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# Dual-Bay Drive Eraser, Duplicator, and Docking Station for 2.5" and 3.5" SATA

SDOCK2ERU33

*actual product may vary from photos

FR: Guide de l'utilisateur - fr.startech.com
DE: Bedienungsanleitung - de.startech.com
ES: Guía del usuario - es.startech.com
NL: Gebruiksaanwijzing - nl.startech.com
PT: Guia do usuário - pt.startech.com
IT: Guida per l'uso - it.startech.com

For the latest information, technical specifications, and support for this product, please visit www.StarTech.com/SDOCK2ERU33.

Manual Revision: 08/09/2017

**FCC Compliance Statement**

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 to 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 into an outlet on a circuit different from that to which the receiver is connected.

•   Consult the dealer or an experienced radio/TV technician for help

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by StarTech.com could void the user's authority to operate the equipment.

**Industry Canada Statement**

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CAN ICES-3 (B)/NMB-3(B)

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# Product diagram

## Top view



1. Hard drive #2 eject button

2. Hard drive #2 slot
(source for duplication)

3. Hard drive #1 eject button

4. Hard drive #1 slot
(destination for duplication)

5. POWER button

6. MODE button

7. START button

8. Erase mode switch

9. Hard drive #2 LED

10. Hard drive #1 LED

11. Progress LED

12. COPY LED

13. ERASE LED

14. PC LED

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**Rear view**



① USB 3.0 port

② Power adapter port

# Package contents

- 1 x drive eraser/duplicator dock
- 1 x USB-A to USB-B cable
- 1 x USB-C to USB-B cable
- 1 x universal power adapter (NA/JP, UK, EU, ANZ)
- 1 x quick-start guide

# Requirements

- Computer system with USB 3.1 Gen 1 port
- Up to two 2.5" or 3.5" SATA HDDs or SSDs

The SDOCK2ERU33 is OS independent and doesn't require any additional drivers or software.

Requirements are subject to change. For the latest requirements, please visit www.StarTech.com/SDOCK2ERU33.

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# About USB 3.1 Gen 1

USB 3.0 is also known as USB 3.1 Gen 1. This connectivity standard supports speeds of up to 5Gbps.

# About the LED indicators

## HDD LEDs (blue)

| Scenario | Hard drive #1 LED | Hard drive #2 LED |
|---|---|---|
| • Drive 1 connected<br>• Drive 2 not detected | Illuminated | Off |
| • Drive 1 not detected<br>• Drive 2 connected | Off | Illuminated |
| • Drive 1 is being accessed<br>• Drive 2 is connected but isn't being accessed | Blinking | Illuminated |
| • Drive 1 is connected but isn't being accessed<br>• Drive 2 is being accessed | Illuminated | Blinking |
| • Both drive 1 and drive 2 are being accessed | Blinking | Blinking |

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## Mode LEDs

| Scenario | PC LED (green) | Erase LED (red) | Copy LED (blue) |
|---|---|---|---|
| PC mode is enabled | Illuminated | Off | Off |
| Erase mode is enabled | Off | Illuminated | Off |
| Copy mode is enabled | Off | Off | Illuminated |

## PC mode progress LEDs

| Scenario | 25% LED | 50% LED | 75% LED | 100% LED |
|---|---|---|---|---|
| PC mode is enabled | Off | Off | Off | Off |

## Erase mode progress LEDs

| Scenario | 25% LED | 50% LED | 75% LED | 100% LED |
|---|---|---|---|---|
| Quick erase is complete | Illuminated | Illuminated | Illuminated | Illuminated |
| Secure erase is initiated | Off | Off | Off | Illuminated |
| Secure erase is complete | Illuminated | Illuminated | Illuminated | Illuminated |
| Erase error is occurring with drive #1 | Blinking | Blinking | Off | Off |
| Erase error is occurring with drive #2 | Off | Off | Blinking | Blinking |

