ioSafe® Solo Hawk

Waterproof Portable SSD

User Manual

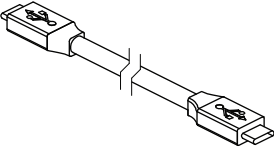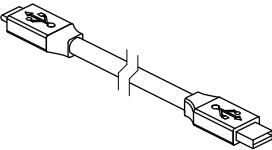# Table of Contents

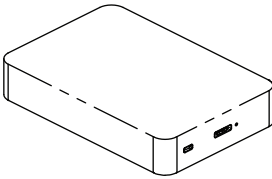# 1 General Information

1.1 Package Contents

Check the package contents to verify that you have received the items below. Please contact ioSafe if any items are missing or damaged.
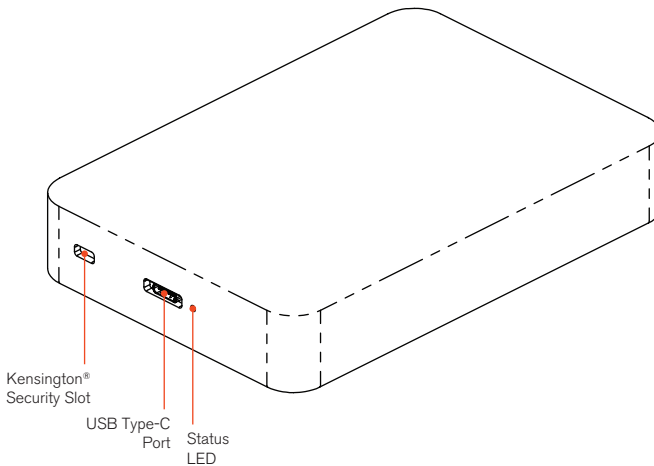
USB Type C Cable

USB Type A-to-C Cable

ioSafe Solo Hawk

1.2 Solo Hawk at a Glance

Kensington®
Security Slot

USB Type-C
Port

Status
LED

1.3 LED Behavior

LED Name	Color	State	Description
Status	Blue	Solid	The unit is powered on and ready to go
		Blinking	Indicates that the Solo Hawk is in use.

1.4 Warnings and Notices

Please read the following before using the product.

General Care

- Avoid placing the unit close to large magnetic devices, high voltage devices, or near a heat source. This includes any place where the product will be subject to the greenhouse effect, such as the interior of a car on a warm, sunny day.

- We strongly recommend that you keep multiple copies of all your data on multiple devices. At least one copy of your data should sit on a disaster-resistant device like the ioSafe Solo Hawk or be offsite at a second location. The Solo Hawk allows you to move data offsite easily. No matter what the data storage device, keeping redundant copies of your irreplace-able data will improve your chances for data recovery.

- Do not disconnect the USB cable while the Solo Hawk is powered on without first stop-ping or ejecting the device through the operating system software interface. Disconnecting any drive during a read/write event can cause logical corruption on the drive which can sometimes result in data loss.

- Use proper surge and uninterruptible power supplies (UPS) to guard your computer system against abrupt outage and voltage spikes during brownouts and lightning storms.

About USB

- Actual connection performance depends on many factors including: CPU, file system over-head, number of attached devices and more. Given these and other factors, in day-to-day use you can expect maximum, sustained transfer rates to be less than the theoretical rates maximum rates possible with the connection.

- USB 3.2 is backwards compatible with USB 3.0 and USB 3.1 host computers.

NOTE The cable supplied with your system has been optimized for performance. Longer cables may not work or only work intermittently.

STOP! This device is not recommended for use with USB 2.0, as not enough bus power will be available to power the Solo Hawk.

