



# My Passport<sup>®</sup> Wireless Pro

Wi-Fi Hard Drive

User Manual



# 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.
- **Registration** — Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services** — Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base** — Search by keyword, phrase, or answer ID.
- **Installation** — Get online installation help for your WD product or software.
- **WD Community** — Share your thoughts and connect with other WD users.
- **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.

<b>North America</b>		<b>Europe (toll free)*</b>	00800 ASK4 WDEU (00800 27549338)
<b>English</b>	800.ASK.4WDC (800.275.4932)	<b>Europe</b>	+31 880062100
<b>Spanish</b>	800.832.4778	<b>Middle East</b>	+31 880062100
		<b>Africa</b>	+31 880062100
<b>Mexico</b>	001 8002754932	<b>Russia</b>	8 10 8002 335 5011
<b>South America</b>		<b>Asia Pacific</b>	
Chile	1230 020 5871	Australia	1800 429 861 / 0011 800 2275 4932
Columbia	009 800 83247788	China	800 820 6682 / 400 627 6682
Venezuela	0800 100 2855	Hong Kong	3057 9031
Peru	0800 54003	India	1800 200 5789 / 1800 419 5591
Uruguay	000 413 598 3787	Indonesia	001 803 852 3993
Argentina	0800 4440839	Japan	0800 805 7293
Brazil	0800 7704932 0021 800 83247788	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
Thailand	00 1800 852 5913
Other countries	+86 21 2603 7560

\* For a list of WD support numbers see <http://support.wdc.com/contact/contact.asp?lang=en>

## 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 Pro 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 Pro storage drive kit includes:

- 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	<a href="http://www.wdstore.com">www.wdstore.com</a>
Europe	<a href="http://www.wdstore.com.eu">www.wdstore.com.eu</a>
Australia	<a href="http://www.wdstore.com.au">www.wdstore.com.au</a>
Singapore	<a href="http://www.wdstore.com.sg">www.wdstore.com.sg</a>
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit <a href="http://support.wd.com">http://support.wd.com</a> 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 WD storage. This web-based guide is an interactive resource to walk users through installing and using their My Passport Wireless Pro 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

#### Mac OS X®

- El Capitan (Mac OS 10.11)
- Yosemite (Mac OS 10.10)
- Mountain Lion (Mac OS 10.8)
- Lion (Mac OS 10.7)

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

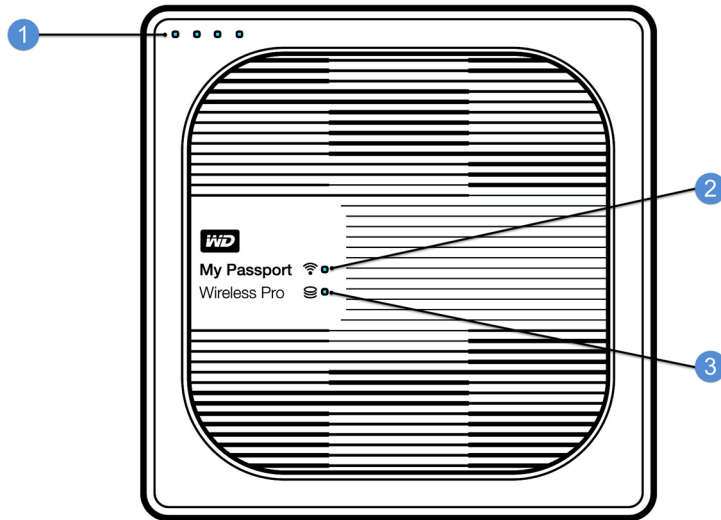
For highest performance and reliability, always install the latest software update.

### Web Browsers

- Internet Explorer 10.0 and later on supported Windows computers
- Safari 6.0 and later on supported Mac computers
- Firefox 30 and later on supported Windows and Mac computers
- Google Chrome 31 and later on supported Windows and Mac computers

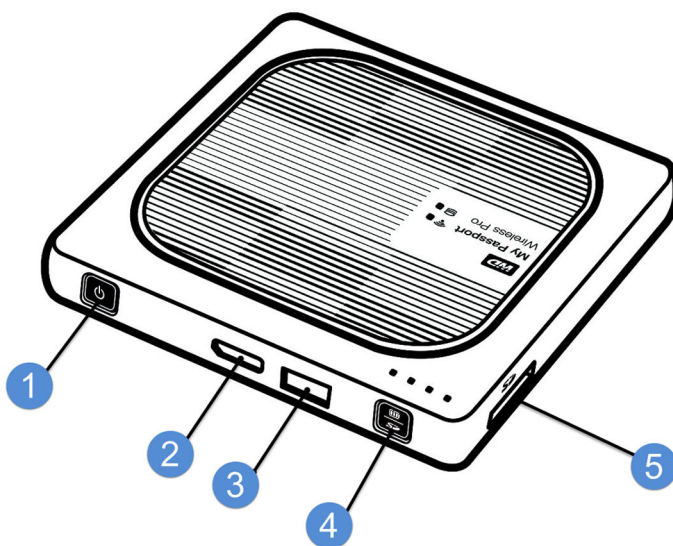
## Product Components

### My Passport Wireless Pro (Top View)



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

### My Passport Wireless Pro (Back View)



- 
- 1 Power button
-

- 2 USB 3.0 port (to connect to computer and for charging)
  - 3 USB 2.0 host port (for other USB devices)
  - 4 Battery Status, Wi-Fi Protected Setup (WPS), and SD Card backup
  - 5 SD Card port
-

## 2

## Understanding the LEDs and Buttons

This chapter includes the following topics:

[Power and Battery Status LED](#)

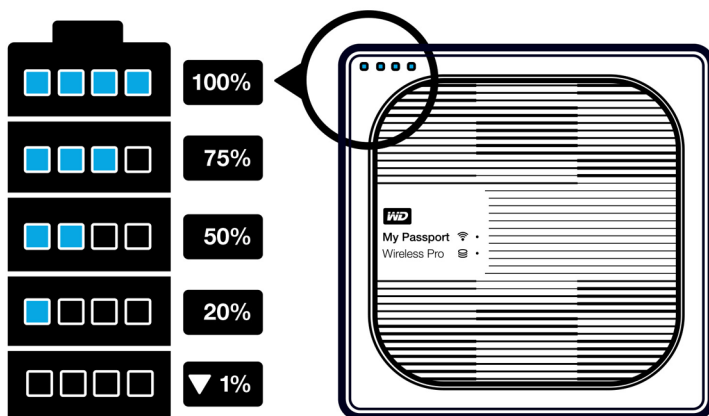
[Wi-Fi LED](#)

[Other LED Behavior](#)

[Buttons](#)

### Power and Battery Status LED

Your My Passport Wireless Pro 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 (solid)	1st	10-19%
Blue (fast-blinking)	1st	5-10%
None	-----	Below 5% (Device is off)
Blue (blinking for 5 seconds)	1st	The USB host port is unavailable due to low battery (less than 15%).
Off	----	Directly Attached to Storage (DAS): The device is directly

LED Behavior/Color	LED Lights On	Indicates...
		connected to a computer and not being charged.

## Wi-Fi LED

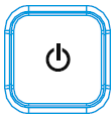

The Wi-Fi LED is off when you take the My Passport Wireless Pro drive out of the box.

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; File I/O in SD card/USB port syncing; Mounting USB storage; Scanning SD card

## Buttons

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

## 3

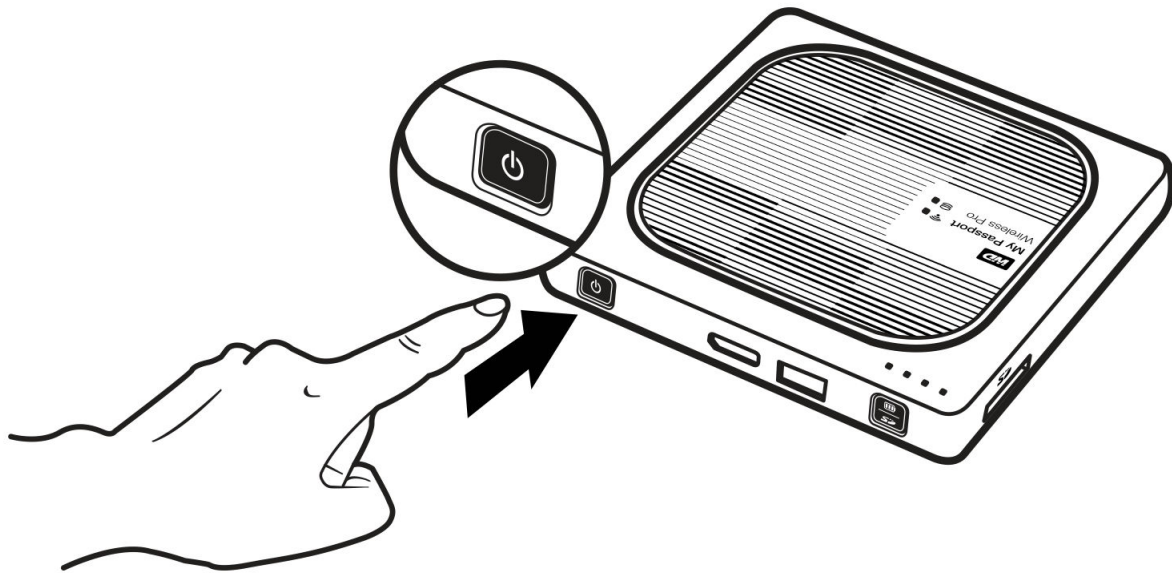
## Setting up the Wireless Drive

This chapter includes the following topics:

[Turning on the Drive](#)

[Setting up the Drive for the First Time](#)

### Turning on the Drive




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

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- To turn on your My Passport Wireless Pro 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 turns 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.

