



My Passport® Wireless Pro

Portable Hard Drive

User Manual



E6B

WD Service and Support

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 email support service at <http://support.wd.com>. If the answer is not available or if you prefer, please contact WD™ at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. Email support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <http://register.wd.com>.

Accessing Online Support

Visit our product support website at <http://support.wd.com> and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **WD Support Portal**—Register your WD products and get support information customized to your needs.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Documentation**—Get manuals, installation guides, and documentation for your WD product.
- **WD Community**—Share your thoughts and connect with other WD users.
- **Online Learning Center**—Start here to get the most out of your WD product. (<http://www.wd.com/setup>)

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America

English: 800.ASK.
4WDC(800.275.4932)

Spanish: 800.832.4778

Mexico

001 8002754932

South America

Chile: 1230 020 5871

Colombia: 009 800
83247788

Venezuela: 0800 100 2855

Peru: 0800 54003

Uruguay: 000 413 598 3787

Argentina: 0800 4440839

Brazil: 0800 7704932; 0021
800 83247788

Asia Pacific

Australia: 1800 429 861 /
0011 800 2275 4932

China: 800 820 6682 / 400
627 6682

Hong Kong:3057 9031

India:1800 200 5789 / 1800
419 5591

Indonesia:001 803 852
3993

Japan: 0800 805 7293

Korea:02 2120 3415

Malaysia: 1800 817 477

New Zealand:0508 555
639 / 00800 2275 4932

Philippines: 1800 1855
0277

Singapore: 1800 608 6008

Taiwan: 0800 225 593

Europe (toll free)* 00800 ASK4 WDEU (00800
27549338)

Europe : +31 880062100

Middle East +31 880062100

Africa +31 880062100

Russia 8 10 8002 335 5011

Thailand: 00 1800 852 5913

Other countries: +86 21
2603 7560

* Toll free number available in the following countries: Austria, Belgium, Czech Republic, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Poland, Slovakia, Spain, Sweden, Switzerland, United Kingdom.

Registering Your WD Product

Register your WD product to get the latest updates and special offers. You can easily register your drive online at <http://register.wd.com> or by using My Passport Wireless software.

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1 About Your WD Storage Device

This chapter includes the following topics:

- [Handling Precautions](#)
- [Kit Contents](#)
- [Optional Accessories](#)
- [About the Online Learning Center](#)
- [System Requirements and Browsers](#)
- [Product Components](#)

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage drives. 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 place the drive on carpeting. Make sure the drive is on a clean, firm, and stable surface.

Kit Contents

Your My Passport Wireless storage drive kit includes:

- My Passport Wireless or My Passport Wireless Pro storage drive
- USB 3.0 cable
- USB AC Power Adapter
- Quick Install Guide

Optional Accessories

For information about optional accessories for WD products, visit:

US	www.wdstore.com
Canada	www.wdstore.com.ca
Europe	www.wdstore.com.eu
Australia	www.wdstore.com.au
Singapore	www.wdstore.com.sg
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit http://support.wd.com and see Knowledge Base Answer ID 1048.

About the Online Learning Center

WD's online Learning Center provides the latest information, instructions, and software to help users get the most out of their personal cloud storage. This web-based guide is an interactive resource to walk users through installing and using their My Passport Wireless drive. The online Learning Center allows you to:

- Learn about your new product.
- Download the latest software for your product.
- Find in-depth, interactive information on how to explore each of your product's features.
- Access an always-available resource online, without a manual or CD.

System Requirements and Browsers

Operating Systems

Windows®

- Windows 10
- Windows 8
- Windows 7
- Windows Vista®

Mac OS X®

- Yosemite (Mac OS 10.10)
- Mavericks (Mac OS 10.9)
- Mountain Lion (Mac OS 10.8)
- Lion (Mac OS 10.7)
- Snow Leopard (Mac OS 10.6)

Note: Compatibility may vary depending on your computer's hardware configuration and operating system.

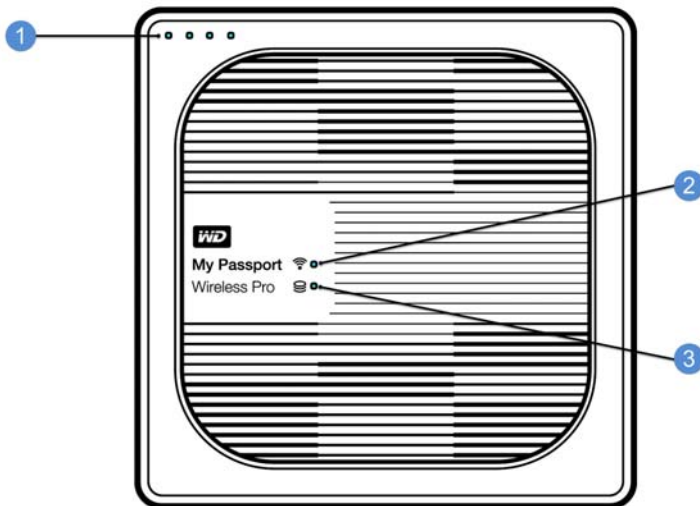
For highest performance and reliability, always install the latest software update.

Web Browsers

- Internet Explorer 8.0 and later on supported Windows computers
- Safari 6.0 and later on supported Mac computers
- Firefox 29 and later on supported Windows and Mac computers
- Google Chrome 31 and later on supported Windows and Mac computers

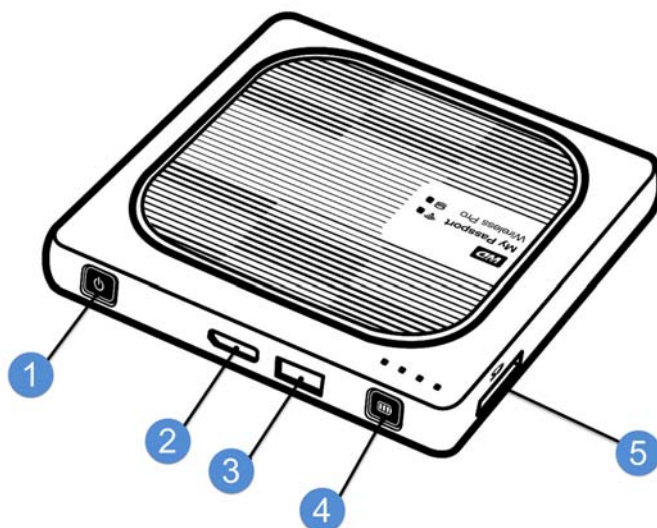
Product Components

My Passport Wireless Pro (Top View)



-
- 1 Battery Status LEDs
 - 2 Wi-Fi LED
 - 3 Power LED
-

My Passport Wireless Pro (Back View)



-
- 1 Power Button
 - 2 AC Power port
-

- 3 USB 3.0 port
 - 4 Battery Status / WPS button
 - 5 SD Card port
-

2

Understanding the LEDs and Buttons

This chapter includes the following topics:

Power and Battery Status LED

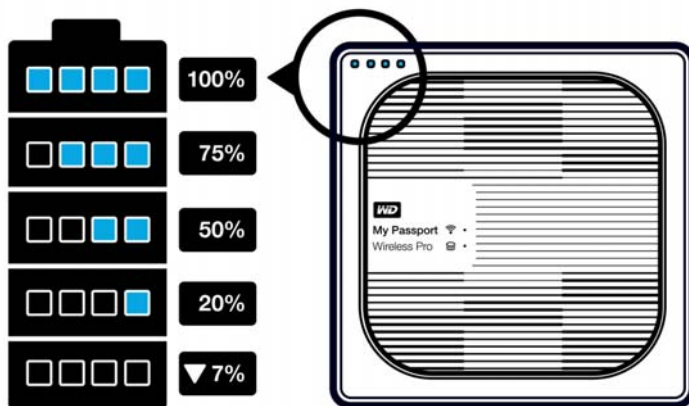
Wi-Fi LED

Other LED Behavior

Buttons

Power and Battery Status LED

Your My Passport Wireless device is pre-charged at the factory. However, the battery level may not be at 100% when you take it out of the box as it may have been in transit or on the shelf for a significant length of time.



My Passport Wireless Pro Power and Battery Status

The following table describes the Power and Battery Status LED behavior for the My Passport Wireless Pro device

LED Behavior/Color	LED Lights On	Indicates...
Blue	1st, 2nd, 3rd, 4th	75% or above
Blue	1st, 2nd, 3rd	50-74%
Blue	1st, 2nd	20-49%
Blue (fast-blinking)	1st	10-19%
None	-----	Below 8% (Device is off)
Off	----	Directly Attached to Storage (DAS): The device is directly connected to a computer and not being charged.

Wi-Fi LED



The Wi-Fi LED is off when you take the My Passport Wireless drive out of the box.

LED Behavior/Color	Indicates ...
Off	Wi-Fi not active (device is off)
Blinking Blue	Device is booting up, connecting to wireless, or shutting down.
Solid Blue	Wireless network connected or active (all modes)
Fast-Blinking Blue	Wi-Fi Protected Setup (WPS) is initiated and in progress

Other LED Behavior

LED Behavior	Indicates...
All LEDs fast blinking Blue	Device has a problem. Contact WD Support.
All LEDs blinking blue in one long (3 sec) and 3 short blinks.	Device in recovery mode.
Blinking Blue	Firmware update in progress.
Blinking Blue	File I/O in SD card/USB port syncing; Mounting USB storage; Scanning SD card

Buttons

Power button		Turns the drive on and off and wakes the drive from standby mode: <ul style="list-style-type: none"> To turn on from standby, momentarily push until lights start blinking. To turn off, push for approximately 3 seconds.
Battery / WPS button		Connects to a router using WPS. <ul style="list-style-type: none"> Press and hold approximately 5 seconds to start WPS. When the drive is off, press to show battery status briefly. Press momentarily for other devices to connect to the My Passport Wireless network in Home mode With SD card inserted in the slot, press momentarily to start SD card transfer.

3

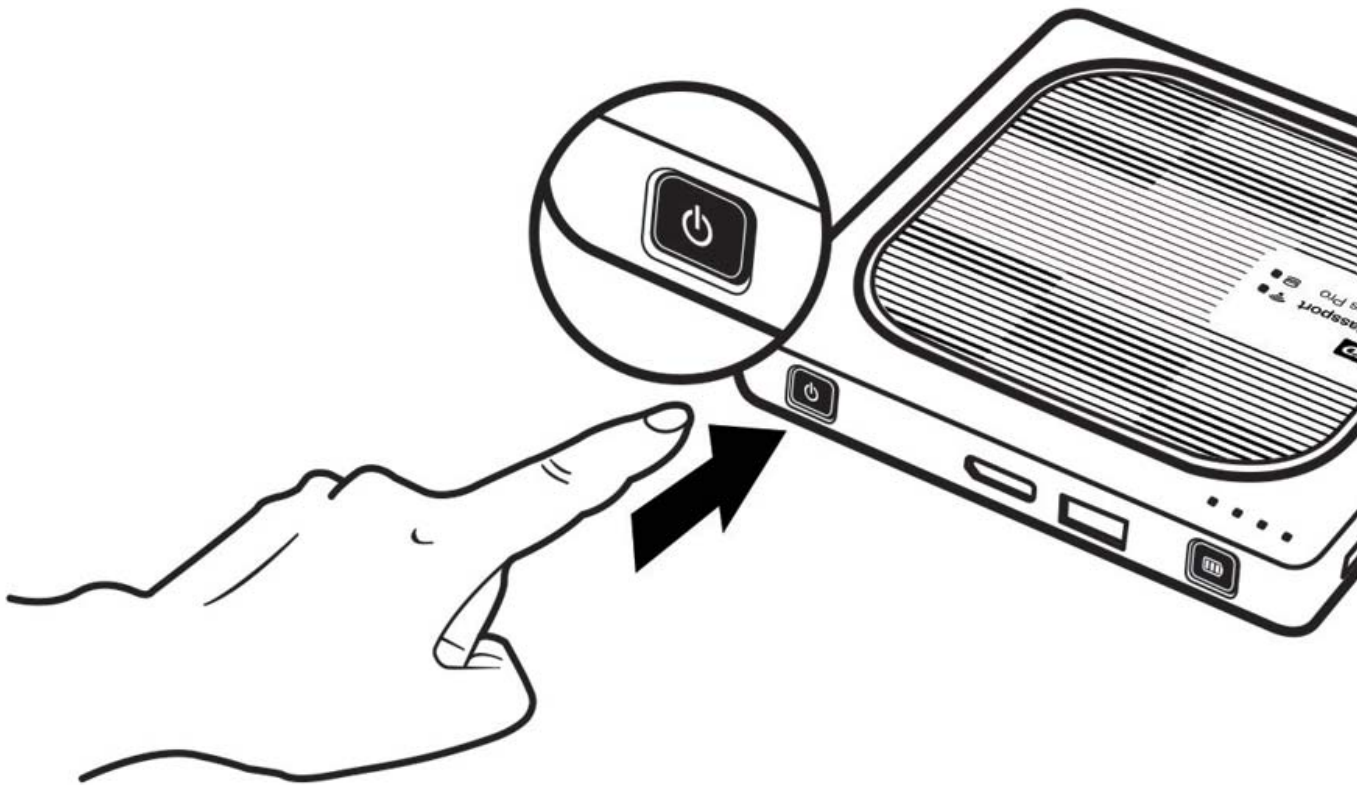
Setting up the Wireless Drive

This chapter includes the following topics:

Turning on the Drive

Setting up the Drive for the First Time

Turning on the Drive



Important: It is best to charge the battery before using the My Passport Wireless drive the first time as the factory charge may have decreased during shipping. (See “Charging the Battery”.)