2 Connecting the ioSafe Solo Hawk

a.   Connect a USB Type-C cable into the ioSafe Solo Hawk's type C port.
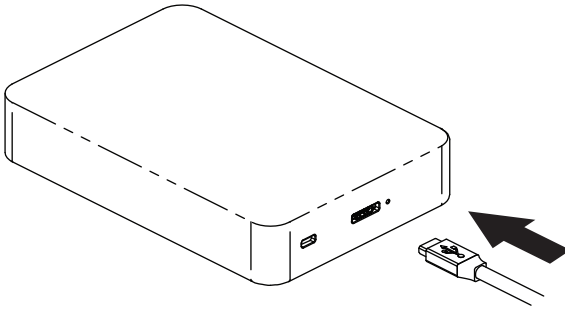
b.   Connect the other end of the USB cable into your computer. After a moment, the Solo Hawk will be
     detected by your computer.
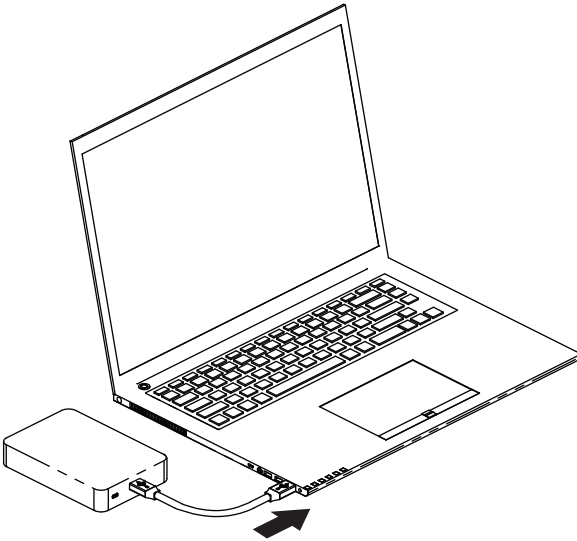
Your Solo Hawk is now ready to use!

NOTE   If you are using the Solo Hawk with a Mac, you will need to reformat it so that you can write files to it.
See Section 3 for information on how to format the SSD using macOS.

3 Usage with Windows and Mac Operating Systems

3.1 Usage with Windows Operating Systems

3.1.1 Formatting the Solo Hawk

Following the steps below for your specific Windows operating system to reformat your Solo Hawk.

NOTE   The Solo Hawk will work with Windows right out of the box without needing to format it. You may skip this section if you are setting up the Solo Hawk to work with Windows.

Windows 10

a.   Right-click on the **Start Button** and then select **Disk Management**.

b.   The drive should appear in the list of Disks in the lower pane. You may need to scroll down to see it. If the drive is already formatted, you can identify it easily by its volume name. If the drive is not initialized or is brand new, a window will pop up asking you to select a partition type. Select **GPT** and press **OK**.

c.   To format the volume, right-click the **Drive Properties Box** of the drive (highlighted red in Figure 7) and select **New Simple Volume...**

Figure 7. The Disk Management pane with the Drive Properties Box highlighted in red.

c.   Unless you wish to customize the settings in these dialog prompts, click **Next** on the Select Partition, Specify Volume/Partition Size, and Assign Drive Letter or Path dialog prompts, leaving the default settings.

d.   Choose your preferred file system from the file system selection window that appears and enter a name for the new volume. Then check the box labeled **Quick Format**, which ensures that the formatting process will take less than a minute.

e.   Click **Next** and then **Finish** to start the format process. When the format is complete, the Drive Properties Box will update to show the new volume name. The new volume can now be found by opening a File Explorer window and clicking on **This PC** in the navigation pane to the left.

Windows 8.1

a.   Press **WINKEY + X** and then select **Disk Management**.

b.   The drive should appear in the list of Disks in the lower pane. You may need to scroll down to see it. If the drive is already formatted, you can identify it easily by its volume name. If the drive is not initialized or is brand new, a window will pop up asking you to select a partition type. Select **GPT** and press **OK**.

c.   To format the volume, right-click the **Drive Properties Box** (highlighted in red in Figure #7) and select **New Simple Volume...**

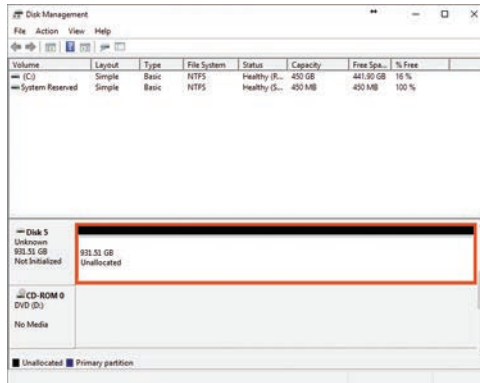d.   Unless you wish to customize the settings in these dialog prompts, click **Next** on the Select Partition, Specify Volume/Partition Size, and Assign Drive Letter or Path dialog prompts, leaving the default settings.

e.   Choose your preferred file system from the file system selection window that appears and enter a name for the new volume. Then check the box labeled **Quick Format**, which ensures that the formatting process will take less than a minute.

f.   Click **Next** and then **Finish** to start the format process. The new volume can now be found by opening a File Explorer window.

