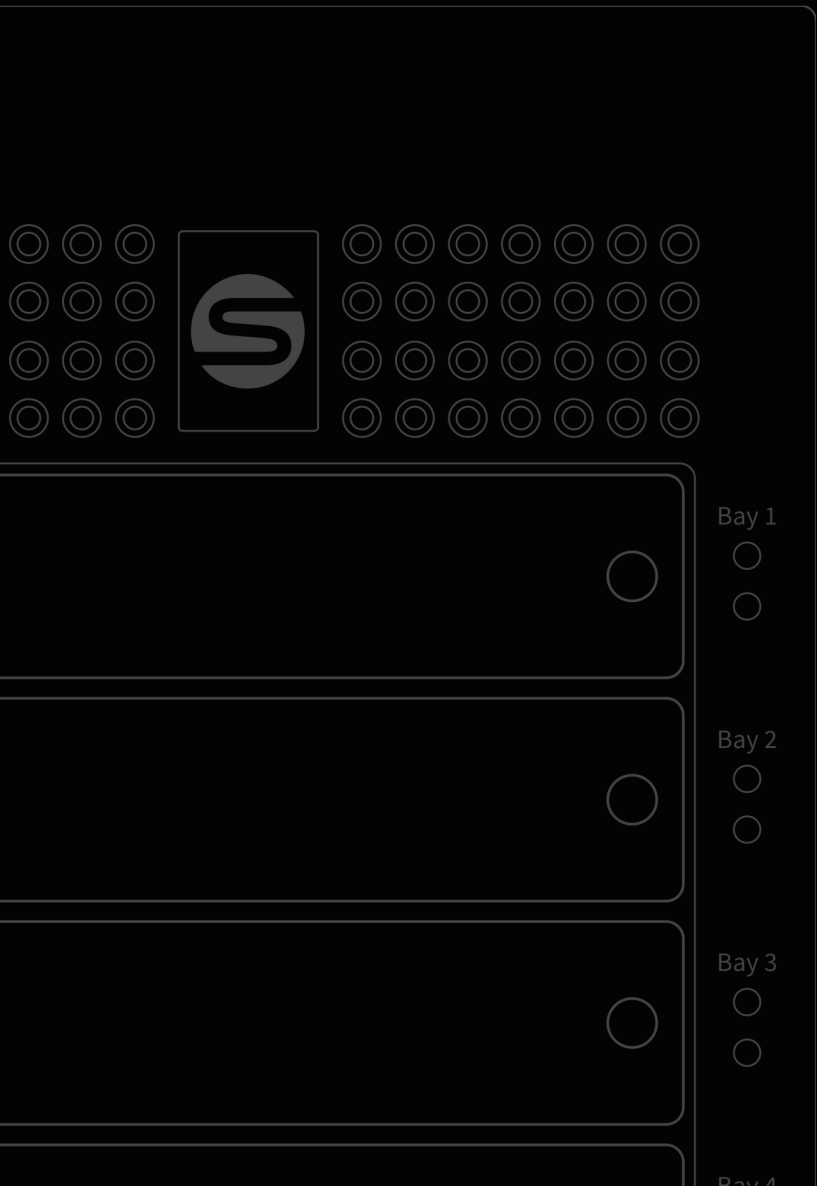


# SYMPLYSPARK

WORLDWIDE MANUAL V1.13



## Thank you for purchasing SymplySPARK

If you have any support questions that are not addressed in this document then please check our extensive FAQs or submit a support ticket on our [support site](#).

Your feedback is important to us, so please let us know what you think of our products via email [hello@gosymply.com](mailto:hello@gosymply.com)

SYMPPLY provides this publication “as is” without warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability or fitness for a particular purpose. SYMPPLY may revise this publication from time to time without notice.

### COPYRIGHT STATEMENT

© 2021 SYMPPLY. All rights reserved.

Your right to copy this manual is limited by copyright law. Making copies or adaptations without prior written authorization of SYMPPLY is prohibited.

SymplySPARK is a trademark in the U.S. and other countries. All other trademarks are the property of their respective companies.

# CONTENTS

<b>System Requirements</b>	<b>4</b>
Hardware	4
Operating System	4
<b>SymplySPARK: FRONT</b>	<b>5</b>
<b>SymplySPARK: REAR</b>	<b>6</b>
<b>System Specifications</b>	<b>7</b>
SymplySPARK Physical	7
SymplySPARK Environmentals	7
SymplySPARK Case Physical	7
<b>Installation</b>	<b>7</b>
Unpacking the SymplySPARK	7
<b>What's in the box</b>	<b>8</b>
Before powering on	8
Before powering off	8
<b>Quick Start - macOS</b>	<b>9</b>
Installing the driver	9
<b>Quick Start - Windows</b>	<b>9</b>
Installing the driver	9
Symply RAID Manager	14
<b>Troubleshooting</b>	<b>17</b>
I cannot see my SymplySPARK on my Mac computer	17
I cannot see my SymplySPARK on my Windows computer	17
Mute beeper	18
Replacing a failed HDD	18
Replacing a failed PSU	19
Replacing a failed FAN	19
<b>Warranty</b>	<b>20</b>

# SYSTEM REQUIREMENTS

## HARDWARE

Thunderbolt 2\*, Thunderbolt 3 or Thunderbolt 4 Host Computer

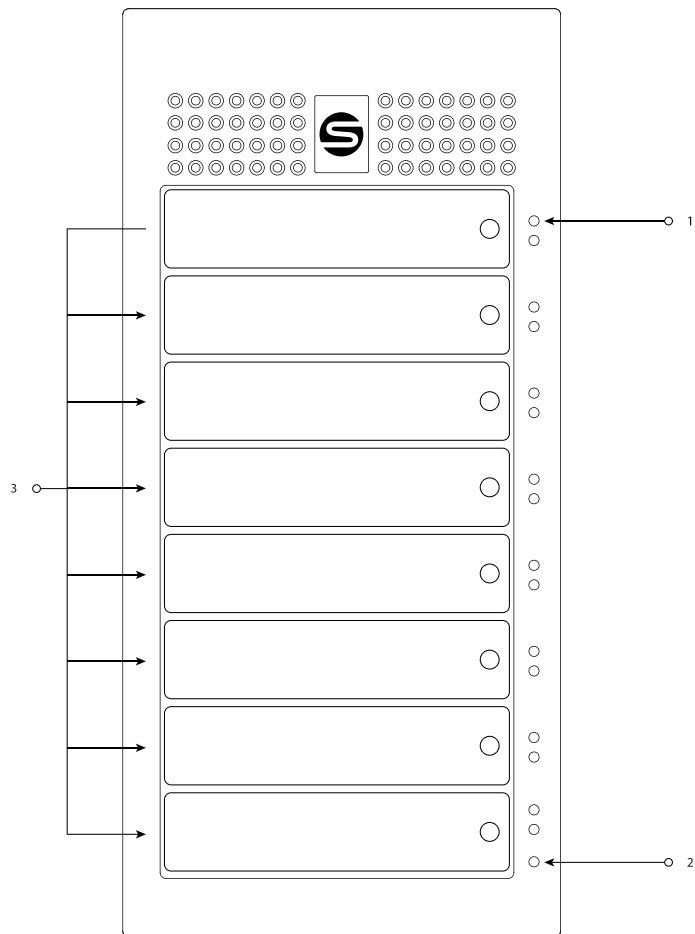
*\*Requires Apple Thunderbolt Adapter - not supplied (part number MMEL2ZM/A).*

