



Seagate Backup Plus Desktop User Manual



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Introduction

Welcome to the user manual for Seagate Backup Plus Desktop, a hard drive with ample capacity to store all your important files. Connect your Backup Plus Desktop to a computer that supports USB 3.0 for fast transfers of all your data.

Review this user manual for instructions on how to manage your Backup Plus Desktop. For common questions and answers about your drive, please see [Frequently asked questions](#).

You can get the latest tips regarding your product and updated technical information at [Seagate customer support](#).

Box content

- Seagate Backup Plus Desktop
- USB 3.0 cable (Micro-B to Type A)
- Power cable
- Quick Start Guide
- Software: Seagate Dashboard (available for download)



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

Minimum system requirements

You can connect your Backup Plus Desktop to a computer that meets the following minimum requirements:

- Windows 7 or higher
- Mac OS X 10.7 or higher

Hardware requirements

Backup Plus Desktop can be connected to computers with USB 3.0 and USB 2.0 ports. However, you can reach transfer rates up to 5Gb/s when connected to a USB 3.0 port. Connecting the Backup Plus Desktop to a computer with USB 2.0 limits performance to USB 2.0 speeds.

LED indicator and cables

Status light information

Your hard drive features a status light that provides general information about the product. Refer to the table below for details.

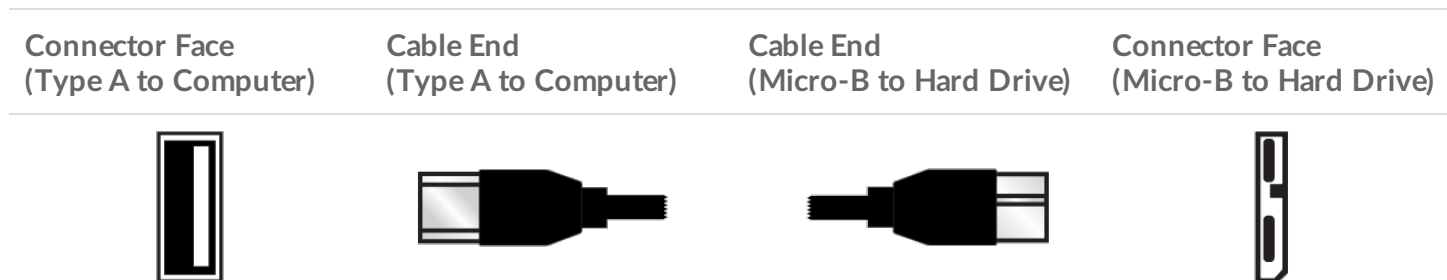
Light color	Status
White	Drive is on and ready
Blinking white	Drive activity
Off	Drive is off

USB 3.0

USB is a serial input/output technology for connecting peripheral devices to a computer. USB 3.0 is a recent implementation of this standard that provides high bandwidth for data transfers.

Transfer rates can attain up to 5Gb/s as opposed to USB 2.0's 480Mb/s. This means that USB 3.0 is theoretically up to ten times faster than its predecessor.

Make certain to use the USB 3.0 cable included with your Backup Plus Desktop. It features a Micro-B connector on one end to plug into the Backup Plus Desktop and a standard Type A connector for universal connectivity to all PCs.



Connect Backup Plus Desktop to your computer

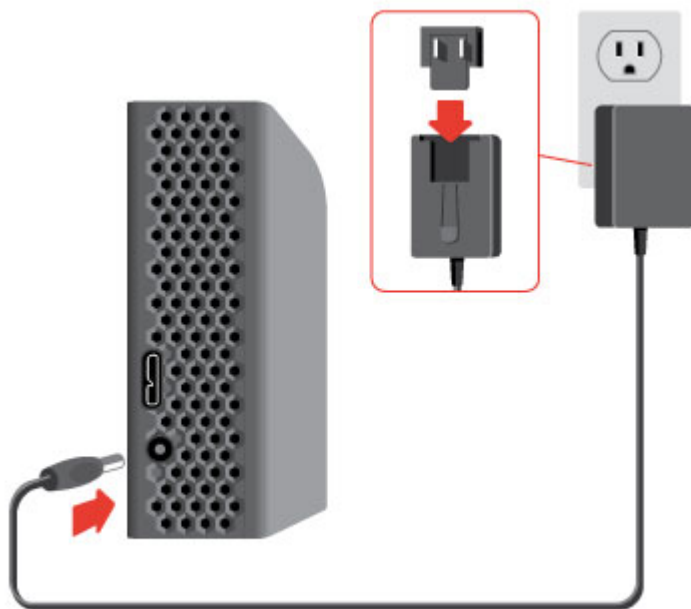
Your Backup Plus Desktop is compatible with computers that feature a USB port.

