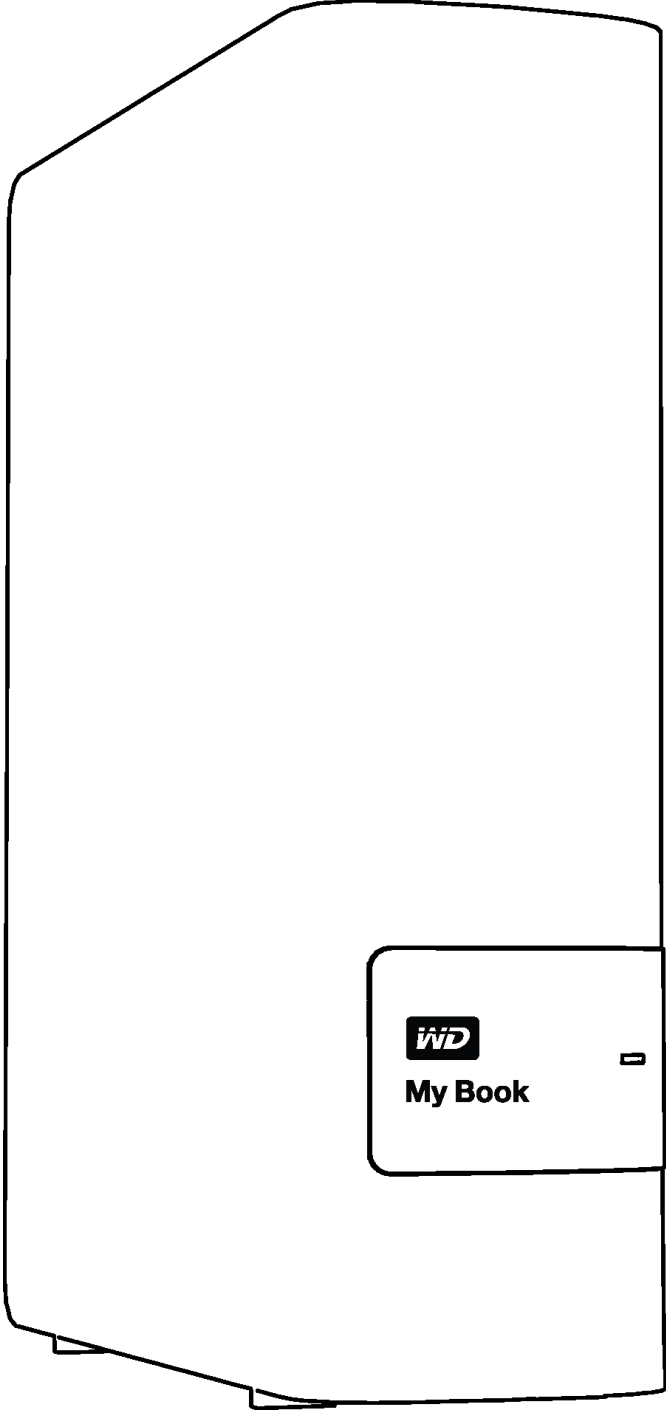


# My Book™

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.wdc.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.wdc.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.

### 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>Mexico</b>	001 8002754932	<b>Africa</b>	+31 880062100
		<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
Colombia	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	Korea	02 2120 3415
	0021 800 83247788	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

\* Toll free number available in the following countries: Austria, Belgium, Czech Republic, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Poland, Slovakia, Spain, Sweden, Switzerland, United Kingdom.

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# 1

## About Your WD Drive

This introductory chapter includes the following topics:

- Kit Contents
- Optional Accessories
- Operating System Compatibility
- Disk Drive Format
- As shown in Figure 2, the My Book drive has:
- Registering Your Drive
- Handling Precautions

### Kit Contents

As shown in Figure 1, your My Book drive kit includes the following:

- My Book drive, with the WD Backup, WD Drive Utilities™, and WD Security™ software
- USB 3.0 cable
- AC adapter
- Quick Install Guide

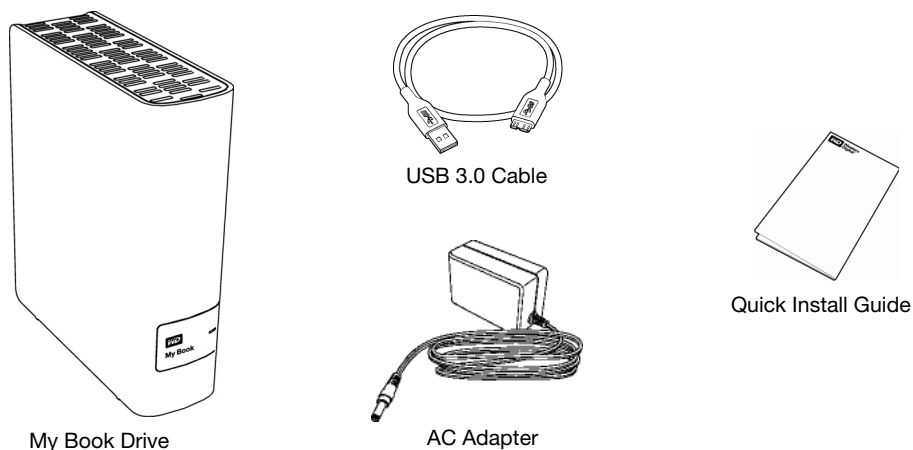


Figure 1. My Book Drive Kit Components

### Optional Accessories

For information about optional accessories for WD products, visit:

US	<a href="http://www.wdstore.com">www.wdstore.com</a>
Canada	<a href="http://www.wdstore.ca">www.wdstore.ca</a>
Europe	<a href="http://www.wdstore.eu">www.wdstore.eu</a>
Australia	<a href="http://www.wdstore.com.au">www.wdstore.com.au</a>
Singapore	<a href="http://www.wdstore.sg">www.wdstore.sg</a>
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit <a href="http://support.wdc.com/contact">http://support.wdc.com/contact</a> and see Knowledge Base Answer ID 1048.

## Operating System Compatibility

Your My Book drive and the WD Drive Utilities and WD Security software are compatible with the following operating systems:

### Windows

- Windows 7®
- Windows 8
- Windows 8.1
- Windows 10

### Mac OS X

- Mountain Lion
- Mavericks
- Yosemite
- El Capitan

The WD Backup software is compatible with the following operating systems:

- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). For Windows computers, go to the **Start** menu and select **Windows Update**. For Mac computers, go to the **Apple** menu and select **Software Update** or **App Store**.

## Disk Drive Format

Your My Book drive is formatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you want to use the drive with a Mac computer, see “Reformatting the Drive” on page 35 and “Troubleshooting” on page 39.

## Physical Description

As shown in Figure 2, the My Book drive has:

- A power/activity LED indicator on the front
- The power connector, interface port, and a security slot on the back

## Power/Activity LED

The power/activity LED shows the drive’s power state as follows:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby

## USB 3.0 Interface

USB 3.0 supports data transfer rates up to 5 Gb/s. USB 3.0 is backward compatible with USB 2.0. Connection to a USB 2.0 port transfers data at the port speed—up to 480 Mb/s

## Kensington® Security Slot

For drive security, the Kensington security slot accepts a standard Kensington security cable (sold separately). For more information about the Kensington security slot and available products, visit [www.kensington.com](http://www.kensington.com).

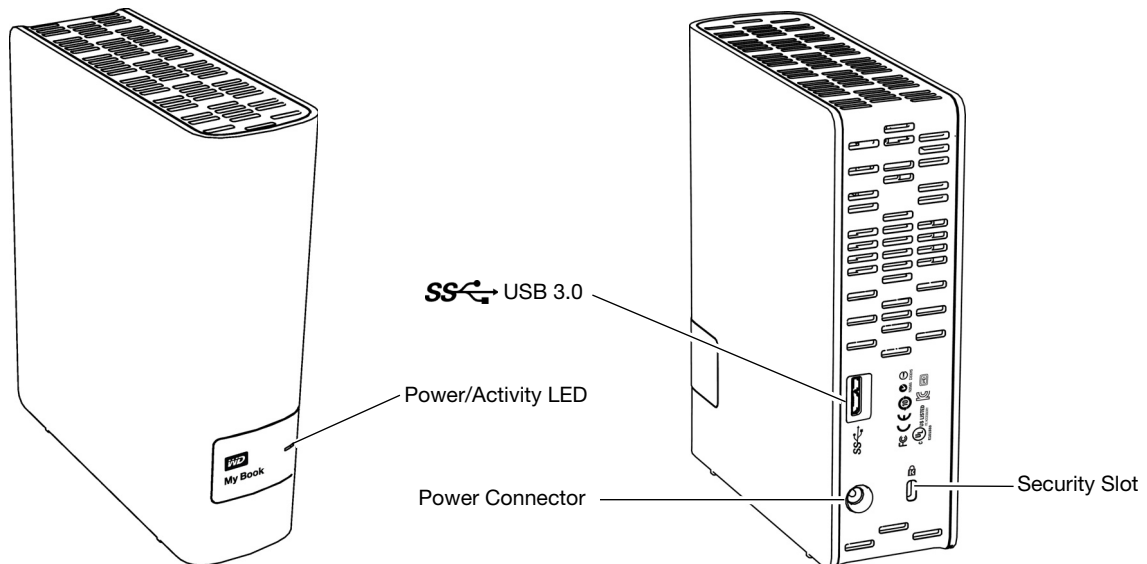


Figure 2. My Book Drive

## Registering Your Drive

Always register your My Book drive to get the latest updates and special offers. You can easily register your drive using the WD Drive Utilities software, as described in “Registering the Drive” on page 27. Another way is to register online at <http://register.wd.com>.

## Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. 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 use this product as a portable drive.
- To allow proper ventilation, do not block any of the drive enclosure’s air slots.

## 2

## Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive and installing the WD software on your computer. It includes the following topics:

- Connecting the Drive
- Getting Started with the WD Software

### Connecting the Drive

1. Turn on your computer.
2. Connect the drive to your computer as shown in Figure 3.
3. Verify that the drive appears in your computer's file management utility listing.
4. If a Found New Hardware screen appears, click **Cancel** to close it. The WD software installs the proper driver for your drive.

