



Seagate Innov8 User Manual



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Introduction

Welcome to the user manual for Seagate Innov8, a leading-edge hard drive that combines bold aluminum design with Seagate's groundbreaking technology. Innov8 is the first battery-powered hard drive with vast capacity and impressive performance. Connect Innov8 to your USB-C-compatible computer for fast transfers of all your data.

Review this user manual for instructions on how to manage your Innov8. If you are having trouble, consult the [Frequently asked questions](#) section to help resolve common issues.

For advanced troubleshooting or to report a problem with your Seagate device, contact [Seagate customer support](#).

Box content

- Seagate Innov8
- USB-C cable
- Quick Start Guide
- Software: Lyve and Seagate Dashboard



Important info: Save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.

Minimum system requirements

You can connect your Innov8 to a computer that meets the following minimum requirements:

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

Hardware requirements

Connect your Innov8 to a computer with a USB-C port. This device has not been tested for use with USB 2.0/3.0 Type A ports.



Important info regarding USB-C cables: Third-party USB-C cables can be faulty or defective due to improper materials and/or construction. Only use the USB-C cable included with your Innov8. Using third-party USB-C cables or, USB-C to USB Type A cables of any kind voids your warranty.

LED indicator and cables

Status light information

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

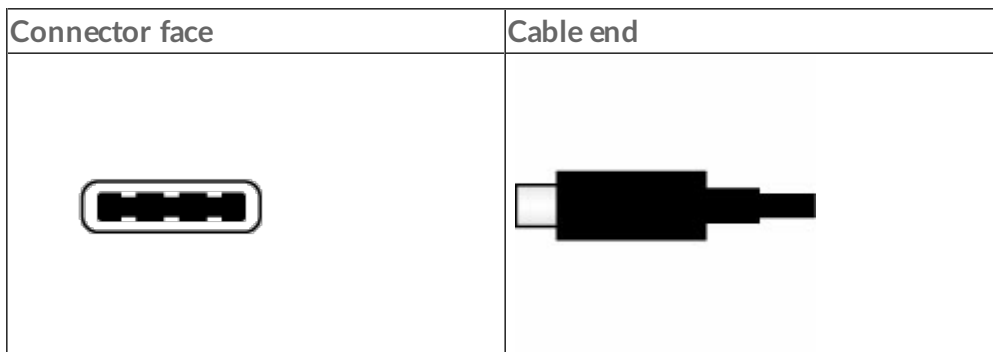
Light color	Status
White	Drive is on and ready
Red	Low battery
Off	Drive is off

USB-C

USB is a serial input/output technology for connecting peripheral devices to a computer. USB-C is the latest implementation of this standard and it provides higher bandwidth and new power management features.

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

Make certain to use the USB-C cable included with your Innov8. Due to poor construction, many third-party USB-C cables can cause irreparable harm to devices such as your computer and Innov8. Seagate is not responsible for damage to your Innov8 caused by third-party cables.

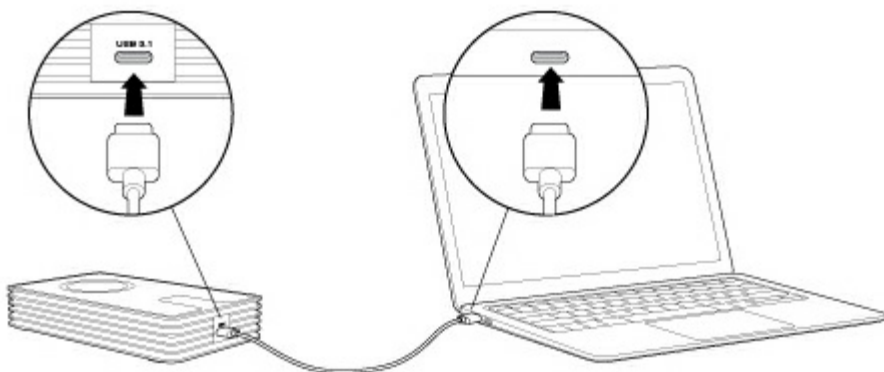


Connect your Innov8 to your computer

Your Innov8 is compatible with computers that feature a USB-C port.

i **Important info regarding USB-C cables:** Third-party USB-C cables can be faulty or defective due to improper materials and/or construction. Only use the USB-C cable included with your Innov8. Using third-party USB-C cables or, USB-C to USB Type A cables of any kind voids your warranty.

