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# GoFlex Satellite™ User Guide



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## GoFlex Satellite™ User Guide

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USA

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## Regulatory Compliance

### FCC Class B Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**FCC Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### **IMPORTANT NOTE: FCC Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Note to US model owner: To comply with US FCC regulation, the country selection function has been completely removed from all US models. The above function is for non-US models only.

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## Industry Canada

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

**IMPORTANT NOTE:** (For mobile device use)

### **Radiation Exposure Statement:**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

**NOTE IMPORTANTE:** (Pour l'utilisation de dispositifs mobiles)

### **Déclaration d'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

## Battery Safety

This product contains a lithium-ion battery that must be disposed of properly. See [www.seagate.com/support/goflexsatellite](http://www.seagate.com/support/goflexsatellite) for information about recycling and proper disposal.

Please follow the battery safety items below:

- Do not dismantle, open or shred secondary cells or batteries.
- Do not expose cells or batteries to heat or fire. Avoid storage in direct sunlight.
- Do not short-circuit a cell or a battery. Do not store cells or batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by, other metal objects.
- Do not use any charger other than that specifically provided for use with the equipment.
- Do not use any cell or battery which is not designed for use with the equipment.
- Do not mix cells of different manufacture, capacity, size or type within a device.
- Seek medical advice immediately if a cell or a battery has been swallowed.
- Do not subject cells or batteries to mechanical shock.

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- In the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
  - Keep cells and batteries out of the reach of children.
  - Keep cells and batteries clean and dry.
  - Secondary cells and batteries need to be charged before use. Always use the correct charger and refer to the manufacturer's instructions or equipment manual for proper charging instructions.
  - Do not leave a battery on prolonged charge when not in use.
  - After extended periods of storage, it may be necessary to charge and discharge the cells or batteries several times to obtain maximum performance.
  - Secondary cells and batteries give their best performance when they are operated at normal room temperature (20°C+5 °C).
  - Retain the original product literature for future reference.
  - Use only the cell or battery in the application for which it was intended.
  - Dispose of properly.



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# 1. Introduction

The *GoFlex Satellite*™ mobile wireless storage device is a portable hard drive that broadcasts a wireless signal, allowing you to stream content stored on the drive, such as music, videos, photos and documents to an iPad®, iPhone®, iPod® touch, Android tablet or smartphone. If you don't have an Apple® iOS device or Android device, you can use a Web browser to stream your digital media to any Wi-Fi enabled tablet, smartphone or computer. See "System Requirements" for a list of compatible devices and Web browsers.

A single user can enjoy up to five hours of continuous play at home or on the road—without the clutter of cables and wires. *GoFlex Satellite* can serve up the same or unique content to three wireless-enabled devices at the same time, allowing each user to enjoy his or her own experience.

Inside the *GoFlex Satellite* device is a 500GB hard drive that can store over 300 high definition movies (1.5GB MP4 H.264), 125,000 songs, or 100,000 photos.

*GoFlex Satellite* serves as a mobile wireless network. You select the drive in your wireless-enabled device's network list and then stream content to your media device.

Setup is easy. Simply connect the drive to your computer, copy the files you want to stream, wirelessly connect to your *GoFlex Satellite* device, and in just minutes, you can enjoy your files around the home, at your favorite hangout or on your next family trip.

The *GoFlex Media*™ app, specifically for Apple iOS and Android devices, categorizes the digital media files you copy to *GoFlex Satellite*. All of your videos, photos, music and documents are available within the app for easy playback and viewing. See "Playing Videos" on page 22.

Also available for *GoFlex Satellite* is the free *Seagate Media Sync*™ software, which you can use to automatically synchronize all of your media files with *GoFlex Satellite*. It can sync all media files or only those supported by an iPad, iPhone or iPod touch. See "Step 2: Installing Software" on page 9.

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**Note:** Exact battery life subject to product model, normal usage conditions and configurations. Dispose of batteries properly.

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## About This Guide

This guide introduces the features of the *GoFlex Satellite* device, describes how to set up your *GoFlex Satellite*, how to load your media files onto the drive, and explains how to use *GoFlex Satellite* to stream your digital media files to any wireless-enabled device.

In addition to the information provided in this guide, you can view a video located on the *GoFlex Satellite* drive for an overview of setting up and using your new *GoFlex Satellite*

device. To view the video, connect the *GoFlex Satellite* device to your computer and locate the video titled “Getting Started.”

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**Note:** Quantitative usage examples for various applications are for illustrative purposes. Actual quantities will vary based on various factors including file size, file format, features, and application software.

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## System Requirements

*GoFlex Satellite* can be used with the following devices:

- iPad, iPhone, iPod touch running iOS 4 and above, along with the *GoFlex Media*™ app (available as a free download from the App Store), or Safari browser
- Android-based tablets and smartphones running Android release 2.1 and above
- Other Wi-Fi-enabled tablets and smartphones
- Windows® computer running Windows 7, Windows Vista® or Windows XP
- Mac® computer running Mac OS® X 10.5.8 or later operating system

Web browsers:

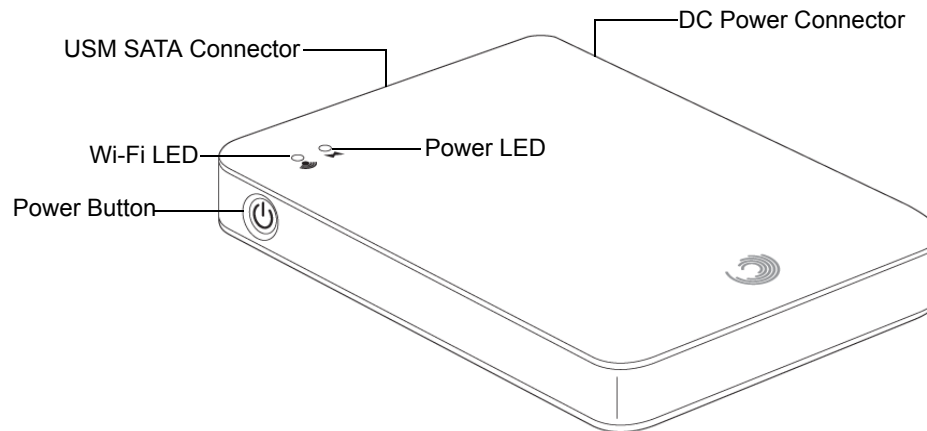
- Safari® 5 or later (Mac OS)
- WebKit (Android)
- Internet Explorer® 8 or later (Windows)
- Firefox®
- Google Chrome™

## Product Specifications

- Drive Capacity: 500GB
- SuperSpeed USB 3.0 port (required for USB 3.0 transfer speeds) or USB 2.0 port
- Battery: Non-user replaceable lithium ion battery
- Battery Life: Up to 5 hours of continuous streaming (1 user); up to 25 hours standby
- Wi-Fi range: 45 meters (147 feet)
- Drive Format: NTFS

Paragon NTFS driver available to enable read/write access using Mac operating system. Software preloaded on drive. Supports Mac OS 10.5.8 and above. See “Step 2: Installing Software” on page 9.

## Getting to Know the GoFlex Satellite™ Device

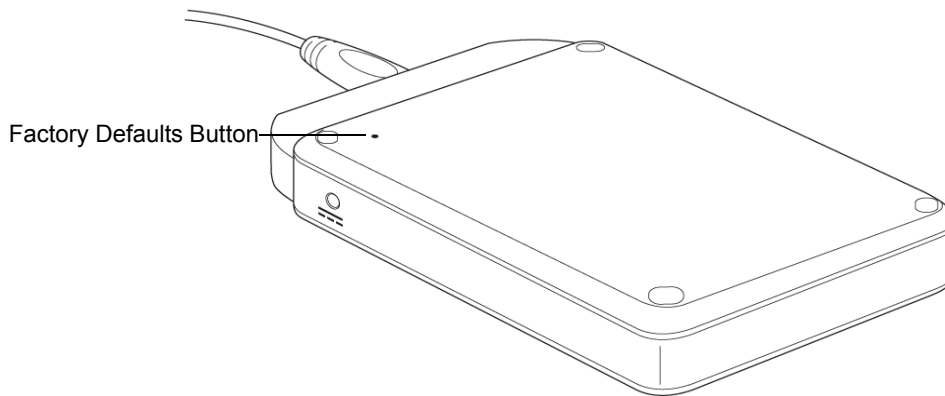


**Figure 1:** GoFlex Satellite Device

- **Power button:** Press to turn on the *GoFlex Satellite* device. If a problem occurs with your *GoFlex Satellite*, press and hold the button for 15 seconds to reset the device.

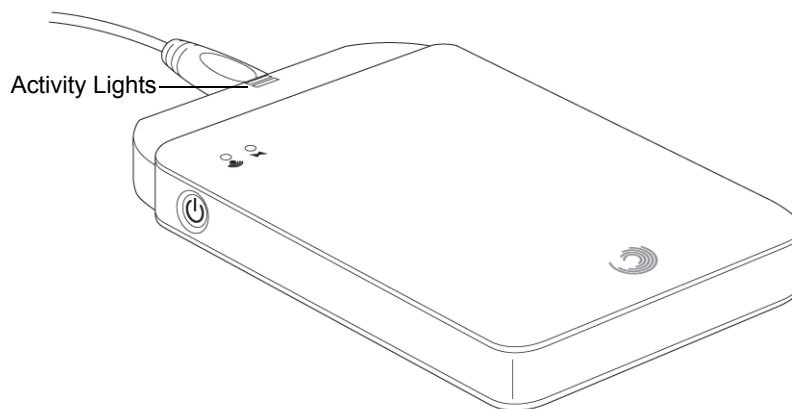
The lights on the *GoFlex Satellite* device change color and flash to indicate the status of the drive's power, battery charge and Wi-Fi status.

- **Wi-Fi LED:** Indicates the *GoFlex Satellite* device's wireless broadcasting state.
  - Green blink: *GoFlex Satellite* device is starting up.
  - Green solid: *GoFlex Satellite* device is started.
  - Blue blink: *GoFlex Satellite* device is ready to be accessed wirelessly and/or broadcasting.
- **Power LED:**
  - Green solid: Fully charged or at least 50 minutes of battery life remaining.
  - Amber: Charging.
  - Red: Battery is low. Requires a charge. See "Charging the Battery" on page 12.
- **USM™ (Universal Storage Module) SATA Connector:** Connects *GoFlex Satellite* to the supplied USB 3.0 adapter/cable and to your computer.
- **DC Power Connector:** Connects *GoFlex Satellite* to the USB to DC power cable.



**Figure 2:** Factory Defaults Button

- **Factory Defaults button:** Press and release this button, located on the bottom of the device, to reset *GoFlex Satellite* to its original factory settings (normally not necessary—see “Restoring GoFlex Satellite™ to its Original Settings” on page 31 for more information). No data is lost during this process.