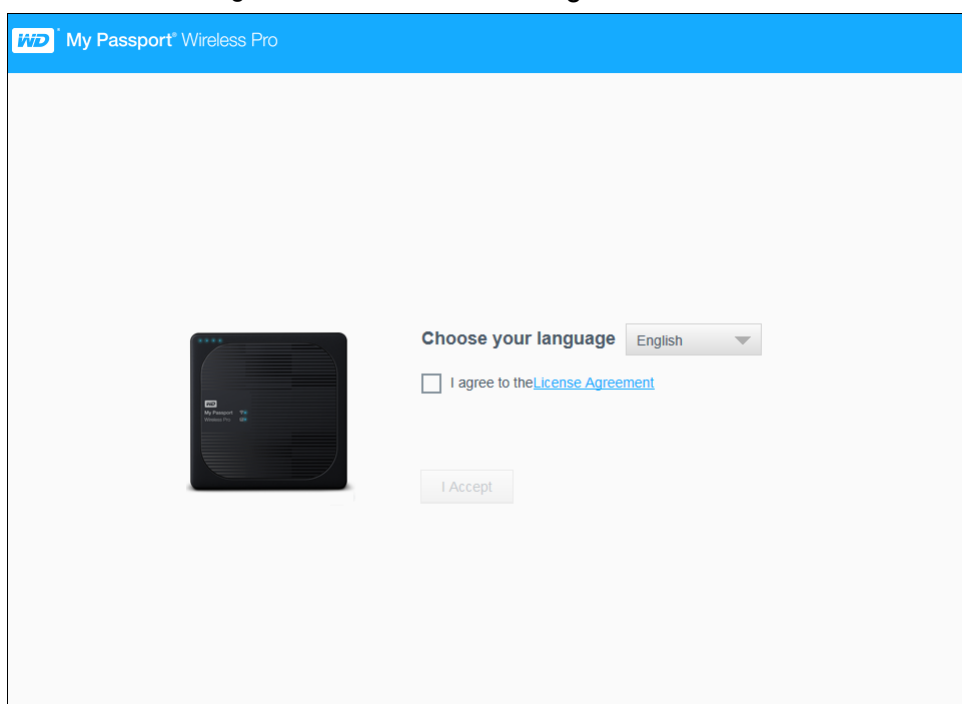
## Using a Computer and Web Browser

**Note:** Ensure that your computer is wireless enabled.

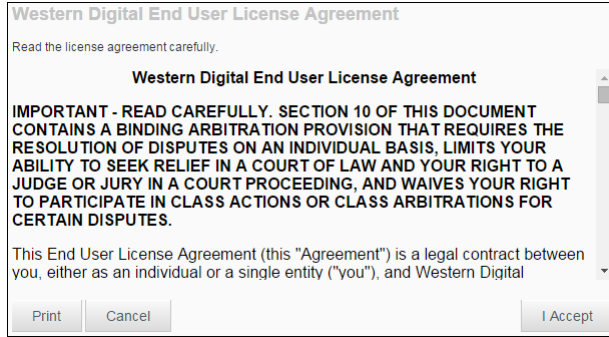
1. Ensure that the My Passport Wireless Pro drive is on and the Wi-Fi LED is lit.
2. Do one of the following:
  - In Windows, click the network icon in the notification area.
  - On a Mac, click System Preferences > Network > Wi-Fi
3. Select My Passport (2.4 GHz) -XXXX or My Passport (5 GHz) -XXXX from the Network list. Replace the XXXX with the last four characters of the MAC address from the label on the bottom of your My Passport Wireless Pro drive.  
The default password is printed on the Quick Install Guide and on the sticker on top of your My Passport Wireless Pro. If you can't locate the sticker or Quick Install Guide, the password is the last 8 characters of the serial number.
4. Open a browser and type one of the following:
 

**Note:** For a list of compatible browsers, see "System Requirements and Browsers".

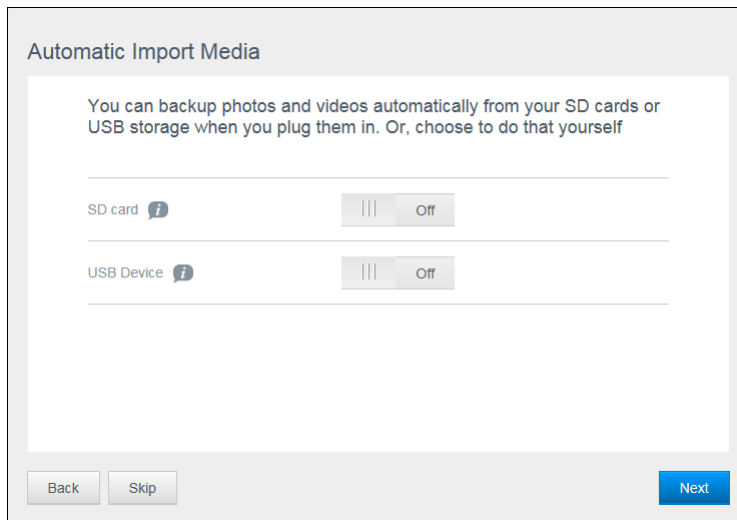
  - Windows computer: `http://mypassport`
  - Windows or Mac computer: `http://192.168.60.1` (the drive's default IP address)
  - Mac computer: `http://mypassport.local`
5. Click License Agreement on the Getting Started screen.



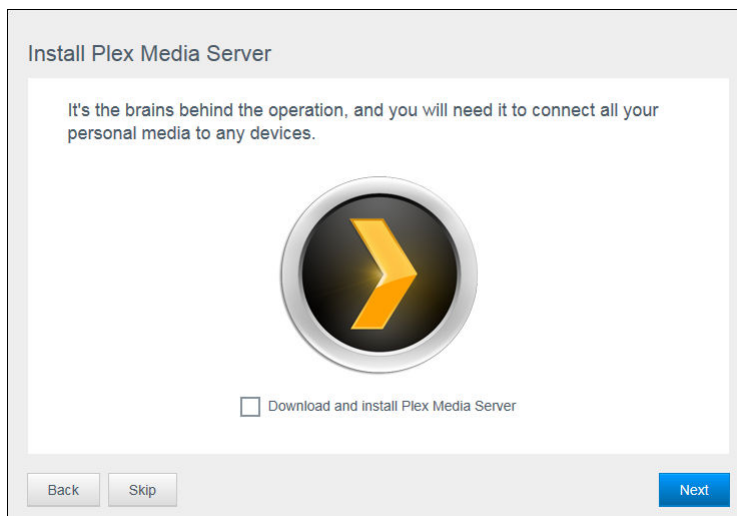
6. Read the agreement, then click **I Accept**.



7. Check the **I agree to the License Agreement** box and click **I Accept**.
8. Click one or both of the toggle buttons to **On** if you'd like to automatically copy the contents of an SD card or USB device when they are plugged in to the system.



9. Click **Next**.
10. The **Install Plex® Media Server** screen displays. (Optional) Check the **Download and Install Plex Media Server** box to install this feature. If you choose not to do this, click **Skip**.



11. Click **N e x t**.
12. Review the Enhance Your WD Experience screen, and click the toggle, if not already on, to automatically update your My Passport Wireless Pro software. To add a shortcut to your computer, check the Shortcut Download box. Click **N e x t**.

Enhance Your WD Experience

Update Software Automatically

Auto Update Firmware - Internet required  Off

Product Improvement Program  Off

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Add a shortcut to access the storage directly from your computer.

Shortcut Download

---

Register your Product

Registering your product helps register your warranty & sets you up to receive updates about your product.