Windows 7

a.   Click on the **Start Button**, right-click the **Computer button** in the Start Menu, and then select **Manage**. In the left pane of the Computer Management window that opens, left-click on **Disk Management** (labeled 'A' in Figure 8).

b.   The drive should appear in the list of Disks in the lower pane. You may need to scroll down to see it. If the drive is already formatted, you can identify it easily by its volume name. If the Device Properties Box (labeled 'B' in Figure 8) says "Not Initialized", you'll need to initialize the disk before formatting it.

   Right-click where it says "Not Initialized" and select **Initialize Disk**. If you are prompted to select a partition type, select **GPT**.

c.   To format the volume, right-click the Drive Properties Box (labeled 'C' in Figure 8) and select **New Simple Volume...**
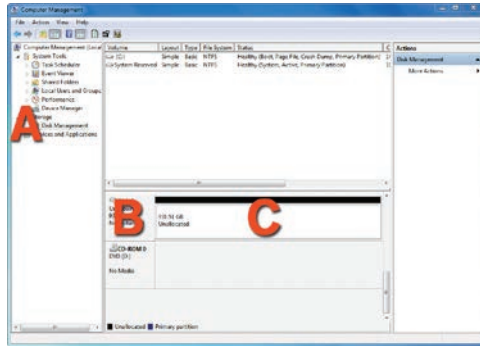
Figure 8. The Disk Management pane in Windows 7.

d. Unless you wish to customize the settings in these dialog prompts, click **Next** on the Select Partition, Specify Volume/Partition Size, and Assign Drive Letter or Path dialog prompts, leaving the default settings.

e. Choose your preferred file system from the file system selection window that appears and enter a name for the new volume. Then check the box labeled **Quick Format**, which ensures that the formatting process will take less than a minute.

f. Click **Next** and then **Finish** to start the format process. When the format is complete, the Drive Properties Box will update to show the new volume name. The new volume can now be found by clicking on the **Computer button** in the Start Menu.

3.1.2 Accessing or Disconnecting the Solo Hawk in Windows

Accessing the Solo Hawk

When the Solo Hawk is properly connected and turned on (see Section 2), a window may open to allow you access to the volume.

If no window appears and you are using Windows 10 or 8.1, find the volume by opening a File Explorer window and then clicking on **This PC** in the navigation pane of a File Explorer Window (Windows 10) or clicking on **Computer** in the navigation pane of a File Explorer Window (Windows 8.1). If using Windows 7, click on the **Computer button** in the Start Menu instead.

Disconnecting the Solo Hawk

Unmount the Solo Hawk before powering it down. Left click the **USB plug icon** with the checkmark on the Desktop task bar and select the Solo Hawk from the menu that pops up. You may have to click on the **Show Hidden Icons arrow** on the task bar to find the

correct icon. Windows will indicate when it is safe to disconnect the USB cable from the Solo Hawk.
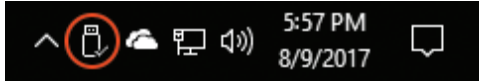

Figure 9. The USB Plug icon in the Windows 10 Desktop task bar.

NOTE   Disconnecting the Solo Hawk while Windows is actively reading or writing to the volume can result in data loss. Wait for the Status Light to stop blinking before disconnecting it.

3.2 Usage with macOS

3.2.1 Formatting the Solo Hawk

To format a hard drive or SSD, use Disk Utility (see Figure #), which can be found in **Applications → Utilities**, or by selecting **Spotlight Search** and typing in "Disk Utility" and hitting **Return** on your keyboard.

a. Click on the drive in the window to the left.

b. Click on the **Erase** button at the top.

c. Enter a name for the new volume.

d. Select the format type. Select **APFS** if it is an available option. Otherwise, select **OS X Extended (Journaled)**. If you need to use your Solo Hawk with both macOS and Windows computers, select **ExFAT** instead.

e. For the scheme, select **GUID Partition Map**.

f. Click **Erase** to start the process.

g. Once the format is complete, click **Done**.

