Seagate

GoFlex Satellite™ User Guide

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Regulatory Compliance

FCC Class B Information

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

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

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

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

IMPORTANT NOTE: **FCC Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This 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.

This equipment should be installed and operated with minmum distance 20cm between the radiator & your body.

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.

Contents

1.   Introduction

The GoFlex Satellite™ mobile storage device is a portable hard drive that broadcasts a wireless signal, allowing you to stream content stored on the drive, such as music, videos, pictures and documents to an iPad®, iPhone®, iPod® touch, other tablets, smartphones, computers or any Wi-Fi-enabled device. If you don't have an Apple® device, you can use a Web browser to stream your digital media to another device. See "System Requirements" for a list of compatible devices and Web browsers.

A single user can enjoy up to four hours of continuous play at home or on the road—without the clutter of cables and wires. (Three simultaneous users can enjoy two hours.) GoFlex Satellite can serve up the same or unique content to three wireless-enabled devices at the same time, allowing each user to define his or her own experience.

Inside GoFlex Satellite is a 500GB hard drive that can store up to 60 hours of high definition movies, 125,000 songs, or 100,000 photos.

GoFlex Satellite serves as a mobile wireless network. You select the drive in your wireless-enabled device's network list and then stream content to your media device.

Setup is easy. Simply connect the drive to your computer, copy the files you want to stream, install the GoFlex Media app (Apple devices only), and in just minutes, you can enjoy your files around the home, at your favorite hangout or on your next family trip.

The GoFlex Media app, specifically for Apple devices, collects and categorizes the digital media files you copy to GoFlex Satellite. All of your videos, photos, music and documents are available within the app for easy playback and viewing. See "Using the GoFlex Media app" on page 19.

Also available for GoFlex Satellite is the Seagate Media Sync software, which you can use to automatically synchronize all of your media files with GoFlex Satellite, or only those supported by an iPad. See "Step 3: Installing Software" on page 12.

Do we want to promote this device as a backup drive as well, or just focus on its primary use?

About This Guide

This *User Guide* introduces the features of the GoFlex Satellite device, describes how to set up your GoFlex Satellite, how to load your media files onto the drive, and explains how to use GoFlex Satellite to stream your digital media files to any wireless-enabled device.

System Requirements

GoFlex Satellite can be used with the following devices:

- iPad, iPhone, iPod touch along with the GoFlex Media app (available from the App Store), or Safari browser

- Other tablets, smartphones and computers using one of the following Web browsers:

  - Safari x.x or later

  - Internet Explorer® x.x or later

  - Firefox® 2.x or later

  - Chrome 4.x or later Web browser

Product Specifications

- Drive Capacity: 500GB

- Battery: Non-user replaceable Lythium Ion Battery

- Wi-Fi range: 45 meters

- DLNA compliant

- Drive Format: NTFS

  Paragon NTFS driver available to enable read/write access using Mac operating system. Software preloaded on drive. Supports Mac OS 1.5.8 and above. See "Step 3: Installing Software" on page 12.

Getting to Know GoFlex Satellite
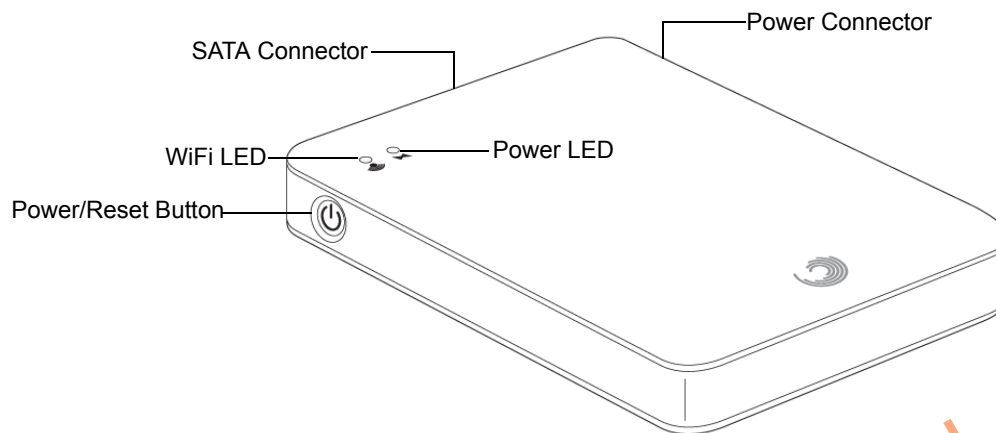
Figure 1: GoFlex Satellite Device

- **Power/Reset button**: Press to turn on the GoFlex Satellite device. If a problem occurs with your GoFlex Satellite, press and hold the button for 15 seconds to reset the device.

- **WiFi LED**: Indicates GoFlex Satellite's wireless broadcasting state.

    - Green blink: GoFlex Satellite is starting up.

    - Blue blink: GoFlex Satellite is broadcasting and ready to be accessed wirelessly.

    - Red: TBA

- **Power LED**:

    - Green solid: Fully charged or at least 50 minutes of battery life remaining.

    - Amber: Charging.

    - Red: Requires a charge. See "Charging the Battery" on page 14.

- **SATA Connector**: Connects GoFlex Satellite to the supplied USB 3.0 adapter/cable and to your computer.

