

Jensen®
SCANDINAVIA

User Manual



eBOX

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2 Overview

2.1 Introduction

Congratulations on your eBOX purchase. eBOX is an innovative and powerful, yet easy to-use home and office network storage server. It gives you total freedom to securely access your digital files — anytime, anywhere.

Technology at a Glance

eBOX employs an advanced networking technology that frees users from needing any technical knowledge to operate the device.

By leveraging technology used in enterprise and security applications, the developers of eBOX have implemented various approaches to overcome the NAT (Network Address Translation) traversal problem that prevents a user from connecting to their computer from outside their network. Both powerful and reliable, the inner algorithm facilitates peer-to-peer communication, compression and natural encryption. Using effective data transmission also enables the smooth streaming of audio and video to your mobile devices.

2.2 Specifications

Maximum Storage Capacity	2 x 2TB (Accessible capacity may be less)
Transfer Rate	10/100/1000 Mbps
Protocols in Use	Samba (SMB); eBOX proprietary
Supported USB File Systems	NTFS, FAT, EXT
Interfaces	Ethernet (RJ-45) port
	2 x USB 2.0 ports
Hard Drives	3.5" SATA 1 and 2
	RAID 0 and 1, JBOD
Networking Protocols	Samba (SMB); eBOX proprietary
Multimedia Protocols	Complies with UPnP, DLNA 1.5, iTunes®
Physical Dimensions	Width: 3.31" 77mm
	Depth: 6.49" 165mm
	Length: 7.48" 190mm



Weight: 2.62lbs 1.19 Kg (not including hard disks)

Power DC 12V, 4A

2.3 Environmental Specifications

Operating Temperature 0°~40° C / 32°~104° F

Humidity 10% - 90% (non-condensing)

2.4 Product Use Requirements

Ethernet router (or Internet box) with at least one available port

Broadband internet connection (for remote access use)

2.5 Product Compatibility

Computer Operating Systems:

- Windows® 7, Windows Vista® ™, Windows® XP
- Macintosh® OS X 10.6 or higher (Intel architecture)
- Linux®, Ubuntu® 10.4 LTS

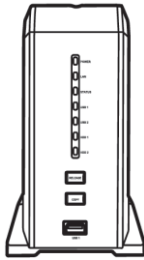
Mobile Handheld Operating Systems:

- Windows Mobile® 6 or higher.
- iPad®/iPhone®/iPod Touch® iOS 3.1 or higher
- Android® 2.1 and higher

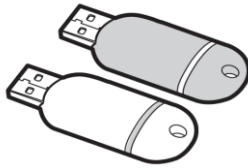


3 Getting acquainted with eBOX

3.1 Package Contents

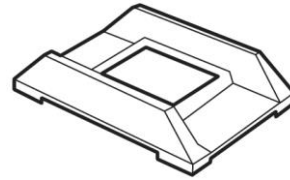


eBOX

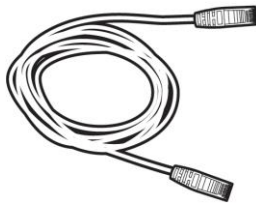


2 eBOX keys

(1 master/administrator key (gray) & 1 standard/user key (white))*



Detachable stand (plastic pads)



Ethernet cable



External power supply



Quick User Guide

** While both eBOX keys function in the same way, the master key has additional administrator privileges. Additional eBOX keys can be purchased separately from retail outlets that carry eBOX (pack of 3 standard keys and 1 master key or pack of 2 standard keys, please check the section "where to buy" on www.JensenScandinavia.com). Find more information about eBOX keys in section 6, Mobile application*

Installation

Please refer to 4.4.2 **Access from a Mobile Handheld Device** page 15.



3.2 iOS (iPhone/iPod Touch/iPad)

3.2.1 How to Connect

1. Launch the application
2. At the connection screen, input your eBOX's email address and password.



3. Then you can see the files on your eBOX.



3.2.2 How to browse a folder or open a file

1. Just click on a folder in order to go inside it or on a file to download and open it.
2. The downloaded file will be opened in the 3rd tab.

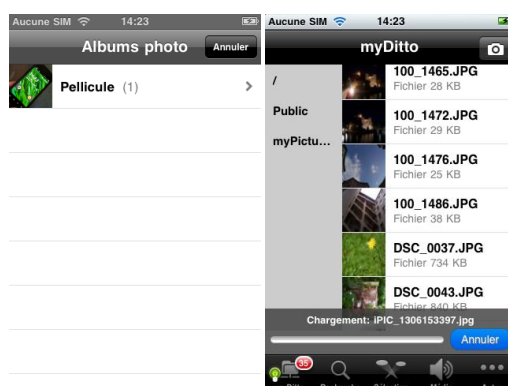


3.2.3 How to upload photos

1. Click on the camera icon (top right)



2. Select the photo which you want to upload from your album and it will automatically upload it.



3.2.4 How to stream music

1. Browse to a music directory
2. Click on a MP3 file and it will automatically be streamed





3.3 Android

3.3.1 How to Connect

1. Launch the application
2. At the connection screen, input your eBOX's email address and password.



3. Then you can see the files on your eBOX.



3.3.2 How to browse a folder or open a file

1. Just click on a folder in order to go inside it or on a file to download and open it.
2. The downloaded file will be opened in the 3rd tab.



3.3.3 How to stream music

1. Browse to a music directory
2. Click on a MP3 file and it will automatically be streamed



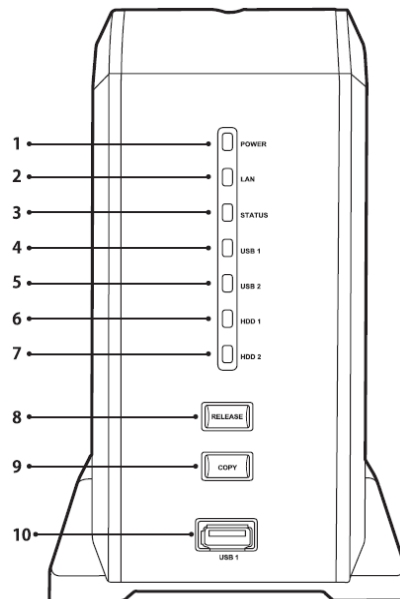
Managing eBOX Keys, on page 58.

3.4 Product View

3.4.1 Front view

LED Indicators

1. Power
2. LAN
3. Status
4. USB1
5. USB2
6. Hard Disk1
7. Hard Disk2



8. Release (button) eBOX shut down*

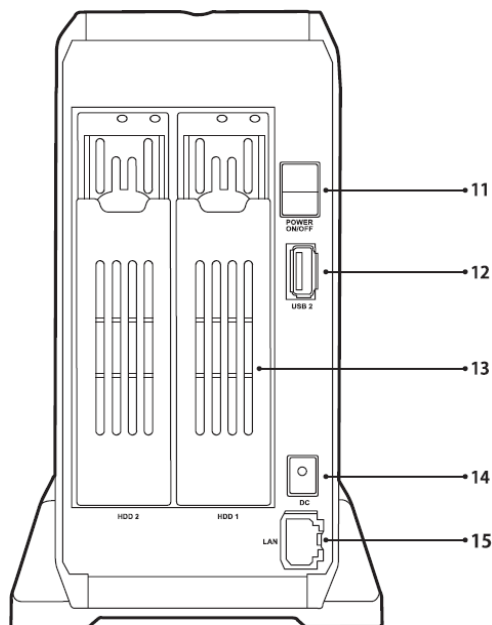


9. Copy (button) (1) Key authentication
 (2) Copy content of external USB device
- 8+9. Release (button) and Copy (button) Deactivate master key**
10. USB_1 (port) For eBOX key authentication

** Pressing the release button until the first beep shuts down the eBOX. Then eBOX can be safely switched off.*

*** Pressing the release and copy buttons until hearing the first beep deactivates the master key without erasing anything from the hard disk drive (in the event of a lost master key). For more information, refer to section 7.6, Lost Master Key, on page 66.*

3.4.2 Back View



11. Power switch Turns eBOX On/Off
12. USB_2 (port) To be used with external USB storage devices:
1. For single-touch copy, see section 10.2 Single-touch Copy on page 81.
 2. Connecting an external USB drive, see section 10.3 Connect External Hard Drive on page 82.
13. Hard Disk Drawers House the hard disk drives*
14. Power Supply Connects eBOX to its power adaptor and the power source



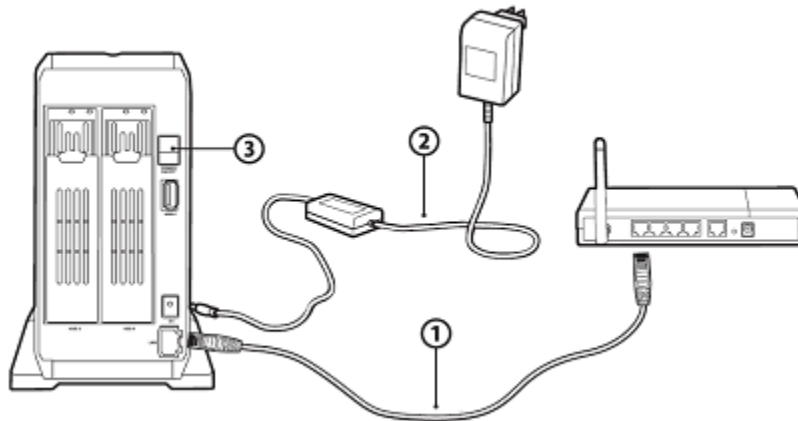
15. Ethernet Port Connects eBOX to a local network (router or ISP box)

** For information on how to replace or add a hard disk drive, see section 12, Installing Hard Disk Drives, on page 86.*

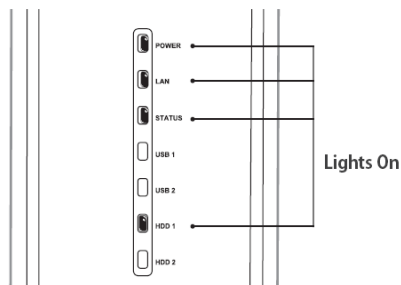


4 Getting started

4.1 Installing eBOX



1. Connect the Ethernet cable from eBOX to your router (or ISP box)
2. Connect to the Power Supply
3. Switch the Power Button to On



Note: Before you start, make sure your router is working and connected to the Internet. Powering up should take approx. 2 minutes. Once completed, the LED indicators will become illuminated, as shown in the above image.

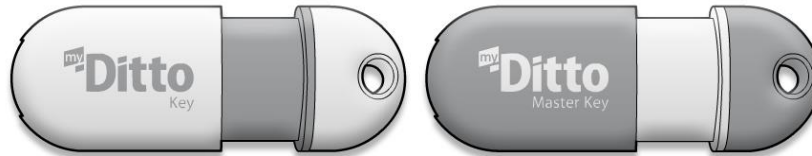
4.2 To Turn eBOX Off

Press the RELEASE button until a beep is heard. All LED indicators will turn off, with the exception of the LAN LED. Now wait an additional 10 seconds and then switch the power button to off on the back of the device.



4.3 eBOX Keys

eBOX keys enable users to remotely access their network server's files with an easy-to-use USB key. With your eBOX key, you will be able to safely access any file from eBOX — no matter where you are.



There are 2 types of eBOX key holders:

- Standard eBOX key holders or users – up to 10 of them.*
- Master eBOX key holder or user – one only, as this key contains Administrator privileges.

** For adding new eBOX users refer to section 7.2, Adding Additional eBOX Users, on page 63.*

Users with a standard eBOX key have the ability to:

- Access their own private folder, shared folder and any public folder.
- Change their own username and password.

A master eBOX key contains these additional administrator privileges:

- VIEW all users and their status (without accessing their private and shared folders).
- DELETE users and the contents of their private folders.
- DEACTIVATE users; block a user's key access to eBOX.
- EDIT user's passwords.
- EDIT usernames.
- Set the system clock: date & time.
- Format hard disk drives.
- Change the eBOX and workgroup names.
- Disable/enable media server and iTunes services.

For more details on how to use the administrator functions refer to section 5.12, eBOX Application – Settings, on page 38.



4.4 Accessing eBOX

4.4.1 Using the eBOX Key

You can access your files from anywhere with your eBOX key. The steps below will show you how to use your eBOX key and remotely access your files whenever you need them.

Step 1:

Plug in the master USB key (gray) and wait a few seconds until your computer has identified the eBOX key.

Step 2:

1. Launch the eBOX application:

- a. Windows OS – click on eBOX.exe (using Windows XP, just click on the eBOX icon in the autorun box)

- b. Mac OS – click on eBOX.app

- c. Linux OS – click on eBOX.sh

2. A splash screen will appear for several seconds until the application is up.



3. When a connection has been established, the bottom left “disconnected/connecting” icon will switch to green.

Step 3:

1. Enter your username:*

- a. 1-31 characters:

- b. Letters, digits, underscore (_) and hyphen (-)

- c. No spaces

- d. Case **insensitive**

- e. Letters with accents, for example: é, è, ë, ï are not allowed

2. Enter your password:

- a. 1-20 characters



- b. Letters, digits and the following symbols: !, @, #, \$, %, ^, &, *, (,)
 - c. No spaces
 - d. Case **sensitive**
3. Enter your Email address (optional):**
- a. Valid Email address

** Usernames are stored and remembered for future use*

***Email address is used in order to activate your mobile application*



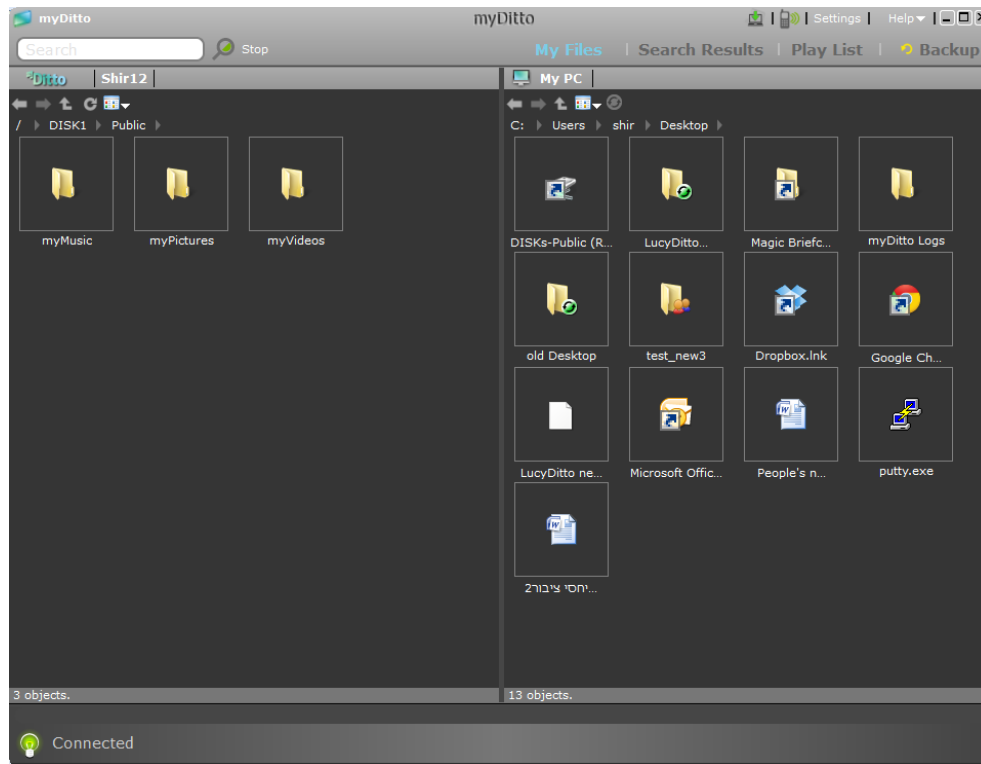
Once you have completed this simple authentication process, a private folder will be created in eBOX bearing the username.

Note: Changing usernames and passwords can be done from the menu settings in the eBOX application.

Step 4:

The right-side view shows your computer's directories, while the left side view shows the eBOX. Now you can store, backup and access your data by dragging & dropping files or folders from anywhere in your computer to eBOX, and vice versa.





Note: In order to access a computer remotely, it must either be connected to the Internet or to the same local network as eBOX.

4.4.2 Access from a Mobile Handheld Device

eBOX is also accessible from a large variety of mobile devices. In order to enjoy direct, peer-to-peer access to eBOX from your mobile device, the eBOX mobile application must be installed and your Email must be verified.

Verify Email address:

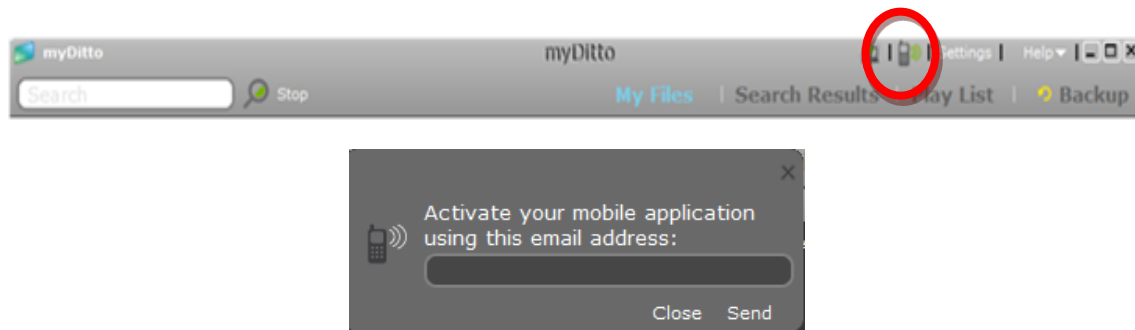
If a valid Email address been entered at first registration:

1. An automatic approval message will be send to the email address.
2. After confirming the message you are ready to access the mobile application.

Otherwise:

1. Press on the top right phone icon.
2. Enter a valid Email address and click send.
3. An automatic approval message will be sent to the email address.
4. After confirming the message you are ready to access the mobile application.





Then, in order to register your mobile phone, you have to install the eBOX mobile application:

For iPad/iPhone/iPod Touch:

1. Go to the *iPhone App Store*.
2. Search for the *my-Ditto application*.
3. Install it and launch the application.
4. Enter your Email address and click *ok*.

For Android:

1. Go to the *Android Market*.
2. Search for the *my-Ditto application*.
3. Install it and launch the application.
4. Enter your Email address and click *ok*.

Windows Mobile OS 6.1 or Higher:

1. Go to the my-Ditto web site support page located at www.my-Ditto.com and select the *my-Ditto application for Windows Mobile*.
2. Download the ".cab" file
3. Copy the file to the mobile
4. Launch ".cab" directly from the mobile (using the file explorer)
5. Launch the my-Ditto mobile application.
6. Enter your Email address and click *ok*.

Note: The mobile application version and the eBOX version must be the same. Then before downloading the new mobile application, make sure your eBOX is up to date. For more information, refer to section 8 System updates, on page 67.



4.4.3 Access Directly from the Local Area Network

This is an alternative way to access the eBOX once it has been connected to the network router. Any computer or device connected to your home or office network will now recognize eBOX as an additional network or workgroup computer.

At this stage, eBOX will contain a single folder named *Public*. If you are using both hard disk drives, each one will receive its own Public folder.

As users register, additional private (password-protected) folders will be added and can be identified by their username.

Shared folders created by users will also be displayed using their alias. Only allowed users will be able to access them.

How?

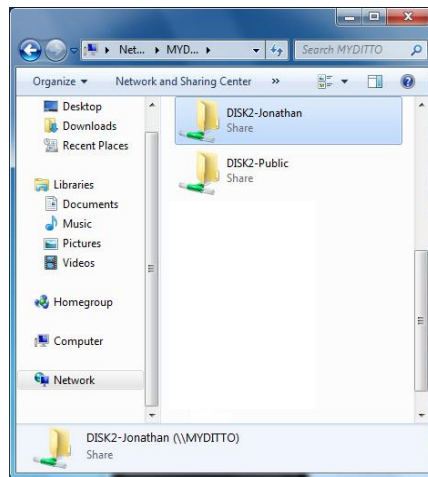
There are two ways to access directly eBOX folders within the local network:

1. Use the access button located at network/backup tab at the settings.
Refer to 5.12 eBOX Application – Settings page 38 for more details, or
2. find eBOX on the different operating systems:

Windows:

- XP : My Computer → My Network Places → View workgroup computers
- Vista : Control Panel → Network Center
- 7 : Computer → Network





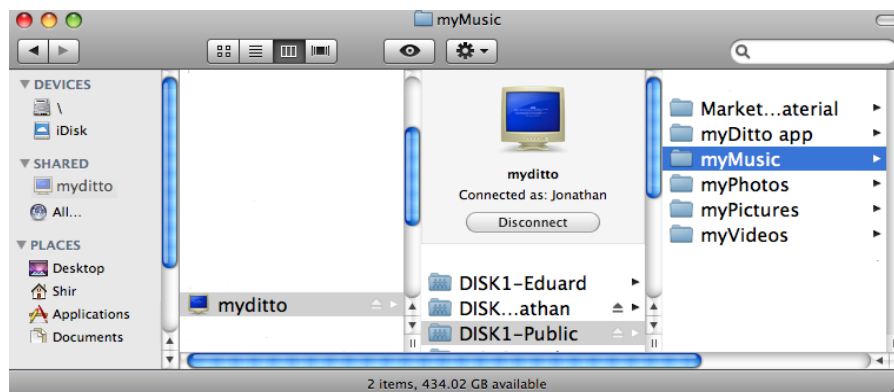
Note: Windows usually saves the last user's login information, and as a result may not allow new users to login to their private folders (from the same computer) without changing settings first. To change settings, go to Tools → Disconnect Network Drive → select \\the eBOX server name (default is eBOX); press return and click ok.

Note: You can also gain access to the eBOX server from:

Start → Run → type: \\the eBOX server name (default is eBOX); press return.

Mac:

Go → Computer → SHARED



Note: Mac OS X usually saves the last user's login information and as a result, may not allow new users to login without changing settings first. In order to login as a different user, select the eBOX computer, and click on:

Connect as → Enter your username and password and click Connect.



Note: Another solution is to use the Finder. In menu bar click on "Connect to a server." Then input the eBOX server's name (default eBOX)

IE: smb://ebox

Connect as → Enter your username and password and click Connect.

Linux Ubuntu/Fedora/Redhat:

Go to Places → Network

5 eBOX Application

5.1 Introduction

The eBOX application is stored on every eBOX key. It has been specifically designed with a very simple and intuitive interface for managing and accessing your digital files, within your network or outside of it.

