



LaCie Media App - iOS

Welcome

The media app helps you manage media and documents that you copy to compatible wireless and network attached storage devices (NAS). 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 Help. Most storage devices present a Getting Started tutorial the first time you open the media app. Follow the 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 [LaCie Support](#).



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.

Contents

1	Connecting Mobile and Storage Devices to Wi-Fi Networks	5
	Connect your mobile device to your wireless storage device	5
	Connect your wireless storage device to a Wi-Fi network	5
2	Uploading, Downloading, and Sharing Files	7
	Upload content from your mobile device to your storage device	7
	Download content from your storage device to your mobile device	8
	Sharing Content	8
	Monitoring file transfers	8
	iOS share extension	9
3	Viewing Media Libraries	10
4	Enjoying Your Media	12
	View Moments	12
	• View photos by moments	12
	Play Videos	12
	• Watch a video	12
	• Watch multiple videos back-to-back	13
	View Photos	13
	• View a single photo	13
	• Create or update a slideshow	13
	• Watch a slideshow	14
	Listen to Music	14
	• Play a song	14
	• Play multiple music tracks back-to-back	15
	• Create a music playlist	15
	View documents	16
	• View a document	16
	• Rename a document	16
	• Manage multiple documents	16
	Review recently viewed items	17
	Cast your media	17
	• Getting started with Chromecast or Roku	17
	• Getting started with LG TV	18
5	Viewing, Sorting, and Filtering Content	19
	View content on your storage device	19
	Switch between list/thumbnail views	19
	Sort content	19
	Filter content by media type	20

Filter to view recent content	20
Filter using selected criteria	20
Custom searches	21
6 Managing Content on Your Storage Device	22
Create a folder	22
Move content	22
Copy content	23
Rename content	23
Delete content	23
7 Conserving Battery Life	25
Power settings	25
Stream and download	25
Power settings options	25
Battery performance	26
8 Updating the Media App and the Storage Device	27
Update the media app	27
• Review the current version of the media app	27
Update the storage device	27
• Review the current version of the storage device's firmware	27
9 Accessing Multiple Storage Devices on the Same Network	28
Add your devices to your network	28
Choose the storage device	28
10 Accessing Your Media Remotely	30
11 Accessing Cloud Storage	31
Set up your cloud	31
12 .Troubleshooting	32
Files take awhile to appear on the storage device	32
Cannot connect to a wireless device or a network-attached storage device	32
Video, song, or file does not play or open	33
iTunes content does not appear	33
Reformatted hard drive for Mac	33
Unsecure Wi-Fi notification	33
Cannot connect to Personal Cloud due to disabled SMS	34

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 use the media app to connect your 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 the free [LaCie Media app](#) from the iOS App 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, tap the **Settings** icon.
4. Tap **Wi-Fi**.
5. Select the storage device from the list of Wi-Fi networks.
6. Launch the media app.

[back to top](#)

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.



Note: The storage device consumes more battery charge when it is connected to the Internet.

1. Above Media Libraries, click the long icon showing the connection to your wireless storage device.
2. Make certain that the switch for connection to wireless networks is enabled.

3. Tap the network you want to join. If security is enabled on the selected Wi-Fi network, enter the password.
4. Optional. Tap on the checkbox for **Connect to this network automatically**.
5. Optional. Tap on the checkbox for **Secure this network**. This option prevents unauthorized users from accessing the network.
6. Optional. Tap **Join Network**. (**Note:** You may experience a brief interruption in the connection to the wireless storage device.)
7. Once connected, the Wi-Fi icon changes to reflect access to the Internet.

[back to top](#)

Uploading, Downloading, and Sharing Files

When you upload a file to your wireless storage device or network-attached storage device, it is placed in one of the libraries according to its type: Videos, Photos, Music, or Documents. After you download a file from the storage device to your mobile device, it is managed by the operating system. When you share files, you share your files with your mobile device's apps.






NOTE: If you are transferring a large amount of content to your wireless storage device, it is recommended that you connect it directly to a computer rather than using a wireless connection. To learn how to copy content to your storage device using a computer, review the storage device's user manual.




