SEAGATE

Seagate Backup Plus Ultra Touch User Manual

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Introduction

Seagate Backup Plus Ultra Touch delivers peace of mind with Seagate Secure™ password protection, USB-C and USB 3.0/2.0 compatibility, and customizable backup options to suit your needs and lifestyle.

For common questions and answers about your hard drive, see Frequently Asked Questions or visit Seagate customer support.

Box content

- Seagate Backup Plus Ultra Touch
- Micro-B (USB 3.0) to USB-A (USB 3.0/2.0) cable
- USB-A to USB-C (USB 3.1 Gen 1) adapter

Important—Save your packaging. If you experience problems with your hard drive and want to exchange it, the hard drive must be returned in its original packaging.

Minimum system requirements

Ports

You can connect your Seagate device to a computer with a USB-C, Thunderbolt 3, or USB-A (USB 3.0 or USB 2.0) port.

Operating system

- Windows® 7 or higher
- macOS® 10.11 or higher

Minimum free disk space

- 600MB recommended

Cables and Connectors

USB-C protocols

USB is a serial input/output technology for connecting peripheral devices to a computer. USB-C is the latest implementation of this standard and it provides higher bandwidth and new power management features.

USB-C supports many protocols:

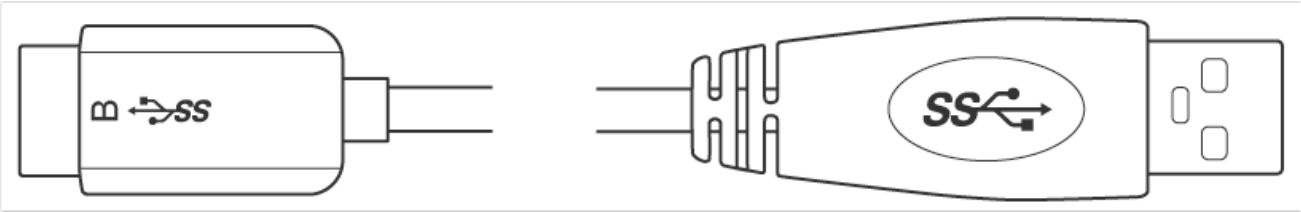
Port	Transfer rates
Hi-Speed USB 2.0	up to 480Mb/s
SuperSpeed USB 3.0	up to 5Gb/s
USB 3.1 Gen 1	up to 5Gb/s
USB 3.1 Gen 2	up to 10Gb/s
Thunderbolt 3	up to 40Gb/s

Cables

Seagate Backup Plus Ultra Touch is delivered with one cable and an adapter for universal compatibility with modern computers.

Micro B to USB-A cable

Use the Micro B to USB-A cable to connect Backup Plus Ultra Touch to a computer's USB-A port (USB 3.0 or USB 2.0).

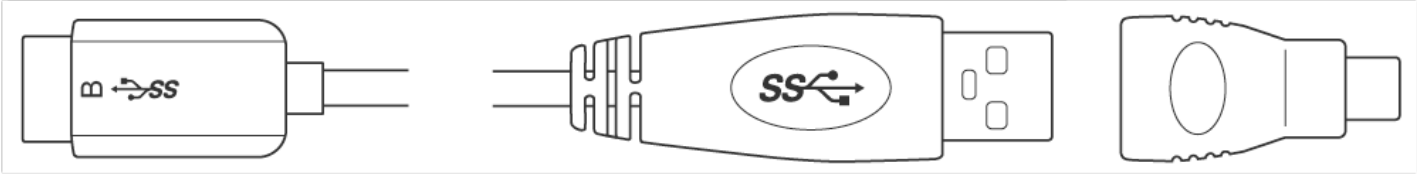


Transfer rates with USB-A connections have the potential to reach the following speeds:

SuperSpeed USB 3.0	transfer rates up to 5Gb/s
Hi-Speed USB 2.0	transfer rates up to 480Mb/s

USB-C adapter

For optimal transfer rates up to 5Gb/s, use the USB-C adapter with the Micro B to USB-A cable to connect Backup Plus Ultra Touch to a computer's USB-C port.



