Seagate Wireless Plus User Guide

Model 1AYBA4

Seagate Wireless Plus User Guide

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Seagate Technology LLC
10200 S. De Anza Blvd.
Cupertino, CA 95014
USA

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.

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.

Battery Safety

This product contains a lithium-ion battery that must be disposed of properly. For information about recycling and proper disposal of the battery, see Seagate's removal and recycle article.

Please follow the battery safety items below:

- Do not dismantle, open or shred secondary cells or batteries.
- Do not expose cells or batteries to heat or fire. Avoid storage in direct sunlight.
- Do not short-circuit a cell or a battery. Do not store cells or batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by, other metal objects.
- Do not use any charger other than that specifically provided for use with the equipment.
- Do not use any cell or battery which is not designed for use with the equipment.
- Do not mix cells of different manufacture, capacity, size or type within a device.
- Seek medical advice immediately if a cell or a battery has been swallowed.
- Do not subject cells or batteries to mechanical shock.

- In the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
- Keep cells and batteries out of the reach of children.
- Keep cells and batteries clean and dry.
- Secondary cells and batteries need to be charged before use. Always use the correct charger and refer to the manufacturer's instructions or equipment manual for proper charging instructions.
- Do not leave a battery on prolonged charge when not in use.
- After extended periods of storage, it may be necessary to charge and discharge the cells or batteries several times to obtain maximum performance.
- Secondary cells and batteries give their best performance when they are operated at normal room temperature (20°C+5 °C).
- Retain the original product literature for future reference.
- Use only the cell or battery in the application for which it was intended.
- Dispose of properly.

The Seagate Wireless Plus device is not intended for office use.

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1. Introduction

Your Seagate Wireless Plus mobile wireless storage device is a portable hard drive that broadcasts a wireless signal. You can store your digital media on the device and then stream content to an iPad, iPhone, iPod touch, Android tablet or smartphone, or other Wi-Fi enabled tablet, smartphone, or computer.

See "Product Specifications" for a list of compatible devices and Web browsers.

About This Guide

This guide introduces the features of the Seagate Wireless Plus device, describes how to set up your Seagate Wireless Plus device, how to fill up your device with your digital media, and how to use your Seagate Wireless Plus device to enjoy your videos, photos, and music.

For additional information about your Seagate Wireless Plus device, view the Getting Started tutorial (located on your device). For more information about the latest firmware, videos, and tips and troubleshooting, go to the Seagate Customer support page.

Seagate Wireless Plus Features

Here's a list of some of the things you can do with your Seagate Wireless Plus device:

- **Store your movies, songs, and photos**. A 1TB hard drive can store over 300 high-definition movies (1.5GB MP4 H.264), 125,000 songs, or 100,000 photos[1].
- **Load your media quickly**. Your device comes with a USB 3.0 port (compatible with USB 2.0) for fast transfers. Just plug your device into your PC or Mac computer and drag and drop files.
- **Share content with more people.** Your Seagate Wireless Plus device serves as a mobile wireless network. All you need to do is select your Seagate Wireless Plus device as your wireless network from the device you want to use (your iPad, iPhone, Android device, etc.) and then access your media. Up to five devices can stream media from the Seagate Wireless Plus device at the same time.
- **Enjoy up to ten hours of continuous play**. Your Seagate Wireless Plus device (when charged) provides up to 10 hours of continuous video streaming.[2]

Note: If you're viewing high-resolution video, you may experience fewer hours of streaming.

1.Quantitative usage examples for various applications are for illustrative purposes. Actual quantities will be based on various factors, including file size, file format, features, and application software.
2. Exact battery life subject to product model, normal usage condition and configurations.

- **Do more**. While you're listening to music or viewing movies or photos on your iPad, iPhone, Android tablet or smartphone, you can also browse the Internet, from your home network or your favorite Wi-Fi hotspot.

  Note:
  The ability to browse the Internet from a computer or a non-iOS/non-Android Wi-Fi device is not supported.

  We do not recommend streaming HD video from the Internet while connected to the Seagate Wireless Plus network.