Upload content from your mobile device to your storage device



Note: You can only upload photos and videos on your device's Camera Roll.

1. Tap on the **Libraries and Folders** content menu () in the navigation bar. Choose your mobile device.
2. Tap on the folder with the contents you want to upload. For example, tap **Media Library**, and then tap **Camera Roll**.
3. Tap on the **Edit** icon () in the navigation bar. On devices with smaller screens, you may have to tap the **More** icon () to see the **Edit** option.
4. Tap on the items you want to upload. A check mark appears on each item that you select.
 - To deselect a single item, tap on it.
5. To select all files in the view, tap **Select Items** on the top left and tap **Select All**. To remove all selections, tap **Deselect All**.
6. Tap **Actions** in the navigation bar.
7. Tap **Upload**.



Note: Uploaded files can be viewed within media libraries or the device's folder. To view the folder, go to > **Libraries and Folders** () and tap on  ( is the name of your storage device). Tap on the device folder, e.g. **Tablet**. Browse the sub-folders to view the uploaded files.

Download content from your storage device to your mobile device

1. Tap on the **Libraries and Folders** content menu (≡) in the navigation bar. Choose a library (for example, Videos or Photos).
2. Tap on the **Edit** icon (✓) in the navigation bar. On devices with smaller screens, you may have to tap the **More** icon (⋮) to see the Edit option.
3. Tap on the items you want to download to your mobile device. A check mark appears on each item that you select.
 - To deselect a single item, tap on it.
4. To select all files in the view, tap **Select Items** on the top left and tap **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** in the navigation bar.
6. Tap **Download**.

[back to top](#)

Sharing Content




1. Tap on the **Libraries and Folders** content menu (≡). Choose a library (for example, Videos or Photos).
2. Tap on the **Edit** icon (✓) in the navigation bar. On devices with smaller screens, you may have to tap the **More** icon (⋮) to see the Edit option.
3. Tap the items you want to share. A check mark appears on each item that you select.
 - To deselect a single item, tap on it.
4. To select all files in the view, tap **Select Items** on the top left and tap **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** in the navigation bar.
6. Tap the **Share** icon.
7. (Optional) Download the file before it can be shared.
 - The media app displays a notification when the file is ready for sharing. Tap the **Share File** notification to share the file.

[back to top](#)

Monitoring file transfers

You can monitor the progress of files that are uploading and downloading in the Tasks screen.

1. From the home page, tap **Libraries and Folders** (≡) on the far left corner. Choose your library (e.g. Videos or Photos) from the selection drawer on the left.

2. Tap on the **Edit** icon () in the navigation bar. On devices with smaller screens, you may have to tap the **More** icon () to see the **Edit** option.
3. Tap the items you want to transfer. A check mark appears on each item that you select.
4. Tap **Actions** and choose **Download** or **Upload**.
5. While downloads/uploads are in progress, tap the **Notifications** icon ().
6. Tap **Downloads** or **Uploads**. The **Tasks** screen displays your transfer activities with a progress bar.

[back to top](#)

iOS share extension

The latest version of iOS supports sharing files between apps. The instructions below provide the steps to enable the LaCie Media app for iOS Photos. You can use the instructions for other apps that can share files with LaCie Media.

1. Launch the **Photos** app on your iOS device and locate the photos you want to upload.
2. Tap **Select** at the top right of the screen and select the photos you want to upload.
3. Click the **Share** icon at the top left of your screen and then select **LaCie Media**. If you do not see **LaCie Media** on the list of apps, tap **More** and enable **LaCie Media** by tapping its slider.



