



# DATASHUR<sup>®</sup> BT

Managed

**iStorage<sup>®</sup>**

## USER MANUAL

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## EMI Cautions

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Cautions

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device. The normal function of the product may be disturbed by strong Electro-Magnetic Interference. If so, simply reset the product to resume normal operation by following the instruction manual. In case the function could not resume, please use the product in other location."

This device complies with part 15 of the FCC Rules and with Industry Canada License-exempt RSSs. 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.

## RF Exposure Statement

The device has been evaluated to meet general RF exposure requirement.



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## Introduction

Thank you for purchasing the datAshur BT, a hardware encrypted USB 3.2 Gen 1 flash drive that utilises mobile phone technology via Bluetooth and turns your (iOS/Android) Smartphone into a wireless user-authentication device that enables secure access to data stored on your datAshur BT hardware encrypted flash drive.

The datAshur BT Drive has been provisioned by your Administrator to be remotely managed via the iStorage Remote Management Console.

As with other secure drives from iStorage, the datAshur BT uses military grade AES-XTS 256-bit hardware encryption (full disk encryption), which encrypts all data stored on the drive in real-time.



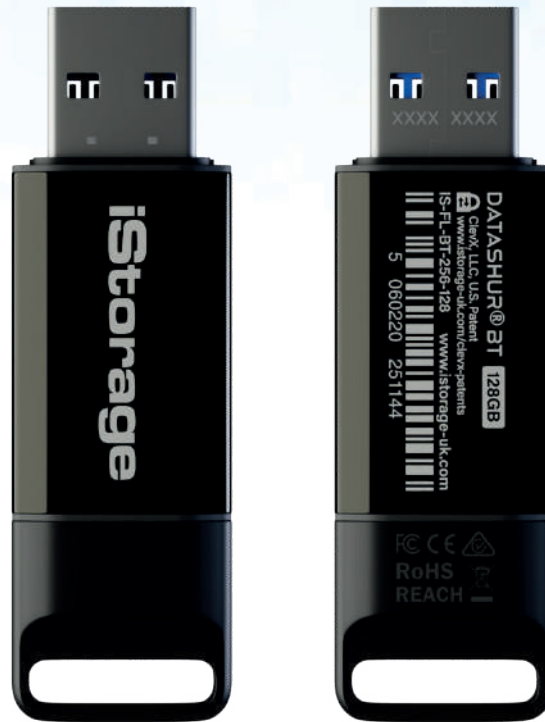
**Caution:** The datAshur BT Drive ships with a default (**11223344**) Password.

**The Administrator can change your Drive Default Password** prior to it being issued to you. If your Administrator has changed the Drive Default Password use that instead of 11223344. For **security reasons, we strongly recommend that you create your own unique Password immediately** by following instructions under **section 7 'How to change the Drive Password'**.

## Package contents

- iStorage datAshur BT












## 1. datAshur BT Layout



## 2. Drive LED indicators and their actions

Drive LEDs	LED State	Description
	All LEDs blink once	datAshur BT conducts a self test when plugged to a computer
	Solid Red	Locked - but not connected to the datAshur BT App
	Blinking Red	Locked - but not connected to the datAshur BT App
	Solid Blue	datAshur BT is unlocked
	Blinking Blue	datAshur BT is unlocked and data transfer in progress

### 3. App Icons Description

App Icons	Description
	datAshur BT Drive is Locked
	datAshur BT Drive is Unlocked
	datAshur BT Drive is connected to the datAshur BT Managed App and authenticated
	Logging Out from the datAshur BT Managed App
	Options: App Version - Support - Change Password - Logout
	Change the Password
	Face ID
	datAshur BT Managed App will remember the Drive Password
	Inactivity AutoLock
	Step-away AutoLock
	Read-Only Mode

### 4. Download and Install datAshur BT Managed App

Download and install the **datAshur BT Managed App** from the **Apple App Store** or **Google Play** and then follow the instructions as described in **section 5 'First Time Use'**.

Please ensure **Bluetooth®** is enabled on your phone.



Scan the QR code from your iOS or Android device to download and install the datAshur BT Managed App.



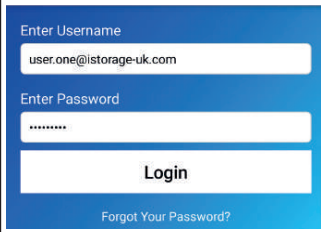
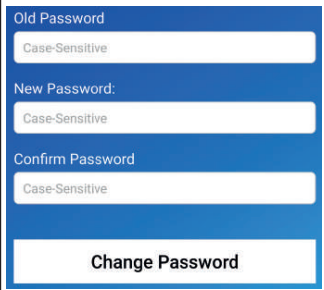

## 5. First Time Use

Your datAshur BT Drive has been provisioned and set up by your Administrator so that it can be '**managed remotely**' and as such you will have received an email sent by your Administrator containing your **datAshur BT Managed App 'Account Username'** and '**Temporary Password**'.

