

# Seagate Central User Guide



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## Seagate Central User Guide

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## Regulatory Compliance

### FCC Class B Information

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

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

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

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

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

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

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

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

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

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## **Industry Canada**

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

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

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

### **Radiation Exposure Statement:**

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

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

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

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

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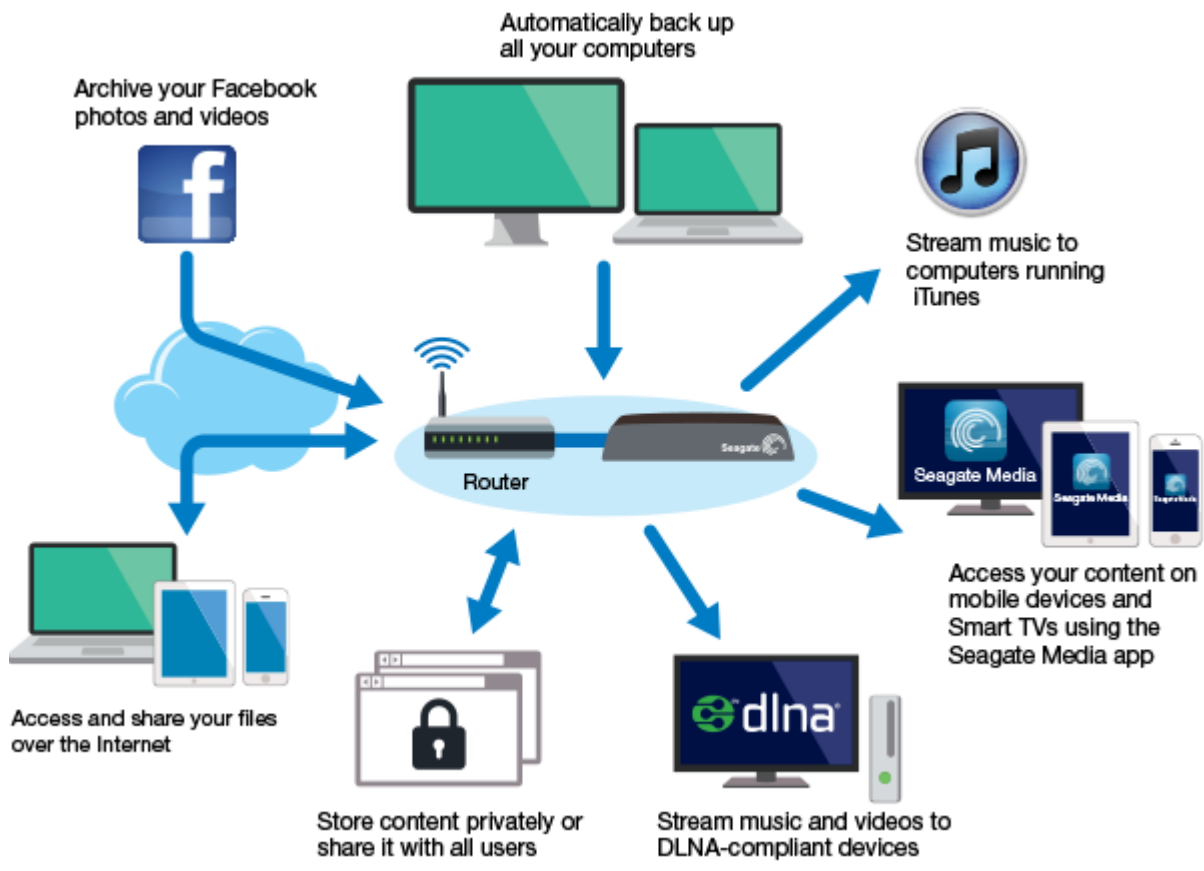
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# 1. Introduction

Seagate Central is your personal cloud, providing a centralized location to store your files from your Windows and Mac, mobile devices, and social networks. Play movies and music and view photos from Seagate Central throughout your home on your smart TV, game console, and tablet, and on an Internet-connected mobile device while on the road. With Seagate Central, you can keep your digital life centralized and organized.



