DATASHUR® BT

Personal

iStorage®

USER MANUAL

iStorage datAshur® BT Personal User Manual – v 1.5

If you are having difficulty please refer to this complete user manual loaded on your datAshur BT Drive and is also available on our website: https://istorage-uk.com/product-documentation/

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Cautions

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device. The normal function of the product may be disturbed by strong Electro-Magnetic Interference. If so, simply reset the product to resume normal operation by following the instruction manual. In case the function could not resume, please use the product in other location.

This device complies with part 15 of the FCC Rules and with Industry Canada License-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.

RF Exposure Statement

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

RoHS Compliant

REACH COMPLIANCE

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Table of Contents

Introduction 4
Package contents 4
1. datAshur BT Layout 5
2. Drive LED Indicators and their actions 5
3. App Icons Description 6
4. Download and Install datAshur BT Personal App 6
5. First Time Use 7
6. How to change the Password 7
7. How to Unlock datAshur BT 8
8. How to Lock datAshur BT 8
9. How to access Drive Settings Menu 8
10. How to Change name of the Drive 9
11. How to enable 2-Factor Authentication 9
12. Enabling Drive Password Recovery 10
13. How to Recover a Forgotten Drive Password 11
14. Remember Password 11
15. How to Activate Biometric Unlock 12
16. Unlock Drive with Apple Watch 12
17. How to set the Inactivity AutoLock 13
18. How to activate Step-away AutoLock 13
19. Setting datAshur BT as Read-Only 14
20. How to enable Remote Wipe 14
21. How to Remote Wipe your lost/stolen datAshur BT 15
22. How to Add Additional Drives to your Existing datAshur BT Personal App 15
23. How to Remove a Paired Drive from the datAshur BT Personal App 17
24. How to Reset datAshur BT 18
25. Brute Force Hacking Detection 19
26. How to create a Password after Brute Force Attack or Reset 19
27. Formatting datAshur BT for Windows 20
28. Formatting datAshur BT for Mac OS 21
29. Technical Support 24
30. Warranty and RMA information 24

Introduction

Thank you for purchasing the datAshur BT, a hardware encrypted USB 3.2 Gen 1 flash drive that utilises mobile phone technology via Bluetooth and turns your (iOS/Android) Smartphone or wearable device (Apple Watch) into a wireless user-authentication device that enables secure access to data stored on your datAshur BT hardware encrypted flash drive. The datAshur BT uses military grade AES-XTS 256-bit hardware encryption (full disk encryption), which encrypts all data stored on the drive in real-time.

Caution: The datAshur BT is shipped with a default Password of **11223344** and although it can be used straight out of the box with the default Password, for **security reasons, we highly recommend that a new Password be created immediately** by following instructions under section 6 “How to change the Password”.

Package contents

- iStorage datAshur BT
- QSG - Quick Start Guide

1. datAshur BT Layout

2. Drive LED indicators and their actions

Drive LEDs	LED State	Description
	All LEDs blink once	datAshur BT conducts a self test when plugged to a computer
	Solid Red	Locked - but not connected to the datAshur BT App
	Blinking Red	Locked - but not connected to the datAshur BT App
	Solid Blue	datAshur BT is unlocked
	Blinking Blue	datAshur BT is unlocked and data transfer in progress

3. App Icons Description

App Icons	Description
	datAshur BT is Blank.
	datAshur BT is Locked.
	datAshur BT is Unlocked.
	Pair additional drives with existing datAshur BT Personal App.
	datAshur BT is connected to the datAshur BT Personal App and authenticated.
	Help Center
	Change the Password.
	Touch ID.
	Face ID.
	App will remember the Password.
	Inactivity AutoLock.
	Step-away AutoLock.
	Read-Only Mode.
	Enable Apple Watch.
	Password Recovery.
	Remote Wipe.
	Reset.

4. Download and Install datAshur BT Personal App

Download and install the **datAshur BT Personal App** from the **Apple App Store** or **Google Play** and then follow the instructions as described in **section 5 'First Time Use'**.

Please ensure **Bluetooth®** is enabled on your phone.

Scan the barcode from your iOS or Android device to download and install the datAshur BT Personal App.

Download on the App Store

GET IT ON Google Play

5. First Time Use

The datAshur BT Drive is shipped with a default Password of **11223344** and although it can be used straight out of the box with the default Password, **for security reasons we highly recommend a new Password be created immediately** by following the instructions under section 6 'How to change the Password'.

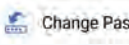
Once you have installed the datAshur BT Personal App (Android or iOS - see section 4), follow the steps in the table below to pair your Drive to the App and unlock with the default Password.

First Time Use	App	Drive LED
1. Make a note of the **Device ID** number printed on the USB connector and connect the datAshur BT Drive to a powered USB port.		
2. Open the **datAshur BT Personal App** and tap on the Drive name - '**datAshur BT**'.		
3. Enter the '**Device ID**' number printed on the USB connector and tap **OK**. **Note:** If you have already noted down the Device ID number, ignore the message to unplug your Drive and proceed to enter the Device ID number.		
4. Tap on the **RED** padlock after initialization is complete.		
5. Enter your **default Password** (**11223344**) and tap the padlock to unlock your datAshur BT Drive.		
GREEN padlock ( ) on the App and solid **Blue** ( ) LED on your datAshur BT indicates the Drive is unlocked and ready to be used.		

