SEAGATE

Seagate Mobile Drive User Manual

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Introduction

Seagate® Mobile Drive gives you additional storage capacity for your Chromebook. Featuring a lightweight, travel-sized form factor, it easily slips into your bag. Simply plug your portable hard drive into your Chromebook via USB 3.0 and transfer content with a quick drag and drop.

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

Box content

- Seagate Mobile Drive
- USB 3.0 (Micro-B to USB-A) cable

> **Important**—Save your packaging. If you experience problems with your hard drive and want to exchange it, the hard drive must be returned in its original packaging.

Minimum system requirements

Ports

You can connect your Seagate device to a computer with a USB-A (USB 3.0 or USB 2.0) port.

Seagate Mobile Drive is compatible with USB-C ports (Micro-B to USB-C cable sold separately).

Operating system

- Chrome OS
- Windows® 7 or higher
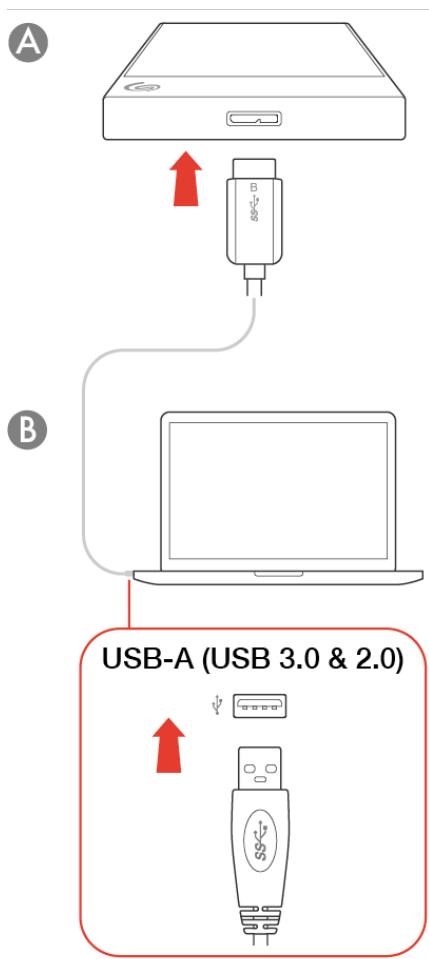- macOS® 10.11 or higher

Minimum free disk space

- 600MB recommended

Getting Started

① Connect the USB cable

Use the Micro-B to USB-A cable to connect to your Chromebook or laptop's USB-A port.

② Copy files to your Seagate Mobile Drive

Chrome OS

1. Click on the Launcher icon.

2. Click on the Files app.

If you don't see it, click the Up Arrow icon to see all the apps installed on your Chromebook.

3. Select files and folders on your Chromebook you want to copy to Seagate Mobile Drive.
4. With the files/folders selected, right-click and select Copy from the pop-up menu (or simply press **Ctrl-C**).
5. On the left side of the screen, click on Mobile Drive to select it.
6. Right-click and select Paste from the pop-up menu (simply press **Ctrl-V**).

Windows

1. Open a File Explorer window and select files and folders on your PC you want to copy to Seagate Mobile Drive.
2. Click Copy on the Home menu (or simply press **Ctrl-C**).
3. On the left side of the screen, click on Mobile Drive to select it.
4. Click Paste on the Home menu (simply press **Ctrl-V**).

macOS

1. Open a Finder window and select files and folders on your Mac you want to copy to Seagate Mobile Drive.
2. Select Copy from the Edit menu (or simply press ⌘**-C**).
3. On the left side of the screen, click on Mobile Drive to select it.
4. Select Paste from the Edit menu (simply press ⌘**-V**).

Safely Remove Seagate Mobile Drive From Your Computer

Always eject a storage drive from your computer before physically disconnecting it. Your computer must perform filing and housekeeping operations on the drive before it is removed. Therefore, if you unplug the drive without using the operating system's software, your files can become corrupt or damaged.

Chrome OS

1. Click on the Launcher icon.

2. Click on the Files app.

   If you don't see it, click the Up Arrow icon to see all the apps installed on your Chromebook.

