

**Maxtor**<sup>®</sup>

OneTouch<sup>™</sup> **4 Plus**

OneTouch<sup>™</sup> **4 Mini**

Windows User's Guide

# Contents

<b>Getting Started</b> .....	1
Installing the Software .....	1
Using the Maxtor System Tray Icon .....	6
Restoring the System Tray Icon .....	8
<b>Managing Your Drives</b> .....	9
Customizing the OneTouch Button .....	10
Adjusting the Power Setting .....	14
Testing Your Drive .....	17
Using RAID (OneTouch III Users) .....	21
Updating Your Software .....	26
<b>Backing Up &amp; Restoring Folders</b> .....	30
Creating a Backup Plan .....	30
Using Simple Backup .....	30
Creating a Custom Backup .....	32
Managing Backup Settings .....	39
Editing Backup Settings .....	39
Deleting a Backup Plan .....	44
Using Automatic Backup .....	46
Turning Off Automatic Backup .....	46
Backing Up Manually .....	47
Viewing the Backup Log .....	48
Restoring Files .....	50
Restoring an Historical Version .....	52
Restoring the Most Recent Version .....	53
<b>Synchronizing Folders</b> .....	55
Using Simple Sync .....	55
Using Custom Sync .....	57
Using Sync Encryption .....	62
Completing the Sync .....	64
Editing Sync Settings .....	65
Checking Sync Status .....	69

Deleting Sync Settings .....	71
Using Automatic Sync .....	73
Turning Off Automatic Sync .....	73
Using the Sync Preview Window .....	75
Using Automatic Overwrite .....	76
<b>Managing Security</b> .....	<b>78</b>
Setting Up DrivePass .....	78
Enabling DrivePass .....	78
Unlocking Your OneTouch Drive .....	81
Removing DrivePass .....	83
Changing Your DrivePass Password .....	86
If You Forget Your Password... .....	92
Using Maxtor Encryption .....	99
Creating an Encrypted Folder .....	100
Managing an Encrypted Folder .....	103
Changing Your Encryption Password .....	104
Deleting an Encrypted Folder .....	109
Opening an Encrypted Folder .....	113
Decrypting Files and Folders .....	115
Deleting Files and Folders from an Encrypted Folder .....	116
<b>Restoring Your System With SafetyDrill™</b> .....	<b>118</b>
Creating SafetyDrill Copies .....	118
Setting Up SafetyDrill Copy Parameters .....	120
Managing SafetyDrill Copies .....	122
Restoring Your System from a SafetyDrill Copy .....	123
<b>Frequently Asked Questions</b> .....	<b>127</b>
<b>Index</b> .....	<b>i</b>

# Getting Started

This User's Guide is written for both the OneTouch 4 Plus and the OneTouch 4 Mini drives. The images in the User's Guide display a OneTouch 4 Plus drive, but all information is relevant for the OneTouch 4 Mini drive as well.

In addition, the User's Guide is written for both Windows XP and Windows Vista users. The images reflect the Windows XP environment, but all information is relevant for the Windows Vista environment as well.

The Maxtor OneTouch 4 drive offers these features:

- Backup & Restore to protect your data
- Sync to synchronize one or more folders between two or more computers
- Security settings to password-protect both your drive and your data
- Encryption of multiple files and folders in one location
- A SafetyDrill™ copy of your system you can use to restore it in case your computer crashes
- A customized OneTouch button to quickly open a frequently-used program
- Power management features to conserve energy when your Maxtor OneTouch 4 isn't being used

## Installing the Software

To install the Maxtor Manager software,

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

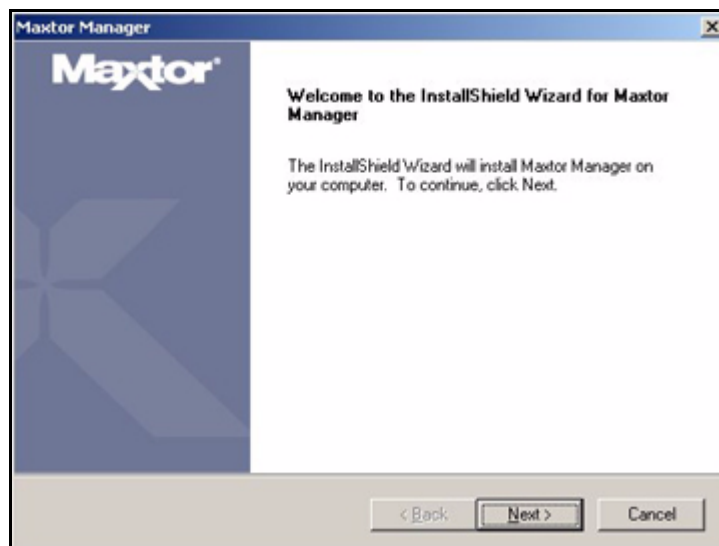
The **Main Menu** window opens:



**Figure 1: Main Menu**

**Step 2:** Click **Install Maxtor One Touch**.

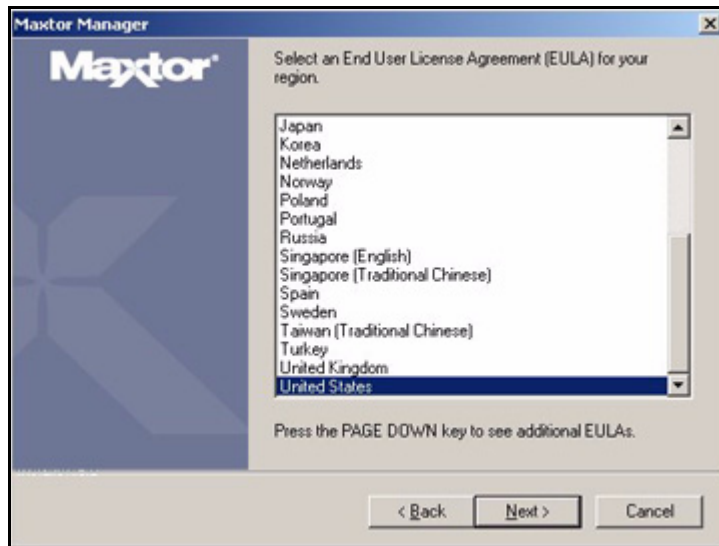
The **Welcome** window opens:



**Figure 2: Welcome**

**Step 3:** Click **Next**.

The **EULA** language selection window opens:



**Figure 3: EULA Language Selection**

**Step 4:** Select the language in which you want to read the License Agreement and click **Next**.

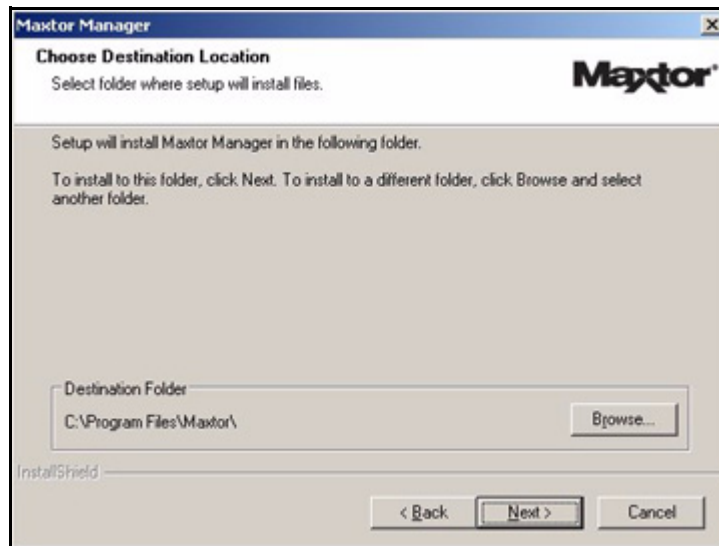
The **License Agreement** window opens in the selected language:



**Figure 4: License Agreement**

**Step 5:** Click **Yes** to accept the terms of the License Agreement.

The **Choose Destination Location** window opens:

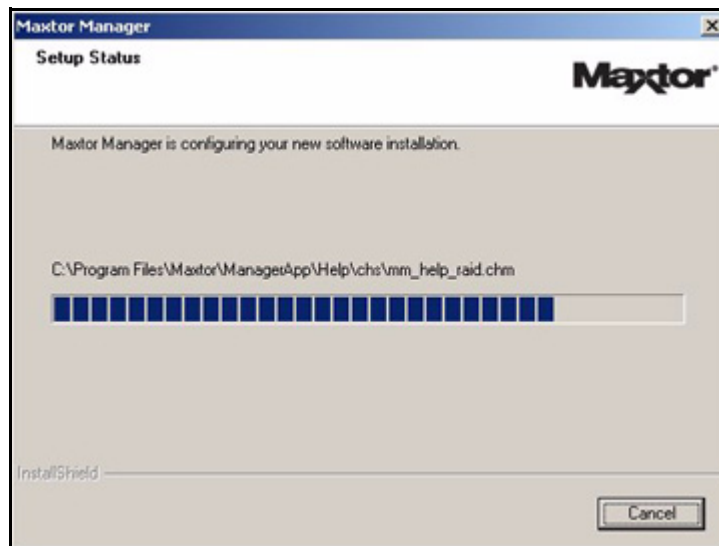


**Figure 5: Select a Destination**

**Step 6:** Accept the default destination folder or click **Browse** to select a different folder.

**Step 7:** Click **Next**.

A **Setup Status** window keeps you informed as the installation proceeds:



**Figure 6: Setup Status**

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



**Figure 7: Register**

**Step 8:** Click **Register** to register your OneTouch 4 drive now or click **Next** to conclude the installation.

The **InstallShield Wizard Complete** window opens:



**Figure 8: InstallShield Wizard Complete**

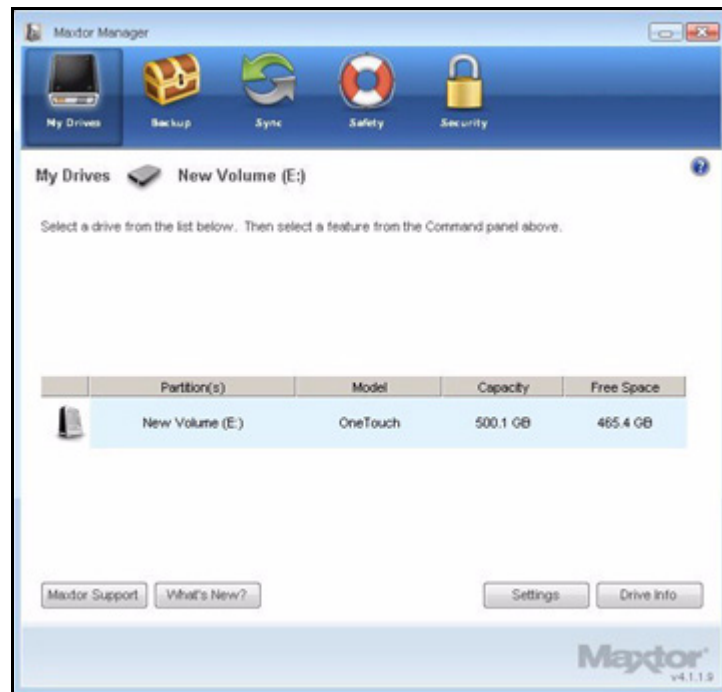
**Step 9:** Decide whether to restart your computer and complete the installation now and click **Finish**.

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





**Step 10:** Double-click the Maxtor Manager icon to open the OneTouch application:



**Figure 9: OneTouch Application**

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

## Using the Maxtor System Tray Icon

You can use the Maxtor system tray icon to check the status of your OneTouch drive and to access the drive features.

**Step 1:** To check the status of your drive, roll your mouse over the system tray icon:



**Figure 10: System Tray Icons**

The information popup confirms the drive’s status and identifies the drive letter.  
The color of the system tray icon conveys this information:

	Drive connected
	Drive connected, Backup passed and Sync idle
	Backup in progress or Sync in progress
	No MSS or OneTouch™ drive connected
	Backup Failed or Sync Failed

**Figure 11: System Tray Icon Information**

*Note:* When a backup or sync has failed, the red icon continues to display until the next successful backup or sync.

**Step 2:** To display the Maxtor Manager menu, click the system tray icon:



**Figure 12: System Tray Menu**

**Step 3:** Select the feature you want to access or select **Exit** to close the menu (the OneTouch application remains open).

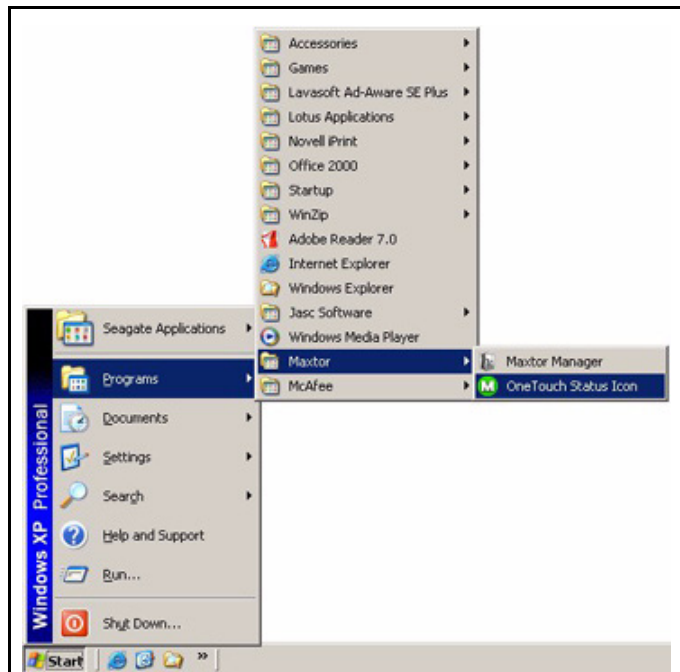
**Table 1: Using your Mouse with the Maxtor System Tray Icon**

<b>Click the system tray icon to</b>	<ul style="list-style-type: none"><li>• Launch Maxtor Manager</li><li>• Back Up Now</li><li>• Sync Now</li><li>• Edit Backup Settings</li><li>• View Log</li><li>• Open Maxtor Encryption</li><li>• Exit</li></ul>
<b>Run your mouse over the icon to show</b>	<ul style="list-style-type: none"><li>• Status Information</li><li>• Status for Multiple Events</li></ul>

## Restoring the System Tray Icon

If you select **Exit** from the System Tray menu, the Maxtor icon disappears from the System Tray. To restore the Maxtor icon to the System Tray, go to

**Start > Programs > Maxtor > OneTouch Icon**



**Figure 13: Restore System Tray Icon**

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# Managing Your Drives

The **My Drives** window 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 Command panel across the top of the window allows you to access your drive features and manage drive utilities.

In the **My Drives** window,

**Step 1:** Select a device.

**Step 2:** Click an option in the Command panel.

*Note: External drives are automatically detected and listed in the **My Drives** window. It can take a few 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 now
- Sync folders now
- Open the application of your choice

To customize your OneTouch button,

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

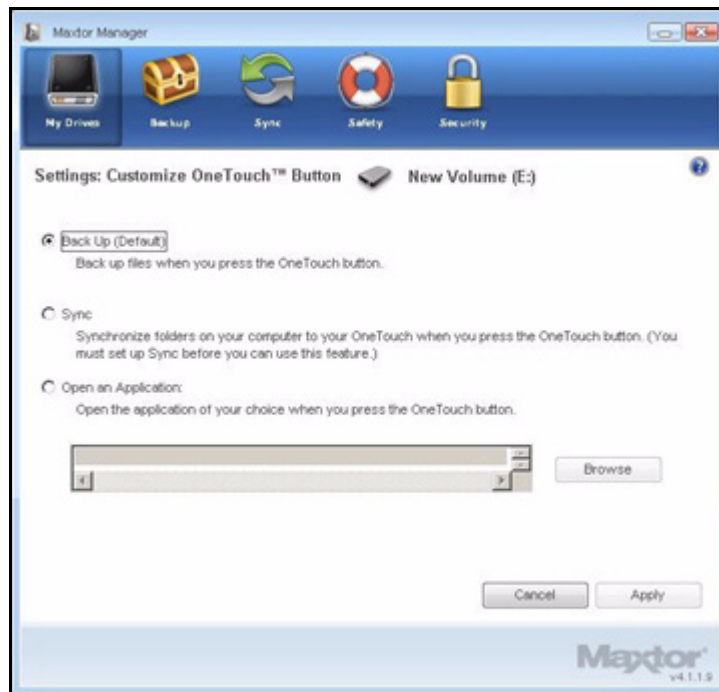
The **Settings** window opens:



**Figure 2:** Settings

**Step 2:** Click **Customize OneTouch Button**.

The **Customize OneTouch Button** window opens:

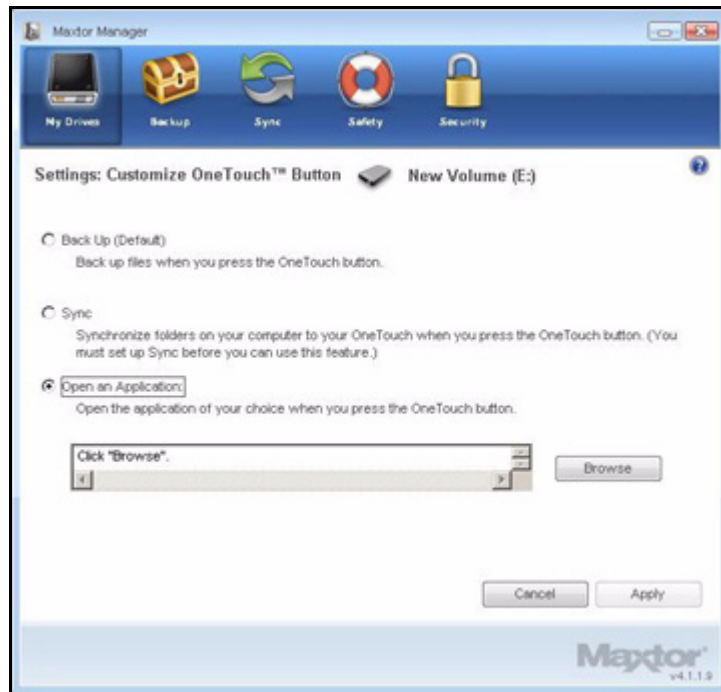


**Figure 3: Customize OneTouch Button**

**Step 3:** Select **Backup** or **Sync** and click **Apply** to link that action to the OneTouch button.

— OR —

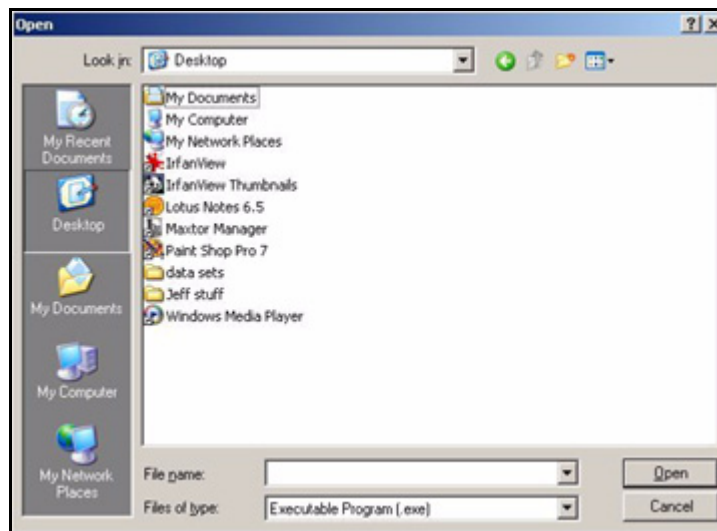
Select **Open an Application** to choose an application to open when you press the OneTouch button.



**Figure 4: Customize OneTouch Button - Choose Application**

**Step 4:** Click **Browse** to select an application.

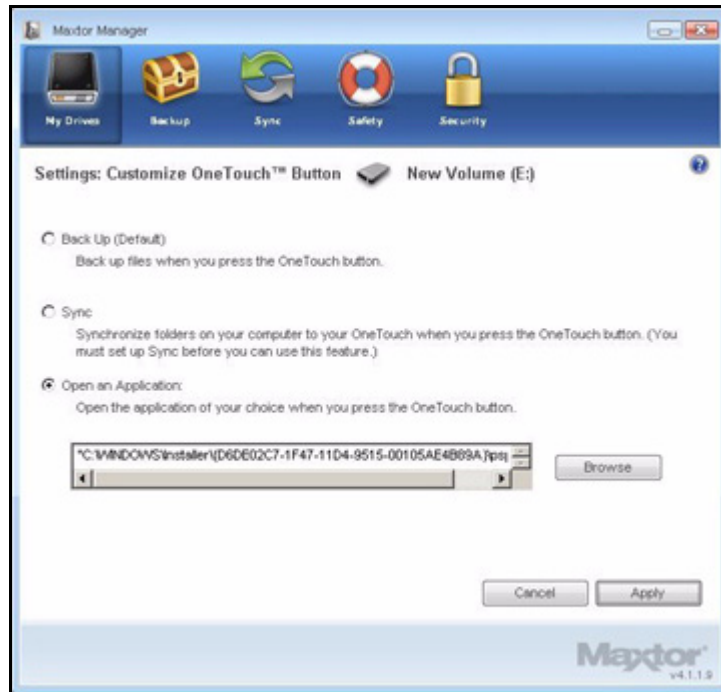
An **Open** window appears:



**Figure 5: Open Application**

**Step 5:** Select an application and click **Open**.

The application you've chosen is displayed in the **Customize OneTouch Button** window:

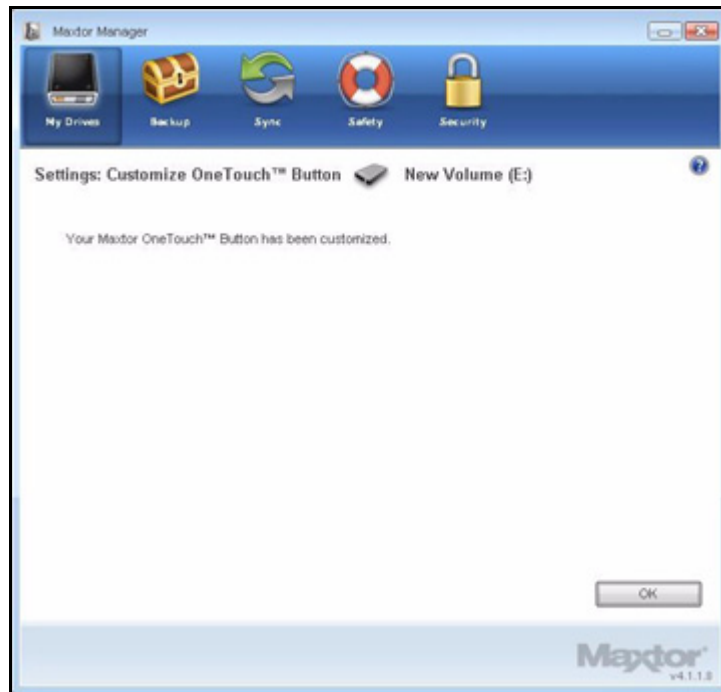


**Figure 6: Customize OneTouch Button - Application Selected**

**Step 6:** Click **Apply**.

A confirmation window opens:





**Figure 7: Customize OneTouch Confirmation**

**Step 7:** Click **OK**.

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

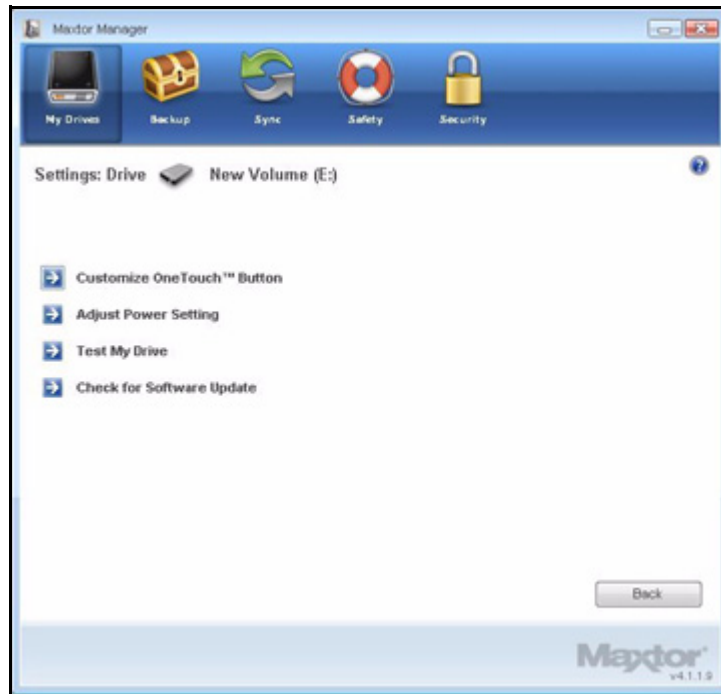
## Adjusting the Power Setting

You can choose how long your drive should remain inactive before it goes into power-saving mode.

