



# Apollo Cloud 2 Duo

Storage and Sharing. Reinvented.



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# Welcome to Apollo

## Introduction

Thank you for purchasing the Promise Apollo Cloud 2 Duo. This user document is intended as a basic guide to setting up and using your new Apollo. In addition to this material, Promise provides several How-To videos available online. You can access these videos and other user support through the Apollo Cloud interface on your iPhone, Mac, PC, or Android device.

## Unpacking your Apollo

Carefully unpack the box and make sure the Apollo package contains the following items:

- Apollo Cloud 2 Duo
- Ethernet Cable
- AC Power Adapter



### **Important**

For the best user experience, the minimum Internet connection speed (upload AND download speeds) recommended is 4 Mbits/sec.

## Requirements for Apollo use

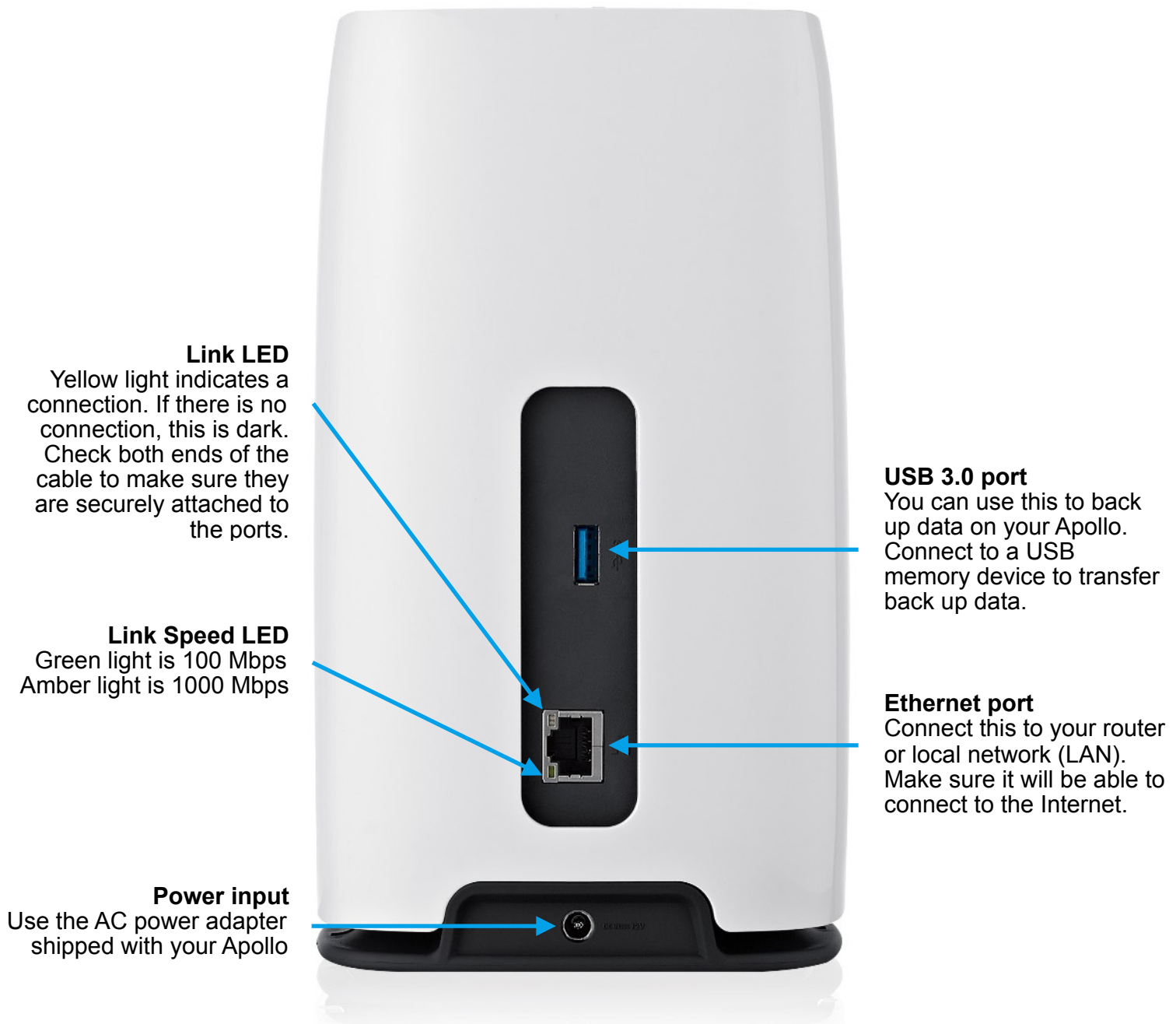
In addition to the items shipped with the device, you need these items before you can setup and use the Apollo:

1. An Internet connection. This can be a broadband router or office network with an Internet connection. The recommended minimum Internet connection speed (upload AND download) for Apollo is 4Mbits/sec.
2. Any one or more of the following devices:
  - Smart phone: iPhone (iOS 9.0 or later), Android (Android 5.0 or later)
  - Tablet: iPad (iOS 9.0 or later), Android (Android 5.0 or later)
  - Computer: Mac OS X (10.10 or later), Windows (Vista, 7, 8,10)

# Detailed Specifications

Specification	Description
Storage Disks	Two 3.5" Hard Disk Drives, 4 TB each
Storage Capacity	RAID1: 4 TB / RAID0: 8 TB
AC power adapter	Input: 100~240V 50-60Hz , 0.9A (AC) Maximum Output: 12V, 3A (DC) Maximum
System Fan	4000 RPM; 12V, 60 x 60 x 10 mm;
RAID function	RAID 0, 1
OS Support	iOS 9.0, Mac OS 10.10 or later Android 5.0 or later Windows 7, 8, Vista, 10
USB Port	One USB 3.0
LAN	One Gigabit (1G) Ethernet port
Temperature	Operating: 5° ~ 35° C (41° ~ 95° F)
Humidity	Operating: 10% ~ 95% non-condensing
Storage: 5% - 95% non-condensing	
Dimensions	123 x 213 x 137 mm (4.8 x 8.4 x 5.4 in)
Weight	2.3 kg (5 lbs)
Certification	FCC, Canada ICES-003, CE, BSMI, VCCI, RCM, KC, IECEE CB, cTUVus
Warranty	2 year limited warranty

## Back of Apollo Cloud 2 Duo



## Front of Apollo Cloud 2 Duo



Capacitive touch  
LED button.



### **Did you know**

When the Apollo is in sleep mode, the LED changes from dim to bright slowly in a repeating pattern.

# LED Definitions

Color	Description
Green	Green light indicates the unit is powered on. A flashing green light indicates it is booting up or trying to connect to the public server. When the Apollo is in sleep mode, the LED changes from dim to bright slowly in a repeating pattern. To wake up the Apollo when it is in sleep mode, you can access it remotely using the Apollo Cloud App. If you are near the device, you can also touch the power button on the front to wake it up. Note that if you use the power button to manually shut down Apollo, you will need to touch the power button to power on.
White	White light indicates the unit has been claimed. The white light will flash when there is activity from a user, or when it is finishing the registration process with the public server.
Orange	Orange light indicates that the Apollo might not be available for use. This can be because it is updating system firmware, transferring content to a USB drive, or rebuilding the RAID. DO NOT power off or unplug the power when the LED is orange. A sudden power loss during the process can damage the device or result in data loss.
Red	Red light indicates a hardware failure. This can be the system fan or a failed hard drive.
White & Green	Alternating white and green light indicates the unit is ready to be claimed. It is booted up but has not been claimed or configured.
White & Orange	Alternating white and orange light indicates the connection

## Hardware Setup

### Connecting Apollo

Follow the instructions below to connect the network cable and AC power adapter to the Apollo.

### Connecting the Power

Attach the AC adapter power cord to the power insert on the back of the device. Plug the other end of the adapter into a suitable power source.



#### **Caution**

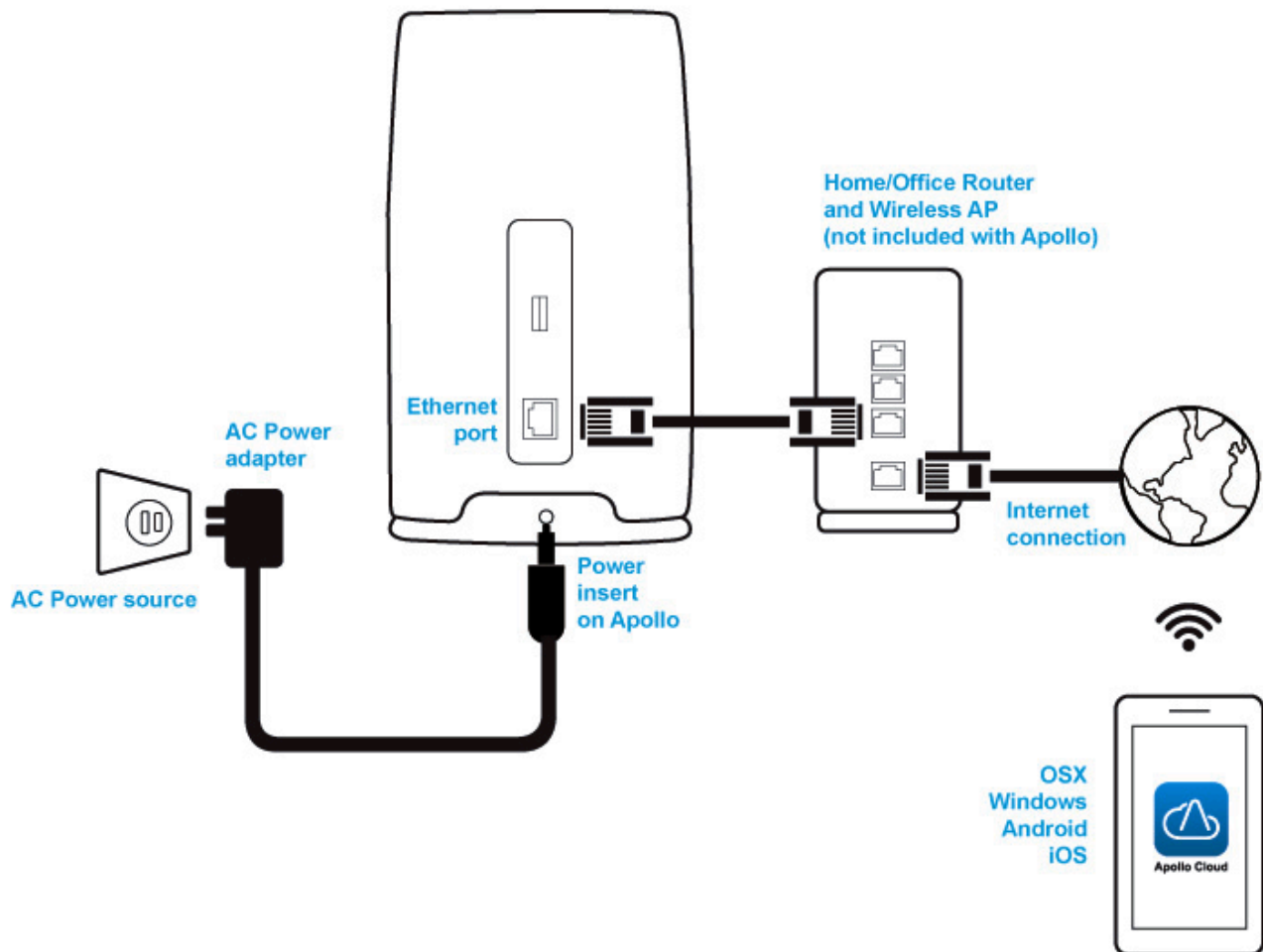
You must use the AC power adapter shipped with the device. Using a different power adapter can damage the device or might present an electrical safety hazard.

## Connecting the Network Cable

Use the included Ethernet cable to connect to the network port on the back of the device. Connect the other end to a networking device that allows the Apollo to connect to the Internet, such as a broadband router, or office Ethernet LAN that is connected to the Internet.

*The Apollo does not require configuration of network settings or any other settings for initial system setup. Just make sure it has an available path to the Internet.*

## Example Hardware Setup



# Using the Apollo Cloud App

## First Time Setup

Once you have the Apollo connected to your network and powered on for the first time, press the touch sensitive power button on the front of the Apollo 2. It will contact a server online that is used for managing the initial setup procedure. This process takes about 90 seconds. During the discovery, the LED indicator on the front of the Apollo blinks a green color light. You will know the Apollo is ready when you see the LED indicator on the front display a white AND green color light, simultaneously.

When you see the LED on the front display white and green simultaneously, you can then proceed to “claim” or take ownership of the Apollo device. In order to do this however, you must install and run the Apollo Cloud App on your iOS or Android device, or Mac or Windows computer. Instruction for downloading the App are included below.

Once you have the App installed, use the App to locate and claim your Apollo.

There are three different methods available for claiming the Apollo:

- You can use the QR scanner embedded in the Apollo Cloud App and scan the QR code included in the Apollo package, please see instructions in “Claiming Apollo: QR Code” on page 9.
- The automatic search method. Please read “Claiming Apollo Cloud 2 Duo: Auto Search” on page 14 for instructions.
- If you are unable to scan the QR code or if the Auto Search does not discover the Apollo, you can manually enter the Serial Number and Key Code (written on the bottom of the Apollo), and apply for the verification code to be sent via email. Please see instructions in “Claiming Apollo: Find Manually” on page 19.



### Important

Be sure to press the power button on the front of the Apollo before starting the claim procedure.

### Apollo power button and LED

Press power button before starting the claim procedure



# How to Download and Launch Apollo Cloud App

To claim the Apollo using your iOS or Android device, first download the APP from the Apple Store, Google Play or go to:

<http://www.promise.com/Apollo/Downloads>

Run the App, you will see the login screen. Touch on link labeled “+ Apollo” (add Apollo) to begin the claiming procedure.

Touch to select + Apollo. A new menu appears with a dialog box asking if you want to allow the App to have access to the camera. The QR Code claim method requires camera access. For Auto Search or Manual Search claim methods, it makes no difference. Choose OK to allow access, or Don't Allow to deny access.

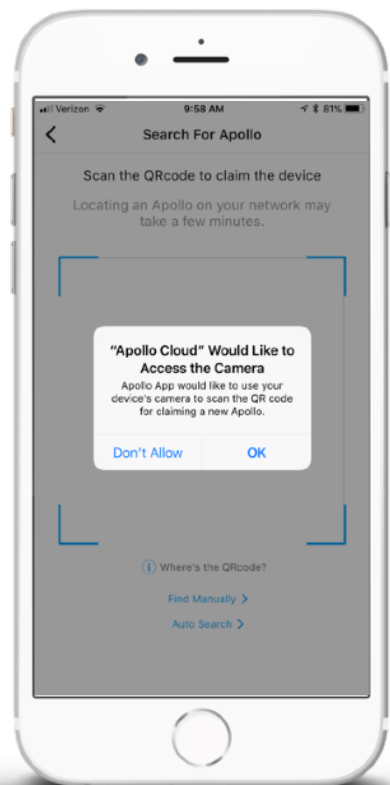
**Select Apollo Cloud App icon**



**Apollo Cloud App Login**



**The QR code claim method requires camera access**



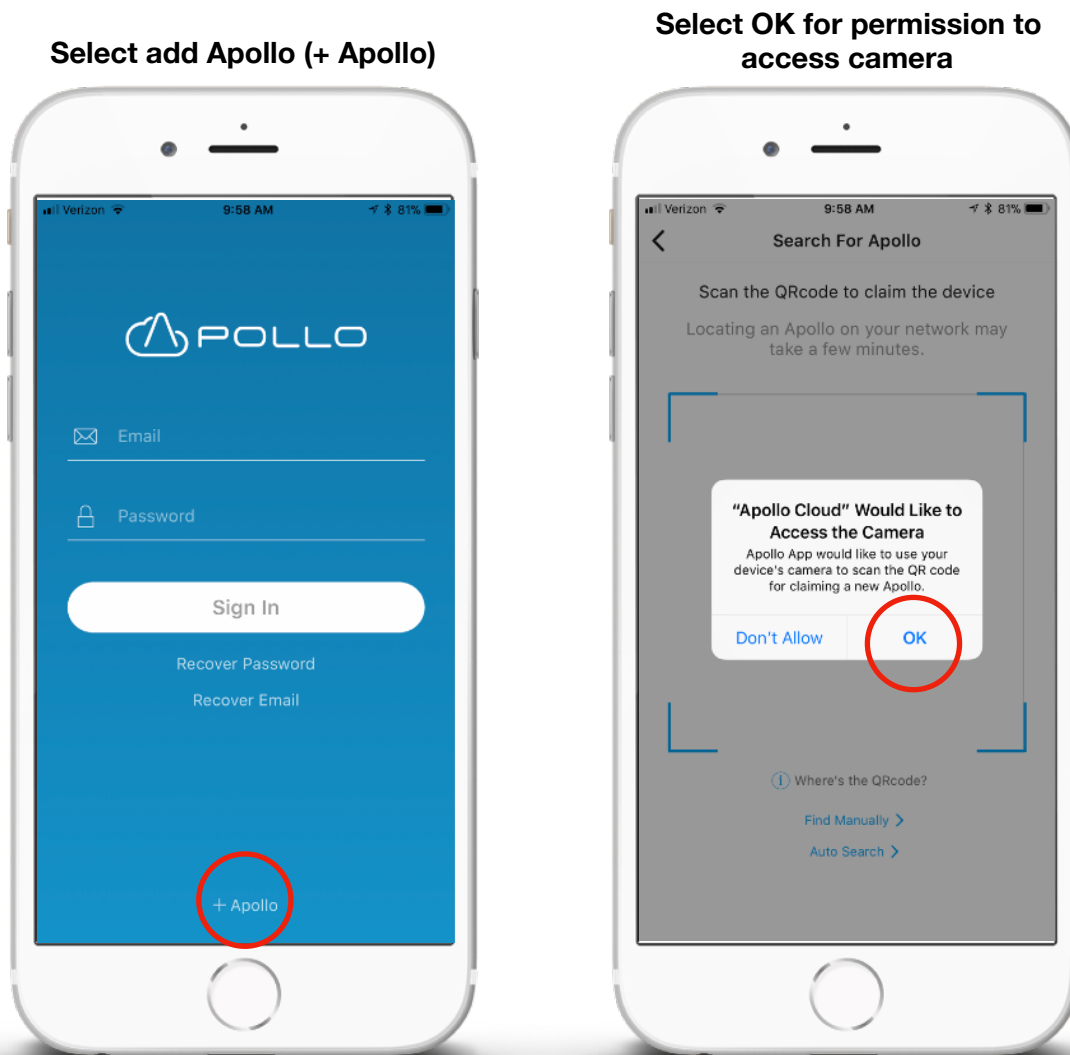


# Claiming Apollo with QR Code

It is possible that your Apollo will not be recognized during the automatic discovery process. It is necessary to provide the unique Serial Number and Key code for the Apollo unit you are going to claim. An easy way to do this with a mobile device is to use the scanner utility that is embedded in Apollo Cloud App exclusively for this purpose. If your mobile device has a working camera, it should be able to use this method employing the QR code reader embedded in the Apollo Cloud App.

Please locate the QR code on a card included with your Apollo, then follow these steps to complete the QR code scanner method for claiming the Apollo:

1. Touch to select + Apollo. A new menu appears with a dialog box asking if you want to allow the App to have access to the camera. The QR Code claim method requires camera access. Choose OK to allow access.

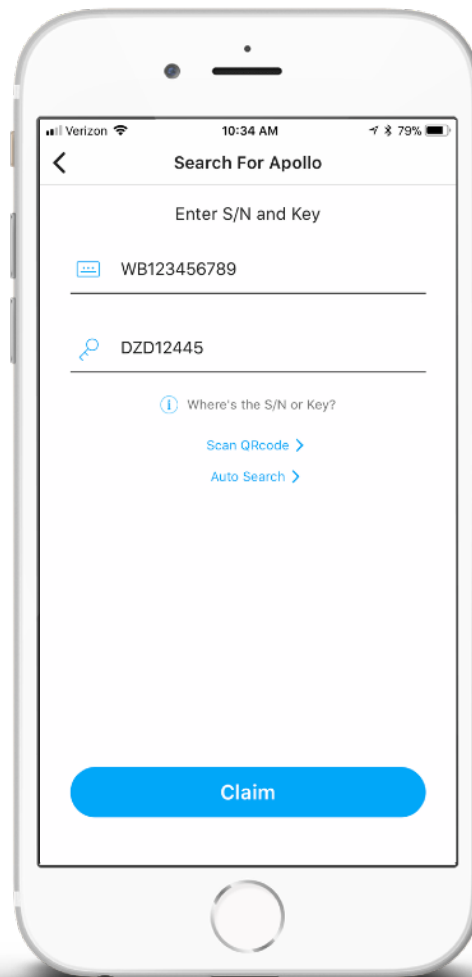


2. Hold the phone so it can scan the QR code included with your Apollo. A successful scan will change the menu to list the Serial Number and Key Code for the Apollo. When you see the Serial Number and Key Code appear, touch the Claim button.

**Scan the QR Code sent with your Apollo**

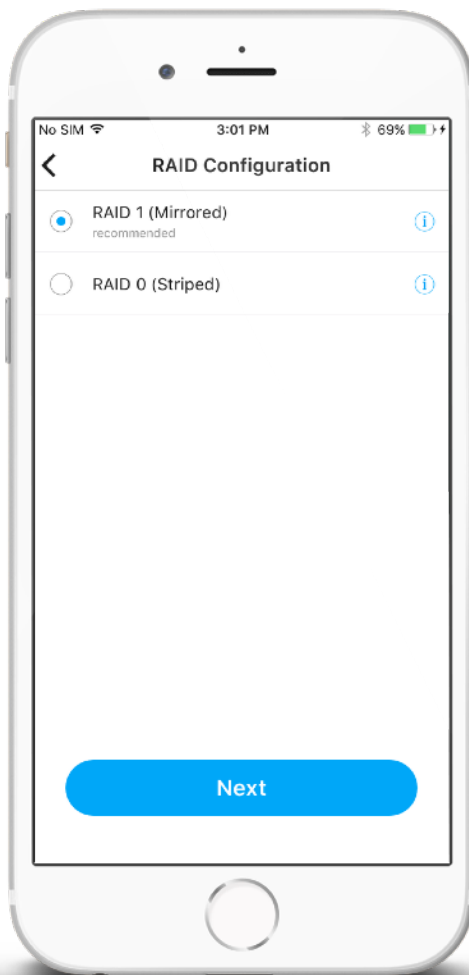


**The Serial Number and Key Code appear, the Apollo is ready to be claimed**

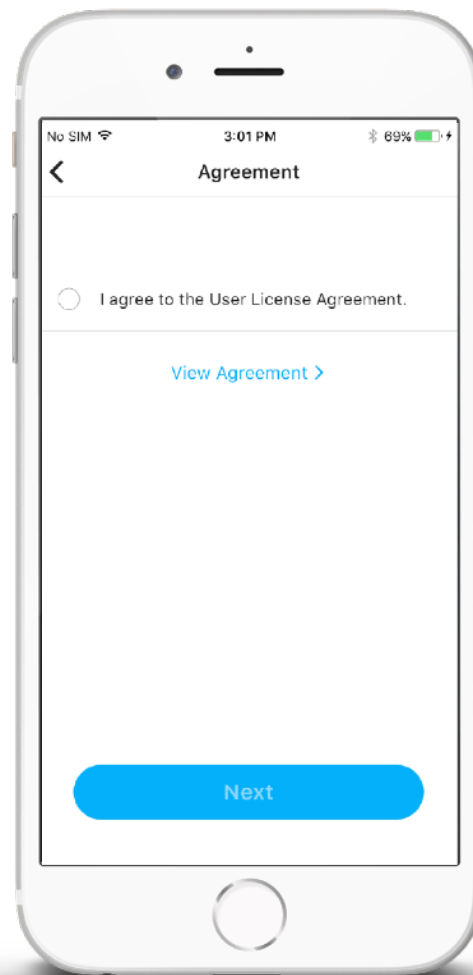


3. In the new menu, choose the RAID level used for the hard disk drives. RAID 1 (mirrored RAID) is recommended. You also have an option to select RAID 0. Keep in mind that RAID 0 does not offer any redundancy, so if a drive fails, all data will be lost. If you choose the RAID 0 option, make sure to backup Apollo frequently. See “Backing up Apollo content to USB storage” on page 47 for information. You can also backup to another Apollo. Touch the Next button to continue. A new menu appears.
4. You must indicate that you agree with the User Agreement to proceed. You can select the View Agreement option to read the user agreement. When you are ready to proceed, select the I agree to the User License Agreement, and touch the Next button to continue. A new menu appears.

### Choose RAID level for Apollo

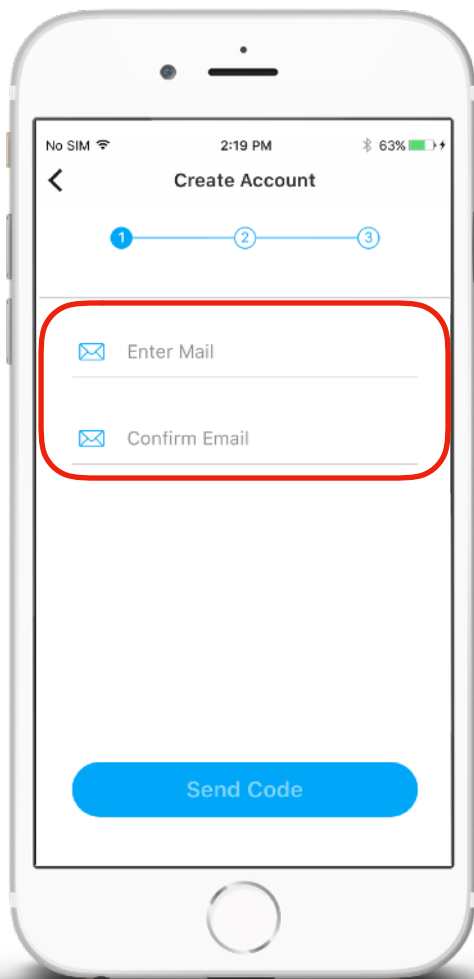


### User License Agreement

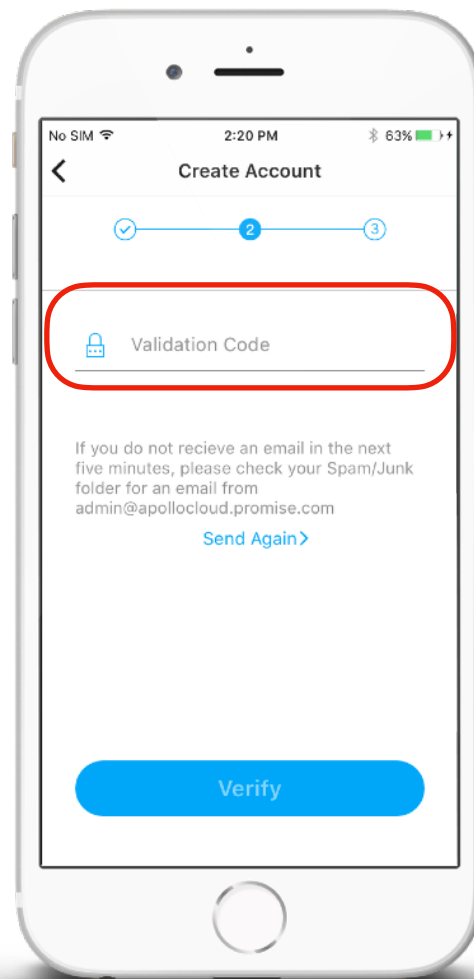


5. In the new menu, enter the Email address you will use for this account, the owner account. This Email address is the will be the login name you use to login and manage the device. Type the same Email address again to confirm it is typed correctly. Then touch the Send Code button. A new menu appears.
6. Check your Email inbox for the validation code. Use this to verify your account and bind your Email address as the Apollo owner. If you do not see the Email, check your spam folder. It might be mistaken by your Email service to be an advertisement.
7. Type the validation code in the space provided, and touch Verify. A new menu appears.

**Enter the Apollo owner Email  
address and retype it to  
confirm it is correct**

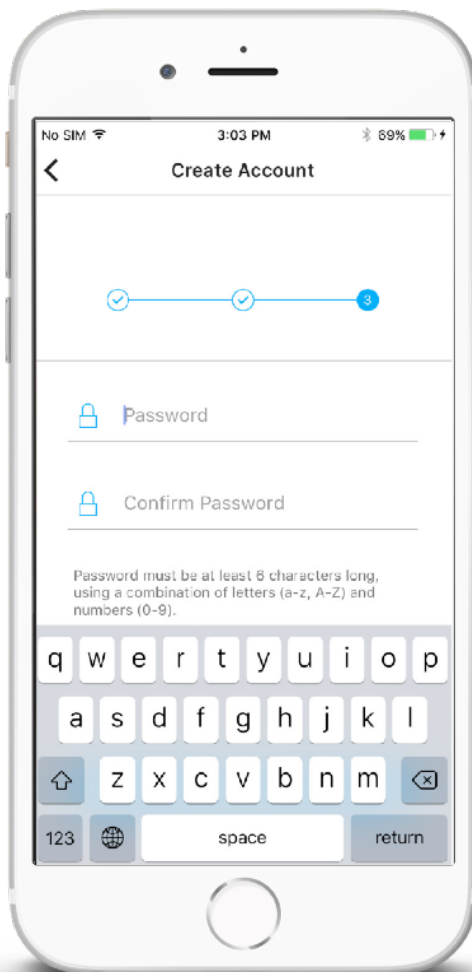


**Enter Validation Code  
received via email**

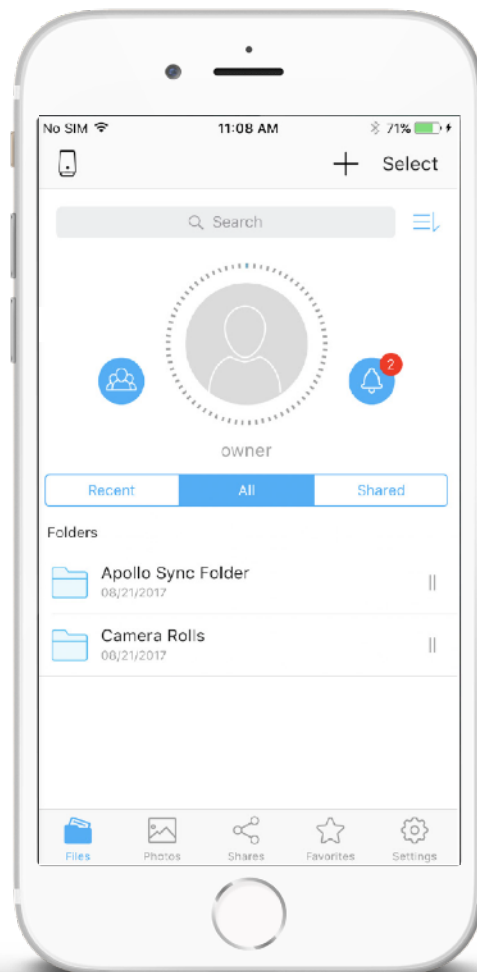


8. Now create a password for the owner account login. The password must be at least 6 characters in length, and contain at least one numeral. Make sure to create a password that is difficult to guess. Type the same password again to confirm it is typed correctly.
9. That's it. If you have typed the validation code correctly, you should be logged in and ready to start using Apollo. The Files menu for Apollo will appear.

**Enter a password to use for the Apollo owner account login**



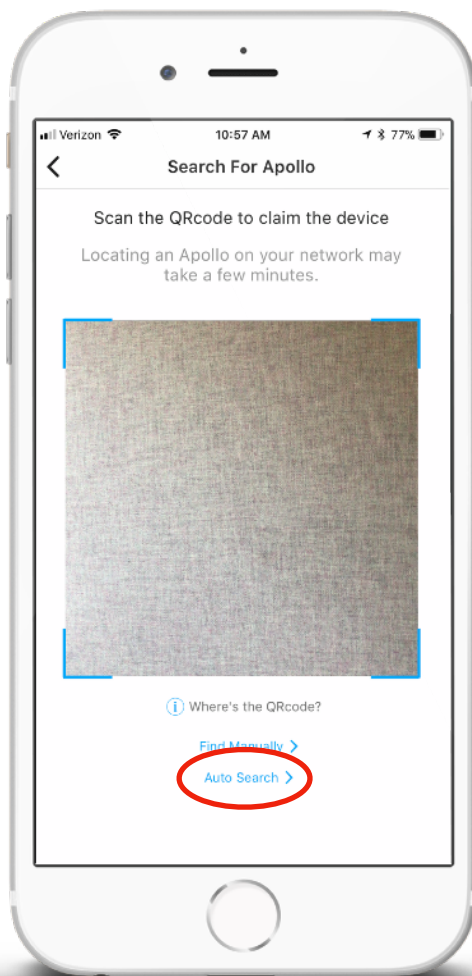
**Success! Apollo Files menu**



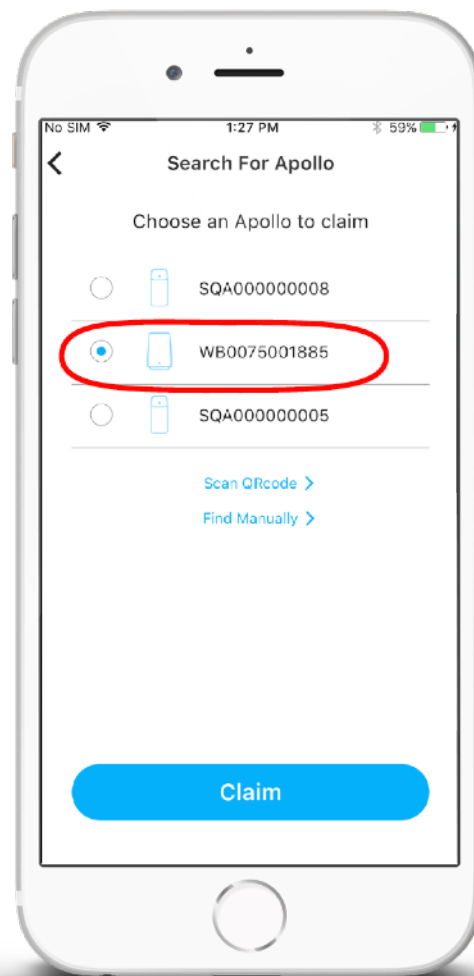
# Claiming Apollo with Auto Search

1. Touch to select + Apollo. A new menu appears with a dialog box asking if you want to allow the App to have access to the camera. For Auto Search, it does not matter which option you choose.
2. In the Search For Apollo menu, select the Auto Search option near the bottom.
3. If there are more than one unclaimed Apollo on your network, you will see a list of Serial Numbers for the unclaimed Apollo devices that have been discovered. If you do not know which one is yours, check the Serial Number on the bottom of the Apollo unit. This is used to identify each device. Choose the Apollo in the list with the same Serial Number, and touch the Claim button.

