

SanDisk®

ibi™

Personal Cloud Storage

User Manual



Accessing Online Support

- **Online Learning Center** – Start here to get the most out of your cloud storage device: www.wdc.com/setup
- **Registration** – Register your WD product to get the latest updates and special offers at: register.wdc.com
- **Technical Support** – Get technical and other support through email at: support.wdc.com/support
- **Warranty & RMA Services** – Get warranty, product replacement (RMA), RMA status, accessories, and data recovery information at: support.wdc.com/warranty
- **Knowledge Base** – Search by keyword, phrase, or answer ID at: support.wdc.com/knowledgebase
- **WD Community** – Share your thoughts and connect with other WD users at: community.wdc.com
- **Phone Support** – Get phone numbers for contacting support by region at: support.wdc.com

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1

Your ibi Device

- [Features](#)
- [Kit Contents](#)
- [Requirements](#)
- [Product Description](#)
- [Handling Precautions](#)

Welcome to your ibi device! Before you get started using your device, please review the following features and descriptions to get better acquainted with your product.

Features

One central place to store and organize everything — SanDisk™ ibi storage is home to all your content. With enough space to keep all your photos, videos and files in one place at home, you can organize it your way and access from anywhere with an internet connection.

Quick and simple setup — Set up your SanDisk™ ibi device quickly. Use your mobile device to connect to ibi and setup the device. Then, start backing up, accessing and sharing. No network cables or computer necessary, and no monthly fee required!

Mobile, on-the-go access — Use the SanDisk™ ibi mobile app, desktop app or ibi.com to upload, access and share your favorite memories and stream videos saved on your SanDisk™ ibi device.

Auto backup for photos and videos on your phone — Automatically back up photos and videos on your phone to the SanDisk™ ibi device so you can make room for more.

USB port to import photos and videos from all your devices — Quickly import photos and videos from all the different devices scattered around your house, like USB flash drives and external hard drives, using the USB port on the back of the SanDisk™ ibi. Keep all your favorite moments, action shots and adventures stored in one central, organized place.

File search to find content easily — Quickly find photos, videos, movies and docs using easy-to-use search with the SanDisk™ ibi mobile or desktop app, or on ibi.com.

Individual, private spaces for each user — Invite family and friends to create individual accounts. Each invited person can set up their own private space that only they have access to on the device. They can manage, access and share their content as they want.

Third-party applications to customize your way — Tailor your SanDisk™ ibi device to fit your personal needs and preferences using downloadable services, including Plex™ Media Server, Dropbox™, Google Drive and more. *Cloud services may be modified and vary by country.*

Cloud account download to keep everything in one place — Store everything in one place, even content in your favorite cloud accounts. Photos, videos and files from your cloud accounts are automatically downloaded to your SanDisk™ ibi device, including Dropbox™, Box, Google Drive, Facebook and many more.

Auto backup for all PCs and Mac computers at home — The SanDisk™ ibi device has enormous capacity to wirelessly back up mobile device at home to one central place. It works seamlessly with Windows® Backup and Time Machine software.

Smooth video playback anywhere — Stream your personal videos anywhere, on any device, using the SanDisk™ ibi mobile and desktop app or ibi.com.

Quick and easy sharing — Collect all your favorite memories and moments in one place. With just a few clicks, share photos, videos, documents or entire folders with friends and family, so nobody misses a thing.

Kit Contents

The ibi kit includes the following items:

- ibi device
- AC power adapter
- Quick Install Guide

Requirements

Wi-Fi Compatibility

The ibi device is compatible with the following Wi-Fi™ standards:

Standard	Frequency	Bandwidth
IEEE 802.11ac	5 GHz	80 MHz
IEEE 802.11n	5 GHz	40 MHz
IEEE 802.11n	2.4 GHz	20 MHz

Desktop and Mobile App Operating System Compatibility

The ibi desktop app is compatible with the following versions of the Windows and macOS operating systems. The ibi mobile app is compatible with the following versions of the iOS and Android operating systems.

Table 1.1

Windows®	macOS® / OS X®	iOS®	Android™
Windows 7	OS X Mavericks - 10.9	iOS 9	KitKat - 4.4
Windows 8.x	OS X Yosemite - 10.10	iOS 10	Lollipop - 5.x
Windows 10	OS X El Capitan - 10.11		Marshmallow - 6.0
	macOS Sierra - 10.12		Nougat - 7.x
	macOS High Sierra - 10.13	iOS 11	Oreo - 8.x

When ibi devices are accessed from a personal computer system via the ibi desktop app, a 64-bit operating system is required. Compatibility can vary, depending on

hardware configuration and operating system. For highest performance and reliability, always install the latest updates.

Web Browser Compatibility

The ibi device can be accessed with an Internet browser. Using the most current, stable combinations of operating system and web browser will provide the best results. At a minimum, use one of the following browser versions applicable to your operating system:

- **Google Chrome™ 50** or later on supported Windows, macOS, Android or iOS operating systems
- **Internet Explorer® 11** (11.0.9600.17843) or later on supported Windows® 7, Windows® 8.1 or Windows® 10 operating systems
- **Microsoft® Edge** (20.10514) or later on the Windows 10 operating system
- **Safari® 9.0** or later on supported OS X and macOS operating systems
- **Firefox® 45** or later on supported Windows, macOS, Android or iOS operating systems
- **Samsung® Default Browser 1.5** or later on Galaxy S4 to Galaxy S7 devices using Android KitKat 4.4 or later.