The datAshur BT ships with a **default 'Drive Password'** of **11223344** and although it can be used straight out of the box with the default Drive Password, **for security reasons we highly recommend a new Password be created immediately** by following the instructions under section 7 'How to change the Drive Password'.

**NOTE:** Your Administrator can change your **default Drive Password**, if this has been done, please use your new Drive password supplied to you instead of 11223344.

Once you have installed the datAshur BT Managed App (Android or iOS - see section 4), follow the steps in the table below to pair your Drive to the App and unlock with the default Drive Password.

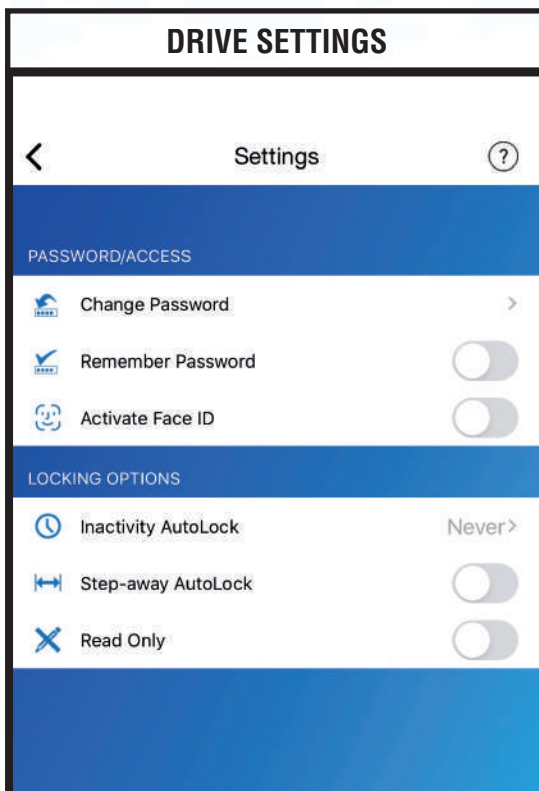
First Time Use	App	Drive LED
1. Refer to the email from your Administrator containing your (App) <b>Account Username</b> and <b>Temporary Password</b> .		
2. Plug your the <b>datAshur BT Drive</b> to a powered <b>USB port</b> .		
3. Open the <b>datAshur BT Managed App</b> and enter your <b>Account Username</b> and <b>Temporary Password</b> as received by email from your administrator and tap <b>Login</b> .		●
4. Change your <b>Account Temporary Password</b> to your own Unique Password. Enter your ' <b>Temporary Password</b> ' then enter your ' <b>New Password</b> ' and ' <b>Confirm Password</b> ' and finally tap ' <b>Change Password</b> '.		●
5. Tap on the <b>RED</b> padlock (🔒), then enter your <b>default Drive Password</b> ( <b>11223344</b> ) and tap the padlock to unlock. <b>GREEN</b> padlock (🔓) indicates the drive is unlocked. <b>Note:</b> If your Administrator has changed the <b>default Drive Password</b> , please use the Admin supplied password instead of 11223344. You may also need to format your Drive if not previously formatted by your Administrator, refer to section 18 (Windows) or section 19 (mac OS).		●
<b>GREEN</b> padlock (🔓) on the App and solid <b>Blue</b> (●) LED on your datAshur BT indicates the Drive is unlocked and ready to be used.		

**Security Alert:** You must now change the default **Drive Password** to your own unique 7-15 character Password by following the steps in **section 7 'How to change the Drive Password'**.

## 6. Drive Settings Overview

To access 'Drive Settings' you must first unlock the Drive and then tap on the **GREEN** padlock (🔒) to open the Settings menu.

**Note:** Your Administrator may have disabled certain Settings from being accessed and changed, for instance the Drive can be set as Read Only (Write-Protected) by your Administrator which prohibits you from setting this back to Read/Write. For more information on 'Drive Settings Restrictions', if any, contact your Administrator.



1. **Change Password:** Change the Drive Password
2. **Remember Password:** Switch 'Remember Password' to **'ON'** to unlock without entering your Drive Password.
3. **Activate Face ID:** Unlock your Drive using iOS Face ID.
4. **Inactivity AutoLock:** Set the Drive to automatically Lock after a set time when idle.
5. **Step-away AutoLock:** Set the Drive to AutoLock when your App (on Smartphone) is approximately 5 metres away from your Drive and for more than 5 seconds.
6. **Read Only:** Set the Drive to 'Read Only' or 'Read / Write'.



