



User's Manual

External Storage

StoreJet 25 Series

2025/04 (v3.3)

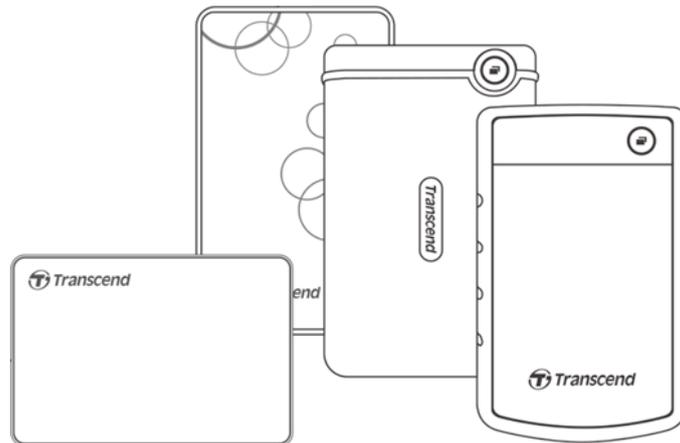
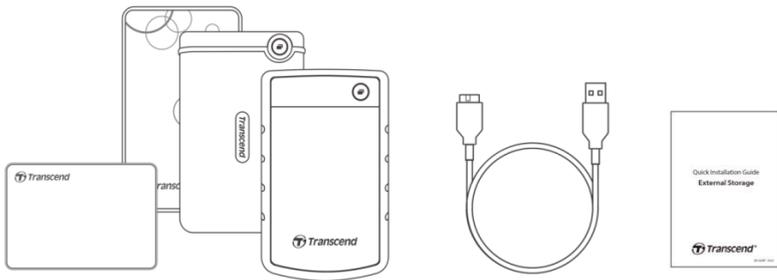


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1. Package Contents

StoreJet 25 Series



- StoreJet 25 hard drive
- USB 3.1 Gen1 USB cable
- Quick Start Guide

Note

Package content differs according to model types. Please make sure the package contains correct items.

2. System Requirements

The following requirements must be met to run StoreJet on your computer:

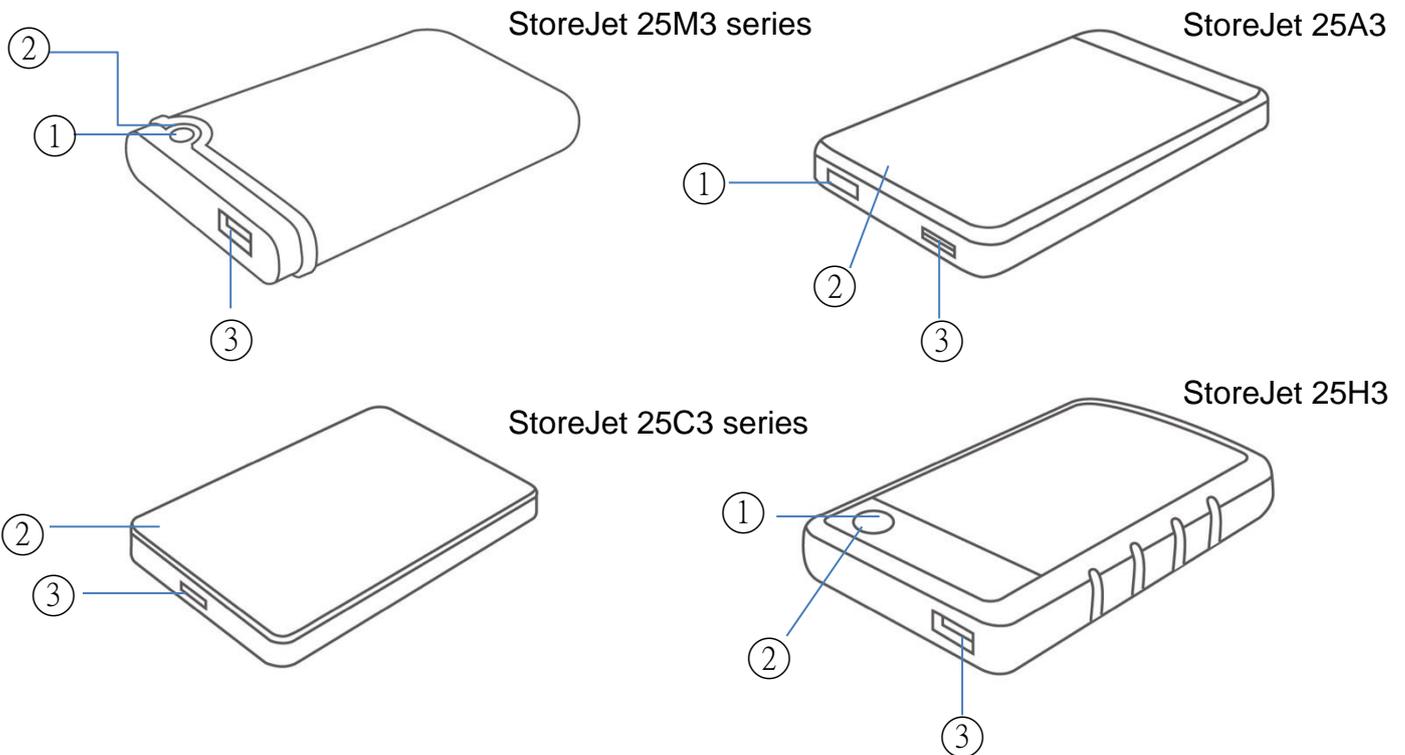
- Desktop or notebook computer with a working USB port.
- Windows 7/8/8.1/10
- macOS 10.7 or later