Internet Connectivity

- For normal operation, ibi devices must be connected to the Internet. They should be connected to an available wireless access point or router. The wireless access point or router require a Broadband (WAN) Internet connection with an Internet Service Provider (ISP) for software downloads and for accessing the device. The initial setup will require a smartphone or tablet with Bluetooth® enabled. Ibi devices do not support Ethernet connectivity.

Product Description

- [Front LED](#)
- [Reset Button](#)
- [USB Port\(s\)](#)

Front LED

1. Front LED

The front LED is a single color, white. It is either on, off or blinks with a certain rhythm to indicate a specific "System Condition". A "System Condition" list is outlined below in Table 1.2.

Table 1.2

LED Behavior	System Condition
No LED light illuminated	Power is Off or Disconnected
Solid Light - no blinking	Device is Ready
Solid Light - no blinking	Firmware or Software Update in Progress

LED Behavior	System Condition
Solid Light - no blinking	Data Transfer from a USB connected device
Slow "breathing" rhythm	Powering Up or Initializing
Slow "breathing" rhythm	Reset Button Pressed
Slow "breathing" rhythm	Device Shutdown Sequence Activated Through Mobile App
Fast "breathing" rhythm	Device Requires Attention - Device Encountered an Error
Fast "breathing" rhythm	USB Device Connection Error
Fast "breathing" rhythm	Ethernet Connection Not Available
"Heartbeat" rhythm	File System Notification - Check if rebuild is needed - May require technical support.
"Rapid Blinking" rhythm	Image Recovery Mode - Device is rebuilding from an unexpected action; this process will take some time. May require technical support.

LED Table Note: Sometimes different 'System Conditions' result in identical "LED Behavior". Therefore, view each "LED Behavior" within the context of your operation.

Rear Layout

ibi includes these buttons, ports and connectors, where applicable.

1. Reset Button
2. USB Port(s)
3. DC Power Connector

Reset Button

On the underside of your device, there is a Reset Button. This is a tiny recessed button that requires something similar to the pointy end of a paper clip to be pressed.

Table 1.4

Reset Button Function	Device Operation
Press for 1 to 29 seconds	During this function the ibi device will reboot, momentarily making it inaccessible. This process does not delete data.
Press for 30 to 50 seconds	This function will demote the Device Owner to a Device User in order to change ownership of the ibi device. This does not delete data and each user still has access to their data. However, when this process occurs, the next user to go through the setup process on the device becomes the device owner. The remaining users on the device are unchanged.
Press for at least 60 seconds	Caution! This process will delete all data, all Device Users and the Device Owner. The unit will be reset to factory default settings and will need to be set up using your mobile device. A new Device Owner will be set when the next person sets up the device. Reset has completed once the LED has gone through a period of rapid blinking and returned to a state of solid white.

USB Port

The USB port is not designed to connect an ibi device directly to a host computer system – ibi is the host.

ibi – This device comes with one USB Type-A port on the back panel that support USB 3.0.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock or vibration. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.
- Do not use this product as a portable drive.
- To allow proper ventilation, do not block any of the drive enclosure's air slots.

2

Getting Started

Getting started involves connecting a SanDisk ibi device to a network, configuring software to access the device and registering your product.

Connecting an ibi Device

Basic Hardware Connections

Important: To avoid overheating, make sure the device is standing in an upright position and nothing is blocking or covering the slots and openings on the top and bottom of the device.

Follow these three basic steps for connecting your device:

1. Connect one end of the power adapter into the DC power connector on the back of the device and the other end of the power adapter into a power outlet.
2. The unit will automatically power on. Continue with the next section, "Software Set Up."

Software Set Up

The initial setup process for any ibi device requires a smartphone or tablet with Bluetooth™ connectivity, and Internet access via Wi-Fi. Begin with the following steps:

1. Access the Internet and go to ibi.com/hello
2. Create an ibi account or login with an existing ibi account at ibi.com/hello. An email confirmation is sent when an account is created.
3. Allow the ibi website to find your ibi device.
4. If the device is automatically detected, Press the **Connect** button that is associated with your ibi device.
 - A picture of the ibi device and its corresponding Security Code should be displayed. This Security Code is noted on the Quick Install Guide and on the barcode label on the bottom of the unit.

Note: If your ibi device is not automatically detected, follow these 4 steps:

1. Press the **Enter Your Device Code** option noted below the Desktop App and Mobile App options.
 2. Enter the Security Code from the Quick Install Guide that came with the ibi device. The Security Code is also on the barcode label on the bottom of the unit.
 3. After entering the security code, Press **Search**.
 4. The **One More Thing** dialog box opens, Press **Continue**.
-
5. The **All Done** page now opens with the following options:
 - Download the ibi mobile app from either the Apple® App StoreSM or Google Play® store.
 - Download the ibi Desktop App.

- To continue using the ibi.com Web App.

