MEDIAGONE 500
SSD and Flash Media Shredder

VS SECURITY PRODUCTS LTD

MEDIAGONE 500
SSD and Flash Media Shredder

OPERATING MANUAL
PRODUCTION STANDARD

ZZ201233 – 110V-125V 60Hz
ZZ201234 – 220V-240V 50Hz/60Hz
ZZ201235 – Wheeled Trolley

 WARNING

TO AVOID ELECTRIC SHOCK HAZARDS, THE COVER SHOULD ONLY BE REMOVED BY AUTHORISED PERSONNEL.

CAUTION
Do not attempt to shred hard disk drives (HDD's)
Do not attempt to shred anything that is not covered by the list of acceptable media advised in the specifications section of this document. If anything apart from the acceptable media is shredded using the MediaGone 500 the warranty may be invalidated.

IMPORTANT
THE POWER ON/OFF SWITCH USED ON THIS EQUIPMENT IS NOT AN ISOLATING SWITCH. IT IS RECOMMENDED THAT THIS EQUIPMENT SHOULD BE SUPPLIED FROM A SEPARATE SWITCHED ISOLATOR.

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VS SECURITY PRODUCTS LIMITED

Unit 17, Pegasus Court

North Lane

Aldershot

Hampshire - GU12 4QP

United Kingdom

Tel: +44 (0) 1252 333577

Fax: +44 (0) 1252 333448

Email: sales@vssecurityproducts.com

VS AND ASSOCIATES

3160 Texas Hill Road

Placerville

California

95667

United States of America

Tel: 530-626-6924

Fax: 530-626-6989

Email: ussales@vssecurityproducts.com

C O N T E N T S

This document refers to MEDIAGONE 500 part no's;

ZZ201233 – 115v 60Hz
ZZ001234 – 220V-240V 50Hz/60Hz
ZZ001235 – WHEELED TROLLEY

SECTION 1: SPECIFICATIONS

MEDIA DESTROYED:
Solid-State Drives (SSD) including M.2/NVMes*, Flash drives, USB Sticks, Smartphones**, Cell Phones**, Mobile phones**, CD, DVD, Blu-Ray, Credit Cards.
*Enterprise SSDs must have rack mounts and metal casings removed prior to shredding
**All devices must have any batteries removed prior to destruction

DUTY CYCLE:
Continuous

NOISE LEVEL:
Less than 65dB

DESTRUCTION CAPACITY:
Per hour: Up to 500 USB-Sticks / 45 Smart Phones

MEDIA DIMENSIONS:
Maximum dimensions (WxHxD) - 3.35" x 0.95" x 6.5" (85mm x 24mm x 165mm). Special slot for CD, DVD & Blu-Ray

POWER SUPPLY:
110-125 VAC 50Hz—13 Amps
220-240 VAC 50Hz/60hz—6 amps

POWER CONSUMPTION:
1400 Watts Max (Please specify Voltage and Frequency when ordering)

OPERATING ENVIRONMENT:
Temperature: 41ºF - 104ºF (5ºC - 40ºC)
Humidity: 10 to 40% (non-condensing)

CONTROLS AND DISPLAY:
Touch Sensitive Display, E Stop, Power Button

MOUNTING:
Desktop Model or Fitted Trolley

DESKTOP MODEL (NO TROLLEY)

DIMENSIONS (WXHXD): 19.4" x 15.9" x 24.7" (49cm x 41cm x 63cm)
UNIT WEIGHT: 176 lbs (80kg)
CATCH BIN SIZE (DESKTOP): 1gal. (5Ltr)
PACKED DIMENSIONS (WXHXD): 30.7" x 26.7" x 24.4" (78cm x 68cm x 62cm)
PACKED WEIGHT: 203lb (92kg)

OPTIONAL TROLLEY

DIMENSIONS (WXHXD): 19.4" x 30.5" x 24.7" (49cm x 77cm x 63cm)
UNIT WEIGHT : 66lb (30kg)
CATCH BIN SIZE: 5 gal. (25Ltr) (Also Space for Spare Bin)
PACKED DIMENSIONS (WXHXD): 26.4" x 31.9" x 21.6" (67cm x 81cm x 55cm)
TROLLEY PACKED WEIGHT: 73lb (33.5kg)

MEDIAGONE 500 FITTED ONTO TROLLEY

DIMENSIONS (WXHXD): 19.4" x 46.4" x 24.7" (49cm x 118cm x 63cm)
WEIGHT : 248lb (112kg)

ENVIRONMENTAL PROTECTION
Waste electrical products should not be thrown away with household waste.
Please recycle where facilities exist.
Check with your local authority or retailer for recycling advice.

