ibi™

The Smart Photo Manager

User Manual

SanDisk®

Accessing Support

- For technical support visit ibisupport.sandisk.com.
- Contact technical support in the United States: 1-866-436-1032

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1 Welcome To ibi

- Features
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Welcome to ibi™ the smart photo manager! Before getting started with ibi, please review the following features and descriptions to get better acquainted with the product.

Features

Collect — Automatically collect photos and videos from your phone and popular social media and cloud accounts — and store them all on ibi, the smart photo manager.[1] You can plug in a USB drive to collect the photos on it and use the ibi desktop app to collect files from your PC or Mac.

Relive It Anywhere — View your memories from anywhere using a phone, laptop, or web browser. Stream photos and videos from your ibi smart photo manager to the big screen with Roku® or use Google Chromecast™ to play your videos wirelessly.

Organize — Easily find what you're looking for with the intuitive ibi app that works on Android™ (6.0+) and iPhone (iOS 10+) devices. You can search by location or use the timeline to find your photos and videos by date. Organize your photos and videos into customizable albums to gather your favorite experiences in one place.

Privately Share —Invite your closest friends and family to a private space called the Inner Circle where you can all post photos and videos for each other to see. It's like a social media wall, but you're in control of sharing it with only the people you choose.

You can also privately share individual photos or entire albums with anyone you like. Invite others to contribute their own photos and videos as well. Perfect for collecting everyone's photos and videos from events like weddings and baby showers.

Setup Is A Snap — Just plug your ibi smart photo manager in, download the app, and get ready to bring your memories to life.

Kit Contents

The ibi kit includes the following items:

- ibi smart photo manager
- AC power adapter
- Getting Started Guide

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[1] Social media and cloud storage services may be changed, terminated or interrupted at any time and may vary by country. User account registration may be required.

Technical Notes

Bluetooth™ Compatibility

Your smart device and ibi communicate via Bluetooth during the setup process. An ibi device is compatible with the Bluetooth Low Energy (BLE) wireless personal area network technology that is part of the Bluetooth 4.0 and later wireless technology standards. All of the operating systems included on the Operating System Compatibility list are compatible with Bluetooth Low Energy.

Wi-Fi® Compatibility

An ibi device is compatible with the following Wi-Fi® standards:

Table 1.1

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

Wi-Fi® Security Compatibility

An ibi device is compatible with the following Wi-Fi security protocols and encryption standards:

Table 1.2

Wi-Fi Security Protocol and Encryption Standard
WPA2™ + AES
WPA™ + AES/TKIP
OPEN - no authentication key required

Operating System Compatibility

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

Table 1.3

Windows®	macOS / OS X	iOS	Android™
Windows 7	OS X Mavericks – 10.9	iOS 10	Marshmallow – 6.x
Windows 8.x	OS X Yosemite – 10.10	iOS 11	Nougat – 7.x
Windows 10	OS X El Capitan – 10.11	iOS 12	Oreo - 8.x
	macOS Sierra – 10.12		Pie - 9.0
	macOS High Sierra - 10.13		

Windows®	macOS / OS X	iOS	Android™
	macOS Mojave - 10.14		

When ibi devices are accessed from a personal computer system via the ibi desktop app, a 64-bit operating system is required. Compatibility can vary, depending on hardware configuration and operating system. For highest performance and reliability, always install the latest updates.

Web Browser Compatibility

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

- **Google Chrome™ 50** or later on supported Windows, macOS, Android or iOS operating systems
- **Internet Explorer® 11** (11.0.9600.17843) or later on supported Windows® 7, Windows® 8.1 or Windows® 10 operating systems
- **Microsoft® Edge** (20.10514) or later on the Windows 10 operating system
- **Safari 9.2.x** or later on supported OS X and macOS operating systems
- **Firefox® 36** or later on supported Windows, macOS, Android or iOS operating systems

Internet Connectivity

The initial setup will require a mobile device running a compatible operating system with Internet access and Bluetooth™ enabled.

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

Product Description

- Front LED
- Rear Layout
- Reset Button
- USB Port

Front LED

1. Front LED

The front LED is a single color, white. It is either on, off or blinks with a certain rhythm to indicate a specific "System Condition". A "System Condition" list is outlined below in Table 1.4.

