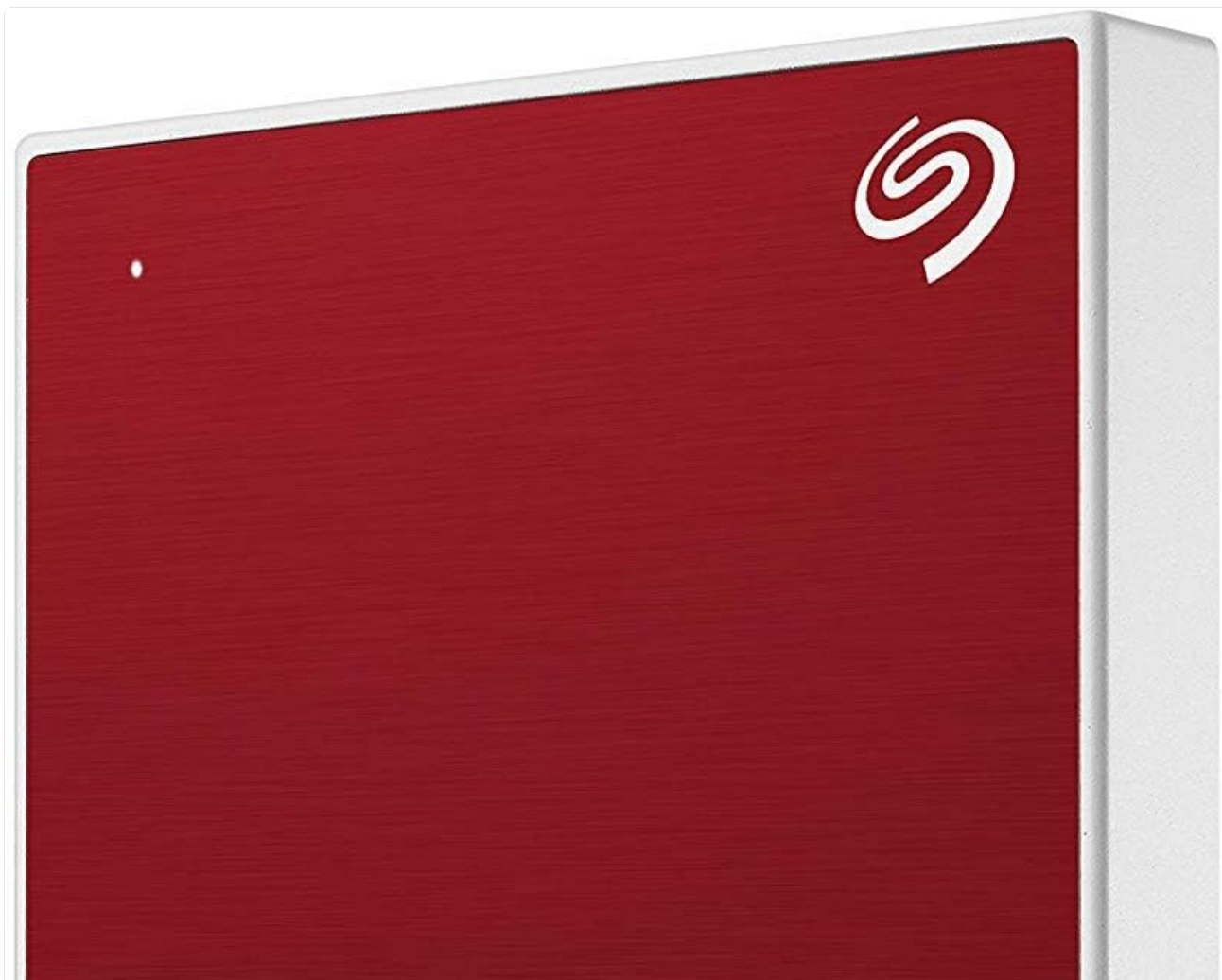**Seagate STHN2000403**

Seagate Backup Plus Slim External Hard Drive User Manual

Model: STHN2000403

1. PRODUCT OVERVIEW

The Seagate Backup Plus Slim is a compact and portable external hard drive designed for convenient storage