## 7. How to change the Drive Password



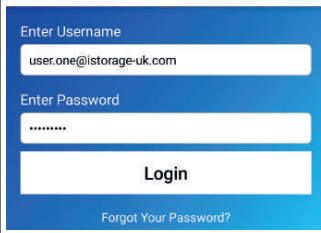





### Password requirements:

- Must be between 7-15 characters in length
- Must not contain only repetitive numbers or letters, e.g. (3-3-3-3-3-3-3), (c-c-c-c-c-c-c)
- Must not contain only consecutive numbers or letters, e.g. (1-2-3-4-5-6-7), (7-6-5-4-3-2-1), (a-b-c-d-e-f-g)


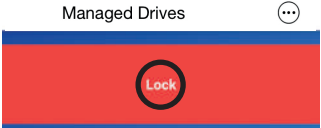


How to change the Drive Password	App	Drive LED
1. Connect your <b>datAshur BT Drive</b> to a powered USB port and then open the <b>datAshur BT Managed App</b> .		
2. In the <b>'User Account Login'</b> enter your <b>Account Username</b> and <b>Password</b> and tap <b>Login</b> . <b>Note:</b> You will not need to enter your Username and Password if you have previously <b>logged in</b> to your Account (App) and then locked your Drive without first <b>logging out</b> of your Account (App), if this is the case, proceed to next step.		
3. With the App open in <b>'Managed Drives'</b> , tap on the <b>RED</b> padlock (🔒).		
4. Enter your <b>Drive Password</b> (default - <b>11223344</b> ) and tap the <b>padlock</b> to unlock.		
5. Tap on the <b>GREEN</b> padlock (🔓).		
6. In <b>'Drive Settings'</b> tap on <b>'Change Password'</b> and then proceed to change the <b>Old Password</b> to a <b>New 7-15 character Password</b> .		

**NOTE:** If a mistake was made while defining a new Password or the procedure was not completed, the drive will retain the old Password.

## 8. Unlocking datAshur BT Drive

Unlocking datAshur BT Drive	App	Drive LED
1. Connect your <b>datAshur BT Drive</b> to a powered USB port and then open the <b>datAshur BT Managed App</b> .		
2. In the 'User Account Login' enter your <b>Account Username</b> and <b>Password</b> and tap <b>Login</b> . <b>Note:</b> You will not need to enter your Username and Password if you have previously <b>logged in</b> to your Account (App) and then locked your Drive without first <b>logging out</b> of your Account (App), if this is the case, proceed to next step.		
3. With the App open in 'Managed Drives', tap on the <b>RED</b> padlock (🔒).		
4. Enter your <b>Drive Password</b> and tap the <b>padlock</b> to unlock. <b>GREEN</b> padlock (🔓) indicates the Drive is unlocked.		
<b>GREEN</b> padlock (🔓) on the App and solid <b>Blue</b> (●) LED on your datAshur BT indicates the Drive is unlocked and ready to be used.		



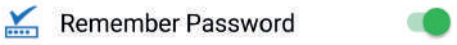



## 9. How to Log Out and Lock datAshur BT

How to Log Out and Lock datAshur BT	App	Drive LED
To Lock your datAshur BT Drive and logout from your Account (App): <ul style="list-style-type: none"> <li>• Swipe the <b>GREEN</b> padlock (🔓) from Right to Left.</li> <li>• Tap Lock.</li> <li>• To logout from your Account (App), first tap on the 'Options' (⋮) icon, then tap on 'Logout' and finally tap 'Yes' on the 'Notification' screen and then unplug your datAshur BT Drive from the host computer.</li> </ul> <p>To Lock your Drive without logging out of your Account (App), swipe the <b>GREEN</b> padlock (🔓) from right to left and then tap <b>Lock</b> or safely eject your datAshur BT drive from your computer and unplug from USB port.</p>	  	

## 10. Remember Password

When **Remember Password** is enabled, the App will unlock your datAshur BT without the need of entering the Drive Password. Only **use this feature in a safe environment and with extreme caution** as your data becomes vulnerable if set to remember the password.

To enable Remember Password, first unlock your datAshur BT as described in section 8. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.



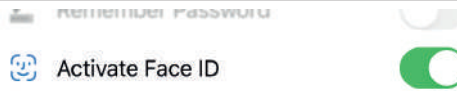

Remember Password	App	Drive LED
1. Tap on the <b>GREEN</b> padlock		
2. Tap the <b>Remember Password</b> switch to <b>ON</b> and then tap <b>YES</b> .		
3. To disable, switch <b>OFF</b> Remember Password.		

**Note:** If you are unable to switch **ON** Remember Password, this feature may have been disabled by your Administrator. Contact your Administrator for further information.

## 11. How to Activate Biometric Unlock

**Note:** The App Biometric settings may vary from one device to another depending on the make and model of both iOS and Android smartphones. Users with older smartphones that are not equipped with Biometric unlock will not see this as an option on their datAshur BT App. The following is an example of 'How to Activate Face ID', similarly all other Biometric settings can be activated in the same manner.

To activate your Drive enabling you to unlock your datAshur BT using (iOS) Face-ID, first unlock your datAshur BT as described in section 8. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to Activate Biometric Unlock	App	Drive LED
1. Tap on the <b>GREEN</b> padlock.		
2. Tap the <b>Activate Face ID</b> switch to <b>ON</b> .		









Once Face-ID is activated, you will be able to unlock your Drive without entering your Password using Face-ID.

**Note:** If you are unable to switch **ON** Activate Face ID, this feature may have been disabled by your Administrator. Contact your Administrator for further information. Please also note that 'Remember Password' and 'Biometric Unlock' do not work together at the same time, you will need to disable 'Remember Password' in order to activate biometric unlock.

