



Toshiba HDTB440EK3CA Canvio Basics External Hard Drive User's Manual

[Home](#) » [Toshiba](#) » Toshiba HDTB440EK3CA Canvio Basics External Hard Drive User's Manual 

Contents

- [1 Toshiba Canvio Basics External Hard Drive](#)
- [2 Introduction](#)
- [3 Check the Components](#)
- [4 System Requirements](#)
- [5 Installing the drive](#)
- [6 Connecting the drive to your computer](#)
- [7 Dismount and disconnect the drive](#)
- [8 Further, Advise](#)
- [9 Troubleshooting](#)
- [10 TOSHIBA Support](#)
- [11 Regulatory statements](#)
- [12 The following information is only valid for EU-member States](#)
- [13 Frequently Asked Questions](#)
- [14 Related Posts](#)

TOSHIBA

Toshiba Canvio Basics External Hard Drive



Introduction

Thank you for choosing our TOSHIBA Canvio Basics Hard Drive.

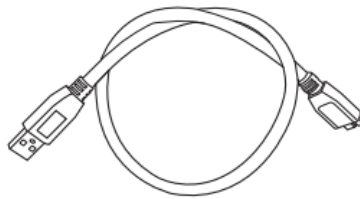
Please read this User's Manual carefully, as it contains all relevant information for installation, usage, and maintenance of the drive, as well as security and safety advice.

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 Basics
(including User's Manual
and Instruction Manual for
Safety and Comfort)**



USB 3.0 Micro-B Cable



Support document

This User's Manual is uploaded on the drive itself. We recommend to backup the User's Manual onto a CD or your local hard drive, directly after the drive being installed.

Please refer to the "Instruction Manual for Safety and Comfort" that is preloaded in this External HDD.

System Requirements

- Windows® 10 / Windows 8.1 / Windows® 7
- One free port of USB 3.0 or USB 2.0

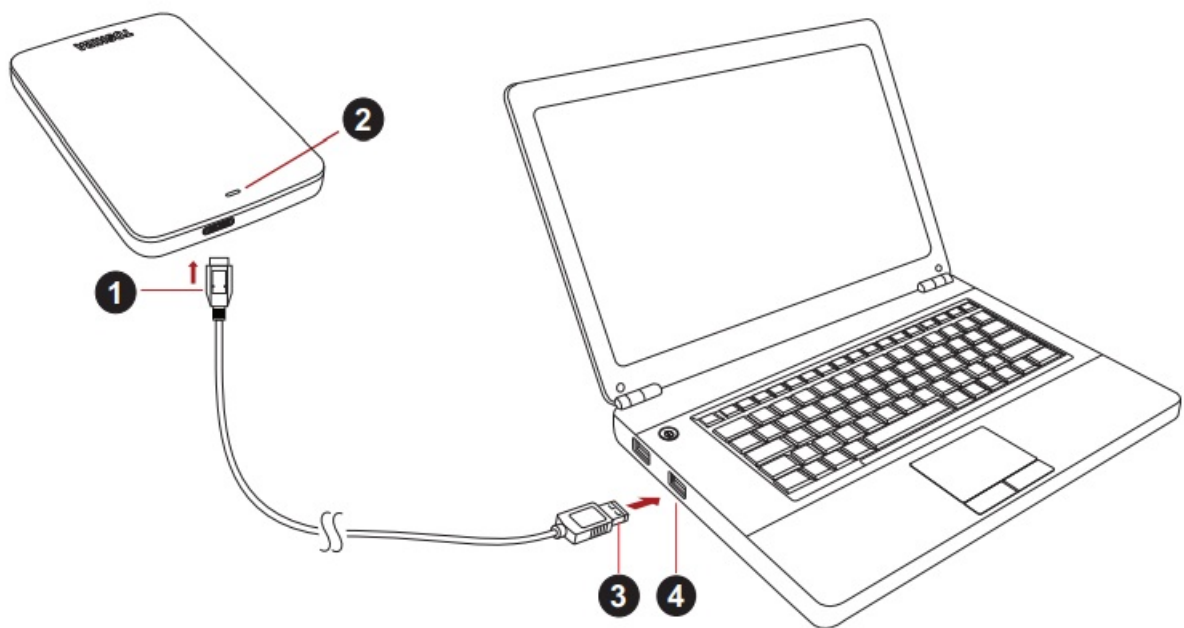
Note: USB 3.0 is backward compatible with USB 2.0.