i **Important info regarding USB connections:** Your Seagate drive is shipped with a SuperSpeed USB 3.0 cable to ensure maximum data transfer performance when connected to a compatible USB 3.0 port. The cable also works when connected to a USB 2.0 port, but drive performance is limited to USB 2.0 transfer rates.

Step 1 - Connect to a power outlet

Attach one end of the included power cable to Backup Plus Desktop and the other end to a working power outlet. The LED turns on when the device receives power.

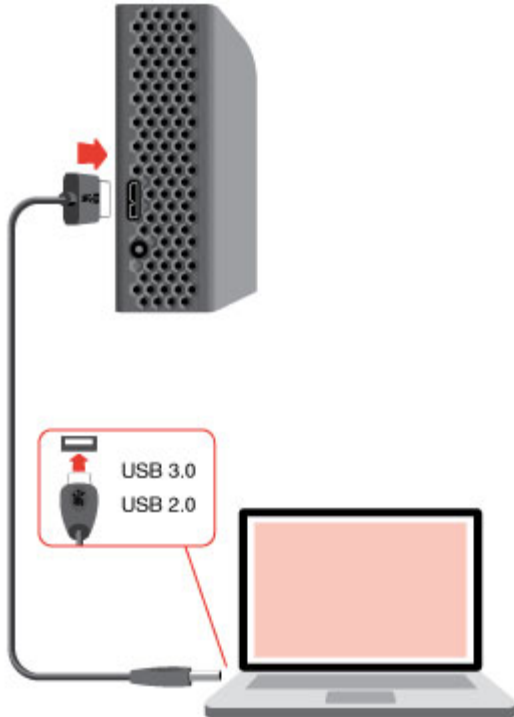
Power adapters can vary by region. Therefore, make certain to only use the power cable included with your Seagate Backup Plus Desktop. Attaching third-party or other Seagate power cables with incorrect voltage can damage Backup Plus Desktop.



Step 2 – Connect to your computer

Attach the USB Micro-B end of the included USB cable to Backup Plus Desktop.

Attach the USB Type A end of the included USB cable to a compatible port on your computer.



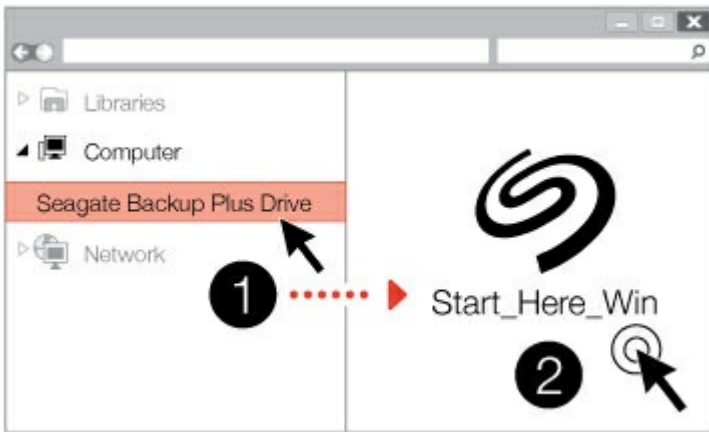
Step 3 – Registration and software

Register your Seagate Backup Plus Desktop to receive the latest news regarding your device. You can register your device and install Seagate software in a few simple steps.

