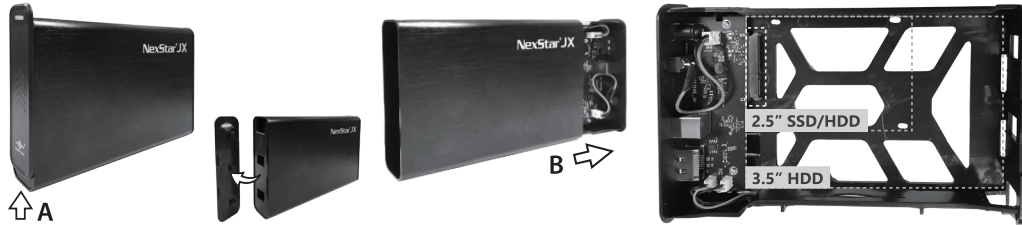


Installation Guide



1 Verify packaging contents. If you notice any missing items, please write to support@vantecusa.com for help immediately within 14 days of receiving your product.



2 A: push the front cover panel up via the edge on the bottom to remove the front cover.
 B: slide the Tray from the back out as shown.
 Note: The mount position of the dotted line shows how the drives are mounted in the Tray. The SATA interface on your drive (2.5" or 3.5") is in the same location.



Note: 3.5" Drive Mounting hole may vary by drive manufacturer and model. Your 3.5" Drive when inserted may show a different mounting hole position. You just need to use 2 or 3 of the provided mounting screws to secure your drive.

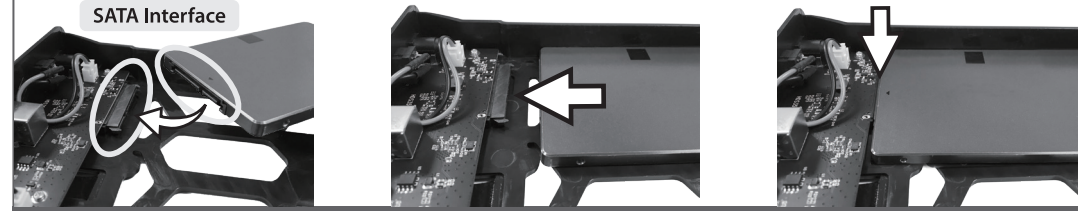
4 Note: We provide screws for 2.5" drive and screws for 3.5" drive, the screws are of different sizes and threading. The screws should fit just right. If it is too tight, you may be using the wrong screws. We provide extra screws for mounting your drive to the Tray. You do not need to use all the screws for mounting. Some drives from different manufacturers may come in different mounting positions. Please see the screw mount position shown.



5 Slide back the Tray into the casing the same way in step 2 and lock using the front cover plate, Your Storage is ready to connect and use.

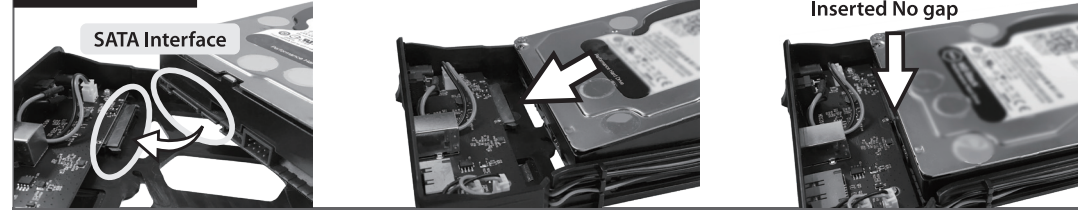
NOTE: If this is a new drive, you will need to prep the drive (initialize, partition and format).
 If this is a drive with existing data. Once connected and powered ON, your data should be accessible.

2.5" Drive



3 A Note the location of the SATA interface. When installing a 2.5" drive, place the drive in the position as shown and slide to lock the SATA interface to mate together. Make sure it is inserted into the SATA interface with no gap between the two interfaces.

3.5" Drive



3 B Note the location of the SATA interface. When installing a 3.5" drive, place the 3.5" drive at an angle with the SATA interface directly at the SATA interface on the Tray. Slide at an angle to lock the SATA interface while placing the drive into the Tray. Make sure it is inserted into the SATA interface with no gap between the two interfaces.

For USB



For eSATA



6 This enclosure is designed for connecting via eSATA OR USB, it cannot do both at the same time. When switching between eSATA and USB make sure power is OFF and you cannot leave both cables connected to the enclosure.

For USB, make sure the USB cable is connected to the enclosure and the system side before powering ON the enclosure.

For eSATA, make sure the eSATA cable is securely connected to the enclosure and the system side before powering ON the enclosure. If your system eSATA port does not support AHCI, you need to power ON the enclosure before powering ON your system for proper detection and usage.



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NST-358SU3-BK

v1.01

See the back of this page for Frequently Asked Questions (FAQ)



Read Me First



Thank You For Choosing VantecUSA Product.

We are committed to providing you with the best service and support. If you have questions about installing, getting the products to function, or other product-related questions, please feel free to write to us.

