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Getting Started

The Maxtor OneTouch 4 drive offers these features:

- Backup & Restore to back up and restore data
- A customized OneTouch button to quickly open a frequently-used program
- Power management features to conserve energy when your Maxtor OneTouch 4 isn't being used

If you are a OneTouch II or III user, you also have access to features available on that drive:

- Sync to synchronize one or more folders between two or more computers
- Security settings to password-protect your drive

Installing the Software

To install the Maxtor Manager software,

**Step 1:** Connect your OneTouch 4 drive to your computer.

The **Main Menu** window opens:

![Main Menu](image)

**Figure 1: Main Menu**

**Step 2:** Click **Install Maxtor One Touch**.

The **Welcome** window opens:
Step 3: Click Next.

The EULA language selection window opens:

**Figure 3: EULA Language Selection**

Step 4: Select the language in which you want to read the License Agreement and click Next.

The License Agreement window opens in the selected language:
Step 5: Click **Yes** to accept the terms of the License Agreement.

The **Choose Destination Location** window opens:

**Figure 4: License Agreement**

**Step 6:** Accept the default destination folder or click **Browse** to select a different folder.

**Step 7:** Click **Next**.

A **Setup Status** window keeps you informed as the installation proceeds:
When the installation is complete, a **Register** window opens:

**Step 8:** Click **Register** to register your OneTouch 4 drive now or click **Next** to conclude the installation.

The **InstallShield Wizard Complete** window opens:
Step 9: Decide whether to restart your computer and complete the installation now and click Finish.

When your computer has restarted, a Maxtor Manager icon appears on your desktop:

Step 10: Double-click the Maxtor Manager icon to open the Maxtor Manager application:
You're ready to use your Maxtor OneTouch 4 drive.

Using the Maxtor System Tray Icon

You can use the Maxtor system tray icon to check the status of your OneTouch drive and to access the drive features.

**Step 1:** To check the status of your drive, roll your mouse over the system tray icon:
The information popup confirms the drive’s status and identifies the drive letter. The color of the system tray icon conveys this information:

<table>
<thead>
<tr>
<th>Drive connected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive connected, Backup passed and Sync idle</td>
</tr>
<tr>
<td>Backup in progress or Sync in progress</td>
</tr>
<tr>
<td>No MSS or OneTouch™ drive connected</td>
</tr>
<tr>
<td>Backup Failed or Sync Failed</td>
</tr>
</tbody>
</table>

Figure 11: System Tray Icon Information

*Note: When a backup or sync has failed, the red icon continues to display until the next successful backup or sync.*

**Step 2:** To display the Maxtor Manager menu, click the system tray icon:

![Maxtor Manager Menu](image)

Figure 12: System Tray Popup Menu

**Step 3:** Select the feature you want to access or select **Exit** to close the menu (the OneTouch application remains open).

**Table 1:** Using your Mouse with the Maxtor System Tray Icon

<table>
<thead>
<tr>
<th>Click the system tray icon to</th>
<th>• Launch Maxtor Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Back Up Now</td>
</tr>
<tr>
<td></td>
<td>• Sync Now</td>
</tr>
<tr>
<td></td>
<td>• Edit Backup Settings</td>
</tr>
<tr>
<td></td>
<td>• View Backup Log</td>
</tr>
<tr>
<td></td>
<td>• Maxtor Encryption</td>
</tr>
<tr>
<td></td>
<td>• Exit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Run your mouse over the icon to show</th>
<th>• Status Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Status for Multiple Events</td>
</tr>
</tbody>
</table>
Restoring the System Tray Icon

If you select Exit from the System Tray menu, the Maxtor icon disappears from the System Tray. To restore the Maxtor icon to the System Tray, go to

Start > Programs > Maxtor > OneTouch Icon

Figure 13: Restore System Tray Icon
Managing Your Drives

The My Drives window provides a central point from which to manage your Maxtor OneTouch™ devices. It displays all Maxtor devices connected to your computer:

![My Drives Window](image)

**Figure 1: My Drives**

The Command panel across the top of the window allows you to access your drive features and manage drive utilities.