## OPERATING SYSTEM

macOS version 10.13 or later

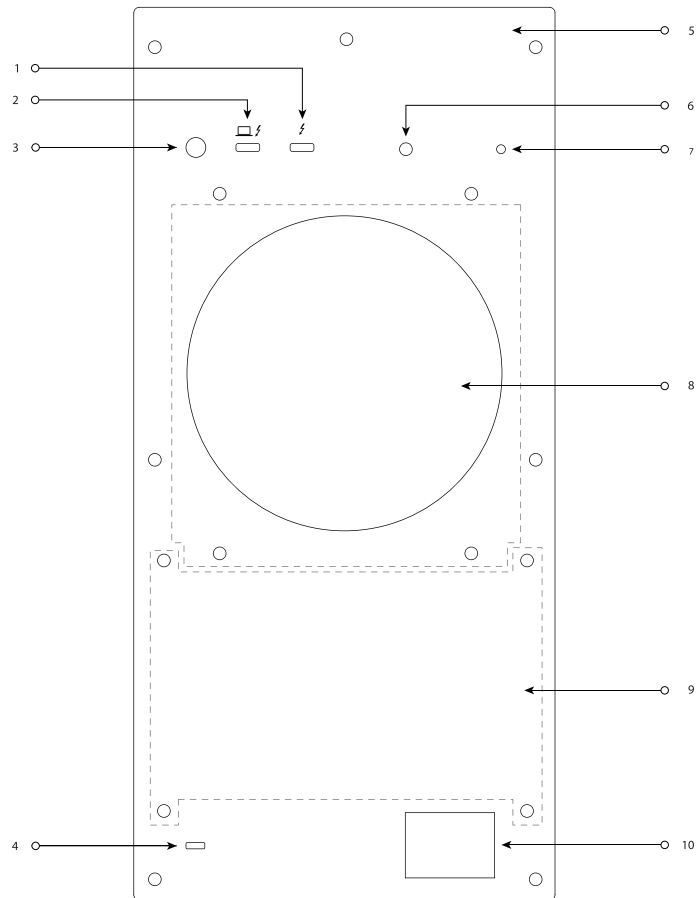
Windows 10

# SYMPLYSPARK: FRONT



Number	Description
1	LED Status Green = OK / Red = Fault Blue = Activity
2	LED Blackout Mode = On / Off
3	HDD Module

# SYMPLYSPARK: REAR



Number	Description
1	Thunderbolt 3 Port
2	Thunderbolt 3 Port with 60 W for device charging
3	Power Switch (On/Off)
4	Kensington Lock
5	SymplySPARK Serial Number
6	Controller Heartbeat
7	Mute Beeper
8	FAN Module
9	Power Supply Module
10	Power Inlet

# SYSTEM SPECIFICATIONS

## SYMPLYSPARK PHYSICAL

Thunderbolt 3 Interfaces	Number of Drive Bays	RAID Level Support	Dimensions	Weight with HDDs	Power
1 x 60 W device charging 1 x 15 W	8	0, 1, 5, 6, 10, JBOD	24.0 x15.0 x 31.8 cm (9.4 x 6.0 x 12.5 in)	10.7 kg (23.5 lb)	400 W and 110-240 v

## SYMPLYSPARK ENVIRONMENTALS

Operating Environmentals	Non-Operating Environmentals
0°C - 40°C (32°F - 104°F) 5% - 85% humidity (non-condensing)	-20°C - 70°C (-4°F - 158°F) 5% - 95% humidity (non-condensing)

## SYMPLYSPARK CASE PHYSICAL

Dimensions	Weight	Temperature Range	Max buoyancy	Handle height from ground	Certifications
57.9 x 46.5 x 29.7 cm (22.8 x 18.3 x 11.7 in)	6.8 Kg (15.1 lb)	-29°C - 60°C (-20°F - 140°F)	49.9 jg (110.0 lb)	81.28   95.25 cm (32   37.5 in)	Waterproof (IPX7) Dustproof (IP6X) MIL-SPEC

# INSTALLATION

## UNPACKING THE SYMPLYSPARK

The SymplySPARK ships as standard in an impact resistant wheeled case with custom foam inserts, designed to withstand a mechanical shock test of 250G/2ms.

Caution should be used whenever lifting the SymplySPARK in and out of the wheeled carry case, make sure that the working area around you is free from obstructions. It is important that the SymplySPARK is positioned with enough space around the unit for airflow and in a clean environment away from sources of dust as much as possible.

The SymplySPARK is extensively tested before shipping and factory configured to RAID 5 and formatted for macOS Extended (Journaled).

Please inspect the unit for shipping damage. If there is damage, do not install the unit, please report the damage immediately by contacting your place of purchase.

# WHAT'S IN THE BOX

Item	Description
SymplySPARK	SymplySPARK 8 Bay with 8 x HDDs
SYCBL-TB3A-0200AL	Symply Thunderbolt 3 Certified Cable 2m (6.5ft) 40Gbps 100 W Charging 5A/20V Active Type-C
Power cable	2m (6.5 ft) IEC power cord for local region

## BEFORE POWERING ON

Before powering on the system, ensure that none of the ventilation holes or the FAN module are blocked or obstructed. Make sure that there are no obstructions around the system that might restrict air flow. Ensure that the environment is within the specified operating conditions specified in this document.

**POWER ON NOTE:** The power on process takes on average 40 seconds, and the system will beep once the POST (Power On Self Test) checks have been completed and the controller heartbeat LED will flash Green @ 1Hz (once per second) signalling the unit is ready.

**Never** turn off, remove power, or disconnect the Thunderbolt cable from the host computer while the SymplySPARK RAID volume is mounted on the host computer. Always eject the volume first before powering off the system or disconnecting the Thunderbolt cable.