First Name  Last Name  Email Address

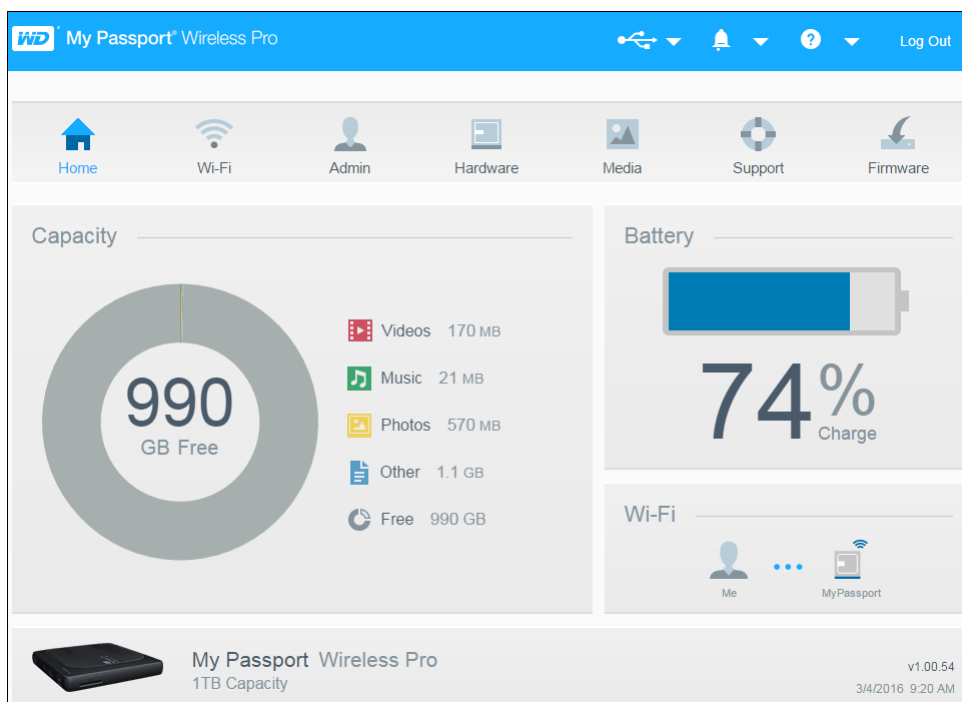
No network connection.

13. A That's It! screen displays, indicating you have successfully set up your My Passport Wireless Pro drive. Click **Fin is h**.

That's It!

You are all set to start Using the My Passport Wireless Pro.

14. When the My Passport Wireless Pro 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 or the Android App from the Google Play store.
2. On your mobile device, go to **Settings** and connect to the My Passport Wireless Pro 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 **Agree** 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 Pro**, then tap **Next** to display the **Secure Your Device** screen.
7. (Optional) Enter or change the Wi-Fi name of your My Passport Wireless Pro drive.
8. (Optional) If you want to assign or change a password, enter it in both password fields.
9. Tap **Save Changes**. The following page display:
10. On your mobile device, go to **Settings** and connect to the My Passport Wireless Pro 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 Pro** (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:

[Launching the Dashboard](#)

[The Dashboard Home Page](#)

[Information Icons](#)

[Navigation Icons](#)

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

Use the My Passport Wireless Pro 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.

### Launching the Dashboard

Once you connect the My Passport Wireless Pro 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

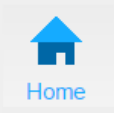

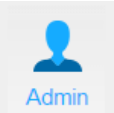

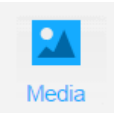
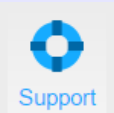
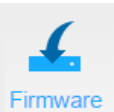
The Information Icons, at the top of the page, provide quick access to:

- Attached USB and SD 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.

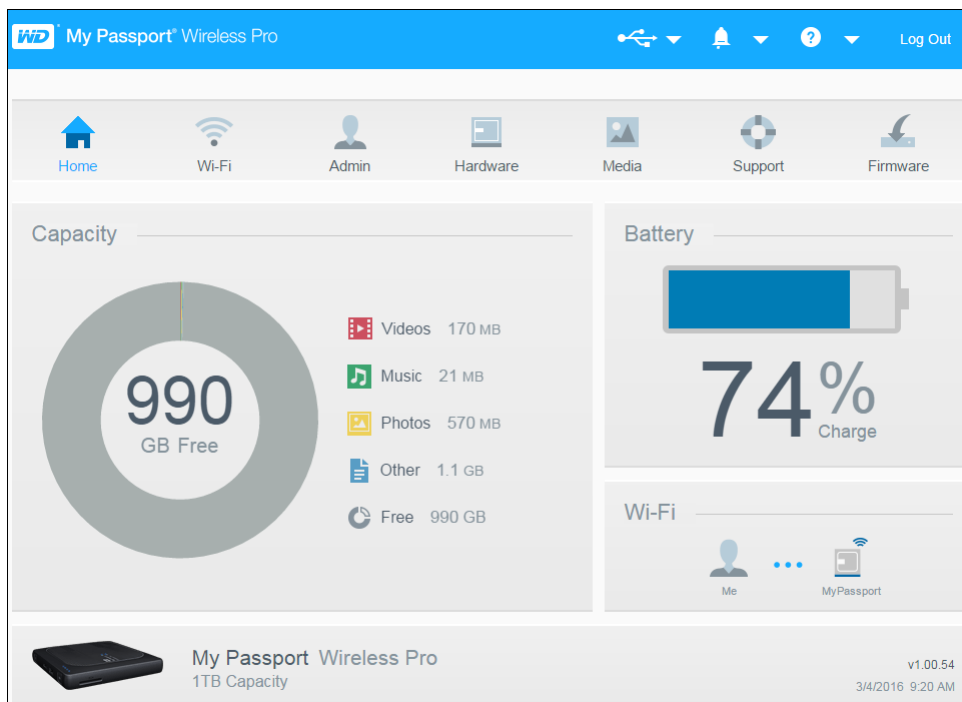
## Navigation Icons

The Navigation Icons provide access to the various features and settings of your My Passport Wireless Pro 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, USB device, or Plex media server.
	Support	Create system reports, test and diagnose device problems. you can also join the Product Improvement Program from this page.
	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: client device directly connected
- Hotspot: drive is sharing Wi-Fi with connected client device
- Home Network: both drive and client devices connected through home network

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

**Note :** The wireless link may drop under certain ESD circumstances. User intervention may be required to resume normal operation.

## Information

The Information panel identifies the My Passport Wireless Pro 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 Pro drive:

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

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

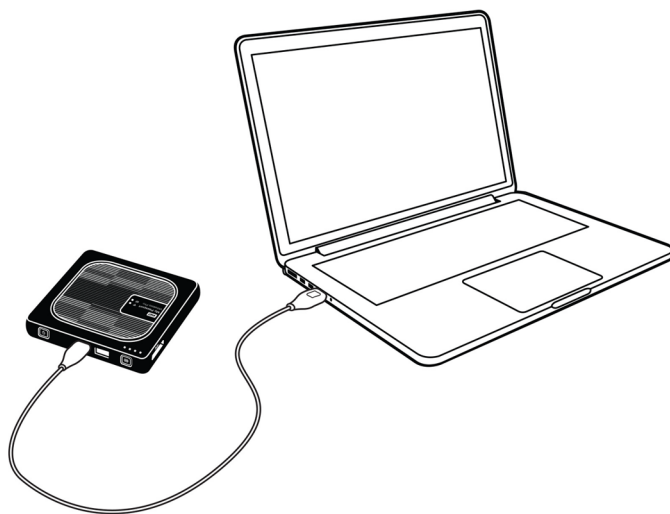


When you connect the wireless drive to your home's Wi-Fi network, all devices on your home network can access the content stored on your wireless drive.



- **USB Connection:** In USB Connection mode, you can connect your My Passport Wireless Pro 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 Pro drive.

1. Make sure the My Passport Wireless Pro drive is on and the Wi-Fi LED is lit.
2. Do one of the following:
  - In Windows, click the network icon in the notification area
  - On a Mac, click **System Preferences > Network > Wi-Fi**
3. Select **My Passport (2.4 GHz) -XXXX** or **My Passport (5 GHz) -XXXX** from the Network list. Replace the XXXX with the last four characters of the MAC address from the label on the bottom of your My Passport Wireless Pro drive. The

default password is printed on the Quick Install Guide and on the sticker on top of your My Passport Wireless Pro. If you can't locate the sticker or Quick Install Guide, the password is the last 8 characters of the serial number.

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)
- Mac computer: `http://mypassport.local`

5. Press Enter to display the My Passport Wireless Pro dashboard.

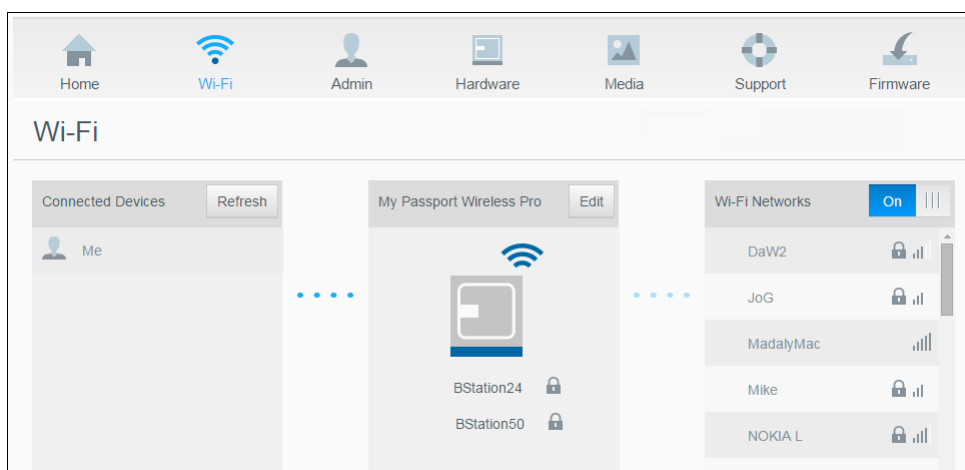
## Connecting to a Home Wi-Fi Network and the Internet

### Making the Home Wi-Fi Connection (Internet Access)

Use the following steps to access a Home 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.