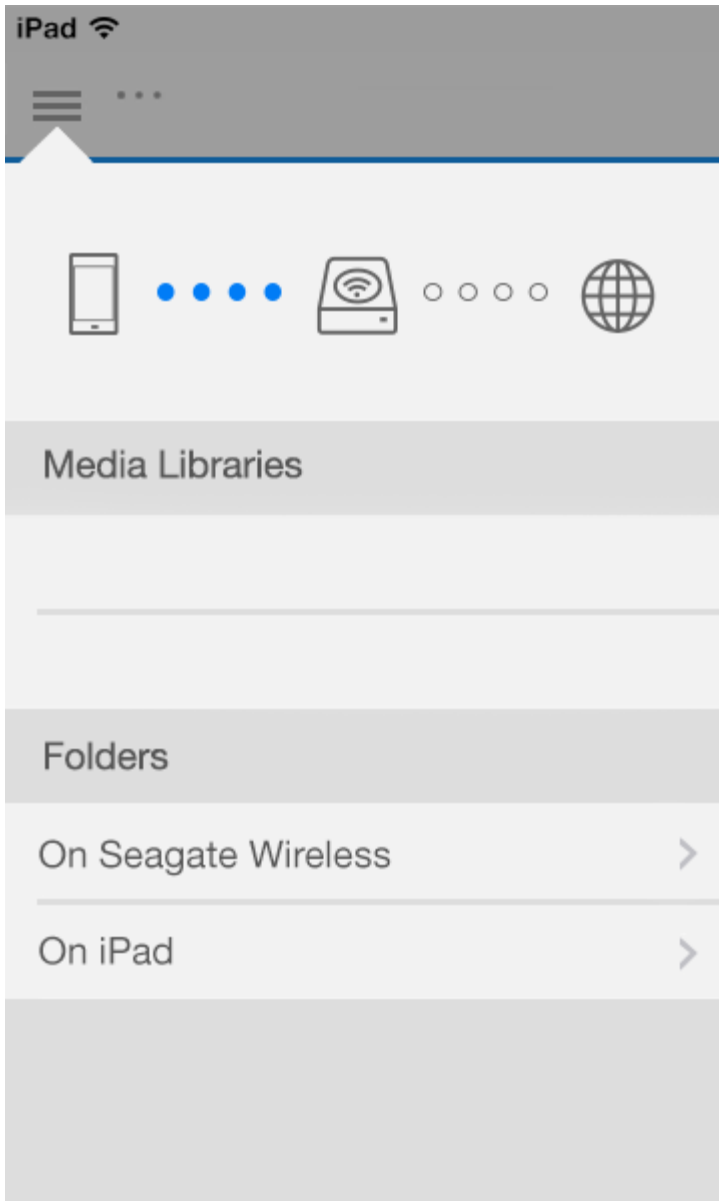
Note: The storage device must be connected to your iOS device to view **LaCie Media** on the list of apps.

4. Tap **Choose a Different Folder** and select the folder for the content. You can also create a new folder for the content.
5. Tap **Save** on the top right.

[back to top](#)

Viewing Media Libraries

You can view the media libraries and folders stored on your storage device as well as your mobile device.



1. Tap (≡) to access the **Libraries and Folders** menu.
2. In **Folders**, select your storage device or your mobile device.
3. In **Media Libraries**, tap the view to open the library and explore its contents.

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](#)
- [View Photos](#)
- [Listen to Music](#)
- [View Documents](#)
- [View Recently viewed items](#)
- [Cast 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. The photo appears on the screen. To exit the full screen view, tap on the photo and tap **Done** 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. A video playback window automatically appears, allowing you to return to the start of the video, pause/play, or go to the end of the video.
4. To exit the music playback window, tap **Done**.



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 Edit icon () in the navigation bar. On devices with smaller screens, you may have to tap the More icon () to see the Edit option.




Tip: Long tap in the screen to 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 **Actions** in the navigation bar, and then choose **Play**.




[back to top](#)

View Photos




View a single photo

1. Tap on the **Libraries and Folders** content menu () in the navigation bar.
2. Tap **Photos**.
3. Tap on the photo you want to view.
4. The photo appears on the screen. To exit the full screen view, tap on the photo and tap **Done** 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 Edit icon () in the navigation bar. On devices with smaller screens, you may have to tap the More icon () to see the Edit option.
4. Tap on the photos you want to add to the slideshow. A check mark appears on the selected photos. Photos are added to the slideshow in the order of selection.
 - 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 **Actions** in the navigation bar, and then tap **New Slideshow**.
6. Choose one of the following:
 - **Add to an existing slideshow**. You are prompted to choose a slideshow.
 - **Save as a new slideshow**. You are prompted to enter a name for the slideshow.