Transcend Elite™ and RecoveRx™ are compatible with the following operating systems:

- Windows 7/8/8.1/10
- macOS 10.10 or later (Transcend Elite)/ macOS 10.12 or later (RecoveRx)

3. Product Overview

StoreJet 25 Series



① Function Button ② LED Indicator ③ USB Port

4. Getting Started

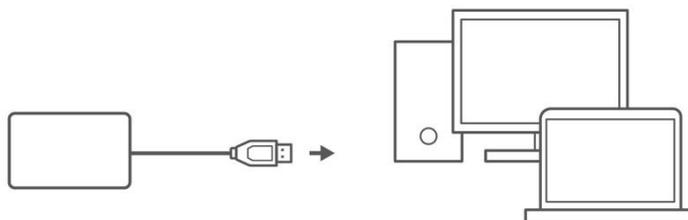
4-1 Operation

| | State | Description |
|------------------------|------------------|----------------------------------------------------------|
| LED Indicator | Solid | Idle |
| | Flashing | Operating |
| | Off | Sleep Mode or safely removed |
| Function Button | One touch Backup | Carry out one-touch backup with Transcend Elite software |
| | Re-connect to PC | Re-connect to PC after safely removed |

4-2 Using the StoreJet with Windows

Connecting a StoreJet to a Computer

1. Power on your computer.
2. Connect the drive's USB cable to your computer's USB port.
3. Check if the drive shows up in Disk Management in your Windows.
4. You can now use the StoreJet as an external hard drive and transfer data.



Disconnecting a StoreJet from Windows

1. Select the **Safely Remove Hardware and Eject Media** icon on the system tray in Windows.
2. Eject StoreJet drive.
3. A message will pop up: “**The ‘USB Mass Storage Device’ device can now be safely removed from the system.**” Then unplug the StoreJet.

WARNING

- To prevent data loss, always use this procedure to remove the StoreJet.
- NEVER disconnect the StoreJet from a computer when the device's LED is flashing.

4-3 Using the StoreJet with macOS

Reformatting the StoreJet

To use the StoreJet on a macOS Time Machine, reformat the drive to a HFS+ partition first. Please refer to FAQ-701 on our website: <https://www.transcend-info.com/Support/FAQ-701>

If you intend to regularly use the drive with both Windows and macOS, we recommend formatting the drive to the exFAT file system. Formatting the drive will delete all existing data on the drive.

5. Safety Precautions

General Use

- Unpack the device package with care.
- Avoid exposing your StoreJet to extreme temperatures above 55°C (131°F), or below 5°C (41°F).
- Do not drop your StoreJet.
- Keep your StoreJet away from water or any other liquids.
- Do not wipe or clean the exterior case with a damp/wet cloth.
- Do not store your StoreJet in any of the following environments:
 - Direct sunlight.
 - Next to an air conditioner, electric heater or other heat sources.
 - In a car that is exposed in direct sunlight.
 - In an area with strong magnetic fields or near magnetic objects.

Backing Up Data

- Transcend does NOT take any responsibility for data loss or damage during operation. If you intend to store data on your StoreJet, we strongly advise that you regularly back up the data to a computer or other storage devices.

Transporting

- Do not pack the StoreJet in luggage without proper protection. Other items in your luggage may damage the drive during travel.
- Avoid squeezing or pressing the StoreJet.
- Do not place objects on top of your StoreJet.

Power

- Do not use a USB hub to connect the StoreJet drive with your computer. The USB hub may not be able to provide sufficient power for the drive.
- Use only the USB cable that comes with the StoreJet. Ensure the cable you are using is in good condition. NEVER use a cable that is frayed or damaged.
- Do not place objects on the USB cable. Make sure the cable is not located where it can be tripped over or stepped on.

6. Frequently Asked Questions

If a problem occurs, please first check the frequently asked questions listed below before taking your StoreJet for repair. If your problems still cannot be solved, please consult your dealer, service center, or local Transcend branch office. You can also visit Transcend website for FAQ and Technical Support services at <https://www.transcend-info.com/Support/service>.

I installed an OS onto the StoreJet. Why can't I boot from it?

