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# Seagate Media App User Guide

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## **Seagate Media App User Guide**

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# 1. About the Seagate Media App

The free Seagate® Media app allows you to share, manage, and view your media files from your mobile devices. You can easily view and enjoy your universe of files from anywhere using your smartphone or tablet whether on the go or at home.

Because of size restrictions, streaming video to your tablet or smartphone is often an issue. You can store your digital media on a Seagate wireless drive and then stream content to a Wi-Fi enabled tablet, smartphone, or computer. You can carry your media library with you without worrying about the storage capacity on your smartphone or tablet.

The Seagate Media app also lets you upload or download files to your Seagate wireless and network-attached storage (NAS) devices.

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**Note:** The Seagate Media app supports a wide range of storage devices, but your storage device might not support all the features documented in this guide.

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For information on software updates, FAQs, how-to videos, and support information, go to the [Seagate Customer Support site](#).

## What You Can Do with the Seagate Media App

The Seagate Media app puts your entire digital media library within your reach no matter where you go or plan to go. Here are a few of the things you can do:

- **Automatically categorize your media files.** When you copy your media files to your wireless or NAS storage device, the Seagate Media app sorts them according to type, so you can easily switch between your videos, photos, music, and documents.
- **Never run out of storage space on your mobile device.** Taking pictures and there's no more space on your smartphone. No problem. The Seagate Media app lets you copy, move, and manage your files. You can also delete files and add new ones to post or share with friends.
- **Free up the memory on your mobile device** by moving content to your Seagate wireless device without having to go home and sync with your PC.
- **Access your entire photo library** located on your Seagate wireless devices.
- **Create slideshows of your photos** and add songs or other special effects, such as transitions, to a slideshow.

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- **Personalize your media experience.** Use the Seagate Media app to play your music in the background, personalize your photo slideshows, add movie bookmarks, and more.
  - **Play or view content that isn't supported on your mobile device.** Use the Seagate Media app on your desktop computer to upload the content from the mobile devices to your Seagate Wireless drive.
  - **Have your documents, PDF files, and presentations available wherever you go.** The Seagate Media app makes your documents accessible on your mobile device or your computer.

## Supported Devices

You can use the Seagate Media app with an iPad®, iPhone®, iPod touch, or Android® device, as well as Windows and Mac computers. The Seagate Media app works with the Seagate Wireless Plus and Seagate NAS devices (such as Seagate Central). For a complete list of supported devices, go to the [Seagate Customer Support site](#).

## Supported Web Browsers

You can use these browsers to access your media library with the Seagate Media app:

- Safari® 5 or later
- WebKit
- Internet Explorer® 9 or later
- Firefox®
- Google Chrome™

## Supported Media Formats

Your mobile device supports different media formats. If you cannot play a video while wirelessly connected to your mobile device, the resolution might be too high or your mobile device does not support the video format. Check the user guide that came with your device for more information.

**TIP:** For more information about formats supported on your mobile device, go to [Seagate Customer Support site](#).

## High-Resolution Files

If a video is a 1080i or 1080p file, it might require too much bandwidth and cause a choppy viewing experience or not play at all. Purchase a lower-quality video or use a program to change the file to a lower quality.

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## Supported Codecs

Confirm that your mobile device supports the video type or codec. Some third-party programs, such as VLC, display information about the file and its codec.





## 2. Getting Started with the Seagate Media App

You can download the Seagate Media app from your mobile device's app store. Besides using the Seagate Media app on your mobile device, you can also use it from a web browser to download or stream your media on your computer. This guide explains how to use the app on a mobile device, a computer, or your web browser.

For information on software updates, FAQs, how-to videos, and support information, go to the [Seagate Customer Support site](#).

### Install the Seagate Media App on Your Mobile Device

1. Go to your device's app store:
  - Apple App Store for iPad, iPhone, or iPod
  - Google Play or Google Market Place for Android devices
  - Amazon.com for Kindle Fire
2. Search for the Seagate Media App, and then install it on your mobile device.
3. After the app is installed, check for it on your home screen or list of apps.