In the My Drives window,

**Step 1:** Select a device.

**Step 2:** Click an option in the Command panel.

*Note: External drives are automatically detected and listed in the My Drives window. It can take a few seconds for the Maxtor Manager software to detect your device. If your device doesn't appear, make sure it's properly connected and turned on.*
Customizing the OneTouch Button

You can customize your OneTouch button, located on the front of your drive, so that your OneTouch drive automatically performs the action of your choice when you click the OneTouch button.

You can set the OneTouch button to

• Back up now
• Sync folders now
• Open the application of your choice

To customize your OneTouch button,

**Step 1:** In the My Drives window, click Settings.

The Settings window opens:

![Settings](image)

**Figure 2: Settings**

**Step 2:** Click Customize OneTouch Button.

The Customize OneTouch Button window opens:
Step 3: Select **Backup** and click **apply** to link that action to the OneTouch button.

— OR —

Select **Open an Application** to choose an application to be opened automatically when you press the OneTouch button:
Step 4: Click **Browse** to select an application.

An **Open** window appears:

![Open window](image)

Figure 5: **Open**

**Step 5:** Select an application and click **Open**.
The application you’ve chosen is displayed in the **Customize OneTouch Button** window:

![Customize OneTouch Button - Application Selected](image)

**Figure 6: Customize OneTouch Button - Application Selected**

**Step 6:** Click **Apply**.

A confirmation window opens:
Step 7: Click OK.

You can now open the selected application by pressing your OneTouch button.

Adjusting the Power Setting

You can choose how long your drive should remain inactive before it goes into power-saving mode.

To adjust the power setting,

Step 1: In the My Drives window, click Settings.

The Settings window opens:
Step 2: Click Adjust Power Setting.

The Adjust Power Setting window opens:
Step 3: Select an interval from the dropdown menu or click Default to return to the default power setting.

Step 4: Click Apply to save the power setting.

The Adjust Power Setting window confirms that the power setting for your drive has been changed:
Step 5: Click OK to return to the My Drives window.

Testing Your Drive

Test your drive to check the health of your OneTouch drive. The diagnostic utility performs its tests without affecting the data on your drive.

To test your drive,

Step 1: In the My Drives window, click Settings.

The Settings window opens:
Step 2: Click Test My Drive.

The Test My Drive window opens:

Figure 11: Settings
Step 3: Click Test.

A progress bar indicates the progress of the test. When the test is complete, the results are displayed:
The drive pictured above is functioning normally. If the diagnostic encounters an error during testing, the serial number of the bad device is displayed with instructions to contact Seagate for service and support:

Figure 13: Diagnostics Complete
Step 4: Click OK.

Updating Your Software

The Software Update feature automatically informs you when an update is available for your software. However, you can manually check to see if an update is available or you can turn off the Software Update feature.

To check for software updates,

Step 1: In the My Drives window, click Settings.

The Settings window opens:
Step 2: Click Check for Software Update.

The Software Update window opens:
Step 3: To turn off Software Update, unselect Check for updates automatically.

Step 4: To check for updates now, click Check Now.

If an update is available for your software, a Software Update window allows you to download the update:

Figure 16: Software Update

If your software is up to date, a Software Update window informs you of that:

Figure 17: Software Update Available
Figure 18: Software Up to Date
Backing Up & Restoring Folders

The Maxtor OneTouch Backup feature allows you to

- Schedule the backup of selected folders
- Edit backup settings
- Launch an immediate file backup
- Restore backed up files

After the initial backup, the OneTouch software backs up changed files in backed up folders on a schedule you set or when you click **Back Up Now** in the **Backup** window.

You can create one Backup Plan for each OneTouch drive connected to your computer. You can select either of two Backup Plans:

- **Simple Backup**: Pre-configured to back up your XP **My Documents** or Vista **Documents** folder daily at 10:00 p.m.
- **Custom Backup**: You select the folders to be backed up and set a backup destination and schedule.