Now that the initial setup is done, the ibi device can be accessed and configured using three different ibi tools:

- **ibi mobile app** – provides robust access and product management on Android and iOS platforms.
- **ibi.com web app** – provides quick access via an Internet browser on different operating systems and does not require software installation.
- **ibi desktop app** – provides quick and basic folder access through a Windows or Mac personal computer.

ibi Mobile App

Follow these steps to download and begin using the ibi mobile app:

1. The **All Done** page now opens with the option to get the ibi mobile app from either the Apple® App Store™ or Google Play® store. Select which store is appropriate for your device.
2. Once installed, tap the **ibi** icon created on your mobile device.
3. When launching the ibi mobile app on a mobile device, the **Welcome to ibi** page will launch. This page provides the options to **Get Started** or **Sign In**.
 - a. If the ibi mobile app is not 'Signed In', use your ibi Account Username and Password to 'Sign In'.
 - b. If the ibi mobile app is still 'Signed In' from previous use, the ibi mobile app will bypass the **Sign In** page and go directly to the **Files** screen.
4. Content accessibility is now available through the ibi mobile app.

ibi.com Web App

Follow these steps to access an ibi device with the ibi.com web app:

1. When presented with the option to download the Desktop App or Mobile App, to continue using the web app, Click **ibi Online** listed below these other options.
2. Your ibi Account is the ibi.com web app. Content accessibility is now available through the web app.

ibi Desktop App

The ibi desktop app is a process that installs the ibi software. An ibi device is then accessed through the ibi software. This process requires access to the Internet and a 64-bit Operating System for the personal computer. Follow these steps:

1. On the **All Done** page, select the ibi **Desktop App** option.
2. This will download the **ibi** software, which is used to install the desktop app.
3. Install and setup the ibi software software with your ibi account information.
4. From the ibi menu, Click on **Apps**.
5. Click the **ibi** app option. This will begin the ibi desktop installation in conjunction with the ibi software.
6. When prompted, enter your ibi account information.
7. This will create a desktop icon. Use this icon to access the ibi device.

8. When accessing and navigating the contents of an ibi device detected in the ibi software, Windows® will use Windows Explorer and macOS® will use Finder®.

Registering Your Device

Register your ibi device to get the latest updates and special offers. You can easily register your drive by visiting us online at: ibi.com.

3

Backup, Sync & Add Content

- [Backup – Mobile Device Camera](#)
- [Backup – USB Device](#)
- [Sync Online Cloud Content](#)
- [Sync Desktop Content](#)
- [Sync ibi Content](#)
- [Add Content – In-Real-Time](#)
- [Add Content – Drag-and-Drop](#)

Backup – Mobile Device Camera

The Camera Backup feature is a function of the ibi mobile app, and is not available with the ibi desktop app or ibi.com web app. This feature is enabled when setting-up the ibi mobile app or can be setup manually.

Auto Camera Backup

To manually setup Auto Camera Backup for the iOS or Android operating system, follow these steps:

1. Tap the **Activity** icon on the bottom menu bar.
2. Next, Tap the **Photo Backup** function.
3. The **Backup** screen will display.
 - a. If the Slider Button is slid to the right-hand position, this feature is already enabled, and there are no further steps to follow.
 - b. If the Slider Button is slid to the left-hand position, this feature is not enabled. Continue with the next step to enable this feature.
4. Tap the **Auto Camera Backup** Slider Button so that it is slid to the right-hand position.
5. Tap the **Use Cellular Data** Slider Button if you want to use your data plan for the backup process.
 - a. By default, the backup process uses only a Wi-Fi connection.
6. Tap the **Background Uploading** Slider Button to allow the ibi mobile app to backup content in the background.
7. The backup process will automatically begin.
8. Tap the mobile device's Home button to view the progress of the Auto Camera Backup.
 - a. Find the **ibi** mobile app icon.
 - b. The icon will show a red blurb with a numerical value that may be increasing or decreasing. When the number is increasing, the backup function is finding camera pictures. When the number is decreasing, the pictures are being copied to the ibi device.

Note: The speed at which the red blurb counts is dependent on the size of the file(s) that are being copied, the speed of the mobile device and the speed of the Internet connection.
 - c. If there is no red blurb with the ibi mobile app icon, then there are no files currently being copied – the process has either just started and needs to find your pictures, or the process has completed.

Backup - USB Device

The contents of a USB storage device can be backed-up to an ibi device. This backup feature is only available through the ibi mobile app.

ibi Mobile App

After connecting a USB storage device, the ibi mobile app will display a message that the device is connected. The ibi desktop app and the ibi.com web app will not prompt for this action. To perform this mobile app process, follow these steps:

1. Tap the **Activity** icon on the bottom menu bar.
2. Tap the **USB Device Found** function.
3. When prompted with the Copy USB Files dialog box, Tap the **COPY ALL FILES** button.
 - a. To end this process now, Tap the large X in the upper left corner of the **Copy USB Files** dialog box.
4. After agreeing to the USB copy process, the **Copying from...** dialog box will open.
 - a. This dialog box will show the progress of the copy process. To close the dialog box, Tap the **OK** button. The copy process will continue in the background.
 - b. To re-open the copy process dialog box, Tap on the **Home** icon on the bottom menu bar.
 - c. On the Home screen, Tap the option **USB device plugged in**. This will open the **Copying from...** dialog box to show the current USB copy progress.
5. When the copy process is done, the contents will be in a new folder with the date the contents were copied.
6. The contents of the USB copy can be viewed through the **Files** or **Photos** menu options on the bottom menu bar.

Sync Online Cloud Content

The Social and Cloud Import is a process that syncs the contents from a cloud service, such as Dropbox™, Google Drive™ or OneDrive® onto an ibi device. Social and Cloud Import works in conjunction with the ibi.com web app. Before you begin this process you must already have an account with the cloud service that you want to synchronize to the ibi device.

To enable and configure Social and Cloud Import on a personal computer, follow these steps:

1. Access mycloud.com and sign-in to your ibi account.
2. On the left menu, Click the **SERVICES** option.
3. Under the Services section, Click the **Enable** button for the **Social and Cloud Import** option. Then Click the **I AGREE** button for the Terms of Service.
4. Click the **Configure** button for Social and Cloud Import. This will redirect to the **Social and Cloud Import** page.
5. Click the slider button to the right of the corresponding service to synchronize. This will redirect you to the login page for the service you have chosen.
6. After you login to the service you have chosen Click **Allow** to continue.

