



# Seagate Personal Cloud 2-Bay User Manual

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Model: SRN22C



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# Welcome to Your Personal Cloud 2-Bay

Thank you for purchasing the Seagate Personal Cloud 2-Bay. You and everyone in your household can create a centralized media library and safeguard your important files in one location.

With Seagate's free apps, your content is safe and available to you no matter where you are.



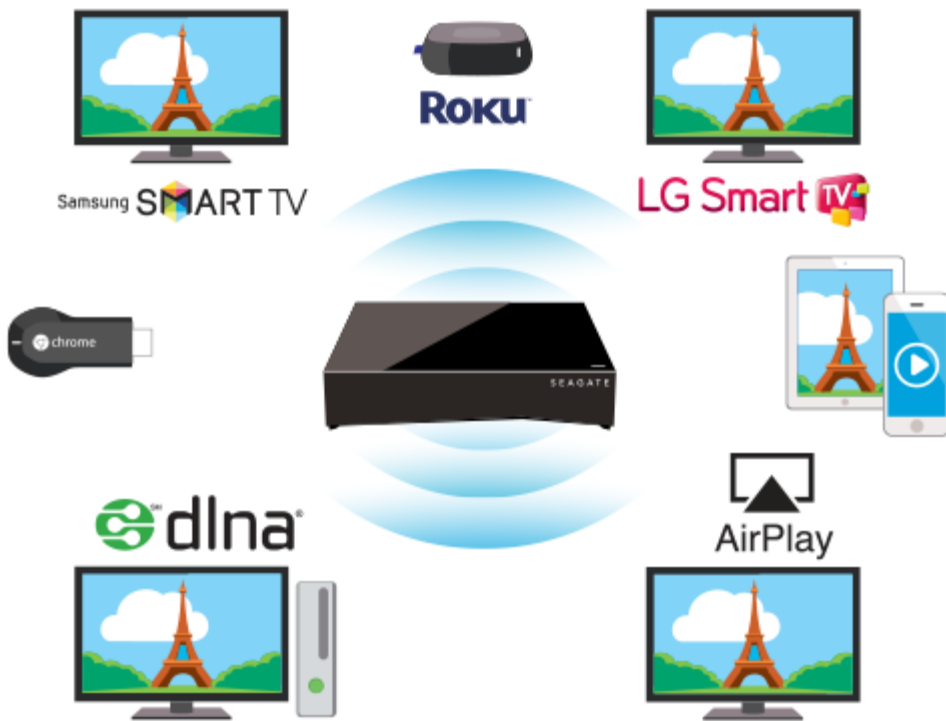
**Seagate Dashboard**—Create backup plans to effortlessly and automatically back up content from your PC.



**Seagate Dashboard**—Create and maintain your media library on your PC or Mac with the Smart Copy feature.



**Seagate Mobile Backup**—Back up your mobile devices to your Personal Cloud 2-Bay.

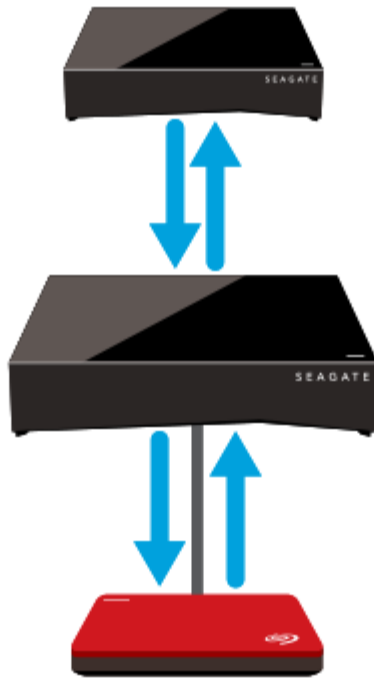


**Seagate Media**—Stream your media library to your mobile devices, Smart TVs, and other media devices.



**Backup Manager**—Back up to the cloud and sync with cloud services.





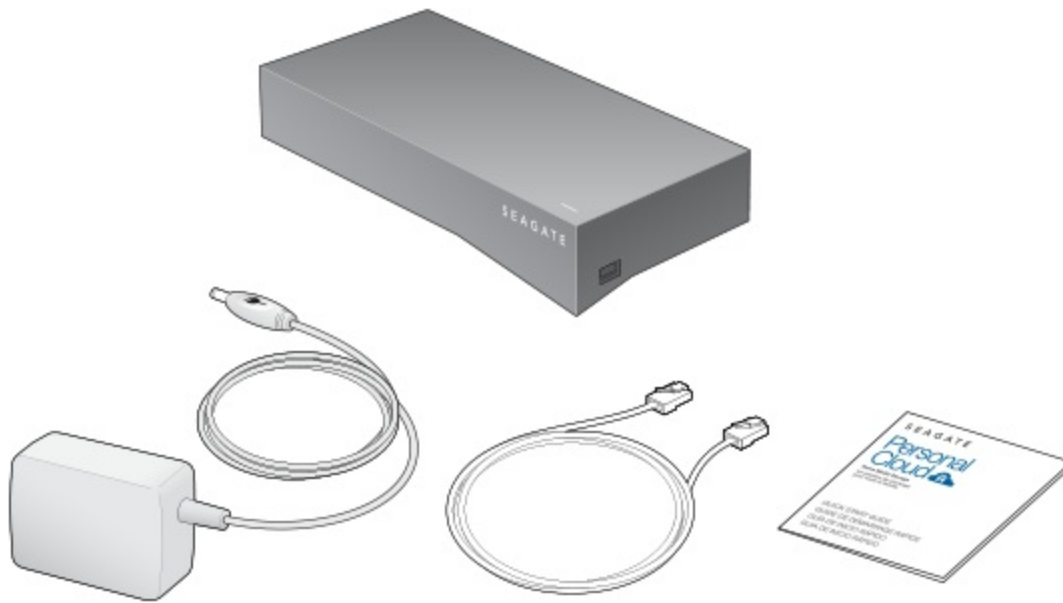
**Backup Manager**—Back up to USB attached storage or another network attached storage device.

## System Requirements

Before you begin setting up your Personal Cloud 2-Bay, read through these instructions and specifications and review the [safety guidelines](#).

## What's in the Box?

Make sure that you have these items. If not, contact [Seagate Customer Support](#).



## Hardware Requirements

Your router must have one 10/100/1000 Ethernet port.

## Software Requirements

- Windows® 10, 8.1, Windows 7, and Windows Vista®
- Mac OS® X v10.8 or later

## Internet Requirements

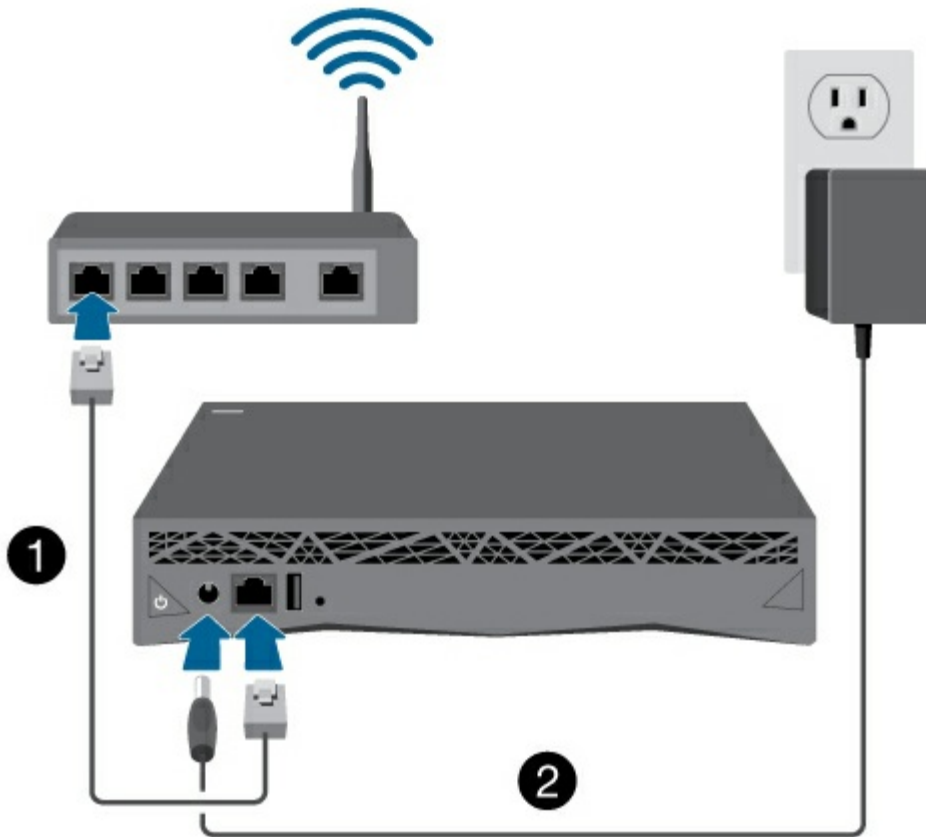
- Internet connection for activation and online file access and sharing

One of these web browsers:

- Internet Explorer® 9.x or later
- Firefox® 5.x or later
- Chrome 11.x or later
- Safari® 5 or later

## Connect Your Personal Cloud 2-Bay

1. Using the supplied Ethernet cable, connect your Personal Cloud 2-Bay to your Wi-Fi router.



2. Attach the power adapter to the Personal Cloud 2-Bay power port, and plug the adapter into a power outlet.

While powering up, the LED on the top of the device quickly flashes white. When the LED is a solid white, the device is ready to access on your network. For more information about the LED behavior, see [LED Behavior](#).

# Seagate Access and Personal Cloud Setup

Seagate Access is an account that you use to remotely access your Personal Cloud. Generally, the Personal Cloud owner's Seagate Access account is created automatically when first configuring the Personal cloud. The owner then creates Seagate Access accounts for other users.

## How do I use my Seagate Access account?

You can use your Seagate Access account with the following:

- Personal Cloud app—Available using any web browser.<sup>?</sup>
- Seagate Media app—Available for Android and iOS mobile devices.

## Access Personal Cloud content using a web browser

You can access your Personal Cloud using a web-based portal that allows you to manage your devices, account, users, and content—at home, in the office, or anywhere with an internet connection.

**Example:** You have important work files that you backed up to your Personal Cloud at home. You open a web browser and log in to your Personal Cloud, which allows you to copy the important files to your work computer.

You can access the Personal Cloud app using your favorite web browser.

1. Open a web browser and go to [personalcloud.seagate.com](https://personalcloud.seagate.com).
2. Sign in with your email address and password.<sup>?</sup>
3. Your NAS OS devices are listed. Click on the Personal Cloud you would like to access.<sup>?</sup>

## Use the Seagate Media app to access content on your mobile device

Seagate Media is an app for viewing and listening to media files on mobile devices. Install Seagate Media on your Android and iOS devices to access movies, photos and music stored on your Personal Cloud.

**Example:** You are at a friend's home and you want to show pictures from your family vacation. Since the photos are stored on your Personal Cloud at home, you can access them remotely with your Seagate Access account. Seagate Media is installed on your Android or iOS phone and linked to your Seagate Access account. To show the photos, you open Seagate Media and choose your Personal Cloud.

## Personal Cloud Owner Setup

When you set up your Personal Cloud 2-Bay, you also create the owner account. The owner adds users, manages the device's services, such as iTunes, and manages device settings, such as power management.

If you followed the quick start guide and were successful setting up your device and adding your owner account, you can start [adding users](#).

## Set Up Your Owner Account

### 1. Access your Personal Cloud.

- PC or Mac—Using a web browser, go to [personalcloud.seagate.com](http://personalcloud.seagate.com).
- PC only—In File Explorer under Networks, click **PersonalCloud**. Open the Public folder and then double-click **Personal Cloud**.
- Mac only—In Finder under Shared, click **PersonalCloud**. Open the Public folder and then double-click **Personal Cloud**.



**Note:** If your computer does not detect your Personal Cloud, go to [Seagate Support](#).

### 2. Accept or change your storage settings.

By default, your Personal Cloud 2-Bay is configured for maximum protection. This means that all of the data you copy to your device is stored on one disk, and a copy of that data is stored on the second disk. This configuration provides the greatest protection, but does reduce the total capacity of storage on your drive. In the event of a disk failure, you can replace the failed disk and continue to use your Personal Cloud 2-Bay.

To use all of storage available on your device, select Maximum capacity. This option allows you to use all available storage, but offers no data protection.



**Note:** If you change the configuration of your Personal Cloud 2-Bay after you have created your media library or backed up computers in your home, you will lose your data. Copy all data to another device before you reconfigure your device to a different storage setting.

### 3. Enter your email address and create a password.

If you have registered with Seagate before (for example, you already have a Seagate Access account), you can use the same email address and password.