**Choose “Auto Search”**

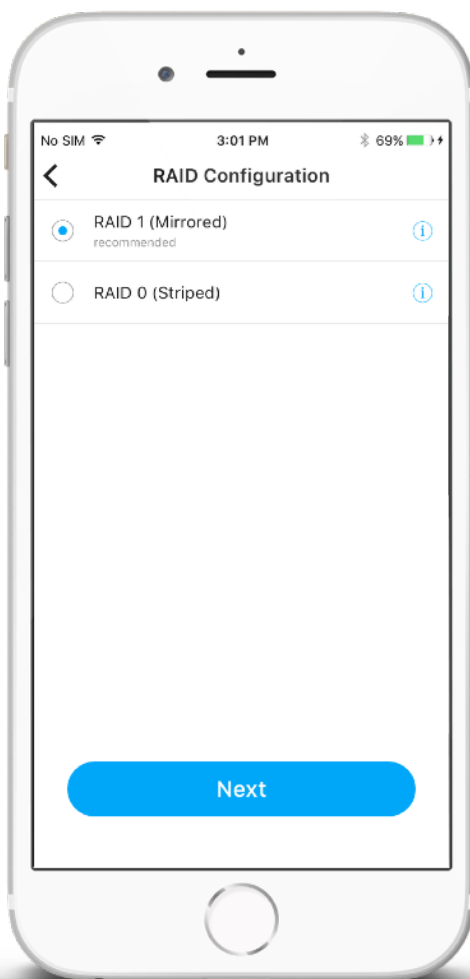


**Choose your Apollo (listed by Serial Number)**

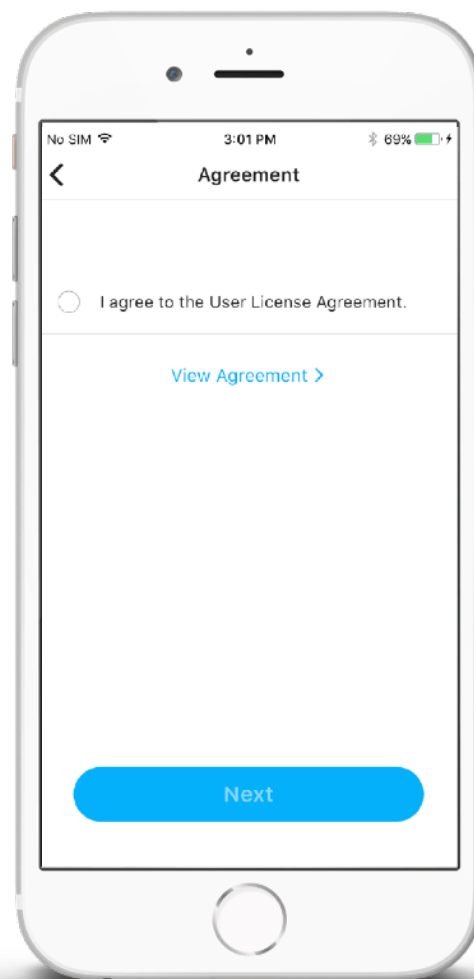


4. In the new menu, choose the RAID level used for the hard disk drives. RAID 1 (mirrored RAID) is recommended. You also have an option to select RAID 0. Keep in mind that RAID 0 does not offer any redundancy, so if a drive fails, all data will be lost. If you choose the RAID 0 option, make sure to backup Apollo frequently. See “Backing up Apollo content to USB storage” on page 47 for information. You can also backup to another Apollo. Touch the Next button to continue. A new menu appears.
5. You must indicate that you agree with the User Agreement to proceed. You can select the View Agreement option to read the user agreement. When you are ready to proceed, select the I agree to the User License Agreement, and touch the Next button to continue. A new menu appears.

#### Choose RAID level for Apollo



#### User License Agreement



6. In the new menu, enter the Email address you will use for this account, the owner account. This Email address is the will be the login name you use to login and manage the device. Type the same Email address again to confirm it is typed correctly. Then touch the **Send Code** button. A new menu appears.
7. Check your Email inbox for the validation code. Use this to verify your account and bind your Email address as the Apollo owner. If you do not see the Email, check your spam folder. It might be mistaken by your Email service to be an advertisement.
8. Type the validation code in the space provided, and touch **Verify**. A new menu appears.

**Enter the Apollo owner Email address and retype it to confirm it is correct**

No SIM 2:19 PM 63%

Create Account

1 2 3

Enter Mail

Confirm Email

Send Code

**Enter Validation Code received via email**

No SIM 2:20 PM 63%

Create Account

1 2 3

Validation Code

If you do not receive an email in the next five minutes, please check your Spam/Junk folder for an email from admin@apollocloud.promise.com

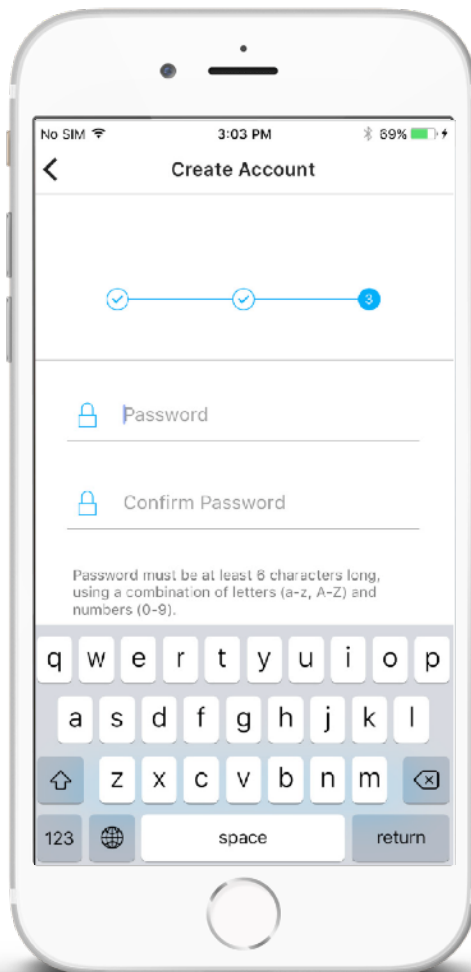
[Send Again >](#)

Verify

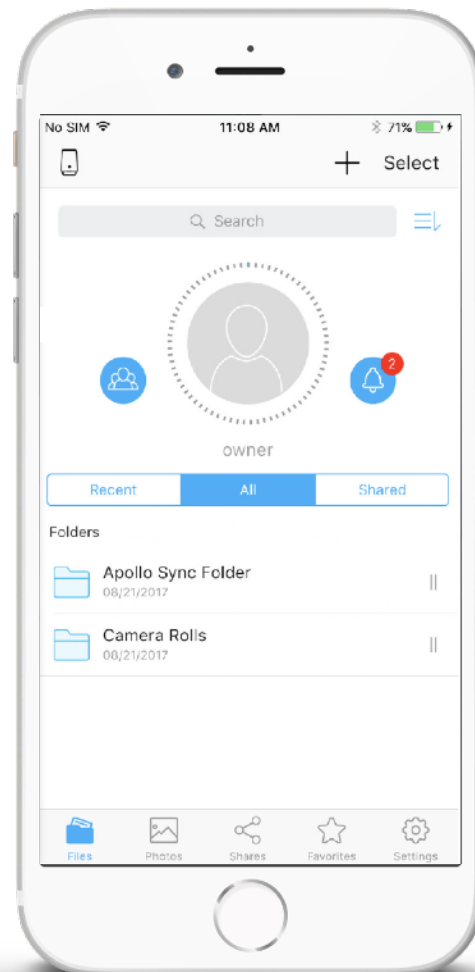


9. Now create a password for the owner account login. The password must be at least 6 characters in length, and contain at least one numeral. Make sure to create a password that is difficult to guess. Type the same password again to confirm it is typed correctly.
10. That's it. If you have typed the validation code correctly, you should be logged in and ready to start using Apollo. The Files menu for Apollo will appear.

**Enter a password to use for**



**Success! Apollo Files menu**



# Claiming Apollo with Manual Find

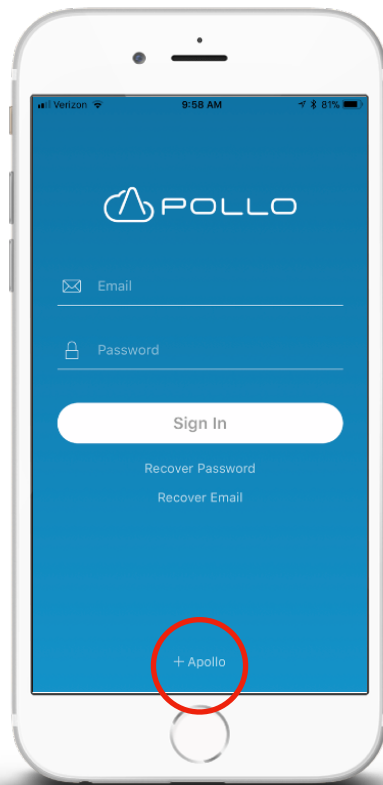
It is possible that your Apollo will not be recognized during the automatic discovery process. In this case, you need to provide the unique Serial Number and Key code for the Apollo unit you are going to claim. You can find the Serial Number and Key code on a card that should have been included in the Apollo packaging, or look on the bottom of the Apollo. There is a sticker attached to the bottom of the device housing with the Serial Number and Key code printed on it in small font. You might need a magnifying glass to read it.

Keep in mind that the Serial Number and key code are case-sensitive, so they must be entered exactly as they appear on the key card or on the bottom of the Apollo device.

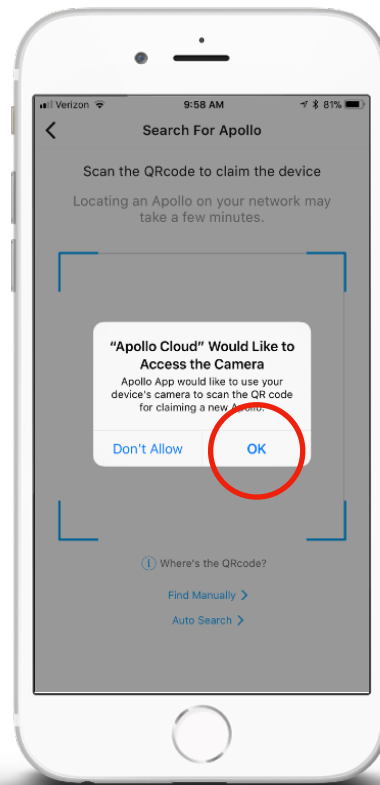
Follow these instructions if you do not see the Apollo listed when you are asked to choose a device.

1. Touch to select + Apollo. A new menu appears with a dialog box asking if you want to allow the App to have access to the camera. To Find Manually, it does not matter which option you choose.

**Select add Apollo (+Apollo)**

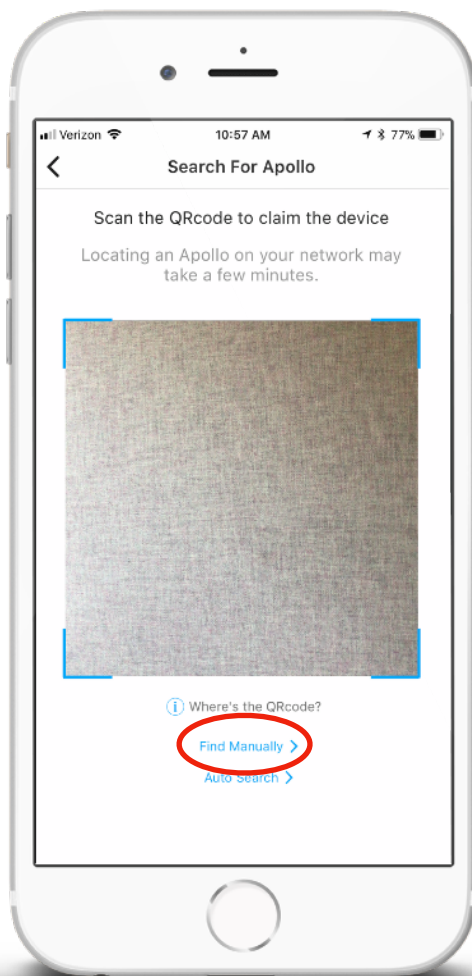


**Select OK for permission to access camera**

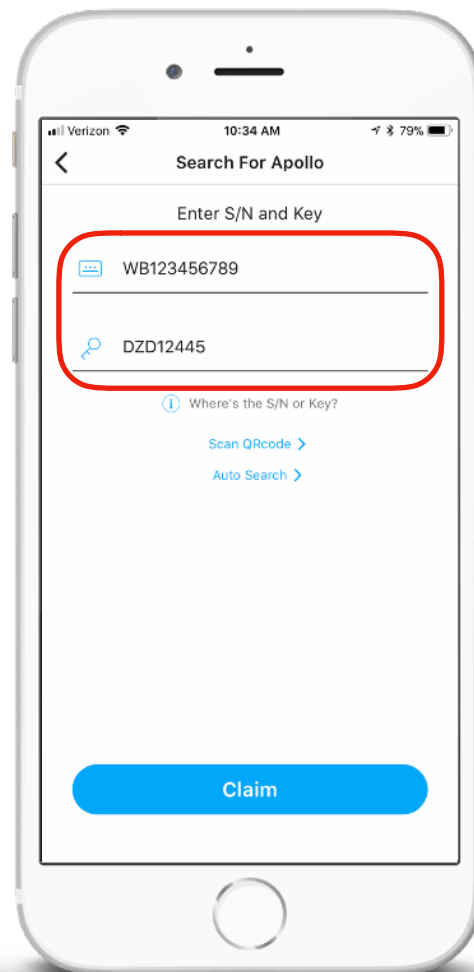


2. In the Search For Apollo menu, select the Find Manually option near the bottom.
3. In the new menu type the Serial Number and Key in the spaces provided, and touch the Claim button.

### Choose “Find Manually”

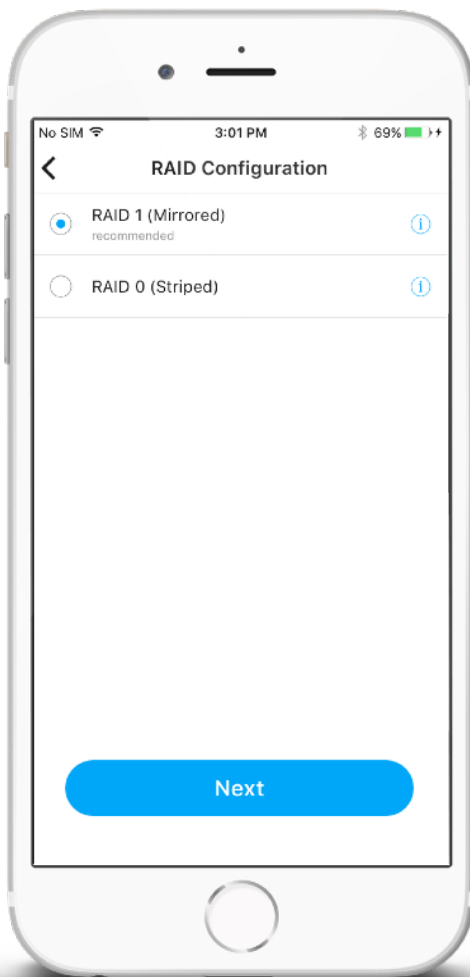


### Type the Serial Number and Key

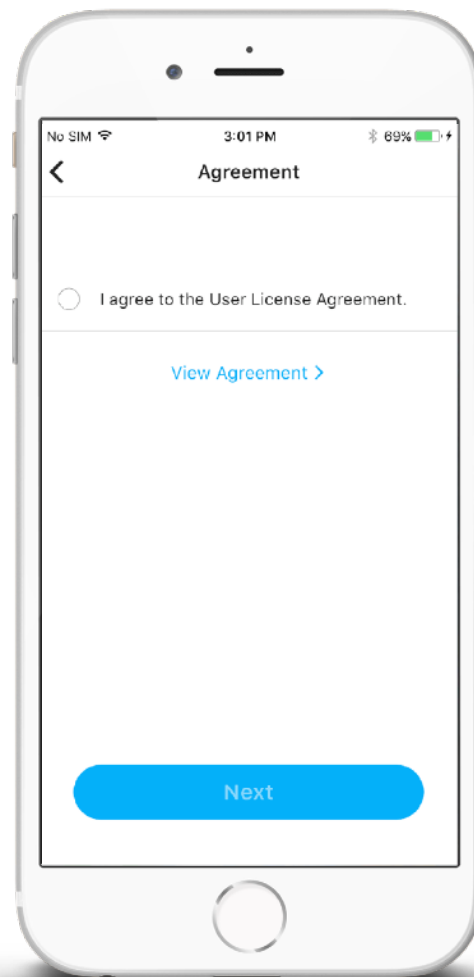


4. In the new menu, choose the RAID level used for the hard disk drives. RAID 1 (mirrored RAID) is recommended. You also have an option to select RAID 0. Keep in mind that RAID 0 does not offer any redundancy, so if a drive fails, all data will be lost. If you choose the RAID 0 option, make sure to backup Apollo frequently. See “Backing up Apollo content to USB storage” on page 47 for information. You can also backup to another Apollo. Touch the Next button to continue. A new menu appears.
5. You must indicate that you agree with the User Agreement to proceed. You can select the View Agreement option to read the user agreement. When you are ready to proceed, select the I agree to the User License Agreement, and touch the Next button to continue. A new menu appears.

#### Choose RAID level for Apollo

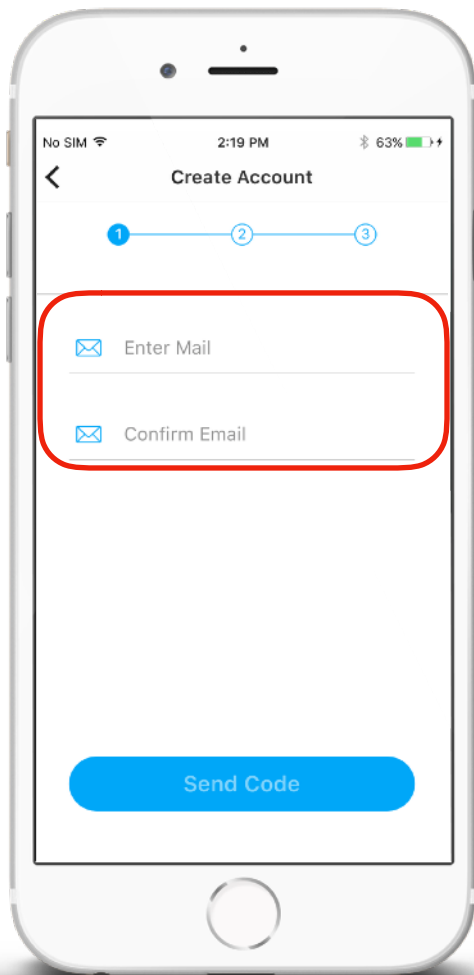


#### User License Agreement

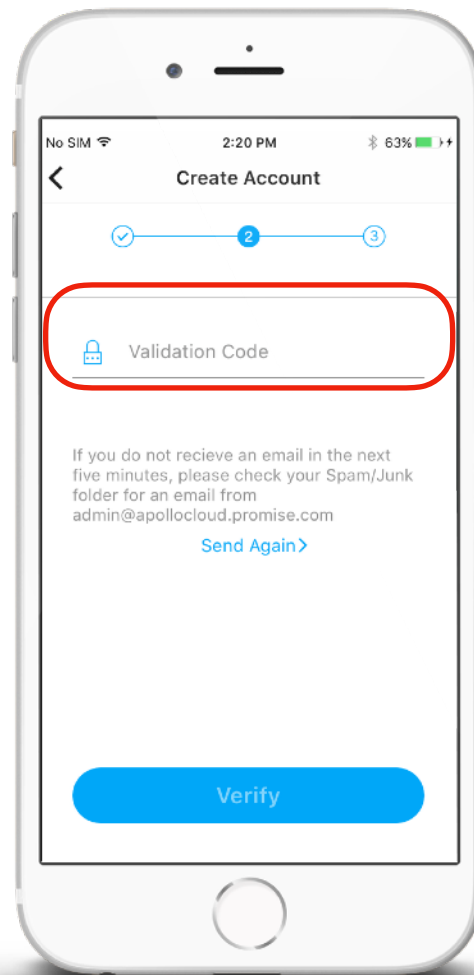


6. In the new menu, enter the Email address you will use for this account, the owner account. This Email address is the will be the login name you use to login and manage the device. Type the same Email address again to confirm it is typed correctly. Then touch the Send Code button. A new menu appears.
7. Check your Email inbox for the validation code. Use this to verify your account and bind your Email address as the Apollo owner. If you do not see the Email, check your spam folder. It might be mistaken by your Email service to be an advertisement.
8. Type the validation code in the space provided, and touch Verify. A new menu appears.

**Enter the Apollo owner Email  
address and retype it to  
confirm it is correct**

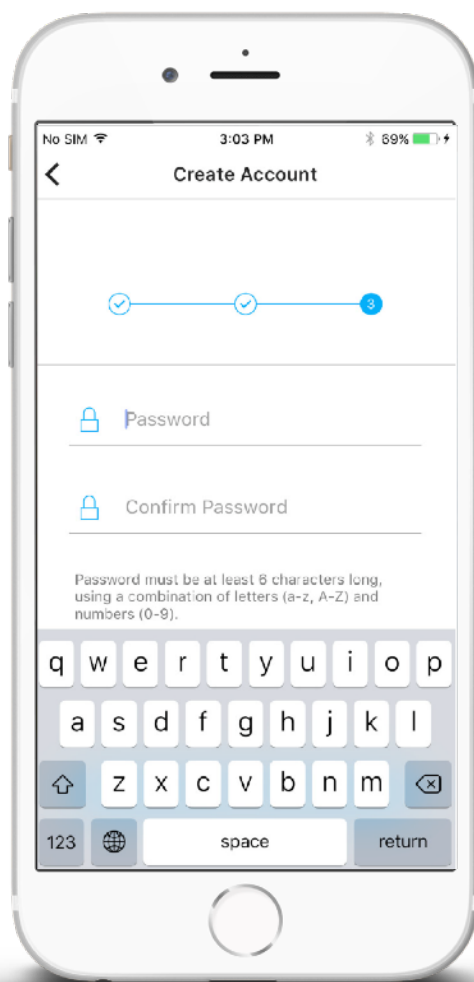


**Enter Validation Code  
received via email**

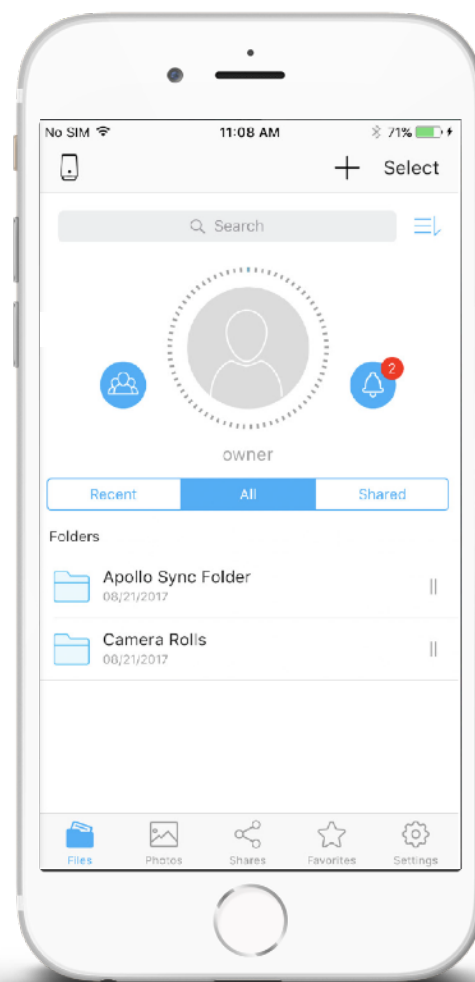


9. Now create a password for the owner account login. The password must be at least 6 characters in length, and contain at least one numeral. Make sure to create a password that is difficult to guess. Type the same password again to confirm it is typed correctly.
10. That's it. If you have typed the validation code correctly, you should be logged in and ready to start using Apollo. The Files menu for Apollo will appear.

**Enter a password to use for the Apollo owner account login**



**Success! Apollo Files menu**

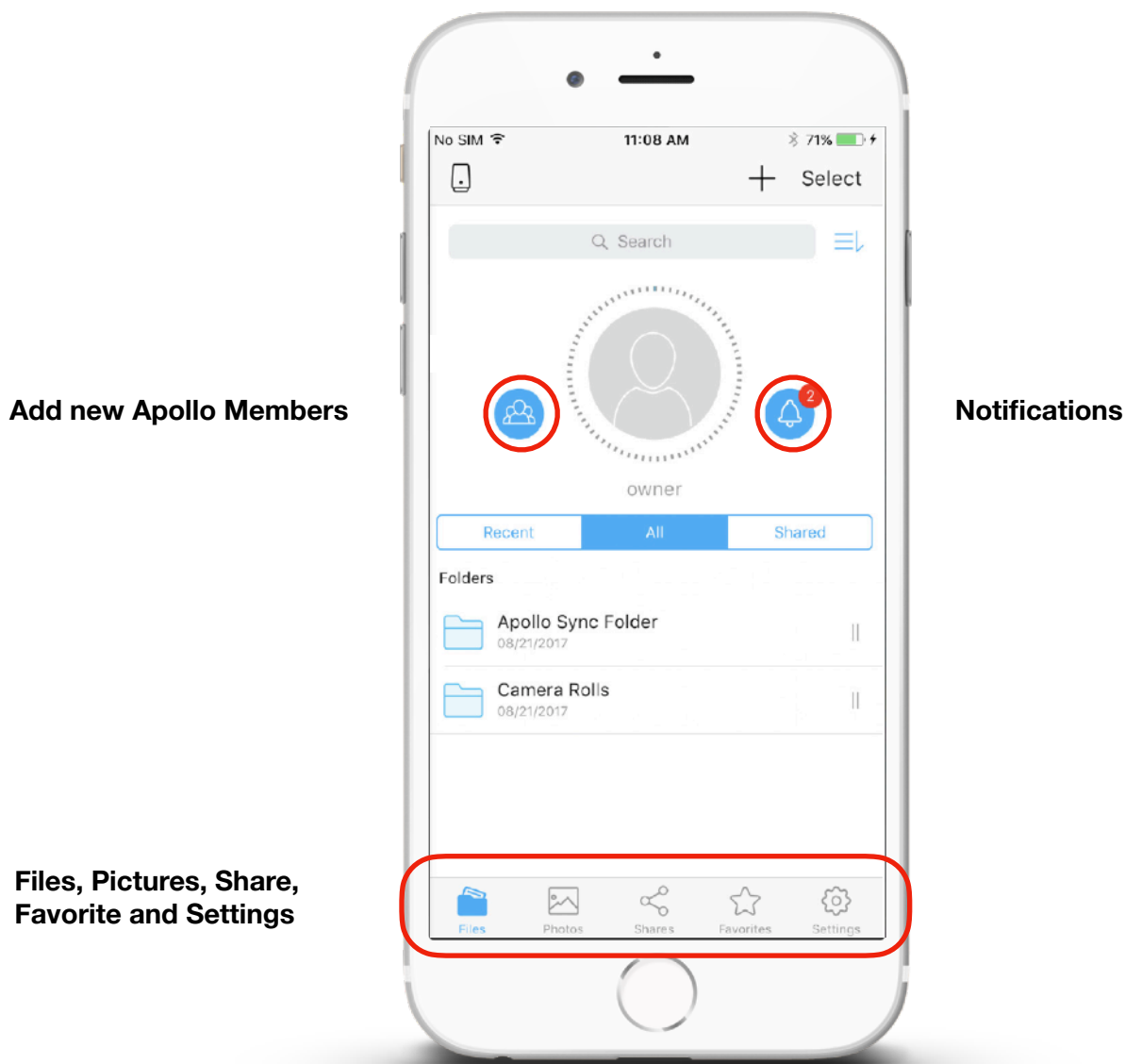


# Apollo Cloud App 2.0

The Apollo Cloud App user interface is easy to use and intuitive. It will look familiar if you have used photo management or file management Apps before. Even if you are an experienced App user, you might want to take a minute or two to get familiar with the Apollo Cloud App. Here is a brief introduction to get you started using the App.

There are some minor differences in appearance and function between the two smart phone versions (Android and iOS) of Apollo Cloud App. Most of the examples pictured in this document are from the iPhone, the Android interface is nearly identical in appearance, but there is no functional difference between the two versions.

## Apollo Cloud Files menu after first login (iPhone)



# Add Content, Create Folders and Manage Files

You can start manually adding content from your mobile device or computer by touching + near the top of the Apollo Cloud Photos menu, or the Folders menus.

You can also sync photos in the Camera Roll of your smart phone to the Apollo. For instructions to do this, please go to “Using Camera Rolls”.

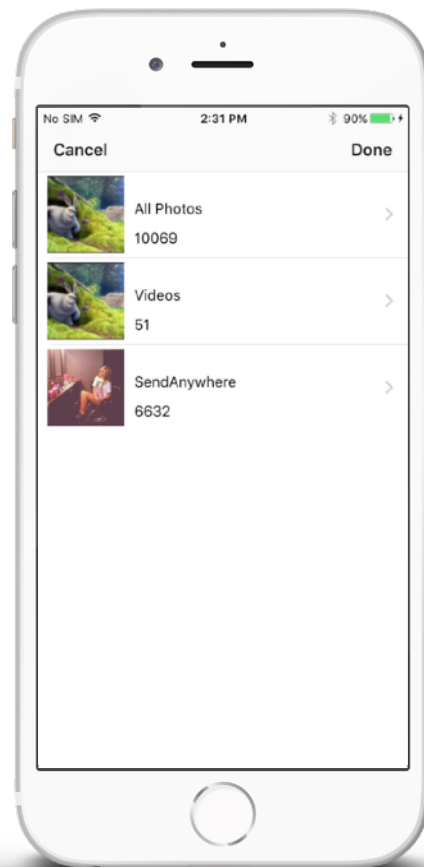
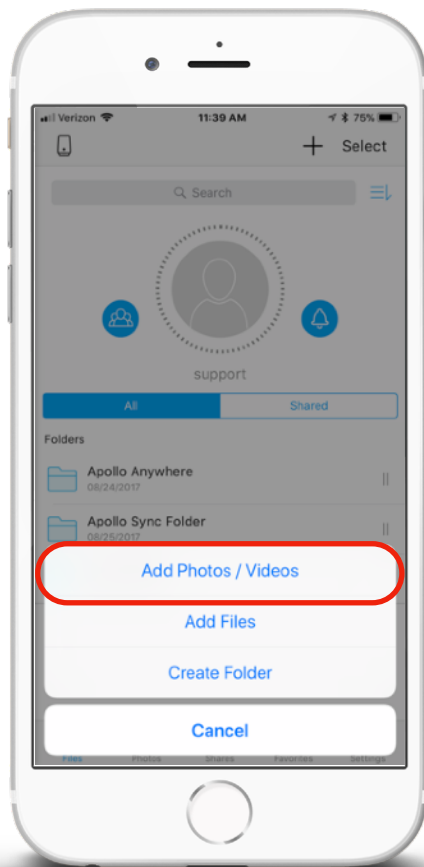
## Adding Photos From iPhone

To add photos located on the iPhone and upload them to Apollo, you can create a folder first, or just choose and add photos to Apollo, then you can create a folder and place them in it later.

1. To begin adding photos, touch + (add photos), and choose the action you want to take in the menu that pops up. In this example, we will add photos without first creating a folder. Choose Add photos/Videos.
2. Select the content category from the menu to open the folder and view thumbnails of the content.

**Add photos/videos from mobile device**

**Choose and open photos folder**



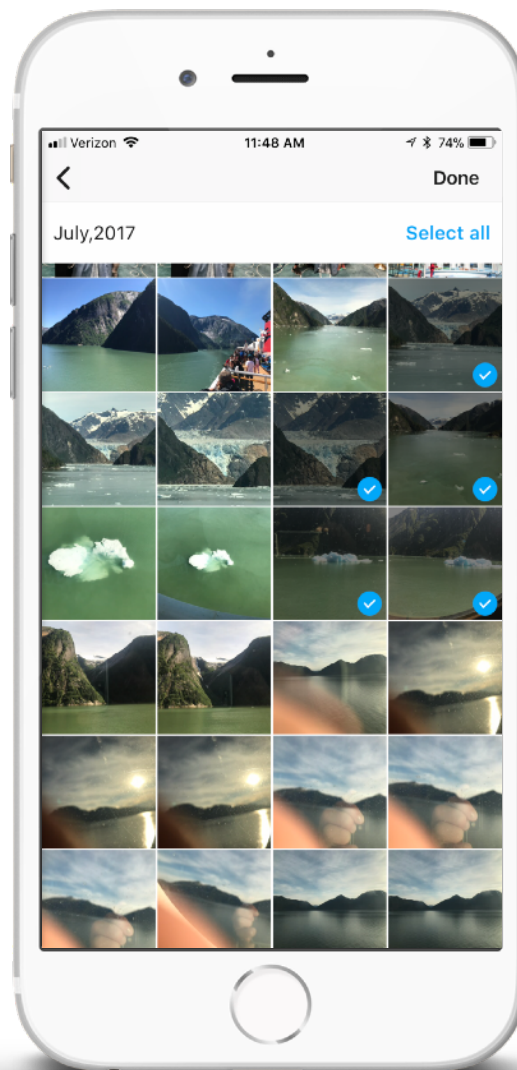


3. Select the photos in the folder you want to upload. The menu works like other photo management Apps. Touch Select to begin selecting photo files, scroll up and down through the folder. When you have chosen the files you want, touch Complete to begin uploading. The time it takes to upload depends on the amount of data (photos) you selected and the speed of your WiFi or Wireless Data connection.



