



# LaCie Media App - Android

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## Welcome

The media app helps you to manage media and documents that you copy to compatible wireless and network-attached storage devices. It is available as an app for mobile devices or in a web browser. At home or on the go, use the media app whenever you want to enjoy your music, movies, and photos or, review important documents.

The media app supports a wide range of storage devices. However, your storage device might not support all the features documented in the Help system. Most storage devices present a Getting Started tutorial the first time you open the media app. We recommend to follow the features tour to learn great tips on how to access and enjoy your content.

For information on software updates, FAQs, how-to videos, and support information, go to [Support](#).

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**Click here to access an up-to-date online version** of this document. You will also find the most recent content as well as expandable illustrations, easier navigation, and search capability.

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# Connecting Mobile and Storage Devices to Wi-Fi Networks

The following instructions describe how to:

- Connect mobile devices to a wireless storage device
- Connect a wireless storage device to a Wi-Fi network



**Tip:** You can also use the media app to connect mobile devices to compatible network-attached storage devices (NAS). Both the mobile device and the NAS must be connected to the same network.

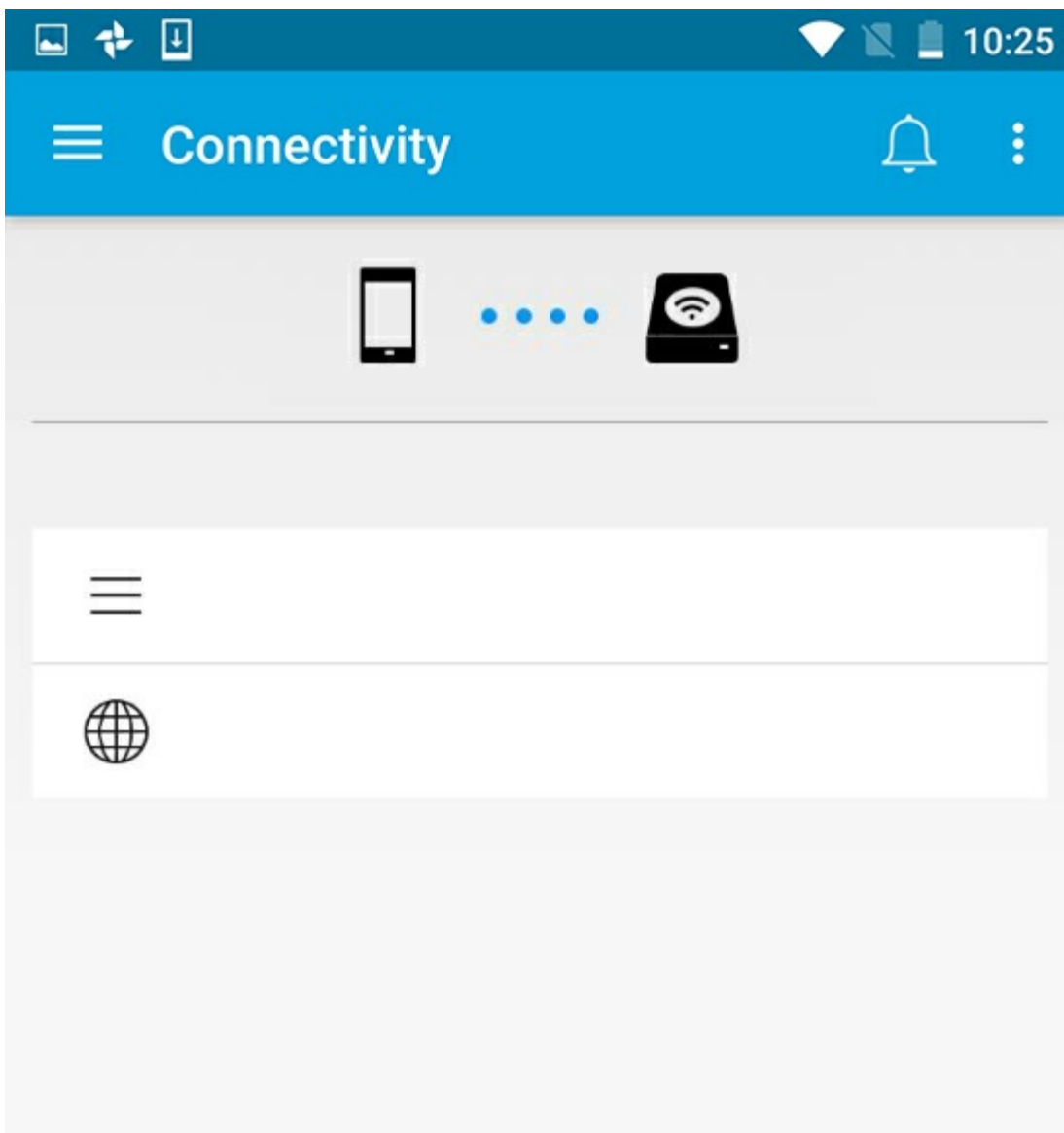
## Connect your mobile device to your wireless storage device

1. Download and install the free LaCie Media app from the [Google Play Store](#) and from the [Amazon Play store](#).
2. Power on the wireless storage device. The Wi-Fi LED will blink for approximately one minute. Wait for the Wi-Fi LED to turn solid before moving to the next step.
3. On your mobile device, browse to **Settings > Wi-Fi**.
4. Select the storage device from the list of Wi-Fi networks.
5. Launch the media app.