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# Copy mode progress LEDs

| Scenario | 25% LED | 50% LED | 75% LED | 100% LED |
|---|---|---|---|---|
| Copy process is 0 to 24% complete | Blinking | Off | Off | Off |
| Copy process is 25 to 49% complete | Illuminated | Blinking | Off | Off |
| Copy process is 50 to 74% complete | Illuminated | Illuminated | Blinking | Off |
| Copy process is 75 to 99% complete | Illuminated | Illuminated | Illuminated | Blinking |
| Copy process is complete | Illuminated | Illuminated | Illuminated | Illuminated |
| Copy error is occurring with drive #1 | Blinking | Blinking | Off | Off |
| Copy error is occurring with drive #2 | Off | Off | Blinking | Blinking |
| Target drive is smaller than the source drive | Off | Off | Blinking | Blinking |

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# Connect the dock to a computer

**Warning!** You should handle your drives carefully, especially when you're transporting them. If you're not careful with your drives, you may lose data as a result. Always handle storage devices with caution. Make sure that you're properly grounded by wearing an anti-static strap. If an anti-static strap isn't available, touch a large, grounded metal surface for several seconds to discharge any built-up static electricity.

**Caution!** When you insert or remove a drive, the dock will temporarily disconnect and reset. To prevent data loss, wait until all processes are complete and turn off the dock before you insert or remove any of the drives.

1. Connect the universal power adapter to the Power adapter port on the dock and to a power source.

2. Connect either the USB-A to USB-B cable or the USB-C to USB-B cable to the USB 3.0 port on the dock and to the USB port on your computer.

3. Align the SATA power and data connectors on a 2.5" or 3.5" SSD or HDD with the connectors in the Hard drive #1 slot or the Hard drive #2 slot, and insert the drive into the slot.

4. If necessary, repeat step 3 to insert a second drive.

5. Press the POWER button on the dock.

**Note:** By default, the dock is in PC mode when you turn it on.

6. If the dock isn't in PC mode, press and hold the MODE button until the PC LED illuminates.

**Tip!** To cycle through the mode options, press and hold the MODE button for three seconds until one of the mode LEDs illuminates. Remove your finger and if the selected mode is not the one that you want, press and hold the MODE button for three seconds again.

**Warning!** Do not unplug the universal power adapter from the dock when the dock is connected to a computer. The dock doesn't draw any power from the computer that it's connected to and the dock will turn off when the universal power adapter is disconnected.

When the dock is turned on, the computer automatically recognizes the drive. If your computer fails to recognize the drive, you may need to initialize the drive. For more information, see the "Prepare a drive for use" section.

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# Prepare a drive for use

## Windows OS

If you install a drive that has data on it, after you connect the dock to your computer, the drive appears under **My Computer** or **Computer** with a drive letter assigned to it. If you install a brand-new drive that doesn't contain any data, you must prepare the drive for use.

**Warning!** When you complete the following steps, all of the data on your drive will be deleted. If your drive has data on it that you require, you should create a backup file or use a different drive.

1. Depending on the version of Windows® OS that you're running, do one of the following:

   - On your desktop, right-click **My Computer** and click **Manage**.

   - On your desktop, right-click **Computer** and click **Manage**.

   - Click the **Start** button or **Windows** icon. Enter **compmgmt.msc** and press **Enter**.

2. On the **Computer Management** screen, click **Disk Management**.

3. A dialog window appears and asks you to initialize the drive. Depending on the version of Windows OS that you're running, you have the option to create either an MBR or a GPT disk.

**Note:** GPT (GUIDE partition) is required for drives that are larger than 2 TB, but GPT isn't compatible with some earlier versions of operating systems. MBR is supported by both earlier and later versions of operating systems.

4. Locate the disk that is labeled **Unallocated**. To confirm that the drive is the correct one, check the drive capacity.

5. Right-click the section of the window that says **Unallocated** and click **New Partition**.

6. To initialize the drive in the format of your choice, complete the on-screen instructions.

When the drive is successfully installed, it appears under **My Computer** or **Computer** with a drive letter assigned to it.

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## macOS

If you install a brand-new drive that doesn't contain any data, you must prepare the drive for use.

**Warning!** When you complete the following steps, you create a partition that uses the entire drive space.

1. Do one of the following:

    - In **Spotlight**, enter **Disk Utility**.

    - Open **Finder**. Navigate to **Applications** and click **Utilities**. Open **Disk Utility**.