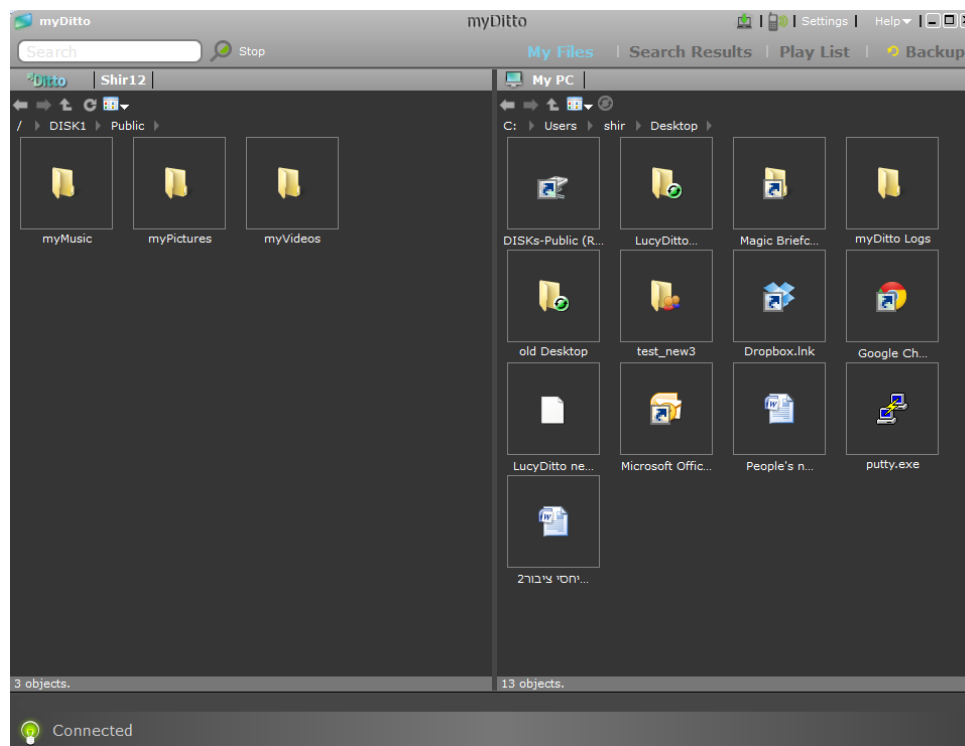
A similar version of this application can be downloaded and installed on mobile phones, giving you the freedom to access the eBOX from anywhere in the world.

5.2 eBOX Application - Main Page

The application's main page is divided into two displays:

- *Remote* (left side), which shows eBOX files and folders.
- *Local* (right side), which shows your local computer.

Most of the file interaction happens between these two panels.

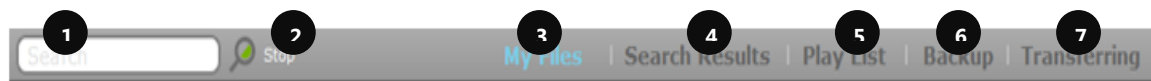


5.2.1 Top Menu Bar



1. **eBOX name** – the default given name is “eBOX.”
2. **Installing Desktop Client** (available only at local network) - Refer to 5.8, eBOX Application – Desktop Client, on page 33 for more details.
3. **Email Address for Mobile Access** – enables mobile phone access to the eBOX. Refer to 4.4.2, “**Access from a Mobile Handheld Device**,” on page 15 for more details.
4. **Settings** – opens the application settings window. Refer to section 5.12, eBOX Application – Settings, on page 38, for more information.
5. **Help** – opens the *eBOX User Manual*.
6. **Application Window Buttons** - Minimize, Maximize, and Close (before removing the eBOX key from the computer, close the application by clicking the ‘x’ button).

5.2.2 My Files / Search Bar



1. **Search Bar** – where search queries are entered; i.e. files names to be searched for.
2. **Search Button** – executes the search request. Pressing the return key will do the same.
3. **My Files** – current view showing eBOX files and folders on the main page.
4. **Search Results** – displays all file occurrences under a given username.
5. **Play List** – display songs that been recently played. Enables the user to play multiple songs in a row. Refer to section **Feil! Fant ikke referansekinden., Feil! Fant ikke referansekinden.,** on page **Feil! Bokmerke er ikke definert.** for more details.
6. **Backup status** - reports the status of the backup. Refer to chapter 5, section 5.4 eBOX Application – Automated File Backup on Page 24 for more details.
7. **Transferring status** - Shows the transfer rate and the jobs queue (appears when there are items to transfer).



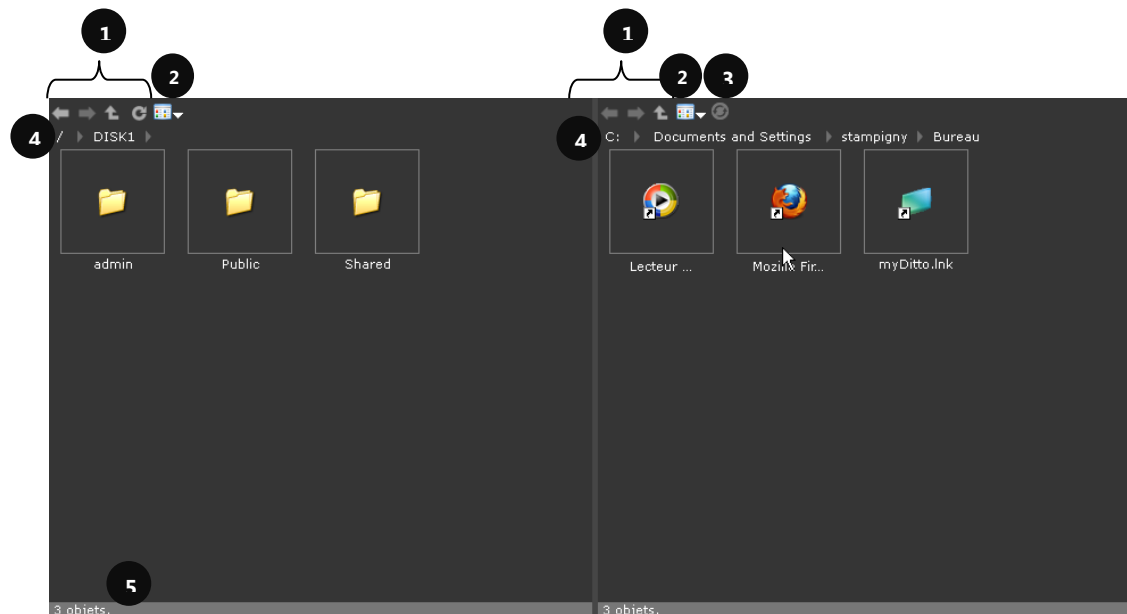
5.2.3 Remote / Local Views

Header



1. **Remote View** – eBOX's content
2. **Username** – username of the connected user (you)
3. **Local View** – local computer content

Files View

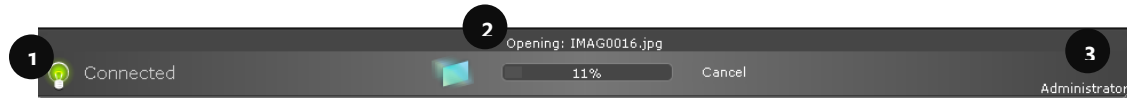


1. **Navigation Commands** – Back, Forward, Parent folder, Refresh folder.
2. **View Change**- shows all viewing options:
 - a. Details
 - b. Icons
 - c. List
 - d. Thumbnail
3. **Backup Icon** – Add or remove files and folders from backup. Refer to section 5.4 eBOX Application – Automated File Backup on page 25 for more details.
4. **Folder Path** – shows the full path of a displayed folder.



5. **Objects in Folder** – sum of files and folders at the current viewed folder (local/remote).

5.2.4 Status bar



1. **Connection Status** – Connected/Disconnected/Connecting status between the client and eBOX.
2. **Transfer Status** – shows the completion percentage of a transferring file/folder to/from eBOX.
3. **Administrator Status** – displays “administrator” if the current user is the administrator.

5.3 eBOX Application – Managing Files & Folders

5.3.1 Overview

When using eBOX with one hard disk drive, it will contain three root folders: *Public*, *Private* (using the current user’s name) and *sharing*.

These folders cannot be deleted or renamed. In addition, new folders cannot be opened and files cannot be placed adjacent to them.

When using eBOX with two hard disk drives, two additional root folders will be created: *Disk1* and *Disk2* (when in RAID mode there will be three root folders similar to eBOX with one hard disk drive).

Public Folder: Visible and accessible to anyone using the eBOX application or connecting to eBOX within the network. The public folder contains three sub-folders: *myMusic*, *myPhotos* and *myVideos*. The folders were created to help organize media files.

Another sub-folder *myTorrents* creates upon usage of the BitTorrent utility. Refer to section 5.13.4, Advanced Settings – Print Server, on page 47 for more details.

Private Folder: Each user has one private folder bearing their username. Unlike the public folder, a private folder can only be accessed by its owner. Although the Administrator can see all users and their status, he/she cannot access other users’ private folders.

5.3.2 Sharing Folders: Contains all the folders which are shared to/by the section 5.8.2, How to uninstall?

1. Run the local client you want to uninstall.
2. Press the *Local client* button with the red arrow located on the top menu bar.
3. This is it! The application been removed from the host.





eBOX Application – Sharing, on page 34, for more details.

5.3.3 Functions

Open*

- Double-click on the desired file or folder, or
- Use the Ctrl+O keys (Cmd+O for Macs) on your keyboard, or
- Place your cursor on a selected file or folder and right-click on it; then select *open* from the menu list.

** Files will open using existing applications installed on the local computer*

Copy

- Drag a file or folder from anywhere on your local computer and drop it into the desired eBOX folder and vice versa, or
- Use the Ctrl+C keys (Cmd+c for Macs) on your keyboard, or
- Place your cursor on a selected file or folder and right-click on it; then select copy from the menu list.

Cut & Paste

- Place your cursor on a selected file or folder and right-click on it; now select the cut function from the menu list, or
- Use the Ctrl+X keys (Cmd+x for Macs) on your keyboard in order to cut the file/folder, then Use the Ctrl+V keys (Cmd+v for Macs) on your keyboard to paste the file/folder, or
- Hold the shift key on your keyboard and drag a file or folder from anywhere on your local computer and drop it into the desired eBOX folder and vice versa (Windows OS only).

Move File/Folder to the Recycle Bin (Delete)

- Use the delete key, or
- Place your cursor on a selected file or folder and right-click on it; now select the delete function from the menu list.

Attention: *There is no recycle on the eBOX server side. The delete function on the remote panel is equivalent to a "permanent delete" (see below).*



Permanent Delete

- Hold the shift key on your keyboard and use the delete key, or
- Hold the shift key on your keyboard and place your cursor on a selected file or folder and right-click on it; now select the delete function from the menu list.

Rename

- Place your cursor on a selected file or folder and right-click on it; now select the rename function from the menu list, or
- Press the F2 key on your keyboard (Windows and Ubuntu OS only).

New Folder

- Point the cursor to the view where you would like a new folder, right-click your mouse and select the new folder function from the menu list, or
- Use the Ctrl+N keys on your keyboard (Windows and Ubuntu OS only).

5.4 eBOX Application – Automated File Backup

Couldn't be easier! With a few mouse clicks your network computers will be backed-up.

5.4.1 Backup Service Installation

The installation occurs only once per computer, by using the administrator privilege. Both computer and eBOX should be connected to the same network.

1. Choose files/folders to backup (as clarified under "how to choose files/folders for backup" at next page).
2. Message will appear at the bottom of the screen.

Administrator privilege requiered for backup.

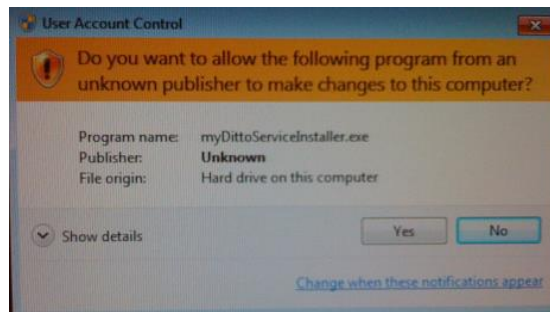


The operation system will pop up a User Account control message (Win vista and higher or Macintosh), allow the service by enter the administrator password.

On Win7 and Vista:

If you are the computer's administrator:





Otherwise:




On OSX:




On Windows XP:

Only the computer's administrator can install backup, no message pops up in that case.

5.4.2 How Do I Choose Files/Folders for Backup?

1. Both computer and eBOX should be connected to the same local network.
2. Select the files/folders you wish to backup.
3. Click the backup button located above this view , or
4. Place your cursor on a selected file or folder and right-click on it; now select the Add to backup function from the menu list.




a. All files/folders will now be marked with a green symbol .

b. Parent folders will be marked with an orange symbol .

Repeat steps 2 and 3 above until you have marked all folders you wish to backup.

Backup will start in a few minutes and the backed up content will be stored in your eBOX private folder under a folder called: backup.computer_name, e.g. *backup.laptop1*. This folder

will be marked with a green mailbox icon .

You can close the eBOX application now; eBOX will check for changes in the backed up files and folders and will automatically update itself every couple of hours.

5.4.3 How Do I Remove Files/Folders from Backup?

In order to remove a file or a folder from the backup list, simply select it and do one of the following:

1. Press the backup button; the backup symbol will disappear (Note: all files and folders located inside this folder will be removed from the backup list).
2. Right click on the mouse and choose: Remove backup.

When removing a file/folder from the backup routine, the file/folder will not be deleted from the backup folder; however it will stop being updated.

5.4.4 Backup Indication

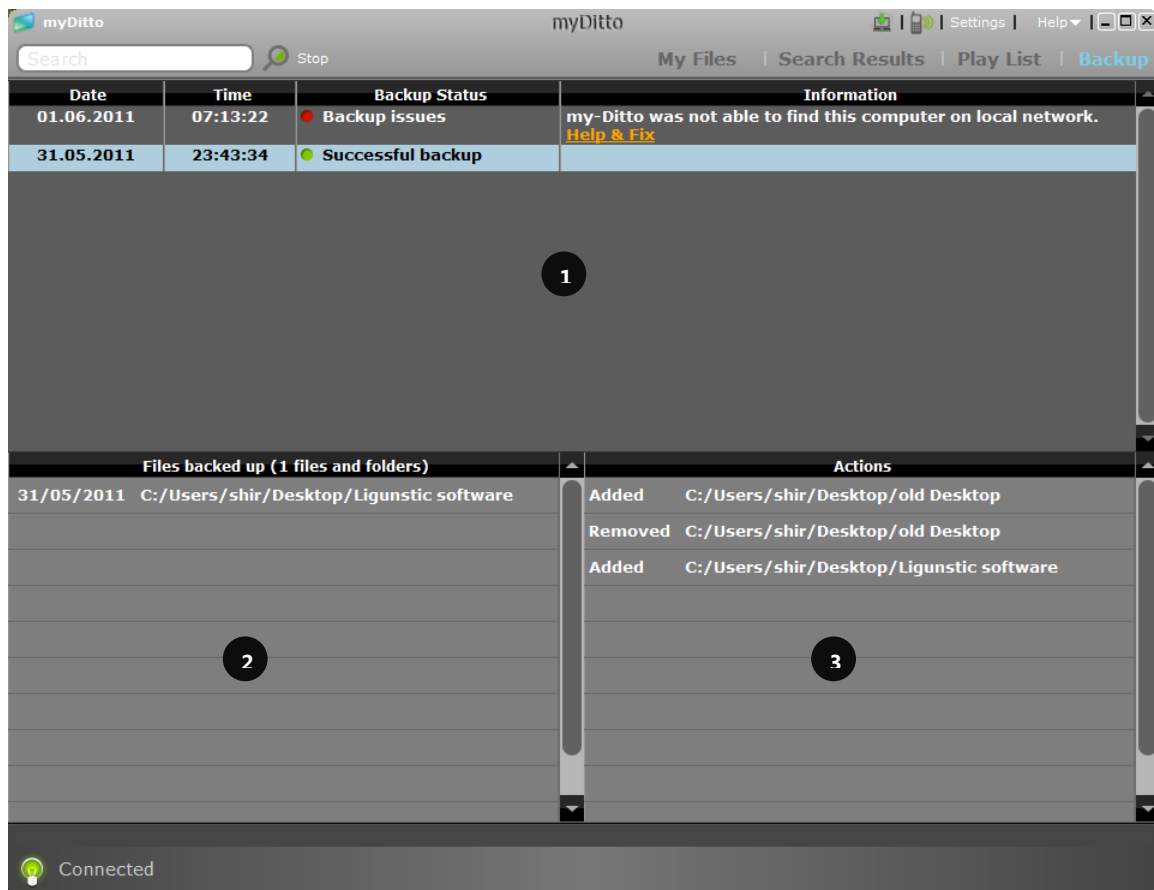
All detailed indication, of the various backup operations carried out in the last 30 days, can be viewed at the backup tab.

Any information regarding the backup appears here, times of the last succeed backup, error or problem that occurred.

You always know what been backed up, when was the last time the backup occurred and in what degree of success.



5.4.5 Backup tab



1. Backup status table – Indication of what was happening daily, for the last 30 days, at the backup process.
2. Files in backup – list of all files and folders which are configured to backup from this specific computer.
3. Actions – all actions that occurred on a specific day.

Backup Statuses

White – backup is not configured.

19.05.2011	18:37:48	Backup is not configured	Backup has not been configured. Help & Fix
------------	----------	--------------------------	--

Green – all items backed up.

30.05.2011	22:59:24	Successful backup	
------------	----------	-------------------	--

Red – an error had occurred.

27.05.2011	23:46:55	Backup issues	my-Ditto was not able to find this computer on local network. Help & Fix
------------	----------	---------------	--

For more information see 13.5 Backup page 95.



2. Click on uninstall backup button.

*Requires administrator privilege.

When stopping the backup routine, the existing file/folder will not be deleted from the backup folder, however it will stop being updated.

5.5 eBOX Application – Music Streaming

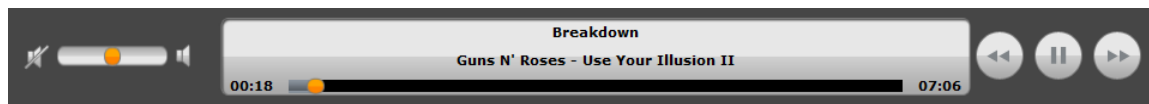
Stream and listen to your favorite songs from anywhere in the world.

5.5.1 How?

1. Go to the Play List tab.



2. Pick a song from the library*, or from one of the play lists (learn more about creating a play list on next page).
3. Double click on one of the songs.
4. The song will start to play.
5. The next song at the list will start after the current will end.
6. You can navigate in between the songs with the back/forward arrows that are located at the left bottom side of the application.



7. All mp3 files, sited under myMusic**, will appear under Library.

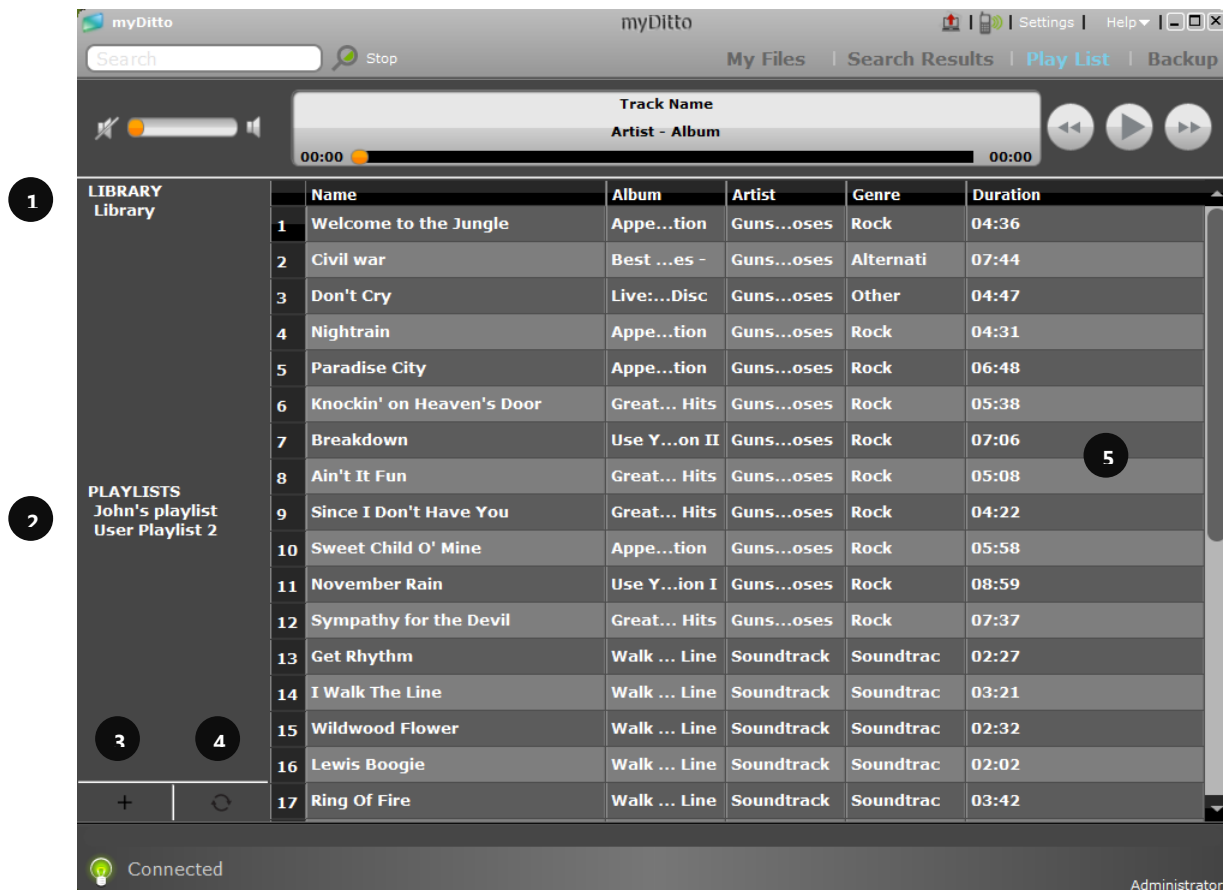
** The songs shown are those that are sited at myMusic under Disk 1. If the disks are using a RAID modes all songs under myMusic will appear.

Note: Music streaming supports only Mac and Windows operating systems

5.5.2 eBOX Application – Play List

Make yourself a Play List of your favorite music, or use your entire music library and hear the music you love anywhere in the world.





1. Library – main folder, clicking on it will show you all mp3 files which are found under your myMusic* folder.
2. Playlists – list of play lists of all eBOX users. Click on one of them will show you its content.
3. Add playlist – creates a new playlist.
4. Sync now – sync music from myMusic folder.
5. library\playlists content – here you will see the mp3 files.
6. Note: deleting one of the songs here will delete him from the eBOX.

** The songs shown are those that are sited at myMusic under Disk 1. If the disks are using a RAID modes all songs under myMusic will appear.

How to create a new playlist?

