Maxtor®

OneTouch™ 4

Macintosh User's Guide

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Getting Started

The Maxtor OneTouch 4 drive offers these features:

- Backup & Restore to protect your data
- A customized OneTouch button to quickly open a frequently-used program

If you are a OneTouch II or III user, you also have access to features available on that drive:

- Sync to synchronize one or more folders between two or more computers
- Security settings to password-protect your drive

The Maxtor OneTouch software is loaded on your OneTouch drive. Because the software is configured for a Windows operating system, the software must be prepared for installation on your Macintosh.

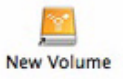
Using the Formatting Tool

The Mac OneTouch 4 Formatting tool automatically prepares the Maxtor Manager software for installation on your Macintosh,

To use the Mac OneTouch 4 Formatting Tool,

Step 1: Connect your OneTouch 4 drive to your computer.

A **New Volume** icon appears on your desktop:



Step 2: Double-click the **New Volume** icon.

The **New Volume** Finder window opens:

Figure 1: New Volume

The **New Volume** Finder window contains the **Mac OneTouch 4** Formatting Tool.

Step 3: Double-click the **Mac OneTouch 4 Plus** icon.

The **Mac OneTouch 4 Formatter** window opens:

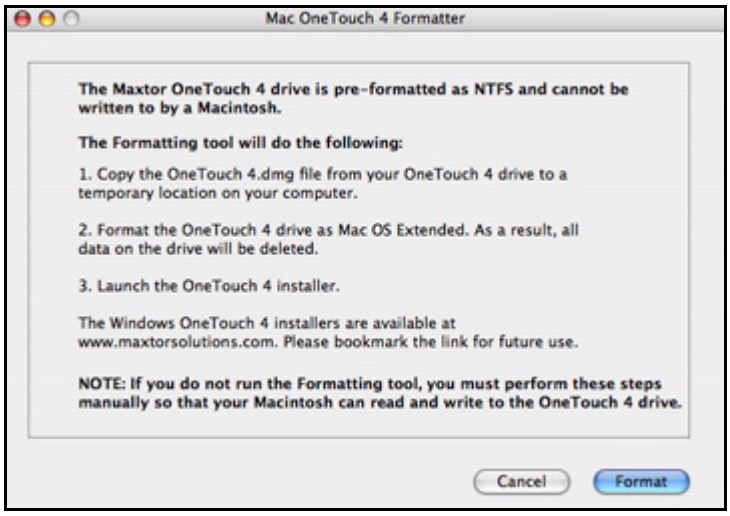


Figure 2: Mac OneTouch 4 Formatter

Step 4: After you've read the description of what the Formatting tool does, click **Format** to format your OneTouch 4 Plus drive for a Macintosh.

The remainder of the software preparation is automatic. Here's what you see:

- The New Volume drive is dismounted and reformatted:

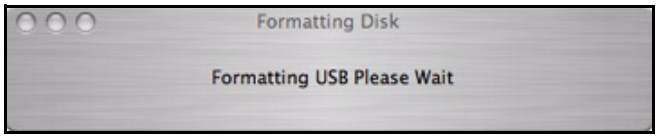


Figure 3: Formatting In Progress

- When formatting is complete, the OneTouch icon refreshes to display the name of the drive:

- The **OneTouch 4.dmg** file appears on your desktop:

- The **dmg** file automatically creates a **OneTouch 4** installer:

- The OneTouch 4 Installer **Welcome** window opens

Figure 4: Welcome

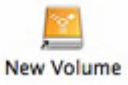
Preparing the Software Manually

If you don't want to use the Formatting Tool, you must manually prepare the Maxtor Manager software for installation on your Macintosh.

To manually prepare the software,

Step 1: Connect your OneTouch 4 drive to your computer.

A **New Volume** icon appears on your desktop:



Step 2: Double-click the **New Volume** icon.

The **New Volume** Finder window opens:

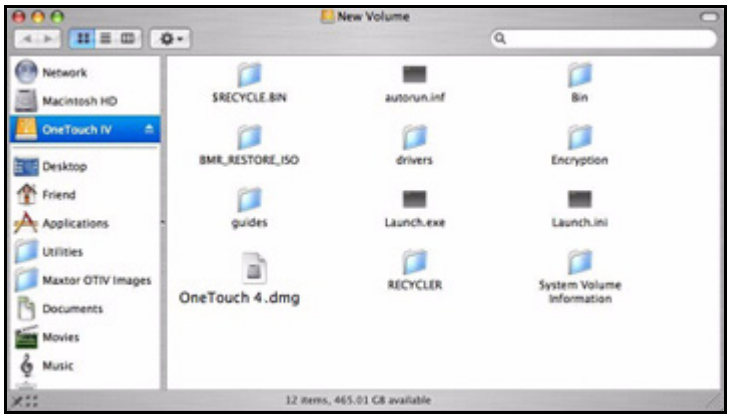


Figure 5: New Volume

Step 3: Drag the **Maxtor Manager.dmg** file to your desktop.

Step 4: Go to **Applications > Utilities> Disk Utility**:

Figure 6: Disk Utility

The **Disk Utility** window opens:

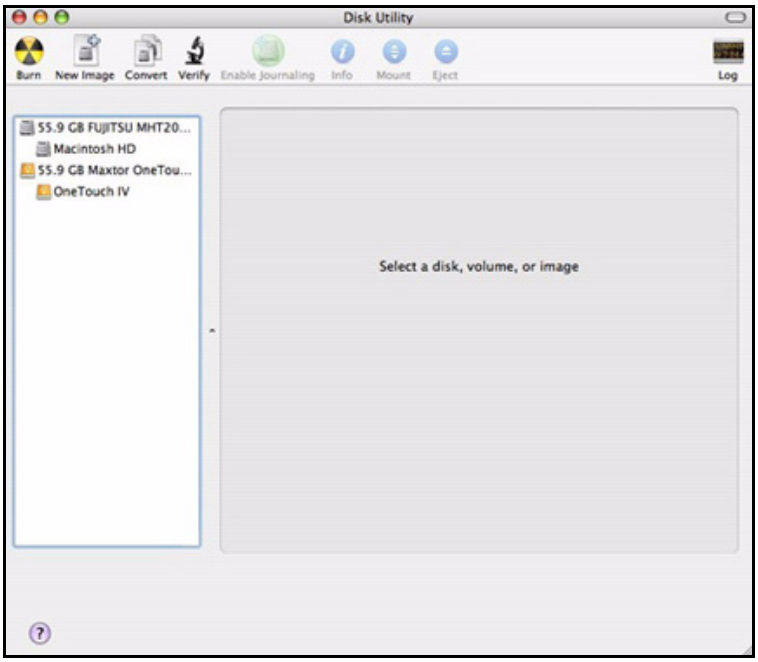


Figure 7: Disk Utility Erase

Step 5: Select **OneTouch 4** in the list**:**

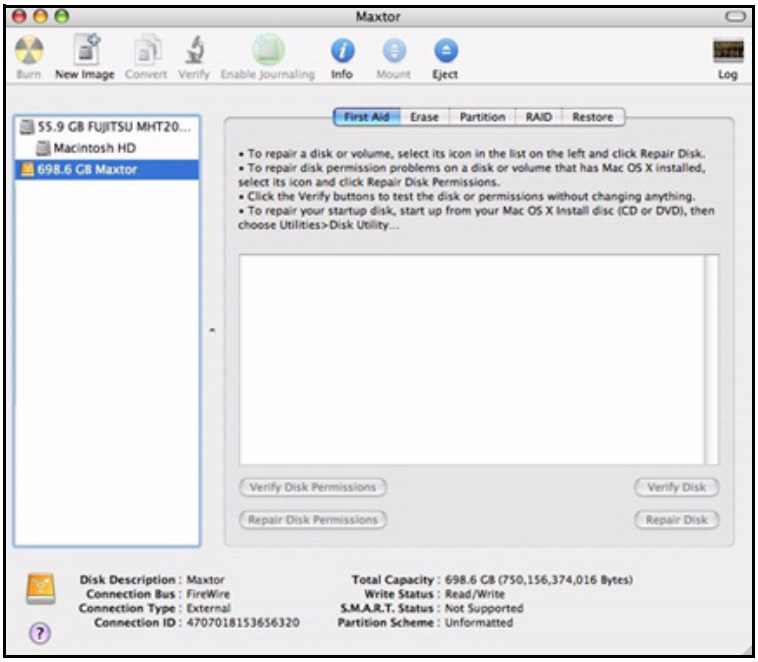


Figure 8: Disk Utility Erase

Step 6: Click the **Erase** tab:

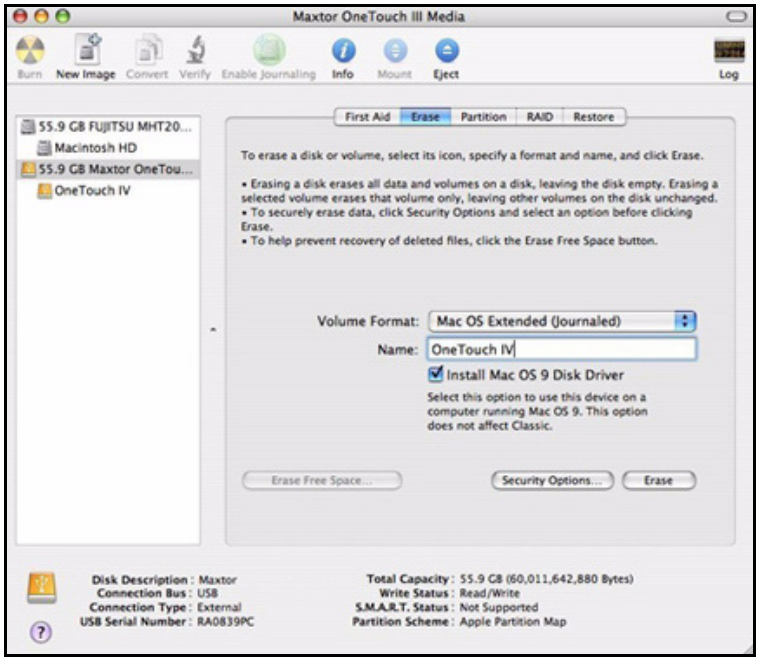


Figure 9: Disk Utility Erase

Step 7: Enter this information:

- For **Volume Format,** select **Mac OS Extended**...

  Any of the **Mac OS Extended** options will work.
- For **Name**, enter the name you want to give your OneTouch 4 drive.
- Deselect **Install Mac OS 9 Disk Driver.**

Step 8: Click **Erase**.

An **Erase Disk** warning sheet is displayed:

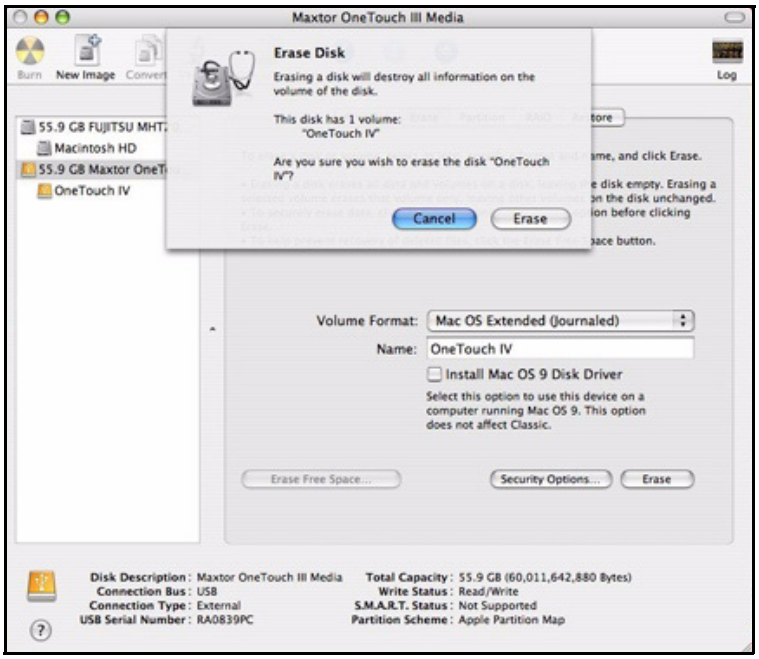


Figure 10: Erase Disk Warning

Step 9: Click **Erase** in the warning sheet.

Your OneTouch 4 drive is dismounted and then remounts with the name you entered.

Step 10: Close the Disk Utility.

The dmg file you dragged to your desktop automatically creates a **OneTouch 4** mounted volume:

Step 11: Double-click the **OneTouch 4** icon.

The **OneTouch 4** Finder window opens:

Figure 11: OneTouch 4

Step 12: Click the **OneTouch 4** icon.

The OneTouch 4 Installer **Welcome** window opens

Figure 12: Welcome

Installing the Software

To install the OneTouch software,

Step 1: In the **Welcome** window, click **Continue**.

The **Read Me** window opens:

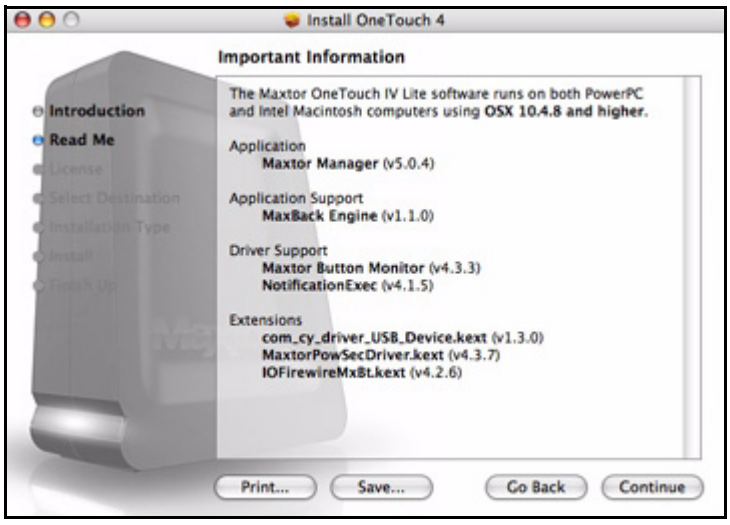


Figure 13: Read Me

Step 2: When you've read the information, click **Continue**.

The **Software License Agreement** window opens:

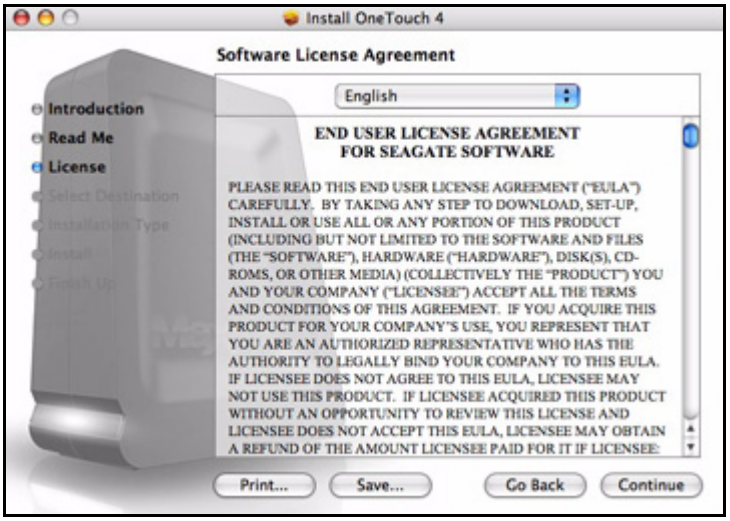


Figure 14: Software License Agreement

Step 3: Click **Continue**.

A sheet requires your agreement to continue the installation:

Figure 15: License Agreement sheet

Step 4: Click **Agree** in the sheet to continue the installation.

The **Select a Destination** window opens:

Figure 16: Select a Destination

Step 5: If it's not already selected, select your Macintosh hard drive and click **Continue**.

Note: *The OneTouch 4 software can be installed only on the boot volume.*

The **Installation Type** window opens:

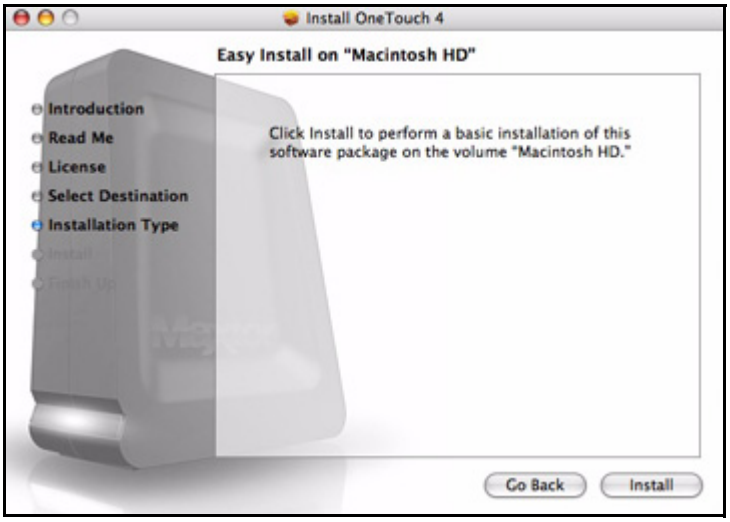


Figure 17: Installation Type

Step 6: Click **Install**.

A sheet warns that you'll have to restart your computer:

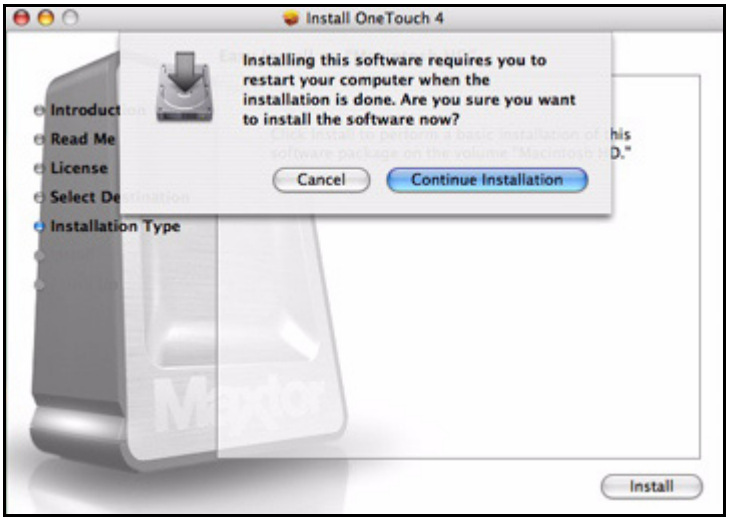


Figure 18: Restart Warning

Step 7: Click **Continue Installation** in the sheet.