- **Power Connector**: Connects GoFlex Satellite to the USB to DC power cable.
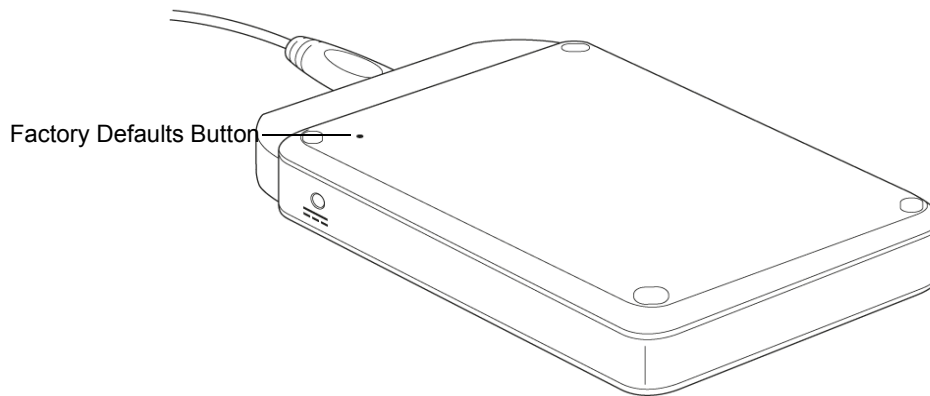
Figure 2: Reset Button

*   **Factory Defaults button**: Press and release this button to reset GoFlex Satellite to its original factory settings (normally not necessary—see x for more information).
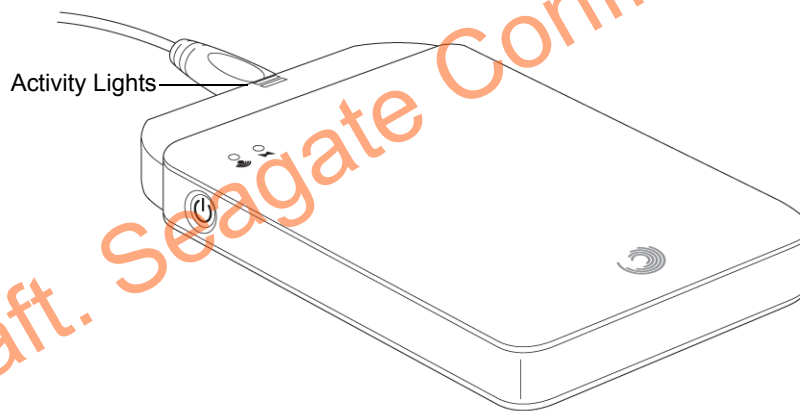
Figure 3: USB 3.0 Adapter Activity Lights

When GoFlex Satellite is connected to your computer, the lights on the USB 3.0 adapter provide information about the drive's current state.

*   **Adapter cable activity lights**:

    *   **White steady**: GoFlex drive is connected to your computer and ready for use.

    *   **White blink**: Activity.

    *   **White off**: GoFlex drive is not installed or is experiencing a problem.

GoFlex Media app at a Glance

TBA: screen shots of main app screens with callout. Short descriptions and references to sections in guide

Figure 4:   GoFlex Media app Main Screen

A Tour of the GoFlex Media app

The GoFlex Media Main screen is made up of the following elements:

*   **My Satellite**: TBA: Description and cross reference for more info.

*   **Videos**: TBA: Description and cross reference for more info.

*   **Pictures**: TBA: Description and cross reference for more info.

*   **Music**: TBA: Description and cross reference for more info.

*   **Documents**: TBA: Description and cross reference for more info.

*   **Local Content**: TBA: Description and cross reference for more info.

*   **Getting Started**: TBA: Description and cross reference for more info.

Settings: TBA: Description and cross reference for more info.

My Satellite

My Satellite is the main screen for the GoFlex Media app. Your Videos, Pictures and Music folders are displayed on one screen. Select **See All** to display all videos, photos or music files. See x for more information.

Media Folders

When you copy your files to the drive, the files are placed in their respective folders on the left side of the home screen: **Videos**, **Photos**, **Music** and **Documents**. Select the folder of interest and then select the file you wish to view or play, or use the following controls at the top of the screen for more options:

*   **Search**: Select search and then type all or part of a file name to search for any file on the GoFlex Satellite drive.

*   **Edit button**: Select this button to enable the top menu controls.

*   **Select all/Deselect all**: Places or removes the check marks next to each file on the screen. From there you can play all files checked by selecting the Play button, or copy the files to your Apple device by selecting Download.

*   **Sort by**: Put the files currently on-screen into a different order.

*   **Folder View**: View the original file and folder structure from your computer.

Local Content: Access the files stored on your Apple device, which you can play or view right from the GoFlex Media app.

Security Features of GoFlex Satellite

Since GoFlex Satellite is a wireless broadcasting device, it can be "seen" by any WiFi-enabled device within its range (up to 145 feet).

Additionally, if you use GoFlex Satellite for backup as well, be aware that your files are visible to any device that connects to your GoFlex Satellite. You can set a password to restrict access to GoFlex Satellite, but you may not want to use GoFlex Satellite to store your important information. See "Setting a Password" on page 24 to restrict access to your GoFlex Satellite.

2.   Setting up the GoFlex Satellite™ Device

Setting up the GoFlex Satellite™ mobile WiFi storage devices is easy. This chapter explains each step of the installation process in more detail than what is shown in the *Quick Start Guide*.

Note: If you have already completed the installation process, you may skip to Chapter 3 "Using GoFlex Satellite™" on page 16.