## BEFORE POWERING OFF

Check the SymplySPARK RAID volume is not mounted on the operating system before powering the system off. If the volume is mounted then make sure to eject the volume first before powering off the system. As long as the SymplySPARK volume is not mounted on an operating system, you can simply depress the power button until the system shuts off.



# QUICK START - MACOS

The SymplySPARK is extensively tested before shipping, factory configured to RAID 5 and formatted for macOS Extended (Journaled).

Before powering on the system ensure that there are no obstructions around the system blocking air flow, and that the environment is within the specified operating conditions.

## INSTALLING THE DRIVER

1. Plug in the power cable, the supplied Thunderbolt cable and power on the SymplySPARK.
2. Go to [support.gosymply.com](https://support.gosymply.com) and download the [installer package for your macOS version](#).
3. Install the driver following these instructions:
  - a. [For macOS Big Sur \(11 or later\)](#)
  - b. [For macOS High Sierra or later \(10.13 - 10.15\)](#)
4. If you are running macOS 10.13 (High Sierra) or above, your macOS will not immediately allow the driver to be loaded. You will be prompted to open the Security & Privacy Preference Pane and select "Allow."
5. The installation process will prompt you to restart your computer.
6. Congratulations! You are finished.

If you are running on Apple's macOS Big Sur (11.0) on an Apple Silicon M1-based Mac, then you will need to change the Mac's Security Policy to allow the driver to be installed and run. The setting can be changed within the Mac's Recovery Mode by using the Startup Security Utility. The policy should be changed from "Full Security" to "Reduced Security" and choose the "Allow user management of kernel extensions from identified developers" option. For more information on security and drivers on macOS see the [Apple technical note](#).

# QUICK START - WINDOWS

The SymplySPARK is extensively tested before shipping, factory configured to RAID 5 and formatted macOS Extended (Journaled). To use the SymplySPARK on Windows, it will need to be reformatted to NTFS.

Before powering on the system, ensure that none of the ventilation holes are blocked, that there are no obstructions around the system blocking airflow, and that the environment is within the specified operating conditions and that acclimatization time has been allowed.

## INSTALLING THE DRIVER

1. Plug in the power cable, the supplied Thunderbolt cable and power on the SymplySPARK
2. Go to [support.gosymply.com](https://support.gosymply.com) to download the [Windows installer package](#).
3. Install the driver following the on screen installation instructions. You will be prompted to restart your computer.
4. Go to the "Thunderbolt Control Center" and make sure SymplySPARK is shown as a connected device. If it is not set as connected, we recommend setting it to "always connect."

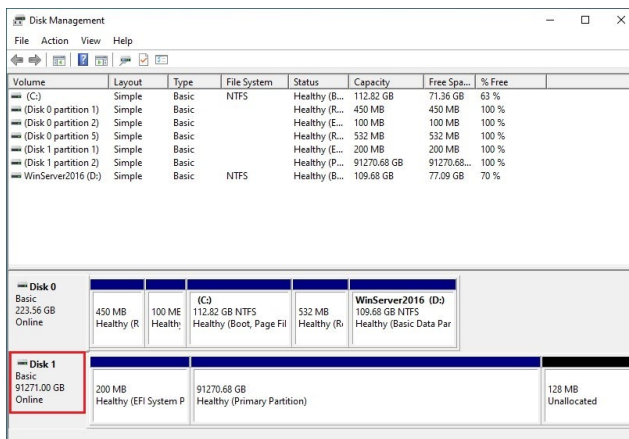


## REFORMATTING THE VOLUME TO NTFS

1. Right-click on the Start Menu and select "Disk Management".



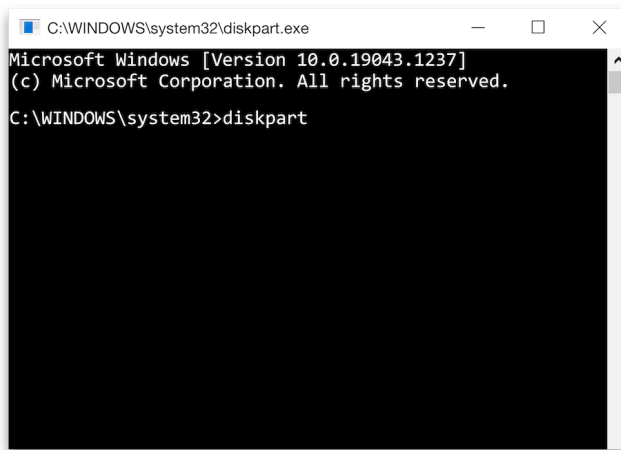
2. When "Disk Management" opens, verify the SymplySPARK is attached. As seen below it is shown as Disk 1 (in this example). Make sure to correctly identify the disk number and make a note of it for later in this process.



3. Once verified, right-click on the Start Menu and select Command Prompt (Run as administrator). Or alternatively type CMD and Enter into the Windows search bar.

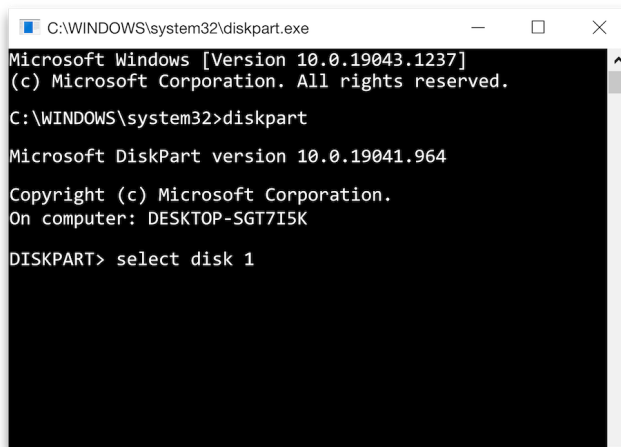
**IMPORTANT:** The next steps will erase the selected drive without confirmation. Please be sure that the correct disk number has been identified.