Creating a Backup Plan

Using Simple Backup

Use Simple Backup to back up your XP **My Documents** or Vista **Documents** folder daily at 10 p.m.

To use Simple Backup,

**Step 1**: Click **Backup** in the Command panel.

The **Backup** window opens:
Step 2: In the Backup window, click Simple Backup.

A Simple Backup Confirmation window confirms that you've selected Simple Backup and asks you to name this Backup Plan:

Figure 2: Simple Backup Confirmation

Step 3: Enter a name for your Backup Plan and click OK.
The **Backup** window now offers the options of editing your backup settings and restoring backed up files and describes your Backup Plan and the details of your last backup.

![Backup Window](image)

**Figure 3:** Backup

**Creating a Custom Backup**

To select specific folders for backup and set up a backup destination and schedule,

**Step 1:** Click **Backup** in the Command panel.

The **Backup** window opens:
**Figure 4: Backup**

*Step 2:* In the Backup window, click **Custom Backup**.

The **Backup Folder Selection** window opens:
**Step 3:** Name your Backup Plan, select the folders to be backed up, and click **Next**.

The **Backup File Types** window opens:
**Step 4:** Select the types of files you want to back up:

- **All File Types**
- **Photos, Music, Videos, Documents**
  — You can choose to back up any or all of these:
**Custom**

Select specific file types to include or exclude for backup:

— To back up only a few of the available file types,
   1. Select **Include these file types**.
   2. Select each file type you do want to back up and click **Add** to move it to the **Include** list.

— To back up most of the available file types,
   1. Select **Exclude these file types**.
   2. Select each file type you don’t want to back up and click **Add** to move it to the **Exclude** list.

*Figure 7: File Types: Photo, Music, Video, Documents*
Step 5: Click Next.

The Backup Schedule window opens:
Step 6: Select the days and time you want to back up your folders and click Finish.

The Backup window now offers the options of editing your backup settings and restoring backed up files and describes your Backup Plan.
Managing Backup Settings

Editing Backup Settings

To edit the settings for a Backup Plan,

**Step 1:** Click **Backup** in the Command panel.

The **Backup** window opens:

*Figure 10: Backup*
Step 2: In the Backup window, click Edit My Backup Settings.

The Backup Folder Selection window displays your current Backup Plan name and folder selection:
Step 3: Edit the Backup Plan name and/or the folder selection and click Next.

The Backup File Types window displays your current selections:
Step 4: Edit the types of files to be backed up and click Next.

The Backup Schedule window displays your current schedule:
Step 5: Edit the days and/or time you want to back up your folders and click Finish. The Backup window now displays your edited Backup Plan.
Deleting a Backup Plan

You can delete the Backup Plan for any OneTouch drive connected to your computer.

To delete a Backup Plan,

**Step 1:** Click **Backup** in the Command panel.

The **Backup** window opens:
Step 2: In the Backup window, click Delete Backup Plan.

The Delete Backup Plan window opens:
Listed is the Backup Plan for each OneTouch drive connected to your computer.

**Step 3:** Select the Backup Plan you want to delete and click **Delete**.

The Backup Plan is deleted.

*Note: Your backed up files are NOT deleted.*

---

**Using Automatic Backup**

Use Automatic Backup to back up changed files in backed up folders on the days and time you set. The Automatic Backup On/Off switch enables or disables the Backup schedule.

By default, Automatic Backup is turned on.

**Turning Off Automatic Backup**

To turn off Automatic Backup,

- In the **Backup** window, click the **Automatic Backup Off** button.
Back up files manually whenever you like, whether Automatic Backup is on or off.

To launch a backup manually,

- Press the OneTouch button if you’ve customized it to back up files.
  - OR —
- Click **Back Up Now** in the lower right corner of the **Backup** window.
  - OR —
- Select **Back Up Now** from the System Tray menu:
A **Backup Progress** window opens to inform you of the progress of the manual backup and let you know when the backup is complete:

![Backup Progress Window](image)

**Figure 19: Manual Backup Complete**

**Viewing the Backup Log**

The Backup Log is a text-based report of your backup history.

