

TROUBLESHOOTING

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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 (ellipse) and tap **Refresh**.

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, check your battery charge by tapping on the **More** icon (ellipse). The amount of charge available is listed next to the battery icon. You can tap on the battery icon for further information.
- 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 on 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 (ellipse) and tap Users. Review your storage device's user manual for the number of user's supported by your device.
- Tap on the **More** icon (ellipse) and tap **Refresh**.
- Power off the storage device, wait 10 seconds and then power it on. Relaunch the media app.

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 OR 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.

ITUNES® CONTENT DOES NOT APPEAR

If you purchased content from iTunes, you must authorize your Apple device with iTunes to play the content. To authorize the content, connect your Apple device to your computer and then start iTunes.

Videos purchased from iTunes are DRM (Digital Rights Management) protected. To play these videos from your storage device, you must first sync your Apple device with your iTunes account. When you use the media app to play a video purchased from iTunes, it plays in a Safari browser.

REFORMATTED HARD DRIVE FOR MAC

Do not allow Time Machine® to use your 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](#).