Table 1.4

LED Behavior	System Condition
No LED light illuminated	Power is Off or Disconnected
Solid Light - no blinking	Ready to setup
Solid Light - no blinking	Device is Ready
Solid Light - no blinking	Firmware or Software Update in Progress
Slow "breathing" rhythm	Shutdown through app
Slow "breathing" rhythm	Auxiliary setup mode is in operation.
Slow "breathing" rhythm	Demote Device Owner in process
Fast "breathing" rhythm	Wi-fi connection not available
Fast "breathing" rhythm	The password entered for the chosen Wi-Fi network is incorrect.
Fast "breathing" rhythm	Wi-fi connected but no Cloud connection
Fast "breathing" rhythm	Attention Needed
Fast "breathing" rhythm	Device at Fault
Fast "breathing" rhythm for 5 seconds	Reset button pressed for Demote Device Owner process
Fast "breathing" rhythm	Reset button pressed for Factory Reset process
"Rapid Blinking" rhythm	Image Recovery mode - USB install

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

Rear Layout

An ibi device includes these ports and connectors, where applicable.

1. USB Port
2. DC Power Connector

Reset Button

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

Table 1.5

Reset Button Function	Device Operation
Press for 1 to 29 seconds	During this function the ibi device will enter an auxiliary setup mode, enabling ibi to temporarily become a wireless access point. This process can be used if ibi is not being recognized through Bluetooth during the setup process.
Press for 30 to 50 seconds	This function will demote the Device Owner to a Device User in order to change ownership of the ibi device. This does not delete data and each user still has access to their data. However, when this process occurs, the next user to go through the setup process on the device becomes the device owner. The remaining users on the device are unchanged.

Reset Button Function	Device Operation
Press for at least 60 seconds	**Warning!** This process will delete all data, all Device Users and the Device Owner. The unit will be reset to factory default settings and will need to be set up using your mobile device. A new Device Owner will be set when the next person sets up the device. Reset has completed once the LED has gone through a period of rapid blinking and returned to a state of solid white.

USB Port

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

ibi supports external USB devices with the following file formats:

- FAT
- FAT32
- exFAT
- NTFS
- HFS
- HFS+
- HFS+J

Handling Precautions

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

- Do not drop or jolt the drive.
- Do not move the device while it is powered on.
- Do not use this product as a portable device.
- To allow proper ventilation, do not block any of the drive enclosure's air slots.

2 | Setup Is A Snap

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

Connecting ibi

Important: To avoid overheating, make sure ibi is standing in an upright position. The ventilation openings on the top and bottom of the device should be free of any blockage.

1. Connect one end of the power adapter into the DC power connector on the back of the device and connect the other end of the power adapter into a AC power outlet.
2. The unit will automatically power on, since this device does not use a separate power button. Continue with the next section.

To continue with the remainder of the setup process, ibi requires a smartphone or tablet with Bluetooth™ connectivity, and Internet access via Wi-Fi. Once ibi shows a solid white LED light, continue with the following steps:

1. Download and install the ibi mobile app from the applicable app store.
2. Agree to the Western Digital End User License Agreement.
3. If you do not yet have an ibi account, select **Create Account**.
4. Enter your email address and Press **Continue**.
5. Re-enter the same email address and Press **Continue**.
6. Enter your password and Press **Continue**
7. Enter your first name and last name and Press **Create Account**. The ibi mobile app will now search for the ibi device.
8. Once the ibi device is detected, the mobile app will display available wireless networks. Select the network that the ibi device will use. The password for the network you select may be required.
9. Once the network is setup the Allow Analytics screen will display. Select either **Allow** or **Don't Allow**.
10. During the ibi setup process, the ibi mobile app will ask for the auto backup feature to be enabled. Enable this feature, and the backup process will manage itself.
11. Congratulations! Your ibi device is now ready to use.