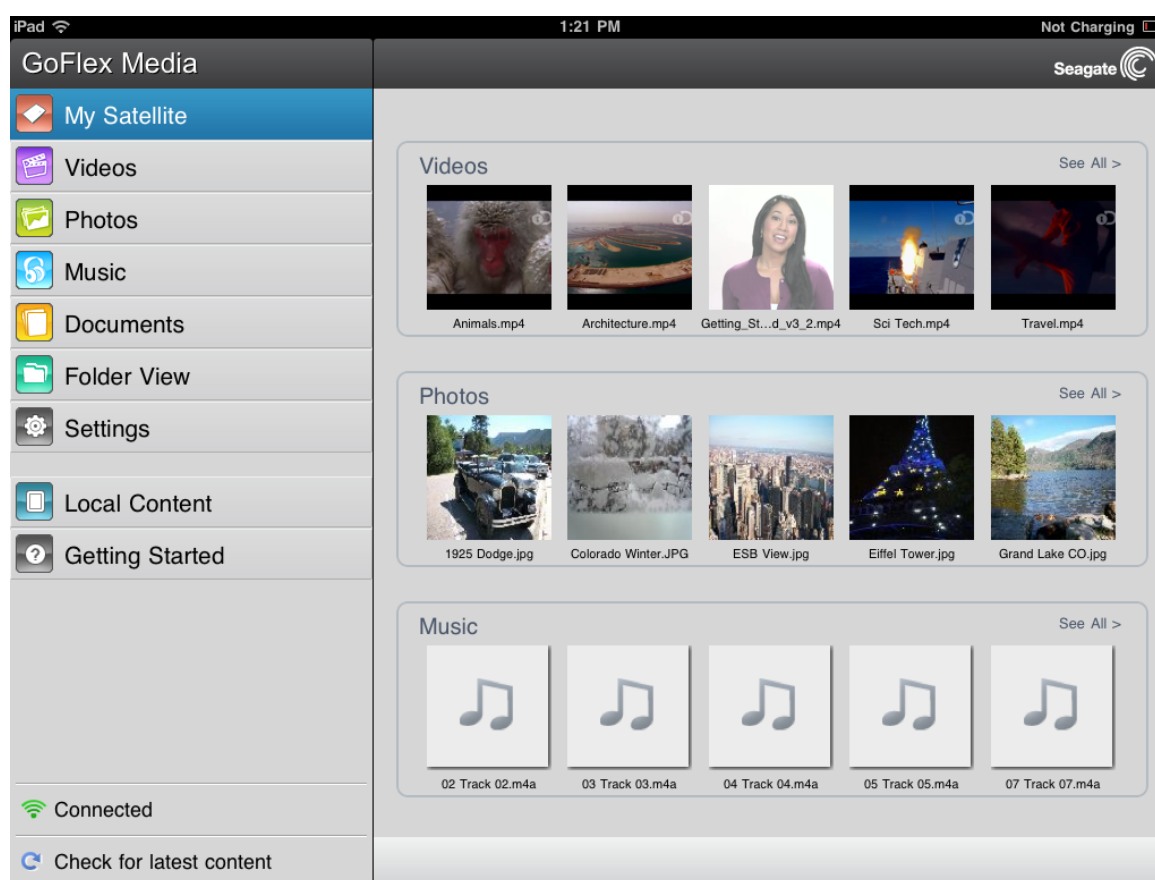
**Figure 3:** USB 3.0 Adapter Activity Lights

The USB 3.0 adapter activity lights illuminate when the *GoFlex Satellite* device is connected to your computer along with the detachable USB 3.0 cable. The *GoFlex Satellite*

- **Adapter cable activity lights:**
  - **White steady:** GoFlex drive is connected to your computer and ready for use.
  - **White blink:** Activity.
  - **Off:** GoFlex drive is safe to remove from your computer, is not connected or light has been disabled using software.

## GoFlex Media™ app at a Glance

The *GoFlex Media*™ app categorizes the digital media files you copy to *GoFlex Satellite*. All of your videos, photos, music and documents are available within the app for easy playback and viewing. The *GoFlex Media* app is available for free from the iTunes® or the Apple App Store and from the Android Marketplace directly from your device.



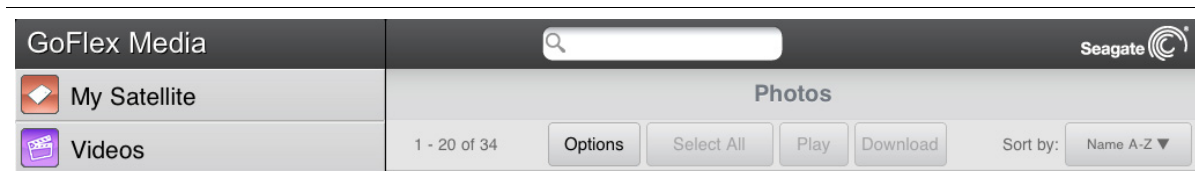
**Figure 4:** GoFlex Media App Main Screen

The *GoFlex Media* Main screen has the following options:




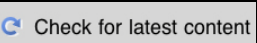
- **My Satellite:** My Satellite is the home page for the *GoFlex Media* app. Your Videos, Photos and Music folders are displayed on one screen. Select **See All** to display all videos, photos or music files.
- **Media Folders: Videos, Photos, Music, Documents**

The files that you copy to the drive are categorized on the left side of the screen as: **Videos, Photos, Music, and Documents**. Your files are automatically sorted into these categories when you copy your files to the *GoFlex Satellite* device. Select from these

categories to view or play a file, or use the following controls at the top of the screen for more options:



**Figure 5:** GoFlex Media App Top Menu

-  **Search:** Select search and then type all or part of a file name to search for any file on the *GoFlex Satellite* drive.
  - **Options button:** Select this button to enable the top menu controls.
  -  **Select all/Deselect all:** Places or removes boxes next to each file on the screen. From there you can play all files marked by selecting the Play button, or copy the files to your iOS device by selecting Download.
  - **Sort by:** Put the files currently on-screen into a different order.
- Folder View:** View the original file and folder structure from your computer.
- **Local Content:** Access the files stored on your iOS device, which you can play or view right from the *GoFlex Media* app.
  - **Getting Started:** Go here for help, tips and tricks and troubleshooting information.
  - **Settings:** Go here to manage your personal, security, network and device settings for your *GoFlex Satellite* device.
  -  **Connectivity icon:** This icon is green when your device is connected wirelessly to *GoFlex Satellite*. Tap this icon to see how many total users are currently connected to the *GoFlex Satellite* device.
  -  **Check for Latest Content:** Tap this refresh button after new content is copied from your computer to the *GoFlex Satellite* drive. This updates the *GoFlex Media* app with the latest files on the *GoFlex Satellite* drive.

## About GoFlex Satellite™ Wi-Fi Security

Since *GoFlex Satellite* is a wireless broadcasting device, it can be “seen” by any Wi-Fi device within its range (up to 45 meters/147 feet).

If you use *GoFlex Satellite* for backup as well, be aware that your files are visible to any device that connects to your *GoFlex Satellite*. You can set a password to restrict access to *GoFlex Satellite*, but you may not want to use *GoFlex Satellite* to store your important information. See “Setting a Password” on page 33 to restrict access to your *GoFlex Satellite*.

## 2. Setting up the GoFlex Satellite™ Device

Setting up the *GoFlex Satellite™* device is easy. This chapter explains each step of the installation process in more detail than what is shown in the *Quick Start Guide*.

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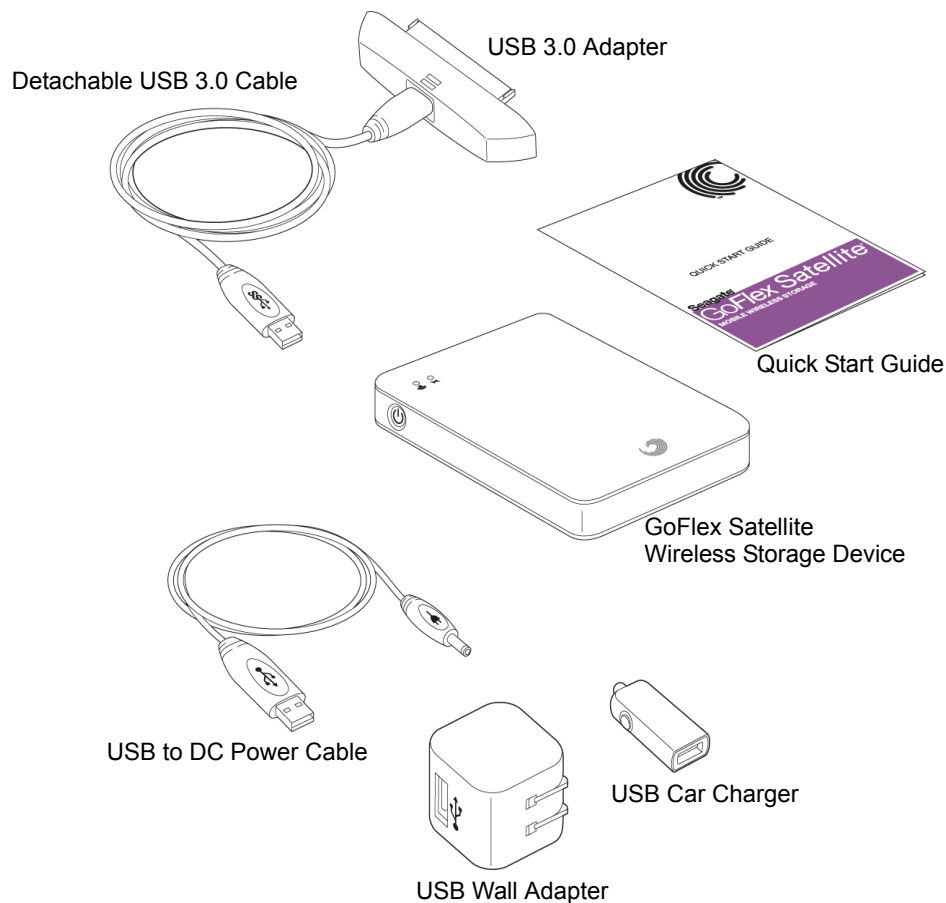
**Note:** If you have already completed the installation process, you may skip to Chapter 3 “Using the GoFlex Satellite™ Device” on page 14.

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### Before You Begin

Unpack the box and ensure you have all of these items before continuing:

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**Figure 6:** Package Contents



## Step 1: Connecting GoFlex Satellite™ to Your Computer

The *GoFlex Satellite* device comes with a USB 3.0 adapter and cable. This USB 3.0 system provides faster transfer speeds when connected to a USB 3.0 port on your computer. If your computer does not have a USB 3.0 port, you can connect the cable to a USB 2.0 port.

1. Remove the plastic cover from the end of the *GoFlex Satellite* drive to expose the connector.
2. Connect the USB 3.0 adapter and cable to the *GoFlex Satellite* device and to a USB port on your computer.

## Step 2: Installing Software

The *GoFlex Satellite* device is designed to work with both Windows and Mac operating systems. Software is available to get the most out of your *GoFlex Satellite* device, whether you use a Mac or a PC.

If you are a Mac user, you *must* install the GoFlex software, located on the *GoFlex Satellite* drive, to enable file copying from your Mac to the *GoFlex Satellite* drive. The software installation process also gives you the option to either format the drive exclusively for Mac use or set up two-way Mac and Windows use.

You can also install the optional *Seagate Media Sync* software and use it to automatically synchronize all of your media files with the *GoFlex Satellite* device, or only those supported by an iOS device.

### Installing GoFlex Software (Mac Users)

The hard drive inside the *GoFlex Satellite* device is NTFS formatted, which is a Windows standard. Mac operating systems can typically read but not write to NTFS-formatted partitions. To enable copying of your digital media files from your Mac to *GoFlex Satellite*, you must install the Seagate GoFlex software, located on the drive. This software also provides an option to format the drive exclusively for Mac use (HFS+) and an option to use the device with both Windows and Mac operating systems.

Though not required to complete the software installation, it is recommended that you register your new device to get the latest updates, tips and tricks, and general information about your *GoFlex Satellite* device.

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**Warning:** Do not allow Time Machine® to use *GoFlex Satellite* for backup. Time Machine will attempt to reformat the drive inside *GoFlex Satellite*. See “Troubleshooting” on page 38 if you reformat the drive by mistake.