A maximum of up to 100 photo/video files can be selected for upload. Document files can be selected one at a time for upload.

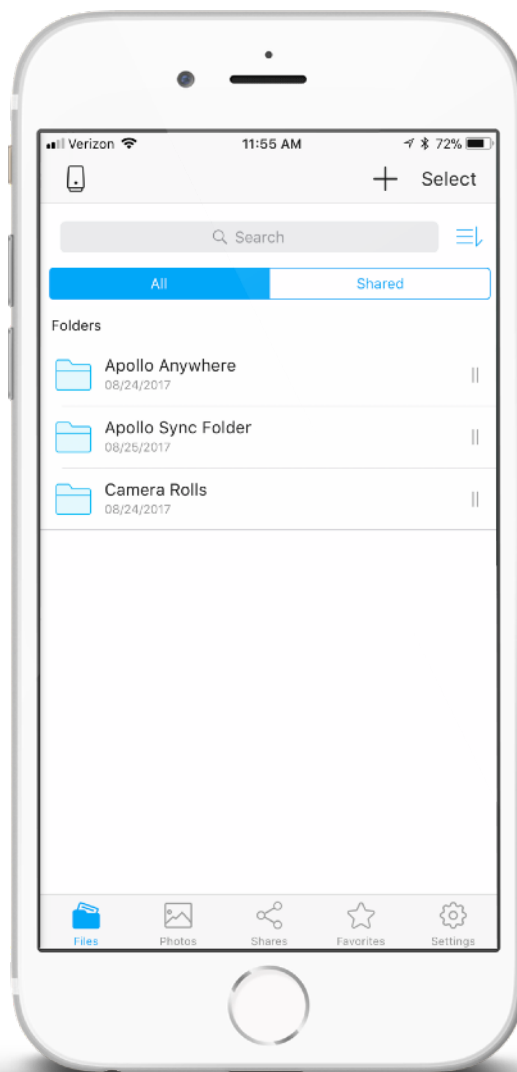
### Select photos to upload to Apollo



## Files by Category

The icons at the bottom of the Apollo Cloud Folder menu link to menus for All (all file types), Recent (within the past week), and Shared (content you have shared with other members). Use these to go to files and content in that category.

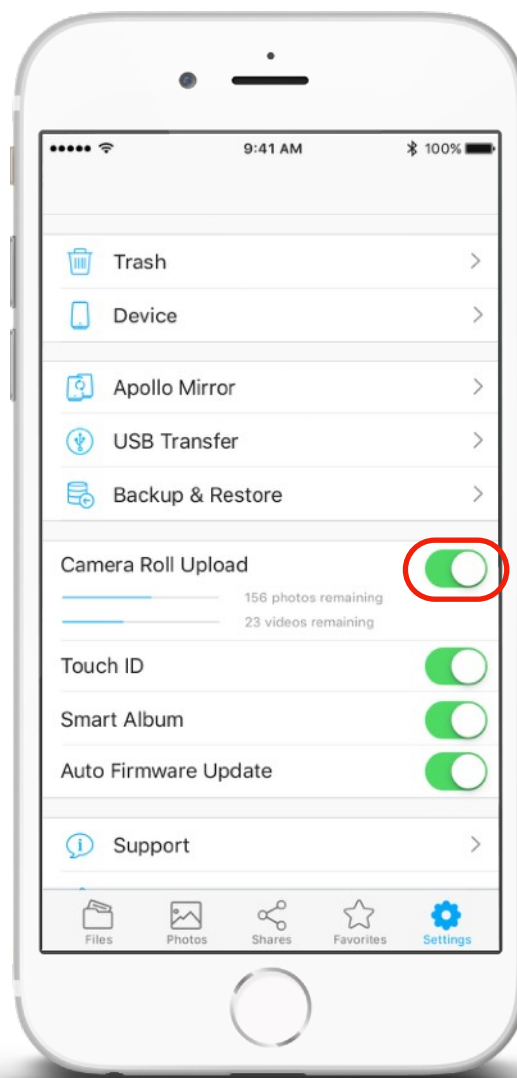
### All files and folders



## Using Camera Rolls

Photos and videos can be automatically uploaded to Apollo using the Camera Rolls feature. When Apollo Cloud is running and connected, any videos or photos you create will be automatically uploaded and stored. Note that Camera Rolls can be used when you are not in range of a WiFi connection to the Internet, but your mobile device must support a wireless Internet data connection via a 3G and 4G network. Wireless Internet data transfer is enabled separately in the same place you enable automatic uploads from your Camera Roll. You should only enable this if you cannot use a local WiFi connection to access the Internet, since there are typically usage fees for this service.

To enable the Camera Rolls automatic uploads, go to the Settings menu and slide the Camera Rolls switch to the right.



**Enable Camera Roll**

## Using Smart Albums

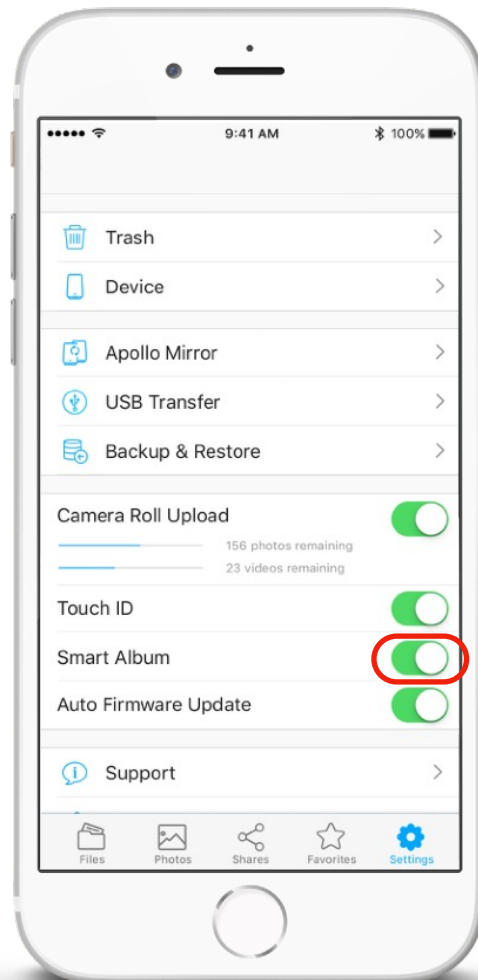
When enabled, the Smart Album feature helps you manage picture and video files created on your phone. Pictures and videos you take are organized according to time created and location data. In order to use this, you must have location tracking or GPS tracking enabled on the phone. Smart Album does not apply to all picture or video files, only to those you have created recently. It will help you to organize digital pictures and videos a day or two after creating them.

To enable the Smart Album feature, go to the Settings menu and slide the Smart Album switch to the right.



### Important

Smart Album requires that you enable location tracking on your phone. Smart Album helps to automatically organize photos and videos that have been recently created on your phone. The photos are organized according to the time they are created and location.



**Enable Smart Album**

# Managing Members

You can create Apollo member users in order to easily share pictures, videos, and other content among the member group. Apollo member users have complete control over the files in their account. It is up to each user to select the fellow Apollo members that can view videos or pictures that are shared. Users also have the option to share their own user content with the public.

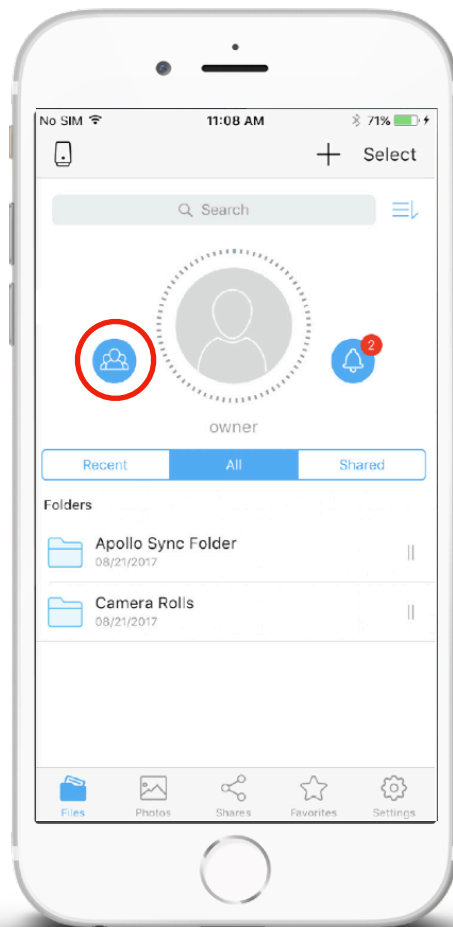
## Adding New Members

In addition to sharing files and folders, the Apollo owner can send invitations for membership to share space on the Apollo. This is an exclusive privilege of the Apollo owner.

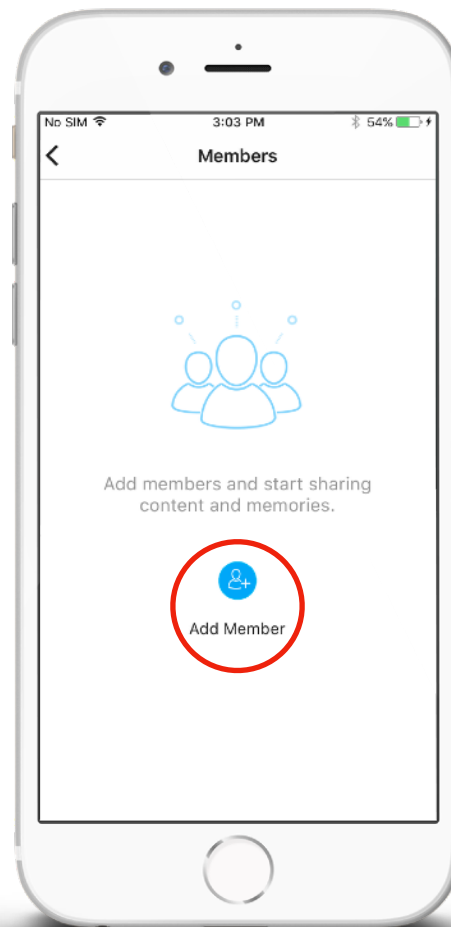
To add a new member to the Apollo user group, follow these steps:

1. In the Apollo main menu, select the Members icon to view the Members menu, in the new menu, select Add Member.

**Main Menu**

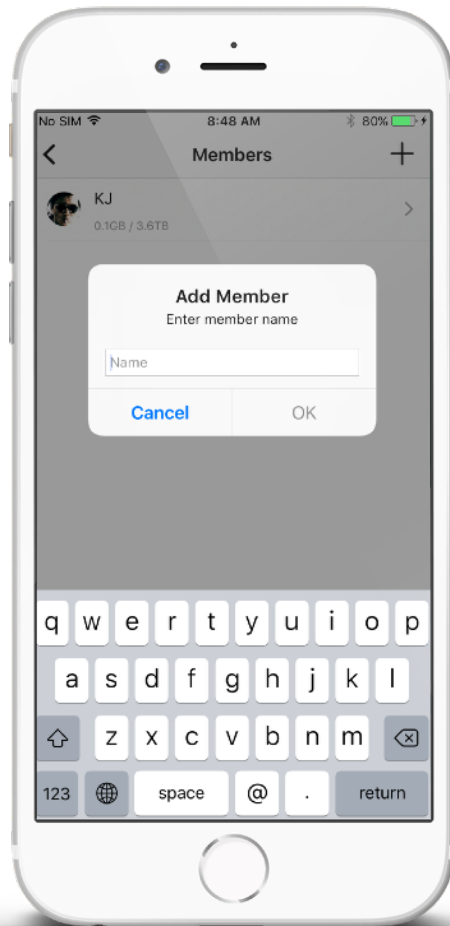


**Add Member**



2. Enter a name for the new Apollo member to whom you will send an invitation, and select OK to create the new member account.

**Enter name for new member**



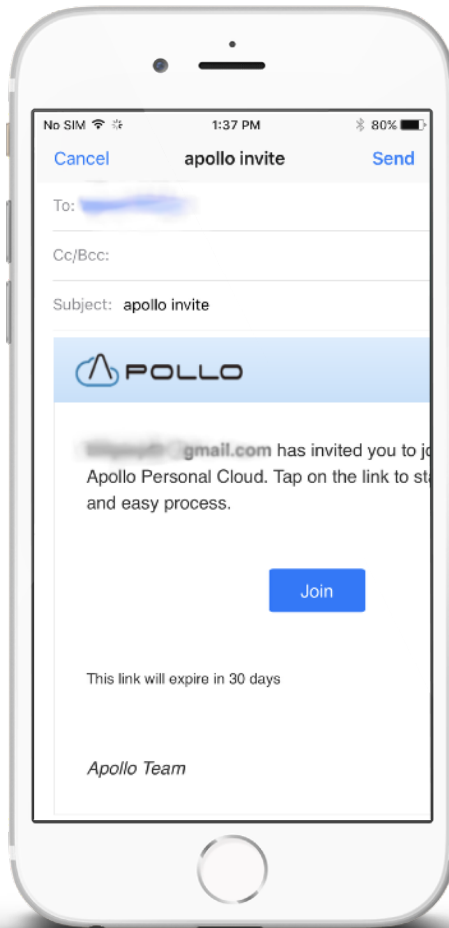
**Choose method to send invitation**



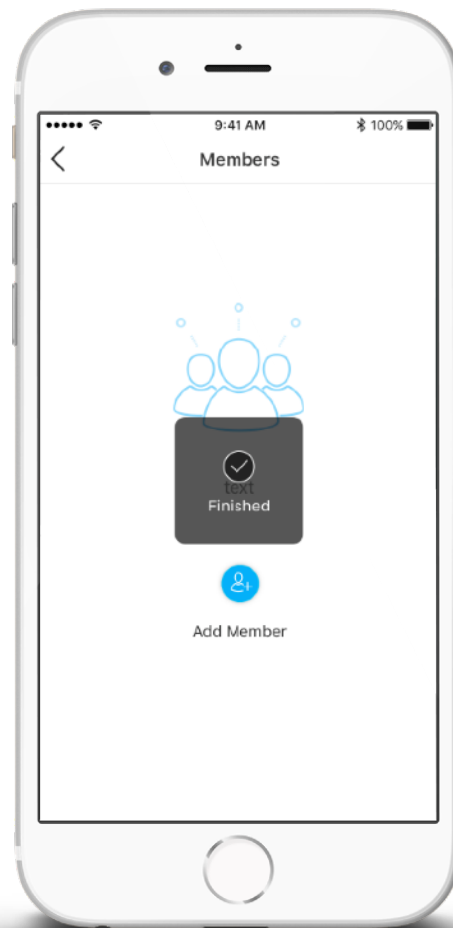
3. Now you are asked to send an invitation to the new member. The link is copied to the clipboard and you can choose how to share it.

4. Send the invitation. You can use the prepared message containing the link, or type your own message and paste the link into it. Then send it. A new menu appears indicating that the procedure is completed.

**Automatically generated invitation message**



**Invitation has been sent**



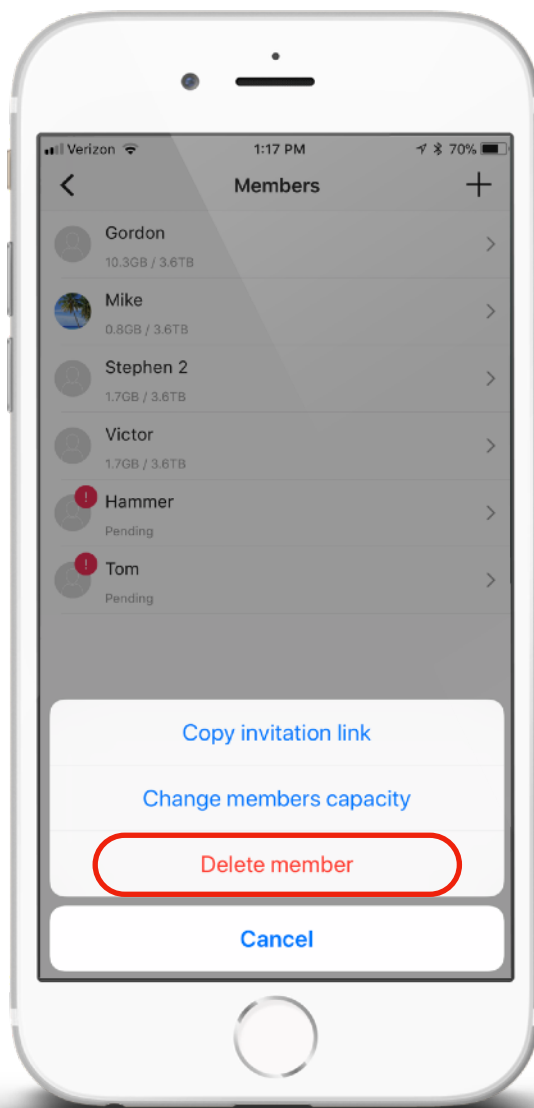
5. Upon receiving the invitation, the new member can activate the link in the message, this will bring up a web referral menu where the recipient can choose to go to the App Store or Google play to get the Apollo Cloud App. If the App is already installed, then activating the link launches the App. The new member then must login and create a password, similar to the Apollo setup procedure for claiming the Apollo. Note that while the member invitation is pending, a notification appears in the Members menu.

## Removing a Member from Apollo Cloud

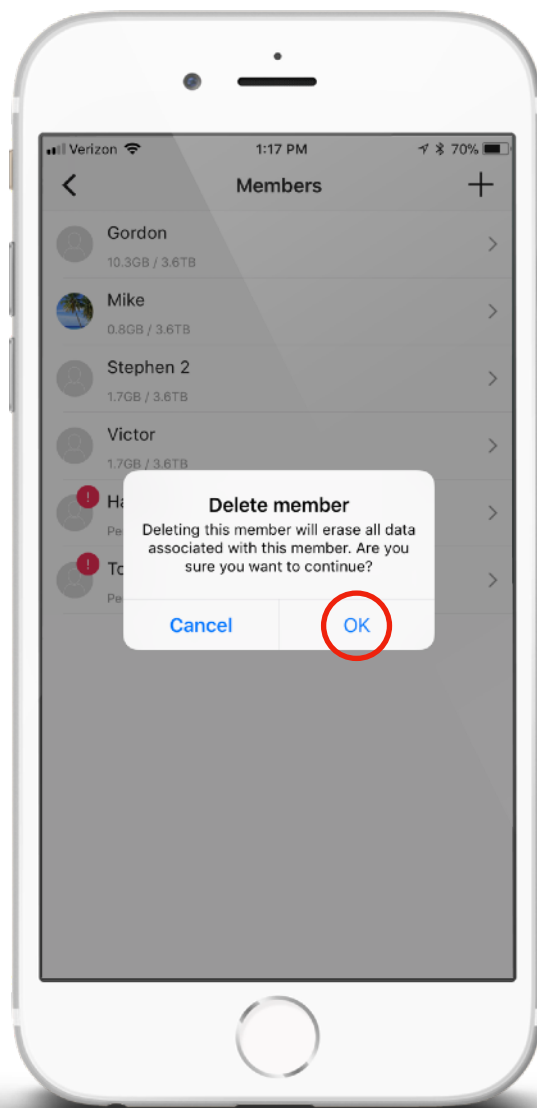
The Apollo owner can delete a member from the Apollo user group. Deleting a member will permanently remove all content stored by that member.

To delete a member from the Apollo user group, go to the Members menu, select the member that you want removed, and choose the Delete option. A dialog pops up asking that you confirm that you want to delete the member. To permanently delete the member content and remove the member from the Apollo, touch Delete.

**Delete Member**



**Confirm you want to remove a member**



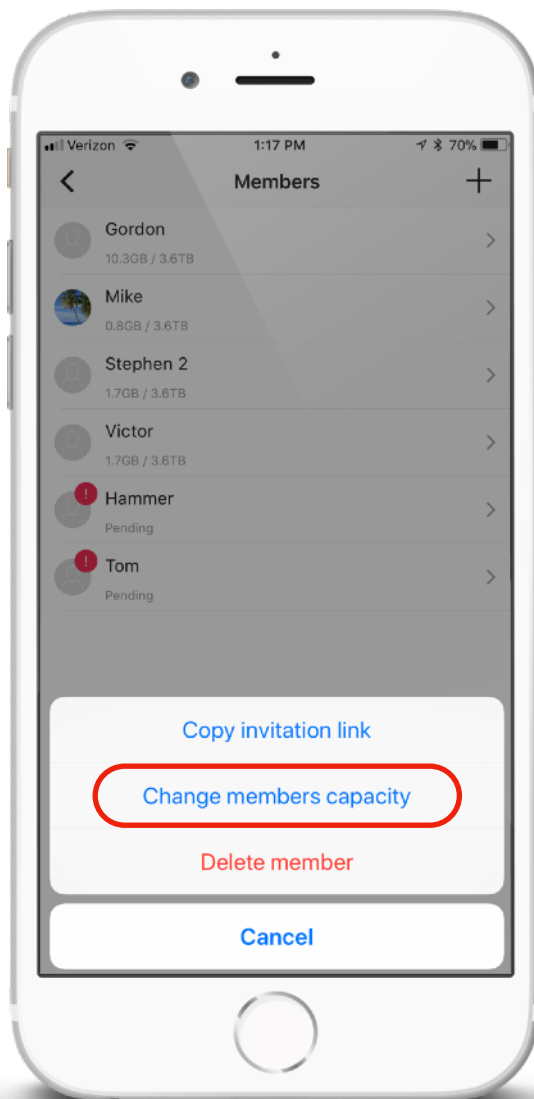


## Setting a Storage Quota for Members

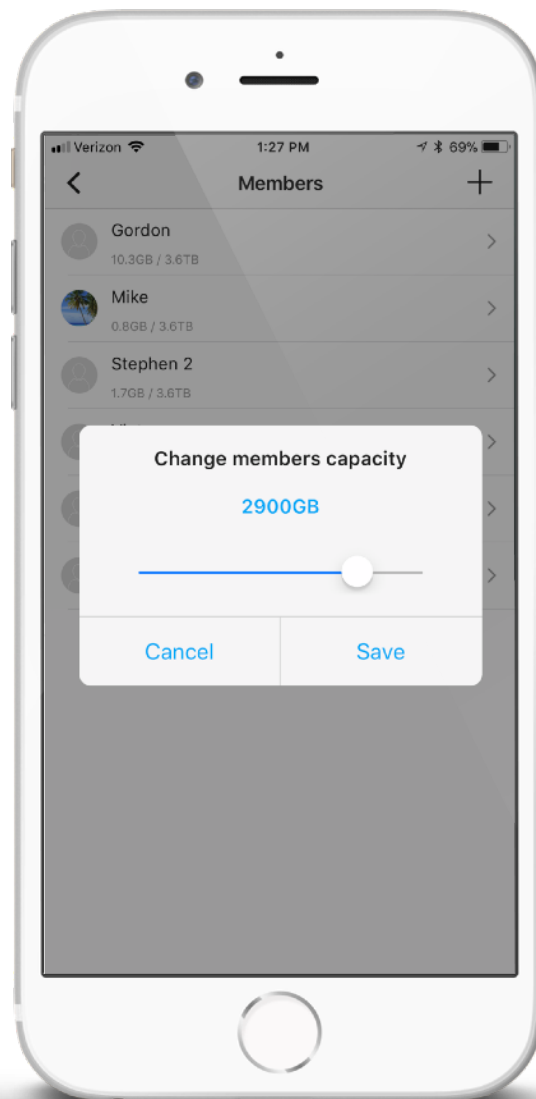
The Apollo owner can manage how much storage capacity Apollo members are allowed to use. By default, no storage capacity quota is set for any member. Storage quotas are set using either the App or Apollo Utility. Quotas go into effect as soon as they are created.

To set a member storage quota with the App, go to the Members list, choose the member you want to adjust and touch Max Capacity to see the quota menu. Choose the quota to set from the list and touch Save. The quota becomes effective immediately. Note that it is not possible to set a quota smaller than what the member has already used.

**Select “Change members capacity”**



**Drag to set maximum storage space allowed**



# Sharing Files

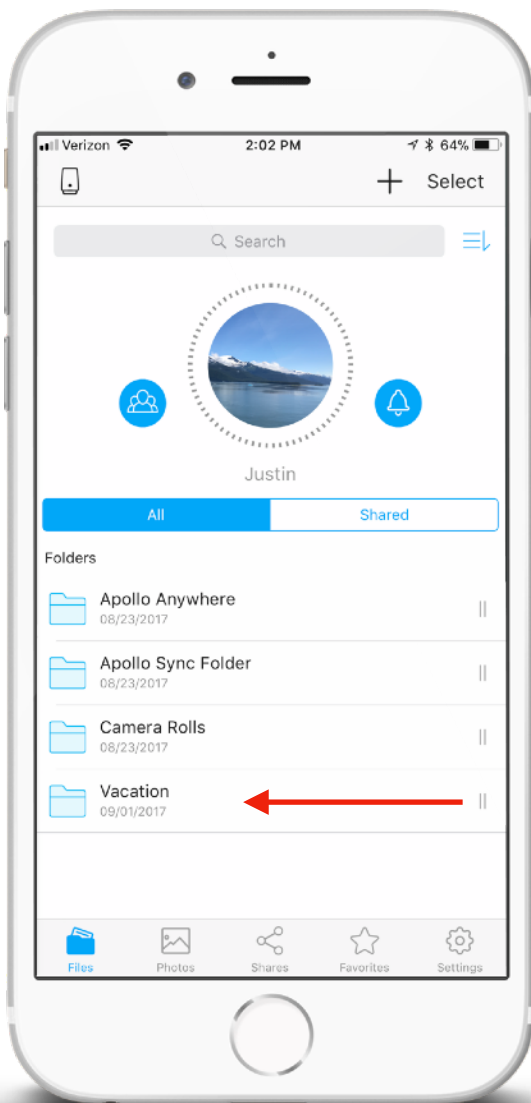
Sharing photos, videos and other files with friends and family is what Apollo Cloud is all about. Apollo member users have complete control over the files in their account. It is up to each user to select the fellow Apollo members that can view videos or pictures that are shared. Users also have the option to share their own user content with the public.

## Sharing Folders with Members

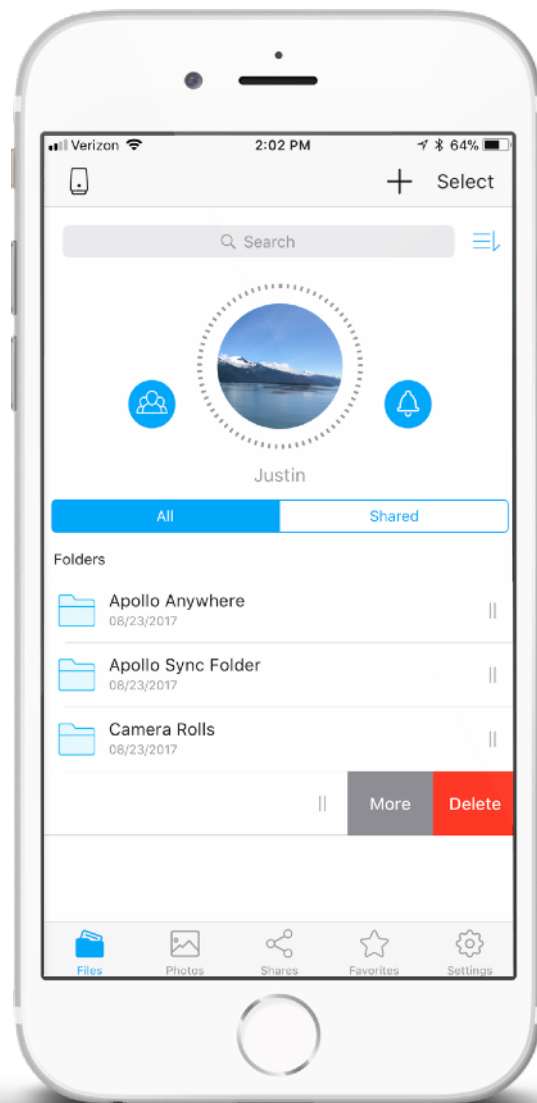
Follow these steps:

1. Go to the File menu, find the folder to share. Slide the tab left to reveal the More and Delete options.

**Go to the File menu, choose folder to share**

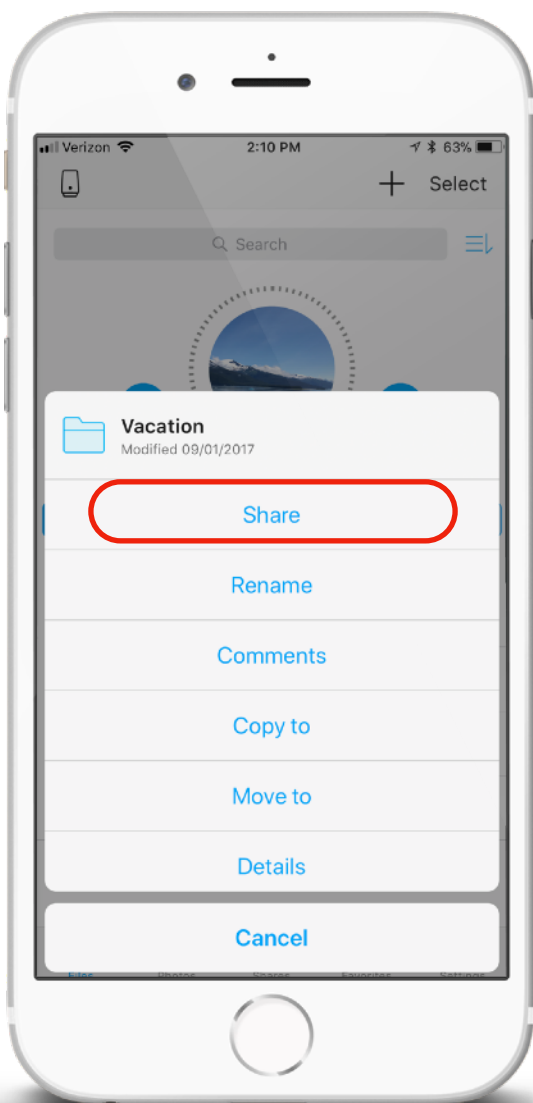


**Slide tab left, choose "More" option**

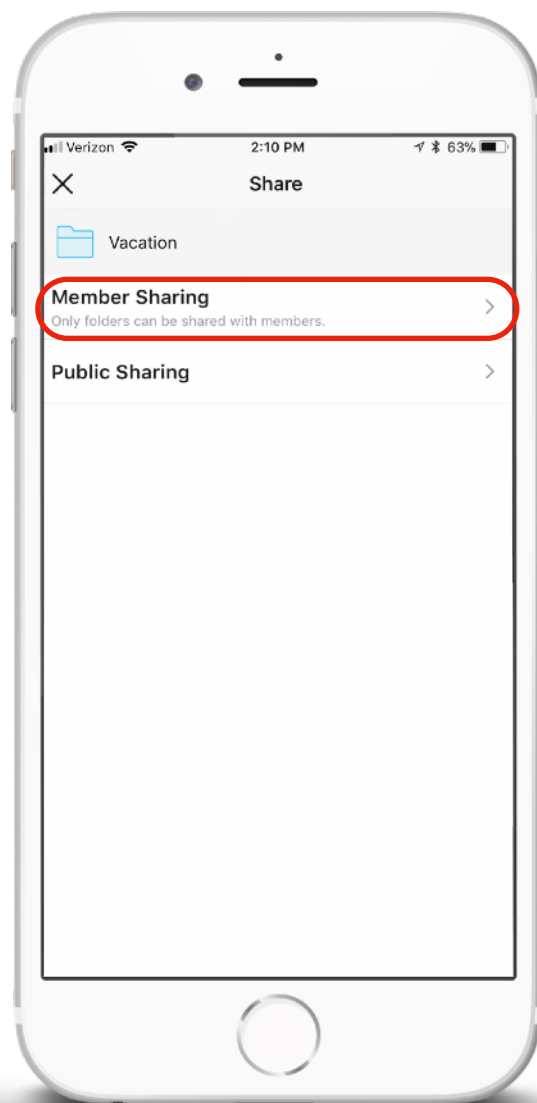


2. Select the More option.
3. Select the Share option. A new menu appears.
4. Select Member Sharing. A list of members appears.

### Choose Share

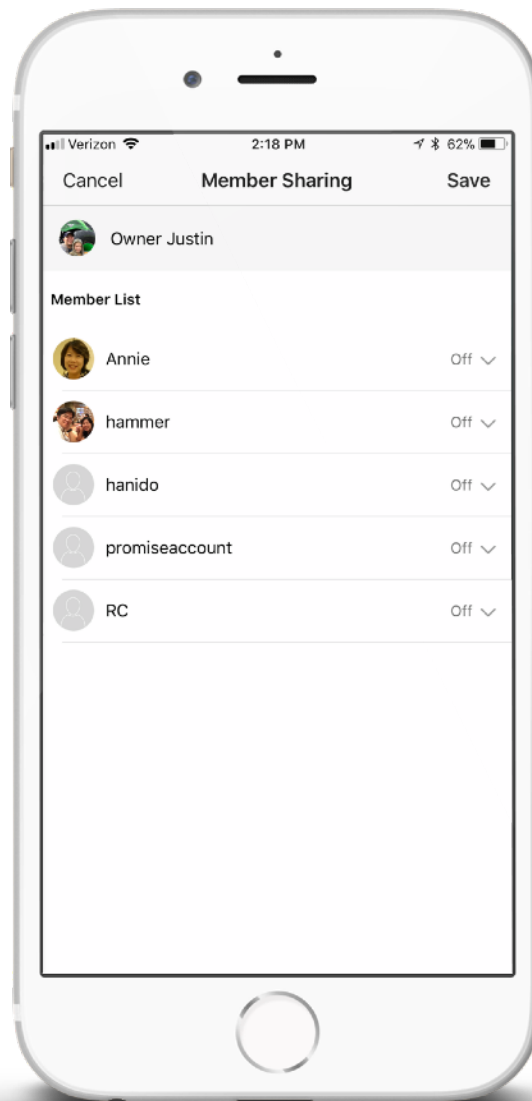


### Choose Member Sharing



5. You can now customize how to share content in the folder. You can turn sharing On or Off, and allow Read & Write or Read Only privilege.