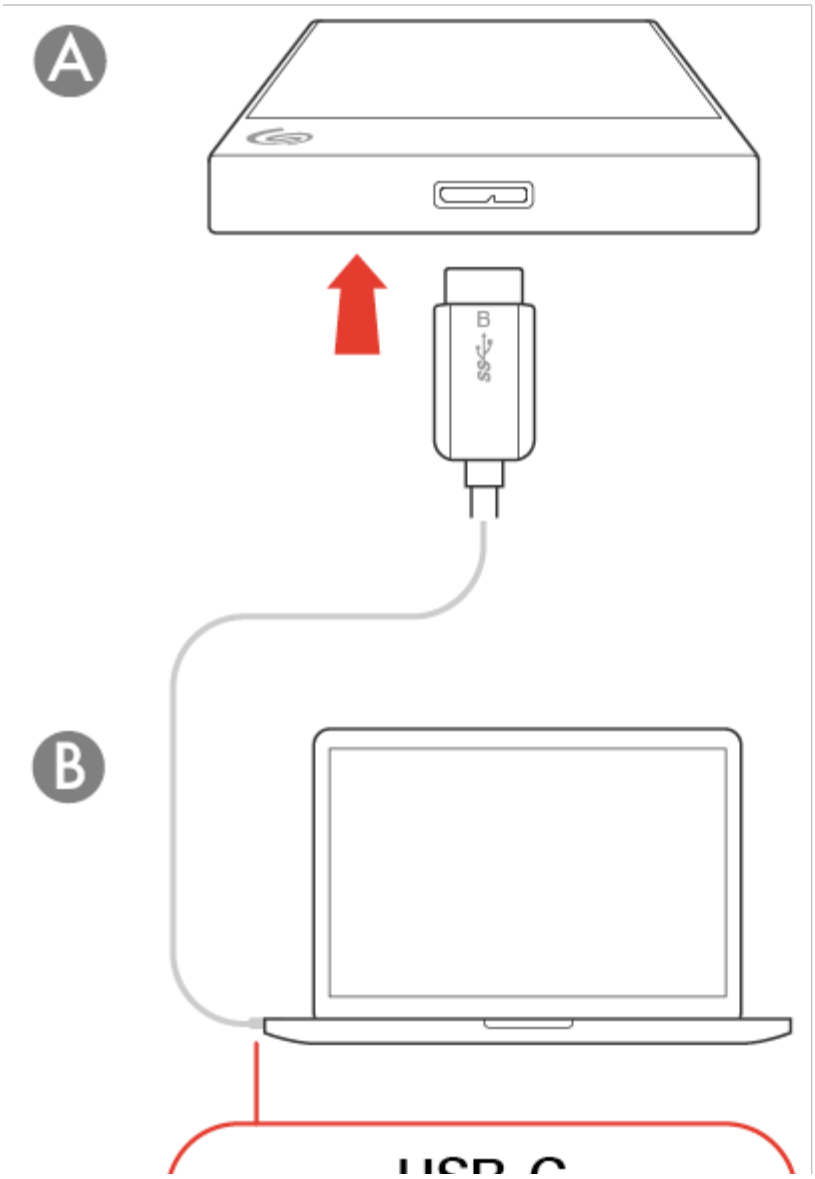
Getting Started

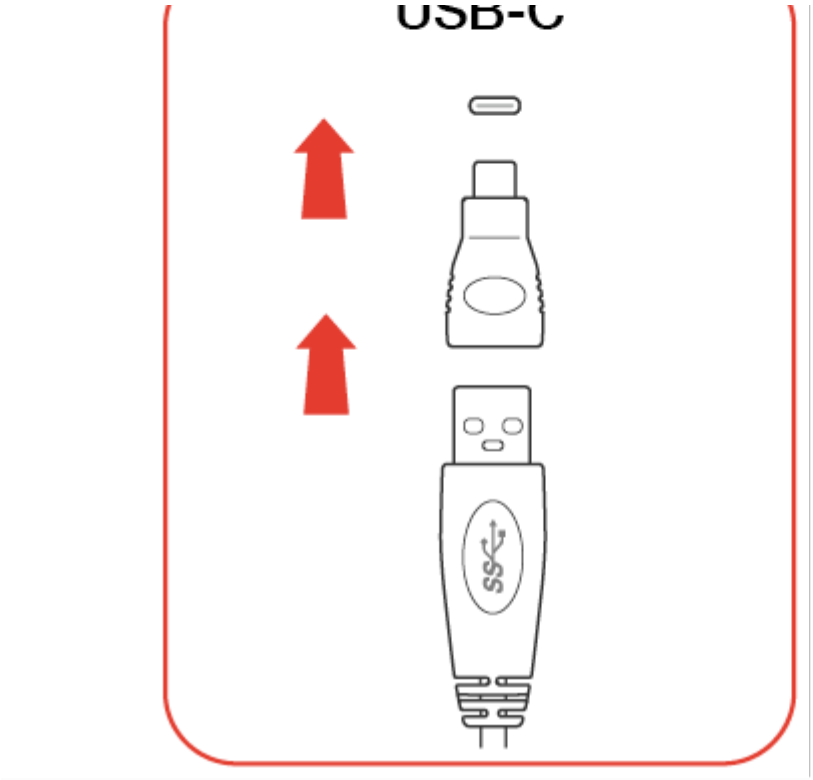
1 Connect the USB cable

Before connecting Backup Plus Ultra Touch, confirm the type of USB port on your computer.

