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# FreeAgent® GoFlex™ Home User Guide



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## **FreeAgent® GoFlex™ Home User Guide**

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# 1. Introduction

The FreeAgent® GoFlex™ Home network storage system lets you use one external drive for all the computers in your home. With enough capacity to support multiple computers and users, you can easily store all of your files in one centralized location, while automatically and continuously backing up the files and folders on every computer in your home.

Setup is as simple as connecting to your Wi-Fi router, and in just minutes, you can begin wirelessly accessing files and streaming photos, music and movies to personal computers (PCs), Mac® computers, and game consoles. Plus, you can share a printer with every computer in the home by simply connecting it to the USB port on GoFlex Home.

## About This Guide

This *User Guide* introduces the features of GoFlex Home, describes how to set up your GoFlex Home network storage system, and explains how to use GoFlex Home to share and store your files, back up your files, and access your files from anywhere in the world.

This *User Guide* also provides detailed instructions for using Seagate Share, a Web-based application that allows you to access your files on GoFlex Home over the Internet, as well as share files with friends and family.

For information not found in this guide and for the most up to date product documentation, go to [www.seagate.com/goflexhomesupport](http://www.seagate.com/goflexhomesupport)

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**Note:** Some of the features described in this *User Guide* are available only on computers running the Windows operating system. Sections of the guide that describe Windows-only features are clearly marked.

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## System Requirements

To set up and use GoFlex Home, you need:

- Home network (also called a Local Area Network, or LAN)
- Wired or wireless router with an available Ethernet port
- Internet connection for initial setup and for file sharing over the Web

PCs accessing GoFlex Home require:

- Pentium III 500 MHz-equivalent processor or higher
- 256 MB RAM
- Windows® XP, Windows Vista®, or Windows 7 operating system
- Internet Explorer® 6 or later, Firefox® 2.x or later, or Chrome 4.x or later Web browser

Mac computers accessing GoFlex Home require:

- Mac OS® X 10.5 or later operating system
- Safari® 3.1 or later Web browser

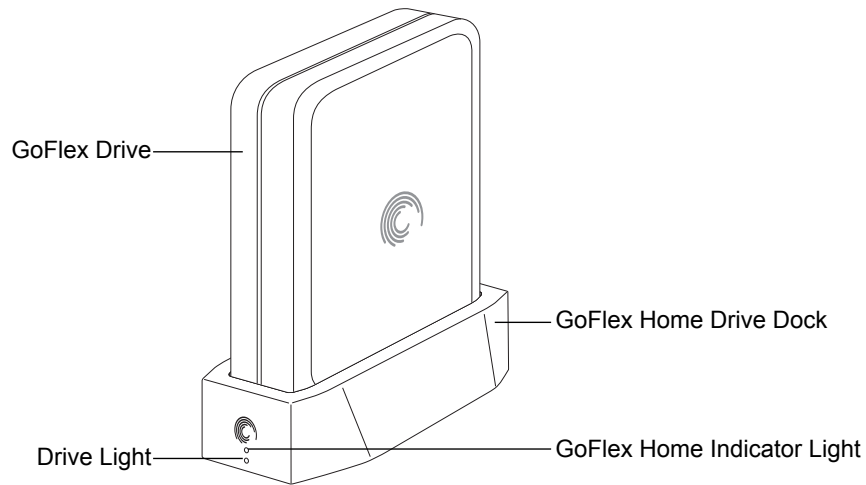
To use the GoFlex Access app for smartphones and tablets, devices require:

- Apple® iOS 4.3 or higher
- Android™ 2.2 or higher

On Android devices, the Adobe® AIR® app must be installed.

GoFlex Home works with most consumer home network equipment with no special settings required. However, if you have a business-grade router in your home, you may need to adjust its network settings.

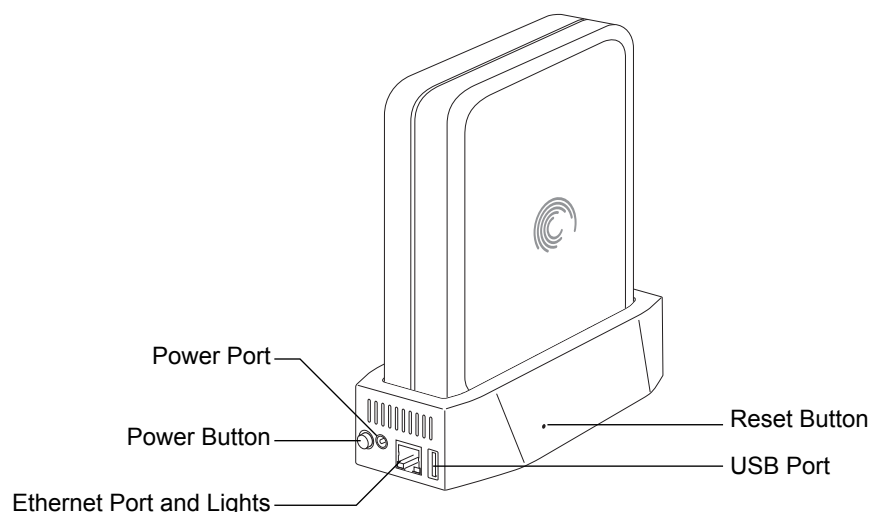
## Getting to Know GoFlex Home



**Figure 1:** GoFlex Home Front

- **GoFlex Home Drive Dock:** Compatible with any FreeAgent GoFlex Home or GoFlex Desk drives
- **GoFlex Home Drive:** Provides 1 TB, 2 TB or 3 TB of storage space (depending on your model)
- **GoFlex Home Indicator Light:** Provides information about GoFlex Home's current state:
  - **Green blinking:** GoFlex Home is starting up.
  - **Green steady:** GoFlex Home is connected to the network and ready for use.
  - **Amber blinking:** GoFlex Home is not connected to the network.
- **Drive Light:** Provides information about the drive's current state:
  - **White steady:** GoFlex drive is installed in dock and ready for use.
  - **White off:** GoFlex drive is not installed or is experiencing a problem.





**Figure 2:** GoFlex Home Back

- **Power Button:** Turns GoFlex Home on and off.
- **Power Port:** Connects GoFlex Home to a power source.
- **Ethernet Port:** Connects GoFlex Home to your router.
  - **Ethernet Port Lights:** Indicate network activity when blinking.
- **USB Port:** Connects GoFlex Home to a USB device, such as a drive or printer.
- **Reset Button:** Resets the GoFlex Home password; resets GoFlex Home to its original factory settings (normally not necessary—see page 77 for more information).

## Special Features of GoFlex Home

- **Instant Backup:** GoFlex Home protects your important files with automatic, “set it and forget it” file backup using Memeo™ Instant Backup (*Windows only*), and is also Time Machine®-compatible for Mac computers.
- **Centralized Storage:** GoFlex Home is a central location for storing digital media (music, photos, movies) and other household files you want to share with everyone on your home network. You can store Windows- and Mac-compatible files all in one place.
- **User Accounts:** Up to five people/computers on your home network can access GoFlex Home. (You can upgrade to unlimited accounts by subscribing to Seagate Share Pro. See page 10 for more information.)
- **Remote Access:** GoFlex Home provides access to your digital content from anywhere inside or outside your home, using the Web-based Seagate Share application. You can even access GoFlex Home from your smartphone, such as an iPhone® or Android device, or from another portable entertainment device, such as an iPad®.

- **Centralized Printing:** If you connect a printer to the USB port on your GoFlex Home, everyone on your home network can wirelessly print from that one printer. See page 54 for more information.
- **Music and Video Streaming (DLNA):** Everyone on your home network can stream music, movies, and videos to their computer or to a digital media device, such as a FreeAgent GoFlex TV, from GoFlex Home. (*DLNA* stands for Digital Living Network Alliance, and is a technology that allows you to enjoy the digital media files stored on your GoFlex Home on a digital media device.)
- **Seagate Dashboard:** This software serves as a central location from where you can access all of GoFlex Home's features (*Windows only*).
- **Easy Expansion:** If you require additional storage capacity in the future, you can easily remove and replace the drive in GoFlex Home—no tools required. You can also connect an external USB drive directly to GoFlex Home for even more storage space. See page 75 for more information.

## About Seagate Share Pro

Unlimited user accounts and other handy features are available with an upgrade to Seagate Share Pro, which provides premium service options that are available for purchase.

Seagate Share Pro includes:

- Access to GoFlex Home and Seagate Share for an unlimited number of people.
- Integration with Facebook® and Flickr®, which lets you easily copy your GoFlex Home photos to your online accounts.
- The 3D wall interface by Cooliris, which enhances your enjoyment of your GoFlex Home photos.
- Secure remote access to GoFlex Home with FTPS.
- Integrated RSS (Really Simple Syndication) feeds, which make it effortless to keep friends and family updated with your latest shared files, such as vacation photos.

To learn more about these and other Seagate Share Pro features, click **Learn More** under Seagate Share Pro in the Seagate Dashboard Application Store.

## About Premium Backup

If you would like to back up more than three PCs to your GoFlex Home, you can purchase a Premium Backup software upgrade from the Application Store on your Seagate Dashboard. Premium Backup software allows you to back up an unlimited number of PCs to your GoFlex Home.

## About Security

The Seagate Share feature provides remote access to your files and allows you to share your content with friends and family outside of your home. Files and folders are private by default. Your data is available only to those with whom you choose to share. Although your files are forwarded to the recipients you choose when sharing, no copies from your GoFlex Home are created or stored elsewhere. Your data remains safe and secure on your GoFlex Home device.

All user name and password transmissions to/from the Seagate Share central server are authenticated and forced through the secure HTTPS protocol (Hypertext Transfer Protocol Secure).

If UPnP is enabled on your router, the data you choose to share transfers directly between GoFlex Home device and the recipient's Web browser or mobile device. If UPnP is not enabled, sharing occurs through the Seagate Share central server and the recipient's Web browser or mobile device; however, none of your data or personal information is tracked or stored by the central server during or after the process.

The GoFlex Home hardware and software are built to be secure against hacking and prevent execution of macros or code from arbitrary third parties. You can increase the level of security by enabling firewall and WEP/WPA protection on your router.

See <http://support.goflexhome.hipserv.com/en/security/> for more information about security.

## 2. Setting Up GoFlex Home – Windows

Setting up GoFlex Home is easy. This chapter explains each step and provides suggestions and options for getting the most out of GoFlex Home.

### Step 1: Familiarizing Yourself with the Setup Process

Before you begin, familiarize yourself with the steps you'll follow while setting up GoFlex Home, and with the folders that GoFlex Home creates automatically for you during setup.

#### Main Setup Steps

- Connect GoFlex Home (as described in the printed *Quick Start Guide*).
- Name, activate, and register GoFlex Home.
- Install the software on your own computer:
  - Seagate Dashboard, for access to all GoFlex Home features
  - Memeo Instant Backup, for automatic file backups
- Create individual user accounts and passwords for everyone on your home network.
- Install the software on the other Windows computers on your home network (or set up Mac computers—see page 23).

See “Step 2: Connecting GoFlex Home” on page 13 for complete instructions.

#### Understanding GoFlex Home's Automatic Folder Creation

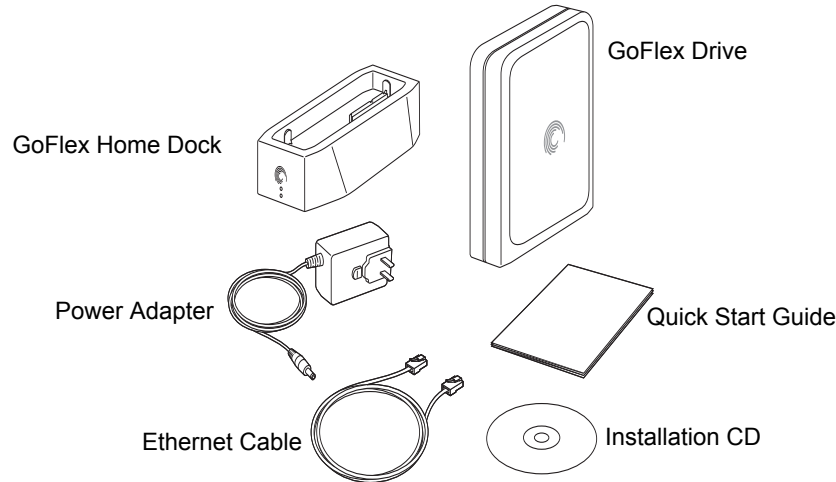
When you create your own user account and password during setup, three folders are automatically created on GoFlex Home for you:

- A **Public** folder, where files can be stored and accessed by everyone on your home network.
- A **Personal** folder that only you can access, where you can store personal or private files that you don't want anyone else on your home network to see.
- A **Backup** folder that only you can access, where all your backup files are stored.

GoFlex Home also automatically creates Personal and Backup folders for each user account you create for the members of your household. Once setup is complete, each member of your household can upload their own digital media and other files to GoFlex Home by dragging and dropping files from their computers to the folders of their choice. For more information, see “Copying Your Files to GoFlex Home” on page 44.

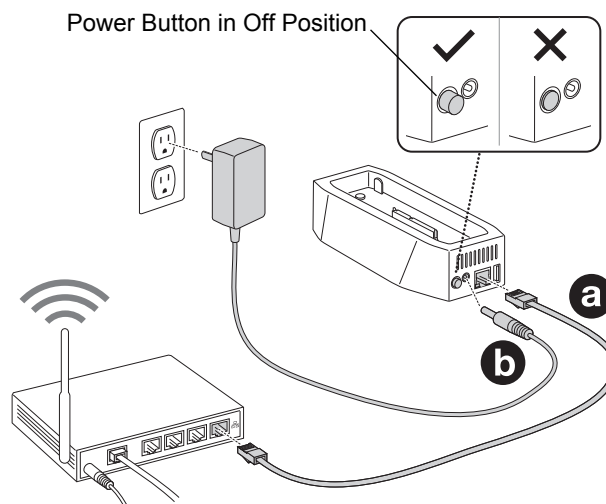
## Step 2: Connecting GoFlex Home

1. Unpack the box and ensure you have these items before continuing:



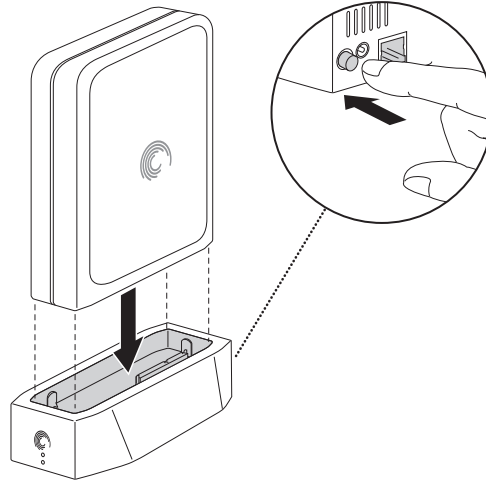
**Figure 3:** Package Contents

2. Ensure the Power button on the GoFlex Home dock is in the Off position before you begin, then connect GoFlex Home:
  - a. Connect the supplied Ethernet cable to your router and to the Ethernet port on GoFlex Home.
  - b. Connect the supplied power adapter (DC 12V) to a power outlet and to the power port on GoFlex Home.



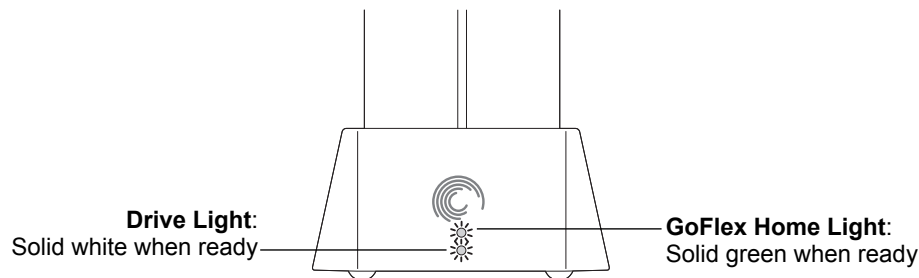
**Figure 4:** Connecting the Cables

3. Connect the drive to the dock, then press the **Power** button to the On position.
  - a. Align the connector on the bottom of the drive with the connector in the base.
  - b. Gently press down on the drive until it clicks into place.
  - c. Press the **Power** button.



**Figure 5:** Docking the GoFlex Drive

4. Wait for the lights on the front of GoFlex Home to stop blinking. This may take a couple of minutes.



**Figure 6:** GoFlex Home Lights

If the GoFlex Home light is not solid green, wait about two minutes to make sure that GoFlex Home has had a chance to fully start up; if it's blinking amber, GoFlex Home either can't connect to the network or can't communicate with the drive. See "Solving Problems" on page 84 for more help.

If the drive light is not on, it means that the drive is not securely connected on the dock. Press the **Power** button to the Off position, remove the drive, then re-seat it on the dock so that it clicks into place.

## Step 3: Installing the Software

1. Power on your computer, then insert the GoFlex Home Installation CD.

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**Note:** If you are setting up GoFlex Home on a computer or device without a CD-ROM drive, go to [www.seagate.com/goflexhomesupport](http://www.seagate.com/goflexhomesupport) to download the installation software.

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**Note:** If you would like to activate GoFlex Home without installing the included software, open a browser and enter **http://goflex\_home** or **http://<GoFlex Home IP address>** in the Address field to start the setup process. Make sure the GoFlex Home is connected to your network before proceeding.

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2. When the Welcome screen opens, choose a language, then click **OK**.

A setup wizard opens.

**TIP:** If the Setup wizard doesn't open automatically, open Explorer, navigate to the CD, then double-click **SeagateDashboardSetup.exe**.

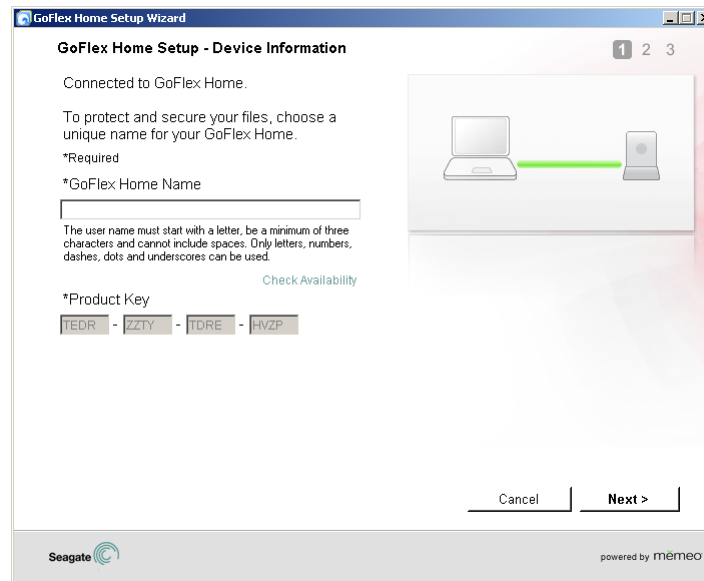
3. Follow the on-screen instructions to install the Seagate Dashboard and Memeo Instant Backup software applications.
4. When the installation is complete, click **Finish**, then continue with "Step 4: Setting Up GoFlex Home".

