

## (5) Disconnecting the Dash Pro

**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: The Dash Pro is getting very warm. Is this normal?**

A: Yes, the Dash Pro is made from Aluminum, unlike competitor models made from plastic. The Aluminum absorbs and dissipates heat, which prevent the internal components from overheating and allows for extended life and performance.

### **Q: Is the Dash Pro compatible with Thunderbolt ports?**

A: The Dash Pro is compatible with Thunderbolt 3 and 4 ports using the included USB-C adapter. It is not compatible with Thunderbolt 1 or 2.

### **Q: The speed is not as fast as expected. Why?**

A: To experience the fastest capable speed, the Dash Pro must be connected to a Thunderbolt 3 or 4 port, or a USB 3.2 Gen2 port (10Gbps). A USB 3.0 port is limited to 5Gbps (~500 MB/s). A USB 2.0 port is limited to 480Mbps (~40 MB/s).

**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)**



Dash Pro Flash Drive

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-A</li></ul>                        |
| Data Transfer         | <ul style="list-style-type: none"><li>• USB 3.2 Gen 2 (up to 10Gbps)</li></ul> |
| Memory                | <ul style="list-style-type: none"><li>• TLC NAND Flash</li></ul>               |
| System Requirements   | <ul style="list-style-type: none"><li>• Windows, Mac, Linux</li></ul>          |
| SSD Controller        | <ul style="list-style-type: none"><li>• Phison E13</li></ul>                   |
| Operating Environment | <ul style="list-style-type: none"><li>• Temperature: 0°C ~ 60°C</li></ul>      |
| Material              | Aluminum Alloy   |
| Housing size          | 3.1 x 0.99 x 0.34 inches   |
| Box Includes          | Dash Pro Flash Drive, USB-C adapter, USB-A extender, Lanyard                   |

## (2) Detailed View



## (3) Connecting the Dash Pro

### Using USB-C Adapter

• If the host computer has a USB-C port, simply connect the included adapter to the connector on the flash drive.

### Using USB-A Extender

• If more space is needed to allow for neighboring USB devices at the computer, simply connect the USB-A extender to the connector on the flash drive.

## (4) Using the Dash Pro

The drive is formatted as exFAT, which is compatible with Windows and Mac OS. Simply connect the Dash Pro to the computer and it will appear and be ready for use.

The Dash Pro does not include backup software. For data backup, we recommend the apps within Windows and Mac.

Windows <https://bit.ly/3AaGx8e>

Mac *Time Machine* - <https://support.apple.com/en-us/HT201250>  
*Carbon Cloner*- [www.bombich.com](http://www.bombich.com)

For users who wish to reformat the drive, please visit the link for instructions. <http://oyendigital.com/format>