



ioSafe 224+

User Manual

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Product Warranty

CDSG warrants this product to be free of significant defects in material and workmanship for a period of two (2) years from the original date of purchase. CDSG's warranty is nontransferable and is limited to the original purchaser.

Limitation of Liability

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

FCC Compliance Statement: "This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation."

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at this own expense.

In the event that you experience Radio Frequency Interference, you should take the following steps to resolve the problem:

1. Ensure that the case of your attached drive is grounded.
2. Use a data cable with RFI reducing ferrites on each end.
3. Use a power supply with an RFI reducing ferrite approximately 5 inches from the DC plug.
4. Reorient or relocate the receiving antenna.

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1. INTRODUCTION

This User Manual shows you how to set up and maintain the ioSafe 224+, a fireproof and waterproof two-bay network-attached storage (NAS) storage device, powered by Synology DSM.

The ioSafe 224+ ensures seamless business continuity with Synology DSM, Synology's prize-winning operating system. The ioSafe 224+ also protects your data while fully submersed underwater for up to 72 hours and in temperatures up to 1550° F for 30 minutes, ensuring that your data stays protected through floods and fires.

1.1. ACTIVATE WARRANTY AND DATA RECOVERY SERVICE PROTECTION

Make sure to register your product to ensure you receive notices of product updates and are fully protected by our hardware warranty and Data Recovery Service (if applicable).

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

2. GENERAL INFORMATION

2.1. WARNINGS AND NOTICES

Please read the following before handling this product.



IMPORTANT

If a hard drive inside the ioSafe 224+ ever fails, do not replace it without consulting the complete User Manual first.

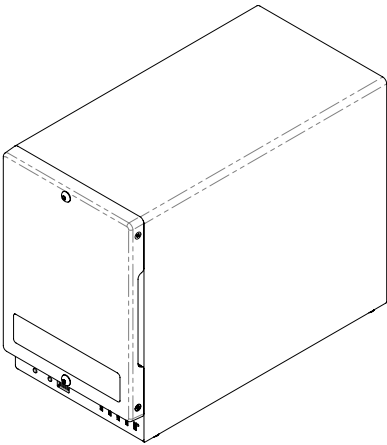


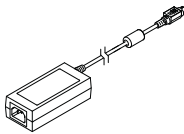
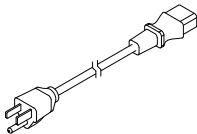
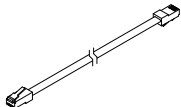

We've made the drive replacement procedure very easy to follow, but if you don't follow it you might accidentally erase your data!

Download the User Manual from iosafe.com/support/product-manuals and consult it to be safe!

1. Before starting any type of hardware installation, ensure that all power switches have been turned off and all power cords have been disconnected to prevent personal injury and damage to the hardware.
2. Do not drop the product, submit it to impact, or pierce it.
3. The circuit boards within this product are susceptible to static electricity. Proper grounding is strongly recommended to prevent electrical damage to the product or other connected devices, including the computer host.
4. Avoid placing this product close to magnetic devices, high voltage devices, or in an area exposed to heat, flame, direct sunlight, dampness, moisture, rain, vibration, shock, dust, or sand.
5. To avoid overheating, this product should be operated in a well-ventilated area.
6. Remove the drives before transporting the product to prevent damage to the drive interfaces.

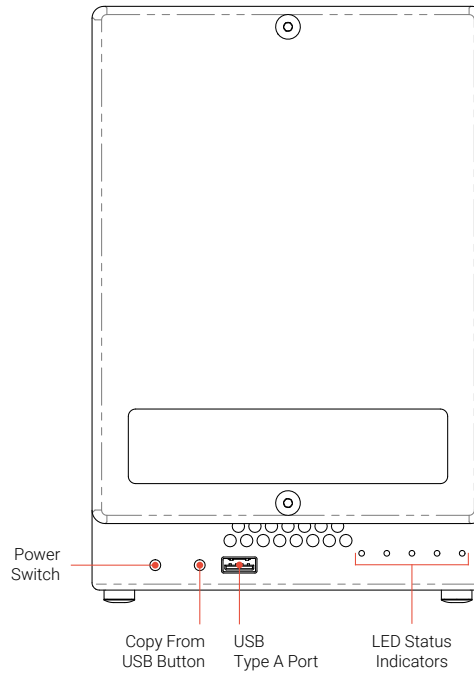
2.2. PACKAGE CONTENTS

Check the package contents to verify that you have received the items below. Please contact ioSafe if any items are missing or damaged (see [Section 6.4: Contact ioSafe Support, page 20](#)).