To adjust the power setting,

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

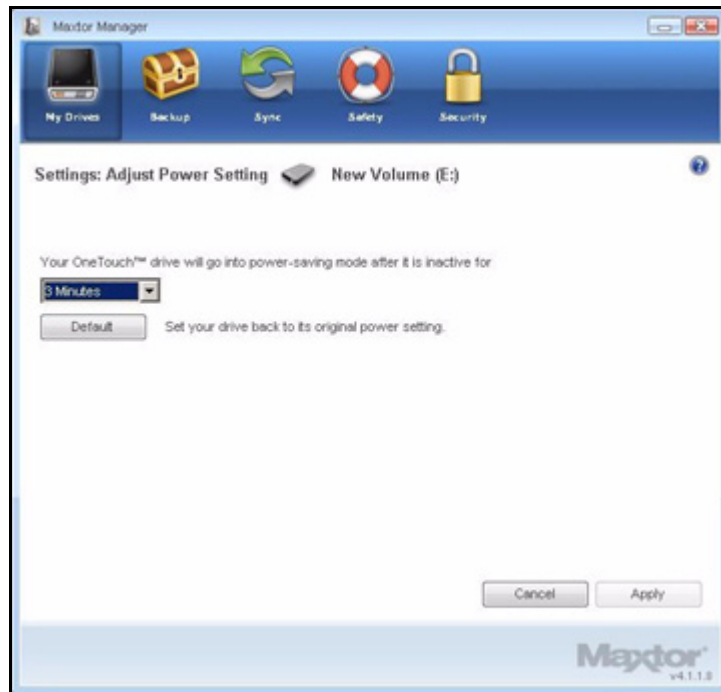
The **Settings** window opens:



**Figure 8: Settings**

**Step 2:** Click **Adjust Power Setting**.

The **Adjust Power Setting** window opens:

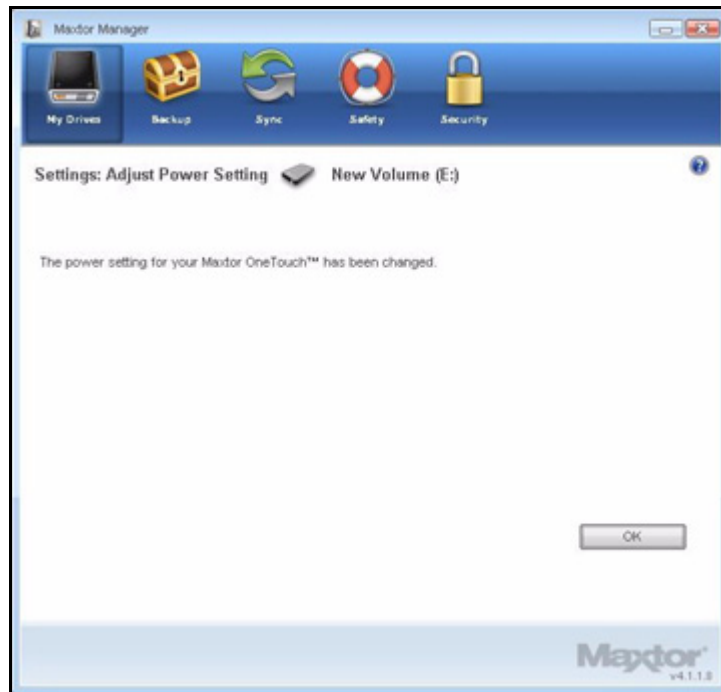


**Figure 9: Adjust Power Setting**

**Step 3:** Select an interval from the dropdown menu or click **Default** to return to the default power setting.

**Step 4:** Click **Apply** to save the power setting.

The **Adjust Power Setting** window confirms that the power setting for your drive has been changed:



**Figure 10: Adjust Power Setting Confirmation**

**Step 5:** Click **OK** to return to the **My Drives** window.

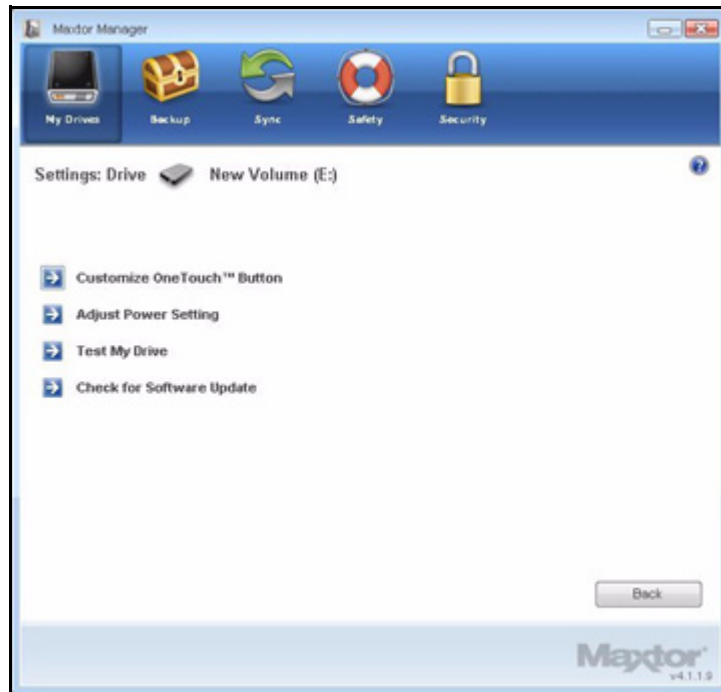
## Testing Your Drive

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

To test your drive,

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

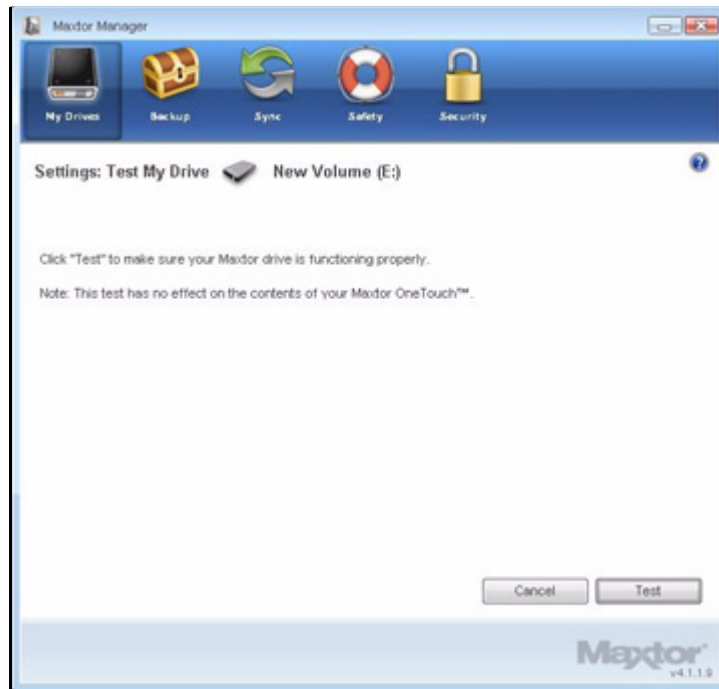
The **Settings** window opens:



**Figure 11: Settings**

**Step 2:** Click **Test My Drive**.

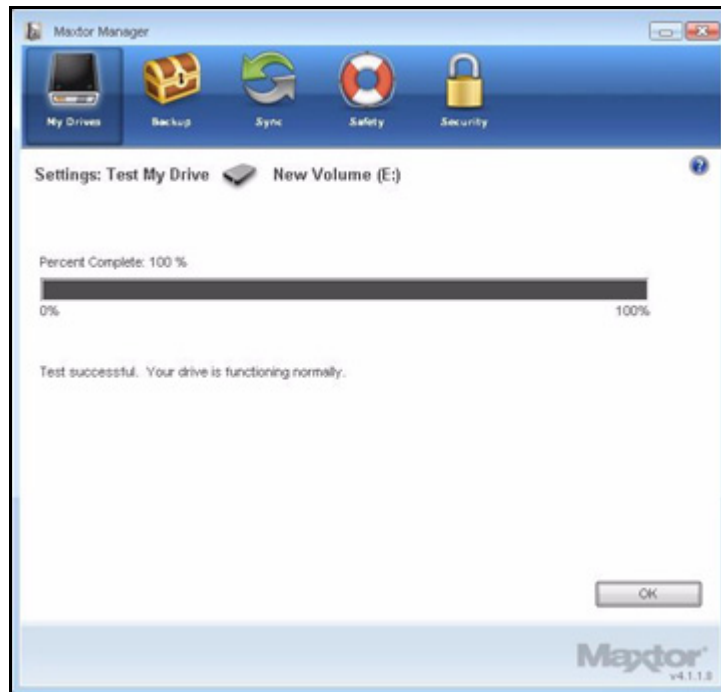
The **Test My Drive** window opens:



**Figure 12: Run Drive Diagnostics**

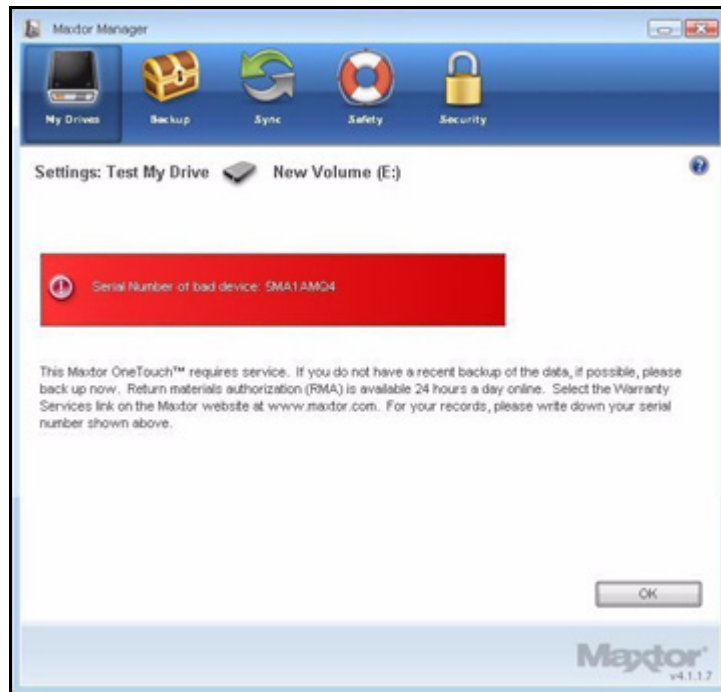
**Step 3:** Click **Test**.

A progress bar indicates the progress of the test. When the test is complete, the results are displayed:



**Figure 13: 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:



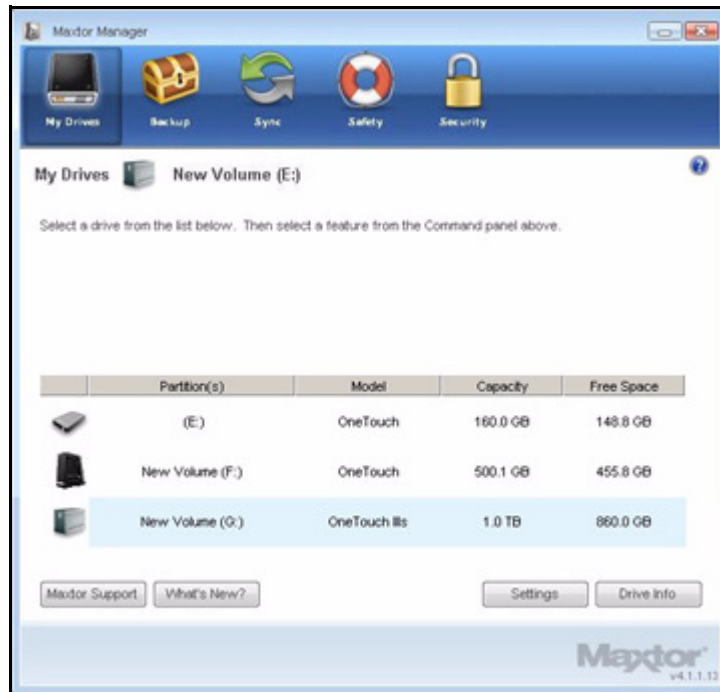
**Figure 14: Diagnostics - Bad Drive**

**Step 4:** Click **OK**.

## Using RAID (OneTouch III Users)

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



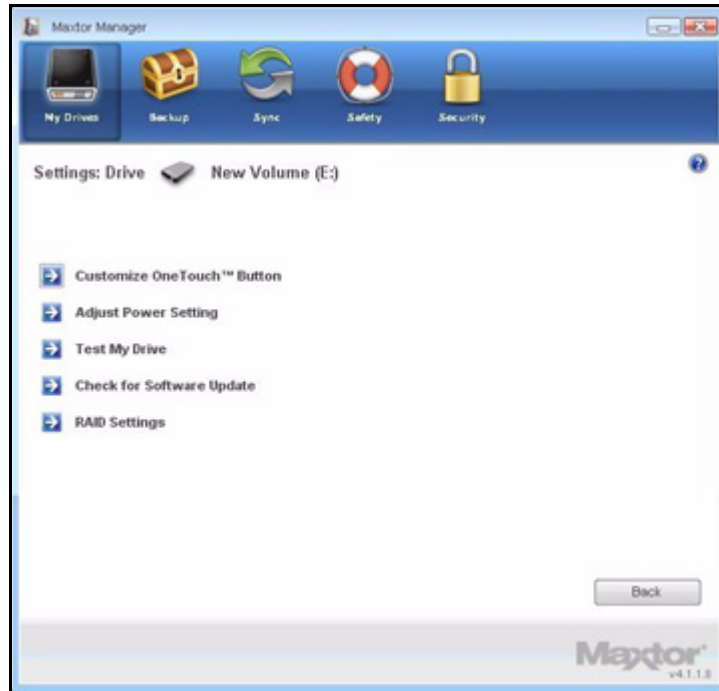


**Figure 15: My Drives**

To use RAID,

**Step 1:** In the **My Drives** window, select your OneTouch III drive and click **Settings**.

The **Settings** window opens:



**Figure 16: Settings**

**Step 2:** Click **RAID Settings**.

The **RAID Settings** window opens:



**Figure 17: RAID Settings**

**Step 3:** Select a RAID setting and click **Next**.

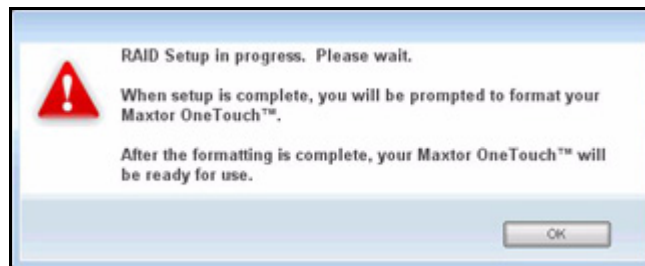
A RAID warning window cautions you about loss of data:



**Figure 18: RAID Warning**

**Step 4:** Click **Continue**.

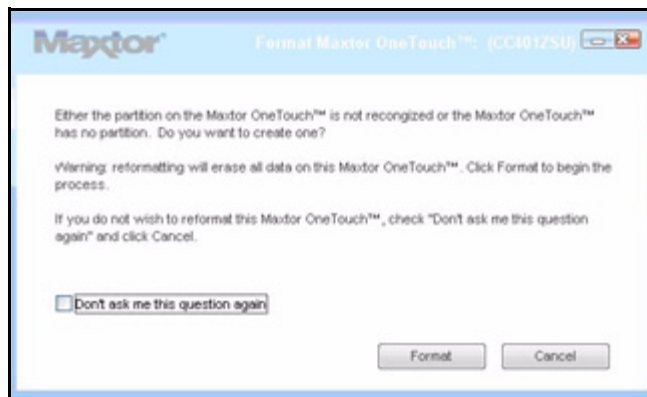
A window informs you that RAID Setup is in progress:



**Figure 19: Reformat Warning**

**Step 5:** Click **OK**.

When RAID Setup is complete, a window confirms that you want to reformat your drive:



**Figure 20: Reformat in Progress**

**Step 6:** Click **Reformat**.

When the reformat is complete, your drive is ready for use.

For further information about using RAID, refer to your OneTouch III User Guide.

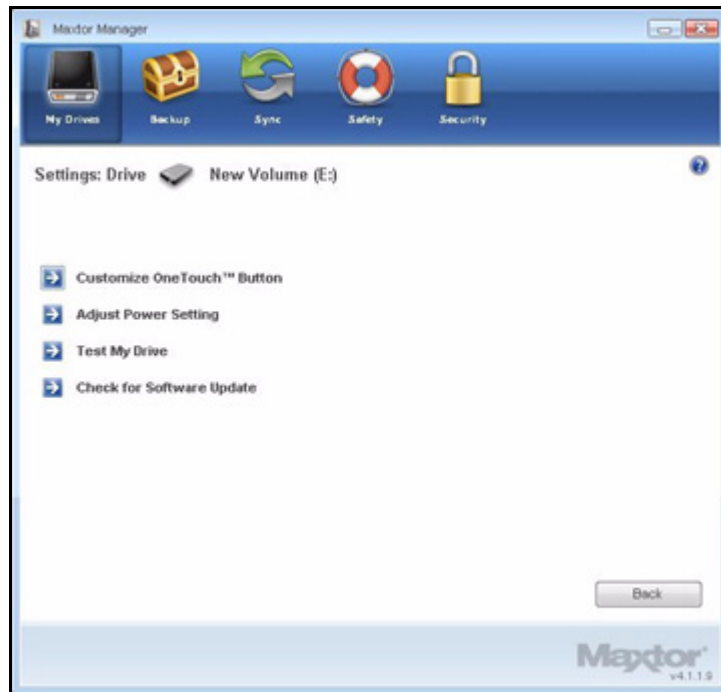
## Updating Your Software

The Software Update feature automatically informs you when an update is available for your software. However, you can manually check to see if an update is available or you can turn off the Software Update feature.

To check for software updates,

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

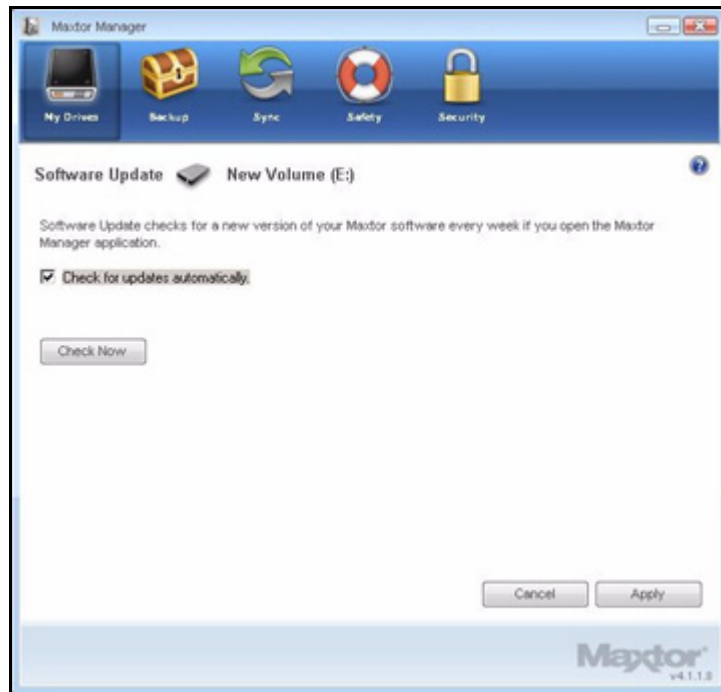
The **Settings** window opens:



**Figure 21: Settings**

**Step 2:** Click **Check for Software Update**.

The **Software Update** window opens:



**Figure 22: Software Update**

Software Update is selected by default.

**Step 3:** To turn off Software Update, unselect **Check for updates automatically**.

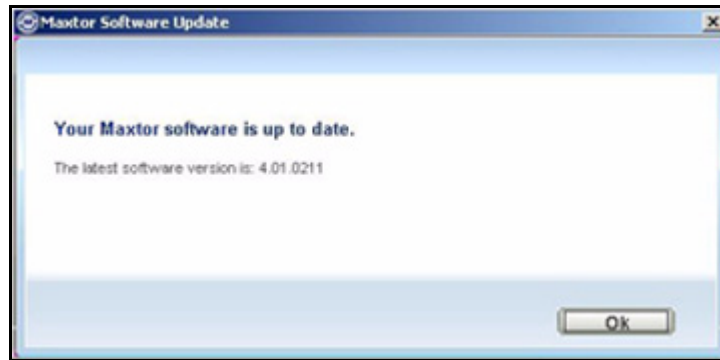
**Step 4:** To check for updates now, click **Check Now**.

If an update is available for your software, a **Software Update** window allows you to download the update:



**Figure 23: Software Update Available**

If your software is up to date, a **Software Update** window informs you of that:



**Figure 24: Software Up to Date**



# Backing Up & Restoring Folders

The Maxtor OneTouch Backup feature allows you to

- Schedule the backup of selected folders
- Edit backup settings
- Launch an immediate file 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** window.

You can create one Backup Plan for each OneTouch drive connected to your computer. You can select either of two Backup Plans:

- **Simple Backup:** Pre-configured to back up your XP **My Documents**/Vista **Personal Folder** folder daily at 10:00 p.m.  
— OR —
- **Custom Backup:** You select the folders to be backed up and set a backup destination and schedule.

## Creating a Backup Plan

### Using Simple Backup

Use Simple Backup to back up your XP **My Documents** or Vista **Personal Folder** folder daily at 10 p.m.

To use Simple Backup,

**Step 1:** Click **Backup** in the Command panel.

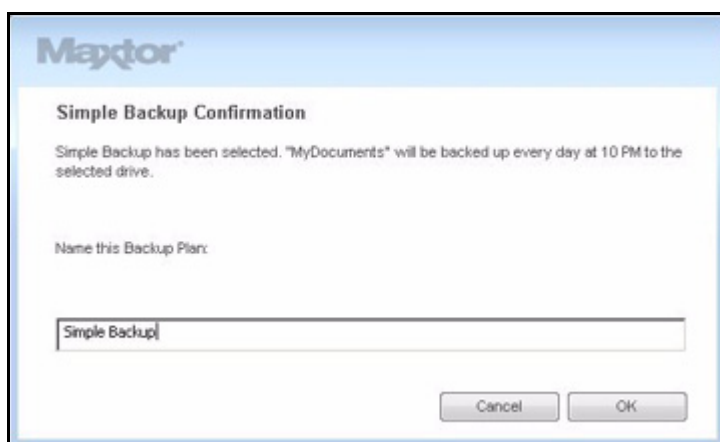
The **Backup** window opens:



**Figure 1: Backup**

**Step 2:** In the **Backup** window, click **Simple Backup**.

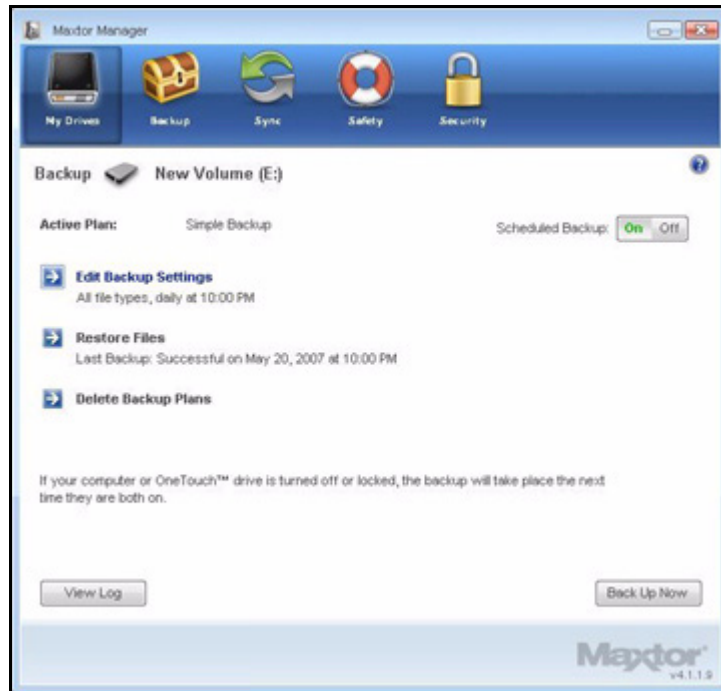
A **Simple Backup Confirmation** window confirms that you've selected Simple Backup and asks you to name this Backup Plan:



**Figure 2: Simple Backup Confirmation**

**Step 3:** Enter a name for your Backup Plan and click **OK**.

The **Backup** window now offers the options of editing your backup settings and restoring backed up files and describes your Backup Plan and the details of your last backup.