A progress window keeps you informed as the installation proceeds:

Figure 19: Installing OneTouch 4

When the installation is complete, a **Restart** window opens:

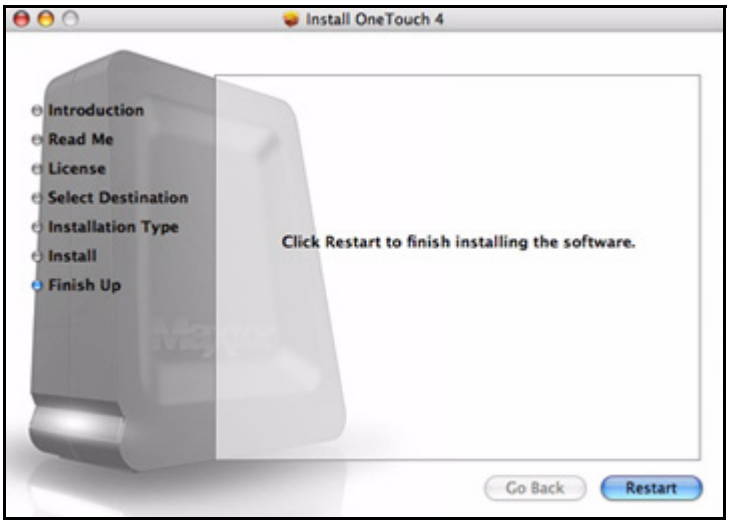


Figure 20: Restart

Step 8: Click **Restart** to restart your computer and complete the installation.

When your computer has restarted, a Maxtor Manager icon appears on your desktop:

Step 9: Double-click the Maxtor Manager icon to open the Maxtor Manager application:

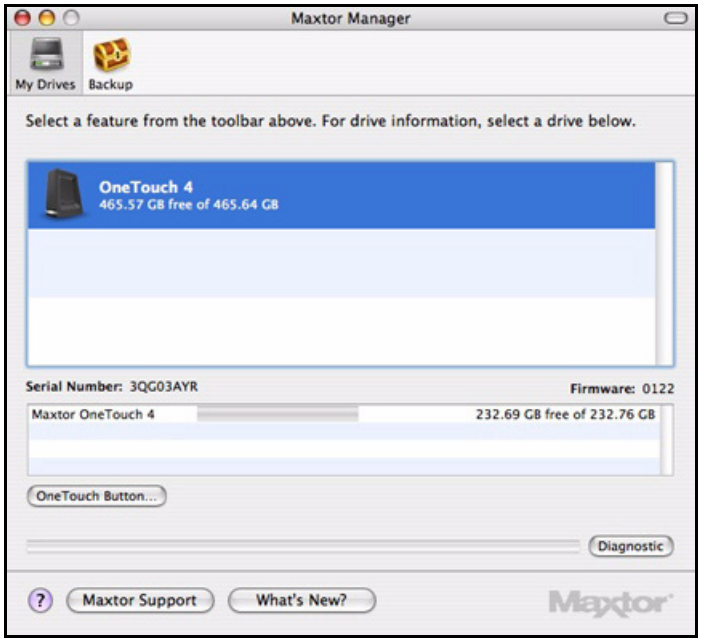


Figure 21: Maxtor Manager Application

You're ready to use your Maxtor OneTouch 4 drive.

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Managing Your Drives

The **My Drives** view provides a central point from which to manage your Maxtor OneTouch™ devices. It displays all Maxtor devices connected to your computer:

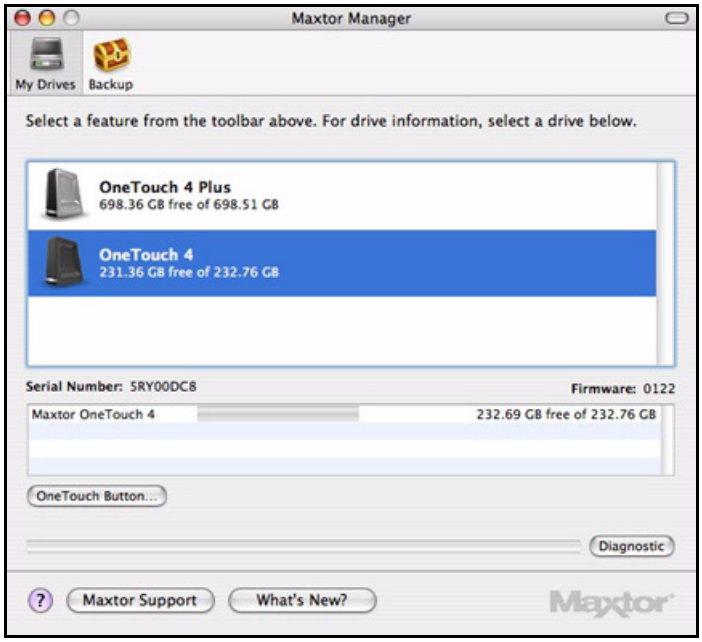

Figure 1: My Drives

The toolbar across the top of the window allows you to access your drive features and manage drive utilities.

Note: External drives are automatically detected and listed in the **My Drives** *window. It can take several seconds for the Maxtor Manager software to detect your device. If your device doesn't appear, make sure it's properly connected and turned on.*

Customizing the OneTouch Button

You can customize your OneTouch button, located on the front of your drive, so that your OneTouch drive automatically performs the action of your choice when you click the OneTouch button.

You can set the OneTouch button to

- Back up folders now
- Open the application of your choice

To customize your OneTouch button,

Step 1: In the **My Drives** window, click **OneTouch Button**.

A sheet is displayed:

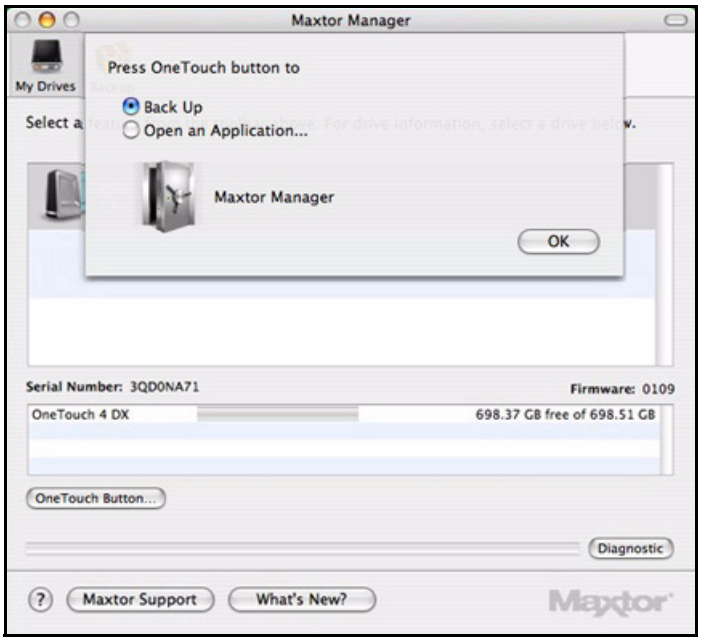

Figure 2: Customize OneTouch Button

Step 2: Select **Backup** to link that action to the OneTouch button.

— OR —

Select **Open an Application** to choose an application to open when you press the OneTouch button.

An **Open** panel appears:

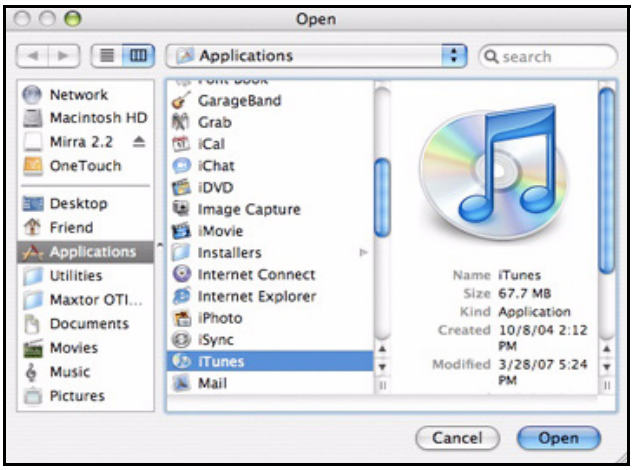

Figure 3: Applications Menu

Step 3: Select the application to be associated with the OneTouch button and click **Open**.

The application you've chosen now appears in the sheet:

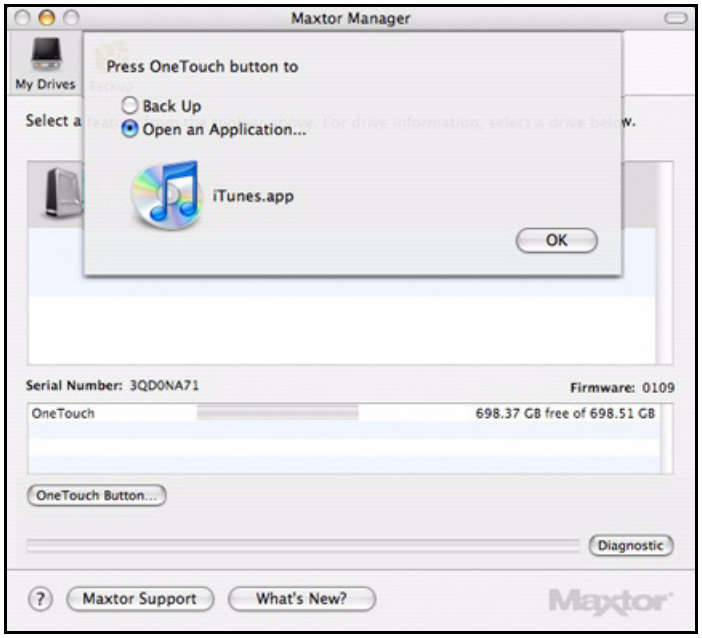

Figure 4: Customize OneTouch Button - Application Selected

Step 4: Click **OK**.

You can now open the selected application by pressing the OneTouch button.

Running Diagnostics

Use Diagnostics to check the health of your OneTouch drives. The diagnostic utility performs its tests without affecting the data on your drive.

To run Diagnostics,

- In the **My Drives** view, click **Diagnostic**.

  A progress bar indicates the progress of the diagnostic:

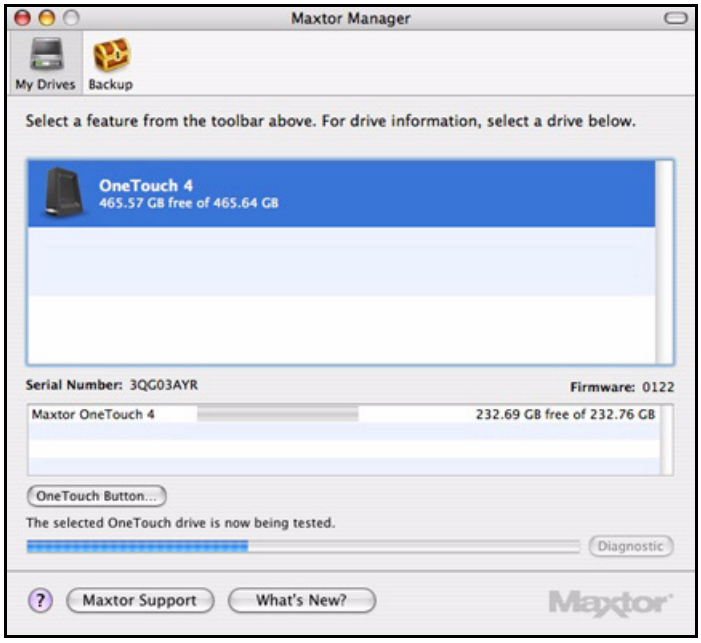

Figure 5: Diagnostics in Progress

When the test is complete, the results are displayed in the **My Drives** view:

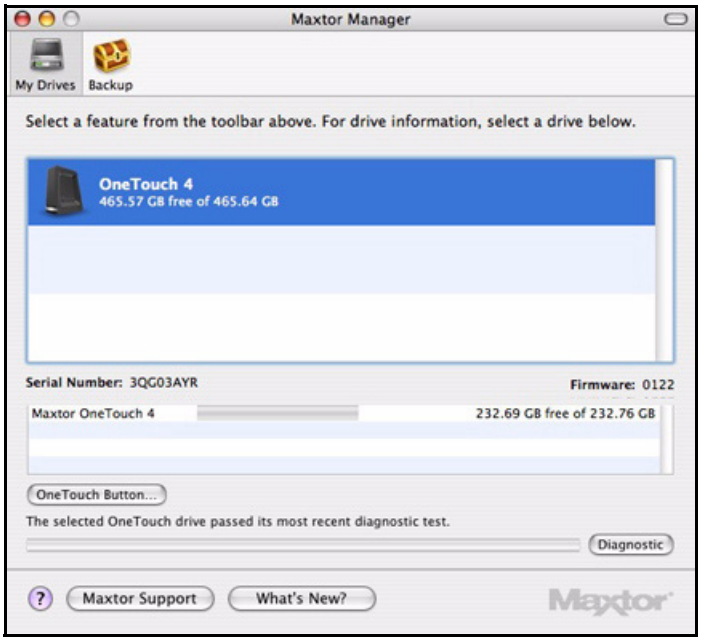

Figure 6: Diagnostics Complete

The drive pictured above is functioning normally. If the diagnostic encounters an error during testing, the serial number of the bad device is displayed with instructions to contact Seagate for service and support.

Updating Your Software

The Software Update feature automatically informs you each month of whether your software is up to date. However, you can manually check to see if an update is available or you can turn off the Software Update feature.

Note: *You can check manually for software updates or turn off Software Update from any view.*

To manually check for updates or turn off Software Update,

Step 1: In the menu bar, go to **Help > Software Update**.

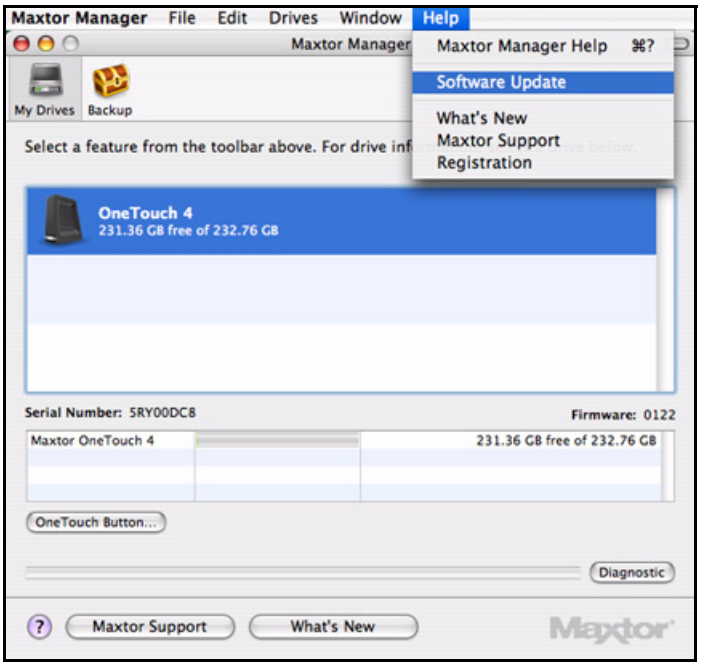

Figure 7: Software Update

The **Software Update** window opens:

Figure 8: Software Update

Software Update is selected by default.

Step 2: To turn off Software Update, unselect **Check for updates automatically**.

Step 3: To check for updates now, click **Check Now**.

A window informs you of whether your software is up to date:

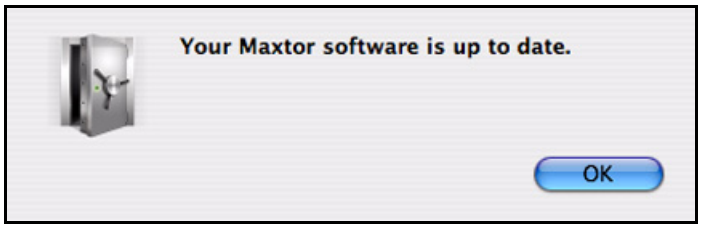

Figure 9: Software Update

Step 4: Click **OK**.

Backing Up & Restoring Folders

The Maxtor OneTouch Backup feature allows you to

- Create and manage multiple Backup Plans
- Schedule the backup of selected folders
- Edit backup settings
- Launch an immediate backup
- Restore backed up files

After the initial backup, the OneTouch software backs up changed files in backed up folders on a schedule you set or when you click **Back Up Now** in the **Backup** view.

You can create one Backup Plan to back up all your folders or you can create multiple Backup Plans for different sets of folders.

You can use either of two types of Backup Plan:

- **Simple Backup:** Pre-configured to back up your home folder daily at 10:00 p.m.

  — OR —

- **Custom Backup:** You select the folders to be backed up and set up a backup destination and schedule.

Creating Backup Plans

Using Simple Backup

Use Simple Backup to back up your home folder daily at 10 p.m.

To use Simple Backup,

Step 1: Click **Backup** in the toolbar.

The **Backup Plans** view is displayed:

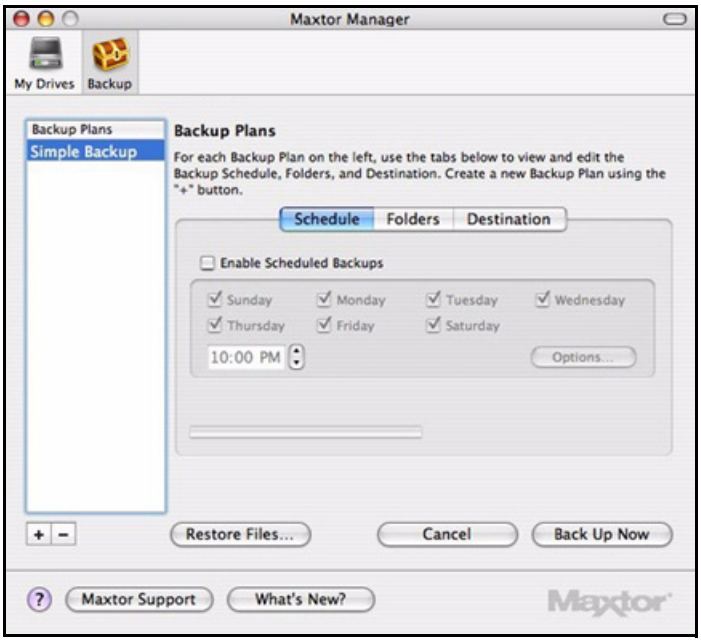

Figure 1: Backup Schedule

Simple Backup appears in the **Backup Plans** list.