3. On the left side of the screen, find the name of your drive.
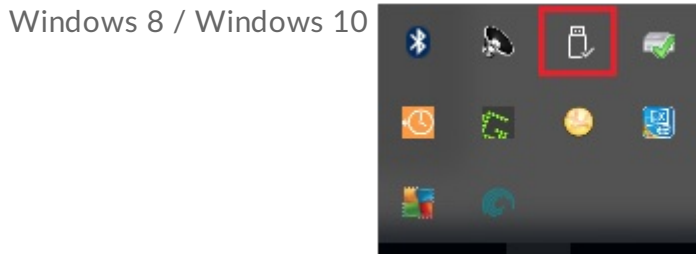4. Click on the Eject icon next to your drive.

   Your Chromebook ejects the drive and makes it safe to remove.
5. Disconnect the device from your Chromebook.

Windows

Eject via Safely Remove tool

1. Click the Safely Remove icon in your Windows System Tray to view the devices you can eject.

Windows 7

Windows 8 / Windows 10

2. If you don't see the Safely Remove Hardware icon, click the Show hidden icons arrow in the system tray to display all icons in the notification area.
3. In the list of devices, choose the device you want to eject. Windows displays a notification when it is safe to remove the device.
4. Disconnect the device from the computer.

macOS

There are several ways you can eject your device from a Mac. See below for two options.

Eject via Finder window

1. Open a Finder window.
2. On the sidebar, go to Devices or Locations and locate the drive you want to eject. Click the eject symbol to the right of the drive name.
3. Once the device disappears from the sidebar or, the Finder window closes, disconnect the device from your Mac.

Eject via Desktop

1. Select the desktop icon for your device and drag it to the Trash.
2. When the device icon is no longer visible on your desktop, disconnect the device from your Mac.

Optional Formatting and Partitioning

Seagate Mobile Drive is preformatted exFAT for compatibility with Chrome OS, Windows, and macOS.

Chrome OS supports a number of file systems for external storage devices. It can read and write to the NTFS file system used by Windows, as well as cross-platform formats such as exFAT and FAT32. Chrome OS can read (but not write to) the HFS+ file system used by macOS.

If you use Mobile Drive with both Chrome OS and Windows (but not with macOS), you can optimize file copy performance between Mobile Drive and Windows by formatting the drive for NTFS. Formatting Mobile Drive for NTFS should be executed using your Windows PC. (Your Chromebook will format Mobile Drive for FAT32, which is not recommended.)

About file system formats

NTFS—The native file system for Windows. Chrome OS can read and write to NTFS volumes. macOS can read NTFS volumes but cannot natively write to them.

Mac OS Extended (HFS+)—The native hard drive file system for macOS. Chrome OS can read HFS+ (journaled) volumes but can't natively write to them. Windows cannot natively read or write to HFS+ (journaled) volumes.

APFS (Apple File System)—An Apple file system optimized for solid state drives (SSDs) and flash-based storage systems. Chrome OS and Windows cannot natively read or write to APFS volumes.

exFAT—Compatible with Chrome OS, Windows, and macOS. exFAT is not a journaled file system which means it can be more susceptible to data corruption when errors occur or the drive is not disconnected properly from the computer.

FAT32—Compatible with Chrome OS, Windows, and macOS. However, FAT32 is a legacy file system designed for low capacity hard drives and it is not recommended for modern hard drives or operating systems. A FAT32 partition can reach up to 32GB when formatted on a Windows PC. File sizes are limited to 4GB.

Manual formatting

Use the steps below to manually format and partition a storage device in Windows.

> **!** Formatting erases everything on the storage device. Seagate highly recommends that you **back up all data** on your storage device before performing the steps below. Seagate is not responsible for any data lost due to formatting, partitioning, or using a Seagate storage device.

Windows

1. Make sure the storage device is connected to and mounted on the computer.
2. Go to Search and then type Disk Management. In the search results, double-click Disk Management.
3. From the list of storage devices in the middle of the Disk Management window, locate your storage device.
4. The partition must be available to format. If it is currently formatted, right click on the partition and then choose Delete.
5. To create a new partition, right click on the volume and select New Simple Volume. Follow the on-screen instructions when the New Simple Volume Wizard appears.

Frequently Asked Questions

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

All users

Problem: My file transfers are too slow

Q: Are both ends of the USB cable firmly attached?

A: Review troubleshooting tips for cable connections below:

- Check both ends of the USB cable and make sure that they are fully seated in their respective ports.
- Try disconnecting the cable, waiting 10 seconds, and then reconnecting it.
- Try a different USB cable.

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

A: If your hard drive is connected to a Hi-Speed 2.0 port, the inferior performance is normal. Seagate Mobile Drive performance will improve when it is connected to a USB 3.1 port or a SuperSpeed USB 3.0 port. Otherwise, the device operates at slower USB transfer rates.