## System Requirements

- Router with an available Ethernet port (Wi-Fi router required for wireless file access and backup)
- Windows<sup>®</sup> 8, Windows 7, Windows Vista<sup>®</sup>, or Windows XP
- Mac OS<sup>®</sup> X v10.6 or later
- Internet connection for activation and online file access and sharing
- Internet Explorer<sup>®</sup> 9.x, Firefox<sup>®</sup> 5.x, Chrome 11.x, Safari<sup>®</sup> 5, or later Web browsers

## Hardware Specifications

- Drive capacity: 2TB, 3TB, 4TB, or 5TB
- USB drive format: NTFS, HFS, or HFS+
- Network connectivity: One 10/100/1000 Ethernet port
- USB connectivity: One USB 2.0 port for connecting external storage devices to the *Seagate Central* Seagate Central device



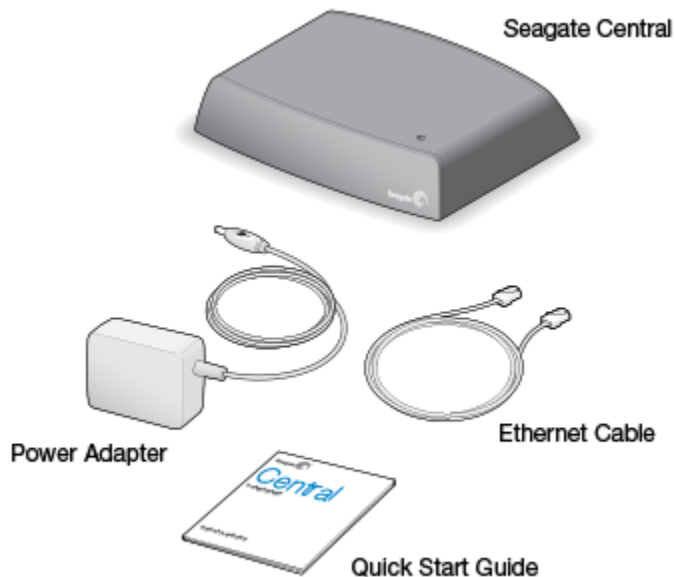
## 2. Getting Started

With minimal setup, you can use Seagate Central straight out of the box to save and access content on the Public folder. To gain the full benefit of Seagate Central, you can create individual user accounts to keep personal files private and be able to access content while away from home.

### What's in the Box?

Make sure that you have these items. If not, contact [Seagate Customer Support](#).

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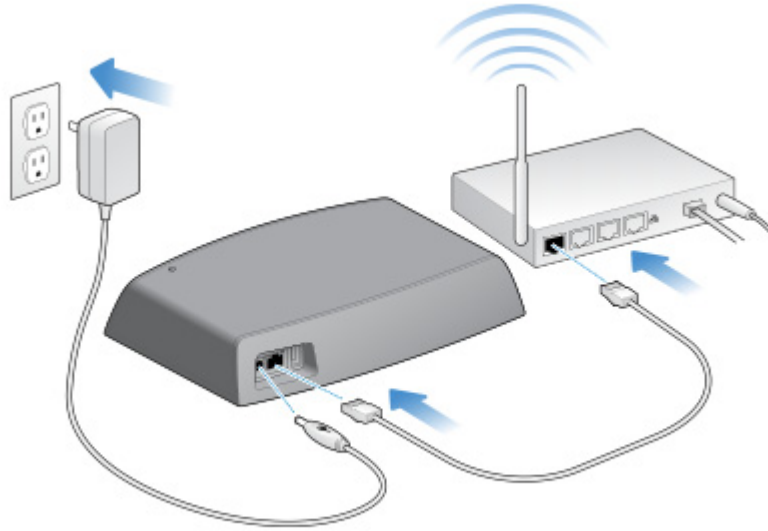


### Set up Seagate Central

The setup process includes connecting Seagate Central to your computer and creating an administrative account with a private folder. An administrative account allows you to add user accounts with private folders, enable remote access, and manage the device.

1. Using the supplied Ethernet cable, connect Seagate Central to your Wi-Fi router.

2. Attach the power adapter to the Seagate Central power port, and plug the adapter into a power outlet.



As the Seagate Central device powers up, the LED on the top of the device is amber. When it turns to solid green, the device is connected to the Internet and ready to use.

3. Confirm that your computer has discovered the device.
  - On a Windows computer, open Windows Explorer or File Explorer and expand **Networks** in the left panel.
  - On a Mac, open Finder and expand **Shared** in the left panel.

The Seagate Central device is named Seagate-xxxxxx, where xxxxxx is a factory-assigned number; for example, Seagate-FEC14E. If your device doesn't appear, go to the [Seagate Central setup web page](#) for assistance.

4. Click the Seagate Central device.

The Public folder appears on the right. Anyone with access to your Seagate Central device can use the Public folder.
5. Double-click the **Public** folder, and then double-click **Manage Seagate Central**.

