



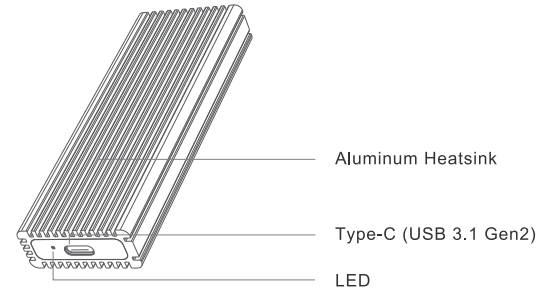
## Helix Portable SSD

For more information, visit our website at [www.oyendigital.com](http://www.oyendigital.com)

### (1) Specifications

Interface/Port	<ul style="list-style-type: none"><li>• USB-C</li></ul>
Data Transfer	<ul style="list-style-type: none"><li>• USB 3.2 Gen 2 (up to 10Gbps)</li></ul>
Internal Interface	<ul style="list-style-type: none"><li>• QLC NAND Flash PCIe 3x4</li></ul>
System Requirements	<ul style="list-style-type: none"><li>• Windows, Mac, Linux</li></ul>
Chipset	<ul style="list-style-type: none"><li>• ASMedia ASM2362</li></ul>
Operating Environment	<ul style="list-style-type: none"><li>• Temperature: 5°C ~ 60°C</li><li>• Humidity: 10%RH ~ 80%RH</li></ul>
Material	Aluminum Alloy
Enclosure Size	4.1 x 1.4 x 0.56 inches
Box Includes	Helix, USB C-C cable, USB C-A cable

### (2) Detailed View



#### LED indicator:

Off = Power OFF

Solid = Power ON

Flashing = Read/Write Access

### (3) Connecting the Helix

#### Using USB C-C

- Connect the included USB C-C cable to a USB-C or Thunderbolt 3 port on the computer.

#### Using USB C-A

- Connect the included USB C-A cable to a USB 3.1/3.0 /2.0 port on the computer.

### (4) Using the Helix

The drive is pre-formatted as exFAT, which is compatible with Windows and Mac OS. For users who wish to reformat the drive, please visit the links for instructions.

#### To reformat using Windows:

<http://oyendigital.com/windows-reformat>

#### To reformat using MAC OS:

<http://oyendigital.com/mac-reformat>

The Helix does not include pre-installed software. For data backup, we recommend the apps within Windows and Mac.

Win 10 <https://support.microsoft.com/en-us/help/17143/windows-10-back-up-your-files>

Mac *Time Machine* - <https://support.apple.com/en-us/HT201250>

*Carbon Cloner* - [www.bombich.com](http://www.bombich.com)

### (5) Disconnecting the Helix

**Windows:** Close applications that are accessing the drive. Click the “Eject Hardware” (Safely Remove Hardware) icon in the system tray and highlight the drive. Wait for a few seconds until the system prompts “You may safely remove this device.”

**MAC:** Close applications that are accessing the drive. Drag the external drive to the Trash/Eject icon. After the disk icon has disappeared from the desktop, you may safely disconnect the drive.

### (6) Warranty Information

This product includes a three (3) year repair/replacement warranty provided by Oyen Digital. This warranty is non-transferable and is limited to the original purchaser. Warranty service may be requested by completing the form at the following link: [www.oyendigital.com/support](http://www.oyendigital.com/support)

For our complete warranty policy, visit: [www.oyendigital.com/warranty](http://www.oyendigital.com/warranty)

### (7) FAQ

#### **Q: Is the Helix compatible with Thunderbolt 2 using a Thunderbolt 3 adapter?**

A: No, the Helix is not compatible with Thunderbolt 2 using a Thunderbolt 2 to 3 adapter of any make or model.

#### **Q: Is the Helix compatible with TRIM in Windows or Mac?**

A: The Helix is enabled to accept TRIM commands. However, Mac OS does not send TRIM commands to USB drives.

Windows: To use TRIM (Optimize) function in Windows, the drive must be reformatted as NTFS. For details, visit:

<http://oyendigital.com/windows-reformat>

For other questions please contact tech support or visit the FAQ section of our Web site ([www.oyendigital.com/support](http://www.oyendigital.com/support)).

Technical Support: [info@oyendigital.com](mailto:info@oyendigital.com)