

 **SanDisk**<sup>®</sup>  
**PROFESSIONAL**

G-DRIVE<sup>®</sup>

User Manual



## ACCESSING SUPPORT

- For online technical support visit <https://www.westerndigital.com/support>
- To speak with technical support visit: <https://www.westerndigital.com/support/international-phone-numbers>

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## WELCOME TO G-DRIVE

### KEY FEATURES

#### HIGH-CAPACITY AND FAST BACKUPS

Back up and access more of your HD photos, videos, and other high-value content. With high-speed data transfers up to 280MB/s read and 280MB/s write\* (22TB capacity\*\*) using the USB-C™ (10Gbps) port, you'll be able to focus on what's important.

#### 7200RPM ULTRASTAR® ENTERPRISE-CLASS HARD DRIVE INSIDE

For your demanding workloads and high-value content, you can rely on the power and enhanced reliability of the 7200RPM Ultrastar® enterprise-class hard drive inside.

#### PREMIUM, INDUSTRIAL ENCLOSURE

With a stackable, anodized aluminum enclosure, the G-DRIVE® desktop hard drive pairs beautifully with your high-end computer and gives you durable strength you can feel.

#### ADJUSTABLE BRIGHTNESS

Turn off or choose between three modes of brightness (off, default, and bright) to easily adjust the LED lights.

#### MAC READY, APPLE TIME MACHINE COMPATIBLE

Ready to go for Mac computers and Apple Time Machine backup right out of the box. Easily reformat for Windows®.

### WHAT'S IN THE BOX

- G-DRIVE Desktop Hard Drive
- USB-C to USB-C Cable
- Quick Start Guide
- Power Cable
- AC Power Adapter

### HANDLING PRECAUTIONS

SanDisk® Professional products are precision instruments and must be handled with care. It may be damaged by rough handling, shock, or vibration. Always observe the following safety precautions:

- Avoid touching the SanDisk Professional device's connector.
- Do not block any of the enclosure's ventilation slots.
- Do not use this product as a portable device.
- Handle the SanDisk Professional device using its edge or frame.

- Do not remove, damage, or cover any device labels.
- Ensure the SanDisk Professional device does not exceed maximum operating temperature.
- Exercise caution when handling a SanDisk Professional device as the SanDisk Professional device may have heated up.

## 2

## TECHNICAL SPECIFICATIONS

## OPERATING SYSTEM COMPATIBILITY

The SanDisk Professional G-Drive is pre-formatted APFS, compatible with macOS 10.15+ and Windows 10+ (via reformat).

## FRONT LED

*Reference illustration below.*

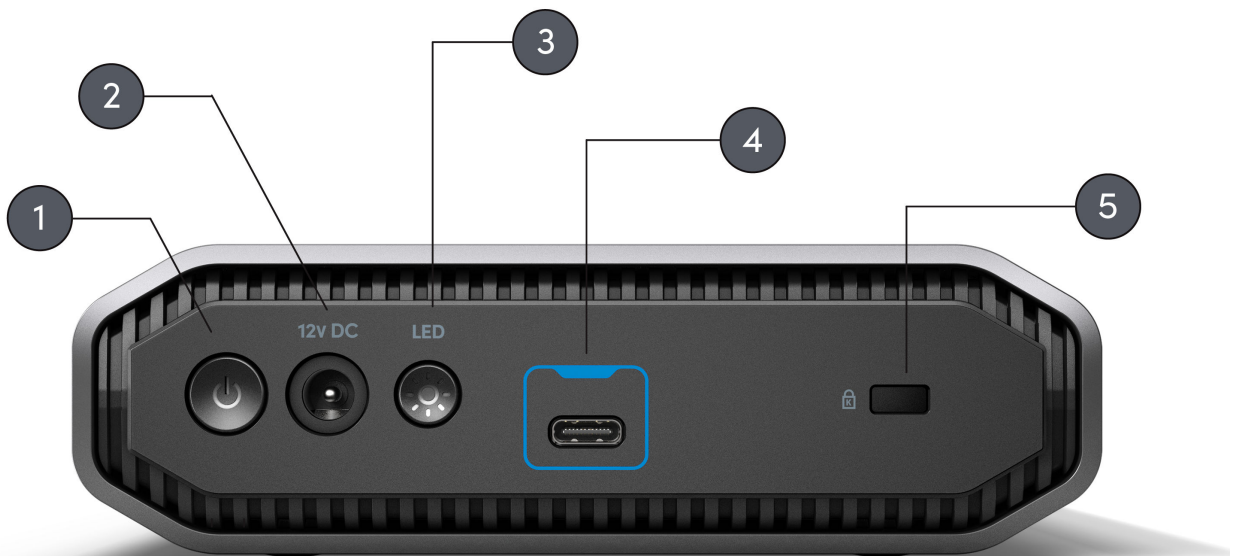
1. **Front LED**— The front LED can be dimmed or brightened with a push of a button. The LED brightness can be easily customized between three modes: Off, Default, or Bright.