7. Once the sync has completed, under the **Files** section of your ibi account, a folder will appear with the name of the service selected, such as Dropbox, Google Drive or OneDrive.
 - a. This folder will contain a copy of the files and folders from the selected service.

Sync Desktop Content

You can sync content from a Windows or macOS / OS X system to an ibi device with the Desktop Sync feature. This is a folder sync. Once the ibi desktop app installation process is completed, follow these instructions:

1. From within the operating system, Right-Click a folder and select the option **Sync to Ibi**.
2. This will create the **WD Sync** folder on the ibi device. Inside this folder will be the folder chosen during Step 1.
3. Any content added or modified to this folder will automatically sync to the ibi device through the ibi Desktop App.
4. To stop the Desktop Sync process, Right-Click the folder and select the option **Unsync**.

Note: If more than one folder have the same name on the ibi device, a number will be added to the name to differentiate it from the other folders. For example: Test and Test(1).

Sync ibi Content

This feature allows content currently saved on an ibi device to be made available on Windows or macOS / OS X system for editing, adding or deleting. This feature is implemented at the folder level and automatically syncs any changes. Follow these steps to use this feature:

1. Access the content on an ibi device through the ibi Desktop App. This is typically made available through the ibi icon created on the systems desktop environment.
2. Right-Click a folder and select the **Make Available Offline** option.
3. If one has not already been created, a new folder will appear on your desktop with the name **WD Sync**.
4. Inside the WD Sync folder will appear the folder you selected for the Make Available Offline process.
5. You can now add, delete or modify content in this folder.

Note: Any changes made to content within the desktop folder will automatically change the content on the ibi device when it is connected to the system.

Add Content – In-Real-Time

Through the ibi mobile app, content can be added to the ibi device in real time. Follow these simple steps:

1. Tap the **Actions** option on the bottom menu.
2. Tap the **Add** option.

3. Tap **Upload photos or videos** to add existing content, or Tap **Take a photo** to add new pictures.

Add Content – Drag-and-Drop

The drag-and-drop process can be performed with the ibi.com web app or ibi desktop app.

MyCloud.com Web App

The drag-and-drop process for the ibi.com web app is a function of the personal computer operating system and Internet browser. Follow these basic steps to perform this function:

1. Through the ibi.com web app, navigate to the location within the **Files** section that is to be the file or folder destination for the drag-and-drop process.
2. Navigate to the location on the personal computer where the source file or folder is located for the drag-and-drop process.
 - a. For Microsoft Windows use File Explorer, for macOS use Finder.
3. Click on the file or folder to drag-and-drop, and hold down the mouse button.
4. Drag the selected file or folder to the destination selected within the ibi.com web app and let go of the mouse button.
5. The selected file or folder should copy or move to the chosen destination.

Desktop App

The ibi desktop app uses the functionality within Windows Explorer and macOS Finder to search, move and view files. Therefore, the the drag-and-drop process is a function of the Graphical User Interface (GUI) of Windows and macOS. These are the basic steps to perform the drag-and-drop function:

1. Access the ibi device through the ibi desktop app (ibi desktop icon).
2. Access the location on your Windows or macOS / OS X system that will be included in this copy process.
3. Click on the file or folder to drag-and-drop, and hold down the mouse button.
4. Drag the file or folder to the new location and let go of the mouse button.
5. Your file or folder should copy or move to the chosen destination.

4

Search & Viewing Content

Searching Content

Through the ibi mobile app and MyCloud.com web app, content can be accessed through the search feature. The search feature is highlighted with a magnifying glass symbol.

1. Press the **Files** icon.
2. Press the **magnifying glass** icon.
 - With the ibi mobile app, Tap **Actions** from the bottom menu, then Tap **Search**.
 - With the ibi.com web app, select the **Search** field from the menu at the top of the browser window.
3. Next, enter the letters, numbers or words you want to search.

Example: You may have a file that includes a name or numbers. Some camera systems number each picture. You can enter part of those numbers to search for the file. For a photo with the file name "IMG_0002.PNG" you can simply type "0002" to search for it.

4. After typing in the search phrase, the ibi mobile app will automatically search; the ibi.com web app will require that you Click the Enter key or Press the magnifying glass icon to execute the search.
5. Select the file you want to view.

Content Viewing Options

ibi mobile app: The content on your ibi device can be browsed or accessed through the **Files** and **Photos** menu options.

ibi.com web app: The content on your ibi device can be browsed or accessed through the **Files** and **Photos** menu options.

ibi desktop app: The ibi desktop app uses the functionality within Windows Explorer and macOS Finder to view files. Access the ibi device through the ibi desktop icon and use these operating system tools based on the instructions from the software vendor.

5

Deleting Content

ibi Mobile App

Use the following steps to delete a file or folder from an ibi device through the ibi mobile app.

1. In the ibi mobile app each file and folder has a three-dot icon (⋮) to the right. This three-dot icon represents a collapsed menu.
2. Tap the three-dot icon to expand the menu.
3. When the menu expands, a list of options displays, including the **Delete** icon.
4. To delete the corresponding file or folder, Tap the **Delete** icon.
5. A confirmation box will open up, asking to confirm the choice to delete a file or folder. Select either the **Cancel** or **Delete** option.

ibi.com Web App

Use the following steps to delete a file or folder from an ibi device through the ibi.com web app.