- To turn on your My Passport Wireless device, push the power button until the Power and Battery Status LED blinks. When the Wi-Fi LED is solid blue, the drive is ready to connect.

Note: To turn off the drive, hold the power button for about three seconds until the Power and Battery Status LED off.


Setting up the Drive for the First Time

To connect and set up the drive for wireless use, do one of the following:

- Use a computer and a web browser.
- Download and use the WD My Cloud app on your smartphone or tablet.

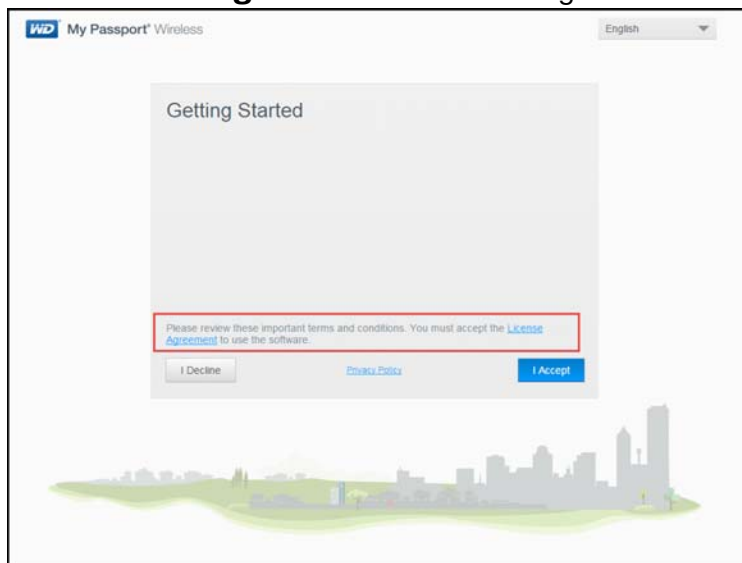
Using a Computer and Web Browser

Note: Ensure that your computer is wireless enabled.

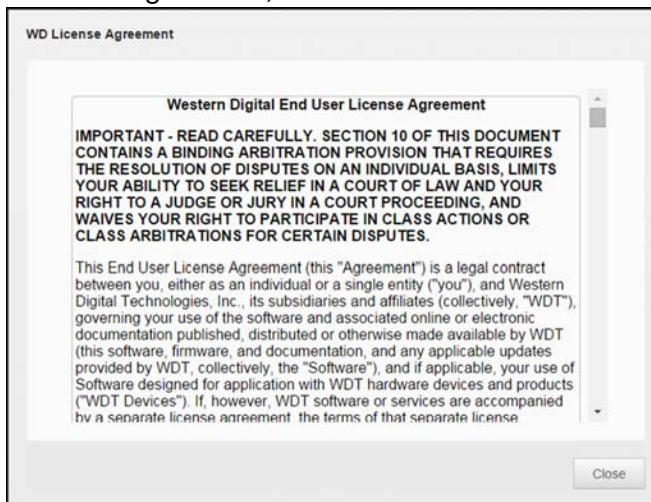
1. Ensure that the My Passport Wireless drive is on and the Wi-Fi LED is lit.
2. Do one of the following:
 - In Windows, click the network icon in the Task bar 
 - On a Mac, click **System Preferences > Network > Wi-Fi**
3. Select **MyPassportWireless** or **MyPassportWirelessPro** from the Network list.
4. Open a browser and type one of the following:

Note: For a list of compatible browsers, see “System Requirements and Browsers”.

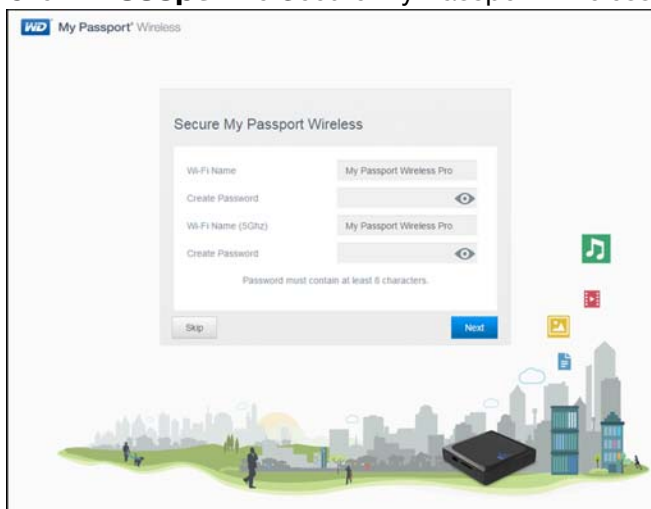
 - Windows computer: **http://mypassport**
 - Windows or Mac computer: **http://192.168.60.1** (the drive’s default IP address)
 - Windows computer: **http://mypassport**
5. Click **License Agreement** on the Getting Started screen.



6. Read the agreement, then click **Close**.



7. Click **I Accept**. The Secure My Passport Wireless screen displays.



8. Enter the following information:

- **Wi-Fi Name:** (Optional) Enter a new Wi-Fi name for your Wi-Fi 2.4Ghz band to add security and to differentiate the drive from similar drives. The default wi-fi name is My Passport Wireless (2.4Ghz) or My Passport Wireless Pro (2.4Ghz), depending on the device.
- **Wi-Fi password:** (Optional) Enter a password for the My Passport Wireless device to add network security for your Wi-Fi 2.4Ghz) band. A password helps protect against unauthorized access to the personal data on your drive and other devices on the network. The password must be at least 8 characters, is case sensitive, and may not contain double quotes.

Note: To display the password, click the Show Password icon.

- **Wi-Fi Name (5Ghz):**(Optional) Enter a new Wi-Fi name for your Wi-Fi 5Ghz band to add security and to differentiate the drive from similar drives. The default Wi-Fi name is My Passport Wireless (5Ghz) or My Passport Wireless Pro (5Ghz), depending on the device.
- **Wi-Fi password:** (Optional) Enter a password for the My Passport Wireless device to add network security for your Wi-Fi 5Ghz band. A password helps protect against unauthorized access to the personal data on your drive and other

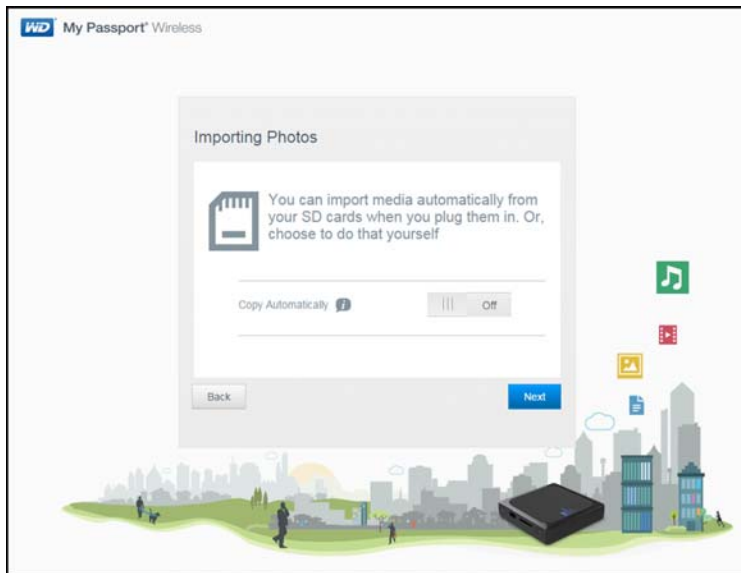
devices on the network. The password must be at least 8 characters, is case sensitive, and may not contain double quotes.

Note: To display the password, click the **Show Password** icon.

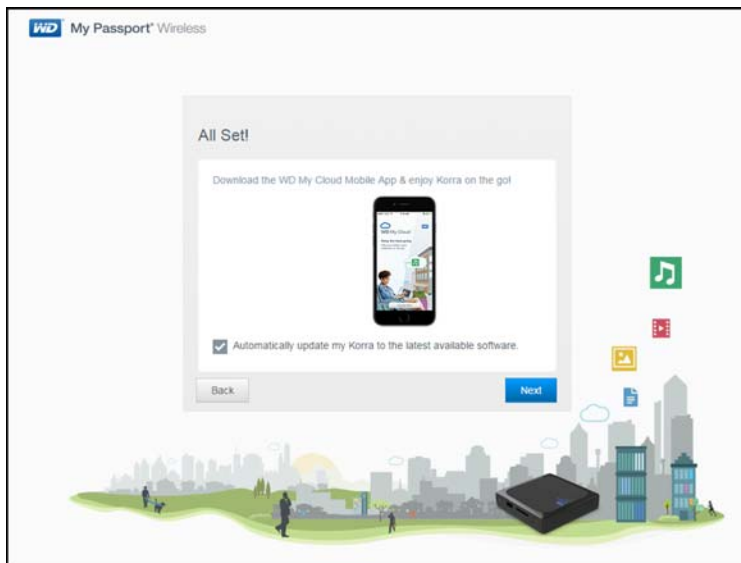
Important: If you enter a new name, you will have to select the new name on the list of available networks the next time you use the drive. **Be sure to record the new Wi-Fi name and password.**

Note: The default name My Passport Wireless is used in the examples in this User Guide.

9. Click **Next**. If you chose not to add a password for your My Passport Wireless device, review the Warning.
 - Click **OK** to accept the Warning without adding a password for your device and continue to Step 10.
 - Click **Go Back** to add a password to your device. Continue to Step 8.
10. Click the toggle button to **On** if you'd like to automatically copy the contents of an SD card when it is inserted into the SD Card port.



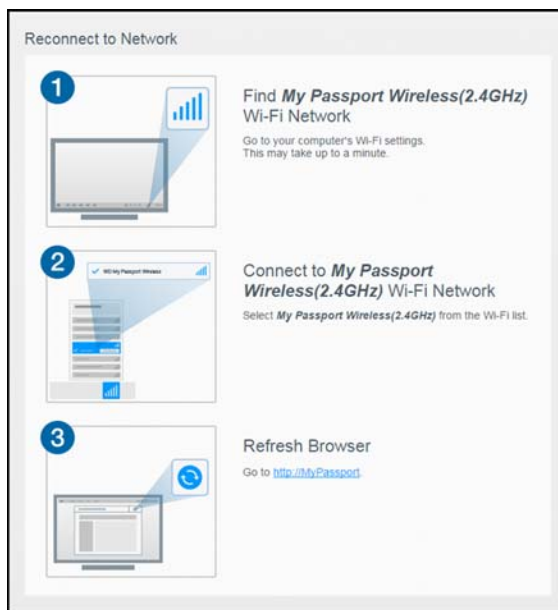
11. Click **Next**.
12. Review the screen, then click the check box, if not already checked to automatically update your My Passport Wireless software.



