



#### FCC DECLARATION OF CONFORMANCE

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

#### CLASS B

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**CAUTION:** Any changes or modifications made to this equipment may void the user's authority to operate this equipment.

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## USER GUIDE

# FreeAgent®

# GoFlex™ Net

MEDIA SHARING DEVICE

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# 1. Introduction

The FreeAgent® GoFlex™ Net media sharing device allows you to share and access your digital content from anywhere (inside or outside your home). You can dock a FreeAgent® GoFlex™ drive in one of the drive slots, or connect any compatible USB 2.0 mass storage device. You simply connect GoFlex Net to your router, attach a drive, activate your account, and then access your files either locally or remotely. You can even access GoFlex Net from your mobile phone.

The GoFlex Net media sharing device is part of the GoFlex storage family, which delivers an easy-to-use, plug-and-play external hard drive experience. Keep your GoFlex drive docked in GoFlex Net, connect it directly to your computer, or take the drive with you while on the go.

## About This Guide

This guide provides information about using GoFlex Net with the Pogoplug service, and includes information about features specific to the media sharing device. Instructions for using the Pogoplug service's features are available by clicking the **Help** button located at the top of the menu bar once you have signed in to your account.

See [www.seagate.com/support](http://www.seagate.com/support) for the most up to date documentation, including frequently asked questions and helpful articles about your new media sharing device.

## Overview

With GoFlex Net, you can:

- Transform your GoFlex drive into your personal cloud storage, accessible from anywhere
- Share pictures, movies and files with friends and family anywhere in the world using a Web browser
- Set up each GoFlex drive connected to the device as a logical drive letter for simple drag-and-drop access and for easy backup of new content
- Enable Windows® file sharing (Samba) and access GoFlex Net on your local network without using the Pogoplug service, beneficial in the event of a failed Internet connection
- Continue backing up to your drive content whether your FreeAgent GoFlex drive is connected directly to your computer (via USB) or to GoFlex Net
- Integrate with popular social media Web sites and always keep your friends in the loop
- Create and securely share slideshows of your favorite photos, videos and music
- Connect up to two GoFlex drives and one additional USB mass storage device directly to GoFlex Net

## About the Pogoplug Service

GoFlex Net includes a subscription to the Pogoplug service, which allows you to access your content remotely, and share your files with friends and family outside of your home.

While the Pogoplug service enables access to your drive content, no copies from your drives are retained during the process. All of the data remains on your drives attached to GoFlex Net. The only personal information stored is your e-mail address. See the Pogoplug Web site ([pogoplug.com](http://pogoplug.com)) for more information.

## System Requirements

- Router with an available Ethernet port
- Internet connection for activation and Internet file sharing
- Windows® XP, Windows Vista®, Windows 7, or Mac OS® X 10.4.9 or later operating system
- Internet Explorer® 7, Firefox® 3.x, Chrome 4.x, Safari® 3.0 or later Web browser
- Any USB mass storage device, GoFlex or GoFlex Pro ultra-portable drive

The following drive formats are supported:

- NTFS
- FAT32
- Mac OS Extended Journaled and non-Journaled (HFS Plus)
- ext2/ext3

The GoFlex Net media sharing device works with most consumer home network equipment with no setup required. If you have a business-grade router in your home, you may need to adjust its network settings.