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**To install the Seagate GoFlex software:**

1. With the *GoFlex Satellite* drive connected to your Mac, double-click the **FreeAgent GoFlex® Drive** icon on the desktop.
2. Double-click the **Mac Installer.dmg** file.
3. Double-click **Mac Install** and then follow the on-screen instructions.

## Installing Seagate Media Sync™ Software

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**Note:** Mac users must install the Seagate GoFlex software located on the *GoFlex Satellite* drive in order to use the *Seagate Media Sync* application. See "Installing GoFlex Software (Mac Users)" for instructions.

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The *Seagate Media Sync* software allows you to automatically synchronize all of your media files with the *GoFlex Satellite* drive, or only those supported by an iOS device. This software can be used by computers running Windows or Mac operating systems.

**To download the software:**

1. Go to [www.seagate.com/support/goflexsatellite](http://www.seagate.com/support/goflexsatellite) and then click **Downloads**.
2. Locate the **Seagate Media Sync** software for your operating system and then download the installer to your computer.
3. Install the software on your computer:

**Mac:**

- Unzip the “Seagate Media Sync.zip” file. The *Seagate Media Sync* application is placed on the desktop.
- Drag the *Media Sync* application to the Applications folder on your Mac.

**Windows:**

- Double-click the “Seagate Media Sync.exe” file.
- Select the language for the installation.
- Click **Next** on the installation screen.
- Select the End User License Agreement (EULA) for your region and then click **Next**.
- Read and then accept the EULA by clicking **Yes**.
- On the Destination Location screen, click **Next** to place the *Media Sync* software in the destination folder shown, or click Browse to choose a different location. The software begins installing on your computer.
- Click **Finish** on the final screen to finish the software installation and exit.

The *Seagate Media Sync™* software provides other features, including tools to manage the drive inside your *GoFlex Satellite* and the lights on the USB 3.0 adapter cable. See “Managing the GoFlex Satellite™ Device” on page 34 for more information.

## Step 3: Installing the GoFlex Media™ app

The *GoFlex Media™* app, a free application specifically for iOS and Android devices, categorizes the digital media files you copy to the *GoFlex Satellite* device. All of your videos, photos, music and documents are available within the app for easy playback and viewing on your iOS device.

Skip this step if you don't have an iOS or Android device.

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**Note:** The *GoFlex Media* app is currently only available for an iPad, iPhone, iPod touch and tablets and smartphones running Android release 2.1 and above. To use *GoFlex Satellite* with other tablets, smartphones and computers, see “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20.

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### To install the app on an iOS device:

1. Open the App Store from your iOS device.
2. Tap **Search** and then type “goflex media”.
3. Tap the **GoFlex Media** app and then install the application.
4. Wait for the app to finish loading and installing on the your device.

The app is installed and shows on your iOS device's Home screen. See “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20 when you are ready use the app.

### To install the app from iTunes:

1. Start iTunes on your computer.
2. From the iTunes Store, search for “goflex media”.
3. Select the **GoFlex Media** app and then install the application.

The app is installed and added to your Apps. See “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20 when you are ready use the app.

### To install the app on an Android device:

1. Open the Marketplace from your Android device.
2. Search for “goflex media”.
3. Select the **GoFlex Media** app and then install the application.

The app is installed and shows on your Android device's Home screen. See “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20 when you are ready use the app.

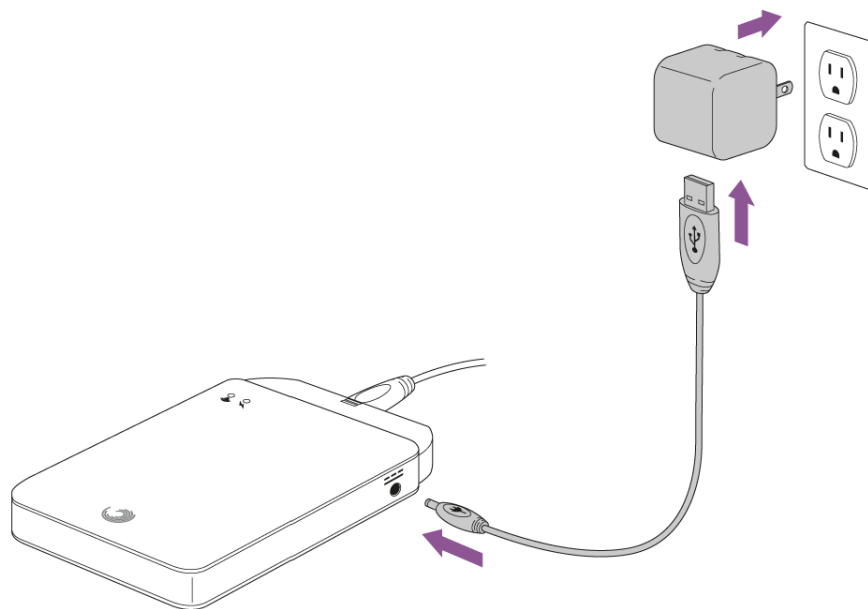
## Charging the Battery

The *GoFlex Satellite* device uses a rechargeable lithium-ion battery. A fully charged battery provides up to five hours of continuous streaming. However, the battery will lose its charge faster when playing higher resolution video. When the drive is in standby mode, the battery retains its charge for up to 25 hours. The *GoFlex Satellite* device enters standby mode after five minutes of inactivity.

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**Note:** Exact battery life subject to product model, normal usage conditions and configurations.  
Dispose of batteries properly.

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**Figure 7:** Charging GoFlex Satellite

When the power LED turns red, *GoFlex Satellite* has about 50 minutes of battery life and should be charged soon. The fastest way to charge the battery is to connect the *GoFlex Satellite* device to a power outlet using the included USB to DC power cable and the USB wall adapter. If you're travelling, you can also use the USB to DC power cable together with the USB car charger. It takes about four hours to charge the battery.

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**Note:** For safety purposes, the drive stops charging after four hours.

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If you plan travel with *GoFlex Satellite*, be sure to take the power adapter and/or car charger and the USB power cable with you. The power adapter will also charge your iOS device.

The *GoFlex Satellite* device also charges when it is connected to a computer, but at a slower rate.

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**Note:** The lithium-ion battery inside the *GoFlex Satellite* device is not user-replaceable. The lifespan of rechargeable batteries is affected by the number of charge cycles. Rechargeable batteries may eventually need to be replaced. This product contains a lithium-ion battery that must be disposed of properly. See [www.seagate.com/support/goflexsatellite](http://www.seagate.com/support/goflexsatellite) for information about recycling and proper disposal.

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## 3. Using the GoFlex Satellite™ Device

Now that the *GoFlex Satellite*™ device is set up, you are ready to copy your media files and start enjoying your content. This chapter explains how to copy content to the drive, connect to your *GoFlex Satellite* device's wireless signal, and how to stream using the *GoFlex Media*™ app or from a Web browser.

### Loading Content Onto the Drive

Copying your files to *GoFlex Satellite* is as easy as dragging and dropping your content to the drive while it's connected to your computer.

You can copy any file to the *GoFlex Satellite* drive, however, the device to which you stream your media files will only play or view the formats it supports.

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**Note:** It is the user's responsibility to comply with applicable copyright laws and to respect owner's rights in content usage.

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### Converting Files to Different Formats

There are ways to convert (transcode) video files to different formats so they can be played on your device. If you have files that you want to play from *GoFlex Satellite* that are incompatible with your media device, you may want to transcode the files before copying them to the drive.

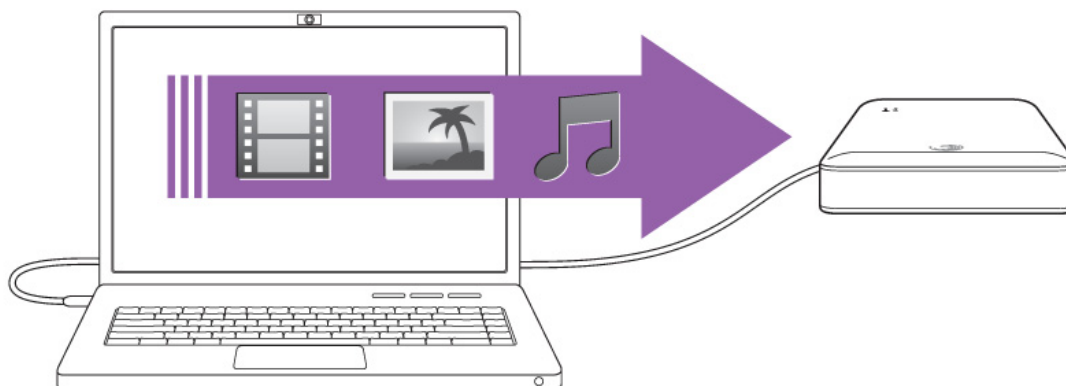
### Copying Content to the *GoFlex Satellite* Device

When the *GoFlex Satellite* device is connected to a computer, it behaves just like a typical external hard drive. You can either drag and drop files from your computer or use the optional content synchronization software.

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**Note:** Once you copy your files to the drive, *GoFlex Satellite* performs a one-time scan of the content. This scanning process occurs when the drive is powered up in wireless mode and may take a little time if you copy a large amount of data. If you don't see your content right away, "pull up" the screen or tap **Check for latest content** to refresh the files within the *GoFlex Media* app, or click the refresh button to update the page if you are viewing from a browser.

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**Figure 8:** Copying Files

## Copying Files to GoFlex Satellite™ Using Drag and Drop

1. Remove the plastic cover from the end of the *GoFlex Satellite* device to expose the connector.
2. Connect the USB 3.0 adapter and cable to the *GoFlex Satellite* drive and to your computer.
3. Navigate to the drive from your computer.
4. Drag and drop the digital media files that you want play or view to the *GoFlex Satellite* drive.

Place the files at the top level of the drive. You do not need to create folders for your files. The *GoFlex Media* app will categorize your files for easy playback. Additionally, using the app or a Web browser, you can view your files as you stored them.

## Copying Files to GoFlex Satellite™ Using Seagate Media Sync™

The optional *Seagate Media Sync*™ software synchronizes your media files and documents on your computer with the *GoFlex Satellite* drive, automating the process from then on.

This section provides instructions for copying only those files that can be played or opened on the following iOS devices: iPad, iPhone, iPod touch. For more detailed information and for instructions on copying all file types to your *GoFlex Satellite*, click the help icon (?) in the *Seagate Media Sync* application.

### About the Seagate Media Sync Application

The *Seagate Media Sync* application allows you to use your default Movies, Pictures and Music folders (Mac) and My Documents folders (Windows) as the source folders for synchronizing with any NTFS- or FAT32-formatted external USB storage device. You can also select specific folders and media file types for synchronization and choose to synchronize only those files that are compatible with certain devices.

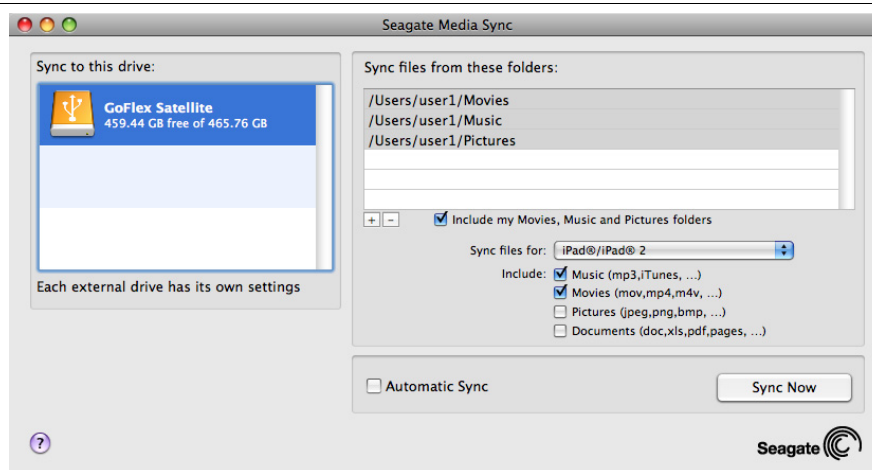
## Before you Begin

Make sure you have installed the *Seagate Media Sync* software. (See “Installing Seagate Media Sync™ Software” on page 10 if you have not installed the software.)