SECTION 2: MEDIAGONE 500 HARDWARE

2.1 Box Contents

Carefully remove your VS Security Products MediaGone 500 from its shipping carton and verify that all parts are present. If there are missing or damaged parts contact **VS Security Products Ltd** or an authorised distributor immediately. If damage has occurred in transit the shipping company must be informed immediately. The carton and packaging should be retained for use in the event that the unit requires transit for any reason.

You should find the following:
- ⇒ MediaGone 500
- ⇒ Mains Power Lead
- ⇒ 1 Gallon (5 Litre) Waste Drawer
- ⇒ Warranty Card
- ⇒ Quick Start Guide
- ⇒ 2 Keys
- ⇒ Pusher
- ⇒ Grease Gun
- ⇒ Lubrication Oil

2.2 Hardware Installation

Care should be taken when moving/handling the MediaGone 500.

2.2.1 Unpacking

The MediaGone 500 is shipped on a wood pallet with cardboard packing on the top. Carefully disassembling the cardboard packing leaving the MediaGone 500 sitting on the wood pallet . Inspect it for signs of physical damage. If damage is apparent, a claim should be filed with the carrier immediately.

Caution — the MediaGone 500 is heavy and should only lifted using the 4 handles 2 on each side . It is recommended 4 people should lift the unit one on each handle.
Alternatively a lifting hoist can be used but it must utilise 4 straps one on each handle.

2.2.2 Positioning

Position the MediaGone 500 on a hard flat surface at a comfortable working height. Ensure there are no obstructions to any of the air flow grills which are situated on both the right hand sides and rear of the unit.
Ensure the operating environment is within the limits shown on page 4.

2.2.3 Power Wiring

Power connection is made to the MediaGone 500 in the form of an IEC type electrical lead (supplied). The user should ensure that their power supply meets the specifications outlined on Page 4.

SECTION 3: OPTIONAL MEDIAGONE 500 TROLLEY

3.1 Box Contents

Carefully remove your VS Security Products MediaGone 500 Trolley from its shipping carton and verify that all parts are present. If there are missing or damaged parts contact **VS Security Products Ltd** or an authorised distributor immediately. If damage has occurred in transit the shipping company must be informed immediately. The carton and packaging should be retained for use in the event that the unit requires transit for any reason.

You should find the following:
- ⇒ Trolley
- ⇒ Door
- ⇒ Door Hinge Screws x 6
- ⇒ Allen Key
- ⇒ Catch Basket
- ⇒ Catch Basket Bags x 5
- ⇒ Drawer Funnel Kit - Includes:
  - ⇒ Allen Key
  - ⇒ Rubber Gasket
  - ⇒ Smaller Half of Funnel
  - ⇒ Larger Half of Funnel
  - ⇒ M3 Screws x4
  - ⇒ Plastic Push Rivets x 4.

3.2 Hardware Installation

3.2.1 Unpacking

The MediaGone 500 Trolley is shipped inside a cardboard packing case (separately from the MediaGone 500). Unpack the Trolley carefully by disassembling the packing case and inspect it for signs of physical damage. If damage is apparent, a claim should be filed with the carrier immediately.

3.2.2 Fit the Door

Locate the door inside the back of the trolley. Fit the door by screwing the hinges into the front of the trolley using the screws and Allen key provided. (See figure 1).

Door Hinges
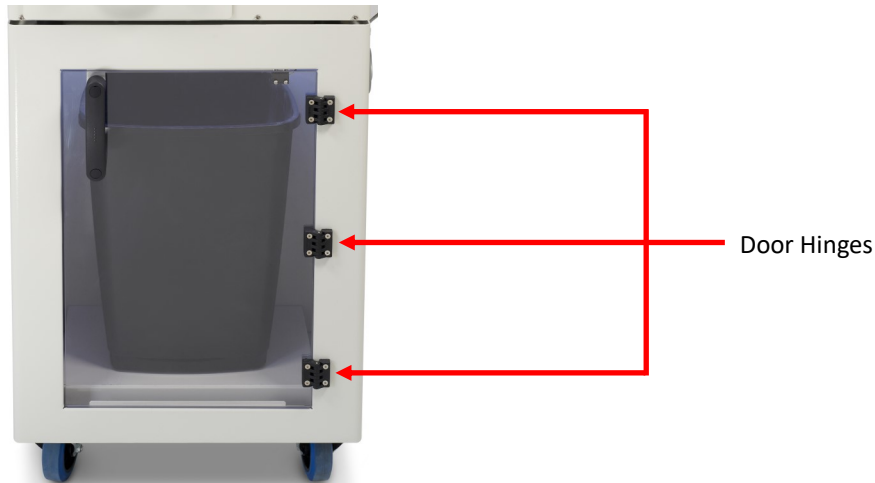
Figure 1

3.2.3 Place the MediaGone on the Trolley

Carefully lift the MediaGone onto the trolley lifting only using the 4 handles 2 on each side. Place the 4 feet within the dips on the trolley, the front of the MediaGone needs to be on same side as the clear door on the trolley.