4. In the command prompt
- Type *diskpart* and press *Enter*



```
C:\WINDOWS\system32\diskpart.exe
Microsoft Windows [Version 10.0.19043.1237]
(c) Microsoft Corporation. All rights reserved.
C:\WINDOWS\system32>diskpart
```

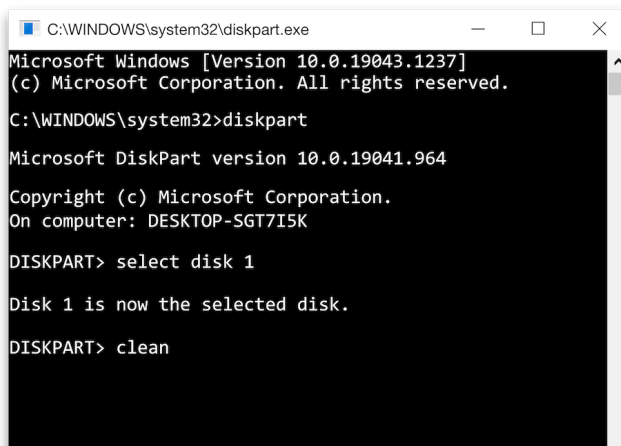
- Type *select disk x* and press *Enter* (x = disk number from Disk Management)



```
C:\WINDOWS\system32\diskpart.exe
Microsoft Windows [Version 10.0.19043.1237]
(c) Microsoft Corporation. All rights reserved.
C:\WINDOWS\system32>diskpart
Microsoft DiskPart version 10.0.19041.964
Copyright (c) Microsoft Corporation.
On computer: DESKTOP-SGT7I5K
DISKPART> select disk 1
```

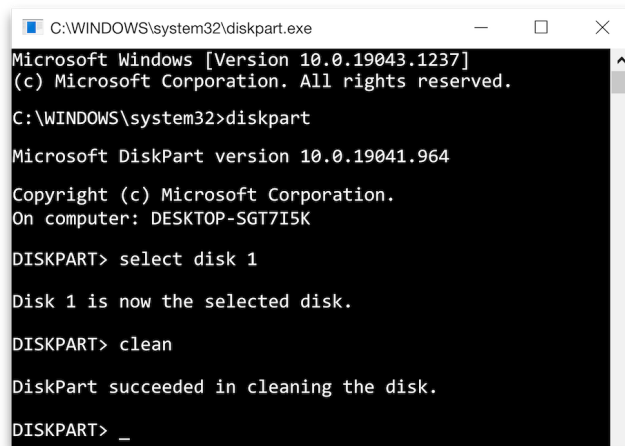
**WARNING:** The next step is destructive to all data on the selected disk. Ensure you have selected the correct disk.

- Type *clean* and press *Enter*



```
C:\WINDOWS\system32\diskpart.exe
Microsoft Windows [Version 10.0.19043.1237]
(c) Microsoft Corporation. All rights reserved.
C:\WINDOWS\system32>diskpart
Microsoft DiskPart version 10.0.19041.964
Copyright (c) Microsoft Corporation.
On computer: DESKTOP-SGT7I5K
DISKPART> select disk 1
Disk 1 is now the selected disk.
DISKPART> clean
```

- d. Once the “DiskPart Succeeded in cleaning the disk” message is displayed, you can close the Command Prompt window.



```
C:\WINDOWS\system32\diskpart.exe
Microsoft Windows [Version 10.0.19043.1237]
(c) Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>diskpart

Microsoft DiskPart version 10.0.19041.964

Copyright (c) Microsoft Corporation.
On computer: DESKTOP-SGT7I5K

DISKPART> select disk 1

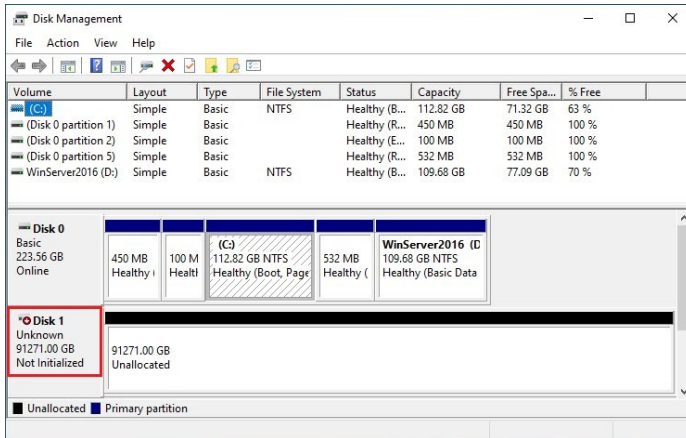
Disk 1 is now the selected disk.

DISKPART> clean

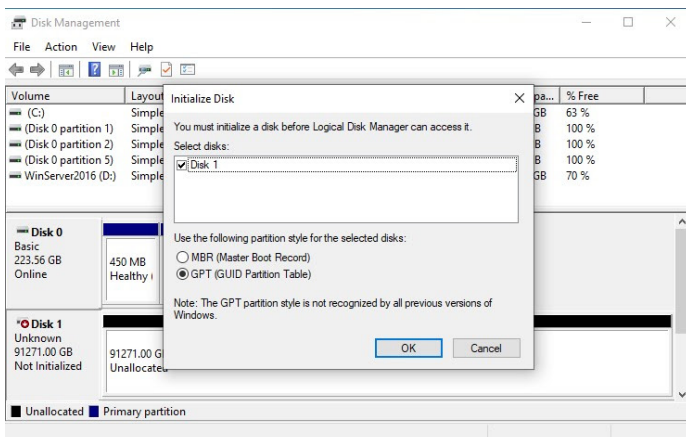
DiskPart succeeded in cleaning the disk.

DISKPART> _
```

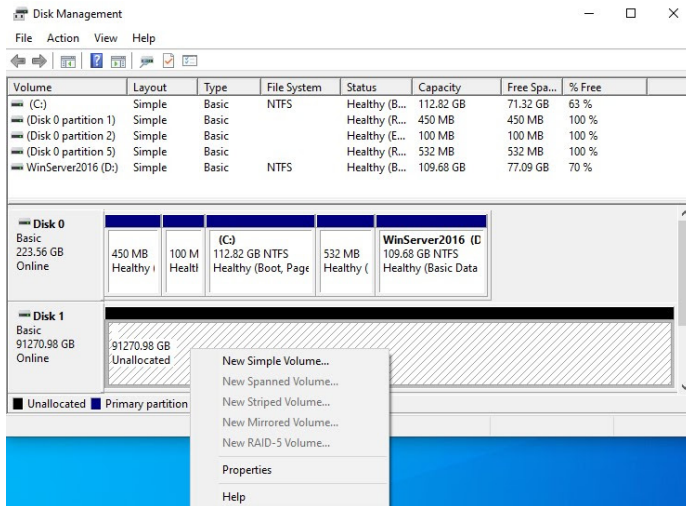
5. Go back to Disk Management and right-click the disk that shows a red down arrow and click *Initialize Disk*