## Copying Files Using a Mac Computer

1. Connect the USB 3.0 adapter and cable to the *GoFlex Satellite* drive and to your computer.

Make sure that the drive appears in the left panel of the *Seagate Media Sync* window. If more than one drive is connected to your computer, select the appropriate drive for synchronization. Each drive has its own settings.



**Figure 9:** Seagate Media Sync for Mac

2. In the right panel of the application window, select **Include my Movies, Music and Pictures folders** to use your Mac’s default media folders as the source folders.

These are the folders that were automatically created when the user account was set up on your Mac. (Click inside the box if you want to remove the folders from the list.)

3. To include other files and folders from your computer, click the **+** button and then navigate to the source media folder(s). (Click the **–** button to remove an item from the list.) When the new window appears, select the files and folders to sync and then click **Add to Sync**. Repeat for all files and folders you wish to include.
4. To sync only the files that can be opened on specific iOS devices, click the menu next to **Sync files for** on the bottom right section and then choose the device(s) from the list. Or, keep the menu set to **all digital devices** to sync all files that are identified as movies, music or images with any device.
5. Below **Sync files for**, select one or more of the boxes to filter what is synchronized. For example, select Music and Movies and then leave Pictures and Documents unchecked if you want to sync only your movies and music files. Rest your mouse on a box (Music, Movies, Pictures, Documents) to see the included file types.



6. Click **Sync Now**. The synchronization process is complete when the spinning activity indicator stops. To cancel the synchronization process, click **Stop Sync**. The process stops once the current file finishes synchronizing.

## Using Automatic Sync

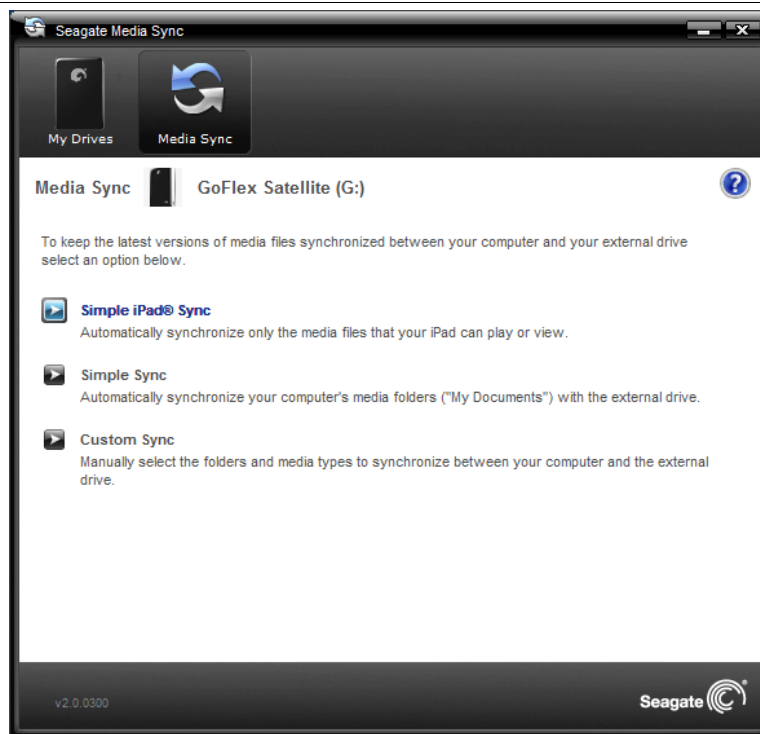
The Automatic Sync feature continuously tracks file changes in synchronized folders and automatically synchronizes revised versions by overwriting older versions with newer versions. Automatic Sync can occur only when your external drive is connected.

Automatic Sync is turned off by default. If you want your drive automatically synchronized while it's connected, you can turn on the Automatic Sync feature.

## Copying Files Using a Windows Computer

1. Connect the USB 3.0 adapter and cable to the *GoFlex Satellite* drive and to your computer.
2. Start the *Seagate Media Sync* program. Make sure that the *GoFlex Satellite* drive appears in the My Drives window.
3. Click the **Media Sync** icon in the menu bar.

There are three different methods available to copy your files to the *GoFlex Satellite* device, described below. Choose the method best suited for your needs.



**Figure 10:** Seagate Media Sync for Windows

### Simple iPad Sync

Click **Simple iPad Sync** to automatically synchronize only the media files that an iPad can play or view. Click **OK** on the confirmation screen to complete the sync task. If you want to make changes to the plan after it has been set up, select **Edit Sync Settings** on the Media Sync screen.

### Simple Sync

Click **Simple Sync** to automatically synchronize your computer's media folders (My Documents, Personal) with an external drive. Click **OK** on the confirmation screen to complete the sync task. If you want to make changes to the plan after it has been set up, select **Edit Sync Settings** on the Media Sync screen.

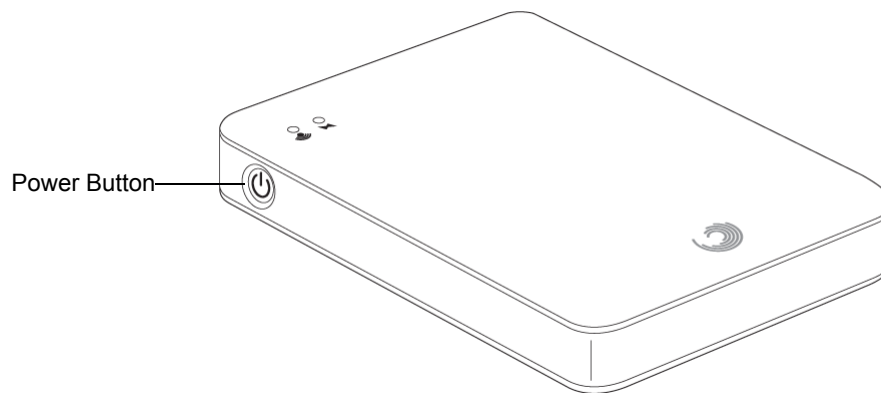
### Custom Sync

Use **Custom Sync** to manually select the folders and media types to synchronize between your computer and an external drive.

1. In the Media Sync window, click **Custom Sync**.  
The folder section window opens.
2. Select the folders on your computer to be synchronized with the external drive.
3. Click **Next** to go to the File Types window.
4. To sync only the files that can be opened on specific iOS devices, click the menu below **Sync files for** and then choose the device(s) from the list. Or, keep the menu set to **all digital devices** to sync all files that are identified as movies, music or images with any device. The file types change based on the device you choose.
5. Select one or more of the media type boxes to filter what is synchronized. For example, select Music and Videos and then leave Photos and Documents unchecked if you want to sync only your video and music files.
6. Click **Next**.  
The **Media Sync Rules** window opens.
7. Set your sync rules:
  - Sync automatically each time a file changesOr
  - Sync manually using the **Sync Now** button
8. Click **Finish**.  
Return to the Media Sync window if you want to make changes to the plan after it has been set up.

## Powering on the GoFlex Satellite™ Device

1. Disconnect the USB 3.0 adapter and cable from the *GoFlex Satellite* drive. *GoFlex Satellite* does not broadcast when it is connected to a computer.
2. Attach the plastic cover to the end of the *GoFlex Satellite* device to cover the connector. (Reattaching the cover is not required to power on the *GoFlex Satellite* device, however, it is recommended to protect the connector and to avoid misplacing the cover.)



**Figure 11:** Powering on

3. Press the Power button on the side of the *GoFlex Satellite* device.

The Wi-Fi LED and the power LED turn on. The Wi-Fi LED blinks green as *GoFlex Satellite* starts up. Startup takes about 40 seconds. The LED blinks blue when the drive has completed startup, indicating it is broadcasting and ready to be accessed wirelessly.

The battery inside *GoFlex Satellite* is partially charged at the factory; the power LED is green when the battery is fully charged. The battery possesses a sufficient charge to complete the setup process and to copy content to the drive.

If the power LED is red, *GoFlex Satellite* has a maximum of 50 minutes of battery life. If you plan to use the device right away, it is recommended that you charge the drive until the power LED turns green. See “Charging the Battery” on page 12.

### **To power off *GoFlex Satellite*:**

Press and release the Power button. The Wi-Fi LED turns off, followed by the power LED. If the drive is in use, it will take a little longer for the *GoFlex Satellite* device to power off completely.

## Connecting to the GoFlex Satellite™ Wireless Signal

*GoFlex Satellite* is its own wireless network. When you connect to it, your device will no longer be connected to the Internet, as it establishes a dedicated link with *GoFlex Satellite* over Wi-Fi. If you want to connect to the Internet again, you must actively connect to the other network, thus disconnecting from *GoFlex Satellite*. *GoFlex Satellite* supports up to three users at a time.

### Connecting to the GoFlex Satellite™ Signal from an iOS Device

Apple iOS devices can use the *GoFlex Media* app, which allows you to easily find and play your content stored on the *GoFlex Satellite* drive. The *GoFlex Media* app, which you can get free from the App Store, can be used with an iPad, iPhone or iPod touch. Make sure to install the app before continuing. See “Step 3: Installing the GoFlex Media™ app” on page 11.

1. Turn on the *GoFlex Satellite* device by pressing the power button. Wait for the Wi-Fi LED to blink green and then blue, indicating it is ready to be accessed wirelessly.
2. On your iOS device (iPad, iPhone or iPod touch), tap **Settings > Wi-Fi**.



3. Wait for the wireless network list to update and then select **GoFlex Satellite** from the list of networks.
4. Press the Home button on your iOS device.



5. Tap the **GoFlex Media** app to open the application.

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**Note:** You can also stream to your device without using the *GoFlex Media* app by using a Web browser.

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### Connecting to GoFlex Satellite From a Mac Computer Using AirPort®

If there is an AirPort card installed in your Mac computer, you can connect to the GoFlex Satellite network. See the user documentation for your computer for the most up-to-date instructions on connecting to a wireless network.

1. Turn on the *GoFlex Satellite* device by pressing the power button. Wait for the Wi-Fi LED to blink green and then blue, indicating it is ready to be accessed wirelessly.
2. Select **Apple > System Preferences**.
3. Under Internet and Network, select **Network**.
4. Select **AirPort** from the list of network connection services.
5. Select **GoFlex Satellite** from the list of networks.
6. Open Safari and then type “www.goflexsatellite” in the address bar.

The GoFlex Satellite main page displays.

### Connecting to the GoFlex Satellite Signal From an Android Device

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**Note:** The steps and screens in the instructions below may be different for your Android device.

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1. Turn on the *GoFlex Satellite* device by pressing the power button. Wait for the Wi-Fi LED to blink green and then blue, indicating it is ready to be accessed wirelessly.
2. From the home screen, select **Wi-Fi settings**.
3. Wait for the wireless network list to update and then select **GoFlex Satellite** from the list of Wi-Fi networks.
4. Tap **Connect** to connect to the GoFlex Satellite network.
5. Return to the Home screen.

6. Tap the **GoFlex Media app** to open the application.

## Connecting to the GoFlex Satellite Signal from a Smartphone

You can connect to the *GoFlex Satellite* device from any Wi-Fi-enabled smartphone that has a browser. While connecting to a wireless device is similar on most smartphones, see the documentation that came with your phone for detailed instructions.