Registering Your Device

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

3   Relive It Anywhere

View your memories from anywhere using a phone, laptop, or web browser. Stream photos and videos from your ibi smart photo manager to the big screen with Roku® or use Google Chromecast™ to play your videos wirelessly.

ibi Mobile App

The ibi mobile app provides robust access to ibi and content management on Android and iOS platforms. This is the app used to setup the ibi device.

ibi Web App

The ibi web app provides quick access via an Internet browser on different operating systems and does not require software installation. This app can be accessed through the ibi desktop app or at the following URL: ibi.sandisk.com.

ibi Desktop App

The ibi desktop app provides quick access through a Windows or Mac computer. To install the ibi desktop app, follow these steps:

1. Open the ibi mobile app on your mobile device.
2. Select the **3-line menu** in the upper left-hand corner.
3. This will expand the ibi menu system. Select the option **Get desktop app**.
4. This will open the Get the desktop app box. Select the **SEND** option and an ibi desktop app email will be sent to the email address used to create your ibi account.
5. Once the email arrives, on your desktop select either the **PC Desktop App** or **MAC Desktop App**, depending on what operating system your personal computer uses.
6. After clicking one of the selections, a web browser will open. Follow the onscreen prompt to save the file.
7. Open the file that was downloaded and follow the onscreen prompts to install the ibi desktop app.
8. After the ibi desktop app installs the Allow Analytics screen will display. Select either **Allow** or **Don't Allow**.
9. Next, login with your ibi account information.
10. When prompted, choose the **OPEN IN EXPLORER** (**OPEN IN FINDER** for macOS) or **OPEN IN BROWSER** option to view the ibi device.
    a. Depending on the operating system, the **OPEN IN EXPLORER** option will open ibi in Windows File Explorer or **OPEN IN FINDER** in macOS Finder.
    b. The **OPEN IN BROWSER** option will open the ibi device in the ibi web app.

Chromecast Video

ibi can broadcast video content through a Google® Chromecast™ device. To accomplish this process, a Chromecast device must be setup on the same Wi-Fi used by ibi. If ibi detects the Chromecast device, a Chromecast icon will appear in the upper right-hand

corner of each video thumbnail visible in the ibi mobile app. To play the video the video follow these steps:

1. Access the ibi mobile app.
2. Select the **Photos** icon from the top menu.
3. Select **Videos** option from the top sub-menu. This will display all of the available videos on ibi.
4. Select the video you wish to view. This will provide a list of the available Chromecast devices. Select the Chromecast device to use for this viewing.
5. Select the **Play** icon. As the video plays the Chromecast device in use will be displayed in the ibi mobile app.

Roku Video

Content from ibi can be viewed through the Roku app and a Roku streaming device. The following requirements will help you get connected:

1. Roku app - download the Roku app from the app store designed for your mobile device.
2. Roku Device - install a Roku streaming player on your television or use a Roku streaming television.
3. Setup your Roku streaming device on the same Wi-Fi network as ibi.
4. Follow the instructions from Roku for setup and viewing content.

4 Collect

ibi Mobile App Backup

Note: During the ibi setup process, the ibi mobile app will ask for the auto backup feature to be enabled. Enable this feature, and the backup process will manage itself — there are no further steps required.

If the Auto Backup feature for ibi is not enabled, follow these steps to turn it on:

1. Access the ibi device with the ibi mobile app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. At the top of the menu in the right-hand corner select the **gear icon**.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the **Auto Backup** option. This will open the Auto Backup page and allow you to enable or disable the auto backup feature.
6. After making the desired selection, exit the Auto Backup page.

Social & Cloud Import

Follow these steps to backup social media and cloud content to an ibi device:

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Connect** option. This will open the Connect menu.
4. On the Connect menu select the **Social and Cloud Import** option.
5. Select **Enable** on the Social and Cloud Import page if this has not already been done.
6. Select the **Configure** option. This will open the Connect ibi webpage and allow the options to enable or disable the Social and Cloud Import for various services including Dropbox™ and Google Drive™[2]. As services are enabled, follow the onscreen prompts to gain access to these services and for the import feature to run.

Import USB

Import content from a USB device to ibi by following these steps:

1. Access the ibi mobile app.
2. Select the 3-line icon in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Import USB** option. This will open the external drive menu.

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[2] **Note:** Social and Cloud services may be changed, terminated or interrupted at any time and may vary by country.

> **Note:** The process can be canceled at any time by selecting the X in the upper right-hand corner of the the dialogue boxes.

4. One of two tasks can be performed as described below. Select one of these options.

   - **From Drive** - this option will copy the contents on the USB device to ibi.
   - **To Drive** - this option will copy the contents from ibi to the USB device and can be viewed as a basic backup process for ibi.

5. Select the **Copy All** option to copy all of the contents, or select **Select Files or Folders** to copy only specific files and folders.

6. Select the **Copy Now** option to continue with this process or select the **Make Changes** option to change options for this process.