The Seagate Central Personalize page opens in a web browser.

6. Complete the Personalize page.

- a. Enter a name.

This name is used to assign you a private folder. You use this name to manage Seagate Central and to access your private folder while on your home network.

- b.** Enter a remote access email address.

You use this email address to remotely access Seagate Central while away from home.

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**Note:** If you already have a remote access account with TappIn, Seagate's remote access provider, use that email address.

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- c.** Enter a password.

You use the same password to access your private folder when you are on your home network or with your email address to remotely access the Seagate Central device.

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**Note:** If you use the same user name and password that you use to sign in to your computer, Seagate Central might not require you to sign in before using your private folder while on your home network.

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- 7.** Click **Done**.

- 8.** Check your email for the link to activate your remote access account.

By completing the setup steps, you have created

- An administrative account with the name that you provided  
The administrator can create accounts and manage the Seagate Central device.
- A password-protected private folder with the same name as the administrative account  
Use this folder for your personal content and access it from home using the name and password that you provided.
- A password-protected remote access account  
Use the email address and password when away from home to access the Public folder and your private folder that you provided.

## LED Light Status Indicator

The LED light on the top of your device changes color based on the device's status.

LED Color	The device is
Solid Amber	Powering on after being plugged in
Blinking Green	Starting up
Solid Green	Connected to the Internet and ready to use
Blinking Red	Not connected to the Internet

## Using the Seagate Media App to Access Seagate Central

The Seagate Media app lets you stream content from Seagate Central to your mobile device while at home and remotely access content away from home.

### Supported Devices for the Seagate Media App

- iPad, iPhone, iPod touch running iOS 5 or later
- Tablets and smartphones running Android 2.3 or later
- Samsung Smart TV or Blu-ray Disc player with Smart Hub (2012 or 2013)
- Roku app support for all versions except the first generation

### Install the Seagate Media app

On your mobile device, download the Seagate Media app from the Apple App store, Amazon website, or Google Play.

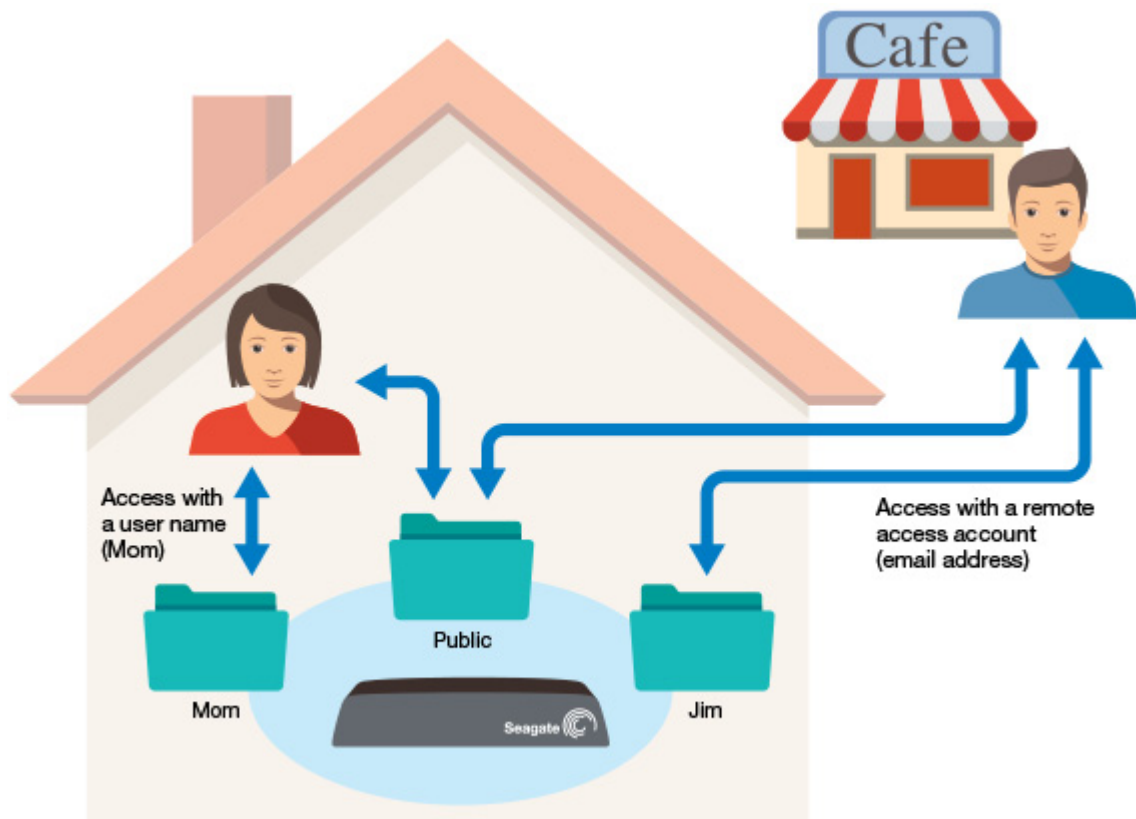
To learn how to stream content, see *Playing Back Your Media*.