Software included with your Backup Plus Desktop:

- **Dashboard**—Backup software for your Windows computers, mobile devices and social media. For details, see [Dashboard](#).
1. Open the Seagate Backup Plus Desktop volume in Windows Explorer. Launch the installer by double clicking **Start_Here_Win**.
 2. Follow the on-screen instructions to register your hard drive and install Seagate software.

If you have questions regarding setup or would like to learn more about your hard drive, visit [Seagate Backup Plus Desktop support](#).



Macintosh computer

Seagate Backup Plus Desktop is formatted for Windows using NTFS. Mac OS X can read hard drives formatted as NTFS but write access is not available without the aid of a special driver. If you want to use Backup Plus Desktop with a Macintosh computer, download and install the Paragon driver. For more information, go to [Paragon driver for Mac](http://www.seagate.com/paragon).



Safely remove your Backup Plus Desktop from your computer

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

Safely remove external storage from a Windows PC

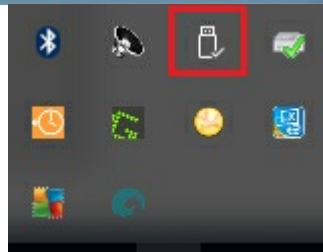
Use the Safely Remove tool to eject the hard drive you want to remove.

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

- Windows 7:



- Windows 8 / Windows 10:



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

Safely remove external storage from a Mac

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

Eject via Finder window

1. Open a Finder window.
2. In Devices on the sidebar, locate Seagate Backup Plus Desktop and click the eject symbol to the right of the drive name.
3. Once the drive disappears from the sidebar or, if the Finder window closes, you can disconnect the hard drive's cable from your Mac.

Eject via Desktop

1. Select the desktop icon for your hard drive and drag it to the Trash.
2. When the image is no longer visible on your desktop, you can physically disconnect the hard drive from your Mac.

Back up your computer to Backup Plus Desktop

What is a backup?

There are two types of backup:

- **System backup:** A system backup copies everything on your computer onto an external storage device including the operating system, applications and data. If the computer's hard drive fails, the computer can be restored to its former state with the backed up system data.
- **File backup:** A file backup copies select data files onto an external storage device. If the computer's hard drive fails, the files are safe on the external storage drive but the operating system and applications must be reinstalled.



Important info: Windows requires a repair or restore CD/DVD or USB device for full system backups.

Backup options

The following table shows how you can back up data from your computer to your Backup Plus Desktop.

	System backup	File backup
Seagate Dashboard		x (Windows only)
Copy and paste		x
Windows 7 Backup and Restore	x	x
Windows 8 File History		x

Windows 10: Backup and Restore or File History	x (Backup and Restore)	x (File History)
Mac Time Machine	x	x

Click the links below for further information regarding each backup solution:

[Seagate Dashboard](#)

[Windows System Image Backup](#)

[Windows 7 and 10 Backup and Restore](#)

[Windows 8 and 10 File History](#)

[Mac Time Machine](#)

When initiating a backup task, make certain that your Backup Plus Desktop has sufficient capacity to hold the data you want to back up.

All of the options in the table can be automated except for copy and paste. Copying and pasting is a manual task that requires your attention with each change to a file on your computer. If you forget to manually copy files, you risk losing important data should your computer's hard drive experience problems. Automated solutions, once created, only require that you connect your Backup Plus Desktop to your computer. Therefore, Seagate recommends an automated backup solution.

Optional Formatting and Partitioning

Your Backup Plus Desktop is formatted as NTFS for compatibility with Windows out of the box. Therefore, you can connect Backup Plus Desktop to a Windows PC without formatting the hard drive. However, NTFS is not fully compatible with Mac computers. If you want to connect Backup Plus Desktop to a Mac as well as a Windows PC, you can install special software that allows Macs to read and write files to NTFS hard drives similar to Windows PCs. For details and instructions, see our dedicated support page for the [Paragon driver for Mac](#).

If you want to use Backup Plus Desktop exclusively with Mac computers, it is recommended that you use the format native to the Mac operating system, HFS+ (journaled).