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**Note:** For iPad, iPhone, and iPod touch, you can also download the Seagate Media app on iTunes® and sync it to your device.

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### Connect the Media App to Your Seagate Storage Device

You can connect your mobile device to your Seagate storage device to access your media library.

To use the Seagate Media app with your mobile device and wireless drive, you connect to the appropriate network. On your mobile device, go to the list of available network connections, and select the Seagate device as the wireless network connection.

Because the Seagate Media app works with many wireless devices, the network connection on your device might not be named *Seagate Wireless*. For example, if you

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connect the Seagate Media app to a Seagate Central storage device, Seagate Central displays in your device's network connections list.


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**Note:** You can also connect your PC or Mac to the Seagate wireless device. For more information, see "Access Your Media from Your Computer" on page 18.

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## Connect from an Apple Mobile Device

After your Apple device is wirelessly connected to your storage device, you can use the Seagate Media App to access and play your content.

1. Make sure that your storage device is powered on, and wait for the Wi-Fi LED to become solid blue.
2. On your Apple mobile device, tap the **Settings** icon , and then tap **Wi-Fi**.
3. Select the storage device from the list of networks.

## Connect from an Android Mobile Device

After your Android device is wirelessly connected to your storage device, you can use the Seagate Media App to access and play your content.

1. Make sure that your storage device is powered on, and wait for the Wi-Fi LED to be solid blue.
2. On your Android mobile device, tap the **Settings** icon .
3. Tap **Wireless & networks**.
4. In **Wi-Fi settings**, select the storage device from the list of networks.

## Start the Seagate Media App

You can start the Seagate Media app from your mobile device or desktop before connecting to a wireless network device. If you open the Seagate Media app on your mobile device and it is not connected to your storage device, it catalogs the media files on your mobile device under Local Content.

1. On your device's Home screen or in the list of apps, select the Seagate Media app icon

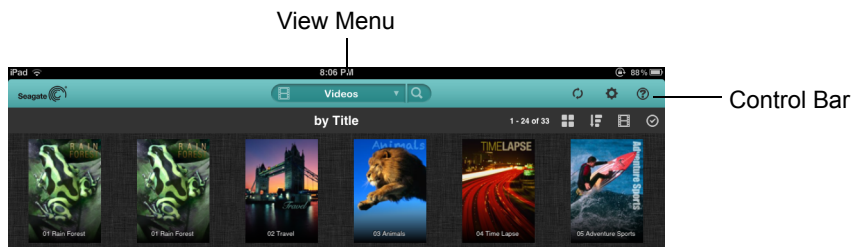


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**Note:** The first time you open the Seagate Media app, a *Getting Started* tutorial displays.

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When you open the Seagate Media app, the Videos view displays, which is the default view.



## Seagate Media App Videos View

2. Use the View menu to change the type of media that is displayed. You can select another view, such as Photos or Music, to display that media.

The Folder view at the bottom of the menu lets you work with folders on your wireless storage device and mobile device.

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**Note:** On an Android device, Folders & Files is the view shown on this menu.

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## Control Bar


You can use the control bar at the top of the screen to select a storage device, check Wi-Fi connections, change settings, and get online Help. Because the controls are dependent on your storage device, you might not see all the ones shown here.



1. **View menu:** Select a media or folder view. Select the name of view, and not the down arrow, to display a view.
2. **Search:** Search for media content in the current view.
3. **Getting Started:** Open the Getting Started tutorial.
4. **Progress:** Check the progress of uploading and downloading to your media library.
5. **Connections:** View the number of users connected to your wireless storage device.
6. **Battery:** Check the battery life on your storage device.
7. **Switch Device:** Connect to a different storage device.
8. **Connected Wireless:** Indicates that you have connected your storage device to a Wi-Fi network.
9. **Wireless:** Set up, review, or edit your wireless connection.
10. **Refresh:** Refresh the content displayed on your mobile device.
11. **Settings:** Select system settings to change general, network, power, and remote access settings.
12. **Help:** Access the Getting Started tutorial and online help.