1. Click on the add playlist button, or
2. Right click on one of the existed playlists or the playlists title and choose *add new*.
3. Chose a name
4. Chose mp3 files you want to add the playlist from the library or from other playlist.
5. Place your cursor on the selected mp3 files and right-click; now select *Add to play list* from the list, Select a playlist from the list provided.
6. A play list been made, you can see it on the right side under the PLATLISTS.
7. Double click on the desired list name.
8. Select the first song you would like to hear.

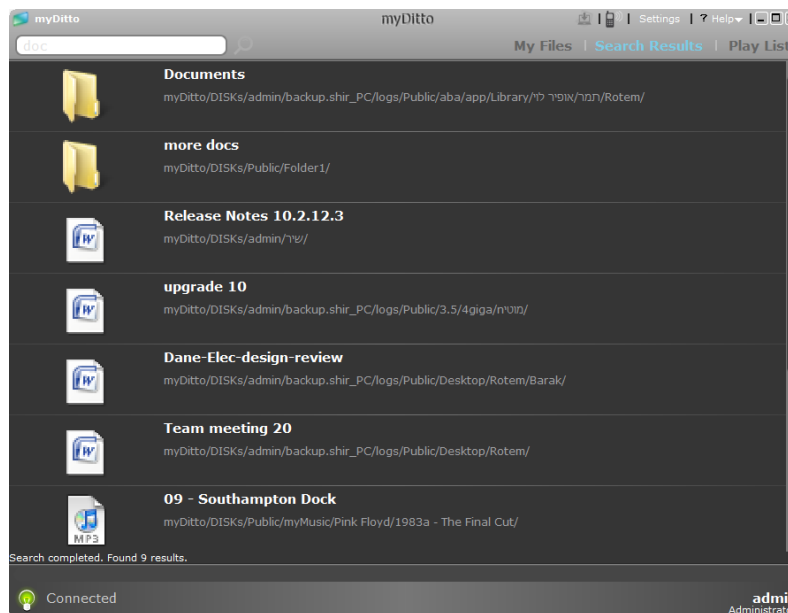


9. The next song at the list will start after the current will end.
10. You can navigate in between the songs with the back/forward arrows that are located at the left bottom side of the application.

5.5.3 How to delete a playlist?

1. Right click on the playlist name from the PLAYLISTS.
2. Chose the *delete* option from the menu.

5.6 eBOX Application – Search

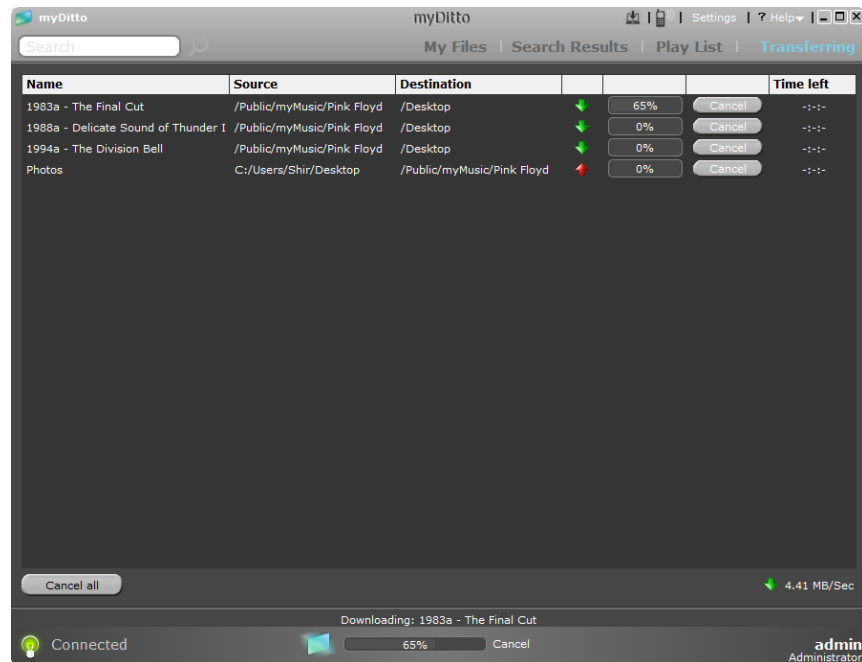


Search for any file located on eBOX by typing a word or string that is part of the file name.

- The *search* function is performed on *Public* and *Private* folders and on both hard disk drives (if two are being used).
- Search words are **not** case sensitive.
- Results appear in a separate view entitled *Search Results*.
- Files can be opened directly from the *Search Results* view.
- In order to return to the *Main* view, click on *My Files* located to the left of the *Search Results*.



5.7 eBOX Application – File Transfer View



Transferring files from *your local computer* to eBOX, or back, via a simple copy & paste function or using the drag & drop feature, can be viewed in two locations:

Current File Transfer View – shows the percentage of the current file/folder being transferred to/from eBOX. The user may choose to cancel the transfer by clicking on the *cancel* button.

File Transfer View – displays all pending files/folders and those being transferred to/from eBOX. This view is enabled only when one or more files/folders are being transferred. The user may choose to cancel the transfer of one or more of the files by clicking the *cancel* button adjacent to the selected file, or to cancel all the transfers of the files/folders that exist in the File transfer view by clicking on the *cancel all* button at the bottom left of the application.

5.8 eBOX Application – Desktop Client

As an alternative to using your eBOX Key at home, at office or anywhere in the world, quickly and easily download the desktop client and enjoy the same features and benefits.

5.8.1 How to install?

1. Press the *Desktop client* button located on the top menu bar.



2. Wait a few seconds until the installation completes; a eBOX shortcut to the client application will be created on your desktop (dock at Mac).

5.8.2 How to uninstall?

4. Run the local client you want to uninstall.
5. Press the *Local client* button with the red arrow located on the top menu bar.
6. This is it! The application been removed from the host.

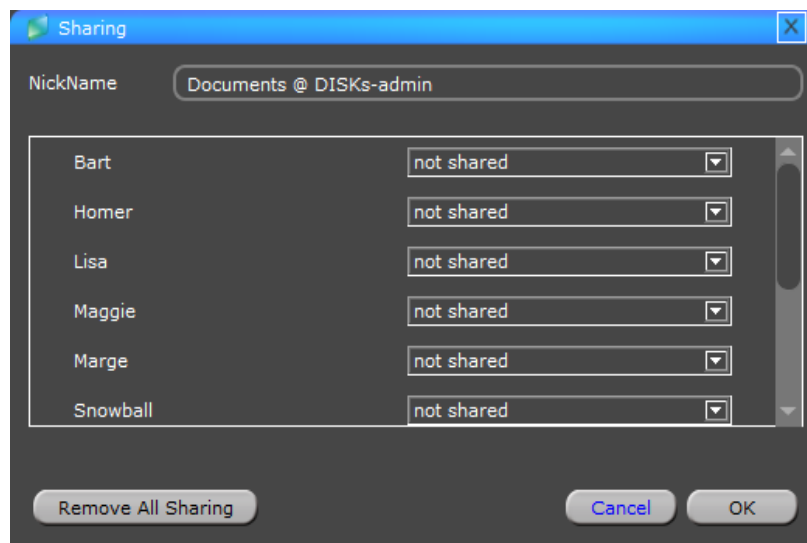


5.9 eBOX Application – Sharing

Easily and simply share your private folders with others while keeping control of content.

5.9.1 How?


1. Choose a folder that is located under your Private folder.
2. Place your cursor on the selected folder and right-click on it; then select sharing... from the menu list.
3. A small configuration screen will appear.



4. By default a unique Nickname will be given to the shared folder, you can change it to any name as long as this name is unique to the eBOX.
5. In order to share a folder with a user simply change the permission from “not shared” to “read-only” or “read/write” permission.
6. Now you can approve the creation of the shared folder by clicking on the ok button.



A new folder will be created under the Shared folder, both on the original owner's folder and in the user's shared folder.

The new shared folder will be marked with an icon on the owner's end  (both on the private and shared folders).

Now your folder is shared with other users.

If the user has "read/write" permission, each change made on the files and folders in the shared folder will take place under both the original folder and the private folder.

5.9.2 What Else?

Remove User from a shared folder

1. Place your cursor on the existing shared folder and right-click on it; then select "sharing..." from the menu list.
2. A small configuration screen will be displayed.
3. Change the user permission to "not shared" and confirm by clicking the "ok" button.
4. The shared folder will be deleted from the shared folder at the removed user.

Add user to a shared folder

1. Place your cursor on the existent shared folder and right-click on it; then select "sharing..." from the menu list.
2. A small configuration screen will be displayed.
3. Changes the user permission to "read" or "read-write" and confirm by clicking the "ok" button.
4. A shared folder will be added in the "shared" folder of the added user.

Stop sharing a folder

1. Place your cursor on the existent shared folder and right-click on it; then select "sharing..." from the menu list.
2. A small configuration screen will be displayed.
3. Click on the "remove all sharing" button.
4. Confirm the action by clicking the "ok" button.

Change User Permission

1. Place your cursor on the existing shared folder and right click on it; then select "sharing..." from the menu list.



2. A small configuration screen will be displayed.
3. Change the user's permission.
4. Confirm the action by clicking the "ok" button.



5.10 eBOX Application – Save to Remote

The “Save to Remote” function allows you to edit your files and save them directly on your eBOX.

5.10.1 How?

1. Open a file from the Remote view.
2. Make your desired adjustment.
3. Save the file.
4. The modified file has been automatically uploaded to the eBOX, so it's updated with your latest changes.

5.11 eBOX Application – Disconnect Idle Client

In order to secure access to the eBOX, the application causes an idle client to disconnect from eBOX after a timeout period of an hour.

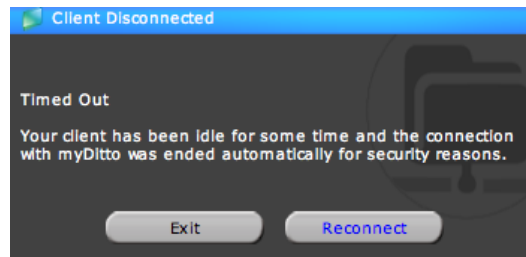
5.11.1 How?

1. Clients who have not done any action at the application for an hour will get a message at the end of that hour that they will be automatically disconnected.
2. If the client chooses the “Disconnect Now” option – the application shuts down; if he/she chooses “Don't Disconnect” – the client will stay connected and he/she will be able to continue working as usual.



3. If no choice has been made within 2 minutes the client will disconnect from the eBOX. In order to reconnect the user will need to choose the “Reconnect” and then re-enter his/her password.





5.12 eBOX Application – Settings



The eBOX Settings page allows users to obtain information about eBOX's current status, such as: the list of authenticated users, available memory in the disk drive, etc. In addition, this page allows you to modify parameters.

While standard key users can't see another user's activity and are only able to change their own username and password, the master key holder has full control to modify eBOX's settings, to change passwords, rename or delete users from the system, enable functions and to make configuration changes.

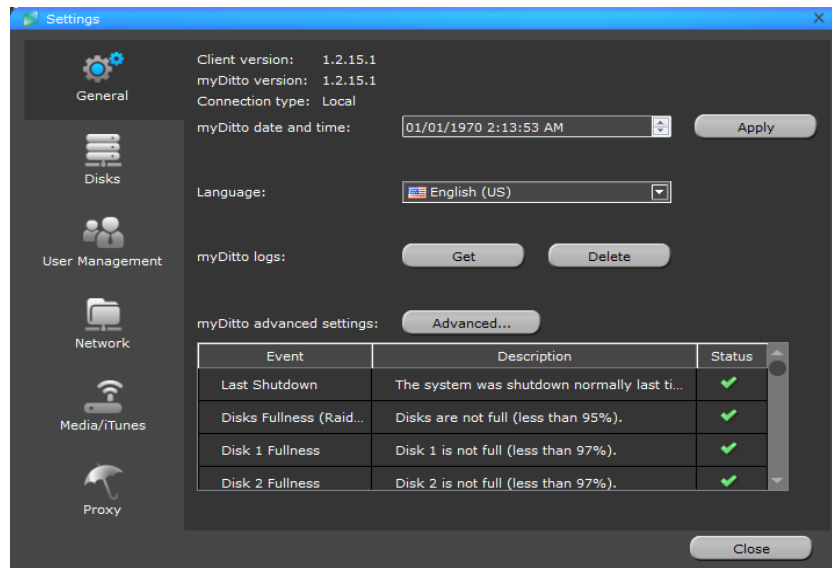
Note: Most of the setting operations require a few seconds to update the eBOX server; during this time do not switch Off the eBOX server.

General

Provides the following functions and information:

- eBOX application version.
- eBOX version.
- Connection type: Local (within the network), UDP or Relay.
- Date and Time window: sets the correct date and time for your time zone, ensuring that file upload date and time stamps are accurate (apply changes can be done only by the administrator or master key holder).
- Language: allows you change the language used in the application.
- Access the *advanced settings* web interface: at the web interface contains parameters that can configured manually (*For more details on advanced settings refer to section 5.13, eBOX Application – Advanced Settings, on page 44*).
- Get and Delete eBOX logs: get or delete both Client and eBOX logs (Get and Delete eBOX logs can be done only by the administrator or *master key* holder).
- System status information: indicates the state of your eBOX.



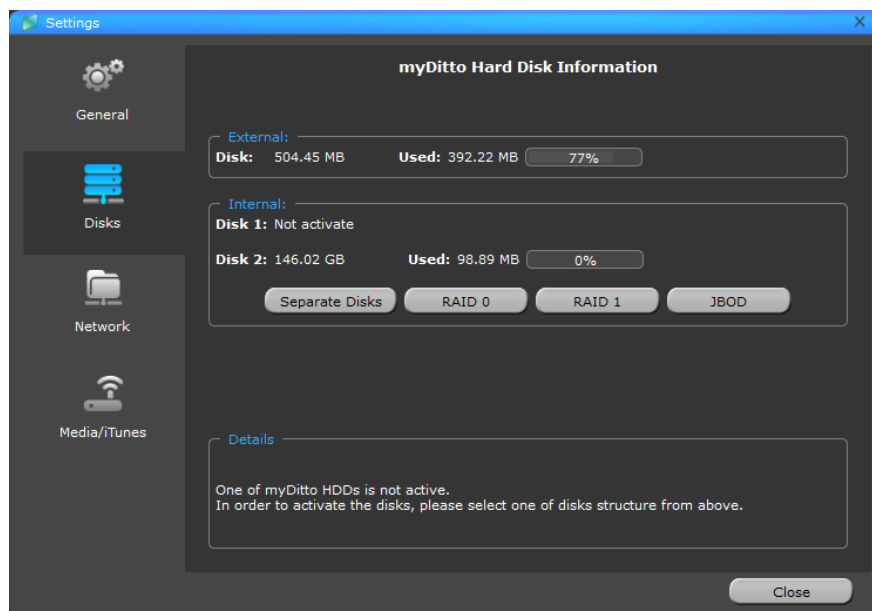


Disks

Display the capacity information of the installed hard disk drives and the external hard drive (if attached).

Unplug button - ensures the detachment of the external hard drive, refer to 8.3.2 for more information.

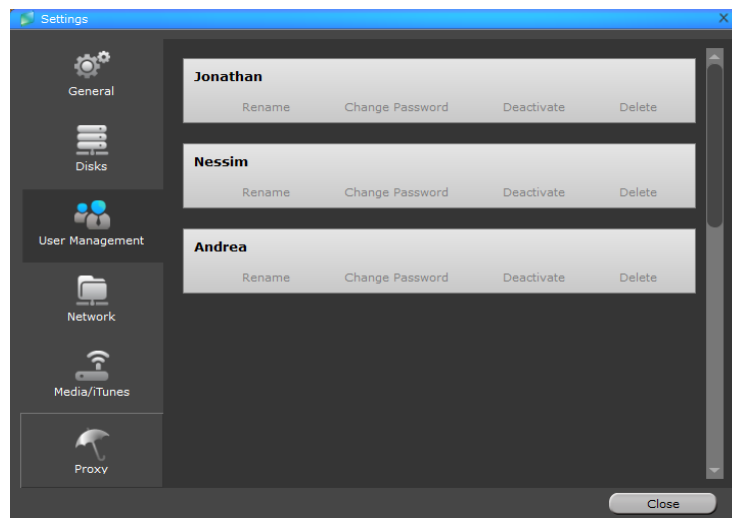
If there are two internal drives then you can change the disks structure. **This will erase all the data!**



User Management

Main view – standard key holders are able to *Rename* and *Change* their password, but not *Deactivate* or *Delete* accounts.





Rename — Changing a User's Name

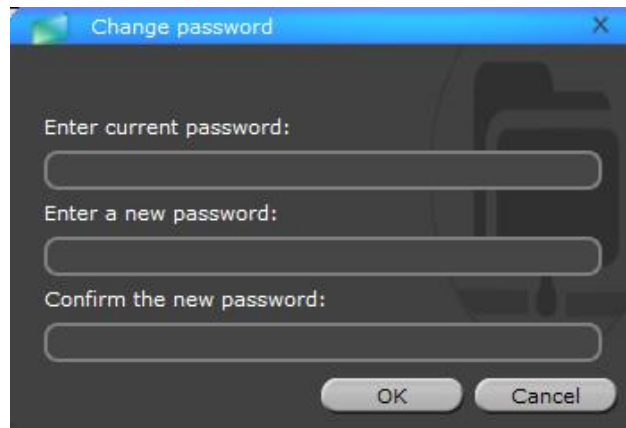
- Usernames must be between 1-31 characters.
- Letters, digits, underscore (_) and hyphen (-).
- No spaces.
- Letters with accents, for example: é, è, ì, ï are not allowed.
- Case insensitive.
- The user's *Private* folder name immediately changes to the new username.



Change Password

- Each password must consist of 1-20 characters.
- Letters, digits or one of the following symbols: ! @ # \$ % ^ & * ().
- No spaces.
- Passwords are case sensitive.





Deactivate — Administrator Only

It is possible to deactivate a user or key without losing any private data. The *deactivation* function will do the following:

- Deactivate a user's key from accessing eBOX.
- Deactivate all of the user's mobile devices from accessing eBOX.
- Keep original username and password.

Keep the deactivated user's private folder.

The explanation on how to regain access to eBOX can be found in chapter 5, Managing eBOX Keys, on page 52.



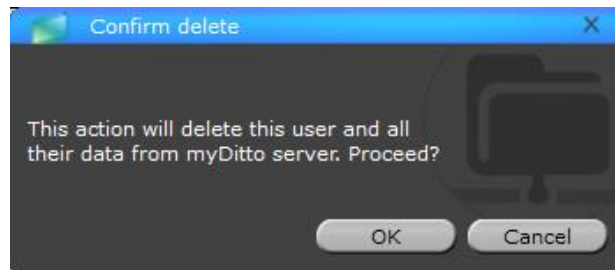
Note: If the deactivated user has been connected during the deactivate operation, the application will close itself while notifying the user.

Delete — Administrator Only

Completely deletes the user from the system, including any data that has been stored on the eBOX.

Note: If the administrator gets deleted from the system, the eBOX application will close itself and the next user (key) added to the system will then become administrator.





Network/Backup

eBOX on Explorer (SAMBA)

Allow you direct access to eBOX's folders (privates and public).

For more information on how to use, refer to 4.4.3 Access Directly from the Local Area Network page 17.

Note: access the private folder require entering user's password.

Uninstall Backup

Each user can choose to uninstall the backup service from the computer he works on.

Note: eBOX will stop backing up the computer; any data stored on the private backup folder will remain as it is now.

Administrator only

Defines the names of the Workgroups and Servers that appear on the:

- Local Area Network.
- Media players/adapters.
- iTunes application.

Workgroup

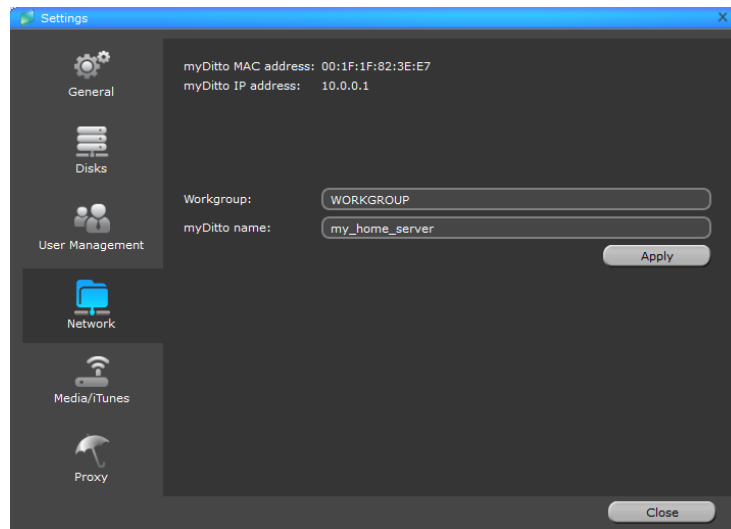
The name of the group containing all computers located on the same network (default = WORKGROUP).

eBOX name

The name of the eBOX as it appears in the network folder (default = eBOX).

** In cases where two or more eBOXs are connected to the same network, it is recommended to name each eBOX differently*



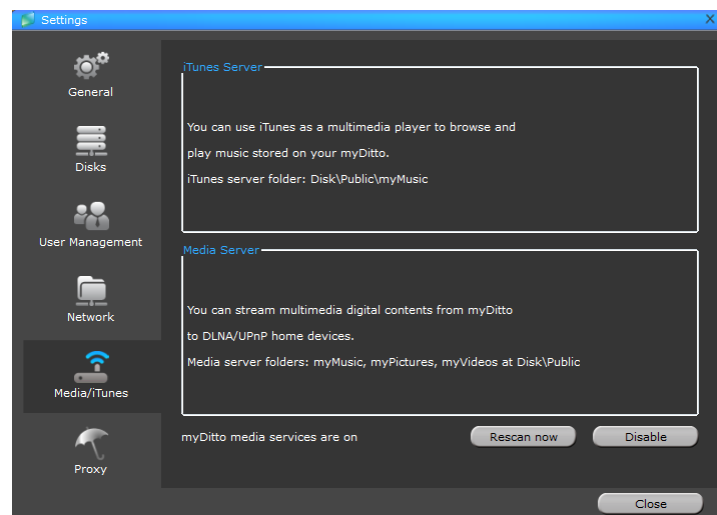


Media/iTunes — Administrator only

eBOX is designed to function as a centralized media hub. It allows photo, music, video and network-connected device streaming, and other PCs on the network.

The Administrator can choose to enable/disable the functionality from this page (default = enabled).