and access of your digital files. Featuring a minimalist brushed metal enclosure, it offers quick plug-and-play connectivity for both PC and Mac systems.
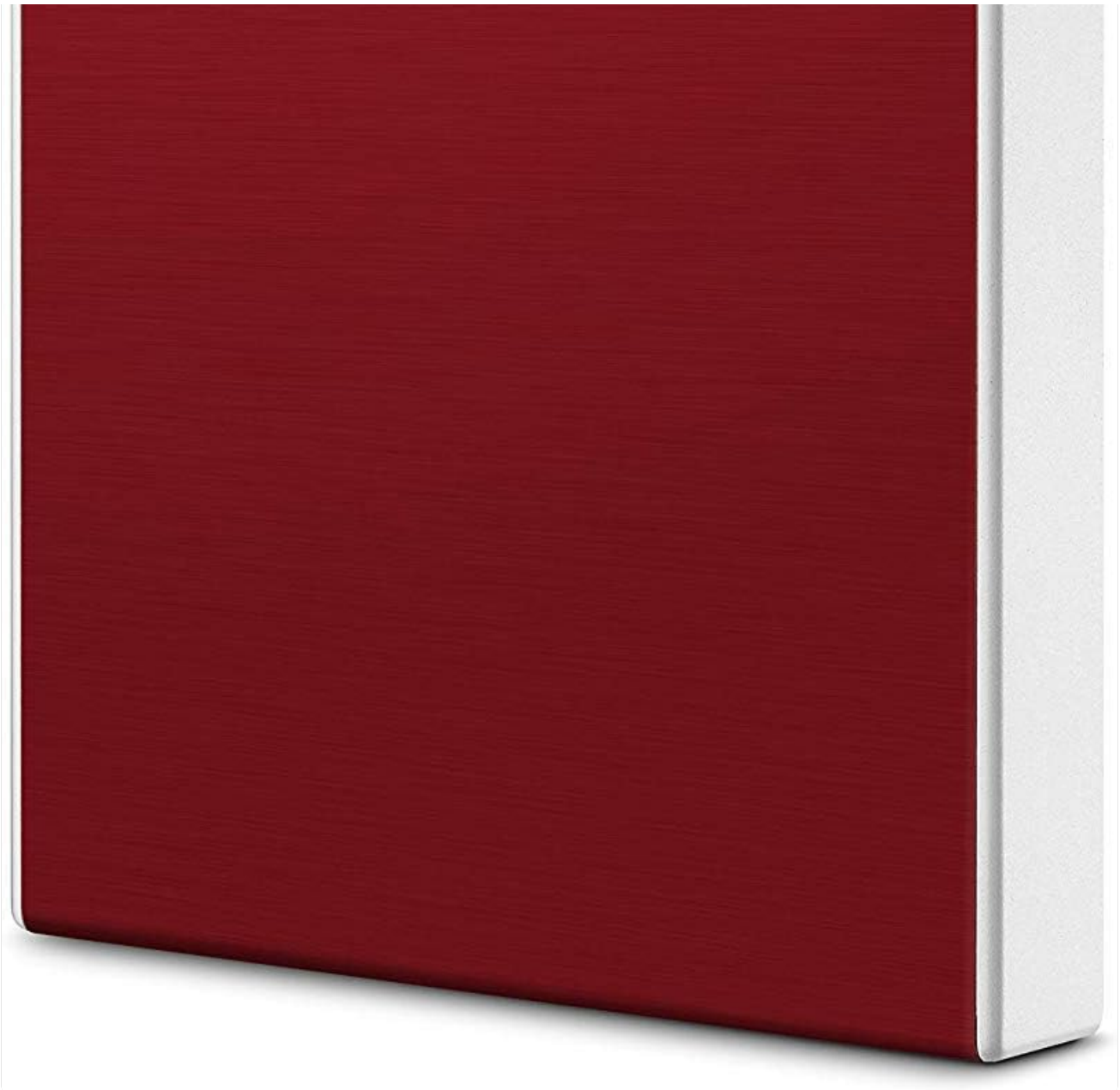
Figure 1.1: Front view of the Seagate Backup Plus Slim portable hard drive.

