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TOSHIBA
CANVIO Flex
Versatile Portable
External HDDs

TOSHIBA CANVIO Flex Versatile Portable External HDDs User Manual

Contents

TOSHIBA

TOSHIBA CANVIO Flex Versatile Portable External HDDs

Specifications

- **Model:** CANVIO Flex
- **Interface:** USB 3.2 Gen 1
- **Cable:** Type-C to Micro-B, Type-A to Micro-B
- **System Requirements:** Windows 11/10, macOS v14.5/v13.6/v12.7, iOS/Android devices
- **Formatted:** exFAT

Product Usage Instructions

Installing the Drive

Your drive is bus-powered, so no external power supply is needed. Follow these steps for installation:

- Avoid using passive USB hubs or connectors like keyboards or mice.
- Ensure correct insertion of connectors without applying pressure.
- Check polarity before connecting.

Connecting the Drive

Follow these steps to connect the drive to your compatible device:

1. Plug the USB 3.2 Gen 1 micro-B connector into the corresponding port of the drive.
2. Connect the USB connector to a port on your device.
3. Use the supplied USB Type-A or Type-C cable for direct connection.

Dismount and Disconnect the Drive

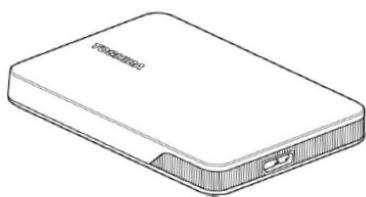For a safe dismount of the drive on a Windows PC:

1. Click the Hardware and Eject Media icon.
2. Select the TOSHIBA drive to eject from the pop-up list of connected devices.

Introduction

Thank you for choosing our Portable Storage. Please read this User's Manual carefully, as it contains all relevant information for installation, usage and maintenance of the drive, as well as security and safety advice.

In case it does not behave as expected, please refer to the "Frequently asked questions" section at the end of this manual.

Check the components

| Canvio Flex | USB 3.2 Gen 1 Cable (Type-C to Micro-B) | USB 3.2 Gen 1 Cable (Type-A to Micro-B) | Support document |

This User's Manual is also available for download: **www.toshiba-storage.com/downloads/**

Please also refer to "Instruction Manual for Safety and Comfort" that is preloaded on this external hard drive.

System requirements

- Formatted exFAT for:
    - Windows 11 / Windows 10
    - macOS v14.5 / v13.6 / v12.7
    - iOS/Android™ devices (Please check compatibility list:
      www.canvio.jp/en/compati/hdd/ot_ehdd/flex/index.htm)
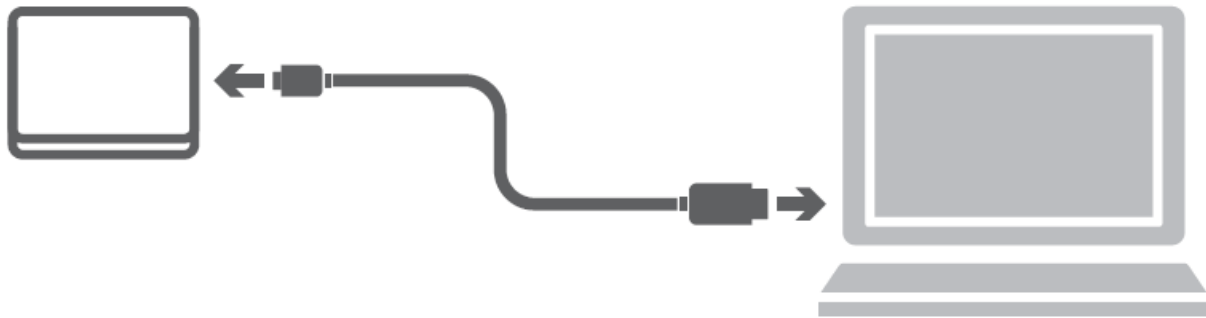- One free port of USB Type-C® or one free port of USB Type-A

Installing the drive

Some information about bus-powered operation and the supplied USB cable:

- Your drive is bus-powered. Therefore, there is no need to connect an external power supply as all needed current will be supplied by the connected compatible USB port(s).
- Passive USB hubs or USB connectors like keyboards, mice or similar products cannot be used or connected to the drive.
- Make sure that the connectors will be inserted correctly.
- Never use pressure for connecting the cables. Check the polarity before connecting!

