

My Passport Wireless Pro or My Passport Wireless SSD 2.4GHz or 5 GHz Bands not Connecting to Wi-Fi Router

ISSUE:

The 2.4 GHz and/or 5 GHz WiFi band on My Passport Wireless Pro or My Passport Wireless SSD are not broadcasting.

CAUSE:

The 2.4 GHz and or 5 GHz band may not have initialized or stopped correctly during the boot up or shutdown processes.

SOLUTION:

Please attempt the following troubleshooting steps,

Manually Reapply Firmware

For My Passport Wireless Pro, download the "Current Firmware" from [My Passport Wireless Pro Downloads](#)

For My Passport Wireless SSD, download the "Current Firmware" from [My Passport Wireless SSD Downloads](#)

Method 1: My Passport Wireless device Dashboard

Connect your computer to the My Passport Wireless device Wi-Fi network.

Using a web browser, open the My Passport Wireless device dashboard

For PC, please use <http://mypassport> or <http://192.168.60.1>

For Mac, please use <http://mypassport.local> or <http://192.168.60.1>

Click the Firmware tab.

Under the Manual Update section, click Update from File button.

Select the firmware file from the directory it was downloaded to.

Click Ok.

Click Install and Reboot.

The disk LED will start flashing while the update is happening.

Method 2: SD Card

Format the SD card in FAT-32 file system.

Create a folder on the SD card named "update".

Copy the downloaded firmware file into the "update" folder.

Turn OFF the My Passport Wireless device.

Insert the SD Card.

Turn ON the My Passport Wireless device.

After the My Passport Wireless device boots up, the disk LED will start flashing while the update is happening.

Once the update is complete, the My Passport Wireless device will automatically reboot and the LED will return to the normal ON state.

Remove the SD Card.

After the My Passport Wireless reboots, attempt to connect the My Passport Wireless Pro or My Passport Wireless SSD to the local Wi-Fi Networks.

How to Connect a My Passport Wireless Pro or SSD to a Wi-Fi Network

Follow the instructions below to connect a My Passport Wireless Pro or My Passport Wireless SSD to a Wi-Fi Network via the My Passport Wireless Pro's or SSD's Dashboard.

1. Open the Dashboard.

For more information, refer to [Answer ID 19786: How to access the Dashboard on a My Passport Wireless device](#)

2. Click the Wi-Fi icon.

3. Click the toggle button to enable the Wi-Fi networks.

4. Click your Wi-Fi network from the list of available.

5. Enter your Wi-Fi network password.

6. Verify "Share content on this network" is checked.

Click "OK".

Click "OK".

7. A blue check mark will appear next to the connected Wi-Fi network.

8. Disconnect your PC from the My Passport Wireless Pro or SSD Wi-Fi.

9. The My Passport Wireless Pro or SSD is now available over your Wi-Fi network.

Follow the instructions below to connect a My Passport Wireless Pro or My Passport Wireless SSD to a Wi-Fi Network via the My Cloud App.

1. Open the My Cloud App.
For more information, refer to [Answer ID 7503: How to Setup a My Passport Wireless Pro and SSD using the My Cloud Mobile App](#)
2. Tap the 3-line menu button on the upper right of the screen.
3. Tap your device under "Available devices".
4. Tap the 3-line menu button on the upper right of the screen.
5. Tap the gear icon next to the name of your device to enter the "Settings" menu.
6. Under "Device Management", tap "Wi-Fi".
7. Under "Available networks", tap your Wi-Fi network.
8. Enter the Wi-Fi network password.
Click "Connect".
9. The My Passport Wireless Pro or SSD is now connected to your Wi-Fi network.
10. Disconnect your mobile device from the My Passport Wireless Pro or SSD Wi-Fi.
11. The My Passport Wireless Pro or SSD is now available over your Wi-Fi network.

How to Partition and Format a WD Drive on Windows and macOS

External hard drives and external solid state drives come pre-formatted and ready for use. Internal HDD and internal SSD drives do not ship pre-formatted and will need to be Partitioned and formatted before being used.

Please note the instructions do not differ when formatting different capacity sizes, this is not capacity specific.

Critical: The instructions in the article below are designed to help repartition and format a hard drive. This process is Data Destructive and cannot be undone. Once the process begins, ***ALL THE DATA ON THE DRIVE WILL BE LOST!***

Important: Please note if this is the first time connecting an external device to a macOS, there is a Reformatting Required for Mac OS Compatibility, please see [Answer ID 3879: Reformatting Required for Mac OS Compatibility](#).

Western Digital does not recommend multiple partitions due to potential corruption of the Partition table. The partition table is used to display each partition within the Operating System and if this becomes corrupted it will lead to data loss. Please contact Microsoft or Apple for more support.

Select an Operating System (OS)	
Operating System	Instructions
Windows 10 and 8.1	Click here for Instructions
Windows 7 and Windows Vista	Click here for Instructions
macOS 10.14.x (Mojave)	Click here for Instructions
macOS 10.13.x (High Sierra)	Click here for Instructions
macOS 10.11.x (El Capitan) and macOS 10.12.x (Sierra)	Click here for Instructions
macOS 10.9.x (Mavericks), and macOS 10.10.x (Yosemite)	Click here for Instructions
macOS 10.7.x (Lion), and macOS 10.8.x (Mountain Lion)	Click here for Instructions
Both Windows and macOS (exFAT & FAT32)	Click here for Instructions

- APFS formatted volumes can be read by a macOS High Sierra (10.13), but not by a macOS Sierra (10.12) or earlier.
For more information, please refer to [Apple KBA ID HT208018 - Prepare for APFS in macOS High Sierra](#)
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- If the following message occurs during the format procedure, **MediaKit reports not enough space on device for requested operation. Operation failed...**, please refer to [Answer ID 20270: macOS Disk Utility Error "MediaKit reports not enough space on device for requested operation"](#)
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- For instructions to convert a drive to (APFS) Apple File System Format on macOS High Sierra (10.13), please refer to [Answer ID 9968: How to Convert a WD External Drive to Apple File System \(APFS\) Format](#)

Important: If at any time an error occurs stating that the drive can not be *dismounted* or *unmounted*, this is not caused by an issue with the hard drive. Please see [Answer ID 18670: When formatting or partitioning a drive, an error occurs stating the drive cannot be dismounted or unmounted](#) for additional information on this particular issue.

How To Map a WD Network Drive on Windows 10

Mapping a network share on a Windows 10 computer allows the ease of use and access to network storage content.

Important:

- My Cloud, My Cloud Home, or My Passport Wireless products are not detected under Windows 10 Network
- For My Passport Wireless products, please refer to [Answer ID 24800: My Passport Wireless Samba SMBv2 Connection Message](#)
- The "Network Browse" function has been disabled on Windows 10 v1709 and higher
- Guest access in SMB2 has been disabled by default in Windows 10 Fall Creators Update version 1709 and higher
- Connect, Access and Map a My Cloud *password protected* Private Share **before** accessing the Public share

Use one of the options listed below to map a network share using the device name or IP address.