Dell Portable Backup Hard Drive

User's Guide

Notes, Cautions, and Warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

Contents

Safety Precautions

Use the following safety guidelines to help protect your external hard drive from potential damage and to help ensure your personal safety.

⚠ WARNING: Do not drop or jolt the drive.

⚠ WARNING: Do not disconnect or move the drive during drive activity.

⚠ WARNING: Many repairs may only be done by a certified service technician. You should only perform troubleshooting as authorized in your product documentation, or as directed by the online or telephone service and support team.

⚠ CAUTION: Damage due to servicing that is not authorized by Dell is not covered by your warranty.

⚠ CAUTION: To prevent data loss, save and close all open files and exit all open programs before you turn off your computer.

Introduction

The Dell portable external hard drive is a storage device that provides a convenient solution for file backups, data migration, and data-sharing needs.

This user manual provides step-by-step installation instructions and other important information regarding your product.

Package Contents

- Dell portable external hard drive — 500 GB /1 TB /2 TB
- USB 3.0 interface
- 18-inch USB 3.0 cable
- Quick Start Guide
- China Warranty Card
- Safety, Environment, and Regulatory Information Tech Sheet
- Terms and Conditions Sheet

System Requirements

- Windows 8
- Windows 7

Specifications

Hard Drive Specifications

Item	Specification
Drive Type	External USB hard drive
Connector option	USB 3.0
Capacity	500 GB /1 TB /2 TB
Software included	Backup and recovery software from Seagate

Physical View
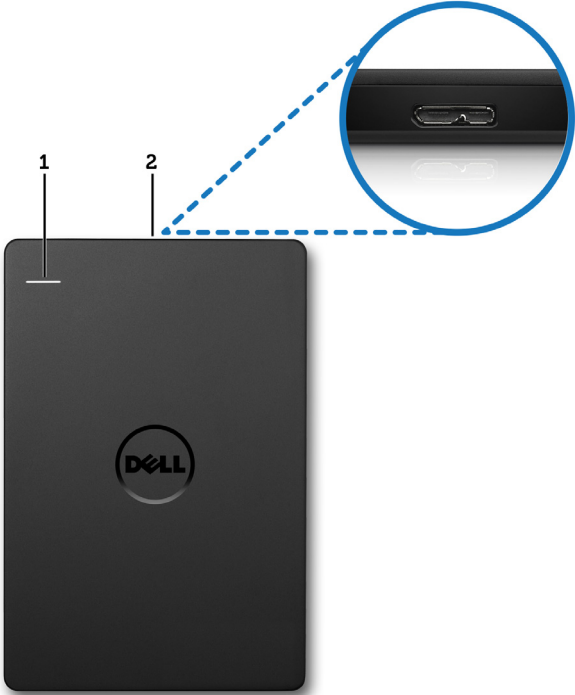
| 1 | Hard-drive activity LED | 2 | Hard-drive cable connector |

Setup

Installing the Drive

1   Connect the external hard drive to any available USB 3.0 port on your computer. The drive is also compatible with USB 2.0 ports on your computer.

2   After the drive is connected, the drive will appear as a drive letter in (My) Computer (i.e.: Drive E:, F:, or some other letter) within approximately 30 seconds of connecting and turning on the drive.

   📝 NOTE: The white LED on the interface adapter lights up when you connect the drive to the computer.

3   Click **Open Folder to View Files Using Windows Explorer** to open the drive letter, or click on the drive letter in **Computer**.

You can now begin copying files to the external hard drive by manually using the copy and paste options, by dragging and dropping files into the external hard drive, or through an automatic backup schedule using the Seagate Dashboard described in Introducing Seagate Dashboard.

Disconnecting the Drive

⚠ CAUTION: You must close all open windows on the external hard drive in order to disconnect it. To prevent data loss, close all computer applications prior to disconnecting the external hard drive.

