

Blackbox Pro™ User Guide

Rugged External Desktop USB C (3.1 Gen2) enclosure



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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 Pro. 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 are 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 the 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 Pro is connected

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

Since your BlackBox Pro 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 Pro 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 the 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:

800.335.0345 (toll-free U.S. only)

607.275.0345 (international or local)

Email:

tech@glyphtech.com

Web:

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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