StoreJet is mainly served as a removable storage device. If you would like to boot the computer from StoreJet, please make sure your computer supports the USB boot function, and your StoreJet can be detected upon booting. Also, please make sure that the software installed supports USB boot function. If the StoreJet cannot be detected upon booting, your computer does not support booting from StoreJet.

What should I do if the transfer speed of my StoreJet is too slow?

1. Please use Transcend's RecoverRx software to completely re-format your drives (Windows version only). Visit the link for more detail: <https://www.transcend-info.com/Support/Software-4/>

WARNING

This function will delete all the data stored in your StoreJet. Please back up your data first before formatting.

2. You can check if any bad block is in your HDD by utilizing the monitoring tool (e.g. HD Tune) or running the "CHKDSK" command. For more information about "CHKDSK" command, please visit <https://learn.microsoft.com/en-us/windows-server/administration/windows-commands/chkdisk?abs=event-viewer>

I cannot copy large files to the StoreJet.

Please check the following:

1. Is there enough storage capacity?
2. Is the file larger than 4GB? If so, please check if the StoreJet's file system is FAT32, which can be supported by most computers, game consoles and media playback devices. However, the FAT32 file system does not support large files that exceed 4GB. If you plan to store files that are larger than 4GB, you need to reformat the drive to a different file system such as NTFS or exFAT.

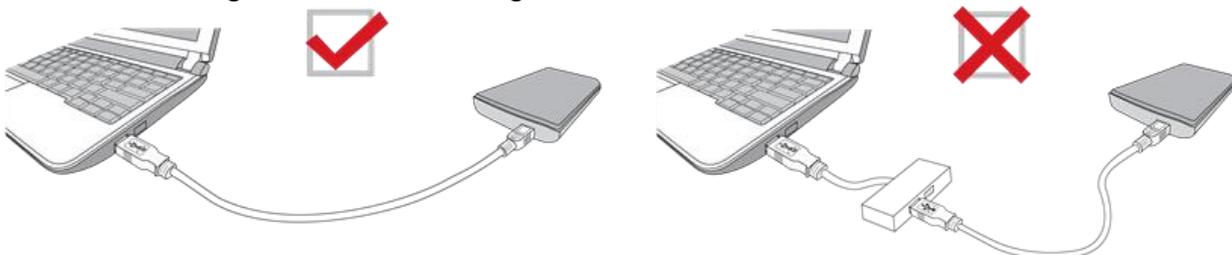
Why is it that my hard disk can only be allocated to 2TB, and the remaining capacity is displayed as "Unallocated"?

Please delete the allocated partition and convert the MBR disk to a GPT disk to solve this problem. The steps are as follows: <https://www.transcend-info.com/Support/FAQ-1145>

My operating system cannot detect the StoreJet.

Please check the following:

1. Is your StoreJet properly connected to the USB port? If not, unplug it and plug it in again after 10 seconds. If it is properly connected, try another available USB port.
2. Are you using the USB cable that came in the StoreJet package? If not, try using Transcend's USB cable to connect the StoreJet to your computer.
3. Is your StoreJet connected to a Mac keyboard? If so, plug it into an available USB port on your Mac computer.
4. Is the USB port enabled? If not, refer to the user's manual of your computer (or motherboard) to enable it.
5. Avoid connecting the StoreJet through a USB hub.



Is the StoreJet 25M3C compatible with USB Type-C smartphones and tablets?

Due to the USB 2.0 specification, USB Type-C smart phone and tablets cannot provide enough power to activate the StoreJet 25M3C properly. We strongly recommend users to plug the SJ25M3C into a desktop or notebook's USB type-C port with recommend operating system.

I have already shut down all the applications on my computer, but an error message still pops up saying "This device is currently in use. Close any programs or windows that might be using the device and then try again."

If you are having trouble pinpointing the exact application that is preventing you from safely ejecting your StoreJet device, please shut down the computer entirely, and then remove the StoreJet.

7. EU Compliance Statement

Transcend Information hereby declares that all CE marked Transcend products incorporating radio equipment functionality are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

https://www.transcend-info.com/eu_compliance



8. Recycling and Environmental Protection

For more information on **recycling the product (WEEE)** and **battery disposal**, please refer to the following link: <https://www.transcend-info.com/about/green>

9. Warranty Policy

Please find the warranty period of this product on its package. For details of **Warranty Terms and Conditions** and **Warranty Periods**, please refer to the link below:

<https://www.transcend-info.com/warranty>

10. GNU General Public License (GPL) Disclosure

For more information on open-source licensing, please refer to the link below:

<https://www.transcend-info.com/Legal/?no=10>

11. End-User License Agreement (EULA)

For details of software license terms, please refer to the following link:

<https://www.transcend-info.com/legal/gpl-disclosure-eula>

12. Federal Communications Commission (FCC) Statement

This device complies with Part 15 FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received including interference that may cause undesired operation.

This Equipment has been tested and found to comply with the limits for 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 equipment 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

13. Eurasian Conformity Mark (EAC)