**Choose members and type of sharing  
for folder**



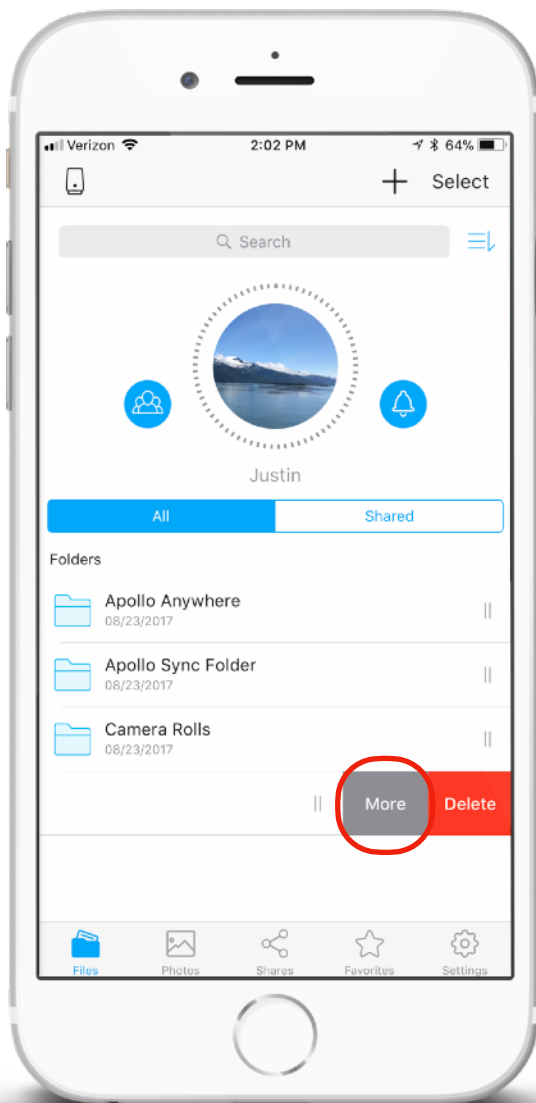
## Sharing Public Folders

A public link can be used to share content in a shared folder. The files can be viewed or downloaded. The public link is copied to your clipboard for pasting into a social media site or email. You can also choose an App for sharing the link.

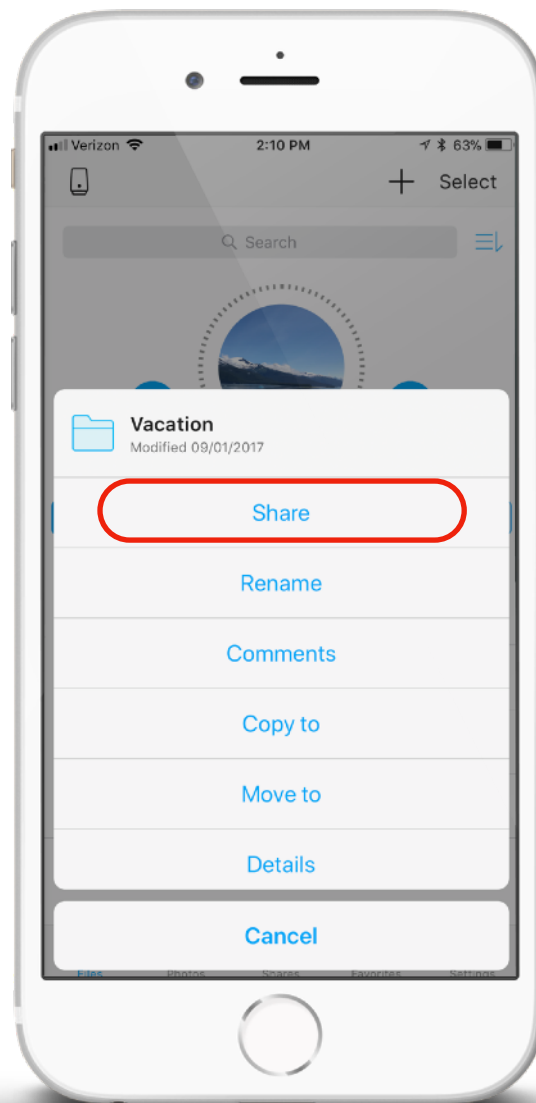
To create a public share:

1. Go to the File menu, find the folder to share. Slide the tab left to reveal the More and Delete options.
2. Select the More option.
3. Select the Share option. A new menu appears.

**Go to the File menu, choose folder to share and Share option**

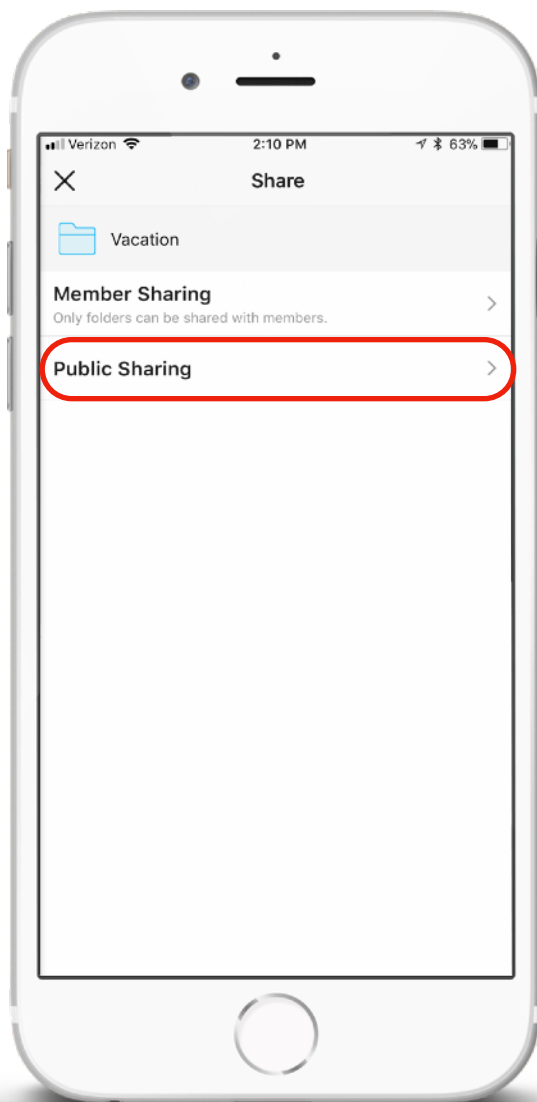


**Choose Public Sharing**

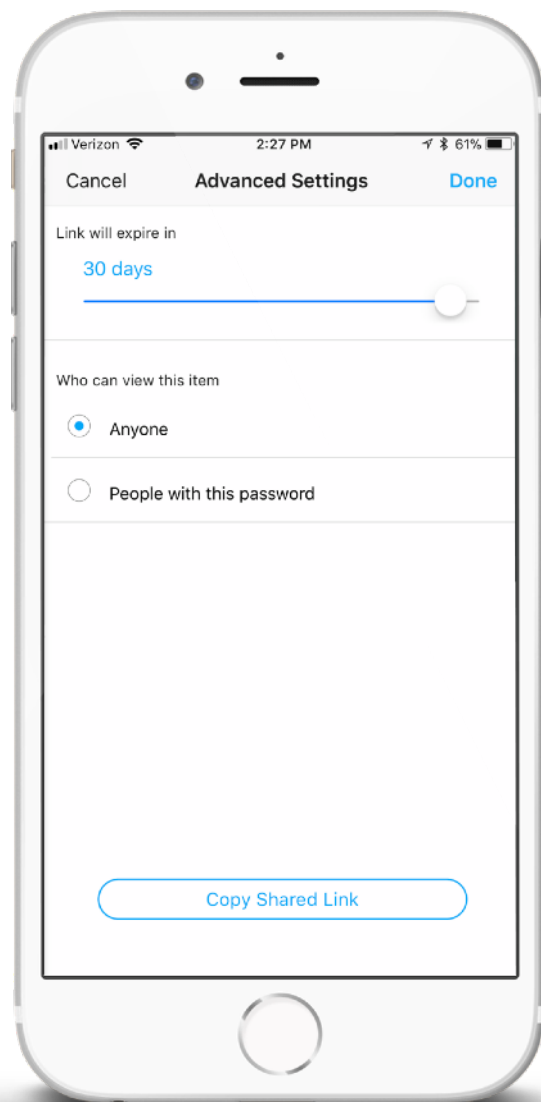


4. Select Public Sharing. A new menu appears.
5. You can choose to share with Anyone, None, or People with this password (type password in space provided). You can also customize how long the link to the shared content remains valid using the slider bar (up to 30 days).
6. Select the Copy Shared Link button and choose which App you prefer in the new menu, paste the link and send it.

**Choose Public Sharing**



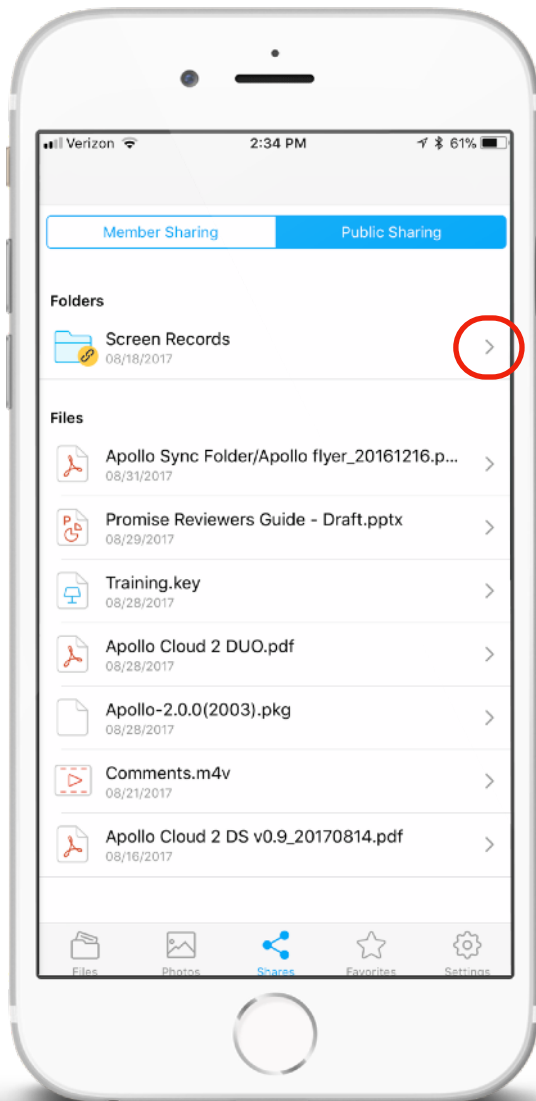
**Choose public sharing settings**



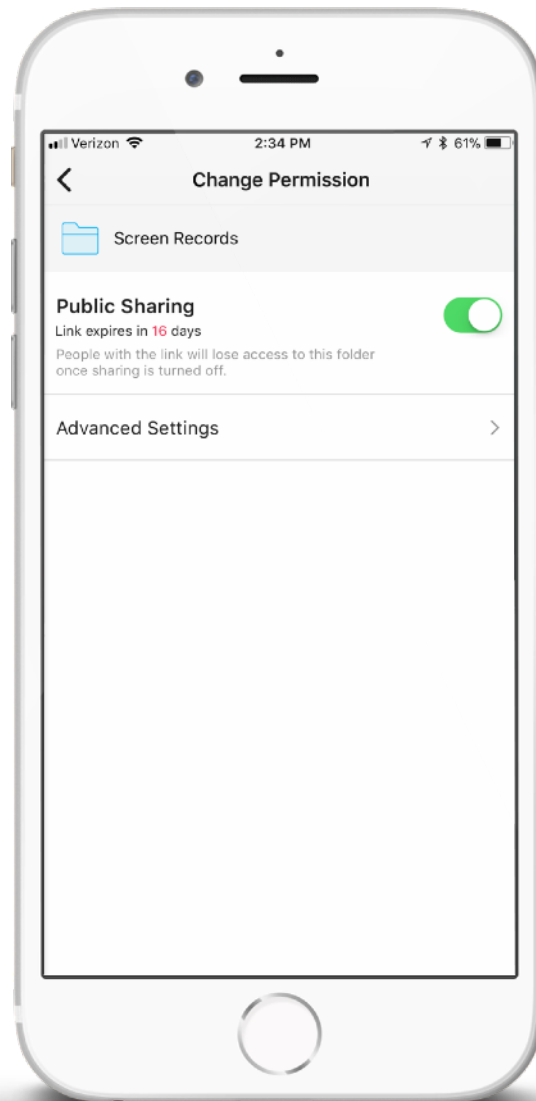
## How to View Shared Files

To see what you are currently sharing, with members and publicly shared content links, go to the Shares menu, and choose Member or Public Sharing to see what you are currently sharing. To disable sharing, choose the file to see details, and slide the Sharing switch left to turn off.

**Display current shared Public files**



**Change sharing options**

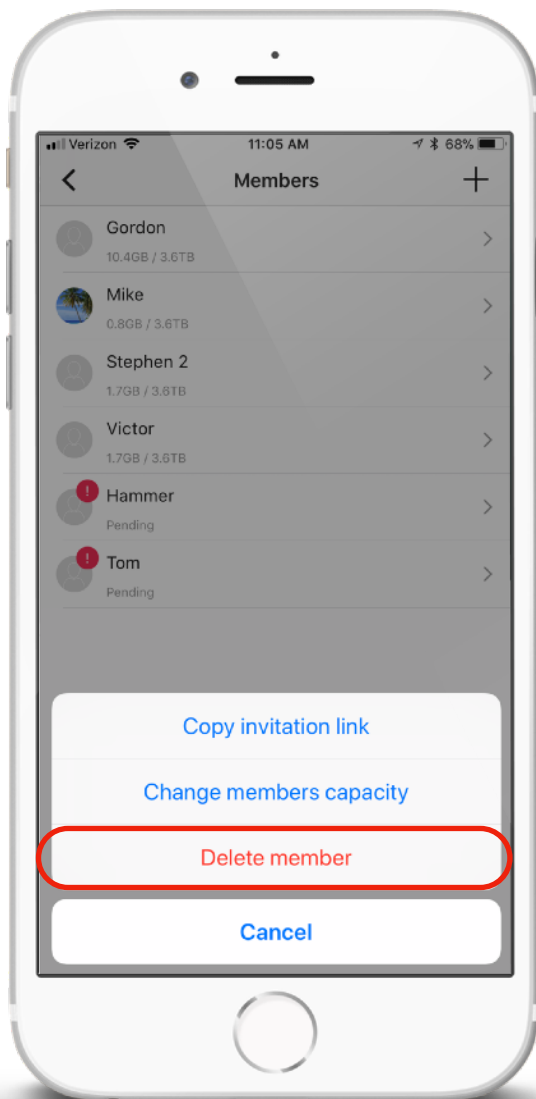


## Delete a Member from Apollo Cloud

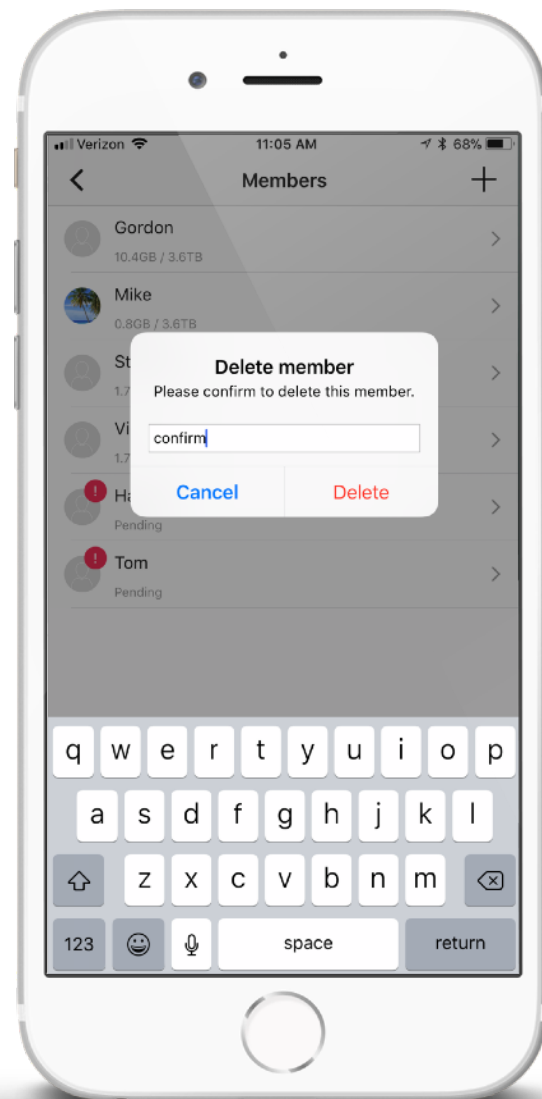
The Apollo owner can delete a member from the Apollo user group. Deleting a member will permanently remove all content stored by that member.

To delete a member from the Apollo user group, go to the Members menu, select the member that you want removed, and choose the Delete member option. A dialog pops up asking that you confirm that you want to delete the member. To permanently delete the member content and remove the member from the Apollo user group, type “confirm” and touch OK.

**Choose Delete this member**



**Confirm you want to remove a member**





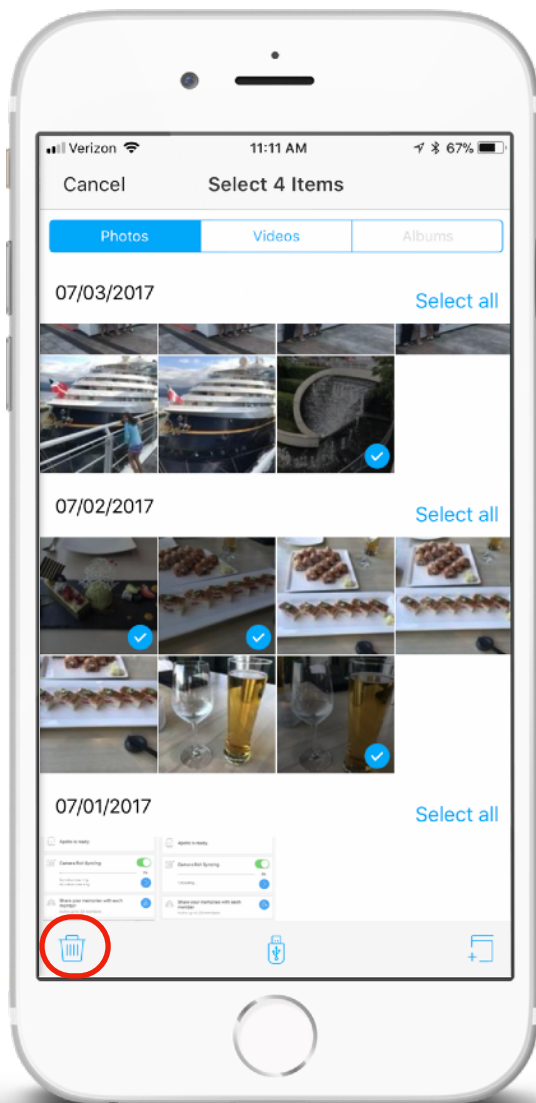
# Using the Trash Can

The Trash folder is used to store files that you want to delete from view in any of your folders. Users can delete their own files in folders that are not shared with other users. The deleted files are sent to the Trash folder. Files in the trash can be restored from the Trash to the original location, or they can be permanently removed, by the user.

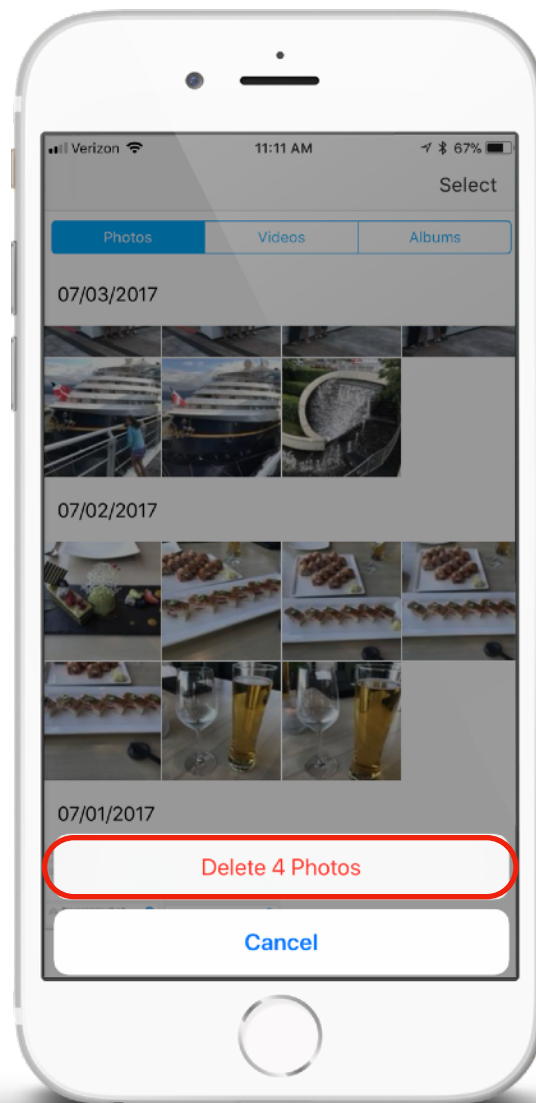
## Delete Files

To remove files from any folder you control, simply select the files by touching Select or Select All, then touch the Trash icon at the bottom of the menu. A menu pops up asking if you really want to delete the files? Touch Delete to delete (send to Trash folder) or Cancel to cancel.

Select files



Send files to Trash

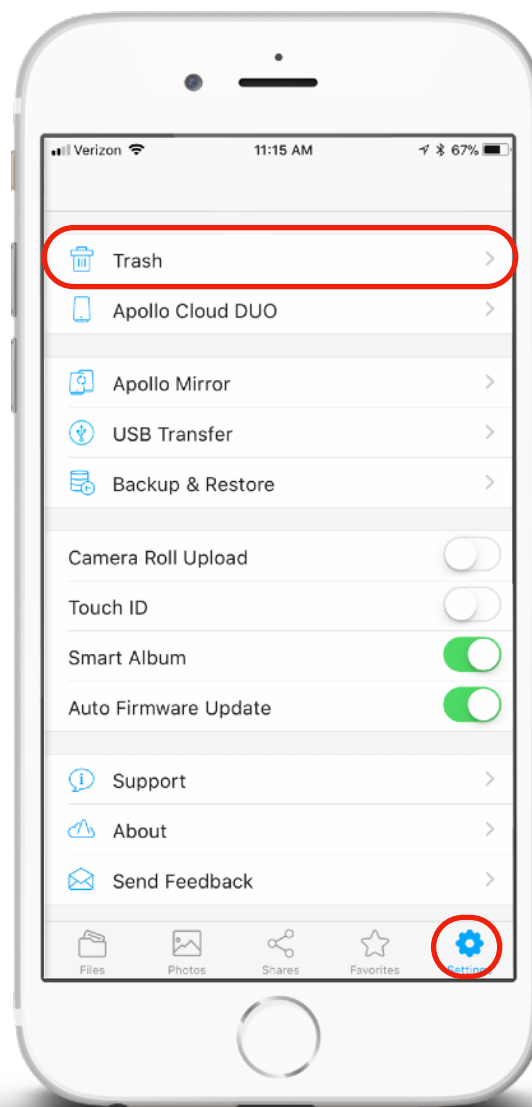


## How to Open the Trash Folder

If you sent files to the Trash folder you wish to restore to the original folder, or if you just want to see what is in the Trash folder, you can go to the Apollo device menu.

To see what is in the Trash, got to the Settings menu, touch the Trash icon to open the Trash contents folder.

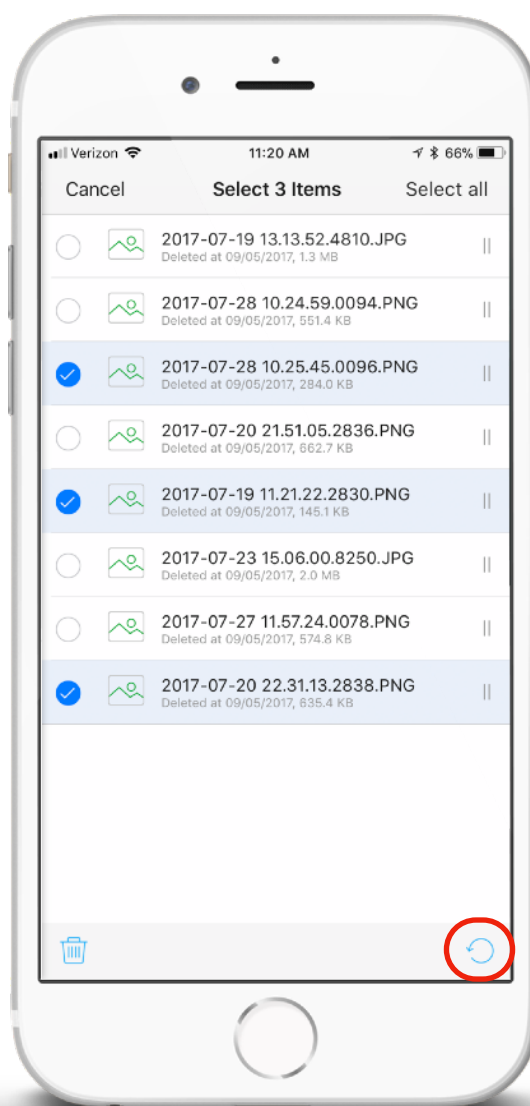
### Go to Trash contents



## How to Restore Files from the Trash Folder

To restore files to the location they were placed previously, select the files from the content listed in Trash, and touch the Restore icon. You need to confirm that you want the files restored in a pop-up menu. Touch OK to restore the files, or Cancel to leave them in the Trash.

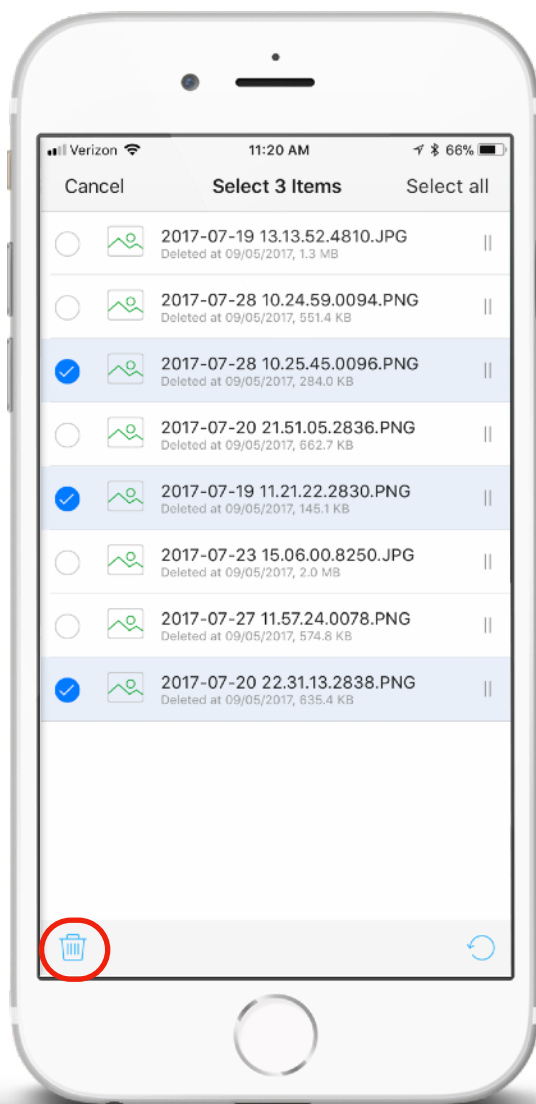
### View Trash contents



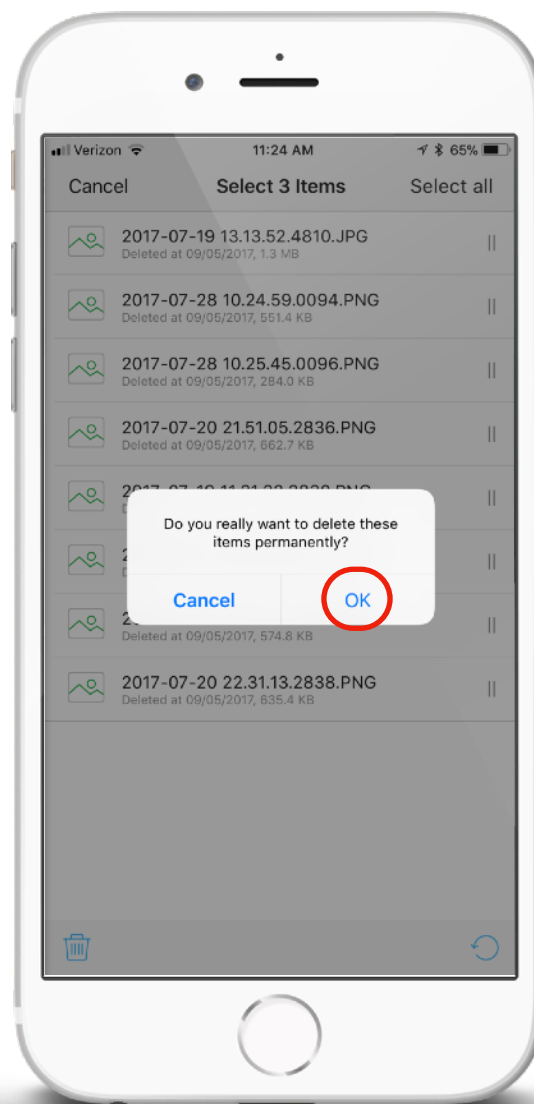
## How to Permanently Delete Files

To permanently remove files in the Trash, go to the Trash contents, choose the files to remove permanently, and click the Trash icon at the bottom of the menu. If you remove these files at this point, they cannot be recovered, they are gone from Apollo. Make sure this is content you do not want stored on Apollo. If you want to permanently delete the files, touch OK to delete the files, or Cancel to leave them in the Trash.

**View Trash contents**



**View Trash contents**



# USB Operations with Apollo

Apollo features a USB 3.0 port that can be used for various functions using a USB storage drive. You can use a USB storage drive to Backup or Restore data from the Apollo (see requirements for USB storage drive below). You can also transfer data from a USB drive to the Apollo. Backup and Restore using a USB storage drive are available using the App or the Apollo Utility. For the USB Transfer function (upload from USB drive to Apollo), use the Apollo Utility. The Backup and Restore procedure is the same for the App or the Utility.

*Note that USB storage drive operations are available only to the Apollo owner.*

## USB Drive Requirements for Apollo Backup/Restore

For Apollo Backup and Restore on USB storage functions, the USB storage device must fit the following requirements:

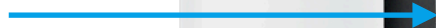
- File system: exFAT, NTFS, HFS, EXT3 or EXT4
- 4 TB or greater capacity
- USB 3.0 port (recommended) or USB 2.0 port



### **Important**

Only the Apollo owner can use USB Backup, Restore and Transfer functions.