   - If the **Copy All** option is selected, the copy process will begin with the option to cancel.
   - If the **Make Changes** option is selected, the process will go back to the previous menu so that different options can be selected.

7. When the copy process is completed, a confirmation dialogue box will open. After selecting the **Ok** option, the ibi app will redirect to the location of the newly copied content.

Drag-and-Drop - ibi Web App

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

1. Witin the ibi web app, navigate to the location in the **Files & Folders** section that is to be the file or folder destination for the drag-and-drop process.
2. Navigate to the location on the personal computer where the source file or folder is located for the drag-and-drop process.

   a. For Microsoft Windows use File Explorer, for macOS use Finder.

3. Click on the file or folder to drag-and-drop, and hold down the mouse button.
4. Drag the selected file or folder to the destination selected within the ibi web app and let go of the mouse button.
5. The selected file or folder should copy or move to the chosen destination.

Drag-and-Drop - Desktop App

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

> Note: With the ibi desktop app, the drag-and-drop process can be reversed, and content can be moved from ibi to a personal computer.

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

5 | Organize

Organize and quickly find exactly what you're looking for, anywhere you go with the intuitive ibi app. A search can be initiated by selecting the magnifier icon in the upper right-hand corner. Content can also be organized and viewed in other ways.

Find by Date

Your photos and videos can be viewed chronologically by following these steps:

1. Access ibi with the ibi mobile app or web app.
2. On the top menu, select the **Photos** icon. This will open all Photos and Videos.
3. From the sub-menu select your Account avatar.
4. Select either **Show all content** or **Show my content only**.
5. From the sub-menu select the **Calendar** icon. This will expand a view of all the photos and videos on ibi organized by date.

6 | Privately Share

Once you create an album, you decide who to share it with via a private link. You can also invite people via email to a shared album so they can contribute their own photos and videos.

Note: To add a new member to ibi, go to ibi Settings - Add or Remove a Member Once someone is invited to be a member, they will set up their own ibi account to access the device. The Device Owner will receive confirmation through email that a new Member has joined the device.

Add a Memory

Follow these steps to Add a Memory:

1. Access the ibi device with the ibi mobile app or web app.
2. On the Inner Circle page, select the **Add a Memory** button.
3. This will load the photos and videos from the ibi device. Select the files that are to be included in this Add a Memory session.
4. Select the **Add a Memory** button to add these files to your Inner Circle page.
5. The selected files will now be visible on the Inner Circle page for each member on this ibi device.

Delete a Memory

Use the following steps to remove a memory from the Inner Circle page:

1. Access the ibi device with the ibi mobile app or web app.
2. Listed at the bottom of each memory is the member that posted it and to the right is a menu indicated by three dots. Select the **3-dot menu**.
3. This expands a menu with the option **Remove Memory** — select this option.
4. This will open the Remove a memory window. Select the **Remove** button.
5. The memory is now removed from the shared Inner Circle page.

Create an Album

Use the following steps to quickly and easily create an album of your memories.

1. Select the **Albums** icon on the top menu bar.
2. Select the **Create an Album** button.
3. This will open all of your files on the ibi device. Select the photos to include in this album.
4. After selecting the photos to include in this album, select the **Create Album** option on the screen.
5. Enter a name for this album in the **Name Your Album** window and select **Continue**.
6. The Select Cover Photo window open, select the **Let's Do It** button.
7. Select the picture to use as the cover photo for this album and then select the **Done** button.
8. The album is now created. You can share this album by inviting members through the **Share Album** button.

a. The Share Album feature provides two methods for sharing content. The **Send link (view only)** option is for other members to view, but not modify the shared content. The **Invite to collaborate** allows other members to view and modify the shared content.

Remove an Album

Use the following steps to remove an album:

1. Access the ibi device with the ibi mobile app or web app.
2. Open an existing album and select the **3-dot** menu on the upper left-hand corner of the album cover.
3. Select the **Remove Album** option.
4. This will open the Remove Album window. Select the **Remove Album** button.
5. The album has now been removed from this ibi device.

7 | File View, Search and Edit

Timeline View

Follow these steps to view your content organized by date.

1. Access the ibi mobile app.
2. Select the **Photos** icon from the top menu.
3. Select the calendar icon at the righ-hand sied of the sub-menu.
4. This will display a timeline, showing all of your content organized by year and month. Use this feature to quickly navigate to a desired set of images or videos.