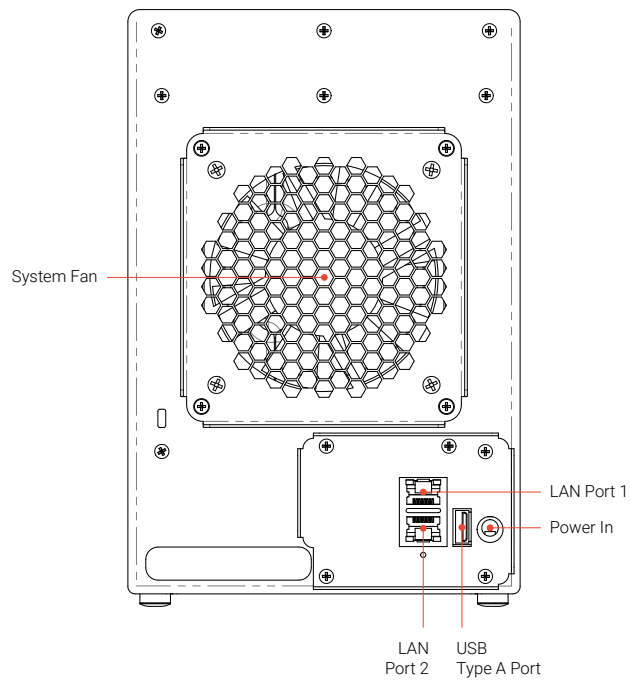
	
ioSafe 224+	Qty. 1
	
Magnet	Qty. 1
	
Screws	Qty. 9
	
Power Supply	Qty. 1
	
Power Cord	Qty. 1
	
Ethernet Cable	Qty. 1
	
Allen Wrench	Qty. 1

2.3. IDENTIFYING PARTS

Front



Rear



2.4. LED BEHAVIOR

LED Name	Color	State	Description
Power	Blue	Static	Indicates that the unit is powered on.
		Blinking	The unit is booting up or shutting down.
		Off	The unit is powered off.
Status	Green	Solid	The unit is operating normally.
	Orange	Blinking	Indicates one of the following states: <ul style="list-style-type: none"> • Volume degraded • Volume crashed • Volume not created • Synology DSM is not installed
	Off		Indicates one of the following states: <ul style="list-style-type: none"> • The drives are in hibernation • The drives are not installed
Drive Activity LEDs #1-2	Green	Static	The corresponding drive is ready and idle.
		Blinking	The corresponding drive is being accessed.
	Orange	Solid	Indicates a drive error for the corresponding drive.
	Off		No internal drive installed in the corresponding drive bay, or the drive is in hibernation.
Copy	Green	Static	The attached peripheral device has been detected.
		Blinking	Data is being copied from the peripheral to the unit.
	Off		No peripheral device detected.
Top Rear LAN LEDs #1-2	Green	Solid	The network is connected.
		Blinking	Indicates that network activity is happening.
	Off		There is no network connected or the Ethernet cable is disconnected.
Bottom Rear LAN LEDs #1-2	Green	Solid	1 Gbps connection
	Orange	Solid	100 Mbps connection
	Off		10 Mbps connection or no network detected

3. HARDWARE INSTALLATION

3.1. TOOLS AND PARTS FOR DRIVE INSTALLATION

- A Phillips screwdriver
- 3mm hex tool (included)
- At least one 3.5-inch or 2.5-inch SATA drive (please visit iosafe.com/support/hardware-compatibility for a list of compatible drive models)