To view the Backup Log,

**Step 1:** Click **View Log** in the **Backup** window:
— OR —

Click the OneTouch icon in your System Tray to display the OneTouch popup menu:

**Figure 20: Backup**

**Figure 21: System Tray Menu**

**Step 2:** Click **View Log** to open a text file showing the history of your system backups:
Restoring Files

When you back up the files stored in selected folders, the Maxtor Manager saves ten (10) previous, or historical, versions of each revised file stored on your OneTouch drive. You can restore a saved historical version of a backed up file based on the date it was last modified or you can restore the most recent version of a backed up file.

To restore files,

**Step 1:** Click **Backup** in the Command panel.

The **Backup** window opens:
Listed beneath Restore Files are the date and time of your most recent backup.

**Step 2:** In the Backup window, click Restore Files.

The Restore a Backup window opens:
Restoring an Historical Version

**Step 1:** Click Restore historical version of backed up file to restore a previous version of a file.

The Restore Historical Version window opens:
**Step 2:** Select a file and file version to be restored and click **Restore**.

The selected file version is restored to the location noted in the **Restore Historical Version** window.

### Restoring the Most Recent Version

**Step 1:** Click **Restore most recent version** to restore the latest version of a file.

Windows Explorer displays the contents of the **Maxtor Backup** folder:
Step 2: Browse to the desired file and drag it to the location at which you want it restored.

Step 3: Close Windows Explorer.
OneTouch II and III Users

Although the OneTouch 4 software does not offer Security, Sync, or RAID, users who also own OneTouch II or III drives on which those features have been available can continue to access them.

Managing Security

Setting Up DrivePass

DrivePass allows you to password-protect an entire OneTouch drive. You can use DrivePass on any of the OneTouch drives connected to your computer.

Be sure to use a DrivePass password you can remember easily. If you forget your password and are unable to unlock your drive, you must reformat the drive in order to continue to use it. Reformatting erases all data stored on the drive.

Enabling DrivePass

To enable DrivePass,

*Step 1*: In the *My Drives* window, select your OneTouch II or III drive:
Step 2: Click Settings.

The Settings window opens:
Step 3: Click Adjust Security Settings.

The DrivePass Password window opens:
Step 4: Enter and re-enter a password that will unlock your OneTouch drive.
Your password must contain at least six characters, including one digit.

Step 5: If you wish, select a security question from the dropdown menu and then enter and re-enter the answer to that question.
You can use the answer to the security question to unlock your drive if you forget your password.

Step 6: Click Apply.
A warning window reminds you to save a copy of your password in a safe place:
Step 7: Click Confirm to set your password.

A confirmation window verifies that your password has been set:

Figure 4: Password Warning
Step 8: Click OK.

Unlocking Your OneTouch Drive

Once you enable DrivePass, your OneTouch drive locks automatically each time you shut down your computer or remove the OneTouch drive. When you restart your computer or reconnect your drive, a Maxtor Manager password window opens:
To unlock your drive,

**Step 1:** Enter your password and click **OK**.

A confirmation verifies that your drive is unlocked.

**Step 2:** Click the desktop Maxtor Manager icon to open the Maxtor Manager application:
Removing DrivePass

To remove DrivePass from your OneTouch,

**Step 1:** In the **My Drives** window, select your OneTouch II or III drive:

![My Drives window](image)

*Figure 8: My Drives*

**Step 2:** Click **Settings**.

The **Settings** window opens:
Step 3: Click Adjust Security Settings.

The Manage DrivePass window opens:
Figure 10: Manage DrivePass

Step 4: Click Remove DrivePass.

The Remove DrivePass window opens:
Step 5: Enter your DrivePass password and click OK.

A confirmation window verifies that DrivePass has been removed:
Changing Your DrivePass Password

To change your DrivePass password,

**Step 1:** In the My Drives window, select your OneTouch II or III drive:
Step 2: Click Settings.

The **Settings** window opens:
Step 3: Click Adjust Security Settings.