13. Review the Save a Shortcut to My Passport Wireless screen, then
- Click **Save Shortcut** to save a shortcut to the device on your desktop.
 - Click **Cancel** to close the screen without saving a shortcut

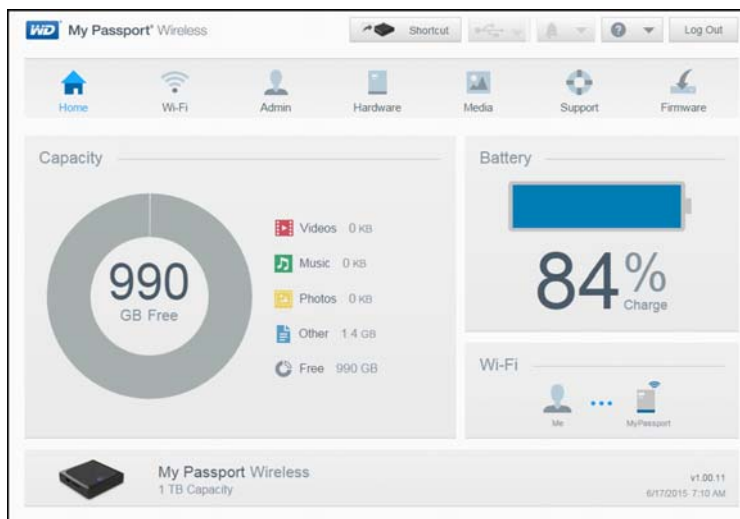


14. If you changed the name of the drive or your password, the drive reboots and the Reconnect to Network screen displays.



Follow the on-screen steps. If you changed the drive name, in step 8, select the new name instead of MyPassport Wireless from the Wi-Fi list.

15. When the My Passport Wireless dashboard displays, you are ready to use your wireless drive.



About the Dashboard

The dashboard is where you can see the status of your drive and customize it as you want. For more information about the dashboard, see “Using the Dashboard.”

Using WD My Cloud App on a Mobile Device

1. Download the WD My Cloud app to your mobile device from the App Store, Android App for Google Play store, or Amazon Apps (for Android).
2. On your mobile device, go to **Settings** and connect to the My Passport Wireless using the new name of your drive and/or your new password.

3. Tap the **My Cloud** icon to display the Western Digital End User License Agreement.



4. Read the agreement and tap **Accept** to display the WD My Cloud Welcome screen.



5. Tap **Connect Now** to display a list of available WD network devices.



6. Tap **My Passport Wireless**, then tap **Next** to display the Secure Your Device screen.



7. (Optional) Enter or change the Wi-Fi name of your My Passport Wireless drive.
8. (Optional) If you want to assign or change a password, enter it in both password fields.

Note: WD My Cloud for Android devices has a few more security screens to be completed.

9. Tap **Save Changes**. The following page display:



10. On your mobile device, go to **Settings** and connect to the My Passport Wireless using the new name of your drive and/or your new password.



11. Tap the **My Cloud** icon on your mobile device and tap **My Passport Wireless** (or whatever you named your drive) to display the following confirmation screen:



12. Click **Continue Using WD My Cloud App** to display your folders.



13. You can now open any of the folders to view its contents.

4

The Dashboard at a Glance

This chapter includes the following topics:

[Lanching the Dashboard](#)

[The Dashboard Home Page](#)

[Information Icons](#)

[Navigation Icons](#)

[Viewing Drive Status on the Home Page](#)

Use the My Passport Wireless dashboard to configure settings and to manage the device. For example, you can set Wi-Fi access on your device, create or change passwords, and customize the device to suit your needs.

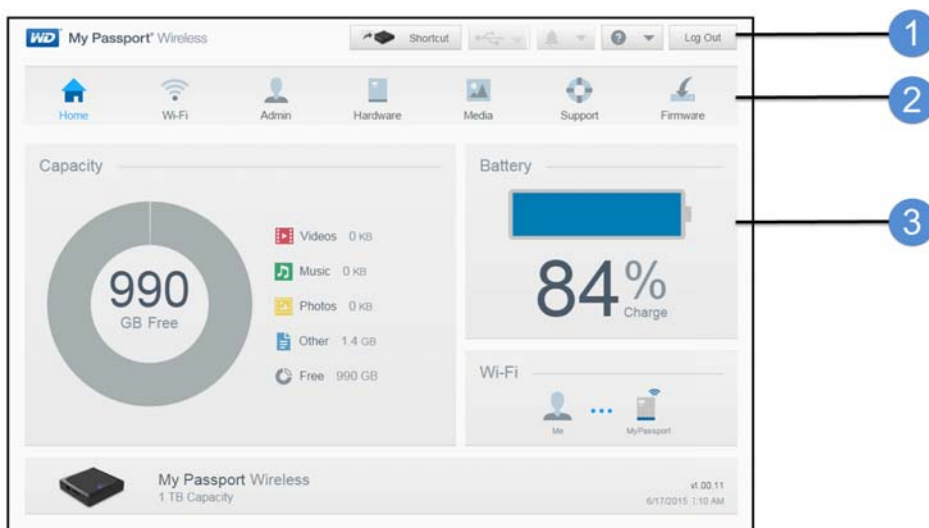
Lanching the Dashboard

Once you connect the My Passport Wireless drive to your Wi-Fi network, you can access the Dashboard at any time by typing the following information into a browser:

- **Windows:** <http://mypassport> (or assigned name)
- **Mac:** <http://mypassport> (or assigned name).local
- **Windows or Mac:** <http://192.168.60.1> (default IP address)

The Dashboard Home Page

The Home page has an information bar at the top right, a navigation icon bar across the page, and an instant overview of the status of the drives' main functions with links for updating settings.






1 Information Icons

2	Navigation Icons
3	Status and Update panels

Information Icons







The Information Icons, at the top of the page, provide quick access to:


- Attached USB device
- Device alerts
- Online Help and Learning Center.

Icon	Name	Actions
	USB Device	Click to display the USB device connected. The icon is dim if no USB device is attached.
	Alert Notifications	Click to display recent alerts about new firmware and network issues.
	Help	Click to access the Online Learning Center, Online Help, and About information.

Navigation Icons

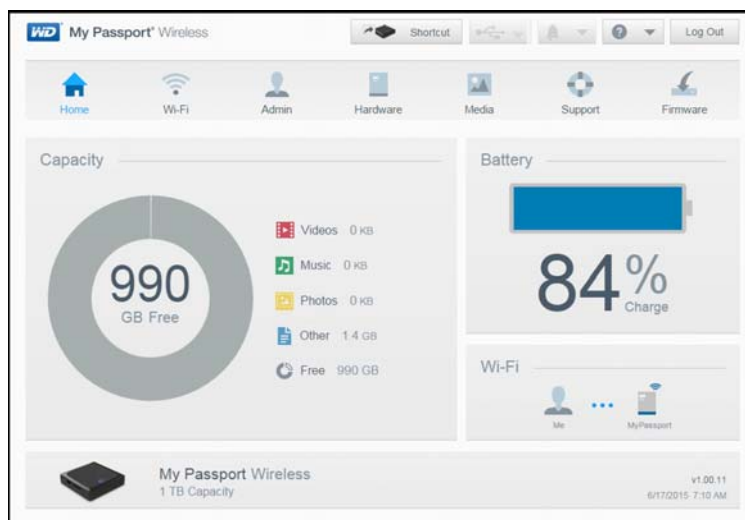
The Navigation Icons provide access to the various features and settings of your My Passport Wireless device.

Icon	Name	Actions
	Home	The Home page displays an instant overview of the status of the drive's main functions and links for updating settings.
	Wi-Fi	View connected devices, available Wi-Fi networks, device access point settings.
	Admin	Change the device name and password, select the language in which the screens appear, specify the type of access the drive provides, and restore factory settings.
	Hardware	Extend battery life or improve performance, lock the drive, view the current time, and reboot the drive.
	Media	Enable or disable DLNA streaming, refresh or rebuild the DLNA database, view a media count, and copy or move files from an SD Card.
	Support	Create system reports, test and diagnose device problems. you can also join the Product Improvement Program from this page.

Icon	Name	Actions
	Firmware	View firmware version currently installed on your device, update new firmware, or perform a manual update from a firmware file.

Viewing Drive Status on the Home Page

The main body of the Home page shows the status of the device and provides shortcuts to several important screens.



Capacity

The Capacity panel displays the amount of storage used by the various types of media files and the amount of free storage left on your drive.

- If you click the panel, it shows the number of files in each category.

Battery

The Battery panel displays the current percentage of total charge the battery currently holds.

- Click the panel to display the Hardware page, where you can view additional details concerning the battery, lock/unlock the drive and shutdown or reboot the drive.

Wi-Fi

The Wi-Fi Panel identifies Illustrates the current connection type: Direct, Hotspot, or Home Network.

- Click the panel to display the Wi-Fi page, where you can change how the drive is connected.

Information

The Information panel identifies the My Passport Wireless device name and capacity, the current firmware version, and the current date and time.

5

Connecting the Drive

This chapter includes the following topics:

[Connections Overview](#)

[Making a Direct Wireless Connection](#)

[Viewing or Changing the Drive's Advanced Wi-Fi Settings](#)

Connections Overview

There are three ways you can connect to your My Passport Wireless drive:

- **Direct Wireless (AP) Connection:** In Direct Wireless (or AP) mode, you can set up a direct connection from your My Passport Wireless device to your computer or mobile device (using the WD My Cloud app) by joining the My Passport Wireless drive's Wi-Fi network.



Note: In this mode, the drive is not connected to your wireless network or the Internet. However, this direct connection provides the best throughput performance.

- **Wireless Network Connection:** In Wireless Network mode, you can connect your My Passport Wireless device to a Wi-Fi network, share content, and access the Internet. This is referred to as the Shared Connection mode.

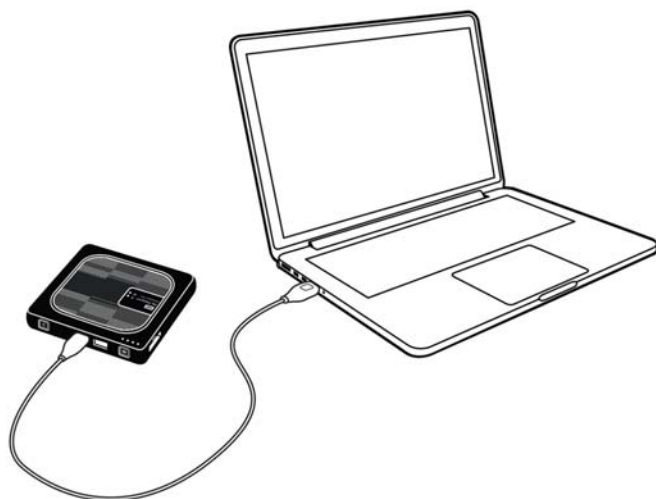


When you connect the wireless drive to your home's Wi-Fi network, all devices on your home network can access the content stored on your wireless drive.



- **USB Connection:** In USB Connection mode, you can connect your My Passport Wireless drive to your computer using the provided USB 3.0 cable, essentially turning the drive into a Direct-Attached Storage (DAS) drive.

Note: While connected to a computer, the drive's Wi-Fi is turned off.




Note: See "Using a USB Connection to Load Content" for information about USB connections.

Making a Direct Wireless Connection

Using a Web Browser to Connect Wirelessly

Use the following steps to wirelessly connect to your My Passport Wireless drive.

1. Make sure the My Passport Wireless drive is on and the Wi-Fi LED is lit.
2. Do one of the following:
 - In Windows, click the network icon in the Task bar 
 - On a Mac, click **System Preferences > Network > Wi-Fi**
3. Select **MyPassportWireless** or **MyPassportWirelessPro** from the Network list.
4. Open a browser and type one of the following:

Note: For a list of compatible browsers, see “System Requirements and Browsers”.

- Windows computer: **http://mypassport**
 - Windows or Mac computer: **http://192.168.60.1** (the drive’s default IP address)
 - Windows computer: **http://mypassport**
5. Press Enter to display the My Passport Wireless dashboard.

Using WD My Cloud App to Connect a Mobile Device Wirelessly

This procedure assumes you have already downloaded the WD My Cloud app on a mobile device and connected wirelessly to the My Passport Wireless drive at least once. (See “Using WD My Cloud App on a Mobile Device.”)

1. Open WD My Cloud on your mobile device and click **Connect Now**. A list of available devices/networks displays:



2. Tap to select your My Passport Wireless drive. You can now configure the drive and move content to and from the drive. (See My Cloud Help or the online Learning Center for additional information.).

