

FREQUENTLY ASKED QUESTIONS

IOMEGA® PERSONAL CLOUD ON STORCENTER™ DEVICES



What is Iomega Personal Cloud?

Iomega Personal Cloud is a new technology that creates your own Internet connected “cloud” network of StorCenter storage devices, personal computers and handheld mobile devices, which allows you to connect, share, copy and protect your files within your network. The files shared in your Personal Cloud are completely owned and managed by you, so the content and accessibility is always under your control. Personal Cloud is included with the purchase of the latest Iomega StorCenter products. There are no usage or subscription fees.¹

What can I do with my Iomega Personal Cloud?

Use your Personal Cloud to simplify file sharing between co-workers, provide access to your files from any internet connected remote location, and remotely back up and protect important business data.

- Automatically copy files from your storage device at work to your storage device at home or branch offices.
- Connect your PC and/or Mac® to your storage device, wherever you are.
- Invite co-workers to join, share, upload, and download files in your Personal Cloud.
- Access files from your iPhone®, iPad®, Android™ smartphone, or Android tablet.²

What does the Iomega Personal Cloud cost?

Iomega Personal Cloud has no monthly service charges or fees. In order to set up and operate an Iomega Personal Cloud, you must first purchase at least one Iomega network storage device that is designated “Cloud Edition.”

How do I set up my Personal Cloud?

From the StorCenter management home page (accessible using the Iomega Storage Manager running on your computer or browsing to the device setup web page), select “Cloud Services” and then “Personal Cloud” to configure. Choose to enable a Personal Cloud on your device, then setup will be automatically completed and your StorCenter will be activated and connected to your Personal Cloud.

How do I invite people/devices to join my Personal Cloud?

From the StorCenter Management page click on “Cloud Services” and then “Personal Cloud.” You will see a link to “Add a Member”. Add the name of the device/user that you are inviting and the recipient's email address. Your StorCenter device will send an email to the invited user with an access code and link to join your Personal Cloud. If you are connecting another StorCenter device, just copy and paste the authorization code from the cloud setup page. If you are connecting your own desktop or laptop computer, just click the link in the email, and you'll be prompted to install the Iomega Client Manager software. This provides the connection from your computer to the Personal Cloud, and makes the shared files available through your Windows browser or Mac Finder.

Which types of devices can connect to my Personal Cloud?

- Iomega StorCenter desktop network storage devices (Cloud Edition)
- Iomega Home Media network hard drive (Cloud Edition)
- PC: Microsoft® Windows™ Vista, Windows 7 (32- or 64-bit), or Windows XP
- Mac®: Apple® Macintosh™ OS X version 10.5 or later
- Linux®: Redhat 9, Enterprise 4/5, Mandrake 10, Devian 4, Gentoo, FedoraCore 6/5, or OpenSUSE 10.3
- Apple® iPhone 3, 3GS or 4, and Apple iPad running iOS version 4.x or later²
- Android™ based smartphones and tablets²

My office is a mixed environment (PC, Mac, Linux). Does Personal Cloud work on all of them?

Yes, the Iomega Personal Cloud will work in a mixed environment with Windows, Mac, or Linux computers. When installing the Iomega Storage Manager, either from the CD or from the Personal Cloud web site, simply select the download for the OS of your computer.

Is there a limit to how many people I can invite to join my Personal Cloud?

You can invite up to 250 members to join your Personal Cloud.

How many devices can simultaneously connect to my Personal Cloud?

For best performance, Iomega recommends that you limit the amount of concurrently connected and active devices to twelve (12). This allows you to connect a wide array of devices, and delivers many different features and uses of your Personal Cloud, with good performance. The absolute maximum number of devices, or members, allowed to join your personal cloud is limited to 250 (computers, smartphones, tablets, StorCenter devices, etc.).

Can I uninvite someone from my Personal Cloud?

Yes, you can uninvite users and devices from your Personal Cloud at any time from your StorCenter management page.

What networking equipment do I need to set up Personal Cloud in my office?

You will need a network router and a broadband Internet connection. The wired network router must provide a 10/100BASE-T or faster Ethernet network (wired/cabled) connection to your Iomega storage device. The router must be port assignable, and it is recommended to be a Universal Plug and Play™ (UPnP) certified device.

Does each device need an Internet connection to be connected to my Personal Cloud?

Yes. Each device—whether a StorCenter, personal computer, or handheld mobile device—must be Internet connected in order to connect and share data in your Personal Cloud.

What speed of Internet connection works best with Personal Cloud?

For a good experience while connecting to your Personal Cloud from a remote location, or to copy contents to a remote StorCenter, you will need a broadband Internet connection both at your business and also at your remote location where you are connecting from. The faster your broadband connection, the better performance you will experience while transferring files to and from your Personal Cloud.