Step 1 – Connect to your computer



Attach one end of the included USB-C cable to the Innov8 and the other end to a USB-C port on your computer. The LED may turn red before changing to white.

Your Innov8 is approximately 75% charged out of the box. The battery charges automatically when it is connected to your computer.

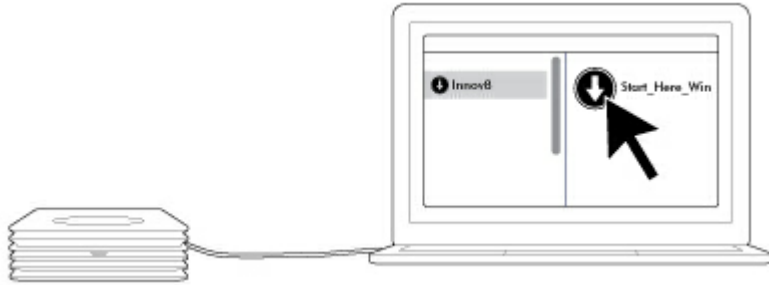
Step 2 – Registration and software

Register your Seagate Innov8 to assure quality Seagate support and receive the latest news regarding your device. You can register your device and install Seagate software in a few simple steps.

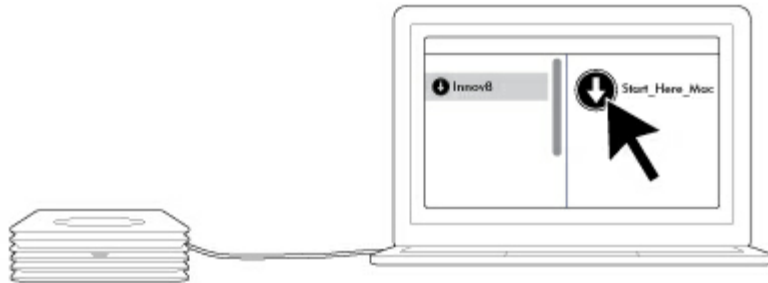
Software included with your Innov8:

- **Lyve**—Automatically collect photos and videos stored on all your devices and display them in one organized view. For details, visit [Lyve](#).
- **Dashboard**—Backup software for your Windows computers, mobile devices and social media. For details, see [Dashboard](#).

1. Open the Innov8 volume in Windows Explorer or the Mac desktop.
2. Launch the installer.
 - Windows: double click **Start_Here_Win**



- Mac: double click **Start_Here_Mac**



3. Follow the on-screen instructions to register your Innov8 and install Seagate software.

For advanced troubleshooting or to report a problem with your Seagate device, contact [Seagate customer support](#).

Safely remove your Innov8 from your computer

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

Safely remove external storage from a Windows PC

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

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



If you don't see the Safely Remove Hardware icon, click the **Show hidden icons arrow** in the system tray to display all icons in the notification area.

2. In the list of devices, choose the device you want to remove. Windows displays a notification when it is safe to remove the device.
3. Disconnect the hard drive from the computer.

Safely remove external storage from a Mac

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

Eject via Finder window

1. Open a Finder window.
2. In Devices on the sidebar, right-click the drive.
3. Select **Eject Innov8**.
4. When your Finder window closes, you can disconnect the hard drive from your Mac.

Eject via Desktop

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



Back up your computer to your Seagate Innov8

What is a backup?

There are two types of backup:

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



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

Backup options

The following table shows how you can back up data from your computer to your Innov8.

