



AV Pro 2

USER GUIDE

For more information visit www.caldigit.com

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1. Introduction

The CalDigit AV Pro 2 Storage Hub is the exciting new evolution of our original single drive solution. It is an expandable storage device specifically designed to compliment any Thunderbolt™ 3 computer out of the box. Thanks to the AV Pro 2's ability to connect to any laptop it can be used by anyone regardless of their connectivity options.

The AV Pro 2 is a triple threat. Not only does it provide extra storage, it will also charge your laptop in addition to adding a USB 3.0 hub for expanding your connectivity. One cable from the AV Pro 2 to your Thunderbolt™ 3 or USB-C laptop will add all these great features. Why buy an external drive that only offers storage? The AV Pro 2 goes beyond the ordinary to offer unprecedented features not traditionally found in a storage device.





General Use Warnings

Please read the AV Pro 2 manual thoroughly and familiarize yourself with the product before use.

Avoid using the AV Pro 2 in extremely hot and cold environments. A safe temperature range is between 40°F – 95°F (4.4°C – 35°C).

Avoid using the AV Pro 2 in humid environments. Moisture and condensation can accumulate in the device and cause damage to the electrical components.

Only use the power adapter that has been supplied with the AV Pro 2. An excessive or inadequate power supply can result in unstable performance or device failure.



Safety Warnings

Keep the AV Pro 2 away from liquids and moisture. Exposure to liquids on the AV Pro 2 can result in damaging the unit, electric shock, and result in a fire hazard. If your AV Pro 2 gets wet while it is still off, do not turn it on. In the case of any issue with the device, do not attempt to repair or open the AV Pro 2 yourself. Doing so can result in personal injury, damage the device, and will void the warranty. If you have any issues, please contact CalDigit Technical Support.

All electrical devices are susceptible to failure. In order to protect yourself against sudden data loss, it is highly recommended that you create at least two backups of your data. If you will be sending a drive back to CalDigit for service, please make sure you have backed up your data beforehand. CalDigit cannot guarantee the integrity of data on drives that are returned to us. CalDigit cannot make provisions for data recovery or be held liable for any data loss.

Burst transfer rates will vary from one computer to another. Depending on the host configuration, average speeds are usually lower.

Weight varies by configuration and manufacturing process.



IMPORTANT

Use of this product is subject to acceptance of the software license agreements included.
The product contains electronic documentation.

1TB (Terabyte) = 1000GB. 1GB = 1,000,000,000 bytes. Total accessible capacity varies depending upon operating environment (typically 5–10% less).