6. How to change the Password

Password requirements:

- Must be between 7-15 characters in length
- Must not contain only repetitive numbers or letters, e.g. (3-3-3-3-3-3-3), (c-c-c-c-c-c-c)
- Must not contain only consecutive numbers or letters, e.g. (1-2-3-4-5-6-7), (7-6-5-4-3-2-1), (a-b-c-d-e-f-g)

How to change the Password	App	Drive LED
1. Connect your **datAshur BT Drive** to a powered USB port and then open the **datAshur BT Personal App**.		
2. With the App open, tap on the **RED** padlock.		
3. Enter your **Password** (**default - 11223344**) and tap the **padlock** to unlock.		
4. Tap on the **GREEN** padlock.		
5. Tap on '**Change Password**' and then proceed to change the **Old Password** to a **New 7-15 character Password**.		

NOTE: If a mistake was made while defining a new Password or the procedure was not completed, the Drive will retain the old Password.

7. How to Unlock datAshur BT

How to unlock datAshur BT	APP	Drive LED
1. Connect your **datAshur BT** to a powered USB port and then open the **datAshur BT Personal App**.	🔒	(●)
2. With the App open, tap on the **RED** padlock after initialization is complete.	🔒	(●)
3. Enter your **Password** and tap the **padlock** to unlock.	🔓	●
GREEN padlock (🔓) on the App and solid **Blue** (●) LED on your datAshur BT indicates the Drive is unlocked and ready to be used.		

8. How to Lock datAshur BT

To lock your datAshur BT Drive directly from the datAshur BT Personal App, swipe the **GREEN** padlock (🔓) to the left and tap **Lock** or safely eject your datAshur BT Drive from your computer and unplug from USB port.

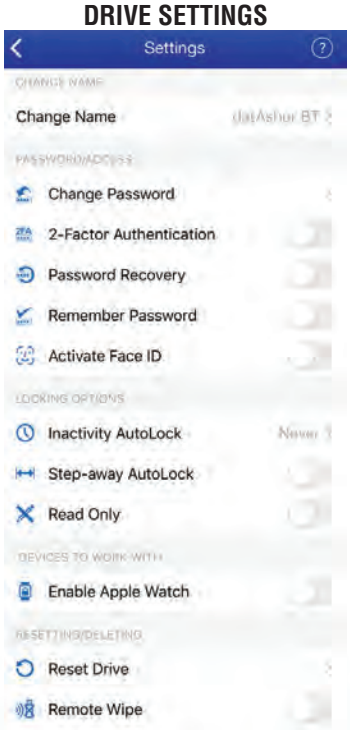
9. How to access Drive Settings Menu

The Drive Settings menu allows you to configure your datAshur BT with a range of security features as seen below.

To access the Drive Settings menu, first unlock your datAshur BT as described in section 7 showing a **GREEN** padlock (🔓) on the App and solid **Blue** (●) LED on your datAshur BT Drive.

1. **Change Name:** Change the name of your Drive.
2. **Change Password:** Change the Drive Password.
3. **2-Factor Authentication:** Unlock your Drive with SMS Code and Password.
4. **Password Recovery:** When you forget your Password.
5. **Remember Password:** Switch 'Remember Password' to '**ON**' to unlock without entering your Drive Password.
6. **Activate Face ID:** Unlock your Drive using iOS Face ID.
7. **Inactivity AutoLock:** Set the Drive to automatically Lock after a set time when idle.
8. **Step-away AutoLock:** Set the Drive to AutoLock when your App (on Smartphone) is 5 metres away from your Drive for 5 seconds or longer.
9. **Read Only:** Set the Drive to 'Read Only' or 'Read Write'.
10. **Enable Apple Watch:** Unlock your Drive using Apple Watch.
11. **Reset Drive:** Will delete the encryption key, all data and credentials.
12. **Remote Wipe:** If your Drive is lost or stolen, activating Remote Wipe will delete the encryption key, all data and credentials.

DRIVE SETTINGS



10. How to change name of the Drive

To change the name of the Drive from datAshur BT to your own unique name, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to change name of the drive	App	Drive LED
1. Tap on the **GREEN** padlock.	🔒	●
2. Tap on **Change Name**.	Change Name	●
3. Tap on **Change Local Name** and enter your **New Name.**	Change Local Name New Name CHANGE NAME	●
4. Tap on **Change Name** to set new name**.**	CHANGE NAME	●

11. How to enable 2-Factor Authentication

With 2-Factor Authentication activated, each time you unlock your Drive, a random SMS text message is sent to your smartphone containing a confirmation (security) code that you will need to enter on the datAshur BT Personal App.

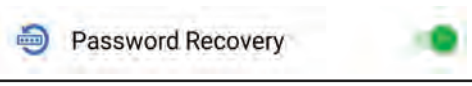
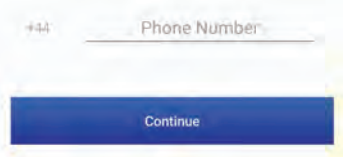
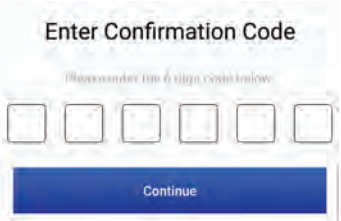
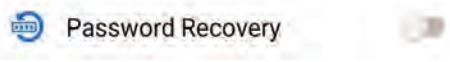
To enable 2-Factor Authentication, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to enable 2-Factor Authentication	App	Drive LED
1. Tap on the **GREEN** padlock	🔒	●
2. Tap the **2-Factor Authentication** switch to **ON** and then tap **continue**.	2-Factor Authentication	●
3. Enter your **phone number**, tap **continue** and then tap to **confirm** your phone number.	+44 Phone Number Continue	●
4. Once you have received the text message, enter your **6 digit confirmation code**, tap **continue** and **OK** the 2FA Enabled message.	Enter Confirmation Code Continue	●
5. To disable, switch **OFF** 2-Factor Authentication, and on the '**Turn off 2-Factor Authentication**' message, tap **Yes**.	2-Factor Authentication	●