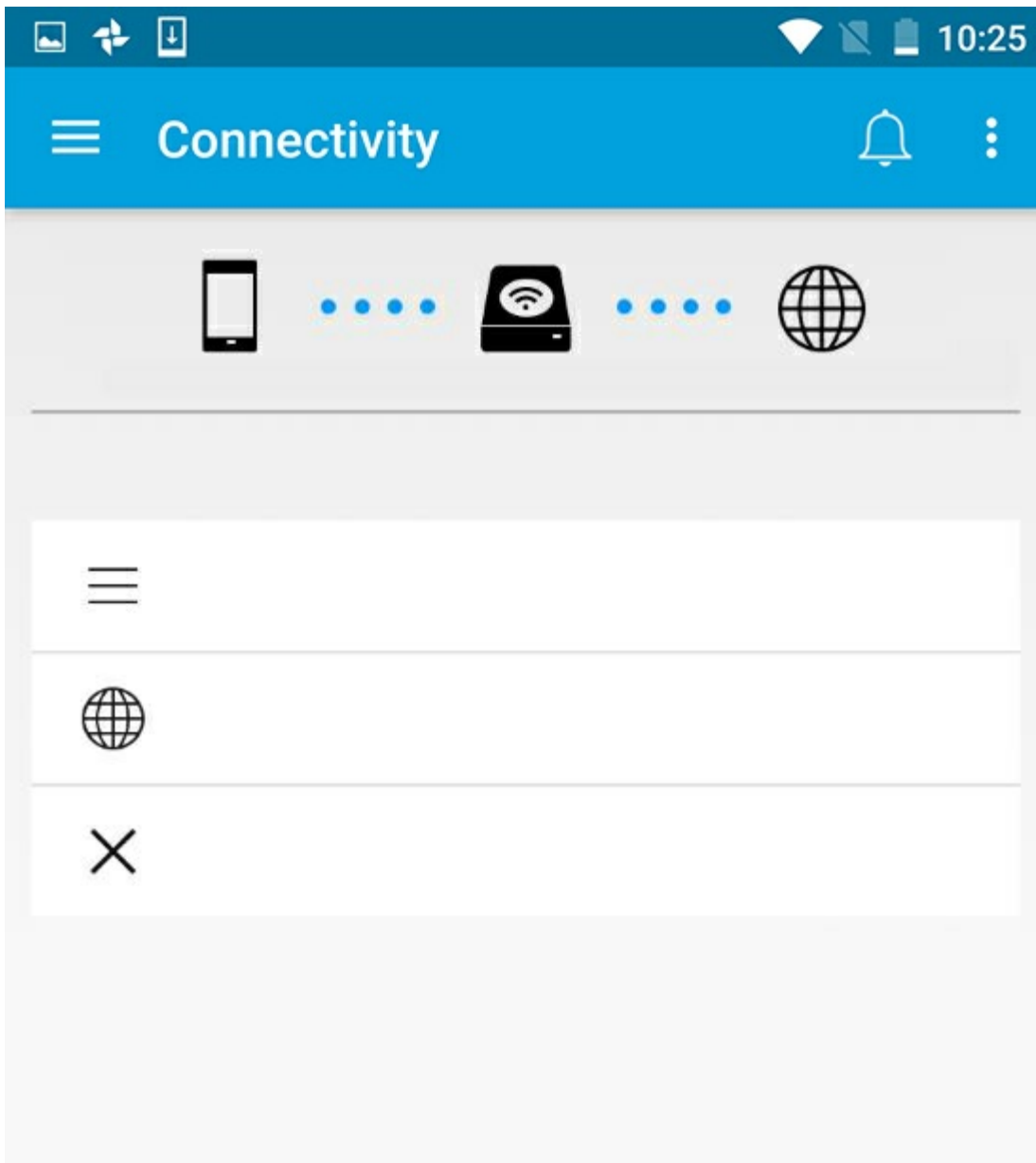
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## Connect your wireless storage device to a Wi-Fi network

The following instructions assume that you have already connected your mobile device to your wireless storage device.



1. **Note:** The storage device consumes more battery charge when it is connected to the Internet. From the Home screen, tap on **Connect to the Internet.** is the name of your compatible storage device (for example, Seagate Wireless or LaCie Fuel).
2. Tap on the network you want to join. If security is enabled on the selected Wi-Fi network, enter the password.
3. Optional. Tap on the checkbox for **Connect to this network automatically.**
4. Optional. Tap on the checkbox for **Secure this network.** This option prevents unauthorized users from accessing the network. (**Note:** You may experience a brief interruption in the connection to the wireless storage device.)
5. The Home page shows connection to the Wi-Fi network.



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## Wi-Fi channel selector

If you are experiencing problems connecting or staying connected to your storage device, there may be another device on the same Wi-Fi channel. Follow the instructions below to change the storage device's default Wi-Fi channel.

1. Tap the More icon on the top right and then select **Settings**.
2. Tap **Server Settings** and then select **Change Default Wi-Fi channel**.
3. Select a Wi-Fi channel and then tap **Change**.

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# Enjoying Your Media

You can view your media library using the media app or a web browser. The media app is highly recommended when using a tablet or a smartphone.



**Tip for web access:** To access your media library using a browser, connect to your storage device's Wi-Fi and type its URL address. Generally, the URL is **www.productname.com**, substituting the name of your storage device for "**productname**". See your device's user manual for the exact URL.

- [View Moments](#)
- [Play Videos](#)
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- [Listen to Music](#)
- [View Documents](#)
- [View Recently viewed items](#)
- [Cast Your Media](#)
- [Enhance casting with Seagate Cast Receiver](#)





**Note:** Not all network attached storage devices support web access to your media.

## View Moments



The Moments library sorts photos into groups with a unique location and date. One moment might include a 7 day vacation to an island. Or you might have two moments on a particular day if the photos were taken in two different locations.

## View photos by moments


1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Moments**.
3. Scroll to view different moment groupings.
4. Tap on the photo you want to view.
5. You can see it in full screen by double-tapping on it a second time.
6. To exit the view, tap on the Back icon (  ) in the navigation bar.

# Play Videos




## Watch a video

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Videos**.
3. Tap on the video you want to play.
4. The video begins playing. Tap the video again to bring up a playback controls that allow you to return to the start of the video, pause/play, or go to the end of the video.
5. To exit the music playback, tap on the Back icon (  ) in the navigation bar.





**Tip:** If the video is marked with an Unsupported File icon (  ), it might not be compatible with your mobile device. [Visit LaCie Support](#) for information on third-party players.

## Watch multiple videos back-to-back

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Videos**.
3. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.





**Tip:** Long tap in the screen to automatically switch to the selection mode.

4. Tap on the videos you want to play. A check mark appears on the selected videos. Videos play in a loop until the playback is stopped.
  - To deselect a single item, tap on it.
  - To select all items in the view, tap **Select Items** on the top left and tap **Select All**. To remove all selections, tap **Deselect All**.
5. Tap the Play icon (  ) in the navigation bar.
6. To exit the music playback, tap on the Back icon (  ) in the navigation bar.