To learn how to remotely access content, see *Remotely Accessing Content*.

## 3. Private Folders

Seagate Central comes with a Public folder. Use the Public folder for content that can be shared with everyone on the home network and with anyone who has a remote access account on the device.

A private folder is created with a user account. Use a private folder for personal content that you don't want to share with others. Only the person who knows the account name and password can access the private folder at home. If an email address is associated with the folder, the person can access the folder remotely.



You cannot access content stored in a private folder with the Seagate Media app, DLNA Certified devices, or iTunes.

### Create a private folder

When you set up your Seagate Central device, you created an administrative account. Use the administrative account to create a user account and generate a private folder.

1. Display the Seagate Central device.

- On a Windows computer, open Windows Explorer or File Explorer and expand **Networks** in the left panel.
  - On a Mac, open Finder and expand **Shared** in the left panel.
2. Click the Seagate Central device.  
The Public folder appears on the right.
  3. Double-click the **Public** folder, and then double-click **Manage Seagate Central**.  
The Seagate Central Authentication page opens in a web browser.
  4. Enter the user name and password of the administrative account, and click **Sign In**.  
The Seagate Central page opens.
  5. Click the **Users** tab, and then click **Add a new user**.
  6. Enter a user name and password.  
The user name and password provide access to the private folder at home.
  7. To enable remote access for this account, enter an email address.  
The email address along with the password provide remote access to the private folder and the Public folder.
  8. To give administrative privileges to this account, check the box next to **Administrator**.  
An administrator can create and delete accounts and manage the Seagate Central device.
  9. Click **Save**.  
Seagate Central adds the private folder to the device with the specified user name.  
If you added remote access, an email with an activation link is sent to the address that you entered.

## Accessing a Private Folder at Home

To use a private folder at home, you connect to it with the name of the folder and its password. To access a private folder away from home, see *Remotely Accessing Content*.

### Access a private folder on a Windows computer

1. Open Windows Explorer or File Explorer and expand **Networks** in the left panel.
2. Under Networks, click the Seagate Central device.  
The device's folders appear on the right.
3. Click the private folder.  
An authentication window opens.

4. Enter the user name and password for the private folder.

---

**Notes:**

You might not see the authentication window if the name and password you use to sign in to your computer are the same as the name and password for the private folder.

If you enter the correct user name and password, but are denied access, reboot your computer and try again.

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## Access a private folder on a Mac

1. Open Finder and expand **Shared** in the left panel.
2. Under Shared, click the Seagate Central device.

The Public folder appears on the right and you are connected to the device as Guest.

3. Click **Connect As** on the right side of the Finder window.
4. In the authentication window, select **Registered User**.
5. Enter the name and password for the private folder, and then click **Connect**.

---

**Notes:**

You may not see the authentication window if the name and password you use to sign into your computer are the same as the name and password for the private folder.

If you enter the correct user name and password, but are denied access, reboot your computer and connect to the private folder again.

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## Edit a private folder

1. [Sign in to the Seagate Central web page](#) as an administrator.
2. Click the **Users** tab, and then click the account you want to change.
3. Make your changes, and then click **Save**.

## Delete a private folder

To delete a private folder and its contents, you need to delete the associated user account.

1. [Sign in to the Seagate Central web page](#) as an administrator.
2. Click the **Users** tab, and then click the account you want to delete.

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**Note:** You cannot delete the account you are currently logged in to.

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3. Click **Delete** and confirm the deletion.

Seagate Central deletes the account, the private folder, and the folder's contents.



## 4. Backing Up Content

You can back up content from your computer to the Public folder or to a password-protected private folder by dragging and dropping the files or by creating a backup plan to automate the process. Anyone with access to your wireless network can view the content in the Public folder.