12. Enabling Drive Password Recovery

Sometimes we forget our password, to overcome this, you can activate the Drive Password Recovery service (recommended) which will send a Recovery Code to your registered mobile number as a SMS text message to enable you to set up a new Drive password.

To enable Drive Password Recovery, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔓) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

Enabling Drive Password Recovery	App	Drive LED
1. Tap on the **GREEN** padlock	🔓	●
2. Tap the **Password Recovery** switch to **ON** and then tap **continue**.		●
3. Enter your **phone number**, tap **continue** and then tap to **confirm** your phone number.		●
4. Once you have received the text message, enter your **6 digit confirmation code**, tap **continue** and then **OK** the Password Recovery Activated message.		●
5. To disable, switch **OFF** Password Recovery, and on the '**Disable Password Recovery**' message, tap **Confirm**.		●

13. How to Recover a Forgotten Drive Password

You can recover a forgotten Drive password only if the **Password Recovery service** has been activated as described in section 12. To recover a forgotten Drive password, proceed with the following steps.

How to Recover a Forgotten Drive Password	APP	Drive LED
1. Connect your **datAshur BT** to a powered USB port and then open the **datAshur BT Personal App**.		
2. With the App open, tap on the **RED** padlock after initialization is complete.		
3. Tap on **Forgot Your Password** and then tap on **YES** to receive your password recovery code by text message.	Forgot Your Password?	
4. Enter the **6 digit Confirmation Code** received by text message and then tap **Continue**.	Enter Confirmation Code Continue	
5. Enter **New Password**, then **Confirm Password** and finally tap on **Change Password**. **Note:** The Old Password field is automatically populated and inactive.	Old Password New Password Case-Sensitive Confirm Password Case-Sensitive Change Password	
6. Your datAshur BT will now automatically unlock with your new password.		

14. Remember Password

When **Remember Password** is enabled, the datAshur BT Personal App will unlock your datAshur BT Drive without the need to enter a Password. Only **use this feature in a safe environment and with extreme caution** as your data becomes vulnerable if set to remember the password.

To enable Remember Password, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock ( ) on the App and solid **Blue** ( ) LED on your datAshur BT, proceed with the following steps.

Remember Password	App	Drive LED
1. Tap on the **GREEN** padlock		
2. Tap the **Remember Password** switch to **ON** and then tap **YES**.	Remember Password	
3. To disable, switch **OFF** Remember Password.	Remember Password	

15. How to Activate Biometric Unlock

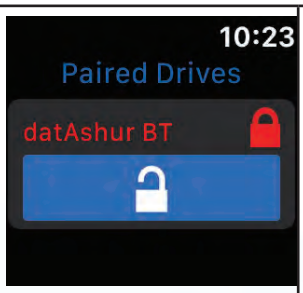
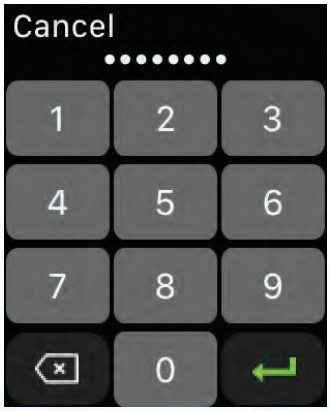
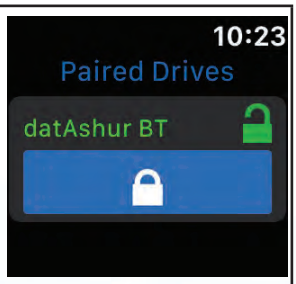
Note: The App Biometric settings may vary from one device to another depending on the make and model of both iOS and Android smartphones. Users with older smartphones that are not equipped with Biometric unlock will not see this as an option on their datAshur BT Personal App. The Following is an example of 'How to Activate Face ID', similarly all other Biometric settings can be activated in the same manner.

To activate your Drive enabling you to unlock your datAshur BT using (iOS) Face-ID, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to Activate Biometric Unlock	App	Drive LED
1. Tap on the **GREEN** padlock.	🔒	●
2. Tap the **Activate Face-ID** switch to **ON**.	Activate Face ID	●
Note: Once Face ID is activated, you will be able to unlock your Drive without entering your Password using Face ID.		

16. Unlock the Drive with Apple Watch

Unlock the Drive with Apple Watch	App	Drive LED
1. Tap on the **GREEN** padlock.	🔒	●
2. Tap the **Activate Face-ID** switch to **ON**.	Activate Face ID	●
3. Ensure the datAshur BT Personal App is installed on your Apple Watch.	Show App on Apple Watch	●
4. Tap **Enable Apple Watch** switch to **ON**.	Enable Apple Watch	●
5. Open the datAshur BT Personal App on your Apple Watch. **Note:** Your Password must contain digits (numbers) only to unlock with Apple Watch. If your current Password contains any letters then you will be redirected to the Change the Password by following the instructions under section 6 'How to change the Password'.		●

You will be able to Unlock and Lock your datAshur BT Drive directly from your Apple Watch.			