Before You Begin

Unpack the box and ensure you have all of these items before continuing:
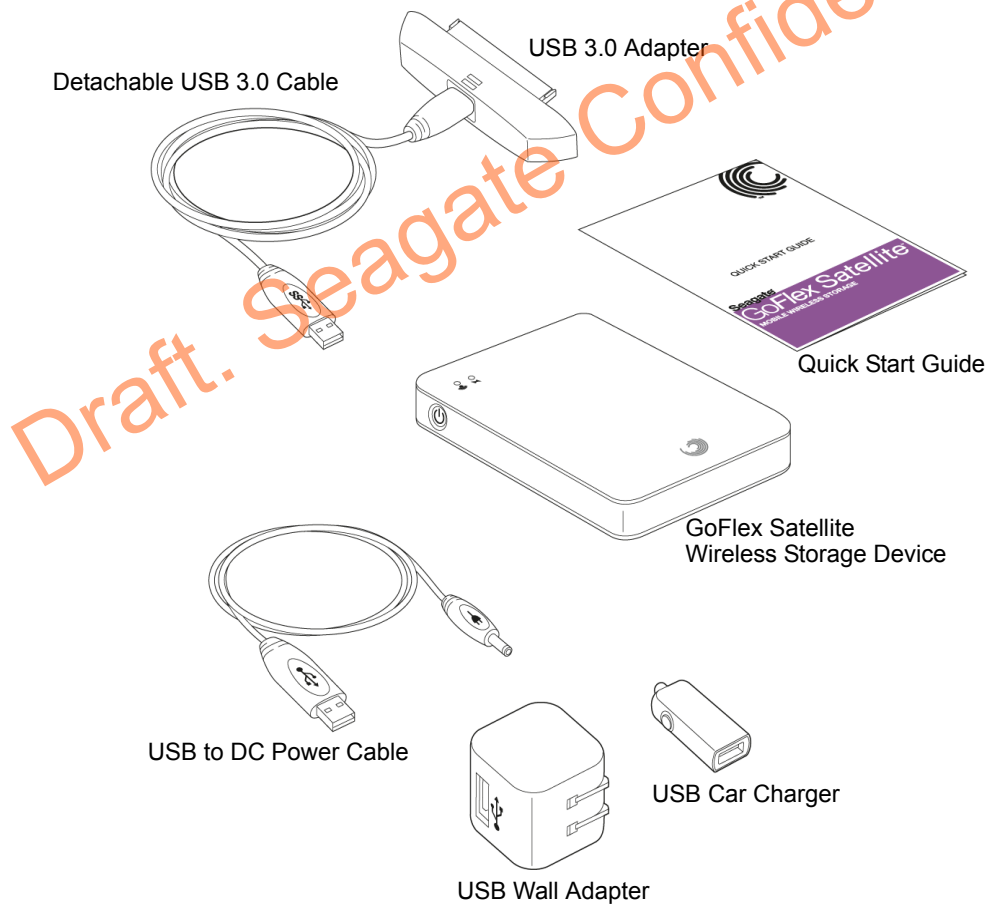
Figure 5:   Package Contents

Step 1: Connecting GoFlex Satellite™ to Your Computer

The GoFlex Satellite device comes with a USB 3.0 adapter and cable. This USB 3.0 system provides faster transfer speeds when connected to a USB 3.0 port on your computer. If your computer does not have a USB 3.0 port, you can connect the cable to a USB 2.0 port.

1. Remove the plastic cover from the end of the Satellite drive to expose the connector.

2. Connect the USB 3.0 adapter and attached cable to the Satellite device and to a USB port on your computer.

Step 2: Installing the GoFlex Media app

The GoFlex Media app, a free application specifically for iPad, collects and categorizes the digital media files you copy to the GoFlex Satellite device. All of your videos, photos, music and documents are available within the app for easy playback and viewing on your iPad.

If you don't have an iPad, skip to "Step 3: Installing Software."

Note: The GoFlex Media app is currently only available for an iPad, iPhone and iPod touch. To use GoFlex Satellite with other tablets, smartphones and computers, see "Connecting to the GoFlex Satellite Network" on page 18.

To installing the app on an iPad:

1. Open the App Store.

2. Tap **Search** and then type "goflex media".

3. Tap the **GoFlex Media** app and then install the application.

4. Wait for the app to finish loading and installing on the iPad.

The app is installed and shows on the iPad's Home screen. See "Connecting to the GoFlex Satellite Network" on page 18 when you are ready use the app.

Step 3: Installing Software

Software is available to get the most out of your GoFlex Satellite device. You can install optional media synchronization software and use it to automatically synchronize all of your media files with the GoFlex Satellite device, or only those supported by an iPad.

If you are a Mac user, you *must* install the GoFlex software located on the Satellite drive to enable file copying from your Mac.

Installing GoFlex Software (Mac Users)

The GoFlex Satellite device is designed to work with both Windows and Mac operating systems. The hard drive inside the GoFlex Satellite device is NTFS formatted, which is a Windows standard. Mac operating systems can typically read but not write to NTFS-formatted partitions. To enable copying of your digital media files from your Mac to the GoFlex Satellite device, you must install the Seagate GoFlex software, located on the drive.

Warning: Do not reformat the GoFlex Satellite drive or allow Time Machine® to use GoFlex Satellite for backup. Time Machine will attempt to reformat the drive inside GoFlex Satellite. See "Solving Problems" on page 29 if you reformat the drive by mistake.

To install the Seagate GoFlex software:

1. With the GoFlex Satellite drive connected to your Mac, double-click the **FreeAgent™ GoFlex Drive** icon on the desktop.

2. Double-click the **Mac Installer.dmg** file.

3. Double-click **Mac Install** and then follow the on-screen instructions. The installation process installs the Paragon NTFS for Mac software, which enables file copying from your Mac to GoFlex Satellite.