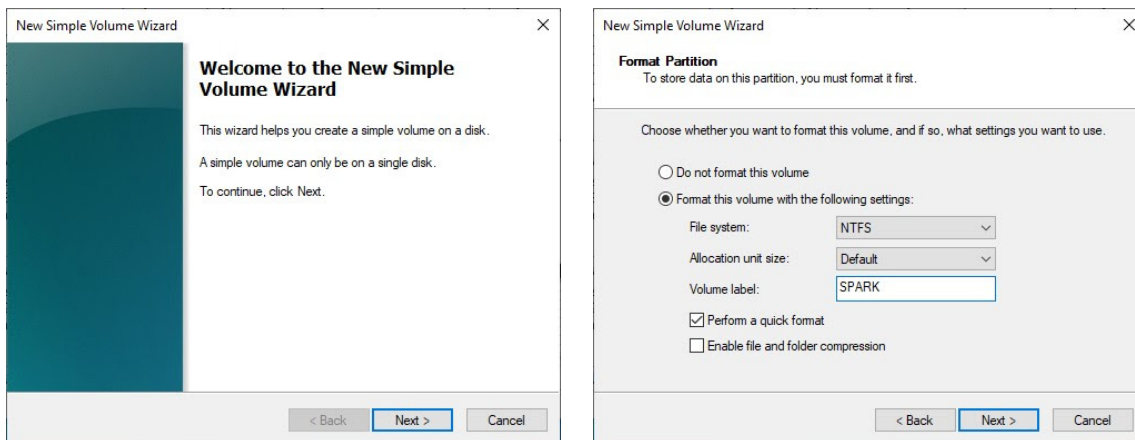
6. The disk should already be selected, make sure it is set to *GPT* and click OK



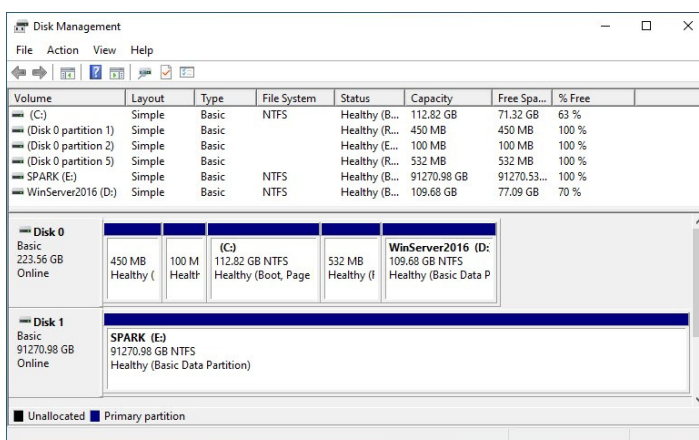
7. Right-click the now *Unallocated* drive and select *New Simple Volume*



8. Continue through the wizard, naming your drive as appropriate



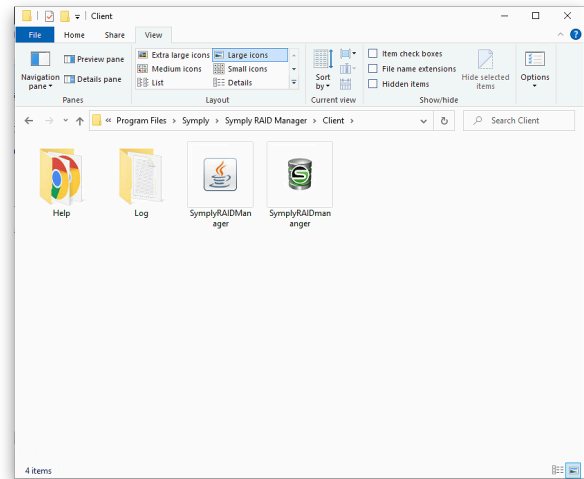
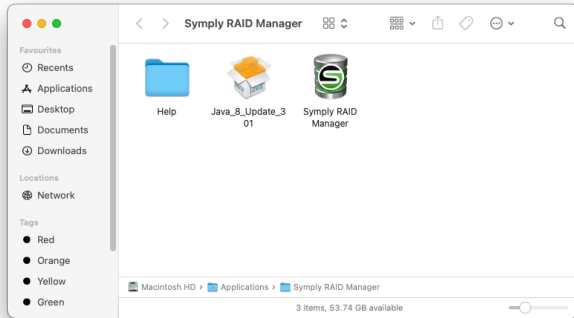
9. Once done, your drive is now ready to use on Windows



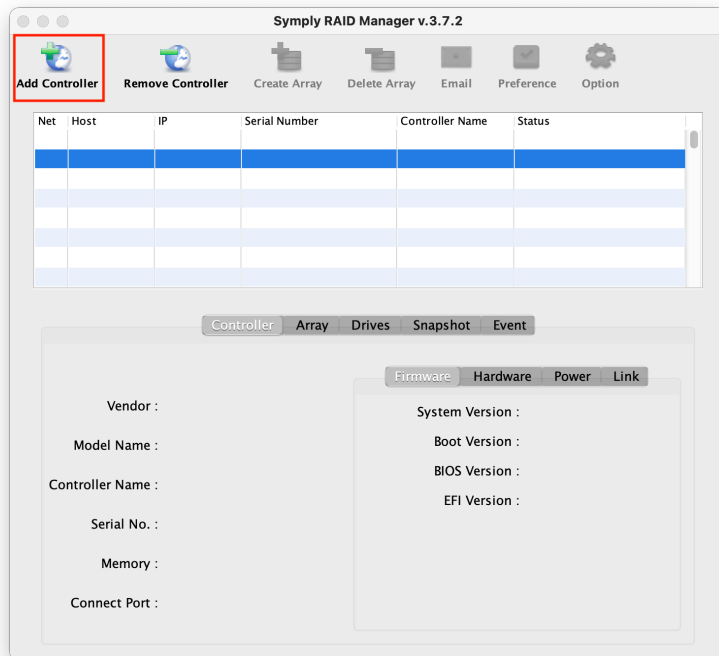
## SYMPLY RAID MANAGER

Symple RAID Manager is a tool that installs with our Thunderbolt driver that allows a deeper look at the health and configuration of the SympleSPARK system. It is not required for day-to-day use of the system, but can be used to reconfigure the system, update firmware, manage a disk failure or mute the alarm notification for example.