Your Personal Cloud 2-Bay creates your:

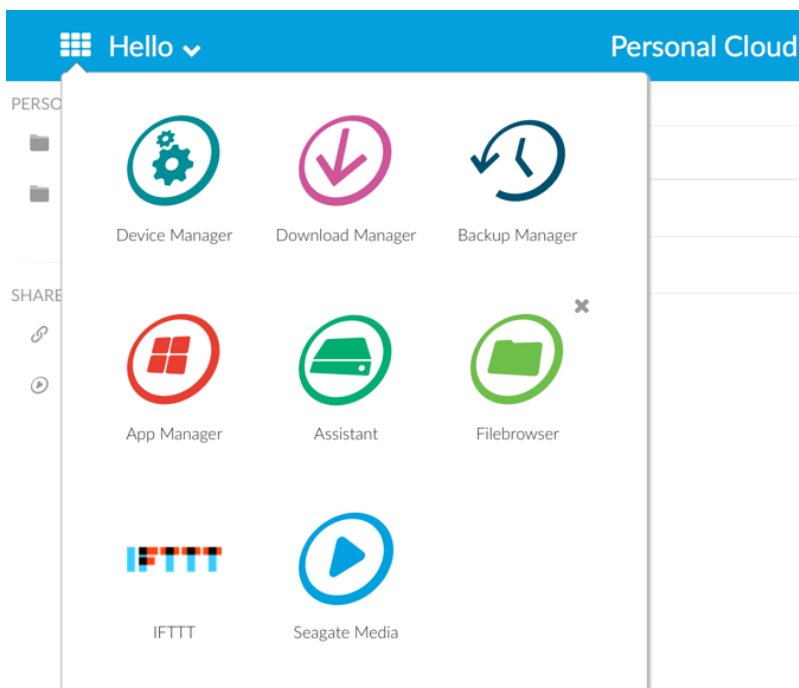
- Username, which allows you to access your private folder, manage users, and manage device settings
- Private folder, where you can store personal content

- Seagate Access account, which allows you to access your Personal Cloud 2-Bay remotely and enable remote access for other users
4. A message is sent to your email account with the confirmation link or code needed to activate your Seagate Access account.

**Note:** Check your spam folder if you don't find an email in your Inbox.

**Note:** You also need to confirm your Seagate Access account before you can give other users remote access.

5. Click **Finish**.
6. You're now given the option to use the Setup Assistant to show you how to use your Personal Cloud 2-Bay and help you configure your services.
7. The Personal Cloud 2-Bay management page opens. Click the Apps icon to see all available apps:



- **Device Manager.** Manage users and manage your device.
- **Download Manager.** Download files to your device.
- **Backup Manager.** Manage your backups from your computer, cloud service, and device.
- **App Manager.** Add new features to your device.
- **Assistant.** Take a tour of what your Personal Cloud has to offer.
- **Filebrowser.** Access your files in your web browser.
- **Seagate Media.** Enjoy your media library on your mobile devices.
- **IFTTT.** Connect your Personal Cloud to your IFTTT account. For details, see the [IFTTT for Seagate Storage User Manual](#).

Apps with arrow overlays are not installed. Click the app to install it.

You are now ready to:

- [Add user accounts](#)
- [Begin building your media library](#)
- [Protect your important documents](#)
- [Manage your Personal Cloud 2-Bay](#)

## Seagate Media Setup

Follow the directions below for installing Seagate Media.



**Important info for users:** Your Seagate Access account must be associated with your Personal Cloud before you use Seagate Media to access media. The owner of your Personal Cloud should have sent you an invitation email with instructions on how to link your account to the Personal Cloud. Contact the owner of your Personal Cloud if you do not know your Seagate Access credentials.

1. Install Seagate Media on your Android or iOS mobile device. Seagate Media is available at the Google Play Store and the iOS App Store. For further details, see [Seagate Media](#).
2. Open Seagate Media on your mobile device.
3. Tap the **More** icon.

- Android **More** icon:
- iOS **More** icon:

4. Tap **Settings**.
5. Tap **Remote Access**.
6. Tap **Seagate Personal Cloud**.
7. Enter your Seagate Access account credentials.

For instructions on how to use Seagate Media to access, play and organize media stored on your Personal Cloud, choose the user manual for your mobile device:

- Seagate Media for [Android](#).
- Seagate Media for [iOS](#).

### Seagate Media for Windows and Seagate Access

The Seagate Media app for Windows 8, Windows 8.1 and Windows RT does not support Seagate Access at this time. Instead, access your device by going to [PersonalCloud.seagate.com](http://PersonalCloud.seagate.com).

# Adding and Managing Users

The Personal Cloud 2-Bay owner can add and manage users.

## Access your Personal Cloud

### Access using a web browser (PC and Mac)

1. Open a web browser and go to [PersonalCloud.seagate.com](https://PersonalCloud.seagate.com).
2. Log in with your email address and password.
3. Your NAS OS devices are listed. Click on the Personal Cloud you would like to access.

### Access using Windows or File Explorer (PC only)

1. Open your Windows or File Explorer.
2. Under Networks, click **PersonalCloud**.
3. Open the Public folder, and then double-click **PersonalCloud**.
4. Enter your Personal Cloud username and password.

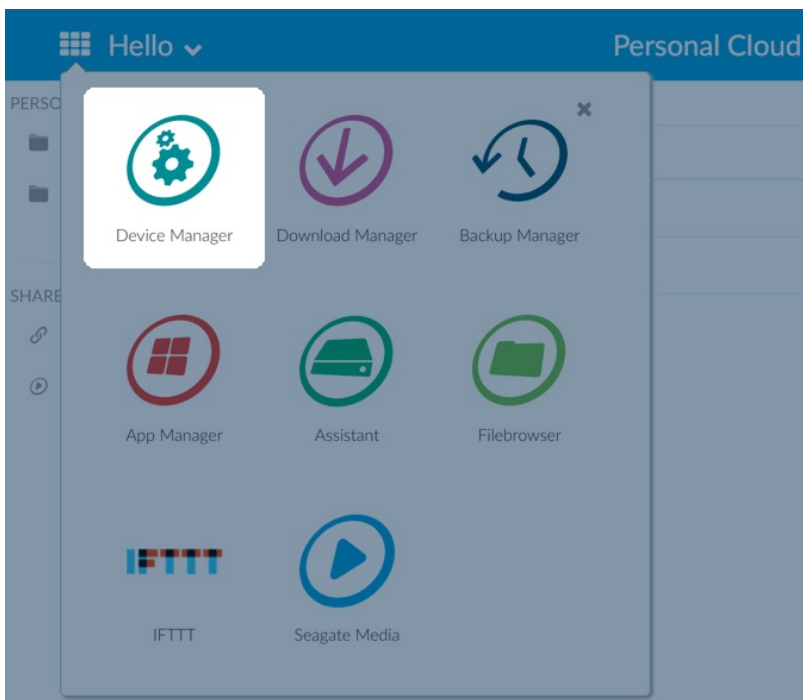
### Access using the Finder (Mac only)

1. Open a Finder window.
2. Under Shared, click **PersonalCloud**.
3. Click **Connect As...**
4. Select **Registered User**.
5. Enter your Personal Cloud username and password.

## Open the Users page

1. Click the Apps icon, and then click on **Device Manager**.





2. Click **Users**.

## Add users

As the owner, you can invite people at home and outside of your home network to use your Personal Cloud 2-Bay.

1. [Open the Users page](#).



**Note:** If you want to enable remote access and you haven't confirmed your Seagate Access account, do so now by clicking **Confirm Email**.

2. Click **Add user**.

You can add three types of users:

- **Local and remote**—A user who has access to your home network and can also have remote access to your Personal Cloud when away from home.
  - **Local only**—A user who can only access the Personal Cloud at home on the local network. You can give this user remote access later if needed.
  - **Remote only**—A user who can only access your home Personal Cloud remotely. You can give this user local access later if needed.
3. Complete the New User form.

An email with instructions is sent to the new user. Users should check their Spam folder if they have not received their email invitation. The code is valid for 72 hours. The owner can send a new invitation if the code expires.



**Important info:** Your Personal Cloud can have a maximum of 10 users.

## Manage remote access for an existing user

The owner can manage remote access on a user-by-user basis. Remote access allows users to access content while away from home.

You can also [control remote access for all users](#).

To manage remote access for a specific, existing user:

1. Open the Users page.



**Note:** If you want to enable remote access and you haven't confirmed your Seagate Access account, do so now by clicking **Confirm Email**.

2. Click the dot under Seagate Access to the right of the username.

Seagate Access Status	Description
	Seagate Access is on
	The owner has invited a user to create a Seagate Access, but the process is not complete.*
	Seagate Access is off

\* A yellow dot indicates a pending status. You have invited the user to create a Seagate Access account and the Personal Cloud 2-Bay is waiting for the user to complete the process.

## Edit a user

Only the Personal Cloud 2-Bay owner can change a user's username and email address.

1. Open the Users page.
2. Click the item you want to change.
  - **Username**—Changing the username also changes the user's private folder name.
  - **Password**—Changes only the user's private folder password. The option to change a user's password is not available if the user has a Seagate Access account. The user can change her password by logging in to the Personal Cloud (see [Passwords](#)).
  - **Email address**—The email address is the user's Seagate Access ID, which is used to remotely access your Personal Cloud.

## Delete a user

The Personal Cloud 2-Bay owner can delete all user accounts. Deleting a user account also deletes the user's private folder and its contents.

If the user has created backup plans through the Backup Manager, the backups are also deleted. For more information, see [Backups](#). Open the Users page

1. Open the Users page.
2. Place the cursor to the right of the user's row and click **Edit**.
3. Select **Delete**.

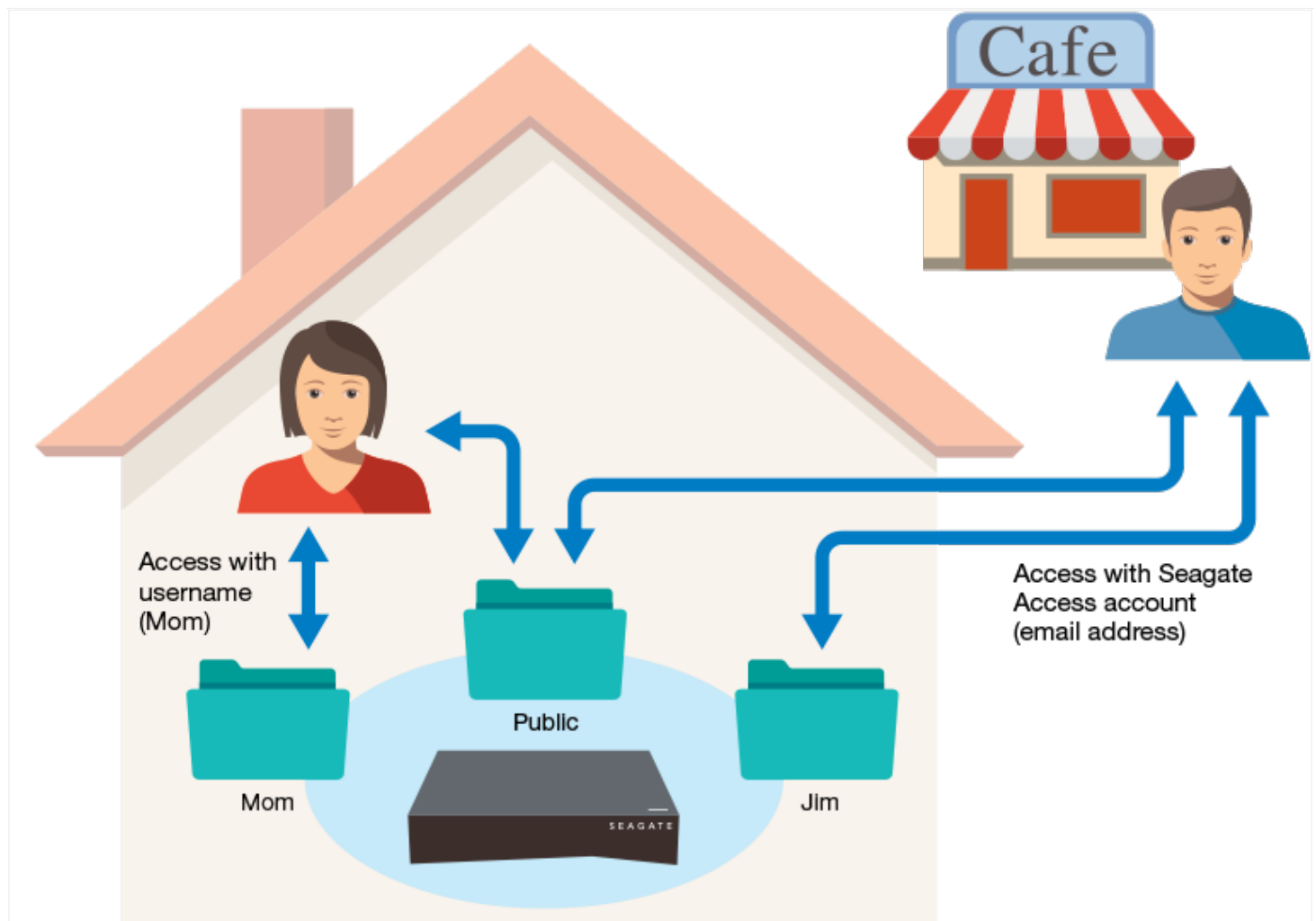
# Public and Private Folders

Your Personal Cloud 2-Bay has a Public folder that anyone can use and a private folder where each local user can store personal content that others cannot see.