The Manage DrivePass window opens:
Step 4: Click Change Password.

The Change Password window opens:

Figure 15: Manage DrivePass
Figure 16: Change Password

**Step 5:** Enter your current DrivePass password and click **Next**.

A **Change Password** window opens:
Step 6: Enter and re-enter the new password.

Step 7: If you wish, enter and re-enter the answer to a security question.

Step 8: Click **Apply**.

A warning window reminds you to save a copy of your password in a safe place:
Step 9: Click Confirm to change your password.

A confirmation window verifies that your password has been changed:
Step 10: Click OK.

If You Forget Your Password...

If you forget your password and are unable to unlock your drive, you must reformat the drive in order to continue to use it. Reformatting erases all data stored on the drive.

When you disconnect a OneTouch drive for which you’ve set a DrivePass password, the drive locks automatically. When you re-connect the drive, a password window opens:
If you’ve forgotten both your password and (if you’ve set one) the answer to your security question, you must erase and reformat your OneTouch drive before you can use it again.

To erase your OneTouch drive,

**Step 1:** If the DrivePass password window is open, click **Forgot your Password?**
- OR -
  Open Maxtor Manager.

**Step 2:** Click **Security** in the Command panel.
The **Security** window opens:
Step 3: Click DrivePass.

The Manage DrivePass window opens:
Step 4: Click Erase Maxtor OneTouch.

The Erase Maxtor OneTouch window warns that all data on this OneTouch will be erased:
Step 5: Click Confirm to continue with the erasure.

A second Erase Maxtor OneTouch window warns again that all data on this OneTouch will be erased:
Step 6: Click Yes to proceed with the disk erasure.

The Erasing window informs you of the progress of the erasure.
The erasure can take several hours depending upon the size of your drive.

The **Erase Maxtor OneTouch** window informs you when the OneTouch drive has been erased:

*Figure 25: Erasing*
Step 7: Click OK.

Step 8: Turn your OneTouch drive off and back on.

Your OneTouch drive is now ready to be used again.

Synchronizing Folders

Sync is designed to synchronize files in one or more folders between two or more computers. You can sync selected folders from one computer to your OneTouch drive and then connect the drive to another computer to complete the sync.

Note: Files cannot be synchronized between computers running XP and those running Vista.

You have these Sync options:

<table>
<thead>
<tr>
<th>Simple Sync:</th>
<th>Custom Sync:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sync XP My Documents or Vista Personal Folder</td>
<td>Select one or more folders to sync</td>
</tr>
<tr>
<td>Sync all file types</td>
<td>Select file types to include or exclude</td>
</tr>
<tr>
<td>Sync automatically</td>
<td>Select automatic or manual sync</td>
</tr>
<tr>
<td>Always overwrite older file versions</td>
<td>Set Sync and Copy &amp; Replace Rules</td>
</tr>
<tr>
<td></td>
<td>Encrypt synchronized files</td>
</tr>
</tbody>
</table>
Note: Make sure all computers participating in the Sync are set to precisely the same time to ensure that Sync works properly.

Using Simple Sync

Simple Sync is pre-configured to automatically sync all file types in your XP My Documents or Vista Documents folder. Newer file versions always overwrite older versions.

To select Simple Sync,

**Step 1:** Click **Sync** in the Command panel.

The **Sync** window opens:

![Sync Window](image)

**Figure 27:** Sync

**Step 2:** Click **Simple Sync**.

The **Simple Sync Confirmation** window opens:
Your My Documents folder is now synchronized with your drive. Connect the drive to other computers to complete the Sync.

Using Custom Sync

Custom Sync allows you to select specific folders and file types for synchronization and to choose sync and encryption settings.

To configure Custom Sync,

**Step 1:** Click Sync in the Command panel.

The Sync window opens:
Step 2: Click Custom Sync.

The Folder Selection window opens:
Step 3: Select the folders to be synchronized.

