SEAGATE

One Touch Portable User Manual

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Welcome

Box content

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

Minimum system requirements

Ports

You can connect your Seagate device to a computer using a USB-C port.

This device supports connections to computer ports that are USB 3.0 and higher.

Operation system

Go to Operating System Requirements for Seagate Hardware & Software.

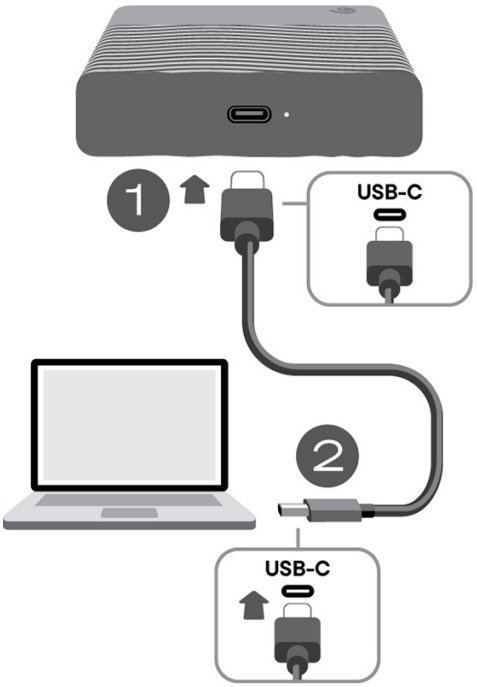
Minimum free disk space

600MB recommended.

Getting Started

Connect to computer

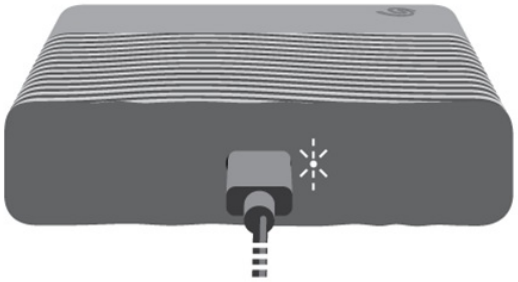
1. Connect one end of the USB-C cable to the USB-C port on Seagate One Touch.
2. Connect the other end of the cable to your computer's USB-C port.



> You can connect your device to a USB-A port on your computer, which must support USB 3.0 or higher. A USB-C to USB-A cable is not included with this device.

LED activity

The status LED indicates One Touch status and activities.



LED	State
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.

Set up One Touch

The setup process lets you:

Register One Touch	Get the most from your device with easy access to information and support.
Install Toolkit	Set up backup plans and more.

Register your device

You have two easy options for registering your device:

Mobile	The quick start guide in your package includes a QR code for fast, convenient registration using your mobile phone or tablet.
Windows PC or Mac	Open your drive volume and launch the Start Here app.