1. Through the ibi.com web app, navigate to and select the file or folder that you choose to delete
2. After selecting the file or folder to delete, Press the **Delete** icon with a trash can illustrated on it.
 - a. **Note:** When using a browser with Microsoft Windows or macOS, the **Delete** icon can be accessed through the icon-menu in the upper right-hand corner of the browser window, or by Right-Clicking the folder or file.
 - b. **Note:** When using a browser with Android or iOS, the **Delete** icon is accessed by Selecting the three-dot icon (⋮) to the right of the file or folder.
3. A confirmation dialog box opens with two options: **Delete** and **Close**.
 - a. Tap or Click **Delete** to delete the selected file or folder.
 - b. Tap or Click **Close** to end the process without deleting the selected file or folder.
4. If the option to delete was performed, a small box will briefly appear in the lower left-hand corner of the browser window confirming the file or folder was deleted.

6

Sharing Content

Ibi devices allow for sharing or unsharing a file or folder with other users through the following applications:

- [Ibi Mobile App](#)
- [Ibi.com Web App](#)
- [Ibi Desktop App](#)

Mobile App

Share Content - Mobile App

A file or folder can be shared through the ibi mobile app by following these steps:

1. Through the ibi mobile app, navigate to the file or folder that you choose to share.
2. To the right of the content that you choose to share, are three dots (⋮). These three dots represent a collapsed menu. Tap the dots to expand this menu.
3. On the expanded menu Tap the **Share** icon.
4. Your mobile device will open a menu of apps that you can use to share content.
 - a. The apps listed under this menu are specific to the operating system on your mobile device and the installed apps. This may include an email client, social media apps and other apps for sharing content.
5. From the menu of apps that is presented, select a method to share your content.
6. Follow the instructions for the app selected to share content. These instructions are not part of the ibi mobile app.

Delete Share - Mobile App

A share created for a file or folder can be deleted through the Mobile App without deleting the file or folder by following these steps:

1. To the right of a shared file or folder are three dots (⋮). These three dots represent a collapsed menu. Tap the dots to expand this menu.
2. On the expanded menu Tap the **Delete Shared Link** icon.
3. A pop-up box will verify if you want to "Turn Link Sharing Off" for this file or folder. Tap **Turn Off**.
4. The file or folder selected is no longer shared.

Web App

Share Content - Web App

A file or folder can be shared through the ibi.com web app by following these steps:

1. Through the ibi.com web app, navigate to and select the file or folder that you choose to share.
2. Press the **Share Link** icon.
 - a. **Note:** When using a browser with Microsoft Windows or macOS, the **Share Link** icon can be accessed through the icon-menu in the upper right-hand corner of the browser window, or by Right-Clicking the folder or file.
 - b. **Note:** When using a browser with Android or iOS, the **Share Link** icon is accessed by Selecting the three-dot menu to the right of the file or folder.
3. This will open the **Share Link** dialog box. Press the **Copy** icon.
4. If the option to share was performed, a small box will briefly appear in the lower left-hand corner of the browser window confirming the link was copied to your Operating System Clipboard.
5. Go to your email client and paste the link into the body of an email.
6. Send the email to the user with whom you will share the item. Instructions for using your email client are not part of the ibi.com web app.

Delete Share - Web App

A share created for a file or folder can be deleted through the Web App without deleting the file or folder by following these steps:

1. Through the MyCloud.com web app, navigate to and select the file or folder that you choose to stop sharing.
2. Press the **Delete Share Link** icon.
 - a. **Note:** When using a browser with Microsoft Windows or macOS, the **Delete Share Link** icon can be accessed through the icon-menu in the upper right-hand corner of the browser window, or by Right-Clicking the folder or file.
 - b. **Note:** When using a browser with Android or iOS, the **Delete Share Link** icon is accessed by Selecting the three-dot menu to the right of the file or folder.
3. The Share Link is now deleted and the file or folder selected is no longer shared.

Desktop App

Share Content - Desktop App

A file or folder can be shared through the Desktop App by following these steps:

1. Access the ibi device through the ibi desktop app.
2. Right-Click the file or folder to share. This will open a small drop down menu. Click the option **Create Share Link**.
3. This will open a dialog box that displays the link to the file or folder that will be shared. Click the **Copy** button. This will copy the link to the Operating System's Clipboard.
4. Click the **Close** option on the dialog box.
5. Open the tool that will be used to send a user the link. For example, an email application can be used.

- a. If email is used, paste the link that was saved to the Clipboard into the body of the email and send it. Instructions for using your email client are not part of the ibi desktop app.
6. Once the recipient receives the link, they will be given access to the shared file or folder through their ibi Account at ibi.com.

Delete Share - Desktop App

A share created for a file or folder can be deleted through the Desktop App without deleting the file or folder by following these steps:

1. Right-Click a shared file or folder. This will open a small drop down menu. Click the option **Delete Share Link**.
2. The file or folder selected is no longer shared.

7

Invite or Remove a User

You can invite or remove a User to the ibi device. Once someone is invited, they will set up their own ibi account to access the device. The Device Owner will receive confirmation through email that a new Device User has joined the device.

Note: These processes can only be done through the ibi mobile app.

Invite a User - Mobile App

To invite a user to the ibi device, follow these steps:

1. Open the ibi mobile app.
2. Tap the **Settings** icon on the right side of your bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Tap the **Users** option.
5. Under **DEVICE USERS**, Tap the **Invite user...** option.
6. This will open the **Invite Your Friends** screen.
7. Enter the users email address on the **Add emails** section and then Tap the **SEND INVITES** button.
8. Once the invitee receives the invitation by email, they will be prompted to create an ibi account.

