Problems and Solutions
For Wireless Drive SSM-F100/F200

1. **How to power on/off the device? (For SSM-F200)**

   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. **My mobile phone connected the Drive's WiFi hotspot, but the APP still**

   prompts that "Can not connect to device", how to do?

   Answer: Please hold down the page and pull down to refresh, after that, it

   will prompt : Wi-Fi connected ****.

3. **After connected the Drive's WiFi hotspot, the App hasn't displayed the**

   proper capacity of the Drive, I can not transfer or backup anything, how to

   do?
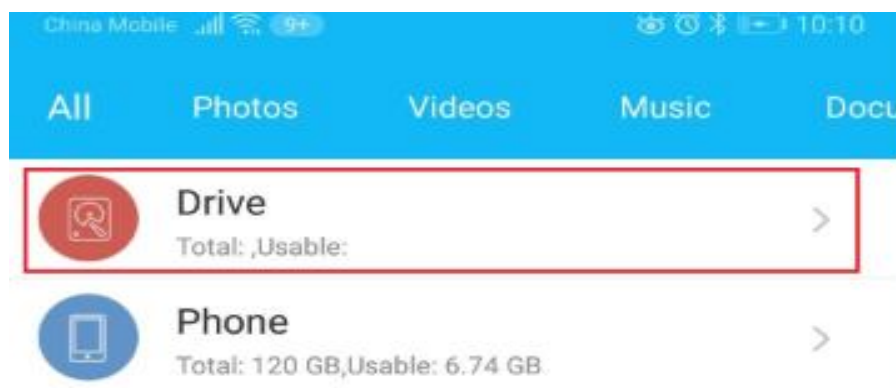
   Answer: 1. Please check the App whether it shows the WiFi is connected or

   not, if not connected, please reconnect the WiFi or refresh the App till it is

   showing the proper connection.
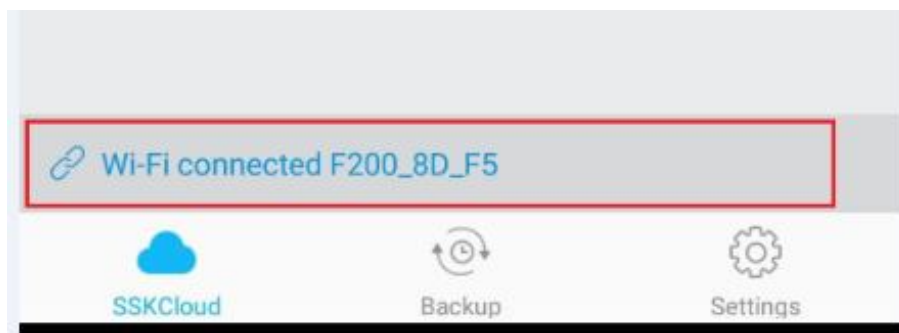
2. If the App shows that the WIFI is connected, but the capacity is not yet displayed, please turn off the Drive, and then connect it to computer with supplied usb cable and reformat the Drive to EXFAT or NTFS. (Before format, please backup all your data).

How to format the Drive, please download the file from our website.

4. **What is the password when the Drive is connected wirelessly for the first time? (For SSM-F200)**

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.

5. **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.

6. **Will the data be lost after restoring factory settings?**

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

7. **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. (For SSM-F200)

   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

8. **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.

9. **I have connected another Drive(USB storage) to SSM-F100/F200 USB host port, but it can not be recognized by SSKCloud App, how to do?**

Answer: 1. Please check the Drive formats, SSKCloud App supports EXFAT/

NTFS/FAT32, if not these format, please reformat the Drive;

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.(For SSM-F200)

10.I found SSKCloud App takes up a lot of Phone storage space, How to delete

this data?
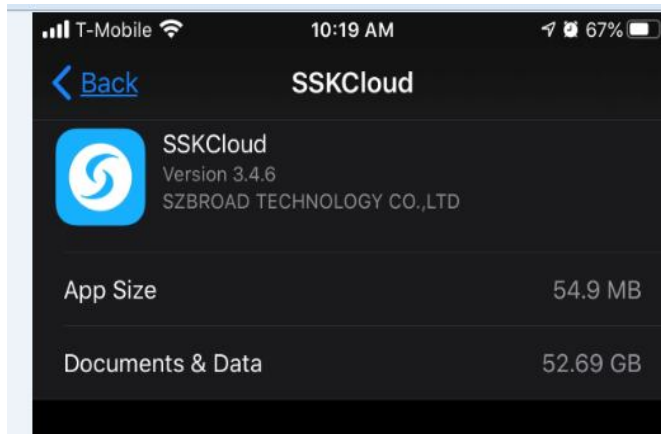
Answer: Please go to SSKCloud App---Settings---System Settings—