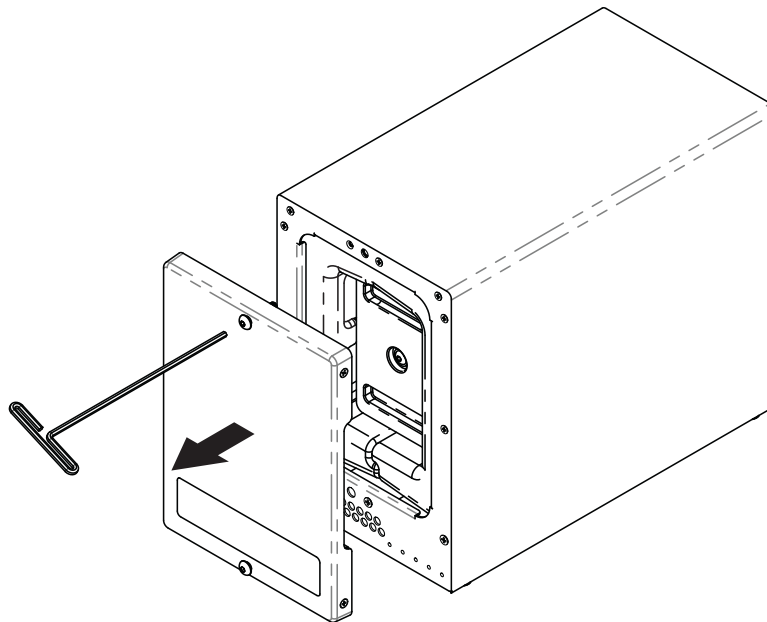


WARNING

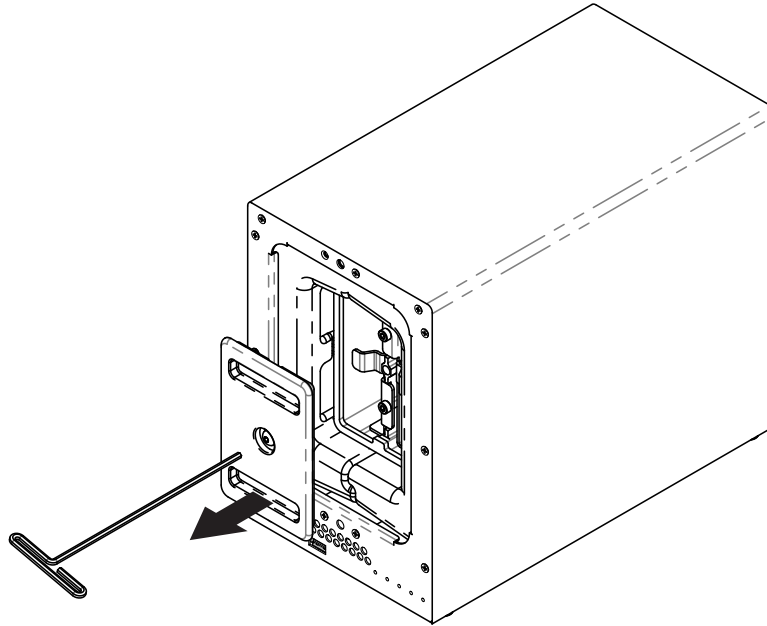
If you install a drive that contains data, the system will format the drive and erase all existing data. Please back up any important data before installation.

3.2. SATA DRIVE INSTALLATION

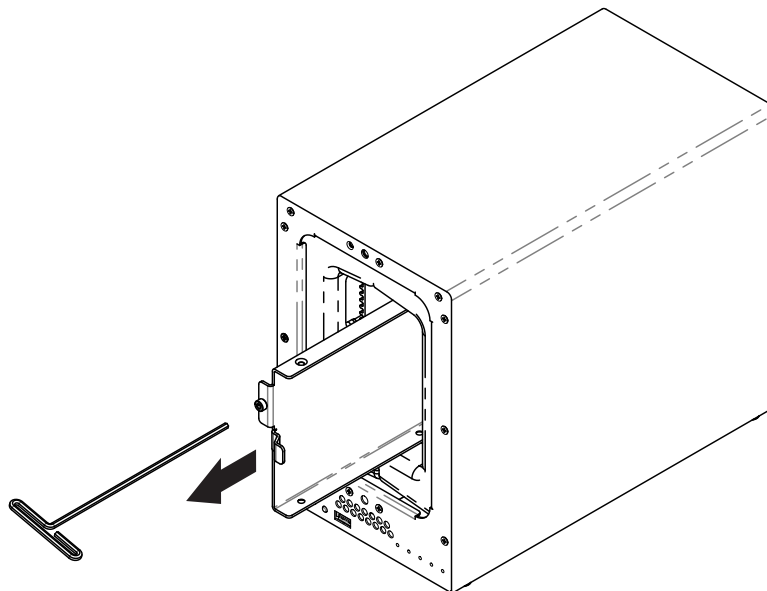
1. Use the included 3mm hex tool to remove the screws on the top and bottom of the front cover. Then remove the front cover.