## REAR CONNECTIVITY

*Reference illustration below.*

1. **Power Button**
2. **Power Port**
3. **Dimmer Button**
4. **USB-C (10Gbps) Port**
5. **Kensington Security Slot**



## SIDE ANCHORS

*Reference illustration below.*

- 1. Anchor Points for Custom Mounting & Accessories**—These anchor points are designed to be used for customization, such as attaching your SanDisk Professional G-DRIVE to a DIT cart, a mounting plate, adding a handle, or other gear for your production needs.

**NOTE:** Existing screws are not designed for attaching accessories or anchoring. Anchor screws not included. Anchor points will accept a ¼"-20 screw. The screw length will vary based on the type of mount.





## 3

## MAIN ACTIVITIES

## CONNECTING THE G-DRIVE

Before you begin, make sure your computer system is turned on with your operating system fully loaded and ready for hardware and software installation.

G-DRIVE attaches to your computer via the USB-C Type C port. Connect G-DRIVE with the supplied cable.

Connect the power cable to the unit and plug the other end into a surge protector or wall outlet. Press the power button. The drive will automatically mount on the desktop if you are running macOS.

## INITIALIZE G-DRIVE FOR MAC

G-DRIVE was factory-formatted for use or 'initialized' for macOS. You can re-initialize if you would like to quickly erase the contents of the drive. Here are the steps.

1. First, open the Disk Utility program located on your hard drive under Applications/Utilities/Disk Utility. The window below will appear. Your G-DRIVE will be displayed in the left-hand column.
2. Select the G-DRIVE by clicking its drive icon in the left-side column. Information about the drive will be displayed at the bottom of the window.
3. Select the Erase tab to view the formatting options. By default, the product is formatted as APFS.
4. Choose the Format option that you prefer.
5. Click the Erase button in the lower right corner of the window. A dialog box will appear asking if you want to erase the G-DRIVE partition.
6. Click on the Erase button to continue. A progress bar in the lower right corner of the window will show the progress of the disk's reformatting.
7. After the drive is re-initialized, you should automatically see the Time Machine dialog box.
  - Click the Use as Backup Disk button if you want to use the drive with Time Machine.
  - Click the Don't Use or Decide Later button if you do not want to use Time Machine at this point.

## REFORMATTING THE G-DRIVE

G-DRIVE is set up at the factory for use with macOS systems but can be reformatted for use with Windows 10+.

For instructions on formatting your drive, please go to [here](#).

**NOTE:** Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

## SAFELY DISCONNECTING THE DRIVE

A great feature of G-DRIVE is its ability to be connected and disconnected while your computer is running. Windows and Mac operating systems have a means for safely disconnecting and removing the drive without turning off the system:

- Windows has a Safely Remove Hardware and Eject Media icon in the system tray which, when used, ensures that all data is flushed from system cache before device removal.
- Mac users can simply drag the drive icon to the trash before disconnecting it.