## What's the difference?

Everyone on your home network can access the Public folder. Anyone who has been given a Seagate Access account to the storage device can also access the Public folder. Use the Public folder for files you want to share and for your centralized media library.

A private folder is created for each user account and is password protected. Use your private folder to back up content that you don't want to share with others.



# Which folder to use

## Public folder

Create your media library in the Public folder and copy any data that you want to share to the Public folder so that you and others can access it. See [Media Library](#).

## Private folder

Back up your content to safeguard against computer malfunctions. Content backed up to the Public folder can be viewed by anyone who has access. No one but you can view content backed up to your private folder. You can back up your computer and mobile devices using Seagate Dashboard software and Seagate Mobile Backup apps. You can also back up your backups by creating backup and sync plans in the Personal Cloud 2-Bay with Backup Manager.

For information on Seagate Dashboard and Mobile Backup apps, visit the [Seagate Dashboard](#) page.

For information on backing up your backups, see [Backing Up Your Content](#).

# Media Library

You can use your Seagate Personal Cloud 2-Bay to centralize your media. Copy media to the library and stream its content to devices in your home and to mobile devices when you're away.

## Create and maintain media in the Public folder

Music, movies, and photos—you and other household members may have media files on multiple devices. You can consolidate your household media in one place on your Personal Cloud 2-Bay for sharing and easy maintenance.

Copy your media library to the Public folder on your Personal Cloud 2-Bay. You can easily stream the content on your other devices using the Seagate Media app. Learn more about the [Seagate Media app](#).

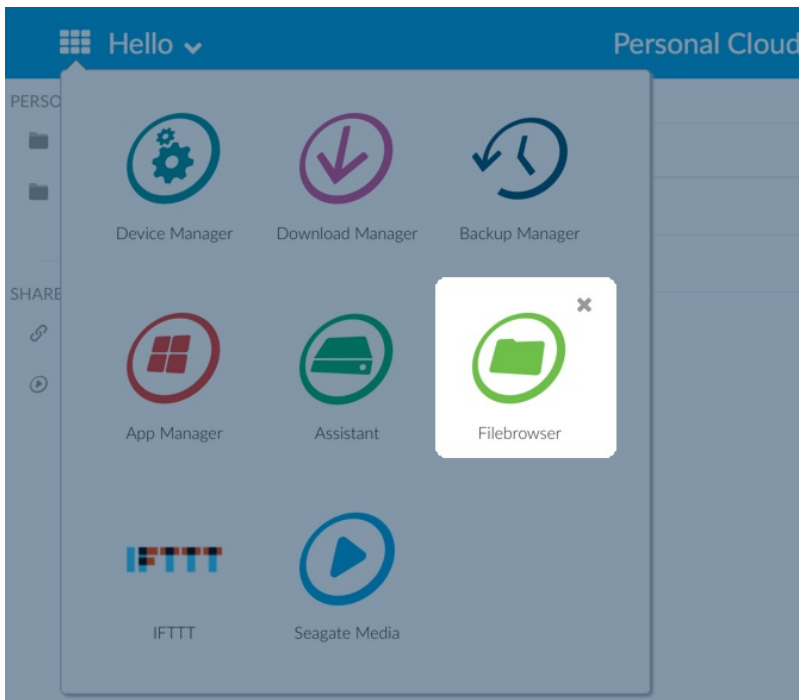
Before you copy your media to your Personal Cloud 2-Bay from your computer, Seagate recommends that you connect your computer directly to your router instead of using a Wi-Fi connection. Wi-Fi speeds are not ideal for copying large quantities of files.

To copy content from your	You need to
Computer	Install <a href="#">Seagate Dashboard</a> on your computer, and create a Smart Copy plan that continuously updates your media library on your Personal Cloud 2-Bay.
Mobile device	Install <a href="#">Seagate Media</a> on your mobile device from your app store, and set up Auto Upload to automatically back up photos and videos to your Personal Cloud. Configure Auto Upload in the Seagate Media app's Settings menu.
External device	Connect the device to a USB port on your Personal Cloud 2-Bay and use Filebrowser to copy content. For instructions, see <a href="#">Filebrowser</a> . You can also configure regular backups to and from the external device. See <a href="#">Backup Manager</a> for details.


## Provide public access to selected media in your private folder

The Public folder is a convenient location for files that everyone on your home network needs to access. A user can also provide access to selected folders in their private user folder. This allows other users of the Personal Cloud device (and anyone on the home network) to view and play content using Seagate Media. To provide Seagate Media access to a folder:

1. Click the Apps icon, and then click on Filebrowser.



2. Open your private user folder.
3. Navigate to the folder you want to provide with Seagate Media access.
4. Click the folder to select it, and then click **Add to Seagate Media**. A dialog box appears.
5. Click **Save**.

A Seagate Media icon  appears next to any folder you've provided access to.

To remove Seagate Media access:


1. Click the folder to select it, and then click **Remove from Seagate Media**.

## Stream media content

You can stream your media from the Public folder on your Personal Cloud to a variety of devices throughout your home. You can also stream media to your mobile devices when you're away from home.

## Stream media at home

To stream content to your	You need to


<p>Apple TV</p>	<ol style="list-style-type: none"> <li>1. Install the Seagate Media app on your mobile device.</li> <li>2. Connect your mobile device to your Personal Cloud 2-Bay. (Your mobile device and Personal Cloud 2-Bay must be on the same home network.)</li> <li>3. Launch the Seagate Media app.</li> <li>4. Use the Apple TV remote to select the local network from the list or to enter local network's name if the network is hidden. (Your Apple TV must be on the same home network as your Personal Cloud and mobile device.)</li> <li>5. Enter your password if requested. The Apple TV connects to the router.</li> <li>6. Enable AirPlay. Swipe up from the bottom of your mobile device to access <b>Control Center</b>. Select your Apple TV.</li> </ol> <div style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;">  <b>Tip:</b> Make sure Mirroring is off for Videos and Music. </div> <ol style="list-style-type: none"> <li>7. Select a movie or song in the Seagate Media app and click <b>Play</b>. The AirPlay icon appears on the far right, beside the "Forward" button. The movie or song plays on the TV connected to your AirPlay device.</li> </ol>
<p>Chromecast</p>	<ol style="list-style-type: none"> <li>1. Configure Chromecast on your TV and Wi-Fi per the manufacturer's instructions.</li> <li>2. Install Seagate Media on your mobile device.</li> <li>3. Tap the cast icon and choose video, photo, or music to start casting.</li> </ol>
<p>DLNA Certified device</p>	<p>The DLNA service, an industry-wide standard for sharing data over a home network, is turned on by default on your Personal Cloud 2-Bay.</p> <ol style="list-style-type: none"> <li>1. Connect your DLNA Certified device and your Personal Cloud 2-Bay to the same Wi-Fi network (when required).</li> <li>2. Consult your DLNA Certified device's instructions.</li> <li>3. Generally, DLNA provides a menu showing available devices. Select your Personal Cloud 2-Bay. Your DLNA Certified device loads the content it is able to play from your Personal Cloud 2-Bay.</li> </ol>



iTunes	<p>Turn on the iTunes service.</p> <ol style="list-style-type: none"> <li>1. In the Device Manager, click Services.</li> <li>2. Place your mouse over the iTunes service. Click the <b>Edit</b> menu that appears, and then click <b>Start</b>.</li> <li>3. Start iTunes on your computer.</li> <li>4. Open Preferences. (On a Mac keyboard, press command+comma. In iTunes on your PC, select <b>Preferences</b> from the Edit menu).</li> <li>5. Click the <b>General</b> tab and ensure that Shared Libraries is checked.</li> <li>6. Open the menu sidebar (<b>View &gt; Show Sidebar</b>)</li> <li>7. Under Shared, select <b>PersonalCloud</b></li> </ol> <p>To learn how to copy your iTunes library to your Personal Cloud 2-Bay, visit the <a href="#">Seagate Personal Cloud 2-Bay support page</a>.</p>
LG TV	<ol style="list-style-type: none"> <li>1. Turn on your LG TV.</li> <li>2. Connect your LG TV and your Personal Cloud 2-Bay to the same Wi-Fi network.</li> <li>3. Install the Seagate Media app on your mobile device.</li> <li>4. Connect your mobile device to your Personal Cloud 2-Bay.</li> <li>5. Tap the cast icon and choose video, photo, or music to start casting.</li> </ol>
Roku	<p>There are two ways to enjoy content on Roku.</p> <ol style="list-style-type: none"> <li>1. Install Roku Media Channel from the Roku app store and connect to your Personal Cloud 2-Bay through the app.</li> <li>2. Install the Seagate Media app on your mobile device. Connect your Roku device and Personal Cloud 2-Bay to the same Wi-Fi network.</li> </ol> <p>Tap the cast icon and choose video, photo, or music to start casting.</p>
Samsung Smart TV	<p>Install Seagate Media from the Samsung app store and connect to your Personal Cloud 2-Bay through the app.</p>

## Stream media away from home

To remotely access content to your	You need to

iOS or Android media device	<p>Install the Seagate media app.</p> <p>Seagate recommends that you install the Seagate Media app on your mobile device for optimal access and viewing of your media. The Seagate Media app contains a remote access module that allows you to sign in to your Seagate Access account and access your Personal Cloud 2-Bay media library.</p> <div data-bbox="266 415 1513 562" style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p> <b>Note:</b> You must create your Seagate Access account on your Personal Cloud 2-Bay before you can sign in through the Seagate Media app.</p> </div>
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## Remotely access media content

You can remotely access media on your Personal Cloud 2-Bay using your Mac or PC computer.

To remotely access content on your	You need to
Mac and PC computer	<ol style="list-style-type: none"> <li>1. Open a web browser and go to <a href="https://PersonalCloud.seagate.com">PersonalCloud.seagate.com</a>.</li> <li>2. Log in with your email address and password.</li> <li>3. Your NAS OS devices are listed on the page. Click on the Personal Cloud you would like to access.</li> <li>4. The Filebrowser app is launched automatically, allowing you to view and access your content.</li> </ol>

# Backing Up Your Content

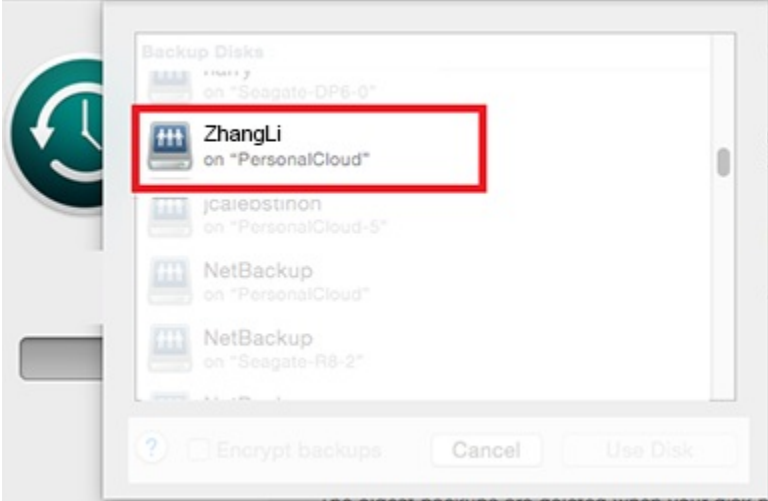
Seagate provides several ways to protect your content. You can back up your:

- Personal Cloud
- Computers
- Mobile devices
- Cameras
- USB storage
- Cloud storage
- Network storage (e.g. another Personal Cloud, Seagate network storage or third-party network storage).

Before backing up a computer to your Personal Cloud, Seagate recommends that you connect the computer directly to your router instead of using a Wi-Fi connection. Wi-Fi speeds are not ideal for copying large quantities of files. After you have created your first backup, you can back up future changes over Wi-Fi.

## Back up your devices

To back up content from your	You need to
PC	<a href="#">Install Seagate Dashboard</a> on your computer, and create a backup plan.

Mac	<p><b>Set up a Time Machine plan.</b></p> <ol style="list-style-type: none"> <li>1. Open Time Machine preferences.</li> <li>2. Click <b>Select Disk</b>.</li> <li>3. Find your Private folder name.</li> </ol>  <ol style="list-style-type: none"> <li>4. Select the folder and click <b>Use Disk</b>.</li> <li>5. Enter your Personal Cloud username and password.</li> <li>6. Click <b>Connect</b>.</li> </ol> <p>Wait for a minute or two to connect. Your backup will start automatically.</p>
Mobile device	<ol style="list-style-type: none"> <li>1. <a href="#">Install Seagate Dashboard</a> on your PC or Mac, and sign in to the Mobile Backup section in Dashboard.</li> <li>2. Install the Seagate Mobile Backup app on your mobile device from your app store and create a backup plan as instructed in the app's help.</li> <li>3. Install Seagate Media on your mobile device from your app store, and set up Auto Upload to automatically back up photos and videos to your Personal Cloud. Configure Auto Upload in the Seagate Media app's Settings menu.</li> </ol>
Personal Cloud	See <a href="#">Backup Manager</a> .
Cameras	See <a href="#">Backup Manager</a> for backups and <a href="#">Filebrowser</a> for easy copying and ingest.
USB storage	See <a href="#">Backup Manager</a> .
Cloud storage	See <a href="#">Backup Manager</a> .
Network storage (e.g. another Personal Cloud, Seagate network storage or third-party network storage)	See <a href="#">Backup Manager</a> .

