SEAGATE

One Touch User Manual

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Welcome

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

Box content

- Seagate® One Touch
- USB-C cable
- Quick start guide

Minimum System Requirements

Ports

Use the included cable to connect your Seagate device to a computer with a USB-C port. The computer's USB-C port must provide a minimum 15 W to power the drive.

operating system

Go to Operating System Requirements for Seagate Hardware & Software.

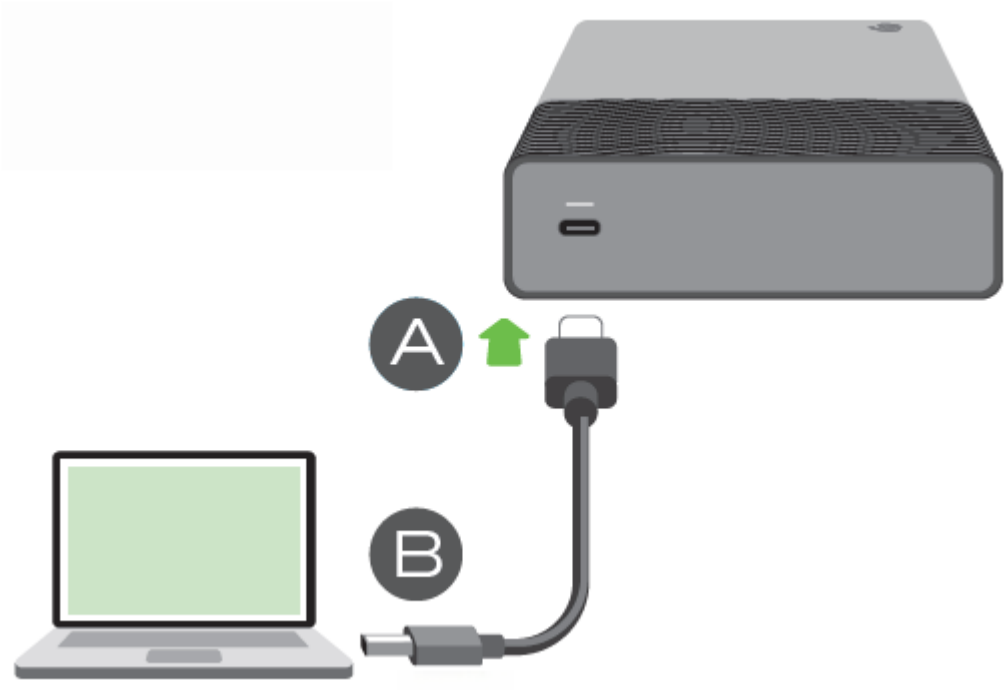
Minimum free disk space

600 MB recommended.

Getting Started

Connect the USB cable

Use the USB-C cable to connect One Touch to a computer's USB-C port.

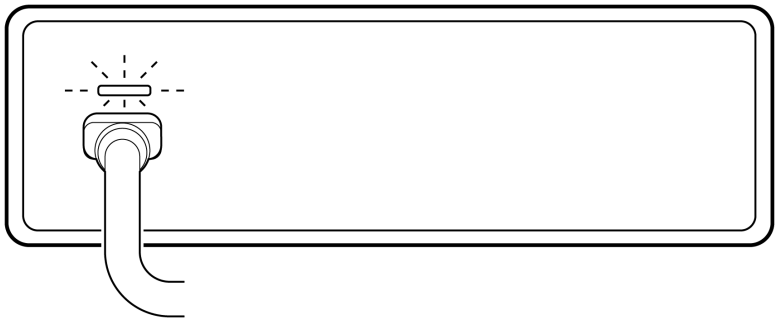


Once connected, it may take 30 seconds or more for the drive volume to appear and be accessible.

> The computer's USB-C port must provide a minimum 15 W to One Touch. If the status LED flashes red, the port is not delivering sufficient power.

LED activity

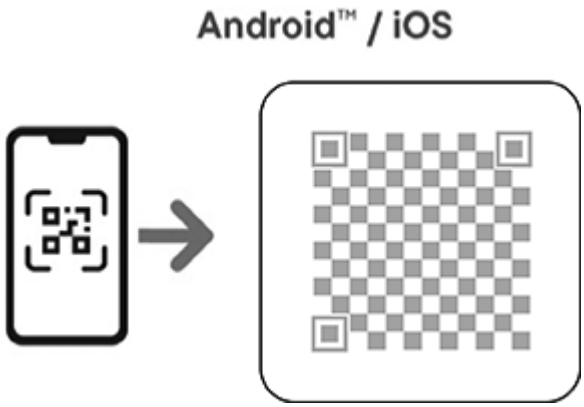
The status LED indicates One Touch status and activities.



