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.

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.

Why does Canvio AeroMobile lag when playing media?
a. This may occur in the beginning because it needs time to buffer before playing.

b. If this happens during the middle of playback, first make sure the Wi-Fi signal is good between your mobile device and Canvio AeroMobile. Weak Wi-Fi signal will affect playback.

c. Some video may be encoded with high bit rate. The recommended video streaming bit rate is 6.5Mbps.

What is "Bridge mode"?
a. Canvio AeroMobile can connect to Wi-Fi routers, to provide Internet access to mobile phones, tablets, computers, etc...When Internet access is provided to devices connected to Canvio AeroMobile, this is called "Bridge Mode".

How to setup "bridge mode"? How to surf Internet through Canvio AeroMobile?

<Please refer to the User Manual for instructions.

What devices can I connect to Canvio AeroMobile?
You can connect your Wi-Fi enabled computers (Mac and Windows), iOS devices (iPhone and iPad), and Android devices (smartphones and tablets) to Canvio AeroMobile.

How can I access the Canvio AeroMobile setting from my computer?
Connect your computer to the Canvio AeroMobile via Wi-Fi connection first. Then open any Internet browser and enter "http://10.10.10.254/ or "http://wirelesssssd" to access the Canvio AeroMobile.

Why Wi-Fi speed is slow?
a. Please ensure you have a strong Wi-Fi signal on your iOS or Android device. If signal is weak, Wi-Fi speed will be affect. Please move the devices closer to each other to ensure strong Wi-Fi signal.

b. Please check if there are many users accessing the Canvio AeroMobile. The more users connected to Canvio AeroMobile and accessing the files, the slower the Wi-Fi speed will become.

c. Please check if you are within an area with lots of Wi-Fi devices. If there are too many Wi-Fi signals from different Wi-Fi devices, Canvio AeroMobile's signal may be affected.

Why can't I login to the Canvio AeroMobile?
Please make sure that your iPad, iPhone, or Android device is connected to Canvio AeroMobile's SSID successfully. The default SSID is "Toshiba wssd xxxx", and the default password is "12345678".

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.
b. Please try to reboot the Canvio AeroMobile by power down first, then power on.

What file formats can I open using the app for iPhone or iPad?
The following file format can be opened within the iOS app.
Video formats: MP4, MOV, , M4V
Music format: MP3, M4A, WAV, AAC
Picture formats: JPG, BMP, GIF, PNG, TIF
Document formats: PDF, DOC (docx), XLS (xlsx), PPT(pptx), TXT, RTF(dependent on data).

What file formats can I open using the app for Android Smartphone or tablet?

The following files can be opened within the Android app.
Video formats: MP4, MOV, AVI, 3GP, M4V,
Music formats: MP3,
Image formats: JPG, BMP, GIF, PNG
Document format: none (Need to use 3ʳᵈ party app.)

What operating systems are supported?
a. Supported Web Browser for PC/Mac: Safari 5 or later, Internet Explorer 9 or later, Firefox 3 or later, Google Chrome 13 or later
b. iOS :iOS4 or later
(The latest Supported OS version can be checked in each Application store)
c. Android: OS2.3 or later
(The latest Supported OS version can be checked in each Application store)
d. Windows:7/8/8.1
e. MacOSX:10.7/10.8/10.9

Where can I download Canvio AeroMobile app?
a. iOS Application: Search "Wireless SSD" in App Store.
b. Android Application: Search "Wireless SSD" in Google play.

How can I get or check the latest firmware version?
First, make sure that you have the latest app installed. After enabling Internet on the Canvio AeroMobile through "Bridge Mode" from the app, if there is a new version firmware found online, the system will prompt the user to upgrade.

What do the LEDs mean?
a. Battery Indicator
• Green color: The battery power is ≥30%.
• Yellow color: The battery power is <30% and >10%.
• Orange color and blinking fast: The battery level is critically low, or the production temperature is too high. Canvio AeroMobile will shut down within 30seconds.
• Green or Yellow color and blinking slowly: The battery is charging.
• Green or Yellow color and blinking fast: Canvio AeroMobile is shutting down or turning on.
• LED off: Canvio AeroMobile is power off.
b. Wi-Fi/SSD indicator
• Wi-Fi Mode:
-Blue color on solid: Canvio AeroMobile is in Wi-Fi Mode. No data being access.
-Blue color and blinking: Canvio AeroMobile is being read/write accessed.
-Blue light off: Canvio AeroMobile is not in Wi-Fi Mode.

• **DAS Mode**
-White color on solid: Canvio AeroMobile is in DAS Mode. No data being access.
-White color and blinking: Canvio AeroMobile is being read/write accessed.
-White Light off: Canvio AeroMobile is safety removed, or in sleep or standby mode.

c. SD Card indicator:
• Only light up in Wi-Fi Mode. No light will lit in DAS Mode.
-Violet color on solid: SD card is present. No read/write access on SD Card.
-Violet color and blinking: SD card is being read/write accessed.
-Violet color off: SD Card is not inserted.

Does the Canvio AeroMobile comply with DLNA?
Canvio AeroMobile is DLNA DMS Server. It is DLNA compatible.

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 128GB for model number DTQ12.

I deleted the original default folders. What should I do?
Canvio AeroMobile will automatically recreate the default folders after the device has reset. But files that you have copied or backed up within these default folders will not be recovered. 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.

b. Not all music files contain album artwork image. You can verify if artwork is in the music file or not using a computer.

Which pictures and video files does the "wireless SSD" app backup?
a. Android Application: "Wireless SSD" app backs up the pictures taken and recorded video on the Android phone.

b. iOS Application: "Wireless SSD" app backs up the pictures taken and recorded video on the iPhone or iPad.

I forget my login password. What should I do?
Press and hold the reset button on the Canvio AeroMobile. This will restore default setting. User name is "admin". Password is blank. Reset will not wipe data on the Canvio AeroMobile.

How Can I restore the default setting of Canvio AeroMobile?
a. Press and hold the reset button.

b. Login to the Canvio AeroMobile. Enter setting page. Select restore the default setting.

What kind of security does Canvio AeroMobile have?
a. Wi-Fi SSID supports: None, WPA-PSK, WPA2-PSK, and Mixed WPA/WPA2-PSK

b. User Login Password: User name and password access protection. Default user name is "Admin". Default password is blank. You can modify in the setting menu.

When Wi-Fi connection is weak, what will happen?
a. If the Wi-Fi connection between Canvio AeroMobile and mobile device is weak, in some cases Wi-Fi connection is disconnected and connected to other Wi-Fi device automatically. Please keep a good Wi-Fi connection.

Is RAW picture data supported?
RAW picture data backup is available from firmware 2.000.200. It allows backing up of RAW pictures from the SD Card to Canvio AeroMobile using the "Backup SD Card" function. However, viewing of RAW pictures is not supported.