# Downloading Large Files

You can use your Personal Cloud 2-Bay as an efficient way to download large PDF, torrent, or binary files to your Personal Cloud.

## Access your Personal Cloud

### Access using a web browser (PC and Mac)

1. Open a web browser and go to [PersonalCloud.seagate.com](https://PersonalCloud.seagate.com).
2. Log in with your email address and password.
3. Your NAS OS devices are listed. Click on the Personal Cloud you would like to access.

### Access using Windows or File Explorer (PC only)

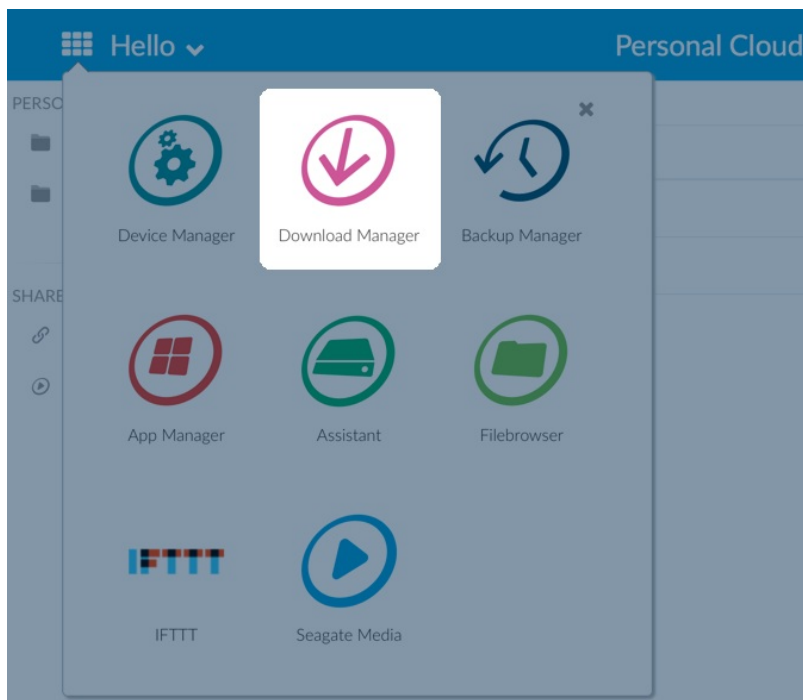
1. Open your File Explorer.
2. Under Networks, click **PersonalCloud**.
3. Open the Public folder, and then double-click **PersonalCloud**.
4. Enter your Personal Cloud username and password.

### Access using the Finder (Mac only)

1. Open a Finder window.
2. Under Shared, click **PersonalCloud**.
3. Click **Connect As...**
4. Select **Registered User**.
5. Enter your Personal Cloud username and password.

## Open the Download Manager

Click the Apps icon, and then click on **Download Manager**.



## Download large files

You can download PDF, binary, and torrent files to your Personal Cloud 2-Bay.

1. [Open the Download Manager](#).
2. Click **Jobs**.
3. If the service is off, click the slider on the right to turn the service on.
4. Click **Add download**.
5. Enter the source.
  - If the file is on the Internet, select **URL** and enter the URL address.
  - If the file is on your computer and it is a torrent file, select **Local** and browse for the file.
6. Enter the destination folder on your Personal Cloud 2-Bay
7. Click **Save**.

## Manage download settings

You can change the number of downloads that you can request at the same time and change the download and upload rates.

[Open the Download Manager](#) and click **Settings**.

# Passwords

## Account types

The owner creates one of the following types of accounts for herself and users:

- **Local access only.**
  - Log into your Personal Cloud on the home network.
- **Local and remote access.**
  - Log into your Personal Cloud on the home network.
  - Log into your Personal Cloud at remote locations using your Seagate Access account. Seagate Access is compatible with Seagate Media.
- **Remote access only.**
  - Log into your Personal Cloud from remote locations using a Seagate Access account. Seagate Access is compatible with Seagate Media.

For further information regarding Seagate Access, see the [Seagate Access and Personal Cloud Setup](#).

## Changing passwords

### Owner password

Account type	Access	Change password
Local access only	The owner enters the password to connect to her private folder on the home network.	Log into the Personal Cloud and go to <b>Device Manager &gt; Users</b> .
Seagate Access account (local and remote access)	The owner enters the password to connect to her private folder on the home network as well as to connect from remote locations.	To keep passwords consistent between your Personal Cloud and Seagate Access, click on the Down Arrow icon next to <b>Hello [your username]</b> and select <b>Manage passwords</b> . A pop-up window opens allowing you to change local and remote passwords. It's recommended that you change both at the same time to keep things simple.

### User password

The user or the owner can change a user's password.

Account type	Access	Change password
Local access only	The user enters their password to connect to their private folder on the home network.	Log into the Personal Cloud and go to <b>Device Manager &gt; Users</b> .
Seagate Access account (local and remote access)	The user enters their password to connect to their private folder on the home network, or to remotely log in to the Personal Cloud using a web browser.	To keep passwords consistent between your Personal Cloud and Seagate Access, click on the Down Arrow icon next to <b>Hello [your username]</b> and select <b>Manage passwords</b> . A pop-up window opens allowing you to change local and remote passwords. It's recommended that you change both at the same time to keep things simple.
Remote access account only	The user enters their password to connect to their private share remotely using a web browser.	Log into the Personal Cloud on the home network and go to <b>Device Manager &gt; Users</b> .

## Local and remote access

When first creating an account, the password is synchronized between the Personal Cloud and Seagate Access. To keep passwords consistent between the Personal Cloud and Seagate Access, update passwords on the Personal Cloud on the home network as instructed below.

### Owner

The owner or admin of the Personal Cloud can change their own password, as well as another user's local password.

**Note:** The owner cannot change the remote access password of a user's remote access account. That user will need to change their own remote access password.

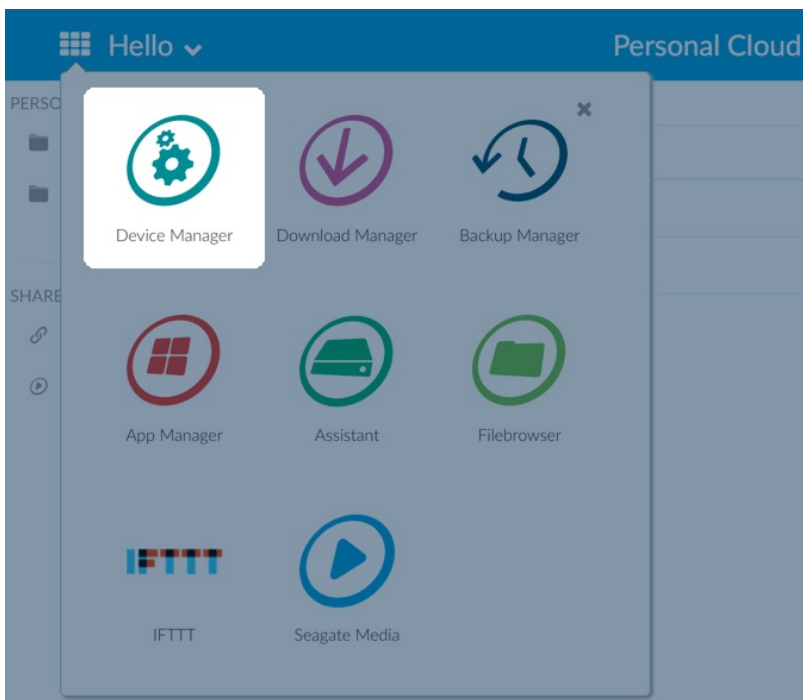
#### Owner changing their own password

1. Log into the Personal Cloud.
2. Click the Down Arrow icon next to Hello [your username].
3. Select the Manager passwords option.
4. A pop-up window opens allowing you to change local and remote passwords for the owner's account. It's recommended that you change both at the same time to keep things simple.

#### Owner changing a local user's password

1. Log into the Personal Cloud.
2. Click the Apps icon, and then click on **Device Manager**.





3. After the page loads, select **Users**.
4. Under the Device password list, select the password of the user you'd like to update.
5. Enter a new password for the user.

**Note:** The user will now need to use this new password for accessing the Personal Cloud locally.

## User

1. Log into the Personal Cloud.
2. Click the Down Arrow icon next to **Hello [your username]** and select the **Manage passwords** option.
3. A pop-up window opens allowing you to change local and remote passwords. It's recommended that you change both at the same time to keep things simple.

## Resetting a forgotten password

The sign-in page for your Personal Cloud includes the option to reset a forgotten password. Resetting the password on the sign-in page only updates the password on your Personal Cloud. It does not update the password for your Seagate Access account. Therefore, your password will not be synchronized between your Personal Cloud and Seagate Access. Review the options below to learn how to manage a forgotten password.

## Resetting the password: Personal Cloud

If you cannot recall your password, you have the option to reset it in two applications to maintain consistency:

- Personal Cloud sign-in page
- Personal Cloud web app

## Reset on the Personal Cloud

1. Go to the Personal Cloud sign-in page.
2. Click **Forgot password** and complete the reset.

## Reset your Seagate Access account password with the Personal Cloud web app

1. Go to [PersonalCloud.seagate.com](https://PersonalCloud.seagate.com).
2. Click the **Forgot password** link.
3. Enter the email address associated with your remote access account.
4. An email will be sent to your email account. Open the message and click the **Reset Password** link.
5. Enter your new password and click **Reset**.
6. A message appears confirming that your password has been changed.

# Owner Administration

Your Personal Cloud 2-Bay has been configured with standard default settings. If you're the owner, you can modify settings such as the device name, time zone, and the services used.

## Access your Personal Cloud

### Access using a web browser (PC and Mac)

1. Open a web browser and go to [PersonalCloud.seagate.com](http://PersonalCloud.seagate.com).
2. Log in with your email address and password.
3. Your NAS OS devices are listed. Click on the Personal Cloud you would like to access.

### Access using Windows or File Explorer (PC only)

1. Open your File Explorer.
2. In the left window pane, click on Networks.
3. Under Networks, click **PersonalCloud**.  
**Note:** If you do not see the Personal Cloud listed under Networks, make sure your Wireless connection type is Private.
4. Open the Public folder, and then double-click **PersonalCloud**.
5. Enter your Personal Cloud username and password.

### Access using the Finder (Mac only)

1. Open a Finder window.
2. Under Shared, click **PersonalCloud**.
3. Click **Connect As...**
4. Select **Registered User**.
5. Enter your Personal Cloud username and password.  
**Note:** Make sure you use the Personal Cloud username and password. Some Mac systems will autofill the field with your Mac username. Remove the default Mac username and enter your Personal Cloud username.
6. Open the Public Folder and then double-click **Personal Cloud**.
7. Enter your Personal Cloud username and password.

## Open the Device Manager

1. Click the Apps icon, and then click on **Device Manager**.

# LED Behavior

Your Personal Cloud 2-Bay LED is on the top of your device. When your device is starting up for the first time, the LED blinks white. After 8 – 10 minutes, your device is ready to access over your Wi-Fi network.



**Note:** Your LED might continue to blink, as the hard disk drive is initiating the software.

If you reset your device, the LED begins blinking red, and then blinks white.

## Personalize your Personal Cloud 2-Bay

You can personalize your device by changing its name, the language, time zone, and more.

1. [Open the Device Manager](#).
2. Click **Settings** and make your changes.

You can change settings that have an on and off button or display a pencil icon when you place the cursor over the setting. Click the pencil icon to make a change.



**Note:** If you want to change the time zone, and you have enabled Synchronization, turn it off before changing the time zone and then turn it back on.

## Changing Device Services

Your Personal Cloud 2-Bay is preconfigured with many services that allow you to stream to a TV, use iTunes, download and upload files to your computer, and manage remote access.

## Start and stop a service

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Services**.
3. Move the cursor over the service until the Edit button appears on the right.
4. Click **Edit** and select **Start** or **Stop**.

## Re-index a media service

If media files appear to be missing from your media service, you can re-index the service to take an inventory of available multimedia files.

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Services**.

3. Move the cursor over a media service until the Edit button appears on the right.
4. Click **Edit** and select **Re-index**.

## Control remote access for all users

By default, anyone with a Seagate Access account on your Personal Cloud 2-Bay can access content on the storage drive while away from home. You can disable this ability for all accounts. If you want to disable this ability for a specific user, see [Manage remote access for an existing user](#).

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Services**.
3. Move the cursor over Seagate Access until the Edit button appears on the right.
4. Click **Edit** and select **Enable remote access** or **Disable remote access**.  
A green circle indicates that the service is enabled.

## Conserve power usage

You can save energy by turning off hard drives. When you turn off the hard drive, it still remains active to receive network commands from other devices.

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Power**.
3. To turn the hard drive off after a specified interval, select a value from the pull-down menu.