**NOTE:** USB drives that require password entry for access are not supported.

## About the GoFlex Net Media Sharing Device

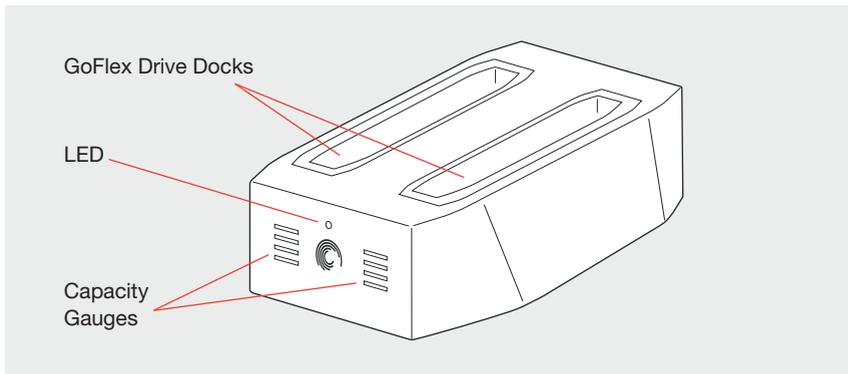


Figure 1: GoFlex Net - Front View

- **FreeAgent GoFlex drive docks:** Convenient dock for your FreeAgent GoFlex drives.
- **LED:** The light on the front provides information about the device's current state and notifies you when you have a message.
  - **Green blinking:** GoFlex Net is starting up.
  - **Green solid:** the device is on and connected to the service.
  - **Amber solid:** GoFlex Net started but failed to connect to the service; no Internet connection.
  - **Yellow blinking:** There is a message for you. Sign in to your account to read the message.
- **Capacity gauges:** The lights provide a real-time display of available drive capacity. The lights turn on, from bottom to top, when the docked GoFlex drive reaches a percentage of capacity, as follows:
  - Light 1 (bottom) is on: 0–25% full
  - Lights 1 and 2 on: 26–50% full
  - Lights 1, 2 and 3 on: 51–85% full
  - Lights 1–4 on: 86–100% full
  - The lights are off if there is no drive docked in one of the slots. See “Safely Removing Drives From GoFlex Net” on page 11 for instructions on removing a GoFlex drive from a slot.

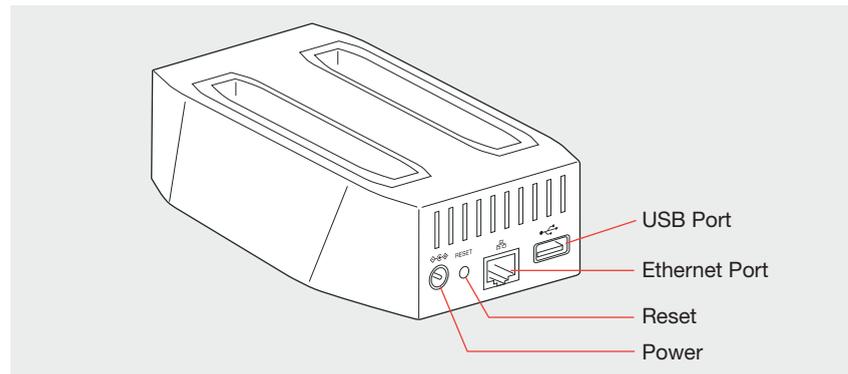


Figure 2: GoFlex Net - Rear View

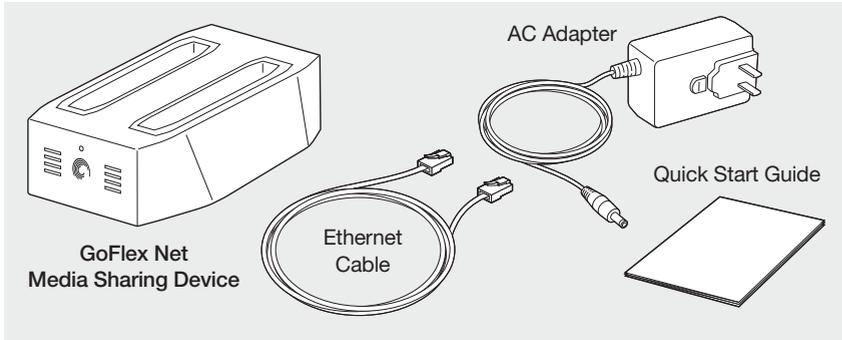
- **Power:** Connects GoFlex Net to a DC 12V power source.
- **Reset button:** Press this button if you need to restart GoFlex Net (normally not necessary).  
Insert a paper clip or other narrow device, and then press and release the button. The light on the front blinks for about 40 seconds and then returns to solid green.
- **Gigabit Ethernet port:** Connects GoFlex Net to your router.
- **USB port:** Connect any USB 2.0 drive or other USB mass storage device.