**Figure 3: Backup**

## Creating a Custom Backup

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

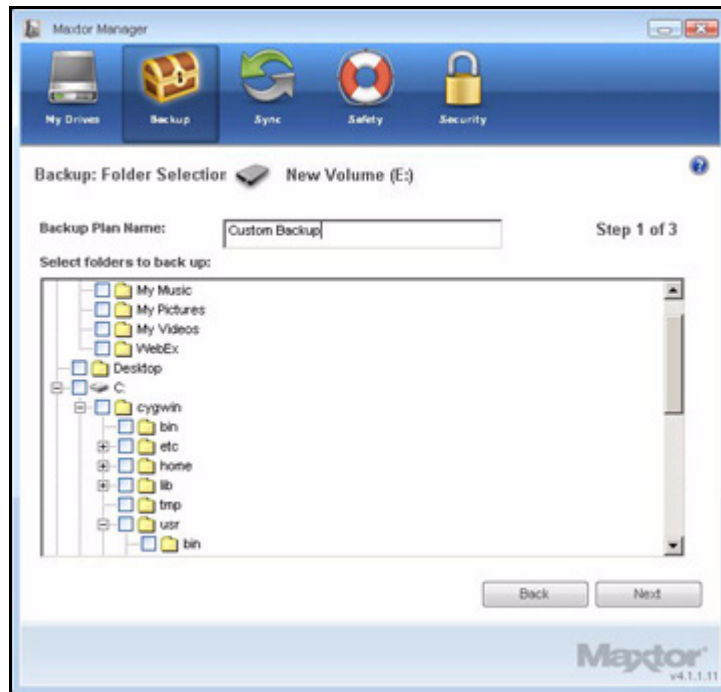
**Step 1:** Click **Backup** in the Command panel.

The **Backup** window opens:



**Figure 4: Backup**

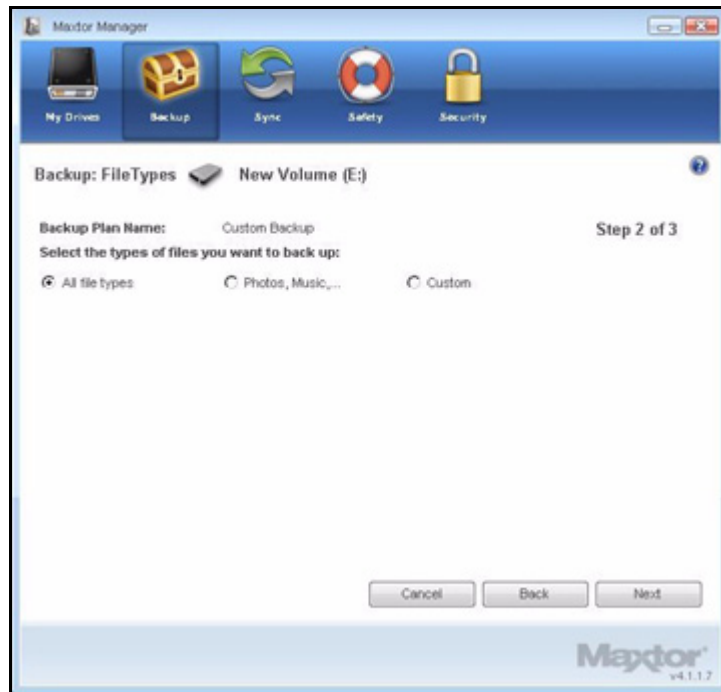
**Step 2:** In the **Backup** window, click **Custom Backup**.  
The **Backup Folder Selection** window opens:



**Figure 5: Backup Folder Selection**

**Step 3:** Name your Backup Plan, select the folders to be backed up, and click **Next**.

The **Backup File Types** window opens:

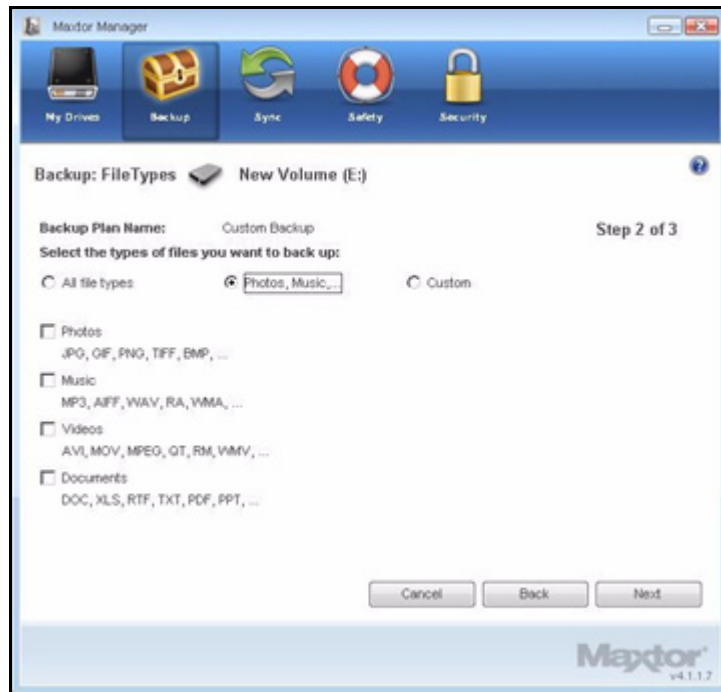


**Figure 6: File Types: All Types**

**Step 4:** Select the types of files you want to back up:

- **All File Types**
- **Photos, Music, Videos, Documents**

Back up any or all of these types of files:



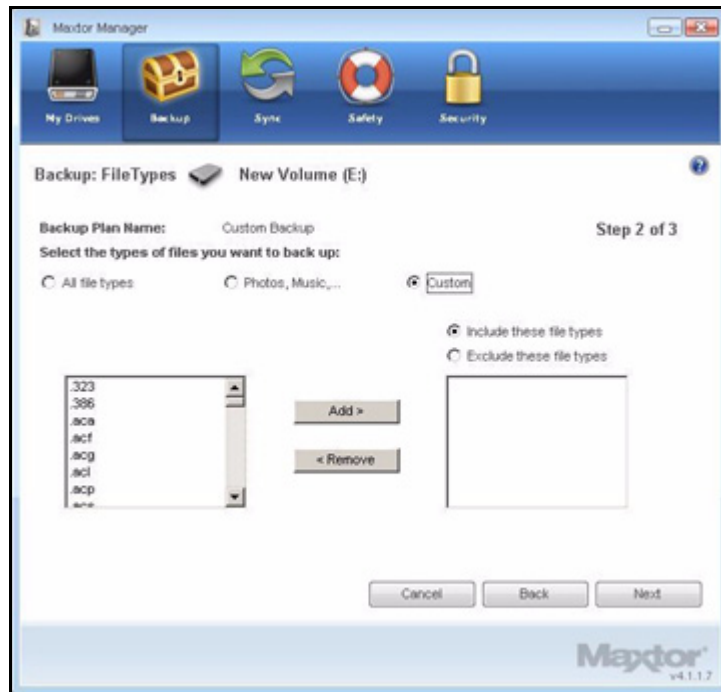
**Figure 7: File Types: Photo, Music, Video, Documents**

- **Custom**

Select specific file types to include or exclude for backup:

- To back up only a few of the available file types,
  1. Select **Include these file types**.
  2. Select each file type you *do* want to back up and click **Add** to move it to the **Include** list.
- To back up most of the available file types,
  1. Select **Exclude these file types**.
  2. Select each file type you *don't* want to back up and click **Add** to move it to the **Exclude** list.

*Note: File extensions are the last three characters of a file name that define the file type.*

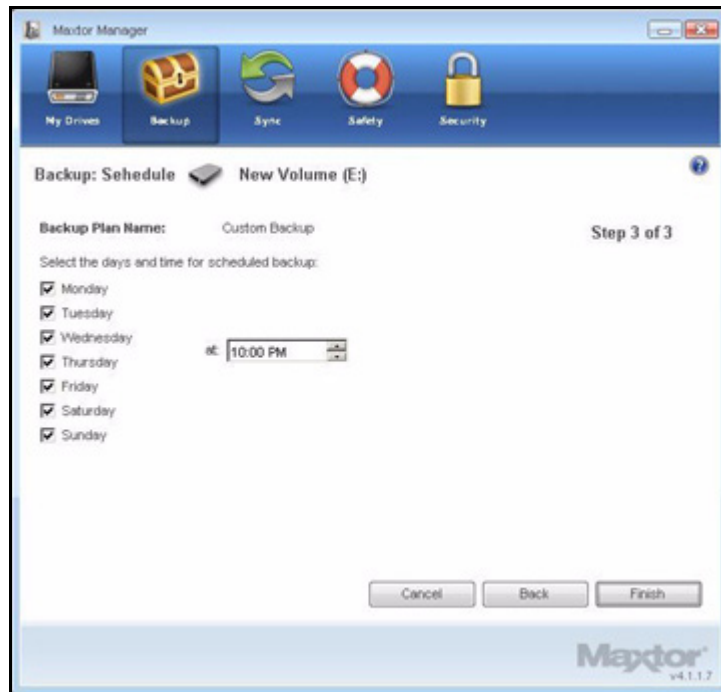


**Figure 8: File Types: Custom**

**Step 5:** Click **Next**.

The **Backup Schedule** window opens:





**Figure 9: Backup Schedule**

**Step 6:** Select the days and time you want to back up your folders and click **Finish**.

The **Backup** window now offers the options of editing your backup settings and restoring backed up files and describes your Backup Plan.

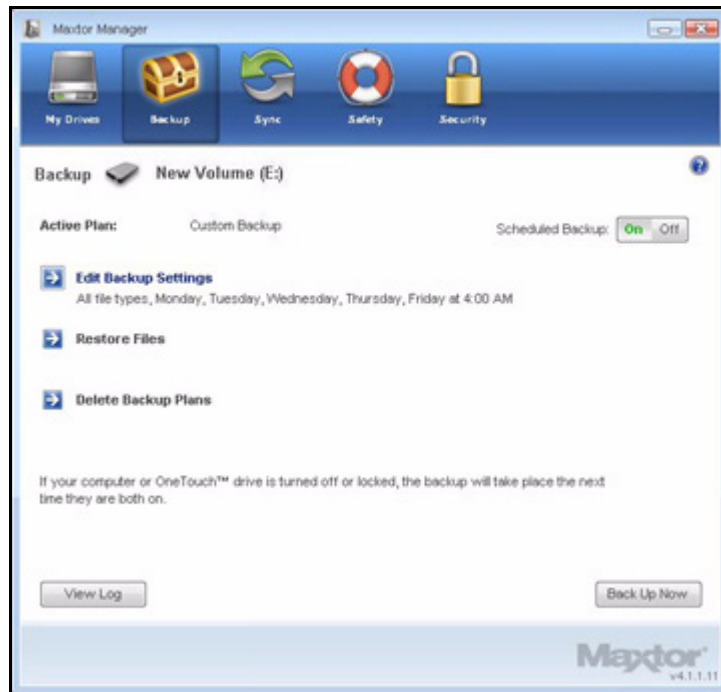


Figure 10: Backup

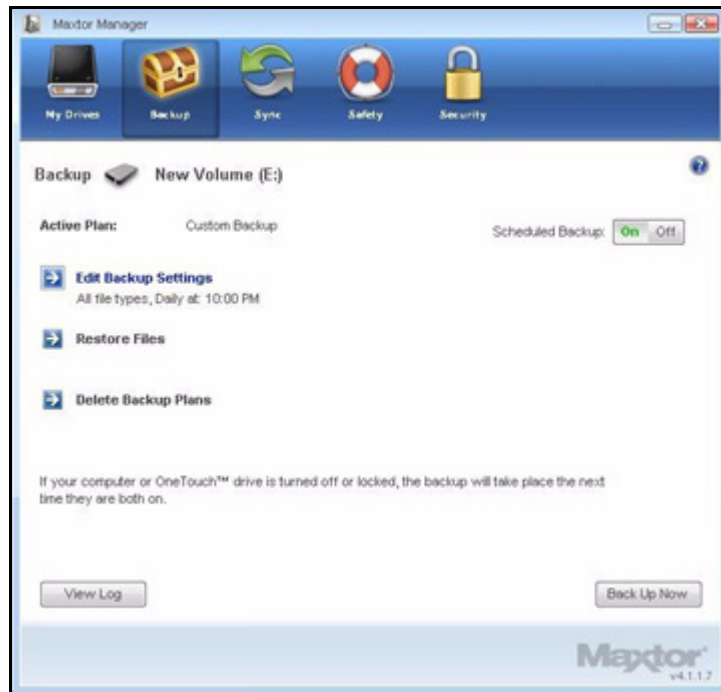
## Managing Backup Settings

### Editing Backup Settings

To edit the settings for a Backup Plan,

**Step 1:** Click **Backup** in the Command panel.

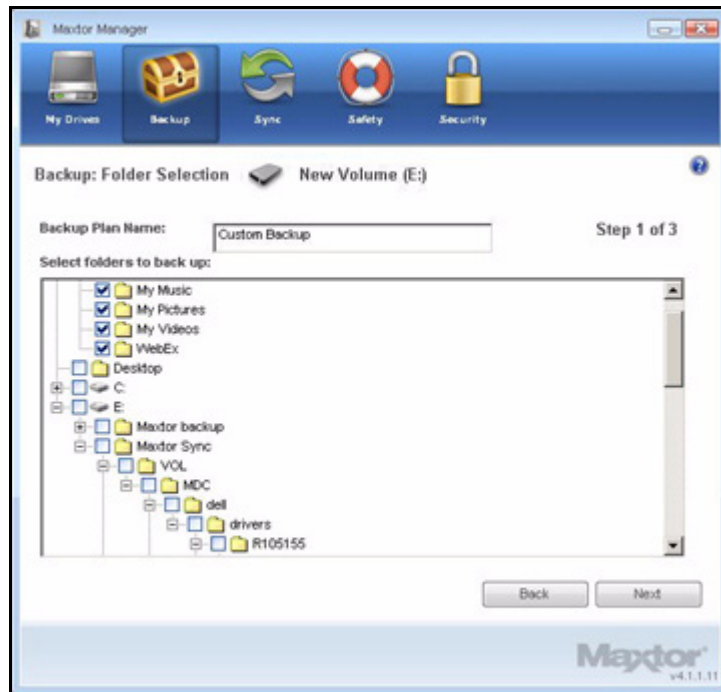
The **Backup** window opens:



**Figure 11: Backup**

**Step 2:** In the **Backup** window, click **Edit My Backup Settings**.

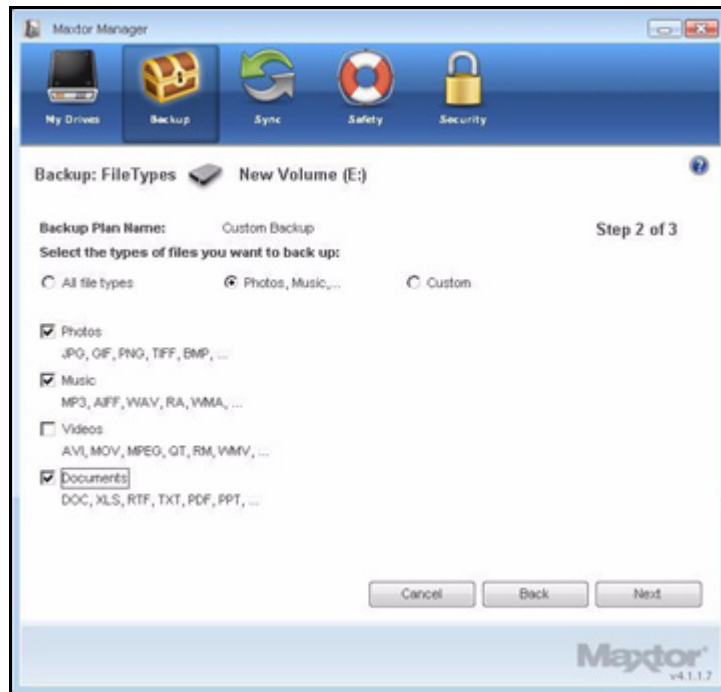
The **Backup Folder Selection** window displays your current Backup Plan name and folder selection:



**Figure 12: Backup Folder Selection**

**Step 3:** Edit the Backup Plan name and/or the folder selection and click **Next**.

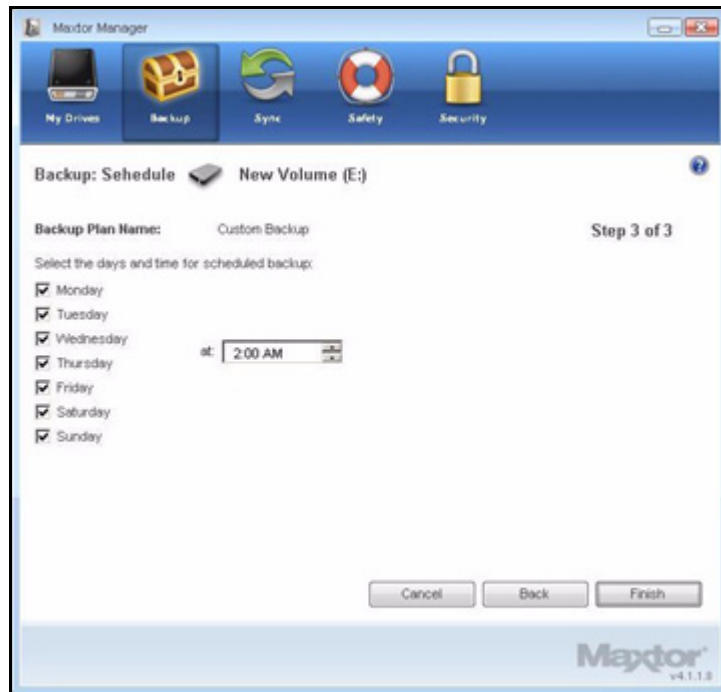
The **Backup File Types** window displays your current selections:



**Figure 13: File Types**

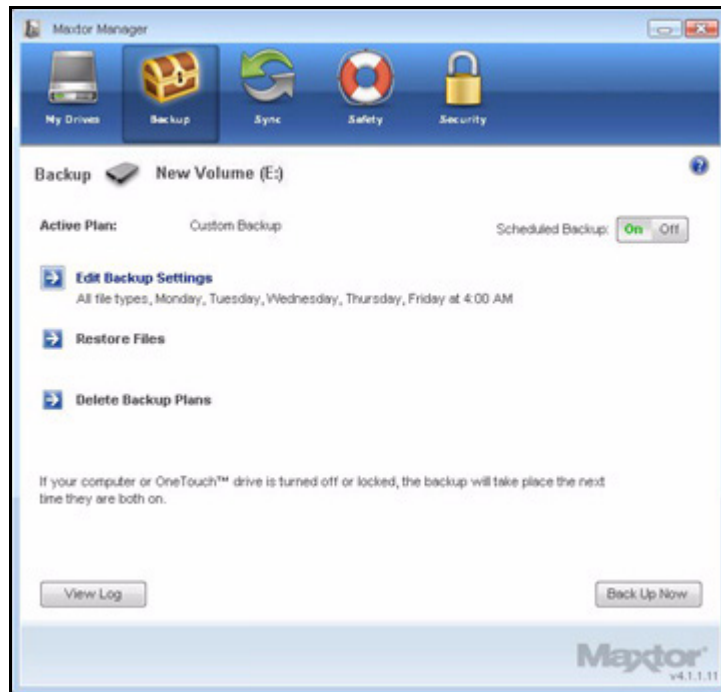
**Step 4:** Edit the types of files to be backed up and click **Next**.

The **Backup Schedule** window displays your current schedule:



**Figure 14: Backup Schedule**

**Step 5:** Edit the days and/or time you want to back up your folders and click **Finish**.  
The **Backup** window now displays your edited Backup Plan.



**Figure 15: Backup**

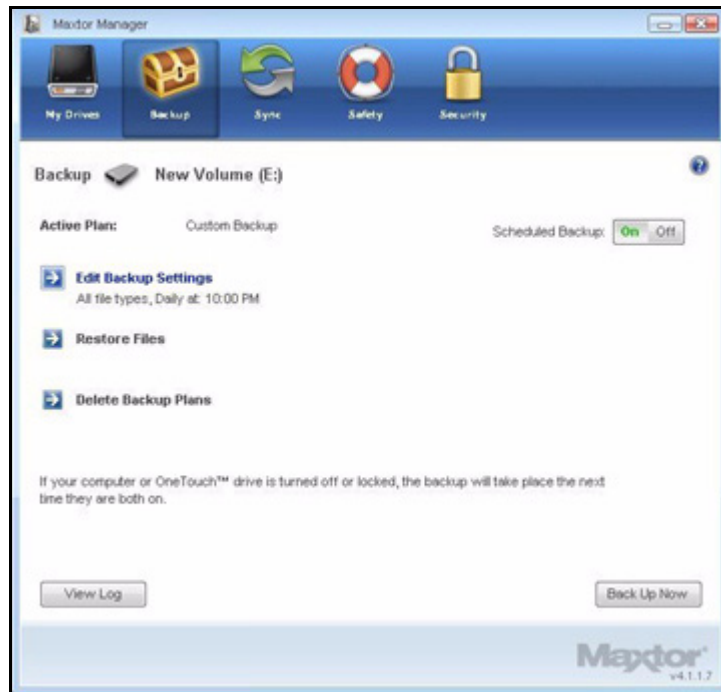
## Deleting a Backup Plan

You can delete the Backup Plan for any OneTouch drive on which you've created one, even if the drive is not connected to your computer.

To delete a Backup Plan,

**Step 1:** Click **Backup** in the Command panel.

The **Backup** window opens:

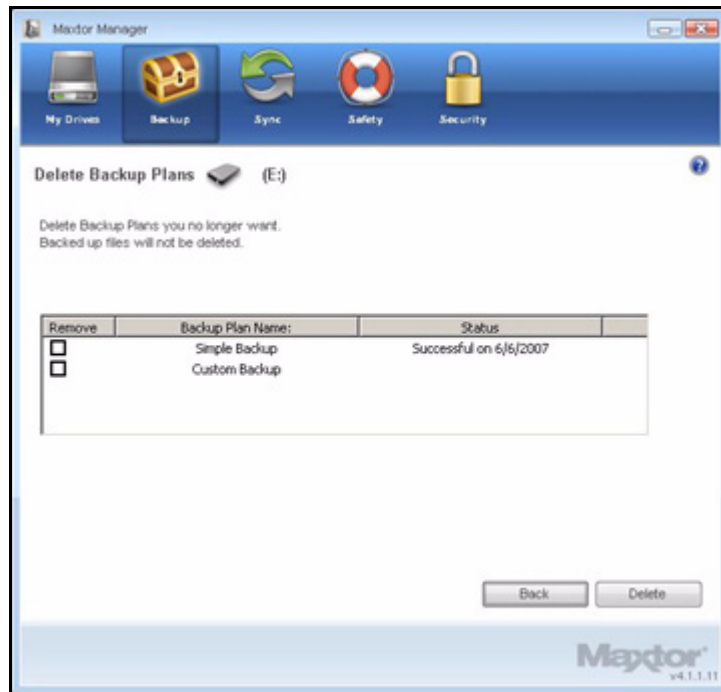


**Figure 16: Backup**

**Step 2:** In the **Backup** window, click **Delete Backup Plan**.

The **Delete Backup Plan** window opens:





**Figure 17: Delete Backup Plan**

Listed is the Backup Plan for each OneTouch drive connected to your computer.

**Step 3:** Select the Backup Plan you want to delete and click **Delete**.

The Backup Plan is deleted.