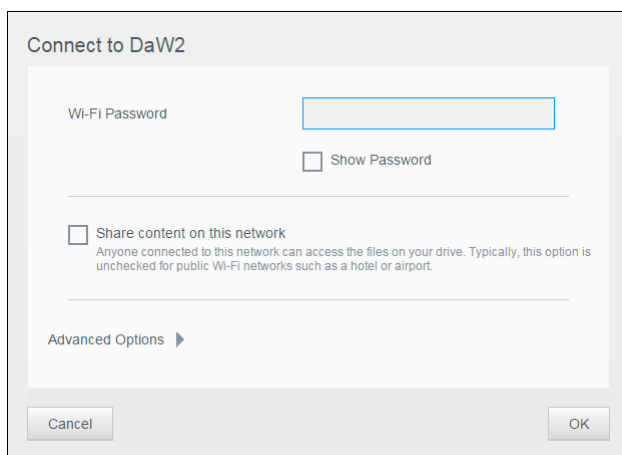
1. Ensure that your My Passport Wireless Pro device is connected to your network. (See Using a Web Browser to Connect Wirelessly.)
2. On the My Passport Wireless Pro dashboard, click Wi-Fi.
3. In the Wi-Fi Networks area, click the toggle button to ON.
4. Select a network from the Wi-Fi Networks list.



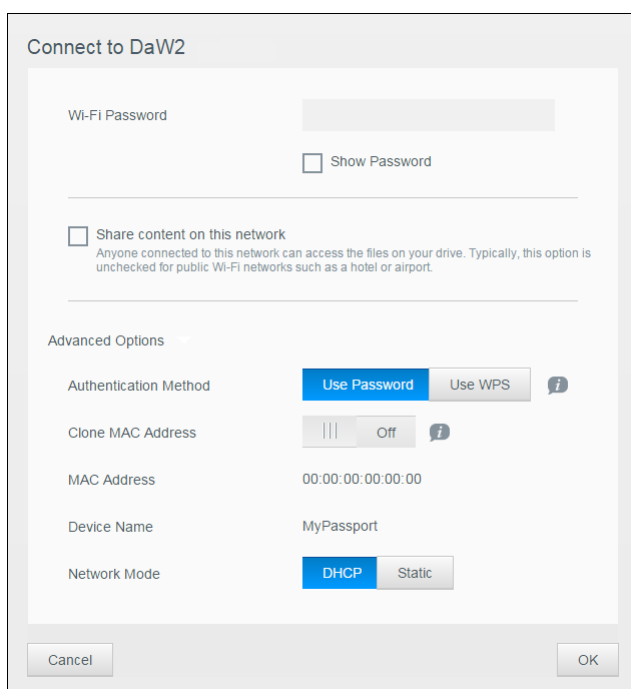
5. On the Connect to <Wi-Fi Network name> screen, enter the following information:

- **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.

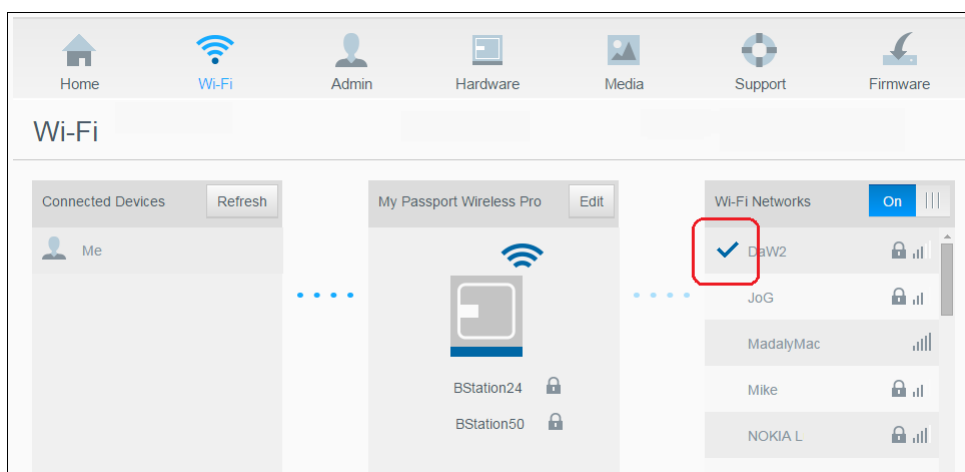


7. View or change the following settings, as necessary:

<b>Clone MAC Address</b>	<p><b>Note:</b> 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 <b>On</b> to copy the MAC address of the computer that are you using into the MAC address field on the My Passport Wireless Pro 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>
<b>MAC Address</b>	Identifies the unique identifier of the My Passport Wireless Pro drive's interface.
<b>Device Name</b>	Identifies the name of your My Passport Wireless Pro device. This name displays on the network as a storage device and as a content source for DLNA players.

<b>Network Mode</b>	<p>Select the <b>DHCP</b> or <b>Static</b> method of assigning the IP address of the My Passport Wireless Pro network.</p> <ul style="list-style-type: none"> <li>▪ If you select <b>DHCP</b>, an address is automatically assigned to the My Passport Wireless Pro drive.</li> <li>▪ If you select <b>Static</b>, you must assign an IP address to the My Passport Wireless Pro 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.)</li> </ul>
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**8. Click OK to save settings and connect to the Wi-Fi network.**



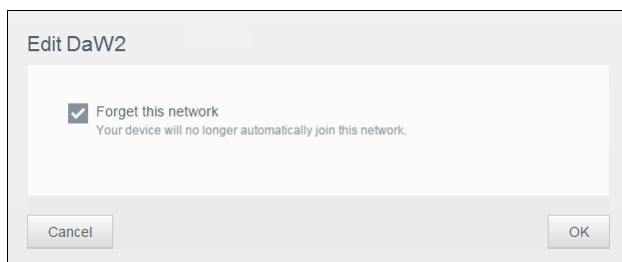
- If the network you joined has Internet connectivity, you now have Internet access.
- If other devices join the My Passport Wireless Pro drive's Wi-Fi network, they will also have Internet access and access to the drive's content.

**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 Pro 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.

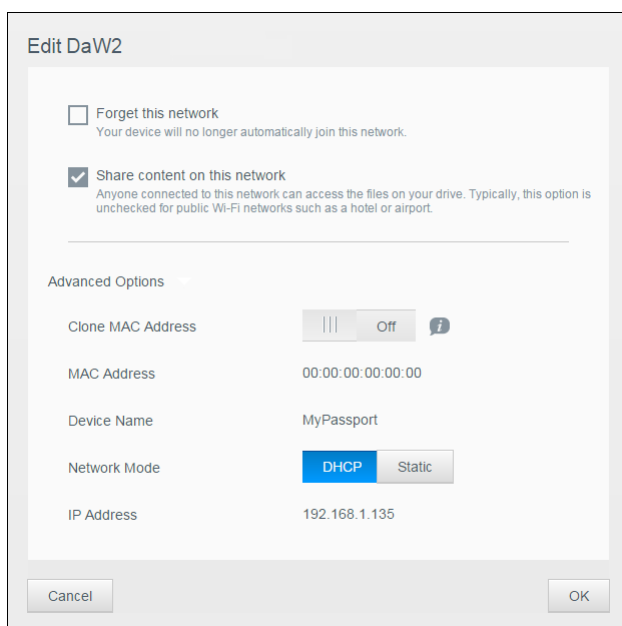
1. In the Wi-Fi Network area, click the name of the Wi-Fi network you'd like to forget.
2. Click the Forget this network check box and then OK. The My Passport Wireless Pro drive will no longer automatically reconnect to the selected network.



## 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 Pro drive's interface.
Device Name	Identifies the name of your My Passport Wireless Pro device. This name displays on the network as a storage device and as a content source for DLNA players.
Network Mode	Select the <b>DHCP</b> or <b>Static</b> method of assigning the IP address of the My Passport Wireless Pro network. <ul style="list-style-type: none"> <li>▪ If you select <b>DHCP</b>, an address is automatically assigned to the My Passport Wireless Pro drive.</li> <li>▪ If you select <b>Static</b>, you must assign an IP address to the My Passport Wireless Pro 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.)</li> </ul>
IP Address	IP address of your My Passport Wireless Pro 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 Pro dashboard, click **Wi-Fi**.
2. In the My Passport Wireless Pro 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 Pro device. The dialog contains three tabs:

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

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

### My Passport (2.4 GHz) Tab

The screenshot shows the 'Access Point Settings' dialog with the 'BStation24(2.4GHz) only' tab selected. The settings are as follows:

- Wi-Fi Name (2.4GHz): BStation24
- Broadcast Wi-Fi Name: On
- MAC Address: 00:00:00:00:00:00
- Security Type: WPA2 Personal
- Wi-Fi Channel: (Dropdown menu)
- Wi-Fi Password: (Masked with dots and an eye icon)

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

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 Pro device.