PC/Mac with a USB-C port

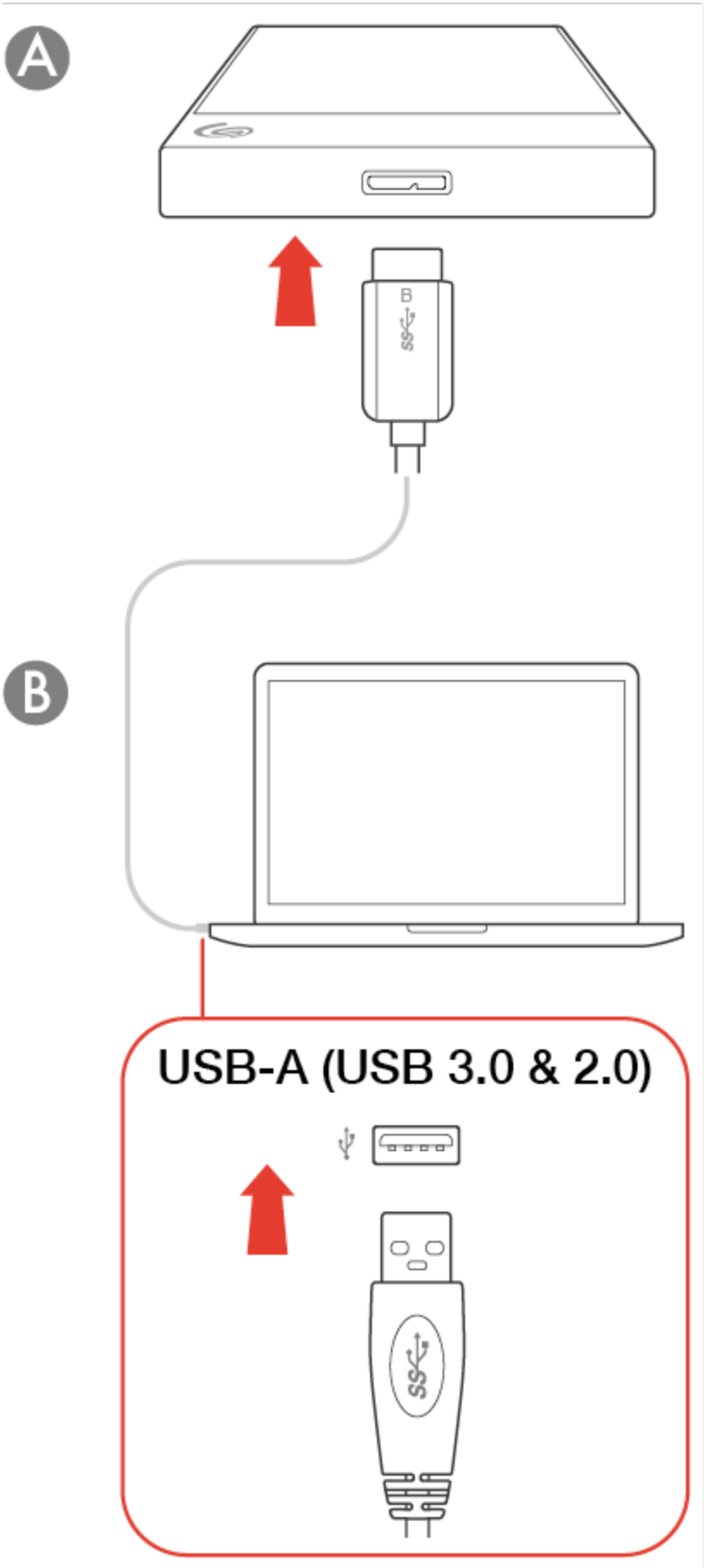
If your computer has a USB-C port, use the Micro B to USB-A cable with the USB-C adapter for optimal transfer rates.





PC/Mac with a USB-A port

Use the Micro B to USB-A cable without the adapter if your computer does not have a USB-C port.


A
B
B
USB-A (USB 3.0 & 2.0)