Mobile

1. Open the quick start guide included in the package.

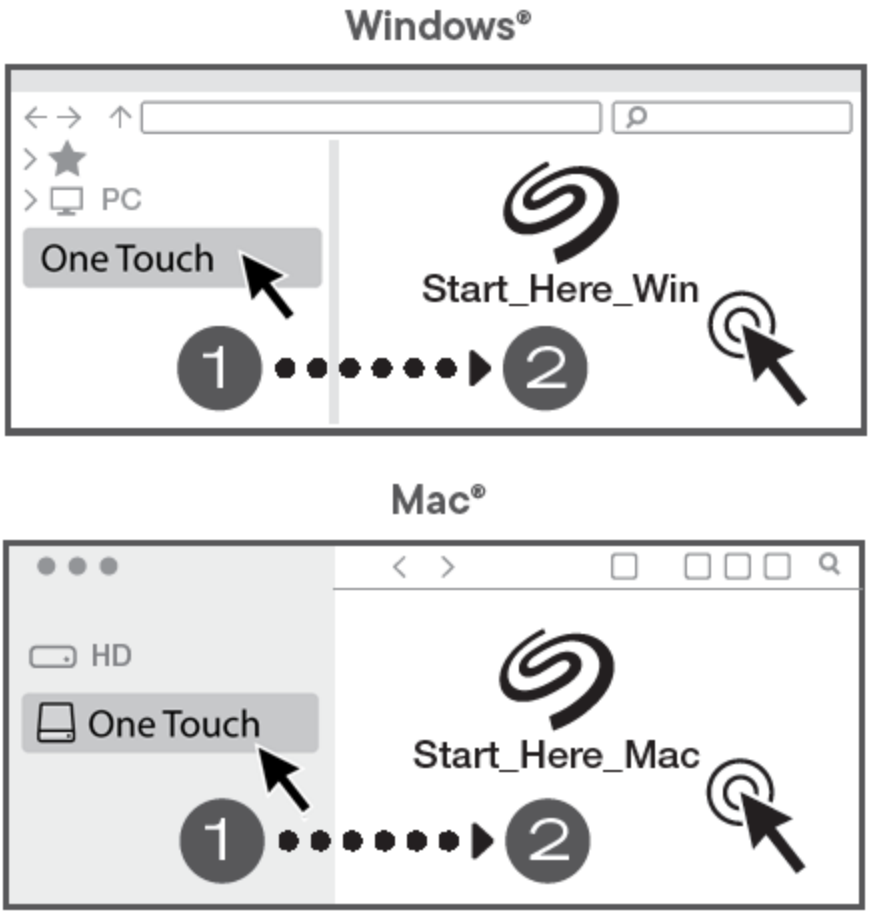
2. Scan the unique QR code and follow the on-screen steps to register One Touch and access partner offers.

You will receive an email confirming your device registration. The message will include instructions on downloading and installing Toolkit on your Windows PC or Mac.

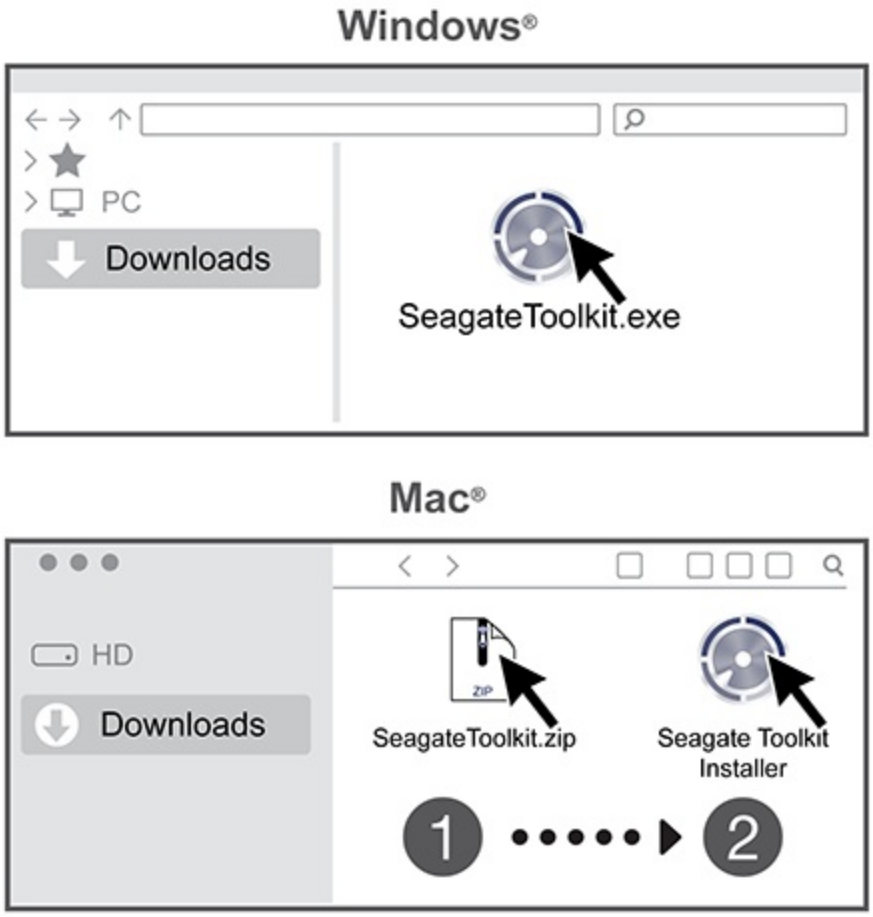
> You can also download the Toolkit installer by visiting to www.seagate.com/toolkit.