Remove cache. After that, it will release your phone storage space.
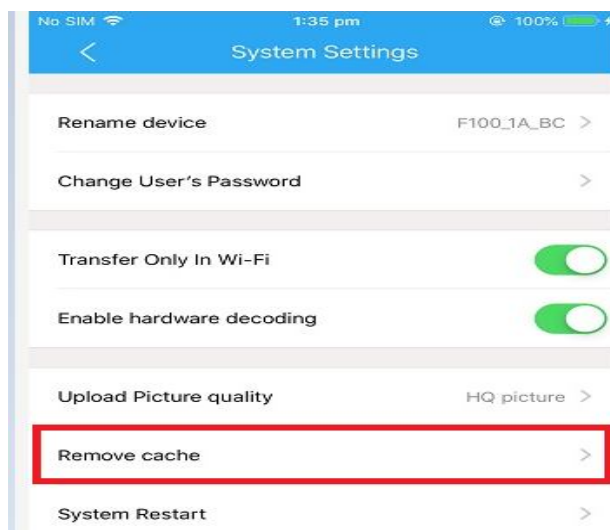
11. I saved a lot of music on the Drive, but why can't I play them

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.

## 12. 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
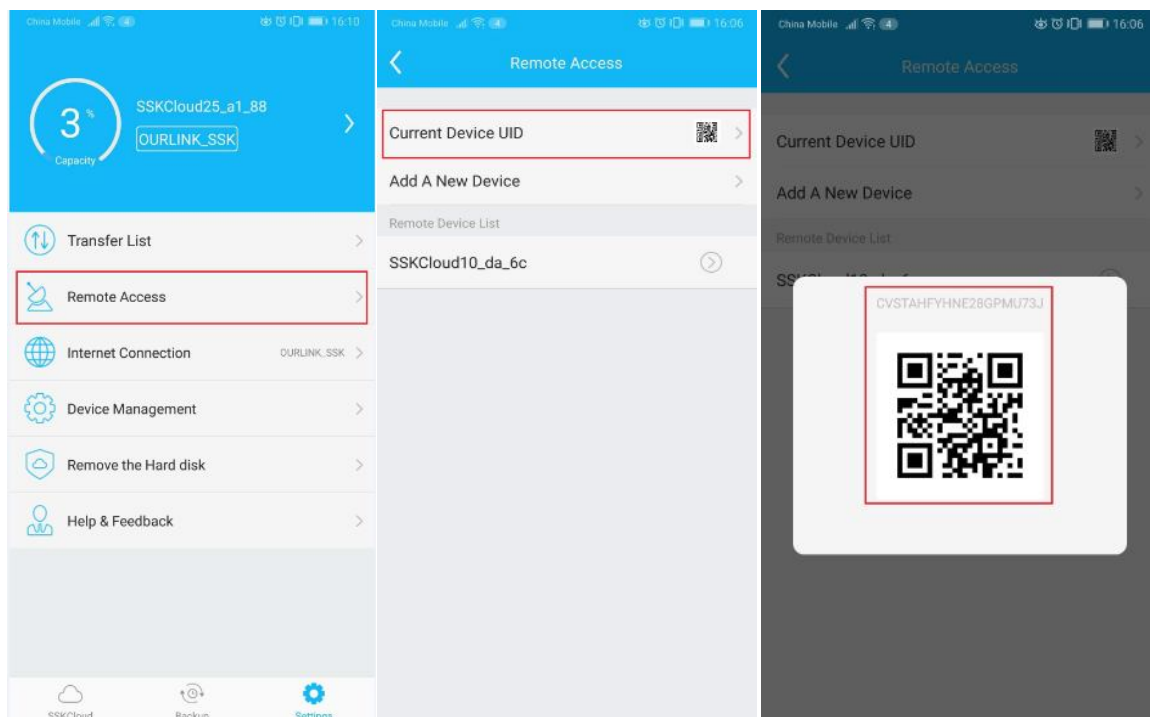
13. How to connect the Drive to the Internet? (For SSM-F200)