Watch a slideshow

1. Tap on the **Libraries and Folders** content menu () in the navigation bar.
2. Tap **Photos**.
3. Tap on the Edit icon () in the navigation bar. On devices with smaller screens, you may have to tap the More icon () to see the Edit option.
4. Tap on the photos you want to play. A check mark appears on the selected photos. Photos 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 **Actions** in the navigation bar, and then tap **Play**. The slideshow begins.
6. To review options for your slideshow, tap a photo as the slideshow plays, then tap the Slideshow icon in the navigation bar.
7. Select any of these slideshow options: Transitions, Slide timing, Music, Photo loop, and Photo shuffle.
8. Tap **Start Slideshow** to continue the slideshow with the new settings.
9. To exit the slideshow, tap on a photo and tap **Done** in the navigation bar.

[back to top](#)

Listen to Music

Play a song

1. Tap on the **Libraries and Folders** content menu () in the navigation bar.
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 outside of the app screen; iPhones and iPods—tap **Done**. Music continues to play even when the window is not visible. To recover the music window, try one of the following:

- Tap on the song that is playing
- Tap on another song
- Access the music player in the **More** menu (☰)

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 Edit icon (☑) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (☰) to see the Edit option.
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 **Actions** in the navigation menu, and then tap **Play**.

[back to top](#)

Create a music playlist


1. Tap on the **Libraries and Folders** content menu (☰) in the navigation bar.
2. Tap **Music**.
3. Tap on the Edit icon (☑) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (☰) to see the Edit option.
4. Tap on the music tracks you want to add to the playlist. A check mark appears on the selected tracks. Tracks are added to the slideshow in the order of selection.
 - 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 **Actions** in the navigation bar, and then tap **New playlist**.
6. Choose from the following:
 - **Add to existing playlist**. You are prompted to choose a playlist.

- **Save as new playlist.** You are prompted to enter a name for the playlist.

[back to top](#)

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. Choose **Documents**.
3. Tap on the Edit icon () in the navigation bar. On devices with smaller screens, you may have to tap the More icon () to see the Edit option.
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 **Actions** in the navigation bar, and then tap **Rename**.
6. Type the new name and tap **Confirm**.

[back to top](#)

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 Edit icon () in the navigation bar. On devices with smaller screens, you may have to tap

the More icon () to see the Edit option.

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 **Actions** in the navigation bar, and then tap **Download** or **Delete**.

[back to top](#)

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.


[back to top](#)

Cast your media

Cast media from your wireless device to the big screen. LaCie Media is now compatible with Google Chromecast, LG TV 2012 and 2013 models, LG TV with webOS, and Roku. Casting media from your LaCie 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 LaCie Media app on your mobile device.
3. Connect to your LaCie 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](#).

[back to top](#)

Getting started with LG TV

1. Turn on your LG TV.
2. Connect the LG TV to your Wi-Fi network.
3. Start the LaCie Media app on your mobile device.
4. Connect to your LaCie 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.



[back to top](#)

Viewing, Sorting, and Filtering Content

The media app gives you options for sorting, viewing, and filtering your content.

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

[back to top](#)

Switch between list/thumbnaill views


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

1. Tap the More menu () and then choose either **List** or **Thumbnails** to toggle your view.

[back to top](#)

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

[back to top](#)

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**.



In the Videos, Photos, and Music libraries, additional filters appear at the top of the screen. These filters vary by which library is being viewed:

- **Videos:** Albums, Genres, Years, Home Videos
- **Photos:** Albums, Date Taken, Slideshows
- **Music:** Albums, Artists, Genres and Playlists

[back to top](#)

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**

[back to top](#)

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 **Done**.

[back to top](#)

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.

[back to top](#)

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 () in the navigation bar.
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 **Confirm**.