Remove a User - Mobile App

To remove a user from the ibi device, follow these steps:

1. Open the ibi mobile app.
2. Tap the **Settings** icon on the right side of your bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Tap **Users** and then the name of the User to be removed.
5. Tap **Remove User...** This will open a confirmation dialog box. Tap **Yes, Remove**.
6. The User is now removed from the ibi device.

8

Device Settings

You can alter the Device Settings for an ibi device through the following two applications:

- [Ibi Mobile App](#)
- [Ibi.com Web App](#)

ibi Mobile App

- [Modifying Device Name](#)
- [Firmware Version](#)
- [Reboot Device](#)
- [Erase All Data & All Users](#)
- [Remote Shut Down](#)

Modifying Device Name

An ibi device selects a default name for itself. The name can be modified by following these steps:

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. After the Device page opens, Tap the **Name** option.
 - a. This will place a blinking cursor at the end of the the device name.
5. Modify the ibi device name.
6. After modifying the device name, Tap the back arrow (<) at the top of the Device page. This will open the Settings page.
7. Your new device name should now be visible under the section **Current Device**.

Firmware Version

To view the firmware version of the ibi device, follow these steps:

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. The **Firmware version** is listed with a series of numbers that may appear similar to: 4.0.1-613.
5. You have successfully viewed the firmware version for your ibi device.

Reboot Device

To reboot an ibi device through the ibi mobile app, follow these steps:

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Go to the bottom of the Device Settings.

5. Toward the bottom of the Device Settings list is the option **Reboot**. Tap this option to remotely reboot the ibi device.
6. Your mobile device will prompt you if you want to reboot the ibi device. Select the option to reboot.
7. The ibi device will now reboot. This process may take a few minutes.

Erase All Data & All Users

Warning! Performing this function will delete all data, users and the owner on your ibi device. The unit will be reset to factory default and will need to be setup using your online ibi Account.

To perform this function on your ibi device from the ibi mobile app:

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Tap the **Erase All Data & All Users** option. This will open a confirmation dialog box. Tap **Yes, proceed** if you choose to continue with this process. Otherwise Tap **Cancel** to end this process.
5. This will open a challenge page with a unique confirmation code. Follow the on-screen instructions and enter the code provided on this page.
6. This will open the page confirming that this process will delete all data, user and owner content. Tap the **Factory Reset** button to continue.
7. The ibi device will take several minutes to go through the factory reset process. During this process, the ibi mobile app redirects you to the sign in page to set up the ibi device.

Remote Shut Down

Note: Once the ibi device is shut down, it is no longer accessible and the content on the device is not accessible until it is restarted. The ibi device cannot be restarted remotely.

To shut down the ibi device through the ibi mobile app, follow these steps:

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Go to the bottom of the Device Settings.
5. At the bottom of the Device Settings list, Tap the option **Shut Down Device** to remotely shut down the ibi device.
6. The ibi device will shut down and its contents will not be available until it is powered back on. To power on the ibi device, follow these steps:
 - a. Unplug, wait 5 seconds, then plug-in the power connector on the back of the unit.

ibi.com Web App

- [Modifying Device Name](#)
- [Firmware Version](#)
- [Users](#)
- [Reboot Configuration](#)
- [Remote Shut Down](#)
- [Erase All Data & All Users](#)

Modifying Device Name

An ibi Home device selects a default name for itself. The name can be modified by following these steps:

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Click the **CURRENT DEVICE** section, this will open information specific to this ibi device, such as Name, Space Used and Firmware Version.
3. Select the **Name** option. This will allow you to edit the name and this will expand the field to include a check mark (✓) or an X.
 - a. This will place a blinking cursor at the end of the the device name or highlight the entire device name.
4. Edit either name and then select the check mark (✓) to save or the X to cancel.

Firmware Version

To view the firmware version of the ibi device, follow these steps:

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Click the **CURRENT DEVICE** section, this will open information specific to this ibi device, such as Name, Space Used and Firmware Version.
3. Note the row **Firmware Version** and the sequence of numbers to the right of the row – this is the current firmware version. This cannot be manually updated through the ibi.com web app, since the automatic firmware update feature manages this process.

Users

Through the ibi.com web app, you can view all Users connected to the ibi device. However, you cannot use this to invite a user.

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the Settings option. This will open the Settings window.
2. Click on the **CURRENT DEVICE** section.
3. Click the **Users** option.
4. This will display a list of all Users for this device.
5. Select the **X** icon to close the Settings window.

Reboot Device

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Click the **CURRENT DEVICE** section.
3. Select the **Reboot Device** option. This will open the Reboot Device menu.
4. Select the **Reboot Device** button.
5. The notification "Please wait, rebooting in progress..." will appear. This notification will disappear when the process has completed.

Remote Shut Down

Note: Once the ibi device is shut down, it is no longer accessible and the content on the device is not accessible until it is restarted. The ibi device cannot be restarted remotely.

To shut down the ibi device through the ibi.com web app, follow these steps:

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Click the **CURRENT DEVICE** section.
3. Select the **Shutdown Device** option. This will open the Shutdown Device menu.
4. Select the **Shutdown Device** button.

Erase All Data & All Users

Warning! Performing this function will delete all data, users and the owner on your ibi device. The unit will be reset to factory default and will need to be setup using your online ibi Account.