Figure 10. macOS Disk Utility, showing the "Erase" submenu.

3.2.2 Accessing or Disconnecting the Solo Hawk in macOS

If the Solo Hawk is already formatted, an icon representing it will appear on the desktop. You can begin using the Solo Hawk right away. If it's unformatted, a message will appear on the desktop saying that the disk is unreadable. Use Disk Utility to easily format the drive (see Section 3.2.1).

Eject the Solo Hawk before powering down the unit by dragging the Solo Hawk's icon to the **Trash**, or by selecting the Solo Hawk's icon and then pressing **Command + E** on your keyboard.

NOTE   Disconnecting the unit without first unmounting the volume can result in data loss.

3.2.3 Create a Boot Drive

To create a boot drive, you must first install macOS on the Solo Hawk by using a third-party app like MacDaddy Install Disk Creator. Next, go to **System Preferences → Startup Disk**. A window will list the available bootable volumes. Select the volume from which you wish to boot. Another method is to hold down the Option key during boot up. A screen should appear that allows you to select the volume you wish to use. This is useful if you are sporadically booting from the Solo Hawk.

4 Securing the ioSafe Solo Hawk

For drive security, the ioSafe Solo Hawk is equipped with a Kensington security slot, which supports a standard Kensington security cable (sold separately). For more information on the Kensington security slot and available products, visit kensington.com.

Kensington
Security Slot
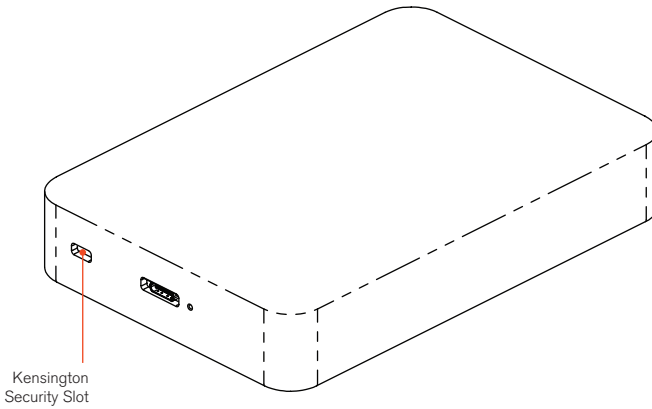
5 Backup Software

Upon proper activation of your Data Recovery Service, qualified users can download:

Genie Timeline Professional ($60 Value) — Award winning backup software for Windows. Simple, block level, open file and OS Continuous Data Protection (CDP) software for Windows users. DRS Activation is required at iosafe.com to validate purchase prior to downloading software and install code (see Section 6.1).

Apple® Mac® Time Machine® — Reformatting the Solo Hawk is required to use this software with macOS computers (see Section 3.2.1).

6 Product Support

Congratulations! You are now ready to manage and enjoy all the features of your ioSafe Solo Hawk device. For more information regarding specific features, please refer to our online resources available at iosafe.com.

6.1 Activate Data Recovery Service Protection

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

6.2 ioSafe No-Hassle Warranty

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

The standard term for the warranty is two (2) years from the date of purchase. A five (5) year extended term warranty service is available for purchase upon activation of the Data Recovery Service. See the website or contact customerservice@iosafe.com for help. ioSafe reserves the right to have its representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before warranty service is performed.

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

6.3 Data Recovery Procedure

If the ioSafe faces possible data loss for any reason, you should immediately call the ioSafe Disaster Response Team at 1-888-984-6723 extension 430 (US & Canada) or 1-530-820-3090 extension. 430 (International). You can also send an email to disastersupport@iosafe.com. ioSafe can determine the best actions to take to protect your valuable information. In some cases a self-recovery can be performed and provide you with immediate access to your information. In other cases, ioSafe may request that the product be returned to the factory for data recovery. In any case, contacting us is the first step.