**Caution:** Do not disconnect the drive while it is transferring data. Disconnecting the player from the computer during data transfer may damage the device.

## 4

## COMPLIANCE AND WARRANTY INFORMATION

**LIMITED WARRANTY - EXCEPT AUSTRALIA****Warranty Information**

This SanDisk Professional device is covered by a 3-year limited warranty (or 3-year warranty in regions not recognizing “limited”) from the date of purchase, subject to the applicable warranty terms and conditions, as defined in [www.sandisk.com/wug](http://www.sandisk.com/wug).

**How to Make a Warranty Claim**

Please go to [www.sandiskprofessional.com](http://www.sandiskprofessional.com) and select “support” for more information on making a warranty claim (SanDisk Professional Support Page).

If it is determined that your product may be defective, you will receive an RMA (Return Material Authorization) and product return instructions. You are responsible for any expenses associated with a claim under SanDisk Professional’s Limited Warranty.

You must send your product in a secure, prepaid package, to the address provided with your RMA number. Proof of purchase is required for all warranty claims.

**LIMITED WARRANTY - AUSTRALIA****Warranty Information**

SanDisk Professional warrants to the end user, that this product, excluding content and or software supplied with or on the product, will be free from material defects in manufacture, will conform to SanDisk Professional’s published product specifications and be fit for normal use for a period of 3 years from the date of purchase, provided that the product is legally placed on the market.

When making a claim under this Limited Warranty, SanDisk Professional may at its option repair this product or provide you with an equivalent product; and if unable to repair or replace the product, will refund the purchase price. The full terms of SanDisk Professional’s warranty and warranty period are available at: [www.sandisk.com/wug](http://www.sandisk.com/wug).

**Warrantor Details**

Western Digital Technologies, Inc., 951 SanDisk Drive, Milpitas, CA 95035, U.S.A.

Tel: 1 (800) 275-4932 (US local toll free) or 1 (310) 449-4599 (US)

**How to make a warranty claim:**

Before you return the product you must first obtain a Return Material Authorization (RMA) number. Please either:

1. Contact SanDisk Professional at 1 800 262 504 (M-F | 9 am – 6 pm New South Wales Time) or email SanDisk Professional (support@sandiskprofessional.com) and provide proof of purchase (showing date and place of purchase and name of the reseller) and product name, type and number; or
2. Contact the dealer from whom you originally purchased the product.

Please go to [www.sandiskprofessional.com/support](http://www.sandiskprofessional.com/support) for more information on making a warranty claim (SanDisk Professional Support Page).

If it is determined that your product may be defective, you will receive an RMA number and product return instructions. You are responsible for any expenses associated with a claim under SanDisk Professional's Limited Warranty. You must send your product in a secure, prepaid package, to the address provided with your RMA number. Proof of purchase is required for all warranty claims.

**Australian consumers only:**

Notwithstanding the terms of this Limited Warranty, SanDisk Professional's products 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 products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

**REGULATORY COMPLIANCE**

Regulatory Compliance - FCC

**FCC CLASS B INFORMATION**

NOTE: This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device and receiver.

- Connect the device 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.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the device.

#### Regulatory Compliance - Canada

##### **CAN ICES-003 (B) / NMB-003 (B) Statement**

Cet appareil numérique de la classe B est conforme à la norme NMB-003 (B) du Canada.

This device complies with Canadian ICES-003 (B).

#### Safety Compliance - US and Canada

##### **Safety Compliance**

Approved for US and Canada. CAN/CSA-C22.2 No. 62368-1-14: Audio/Video, Information and Communication Technology Equipment Part 1: Safety Requirements.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 62368-1-14, Sûreté d'équipement de technologie de l'information.

#### Regulatory Compliance - CE

##### **CE Compliance for Europe**

Hereby, Western Digital declares compliance of this equipment to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Low Voltage Directive (2014/35/EU) and the RoHS Directive (2011/65/EU) as amended by Directive 2015/863/EU. The full text of the EU declaration of conformity is available at the following internet address: <http://www.wdc.com/products/EUDoC>.

