

Sem título

Thank you for contacting Seagate Support.

I understand your Central has a flashing green light and the unit is not detecting. I would like to help you.

The light flashing green indicates the unit is stuck booting up. For some reason it is not starting up the Ethernet card on the unit, so will not complete the boot process.

In most cases with this issue, this indicates a failure in the unit, requiring replacement. However, I have had a bit of luck in a few cases with a reset procedure. If this process works, the unit may come back online. If so, please back up all data from the unit, as it may only be a temporary fix and if it reboots again the problem could return. If it does not work, the unit has failed.

The process that worked to restore my personal Central required trying this process a few times, waiting about 7-8 minutes between each attempt, letting it try and boot up after the process.

1. Unplug the Seagate Central.
2. Locate reset button on the bottom of the Seagate Central.
3. Press and hold the reset button.
4. Plug drive in while holding the reset button.
5. Hold reset button for 25-30 seconds.
6. Release reset button.
7. Wait for drive to boot. Give it a good 7 or 8 minutes. If it still does not detect, try again.

Before I replaced my Central, I had this particular issue occur 3 times in one month. Each time, this procedure, repeated 2-3 times, brought it back. However, this is not a guarantee and does not work for all cases. We are not sure why it worked on mine, but it is worth a try.

This was the only procedure we have seen work to restore functionality with this error, and it is still a long shot. If it does not return functionality, the unit needs to be replaced, or sent in for data recovery. There is nothing else we have found to work.

If you need to recover data from the drive, we do offer data recovery services. Data recovery is a fee based service that would not be covered under warranty. Our data recovery department can be reached online at <http://www.seagate.com/services-software/seagate-recovery-services/> or by phone at 1 800 475 0143 between 8 AM and 5 PM Central Time, Monday through Friday.

Unfortunately, the unit is outside of its warranty period, so we would not be able to replace it.

Please reply to this email if you require further assistance. We are available

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Monday through Friday, 8:00 AM to 6:00 PM, Central Time.

Regards,

Zach  
Seagate Support