LED	County
On (white)	The device is ready.
Slow blinking (white)	a. Drive is being accessed. b. Drive has entered power-saving mode.
Off	a. Device is unavailable because the drive has been in power-saving mode for an extended period of time. b. Drive has been safely removed from the computer.
Fast blinking (red)	Host computer port is not providing a minimum 15 W of power.

Set up One Touch

The Quick Start Guide in your package includes a QR code for fast, convenient registration using your mobile phone or tablet:

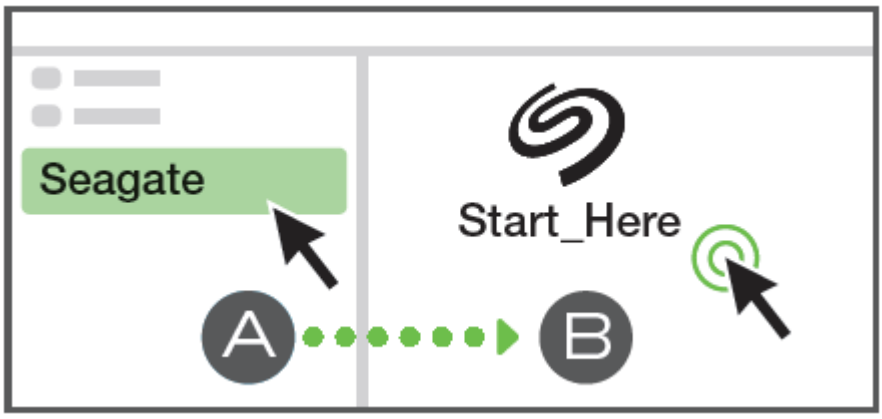


Scan the code in the Quick Start Guide and follow the on-screen steps to register One Touch and access partner offers.

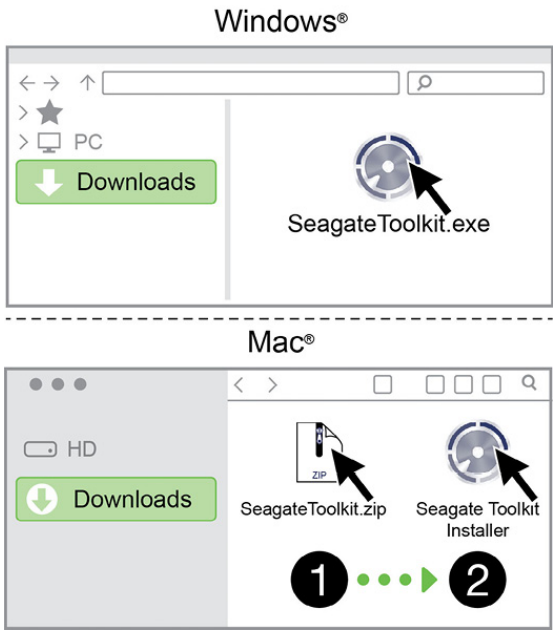
Alternative setup using a computer

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

Using a file manager such as File Explorer or Finder, open One and double-click **Start_Here_Win** or **Start_Here_Mac**.



1. **Register One Touch.** Enter your information and select **Register**.
2. **Download Toolkit.** At the prompt, select **Download** to download the Toolkit installer.
3. Using a file manager such as File Explorer or Finder, go to the folder where you receive downloads.
   A. **Win** — Double-click **SeagateToolkit.exe** to launch the application.
   B. **Mac** — Open the **SeagateToolkit.zip** file. Double-click the **Seagate Toolkit Installer** to launch the application



Shortcuts

If you can no longer access the registration QR code or **Start_Here** on the drive, use the following URLs:

Register	www.seagate.com/register
Install Toolkit	www.seagate.com/toolkit

Power-saving mode

One Touch can conserve energy by entering power-saving mode. Managed by your computer, power-saving mode can extend the life of the hard drive by sparing it from working during extended periods of inactivity.