### Manually Backing Up Content on Your Computer

#### Back up content on a Windows computer

1. Open Windows Explorer or File Explorer.
2. Display the files you want to back up on the right side of the window.
3. On the left side, expand **Networks** and expand the Seagate Central device so that its folders are visible.
4. To back files up to a private folder, click the folder and sign in with the folder's user name and password.
5. Drag the files to back up from the right and drop them on either the Public folder or the private folder on the left.

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**Note:** When copying iTunes-compatible files to the Public folder, Seagate Central places them in a specially-created music library folder.

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#### Back up content on a Mac

1. Open Finder and navigate to the files you want to back up.
2. Open another Finder window and expand **Shared** in the left panel.
3. Under Shared, click the Seagate Central device.  
The Public folder appears on the right and you are connected to the device as Guest.
4. Drag the files you want to back up from the Finder window and drop them on the **Public** folder in the other Finder window.
5. To back files up to a private folder,
  - a. Click **Connect As** on the right side of the Finder window.
  - b. In the authentication window with **Registered User** selected, enter the name and password for the private folder, and then click **Connect**.

The Finder window displays the private folder and the Public folder, but you can only back up files to the private folder.

- c. Drag the files you want to back up from the Finder window and drop them on the private folder in the other Finder window.

## Create a backup plan for a Windows computer

Using Seagate Dashboard, you can back up files on your Windows computer to Seagate Central with a single click or with a customized backup plan.

1. Download Seagate Dashboard for Windows from the [Dashboard Support page](#).
2. Follow the on-screen instructions to install Seagate Dashboard on your Windows computer.
3. Back up and restore content as described in the [Seagate Dashboard User Guide](#).

## Create a backup plan for a Mac

You can set up Time Machine—the backup software built into Mac OS X—to continuously back up files on your Mac computer to your Seagate Central device.

1. Open System Preferences, and then click **Time Machine**.
2. In the Time Machine window, click **Select Disk**.
3. Select your Seagate Central device from the list, and click **Use Disk**.
4. Select where to back up your content.
  - To back up to the Public folder, select **Guest** and click **Connect**.
  - To back up to a private folder, select **Registered User**, enter the user name and password for the folder, and click **Connect**.

Time Machine starts backing up your files to Seagate Central.

## Restore content from a Time Machine backup

See the Time Machine online help for details on how to restore data from a Time Machine backup.

## Backing Up Content on a Mobile Device

You can use Seagate Dashboard on your computer together with the Seagate Backup app on your Android or Apple mobile device to save your mobile content to the Seagate Central device.

### Set up your computer

1. Download and install Seagate Dashboard on your Windows or Mac computer from the [Dashboard Support page](#).

2. Open Seagate Dashboard.
3. On the Home page, click **Mobile backup**.
4. Sign into your Seagate account.
5. Remain signed into Seagate Dashboard so that you can back up content from your mobile device.

### Set up your mobile device

1. Make sure that your mobile device is connected to the same Wi-Fi network as your computer.
2. Download the Seagate Backup app from your app store.
3. Open the app and sign in to your Seagate account using the same sign-in information used for Dashboard on your computer.
4. Create a Wi-Fi backup plan as instructed in the Seagate Backup Help located on the app on your mobile device.


You cannot create a cloud plan for Seagate Central.

After you create a Wi-Fi plan, the plan appears on the Dashboard Mobile Backup page on your computer and in the Seagate Backup app on your device. For information on backing up and restoring content, see the Seagate Backup Help on your mobile device.

## 5. Playing Back Your Media

Seagate Central can stream content to mobile devices, DLNA Certified media players, Samsung smart TVs, and computers running iTunes.

### Stream content to your mobile device

1. Make sure that your mobile device is connected to the Internet.
2. Download the Seagate Media app from your app store.
3. Open the Seagate Media app.
4. Click  and select your Seagate Central device.

The contents of your Seagate Central's Public folder appear in the app.

For details on using the Seagate Media app, visit the [Seagate Media support page](#).

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**Note:** The Seagate Media app can access files in your Seagate Central's Public folder but not in the private folders. You can stream content from your private folder using the Seagate remote access web page, as described in *Set up remote access with a web browser*.

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### Stream content on your Samsung Smart Hub device

1. Make sure that your Samsung Smart Hub device is connected to the Internet.
2. Scroll to Samsung Apps and select it.  
The Samsung Marketplace loads.
3. Find the Seagate Media app.
4. Click the app and click **Download**.
5. Open the app.
6. Connect your Seagate Central to your Samsung Smart Hub by following the Seagate Media app's online help.
7. Stream your content.

For details on using the Seagate Media app, visit the [Seagate Media support page](#).