File Search

Follow these steps to search for a file.

1. Access the ibi mobile app.
2. In the upper-right-hand corner, tap the **Magnifying Glass** icon.
3. This will open the search box and allow you to search by name, location or object.

Photo Editing

Edit your photos in the ibi mobile app to add a personal touch.

1. Access the ibi mobile app.
2. Select the **Photos** icon from the top menu. This will automatically display all of your photos.
3. Select the photo you are going to edit.
4. On the menu displayed below the selected image, tap the **3-dot** icon.
5. This will open an additional menu with the options to Save to Camera Roll, Edit Photo or Open It. Select the option **Edit Photo**.
6. This will open the EDITOR menu at the bottom. Use the various editing tools to alter your image.
7. To save an edit, Select the **check-mark** icon in the lower right-hand corner or Select the **X** icon in the lower left-hand corner to discard the edit.

8 | Settings

Various device, account and app settings can be altered through the ibi mobile app and ibi web app.

ibi Account Settings

- Account Name
- Change Password

- Sign Out

Account Name

To change the ibi account name, follow these steps:

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the account name listed at the bottom of the menu. This will open the Account Settings.
4. Select the **First Name** or **Last Name**.
   a. **Mobile App:** selecting the first and last name will open the edit window. Enter the new first name or last name and select the **Confirm** button to save the change.
   a. **Web app:** selecting the first name or last name will highlight the entry so that it can be modified. Make the desired change.
5. The account name has been changed.

Change Password

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

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the account name listed at the bottom of the menu. This will open the Account Settings.
4. Select the **Change Password** option. This will open the Change Password window.
5. Enter the current password in the **Current** field. Enter the new password in the **New** field. Re-enter the new password in the **Confirm** field.
6. Select the **Change Password** button. This will open the Change Password dialogue box to confirm the change.
7. Select the **Change Password** option on the Change Password dialogue box to complete the process, otherwise select **Cancel** to cancel the process.

Sign Out

To sign out of the current ibi account, follow these steps:

1. Access the ibi device with the ibi mobile app or web app.

2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the account name listed at the bottom of the menu. This will open the Account Settings.
4. Select the **Sign Out** option. This will open the sign out dialogue box.
5. Select the **Sign Out** option to complete the process, otherwise select **Cancel** to cancel the process.

ibi Settings - Add or Remove a Member

- Settings - Add a Member
- Settings - Remove a Member

Settings - Add a Member

To add a member, follow these steps:

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Settings** option.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the **Add Member** option. This will open the **Invite** window.
6. Enter the email address for the member to add and select the **Send Invites** or **Invite** button.
7. This action will send an email to the invitee. Once they receive the email and follow the provided instructions to setup an account in order to access the ibi device, the ibi device owner will be requested through email to **Approve Request** or **Reject Request**. Make the necessary selection.

Settings - Remove a Member

Caution! Removing a member will remove their account and all of their content.

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Settings** option.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the current ibi name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Select the **Inner Circle** option.
7. Select the the member to remove from the ibi device.
8. Select the **Remove Member** option.
9. When prompted, select either the **Cancel** or **Yes, remove** option.
10. If the **Yes, remove** option was selected, the member is now removed from this ibi device.

ibi Device Settings

- Modifying Device Name
- Firmware Version
- Analytics

- Reboot Device
- Erase All Data & All Users
- Remote Shut Down

Modify Device Name

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Settings** option.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the current ibi name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Select the **Name**, this will open the **Edit device name** menu.
7. Modify the name and select either **CONFIRM** to save changes or **CANCEL** to cancel the changes.

Firmware Version

On an ibi device, the hardware firmware is referred to as software. To view the software version, follow these steps:

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line menu** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Settings** option.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. The Software Version will be displayed on the main screen and may look similar to 5.2.0-183.

Analytics

Analytics were either allowed or not allowed during the ibi setup process. To modify the current Analytics setting, follow these steps:

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line menu** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Settings** option.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the current ibi name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Select the **Analytics** option.
7. Change the current Analytics setting by selecting the ibi circle or ibi checkmark.
8. Once modified, select the back arrow next to Analytics.

Reboot Device

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

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Settings** option.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the current ibi name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Toward the bottom of the Device Settings list is the option **Reboot**. Select this option to remotely reboot the ibi device.
7. Your mobile device will prompt you if you want to reboot the ibi device. Select the option **Reboot**.
8. The ibi device will now reboot. This process may take a few minutes.

