

Problems and Solutions

For Wireless Drive SSM-F200

1. How to power on/off the device?

Answer:

- (1). Push the "POWER" button for 5-6 seconds until the Blue LED is on;
- (2). Push the "Power" button for 2-3 seconds until the Yellow LED blinks.

We recommend you to click "remove safely" on APP before you shut it down in order to keep the data safe.

2. What is the password when the Drive is connected wirelessly for the first time?

Answer: There is no WiFi password when connecting for the first time. If you use your mobile phone app to complete the initial settings, then the password will be used for wifi password, user password and remote connection password.

3. How to restore factory settings if I forget the password?

Answer: Press "RESET" button more than 10 seconds while the power is on. The device LED will be off and then on again, it means reset successfully.

4. Will the data be lost after restoring factory settings?

Answer: No, it won't. "RESET" will only clear the password and network settings.

5. When auto-backup photos, it gets stuck on the calculation, or back up failed, what should I do?

Answer: **1.** Please check your mobile phone WiFi connection whether disconnected or not; if disconnected, pls connect the Drive's WiFi again.

In most cases, the WiFi of the Router is stronger than the WiFi of the Drive, so the mobile phone often automatically switches to the WiFi of the Router.

We recommend that you set your Drive to the Internet and then use your phone to connect to the Router's WiFi to access Drive to achieve a stable WiFi connection.

2. Please check your iPhone have enough storage? All the contents will be transferred to local and then move to Drive. So please ensure your iPhone has enough storage.

3. Does your iPhone name have special characters? If have, please delete the special characters and just with normal standard characters. Please follow this to check: Your iPhone--- Settings---General---About---Name

6. When auto-backup for iPhone photos, it creates the backup folder on App, but the folder is empty or less photos than my iPhone's?

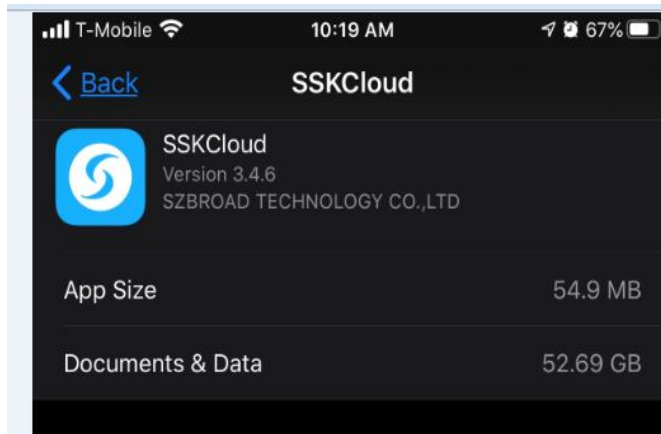
Answer: If the Drive is not connected to the internet, it will only back up iPhone local photos(It will not backup icloud stored photos). If you want to backup all photos, please ensure that the hard drive is connected to the internet first.

7. I have connected another hard drive to SSM-F200 USB host port, but it can not be recognized by SSKCloud App, how to do?

Answer: 1. Please check the hard drive connected if these formats, EXFAT/NTFS/FAT32, if not, please reformat;

2. USB Host port supports the USB devices with less than 500Ma Power requirement. So most Flash drives and SD card readers can connect directly, however HDD, SSD and other external storage devices must be connected to either their own power source or via a USB POWERED Hub.

8. I found SSKCloud App takes up a lot of Phone storage space, How to delete this data?



Answer: Please go to SSKCloud App---Settings---System Settings---Remove cache.

After that, it will release your phone storage space.