## 2. Setting Up GoFlex Net

Setting up your GoFlex Net media sharing device is easy. Simply connect GoFlex Net to your router and a power source and then activate your account. See “Installing GoFlex Net” below for complete instructions.

### Package Contents

Make sure you have the following items before continuing:



### Installing GoFlex Net

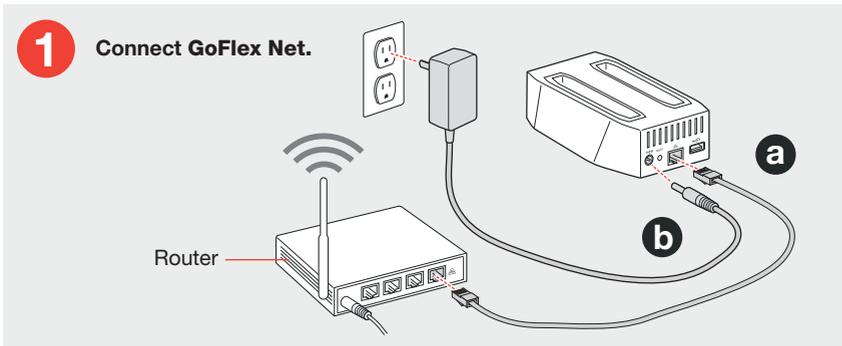


Figure 3: Connect Ethernet and Power

- Connect the supplied Ethernet cable to your router and to the Ethernet port on GoFlex Net.
- Connect the supplied AC adapter to GoFlex Net and to a DC 12V power source.

2

Wait for the front LED to turn solid green.

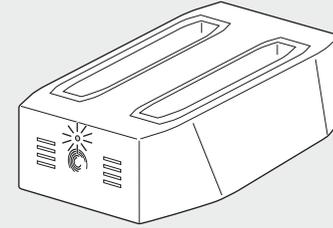


Figure 4: Ready for activation

The light on the front of GoFlex Net turns solid green, indicating that it is ready for activation. If the light is solid green, go to step 3, “Activate GoFlex Net.”

If the light is not green, wait about 60 seconds to make sure that GoFlex Net has had a chance to start up. If the light is amber, GoFlex Net is not communicating with the service or there is no Internet connection. See “Troubleshooting” on page 18 for more information.

3

Activate GoFlex Net.

Go to [www.seagate.com/activatemygoflexnet](http://www.seagate.com/activatemygoflexnet) to complete the activation process, which includes registering your GoFlex Net media sharing device. Follow the on-screen instructions.

## 4

### Connect a drive to GoFlex Net.

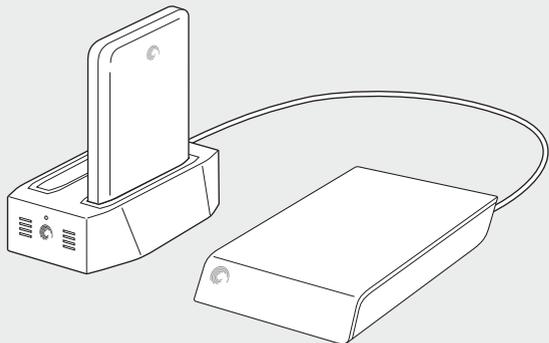


Figure 5: Connect a drive

You can dock up to two FreeAgent GoFlex drives in the drive slots or connect any compatible USB mass storage device to the USB port at any time—even after activation. If your external drive has its own power source, make sure that it is connected and turned on.

**NOTE:** Make sure that the drive you connect to the USB port is formatted (most drives are). Drives cannot be formatted while connected to GoFlex Net.

GoFlex Net has two drive docks specifically for GoFlex ultra-portable drives. Each drive dock can accommodate a GoFlex drive, including the larger capacity GoFlex drive. If you have the larger GoFlex drive, simply remove the plastic adapter from GoFlex Net and then attach the drive.