1. Turn on the *GoFlex Satellite* device by pressing the power button. Wait for the Wi-Fi LED to blink green and then blue, indicating it is ready to be accessed wirelessly.
2. Go to your phone's Wi-Fi settings.
3. Select **GoFlex Satellite** from the list of wireless networks.
4. Launch your phone's Web browser.
5. Go to any URL to be automatically redirected to the GoFlex Satellite main page.

## Connecting to the GoFlex Satellite Signal from a Computer or Browser

You can stream your content from *GoFlex Satellite* without using the *GoFlex Media* app by using a Web browser. This also works with devices that have the *GoFlex Media* app installed.

1. Turn on the *GoFlex Satellite* device by pressing the power button. Wait for the Wi-Fi LED to blink green and then blue, indicating it is ready to be accessed wirelessly.
2. Enable the wireless connection on the device to which you want to stream.
3. Select "GoFlex Satellite" from your device's list of wireless networks.
4. After launching your device's Web browser, go to any URL to be automatically redirected to the GoFlex Satellite main page. You can also type **www.goflexsatellite.com** to access *GoFlex Satellite*.

## Viewing and Playing Your Media

This section provides instructions for playing videos, music and viewing photos and documents using the *GoFlex Media* app and from a Web browser. You can also stream using a browser from any wireless-enabled tablet, computer or smartphone.

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**Note:** Some features are accessed and perform differently when used from a Web browser. Sections that describe browser-only functionality are clearly marked.

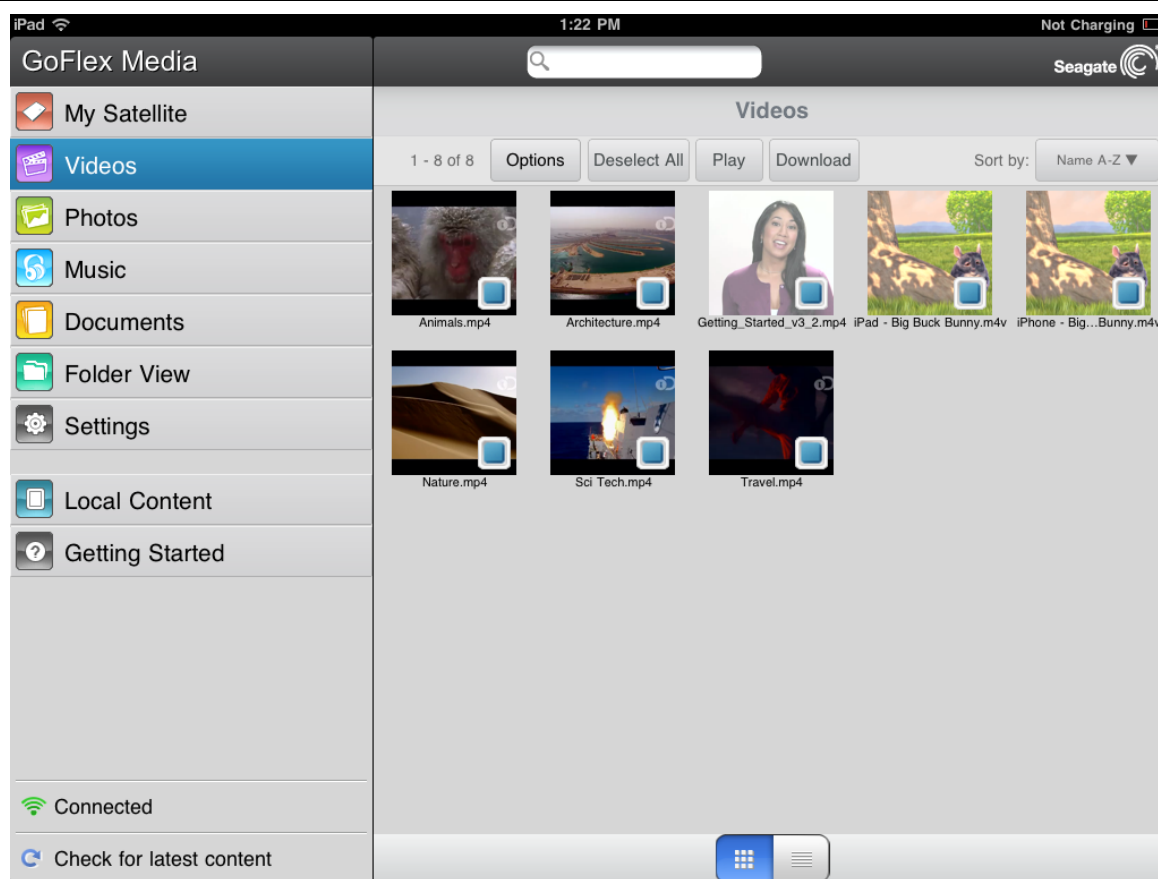
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### Playing Videos

Follow these steps to play videos that you have copied to the *GoFlex Satellite* device.

1. Make sure that *GoFlex Satellite* is powered on and your device is connected to the GoFlex Satellite signal. See "Connecting to the GoFlex Satellite™ Wireless Signal" on page 20.

2. Open the *GoFlex Media* app or a Web browser.
3. Select the **Videos** tab on the GoFlex Satellite Home screen.



**Figure 12:** Videos Screen

4. Play the movie or video you want to watch in one of two ways:
  - Select the video to start playback, or,
  - Select the **Options** button, select the video and then select the **Play** button.

**Browser only:** You may need to select a media player to play the video. Depending on the size of the video you choose to play, some browsers download the entire video before the video can be played. A full length movie may take several minutes to load.

Your device's media player may be limited to playing only certain video formats. If a video that you copied to the *GoFlex Satellite* device does not play, it may be in a format not supported by your media player.

**To pause a video:**

- Using the app: Tap the screen and then tap the pause icon.
- From a browser: Click the pause button available in your media player.

**To stop playback of a video:**

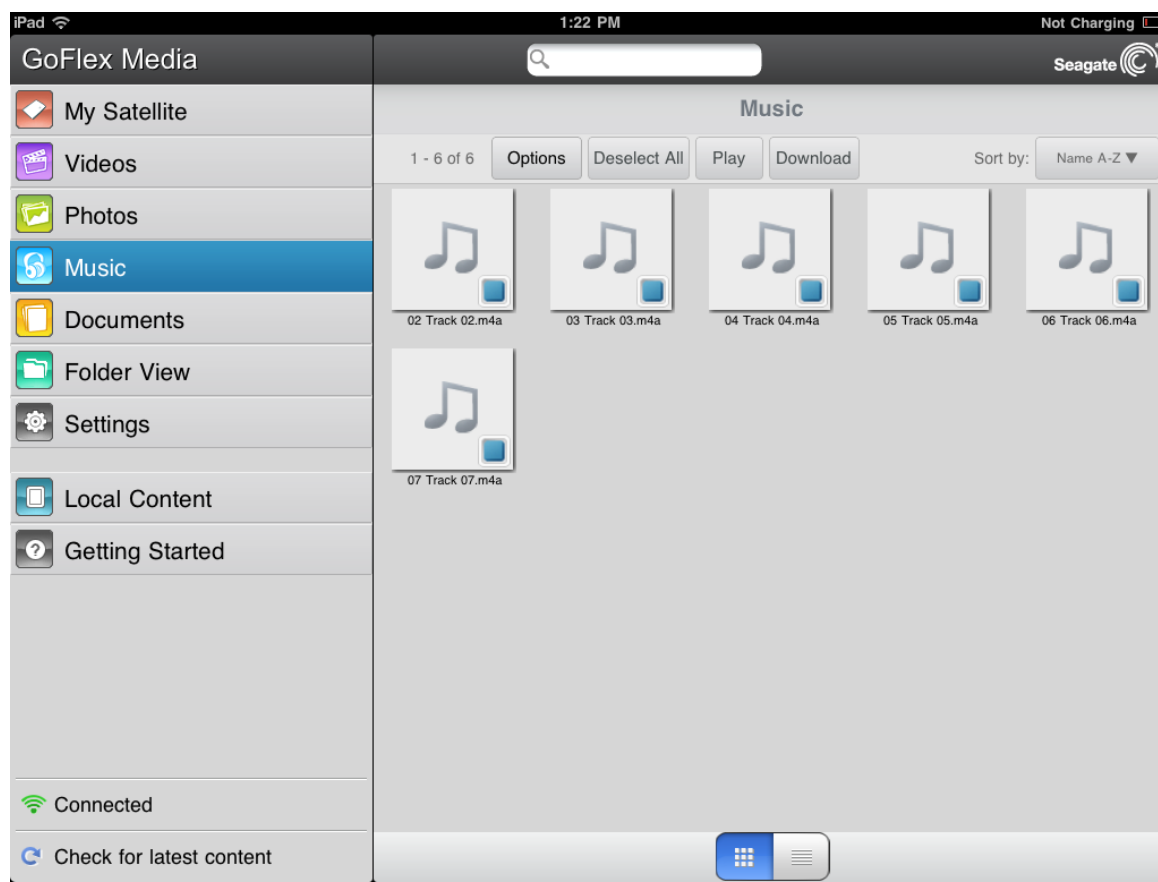
- Using the app: Tap the screen and then select the **Done** button in the upper left corner.
- From a browser: Close the media player.

To play all movies or videos, select the **Options** button > **Select all** button > **Play** button.

**Playing Music**

Follow these steps to play music that you have copied to the *GoFlex Satellite* device.

1. Make sure that *GoFlex Satellite* is powered on and your device is connected to the GoFlex Satellite signal. See “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20.
2. Open the *GoFlex Media* app or a Web browser.
3. Select the **Music** tab on the GoFlex Satellite Home screen.



**Figure 13:** Music Screen

- To play one song, select the music file.
- To play multiple songs, tap the **Options** button, select the songs you want to play and then select the **Play** button.



- To play all songs, tap the **Options** button > **Select all** button > **Play** button.

#### To pause a song:

- Using the app: Tap the screen and then tap the pause icon.
- From a browser: Click the on-screen pause icon.