2. Select the drive and click the **Partition** tab.

3. Enter a name for the partition.

4. Click **Apply**.

The drive now appears on your desktop and is accessible in **Finder**.

# Disconnect a drive

**Caution!** When you remove a drive from the dock, the dock resets. Before removing a drive from the dock, make sure that the hard drive LEDs are not blinking.

## Windows OS

1. Click the **Safely remove Hardware and Eject Media** icon in the task bar.

2. Select the drive in the list of storage devices.

3. When a message appears saying that it's safe to remove the drive, press the drive eject button on the dock and remove the drive from the dock.

**Warning!** If you remove the drive before the message that says it's safe to do so appears, you could experience lost or corrupted data.

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## macOS

1. Close any open windows that list the contents of the drive.
2. On the desktop, drag the **USB storage** icon onto the **trash can** icon.
3. Wait 15 seconds and press the Hard drive eject button on the dock and remove the drive from the dock.

# Duplicate a drive

**Note:** The dock doesn't need to be connected to a computer in order to duplicate a drive.

**Warning!** Make sure that the storage capacity of the target drive is larger than or equal to the storage capacity of the source drive. Otherwise, you will get an error when you try to copy your drive.

1. Connect the universal power adapter to the Power adapter port on the dock and to a power source.
2. Align the SATA power and data connectors on a 2.5" or 3.5" SATA drive with the connectors in the Hard drive #2 slot, and insert the source drive into the slot.
3. Align the SATA power and data connectors on a 2.5" or 3.5" SATA drive with the connectors in the Hard drive #1 slot, and insert the target drive into the slot.
4. Press the POWER button on the dock.
5. Press and hold the MODE button until the COPY LED illuminates.

**Tip!** To cycle through the mode options, press and hold the MODE button for three seconds until one of the mode LEDs illuminates. Remove your finger and if the selected mode is not the one that you want, press and hold the MODE button for three seconds again.

6. Press and hold the START button until the drive LED starts blinking.

**Warning!** After you initiate the duplication process, don't remove either drive from the dock or interrupt the process before it is complete. Doing so might result in damage to the drive or lost data.

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# About erase modes

The SDOCK2ERU33 features two erase modes.

| Erase mode | Description |
| --- | --- |
| Quick erase | The partition table is quickly erased. |
| Secure erase | The drive's internal Secure Erase command is executed. |

# Erase a drive

**Note:** The dock doesn't need to be connected to a computer in order to erase a drive.

**Warning!** Before you erase a drive, make sure that you back up any important files or data on the drive.

1. Connect the universal power adapter to the Power adapter port on the dock and to a power source.
2. Align the SATA power and data connectors on a 2.5" or 3.5" SATA drive with the connectors in the Hard drive #1 slot or the Hard drive #2 slot, and insert the drive into the slot.
3. If necessary, repeat step 2 to insert a second drive.
4. Press the POWER button on the dock.
5. Press and hold the MODE button until the ERASE LED illuminates.

**Tip!** To cycle through the mode options, press and hold the MODE button for three seconds until one of the mode LEDs illuminates. Remove your finger and if the selected mode is not the one that you want, press and hold the MODE button for three seconds again.

6. Move the Erase mode switch to QUICK ERASE or SECURE ERASE.
7. Press and hold the START button until the drive LED starts blinking.

**Warning!** After you initiate the erase process, don't remove either drive from the dock or interrupt the process before it is complete. Doing so might result in damage to the drive or lost data.

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# Troubleshooting

## My drive is locked and unusable

If an error occurs during the secure erase process or it's interrupted, one or both of your drives may become locked and unusable.

To resolve this issue, try the following:

1. Connect either the USB-A to USB-B cable or the USB-C to USB-B cable to the USB 3.0 port on the dock and to the USB port on your computer.

2. Insert a drive in either of the drive slots on the dock.

3. Press the POWER button on the dock.

The dock will automatically try to unlock the drive. During the unlocking process, the drive LED will blink. If the drive was successfully unlocked, the 100% LED will blink and the dock will reset.

The drive should now be accessible to the computer.

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# Technical support

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For the latest drivers/software, please visit **www.startech.com/downloads**

# Warranty information

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