Users Manual & Limited Warranty

ioSafe® *Solo* External Hard Drive

- **USB 2.0**
- **Fireproof**
- **Waterproof**
- **FloSafe Cooling Technology**
- **Data Recovery Service**

910-10841-00 REV 7.1

TRADEMARKS

All Trademarks mentioned or appearing in this document are the property of their respective owners.

FEDERAL COMMUNICATION COMMISSION (FCC)

Radio Frequency Interference Statement

This product 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.

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. However, if this equipment does cause interference to radio or television equipment 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 equipment and receiver
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/television technician for help
- Use a shielded and properly grounded I/O cable and power cable to ensure compliance of this unit to the specified limits of the rules

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 (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at ioSafe, Inc.

CHANGES

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, no liability resulting from errors or omissions in the document, or form the use of the information contained herein is assumed. The publisher reserves the right to make changes or revisions without reservation and without obligation to notify any person of such revisions and changes.

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Welcome

Thank you for purchasing the ioSafe® Solo external hard drive - the first high capacity external hard drive available with protection from fires and floods. For years, ioSafe has continued to set the standard for disaster proof hardware. The ioSafe Solo brings our technology forward with an unprecedented combination of security, reliability, capacity and price.

The ioSafe Solo features:
- **Large capacity**, 3.5″ SATA hard disk drives
- **USB 2.0** high speed interface
- **FloSafe** active air cooling technology (patented)
- **HydroSafe** water barrier technology (patented)
- **DataCast** fireproof insulation (proprietary)
- **Alloy steel** construction

Please read this Users Manual and retain it for future reference.

The ioSafe Solo has been rigorously tested to protect the data contained in the device to meet the following specifications:

- *Fire Endurance Testing: temperatures up to 1,550° F for a duration of 30 minutes per ASTM E119 fire testing protocol.*
- *Full Water Submersion: depth of 10 feet in fresh water or salt water for 3 days (72 hours)*
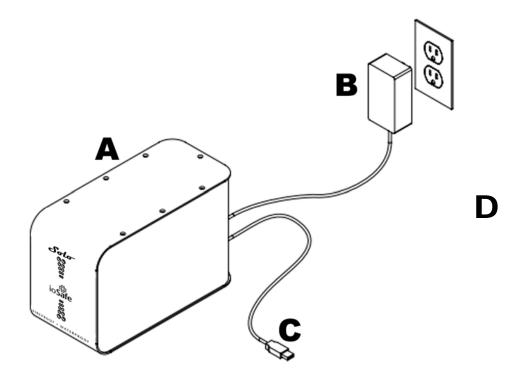
Precautions

Please read the precautions listed below. Failure to do so may result in damage to the device, loss of data, and voiding of the warranty

- If you are using the Solo for primary storage (as opposed to data backup) we strongly recommend that you backup your data.
- If the Solo has a three-prong plug, do not plug the unit into a two-prong outlet.
- Do not bump, jar or drop the Solo.
- Do not disconnect any cables while the Solo is powered on without first stopping the device.

Package Contents

Included in the package:

    A.   ioSafe Solo external hard drive
    B.   AC power Module
    C.   USB Cable
    D.   Users guide (This booklet)
    E.   Attention notice (Not shown)

Specifications

Dimensions (Inches) ....5.0W X 7.1H X 11.0L

Weight (Lb) 15

Interface Transfer Rate (USB 2.0)........................ 480 Mbps

External Power Supply
      AC Input...................... 100-240V, 50-60 Hz, 1.0 A
      DC Output... 12V @ 2 A

Ambient Temperature
      Operating .... 40 - 95°F
      Non-operating .... 0 – 1,550°F
      Up to 30 minutes per ASTM E119

Humidity
      Operating (non-condensing) .... 20 – 80%
      Non-operating 100%
      Up to 72 hours @ 10′ depth

System Requirements

PC Requirements

- A PC with a 233 MHz or faster processor
- One of the following operating systems
  - Windows Vista (Ultimate, Home Basic/Premium, Business)
  - Windows XP with Service Pack 1 or later (Home, Professional, Professional X64, Media Center Edition)
- A free USB 2.0 port

The Solo drive is formatted with an NTFS file systems, the default for Windows Vista and XP.