17. How to set the Inactivity AutoLock

To protect against unauthorised access if the Drive is unlocked and unattended, the datAshur BT can be set to automatically lock after a pre-set amount of time. In its default state, the datAshur BT Unattended Inactivity AutoLock feature is turned off (Never) but can be set to autolock between 1 - 60 minutes.

To set the Inactivity AutoLock, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to set the Inactivity AutoLock	App	Drive LED
1. Tap on the **GREEN** padlock.	🔒	●
2. Tap on **Inactivity AutoLock**.	Inactivity AutoLock Never	●
3. Tap on the length of time required (**1-60 minutes**) to set your datAshur BT to automatically lock when inactive.	20 Minutes 30 Minutes ✓ 40 Minutes	●
4. To disable (turn off) Inactivity AutoLock, tap on **Never**.	Inactivity AutoLock Never	●

18. How to activate Step-away AutoLock

If activated, the Step-away Autolock will lock your datAshur BT Drive if your Smartphone (Android/iOS) is moved approximately 5 meters away from the datAshur BT Drive.

To activate Step-away AutoLock, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to activate Step-away AutoLock	App	Drive LED
1. Tap on the **GREEN** padlock.	🔒	●
2. Tap the **Step-away AutoLock** switch to **ON** and then tap **Yes**.	Step-away AutoLock	●
3. To disable (turn off) **Step-away AutoLock** tap the switch Off.	Step-away AutoLock	●

19. Setting datAshur BT as Read-Only

Your datAshur BT can be set as Read-Only (Write-Protected).

To set as Read-Only, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

Setting datAshur BT as Read-Only	App	Drive LED
1. Tap on the **GREEN** padlock.	🔒	●
2. Tap the **Read-Only** switch to **ON** and then tap **LOCK**. **Note:** The Drive will lock. Next time the Drive is unlocked access will be restricted to Read-Only.	Read Only	●
3. To **disable** (turn off) **Read-Only** tap the switch to **Off** and tap **LOCK**. **Note:** The Drive will lock. Next time the Drive is unlocked access will be back to Read/Write.	Read Only	●

20. How to enable Remote Wipe

To prevent leaving critical data vulnerable should your datAshur BT Personal be lost or stolen, remote wipe safeguards against this by allowing you to remotely wipe (delete) the encryption key, all data and credentials.

To enable Remote Wipe, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to enable Remote Wipe	App	Drive LED
1. Tap on the **GREEN** padlock.	🔒	●
2. Tap the **Remote Wipe** switch to **ON** and then tap **ENABLE**.	Remote Wipe	●
3. To disable (turn off) **Remote Wipe** tap the switch Off and tap **OK**.	Remote Wipe	●

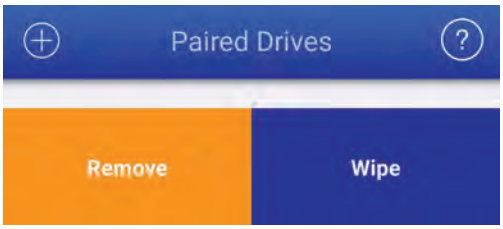
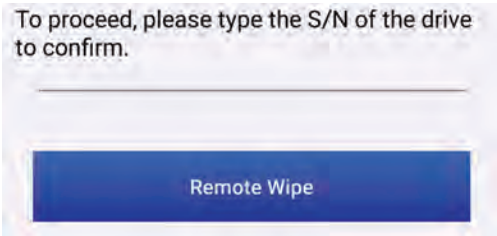
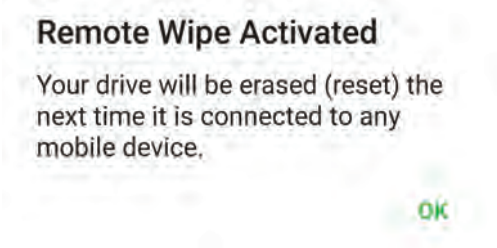
Caution: Do not remove (delete) the Drive name from the list of paired drives on the datAshur BT Personal App or the ability to wipe remotely (remote kill) will be no longer possible.

21. How to Remote Wipe your lost/stolen datAshur BT

Remote wipe is an additional security feature that allows a datAshur BT owner to send a command that deletes the encryption key, all data and credentials on a Drive that has been lost or stolen. Once Remote Wipe has been activated, your datAshur BT will reset, thereby deleting all data and credentials from the Drive the next time it is connected to a computer by you or anyone else.

Remote Wipe will only work if previously enabled as described in 'Section 20, How to enable Remote Wipe'. To Remote Wipe your datAshur BT, proceed with the following steps.