2. Remove the waterproof drive cover with the 3mm hex tool.



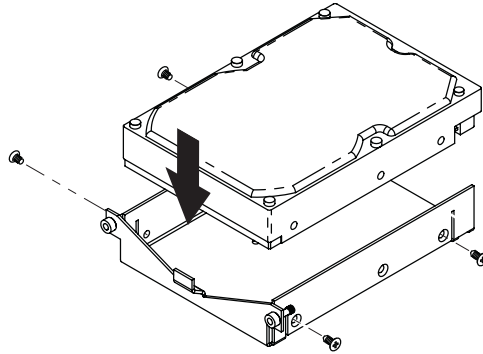
3. Remove the drive trays with the 3mm hex tool.



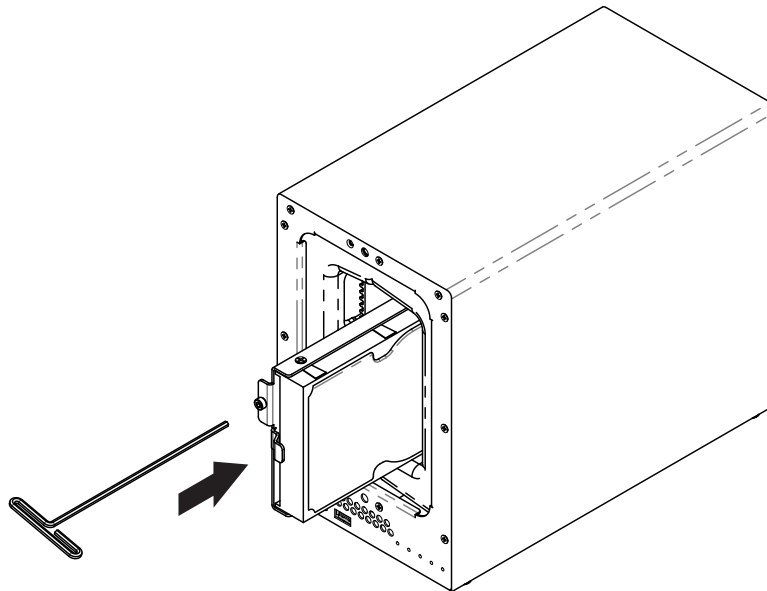
4. Install a compatible drive into each drive tray using (4x) drive screws and a Phillips screwdriver. Visit iosafe.com/support/hardware-compatibility for a list of qualified drive models.

**NOTE**

When setting up a RAID set, it is recommended that all installed drives should be the same size in order to make the best use of drive capacity.



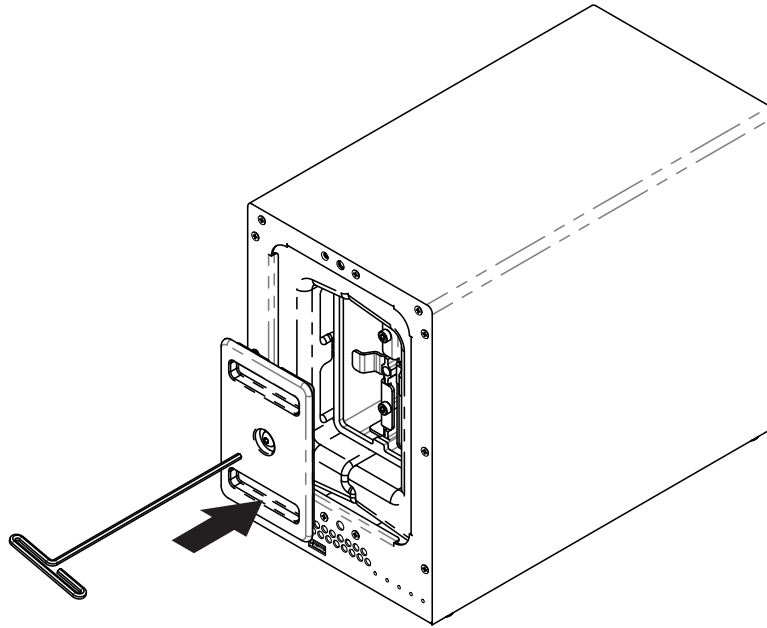
5. Insert each loaded drive tray into an empty drive bay, ensuring that each one is pushed in all the way. Then tighten the screws using the 3mm hex tool.