3.2.4 Connect the Trolley

On the front right hand side of the trolley, be sure to connect the cable between the MediaGone and the trolley. (See Figure 2)

Cable

Figure 2

3.2.5 Modify the Drawer

When using MediaGone 500 with the trolley the waste drawer will need to be modified as described below to allow the shredded material to drop into the trolley waste basket.

1.   Undo the 4 nylocs, shown in the figure 3, and remove the blanking late from the bottom of the drawer.

Figure 3

2.   Fit the rubber seal over the 4 studs (shown in figure 4). It will not need to fix it down using the nuts.
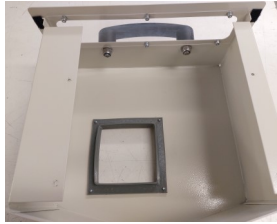

Figure 4

3.   Place the larger half of the chute in the drawer (shown in figure 5), then secure it in place using the 2 screws.
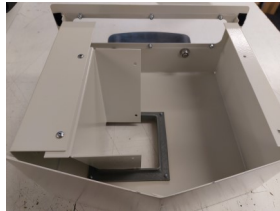

Figure 5

4.   Place the larger half of the chute in the drawer (shown in figure 6), then secure it in place using the 2 screws.
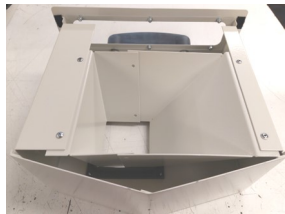

Figure 6

5.   Push the little black Push Rivets into the holes in the middle of the chute. The rivets should be fitted on the inside of the chute. You may need to push and pull the chute around a little to get the holes to line up.
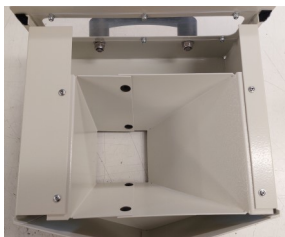

Figure 7

The modified waste drawer can now be returned to its location in the MediaGone 500.

SECTION 4: INTRODUCTION TO THE MEDIAGONE 500

The MediaGone 500 from Verity Systems is a precision-designed shredder that securely destroys a wide range of media including solid state drives, flash drives, optical discs and smart phones with the press of a button.
Shredding particles to less than 4mm in width, the MediaGone 500 ensures total media destruction for operators in a wide range of industries.

With its transparent polycarbonate dome cover and reinforced glass safety screen users can safely view the shredding of SSDs, flash drives, discs or phones live as they go through the destruction process. Illuminated by the latest LED lighting technology, the MediaGone 500 is the most efficient and easy-to-use shredder developed by Verity Systems to-date.
Operated exclusively via its simple touch screen, users can access all its features including the option to choose fine or coarse cuts for specific shredded particle sizes.

The MediaGone 500 can be ordered either as a table top mounted model or fitted with its custom designed trolley for easy mobility. The table top version allows the operator to collect shredded material in its 1 gallon (5.3 litre) drawer which can be simply removed and emptied when full. The trolley version comes with an infrared detection system, notifying the user via the display screen when the collection bin is full and needs emptying. The 25 litre catch bin is accessed through a clear polycarbonate door on the front of the unit.

Built with hardened, carbon steel cutters along with its high torque slip free drive, the unit delivers maximum power while still being able to run on a standard office power socket. Thermal sensors protect the units drive train from malfunction or damage.

Unlike our degaussers, which erase data through powerful magnetic fields, the MediaGone 500 shreds media into tiny pieces, ensuring the highest security destruction and rendering data completely unusable. Shredded particles can also be sent to specialised material companies for recycling if required.

SECTION 5: OPERATION

The MediaGone 500 comes in two formats Desktop and floor mounted on wheels.