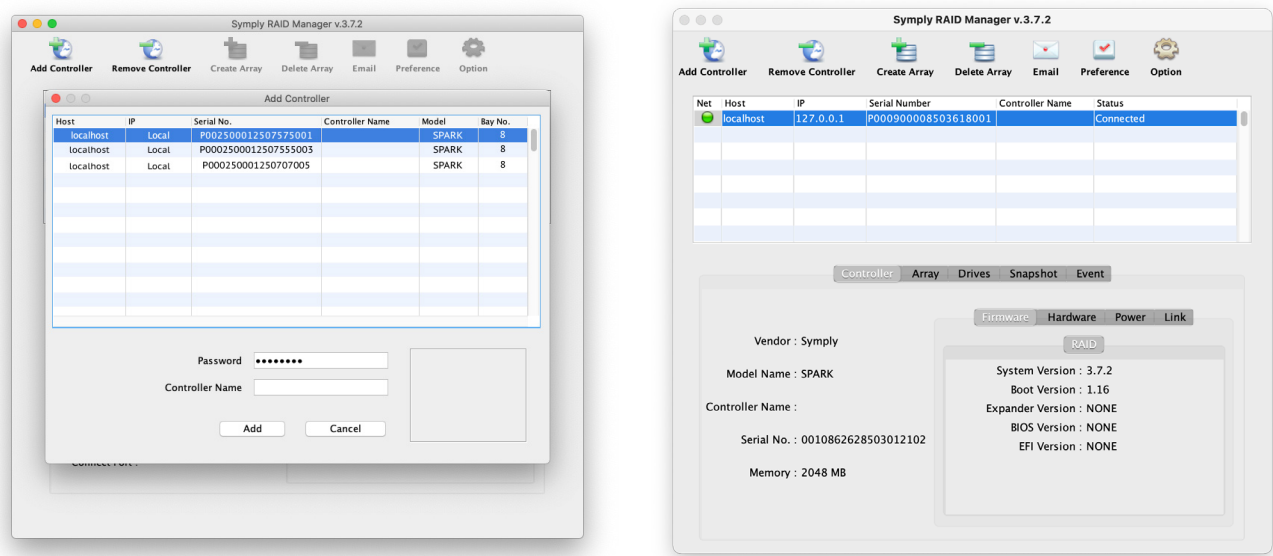
The SympleRAID Manager is installed as default in the macOS /Applications folder, and in the C:\Program Files\Symple\Symple RAID Manager\Client\ folder as default on the Windows operating system. To use the Symple RAID Manager simply navigate to the appropriate folder and double-click on the application to run it.



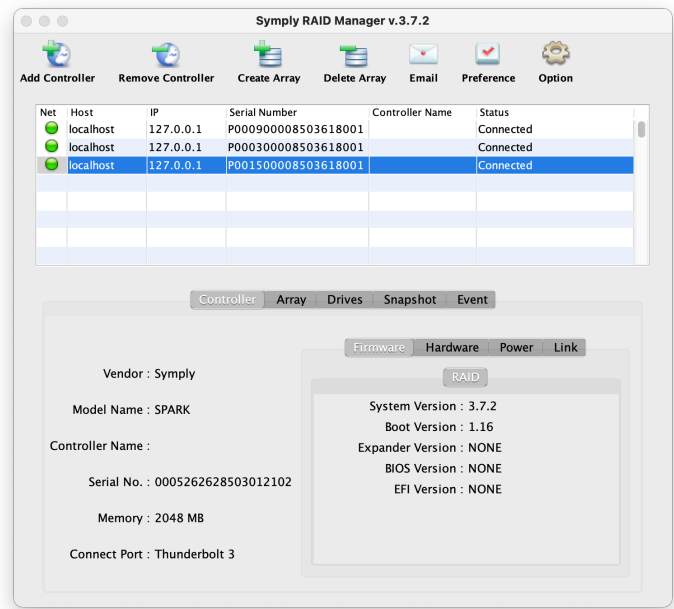
Once launched, click the “Add Controller” button in the Symple RAID Manager, the resulting dialog will display a list of available SPARK units that are connected to the host and powered on. This can take up to 60 seconds for the application to complete the scan of the Thunderbolt bus. Especially if the unit has been hot-plugged.



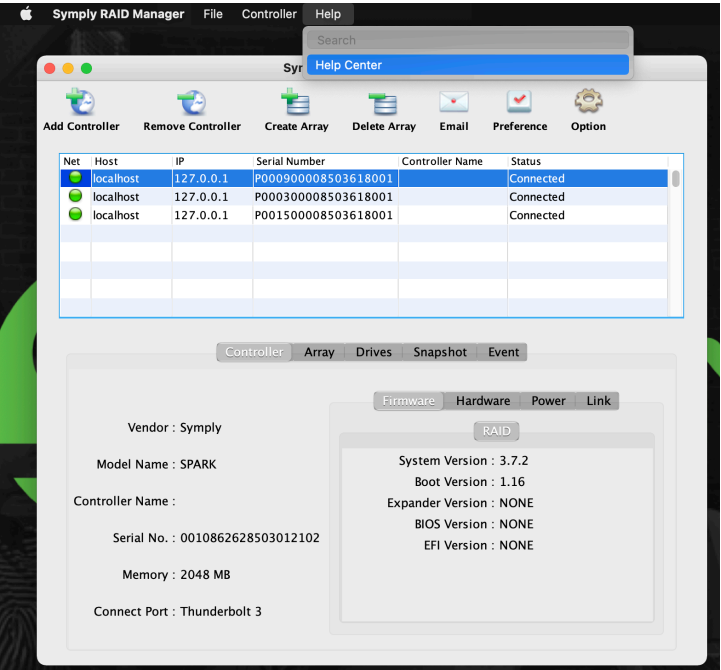
The SPARK systems are identified by serial number, the serial number of the SPARK is located on the top right hand corner of the rear of the SPARK systems. Select the serial number you wish to add and click OK.



You can repeat this process to connect to other SPARK systems that are connected to the same host computer.



For help on the Symplify RAID Manager in the application navigate to the “Help Center”.



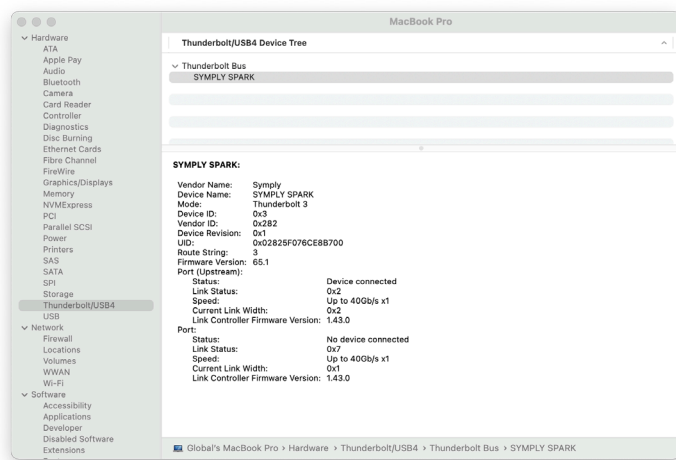


# TROUBLESHOOTING

## I CANNOT SEE MY SYMPLYSPARK ON MY MAC COMPUTER

If you have followed the installation procedure. Make sure the SymplySPARK heartbeat light is flashing @ 1Hz (once per second), this will indicate that the controller is functioning as normal.