You can select as many folders as you like, but they must all reside on the same drive (partition).

Step 4: Click Next.

The File Types window opens:
Step 5: Select the types of files you want to sync:

- All File Types
- Photos, Music, Videos, Documents
  — You can choose to sync any or all of these:
• **Custom**

Select specific file types to include or exclude for sync:

— **To sync only a few of the available file types,**

1. Select **Include these file types**.
2. Select each file type you *do* want to sync and click **Add** to move it to the **Include** window.

— **To sync most of the available file types,**

1. Select **Exclude these file types**.
2. Select each file type you *don’t* want to sync and click **Add** to move it to the **Exclude** window.

*Figure 32: File Types: Photo, Music, Video, Documents*
Step 6: After you've selected the types of files to sync, click **Next**.

The **Sync Options** window opens:
Step 7: Select your Sync options:

- **Sync Rules**:
  - Sync automatically each time a file changes
  - Sync manually using the **Sync Now** button in the Sync window

- **Copy & Replace Rules**
  - Always overwrite older file versions with newer versions
  - Ask before overwriting a file

- **Sync Encryption**
  Sync Encryption is not available on the OneTouch 4 drive, so this option is not active. (Sync Encryption is available on the OneTouch 4 Mini and the OneTouch 4 Plus.)

Step 8: After you’ve set your Sync options, click **Finish**.

The **Sync Settings** window opens:
Completing the Sync

To complete the Sync, you must remove your OneTouch drive from the computer on which the original Sync occurred and connect it to another computer on which you want to sync the selected folders. You can connect the OneTouch drive to as many computers as you wish to include in the Sync.

The first time you connect your OneTouch to a second computer to complete a Sync, you're asked where to put the synchronized folders on this computer.

To complete the Sync,

**Step 1:** Safely remove the OneTouch drive from your computer.

**Step 2:** Connect the OneTouch drive to another computer.

(a) If you've synchronized folders other than XP My Documents (or Vista Personal Folder), the Sync Folders window opens:
(b) If you’ve synchronized your XP My Documents (or Vista Personal Folder), the Sync “My Documents” (or Sync "Personal Folder") window opens:
If you’ve synchronized both XP My Documents (or Vista Personal Folder) and other folders, both windows open.

**Step 3:** In each window, select the location at which to store the synchronized folders on this computer and click **OK**.

From now on, the selected folders will automatically sync with the versions on your OneTouch drive each time you connect the drive to the computer.

## Editing Sync Settings

To change any of your Sync settings,

**Step 1:** Click **Sync** in the Command panel.

The **Sync** window opens:
Figure 38:  Sync Settings

Step 2:  Click Edit Sync Settings.

The Folder Selection window displays your current folder settings:
Step 3: Make the desired changes and click **Next**.

The **File Types** window displays your current file type settings:
Step 4: Make the desired changes and click **Next**.

The **Sync Options** window displays your current Rules settings:
Step 5: Make the desired changes and click Finish.

Checking Sync Status

To check the status of a Sync,

Step 1: Click Sync in the Command panel.

The Sync window opens:
Step 2: Click Check Sync Status.

The Sync Status window opens:
Listed are the names of the computers on which Sync was set up, the date of the last Sync, and the Automatic Sync setting (On or Off).

**Step 3:** Click **OK** to return to the **Sync** window.

## Deleting Sync Settings

To delete all your Sync settings and create a new set,

**Step 1:** Click **Sync** in the Command panel.

The **Sync** window opens:
Step 2: Click Delete Sync Settings.

The Delete Sync Settings Confirmation window opens:

Step 3: Click Delete.

The original Sync window opens:
Step 4: Select Simple Sync or Custom Sync and choose the desired Sync settings.

Using Automatic Sync

The Automatic Sync feature continuously tracks file changes in synchronized folders and automatically synchronizes revised versions by overwriting older versions with newer versions.

By default, Automatic Sync is turned on.

Turning Off Automatic Sync

You can turn off Automatic Sync and control when files are synchronized rather than synchronizing files automatically.