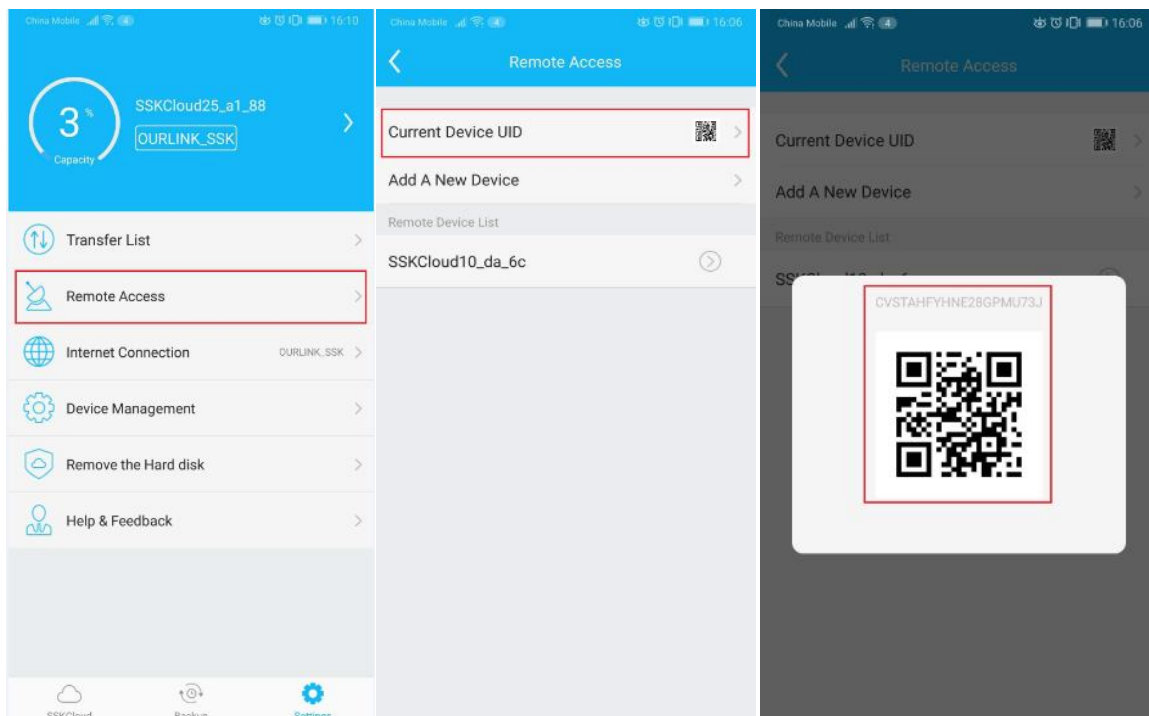


9. I saved a lot of music on the Drive, but why can't I play them continuously via SSKCloud App?

Answer: Please save the music to SSKCloud default Music folder, then you can play the music continuously. In order to have a better and faster experience, App has several default folders, please put the data in the corresponding folders so that the app Menu (photos, videos, music and documents) will scan and display the data of these folders accordingly. If you create your own folders, they will not appear on the menu, please click on the App-Drive to access it.

10. Where to find the UID no.?

Answer: Use your mobile phone to connect the Drive's WiFi, tap SSKCloud App---Settings---Remote Access---UID of Current Device



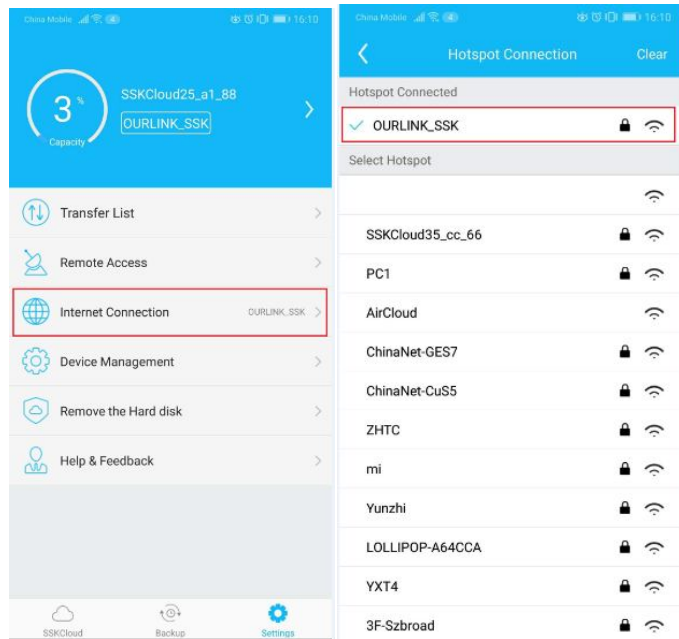
11. How to connect the Drive to the Internet?

Answer: Two ways, please do one of following:

(1). Use Lan cable to connect the hard drive to router directly.