For further information on hard drive file systems and instructions for formatting hard drives, review the section below.

About file system formats

NTFS: since it is the native file system for Windows, volumes created in NTFS are read and write with computers running Windows. Mac OS can read and write to NTFS volumes with the help of the [Paragon driver for Windows](#).

Mac OS Extended (HFS+): the native hard drive file system for Mac. Windows users can read and write to HFS+ (journaled) hard drives by installing the [Paragon driver for Mac](#).

exFAT: generally compatible with Mac and Windows. exFAT is not a journaled file system which means it can be more susceptible to data corruption when errors occur or the drive is not disconnected properly from the computer.

FAT32: compatible with Mac and Windows. However, FAT32 is a legacy file system designed for low capacity hard drives and it is not recommended for modern hard drives or operating systems. A FAT32 partition can reach up to 32GB when formatted on a Windows PC.

How to choose the file system format

Use NTFS if:

...the storage device is connected to Windows PCs. Install the [Paragon driver for Mac](#) for compatibility with Macs.

Use HFS+ if:

...the storage device is connected to Macs. Install the [Paragon driver for Windows](#) for compatibility with Windows PCs.

You can use exFAT if:

...the storage device is shared between Mac and Windows computers. However, Seagate recommends installing the [Paragon driver](#) when sharing hard drives between operating systems.

Use FAT32 if:

...the storage device is connected to older Windows and Mac computers. FAT32 is not recommended for

Formatting instructions

The steps below help you format and partition a storage device.

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




Note: Refer to your operating system's documentation for more information on formatting and partitioning storage devices.

Windows

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

Mac

1. Make sure the storage device is connected to and mounted on the computer.
2. Select **Go > Utilities** in the Finder menu bar.
3. In the Utilities folder, double-click **Disk Utility**.  All connected storage devices, partitions or disk images are displayed in the left column.
4. Select the Seagate drive in the left column.
5. Click the **Erase** tab.
6. Choose a format from the drop-down window.
7. Enter a name for the volume.
8. Click **Erase** and confirm your selection in the pop-up window.

Hard drive tests

If you experience problems with your Seagate external storage, you can run diagnostic tests on its hard drive. Windows and Mac offer utilities to test and repair hard drives and Seagate provides utilities for Windows.

Seagate diagnostic tool (Windows only)

Download [Seatools for Windows](#) and follow the steps below to help determine the health of your device. Make certain to back up data on your storage device **before running the test**.

1. Close all open applications before running the hard drive diagnostic tests.
2. Before starting the test, make certain that the computer is powered on. The computer must be plugged into its power supply and the power supply should receive power from a wall socket.
3. Power management controls must be suspended during the tests. To adjust power management settings:
 - Click **Start** or the Windows icon on the bottom left corner of your Windows desktop.
 - Go to **Control Panel**.
 - Choose **Power Options**.
 - Choose **Change plan settings**.
 - Choose **Change advanced power settings**
 - Expand the Hard Disks in the window.
 - Confirm that the setting **Change settings for the hard disk** is set to **Never**.
4. Confirm that you have the correct storage device connected to your computer. Seatools for Windows can be used with Seagate, Samsung, LaCie and Maxtor storage devices. Safely remove all other hard drives.
5. If you have not done so, back up data on your storage device **before running the test**.
6. Launch Seatools and choose the tests to run from the menu:
 - Fix all
 - S.M.A.R.T. check
 - Short Drive Self Test
 - Short Generic
 - Long Generic (progresses at 1% increments and can take several hours to complete)

Following the test, a log for each drive is saved to the program installation folder. To read the log, click **Help>View Log File**. You can also view a log in Help by clicking **Pass Info** or **Fail Info**, depending on your results.

Windows diagnostic tool

Windows includes a utility called Check Disk (Chkdsk) that can be used to repair bad sectors on the hard

drive. Always back up your data **before** running Check Disk scans on your hard drive. If a bad sector is found, data that had been available can be inaccessible once the bad sector is reallocated.