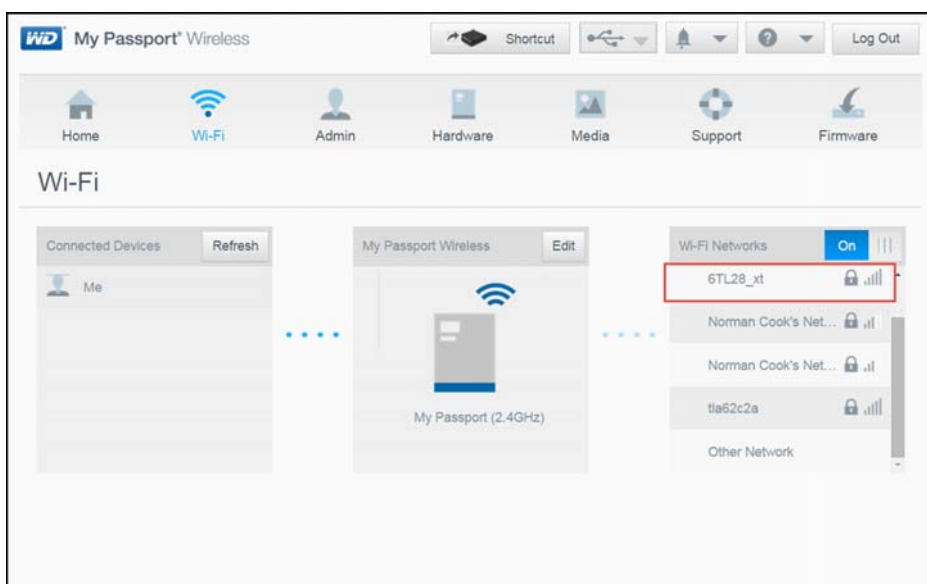
Connecting to a Wi-Fi Network and the Internet

Making the Wi-Fi Connection (Internet Access)

Use the following steps to access a Wi-Fi network to which you have access rights and configure your device for Internet access

Note: If you set up a Wi-Fi password for your drive during setup, you must use that password to connect to the drive.

1. Ensure that your My Passport Wireless device is connected to your network. (See Using a Web Browser to Connect Wirelessly.)
2. On the My Passport Wireless dashboard, click **Wi-Fi**.
3. In the Wi-Fi Networks area, click the toggle button to **ON**.
4. Select a network from the Wi-Fi Networks list.

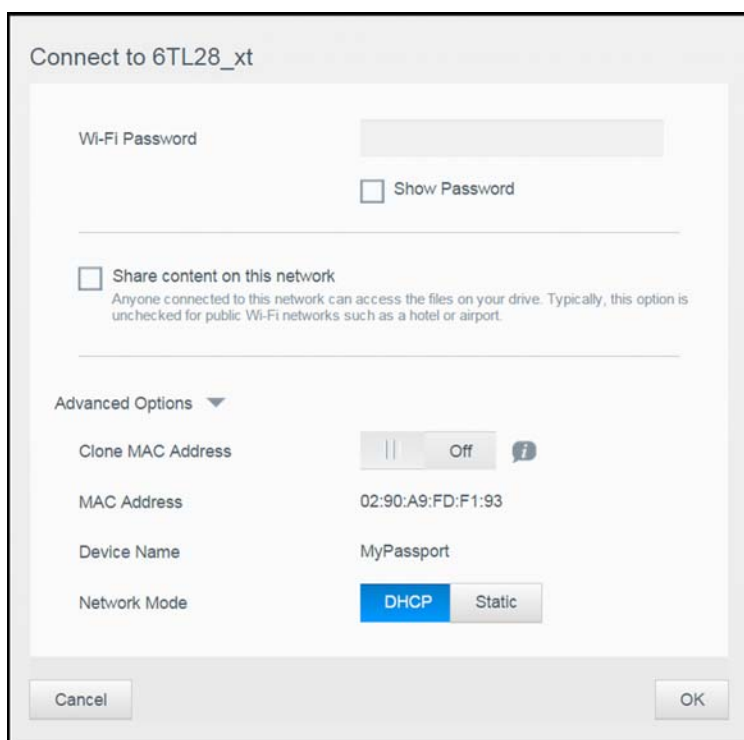


5. On the Connect to <Wi-Fi Network name> screen, enter the following information:

- **Wi-Fi Password:** Enter the password for the selected Wi-Fi, network, if necessary
- Select the **Show Password** check box if you want the password to display.
- To share the content on your device with a trusted network, click the **Share content on this network** check box.

Note: Do not choose this option if you are connecting to a public Wi-Fi network.

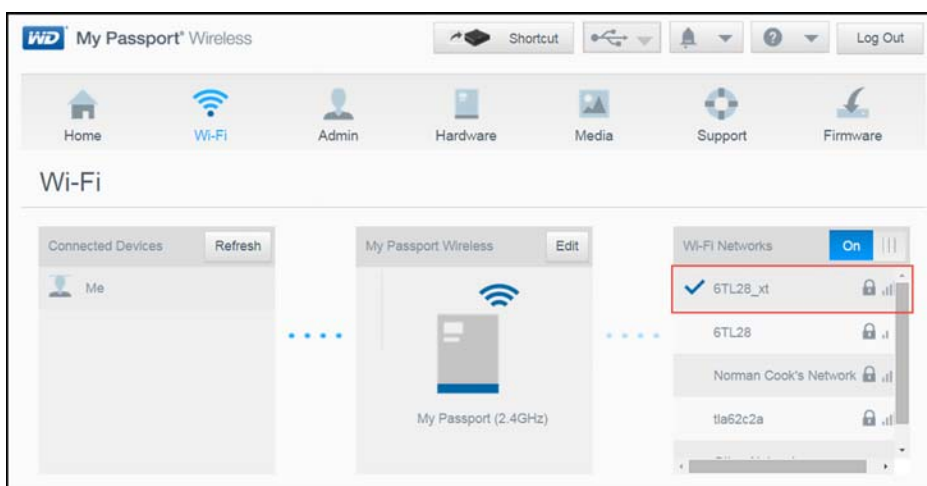
6. (Optional) Click **Advanced Options** to display additional Wi-Fi settings.



7. View or change the following settings, as necessary:

Clone MAC Address	<p>Note: If you chose to share the contents of your device on this network, this option does not appear.</p> <p>Click the toggle button to On to copy the MAC address of the computer that are you using into the MAC address field on the My Passport Wireless drive. This allows the drive to present your computer's MAC address to the public Wi-Fi network and not use another MAC address (sometimes avoiding additional charges in hotels and other connection-limited services).</p>
MAC Address	Identifies the unique identifier of the My Passport Wireless drive's interface.
Device Name	Identifies the name of your My Passport Wireless device. This name displays on the network as a storage device and as a content source for DLNA players.
Network Mode	<p>Select the DHCP or Static method of assigning the IP address of the My Passport Wireless network.</p> <ul style="list-style-type: none"> • If you select DHCP, an address is automatically assigned to the My Passport Wireless drive. • If you select Static, you must assign an IP address to the My Passport Wireless drive. Static IP lets you set an IP address manually, as well as the mask, Gateway, and DNS Server. (If you don't know this information, check your router's settings.)

8. Click **OK** to save settings and connect to the Wi-Fi network.



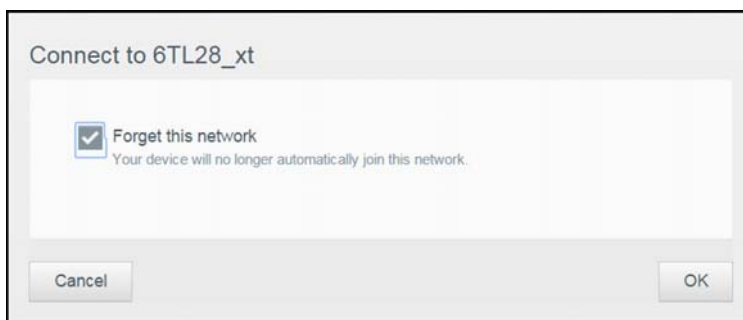
- If the network you joined has Internet connectivity, you now have Internet access.
- If other devices join the My Passport Wireless drive's Wi-Fi network, they will also have Internet access and access to the drive's content.

Note: Some Wi-Fi networks require you to log in when you first open a browser window.

Removing a Wi-Fi Connection

Once set-up, your My Passport Wireless drive will automatically reconnect to a previously used Wi-Fi network. Use the following steps if you'd like to prevent your drive from automatically rejoining a Wi-Fi network.

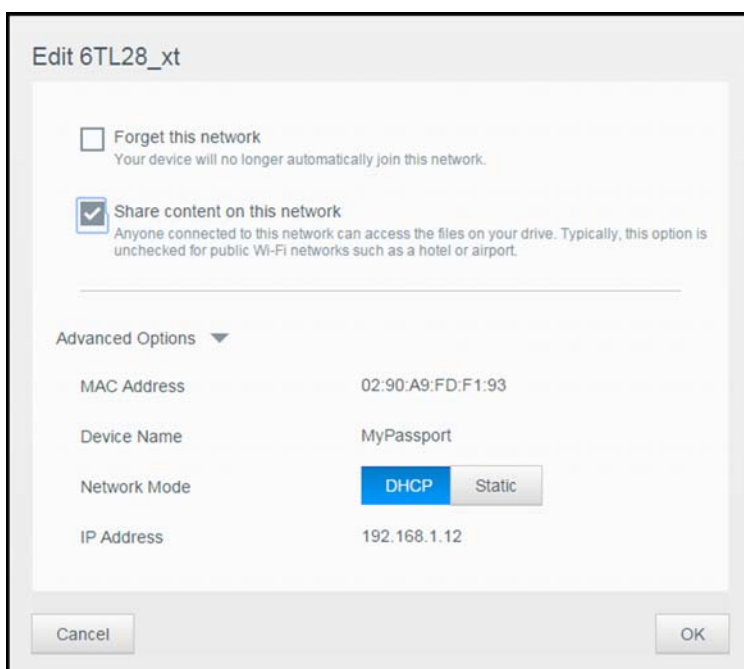
1. In the Wi-Fi Network area, click the name of the Wi-Fi network you'd like to forget.
2. Click the Forget this network check box and then OK. The My Passport Wireless drive will no longer automatically reconnect to the selected network.



Sharing and Modifying the Wi-Fi Connection

You can share the network connection with devices connected to the drive and modify advanced settings.

1. Select a network from the Wi-Fi Networks list.
2. To share the contents of the files on your drive, click the Share content on this network check box.



3. To view and modify advanced Wi-Fi settings, click the **Advanced Options** down arrow:

MAC Address	Identifies the unique identifier of the My Passport Wireless drive's interface.
Device Name	Identifies the name of your My Passport Wireless device. This name displays on the network as a storage device and as a content source for DLNA players.
Network Mode	Select the DHCP or Static method of assigning the IP address of the My Passport Wireless network. <ul style="list-style-type: none"> • If you select DHCP, an address is automatically assigned to the My Passport Wireless drive. • If you select Static, you must assign an IP address to the My Passport Wireless drive. Static IP lets you set an IP address manually, as well as the mask, Gateway, and DNS Server. (If you don't know this information, check your router's settings.)
IP Address	IP address of your My Passport Wireless drive.

4. Click **OK** to save your settings.

Viewing or Changing the Drive's Advanced Wi-Fi Settings

Use the following steps to change the drive name, security, and other Wi-Fi-related settings for your drive.

1. On the My Passport Wireless dashboard, click **Wi-Fi**.
2. In the My Passport Wireless area, click **Edit**.
3. View or make any necessary changes to the three tabs on the Access Point Settings dialog.
4. Click **Save** when your changes are made.

- If you changed the Wi-Fi settings, the Reconnect to Network screen displays.

Follow the on-screen directions to reconnect the drive. If you changed the drive name, select the new name in from the network list.

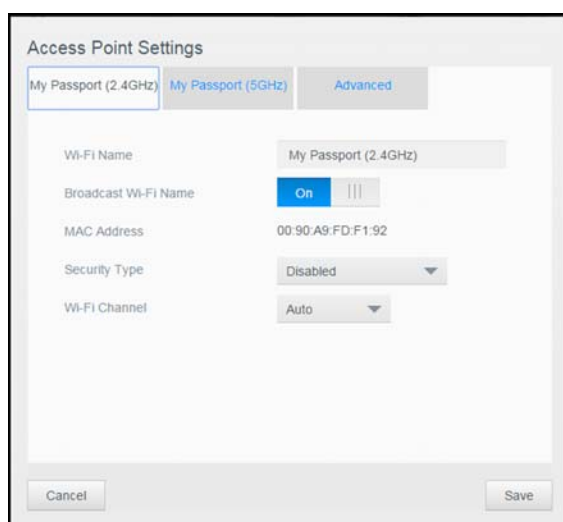
Access Point Settings

The Access Point Settings dialog allows you to view and change Wi-Fi-related settings for your My Passport Wireless device. The dialog contains three tabs:

- **My Passport Wireless (2.4Ghz):** Provides the settings for the WI-FI 2.4Ghz band.
- **My Passport Wireless (5Ghz):** Provides settings for the Wi-Fi 5Ghz band.
- **Advanced:** Additional Wi-Fi settings for your My Passport Wireless drive.