If this is your first time opening the **Backup Plans** view, a sheet describes Simple Backup:

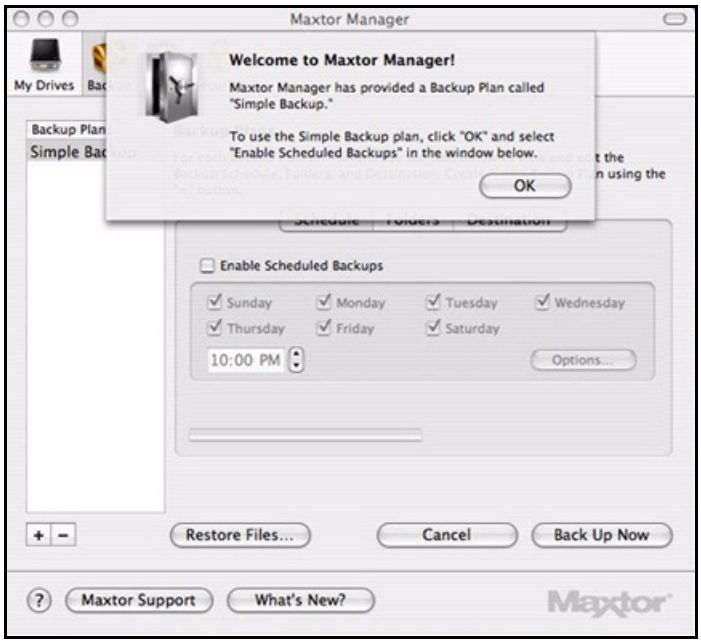

Figure 2: Simple Backup Welcome

Step 2: Click **OK**.

Step 3: Select **Enable Scheduled Backup**.

All days are scheduled for backup at 10:00 PM:

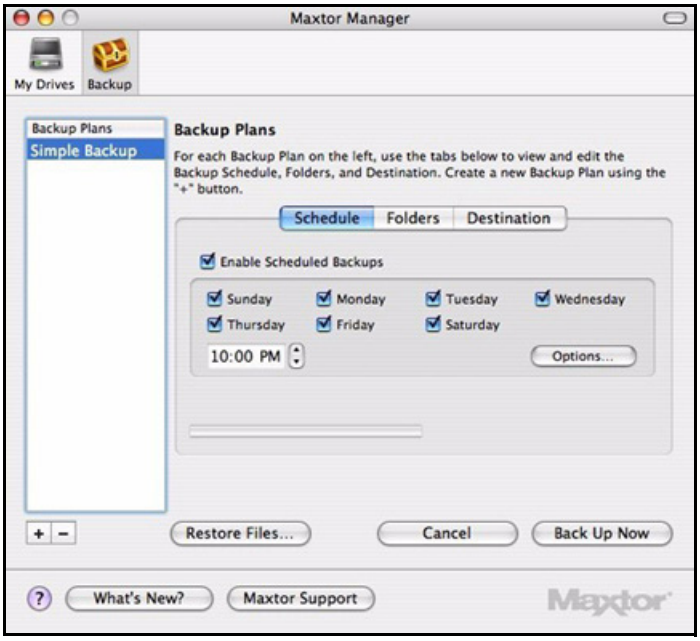

Figure 3: Simple Backup Schedule

Step 4: To re-name the Simple Backup plan, double-click on **Simple Backup** in the **Backup Plans** pane so that it becomes editable and enter a name.

Step 5: Select **Simple Backup** or the name you've given it and click **Back Up Now**.

A progress bar below the **Schedule** tab view informs you of the progress of your backup:

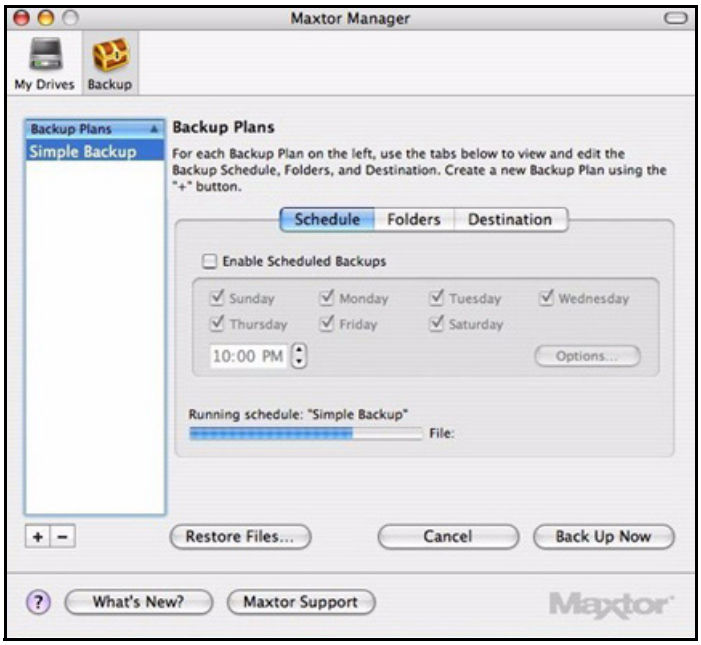

Figure 4: Simple Backup Progress

When the backup is complete, the date, time, and number of files in the backup are displayed:

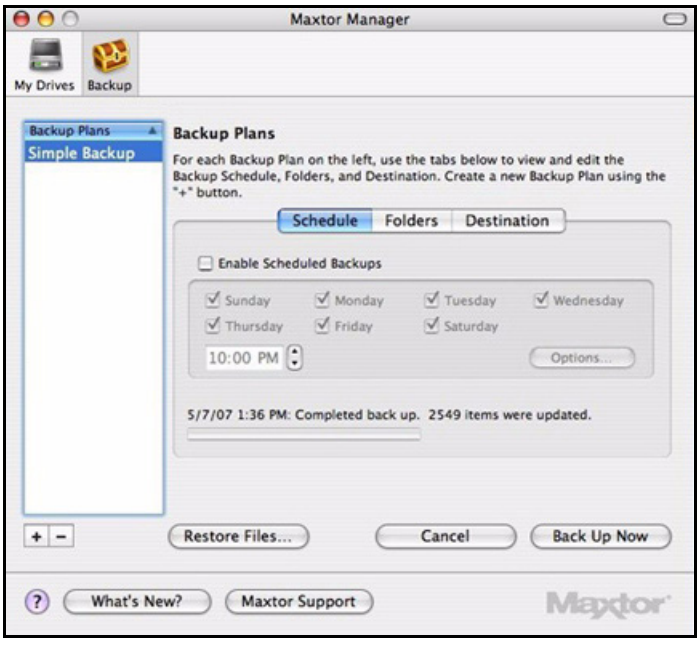

Figure 5: Simple Backup Completed

Creating a Custom Backup Plan

To select specific folders for backup and set up a backup destination and schedule,

Step 1: Click **Backup** in the toolbar.

The **Backup Plans Schedule** tab view is displayed:

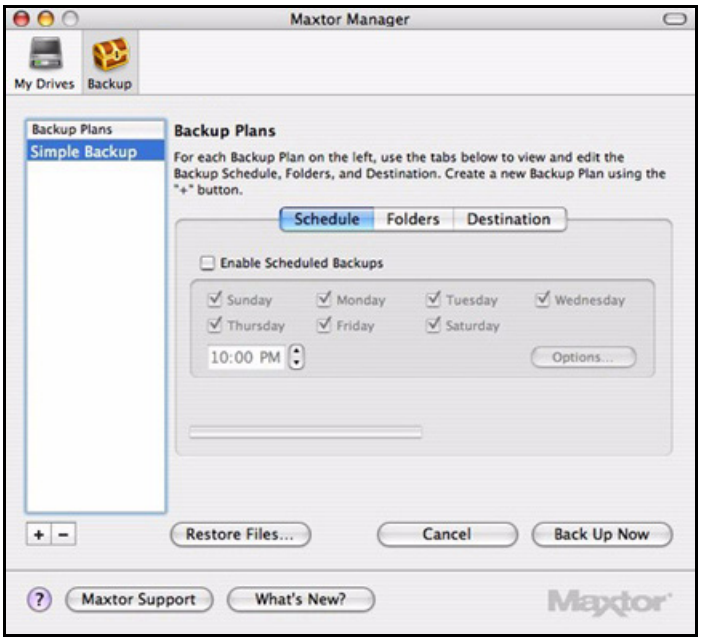

Figure 6: Backup Plans

Step 2: Click the plus sign (**+**) below the **Backup Plans** list to add a custom backup.

Untitled backup appears in the **Backup Plans** list:

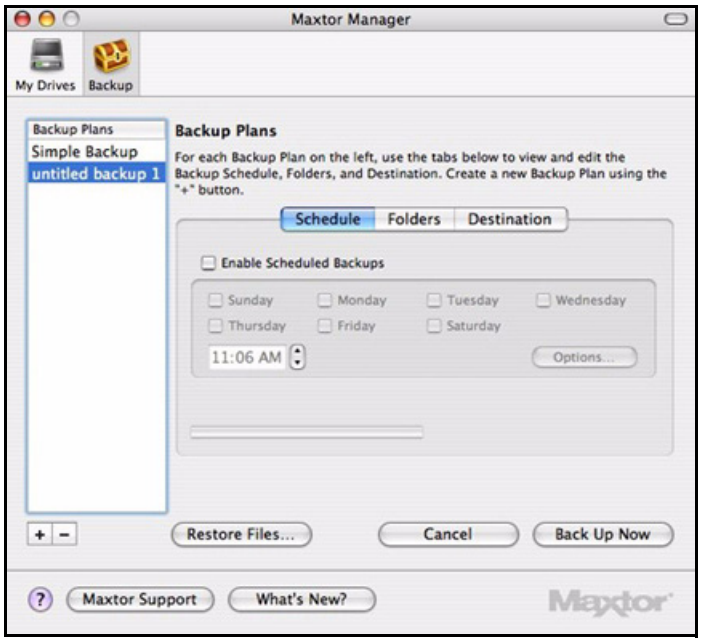

Figure 7: Custom Backup Plan

Step 3: To name this Backup Plan, double-click **untitled backup** so that it becomes editable and enter a name:

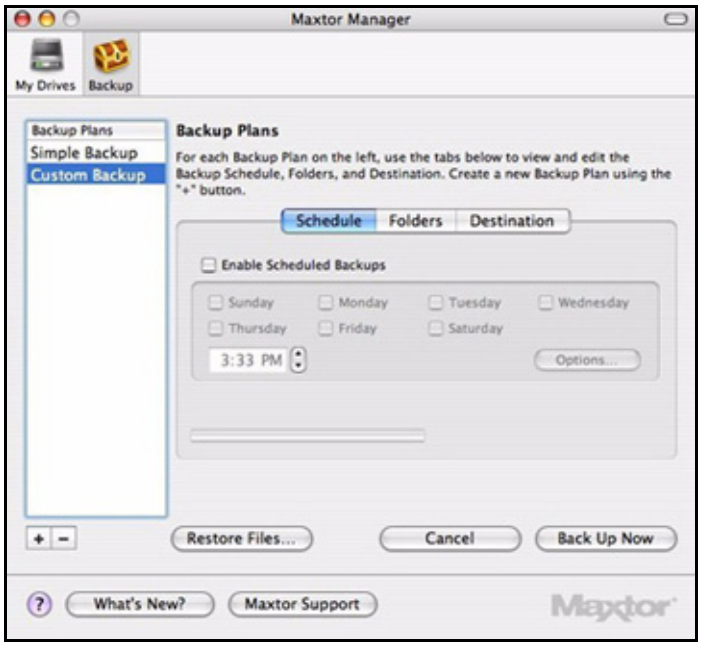

Figure 8: Name Custom Backup Plan

Step 4: Select **untitled backup** or the name you've given it (**Custom Backup** in the image above) and select **Enable Scheduled Backup** in the **Schedule** tab view.

The **Schedule** tab view becomes active:

Figure 9: Backup Plan Schedule

Step 5: Select the days and time for your backup and click **Options**.

Step 6: The power options sheet is displayed:

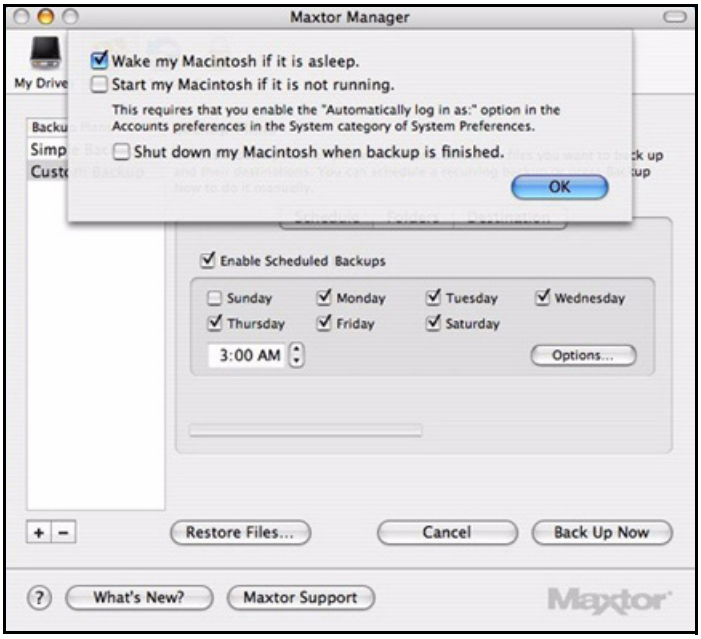

Figure 10: Backup Schedule Options

Step 7: Set your power options to accommodate your backup schedule and click **OK**.

Step 8: Click **Folders** in the **Backup Plans** view.

The **Backup Plans Folders** tab view is displayed:

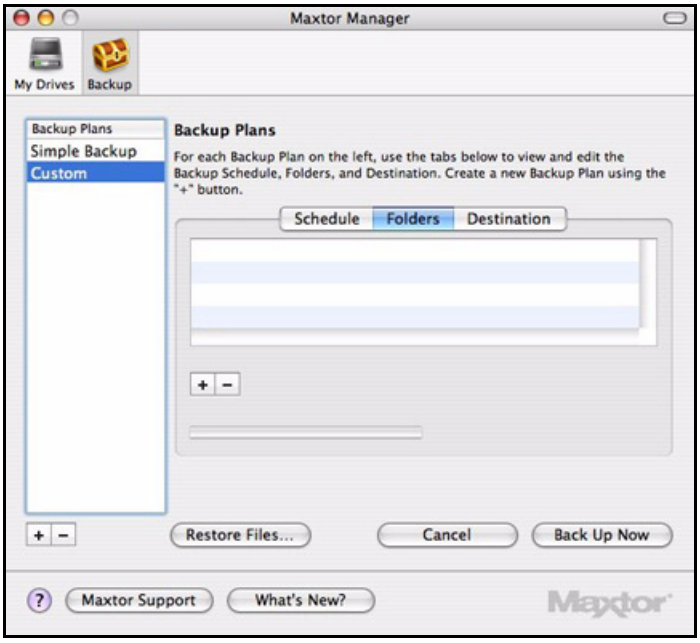

Figure 11: Backup Folder Options

Step 9: Click the plus sign (**+**) below the **Folders** tab view to browse to a folder to back up. An Open panel is displayed:

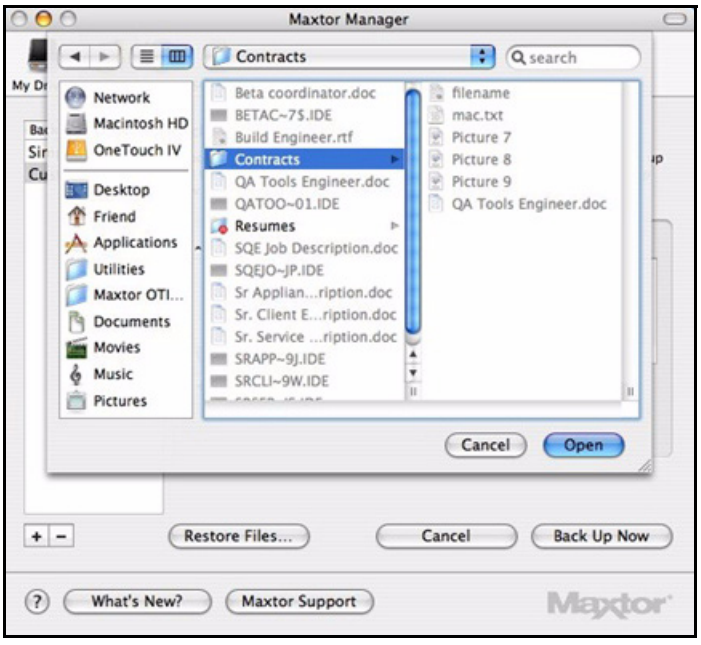

Figure 12: Maxtor Manager Panel

Step 10: Select a folder for backup and click **Open**.

The **Folders** tab view now displays the path of the folder you've selected:

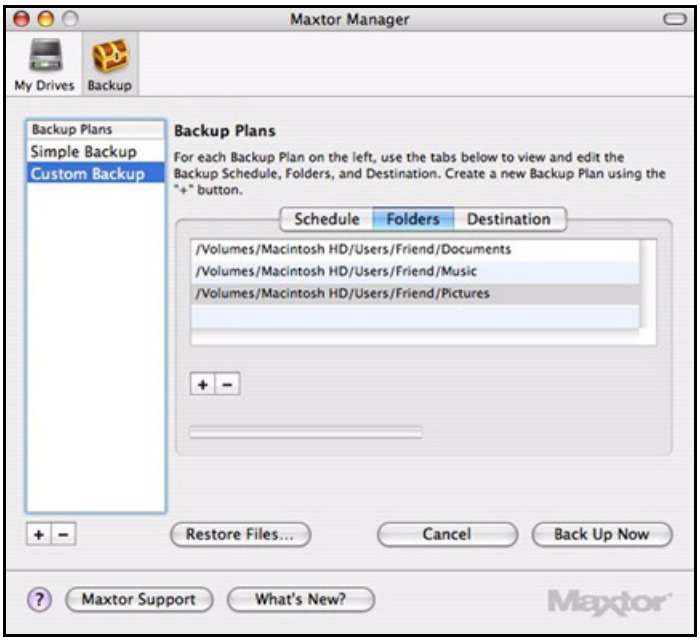

Figure 13: Backup Folder Path

Step 11: Click **Destination** in the **Backup Plans** view.