Connecting the drive to your compatible device

Please check device compatibility and connecting instructions by reviewing the applicable user's manuals for such device.

1. Plug the USB 3.2 Gen 1 micro-B connector into the corresponding port of the drive itself.
2. With your compatible device powered on and fully booted up, plug the USB connector into a port of your compatible device.
3. When powering the portable drive from the battery of a connected device, ensure that the battery on the device is sufficiently charged.
4. Use the supplied USB Type-A or Type-C cable to connect the portable drive directly to a compatible USB port.
5. Please note that reformatting the portable drive will remove all previously stored user content.
6. To disconnect the portable drive from a connected device, follow the procedure specified for the relevant device.
7. Do not disconnect the portable drive or turn off the connected device while the portable drive is in operation (while Power/Access lamp is blinking) as this may cause portable drive failure or data loss.

Dismount and disconnect the drive

It is strongly recommended not to unplug the drive by just unplugging the cable connection as it may be that data is written to the drive at that time. Such data will be lost and the drive may be damaged physically!

Please follow the steps below for a safe dismount of the drive.

< Windows PC >

1. Click the "Hardware and Eject Media" icon.
   A pop-up message box will appear listing the external devices connected to your computer.
2. Select the TOSHIBA drive to eject.
   After a few seconds, you will get the notification that it is now safe to remove the device.
3. Click "OK" and you can unplug the drive now.

< Mac >

- Ctrl-click on the hard disk icon and choose "Eject".or
- Drag the hard disk icon to the trashcan. You can unplug the drive now.

< iOS/Android™ >

- Please check device compatibility and connecting instructions by reviewing the applicable user manuals for such device.

Cleaning the drive case/enclosure

Before cleaning the drive, make sure that it's physically disconnected from the computer. We suggest to use standard products for cleaning it and to make sure that possible remaining liquid on the surface will be wiped off.

Further advise

For any further action of normal operation such as renaming the drive, backup data, or file management, we suggest to read your operation system user's manual.

Also for maintenance tasks such as defragmenting and optimisation we suggest to refer to the operating system user's manual.

We also strongly suggest having anti-virus software installed to protect your data against intended damage caused by virus or trojan programs.

Troubleshooting

My computer does not recognize the disk drive at all.

- Make sure all of your connections are secure.
- If your drive is connected via a USB hub, make sure that it has its own power supply.
- If using an add-on card, make sure it is working properly and update the software/firmware.

Is it dangerous if the drive feels warm whilst in operation?

- **A:** This is normal, and therefore not dangerous.

The drive gives me a "Device cannot start."

- Two possible reasons. It is either a power problem and you should check the connections, or the drive has a malfunction and requires service.

I cannot see my drive in "My Computer/This PC", but it does appear in the Device Manager.

A: Follow these instructions:

1. Right-click "My Computer/This PC".
2. Select "Manage" in the pop-up menu.
3. Select "Disk Management". You should see a list of available storage devices.
4. Check whether your drive is listed.
5. Right-click the right hand box and select "Delete Partition" in the pop-up menu.
6. Right-click the box and select "Create New Partition" in the pop-up menu.
7. Then select "Primary Partition" in the partition wizard window. Click next.

8. A drive letter will be displayed, which you can change. Click next.

NOTE: When you format the drive all the data on your drive will be deleted.

1. Confirm to format the drive.

As I try to format the drive, the drive capacity shows 32GB.

- **A:** This can be caused by formatting the drive with FAT32 file system. Try NTFS or exFAT file system. This should solve the problem.

TOSHIBA Support

Need help?

Please contact TOSHIBA's hard drive and storage products support page: **www.toshiba-storage.com/support**

For warranty claims, please check: **www.toshiba-storage.com/warranty-claims**

Regulatory statements

CE Compliance

$C\epsilon$ This product is CE marked in accordance with the requirements of the applicable EU Directives. Responsible for CE marking is Toshiba Electronics Europe GmbH, Hansaallee 181, 40549 Düsseldorf, Germany.

UKCA compliance

UK CA This product is UKCA marked in accordance with the requirements of the applicable UK Standards. Responsible for UKCA marking is Toshiba Electronics Europe GmbH, 1 Pinetrees Chertsey Lane, Staines Upon Thames, TW18 3DU.