System Requirements

Thunderbolt™ 3, USB-C or USB-A computer

Mac OSX 10.8.4 or later

Windows 7, 8, 10 or later

In the Box

A • 1 x AV Pro 2

B • 1 x Drive Module

C • 1 x USB-C Cable

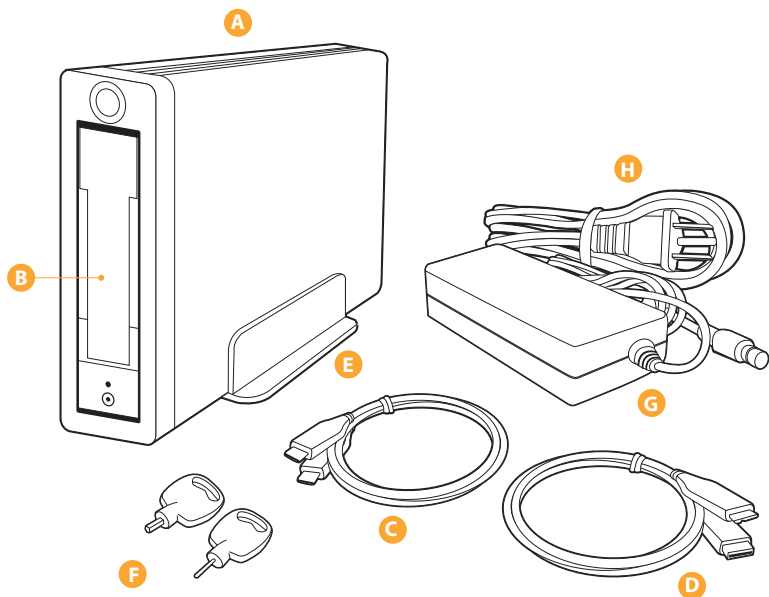
D • 1 x USB 3.0 Cable

E • 1 x Drive Stand

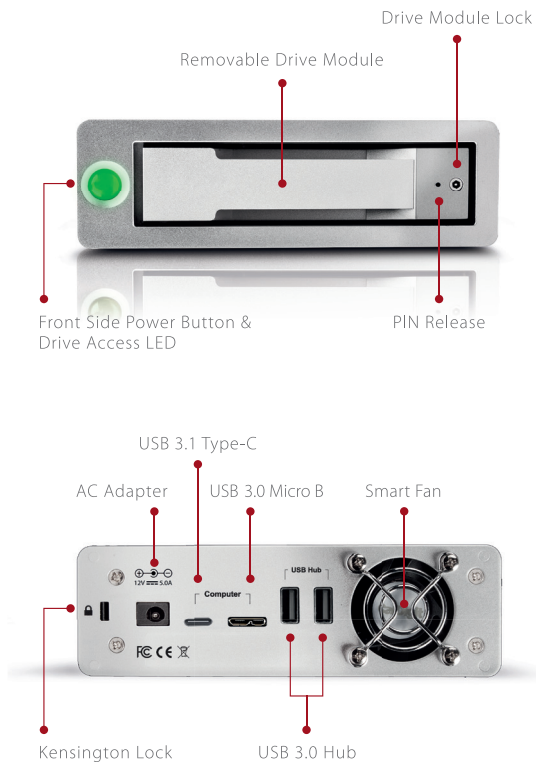
F • 2 x Drive Keys

G • 1 x AC Adapter

H • 1 x Power Cord (Plug style may vary based on regulations and requirements)



AV Pro 2 Diagram



* Kensington™ Security lock (lock is not included). Use a standard computer lock to secure the AV Pro 2 and prevent theft.

2. Using the AV Pro 2

Connecting the AV Pro 2 to your computer

Connect either the USB-C or USB 3.0 cable from the AV Pro 2 to the appropriate Thunderbolt™ 3 Type-C, USB-C or USB 3.0 port on your computer.



Powering the AV Pro 2

1. The AV Pro 2 requires power from the AC Adapter to operate. Connect the AC Adapter to the AC connector on the back of the AV Pro 2 and to the other side of the AC outlet.
2. Press the power button on the front of the AV Pro 2.



3. To power off the AV Pro 2, unmount your drive from your OS.

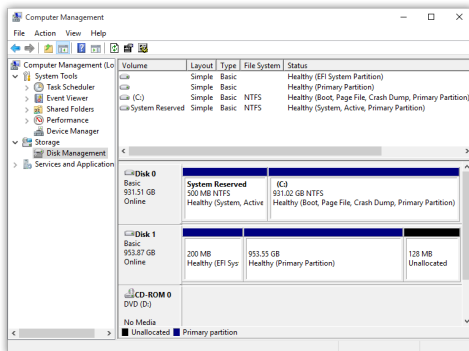
Formatting the AV Pro 2 for Windows OS

The CalDigit AV Pro 2 is pre-formatted for Mac OS X and ready to work. Windows users please re-format your AV Pro 2 for use with Windows OS.

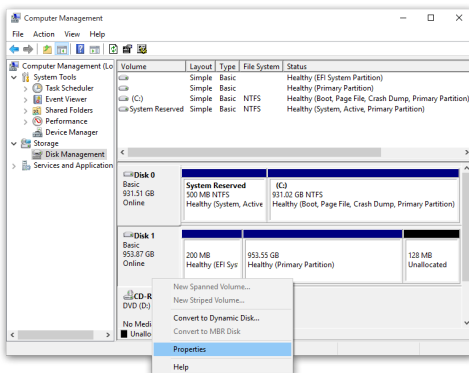
WARNING

Before re-formatting your AV Pro 2 please back-up any data on the AV Pro 2 onto another drive. Re-formatting a drive will delete all data on the drive. Only proceed if you have backed-up.

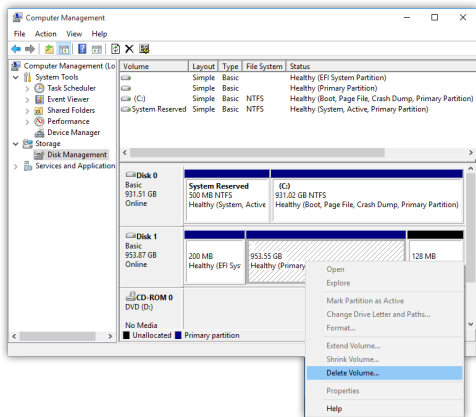
1. Connect the AV Pro 2 to your Windows computer.
2. Open Disk Management (Control Panel - Administrative Tools - Computer Management - Disk Management).