   Though not required to install the software, it is recommended that you complete the registration process to get the most out of your GoFlex Satellite device.

Installing Media Sync Software

Note: You must install the Seagate GoFlex software located on the GoFlex Satellite drive in order to use the Media Sync application. See "Installing GoFlex Software (Mac Users)" for instructions.

The Media Sync software allows you to automatically synchronize all of your media files with the GoFlex Satellite drive, or only those supported by an iPad. The Media Sync software can be used by computers running Windows or Mac operating systems.

To download the software:

1. Go to www.seagate.com/support/goflexsatellite and then click **Downloads**.

2. Locate the **Seagate Media Sync** software for your operating system and then download the installer to your computer.

3. Unzip the file.

   • **Mac**: The Seagate Media Sync application is placed on the desktop. Drag the application to the Applications folder on your Mac.

   • **Windows**: TBA: Windows installation experience.

4. Install the software on your computer.

The Media Sync software includes other features, including tools to manage the drive inside your GoFlex Satellite and the lights on the USB 3.0 adapter cable. See "Managing the Drive" on page 25 for more information.

Other Connections

Do we want to document this?: If you have a GoFlex® TV media player, you can connect the GoFlex Satellite drive to GoFlex TV's USB port and play your files on a television.

Charging the Battery

The GoFlex Satellite device contains a rechargeable lithium-ion battery. A fully charged battery provides up to five hours of continuous streaming. However, the higher the bandwidth of a video the faster the battery will lose its charge. When the drive is in standby mode, the battery retains its charge for up to 10 hours. The GoFlex Satellite device enters standby mode after five minutes of inactivity.
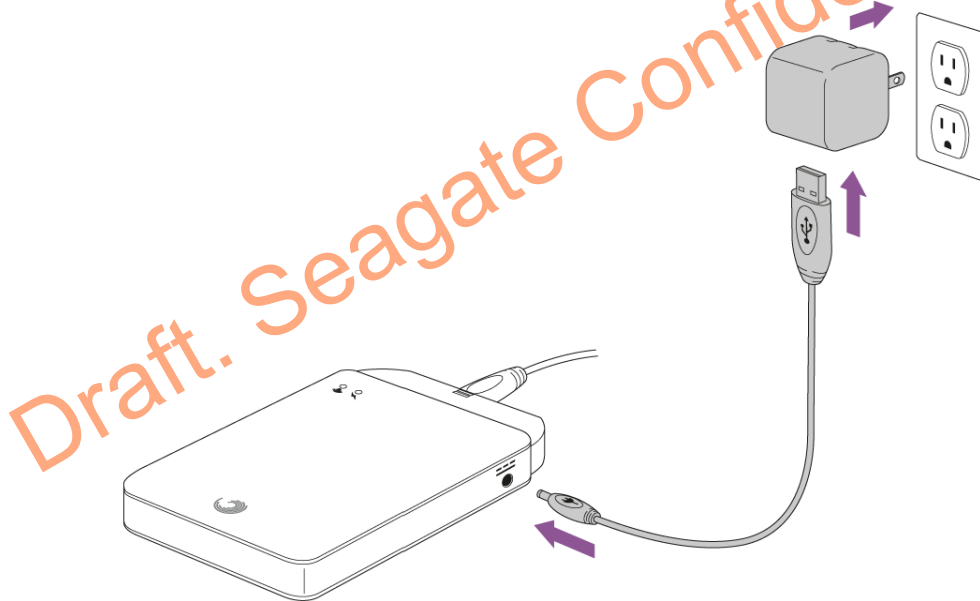
Figure 6:   Package Contents

When the power LED is red, GoFlex Satellite has about 50 minutes of battery life and should be charged soon. The fastest way to charge the battery is to connect the GoFlex Satellite device to a power outlet using the included USB to DC power cable and the USB wall adapter. If you're travelling, you can also use the USB to DC power cable along with the USB car charger.

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

If you plan travel with GoFlex Satellite, be sure to take the power adapter and/or car charger and the USB power cable with you.

The GoFlex Satellite device also charges when it is connected to a computer, but at a slower rate.

Note: The lithium-ion battery inside the GoFlex Satellite device is not user-replaceable. The lifespan of rechargeable batteries is affected by the number of charge cycles. Rechargeable batteries may eventually need to be replaced. This product contains a lithium-ion battery that must be disposed of properly. See www.seagate.com for information about recycling and proper disposal.

Next Steps

Now that GoFlex Satellite is set up, your next step is to start the GoFlex Media app or open a Web browser to connect to the GoFlex Satellite device. See Chapter 3 "Using GoFlex Satellite™" on page 16 for details.

3. Using GoFlex Satellite™

Now that GoFlex Satellite™ is set up, you are ready to copy your media files and start streaming. This chapter explains how to copy content to the drive, connect to your GoFlex Satellite's wireless broadcast, and how to stream using the GoFlex Media app or from a Web browser.

Loading Content Onto the Drive

Copying your files to GoFlex Satellite is as easy as dragging and dropping your content to the drive while it's connected to your computer.

You can copy any file to the GoFlex Satellite drive, however, the device to which you stream your media files will only play or view the formats it supports. See "Supported Formats" on page 20 for the current list of file formats supported by specific devices. You can also see your device's specifications for a complete list of supported file types.

Converting Files to Different Formats

There are ways to convert (transcode) video files to different formats so they can be played on your device. If you have files that you want to play from GoFlex Satellite that are incompatible with your device, you may want to transcode the files before copying them to the drive.

TBA: Do we want to promote and transcoding software here?