To turn off Automatic Sync,

Step 1: Click Sync in the Command panel.

The Sync window opens:
Step 2: In the Sync window, click the Automatic Sync Off button.

Step 3: To sync manually when Automatic Sync is off,

- Press the OneTouch button if you’ve customized it to sync files
  — OR —
- Click Sync Now in the lower right corner of the Sync window.
  — OR —
- Select Sync Now from the System Tray menu:

The Sync Preview window opens:
Listed are the files scheduled to be overwritten.

If you do NOT want to overwrite an older file version with a newly-synchronized version,

- Uncheck the file in the On column.

**Using the Sync Preview Window**

Use the **Sync Preview** window to manage your synchronized files:

- Add or delete files.
- Decide whether to overwrite existing file versions.
- Resolve conflicts over which version of a synchronized file to save.

If the same file is edited on different computers at the same time, a conflict occurs over which version of the file to save. When the OneTouch drive containing a changed version of a file is connected to a computer containing another changed version of the same file, the **Sync Preview** window opens:
To use the Sync Preview window,

**Step 1:** Use the On checkbox to tell Maxtor Manager which file versions to overwrite, add, or delete.

**Step 2:** Click Sync Now to complete the sync.

A Sync Progress window informs you of the progress of the sync:

Using Automatic Overwrite

When Automatic Overwrite is on, older file versions are always replaced with newer versions.
When Automatic Overwrite is off, the Maxtor Manager displays the Sync Preview window to allow you to decide whether to overwrite an older file version with a new version:

**Using RAID**

If your OneTouch III drive supports RAID, you can access this feature via the OneTouch 4 My Drives window:

![My Drives window](image)

**Figure 51: My Drives**

To use RAID,

**Step 1:** In the My Drives window, select your OneTouch III drive and click **Settings**.

The **Settings** window opens:
Step 2: Click RAID Settings.

The RAID Settings window opens:

Figure 52: Settings
Step 3: Select a RAID setting and click **Next**.

A RAID warning window cautions you about loss of data:
Step 4: Click Continue.

A window informs you that RAID Setup is in progress:

Figure 54: RAID Warning

Step 5: Click OK.

When RAID Setup is complete, a window confirms that you want to reformat your drive:

Figure 55: Reformat Warning
Step 6: Click Reformat.

When the reformat is complete, your drive is ready for use.

For further information about using RAID, refer to your OneTouch III User Guide.
Frequently Asked Questions

These are common, frequently asked questions about the OneTouch 4. For further information, refer to the Seagate Knowledge Base at support.seagate.com.

1. What are the minimum Operating System requirements for the OneTouch 4?

   **Microsoft Windows:**
   - XP Professional, XP Home, XP Media Center Edition*
   - Vista Home Basic, Vista Home Premium, Vista Business, Vista Ultimate*
     * 32-bit Operating Systems only

   **Macintosh:**
   - Mac OSX 10.4.9 and newer

   No other Operating System versions are supported. Although other Operating Systems may recognize the OneTouch 4 as an external storage device, the OneTouch 4 installation software will not work.

2. What do I do if my computer doesn’t recognize my OneTouch 4?

   It can take your computer up to two (2) minutes to recognize a OneTouch 4. If your computer does not see the drive after several minutes, try the following:

   - Verify that power and interface cables are properly connected,
     **OneTouch 4 Mini Users:** Make sure to connect the interface cables in the following sequence:
     1. Power + Data
     2. Power Only
     3. Type B Interface directly to the OneTouch 4 Mini

   - **Windows Users:** Make sure the OneTouch 4 drive is recognized in My Computer in XP (Computer in Vista), Disk Management, or Device Manager.

   - **Macintosh Users:** Make sure the OneTouch 4 drive is mounted on the Apple Desktop and is recognized in the System Profiler.

   - If you’re connecting through an USB Hub, make sure it’s a powered USB Hub.