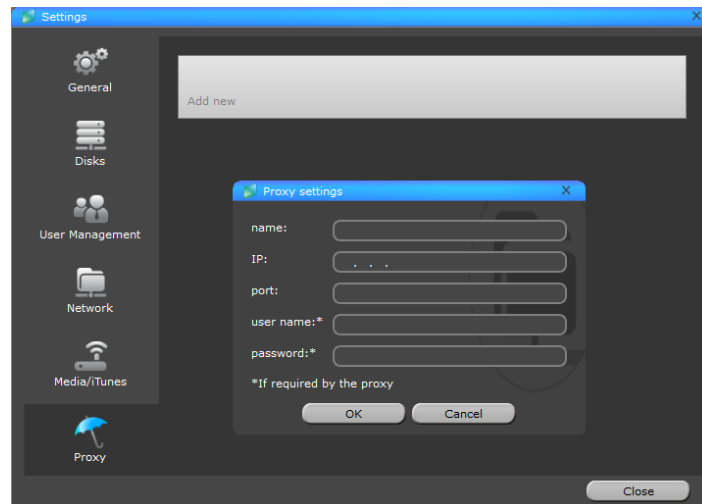
For more information on how to use the eBOX multimedia streaming abilities, refer to chapter 11, eBOX as a Multimedia Hub, on page 84.



Proxy

Proxy enables the application to run in an enterprise environment secured with a proxy server by entering the proxy server credentials required to get access to the internet.



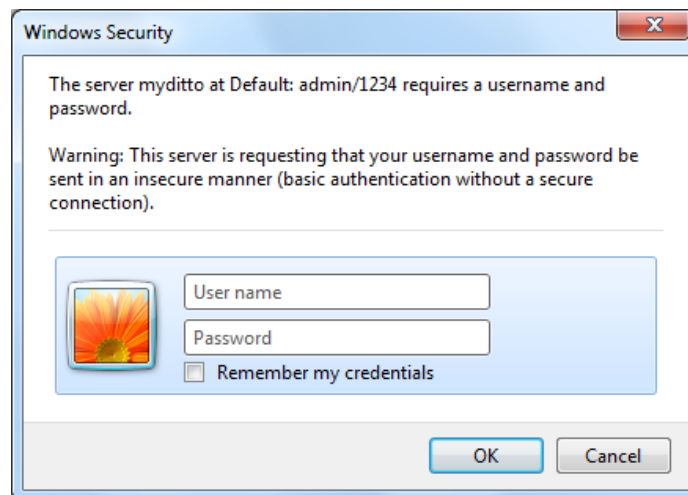


5.13 eBOX Application – Advanced Settings

The eBOX advanced settings page can be accessed in two ways:

- From the eBOX settings menu, click on the *Advanced* button — **Administrator Only**.
- By opening a web browser and typing: `http://[eBOX's name]` (default: <http://eBOX>) – from Windows only.

The advanced settings interface can be accessed from within the eBOX network only, and requires a user name and password (default: admin/1234)



The following menus are available in the advanced settings interface:

1. General
2. Data & Time
3. Network
4. iTunes Server
5. Media Server



6. Tools

5.13.1 Advanced Settings – General

Displays general information about the eBOX:

- System time, MAC address and Firmware version.
- eBOX and WORKGROUP names.
- eBOX's IP, subnet mask and gateway addresses.

myDitto Advanced Settings

- General
- Date & Time
- Network
- BitTorrent
- iTunes Server
- Media Server
- Tools

General Information

This page displays the general information and the status of the system.

System Time	2010/6/8 20:16:15
MAC Address	00:1f:1f:82:3e:e7
Firmware Version	1.2.13.4
Server Name	my_home_server
Workgroup	WORKGROUP
IP address	10.0.0.1
Subnet Mask	255.0.0.0
Gateway	10.0.0.138

5.13.2 Advanced Settings – Date & Time

Sets the correct date and time according to your time zone, ensuring that both the file upload date, and the and time stamps are accurate.

myDitto Advanced Settings

- General
- ✓ Date & Time
- Network
- BitTorrent
- iTunes Server
- Media Server
- Tools

Date & Time

Sets the correct date and time according to your time zone, ensuring that file upload date and time stamps are accurate.

Set Time Zone :	(GMT+08:00)Taipei
Time Server Address :	192.43.244.18
Daylight Savings :	<input type="checkbox"/> Enable Function Times From January 1 To January 1
Set system date and time:	Year: 2010 Month: 6 Day: 8 Hour: 20 Minute: 18 Second: 47

Apply Cancel

Parameter	Description
-----------	-------------

Set Time Zone	Select the time zone of the country you live in. eBOX will set its time based on your selection.
Time Server Address	You can manually assign the time server address if the default time server does not work.
Daylight Savings	eBOX can also take Daylight savings into account. If you wish to use this function, you must check/click the enable box to set up your daylight saving configuration (below).
Times From	Select the date in which you wish to start using daylight saving.
Times to	Select the date in which you wish to stop using daylight saving.
Set System Date and Time	If any time server does not work, you can manually set your system's current date and time here. In order to apply these changes you should type 0.0.0.0 in the Time Server Address bar.

Click <Apply> to save your changes.

5.13.3 Advanced Settings – Network

Set the IP address of the eBOX manually.

Parameters	Description
Obtain an IP address	The DHCP server is used to manage the IP address of a network. If



automatically	<p>you have a live DHCP server in your network and wish the eBOX to obtain the IP address from it, please select "Obtain an IP address automatically."</p> <p><i>Note: According to the settings of your DHCP server, the IP address obtained from your DHCP server may change from time to time.</i></p>
Use the following IP address	If you want to manually set an IP address to the eBOX, please select "Use the following IP address" and set the IP Address, Subnet Mask and Gateway Address to the eBOX here.
IP Address	This is the IP address used by the eBOX in your network.
Subnet Mask	This is the IP Subnet Mask of your LAN segment.
Gateway Address	The gateway IP address for your network. Normally, it is the LAN IP address of the router you are using to access the Internet.

5.13.4 Advanced Settings – Print Server

eBOX can become a print server (accepts print jobs and then prints the jobs on the requested printer) by simple few steps, as explained below.

1. Connect your printer to the USB 2 port located on the rear panel
2. Enable the print server service by checking the check box
3. Press on the apply button in order to set the print server

Save setting successfully!

You may press CONTINUE button to continue configuring other settings or press APPLY button to restart the system for changes to take effect.

Continue Apply

4. eBOX will automatically restart itself for changes to take effect.

System Restarting! Please wait for a while !

OK

5. You are done setting the eBOX as a print server!
Now, in order to start working with the print server, you should configure your printer on any computer within your local network.
Find more information about how to add new printer go to page 102.



myDitto Advanced Settings

- General
- Date & Time
- Network
- ✓ Print Server
- BitTorrent
- iTunes Server
- Media Server
- Tools

Print Server

The print server function supports MFP, RAW, LPR and IPP printing methods. The printer should be connected to USB port 2 (located at the back of myDitto). In order to print from your PC please refer to the user manual.

Note: In order to use external disk at myDitto the print server must be disabled.

☐ Enable Print Server

Print Server Name :	PSa98507
Print Name of USB Port :	lpt1

Parameters	Description
Enable Print Server	Disable/enable the print server service.
Print Server name	Allows you to change the print server name, as you wish.
Print name of USB port	Default printer port of the print Server.

5.13.5 Advanced Settings – BitTorrent

eBOX supports BitTorrent peer-to-peer file download protocol. This interface allows you to set up to 10 different torrents simultaneously.

Make sure to have enough remaining storage capacity to save all downloads.

Note: BitTorrent function could consume an important amount of CPU resource!



myDitto Advanced Settings

- General
- Date & Time
- Network
- ✓ BitTorrent
- iTunes Server
- Media Server
- Tools

BitTorrent Manager

You can enable/disable BitTorrent function, change the maximum concurrent connection number in BitTorrent Setting. You can add BitTorrent item by clicking on the button 'Add Torrent' and view BitTorrent status in BitTorrent List Table.

BitTorrent Setting :

BitTorrent Function : ☐ Enable ☒ Disable

BitTorrent List Table :

Owner	Name	Contents	Remaining Time(HH:MM:SS)	TotalSize	Schedule	Throughput	Status	Priority	Detail	Select
<input type="button" value="Pause"/> <input type="button" value="Resume"/> <input type="button" value="Remove All"/> <input type="button" value="Remove Selected"/> <input type="button" value="Reset"/>										

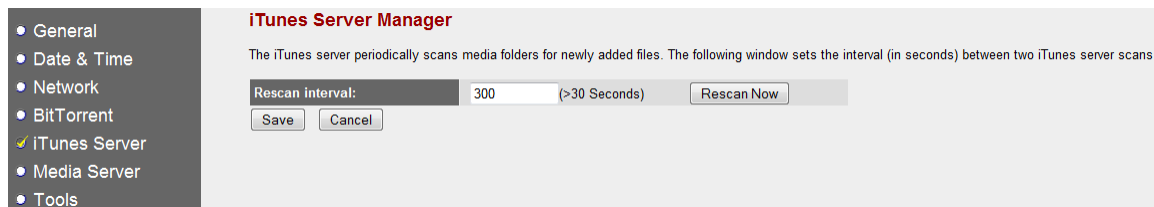
Parameters	Description
BT Download Function	Enable/Disable BT Download Function.
Advanced Setting	Opens the BT advanced settings window allowing to set the port number used by BT, control the bandwidth, set the maximum active download torrents and enable/disable DHT.
Add Torrent	Opens a window for adding a new torrent (files with .torrent extension), so you can start downloading. You'll be prompted to provide the location of torrent.
Refresh	Refreshes the window resulting in showing the most updated BT status.
Pause	Select one or more downloading BT items in the list, and click this button to pause them.
Resume	Resumes downloading all paused torrents.
Remove All	Removes all BT items from the list.
Remove Selected	Removes selected BT items from the list.
Reset	Deselects all selected BT items in the list.

Click the <Save> button to save the updated configuration.



5.13.6 Advanced Settings – iTunes Server

The iTunes server periodically scans media folders for newly added files. The following window sets the interval (in seconds) between each iTunes server scans.

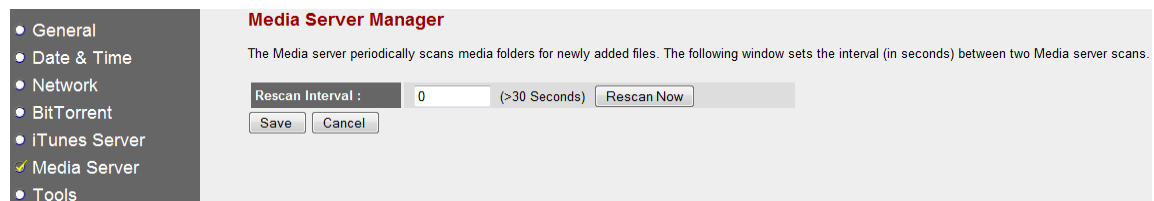


Parameters	Description
Rescan interval	Please specify the time interval in seconds between each iTunes server scans. The iTunes server periodically scans media folders for newly added files. The valid rescan interval is from 30 to 65,535 seconds. You can also click the Rescan button to start a scan immediately. The required scan time is dependent on the number of media files stored in the disk. It may take up to several minutes to finish.

Click <Save> to save your changes.

5.13.7 Advanced Settings – Media Server

The Media server periodically scans media folders for newly added files. The following window sets the interval (in seconds) between each Media server scans.



Parameters	Description
Rescan interval	Please specify the time interval in seconds between each Media server scan. The Media server periodically scans media folders for newly added files. The valid rescan interval is from 0 to 65535 seconds (0 means no scan at all). You can also click the Rescan button to start a scan immediately. The required scan time is dependent on the number of media files stored in the disk. It may take up to several minutes.

Click <Save> to save your changes.

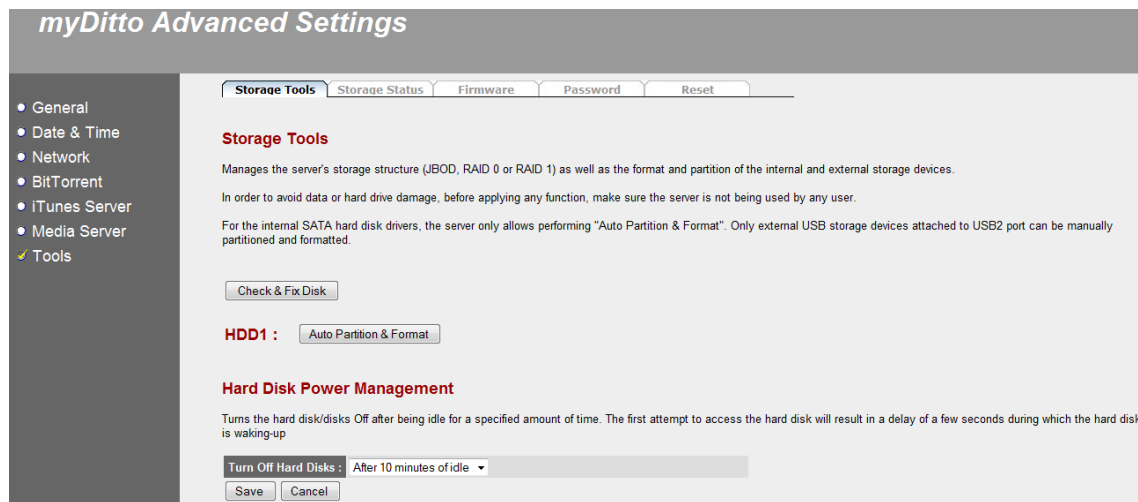


5.13.8 Advanced Settings – Tools

Storage Tools

Manage the eBOX's storage structure (JBOD, RAID 0 or RAID 1), as well as the format and partition of the internal storage disks.

Prior to applying any function, verify that there are no users accessing the eBOX, to avoid damage to data or the hard drive.



Check & Fix

Checks the eBOX's internal hard drive disk(s) for system failure and attempts to correct any identified errors.

Note: When the eBOX is performing the Check & Fix operation, all attempts to access the disk(s) will be rejected, and transferred data may be lost.



myDitto Advanced Settings

- General
- Date & Time
- Network
- BitTorrent
- iTunes Server
- Media Server
- ✓ Tools

Check & Fix Disk

Checks the storage server's internal hard drive disk(s) for system failure and attempts to fix them.

Attention: If there are too many errors in the disk, the data may be lost after fixing.

Select Partitions : [HDD1]C:\ ☒

Run Time :

☒ Now (run at once)
☐ Later (run at the following time)
 Year: 2010 Month: 6 Day: 8
 Hour: 20 Minute: 38 Delete the task

Action :

☒ Check errors
☐ Check errors and fix them

Apply
Cancel
Report

Parameters	Description
Select Partitions	Select all partitions you want to run Check & Fix on
Run Time	- Now - Later: on a predefined date and time
Action	- Check errors: identifies file system errors and reports - Check errors and fix them: Checks and tries to fix identified file system errors; Note, during the fix operation, some data may be lost or damaged

Click <Apply> to save your changes

Click <Report> to review the summary report

Note: When the storage server is performing Check & Fix Disk, the hard disk drive is busy, therefore any operations performed will be stopped.

Storage Structure

What is JBOD?

JBOD is an acronym for *Just a Bunch Of Disks* or *Just a Bunch Of Drives*, and is used to refer to two distinct concepts:

- All disks being independently addressed, with no collective properties – each physical disk, with all the logical partitions they may contain, being mapped to a different logical volume: Just a Bunch Of Disks.



- Concatenation, where all the physical disks are concatenated and presented as a single disk.

Note that neither concept provides data redundancy.

What is RAID 0?

A RAID 0 (also known as a stripe set or striped volume) splits data evenly across two or more disks (striped) with no parity information for redundancy. It is important to note that RAID 0 was not one of the original RAID levels and provides no data redundancy. RAID 0 is normally used to increase performance, although it can also be used as a way to create a small number of large virtual disks out of a large number of small physical ones.

What is RAID 1?

A RAID 1 creates an exact copy (or mirror) of a set of data on two or more disks. This is useful when read performance or reliability is more important than data storage capacity. Such an array can only be as big as the smallest member disk.

IMPORTANT! Note that building a new RAID will erase all the data currently stored on the hard disk drives. It is highly advisable to apply the RAID when the two hard disks are empty (new).

Parameters	Description
RAID	If you have two internal SATA hard disk drives installed in your eBOX, you can either select Enable to enable the RAID function or select Disable to disable the RAID function and let the two internal SATA hard disk drives work independently. If you only have one internal SATA hard disk drive installed in your eBOX, you can't enable the RAID function.
RAID Mode	Selection of one storage structure out of the following possibilities: JBOD, RAID 0 or RAID 1.
Auto Partition & Format	By clicking this button, the system will partition and format the attached storage device automatically. Please refer to the description below.
Fix RAID	The "Fix RAID" button (see picture below) only appears when the eBOX detects that RAID is not functioning well. Click the Fix RAID button; the system will now try to recover. When the fix operation is over, turn Off the eBOX and then On again. The RAID mode is back to normal.



	<p>Note: If one of the hard disk drives LED (HDD1/HDD2) is blinking (the hard disk is damaged), turn Off the eBOX, replace the hard disk with a new one (of the same size as the previous one) and turn it On again.</p> <p>Note: When in RAID 0, if one of the hard disks fails, it is impossible to fix the RAID, resulting in the loss of data previously stored on the damaged disk.</p>
--	--

Click <Apply> to execute your requests.

Fix RAID button:

RAID:					Fix Disk	
Partition	Size	Start Cylinder	End Cylinder	File System	Tool	Select
C	297G	1	77955376	LINUX	Format FAT32	Add

Note: When entering RAID/JBOD mode it will take several minutes for the disks to get synchronized. A completion status indication appears in the Storage Status tab.

Storage Status

Shows the status of all internal hard disk drives and external storage devices.

RAID Status: Active.
Syncing Schedule: 7%

Auto Partition and Format

Creates partitions (hidden and open) and formats when in either RAID/JBOD modes or placed as standalone disk drives.

Hard Disk Power Management

Turn the hard disk(s) *off* after being idle for a specified amount of time. The first attempt to access the hard disk will result in a delay of a few seconds during which the hard disk is "waking up."

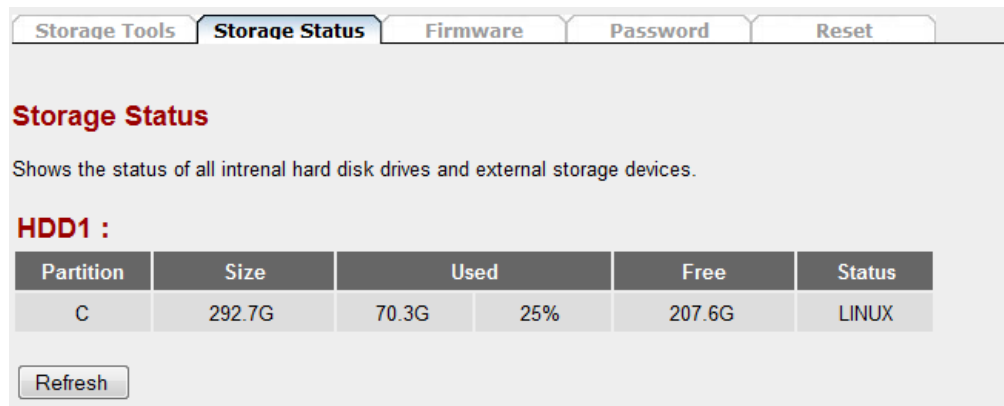
Parameters	Description
Turn Off Hard Disk(s)	Select the amount of idle time after which the hard disk drives will get turned off.

Click <Save> to save your changes.

Storage Status

Show the status of all internal hard disk drives and external storage devices.





Storage Status

Shows the status of all internal hard disk drives and external storage devices.

HDD1 :

Partition	Size	Used	Free	Status
C	292.7G	70.3G 25%	207.6G	LINUX

Parameters	Description
Partition	The partition name of the attached storage device.
Size	Total space in this partition.
Used	Total used space in this partition.
Free	The remaining free space in this partition.
Status	The format type of the partition: FAT16, FAT32, NTFS or Linux.
Refresh	Refreshes the Storage Status page.
Unplug	Unplugs the external USB storage device. When the LED of the USB2 turns off, you can safely remove the USB storage device.

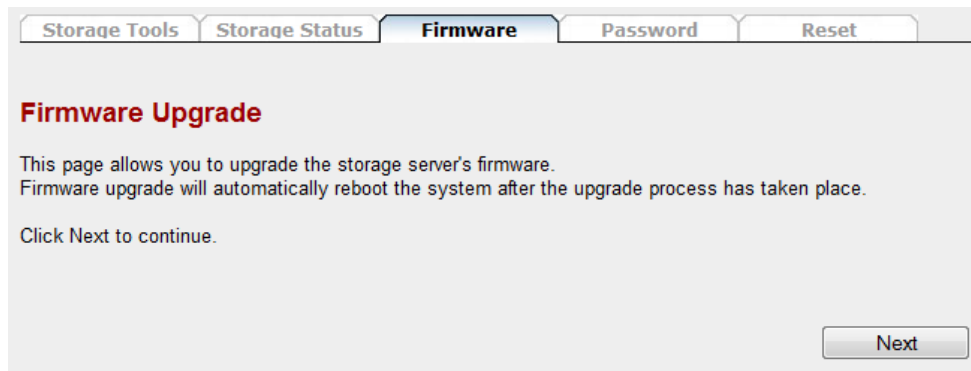
Firmware

Allow the upgrade of the eBOX's firmware.

Firmware upgrade will automatically reboot the system after the upgrade process has taken place.

1. Click <Next> to proceed with the firmware upgrade process.
2. Browse to the location where the new firmware file is located and click <Apply>.

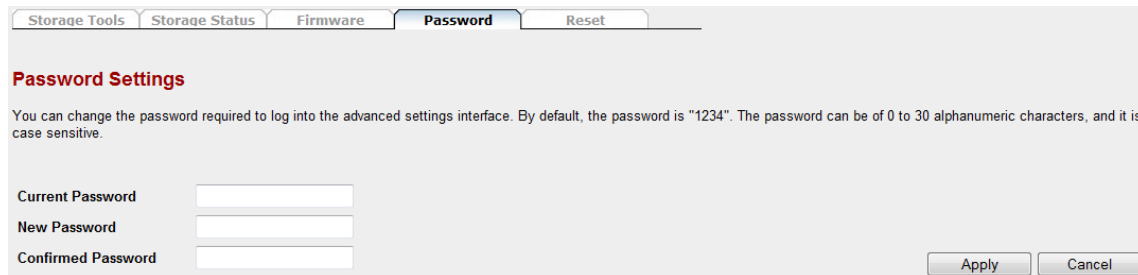




The screenshot shows a web interface with a tabbed menu at the top: 'Storage Tools', 'Storage Status', 'Firmware' (selected), 'Password', and 'Reset'. The main content area is titled 'Firmware Upgrade' in red. Below the title, it says: 'This page allows you to upgrade the storage server's firmware. Firmware upgrade will automatically reboot the system after the upgrade process has taken place. Click Next to continue.' At the bottom right, there is a 'Next' button.

Password

You can change the password required to log into the advanced settings interface. By default, the password is "1234." The password can be of 0 to 30 alphanumeric characters, and is case sensitive.