## Step 4: Setting Up GoFlex Home

**TIP:** Before you continue, make sure you have a pen and paper handy to keep track of the names and passwords you need to create during setup.

When the software is installed, the setup wizard opens automatically. This may take a few moments.

The wizard finds and connects your computer to GoFlex Home, then the Device Information screen opens.



**Figure 7:** Adding Device Information

If your computer can't connect to GoFlex Home, see "Solving Problems" on page 84.

1. Enter a name for GoFlex Home.

The name must start with a letter and must be at least three characters in length. You can use letters, numbers, dashes, dots, and underscores. Spaces are not allowed.

Because you can access GoFlex Home over the Internet, the device must have a unique name. Use the **Check Availability** button to ensure the name you want is available.

If the Product Key hasn't been entered automatically, find it on the bottom of the GoFlex Home base and enter it in the Product Key fields.

2. Click **Next**.



GoFlex Home is activated, and the Account Information screen opens.

GoFlex Home Setup Wizard

GoFlex Home Setup - Account Information 1 2 3

Enter your account information.

\*Required

\*User Name

Minimum 3 characters, must start with a letter

\*Password

Minimum 6 characters, must contain one digit

\*Confirm Password

E-mail Address

Used only for occasional system alert messages

Cancel Next >

Seagate powered by mēmeo

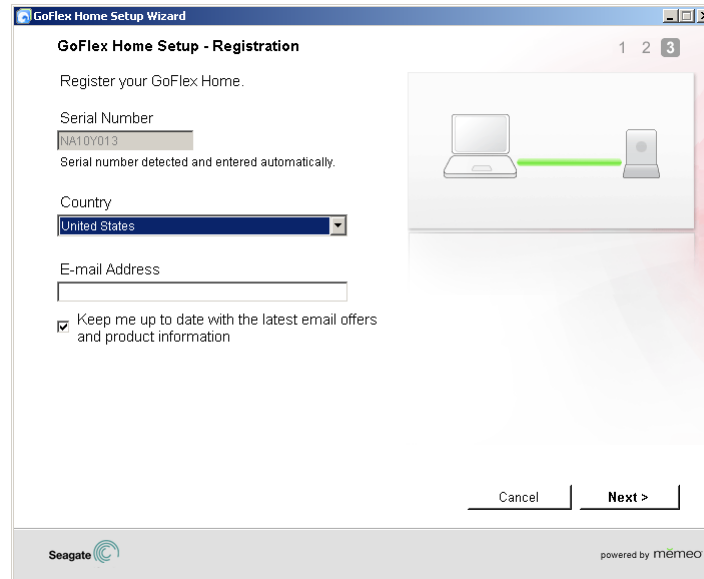
**Figure 8:** Creating the First User Account

3. Create an administrator account for yourself by entering a user name and password. Passwords must be at least six characters long and must include one number. Passwords are case-sensitive.

Enter an e-mail address that can be used for occasional system messages. You will receive a system message if there is a problem with the drive, if the drive is full, or if your Seagate Share Pro subscription is expiring soon.

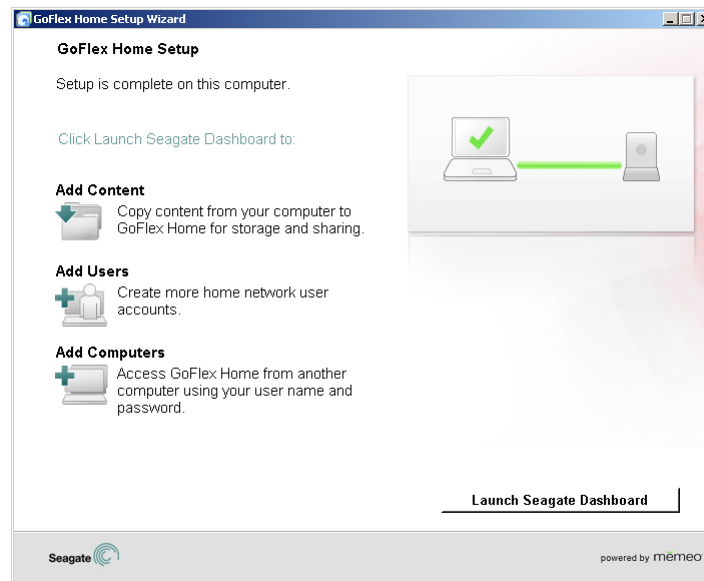
4. Click **Next**.

The Registration screen opens.



**Figure 9:** Registering GoFlex Home

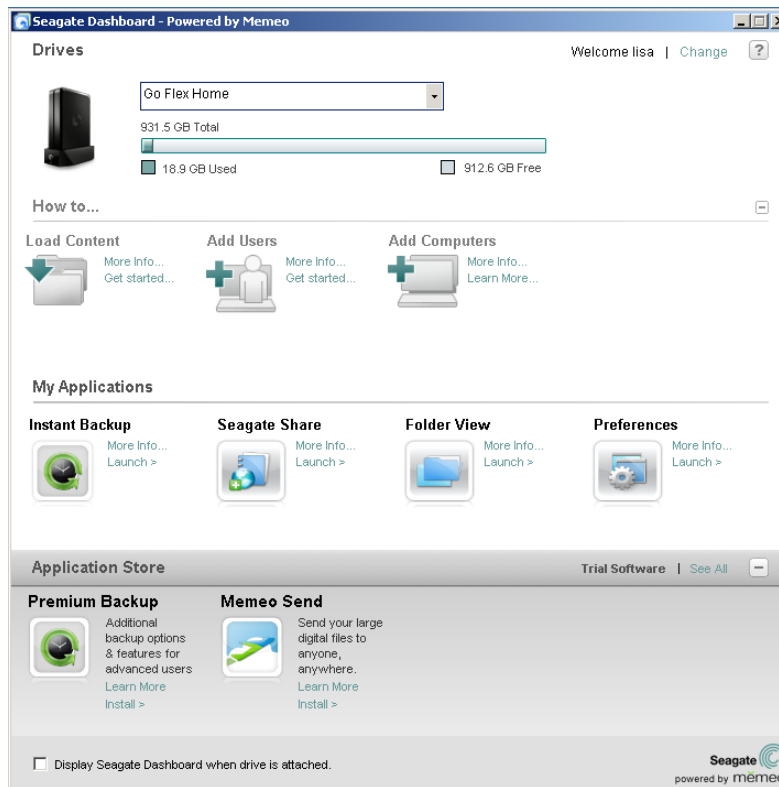
5. Select your country and enter an e-mail address for registration purposes, then click **Next**. GoFlex Home is named, activated, and ready to use.



**Figure 10:** Setup Complete

## 6. Click **Launch Seagate Dashboard**.

The Seagate Dashboard opens.



**Figure 11:** Seagate Dashboard

The Seagate Dashboard is the central location from which you can access all of GoFlex Home's features. See page 35 for more information.

7. Continue setting up GoFlex Home for your household by adding user accounts for other members of your household (see Step 5: Adding a User to GoFlex Home) and adding more computers to your GoFlex Home network storage system (see "Step 6: Adding PCs to GoFlex Home").

## Step 5: Adding a User to GoFlex Home

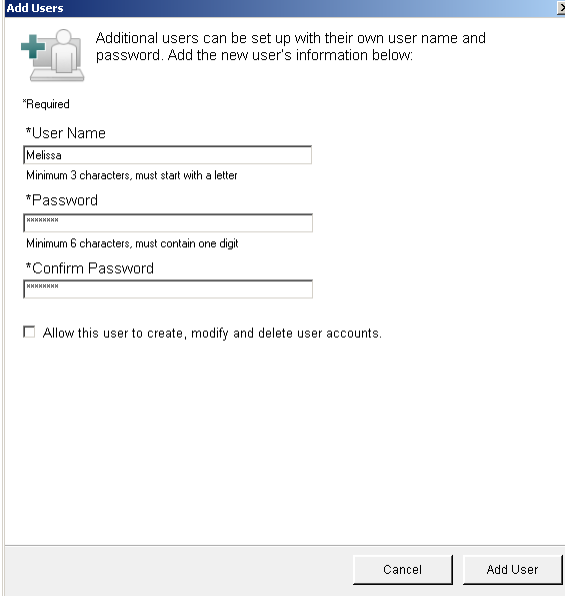
Everyone who needs access to GoFlex Home requires their own user account. Your GoFlex Home includes five user accounts.

**TIP:** You can upgrade to unlimited accounts (and add other useful GoFlex Home features) by subscribing to Seagate Share Pro. See "About Seagate Share Pro" on page 10 for more information.

To add new user accounts to GoFlex Home:

1. In the How to... panel of the Seagate Dashboard, click **Add Users**.

The Add Users window opens.



**Figure 12:** Creating Additional User Accounts

**2.** Enter a user name.

User names must start with a letter and must be at least three characters in length. User names are not case-sensitive. You can't use the same user name twice on GoFlex Home.

**3.** Enter and confirm a password for the user.

Passwords must be at least six characters long and must include one number. Passwords are case-sensitive.

**TIP:** When entering passwords, balance convenience and security appropriately for your household. For instance, you might have the members of your household choose their own passwords, but enter and keep track of them yourself so that you can act as the home network manager in case a password is forgotten or another issue arises. Or, you might have the members of your household enter their own passwords in private, so that only they can access the files they store in their Personal and Backup folders.

**4.** Select **Allow this user to create, modify, and delete user accounts** if you want this person to be able to do the same home network manager tasks as you.

**5.** Click **Add User**.

The user account is created, and the person can begin using GoFlex Home as soon as their computer is added to your GoFlex Home network storage system (see page 21).

**6.** Click **Add Another User** to continue creating user accounts (repeating the steps in this section), or click **Done**.

When you're done creating user accounts, continue with "Step 6: Adding PCs to GoFlex Home".

## Step 6: Adding PCs to GoFlex Home

**Note:** You can use both PC and Mac computers with GoFlex Home. See "Step 6: Setting Up More Mac Computers" on page 33 to add Macs to your GoFlex Home.

To add a PC to your GoFlex Home network storage system, you must install the GoFlex Home software—Seagate Dashboard and Memeo Instant Backup. (GoFlex Home includes access to Memeo Instant Backup for up to three computers.) You can create up to five GoFlex Home user accounts for people/computers on your home network.

**TIP:** You can upgrade to unlimited users and computers (and add other useful GoFlex Home features) by subscribing to Seagate Share Pro. See "About Seagate Share Pro" on page 10 for more information.

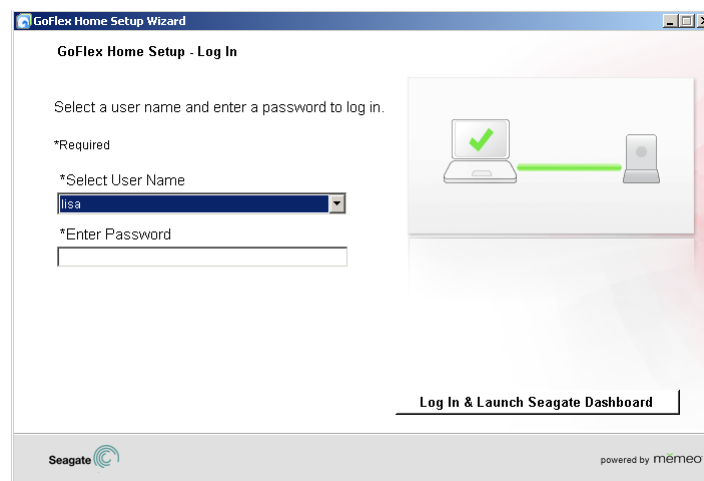
To add a PC to GoFlex Home:

1. Power on the PC you want to add, then insert the GoFlex Home Installation CD.

**Note:** If you are setting up GoFlex Home on a computer or device without a CD-ROM drive, go to [www.seagate.com/goflexhomesupport](http://www.seagate.com/goflexhomesupport) to download the installation software.

2. Follow the on-screen instructions to complete the installation.

When the software is installed, the GoFlex Home setup wizard opens automatically. When it finds and connects your computer to GoFlex Home, the Log-in screen opens.



**Figure 13:** Adding Another Computer

3. Have the computer's regular user log in by choosing their user name and entering their password, then clicking **Log In & Launch Seagate Dashboard**. Remember that passwords are case-sensitive.
4. Repeat the steps in this section until you have added all the household PCs to your GoFlex Home network storage system (as required).

Your GoFlex Home network storage system is now fully set up and ready to use.

## Next Steps

Now that GoFlex Home is set up, your next steps are to:

- Copy files from your computer to your GoFlex Home folders (see page 44).
- *(Optional)* Start automatic backups of the files on your computer (see page 46).
- Learn how to access and enjoy your files from home and while travelling (see page 48 and page 50).
- Share selected files with friends and family (see page 50).
- Set up a centralized printer (see page 54).

Pass along these chapters of the *User Guide* to each member of your household:

- "Getting Started with GoFlex Home" on page 35
- "Enjoying and Managing Your Files in Seagate Share" on page 57
- "Managing GoFlex Home" on page 70

Don't forget that you can add more user accounts and computers, enable access to GoFlex Home from smartphones, add other useful GoFlex Home features, or back up additional computers by subscribing to Seagate Share Pro or purchasing a Premium Backup software upgrade. See "About Seagate Share Pro" and "About Premium Backup" on page 10 for more information.

## 3. Setting Up GoFlex Home – Mac

Setting up GoFlex Home is easy. This chapter explains each step and provides suggestions and options for getting the most out of GoFlex Home.

### Step 1: Familiarizing Yourself with the Setup Process

Before you begin, familiarize yourself with the steps you'll follow while setting up GoFlex Home, and with the folders that GoFlex Home creates automatically for you during setup.

#### Main Setup Steps

- Connect GoFlex Home (as described in the printed *Quick Start Guide*).
- Name, activate, and register GoFlex Home.
- Install the desktop applications on your Mac:
  - GoFlex Home Agent
  - SmartFolderShortcut (which allows you to access your files through Finder)
  - SmartWebShortcut (which opens the Seagate Share application in your browser)
- Configure Time Machine to use GoFlex Home as your file/system backup device.
- Install the desktop applications and configure Time Machine on other Mac computers on your home network (or set up Windows computers—see page 12).

See “Step 2: Connecting GoFlex Home” on page 13 for complete instructions.

#### Understanding GoFlex Home's Automatic Folder Creation

When you create your own user account and password during setup, three folders are automatically created on GoFlex Home for you:

- A **Public** folder, where files can be stored and accessed by everyone on your home network.
- A **Personal** folder that only you can access, where you can store personal or private files that you don't want anyone else on your home network to see.
- A **Backup** folder that only you can access, where all your backup files are stored.

GoFlex Home also automatically creates Personal and Backup folders for each user account you create for the members of your household. Once setup is complete, each member of your household can upload their own digital media and other files to GoFlex Home by dragging and dropping files from their computers to the folders of their choice. For more information, see “Copying Your Files to GoFlex Home” on page 44.

## Step 2: Connecting GoFlex Home

For instructions, see “Step 2: Connecting GoFlex Home” on page 13.

## Step 3: Setting Up GoFlex Home

**TIP:** Before you begin, make sure you have a pen and paper handy to keep track of the names and passwords you need to create during setup.

1. Power on your computer, then insert the GoFlex Home Installation CD.

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**Note:** If you are setting up GoFlex Home on a computer or device without a CD-ROM drive, go to [www.seagate.com/goflexhomesupport](http://www.seagate.com/goflexhomesupport) to download the installation software.

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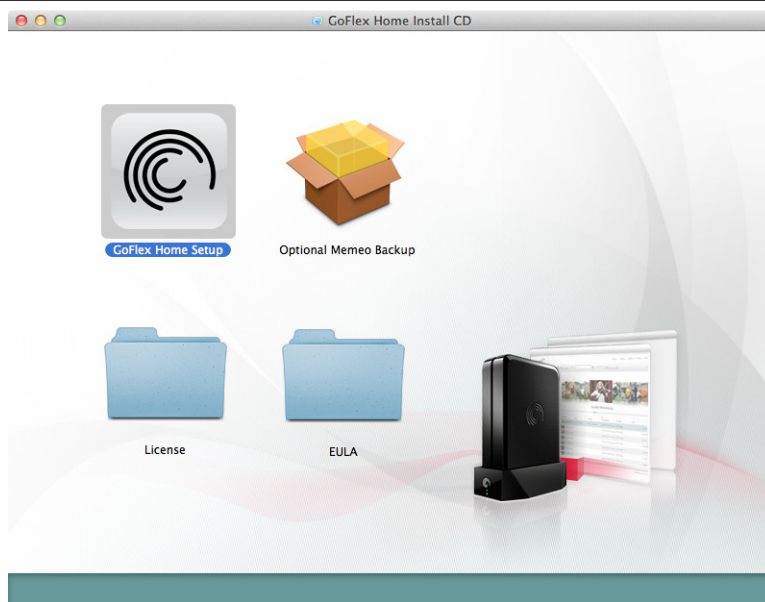
**Note:** If you would like to activate the GoFlex Home without installing the included software, open a browser, type in **goflexhome.local** in the Address field, and press Enter to start the setup process. Make sure the GoFlex Home is connected to your network before proceeding.

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2. Double-click the GoFlex Home install CD icon that appears on your desktop.



The Welcome screen opens.



**Figure 14:** Welcome Screen

3. Double-click **GoFlex Home Setup** to begin the installation.



A screen appears indicating that files are being extracted from the archive, then the main setup screen opens.



Figure 15: Main Setup Screen

4. Click **Step 1 Set Up Your GoFlex Home**.

The End User License Agreement screen appears.

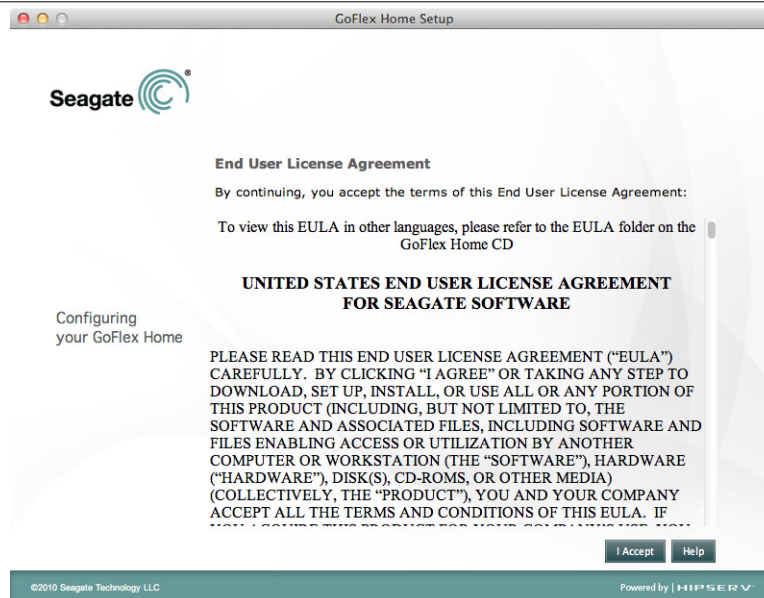


Figure 16: End User License Agreement

5. Read the End User License Agreement, then click **I Accept** to continue the setup.

The Registration screen appears.