- **Manage your digital media files**. The Seagate Media app, developed specifically for Apple and Android devices, helps you enjoy your music, photos, and videos with features such as playing music in the background while using other apps, adding movie bookmarks, and personalizing photo slideshows. For more information, see "Enjoying Your Videos, Photos, and Music" on page 10.

Product Specifications

Supported Devices

Your Seagate Wireless Plus device can be used with these devices:

- iPad, iPhone, iPod touch running iOS 4 and later
- Android-based tablets and smartphones running Android release 2.1 and later
- Other Wi-Fi-enabled tablets and smartphones
- Windows computer running Windows 8, Windows 7, Windows Vista or Windows XP
- Mac computer running Mac OS X 10.5.8 and later

Supported Web Browsers

You can use these browsers to access your media library on your Seagate Wireless Plus device:

- Safari 5 and later (Mac OS)
- WebKit (Android)
- Internet Explorer 8 and later (Windows)
- Firefox
- Google Chrome

Supported File Types

For iPads

- Video: H.264 video, MPEG-4, Motion-JPEG
- Audio: AAC, MP3, M4a, Audible (formats 2, 3, 4), Apple Lossless, AIFF, WAV
- Documents: Microsoft Office, iWork, Adobe Acrobat (PDF)
- Select files supported by third-party apps

For Laptops, Tablets, and Smartphones

- Any files supported by your device applications

Hardware Specifications

- Drive Capacity: 1TB
- SuperSpeed USB 3.0 port (required for USB 3.0 transfer speeds) or USB 2.0 port
- Battery: Non-user replaceable lithium-ion battery
- Battery Life: Up to 10 hours of continuous streaming (1 user); up to 25 hours standby
- Maximum Wi-Fi range: 45 meters (147 feet)
- Drive Format: NTFS

  The Paragon NTFS driver is available to enable read/write access using the Mac operating system. The software is available on your Seagate Wireless Plus device.

About Seagate Wireless Plus Wi-Fi Security

Since your Seagate Wireless Plus device is a *wireless* broadcasting device, it can be “seen” by any Wi-Fi device within its range (up to 45 meters/147 feet).

You can use Seagate Media app to create a password and prevent unauthorized access to the Seagate Wireless Plus. See the Seagate Media support page for further details.

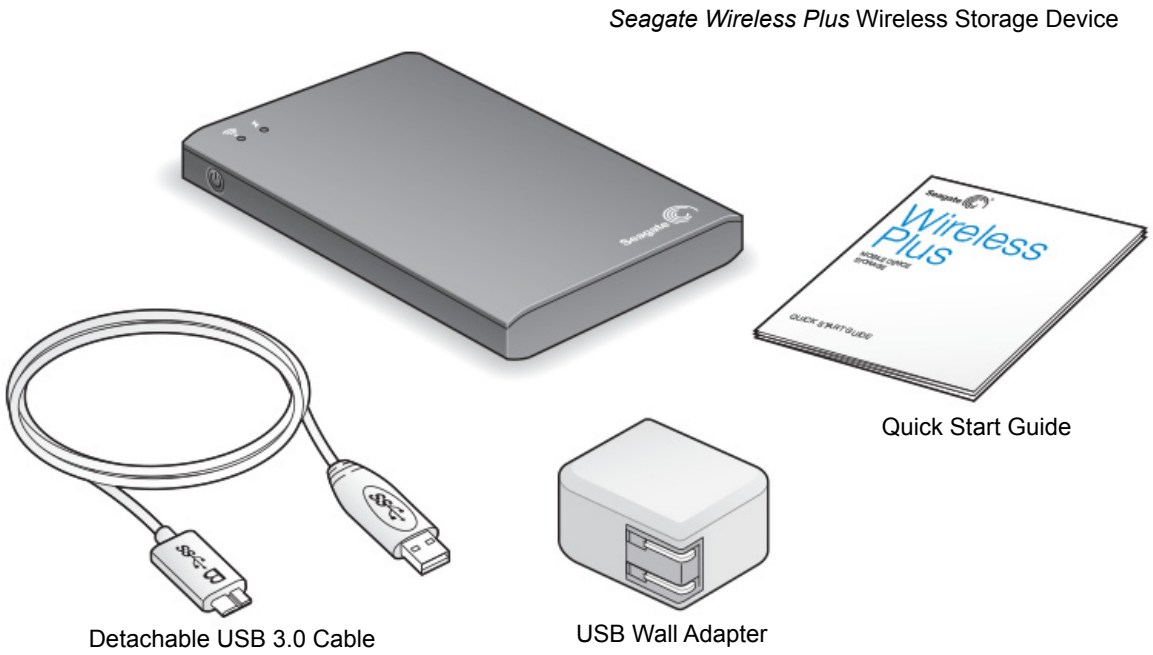
Tip: When you have your Seagate Wireless Plus device physically connected to your computer with a cable, wireless is disabled; your files are not visible to others.

