(5) Disconnecting the Helix

iPhone: Close the Files app and any apps using the drive. Unplug the drive.

Mac: Close apps using the drive. Drag the drive to Trash/Eject. Disconnect after the icon disappears.

Windows: Close apps using the drive. Click "Eject Hardware" in the system tray and select the drive. Wait for the safe-to-remove prompt, then unplug.

(6) Warranty Information

The Helix Mag40 includes a three (3) year repair/replacement warranty provided by Oyen Digital. The warranty is non-transferable and is limited to the original purchaser. Warranty service may be requested by completing the form at the following page:
www.oyendigital.com/support

For our complete warranty policy, visit:
www.oyendigital.com/warranty

(7) FAQ

Q: The Helix Mag40 is getting very warm. Is this normal?
A: Yes, the Helix Mag40 is made from Aluminum, which absorbs and dissipates heat. This prevent the internal components from overheating and allows for extended life and performance.

Q: Why does the Helix Mag40 use the HFS+ format rather than APFS?
A: The Helix Mag40 uses HFS+ format as default due to the limited repair options for APFS. Apple has not released the necessary APFS documentation, which prevents third-party developers from creating repair tools for APFS. However, the Mag40 is fully compatible with APFS and you can certainly reformat if desired.

Q: Is the Helix Mag40 compatible with Thunderbolt ports?
A: The Helix Mag40 is compatible with Thunderbolt 3 and higher using the included cable. It is not compatible with Thunderbolt 1 or 2 found on 2015 and earlier Mac computers.

Q: The speed is not as fast as expected. Why?
A: To experience the fastest capable speed, the Helix Mag40 must be connected to a Thunderbolt or a USB4 port (40Gbps). A USB 3.2 Gen2 port (10Gbps) the speed will be limited to ~1000 MB/sec, and a USB 3.2 Gen1 port is limited to 5Gbps (~500 MB/s).
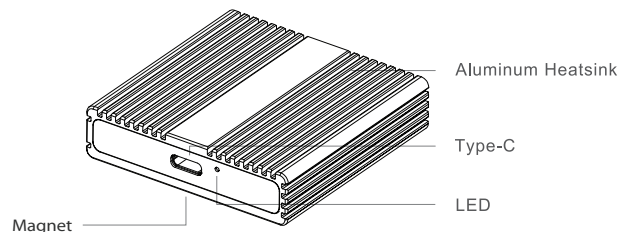
Q: The drive is not attaching to my iPhone via the magnet. Why?
A: The magnet feature requires iPhone 12 or higher. If your iPhone meets this requirement, remove the case to see if the issue clears.

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

Technical Support: support@oyendigital.com

Helix Mag40 SSD

For more information, visit our website at www.oyendigital.com

(1) Specifications

Interface Port	• USB Type-C (USB4 40Gbps)
Phison	• PS2251-21
Internal Storage	• Triple Level Cell (TLC) NAND Flash
Performance	• USB4: Up to 2800 MB/sec • USB 3.2 Gen2: Up to 1050 MB/sec • USB 3.2 Gen 1: Up to 525 MB/sec • Thunderbolt 3, 4, 5: Up to 2800 MB/sec
Compatible Platforms	• Windows 10 or higher • Mac OS 11 or higher • Linux, Android 13+, Chrome • iPhone 12 or higher
Housing Material	• Aluminum Alloy
Operating Temperature	• 32F ~ 176F
Dimensions (w/o sleeve)	• 2.5 x 2.5 x 0.54 inches

(2) Detailed View

Aluminum Heatsink

Type-C

LED

Magnet

LED indicator:

Off = Power OFF
Solid = Power ON
Flashing = Read/Write Access

(3) iPhone Use

Using USB-C with iPhone
• Attach the Mag40 to the phone using the MagSafe feature.
• Connect the Mag40 using the provided USB-C cable.
• To Use Direct Recording Feature: (requires iPhone 15 Pro or later)
     - Enable ProRes in Settings > Camera > Formats.
     - Open Camera, select Video, turn on ProRes.
     - Tap Record. "USB-C" confirms the video is saving to the SSD.
     - When finished, stop recording. Access the video through the Files app or by connecting to a computer.

(4) Computer Use

The drive is formatted as HFS+ for *Mac OS*. Mac users can simply connect the Helix Mag40 and it will be ready for use.

Windows users must reformat the drive. Oyen Digital provides a simple app for Windows formatting. After downloading, open the app and select the Oyen Mag40 from the Device list. Click Start to format.

https://oyendigital.com/formatter