## Connect your device to an uninterruptible power source

Connecting your Personal Cloud 2-Bay to an uninterruptible power source (UPS) ensures a continuous power supply.

1. Confirm that no one is accessing your Personal Cloud 2-Bay and power it off.
2. Connect a supported UPS device to a USB port on your Personal Cloud 2-Bay.



**Note:** If you plan to schedule frequent backups to and from an external device, you might want to connect the UPS to the USB 2.0 port on your device. The USB 3.0 port provides greater transfer speeds.

3. Power on your Personal Cloud 2-Bay.
4. [Open the Device Manager](#).
5. Click **Show advanced settings**, and then click **Power**.
6. Set the battery threshold level.

If your Personal Cloud 2-Bay reaches the threshold, it will automatically enter stand-by mode. The UPS's status is provided within UPS Management:

- The power cable is supplying power.
- The power cable is not supplying power.

**i** **Important info:** Seagate cannot guarantee that all UPS devices are compatible with your Personal Cloud 2-Bay UPS management.

## Monitoring

Monitoring provides a summary of your Personal Cloud 2-Bay:

- **System.** Review the overall health, the CPU and RAM consumption, and processes.

If you see an issue with the temperature, check the placement of your NAS to make certain that it is not receiving an abnormal amount of heat from external sources (e.g. sun from a window, heating duct, exhaust from other electronics, etc.). If you receive a drive error, select the **Drive** tab to review the status of the hard drives.

- **Drive.** Review basic information for each hard drive, including the model number, capacity, temperature, and SMART status. SMART stands for Self-Monitoring, Analysis and Reporting Technology. SMART status should be used for informational purposes only, specifically when diagnosing hard drives. To run a SMART test, select **Autotest**.

## Notifications

You can monitor device activities, such as when a user was added and when the drive synchronized.

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Notifications**.

You can filter notifications based on warning, errors, or show all notifications. You can also download the system log.

## Storage

You can check how much storage is available on your Personal Cloud 2-Bay and format your drive.

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Storage**.
  - **Overview.** Review the total device storage and the status of internal and external volumes (USB attached devices).
  - **Network Drives.** Format (erase all data) but keep the volume or Delete (remove the volume).

**i** **Important info:** Formatting your drive erases all data. Before formatting the drive, back up your data to another drive.

To learn how to reformat your drive, review [the support article](#).

## Network Settings

Usually, you do not need to change your Personal Cloud 2-Bay network settings. If you are having issues with network connectivity, changing the settings might solve the problem.



**Note:** Changing network settings requires some understanding of networking and your specific setup.

## Change the IP configuration

By default, the IP configuration uses DHCP, a standard networking protocol that dynamically selects IP addresses for interfaces and services. If you are having issues with network connectivity, you might want to use a fixed IP address.

Manually changing your IP address is an advanced feature. The instructions below should only be followed if you know the IP address supported by your home network. You can lose connection with your Personal Cloud 2-bay by adding an incompatible IP address.

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Network**.
3. On the Connections tab, click **Edit**.
4. Choose **IPv4** or **IPv6** based upon the IP address supported by your router. Most devices use IPv4.
5. Click the pull-down menu and choose **Manual**.
6. Enter the IP address, Subnet mask and Default gateway supported by your router.
7. Click **Save**.

## Configure a proxy server

A proxy server acts as an intermediary between computers and the Internet. It allows the computers on your network to make indirect network connections to other network services. Using a proxy server:

- Hides the IP address of a computer so that you can surf anonymously
- Bypasses security restrictions and filters to access blocked websites easily



**Note:** Your router must have a proxy server to complete these steps.

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Network**.
3. On the Proxy tab, select **Proxy server** in the drop-down menu.
4. Enter the proxy server address and the name and password if authentication is required.
5. Click **Apply**.

## Configure port forwarding

Port forwarding makes your Personal Cloud 2-Bay on your network accessible to other network attached storage devices on the Internet, even though your Personal Cloud 2-Bay is behind a router. Automatic port forwarding is enabled by default, and the port numbers are the same for your Personal Cloud 2-Bay and router ports.

If you need to change the router port number for services, confirm that the ports are available on your router. Additionally, you must confirm that your router is compatible with UPnP-IGD/NAT-PMP protocols. See your router's user manual for details.

1. [Open the Device Manager](#).
2. Click **Show advanced settings**, and then click **Network**.
3. On the Port Forwarding tab, move the cursor over the service until the Edit button appears on the right.
4. Click **Edit**, and then click **Enable**.

## Reset your Personal Cloud 2-Bay

You can reset your device. A reset is not data-destructive. Performing these steps resets the network settings and requires you to go through the initial setup process again. Your data is moved to a folder called Recovery in the Public share.

The reset button is inside the casing on the back of your Personal Cloud 2-Bay.

1. Power off your Personal Cloud 2-Bay using the power button on the back of the device.
2. Insert a paper clip or slim object into the hole on the back of your Personal Cloud 2-Bay and press down the reset button. Do not release the reset button.
3. Power on your Personal Cloud 2-Bay.
4. Wait for a minimum of 20 seconds, and then release the reset button.
5. The LED will blink red. Wait while the device resets to factory settings.



**Important info:** Do not turn off the device while the LED is blinking red.

6. Wait for the LED on the top of the device to show a steady, non-blinking white light.
7. Set up your device.



# Hard Drive Maintenance

If a drive on your Seagate Personal Cloud 2-Bay fails, follow the directions below to replace it with a new hard drive. Contact [Seagate customer support](#) for hard drive replacement if your device is within the warranty period.

## Your content after a failed hard drive

The availability of your content following drive failure depends upon how the device is configured.

- **Maximum protection:** Your content is safe on the healthy drive. The content must be copied for data mirroring after the failed hard drive is replaced.
- **Maximum capacity:** Unfortunately, all content is lost following a drive failure. Additionally, the device must be configured after the failed hard is replaced.



**Important info:** Refer to the [warranty](#) before performing hardware repairs or maintenance not described in this manual.

- [Precautions](#)
- [Remove a hard drive](#)
- [Install a hard drive](#)
- [Create a new volume](#)

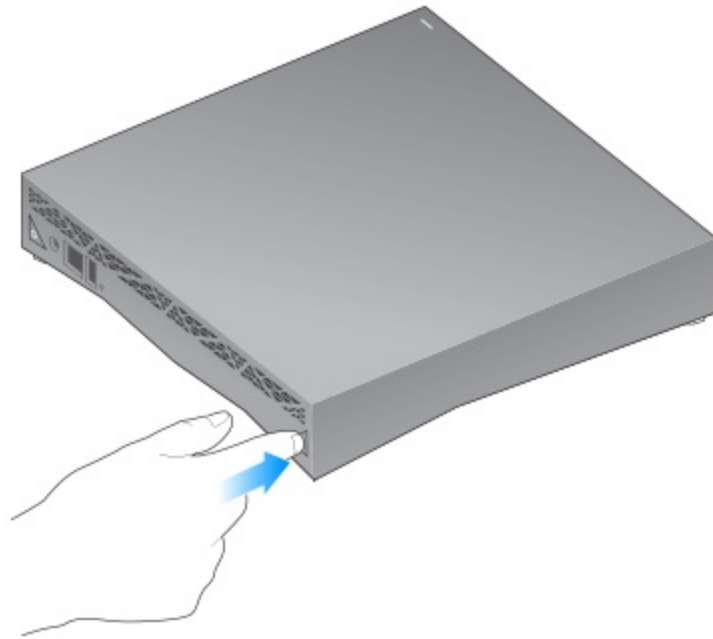
## Precautions

- Except for replacing a hard drive, performing maintenance within the enclosure is not supported and can void your product's warranty.
- During operation, the drives should remain in place for optimal airflow.
- Observe all conventional ESD precautions when handling the Personal Cloud 2-Bay's parts. Avoid contact with backplane components and module connectors, etc.
- Replace an existing or faulty hard drive with a hard drive of equal capacity.
- When handling hard drives, make sure that they are placed (and stored) on a cushioned surface.

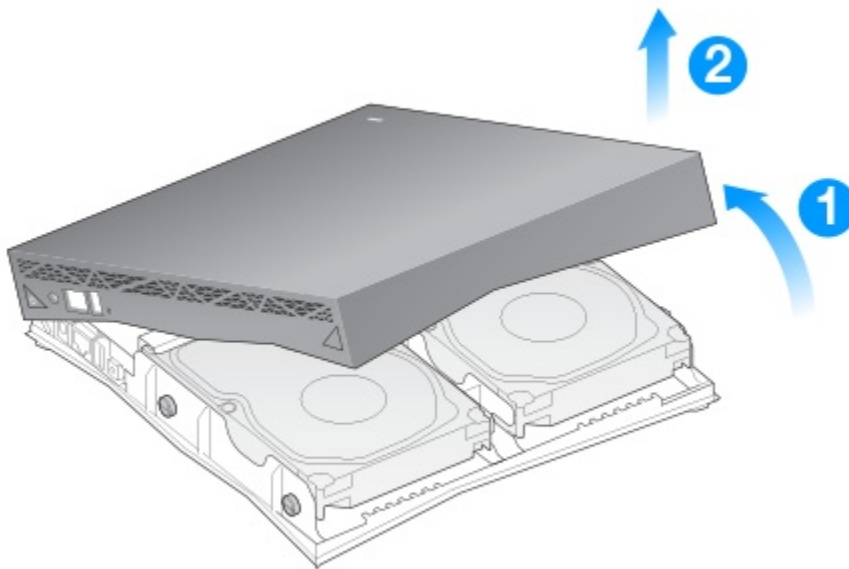
## Remove a hard drive

Disconnect power from the device before removing a hard drive.

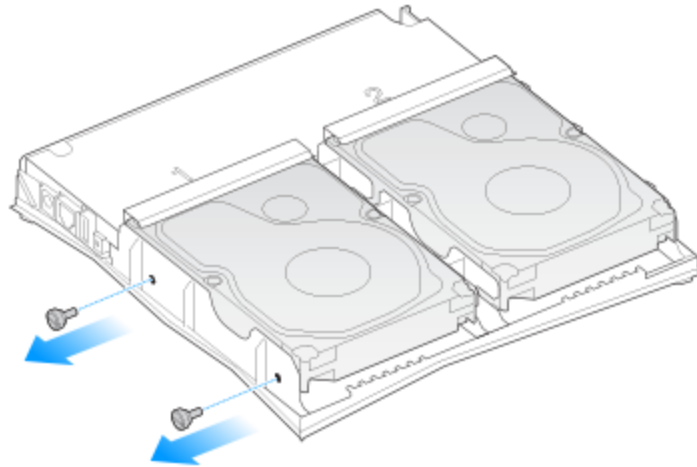
1. Push the button on the back of your Personal Cloud 2-Bay.



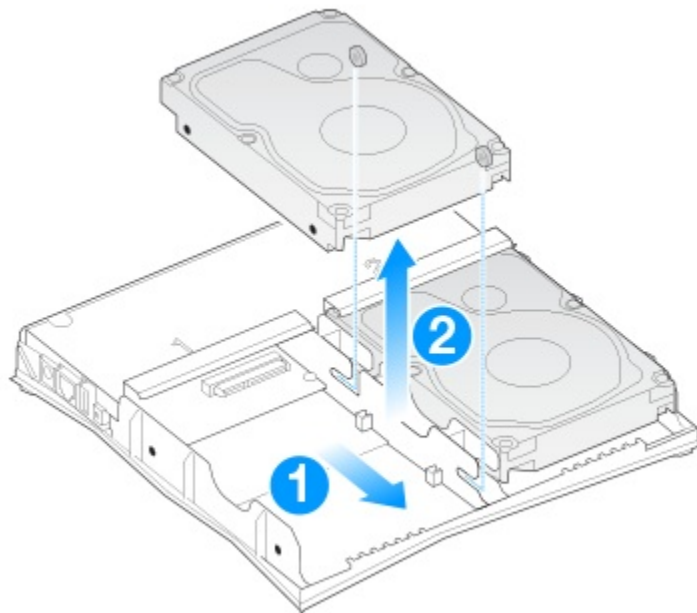
2. Remove the cover from the enclosure.



3. Remove the two screws that hold the disk in place.



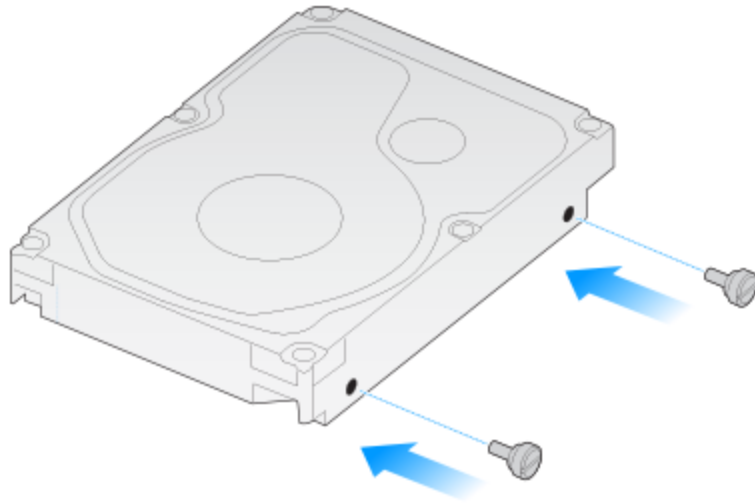
4. Pull the disk forward to disconnect it from its plug and then lift the disk up to remove it from the enclosure.