## Check for Updates

Seagate informs you when app updates are available. You can also check which software your device is using in Settings.

1. In the Seagate Media app, select the **Settings** icon  and then select **About**.
2. Note the app version.
3. Go to your app store and see if a newer version is available for your storage device.

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## Customize Your Settings

The Seagate Media app has many options that you can change in the Settings, and you might only use some infrequently. Select the Settings icon  to access these options.

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**Note:** Your storage device might not support all these features.

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- **General:** Edit the name of your storage device and set a language.
- **Network:** Review the number of users connected to your storage device, change the Wi-Fi password, and turn the Wi-Fi password on or off.
- **System:** Shut down and restart your storage device, and reset all settings to the factory defaults.
- **Power.** Turn settings on or off to conserve your device's power. See "Conserve Energy on Your Device" on page 9 for more information.
- **About:** Review the name of the storage device, firmware, app versions, and the amount of storage available.
- **Help:** Display the Seagate Media app help.
- **Remote Access:** Set up your mobile device to remotely access content on your network attached storage device. Only available on certain Seagate storage devices.  
Your computer or mobile device must be connected to the Internet to access this feature.
- **Dropbox:** Synchronize content on your storage device with your Dropbox account.
- **Report a problem:** Send an email to report a problem with the Seagate Media app.

## Conserve Energy on Your Device

You can check the energy usage, and then set services or features to improve the length of usage. These conservation settings are only available on some Seagate devices.

1. In the Seagate Media app, select the **Settings** icon  and select **Power**.
2. Turn ECO mode on to disable noncritical services. This setting automatically turns off DLNA and SAMBA services. When ECO mode is on,  appears in the control bar.
3. To prevent the viewing of media on entertainment devices and save power, turn off DLNA.
4. To disconnect the network drive connection to PCs and Macs, turn off SAMBA. SAMBA allows you to upload and download content wirelessly.

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5. Disconnect your storage device to the Internet while it is connected to your mobile device or computer. You can get the best energy conservation if you storage device is not connected to the Internet while connected to your mobile device or computer.

To connect or disconnect your storage device to or from the Internet, select  .

# 3. Accessing Your Media

You can view your media with your mobile device using the Seagate Media app.

**TIP:** To access your media library from a Windows or Mac computer, connect your Seagate storage device to your computer. For more information, see “Access Your Media from Your Computer” on page 18.

## Play Videos

You can play videos that are stored on your Seagate device.

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**Note:** Your device’s media player might play only certain video formats. To play videos in unsupported formats, check the app store for a third-party media player.






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1. In the Seagate Media app, select the **Videos** view from the drop-down menu.
2. Select the video that you want to play.



**TIP:** On Apple devices, if the video has an exclamation mark, it might not be compatible with your mobile device. Visit [www.seagate.com/support](http://www.seagate.com/support) for information on third-party players.




You can sort your videos in these different ways.




**Table 1:** Sort Videos

Icon	Description
	Display videos as thumbnails (the default).
	Display videos in a list.
	Display videos by genre and year. (Apple mobile devices only)
	Sort by title. (Apple mobile devices only)
	Sort by date. (Apple mobile devices only)

**Table 1:** Sort Videos

Icon	Description
	Sort by size. (Apple mobile devices only)
	Sort by type. (Apple mobile devices only)

3. Tap the video to play it. To play multiple videos, tap  for Apple or  for Android. Tap each video you want to view, or tap  to select all videos.

If you selected multiple videos, tap  for Apple. On Android, tap , and then tap .

To display the Pause, Fast Forward, and Reverse buttons, tap the screen. If you pause the video, the location is bookmarked so that you can resume watching where you paused it.








## View Photos

You can view photos that are on your storage device.

1. In the Seagate Media app, select the **Photos** view from the drop-down menu.
2. Tap the photo that you want to view. To stream multiple photos, see “Slideshows” on page 13.