*Note: Your backed up files are NOT deleted.*

## Using Automatic Backup

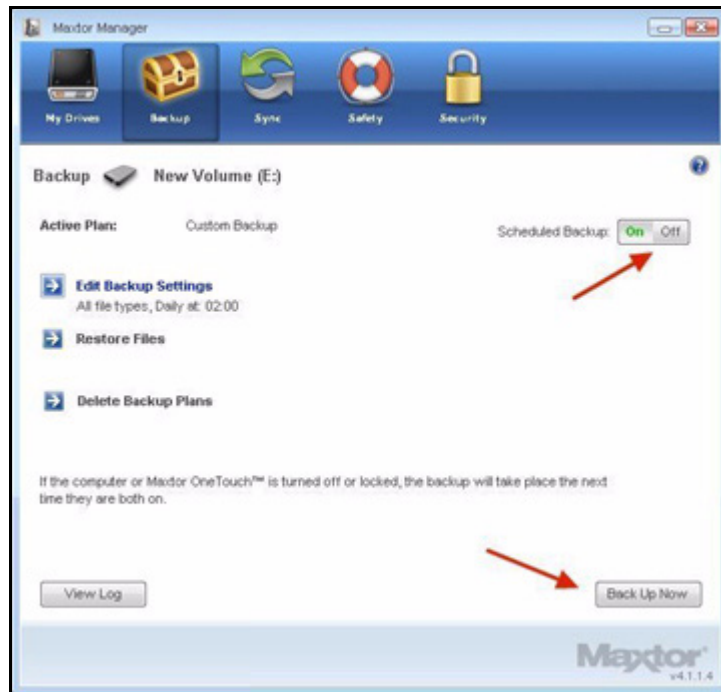
Use Automatic Backup to back up changed files in backed up folders on the days and time you set. The Automatic Backup On/Off switch enables or disables the Backup schedule.

By default, Automatic Backup is turned on.

## Turning Off Automatic Backup

To turn off Automatic Backup,

- In the **Backup** window, click the **Automatic Backup Off** button.



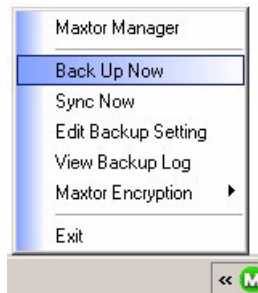
**Figure 18: Automatic Backup Off**

## Backing Up Manually

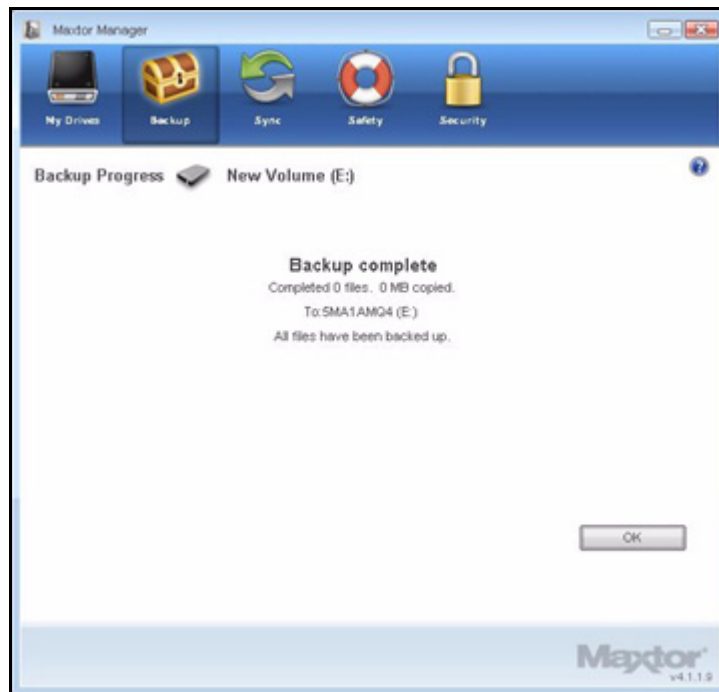
You can back up files manually whenever you like, whether Automatic Backup is on or off.

To launch a backup manually,

- Press the OneTouch button if you've customized it to back up files.  
— OR —
- Click **Back Up Now** in the lower right corner of the **Backup** window.  
— OR —
- Select **Back Up Now** from the System Tray menu:



A **Backup Progress** window informs you of the progress of the manual backup and lets you know when the backup is complete:



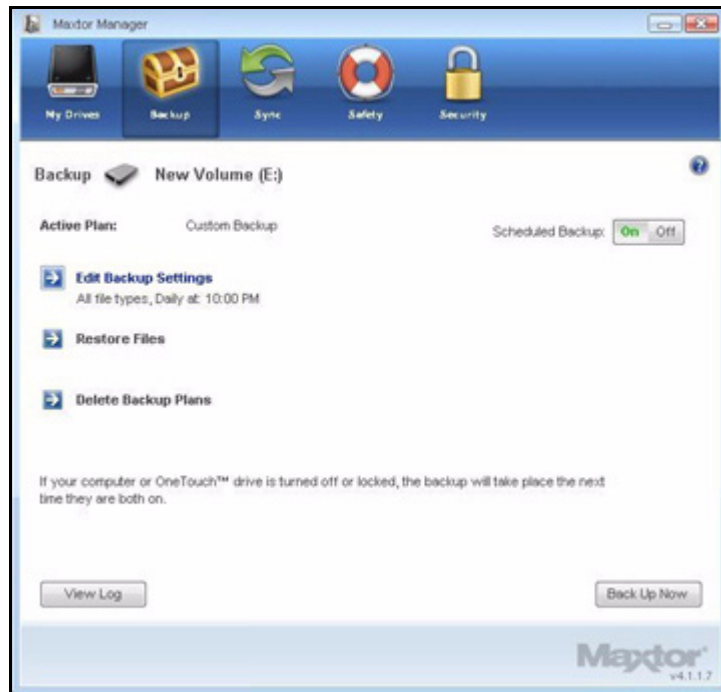
**Figure 19: Manual Backup Complete**

## Viewing the Backup Log

The Backup Log is a text-based report of your backup history.

To view the Backup Log,

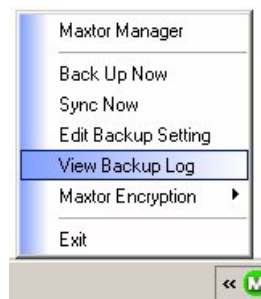
**Step 1:** Click **View Log** in the **Backup** window:



**Figure 20: Backup**

— OR —

Click the OneTouch icon in your System Tray to display the OneTouch popup menu:



**Step 2:** Click **View Log** to open a text file showing the history of your system backups:



**Figure 21: Backup Log**

## Restoring Files

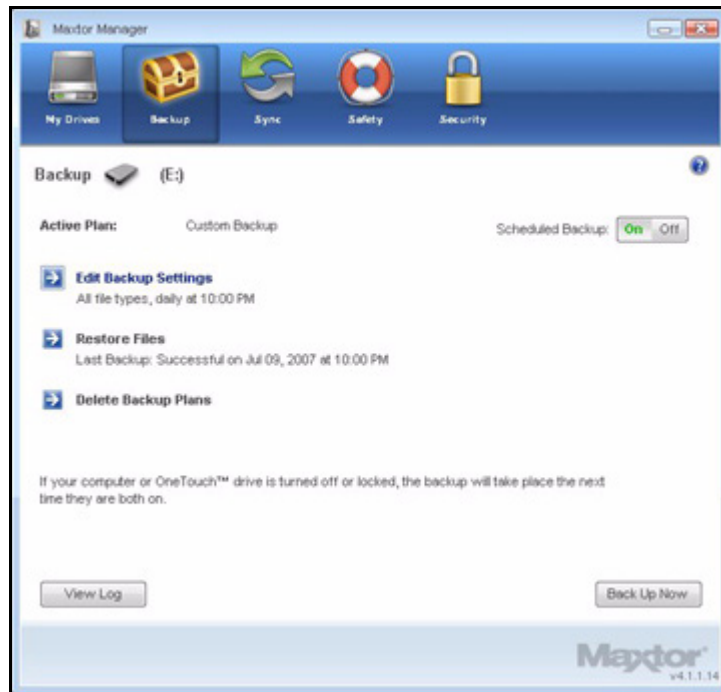
When you back up the files stored in selected folders, the Maxtor Manager saves ten (10) previous, or historical, versions of each revised file stored on your OneTouch drive. You can restore a saved historical version of a backed up file based on the date it was last modified or you can restore the most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

*Note: An encrypted file is restored based on the date it was backed up rather than on the date it was last modified.*

To restore files,

**Step 1:** Click **Backup** in the Command panel.

The **Backup** window opens:

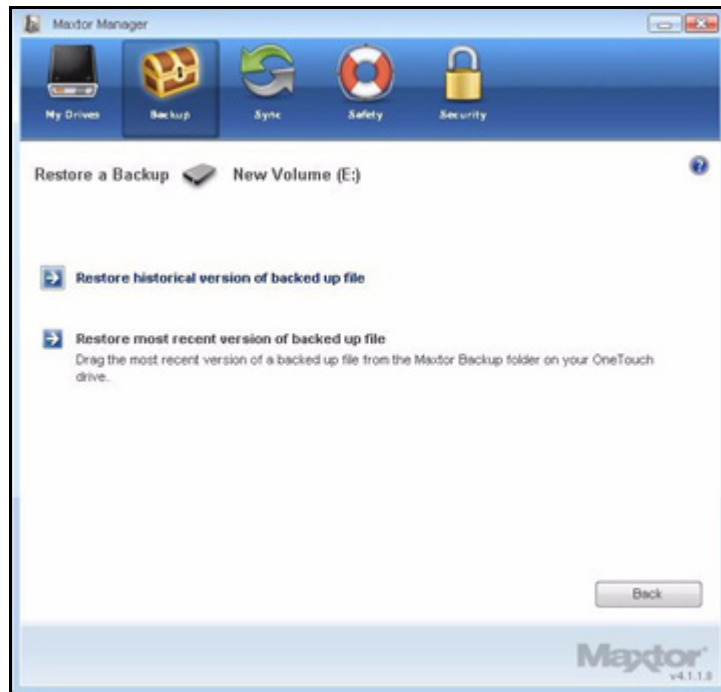


**Figure 22: Backup**

Listed beneath Restore Files are the date and time of your most recent backup.

**Step 2:** In the **Backup** window, click **Restore Files**.

The **Restore a Backup** window opens:

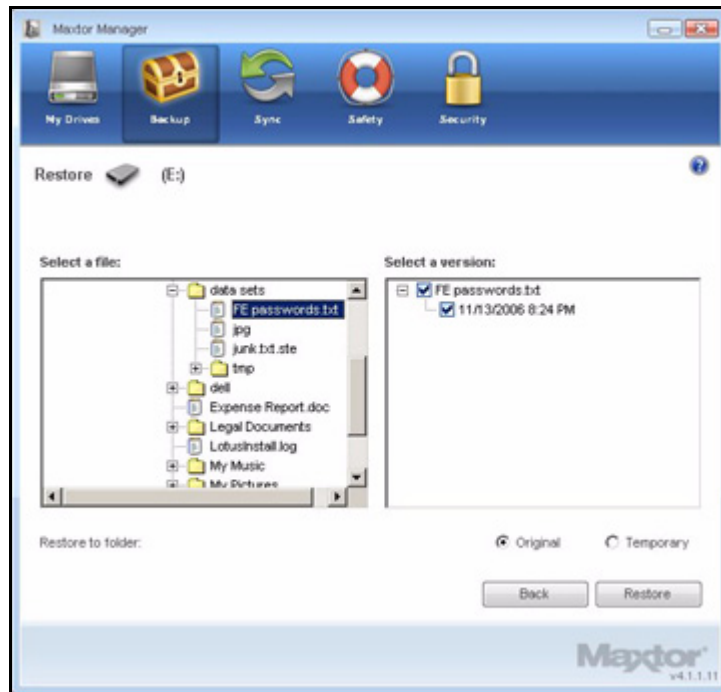


**Figure 23:** *Restore a Backup*

## Restoring an Historical Version

**Step 1:** Click **Restore historical version of backed up file** to restore a previous version of a file.

The **Restore Historical Version** window opens:



**Figure 24: Restore Historical Version**

**Step 2:** Select a file and file version to be restored and click **Restore**.

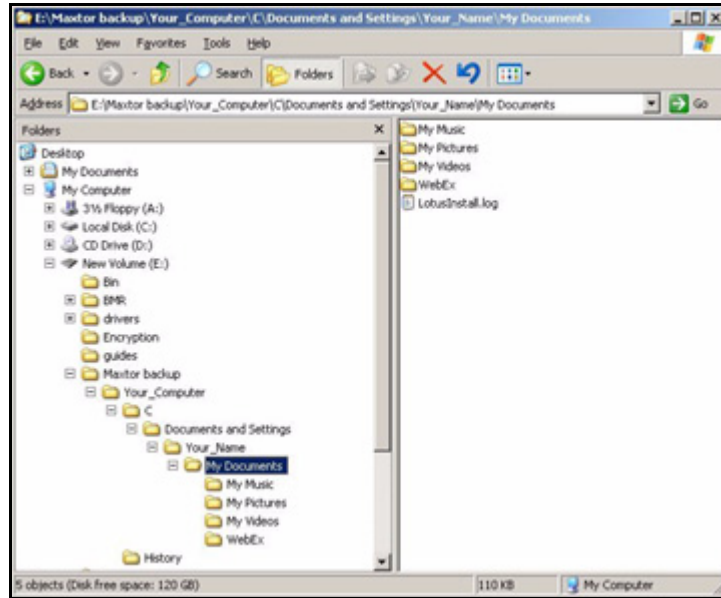
The selected file version is restored to the location noted in the **Restore Historical Version** window.

## Restoring the Most Recent Version

**Step 1:** Click **Restore most recent version** to restore the latest version of a file.

Windows Explorer displays the contents of the **Maxtor Backup** folder:





**Figure 25: Maxtor Backup in Windows Explorer**

**Step 2:** Browse to the desired file and drag it to the location at which you want it restored.

**Step 3:** Close Windows Explorer.

# Synchronizing Folders

Sync is designed to synchronize files in 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: Files cannot be synchronized between computers running XP and those running Vista.*

You have these Sync options:

<b>Simple Sync:</b>	<b>Custom Sync:</b>
Sync XP <b>My Documents</b> or Vista <b>Personal Folder</b>	Select one or more folders to sync
Sync all file types	Select file types to include or exclude
Sync automatically	Select automatic or manual sync
Always overwrite older file versions	Set Sync and Copy & Replace Rules
	Encrypt synchronized files

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

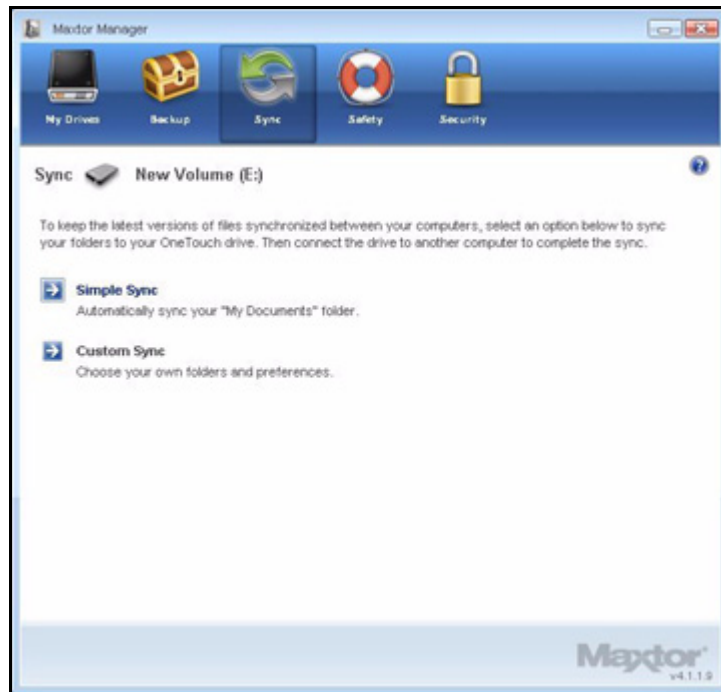
## Using Simple Sync

Simple Sync is pre-configured to automatically sync all file types in your XP **My Documents** or Vista **Personal Folder** folder. Newer file versions always overwrite older versions.

To select Simple Sync,

**Step 1:** Click **Sync** in the Command panel.

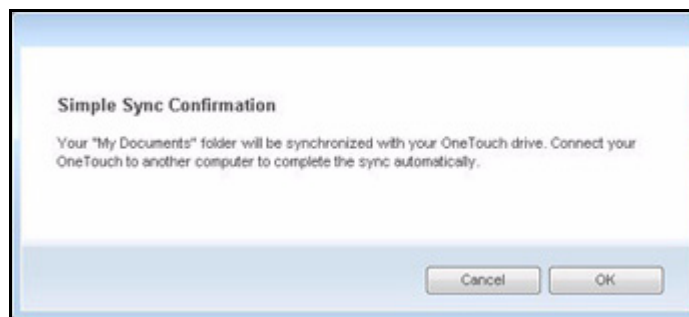
The **Sync** window opens:



**Figure 1: Sync**

**Step 2:** Click **Simple Sync**.

The **Simple Sync Confirmation** window opens:



**Figure 2: Confirm Simple Sync**

Your XP **My Documents** or Vista **Personal Folder** folder is now synchronized with your drive. Connect the drive to other computers to complete the Sync.

# Using Custom Sync

Custom Sync allows you to select specific folders and file types for synchronization and to choose sync and encryption settings.

To configure Custom Sync,

**Step 1:** Click **Sync** in the Command panel.

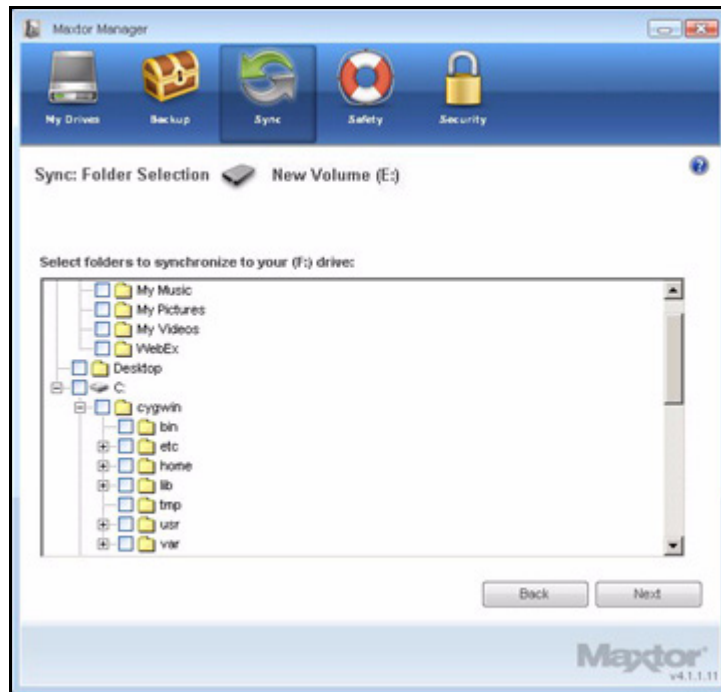
The **Sync** window opens:



**Figure 3:** Sync

**Step 2:** Click **Custom Sync**.

The **Folder Selection** window opens:



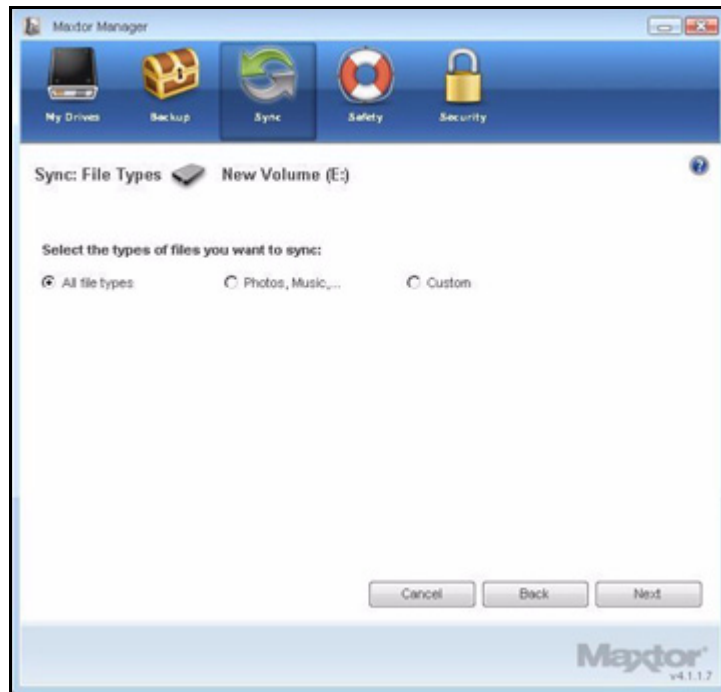
**Figure 4: Folder Selection**

**Step 3:** Select the folders to be synchronized.

You can select as many folders as you like, but they must all reside on the same drive (partition).

**Step 4:** Click **Next**.

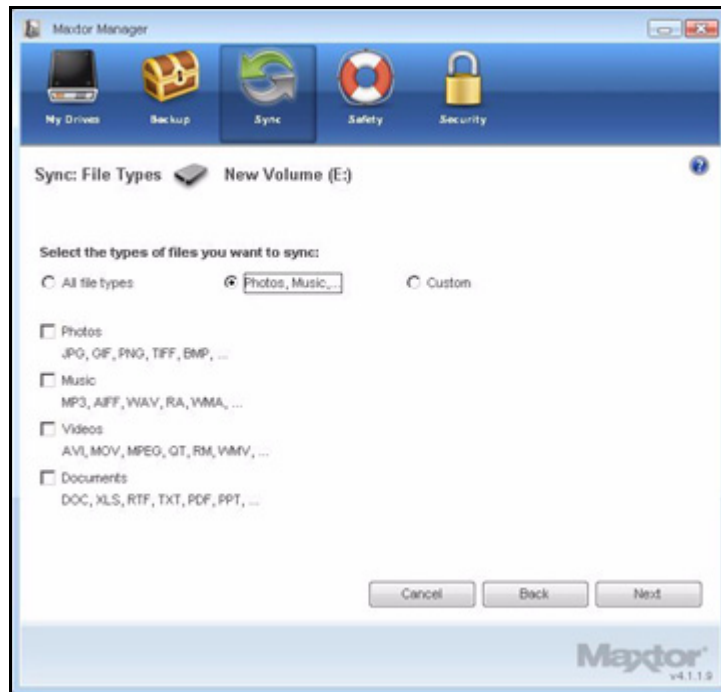
The **File Types** window opens:



**Figure 5: All File Types**

**Step 5:** Select the types of files you want to sync:

- **All File Types**
- **Photos, Music, Videos, Documents**
  - You can choose to sync any or all of these:



**Figure 6: File Types: Photo, Music, Video, Documents**

- **Custom**

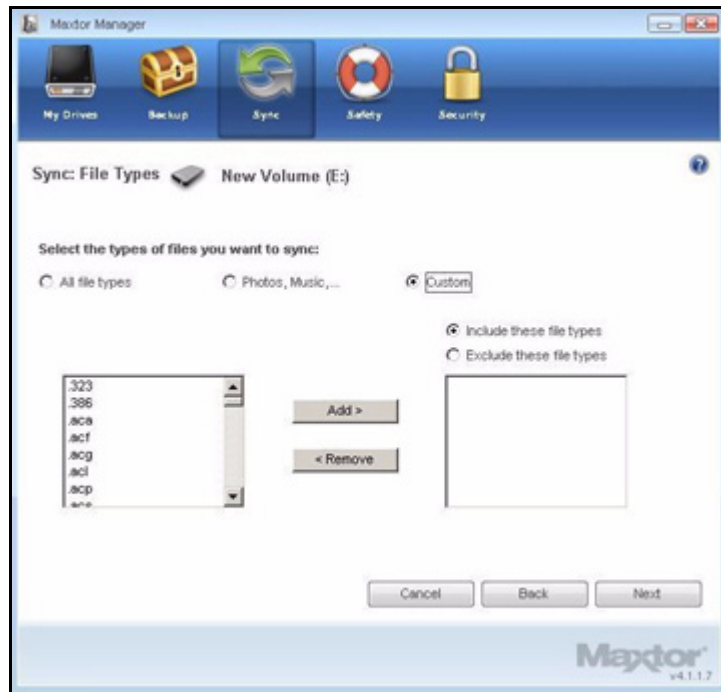
Select specific file types to include or exclude for sync:

- To sync only a few of the available file types,

1. Select **Include these file types**.
2. Select each file type you *do* want to sync and click **Add** to move it to the **Include** window.

- To sync most of the available file types,

1. Select **Exclude these file types**.
2. Select each file type you *don't* want to sync and click **Add** to move it to the **Exclude** window.