Field Name	Description
Security Type	Select the type of security to apply to the drive's Wi-Fi network: <ul style="list-style-type: none"> <li>Disabled (no security) is the default</li> <li>WPA2 Personal</li> <li>WPA/WPA2 Personal Mixed</li> <li>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.</li> <li>WPA/WPA2 mixed security mode provides better compatibility with older devices. However, for better performance and higher security, WPA2 security mode is highly recommended.</li> </ul>
Wi-Fi Channel	Accept the default ( <b>Auto</b> ) or select a channel from the drop-down list.

## My Passport (5 GHz) Tab

Access Point Settings

BStation24(2.4GHz) only   **BStation50(5GHz) only**   Advanced

Wi-Fi Name (5GHz)   BStation50

Broadcast Wi-Fi Name   **On** |||

MAC Address   00:00:00:00:00:00

Security Type   WPA2 Personal ▼

Wi-Fi Channel   ▼

Wi-Fi Password   ..... 👁

Cancel   Save

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 Pro device.
Security Type	Select the type of security to apply to the drive's Wi-Fi network: <ul style="list-style-type: none"> <li>Disabled (no security) is the default</li> <li>WPA2 Personal</li> </ul>
Wi-Fi Channel	Accept the default ( <b>Auto</b> ) or select a channel from the drop-down list.

## Advanced Tab

Access Point Settings

BStation24(2.4GHz) only    BStation50(5GHz) only    **Advanced**

Active Network ⓘ    Both ▼

IP Address    192.168.60.1

DHCP Service    On |||

WiFi Inactivity Shutoff ⓘ    5 mins ▼

Cancel    Save

Field Name	Description
Active Network	Select the network you would like to broadcast. Options include: <ul style="list-style-type: none"> <li>My Passport (2.4 GHz)</li> <li>My Passport (5 GHz)</li> <li>Both</li> </ul>
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 Pro network. The options are: <ul style="list-style-type: none"> <li><b>On</b>: This is the default.</li> <li><b>Off</b>: If selected, you must assign static addresses to devices on the drive's network.</li> </ul>
Wi-Fi 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 Pro 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 your 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 Pro 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 Pro 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 Pro drive.
  - **Mac :** In the left pane of the Finder window in the DEVICES section, double-click the My Passport Wireless Pro drive.
4. Drag and drop files from your computer to the My Passport Wireless Pro drive (or from your computer to the My Passport Wireless Pro 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 Pro drive or to the same wireless network as your My Passport Wireless Pro 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) > Storage**.

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 Pro 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. In the top right corner of the Public pane, tap the omni menu icon (three horizontal dots) and then tap **Add Photo**.
4. Tap **Camera Roll**.
5. Select your items.
6. In the bottom right corner of the dialog, tap the upload icon.

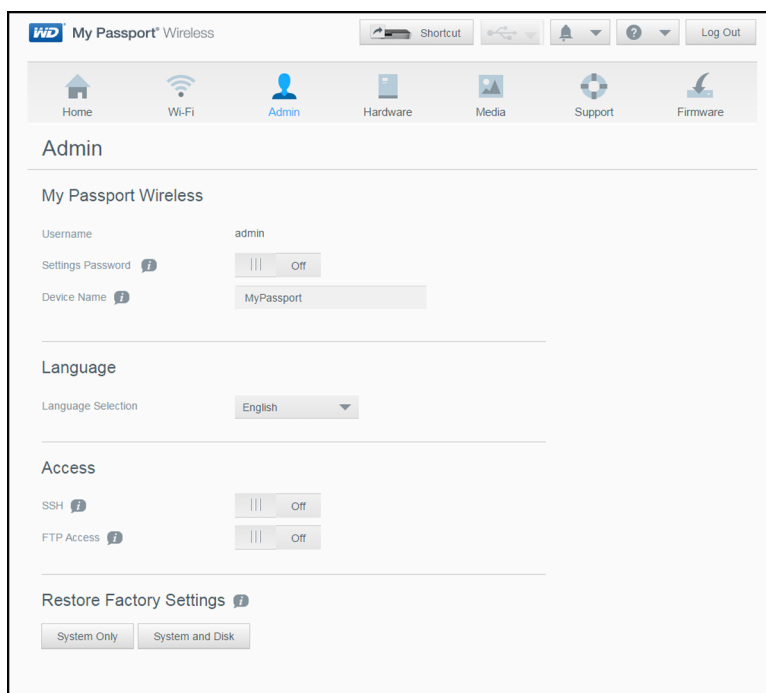
The files are uploaded to the My Passport Wireless Pro drive. Now you can delete them from your mobile device if you are trying to save space, or leave them on the mobile device for backup.

## 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 Pro 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 Pro 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 Pro 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 Pro 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 11737.

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

The 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.

## Backing up a PC

### Using WD Backup (Windows Only)

WD Backup software is an easy-to-use tool that gives you the power to protect your data automatically with automatic, continuous backup and the ability to retrieve lost files.

**Note :** Automatic backup protection is continuous as long as your My Passport Wireless Pro drive is connected to your computer by a USB connection. If you disconnect the drive from your computer, backup temporarily stops. Once you reconnect, the WD Backup software automatically scans your computer for new or changed files and resumes backup protection.

### Installing WD Backup Software

1. Access the online Learning Center Welcome page for the My Passport Wireless Pro: <http://www.wd.com/setup/mypassportwirelesspro>
2. Click **Go to Downloads** to display the Downloads page:
3. In the WD Backup box, click **Download**.
4. Access your downloaded files and extract the contents of the zip file to your computer.
5. Double-click the **WD Backup Setup** file.
6. Follow the online instructions to complete the installation.

### Max SMB Protocol

The Max SMB Protocol feature allows you to select the maximum Server Message Block (SMB) protocol you'd like to use for your device.

- Select the Max SMB Protocol from the pull-down menu.

### Viewing the Info/Online Help Topics

WD Backup software provides two kinds of Help:

- **Help icon**



- Each My Passport; page provides easy access to online help information to quickly guide you through your backup, retrieval, and settings tasks. Whenever you are uncertain about what to do, just click the info/online Help icon in the upper-right corner of any page.

## Camera Backups

Camera backups allow you to backup the data on your camera to the WD Cloud device. Once downloaded, users can navigate to the location where the camera data was saved to access the data, if they have access to that share.

### Backing Up Photos and Videos

Use the following steps to back up your camera to the WD Cloud device.

1. Ensure that your camera is connected to your WD Cloud device.
2. On the Navigation bar, click **Backups** to display the Backups screen.
3. Click **Camera Backups**, if not already selected.
4. Ensure that the Connected Camera(s) area identifies your camera.
5. In the Settings area, enter the following information to backup the data on your camera:

Automatic Transfer	Click the toggle button to automatically transfer data from your camera to the WD Cloud device.
Transfer Mode	Select how you'd like the camera data to be transferred. Options are:  <b>C o p y</b> : Copies the information from your camera to the WD Cloud device. This will leave the original data on your camera.  <b>M o v e</b> : Moves the files on your camera to the WD Cloud device, removing the files from your camera.
Folder Options	Select this option to identify a destination for the transferred camera files.  On the Camera Folder Options screen:  <b>T r a n s f e r F o l d e r</b> : Click <b>B r o w s e</b> to enter the location on your device where you'd like to transfer your data, then click <b>O K</b> .  <b>F o l d e r N a m e</b> : Select a Folder Name type from the pull-down menu.  If you select Custom Folder Name, enter a folder name in the Enter Folder Name field.  Click <b>S a v e</b> .

6. In the Transfer File(s) field, click **Copy/Move Now** to begin the file transfer, if Automatic Transfer is off.
7. Once complete, the Status field indicates that the backup is complete for the connected device and the day, date, and time of the completed download.