You can sort your photos in different ways.

**Table 2:** Sort Photos

Icon	Description
	View photos as thumbnails (the default).
	View photos in a list.
	Sort photos by album, slideshows, and day taken. (Apple mobile devices only)
	Filter photos by albums. (Android mobile devices only)
	Sort by title.



**Table 2:** Sort Photos

Icon	Description
	Sort by date.
	Sort by size.
	Sort by type.



## Slideshows

A slideshow is a great way to share photos from a recent trip, party, or other event. You can use the Slideshow Options to add music and other effects to your slideshows.

### Create and Play a Slideshow on an Apple Mobile Device



You can create and play a slideshow of photos without saving it, or you can create a slideshow and save it.

**To create a slideshow:**

1. In the Seagate Media app, select the **Photos** view from the drop-down menu.
2. Tap .
3. Select the photos to include, and then tap .
4. To add effects and music, tap **Slideshow** and select any options.
5. Tap **Start Slideshow**.


**TIP:** If you added music, tap **Now Playing** if you want to check which song is playing.

### Create and Save a Slideshow on an Apple Mobile Device

1. In the Seagate Media app, select the **Photos** view from the drop-down menu.
2. Tap , and select the photos to include.
3. Tap .
4. In the Photo Playlist dialog box, tap **Add to Existing Playlist** or **Save As New Playlist**.
5. If you chose Save, enter a name and tap **Save**. The playlist name must be unique.

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## View Saved Slideshows on an Apple Mobile Device





1. In Photos view, tap .
2. Tap **Slideshows**.
3. Select the slideshow you want, and then tap the first picture to play it.

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**Note:** In the Slideshow view, you can edit or delete your slideshows.

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## Delete Photos from a Slideshow on an Apple Mobile Device

1. In the Seagate Media app, select the **Photos** view from the drop-down menu.
2. In Photos view, tap .
3. Tap **Slideshows**, and then select the slideshow you want.
4. Tap .
5. Tap  on the slide you want to delete, and then tap **Delete**.
6. Tap  when you are done.

## Add Music to a Slideshow on an Apple Mobile Device

1. In the Seagate Media app, select the **Photos** view from the drop-down menu.
2. In Photos view, tap .
3. Tap **Slideshows**, and then select the slideshow you want.
4. Tap the first picture in the slideshow.
5. Tap the top of the screen, and then tap the **Slideshow** button to display the Slideshow Options.
6. Tap **Music**. You can filter the music list by tapping Artists, Albums, Playlists, or Genres.
7. To play one song, tap the song. To select multiple songs, tap , and then tap .  
Tap  to start the music.
8. Tap **Start Slideshow**.

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**TIP:** To stop the music while the slideshow is playing, tap the screen, and then tap **Now**




**Playing.** Tap .

## Create a Slideshow on an Android Mobile Device

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**Note:** You can create and play a slideshow on an Android mobile device, but you cannot save it as a playlist.

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1. In the Seagate Media app, select the **Photos** view from the drop-down menu.
2. In Photos view, tap .
3. In Select items, tap the photos you want, and then tap .
4. Tap  to play the slideshow.
5. To set effects and add music, tap **Slideshow**.
6. To view the slideshow, tap **Start Slideshow**.

**TIP:** To stop the slideshow, click your device's back arrow or Home button.

## Create a Slideshow on Your Computer

1. In the Seagate Media app, select the **Photos** view from the drop-down menu.
2. Click , and then select one or more photos, or click **Select All**.
3. Click  to start the slideshow.
4. To add effects and music, click the top of the slideshow window to display the Slideshow Options.
5. Click **Done** to stop the slideshow.

## Listen to Music








You can listen to music on your Seagate storage device.

1. In the Seagate Media app, select the **Music** view from the drop-down menu.

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## 2. You can sort your music in different ways.

**Table 3:** Sort Music

Icon	Description
	Display music as thumbnails (the default).
	Display music in a list.
	Filter music by albums, artists, genres, or playlists.
	Sort by title.
	Sort by date.
	Sort by size.
	Sort by type.