Once connected, your drives show up in **My library** in the Pogoplug Web interface. (You may need to refresh your browser.) You can change the name of your drive as it appears in the Web interface. (See the Pogoplug help for instructions.) You can also have your drive appear as a drive letter on your computer by using the drive application. See “Accessing Your Content Using the Drive Application” on page 14 for more details.

**NOTE:** Since your drive is now networked, your computer does not need to be powered on to access the content on your drive from other computers or Internet-enabled devices.

## 3. Using GoFlex Net

Once you have activated GoFlex Net, you have access to its attached drives and their content. You can access the drive content using your home computer, mobile phone, or any computer outside your home using a Web browser. Your home computer does not need to be on to access GoFlex Net remotely.

This chapter provides information about using GoFlex Net with a FreeAgent GoFlex drive, the Memeo® backup application, and includes information about features specific to GoFlex Net. For more complete instructions on using the Pogoplug features—all of which are available to GoFlex Net—click the **Help** button on the menu bar once you have signed in to your account.

### Signing In to Your Account

Go to <http://goflexnet.pogoplug.com> to sign in to and out of your account. You can bookmark the page to avoid entering the URL each time you want to sign in.

Click the Help button located on the top menu bar if you need help using the features.

### Resetting Your Password

Follow these steps if you forget your account password.

1. Launch your Web browser and type <http://goflexnet.pogoplug.com> into the address bar.
2. Click **Forgot your password?** and then enter the email address used for your account.
3. Click **Reset**.

A message is sent to your email account, with instructions for resetting your password.

### Safely Removing Drives From GoFlex Net

It is important to eject a drive safely before removing it from a drive slot or from the USB port. This will prevent any loss of data or file system corruption.

**NOTE:** Drives docked in the GoFlex Net drive slots are identified in the Web interface by the drive name (“FreeAgent GoFlex”) followed by the drive’s 8-digit serial number. The number is printed on the drive. You can rename the drive to whatever you like in the Web interface.

1. From the Web interface, eject a drive safely in one of two ways:
  - From the **My library** page: Locate the drive you want to eject in the drive navigation bar on the left side of the page and then click the **Safely remove this drive** icon next to the name of the drive.
  - From the **Settings** page: Locate the drives attached to GoFlex Net and then click the **eject** link next to the drive you want to remove.

2. **If you are ejecting a drive from one of GoFlex Net's drive slots**, wait for the capacity gauge lights to turn off before removing the drive. It may take longer for the lights to turn off if the drive is currently busy.

**If you are ejecting a drive from the USB port**, allow about 30 seconds for the drive to complete any activity (or wait for its light to turn off) before removing the drive from GoFlex Net.

## Accessing Your Drive Content

With your drive connected to GoFlex Net, you're free to share what's on the drive with friends and family, and to access your content from anywhere.

All the drives connected to GoFlex Net are viewable by anyone in your home network who accesses your drive using the drive application or Web browser. However, the people you share with outside of your home network can see only the contents you choose to share.

The simplest way to access GoFlex Net is to use the Pogoplug Web interface. (See "Signing In to Your Account" on page 11.) You can, however, access the content on your drives using other methods, described in the following sections:

- "Enabling Windows File Sharing on GoFlex Net" below
- "Accessing GoFlex Net Without Using the Pogoplug Service (Windows)" on page 13
- "Accessing GoFlex Net Without Using the Pogoplug Service (Mac)" on page 13
- "Accessing Your Content Using the Drive Application" on page 14

### Enabling Windows File Sharing on GoFlex Net

You can access GoFlex Net on your local network without using the Pogoplug interface by setting up Windows File Sharing (WFS). This method is also beneficial in the event of a failed Internet connection.

**NOTE:** All users on your local network will have access to the content that is enabled for file sharing using this method.

You must first set up file sharing (WFS) using the Pogoplug service. Thereafter, you can use Windows file sharing without having to sign in to your account. Each drive attached to GoFlex Net must be enabled for Windows file sharing.