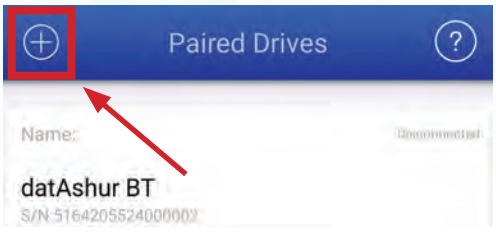
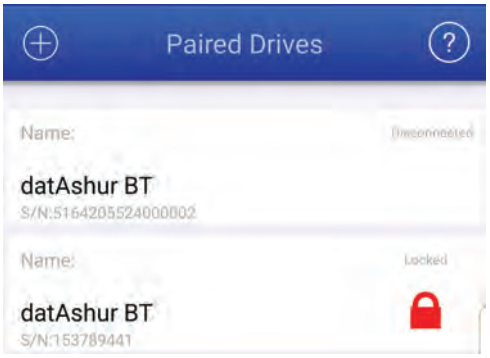
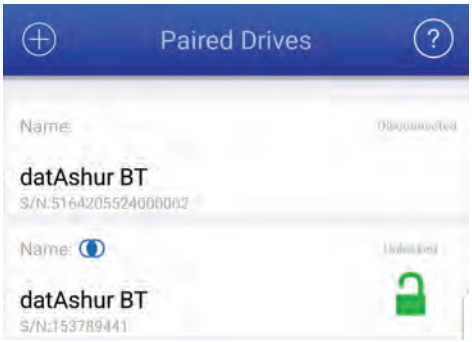
Warning: Once Remote Wipe has been activated, this action CANNOT be undone. If you proceed it will permanently delete all data and credentials from your drive.

How to Remote Wipe	App
1. Open your datAshur BT Personal App and make a **note of the serial number** displayed beneath the drive name.	
2. **Swipe** the Drive name '**datAshur BT**' to the right and then tap on **Wipe**.	
3. Enter the **Serial Number** of the Drive and then tap **Remote Wipe**.	
4. On the **Remote Wipe Activated** screen, tap **OK**.	
The next time your datAshur BT is connected to a computer, the Drive will reset causing all data and credentials to be deleted and lost forever.	

22. How to Add Additional Drives to your Existing datAshur BT Personal App

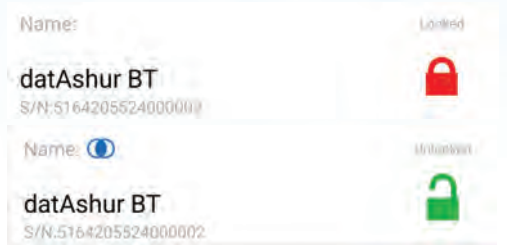
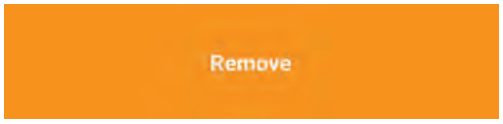
You can add and authenticate multiple Drives on the existing App. For instance, if you have two datAshur BT Drives, you will only need to use one App.

To add additional Drives, proceed with the following steps.

How to Add Additional Drives to Existing App	App	Drive LED
1. Make a note of the **Device ID** number printed on the USB connector and **connect** the datAshur BT Drive to a powered USB port.		
2. Open the App and tap on the **Add** ⊕ symbol located on the top-left of screen. **Note:** You will see your existing (paired) datAshur BT Drive with the serial number beneath.		
3. Enter the '**Device ID**' number printed on the USB connector and tap **OK**. **Note:** If you have already noted down the Device ID number, ignore the message to unplug your Drive and proceed to enter the Device ID number.		
4. Tap on the **RED** padlock after initialization is complete. **Note:** The App will will show both (or more) paired Drives. You are able to unlock and use both Drives at the same time if need be.		
5. Enter your **default Drive Password** (**11223344**) and tap the padlock to unlock your datAshur BT. **Important:** For security reasons, please remember to **change the default Drive Password** to your own unique 7-15 character Password immediately as described in section 6 'How to change the Password'.		
Your datAshur will unlock showing a **GREEN** padlock (🔓) on the App and solid **Blue** (●) LED on your datAshur BT and will need to be formatted before it can be used, refer to section 27 (Windows) or section 28 (Mac OS).		

23. How to Remove a Paired Drive from the datAshur BT Personal App

To remove (delete) a paired Drive from the App, proceed with the following steps.

How to Remove a Paired Drive	App	Drive LED
1. Open your datAshur BT Personal App and **swipe** the Drive name '**datAshur BT**' to the right. This action can be performed if the Drive is locked or unlocked ( ).		
2. **Swipe** the Drive name '**datAshur BT**' to the right and then tap on **Remove** and then tap **Remove** again.		

NOTE: You can pair your datAshur BT Drive with the App again by following the instructions as set out in Section 5, 'First Time Use' or Section 22 'How to Add Additional Drives to your Existing datAshur BT Personal App' if you have an existing Drive paired to your datAshur BT Personal App.

24. How to Reset datAshur BT

Once the datAshur BT is reset, the encryption key, data and credentials will be deleted and lost forever and the Drive will need to be formatted before it can be reused.

To reset your Drive, first unlock your datAshur BT as described in section 7. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to Reset datAshur BT	App	Drive LED
1. Tap on the **GREEN** padlock	🔒	●
2. Make a **note of the serial number** displayed beneath the drive name.	Name: Disconnected datAshur BT S/N:5164205524000002	●
3. Tap **Reset Drive**.	Reset Drive	●
4. Tap **Reset Drive**.	Resetting drive will delete all data and settings from the drive. Data cannot be recovered. Continue? Reset Drive	●
5. Enter the **Serial Number** of the drive and then tap **OK**.	Please Enter S/N (Drive's Serial Number) Please Enter S/N (Drive's Serial Numb -OR- Scan A Barcode CANCEL OK	●
6. Your datAshur BT appears as **Blank** indicating that the drive has been **Reset**. To create a new Password tap on the **Padlock**.	Name: Blank datAshur BT S/N:5164205524000002 🔒	(●)
7. **Create** and **Confirm** your new Password and then tap on **Create Password**.	Create Password Case-Sensitive Confirm Password Case-Sensitive Create Password	(●)

Your datAshur will unlock showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT and will need to be formatted before it can be used, refer to section 27 (Windows) or section 28 (Mac OS).