- PO Box 13379, Swords, Co Dublin, Ireland
- PO Box 471, Leatherhead, KT22 2LU, UK

#### Regulatory Compliance - Austria

##### **CE-Konformität für Europa**

Hiermit erklärt Western Digital die Konformität dieses Geräts mit den anwendbaren Richtlinien des Rats der Europäischen Union, einschließlich der Richtlinie 2014/30/EU zur elektromagnetischen Verträglichkeit, der Niederspannungsrichtlinie (2014/35/EU) und der Richtlinie 2011/65/EU zur Beschränkung der Verwendung von gefährlichen Stoffen sowie der Abänderung durch die Richtlinie (EU) 2015/863. Den vollständigen Text der EU-Konformitätserklärung finden Sie unter der folgenden Internetadresse: <http://www.wdc.com/products/EUDoC>.

##### **Geprüfte Sicherheit**

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

#### Regulatory Compliance - Japan

添付の電源コードは、本製品専用です。

接地接続は必ず、電源プラグを電源につなぐ前に行ってください。

また、接地接続を外す場合は、必ず電源プラグを電源から切り離してから行って下さい。

#### Regulatory Compliance - Korea

기종별	사용자 안내문
B급 기기 (가정용 정보통신기기)	이 기기는 가정용으로 전자파적합성 기준을 통과했으므로 주거 지역에서는 물론 모든 지역에서 사용할 수 있습니다.

#### Regulatory Compliance - Russia

##### Сведения о нормативно-правовом соответствии для России (EAC)

Уполномоченный представитель производителя в странах Таможенного союза: представительство Western Digital (UK) Limited (Великобритания) в Москве. Россия, 115054, Москва, Валоаэ ул., 35.

На наклейке на изделии указан код, состоящий из 4 цифр, за которыми следует буква. Первые две цифры означают неделю финансового года Western Digital (с 1 июля по 30 июня следующего года), когда было произведено изделие. Следующие два цифры означают финансовый год Western Digital, когда было произведено изделие. Буква означает страну, где оно было произведено: А – Малайзия, В – Таиланд, С – Китай, D – США, H – Венгрия, E – Бразилия.

Настоящее изделие соответствует требованиям технических регламентов Евразийского экономического союза ТР ТС 004/2011, ТР ТС 020/2011, ТР ЕАЭС 037/2016.

## Regulatory Compliance - China

## 有毒有害物质或元素

部件名称	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
底盘外壳和镜头	○	○	○	○	○	○
减震器	○	○	○	○	○	○
塑料其它部件	○	○	○	○	○	○
组合电缆/电源	X	○	○	○	○	○
金属部件	X	○	○	○	○	○
固态驱动器/硬盘/电路板组合	X	○	○	○	○	○

本表格依据SJ/T 11364-2014的规定编制。

○：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。

X：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。

(在此表中，企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。)

## Regulatory Compliance - Taiwan

設備名稱：硬式磁碟機 型號 ( 型式 )：SanDisk Professional series

單元	限用物質及其化學符號					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
機箱外皮殼與鏡片	○	○	○	○	○	○
塑料其它部件	○	○	○	○	○	○
橡皮脚墊, 4 片	○	○	○	○	○	○
片金属部件	-	○	○	○	○	○
固態硬碟/硬碟/電路板組合	-	○	○	○	○	○
組合電纜線/電源	-	○	○	○	○	○

備考1. “超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準  
備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值  
備考3. “-”係指該項限用物質為排除項目。

此裝置已通過測試且符合 CNS-13438 (EMC) 和 CNS 15598-1 (Safety) 規定。

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\* 1 MB/s = 1 million bytes per second. Based on internal testing; performance may vary depending upon host device, usage conditions, drive capacity, and other factors.

\*\*1TB = 1 trillion bytes. Actual user capacity may be less depending on operating environment.

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