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# View Photos

## View a single photo


1. Tap on the **Libraries and Folders** content menu (  ) on the far left.
2. Tap **Photos**.
3. Tap on the photo you want to view.
4. You can see it in full screen by double-tapping on it a second time.
5. To exit photo viewing, tap on the Back icon (  ) in the navigation bar.

## Create or update a slideshow




1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Photos**.
3. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.



**Tip:** Long tap in the screen to automatically switch to the selection mode.



4. Tap on the photos you want to view as a slideshow. A check mark appears on the selected photos.
  - To deselect a single item, tap on it.
  - To select all files in the view, tap **Select items** on the top left and **Select All**. To undo **Select All**, tap **Select items** and **Deselect All**.
5. Tap on the More icon (  ) and select **Add to slideshow**.
6. Select one of the following:
  - **New slideshow:** Create a new slideshow with the selected photos.
  - **Add to an existing slideshow:** Add the selected photos to a previously saved slideshow.

## Watch a slideshow

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Photos**.
3. Tap the Down Arrow icon in the navigation bar to filter the view of the Photos library. Select **Slideshows**.
4. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.




**Tip:** Long tap in the screen to automatically switch to the selection mode.


5. Tap on the slideshow you want to view. A check mark appears on the selected slideshow.
6. Tap on the Play icon (  ) in the navigation bar. The slideshow begins to play.
7. To review options for your slideshow, tap on the Slideshow icon.
8. Select any of these slideshow options: Transitions, Slide Timing, Music, Photo Loop, and Photo Shuffle.
9. Tap **Start Slideshow** to continue the slideshow with the new settings.
10. To exit the slideshow, tap on the Back icon (  ) in the navigation bar.

# Listen to Music

## Play a song




1. Tap on the **Libraries and Folders** content menu (  ) on the far left.
2. Tap **Music**.
3. Tap on the song you want to play. A music playback window automatically appears, providing the time of the music track.

The playback window allows you to control how the music plays back: return to the start of the track, pause/play, skip the current track, continuous play (circular arrows), or random play (interconnected arrows).

To exit the music playback window, tap the Back icon () in the navigation bar. Music continues to play even when the window is not visible. To recover the music window, try one of the following:


1. Tap on the song that is playing
2. Tap on another song

## Play multiple music tracks back-to-back




1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Music**.
3. Tap on the Select Item icon () in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.



**Tip:** Long tap in the screen to automatically switch to the selection mode.


4. Tap on the tracks you want to play. A check mark appears on the selected tracks. Tracks play in the order of selection and continue as a loop until the playback is stopped.
  - To deselect a single item, tap on it.
  - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap the More icon (  ) in the navigation bar and select **Add to playlist**.
6. Choose from the following:
  - **New playlist**. You are prompted to enter a name for the playlist.
  - **Existing playlist**. You are be prompted to choose a playlist.

## Create a music playlist

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Music**.
3. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.



**Tip:** Long tap in the screen to automatically switch to the selection mode.


4. Tap on the tracks you want to add to your playlist. A check mark appears on the selected tracks. Tracks play in the order of selection and continue as a loop until the playback is stopped.
  - To deselect a single item, tap on it.
  - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap on the Play icon (  ) in the navigation bar.

You can listen to your saved playlists at any time. Go to the Music library and tap on the filter menu (top left, next to the Seagate icon). Choose **Playlists** to review your existing playlists. If you do not see a new playlist, tap on the More icon and choose **Refresh**.

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


## View Documents

### View a document

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Documents**.
3. Tap on the document you want to view.
4. Choose the app to use with the document.


### Rename a document

**Note:** You can rename a single document. If you select more than one document, the rename action is not available.

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Documents**.
3. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.






**Tip:** Long tap in the screen to automatically switch to the selection mode.

4. Tap on the document you want to rename. A check mark appears on the selected document.
  - To deselect a single item, tap on it.
5. Tap on the More icon (  ) and select **Rename**.
6. Type the new name and tap **Confirm**.

## Manage multiple documents


You can perform the following:

- Download
- Delete (**Note:** Deleting a file or folder will permanently remove it from your storage device.)

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Documents**.
3. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.





**Tip:** Long tap in the screen to automatically switch to the selection mode.

4. Tap on the documents you want to manage. A check mark appears on the selected documents.
  - To deselect a single item, tap on it.
  - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap on the More icon (  ) and select **Download** or **Delete**.

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## Review Recently Viewed Items

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Tap **Recent**.
3. By default, you can see Recent Videos. Tap on the video you want play.
4. To choose another library (for example, Photos or Music), tap on the Filter icon (  ) in the navigation bar.
5. Tap on the library you want to view.


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# Cast your media

Cast media from your wireless device to the big screen. Seagate Media is now compatible with Google Chromecast, LG TV 2012 and 2013 models, LG TV with webOS, and Roku. Casting media from your Seagate wireless device to any of these devices allows you to enjoy your content on your TV—movies, TV shows, music, photos, and more.


You can multitask on the mobile device without interrupting playback. For example, you can search for a second video while the first one is casting to your TV. Some Cast devices allow you to play, pause, seek, and control volume on your mobile device

## Getting started with Chromecast or Roku

1. Configure the Chromecast/Roku on your TV and Wi-Fi network per the manufacturer's instructions.
2. Start the Seagate Media app on your mobile device.
3. Connect to your Seagate Media compatible storage.
4. Confirm that the storage device is connected to the same network as the Chromecast/Roku.
5. Tap the Cast icon ()
6. Select a cast device (Chromecast or Roku).
7. Choose a video, photo, or music track to start casting.

Visit the manufacturers' websites for further information on [Chromecast](#) and [Roku](#).


## Getting started with LG TV

1. Turn on your LG TV.
2. Connect the LG TV to your Wi-Fi network.
3. Start the Seagate Media app on your mobile device.
4. Connect to your Seagate Media compatible storage.
5. Confirm that the storage device is connected to the same network as the LG TV.
6. Tap the Cast icon ()
7. Select your LG TV.
8. Choose a video, photo, or music track to start casting.

