

## (9) Frequently Asked Questions

### 1) Is the Mobius Pro 5C compatible with Thunderbolt 2 using a Thunderbolt 3 adapter?

No, the Mobius Pro 5C is not compatible with Thunderbolt 2 using an adapter of any make or model.

### 2) Can a Thunderbolt 3 device be connected to the HUB port of the Mobius Pro 5C?

No it cannot. If you desire to daisy-chain with other Thunderbolt 3 devices, simply place the 5C at the end of the chain and connect the MAIN port to the Thunderbolt 3 device. Additional USB devices can be connected to the HUB port on the 5C.

### 3) Must it be connected to a Thunderbolt 3 port in order to daisy-chain with additional devices?

The Mobius Pro 5C can daisy-chain with other devices while connected to a USB or Thunderbolt 3 port.

### 4) How many Mobius Pro 5C can be connected in a chain?

A total of six devices may be connected in a chain.

### 5) Can I configure a RAID using the Mobius Pro 5C?

The Mobius Pro 5C is not a hardware RAID system, however a RAID may be created using a software RAID application such as Disk Utility (Mac), Storage Spaces (Win10), or SoftRAID.

### 6) Can a bus-powered drive be connected to the HUB port?

Yes, a total of 15W is available for drives connected to the HUB port.

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: [tech@oyendigital.com](mailto:tech@oyendigital.com)



## (10) 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)

## (11) Safety and Compliance

### Location and placing precautions

- Avoid positioning it in locations with direct sunlight or other sources of heat with high temperatures (over 120° F).
- Do not expose the product to water or humid conditions.
- Do not move the device while it is powered on.
- Ensure that the device is on a clean, firm, and stable surface.
- To allow proper ventilation, do not block or disable the fan.

### Regulatory Compliance

FCC Class B Information: This device has been tested and found to comply with the limits of 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 unit 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 or television reception. However, there is no guarantee that interference will not occur in a particular installation.



## Mobius Pro 5C User Guide

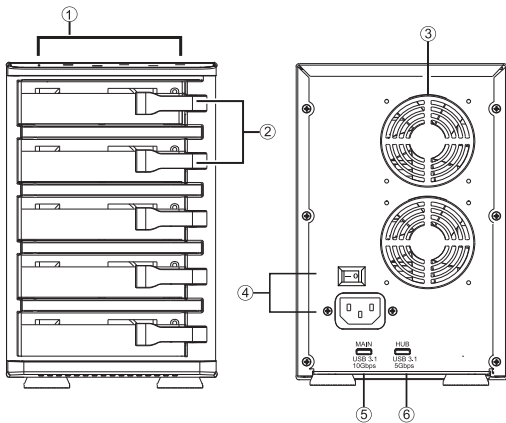
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## (1) Specifications

Supported Drives	<ul style="list-style-type: none"> <li>• 3.5" SATA HDD or Legent card reader</li> </ul>
MAIN Port	<ul style="list-style-type: none"> <li>• USB-C (USB 3.1 Gen 2, 10Gbps)</li> <li>• Compatible with USB &amp; Thunderbolt 3</li> </ul>
HUB Port	<ul style="list-style-type: none"> <li>• USB-C (USB 3.1 Gen 1, 5Gbps)</li> <li>• Compatible with USB devices only</li> <li>• 15W power output for USB devices</li> </ul>
System Requirements	<ul style="list-style-type: none"> <li>• USB 3.2/3.1/3.0 or Thunderbolt 3 host</li> </ul>
Operating Environment	<ul style="list-style-type: none"> <li>• Temperature: 5°C ~ 40°C</li> <li>• Humidity: 10%RH ~ 80%RH</li> </ul>
Power	<ul style="list-style-type: none"> <li>• Input: AC 100-240V, 50-60Hz</li> <li>• Output: 150W</li> </ul>
Enclosure Size	10.5 x 5.0 x 7.25 inches
Box Includes	Mobius Pro 5C, USB C-C cable, USB C-A cable, power cable, key

## (2) Detailed View



1. Power & Drive LEDs
2. Drive Eject Levers
3. Cooling Fans
4. 100-240VAC Power Input & Switch
5. Main USB-C (USB 3.1, 10Gbps)
6. Hub USB-C (USB 3.1, 5Gbps)