Download speed: Sustained 6 Mbit/s or faster Internet connection is recommended for large files, such as video or for device-to-device Copy Jobs; Sustained 2.5 Mbit/s or faster Internet connection is recommended for documents, music and picture files.

Upload speed: Sustained 500 Kbit/s

Can I access my Personal Cloud from an Internet web site?

No, not at this time. Connections to a Personal Cloud from a PC, Mac, or Linux machine must be made via the Iomega StorCenter client software running on your computer.

Will Personal Cloud work within my company's existing firewall?

The Iomega Personal Cloud technology is engineered to work within many existing small business firewalls. Depending on the level of your firewall, however, the Personal Cloud may get blocked. Iomega Personal Cloud requires open access to port 50500 (UDP), which is used by default. The Iomega Personal Cloud port is assignable by the administrator, in the port range of 50500 to 50600. If the Personal Cloud port is changed, then port forwarding must be set either by UPnP or manually if the router does not support UPnP. Please see the Iomega Support website for additional information.

Will Personal Cloud work with both static and dynamic IP addresses?

Iomega Personal Cloud technology will work regardless of your StorCenter being on a static or dynamic network.

How secure is data sent through the Iomega Personal Cloud?

By enabling encryption on your Personal Cloud, data in transit between devices will be protected with the choice of 64-bit (Medium Level) or 128-bit AES (High) encryption. Both are levels of encryption that will discourage hackers from accessing your files. Please note: running this optional security encryption may slow the performance of other features on your StorCenter device.

Does the data in my Personal Cloud ever reside on any other cloud server besides my own?

No. Your data resides only on your Iomega storage device and is then shared directly with those invited to your Personal Cloud. None of your data ever passes through or resides on Iomega servers.

Can I control which files I share with invited users in my Personal Cloud?

Yes. First, enable the User and Group settings of your StorCenter. You can then create shared folders to copy your files into. Each folder can be set with different permissions for reading or writing to the files in the folder; you control the access. These folders will keep the same security settings in your Personal Cloud.

What happens when two members of my Personal Cloud try to access the same file at the same time?

When two people try to access the same file across a Personal Cloud, they will both be able to read and open the file. Depending on the application or software being used to open the file (for example Microsoft® Word or Adobe® Creative Suite®3), the second user may get a warning that the file is already in use. In this case, when both users try to save changes to that file in the Personal Cloud, the person who opened it first will usually be able to save the file, and the second will get an error saying the file is already open.

How do I copy a file from my PC to my StorCenter device?

Installing the StorCenter client software on your PC or Mac and then accepting an invitation to a Personal Cloud will connect your computer to that Personal Cloud. The client software will allow drive letters to be mapped/mounted, just like a local drive.

I've set up a StorCenter device at my home to back up my office device. How do I set up automatic replication?

Configure "My Personal Cloud" on the first StorCenter device, and join a second StorCenter device using the "Other Personal Cloud" feature. Then simply set up a "Copy Job" using the device-to-device replication feature of your StorCenter. This can be done from the Iomega Management interface on your device. Select your office device as the source and your home device as the destination, choose the folder(s) to copy and then select the schedule you would like it to run on.

I want to use Personal Cloud to replace my FTP site. How do I do that?

If you currently use an FTP site to share files, you could replace it by using Iomega Personal Cloud technology. Configure "My Personal Cloud" on your StorCenter device. Then set up shared folders containing the content you want to distribute, and send invitations to the people who should be allowed to access the content. You will then be able to share files with drag-and-drop simplicity rather than using an FTP client.

Is there a way to identify the last person who edited a document stored in my Personal Cloud?

Not automatically. By enabling WebDAV on your StorCenter device, you should be able to track document changes made using WebDAV-compatible tools. Using the Personal Cloud allows you to extend the document editing range to anyone on the Internet who you invite to join your cloud.

I purchased an Iomega StorCenter device last year. Can I download the new Personal Cloud functionality as an update?

The Iomega Personal Cloud technology will only be available on "Cloud Edition" versions of the StorCenter family. It will not be made available as a firmware update.

After I set up my Personal Cloud, can I be a member of a different Personal Cloud at the same time?

Any device (StorCenter, PC, Mac, iPhone, etc.) can be a participant of only one cloud at a time. If your StorCenter device is hosting your Personal Cloud, that device cannot be a member of another cloud while hosting your cloud. You can switch which cloud you are connected to at any time, but you can only be connected as a member of one cloud at a time.

My computer is a member of three different Personal Clouds. Can I access all of these clouds at the same time?

You can switch between clouds at any time, but you can only be connected to one at a time.

What can I do if I'm having technical trouble with my Personal Cloud?

First, please read all of the online help information that is provided for Personal Cloud. If you have further questions, please check the Iomega Customer Support website at <https://support.iomega.com>. To speak with an Iomega support representative, Customer Support contact information for your country and language are listed on Iomega's web site.