The general steps for disaster recovery are:

a.   Email disastersupport@iosafe.com with your serial number, product type and date of purchase. If you cannot email, call the ioSafe Disaster Support Team at 1-888-984-6723 (US & Canada) or 1-530-820-3090 (International) extension 430.

b.   Report the disaster event and obtain return shipping address/instructions.

c. Follow ioSafe team instructions on proper packaging.

d. ioSafe will recover all data which is recoverable according to the terms of the Data Recovery Service Terms and Conditions.

e. ioSafe will then place any recovered data on a replacement ioSafe device.

f. ioSafe will ship the replacement ioSafe device back to the original user.

g. Once the primary server/computer is repaired or replaced, the original user should restore the primary drive data with the ioSafe backup data.

6.4 Contact Us

Customer Support
USA Toll Free Phone: 888.98.IOSAFE (984.6723) x400
International Phone: 530.820.3090 x400
Email: customersupport@iosafe.com

Technical Support
USA Toll Free Phone: 888.98.IOSAFE (984.6723) x450
International Phone: 530.820.3090 x450
Email: techsupport@iosafe.com

Disaster Support
US Toll Free Phone: 888.98.IOSAFE (984.6723) x430
International Phone: 530. 820.3090 x430
Email: disastersupport@iosafe.com

7 Technical Specifications

Product Model	ioSafe Solo Hawk
Water Protection	IP68 compliant Fully submersed, fresh or salt water, 10 foot depth, 72 hours No cap is required over the connector to retain data protection. Protection is maintained even if the drive is plugged into a host computer
Drop/Shock Protection	Compliant with MIL-STD-810G Method 516.5 20 foot drop
Chemical Protection	Compliant with MIL-STD-810G Method 504 Full Submersion: up to 1 hour at 12-inch depth Diesel fuel, oils, hydraulic fluids, aircraft fuels No cap is required over the connector to retain data protection. Protection is maintained even if the drive is plugged into a host computer
Extreme Environment Protection	Compliant with MIL-STD-810G Methods 505.4, 506.4, 509.4, and 510 Up to 24 hours of continuous exposure to UV, blowing sand, blowing dust, rain, salt fog, icing or freezing rain
High Altitude Protection	Compliant with MIL-STD-810G Method 500.4 30,000 ft. altitude
Crush Protection	2,500 lb
Theft Protection	Metal Kensington Lock Slot
Bus Power	Yes
Data Interface Types & Speeds	USB 3.2 Gen 2: up to 10 Gbps
Data Connectors	One (1) USB Type-C connector
Host Compatibility	USB 3.0, 3.1, and 3.2 ports
Supported Operating Systems	Windows 10, 8.1, and 7 Windows Server 2016, 2012 and 2008 product families macOS 10.12 "Sierra" or newer Linux distributions that support the connection type used
Compliance	EMI Standard: FCC Part 15 Class B EMC Standard: EN55024, EN55032 CE, RoHS, RCM
Product Weight (without cable)	1.08 lbs 0.49 kg
Product Dimensions	3.9in W x 5.7in L x 1.0in H (99mm W x 145mm L x 26mm H)
US Patent	9,001,505
Foreign Patent	WO2011146117A2

Product Warranty

CDSG warrants this product to be free of significant defects in material and workmanship for a period of two (2) years from the original date of purchase. A five (5) year extended warranty service is available for purchase upon activation of the Data Recovery Service. CDSG's warranty is nontransferable and is limited to the original purchaser.

Limitation of Liability

The warranties set forth in this agreement replace all other warranties. CDSG expressly disclaims all other warranties, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose and non-infringement of third-party rights with respect to the documentation and hardware. No CDSG dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty. In no event will CDSG or its suppliers be liable for any costs of procurement of substitute products or services, lost profits, loss of information or data, computer malfunction, or any other special, indirect, consequential, or incidental damages arising in any way out of the sale of, use of, or inability to use any CDSG product or service, even if CDSG has been advised of the possibility of such damages. In no case shall CDSG's liability exceed the actual money paid for the products at issue. CDSG reserves the right to make modifications and additions to this product without notice or taking on additional liability.

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 when the equipment is operated in a home or commercial environment. 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.

FC Tested to comply
with FCC standards

FOR HOME OR OFFICE USE