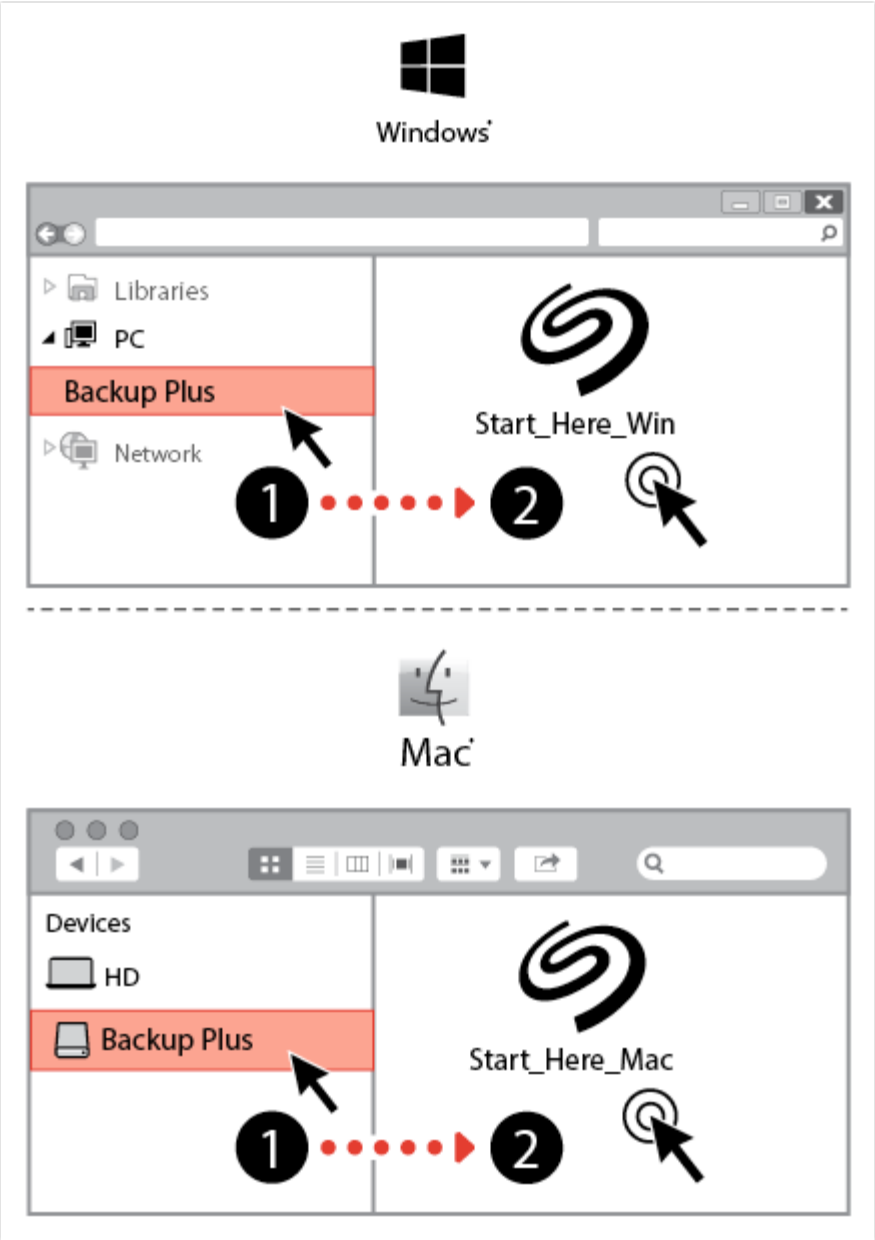
2 Set up Seagate Backup Plus Ultra Touch

The setup process lets you:

Register your Seagate Backup Plus Ultra Touch	Get the most from your drive with easy access to information and support.
Install Toolkit	Set up and manage passwords, sync plans, archive settings, and more.

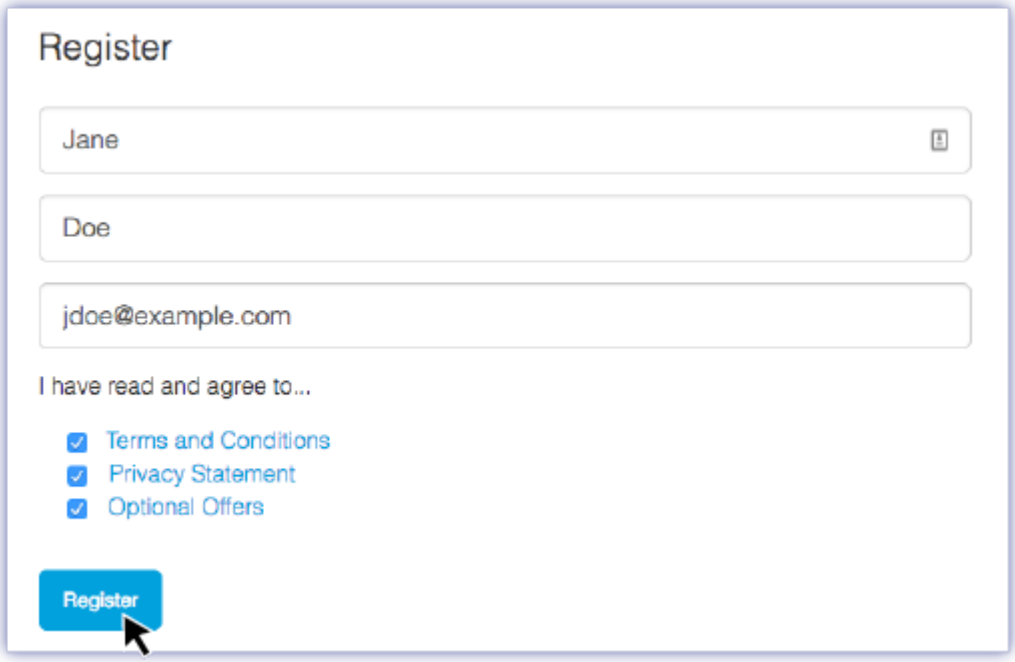
Your computer must be connected to the internet to register your device and install Toolkit.