The SymplySPARK should be visible in the Apple System Information, **System Report > Hardware > Thunderbolt**



Check that the Thunderbolt cable is securely connected, and that it is a Thunderbolt certified cable, it will have the lightning logo on it. Likewise, if you are using a Thunderbolt 2 to Thunderbolt 3 converter it should be the Apple adapter, part number MMEL2ZM/A.

Also check that the Thunderbolt 3 port you are using is a Thunderbolt 3 port and not just a USB-C port. Note if you are trying to connect via a hub, it must be a Thunderbolt 3 hub connected to the computer's Thunderbolt 3 port (check the port for a lightning logo) and not just USB-C.

Ensure that the correct driver for your macOS version is installed. Also ensure the driver has not been blocked from running by the macOS and the correct security settings have been applied.

Try re-installing the drivers.

Please [submit a support ticket](#) if you are still experiencing issues.

## I CANNOT SEE MY SYMPLYSPARK ON MY WINDOWS COMPUTER

If you have followed the installation procedure. Make sure the SymplySPARK heartbeat light is flashing @ 1Hz (once per second), this will indicate that the controller is functioning as it should.

If the driver is installed and the cable is connected correctly then the SymplySPARK will be seen in the "Thunderbolt Control Center."

Check that the Thunderbolt cable is securely connected, and that it is a Thunderbolt certified cable it will have the lightning logo on it. Likewise, if you are using a Thunderbolt 2 to Thunderbolt 3 converter it should be the Apple adapter, part number MMEL2ZM/A.

Also check that the Thunderbolt 3 port you are using is a Thunderbolt 3 port and not just a USB-C port. Note if you are trying to connect via a hub, it must be a Thunderbolt 3 hub connected to the computer's Thunderbolt 3 port (check the port for a lightning logo) and not just USB-C.

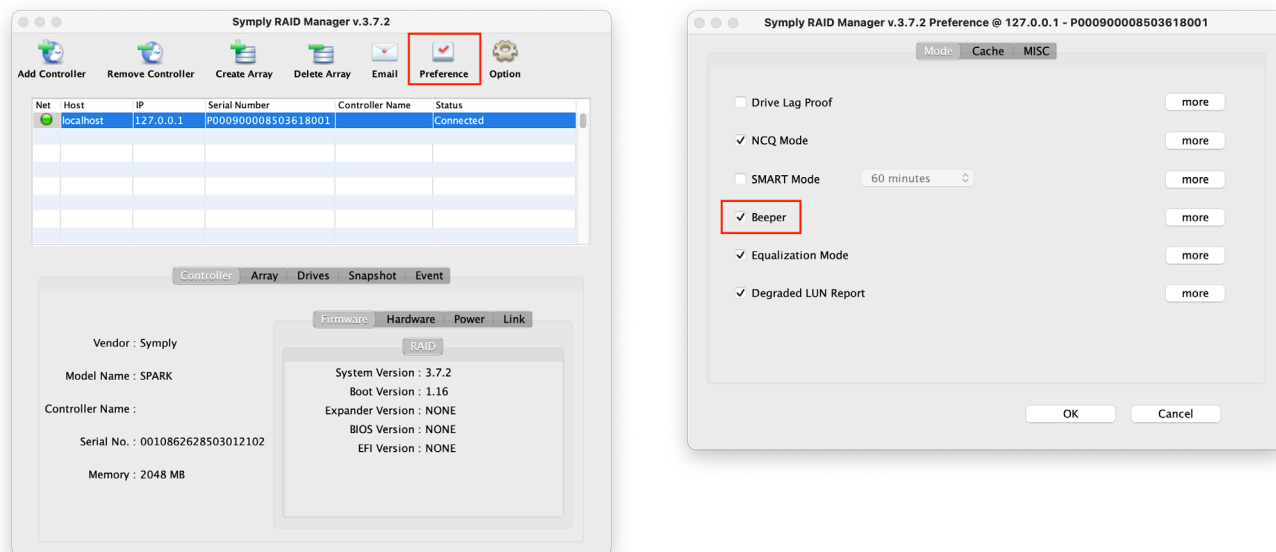
Check that the driver is installed correctly, and try re-installing the drivers. You should first use the "Add or remove programs" application in Windows to uninstall the Symply RAID Manager and reboot the Windows machine, ahead of reinstalling the driver package.

Please [submit a support ticket](#) if you are still experiencing issues.

## MUTE BEEPER

Open Symply RAID Manager, connect to the SPARK. Select "Preference", then uncheck the "Beeper" checkbox to disable the beeper.

If you do not have access to the Symply RAID Manager you can disable the beeper by depressing the mute beeper button on the back of the SPARK.



## REPLACING A FAILED HDD

If there is a fault with one of the disks in the SPARK, the audible beeper will sound and there will be a RED light on the front of the SPARK indicating which drive of the 8 disks has failed. Out of the factory the SPARK is configured at RAID 5, so if there is a single HDD failed the RAID will still be intact. The beeper can be disabled either by depressing the mute beeper button on the back of the SPARK, or via the Symply RAID Manager (as described above).

If you have a spare SPARK HDD module then you can replace the failed module easily. Just unscrew the SPARK caddy by turning the thumb screws on the caddy counterclockwise and pull out the failed HDD module. Carefully insert the replacement HDD module into the SPARK and secure by turning the thumbscrew clockwise.

The status LED will go from RED to GREEN once the drive has been checked by the SPARK. The RAID rebuild will happen automatically, and the SPARK will sound the beeper at regular intervals to denote that the RAID rebuild is in progress. You can mute the beeper if you wish. The progress of the RAID rebuild can be monitored via the Symply RAID Manager. Rebuilds will take longer while the system is in use (under load).

Please [submit a support ticket](#) by following the link below to request a replacement HDD module.

## REPLACING A FAILED PSU

If there is a power issue with the SPARK, please check first that the power cable, and/or power strip is OK. Try swapping the power cable for a new one. If you have checked the cabling and you have a spare PSU module from the Symply Assist Self-Maintenance (SAM) Kit, then the PSU can be easily swapped.

You will need a Philips PH 2 screwdriver. Make sure you have plenty of space around the SPARK and the work area is not obstructed.