The screenshot shows a web interface with a tabbed menu at the top: 'Storage Tools', 'Storage Status', 'Firmware', 'Password' (selected), and 'Reset'. The main content area is titled 'Password Settings' in red. Below the title, it says: 'You can change the password required to log into the advanced settings interface. By default, the password is "1234". The password can be of 0 to 30 alphanumeric characters, and it is case sensitive.' There are three input fields labeled 'Current Password', 'New Password', and 'Confirmed Password'. At the bottom right, there are 'Apply' and 'Cancel' buttons.

Parameters	Description
Current Password	Enter your current password.
New Password	Enter your new password.
Confirm Password	Enter your new password again.

Click <Apply> at the bottom right of the screen to save your changes.

5.13.9 Reset

Reset the eBOX without changing any of its settings.

1. Click <Reset> at the bottom right of the screen to save your changes.





5.14 eBOX Application –Mobile application

The mobile application allows you to enter your files and folder from any place and anywhere with your own mobile device.

5.14.1 Main view

On the left side you can see your current location, on the right you can see your files and folders.

You can browse to your desired folder and open your files.

With the buttons at the bottom of the screen you can use to get to the “search,” “featured,” and “more” screens in order to make other actions on the eBOX.

5.14.2 What can I do with the mobile application?

- See all eBOX files and folders, open and view them.
- Search.
- Stream mp3 files and create play lists.
- Display Thumbnails.
- Upload pictures (iPhone only).

5.15 eBOX Application - Help

Open the official eBOX website at the default PC's browser, on the support section.



The eBOX Manuals are in pdf* format

* Adobe Reader is required; available for download at <http://get.adobe.com/reader>

6 Mobile application

6.1 Installation

Please refer to 4.4.2 [Access from a Mobile Handheld Device](#) page 15.

6.2 iOS (iPhone/iPod Touch/iPad)

6.2.1 How to Connect

4. Launch the application
5. At the connection screen, input your eBOX's email address and password.



6. Then you can see the files on your eBOX.





6.2.2 How to browse a folder or open a file

3. Just click on a folder in order to go inside it or on a file to download and open it.
4. The downloaded file will be opened in the 3rd tab.



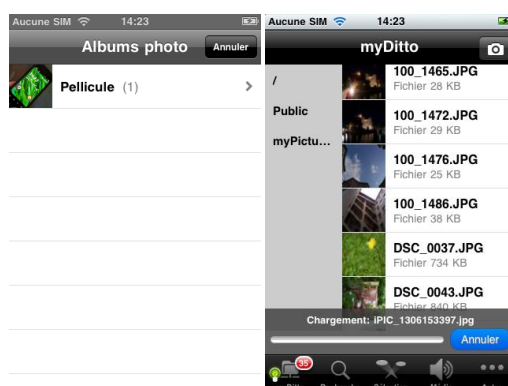
6.2.3 How to upload photos

3. Click on the camera icon (top right)





4. Select the photo which you want to upload from your album and it will automatically upload it.



6.2.4 How to stream music

3. Browse to a music directory
4. Click on a MP3 file and it will automatically be streamed





6.3 Android

6.3.1 How to Connect

4. Launch the application
5. At the connection screen, input your eBOX's email address and password.



6. Then you can see the files on your eBOX.



6.3.2 How to browse a folder or open a file

3. Just click on a folder in order to go inside it or on a file to download and open it.
4. The downloaded file will be opened in the 3rd tab.



6.3.3 How to stream music

3. Browse to a music directory
4. Click on a MP3 file and it will automatically be streamed



7 Managing eBOX Keys

7.1 Overview

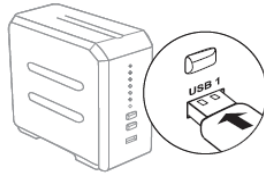
Each eBOX key contains the eBOX application for all three operating system types: Windows, Mac and Linux. Keys must be physically authenticated with eBOX for activation.

7.2 Adding Additional eBOX Users

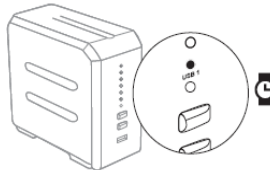
eBOX is capable of hosting up to 10 unique users including the administrator, and allows up to 6 (remote) users to access eBOX simultaneously. Additional eBOX keys can be purchased separately from retail outlets that carry eBOX (visit the page “where to buy” on JensenScandinavia.com).

7.2.1 Registering New eBOX Keys:

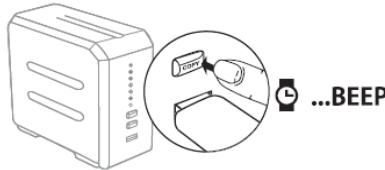
1. Make sure eBOX is turned *On*.
2. Plug in the new eBOX key into the USB1 port located on the front panel.



3. Wait until the USB1 LED is illuminated (approx. 20 seconds).



4. Press the COPY button until a beep is heard (approx. 4 sec.).



5. Wait until you hear two short beeps and the USB1 LED turns off (the USB1 LED will flash briefly before it turns off).





6. Remove the eBOX key.



7. Plug the eBOX key to your PC.
8. Launch the eBOX application.
9. Enter your username and password.

7.2.2 Start using a New Mobile Phone

First you should verify your email address and install the software (refer to section 4.4.2 **Access from a Mobile Handheld Device**, on page 15).

7.3 Changing Passwords

7.3.1 Solution A – Key Authentication

1. Make sure eBOX is turned *ON*.
2. Plug in the eBOX key to the USB1 port located on the front panel.
3. Wait until the USB1 LED is illuminated.
4. Press the COPY button for 2 sec. or until a beep is heard.
5. Wait a few seconds until you hear two short beeps; the USB1 LED will turn off (the USB1 LED will flash briefly before it turns off).
6. Remove the eBOX key, and your previous password has been cleared.
7. When launching the application, you will be asked to type in a new password and confirm it.

7.3.2 Solution B – Remote Password Change

If a standard key holder is not in close proximity to the eBOX, the Administrator (master key holder) can change the password by:



1. Launch the eBOX application with the master key.
2. Open the Settings menu.
3. Go to User management.
4. Select the specific user and click on Change Password.
5. Type a new valid password and share with the standard key user.
6. Now the user can access eBOX using the new temporary password and change it immediately after a connection has been established.

7.4 Changing the Administrator (master key holder) Password*

Refer to section 7.4.

7.5 Lost Standard Keys

Note: A lost key does not affect the data stored on eBOX in any way.

1. The administrator must deactivate the lost key:
 - a. Launch the eBOX application as an administrator.
 - b. Open the *Settings* menu.
 - c. Go to *User Management*.
 - d. Select the specific user and click on *Deactivate*.
2. Repeat section 5.2.1 using a new eBOX key.
3. Plug the eBOX key to your PC.
4. Launch the eBOX application and type the **same user name and a password.***
5. The system will re-link the username and their existing private folder.

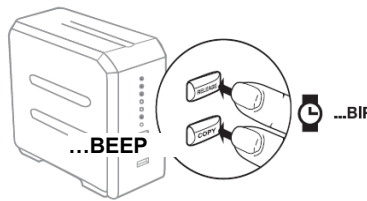
Note: *If the password was forgotten, the administrator needs to change the user's password from the Settings menu and notify the user of the new password.*

**Typing a different username will create a new user profile with a new private folder, and thus access will not be given to the user's existing private folder.*



7.6 Lost Master Key

1. Reset eBOX by pressing both the COPY and RELEASE buttons simultaneously for 2 seconds until a beep sound is heard.



2. Wait approx. 15 seconds. This process will render the lost master key invalid. The administrator's private folder has not been deleted, but will be temporarily inaccessible.
3. Refer to section 7.2.1 using a new eBOX master key (any eBOX key can serve as a master key, as long as it is the first key being authenticated after resetting the system).
4. Launch the eBOX application, type your password (old or new) and confirm it. The system will automatically link your username to your existing private folder.



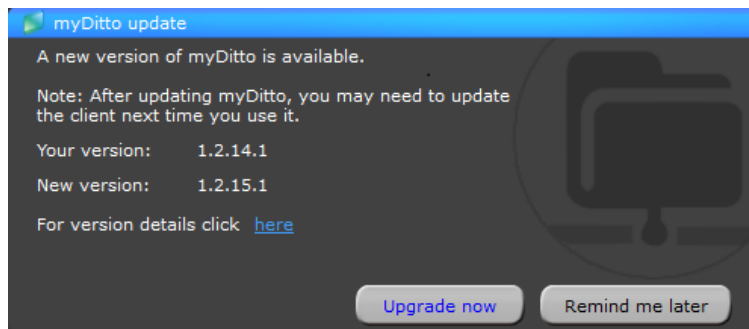
8 System updates

Keep your system always updated with the latest added features and the most innovative design.

8.1 eBOX update (administrator only)

When a eBOX update is available a message will appear to the administrator;

IMPORTANT! Do not turn off the eBOX while the update is taking place, it will cause irreversible damage. Please wait until STATUS LED turns on

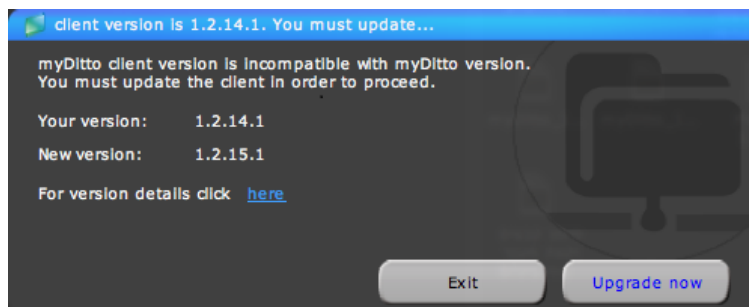


8.2 eBOX updates

Each client updates its own application. The update message appears if there is an available update and the administrator upgraded the eBOX.

8.2.1 Mandatory update

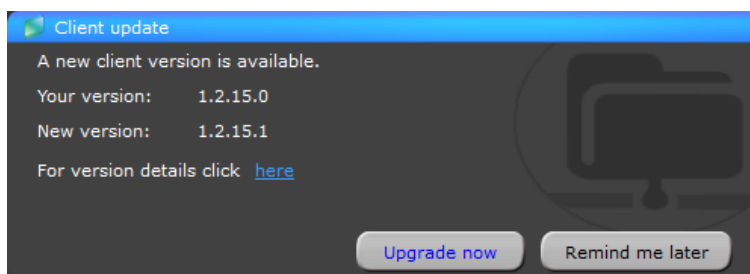
Current eBOX client version is incompatible with the eBOX version. The upgrade must take place in order to continue working with the eBOX.



8.2.2 Optional Update

This is an optional upgrade. The user can keep work as usual with is current version as well with the updated one.





9 Managing eBOX Internal Disks

9.1 Overview

eBOX is available in a variety of internal disk types – no internal disks, one internal disk ready for use, or two internal disks ready for use.

In order to enjoy eBOX, all of the disks attached to eBOX must be activated.

Once eBOX identifies the need, a wizard will show up on the eBOX application screen and guide you through the different steps required (changes can be made by the administrator only).

In addition, after activating the disks, you can change the current state of the disks by using the eBOX application (administrator only). Instructions may be found in Section 9.7.

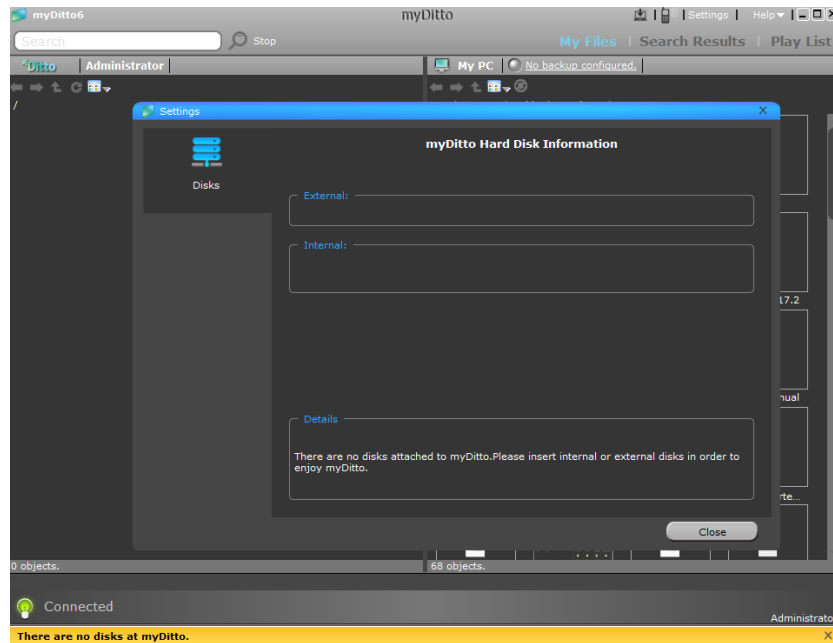
The following sections will guide you through the different disk states.

IMPORTANT! Do not turn off eBOX during the activation / changing disk mode operation, as it will cause irreversible damage. Please wait until two HDD LEDs are lit again.

9.2 eBOX with No Internal Disk

There are no internal disks attached to eBOX. Learn how to install internal hard disk drives in chapter 12, on page 86.



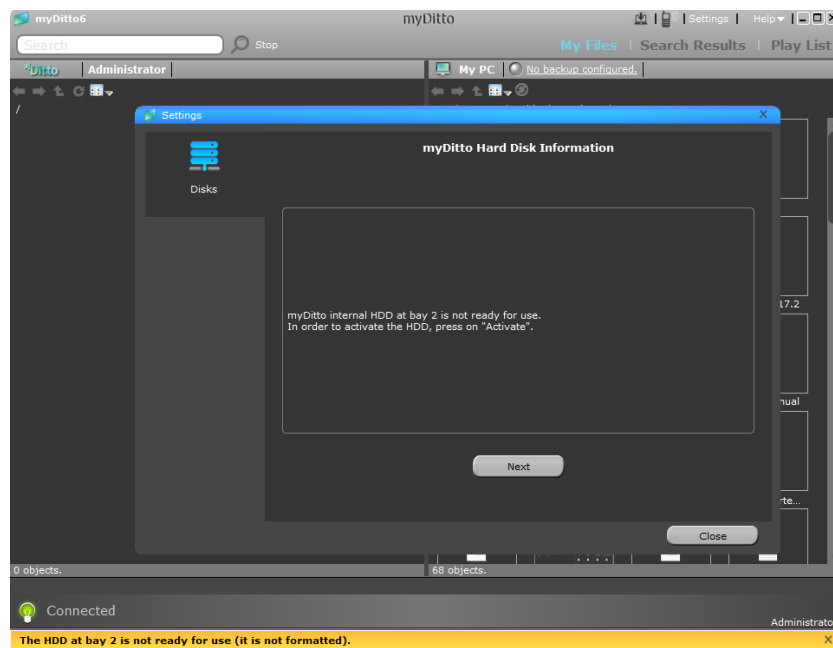


9.3 eBOX with One Internal Disk – Not Ready For Use

There is one internal disk which is attached to eBOX, but has not yet been activated.

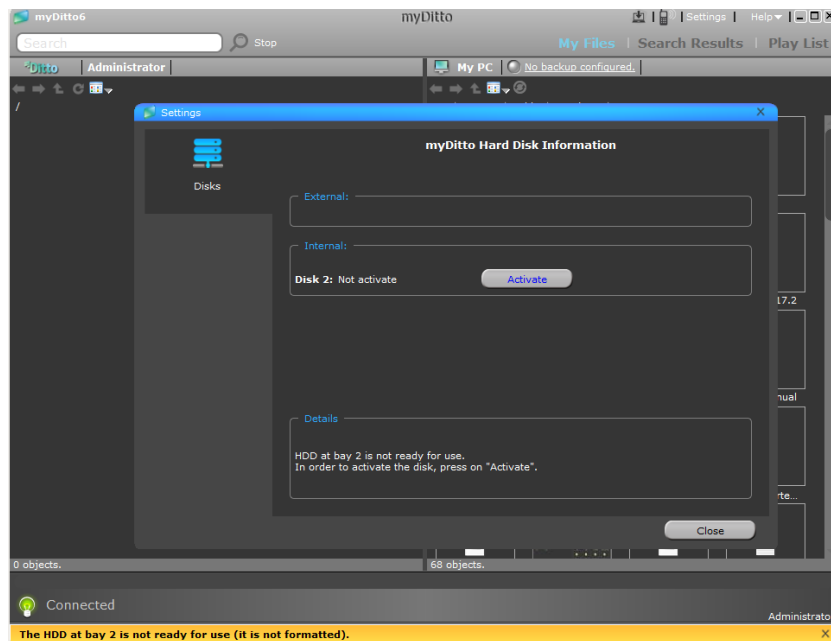
In order to activate the disk, run the eBOX application and follow the steps shown in the wizard (administrator only).

The wizard will appear when you start the eBOX application.

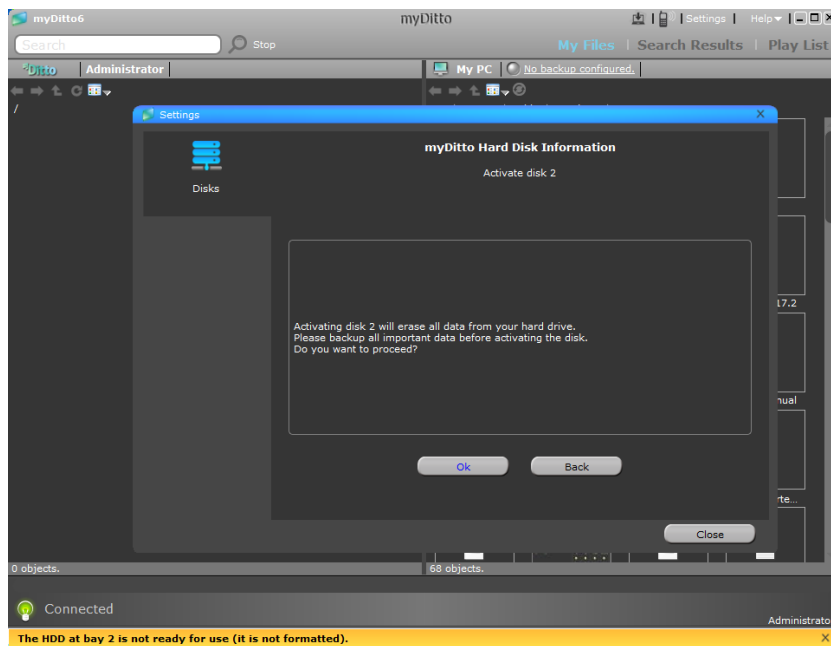


In order to activate the disk, press on the "Activate" button.





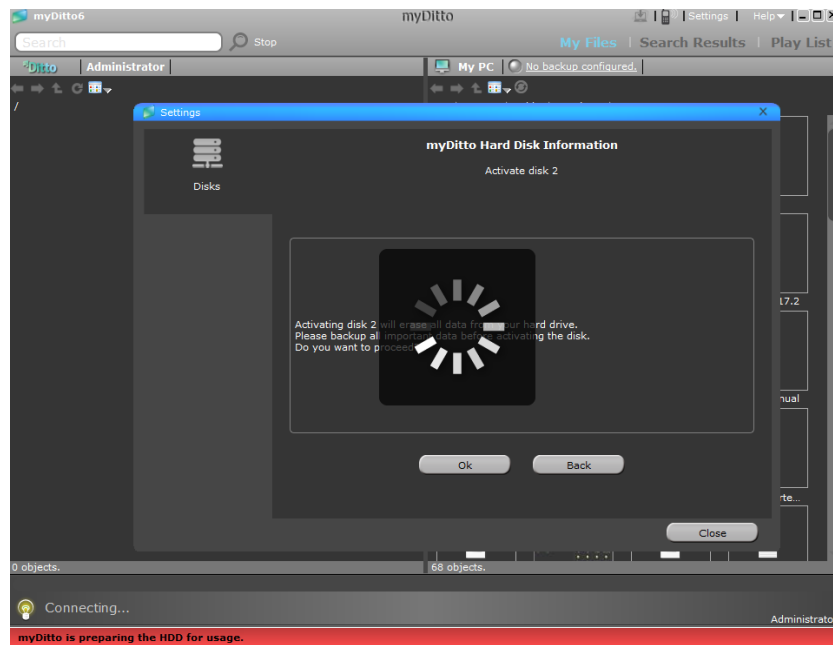
Activating the disk will cause the data on the hard disk to be erased. If you do not want to lose the information stored on the hard disk, please install other hard disks (see chapter 12, on page 86).



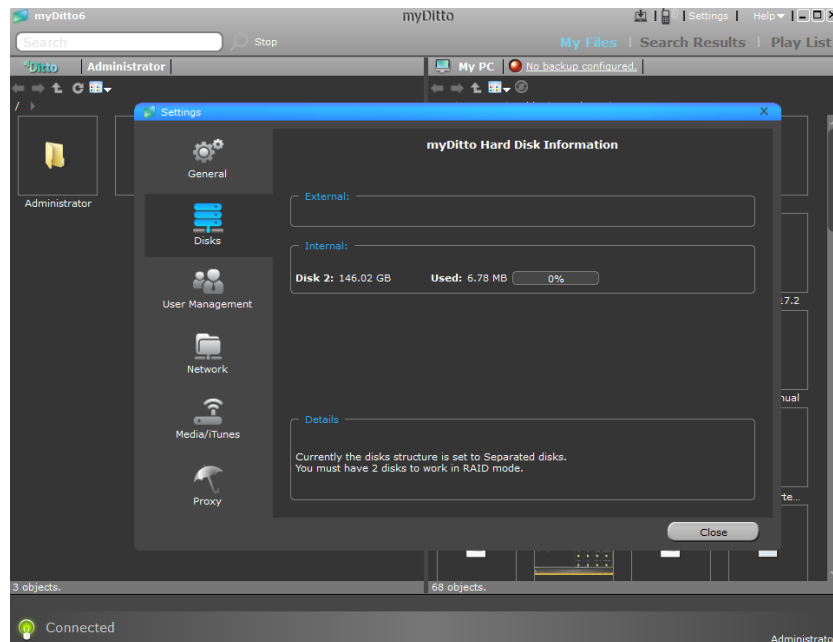
Activating the disk will take time, depending on the hard disk capacity.

While the activation takes place, both HDD LEDs will blink and you will be unable to operate eBOX.





When the process is complete, the new state will appear in the hard disk information, and you can begin working with eBOX.