**Seagate**

**Registration**

To register, enter your GoFlex Home's product key. The product key is of the form "AAAA.AAAA.AAAA.AAAA," and can be found on a label on your GoFlex Home.

Product Key

Please assign your GoFlex Home a name, known as the GoFlex Home Name, (e.g. "thesmiths") to differentiate it from all other GoFlex Homes. When signing in to your GoFlex Home through [www.seagate.com](http://www.seagate.com) you will need to remember this name and enter it in the GoFlex Home Name field.

GoFlex Home Name

Configuring your GoFlex Home

Back Next Help

© Seagate Powered by | HIPER V

**Figure 17:** Naming and Registering GoFlex Home

**6.** Enter a name for GoFlex Home.

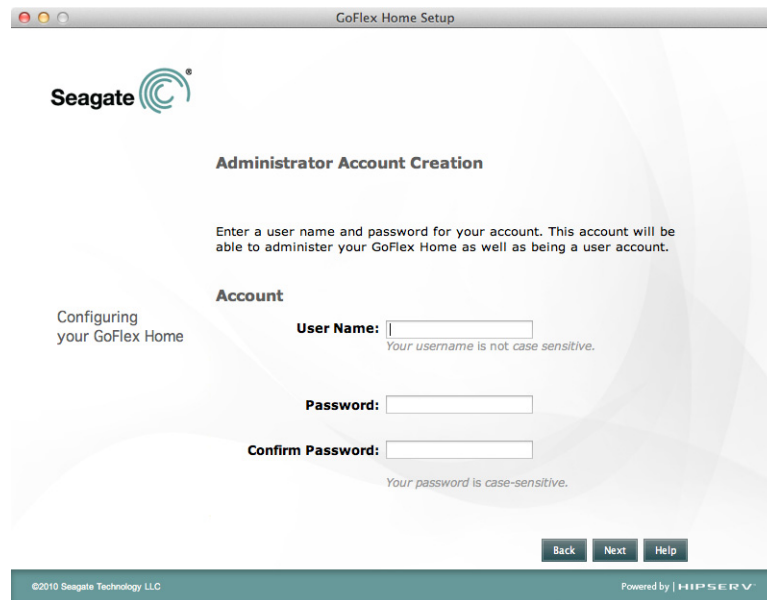
The name must start with a letter and must be at least three characters in length. You can use letters, numbers, dashes, dots, and underscores. Spaces are not allowed.

Because you can access GoFlex Home over the Internet, the device must have a unique name. If the name you enter is not available, you will be prompted to select a new name.

If the Product Key hasn't been entered automatically, find it on the bottom of the GoFlex Home base and enter it in the Product Key boxes.

**7.** Click **Next**.

The Administrator Account Creation screen appears.

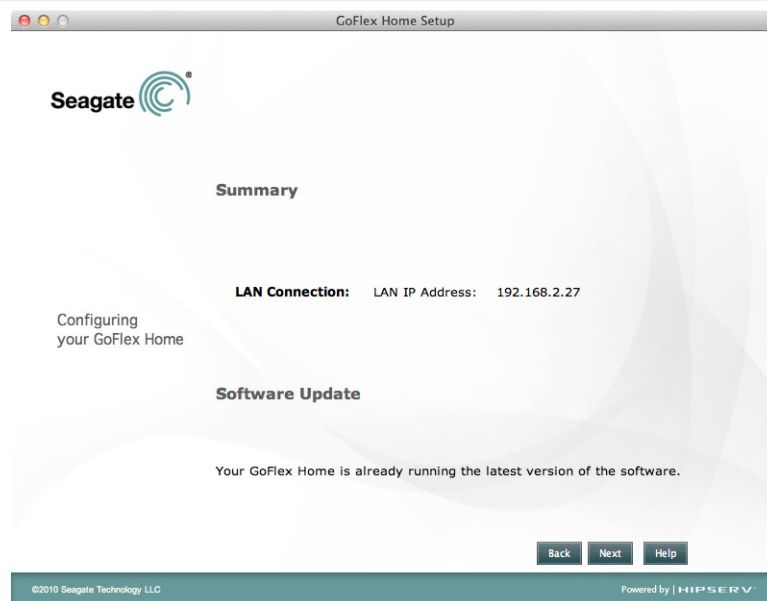


The screenshot shows a web browser window titled "GoFlex Home Setup". The page features the Seagate logo at the top left. The main heading is "Administrator Account Creation". Below this, a message states: "Enter a user name and password for your account. This account will be able to administer your GoFlex Home as well as being a user account." The "Account" section contains three input fields: "User Name:" with a note "Your username is not case sensitive.", "Password:" with a note "Your password is case-sensitive.", and "Confirm Password:". At the bottom right, there are three buttons: "Back", "Next", and "Help". The footer includes "©2010 Seagate Technology, LLC" and "Powered by | HIPSERV".

**Figure 18:** Creating the First User Account

8. Create a user account for yourself by entering a user name and password. The password must be at least six characters long and must include one number. Passwords are case-sensitive.
9. Click **Next**.

GoFlex Home is configured. (This may include an automatic software update.)

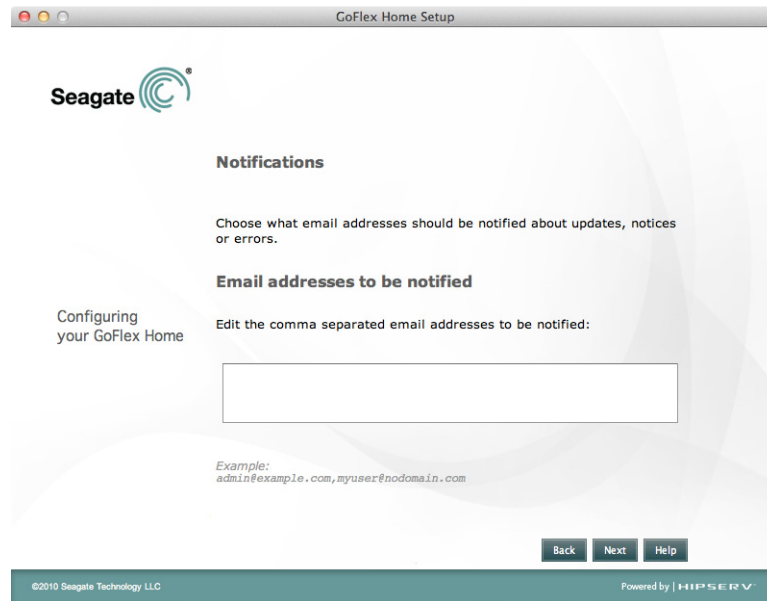


The screenshot shows a web browser window titled "GoFlex Home Setup". The page features the Seagate logo at the top left. The main heading is "Summary". Below this, the "LAN Connection:" section shows "LAN IP Address: 192.168.2.27". The "Software Update" section states: "Your GoFlex Home is already running the latest version of the software." At the bottom right, there are three buttons: "Back", "Next", and "Help". The footer includes "©2010 Seagate Technology, LLC" and "Powered by | HIPSERV".

**Figure 19:** Configuring and Updating GoFlex Home

10. Click **Next**.

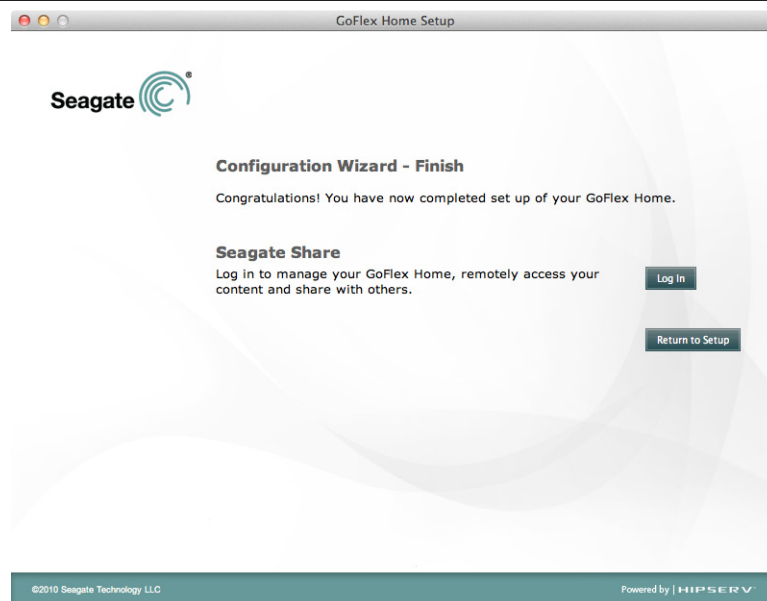
The Notifications screen appears.



**Figure 20:** Entering an E-mail Address

11. Enter an e-mail address that can be used for occasional system messages. You will receive a system message if there is a problem with the drive, if the drive is full, or if your Seagate Share Pro subscription is expiring soon.
12. Click **Next**.

Your GoFlex Home device is now set up. The following screen appears.



**Figure 21:** Finishing the Configuration Wizard

### 13. Click **Return to Setup**.

The main setup screen opens again. Continue by installing the desktop applications that let you access GoFlex Home from your computer.

## Step 4: Installing GoFlex Home Desktop Applications

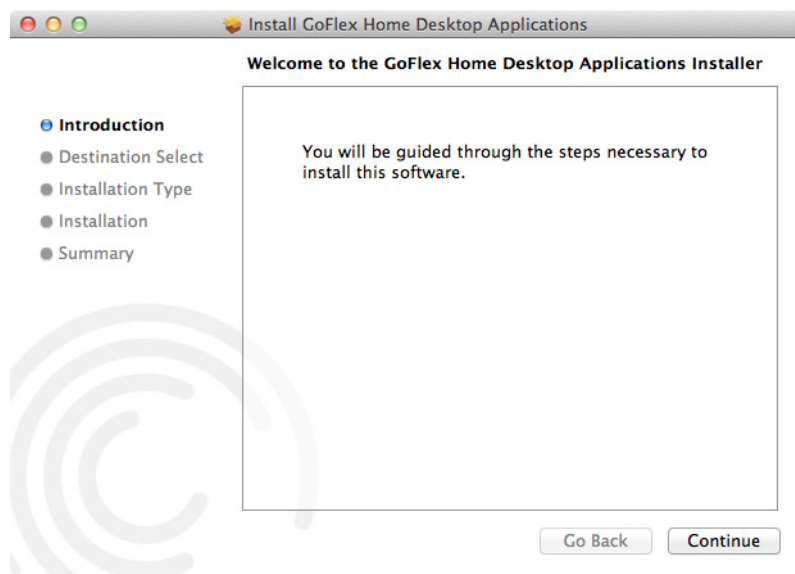
In this step, you install these applications:

- GoFlex Home Agent
- SmartFolderShortcut
- SmartWebShortcut

To install the desktop applications:

### 1. On the main setup screen, click **Step 2 Install Desktop Applications (Optional)**.

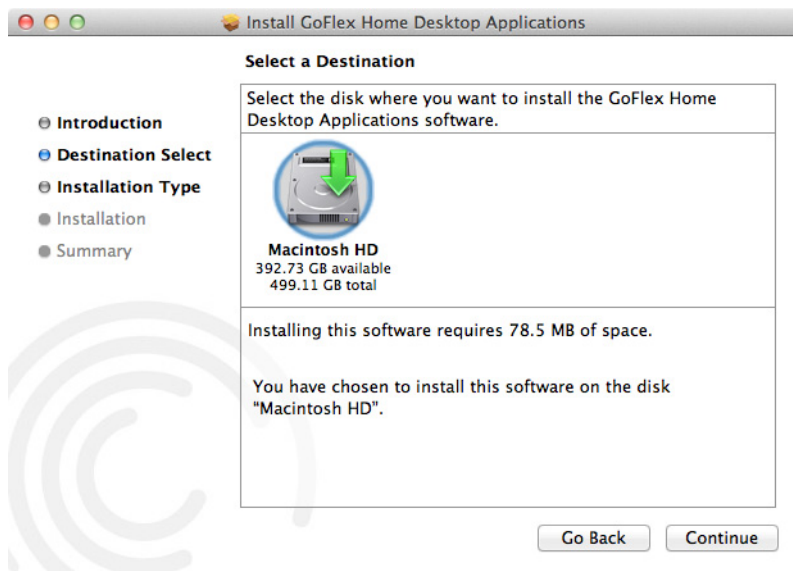
The Welcome screen opens.



**Figure 22:** Desktop Applications Installer Welcome Screen

### 2. Click **Continue**.

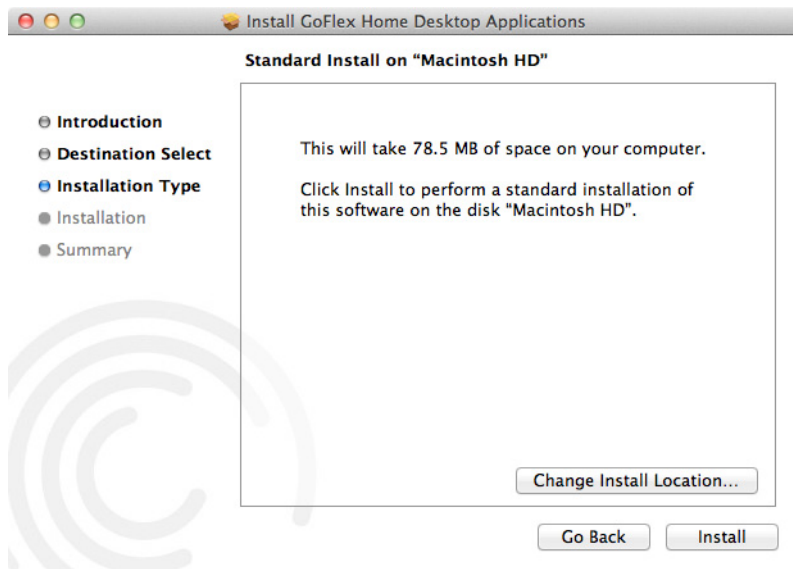
The Destination Select screen opens.



**Figure 23:** Destination Select Screen

3. Select the disk where you want to install the software, then click **Continue**.

The Installation Type screen opens.



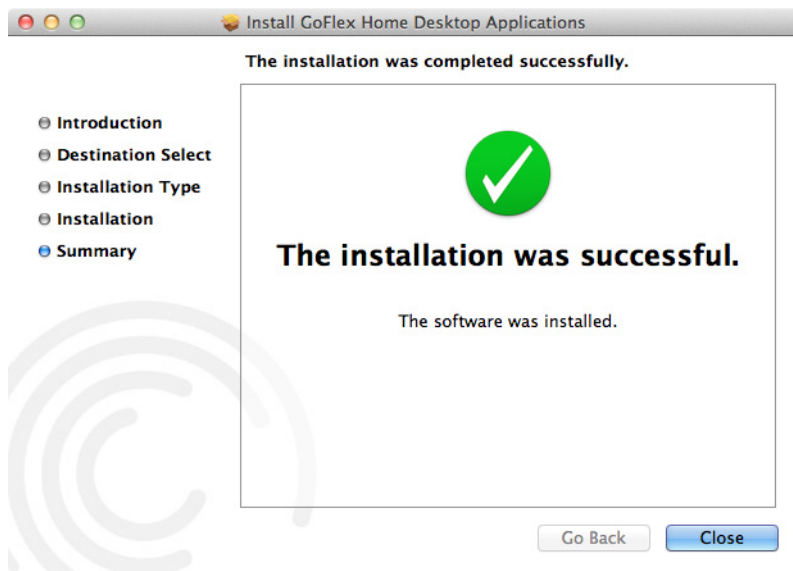
**Figure 24:** Installation Type Screen

4. Click **Install**.

If required, click **Change Install Location...**, adjust the settings, then click **Install**.

5. When prompted, provide the Mac user name and password to install software.

When the installation is complete, the following screen appears.



**Figure 25:** Installation Complete Screen

**6. Click **Close**.**

The main setup screen opens again. Continue by configuring Time Machine to use GoFlex Home as your file backup device.

## Step 5: Configuring Time Machine for GoFlex Home

**TIP:** If you don't want to use Time Machine backup software with GoFlex Home, you can use a complimentary Mac version of Memeo Backup provided in a stand-alone folder on the GoFlex Home Installation CD.

If you are setting up GoFlex Home on a computer or device without a CD-ROM drive, go to [www.seagate.com/goflexhomesupport](http://www.seagate.com/goflexhomesupport) to download the installation software.

To configure Time Machine so that it backs up your important files to GoFlex Home:

1. If you would like to learn more about Apple Time Machine, click **Step 3 Windows/Time Machine Backup Configuration (Optional)**.

A browser window opens, pointing to a page on the Apple web site with information about Time Machine.

2. On the main setup screen, click **Exit** to dismiss the GoFlex Home setup screen.

3. Go to System Preferences, and click on **Time Machine** to open Time Machine Preferences.



Figure 26: Time Machine Preferences Screen

4. Set Time Machine to **ON**.
5. Click on **Select Disk...** and select **GoFlex Home Backup**.

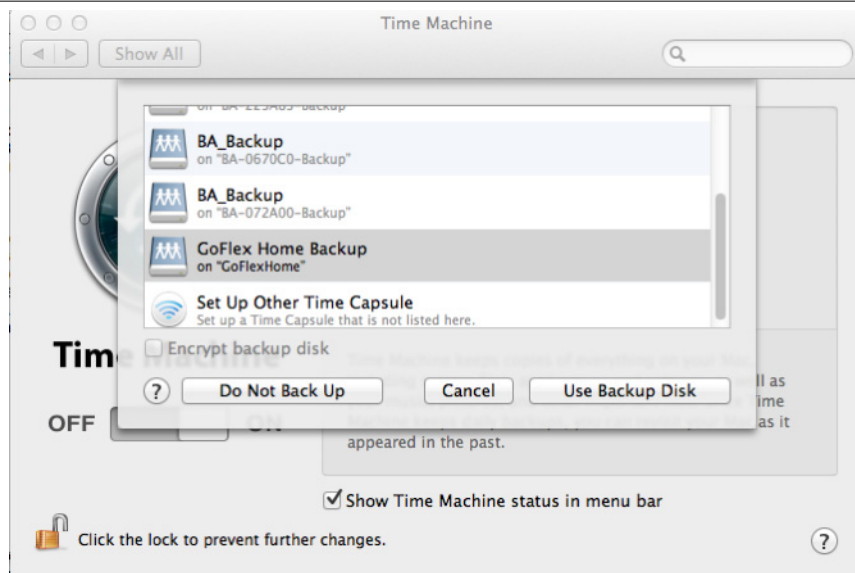
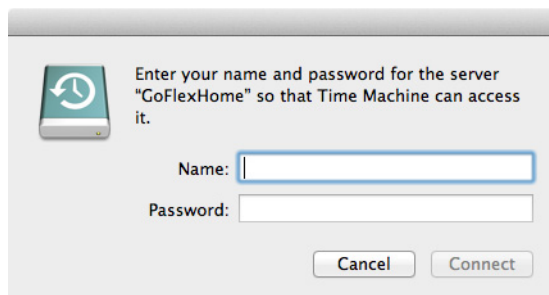


Figure 27: Selecting the GoFlex Home Drive for Backup

6. Click **Use Backup Disk**.



7. Enter the name and password for a user account you configured on the GoFlex Home.



**Figure 28:** Entering Name and Password for a GoFlex Home User

8. Click **Connect** to finish the Time Machine configuration and begin backing up your computer to the GoFlex Home.
9. Remove the GoFlex Home Installation CD from your computer. Setup is complete on this computer.