In the Music view, you can use these controls to play music on your mobile device.

**Table 4:** Music Controls

Icon	Description
	Play the music.
	Move backward or forward one song.
	Pause the song.
	Repeat the currently playing song.
	Play the songs in a random order.



## Create a Music Playlist on an Apple Mobile Device

You can create a playlist with music that you downloaded from iTunes or have saved on your computer.

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**Note:** You cannot create playlists on an Android mobile device.

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1. In the Seagate Media app, select the **Music** view from the drop-down menu.
2. Tap .
3. Select the music you want, and then tap .
4. Choose whether to add to a existing playlist or save this as a new playlist.

## View Documents

1. In the Seagate Media app, select the **Documents** view from the drop-down menu.
2. Select the document to view.

You can sort your documents in different ways.

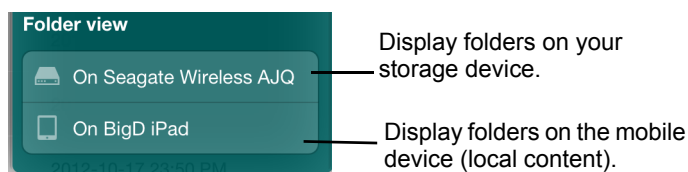
**Table 5:** Sort Documents

Icon	Description
	Display documents in a list.
	Sort by title.
	Sort by date.
	Sort by size.
	Sort by type.

## View Folders

You can view the folders stored on your storage device as well as on your mobile device.

Select your device's name from the **View** menu. The list of folders on that device displays.



Folder View

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**Note:** On an Android device, Folders & Files is the view shown on this menu.

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## Access Your Media from Your Computer

You can connect mobile devices and computers to your storage device to access your media. This section explains how to connect your computer to your storage device, and then use the Seagate Media app on your Windows or Mac computer.

### Connect from a Windows Computer

1. Enable the wireless connection on your Windows computer.
2. Power on your storage device. If you are connecting to a wireless storage device, wait for the Wi-Fi LED to turn solid blue.
3. In your computer's network settings, select the storage device, such as Seagate Wireless AJQ, from the list of available wireless networks.
4. To connect to the home page on your storage device, open your web browser and type *www.productname.com*, such as *www.SeagateWirelessAJQ.com*.

### Connect from a Mac Computer Using AirPort

If your Mac computer has the AirPort utility, you can use it to connect to your wireless storage device. See the user documentation for your computer for the most up-to-date instructions on connecting to a wireless network.

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**Warning:** Do not allow Time Machine<sup>®</sup> to use your wireless storage device for backup because it reformats the drive.


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1. Enable the wireless connection on your computer.
2. Power on the storage device. If you are connecting to a wireless storage device, wait for the Wi-Fi LED to turn solid blue.
3. From the Apple menu, select **System Preferences**.
4. Select **Network**.
5. Select **AirPort** from the list of network connection services.
6. Select your product name, such as *Seagate Wireless AJQ*, from the list of networks.
7. To connect to the home page on your storage device, open your web browser, and type *www.productname.com*, such as *www.SeagateWirelessAJQ.com*.






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## Select a Different Storage Device on the Same Network

With the Seagate Media app, you can switch between storage devices. The Seagate Media app connectivity icon changes if it detects more than one storage device available on the network, and lets you select that device.

1. To switch to a different storage device, select .
2. To remotely access content, select a device identified as **Remote**. Connect to the Internet with the Seagate Media App

The following instructions assume that your computer or mobile device are connected to the network.

1. On your mobile device, start the Seagate Media app .
2. Tap the  Wi-Fi icon.  
**Tip:** You might have to tap the  icon on the right side of the screen, and then tap the Wi-Fi icon .
3. In the Wi-Fi Networks dialog box, select the network you want. If security is enabled on the selected Wi-Fi network, enter the password.
4. (Optional) Select **Connect to this network automatically**.
5. (Optional) Select **Secure this network** to prevent other users from accessing the contents of your device.
6. Tap **Join Network**.
7. When you are connected, the **Wi-Fi** icon changes to .