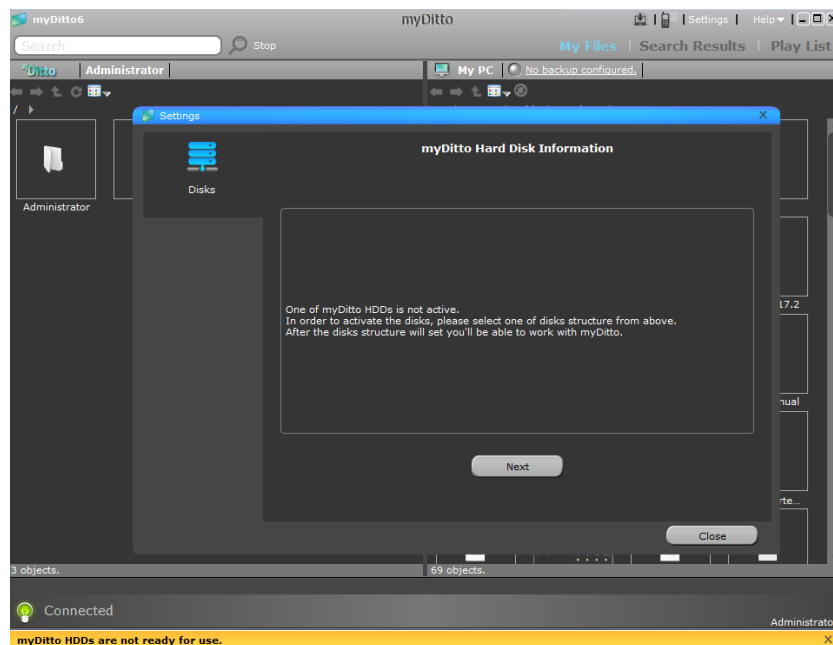
9.4 eBOX with Two Internal Disks, One of Which is Not Ready For Use

There are two internal disks attached to eBOX, but one of them has not yet been activated.

In order to activate the disk, run the eBOX application and follow the steps explained by the wizard (administrator only).



The wizard will appear when you start the eBOX application.

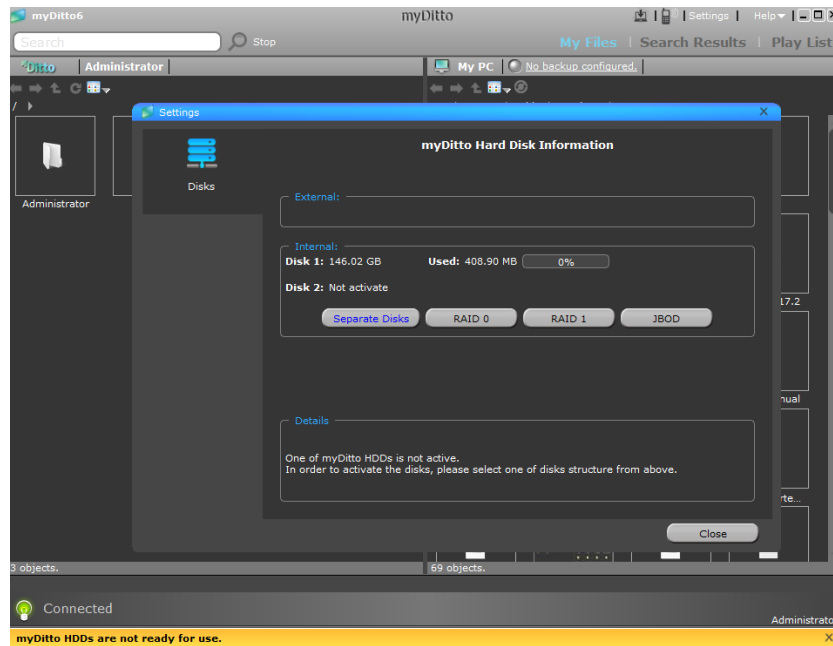


Select the desired disk mode from the four available options:

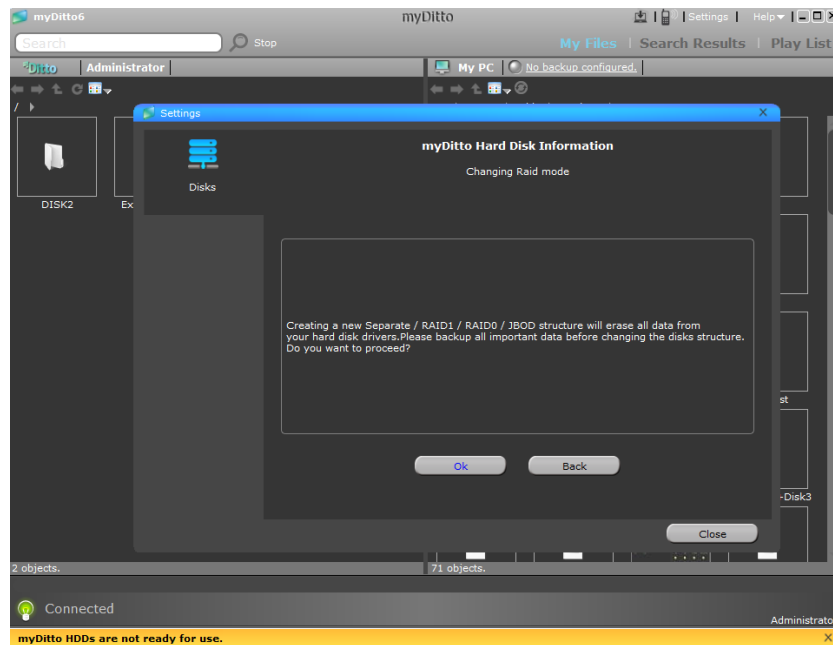
- **Separate Disks** – The disk drives do not depend on each other, and act as two separate disk drives.
- **RAID 0** – Implements a striped disk drive, in which the data is broken down into blocks and each block is written to a separate disk drive.
- **RAID 1** – Implemented as mirroring. The data is duplicated on two different disk drives.
- **JBOD** – Makes the disk drives appear to be a single one. This is accomplished by combining the disk drives into one larger one.

For more information about disk structure at Advanced Settings – Tools, please see section 5.13.8, under “Storage Structure,” on page 52.





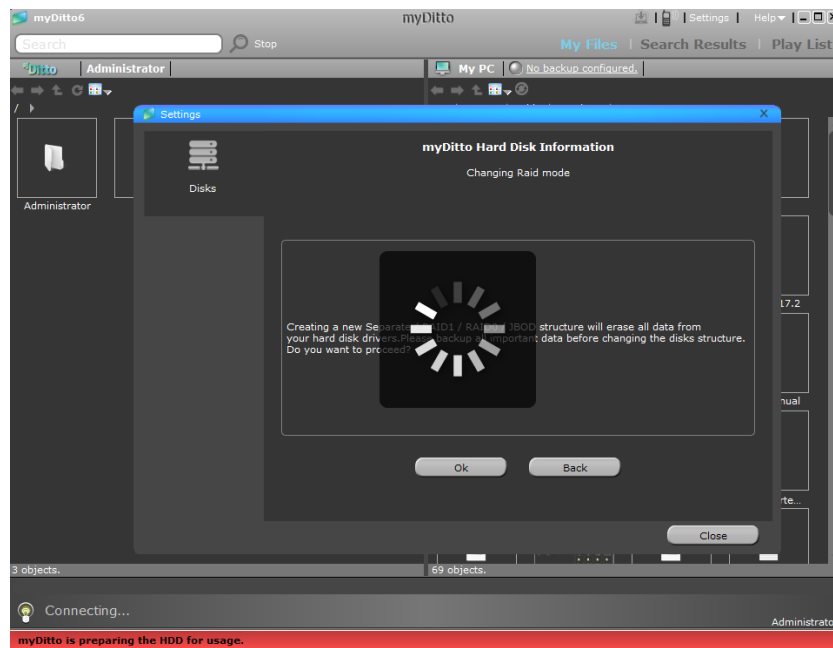
Changing the disk mode will cause the data on the hard disks to be erased. If you do not want to lose the stored information, please install other hard disks (see chapter 12, on page 86), or backup the data.



Changing the disk mode will take time, depending on the hard disk capacity.

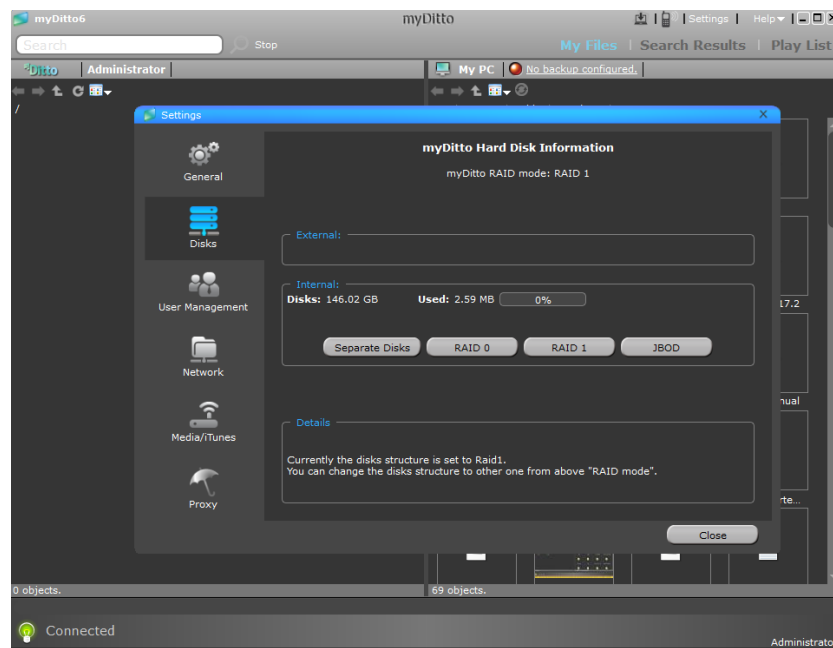
While the disk mode is changing, both HDD LEDs will blink and you will be unable to operate eBOX.





A new RAID mode has been set.

You can change the RAID mode at any time, as instructed in section 9.7.



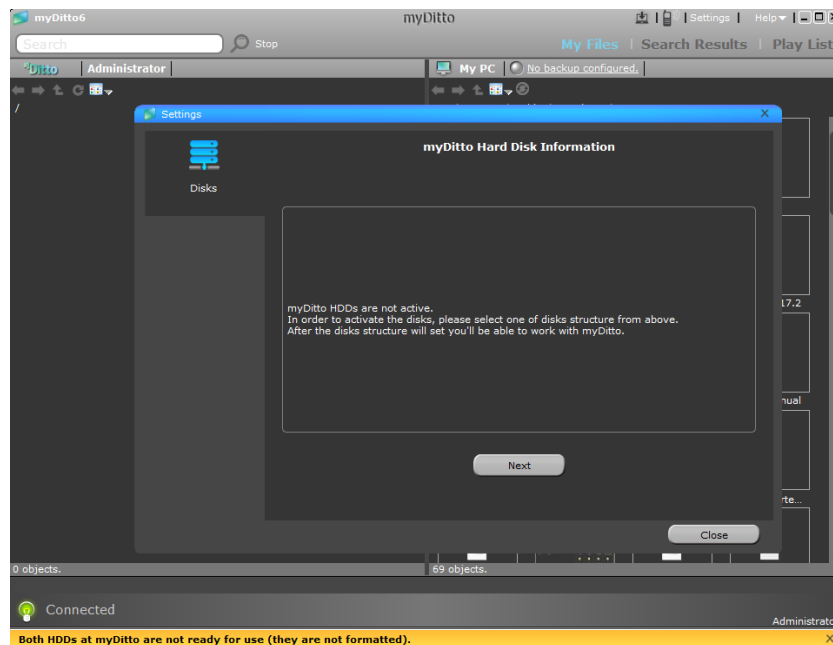
9.5 eBOX with Two Internal Disks, Both are Not Ready For Use

There are two internal disks which are attached to eBOX, and both of them have not yet been activated.

In order to activate the disks, run the eBOX application and follow the steps as shown in the wizard (administrator only).



The wizard will appear when you start the eBOX application.

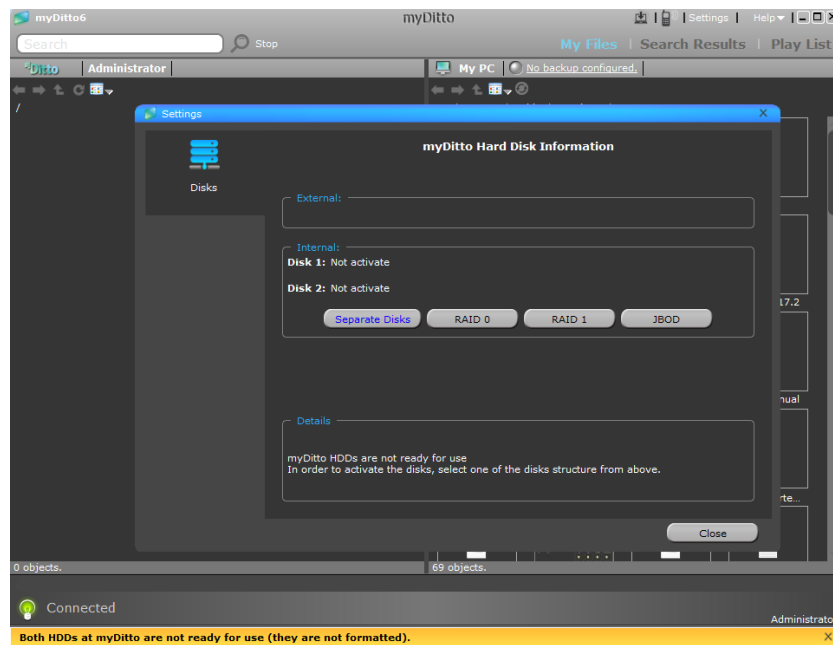


Select the desired disk mode from the four available options:

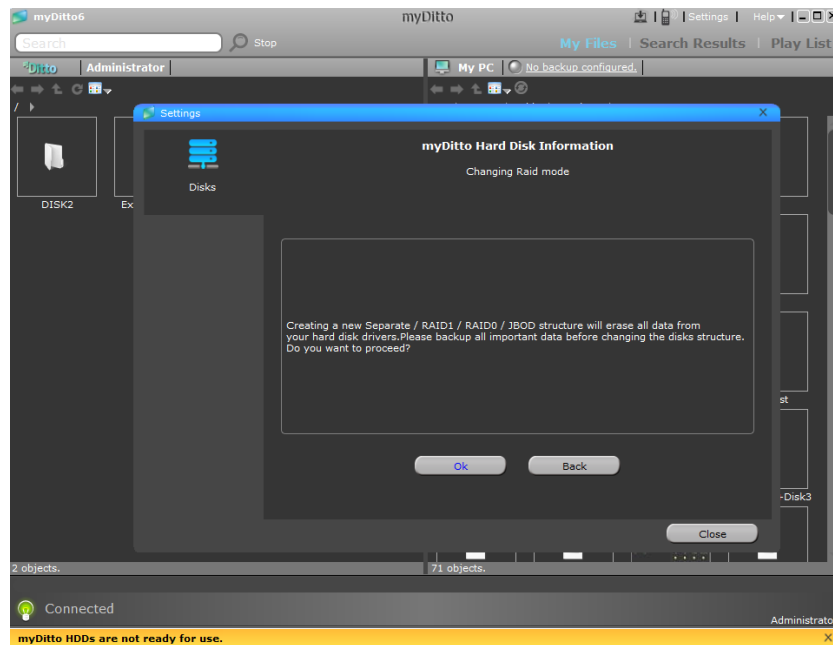
- **Separate Disks** – The disk drives do not depend on each other, and act as two separate disk drives.
- **RAID 0** – Implements a striped disk drive, in which the data is broken down into blocks and each block is written to a separate disk drive.
- **RAID 1** – Implemented as mirroring. The data is duplicated on two different disk drives.
- **JBOD** – Makes the disk drives appear to be a single one. This is accomplished by combining the disk drives into one larger one.

For more information about disk structure at Advanced Settings – Tools, please see section 5.13.8, under “Storage Structure,” on page 52.





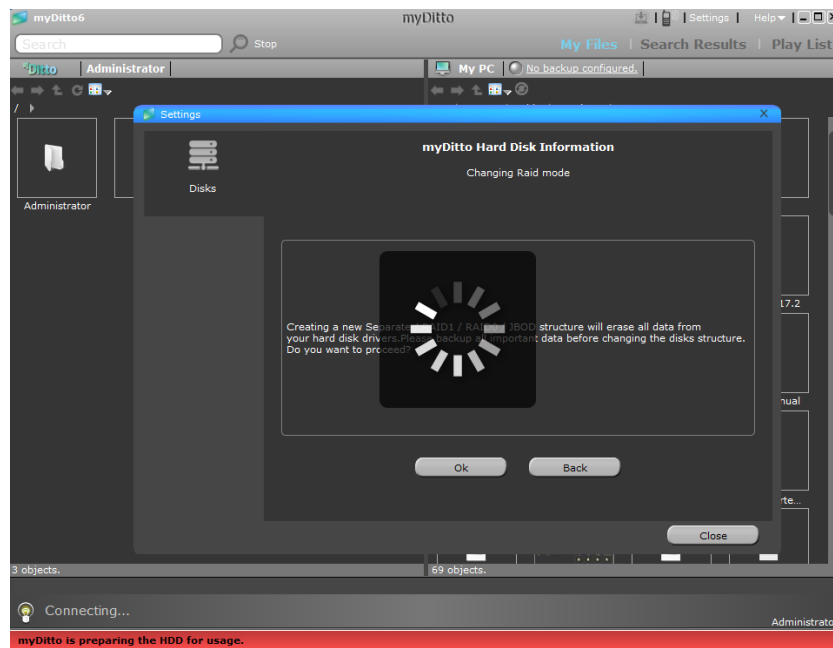
Changing the disk mode will cause the data on the hard disks to be erased. If you do not want to lose the information, install other hard disks (see chapter 12, on page 86), or backup the data.



Changing the disk mode will take time, depending on the hard disk capacity.

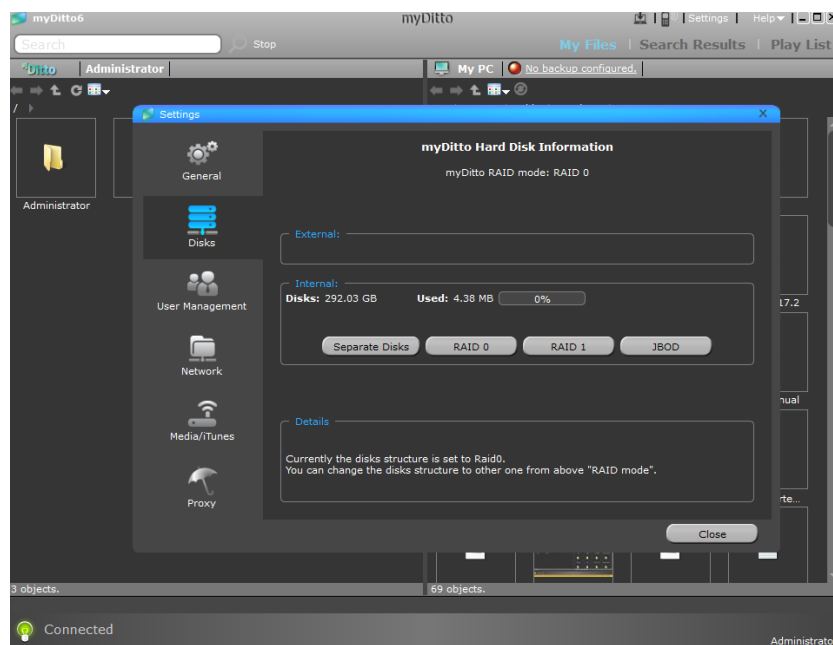
While the disk mode is changing, both HDD LEDs will blink and you will be unable to operate eBOX.





The new RAID mode has been set.

You can change the RAID mode at any time, as instructed in Section 9.7.



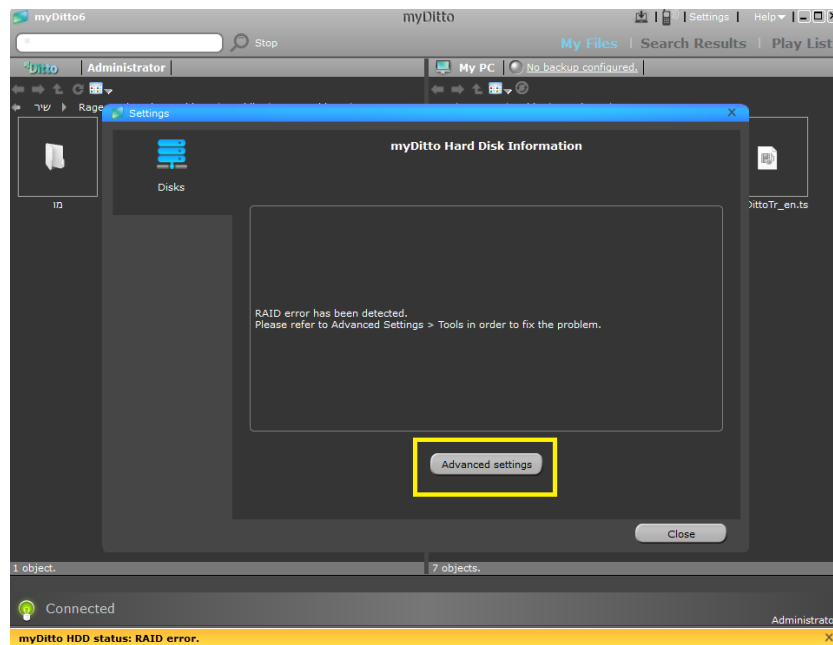
9.6 Raid Error

The disks mode is set to RAID 0 /RAID 1/ JBOD and one of the disks is faulty.

In a few steps, the administrator will be able to fix the error.

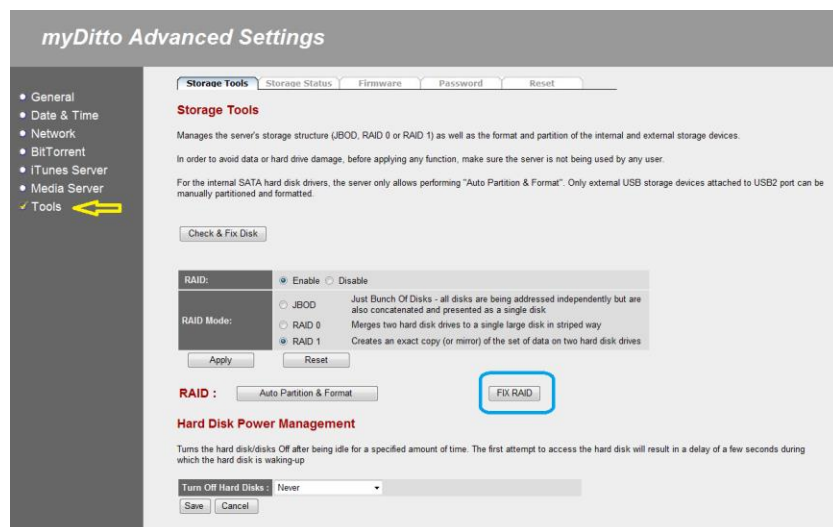
The wizard will appear when eBOX detects the error.





After clicking the Advanced settings button, the browser will open up.