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## Enhance casting with Seagate Cast Receiver

Seagate Media Receiver for Android TV and Amazon Fire TV enhances casting from Seagate Media. Music, photos and video that you cast from Seagate Media can be accessed in Seagate Media Receiver using the remote control for your Android TV or Amazon Fire TV. Cast queues also appear once they have been initiated by Seagate Media.


1. Download and launch Seagate Media Receiver on your Android TV or Amazon Fire TV. Seagate Media Receiver is available at the Google Play Store and Amazon Fire TV Apps.
2. Confirm that the Seagate storage device with the content you want play is connected to the same network as your:
  - Android TV or Amazon Fire TV
  - Mobile device with Seagate Media
3. Launch the Seagate Media app on your mobile device and navigate to the content you want to cast.
4. Tap the Cast icon () on the top right and then select **Seagate Cast** for your Android TV or Amazon Fire TV.
5. Tap the content you want to cast or select multiple items to build a cast queue.

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# Using Media Controls



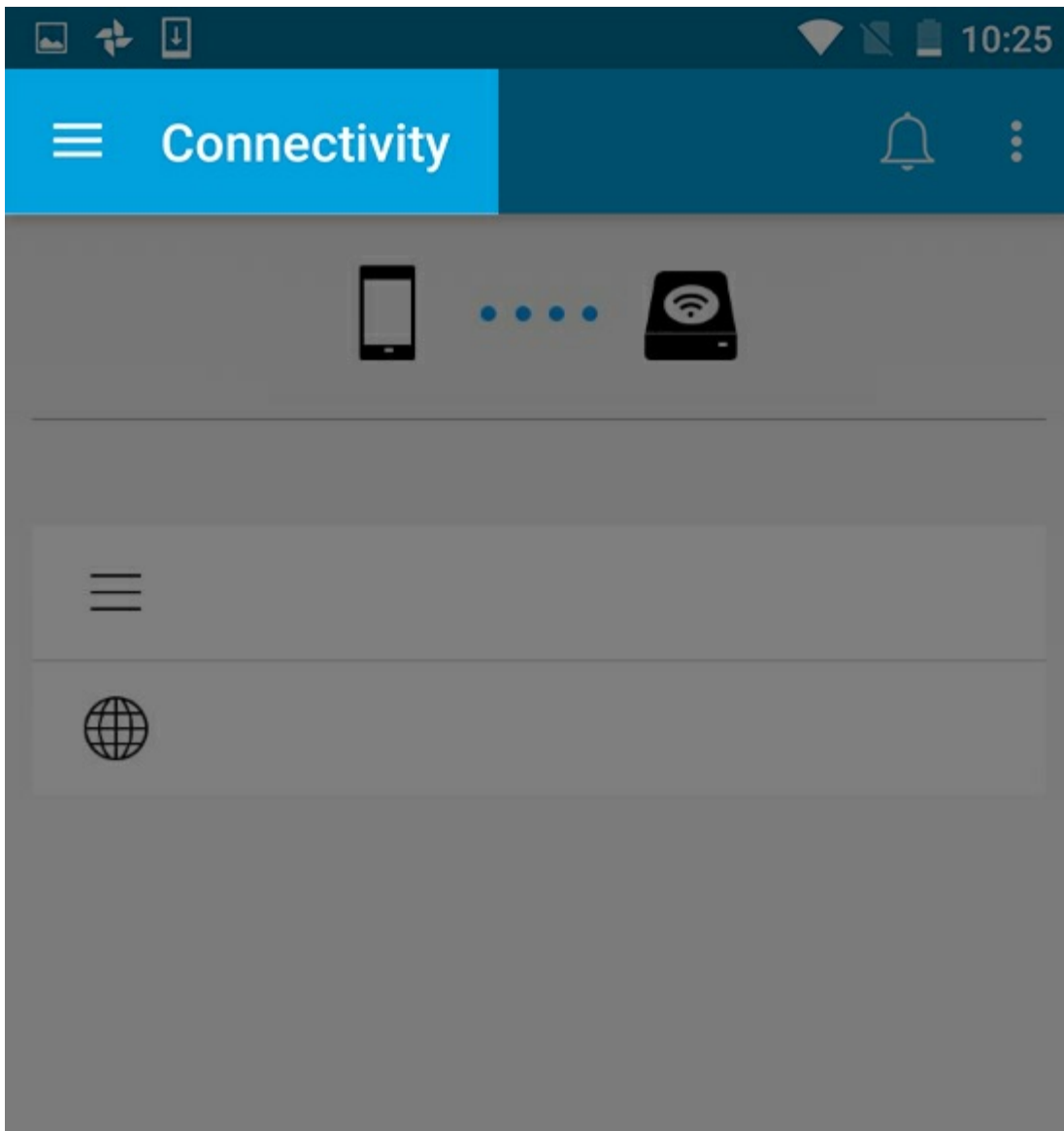
**Note:** Media app controls are dependent on your mobile device. Mobile devices with smaller displays might place controls in **More** (  ).

## Media App Views

There are two main views in the media app.