The **Backup Plans Destination** tab view is displayed:

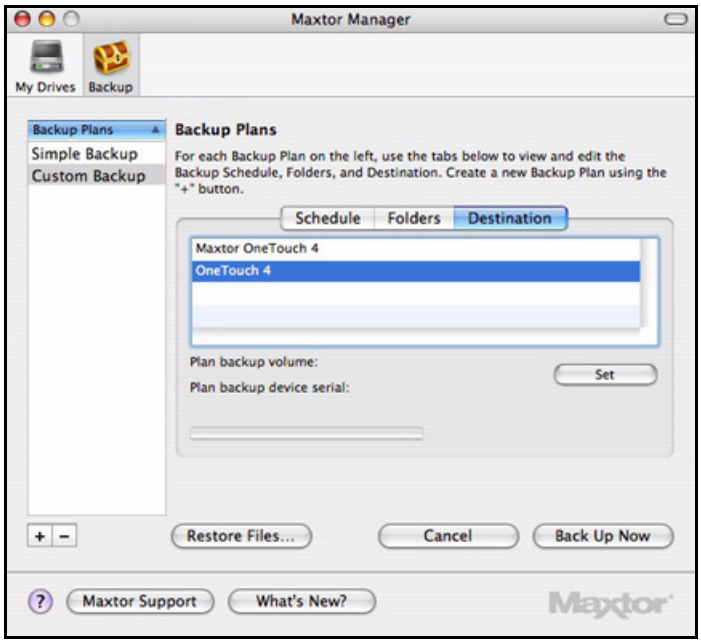

Figure 14: Backup Plan Destination

Listed are the drives currently connected to your computer.

Step 12: Select the destination drive for your backup and click **Set**.

The name and serial number of the selected drive are now displayed:

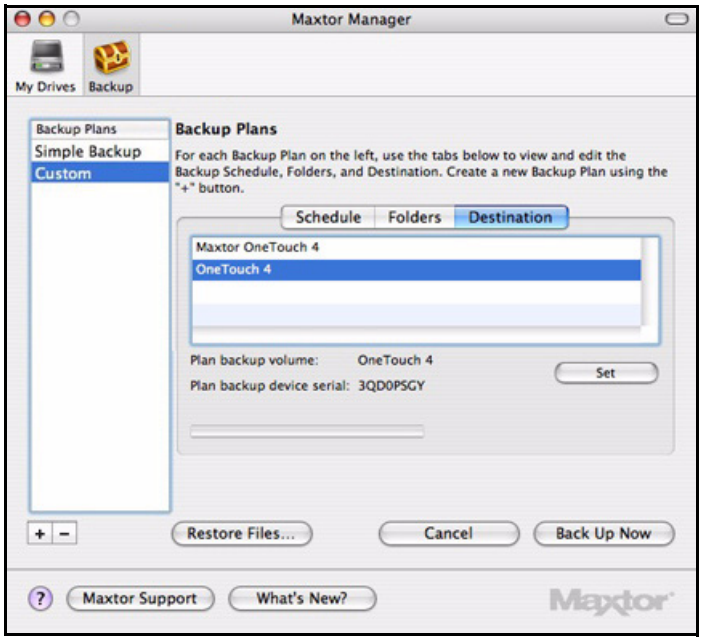

Figure 15: Backup Plan Destination Selected

Managing Backup Plans

Editing Backup Settings

To edit the settings for a Backup Plan,

Step 1: Click **Backup** in the toolbar.

The **Backup Plans** view displays your current Backup Plan names and schedule:

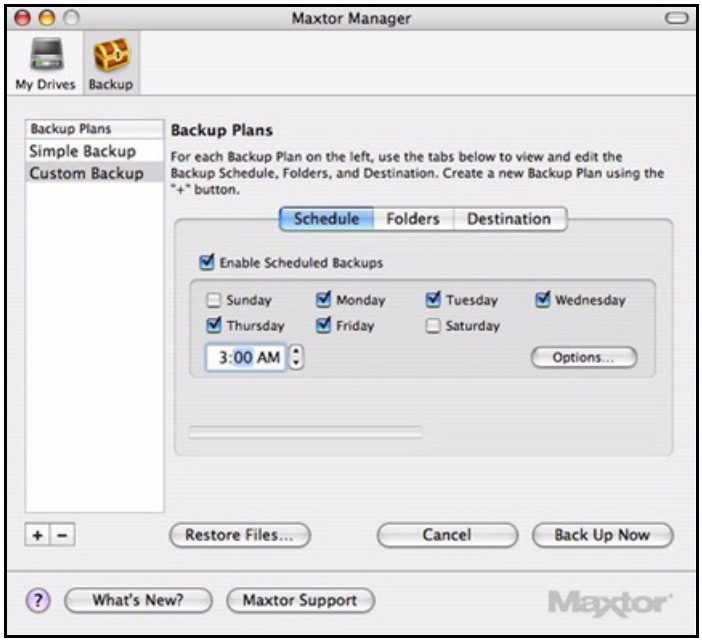

Figure 16: Backup Plan Schedule

Step 2: In the **Backup Plans** list, select the Backup Plan to be edited.

(a) To edit the name of this Backup Plan, double-click the name in the **Backup Plans** list so that it becomes editable and enter a new name:

(b) To edit the schedule, select or deselect the days for the backup and change the backup time.

(c) To edit the power options, click **Options,** make the desired changes in the power options sheet, and click **OK**.

Step 3: Click **Folders** in the **Backup Plans** view.

The **Folders** tab view displays the path of your currently selected folder:

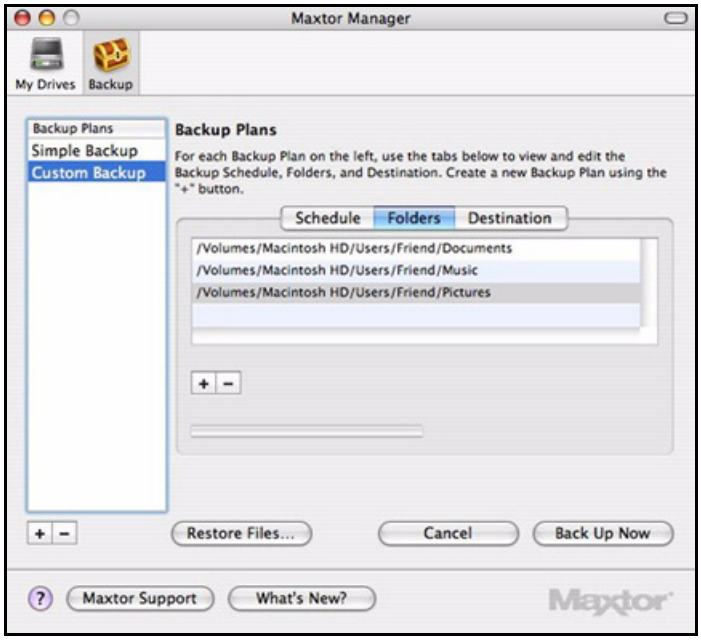

Figure 17: Backup Folder Path

Step 4: Select the path and click the plus sign (**+**) below the **Folders** list.

An Open panel displays the currently selected folder:

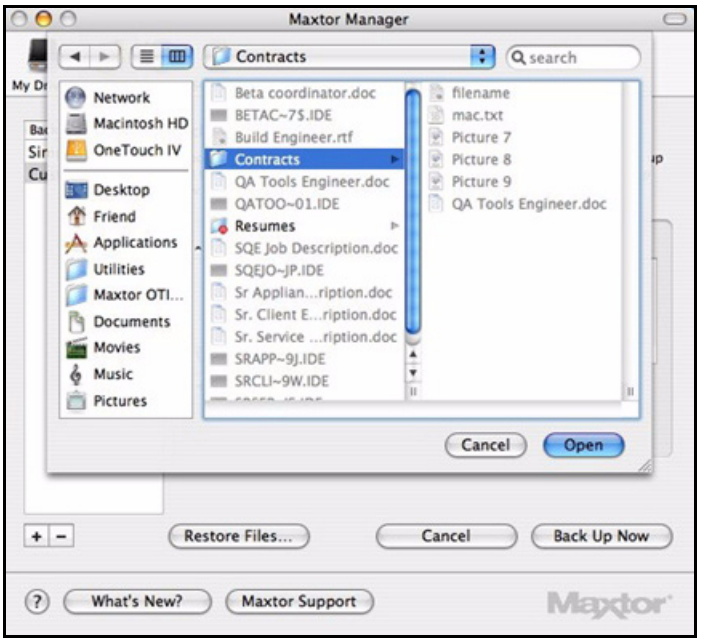

Figure 18: Backup Folder Selection

Step 5: Select a different folder for backup and click **Open**.

The **Folders** tab view now displays the path of the folder you've selected:

Step 6: Click **Destination** in the **Backup Plans** view.

The **Backup Plans Destination** tab view displays the current backup destination:

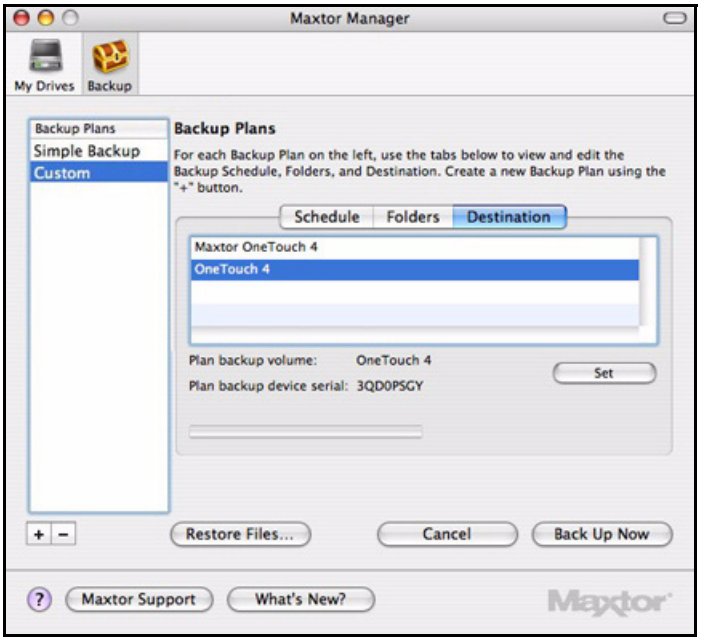

Figure 19: Backup Plan Destination

Listed are the drives currently connected to your computer.

Step 7: If you wish, select a different destination drive for your backup and click **Set**.

The name and serial number of the selected drive are now displayed.

Deleting Backup Plans

You can delete a Backup Plan for any OneTouch drive connected to your computer.

To delete a backup plan,

Step 1: Click **Backup** in the toolbar.

The **Backup Plans** view displays your current Backup Plans:

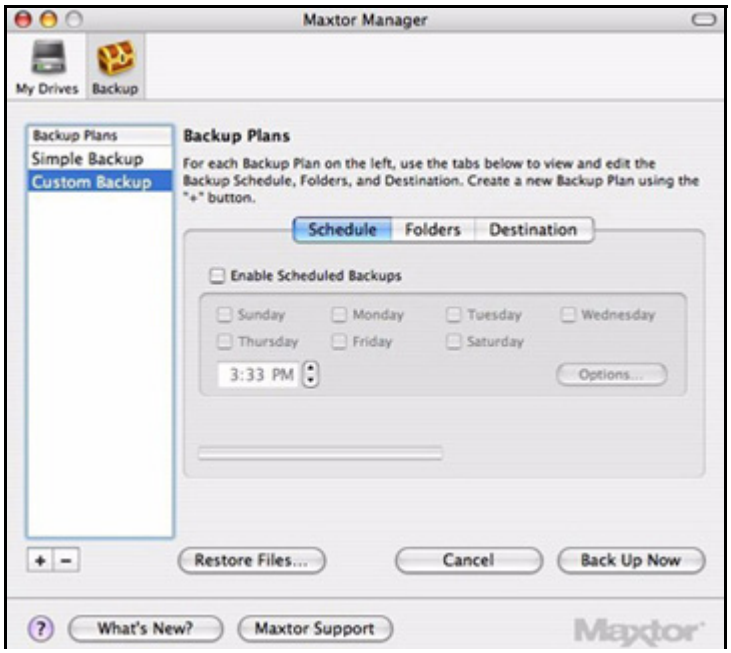

Figure 20: Backup Plans

Step 2: Select the Backup Plan to be deleted in the **Backup Plans** view.

Step 3: Click the minus sign (**–**).

The Backup Plan is removed from the **Backup Plans** list.

Backing Up Manually

To manually generate an immediate backup of folders already selected for backup,

Step 1: Click **Backup** in the toolbar.

The **Backup Plans** view is displayed:

Figure 21: Backup Plans

Step 2: Click **Back Up Now**.

The progress bar below the **Schedule** tab view indicates a backup in progress. When the backup is complete, the date and time of the backup are displayed:

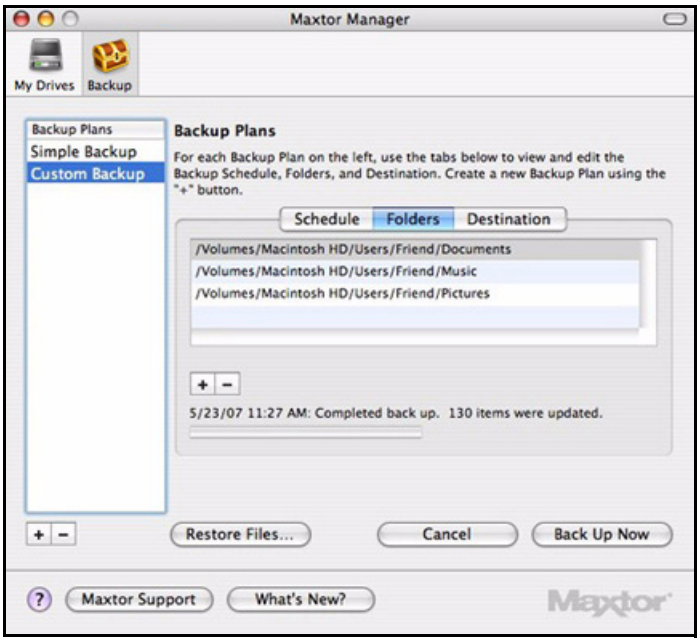

Figure 22: Backup Complete

Restoring Files

When you back up the files stored in selected folders, the OneTouch Manager saves ten (10) previous, or historical, versions of each revised file stored on your OneTouch drive. You can restore a saved historical version of a backed up file based on the date it was backed up or you can restore the most recent version of a backed up file.

To restore files,

Step 1: Click **Backup** in the toolbar.

The **Backup Plans** view is displayed:

Figure 23: Backup Plans

Step 2: Select a Backup Plan in the **Backup Plans** list.

Step 3: Click **Restore Files**.

The **Restore** options sheet is displayed:

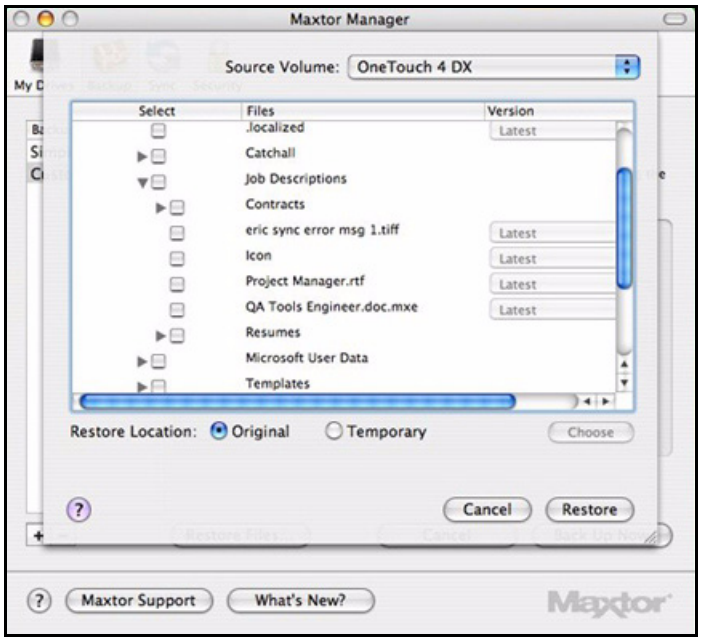

Figure 24: Restore Options

Listed are the contents of the backed up folder.

Step 4: Select the files and, if relevant, the file versions to be restored.

Step 5: Select a location at which to restore the files:

(a) Select **Original** to restore the files to their original location on your computer.

(b) Select **Temporary** to restore the files to a temporary **Maxtor Restore** folder.

(c) Click **Choose** to browse to and choose another location on your computer.

Step 6: Click **Restore**.

OneTouch II and III Users

Although the OneTouch 4 software does not offer DrivePass or Sync, users who also own OneTouch II or III drives on which those features have been available can continue to access them on those drives.

Managing Security

Using DrivePass

DrivePass allows you to password-protect an entire OneTouch drive

Enabling DrivePass

To enable DrivePass,

Step 1: Click **My Drives** in the toolbar.