**Figure 7: File Types: Custom**

**Step 6:** After you've selected the types of files to sync, click **Next**.

The **Sync Options** window opens:

**Step 7:** Select your Sync options:

- **Sync Rules:**
  - Sync automatically each time a file changes
  - Sync manually using the **Sync Now** button in the **Sync** window
- **Copy & Replace Rules**
  - Always overwrite older file versions with newer versions
  - Ask before overwriting a file
- **Sync Encryption**
  - Automatically encrypt synchronized files on the Maxtor drive

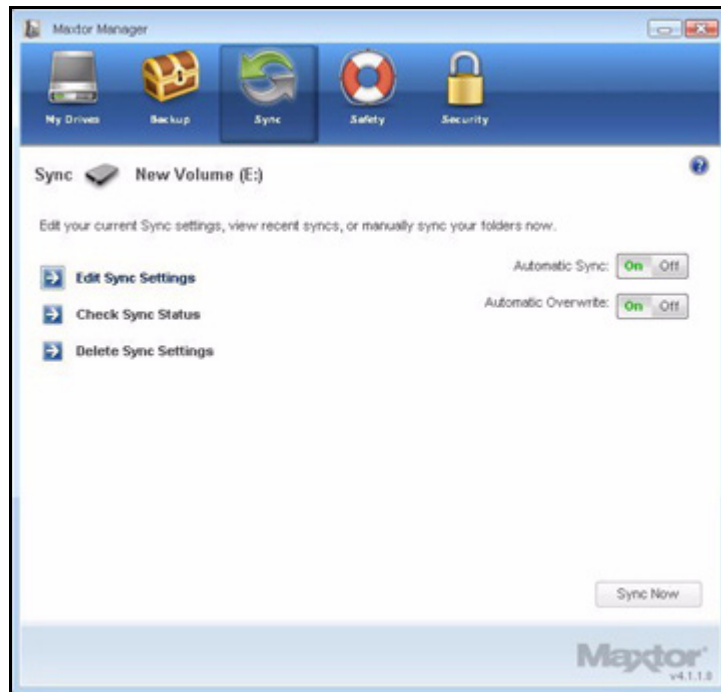
You must set up Maxtor Encryption before you can select Sync Encryption. See **Using Sync Encryption** for more information.

*Note:* You can select **Sync Encryption** only during your initial setup of Sync. If you later decide you want to encrypt synchronized files, you must delete your current Sync settings and create new settings.

**Step 8:** After you've set your Sync options, click **Finish**.

The **Sync** window opens:



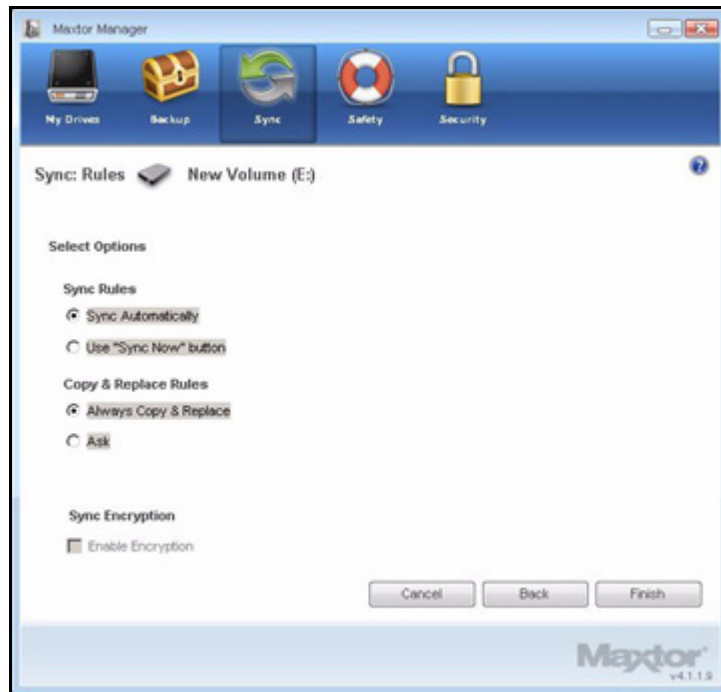


**Figure 8: Sync**

## Using Sync Encryption

You can automatically encrypt synchronized files to keep them secure as you synchronize them between computers. Your Sync Encryption password is the same as your Maxtor Encryption password since all encrypted folders are stored in the same folder, the Maxtor Encrypted Folder.

Before you can enable Sync Encryption, you must set up Maxtor Encryption in the **Security** window. If you have not yet set up Maxtor Encryption, the **Sync Encryption** option is grayed out in the **Sync Options** window:



**Figure 9: Sync Options with Encryption Grayed Out**

To set up Maxtor Encryption and then enable Sync Encryption,

**Step 1:** Click **Cancel** in the **Sync Options** window.

**Step 2:** Click **Security** in the Command panel.

**Step 3:** Click **Maxtor Encryption** and follow the steps to set up an encrypted folder.

**Step 4:** Click **Sync** in the Command panel.

**Step 5:** Click **Custom Sync** and select your Sync folder and file-type settings.

When you reach the **Sync Options** window, **Sync Encryption** is no longer grayed out.

**Step 6:** Set your **Sync Rules** and **Copy & Replace Rules** and select **Sync Encryption**.

**Step 7:** Click **Finish**.

Your synchronized folders will now automatically be encrypted using the same password you used to set up Maxtor Encryption.

*Note: If you select Sync Encryption, all users must have your encryption password in order to access synchronized folders on their computers.*

# 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.

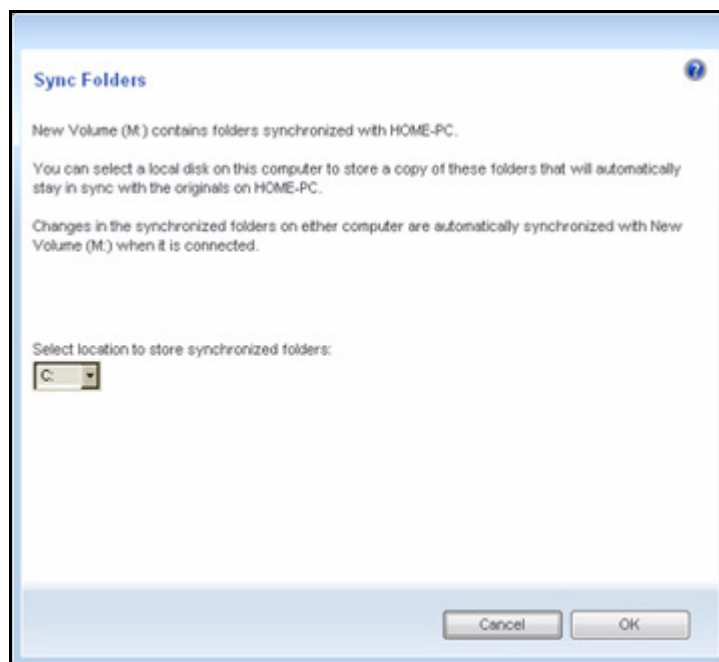
The first time you connect your OneTouch to a second computer to complete a Sync, you're asked where to put the synchronized folders on this computer.

To complete the Sync,

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

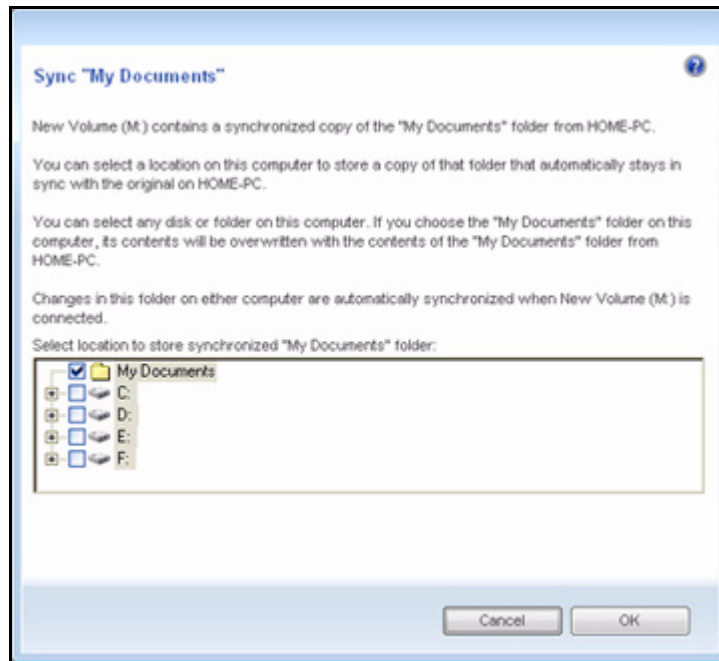
**Step 2:** Connect the OneTouch drive to another computer.

- (a) If you've synchronized folders *other than* XP **My Documents** (or Vista **Personal Folder**), the **Sync Folders** window opens:



**Figure 10:** Sync Folders

- (b) If you've synchronized your XP **My Documents** (or Vista **Personal Folder**), the **Sync "My Documents"** (or **Sync "Personal Folder"**) window opens:



**Figure 11: Sync My Documents or Personal Folder**

(c) If you've synchronized both XP **My Documents** (or Vista **Personal Folder**) and other folders, both windows open.

**Step 3:** In each window, select the location at which to store the synchronized folders on this computer and click **OK**.

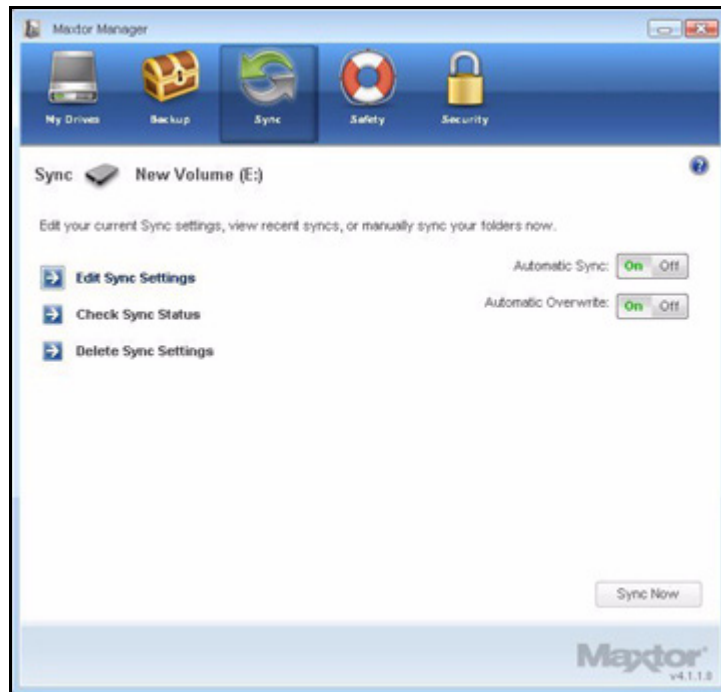
From now on, the selected folders will automatically sync with the versions on your OneTouch drive each time you connect the drive to the computer.

## Editing Sync Settings

To change any of your Sync settings,

**Step 1:** Click **Sync** in the Command panel.

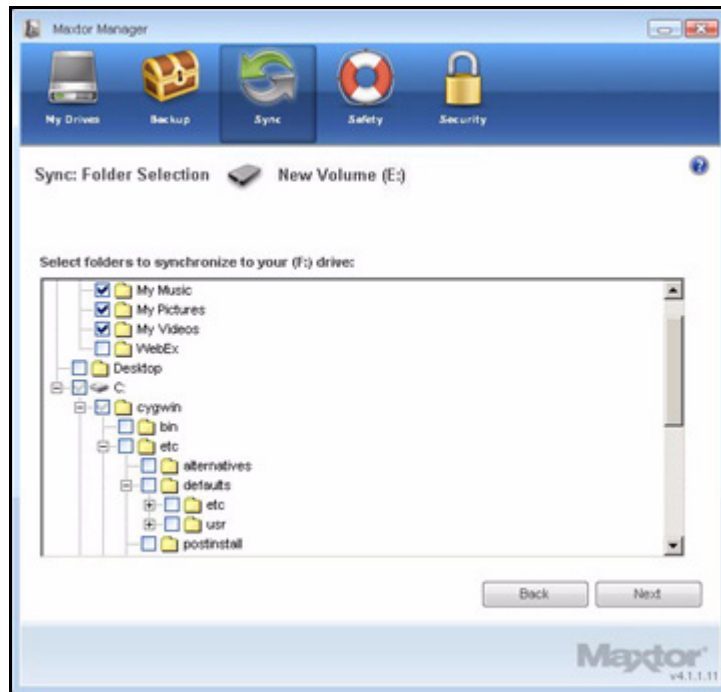
The **Sync** window opens:



**Figure 12: Sync**

**Step 2:** Click **Edit Sync Settings**.

The **Folder Selection** window displays your current folder settings:

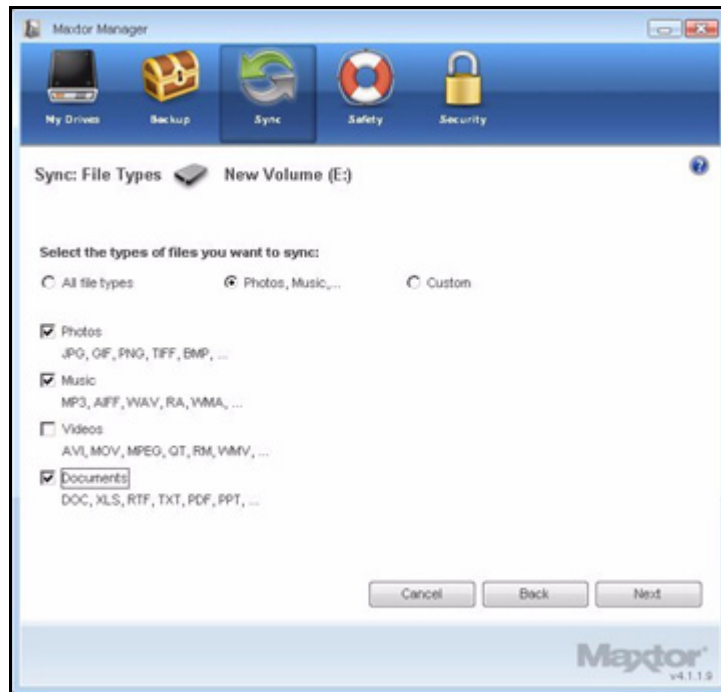


**Figure 13: Folder Selection**

**Step 3:** Add and/or remove folders from Sync and click **Next**.

Folders removed from Sync are deleted from your OneTouch drive.

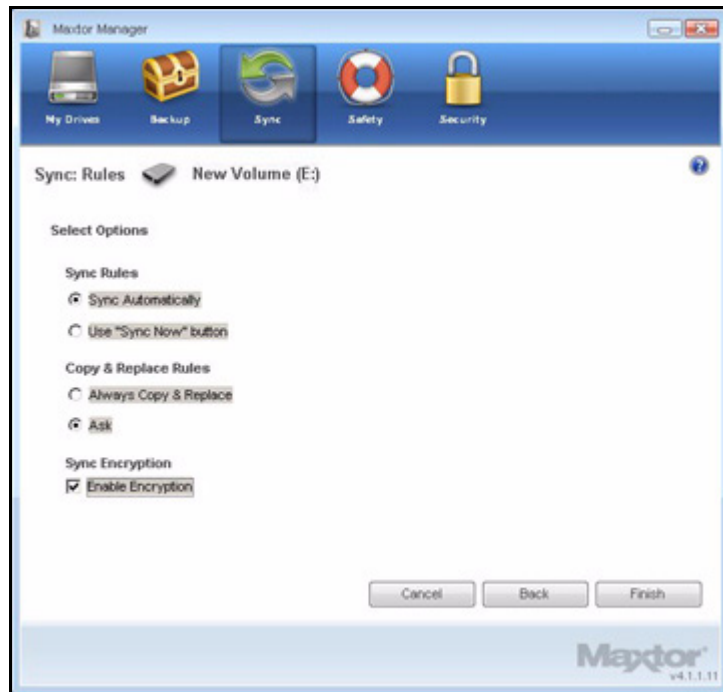
The **File Types** window displays your current file type settings:



**Figure 14: File Types**

**Step 4:** Make the desired changes and click **Next**.

The **Sync Options** window displays your current Rules settings:



**Figure 15: Sync Options**

**Step 5:** Make the desired changes and click **Finish**.

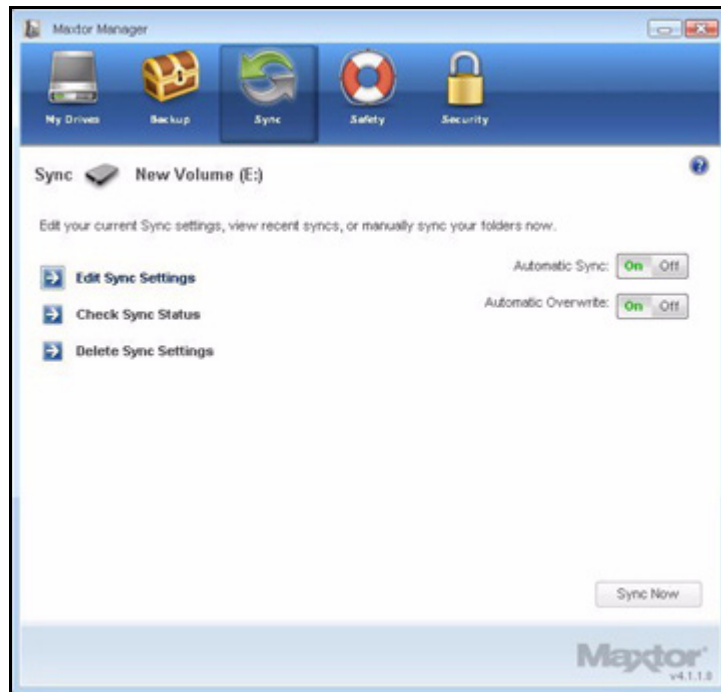
## Checking Sync Status

To check the status of a Sync,

**Step 1:** Click **Sync** in the Command panel.

The **Sync** window opens:

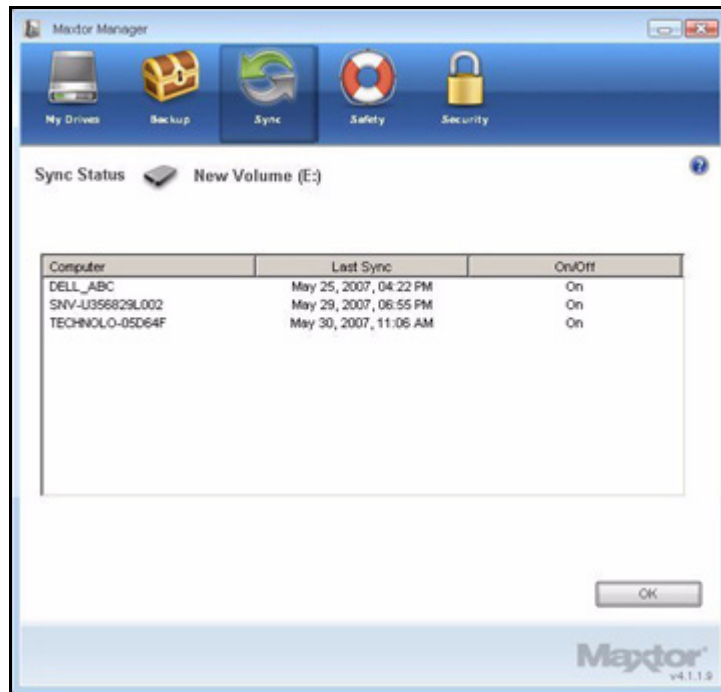




**Figure 16: Sync**

**Step 2:** Click **Check Sync Status**.

The **Sync Status** window opens:



**Figure 17: Sync Status**

Listed are the names of the computers on which Sync was set up, the date of the last Sync, and the Automatic Sync setting (**On** or **Off**).

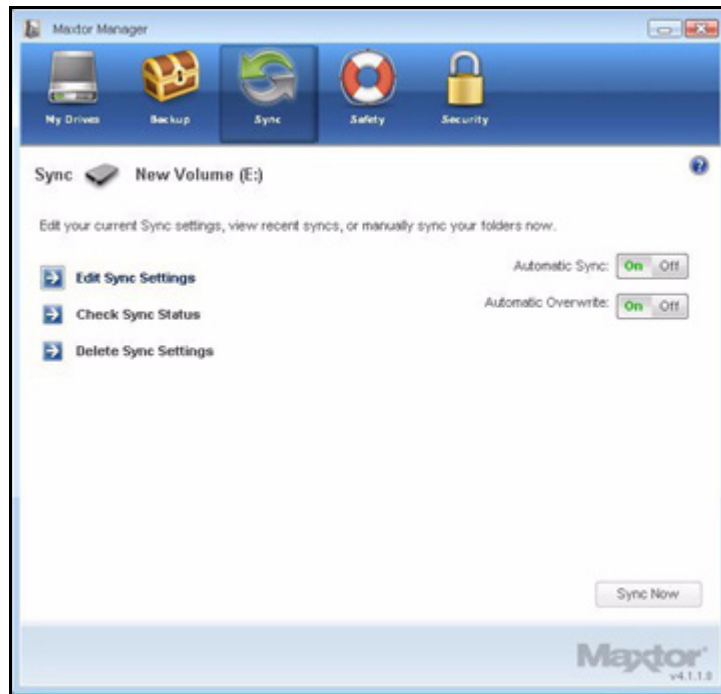
**Step 3:** Click **OK** to return to the **Sync** window.

## Deleting Sync Settings

To delete all your Sync settings and create a new set,

**Step 1:** Click **Sync** in the Command panel.

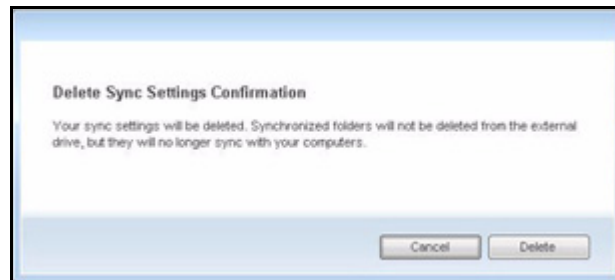
The **Sync** window opens:



**Figure 18: Sync**

**Step 2:** Click **Delete Sync Settings**.

The **Delete Sync Settings Confirmation** window opens:



**Figure 19: Delete Sync Settings Confirmation**

**Step 3:** Click **Delete**.

The original **Sync** window opens:



**Figure 20: Sync**

**Step 4:** To create new Sync settings, select **Simple Sync** or **Custom Sync**.

## Using Automatic Sync

The Automatic Sync feature continuously tracks file changes in synchronized folders and automatically synchronizes revised versions by overwriting older versions with newer versions. Your OneTouch drive must be connected during Automatic Sync.

By default, Automatic Sync is turned on.

## Turning Off Automatic Sync

You can turn off Automatic Sync and control when files are synchronized rather than synchronizing files automatically.

To turn off Automatic Sync,

**Step 1:** Click **Sync** in the Command panel.

The **Sync** window opens:

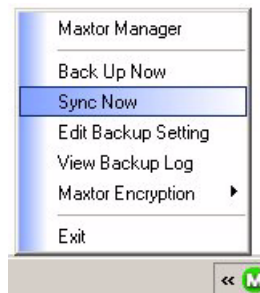


**Figure 21: AutoSync**

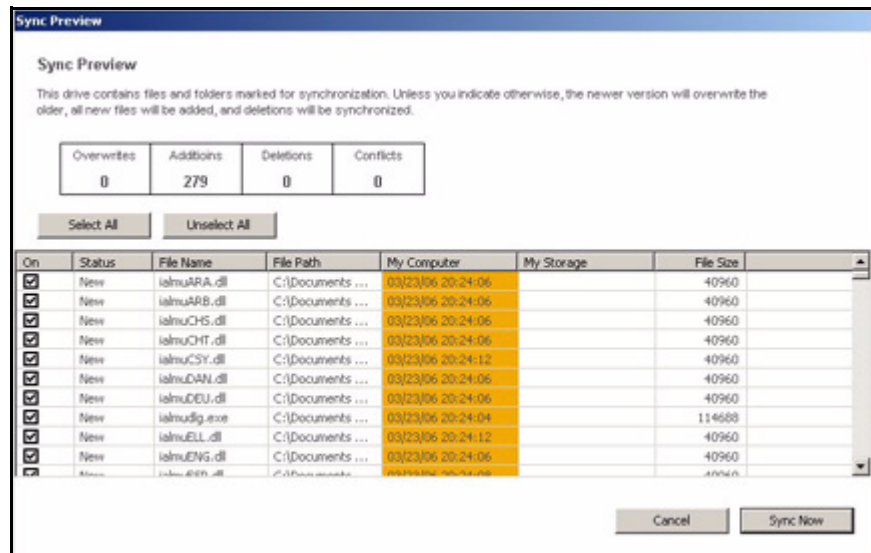
**Step 2:** In the **Sync** window, click the Automatic Sync **Off** button.

