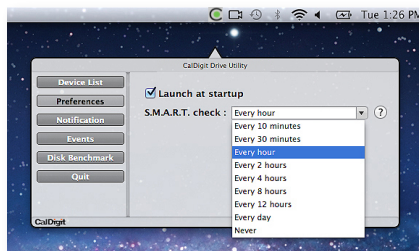|	
	The drive is online.
	Temperature is 70~85 ^{o}C.
	Drive caution: volume over 90% capacity or temperature of drive exceeds 85 ^{o}C
	No drive detected.
	The temperature is normal (< 85 ^{o}C).
	The temperature is higher than 85 ^{o}C.
	The drive is healthy.
	The drive is unhealthy.
Device 1	Multiple Devices: The drive is working properly.
Device 1	Multiple Devices: The drive has reached a temperature 70~85°C.
Device 1	Multiple Devices: The drive exceeds a temperature of 85°C.

1 . Device List

This section of the software gives you detailed information for each of the CalDigit devices connected to your computer.

2 . Preferences

This section allows you to turn smart polling on or off, which automatically checks the status of your AV Pro. Furthermore, you can select whether you want the utility to open automatically when you log in to your computer, and at what intervals it will check the status of your drives.

3 . Notifications

- Smart Notification
  If you enable "Instant Notification", the software will notify you if there is a problem with your AV Pro.
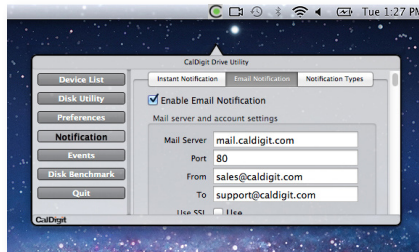 If you also enable "With voice notification", you will get a voice notification.
- Email Notification
  If you select "Enable email notification" and input your email address, you will be notified if there is an issue with your AV Pro.
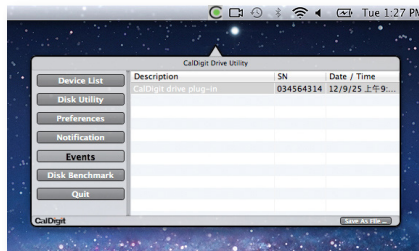- Notification Types
  Here you can select what types of notifications you would like to receive.
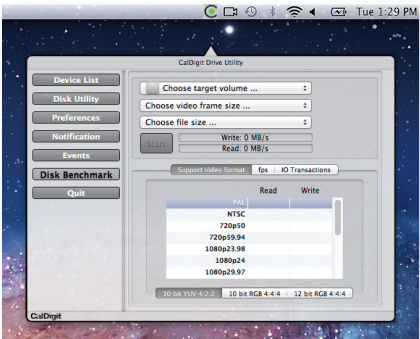

4 . Events

In this section of the software, you will receive detailed event information about your AV Pro.

5 . Disk Benchmark

Run benchmark tests on your CalDigit AV Pro to determine the read and write speeds of your drive. It also gives you detailed information about what types of video resolutions can be successfully played back.

CalDigit Thunder View Mobile App (Optional)

To download the Thunder View App please visit the Apple App Store or the Google Play Store to download the free app to your iOS or Android device.

Features of the CalDigit Thunder View App include :

- Monitor the status of your AV Pro or CalDigit Thunderbolt drive
- Calculate how much hard drive space you need, depending on the resolution of your video files
- Contacting CalDigit Support
- Additional miscellaneous tools

Thunder View Picture Guide

Main icon on desktop

Device list

IP Address

Disk info

Audio bitrate

Color

Film length

Pixel size

Assistance

Order accessories and parts

AC Adapter
Part # AVDrive-ACAdapter   SKU # 791985

CalDigit FireWire 800 cable, 9-pin to 9-pin, 6ft
Part # CBFWY9-6   SKU # 704102

CalDigit FireWire 800 cable, 9-pin to 4-pin, 6ft
Part # CBFWY4-6   SKU # 704103

CalDigit FireWire 800 to FireWire 400 cable, 9-pin to 6-pin, 6ft
Part # CBFWY6-6   SKU #SKU704104

CalDigit USB 3.0 A/B Cable, 3ft
Part # CBUSB3AB-3-CD   SKU # 791980

CalDigit USB 3.0 A/B Cable, 6ft
Part # CBUSB3AB-6-CD   SKU # 791981

CalDigit AV Pro 1TB HDD drive module
Part # CDDrive-1TB   SKU # 590103

CalDigit AV Pro 2TB HDD drive module
Part # CDDrive-2TB   SKU # 590114

CalDigit AV Pro 3TB HDD drive module
Part # CDDrive-3TB   SKU # 590120

CalDigit AV Pro 4TB HDD drive module
Part # CDDrive-4TB   SKU # 590115

CalDigit AV Pro 240GB SSD drive module
Part # CDDrive-S240   SKU # 590101

CalDigit AV Pro 480GB SSD drive module
Part # CDDrive-S480   SKU # 590102

Technical Support & Warranty Information

Technical Support

If you run into any issues while installing your CalDigit AV Pro, please contact CalDigit Technical Support:

support@caldigit.com
www.caldigit.com/support.asp
1-714-572-6668

When contacting CalDigit Technical Support, make sure to be at your computer and have the following information available:

① Your AV Pro serial number
② Operating system and version
③ Computer make and model
④ Other devices connected to your computer

You can also post on the CalDigit forum at the Creative Cow: www.creativecow.net.

CalDigit Warranty Information

For detailed CalDigit warranty information please see the CalDigit website:
www.caldigit.com/rma/Limited-Warranty.pdf

*Specifications and package contents are subject to change without notice

CalDigit AV Pro
www.caldigit.com
© 2012 CalDigit, Inc. All Rights Reserved