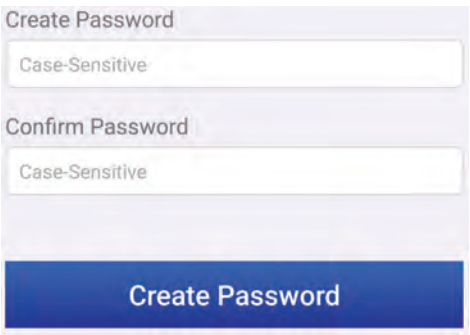
25. Brute Force Hacking Detection

If an incorrect password is entered 10 (ten) consecutive times, the datAshur BT's brute force mechanism will trigger and the encryption key, all data and credentials will be deleted and lost forever.

A new password must be created, see Section 26 'How to create a password after a Brute Force Attack or Reset', and your datAshur BT will need to be formatted before it can be reused.

26. How to create a Password after a Brute Force Attack or Reset

It will be necessary after a Brute Force attack or when your datAshur BT has been reset to Create a new Password before the Drive can be used. To create a new password, proceed with the following steps.

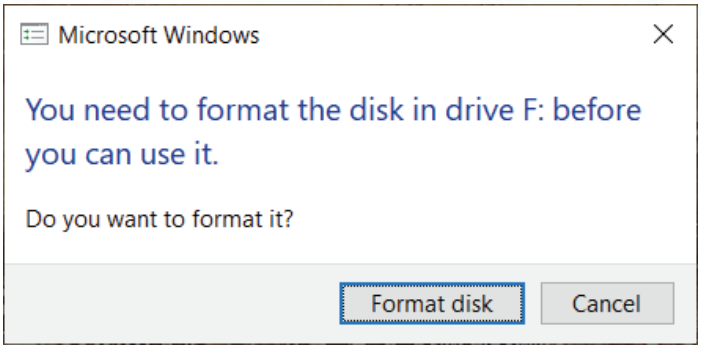
How to create a new Password	App	Drive LED
1. Your datAshur BT appears as **Blank** indicating that the Drive has been **Reset** or **Brute Forced**. To create a new Password tap on the **Padlock**.		
2. **Create** and **Confirm** your new Password and then tap on **Create Password**.		
Your datAshur will unlock showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT and will need to be formatted before it can be used, refer to section 27 (Windows) or section 28 (Mac OS).		

27. Formatting the datAshur BT for Windows

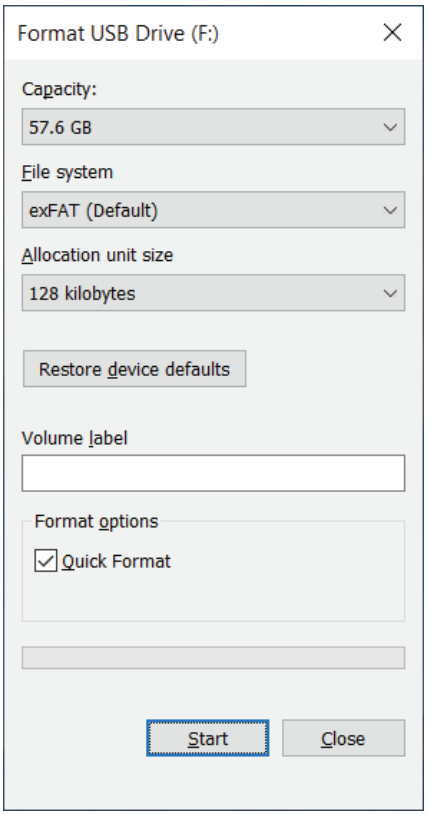
After a 'Brute Force Attack' or a complete 'Reset' the datAshur BT will delete all data, credentials and the encryption key. Once a **New password** has been created, the datAshur BT will need to be formatted.

To format your datAshur BT on Windows, please do the following:

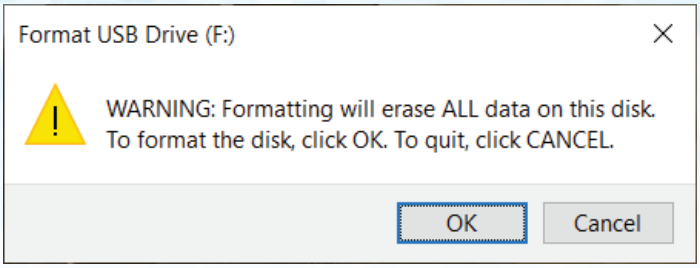
1. Connect the datAshur BT to USB port on your PC.
2. Create a **New Password** (see section 26).
3. The system will prompt you with the **Format** window.



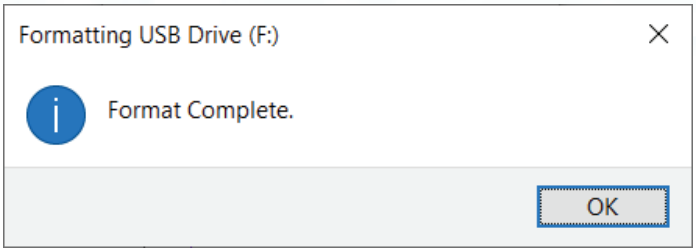
4. Press Format disk and Format USB Drive window will open.