**Step 3:** To sync manually when Automatic Sync is off,

- Press the OneTouch button if you've customized it to sync files.  
— OR —
- Click **Sync Now** in the lower right corner of the **Sync** window.  
— OR —
- Select **Sync Now** from the System Tray menu to Sync on ALL connected drives:



The **Sync Preview** window opens:



**Figure 22: Sync Preview**

Listed are the files scheduled to be overwritten.

If you do NOT want to overwrite an older file version with a newly-synchronized version,

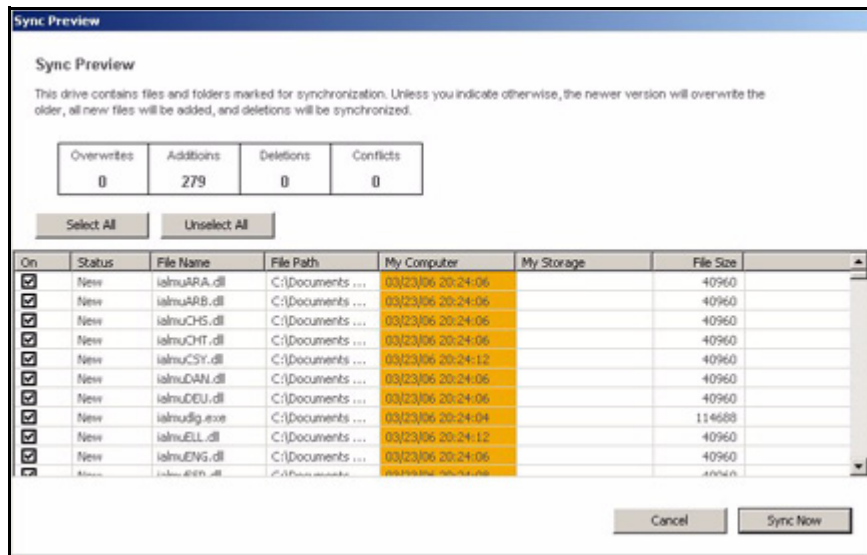
- Uncheck the file in the **On** column.

## Using the Sync Preview Window

Use the **Sync Preview** window to manage your synchronized files:

- Add or delete files.
- Decide whether to overwrite existing file versions.
- 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 **Sync Preview** window opens:



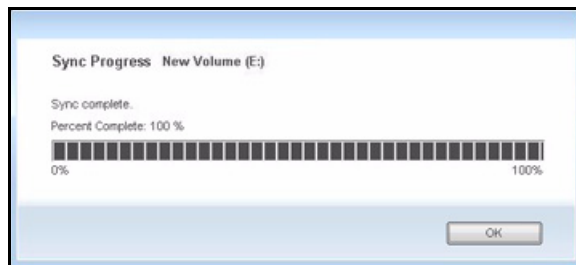
**Figure 23: Sync Preview**

To use the **Sync Preview** window,

**Step 4:** Use the **On** checkbox to tell Maxtor Manager which file versions to overwrite, add, or delete.

**Step 5:** Click **Sync Now** to complete the sync.

A **Sync Progress** window informs you of the progress of the sync:



**Figure 24: Sync Progress**

**Step 6:** When the sync is complete, click **OK** to close the window.

## 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 **Sync Preview** window to allow you to decide whether to overwrite an older file version with a new version:



# Managing Security

## Setting Up DrivePass

DrivePass allows you to password-protect an entire OneTouch drive. You can use DrivePass on any of the OneTouch drives connected to your computer.

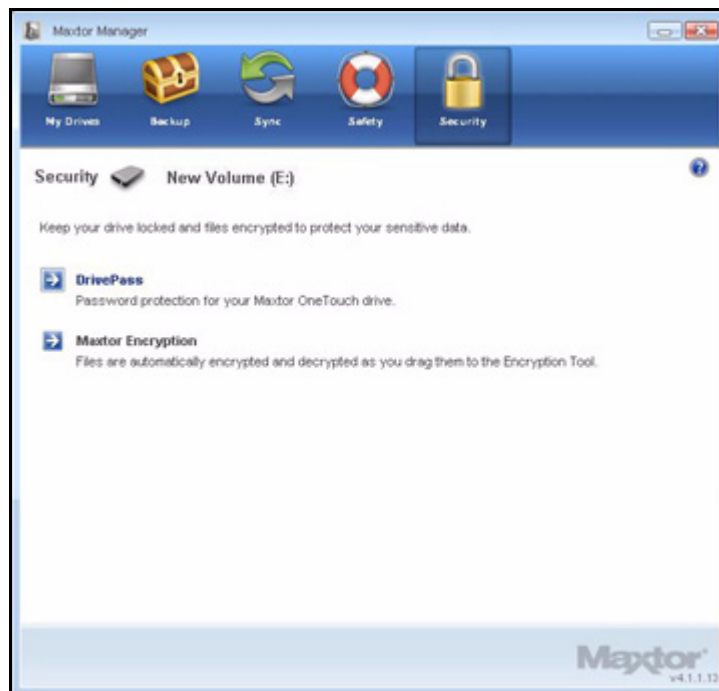
Be sure to use a DrivePass password you can remember easily. If you forget your password and are unable to unlock your drive, you must reformat the drive in order to continue to use it. Reformatting erases all data stored on the drive.

## Enabling DrivePass

To enable DrivePass,

**Step 1:** Click **Security** in the Command panel.

The **Security** window opens:



**Figure 1:** Security

**Step 2:** Click **DrivePass**.

The **DrivePass Password** window opens:



**Figure 2: DrivePass Password**

**Step 3:** Enter and re-enter a password that will unlock your OneTouch drive.

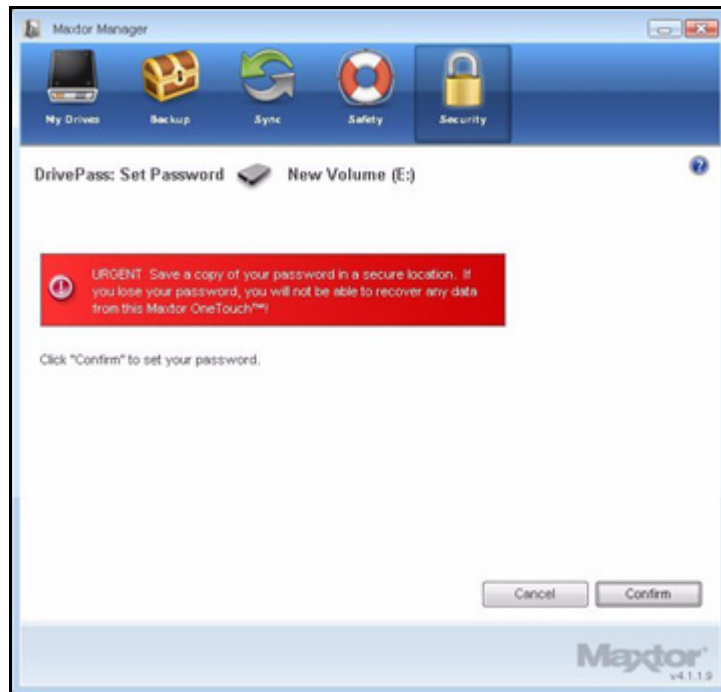
Your password must contain at least six characters, including one digit.

**Step 4:** 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 5:** Click **Apply**.

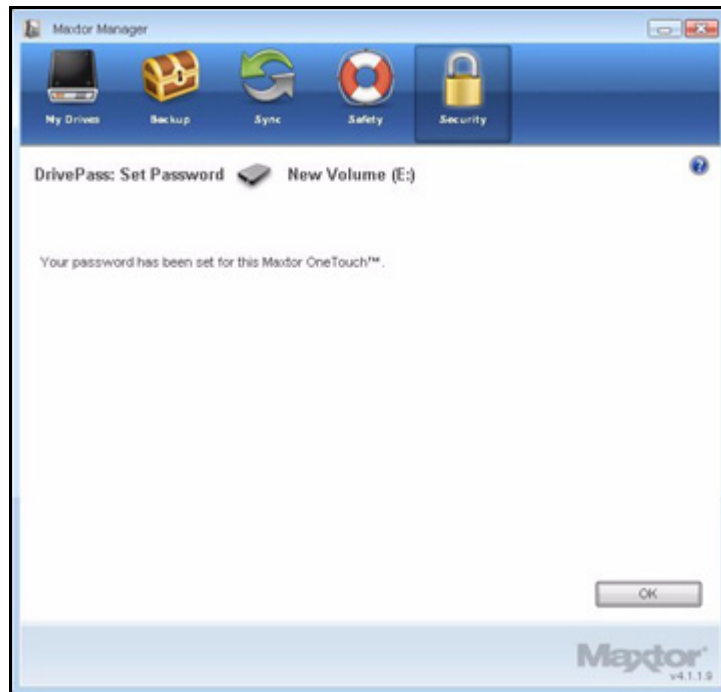
A warning window reminds you to save a copy of your password in a safe place, because if you forget it, your drive must be erased in order for you to continue to use it:



**Figure 3: Password Warning**

**Step 6:** Click **Confirm** to set your password.

A confirmation window verifies that your password has been set:



**Figure 4: Password Confirmation**

**Step 7:** Click **OK**.

## 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. When you restart your computer or reconnect your drive, a **Maxtor Manager** password window opens:

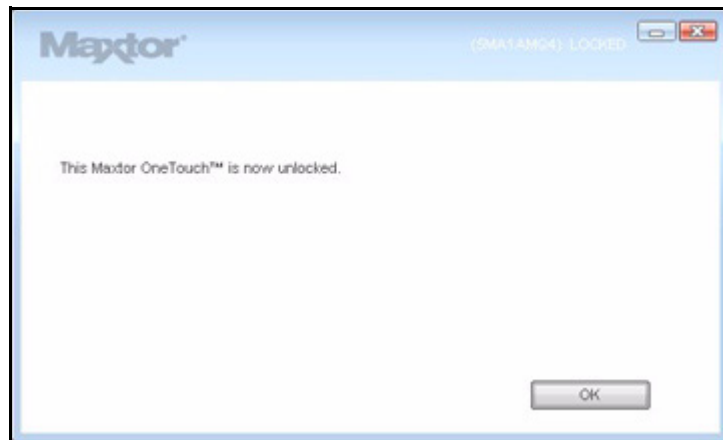


**Figure 5: Drive Locked**

To unlock your drive,

**Step 1:** Enter your password and click **OK**.

A confirmation verifies that your drive is unlocked.



**Figure 6: Drive Unlocked**

**Step 2:** Click the desktop Maxtor Manager icon to open the Maxtor Manager application:

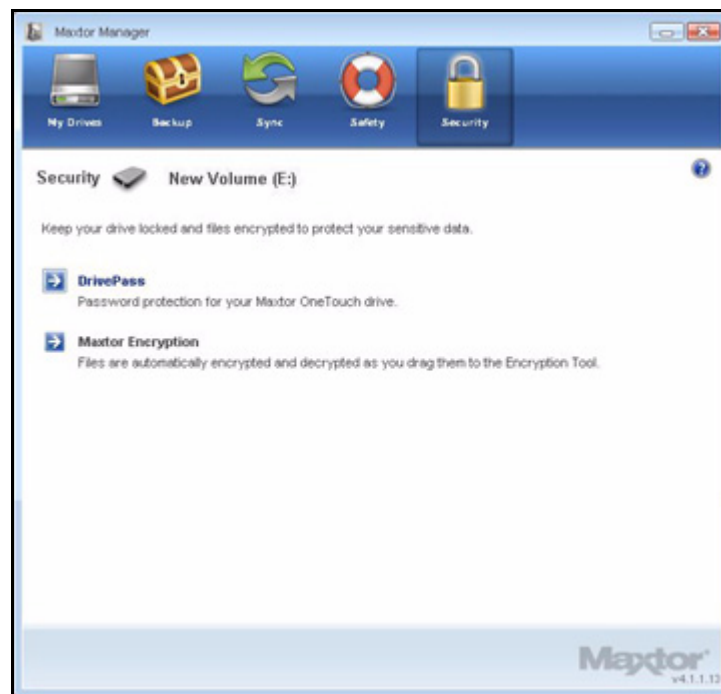


# Removing DrivePass

To remove DrivePass from your OneTouch,

**Step 1:** Click **Security** in the Command panel.

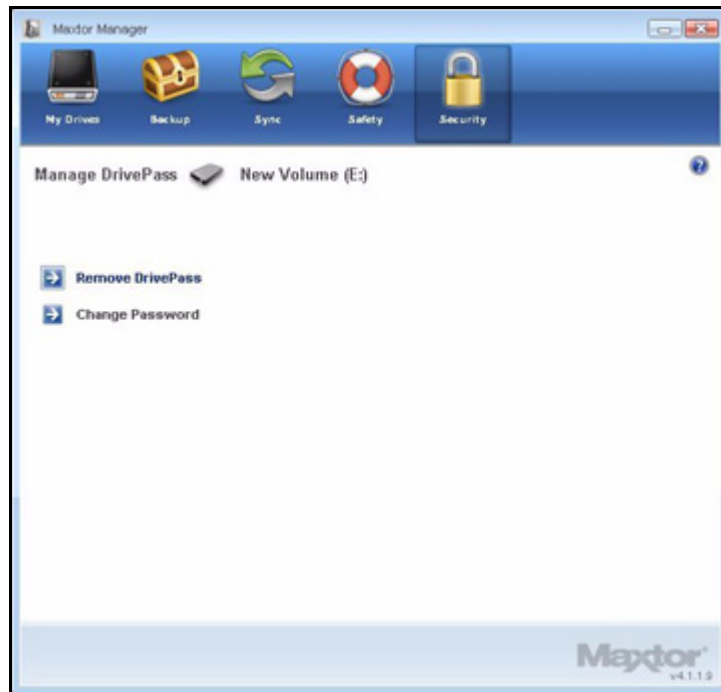
The **Security** window opens:



**Figure 7:** Security

**Step 2:** Click **DrivePass**.

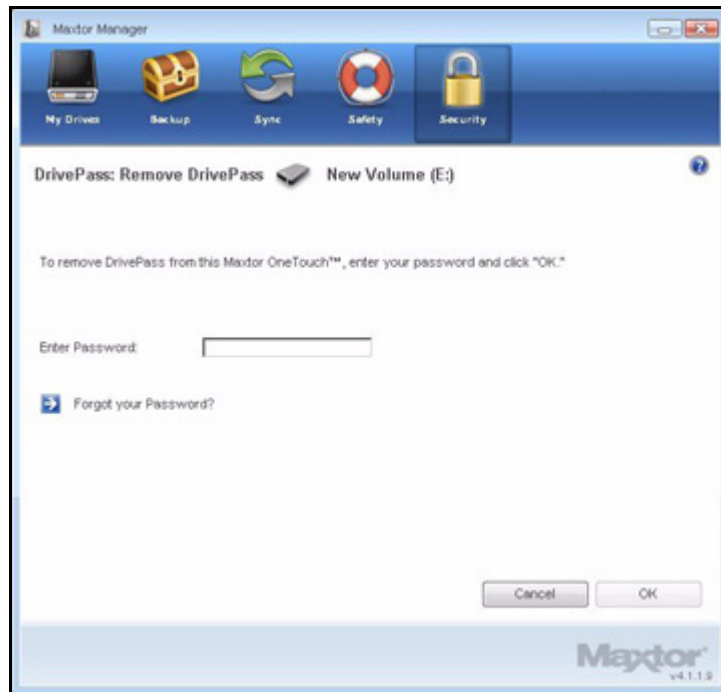
The **Manage DrivePass** window opens:



**Figure 8: Manage DrivePass**

**Step 3:** Click **Remove DrivePass**.

The **DrivePass Password** window opens:

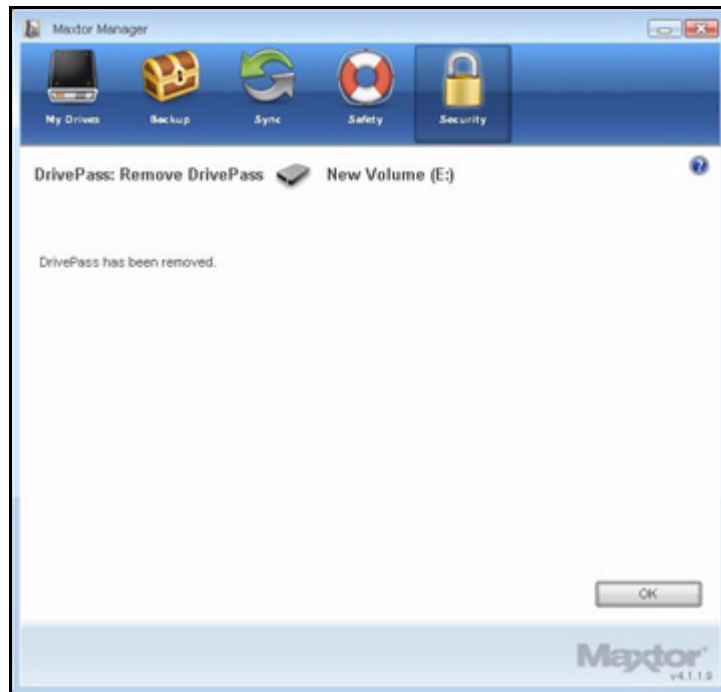


**Figure 9: Remove DrivePass**

**Step 4:** Enter your current DrivePass password and click **OK**.

A confirmation window verifies that DrivePass has been removed:





**Figure 10: DrivePass Removed**

**Step 5:** Click **OK**.

## Changing Your DrivePass Password

To change your DrivePass password,

**Step 1:** Click **Security** in the Command panel.

The **Security** window opens:



**Figure 11: Security**

**Step 2:** Click **DrivePass**.

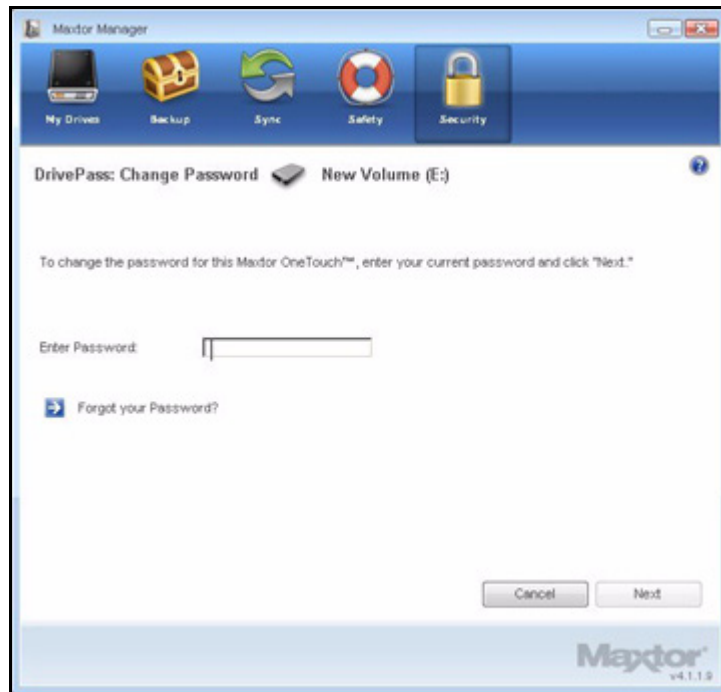
The **Manage DrivePass** window opens:



**Figure 12: Manage DrivePass**

**Step 3:** Click **Change Password**.

The **Change Password** window opens:



**Figure 13: Change Password**

**Step 4:** Enter your current DrivePass password and click **Next**.

A **Change Password** window opens:



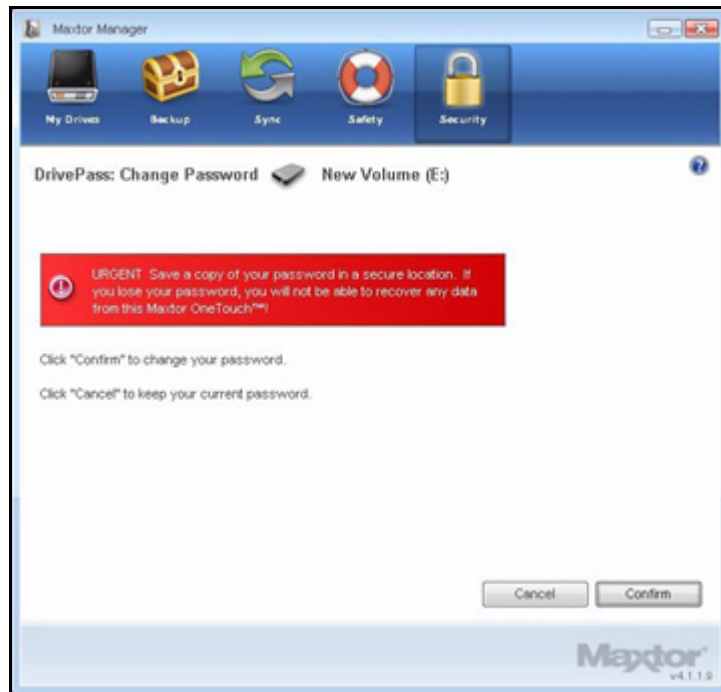
**Figure 14: Change Password**

**Step 5:** Enter and re-enter the new password.

**Step 6:** If you wish, enter and re-enter the answer to a security question.

**Step 7:** Click **Apply**.

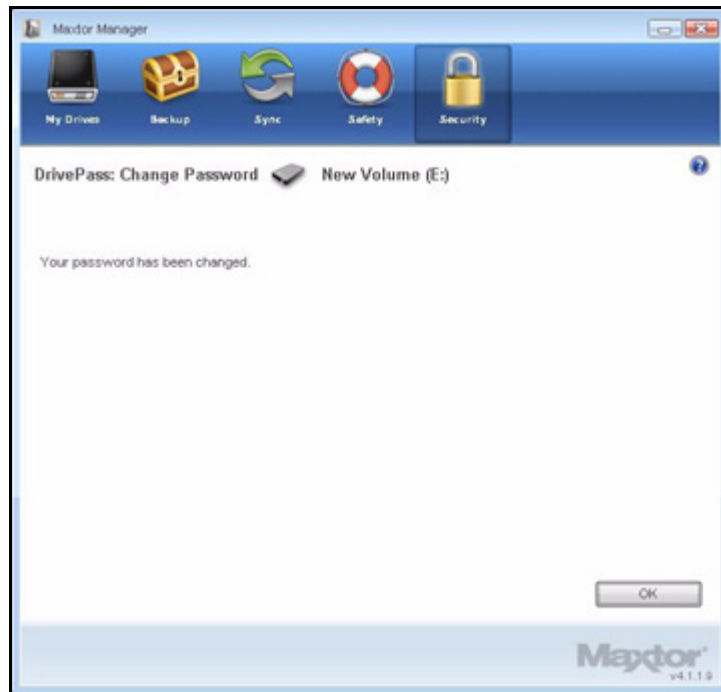
A warning window reminds you to save a copy of your password in a safe place:



**Figure 15: Password Warning**

**Step 8:** Click **Confirm** to change your password.

A confirmation window verifies that your password has been changed:



**Figure 16: Password Changed**

**Step 9:** 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.

When you disconnect a OneTouch drive for which you've set a DrivePass password, the drive locks automatically. When you re-connect the drive, a password window opens:



**Figure 17: DrivePass Password Window**

If you've forgotten both your password and (if you've set one) the answer to your security question, you must erase and reformat your OneTouch drive before you can use it again.

To erase your OneTouch drive,

**Step 1:** If the DrivePass password window is open, click **Forgot your Password?**

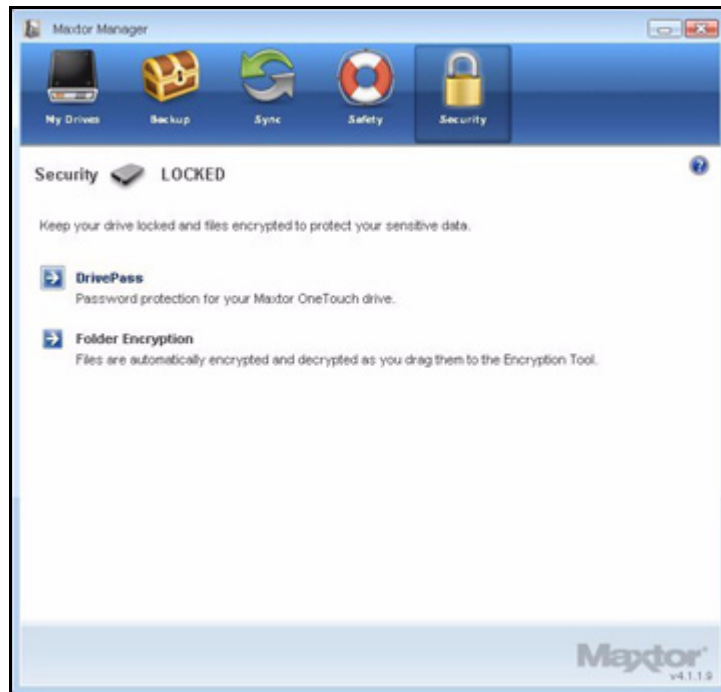
— OR —

Open Maxtor Manager.