## 12. How to set the Inactivity AutoLock

To protect against unauthorised access should your Drive be unlocked and unattended, the datAshur BT can be set to automatically lock after a pre-set amount of time. In its default state, the datAshur BT Unattended Inactivity AutoLock feature is turned off (Never) but can be set to autolock between 1 - 60 minutes.

To set the Inactivity AutoLock, first unlock your datAshur BT as described in section 8. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.









How to set the Inactivity AutoLock	App	Drive LED
1. Tap on the <b>GREEN</b> padlock.		
2. Tap on <b>Inactivity AutoLock</b> .	 Inactivity AutoLock      Never	
3. Tap on the length of time required ( <b>1-60 minutes</b> ) to set your datAshur BT to automatically lock when inactive.	20 Minutes	
	30 Minutes 	
	40 Minutes	
4. To disable (turn off) Inactivity AutoLock, tap on <b>Never</b> .	 Inactivity AutoLock      Never	

**Note:** The Inactivity AutoLock may have been preset by your Administrator, if so, you will be unable to change this setting. Contact your Administrator for further information.

## 13. How to activate Step-away AutoLock

If activated, the Step-away Autolock will lock your datAshur BT Drive if your Smartphone (Android/iOS) is moved approximately 5 meters away from the datAshur BT drive and for more than 5 seconds.

To activate Step-away AutoLock, first unlock your datAshur BT as described in section 8. Once the Drive is unlocked showing a **GREEN** padlock (🔒) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.







How to activate Step-away AutoLock	App	Drive LED
1. Tap on the <b>GREEN</b> padlock.		
2. Tap the <b>Step-away AutoLock</b> switch to <b>ON</b> and on the 'Notification' screen, tap <b>Yes</b> .	 Step-away AutoLock 	
3. To disable (turn off) <b>Step-away AutoLock</b> tap the switch Off.	 Step-away AutoLock 	

**Note:** The Step-away AutoLock may have been activated by your Administrator, if so, you will be unable to change this setting. Contact your Administrator for further information.

## 14. Setting datAshur BT as Read-Only

Your datAshur BT can be set as Read-Only (Write-Protected).

To set as Read-Only, first unlock your datAshur BT as described in section 8. Once the Drive is unlocked showing a **GREEN** padlock (🔓) on the App and solid **Blue** (●) LED on your datAshur BT, proceed with the following steps.

How to set as Read-Only	App	Drive LED
1. Tap on the <b>GREEN</b> padlock.		
2. Tap the <b>Read-Only</b> switch to <b>ON</b> and on the 'Notification' screen, tap <b>LOCK</b> . <b>Note:</b> The Drive will lock. Next time the Drive is unlocked access will be restricted to Read-Only.		
3. To disable (turn off) <b>Read-Only</b> tap the switch Off. <b>Note:</b> The Drive will lock. Next time the Drive is unlocked access will be back to Read/Write.		

**Note:** Read-Only may have been preset by your Administrator, if so, you will be unable to change this setting. Contact your Administrator for further information.



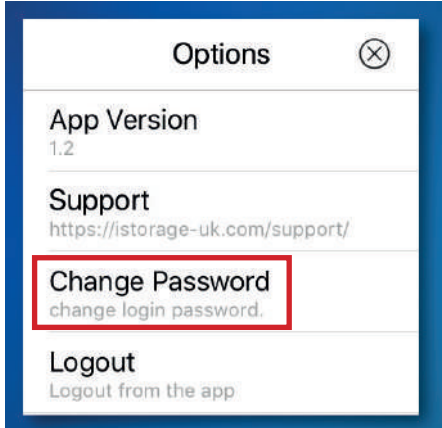
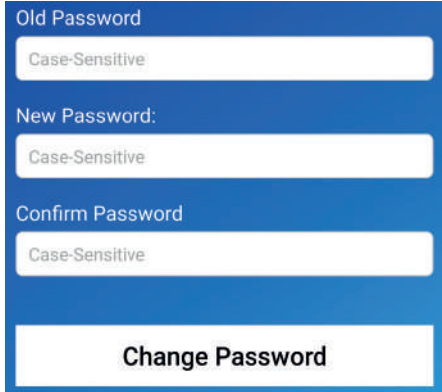
## 15. Brute Force Hacking Detection

If an incorrect password is entered 10 (ten) consecutive times, the datAshur BT's brute force mechanism will trigger and the encryption key, all data and credentials will be deleted and lost forever.

If your datAshur BT Drive has been brute forced, it will need to be provisioned by your Administrator before it can be used again.