5. Enter a name for the drive on the Volume label. The name of the drive will eventually appear on the Desktop. The File System dropdown menu lists the available drive formats that the windows supports. Select FAT32 or exFAT as per your requirement.
6. Click **Start**.
7. Click **OK** to continue with formatting the drive.



8. The procedure will finish formatting the drive and confirm that formatting has been completed.



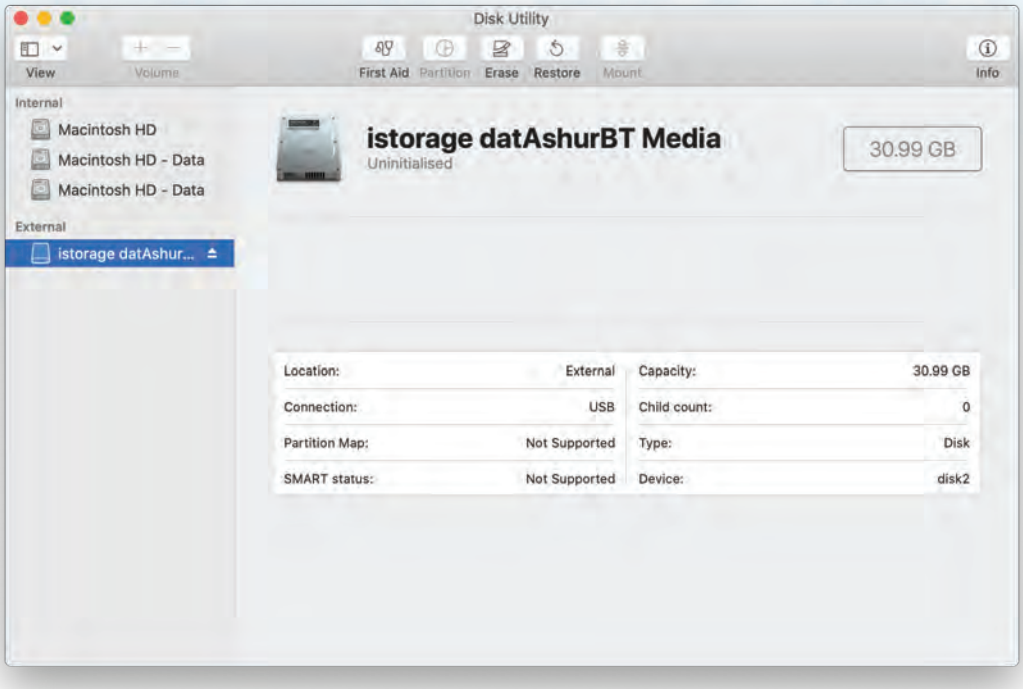
28. Formatting the datAshur BT for Mac OS

After a 'Brute Force Attack' or a complete 'Reset' the datAshur BT will delete all data, credentials and the encryption key. Once a **New password** has been created, the datAshur BT will need to be initialised and formatted.

To format your datAshur BT on MacOS, please do the following:

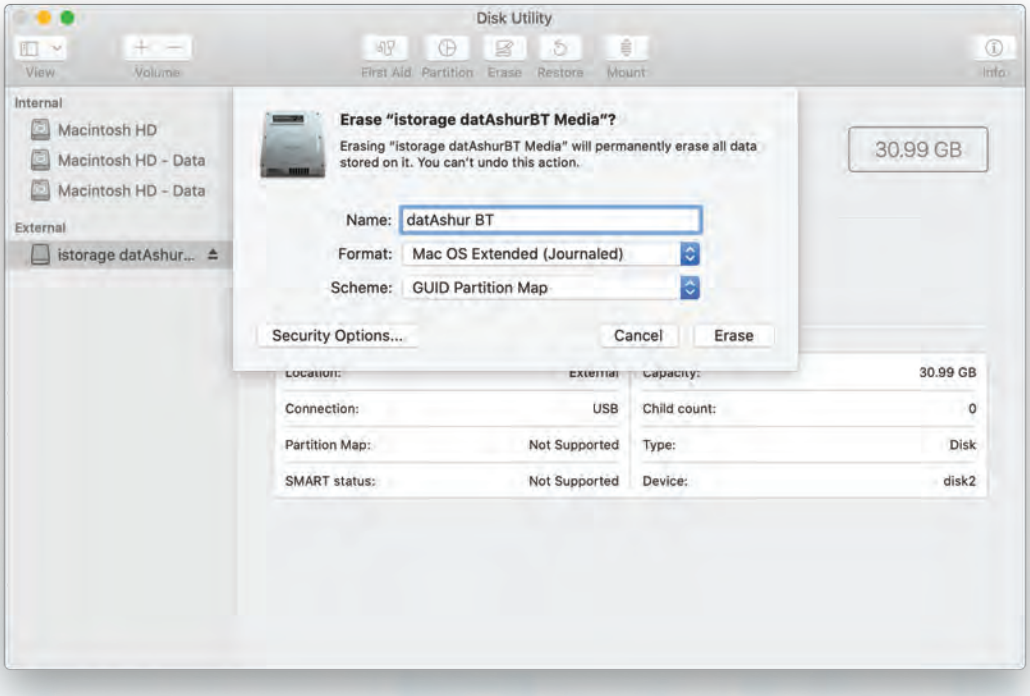
1. Connect the datAshur BT to a USB port on your mac.
2. Create a **New Password** (see section 26).
3. The system will prompt you with the **INITIALISE** window.