## 4. Mobile Upload and Download

You can upload and download content between your devices with the Seagate Media app. When you upload or download a file to your mobile storage device or NAS device, the Seagate Media app catalogs it according to the type of content: videos, photos, music, or documents.





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**Note:** If you are transferring a large amount of media content, connect directly to your storage device rather than use a wireless connection.

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### Download Content from Your Storage Device to Your Apple Device



Turn on your device and select the Seagate wireless device in the device's Wi-Fi settings.


1. Open the Seagate Media app, and then select a media type from the View drop-down menu.
2. Tap  .
3. Select the items to download, or tap  for all items. To remove all selections, tap  .
4. To download the files to your mobile device, tap  .

### Download Content from Your Storage Device to Your Android Device





Turn on your device and select the Seagate wireless device in the device's Wi-Fi settings.

1. Open the Seagate Media app, and then select a media type from the View drop-down menu.
2. Tap  .

- 
3. Select the items that you want to download, or tap  to select all items. To remove all selections, tap .






4. To download the files to your mobile device, tap . Upload Content from Your Apple Device to Your Storage Device

Turn on your device and select the Seagate wireless device in the device's Wi-Fi settings.

1. Open the Seagate Media app, and select your mobile device's name from the View drop-down menu, such as Emily's iPad.
2. Open the folder on your device with the contents to upload.
3. In the app screen, tap .
4. Tap the items that you want to upload, or tap  to select all items. To remove all selections, tap .
5. To upload the items to your storage device, tap .

## Upload Content from Your Android Device to Your Storage Device

Turn on your device and select the Seagate device in the device's Wi-Fi settings.

1. Open the Seagate Media app, and select your mobile device's name in the View drop-down menu, such as Emily's iPad.
2. Open the folder on your device with the contents to upload.
3. In the app screen, tap .
4. Tap the items that you want to upload, or tap  to select all items. To remove all selections, tap .
5. To upload the items to your storage device, tap , and then tap .

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## Upload Content from Your Computer to Your Storage Device

Turn on your device and select the Seagate wireless device in your computer's Wi-Fi settings before uploading content.

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**Note:** If your device is a wireless device, turn it on, and connect to it using your web browser.

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1. Map your storage device to your computer.

**Mac:** Select **Go**, and then **Connect to Server**.

In the server address, type `cifs:\\172.25.0.1`. Select **Guest** and press **Connect**.

**Windows:** Double-click My Computer, and then select **Map Network Drive**.

In the folder field, type `\\172.25.0.1\\Public`.

2. Upload the files to your device:
  - a. On your computer, open a window to display the files to upload.
  - b. Open another window to display the files on your Seagate storage device.
  - c. Drag the files on your computer to your Seagate storage device.

## Download Content from Your Storage Device to Your Computer

Turn on your device and select the Seagate wireless device in the computer's Wi-Fi settings before you can download your content.


1. Open your web browser and enter this IP address:

`172.25.0.1`

2. Select the view you want from the View drop-down menu.

3. Click  .

4. Click each item that you want to download, or click **Select All** to select all items.

5. To download the files to your computer, click .



# 5. Managing Your Content






You can connect your smartphone, a tablet, a PC, or a Mac to your Seagate storage device to access your media library, and then move or copy content between the devices.

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**Note:** These features are not available on all Seagate storage devices.


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## Move Content on an Apple Device

1. From the View drop-down menu, select your storage device in Folder view.
2. Tap a folder.
3. In the upper right, tap .
4. Tap the items that you want to move, or tap  to select all items. A check mark appears on each item that you select. To remove all selections, tap .
5. Tap  to display the Move screen.
6. Select a folder where you want to move the content, and then tap .






## Move Content on an Android Device

1. From the View drop-down menu, select your storage device in Folders & Files view.
2. In the upper right, tap .
3. Tap the items that you want to move, or tap  to select all items. A check mark appears on each item that you select. To remove all selections, tap .
4. Tap , and then tap .