## 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 Imported from a USB Drive](#)
- [Viewing Content on an SD Card](#)
- [Viewing Content on a USB Drive](#)

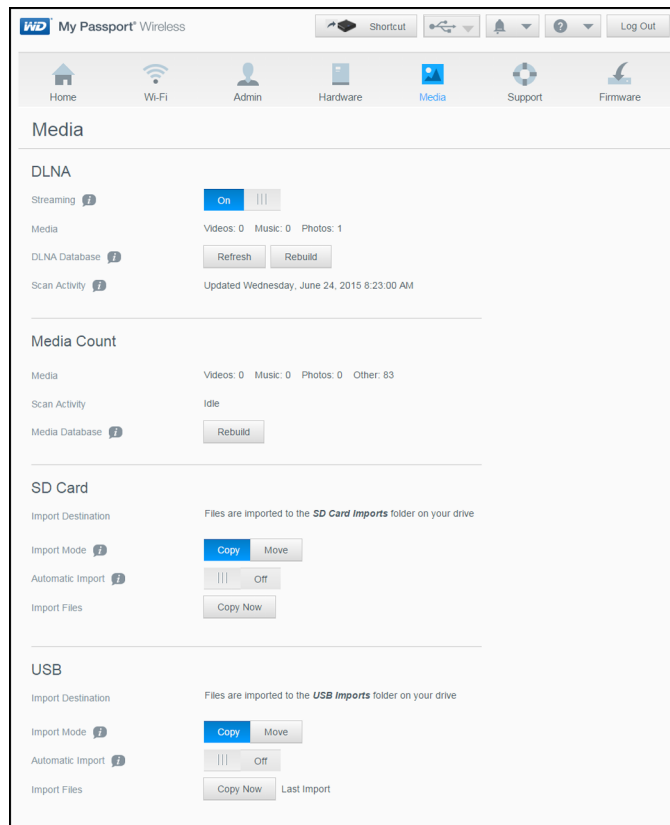
An SD Card (Secure Digital Card) is an ultra small flash memory card designed to provide high-capacity memory in a small size. SD cards are used in many small portable devices such as digital video camcorders, digital cameras, handheld computers, audio players and mobile phones. Because your My Passport 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 **M e d i a** 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.
  - **M o v e** : This option moves your files from your SD Card to your My Passport Wireless Pro drive.
 

**C a u t i o n :** When you move the files, they are removed from the SD card.
  - **C o p y** : This option copies the content of your SD Card to your My Passport Wireless Pro drive.
4. In the Import Files field, click either **C o p y N o w** or **M o v e N o w** , 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 **M e d i a** 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
  - **M o v e** : This option moves your files from your SD Card to your My Passport Wireless Pro drive.
 

**C a u t i o n :** When you move the files, they are removed from the SD card.
  - **C o p y** : 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 Pro 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 Imported from a USB Drive

**Note:** Besides using the computer to check the files from a USB drive, 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 Pro 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 > USB Imports.
  - For a Mac computer, in the left pane of the Finder window in the SHARED section, double-click MYPASSPORT > Public > USB 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.

## Viewing Content on a USB Drive

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

## 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 Pro 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 Plex or DLNA media server. It streams photos, music, and videos to your Plex- or DLNA-compatible devices so you can play media on a compatible device easily. Plex- or 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 Pro 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 Pro drive can stream media to it. Visit <http://www.dlna.org> for further information about DLNA. For more information about the Plex server, please visit <http://www.plex.tv>

### 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 Pro drive, and see a count of the photo, video, and music files on the drive.

- To display the Media page, click **M e d i a** on the Navigation bar.

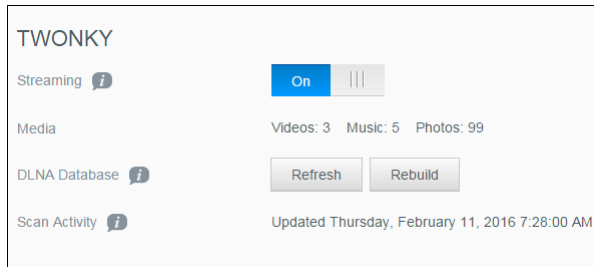
### Using the Drive with Plex Media Server

The My Passport Wireless Pro drive can be used with Plex Media Server for streaming media to your computer, TV or various devices in your home.

- 1. Connect your My Passport Wireless Pro to the Internet.**
- 2. Download and install Plex media server using the Media button on the Web user interface.**
- 3. Click C o n f i g u r e to sign in to your Plex account.**

#### 4. For support issues, please visit <http://support.plex.tv>

## Twonky® Server

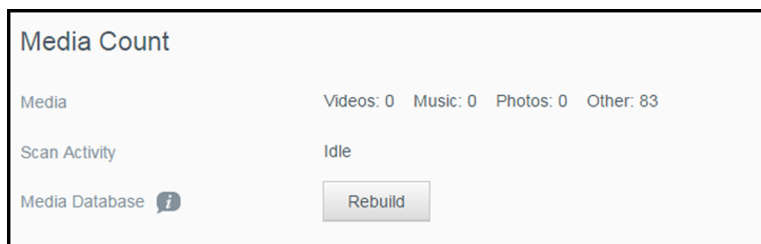


The TWONKY section of the page allows you to enable or disable media streaming and rebuild the DLNA data base. The drive automatically refreshes and rebuilds the DLNA database; however, you can do so manually if you suspect that your database is corrupted.

#### 1. In the TWONKY 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"> <li>To enable / disable the media streaming, click the toggle button.</li> </ul>
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"> <li><b>Refresh</b> : Searches for changes made to your media libraries.</li> <li><b>Rebuild</b> : 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.</li> </ul>
Scan Activity	Identifies when the last 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 Pro drive. The status is helpful if you are copying files to the drive, allowing you to see the total number of files transferred.

#### 1. 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 Pro 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 Pro drive or to your home network for access to media content stored in the My Passport Wireless Pro 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 Pro 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 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 Pro 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 Pro 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

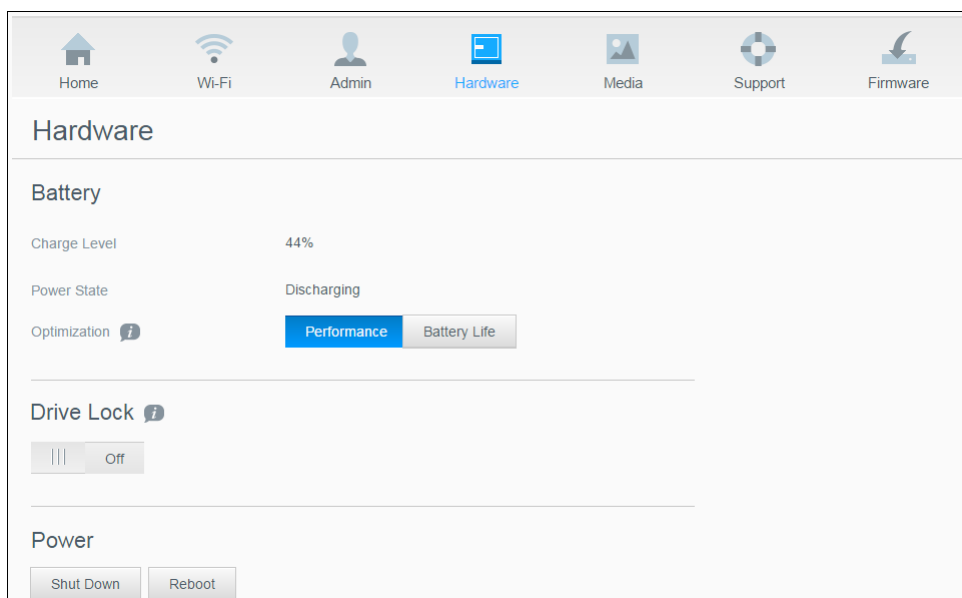
This chapter includes the following topics:

- [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.

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



- 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**: The system will go into low-power mode by slowing down processor speed and turning off one of the Wi-Fi networks. 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 Pro 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.

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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. The number of LEDs indicate the amount of battery charge. When all four Battery Status LEDs are 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 **C h a r g i n g** .

## Viewing Battery Status When Drive is Off

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

## 10

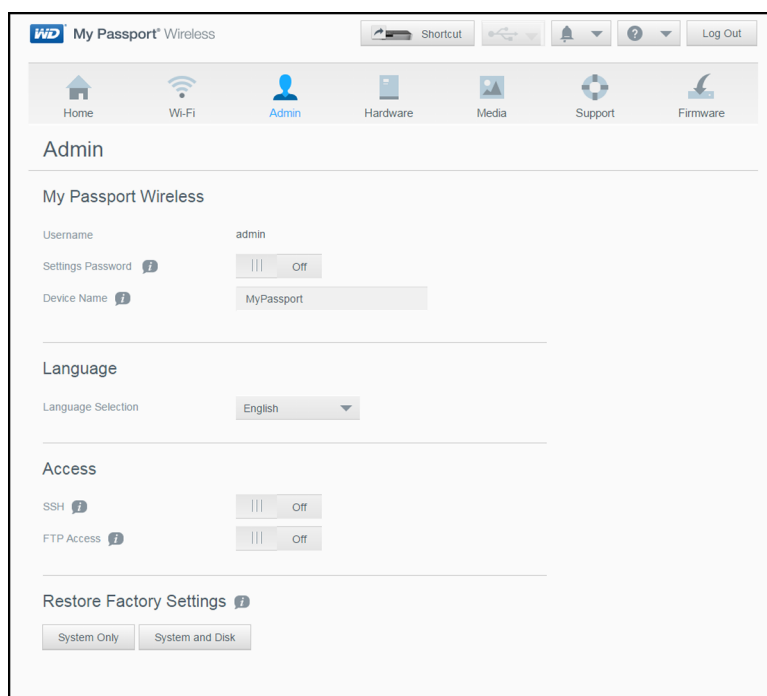
# Performing Administrative Functions

This chapter includes the following topics:

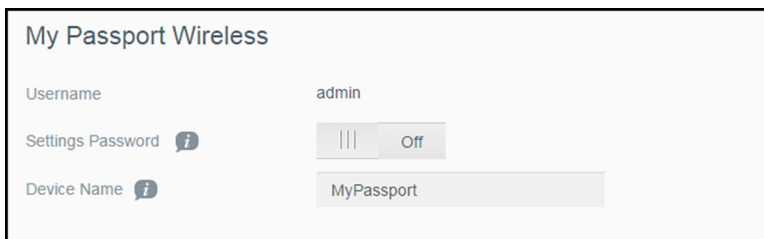
- [Changing the Password and Device Name](#)
- [Changing the Language](#)
- [Specifying Types of Access](#)
- [Locking the Drive](#)
- [Rebooting and Shutting Down the Drive](#)
- [Save a Shortcut to My Passport Wireless Pro](#)

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.