4. Press **INITIALISE**, open Disk Utility select the iStorage datAshur BT in the Disk Utility window.

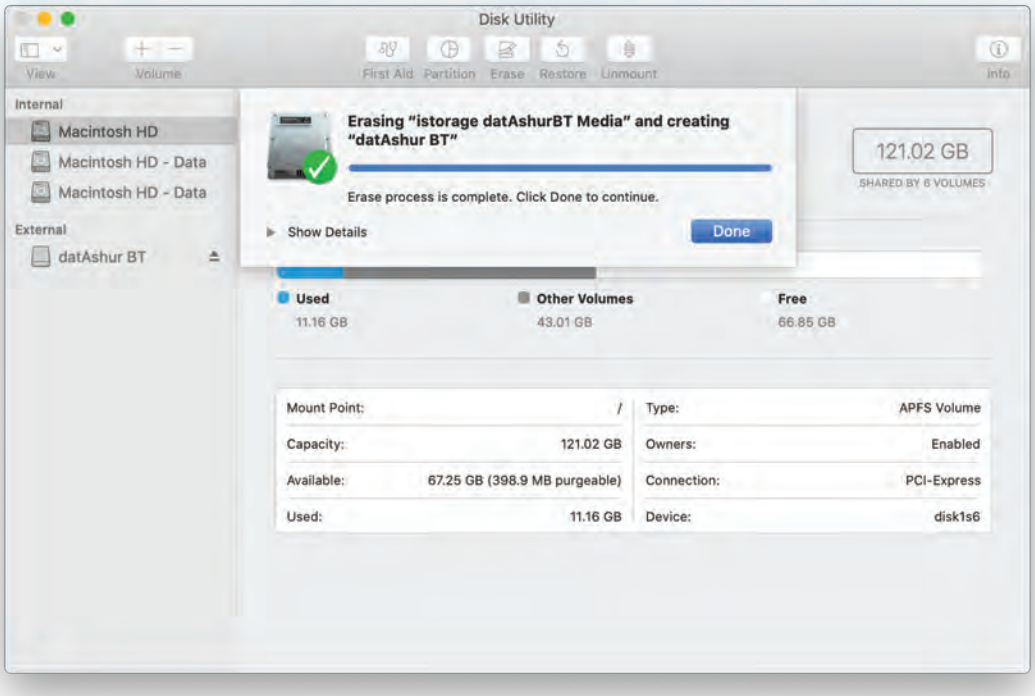


5. Choose **Erase** from the contextual menu.

6. Enter a name for the drive, the default name is Untitled. The name of the drive will eventually appear on the Desktop. Select a scheme and volume format to use. The Volume Format dropdown menu lists the available drive formats that the Mac supports. The recommended format type is Mac OS Extended (Journaled) for macOS and MS-DOS for cross platform. The scheme format dropdown menu lists the available schemes to use.



7. Click **Erase**.
8. The formatted datAshur BT will appear in the **Disk Utility** window and will mount onto the desktop



29. Technical Support

iStorage provides the following helpful resources for you:

iStorage's Website
https://www.istorage-uk.com

E-mail correspondence
support@istorage-uk.com

Telephone support with our Technical Support Department on **+44 (0) 20 8991-6260**.
iStorage's Technical Support Specialists are available from 9:00 a.m. to 5:30 p.m.
GMT - Monday through Friday.

30. Warranty and RMA information

ISTORAGE PRODUCT DISCLAIMER AND WARRANTY

iStorage warrants that on delivery and for a period of 36 months from delivery, its Products shall be free from material defects. However, this warranty does not apply in the circumstances described below. iStorage warrants that the Products comply with the standards listed in the relevant data sheet on our website at the time you place your order.

These warranties do not apply to any defect in the Products arising from:

- fair wear and tear;
- wilful damage, abnormal storage or working conditions, accident, negligence by you or by any third party;
- if you or a third party fail(s) to operate or use the Products in accordance with the user instructions;
- any alteration or repair by you or by a third party who is not one of our authorised repairers; or
- any specification provided by you.

Under these warranties we will, at our option, either repair, replace, or refund you for, any Products found to have material defects, provided that upon delivery:

- you inspect the Products to check whether they have any material defects; and
- you test the encryption mechanism in the Products.

We shall not be liable for any material defects or defects in the encryption mechanism of the Products ascertainable upon inspection on delivery unless you notify such defects to us within 30 days of delivery. We shall not be liable for any material defects or defects in the encryption mechanism of the Products which are not ascertainable upon inspection on delivery unless you notify such defects to us within 7 days of the time when you discover or ought to have become aware of such defects. We shall not be liable under these warranties if you make or anyone else makes any further use of the Products after discovering a defect. Upon notification of any defect, you should return the defective product to us. If you are a business, you will be responsible for the transportation costs incurred by you in sending any Products or parts of the Products to us under the warranty, and we will be responsible for any transportation costs we incur in sending you a repaired or replacement Product. If you are a consumer, please see our terms and conditions.

Products returned must be in the original packaging and in clean condition. Products returned otherwise will, at the Company's discretion, either be refused or a further additional fee charged to cover the additional costs involved. Products returned for repair under warranty must be accompanied by a copy of the original invoice, or must quote the original invoice number and date of purchase.

If you are a consumer, this warranty is in addition to your legal rights in relation to Products that are faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.

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