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Toshiba Canvio AeroMobile FAQ

Cannot power on Canvio AeroMobile when pressing power button.

- a. Please be sure you press and hold the power button for 2 seconds.
- b. If you press and hold the power button for 2 seconds, and you see orange LED blinking,
that means the battery is low. Please charge the device using the included AC adapter.
- c. Make sure Canvio AeroMobile is not connected to the computer via USB cable. If Canvio AeroMobile is connected to a computer via USB cable, you cannot power on Canvio AeroMobile because it is in DAS mode. If SSD white color LED is lit, the Canvio

AeroMobile

is in DAS mode.

Reset function does not work after pressing reset button.

- a. Please ensure you press and hold the reset button for at least 5 seconds.
- b. After press and hold the reset button for 5 seconds, you will see the battery LED blinking.

This means Canvio AeroMobile's system is resetting and restarting.

Can I use DAS mode and Wi-Fi mode at the same time?

- a. No. You can only use in either DAS mode or Wi-Fi mode.

Can I charge Canvio AeroMobile using computer's USB port, in case of the original

AC adapter is lost?

- a. You can charge Canvio AeroMobile thru computer's USB port only in WiFi Mode. Canvio

AeroMobile does not charge in DAS mode when plugged into a computer's USB port.

Can I charge Canvio AeroMobile using power bank or USB battery pack, in case of the original AC adapter is lost?

- a. Yes. You can charge using power bank or USB battery pack when Canvio AeroMobile is off or in Wi-Fi Mode.

How do I know the battery level on the product?

- a. When power on the Canvio AeroMobile, if the battery LED is green, the battery level is over 30%. If battery LED is yellow, the battery level is less than 30%. If battery LED is orange and blinking fast, the battery level is critically low and will shut down within 30 seconds.
- b. Power on the Canvio AeroMobile. Access the Canvio AeroMobile via "Wireless SSD" app, or thru web browser. The battery level is displayed on top-right corner.

Why Canvio AeroMobile transfer data rate varies? Sometimes fast, sometimes slow in DAS mode?

There are two types of USB connection in DAS mode, USB 3.0 and USB 2.0. USB 3.0 transfer rate is about 100MB/s, and USB 2.0 transfer rate is less than 40MB/s.

Therefore depending on the computer's USB port, the speed may vary.

Why can't I find the SD card after I plug it in?

- a. There are couple different types of SD card. Canvio AeroMobile supports SD

memory
and SDHC. SDXC is not supported.

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Summary of Contents for Toshiba Canvio AeroMobile

[Page 1](#) Make sure Canvio AeroMobile is not connected to the computer via USB cable. If Canvio AeroMobile is connected to a computer via USB cable, you cannot power on Canvio AeroMobile because it is in DAS mode. If SSD white color LED is lit, the Canvio AeroMobile is in DAS mode.

[Page 2](#) Why can't I find the SD card in DAS mode? You can access the SD card only in Wi-Fi mode. How many devices can connect to Canvio AeroMobile at the same time in Wi-Fi mode? a. It can simultaneously connect up to eight (8) devices.

[Page 3](#) I modified my SSID, and I cannot find it from the SSID list. a. You need to wait about 30 seconds for Canvio AeroMobile to reboot, to have the modified SSID take effect. Please search again after Canvio AeroMobile has rebooted.

[Page 4](#) How many files (picture, movie, music) can I store in my Canvio AeroMobile? a. There is no limitation on the number of files that you can store on Canvio AeroMobile. But the total size for all files cannot exceed the total capacity of the storage space, which is...

[Page 5](#) Deleted default folders will not affect Canvio AeroMobile during operation. Why can't I see the music file's album artwork? a. Canvio AeroMobile searches for all music stored on the device, then makes the album image available. Therefore, please wait for Canvio AeroMobile to finish compiling the database to show the album artwork.