Desktop Model

Figure 8

Floor mounted on wheels Model

Figure 9

5.1 Operator Controls

1. Emergency Stop – When pressed inhibits all operations. Turn clockwise to reset.
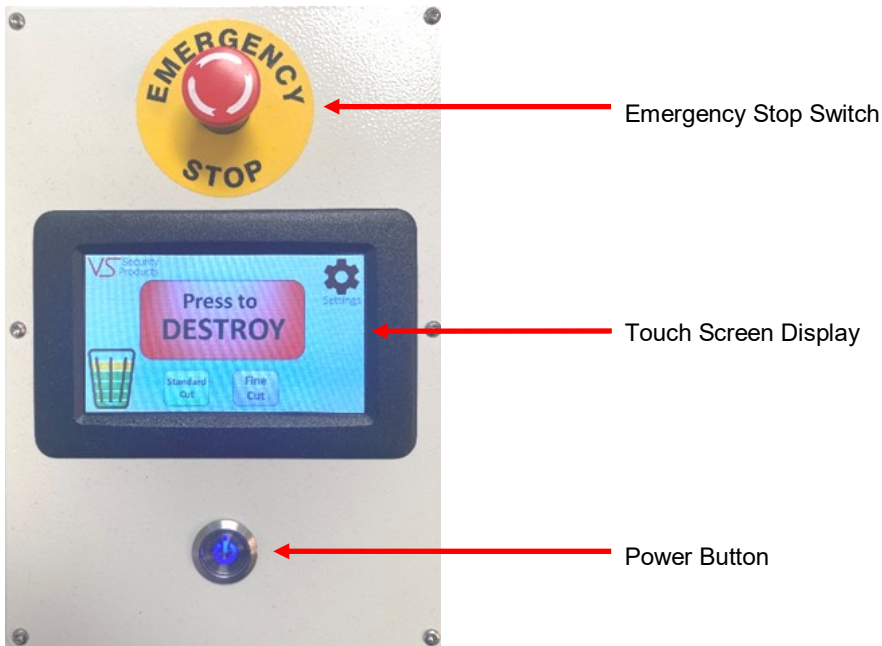**2. Power Potton – Powers up and down the MediaGone.**

Emergency Stop Switch

Touch Screen Display

Power Button

Figure 10

3. Keyswitch – Inhibits all operations when in the Horizontal Position.

Keyswitch
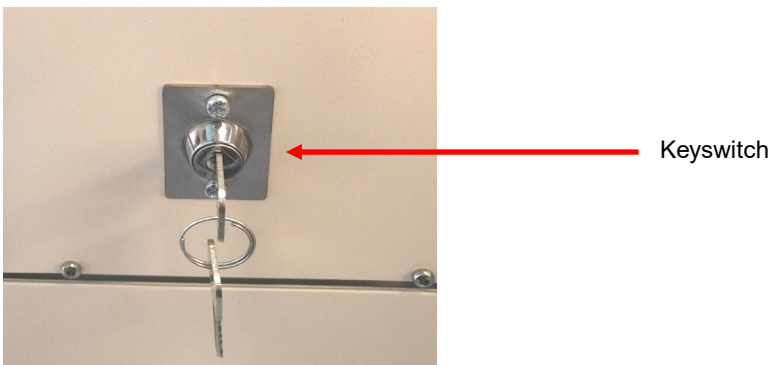
Figure 11

4 . Touch Screen Display.

Settings Button

Destroy Button

Trolley Bin Level (not shown on Desktop models)
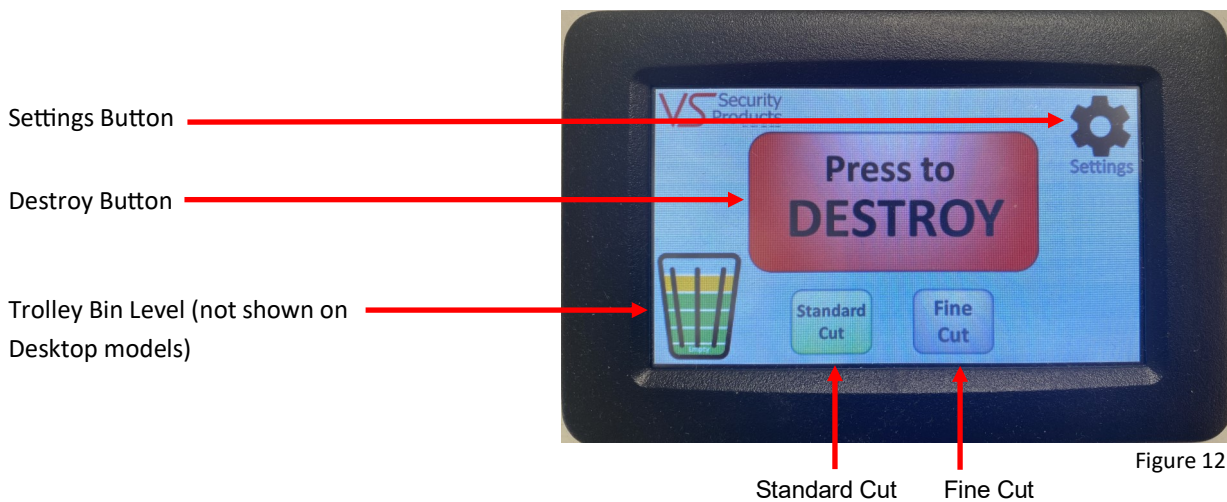