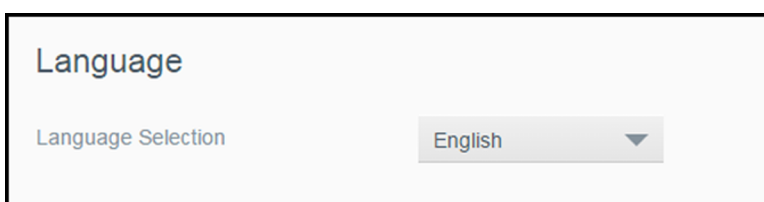
## Changing the Password and Device Name



1. 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 <b>Admin</b> .
Settings Password	To set or change a password for accessing the dashboard: <ul style="list-style-type: none"> <li>To set a password, click the toggle button to <b>On</b>.</li> <li>Enter a password in New Password and Confirm Password.</li> <li>Click the Show Password checkbox to see the password you're entering.</li> <li>Click <b>Save</b>.</li> </ul>
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



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

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**SSH** 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.

**Warning :** Do not use this option unless you have knowledge and experience using SSH.

**Warning :** Please note that modifying or attempting to modify this device outside the normal operation of the product voids your WD warranty.

- 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**.

**Note :** The SSH login User Name is root and the default password is welc0me (number 0, not letter O)

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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"><li>▪ To enable FTP Access, click the toggle button to <b>On</b>. See "Using a Compatible Wireless Camera."</li></ul>
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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 Passport Wireless Pro drive, click **Shut Down**.
  - To reboot the drive, click **Reboot**.

## Save a Shortcut to My Passport Wireless Pro

1. Click **Save** to save a shortcut to the device on your desktop.

# 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

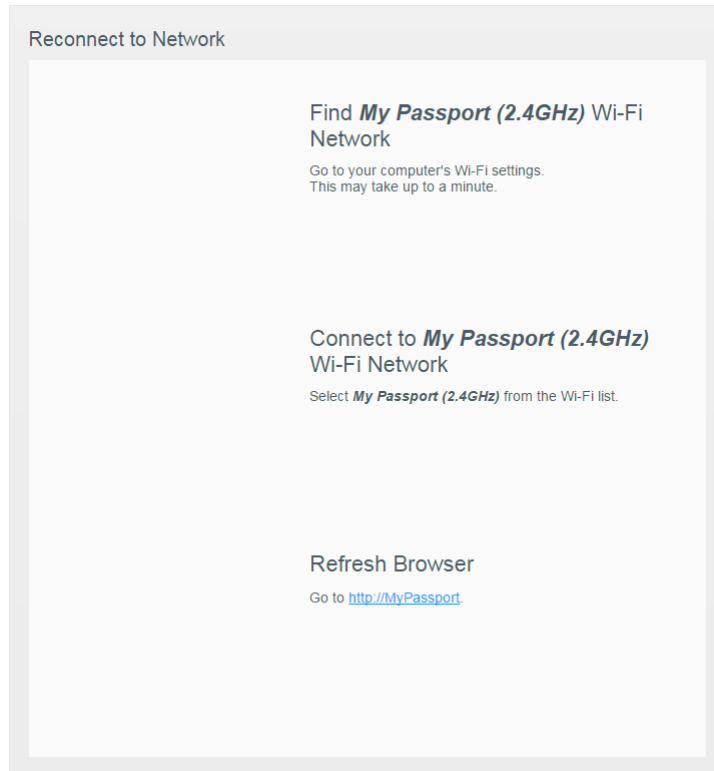
1. Click the Admin icon on the navigation bar to display the Admin screen

The screenshot shows the Admin interface for a My Passport Wireless Pro drive. At the top, there is a navigation bar with icons for Home, Wi-Fi, Admin (selected), Hardware, Media, Support, and Firmware. Below the navigation bar, the page title is "Admin". The main content area is titled "My Passport Wireless Pro" and contains several sections:

- Username:** admin
- Settings Password:** Off
- Device Name:** MyPassport
- Language:** English (selected in a dropdown menu)
- Access:** SSH Off, FTP Access Off
- Restore Factory Settings:** System Only, System and Disk
- Save a Shortcut to My Passport Wireless Pro:** Save

**Warning :** Interrupting the factory restore process may damage the My Passport Wireless Pro 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. 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.

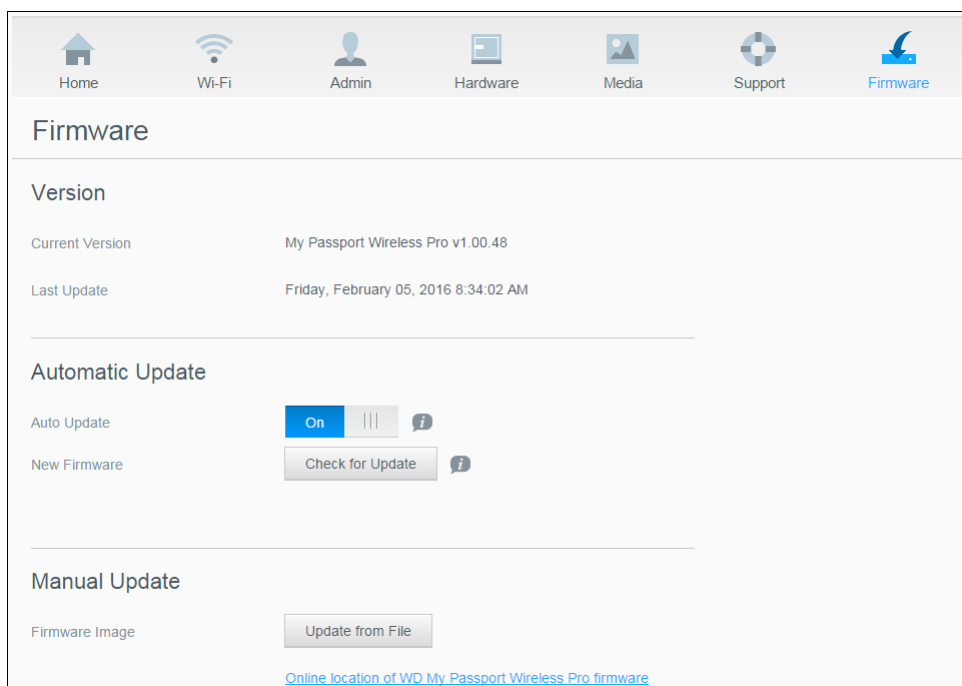
The current version and last update display in the Version section of the Firmware page.

