

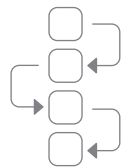


U.2 NVMe Interchange System for Mercury Helios 3S

Assembly Manual & User Guide



Install up to 16TB
U.2 NVMe SSD



Designed for
global workflows



Locking drive bay

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1.1 Minimum System Requirements

Mac Requirements

- macOS 10.14.5 or later

PC Requirements

- Windows 10 or later

Hardware

- OWC Mercury Helios 3S
- Mac or PC with a Thunderbolt 3 port

Supported U.2 Drives

- 2.5-inch U.2 NVMe SSD drive with a PCIe interface
- SATA or SAS drives are not supported
- Hot-swap is not supported (Disconnect the Mercury Helios 3S to swap the drive)

1.2 Package Contents



U.2 NVMe Interchange System
for Mercury Helios 3S



Quick Start Guide

1.3 About This Manual

The images and descriptions may vary slightly between this manual and the unit shipped. Functions and features may change depending on the firmware version. The latest product details and warranty information can be found on the product web page. OWC's Limited Warranty is not transferable and subject to limitations.



General Use Precautions

To avoid damage, do not expose the device to temperatures outside:

- Environmental (Operating)
 - Temperature (°F): 41° – 95°
 - Temperature (°C): 5° – 35°
- Environmental (Non-Operating)
 - Temperature (°F): -4° – 140°
 - Temperature (°C): -20° – 60°
- Protect your device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.
- Do not block any ventilation openings on the device. These help to keep the device cool during operation. Blocking the ventilation openings may cause damage to the device and cause an increased risk of short-circuiting or fire.



Safety Precautions

- Read this guide carefully and follow the recommended steps for assembly.
- Use proper anti-static precautions while installing this device. Failure to do so can cause damage to your drive and/or the PCIe enclosure.
- Do not attempt to disassemble or modify the device. To avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions, never insert any metallic object into the device. If it appears to be malfunctioning, please contact technical support.
- Never expose your device to rain or use it near water or in damp or wet conditions. Never place objects containing liquids on the device, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

1.4 Rear View

1. Security lock – use the included keys to unlock or secure the U.2 drive carrier tray to the Mercury Helios 3S.
2. Security slot – connect a security tether here.



1.5 Usage Notes

- To ensure no data is lost during normal use, always eject or unmount the corresponding disk(s) from your operating system before disconnecting the Mercury Helios 3S from power. Several options are provided below for Mac and PC.
 - macOS
 - Drag the disk icon to the trash can in the Dock; OR
 - Right-click the disk icon on the desktop, then click 'Eject'; OR
 - Highlight the disk icon on your Desktop and press Command-E.
 - Windows
 1. Go to the System Tray (located in the lower right corner of your screen). Click on the "Eject" icon (a small green arrow over a hardware image).
 2. A message will appear, detailing the devices that the "Eject" icon controls, i.e., "Safely remove..." Click on this prompt.
 3. You will then see a message that says, "Safe to Remove Hardware." It is now safe to disconnect the Mercury Helios 3S from the computer.
- The steps above are applicable to Windows 10 build 1803 and earlier. If you are using Windows 10 build 1809 (October 2018) or later, you can eject the drive by clicking the 'Show hidden items' menu in the Taskbar, then clicking 'Safely Remove Hardware and Eject Media', and last select the 'Eject' option for this volume.

2.1 Assembly Steps

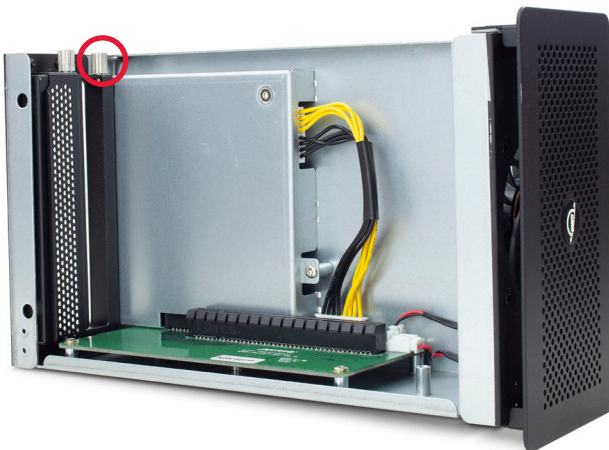
This section describes the process of setting up and installing the U.2 NVMe Interchange System for Mercury Helios 3S; drive formatting information is available in Section 3. If you received this product pre-installed and need to replace the U.2 drive, start with the final step and work backward to Step 6, at which point you can replace the drive and then follow the same instructions back to the final step.