## Step 6: Setting Up More Mac Computers

Now that your GoFlex Home device is set up and you've created a user account for yourself, set up additional household computers (as required) to access your GoFlex Home network storage system.

---

**Note:** You can use both PC and Mac computers with GoFlex Home. See “Step 6: Adding PCs to GoFlex Home” on page 21 to add PCs to your GoFlex Home.

---

To set up another Mac computer:

1. Power on the computer and insert the GoFlex Home Installation CD.

---

**Note:** If you are setting up GoFlex Home on a computer or device without a CD-ROM drive, go to [www.seagate.com/goflexhomesupport](http://www.seagate.com/goflexhomesupport) to download the installation software.

---

The Welcome screen opens.

2. Double-click the GoFlex Home install CD icon that appears on your desktop.
3. Double-click **GoFlex Home Setup** to begin the installation.

The main setup screen opens.

4. Click **Step 2 Install Desktop Applications (Optional)**, then follow the steps in “Step 4: Installing GoFlex Home Desktop Applications” on page 29.

5. When the installation is complete and the main setup screen re-opens, click **Step 3 Windows/Time Machine Backup Configuration (Optional)**, then follow the steps in “Step 5: Configuring Time Machine for GoFlex Home” on page 31.
6. Repeat the steps in this section until you have added all the household Mac computers to your GoFlex Home network storage system (as required).

Your GoFlex Home network storage system is now fully set up and ready to use.

## Next Steps

Now that GoFlex Home is set up, your next steps are to:

- Copy files from your computer to your GoFlex Home folders (see page 44).
- Learn how to access and enjoy your files from home and while travelling (see page 48 and page 50).
- Share selected files with friends and family (see page 50).
- Set up a centralized printer (see page 54).

Pass along these chapters of this *User Guide* to each member of your household:

- “Getting Started with GoFlex Home” on page 35
- “Enjoying and Managing Your Files in Seagate Share” on page 57
- “Managing GoFlex Home” on page 70

Don't forget that you can add more user accounts and computers, add other useful GoFlex Home features, or back up additional computers by subscribing to Seagate Share Pro or purchasing a Premium Backup software upgrade. See "About Seagate Share Pro" and "About Premium Backup" on page 10 for more information.

## 4. Getting Started with GoFlex Home

Now that GoFlex Home is set up, everyone in your household can begin sharing digital media and other files, storing files on GoFlex Home and accessing them from anywhere on the Internet, and backing up the files on their computers to GoFlex Home.

This chapter introduces the Seagate Dashboard and Seagate Share, the two applications you use to access and manage GoFlex Home. It explains how to copy files from your computer to your GoFlex Home folders, describes how to access your files when you're home or away from home, and provides getting-started tips for enjoying other popular GoFlex Home features.

### Opening the Seagate Dashboard

The Seagate Dashboard is the central location from which you can access all the features of GoFlex Home. The Dashboard software is installed on Windows computers during setup.

---

**Note:** The Seagate Dashboard is available on Windows computers only. Mac users must use Seagate Share, the included Web-based application, to store, share, and access files on GoFlex Home. (See “Opening Seagate Share” on page 38 for more information.) Windows users can use either application.

---

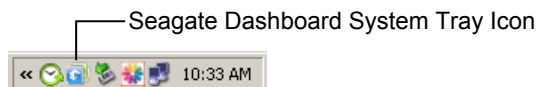
You can open the Seagate Dashboard three ways:

- Double-click the Seagate Dashboard icon on your desktop.



**Figure 29:** Desktop Icon

- Double-click the Seagate Dashboard system tray icon on your desktop.



**Figure 30:** System Tray Icon.

- From the list of programs on the **Start** menu, select **Seagate Dashboard > Seagate Dashboard**.

The Seagate Dashboard opens.

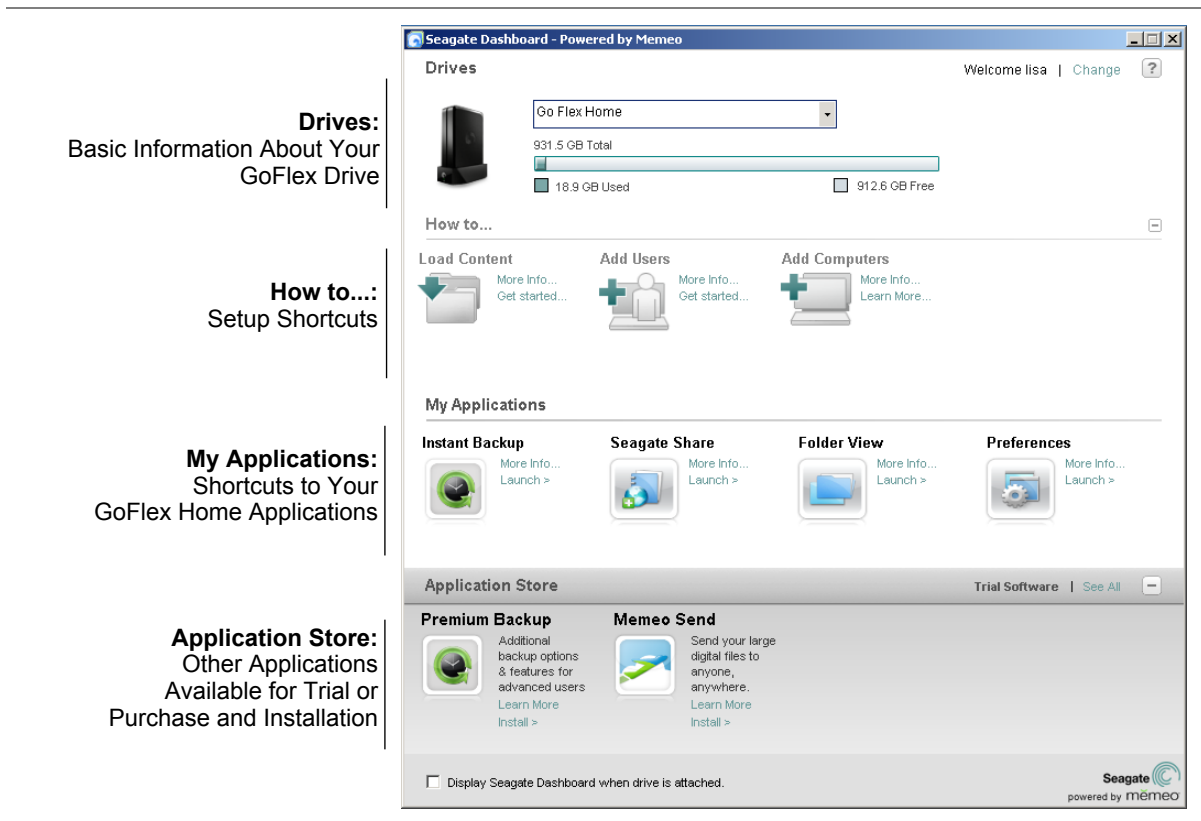


Figure 31: Seagate Dashboard

## Navigating the Seagate Dashboard

The Seagate Dashboard has four main panels:

- **Drives panel**—The Drives panel shows the drive(s) connected to your computer and those found on your network. A capacity gauge of the drive's used and free space is also shown. Click the drop-down arrow to display other connected drives.
- **How to... panel**—Provides shortcuts to common setup tasks, and can be hidden by pressing the minus sign (-) once setup is complete.
- **My Applications panel**—Provides shortcuts to the GoFlex Home applications installed on your computer.
- **Application Store panel**—Lists other applications that are available for your computer, and provides links to trial versions.

Click ? (the online Help icon) in the top right corner to open the Seagate Dashboard online Help.

Click **Change** in the top right corner to change which user is logged in to the Dashboard (see page 37).

## The Seagate Dashboard Features

From the Dashboard, you can:

- Copy content from your computer to GoFlex Home (see page 44).
- Share files in the GoFlex Home Public folder and access the files you've stored in GoFlex Home Personal (see page 48).
- Back up the files on your computer to GoFlex Home, using Memeo Instant Backup (see page 46).
- Share files with family and friends, using Seagate Share (see page 57).
- Change your GoFlex Home password (see page 70).
- Add new users to your GoFlex Home network storage system, and edit existing user accounts—permission required (see page 72).
- Manage your GoFlex Home network storage system—permission required (see page 70).
- Try new applications for free from the Application Store, or purchase and install new applications like Memeo Premium Backup (see page 71) or Seagate Share Pro (see page 10).
- Log in to GoFlex Home as a different user (see the next section).

## Logging In to the Seagate Dashboard

You log in to the Seagate Dashboard for the first time during setup (see page 12), and you remain logged in even when you shut down your computer. You don't need to log in each time you open the Dashboard.

However, you can log in to the Dashboard from any computer that's connected to GoFlex Home, even if someone else is already logged in with their own account. By logging in as yourself, you gain access to your own GoFlex Home folders.

---

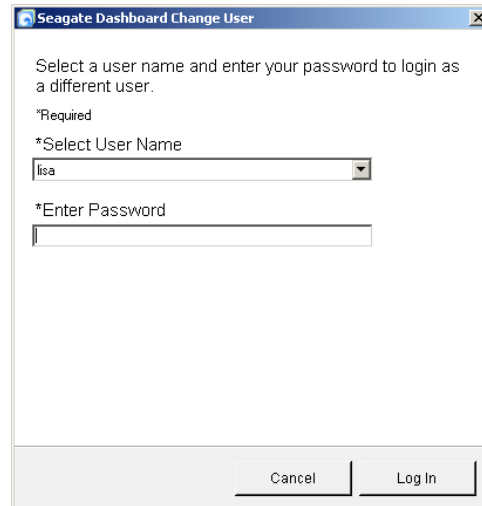
**Note:** Changing users on the Dashboard interrupts any file backup plan set up on the computer (see page 46). If you have logged in to the Dashboard on someone else's computer, allow them to log in again as soon as possible for their current backup plan to continue uninterrupted.

---

To log in to the Dashboard when someone else is already logged in:

1. Open the Seagate Dashboard on the computer (see page 35).
2. Click **Change** next to the user name on the top right of the Dashboard.

The Change User dialog box displays.



**Figure 32:** Seagate Dashboard: Changing Users

3. Select your user name, enter your password, then click **Log In**.

You are now logged in to the Dashboard.

## Updating the Seagate Dashboard

To check for updated versions of the Seagate Dashboard:

1. Open the Seagate Dashboard (see page 35).
2. Click ? (the online Help icon) in the top right corner of the Dashboard, then select **Check for Updates**.

If a newer version of the Dashboard is available, follow the on-screen instructions to install it.

## Opening Seagate Share

Seagate Share is a Web-based application that lets you access GoFlex Home even when you're not on your home network. If you have an Internet connection and a computer, you can use Seagate Share to watch movies, listen to music, view photos, or work with other files stored on GoFlex Home from anywhere in the world. You can also share your files with friends and family. (You can even access GoFlex Home from your smartphone or tablet. See "Using GoFlex Access" on page 81 for more information.)

Seagate Share is not installed on your computer; it runs in your Web browser and provides many of the same features as the Seagate Dashboard. In Seagate Share, you can copy files from your computer to GoFlex Home, then access and work with them the same way you would if they were on your computer. You can also add and change user accounts, manage the GoFlex drive and any external USB drive connected to GoFlex Home, and change other GoFlex Home settings.

Mac users must use Seagate Share to access and manage GoFlex Home. Windows users can choose to use the Seagate Dashboard while they're on their home network, but must use Seagate Share to access GoFlex Home when they're not at home.

To open Seagate Share:

1. Open your Web browser, then navigate to [www.seagateshare.com](http://www.seagateshare.com)

OR

*(Windows only)* Open the Seagate Dashboard (see page 35), then click **Seagate Share**.

OR

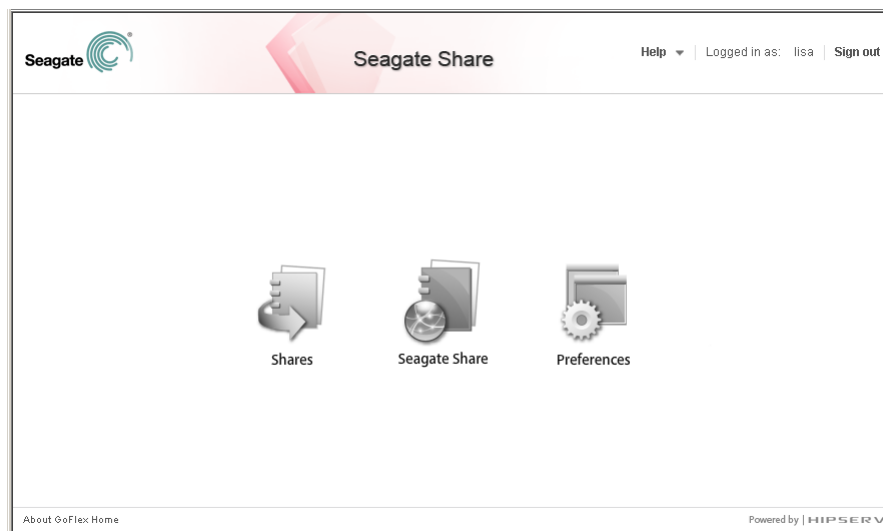
*(Mac only)* Start Finder, browse to **Applications > GoFlex Home Desktop Applications**, and then launch **SmartWebShortcut**.

Seagate Share opens.

2. If prompted, enter the name of your GoFlex Home. (The name was created during setup. If you don't know the name, check with the person who set up your GoFlex Home.) Then, enter your user name and password.
3. (Optional) Select **Remember Me** so you don't have to re-enter your password the next time you log in.
4. Click **Sign In**.

**TIP:** If you open Seagate Share from the Dashboard or from SmartWebShortcut, you don't have to sign in.

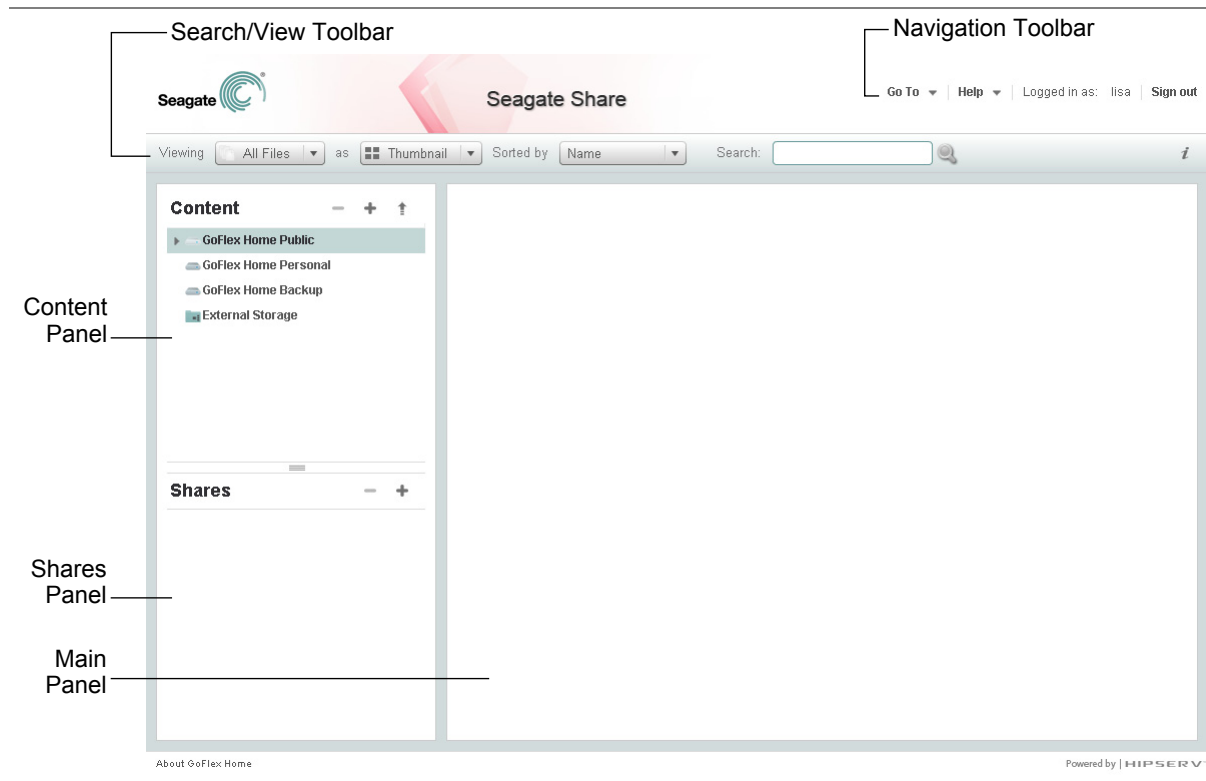
The Seagate Share Home page opens. (This may take a few moments.)



**Figure 33:** Seagate Share Home Page

5. Click **Seagate Share**.

The Seagate Share page opens.



**Figure 34:** Seagate Share page

6. Click **OK** to close the Tip box, if necessary.

## Navigating Seagate Share

The Seagate Share page has five sections:

- **Content panel:** Lists your three GoFlex Home folders. Any external USB drive connected to your GoFlex Home appears in the Content panel as an External Storage folder. You can use the plus (+), minus (-), and arrow (↑) buttons in the Content panel to add a folder, delete a folder, and upload new files to GoFlex Home.

Click on any folder in the Content panel to view its contents in the Main panel to the right.

- **Shares panel:** Lists your *shares*—collections of photos, music, movies, or other documents that you've assembled from the files in your GoFlex Home folders. You can create shares for your own enjoyment, or invite family and friends (or everyone on the Internet) to view them as well. You can use the plus (+) and minus (-) buttons in the Shares panel to add and delete shares.

Click on any share to view its contents in the Main panel to the right.

- **Main panel:** Displays the contents of folders and shares, when they're selected in one of the left-hand panels.



- **Search/View toolbar:** Provides drop-down menus that you can use to sort, filter, and search your files and folders, making it easy to find what you're looking for.

The Search/View toolbar also lets you choose how you want to view your files and folders (in a list or as thumbnails, for instance). Select **Shuffle** to rearrange files in a selected folder in random order; select **Cover** to see your files in a Windows filmstrip-type view. (*Seagate Share Pro users:* Select **Cooliris** to open photos in the 3D image viewing tool in the Cooliris application. See page 60 for more information.)