To perform this function on your ibi device from the ibi.com web app, follow these steps:

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the Settings option. This will open the Settings window.
2. Click on the **CURRENT DEVICE** section.
3. Click the **Erase All Data & All Users** option.
4. As confirmation that you want to continue with this process, a confirmation code box appears. Enter the provided confirmation code in the required fields. Then Click the **Confirm** button.
5. A set of instructions will appear. Read the instructions, then Click the **Factory Reset** button.
6. This will begin the Factory Reset process. The ibi.com web app will log you out of your account.

9

Personal Settings

You can alter Personal Settings for your ibi Account and ibi device through the following two applications:

- [Ibi Mobile App](#)
- [Ibi.com Web App](#)

ibi Mobile App

- [Edit Profile Picture](#)
- [Edit Ibi Account Name](#)
- [Change Ibi Account Password](#)
- [Set Passcode](#)

Edit Profile Picture

This process will affect the Profile Picture as seen through the ibi mobile app and ibi.com web app.

To add or edit the Profile Picture for an ibi account through the ibi mobile app, follow these steps:

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of your bottom menu bar.
3. Tap the name listed under **ACCOUNT** at the top of the More page.
4. This opens your ibi account information page.
5. Tap the word **Change** under your Profile Abbreviation.
 - a. A Profile Abbreviation of the name on your ibi account is used by default until it is modified to an image.
6. Select one of the three following choices: **Take Photo**, **Choose Photo** or **Cancel**.
 - a. The **Take Photo** option allows you to take a photograph for use as a Profile Picture.
 - b. The **Choose Photo** option allows you to choose a picture from your device's album collection for use as a Profile Picture.
 - c. The **Cancel** option cancels the process and redirects back to the Settings page.
7. After selecting the picture to use as your Profile Picture, use your device's built-in process to complete the task. This would include the option to resize the picture and to finalize the selection.
8. Your new Profile Picture should now be visible.

Edit ibi Account Name

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of your bottom menu bar.
3. Tap the name listed under **ACCOUNT** at the top of the More page.
4. This opens your ibi account information page.

5. The ibi account name is separated into the first name and last name. Tap either one to edit.
6. When completed, Tap the back icon (<) at the top of the Account information page.

Change ibi Account Password

Caution! Changing the password for an ibi account will affect the login password for the ibi mobile app, ibi desktop app and the ibi.com web app. This process is not the same as the Set Passcode feature in the ibi mobile app.

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **ACCOUNT** at the top of the More page.
4. This opens your ibi account information page.
5. Tap the **Change Password** option. This will open the Change Password feature.
6. Enter the new password in the **New** and **Confirm** fields.
7. If the passwords entered into the two fields match, Tap the **Change Password** button.
 - a. If the passwords entered into the two fields do not match, the Change Password button will not be visible.
8. The ibi account password has successfully been changed.

Set Passcode

The Set Passcode feature only access to the ibi mobile app. This does not change the login password used for accessing your ibi account. To set a passcode follow these steps:

1. Access the ibi mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. The **Set Passcode** option is listed under the section **SECURITY**. This option uses a slider button.
4. Tap the slider button to enable or disable the **Set Passcode** feature.
5. When enabled, this feature prompts you to enter a 4-digit passcode or uses the home-button fingerprint authentication process for your mobile device.
 - a. The 4-digit passcode chosen will become the passcode for accessing the ibi mobile app.
6. When disabling this feature, a prompt to enter the 4-digit passcode or use of the home-button fingerprint authentication process is required as confirmation.

ibi.com Web App

- [Edit Profile Picture](#)
- [Edit Ibi Account Name](#)
- [Change Ibi Account Password](#)

Edit Profile Picture

This process will affect the Profile Picture as seen through the ibi mobile app and ibi.com web app.

To add or edit the Profile Picture for a ibi account through the ibi.com web app, follow these steps:

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Under the **PERSONAL SETTINGS** section, your Profile Abbreviation or the Profile Picture currently being used will display.
 - a. A Profile Abbreviation of the ibi account name is used by default until it is modified to an image.
3. Select the pencil icon that overlaps the Profile Abbreviation or Profile Picture.
4. A file explorer window from the operating system will open. Navigate to the image file that will be used as the new Profile Picture.
 - a. **Note:** The image file must be less than 30KB in size.
5. Select the image file.
6. After making the selection, the file explorer window will close, and the new image will be visible as the Profile Picture within the ibi.com web app and the ibi mobile app.
7. Select the **X** icon to close the Settings window.

Edit ibi Account Name

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Under the **PERSONAL SETTINGS** section, the ibi account name is separated into two fields: **First Name** and **Last Name**.
3. Select either the current **First Name** or **Last Name**. This will expand the field to include a check mark (✓) or an **X**.
4. Edit either name and then select the check mark (✓) to save or the **X** to cancel.
5. Select the **X** icon to close the Settings window.

Change ibi Account Password

Caution! Changing the password for an ibi account will affect the login password for the ibi mobile app, ibi desktop app and the ibi.com web app. This process is *not* the same as the [Set Passcode](#) feature in the ibi mobile app.

To change the password for your ibi account, follow these steps:

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Under the **PERSONAL SETTINGS** section, ibi account information will display. Select the **Change Password** option.
3. Under the Change Password section, enter the new password in the **New** field and **Confirm** field. Then Select the **Change Password** button.
4. The ibi account password has been updated.

5. Select the **X** icon to close the Settings window.

10

Managing Services

Extra services are made available for ibi devices. To access these services, use the ibi mobile app or ibi.com web app.