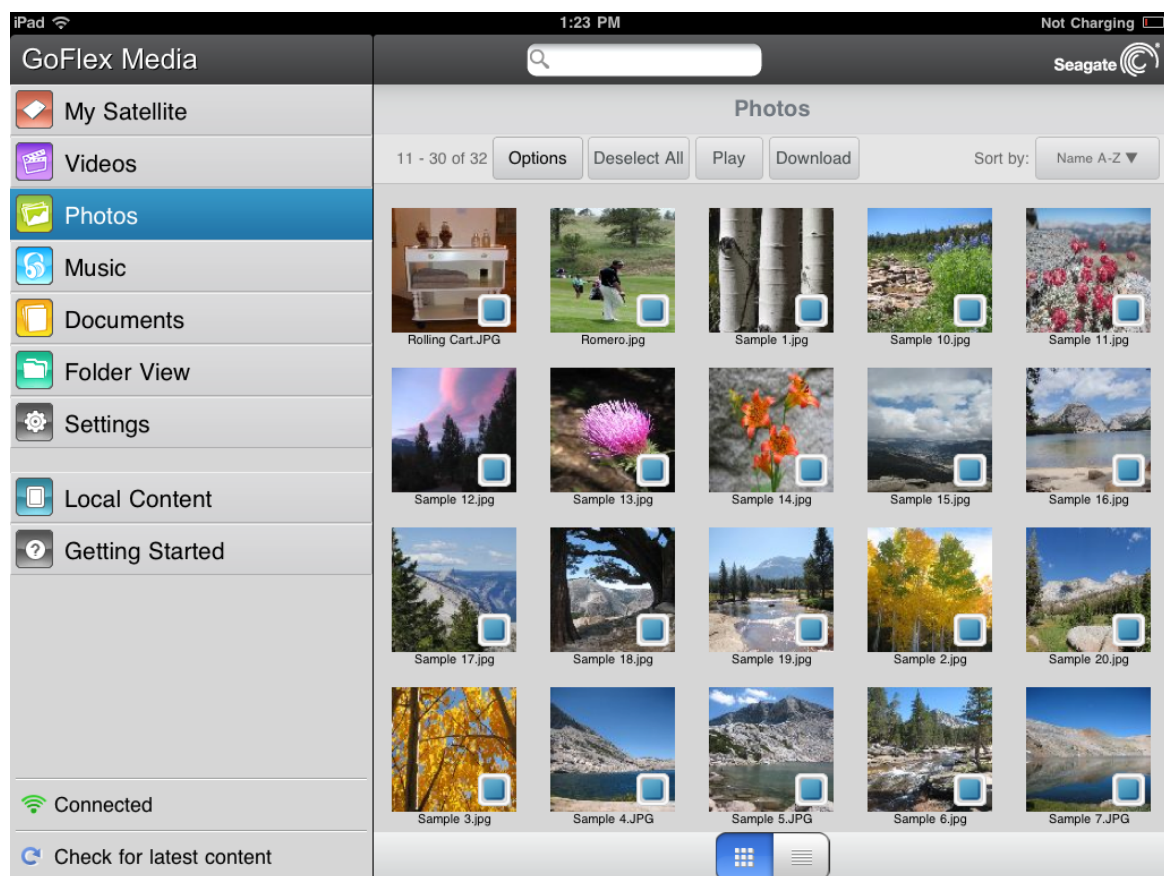
#### To stop playback of a song:

- Using the app: Tap the screen and then tap the **Done** button in the upper left corner.
- From a browser: Click the back arrow or Home button.

## Viewing Photos

Follow these steps to view photos that you have copied to the *GoFlex Satellite* device.

1. Make sure that *GoFlex Satellite* is powered on and your device is connected to the GoFlex Satellite signal. See “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20.
2. Open the *GoFlex Media* app or a Web browser.
3. Select the **Photos** tab on the GoFlex Satellite Home screen.



**Figure 14:** Photos Screen

- To view one photo, select the photo.
- To view multiple photos, tap the **Options** button, select the photos you want to view and then select the **Play** button. Your photos play back as a slideshow.
- To view all photos, tap the **Options** button > **Select all** button > **Play** button.

To pause a slideshow using the app, tap the screen and then tap the pause icon.

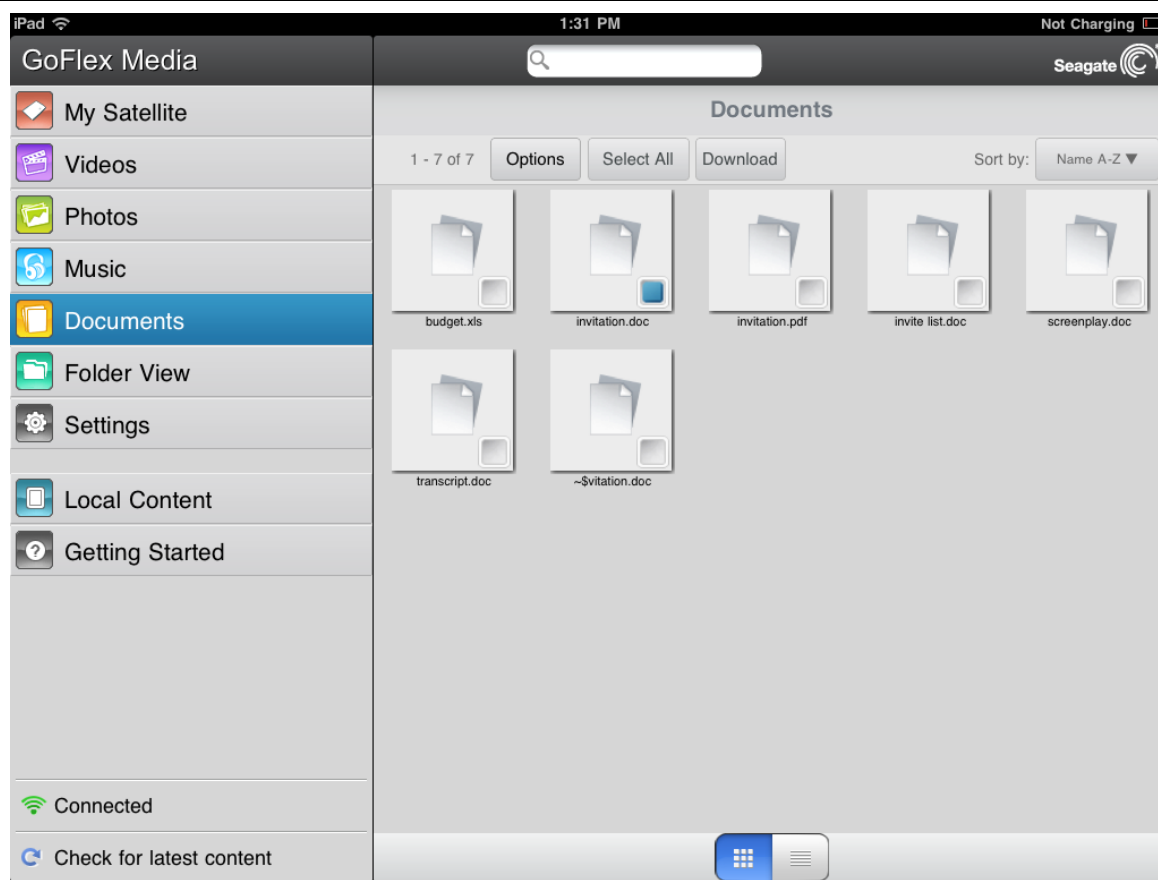
#### To stop playback of a slideshow:

- Using the app: Tap the screen and then tap the **Done** button in the upper left corner.
- From a browser: Close the current picture or click the back arrow or Home button.

## Viewing Documents

Follow these steps to view documents that you have copied to the *GoFlex Satellite* device.

1. Make sure that *GoFlex Satellite* is powered on and your device is connected to the GoFlex Satellite signal. See “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20.
2. Open the *GoFlex Media* app or a Web browser.
3. Select the **Documents** tab on the GoFlex Satellite Home screen.



**Figure 15:** Documents Screen

4. Tap (app) or click (browser) the document you want to view.

Not all documents can be viewed on all devices. See your device's documentation for a list of supported document types.

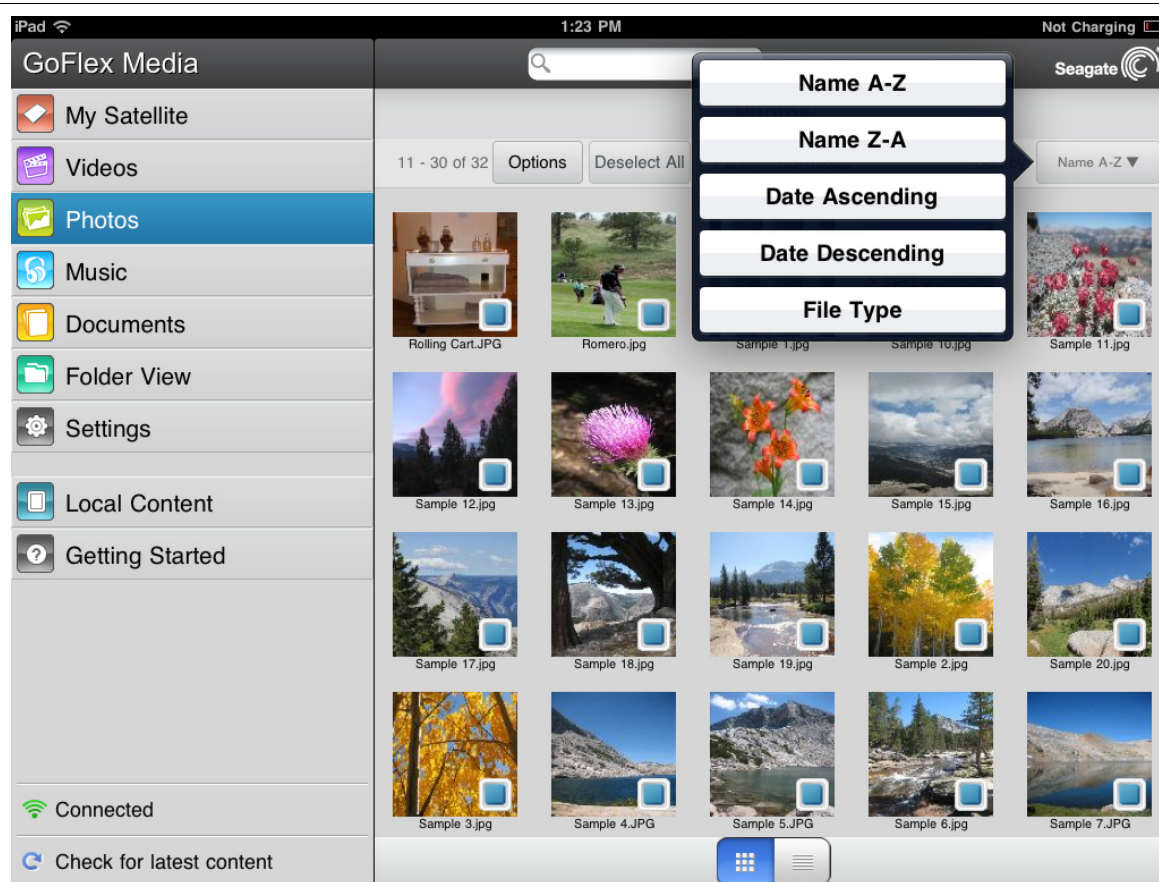
### Viewing Content in Folders (GoFlex Media app only)

The **Folder View** provides another way to view your content stored on the *GoFlex Satellite* device, showing your files and folders in their original structure from your computer. If you prefer to access your files from this view, the same playback controls are available to you.

In the *GoFlex Media* app, tap **Folder View**. As you navigate the folders, the current folder you are viewing and the folder from which you started are shown above the top menu buttons. Click the left arrow to navigate back to the top level.

### Changing How Files are Arranged in the app

You can rearrange the files currently shown on-screen into a different order by selecting one of the following options from the **Sort by** menu: Name A-Z, Name Z-A, Date Ascending, Date Descending and File Type.



**Figure 16:** Sort by Menu

To rearrange the files, select the button next to **Sort by** and then choose a different order.

## Searching for Files on the GoFlex Satellite Drive

If you have a lot of files stored on your *GoFlex Satellite* device, finding one in particular is easy. Use the search tool located at the top of all screens to find any file on the drive.

To search for a file using the *GoFlex Media* app:

1. Select the search tool at the top of the screen.



2. When the keyboard displays, type all or part of a file name and then press the **Search** key on the keyboard.

To search for a file from a browser:

1. Click in the search field at the top of the screen.
2. Using your keyboard, type all or part of a file name and then press **Return**.

The file you searched for is displayed on screen and ready to play.

## Downloading Content to Your Media Device or Computer

In addition to streaming your content from the *GoFlex Satellite* device, you can copy files from the drive to your media device or computer. This is a handy feature if you want to travel with some of your media files but don't want to carry along the *GoFlex Satellite* device. Your only limit to the number of files you can download is the available storage space on your media device or computer.

To download files:

1. Locate the file(s) that you want to download in one of the media folders (Videos, Photos, Music, Documents).
2. Select the **Options** button and then either individually select the files to download or select **Select all** to choose all of the files in the current folder.
3. Select the **Download** button.