Provided below is information on the options available on each tab.

My Passport(2.4Ghz) Tab



Field Name	Description
Wi-Fi Name	Identifies the Wireless network name.
Broadcast Wi-Fi Name	Click the toggle button if you'd like to broadcast the Wi-Fi name for your device.
MAC Address	Identifies the MAC for your My Passport Wireless device.
Security Type	Select the type of security to apply to the drive's Wi-Fi network: <ul style="list-style-type: none"> • Disabled (no security) is the default • WPA2 Personal • WPA/WPA2 Personal Mixed • WPA (Wi-Fi Protected Access) and WPA2 are security protocols that use a dynamically changing key. WPA2 is the second generation protocol that uses stronger AES (Advanced Encryption Standard) encryption. • WPA/WPA2 mixed security mode provides better compatibility with older devices. However, for better performance and higher security, WPA2 security mode is highly recommended.

Field Name	Description
Wi-Fi Channel	Accept the default (Auto) or select a channel from the drop-down list.

My Passport(5Ghz) Tab

The screenshot shows the 'Access Point Settings' window for the 'My Passport (5GHz)' tab. It includes the following settings:

- Wi-Fi Name: My Passport (5GHz)
- Broadcast Wi-Fi Name: On (toggle)
- MAC Address: 00:90:A9:FD:F1:93
- Security Type: Disabled (dropdown)
- Wi-Fi Channel: Auto (dropdown)

Buttons for 'Cancel' and 'Save' are visible at the bottom.

Field Name	Description
Wi-Fi Name	Identifies the Wireless network name.
Broadcast Wi-Fi Name	Click the toggle button if you'd like to broadcast the Wi-Fi name for your device.
MAC Address	Identifies the MAC for your My Passport Wireless device.
Security Type	Select the type of security to apply to the drive's Wi-Fi network: <ul style="list-style-type: none"> • Disabled (no security) is the default • WPA2 Personal • WPA/WPA2 Personal Mixed • WPA (Wi-Fi Protected Access) and WPA2 are security protocols that use a dynamically changing key. WPA2 is the second generation protocol that uses stronger AES (Advanced Encryption Standard) encryption. • WPA/WPA2 mixed security mode provides better compatibility with older devices. However, for better performance and higher security, WPA2 security mode is highly recommended.
Wi-Fi Channel	Accept the default (Auto) or select a channel from the drop-down list.

Advanced Tab

The screenshot shows the 'Access Point Settings' dialog box with the 'Advanced' tab selected. The settings are as follows:

- IP Address:** 192.168.60.1
- DHCP Service:** On
- WIFI Inactivity Shutoff:** 5 mins
- Active Network:** Both

Buttons for 'Cancel' and 'Save' are visible at the bottom of the dialog.

Field Name	Description
Active Network	Select the network you would like to broadcast. Options include: <ul style="list-style-type: none"> • My Passport (2.4Ghz) • My Passport (5Ghz) • Both
IP Address	Identifies the IP address of your My Passport Wireless Pro drive.
DHCP Service	The service that assigns IP addresses to devices on the My Passport Wireless network. The options are: <ul style="list-style-type: none"> • On: This is the default. • Off: If selected, you must assign static addresses to devices on the drive's network.
WIFI Inactivity Shutoff	Select when the Wi-Fi will be shutoff when the device is inactive to save the battery

6

Loading Content on Your Drive

This chapter includes the following topics:

[Loading Content using a USB Connection](#)

[Loading Content using a Wi-Fi Connection](#)

[Using a Compatible Wireless Camera](#)

[Backing up a Computer to the Drive](#)

One of the first things you'll want to do with your My Passport Wireless drive is to load content using USB, wireless, Android/iOS mobile device, or compatible wireless camera connections. Another way to load content is to back up a computer to you drive.

Note: To load content from an SD card, see “Moving or Copying Content from an SD Card”

Loading Content using a USB Connection

The best way to transfer a large number of files to/ from your device is by using a USB port connected to your computer. This process is faster than using the the My Passport Wireless Wi-Fi network. Use the following steps to transfer your data using the USB port.

Note: When you connect your computer and drive this way, the drive's wireless network is disabled.

1. With the 3.0 USB cable included with your device, connect the My Passport Wireless device to your computer,



2. On your computer, open the File Explorer (Windows) or Finder (Mac).
3. Do one of the following:
 - **Windows:** In the left pane of the File Explorer window, click **Computer** and double-click the My Passport Wireless drive.
 - **Mac:** In the left pane of the Finder window in the DEVICES section, double-click the My Passport Wireless drive.
4. Drag and drop files from your computer to the My Passport Wireless drive (or from your computer to the My Passport Wireless drive). A copy of your files are saved on the drive.

Loading Content using a Wi-Fi Connection

Use the following steps to transfer your data using a Wi-Fi connection.

Devices on the same network:

1. Ensure that your device(s) are connected to your My Passport Wireless drive or to the same wireless network as your My Passport Wireless drive.

The drive can act as a wireless client device on your Wi-Fi network so everyone on the network can access it (like a regular network attached storage device).

2. On your computer, open the File Explorer (PC) window or Finder (Mac).
3. Do one of the following:
 - **Windows:** In the left pane of the File Explorer window, click **Network > MyPassport (or name you assigned) > Public**.
 - **Mac:** In the left pane of the Finder window in the SHARED section, double-click **MyPassport (or name you assigned) > Public**.

The drive's Public folder opens.

4. Drag and drop files from network-connected devices to the drive's Public folder.

Mobile devices (using WD My Cloud):

1. Ensure that your mobile device is connected to your My Passport Wireless drive and you've installed the My Cloud app. (See "Using WD My Cloud App on a Mobile Device").
2. Tap the **My Cloud** icon on your device.
3. Tap the **Public** folder.
4. In the top right corner of the Public pane, tap the omni menu icon (three horizontal dots) and then tap **Add Photo**.
5. Tap **Camera Roll**.
6. Select your items.
7. In the bottom right corner of the dialog, tap the upload icon.

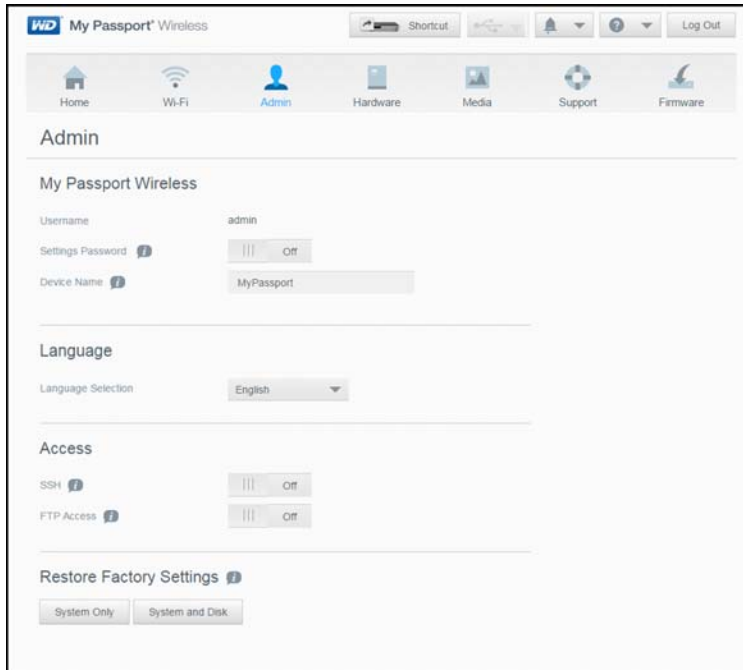
The files are uploaded to the My Passport Wireless drive. Now you can delete them from your mobile device if you are trying to save space, or leave them on the mobile device for backup.

Using a Compatible Wireless Camera

File Transfer Protocol (FTP) enables the transfer of content to and from your drive's Public folder through FTP. The drive supports default Anonymous login and takes advantage of Wi-Fi security for protection. The My Passport Wireless drive is compatible with wireless cameras that support FTP, such as Nikon WT-2 and Canon WFT. See Knowledge Base Answer ID 11737 for information on compatible cameras. FTP is disabled by default.

To enable FTP Access:

1. Open the My Passport Wireless Dashboard.
2. Click **Admin** on the navigation bar.



3. In the Access section, click the FTP toggle button to **On**.
4. Use the FTP settings below for your camera or other device using the FTP connection on the My Passport Wireless drive:
 - **FTP Server Address:** 192.168.60.1 (unless changed from default)
 - **FTP Server Port Address:** 21 (not changeable)
 - **Passive Mode:** Should be Disabled
 - **Proxy Server:** Should be Disabled
 - **Login Method/Name:** Anonymous (no password required)
 - **Target Folder:** Public/<folder>(case sensitive)

Note: Check your camera's documentation on how to work with FTP.

Backing up a Computer to the Drive

Provided below is a brief overview on how to use your My Passport Wireless devices as a backup destination.

Note: To back up files, the drive must be connected to the computer physically with a USB connection.

Backing up a Mac Computer

Note: To use Time Machine, reformat your drive to HFS+ Journal. For more information see Knowledge Base Answer ID ??????.

The Apple Time Machine is a built-in feature on Mac OS X Mavericks, Mountain Lion, Lion, and Snow Leopard computers that can back up everything on your computer: music, photos, documents, applications, emails, and system files. Your My Passport Wireless drive must be in USB mode to use Apple Time Machine.

The My Passport Wireless drive can store these backups, so that if your hard drive or operating system should crash, or you lose a file, you can easily restore it to your computer. You can specify the maximum amount of space you'd like to use on your drive to back up your files. Consult Apple Time Machine documentation.

7

Using an SD Card with the Drive

This chapter includes the following topics:

[Manually Moving / Copying Data from an SD Card](#)

[Automatically Moving / Copying Data from your SD Card](#)

[Viewing Content Imported from an SD Card](#)

[Viewing Content on an SD Card](#)

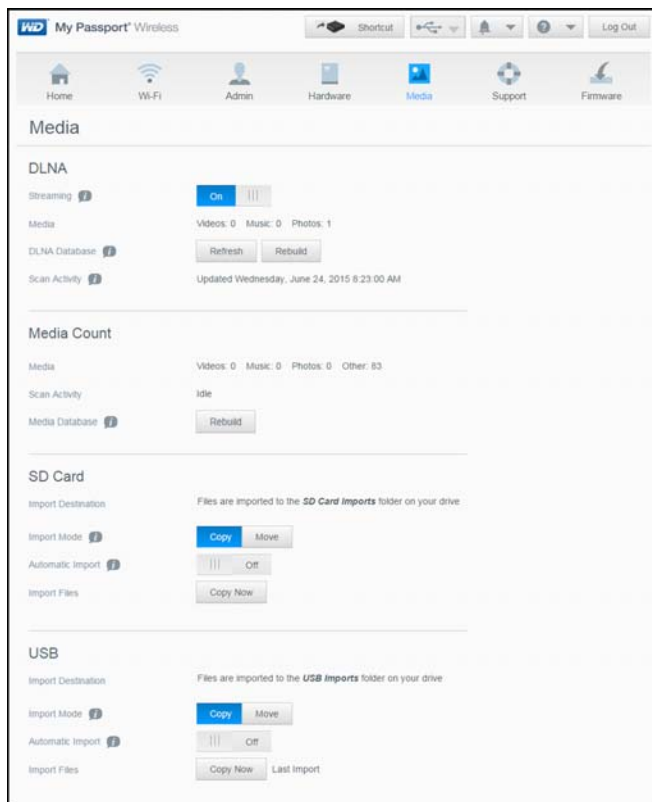
An SD Card (Secure Digital Card) is an ultra small flash memory card designed to provide high-capacity memory in a small size. SD cards are used in many small portable devices such as digital video camcorders, digital cameras, handheld computers, audio players and mobile phones. Because your My Passport Wireless Pro device includes an SD Card port, you can easily transfer data from your SD Card to your My Passport Wireless Pro drive.

