



# Seagate One Touch SSD User Manual

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# Welcome

Accelerate your performance with One Touch SSD. Lightweight and travel-sized, take your files with you wherever you go.

For common questions and answers about your device, see Frequently Asked Questions or visit [Seagate customer support](#).

## Box content

- Seagate One Touch SSD
- USB-C cable
- USB-C to USB-A cable
- Quick start guide

## Minimum system requirements

### Ports

Connect your One Touch SSD to a computer with a USB-C or USB-A (USB 3.0) port.

### Operating system

Go to [Operating System Requirements for Seagate Hardware & Software](#).

### Minimum free disk space

600MB recommended.

# Getting Started

Register Seagate One Touch SSD and start syncing files from your PC/Mac computers and compatible Android mobile devices.

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## PC/Mac computers

Connect One Touch SSD to your computer and use [Seagate Toolkit](#) to sync folders, so your files are available in both places. Let Toolkit automatically copy files you've deleted to the archive folder on One Touch SSD to prevent lost data.

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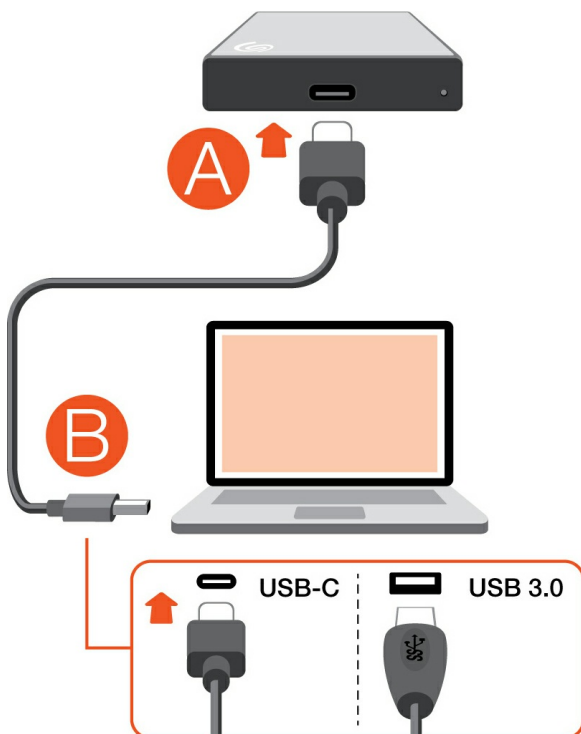
## Android mobile devices

Connect One Touch SSD to a compatible Android mobile device and use the [Seagate SSD Touch](#) app to easily back up, move, copy, and delete files on One Touch SSD and your mobile device.

## PC/Mac computers

### Connect the USB cable

Use the USB-C cable if your computer has a USB-C port. If your computer doesn't have a USB-C port, use the USB-C to USB-A cable.



# Set up One Touch SSD

The setup process lets you:

Register Seagate One Touch SSD

Get the most from your drive with easy access to information and support.

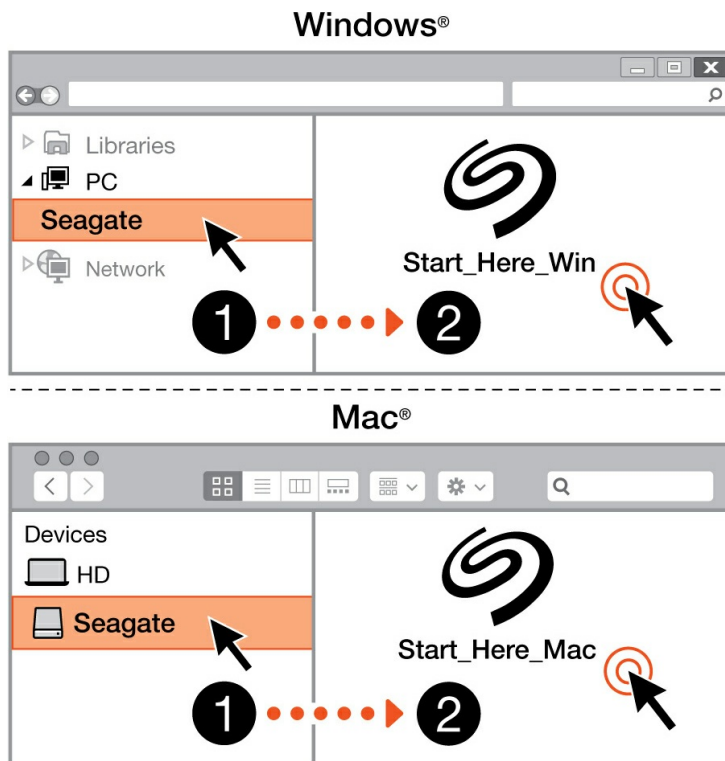
Install Toolkit

Set up sync plans and more.