2. Setting up the Seagate Wireless Plus Device

This chapter explains each step of the installation process in more detail than what is shown in the *Quick Start Guide*.

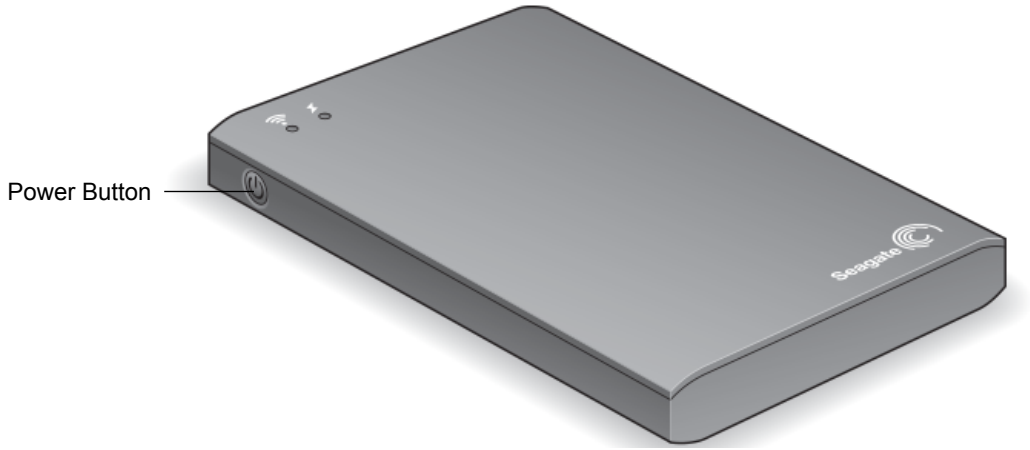
Unpacking Your Box

Before you begin to set up your device, unpack the box and ensure you have all of these items:



For a detailed description of these components, review “An Overview of Your Seagate Wireless Plus Device” on page 12.

Step 1: Powering On



The Wi-Fi LED blinks as your Seagate Wireless Plus device starts up. When the light is solid blue, your device is Wi-Fi ready, indicating other devices can connect to it.

Tip: Your Seagate Wireless Plus device comes partially charged from the factory and can run for approximately 45 minutes. Consider fully charging your device before connecting other devices to it. For more information on charging, see “Charging the Battery” on page 13.

For more information about all of the components (LED lights, cables, etc.) of your Seagate Wireless Plus device, review “An Overview of Your Seagate Wireless Plus Device” on page 12.

Step 2: Connecting to Your Seagate Wireless Plus

Your Seagate Wireless Plus device has its own wireless network. When you connect to it, it establishes a dedicated link with the Seagate Wireless Plus over Wi-Fi.

You can also connect to the Internet while connected to the Seagate Wireless Plus network. For example, you can connect from your favorite hotspot while watching a movie or listening to your favorite music on your device.

Tip: We do not recommend streaming a movie from the Internet while connected to the Seagate Wireless Plus network.

Select one of these options to help you connect your device to the Seagate Wireless Plus network:

- *Connecting to Your Seagate Wireless Plus from an Apple or Android Device*
- *Connecting to Your Seagate Wireless Plus From a Mac Computer*
- *Connecting to the Seagate Wireless Plus from a Smartphone*
- *Connecting to the Seagate Wireless Plus from a Browser on a Computer*

- *Connecting to the Internet with your Seagate Wireless Plus*

Connecting to Your Seagate Wireless Plus from an Apple or Android Device

Apple and Android devices can use the Seagate Media app to help you search for and play media files on your Seagate Wireless Plus device. We recommend that you install this app before you connect to the Seagate Wireless Plus network. For more information on how to install this app, see “Installing the Seagate Media app” on page 10.