Manually Moving / Copying Data from an SD Card

Use the following steps to manually move or copy data from your SD Card.

Note: When you move data from your SD Card, are removed from the card.

1. Insert the SD card containing your media files into the drive's SD card slot.
2. On the My Passport Wireless Pro device Dashboard, click **Media** in the Navigation bar to display the Media page:



3. In the SD Card area, Import Mode field, select one of the following options to identify how you'd like to move your data.
 - **Move:** This option moves your files from your SD Card to your My Passport Wireless Pro drive.

Caution: When you move the files, they are removed from the SD card.

 - **Copy:** This option copies the content of your SD Card to your My Passport Wireless Pro drive.
4. In the Import Files field, click either **Copy Now** or **Move Now**, depending on the option you selected in Import Mode field.

Automatically Moving / Copying Data from your SD Card

Use the following steps to automatically copy or move the data on your SD Card to your My Passport Wireless Pro device.

1. On the My Passport Wireless Pro device Dashboard, click **Media** in the Navigation bar to display the Media page.
2. In the SD Card area, Import Mode field, select one of the following options to identify how you'd like to move your data
 - **Move:** This option moves your files from your SD Card to your My Passport Wireless Pro drive.

Caution: When you move the files, they are removed from the SD card.

 - **Copy:** This option copies the content of your SD Card to your My Passport Wireless Pro drive.
3. In the Automatic Imports field, click the toggle button to **On**.
4. Insert the SD card containing your media files into the drive's SD card slot. Your device will automatically copy/move your data from the SD Drive to the My Passport Wireless Pro drive.

Viewing Content Imported from an SD Card

Note: Besides using the computer to check the files from an SD card, you can also do it with the WD My Cloud mobile app. To use the mobile app, you must first sync the content onto the My Passport Wireless drive.

1. On your computer, open the File Explorer (PC) window Finder (Mac).
2. Do one of the following:

- For a Windows PC, in the left pane of the File Explorer window, click **Network > MYPASSPORT > Public > SD Card Imports**.



- For a Mac computer, in the left pane of the Finder window in the SHARED section, double-click **MYPASSPORT > Public > SD Card Imports**.



Viewing Content on an SD Card

1. On your computer, open the File Explorer (PC) window or Finder (Mac).
2. Do one of the following:

- For a Windows PC, in the left pane of the File Explorer window, click **Network > MYPASSPORT > SD.**



- For a Mac computer, in the left pane of the Finder window in the SHARED section, double-click **MYPASSPORT > SD.**



8

Playing/Streaming Videos, Photos

This chapter includes the following topics:

[Using the Drive as a Media Server](#)

[Enabling Media Streaming](#)

[Accessing Your Content Using Media Players](#)

[Using the Drive with a DLNA-Enabled Mobile App](#)

Using the Drive as a Media Server

Note: See specific DLNA media device user manuals for instructions on connecting a DLNA device to your local area network so you can access content on the My Passport Wireless device. Go to <http://www.dlna.org> for a list of DLNA-certified devices and for further information.

The My Passport Wireless Pro drive can be enabled to serve as your home's DLNA media server. It streams photos, music, and videos to your DLNA-compatible devices so you can play media on a compatible device easily. DLNA-compatible devices search for media stored on the drive if streaming is enabled on the Media page. Streaming is enabled by default.

With streaming enabled, just transfer your multimedia content to your My Passport Wireless drive, and you are ready to stream and view content on your home entertainment center, game consoles (for example, Xbox 360® or PlayStation® 3), WD TV Live® media player, or DLNA® 2.0 digital media adapters), and other PC computers on your home or office network.

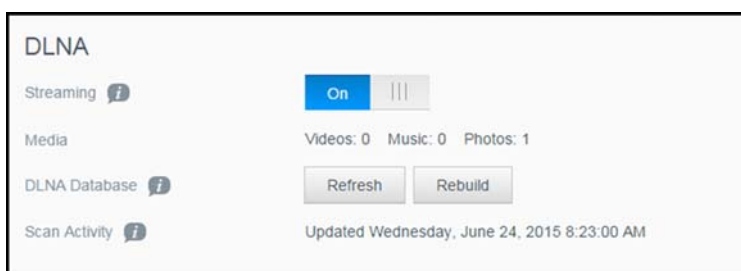
If you have a DLNA server or media player (e.g., VidOn or Skifta) on your phone or other mobile device, the My Passport Wireless drive can stream media to it. Visit <http://www.dlna.org> for further information about DLNA.

Enabling Media Streaming

On the Media page you can enable or disable media streaming, refresh or rebuild your media database on the My Passport Wireless drive, and see a count of the photo, video, and music files on the drive.

- To display the Media page, click **Media** on the Navigation bar.

DLNA

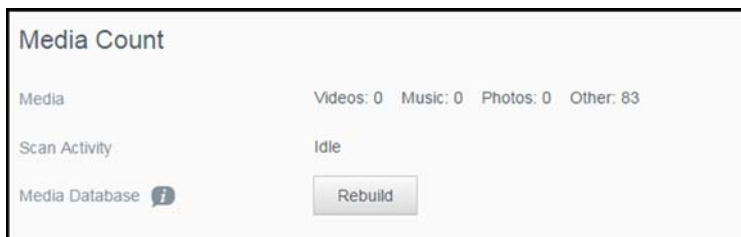


The DLNA section of the page allows you to enable or disable media streaming and rebuild the DLNA data base. The drive automatically refreshes and rebuilds the DLNA database; however, you can do so manually if you suspect that your database is corrupted.

In the DLNA section, you can view or modify the following settings:

Streaming	Allows you to enable content streaming to all devices connected to your My Passport Wireless Pro device. <ul style="list-style-type: none"> To enable / disable the media streaming, click the toggle button.
Media	Identifies the number video, music, and photo files available on your device.
DLNA Database	Allows you to manually refresh or rebuild your DLNA database. <ul style="list-style-type: none"> Refresh: Searches for changes made to your media libraries. Rebuild: Rebuilds the DLNA database from scratch. Rebuilding the DLNA server database could take a considerable amount of time, depending on the number and size of the files involved.
Scan Activity	Identifies when the last DLNA scan occurred.

Media Count



This section of the screen displays the number of video, music, photo, and other files available on the My Password Wireless drive. The status is helpful if you are copying files to the drive, allowing you to see the total number of files transferred.

In the Media Count section, you can view or modify the following settings:

Media	Identifies the number video, music, and photo files available on your device.
Scan Activity	Identifies when the last media scan occurred.
Media Database	Allows you to rebuild your Media database.

Accessing Your Content Using Media Players

Once you have copied your files to the My Passport Wireless drive, you can connect the drive to your home network or directly to the media player for network access to your media. You can use a variety of media players to stream media. Refer to Knowledge Base Answer ID 11737 for information about devices that have been tested for compatibility with your drive.

WD Media Players

You can connect the various WD TV and WD Media Players to the My Passport Wireless drive or to your home network for access to media content stored in the My Passport

Wireless drive. For details on using a WD Media Player to access files on your drive, refer to your WD Media Player User Guide.

Other Media Players

Following are general steps for setting up devices such as digital picture frames, Blu Ray players, network-connected TVs, and digital media adapters.

1. Ensure that your My Passport Wireless drive is connected to your home's Wi-Fi network, to a hotspot, or is shared.
2. Make sure the drive is powered on.
3. Follow the user instructions provided with your media player to proceed through any initial setup or installation of drivers.
4. Using the navigation feature on your player, scan and detect your My Passport Wireless drive on your network.
5. Depending on the player you have, you may need to access a Settings/Network Setup page in the user interface to establish connection so that your player can link to your My Passport Wireless drive. Please refer to your player's user guide for specific instructions.

Using the Drive with a DLNA-Enabled Mobile App

The My Passport Wireless drive has a DLNA media server built in. Mobile apps with DLNA support from the Apple App store or Google Play can see and access the content stored in the drive.

1. Connect to the My Passport Wireless drive.
2. Open a third party application. (See Knowledge Base Article ID 11736 for a list of apps.)
3. Search for media servers and select.
4. Stream the media.

9

Using the Battery

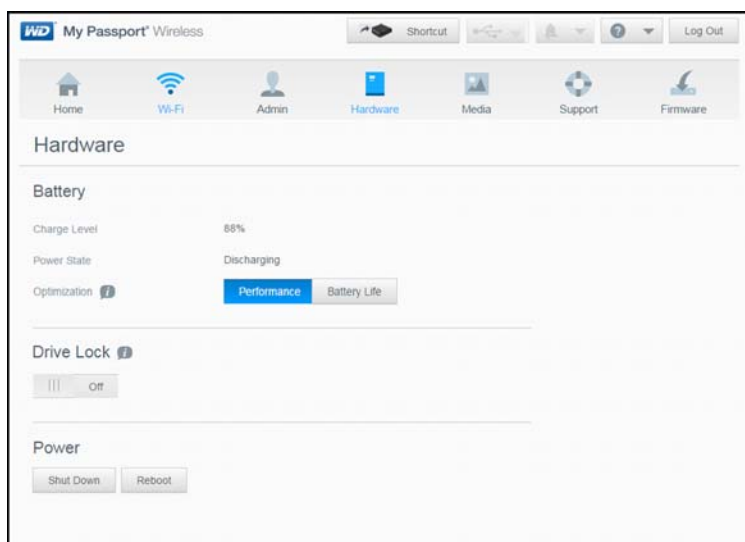
This chapter includes the following topics:

- [Improving Battery Life or Performance](#)
- [Charging the Battery](#)
- [Viewing Battery Status When Drive is Off](#)

Improving Battery Life or Performance

The Hardware screen allows you to extend the life of the battery or improve the performance of the drive.

1. To display the Hardware page, click Hardware on the navigation bar.



2. In the Battery section, Optimization field, select one of the following battery options:
 - **Performance:** Select this option if you'd like to optimize your media processing.
 - **Battery Life:** Select this option to extend the life of the battery.

There is no difference between the two options if your My Passport Wireless Pro drive is plugged into an outlet and running on AC Power.

Charging the Battery



Important: It is best to charge the battery before using the My Passport Wireless drive for the first time as the factory charge may have decreased during shipping. If you plan to store the drive, charge the battery before and after you store it.

1. Connect one end of the cable (included in the box) into the drive's USB port and the other end into the adapter (included in the box).
2. Plug the adapter into a wall socket.
3. The LEDs start to pulse. As the drive charges, the Power and Battery Status LED pulses and changes color. The LED color indicates the amount of battery charge. When the Power and Battery Status LED is solid blue, the drive is fully charged. (See "Understanding the LEDs and Buttons")

Other ways to tell if the drive is charging:

- On the Home page, a lightning bolt is added to the Battery panel.
- On the Hardware page, the Power State changes to **Charging**.

Viewing Battery Status When Drive is Off

- Press the WPS button for one second. The Power and Battery Status LEDs indicate the amount of charge remaining in your battery.

10

Performing Administrative Functions

This chapter includes the following topics:

[Changing the Password and Device Name](#)

[Changing the Language](#)

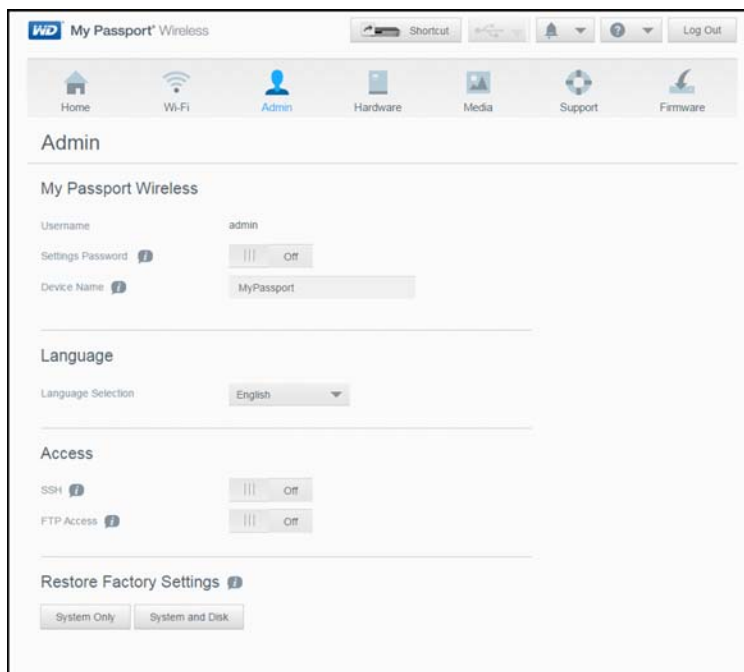
[Specifying Types of Access](#)

[Locking the Drive](#)

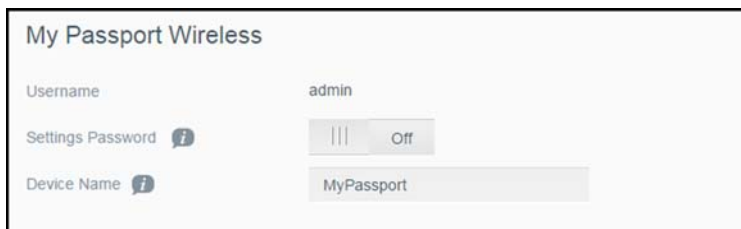
[Rebooting and Shutting Down the Drive](#)

The Admin Page allows you to change or set a password to access the dashboard and perform other basic administrative functions for your My Passport Wireless Pro device.