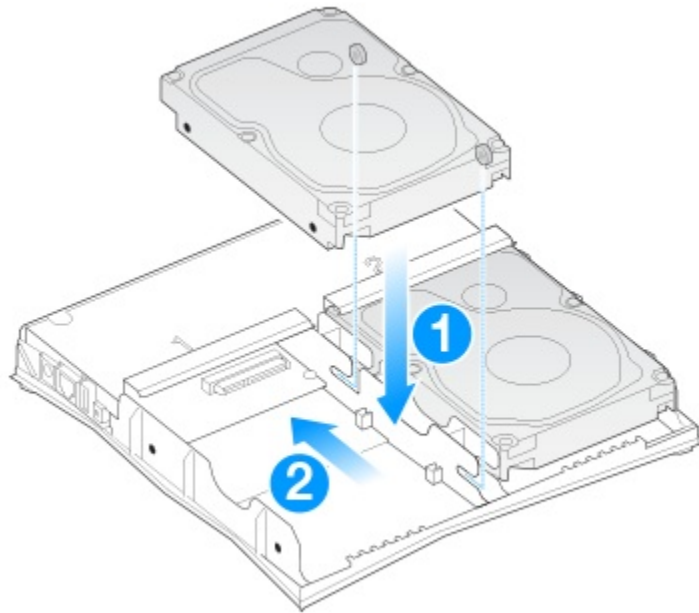
## Install a hard drive

Disconnect power from the device before installing a hard drive.

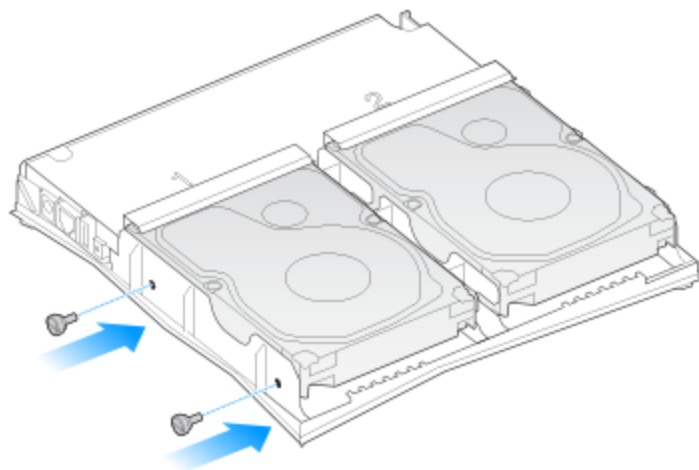
1. Attach the screws provided with your Personal Cloud 2-Bay to one side of the drive.



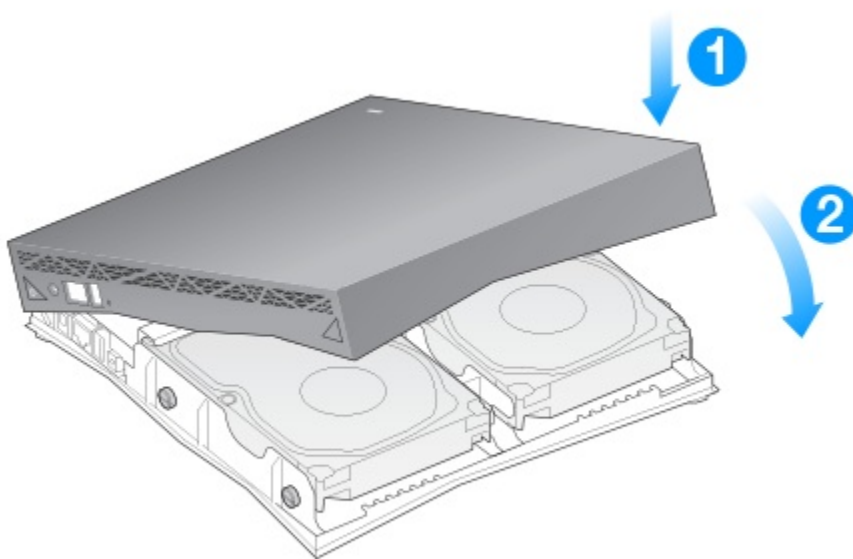
2. Guide the hard drive so that the rear screw fits into its slot, and then slide the drive into its plug.



3. Fix the screws to the outside holes.



4. Replace the cover, snapping it into place.



## Maximum protection: repair

If your storage is configured as Maximum protection, you must repair the volume to copy content to the new drive for redundancy.

1. Access your Personal Cloud.
  - PC—In Windows or File Explorer under **Networks**, click **PersonalCloud**.
  - Mac—In Finder under **Shared**, click **PersonalCloud**.



**Note:** If your computer does not detect your Personal Cloud, go to [Seagate Support](#).

2. Open the **Public** folder and then double-click **Personal Cloud**.
3. Sign into your Personal Cloud 2-bay.
4. On the Network Drives page (lower left), click **Manage**. Do not click **Repair** on the Summary page.
5. Choose **Repair** and then click **Next**.
6. Select the new hard drive and then click **Next**.
7. Review the summary page and then click **Finish**.
8. Choose **Yes** to configure the device.

## Maximum capacity: create a new volume

If your storage is configured as Maximum capacity, you must create a new volume after you have replaced the drive.

1. Access your Personal Cloud.
  - PC—In Windows or File Explorer under **Networks**, click **PersonalCloud**.
  - Mac—In Finder under **Shared**, click **PersonalCloud**.



**Note:** If your computer does not detect your Personal Cloud, go to [Seagate Support](#).

2. Open the **Public** folder and then double-click **Personal Cloud**.
3. Sign into your Personal Cloud 2-bay.
4. On the Summary page, click **Manage**.
5. Choose how to configure your device. Seagate recommends Maximum protection to protect your data if one hard drive fails. While Maximum capacity allows you to use the total storage capacity, your data is lost if a hard fails. **Note:** Since all your files are copied to both hard drives when using Maximum protection, available storage is half the total capacity. For example, if your Personal Cloud 2-bay has 8TB of storage capacity, you can store up to 4TB when using Maximum protection.
6. Choose **Next**.
7. Review the summary page and choose **Finish**.
8. Choose **Yes** to configure the device.

# App Manager

Use the App Manager to install and manage apps on your device. Apps give your device additional functions and features. The App Manager includes apps that are Seagate branded as well as apps that are developed by third parties specifically for Seagate network devices.

## Overview

Review the list below to learn about the App Manager categories:

- **My Apps:** Your installed apps.
- **Updates:** Available updates for installed apps.
- **All:** All available apps.
- **Backup:** Apps used to back up your data.
- **Business:** Apps used for commercial purposes.
- **Multimedia:** Apps used for sorting your media.
- **Security:** Antivirus apps.
- **Utilities:** Utility apps.
- **Advanced:** Install third party apps that are not available in the App Manager.

## How to Install Apps

Follow the steps below to install an app.

1. From the **Categories** menu select a category.
2. Hover the cursor over the desired app and click **Install**.
3. Once the app is installed, a new button called **Action** is available. Click the button and select the action you would like to perform from the drop down menu:
  - **Open:** Opens the app so that you can use it.
  - **Details:** Shows the app's details and allows you to set permissions. Note: Third party apps provide support details on this page.
  - **Stop:** Stops the app. You must return to this option to turn it back on.
  - **Uninstall:** Uninstalls the app.

## Maintenance

Check for updates regularly in Maintenance.

1. Open **App Manager**.
2. Check **Installed > Updates**.
3. If one or more updates are available, a number appears next to **Updates**. The number represents the number of updates that are available for the apps you have installed.
4. Click **Updates** to see a list of apps that are ready for updates.
5. Click the **Update** button that corresponds with the app you want to update.



**Note:** There are two buttons at the top right corner of the Updates screen, **Check Apps** and **Update all**. Use Check Apps to check for updates. Use the Update all to update all your apps at once. Update all can take some time to finish.

## Advanced

The advanced section is used for installing third party apps and updates that are not available in the App Manager. Follow the instructions below to use the advanced section.



**Note:** Seagate does not provide support for third party apps. If you have trouble with a third party app, contact the app's vendor.

To install an app, review the instructions below. Note that apps must have been created specifically for NAS OS and have the file extension .rbw.

1. Click **Advanced**.
2. Turn **Manual install mode to ON**.
3. Note the status of the Dependencies. They should be OK.
4. Click **Install**.
5. Browse to the app you wish to install and accept the terms.



**Note:** The app file type must be .rbw.

6. Click **Install**.

Once the app has installed it is located under **My Apps**.

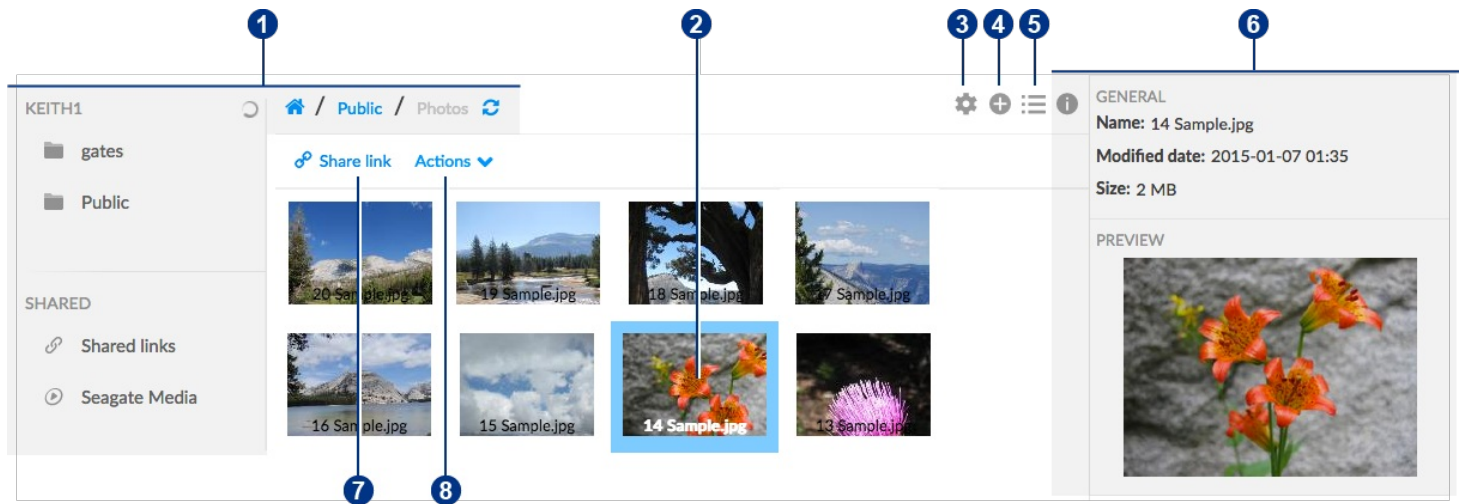


**Note:** Seagate only provides support for Seagate branded apps. If you need support with a third party app, contact the app manufacturer.



# Filebrowser

Use the Filebrowser app to view, share and manage your files on your Seagate storage device.



You can:

1. Browse the media on your Personal Cloud.[?](#)
2. Select and open files for viewing or playing.[?](#)
3. Choose from Advanced Settings.[?](#)
4. Create folders and upload files to your Personal Cloud.[?](#)
5. Switch between list/thumbnail views.[?](#)
6. View file and folder information.[?](#)
7. Share links to files with other people.[?](#)
8. Manage your content: Download, copy, move, rename, and delete files and folders.

## Access your Personal Cloud

### Access using a web browser (PC and Mac)

1. Open a web browser and go to [PersonalCloud.seagate.com](http://PersonalCloud.seagate.com).
2. Log in with your email address and password.
3. Your NAS OS devices are listed. Click on the Personal Cloud you would like to access.

### Access using Windows or File Explorer (PC only)

1. Open your File Explorer.
2. Under Networks, click **PersonalCloud**.
3. Open the Public folder, and then double-click **PersonalCloud**.