1. Open your wireless network settings:
   - For Apple devices, choose **Settings > Wi-Fi**.
   - For Android devices, choose **Settings > Wireless & Networks > Wi-Fi**.
2. Select **Seagate Wireless** from the list of networks.
3. Press the Home button on your Apple or Android device.
4. Tap the **Seagate Media** icon to open the application.

Connecting to Your Seagate Wireless Plus From a Mac Computer

See the user documentation for your computer for the most up-to-date instructions on connecting to a wireless network.

1. Select **Apple** > **System Preferences**.
2. Select **Network**.
3. Select **Seagate Wireless** from the list of networks.
4. Open Safari and go to any URL or type “www.seagatewirelessplus.com” in the address bar.

   The Seagate Wireless Plus main page displays.

Connecting to the Seagate Wireless Plus from a Smartphone

You can connect to the Seagate Wireless Plus device from any Wi-Fi-enabled smartphone that has a browser. While connecting to a wireless device is similar on most smartphones, see the documentation that came with your phone for detailed instructions.

1. Go to your phone’s Wi-Fi settings.
2. Select **Seagate Wireless** from the list of wireless networks.
3. Launch your phone’s Web browser.

4. Go to any URL or type “www.seagatewirelessplus.com” to be automatically redirected to the Seagate Wireless Plus main page.

Connecting to the Seagate Wireless Plus from a Browser on a Computer

You can stream your content from Seagate Wireless Plus with a Web browser.

1. Enable the wireless connection on the computer.
2. Select **Seagate Wireless** from the list of available wireless networks.

   Launch a Web browser, and go to any URL or type “www.seagatewirelessplus.com” to be automatically redirected to the Seagate Wireless Plus main page.

Connecting to the Internet with your Seagate Wireless Plus

Use the Seagate Media app to connect the Seagate Wireless Plus to your Wi-Fi network. If your Wi-Fi network has Internet connectivity, you will be able to use the Internet at the same time you are connected to the Seagate Wireless Plus. See the Seagate Media support page to learn how to use Seagate Media.

Step 3: Connecting Your Seagate Wireless Plus Device to Your Computer

The Seagate Wireless Plus device comes with a USB 3.0 cable, which provides faster transfer speeds when connected to a USB 3.0 port on your computer.

Note: If your computer does not have a USB 3.0 port, you can connect the cable to a USB 2.0 port.

1. Connect the USB 3.0 cable to the Seagate Wireless Plus and your computer.

   The name will appear on your computer as “Seagate Wireless *xxx*” where *xxx* represents the last three digits of the device's serial number.

Note: If you are connecting your Seagate Wireless Plus device to a Mac, do not allow Time Machine to use your device for backup. Time Machine will attempt to reformat the drive inside your Seagate Wireless Plus device. See “I mistakenly reformatted the drive for my Mac” on page 16 if you reformat the drive by mistake.

Step 4: Setting up Your Device and Loading Content

Setting up Your Device

If the Seagate Wireless Plus device is connected to a PC, you have no further setup and can begin loading content.

If the device is connected to a Mac, install **MacInstaller.dmg** (located on your Seagate Wireless Plus device) to allow file copying.

Loading Content

Once your computer is physically connected to your Seagate Wireless Plus device, the easiest way to fill up your device is to drag and drop files from your computer to your device.

Note: It is the user's responsibility to comply with applicable copyright laws and to respect owner's rights in content usage.

You can also install Seagate Media Sync software to help you copy your files and synchronize them once they are on your Seagate Wireless Plus device. Download the software to learn more:

- Windows
- Mac

Note: Your Apple, Android, or other Wi-Fi device will play files only in the formats it supports. See your device's specifications for details.

3. Enjoying Your Videos, Photos, and Music

Seagate provides two free software applications that can help you enjoy and manage your digital media library:

- Seagate Media app (specifically for Apple and Android devices) — categorizes the digital media files you copy to your Seagate Wireless Plus device.
- Seagate Media Sync — synchronizes your media files and documents on your computer with your Seagate Wireless Plus device.