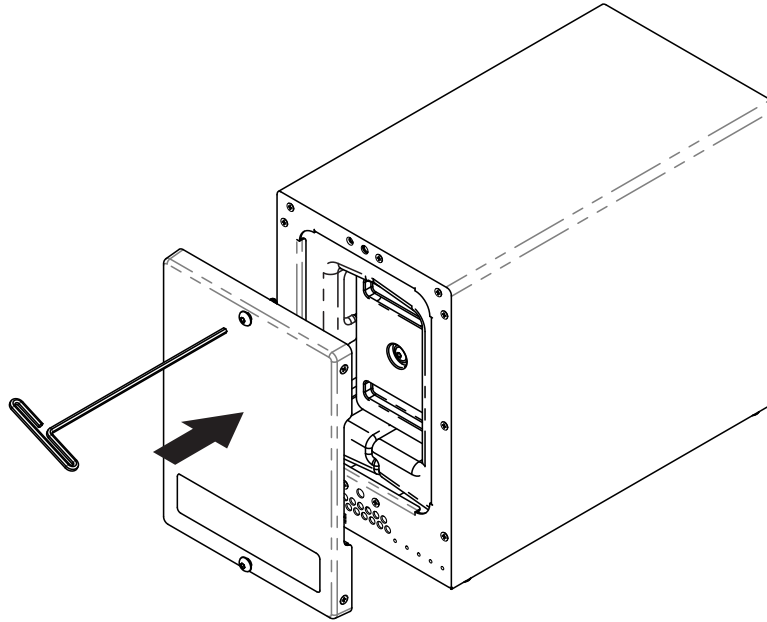
6. Replace the waterproof drive cover and securely tighten it using the 3mm hex tool.

**CAUTION**

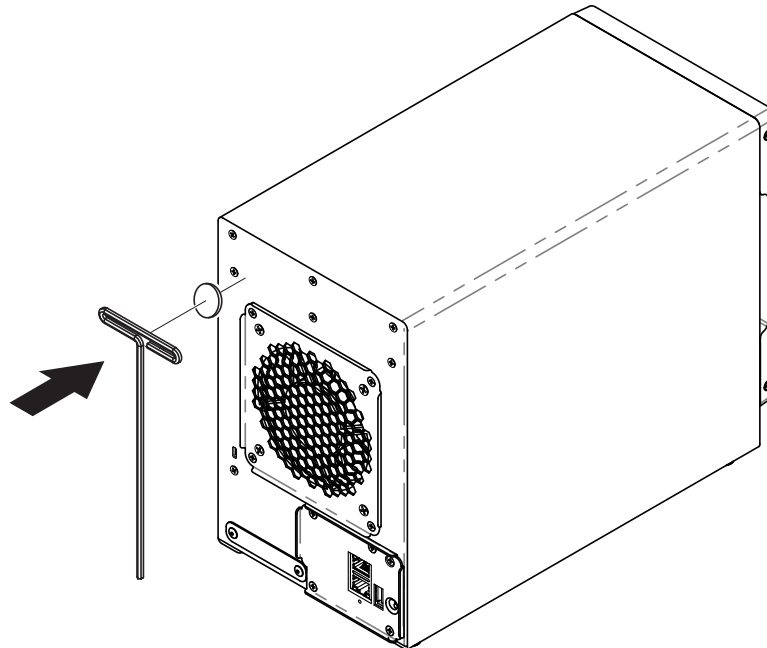
Use only the supplied hex tool to secure the waterproof drive cover as when using other tools you could under-tighten or break the screw. The hex tool has been designed to flex slightly when the screw is sufficiently tight and the waterproof gasket is properly compressed.