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)
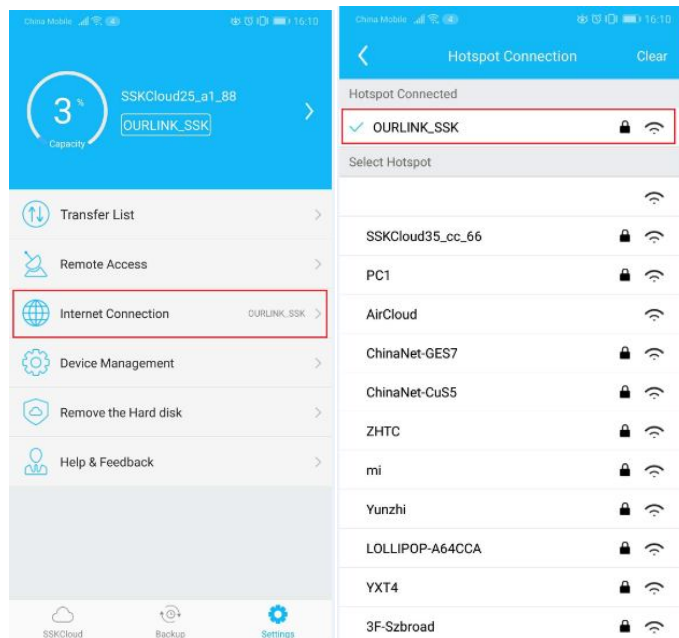
14. How to upgrade firmware?

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.

15. 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 access it.

SSKCloud Software----Samba Management
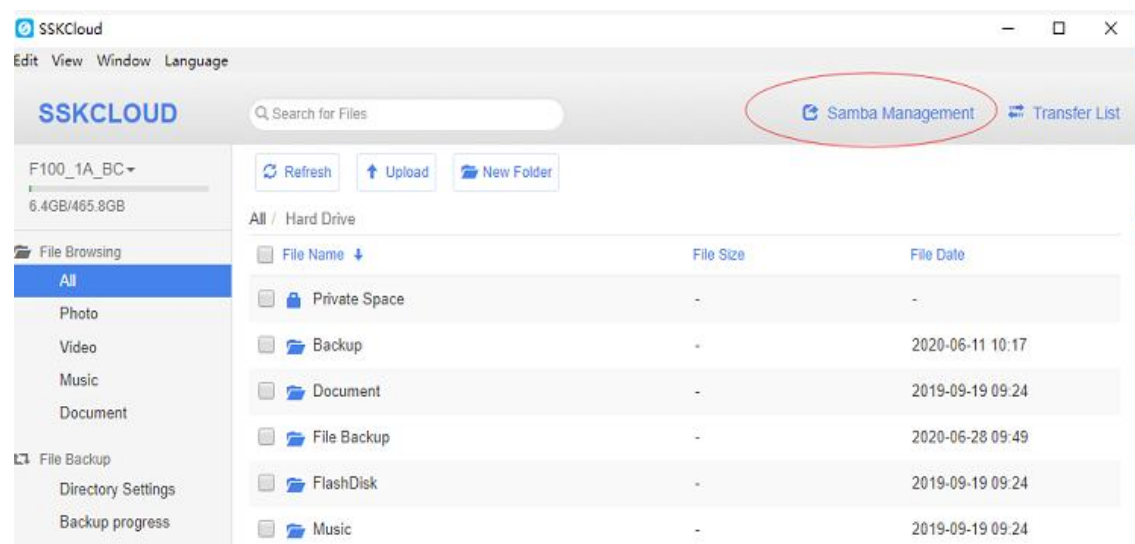
If you still can not access, please follow below photo to set up on computer