You can also enjoy videos, photos, and music from a Web browser.

Installing Seagate Wireless Plus apps

Installing the Seagate Media app

1. Open the Apple App store, Amazon website, or Google Play from your device.
2. Search for and install the Seagate Media app.

   Now you're ready to begin viewing and playing your media.

Installing Seagate Media Sync

1. Go to the Seagate Wireless Plus support page.
2. Under **Downloads**, locate the **Media Sync** software for your operating system and then download and install the software to your computer.

Viewing and Playing Your Media

The Seagate Media app provides access to your media both on the Seagate Wireless Plus device and on your mobile device. For example, you can play videos and music stored on your smartphone or tablet directly from the app.

The Seagate Media app has a robust Help system with instructions on viewing and playing your media. You'll also find help on the Seagate Media support page.

4. Managing Your Seagate Wireless Plus Device

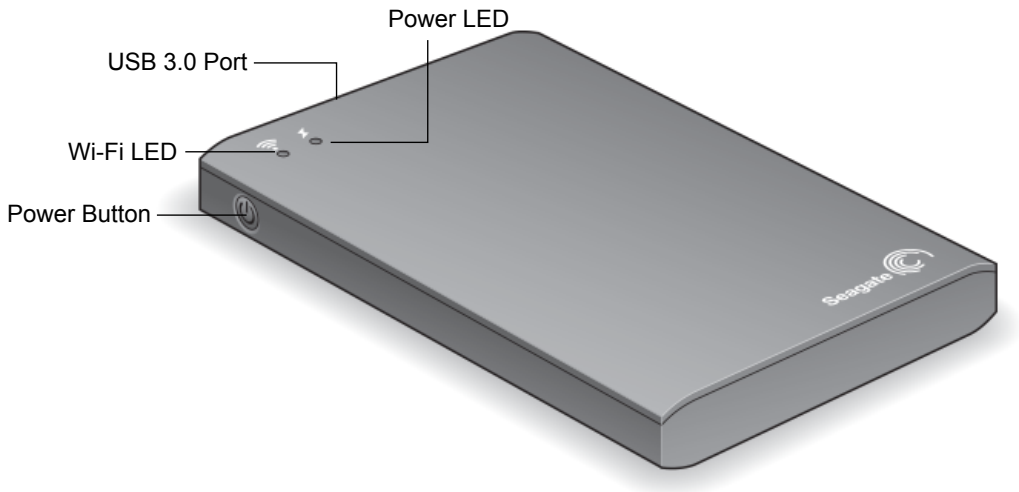
Seagate Media provides a rich set of management options for your Seagate Wireless Plus. Run Seagate Media to:

- Restart
- Shut down
- Change the language
- Connect to the Internet
- Change the name of the Seagate Wireless Plus
- Delete content
- Upload content
- Download content
- Rename files
- Restore to factory settings

Refer to Seagate Media's Help and the Seagate Media support page.

5. An Overview of Your Seagate Wireless Plus Device

This chapter identifies the different parts that make up your Seagate Wireless Plus device and provides information to help you keep your device charged and ready to stream your media library to your viewing/listening device.



Understanding Wi-Fi Mode and Backup Mode

The Seagate Wireless Plus device serves as a Wi-Fi network allowing you to stream your media and files to other devices or as a backup drive to your computer. Understanding the visual features of the device helps you understand its function.

To setup the device to broadcast over Wi-Fi:

1. Do not connect the device to your computer as this disables Wi-Fi capability.
2. Press the power button to turn the device on.

   The Wi-Fi LED blinks blue as it searches for a network and turns sold blue when it is Wi-Fi ready and broadcasting.

To setup the device to backup your computer:

1. Connect the supplied cable to the USB 3.0 port on the device and to the USB 3.0 port on your computer (or 2.0 port if your computer doesn’t have a 3.0 port).
2. The power button can be on or off. The device gets its power from the computer.

   The Wi-Fi LED is white.

