

VX-2SSD FAQ:

Q: What kind of SSD can be used in VX-2SSD? What is the maximum drive height allowed?

Standard 2.5" SATA SSD (Solid State Drive) can be used in VX-2SSD. The maximum SSD drive height allowed for using in VX-2SSD is 9mm.

Q: What is the interface of VX-2SSD?

SSD Interface: VX-2SSD has two slots that supports 2.5" SATA3 6Gbps interface.

Computer Interface: VX-2SSD has one USB3.1 Gen-II 10Gbps, Type-C connection port.

Q: Can I use 2.5" HDD in VX-2SSD?

You may use 2.5" HDD (Hard Disk Drive) that has height less than or equal to 9mm.

Q: Will VX-2SSD work with USB 3.0, or USB 2.0 host computer?

Blackbird VX-2SSD is backward compatible with USB 3.0 or USB 2.0 interface. However, please be advised that the cable included is an USB C to C cable, which means your host computer needs to have an USB-C port (e.g. Apple 12" new MacBook); or you may consider to get a certified USB A to C cable (not included) if your system only has USB Type-A port.

Q: Will VX-2SSD work with Thunderbolt™ 3 host?

Yes, VX-2SSD is compatible with Thunderbolt 3 hosts.

However, please be advised that even though Thunderbolt 3 provides up to 40Gbps transfer rate, the maximum speed of VX-2SSD is 10Gbps because USB 3.1 interface is the bottle neck.

Q: Is there a fan in the unit?

No, there is no fan in VX-2SSD. The industrial metal chassis acts like a heat sink and rear vent holes helps with heat dissipation.

Q: Does VX-2SSD support UASP for high-speed SSD access?

Yes, VX-2SSD supports UASP.

Q: Does VX-2SSD offer TRIM support?

Yes, VX-2SSD supports TRIM. But please also make sure your operating system's TRIM support is enabled.

Q: Can VX-2SSD be powered by included USB C-C cable if the host can provide sufficient power? Or is the external AC adapter always required?

To ensure your SSD/HDD functions properly, and to avoid any potential risk of data loss, we highly recommend to always use the included AC adapter.

Q: After I change the RAID setting in the back of VX-2SSD, my computer can't recognize SSD anymore, what should I do?

Once you make a change on the Hardware Raid setting in the back of VX-2SSD, please ensure to press the SET button for 5 – 7 seconds.

WARNING

Please make sure there are NO data in your SSD/HDD before you intend to change the setting.

Q: When I eject my 1st SSD drive the 2nd SSD drive also ejects, why does this happen?

The VX-2SSD is mainly for RAID-0 and RAID-1 setup where hot-swapping of SSD does not occur. In JBOD mode, although the VX-2SSD allows hot-swapping of SSD, the reader would reset when you insert a second SSD due to its single chip solution. Please make sure there are no activities going on with the first SSD when you try to insert or remove the second SSD from the reader. Thanks!