Erase All Data

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

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

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. Select the **Settings** option.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the current ibi name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Select the **Erase All Data** option. This will open a confirmation dialog box. Tap **Yes, proceed** if you choose to continue with this process. Otherwise Tap **Cancel** to end this process.
7. This will open a challenge page with a unique confirmation code. Follow the on-screen instructions and enter the code provided on this page.
8. This will open the page confirming that this process will delete all data, user and owner content. Select the **Erase All Data** button to continue.
9. The ibi device may take up to 30 minutes to go through the erase process. During this process, the ibi mobile app redirects you to the sign in page to set up the ibi device and the light on the ibi device will blink a few times.

Shut Down

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

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

1. Access the ibi device with the ibi mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.

3. Select the **Settings** option.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the current ibi name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. At the bottom of the Device Settings list, Select the option **Shut Down ibi** to remotely shut down the ibi device.
7. The ibi device will shut down and its contents will not be available until it is powered back on. To power on the ibi device, follow these steps:
   a. Unplug, wait 5 seconds, then plug-in the power connector on the back of the unit.

9 | Additional Features & Functions

Mobile App Permissions

By default, the ibi mobile app enables access to the following features of your mobile device, and other service can be enabled:

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

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

To access these settings, follow these steps:

1. Access the ibi mobile app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the ibi menu system.
3. At the top of the menu in the right-hand corner select the **gear icon**.
4. The ibi Settings window will open and display information and settings specific to the ibi device.
5. Select the **Manage Settings** option.
6. This will open the ibi mobile app permissions section of the operating system specific to your mobile device. Follow the directions from the operating system to change these settings.

Bluetooth Discovery Issues

The ibi setup process uses Bluetooth for connectivity. If the setup process is not finding ibi, the process will continue with an auxiliary setup mode. The auxiliary setup mode will begin with the following troubleshooting questions and then proceed with additional steps.

1. The first troubleshooting screen will ask: **Is your device on?** — if ibi is plugged in and the LED light is on, Press **Continue**.
2. The next troubleshooting screen will request: **Check the Light** — follow the onscreen instructions and select either **Solid Light - Continue** or **Blinking Light - Continue** depending on the LED indicator.
   a. **Solid Light** — If the LED is shining a solid light, continue with the Step 3.
   b. **Blinking Light** — If the LED is blinking, contact customer service.
3. Searching for ibi will continue and if it is still not detected, follow the on-screen instructions for pressing the reset button, then Press **Continue**.
   a. This will cause ibi to broadcast its own Service Set Identifier (SSID). This allows you to connect to ibi directly with your mobile device via Wi-Fi to continue the setup process.
4. Follow the on-screen instructions to wait for the LED to slowly pulse, then Press **Continue**.
5. The next screen to appear will display an example of the SSID or Wi-Fi network that ibi is broadcasting. Follow the on-screen instruction and press **Settings**.
6. The Wi-Fi network settings screen for your mobile device will open. Select the ibi network that is listed.

      a.   The device will be broadcasting "ibi™ – XXXXXX" as the SSID. Select this SSID to connect to ibi.

      b.   The network is open and does not require a password to connect.

7. Once you successfully connect to the network return back to the app to continue setup.

      a.   You will be shown a notification to return back to the app. However, if for some reason you do not get this notification please return to the app to continue this process.

8. The Device Connected screen will display, Press **Continue**.

9. Next, a list of available Wi-Fi networks (separate from what ibi is broadcasting) will be displayed. Select the one you want ibi to use for an Internet connection and that is being used by your mobile device. If prompted, enter the applicable password for the Wi-Fi network and Press **Join**.

      a.   Verify that the password you have entered is correct by using the "show password" feature.

      b.   If the password is incorrect you will end up in the "Something went wrong" error screen and will need to repeat all of these steps beginning with Step 1.

      c.   **Note:** the white LED on ibi will be using the Fast "breathing" rhythm during this error message.

10. Once the device is connected to an active Internet connection, the **Check Your Light** screen will appear. During this part of the process, the LED on ibi will turn off and then turn back on. Wait for the LED to turn back on before continuing with this process - this may take up to three minutes. The **Check the Light** screen will provide the following two options, select one:

      a.   **Solid LED** — if the LED on ibi is solid, this indicates that the process is successful and you can continue by selecting this option. Press **Continue** for the solid-light option and proceed to Step 11.

      b.   **Blinking LED** — if the LED is blinking select this option. This indicates the process has not been successful. Contact customer service for further assistance.

