Game Drive for Xbox One - Setup and Troubleshooting

This article covers basic setup and troubleshooting for the Game Drive for Xbox One

There are two ways to use external USB drives with the Xbox One.

1. Games & Apps
2. Media Drive

Games & Apps

- The Xbox One requires a specific format on the USB drive in order to play & save games on the drive. When you plug the USB drive into the Xbox One for the first time, you should be prompted to format the drive for Game and Apps.
- This will allow you to play and save games on the drive but formatting the drive will erase any data that may be on the drive. Make sure that you have any data backed up prior to formatting.
- If you are not prompted to format the drive, you can manually initiate the format process using the following menu selections:

  Home > Settings > System > Manage Storage

- The drive should be detected under 'Manage Storage'. Select the drive and choose to format for 'Games and Apps'.
- Once the drive format is complete, it can be used to save play/save games and apps.
- To protect your data make sure to turn the Xbox One off prior to unplugging the drive.

  NOTE:

  To be able to play and save games on the drive it must meet the following requirements:

  - USB 3.0
  - At least 256 GB in capacity.

  If the drive does not meet these requirements you will not be able to save or play games to the drive .

Media Drive

- The Game Drive for Xbox can be used to play or view media through the Xbox One.
- Movies, music and pictures can be saved to the drive and played on your television using the Xbox One media player.
- The first time the USB drive is connected to the Xbox One, it will prompt to reformat the drive for use with games and apps. Click **Cancel**.
- You can then view the content using Media Player:

  Home > Media Player > Select the drive

- After selecting the drive, you should be able to play the media that is saved on the drive.
- To protect your data make sure to turn the Xbox One off prior to unplugging the drive.

Troubleshooting

- If the drive is not being detected, try a different port on the Xbox.
- If the drive is plugged into a USB hub try removing from the hub and plugging it directly into the XBox.
- If the drive is still having issues take it to a Windows machine and run Seatools for Windows on the drive.
- For additional information and troubleshooting, see these Microsoft articles:

Troubleshoot external storage detection on Xbox One

This article describes Xbox One system requirements for external storage devices and what to do if your console can't detect a connected external drive.

Important Make sure you don't have any important information stored on your hard drive before setting it up with your Xbox One. The Xbox One will reformat your drive.

Requirements

For an external storage drive to save games and apps from Xbox One, it must meet the following requirements:

- It uses a USB 3.0 connection. If you're using a USB hub, the hub must also be USB 3.0 or later.
- It has 128 GB or larger storage capacity.
- It has a partition. Typically, drives come with a preformatted partition. For more information about partitioning an external hard drive, refer to the manufacturer's instructions.
- No more than three storage devices are connected to the console at the same time.

Devices that don't meet these requirements will be treated as media storage, such as for music or video. For more info, see How to manage storage on Xbox One.

How to detect your external storage

To check whether your console detects your storage device:

1. Press the **Xbox** button to open the guide.
2. Select **System** > **Settings** > **System** > **Storage**.
3. If you see your storage device listed, your console has detected it.

If your console doesn't detect an external storage drive

Solution 1: Make sure you've installed any recent updates to Xbox One

It's possible that there were recent updates to Xbox One and that you need to manually update your system for it to detect your external storage. To update:

1. Press the **Xbox** button to open the guide, and then select **System** > **Settings** > **System** > **Updates & downloads**.
2. If you see **Update available**, there's an update you need to install.
3. After you're done installing the update, go back to **Settings** and select **System** > **Storage**. See if your device appears in the list.

If your storage device still doesn't appear, or if there were no pending updates, try the next solution.

Solution 2: Adjust the power management for storage if you're in instant-on mode

Check your power settings. If you're in instant-on mode:

1. Press the **Xbox** button to open the guide.
2. Select **System** > **Settings** > **Power & startup** > **Power mode & startup**.
3. Confirm that your **Power mode** is set to **Instant-on**.
4. Unselect the option **When Xbox is off, turn off storage**.
5. Restart your Xbox, and then go to **Settings** and select **System** > **Storage** and see if your device now appears in the list.