Ibi Mobile App:

1. Access the ibi mobile app.
2. Tap the **More** icon on the right side of the bottom menu bar.
3. Under the SERVICES section, Tap **Manage Services**. This will list the available services you can enable and configure.
4. Tap the service you want to enable, then Tap the **ENABLE** button. This will begin the installation process for this service. Follow the on-screen prompts to continue.

Ibi.com Web App:

1. Through the ibi.com web app, navigate to the menu on the left side of the browser page and select the **Services** option. This will open the Services menu.
2. Select the **ENABLE** button next to the service you want to install. This will begin the installation process for this service. Follow the on-screen prompts to continue.

Additional Features & Functions

Remove a Device Owner

The removal of a Device Owner can only be done through the Reset Button on the device – this cannot be done through software. This process does not delete data and each user still has access to their content.

1. Press and hold the Reset button for a duration of 30 to 50 seconds.

Warning! Holding the Reset button for 60 seconds or more will delete all data, all Device Users and the Device Owner!

2. This function will demote the Device Owner to a Device User.
3. The next new user to go through the software setup process becomes the device owner.

App Permissions

By default, the ibi mobile app enables access to the following features of your mobile device:

- **iOS:** Photos, Notifications, Background App Refresh and Cellular Data.
- **Android:** Camera, Contacts, Location, Phone, Storage and Notifications.

Important Note: By default Cellular Data is **not** used for transferring content. The ibi mobile app uses a Wi-Fi® connection for this purpose.

To access these settings, follow these steps:

1. Access the ibi mobile app.
2. Tap the **More** icon on the right side of the bottom menu bar. Then Tap the **Settings** icon.
3. Under the **APP SETTINGS** section, Tap the option **Manage Settings**.
4. This will open the ibi mobile app permissions section of the operating system specific to your mobile device. Follow the directions from the operating system to change these settings.

Power Adapter Compatibility

Use the chart below (Table 11.1) to determine the power requirement and compatible power adapter for your ibi device. The model located on the product's barcode label can be used as a reference.

Table 11.1

ibi Device Capacity	Model	Power Adapter Specification
500 GB	H3C	12VDC 1.0A - 12 watt
1/2/4 TB	H2C	12VDC 1.5A - 18 watt

Note: It is important that these devices use a 12VDC power adapter (using more or less voltage (VDC) will damage the device), and are provided the minimum amperes (A) noted above.

Compliance and Warranty Information

Regulatory Compliance

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Radio Equipment Directive (RED) (2014/53/EU), the Low Voltage Directive (2014/35/EU), ErP Directive (2009/125/EC), and RoHS Directive (2011/65/Eu). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

Power Mode

Ibi devices act as a small scale server. As such, they do not support standby mode. The off-mode power consumption is <0.5 watts when the unit is turned off.

Environmental Compliance (China)

产品中有害物质的名称及含量

部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
机箱外皮壳与镜片	○	○	○	○	○	○
塑料其它部件	○	○	○	○	○	○
橡皮脚垫, 4 片	○	○	○	○	○	○
金属部件	X	○	○	○	○	○
硬碟/电路板组合	X	○	○	○	○	○
电缆线/电源	X	○	○	○	○	○
本表格依据SJ/T 11364-2014的规定编制。 ○：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。 X：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。 (在此表中，企业可能需要根据实际情况对标记"X"的项目进行进一步的技术性解释。)						

Russia Federation

Подтверждение соответствия Минкомсвязи России: Декларация соответствия № Д-РД-4137 от 12.05.2016 года, действительна до 12.05.2022 года, зарегистрирована в Федеральном агентстве связи 18.05.2016 года

Industry Canada Statement

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution:

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate; and

(iii) Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Avertissement:

(i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(ii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande de 5725 à 5 850 MHz) doit être conforme à la limite de la p.i.r.e. spécifiée pour l'exploitation point à point et l'exploitation non point à point, selon le cas;

(iii) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

Radiation Exposure Statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

FCC Class B Information

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

ICES-3(B)/NMB-3(B) Compliance Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003(B) du Canada.

This device complies with Canadian ICES-003 Class B.

Korea

한국

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음
제품 사용시 반드시 제품과 20cm 이상 거리를 유지해야 합니다.

Taiwan

低功率電波輻射性電機管理辦法 第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

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中文產品名稱+型號 無線網路連接儲存 H3C/H2C

ibi 裝置儲存容量	型號	USB3.0 Type-A 介面	USB3.0 Type-A 額定輸出電壓/電流
500GB	H3C	無	無
1/2/4TB	H2C	有	5 伏特/0.9 安培

H3C 裝置額定輸入電壓 12 伏特，電流 1 安培。H2C 裝置額定輸入電壓 12 伏特，電流 1.5 安培，其 USB3.0 Type-A 額定輸出電壓 5 伏特，電流 0.9 安培。

製造年份/製造號碼/生產國別：參考產品底部序號標籤。產品功能/使用方法：參閱使用手冊或外包裝。進口商/委製商：台灣威騰電子股份有限公司，進口商/委製商地址：臺北市松山區敦化北路 205 號 14 樓（1402 室），進口商/委製商電話：02-27174775

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at <http://support.wdc.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document. If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at <http://support.wdc.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If

following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wdc.com>.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 2 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wd.com>), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product with an equivalent or better Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at <http://support.wdc.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document. If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at <http://support.wdc.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wdc.com>.

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 2 years in Australia and New Zealand, unless otherwise required by law. The term of your

warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wdc.com>), accident or mishandling while in the possession of someone other than WD.

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In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

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HEVC Advance



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