A Start here



Using a file manager such as Finder or File Explorer, open Backup Plus and launch **Start Here Win** or **Start Here Mac**.

B Register your device

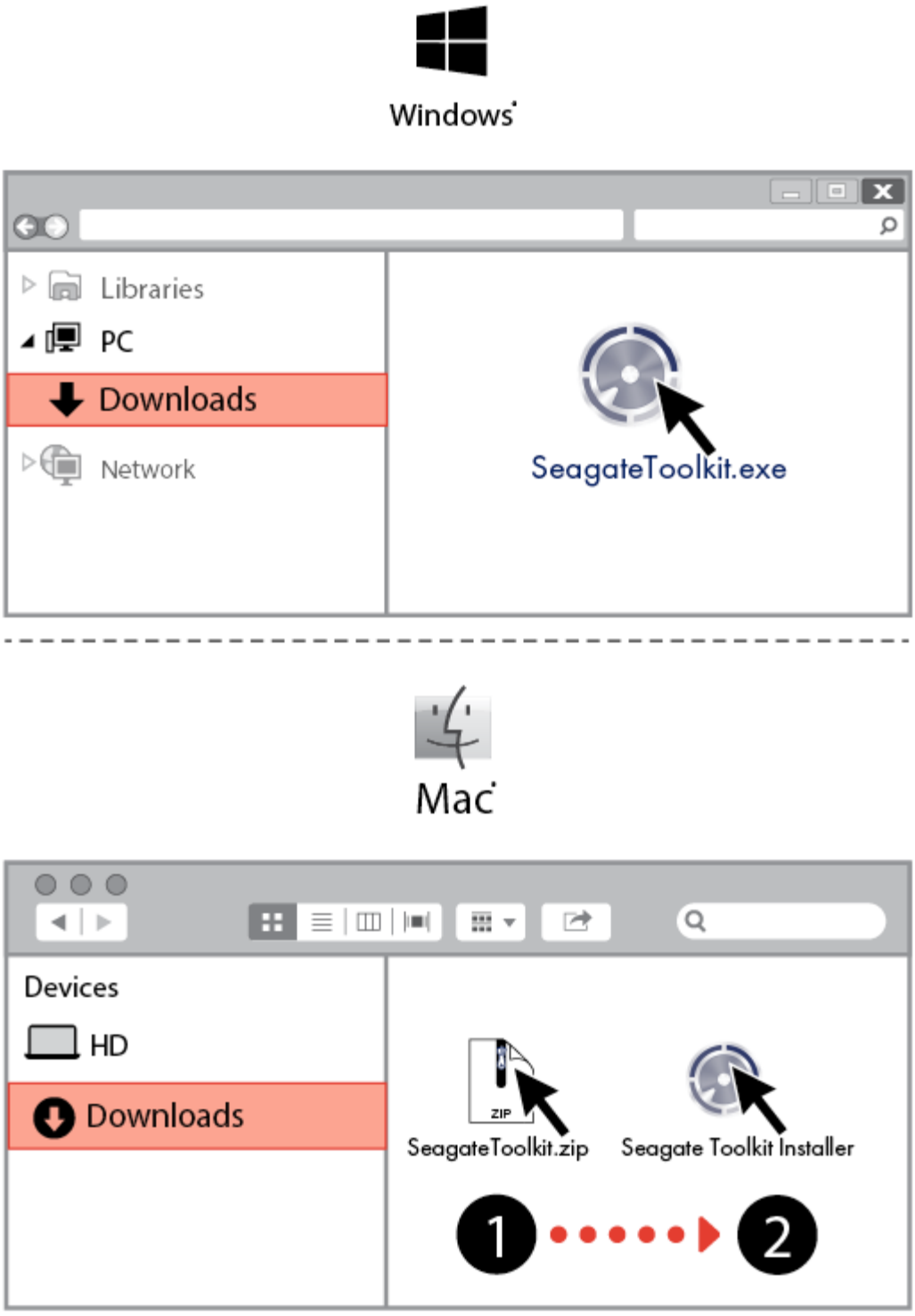


Enter your information and click **Register**.

C Download Toolkit

Click the **Download** button.

D Install Toolkit



Using a file manager such as Finder or File Explorer, go to the folder where you receive downloads.

Windows

Click on the **SeagateToolkit.exe** file to launch the application.

Open the **SeagateToolkit.zip** file. Click on the **Seagate Toolkit Installer** to launch the application.

Your computer must be connected to the internet to install and run Toolkit.

Use Toolkit to Set Up Security, Mirror Folders, and More

Toolkit provides useful tools that let you easily manage security, set up mirror folders, and much more.

Enable security

Use Toolkit to enable security, create a password, and rest easy knowing your data is protected with AES-256 hardware encryption technology.

- Click here for details on enabling security.