**Step 2:** Click **Security** in the Command panel.

The **Security** window opens:

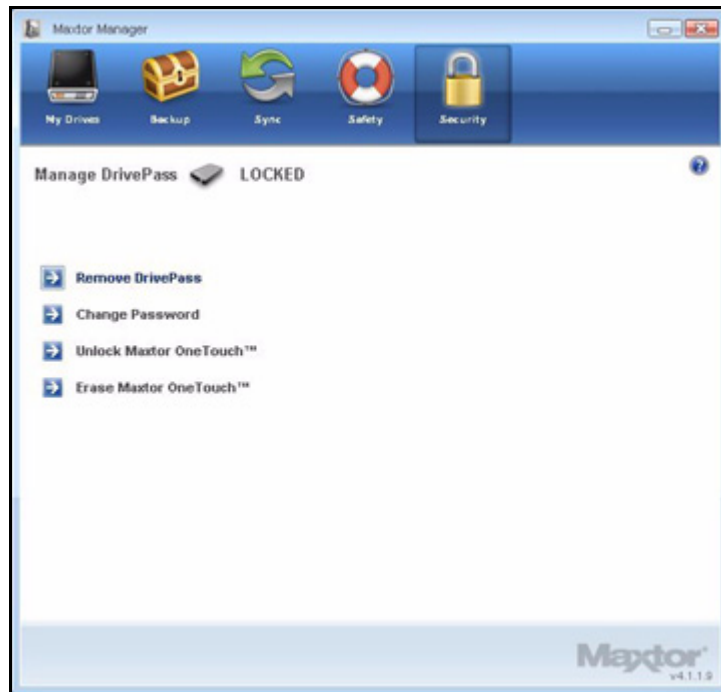




**Figure 18: Security - Drive Locked**

**Step 3:** Click **DrivePass**.

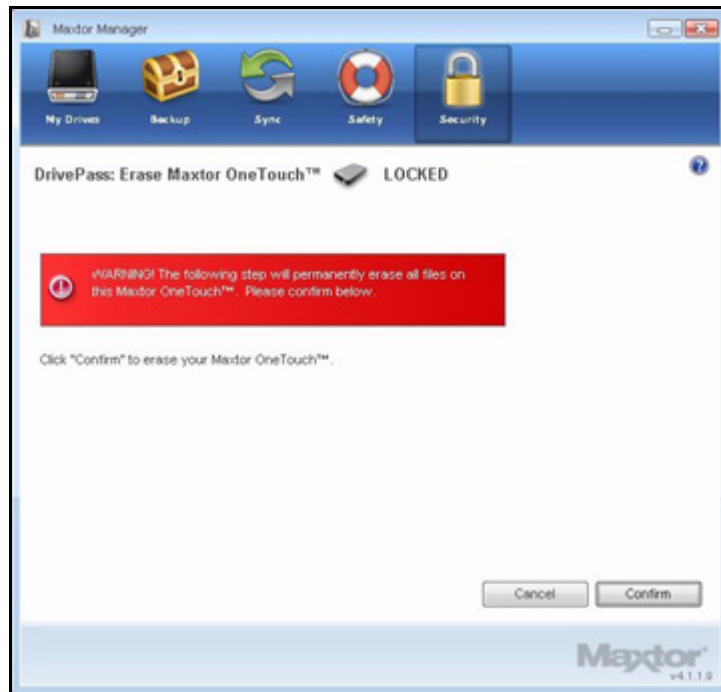
The **Manage DrivePass** window opens:



**Figure 19: Manage DrivePass Locked**

**Step 4:** Click **Erase Maxtor OneTouch**.

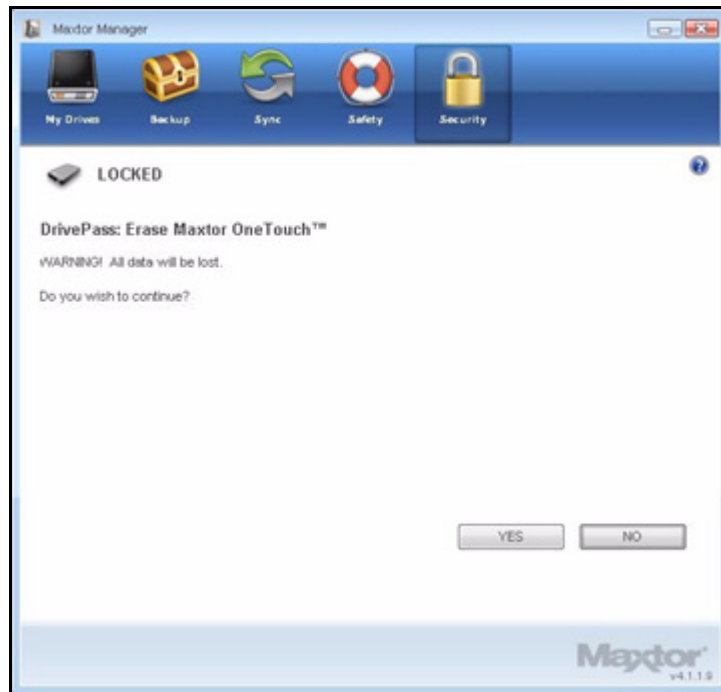
The **Erase Maxtor OneTouch** window warns that all data on this OneTouch will be erased:



**Figure 20: Erase Maxtor OneTouch Warning**

**Step 5:** Click **Confirm** to continue with the erasure.

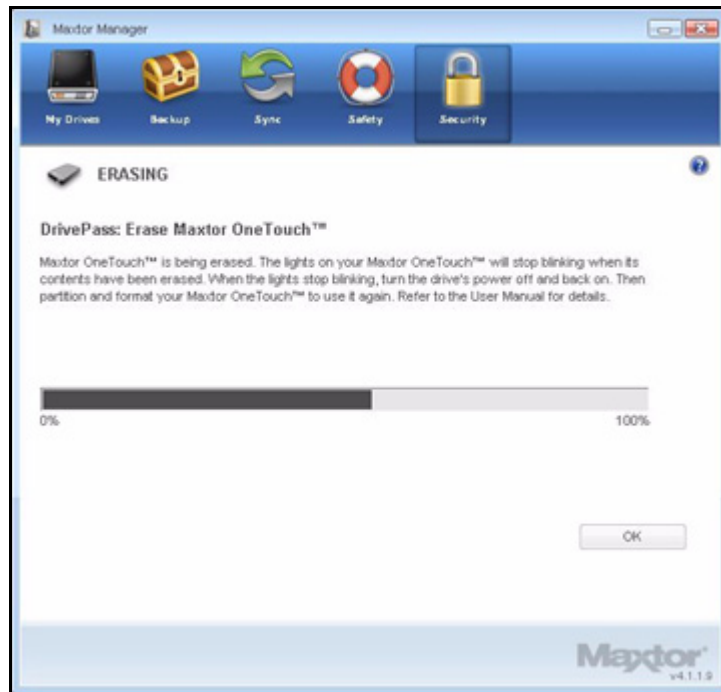
A second **Erase Maxtor OneTouch** window warns again that all data on this OneTouch will be erased:



**Figure 21: Erase Maxtor OneTouch Warning**

**Step 6:** Click **Yes** to proceed with the disk erasure.

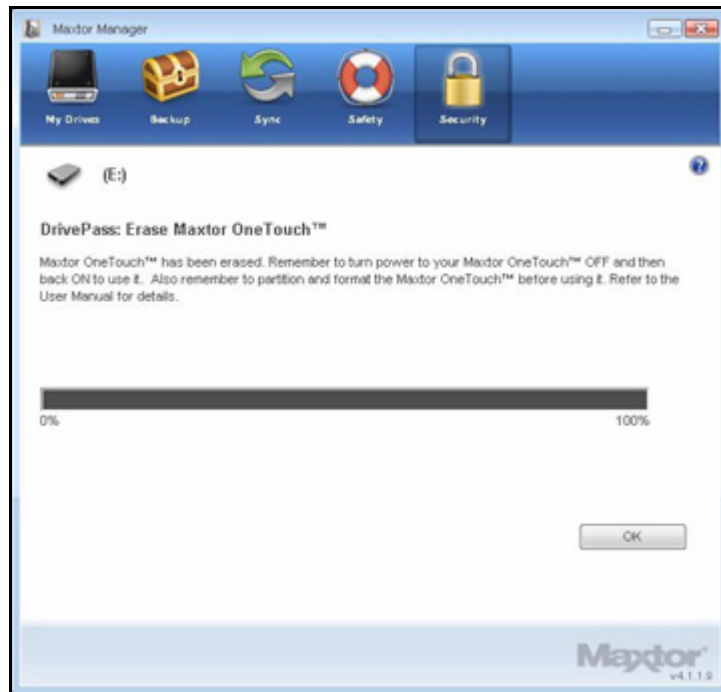
The **Erasing** window informs you of the progress of the erasure.



**Figure 22: Erasing**

The erasure can take several hours depending upon the size of your drive.

The **Erase Maxtor OneTouch** window informs you when the OneTouch drive has been erased:



**Figure 23: Erasure Complete**

**Step 7:** Click **OK**.

**Step 8:** Turn your OneTouch drive off and back on.

Your OneTouch drive is now ready to be used again.

## Using Maxtor Encryption

Maxtor Encryption offers the encryption of multiple files and folders in one location, the Maxtor Encrypted Folder. After you create and set a password for the Maxtor Encrypted Folder, you can simply drag and drop files and folders into it to secure them.

These types of files and folders cannot be dragged into your encrypted folder:

- Already-encrypted files
- Installer packages
- SafetyDrill copies
- Applications
- Development Tools

The Encryption operation is Copy only; no files are moved on your computer. Thus the original, unencrypted version of a file or folder remains on your computer along with the

newly-encrypted version. For total security, you should delete the unencrypted version from your computer.

If you leave an unencrypted version of a file or folder on your computer, when you decrypt the encrypted version, you're asked permission to overwrite the original unencrypted version.

## Creating an Encrypted Folder

**Step 1:** Click **Security** in the Command panel.



**Figure 24:** Security

**Step 2:** Click **Maxtor Encryption** in the **Security** window.

The **Maxtor Encryption Password** window opens:



**Figure 25: Encryption Password**

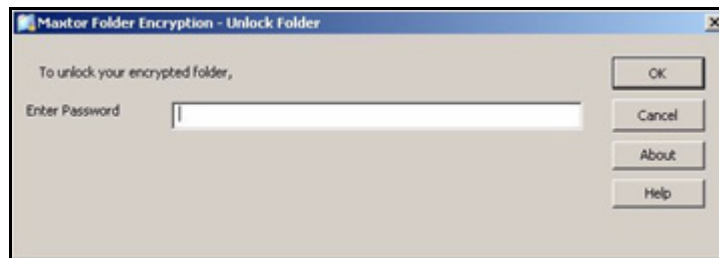
**Step 3:** Enter and re-enter a password that will open your encrypted folder.

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 access the files and folders stored in the encrypted folder.

*Note:* Your Encryption password is attached to the encrypted folder and not to the files and folders stored within it.

**Step 4:** Click **Create Folder**.

The **Unlock Folder** window opens:



**Figure 26: Unlock Folder**

**Step 5:** Enter your password and click **OK**.



Your encrypted folder opens:



**Figure 27: Encrypted Folder**

**Step 6:** Drag files and folders into your encrypted folder as you would into any folder:



**Figure 28: Maxtor Protector Encrypted Folder Populated**

**Step 7:** Delete the original, unencrypted versions of the files and folders from your computer.

*Note:* Your encrypted files and folders will not be completely secure unless you delete the original, unencrypted versions from your computer.

# Managing an Encrypted Folder

You can move files and folders from your encrypted folder to another location on your computer or delete them from your encrypted folder.

To manage the files and folders in your encrypted folder,

**Step 1:** Click **Security** in the Command panel.

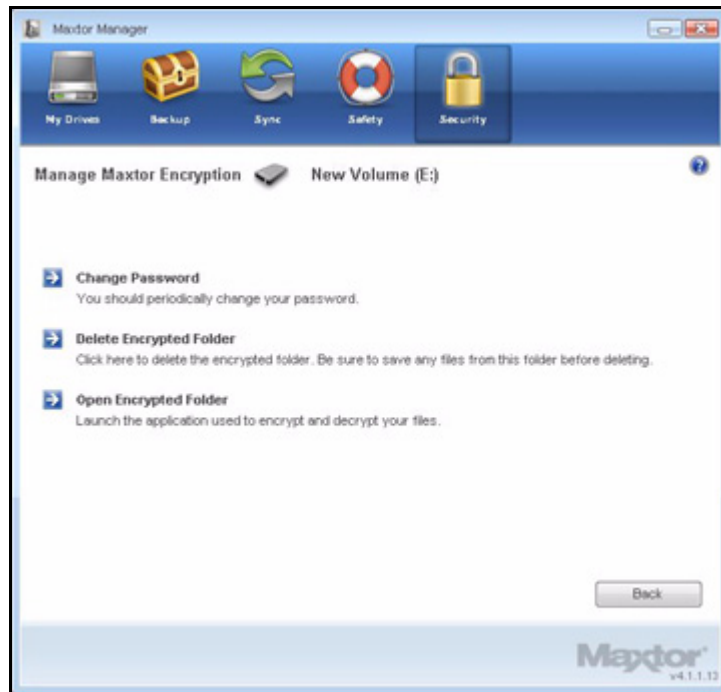
The **Security** window opens:



**Figure 29:** Security

**Step 2:** Click **Maxtor Encryption**.

The **Manage Maxtor Encryption** window opens:



**Figure 30: Manage Maxtor Encryption**

## Changing Your Encryption Password

To change your Encryption password,

**Step 1:** Click **Security** in the Command panel.

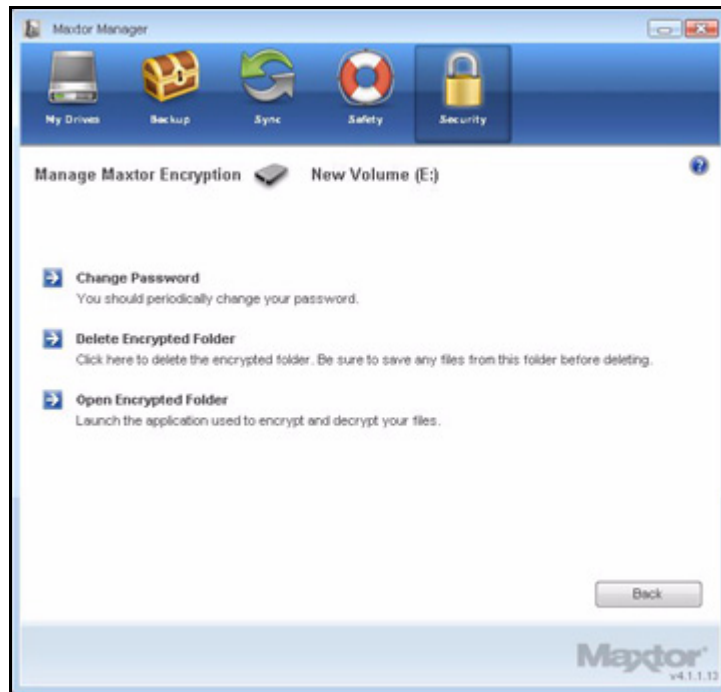
The **Security** window opens:



**Figure 31: Security**

**Step 2:** Click **Maxtor Encryption**.

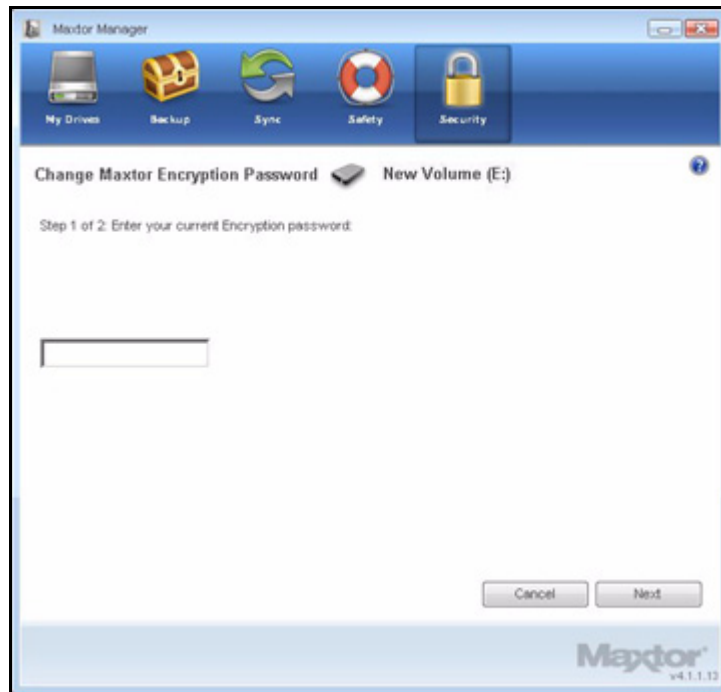
The **Manage Maxtor Encryption** window opens:



**Figure 32: Manage Maxtor Encryption**

**Step 3:** Click **Change Password**.

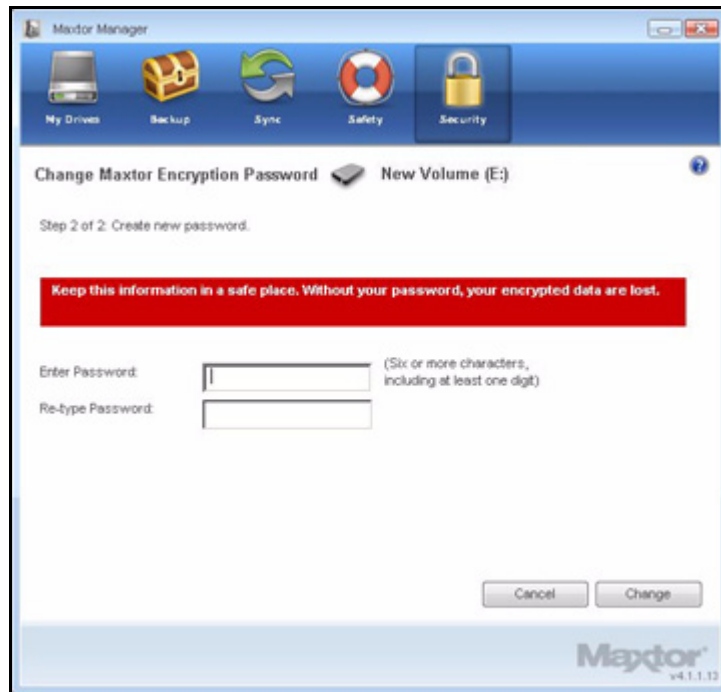
The first of two **Change Maxtor Encryption Password** windows opens:



**Figure 33: Change Maxtor Encryption Password 1**

**Step 4:** Enter your current Encryption password and click **Next**.

The second **Change Maxtor Encryption Password** window opens:



**Figure 34: Change Maxtor Encryption Password 2**

**Step 5:** Enter and re-enter a new password and click **Change**.

A **Change Maxtor Encryption Password** confirmation window opens:



**Figure 35: Change Maxtor Encryption Password Confirmation**

**Step 6:** Click **OK**.

## Deleting an Encrypted Folder

**Warning:** When you delete an encrypted folder, you also delete the data stored in it. To retain your data, be sure to remove files and folders from your encrypted folder **before** you delete the folder itself.

To delete your encrypted folder,

**Step 1:** Click **Security** in the Command panel.

The **Security** window opens:

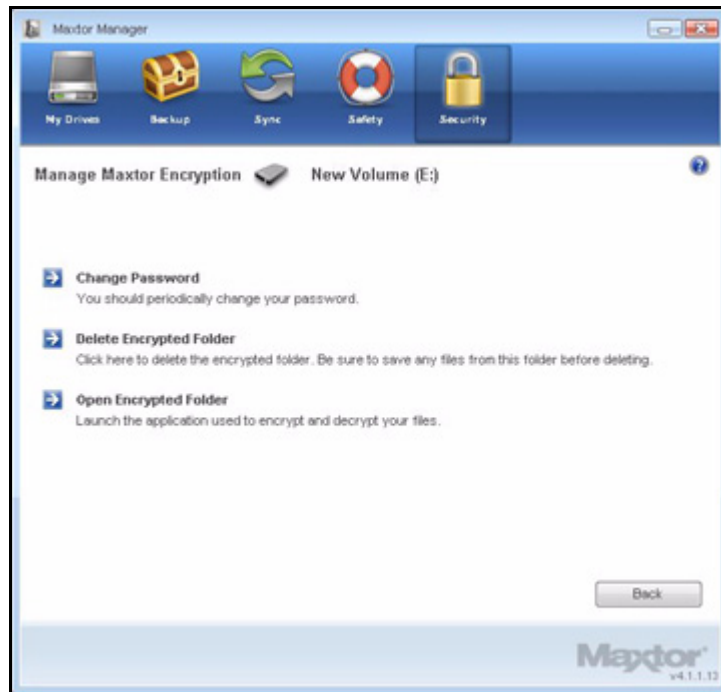


**Figure 36:** Security

**Step 2:** Click **Maxtor Encryption**.

The **Manage Maxtor Encryption** window opens:

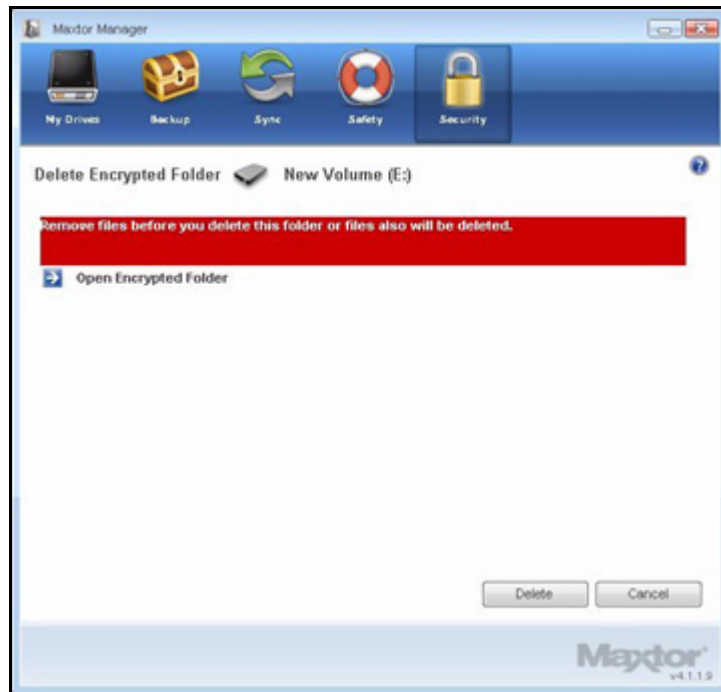




**Figure 37: Manage Maxtor Encryption**

**Step 3:** Click **Delete Encrypted Folder**.

The **Delete Encrypted Folder** window opens:



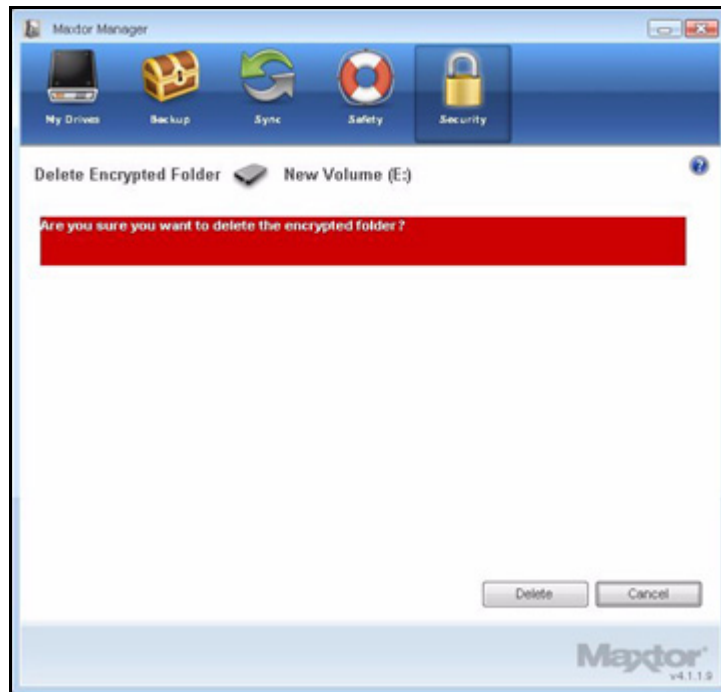
**Figure 38: Delete Encrypted Folder**

**Step 4:** Click **Open Encrypted Folder**, decrypt and save files and folders stored in the encrypted folder, and close the encrypted folder.