- 
5. Select a folder where you want to move the content, and then tap .







## Copy Content on an Apple Device

It's easy to keep a copy of your files on both your mobile device and storage device by copying files back and forth.

1. From the View drop-down menu, select your storage device in Folder view.
2. In the upper right, tap .
3. Tap the items that you want to copy, or tap  to select all items. A check mark appears on each item that you select. To remove all selections, tap .
4. Tap .
5. Select the folder where you want to copy the content, and then tap .

## Copy Content on an Android Device



It's easy to keep a copy of your files on both your mobile device and storage device by copying files back and forth.

1. From the View drop-down menu, select your storage device in Folders & Files view.
2. In the upper right, tap .
3. Tap the items that you want to copy, or tap  to select all items. A check mark appears on each item that you select. To remove all selections, tap .
4. Tap , and then tap .
5. Select the folder where you want to move the content, and then tap .

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## Rename Content on an Apple Device

If you select more than one item, the rename action is not available.





1. From the View drop-down menu, select your storage device in Folder view.
2. Tap a folder.
3. In the upper right, tap .
4. Tap the item that you want to rename.
5. Tap .
6. Type a new name for the item, and then tap **Confirm**.


## Rename Content on an Android Device

If you select more than one item, the rename action is not available.

1. From the View drop-down menu, select your storage device in Folders & Files view.
2. In the upper right, tap .
3. Tap the item that you want to rename.
4. Tap , and then tap .
5. Type a new name for the file, and then tap **OK**.
6. Tap  to rename the item.

## Delete Content on an Apple Device





1. Tap the View drop-down menu, and then select your storage device in the Folder view.
2. Select a folder.
3. In the upper-right corner of the app screen, tap .
4. Tap the items that you want to delete. Tap  to select all items. A check mark appears on each item that you select. To remove all selections, tap .
5. Tap .

- 
6. Tap  to delete the items.

## Delete Content on an Android Device

1. Tap the View drop-down menu, and then select your storage device in the Folders & Files view.

All content on your drive displays in folders.

2. In the upper-right corner of the app screen, tap .
3. Tap the item that you want to delete.
4. Tap , and then tap .
5. Tap  to delete.



# 6. Using Remote Access with Seagate Central

You can use the Seagate Media app and your mobile device to remotely access content on a Seagate Central drive.

Remote Access allows you to link your Seagate Central user account to your Facebook account, and then Seagate Central periodically scans your Facebook account for new content and copies it to Seagate Central.

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**Note:** Seagate Central is a disk drive that connects directly to your Wi-Fi capable router in your home network. After it is connected, you can access your music, movies, and documents from computers, game consoles, Smart TVs, and other connected devices throughout your home. These instructions assume you have already set up your Seagate Central device. See the *Seagate Central User Guide* for more information.

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## Remote Access Accounts


To use Remote Access, you must have a user account and a specified email address for your Seagate Central drive to remotely access content with the Seagate Media app.

See the *Seagate Central User Guide* or go to [Seagate Customer Support site](#) for more information.

## Remotely Access Content

You can view content saved in your Seagate Central public folder with the Seagate Media app.

**TIP:** If your content is saved in a private folder, view it from a web browser at <https://access.seagate.com>. See the *Seagate Central User Guide* for more information.

1. On your mobile device, start the Seagate Media app.
2. Tap , and select **Remote Access**.
3. In the Remote Access Login dialog box, enter your remote access email address and password.
4. Tap **Sign In** to log in. After you log in, the contents of the public folder displays.



# 7. Synchronizing Your LaCie Fuel Device with Dropbox

You can use the Seagate Media app to synchronize the content between your Dropbox account and LaCie Fuel storage device. You select which content is synchronized by selecting the files and folders in your Settings.



**TIP:** With the free Seagate Media Sync app, you can also copy and synchronize your media files between your mobile device, computer, and external storage drive. For more information, see Chapter 7 “Synchronizing Your LaCie Fuel Device with Dropbox” on page 31.