To enable Windows File Sharing:

1. Launch your Web browser and type *http://goflexnet.pogoplug.com* in the address bar.
2. Sign in to your account.
3. Click the **Settings** button on the menu at the top.

The Settings page opens.

4. Click **WFS** in the left pane.

The Windows File Sharing page opens.

5. Select **Active** next to the device to which you want to allow access. Refresh your browser if you don't see the menu for setting access permission (in the following step).
6. Set the access permission to **Read and write** or **Read only**. (You can also disable file sharing by selecting **Disabled**.) Your permissions are set automatically once you make your selection.
7. Repeat the steps above for each drive attached to GoFlex Net.

**NOTE:** You can also change the default workgroup name, **SEAGATEGROUP**, on this page.

8. Click **Sign out** to exit the Pogoplug service.

### Accessing GoFlex Net Without Using the Pogoplug Service (Windows)

You can access the drives connected to GoFlex Net without using the Pogoplug Web interface. Follow these steps to set up local network access.

1. On the Windows taskbar, click **Start > Network** or right-click **My Network Places > Explore**.

An Explorer window opens showing all computers on your network.

2. Locate and then double-click the computer name associated with GoFlex Net.

**NOTE:** Your GoFlex Net name starts with the letters "FADS" followed by the last six alphanumeric characters of its MAC address. This 12 digit address, preceded by "MAC:", is printed on the label on the bottom of GoFlex Net.

You can now access each drive connected to GoFlex Net. Access is regulated by the file sharing permissions you set using the Pogoplug service.

### Accessing GoFlex Net Without Using the Pogoplug Service (Mac)

You can access the drives connected to GoFlex Net from the Network window (without using the Pogoplug Web interface). Follow these steps to set up local network access.

1. Select **Go** from the menu bar at the top of the desktop.
2. Select **Network** from the menu.
3. Double-click **Seagategroup**.
4. Locate and then double-click the name associated with your GoFlex Net.

**NOTE:** Your GoFlex Net name starts with the letters "FADS" followed by the last six alphanumeric characters of its MAC address. This 12 digit address, preceded by "MAC:", is printed on the label on the bottom of GoFlex Net.

5. If prompted, select the volume for the drive connected to GoFlex Net.
6. If an authentication screen displays asking for a password, click **OK** (you do not need

to enter a password).

The volume is added to your desktop. Double-click the volume to access the devices connected to GoFlex Net.

### Accessing Your Content Using the Drive Application

A convenient downloadable application is available that makes each drive connected to your GoFlex Net look just like a drive that is directly connected to your computer.

**NOTE:** The Pogoplug drive application is required if you want to back up to a GoFlex drive while it's connected to GoFlex Net using Memeo Backup.

### Downloading the Pogoplug Drive Application

1. Go to <http://goflexnet.pogoplug.com> and sign in to your account.
2. Once signed in to your account, click **Downloads** in the upper right corner of the menu bar.
3. On the Downloads page, select the appropriate software version for your computer and then click the **Download for ...** button.

**NOTE:** If you are unsure if your Windows operating system is 32 or 64 bit, right-click **My Computer** and then select **Properties** on the menu. In the System Properties window, look at the information under System. If your system is 64 bits, it will say so. Otherwise, your system is 32 bits.

4. Follow the on-screen instructions to install the software.

A Pogoplug icon appears in your system tray (Windows) or on your desktop (Mac) following installation. If updates are available for the drive application, a yellow exclamation point is shown over the icon. Right-click the icon and then select **Upgrade Now** to update the application to the new version.

### Using the Drive Application

1. Start the Pogoplug drive application:
  - **Windows:** On the Windows Start menu, click **Start > All Programs > Pogoplug > Pogoplug**.
  - **Mac:** Open Applications and then double-click the **Pogoplug** application.The Pogoplug Drive dialog box displays.
2. Enter the e-mail address and password used for your account.
3. Click **Sign in** (Windows) or **Save** (Mac). A Pogoplug icon appears in your system tray (Windows) or on your desktop (Mac).