1 Click the **Safely Remove Hardware** icon in the system tray, near the clock.

📝 NOTE: The **Safely Remove Hardware** icon looks like a USB connector with a green check mark on it.

2 A pop-up menu will appear listing the devices that can be removed from the computer.

3 Click the external hard drive on the pop-up menu.

4 When you see a pop-up message saying that it's safe to remove the hardware, you can unplug the device.

Introducing Seagate Dashboard

Seagate Dashboard, packaged with your external hard drive, is an easy-to-use utility that protects the content on your computer and social media networks. You can take advantage of these features:

- **Data protection**—Protect your data continuously or on a schedule by creating an automatic backup plan.
- **Media sharing**—Upload your pictures and videos to popular social networking services, such as Facebook, Flickr, and YouTube.
- **Media saving**—Download photos and videos from your social networking services to your external hard drive.

NOTE: You must install the Seagate Dashboard installer before you can launch Seagate Dashboard.

For more information, read the Seagate Dashboard User Guide at www.seagate.com/support/software/dashboard or view the online help by clicking the Help icon in the Seagate Dashboard application.

Troubleshooting

This section is designed to walk you through troubleshooting steps in order to identify solutions to commonly experienced issues with USB-connected external drives.

Issues and Solutions

Steps	Symptom	Solution	
1	Drive is not recognized by the system	a	Check the USB connection. Disconnect and re-connect to a different USB port.
		b	Check the connection between the PC and the drive. The hard drive LED should turn on if the hard drive is receiving adequate power.
		c	Check the USB 3.0 data cable, or try using an alternate cable.
2	Slow data transfer rate	Ensure that the drive is connected to a USB 3.0 port. Refer to the user guide of your computer manufacturer to determine the location of the USB 3.0 ports on your computer.	
3	AutoPlay not popping up	a	Check the AutoPlay settings in Windows.
		b	Open **AutoPlay** by clicking the **Start** button, and then clicking **Control Panel**. In the search box, type autoplay, and then click **AutoPlay** in the options.
		c	To turn AutoPlay on, select the **Use AutoPlay for all media and devices** checkbox.

Steps	Symptom	Solution
4	Hard drive not detected in BIOS (system setup)	• Press the <CTRL> + <ALT> + <DELETE> keys together when on the BIOS screen. This will restart your computer and the external hard drive should now be listed under the bootable device list.
		• Restart the computer after logging on to Windows and then access the BIOS screen to check if the external hard drive is listed under the bootable device list.
5	Unable to boot to the operating system from the external hard drive	Restart the computer after logging on to Windows and then access the BIOS screen to check if the external hard drive is listed as the first boot device.

NOTE: Please ensure that your computer is up to date with the latest drivers and BIOS version prior to attempting steps 4 and 5. The latest drivers and BIOS version can be downloaded from the manufacturer's website. For Dell computers, visit www.dell.com/support

NOTE: The keystrokes used to invoke the BIOS (system setup) on your computer will vary depending upon the computer manufacturer. Please refer to the manufacturer's user guide or website for this information. For Dell computers, pressing the <F2> key during computer startup will launch the BIOS menu and the <F12> key will invoke the computer boot menu.

NOTE: To diagnose your storage drive on a Dell computer, you can launch the PC Checkup Dell Diagnostics tool from the My Dell icon. Or visit www.dell.com/support/Diagnostics/us/en/19

Hard Drive LED States and Description

LED States

Hard drive activity state	Hard drive LED status
OFF	LED is turned OFF
Hard drive idle	LED glowing at maximum brightness
Hard drive reading/writing data	LED blinking slowly (every 3 seconds)
Hard drive on standby	LED glowing, but with reduced brightness
Hard drive on hibernate	LED is OFF

Contacting Dell

> **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues.

1 Visit www.dell.com/support

2 Select your support category.

3 If you are not a U.S. customer, select your country code at the top of the page, or select All to see more choices.

4 Select the appropriate service or support link based on your need.