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 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 computer



1. USB 3.0 Micro-B connector
2. Power/Data indicator light
3. USB 3.0 Standard-A connector
4. USB 3.0 host backward compatible to USB 2.0

With your computer powered on and fully booted up, plug the USB 3.0 Standard-A connector into a USB port of your host system, or an active USB HUB.

Note

You may need USB 3.0 Express Card Host Controller for your computer if the computer doesn't have USB 3.0 port. You also can connect the device to USB 2.0 port of your computer, However the transfer rate will be downgraded to that of USB 2.0.

Now, plug the USB 3.0 micro-B connector into the corresponding port of the drive itself. Immediately,

- the Power/Data indicator light will illuminate
- the drive will power up

- the drive should mount and a new drive icon should appear in “My Computer”

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®).

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.

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 reading your operation system user's manual.

Also for maintenance tasks such as defragmenting and optimization, we suggest referring 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 viruses 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.”

A: 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”, but it does appear in the Device Manager.

A: Follow these instructions:

1. Right-click “My Computer”.
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.

9. Confirm to format the drive.

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

As I try to format the drive, I receive the message "Could not complete format".

A: This can be caused by formatting the drive with FAT file system. Try "NTFS" file system. This should solve the problem.

TOSHIBA Support

Need help?

Please contact TOSHIBA's hard drive and storage products support page:

www.toshiba.eu/externalstorage/support

For warranty claims, please check: www.externalhdd.storrepair.de/

Regulatory statements

CE Compliance

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. A copy of the official Declaration of Conformity can be obtained from following website:

<http://epps.toshiba-teg.com>.

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.

The following information is only valid for EU-member States

REACH – Compliance Statement

The new European Union (EU) chemical regulation, REACH (Registration, Evaluation, Authorization and Restriction of Chemicals), entered into force on 1 June 2007.

Toshiba will meet all REACH requirements and is committed to provide our 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 Turkey:

Compliant with AEEE Regulation.

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Notices

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All other trademarks are the properties of their respective owners.

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 $1\text{GB} = 2^{30} = 1,073,741,824$ bytes and $1\text{TB} = 2^{40} = 1,099,511,627,776$ bytes, and therefore shows less storage capacity. Available storage capacity (including examples of various media files) will vary based on file size, formatting, setting, software and operating system and other factors.

Frequently Asked Questions

Do I need to format my drive after installation?

No, as the drive is already formatted during the manufacturing process.

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 doesn't the driver 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 drive's 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 = 1,000GB 1GB = 1,000MB = 1,000,000KB = 1,000,000,000 bytes Example binary: 1GB = 1,024MB = 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's instructions for installation. A simple copy does not work.

Does Toshiba offer data recovery services?

Yes, Toshiba offers a Data Recovery Service for external hard drives. Please check our website www.toshiba-europe.com/services for further information about this service.

The information above is erroneous; the hard drive size should be 8GB. presume error, but...? 4TB RAM size

The boxed part above contains a typo. The advertisement does actually say 4GB, however above and below this, it correctly says 4TB.

Does the PS4 support this?

The product is first-rate and functions nicely with all computers unable to comment on the PS4.

How do I utilize this (4TB basics) with Thunderbolt as described in the advertisement?

I am unable to respond to your question using my personal experience because the model you are asking about is different from the one I own. The Thunderbolt connector on my laptop is a USB-C one, though, so I believe using the drive should be possible by simply connecting it to the right port.

Is the USB A cable included?

Yes, a USB A standard cable is provided.

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