1. Loosen the captive thumbscrews on the back of the Mercury Helios 3S until they spin freely.



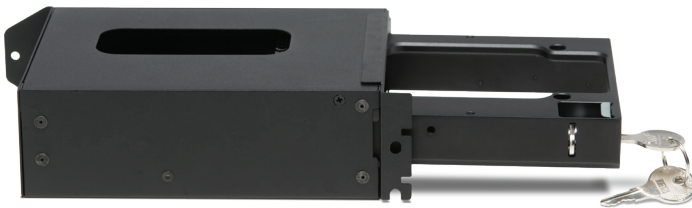
2. Set the enclosure on its side then grip the front grill and slide the inner chassis out of the outer enclosure.



3. Remove both of the highlighted thumbscrews. Set the screws and the inner chassis aside.



4. Set the U.2 NVMe Interchange System in front of you then turn the key to unlock the drive tray.



5. Pull the drive tray out and separate it from the outer case.



6. Flip the drive tray over and set it on a flat surface. Place the U.2 drive into the drive tray making sure the connector on the drive is align with the connector on the tray.



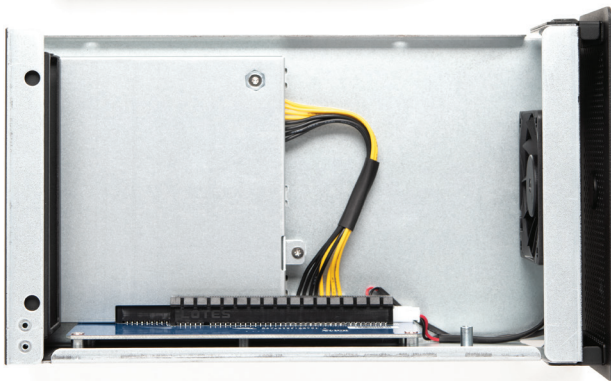
7. Slide the drive forward until it is fully seated on the U.2 connector. Minimal force is required.

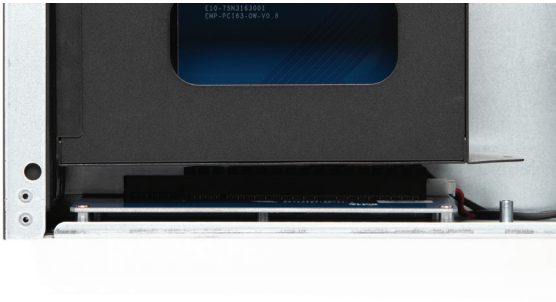


- Carefully flip the drive tray over and affix the drive to the tray using the four included drive screws, at the locations shown. Be sure all four screws are alike; there is a fifth screw used later that is similar to but not exactly like the others. For now set the tray and drive aside.

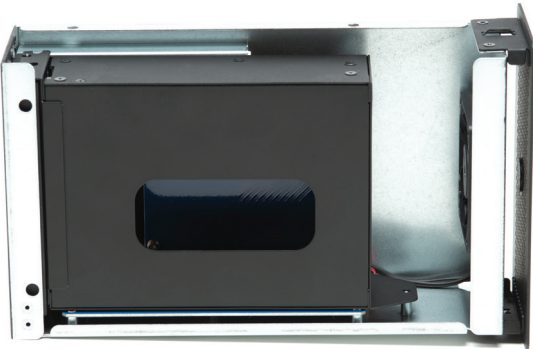


- Align the inner chassis of the Mercury Helios 3S and the outer case of the U.2 interchange system as shown.