[back to top](#)




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 Edit icon () in the navigation bar. On devices with smaller screens, you may have to tap the More icon () to see the Edit option.
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.
6. To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
7. Tap **Actions** in the navigation bar, and then tap **Move**.
8. To begin browsing for the destination folder, tap on the folder on the upper left corner. The folder has an ellipse.
9. Navigate to the destination folder.
10. Tap **Move here** in the navigation bar.

[back to top](#)

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 Edit icon () in the navigation bar. On devices with smaller screens, you may have to tap the More icon () to see the Edit option.
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.
6. To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
7. Tap **Actions** in the navigation bar, and then tap **Copy**.
8. To begin browsing for the destination folder, tap on the folder on the upper left corner. The folder has an ellipse.
9. Navigate to the destination folder.
10. Tap **Copy here** in the navigation bar.

[back to top](#)

Rename content



Note: You can rename a single file or folder. If you select more than one item, the rename action is not available.

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. Browse to the folder or file that you want to rename.
4. Tap on the Edit icon () in the navigation bar. On devices with smaller screens, you may have to tap the More icon () to see the Edit option.
5. Tap on the folder or file to rename.
 - To deselect a single item, tap on it.
6. Tap on **Actions** in the navigation bar, and then tap **Rename**. If Rename is greyed out, you have selected more than one item.
7. Type a new name for the file and tap **Confirm**.

[back to top](#)

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 Edit icon (⌵) in the navigation bar. On devices with smaller screens, you may have to tap the More icon (⋮) to see the Edit option.
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.
6. To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
7. Tap **Actions** in the navigation bar, and then tap **Delete**.
8. Tap **Delete** in the navigation bar to permanently remove the files or folders from the storage device.

[back to top](#)


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 () in the navigation bar, and then choose **Settings**.
2. Tap **Power Settings**.
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.


[back to top](#)

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.



Important info: You cannot have your storage device connected to the Internet and Stream and download.

1. Tap on the **More** icon () in the navigation bar, and then choose **Settings**.
2. Tap your device's settings and then tap **Advanced**.
3. Confirm that **Stream and Download** is enabled.

[back to top](#)

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. DLNA playback devices can be smart televisions, media servers, game consoles, and tablets.

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 Power Settings 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.

Battery performance

To achieve optimal 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 > your device settings > Advanced**


[back to top](#)

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, make certain that your mobile device is connected to the Internet.

Review the current version of the media app


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

[back to top](#)

Update the storage device

When your storage device is connected to the Internet, the Seagate Media server 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 and tap **Settings**.
2. Tap **About** and check **Firmware version**.
3. For information on firmware updates, go to [LaCie Support](#) / [Seagate Support](#) and choose your storage device.

[back to top](#)

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 Wi-Fi network.
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.

[back to top](#)

Choose the storage device

1. Above Media Libraries, tap the network connection graphic to reveal the list of available devices.
2. Tap the storage device that you want to access.

<hr/>		
✓	Seagate Wireless Plus	
	Seagate Personal Cloud	
	LaCie Fuel	
	Seagate Central	
<hr/>		

- Tap **Done**.

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 manual for instructions on how to connect it to the network.



[back to top](#)

Accessing Your Media Remotely

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

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 network-attached storage device](#)
- [Video, song, or file does not play](#)
- [iTunes® content does not appear](#)
- [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, you can use the pull to refresh option. When in a specific library (Videos, Photos, Music, Documents), push your finger against the screen and drag it down. A spinner appears indicating that Seagate Media is searching for new files.

[back to top](#)

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 (). The amount of charge available is listed next to the battery icon.
- 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 () to choose **Settings** and then tap **About**. Users is an option in the About menu. Review your storage device's user manual for the number of user's supported by your device.
- Use the pull to refresh option. Push your finger against the screen and drag it down. A spinner appears

indicating that it is searching for new devices.

- Power off the storage device, wait 10 seconds and then power it on. Relaunch the media app.

[back to top](#)

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.

[back to top](#)

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.

[back to top](#)

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](#).

[back to top](#)

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. Enter your password and then confirm it. Tap **OK**. You may be disconnected from the storage device.
4. Go to your mobile device's Wi-Fi settings to choose the storage device's Wi-Fi and enter the new password.

[back to top](#)

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

[back to top](#)