An Explorer window opens if you are using Windows. Double-click the Pogoplug icon on your desktop if you are using a Mac. The following is shown:

- (Windows) In the Explorer window, your GoFlex Net mapped to drive letter P: (unless this drive letter is already mapped to another device).
- The **Files shared with me** folder, which provides access to the files that others have shared with you.
- The USB mass storage devices connected to your GoFlex Net, shown as folders.

You can use this window to access the files stored on the devices connected to GoFlex Net. The preferences dialog also provides these optional settings:

- **Remember me on this computer:** maintains email address and password settings
- **Automatically start Pogoplug Drive on login:** starts the drive application each time your computer starts
- **Enable multi-drive mode:** maps a drive letter to each drive connected to GoFlex Net
- **Active Copy:** automatically copy your pictures, videos, music and other files to your drive whenever a file changes

See the Pogoplug help or the community forum at [pogoplugged.com](http://pogoplugged.com) for more information about using Preferences.

### Backing up to GoFlex Net

You can back up your important content to drives connected to GoFlex Net—either GoFlex drives docked in the drive slots or a drive connected to the USB port.

If you don't use backup software, you can simply drag and drop files to a drive connected to GoFlex Net. If you are using a GoFlex drive, you can install and use the backup software that comes with the drive. Both methods are described below.

### Using GoFlex Net for Backup

Since GoFlex Net provides local and remote access to your drives, you can also use this networked storage space to back up new content from your computer.

The following methods allow you to create new folders on your drive(s) connected to GoFlex Net, which you can use solely for backup. If later you decide to share your backed up content, it's available. Your content is secure and can only be shared if you choose to do so.

- To back up using the Pogoplug Web interface, sign in to your account, open My library and then click the **Upload** button. Click **New Folder** to create a new folder.
- To back up using the drive application, open the drive application, navigate to the drive to which you want to back up (for example, P:\Seagate FreeAgent GoFlex) and then drag and drop your files onto the drive.

## Backing up to GoFlex Net Using Memeo Backup Software

Memeo Backup software is included with every FreeAgent GoFlex drive. This backup software provides automatic and continuous backup of your important data. There are a few things you have to do before you can back up to a drive while its connected to GoFlex Net:

- Register and activate your GoFlex Net and create a user account.
- Install Memeo Backup software on your computer from a GoFlex drive. See “Installing Memeo Backup Software” below.
- Install the Pogoplug drive application on your computer so Memeo Backup can “see” the drives connected to GoFlex Net. See “Downloading the Pogoplug Drive Application” on page 14.

Once you complete these tasks, you can back up to a drive while it’s connected to GoFlex Net.

When a FreeAgent GoFlex drive that is configured for backup is moved back and forth between your computer and GoFlex Net, the backup automatically continues to work. You can configure backup while the FreeAgent GoFlex drive is connected to your computer or to GoFlex Net.

However, you can’t access backed up files stored in an encrypted folder. If your backup plan includes encryption, you must delete it in Memeo backup and then create a new backup plan without encryption to continue to back up data on the FreeAgent GoFlex drive when it’s connected to GoFlex Net.

### Installing Memeo Backup Software

Memeo Backup software can be automatically installed when you connect a GoFlex drive to your computer. Simply follow the on-screen steps to install the software. Once installed, you can either begin a backup instantly from your computer, or connect a drive to GoFlex Net and then set up your backup plan.

**NOTE:** Install the latest version of Memeo Backup if you are prompted to update the software. This will ensure that GoFlex Net has the latest features.

### Setting up GoFlex Net for Use With Memeo Backup

You must download and install the Pogoplug drive application on your computer so Memeo Backup can see the drives connected to GoFlex Net.

This drive application software displays all drives attached to GoFlex Net the same way it displays directly attached, or logical, drives. If you have two GoFlex drives docked in GoFlex Net and one drive connected to the USB port, you can back up to any one of these drives from the Memeo Backup application.

**NOTE:** You must have already connected GoFlex Net to your router and activated your account. Go to <http://www.seagate.com/activatemygoflexnet> to activate.