Learn more

- Unlock/lock drive
- Change password
- Disable security
- Crypto-erase drive
- Reset drive to factory settings

Set up a mirror folder

Create a Mirror folder on your PC or Mac that is synced to your storage device. Whenever you add, edit, or delete files in one folder, Toolkit automatically updates the other folder with your changes.

- Click here for details on creating a mirror folder.

Start a backup plan (Windows only)

Create a plan customized for the content, storage device, and schedule of your choosing.

- Click here for details on setting up a backup plan.

Optimize disk performance

Seagate Backup Plus Ultra Touch is preformatted exFAT for compatibility with both Windows and Mac

computers. If you use the drive with only one type of computer, you can optimize file copy performance by formatting the drive in the native file system for your operating system. Toolkit provides a quick and simple means of initially optimizing the drive for best performance.

- Click here for details on Toolkit Optimize.

You can also manually format your drive. See Optional Formatting and Partitioning for details.

> **!** Formatting erases everything on the storage device. Seagate highly recommends that you **back up all data** on your storage device before performing the steps below. Seagate is not responsible for any data lost due to formatting, partitioning, or using a Seagate storage device.

Optional Formatting and Partitioning

Seagate Backup Plus Ultra Touch is preformatted exFAT for compatibility with both Mac and Windows computers. If you use the drive with only one type of computer, you can optimize file copy performance by formatting the drive in the native file system for your operating system—NTFS for Windows or HFS+ for Macs. There are two ways you can optimize performance:

Toolkit Optimize	Format your drive for optimal performance with just a few simple clicks.
Manual formatting	Use Disk Management (Windows) or Disk Utility (Mac) to format your drive in non-native formats.

About file system formats

NTFS—The native file system for Windows. macOS can read NTFS volumes but cannot natively write to them.

Mac OS Extended (HFS+)—The native hard drive file system for macOS. Windows cannot natively read or write to HFS+ (journaled) volumes. This is the best format if you intend to use Seagate Backup Plus Ultra Touch with Time Machine.

APFS (Apple File System)—An Apple file system optimized for solid state drives (SSDs) and flash-based storage systems. While you can format your hard disk drive (HDD) in APFS, performance may be degraded when files on the drive are routinely subjected to extensive editing (for example, large-scale image, video, audio, and music editing). Note the following restrictions:

- You cannot use an APFS-formatted disk as your Time Machine backup drive. Format Backup Plus Ultra Touch to HFS+ if you intend to use it with Time Machine.
- APFS is only supported on macOS 10.13 or later.

exFAT—Compatible with Mac and Windows. exFAT is not a journaled file system which means it can be more susceptible to data corruption when errors occur or the drive is not disconnected properly from the computer.

FAT32—Compatible with Mac and Windows. However, FAT32 is a legacy file system designed for low capacity hard drives and it is not recommended for modern hard drives or operating systems. A FAT32 partition can reach up to 32GB when formatted on a Windows PC.

How to choose the file system format

Use NTFS if:
...you connect the storage device to Windows computers, and you don't need to allow a Mac to write to the disk.
Use HFS+ if:
...you connect the storage device to Mac computers, and you don't need to allow a Windows computer to read or write to the disk. HFS+ is the only format compatible with Time Machine.
Use exFAT if:
...you need to allow both Mac and Windows computers to read and write to the disk.
You can use FAT32 if:
...you connect the storage device to older Windows and Mac computers. FAT32 is not recommended for modern operating systems and computers.

Toolkit Optimize

Toolkit provides a quick and simple means of initially optimizing the drive for best performance.

Learn more
• Toolkit Optimize

Manual formatting

Use the steps below to manually format and partition a storage device.

> **!** Formatting erases everything on the storage device. Seagate highly recommends that you **back up all data** on your storage device before performing the steps below. Seagate is not responsible for any data lost due to formatting, partitioning, or using a Seagate storage device.

Mac

macOS version 10.11 and later

1. Open the Finder and go to Applications > Utilities > Disk Utility.
2. In the sidebar to the left, select your Seagate Backup Plus Ultra Touch.

macOS starting version 10.13—Make sure to select the disk and not just the volume. If you don't see two entries listed in the sidebar, change the view in disk utility to show both the drive and the volume. The view button is in the upper left side of the Disk Utility window. Change the view to Show All Devices. This feature was introduced in macOS 10.13 and is not available in 10.11 or 10.12.

3. Select Erase.
4. A dialog box opens. Enter a name for the drive. This will be the name displayed when the drive mounts.
5. For Format, select OS X Extended (Journaled).
6. For Scheme, select GUID Partition Map.
7. Click Erase.
8. Disk Utility formats the drive. When it's finished, click Done.

Windows

1. Make sure the storage device is connected to and mounted on the computer.
2. Go to Search and then type diskmgmt.msc. In the search results, double-click Disk Management.
3. From the list of storage devices in the middle of the Disk Management window, locate your LaCie device.
4. The partition must be available to format. If it is currently formatted, right click on the partition and then choose Delete.
5. To create a new partition, right click on the volume and select New Simple Volume. Follow the on-screen instructions when the New Simple Volume Wizard appears.