You can initiate power-saving mode on your computer by performing one of the following:

- Placing the host computer in sleep mode.
- **Windows**:

  1. Go to **Control Panel > Hardware and Sound > Power Options**.
  2. Select a power plan and click **Change plan settings**.
  3. Select **Change advanced power settings**.
  4. Click on **Hard disk** and **Turn off the hard disk after**.
  5. Choose the amount of time the computer should wait before putting One Touch in power-saving mode.
  6. Click **Apply**.

- Go to **System Preferences > Energy Saver to enable sleep mode for hard drives.**

To exit power-saving mode, review the table below:

Entering power-saving mode	Exiting power-saving mode
The host computer placed the product into power-saving mode due to inactivity.	Access the One Touch volume from the host computer. For example, copy files to the volume.
The computer is in sleep mode.	Wake up the computer. Note that it may take 30 seconds or more for the volume to appear when waking from sleep.

Note on ejecting the volume and power-saving mode — One Touch enters power-saving mode when its volume is ejected and the device remains connected to the computer. To access the volume, unplug the cable from the computer and then reconnect it.

Use Toolkit to Set Up Backups and More

Toolkit provides useful tools that let you easily set up backup plans, mirror folders and more.

Start a backup plan (Windows only)

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

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

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.

Optional Formatting

Your device is preformatted exFAT (Extended File Allocation Table) for compatibility with both Mac and Windows computers.

Choosing a file system format

When choosing a file system format, consider whether **compatibility** or **performance** is more important in your everyday use of the drive.

- **Compatibility** — You need a cross-platform format because you connect your drive to both PCs and Macs.
- **Performance** — You connect your drive with only one type of computer, so you can optimise file copy performance by formatting the drive in the native file system for your computer operating system.

Compatibility with both Windows and Macs

exFAT is a lightweight file system compatible with all versions of Windows and modern versions of macOS. If you use your drive with both PCs and Macs, format your drive in exFAT. While exFAT offers cross-platform access to both computers, keep in mind the following:

- exFAT is not compatible or recommended for built-in backup utilities such as File History (Windows) and Time Machine (macOS). If you want to use one of these backup utilities, you should format the drive in the native file system for the computer running the utility.
- 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.

Optimised performance for Windows

NTFS (New Technology File System) is a proprietary journaling file system for Windows. macOS can read NTFS volumes, but it can't natively write to them. This means your Mac can copy files from an NTFS-formatted drive, but it can't add files to or remove files from the drive. If you need more versatility than this one-way transfer with Macs, consider exFAT.

Optimised performance for macOS

Apple offers two proprietary file systems.

HFS+ (Hierarchical File System Plus) is an Apple file system used since 1998 for mechanical and hybrid internal drives. macOS Sierra (version 10.12) and earlier use HFS+ by default.

APFS (Apple File System) is an Apple file system optimised for solid state drives (SSDs) and flash-based storage systems, though it also works with hard disk drives (HDDs). It was first introduced with the

release of macOS High Sierra (version 10.13). APFS can only be read by Macs running High Sierra or later.

When choosing between Apple file systems, consider the following:

- Windows cannot natively read or write to APFS or HFS+ volumes. If you need cross-platform compatibility, you should format the drive in exFAT.
- If you intend to use your drive with Time Machine:
  - The default format for macOS Big Sur (version 11) and later is APFS.
  - The default format for macOS Catalina (version 10.15) and earlier is HFS+.
- If you intend to use your drive to move files between Macs running older OS versions, consider formatting your drive in HFS+ rather than APFS.
- macOS file systems and Android: Formatting your drive for macOS may not be supported with connections to Android mobile devices.

Learn more

For additional considerations when choosing a file system format, see File System Format Comparisons.

Formatting instructions

For instructions on formatting your drive, see How to format your drive.

Safely Remove Device 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 Hardware icon in your Windows System Tray to view the devices you can eject.
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 Recycle Bin.
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: The device is unavailable

Q: Is the LED flashing red?

A: The device is unavailable because the host computer is not providing a minimum 15 W of power. Connect the drive to a USB-C port that delivers 15 W of power or more.

Q: Is the LED blinking white?

A: The device is unavailable because the drive has entered power-saving mode. See Power-saving mode.

Q: Is the LED off?

A: The device is unavailable because:

- The drive has been in power-saving mode for an extended period of time.
- The device has been safely removed from the computer.

See Power-saving mode.

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.
- Safely eject the drive from your computer, disconnect the cable, wait 10 seconds, and then reconnect the cable.
- Try a different USB cable.