The files begin to download to your device. To stop downloading of a file, select the X on the icon of a downloading file.

The files you download to your device are available for playback from the Local Content section of the *GoFlex Media* app. If you are using a computer, downloaded files are stored in the location you chose.

## Wirelessly Uploading Content From a Computer to *GoFlex Satellite*

If you have files on your computer that you want to upload to the *GoFlex Satellite* device without the device being physically connected to your computer, you can do so from your computer's Web browser.

1. Connect to the *GoFlex Satellite* device from your computer. (See "Connecting to the GoFlex Satellite Signal from a Computer or Browser" on page 22.)
2. From the *GoFlex Satellite* main screen, navigate to one of the media folders: Videos, Photos, Music, Documents.
3. click the **Upload** button on the top menu.
4. Enter the file name or click **Browse** and then locate the file you want to copy to the *GoFlex Satellite* device.
5. Click **Upload**.

The file is added to its pre-defined category.

## 4. Managing the GoFlex Satellite™ Device

Once your *GoFlex Satellite*™ device has been set up, you may want to adjust its settings, upgrade its software (when available), create a password and more. This chapter explains these and other features.

### GoFlex Satellite™ Settings and Preferences

Settings helps you manage your personal, security, network and device settings for your *GoFlex Satellite* device.

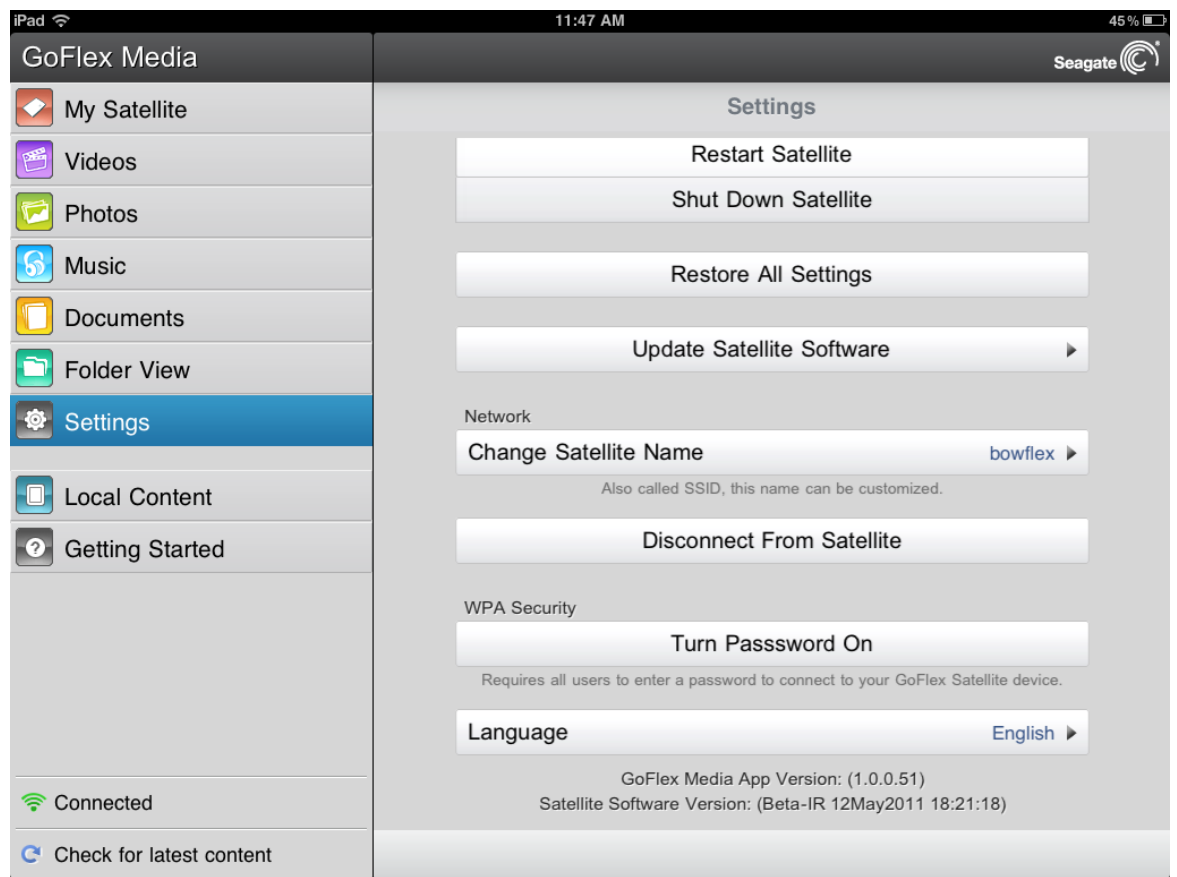


Figure 17: Settings Screen

From the Settings menu, you can create a password to restrict access, change the network name (SSID) of your *GoFlex Satellite*, and manage your *GoFlex Satellite* device by updating its software or shutting it down. This section describes these settings, and more.

## Restarting the GoFlex Satellite™ Device

If you experience minor problems with *GoFlex Satellite*, follow these steps to restart the device.

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**Note:** Restarting *GoFlex Satellite* does not remove any user settings or delete content from the device.

---

To shut down and restart *GoFlex Satellite*:

1. Make sure that no one is currently streaming from *GoFlex Satellite*. No one should be watching a video, viewing photos, listening to music, or working with any other file stored on the *GoFlex Satellite* device.
2. Open the *GoFlex Media* app or connect to *GoFlex Satellite* from a browser.
3. Select **Settings** and then select **Restart Satellite**.

*GoFlex Satellite* safely shuts down and restarts. When it is fully powered on and broadcasting wirelessly, it appears in the list of wireless networks on your device. You will need to reconnect to *GoFlex Satellite*. See “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20.

## Shutting Down the GoFlex Satellite™ Device

Turning off the *GoFlex Satellite* device can be completed in one of two ways: by pressing the Power button or from the GoFlex Satellite Settings screen. When you turn off *GoFlex Satellite* it stops wirelessly broadcasting.

To shut down the *GoFlex Satellite* device from the app or browser:

1. From the *GoFlex Media* app or if you are using a browser, select **Settings**.
2. Select **Shut Down Satellite**.

## Restoring GoFlex Satellite™ to its Original Settings

Restoring the *GoFlex Satellite* device returns it to its original factory defaults. All the files stored on *GoFlex Satellite* are retained—no files or folders are deleted—but all other settings, such as the *GoFlex Satellite* name and password, are removed. You may need to perform this task in the event that you forget your password. Pressing the factory default button on the bottom of the *GoFlex Satellite* device performs the same function.

**To restore *GoFlex Satellite*:**

1. Make sure that no one is currently streaming from *GoFlex Satellite*. No one should be watching a video, viewing photos, listening to music, or working with any other file stored on *GoFlex Satellite*.
2. From the *GoFlex Media* app or if you are using a browser, select **Settings**.
3. Select **Restore All Settings**.

Or,

4. Using a paperclip, press and release the **factory defaults** button. The factory defaults button is located on the bottom of the *GoFlex Satellite* device, as shown in Figure 2 on page 4.

The Satellite Name is changed back to “GoFlex Satellite” and any password you may have set is erased. See “Changing the Name of Your GoFlex Satellite™ Device” on page 32 or “Setting a Password” on page 33 to reset these preferences.

You will need to reconnect to *GoFlex Satellite*. See “Connecting to the GoFlex Satellite™ Wireless Signal” on page 20.

## Updating GoFlex Satellite™ Software

From time to time, new software is available for your *GoFlex Satellite* device. To check if new software is available, go to [www.seagate.com/support/goflexsatellite](http://www.seagate.com/support/goflexsatellite). If new software is ready, it will be available from this site.

Once you download the software, follow these steps to update the *GoFlex Satellite* software.

1. From the *GoFlex Media* app or if you are using a browser, select **Settings**.
2. Select **Update Satellite Software**.
3. Follow the instructions on the screen to update the software.

## Changing the Name of Your GoFlex Satellite™ Device

The *GoFlex Satellite* device is named “GoFlex Satellite” by default. This is the network name that appears in the wireless network list when you choose to connect to the *GoFlex Satellite* device from your Wi-Fi device. This name is also known as the SSID (Service Set Identifier).

You can change this name if you prefer it to be named differently. Follow these steps to change the GoFlex Satellite name:

1. From the *GoFlex Media* app or if you are using a browser, select **Settings**.
2. Select **Change Satellite Name**.
3. Type a new name and then click **Next**.
4. Type the name once more to confirm the name change.

You will need to reconnect to your *GoFlex Satellite* device after the name has been changed.



## Disconnecting From the GoFlex Satellite™ Signal

The *GoFlex Satellite* device can be accessed by three different devices at once. If a fourth device attempts to connect, it is blocked. The user will see a message that their device is unable to join the “GoFlex Satellite” network.

To allow a blocked device access to *GoFlex Satellite*, one user must disconnect from its wireless network.

1. Open your media device’s list of wireless networks.
2. Choose a wireless network other than GoFlex Satellite.

## Setting a Password

Create a password if you want to restrict access to your *GoFlex Satellite* device. You may want to set a password if you’re in an environment where you don’t want others to connect to your *GoFlex Satellite* device. Setting a password turns WPA security on, which protects your wireless transmissions with *GoFlex Satellite*. To stop requiring a password after one has been created, select Turn Password Off and then enter the current password.

1. From the *GoFlex Media* app or if you are using a browser, select **Settings**.
2. Select **Turn Password On**.
3. Type your password and then click **Next**.
4. Type the password once more to confirm the change.

The password must be at least eight characters long and no more than 64 characters. All ASCII characters are acceptable. Most of these characters are available on your device’s keyboard.

## Changing the Language of the *GoFlex Media*™ app

The *GoFlex Media* app supports 12 different languages. You can change the language of the app from the Settings screen.

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**Note:** This only changes the language of the *GoFlex Media* app; it has no effect on the language of the media device you are using.

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1. From the *GoFlex Media* app or if you are using a browser, select **Settings**.
2. Select **Language** from the bottom of the screen and then choose the language you want to use.

The language changes to what you selected.

## Resetting the GoFlex Satellite™ Device

If *GoFlex Satellite* isn't working right, try resetting the device by pressing and holding the Power button for 15 seconds. This turns off the LEDs, and then shuts down and restarts the device.

## Managing the *GoFlex Satellite*™ Device

This section provides instructions for managing the content on the *GoFlex Satellite* device, and using the drive utilities available with the optional *Seagate Media Sync*™ software.

### Deleting Content From *GoFlex Satellite*™

To delete content from the *GoFlex Satellite* drive, connect *GoFlex Satellite* to your computer using the USB 3.0 adapter and cable to *GoFlex Satellite* and to your computer. Browse the drive's folders and then delete files as you normally would.

### Safely Removing the *GoFlex Satellite*™ Drive From Your Computer

To avoid losing data or damaging your files, always follow these instructions to safely remove the *GoFlex Satellite* device from your computer:

1. Make sure that no files on *GoFlex Satellite* are open or in the process of being saved or copied to the drive.
2. Depending on the operating system you are using, safely eject the drive from your computer:
  - For Mac OS, drag the *GoFlex Satellite* drive icon from the desktop to the trash.
  - For Windows, click the **Safely Remove Hardware** icon. Windows XP lists the drive as a USB Mass Storage Device.
3. Wait for the lights on the USB 3.0 adapter to turn off.
4. Once the lights turn off, you can safely remove *GoFlex Satellite* from your computer.

