

FAQs

General

Termination of Pogoplug Services

Important Notice – CANVIO Series (Pogoplug® PC bundled product, DTW1xx, DTC8xx, v73600-x, DTD2xx)

Termination of Pogoplug® Services (October 1st, 2017)

Termination of New End User Registration (June 2nd, 2017)

Cloud Engines, Inc. noticed Pogoplug® PC for Toshiba Users will permanently cease operation and support on October 1st, 2017 at 7AM (Central European Time) and new user registrations will be disabled as of June 2, 2017 at 7AM (Central European Time).

Toshiba will permanently cease support on the same time.

This change applies to all Pogoplug® products including but not limited to the free cloud storage services, the Pogoplug® Backup Software, Pogoplug® Remote Access, the Pogoplug® web application, and Pogoplug®'s mobile apps.

After October 1st, 2017 at 7AM (Central European Time) any data still remaining on Pogoplug®'s servers will be securely and permanently destroyed.

Cloud Engines, Inc. Web Page Notice: www.pogoplug.com/toshiba

Please be sure to back up your necessary data stored in the Pogoplug® cloud storage services to your local storage devices before October 1st, 2017 at 7AM (Central European Time).

If you require assistance, please contact support by emailing toshibasupport@pogoplug.com or by emailing Pogoplug® main support line, support@pogoplug.com.

Applicable products that bundle Pogoplug® PC for Toshiba users can be identified on basis of the following information:

Canvio Premium

Model number:

DTW110

DTW120

DTW130

Canvio Connect II

Model number:

DTC805

DTC810

DTC820

DTC825

DTC830

Canvio Connect

Model number:

v73600-A

v73600-B

v73600-C

v73600-G

v73600-H

Canvio Slim

Model number:

DTD205

DTD210

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[Why does my HDD come with two USB cables?](#)

Some external USB 2,5 inch HDD devices are delivered with two cables (a data cable and an additional USB power cable). If you encounter problems, please use both – the data and power cable.

If the external USB HDD devices still fails please connect it to a self-powered USB Hub. Most problems on external USB HDD devices are caused by a too high power consumption during initialization or data transfer. The USB specification for a USB port is 500mA per port. If a device needs more then 500mA, the USB port may be switched off by the over current circuit.

To avoid too high power consumption on the used USB port, connect the External USB HDD device to a second USB port with the additional power cable. This provides up to 1000mA to the USB device. If the device still fails, please try a self-powered USB Hub, as they are, in most cases, able to provide more than 500mA per USB port.

If all this fails, you may have to check if the USB ports are ok (i.e. possible hardware failure). To check the USB port, connect a generic USB device like an USB mouse. If the USB port is ok, there may be an incompatibility between the notebook and the used external USB HDD Device. If so, please try a different device or one from another vendor.

[Why is my Toshiba 2.5-inch HDD not recognized by my PC?](#)

In case your Toshiba 2.5-inch HDD is not recognized by your PC anymore and the blue LED is OFF and the red LED is ON, the HDD needs to be replaced.

[Why does my Toshiba 2.5-inch HDD not work with USB 3.0 port?](#)

Please update the USB 3.0 driver of your connected device to the latest version.

[Why is my Toshiba 3.5-inch HDD not recognized by my PC?](#)

In case your Toshiba 3.5-inch HDD is not recognized and does not appear in “My computer”, please check different USB ports and USB cables.

If this doesn't solve the problem, there's a possibility that the AC adapter or AC adapter cable is broken. The affected part needs to be replaced.