Figure 12

Standard Cut   Fine Cut

Commands

1. Press to destroy – Starts the shredding process.
2. Fine Cut, Coarse Cut – Selects size of shredded partials. Defaults to Standard Cut.
3. Beep on Key Press – Machine beeps when screen button pressed, touch to switch off.

Messages/ Warnings

1. Lid Open Please Close Lid – Lid over media feed slot is open, close to proceed with shredding.
2. Destroying Press to stop – Shredding is underway, unit can be stopped in an emergency.
3. Destruction Complete – Shredding is complete.
4. Machine Locked please use the key – use the key to switch on to proceed with shredding.
5. Machine opened during crush cycle – shredding cycle aborted as the Lid over media feed slot has been opened during the shred cycle. Close lid press OK and restart.
6. Desktop Model only—Drawer Opened During Crush Cycle – Shredding cycle aborted as drawer has been opened. Close drawer press OK and restart.
7. Desktop Model only—Warning Drawer Not Detected - Shredding cycle aborted as no drawer detected. Check drawer present and press OK and restart.
8. Floor Standing Model only—Trolley Door Opened During Crush Cycle - Shredding cycle aborted as trolley door has been opened. Close door press OK and restart.

5.2 Turning the machine on

1. Connect to the mains power using the power lead provided.
2. Press the power button, the touch display lights up and the system initializes.
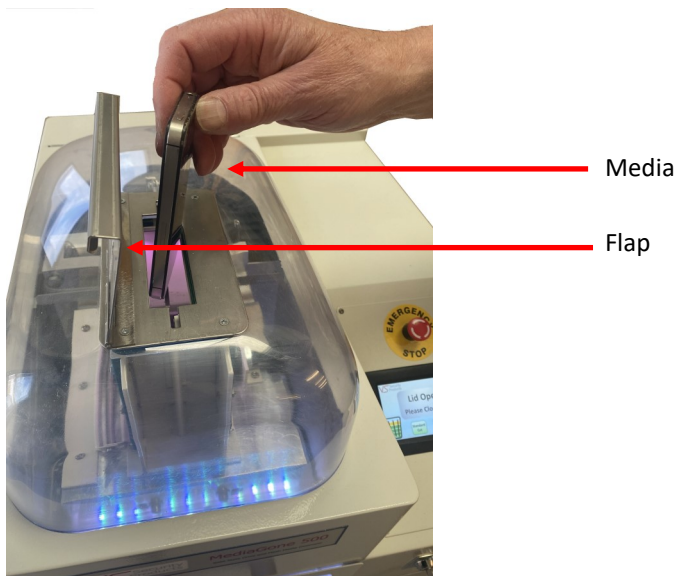
5.3 Feeding in the media

Figure 13

1. Open the Flap and drop the media, like USB sticks, Solid State Drives (SSD's)*, flash drives, Smart Phones** etc into the destruction chamber.
   *Enterprise SSDs must have rack mounts and metal casings removed prior to shredding
   **All devices must have any batteries removed prior to destruction
2. The media should be shredded individually, one at a time (this ensure the MediaGone 500 gives its best performance) /
3. Close the Flap and press Destroy on the Display.

5.4 Shredded Particle Size

1. The MediaGone 500 has 2 shred particle sizes, Coarse and Fine.
2. Coarse gives lager partials with a faster throughput.
3. The machine defaults to Coarse, to select fine press Fine before pressing Destroy.

5.5 The Shredding Process
1. Press the Destroy Button on the Display.
2. The cutters will be energized and shredding will commence.
3. The cutters will rotate backwards and forwards shredding the media.
4. When all the media has been shredded the cutters will stop and 'Destruction Complete' will be displayed.

5.6 Media is not drawn into the cutters

1. When the surface of the media is very smooth there may be rare occasions when the cutters are not able to grip a new item or a partially destroyed one and draw it in.
2. The cutters will go through a predetermined forward and reverse sequence multiple times to try and grab the media but if is not able to the MediaGone will stop.
3. If this occurs take the pusher supplied, open the lid and using the pusher move and turn the media.
4. Presenting the cutters with a rouge side and removing loose items will usually enable the cutters to grab the media and continue with the destruction. The loose items can be destroyed separately.
5. Remove the pusher, close the lid and press destroy to start the shredding process again.

