



ioSafe Solo G3 Secure Fireproof Waterproof External HDD User Guide

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**ioSafe Solo G3 Secure
Quick Start Guide**

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Solo G3 Secure Fireproof Waterproof External HDD

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FCC Compliance Statement: This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

In the event that you experience Radio Frequency Interference, you should take the following steps to resolve the problem:

1. Ensure that the case of your attached drive is grounded.
2. Use a data cable with RFI reducing ferrites on each end.
3. Use a power supply with an RFI reducing ferrite approximately 5 inches from the DC plug.
4. Reorient or relocate the receiving antenna.

Introduction

This Quick Start Guide shows you how to set up the ioSafe Solo G3 Secure, an app-controlled, hardware encrypted, fireproof and waterproof external storage device that’s OS-independent and controlled via an Apple or Android device.

For information on troubleshooting, please download the User Manual at iosafe.com/support/product-manuals.

Install the App

Download the SecureData User app onto your phone or tablet from either the Apple App Store or Google Play.



<https://apps.apple.com/us/app/securedata-lock/id1468147834>




https://play.google.com/store/apps/details?id=com.securedatalock_bt&hl=en_US

Add the G3 Secure to the App



IMPORTANT

The eight-digit Device ID is required; it is printed on the rear of the ioSafe Solo G3 Secure.

1. Connect the G3 Secure to your computer's USB 3.1 port with a USB 3.1 cable.
2. Open the SecureData User app.
3. Tap the  in the top left corner if you don't see the G3 Secure in the list. If you do see the G3 Secure in the list, continue onto the next section.
4. Tap the drive name that appears and follow the app instructions.
5. Tap Continue and follow the app instructions.

Unlock the Drive



CAUTION

After 10 consecutive attempts to unlock, the drive will be erased and reset to factory default settings, resulting in loss of data settings, and password.

1. Open the app and tap the drive name.
2. Enter the password. The factory default is 11223344.

3. Tap Unlock.

The drive will unlock and appear on your computer.



IMPORTANT

If you experience issues with the G3 Secure remaining connected, try disabling “Step Away Autolock” in the drive settings in your app or disable your OS’s hard disk power savings feature. See the User Manual at iosafe.com/support/product-manuals for details.

Change the Password

1. With the drive unlocked, tap on the ioSafe Solo G3 Secure in the app.
2. Tap Change Password and enter your current password.
3. Enter your old password. Then enter the new password and retype the new password into the “Confirm” field.
4. Tap Change Password.

Disconnect or Lock the Drive

Unplug the cable and the drive will lock automatically. Ejecting the drive is generally not necessary, but preferable. To lock the drive without unplugging it, swipe left on the drive name on the app and tap Lock.

Product Support and Data Recovery Service

Register your product to activate your Data Recovery Service protection plan by visiting iosafe.com/activate.


If the ioSafe Solo G3 Secure breaks during the warranty period, we will repair or replace it.

If you face possible data loss, immediately call ioSafe Data Recovery Services. ioSafe can determine the best actions to take to protect your valuable information.

Free Customer and Technical Support

Phone: 1-530-820-3090 Option 2
Email: customersupport@iosafe.com
Data Recovery Services
Phone: 1-530-820-3090 Option 3
Email: disastersupport@iosafe.com

Documents / Resources

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