**Warning :** Do not power off your drive during 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 Pro 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:

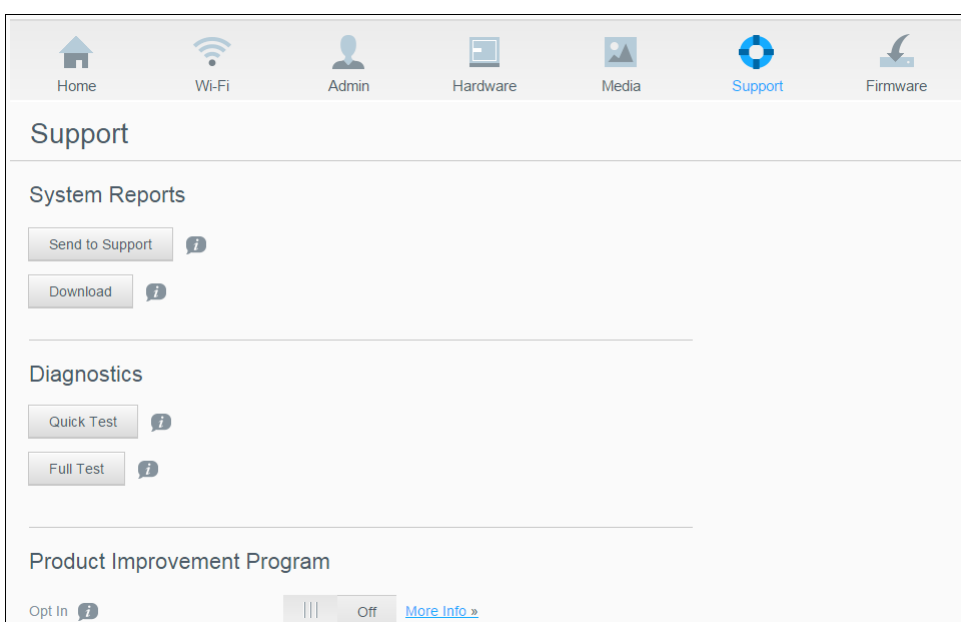
[System Reports](#)

[Diagnostics](#)

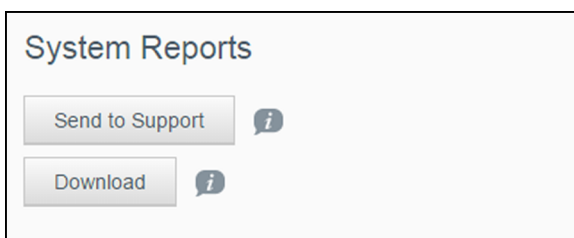
[Product Improvement Program](#)

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.

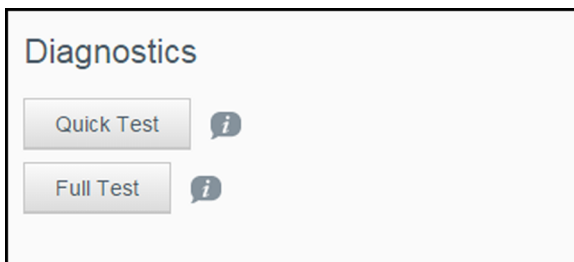
Click one of the following:

- **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

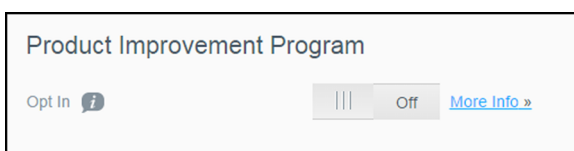


Run diagnostic tests if you are having problems with your drive. There are two types of diagnostic tests:

- **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.

Once the drive has powered up completely and the Wi-Fi LED turns blue, enter the default Wi-Fi password, which is the last 8 characters of the serial number. The serial number of your My Passport Wireless Pro is printed on the product label located on the bottom of the device.

### 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 2.4 GHz band. The interference may come from Wi-Fi devices, microwaves, or other wireless appliances. Try to use the 5 GHz band for better performance. 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 Storage 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 **P o w e r** 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 Wireless AC (1x1) built-in, make sure the wireless network or device you are connecting to supports Wireless AC (1x1).
- 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. Try to use the 5 GHz band for better performance.
- You may be using clients or networks without a Wireless-AC (1x1) 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

Drive Capacity	2 TB, 3 TB
Battery Capacity	6400mAh
Wi-Fi protocol	<ul style="list-style-type: none"> <li>Compliant with: 11n 1Tx1R: 802.11g/n (20M/40M) and 11ac 1Tx1R: 802.11a/n/ac (20M, 40M, 80M), Dual-Band/Dual AP</li> </ul>
Supported protocols	SMB, AFP, UPnP, FTP
Interface	<ul style="list-style-type: none"> <li>USB 3.0 up to 5 Gb/s*</li> <li>USB 2.0 up to 480 MB/s</li> <li>USB 3.0 up to 5 Gb/s*</li> <li>SD 2.0 up to 25 MB/s</li> <li>SD 3.0 up to 60 MB/s</li> </ul> <p>*A USB 3.0 host and USB 3.0 certified cable are required to obtain USB 3.0 performance.</p>
<b>Compatibility</b> <b>Note:</b> Compatibility may vary depending on user's hardware configuration and operating system.	<b>Operating systems:</b> <ul style="list-style-type: none"> <li>Windows 10</li> <li>Windows 8</li> <li>Windows 7</li> <li>El Capitan (Mac OS 10.11)</li> <li>Yosemite (Mac OS 10.10)</li> <li>Mountain Lion (Mac OS 10.8)</li> <li>Lion (Mac OS 10.7)</li> </ul> <b>Browsers:</b> <ul style="list-style-type: none"> <li>Internet Explorer 8.0 and later on supported Windows computers</li> <li>Safari 6.0 and later on supported Mac computers</li> <li>Firefox 29 and later on supported Windows and Mac computers</li> <li>Google Chrome 31 and later on supported Windows and Mac computers</li> </ul> <b>DLNA®/UPnP® devices for streaming Internet connection</b>
Physical dimensions	
Width	126.0 mm
Length	126.0 mm
Height	24.0 mm
Weight	446g
Power Supply	<ul style="list-style-type: none"> <li><b>AC input voltage (AC adapter):</b> Input voltage: 90V to 260 VAC</li> <li><b>AC input frequency:</b> Input frequency: 47 to 63 Hz</li> </ul>
Temperature	<ul style="list-style-type: none"> <li><b>Operating temperature:</b> 0°C to 35°C (32°F to 95°F)</li> </ul>

	<ul style="list-style-type: none"> <li>▪ <b>Non-operating temperature</b> : -20°C to 60°C (-4.0°F to 140°F)</li> </ul>
<b>Humidity</b>	<ul style="list-style-type: none"> <li>▪ <b>Operating humidity</b>: 10%-80% (non-condensing)</li> <li>▪ <b>Non-operating humidity</b>: 5%-90%</li> </ul>
<b>Altitude</b>	Up to 10,000 MSL
<b>Drive format</b>	exFAT
<b>RoHs compliant</b>	Yes

## B

## Compatible Media Formats

### DLNA Media Server

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

**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

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

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



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 instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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: The product comply with the FCC portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

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

## Korea

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음  
 Body SAR statement (若 POWER 過大有加測 SAR 才需要放) 韓文就可以了, 1. 무선 기기에 대한 노출 기준은 전자파 인체 흡수율 또는 SAR이라고 알려진 측정 단위를 사용합니다. RRA 에서 정한 SAR 한도는 1.6W/kg입니다. 2. RF 노출 요구사항을 준수하기 위해 신체에 착용한 상태로 실행 시 사용자의 신체와 안테나를 포함한 기기 간에는 최소 이격 거리인 1.5cm가 유지되어야 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 無線儲存硬碟 E6B

商品名稱 無線儲存硬碟 型號 E6B 額定輸入 電壓 5 伏特, 電流 2.4 安培 額定輸出 電壓 5 伏特, 電流 1.5 安培 製造年份 參考產品底部序號標籤 製造號碼 參考產品底部序號標籤 生產國別參照產品本體標示 產品功能參考使用手冊或外包 使用方法參考使用手冊 進口商/委製商台灣威騰電子股份有限公司 進口商/委製商地址臺北市松山區敦化北路 205 號 14 樓 ( 1402 室 ) 進口商/委製商電話 02-27174775

- (a) 不得拆解、開啟或撕裂二次單電池或電池組。
- (b) 不得使單電池或電池組曝露於熱或火源。避免存放在陽光直射處。
- (c) 不得將單電池或電池組短路。勿將單電池或電池組存放於箱中或抽屜中，以避免可能在其內部發生相互短路或由導電性材料所造成之短路。
- (d) 未使用前，勿將單電池或電池組從原包裝中取出。
- (e) 不得使單電池或電池組接受機械性衝擊。
- (f) 當單電池發生洩漏時，不得使液態電解質接觸皮膚或眼睛。若不慎接觸時，以大量清水沖洗患部並尋求醫療協助。
- (g) 不得使用任何非指定搭配設備使用之充電器
- (h) 為確保正確使用，務必留意單電池、電池組及設備所標示之正 (+)、負 (-) 極性。
- (i) 不得使用任何非設計搭配設備使用之單電池或電池組。
- (j) 不得將設備中之單電池，以不同廠牌、電容量、大小或型式者混搭使用。
- (k) 孩童使用電池時宜有成人從旁監督。
- (l) 若不俱吞食單電池或電池組時，應立尋求醫療協助。
- (m) 務必選購由設備製造商建議使用之電池組。
- (n) 使單電池及電池組保持潔淨與乾燥。
- (o) 當單電池或電池組之端子不潔時，以清潔之乾布擦拭。
- (p) 二次單電池及電池組需於使用前充電。務必使用正確之充電器並依電池製造商所提供之說明書或設備之使用手冊，以正確之程序進行充電。
- (q) 當不使用時，勿使電池組長時間處於充電狀態。
- (r) 經長時間存放後，可能需對單電池或電池組進行數次充、放電，以達其最大效能。
- (s) 妥善保存單電池及電池組隨附之原始資料，以備日後參考。
- (t) 僅使用適用於預期用途之單電池或電池組。

(u) 若有可能，在設備不使用時將電池取出。

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