- **Navigation toolbar:** Includes the online Help menu, the Go To menu, and the sign-out feature. Use the Go To menu to move between the pages of Seagate Share:
  - Home page (the first page that appears when you open Seagate Share)
  - Shares page (which lists only your shares)
  - Seagate Share page
  - Preferences page (which lists all customizable settings for GoFlex Home—see page 78 for more information)

### Completing Tasks Multiple Ways in Seagate Share

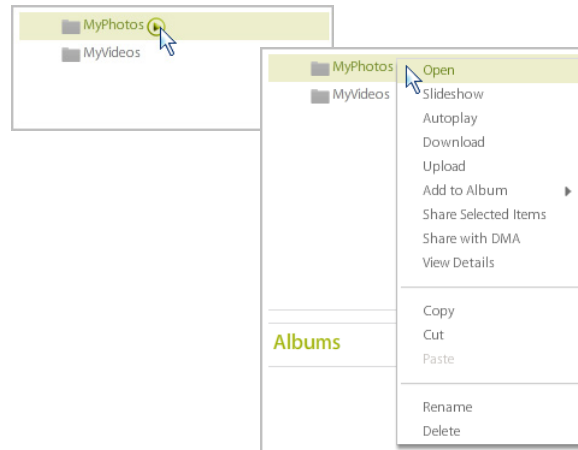
Seagate Share provides several ways of doing the same task. As you become familiar with Seagate Share, you'll find the method you're most comfortable with.

For instance, to move files to a share, you can:

- Drag and drop the files and folders into the share.
- Use the **Copy** and **Paste** options in the menu.
- Use the **Add to Share** menu option. (See "Finding the Seagate Share Menus" on page 42 for more information on menus.)

## Finding the Seagate Share Menus

You can do most of the tasks you want to do on Seagate Share (such as starting a slideshow, adding a folder to a share, starting a movie, or downloading a file) from the menus that appear when you move your mouse over the file or folder you want, then click the arrow that appears.



**Figure 35:** Finding the Menu

## Seagate Share Features

From Seagate Share, you can:

- Copy content from your computer to GoFlex Home (see page 44).
- Access all the files in the GoFlex Home Public folder and the files you've stored in the GoFlex Home Personal folder (see page 48).
- Collect photos, music, movies, or other documents from multiple folders to create *shares* that your family and friends can enjoy (see page 57).
- Select folders and files to share with digital media devices, such as a FreeAgent GoFlex TV and other DLNA compliant devices (see page 55).
- Change your GoFlex Home password (see page 70) and customize other GoFlex Home user settings (see page 70).
- Add and manage GoFlex Home user accounts (see page 72).
- Manage your GoFlex Home and connected devices (see page 75) and change the preferences on your GoFlex Home device (see page 78).

## Seagate Share Pro Features:

Seagate Share Pro is available by annual subscription, and includes these features:

- Share photos on Facebook (see page 52) and Flickr (see page 53).
- Share photos with everyone on the Internet and allow others to subscribe to your shares through RSS (Really Simple Syndication) feeds (see page 53).

- View photos in a 3D wall board using Cooliris (see page 60).
- Secure remote access to GoFlex Home with FTPS (see page 69).

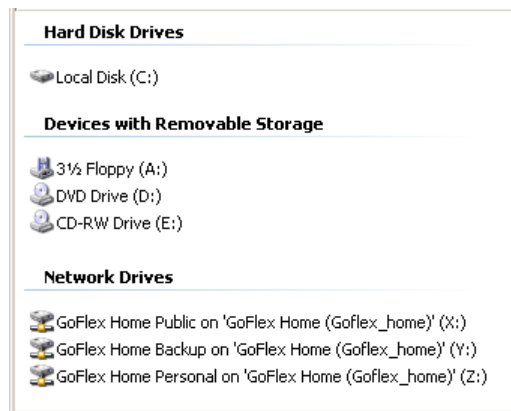
For more information about Seagate Share and Seagate Share Pro, see “Enjoying and Managing Your Files in Seagate Share” on page 57.

## Getting to Know Your GoFlex Home Folders

Every member of your household has access to three folders on GoFlex Home:

- **GoFlex Home Public:** Folder where files can be shared with others on your home network. Use the Public folder to create a household media library of digital music, movies, videos, and photos (or other files) that everyone on your home network can access from their own computer.
- **GoFlex Home Personal:** Folder that only *you* can see and access, where you can store personal or private files. You can access files stored in your Personal folder from any computer or smartphone on the Internet, inside or outside your home, by logging in to GoFlex Home with your user name and password.
- **GoFlex Home Backup:** Folder that only *you* can see and access, where all your backup files are stored. See “Backing Up Your Files to GoFlex Home” on page 46 for more information.

When you open My Computer (Windows), open Finder or launch SmartFolderShortcut (Mac), your GoFlex Home folders are listed as three separate drives. GoFlex Home contains one Personal folder for every GoFlex Home user account; however, the only one you see is the one that matches your user name and password.



**Figure 36:** Your GoFlex Home Folders

## Privacy Limitations

While the drive is docked in GoFlex Home, the contents of your Personal and Backup folders can be accessed only by you; however, the drive itself has no built-in access limitations. Keep in mind that as the drive is removable and can be connected directly to any computer using a different GoFlex Desk dock when deciding whether to store financial or other private information on GoFlex Home.

## Copying Your Files to GoFlex Home

Your first step with GoFlex Home is to copy (or *upload*) files from your computer to GoFlex Home. You can choose which files you want to upload, and choose whether to share those files with others on your home network or keep them private and viewable only by you.

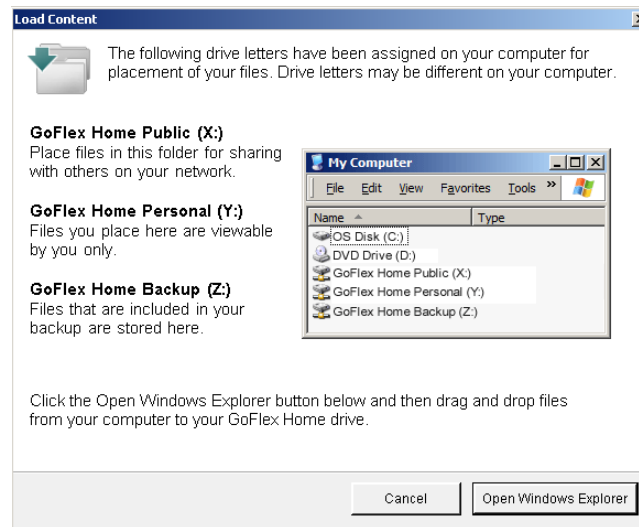
Copying files to GoFlex Home does not delete them from your computer.

To access your files once they're stored on GoFlex Home, see "Accessing and Enjoying Your Files on Your Home Network" on page 48 and "Accessing and Enjoying Your Files When You're Away from Home" on page 50.

## Copying Files to GoFlex Home Using the Seagate Dashboard

1. Open the Seagate Dashboard (see page 35).
2. In the How to... panel, click **Load Content**.

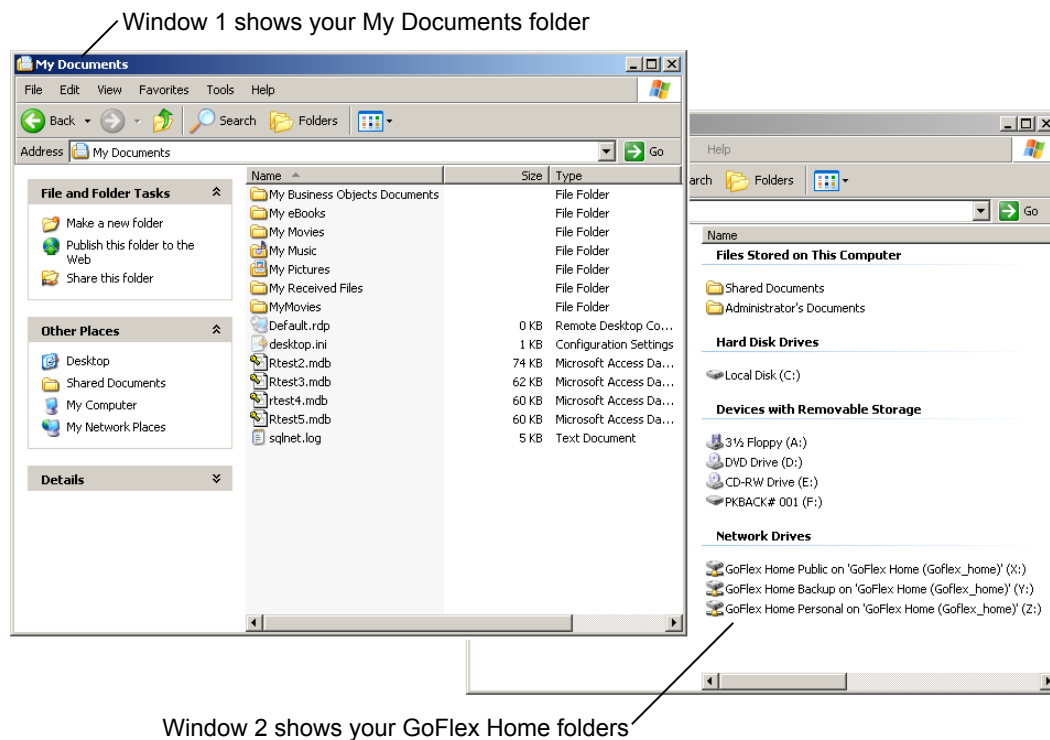
The Load Content screen opens.



**Figure 37:** Load Content Screen

3. Click **Open Windows Explorer**.

Two Explorer windows open.



**Figure 38:** Copying Files to GoFlex Home

- In the first window, select the folders and files you want to copy from My Documents. Drag and drop them into either the GoFlex Home Public or GoFlex Home Personal folder in the other window. (You can also copy files from other locations on your computer besides My Documents.)

The folders and files are copied to GoFlex Home. Depending on how big your files are, this may take a few moments to several minutes.

## Copying Files to GoFlex Home Using Seagate Share

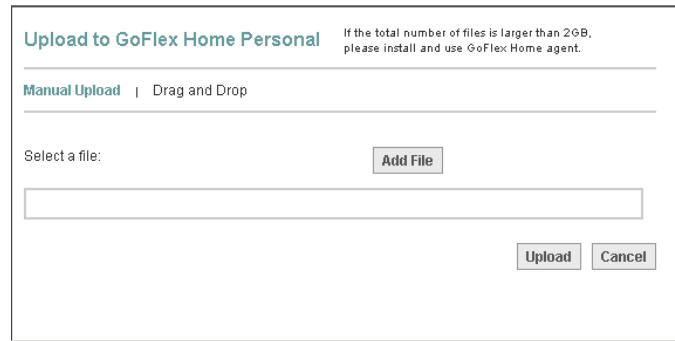
To copy files from your computer to GoFlex Home:

- Open Seagate Share and log in (see page 38).
- Click **Seagate Share**.

The Seagate Share window opens.

- In the Content panel, select the folder where you want to copy your files, then click the up arrow (↑).

The Upload window opens.



**Figure 39:** Seagate Share: Upload Window

4. *(Small number of files)* Click **Manual Upload**, click **Add File**, then browse to the file you want to upload. Repeat this step until all the files you want to copy are selected.

Or,

*(Large number of files or folders)* Click **Drag and Drop**. Open Finder or Windows Explorer, find the folders and files you want to copy, then drag and drop them into the Seagate Share Drag and Drop window.

**TIP:** The Drag and Drop feature requires Java Virtual Runtime Machine.

5. Click **Upload**.

The folders and files are copied to GoFlex Home. Depending on how big your files are, this may take a few moments to several minutes.

## Backing Up Your Files to GoFlex Home

**Note:** The tasks described in this section can be done on Windows computers only.

**Mac users**—You can use Time Machine to back up your files to GoFlex Home. See “Step 5: Configuring Time Machine for GoFlex Home” on page 31 to get started. Refer to the Time Machine documentation on your computer for more information. If you don’t want to use Time Machine backup software with GoFlex Home, you can use a complementary Mac version of Memeo Instant Backup provided in a stand-alone folder on the GoFlex Home Installation CD.

### Backup Performance

Depending on the amount of data you wish to back up, first-time backup of your computer to GoFlex Home could take a significant amount of time if done wirelessly. It is recommended that you connect an Ethernet cable from your computer directly to your router for the initial backup.

Transfer speeds are much greater if you connect your computer to a Gigabit Ethernet router or switch compared to a wireless connection. Once complete, all subsequent backups can occur wirelessly.

## About Memeo Instant Backup

GoFlex Home includes Memeo Instant Backup software, a simple way to ensure your files are protected in case your computer is damaged, lost, or stolen. Once you start backups for your computer, Memeo Instant Backup automatically and continuously backs up every important file on your computer without any input from you.

GoFlex Home includes access to Memeo Instant Backup for up to three computers.

## Starting Automatic Backups

To start automatic backups of your computer:

1. Open the Seagate Dashboard (see page 35).

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**Note:** Install the latest version of Memeo Backup if you are prompted to update the software. This ensures that GoFlex Home has the latest features.

---

2. Click **Instant Backup**.

Memeo Instant Backup opens.

Memeo Instant Backup automatically scans your computer's C drive and shows which files and folders will be backed up. You can change what will be backed up by clicking **Advanced Options**.

3. Ensure that your GoFlex Home Backup folder is selected from the drop-down menu.
4. Click **Start Backup**.

Memeo Instant Backup backs up your files. This may take some time, depending on how many files you have. If necessary, you can pause and restart the backup.

For additional information, refer to the Memeo Instant Backup Help. For more information about Memeo Instant Backup, click ? on the Seagate Dashboard to open the online Help.

## Continuous Backups

From now on, any new file you add to your computer, and any existing file that you edit and save, is backed up automatically by Memeo Instant Backup. You don't have to take any additional steps to ensure your files are protected.

**TIP:** If you're an advanced user, upgrade to Memeo Premium Backup for more features, options, and flexibility. Click **Learn More** under Premium Backup in the Seagate Dashboard Application Store.

## Accessing and Enjoying Your Files on Your Home Network

You can access your three folders on GoFlex Home from your home network or from anywhere in the world over the Internet. You can watch movies, listen to music, view photos, and open other files in the GoFlex Home Personal and Public folders the same way you would if they were stored directly on your computer. You can also edit, save, or delete files stored on GoFlex Home.

From your home network, you can use the Seagate Dashboard or the Web-based Seagate Share application to access your folders; Mac users can also use the SmartFolderShortcut in Finder to access their files. When you're away from home, whether you're on a computer or a smartphone, you must use Seagate Share to access your files.

This section explains how to access your files on your home network. For information about accessing your files when you're away from home, see page 50.

### Accessing Your Files From the Seagate Dashboard

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**Note: Mac users**—You can use either Seagate Share or the SmartFolderShortcut to access your files. See the next sections for more information.

---

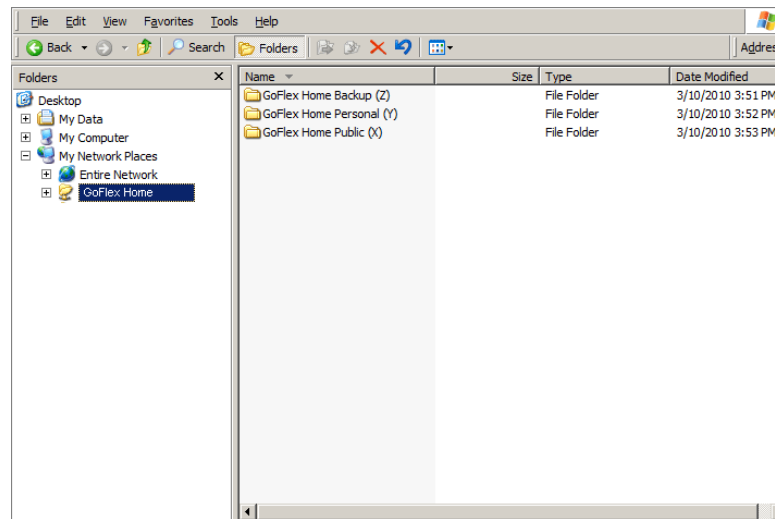
From the Seagate Dashboard, you can view your three folders and their contents in a familiar folder view, the way they would appear in My Documents.

To access your folders on GoFlex Home:

1. Open the Seagate Dashboard (see page 35).
2. In the My Applications panel, click **Folder View**.

Your three GoFlex Home folders open in a Web browser, but in a folder view similar to My Documents.





**Figure 40:** Folder View

**TIP:** You can also access your three GoFlex Home folders from My Computer by expanding **My Network Places** and clicking **GoFlex Home**.

3. Watch movies, listen to music, view photos, and open other files from your GoFlex Home folders the same way you would if they were stored directly on your computer.

## Accessing Your Files From Seagate Share

1. Open Seagate Share and log in (see page 38).
2. Click **Seagate Share**.

The Seagate Share window opens.

3. In the Content panel, click the folder that contains the files you want.

The files in that folder appear in the Main panel on the right.

4. Watch movies, listen to music, view photos, and open other files from your GoFlex Home folders the same way you would if they were stored directly on your computer. See “Enjoying and Managing Your Files in Seagate Share” on page 57 for more information.

## Accessing Your Files with the SmartFolderShortcut

**Note:** The tasks in this section are only available on Macs. Windows users must use the Seagate Dashboard or Seagate Share to access their files.

On computers running the Mac operating system:

1. Open your GoFlex Home folders in a familiar folder view by opening **Finder**, then clicking **Applications > GoFlex Home Desktop Applications > SmartFolderShortcut**.

2. Watch movies, listen to music, view photos, and open other files from your GoFlex Home folders the same way you would if they were stored directly on your computer.

## Accessing and Enjoying Your Files When You're Away from Home

You can access your three GoFlex Home folders from anywhere in the world over the Internet. Whether you're on your computer, smartphone, or other device, you have to use Seagate Share to access your files remotely.

You can watch movies, listen to music, view photos, and open other files in the GoFlex Home Personal and Public folders the same way you would if they were stored directly on your computer. You can also edit, save, or delete files stored on GoFlex Home.

To access your files remotely, follow the instructions in "Accessing Your Files From Seagate Share" on page 49.

See "About Security" on page 11 for information about the security methods used when accessing your files remotely and when sharing your files with others.

## Sharing Your Files with Friends and Family

Once you have copied files to GoFlex Home, you can compile collections of music, movies, photos, and other documents to enjoy yourself or share with friends and family. (Seagate Share Pro subscribers can also share photos on Facebook and Flickr, and by RSS—Really Simple Syndication—feeds.)

This section explains how to compile collections of files into *shares*, which are similar to folders, and make them available to others over the Internet.

### Creating a Share

A *share* is a collection of related music, movies, photos, and documents that you assemble yourself from your GoFlex Home folders. A share doesn't contain copies of your files, just *references* to files, so it takes up very little room on GoFlex Home. (If you delete a file from its folder, change the name of the file or folder it's in, or move the file or folder, the file disappears from any share in which it's included.)

To create a share:

1. Open Seagate Share and log in (see page 38).
2. Click **Seagate Share**.

The Seagate Share window opens.

3. In the Shares panel, click the plus sign (+).

The Create Share window opens.