Working Environment

The Electromagnetic Compliance (EMC) of this product has been verified typically for this product category for a so called Residential, Commercial & Light Industry Environment. Any other working environment has not been verified by Toshiba and the use of this product in these working environments is maybe restricted or cannot be recommended. Possible consequences of the use of this product in non-verified working environments can be: Disturbances of other products or of this product in the nearby surrounding area with temporarily malfunction or data loss/ corruption as result. Example of non-verified working environments and related advices:

- Industrial environment (e.g. where 3-phase 380V mains is being used mainly): Danger of disturbances of this product due to possible strong electromagnetic fields especially near to big machinery or power units.

- Medical environment: The compliance to the Medical Product Directive has not been verified by Toshiba, therefore this product cannot be used as a medical product without further verification. The use in usual office

environments e.g. in hospitals should be no problem if there is no restriction by the responsible administration.

- Automotive environment: Please search the owner instructions of the related vehicle for advices regarding the use of this product (category).
- Aviation environment: Please follow the instructions of the flight personnel regarding restrictions of use.

Additional Environments not Related to EMC

- **Outdoor use:** As a typical home/office equipment this product has no special resistance against ingress of moisture and is not strong shock proofed.
- **Explosive atmosphere:** The use of this product in such special working environment (Ex) is not allowed.

Following information is only valid for EU-member States:

REACH – Compliance Statement

Toshiba will meet all REACH (Registration, Evaluation, Authorization and Restriction of Chemicals) requirements and is committed to provide customers with information about the chemical substances in our products according to REACH regulation.

Disposal of products

The use of the symbol indicates that this product may not be treated as household waste. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

The following information is valid only for Türkiye:

Compliant with AEEE Regulation.

Notices

Product specifications, configurations, colors, components and service are subject to change without notice.

One Terabyte (TB) means one trillion bytes. Total available capacity will vary based on operating environment, and your results and storage capacity will vary accordingly. A computer operating system, however, reports storage capacity using powers of 2 for the definition of 1GB = 230 = 1 073 741 824 bytes and 1TB = 240 = 1 099 511 627 776 bytes and therefore shows less storage capacity.

NOTE

- When using this product, use the provided USB cable to connect it directly to the USB port.
- If sufficient power is not supplied via the USB port, the product will not function.
- Depending on the specifications of the device you are connecting to, the transfer speed may be that of USB 2.0. For details, refer to the manual of the device you are connecting to.
- As a precaution against losing data stored on this product, be sure to regularly back up as much of your data as possible on another storage device.

More Info

Toshiba Electronics Europe GmbH Hansaallee 181 40549 Düsseldorf, Germany

toshiba-storage.com

FAQ

Do I need USB drivers for Windows?

No they are already available with your operating system.

Can I boot my system from the drive?

No because Windows does not support booting from external hard drives.

Why doesnt the drive need a fan?

The drives are designed to have optimal heat dissipation and therefore no fan is required. This results in a near silent operation.

Why is the capacity of my drive as shown in Windows lower than the drives actual stated capacity?

This difference can be explained because of the different methods of calculating the capacity. Hard drive manufacturers calculate on the decimal system while the operating system calculates in the binary system. Example decimal 1TB 1000GB 1GB 1000MB 1 000 000KB 1 000 000 000 bytes Example binary 1GB 1024MB 1 048 576KB 1 073 741 824 bytes As a result a 1TB decimal hard disk appears in Windows to have just 931GB binary.

Can I use my drive to copy an operating system from one computer to another?

No you must follow the operating system supplier instructions for installation. A simple copy does not work.

Can I use passive USB hubs with the CANVIO Flex?

No avoid using passive USB hubs or connectors like keyboards or mice with the drive.
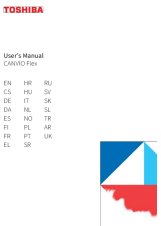
How do I disconnect the portable drive from a connected device?

Follow the device-specific procedure for disconnection to prevent data loss or drive damage.

What happens if I reformat the portable drive?

Reformatting will erase all previously stored user content on the drive so make sure to backup important data before proceeding.

Documents / Resources

TOSHIBA CANVIO Flex Versatile Portable External HDDs [pdf] User Manual
CANVIO Flex Versatile Portable External HDDs, CANVIO Flex, Versatile Portable External HDDs, Portable External HDDs, External HDDs

References

- ⊕ **Canvio Flex Toshiba Personal Storage**

- **User Manual**