Your drive is now ready to use as an external storage device. You can enhance its capabilities by installing the WD software that is on the drive:

- WD Backup
- WD Security
- WD Drive Utilities
- WD Quick View

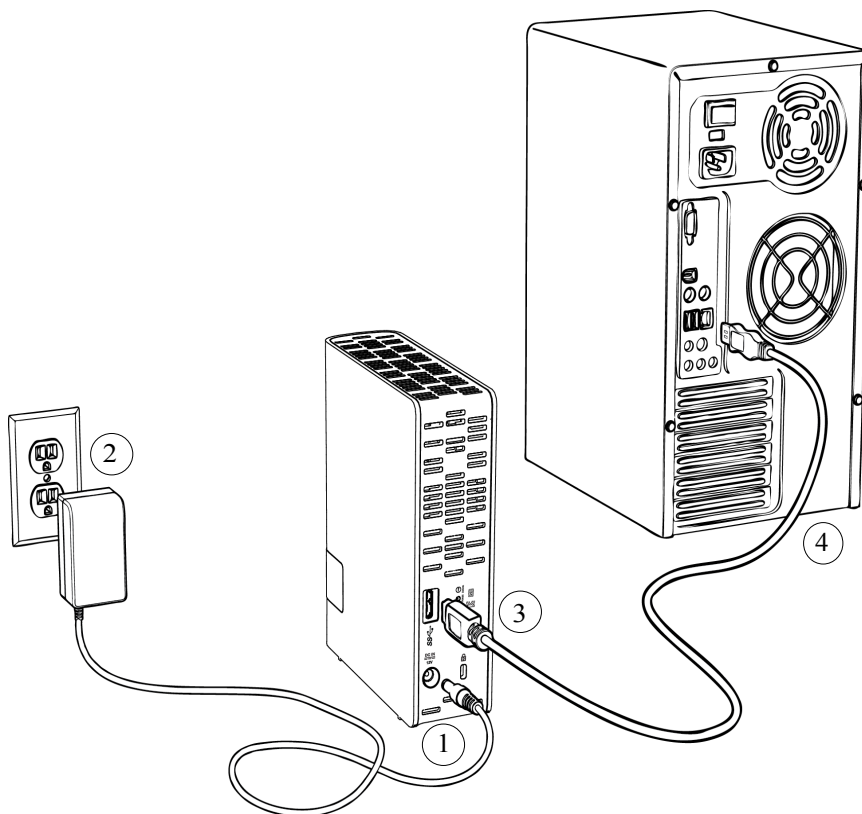


Figure 3. Connecting the Drive

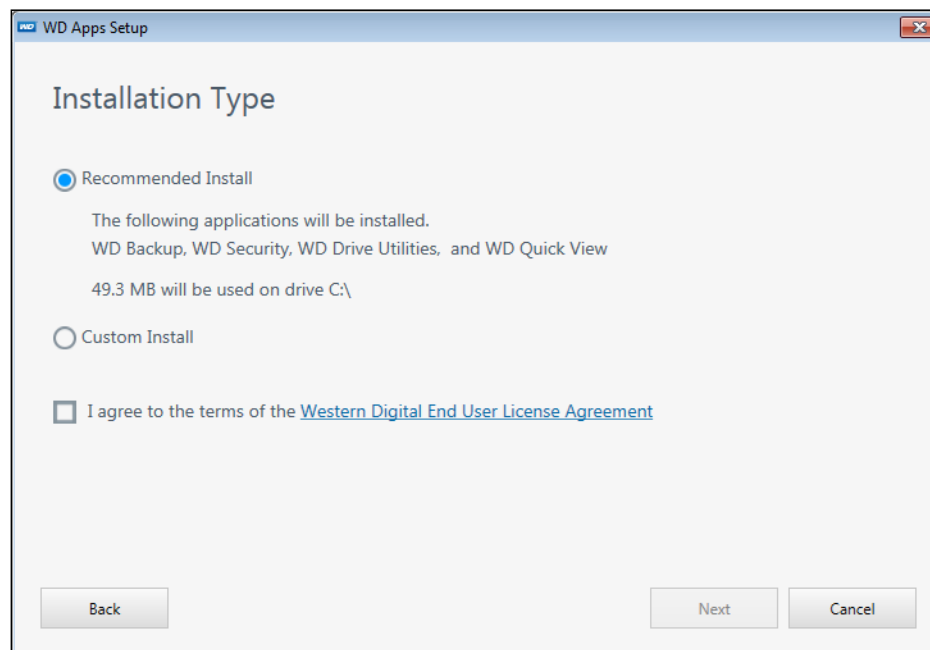


## Getting Started with the WD Software

1. Double-click the WD Apps Setup file that appears in the listing for the drive in your computer's file management utility to display the WD Apps Setup wizard, Software Installer dialog:




2. Click **Next** to display the Installation Type dialog:

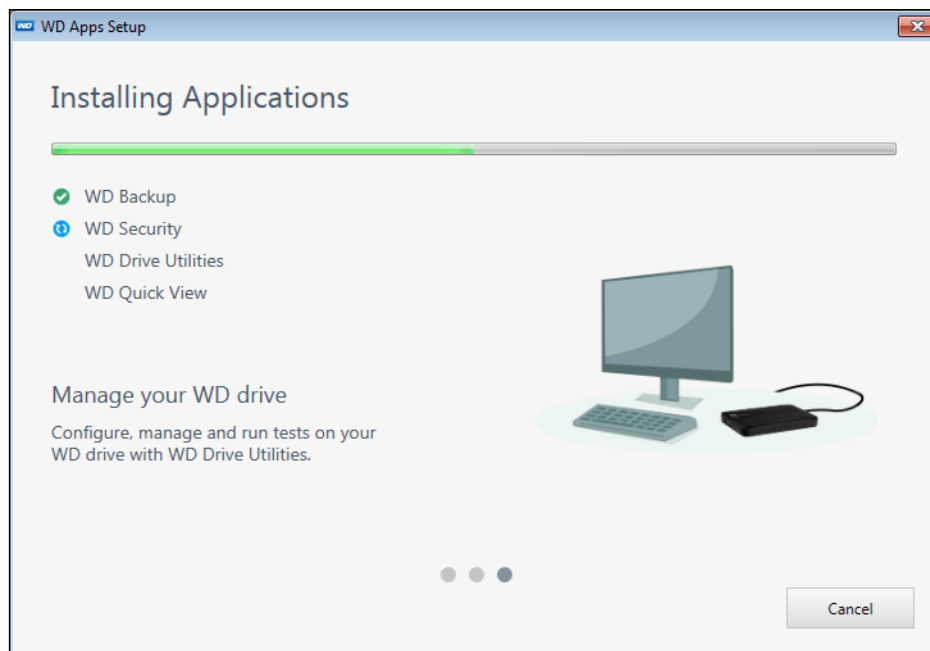


3. On the Installation Type dialog:
  - a. Select the option that you want to use for the installation:
    - **Recommended Install**—Installs all of the WD software
    - **Custom Install**—Installs only the WD software that you select

- b. Click the **Western Digital End User License Agreement** link and read the agreement.
  - c. Select the **I agree...** check box to accept the agreement and activate the **Next** button.
  - d. Click **Next**.
4. The dialog that appears depends on the installation option you selected at Step 3:

IF you selected the . . . option	THEN . . .
<b>Recommended Install</b>	The Installing Applications dialog appears.
<b>Custom Install</b>	<p>The Custom Install dialog appears:</p>  <p>On the Custom Install dialog:</p> <ol style="list-style-type: none"> <li>a. Select the check boxes for the applications that you want to install.</li> <li>b. Click <b>Next</b> to display the Installing Applications dialog.</li> </ol>

5. The Installing Applications dialog:



- Shows the progress of the software installation
- Displays a brief description of each application

- Adds a desktop shortcut icon for each installed application:

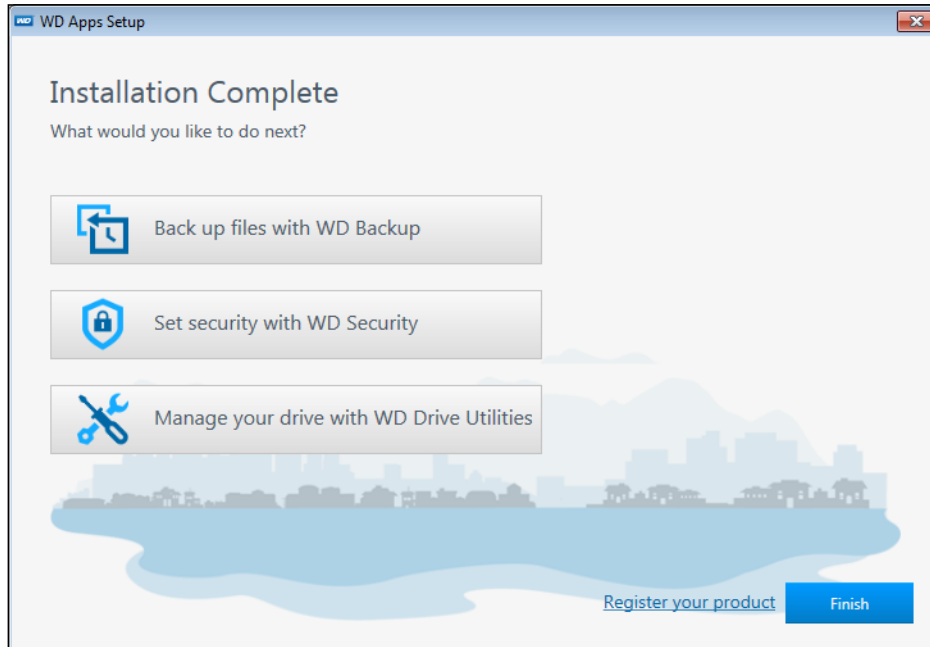


- Adds the WD and WD Quick View icons to the Windows taskbar:



- Replaces the **Cancel** button with a **Next** button when the installation is complete

6. Click **Next** to display the Installation Complete dialog:



7. On the Installation Complete dialog, click:

- **Back up files...** to display the WD Backup screen, Select your WD storage device or cloud service dialog. See Figure 4 on page 8 and “Backing Up Files” on page 12.
- **Set security...** to display the WD Security screen, Set Security dialog. See Figure 5 on page 8 and “Locking and Unlocking the Drive” on page 20.
- **Manage your drive...** to display the WD Drive Utilities screen, Diagnose dialog. See Figure 6 on page 9 and “Managing and Customizing the Drive” on page 24.
- The **Register your product** link to access the WD Support Portal web page.
- **Finish** to close the Installation Complete dialog.