4. Enter a name and a description for the share, then select a theme, which adds a background image to the share.
5. Click inside the **Share with** box:
  - Enter at least one e-mail address, or click **Address Book** to add e-mail addresses from your address book.
  - Click **Create** to create the share and send an e-mail to your recipients, or click **More Sharing Options** to specify sharing options as follows:
    - Click **Family Accounts** to make your share available to everyone on your home network who can access your GoFlex Home.
    - Click **Friends** to make your share available to specific people outside your home network. Click **Share until** and then set a share-until date and add password protection to your share, if you want. Shares are read only. Your friends are not restricted from forwarding the e-mail, so keep this in mind when choosing with whom you share.

---

**Note:** The first time you invite friends to view a share, Seagate Share prompts you for your e-mail address, which is used as the return address on the invitation sent by Seagate Share. You can change your e-mail address later, if you want (see page 70). If you choose to add password protection to your share, the people you invite to view it are prompted to create a password before they can view the share. (See “Setting Up and Managing an E-mail Address Book for Shares” on page 68 for more information.)

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- Click **Everyone** to make your share available (and searchable) on the Internet and through RSS feeds, then set a share-until date, if you want.
  - Click **Media Devices** to make your share available to the digital media devices on your home network (see page 55).
6. By default, **Allow Downloads** is enabled, which lets others download the original, full-resolution version of all the files in the share. This is particularly useful for shares that include documents you want to share with others, because the share itself contains only a references to files, not copies of the files themselves.
  7. Click **Create**.

The share is created.
  8. To add content to your share, in the Content panel, select the folder you want then drag and drop either the entire folder or selected files into the share.
  9. View your completed share by double-clicking the share in the Shares panel.

The share opens, showing the background you chose and the description you added during setup. Within the share window, you have options to change the view of the contents, start a

slide show, play music included in the share, and download the files in the share to your computer.

10. Click the arrow in the share toolbar to return to the main Seagate Share page.

---

**Note:** If you chose to allow specific people to access your share in Step 5, GoFlex Home automatically sends an e-mail to them, using your GoFlex Home e-mail address as the “from” address. See “Customizing Your GoFlex Home User Settings” on page 70 to learn how to set your GoFlex Home e-mail address.

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## Copying Your Photos from GoFlex Home to Facebook

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**Note:** This feature is available to Seagate Share Pro subscribers only.

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If you create a share that includes pictures and photos, you can use GoFlex Home to create a photo album on your Facebook profile.

To create a photo album on Facebook using your GoFlex Home share images:

1. In the Shares panel, move your mouse over the share, click the arrow that appears, then click **View Details**.

The Details panel opens.

2. Click **Social Networking Sites**, then click the **Share with Facebook** box.

The Service Authorization window opens. (This may take a few moments.)

3. Click **Facebook**.

Another window opens, prompting you to authorize Seagate Share to link with your Facebook account.

4. If necessary, enter your Facebook account information, then close the browser window.

5. Click **Authorization Complete**.

6. Select an existing Facebook photo album, or create a new album, then click **Submit**.

Seagate Share copies your photos from GoFlex Home to Facebook. (No music, movie, or document files in the share are copied to Facebook.)

7. Log in to Facebook, then navigate to the photo album where your images are.

8. Select the photos you uploaded, then click **Approve Selected Photos**. Once you have approved the photos, you can edit, organize and share them normally.

If you add more photos to the same share on GoFlex Home, Seagate Share automatically copies them to Facebook. You must approve these new photos before they appear in your Facebook profile. Removing photos from the share doesn't remove them from Facebook.

---

## Copying Your Photos from GoFlex Home to Flickr

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**Note:** This feature is available to Seagate Share Pro subscribers only.

---

If you create a share that includes pictures and photos, you can use GoFlex Home to add your photos to your Flickr photostream.

To add your GoFlex Home share images to your Flickr photostream:

1. In the Shares panel, move your mouse over the share, click the arrow that appears, then click **View Details**.

The Details panel opens.

2. Click **Social Networking Sites**, then click the **Share with Flickr** box.

The Service Authorization window opens. (This may take a few moments.)

3. Click **Flickr**.

Another window opens, prompting you to authorize Flickr to use Seagate Share.

4. If necessary, enter your Flickr account information, then click **OK, I'll Authorize It**.

5. Close the browser window, then click **Authorization Complete**.

6. Select the default photostream, an existing set, or create a new set by entering a name and optional description, then click **Submit**.

Seagate Share copies your photos from GoFlex Home to Flickr. (No music, movie, or document files in the share are copied to Flickr.)

If you add more photos to the share on GoFlex Home, Seagate Share automatically copies them to Flickr. Removing photos from the share doesn't remove them from Flickr.

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## Sharing Your Files with RSS Feeds

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**Note:** This feature is available to Seagate Share Pro subscribers only.

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RSS stands for Really Simple Syndication, and is a method of distributing frequently updated Web content (like news sites and blogs) to a large number of people. You can subscribe to an RSS feed to stay up-to-date on your favorite sites.

With GoFlex Home, others can subscribe to an RSS feed to stay up-to-date on the content of your shares, if you make them available to everyone (see Step 5 on page 51). Only photos and other images appear in the RSS feed; music, movie, and document files are not included.

If your share is available to everyone, an RSS icon automatically appears in the share toolbar. If someone viewing the share clicks its **RSS** icon, the share opens in an RSS reader, which shows the name and description of the share, and shows its images sorted by name.

The RSS reader then automatically receives new images as you add them to the share, and deletes them when you remove them from the share.



Figure 41: RSS Icon

## Setting Up a Centralized Printer

If you connect a printer to the USB port on GoFlex Home, everyone on your GoFlex Home network storage system can share it and wirelessly print from a central location.

**Note:** This section describes the basic steps to add a USB printer to GoFlex Home. For more information and complete instructions for your specific computer, refer to the documentation that came with your operating system. (Search for information about sharing a printer, connecting to a network printer, or connecting to an Internet or intranet printer.)

To connect a USB printer to GoFlex Home:

1. Use a high-quality USB cable (not included) to connect your USB printer to the USB port on the back of the GoFlex Home dock. See Figure 2 on page 9 for help locating the USB port.

**TIP:** You can also connect a USB hub to the GoFlex Home dock, then connect your USB printer to the hub.

2. Turn on the printer.
3. Add your USB printer to the list of printers available on your computer:

### In Windows:

- a. From the Control Panel, double-click **Printers and Faxes**.
- b. Click **Add a Printer**. When the wizard opens, click **Next**.
- c. Click **A network printer, or a printer attached to another computer**, then click **Next**.
- d. Connect to your USB printer by searching or browsing for it, then follow the on-screen instructions to complete the connection.

### On a Mac:

- a. Go to System Preferences, click **Print & Fax**, then click the plus sign (+).
- b. Click **Windows**, select **seagategroup**, and then select **goflex\_home**.
- c. Select **Registered User**, enter your user name and password, then click **Connect**.
- d. Choose the option **Select a driver to use** in the Print Using using field and then click **Add**.

4. Repeat these steps for the other computers on your GoFlex Home network storage system, as required.

You can now print to and manage the USB printer from your computer, the same way you would if it was physically or wirelessly connected. Keep in mind that it's a shared printer and that others connected to GoFlex Home will be using it, too, on a first-come, first-print basis.

**TIP:** In Explorer and Finder, your printer appears as a network device.

## Enjoying Your Files on a Digital Media Player or Game Console

You can play movies, listen to music, and view photos stored on GoFlex Home from a digital media device that's connected to your home network.

The media device can be:

- A gaming console
- A digital video player (such as FreeAgent Theater+ or FreeAgent GoFlex TV)
- A TiVo<sup>®</sup> DVR (Seagate Share Pro only)
- A digital photo frame
- An iTunes<sup>®</sup> client
- An IP television
- A networked sound system (such as Sonos<sup>®</sup>)

The media device must support one of these connection technologies:

- UPnP-AV (Universal Plug-and-Play Audio and Video)
- DLNA (Digital Living Network Alliance)
- Windows Media Connect

### Supported File Types

Only the files supported by your media device will be detected and available for viewing or listening. GoFlex Home currently supports the following file type extensions:

- **Audio:** .mp3, .flac, .wma, .asf, .fla, .flc, .m4a, .aac, .mp4, .m4p, .wav, .ogg, .pcm, .3gp
- **Video:** .mpg, mpeg, .avi, .divx, .asf, wmv, .mp4, .m4v, .mts, .m2ts, .m2t, .mkv, .vob, .ts, .flv, .xvid, .TiVo, .mov, 3gp
- **Images:** .jpg, .jpeg
- **Playlists:** .m3u, .pls

See your media device documentation for a list of supported file types.

## Sharing with Media Devices

Before your media device can discover and play the digital media files on your GoFlex Home, you have to make them available. By default, the GoFlex Home Public folder is available to the supported media devices connected to your home network. To share your Personal or Backup folders, you must perform the following steps.

To make your digital media files available to the media devices on your home network:

1. Open Seagate Share and log in (see page 38).
2. Click **Seagate Share**.

The Seagate Share page opens.

3. In the Content panel, move your mouse over the folder that contains the files you want, click the arrow that appears, then click **Share with Media Devices**.

All the supported media files in the folder are now available from any media device connected to your home network. If the folder you've chosen has subfolders inside it, all the files they contain are shared as well.

---

**Note:** If you have a large amount of files stored on GoFlex Home, it will take awhile for the files to be indexed and viewable from your media player. If you are unable to see the shared folders on your media device, see "Common Problems and Solutions" on page 84.

---

To make the files in the folder unavailable to media devices, repeat Steps 3 and 4, selecting **Unshare with Media Devices** in Step 4.



## 5. Enjoying and Managing Your Files in Seagate Share

This chapter explains how to use Seagate Share to enjoy and manage the files you've stored on GoFlex Home.

To learn more about the Seagate Share application, how to navigate its pages, and how to work with your files and folders, see "Opening Seagate Share" on page 38.

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**Note:** Some of the features described in this chapter are available to Seagate Share Pro subscribers only. See "About Seagate Share Pro" on page 10 for more information.

---

### Playing Music

This section explains how to use Seagate Share and iTunes to enjoy the music files stored on GoFlex Home from a computer, media player or other compliant device.

#### Playing Music in Seagate Share

To play music stored in a Seagate Share folder:

1. On The Seagate Share page, navigate to the folder that contains the music you want to hear.
2. Double-click the song you want.

Seagate Share plays the song, then continues playing all the other songs in the folder. (It won't play songs in any subfolders that might be in the folder you've chosen.) The song's album art and the name of the current song appear on-screen, too.

You can control playback by using the playback toolbar at the bottom of the screen. Click the return icon in the toolbar to stop playback and return to the Seagate Share page.

To play music in a share:

1. On The Seagate Share page, navigate to the share that contains the music you want to hear.
2. Double-click the song you want.

Seagate Share plays the song, then continues playing all the other songs in the share.

#### Playing Music with iTunes

Everyone on your GoFlex Home network can use iTunes to stream music stored on GoFlex Home. (You can't use iTunes to play music when accessing GoFlex Home from outside your home network.)

To create an iTunes library that all GoFlex Home users can access:

1. Open and log in to Seagate Share (see page 38).
2. In the Content panel, click the **GoFlex Home Public** folder, then click the plus sign (+).

The New Folder window opens.

3. Enter a name for the folder (for instance, iTunes Library), then click **Create**.

The new folder is created.

4. Add songs to the new folder by dragging and dropping files into the folder.
5. In the Content panel, move your mouse over the new folder, click the arrow that appears, then click **Share with Media Devices**. (If the Share with Media Devices option is not available, the folder is already enabled for sharing.)
6. On your computer, open iTunes. In the **Edit** menu, click **Preferences**, then select the **Sharing** tab and ensure that **Look for Shared Libraries** is selected.

All music files stored in your new folder appear in the iTunes SHARED > GoFlex Home:iTunes folder. You can play these songs within iTunes, but you cannot add them to a playlist. Photos, movies, and documents stored on GoFlex Home are not available within iTunes.

Up to five computers or media devices on your home network can play iTunes DRM (Digital Rights Management) protected music, but an unlimited number of computers and media devices can play iTunes Plus music or songs imported from CD.

## Playing Movies and Videos

To play a movie or video stored on GoFlex Home:

1. On The Seagate Share page, navigate to the folder that contains the movie you want to watch.
2. Double-click the movie file.

Seagate Share opens and plays the movie.

You can control playback by using the playback toolbar at the bottom of the screen. Click the return icon in the toolbar to stop playback and return to the Seagate Share page.

## Enjoying Your Photos

This section explains how to view your pictures and photos, start a photo slideshow, and make one of your photos a background image for your Seagate Share Home page. It also explains how to access Cooliris, a Web-based application for viewing photos in a 3D display (available with a Seagate Share Pro subscription—see page 10).

## Viewing Photos

To view photos stored on GoFlex Home:

1. On The Seagate Share page, navigate to the folder that contains the photos you want to see.
2. Double-click any photo to open it.

To rotate an image:

1. In the Content panel, click on the folder that contains the photo you want to rotate.
2. In the Main panel, move your mouse over the photo you want, click the arrow that appears, then click **Rotate Clockwise** or **Rotate Counterclockwise** (as required).

The photo is rotated. If the photo is included in a share, it's rotated there, as well.

## Viewing Photos as a Slideshow

You can view all the photos contained in a folder in an automated slideshow. (The slideshow won't include photos in any subfolders that might be in the folder you've chosen, and it won't play any music stored with your photos.)

To view photos as a slideshow:

1. On The Seagate Share page, navigate to the folder or share that contains the photos you want to see.
2. In the Content or Shares panel, move your mouse over the folder or share you want, click the arrow that appears, then click **Slideshow**.

A slideshow begins. Each photo displays for a few moments, along with its caption. (See page 63 for more information about captions.)

You can control the slideshow by using the playback toolbar at the bottom of the screen. Click the return icon in the toolbar to stop the slideshow and return to the Seagate Share page.

## Making a Photo Your Home Page Background

You can use one of your photos as a background image for the Home page of Seagate Share (the first page that opens after you sign in).

To make a photo your Home page background:

1. On The Seagate Share page, navigate to the folder or share that contains the photo you want to use.
2. In the Main panel, move your mouse over the photo you want, click the arrow that appears, then click **Use as Home Page Background**.
3. In the **Go To** menu, click **Home**.

Your photo appears as a background image. You can set the size of the image, or clear it completely, by changing your GoFlex Home user settings on the Preferences page. See “Customizing Your GoFlex Home User Settings” on page 70 for instructions.

## Viewing Your Photos in Cooliris

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**Note:** This feature is available to Seagate Share Pro subscribers only (see page 10).

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Cooliris provides an innovative user interface to display the images in your GoFlex Home folders and shares.

To open and view your photos in Cooliris:

1. On The Seagate Share page, navigate to the folder or share that contains the photo you want to use.
2. Double-click the share. Your photos open in Cooliris, and the name of the share, its description, and the theme you choose when you created the share appear, as well.

OR

Select the folder you want, then in the Search/View toolbar, select **Cooliris** in the **Views** list.

3. After selecting the Cooliris view, move your mouse over **View This In 3D**, then click **Get Cooliris** to install the Cooliris plug-in, which will allow you to enjoy all the Cooliris features.

## Managing Files and Folders

This section explains how to add, delete, rename, move, and manage the files and folders you've stored on GoFlex Home.

**TIP:** Remember that Seagate Share provides several ways of doing the same task. The steps in the following sections describes one possible way of completing a task. See “Completing Tasks Multiple Ways in Seagate Share” on page 41 for alternatives.

### Adding and Deleting Folders

You can add and delete folders within your GoFlex Home Public and Personal folders by using the plus sign (+) and minus sign (-) in the Content panel. If you delete a folder, any files within that folder that are included in a share won't be available from the share anymore.

**Caution:** Deleting a folder deletes all the files stored inside it.

To add a folder:

1. On The Seagate Share page, click the plus sign (+) in the Content panel.

The New Folder window opens.

2. Enter a name for the folder, then click **Create**.

The new folder is created.

3. Add files to the new folder by dragging and dropping them into the folder.

To delete a folder:

1. On The Seagate Share page, select the folder you want to delete

**Caution:** Deleting a folder deletes all the files stored inside it.

2. Click the minus sign (-) in the Content panel, then click **Yes** to confirm the deletion.

## Moving a Folder

You can move any folder within your GoFlex Home Public and Personal folders, and can even move a folder between the Public and Personal folders.

To move a folder, drag and drop it to the location you want. You can also use the folder menu (see page 42) to **Cut** and **Paste** the folder from one location to another.

## Copying a Folder

When you copy a folder, the original stays where it is and you place a second version in another location. Nothing is removed from the original folder or location.

To copy a folder in Seagate Share, use the folder menu (see page 42) to **Copy** and **Paste** the folder to a new location.

## Renaming a Folder

**TIP:** If you rename a folder, its files will no longer be available in any existing share that contains the folder.

To rename a folder:

1. Move your mouse over the folder you want, click the arrow that appears, then click **Rename**.

The Rename Folder window opens.

2. Enter a new name, then click **Rename**.

The folder is renamed.

## Adding Files to a Folder

You can add files to a folder one of two ways:

- On the Seagate Share page, drag and drop files from one folder to another on GoFlex Home.
- Copy new files from your computer to the GoFlex Home folder you want. See “Copying Files to GoFlex Home Using Seagate Share” on page 45 for instructions.

## Moving a File to Another Folder

You can move files from one folder to another by dragging and dropping them where you want them to be. You can also use the file menu (see page 42) to **Cut** and **Paste** the folder from one location to another.

**TIP:** If you move a file to another folder, it will no longer be available in any existing share.

## Copying a File

When you copy a file, the original stays where it is and you place a second version in another location. Copying a file duplicates the original full-resolution version stored in the folder, not the compressed version that appears in Seagate Share. Nothing is removed from the original location. Remember that each copy of a file takes up the same amount of storage space on your GoFlex Home.

To copy a file, use the file menu (see page 42) to **Copy** and **Paste** it to a new location.

## Renaming a File

You can rename any file that's within a folder, if necessary.

**TIP:** If you rename a file, it will no longer be available in any existing share.

To rename a folder:

1. Move your mouse over the file you want, click the arrow that appears, then click **Rename**.

The Rename File window opens.

2. Enter a new name, then click **Rename**.

The file is renamed.

## Adding Captions and Tags to Your Files

A file's *caption* is a description of the file, and it appears whenever you view a file within a folder or a share. (*Seagate Share Pro subscribers*—Photo captions also appear when you share your photos through Facebook, Flickr, or RSS feeds.) You can use caption text to search for a file.

A file's *tags* store additional information about a file. Tags appear in the Details panel of the Seagate Share page when you view a file within a folder. Tags don't appear in shares, or when you post your photos on Facebook, Flickr, or by RSS feed. You can use tags to search for a file. If you tag files consistently, you will be able to find the files you're looking for more easily, especially as their numbers grow over time.

To add a caption and/or tags to a file:

1. On The Seagate Share page, navigate to the folder that contains the file you want.
2. Move your mouse over the file you want, click the arrow that appears, then click **View Details**.

A Details panel opens on the Seagate Share page.

3. Enter a caption in the **Caption** box.

For example: *Our New Kittens*

4. Enter the tags in the **Tags** box.

For example: *cats, kittens, pets, Zeppo and Zoey*

5. Repeat the steps in this section until all the files you want to describe and tag are done.

## Downloading a File

You can download any file in your GoFlex Home Personal or Public folders to your computer. When you download a file, you download the original full-resolution version of the file.