- Click the Admin icon on the navigation bar to display the Admin screen.



Changing the Password and Device Name



In the My Passport Wireless Pro section of the screen, view or modify the following basic device settings:

Username	Identifies the administrator’s user name which is Admin .
Settings Password	To set or change a password for accessing the dashboard: <ul style="list-style-type: none"> • To set a password, click the toggle button to On. • Enter a password in New Password and Confirm Password. <ul style="list-style-type: none"> • Click the Show Password checkbox to see the password you’re entering. • Click Save.
Device Name	If desired, enter a new name for your My Passport Wireless Pro drive. This is the name you see on the network identifying your drive for connections and for accessing content stored on the drive.

Changing the Language



1. In the Language section select the language in which you want the dashboard screens to appear.
2. Click **Save**.

Specifying Types of Access



In the Access section, view or modify the following security access settings:

SSH	<p>Secured Shell protocol. SSH is a troubleshooting and analysis interface. Turn this option On to securely access your drive and perform command-line operations. It is disabled by default.</p> <hr/> <p>Warning: Do not use this option unless you have knowledge and experience using SSH.</p> <hr/> <p>Warning: Please note that modifying or attempting to modify this device outside the normal operation of the product voids your WD warranty.</p> <hr/> <ul style="list-style-type: none"> • To enable SSH, click the toggle button to On. • In the SSH screen that displays, note the User Name and Password, click the I Accept check box, and click OK. <p>Note: The SSH login User Name is root and the default password is welc0me (number 0, not letter O)</p>
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FTP Access	<p>File Transfer Protocol (FTP) enables the transfer of content to and from your drive's Public folder through FTP. The drive supports default Anonymous login and takes advantage of Wi-Fi security for protection. The drive is compatible with wireless cameras that support FTP, such as Nikon WT-2 and Canon WFT. See Knowledge Base Answer ID 11737 for information on compatible cameras. FTP is disabled by default.</p> <ul style="list-style-type: none"> • To enable FTP Access, click the toggle button to On. See "Using a Compatible Wireless Camera."
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Locking the Drive

Use the following steps to lock your My Passport Wireless Pro drive.

1. Click the **Hardware** icon on the Navigation bar to display the Hardware screen
2. In the Drive Lock field, click the toggle button to **On**. This will lock the drive so that it is inaccessible when connected to your computer through the USB port. This is a USB lock rather than an encrypted lock. Although locked, the drive is still accessible with a Wi-Fi connection. The default is **Off**.

Rebooting and Shutting Down the Drive

Use the following steps to reboot or shut down the drive.

1. Click the **Hardware** icon on the Navigation bar to display the Hardware screen.
2. In the Power section, you have two options:
 - To shut down the My Password Wireless drive, click **Shut Down**.
 - To reboot the drive, click **Reboot**.

Resetting Your Drive and Password

This chapter includes the following topics:

[Manually Resetting the Drive](#)

[Restoring Factory Settings Using the Dashboard](#)

You can perform a system-only reset of your drive two ways: manually and on the dashboard's Admin page. When the drive resets, your data remains but settings such as your password return to default values. You can perform a system and disk reset on the Admin page.

Manually Resetting the Drive

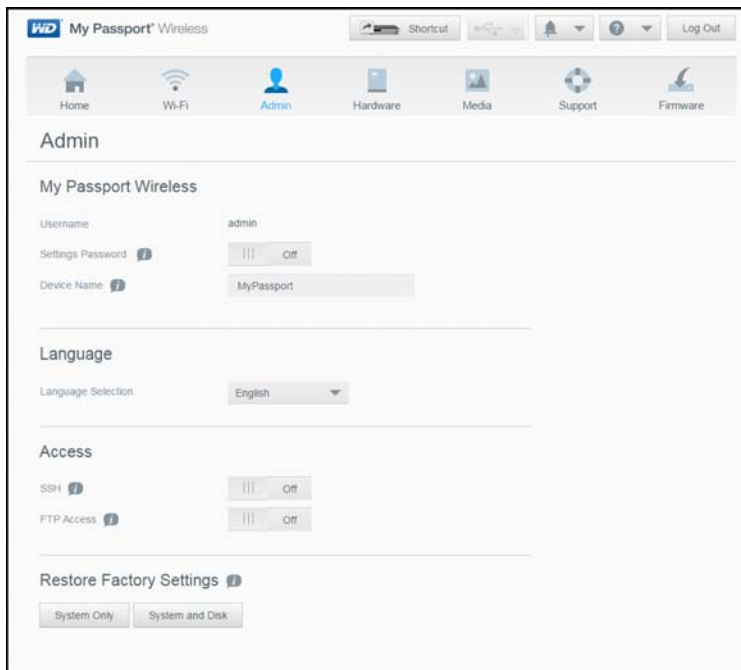
Use the following steps to reset your My Passport Wireless Pro drive.

Note: Use the following steps to reset your My Passport Wireless Pro drive.

1. With the power on, hold down the Power and WPS buttons at the same time for approximately 10 seconds until the drive reboots and the Power and Battery Status LEDs flash blue.
2. Wait until the Wi-Fi LED stops flashing before reconnecting.

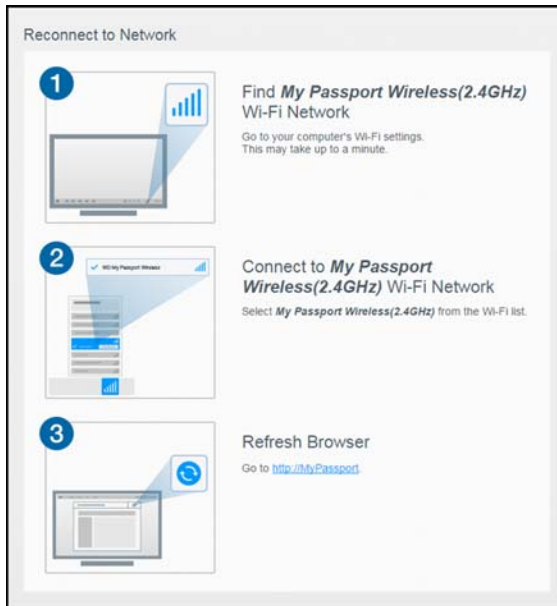
Restoring Factory Settings Using the Dashboard

1. Click the Admin icon on the navigation bar to display the Admin screen



Warning: Interrupting the factory restore process may damage the My Passport Wireless drive. Wait until the reboot is completed to use the drive again.

2. In the Restore Factory Settings section, you have the following options:
 - **System Only:** Changes all administrative settings back to their default values, returns the administrator password to none, and renames the drive to MyPassport. Your content remains intact.
 - **System and Disk:** Reverts all settings to their factory default values and deletes data on the drive. You need to reload all of your data after this type of restore.
3. When the restore is complete, the Reconnect to Network screen displays.



4. When the restore is complete, the Reconnect screen displays.
5. Follow the on-screen instructions to reconnect your drive.

12

Updating Firmware

This chapter includes the following topics:

[Viewing the Firmware Version](#)

[Updating with Available Firmware](#)

[Performing a Manual Update](#)

The Firmware page allows you to automatically or manually check for an update file and then install it. To check automatically and install an available file, the drive must be connected to the Internet.

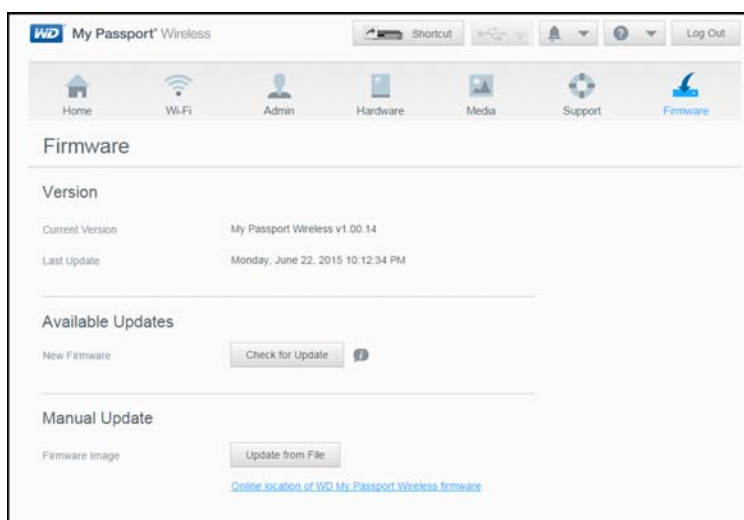
The current version and last update display in the Version section of the Firmware page.

Warning: Do not power off your drive during the firmware installation. When the installation is finished, your drive will automatically reboot.

Important: You can only update your device if the battery is more than 50 percent charged or the charger is plugged into a power outlet.

Viewing the Firmware Version

1. On the Dashboard, click Firmware on the Navigation bar.



2. In the Version area, the Current Version field identifies the firmware version currently installed on your device. The Last Update field identifies when the last firmware update occurred.

Updating with Available Firmware

Note: To look for available updates, **the drive must be connected to the Internet** via a home network or hotspot connection. You can check for available updates at any time in the Available Updates area.

1. On the Dashboard, click **Firmware** on the Navigation bar.
2. In the Available Updates area, click **Check for Update**.
3. Review the Update Firmware screen.
4. If an update is available, click **Install and Reboot**.

When the update is complete, your drive automatically reboots.

5. Refresh your browser to view the updated Dashboard.

Performing a Manual Update

1. Go to <http://support.wdc.com/product/download.asp> to locate an available firmware update file to your computer, or click the **Online location of the WD My Passport Wireless** firmware link at the bottom of the screen.
2. Download the latest firmware file.
3. Connect to the drive's Wi-Fi network (direct connection).
4. In the Manual Update section, click **Update from File**.
5. Navigate to the firmware update file and click **Open**.
6. Review the confirmation message and click **Install and Reboot**. The update takes about five minutes to install on your drive. It is critical to leave the device on until the installation is complete.

When the update is complete, your drive reboots.

7. Reconnect the wireless link from your computer directly to the drive.
8. Refresh your browser to view the updated Dashboard.