### Managing the Drive

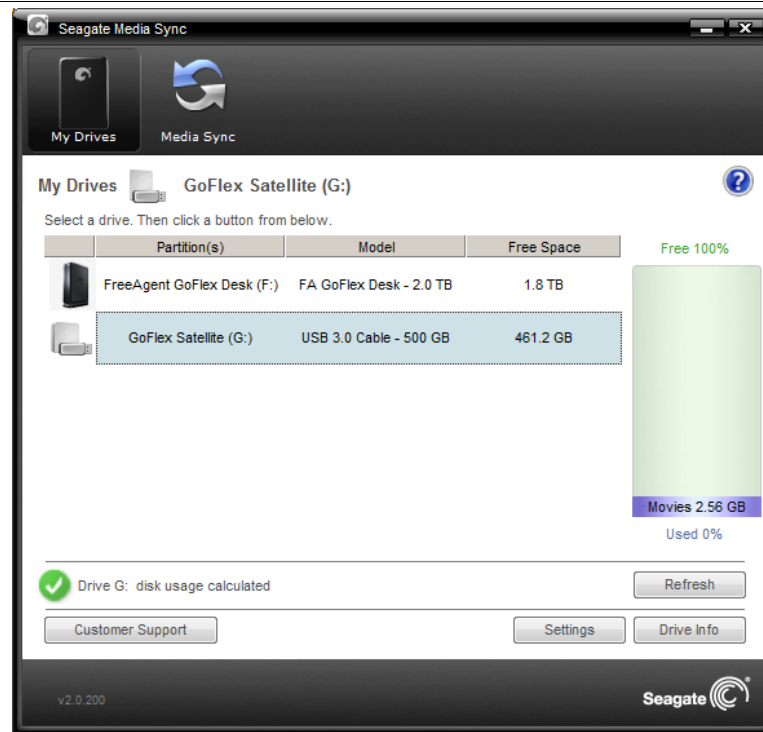
The *Seagate Media Sync*™ software provides management features for your *GoFlex Satellite* drive, and includes features you can use to automatically sync all of your media files with the *GoFlex Satellite* device, or only those supported by an iPad, iPhone or iPod touch. Go to [www.seagate.com/support/goflexsatellite](http://www.seagate.com/support/goflexsatellite) to download the software.

See "Copying Files to *GoFlex Satellite*™ Using *Seagate Media Sync*™" on page 15 for more information.

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**Note:** The following features are only available using the Windows version of *Seagate Media Sync*.

---



**Figure 18:** Seagate Media Sync

The **My Drives** window provides a central point from which to manage your connected drives. You can get to the My Drives window by clicking the **My Drives** icon in the menu bar from any other window within the application. See "Using the My Drives Window" for more information.

## Using the Media Sync Settings

See "Copying Files to GoFlex Satellite™ Using Seagate Media Sync™" on page 15 for details.

## Using the My Drives Window

In the **My Drives** window, you first select your drive and then the feature you want to use with it. The middle of the My Drives window displays the connected drives. The currently selected drive is highlighted in light blue. You can use the *Seagate Media Sync* application with any NTFS- or FAT32-formatted USB, Firewire, or eSATA drive.

The icons in the menu bar allow you to move between the My Drives window, used to manage the features of the selected drive, and the **Media Sync** window, used to sync media files on the selected drive with media files on your computer.

- To select a different drive, click the drive icon or partition name.
- To access advanced settings for the selected drive, click **Settings**.

- To get more information about the selected drive, click **Drive Info**.
- To get help, click the help icon. If you're not able to find the answer to your question, click **Customer Support** to go to Seagate's Support Web site.

---

**Note:** All NTFS- and FAT32-formatted USB external drives are automatically detected and listed in the My Drives window. It can take a few seconds for the software to detect your drive. If your drive doesn't appear, make sure it's properly connected and turned on.

---

## Updating Your Software

The Software Update feature automatically informs you when an update is available for your *Media Sync* software. You can also manually check to see if an update is available or you can turn off the Software Update feature.

1. In the Drives panel, select the drive you want to adjust and then click **Settings**.
2. In the Settings window, click **Check for Software Update**.

The Software Update window opens. Check for updates automatically is selected by default.

3. To turn off Software Update, deselect **Check for updates automatically**.
4. To check for updates now, click **Check Now**.

A Software Update window appears to inform you of whether your software is up to date.

If new software is available, you can download it from this window. For more information about the new software, click More Info.

## Changing the Seagate Advisor Setting

You can choose whether to show Seagate Advisor popup messages (special promotions and Tips and Tricks) in your system tray.

1. In the Drives panel, select the drive you want to adjust and then click **Settings**.
2. In the Settings window, click **Change Seagate Advisor Setting**.

The Change Seagate Advisor Setting window opens. Show Seagate Advisor messages is selected by default.

3. To turn off Seagate Advisor pop-up messages in your system tray, deselect **Show Seagate Advisor messages**.

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**Note:** Turning off Seagate Advisor system tray popup messages does not turn off Software Update Notification popup messages.

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## Registering Your Product

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**Note:** This feature is available only for Seagate drives.

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1. In the Drives panel, select the drive you want to register and then click **Settings**.
2. In the Settings window, click **Register My Product**.  
The Seagate Product Registration Web page opens.
3. Enter the required information.
4. Click **Register** at the bottom of the page.

## Viewing Drive Information

- **Serial number:** The serial number of your drive.
- **Firmware:** The version of firmware used by your drive.
- **Volume:** The name of your drive.
- **Capacity:** The total capacity of your drive.
- **Free Space:** The amount of space remaining on your drive.
- **File System:** The Windows file system of your drive.

To view the Drive Information for your drive:

1. In the Drives panel, select the drive you want information about and then click **Drive Info**.  
The Drive Information window opens.
2. Click **Close** to close the Drive Information window.

# 5. Troubleshooting

The *GoFlex Satellite*™ device is a plug and play device. However, in certain situations, the setup process and product usage may require extra attention. Below is a list of troubleshooting tips to assist you should you have any problems during setup.

## Common Problems and Solutions

This section provides suggestions for solving common problems.

### It takes awhile for my files to appear in the GoFlex Media app or Web browser

The *GoFlex Satellite* device performs a one-time scan of any content you copy to the drive. This scanning process may take a little time if you copy a large amount of data.

If you recently copied content to the *GoFlex Satellite* drive and you don't see your files: "Pull up" the screen or click **Check for latest content** to refresh the files within the *GoFlex Media*™ app, or click the refresh button to update the page you are viewing from a browser.

### Can't connect wirelessly to GoFlex Satellite Device

- Make sure the *GoFlex Satellite* device is disconnected from your computer, powered on and that the Wi-Fi LED is blinking blue. The *GoFlex Satellite* device does not broadcast while connected to a computer.
- Make sure to select **GoFlex Satellite** from your device's wireless network list. If you leave the *GoFlex Satellite* device's wireless range, your device will disconnect from the GoFlex Satellite wireless signal. The wireless range is close to 150 feet. Any obstructions, such as walls between your device and *GoFlex Satellite*, may affect the strength of the signal. You will have to rejoin the network in this case.
- If you know that the *GoFlex Satellite* device is broadcasting, but you can't connect to it, there may already be three devices connected to *GoFlex Satellite*. Only three devices can stream from the *GoFlex Satellite* device at once. If you see a message when attempting to connect to the *GoFlex Satellite* device that your media device is unable to join or connect to the "GoFlex Satellite" network, there may already three devices connected. To see how many devices are currently connected to the *GoFlex Satellite* device, tap the **Connected** icon while connected to GoFlex Satellite.
- Make sure the *GoFlex Satellite* device is powered on. If *GoFlex Satellite* is powered off, it stops broadcasting and the wireless connection from your device is lost. To reconnect, select "GoFlex Satellite" from your device's wireless network list.
- If you are attempting to stream using a browser, make sure that your device's wireless connection is enabled. Go to any URL to be automatically redirected to the GoFlex Satellite main page. You can also type [www.goflexsatellite.com](http://www.goflexsatellite.com) in the browser's address bar to connect to *GoFlex Satellite*.

- Click the Refresh button on your browser.

### **A song, video or other file won't play**

- Make sure that your device supports the file format.

You can copy any file to the *GoFlex Satellite* drive, however, the device to which you stream your media files will only play or view the formats it supports. *GoFlex Satellite* does not transcode (convert) the files you copy to the drive. See your device's specifications for a complete list of supported file types.

There are ways to convert video files to different formats so they can be played on your device. If you have files that you want to play from the *GoFlex Satellite* device that are incompatible with your device, you may want to transcode the files before copying them to the drive.

### **I just copied a video file purchased from iTunes® to the GoFlex Satellite device but it won't play**

Videos purchased from iTunes are DRM (Digital Rights Management) protected. To play these videos, you must sync your iPad/iPhone/iPod touch with your iTunes account for the new files to play from the *GoFlex Satellite* device.

When you choose to play an iTunes purchased video in the *GoFlex Media* app it will be played from the Safari browser.

### **Can't use the Internet while streaming from GoFlex Satellite**

The *GoFlex Satellite* device is a wireless network on its own. When your Wi-Fi device is connected to *GoFlex Satellite*, it is dedicated to using the *GoFlex Satellite* device's wireless network. If you want to use your Wi-Fi device to surf the Internet or check e-mail, you must actively connect to your usual network, thus disconnecting from *GoFlex Satellite*.

### **I mistakenly reformatted the drive for my Mac**

- The *GoFlex Satellite* device is designed to work with both Windows and Mac operating systems. However, you must install the Seagate GoFlex software to enable file copying from a Mac. If you reformatted the drive by mistake, first return the drive to its original NTFS format and then download the Seagate GoFlex software from [www.seagate.com/support/goflexsatellite](http://www.seagate.com/support/goflexsatellite)
- If you are using Time Machine®, do not allow the program to use the *GoFlex Satellite* drive for backup. Time Machine will attempt to reformat the *GoFlex Satellite* drive.

### **I can't connect to GoFlex Satellite from my smartphone**

Make sure you have selected "GoFlex Satellite" from your wireless network list.

### **My computer won't connect to GoFlex Satellite**

Make sure to enable your wireless settings and select "GoFlex Satellite" from your wireless network list.

### **The GoFlex Satellite device seems to shut down by itself**

The *GoFlex Satellite* device includes a power-save feature, which means that it enters a standby state after 5 minutes of inactivity. *GoFlex Satellite* automatically returns to active mode whenever someone attempts to access the device.

### **I know the GoFlex Satellite device is broadcasting, but I can't connect to it**

A maximum of three wireless-enabled devices can stream from the *GoFlex Satellite* device at once. If there are already three devices streaming from *GoFlex Satellite*, you can either wait until a spot opens up, or ask a user to disconnect from the device. To see how many devices are currently connected to the *GoFlex Satellite* device, tap the **Connected** icon while connected to GoFlex Satellite.

### **The GoFlex Satellite device beeps when I plug it in to my computer**

The *GoFlex Satellite* device is low on battery power. Connect the *GoFlex Satellite* device to a power outlet using the included USB to DC power cable and the USB wall adapter to charge the device.

## **Finding More Help**

The *GoFlex Satellite* mobile wireless storage device is easy to use, but you may still have questions. Go to [www.seagate.com/support/goflexsatellite](http://www.seagate.com/support/goflexsatellite) if you have any problems setting up or using *GoFlex Satellite*.

Here you will find the following helpful information:

- The latest version of this user guide
- How-To videos
- Software to help copy media to the *GoFlex Satellite* drive
- Firmware updates (when available)
- FAQs

In addition to the information provided in this guide, you can view a video located on the *GoFlex Satellite* drive for an overview of setting up and using your new *GoFlex Satellite* device. To view the video, connect the *GoFlex Satellite* device to your computer and locate the video titled "Getting Started."



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