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› [TOSHIBA](#) /

› [Toshiba Canvio Advance Plus Portable External Hard Drive User Manual](#)

## TOSHIBA HDTCA20XYCAB

# Toshiba Canvio Advance Plus Portable External Hard Drive User Manual

Model: HDTCA20XYCAB

## INTRODUCTION

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This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Toshiba Canvio Advance Plus Portable External Hard Drive. Designed for creators on the go, this device offers high storage capacity and reliable performance for your digital files.



Image: The Toshiba Canvio Advance Plus portable external hard drive is shown in three color variations: teal, white, and yellow. Each drive features a textured, dimpled surface and the 'TOSHIBA' logo on the front. The yellow drive, which is the subject of this manual, is on the right.

## SETUP GUIDE

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### Package Contents

Before you begin, ensure all items are present in your package:

- Toshiba Canvio Advance Plus Portable External Hard Drive
- USB A Cable
- USB Type-C Cable

## Connecting the Drive

1. Identify the correct cable for your device. Use the USB Type-C cable for devices with a USB-C port, or the USB A cable for standard USB-A ports.
2. Connect one end of the USB cable to the port on your Canvio Advance Plus hard drive.
3. Connect the other end of the USB cable to an available USB port on your computer or compatible device.
4. The drive should be automatically recognized by your operating system. If not, refer to the Troubleshooting section.

## OPERATING YOUR CANVIO ADVANCE PLUS

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### Basic Data Transfer

Once connected, your Canvio Advance Plus drive will appear as a removable storage device on your computer. You can transfer files by:

- **Drag and Drop:** Click and drag files or folders from your computer to the Canvio Advance Plus drive icon, or vice-versa.
- **Copy and Paste:** Right-click on files/folders, select 'Copy', then navigate to the desired destination on the drive, right-click, and select 'Paste'.

### Compatibility

The Toshiba Canvio Advance Plus is designed for use with laptops and other compatible devices supporting USB 2.0/3.0 connectivity.

## MAINTENANCE AND CARE

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To ensure the longevity and optimal performance of your external hard drive, follow these guidelines:

- **Handle with Care:** Avoid dropping or subjecting the drive to strong impacts, as this can damage the internal components.
- **Keep Clean:** Use a soft, dry cloth to clean the exterior of the drive. Avoid liquid cleaners.
- **Safe Removal:** Always safely eject or unmount the drive from your computer's operating system before disconnecting the USB cable to prevent data corruption.
- **Temperature:** Store and operate the drive within recommended temperature ranges (typically 5°C to 35°C or 41°F to 95°F).

## TROUBLESHOOTING

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### Drive Not Recognized

- **Check Cable Connection:** Ensure the USB cable is securely connected to both the drive and your computer. Try a different USB port.
- **Try a Different Cable:** If you have another compatible USB cable, try using it to rule out a faulty cable.
- **Restart Computer:** Sometimes a simple restart can resolve connectivity issues.
- **Check Disk Management (Windows) / Disk Utility (macOS):** Verify if the drive appears in your system's disk management tools. It might need to be formatted or assigned a drive letter.

## Slow Data Transfer

- **Use USB 3.0/3.1 Port:** Ensure you are connecting the drive to a USB 3.0 or higher port on your computer for optimal speeds. USB 2.0 ports will result in slower transfers.
- **Avoid Other USB Devices:** Disconnect other high-bandwidth USB devices (e.g., webcams, other external drives) during large transfers.
- **Defragment (Windows):** If the drive is heavily fragmented, defragmenting it can improve performance. (Not applicable for SSDs).
- **Check Drive Health:** Use disk utility software to check for any errors or bad sectors on the drive.

## TECHNICAL SPECIFICATIONS

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Feature	Specification
Brand	TOSHIBA
Series	Canvio Advance Plus
Model Number	HDTCA20XYCAB
Digital Storage Capacity	2 TB
Hard Drive Type	Mechanical Hard Disk
Hard Disk Form Factor	2.5 Inches
Hard Drive Interface	USB 2.0/3.0
Hard Drive Rotational Speed	5400 RPM
Connectivity Technology	USB
Color	Yellow (jaune)
Item Weight	5.3 ounces
Product Dimensions (LxWxH)	4.29 x 0.55 x 3.07 inches
Power Source	AC/DC (Bus-powered via USB)
Special Feature	Portable
Compatible Devices	Laptop

## WARRANTY INFORMATION

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Your Toshiba Canvio Advance Plus Portable External Hard Drive comes with a limited warranty. For detailed information regarding warranty terms, conditions, and duration, please refer to the warranty card included in your product packaging or visit the official Toshiba website for your region.

## CUSTOMER SUPPORT

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Should you encounter any issues or have questions not covered in this manual, please contact Toshiba customer support. You can find contact information and additional resources on the official Toshiba website:

[Visit the Official TOSHIBA Store on Amazon](#)

Please have your product model number (HDTCA20XYCAB) and serial number ready when contacting support.

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