Switching the device from Wi-Fi mode to backup mode:

If you are using the device to broadcast Wi-Fi and then connect the device to your computer. the Wi-Fi LED turns from blue to white and Wi-Fi is disabled.

Switching the device from backup mode to Wi-Fi mode:

If the device is turned on and is connected to your computer, the LED light is white. If you disconnect the device from the computer, the device searches for a network and turns solid blue when it begins broadcasting.

If the device has *not* been turned on and is connected to your computer, the LED light is white. If you disconnect the device from the computer, the Wi-Fi and Power LEDs are unlit. The device is off and will not broadcast over Wi-Fi.

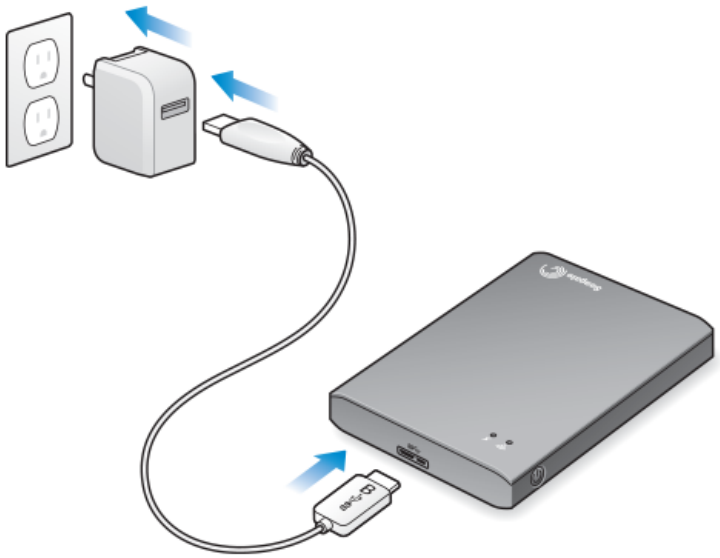
TIP: If your Seagate Wireless Plus device isn't working as you expect it to, try resetting the device by pressing and holding the power button for 15 seconds. This turns off the LEDs, and then shuts down and restarts the device.

Charging the Battery

The Seagate Wireless Plus device uses a rechargeable lithium-ion battery. A fully charged battery provides up to ten hours of continuous streaming, but will lose its charge faster when playing higher resolution video. When the device is in standby mode, the battery retains its charge for up to 25 hours. The device enters standby mode after five minutes of inactivity.

When the device is fully charged, the power LED is green. When the LED is red, your Seagate Wireless Plus device has about 15-20 minutes of battery life and should be charged soon.

To charge the battery, connect the device to a power outlet using the included USB to DC wall adapter. The power LED turns amber while the device is charging, which takes about four hours. The light turns green when the device is fully charged.



Note: For safety purposes, the drive stops charging after four hours.

Your Seagate Wireless Plus device also charges when it is connected to a computer, but at a slower rate.

The lithium-ion battery inside your Seagate Wireless Plus device is not user-replaceable. The lifespan of rechargeable batteries can be affected by the number of charge cycles. For information about recycling and proper disposal of the battery, see Seagate's removal and recycle article.

Resetting Your Device to Its Factory Settings

For a variety of reasons, you may need to reset your Seagate Wireless Plus back to its original factory settings. To do this, press and release the button located on the bottom of your device. No data is lost during this process.

6. Troubleshooting

The Seagate Wireless Plus device is a plug and play device. However, in certain situations, the setup process and product usage may require extra attention. Below is a list of troubleshooting tips to assist you should you have any problems during setup.

Common Problems and Solutions

This section provides suggestions for solving common problems.

It takes awhile for my files to appear in the Seagate Media app or Web browser

The Seagate Wireless Plus device performs a one-time scan of any content you copy to the drive. This scanning process may take a little time if you copy a large amount of data.

If you recently copied content to the Seagate Wireless Plus drive and you don't see your files: tap the Refresh icon to refresh the files within the Seagate Media app, or press the browser's Refresh button to update the page you are viewing.

Can't connect wirelessly to the Seagate Wireless Plus Device

- Make sure the Seagate Wireless Plus device is disconnected from your computer, powered on, and that the Wi-Fi LED is a steady green or blue. Steady green indicates the device is ready to be connected; blue indicates the device is broadcasting.