(2). Wireless bridge to Router.(In APP, click settings-Internet Connection

-Hotspot-choose WiFi and enter the password)



12. How to upgrade firmware?

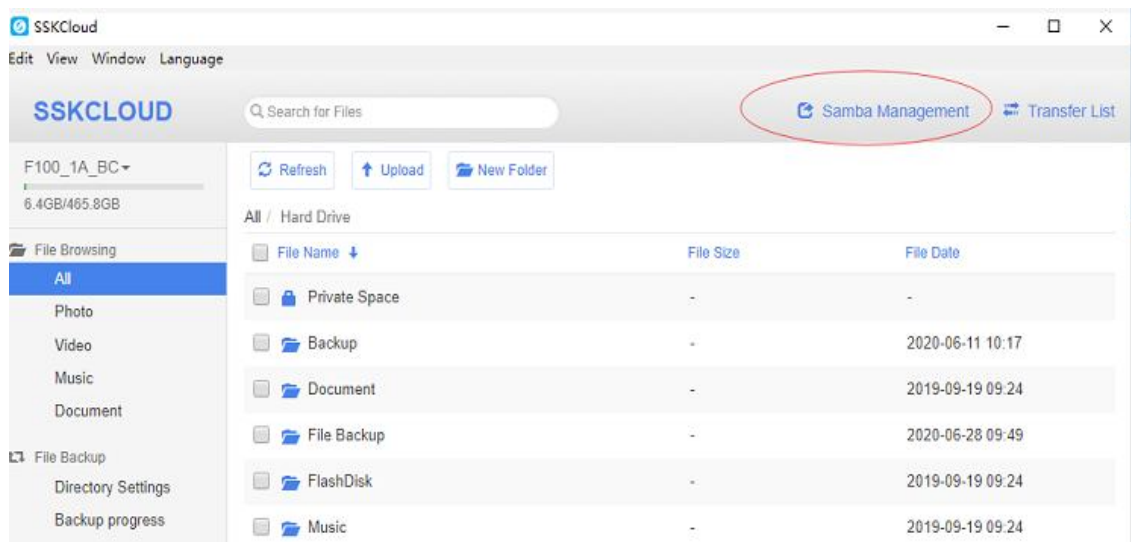
Answer: When have a new updated firmware, it will auto update if the hard drive is connected to the network. You will see an upgrade reminder when there is a new firmware push. If update failure, please contact us.

13. I have entered the correct user name and password on my Win 10

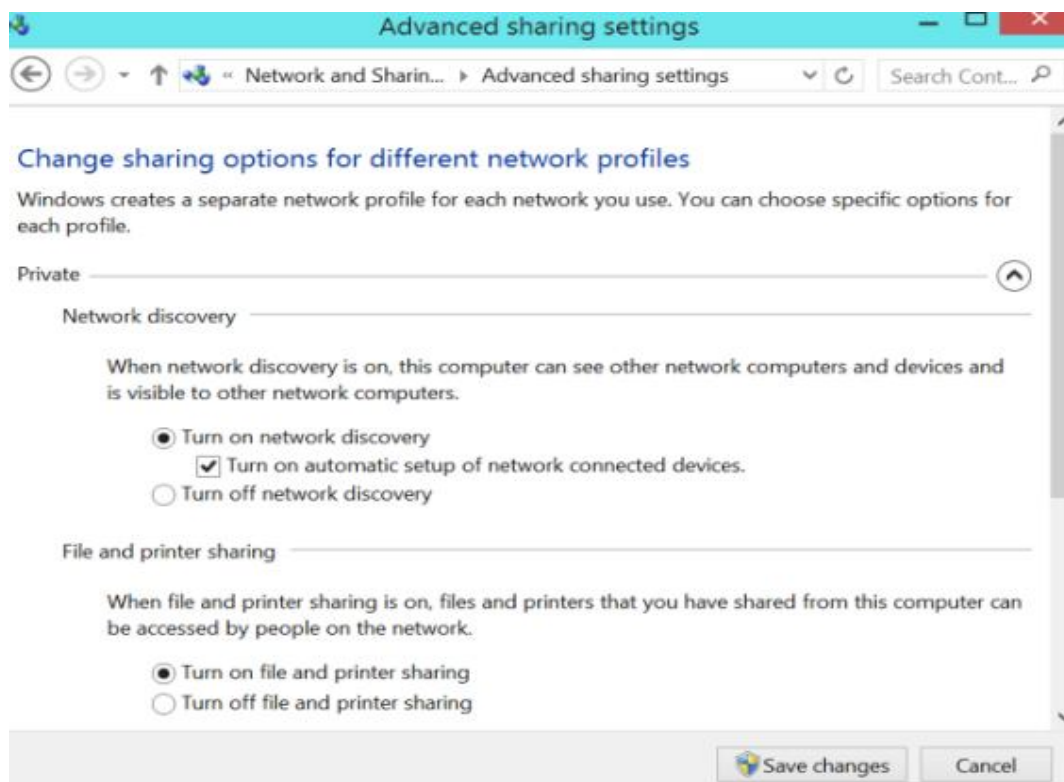
computer, but I still can not access the Drive via SAMBA, what should I do?