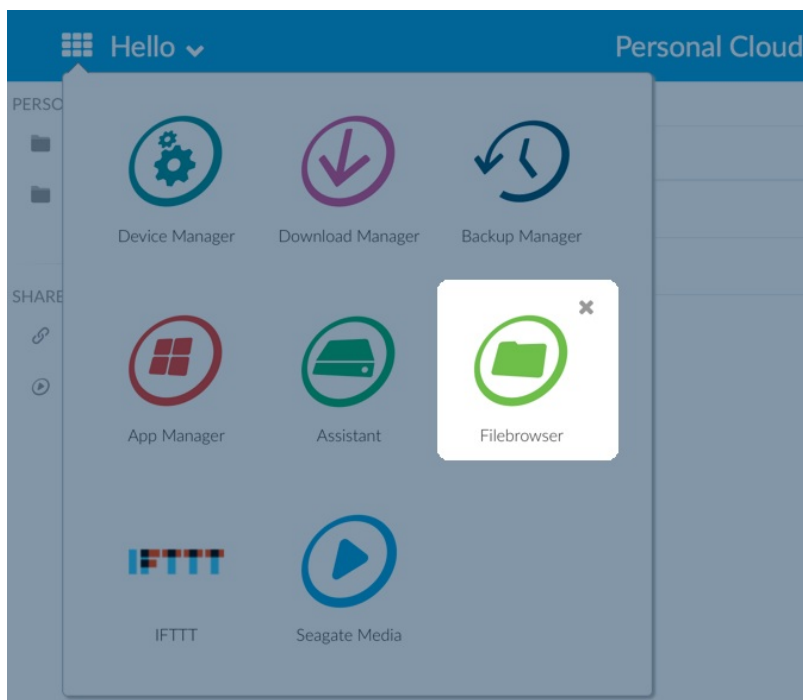
4. Enter your Personal Cloud username and password.

## Access using the Finder (Mac only)

1. Open a Finder window.
2. Under Shared, click **PersonalCloud**.
3. Click **Connect As...**
4. Select **Registered User**.
5. Enter your Personal Cloud username and password.

## Open the Filebrowser

1. Click the Apps icon, and then click on **Filebrowser**.



## Create a Folder

1. Go to the destination folder for your files.
2. Click the Add icon **+** on the top right and choose **New Folder**.
3. Enter a name for the new folder and click **Save**.



## Upload files

1. Go to the destination folder for your files.
2. Click the **Plus Sign** on the top right and choose **Upload**.
3. Select the files you want to upload.

4. Click **Open**.

## Switch between list/thumbnail views

Files can be displayed in a list or with tiled thumbnails.

1. Click on the Thumbnail icon  to switch to thumbnail view, or click on the List icon  to switch to list view.

## Share files

1. Navigate to the item you want to share.
2. Click **Share link**. You can:
  - Email the link from the Filebrowser's native email client or copy the link to your preferred email client.
  - Add a password or expiration date by clicking **Add password and expiration date**.



**Note on the share link** : The link to share a file or folder is created when you click **Share link**. Even if you do not copy or send the link, it exists on the device. If you mistakenly created the link or you do not want to keep it, click **Remove the link** in the Share link pop-up window.

## Viewing or listening to files

You can view or listen to content in the Filebrowser app as long as your browser supports the file type.

## Manage content

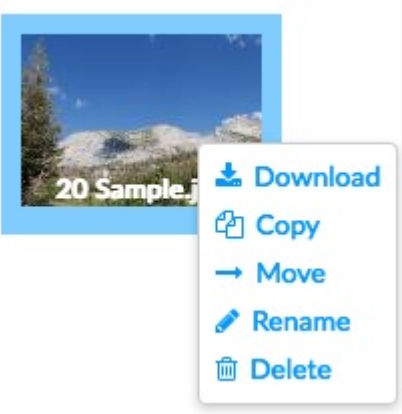

1. Select the file or folder you want to manage.
3. Click **Actions**.
3. The following actions are available:
  - **Download**: Select **Download** to save the selected file or folder to a local drive, or to open the file with another application.<sup>?</sup>
  - **Copy**: Select **Copy** and navigate to another folder on your Personal Cloud. Select **Copy here** to paste the copied item.<sup>?</sup>
  - **Move**: Select **Move** and navigate to another folder on your Personal Cloud. Select **Move here** to move the item.
  - **Rename**: Select **Rename**. A dialog box appears. Enter a new name for the item and click **Save**.<sup>?</sup>
  - **Delete**: Select **Delete**. A dialog box appears. Click **Delete** to remove the item from your Personal Cloud.

## Ingest from an external drive

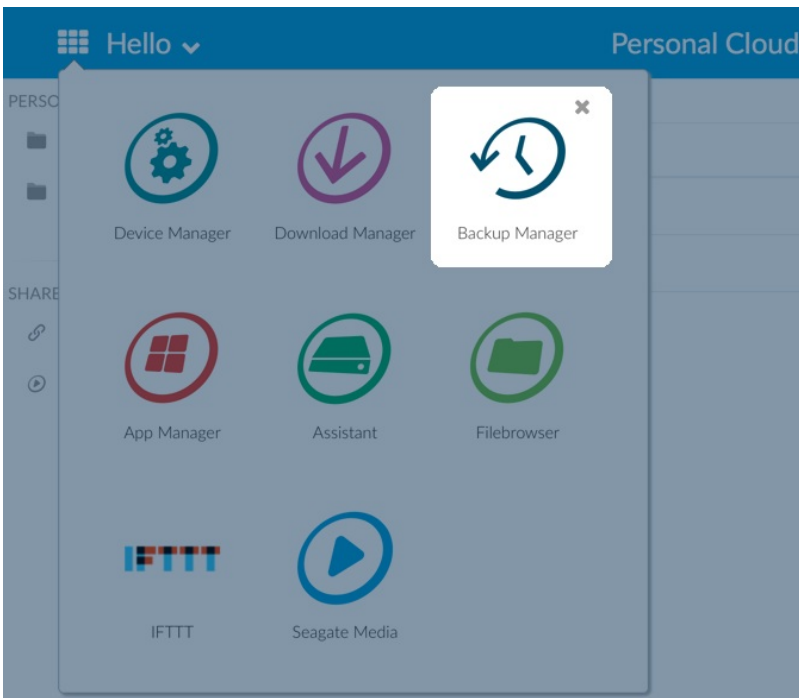
1. Connect your external USB hard drive to one of the Personal Cloud's USB ports. Use the USB 3.0 port if your hard drive supports USB 3.0.
2. Open **Filebrowser**.
3. The following message appears: External storage connected **Copy to Seagate Personal Cloud**. Click **Copy to Seagate Personal Cloud**. **Note:** The name of the device can change based upon the name of your Seagate storage device.
4. Select the folders and files you want to copy and click **Copy**.
5. Select the destination folder and click **Copy**.
6. Choose how you would like to manage file conflicts and click **Save**.

## Advanced settings

Setting	Description
Index warning popup	When you make private content public, Seagate Media indexes files and updates the access rights from private to public. This means that all users of your Personal Cloud and anyone on your home network can access the indexed folders. When this setting is activated, a message is displayed when the user makes the content public [link to this] informing them that the selected private folder will be available to everyone who has access to the device.
Popups for external storage	When activated, a message is displayed when an external storage device is connected to your Personal Cloud device. You can then choose to copy files from the external device.
Show hidden files	When activated, the user can view hidden files.
Low resolution images	When activated, low resolution images are used as thumbnails in media galleries, improving load times.
Show information panel	When activated, the information panel is displayed by default when you open the Filebrowser app.

<p>Context menu</p>	<p>When activated, right-clicking on a file or folder brings up a contextual menu containing content management actions.</p> 
<p>Clear transfers button</p>	
<p>Reload button</p>	<p>When activated, the file path displays a Reload button. Click the button to refresh the view of the current folder.</p> 

# Backup Manager



The Backup Manager has four options: Backup, Restore, Sync, and Network Backup server. Backup, Restore, and Sync feature intuitive setup wizards.

## Backup

Use Backup to perform the following types of backups:

- Back up your Seagate Personal Cloud to:
  - External USB storage (USB hard drive or USB flash drive)
  - Network storage (Seagate or third-party network storage)
  - Cloud storage
- Back up external USB storage to your Seagate Personal Cloud (USB hard drive or USB flash drive).
- Back up network storage to your Seagate Personal Cloud (Seagate or third-party network storage).
- Back up cloud storage to your Seagate Personal Cloud.

Cloud services supported by Backup include:

- Amazon S3
- Baidu
- Box
- Dropbox
- Google Drive
- Strato HiDrive
- Yandex.disk

- OneDrive



**Note on computer backups:** You can back up your computers to the Seagate Personal Cloud. Backup applications such as Seagate Dashboard (Windows), Windows File History and Apple Time Machine manage how the computer backups are performed. Use your preferred backup application and choose a shared folder on your Seagate Personal Cloud as the destination for the computer backup. When performing a backup to a private share, make certain that a user can access the share. For more information, see [Back up](#).

## Restore

Restore a backup that has been performed on the [Backup](#) page.

## Sync

Choose one or more folders on your Seagate Personal Cloud to sync with your cloud storage account. Cloud services supported by Sync include:

- Baidu
- Dropbox
- Google Drive
- OneDrive

## Network Backup disk

Enable Network Backup so that other Seagate Personal Cloud or Seagate network storage devices can back up to your primary Seagate Personal Cloud.



**Important info on backups:** It is recommended that all users back up data to a USB storage device, another network storage device or cloud storage as further protection against a missing hard drive or secondary points of failure (e.g. hardware, network, etc.)



**Note on backup job order:** To conserve processing resources, the Seagate Personal Cloud runs one job at a time. If more than one job is scheduled for the same time or started manually, Backup Manager places them in a queue.

## Backup, Sync, and Restore examples

### Back up to a USB storage device

An owner keeps important files on her private share. Since remote access is not always available when she travels, the owner backs up her share to a portable USB storage device.

## Back up to a Seagate network storage device on the home network

To prevent data loss due to hardware failure, the owner schedules regular backups of Seagate Personal Cloud 1 to Seagate Personal Cloud 2. They are both on the same local network. Alternatively, the administrator can back up Seagate Personal Cloud 1 to a compatible third-party network storage device.

## Back up to a network storage device outside the local network (offsite)

To prevent data loss due to onsite fire, flood, or theft, the owner backs up data on Seagate Personal Cloud 1 at her home to Seagate Personal Cloud 2 at a her brother's home. A compatible third-party storage device can also act as the destination storage.

## Back up to a cloud service

To prevent data loss due to onsite fire, flood, or theft, the owner backs up data on Seagate Personal Cloud 1 to her OneDrive account.

## Restore

Someone at home accidentally deleted an important spreadsheet from his personal share. Fortunately, the owner backs up to another storage solution, such as USB storage, another Seagate network storage device or cloud storage. The owner can:

- Restore a backup to revert the share to an earlier state, including the lost file.
- Connect to the destination storage device from a computer and browse for the missing file. For example, retrieve the file from a cloud storage service that hosts a Personal Cloud backup.

**i** **Important info:** The time to complete the first backup job can vary based upon the amount of data and the speed of your network. It can take several hours or, if it is an offsite or cloud backup, several days.

## Create a backup

To create a backup:

1. Launch the Backup Manager app
2. Choose **Backup**.
3. Click **Add backup** to launch the Backup Wizard.

Follow the Backup Wizard to perform one of the following types of backup:

- Back up your Seagate Personal Cloud to:
  - External storage (USB hard drive or USB flash drive)
  - Network storage (Seagate or third-party network storage)



- Cloud storage
- Back up external storage to your Seagate Personal Cloud (USB hard drive or USB flash drive).
- Back up network storage to your Seagate Personal Cloud (Seagate or third-party).
- Back up cloud storage to your Seagate Personal Cloud.

Review the topics below to better understand the settings and requirements for the type of backup you want to perform.

## Back up using USB storage

Perform the following types of backups with USB storage connected to your Seagate Personal Cloud:

- Seagate Personal Cloud to USB storage.
- USB storage to Seagate Personal Cloud.

You can optimize backups to and from a USB storage device connected to one of the USB ports on your Seagate Personal Cloud. Refer to the table below for the file formats that work best with your Seagate device. When configuring a backup with a USB device, the Backup Wizard gives you the option to format your USB storage for optimized backups. By using the optimized formats, you have the option to perform incremental backups.

An incremental backup allows you to back up new or modified files following the first backup. If the format is not optimized, you must perform full backups each time a job is run. A full backup copies everything on the source each time the backup is run.

Operating systems	Hard disk file system	Optimized backup (incremental)
Linux	EXT2, EXT 3, EXT 4, and XFS	Yes
Mac	HFS+ Non-Journaled	Yes
Mac	HFS+ Journaled	No
Windows/Mac	FAT32	No
Windows	NTFS	No

## Back up using network storage

Perform the following types of backups with a second Seagate Personal Cloud, another Seagate network storage device or a third-party network storage device:

- The primary Seagate Personal Cloud to a second Seagate Personal Cloud, another Seagate network storage device or third-party network storage device.
- A second Seagate Personal Cloud, another Seagate network storage device or third-party network storage device to the primary Seagate Personal Cloud.

The second Seagate Personal Cloud, Seagate network storage device or third-party network storage device can be located on the same network as the primary Seagate Personal Cloud or, on a network at a different location (offsite).

## Backups between Seagate Personal Cloud and other network storage devices

Backups to and from your Personal Cloud and other Seagate network storage devices require a unique destination share called **Network Backup server**.

Backups to and from your Seagate Personal Cloud and a third-party network device can use an existing shared folder.

For example, the owner wants to back up shares on Seagate Personal Cloud A to Seagate Personal Cloud B. Seagate Personal Cloud A is the source network device and Seagate Personal Cloud B is the destination network device. To receive the backup data from Seagate Personal Cloud A, the destination device, Seagate Personal Cloud B, must enable its Network Backup server. Refer to the table below for examples of backups to and from Seagate and third-party network devices.