1. Download the Pogoplug drive application. See “Accessing Your Content Using the Drive Application” on page 14 for instructions.
2. Launch the drive application an then sign in using the e-mail address and password used for your account. See “Using the Drive Application” on page 14 for instructions.
3. The Pogoplug drive application must be running for backups to occur on drives connected to GoFlex Net. Click the **Settings** tab and then select the following options to ensure that backups continue to the destination drive you select:

- **Automatically start Pogoplug Drive on login:** starts the drive application each time your computer starts.
- **Enable multi-drive mode:** maps a drive letter to each mass storage device connected to GoFlex Net.

If you have a drive connected to GoFlex Net, it is assigned to your P: drive (if that drive letter is available). If the P: drive is not free, the drive is assigned the next available drive letter after that. If you have more than one drive connected to GoFlex Net, each is assigned a drive letter, for example, P, Q:, R,: etc.

4. Launch the Memeo Backup application and then click the drop-down arrow to select the drive to which you want to back up. (Install the latest Memeo Backup software if prompted.)

Memeo Backup automatically scans your computer’s C drive and shows what will be backed up. You can change what will be backed up by clicking the **Advanced Options** button. See the Memeo Help for more information.

5. Select the drive connected to GoFlex Net to which you want to back up. Click the drop-down arrow to select a different drive if the destination drive is not shown.

**NOTE:** You cannot back up to read-only drives.

6. Click **Start Backup** to back up to your drive.

Once your backup is completed, your content continues backing up to your drive, whether it’s connected to GoFlex Net or your computer.

## Troubleshooting

GoFlex Net is a plug and play device. However, in certain situations, the setup process may require extra attention. Below is a list of troubleshooting tips to assist you should you have any problems during installation.

If GoFlex Net is connected to a power source and to a router but the light on the front is not solid green, try these troubleshooting tips:

- Ensure that the supplied power adapter is securely connected to GoFlex Net and to a power source. If you are using a power strip, make sure it is turned on.
- Check that one end of your network cable is securely connected to the Ethernet port on GoFlex Net and the other end is connected to a functioning port on your network router.

If the network cable is securely connected and the light is amber, the network cable or the Ethernet port may not be functioning properly. To test this, connect the network cable to a different port on your router. If there is still no connection, try a different Ethernet cable or a different network.

Make sure your router is turned on.

- Ensure that your router gives out IP addresses to computers on your network (DHCP) and that DHCP is enabled on your router. DHCP is usually enabled on home networks. If it is not, you will have trouble connecting to GoFlex Net. If you need assistance enabling DHCP on your router, see your router documentation.
- You may have a firewall installed that blocks UDP, or UDP is disabled on your router. GoFlex Net will not function properly if you have a firewall setup that blocks the transmission of UDP packets or if UDP is turned off in your router configuration.

GoFlex Net attempts to send outbound UDP packets through the default gateway assigned by DHCP to `service.pogoplug.com` port 4365. It expects to “hear back” UDP from the same host from the same port to the local port it sent them from (which is random). Most NAT (Network Address Translation) routers have UDP session management that allows outbound UDP to implicitly allow responses back to the source machine and port. If you have custom firewall rules set up on your router, you need to add a rule from GoFlex Net in and out to `service.pogoplug.com` port 4365. See your router documentation if you need help.

Once GoFlex Net receives UDP responses to its initial request to the service, the LED should be solid green. The LED remains amber if UDP responses fail.

- If the light is still amber, this means that there is an issue with the Internet connection or GoFlex Net is not connected to the Pogoplug service. Unplug GoFlex Net from the power source and plug it back in.

## Finding More Help

GoFlex Net is easy to use, but you may still have questions. Try one of these help locations if you can't find what you're looking for:

- Information about the Pogoplug service's features is available by clicking the Help button located at the top of the Pogoplug Web interface.
- If you have any problems setting up or using GoFlex Net that are not answered here, contact Seagate Support at [www.seagate.com/support](http://www.seagate.com/support). From there you can find answers to frequently asked questions and helpful articles about GoFlex Net.

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