Windows

Problem: The hard drive icon doesn't appear in Computer

Q: Is the hard drive listed in Device Manager?

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

Type Device Manager in Search to launch it. Look in the Disk Drives section and, if necessary, click the Plus (+) icon to view the full list of devices. If you're uncertain that your drive is listed, safely unplug it and then reconnect it. The entry that changes is your Seagate hard drive.

Q: Is your hard drive listed next to an unusual icon?

A: Windows Device Manager usually provides information about failures with peripherals. While the Device Manager can assist with troubleshooting most problems, it may not display the exact cause or provide a precise solution.

An unusual icon next to the hard drive can reveal a problem. For example, instead of the normal icon based on the type of device, it has an exclamation point, question mark or an X. Right click this icon and then choose Properties. The General tab provides a potential reason why the device is not working as expected.

Mac

Problem: The hard drive icon does not appear on my desktop

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

A: Go to Finder and then check Finder | Preferences | General tab | Show these items on the desktop. Confirm that External disks is selected.

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

A: Open Disk Utility at Go | Utilities | Disk Utility. If the hard drive is listed in the left-hand column, check your Finder preferences to see why it is not displayed on the desktop (review the question above).

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

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

Regulatory Compliance

Product Name	Seagate Mobile Drive
Regulatory Model Number	SRD0VN1

China RoHS

China RoHS 2 refers to the Ministry of Industry and Information Technology Order No. 32, effective July 1, 2016, titled Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products. To comply with China RoHS 2, we determined this product's Environmental Protection Use Period (EPUP) to be 20 years in accordance with the Marking for the Restricted Use of Hazardous Substances in Electronic and Electrical Products, SJT 11364-2014.

中国 RoHS 2 是指 2016 年 7 月 1 日起施行的工业和信息化部令第 32 号"电力电子产品限制使用有害物质管理办法"。为了符合中国 RoHS 2 的要求，我们根据"电子电气产品有害物质限制使用标识"(SJT 11364-2014) 确定本产品的环保使用期 (EPUP) 为 20 年。

部件名称 Part Name	有害物质					Hazardous Substances
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr⁶⁺)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
硬盘驱动器 HDD	X	O	O	O	O	O
外接硬盘印刷电路板 Bridge PCBA	X	O	O	O	O	O
电源（如果提供） Power Supply (if provided)	X	O	O	O	O	O
接口电缆（如果提供） Interface cable (if provided)	X	O	O	O	O	O
其他外壳组件 Other enclosure components	O	O	O	O	O	O

本表格依据 SJ/T 11364 的规定编制。
This table is prepared in accordance with the provisions of SJ/T 11364-2014

O: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。
O: Indicates that the hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T 26572.

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。
X: Indicates that the hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T 26572.

Taiwan RoHS

Taiwan RoHS refers to the Taiwan Bureau of Standards, Metrology and Inspection's (BSMI's) requirements in standard CNS 15663, Guidance to reduction of the restricted chemical substances in electrical and electronic equipment. Beginning on January 1, 2018, Seagate products must comply with the "Marking of presence" requirements in Section 5 of CNS 15663. This product is Taiwan RoHS compliant. The following table meets the Section 5 "Marking of presence" requirements.

台灣RoHS是指台灣標準局計量檢驗局(BSMI)對標準CNS15663要求的減排電子電氣設備限用化學物質指引。從2018年1月1日起，Seagate產品必須符合CNS15663第5節「含有標示」要求。本產品符合台灣RoHS。 下表符合第5節「含有標示」要求。

產品名稱：外接式硬碟，型號：SRD0VN1
Product Name: Seagate Mobile Drive, Model: SRD0VN1

單元 Unit	限用物質及其化學符號 Restricted Substance and its chemical symbol					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr⁺⁶)	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
硬盤驅動器 HDD	—	O	O	O	O	O
外接硬盤印刷電路板 Bridge PCBA	—	O	O	O	O	O
電源 (如果提供) Power Supply (if provided)	—	O	O	O	O	O
傳輸線材 (如果提供) Interface cable (if provided)	—	O	O	O	O	O
其他外殼組件 Other enclosure components	O	O	O	O	O	O

備考 1. "O" 係指該項限用物質之百分比含量未超出百分比含量基準值。
Note 1. "O" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 2. "—" 係指該項限用物質為排除項目。
Note 2. "—" indicates that the restricted substance corresponds to the exemption.