**USB 3.0 Port**  
Connect to USB storage

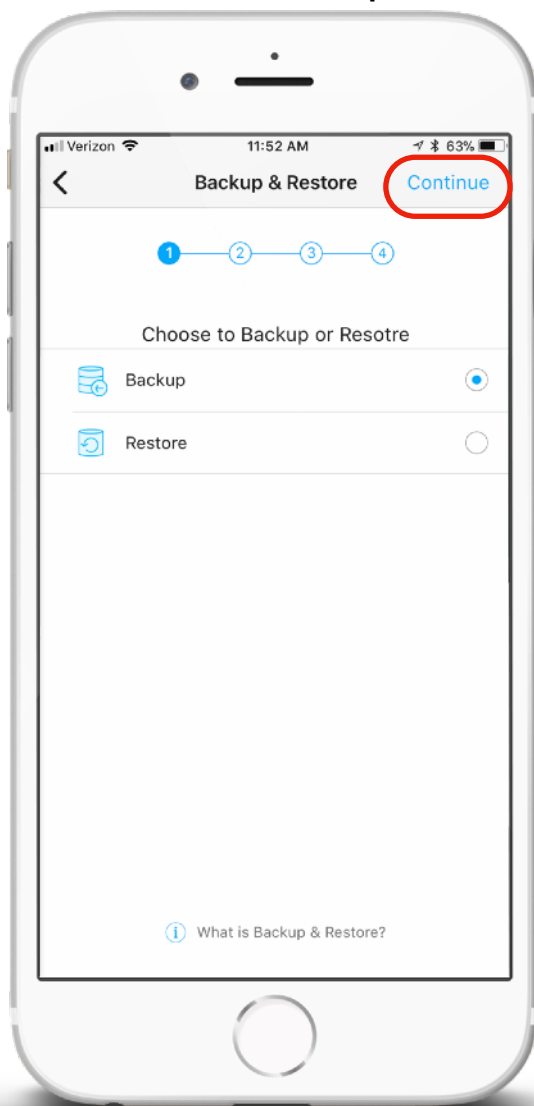


## Backing up Apollo Content to USB Storage

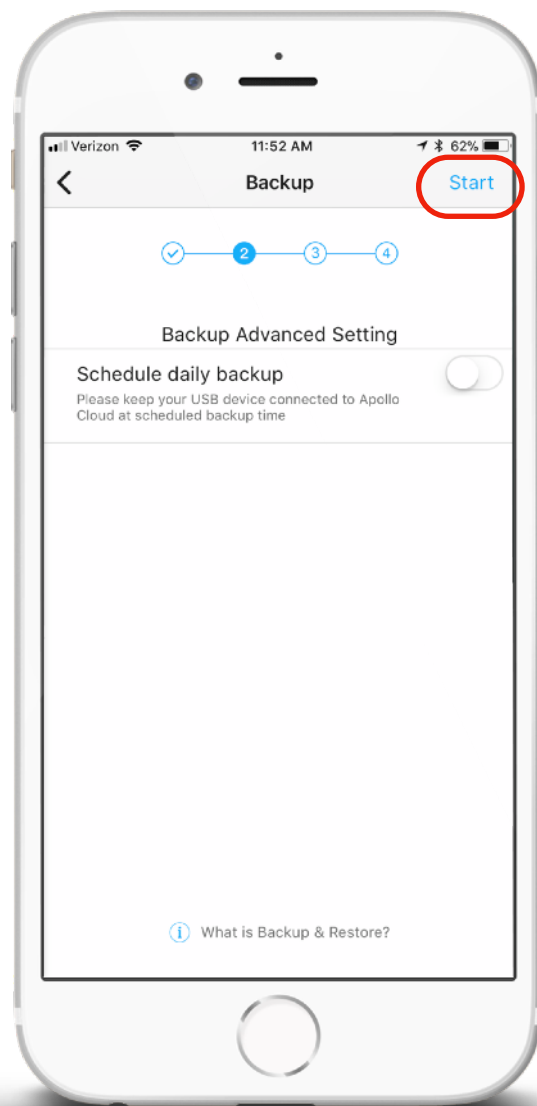
Connect a USB storage device to the Apollo, then follow these steps:

1. Go to Device menu, select the Settings menu, then select the Backup & Restore option.

**Device > Settings > Backup & Restore,  
choose Backup**

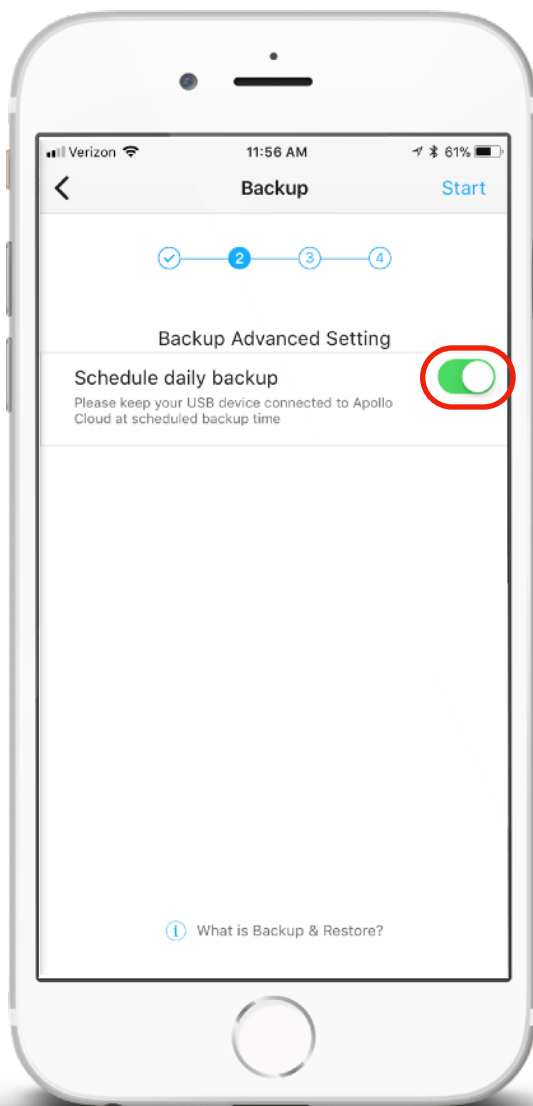


**Backup**

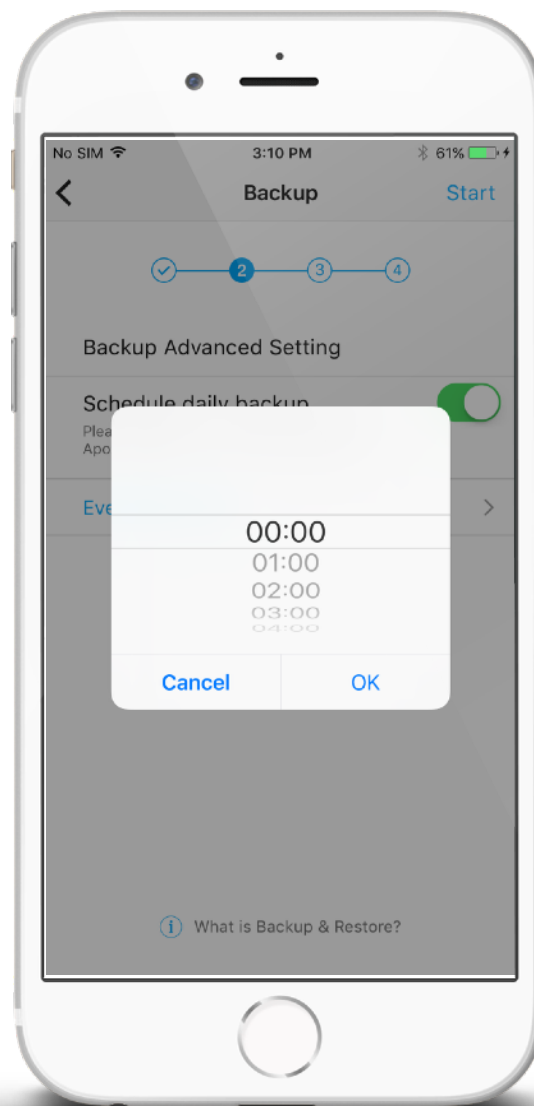


2. In the Backup menu you have the option to setup scheduled backups, or start a one time backup immediately. If you would like to configure daily backups, move the Schedule daily backup slider to the right, then choose a time for the daily backup. This will perform a backup everyday at the chosen time. Again, scheduled backups are optional. If you want to begin backing up immediately just one time, touch Start and the backup will begin.

#### Enable scheduled backup (optional)

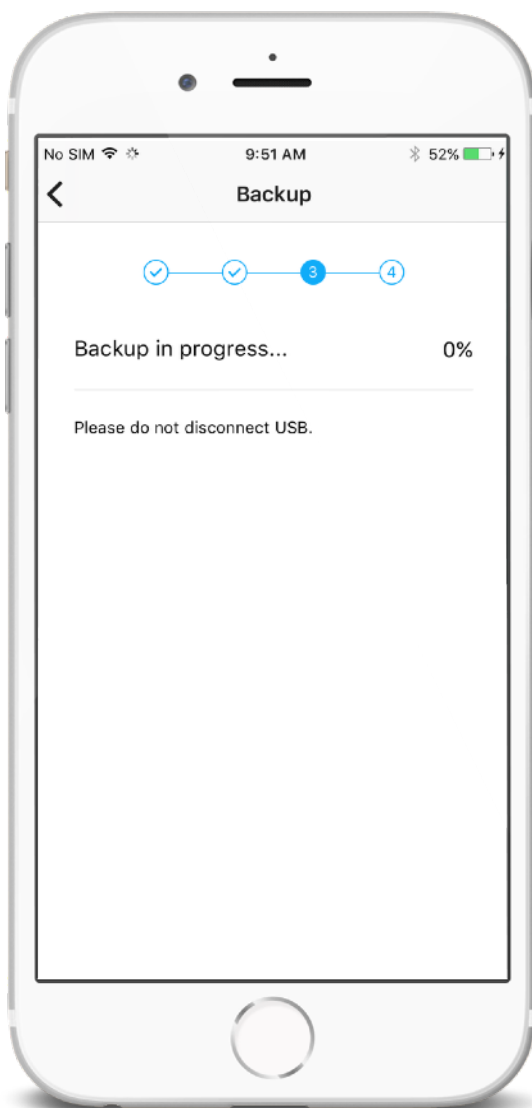


#### Choose backup schedule (optional)

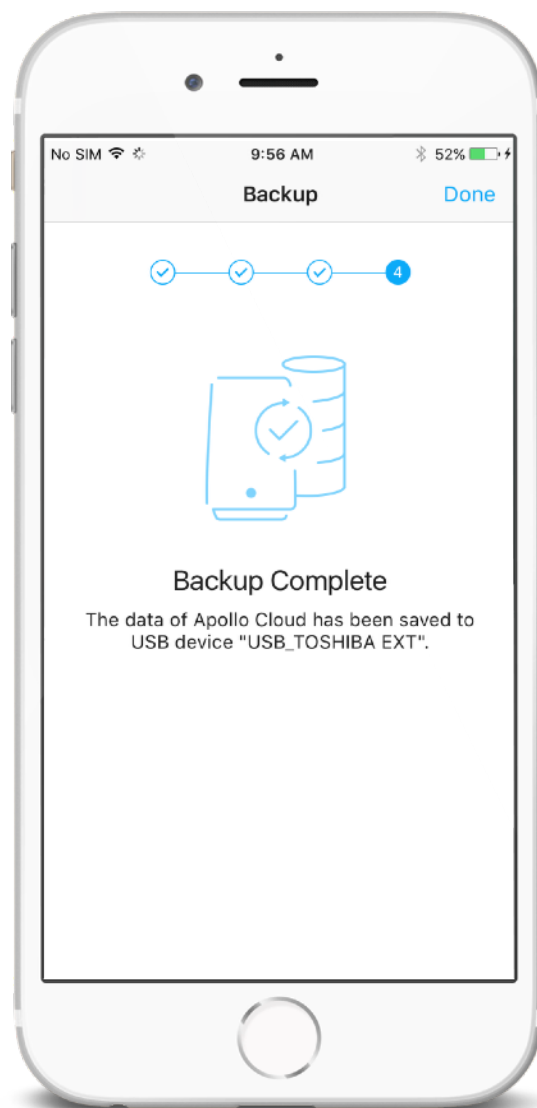


3. The percentage of data transferred displays in real time. The more data there is to back up, the longer it will take to complete the transfer. For this reason, it is recommended to use a USB 3.0 device since the transfer speed is much faster than legacy USB storage devices. When the backup is completed, 100% displays under the progress bar. Touch the OK button to go back to the Settings menu.

**Backup in progress**



**Backup finished**





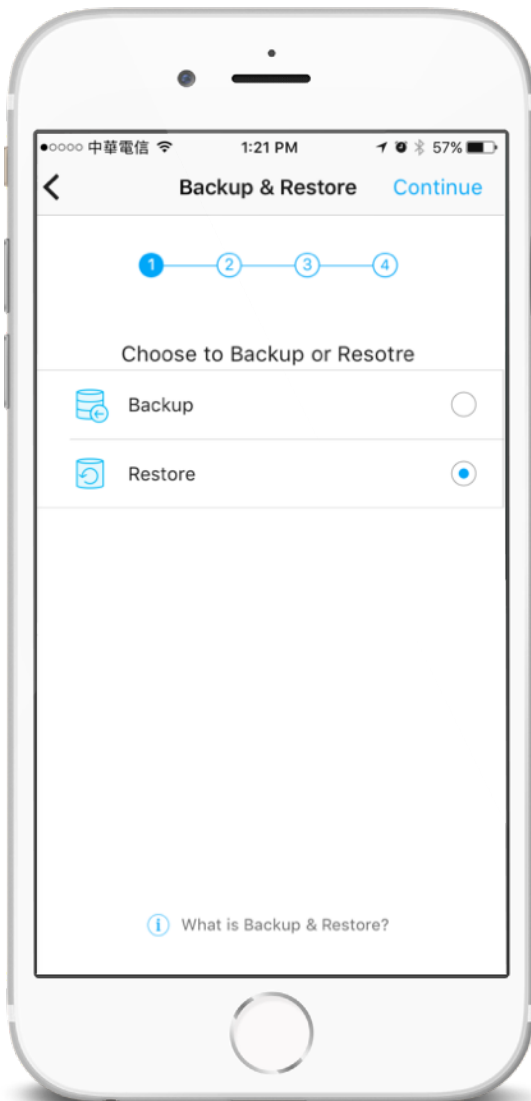
## Restoring Content from a USB Storage Device

To restore previously saved content from a USB storage device, attach the USB storage device that holds your backups to the Apollo, and follow the instructions below.

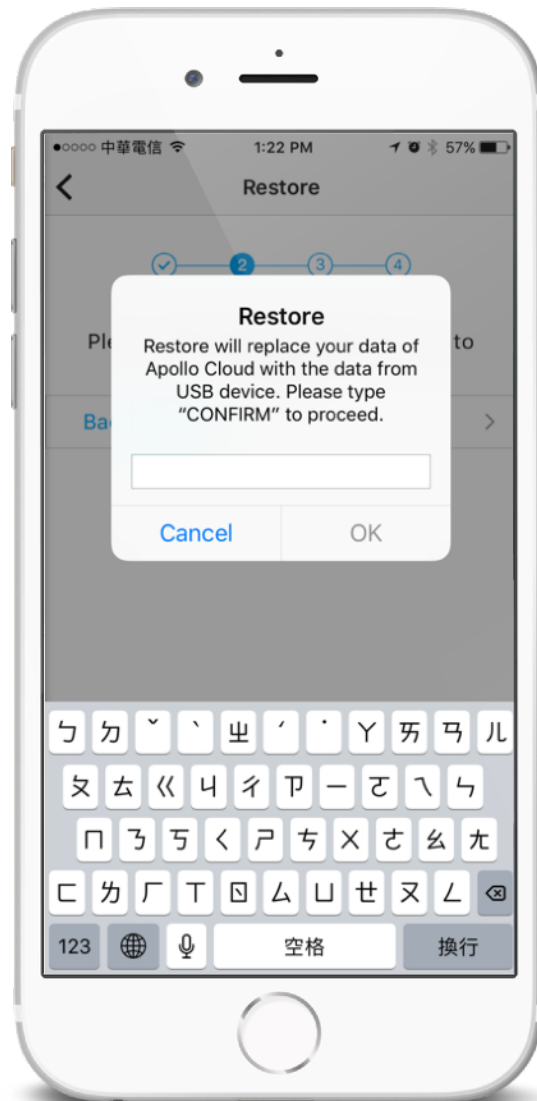
Connect the USB storage device with your previously saved backups to the Apollo, then follow these steps:

1. Go to the Settings menu, select Backup/Restore.
2. Select Restore.
3. You must confirm that you want to begin the restore process. Type Confirm in the new menu and select OK.

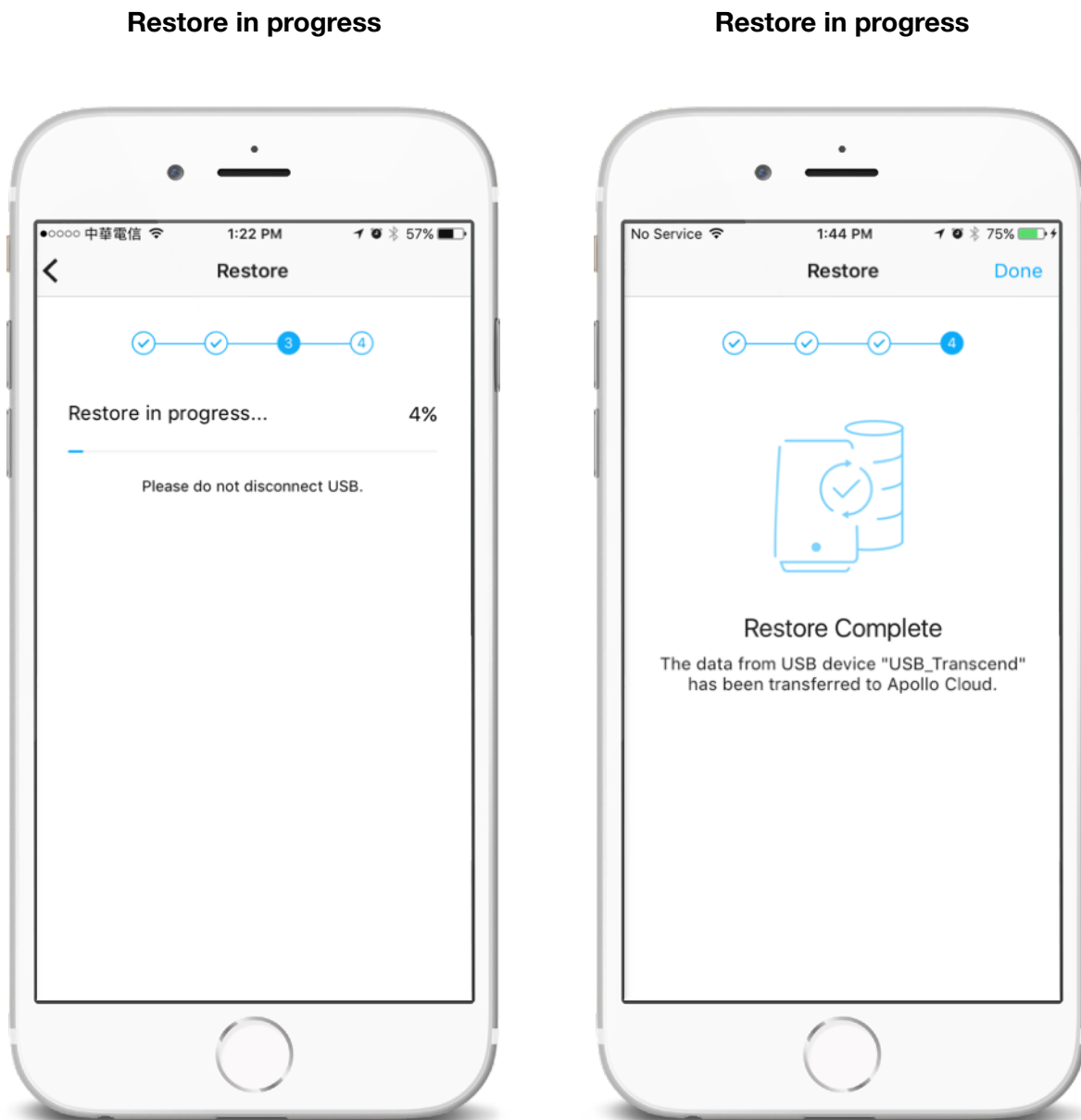
**Select Restore**



**Confirm that you want to proceed with Restore**



4. During the restore process, progress is displayed. Do not unplug the USB device.



5. When the restore is completed, touch the Done to go back to the Settings menu.

## Transferring Content from a USB Storage Device

To save data on a USB storage drive to the Apollo, you can use the Apollo Utility or the Apollo App. The USB Transfer procedure is described in this section, first using the Apollo Utility, followed by instructions for the Apollo App. USB Transfer is a simple operation, just connect a USB device, and instruct Apollo to proceed. However, you need to make sure there is enough available storage capacity on Apollo to accommodate the transfer. Also, note that if you are a large quantity of data, the transfer time will increase proportional to the amount of data being transferred.

### USB Transfer with Apollo App

To begin a USB Transfer to Apollo, attach a USB storage device to the USB port on Apollo, and use the Apollo App to perform the steps below.

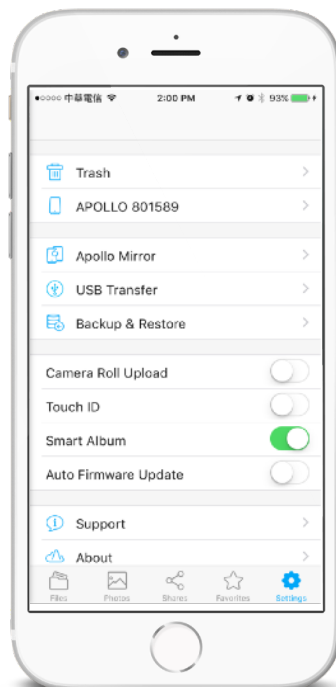
1. Click the Settings icon and select the USB Transfer option.
2. If the USB device is connected and ready for use, you will see the Start in blue text. If you see a message telling you to a USB device is not connected, check the USB connection. It might take a few minutes to recognize the device. If it is connected, the device might not be suitable for with Apollo.



#### Note

Apollo requires the USB drive to use one of the following file systems: exFAT, NTFS, HFS, EXT3 or EXT4.

**Select USB Transfer in Settings menu**



**Touch Start to proceed**



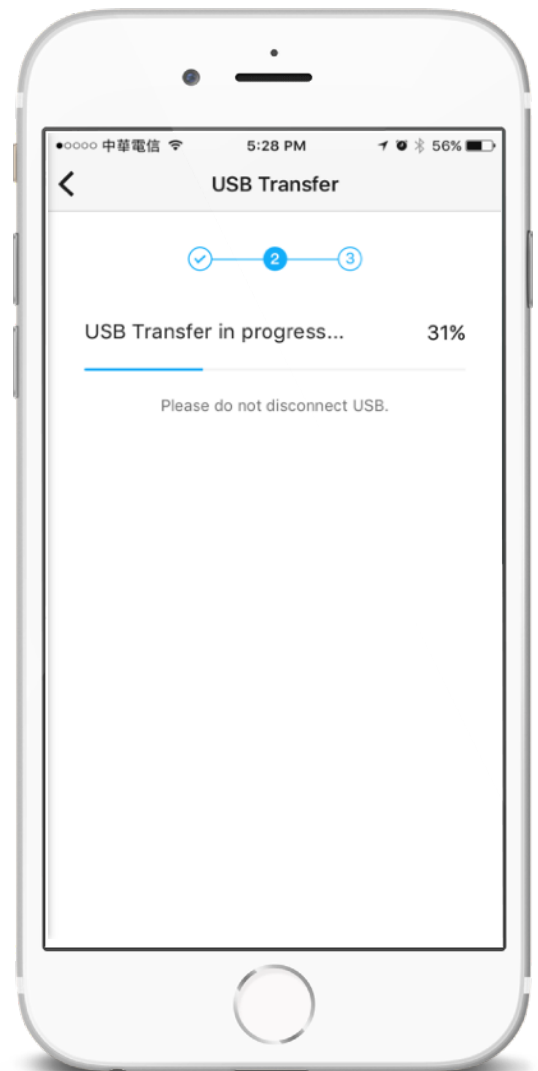
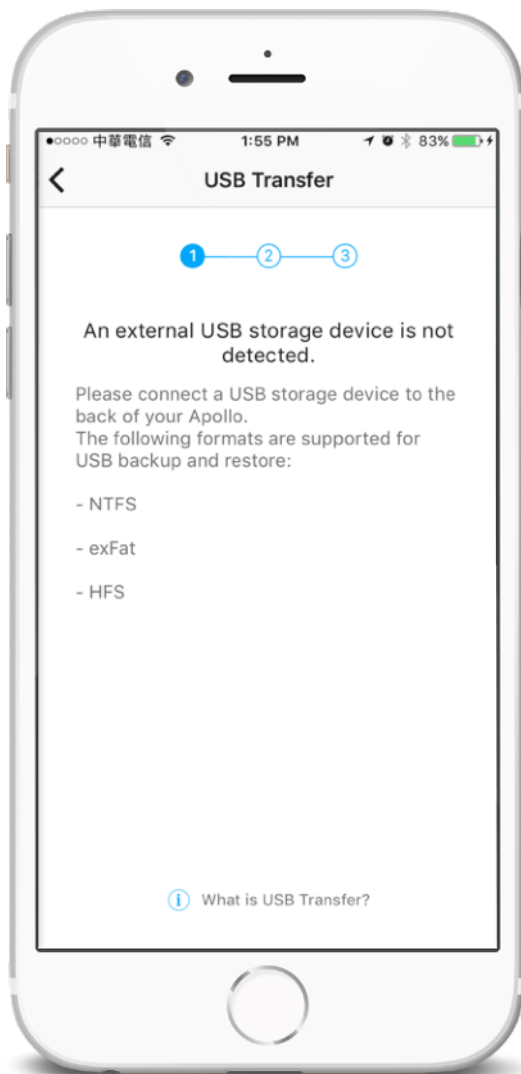
## USB Transfer in progress

3. After a few seconds, a progress bar appears, this represents how much of the transfer has been completed.

DO NOT DISCONNECT the USB storage device while the transfer is in progress.

4. When the USB transfer is completed, a message appears informing you that it is done. It is now safe to disconnect the USB storage device.

**Please connect a USB storage device!**



### Note

If a USB drive is not detected or not connected, a message appears that instructs you to connect a USB drive.

## USB Transfer with Apollo Utility

To begin a USB Transfer to Apollo, attach a USB storage device to the USB port on Apollo, and use the Apollo Utility to perform the steps below. See also “Using the Apollo Utility” on page 74 for instructions on using the Apollo Utility for various operations.

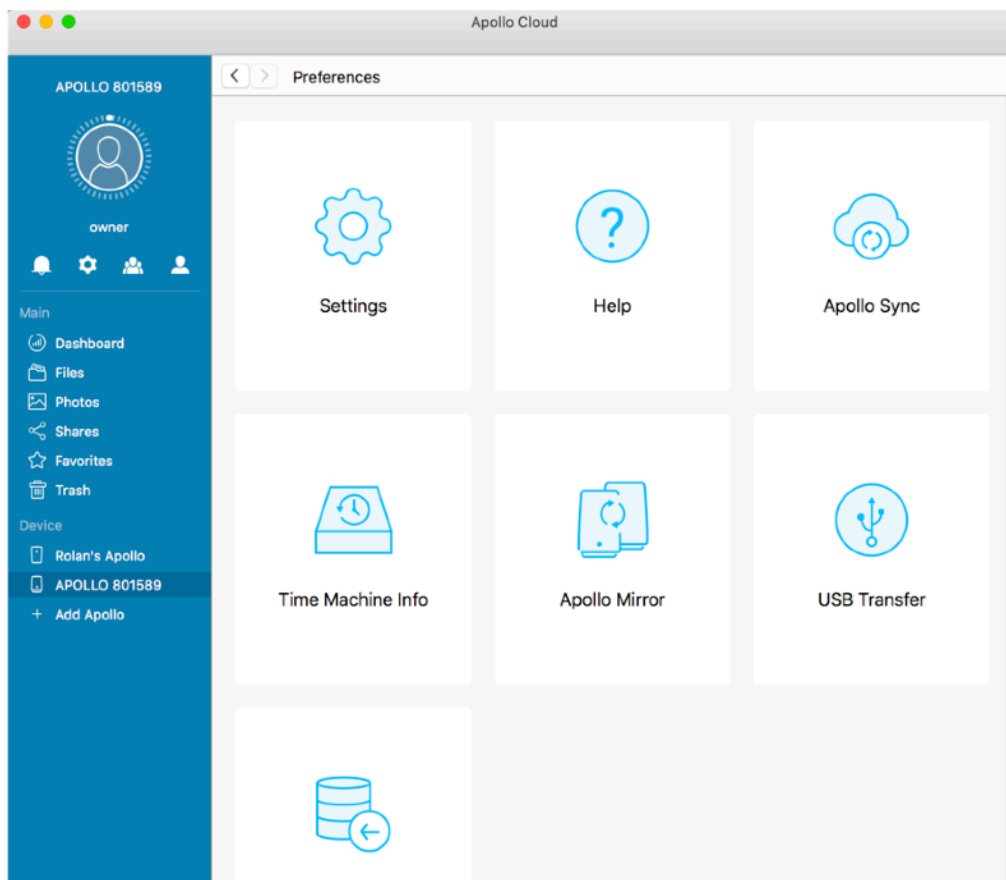
1. Open the Preferences menu and click the USB Transfer icon.
2. If the USB device is connected and ready for use, you will see the External hard drive is ready message. If you do not see



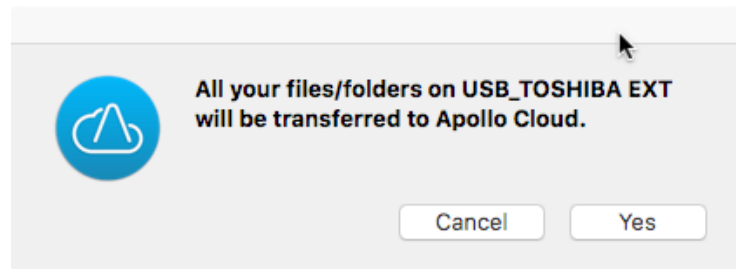
### Note

Apollo requires the USB drive to use one of the following file systems: exFAT, NTFS, HFS, EXT3 or EXT4.

Choose ‘USB transfer’ in Preferences menu

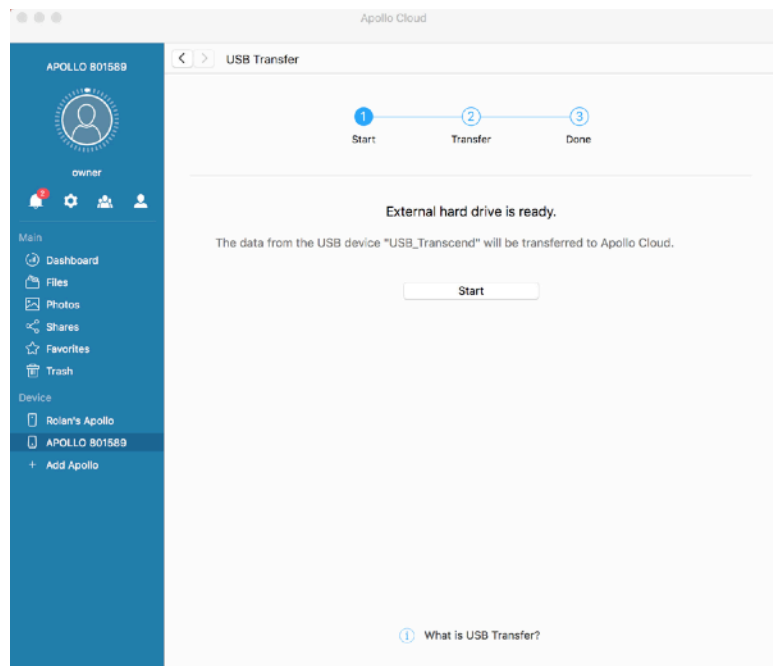


3. A pop-up dialog appears asking for confirmation. If you want to proceed with the transfer, click OK.

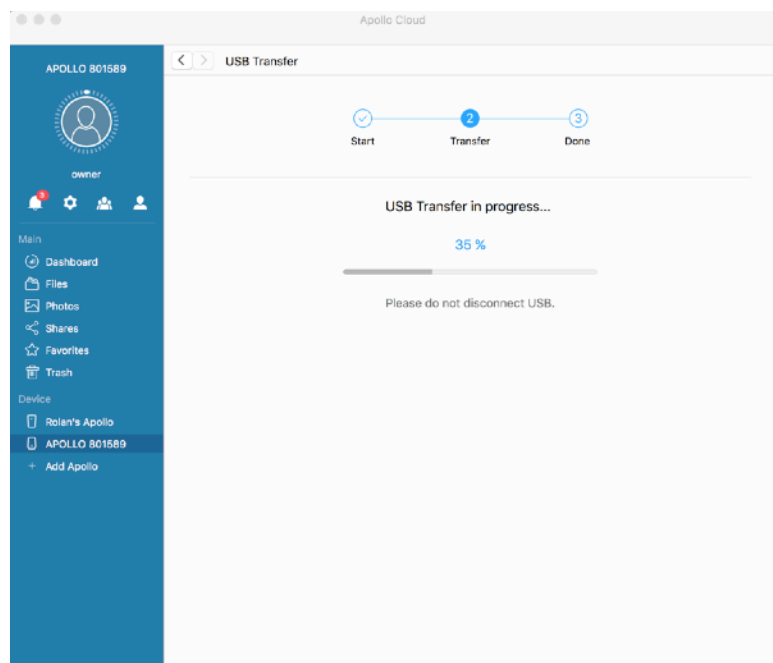


4. In the new USB Transfer menu, click on the Start button to begin. After a few seconds, a progress bar appears, this represents how much of the transfer has been completed.

**DO NOT DISCONNECT** the USB storage device while the transfer is in progress.



5. When the USB transfer is completed, a message appears informing you that it is done. It is now safe to disconnect the USB storage device.



# Using Apollo Mirror

Use Apollo Mirror to mirror the contents of one Apollo to another Apollo for redundancy. Mirroring to another device is a good idea if you choose not to mirror the hard drives in the initial setup. To mirror the Apollo Cloud 2 Duo, use a new Apollo Cloud 2 Duo or use one that has been reset not yet claimed. If you are using a device that was previously claimed, backup all data on the Apollo that will be the mirror, make sure the firmware is up to date, then reset the Apollo so the it is unclaimed.



## Note

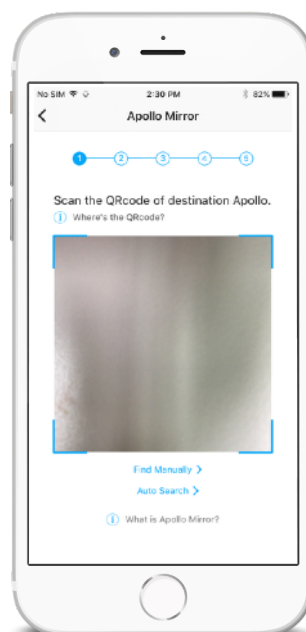
Launching Apollo Mirror will automatically empty the Trash before the mirroring process starts. Make sure you are not deleting something you want to keep before starting.

## Using Apollo Mirror with the App

If you are using a device that was previously claimed, backup all data, make sure the firmware is up to date, then reset the Apollo so the it is unclaimed. Apollo Cloud 2 Duo can only be mirrored to another Apollo Cloud 2 Duo that is not claimed.

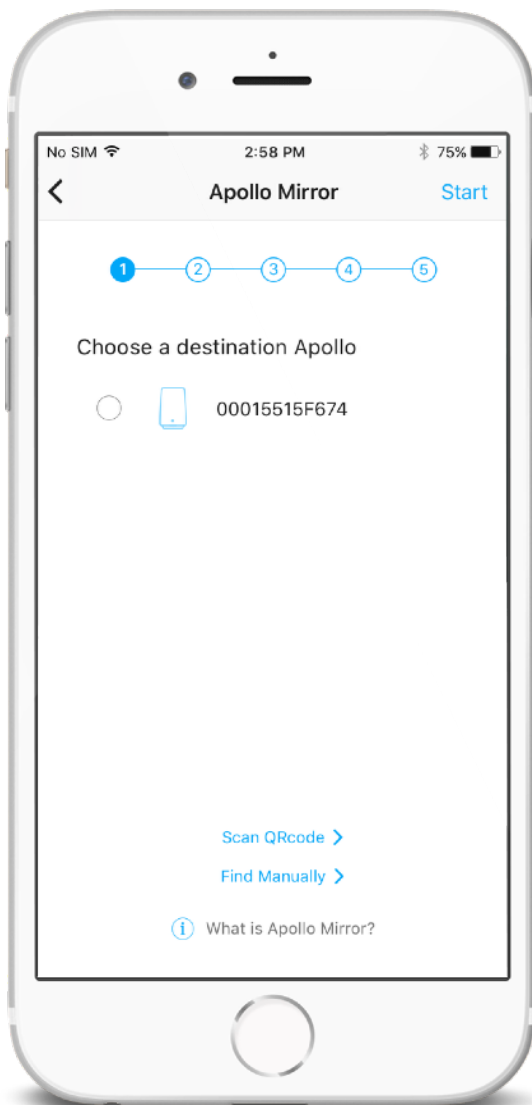
To setup Apollo Mirror with the App:

1. In the Settings menu, select Apollo Mirror. A new menu appears. This is the claim menu you saw when you setup Apollo. You will perform the same procedure to claim another Apollo, except it will be used for mirroring only.