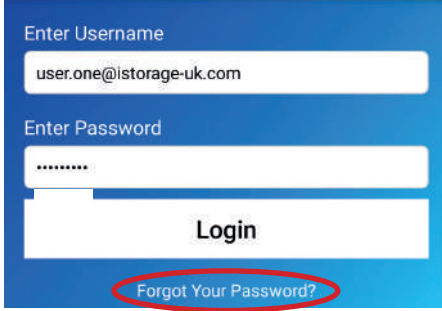
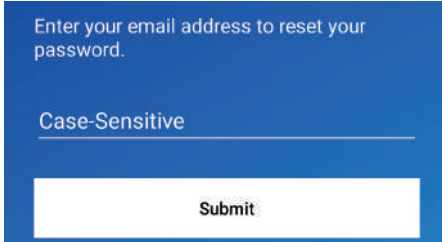
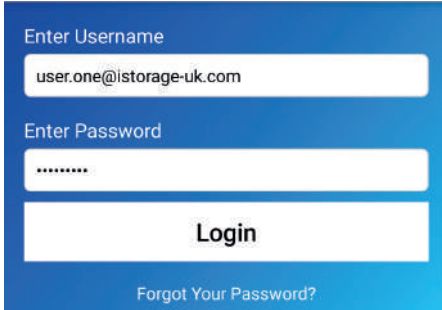
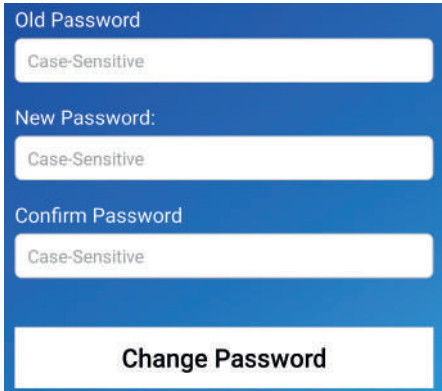
## 16. How to Change your Account (App) Password

To change your existing Account (App) Password, proceed with the following steps.

How to Change your Account (App) Password	App
1. Open the <b>datAshur BT Managed App</b> .	
2. Tap on the <b>'Options'</b> tab.	<p>Managed Drives </p>
3. Tap on <b>'Change Password'</b> .	
5. Enter your <b>'Existing Password'</b> in the <b>'Old Password'</b> field then enter your <b>'New Password'</b> and <b>'Confirm Password'</b> and finally tap <b>'Change Password'</b> .	
<p>If Password change was successful, the App will open in 'Managed Drives'.</p>	

## 17. How to Reset your Account (App) Password

To reset a forgotten Account (App) Password, proceed with the following steps.

How to Reset your Account (App) Password	App
<p>1. Open the <b>datAshur BT Managed App</b>.</p>	
<p>2. In '<b>User Account Login</b>' tap on '<b>Forgot Your Password</b>'.</p>	
<p>3. Enter your <b>email address</b> and tap '<b>Submit</b>'.</p> <p><b>Note:</b> After you have tapped on 'Submit', an email will be automatically triggered and sent to you containing a 'Temporary Password'.</p>	
<p>4. Enter your Username and '<b>Temporary Password</b>' and tap '<b>Login</b>'.</p> <p><b>Note:</b> Refer to the email containing your 'Temporary Password'.</p>	
<p>5. Change your <b>Account Temporary Password</b> to your own Unique Password.</p> <p>Enter your '<b>Temporary Password</b>' in the '<b>Old Password</b>' field then enter your '<b>New Password</b>' and '<b>Confirm Password</b>' and finally tap '<b>Change Password</b>'.</p>	
<p>If Password change was successful, the App will open in 'Managed Drives'.</p>	

## 18. Remote Admin Support Q&A

**Q: I need to unlock my Drive urgently but cannot recall the Drive Password.**

**A:** Contact your Administrator to activate '**Remote Unlock**' to unlock your Drive remotely the next time it is connected to a computer. This is a one-time action only, you will need to contact your Administrator if remote unlock is required again.

**Q: What do I do if my Drive is Lost or Stolen?**

**A:** Contact your Administrator to either '**Disable**' your Drive (can be re-enabled if Drive is found) or to perform a '**Remote Wipe**' which resets the Drive, deleting the encryption key, all data and credentials.

**Q: How can I unlock my datAshur BT if I have forgotten the 'Drive Password'?**

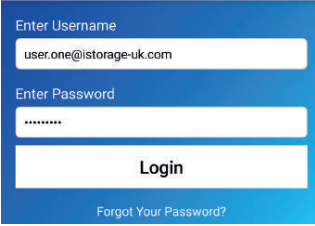
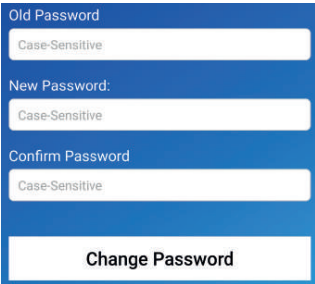
**A:** Contact your Administrator to remotely '**Change the Drive Password**' on your behalf, after doing so, your Administrator will communicate to you the '**New Drive Password**'.

You will now be able to unlock your Drive with the new Admin created Drive Password.

**Security Alert:** You must now change the Admin created new **Drive Password** to your own unique 7-15 character Password by following the steps in **section 7 'How to change the Drive Password'**.