The **My Drives** view opens:

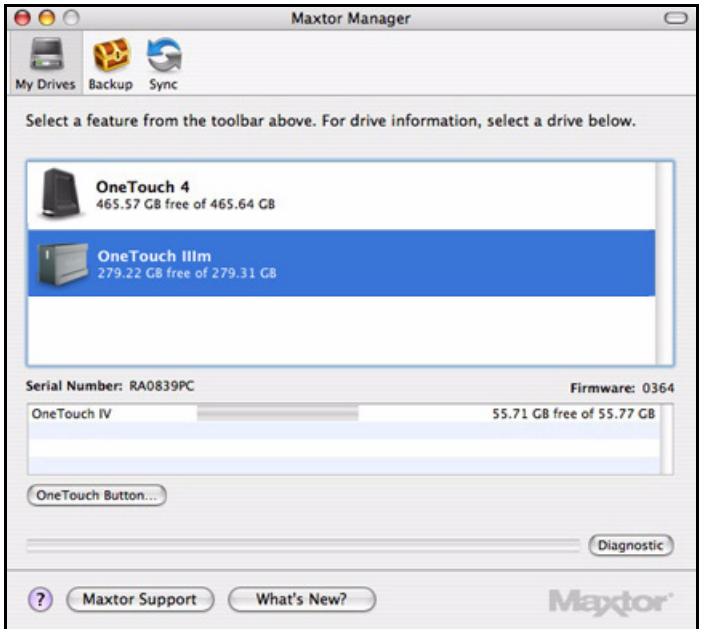

Figure 1: My Drives

Step 2: Select your OneTouch III drive and go to **Drives > DrivePass** in the menu bar:

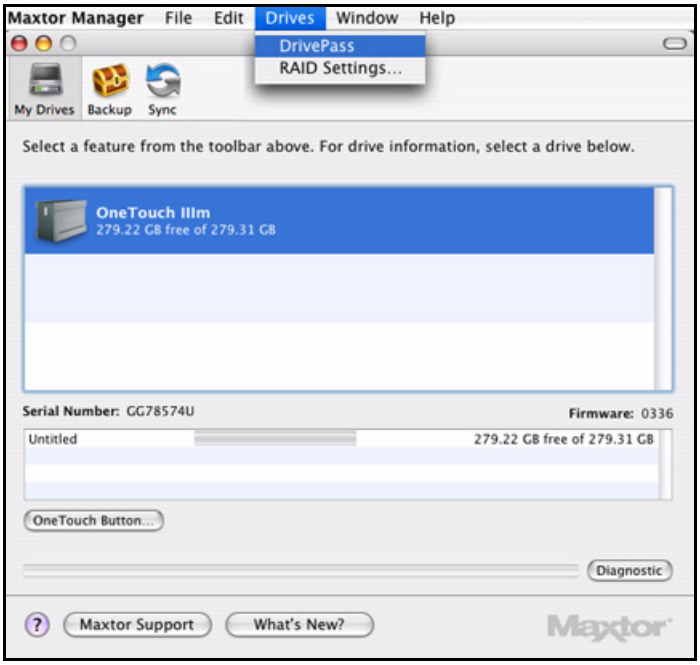

Figure 2: DrivePass Menu Option

The **DrivePass** sheet is displayed:

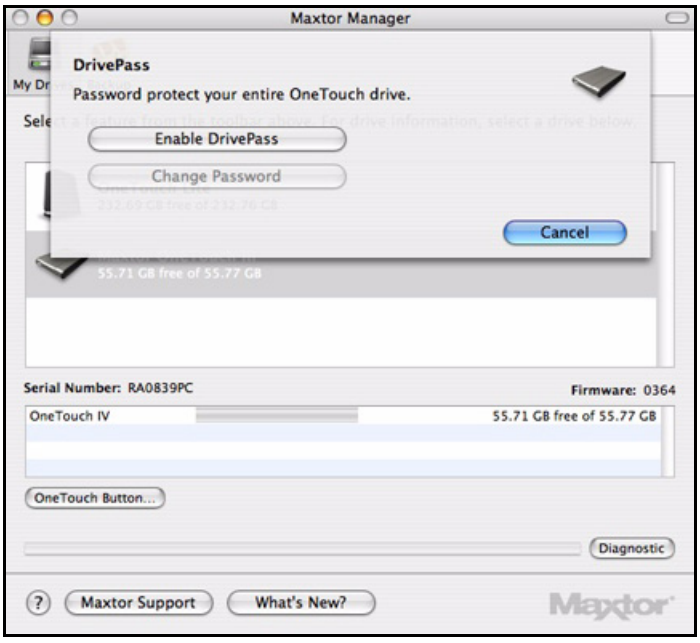

Figure 3: DrivePass

Step 3: Click **Enable DrivePass**.

The **Enable DrivePass** sheet is displayed:

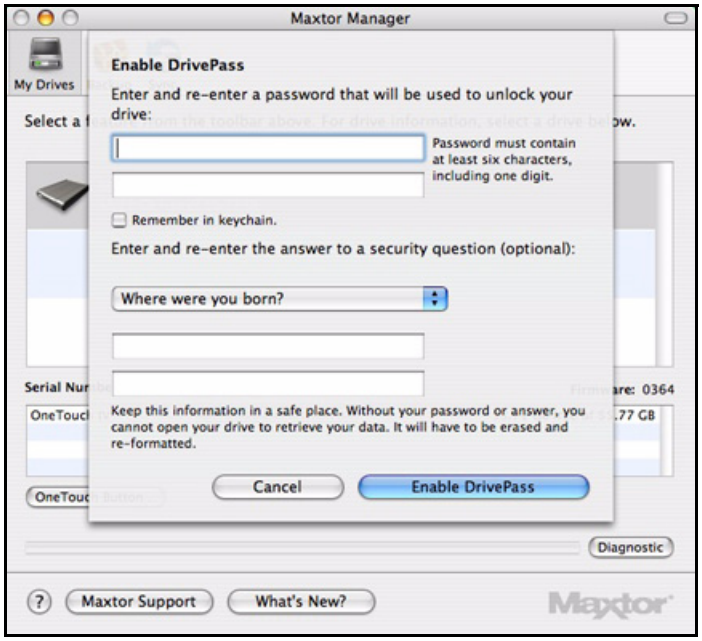

Figure 4: Enable DrivePass

Step 4: Enter and re-enter a password that will unlock your OneTouch drive.

Your password must contain at least six characters, including one digit. Be sure to use a password you'll remember; you'll need it each time you want to unlock your drive.

*Note: You can select **Remember in keychain** to make sure you don't forget the password.*

Step 5: If you wish, select a security question from the dropdown menu and then enter and re-enter the answer to that question.

You can use the answer to the security question to unlock your drive if you forget your password.

Step 6: Click **Enable DrivePass**.

The **Security** view now reflects your DrivePass status and offers the options of removing DrivePass and changing your DrivePass password:

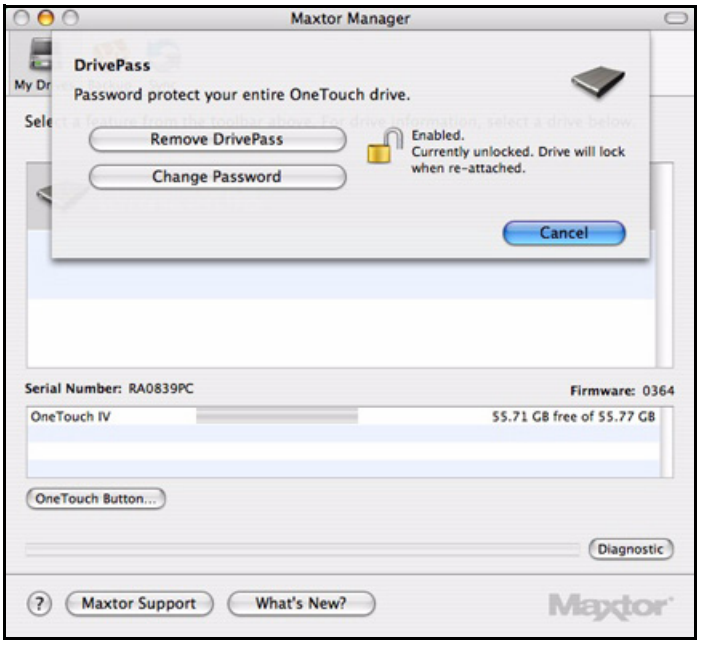

Figure 5: DrivePass Enabled

Unlocking Your OneTouch Drive

Once you enable DrivePass, your OneTouch drive locks automatically each time you shut down your computer or remove the OneTouch drive. You must unlock the drive each time you restart your computer or reconnect your drive. You can unlock your drive in either the Maxtor Manager password window or the OneTouch application

If you selected **Remember in keychain** when you set your password, your drive unlocks automatically.

If you did not select **Remember in keychain** when you set your password, a Maxtor Manager password window opens when you restart your computer or reconnect your drive:

Figure 6: Drive Locked

To unlock your drive in the Maxtor Manager password window,

Step 1: Select **Password** or your security question, if you've created one, from the dropdown menu:

Figure 7: Drive Locked

Figure 8: Drive Locked - Options

Step 2: Enter the password or the answer to the security question.

Step 3: Click **Unlock**.

Step 4: Click the desktop Maxtor Manager icon to open the OneTouch application:

To unlock your drive in the OneTouch application,

Step 1: Click **My Drives** in the toolbar.

The **My Drives** view opens:

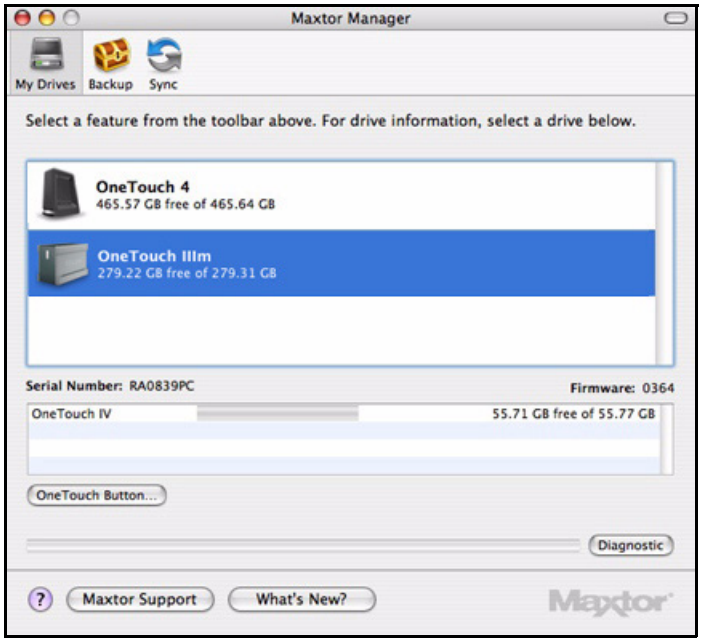

Figure 9: My Drives

Step 2: Select your OneTouch III drive and go to **Drives > DrivePass** in the menu bar:

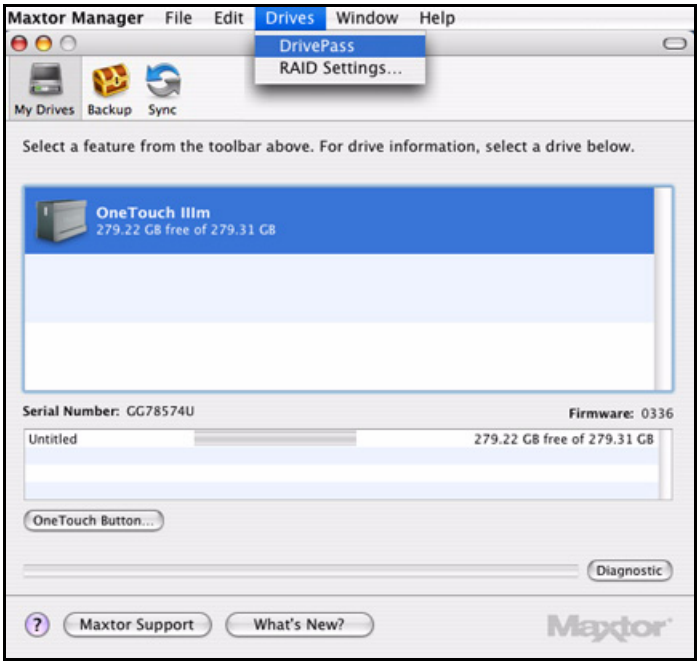

Figure 10: DrivePass Menu Option

The **DrivePass** sheet is displayed:

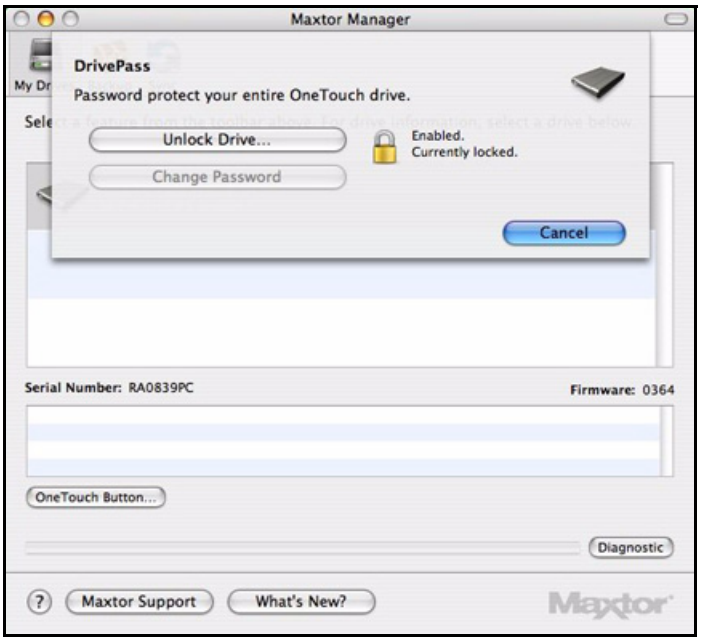

Figure 11: DrivePass

Step 3: Click **Unlock Drive**.

The **Unlock your drive** sheet is displayed:

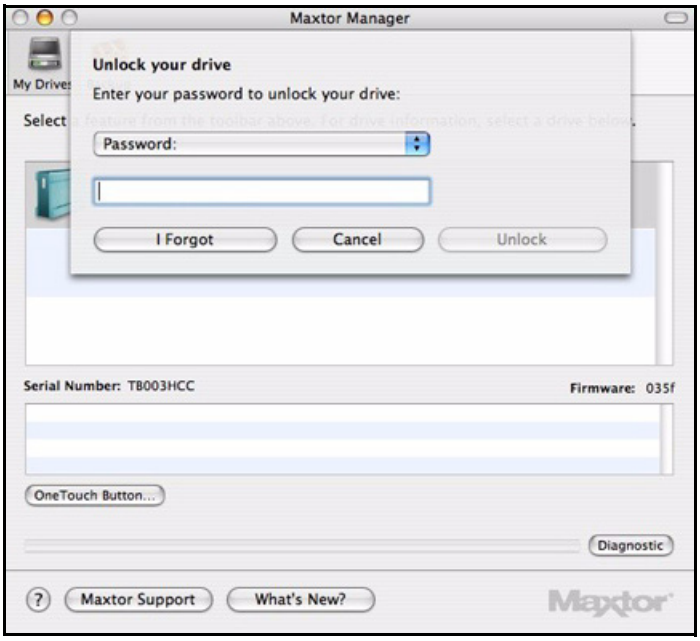

Figure 12: DrivePass

Step 4: Enter your password and click **Unlock**.

The **My Drives** window now displays the drive information for your OneTouch III.

Removing DrivePass

To remove DrivePass from your OneTouch,

Step 1: Select your OneTouch III drive and go to **Drives > DrivePass** in the menu bar:

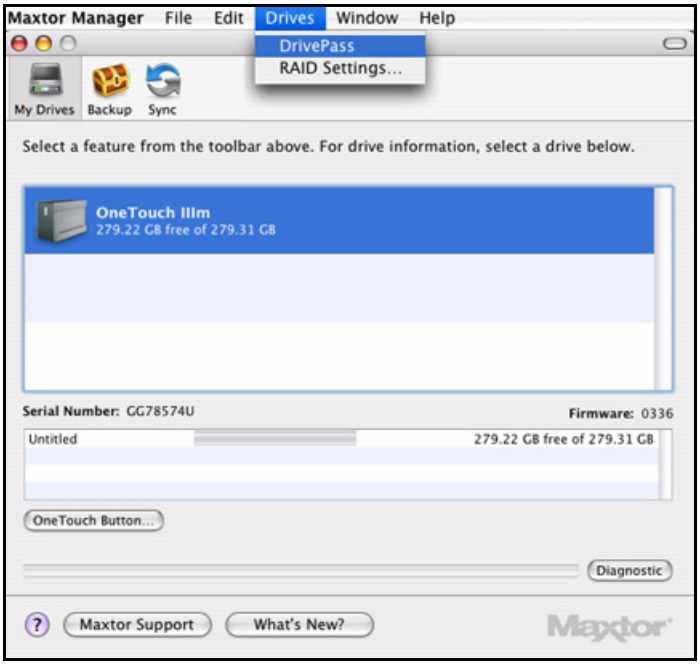

Figure 13: DrivePass Menu Option

The **DrivePass** sheet is displayed:

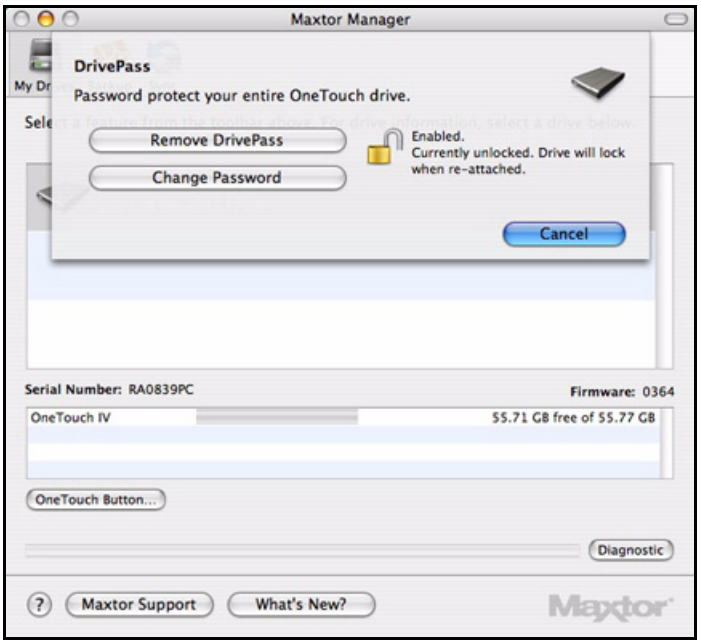

Figure 14: DrivePass Enabled

Step 2: Click **Remove DrivePass**.

The **Remove DrivePass** sheet is displayed:

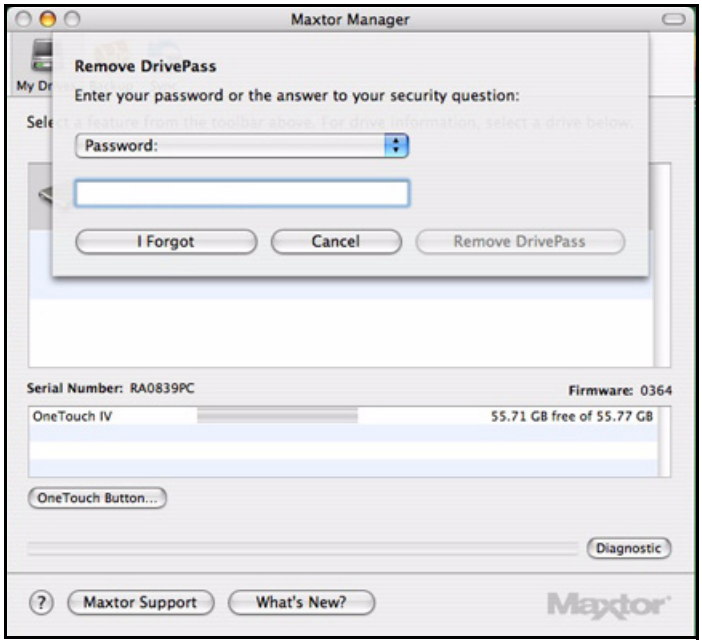

Figure 15: Remove DrivePass

Step 3: Enter your DrivePass password and click **Remove DrivePass.**

DrivePass is now disabled.