7. Install the front cover to finish installation and protect the drives from fire.



8. You may optionally use the round magnet provided to attach and store the hex tool on the back of the unit.

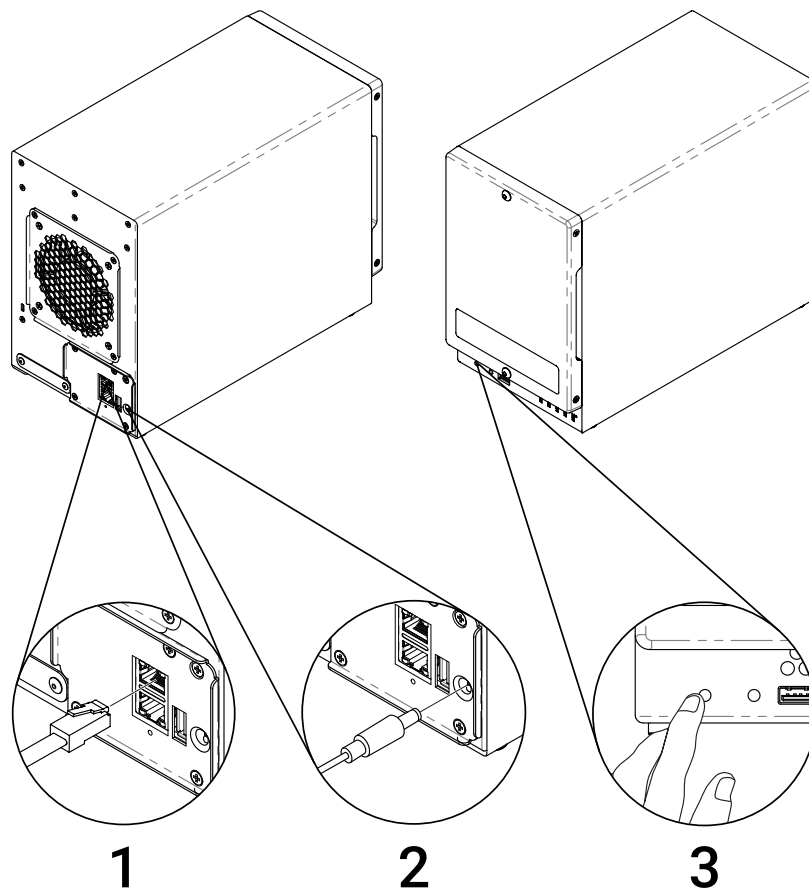


3.3. CONNECTING THE IOSAFE 224+



WARNING

Do not place the ioSafe 224+ device on a soft surface, such as carpet, that will obstruct air flow into the vents on the underside of the product.



NOTE

If you purchased an ioSafe 224+ without drives pre-installed, the fan inside the unit will spin at full speed until you install Synology DiskStation Manager (see [Install Synology DiskStation Manager](#)) and Synology DiskStation Manager has booted up. This is the default behavior for the cooling fan and is intended.

4. INSTALL SYNOLOGY DISKSTATION MANAGER

Synology DiskStation Manager (DSM) is a browser-based operating system which provides tools to access and manage your ioSafe 224+. When installation is complete, you will be able to log into DSM and start enjoying all the features of your ioSafe powered by Synology. Before getting started, please check the following:



IMPORTANT

Your computer and your ioSafe 224+ must be connected to the same local network.



IMPORTANT

To download the latest version of DSM, Internet access must be available during installation.

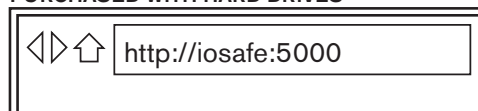


NOTE

Any ioSafe 224+ that was shipped with hard drives pre-installed already has Synology DiskStation Manager installed. If you have drives pre-installed, continue on to [Section 5: Connect and Log in to Synology DiskStation Manager, page 17](#).

1. Turn on the ioSafe 224+ if it is not already powered on. It will beep once when it is ready to set up.
2. Type in one of the following addresses into a web browser to load the Synology Web Assistant. The status of your ioSafe 224+ should read **Not Installed**.

PURCHASED WITH HARD DRIVES



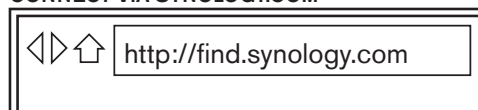
OR

PURCHASED WITHOUT DRIVES

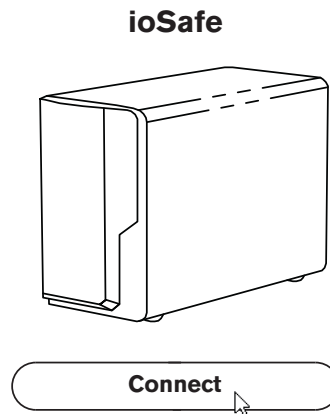


OR

CONNECT VIA SYNOLOGY.COM



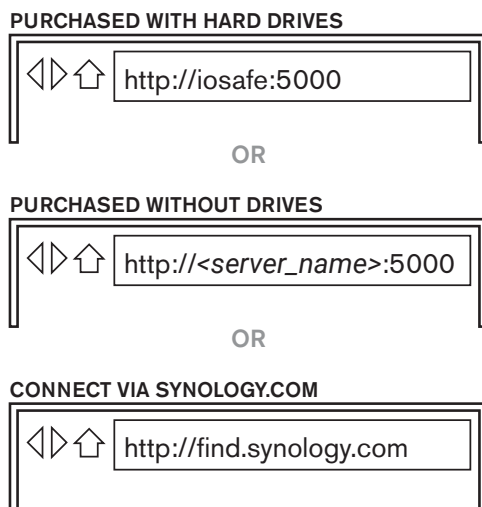
3. Click the **Connect button** to begin the setup process.