See **Decrypting Files and Folders** for further information.

**Step 5:** Click **Delete** in the **Delete Encrypted Folder** window.

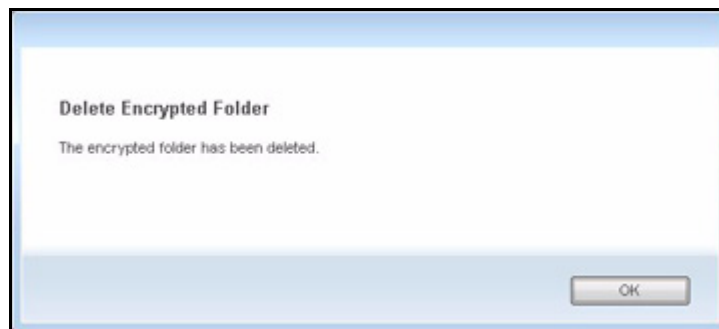
A **Delete Encrypted Folder** warning window makes certain you want to delete the encrypted folder:



**Figure 39: Delete Encrypted Folder Warning**

**Step 6:** Click **Delete**.

A **Delete Encrypted Folder** confirmation window opens:



**Figure 40: Delete Encrypted Folder Confirmation**

**Step 7:** Click **OK**.

## Opening an Encrypted Folder

To open an encrypted folder,

**Step 1:** Click **Security** in the Command panel.

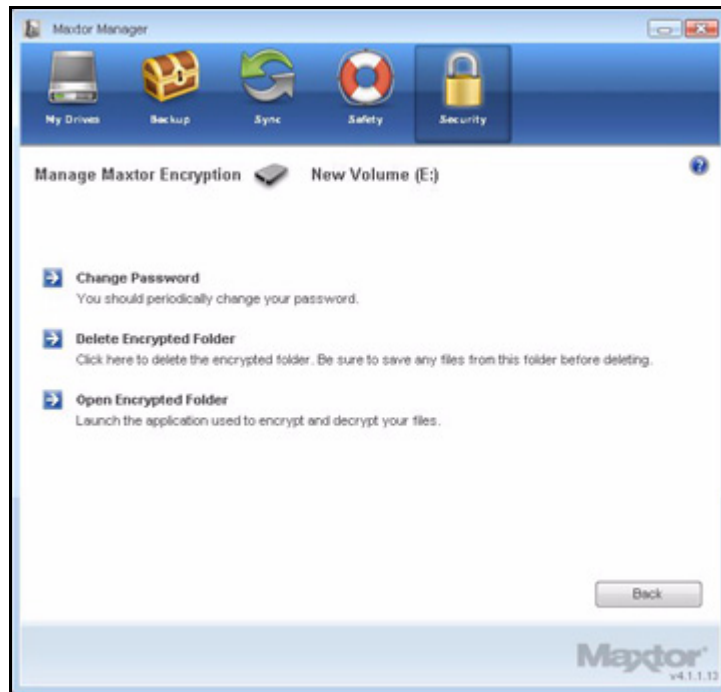
The **Security** window opens:



**Figure 41: Security**

**Step 2:** Click **Maxtor Encryption** in the **Security** window.

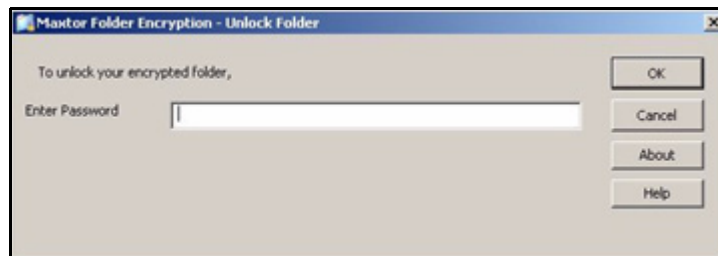
The **Manage Maxtor Encryption** window opens:



**Figure 42: Manage Maxtor Encryption**

**Step 3:** Click **Open Encrypted Folder**.

The **Unlock Folder** window opens:



**Figure 43: Unlock Folder**

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

Your encrypted folder opens:



Figure 44: Encrypted Folder

## Decrypting Files and Folders

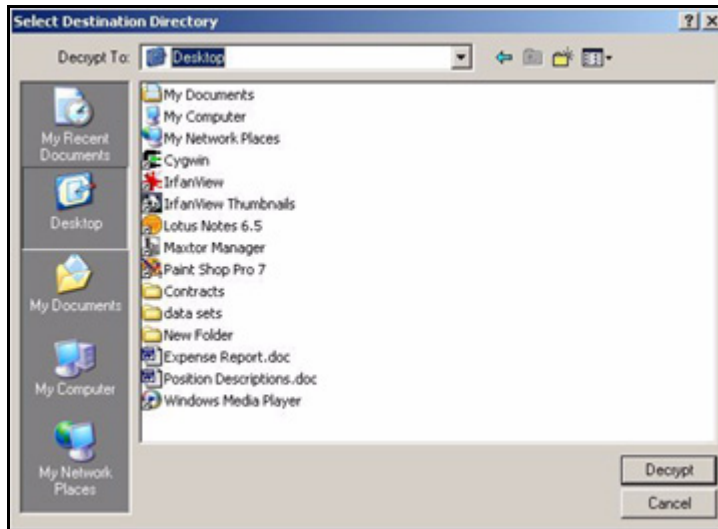
To decrypt files or folders and move them out of your encrypted folder,

**Step 1:** Select the items to be decrypted in the encrypted folder and click **Decrypt** in the toolbar.



Figure 45: Encrypted Folder - Decrypt Folder

A **Select Destination Directory** opens:



**Figure 46: Select Destination Directory**

**Step 2:** Select a destination and click **Decrypt**.

Decrypted copies of the items are placed in the selected location.

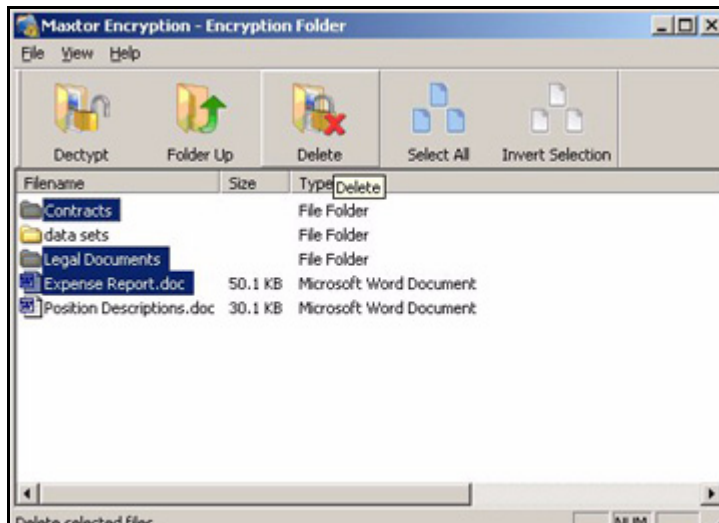
The encrypted versions remain in the encrypted folder. To remove them from the encrypted folder, use the Delete option in the encrypted folder toolbar.

*Note: Files can also be dragged and dropped at the desired location on your computer. Folders cannot be dragged and dropped; you must use the Decrypt operation to remove them from an encrypted folder.*

## Deleting Files and Folders from an Encrypted Folder

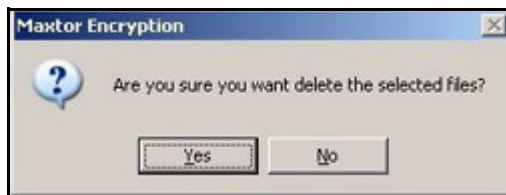
To delete files and folders from your encrypted folder,

**Step 1:** Select the items to be deleted in the encrypted folder and click **Delete** in the toolbar.



**Figure 47: Encrypted Folder - Delete File**

A **Delete** warning window opens:



**Figure 48: Encrypted Folder Delete File Warning**

**Step 2:** Click **Yes**.

The selected items are deleted from the encrypted folder.

*Note: Files can also be dragged and dropped into the Recycle Bin. Folders cannot be dragged and dropped; you must use the Delete operation to delete them from an encrypted folder.*



# Restoring Your System With SafetyDrill™

SafetyDrill™ allows you to save copies on your OneTouch drive of all partitions on your PC system boot drive so that you can restore your system in the event of a system failure. You can create a SafetyDrill copy whenever you like and save as many copies as will fit in the space you allocate for them on your OneTouch drive.

SafetyDrill consists of two components:

1. A Maxtor SafetyDrill Recovery CD, which is included with your OneTouch drive. It contains a system reboot program that enables your system to reboot and access your OneTouch 4 drive after a system failure. **DO NOT LOSE THIS CD.**

You should try booting your system with the Maxtor SafetyDrill Recovery CD to make sure it works properly.

2. A SafetyDrill copy of all partitions on your system boot drive, stored on your OneTouch drive so that you can use it to restore your system in the event of a system failure.

*Note: DrivePass must be disabled in order to restore your system from a SafetyDrill copy.*

## Creating SafetyDrill Copies

A SafetyDrill copy is a snapshot of your complete PC system boot drive. You can make a new copy whenever you wish and save multiple copies or overwrite older versions with newer versions.

*Note: Do NOT encrypt SafetyDrill copies in your Encrypted Folder.*

To create a SafetyDrill copy now,

**Step 1:** Click **Safety** in the Command panel.

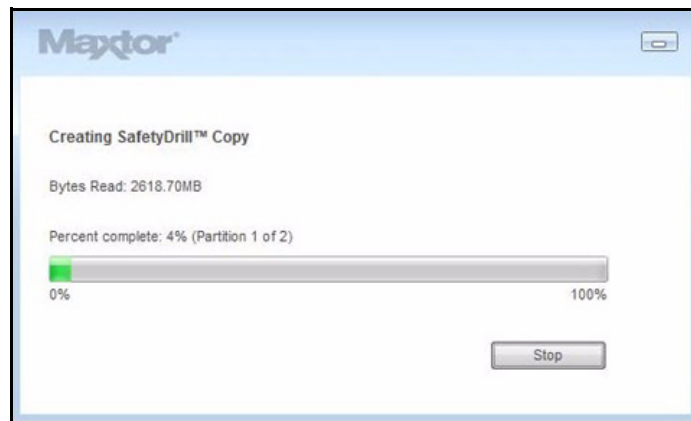
The **SafetyDrill** window opens:



**Figure 1: SafetyDrill**

**Step 2:** Click **Create SafetyDrill Copy Now**.

A **Creating SafetyDrill Copy** window informs you of the progress of the copy:



**Figure 2: SafetyDrill Copy Progress**

**Step 3:** When the SafetyDrill copy is complete, click **Done** to close the window.

The **SafetyDrill** screen reflects the date of the most recent SafetyDrill copy:



**Figure 3: SafetyDrill**

## Setting Up SafetyDrill Copy Parameters

SafetyDrill copies are not created automatically; you must click **Create SafetyDrill Copy Now** in the **SafetyDrill** window each time you want to create a new copy.

You can schedule the Maxtor Manager to remind you to make copies on a regular basis and you can specify how much of the space on your OneTouch drive should be allocated to storing those copies. You can also name your SafetyDrill copies so that you can distinguish them from SafetyDrill copies of other computer hard drives that might also be stored on your OneTouch.

To schedule SafetyDrill reminders, set OneTouch 4 space allocations, and name your copies,

**Step 1:** Click **Safety** in the Command panel.

The **SafetyDrill** window opens:



**Figure 4: SafetyDrill**

**Step 2:** Check **Remind me to create a copy every**  **days** and fill in the number of days to set up a reminder.

When the allotted number of days passes, the Reminder window opens:



**Figure 5: SafetyDrill Copy Reminder**

**Step 3:** Check **Set maximum amount of space on my OneTouch to**  **% for SafetyDrill copies** and fill in the percentage of disk space your SafetyDrill copies can occupy.

**Step 4:** Enter a name for your SafetyDrill copies so you can distinguish them from SafetyDrill copies of other computer hard drives.

## Managing SafetyDrill Copies

Once you've filled the amount of space allocated for SafetyDrill copies on your OneTouch, older copies will automatically be overwritten by more recent copies. If you wish, you can manage versions yourself and choose which copies to save. If you want to save only the most recent copies, you don't have to do anything.

To manage SafetyDrill copies,

**Step 1:** Click **Safety** in the Command panel.

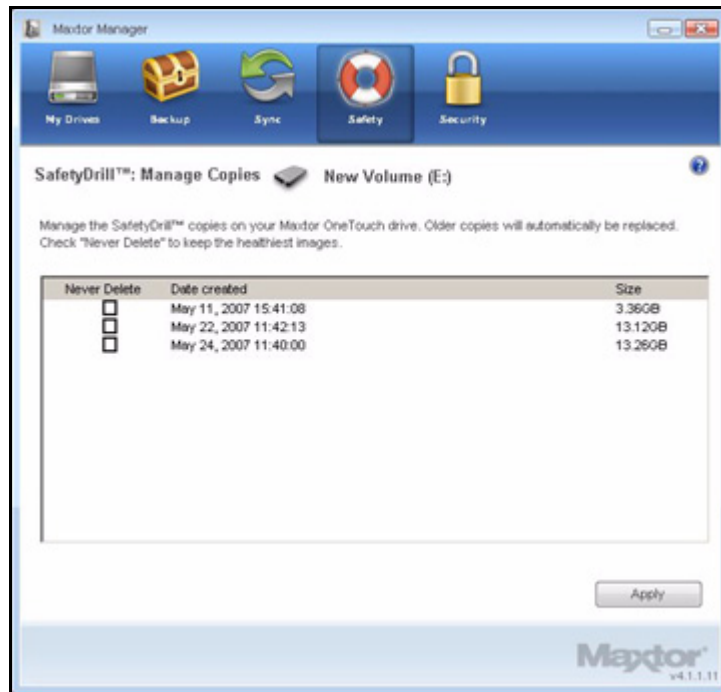
The **SafetyDrill** window opens:



**Figure 6:** SafetyDrill

**Step 2:** Click **Manage SafetyDrill Copies**.

The **Manage Copies** window opens:



**Figure 7: Manage SafetyDrill Copies**

**Step 3:** Select **Never Delete** for copies you don't want overwritten.

**Step 4:** Click **Apply** to save your selections and return to the **SafetyDrill** window.

## Restoring Your System from a SafetyDrill Copy

If your system crashes, use your SafetyDrill System Boot CD to reboot your system. Then you can use the SafetyDrill copies stored on your OneTouch drive to restore your entire PC boot drive system.

To restore your system from a SafetyDrill copy,

**Step 1:** Install a new computer hard drive **that is equal to or larger than your old drive**.

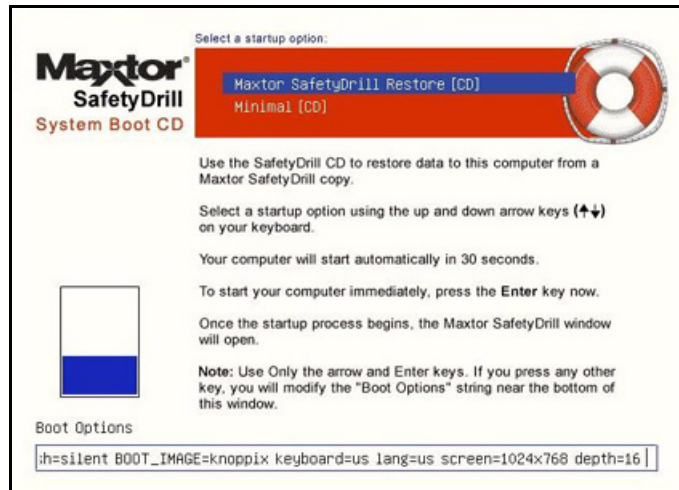
If your new drive is larger than the original drive from which you made the SafetyDrill copy, the extra portion of the new drive will not be partitioned during the system restore from the SafetyDrill copy.

**Step 2:** Make sure your BIOS Boot Priority is set to **Boot from CD**. (Refer to your system manual for detailed instructions.)

**Step 3:** **Connect and turn on your OneTouch 4 drive BEFORE you reboot your computer.**

**Step 4:** Insert the SafetyDrill Recovery CD and wait for your system to reboot.

The **Maxtor SafetyDrill Startup Options** window opens:



**Figure 8: Maxtor SafetyDrill Startup Options**

**Step 5:** Use the arrow keys to make sure **Maxtor SafetyDrill Recovery [CD]** is selected.

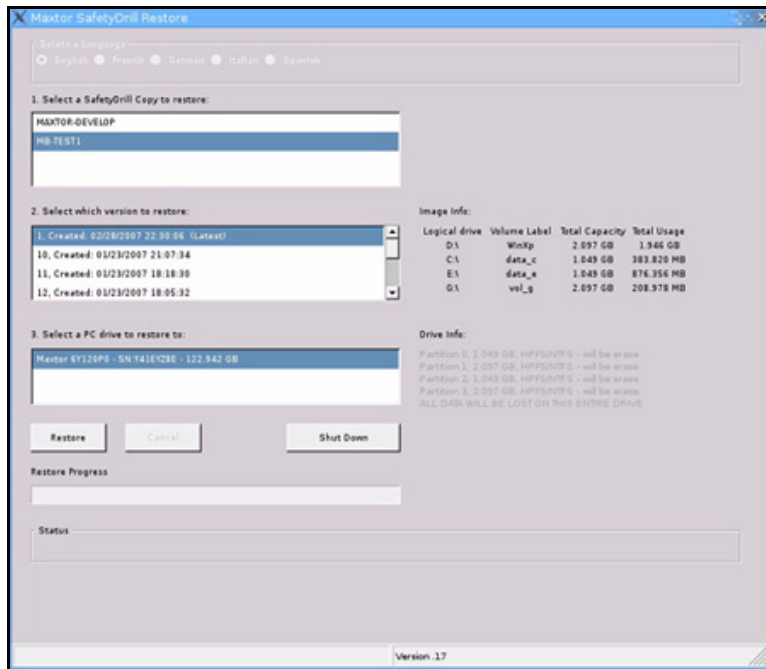
**Step 6:** Wait 30 seconds for your computer to restart or press **Enter** to restart immediately.

After the restart, the **Maxtor SafetyDrill** boot screen opens:



**Figure 9: Maxtor SafetyDrill Boot Screen**

When your system has booted, the **Maxtor SafetyDrill Restore** window opens:

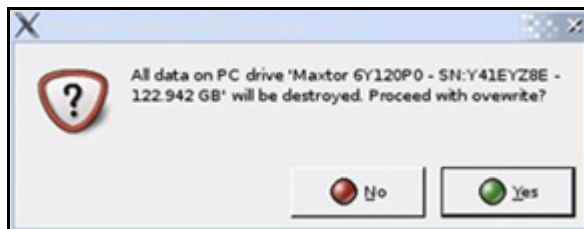


**Figure 10: Maxtor SafetyDrill Restore Window**

**Step 7:** In the **Maxtor SafetyDrill Restore** window,

- (a) Select a language.
- (b) Select a SafetyDrill copy to restore.
- (c) Use the date stamp and the image information provided to the right of the selected copy to select which SafetyDrill copy to restore.
- (d) Select a PC drive to restore to.
- (e) Click **Restore**.

A warning window cautions you that all data on your hard drive will be overwritten if you proceed:



**Figure 11: Overwrite Warning**

Presumably you've just installed a new drive, so nothing is stored on it.



**Step 8:** Click **OK**.

After the system has been restored, a window confirms a successful restore:



**Figure 12: SafetyDrill Restore Confirmation**

**Step 9:** Click **OK**.

Your computer shuts down automatically and the CD tray opens.

**Step 10:** Remove the SafetyDrill Recovery CD before your computer automatically restarts in two minutes.

**Step 11:** After your system has been restored, restore your backed up files and folders from your OneTouch 4 drive. See **Backing Up and Restoring Folders** for more information.

# 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](http://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](http://www.seagate.com). On the website, click the **Download Center** link for all available downloads for your OneTouch 4.

# Index

## **A**

Adjusting the Power Setting *14*

## **B**

Backing Up & Restoring Folders *30*

    Creating a Backup Plan *30*

    Restoring Files *50*

Backing Up Manually *47*

## **C**

Changing Your DrivePass Password *86*

Changing Your Encryption Password *104*

Checking Sync Status *69*

Completing the Sync *64*

Creating a Backup Plan *30*

    Creating a Custom Backup *32*

    Using Simple Backup *30*

Creating a Custom Backup *32*

Creating an Encrypted Folder *100*

Creating SafetyDrill Copies *118*

    Setting Up SafetyDrill Copy Parameters *120*

Customizing the OneTouch Button *10*

## **D**

Decrypting Files and Folders *115*

Deleting a Backup Plan *44*

Deleting an Encrypted Folder *109*

Deleting Files and Folders from an Encrypted Folder *116*

Deleting Sync Settings *71*

## **E**

Editing Backup Settings *39*

Editing Sync Settings *65*

Enabling DrivePass *78*

## **F**

Frequently Asked Questions *127*

## **G**

Getting Started *1*

    Installing the Software *1*

    Using the System Tray Icon *6*

## **I**

If You Forget Your Password... *92*

Installing the Software *1*

## **M**

Managing an Encrypted Folder *103*

    Changing Your Encryption Password *104*

    Decrypting Files and Folders *115*

    Deleting an Encrypted Folder *109*

    Deleting Files and Folders from an Encrypted Folder *116*

    Opening an Encrypted Folder *113*

Managing Backup Settings *39*

    Backing Up Manually *47*

    Deleting a Backup Plan *44*

    Editing Backup Settings *39*

    Using Scheduled Backup *46*

    Viewing the Backup Log *48*

Managing SafetyDrill Copies *122*

Managing Security *78*

    Setting Up DrivePass *78*

    Using Folder Encryption *99*

Managing Your Drives *9*

    Adjusting Power Setting *14*

    Customizing the OneTouch Button *10*

    Testing Your Drive *17*

## **O**

Opening an Encrypted Folder *113*

## **R**

Removing DrivePass *83*

Restoring an Historical Version *52*

Restoring Files *50*

    Restoring an Historical Version *52*

    Restoring the Most Recent Version *53*

Restoring the Most Recent Version *53*

Restoring Your System from a SafetyDrill Copy *123*

Restoring Your System with SafetyDrill

    Creating SafetyDrill Copies *118*

    Managing SafetyDrill Copies *122*

Restoring Your System from a SafetyDrill Copy *123*  
Restoring your System with SafetyDrill *118*

## **S**

Setting Up DrivePass *78*  
    Changing Your DrivePass Password *86*  
    Enabling DrivePass *78*  
    If You Forget Your Password... *92*  
    Removing DrivePass *83*  
    Unlocking Your OneTouch Drive *81*  
Setting Up SafetyDrill Copy Parameters *120*

Synchronizing Folders *55*

    Checking Sync Status *69*  
    Completing the Sync *64*  
    Editing Sync Settings *65*  
    Using Custom Sync *57*  
    Using Simple Sync *55*

## **T**

Testing Your Drive *17*  
Turning Off Automatic Sync *73*  
Turning Off Scheduled Backup *46*

## **U**

Unlocking Your OneTouch Drive *81*  
Updating Your Software *26*  
Using Automatic Overwrite *76*  
Using Automatic Sync *73*  
    Turning Off Automatic Sync *73*  
Using Custom Sync *57*  
    Using Sync Encryption *62*  
Using Folder Encryption *99*  
    Creating an Encrypted Folder *100*  
    Managing an Encrypted Folder *103*  
Using RAID (OneTouch III Users) *21*  
Using Scheduled Backup *46*  
Using Simple Backup *30*  
Using Simple Sync *55*  
Using Sync Encryption *62*  
Using the Sync Preview Window *75*  
    Using Automatic Overwrite *76*  
Using the System Tray Icon *6*

**V**

Viewing the Backup Log 48