	System backup	File backup
Seagate Dashboard		x (Windows only)
Copy and paste		x
Windows System Image Backup (Creates an image of the PC. Windows 7, 8 and 10)	x	x
Windows 7 Backup and Restore	x	x
Windows 8 File History		x

Windows 10: Backup and Restore (Windows 7) or File History	x (Backup and Restore)	x (File History)
Mac Time Machine	x	x

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

[Seagate Dashboard](#)

[Windows System Image Backup](#)

[Windows 7 Backup and Restore](#)

[Windows 8 and 10 File History](#)

[Mac Time Machine](#)

When initiating a backup task, make certain that your Innov8 has sufficient capacity to hold the data you want to back up.

All of the options in the table can be automated except for copy and paste. Seagate recommends that you choose an automated backup solution. Copying and pasting is a manual task that requires your attention with each change to a file on your computer. If you forget to manually copy files, you risk losing important data should your computer's hard drive experience problems. Further, automated solutions, once created, only require that you connect your Innov8 to your computer.

Click one of the following links to learn how to back up your computer.

- [Back up a Windows PC](#)
- [Back up a Mac](#)

Back up a Windows PC

Select a backup type:

- [Create a backup with Seagate Dashboard](#)
- [Create a backup with Windows utilities](#)

Create a backup with Seagate Dashboard

i **Important info:** Before you back up your PC, make certain that your Innov8 is correctly formatted for Windows. Seagate recommends using NTFS.

Seagate Dashboard is free, easy-to-use backup software that is included with Seagate drives. The instructions in this user manual can help you quickly set up a basic Dashboard backup. For details on additional Dashboard features such as Cloud sync and backing up mobile devices, see the [Seagate Dashboard User Manual](#).

i **Important info:** Before you create a backup with Seagate Dashboard, verify that no additional setup is required for your Innov8.

Install Dashboard on your PC

Install Dashboard when running the [Seagate Dashboard](#) setup included on the Innov8 volume. You can also download the installer from the [Seagate Dashboard website](#).

Create a computer backup

1. Open Seagate Dashboard.
2. On the Home page, click **PC backup**.
3. Choose a backup plan:
 - **Back up Now.** Seagate Dashboard begins backing up all your personal files and continues to back up new or revised files on your PC.
 - **New Backup Plan.** Select specific folders and files, a drive and the frequency for the backup.
4. Click **Start backup**.

Verify that a backup is complete

You can verify that your backups are working as expected in Seagate Dashboard Restore or in the Backup

Log.

1. Open Seagate Dashboard.
2. Choose one of the following:
 - On the Home page, click **Restore**.
A list of all backup jobs displays with the dates and times of each job.
 - On the Home page, click **PC backup**. Click **Backup Log**.
An activity log displays.

Restore data from a Dashboard backup

You can retrieve files that you have backed up to your storage drive with a backup plan.

1. Open Seagate Dashboard.
2. On the Home page, click **Restore**.
3. Select a backup plan to use for restoring files.
4. Select the date to restore from.
5. Select the data you want to restore.
6. Choose the destination for the data you want to restore.
7. Click the check mark.

Create a backup with Windows utilities

The Windows operating system includes backup software.

Back up Windows 7

1. Click the **Start** button and choose **Control Panel**.
2. Click **System and Security** and then choose **Backup and Restore**.
3. Click **Set up backup** and complete the on-screen instructions. Make certain to choose your Innov8 as the backup destination.

Back up Windows 8 / Windows 8.1

Windows 8 has separate backup utilities for your non-system files (documents, media, graphics, etc.) and system files.

Back up non-system files

1. Connect your Innov8 to your computer.
2. Open **Control Panel** and select **File History**.
3. Click **Turn on**. Make certain to choose your Innov8 as the backup destination.
4. (Optional) To customize your backups with scheduling options, the number of backup versions and more, click **Advanced Settings**.

Back up Windows 8 system files

1. Connect your Innov8 to your computer.
2. Open the Control Panel and select **Windows 7 File Recovery**.
3. Click **Set up Backup**.
4. Follow the on-screens instructions and make certain to choose your Innov8 as the backup destination.