Changing Your DrivePass Password

To change your DrivePass password,

Step 1: Select your OneTouch III drive and go to **Drives > DrivePass** in the menu bar:

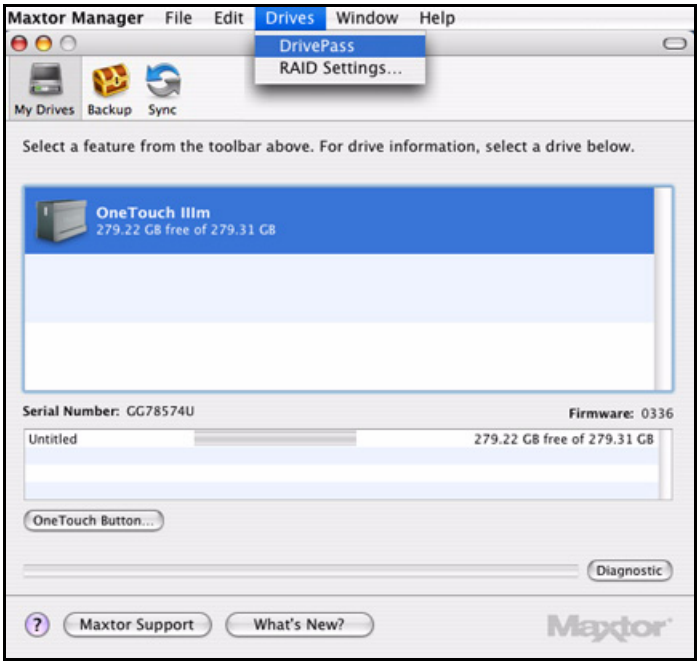

Figure 16: DrivePass Menu Option

The **DrivePass** sheet is displayed:

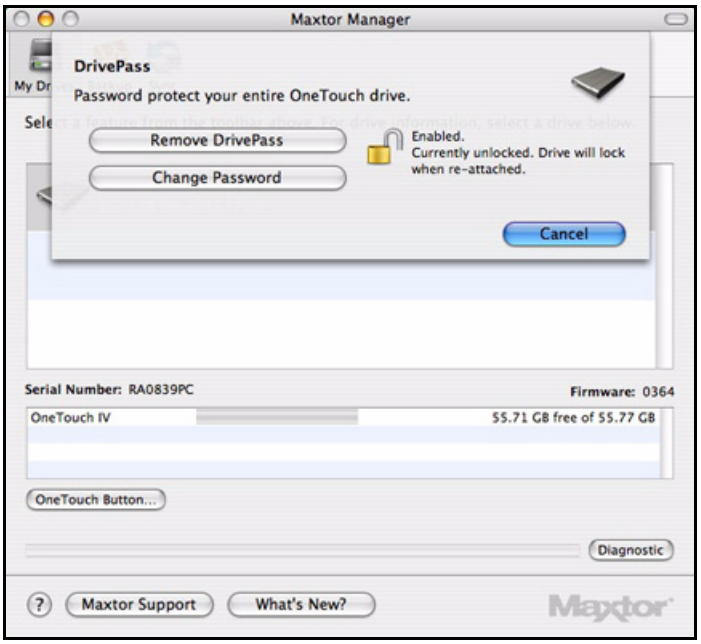

Figure 17: DrivePass Enabled

Step 2: Click **Change Password**.

The **Change DrivePass Password** sheet is displayed:

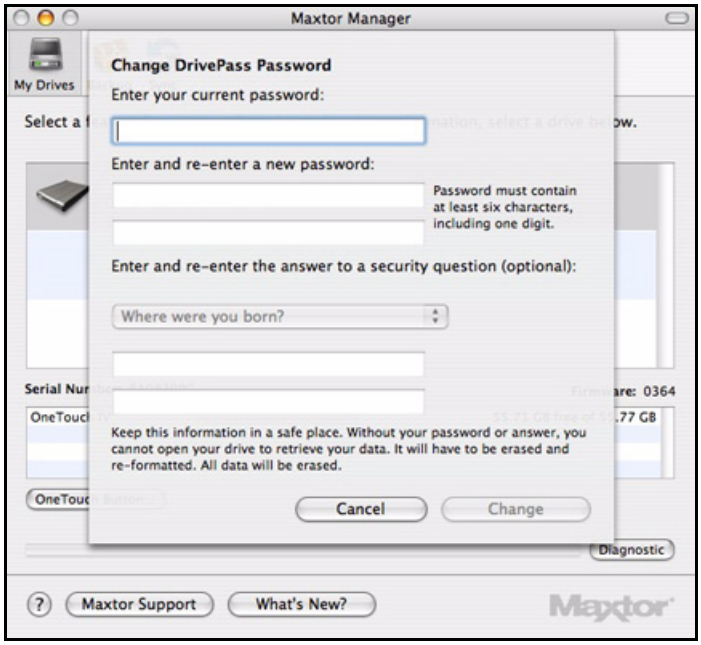

Figure 18: Change DrivePass Password

Step 3: Enter your current password and enter and re-enter the new password.

Step 4: If you wish, enter and re-enter the answer to a security question.

Step 5: Click **Change.**

A Changed DrivePass Password confirmation sheet is displayed:

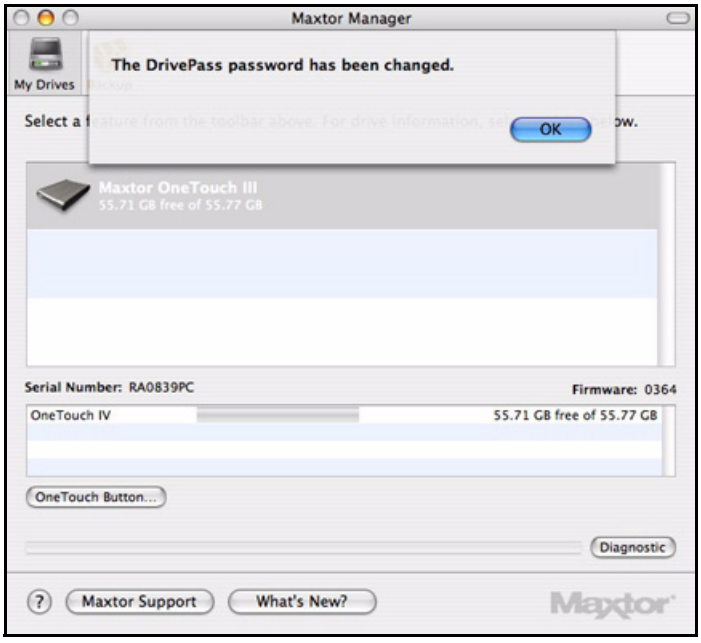

Figure 19: Change DrivePass Password Confirmation

Step 6: Click **OK**.

If You Forget Your Password...

If you forget your password and are unable to unlock your drive, you must reformat the drive in order to continue to use it. Reformatting erases all data stored on the drive.

To securely erase your drive,

Step 1: Click **I Forgot** in either the Maxtor Manager password window

Figure 20: Password Window

or the **Unlock your drive** sheet**:**

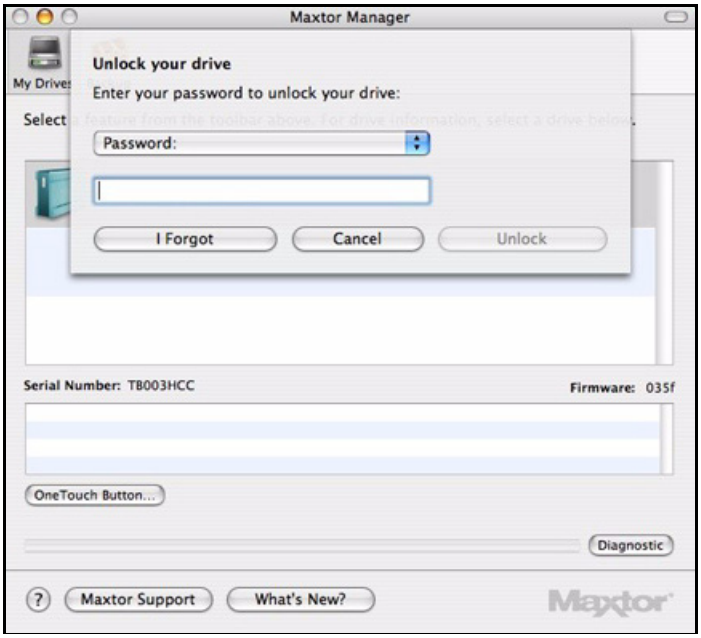

Figure 21: I Forgot Link to Secure Erase

The **Secure Erase** sheet is displayed:

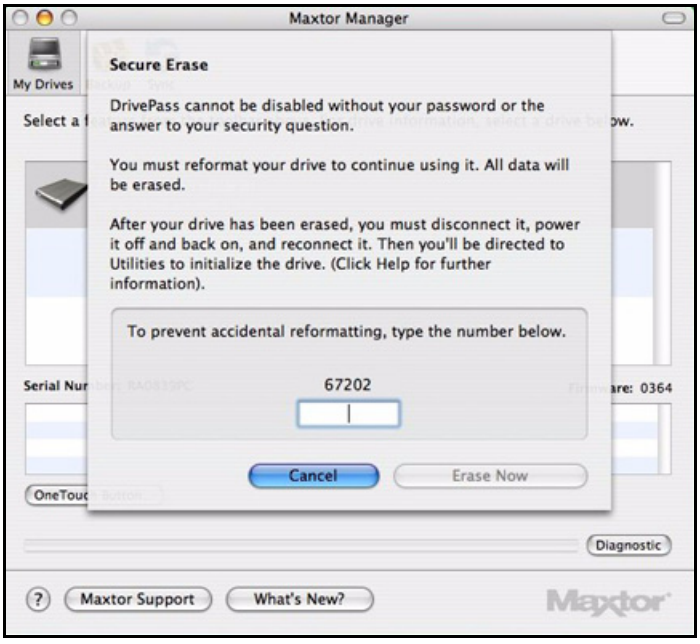

Figure 22: Secure Erase

Step 2: Enter the number displayed and click **Erase Now**.

The light on your OneTouch drive begins to blink and continues until the reformat is complete. The reformat can take several hours, depending upon the size of your OneTouch drive.

Note: *When the reformat has finished, you must disconnect and then reconnect the power and interface cables to the drive. Otherwise, the DrivePass information remains intact and your drive is still locked.*

When the reformat is complete, a **Disk Insertion** dialog is displayed

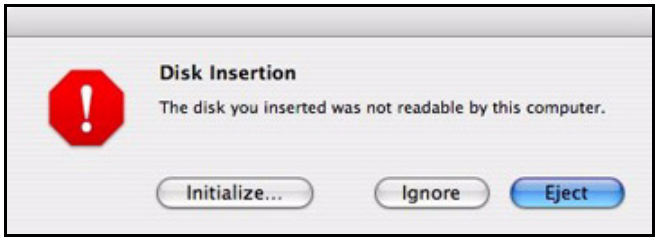

Figure 23: Initialize Alert

Step 3: Click Initialize to prepare your OneTouch for use.

The **Disk Utility** window opens:

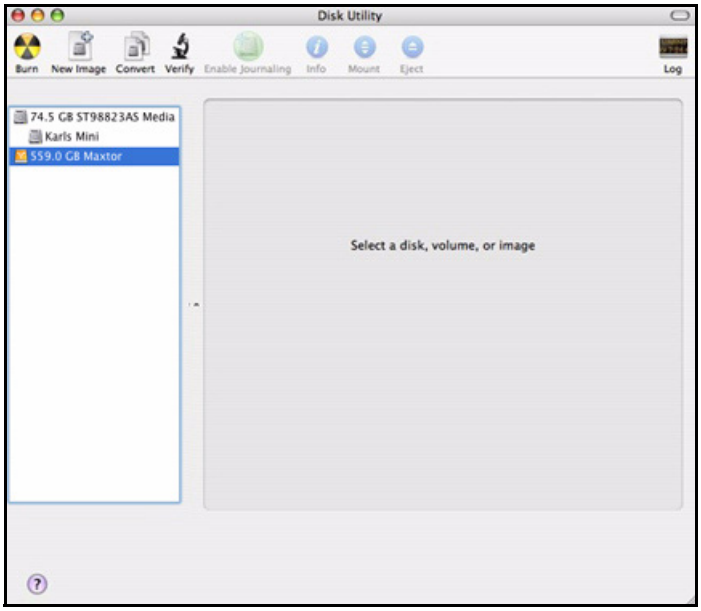

Figure 24: Disk Utility

Step 4: Select the Maxtor drive from the list**:**

The **First Aid** tab is displayed:

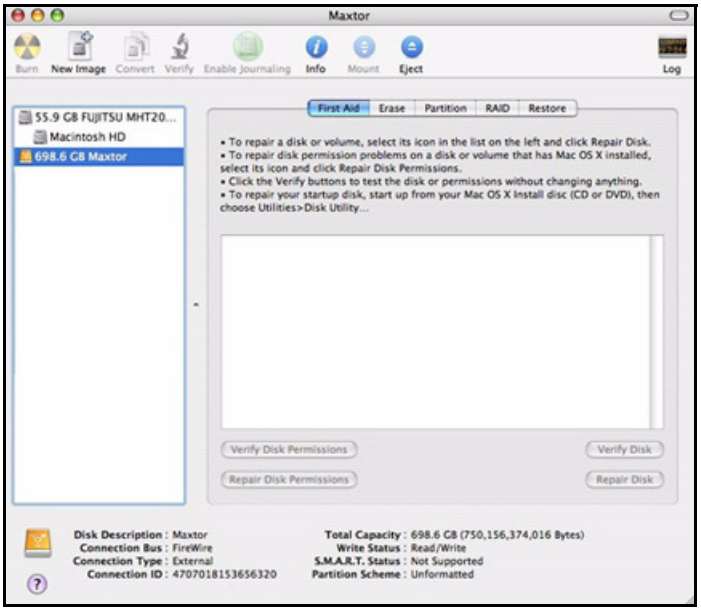

Figure 25: Disk Utility

Step 5: Click the **Erase** tab:

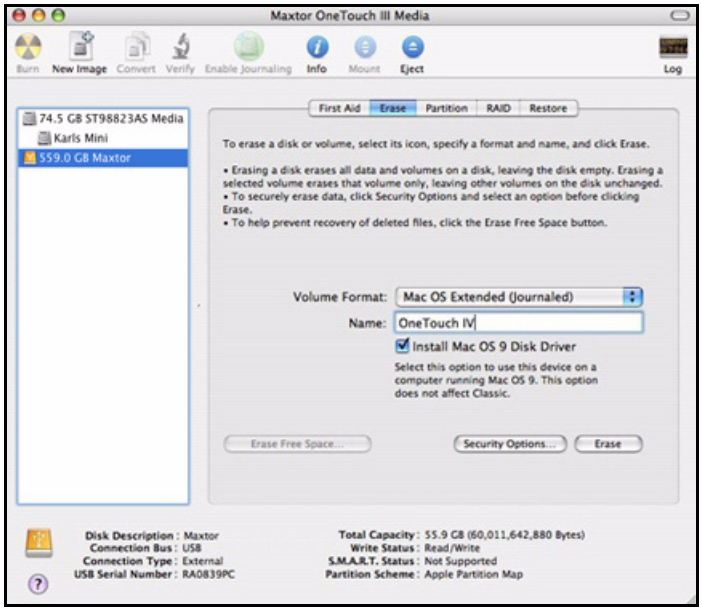

Figure 26: Disk Utility Erase

Step 6: Fill in this information:

- For **Volume Format,** select **Mac OS Extended**...

Any of the **Mac OS Extended** options will work.

- For **Name**, enter the name you want to give your OneTouch 4 drive.
- Deselect **Install Mac OS 9 Disk Driver.**

Step 7: Click **Erase**.

An **Erase Disk** sheet is displayed:

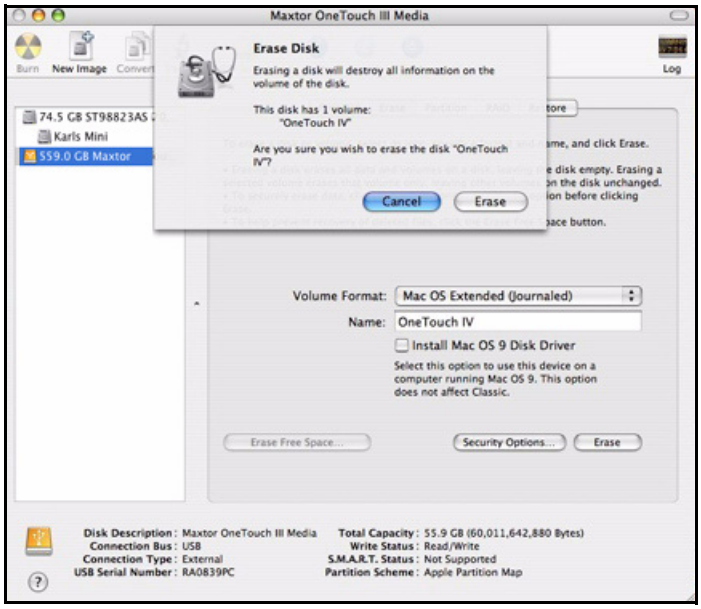

Figure 27: Erase Disk Warning

Step 8: Click **Erase** in the **Erase Disk** sheet.

Your OneTouch 4 drive is dismounted and then remounts with the name you entered.

Step 9: Close the Disk Utility.

Step 10: Click the Maxtor Manager desktop icon.

The **My Drives** view opens and your OneTouch drive is ready for use:

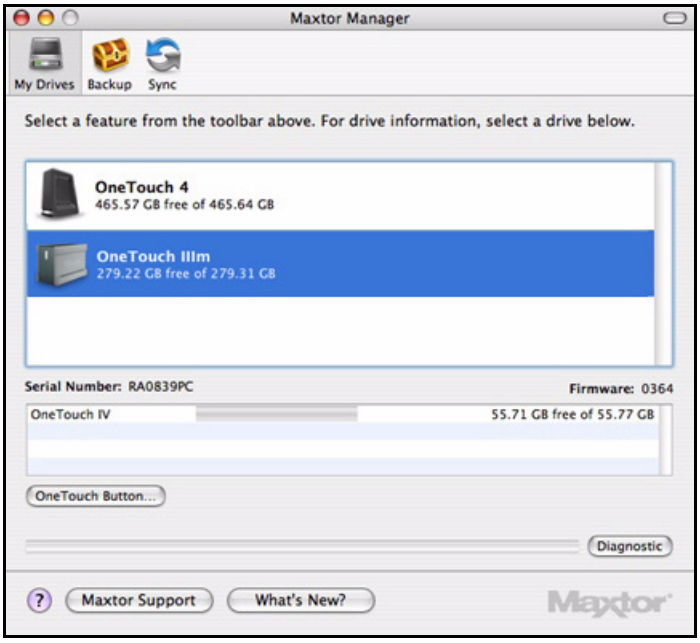

Figure 28: My Drives

Synchronizing Folders

Sync is designed to synchronize one or more folders between two or more computers. You can sync selected folders from one computer to your OneTouch drive and then connect the drive to another computer to complete the sync.