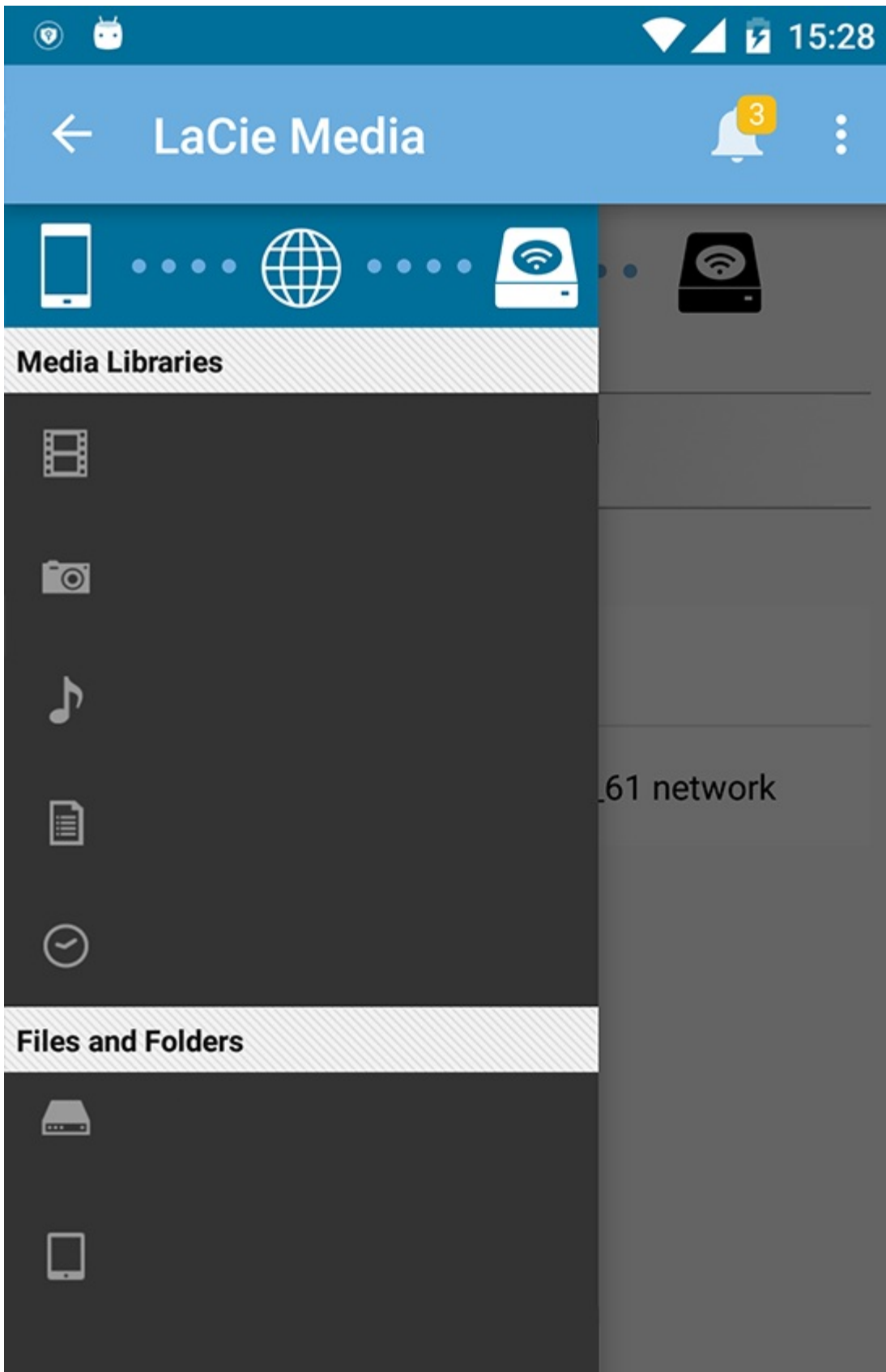
### Connectivity View

Review and make changes to the connections between your mobile device, storage device, and Internet.



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## Media View



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Access your media and folders:

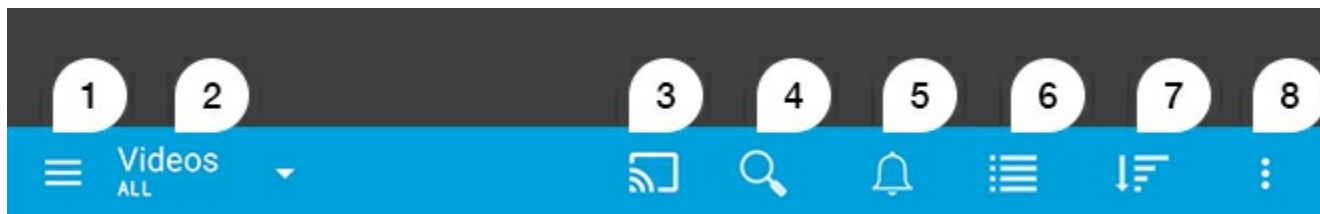
- **Media Libraries:** Access your videos, photos, music and documents.


- **Files and Folders:** Select the source of your content: your mobile device or your storage device.

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## Library view

When you select a library, the media app displays media-specific icons to help you view and manage contents.



1. Tap  to open the left navigation.
2. Displays the media library you are viewing (e.g. Videos, Photos, Music, or Documents). Tap on the name of the media library to filter the contents in the window. For example, filtering options for Photos are: All, Albums, Slideshows, and Date Taken. To change to a different media library, tap the Media app icon.
3. Tap to cast media to a compatible casting device.
4. Tap to open **Search**.
5. Tap to see all notifications: Notifications let you know about new features and help with set up. Warnings appear if there is a problem with the storage device (for example, low battery).
6. Tap to switch between list and thumbnail views.
7. Tap to sort by Title, Date, Size, and Type. Certain sorting options may not apply to all libraries.
8. Tap to view additional options including Refresh, Select item, Info, Help, and Settings.



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# Sorting Viewing And Filtering Content

The media app gives you options for sorting, viewing, and filtering your content in a media library window.

## View content on your storage device

View folders and files stored on your device.

1. Tap on the Libraries and Folders content menu (  ).
2. In the Folders, tap on the storage device.
3. To filter the type of media displayed, tap the Dropdown Arrow icon (  ) in the navigation bar, and then select the type of content you want to view:
  - All
  - Videos
  - Photos
  - Music
  - Documents

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## Switch between list/thumbnaill views

Files can be displayed in a list or with tiled thumbnails.

1. In the navigation bar, tap the following icons to toggle your view:


- 
-  : List

At times these options may appear in the More menu (  ) in the navigation bar.

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## Sort content



Choose the criteria by which files are sorted on the screen.

1. Tap the More icon (  ), and then choose **Sort by**.
2. Select your sort criteria:
  - **Title**
  - **Date**
  - **Size**
  - **Type**

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## Filter content by media type



Filter the content you see by media type.

1. Tap on the Libraries and Folders content menu (  ).
2. In Media Libraries, select one of the following: **Moments**, **Videos**, **Photos**, **Music** or **Documents**.
3. Additional filter options are available depending on which library is being viewed. Tap the Dropdown Arrow icon (  ) in the navigation bar:
  - **Videos:** Albums, Genres, Years, Home Videos
  - **Photos:** Albums, Date Taken, Slideshows
  - **Music:** Albums, Artists, Genres and Playlists

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## Filter to view recent content




Filter the content to view recently added files.