Mac Requirements

- G3 (or later), or Intel processor
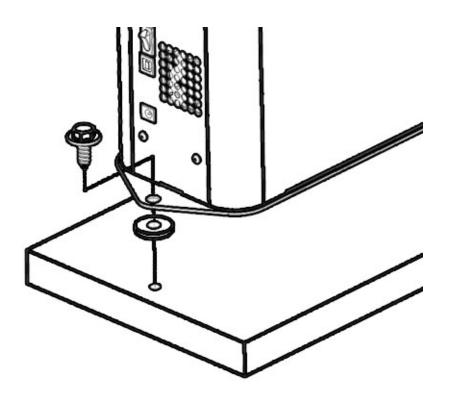- Mac OS 10.3 or later
- A free USB 2.0 port

Mac OS 10.2 will not recognize NTFS file systems, the default for the Solo. Mac OS 10.3 will recognize the Solo, but requires formatting once connected. (See page 16 - Formatting the Solo for Mac OS)

USB Information

USB 2.0 has a maximum interface transfer rate, or bandwidth, of 480 Mbps (Megabits per second). The performance depends on many factors including: CPU, file system overhead, number of attached USB devices and more. Given these and other factors, in day-to-day use you can expect maximum, sustained transfer rates around 25 MB/s (Megabytes per second). USB 2.0 is backwards compatible with USB 1.1. This means you can connect a USB 2.0 device to USB 1.1 port, and vice versa. However, interface transfer rates are limited by the interface with the lower speed. If you plug the Solo into a USB 1.1 port on your computer, data transfer rates will be limited to USB 1.1 speeds (up to 12 Mbps).

Securing the Solo (Suggestions)

For added security, the Solo can be bolted to a floor or secured with a cable and padlock. See the pictures below for suggested methods on physically securing the Solo.

Connecting the Solo to Your Computer

Step 1: Plug in the AC plug adapter and power cord

1. Plug the small end of the AC adapter into the Solo's power port.
2. Plug the adapter into an AC outlet.

Step 2: Connecting the USB Cable

The USB cable has a flat connection on one end, and a square connection on the other end. The flat connection plugs into your computer. The square connection plugs into the Solo. Be sure to correctly insert the connectors or you may damage the Solo's hard disk drive and void the warranty.

Step 3: Verifying that the Drive Mounts

Before storing data on the Solo, the drive must be "mounted" to the computers operating system. This means that the computers operating system has recognized at least one readable partition on the drive, and established a communication link with it.

For Windows, once the Solo is powered on the operating system should mount the drive in a few moments. A new drive icon/letter will

appear in My Computer/Windows Explorer. You are now ready to use the Solo.

For Mac, once the Solo is powered on the operating system should mount the drive in a few moments. A new drive icon will appear on the Desktop and in the Finder.

Formatting the Solo for Mac OS

The Solo is formatted NTFS and may not be recognized by Mac OS 10.2 and earlier. You will get an alert message which reads: "You have inserted a disk containing no volumes that Mac OS can read." Click the initialize button to launch the Disk Utility application in the Mac OS. Follow the steps below.

1. The Disk Utility window will open with a small window at left and a larger window with a series of tabs at the top. In the small window at the left, click on the drive icon with the capacity that matched the capacity of your Solo.
2. Click on the Erase tab. In the Erase window you will see a Volume Format pop-up menu and a Name field.
3. From the Volume Format pop-up, select Mac OS Extended.
4. In the Name field, type in a unique name for the Solo that will allow you to easily distinguish it from other storage devices attached to your computer.