and then click : Samba Management again.
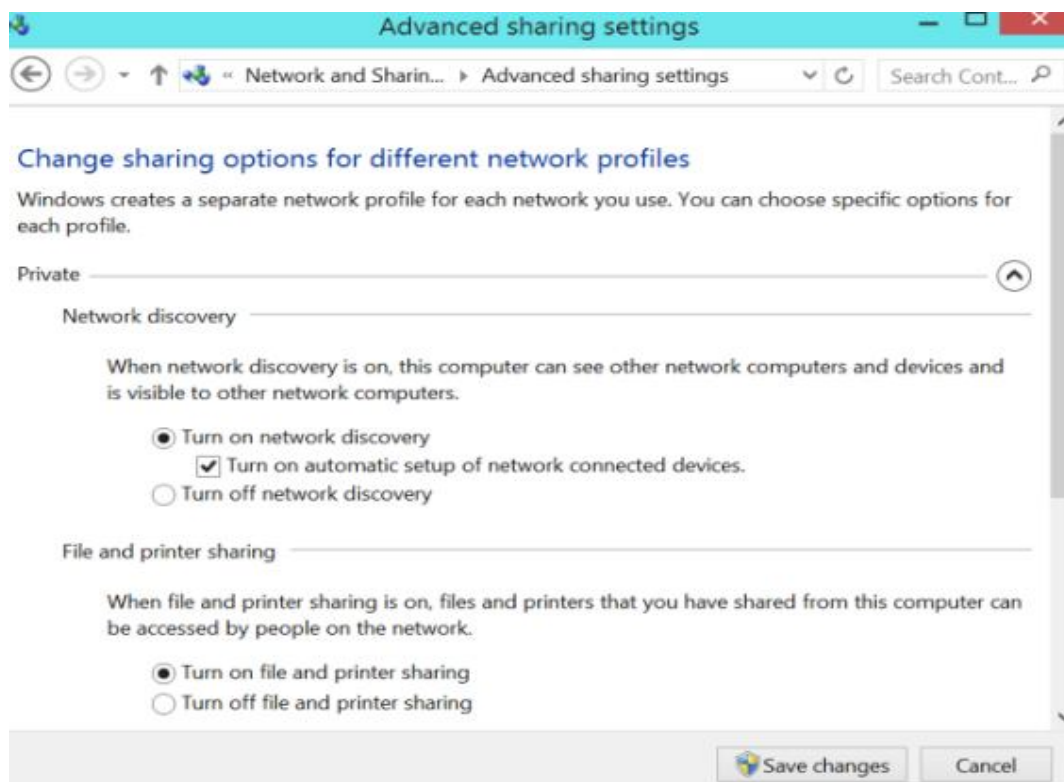
16. **I set a static IP address on the App or the Webpage, but it was not**

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:

Panel 1

- local area network
- VPN VPN
- UPnP
- Zhilian settings
- IPv6
- Wi-Fi settings
- Dynamic Domain Name Service DDNS
- Security Settings
- System settings
- application

Page help

| 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

Panel 2

| 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

Panel 3

domain name

Static IP address binding

Select the bound device   Manual input

| Manual input |
| HUAWEI Mate 20 Pro |
| souyoshkiiPhone |
| Nicole |
| SK-20191017RTJV |
| WIN7-20170719DX |

MAC address

IP address

cancel   determine

17. Where should I download the SSKCloud Software/App for my computer?

Answer: We have stored the file App in the hard drive, please find the folder name: "App", and then transfer the appropriate file to your computer and install accordingly. If you don't find it, please download the software from SSK official website:

eng.ssk.cn ---- Download Center

18. I have downloaded the Software/App 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.

**19. I have a smart TV, how can I cast the video from SSK Drive to Smart TV?**

Answer: SSKCloud App supports DLNA protocal. If you have a smart TV, you can cast the video from SSK Drive to Smart TV, please follow below steps:

Firstly, please connect the SSK Drive SSM-F100/F200 to your home network, and also connect the Smart TV to the same network;

Secondly, ensure your mobile phone connect the same network, so that the mobile phone, SSK Drive and Smart TV are in the same network;