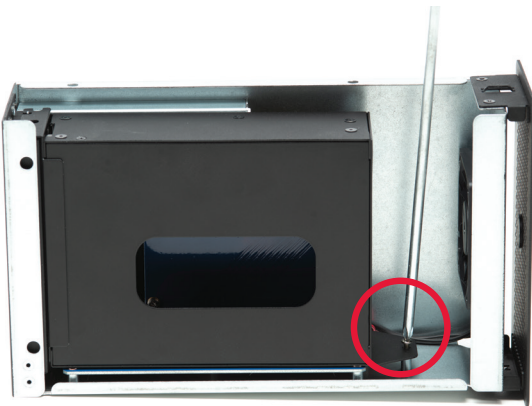




10. Carefully seat the interchange system into the PCIe slot, making sure the bracket ends slot into their cutouts, located on the bottom of the Mercury Helios 3S.



11. Carefully flip the Mercury Helios 3S over so that it's resting on its feet as shown. Affix the last included screw at the location shown.



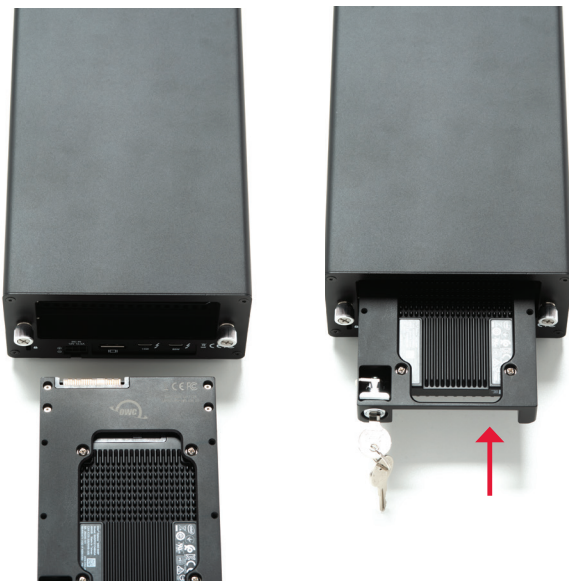
12. Re-affix the two thumbscrews you removed in Step 3, to secure the PCIe bracket on the Interchange system.



13. Again set the combined inner chassis and outer case on their side, then slide them into the outer enclosure of the Mercury Helios 3S, until the front grill is flush with the edge of the enclosure.



14. Re-fasten the two captive thumbscrews you loosened in Step 1.



15. Take the drive tray, oriented as shown, and carefully slide it into the back of the Mercury Helios 3S. Once the connector on the tray is fully seated, the edge of the tray should be flush with the edge of the Mercury Helios 3S.



16. Turn the key on the drive tray to lock it into place, then remove the key.



17. When the installation is complete the device should appear as shown. The PCIe enclosure and installed U.2 drive can now be connected to the computer host and the drive formatted as needed.

3.1 Formatting

For additional formatting information, including instructions on how to format your U.2 SSD for Mac or Windows, go to: www.owcdigital.com/format

3.2 Troubleshooting

Begin by verifying that the power cable is connected to the Mercury Helios 3S and to a power source. If the power cable is connected to a power strip, make sure that the power strip switch is in the ON position. Next, verify that both ends of the data cable are properly plugged into the computer and the Mercury Helios 3S, respectively.

If you are still having trouble, try connecting a different Thunderbolt 3 cable and see if the Mercury Helios 3S works properly; you can also connect the device to a different computer.

3.3 About Data Backup

To ensure that your files are protected and to prevent data loss, we strongly suggest that you keep two copies of your data: one copy on your Mercury Helios 3S and a second copy on either your internal drive or another storage medium, such as an optical backup, or on another external storage unit. Any data loss or corruption while using the Mercury Helios 3S is the sole responsibility of the user, and under no circumstances may OWC, its parents, partners, affiliates, officers, employees, or agents be held liable for loss of the use of data including compensation of any kind or recovery of the data.

3.4 Contacting Technical Support



Phone: M–F, 8am–5pm Central Time
1.866.692.7100 (N. America) | +1.815.338.4751 (Int'l)



Chat: M–F, 8am–8pm Central Time
www.owcdigital.com/support



Email: Answered within 48 hours
www.owcdigital.com/support

Changes:

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FCC Statement:

Warning! Modifications not authorized by the manufacturer may void the user's authority to operate this device. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

Warranty:

The U.2 NVMe Interchange System for Mercury Helios 3S has a [2 Year OWC Limited Warranty](#). For up-to-date product and warranty information, please visit the [product web page](#).

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