Note: *Sync is designed to synchronize user data. Do not select your* ***Library****,* ***System****, or* ***Applications*** *folders for Sync.*

You have these Sync options:

Pre-configured Sync:	**Custom Sync:**
Sync **Documents**, **Music**, **Pictures,** and **Movies**	Select one or more folders to sync
Always overwrite older file versions	Select automatic or manual sync
Sync automatically	Set Sync and Copy & Replace Rules

Note: *Make sure all computers participating in the Sync are set to precisely the same time to ensure that Sync works properly.*

Using Pre-configured Sync

To use the pre-configured Sync settings,

Step 1: Click **Sync** in the toolbar.

The **Sync** window opens:

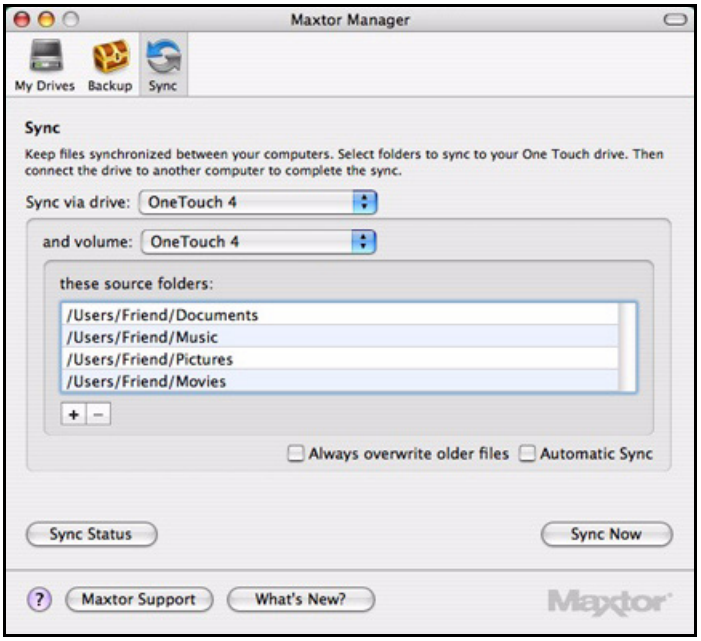

Figure 29: Sync

Step 2: Select the drive and volume on which to sync folders.

Documents, **Music**, **Pictures**, and **Movies** have been pre-selected for Sync.

Step 3: Check **Automatic Sync** and, if you wish, **Always overwrite older files.**

Your first sync starts when you check **Automatic Sync**. These folders will automatically be synchronized each time a file within them changes.

Using Custom Sync

To customize your Sync options,

Step 1: Click **Sync** in the toolbar.

The **Sync** window opens:

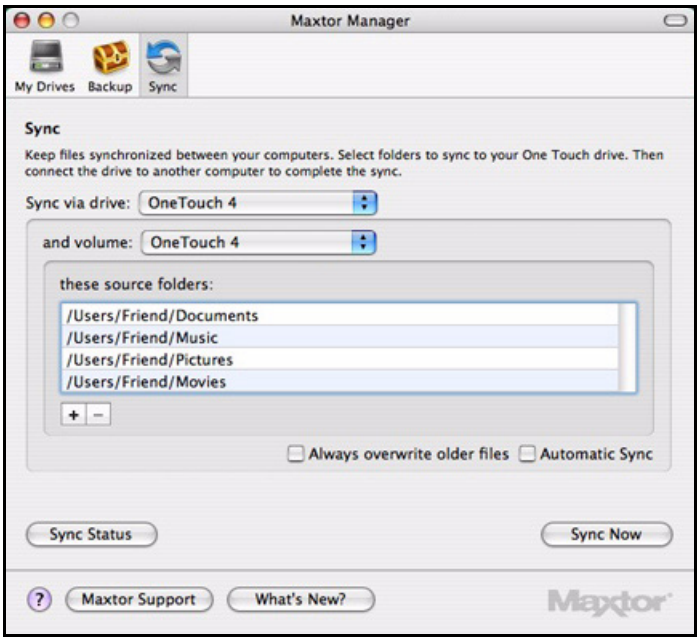

Figure 30: Sync

Step 2: Select the drive and volume on which to sync folders.

The **Documents**, **Music**, **Pictures**, and **Movies** folders have been pre-selected for Sync and **Always overwrite older files** and **Automatic Sync** are checked.

Step 3: Click **–** to remove a folder from sync.

Step 4: Click **+** to select folders to be synchronized.

The **Select folders to sync** window opens:

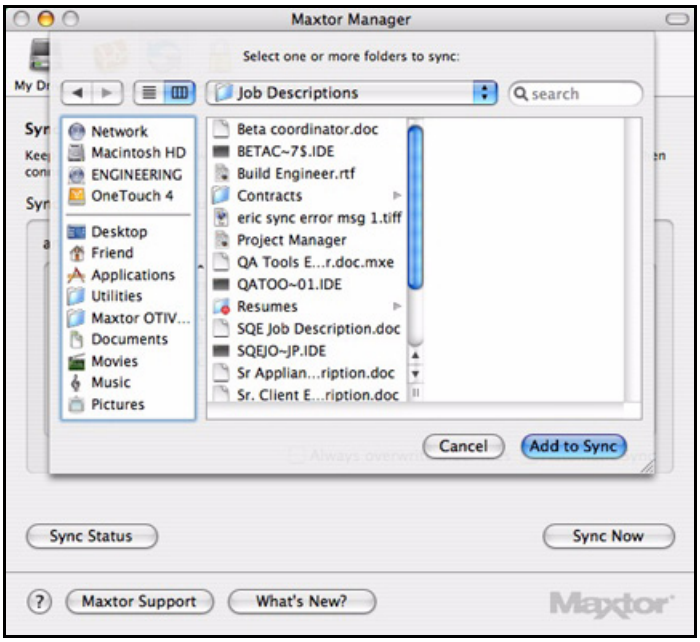

Figure 31: Select Folders to Sync

Step 5: Select folders to sync and click **Add to Sync**.

Step 6: The selected folders are listed in the Sync window:

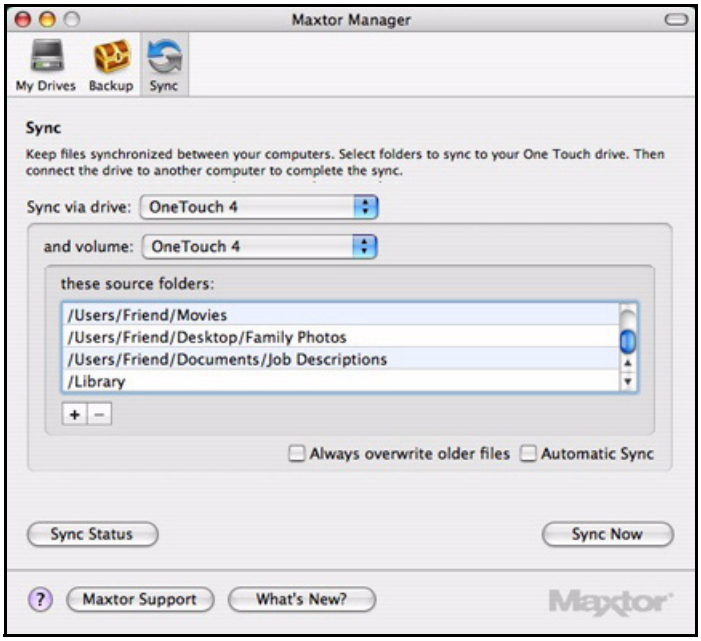

Figure 32: Sync - Populated

Step 7: Check **Always overwrite older files** to automatically save the most recent versions of files in synchronized folders.

— OR —

Leave **Always overwrite older files** unchecked if you want to be asked which version of a file in a synchronized folder to save.

Step 8: Check **Automatic Sync** to sync automatically each time a file changes.

— OR —

Leave **Automatic Sync** unchecked to sync manually using the **Sync Now** button.

Completing the Sync

To complete the Sync, you must remove your OneTouch drive from the computer on which the original Sync occurred and connect it to another computer on which you want to sync the selected folders. You can connect the OneTouch drive to as many computers as you wish to include in the Sync.

The first time you connect your OneTouch to a second computer to complete a Sync, you're asked where to put the synchronized folders on this computer.

To complete the Sync,

Step 1: Safely remove the OneTouch drive from your computer.

Step 2: Connect the OneTouch drive to another computer.

The **Sync Settings** window opens:

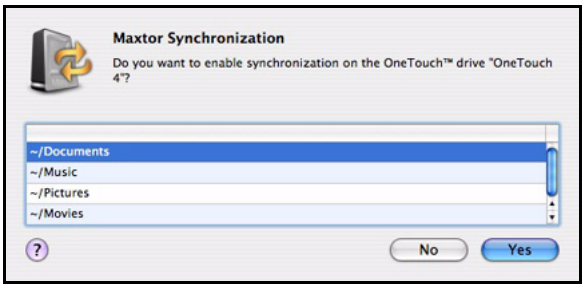

Figure 33: Enable Sync

Step 3: Click **Yes** to enable Sync.

From now on, the selected folders will automatically sync with the versions on your OneTouch drive each time you connect the drive to the computer.

Removing Folders from Sync

To remove folders you no longer want to sync,

Step 1: Click **Sync** in the toolbar.

The **Sync** window opens:

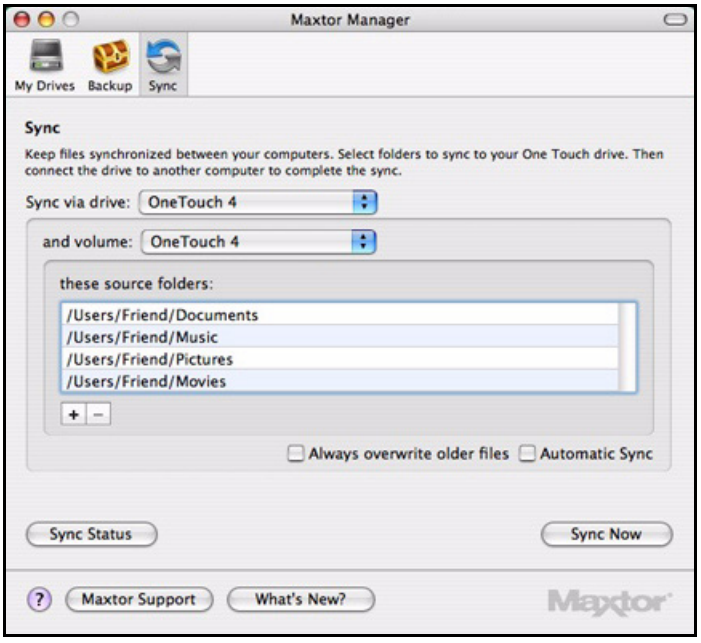

Figure 34: Sync - Populated

Step 2: Select the folder to be removed from sync.

Step 3: Click **–**.

The folder is removed from the list of synchronized folders.

Checking Sync Status

To check the status of the folders you've selected for sync,

- Click **Sync Status**.

  A Sync Status sheet displays recent activity:

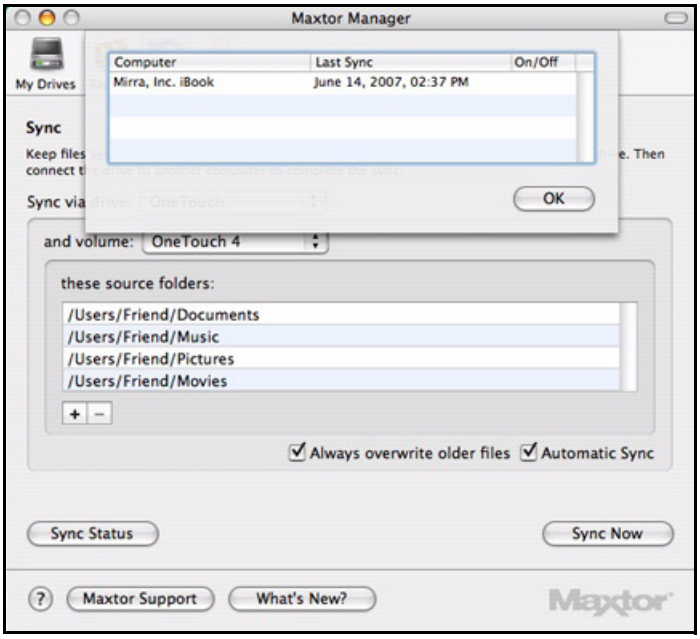

Figure 35: Sync Status

Synchronizing Manually

To sync selected files immediately,

- Click **Sync Now**.

Using the Maxtor Synchronization Window

Use the **Maxtor Synchronization** window to manage your synchronized files:

- Decide whether to overwrite existing file versions.
- Add or delete files.
- Resolve conflicts over which version of a synchronized file to save.

  If the same file is edited on different computers at the same time, a conflict occurs over which version of the file to save. When the OneTouch drive containing a changed version of a file is connected to a computer containing another changed version of the same file, the **Maxtor Synchronization** window opens:

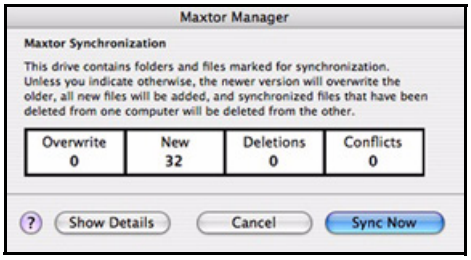

Figure 36: Maxtor Synchronization Window

To expand and use the **Maxtor Synchronization** window,

Step 1: Click **Show Details**.

The **Maxtor Synchronization** window expands:

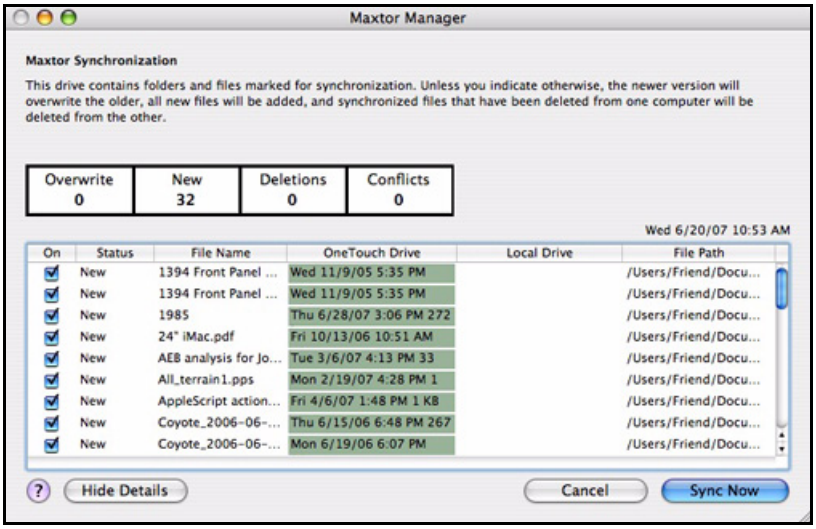

Figure 37: Maxtor Synchronization Expanded

Step 2: Use the **On** checkbox to tell Maxtor Manager which file versions to overwrite, add, or delete.

Step 3: Click **Sync Now** to complete the sync.

The **Maxtor Synchronization** window informs you of the progress of the sync and closes when the sync is complete:

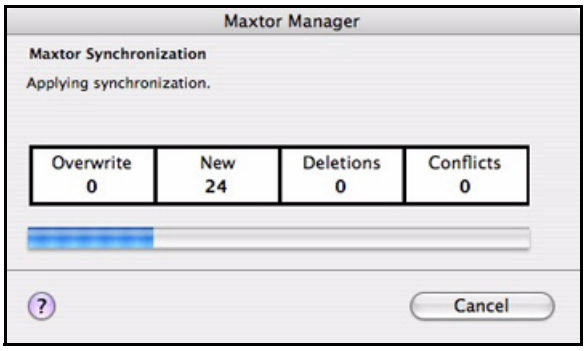

Figure 38: Maxtor Synchronization in Progress

Using Automatic Overwrite

When Automatic Overwrite is on, older file versions are always replaced with newer versions.