1. Tap on the Libraries and Folders content menu (  ), and then choose **Recent**.
2. To filter the type of recent content displayed, tap the Dropdown Arrow icon (  ) in the navigation bar, and then select the type of recent content you want to view:
  - **Videos**
  - **Photos**
  - **Music**
  - **Documents**

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## Filter using selected criteria




Filter and sort content using criteria you've selected.

1. Tap on the Libraries and Folders content menu (  ), and then choose one of the following media libraries: **Moments**, **Videos**, **Photos**, **Music** or **Documents**.
2. Tap on the More icon (  ) in the navigation bar, and then choose **Filter**.
3. Tap on a metadata category. The categories vary depending on the type of content you're viewing:
  - **Moments**: Camera Make, Camera Model, Creation Date, Extension, Type
  - **Videos**: Camera Make, Camera Model, Creation Date, Extension, Genre, Season, Year
  - **Photos**: Camera Make, Camera Model, Creation Date, Extension, F-stop, Focal Length, Year
  - **Music**: Artist, Extension, Genre, Year
  - **Documents**: Creation Date, Extension, Keywords, Modification Date
4. Tap to select filter criteria, and then tap the Confirm icon (  ) in the navigation bar.

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## Custom searches

Filter the content by searching files using custom keywords.



1. Tap on the Libraries and Folders content menu (  ), and then choose one of the following media libraries: **Moments**, **Videos**, **Photos**, **Music** or **Documents**.
2. Tap on the Search icon (  ). (On devices with smaller screens, you may have to tap the More icon (  ) to see the Search option.)
3. Enter a search term, and then tap **Search**.
4. View the results of your search. Tap on a file open it, or tap **Cancel** to exit search mode.

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# Managing Content on Your Storage Device

- [Create a folder](#)
- [Move content](#)
- [Copy content](#)
- [Rename content](#)
- [Delete content](#)




## Create a folder

1. Tap on the **Libraries and Folders** content menu (  )
2. Under Folders, tap on your wireless storage device. Content on your drive appears in multiple folders.
3. Tap the More icon (  ) and tap **New folder**.
4. Enter the name of the folder and tap **Create**.

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## Move content

When you move content on your storage device, you are changing its physical location.

1. Tap on the **Libraries and Folders** content menu (  ) in the navigation bar.
2. Under Folders, tap on your storage device. Folders containing the content of your drive appear on the screen
3. Tap on a folder to reveal its contents and navigate to the folder or files you want to move.
4. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.






**Tip:** Long tap in the screen to automatically switch to the selection mode.

5. Tap on the folders or files you want to move. A check mark appears on each item that you select.
  - To deselect a single item, tap on it.
  - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
6. Tap the More icon (  ) and select tap **Move**.
7. Navigate to the destination folder. If you need to navigate out of the current folder, tap the name of the parent folder in the navigation bar.
8. Once you've opened the destination folder, tap the Move/Paste File icon in the navigation bar.




## Copy content

1. Tap on the **Libraries and Folders** content menu (  ) on the far left.
2. Under **Folders**, tap on your wireless storage device.
3. Tap on a folder to reveal its contents and navigate to the folders or files you want to copy.
4. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.






**Tip:** Long tap in the screen to automatically switch to the selection mode

5. Tap on the folders or files you want to copy. A check mark appears on each item that you select.
  - To deselect a single item, tap on it.
  - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
6. Tap the More icon (  ) and select **Copy**. Navigate to the destination folder. If you need to navigate out of the current folder, tap the name of the parent folder in the navigation bar.
7. Once you've opened the destination folder, tap the Move/Paste File icon in the navigation bar.

## Rename content




**Note:** You can rename one item at a time. Selecting multiple items will remove the option to rename.

1. Tap on the **Libraries and Folders** content menu (  ) on the far left.
2. Under **Folders**, tap on your wireless storage device. All contents on your drive display as folders.
3. Navigate to the folder or file you want to rename.
4. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.



**Tip:** Long tap in the screen to automatically switch to the selection mode.

5. Tap on the item you want to rename. A check mark appears on the item that you select.
  - To deselect a single item, tap on it.
6. Tap the More icon (  ) and select **Rename**.




7. Type the new name and tap **OK**.

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## Delete content




**NOTE:** Deleting a file or folder will permanently remove it from your storage device.

1. Tap on the **Libraries and Folders** content menu (  ) on the far left.
2. Under **Folders**, tap on your wireless storage device.
3. Tap on a folder to reveal its contents and navigate to the folders or files you want to delete.
4. Tap on the Select Item icon (  ) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (  ) to see the **Select items** option.



**Tip:** Long tap in the screen to automatically switch to the selection mode.

5. Tap on the folders or files to delete. A check mark appears on each item that you select.
  - To deselect a single item, tap on it.
  - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
6. Tap the More icon (  ) and select **Delete**.
7. A dialog box appears. Tap **Delete** to permanently remove the files or folders from the storage device.

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# Customizing Your Storage Device

The media app provides two levels for customizing your storage device: **More** and **Settings**. You can review and change options to suit your needs.



**Note:** Your storage device might not support all features listed below.

## More

The **More** icon (  ) is available on the top right of the app's screen. Tap on it see the menu.

- **Refresh:** Refresh the page.
- **Select item:** Select one or more items in a library or folder.
- **Search:** Search for items in your media library.
- **Sort by:** Order items by title, date, size or type.
- **Filter:** Order items according to the type of library. For example, order by camera make or model for photos and videos.
- **List/Thumbnail:** Switch between thumbnail or list views.
- **Settings:** See the section below for details.
- **Info:** See the percentage of battery charge. Tap on **Advanced** for important network details: Network Name; MAC Address; IP Address; Wi-Fi Channel; and, Security.
- **Help:** Tap on **Help** for tips on how to use your wireless storage.



**Note:** Certain options may not be available in all views. For example, the More menu has fewer options on the Home page.