Thirdly, please click: SSK Cloud App on your mobile phone--- Videos--- Choose the video you want to Cast---- It will show the TV icon and click it----Select the TV Name and cast it, after that, the video will be casted to TV.
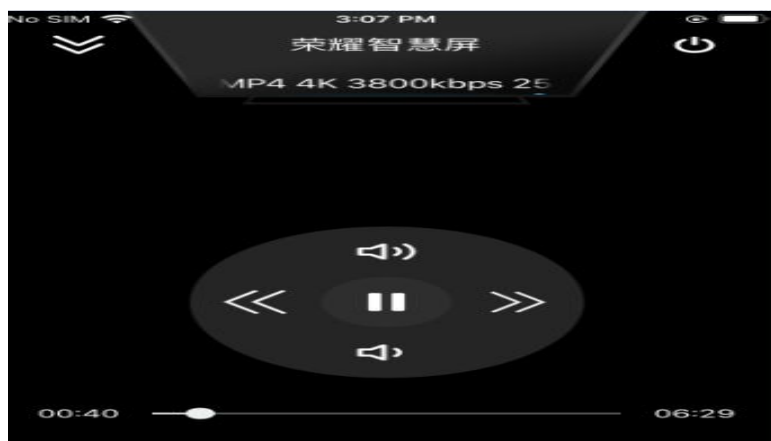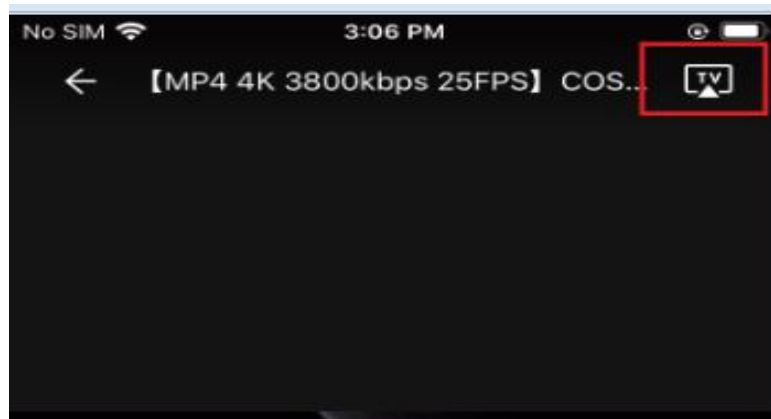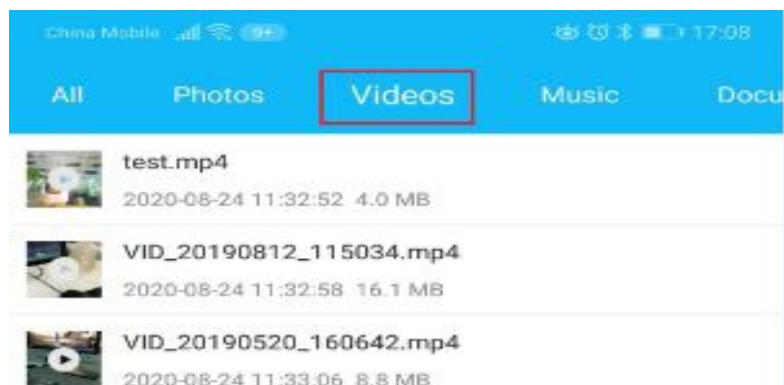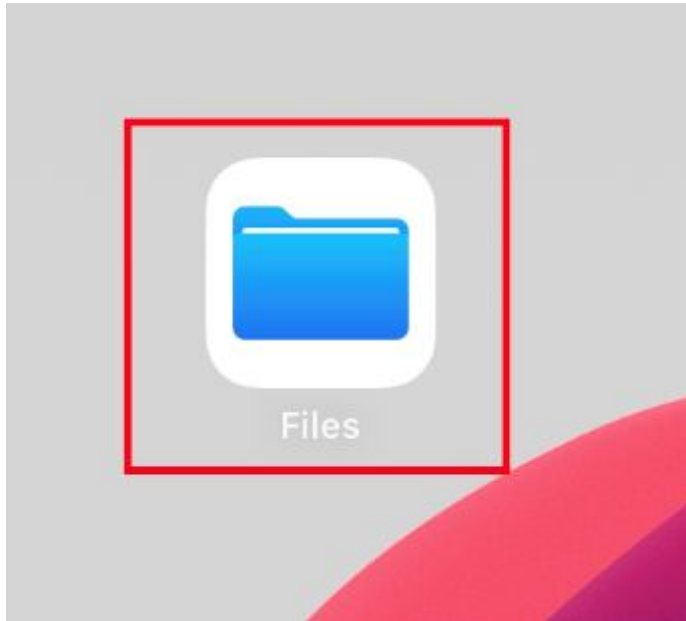
20. My iPhone/iPAD has saved a lot of files/Data, but I can not access them on SSKCloud App, how can I transfer/move these data to my Drive?

Answer: The IOS system has restrictions on third-party App, so SSKCloud App cannot get the file data of the iPhone/iPad.

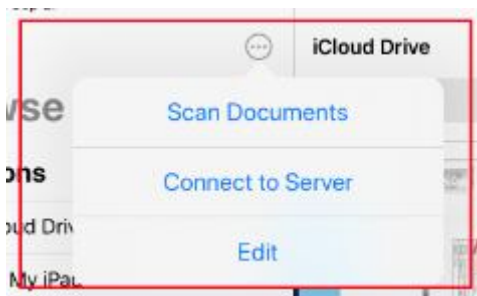Please transfer/move the data via SAMBA function. Please follow below steps:

1. Please click the " Files" on iPhone/Ipad

2. Please click " Browse"

3. Please click " Connect to Server"

4. Please enter the IP address: smb://***.***.*.***, please find the IP

   address on SSKCloud App: Settings—SAMBA Access

5. Please select the " Registered User" and then enter the name and password, after that, please click: "Next".

   The name is "admin", the password is what you have set during initial settings.

6. You will access to this page, please click "share_sda1", after that, you can transfer/move the data from iPhone/iPad to Drive or vice verse.

Noted: Data can only be read but not written on network Drive due to the IOS SMB function limitation. If you want to edit the file, please edit it on iPhone/Ipad, then transfer/move to Drive.

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

support@ssk.cn.

Thank you for your time!