Windows PC or Mac

1. On your computer, use a file manager such as Finder or File Explorer to open the One Touch drive volume.
2. Launch **Start_Here_Win** or **Start_Here_Mac**.



3. Use the app to register your device and access partner offers.
4. On the Toolkit page, download the Toolkit installer.
5. 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



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

Shortcuts

If you no longer have a quick start guide with a QR code and the **Start Here** app has been removed from your drive, you can use the following URLs to register your device and install Toolkit:

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

Use Toolkit to Set Up Security, Backups, and More

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

Enable security

Toolkit is required to enable security for One Touch. Be sure to install Toolkit in order to password-protect your device using Seagate Secure 256-bit encryption.

Click here for details on enabling security.

Start a backup plan (Windows only)

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

See here for details on setting up a backup plan.

Create a mirror folder

Create a mirror folder on your Windows 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.

See here for details on creating a mirror folder.

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. To prevent your files from becoming corrupted or damaged, properly eject the drive by following the steps below.

Windows users

Use the Safely Remove tool to eject a device.

1. Select the Show hidden icons arrow in the system tray.

2. Select the Safely Remove Hardware and Eject Media icon.

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. When the notification appears, disconnect the device from the computer.

Mac users

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. Select the Eject icon to the right of the drive name.
3. The drive's icon disappears from the Finder window. 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 is no longer visible on your desktop, you can disconnect the interface cable from your Mac.

Optional Formatting

Your device is preformatted with 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 Windows PCs and Macs.
- Performance—You connect your drive with only one type of computer, so you can optimize 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.

Optimized 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.

Optimized 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 optimized 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.

Frequently Asked Questions

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

All users

Problem: My file transfers are too slow

Are both ends of the USB cable firmly attached?

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.

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

If your hard drive is connected to a Hi-Speed 2.0 port or hub, the inferior performance is normal. Seagate One Touch performance will improve when it is connected to a port that supports USB 3.0 or higher. Otherwise, the device operates at slower USB transfer rates.

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

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

Problem: My computer only has USB-A ports

My computer has USB-A ports. How do I connect the drive to my computer?

A USB-A cable is not included with this drive. You have two options:

- Use a cable with a USB-C end and a USB-A end. This cable must support USB 3.0 and higher.
- Use an adapter with a female USB Type C port and a male USB-A end.

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

Can I use my hard drive with a USB hub?

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 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 cable is too short

Can I use my hard drive with a longer cable?

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

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

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 (Mac users). SeeOptional Formatting.

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

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 awakens from sleep mode, the drive may not have enough time to spin up, causing the pop-up to appear.

Windows users

Problem: The drive icon doesn’t appear on the computer

Is the drive listed in Device Manager?

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

Type Device Manager in Search and select it. Look in the Disk Drives section and, if necessary, select 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.

Is your drive listed next to an unusual icon?

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 select Properties. The General tab provides a potential reason why the device is not working as expected.

Mac users

Problem: The drive icon does not appear on my desktop

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

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

Is your hard drive mounting in the operating system?

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). If it is grayed out, it is not mounted. Select the **Mount** button in Disk Utility.

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

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

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

Review the installation steps in Getting Started.

Regulatory Compliance

Equipment Name	External Hard Drive
Regulatory Model Number	SRD0VN6

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.

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

	有害物质 Hazardous Substances									
部件名称 Part Name	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: SRD0VN6
Equipment Name: External Hard Drive, Model: SRD0VN6

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 ⎓ 1.5A　　操作溫度: 5 – 40 °C

本設備勿置於潮濕處。
請將產品置於手冊規定的環境使用溫度，以避免過熱。
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。
勿將任何液體濺入設備中，避免線路短路。
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