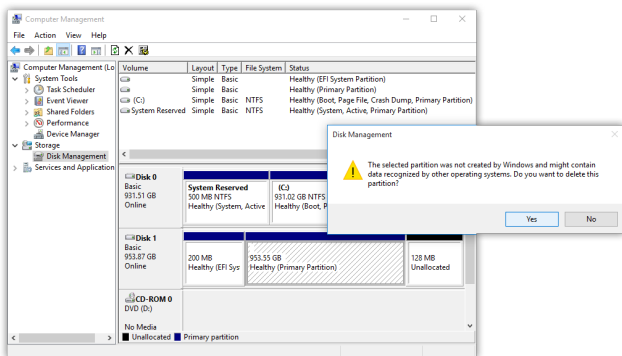
3. Find the AV Pro 2 that you want to format in the list of drives. Right click on the “Disk number” and select “Properties”. You will see the “CalDigit AV Pro 2 Device”.



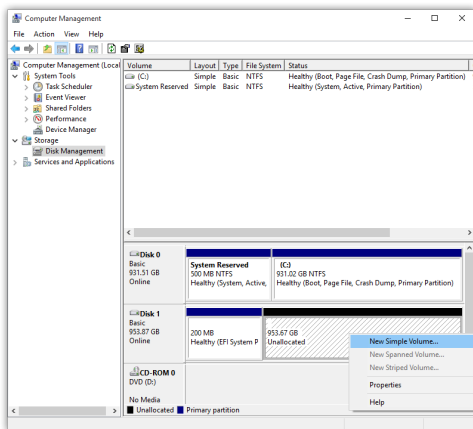
4. In Disk Management, right click on the partition that was previously formatted for Mac and select "Delete Volume..."



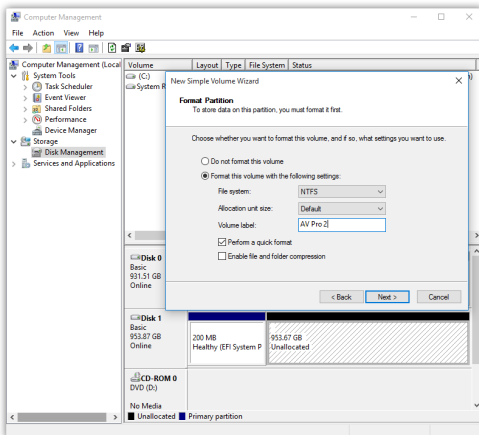
5. On the pop-up window click "YES" to delete the Mac partition.



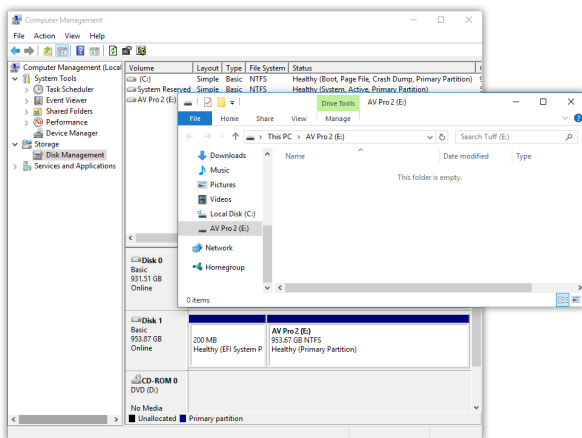
6. When the disk comes online, right click on the “Unallocated” area and select “New Simple Volume”.



7. The “New Simple Volume Wizard” pop-up window will appear. Follow the simple on-screen instructions to finish formatting your AV Pro 2.



8. The AV Pro 2 will mount on your Windows computer.



Need help setting up your AV Pro 2? Email support@caldigit.com for assistance.

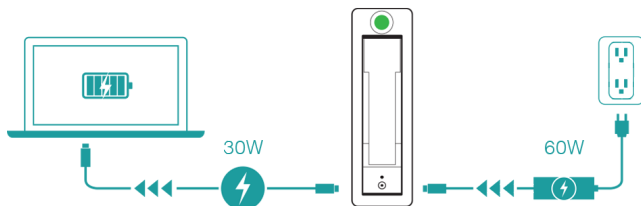
LED Indicator

The AV Pro 2 is equipped with an LED light that will blink when the unit is being accessed.



Charging your Thunderbolt™ 3 or USB-C Laptop

Not only does the AV Pro 2 Storage Hub store important data quickly and securely, it also enables the capability to simultaneously charge the Thunderbolt™ 3 or USB-C laptop it is connected to. Charge your laptop up to 30W while connected to the AV Pro 2 without connecting your factory AC adapter. The AV Pro 2 Storage Hub integrates seamlessly into your workflow so you can start that new project and continue working productively.



NOTE

The Charging function of the AV Pro 2 is compatible with Thunderbolt™ 3 and USB-C computers on both Mac and PC. Users who are connecting the AV Pro 2 through the micro-USB port will not be able to use the charging function.