Back up Windows 8.1 system files

1. Connect your Innov8 to your computer.
2. Open the **Control panel** and select **File History**.
3. Click **System Image Backup** (lower left corner of File History).
4. Click **Turn on**.
5. Follow the on-screens instructions and make certain to choose your Innov8 as the backup destination.

Back up Windows 10

Windows 10 includes both File History and Backup and Restore (Windows 7). You can search for and launch each utility then use the directions above to configure backups.

Back up a Mac

Time Machine is the built-in backup utility for the Mac operating system. It keeps a copy of all your files so you can recover older versions at any time. Further, a Time Machine backup can restore the entire system on your current internal hard drive or a replacement hard drive.

i Important info: Time Machine requires a hard drive that is formatted as Mac OS Extended (Journaled) and Innov8 is preformatted as exFAT. Time Machine automatically formats Innov8 when it is selected as the destination hard drive. Since **formatting the hard drive deletes all of your data**, make certain to back up your files before choosing Innov8 as the destination for Time Machine.

i Important info: Time Machine changes the attributes of a hard drive partition. Users with standard user rights to the Mac have read-only rights to the Time Machine partition. Therefore, when users drag files to a Time Machine partition they receive a prompt asking for an administrator name and password.

Create a backup with Time Machine

When you first connect a new drive to your computer, Time Machine may ask if you want to use the drive for backing up. Confirm that you want to use the disk as a backup destination and move to step 3 below. If you don't see this messenger, follow steps 1 and 2 below.

1. In the Apple pull-down menu, click **System Preferences**.
2. Click **Time Machine**. Time Machine may ask if you want to use the drive for backup.
3. Choose **Use as Backup Disk**. If you do not see the prompt, click **Add or Remove Backup Disk** and choose your Innov8.
4. If Innov8 is formatted as exFAT, a message asks you to confirm that you want to erase all files on your hard drive. Choose **Erase** if you want to continue or **Don't Erase** to exit the application.
5. (Optional) Select **Encrypt backups** if you want to password-protect your backups.

Time Machine runs automatic backups to keep your data safe. Therefore, make certain that your Innov8 is connected to your Mac so that backups occur as often as possible.



Note: Backups continue even if your Mac is taking a Power Nap.

Verify that a backup is complete

1. Confirm that your Innov8 is connected to your Mac.
2. Open **System Preferences > Time Machine**.
3. Review the backup information.
4. (Optional) For more detailed information, check your system log:
 - Go to **Go > Utilities > Console**.
 - If you do not see two panels, click **Show Log List**.
 - Click **All Messages**.
 - In the search box, type **backup**.

Restore data from a Time Machine backup

1. Click the Time Machine icon in the menu bar (upper right, circular arrow with clock).
2. Choose **Enter Time Machine**.
3. Select the files or folders you want to restore and click **Restore**.

Optional Formatting and Partitioning

Your Innov8 is formatted as exFAT for compatibility with Windows and Mac out of the box. If you intend to use your Innov8 with only one computer, you can change it to the operating system's native format. Review the details below to learn which format is best for you.

About file system formats

Mac

Mac OS Extended (HFS+): compatible with Mac only. Mac OS Extended refers to the file system used by Mac OS X.

exFAT: compatible with Mac and Windows. exFAT is used as an alternative to FAT32 since it does not share the same limitations. It is therefore an excellent cross-platform file system.

FAT32: compatible with Mac and Windows. A FAT32 partition can reach 2TB when formatted on a Mac. The individual file size is limited to 4GB. FAT32 can affect your hard drive's performance.

Mac file system formats

Use HFS+ if:

...you will be using the storage device on Macs only.

Use exFAT if:

...you will be using your storage device with Mac and Windows computers.

Use FAT32 if:

...you will be using your storage device with Windows and Mac computers and at least one of these computers is incompatible with exFAT.

Windows

NTFS: since it is the native file system for Windows, volumes created in NTFS are read and write with computers running Windows. Mac OS X 10.5 or higher may read and write to the NTFS partitions with the help of third-party drivers. There are two formats for NTFS, MBR and GPT. The maximum volume size for MBR is 2TB while the more recent GPT format does not assign limits to file or partition sizes.

exFAT: compatible with Mac and Windows. exFAT is used as an alternative to FAT32 since it does not share the same limitations. It is therefore an excellent cross-platform file system.