Key Features:

- **High Capacity:** Store and access up to 2TB of photos and files on the go.
- **Portable Design:** Compact and lightweight with a durable brushed metal enclosure.
- **Universal Compatibility:** Works seamlessly with both Mac and Windows operating systems via USB 3.0.
- **Easy Backup:** Offers one-click backup or scheduled automatic daily, weekly, or monthly backups.
- **Included Software:** Comes with a one-year complimentary subscription to Mylio Create and a two-month membership to Adobe Creative Cloud Photography Plan.
- **Reliable Warranty:** Includes a two-year limited warranty for peace of mind.

Product Video:

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Video 1.1: An official Seagate video showcasing the features and design of the Backup Plus Slim portable hard drive.

2. WHAT'S IN THE BOX

Upon opening your Seagate Backup Plus Slim package, you should find the following items:

- Seagate Backup Plus Slim Portable Drive

- 18-Inch USB 3.0 Cable

- Quick Start Guide

- Downloadable Toolkit Backup Software (access details provided in Quick Start Guide)

- 1-year Mylio Create & 2-month membership Adobe Creative Cloud Photography plan (access details provided)
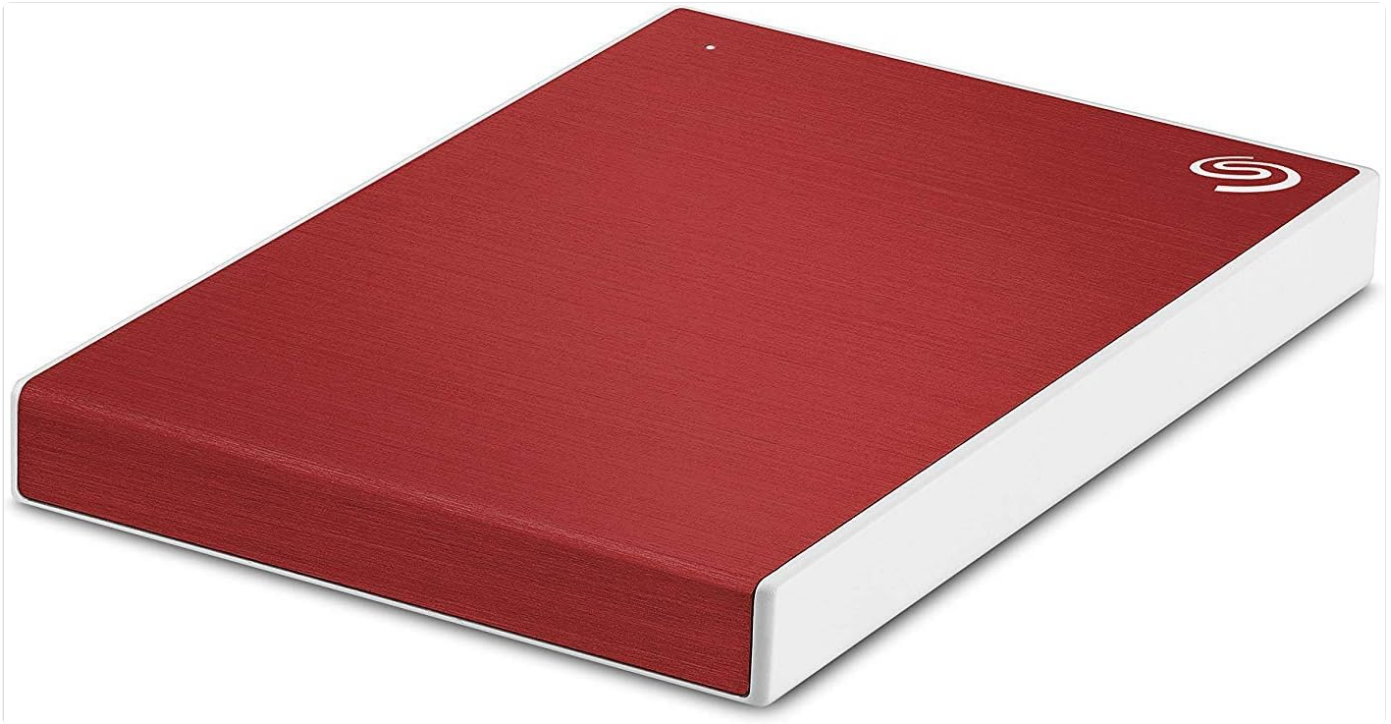

Figure 2.1: The Seagate Backup Plus Slim drive and its accompanying USB 3.0 cable.