5.7 Media is not fully shredded

In isolated cased, some partial media pieces can remain on top of the cutters and are visible in the viewing window after the cutters have stopped. These pieces should be removed as described below and re-submitted to the MediaGone.

1. Lift the plastic dome cover and lock it in the up position by pulling the center joint of the prop towards you. As shown in figure 14.
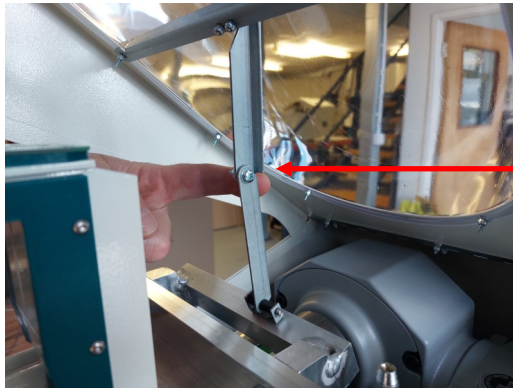

Center Joint

Figure 14

2. The safety glass box assembly can now be hinged to the side by pulling the round knob to extract the locking pin see figure 15 and 16.
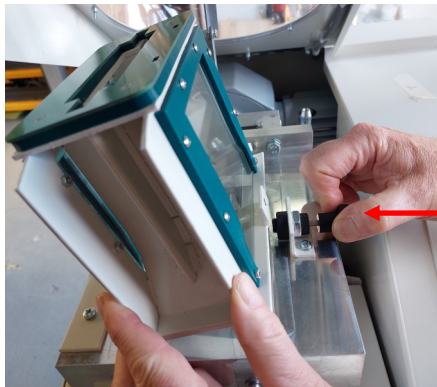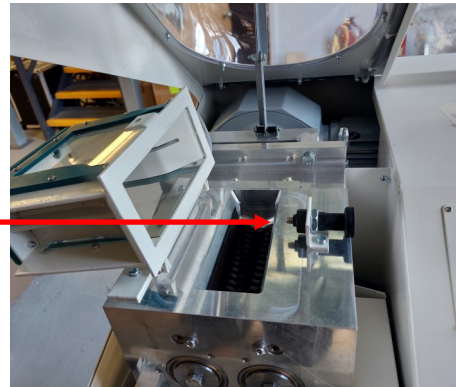

Round Knob

Figure 15

Figure 16

3. Remove the piece of media from the top of the cutter's.
4. Hinge the safety glass box back into position, pull the locking pin ant then release it to lock the assembly onto the cutting box.
5. Lift the plastic dome slightly and push the center joint of the prop away from you (see figure 17). This will allow you to lower the dome into its home position.

Center Joint

Figure 17

5.8 Waste Disposal with the Desktop Model

In the stand-alone desktop model the shredded debris is automatically collected in a 1 Gallon (5 Litre) waste drawer accessed from the front of the unit using the black handle. The drawer simply slides out so the waste can be tipped into a suitable container. The drawer has a clear viewing window allowing the operator to check the waste level at any time.

Emptying the waste catch drawer

1. The waste level in the drawer can be seen through the viewing window.
2. When the waste level is at the top of the viewing window it should be emptied.
3. Ensure the shredder has completed its task and is on standby .
4. Pull out the drawer using the black handle and slowly remove it from the unit taking care to keep it level so as to not spill any of the contents.
5. Place the drawer into a bag or container and tip out the contents, remove the drawer and seal the bag or container.
6. Replace the drawer in the unit.

Viewing Window

Waste Drawer

Figure 18

5.9 Waste Disposal with the optional Trolley

With the optional wheeled trolley the waste is collected in a 5 Gallon (25 Litre) catch basket which is easily accessed though a clear Poly Carbonate door at the front of the unit. The level in the catch basket is constantly monitored and displayed on the LCD. The catch basket is illuminated so the operator can see the level and the light colour changes to red when full.

Emptying the waste catch basket

1. When the waste catch basket symbol on the display shows it is full, and the basket itself is illuminated with a flashing red light, the catch basket should be emptied.
2. Ensure the shredder has completed its task and in on standby.
3. Open the clear plastic door and remove the catch basket.
4. Pull the bag out to its full length and tie the bag.
5. Remove the bag and dispose of it with the contents.
6. Fit an empty bag into the basket making sure the bag is pressed against the insides of the basket or the bin level sensor will not state the basket level is correct.
7. Insert the basket back into the machine.
8. Close the door.