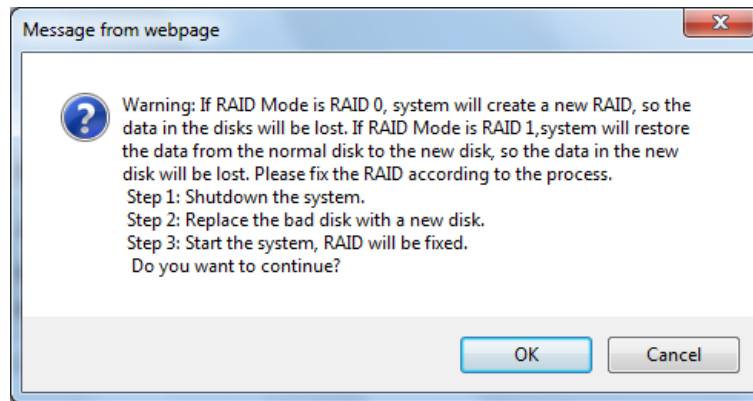
Please click the FIX RAID button.



If the disk mode is RAID 1, the data will be restored from the undamaged disk.

In other cases, the data will be lost, as the other disk modes do not provide fault tolerance.



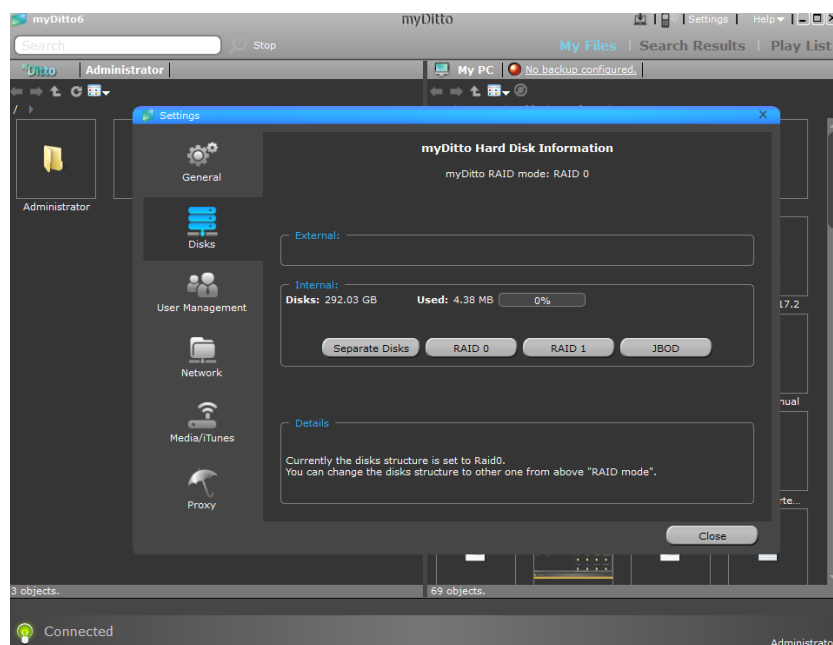


9.7 Changing the RAID Mode

The disk mode is set to RAID 0 /RAID 1/ JBOD/Separate disks.

If you would like to change the disk mode, simply go to the Disks tab under the Settings and chose a new disk structure.

Find more information about disk structures at Advanced Settings – Tools, please see section 5.13.8, under “Storage Structure,” on page 52.



10 Managing External USB Storage Devices

10.1 Overview

The simplest way to add more hard disk space is to connect an external USB Storage Device. For more information to “Connect External Hard Drive,” please see Section 10.3, on page 82.

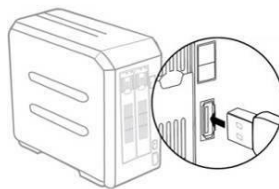
If you add an external USB Storage Device, it can function as any other disk. The only difference is that it will not contain private and shared folders.

10.2 Single-touch Copy

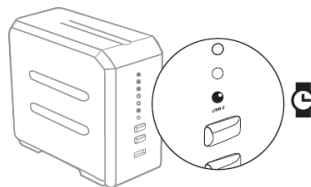
The single-touch copy feature provides instant data backup from an external USB storage device to eBOX, using the single press of a button.

In order to copy the content from any USB storage device, perform the following steps:

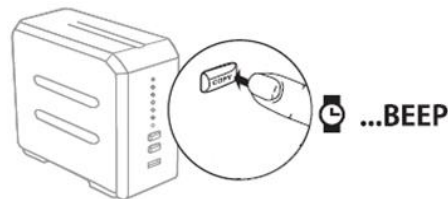
1. Plug the external USB storage device into eBOX's USB2 port located on the rear panel.



2. Wait until the USB2 LED is illuminated.

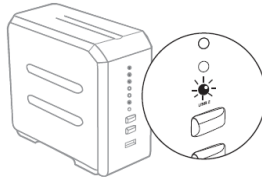


3. Press the COPY button located on the front panel for 5 seconds, until a beep is heard.

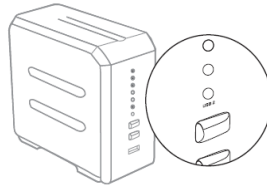


4. The USB2 LED will begin flashing slowly, indicating that the files are being transferred.





5. The USB2 LED will turn off when the transfer is complete.



6. Your copied files can now be found in the eBOX *Public/USBCopy* folder, within a folder labeled with the date and time it was created (i.e., the time of the file transfer).

IMPORTANT! Do not disconnect the external USB storage device while the USB2 LED is flashing – it can damage the transferred data.

Note: If the eBOX server contains two (2) hard drives and the RAID function is enabled, data will be copied to *Disks/Public/USBCopy*.

10.3 Connect External Hard Drive

eBOX allows you to share your files stored on external USB hard drives.

To connect an external hard drive:

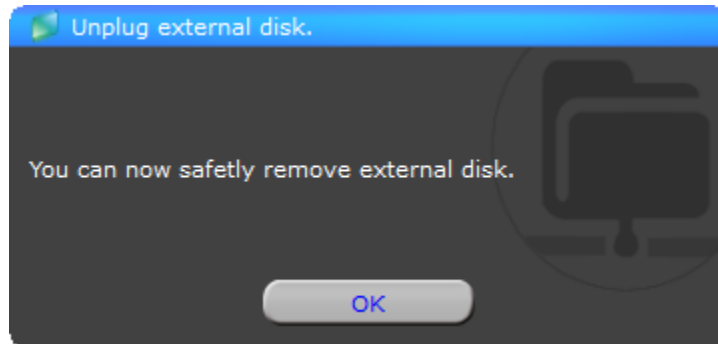
1. Connect the external hard disk drive to eBOX's "USB 2" port located on the rear panel.
2. Wait until the USB2 LED is illuminated.
3. Refresh the remote view.
4. The root folder will contain External Disk folder which represent the external hard drive.
5. The external hard disk drive also appears as a *Folder Share* in your local network under eBOX's directory.

Note: Make sure the external USB hard disk drive is connected to its power source before connecting it to eBOX.



10.3.1 To disconnect the external hard drive:

1. Go to disks tab under the settings (refer to page 34)
2. Press on the “unplug” button
3. Wait until the USB2 LED will turn off and the following message will appear:



Disconnect the external hard disk drive from eBOX's USB2 port located on the rear panel.



11 eBOX as a Multimedia Hub

eBOX is designed to function as a centralized media hub. It allows you to access, stream and play your digital media – photos, videos and music – on a broad range of digital media players that are connected to your network.

Note:

1. Only media files located in my Music, my Videos, my Pictures under the Public folder can be shared and streamed to media devices.

2. In the event two hard drives are installed, and the RAID function is disabled, only media files located under the Disk1/Public folder can be shared and streamed to media devices.

11.1 Xbox 360 / Play Station 3

Note: Please go to the Microsoft® Xbox 360 / Sony® PlayStation support site for more information on using and updating your Xbox 360 / PlayStation.

1. Check that your gaming console and eBOX are both turned on and connected to your local area network.
2. Make sure that the eBOX media services are on (refer to section 5.12, eBOX Application – Settings, on page 38).
3. Use the gaming console's controller to navigate to the folder that you would like access: Videos, Music or Photos.
4. Select any one of these three options.
5. Choose eBOX.
6. Using the controller, scroll through to view and play your media content.

11.2 Digital Picture Frames

Note: Please refer to your wireless photo frame user guide for supported picture file formats and instructions on accessing and viewing your pictures.

The following are general steps for setting up digital photo frames:

1. Check that eBOX is connected to your home or office's local network and is turned on.
2. Make sure that the eBOX media services are on (refer to section 5.12, eBOX Application – Settings, on page 38).



3. Follow the user instructions provided with your wireless digital photo frame and proceed with any initial setup or installation of drivers.
4. Using the navigation feature on your wireless digital photo frame, detect and scan eBOX on your network.
5. Depending on the type of digital frame you have, you may need to access the frame's Settings/Network Setup page to establish a connection so that your photo frame can link to eBOX. Please refer to your digital photo frame's user guide for specific instructions.
6. Once you have a connection between your digital photo frame and eBOX, access the frame's *Media* screen to view your photos.

11.3 iTunes

Music files stored on eBOX can be played at anytime using a PC or Mac computer that has iTunes installed.

1. Store your music files* in eBOX Public folder.
2. Launch iTunes on your computer.
3. Choose eBOX in iTune's Shared section located in the left side pane. Your music files will now appear in the right-side pane.

** iTunes supports the following file types: *.mp3, *.wav, *.aac and *.aiff*

11.4 Network Music Player and Digital Media Adapters

eBOX supports a variety of digital media standards. Please refer to your network music player and/or Digital Media Adapter user guides for specific instructions on connecting to a network storage system and on how to access and play your media content.

11.4.1 Complies with Media Standards

UPnP

Universal Plug and Play is the most commonly supported and basic standard; it is incorporated into the majority of devices.

DLNA

DLNA is a common standards organization for digital media. To learn more about how DLNA works, visit: <http://www.dlna.org/>.



12 Installing Hard Disk Drives

eBOX comes with two bays, both of which accommodate a 3.5" SATA hard disk drive.

The first bay is used to house the primary storage disk (HDD1), while the second bay's hard disk drive (HDD2) can be used either as a mirrored backup for the primary disk or as an additional storage disk.

The following instructions guide you through the installation of a second hard disk drive. If you want to replace the primary hard disk drive at any time with one that has a higher capacity, simply repeat these same instructions.

You can find the compatible hard drive list on www.JensenScandinavia.com.

Warning!

Be sure that eBOX is turned off and the power cord is unplugged before adding or removing disks. There is a risk of damaging the disks if eBOX remains connected to a power source.

12.1 Hard disk drive installation

1. Turn eBOX off.
2. Remove the disk drawer from the eBOX.

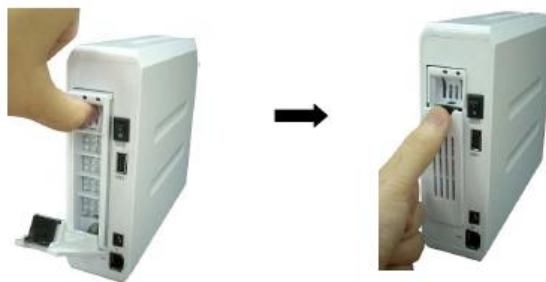


3. Place your hard disk drive inside the drawer and fix it securely using screws.



4. Slide the disk drawer with the hard disk drive back into its bay.



***Important!***

Newly installed hard disk drives must be activated before first use.

A wizard at the eBOX application will instruct you through the activation steps (Administrator only).

13 Troubleshooting

Below you will find a troubleshooting guide with potential issues and solutions. Please check this guide first if you are confronted with an issue that you are unfamiliar with.

13.1 General

Case:

Cannot locate eBOX in my local area network.

Note: your computer must be connected to the same network as the eBOX.

Solution:

1. Wait a couple of minutes until the last modifications performed on eBOX take place and refresh your view by clicking F5 (Windows).
2. On your PC try to access eBOX from the local area connection (refer to 3.4.1 on page 12).
3. Contact your system administrator to allow visibility of eBOX in your local area network.

Case:

Unable to access private folder using proper credentials (but able to access the eBOX public folder).

Solution:

On Windows XP, go to: Tools → Disconnect Network Drive → select //eBOX... and click ok. Now Windows will accept a new password.

On Mac, go to: Connect as → enter your username and password and click Connect.

On Windows 7: restart the PC, then access to the desired folder.

13.2 Client message – on PCs

Case:

The following message appears-"Access to eBOX not authorized! Please authenticate the eBOX key and try again".

Solution:

Authenticate the USB key (refer to 5.2.1 on page 52).



Case:

The following message appears- "6 clients are currently using eBOX simultaneously - user quota is full, please try again later."

Solution:

eBOX is being accessed by the maximum number of users. Ask one of the other eBOX users to disconnect, or try to connect at a later time.

Case:

The following message appears-"Error 301: Cannot establish connection with eBOX. Please make sure eBOX is turned on."

Solution:

In the case that eBOX been performing upgrades, this message will appear until the update is fully completed, the client should connect normally about 15 min. after.

If the "Format," "Check and Fix" or, "Changing RAID Mode Process" have been performed on the eBOX's hard drive disks, wait until the process ends.

(You can see the process at the advance settings page under the Tolls tab)

How do I get to the advance settings? (Only on your local network)

- a. Go to advance settings
- b. Run the ""
- c. At your web browser enter the IP address that the provides (as default the user is admin and the password is 1234)

Otherwise:

1. Check eBOX's connection to the internet (refer to LED troubleshooting - STATUS LED is off).
2. Make sure that the eBOX is switched On and connected to its power adaptor, the power source and to the router.

Check that eBOX is not blocked by any firewall, network switch or router.

Case:

The following message appears- "Error 302: Connection error. Please make sure you have a valid Internet connection."

Solution:

1. Check that the desktop or mobile device has a working internet connection (e.g. make sure browsing the internet is possible by opening a web browser and navigating to google.com or yahoo.com)



2. If the navigation succeeds but the message still appears your PC is under Proxy Server.
3. Click the "Edit Proxy" button and enter your proxy details (if you are not familiar with them contact your Network administrator)

Case:

The following message appears- "This eBOX key has not been authenticated. Please authenticate it with your eBOX."

Solution:

Authenticate the USB key (refer to 5.2.1 on page 52).

13.3 Client message – on mobile devices

Case:

The following message appears- "Upgrade Available - Client & Server revisions are incompatible! Application will terminate."

Solution:

The problem is that the eBOX version and the eBOX application version are incompatible.

This can happen for two reasons – the eBOX version is older than the application version or vice versa.

If a new application has been downloaded to the device, but no update has been committed to the eBOX, do the following:

1. Plug your master USB key (gray) into the computer.
2. Run the eBOX application. The my-
3. Ditto update message will appear.
4. Choose the "upgrade now" option.
5. Wait about 15 min until the end of the update.
6. When the HDD LED's turn on and the eBOX desktop application reconnects, you can start using the eBOX application on your mobile device.

If an update been performed on eBOX but the new application has not been downloaded from the app store, do the following:

1. Go to the app store on your iPhone/iPad, to the market (android), or to the Windows Market Place (Windows mobile), or the Android Market
2. Update the myDitto application (if available)

Case:

The following message appears-"Unrecognized email address - Please verify that your email address was registered using a desktop client and approved by clicking the link in the resulting email message."

Solution:

1. Verify the email address (refer to section 3.4.2).
2. If no message been reached the email address, Edit the email (refer to 3.4.2).

Case:

The following message appears-"Client not authenticated."

Solution:

Access to eBOX is not authorized. You should authenticate the eBOX key and try again. (refer to section 5.2.1.

Case:

The following message appears- "A new password is required for the current secret key. Please use the desktop client. Application will terminate!"

Solution:

There is no password set for the user.
Please run the eBOX desktop application and enter a new password.

Case:

The following message appears-"eBOX is busy".

Solution:

eBOX is being accessed by the maximum number of users. Ask one of the other eBOX users to disconnect, or try to connect at a later time.
































































Case:

The following message appears-"eBOX is not connected."

Solution:

13.4 LED Troubleshooting



Power	Lan	Status	USB1	USB2	HDD1	HDD2	Case
							11.4.1
							11.4.2
							11.4.4
							11.4.3
							11.4.5
							11.4.6
							11.4.7
							11.4.8 11.4.9 11.4.10
							11.4.11

Case: 11.4.1

Power LED is off.

Solution:

1. Make sure the power cords are properly connected both to eBOX and the power source.
2. Switch eBOX Off and then On again.

Case: 11.4.2

LAN LED is off.

Solution:

1. Check that the Ethernet cable is properly connected to both eBOX and your router.
2. Make sure your Ethernet router is working.



Case: 11.4.3

STATUS LED is off.

Solution:

1. Make sure that eBOX is Switched On and connected to the router.
2. Check that eBOX is not blocked by any firewall, network switch, or router.

Case: 11.4.4

STATUS LED is flashing.

Solution:

Check that eBOX is not blocked by any firewall, network switch or router.

Case: 11.4.5

USB 1/2 LED is off - USB key/Device has not been recognized.

Solution:

1. Remove the USB key/device.
2. Wait a few minutes and plug in the USB key/device again.

Case: 11.4.6

USB 1 LED is flashing fast and a long beep is sounded.

Solution:

1. Check that the USB key has at least 150MB of free storage space.
2. Check that the number of users in the system does not exceed 10.

If the above steps do not resolve the problem, the eBOX key may be faulty or in read-only mode and must be replaced, for more information plug in the key to your PC and look for the eBOX Authentication Report on the USB key.

Case: 11.4.7

USB 2 LED is flashing fast and a long beep is sounded.

Solution:

1. Remove the USB key/device.
2. Wait a few minutes and plug in the USB key/device again.

If the above steps do not resolve the problem, the eBOX key may be faulty or in read-only mode.

Case: 11.4.8

HDD1/2 LED is off - No hard drive disk been installed.

Solution:

Install a 3.5" SATA hard disk drive. Find more information at <http://www.jensescandinavia.com/ebox.asp>

Case: 11.4.9

HDD1/2 LED is off – The hard disk drive is not formatted.

Solution:

Format the hard disk. Find more information about Advanced Settings – Tools, in section 4.14.7.1, storage tools, on page 44.

Case: 11.4.10

HDD1/2 LED is off - Hard disk drive has not been detected.

Solution:

Properly connect the hard drive to its bay.

If problem persists, it might be that either the hard drive disk or the bay connector is damaged.

Case: 11.4.11

HDD1 or HDD2 LED is flashing.

Solution:

Delete unnecessary.

The hard disk drive is faulty and should be replaced.



13.5 Backup

Case:

EBOX was not able to find this computer on local network.

Solution:

In order to backup your selected items from this computer both computer and eBOX should be connected to the same network.

If the computer and eBOX are connected to the same network make sure that your computer is turned on.

Case:

Backup was not completed because of local network disconnections.

Solution:

Number of disconnections of the network prevented the backup operation to complete its action.

During the next few hours eBOX will try again automatically complete the operation.

Case:

Not enough space on the eBOX's disks.

Solution:

There is not enough space on your disks in order to complete the backup of the selected items, delete any of your not needed data from the disks.

Capacity information can be seen at the Disks tab under the Settings.

Note: if you're eBOX has 2 HDD in separate mode backed up content appear under Disk1 and Disk1 is the HDD without free space.

Case:

I/O error.

Solution:

EBOX backup procedure failed because of I/O error.

Please remove one of the items marked to backup from the backup procedure and add it once again.

This operation will update the backup automatically.

Remove item can be done in two ways:



1. Select file or folder, press the backup button located on the right panel under My PC icon.
Backup symbol will disappear (Note: all files and folders located inside this folder will be removed from the backup list).
2. Place your cursor on a selected file or folder and right-click on it;
Select the Remove from backup function from the menu list.

Case:

File permission problems

Solution:

EBOX backup procedure failed because of file permission problems.

Automatically eBOX will try again, during the next few hours, complete the backup.

Case:

Backup Warning. eBOX will overcome this problem on next backup iteration.

Solution:

Backup procedure was not completed due to missing files.

Please remove one of the items marked to backup from the backup procedure and add it once again.

This operation will update the backup automatically.

Remove item can be done in two ways:

1. Select file or folder, press the backup button located on the right panel under My PC icon.
Backup symbol will disappear (Note: all files and folders located inside this folder will be removed from the backup list).
2. Place your cursor on a selected file or folder and right-click on it;
Select the Remove from backup function from the menu list.

Case:


Backup has not been configured.

Solution:



There are no items to back up on this computer, How to choose files/folders for backup?

5. Both computer and eBOX should be connected to the same local network.




6. Select the files/folders you wish to backup.
7. Click the backup button  located on the right panel under My PC icon, or Place your cursor on a selected file or folder and right-click on it;


Now select the Add to backup function from the menu list.

- a. The files/folder will now be marked with a white and green symbol .
- b. Parent folders will be marked with an orange symbol .

Repeat steps 2 and 3 above until you have marked all folders you wish to backup.

Backup will start in a few minutes and the backed up content will be stored in your eBOX private folder under a folder called: backup.computer_name, e.g. *backup.Jonathan_PC*.

This folder will be marked with a green mailbox icon . (Note: that this may take few hours)

The backed up files/folders symbol will change to a green symbol .

You're done! You can close the eBOX application now; eBOX will check for changes in the backed up files and folders and will automatically update itself every couple of hours.

Note: if your

eBOX has 2 HDD in separate mode backed up content will appear under your eBOX private folder at Disk1.

Case:

Backup error.

Solution:

An error occurred.

Automatically eBOX will try again, during the next few hours, complete the backup.

13.6 Restore to factory settings

This restores all the settings to their default values, and should only be used as a last resort. Please take the following steps:

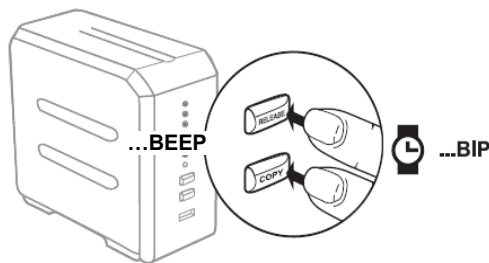
1. Deactivate the Administrator.
2. The eBOX time zone will set to GMT.



3. To configure time eBOX will use a default time server .
4. Delete all the DNS address settings, if they exist.
5. Obtain an Automatic IP.
6. Disable the bitTorrent.
7. Enable iTunes/Media Server.
8. Return rescan interval to 900 sec.
9. Return the eBOX name and workgroup to their default names.
10. Set the Advanced Settings password to the default one.

13.6.1 How?

Reset eBOX by pressing both COPY and RELEASE buttons simultaneously for 20 seconds, after 2 sec. a beep sound is heard; keep pressing until a second beep sound is heard.