Windows PC users with USB-C ports please check your PC manufacturers specifications. Not all USB-C ports feature "Alt-Mode" which is required for laptop charging through the USB-C port. The charging function is available on USB-C and Thunderbolt™ 3 laptops only. Some manufacturers chose to partially support this feature or have their own proprietary charger. Please contact your computer manufacturer to confirm 3rd party Type-C charging support. Also to ensure best performance, always update your Thunderbolt™ 3 computers to the latest firmware and BIOS.

USB Hub

The AV Pro 2 Storage Hub also features two USB 3.0 Type-A ports that allow you to connect all your USB peripherals such as high speed storage, card readers, Apple SuperDrives and even daisy chain to another AV Pro 2 Storage Hub. Backwards compatibility ensures that all of your older USB 3.0/2.0/1.0 peripherals such as printers and mice will work flawlessly.



Connecting USB devices to the AV Pro 2

1. Connect the USB device to the AV Pro 2's USB 3.0 Hub port.



2. To eject the USB device either download the AV Pro 2 Docking Station Utility or eject the device using your OS.

Stand-Alone Charging

The AV Pro 2 Storage Hub's USB 3.0 ports feature stand-alone fast charging at 1.5A (7.5W), which will charge devices 133% faster than a standard USB 3.0 port and 40% faster than a typical Quick Charge USB 3.0 port, even when it is not connected to a computer.



How to use the AV Pro 2 Stand-Alone charging function

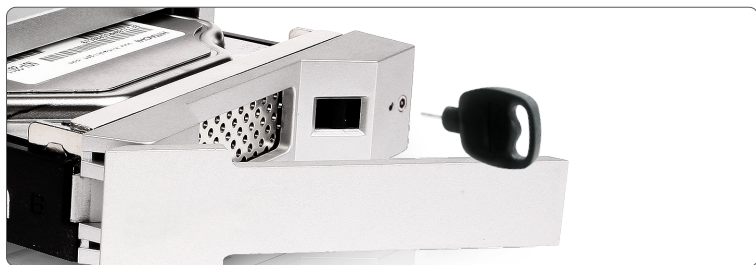
1. Disconnect your AV Pro 2 from your laptop.
2. Connect your USB device to one of the USB Hub ports on the back of the AV Pro 2. Your USB device will continue to charge.

Replacing the AV Pro 2 Drive Module

- 1 Insert the drive key into the lock on the front of the drive module and turn clockwise to unlock.



- 2 Insert the drive pin into the pin release until the handle of the drive module pops out.



- 3 Pull out the drive module from the AV Pro 2 enclosure.



- 4 Lay the AV Pro 2 horizontally and make sure the lock on the drive module is on the opposite side of the power button before inserting the drive. Insert the drive module into the AV Pro 2 enclosure and press down on the drive module handle until it locks securely into place. Please do not use excessive force to insert the drive. The new drive will then mount onto your OS.



CalDigit AV Pro 2 Accessories

Cables

- USB-C 0.5M (10Gb/s) Cable
- USB-C 1M (10GB/s) Cable
- USB-C 2M (10Gb/s) Cable
- USB 3.0 micro-USB 1M Cable

Power Supply

- AV Pro 2 PSU

Drive Modules

- 1TB HDD Universal Drive Module
- 2TB HDD Universal Drive Module
- 3TB HDD Universal Drive Module
- 4TB HDD Universal Drive Module
- 5TB HDD Universal Drive Module
- 6TB HDD Universal Drive Module
- 1TB SSD Universal Drive Module
- 2TB SSD Universal Drive Module

Please contact CalDigit or an authorized CalDigit reseller for availability and pricing.

3. Technical Support and Warranty Information

Technical Support

If you run into any issues while using your AV Pro 2, please contact CalDigit Technical Support.

- Email: support@caldigit.com
- Phone: (714) 572-6668
- Website: www.caldigit.com/support.asp

To be eligible for customer support and warranty services, please register your CalDigit product on our website.

- <http://www.caldigit.com/Register/Register.asp>

When contacting CalDigit Technical Support, make sure to be at your computer and have the following information available:

1. Your AV Pro 2 serial number
2. Operating system and version
3. Computer make and model
4. Devices being used on the AV Pro 2

Warranty Information

- The AV Pro 2 is covered by a 1-year limited warranty.
- For detailed CalDigit warranty information please visit our website :
<http://www.caldigit.com/rma/Limited-Warranty.pdf>

Please visit www.caldigit.com for more information on all CalDigit products.

Specifications and package contents are subject to change without notice.

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