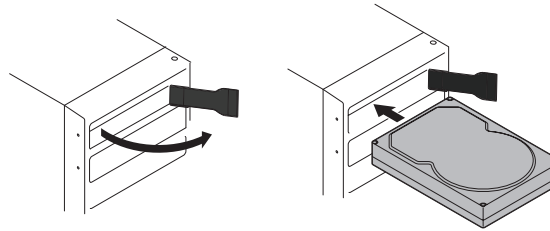
### D1-D5 LED Status:

OFF - Empty bay  
 Solid BLUE - Drive installed  
 Blinking BLUE - Read/Write activity  
 OFF - Sleep/ejected in OS

**Note:** The drive LEDs will be OFF if the unit is *not* connected to a computer.

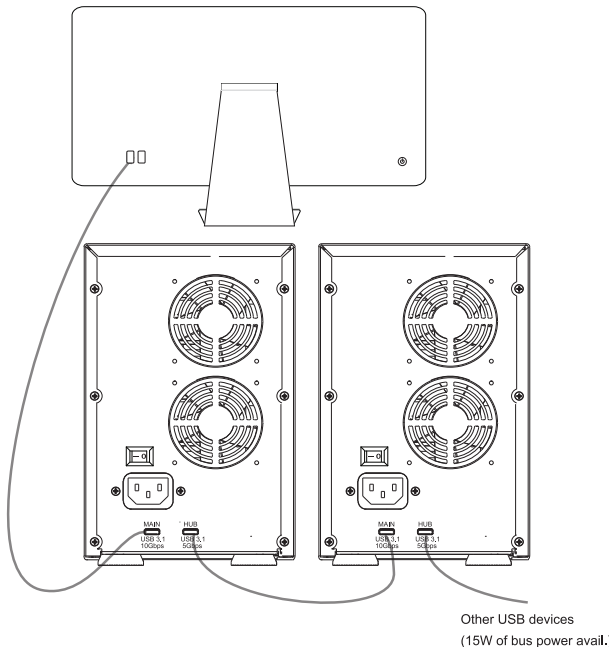
## (3) Inserting or Removing Drives

**Inserting:** Gently pull the lever and insert/remove the drive into the bay. When inserting, push the drive all the way into the bay until you feel it seated into the connector. Release the lever.



## (4) Connecting

1. Connect the USB C cable to the **MAIN** port on the Mobius.
2. Connect the other end of the cable to the host computer or device. (USB or Thunderbolt 3 using the proper included cable)
3. (Optional) Connect additional Mobius or other USB devices to the **HUB** port as shown. Up to 6 devices can be connected in a chain.
4. Turn on the power switch.
5. The Mobius powers up and the devices will mount to your computer.



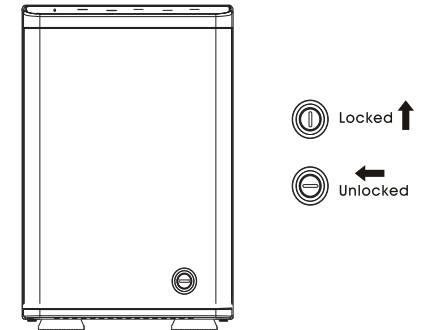
Other USB devices  
(15W of bus power avail.)

### Notes:

The **MAIN** port on the Mobius Pro 5C can be connected to USB or Thunderbolt 3 ports or device chains. The **HUB** port is compatible with USB devices only.

## (5) Door Lock

**Locking:** Use the included key to lock the door if desired.



## (6) Formatting

If using new drives, they must be formatted before they are accessible.

### To format using MAC OS:

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

### To format using Windows:

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

**Note:** If you purchased the Mobius with **SoftRAID**, do not use the methods above. Instead, use SoftRAID to initialize and create the volume. For video instructions, visit: <https://tinyurl.com/oyen-softraid>

## (7) Sleep

If there is no HDD activity, the computer may put the Mobius to sleep (LEDs off, HDDs spin down) depending on the energy saver settings of the computer. The Mobius will wake up when accessed.

## (8) Ejecting the Drives

To prevent potential data corruption, it is important to properly eject the storage volume(s). Individual drives can be ejected without affecting the other drives in the Mobius.

**Mac:** Close all windows and applications that are accessing the drive. Drag the drive icon to the Trash/Eject icon to dismount it. The activity LED will cycle on/off and the HDD will spin down.

**Windows:** Close all applications that are accessing the drive. Click the "Eject Hardware" (Safely Remove) icon in the system tray and select the drive. The activity LED will cycle on/off and the drive will spin down.