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## Settings

**Note:** Your storage device might not support all of these features.

**Settings** is available in the **More** menu. Tap it to see the **Settings** menu.

- **Application Settings:** See the version of the app, change the language, and, clear the storage device's cache.
- **Server Settings:** Change the name of the storage device and enable password protection for your storage device. Enable and disable Stream and Download; shut down and restart the storage device, and reset

the storage device to factory default.

- **Auto Upload:** Turn on and off; customize how you back up photos and videos to your storage device.
- **Remote access:** Set up your mobile device to remotely access content on your compatible network attached storage. To successfully access content remotely, you must create a remote access account on your network attached storage device.
- **Power Settings:** Conserve battery life by enabling ECO mode. See the Help section [Conserving Battery Life](#).
- **Cloud Storage:** This option will only appear when your storage device is connected to a Wi-Fi network with access to the Internet. You can use this option to sync files with your Dropbox or Google Drive accounts. Your cloud storage login and password are required to link the storage device to the account.



**Note:** Google Drive is not available on all storage devices.

- **About:** Review versions of the media app and your storage device. You can also review capacity and if applicable, other connected devices.
- **About (Advanced):** Review the network settings for your storage and mobile devices.
  - Database cache (improves browsing speed when enabled)
  - Download and play (improves battery performance when enabled)
  - Prefetch (improves scrolling performance when enabled)
  - Check the status of a firewall
  - Reset the device to factory default
- **Report a problem:** Send an email to report a problem with the media app.

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# Conserving Battery Life

## Power settings



**Note:** Your storage device might not support all features listed below.

You can prolong battery life by enabling ECO mode on your mobile storage.

1. Tap on the **More** icon (  ) on the top right and then tap **Settings**.
2. Tap **Server Settings** and tap **ECO mode**.
3. Enable ECO mode by tapping on its switch.

When playing a video, the storage device uses your mobile device's memory to temporarily store the video content. By using the mobile device's memory, the storage device can enter sleep mode to conserve its battery.

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## Power settings options

The Energy Conservation gauge reveals your energy status. Your status changes when you turn services or features on or off. By enabling ECO mode, two non-critical services have been turned off:

**DLNA:** Allows DLNA playback devices on the network to view and play media files stored on the wireless storage device.

**SAMBA:** Allows computers on the network to connect to the wireless storage device as a network volume. Turning it off does not prevent access to the storage device using a web browser.

Even when ECO mode is enabled, you can manually turn on DLNA and SAMBA. Go to **ECO mode** and tap on the switch for the respective service. It is recommended that you disable the service as soon as possible for optimal battery performance.


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## Stream and download



**Important:** You cannot have your storage device connected to the Internet while you stream and download.

You can stream and download a movie to extend the battery life of your storage device. When this setting is enabled, when you stream a movie, the LaCie Media app automatically downloads the movie to your mobile device. After the movie has been downloaded, the storage device goes to sleep. You can continue to watch the movie while it downloads.

1. Tap on the **More** icon (  ) on the top right and then tap **Settings**.
2. Tap **Application Settings** and confirm that **Stream and Download** is enabled.

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## Battery performance

To achieve the best energy conservation:

- Enable ECO mode.
- Disable DLNA and SAMBA.
- Do not connect your storage device to the Internet while it is connected to your mobile device.
- Confirm that **Stream and Download** is enabled in **Settings > Application Settings**.

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# Updating the Media App and the Storage Device

## Update the media app

Updates to the app are managed by the operating system. To manually check for updates to the media app, make certain that your mobile device is connected to the Internet.

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## Review the current version of the media app


1. Tap on the **More** icon (  ) on the upper right corner of the app screen.
2. Tap on **Settings**.
3. Tap on **About** and check **App version**.
4. Go to the Google Play Store to see if a newer version of the media app is available.

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## Update the storage device

The media app automatically checks for new firmware and updates your storage device in the background.

## Review the current version of the storage device's firmware

1. Tap on the **More** icon (  ) on the upper right corner of the app screen.
2. Tap on **Settings**.
3. Tap on **About** and check **Firmware version**.
4. For information on firmware updates, go to [LaCie Support](#) / [Seagate Support](#) and choose your storage device.

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# Accessing Multiple Storage Devices on the Same Network

The media app can detect more than one compatible storage device on a network. For example, you connect a wireless storage device and a network-attached storage (NAS) device to your home network. Provided that both are compatible with the media app, you can switch between the two storage devices when you connect your mobile device to the same network.

## Add your devices to your network

All devices, including the mobile device, must be connected to a single network.

1. Use the media app to join the wireless storage device to your home network Wi-Fi.
2. Use the mobile device's Wi-Fi settings to connect it to your home network Wi-Fi.



**Tip:** For access to multiple disks on a network, make certain that your mobile device changes its Wi-Fi connection from the wireless storage device to your home network Wi-Fi.

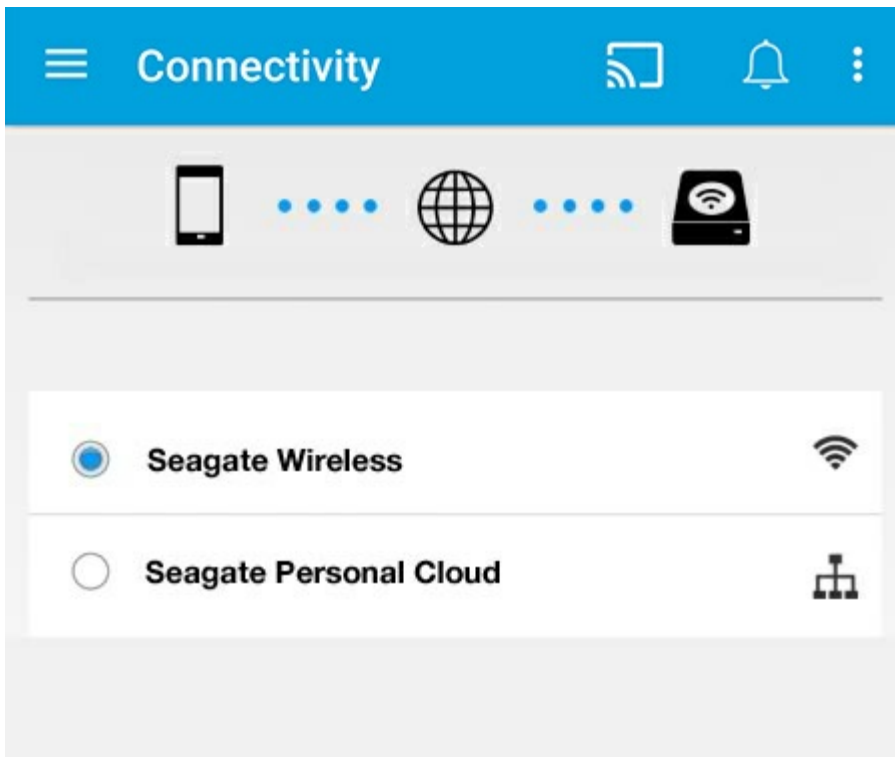
3. Connect your NAS to your home network via Ethernet. See the NAS's user manual for instructions.