Your computer must be connected to the internet to register your device and install Toolkit.

## Start here



Using a file manager such as Finder or File Explorer, open One Touch and launch [Start Here Win](#) or [Start Here Mac](#).

## Register your device

### Register

Jane

Doe

jdoe@example.com

I have read and agree to...

- Terms and Conditions
- Privacy Statement
- Optional Offers

Register

Enter your information and click [Register](#).

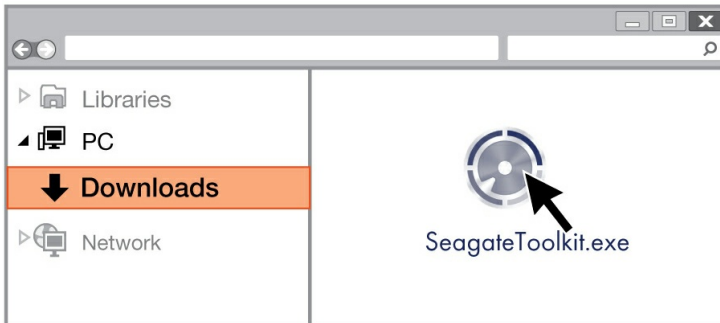
## Download Toolkit



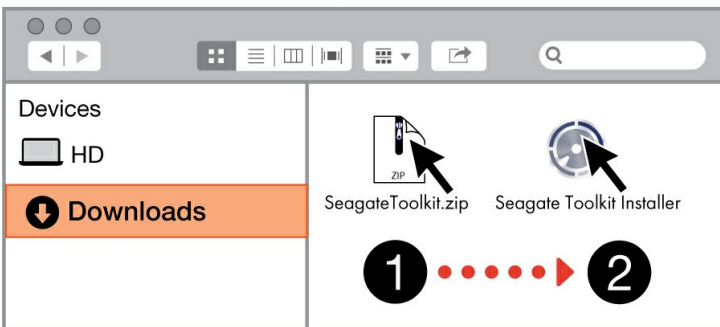
Click the [Download](#) button.

## Install Toolkit

### Windows®



### Mac®



Using a file manager such as Finder or File Explorer, go to the folder where you receive downloads.



Click on the [SeagateToolkit.exe](#) file to launch the application.



Open the [SeagateToolkit.zip](#) file. Click on the [Seagate Toolkit Installer](#) to launch the application.



Your computer must be connected to the internet to install and update Toolkit.

## Android mobile devices



Your Android mobile device must be connected to the internet to start the setup process.

### Step 1 - Download Seagate SSD Touch

On your Android mobile device, go to the Google Play Store and download the Seagate SSD Touch app.



Seagate SSD Touch



Alternatively, scan the following QR code using your Android device to open the Google Play Store:





If you cannot access Google Play Store from your region, visit [Seagate Support](#).

## Step 2 - Connect your Android mobile device

Use the USB-C cable to connect One Touch SSD to your mobile device.

## Step 3 - Open Seagate SSD Touch

Once you've downloaded SSD Touch and connected Seagate One Touch SSD to your Android mobile device, open the app and follow the onscreen instructions to register the drive and begin backing up files.

**Learn more about Seagate SSD Touch**

For details on SSD Touch features, see the [Seagate SSD Touch user manual](#).

# Use Toolkit to Set Up Sync Plans and More

Toolkit provides useful tools that let you set up sync plans, archive settings, and more.

- [Click here](#) for details on setting up a Sync Plus plan.



# Safely Remove Device 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.

## Windows

Use the Safely Remove tool to eject a device.

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

## Mac

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

### Eject via Finder window

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

### Eject via Desktop

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



# Safely Disconnect Device From Your Android

## Android

You can eject the drive using the Seagate SSD Touch app.

1. Tap the Navigation icon.
2. Tap the Eject icon next to Seagate One Touch SSD.

# Frequently Asked Questions

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

## All users

### Problem: My file transfers are too slow

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

A: Review troubleshooting tips for cable connections below:

- Check both ends of the USB cable and make sure that they are fully seated in their respective ports.
- Safely eject the drive from your computer, disconnect the cable, wait 10 seconds, and then reconnect the cable.
- Try a different USB cable.