To copy content to GoFlex Satellite:

You can either drag and drop files from your computer or use the optional media synchronization software.

Once you copy your files to the drive, GoFlex Satellite performs a one-time scan of the content. This scanning process may take a little time if you copy a large amount of data.

If you don't see your content right away, "pull up" the screen or click the refresh icon to refresh the files within the GoFlex Media app, or click the refresh button to update the page you are viewing from a browser.
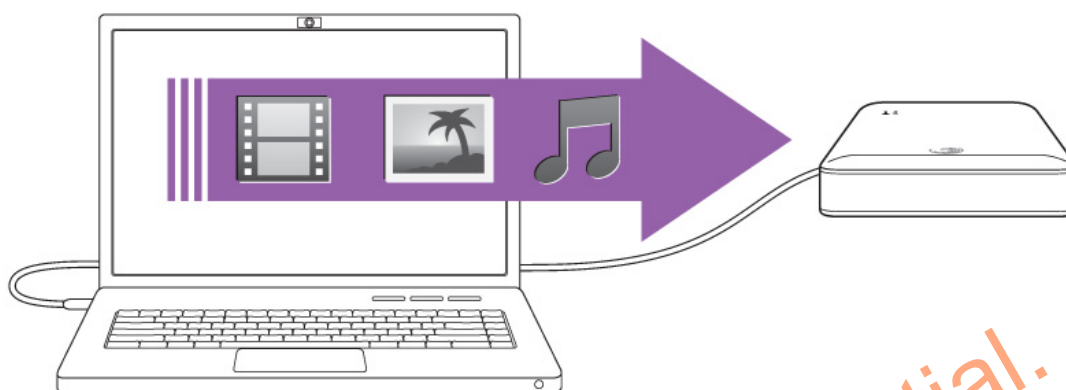
Figure 7:   Copying Files

Copying Files to GoFlex Satellite Using Drag and Drop

1. Remove the plastic cover from the end of GoFlex Satellite to expose the connector.

2. Connect the USB 3.0 adapter and cable to the GoFlex Satellite drive and to your computer.

3. Navigate to the drive from your computer.

4. Drag and drop the digital media files that you want play or view to GoFlex Satellite.

Copying Files to GoFlex Satellite Using Media Sync

The optional Media Sync software synchronizes your media files and documents on your computer with the GoFlex Satellite drive, automating the process from then on.

Before you Begin

Make sure you have installed the Seagate Media Sync software. (See "Installing Media Sync Software" on page 13 if you have not installed the software.)

Copying Files Using a Mac Computer

TBA

Copying Files Using a Windows Computer

TBA

Powering on GoFlex Satellite

1. Disconnect the USB 3.0 adapter and cable from the GoFlex Satellite drive. GoFlex Satellite does not broadcast when it is connected to a computer.

2. Press the Power button on the side of GoFlex Satellite.

   TBA: illustration of both LEDs with calllouts

   The WiFi LED and the power LED turn on. The WiFi LED is green as GoFlex Satellite starts up. Startup takes about 40 seconds. The LED blinks blue when the drive has completed startup, indicating it is broadcasting and ready to be accessed wirelessly.

   The battery inside GoFlex Satellite is partially charged at the factory; the power LED is green when the battery is fully charged. The battery possesses a sufficient charge to complete the setup process and to copy content to the drive.

   If the power LED is red, GoFlex Satellite has a maximum of 1 hour of battery life. If you plan to use the device right away, it is recommended that you charge the drive until the power LED turns green. See "Charging the Battery" on page 14.

   To power off GoFlex Satellite:

   Press the Power button.

Connecting to the GoFlex Satellite Network

GoFlex Satellite is a wireless network on its own. When you connect to it, you are dedicated to using it. If you want to use a different network, you must actively connect to the other network, thus disconnecting from GoFlex Satellite. GoFlex Satellite is limited to three users at a time.

Connecting to the GoFlex Satellite Network from an Apple Device

Apple devices can use the GoFlex Media app, which allows you to easily find and play your content stored on the GoFlex Satellite drive. The GoFlex Media app, which you can get free from the App Store, can be used with an iPad, iPhone or iPod touch. Make sure to install the app before continuing. See "Step 2: Installing the GoFlex Media app" on page 12.

1. On your Apple device, tap **Settings** > **WiFi**.

   <Show screen shot of wireless network list showing GoFlex Satellite>

2. Wait for the wireless network list to update and then select **GoFlex Satellite** from the list of networks.

   <Show image of GoFlex Media app icon>

3. On your Apple device, tap the **GoFlex Media** app to open the application.

Connecting to the GoFlex Satellite Network from a Smartphone

TBA

Connecting to the GoFlex Satellite Network from a Tablet

TBA

Connecting to the GoFlex Satellite Network from a Computer

You can stream your content from GoFlex Satellite without using the GoFlex Media app by using a Web browser.

1. Enable the wireless connection on the device to which you want to stream.

2. Select **GoFlex Satellite** from your device's list of wireless networks.

3. After launching your device's Web browser, go to any URL to be automatically redirected to the GoFlex Satellite main page. You can also type **www.goflexsatellite.com** to access GoFlex Satellite. This also works on an iPad, iPhone and iPod touch if the GoFlex Media app is not installed.

Playing Your Media

This section provides instructions for playing videos, music and viewing photos and documents using the GoFlex Media app and from a browser.