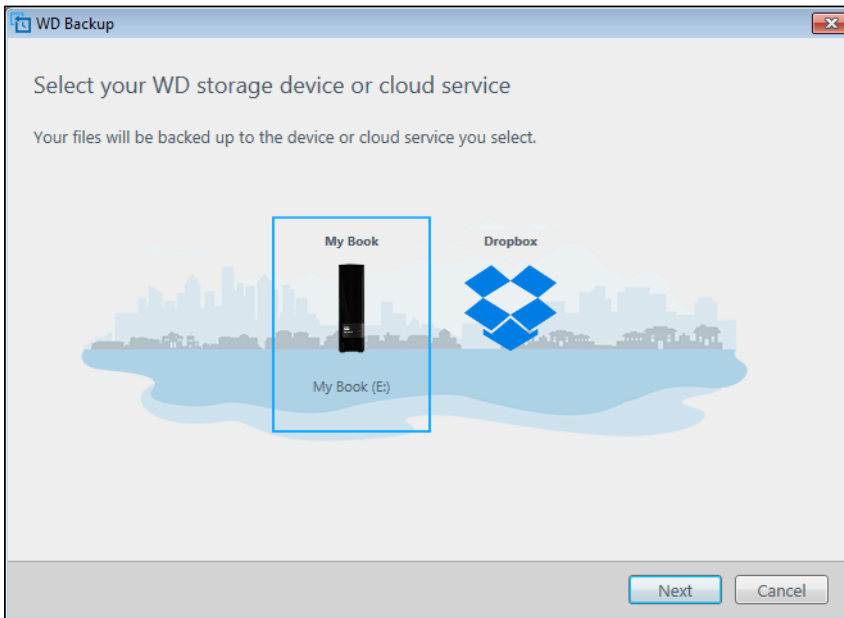


Figure 4. WD Backup Screen

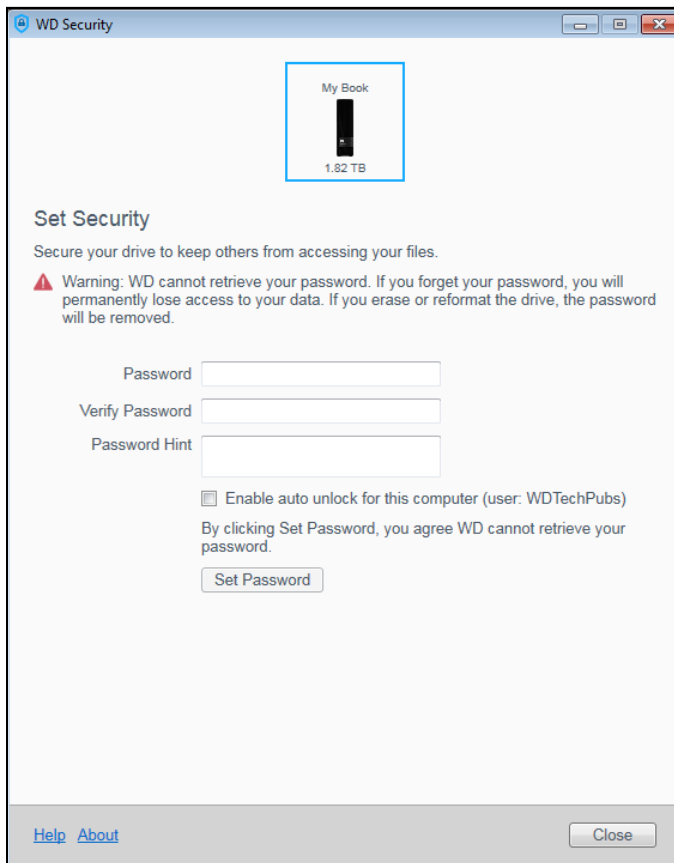
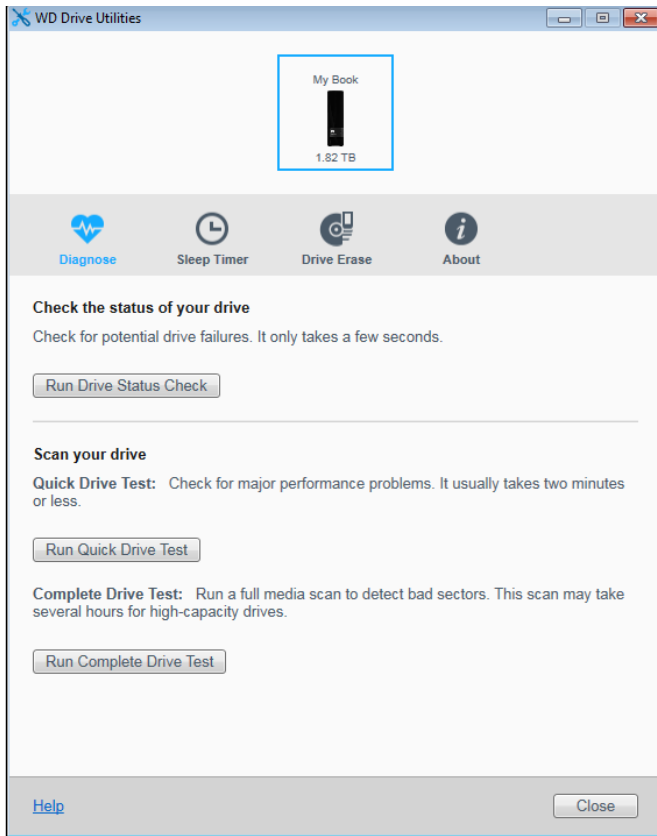


Figure 5. WD Security Screen

**Note:** The displayed capacity matches the capacity of the connected drive.



**Note:** The displayed capacity matches the capacity of the connected drive.

Figure 6. WD Drive Utilities Screen

## 3

## Backing Up Files

This chapter includes the following topics:

[How the Backup Function Works](#)  
[Backing Up Files](#)

### How the Backup Function Works

The WD Backup software is a *scheduled* backup application that automatically backs up the files that you select on the schedule that you specify.

When you create a backup plan, you specify the backup:

- **Target**—the external storage device where you will copy your files for backup protection. The backup target can be any supported:
  - External storage drive
  - Cloud service account
- **Source**—the computer files and folders that you want to copy to the backup target for backup protection. The backup source can be any:
  - Internal hard drive or hard drive partition
  - External storage drive
  - Supported cloud service account
- **Schedule**—the time of day, day of week, and month that you want to run the backup.

When you click **Start Backup** after creating a backup plan, the WD Backup software copies all of the specified backup source files and folders to the specified backup target. Then, on the schedule you specified, the WD Backup software automatically backs up any:

- New file that was created in or copied to a backup-protected device or folder
- Existing backup-protected file that was changed

This protection is automatic—the WD Backup software does it for you without any action on your part. Just leave the backup source and target devices connected to your computer.

*Note:* Whenever you disconnect and reconnect a backup target or source device, the WD Backup software rescans the backup source device for new or changed files and resumes automatic backup protection according to the schedule.

**Excluded Files**—The WD Backup software will not back up files that have specific:

- Attributes
- Names
- Extensions
- Start/end values

Table 1 on page 11 lists the excluded file types.

Table 1. Excluded Files

<b>File</b>	<b>Excluded Values</b>
Attributes	reparsePoint temporary
Name includes	\AppData\Roaming\Microsoft\Windows [CommonApplicationData]\Western Digital\ [CommonApplicationData]\Microsoft\Windows\Caches\ config.msi MSOCache ntuser.dat ntuser.ini [RecycleBin] \$recycle.bin recycler [Root]\Drivers\ [Root]\Temp\ System Volume Information WD Backup.swstore .WD Hidden Items WD SmartWare.swstor [Windows]
Extensions	.ds_store .temp .tmp .wdsync
Starts with	~
Ends with	desktop.ini .dropbox .dropbox.attr hiberfil.sys -journal pagefile.sys thumbs.db

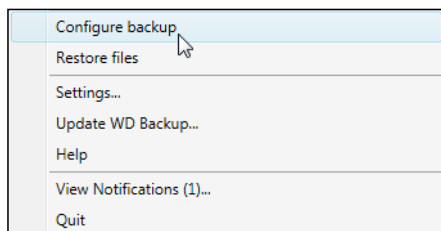
## Backing Up Files

1. Open the Select your WD storage device or cloud service dialog by clicking either:

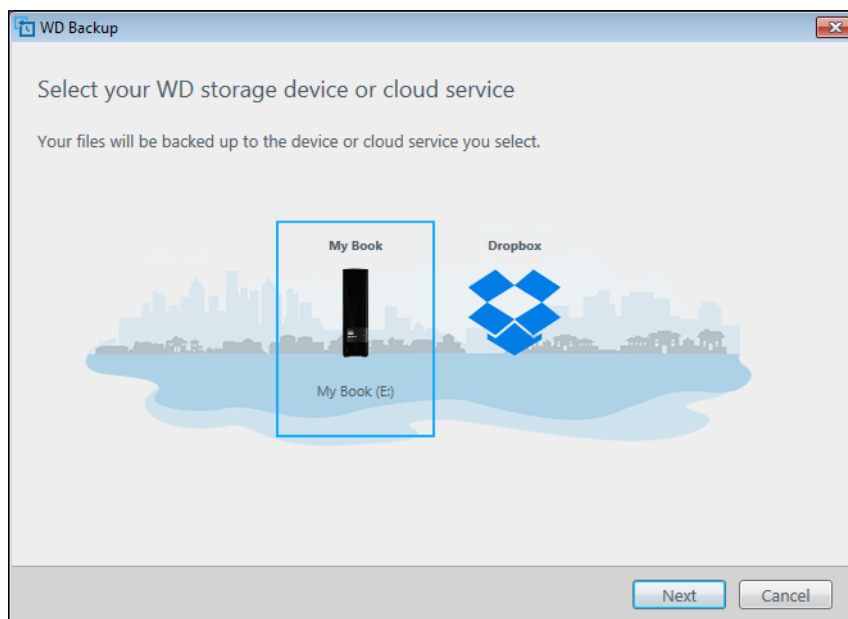
- **Add Backup Plan** on the WD Backup screen:



- **Configure backup** on the WD Backup view menu from the Windows taskbar:



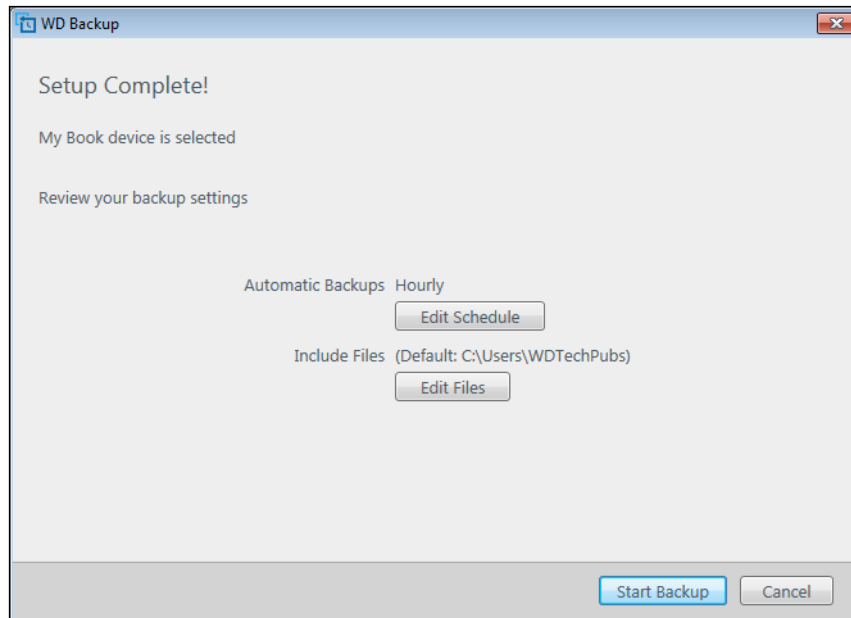
2. The Select your WD storage device or cloud service dialog shows all of the hardware devices and cloud service accounts that you can use for a backup target device:



- Select to highlight the device that you want to use.
- If you have more than three available devices, use the left- and right-scroll buttons to see them all.



c. Click **Next** to display the Setup Complete dialog:



Note that:

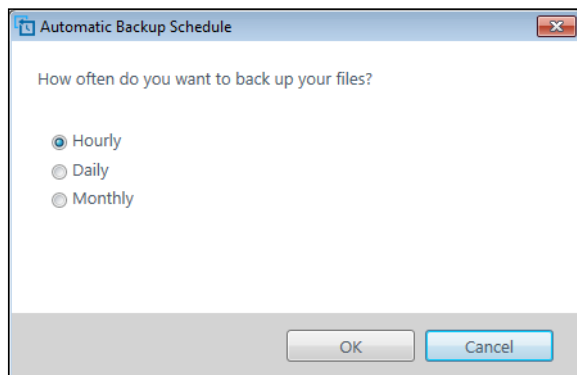
<b>IF you selected a . . .</b>	<b>THEN the WD Backup software displays a . . .</b>
Cloud service account	Sign in dialog that you must complete to continue. (See “Configuring Your Cloud Service Account” on page 32.)
Password-protected device that is locked	No writable partition message. In this case, first use either the WD Security or the WD Drive Utilities software to unlock the drive. Then reselect it.

