Frequently Asked Questions

TOSHIBA Product Name：Canvio AeroCast

REVISION： V 0.0.6 **DATE：** 2017/10/19

What is the capacity of the HDD bundled with the Toshiba Canvio AeroCast?

Currently, the Toshiba Canvio AeroCast is bundled with a 1TB[1] Toshiba HDD.

What is the recommended environmental temperature for using or storing the Toshiba Canvio AeroCast?

We recommend avoiding using/storing the Toshiba Canvio AeroCast outside the following range: 5°C/41°F and 35°C/95°F.

How many devices can be connected to the Toshiba Canvio AeroCast at the same time?

The Toshiba Canvio AeroCast can support up to 6 connections at the same time.

What is the Wi-Fi connection range for the Toshiba Canvio AeroCast?

The Wi-Fi connection range for the Toshiba Canvio AeroCast can reach up to 30 meters.

Why does my media content lag when multiple devices are simultaneously connected to and streaming from my Toshiba Canvio Aerocast?

The Toshiba Canvio AeroCast supports up to 4.9Mbps video streaming with 3 devices connected simultaneously at 1m. Performance may be reduced depending on the number of devices connected and/or the connection distance of the devices.

What is the "bridge mode"?

In the Bridge Mode, you can connect the Canvio AeroCast Wireless Hard Drive to a network while keeping your mobile device connected to the Canvio AeroCast Wireless Hard Drive. This allows you to access the Internet without having to disconnect your device from the Canvio AeroCast Wireless Hard Drive network and connect it to the local network. Bridge Mode also allows you to share files via email and social media from within the Toshiba Wireless HDD app.

What is the "Station mode"?

In Station Mode, both the Canvio AeroCast Wireless Hard Drive and your mobile device are connected to the local network. In this mode, you can still access the Canvio AeroCast Wireless Hard Drive and the Internet, however this method also allows the Canvio AeroCast Wireless Hard Drive to communicate with a Chromecast device that is also connected to the same network. The Canvio AeroCast Wireless Hard Drive must be set to Station Mode in order to connect to a Chromecast device.

Compatibility

Using my computer, how can I play media files or open document files from the Toshiba Canvio AeroCast?

Files can be played, for example, by mapping a network driver in any file explorer on your computer. [PDF1]

How can I access the Toshiba Canvio AeroCast Web Homepage from my computer?

Please enter the following web address in any web browser to access the Web Homepage for Toshiba Canvio AeroCast: <u>10.10.10.254</u>. [PDF14]

How can I play files from Toshiba Canvio AeroCast on my iPhone® or iPad® mobile digital device?

The Toshiba Canvio AeroCast works with the iPhone and iPad to allow playback of media content such as music, videos, and pictures. documents such as pdf., doc., ppt… are also compatible. Content (MOV/MP4/M4V) can be played back by APP default media player and also recommended to using external media player "OPlayer" for other video formats (3GP/AVI/MTS/M2TS). [PDF2]

How can I play files from Toshiba Canvio AeroCast on my Android™-compatible smartphone or tablet?

The Toshiba Canvio AeroCast works with the iPhone and iPad to allow playback of media content such as music, videos, and pictures. documents such as pdf., doc., ppt… are also compatible. Content (MOV/MP4/M4V) can be played back by APP default media player and also recommended to using external media player "OPlayer" for other video formats (3GP/AVI/MTS/M2TS). [PDF3]

What operating systems are supported by the Toshiba Canvio AeroCast APP?

Please check the supported OS versions within the respective online store.

Where can I get Toshiba Canvio AeroCast APP?

The Toshiba Canvio Aerocast APP is available by searching "Wireless HDD for Toshiba" on:
- The App Store® online store for iOS devices
- The Google Play™ online store for Android devices

Is Toshiba Canvio AeroCast DLNA compliant?

Toshiba Canvio AeroCast does not support UPnP & DLNA.

Why won't my media content play from Toshiba Canvio AeroCast APP on my iOS or Android mobile devices?