Safely Remove Seagate Backup Plus Ultra Touch From Your Computer

Always eject a storage drive from your computer before physically disconnecting it. Your computer must perform filing and housekeeping operations on the drive before it is removed. Therefore, if you unplug the drive without using the operating system's software, your files can become corrupt or damaged.

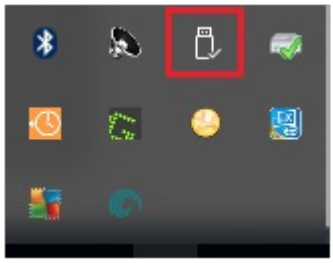
Windows

Use the Safely Remove tool to eject a device.

1. Click the Safely Remove icon in your Windows System Tray to view the devices you can eject.

Windows 7

Windows 8 / Windows 10



2. If you don't see the Safely Remove Hardware icon, click the Show hidden icons arrow in the system tray to display all icons in the notification area.
3. In the list of devices, choose the device you want to eject. Windows displays a notification when it is safe to remove the device.
4. Disconnect the device from the computer.

Mac

There are several ways you can eject your device from a Mac. See below for two options.

Eject via Finder window

1. Open a Finder window.
2. On the sidebar, go to Devices and locate the drive you want to eject. Click the eject symbol to the right

of the drive name.
3. Once the device disappears from the sidebar or, the Finder window closes, you can disconnect the interface cable from your Mac.

Eject via Desktop

1. Select the desktop icon for your device and drag it to the Trash.
2. When the device icon is no longer visible on your desktop, you can physically disconnect the device from your Mac.

Frequently Asked Questions

For help setting up and using your Seagate hard drive, review the frequently asked questions below. For additional support resources, go to Seagate customer support.

All users

Problem: I'm enabling security, and I get an "Incorrect code" error when I enter my secure code (SID)

Q: Did you correctly enter uppercase letters?

A: The secure code (SID) provided by the factor is case-sensitive. Letters that appear in uppercase on the insert in your package must be entered in Toolkit in uppercase:

Q: Are you enabling security after formatting the drive?

A: If you disabled security and then later formatted the drive, you'll have to go through the security setup sequence again. You'll be prompted to enter the secure code (SID)—however, you should enter the password you created when you initially enabled security, and not the secure code found on the insert included with your package.

Problem: My file transfers are too slow

Q: Are both ends of the USB cable firmly attached?

A: Review troubleshooting tips for cable connections below:

- Check both ends of the USB cable and make sure that they are fully seated in their respective ports.
- Try disconnecting the cable, waiting 10 seconds, and then reconnecting it.
- Try a different USB cable.

Q: Is the hard drive connected to a Hi-Speed USB 2.0 port on your computer or hub?

A: If your hard drive is connected to a Hi-Speed 2.0 port or hub, the inferior performance is normal. Seagate Backup Plus Ultra Touch performance will improve when it is connected to a USB 3.1 port or a SuperSpeed USB 3.0 port. Otherwise, the device operates at slower USB transfer rates.

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect other USB devices and see if the hard drive's performance improves.

Problem: I have an older computer with USB 2.0 ports

Q: Will my hard drive's USB 3.1 Gen 1 port work with my computer's USB 2.0 port?

A: Yes, the cable end that plugs into the computer (USB Type A) is compatible with both USB 3.0 and USB 2.0. Make certain to use the included cable with the correct USB Type A connector. However, the transfer rates are much slower with USB 2.0.

Problem: I must use a USB hub for my USB devices

Q: Can I use my hard drive with a USB hub?

A: Yes, the hard drive can be connected to a USB hub. If you use a hub and encounter detection problems, slower than normal transfer rates, random disconnection from your computer or other unusual issues, try connecting the hard drive directly to the computer's USB port.

Some USB hubs are less than efficient with power management, which can be problematic for connected devices. In such a case, consider trying a powered USB hub that includes a power cable.

Please note that USB 2.0 hubs limit your hard drive's transfer rates to USB 2.0 speeds.

Problem: The provided USB cables are too short

Q: Can I use my hard drive with a longer cable?

A: Yes, provided it is certified according to USB standards. However, Seagate recommends using the cable shipped with your hard drive for the best results. If you use a longer cable and experience problems with detection, transfer rates or disconnection, use the original cable included with your hard drive.

Problem: I'm receiving file transfer error messages

Q: Did you get an "Error -50" message while copying to a FAT32 volume?

A: When copying files or folders from a computer to a FAT32 volume, certain characters in the names cannot be copied. These characters include, but are not limited to: ? < > / \ :

Check your files and folders to ensure that these characters are not in the names.

If this is a recurring problem or you cannot find files with incompatible characters, consider reformatting the drive to NTFS (Windows users) or HFS+ (Mac users). See Optional Formatting and Partitioning.

Q: Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?