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 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 hub USB-C port that provides a minimum 15 W of power. 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.

Problem: The provided USB cables are too short

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

A: Yes, provided it is a cable that meets 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 APFS or HFS+ (Mac users). See Optional Formatting.

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: Open a Finder window. In the menu bar, click **Finder** next to the Apple icon and select **Preferences**/**Settings**. Click on the **General** tab and select **Show these items on the desktop**. Confirm that **Hard Disks** is selected.

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

A: Open a Finder window. In the sidebar, click **Applications**. Open the **Utilities** folder and double-click **Disk Utility**. If it is greyed out, it is not mounted. Click on the **Mount** button in Disk Utility. If your drive is not displayed on your desktop after mounting it in Disk Utility, check your Finder preferences/settings 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: For a list of supported operating systems, go to www.seagate.com/os.

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

A: Review the installation steps in Getting Started.

Regulatory Compliance

Equipment Name	External Hard Drive
Regulatory Model Number	SRD0BP0

FCC DECLARATION OF CONFORMANCE

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.

CLASS B

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 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 or more 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.

CAUTION: Any changes or modifications made to this equipment may void the user's authority to operate this equipment.

R&TTE Directive "Informal DoC" statement

Hereby, Seagate declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For details, please access the following: www.seagate.com/support/compliance.

For Australian Customers Only

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are

entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Revision - July 1, 2020

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。

产品中有害物质的名称及含有的信息表
Names and information of hazardous substances in product

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 (PBBs)	多溴二苯醚 (PBDEs)	邻苯二甲酸苯基丁基酯 (DBP)	邻苯二甲酸二异丁酯 (DIBP)	邻苯二甲酸甲苯基丁酯 (BBP)	邻苯二甲酸二(2-乙基己基)酯 (DEHP)
硬盘驱动器 HDD	X	O	O	O	O	O	O	O	O	O
外接硬盘印刷电路板 Bridge PCBA	X	O	O	O	O	O	O	O	O	O
电源(如果提供) Power Supply (if provided)	X	O	O	O	O	O	O	O	O	O
接口电缆(如果提供) Interface cable (if provided)	O	O	O	O	O	O	O	O	O	O
其他外壳组件 Other enclosure components	O	O	O	O	O	O	O	O	O	O

注1: O: 表示该有害物质在该部件所有均质材料中的含量均不超出电器电子产品有害物质限制使用国家标准要求。
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电器电子产品有害物质限制使用 国家标准要求。
注2: 以上未列出的部件，表明其有害物质含量均不超出电器电子产品有害物质限制使用国家标准要求。

Note 1: O: Indicates that the content of the hazardous substance in all homogeneous materials of this component does not exceed the requirements of the national standard for the restricted use of hazardous substances in electrical and electronic products.
X: Indicates that the content of the hazardous substance in at least one homogeneous material of this component exceeds the requirements of the national standard for the restricted use of hazardous substances in electrical and electronic products.
Note 2: For components not listed above, their hazardous substance content does not exceed the requirements of the national standard for the restricted use of hazardous substances in electrical and electronic products.

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。

設備名稱：外接式硬碟，型號: SRD0BP0 Equipment Name: External Storage Device, Model: SRD0BP0							
單元 Unit		限用物質及其化學符號 Restricted Substance and its chemical symbol					
		鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr^{+6})	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (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	O
其他外殼組件	Other enclosure components	O	O	O	O	O	O

備考1. "超出0.1 wt %" 及 "超出0.01 wt %" 係指限用物質之百分比含量超出百分比含量基準值。
Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考2. "O" 係指該項限用物質之百分比含量未超出百分比含量基準值。
Note 2: “O” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考3. "—" 係指該項限用物質為排除項目。
Note 3: The “—” indicates that the restricted substance corresponds to the exemption.

額定電壓/額定電流: 5VDC ⎓ 3.0 A　　操作溫度: 5 – 40 ℃

本設備勿置於潮濕處。	當設備不用時，請將所有電源線拔除，避免電壓不穩而造成傷害。
請將產品置於手冊規定的環境使用溫度，以避免過熱。	勿將任何液體濺入設備中，避免線路短路。
連接至電源前，請先檢查電壓。	請勿自行調整或修理已通電的設備，以確保您的安全。

VCCI-B

この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的 としていますが、この装置がラジオやテレビジョン受信機に近接して使用され ると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。 VCCI—B