- The initial/default configuration of the backup settings on the Setup Complete dialog is for hourly backups of everything in the Windows Users folder for your computer user name.

On the Setup Complete dialog:

<b>IF you want to . . .</b>	<b>THEN click . . .</b>
Accept the default settings	<b>Start Backup</b> to save and launch your backup plan and close the Setup Complete dialog. Skip to Step 10 on page 16.
Specify a different backup schedule	<b>Edit Schedule</b> to display the Automatic Backup Schedule screen and proceed to Step 4 on page 14.
Change the Include Files setting	<b>Edit Files</b> to display the Select Files to Back Up screen and skip to Step 7 on page 16.

4. On the Automatic Backup Schedule screen, select the option for the automatic backup schedule that you want:

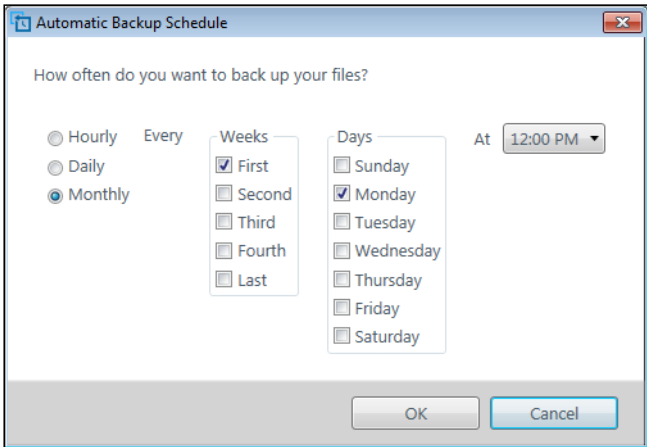


Selecting . . .	Configures automatic backups . . .
<b>Hourly</b>	Every hour, on the hour, 24 hours/day, 7 days/week.
<b>Daily</b>	Once a day, on the days of the week at the hour or half-hour you specify.

For a daily backup:

- Select or clear the **Days** check boxes to specify the days of the week you want to run your backup.
- Use the **At** drop-down list box to specify the time of day that you want to run your backup.

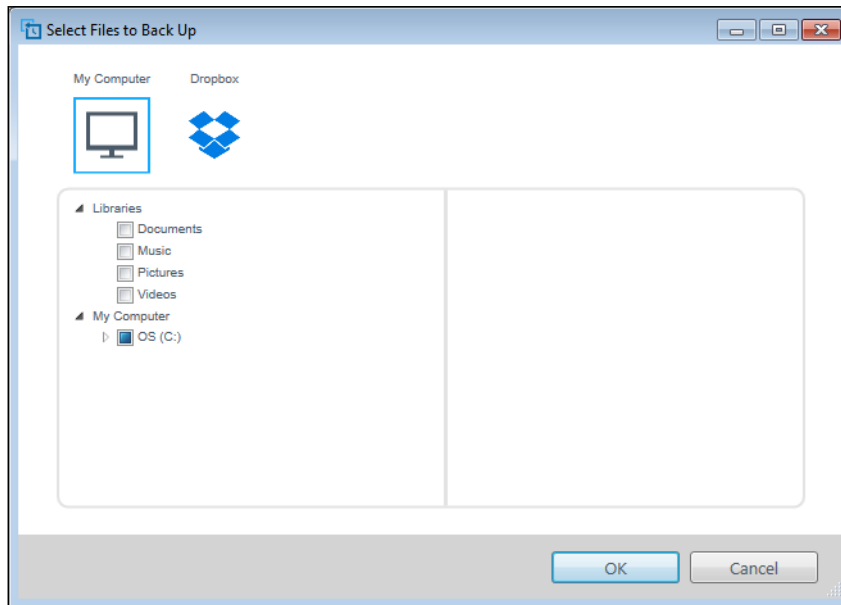
(Continued)

Selecting . . .	Configures automatic backups . . .
<p><b>Monthly</b></p>	<p>Once a month on the day you select, at the hour or half-hour you specify.</p>  <p>For a monthly backup:</p> <ol style="list-style-type: none"> <li>Select or clear the <b>Weeks</b> check boxes to specify which occurrences of the day that you want to run your backup—First, Second, Third, Fourth, or Last.</li> <li>Select or clear the <b>Days</b> check boxes to specify the days of the week that you want to run your backup.</li> <li>Use the <b>At</b> drop-down list box to specify the time of day that you want to run your backup.</li> </ol>

- Click **OK** to save and implement your change to the backup schedule and close the Automatic Backup Schedule screen.
- After changing the backup schedule:

IF you want to . . .	THEN click . . .
Accept the default Include Files setting	<p><b>Start Backup</b> to save and launch your backup plan and close the Setup Complete dialog.</p> <p>Skip to Step 10 on page 16.</p>
Change the Include Files setting	<p><b>Edit Files</b> to display the Select files to back up screen and proceed to Step 7 on page 16.</p>

7. On the Select Files to Back Up screen:



- a. Click to select the device that has the files and folders you want to back up:
    - My Computer
    - Dropbox

*Note:* If the files and folders you want to back up are in a Dropbox account and you have not configured the account for access by the WD Backup software see “Configuring Your Cloud Service Account” on page 32.
  - b. In the file structure view of the selected device, click the selectors to open the listings and select the check box for each file and folder that you want to back up. Note that selecting the check box for a folder automatically selects the check boxes for all of the files and subfolders in the folder.
  - c. Clear the check box for each file and folder that you do not want to include in the backup. Note also that clearing the check box for a folder automatically clears the check boxes for all of the files and subfolder in the folder.
 

*Note:* The default backup source is everything in the Windows Users folder for your computer user name. Be sure to clear that selection if you do not want to include those files and folders in your backup.
  - d. Click **OK** to save your selections and close the Select Files to Back Up screen.
8. Verify that your Automatic Backups and Include Files specifications are correct.
  9. Click **Start Backup** to save and launch your backup plan and close the Setup Complete dialog.
  10. The WD Backup software runs the first backup immediately and shows the progress with a Backup in progress (x % complete) message on the Backup dialog. After the initial backup completes, the backup runs automatically according to the specified schedule.

## 4

## Restoring Files

This chapter includes the following topics:

- [How the Restore Function Works](#)
- [Restoring Files](#)

### How the Restore Function Works

The WD Backup software makes it easy for you to restore backed up files from your backup target device to either:

- Their original locations on the backup source device
- Any other location you select

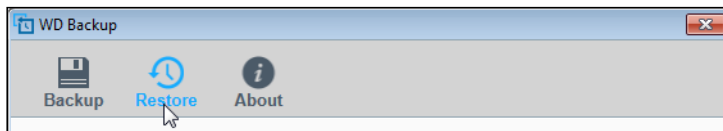
Restore is generally a four-step process:

1. Select the backup target device and the scheduled backup that has the files you want to restore.
2. Select the location where you want to restore the files.
3. Specify what you want to restore—either individual files and folders, or everything.
4. Restore the files.

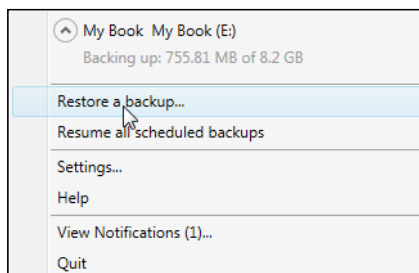
### Restoring Files

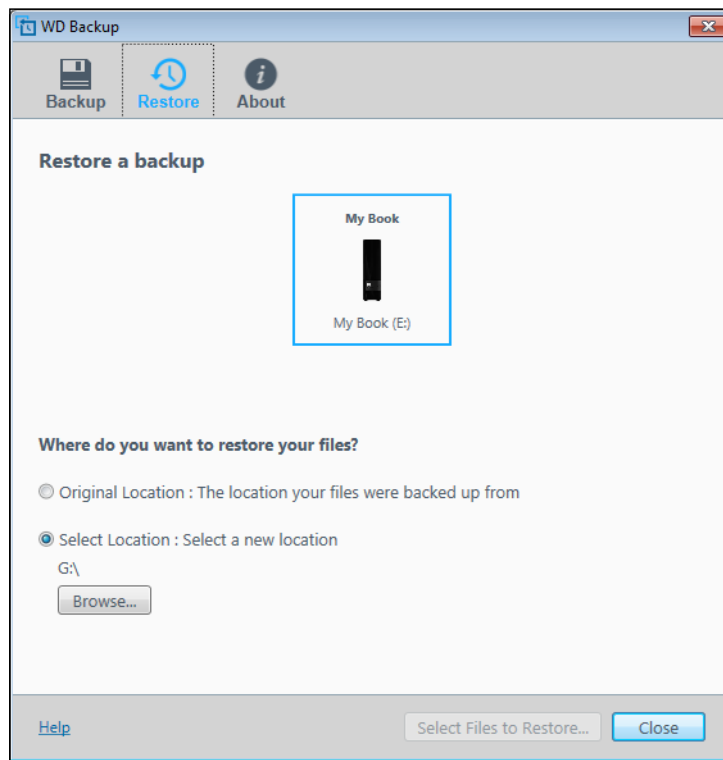
1. Open the **Restore** dialog by clicking either:

- **Restore** on the WD Backup screen:

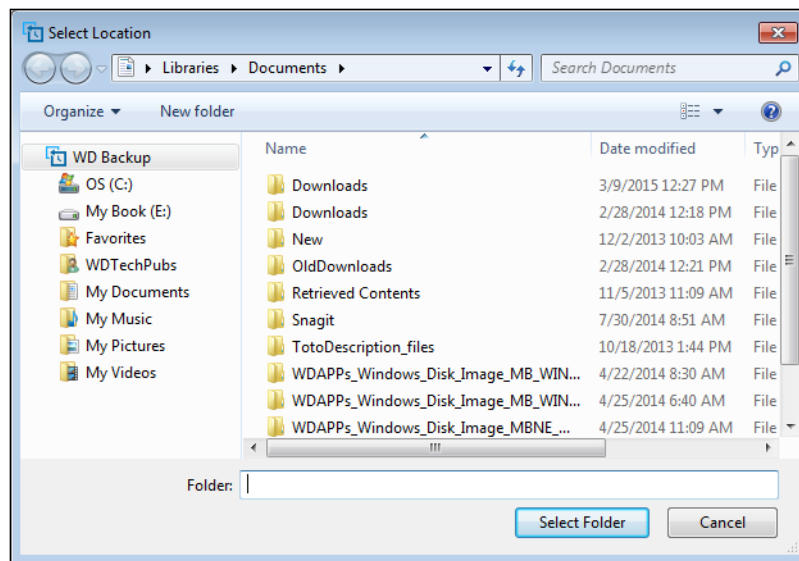


- **Restore a backup** on the WD Backup view menu from the Windows taskbar:



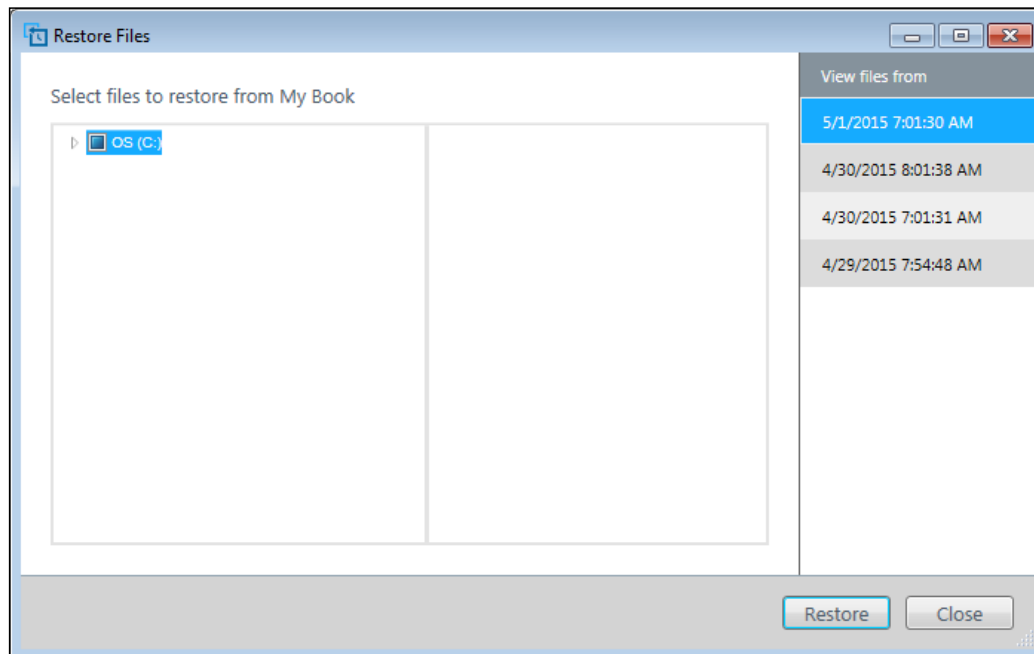


2. On the Restore a backup dialog:
  - a. If you have more than one backup target device connected to your computer, click to select the one that has the backup files you want to restore.
  - b. Select the location option for where you want to restore the files:
    - **Original Location** and proceed to Step c on page 19
    - **Select Location** to activate the **Browse** button and:
      - (1) Click **Browse** to display the Select Location screen:



- (2) Use the folder structure view of your computer to select the restore location.
- (3) With the selected folder name in the Folder box, click **Select Folder**.

- (4) The WD Backup software closes the Select Location screen and displays the path to the selected folder on the Restore dialog.
- c. Click **Select Files to Restore** to display the Restore Files screen with the most-recent backup selected by default in the View files from list:



3. On the Restore Files screen:
- In the View files from list, select the backup that has the files you want to restore.
  - Use the folder structure view of the selected backup to specify the files that you want to restore:

IF you want to restore . . .	THEN . . .
All of the files in the selected backup	Select the top-level check box to specify the entire backup.
Selected files and folders	<ol style="list-style-type: none"> <li>Click the selectors in the folder structure view of the backup to open the folders and subfolders.</li> <li>Select the check boxes for the files or folders that you want to restore.</li> </ol> <p>Note that selecting the check box for a folder automatically selects all of the files and subfolders in the folder.</p>

- Click **Restore** to restore the selected files or folders to the specified location.

## 5

## Locking and Unlocking the Drive

This chapter includes the following topics:

[Password Protecting the Drive](#)  
[Unlocking the Drive](#)

[Turning Off the Drive Lock Feature](#)

### Password Protecting the Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to see your files on the drive.

**CAUTION!** The WD Security software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

1. Open the WD Security software by clicking either:
  - The WD Security desktop shortcut icon
  - **Start > All Programs > Western Digital > WD Apps > WD Security**See Figure 5 on page 8.
2. If you have more than one supported device connected to your computer, select the one that you want to create a password for.
3. Read the warning about the possibility of data loss if you forget your password.
4. Type your password in the **Password** box, using up to 25 characters.
5. Retype your password in the **Verify Password** box.
6. Type a hint to help remember your password in the **Password Hint** box.
7. Select the **Enable auto unlock for this computer...** check box if you want the WD Security software to remember your password for the selected drive on this computer.
8. Click **Set Password** to save your password and enable hardware encryption for your drive.

**CAUTION!** After creating a password, the drive remains *unlocked* for as long as you continue your current work session. Then the WD Security software:

- Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode
- Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the **Enable auto unlock for this computer...** check box when you created your password



## Unlocking the Drive

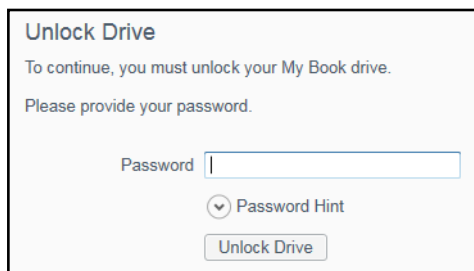
After you have created a password to keep others from accessing the files on your drive, unless you selected the **Enable auto unlock for this computer...** check box, you will have to type your password to unlock the drive whenever:

- You shut down or restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

Depending on the software configuration of your computer, there are two ways to unlock the drive, using the WD Security or WD Drive Utilities software.

### With the WD Security or WD Drive Utilities Software

Whenever you shut down and restart your computer or disconnect and reconnect the drive to your computer, starting either the WD Security or WD Drive Utilities software displays the Unlock Drive dialog:



Unlock Drive

To continue, you must unlock your My Book drive.

Please provide your password.

Password

▼ Password Hint

Unlock Drive

This happens either:

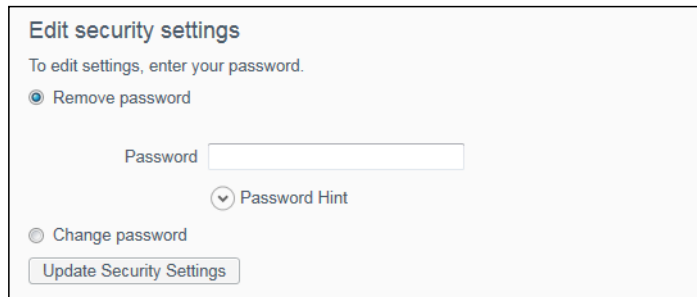
- Automatically if you only have the one locked drive connected to your computer
  - When you select the locked drive on either the WD Security or WD Drive Utilities screen if you have more than one supported device connected to your computer
1. If you do not see the Unlock Drive dialog, click either:
    - The WD Security or WD Drive Utilities desktop shortcut icon
    - **Start > All Programs > Western Digital > WD Apps > WD Security**
    - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**
  2. If you have more than one supported device connected to your computer, select the one that is locked to display the Unlock Drive dialog.
  3. On the Unlock Drive dialog:
    - a. Type your password in the **Password** box.
    - b. Click **Unlock Drive**.

## Changing Your Password

1. Open the WD Security software by clicking either:
  - The WD Security desktop shortcut icon

- **Start > All Programs > Western Digital > WD Apps > WD Security**

See Figure 5 on page 8. If you have more than one supported device connected to your computer, select the one with the password that you want to change to display the Edit security settings dialog:



**Edit security settings**  
To edit settings, enter your password.

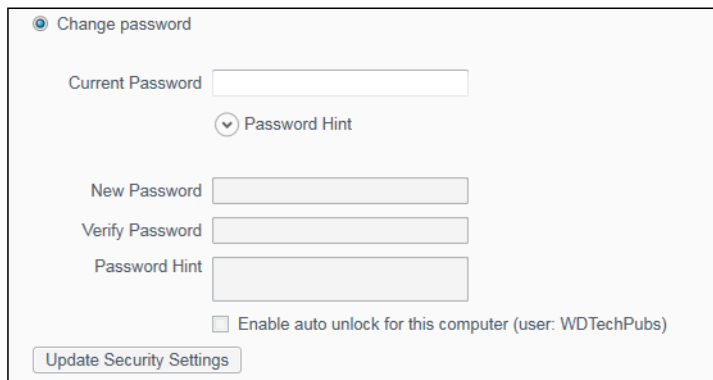
Remove password

Password

▼ Password Hint

Change password

2. On the Edit security settings dialog, select the **Change password** option to display the change password dialog:



Change password

Current Password

▼ Password Hint

New Password

Verify Password

Password Hint

Enable auto unlock for this computer (user: WDTechPubs)

3. On the change password dialog:
  - a. Type your current password in the **Current Password** box.
  - b. Type your new password in the **New Password** box, using up to 25 characters.
  - c. Retype your new password in the **Verify Password** box.
  - d. Type a hint to help remember your new password in the **Password Hint** box.
  - e. Select or clear the **Enable auto unlock for this computer...** check box to signify whether you want the WD Security software to remember your new password for the selected drive on this computer.
  - f. Click **Update Security Settings**.

**CAUTION!** After changing a password, the drive remains *unlocked* for as long as you continue your current work session. Then the WD Security software:

- Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode
- Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the **Enable auto unlock for this computer...** check box when you changed your password

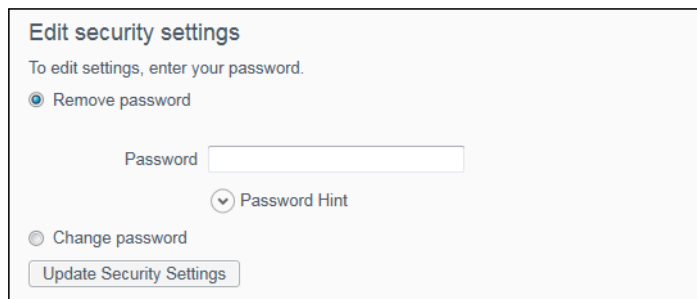
## Turning Off the Drive Lock Feature

1. Open the WD Security software by clicking either:

- The WD Security desktop shortcut icon
- **Start > All Programs > Western Digital > WD Apps > WD Security**

See Figure 5 on page 8.

2. If you have more than one supported device connected to your computer, select the one with the password that you want to remove to display the Edit security settings dialog:



The screenshot shows a dialog box titled "Edit security settings". Below the title is the instruction "To edit settings, enter your password." There are two radio button options: "Remove password" (which is selected) and "Change password". Below these options is a text input field labeled "Password" and a dropdown menu labeled "Password Hint". At the bottom of the dialog is a button labeled "Update Security Settings".

3. On the Edit security settings dialog, the **Remove password** option is selected by default:

- a. Type your password in the **Password** box.
- b. Click **Update Security Settings**.