4. Follow the on-screen instructions to install Synology DSM. Your ioSafe 224+ will automatically restart in the middle of setup.

5. CONNECT AND LOG IN TO SYNOLOGY DISKSTATION MANAGER

1. Turn on the ioSafe 224+ if it is not already powered on. It will beep once when it is ready to set up.
2. Type in one of the following addresses into a web browser to load the Synology Web Assistant. The status of your ioSafe 224+ should read **Ready**.

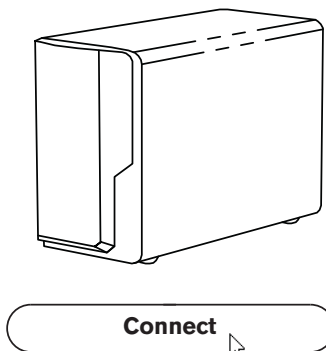


IMPORTANT

If you do not have an Internet connection and you purchased the ioSafe 224+ without drives pre-installed, you will need to connect using the second method. Use the server name you gave your ioSafe 224+ while installing Synology DiskStation Manager (see [Section 4: Install Synology DiskStation Manager, page 15](#)).

3. Click the **Connect** button.



ioSafe



4. The browser will display a login screen. If you purchased the ioSafe 224+ with pre-installed drives, the default username is **admin** and the password is left blank.

For those who purchased the ioSafe 224+ without drives, the username and password are the ones you created while installing Synology DSM (see [Section 4: Install Synology DiskStation Manager, page 15](#)).

ioSafe

	<username>
	<password>
<input checked="" type="checkbox"/>	Stay signed in
<div>Sign In</div>	



TIP

You can change the username and password with the “User” Control Panel applet in the Synology DiskStation Manager user interface.

6. PRODUCT SUPPORT AND DATA RECOVERY SERVICE

Congratulations! You are now ready to manage and enjoy all the features of your ioSafe 224+ device. For more information regarding specific features, please check out DSM Help or refer to our online resources available at iosafe.com or synology.com.

6.1. ACTIVATE DATA RECOVERY SERVICE PROTECTION

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

6.2. IOSAFE NO-HASSLE WARRANTY

If the ioSafe 224+ breaks during the warranty period, we will repair or replace it.

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

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

6.3. DATA RECOVERY PROCEDURE

If the ioSafe 224+ faces possible data loss for any reason, you should immediately call the ioSafe Disaster Response Team at 1-530-820-3090 option 3. You can also send an email to disastersupport@iosafe.com. ioSafe can determine the best actions to take to protect your valuable information. In some cases a self-recovery can be performed and provide you with immediate access to your information. In other cases, ioSafe may request that the product be returned to the factory for data recovery. In any case, contacting us is the first step.

The general steps for disaster recovery are:

1. Email disastersupport@iosafe.com with your serial number, product type and date of purchase. If you cannot email, call the ioSafe Disaster Support Team at 1-530-820-3090 option 3.
2. Report the disaster event and obtain return shipping address/instructions.
3. Follow ioSafe team instructions on proper packaging.
4. ioSafe will recover all data which is recoverable according to the terms of the Data Recovery Service Terms and Conditions.

5. ioSafe will then place any recovered data on a replacement ioSafe device.
6. ioSafe will ship the replacement ioSafe device back to the original user.
7. Once the primary server/computer is repaired or replaced, the original user should restore the primary drive data with the ioSafe backup data.

6.4. CONTACT IOSAFE SUPPORT

Your investment in ioSafe products is backed up by our free technical support for the lifetime of the product. Use the support resources on our website, iosafe.com/support, email us, or give us a call.

Customer and Technical Support

- Phone: 1-530-820-3090 Option 2
- Email: customersupport@iosafe.com

Data Recovery Services

- Phone: 1-530-820-3090 Option 3
- Email: disastersupport@iosafe.com