2. In the Search For Apollo menu, select the Auto Search option near the bottom.
3. If there are more than one unclaimed Apollo on your network, you will see a list of Serial Numbers for the unclaimed Apollo devices that have been discovered. If you do not know which one is yours, check the Serial Number on the bottom of the Apollo unit. Touch to select the Apollo you will use for mirroring, and touch Next.
4. A warning appears informing you that anything in the Trash will be permanently deleted. Touch *Next* if you want to proceed.

#### Choose the Apollo used for mirroring



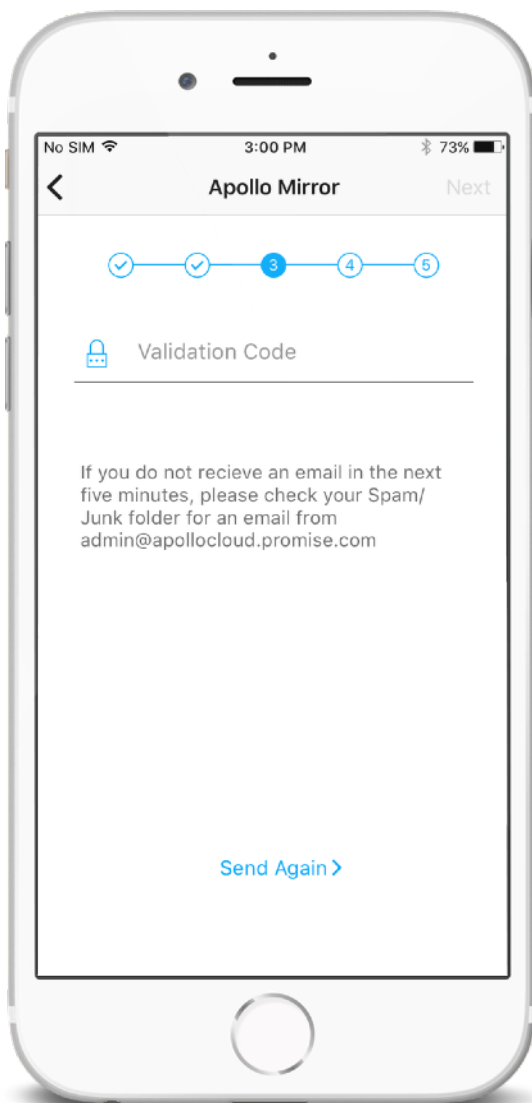
#### Trash on the original Apollo will be permanently deleted



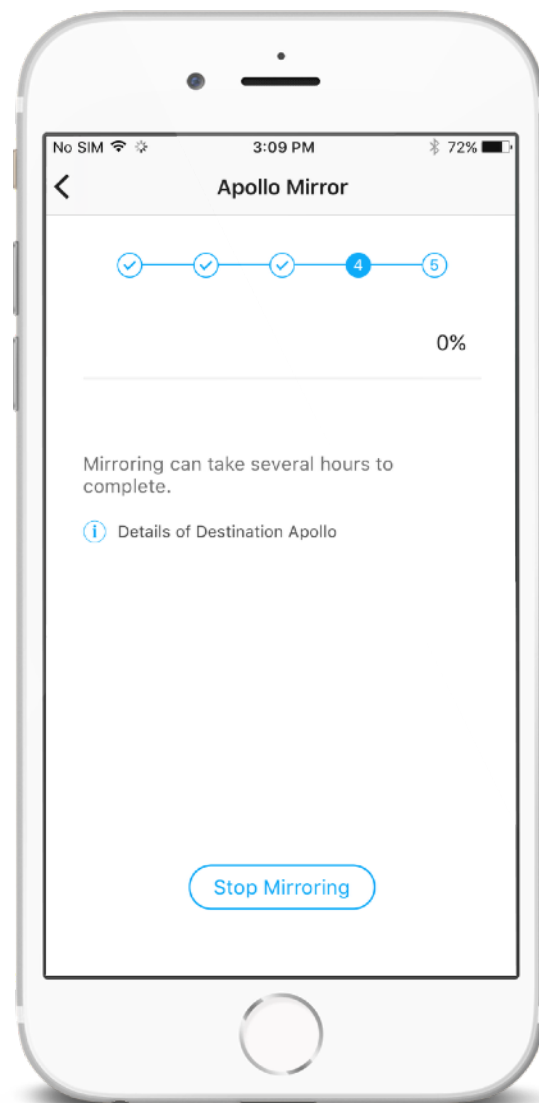


5. Check your Email inbox for the validation code. Use this to verify your account and bind your Email address as the Apollo owner. If you do not see the Email, check your spam folder. It might be mistaken by your Email service to be an advertisement.
6. Type the validation code in the space provided, and touch Next. A new menu appears.

**Type validation code you received via email**

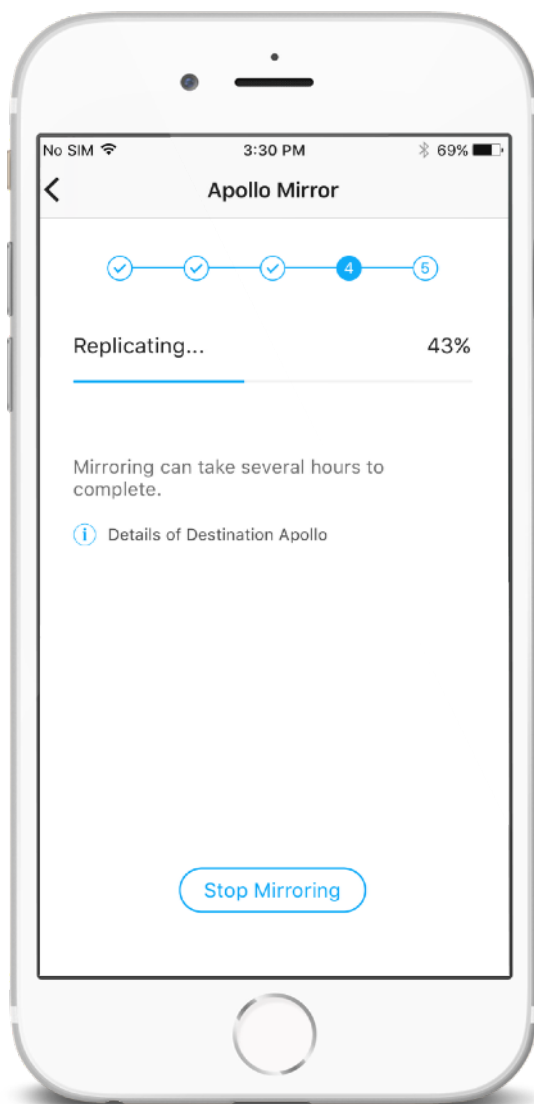


**The claiming process starts, then the mirroring process**

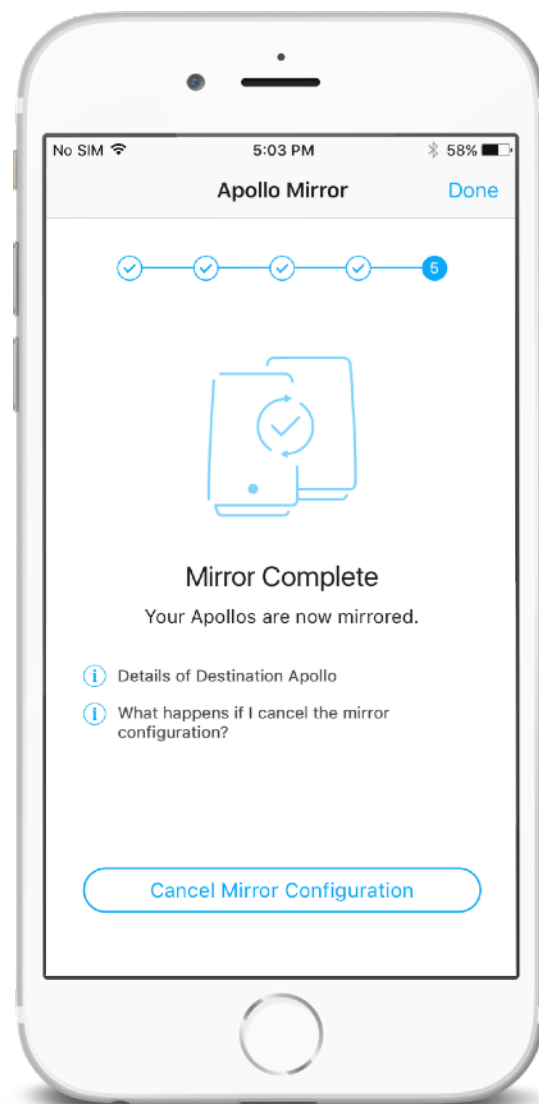


7. Progress of the replicating process is displayed as a percentage of completion. When the task is done, another menu appears informing you the mirroring has been completed. The mirror device will now duplicate data as it is added or deleted on the Apollo.

**Replication progress is displayed until completion.**



**When mirroring is done, the Mirror Complete message appears.**

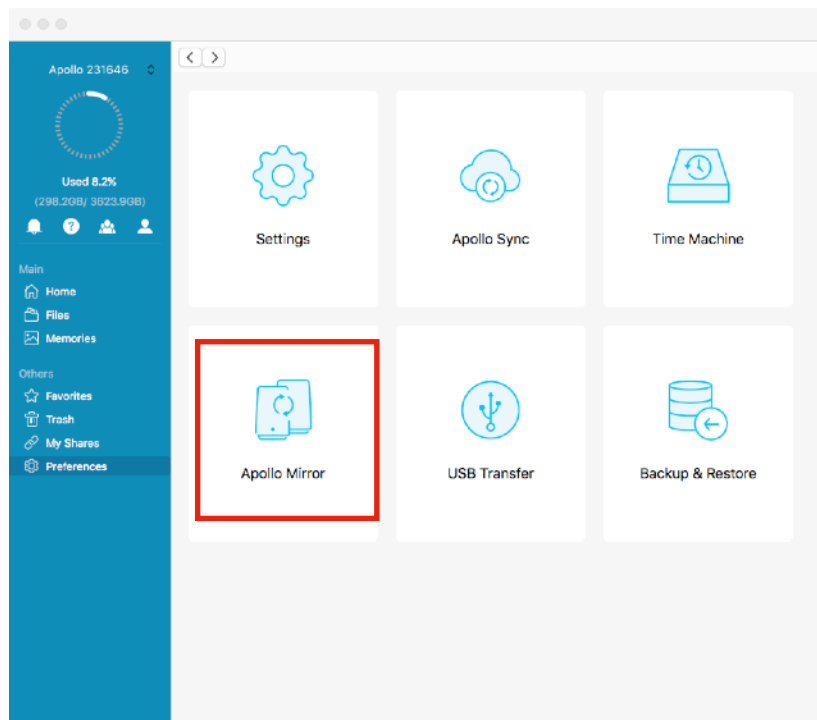


# Using Apollo Mirror with Apollo Utility

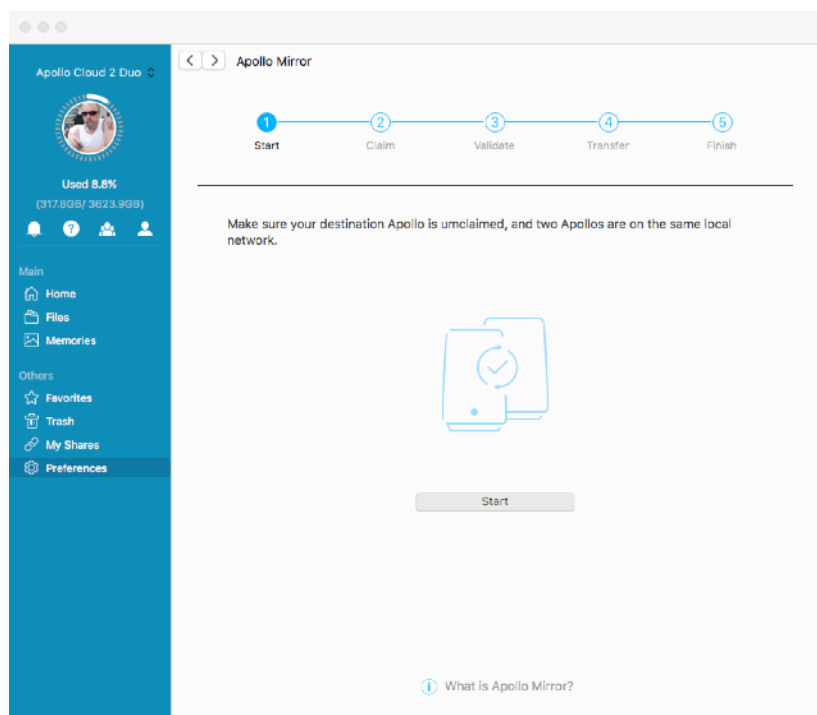
Apollo Mirror can be done using a new Apollo Cloud 2 Duo or one that is not claimed. If you are using a device that was previously claimed, backup all data on the Apollo that will be the mirror, make sure the firmware is up to date, then reset the Apollo so the it is unclaimed. Apollo Cloud 2 Duo can only be mirrored to another Apollo Cloud 2 Duo that is not claimed.

To setup Apollo Mirror:

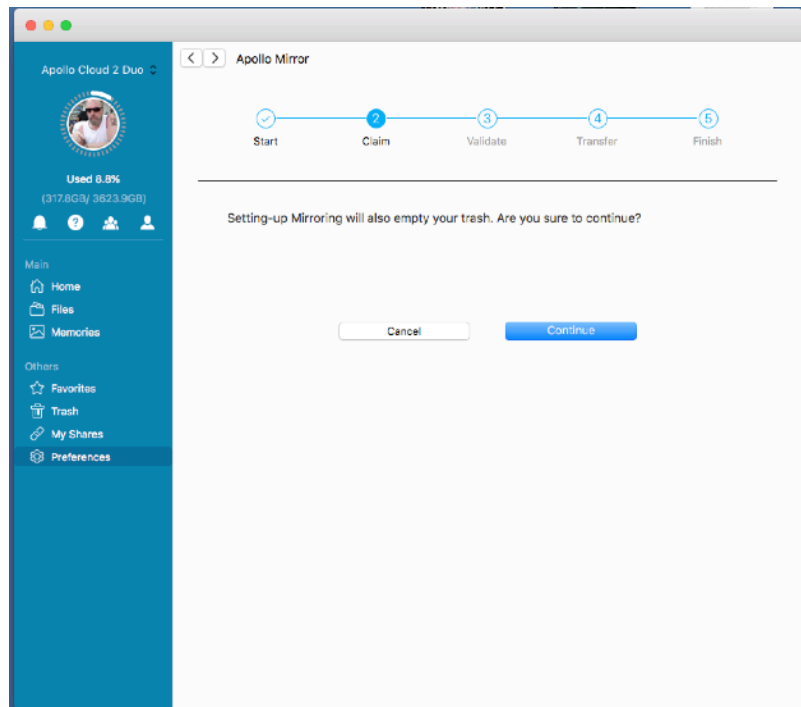
1. In the Settings menu, select the Apollo Mirror menu.



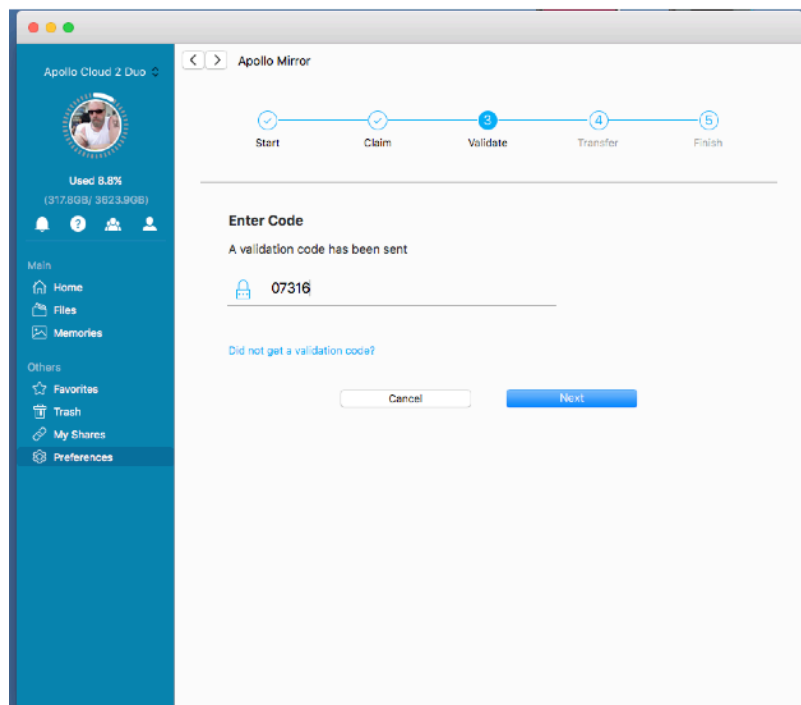
2. Make sure both Apollo devices are powered on and connected to the same network. Click the **Start** button. The Utility begins searching for any unclaimed Apollo on the network.



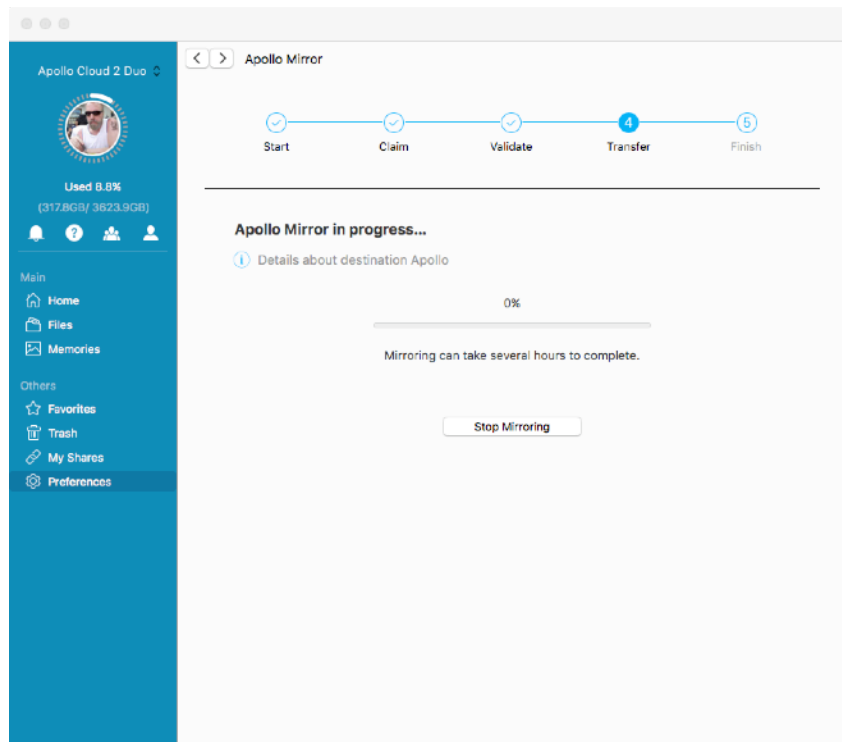
3. The mirroring process will delete everything currently in the Trash. If you are confident there is nothing in the Trash that you need to keep, click on the Continue button.



4. Since your email address is already known, you are sent a Validation Code to the email account of record. Check your email and get the code. Then enter the code in the space provided, and click the Next button.
5. When the validation code is accepted, the mirroring begins.

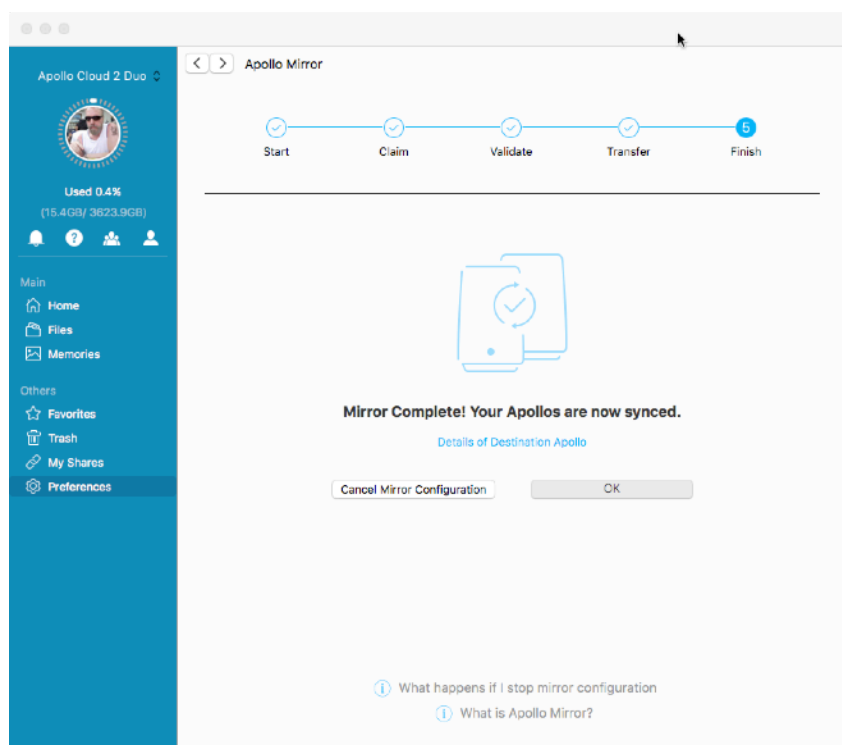


- The progress so far appears in the menu until the mirroring is completed. You can cancel the procedure at any time if you wish. To cancel Apollo Mirror, click on Stop Mirroring.



- A message informs you when the mirror is complete. Click OK to accept.

You can still cancel the mirror by clicking Cancel Mirror Configuration. You will need to confirm this in a separate menu.



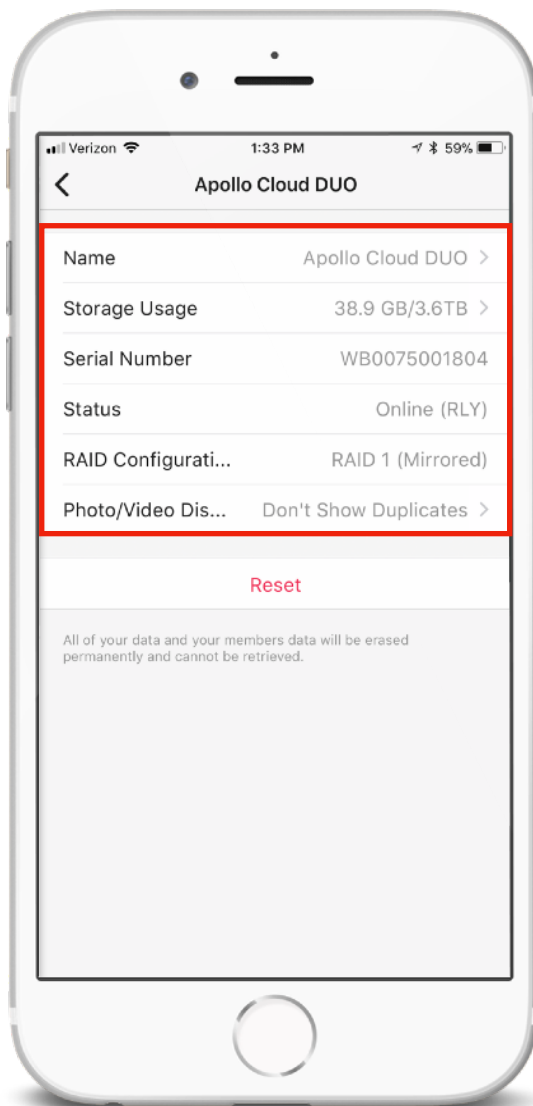
# Apollo Maintenance

Use the Apollo device menu to view information about the Apollo device such as how much storage capacity is being used, if the device is online, etc. Also use this menu to change the appearance of the Apollo LED indicator, and to update Apollo firmware.

## How to view device status information

To see some basic information about the Apollo, go to the device menu (go to Settings then touch the device name near the bottom of the menu). If you are experiencing problems with the Apollo Cloud App, go to this menu to see if the Apollo is online.

### View device information



Information displayed in the device menu includes:

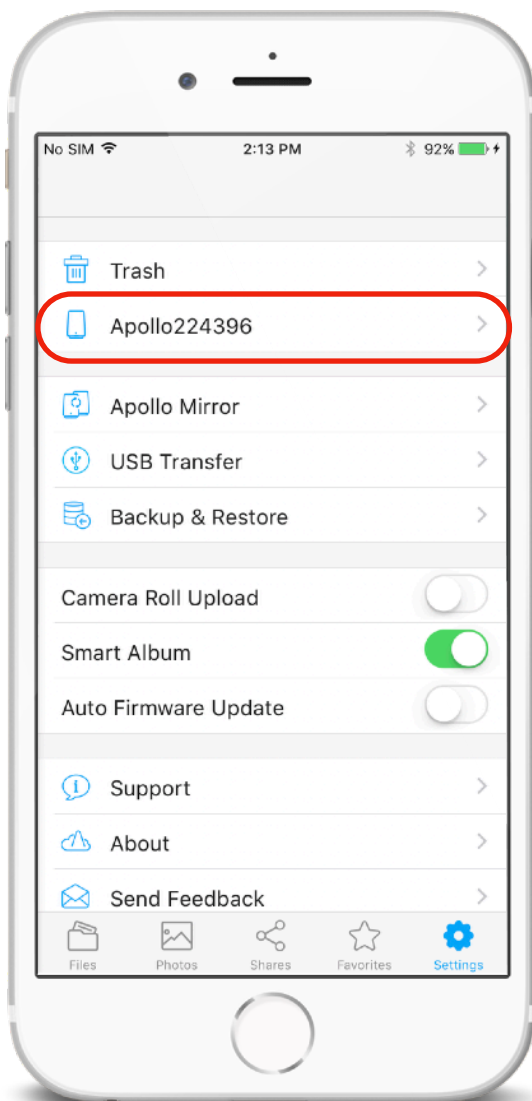
- Name
- Serial Number
- Status (Online/Offline)
- Storage Usage

## How to Change Device Name

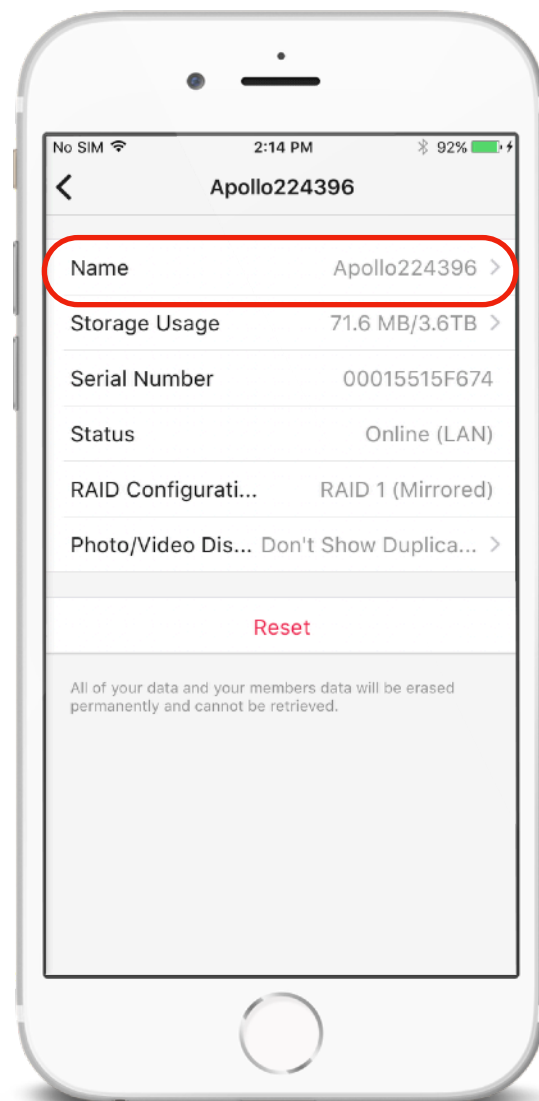
To change the name of the Apollo from the default name, or from any previously assigned name, first go to the Settings menu. Follow these steps starting in the Settings menu to change the device name.

1. Touch the Apollo device name in the Settings menu to go to the device menu.
2. Touch the Name of the Apollo in the device menu. A new menu appears for changing the name.

**Go to the device menu**

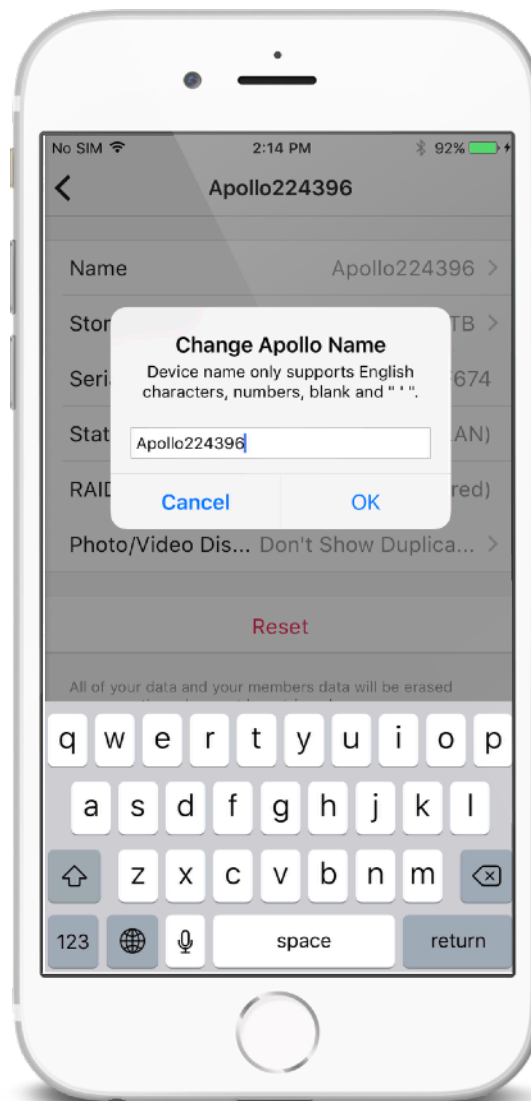


**Access name change menu**



3. In the Rename menu, enter the new device name for the Apollo, and touch OK to make the change.

### Enter new device name



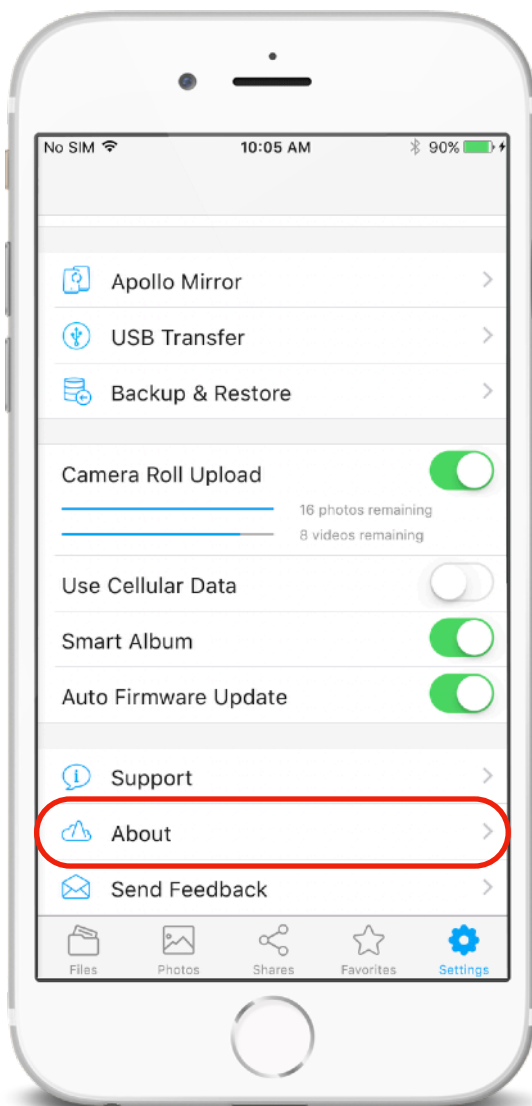


## Updating Apollo Firmware

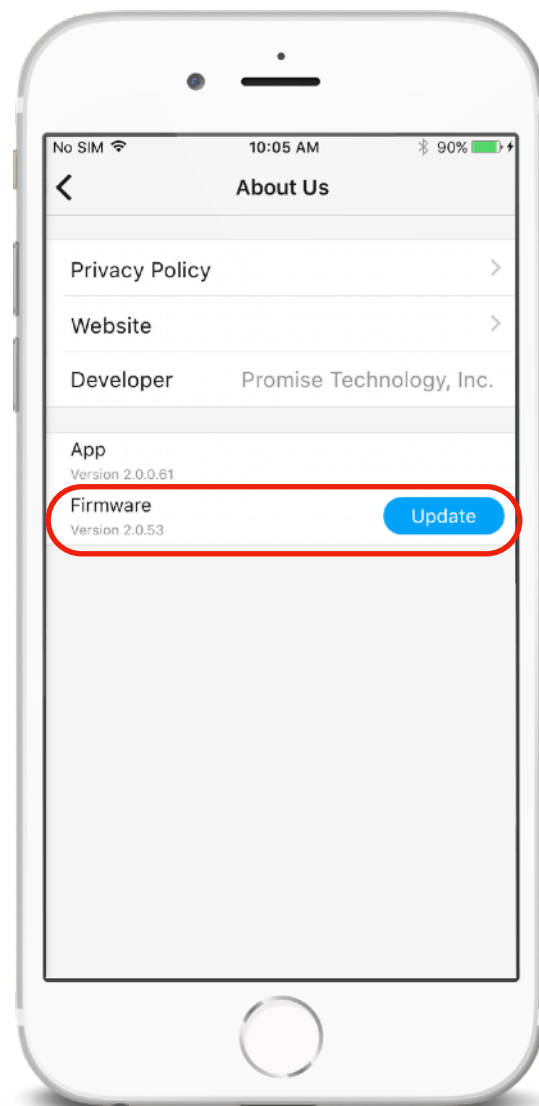
It is a good idea to keep the Apollo firmware up to date. If you want to check to see if Apollo firmware is the most current, you can do a quick check in the Apollo device menu.

