ioSafe Solo G3

Quick Start Guide

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. 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 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.

1. Introduction

This Quick Start Guide shows you how to set up the ioSafe Solo G3, a fireproof and waterproof external storage drive.

The Solo G3 protects your data while fully submersed 10 feet underwater for up to 72 hours and in temperatures up to 1550° F for 30 minutes, ensuring that your data stays protected through floods, fires, and other natural disasters.

2. Connecting the ioSafe Solo G3
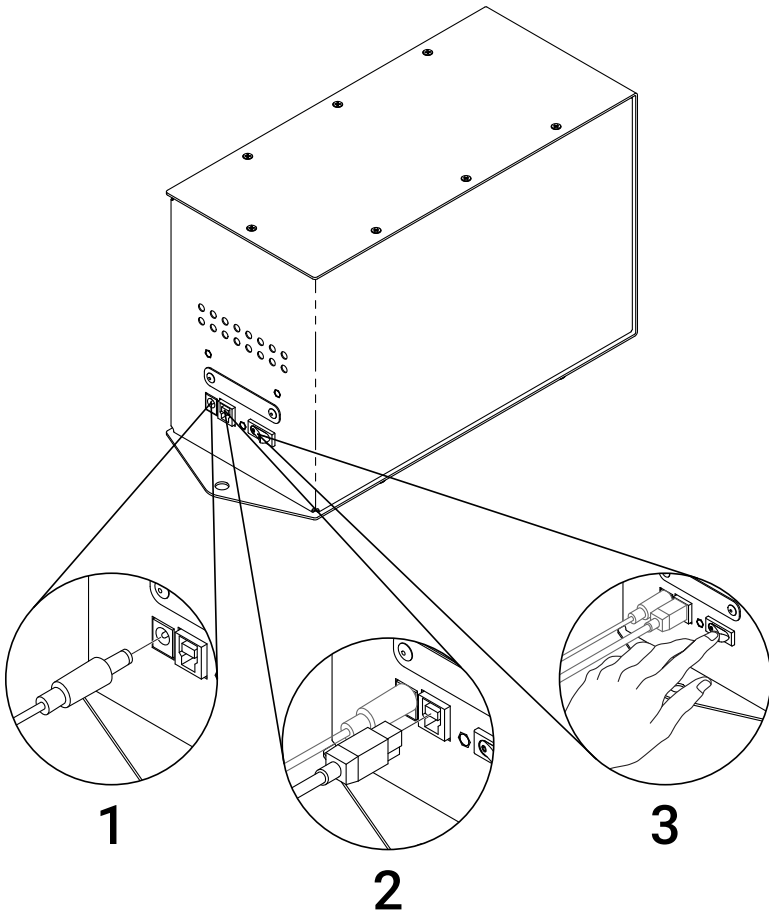
3. Disconnect the ioSafe Solo G3

Windows

Left click the **USB plug icon** with the checkmark on the Desktop task bar (see the image below) and select the Solo G3 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 Solo G3 and power it off.
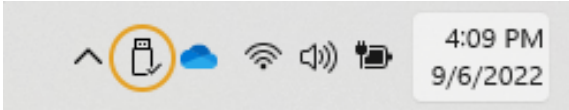
The USB Plug icon in the Windows 11 Desktop task bar.

macOS

1. Eject the Solo G3 before powering down the unit by dragging the Solo G3's icon to the **Trash**, or by selecting the Solo G3's icon and then pressing **Command + E** on your keyboard.
2. Power off the Solo G3.

4. 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 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