Solution 3: Other things to try

If your Xbox One still isn't detecting your external storage device:

- Remove and then reconnect the storage device.
- Connect the device to a different USB port on the console.
- Power cycle your console:
    1. Press the **Xbox** button on the front of the console for about 10 seconds.
    2. Turn on the console again, and then see if it detects the external drive.

Manage storage on Xbox One

The main things that take up space on Xbox One are games and apps. If your Xbox fills up, make space by uninstalling items you're not using. If there isn't enough space when you try installing a new game or app, we have tips to help you make room so you can install it right away.

Any data for your games and apps (preferences, saved games) syncs online when you sign in to Xbox Live, so when you reinstall a deleted game or app, your saved data comes right back with it.

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Manage your storage

Xbox One comes with either a 500-gigabyte (GB) or a 1-terabyte (TB) internal hard drive. Most of this space is available for games and apps, though some is reserved for saved games, console software, and other system functions. So, even with no games installed, you won't see the full 500 GB or 1 TB free.

If you need more storage, set up an external storage device.

To manage both your internal and external storage:

1. Press the **Xbox** button to open the guide.
2. Select **System** > **Settings** > **System** > **Storage**.

In the right column under **Manage storage**, a graphic for each drive displays the percentage of space used, the available free space, and what games, apps, or features are using storage space.

Select your device to:

View contents. This takes you to your games and apps, where you can see how much space each game or app is using. If you want to uninstall something, highlight it, and then press the **Menu** button and select **Uninstall**.

Transfer items from internal to external storage. If you have games that are using up a lot of space, you can transfer them to an external drive. To learn how, see Transfer multiple games at once on your Xbox One.

Uninstall things. This takes you to your drive manager, where you can select any game or app and then select **Remove**. You can reinstall from here as well.

Set as screen capture location. Select this if you want this drive to capture your screenshots and game clips.

Free up hard drive space

Several other options help you to free up space:

1. Press the **Xbox** button to open the guide.
2. Select **System** > **Settings** > **System** > **Storage**.
3. In the left column, select:
    - **Clear local saved games**. This deletes games saved to your hard drive, but they'll still be saved to the cloud.
    - **Clear local Xbox 360 storage**. This deletes Xbox 360 games saved locally, but they'll remain in the cloud.
    - **Make more space**:
        - **Leftover add-ons**. This removes any add-ons that remain after you've uninstalled a game.
        - **Shrinkable games**. Any games listed here have 4K features. If you're on an original Xbox One or an Xbox One S, you can shrink the game, removing the 4K assets, and it will still be playable.

Set up an external storage device

Video: Add extra game storage

Watch the video, Add extra game storage. ***Note*** *This video is available in English only.*

Set up external storage

To use external storage with Xbox One games and apps, your hard drive must:

- Hold 128 GB or more
- Connect via USB 3.0

When you first connect, Xbox will prompt you to format your device. You can use it for Xbox games and apps, or for personal media such as pictures, music, and video. (Xbox will treat devices that don't meet the above requirements as media storage.)

If your Xbox doesn't recognize your external drive, see Troubleshoot external storage detection on Xbox One.

Note Xbox will recognize only two external drives at one time.

If you cancel formatting when you connect a storage device, you can set it up later:

1. Press the **Xbox** button to open the guide and select **System** > **Settings** > **System** > **Storage**.
2. Select your device, and then select **Format for games & apps**.

Cloud storage

When you're connected to Xbox Live, your saved games and any personal data for your games and apps are automatically stored on both your Xbox and in the cloud. That way, you don't lose game position when you play at a friend's house or get a new Xbox.

Note A regular connection to Xbox Live is required to keep your data in sync. Playing offline could put your online data out of sync. Your data refreshes every time you connect to Xbox Live.