If you cannot get the product to work, please give us a chance to help correct the problem before returning the product to the place of purchase, you can write to us at: support@vantecusa.com

You can scan this QRcode to go straight to the Product page with lots more information.



This Back page is the Quick Installation Guide (QIG), please use this guide to step thru the installation process to install your hard drive correctly.

QRCode to product Page,
Drivers, Manual, and FAQ.

Thank you,
VantecUSA Support Team.



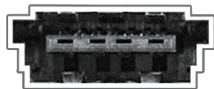
Frequently Asked Questions (FAQ)

1) Do I need drivers for this enclosure?

No, you do not need any drivers for this enclosure. The USB drivers are already built into your system OS. If you are using eSATA, your system eSATA port should have the drivers installed for your eSATA port. eSATA drivers are part of your system, not of this enclosure.

2) Is there more than one type of eSATA port?

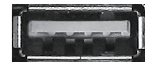
There are 3 main types of eSATA ports. The most common is just a plain eSATA port. There is also eSATAp, which is an eSATA port with power. And there is another combination eSATAp/USB port together, we called it combo eSATAp/USB port.



eSATAp



eSATA



USB

3) What port can I use with this NST-358SU3-BK enclosure?

This NST-358SU3-BK enclosure is designed for either USB 3.2 Gen1x1 (same as USB 3.0) Type-A port OR any of the eSATA ports mention in the previous questions (eSATA/eSATAp/Combo).

When you connected to an eSATAp, it will not use the power from the port because this enclosure is already self-powered using an ac adapter, moreover, the eSATA cable we provide is an eSATA cable, NOT an eSATAp cable. When connected to the Combo port it will only use the eSATA signal from the combo port.

4) How do I start using the USB/eSATA enclosure?

USB: If you are using the enclosure to connect via USB, just connect the USB cable to the enclosure and the system USB port. Power ON the enclosure and just wait for the system to respond acknowledging a USB storage is connected and ready for use.

eSATA: If you are using the enclosure to connect via eSATA, you can connect ONLY the eSATA cable to both sides, the enclosure, and the other end to your system eSATA port. Power ON the enclosure and use your Windows explorer to see if you view the storage device. If not, check and scan for hardware change in your computer device manager to see if it will pick up the storage device and become available using Windows Explorer.

5) My enclosure is working correctly in USB, but when I connect to eSATA, it cannot see the drive, why?

eSATA can be a little tricky to work with. It is not like USB when you connect it acknowledges the connection, eSATA may not.

Here are a few tips to troubleshoot the problem.

A. Make sure your eSATA port is working.

If you see an eSATA port available on the rear of the system, it does not mean that it is ready to use, often it needs to have your system chipset drivers loaded (not from us) and enabled in your system BIOS. Check to make sure your system eSATA port is working correctly.

B. Make sure your eSATA port can support the capacity of the drive you are using.

Some system eSATA may only support limited capacity (like 2TB drive size, on some DELL), please check with the manufacturer of the system for more information about the capacity the eSATA port is capable of supporting.

C. Is the drive in the enclosure "NEW"?

if yes, was the drive prep (initialize, partition, and formatted). Please use disk management in Windows to prep the new drive for use.

6) What is AHCI in eSATA?

Advanced Host Controller Interface (AHCI) is a standard defined by Intel for SATA drive with advanced capabilities such as hot swapping and native command queuing. It is only supported by Vista and newer OS. All system boards will have these capabilities. The AHCI function may need to be turned ON or OFF in the system BIOS for that system board.

If you are using an eSATA device without AHCI:

- 1) If the system power is OFF. Turn ON the eSATA enclosure. Turn the system ON, and the eSATA device will be detected and ready for use.
- 2) If the system power is ON. Turn ON the eSATA enclosure. "Scan for hardware change" using the device manager and the system will see the eSATA drive.

If you are using an eSATA device with AHCI enabled in the BIOS:

- 1) If the system power is OFF. Turn ON eSATA enclosure. Turn the system ON, and the eSATA device will be detected and ready for use.
- 2) If the system power is ON. Plugin eSATA enclosure. The system will automatically detect the eSATA device and ready for use.

7) How to disconnect an eSATA enclosure?

There is no standard way for ejecting/removing the eSATA device. Here is the suggested method.

- 1) On the System taskbar Windows Logo icon, right-click to see a popup menu.
- 2) Click on Device Manager, Double Click on Disk drives to open the subset, you should see the eSATA drive.
- 3) Right-click on the eSATA drive that you are trying to remove and select "Uninstall".
- 4) After it is uninstalled, you may turn off the eSATA enclosure and unplug the eSATA cable from your computer.

8) Need further help, how do I contact support?

VantecUSA support is available via email or phone (during normal business hours, PST – California, Mon – Fri 9 am – 6 pm). You can reach them easily via VantecUSA.com website contact form OR email support@vantecusa.com OR phone at 510 668 0368 option 2.

See the back of this page for Quick Install Guide (QIG)