To check firmware version running on the Apollo, open the device menu, and touch the Check firmware version button near the bottom of the menu. Apollo Cloud will query PROMISE for the latest firmware version information. It might take a few seconds. A report will inform you if the current version running is up to date. If the firmware is not the latest version, you will be asked if you want to update it now.

### Go to the Settings menu



### Go to the About menu



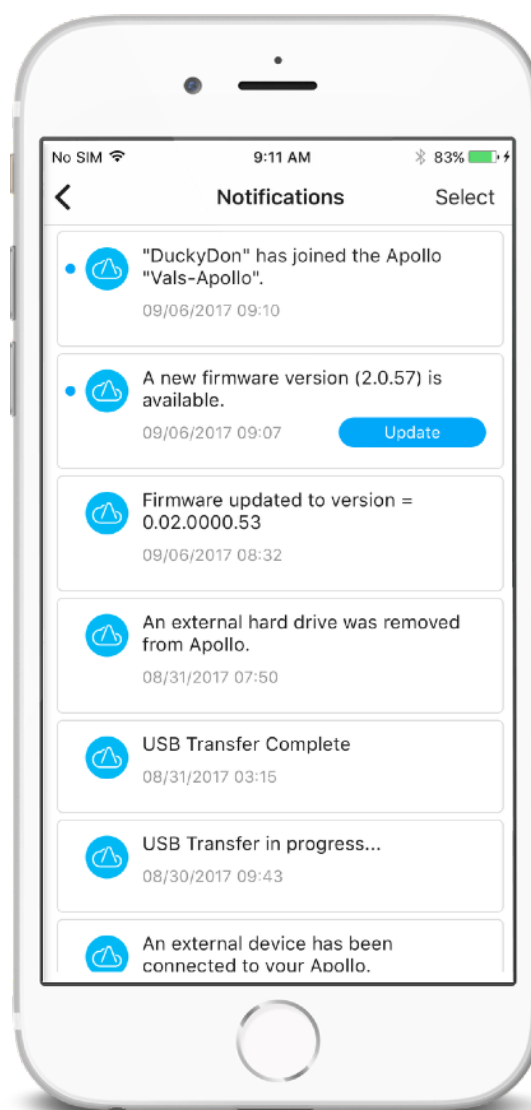
## How to Get Notifications

Periodically the Apollo generates event notifications for system and device events such as a USB backup or a firmware change. You can see these by touching the notifications link just below the owner avatar pic in the Settings menu.

**Access notifications**



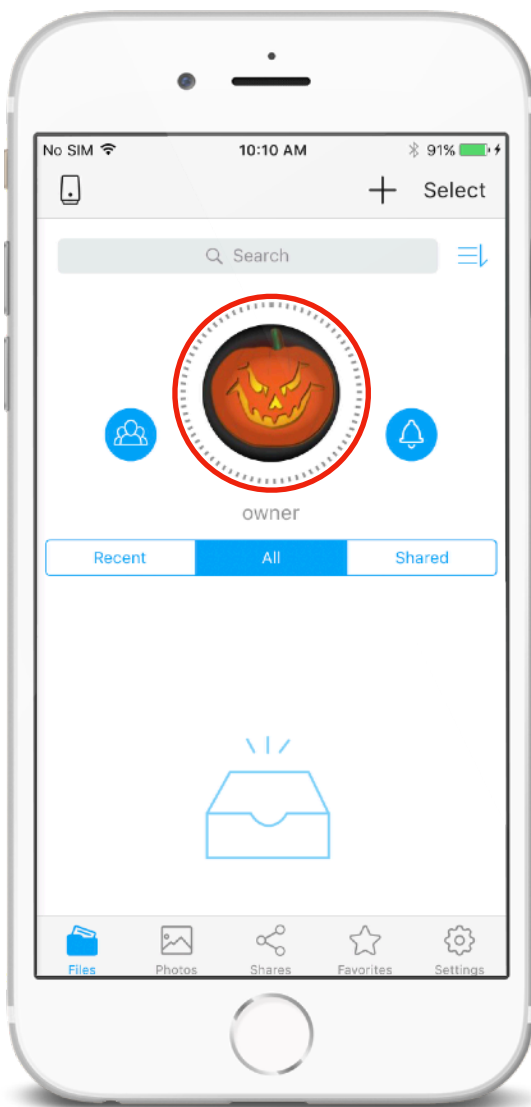
**View Apollo notifications**



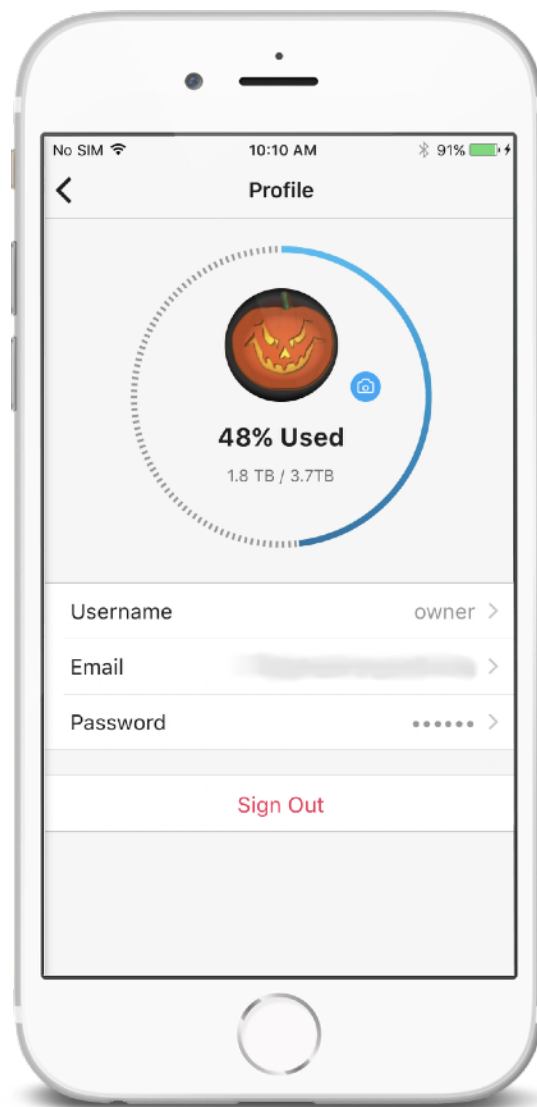
## Sign Out of Apollo Cloud App

To sign out of Apollo Cloud, go to the Settings menu, scroll to the bottom, and touch Sign Out. You will need to login again the next time you want to use Apollo Cloud. If you do not sign out, you remain logged in, even if you turn off your computer, phone or tablet device.

**Go to profile menu**



**Sign out**

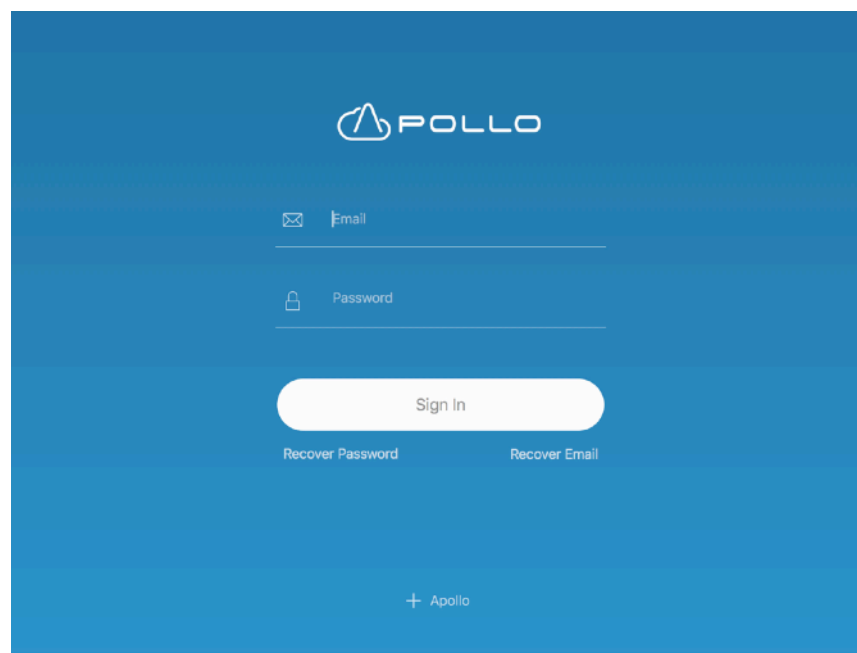


# Using the Apollo Utility

Mac and Windows users can use the Apollo Utility to share and store files from their computer. The Apollo Utility is used the same way you use the Apollo Cloud App. The key difference is that the Apollo Utility includes the ability to “Sync” contents to a folder on your computer. The Selective Sync function of Apollo is described later in this chapter. Also notice that the Apollo Utility does not include the Camera Rolls function as it is a feature exclusively used for mobile devices.

Download the latest version of the utility and install it on a Windows Vista, 7, 8 and 10 operating systems, or Mac OS X (10.8 or later) operating system, to begin using Apollo with your computer.

## Apollo Cloud Utility sign in menu (Mac)



The main differences between the Apollo Cloud App and the Apollo Utility:

- Apollo Utility does not use Camera Rolls.
- Apollo Utility creates a Sync folder on your computer to synchronize content that you can specify by folder.

Launch the Apollo Cloud Utility and login the same way you do on a mobile device. If you are using the utility to claim a new Apollo, the procedure is the same as the claim procedure for a mobile device, except there is no QR Code Scanner option. Please see “Claiming Apollo: automatic method” on page 9 for a description of the claim procedure for the Apollo.

To login to an existing Apollo account, click on Sign in and use the email address and password for your Apollo account.

# Navigating the Apollo Utility User Interface

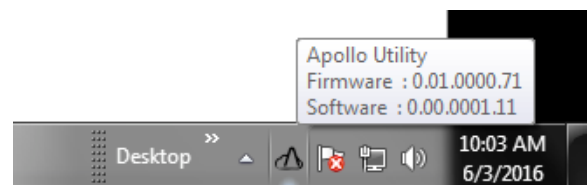
The user interface of the Apollo Utility is nearly identical for the Mac and Windows versions. The main differences are how the different operating systems present icons and menu access for applications in general. For Windows, an Apollo icon appears in the System Tray, and in Mac the Apollo icon appear in the Dock, as well as in the menu bar (on the top of the desktop in default Mac settings)



Apollo Utility icon in Dock on Mac



Apollo Utility icon in Windows System Tray



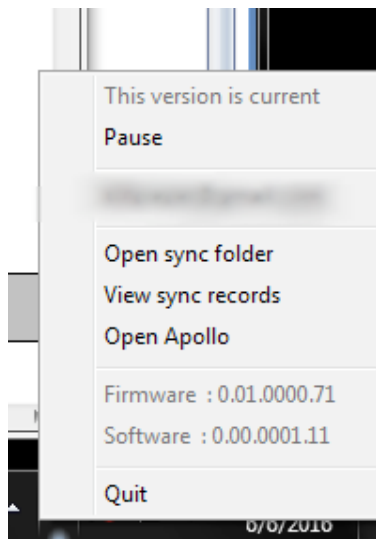
## Using the Apollo Utility Desktop Icons

Some basic functions are available by right-clicking on the Apollo icon in the System Tray (Windows) or in the Menu Bar (Mac). Right-click and select the following options:

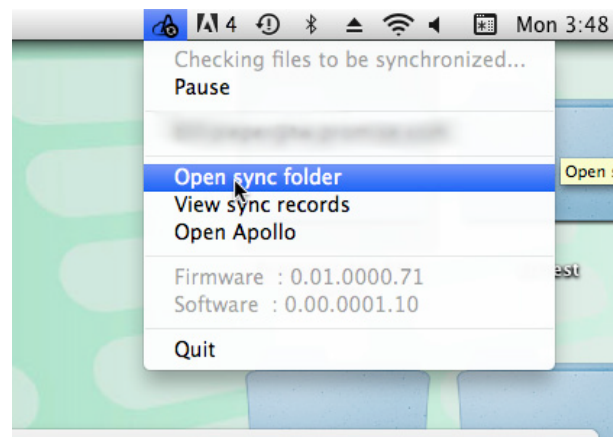
- Open Apollo (i.e. launch Apollo Utility)
- Quit Apollo Utility
- Open sync folder
- View sync records

You can also view the current Firmware version running on the Apollo, as well as the current software version of the Apollo Utility.

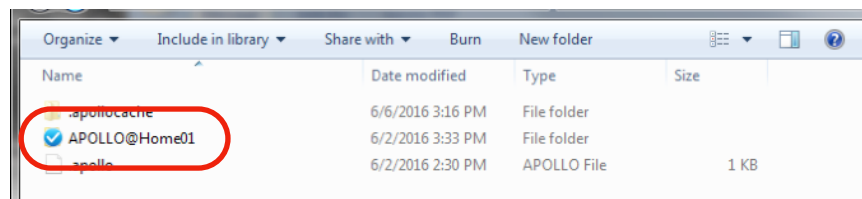
### Right-click on Apollo Utility icon in Windows System Tray



### Right-click on Apollo Utility icon in Mac Menu Bar



### Right-click to open sync folder (Windows)



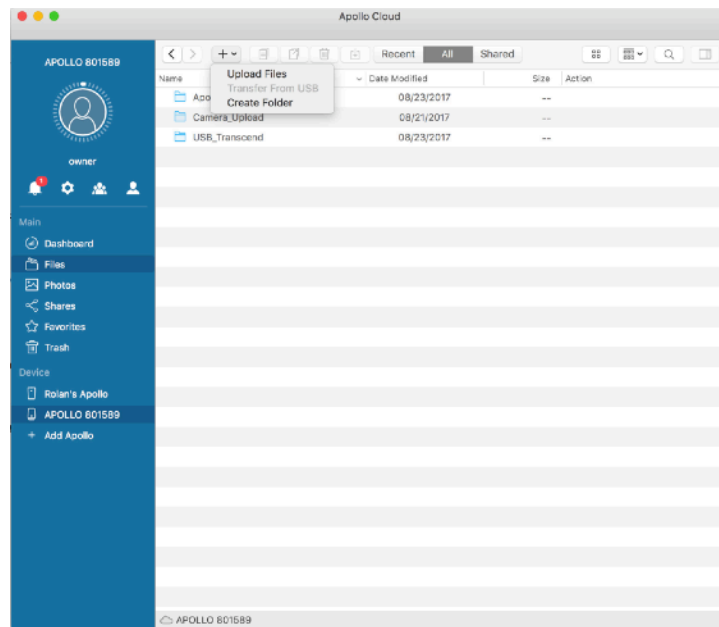
Apollo sync folder icon (after device name change)  
See "Changing the device name in Apollo Utility"

## Content in the Apollo Folder

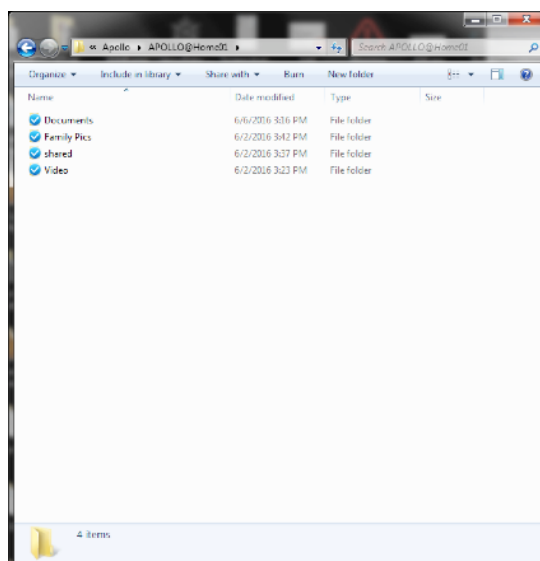
When you install the Apollo Utility, a folder is created on your computer. This is the Apollo folder. Inside Mac Finder or Windows Explorer, it appears and functions the same as any normal folder, you can drag or copy content, create folders, delete content, etc. You can also add content with Apollo Utility from the Files menu. Or open the sync folder by right-click on the desktop icon. When you create folders here, those folders are eligible for synchronizing to the Apollo.

To add content or create a new folder, click on Add Content near the top of the menu.

### Apollo Utility Files menu



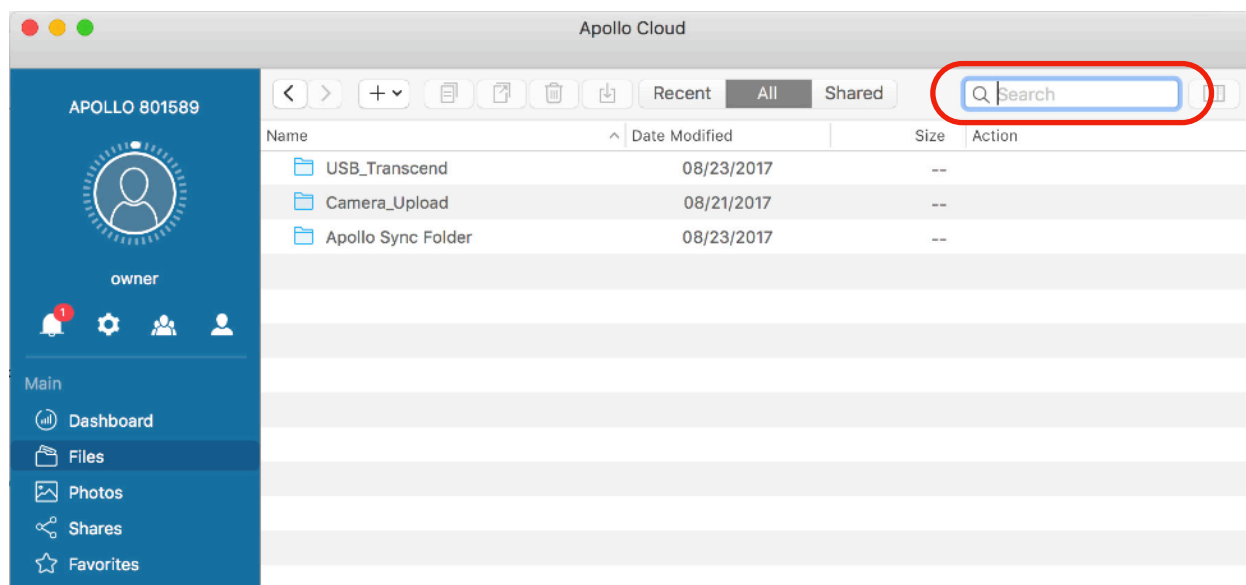
### Apollo sync folder in Windows (open by right-click on icon in System Tray)



## Searching Content to View in Apollo Utility

Use the Search function in Apollo to quickly locate a file or folder using a keyword search. Just type a keyword search term in the Search entry field and press the Enter key.

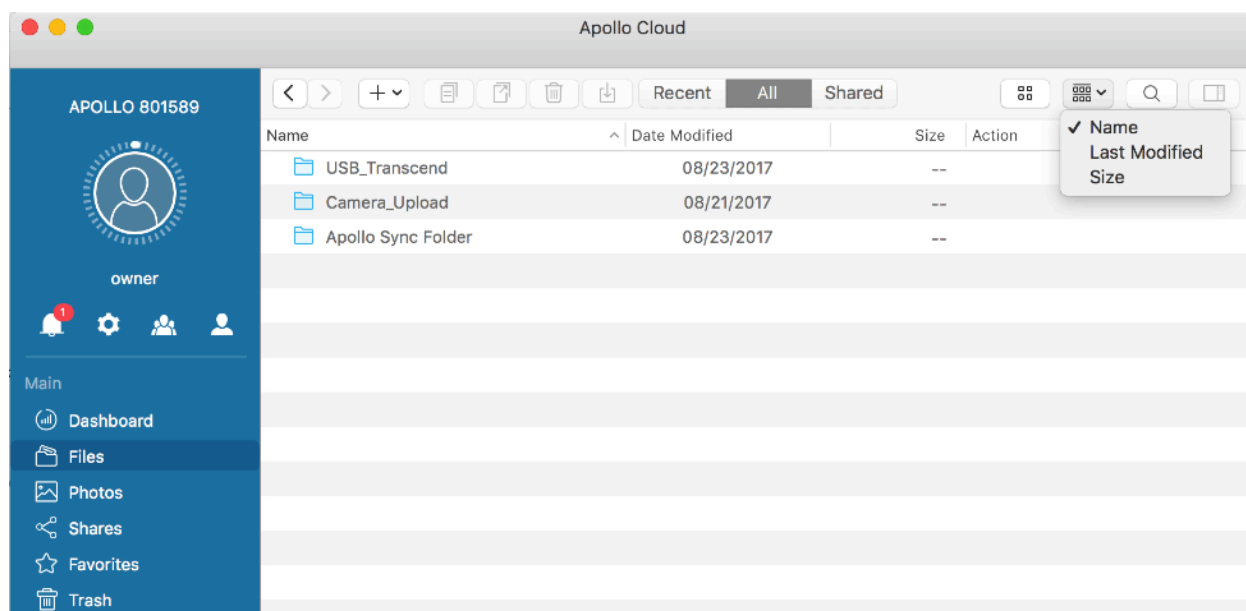
### File search on Apollo



## Sorting Content to View in the Apollo Utility

Sorting content in Apollo works the same as it does in your operating system. Choose the category (Name, Size, Last Modified, etc.) for sorting at the top of the menu.

### Sorting files and folders





## Keyboard Shortcuts for Handling Files

Basic file handling in Apollo Utility works much the same as in the operating system you are using, including the keyboard shortcuts to copy and paste. You can copy from your Mac or Windows computer and paste into a folder on Apollo; or copy and paste from Apollo to a location on your computer. The keyboard shortcuts are standard for the operating system you are using.

Operation	Windows	Mac
Copy file to clipboard	Ctrl + C	⌘ + C
Paste file from clipboard	Ctrl + V	⌘ + V

## Drag and Drop File Transfers

You can also drag and drop files to copy from your computer to a folder on Apollo, or drag and drop files from Apollo to your computer.

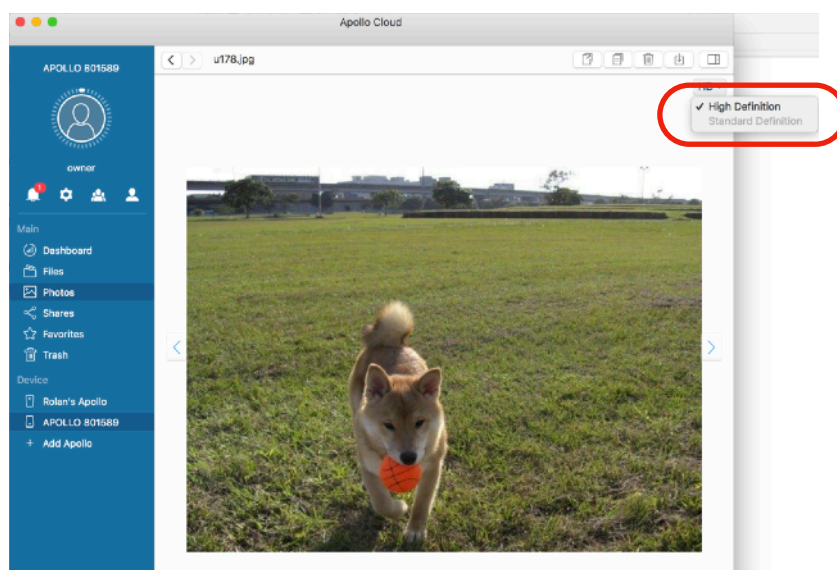
## USB Transfer, Backup and Restore with Apollo Utility

USB Transfer, Backup and Restore functions are described in a separate section. Please see “USB drive operations with Apollo” on page 46 for instructions.

## Using Quickview for Picture Files

The Quickview feature is enabled by default. It is used to speed up loading of photo files for viewing, especially on mobile devices. When Quickview is enabled pictures stored on Apollo are displayed on your mobile device using 1 Megapixel resolution. This will save time loading pictures, especially when you want to review many pictures on Apollo.

To change the resolution for viewing picture files, select a picture file to view, click on the Settings icon in the upper right corner, and choose the Quality level. If you select Actual Size, the photo is displayed using the full resolution of the photo file stored on Apollo.

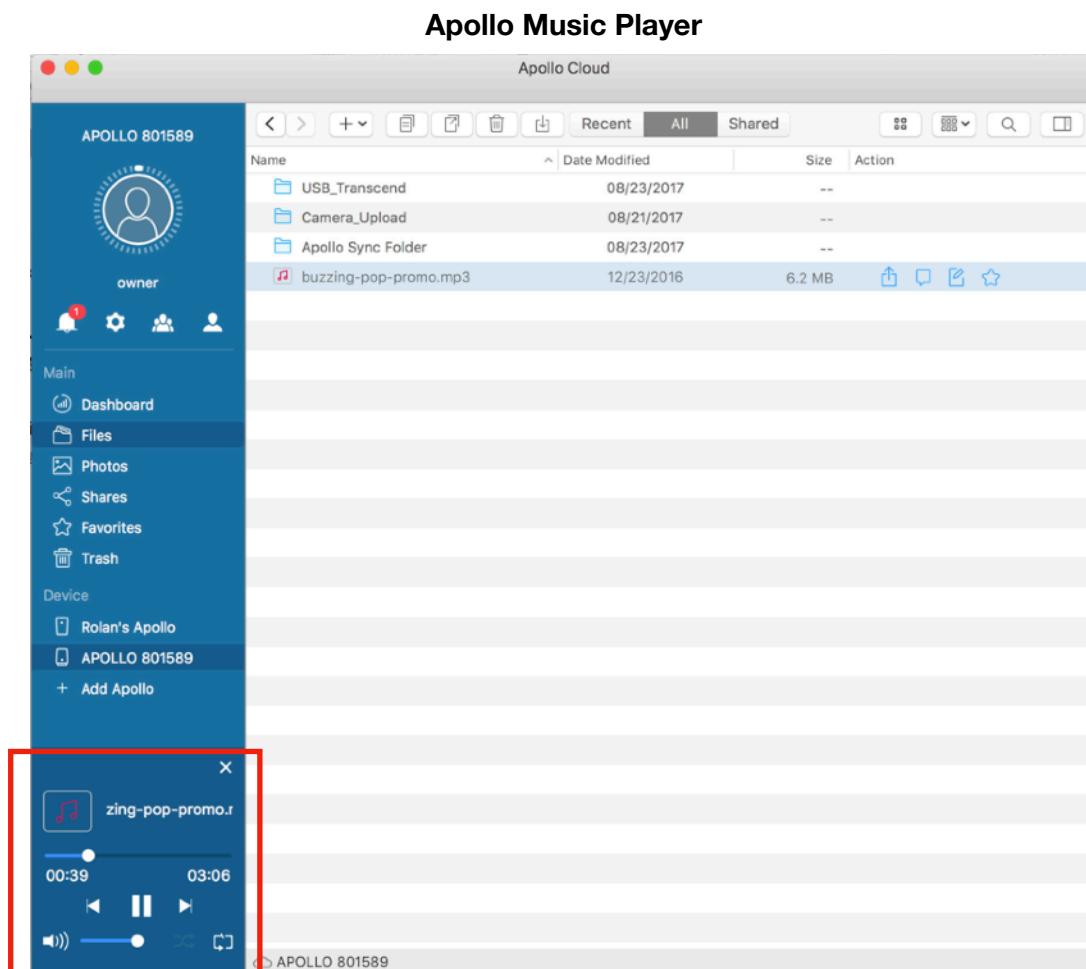


## Using Apollo Music Player

The Apollo Music Player is used for playing audio files located on the Apollo. The player interface features basic playback controls including Play, Pause, Skip to next, Skip to previous, Shuffle play, Repeat play in sequence, and Repeat play single file.

To begin using the player, just click on an audio file (supported audio formats: .mp3, .aac, .au, .m4a, .m4r, .wav), the music player launches automatically. The default Repeat play in sequence mode will play audio files sequentially as listed in the folder, Shuffle mode plays audio files in the folder in a random order.

Apollo Music Player continues to play as long as the Apollo Utility is running. You can continue to perform other operations in the Utility or minimize the interface and use other programs, the music plays on.



# Changing the Device Name in Apollo Utility

The Apollo owner can change the name of the Apollo device using the Settings menu. The name given to the Apollo is also used for the sync folder. When this happens, the sync folder for all members will change to that name.

To change the device name, follow these steps:

1. Click the Settings icon in the side panel, then the Settings icon in the Preferences menu
2. Click on the Edit icon in the Device Name row of the menu display.
3. Type in the preferred device name for Apollo and press Enter to make the change. Note that if the Apollo is being Mirrored, you cannot change the device name.
4. Click the OK button to complete.



If the Apollo is currently being mirrored, you cannot change the device name. You will need to discontinue mirroring if you want to change the name.

## Go to Settings menu

**Change device name**

Device Information	
Device Name	APOLLO 801589
Serial Number	WB0075001866
Status	Online (LAN : 192.168.20)
Storage Usage	0.4% Used - 3609.9GB /
RAID Configuration	RAID 1 (Mirrored)
Photo/Video Display	<input type="checkbox"/> Don't Show Duplicates
Smart Album	<input type="checkbox"/> Off

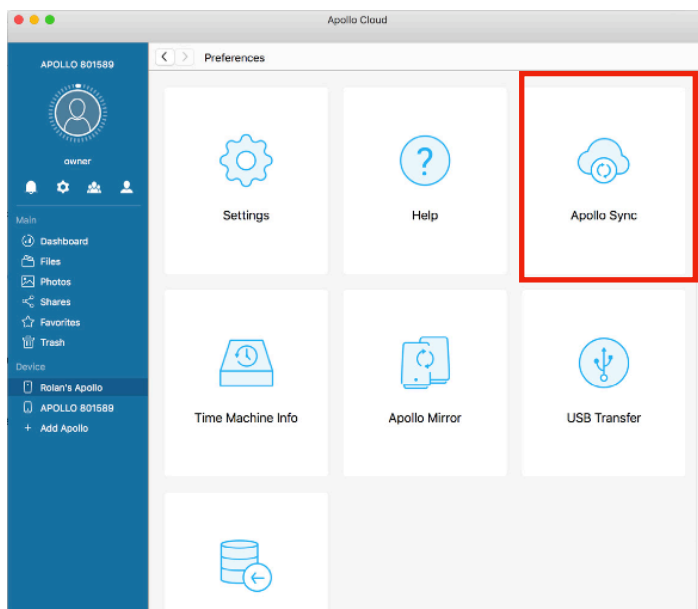
Account	
<input checked="" type="checkbox"/>	Show notifications in Notification Center.
<input type="checkbox"/>	Open Apollo automatically when you log in.
<input type="checkbox"/>	Auto Firmware Update

# Changing the Sync folder in Apollo Utility

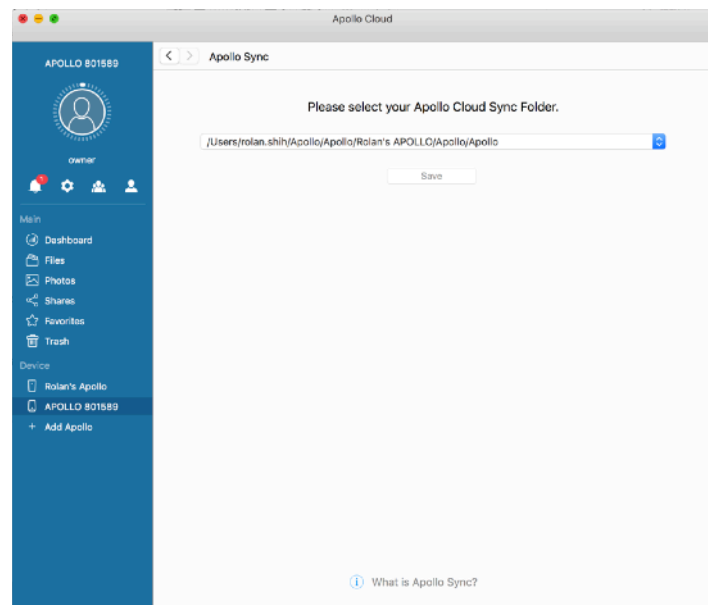
To change the location of the Apollo Sync folder on your computer, follow these steps:

1. Click the Settings icon in the side panel.
2. Click on the Apollo Sync icon. A new menu appears.
3. Use the menu to choose a different folder or location for the Apollo Sync folder.
4. Click the Save button to complete.