A: Ignore this message since the drive remounts on the desktop despite the pop-up. Seagate drives conserve power by spinning down when you set your computer to sleep mode. When the computer awakes from sleep mode, the drive may not have enough time to spin up, causing the pop-up to appear.

Windows

Problem: The hard drive icon doesn't appear in Computer

Q: Is the hard drive listed in Device Manager?

A: All drives appear in at least one place in Device Manager.

Type Device Manager in Search to launch it. Look in the Disk Drives section and, if necessary, click the Plus (+) icon to view the full list of devices. If you're uncertain that your drive is listed, safely unplug it and then reconnect it. The entry that changes is your Seagate hard drive.

Q: Is your hard drive listed next to an unusual icon?

A: Windows Device Manager usually provides information about failures with peripherals. While the Device Manager can assist with troubleshooting most problems, it may not display the exact cause or provide a precise solution.

An unusual icon next to the hard drive can reveal a problem. For example, instead of the normal icon based on the type of device, it has an exclamation point, question mark or an X. Right click this icon and then choose Properties. The General tab provides a potential reason why the device is not working as expected.

Mac

Problem: The hard drive icon does not appear on my desktop

Q: Is your Finder configured to hide hard drives on the desktop?

A: Go to Finder and then check Preferences | General tab | Show these items on the desktop. Confirm that Hard Disks is selected.

Q: Is your hard drive mounting in the operating system?

A: Open Disk Utility at Go | Utilities | Disk Utility. If the hard drive is listed in the left-hand column, check your Finder preferences to see why it is not displayed on the desktop (review the question above).

Q: Does your computer's configuration meet the minimum system requirements for use with this hard drive?

A: Refer to the product packaging for the list of supported operating systems.

Q: Did you follow the correct installation steps for your operating system?

A: Review the installation steps in Getting Started.

Regulatory Compliance

Product Name	Seagate Backup Plus Ultra Touch
Regulatory Model Number	SRD0VN1

China RoHS

China RoHS 2 refers to the Ministry of Industry and Information Technology Order No. 32, effective July 1, 2016, titled Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products. To comply with China RoHS 2, we determined this product's Environmental Protection Use Period (EPUP) to be 20 years in accordance with the Marking for the Restricted Use of Hazardous Substances in Electronic and Electrical Products, SJT 11364-2014.

中国 RoHS 2 是指 2016 年 7 月 1 日起施行的工业和信息化部令第 32 号“电力电子产品限制使用有害物质管理办法”。为了符合中国 RoHS 2 的要求，我们根据“电子电气产品有害物质限制使用标识”(SJT 11364-2014) 确定本产品的环保使用期 (EPUP) 为 20 年。

部件名称 Part Name	有害物质 Hazardous Substances					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr^{+6})	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
硬盘驱动器 HDD	X	O	O	O	O	O
外接硬盘印刷电路板 Bridge PCBA	X	O	O	O	O	O
电源（如果提供） Power Supply (if provided)	X	O	O	O	O	O
接口电缆（如果提供） Interface cable (if provided)	X	O	O	O	O	O
其他外壳组件 Other enclosure components	O	O	O	O	O	O

本表格依据 SJ/T 11364 的规定编制。
This table is prepared in accordance with the provisions of SJ/T 11364-2014
O: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。
O: Indicates that the hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T26572.
X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。
X: Indicates that the hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T26572.

Taiwan RoHS

Taiwan RoHS refers to the Taiwan Bureau of Standards, Metrology and Inspection's (BSMI's) requirements in standard CNS 15663, Guidance to reduction of the restricted chemical substances in electrical and electronic equipment. Beginning on January 1, 2018, Seagate products must comply with the "Marking of presence" requirements in Section 5 of CNS 15663. This product is Taiwan RoHS compliant. The following table meets the Section 5 "Marking of presence" requirements.

台灣RoHS是指台灣標準局計量檢驗局(BSMI)對標準CNS15663要求的減排電子電氣設備限用化學物質指引。從2018年1月1日起，Seagate產品必須符合CNS15663第5節「含有標示」要求。本產品符合台灣RoHS。 下表符合第5節「含有標示」要求。

產品名稱：外接式硬碟，型號: SRD0VN1

Product Name: Seagate Backup Plus Ultra Touch, Model: SRD0VN1

單元 Unit	限用物質及其化學符號 Restricted Substance and its chemical symbol					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr^{+6})	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
硬盤驅動器 HDD	—	O	O	O	O	O
外接硬盤印刷電路板 Bridge PCBA	—	O	O	O	O	O
電源 (如果提供) Power Supply (if provided)	—	O	O	O	O	O
傳輸線材 (如果提供) Interface cable (if provided)	—	O	O	O	O	O
其他外殼組件 Other enclosure components	O	O	O	O	O	O

備考 1. "O" 係指該项限用物質之百分比含量未超出百分比含量基準值。

Note 1. "O" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 2. "—" 係指該项限用物質為排除項目。

Note 2. "—" indicates that the restricted substance corresponds to the exemption.