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**Note:** The Seagate Media app can access files in your Seagate Central's Public folder but not in the private folders.

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## Stream Content to DLNA Certified Devices

You can stream videos, music, and photos from your Seagate Central to a DLNA Certified device, such as a game console, smart TV, and media streaming box.

For example, your game console might have applications called System Video Player, System Music Player, and so on. To view a video on the game console, open the System Video Player, select Seagate Central from the list of available media servers, and then navigate to the video that you want to play.

To play a video, the DLNA Certified device must support playback of the video's format.

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**Note:** You can access files in your Seagate Central's Public folder but not in private folders.

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### Update the DLNA Certified device with new content

When you copy new content to your Seagate Central device, the DLNA Certified device needs to scan Seagate Central for new content.

1. [Sign in to the Seagate Central web page](#) as an administrator.
2. Click the **Services** tab, and then click the **DLNA** button.
3. Click Re-scan to add the new content.

## Stream iTunes content to your computer

1. You must have iTunes on your computer.
2. Open iTunes and select Seagate Central from the list of shared libraries.  
iTunes displays the content from the Seagate Central music library.
3. Select the content you want to play.

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**Note:** iTunes streams content from the music library in your Seagate Central's Public folder. It cannot stream content from a private folder.

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### Change the frequency that Seagate Central scans for iTunes content

1. [Sign in to the Seagate Central web page](#) as an administrator.
2. Click the **Services** tab, and then click the **iTunes** button.
3. Select a frequency from **Check for new music**, and then click **Done**.

# 6. Archiving Your Facebook Content

You can use Seagate Central to archive Facebook pictures and videos. The device scans your Facebook account and saves new content.

## Set up Facebook archiving

1. [Sign in to the Seagate Central web page](#) as an administrator or the user to which you want to link the Facebook account.
2. Click the **Social** tab, and then click **Add a new account**.
3. Enter the email address used to sign in to the Facebook account.
4. If you are the administrator, select the owner for the Facebook link and the folder in which to copy the Facebook content.
5. Click **Save**.

Seagate Central creates a Facebook object on the Social tab.

6. On the Social tab, click **Sign In** and allow Seagate Central to access the Facebook account.

Seagate Central creates a Facebook folder in the Public or private folder and starts copying pictures and videos from the Facebook account into the Facebook folder. Archiving continues when new content is added to the Facebook account.

## Stop Facebook archiving

You can turn archiving on and off as needed.

1. [Sign in to the Seagate Central web page](#) as an administrator or the user whose Facebook archiving you want to stop.
2. In the Social tab, click the Facebook object, and then click **Sign out**.
3. You can sign in when you want to restart archiving.

## Delete Facebook archiving

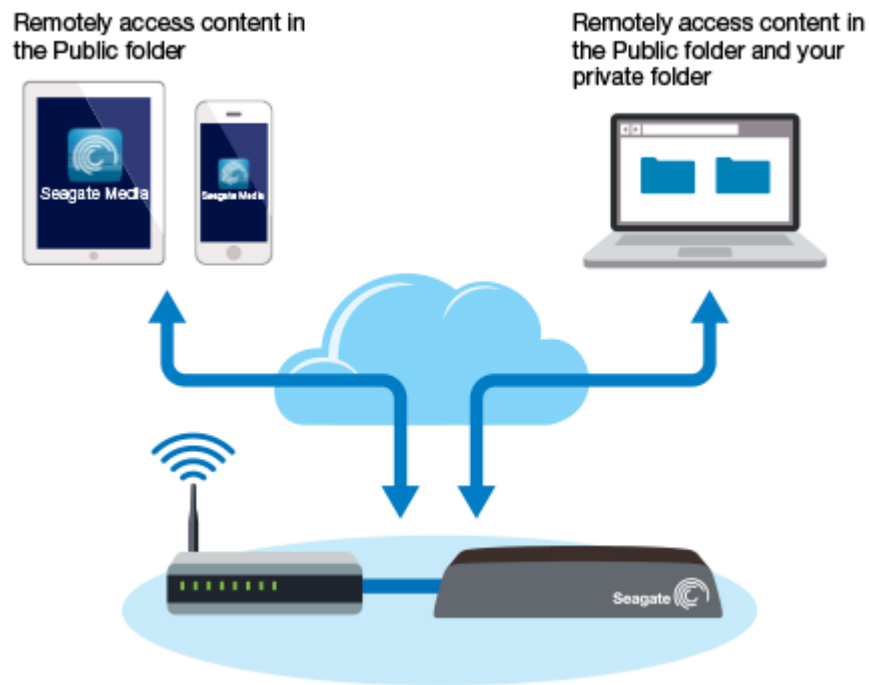
To permanently stop archiving a Facebook account, delete the Facebook link.