FAT32: compatible with Mac and Windows. A FAT32 partition can reach up to 32GB when formatted with Windows. The individual file size is limited to 4GB. FAT32 can affect your hard drive's performance.

Windows file system formats

Use NTFS if:

...you will be using the storage device only with Windows computers. Performance is optimal when compared to exFAT or FAT32.

Use exFAT if:

...you will be using your storage device with Windows and Mac computers.

Use FAT32 if:

...you will be using your storage device with Windows and Mac computers and at least one of these computers is incompatible with exFAT.

Formatting instructions

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



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




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

Windows

1. Make sure the storage device is connected to and mounted on the computer.
2. Right click on **Computer** and choose **Manage**. From the Manage window select **Disk Management**.
3. From the list of storage devices in the middle of the Disk Management window, locate your Seagate device.
4. To create a new partition, right click on the volume and select **New Simple Volume**. Follow the on-screen instructions when the New Simple Volume Wizard appears.

Mac

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

Hard drive tests

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

Seagate diagnostic tool (Windows only)

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

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

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

Windows diagnostic tool

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

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

Follow the steps below to run Check Disk:

1. Launch **Command Prompt**. You can type **cmd** in Search to easily locate and launch Command Prompt.
2. Type **chkdsk X: /f**. "X" is the letter for your hard drive

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

Mac diagnostic tool

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

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

Follow the steps below to run First Aid:

1. From the Finder, click **Go > Utilities > Disk Utility**.
2. Hard drives are listed on the left of the Disk Utility window. Find your Seagate device and click it. Information about the drive is available, including the file system. Additionally, partitions are visible in the left column as a second indented row under the storage device.
3. Click a partition to select it.
4. Click the **First Aid** tab/button.
5. Click **Verify Disk**. If Disk Utility reports that the disk needs to be repaired, click **Repair Disk**.
6. If you have additional partitions, repeat the test on each one.

Frequently asked questions

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

All users

Problem: My file transfers are too slow.

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

A: Review troubleshooting tips for cable connections below:

- Check both ends of the USB cable and make sure that they are fully seated in their respective ports.
- Try disconnecting the cable, waiting 10 seconds, and then reconnecting it.
- Try a different USB cable.
- If the drive is still not recognized, restart your computer and try again.

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

A: Disconnect Innov8 from the hub and connect it to a USB-C port on your computer.

Q: Is the hard drive connected to a USB 2.0/3.0 Type A port on your computer or hub?

A: Innov8 does not support connections to USB Type A ports. Connect Innov8 to a USB-C port on your computer.

Q: Does your computer or operating system support USB 3.0 transfer rates?

A: Confirm that your computer and operating system support USB 3.0 transfer rates. Select USB-C ports support USB 2.0 transfer rates.

Q: Is your computer's internal hard drive limiting transfer speeds?

A: A computer with a low-performance internal hard drive can limit transfer speeds for external hard drives.

Battery

Problem: My battery keeps losing power.

Q: Is your Innov8 frequently connected and disconnected from one or more computers?

A: The battery can lose its charge quickly if it is frequently disconnected and reconnected to power sources.

Mac

Problem: The drive icon does not appear on my desktop.

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

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

Q: Is your drive mounting in the operating system?

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

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

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

Q: Did you follow the correct installation steps for your operating system?

A: Review the installation steps in [Connect your Innov8 to your computer](#).

Windows

Problem: The drive icon doesn't appear in Computer.

Q: Is the drive listed in Device Manager?

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

- **Windows 7 and 10:** Click Start and right click on the Computer to select **Device Manager**.
- **Windows 8:** In the modern interface, type **Device Manager** and then click it.

Look in the **Disk Drives** section and, if necessary, click the plus sign to view the full list of devices. If you're uncertain that your drive is listed, unplug it and then reconnect it. The entry that changes is your Seagate drive.

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

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

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