Using the GoFlex Media app

<TBA: screen shot of the app with callouts and then descriptions each element in bullets below>

Figure 8:   GoFlex Media Main Screen

Playing Videos

Select the **Videos** folder on the GoFlex Media Home screen, and then select the movie or video you want to watch. You can pause the video by tapping the screen on a tablet and then tapping the pause icon or by clicking the pause button if you are using a browser:

If you are viewing your content from a browser:

• The videos you copied to GoFlex Satellite are not automatically sorted into the Videos folder.

• Thumbnails (pictures of the video) are not shown. Only the file name is shown.

• Your device's media player may be limited to playing certain video formats. If a video that you copied to GoFlex Satellite does not play, it may be in a format not supported by your

player. There are solutions available that provide ways to convert video files to different formats so they can be played from most media players.

To play all movies or videos, select the **Edit** button > **Select all** button > **Play** button.

Playing Music

Select the **Music** folder on the GoFlex Media Home screen, and then select the song you want to play. You can pause a song by tapping the screen on a tablet and then tapping the pause icon or by clicking the pause button if you are using a browser:

To play all of your music files, select the **Edit** button > **Select all** button > **Play** button.

Viewing Photos

Select the **Photos** folder on the GoFlex Media Home screen, and then select the picture you want to view.

To view all of your photos, select the **Edit** button > **Select all** button > **Play** button. You can pause the slideshow by tapping the screen on a tablet and then tapping the pause icon or by clicking the pause button if you are using a browser:

Viewing Documents

Select the **Documents** folder on the GoFlex Media Home screen, and then select the document you want to view. Not all documents can be viewed on all devices.

Viewing Original Folder Structure

The Folder View, on the left side of the home screen, shows the original file and folder structure from your computer.

1. TBA

Supported Formats

Rather than listing formats that will likely change, I propose we simply state, "See the specifications for your device for the latest list of supported file types."

iPad:

- H.264 video up to 720p, 30 frames per second, Main Profile level 3.1 with AAC-LC audio up to 160 Kbps, 48kHz, stereo audio in .m4v, .mp4, and .mov file formats

- MPEG-4 video, up to 2.5 Mbps, 640 by 480 pixels, 30 frames per second, Simple Profile with AAC-LC audio up to 160 Kbps per channel, 48kHz, stereo audio in .m4v, .mp4, and .mov file formats

- Motion JPEG (M-JPEG) up to 35 Mbps, 1280 by 720 pixels, 30 frames per second, audio in ulaw, PCM stereo audio in .avi file format

iPhone:

iPod touch:

4.   Managing GoFlex Satellite™

Once your GoFlex Satellite™ device has been set up, you may want to adjust its settings, upgrade its software (when available), create a password and more. This chapter explains these and other features.

GoFlex Satellite Settings and Preferences

Settings helps you manage your personal, security, network and device settings for your GoFlex Satellite.

From the Settings menu, you can create a password to restrict access, change the network name (SSID) of your GoFlex Satellite, and manage your GoFlex Satellite device by updating its software or shutting it down properly. This section describes these settings, and more.

Restarting GoFlex Satellite

If you experience minor problems with GoFlex Satellite, follow these steps to restart the device.

Note: Restarting GoFlex Satellite does not remove any user settings or delete content from the device.

To shut down and restart GoFlex Satellite:

1. Make sure that no one is currently streaming from GoFlex Satellite. No one should be watching a video, viewing photos, listening to music, or working with any other file stored on GoFlex Satellite.

2. Open the GoFlex Media app or connect to GoFlex Satellite from a browser.

3. Select **Settings** and then select **Restart Satellite**.

   TBA: Describe what happens next.

   GoFlex Satellite safely shuts down and restarts. When it is fully powered on and broadcasting wirelessly, it appears in the list of wireless networks on your device. See "Connecting to the GoFlex Satellite Network" on page 18 to reconnect to GoFlex Satellite.

Shutting Down GoFlex Satellite

Turning off GoFlex Satellite can be completed in one of two ways: by pressing the Power button or from the app interface. When you turn off GoFlex Satellite it stops wirelessly broadcasting.

To shut down GoFlex Satellite from the app or browser:

1. From the GoFlex Media app or if you are using a browser, select **Settings**.

2. Select **Shut Down Satellite**.

TBA: Describe what happens next.

Restoring GoFlex Satellite to its Original Settings

Restoring GoFlex Satellite returns the device to its original factory defaults. All the files stored on GoFlex Satellite are retained—no files or folders are deleted—but all other settings, such as the GoFlex Satellite name and password, are removed. You may need to perform this task in the event that you forget your password. Pressing the factory reset button on the bottom of GoFlex Satellite performs the same function.

To restore GoFlex Satellite:

1. Make sure that no one is currently streaming from GoFlex Satellite. No one should be watching a video, viewing photos, listening to music, or working with any other file stored on GoFlex Satellite.

2. From the GoFlex Media app or if you are using a browser, select **Settings**.

3. Select **Restore All Settings**.

Or,

4. Using a paperclip, press and hold the **Factory Defaults** button for x seconds. The Factory Defaults button is located on the bottom of GoFlex Satellite, as shown in Figure 2 on page 8.

5. The x lights do something to show that GoFlex Satellite is shutting down. When shutdown is complete, both lights turn off.

TBA: Describe what happens next.

The Satellite Name is changed back to "GoFlex Satellite" and any password you may have set is erased. See "Changing the Name of Your GoFlex Satellite" on page 24 or "Setting a Password" on page 24 to reset these preferences.

GoFlex Satellite then restarts within one minute. You will need to reconnect to GoFlex Satellite. See "Connecting to the GoFlex Satellite Network" on page 18.

Updating GoFlex Satellite Software

From time to time, new software is available for your GoFlex Satellite. To check if new software is available, go to www.seagate.com/support/goflexsatellite. If new software is available, it will be available from this site.