  Tip: The Seagate Wireless Plus device does not broadcast while connected to a computer.

- Make sure to select **Seagate Wireless** from your device's wireless network list. If you leave the Seagate Wireless Plus device's wireless range, your device will disconnect from the Seagate Wireless Plus wireless signal. The wireless range is close to 150 feet. Any obstructions, such as walls between your device and Seagate Wireless Plus, may affect the strength of the signal. You will have to rejoin the network in this case.
- If you know that the Seagate Wireless Plus device is broadcasting, but you can't connect to it, there may be too many devices connected to Seagate Wireless Plus. You can connect up to eight devices to your Seagate Wireless Plus device at one time; try disconnecting one of the other devices.
- Make sure the Seagate Wireless Plus device is powered on. If Seagate Wireless Plus is powered off, it stops broadcasting and the wireless connection from your device is lost. To reconnect, select **Seagate Wireless** from your device's wireless network list.
- If you are attempting to stream using a browser, make sure that your device's wireless connection is enabled. Go to any URL to be redirected to the Seagate Wireless Plus main page.

A song, video or other file won't play

- Make sure that your device supports the file format.

  You can copy any file to the Seagate Wireless Plus drive, however, the device to which you stream your media files will only play or view the formats it supports. Your Seagate Wireless Plus device does not transcode (convert) the files you copy to the drive. See your device's specifications for a complete list of supported file types.

  If you want to convert video files to different formats so they can be played on your device, you'll need to transcode the files before copying them to the drive.

I just copied a video file purchased from iTunes to the Seagate Wireless Plus device but it won't play

Videos purchased from iTunes are DRM (Digital Rights Management) protected. To play these videos, you must sync your iPad/iPhone/iPod touch with your iTunes account for the new files to play from your Seagate Wireless Plus device.

When you choose to play an iTunes purchased video in the Seagate Media app it will be played from the Safari browser.

I mistakenly reformatted the drive for my Mac

- The Seagate Wireless Plus device is designed to work with both Windows and Mac operating systems. However, you must install the Seagate Media software (MacInstaller.dmg) to enable file copying from a Mac. If you reformatted the drive by mistake, first return the drive to its original NTFS format and then download the Seagate Media software from the Seagate website.
- If you are using Time Machine, do not allow the program to use the Seagate Wireless Plus drive for backup. Time Machine will attempt to reformat the Seagate Wireless Plus drive.

I can't connect to Seagate Wireless Plus from my smartphone

Make sure you have selected **Seagate Wireless** from your wireless network list. For more information, see "Connecting to the Seagate Wireless Plus from a Smartphone" on page 7.

My computer won't connect to Seagate Wireless Plus

Make sure to enable your wireless settings and select **Seagate Wireless** from your wireless network list. For more information, see "Connecting to the Seagate Wireless Plus from a Browser on a Computer" on page 8.

The Seagate Wireless Plus device seems to shut down by itself

Your Seagate Wireless Plus device includes a power-save feature, which means that it enters a standby state after 5 minutes of inactivity. Your Seagate Wireless Plus device automatically returns to active mode whenever someone attempts to access the device.

I know the Seagate Wireless Plus device is broadcasting, but I can't connect to it

Up to five wireless-enabled devices can stream from the Seagate Wireless Plus device at one time.To see how many devices are currently connected to the Seagate Wireless Plus device, open the Seagate Media app and tap **Users**.

The Seagate Wireless Plus device beeps when I plug it in to my computer

Your Seagate Wireless Plus device is low on battery power. Connect your Seagate Wireless Plus device to a power outlet using the included USB to DC adapter to charge the device.

Album cover art appears in my photo slideshows

Your Seagate Wireless Plus device includes pictures that are larger than 50 kilobytes in its collection of photos, so album cover art larger than this will appear in photo slideshows. To prevent album cover art from appearing in slideshows, make sure that album cover art is smaller than 50 kilobytes.

Finding More Help

Visit the Seagate Wireless Plus support page where you'll find:

- How-to videos
- Firmware updates (when available)
- Software updates (when available)
- FAQs