   - Did you set a DrivePass password on the OneTouch 4 and then move it to another computer? If so, the other computer cannot see the locked OneTouch 4. You must either install the Maxtor Manager on the other computer and unlock the drive or return the OneTouch 4 to the original system and disable DrivePass through the Maxtor Manager.

3. Can I back up my entire system using the OneTouch 4’s Backup feature?

   No. The Backup feature is designed to back up your data (documents, pictures, music, videos, etc.). The Backup feature cannot back up your entire computer. Windows OneTouch 4 Plus and OneTouch 4 Mini users can use SafetyDrill to back up their
computers. (SafetyDrill is not available on the Macintosh.) OneTouch 4 users can use a third-party or Operating System (Vista Business or Vista Ultimate) backup solution.

4. What types of files and folders cannot be backed up or synchronized using the Maxtor Manager’s Backup and Sync features?

The Backup and Sync features cannot back up or sync these file and folder types:

- System Attributed Files/Folders (Operating System and/or Program files), including hidden files/folders.
- Personal Mail Files created with Outlook, Outlook Express, Windows Mail, and Macintosh Mail.
- Financial Files/Data.
- Other user data files/folders.

The Maxtor Manager’s Backup and Sync utilities are designed to back up or sync a single user’s Windows XP or Mac OS X Documents folder or Vista Personal User folder.

5. Is there any way to recover a lost DrivePass or Maxtor Encryption password?

No. There is no way to recover a lost password.

- If you lose a DrivePass password, you must erase the OneTouch drive in order to use it again. Erasing the drive will erase all data stored on it.
- If you lose a Maxtor Encryption password, you must delete the encrypted folder. This will delete all data stored within the encrypted folder.

Seagate strongly recommends that you create passwords that are easily remembered or record passwords and store them in a secure location.

6. Can I use my OneTouch 4 without installing the software?

Yes. The OneTouch 4 can be used as an add-on, external storage device for storing data. However, if you wish to use the feature-rich utilities such as Backup, you must install the Maxtor Manager software included on your OneTouch 4 drive.

7. Can I use my OneTouch 4 with both Macintosh and Windows computers?

No. Windows and Macintosh File System formats do not play well together. Windows XP and Vista formats use the NTFS File System, while Macintosh uses the HFS+ File System.

Windows cannot see a drive prepared for use with a Mac. While Mac OS X can see a Windows-formatted drive, it cannot write files to it. So there’s no safe way to use your OneTouch 4 drive with both Operating System platforms.

8. What’s the simplest way to transfer files to my OneTouch 4?

Transfer files and folders to your OneTouch 4 using standard Windows/Macintosh Copy and Paste or Drag and Drop methods. Refer to either Windows or Apple Help files or Knowledge Bases for file transfer procedures.

9. The OneTouch 4 does not have a power switch. How do I disconnect the drive from my computer?
How you disconnect your OneTouch 4 from your system depends on your Operating System platform:

**Windows:**

1. Double-click the **Safely Remove Hardware** icon in the System Tray.
2. Select the OneTouch 4 from the list of devices and click **Stop** in both windows.
3. Disconnect your OneTouch 4 from your computer.

**Macintosh:**

1. Click and drag the volume associated with the OneTouch 4 to the Trash to eject the volume.
2. Disconnect your OneTouch 4 from your computer.

You can also disconnect the OneTouch 4 when your computer is shut down.

**Note:** *Never disconnect the OneTouch 4 drive while data is being transferred between the computer and the drive. Failure to properly disconnect the OneTouch 4 drive may result in data corruption or loss.*

**10. What do I do if my OneTouch 4 software is lost or corrupted?**

The OneTouch 4 installation software and utilities are pre-loaded on your drive. These files will be permanently lost if you delete them or reformat the drive. Seagate recommends that you copy all installation files to your local system before using the drive.

If the OneTouch 4 installation and utilities files are lost or corrupted, you can download new copies from the Seagate Website at [www.seagate.com](http://www.seagate.com). On the website, click the **Download Center** link for all available downloads for your OneTouch 4.
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