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## Seagate STKZ4000402

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# Seagate One Touch 4TB External HDD User Manual

Model: STKZ4000402

## 1. INTRODUCTION

The Seagate One Touch 4TB External Hard Disk Drive (HDD) provides a reliable and portable solution for storing your digital content. Featuring password protection and compatibility with both Windows and Mac operating systems, this device is designed for ease of use and data security. It includes 3 years of Rescue Data Recovery Services for added peace of mind.



Image: The Seagate One Touch 4TB External HDD in light blue, showcasing its sleek design while connected to a laptop.

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## 2. PACKAGE CONTENTS

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Verify that all items are present in your package:

- Seagate One Touch portable storage device with password protection
- 18-inch (46 cm) USB 3.0 cable
- Quick start guide
- Downloadable Toolkit Backup Software
- Rescue Data Recovery Services (3-year plan)
- 1-year Mylio Create plan
- 4-month membership Adobe Creative Cloud Photography plan

## 3. SYSTEM REQUIREMENTS

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The Seagate One Touch HDD is compatible with the following operating systems:

- Windows operating system (Windows 7 or higher)
- Mac operating system (macOS 10.12 or higher)

A USB 3.0 port (or higher) is recommended for optimal performance. The drive is also backward compatible with USB 2.0 ports.



Image: Illustration showing the Seagate One Touch HDD with compatibility logos for Windows and Mac operating systems.

## 4. SETUP INSTRUCTIONS

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### 4.1 Connecting the Drive

1. Connect the small end of the USB 3.0 cable to the USB port on your Seagate One Touch drive.
2. Connect the large end of the USB 3.0 cable to a compatible USB port on your computer (Desktop or Laptop).

The drive will automatically power on and be detected by your computer.

### 4.2 Initial Setup and Software Installation

Upon connecting the drive, an icon representing the Seagate One Touch will appear on your desktop (Mac) or in 'This PC' / 'My Computer' (Windows).

- **For Windows:** Open 'This PC', locate the Seagate drive, and double-click the 'Start\_Here\_Win' icon to begin the registration and software installation process.
- **For Mac:** Double-click the Seagate drive icon on your desktop, then double-click the 'Start\_Here\_Mac' icon to begin the registration and software installation process.

Follow the on-screen instructions to register your drive and install the Seagate Toolkit software. The Toolkit software enables features like backup, restore, and security.

**Note:** Reformatting may be required for use with Apple Time Machine.

## 5. OPERATING INSTRUCTIONS

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### 5.1 Data Transfer

Once the drive is connected and recognized, you can transfer files by dragging and dropping them to and from the Seagate One Touch drive, just like any other external storage device.

### 5.2 Password Protection

The Seagate One Touch features hardware-encrypted password protection. To enable and manage password protection:

1. Launch the Seagate Toolkit software.
2. Navigate to the 'Security' section.
3. Follow the prompts to set up a password for your drive. This will encrypt your data using AES-256 hardware encryption.



Image: The Seagate Secure logo, emphasizing the drive's password protection feature with AES-256 hardware encryption.

### 5.3 Backup Features

Use the Seagate Toolkit software to configure backup plans:

- **One-Click Backup:** Perform an immediate backup of selected files.
- **Scheduled Backups:** Set up automatic daily, weekly, or monthly backups to ensure your data is always protected.

### 5.4 Included Software Plans

Your Seagate One Touch HDD includes:

- **Mylio Create Plan (1-year):** Organize and manage your photos and videos across devices.
- **Adobe Creative Cloud Photography Plan (4-month membership):** Access powerful photo editing tools.



Image: The Mylio Create interface displayed on a laptop, tablet, and smartphone, illustrating its cross-device photo organization capabilities.

## 6. CARE AND MAINTENANCE

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- **Safe Ejection:** Always safely eject the drive from your computer before disconnecting the USB cable to prevent data corruption.
- **Physical Handling:** Avoid dropping or subjecting the drive to physical shocks, 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.
- **Temperature:** Store and operate the drive within recommended temperature ranges to ensure longevity.

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## 7. TROUBLESHOOTING

If you encounter issues with your Seagate One Touch HDD, consider the following common solutions:

- **Drive Not Detected:**
  - Ensure the USB cable is securely connected to both the drive and the computer.
  - Try connecting the drive to a different USB port on your computer.
  - Test with a different USB cable if available.
  - Restart your computer.
- **Slow Transfer Speeds:**
  - Ensure you are using a USB 3.0 port for optimal speeds. USB 2.0 ports will result in slower transfers.
  - Close other applications that might be using system resources or performing disk operations.

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- **Password Issues:** If you forget your password, refer to the Seagate Toolkit software for password recovery options or contact Seagate Support.

For more detailed troubleshooting, refer to the official [Troubleshooting Guide \(PDF\)](#) available online.

## 8. TECHNICAL SPECIFICATIONS

| Feature                  | Specification |
|--------------------------|---------------|
| Digital Storage Capacity | 4 TB          |

|                                     |                                   |
|-------------------------------------|-----------------------------------|
| Hard Disk Interface                 | USB 3.0                           |
| Connectivity Technology             | USB                               |
| Brand                               | Seagate                           |
| Special Feature                     | Password Protection               |
| Hard Disk Form Factor               | 2.5 Inches                        |
| Hard Disk Description               | Mechanical Hard Disk              |
| Compatible Devices                  | Desktop, Laptop                   |
| Installation Type                   | External Hard Drive               |
| Color                               | Light Blue                        |
| Hard Disk Rotational Speed          | 5400 RPM                          |
| Read Speed                          | 120 Megabytes Per Second          |
| Hardware Platform                   | Mac, PC                           |
| Item Weight                         | 268 Grams                         |
| Item Dimensions (L x W x Thickness) | 29.2L x 20.3W x 5.3Th Centimeters |
| Enclosure Material                  | Aluminium                         |
| Model Number                        | STKZ4000402                       |

9. WARRANTY AND SUPPORT

9.1 Warranty Information

The Seagate One Touch HDD comes with a **3-year limited warranty**. This warranty covers device replacement or repair, providing assurance from the date of purchase.

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Additionally, the product includes **3 years of Rescue Data Recovery Services**. This service covers data loss from accidents, mechanical errors, or natural disasters, helping to protect your valuable files.



Image: A shield graphic with the text 'Rescue Data Recovery Services' and '3 Years Included', highlighting the data recovery coverage.

9.2 Customer Support

For technical assistance, warranty claims, or further inquiries, please contact Seagate Customer Care:

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- **India Customer Care No:** 18003092525
- **Manufacturer Contact Information:** Seagate, Cal-Comp Electronics (Thailand) Public Co Ltd. 60 Moo 8, Sethakij Road, Klong Maduea, Kratoomban, Samusakorn, 74110, THAILAND Techman Electronics (Thailand) Co. Ltd. No. 236-237 Moo 2 Tambol Nongchark, Amphur, Banbung, Chonburi, Thailand 20170

You can also visit the official Seagate website for support resources and driver downloads.

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Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

**Name**

Anonymous

**Email**

you@example.com

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**Question**

Example: How do I reset this device or fix this error?

**Details**