13

Getting Support

This chapter includes the following topic:

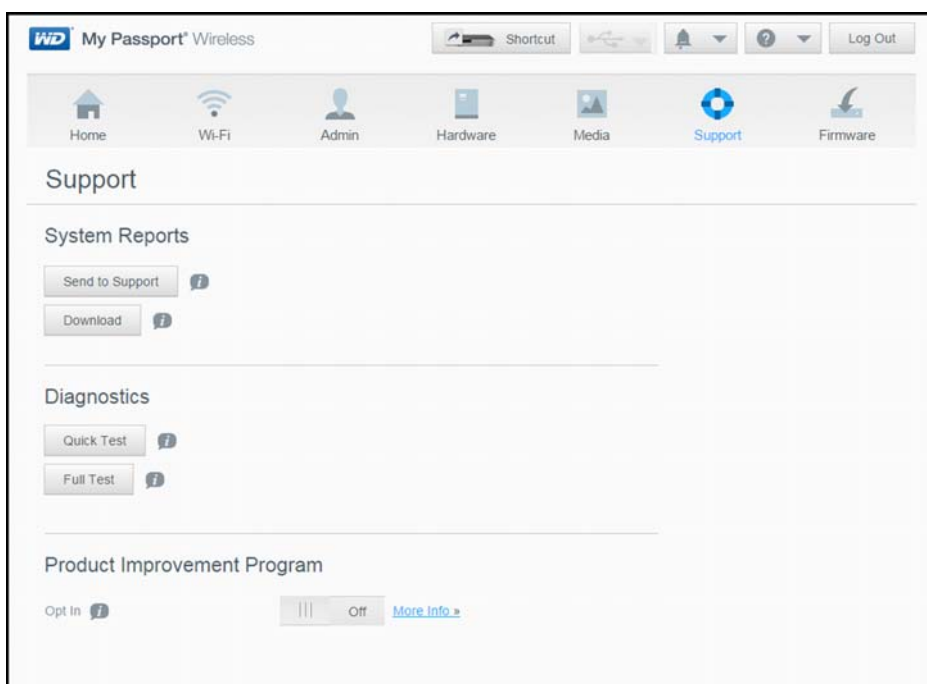
[System Reports](#)

[Diagnostics](#) on page 52

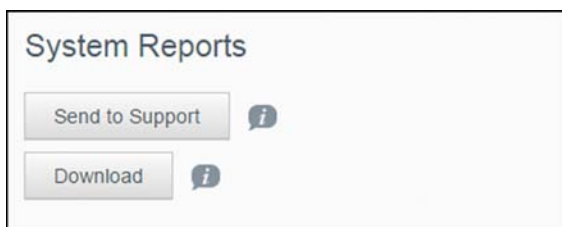
[Product Improvement Program](#) on page 52

The Support page allows you to run diagnostic tests and generate system reports to send to Customer Support and gives you the opportunity to join WD's Product Improvement Program

- To display the Support Page, click **Support** on the navigation bar.



System Reports

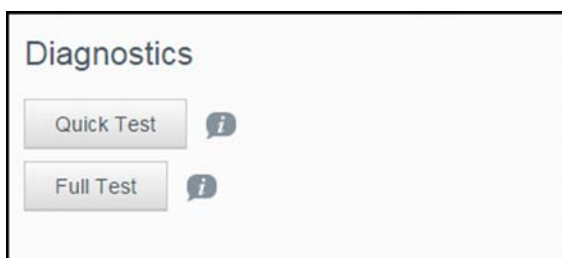


In the System Reports section, you can generate a report and automatically send it to Customer Support or download it to your computer.

Click one of the following:

- **Send to Support:** Generates a diagnostic report and automatically sends it to Customer Support. The report includes your drive's serial number, Mac number, and status information. You must have a hotspot or home (with Internet) connection to send your report to support.
- **Download:** Generates a diagnostic report and saves it to your computer.

Diagnostics

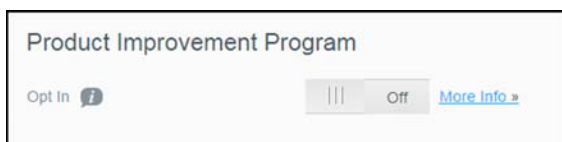


Run diagnostic tests if you are having problems with your drive. There are two types of diagnostic tests:

- **Quick Test:** Checks the hard drive for major performance problems. The result of a quick test is a pass or fail evaluation of the hard drive's condition. The quick test can take several minutes to complete.
- **Full Test:** Is a more comprehensive drive diagnostic. It methodically tests each and every sector of the hard drive. Once the test is performed, the condition of the hard drive displays.

Note: To complete the test, make sure the drive is plugged into AC power.

Product Improvement Program



If you join the program, your drive periodically sends its serial number to WD along with basic drive information. The benefit is that you help improve future product updates and enable the Western Digital Support team to help you more efficiently. Participating does not affect your drives' performance.

To join the program, switch the toggle button to **On**.

Problems and Solutions

Password

I forgot the Wi-Fi password of my drive.

Reset the drive to its default settings by powering on the drive, pressing the **Power** and **WPS** buttons at the same time for about 10 seconds until the Power LED blinks white.

Once the drive has powered up completely and the Wi-Fi LED turns blue, you can connect to the drive's default wireless name of MyPassport and set up the Wi-Fi password.

Name

What is the difference between the Wi-Fi name and the drive name

The Wi-Fi name is also known as the SSID (Service Set Identifier) and is used to connect to the Wi-Fi network before you access the drive. The Wi-Fi screen allows you to change the Wi-Fi name. (See "Viewing or Changing the Drive's Advanced Wi-Fi Settings".)

The drive name is the name a DLNA device or other computer uses to access the drive's contents. This is NOT the same as the Wi-Fi name. You must be connected to the Wi-Fi network before you can access the drive. The Admin screen enables you to change the drive name. (See "Changing the Password and Device Name".)

Connections

I disconnected the drive from the WD My Cloud Mobile app. Do I have to set up the connection to the mobile app next time

No. As long as you set up the connection previously, and your mobile device is wirelessly connected to the drive, there is no need to set up the device again.

I took my drive out of range and the connection was lost.

If the drive is configured for home or hotspot mode, when you bring the drive back into range, it will automatically reconnect to the same wireless network. If the drive was configured in direct connection mode, make sure the Wi-Fi LED is blue and your device can reconnect to it.

I want to share content on my drive with other wireless devices in my house.

Connect the drive in home network mode to your home Wi-Fi network. Devices already connected to the drive may automatically connect to your home network (if previously connected to it), or you can manually connect them. Once all the devices are connected to the Wi-Fi network, the drive acts as a wireless NAS device.

When I connect the drive to my computer via USB, the drive won't connect wirelessly to other devices.

When the drive is connected to a computer with a USB connection, wireless capability is turned off.

The wireless speed is slower than normal.

There may be interference in your environment that is conflicting with the drive's Wi-Fi channel or Wi-Fi bandwidth as the drive supports 2.4Ghz band. The interference may come from Wi-Fi devices, microwaves, or other wireless appliances. Advanced users may want to set a different channel on the Settings screen.

I am experiencing the following symptoms:

- The dashboard's capacity panel is not displaying a value even after a long time.
- When I connect the drive to my computer's USB port, Windows tells me to run scandisk.
- My drive does not show any media on my media player.
- The Public share is not accessible from a client computer.

This is most likely because the My Passport Wireless Pro drive was disconnected from the USB port without safe removal. To solve this problem, you can run scandisk from a Windows computer. See Knowledge Base Answer 11742 for more information.

Battery and Performance

My drive is not charging.

- If the drive is connected to your computer with a USB connection, the USB port doesn't provide enough power to charge the battery. Plug the drive into an outlet through the USB power adapter to recharge it.
- If the temperature is too high or too low, the battery will not charge. Allow the unit to cool or warm as necessary.
- If the drive is in use, the battery will not charge.

I want to extend the battery's life.

Switch to Battery Life mode on the Hardware page to extend the battery life of your drive if you do not need the maximum performance. Then reboot the drive for the change to take effect.

My drive keeps turning off its wireless network.

To help save battery life, after a minute of inactivity, the drive automatically turns off the wireless connection and changes into standby mode. Press the **Power** button to re-enable the wireless connection. When the Wi-Fi LED turns blue, the drive is ready for a connection.

I want to get the maximum streaming performance from my drive

- Set up the drive in Performance mode on the Hardware page to give priority to the streaming performance.
- Connect the drive to a power source to make sure it has enough battery power for streaming.
- Since the drive has Wireless-N with MIMO (1x1) built-in, make sure the wireless network or device you are connecting to supports MIMO.
- Connect directly to the wireless drive in Direct connection mode to avoid any unknown network traffic or interference.

The wireless speed is slower than normal.

- The device may be in Battery Life mode. In this mode, the performance is reduced to extend the battery life.
- The charge on the battery may be too low.
- There may be interference in the drive's Wi-Fi channel or Wi-Fi bandwidth as the drive operates within the 2.4 GHz band. Interference may come from Wi-Fi devices, microwaves, or other wireless appliances. Advanced users may want to set a different channel on the Settings screen.
- You may be using clients or networks without a Wireless-N MIMO connection or a slower wireless network (e.g. 802.11g or 802.11b).

I can't power on my drive.

Make sure the battery is charged. If left unused a long time, the battery may be too low and require charging before it can be powered on.

Drive Format

Can I reformat this drive to another file system

Yes. The My Passport Wireless Pro device can be formatted to NTFS, FAT32, and HFS+. The My Passport Wireless Pro device can be formatted to exFAT, NTFS, FAT32, and HFS+.

My drive cannot be detected by another device when connected via USB port.

My Passport Wireless Pro is preformatted as an exFAT file system. Some devices (such as computers running Windows XP or WD TV media player) may not support this file system. For more information see Knowledge Base Answer ID 11742.

A

Technical Specifications

Capacity	500 GB, 1 TB, 2 TB
Wi-Fi protocol	<ul style="list-style-type: none"> Compliant with: 11n 1Tx1R: 802.11g/n (20M, 40M) and 11ac 1Tx1R: 802.11a/n/ac (20M, 40M, 80M), Dual-Band/Single AP
Supported protocols	SMB, AFP, UPnP, FTP
Interface	<ul style="list-style-type: none"> USB 3.0 up to 5 Gb/s* USB 2.0 up to 480 MB/s SD 2.0 up to 25 MB/s <p>*A USB 3.0 host and USB 3.0 certified cable are required to obtain USB 3.0 performance.</p> <p>USB 3.0 18-inch cable</p>
Compatibility Note: Compatibility may vary depending on user's hardware configuration and operating system.	Operating systems: <ul style="list-style-type: none"> Windows 10 Windows 8 Windows 7 Windows Vista Yosemite (Mac OS 10.10) Mac OS X Mavericks Mac OS X Mountain Lion Mac OS X Lion Mac OS X Snow Leopard Browsers: <ul style="list-style-type: none"> Internet Explorer 8.0 and later on supported Windows computers Safari 6.0 and later on supported Mac computers Firefox 29 and later on supported Windows and Mac computers Google Chrome 31 and later on supported Windows and Mac computers DLNA®/UPnP® devices for streaming Internet connection
Physical dimensions	
Width	TBD
Length	TBD
Height	TBD
Weight	TBD
Power Supply	<ul style="list-style-type: none"> AC input voltage (AC adapter): Input voltage: 90V to 260 VAC AC input frequency: Input frequency: 47 to 63 Hz
Temperature	<ul style="list-style-type: none"> Operating temperature: 0°C to 35°C (32°F to 95°F) Non-operating temperature : -20°C to 60°C (-4.0°F to 140°F)
Humidity	<ul style="list-style-type: none"> Operating humidity: 10%-80% (non-condensing) Non-operating humidity: 5%-90%

Altitude	Up to 10,000 MSL
Drive format	exFAT
RoHS compliant	Yes

B

Compatible Media Formats

DLNA File Formats

Audio	<ul style="list-style-type: none"> • MP3, WMA, WAV, LPCM, OGG vorbis • FLAC, M4A, M4B, 3GP, AAC • MP2, AC3, MPA, MP1, AIF
Video	<ul style="list-style-type: none"> • 3GP, 3GP/H.263, 3GP/H.264, 3GP/MPEG-4 • ASF, ASF/WMV • AVI, AVI/DivX, AVI/Full Frame, AVI/MPEG-1, AVI/MPEG-2, AVI/MPEG-4, AVI/WMV, AVI/XviD • DivX, DV • DVR-MS, DVR-MS/AC-3 Audio, DVR-MS/MP1 Audio • FLV • M1V, M2TS, M4V • MKV, MKV/DivX, MKV/Full Frame, MKV/MPEG-1, MKV/MPEG-2, MKV/MPEG-4, MKV/XviD • MOV, MP4, MPE • MPEG1, MPEG2, MPEG4, MPG, MTS • QT, RM • TS, TS/TP/M2T • VDR, VOB, WMV, Xvid
Image	<ul style="list-style-type: none"> • JPEG, PNG, GIF, TIF, BMP

Note: Some devices may not support playback of all these files. Please refer to your device's user manual to see which formats are supported.

Formats Compatible with WD My Cloud App

iOS	<ul style="list-style-type: none"> • Photo: jpg, png, gif, tiff, bmp • Video: mov, mp4, m4v • Music: mp3, m4a, aiff, wav
Android	<ul style="list-style-type: none"> • Photo: jpg, png, gif, tiff, bmp • Video: Depends on the third party app used to play video on the mobile device • Music: mp3 (support for m4a, wma, wav and aiff added in release 3.1 - requires Android 4.0 or later)

Note: You can go to the Help/FAQ section on each platform to find the supported types.

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PRELIMINARY

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