To download a file:

1. On The Seagate Share page, navigate to the folder that contains the file you want.
2. Move your mouse over the file, click the arrow that appears, then click **Download**.

A window opens, listing the files within that folder.

3. Click the **Download** button beside the file you want.
4. Follow the on-screen instructions to open or save the file.

## Deleting a File from a Folder

You can delete files from your GoFlex Home Personal and Public folders. You can delete single files or multiple files simultaneously.

**TIP:** If you delete a file, it will no longer be available in any share.

To delete a folder:

1. On The Seagate Share page, move your mouse over the file you want to delete.

OR

Select multiple files to delete from the same folder, then move your mouse over the selected files.

2. Click the arrow button that appears, then click **Delete**.
3. Click **Yes** to confirm the deletion.

## Managing Your Shares

Once you have created a share (see page 50), you can use Seagate Share to add files to it, remove files from it, rename it, and manage the access settings to limit or expand who can view it. You can also delete an entire share.

**TIP:** Keep in mind that files appear in shares by reference only—your original files remain in their original locations inside your GoFlex Home folders. If you move, delete, or rename a file or its folder, any share that references that file won't be able to access it anymore. However, deleting a share does not delete the files it contains.



## Accessing Your Shares

You can find your shares listed in two places in Seagate Share:

- The Shares panel of the Seagate Share page
- On the Shares page

To open the Shares page, log on to Seagate Share (see page 38), click **Go To** in the Navigation toolbar, then click **Shares**.

## Viewing a Share

To view a share:

1. In the Shares panel, double-click the share you want.

The share opens, showing the background you chose and the description you added during setup. Within the share window, you have options to change the view of the contents, start a slide show, play music included in the share, and download the files in the share to your computer.

2. Click the arrow in the share toolbar to return to the main Seagate Share page.

## Adding Files to a Share

To add a file or the contents of a folder to any existing share:

1. On The Seagate Share page, navigate to the file or folder you want.
2. Move your mouse over the file or folder, click the arrow that appears, click **Add to Share**, then click the name of the share.

The file or folder is added to the share.

## Removing a File from a Share

Removing a file from a share means that the file isn't available in the share anymore; it doesn't delete the file from its original location in your GoFlex Home folders. You can remove multiple files from a share simultaneously.

To remove a file from a share:

1. On The Seagate Share page, navigate to the share you want.
2. Move your mouse over the file you want to remove.

OR

Select multiple files to remove, then move your mouse over the selected files.

3. Click the arrow that appears, then click **Remove**.

The files are removed from the share, but not deleted from their original locations on GoFlex Home.

## Creating a Share that Only You Can Access

To create a share that only you can access:

1. On The Seagate Share page, navigate to the folder you want.
2. Move your mouse over the folder, click the arrow that appears, click **Add to Share**, then click **New**.

By default, the share has the same name as the selected folder.

3. *(Optional)* Enter a name and description for the share, enter a **Description**, and select a theme, which adds a background image to the share.
4. Click **Submit**.

The share is created. You can invite others to view your share at any time by changing its Sharing settings:

- a. Move your mouse over the share, click the arrow that appears, then click **View Details**.
- b. In the Details panel, click **Sharing**.
- c. Select the people or groups you want to share with. See “Creating a Share” on page 50 for more information.

## Disabling Sharing on a Selected Share

Disabling sharing prevents others from viewing your share.

To disable sharing:

1. On The Seagate Share page, navigate to the share you want.
2. Move your mouse over the share, click the arrow that appears, then click **View Details**.
3. In the Details panel, clear the **Sharing** option.

*Seagate Share Pro users*—Clear the **Social Networking Sites** options, as well.

Sharing is disabled for the selected share.

## Renaming a Share

You can rename any share, if necessary.

**TIP:** If you rename a share that others have been invited to view, the original link to the share will no longer work. Resend invitations with the new link, if necessary.

To rename a share:

1. Move your mouse over the share you want, click the arrow that appears, then click **Rename**.  
The Rename Share window opens.

2. Enter a new name, then click **Rename**.

The share is renamed.

## Creating Cover Art for a Share

You can use a photo, a document, or an image from a music or movie file as the cover art for a share. The cover art appears as the share icon on the Shares page of Seagate Share. (If you set a document as the cover, a generic document icon is used.)

To use a file as the cover art of a share:

1. On The Seagate Share page, navigate to the share you want.
2. In the Main panel, move your mouse over the file you want, click the arrow that appears, then click **Use as Share Cover**.

The file becomes the share's cover art.

## Downloading a File from a Share

When you create a share and you or others view it, the share streams compressed images to conserve bandwidth and improve performance. You can configure a share to allow those viewing it to download original full-resolution versions of the files.

Allowing downloads is especially important if the share contains documents, because the share references these files but cannot open them. (To allow downloads from a share, see Step 6 of "Creating a Share" on page 50.)

If a share allows downloads, you can download all the files in a share from the Shares page, or selected files from a share that you're currently viewing.

To download all the files using the Shares page:

1. On The Seagate Share page, click **Go To** in the Navigation toolbar, then click **Shares**.
2. Select the share you want, then click **Download** in the toolbar.

A window opens, listing all the files in the share.

3. Click the **Download** button beside the files you want.
4. Follow the on-screen instructions to open or save the files.

To download individual files from a share that you're currently viewing:

1. Select one or more files, then click the **Download** icon in the toolbar.
2. Click the **Download** button beside the files you want.
3. Follow the on-screen instructions to open or save the files.

## Deleting a Share

Deleting a share means that others can no longer access the files it contained; however, the files themselves remain in their original GoFlex Home folders.

*Seagate Share Pro users*—If you copied photos from a share to your account on Facebook or Flickr, your photos will remain on those sites. However, if you invited others to view your share using RSS, your photos will no longer be available to the RSS readers.

To delete a share:

1. On The Seagate Share page, select the share you want to delete, then click the minus sign (-) in the Share panel.
2. Click **Yes** to confirm the deletion.

## Setting Up and Managing an E-mail Address Book for Shares

When you create a share, you can choose to invite specific friends and family to view it. Seagate Share e-mails them an invitation that contains a link to the share.

To make sending invitations easy, you can set up an e-mail address book in Seagate Share, then add to or edit it as required. When you want to invite others to view a share, you can choose which contacts to include from the list.

To set up your address book in Seagate Share:

1. On The Seagate Share page, select an existing share. (To create your first share, see page 50.)
2. Move your mouse over the share, click the arrow that appears, then click **View Details**.  
The Details panel appears.
3. Click **Sharing**, then select **Share with Friends** (if it isn't selected already).
4. In the Share with Friends box, click the icon with the plus sign (+) on it.  
The Share with your Contacts window opens.
5. Click the **Create New Contact** icon under the address book, enter the first name and e-mail address, then click **Add**.

Your first contact is added to your address book.

6. Continue adding contacts, following the steps in this section.

Your contact list is now available in any existing or new share.

To edit information in your address book, select the name in the Address Book list, click the **Edit Contact** icon, then change the name and/or e-mail address.

To remove someone from your address book, select them in the Address Book list, then click the **Delete Contact** icon.

## Accessing Your GoFlex Home Files Using FTP

You can access your GoFlex Home using FTP (File Transfer Protocol). FTP is one way of copying files from one computer or storage device to another. You can upload files to and download files from any of your GoFlex Home folders using FTP.

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**Note:** You should be familiar with FTP before using this feature. For security reasons, don't enable FTP access unless or until you need it. Seagate Share Pro subscribers can access GoFlex Home using the more secure FTPS.

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FTP access must be enabled in Seagate Share before you can use FTP to access your GoFlex Home. To enable FTP in Seagate Share:

1. Open and log in to Seagate Share (see page 38).
2. Click **Go To**, then click **Preferences**.
3. Under Server Preferences, click **Network Services**.
4. Set **Enable FTP access to your local LAN** and **Enable FTP access to the Internet** to **Yes**.
5. Click **Submit**.

FTP access is enabled.

6. Ensure that your router is set to forward port 21 to your GoFlex Home. This is set up automatically if your router has UPnP enabled.
7. To connect to GoFlex Home using FTP locally, open a browser and browse to:

*ftp://yourGoFlexHomeIPAddress*

You can find the IP address of your GoFlex Home by (Mac) right-clicking the GoFlex Home Agent icon, selecting **Preferences**, and then selecting the **GoFlex Home Found** tab, or (Windows) by finding GoFlex Home in the list of Network devices and looking at its properties.

To connect to GoFlex Home using FTP remotely, open a browser and browse to:

*ftp://GoFlexHomeName.seagateshare.com*

When you log in to GoFlex Home, remember that your user name and password are case-sensitive.

## 6. Managing GoFlex Home

Once your GoFlex Home network storage system has been set up, you can change your personal GoFlex Home settings, add new applications to your computer, manage user accounts, and manage your GoFlex Home and any devices connected to it.

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**Note:** Some of the tasks described in this chapter can be only be done by someone with a user account that includes permission to change GoFlex Home settings. If you can't complete a task included in this chapter, ask your home network manager to update your account permissions or do the task for you.

---

### Changing Your Own GoFlex Home Password

You use your GoFlex Home password to log into the Seagate Dashboard (Windows users only) and to log in to GoFlex Home from the Seagate Share application or FTP connection. You can change your password at any time.

To change your password:

1. Open the Seagate Dashboard (see page 35), then click **Preferences**.  
OR,  
Open and log in to Seagate Share (see page 38), click **Go To**, then click **Preferences**.
2. On the Preferences page, click **Change Password**.
3. Enter and confirm your new password. Passwords must be at least six characters long and must include one number. Passwords are case-sensitive.
4. Click **Submit**.

Your password is changed.

### Customizing Your GoFlex Home User Settings

You can customize your GoFlex Home account by personalizing the default settings for sharing new files, adding your own e-mail address for sending share invitations, and choosing your preferred language.

To customize your GoFlex Home user settings:

1. Open the Seagate Dashboard (see page 35), then click **Preferences**.  
OR,  
Open and log in to Seagate Share (see page 38), click **Go To**, then click **Preferences**.

2. On the Preferences page, click **User**.
3. Change your preferences as required:
  - **Language:** Sets the language of the Seagate Share application.
  - **Sharing Emails Sender:** Sets the return e-mail address for the invitations to view your shares that Seagate Share sends out (see “Creating a Share” on page 50).
  - **Home Background Position:** Sets the size of the image (if any) used on the Seagate Share Home page. Click **Clear Home Background** to not use an image on the Home page. (See “Making a Photo Your Home Page Background” on page 59 for more information.)
  - **What to do when a file already exists:** Determines what happens when you copy or move a file to a folder that already contains a file with the same name.
  - **Share new content with other family accounts...:** Sets the access default for allowing others on your GoFlex Home network storage system to access new shares; you can override this default setting when you create a new share.
  - **Share new content with media devices...:** Sets the access default for allowing media devices to access new shares; you can override this default setting when you create a new share.
  - **Resume Audio Playback:** Determines whether or not playback automatically starts with the first song or movie in a folder or share. If you select **No**, songs and movies start at the beginning when you play them; if you select **Yes**, Seagate Share automatically offers to resume a song or movie where you stopped it on a previous occasion.
  - **Hide Help Tips:** Enables or disables the tip box that appears whenever you open Seagate Share.
  - **Reset all ‘Do not show again’ prompts:** Re-enables the help windows you disabled previously.
4. Click **Submit**.

Your settings are updated.

## Adding New GoFlex Applications to Your Computer

The bottom panel of the Seagate Dashboard is the Application Store, a service from Seagate that offers applications you can install on your computer for use with your storage devices.

In the Application Store, you can browse the list of applications, try out the ones you’re interested in, and purchase the ones you like. The list of applications is updated regularly, so check back often to see what’s new.

In addition to the applications available from the Application Store, you can install the GoFlex Access app on your smartphone or tablet for remote access to your GoFlex Home folders. See “Using GoFlex Access” on page 81 for instructions.

**TIP: Mac users**—Some applications available in the Seagate Dashboard, such as Memeo Premium Backup, are available for Mac computers.

You can install and try out many applications for free for a limited amount of time. When the free trial period is over, you're given the option to purchase and install the full version.

To learn about or install a free trial version of an application:

1. Open the Seagate Dashboard (see page 35).
2. Find the application you want in the Application Store.

**TIP:** Click **See All** to view all available applications.

3. Under the application, click **Learn More**.

Or,

Click **Install** to install a free-trial version of the application.

When the free trial period is over, you can choose whether or not to purchase and install the full version of the application.

## Adding and Managing User Accounts

This section explains how to add a new user to your GoFlex Home network storage system, edit the details of existing user accounts, or remove a user account from GoFlex Home.

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**Note:** To complete the tasks in this section, you must have a user account that includes permission to change GoFlex Home account settings.

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### Adding a New User Account to GoFlex Home

You can add new users to GoFlex Home at any time.

**TIP:** Remember that GoFlex Home includes accounts for up to five people/computers. To create user accounts for more than five people, you must upgrade to Seagate Share Pro. See page 10 for more information.

### Adding a User from the Seagate Dashboard

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**Note: Mac users**—You must use Seagate Share to add a new user account to GoFlex Home. See page 73.

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To add a new user to GoFlex Home:

1. Open the Seagate Dashboard (see page 35).
2. In the How to... panel, click **Add Users**.



3. Follow the on-screen instructions. See “Step 5: Adding a User to GoFlex Home” on page 19 for more information.

### Adding a User from Seagate Share

To add a new user to GoFlex Home:

1. Open and log into Seagate Share (see page 38).
2. On the Home page, click **Preferences**.
3. Click **Add New User**.
4. Enter the user name in the Account User Name field.

User names must start with a letter and must be at least three characters in length. User names are not case-sensitive. You can't use the same user name twice on GoFlex Home.

5. Enter a display name for the user. This name can be different from the Account User Name, if you want.
6. Enter and confirm a password.

Passwords must be at least six characters long and must include one number. Passwords are case-sensitive.

7. Select **Create as Administrator** if you want this person to be able to do the same home network manager tasks as you.
8. Click **Submit**.

The user account is created, and the person can begin using GoFlex Home as soon as their computer is added to your GoFlex Home network storage system (see page 21 for Windows or page 33 for Mac).

### Editing or Removing an Existing User Account

You can change the details of an existing GoFlex Home user account at any time. You can:

- Change the password.
- Give or remove manager permissions, which allow the user to change GoFlex Home account settings.
- Give or remove access to the GoFlex Home Public folder.

If necessary, you can also remove a user account from GoFlex Home. You might want to do this to make one of your five included user accounts available to someone else in the household, or to shut down the account of someone who no longer requires access to your GoFlex Home network storage system.

To edit or remove an existing user account:

1. Open the Seagate Dashboard (see page 35), then click **Preferences**.

OR,

Open and log in to Seagate Share (see page 38), click **Go To**, then click **Preferences**.

**2. Click **Edit User**.**

The Edit User screen opens.

**3. Select the user name, make the required changes, then click **Submit**.**

Or,

Select the user name, click **Delete**, then click **OK** to confirm.

The user account is updated or deleted. If you changed someone's password, make sure to share the new one with him or her.

## Managing GoFlex Home and Connected Devices

This section explains how to properly maintain your GoFlex Home device and how to add and remove GoFlex and USB drives.

### Updating the GoFlex Home Software

To get the most out of your GoFlex Home, update its software whenever a new version is released.

To update the software on your GoFlex Home device:

1. Open the Seagate Dashboard (see page 35), then click **Preferences**.

OR,

Open and log in to Seagate Share (see page 38), click **Go To**, then click **Preferences**.

2. Click **Software Updates**.
3. Click **Check Now**.

If updated software is available, follow the on-screen instructions to update the software.

### Adding More Storage Capacity to GoFlex Home

If you need additional storage capacity on GoFlex Home in the future, you can connect a USB drive directly to GoFlex Home or upgrade to a new or larger-capacity GoFlex Home or GoFlex Desk drive (see page 76 for instructions on removing and replacing the drive in your GoFlex Home).

If you replace the current drive, you can store it as an archive of all your household backup files, in case a problem occurs on someone's computer or an important older file is overwritten or deleted by mistake.

For more information about additional GoFlex drives for your GoFlex Home, visit the Seagate Web site at [www.seagate.com](http://www.seagate.com)

### Adding a USB Drive to GoFlex Home

GoFlex Home provides a USB port that you can use to connect additional storage devices, such as a USB flash drive (also known as a thumb drive) or external USB hard drive. When connected to GoFlex Home, a USB drive appears as an External Storage folder on GoFlex Home, next to the Public, Personal, and Backup folders.

To add a USB drive to GoFlex Home, connect it directly to the USB port on the back of the GoFlex Home dock, or use a high-quality USB cable (not included). See Figure 2 on page 9 for help locating the USB port. (You can also connect a USB hub to GoFlex Home, then connect additional devices to it.)

## Removing a USB Drive from GoFlex Home

To avoid losing data or damaging your files, always follow these instructions to safely and properly shut down and remove a USB storage device from the GoFlex Home dock:

1. Make sure that no files on the USB device are open or in the process of being saved, and that no one connected to your GoFlex Home is copying files to or from it.
2. Open the Seagate Dashboard (see page 35), then click **Preferences**.

OR,

Open and log in to Seagate Share (see page 38), click **Go To**, then click **Preferences**.

3. Click **Storage Devices**.

The Storage Devices screen opens.

4. Select the device you want to shut down, click **Eject**, then click **OK** to confirm.

When the USB drive is shut down, you can safely remove it from the GoFlex Home dock.

## Safely Removing the GoFlex Drive from the GoFlex Home Dock

To avoid losing data or damaging your files, always follow these instructions if you need to remove the GoFlex drive from the GoFlex Home dock:

1. Make sure that no one is accessing GoFlex Home. No one should be viewing photos, watching a movie, listening to music, or working with any other file stored on GoFlex Home, or copying files to or from their GoFlex Home folders.
2. Open the Seagate Dashboard (see page 35), then click **Preferences**.

OR,

Open and log in to Seagate Share (see page 38), click **Go To**, then click **Preferences**.

3. Click **Shut Down**.

The Shut Down screen opens

4. Click **Shut Down**.

The white drive light on the front of GoFlex Home blinks to show that GoFlex Home is shutting down. When shutdown is complete, both lights turn off.

5. Remove the GoFlex drive by carefully lifting it from the connectors on the dock.

To reinstall the drive and restart GoFlex Home, follow the instructions in “Step 2: Connecting GoFlex Home” on page 13.

## Shutting Down and Restarting GoFlex Home

If you experience minor problems with GoFlex Home, follow the instructions in this section to restart it.

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

---

To shut down and restart GoFlex Home:

1. Make sure that no one is accessing GoFlex Home. No one should be viewing photos, watching a movie, listening to music, or working with any other file stored on GoFlex Home, or copying files to or from their GoFlex Home folders.

2. Open the Seagate Dashboard (see page 35), then click **Preferences**.

OR,

Open and log in to Seagate Share (see page 38), click **Go To**, then click **Preferences**.

3. Click **Shut Down**.

The Shut Down screen opens.