**Q: How can I log in if I have forgotten my 'Account (App) Password'?**

**A:** Contact your Administrator to '**Reset your Account (App) Password**', after doing so, you will receive an email containing a new '**Temporary Password**'. Upon receiving this proceed with the steps as described in the table below to reset your Account (App) Password. See also section 16 'How to Reset your Account (App) Password' to reset your Password without the aid of your Administrator.

1. Refer to the email from your Administrator containing your new <b>Temporary Password</b> .	
2. Open the <b>datAshur BT Managed App</b> and enter your <b>Account Username</b> and the new <b>Temporary Password</b> as received from your administrator and tap <b>Login</b> .	
3. Change your <b>Account Temporary Password</b> to your own Unique Password.  Enter your ' <b>Temporary Password</b> ' in the ' <b>Old Password</b> ' field then enter your ' <b>New Password</b> ' and ' <b>Confirm Password</b> ' and finally tap ' <b>Change Password</b> '. The App will open in 'Managed Drives' if Password change was successful.	



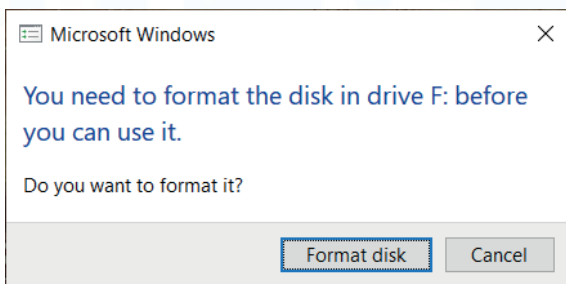
## 19. Formatting the datAshur BT Drive for Windows

After a 'Brute Force Attack' or a complete 'Reset' the datAshur BT Drive will delete all data, credentials and the encryption key.

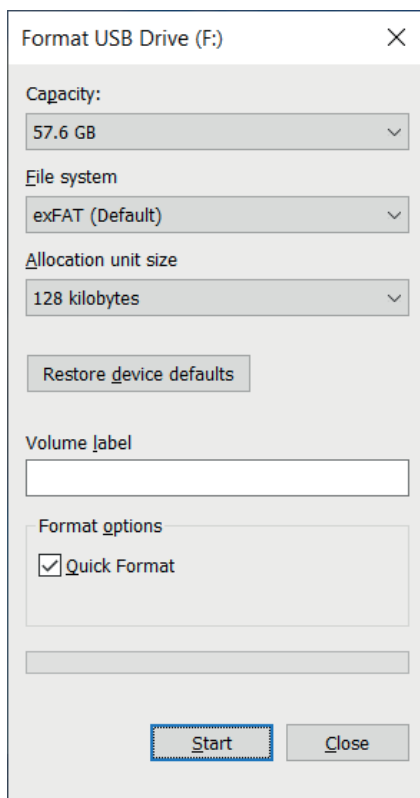
**Note:** If your datAshur BT Drive has been brute forced or remotely reset, it will need to be provisioned by your Administrator before it can be used again. Contact your Administrator for further information.

If your datAshur BT Drive has been provisioned and issued to you by your Administrator unformatted, you will need to format the Drive before it can be used. To format, connect your datAshur BT to USB port on your PC and do the following:

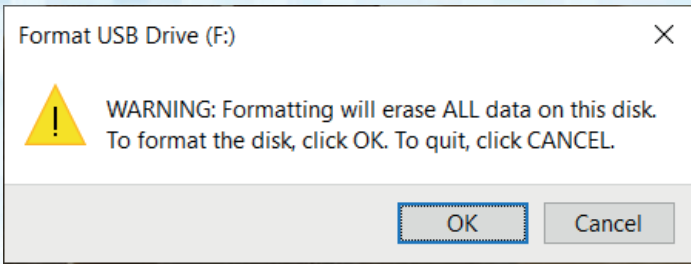
1. Click **Format disk**.



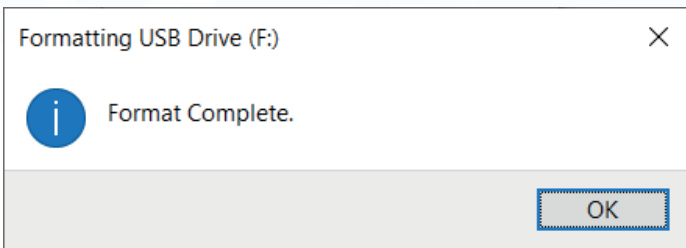
2. Press Format disk and Format USB Drive window will open.



3. Enter a name for the drive on the Volume label. The name of the drive will eventually appear on the Desktop. The File System dropdown menu lists the available drive formats that the windows supports. Select FAT32 or exFAT as per your requirement.
4. Click **Start**.
5. Click **OK** to continue with formatting the drive.



6. The procedure will finish formatting the drive and confirm that formatting has been completed.



## 20. Formatting the datAshur BT Drive for Mac OS

After a 'Brute Force Attack' or a complete 'Reset' the datAshur BT Drive will delete all data, credentials and the encryption key.