## Dropbox Account

To use Dropbox, you must have a Dropbox user account. You can create a free account when you first access the Settings, or visit [Dropbox.com](https://Dropbox.com) to create an account.

If you want to create an account from the Seagate Media app Settings, you can click **Create one, free** to go to [Dropbox.com](https://Dropbox.com). After you create an account, a Dropbox folder and icon displays on your device or desktop.

## Select and Synchronize a Dropbox Folder

1. On your mobile device or desktop, start the Seagate Media app.
2. Connect your device to the Internet. The Wi-Fi icon changes to  on the control bar.
3. In the Seagate Media app, select the Settings icon  and click **Dropbox**.
4. Select **Sign In**. Allow Seagate Wireless to access your files in Dropbox.
5. In the Seagate Media app, select **Sync all files and folders** to turn on or off all synchronization. When you turn this option off, you can select specific folders or files to synchronize; otherwise, all files and folders are synchronized. To synchronize a specific folder, toggle the option to ON.
6. Select **Settings** when you are done.

A Dropbox folder is created on your storage device. As you move, copy, or edit files on Dropbox or your storage device, the files are synchronized.




## 8. Troubleshooting

If you are experiencing problems with the Seagate Media app, check the following troubleshooting suggestions. If you need additional assistance, check the FAQs on the Seagate support site and make sure that you have the current software and firmware.


### Files take a while to appear in the Seagate Media app or Web browser


Wireless and NAS devices scan the content you are copying. This scanning process can take time if you are copying a large amount of data.

If you do not see your files on your storage device after the copy is complete, select

the Refresh button .

### Unable to connect to storage device

- Check your battery settings (**Settings > Power**). A low battery charge affects the Wi-Fi connection.
- Confirm that your storage device is disconnected from your computer, powered on, and that the Wi-Fi LED is solid blue.
- On your mobile device, check whether the storage device's wireless network is selected in the network list. If you move out of the storage device's wireless range, your mobile device disconnects from the Wi-Fi signal. The maximum range is approximately 145 feet. In addition, obstructions, such as walls and other interference, can affect the strength of the signal. Try reconnecting to the Wi-Fi network.
- (iPad) Make sure that your iPad is connected to the Seagate wireless device. iPads have a setting that allows you to automatically connect to a specific network, such as your home or office network. To connect to your Seagate wireless device, you must turn off the automatic connection and then select Seagate Wireless in the Wi-Fi Settings.
- Select the **Connections** icon  to check whether you exceeded the number of devices. You can connect between five and eight mobile devices, depending on your storage device.
- If you are viewing your media on a web browser, make sure that your device's wireless connection is enabled.

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- Select the Refresh icon  on the Seagate Media app or your browser.
  - Power the storage device off and then back on. Relaunch the Seagate Media app.

### **Song, video, or other file does not play.**

You can copy any file to your Seagate device; however, the device to which you stream your media files can play only the file formats that it supports. The device does not convert files to other formats. See your media device's specifications for a list of supported file types.

### **Content purchased from iTunes doesn't play**

You must authorize your Apple device with iTunes to play the content. To authorize the content, connect your Apple device to your computer and then start iTunes.

To play the content from your storage device, you must first sync your Apple device with your iTunes account. When you use the Seagate Media app to play a video purchased from iTunes, it plays in the Safari browser.

### **Reformatted drive for Mac**

Do not allow Time Machine to use your storage device for backups because Time Machine reformats the storage device.

If you reformatted the storage device by mistake, return it to its original format, and then download the firmware for your storage device from its support website.

### **Battery life doesn't last long**

If your storage device has a battery, you can extend the battery life by changing the settings that conserve power.

1. Select the **Settings** icon  and select **General**.

**TIP:** On an Android device, tap the  to display the **Settings** icon.

2. Turn **Stream and Download** on.

When you're playing a video, the storage device stores the video in memory, and it then goes into sleep mode to conserve the battery.