Clear Plastic Door

Figure 19

SECTION 6: ROUTINE MAINTENANCE

6.1 Routine Cleaning

Excess dust or debris should be regularly cleaned from the Destruction Chamber using a cloth and/or vacuuming, The outside of the unit may be wiped with a soft cloth but no harsh cleaning agents should be used.

6.2 Changing the Fan Air Filter

The Air Filter is located at the rear of the unit shown in figure 20.

Air Filter

Figure 20

The Filter element should be changed approximately every 1000 cycles to ensure it does not become clogged.
1.   To change the filter element pull of the black plastic filter cover, which contains the element.
2.   Dispose of the old contaminated element and fit a new one in place of the cover.
3.   Press the black plastic filter cover on the housing ensuring it is fully home and clips into place.
Not: Replacement filter elements can be purchase from your local VS Security Products Supplier.

6.3 Oiling the cutters

To ensure smooth running and long life of you MediaGone Shredder, approximately every 20 minutes the cutters should be oiled as described below using the lubrication oil (in spray bottle) provided.

Note: replacement oil must be multi-purpose lubricant that is oil-based (not water based).
Note: Every 20 minutes of run time a prompt will come up on the touch screen display to Oil the Cutters. See figure 22. The user will have to tap 'OK' to continue.

Figure 21

1.   Ensure the MediaGone is switched of and disconnected from the mains power supply .
2.   Lift the plastic dome cover and lock it in the up position by pulling the centre joint of the prop towards you, as shown in figure 22.

Center Joint

Figure 22

3.   Fully open the media chute assemble. By pulling out the pull pin shown in figure 24. Open position shown in figure 25.
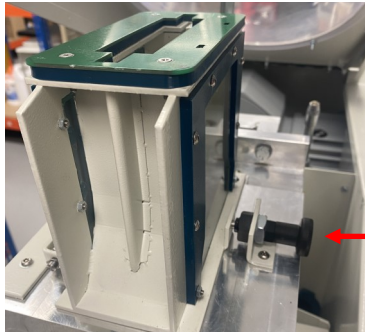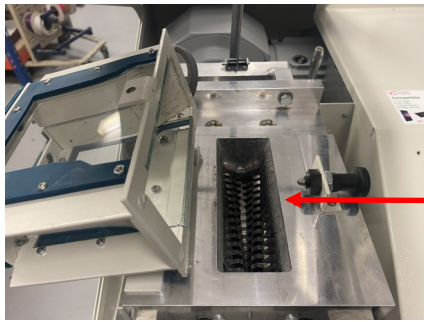

Figure 23

Figure 24

Figure 25

4.   Make sure the lubrication oil spay bottle is in the open position, then the lubrication oil to spray the full length through the centre of the cutters. Shown in figure 25.
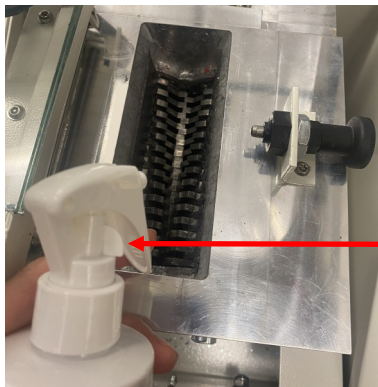

Figure 26

5.   Close the media chute assembly and the plastic dome cover.
6.   Turn the machine on and run the cutters for a single cycle.
7.   Then repeat all the above steps to oil the cutters again before continuing to use the unit.

6.4 Greasing the Gears

To ensure smooth running and long life of you MediaGone Shredder, approximately every 1000 cycles the cutter bearings should be greased as described below using the grease gun provided. See figure 26.
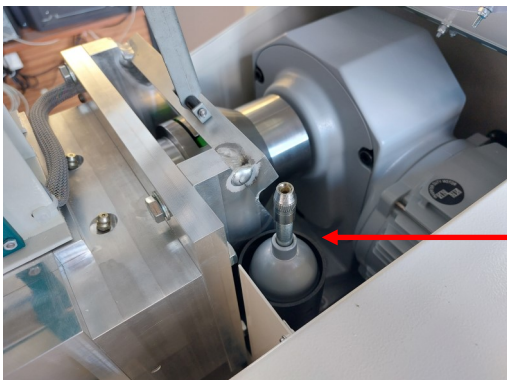

Figure 27

Note: Every 20 minutes of run time a prompt will come up on the touch screen display to Grease the Gears See figure 28. The user will have to tap 'OK' to continue.