Follow the steps below to run Check Disk:

1. Launch **Command Prompt**. Go to the start menu or start screen to type **cmd** and then click **Command Prompt**.
2. Type **chkdsk X: /f**. "X" is the letter for your hard drive

The length of time for the test to complete can vary and is usually longer for higher capacity storage devices.

Mac diagnostic tool

Mac OS includes Disk Utility, a tool for formatting, testing and repairing hard drives. Disk Utility's test and repair option is called First Aid.

Always back up your data **before** running First Aid scans on your hard drive. If a bad sector is found, data that had been available can be inaccessible once the bad sector is reallocated.

Follow the steps below to run First Aid:

1. From the Finder, click **Go > Utilities > Disk Utility**.
2. Hard drives are listed on the left of the Disk Utility window. Find your Seagate device and click it. Information about the drive is available, including the file system. Additionally, partitions are visible in the left column as a second indented row under the storage device. There may be cases in which a partition is mounted on the desktop but does not appear in Disk Utility. You can still run the test on the hard drive.
3. Click a partition to select it.
4. Click the **First Aid** tab/button.
5. To check the volume:
 - Mac OS 10.10 and earlier: click **Verify Disk**. If Disk Utility reports that the disk needs to be repaired, click **Repair Disk**.
 - Mac OS 10.11 and later: click **Run** to begin the test.
6. If you have additional partitions, repeat the test on each one.

Frequently asked questions

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

Q: What is the hard drive format for the Backup Plus Desktop?

A: The default hard drive format for Backup Plus Desktop is NTFS, native to Windows.

Q: Can I use my Seagate hard drive without backup software?

A: Yes, the hard drive does not require any special software to work. The hard drive can be used as additional storage space to compliment your computer's hard drive. For example, copy videos, photos, music and documents and then paste them to the Seagate hard drive.

Q: Can I use the Backup Plus Desktop with a Mac?

A: Yes. However, since it is formatted as NTFS, the Backup Plus Desktop appears as read-only on a Mac. If you want to share files between Windows PCs and Macs, install the [Paragon driver for Mac](#) on your Mac. It allows Macs to write files to hard drives formatted as NTFS.

If you only want to use Backup Plus Desktop with Macs, you can format it as Mac OS Extended (Journaled). See [Optional Formatting and Partitioning](#) for instructions.

Q: Will my Seagate hard drive's USB 3.0 port work with my computer's USB 2.0 port?

A: Yes, the cable end that plugs into the computer (USB Type A) is compatible with both USB 3.0 and USB 2.0. However, the transfer rates are much slower with USB 2.0.

Q: Can I use my Seagate hard drive with a USB hub?

A: Yes, the hard drive can be connected to a USB hub. If you use a hub and encounter detection problems, slower than normal transfer rates, random disconnection from your computer or other unusual issues, try connecting the hard drive directly to the computer's USB port.

Some USB hubs are less than efficient with power management, which can be problematic for connected devices. In such a case, consider trying a powered USB hub that includes a power cable.

Please note that USB 2.0 hubs limit your Seagate hard drive's transfer rates to USB 2.0 speeds.

Q: Can I use my Seagate hard drive with a longer cable?

A: Yes, provided it is certified according to USB standards. However, Seagate recommends using the cable shipped with your hard drive for the best results. If you use a longer cable and experience problems with detection, transfer rates or disconnection, use the original cable included with your Seagate hard drive.

Q: Can I protect my Seagate hard drive with a password?

A: Yes, it is possible to protect the hard drive or individual folders and files with a password. There are many third-party solutions for password protection. However, Seagate cannot guarantee them since we do not test third-party applications.

Some versions of Windows have a built-in utility called Bitlocker that can protect hard drives with a password. For more information about Bitlocker, consult [Microsoft's support documentation](#).

Q: Can I encrypt my Seagate hard drive?

A: Yes, the hard drive can be encrypted. There are many third-party solutions for encryption. However, Seagate cannot guarantee them since we do not test third-party applications.

Some versions of Windows have a built-in utility called Bitlocker that can encrypt hard drives. For more information about Bitlocker, consult [Microsoft's support documentation](#)