## 6

## Managing and Customizing the Drive

This chapter includes the following topics:

- Checking Drive Health
- Erasing the Drive
- Registering the Drive
- Restoring the WD Software and Disk Image
- Setting the Drive Sleep Timer
- Using the WD Quick View Icon
  - Checking Drive Status
  - Monitoring Icon Alerts
  - Safely Disconnecting the Drive

The WD Drive Utilities software (see Figure 6 on page 9) makes it easy for you to manage and customize your drive for the best possible performance:

- **Diagnose**—Run diagnostics and status checks to make sure your drive is working properly.
- **Sleep Timer**—Turn your drive off during extended periods of inactivity to conserve power and extend the life of the drive.
- **Drive Erase**—Erase all of the data on the drive, including your password if you have one.
- **About**—See the installed software version, check for software updates, and register your drive to receive free technical support during the warranty period and find out about product enhancements and price discount opportunities

### Checking Drive Health

The WD Drive Utilities software provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- **Drive status check**

The drive status check is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.

The result of a drive status check is a pass or fail evaluation of the drive's condition.
- **Quick drive test**

Your software has a built-in Data Lifeguard™ diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

The result of a quick drive test is a pass or fail evaluation of the drive's condition.
- **Complete drive test**

The most comprehensive drive diagnostic is the complete drive test. It tests every sector for error conditions and inserts bad sector markers as required.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the drive status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

1. Open the WD Drive Utilities software by clicking either:
  - The WD Drive Utilities desktop shortcut icon
  - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**
 See Figure 6 on page 9.
2. If you have more than one supported device connected to your computer, select the one that you want to check.
3. On the Diagnose dialog, click the button for the test that you want to run:
  - **Run Drive Status Check**
  - **Run Quick Drive Test**
  - **Run Complete Drive Test**

## Erasing the Drive

**CAUTION!** Erasing your drive permanently deletes all of the data on the drive. Always make sure that you no longer need any of the data on your drive before erasing it.

*Note:* Erasing your drive also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore your to its original configuration after erasing the drive.

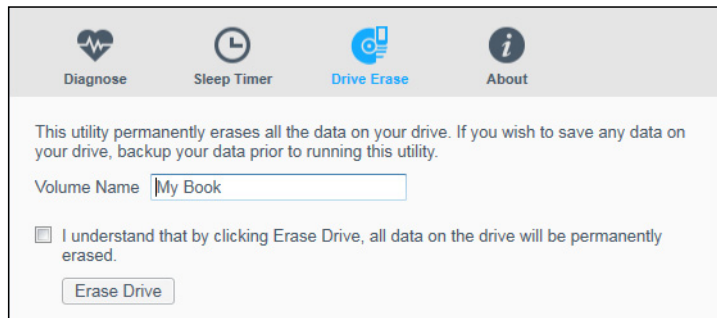
The WD Drive Utilities software provides two ways to erase your drive, depending on whether it is locked or not:

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked	Want to erase the drive	“Using the Drive Erase Function” on page 25.
Locked	Have forgotten or lost your password and <i>must</i> erase the drive	“Using Five Invalid Passwords” on page 26

## Using the Drive Erase Function

To erase your drive when it is not locked:

1. Open the WD Drive Utilities software by clicking either:
  - The WD Drive Utilities desktop shortcut icon
  - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**
 See Figure 6 on page 9.
2. If you have more than one supported device connected to your computer, select the one that you want to erase.
3. On the WD Drive Utilities screen, click **Drive Erase** to display the drive erase dialog:



4. On the drive erase dialog:
  - a. If you want to change the volume name, type over the name in the **Volume Name** box.
  - b. Read the explanation of the loss of data if you erase your drive. If you want to save any of the data that is on the drive, back it up to another device before continuing with the drive erase.
  - c. Click the **I understand...** check box to signify that you accept the risk and activate the **Erase Drive** button.
  - d. Click **Erase Drive**.

Go to <http://support.wdc.com> and see Knowledge Base Answer ID 7 for information about downloading and restoring the WD software and disk image on your drive.

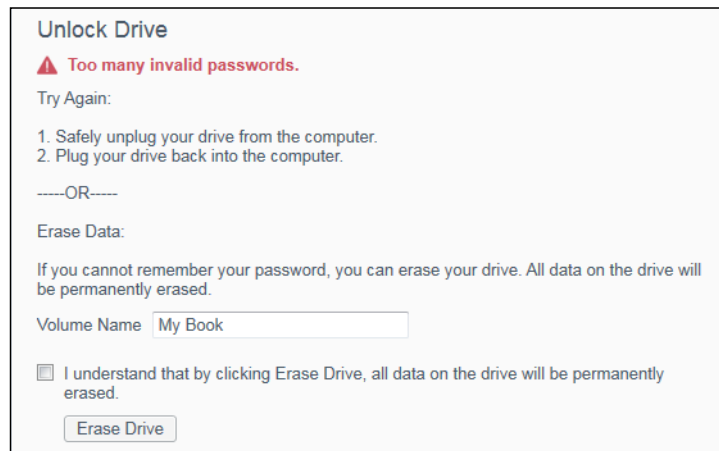
*Note:* Erasing your drive also removes your password. If you used a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See “Password Protecting the Drive” on page 20.)

## Using Five Invalid Passwords

When you have forgotten or lost your password, you can erase the drive by entering five invalid passwords on the Unlock Drive dialog. See:

- “With the WD Security or WD Drive Utilities Software” on page 21
  - “” on page 21
1. On the Unlock Drive dialog, make five attempts to unlock the drive by:
    - a. Typing a password in the **Password** box.
    - b. Clicking **Unlock Drive**.

2. Entering the fifth invalid password displays a too many password attempts dialog, depending on the application you used to open the Unlock Drive dialog:
  - Using the WD Security or WD Drive Utilities software:



3. To erase your drive:
  - a. If you are using the WD Security or WD Drive Utilities software and you want to change the volume name, type over the name in the **Volume Name** box.
  - b. Read the explanation about erasing all of the data on the drive and select the **I understand** check box to indicate that you accept the risk and activate the **Erase Drive** button.
  - c. Click **Erase Drive**.

Go to <http://support.wdc.com> and see Knowledge Base Answer ID 7 for information about downloading and restoring the WD software and disk image on your drive.

*Note:* Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See “Password Protecting the Drive” on page 20.)

## Registering the Drive

The WD Drive Utilities software uses your computer’s Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

1. Make sure that your computer is connected to the Internet.
2. Open the WD Drive Utilities software by clicking either:
  - The WD Drive Utilities desktop shortcut icon
  - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**
 See Figure 6 on page 9.
3. If you have more than one supported device connected to your computer, select the one that you want to register.
4. Click **About > Register** to display the Register Your Device screen:
5. On the Register Your Device screen:

- a. Type your first name in the **First name** box.
- b. Type your last name in the **Last name** box.
- c. Type your email address in the **Email** box.
- d. Select your language in the **Preferred Language** box.
- e. Select or clear the **Inform me about...** check box to specify whether you want to receive notifications about software updates, product enhancements, and price discount opportunities.
- f. Click **Register Device**.

## Restoring the WD Software and Disk Image

In addition to deleting all of the data on your drive, erasing or reformatting the drive also removes the WD software and all of the support files, utilities, online help and user manual files.

If you ever need to remove and reinstall the WD software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD software and disk image on your drive. To do this, after you have erased or reformatted the drive, go to <http://support.wdc.com> and see Knowledge Base Answer ID 7.

## Setting the Drive Sleep Timer

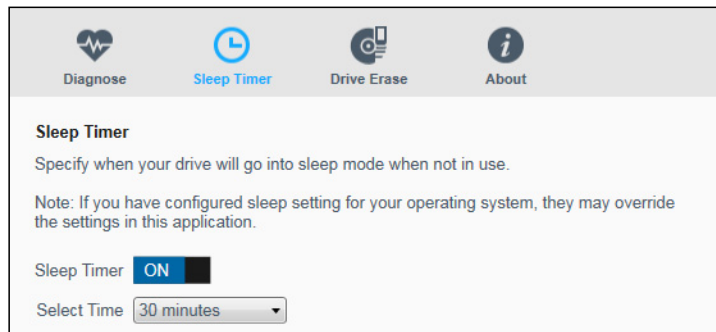
The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

1. Open the WD Drive Utilities software by clicking either:
  - The WD Drive Utilities desktop shortcut icon
  - **Start > All Programs > Western Digital > WD Apps > WD Drive Utilities**

See Figure 6 on page 9.

2. If you have more than one supported device connected to your computer, select the one that you want to set.
3. Click **Sleep Timer** to display the Sleep Timer dialog:





4. On the Sleep Timer dialog:
  - a. Verify or click the **Sleep Timer** on/off toggle button to the **ON** position.
  - b. In the **Select Time** box, select the inactivity period for turning off the drive.

## Using the WD Quick View Icon

After you have installed the WD software, the WD Quick View icon displays in the system tray portion of the Windows taskbar:



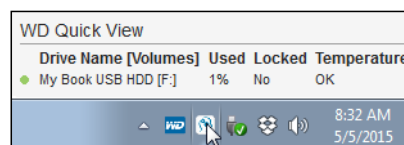
You can use the icon to:

- Check the status of supported WD drives
- Monitor icon alerts
- Safely disconnect supported WD drives

The following sections describe how to use the icon and other ways to do these things.

## Checking Drive Status

For supported WD drives, you can see the drive capacity used, find out if the drive is locked, and check the drive temperature condition by hovering the pointer over the WD Quick View icon in the Windows taskbar:



## Monitoring Icon Alerts

The WD Quick View icon in the Windows taskbar flashes to indicate the status of supported WD devices:

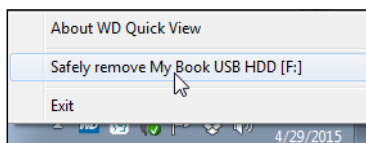
IF the WD Quick View icon flashes . . .	THEN the device might be . . .
Green and white	Locked or in a format that the WD software does not understand (non-Windows format in a Windows environment).
Red and white	Overheated. Power down the device and let it cool for 60 minutes. Power it back up, and if the problem persists, contact WD Support.

## Safely Disconnecting the Drive

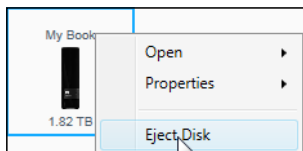
**CAUTION!** To prevent data loss, close all active windows and applications before shutting down or disconnecting the drive.

You can safely disconnect the drive by either:

- Clicking the WD Quick View icon in the Windows taskbar and selecting the **Safely remove My Book... option:**



- Right-clicking the drive icon on the WD Security or WD Drive Utilities screen and selecting the **Eject Disk** option:



Wait for the power/activity LED to stop flashing before disconnecting the drive from the computer.