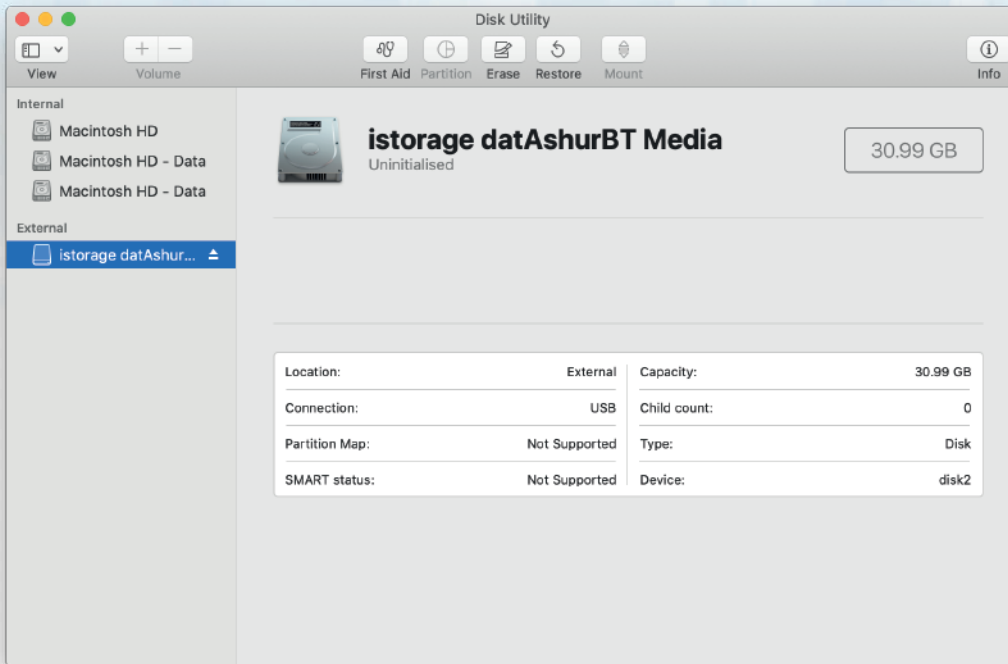
**Note:** If your datAshur BT Drive has been brute forced or remotely reset, it will need to be provisioned by your Administrator before it can be used again. Contact your Administrator for further information.

If your datAshur BT Drive has been provisioned and issued to you by your Administrator unformatted, you will need to format the Drive before it can be used. To format, connect your datAshur BT to USB port on your mac and do the following:

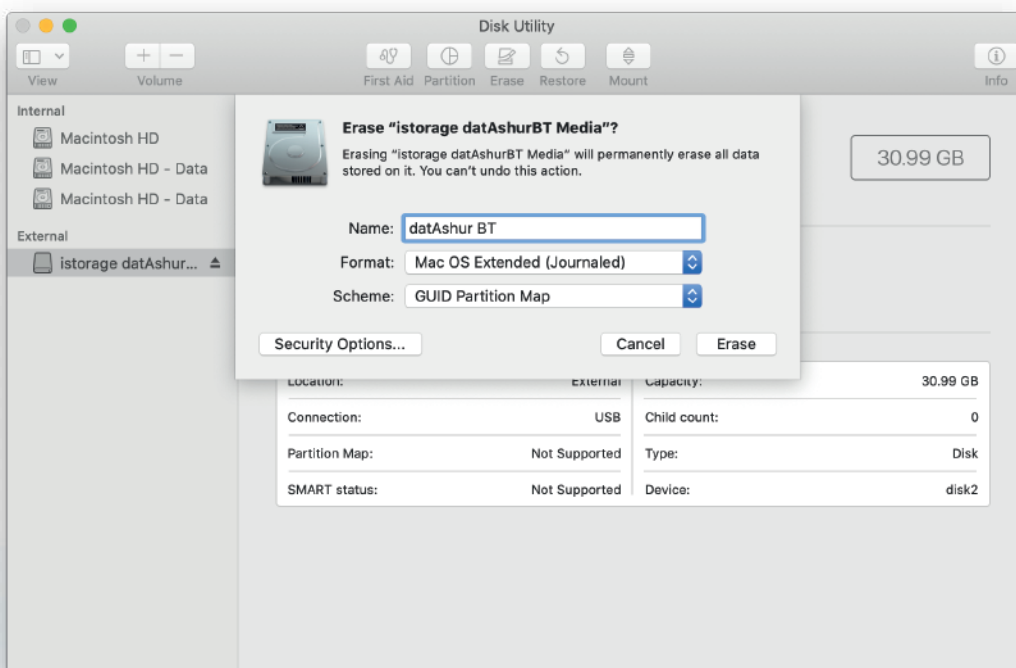
1. The system will prompt you with the **INITIALISE** window.