Once you download the software, follow these steps to update the GoFlex Satellite software.

1. From the GoFlex Media app or if you are using a browser, select **Settings**.

2. Select **Update Satellite Software**.

TBA: Latest steps from Peter.

Changing the Name of Your GoFlex Satellite

The GoFlex Satellite device is named "GoFlex Satellite" by default. This is the network name that appears in the wireless network list when you choose to connect to Satellite from your WiFi-enabled device. This name is also know as the SSID (Service Set Identifier).

You can change this name if you prefer it to be named differently. Follow these steps to change the GoFlex Satellite name:

1. From the GoFlex Media app or if you are using a browser, select **Settings**.

2. Select **Change Satellite Name**.

   TBA: Describe what happens next.

Disconnecting From the GoFlex Satellite Network

GoFlex Satellite can be accessed by three different devices at once. If a fourth device attempts to connect, it is blocked. To allow a different device to access GoFlex Satellite, you will need to disconnect from its wireless network.

1. Open your device's list of wireless networks.

2. Choose a wireless network other than GoFlex Satellite.

Setting a Password

Create a password if you want to restrict access to your GoFlex Satellite. Setting a password turns WPA security on, which protects your wireless transmissions with GoFlex Satellite. To stop requiring a password after one has been created, select Turn Password Off and then enter the current password.

3. From the GoFlex Media app or if you are using a browser, select **Settings**.

1. Select **Turn Password On**.

2. Type your password.

   The password must be at least eight characters long and no more than 64 characters. All ASCII characters are acceptable. Most of these characters are available on your device's keyboard.

Resetting GoFlex Satellite

If GoFlex Satellite isn't working right, try resetting the device by pressing and holding the Power button for 15 seconds.

TBA: Describe what happens next.

Managing Content on GoFlex Satellite

Deleting Content From GoFlex Satellite

To delete content from the GoFlex Satellite drive, connect GoFlex Satellite to your computer using the USB 3.0 adapter and cable to Satellite and to your computer. Browse the drive's folders and then delete files as you normally would.

Uploading Content to GoFlex Satellite

May or may not be a feature

Managing the GoFlex Satellite Drive

TBA

Safely Removing the GoFlex Satellite Drive From Your Computer

To avoid losing data or damaging your files, always follow these instructions to safely remove the GoFlex Satellite device from your computer:

1. Make sure that no files on GoFlex Satellite are open or in the process of being saved or copied to the drive.

2. Depending on the operating system you are using, safely eject the drive from your computer.

3. Wait for the lights on the USB 3.0 adapter to turn off.

4. Once the lights turn off, you can safely remove GoFlex Satellite from your computer.

Managing the Drive

The Media Sync software provides management features for your GoFlex Satellite drive, and includes features you can use to automatically sync all of your media files with the GoFlex Satellite device, or only those supported by an iPad. Go to www.seagate.com/support/goflexsatellite to download the software.

See "Using the Media Sync Settings" for more information.

The **My Drives** window provides a central point from which to manage your connected drives. You can get to the My Drives window by clicking the **My Drives** icon in the menu bar from any other window within the application. See "Using the My Drives Window" for more information.

Using the Media Sync Settings

TBA: Update these sections to reflect the new Windows features.

Using the My Drives Window

In the **My Drives** window, you first select your drive and then the feature you want to use with it. The middle of the My Drives window displays the connected drives. The currently selected drive is highlighted in light blue.You can use the Media Sync application with any NTFS- or FAT32-formatted USB, Firewire, or eSATA drive.

The icons in the menu bar allow you to move between the My Drives window, used to manage the features of the selected drive, and the **Media Sync** window, used to sync media files on the selected drive with media files on your computer.

• To select a different drive, click the drive icon or partition name.

• To access advanced settings for the selected drive, click **Settings**.

• To get more information about the selected drive, click **Drive Info**.

• To get help, click the help icon. If you're not able to find the answer to your question, click **Customer Support** to go to Seagate's Support Web site.

Note: All NTFS- and FAT32-formatted USB external drives are automatically detected and listed in the My Drives window. It can take a few seconds for the software to detect your drive. If your drive doesn't appear, make sure it's properly connected and turned on.

Managing Drive Settings

Click **Drive Settings** at the bottom of the My Drives window to open the **Settings** window and access the following features for the selected drive:

Adjusting the Power Setting

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

Power-saving mode conserves energy by telling your drive's internal storage disk to stop spinning when it is not in use. Though power-saving mode uses less electricity, it takes a little more time for your drive to become active again when you want to use it.

If you use your drive a lot, you may want to choose a longer time interval, so that your work is not interrupted when opening files from or saving files to your drive.

If you use your drive less frequently, you may want to choose a shorter time interval, so that your drive is not consuming more energy than it needs.

To adjust the power setting:

1. In the Drives panel, select the drive you want to adjust and then click **Drive Settings**.

   The Drive Settings window opens.

2. Click **Power Settings**.

3. Select an interval from the drop-down menu or click **Reset to Default** to return to the original power setting time for the drive.

4. Click **Save** to save the power setting.

5. Click **Close** to return to the Dashboard.

Testing Your Drive

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

To test your drive:

1. In the Drives panel, select the drive you want to test and then click **Drive Settings**.

   The Drive Settings window opens.

2. Click **Test Drive**.

   The Test Drive window opens.

3. Click **Test**.

   A progress bar indicates the progress of the test. When the test is complete, the results are displayed.

   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.

Click **Close** to return to the Dashboard.