1. Disconnect the power cable from the power inlet on the SPARK and wait 60 seconds before continuing
2. Remove the 4 screws that secure the backplate of the power supply to the chassis, keep hold of these screws
3. Carefully remove the PSU module. There will be two (2) sets of cables running from the PSU module to the backplane of the SPARK. Disconnect both these cables, noting the way they are connected.
4. Connect the cables from the new PSU module to the backplane of the SPARK, making sure that they are securely seated.
5. Use the 4 screws, removed earlier, to secure the PSU module backplate onto the SPARK chassis

Congratulations you have swapped the PSU module, you can reconnect the power cable and power on.

Please [submit a support ticket](#) by following the link below to request a replacement PSU module.

## REPLACING A FAILED FAN

If there is an issue with the FAN module, then the audible beeper on the SPARK will sound. Open the Symply RAID Manager to check the FAN status or visually inspect it at the rear of the SPARK chassis. Check to make sure there is nothing obstructing the FAN. Once the FAN fault has been confirmed, power down the SPARK (remembering to unmount the SPARK from the OS first).

If you have a spare FAN module from the Symply Self-Assist Maintenance (SAM) kit, then you can swap the FAN module easily.

You will need a Philips PH 2 screwdriver. Make sure you have plenty of space around the SPARK and the work area is not obstructed.

1. Disconnect the power cable from the power inlet on the SPARK and wait 60 seconds before continuing
2. Remove the 4 screws that secure the FAN module to the SPARK chassis, keep these screws for later use.
3. Carefully remove the FAN module and disconnect the cable that connects the FAN to the SPARK backplane.
4. Connect the cable from the new FAN module to the backplane of the SPARK
5. Secure the new FAN module to the SPARK chassis using the 4 screws removed earlier.

Congratulations you have swapped the FAN module, you can reconnect the power cable and power on.

Please [submit a support ticket](#) by following the link below to request a replacement FAN module.

# WARRANTY

The SymplySPARK system comes with a limited five (5) year warranty.

Warranty and technical support service can be accessed at [support.gosymply.com](https://support.gosymply.com)

SYMPLY ("the Company") warrants its products will be free from defects in material and workmanship for five years from the date of purchase of the product.

This Limited Warranty only applies to the original purchaser of the product and is not transferable to subsequent owners.

This Limited Warranty is void if the product is subjected to abuse, misuse, abnormal, excessive or improper conditions (including, without limitation, attempts to utilize the product under any condition that exceeds its design capabilities, or any other use beyond the use specified in any product instructions), or if the product is altered or modified in any manner. This Limited Warranty does not cover damage to the product due to external causes (including, without limitation, accident, liquids, chemicals, oxidation, corrosion, or exposure to the elements), or problems caused by use of parts and components not supplied by the Company.

The sole remedy under this Limited Warranty is product repair, replacement, or refund of the purchase price, at the sole discretion of the Company. In order to make a claim the purchaser must ship the product to the Company at the purchaser's expense, together with proof of purchase and a description of the nature of the defect. The Company will not be held responsible for any product that is damaged or lost in transit to the Company.

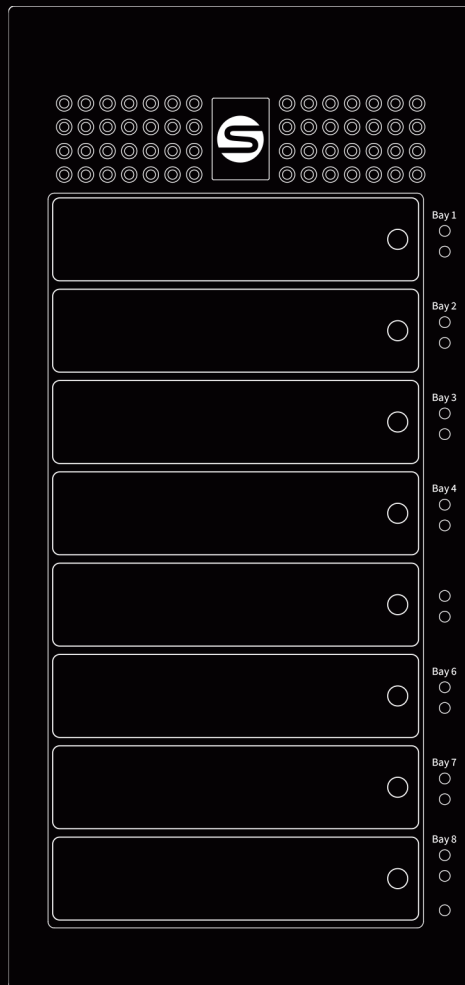
PURCHASER AGREES THAT SYMPLY SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, SECONDARY OR CONSEQUENTIAL DAMAGES, OR FOR THE DAMAGE, INJURY, OR LOSS OF LIFE, PROPERTY OR OTHER PRODUCTS THE PURCHASER CONNECTS TO THE PRODUCT, OR LOSS OF REVENUE OR DATA, WHETHER BASED ON CONTRACT, TORT, PRODUCTS LIABILITY OR ANY OTHER LEGAL THEORY, EVEN IF THE DAMAGE, INJURY OR LOSS IS CAUSED BY THE NEGLIGENCE OR OTHER FAULT OF SYMPLY. THE FOREGOING WARRANTY IS THE ONLY WARRANTY MADE BY SYMPLY, AND SYMPLY MAKES NO OTHER WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This Limited Warranty shall be governed by the laws of England and each party hereby submits to the non-exclusive jurisdiction of the English courts.

discretion of the Company. In order to make a claim the purchaser must ship the product to the Company at the purchaser's expense, together with proof of purchase and a description of the nature of the defect. The Company will not be held responsible for any product that is damaged or lost in transit to the Company.

PURCHASER AGREES THAT SYMPLY SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, SECONDARY OR CONSEQUENTIAL DAMAGES, OR FOR THE DAMAGE, INJURY, OR LOSS OF LIFE, PROPERTY OR OTHER PRODUCTS THE PURCHASER CONNECTS TO THE PRODUCT, OR LOSS OF REVENUE OR DATA, WHETHER BASED ON CONTRACT, TORT, PRODUCTS LIABILITY OR ANY OTHER LEGAL THEORY, EVEN IF THE DAMAGE, INJURY OR LOSS IS CAUSED BY THE NEGLIGENCE OR OTHER FAULT OF SYMPLY. THE FOREGOING WARRANTY IS THE ONLY WARRANTY MADE BY SYMPLY, AND SYMPLY MAKES NO OTHER WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This Limited Warranty shall be governed by the laws of England and each party hereby submits to the non-exclusive jurisdiction of the English courts.



[www.gosymply.com](http://www.gosymply.com)  
[support.gosymply.com](mailto:support.gosymply.com)  
[hello@gosymply.com](mailto:hello@gosymply.com)