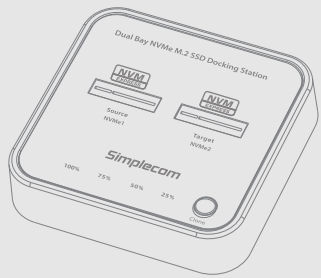


## SD550 USB 3.2 Gen2 to Dual Bay NVMe M.2 SSD Docking Station

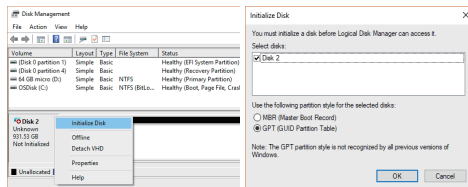
SD550

User Manual


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## Partition and Formatting

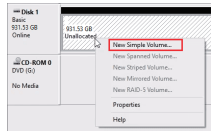
You need to initialize new disk in Disk Management if a new M.2 SSD installed. To do so, in the search box on the taskbar, type **Disk Management**. You can also search **Computer Management** instead, and then go to **Storage > Disk Management**.



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.

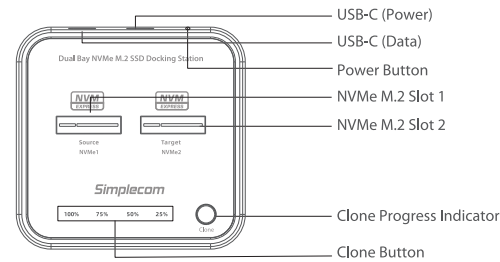
### Format New Drive

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**.



## About Product

SD550 is a dual bay NVMe M.2 SSD docking station that supports accessing of two NVMe M.2 SSDs simultaneously, so you can easily transfer or backup files between two NVMe M.2 SSDs. With multi-LUN (logical unit number) support, it will show two separate drive letters, so you can copy files from one drive to another easily. USB 3.2 Gen2 interface support up to 10Gbps data transfer rate and can be easily attached to computer USB port. It also can be used as a standalone duplicator dock when not connecting USB to a computer. It allows you to duplicate NVMe M.2 SSD easily without a computer host, ideal for data backup and migration. It provides a simple and fast solution for backup data, batch processing data, formatting, file transfers, data recovery, and more.



## Offline Clone

- a) Unplug USB cable from computer
- b) Switch off the Docking
- c) Insert two NVMe SSDs to "Source" and "Target" slot
- d) Switch on the docking and wait for both NVMe1 and NVMe2 lights are constant on
- e) Press and hold CLONE button for about 5 Seconds until all progress bar lights is on, release button and clone is started
- f) Clone in progress: 25%, 50%, or 75% indicators will blink 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 Note

- 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)

## 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 Gen2 interface support up to 10Gbps data transfer rate
- Support offline clone, standalone duplicating/cloning without PC
- Compact design, save and tidy your desktop space
- LED light indicates Power and Activity status

## Specifications

- Model: SD550
- Interface: USB-C (USB 3.2 Gen 2)
- Transfer Rate: up to 10Gbps
- SSD Support: NVMe M.2 Only
- SSD Size Support: 2242 / 2260 / 2280 / 22110
- Multi-LUN Support: Yes
- DC Input: 5V3A
- Net Weight: 157g
- Dimensions: 79 x 77 x 19mm
- Operating System: Windows 7 and above, Mac OS 10.8 and above

## Package Contents

- 1x SD550 Docking Station
- 1x USB-C to USB-C Cable, 1x USB-C to USB-A Cable
- 1x Power Adapter (5V3A)

## 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 NVMe1 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 either 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.

## Installation

1. Connect the power adapter to the dock with USB-C to USB-A cable
2. Plug USB-A end to power adapter and USB-C end to the "DC IN" port on the dock
3. Connect "PC" port with another USB-C cable to Computer
4. 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.



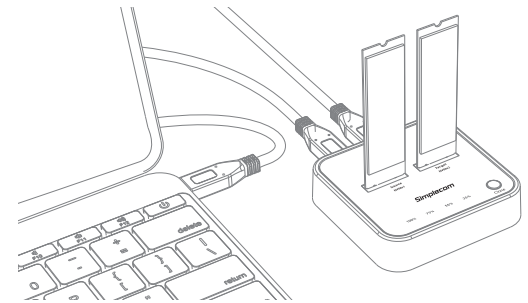
### DO NOT HOT-SWAP SSD

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



## 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](mailto:support@simplecom.com.au) or create a support ticket at <http://www.simplecom.com.au>

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