Adjusting Drive Lights

The LED Settings feature allows you to control the lights on your drive. Your drive lights flicker to indicate drive activity and status.

1. In the Drives panel, select the drive you want to adjust and then click **Drive Settings**.

   The Drive Settings window opens.

2. Click **LED Settings**.

3. To turn the drive lights off, click **Turn Lights Off**. To turn the drive lights back on, click **Turn Lights On**.

The drive lights may automatically turn back on in the following situations:

• If power to the drive is turned off and then back on

• If the drive is disconnected and reconnected

Are these in the Media Sync Software?

• Check for Software Update

- Change Seagate Advisor Setting

- Register My Product

- Viewing Drive Information

The Drive Information feature provides the following information about your drive:

- Serial number

  The serial number of your drive.

- Firmware

  The version of firmware used by your drive.

- Volume

  The name of your drive.

- Capacity

  The total capacity of your drive.

- Free Space

  The amount of space remaining on your drive.

- File System

  The Windows file system of your drive.

To view the Drive Information for your drive:

1. In the Drives panel, select the drive you want information about and then click **Drive Settings**.

   The Drive Settings window opens.

2. Click **Drive Information**.

3. Click **Close** to close the Drive Settings window.

5.   Solving Problems

GoFlex Satellite™ 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.

Setup Problems and Solutions

TBA

Common Problems and Solutions

This section provides suggestions for solving common problems.

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

GoFlex Satellite 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 Satellite drive and you don't see your files: "Pull up" the screen or click the refresh icon to refresh the files within the GoFlex Media app, or click the refresh button to update the page you are viewing from a browser.

Can't connect wirelessly to GoFlex Satellite

• Make sure GoFlex Satellite is disconnected from your computer, powered on and that the WiFi LED is blinking blue. GoFlex Satellite does not broadcast while connected to a computer.

• Make sure to select **GoFlex Satellite** from your device's wireless network list. If you leave the Satellite device's wireless range, your device will disconnect from the GoFlex Satellite network. The wireless range is close to 145 feet. Any obstructions, such as walls between your device and GoFlex Satellite, may affect the strength of the signal. You will have to rejoin the network in this case.

• If you know that the Satellite device is broadcasting, but you can't connect to it, there may already be three devices connected to GoFlex Satellite. Only three devices can stream from GoFlex Satellite at once.

• Make sure the Satellite device is powered on. If GoFlex Satellite is powered off, it stops broadcasting and the wireless connection from your device is lost. To reconnect, select GoFlex Satellite 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 automatically redirected to the GoFlex Satellite main page. You can also type www.goflexsatellite.com in the browser's address bar to connect to Satellite.

• Click the Refresh button on your browser.

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

There are ways to convert video files to different formats so they can be played on your device. If you have files that you want to play from GoFlex Satellite that are incompatible with your device, you may want to transcode the files before copying them to the drive.

I just copied a file (movie, music) to Satellite but it doesn't appear in the GoFlex Media app

If you purchased this content from iTunes®, make sure to authorize your iPad/iPhone/iPod touch with iTunes for the new files to play. Devices attempting to play content purchased from iTunes must be authorized to play back the content.

Can't use the Internet while streaming from GoFlex Satellite

GoFlex Satellite is a wireless network on its own. When your WiFi device is connected to GoFlex Satellite, it is dedicated to using Satellite's wireless network. If you want to use a different wireless network, you must actively connect to that network, thus disconnecting from GoFlex Satellite.

I mistakenly reformatted the drive for my Mac

• GoFlex Satellite is designed to work with both Windows and Mac operating systems. However, you must install the Seagate GoFlex software to enable file copying from a Mac. If you reformatted the drive by mistake, first return the drive to its original NTFS format using Disk Utility and then download the Seagate GoFlex software from www.seagate.com/support/goflexsatellite

• If you are using Time Machine®, do not allow the program to use the GoFlex Satellite drive for backup. Time Machine will attempt to reformat the GoFlex Satellite drive.

Why can't I connect to GoFlex Satellite from my smartphone?

Make sure you have selected "GoFlex Satellite" from your wireless network list.

Why won't my computer connect to GoFlex Satellite?

Make sure to enable your wireless settings and select "GoFlex Satellite" from your wireless network list.

Why does GoFlex Satellite seem to shut down by itself?

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

I know GoFlex Satellite is broadcasting, but why can't I connect to it?

A maximum of three wireless-enabled devices can stream from GoFlex Satellite at once. If there are already three devices streaming from GoFlex Satellite, you can either wait until a spot opens up, or ask a user to disconnect from the device.

Decoding the GoFlex Satellite Lights

The lights on GoFlex Satellite change color and flash to indicate the status of the drive's power, battery charge and WiFi status. This section explains the meaning of the lights and what to do if a problem occurs.

Table 1: Battery LED

State	Status
Green blinking	Starting up
Green steady	Connected to the network and ready for use
Amber blinking	Not connected to the network

Table 2: WiFi LED

State	Status

TBA: Is there a state that indicates a problem with the drive?

About the USB 3.0 Adapter Lights

The USB 3.0 adapter lights illuminate when the adapter is connected to your computer along with the detachable USB 3.0 cable. The lights flicker when you are copying files to and from the Satellite drive, and turn off when it is safe to disconnect GoFlex Satellite from your computer.

TBA: Can you turn the lights on/off using Media Sync?

Finding More Help

The GoFlex Satellite mobile wireless storage device is easy to use, but you may still have questions. Go to www.seagate.com/support/goflexsatellite if you have any problems setting up or using GoFlex Satellite.