

NOTICE

INCOMPATIBILITY OF iOS 13 / iPadOS 13 with FlashAir App

16 OCTOBER 2019

KIOXIA Europe GmbH

To: Valued Customers,

We at KIOXIA Europe GmbH are informing you that iOS 13 and iPadOS 13 are incompatible with the FlashAir App. When you use an iPhone or iPad updated to iOS13/iPadOS 13 or you use an iPhone 11, iPhone 11 Pro, iPhone 11 Pro Max or iPad 7th generation initially installed with iOS 13/iPadOS 13, please set up FlashAir and use Wireless Data Transfer through web browser (Safari).

An update to FlashAir App will be released in November 2019.

We are sorry for your inconveniences and appreciate your understanding.

If you have any questions about this notice, please contact your local technical support representative. For more technical information regarding FlashAir, please visit <https://jp.toshiba-memory.com/ww/support/>.

Contact:

Please contact us whenever you have questions or concerns in this notice.

<https://personal.kioxia.com/>