1. [Sign in to the Seagate Central web page](#) as an administrator or the user whose Facebook archiving you want to delete.
2. In the Social tab, click the Facebook object, and then click **Delete**.

Deleting a Facebook link from Seagate Central does not remove the files already saved on the device.

## 7. Remotely Accessing Content

Seagate remote access is a free service that lets you access files on your Seagate Central device when you are not on your home network. You can also share files with others over the Internet.



### Set up Seagate remote access

To use Seagate remote access, you need a private folder on your Seagate Central device associated with a remote access email.

To create a private folder, see *Create a private folder*.



### Set up remote access with the Seagate Media app

Use the Seagate Media app to view and play content on your mobile device while away from home. To access your content remotely, your Seagate Central device must be left on while you are away from home.

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**Note:** The Seagate Media app provides access to content in the Public folder only. To access content in a private folder, use Seagate Remote Access from a web browser. See *Set up remote access with a web browser*.

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3. On your mobile device, download the Seagate Backup app from your app store.
4. Open the Seagate Media app and go to the Settings screen.
  - On an Apple iOS device, tap  at the top-right of the screen and select **Settings**.
  - On an Android device, tap  at the top-right of the screen and select **Settings**.
5. Tap **Remote Access**.
6. In the **User Name** box, enter the remote email address for the folder you want to access
7. Enter the password assigned to the remote access account.
8. Click **Sign In**.

You can now access content from the Public folder on your Seagate Central device. For details on using the Seagate Media app, visit the [Seagate Media support page](#).

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**Note:** Streaming music and transferring files to and from the Seagate Central device consumes data. If you are connecting to your Seagate Central using your mobile data plan, check your usage limits.


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## Set up remote access with a web browser

Use the Seagate remote access web portal to view and play content on your mobile device and your computer. You can access content in both your Public and private folder. You can also share files with friends and save files from your mobile device and computer to Seagate Central.


1. Open a web browser and go to [access.seagate.com](http://access.seagate.com).
2. In the **Email** box, enter the remote access email address for the folder you want to access
3. Enter the password assigned to remote access account.
4. Click **Sign-In**.

The contents of your private folder display on the page. You can display the Public folder by clicking **Public** on the left.

5. To copy a file from your device to a folder on your Seagate Central, click **Upload** and browse for the file you want to copy.
6. To display a list of options, select the file or folder, and then click  when it appears in the bottom-left corner of the file or folder.



## Share files with family and friends

1. On the Seagate remote access web page, navigate to the file or folder you want to share.
2. Click the file or folder, click  when it appears in the bottom-left corner of the file or folder, and then select **Share**.
3. Complete the information in the Share screen and click **Submit**.

Remote access sends an email containing a link to the shared content to the addresses you provided.

To access your shared content, your friends sign in to the Seagate Remote Access web page using their email address and a password of their choice. They can only see the files and folders you have shared.

## Disable remote access

1. [Sign in to the Seagate Central web page](#) as an administrator.
2. Click the **Services** tab, and then click **Remote Access**.
3. Deselect **Enable**.

Files on your Seagate Central device are no longer accessible over the Internet.

To disable remote access to the device for a specific user, remove the remote access email from the user's folder. To learn how, see *Edit a private folder*.

## 8. Changing Device Settings

With an administrative account, you can make changes to your Seagate Central settings. You created an administrative account when you set up your device, and you can give administrative privileges to any user as described in *Create a private folder*.

### Sign in to the Seagate Central web page

1. Display the Seagate Central device.
  - On a PC, open Windows Explorer or File Explorer and expand **Networks** in the left panel.
  - On a Mac, open Finder and expand **Shared** in the left panel.
2. Click the device name.

The Public folder appears on the right.
3. Double-click the **Public** folder, and then double-click **Manage Seagate Central** on the right side of the window.

The Seagate Central Authentication page opens in a web browser.
4. Enter the user name and password of the administrative account, and click **Sign In**.

The Seagate Central page opens.

### Administer the Seagate Central device

The administrator can perform device tasks, such as changing the network configuration, performing diagnostic tests, and upgrading the firmware.

1. [Sign in to the Seagate Central web page](#) as an administrator.
2. Click the **Settings** tab.
3. Browse through the various sections to familiarize yourself with the management options.