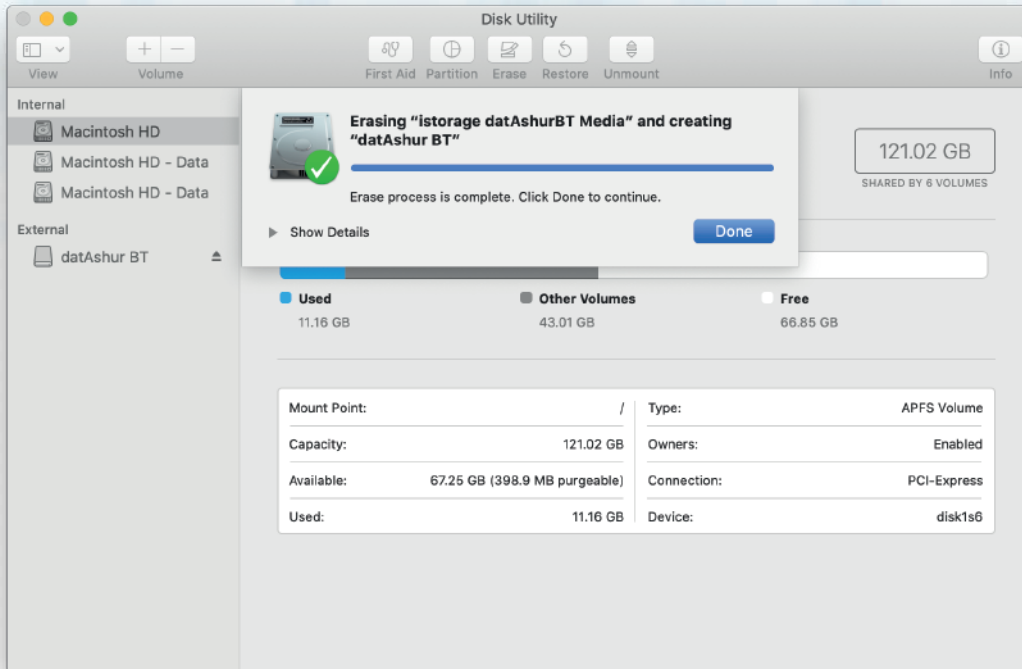
2. Press **INITIALISE**, open Disk Utility select the iStorage datAshur BT in the Disk Utility window.



3. Choose **Erase** from the contextual menu.
4. Enter a name for the drive, the default name is Untitled. The name of the drive will eventually appear on the Desktop. Select a scheme and volume format to use. The Volume Format dropdown menu lists the available drive formats that the Mac supports. The recommended format type is Mac OS Extended (Journaled) for macOS and MS-DOS for cross platform. The scheme format dropdown menu lists the available schemes to use.



5. Click **Erase**.
6. The formatted datAshur BT will appear in the **Disk Utility** window and will mount onto the desktop



## 21. Technical Support

iStorage provides the following helpful resources for you:

iStorage's Website

<https://www.istorage-uk.com>

E-mail correspondence

[support@istorage-uk.com](mailto:support@istorage-uk.com)

Telephone support with our Technical Support Department on **+44 (0) 20 8991 6260**.

iStorage's Technical Support Specialists are available from 9:00 a.m. to 5:30 p.m.

GMT - Monday through Friday.

## 22. Warranty and RMA information

### ISTORAGE PRODUCT DISCLAIMER AND WARRANTY

iStorage warrants that on delivery and for a period of 36 months from delivery, its Products shall be free from material defects. However, this warranty does not apply in the circumstances described below. iStorage warrants that the Products comply with the standards listed in the relevant data sheet on our website at the time you place your order.

These warranties do not apply to any defect in the Products arising from:

- fair wear and tear;
- wilful damage, abnormal storage or working conditions, accident, negligence by you or by any third party;
- if you or a third party fail(s) to operate or use the Products in accordance with the user instructions;
- any alteration or repair by you or by a third party who is not one of our authorised repairers; or
- any specification provided by you.

Under these warranties we will, at our option, either repair, replace, or refund you for, any Products found to have material defects, provided that upon delivery:

- you inspect the Products to check whether they have any material defects; and
- you test the encryption mechanism in the Products.

We shall not be liable for any material defects or defects in the encryption mechanism of the Products ascertainable upon inspection on delivery unless you notify such defects to us within 30 days of delivery. We shall not be liable for any material defects or defects in the encryption mechanism of the Products which are not ascertainable upon inspection on delivery unless you notify such defects to us within 7 days of the time when you discover or ought to have become aware of such defects. We shall not be liable under these warranties if you make or anyone else makes any further use of the Products after discovering a defect. Upon notification of any defect, you should return the defective product to us. If you are a business, you will be responsible for the transportation costs incurred by you in sending any Products or parts of the Products to us under the warranty, and we will be responsible for any transportation costs we incur in sending you a repaired or replacement Product. If you are a consumer, please see our terms and conditions.

Products returned must be in the original packaging and in clean condition. Products returned otherwise will, at the Company's discretion, either be refused or a further additional fee charged to cover the additional costs involved. Products returned for repair under warranty must be accompanied by a copy of the original invoice, or must quote the original invoice number and date of purchase.

If you are a consumer, this warranty is in addition to your legal rights in relation to Products that are faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.

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