3. SETUP

3.1 Connecting the Drive

1. Locate an available USB port on your computer (PC or Mac). For optimal performance, use a USB 3.0 port.

2. Connect the small end of the included 18-inch USB 3.0 cable to the port on the Seagate Backup Plus Slim drive.

3. Connect the larger end of the USB 3.0 cable to the USB port on your computer.

4. The drive will automatically power on and be detected by your operating system.

Figure 3.1: The Seagate Backup Plus Slim connected to a laptop via USB cable, ready for use.

3.2 Initial Setup and Formatting

The Seagate Backup Plus Slim is pre-formatted for Windows. If you are using a Mac, reformatting may be required, especially for use with Apple's Time Machine backup software.

- **For Windows Users:** The drive is ready to use out of the box. You can access it via "This PC" or "My Computer".
- **For Mac Users:**
    - Open **Disk Utility** (Applications > Utilities > Disk Utility).
    - Select the Seagate drive from the sidebar.
    - Click **Erase**.
    - Choose a format (e.g., APFS or Mac OS Extended (Journaled)) and a scheme (e.g., GUID Partition Map).
    - Click **Erase** again to confirm. **Warning: This will erase all data on the drive.**

- **Installing Toolkit Software:** Refer to the Quick Start Guide for instructions on downloading and installing the Seagate Toolkit software, which enables backup features and drive management.

4. OPERATING THE DRIVE

4.1 Data Transfer

You can transfer files to and from the Seagate Backup Plus Slim just like any other external drive:

- **Drag and Drop:** Simply drag files or folders from your computer to the Seagate drive icon in your file explorer (Windows) or Finder (Mac).
- **Copy and Paste:** Right-click on files/folders, select "Copy", then navigate to the Seagate drive, right-click, and select "Paste".

4.2 Using Seagate Toolkit for Backup

The Seagate Toolkit software provides robust backup solutions:

- **One-Click Backup:** Perform an immediate backup of selected files or folders with a single click.
- **Scheduled Backups:** Set up automatic daily, weekly, or monthly backups to ensure your data is always protected.
- **Mirror Folders:** Create mirrored folders that automatically synchronize changes between your computer and the drive.

4.3 Software Bundles

Your purchase includes complimentary access to creative software:

- **Mylio Create:** A one-year subscription to Mylio Create helps you organize, edit, and share your photos across devices.
- **Adobe Creative Cloud Photography Plan:** A two-month membership provides access to powerful photo editing tools like Adobe Photoshop and Lightroom.
- Refer to the Quick Start Guide or the Seagate website for redemption instructions for these software offers.

5. MAINTENANCE

Proper care of your Seagate Backup Plus Slim will ensure its longevity and reliable performance:

- **Safe Ejection:** Always safely eject the drive from your computer before disconnecting the USB cable. This prevents data corruption.
  - **Windows:** Click the "Safely Remove Hardware and Eject Media" icon in the system tray, then select the Seagate drive.
  - **Mac:** Drag the drive icon from your desktop to the Trash, or right-click the drive icon and select "Eject".
- **Physical Protection:** Avoid dropping or subjecting the drive to physical shock, as this can damage the internal components.
- **Cleaning:** Use a soft, dry cloth to clean the exterior of the drive. Do not use liquid cleaners or solvents.
- **Temperature:** Store and operate the drive within recommended temperature ranges (typically 5°C to 35°C or 41°F to 95°F).