# 7

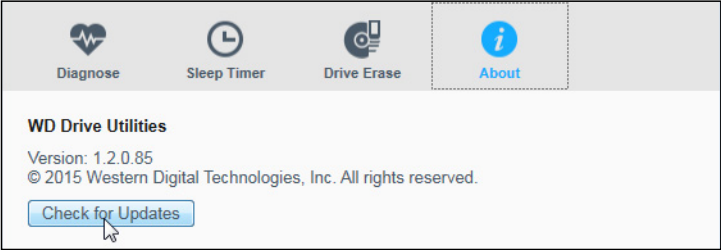
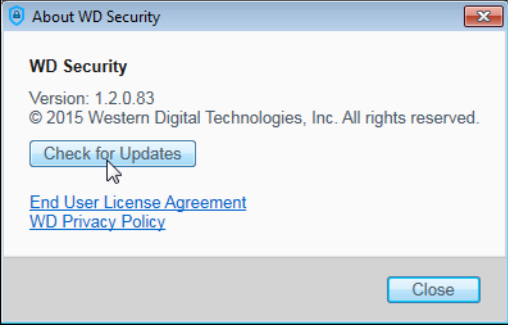
## Managing and Customizing the Software

This chapter includes the following topics:

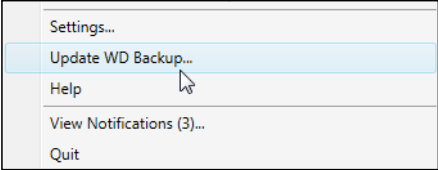
- Checking for Software Updates
- Configuring Your Cloud Service Account
- Uninstalling the WD Software

### Checking for Software Updates

If an update is available, follow the on-screen download and installation instructions:

Software	Procedure
<p>WD Drive Utilities</p>	<ol style="list-style-type: none"> <li>1 Open the WD Drive Utilities software by clicking either: <ul style="list-style-type: none"> <li>■ The WD Drive Utilities desktop shortcut icon</li> <li>■ <b>Start &gt; All Programs &gt; Western Digital &gt; WD Apps &gt; WD Drive Utilities</b></li> </ul> <p>See Figure 6 on page 9.</p> </li> <li>2 Click the <b>About</b> icon and the <b>Check for Updates</b> button:</li> </ol> 
<p>WD Security</p>	<ol style="list-style-type: none"> <li>1 Open the WD Security software by clicking either: <ul style="list-style-type: none"> <li>■ The WD Security desktop shortcut icon</li> <li>■ <b>Start &gt; All Programs &gt; Western Digital &gt; WD Apps &gt; WD Security</b></li> </ul> <p>See Figure 5 on page 8.</p> </li> <li>2 Click the <b>About</b> link and the <b>Check for Updates</b> button:</li> </ol> 

(Continued)

Software	Procedure
WD Backup	<p>When the WD Backup software determines that a software update is available, it:</p> <ul style="list-style-type: none"> <li>■ Generates and displays a software update notification</li> <li>■ Adds the <b>Update WD Backup</b> selection to the WD Backup view menu</li> </ul> <p>Click the WD logo icon in the Windows taskbar and select <b>Update WD Backup</b>:</p> 

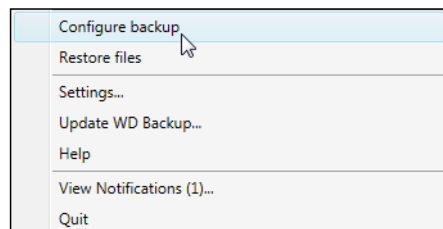
## Configuring Your Cloud Service Account

Before you can use a cloud service as a backup source or target device, you must configure your account for access by the WD Backup software.

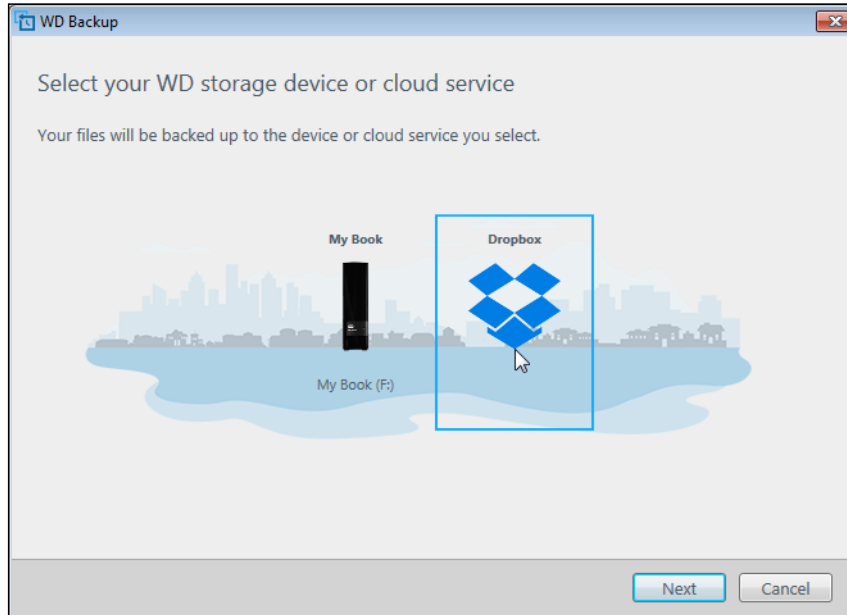
1. Open the Select your WD storage device or cloud service dialog by clicking either:
  - **Add Backup Plan** on the WD Backup screen:



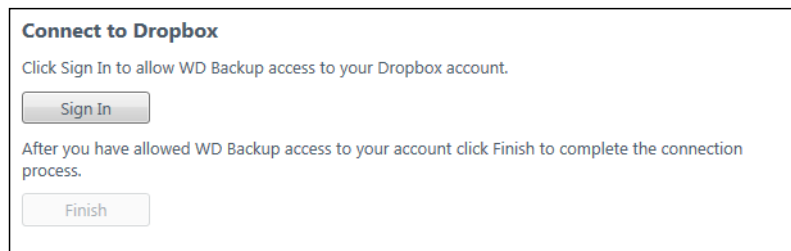
- **Configure backup** on the WD Backup view menu from the Windows taskbar:



2. On the Select your WD storage device or cloud service dialog, select to highlight the Dropbox icon:

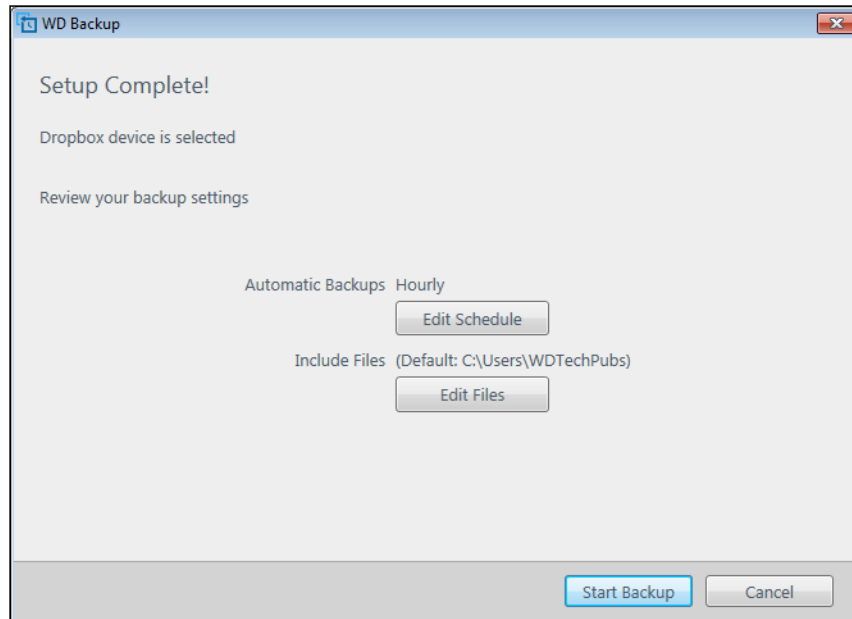


3. Click **Next** to display the connection dialog for your Dropbox account:



4. On the connection dialog:
  - a. Click **Sign In**. The WD Backup software initiates a connection request on your behalf and uses your Web browser to access the Dropbox website.
  - b. On the Dropbox website, if you have not configured your account to remember your login credentials, type your email address and password and click **Sign In** to see the connection request from the WD Backup software.
  - c. Click **Allow** to accept the connection request.
  - d. The Success! indication signifies that the WD Backup software has been granted access to your Dropbox account.

- e. Click **Finish** on the Dropbox connection dialog to finalize the configuration and display the Setup Complete dialog with Dropbox selected as your backup target device:



## Uninstalling the WD Software

Use your operating system's Add or Remove Programs function to uninstall the WD software from your computer.

Operating System	Procedure
Windows 7	<ol style="list-style-type: none"> <li>1 Click <b>Start &gt; Control Panel</b>.</li> <li>2 Double-click <b>Programs and Features</b>.</li> <li>3 Click <b>Uninstall a program</b> and select the application or the icon for the WD software that you want to uninstall: <ul style="list-style-type: none"> <li>■ WD Drive Utilities</li> <li>■ WD Security</li> <li>■ WD Backup</li> </ul> </li> <li>4 Click <b>Uninstall/Change</b> and <b>Yes</b> at the Do you wish to proceed... prompt.</li> </ol>
Windows 8 Windows 8.1 Windows 10	<ol style="list-style-type: none"> <li>1 Right-click the tile for the WD Software that you want to uninstall on the Start screen: <ul style="list-style-type: none"> <li>■ WD Drive Utilities</li> <li>■ WD Security</li> <li>■ WD Backup</li> </ul> </li> <li>2 Select <b>Uninstall</b> in the Windows taskbar.</li> <li>3 Click <b>Yes</b> at the Are you sure... prompt.</li> </ol>

## 8

## Using the Drive with a Mac Computer

The drive is formatted as a single NTFS partition for compatibility with updated Windows operating systems. To use it on Mac OS X operating systems, and to use Time Machine, if you want, you must reformat the drive to a single HFS+J partition.

This chapter includes the following topics:

- Reformatting the Drive
- Restoring the WD Software and Disk Image

### Reformatting the Drive

**CAUTION!** Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to <http://support.wdc.com> and refer to Knowledge Base Answer ID 3865 for information about reformatting the drive.

See “Troubleshooting” on page 39 for more information about reformatting a drive.

### Restoring the WD Software and Disk Image

After you have reformatted your drive for use on Mac computers, go to <http://support.wdc.com> and see Knowledge Base Answer ID 7 for information about downloading and restoring the Mac version of the WD Apps software and disk image.

The WD Backup software is not available for Mac computers.

## 9

## Troubleshooting

This chapter includes the following topics:

[Installing, Partitioning, and Formatting the Drive](#)  
[Frequently Asked Questions](#)

If you have problems installing or using this product, refer to this troubleshooting section or visit our support website at <http://support.wdc.com> and search our knowledge base for more help.

### Installing, Partitioning, and Formatting the Drive

How to	Answer ID
<ul style="list-style-type: none"> <li>Partition, and format a WD drive on Windows (8, 7, Vista) and Mac OS X</li> </ul>	3865
<ul style="list-style-type: none"> <li>Convert a Mac OS X GPT partition to an NTFS partition in Windows 7 or Vista</li> </ul>	3647
<ul style="list-style-type: none"> <li>Download software, utilities, firmware updates, and drivers for WD products (from the Downloads Library)</li> </ul>	7
<ul style="list-style-type: none"> <li>Format a WD external hard drive in FAT32* (to use Windows or Mac OS X)</li> </ul>	291

\*The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from <http://support.wdc.com/product/download>. Windows users can avoid these size limitation by formatting the drive to NTFS using either the Windows Disk Management utility or similar third-party software.