The Toshiba Canvio AeroCast APP supports a wide range of file types. If your media content cannot be played back, you may need to check the file type of your media content.

Supported iOS formats	
Video Formats	MOV, MP4, M4V
Video codec	H.264/AVC, MPEG-4 SP,
Music Formats	MP3, M4A, AAC, WAV
Music codec	MP3(VBR), AAC, HE-AAC, WAV
Picture Formats	JPG, BMP, PNG, GIF, TIFF

Supported Android formats	
Video Formats	MP4, M4V (3GP, AVI, MTS, M2TS: link to external software)
Video codec	H.264/AVC, MPEG-4 SP,
Music Formats	MP3, WAV
Music codec	MP3(VBR), WAV
Picture Formats	JPG, BMP, PNG, GIF

Why won't my document open from Toshiba Canvio AeroCast APP on my iOS or Android mobile devices?

The Toshiba Canvio AeroCast APP supports a wide range of formats. If your document cannot be opened, you may need to check the file type of your document.

Document	PDF, DOC, DOCX, PPT, PPTX, XLS, XLSX, TXT, RTF(dependent on data)

How can I check the latest firmware version?

You may verify the latest firmware version via the APP or via web browser. [PDF11]

For files which I downloaded from the Toshiba Canvio AeroCast to my mobile device, where are they stored?

The downloaded files are shown in "Local" screen of the Toshiba Canvio AeroCast APP.

How can I see the contents of an SD Card attached to my Toshiba Canvio AeroCast?

You can see the content of an attached SD card by using the Toshiba Canvio AeroCast APP. [PDF13]

Usage

What kind of file system format is supported by the Toshiba Canvio AeroCast?

The Toshiba Canvio AeroCast supports NTFS/FAT32 file system format.

Can I change the SSID for the Toshiba Canvio AeroCast?

Yes, it's possible to change or rewrite the SSID for your Toshiba Canvio AeroCast instead of using the default value by using your web browser or the Toshiba Canvio AeroCast APP. [PDF5]

Do I need an internet connection to operate the Toshiba Canvio AeroCast?

It is up to your connection. If your device is connected with your Toshiba Canvio AeroCast, no need internet connection. However, you have to connect to a reachable Wi-Fi network by bridge mode in order to surf on the browser and so on. [PDF7]

What's the encryption strength of my Toshiba Canvio AeroCast?
The Toshiba Canvio AeroCast can be protected with a WPA & WPA2 level security. [PDF10]

Is RAW picture data supported?
RAW picture data backup is available. This allows backing up and saving of RAW pictures from an SD Card to the Toshiba Canvio AeroCast using the "Backup SD Card" function. However, viewing of RAW pictures using the Toshiba Canvio AeroCast is not supported.

Setting

How do I connect a mobile device to the Toshiba Canvio AeroCast?
When you see the SSID of the Toshiba Canvio AeroCast, for example, Toshiba whdd xxxx, you may be able to connect to it via Wi-Fi using your mobile device.   Then you can launch the Toshiba Wireless HDD app.

LED
What does the LED color mean?

LED	Color	Condition
Power	Green	Over 30%
	Yellow	Less than 30%
	Orange	Empty
Wi-Fi/USB	Blue	Wi-Fi mode
	White	DAS mode
SD Card	Violet	SD card is inserted

How could I use the reset button?

Reset Button	Behavior	Condition
	Push 5 seconds to start the reset function.	System and Wi-Fi LED will be blinking, then system will reboot. Please be sure to change Wi-Fi password after reset.

[1] One Gigabyte (1GB) means 10^9 = 1,000,000,000 bytes and One Terabyte (1TB) means 10^{12} = 1,000,000,000,000 bytes using powers of 10. A computer operating system, however, reports storage capacity using powers of 2 for the definition of 1GB = 2^{30} = 1,073,741,824 bytes and 1TB = 2^{40} = 1,099,511,627,776 bytes, and therefore shows less storage capacity. Available storage capacity (including examples of various media files) will vary based on file size, formatting, settings, software and operating system and other factors.

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