Q: Is the device connected to a Hi-Speed USB 2.0 port on your computer or hub?

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

Q: Are there other USB devices connected to the same port or hub?

A: Disconnect other USB devices and see if the device's performance improves.

### Problem: I have an older computer with USB 2.0 ports

Q: Will my device's USB 3.0 cable 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, performance with USB 2.0 is much slower and cannot be guaranteed.

### Problem: I must use a USB hub for my USB devices

Q: Can I use my device with a USB hub?

A: Yes, the device 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 device 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 device's transfer rates to USB 2.0 speeds.

## **Problem: The provided USB cables are too short**

Q: Can I use my device with a longer cable?

A: Yes, provided it is a cable that meets USB standards. However, Seagate recommends using the cable shipped with your device 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 device.

## **Problem: I'm receiving file transfer error messages**

Q: Did you get an "Error -50" message while copying to a FAT32 volume?

A: When copying files or folders from a computer to a FAT32 volume, certain characters in the names cannot be copied. These characters include, but are not limited to: ? < > / \ :

Check your files and folders to ensure that these characters are not in the names.

If this is a recurring problem or you cannot find files with incompatible characters, consider reformatting the drive to the computer's native file system format. See [Optional Formatting and Partitioning](#).

# **Windows**

## **Problem: The device icon doesn't appear in computer**

Q: Is the device listed in Device Manager?

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

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



reconnect it. The entry that changes is your Seagate device.

Q: Is your device listed next to an unusual icon?

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

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

## Mac

### Problem: The device icon does not appear on my desktop

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

A: Go to Finder and then check [Preferences > General tab > Show these items on the desktop](#). Confirm that [Hard Disks](#) is selected.

Q: Is your device mounting in the operating system?

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

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

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

## Android

### Problem: The drive does not work on my Android mobile device

Q: Are you using Seagate One Touch SSD or Seagate Ultra Touch SSD with your compatible Android mobile device?

A: Only Seagate One Touch SSD and Seagate Ultra Touch SSD are compatible with the Seagate SSD Touch app.

Q: Are you using the Seagate SSD Touch app with your compatible Seagate storage devices?

A: Seagate SSD Touch is designed specifically to help you manage files on your drive and mobile device. You can find it on the Google Play Store or download it [here](#).

Q: Is your drive formatted for Android compatibility?

A: Use exFAT or FAT32 when connecting to compatible Android mobile devices. **Note**—FAT32 has a maximum partition size limit of 32GB.

# Regulatory Compliance

Product Name Seagate One Touch SSD

Regulatory Model Numbers SRD0FV4

## China RoHS



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

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

部件名称 Part Name	有害物质 Hazardous Substances					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr <sup>6+</sup> )	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
固态驱动器 SSD	X	O	O	O	O	O
外接硬盘印刷电路板 Bridge PCBA	X	O	O	O	O	O
电源(如果提供) Power Supply (if provided)	X	O	O	O	O	O
接口电缆(如果提供) Interface cable (if provided)	X	O	O	O	O	O
其他外壳组件 Other enclosure components	O	O	O	O	O	O

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

O: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。  
O: Indicates that the hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of GB/T26572.

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。  
X: Indicates that the hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of GB/T26572.

## Taiwan RoHS

Taiwan RoHS refers to the Taiwan Bureau of Standards, Metrology and Inspection's (BSMI's) requirements in standard CNS 15663, Guidance to reduction of the restricted chemical substances in electrical and electronic

equipment. Beginning on January 1, 2018, Seagate products must comply with the “Marking of presence” requirements in Section 5 of CNS 15663. This product is Taiwan RoHS compliant. The following table meets the Section 5 “Marking of presence” requirements.

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

產品名稱:外接式固態硬碟,型號: SRD0FV4		Product Name: One Touch SSD, Model: SRD0FV4					
單元 Unit		限用物質及其化學符號			Restricted Substance and its chemical symbol		
		鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr <sup>+6</sup> )	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
固態驅動器	SSD	—	○	○	○	○	○
外接硬盤印刷電路板	Bridge PCBA	—	○	○	○	○	○
電源 (如果提供)	Power Supply (if provided)	—	○	○	○	○	○
傳輸線材 (如果提供)	Interface cable (if provided)	—	○	○	○	○	○
其他外殼組件	Other enclosure components	○	○	○	○	○	○

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

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