### Resetting Seagate Central

For various reasons, such as a forgotten password, you might need to reset the device to its factory settings. You can do this through the Seagate Central web page or by pressing the reset button on the device. This action does not delete content, but you must set up the device again.

## Reset the device through the Seagate Central web page

Only the administrator can reset the device through the web page.

1. [Sign in to the Seagate Central web page](#) as an administrator.
2. Click the **Settings** tab, and then click **System** on the left.
3. Click **Restore**.

Over several minutes, the LED flashes and holds a combination of amber, red, and green, and then becomes solid green. The device returns to its original factory settings without the loss of stored data.

4. Perform the initial setup as described in *Set up Seagate Central*.

## Reset the device with the reset button

Anyone can reset the device using the reset button on the bottom of the device.

1. Unplug the Seagate Central device and then plug it back in.

The LED changes from amber, to flashing green, to solid green.

2. When the LED turns solid green, use a pointed object to press the reset button on the bottom of the device and continue pressing the button for 10 seconds or until the LED flashes green.

Over several minutes, the LED flashes and holds a combination of amber, red, and green, and then becomes solid green. The device returns to its original factory settings without the loss of stored data.

3. Perform the initial setup as described in *Set up Seagate Central*.

# 9. Troubleshooting

## Dashboard 3.0 does not detect my Seagate Central device

1. Open the Seagate Central management page.
  - On a Windows computer, open Windows Explorer or File Explorer and expand **Networks** in the left panel and click the Seagate Central device name. On the right, double-click the **Public** folder, and then double-click **Manage Seagate Central**.
  - On a Mac, open Finder and expand **Shared** in the left panel and click the Seagate Central device name. On the right, double-click the **Public** folder, and then double-click **Manage Seagate Central**.

You may see a page with getting started information.

2. Close any pop up windows and click **Skip Getting Started** in the lower-right of the page.
3. If the Sign In page appears, sign in with your user name (the same name as you Seagate Central private folder) and password.
4. Click the **Settings** tab, and then expand **Setup** on the left.
5. Click **System** on the left, and then click **Restart** on the right.
6. After Seagate Central restarts, reboot your computer.
7. Start Dashboard.

Dashboard should now detect and display your Seagate Central device.

## The Manage Seagate Central Internet shortcut is not working

If the Manage Seagate Central Internet shortcut does not open in your browser, try the following.

### For Windows

1. Click **Start** and then **Computer**.
2. In the left column, click **Network**.
3. Under Storage, right-click the Seagate Central drive and select **View device webpage**.  
The Seagate Central Assistant opens in a browser.

### For Mac

Use an app, such as IP Scanner (available in the Mac App Store), to list the devices in your network. Open the Seagate Central device in a browser to get to the Seagate Central Assistant.

## The pie chart on the Manage Seagate Central page does not reflect the content I just backed up

The pie chart shows how much storage each folder uses on your Seagate Central device. During a backup, the device caches the content, so it does not yet show up in the pie chart. After the backup is fully completed, the chart is updated. The length of time for the chart to update depends on the size of your backup.

## My private folder is not accessible (Windows)

If you open a private folder and then try to open another private folder, Windows denies access to the second folder. Restart your computer, and try to open the folder again.

## The activation email for Seagate Remote Access did not arrive

Check your email spam folder for a message from [noreply@tappin.com](mailto:noreply@tappin.com).

## Seagate Media service is busy or operation failed

These messages might appear if you connect to your Seagate Central before the initial setup is complete. Complete the setup process as described in *Set up Seagate Central*, restart the Seagate Media app, and then connect to your Seagate Central again.

## My Seagate Central device does not appear in Seagate Remote Access

- If your Seagate Central is not available, either from the Seagate Media app or [access.seagate.com](https://access.seagate.com), make sure that the email address you used when logging in to Seagate Remote Access matches the email address for the Seagate Central user. See *Set up Seagate remote access*.
- Make sure that the password for your Seagate Remote Access account matches the password for the Seagate Central user. If you are unsure if the two passwords match, update the password for the Seagate Central user. See *Edit a private folder*.

## I can't remember my password

You need to create a new password by resetting your Seagate Central as described in *Resetting Seagate Central*.

## How do I reset my Seagate Central?

See *Resetting Seagate Central*.

## More Help

For additional help, visit from [Seagate Central Support](#) for

- Troubleshooting information
- How-to videos
- Firmware updates

- FAQs

To view tutorials, [sign in to the Seagate Central web page](#) and click **View Getting Started** on the Home tab.