

# BlackBox PRO

## User Guide

### Rugged External Desktop USB C (3.1 Gen2) enclosure

#### Unpacking Your BlackBox PRO

Your Glyph BlackBox **PRO** and accessories are packaged in a sturdy shipping container. Please inspect the container for evidence of shipping damage and mishandling. If the container is damaged, file a report with the carrier or dealer immediately. Do not attempt to unpack and operate your BlackBox **PRO** until the carrier or dealer confirms the damage. If the container is in good condition, proceed with unpacking BlackBox **Plus**. Verify that all the items described in the next section are present and in good condition. If any of the items you expect to find in your container is missing or damaged, contact the dealer before proceeding any further. In any case, do keep the shipping container and all packing materials in a safe place.

BlackBox **PRO** package includes:

BlackBox **PRO** Enclosure with Silicone Protective cover

Glyph USB-C (3.1 Gen2) to USB-C (3.1 Gen2) cable

Glyph USB-C (3.1 Gen2) to USB-3.0 cable (not compatible with USB 2.0)

International AC Adapter

Use the included USB cable to connect BlackBox **PRO** to your computer. BlackBox **PRO** comes pre-formatted for Mac and is ready for use out of the box. If you plan to use BlackBox **PRO** with Microsoft Windows, please follow the instructions below for formatting with Windows computers. To use BlackBox **PRO** with your computer, you need:

- A Mac or PC with a USB C, USB 3.0, or USB 2.0 port, and one of the following operating systems:
  - Mac OS X version 10.4 or later
  - Windows 7 or later

# Getting Started

## Connect BlackBox **PRO** to your computer

### WARNING:

Always be sure to properly eject the drive from your desktop before physically unplugging BlackBox **PRO** from your computer. You can accomplish this by dragging BlackBox **PRO** icon to the trash in the dock, by selecting BlackBox **PRO** icon and pressing the “command” and “E” keys simultaneously, or by using Disk Utility application.

## Windows Formatting Instructions (7 and above) once BlackBox **PRO** is connected

1. Right-click My Computer and click Manage.
2. In the Computer Management window, under Storage, click Disk Management.
3. In Disk Management, right click the Unallocated partition near the bottom of the window that corresponds to the capacity of BlackBox **PRO** (often Disk 1). Click "New Simple Volume" and the Write Signature Wizard pops up.
4. Use the wizard to write a signature to the new drive. If you want only one partition we suggest using a primary partition and selecting the maximum size. In most cases you'll want to use NTFS volumes, this is the default for Windows 7. Ensure "Perform a Quick Format" is checked. Choose exFAT if you want to use the drives with older versions of Windows or if you want to use the drive with Windows and Mac OS.
5. Formatting will take a few minutes after which your drive will be ready to use.
  - Note - Formatting for Windows 8 and above is the same once you are in Disk Management.

## Mac OS X 10.11 Formatting Instructions once BlackBox **Plus** is connected

(for older version levels, contact us or contact Apple)

Since your BlackBox **Plus** comes pre-formatted for Mac you don't need to format it on installation. If you decide to reformat or partition your drive at a later date, use Disk Utility (supplied with the Mac OS X operating system).

Caution: This procedure will destroy any data currently on the drive. Before formatting a drive, save any important data it contains.

1. Open Disk Utility:
  - Double click on your internal hard drive mounted on the desktop.
  - Open Applications Folder > Utilities Folder > double click on Disk Utility.
2. Select your BlackBox **Plus** drive from the list on the left. The top entry represents the device and the entry underneath it represents the volume associated with that device. Click on the Volume level.
3. Click on the Erase Tab.
4. Give the drive a name that will represent the volume.
5. Ensure that the format is “Mac OS Extended (Journaled)” from the drop down list.
6. Click the Erase button.
7. Affirm that you wish to erase this volume and reformat with the settings applied.
8. Formatting will take a few moments after which your drive is ready to use.

# Warranty Information

3 Year Hardware Warranty

2 Year Free Basic Data Recovery Attempt (we cannot guarantee our data recovery attempts will be successful)

1 Year Advance Replacement within 48 Continental U.S. States only (if Technical Support cannot resolve your issue via phone).

Your purchase of BlackBox **PRO** from an authorized Glyph reseller includes a comprehensive three-year warranty.

Glyph warrants that your BlackBox **PRO** is free from material and mechanical defects. Proof of purchase may be required to receive warranty service. If you are unable to provide a valid proof of purchase, the warranty period will be calculated based on the original date of sale between Glyph and the authorized reseller.

## What is not covered?

BlackBox **PRO** warranty does not cover damage or accidental damage caused by misuse, modification, alteration, tampering, an unsuitable operating environment, improper care, or failure caused by another product for which Glyph is not responsible.

## What is the warranty procedure?

1. Contact Glyph Technical Service (see below) and obtain an RMA (Return Merchandise Authorization) number.
2. Carefully pack and ship your BlackBox **PRO** to the address provided by the Glyph service representative. There is no need to include cables of any kind, just BlackBox **PRO** unit. Be sure the box is clearly labeled in several places with your RMA number.

## Warranty & Technical Support

If at any time you have questions regarding BlackBox **PRO**, please contact us using one of these methods:

Phone support:

855.335.0345 (toll-free U.S. only)

607.275.0345 (international or local)

Email:

[tech@glyphtech.com](mailto:tech@glyphtech.com)

Web:

[www.glyphtech.com/support](http://www.glyphtech.com/support)

## Contact Us

NOTE: Before contacting Glyph support, we recommend you gather the following information about your configuration:

- BlackBox **PRO** serial number (located on the bottom of your BlackBox **PRO**)
- Operating System (Windows 7 and above, Mac OS X 10.4 and above) Version Level

# BlackBox PRO Specifications

Part Number	BBPRxxx (xxx is equal to total capacity)
Interfaces	(1) USB C (3.1 Gen2) Super-Speed port
Maximum Transfer Rate	220 MB/sec
Dimensions	1.7" x 5.1" x 8.2"
Power Supply	International AC Adapter
OS Compatibility	Mac OS 10.4 and above Microsoft Windows 7 and above Modern Unix based, Linux, or BSD
Warranty	3 Year Hardware Warranty 2 Year Free Basic Data Recovery Attempt (we cannot guarantee our data recovery attempts will be successful) 1 Year Advance Replacement within 48 Continental U.S. States only

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