## Go to Apollo Sync menu



## Choose a new Sync folder



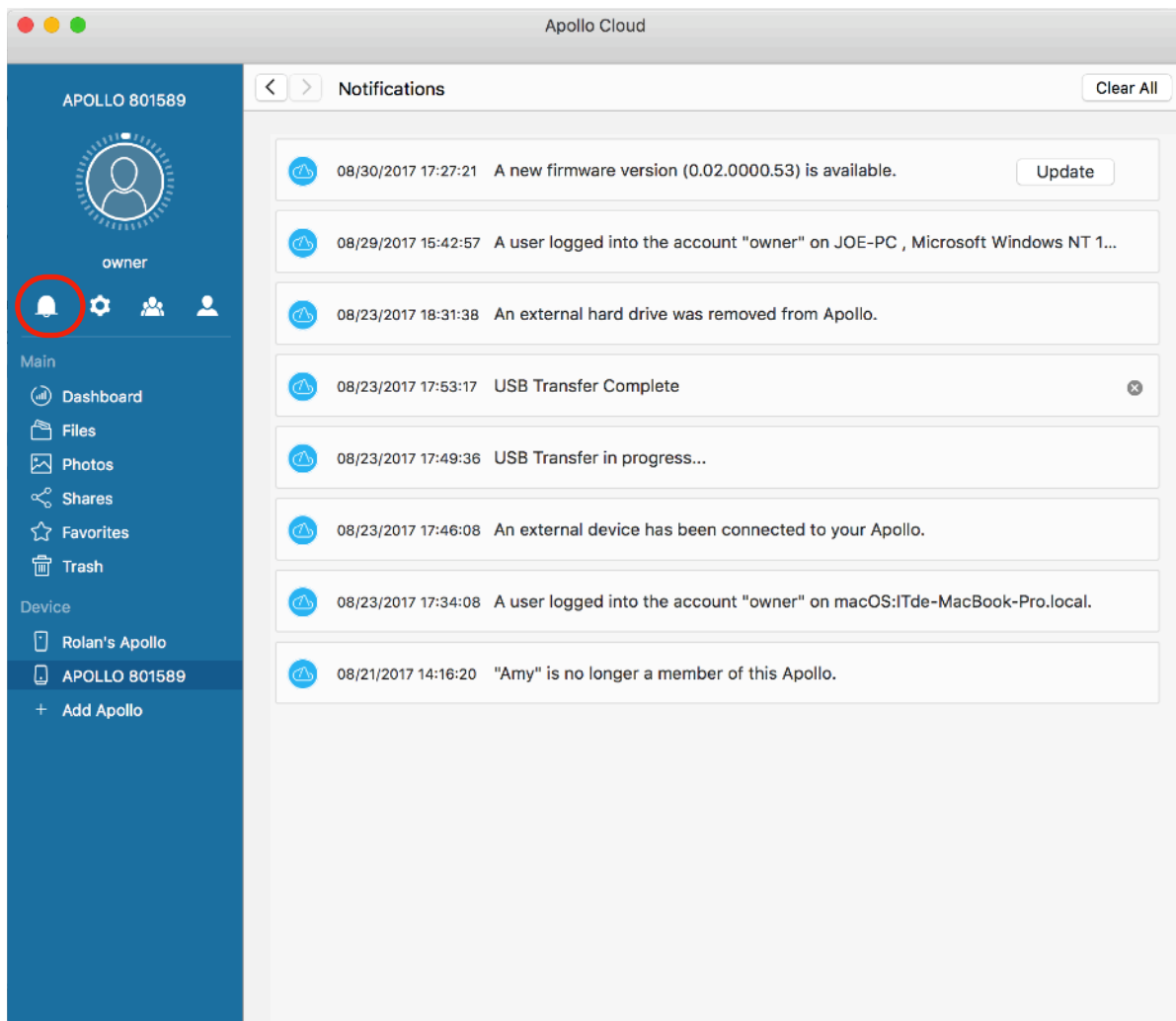
## Viewing Events in Apollo Utility

Click the Notifications icon in the side menu to see event notifications, invitation acceptances, firmware updates, etc.



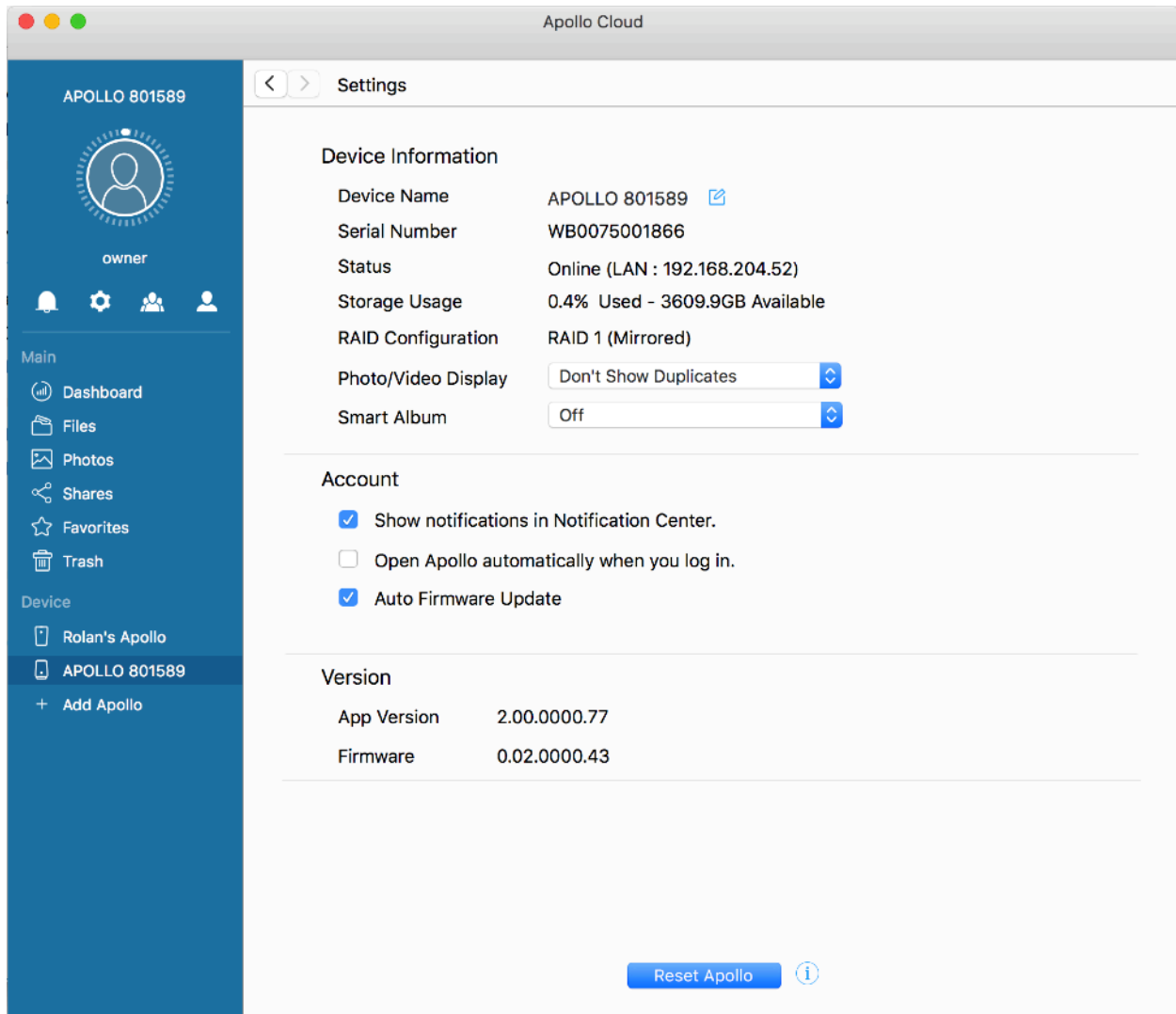
Only the Apollo owner can view the Apollo Notifications menu. Members will see only the Invitations list.

### Event Notifications display



# Viewing Software Version and Settings

To see what version of the Apollo Utility is installed, click the Settings icon in the side panel, then the Settings icon in the Preferences menu.



This menu is also where you can change default settings to enable or disable automatic launch of the Apollo Utility on system startup, to display event notifications, and enable automatic firmware updates.

# Reset Apollo

In order to remove the Apollo owner's claim on an Apollo device, you must perform a Reset of the device. Note that this is not merely a device settings reset. Resetting the Apollo will DELETE ALL DATA on the device. Then you will need to go through the claiming procedure again.

To reset the device in the Apollo Utility, go to the Settings menu, click on the Reset this Apollo button. A warning dialog appears. You must type confirm in the entry field and click the OK button to complete the reset.

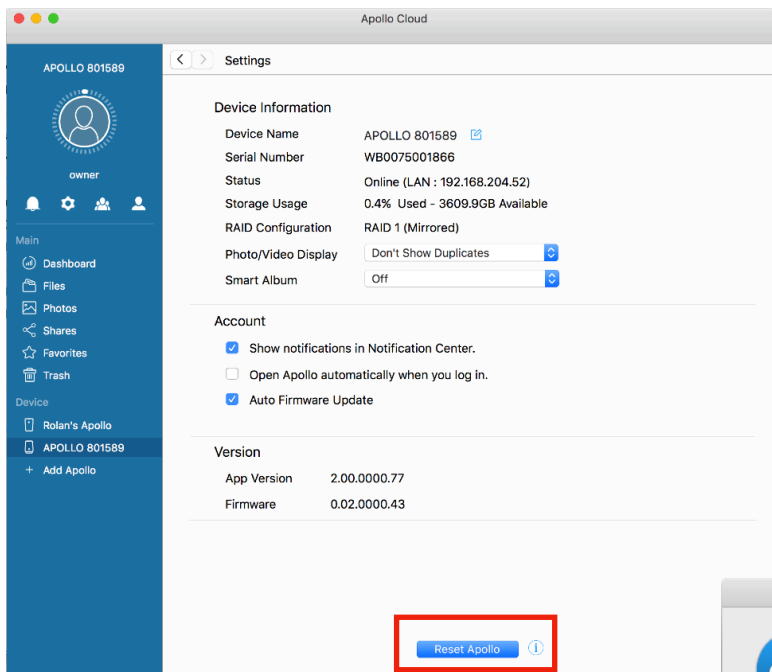


## Caution

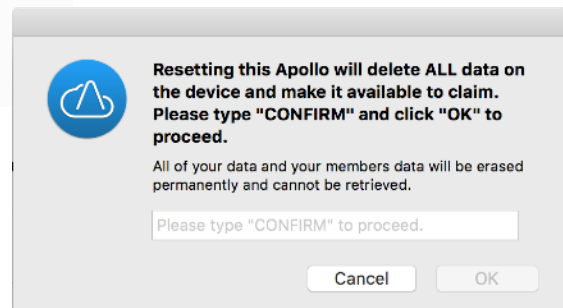
When you reset the Apollo, you are removing the 'claim' to it. ALL DATA will be lost when you reset the Apollo. To use the Apollo again, you will need to go through the claim procedure.

See page 13 for the description of how to claim the Apollo.

## Reset the Apollo



## Confirm that you want to reset Apollo



# Hardware Repair

The Apollo Cloud 2 Duo features hot-swappable user-replaceable hard drives.



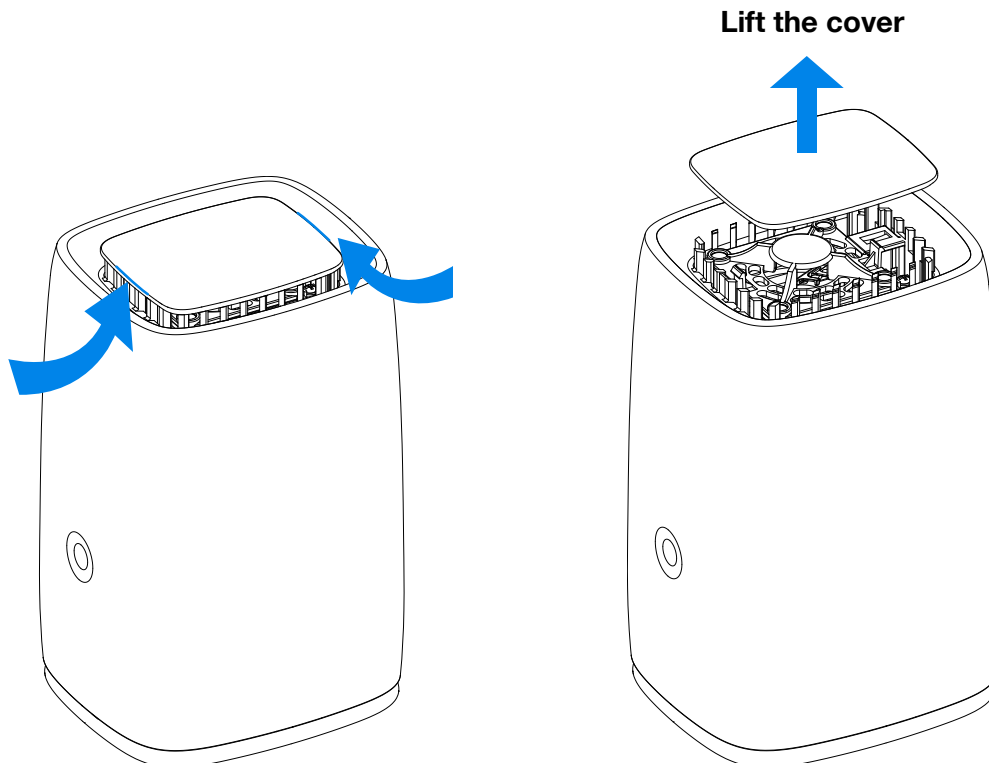
## Caution

It is recommended that the Apollo be powered off and unplugged before attempting to replace the hard drives.

Damage caused by improper attempts to replace the hard drives will not be covered under the manufacturer warranty.

## Hard Drive Replacement

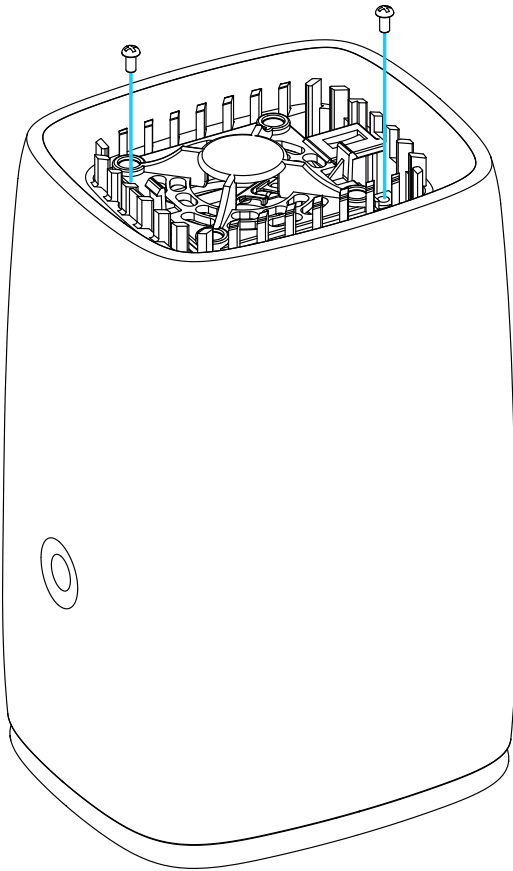
1. Lift the cover on the top of the Apollo Cloud 2 Duo. It will require a light force to remove it. No tool is required for the removal of the cover.



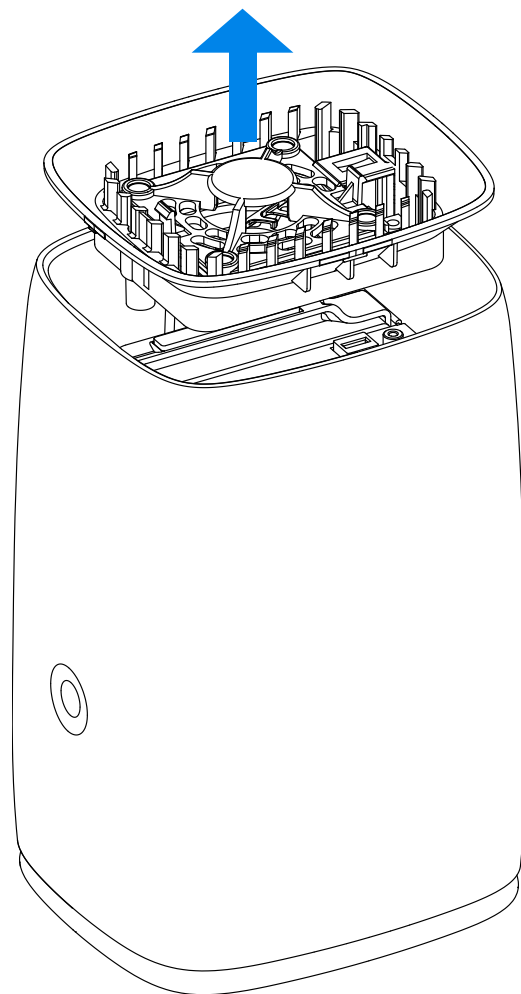


2. Use a Philips screwdriver to remove the two small screws on either side of the fan. Then gently lift the fan assembly out.

**Remove screws**

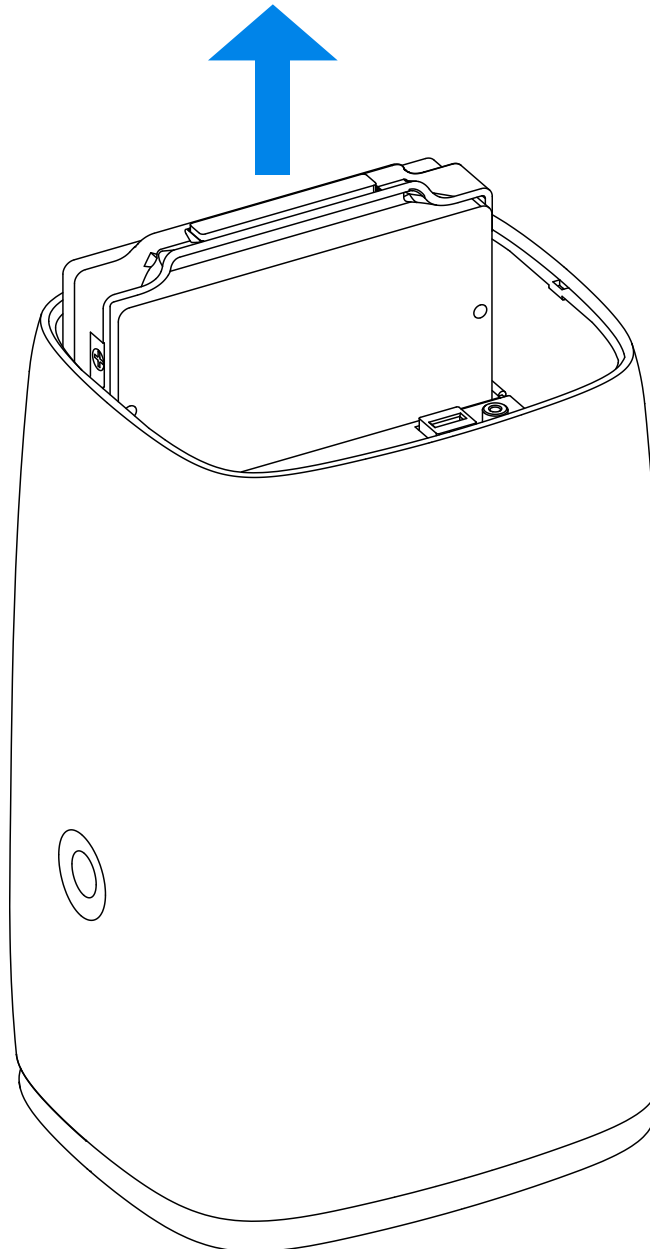


**Lift fan assembly**



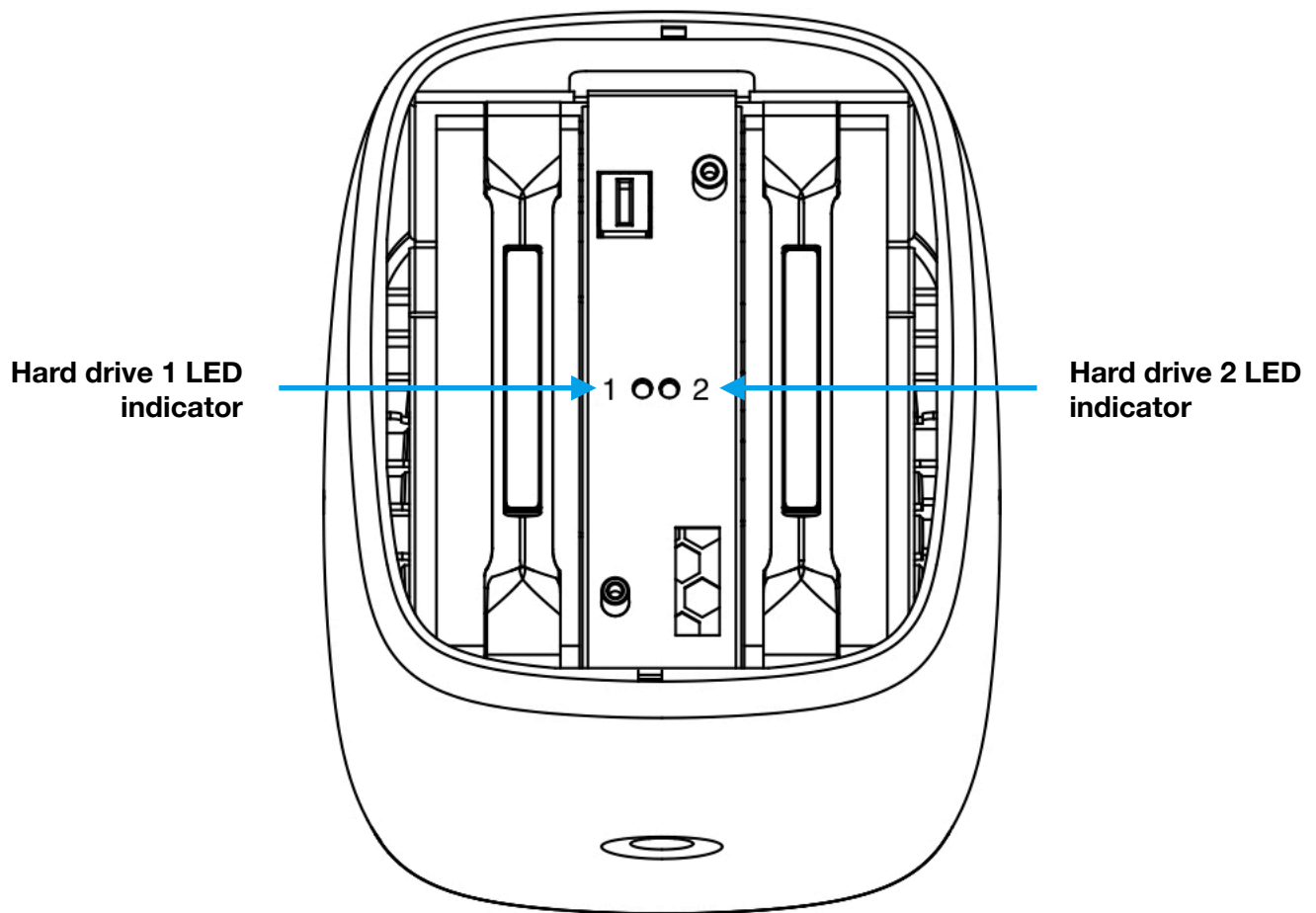
3. The hard drives have a plastic tab on the top of each drive. Carefully lift up on the hard drive to remove it.

**Remove the hard drive**



# Drive Failure Indicators

After the cover of the Apollo Cloud 2 Duo is off, you will see two LED indicators numbered 1 and 2. In the event of a hard drive failure, this light will illuminate indicating which drive has the failure.



# Contacting Technical Support

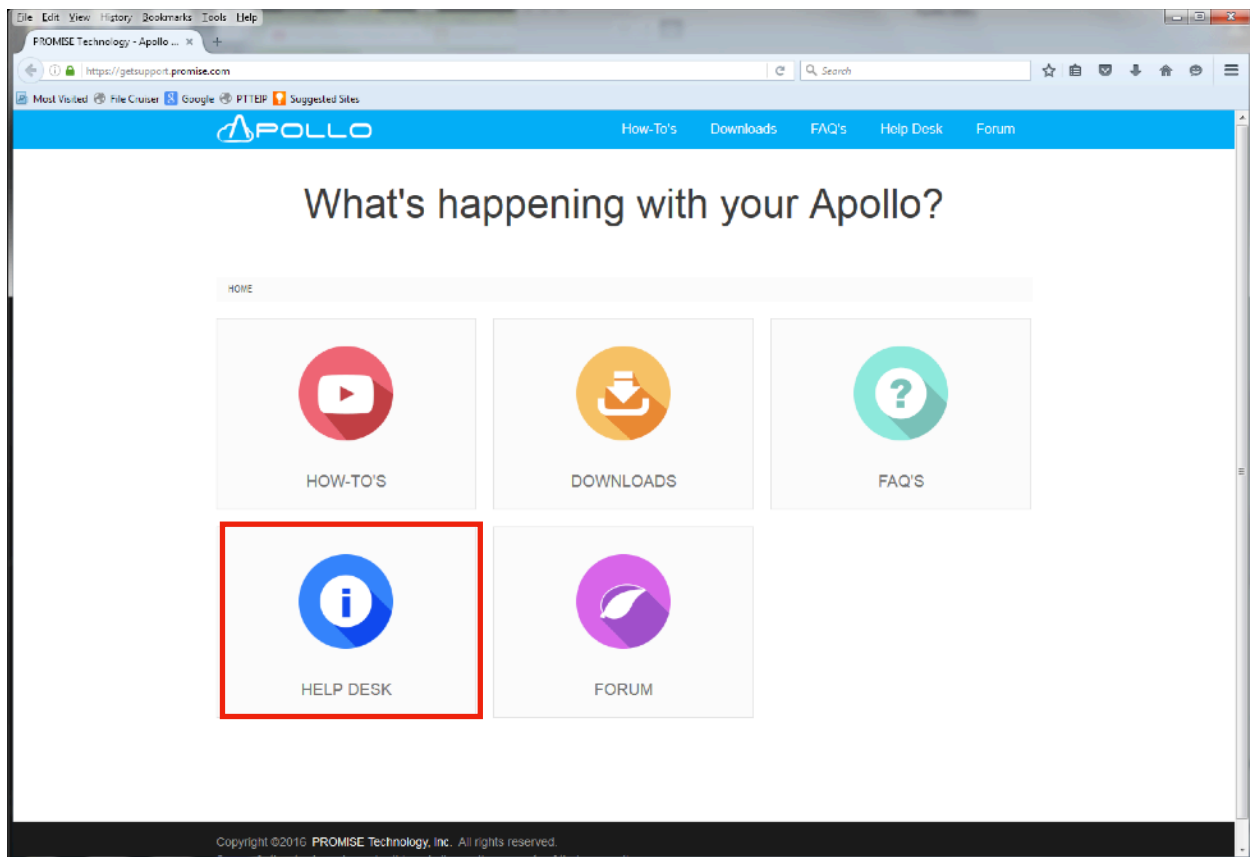
PROMISE Technical Support provides several support options for PROMISE users to access information and updates. We encourage you to use one of our electronic services, which provide product information updates for the most efficient service and support. Promise offers free phone and web support for the first 90 days after purchase of the product.

\*Additional charges may apply.

Promise offers local Phone Support for Apollo during normal business hours 7 days per week.

Please visit the Apollo support help desk portal at: <https://getsupport.promise.com/Home>

And click on the HELP DESK link:



In the HELP DESK link you will find:

CALL US, LIVE CHAT, ONLINE SUPPORT and WE WILL CALL YOU links. Please choose the option that best suits your schedule and needs.

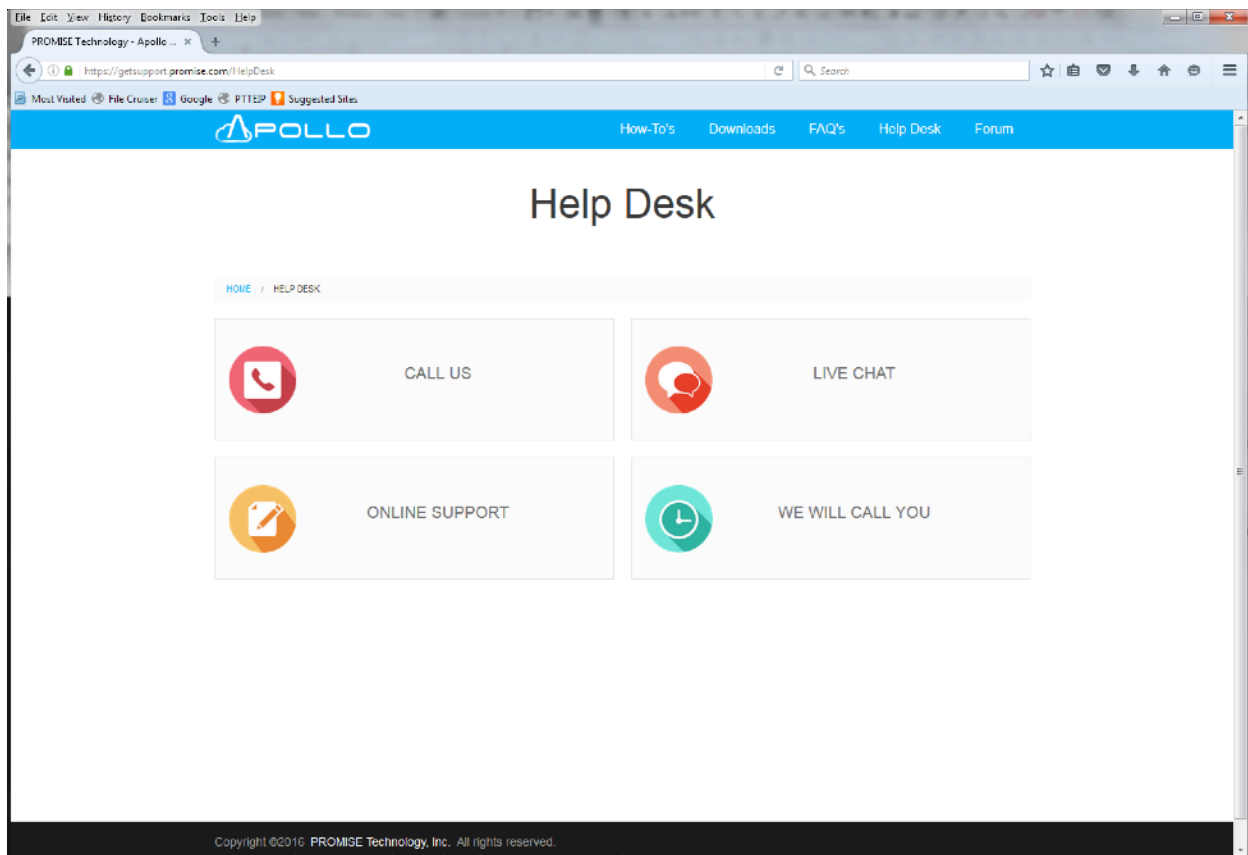
When you contact Technical Support, please have the following information available:

- Product model and serial number
- A description of the problem / situation



**Important**

You can find the Serial Number on a card that should have been included in the Apollo packaging, or look on the bottom of the Apollo.



# Limited Warranty

PROMISE Technology, Inc. ("PROMISE") warrants that this product, from the time of the delivery of the product to the original end user:

- a) all components for a period of two (2) years;
- b) will conform to PROMISE's specifications;
- c) will be free from defects in material and workmanship under normal use and service.
- d) comes with 90 days of free technical support from the date of activation.

This warranty:

- a) applies only to products which are new and in cartons on the date of purchase;
- b) is not transferable;
- c) is valid only when accompanied by a copy of the original purchase invoice.
- d) Is not valid on spare parts.

This warranty shall not apply to defects resulting from:

- a) improper or inadequate maintenance, or unauthorized modification(s), performed by the end user;
- b) operation outside the environmental specifications for the product;
- c) accident, misuse, negligence, misapplication, abuse, natural or personal disaster, or maintenance by anyone other than a PROMISE or a PROMISE-authorized service center.

# Disclaimer of Other Warranties

This warranty covers only parts and labor, and excludes coverage on software items as expressly set above.

Except as expressly set forth above, PROMISE disclaims any warranties, expressed or implied, by statute or otherwise, regarding the product, including, without limitation, any warranties for fitness for any purpose, quality, merchantability, non-infringement, or otherwise. PROMISE makes no warranty or representation concerning the suitability of any product for use with any other item. You assume full responsibility for selecting products and for ensuring that the products selected are compatible and appropriate for use with other goods with which they will be used.

PROMISE does not warrant that any product is free from errors or that it will interface without problems with your computer system. It is your responsibility to back up or otherwise save important data before installing any product and continue to back up your important data regularly.

No other document, statement or representation may be relied on to vary the terms of this limited warranty.

PROMISE's sole responsibility with respect to any product is to do one of the following:

- a) replace the product with a conforming unit of the same or superior product;
- b) repair the product.

PROMISE shall not be liable for the cost of procuring substitute goods, services, lost profits, unrealized savings, equipment damage, costs of recovering, reprogramming, or reproducing of programs or data stored in or used with the products, or for any other general, special, consequential, indirect, incidental, or punitive damages, whether in contract, tort, or otherwise, notwithstanding the failure of the essential purpose of the foregoing remedy and regardless of whether PROMISE has been advised of the possibility of such damages. PROMISE is not an insurer. If you desire insurance against such damage, you must obtain insurance from another party.

Some states do not allow the exclusion or limitation of incidental or consequential damages for consumer products, so the above limitation may not apply to you.

This warranty gives specific legal rights, and you may also have other rights that vary from state to state. This limited warranty is governed by the State of California.

## Your Responsibilities

You are responsible for determining whether the product is appropriate for your use and will interface with your equipment without malfunction or damage. You are also responsible for backing up your data before installing any product and for regularly backing up your data after installing the product. PROMISE is not liable for any damage to equipment or data loss resulting from the use of any product.

## Returning the Product For Repair

If you suspect a product is not working properly, or if you have any questions about your product, contact our Technical Support staff at <https://getsupport.promise.com> 7 DAYS A WEEK / 4AM TO 7PM PST (ENGLISH ONLY) AFTER HOURS SUPPORT AVAILABLE (ENGLISH ONLY) and be ready to provide the following information:

- Product model and serial number (required)
- Return shipping address
- Daytime phone number
- Description of the problem
- Copy of the original purchase invoice

The technician helps you determine whether the product requires repair. If the product needs repair, the technician issues an RMA (Return Merchandise Authorization) number.

Return ONLY the specific product covered by the warranty. Do not ship cables, manuals, CDs, etc.

You must follow the packaging guidelines for returning products:

- Use the original shipping carton and packaging
- Include a summary of the product's problem(s)
- Write an attention line on the box with the RMA number
- Include a copy of your proof of purchase

You are responsible for the cost of insurance and shipment of the product to PROMISE. Note that damage incurred due to improper transport or packaging is not covered under the Limited Warranty.

When repairing returned product(s), PROMISE may replace defective parts with new or reconditioned parts, or replace the entire unit with a new or reconditioned unit. In the event of a replacement, the replacement unit is under warranty for the remainder of the original warranty term from purchase date, or 30 days, whichever is longer.

PROMISE pays for outbound standard shipping charges only. You must pay for any additional shipping options, such as express shipping and return of the defective part or unit.



**Important**

Obtain an RMA number from Technical Support before you return the product and write the RMA number on the label. The RMA number is essential for tracking your product and providing the proper service.

Products received without the RMA number clearly displayed on the package may be returned unopened and unprocessed to the sender.

To contact Technical Support use the link: <https://getsupport.promise.com/Home>