14 F.A.Q.

14.1 How to register a new user on eBOX

1. If you are the Administrator:
 - a. Follow the process 14.1 **"Feil! Ugyldig selvreferanse for bokmerke."** (p. 99)
2. If you are a standard user:
 - a. Plug the USB key on the port USB1
 - b. Wait until the USB1LED lights up
 - c. Press the copy button and remain press
 - d. Wait the first beep and release the button
 - e. Wait two simultaneous beep
 - f. Unplug the USB key
 - g. Plug the USB key on your computer
 - h. Launch the eBOX software which is on your USB key
 - i. Define your user name and your password
 - j. Your account is created
 - k. Connect the USB key on a computer connected on the internet
 - l. Launch eBOX.exe (on the USB key root)
 - m. Define the name of user and the password

14.2 How to reset the administrator account?

1. Press the release and copy button simultaneous until hear one beep
2. Release buttons
3. Plug the USB key on the port USB1
4. Wait until the USB1 LED lights up
5. Press the copy button and remain press
6. Wait the first beep and release the button
7. Wait for two simultaneous beeps
8. Your administrator account is reset
9. Unplug the USB key
10. Plug USB key on your computer
11. Start the eBOX software which is on your USB key
12. Redefine your name and your admin password

14.3 I lost my password, what should I do?

1. If you are administrator:
 - a. Plug the USB key on the port USB1
 - b. Wait until the USB 1 LED lights up
 - c. Press the copy button and remain press until you hear the first beep then release the button
 - d. Wait until you hear two beeps, then unplug the USB key
 - e. Plug the USB key on your computer



- f. Launch the eBOX software
 - g. Define your user name and your password
2. If you are a user you have two possibilities:
 - a. First Solutions if eBOX is in front of you:
 - Plug the USB key on the port USB1
 - Wait until the USB 1 LED lights up
 - Press the copy button and remain press until you hear the first beep then release the button
 - Wait until you hear two beeps, then unplug the USB key
 - Plug the USB key on your computer
 - Launch the eBOX software which is on your USB key
 - Define your password
 - b. Second Solution:
 - Ask the administrator to reset the password. (The admin can reset the password in the user management panel in the settings)
 - Launch the eBOX software which is on your USB key
 - Define your password

14.4 What happened if I lost eBOX USB key?

Absolutely nothing. Your data are safe because your USB key carried only eBOX software

1. If you are the admin:

14.5 Follow the process 14.1 "How to register a new user on eBOX"

3. If you are the Administrator:
 - a. Follow the process 14.1 **"Feil! Ugyldig selvreferanse for bokmerke."** (p. 99)
4. If you are a standard user:
 - a. Plug the USB key on the port USB1
 - b. Wait until the USB1LED lights up
 - c. Press the copy button and remain press
 - d. Wait the first beep and release the button
 - e. Wait two simultaneous beep
 - f. Unplug the USB key
 - g. Plug the USB key on your computer
 - h. Launch the eBOX software which is on your USB key
 - i. Define your user name and your password
 - j. Your account is created
 - k. Connect the USB key on a computer connected on the internet
 - l. Launch eBOX.exe (on the USB key root)
 - m. Define the name of user and the password
 - a. How to reset the administrator account?" (p. 99)
2. If you are a standard user:
 - a. Ask your administrator to deactivate the USB key
 - b. Deactivate a key:
 - c. Plug the administrator USB key on your computer



- d. Launch the eBOX software which is on your USB key
- e. Authenticate yourself with the administrator password
- f. On the software, go to "Settings"
- g. Open "User Management"
- h. Click on "Deactivate Password" for concerned account
- i. Once your key is deactivated,
- j. Recreate a USB key following the process 14.1 "How to register a new user on eBOX" (p. 99)

Warning: You must use the username and password of the lost key when activating the key

14.6 How to reset the server settings?

1. Push button release and copy until hearing the second beep then release these buttons.
2. Wait until the full restart of the eBOX server.

14.7 Which hard drives are compatible with the eBOX?

To know the compliant hard disks, go to: www.jensenscandinavia.com/ebox.asp

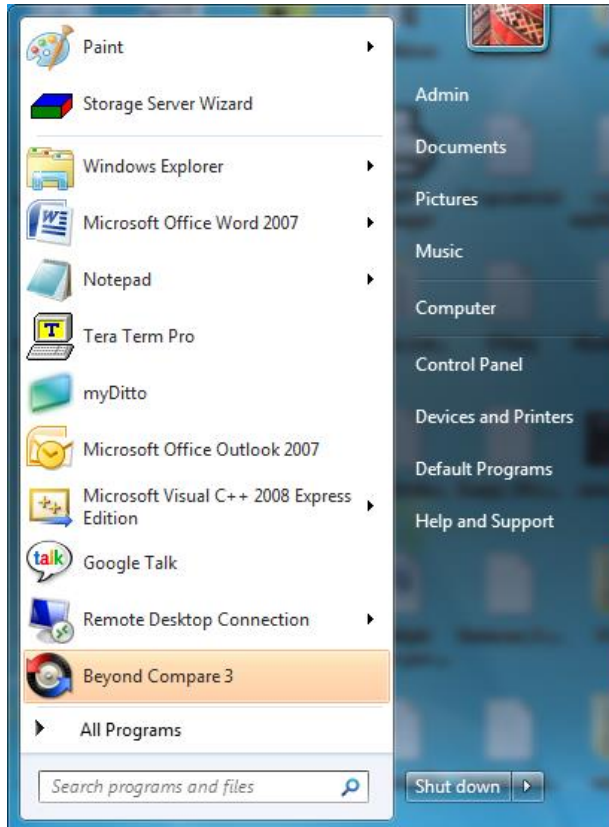


15 Appendix

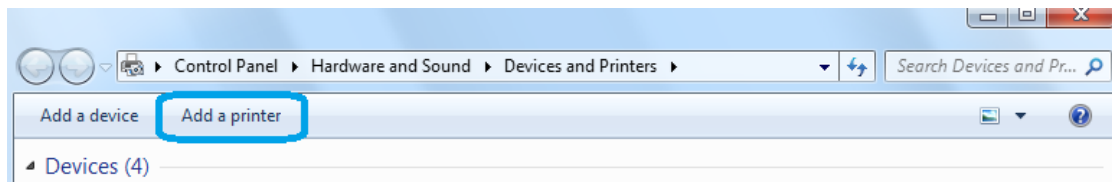
15.1 How to Configure the Printer on a Computer

15.1.1 Win 7:

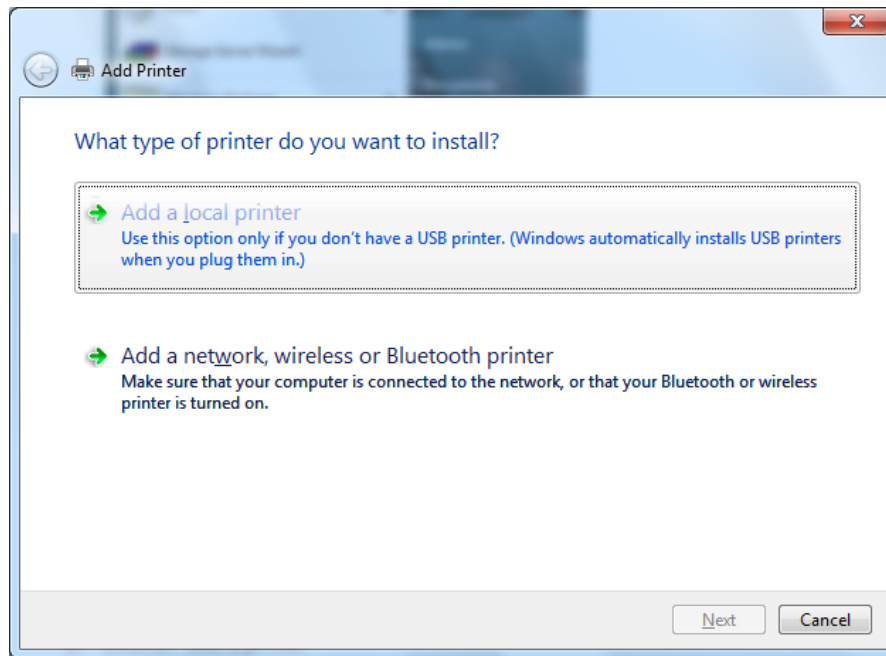
1. Go to start menu, Devices and printers



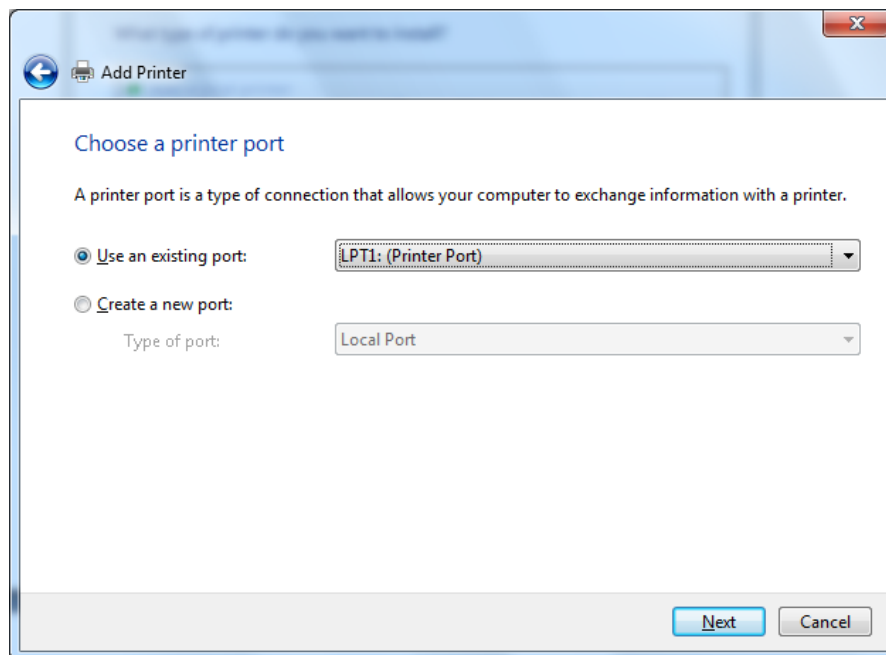
2. Click on "Add a Printer"



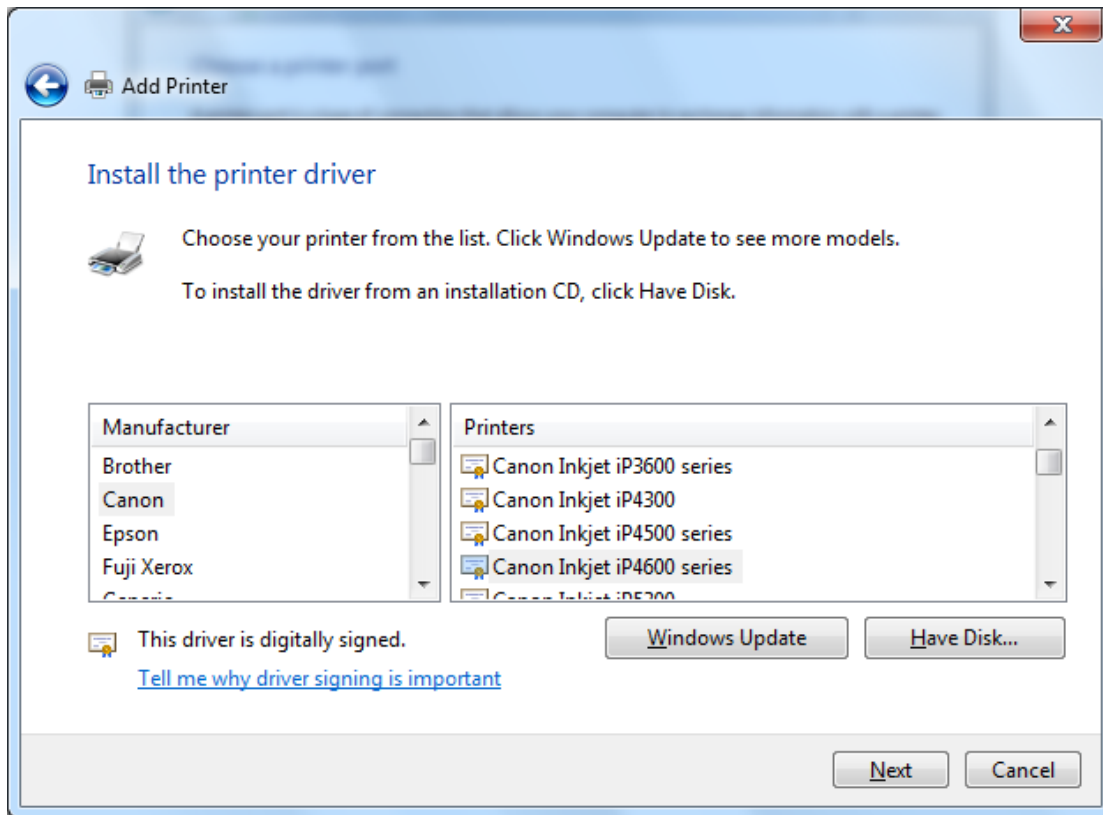
3. Click on "Add a Local Printer"



4. Select the "Use an Existing Port" option with the default "LPT1" option.



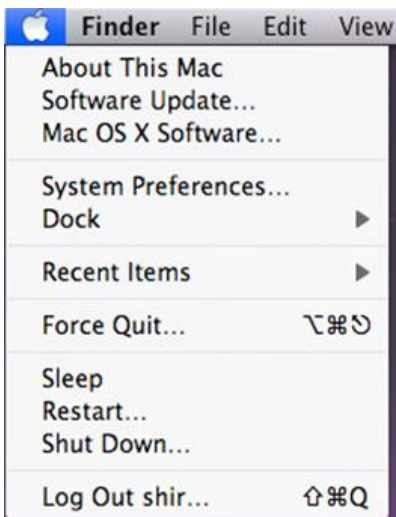
5. Install your Printer



6. That's it!! You can start send printing jobs to the printer.

15.1.2 Mac 10.5.x OS:

1. Enter the system preferences

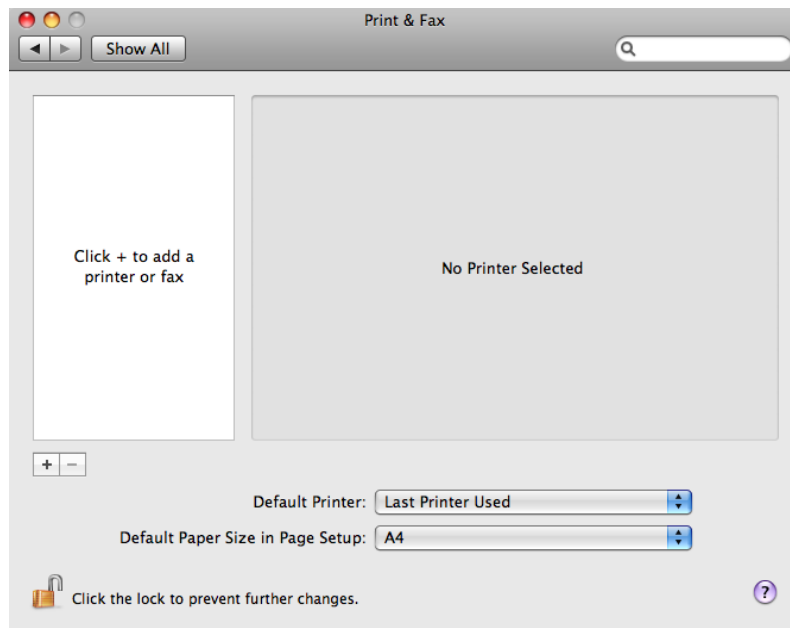


2. Go to "Print & Fax"



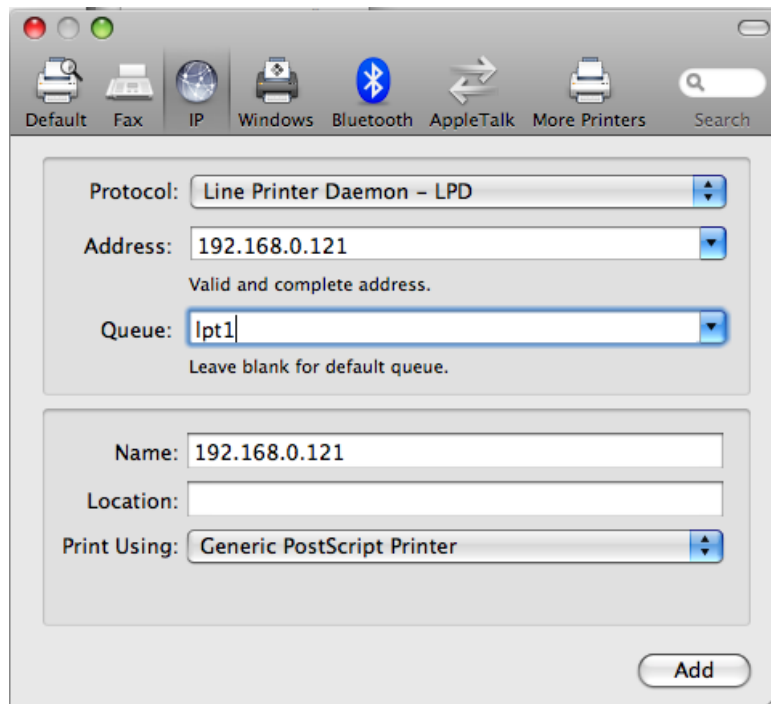


3. Press on the '+' icon



4. In the "IP Printer" screen, please configure as below:
 Protocol: Select LPD as the Protocol.
 IP Address: Set the address to the eBOX's IP Address*
 Queue: Set the queue name to lpt1.
 Name: You can select a name for the printer.
 Location: You can enter the location of the printer.
 Printer Using: Select the printer model that is attached to the eBOX.

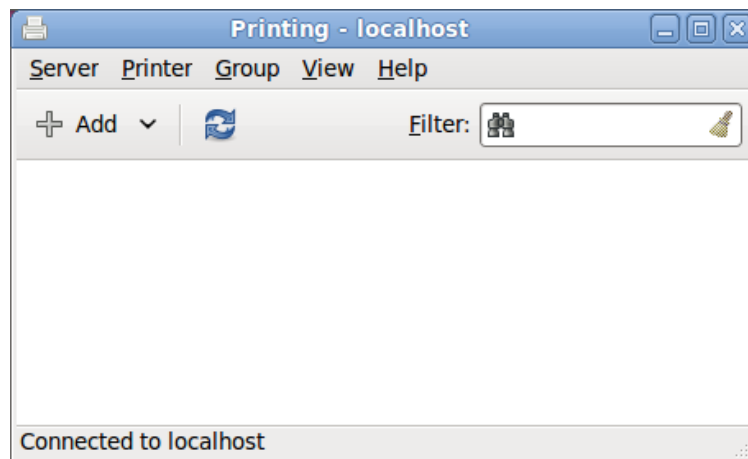




5. Press on the Add
 6. That's it!! You can start send printing jobs to the printer.
- * You can get eBOX's IP Address from the General tab under the Advanced Settings. Find more information about eBOX's IP Address at Advanced Settings, in section 4.14.1, Advanced Settings– General, on page 41.

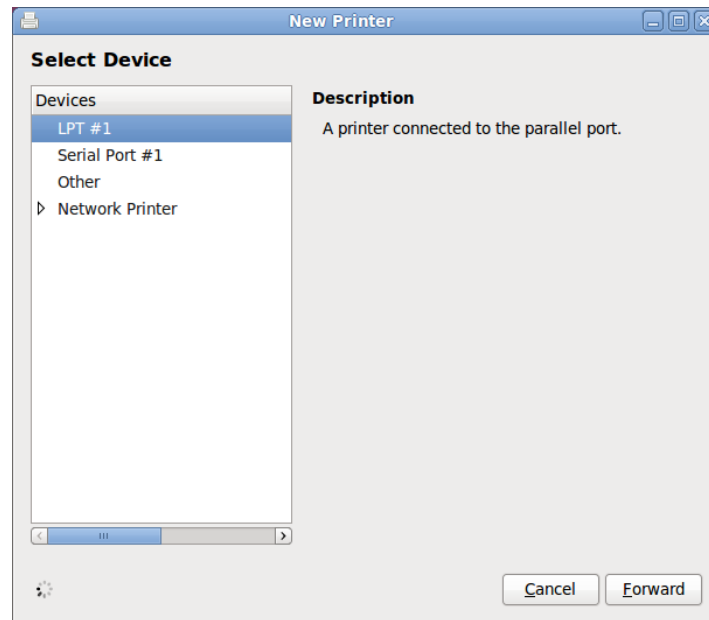
15.1.3 Ubuntu 10.4 LTS:

1. Go to system -> administration -> printing
2. Press on the Add button

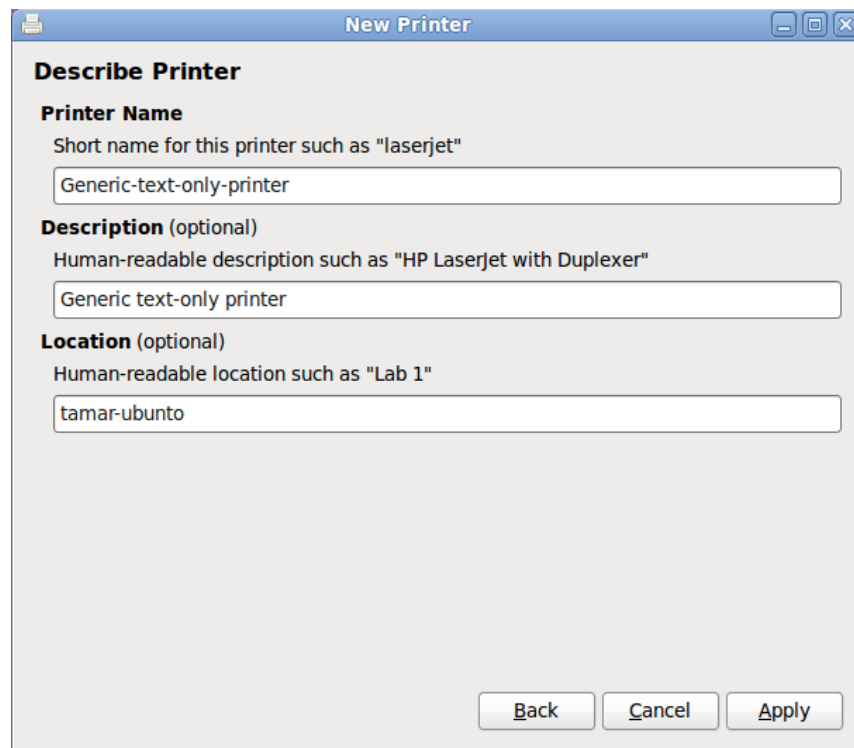


3. Select the LPT #1 option





4. Install your printer



5. That's it!! You can start send printing jobs to the printer.

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b) Any and all obligations and liabilities of Dane-Elec for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, profits or expenses, loss of data arising from or in connection with the purchase, use or performance of the Product.

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For technical reasons, the company reserves the right to modify the product's characteristics and presentation without prior notice to the users.



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