Answer: SSKCloud latest software has addressed to access SAMBA and no need you to enter the IP address, user name and password manually. Please use this way to acces it.

SSKCloud Software----Samba Management



If you still can not access, please follow below photo to set up on computer and then click : Samba Management again.



14. I set a static IP address on the App or the Webpage, but it was not successful. How can I set a static IP address?

Answer: Please use the Router facility to set the static IP address, please follow the steps below:

local area network

Page help

VPN VPN

UPnP

Zhilian settings

IPv6

Wi-Fi settings

Dynamic Domain Name Service DDNS

Security Settings

System settings

application

Router LAN IP address: 192.168.3.1

domain name

You can access Huawei router A2 by setting the domain name (for example: my.home)

DHCP server

IP address assignment range: 192.168.3.2 - 254

Lease term: 1 day

save

Static IP address binding list

Serial number	Device name and MAC address	IP address	Enable	operating

Zhilian settings

IPv6

Wi-Fi settings

Dynamic Domain Name Service DDNS

Security Settings

System settings

application

Router LAN IP address: 192.168.3.1

domain name

Static IP address binding

Select the bound device: Manual input

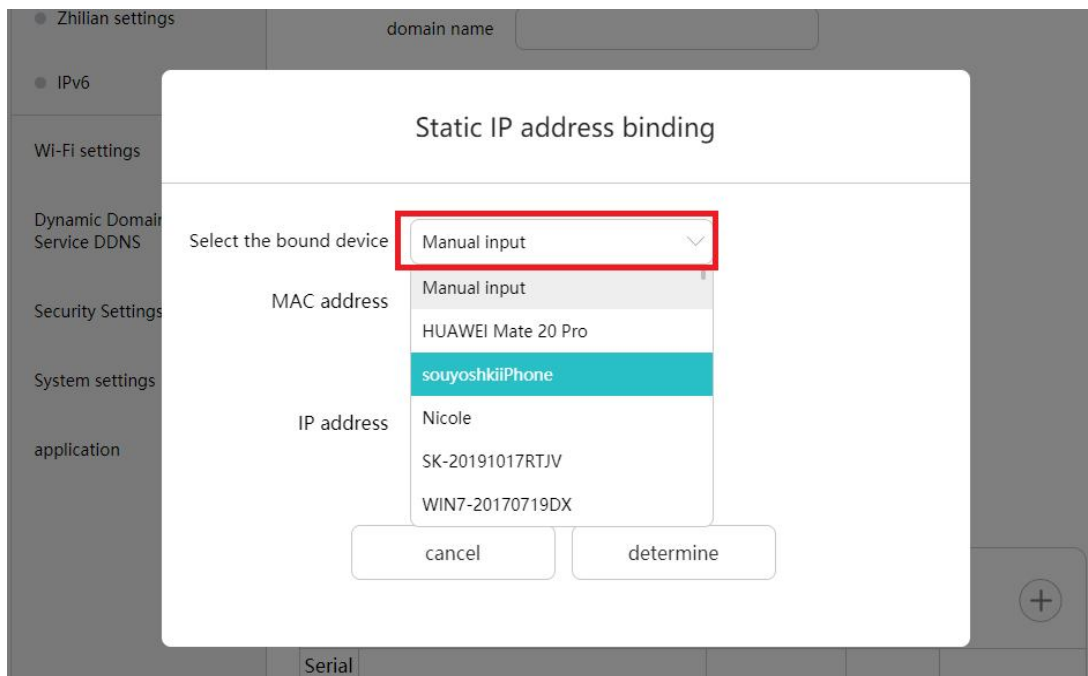
MAC address

MAC address format: XX-XX-XX-XX-XX-XX or XX:XX:XX:XX:XX:XX or XXXXXXXXXXXX

IP address

cancel determine

Serial number	Device name and MAC address	IP address	Enable	operating



15. Where should I download the SSKCloud Software for my computer?

Answer: Please download the software from SSK official website:

www.ssk.cn/en ---- Menu----Support----Download Center

16. I have downloaded the software from SSK website, but why can't I install it?

Answer: All the software downloaded from the SSK website is compressed, please unzip it and install.

If still no resolve your issues, pls contact us by email at:

support@ssk.cn.

Thank you for your time!