4. Click **Restart**.

GoFlex Home safely shuts down and restarts. When it is fully powered on and connected to your network, it appears in the list of drives at the top of the Seagate Dashboard, and your GoFlex Home folders appear in Explorer and Finder.

## Resetting GoFlex Home to Its Original Settings

Resetting GoFlex Home returns the device to its original factory settings. All the files stored on GoFlex Home are retained—no files or folders are deleted—but all other settings, such as user accounts and passwords, are removed.

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**Note:** Reset GoFlex Home only if absolutely necessary, to avoid the lengthy task of re-creating user accounts, re-adding computers to GoFlex Home, reconnecting users to their GoFlex Home folders, and redoing any custom settings.

---

To reset GoFlex Home:

1. Make sure that no one is accessing GoFlex Home. No one should be viewing photos, watching a movie, listening to music, or working with any other file stored on GoFlex Home, or copying files to or from their GoFlex Home folders.
2. Using a paperclip, press and hold the **Reset** button for ten (10) seconds. The Reset button is located on the side of GoFlex Home, as shown in Figure 2 on page 9.

The white drive light blinks to show that GoFlex Home is shutting down. When shutdown is complete, both lights turn off.

3. Press the **Power** button to restart GoFlex Home, then follow the instructions in “Step 4: Setting Up GoFlex Home” on page 15 to re-activate GoFlex Home, re-add user accounts, and re-add the computers on your home network.

Be sure to re-create user names *exactly*, so that everyone can reconnect to their existing GoFlex Home folders.

**TIP:** You can also access all the folders and files on GoFlex Home by connecting GoFlex Home directly to your computer using a GoFlex Cable (sold separately). Go to [www.seagate.com](http://www.seagate.com) for more information.

## Managing GoFlex Home Settings and Preferences

The GoFlex Home Preferences page helps you manage personal and network settings for your GoFlex Home device.

On the Preferences page, you can change your personal information, manage user accounts on your GoFlex Home (if you have permission to do so), change network-related settings, and manage your GoFlex Home device by updating its software or shutting it down properly.

You can open the GoFlex Home Preferences page two ways:

- Open the Seagate Dashboard (see page 35), then click **Preferences**.
- Or,
- Open and log in to Seagate Share (see page 38), click **Go To**, then click **Preferences**.

The Preferences page opens, showing a range of settings. This section describes those settings not already discussed in this chapter.

### Server Preferences Settings

This section describes the settings available in the Server Preferences area of the Seagate Share Preferences page.

- **Network Sharing:** Controls whether members of your household can access their GoFlex Home Personal and Backup folders using either Explorer or Finder, as well as access a USB printer connected to GoFlex Home (see “Setting Up a Centralized Printer” on page 54).
- **UPnP Router Configuration:** Controls whether or not Seagate Share configures your router, and whether or not Seagate Share can override your router’s current configuration.

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**Note:** Enable this setting only if you experienced a problem while setting up GoFlex Home. GoFlex Home works with most consumer home network equipment with no special settings required.

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- **Notifications:** Sets the e-mail address(es) to be used for occasional system messages. The e-mail addresses entered in this field receive a system message only if there is a problem with the drive, if the drive is full, or if your Seagate Share Pro subscription is expiring soon.
- **Network Services:** Controls whether or not your GoFlex Home can be accessed from an FTP site. For improved security, disable FTP access unless or until you specifically require it. Enabling FTP means that members of your household can use it to upload and download files to their GoFlex Home folders with FTP.

You can limit FTP access to computers on your home network (LAN) only, or enable FTP access from anywhere on the Internet.

- **LAN Connection:** Controls whether or not GoFlex Home connects to your home network using settings it obtains automatically. (Unless you have networking experience, have business-grade network equipment at home, or are experiencing problems when accessing GoFlex Home while you're travelling, you should set **Obtain IP Address Automatically** to **Yes**. No other input is required.)

If you need to manually set up a LAN connection for GoFlex Home, set **Obtain IP Address Automatically** to **No**, then enter all the required information in the fields that appear:

- **Server IP Address:** Sets the static IP address for GoFlex Home. Obtain the static IP address from your ISP (Internet service provider), and use it to replace the dynamic IP address that appears in the box by default.
- **Server Netmask:** Sets the subnet mask, which determines the address range of the subnet, a separate part of your network. Data sent to addresses within the subnet (for example, between your computer and GoFlex Home) are routed within the network. Data sent to addresses outside the subnet (for example, between a remote user and GoFlex Home) are routed to the Internet. Most home networks with less than 255 nodes use **netmask.24**.
- **Gateway:** Sets the IP address of the device (most likely your router) that routes data from GoFlex Home to the Internet.
- **Date and Time:** Controls the date and time used by GoFlex Home. You can set GoFlex Home to obtain its settings from the Internet using an Internet time server, or you can set GoFlex Home's date and time yourself. If you set **Set date and time from the Internet** to **Yes**, select a default NTP (Network Time Protocol) server for best results.
- **Remote Access:** When enabled, allows GoFlex Home to be accessed from anywhere over the Internet. You can use this setting to disable remote access, which is enabled automatically when you set up GoFlex Home.

## Administration Settings

This section describes the settings available in the Administration area of the Seagate Share Preferences page.

- **Add New User:** See page 72.
- **Edit User:** See page 73.
- **Shut Down:** See page 77.
- **Software Updates:** See page 75.
- **GoFlex Home Premium Subscription:** Upgrades Seagate Share to Seagate Share Pro, which provides premium service options that are available by yearly subscription. See page 10 for more information.
- **ComputersBackup:** Enables ComputersBackup (which you may have installed on your Mac during setup) to use Time Machine to back up files on your computer to GoFlex Home. Before configuring the backup utility on your computer, you must enable ComputersBackup and create a password. The password will be required when you configure the backup facility on your computer.

You can also delete all backed up data from GoFlex Home by clicking **Wipe**.

**Caution:** Wiping backups deletes ALL backed up data for ALL GoFlex Home users (not just your own backup files).

- **Storage Devices:** Lets you safely remove a USB drive from GoFlex Home (see page 76). Also lets you format a USB drive to change it to a NTFS (New Technology File System) format for Windows.

**Caution:** Formatting a USB drive deletes all existing files from the drive.



# 7. Using GoFlex Access

The GoFlex Access™ app allows you to stream content from your GoFlex Home to a smartphone or tablet running the iOS or Android operating system.

## About GoFlex Access

The GoFlex Access app lets you remotely access all the photos, movies, music and documents stored on your GoFlex Home network storage system. Simply launch the app and log in to access your files and shares from anywhere when connected to Wi-Fi or 3G/4G.

Using GoFlex Access, you can:

- Access your files stored at home from anywhere you have a Wi-Fi or 3G/4G connection
- View your stored photos from your smartphone or tablet
- Create photo slideshows with background music
- Share your documents
- Stream videos and music (including cover art)

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**Note:** GoFlex Access is a streaming app only; it does not support uploading or downloading of content between the GoFlex Home and your mobile device.

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## Installing GoFlex Access on Your Device

To use the GoFlex Access app for smartphones and tablets, the devices require:

- Apple® iOS 4.3 or higher
- Android™ 2.2 or higher

On Android devices, the Adobe® AIR® app must be installed.

1. Open the app store or marketplace for your device and then search for “seagate”.
2. Install the remote access app on your device.

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**Note:** If the GoFlex Access app is not found in the app store for your device, it's not yet available for your model of device.

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## Connecting to GoFlex Home from Your Device

1. Once the GoFlex Access app is installed, open the app on your device.

2. Enter the name you gave your GoFlex Home during setup.
3. Enter the user name and password you use to log in to your GoFlex Home.

## Playing Video

The GoFlex Access app can stream video in the following formats:

- H.264 video, up to 1.5 Mbps, 640 by 480 pixels, 30 frames per second; low-complexity version of the H.264 baseline profile; AAC-LC audio up to 160 Kbps, 48kHz, stereo audio; .m4v, .mp4, and .mov file formats.
- H.264 video, up to 2.5 Mbps, 640 by 480 pixels, 30 frames per second; baseline profile up to level 3.0; AAC-LC audio up to 160 Kbps, 48kHz, stereo audio; .m4v, .mp4, and .mov file formats.
- MPEG-4 video, up to 2.5 Mbps, 640 by 480 pixels, 30 frames per second; simple profile; AAC-LC audio up to 160 Kbps, 48kHz, stereo audio; m4v, .mp4, and .mov file formats.

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**Note:** The GoFlex Access app is unable to stream video that is not in one of the formats listed above. If you have video in .mkv, .avi, .wmv, .3gp, .vob, .m2ts, or other non-supported video format, and would like to stream it using the GoFlex Access app, you can manually transcode it into one of the supported formats. There are many video transcoding software options available, some of which are free, that you can use to change your video files into one of the supported formats.

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If the video appears to be stuttering upon playback, try rebooting your smartphone or tablet. This can free up memory and system resources. Also check the upload speed of the GoFlex Home, or the download speed of your smartphone or tablet, since high network traffic or low download speed can be the cause of stuttering video. If you are using a 3G connection, try switching the connection to Wi-Fi if possible.

## Playing Music

The GoFlex Access app can stream music files in .mp3 format. Using the Android version of the app, you can start streaming music and keep playing it in the background while you run other apps or play a picture slideshow.

## Viewing Pictures

GoFlex Access lets you view pictures stored on your GoFlex Home from your smartphone or tablet. You can scroll through your pictures one at a time, or view them in a picture slideshow.

To start a picture slideshow, open a picture, and press the **Play** button in the top right corner. GoFlex Access cycles through your stored pictures, displaying a new picture every five

seconds. To play music during a picture slideshow, start playing the music first, then browse to your pictures and start a slideshow.

## Playing Protected Content from iTunes

Video purchased from the iTunes store contains Digital Rights Management (DRM) protection and can only be played on iOS devices authorized to play it. To play this kind of video, your iOS device must be authorized to the account that purchased the video, and must have been synched to iTunes since the purchase was made.

Most music purchased from the iTunes store does not contain DRM protection, and can be played without restrictions. For DRM-protected music files purchased from the iTunes store, you can use GoFlex Access to play them on your iOS device after the files have been synched to the iOS device.

DRM-protected files purchased from the iTunes store cannot be played with the Android version of the GoFlex Access app.

## 8. Solving Problems

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

- Ensure that the supplied power adapter is securely connected to GoFlex Home and to a power source. If you are using a power strip, make sure it is turned on.
- Check that one end of your network cable is securely connected to the Ethernet port on GoFlex Home and the other end is connected to a functioning port on your network router.

If the network cable is securely connected and the light is amber, the network cable or the Ethernet port may not be functioning properly. To test this, connect the network cable to a different port on your router. If there is still no connection, try a different Ethernet cable.

Make sure your router is turned on.

- Ensure that your router gives out IP addresses to computers on your network (DHCP) and that DHCP is enabled on your router. DHCP is usually enabled on home networks. If it is not, you will have trouble connecting to GoFlex Home. If you need assistance enabling DHCP on your router, see your router documentation.
- Ensure that your home network isn't down or disabled, and that your Internet service isn't disrupted.

## Common Problems and Solutions

This section provides suggestions for solving common problems.

### Why can't I create a new user account?

You may have exceeded the number of user accounts allowed. GoFlex Home includes five user accounts, including the home network manager who set up GoFlex Home initially. To create a new user account, you must either delete an existing account (if someone has left the household, for instance) or upgrade to unlimited user accounts by subscribing to Seagate Share Pro. See page 10 for more information.

### Why won't my computer connect to GoFlex Home?

If you have installed the GoFlex Home software on your computer but it won't connect to GoFlex Home, check that your home network is working properly and that the GoFlex Home device is properly connected and powered on. Make sure that the supplied Ethernet cable is connected from GoFlex Home to your router.

If other computers are successfully connected to GoFlex Home, you may have exceeded the number of computers allowed. GoFlex Home includes licenses for five computers. To add another computer, you must either delete an existing user account (which disconnects their

computer) or upgrade to unlimited user accounts by subscribing to Seagate Share Pro. See page 10 for more information.

Some virus protection and firewall software block network traffic for security purposes. If you have such software running on your network, check to see if either may be blocking communication. Create firewall exceptions for the GoFlex Home services if necessary. If you need to add firewall exceptions, the GoFlex Home services are: memeo.exe, hipserv.exe, and dashboard.exe.

### Why can't I use the name I want for GoFlex Home/my user account?

The GoFlex Home device itself must have a name that's completely unique—unused by any other device in the world. You may have to slightly adjust the name you want to make it unique, in the same way you often have to try a few times to find an online user name or e-mail address that's not already in use. Use the **Check Availability** button for help.

Additionally, your GoFlex Home name must start with a letter and must be at least three characters in length. You can use letters, numbers, dashes, dots, and underscores. Spaces are not allowed.

Within your GoFlex Home network storage system, no two user accounts can have the same name, even if they have different computers and different passwords.

### Why won't Memeo Instant Backup let me back up more than three computers to GoFlex Home?

GoFlex Home includes access to Memeo Instant Backup for up to three computers. To add more computers, upgrade to Memeo Premium Backup. For more information, click **Learn More** under Premium Backup in the Seagate Dashboard Application Store.

### I'm the home network manager and I can't remember my GoFlex Home password. How do I reset it?

If you are the home network manager (the person who set up GoFlex Home originally) and you can no longer remember your GoFlex Home password, follow these instructions to reset your password:

1. Make sure that no one is accessing GoFlex Home. No one should be viewing photos, watching a movie, listening to music, or working with any other file stored on GoFlex Home, or copying files to or from their GoFlex Home folders.
2. Using a paperclip, press and hold the **Reset** button for three (3) seconds. The reset button is located on the side of the GoFlex Home dock, as shown in Figure 1 on page 8.

**Caution:** Don't hold the Reset button longer than 5 seconds. Holding down the Reset button for 10 seconds erases all your custom GoFlex Home settings (see page 77).

The white drive light blinks to show that GoFlex Home is shutting down. When shutdown is complete, both lights turn off.

3. Press the **Power** button to restart GoFlex Home if the device doesn't restart on its own.

4. On your computer, open a Web browser (such as Explorer or Safari) and enter the GoFlex Home IP address in this format:

*http://GoFlexHomeIPaddress/*

For example:

*http://192.168.0.12/*

To find the IP address of GoFlex Home on a computer running the Windows operating system, find GoFlex Home in the list of Network devices and check its Properties. (In Windows XP, if GoFlex Home doesn't appear in the network device list, click **Show icons for networked UPnP devices** in My Network Places, then follow the on-screen instructions.)

To find the IP address of GoFlex Home on a computer running the Mac operating system, use the Network Utility in Finder (**Applications > Utilities**).

### Why does GoFlex Home seem to shut down by itself?

GoFlex Home includes a power-save feature, which means that GoFlex Home enters a standby state after 12 minutes of no activity. GoFlex Home automatically returns to active mode whenever someone on your network storage system accesses their folders and files.

### During setup, someone else logged into the Seagate Dashboard. What can I do?

The Seagate Dashboard allows you to change users. See "Logging In to the Seagate Dashboard" on page 37 for more information.

Alternatively, open Seagate Share (see page 38), click **Sign Out**, then log back in as yourself.

### Why can't my media player detect GoFlex Home?

Your media player must support one of these connection technologies:

- UPnP-AV (Universal Plug-and-Play Audio and Video)
- DLNA (Digital Living Network Alliance)
- Windows Media Connect

If you have a large amount of files stored on GoFlex Home, it will take awhile for the files to be indexed and viewable from your media player. If your media device cannot detect GoFlex Home, try these troubleshooting tips:

- Before your media player can discover and play the digital media files on your GoFlex Home, you have to make them available by selecting **Share with Media Devices** from Seagate Share. See "Enjoying Your Files on a Digital Media Player or Game Console" on page 55 for instructions.
- Ensure that UPnP is enabled on your router. See your router documentation for instructions on enabling UPnP if it is disabled. You can also view

support.goflexhome.hipserv.com for additional troubleshooting help, including a guided configuration tool.

### **Why is the GoFlex Home indicator light amber?**

If GoFlex Home is connected to a power source and to a router but the top light on the front is not solid green, try these troubleshooting tips:

- Ensure that the supplied power adapter is securely connected to GoFlex Home and to a power source. If you are using a power strip, make sure it is turned on.
- Check that one end of your network cable is securely connected to the Ethernet port on GoFlex Home and the other end is connected to a functioning port on your network router.

If the network cable is securely connected and the top light on the front of your GoFlex Home is amber, the network cable or the Ethernet port may not be functioning properly. To test this, connect the network cable to a different port on your router. If there is still no connection, try a different Ethernet cable or a different network.

- Make sure your router is turned on.
- Ensure that your router gives out IP addresses to computers on your network (DHCP) and that DHCP is enabled on your router. DHCP is usually enabled on home networks. If it is not, you will have trouble connecting to GoFlex Home. If you need assistance enabling DHCP on your router, see your router documentation.
- Some virus protection and firewall software block network traffic for security purposes. If you have such software running on your network, check to see if either may be blocking communication.

Create firewall exceptions for the GoFlex Home services if necessary. If you need to add firewall exceptions, the GoFlex Home services are: memeo.exe, hipserv.exe, and dashboard.exe.

Ensure that UPnP is enabled on your router. See your router documentation for instructions on enabling UPnP if it is disabled. You can also view [www.support.goflexhome.hipserv.com](http://www.support.goflexhome.hipserv.com) for additional troubleshooting help, including a guided router configuration tool.

- Ensure that your router is not blocking UDP traffic. If so, you may need to open a port on your router. See your router documentation for instructions.
- Turn off GoFlex Home by pressing the Power button and then turn it back on again.
- Confirm that your Internet connection is working properly. Open a Web browser on your computer and then access a favorite Web site.

If the top light on the front is still amber, this means that there is an issue with the Internet connection or GoFlex Home is not communicating with the service.

## Decoding the GoFlex Home Lights

The lights on the front of the GoFlex Home dock change color and flash to indicate the status of the drive and device. This section explains the meaning of the lights and what to do if a problem occurs.

**Table 1:** GoFlex Home Light (top)

State	Status
Green blinking	Starting up
Green steady	Connected to the network and ready for use
Amber blinking	Not connected to the network

If the GoFlex Home light indicates a problem:

- Ensure that the drive is properly and fully connected to the dock.
- Ensure that your home network isn't down or disabled. (Look at the lights on the back of the GoFlex Home dock—if they're not on and blinking, GoFlex Home is not connected to your network.)
- Ensure that the Ethernet cable connecting GoFlex Home to your router isn't damaged.
- Ensure that your Internet connection isn't down or disabled. (Open a browser on your computer to check.)

**Table 2:** Drive Light (bottom)

State	Status
White steady	Drive installed and ready for use
Off	Drive not properly installed or experiencing a problem

If the Drive light indicates a problem:

- Ensure that the drive is properly and fully connected to the dock.
- Ensure that neither the dock nor the drive is damaged.

## Finding More Help

The GoFlex Home network storage system is easy to use, but you may still have questions. Go to [www.seagate.com/goflexhomesupport](http://www.seagate.com/goflexhomesupport) if you have any problems setting up or using your GoFlex Home network storage system.



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