Type of network backup	Source device	Destination device	Destination folder
Backup to a Seagate network storage device	Seagate Device A on the local network	Seagate Device B on the local or remote network (offsite).	Network Backup server
Backup to a third-party network storage device	Seagate Device on the local network.	Third-party network device on the local or remote network (offsite).	Shared folder on the third-party network device that supports a compatible network protocol (see below).
Backup from a third-party network storage device	Third-party network device on the local or remote network (offsite). The device's shared folders must support a compatible network protocol (see below).	Seagate Device on the local network.	Shared folder on the Seagate network device.

### Enable Network Backup server

Before configuring network backups between Seagate devices, the administrator must enable the Network Backup server on the destination device.

1. Go to **Backup Manager > Network Backup server**.

2. Choose **Enable**.
3. At the prompt, enter and confirm a password. The password can be different from the password you use for your Seagate Access sign-in (between 4 and 20 characters). Your Network Backup password will be needed when you set up a network backup.
4. Choose **Save**.

## Network Backup server settings

The Network Backup server table provides a summary of its settings. You can return to the Network Backup server page if you forget the password or you want to disable it.

- Only the administrator can access the Network Backup server settings.
- The administrator can find the Network Backup password if it is forgotten. Go to **Backup Manager > Network Backup server** and click on the magnifying glass icon.
- To change the Network Backup server password, pass the cursor to the right of the asterisks and choose the configuration icon (pencil).
- For offsite backups, administrators must confirm that the ports used by Personal Cloud backup jobs are available on the network router. The default port numbers are:
  - Port 22
  - Port 873 (encrypted backups)
- To delete the Network Backup server, choose **Disable**. A prompt will ask if you wish to keep data or delete all files within the share.

## Backups with third-party network storage

The Backup Wizard can help you create backups to and from third-party network storage devices that support the following protocols:

- Rsync
- SMB
- FTP
- NFS
- WebDav (Web Distributed Authoring and Versioning)

## Backups to network storage devices

### Home or local network

When performing network backups on a local network, make certain that:

- The source and destination network devices are powered on.
- The destination network storage device is connected to the same network as your source device.
- (Seagate network storage) The Network Backup server has been enabled and you have the password.
- (Third-party network storage) The third-party network device supports one of the five network protocols listed above.
- (Third-party network storage) You have noted the third-party network device's IP address or network name. Network naming services are not as reliable as IP addressing.
- (Third-party network storage) You have the username and password for the network device's backup service.

Similar to Seagate network devices, many third-party network devices have separate credentials for login and backup.

## Remote network

When performing network backups to a remote network, make certain that:

- The source and destination network devices are powered on.
- You have the network device's **public IP address**. You can find the public IP address by visiting <http://www.whatismyip.com/> or by accessing your remote network's router management software. When searching for the public IP address, use a computer connected to the same router as the destination network storage device. For further information, review the user manual for the offsite network router or contact your Internet service provider.
- The ports are open for the backup. You may need to open ports using your router's management software. The ports to open are listed at **Backup Manager > Network Backup server**. Review your router's user manual for instructions on how to open ports for a device on the network.
- (Seagate network storage) The Network Backup server has been enabled on the destination device and you have the password.
- (Third-party network storage) The third-party network storage device supports one of the five network protocols listed above.
- (Third-party network storage) You have the username and password for the network device's backup service. Similar to Seagate network devices, many third-party network devices have separate credentials for login and backup.

## Advanced parameters for backups to network storage devices

The Backup Wizard includes four options for your backup. See the explanations below for each option. It is not mandatory to select one or more of the parameters to continue with the backup:

- **Encrypt data during transfer** uses encryption during the data transfer. The data is not encrypted once it is stored on the destination. This option is ideal for offsite backups.
- **Compress data during transfer** a transfer optimizes data transmission rates. Data is compressed during the transfer only. While this option is good for low bandwidth networks, it can affect the Personal Cloud's performance.
- **Incremental backup** is best used with backups that include files larger than 50MB. For example, if you edit a document that has already been backed up, only the edits will be copied during the next backup. This option can affect the Personal Cloud's performance.
- **Keep files on destination** keeps files on the destination network device even if they are deleted from the original network device's source folder.

## Back up using cloud storage

Before performing a backup to or from cloud storage, make certain:

- You have an account with one of the following services:
  - Amazon S3
  - Baidu
  - Box
  - Dropbox

- Google Drive
  - Strato HiDrive
  - Yandex.disk
  - OneDrive
- You have the necessary login and access credentials for your account. You cannot create a backup without your credentials.

## Advanced parameters for backups to cloud storage

The Backup Wizard includes one or more options for your backup. See the explanations below. It is not mandatory to select one or more options to continue with the backup:

- **Encrypt data during transfer** uses encryption during the data transfer. The data is not encrypted once it is stored on the destination. This option is ideal for offsite backups.
- **Keep files on destination** keeps files on the destination even if they are deleted from the source's folder.

## Sync folders

Use Sync to keep data in one or more folders on your Seagate Personal Cloud consistent with a folder in a cloud storage service. For example, you run a Sync job for Folder A on your Seagate Personal Cloud. It has 25 files when the Sync job is first created with a similarly named folder on OneDrive. Soon after, you copy file 26 to Folder A on your Seagate Personal Cloud. The same file 26 is automatically uploaded to OneDrive to keep both folders in sync. You can also add files to the folder on OneDrive and they will automatically sync with Folder A.

Before performing a sync to cloud storage, make certain:

- You have an account with one of the following services:
  - Baidu
  - Dropbox
  - Google Drive
  - OneDrive
- You have the necessary login and access credentials for your account. You cannot create a sync without your credentials.

## Create a sync:

1. Launch the Backup Manager app.
2. Choose **Sync**.
3. Click **Add sync job** to launch the Sync Wizard and follow it to completion.

## Restore a backup

Backups to or from your Seagate Personal Cloud can be restored. You can restore a backup to the original source folder or choose another folder for your backed up files. Follow the directions below to restore a

backup.

1. Launch the **Backup Manager** app.
2. Choose Restore.
3. Click **Add** restore to launch the Restore Wizard and follow it to completion.

## Backup and sync job options and start/stop

### Options

Follow the steps below to review and change options for a backup or sync job.

1. Launch the **Backup Manager** app.
2. For backups, locate the backup you want to modify then pass the cursor to the far right of its row to enable the Edit pull-down menu.
3. For sync jobs, click **Sync** and locate the sync you want to modify then pass the cursor to the far right of its row to enable the Edit pull-down menu.
4. You can choose:
  - Details
  - Enable/Disable the OneTouch button (if applicable)
  - Edit authentication
  - Edit description
  - Edit schedule
  - Disable
  - Restore
  - Delete

If you disable a scheduled job, it will not run until it is enabled again.

### Starting/stopping jobs

Locate the backup or sync job you want to stop or start and pass the cursor to the far right of its row to view the triangular and square icons:

- **Start a job:** choose the triangular icon.
- **Stop a job that is in progress:** choose the square icon.

# Appendix A: Compliance and Safety

## Regulatory Compliance

### FCC DECLARATION OF CONFORMANCE

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

### FCC Class B Information

#### 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.

## Europe - EU Declaration of Conformity

This device complies with the essential requirements of the EMC Directive 2004/108/EC. The following test methods have been applied in order to prove presumption of conformity with the essential requirements of the EMC Directive 2004/108/EC:

- EN 60950-1:2006/AC:2011: Information technology equipment - Safety - Part 1: General requirements



- EN 55022: 2010/AC:2011: Information technology equipment - Radio disturbance characteristics
- Limits and methods of measurement
- EN 55024: 2010: Information technology equipment - Immunity characteristics - Limits and methods of measurement



Česky [Czech]	Seagate tímto prohlašuje že tento Desktop NAS je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 2004/5/ES.
Dansk [Danish]	Undertegnede Seagate erklærer herved at følgende udstyr Desktop NAS overholder de væsentlige krav og øvrige relevante krav i direktiv 2004/5/EF.
Deutsch [German]	Hiermit erklärt Seagate, dass sich das Gerät Desktop NAS in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 2004/5/EG befindet.
Eesti [Estonian]	Käesolevaga kinnitab Seagate seadme Desktop NAS vastavust direktiivi 2004/5/EÜ põhinõuetele ja nimetatud direktiivist tule-nevatele teistele asjakohastele sätetele.
English	Hereby, Seagate, declares that this Desktop NAS is in compliance with the essential requirements and other relevant provisions of Directive 2004/5/EC.
Español [Spanish]	Por medio de la presente Seagate declara que el Desktop NAS cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2004/5/CE.
Ελληνική [Greek]	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Seagate ΔΗΛΩΝΕΙ ΟΤΙ Desktop NAS ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2004/5/EK.
Français [French]	Par la présente Seagate déclare que l'appareil Desktop NAS est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2004/5/CE.
Italiano [Italian]	Con la presente Seagate dichiara che questo Desktop NAS è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2004/5/CE.
Latviski [Latvian]	Ar šo Seagate deklarē, ka Desktop NAS atbilst Direktīvas 2004/104/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių [Lithuanian]	Šiuo Seagate deklaruoja, kad šis Desktop NAS atitinka esminius reikalavimus ir kitas 2004/104/EB Direktyvos nuostatas.
Nederlands [Dutch]	Hierbij verklaart Seagate dat het toestel Desktop NAS in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2004/104/EG.
Malti [Maltese]	Hawnhekk, Seagate, jiddikjara li dan Desktop NAS jikkon-forma mal-htigijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Direttiva 2004/104/EC.
Magyar [Hungarian]	Alulírott, Seagate nyilatkozom, hogy a Desktop NAS megfelel a vonatkozó alapvető követelményeknek és az 2004/104/EC irányelv egyéb előírásainak.
Polski [Polish]	Niniejszym Seagate oświadcza, że Desktop NAS jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 2004/104/EC.
Português [Portuguese]	Seagate declara que este Desktop NAS está conforme com os requisitos essenciais e outras disposições da Directiva 2004/104/CE.
Slovensko [Slovenian]	Seagate izjavlja, da je ta Desktop NAS v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 2004/104/ES.
Slovensky [Slovak]	Seagate týmto vyhlasuje, že Desktop NAS spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 2004/104/ES.
Suomi [Finnish]	Seagate vakuuttaa täten että Desktop NAS tyyppinen laite on direktiivin 2004/104/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Svenska [Swedish]	Härmed intygar Seagate att denna Desktop NAS står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2004/104/EG.

## Safety Guidelines



**Important info:** Refer to [Warranty](#) before performing any hardware repairs or maintenance that is not described in this manual.

## Power Source



**Caution:** Use the product with the provided power supply only.



**Note:** To protect your data, always follow the safe removal procedures for your operating system when disconnecting your product.

# Safety Handling

To comply with applicable safety, emission, and thermal requirements, install all drives and empty drive trays according to the instructions in [Hard Drive Maintenance](#).

Permanently unplug the unit if you think that it has become damaged in any way.

You must shut down and disconnect power from the Personal Cloud 2-Bay before maintenance or physical troubleshooting is performed on the device.

Shut down and unplug the unit before moving it.

# Safety

## Power Supply

The Personal Cloud 2-Bay must only be operated from a power supply input voltage range of 100 - 240 VAC, 50 to 60 Hz.

The drive's power supply is not serviceable or replaceable. If Seagate technical support has determined that the power supply is faulty or has failed and the unit is under warranty, return the Personal Cloud 2-Bay to Seagate per the instructions provided by the Seagate technician.

# Environment

Make sure that the electrical connection to the power cord is grounded.

Provide a suitable power source with electrical overload protection to meet the requirements of the technical specification.

Never expose your device to rain, use it near water, or use it in damp or wet conditions. Never place objects containing liquids on the enclosure, because liquid could spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire, or personal injury.

Always unplug the device from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time.

Do not use the Personal Cloud 2-Bay as a shelf to support any other object.

## Personal Cloud 2-Bay Placement

Place your Personal Cloud 2-Bay on a surface that is capable of supporting its weight, including the hard

drives and accessories attached to the Personal Cloud 2-Bay ports. Make sure the Personal Cloud 2-Bay is placed securely and cannot tip or be pushed over. Do not stack items on it. Doing so can prevent proper airflow and affect operation.

The maximum ambient temperature during operation is 40°C or 104°F.

The power connection must have a safe electrical distribution system and provide overcurrent protection.

The power supply unit has a ground leakage current of 3.5mA. The design of the electrical distribution system must take into consideration the total ground leakage current from all the power supplies in all the units.

## Data Security

Any loss, corruption, or destruction of data while using a Seagate hard drive or a hard drive system is the sole responsibility of the user. Under no circumstances will Seagate be held liable for the recovery or restoration of this data. To help prevent the loss of your data, Seagate highly recommends that you keep TWO copies of your data: one copy on your Personal Cloud 2-Bay, and a second copy on one of the following:

- Direct-attached storage (DAS)
- Another NAS device
- Cloud storage
- Some form of removable storage or archival media



**Important:** 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. After the drive is formatted, the available storage capacity varies depending on your operating environment (typically 10%-15% less).