6. TROUBLESHOOTING

If you encounter issues with your Seagate Backup Plus Slim, try the following troubleshooting steps:

6.1 Drive Not Detected

- **Check Connections:** Ensure the USB cable is securely connected to both the drive and the computer. Try a different USB port.
- **Restart Computer:** Sometimes a simple restart can resolve detection issues.
- **Try Another Computer:** Connect the drive to a different computer to determine if the issue is with the drive or your original computer.
- **Check Disk Management (Windows) / Disk Utility (Mac):**
  - **Windows:** Right-click "This PC" > "Manage" > "Disk Management". Look for the drive. It might need to be initialized or assigned a drive letter.
  - **Mac:** Open "Disk Utility" (Applications > Utilities). See if the drive appears there, even if unmounted.

6.2 Slow Transfer Speeds

- **USB Port:** Ensure you are connected to a USB 3.0 port on your computer. USB 2.0 ports will result in significantly slower speeds.
- **Cable:** Use the original Seagate USB 3.0 cable. Damaged or non-compliant cables can affect performance.

- **Background Processes:** Close any unnecessary applications or background processes that might be consuming system resources.
- **Drive Fragmentation:** For Windows, consider defragmenting the drive (though less critical for modern file systems).

6.3 Formatting Issues (Mac)

- As noted in the setup section, Mac users may need to reformat the drive. Ensure you follow the steps in Disk Utility carefully. If the drive is not appearing in Disk Utility, refer to "Drive Not Detected" steps.

7. SPECIFICATIONS

Feature	Detail
Model Number	STHN2000403
Digital Storage Capacity	2 TB
Hard Drive Type	Mechanical Hard Disk
Interface	USB 3.0
Hardware Platform	Mac, PC
Item Weight	4.5 ounces (approx. 127.57 grams)
Product Dimensions (LxWxH)	4.52 x 3.07 x 0.46 inches (approx. 11.48 x 7.80 x 1.17 cm)
Color	Red
Manufacturer	Seagate
First Available Date	March 20, 2019

8. WARRANTY AND SUPPORT

8.1 Limited Warranty

The Seagate Backup Plus Slim comes with a**two-year limited warranty**. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.
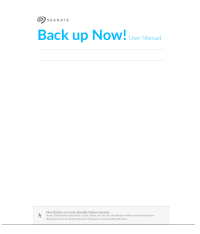
8.2 Technical Support

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact Seagate customer support:

- **Seagate Support Website:** Visit the official Seagate support website for FAQs, drivers, software downloads, and contact information.
- **Online Resources:** Explore Seagate's online knowledge base for detailed articles and guides.

Note: Specific contact methods (phone, chat, email) may vary by region. Please check the Seagate website for the most up-to-date support information.

Related Documents - STHN2000403

	[Seagate Backup Plus Portable External Hard Drive Quick Start Guide](#) Quick start guide for Seagate Backup Plus Portable external hard drives, covering connection, software setup, and warranty information. Includes compatibility notes and compliance details.
	[Seagate Ultra Touch HDD User Manual](#) Comprehensive user manual for the Seagate Ultra Touch HDD (SRD0VN4), covering setup, usage, Toolkit features, formatting, troubleshooting, and regulatory compliance.
	[Seagate Expansion Portable Drive Quick Start Guide](#) Quick start guide for the Seagate Expansion Portable Drive, providing setup instructions, compatibility information, and warranty details for PC and Mac users.
	[Seagate Basic HDD 2.5 WW Quick Start Guide](#) Get started with your Seagate Basic 2.5-inch external hard drive. This guide covers setup, Chromebook compatibility, warranty information, and regulatory compliance.
	[Seagate Backup Plus User Manual: Backup Now!](#) A user manual for Seagate Backup Plus drives, detailing how to back up data on both Windows and Mac operating systems using drag-and-drop or copy-paste methods, and how to set up automated backups.
	[Seagate Ultra Touch HDD Quick Start Guide & Setup](#) Get started with your Seagate Ultra Touch external hard drive. Learn how to connect, install Toolkit, and redeem your Adobe Creative Cloud Pro offer. Includes warranty, compliance, and disposal information.