When Automatic Overwrite is off, the Maxtor Manager displays the **Maxtor Synchronization** window to allow you to decide whether to overwrite an older file version with a new version:

Using RAID

If your OneTouch III drive supports RAID, you can access this feature via the OneTouch 4 **My Drives** view:

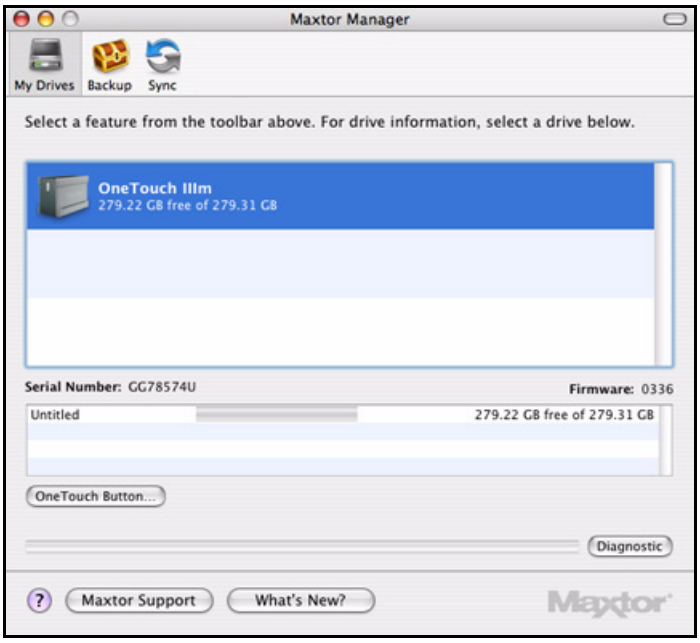

Figure 39: My Drives

To use RAID,

Step 1: In the **My Drives** view, select your OneTouch III drive and go to **Drives > RAID Settings** in the title bar:

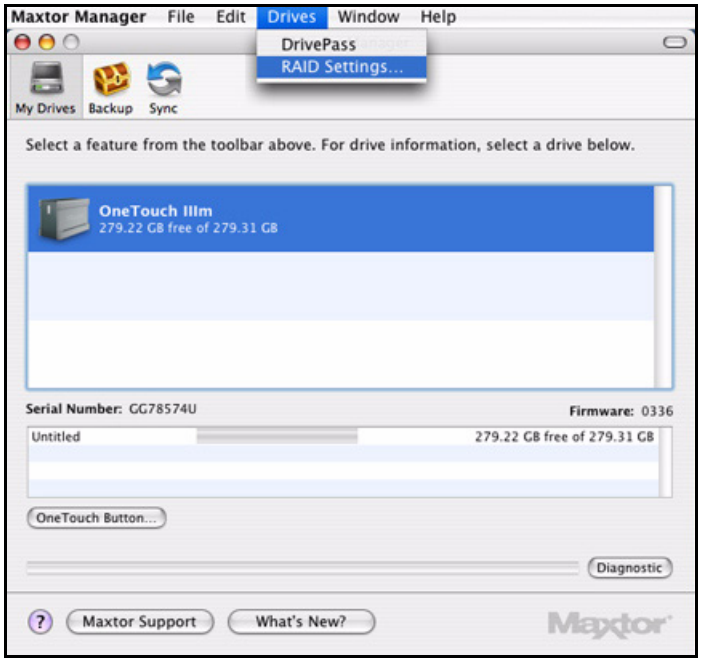

Figure 40: Open RAID Settings

The **RAID Settings** sheet is displayed:

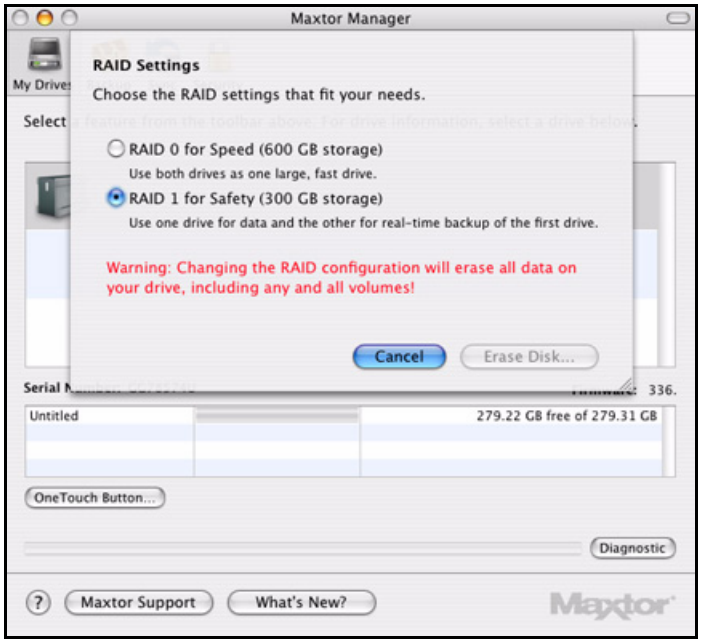

Figure 41: Select RAID Settings

Step 2: Select the RAID configuration that is *not* currently selected and click **Erase Disk**.

The **RAID Drive Erase Confirmation** sheet is displayed:

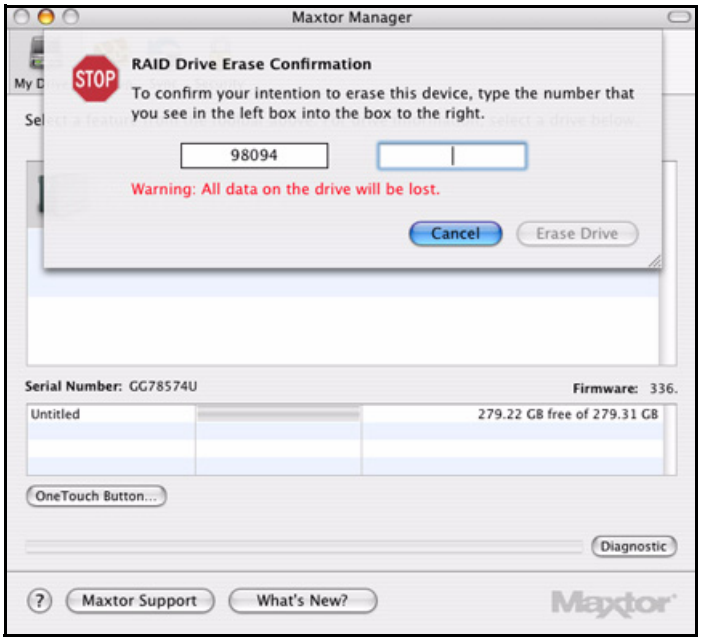

Figure 42: RAID Drive Erase Confirmation

Step 3: Enter the number displayed and click **Erase Drive**.

A **Disk Insertion** dialog is displayed:

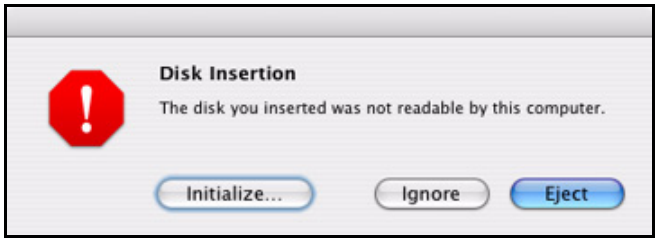

Figure 43: Disk Insertion

Step 4: Click **Initialize** to prepare your OneTouch for use.

The **Disk Utility** window opens:

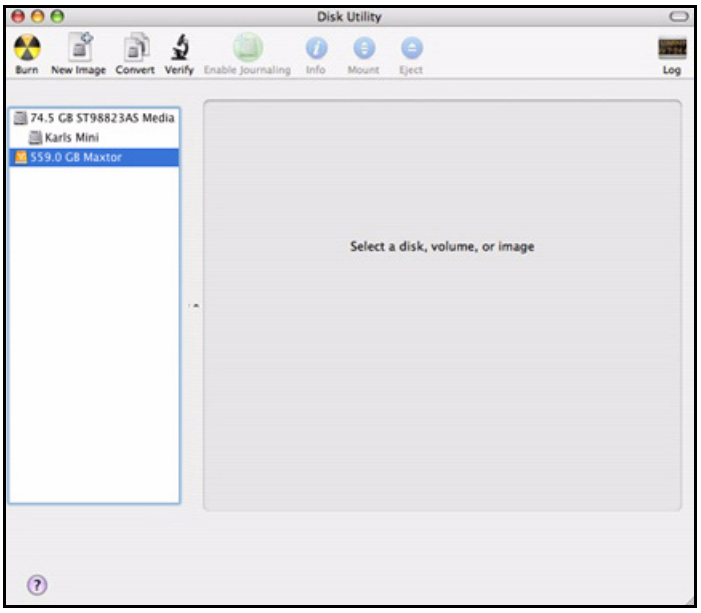

Figure 44: Disk Utility

Step 5: Select the Maxtor drive from the list**:**

The **First Aid** tab is displayed:

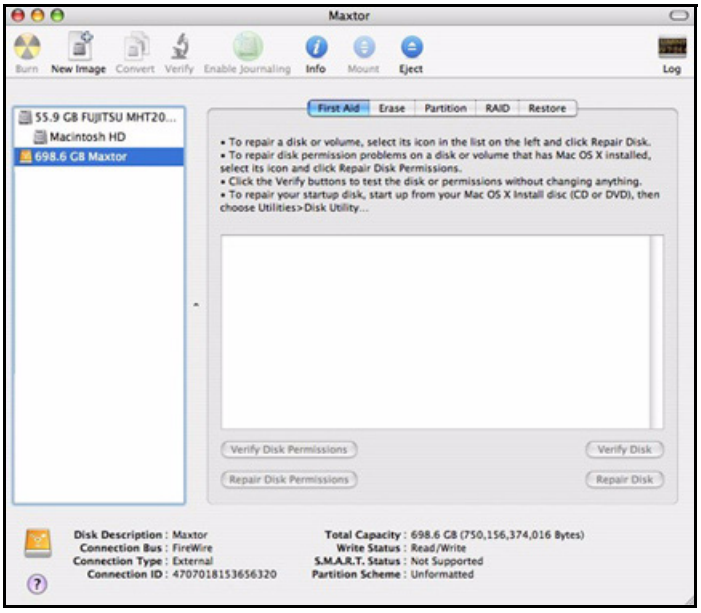

Figure 45: Disk Utility

Step 6: Click the **Erase** tab:

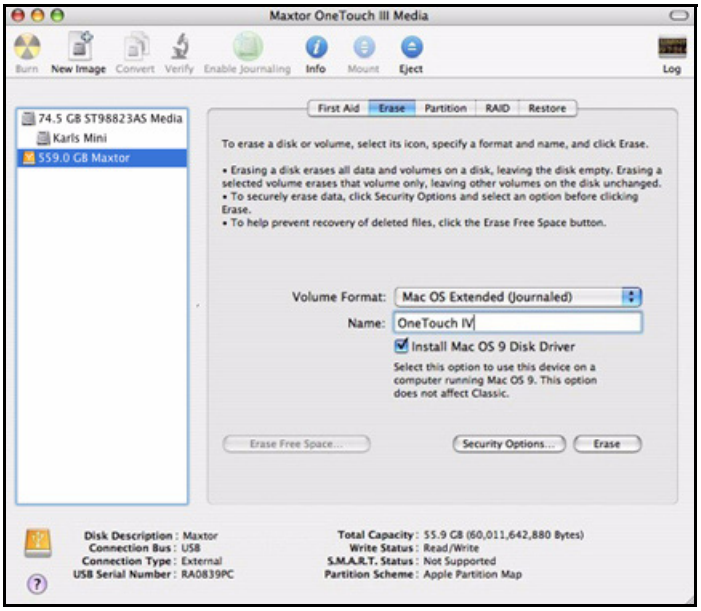

Figure 46: Disk Utility Erase

Step 7: Enter this information:

- For **Volume Format,** select **Mac OS Extended**...

  Any of the **Mac OS Extended** options will work.
- For **Name**, enter the name you want to give your OneTouch 4 drive.
- Deselect **Install Mac OS 9 Disk Driver.**

Step 8: Click **Erase**.

An **Erase Disk** sheet is displayed:

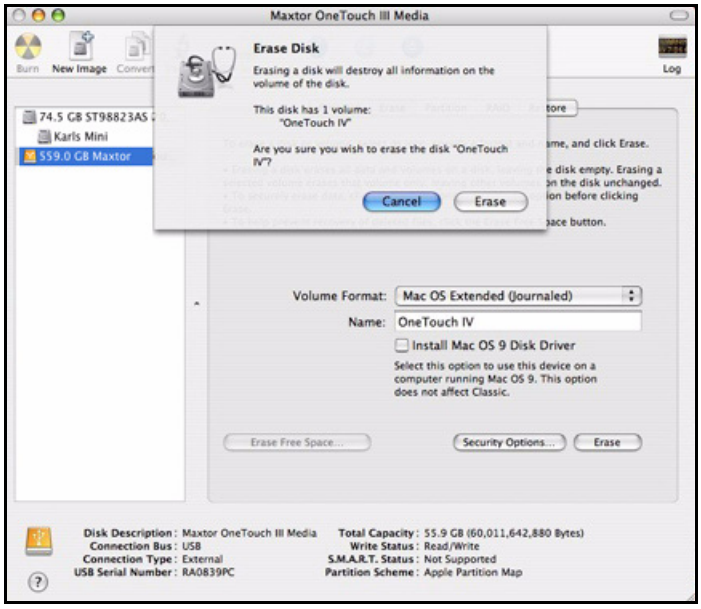

Figure 47: Erase Disk Warning

Step 9: Click **Erase** in the **Erase Disk** sheet.

Your OneTouch 4 drive is dismounted and then remounts with the name you entered.

Step 10: Close the Disk Utility.

Step 11: Click the Maxtor Manager desktop icon.

The **My Drives** view opens:

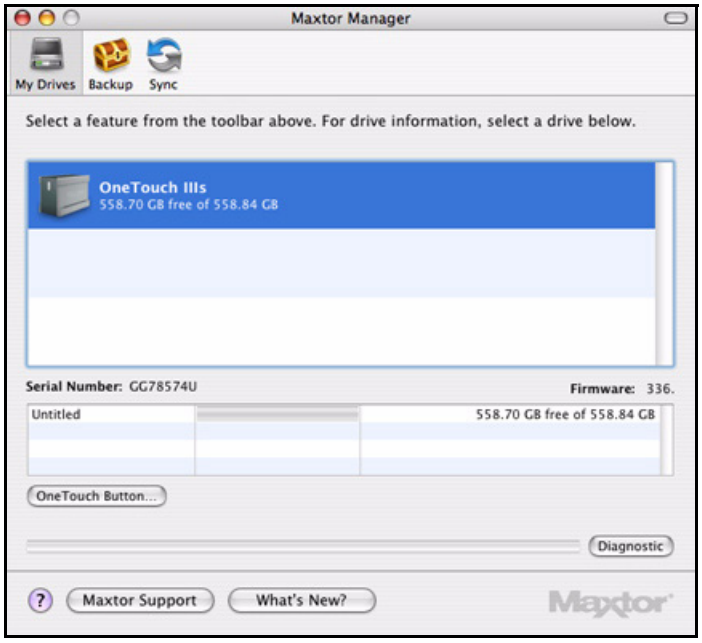

Figure 48: My Drives

Your current RAID configuration is reflected in the name of your OneTouch III:

- **OneTouch IIIs**: Striped (RAID 0)
- **OneTouch IIIm**: Mirrored (RAID 1)

Frequently Asked Questions

These are common, frequently asked questions about the OneTouch 4. For further information, refer to the Seagate Knowledge Base at *support.seagate.com*.

1. What are the minimum Operating System requirements for the OneTouch 4?

Microsoft Windows:

- XP Professional, XP Home, XP Media Center Edition*
- Vista Home Basic, Vista Home Premium, Vista Business, Vista Ultimate*

*** 32-bit Operating Systems only**

Macintosh:

- Mac OSX 10.4.9 and newer

No other Operating System versions are supported. Although other Operating Systems may recognize the OneTouch 4 as an external storage device, the OneTouch 4 installation software will not work.

2. What do I do if my computer doesn't recognize my OneTouch 4?

It can take your computer up to two (2) minutes to recognize a OneTouch 4. If your computer does not see the drive after several minutes, try the following:

- Verify that power and interface cables are properly connected,

  OneTouch 4 Mini Users: Make sure to connect the interface cables in the following sequence:

  1 Power + Data
  2 Power Only
  3 Type B Interface directly to the OneTouch 4 Mini
- **Windows Users:** Make sure the OneTouch 4 drive is recognized in My Computer in XP (Computer in Vista), Disk Management, or Device Manager.
- **Macintosh Users:** Make sure the OneTouch 4 drive is mounted on the Apple Desktop and is recognized in the System Profiler.
- If you're connecting through an USB Hub, make sure it's a powered USB Hub.
- Did you set a DrivePass password on the OneTouch 4 and then move it to another computer? If so, the other computer cannot see the locked OneTouch 4. You must either install the Maxtor Manager on the other computer and unlock the drive or return the OneTouch 4 to the original system and disable DrivePass through the Maxtor Manager.

3. Can I back up my entire system using the OneTouch 4's Backup feature?

No. The Backup feature is designed to back up your data (documents, pictures, music, videos, etc.). The Backup feature cannot back up your entire computer. Windows OneTouch 4 Plus and OneTouch 4 Mini users can use SafetyDrill to back up their

computers. (SafetyDrill is not available on the Macintosh.) OneTouch 4 users can use a third-party or Operating System (Vista Business or Vista Ultimate) backup solution.

4. What types of files and folders cannot be backed up or synchronized using the Maxtor Manager's Backup and Sync features?

The Backup and Sync features cannot back up or sync these file and folder types:

- System Attributed Files/Folders (Operating System and/or Program files), including hidden files/folders.
- Personal Mail Files created with Outlook, Outlook Express, Windows Mail, and Macintosh Mail
- Financial Files/Data
- Other user data files/folders

The Maxtor Manager's Backup and Sync utilities are designed to back up or sync a single user's Windows XP or Mac OS X **Documents** folder or Vista **Personal User** folder.

5. Is there any way to recover a lost DrivePass or Maxtor Encryption password?

No. There is no way to recover a lost password.

- If you lose a DrivePass password, you must erase the OneTouch drive in order to use it again. Erasing the drive will erase all data stored on it.
- If you lose a Maxtor Encryption password, you must delete the encrypted folder. This will delete all data stored within the encrypted folder.

Seagate strongly recommends that you create passwords that are easily remembered or record passwords and store them in a secure location.

6. Can I use my OneTouch 4 without installing the software?

Yes. The OneTouch 4 can be used as an add-on, external storage device for storing data. However, if you wish to use the feature-rich utilities such as Backup, you must install the Maxtor Manager software included on your OneTouch 4 drive.

7. Can I use my OneTouch 4 with both Macintosh and Windows computers?

No. Windows and Macintosh File System formats do not play well together. Windows XP and Vista formats use the NTFS File System, while Macintosh uses the HFS+ File System.

Windows cannot see a drive prepared for use with a Mac. While Mac OS X can see a Windows-formatted drive, it cannot write files to it. So there’s no safe way to use your OneTouch 4 drive with both Operating System platforms.

8. What’s the simplest way to transfer files to my OneTouch 4?

Transfer files and folders to your OneTouch 4 using standard Windows/Macintosh Copy and Paste or Drag and Drop methods. Refer to either Windows or Apple Help files or Knowledge Bases for file transfer procedures.

9. The OneTouch 4 does not have a power switch. How do I disconnect the drive from my computer?

How you disconnect your OneTouch 4 from your system depends on your Operating System platform:

Windows:

1. Double-click the **Safely Remove Hardware** icon in the System Tray.
2. Select the OneTouch 4 from the list of devices and click **Stop** in both windows.
3. Disconnect your OneTouch 4 from your computer.

Macintosh:

1. Click and drag the volume associated with the OneTouch 4 to the Trash to eject the volume.
2. Disconnect your OneTouch 4 from your computer.

You can also disconnect the OneTouch 4 when your computer is shut down.

Note: *Never disconnect the OneTouch 4 drive while data is being transferred between the computer and the drive. Failure to properly disconnect the OneTouch 4 drive may result in data corruption or loss.*

10. What do I do if my OneTouch 4 software is lost or corrupted?

The OneTouch 4 installation software and utilities are pre-loaded on your drive. These files will be permanently lost if you delete them or reformat the drive. Seagate recommends that you copy all installation files to your local system before using the drive.

If the OneTouch 4 installation and utilities files are lost or corrupted, you can download new copies from the Seagate Website at *www.seagate.com*. On the website, click the **Download Center** link for all available downloads for your OneTouch 4.

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