5. Click Erase. You should see and alert message: "Erasing a disk will destroy all information on all of the volumes of the disk…" Click Erase. Once initializing is completed, you will see the Solo listed in the Disk Utility. You will see the Drive Icon on the Desktop and in the Finder.

ioSafe Data Recovery Service

Terms and Conditions

As applicable during the Data Recovery Service period and upon validated registration of an ioSafe (the Company) product on the Company's website (www.iosafe.com), the Company or its contracted partner will assist the original purchaser for one "data recovery event". The Company will attempt to restore the lost data by employing one of the following ways:

- The Company or its contracted partner will provide phone or email based support to assist in recovering the data, or
- The Company will pay for the disaster exposed product to be shipped back to the Company's headquarters for data recovery. If data recovery is successful, a replacement product will be loaded with the original data and shipped back to the original user, or
- At the discretion of the Company, if the data recovery by the Company is not successful, the Company will pay up to $1,000 USD to a third-party data recovery service of the Company's choice to extract the data. Any data extracted will be loaded on a replacement product and shipped back to the original user. The Company has the right to use a factory refurbished product as the replacement product.

The Company's good faith attempts to restore and recover the data in accordance with these terms and conditions shall be the purchaser's sole and exclusive remedy and the Company shall not be liable for any damages whatsoever. The Company cannot guarantee that any data will be recoverable nor can it guarantee which data files are on the product. Data restoration or recovery shall be strictly limited to whatever files are restorable or recoverable and not what the purchaser believes to exist on the product. Only one instance of a "data recovery event" per product is covered by this program for products registered to the original purchaser only.

Following a Disaster

If the Solo is exposed to a disaster such as a flood or fire, you should immediately call the ioSafe Disaster Response Team at 1-888-984-6723 (US & Canada) or 1-530-886-1578 (International) extension 430. You can also send an email to disastersupport@iosafe.com. The professionals at ioSafe can determine the best actions to take to protect your valuable information. In many cases and depending on your skills, a self recovery can be performed and provide you with immediate access to your information. In other cases, ioSafe may request that the Solo be returned to the ioSafe factory for data recovery. In any case, calling ioSafe is the first step.

The general steps for natural disaster recovery are:
1.   After the disaster event, obtain physical possession of ioSafe device. If the device has been exposed to a fire, wait for the ioSafe device to cool down before obtaining.
2.   Call ioSafe Disaster Support Team at 1-888-984-6723 (US & Canada) or 1-530-886-1578 (International) extension 430 to obtain an RMA #

3. Report disaster event, and obtain return shipping address/instructions
4. Drain any free water from the ioSafe device if post-flood
5. Place the ioSafe device in a heavy duty plastic garbage bag
6. Place the bagged ioSafe device in a small cardboard box with a paper marked with the RMA #, name, phone and address
7. Fill the bottom of a larger box with 2-3 inches minimum of packing insulation
8. Place the boxed ioSafe device in the larger box
9. Pack additional packing insulation tightly around all sides of the small box (2-3 inches minimum) and seal the box shut.
10. Mark the RMA# on the outside of the large box and ship per ioSafe shipping instructions
11. ioSafe will recover all data according to the terms of the Data Recovery Service Terms and Conditions.
12. ioSafe will then place any recovered data on a replacement ioSafe device
13. ioSafe will ship the replacement ioSafe device back to the original user
14. Once the primary server / computer is repaired or replaced, the original user should restore the primary drive data with the ioSafe backup data
15. Continue to use the ioSafe device for subsequent backups

ioSafe Warranty

If a mechanical or operable part of an ioSafe malfunctions or breaks down during normal use, ioSafe will at our option, repair or replace said part free for a period of three (3) years from the date of purchase.

Extended warranty service is available by contacting your retail seller, or by contacting ioSafe at 1-530-886-1578. ioSafe reserves the right to have its representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before warranty service is performed.

This warranty is limited to the terms stated herein. All expressed and implied warranties including the warranties of merchantability and fitness for a particular purpose are excluded, except as stated above. ioSafe disclaims all liabilities for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights as well, which will vary from state to state.