Video, photo, and audio on Media Player for Xbox One FAQ

Find answers to commonly asked questions about video, photo, and audio content on Media Player.

Media Player questions

Topics

Which file types are compatible with the Media Player app?

What if I can't play some of my audio, video, or photo files?

Does Media Player support artwork when I browse my collection?

What are the different ways to play audio, photo, and video content on Media Player?

Is there third-party software that I can use to stream media content from my PC to Media Player?

How can I stream content from my Mac?

How can I set up Windows Media Player 11 or the Zune software to share my media with my console?

How can I play media from my iPhone and iPod Touch?

What should I do if my USB storage device loses connection during play?

Does Media Player support the use of subtitles in movies?

Which file types are compatible with the Media Player app?

The supported file types for the Media Player app are:

- **3GP audio**
- **3GP video**
- **3GP2**
- **AAC**
- **ADTS**
- **animated GIF**
- **.asf**
- **AVI DivX**
- **DV AVI**
- **AVI uncompressed**
- **AVI Xvid**
- **BMP**
- **JPEG**
- **GIF**
- **H.264 AVCHD**
- **M-JPEG**
- **.mkv**
- **.mov**
- **MP3**
- **MPEG-PS**
- **MPEG-2 MPEG-2 HD**
- **MPEG-2 TS**
- **H.264/MPEG-4 AVC**

- **MPEG-4 SP**
- **PNG**
- **TIFF**
- **WAV**
- **WMA**
- **WMA Lossless**
- **WMA Pro**
- **WMA Voice**
- **WMV**
- **WMV HD**

What if I can't play some of my audio, video, or photo files?

Xbox One supports a wide variety of codecs and media types, but if you try to play a file that contains unsupported content, Media Player will notify you about the issue.

Does Media Player support artwork when I browse my collection?

Yes, Media Player will show thumbnails for your audio, video, and photo files if they're available.

What are the different ways to play audio, photo, and video content on Media Player?

You can play media from a USB 1.0, 2.0, or 3.0 removable drive. USB 1.0 and 2.0 drives will automatically be treated as media drives.

If Media Player does not recognize the USB drive, see Troubleshoot external storage detection on Xbox One.

Is there third-party software that I can use to stream media content from my PC to Media Player?

The Xbox One team tests extensively to ensure that Xbox will work well with Windows Media Player software. If you decide to use third-party software, contact that software's manufacturer for support.

How can I stream content from my Mac?

To share from a Mac computer, you need to use a third-party streaming solution. Be aware that Microsoft does not support third-party streaming solutions, so contact that product's manufacturer if you need support.

How can I set up Windows Media Player 11 or the Zune software to share my media with my console?

This is not currently supported on Xbox One. For information about setting up sharing on Xbox 360, see Windows Media Center PC support.

How can I play media from my iPhone and iPod Touch?

Unfortunately, the iPhone and iPod Touch use a different mechanism for storing media than a "traditional" USB drive, so Media Player is currently unable to play content from these devices.

What should I do if my USB storage device loses connection during play?

Try adjusting the power settings for external storage:

1. Press the **Xbox** button to open the guide, select **System** > **Settings**.
2. Select **Power & startup** > **Power mode & startup**.
3. Deselect **When Xbox is off, turn off storage**.

Does Media Player support the use of subtitles in movies?

Media Player allows SRT files to be used for adding subtitles to videos. If you've added the file correctly, the "CC" Closed Captioning control will be displayed during video playback, allowing you to turn on and off the subtitles.

To add an SRT file:

1. Copy the SRT file to the same folder on your storage device as the video you're trying to watch. For example, if your video is in a folder called Videos, the SRT file must be located there as well.
2. Make sure that the SRT name matches the name of the video. For example, if your video is titled "MyVideo123.mkv," your SRT file must be titled "MyVideo123.srt" to work.