For further details, see:

- Answer ID 291 at <http://support.wdc.com>
- Article IDs 314463 and # 184006 at [support.microsoft.com](http://support.microsoft.com)
- The appropriate third-party software documentation or support organization

### Frequently Asked Questions

**Q:** *Why is the drive not recognized under My Computer or on the computer desktop?*

**A:** If your system has a USB 3.0 or USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 3.0 external storage product. The drive is not recognized correctly unless USB 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

**Q:** *Why won't my computer boot when I connect my USB drive to the computer before booting?*

**A:** Depending on your system configuration, your computer might try to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit <http://support.wdc.com> and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.



**Q:** *Why is the data transfer rate slow?*

**A:** Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3.0 or USB 2.0.

**Q:** *How do I determine whether or not my system supports USB 3.0 or USB 2.0?*

**A:** Refer to your USB card documentation or contact your USB card manufacturer.

*Note:* If your USB 3.0 or USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

**Q:** *What happens when a USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?*

**A:** USB 3.0 and USB 2.0 are backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 3.0 or USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI Express slot, you can achieve USB transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.



## Installing the SES Driver

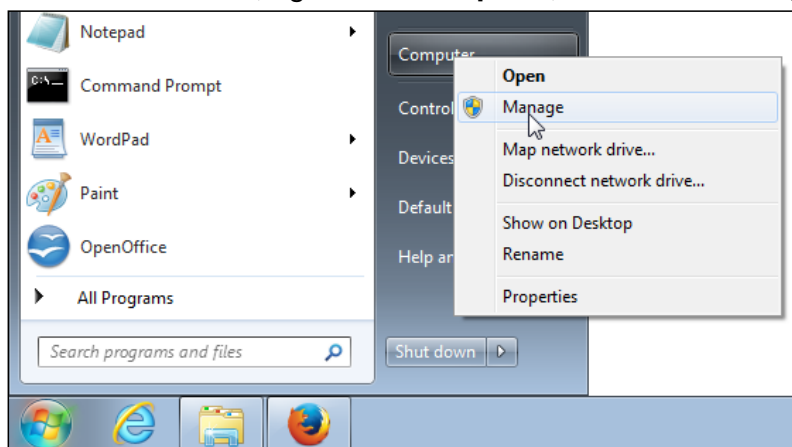
If you do not install the WD software, you should install the SCSI Enclosure Services (SES) driver on Windows computers to keep the hardware pop-up wizard from displaying every time you connect your drive to your computer.

*Note:* The SES Driver is installed automatically when you install the WD software.

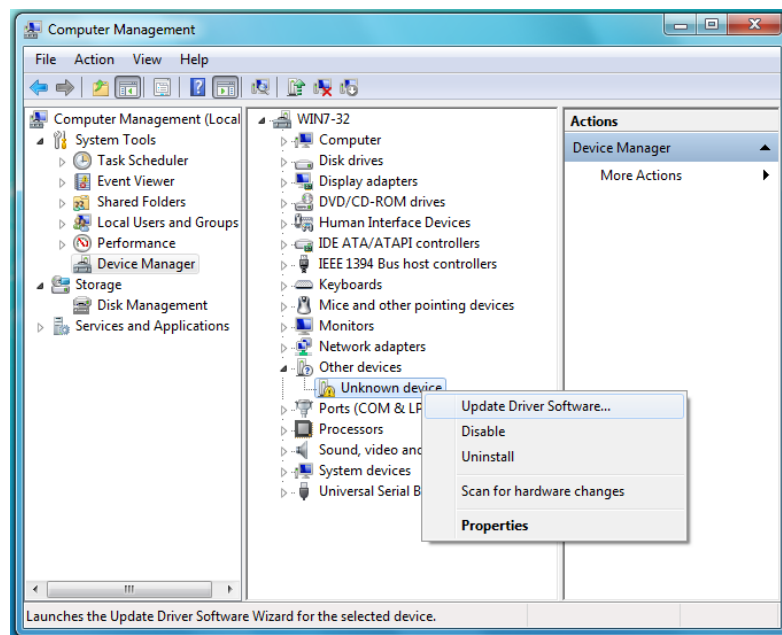
### Installing on Windows 7, Windows 8 and Windows 10 Computers

After connecting the drive as shown in Figure 3 on page 4, use the Windows Computer Management utility to install the SES driver:

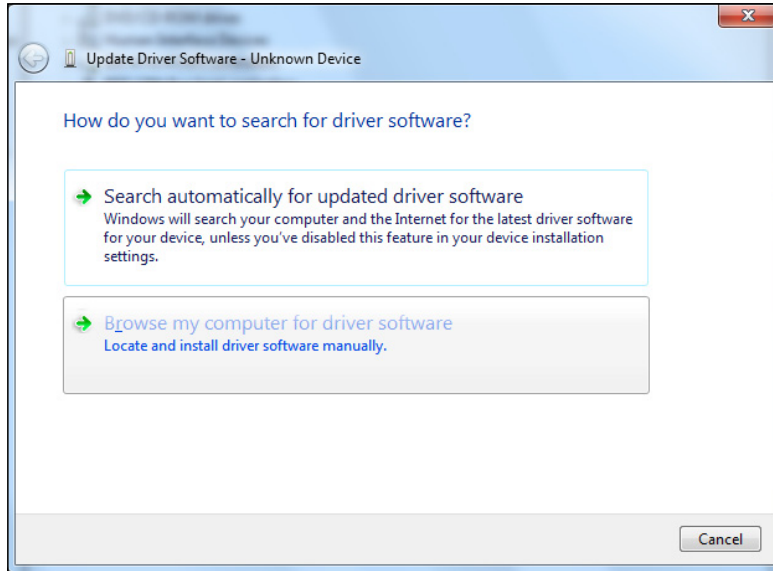
1. Click the Start icon, right-click **Computer**, and select **Manage**:



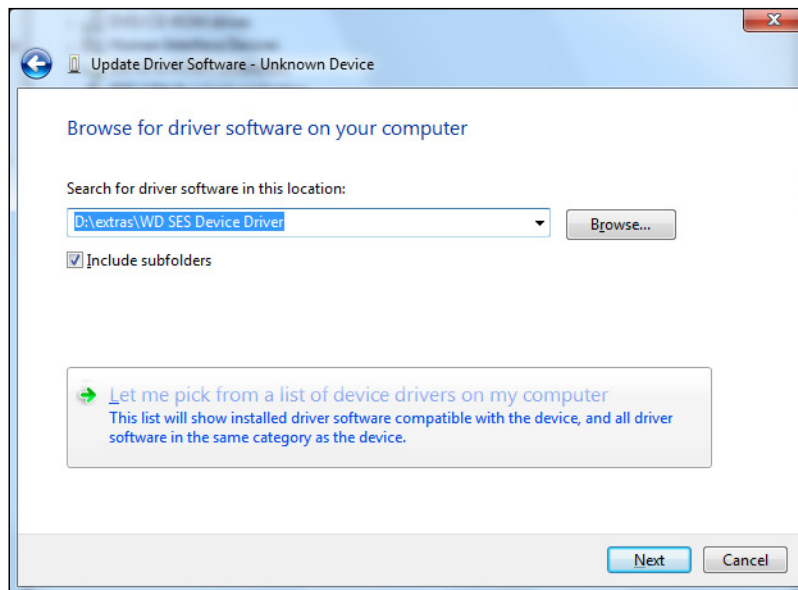
2. On the Computer Management screen, under Computer Management (Local), click **Device Manager > Unknown Device** and right-click **Update driver software**:



3. On the Update Driver Software screen, click **Browse my computer for driver software**:



4. Browse to **Computer**, double-click the My Book drive, double-click the Extras folder, and select **WD SES Device Driver**:



5. Click **Next**.
6. When the installation completes, click **Close**.

**B**

## Compliance and Warranty Information

This appendix includes the following topics:

- Regulatory Compliance
- Environmental Compliance (China)
- Warranty Information (All Regions Except Australia/New Zealand)
- Warranty Information (Australia/New Zealand)
- GNU General Public License (“GPL”)

### Regulatory Compliance

#### FCC Class B Information

Operation of this device is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. 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, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the 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/television technician for help.
- Any changes or modifications not expressly approved by WD could void your authority to operate this device.

#### ICES-003/NMB-003 Statement

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

This device complies with Canadian ICES-003 Class B.

#### Safety Compliance

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

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

## CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at Western Digital Europe.

## GS Mark (Germany only)

Machine noise - regulation 3. GPSGV: Unless declared otherwise, the highest level of sound pressure from this product is 70db(A) or less, per EN ISO 7779.

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

## KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이 기기는 가정용(B 급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다

## Environmental Compliance (China)

有毒有害物质或元素

部件名称	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价 铬 (Cr(VI))	多溴化联 (二)苯 (PBB)	多溴化 二苯醚 (PBDE)
减震架(4)	○	○	○	○	○	○
减震器(4 pcs)	○	○	○	○	○	○
脚垫(4 pcs)	○	○	○	○	○	○
带镜头的上盖	○	○	○	○	○	○
底盖	○	○	○	○	○	○
PCBA	○	○	○	○	○	○
硬盘驱动器	X	○	○	○	○	○
微型 USB 电缆	○	○	○	○	○	○
EMI 底盖	○	○	○	○	○	○
聚酯薄膜	○	○	○	○	○	○

O: 表示有毒有害物质在该部件的所有均质材料中的含量均低于 SJ/T11363-2006 标准规定的限量要求以下。  
X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006 标准规定的限量要求。  
(在此表中, 企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。)

## Warranty Information (All Regions Except Australia/ New Zealand)

### Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at

<http://support.wd.com/warranty/policy.asp> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via

<http://support.wd.com/warranty/policy.asp>. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

### Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD, is counterfeit or fake, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wd.com/warranty/policy.asp>), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## Warranty Information (Australia/New Zealand)

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

## Obtaining Service

WD values your business and always attempts to provide you the very best of service. 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 e-mail support service at <http://support.wdc.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document.

If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support website at <http://support.wdc.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act.

Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wdc.com>.

Western Digital Technologies, Inc.  
3355 Michelson Drive, Suite 100  
Irvine, California 92612

## Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 3 year in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wdc.com>), accident or mishandling while in the possession of someone other than WD.

**PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASSIONALLY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS. SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UP AND PROTECTING DATA AGAINST LOSS, CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.**

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.



## **GNU General Public License (“GPL”)**

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License (“LGPL”) (collectively, “GPL Software”) and not Western Digital’s End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from <http://support.wdc.com/download/gpl> or obtained on CD for a nominal charge from <http://support.wdc.com/download/gpl> or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at <http://www.gnu.org>, and may also be found at <http://support.wdc.com/download/gpl>.

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Western Digital  
3355 Michelson Drive, Suite 100  
Irvine, California 92612 U.S.A.

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