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## Choose the storage device:

Go to the home page and tap the device to select it.





#### Troubleshooting:

For instructions on how to connect a compatible wireless storage device to your network, see the Help section [Connecting Mobile and Storage Devices to Wi-Fi Networks](#). See the NAS's user guide for instructions on how to connect it to the network.



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# Accessing Your Storage Device Content Remotely

You can use the media app to remotely access content on your network-attached storage (NAS).

**Note:** The Tappin service is shutting down April 8, 2018. Unfortunately, Central users will lose remote access to media. We apologize for the inconvenience.

Before following the instructions below, you must create a remote access account on your compatible NAS. See the user manual for your NAS for further details.

1. Tap on the **More** icon (  ) on the upper right and tap **Settings**.
2. Tap on **Remote access**.
3. Enter your remote access email address and password. Tap **Sign in**.
4. In the list of storage devices, select your NAS. You can access files on the NAS's  folder.

To troubleshoot remote access issues:

- Verify that Remote Access is enabled on your NAS.
- Verify that your NAS has access to the Internet.

[Visit LaCie Support](#)


# Accessing Cloud Storage



**Note:** Your storage device might not support cloud storage and not all storage devices support Google Drive.

You can synchronize files on your storage device with your Dropbox or Google Drive accounts. To access this option, your mobile device must be connected to a wireless storage device, and your storage device must be connected to the Internet. [Learn how.](#)

## Set up your cloud


1. Tap on the **More** icon (  ) on the upper right and tap **Settings**.
2. Tap **Cloud Storage**.
3. Select one of the following:
  - Create a Dropbox or Google Drive account
  - Sign in to your existing Dropbox or Google Drive account.

# Troubleshooting

- [Files take awhile to appear](#)
- [Cannot connect to a wireless device or a network-attached storage device](#)
- [Connection to wireless storage is lost when the mobile device wakes from sleep](#)
- [Video, song, or file does not play/open](#)
- [Reformatted hard drive for Mac](#)
- [Unsecure Wi-Fi notification](#)
- [Cannot connect to Personal Cloud due to disabled SMS](#)




## Files take awhile to appear on the storage device

The media app performs a one-time scan of the content that you copied to your wireless and network-attached storage devices. The scan can take time when the storage device has a good amount of files.

If you recently copied content to your storage device and you do not see your files, tap on the **More** icon (  ) and tap **Refresh**.

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## Cannot connect to a wireless device or a network-attached storage device

- A low battery charge might cause issues with the Wi-Fi connection. If you have an intermittent connection with the wireless device, check its battery charge by tapping on the **More** icon (  ) and **Info**. The battery status displays.
- Confirm that your storage device is disconnected from your computer and powered on. Make certain that the Wi-Fi LED is solid blue. The Wi-Fi is disabled when the wireless storage device is attached to a computer via USB or another wired connection.
- On your mobile device, check whether the storage device's wireless network is selected in the network list. If you move out of the storage device's wireless range, your mobile device will disconnect from the Wi-Fi signal. The maximum range is approximately 145 ft./44 m. In addition, obstructions, such as walls and other interference can affect the strength of the signal. Try reconnecting to the Wi-Fi network.
- You may have exceeded the maximum users. To identify how many users are connected, tap the **More** icon (  ) and tap **Settings**, and then tap **About**. Review your storage device's user manual for the number of user's supported by your device.
- Tap on the **More** icon (  ) and tap **Refresh**.
- Power off the storage device, wait 10 seconds and then power it on. Relaunch the media app.

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# Connection to wireless storage is lost when the mobile device wakes from sleep

Connection to your wireless device's Wi-Fi network can be lost when a mobile device enters sleep or energy conservation modes. To recover the connection, go to your mobile device's Wi-Fi settings and choose the name of your storage device.

## Video, song, or file does not play/open

You can copy any file to your storage device, however, the device to which you stream your media files can play only the file formats that it supports. The media app does not convert files to other formats. See your mobile device's specifications for a list of supported file types.

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## Reformatted hard drive for Mac

Do not allow Time Machine® to use your wireless storage device for backups. Doing so will reformat the storage device's hard drive.

If you reformatted the storage device by mistake, you can set it back to its original format. Visit your device's support website for further details: [Seagate wireless products](#) or [LaCie wireless products](#).

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## Unsecure Wi-Fi notification

If you have not created a password for your storage device's Wi-Fi, a media app notification warns you to secure your device.

1. Click the Notification icon on the top right and tap **Security**.
2. Tap **Set Password**.
3. Tap **Server Settings** and then tap **Enable Password**.
4. Enter your password and then confirm it. Tap **OK**. You are disconnected from the storage device.
5. Go to your mobile device's Wi-Fi settings to choose the storage device's Wi-Fi and enter the new password.

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## Cannot connect to Personal Cloud due to disabled SMS

While attempting to connect to your Personal Cloud, LaCie Media discovered that the Seagate Media Service (SMS) has been turned off. The SMS is a service on your Personal Cloud that catalogs media for playback on LaCie Media. There are many reasons why the SMS may have been disabled. To fix the problem, please follow the steps below:

1. Confirm that your Personal Cloud is running the latest version of firmware.
2. Restart your Personal Cloud.

For instructions how to perform the steps, see the applicable user manual.

- Personal Cloud
- Personal Cloud 2-bay
  
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