Figure 28

1. Ensure the MediaGone is switched of and disconnected from the mains power supply .
2. Lift the plastic dome cover and lock it in the up position by pulling the centre joint of the prop towards you, as shown in figure 23 in section 6.3.
3. Remove the grease gun from its housing and place the nozzle end onto one of the 2 grease nipples on the rear of the cutter box shown in figure 29.
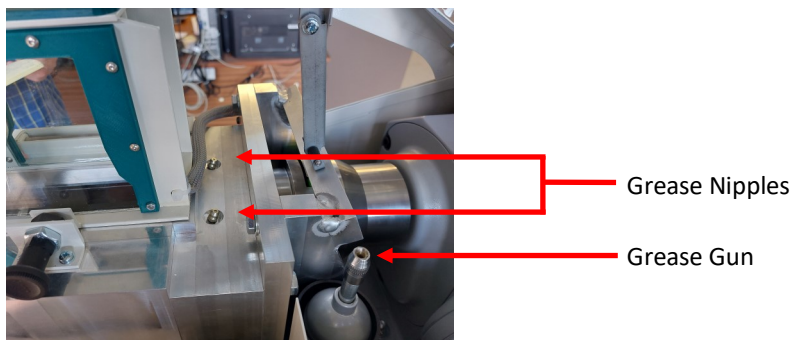

Grease Nipples

Grease Gun

Figure 29

4. Push the body of the grease gun towards the nipple two times, which will pump the grease into the cutter bearings as seen in figure 30

Figure 30

5. Repeat the process for the second grease nipple.
6. Wipe of any excess grease around the nipples and replace the grease gun to its housing.
7. Use lithium based grease when the grease gun needs refilling.

SECTION 7: DATA DESTRUCTION AUDITOR (DDA) ERASURE LOGGING SOFTWARE

When erasure logging is required, simply connect the degausser to a PC or laptop and open the Data Destruction Auditor program. This will log all the information related to the erasure and provide a printed report if required. The information logged includes details of the degaussing company (including the operator and supervisor), media owner, degausser machine type, serial number, part number and size of the media.

For Setup of the Data Destruction Auditor see the separate (included) 'DDA Quick Start Guide'. For more information on erasure logging software see the 'DDA Full user Guide' available on the following web address https://www.veritysystems.com/resources/product-manuals/.

SECTION 8: MAINTENANCE

Resetting the circuit breaker

The MediaGone 500 Shredder is not equipped with any on-board fuses that require replacement. All the systems within the unit are protected by the circuit breaker which is located on the rear of the unit – this can be manually reset by the user. See figure 31.
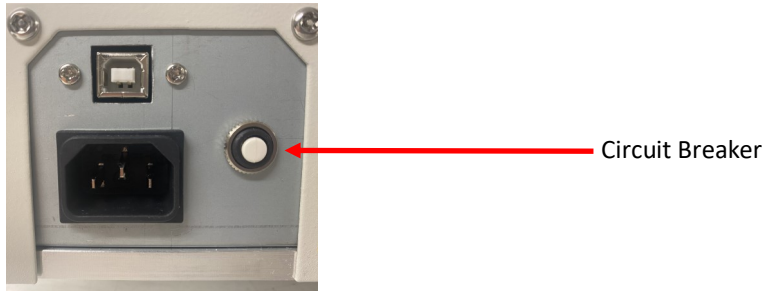

Circuit Breaker

Figure 31

If the unit fails in any way, the user should verify the condition of the circuit breaker prior to contacting support.

The MediaGone 500 contains mains voltages and currents. For safety reasons, VS Security Products Ltd does not recommend that the covers be removed by anyone other than trained VS Security Products technicians.

SECTION 9: SAFETY RECOMMENDATIONS

Gloves

It is recommended that suitable protective gloves are worn when handling the shredded media or debris in order to protect hands from sharp edges.

Swarf

It recommended that the Catch Tray is emptied frequently to prevent the build up of swarf inside the MediaGone 500.

SECTION 10: DDA OPTIONS

The DDA software can also be used with the following accessories. More details on how to use these accessories with the DDA Software see the 'DDA Full user Guide' available on the following web address https://www.veritysystems.com/resources/product-manuals/.

9.1 Barcode Scanner

The barcode scanner accessory allows you to scan the serial and part numbers from media, allowing you to speed up the data entry process.

9.2 Verity Systems DD Imager

The Verity Systems DD Imager seamlessly integrates with the Data Destruction Auditing software, facilitating the capture of high-definition images of media both before and after the erasure/destruction process.

VS SECURITY PRODUCTS LIMITED
Unit 17, Pegasus Court
North Lane
Aldershot
GU12 4QP
UK

VS AND ASSOCIATES
3160, Texas Hill Road
Placerville
California
95667
USA