11. The Device Connected screen will display, press **Continue**.

12. The Allow Analytics screen will display. Select either **Allow** or **Don't Allow**.

13. During the ibi setup process, the ibi mobile app will ask for the auto backup feature to be enabled. Enable this feature, and the backup process will manage itself.

14. Congratulations! Your ibi device is now ready to use.

10 Compliance and Warranty Information

Regulatory Compliance

Safety Compliance

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

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

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Radio Equipment Directive (RED) (2014/53/EU), the Low Voltage Directive (2014/35/EU), ErP Directive (2009/125/EC), and RoHS Directives (2011/65/EU and 2015/863/EU). Operating characteristics of the wireless radio (a) Frequency band(s): 2412-2472Mhz and 5180-5250MHz (b) Maximum radio-frequency power transmitted in the bands is 15dBm. A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

Power Saving Mode

ibi is designed to provide constant network connectivity (i.e. "always on"). Thus, as of January 1, 2015, the ecodesign requirement under section 3(b) of the Commission Regulation (EU) N0. 801/2013 to automatically initiate "standby mode" and/or "off mode" is not applicable for the intended use of this equipment.

Environmental Compliance (China)

产品中有害物质的名称及含量

部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
机箱外皮壳与镜片	O	O	O	O	O	O
塑料其它部件	O	O	O	O	O	O
橡皮脚垫, 4 片	O	O	O	O	O	O
金属部件	X	O	O	O	O	O
硬碟/电路板组合	X	O	O	O	O	O
电缆线/电源	X	O	O	O	O	O

本表格依据SJ/T 11364-2014的规定编制。
O：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。
X：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。
（在此表中，企业可能需要根据实际情况对标记"X"的项目进行进丨步的技术性解释。）

Environmental Compliance (Taiwan)

設備名稱：無線硬碟，型號（型式）：H2C					
單元	限用物質及其化學符號				
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
外殼	O	O	O	O	O	O
電路板	O	O	O	O	O	O
連接器	O	O	O	O	O	O
集成電路	O	O	O	O	O	O
記憶體	O	O	O	O	O	O
備考1.〝O〞係指該項限用物質之百分比含量未超出百分比含量基準值。					
備考2.〝－〞係指該項限用物質為排除項目。					

Russia Federation

Подтверждение соответствия Минкомсвязи России: Декларация соответствия № Д-РД-XXXX от DD.MM.YYYY года, действительна до DD.MM.YYYY года, зарегистрирована в Федеральном агентстве связи DD.MM.YYYY года

Industry Canada Statement

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

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

Caution:

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

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

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

Avertissement:

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

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

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

Radiation Exposure Statement:

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

Déclaration d'exposition aux radiations:

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

FCC Class B Information

NOTE: This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device and receiver.
- Connect the device 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.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the device.

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

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

Radiation Exposure Statement:

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

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

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

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

This device complies with Canadian ICES-003 Class B.

IFETEL Aviso

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Korea

한국

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음

제품 사용시 반드시 제품과 20cm이상 거리를 유지해야 합니다.

Taiwan

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

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

中文產品名稱+型號 無線硬碟 H2C

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

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

製造年份/製造號碼/生產國別：參考產品底部序號標籤。產品功能/使用方法：參閱使用手冊或外包裝。進口商/委製商：台灣威騰電子股份有限公司，進口商/委製商地址：台北市中山區松江路 223 號 17F (行天宮捷運站 2 號出口 17F)，進口商/委製商電話：02-27174775

Warranty Information

Obtaining Service

Please go to www.sandisk.com/wug for more information on making a warranty claim. If it is determined that your product may be defective, you will receive an RMA and product return instructions. You are responsible for any expenses associated with a claim under SanDisk's Limited Warranty. You must send your product in a secure, prepaid package, to the address provided with your RMA number. Proof of purchase is required for all warranty claims.

Limited Warranty

This product is subject to the applicable limited warranty terms and conditions, as defined in www.sandisk.com/wug. The term of your limited warranty is for 2 years in the United States.

Third Party Notices

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HEVC Advance

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