

Flash Memory Store / QMemory FAQ

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Q: My Mobile Disk works fine in Windows XP and 2000 but when I plug it into my Windows 98 machine it isn't recognized.

A: Our Mobile Disk drives are default formatted with a NTFS file system (unless otherwise specified) which is not recognized by Windows 98. This is done due to the fact that NTFS offers superior read/write times as well as other advantages. You will need to reformat your Mobile Disk with a Fat32 file system.

Q: Why does my Mobile Disk only show 37.2 GB of total space instead of the advertised 40 GB?

A: The reason for this is how manufacturers define one gigabyte. It's the industry standard (as far as hard disk manufactures are concerned) to measure one gigabyte as 1000 megabytes instead of 1024 megabytes. This is the reason for the disparity.

Q: Why does my Mobile Disk come with a USB cable that has two USB connectors?

A: Some computers do not supply enough power through one USB cable for the Mobile Disk to operate properly. Using the other USB cable provides the device with enough power for machines with this issue.

Q: Is an external power source available for my Mobile Disk?

A: Yes, you can purchase an external power source separately from Flash-Memory-Store.com.

Windows XP Trouble Shooting

Q: My Windows XP machine is not recognizing my Mobile Disk.

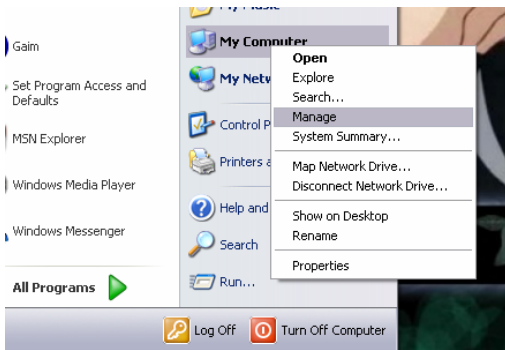
A:

❖ **Step 1**

- Make sure that the green/red light is coming on when you plug the Mobile Disk into your USB port. You should also be able to feel a slight vibration from the drive spinning inside the enclosure. If your drive does not light up and you do not feel the drive spinning, the product may have been damaged during shipping. If this is the case, contact customer support at tech@FlashMemoryStore.com

❖ Step 2

- Unplug the Mobile Disk from existing USB port and try using a different port. When the drive is plugged in, Windows XP should make a beeping noise acknowledging the drives presence. Go to *My Computer*, check to see if the drive is present.
- If not, *Right Click* on *My computer*, and select *Manage*. Click on *Disk Management* from the storage menu.



Your Mobile Disk should show up in this menu, if not contact Customer Support. If it does show up in the menu, your drive probably isn't properly formatted. If the disk shows up as Not Initialized right click on the device and select Initialize Disk then

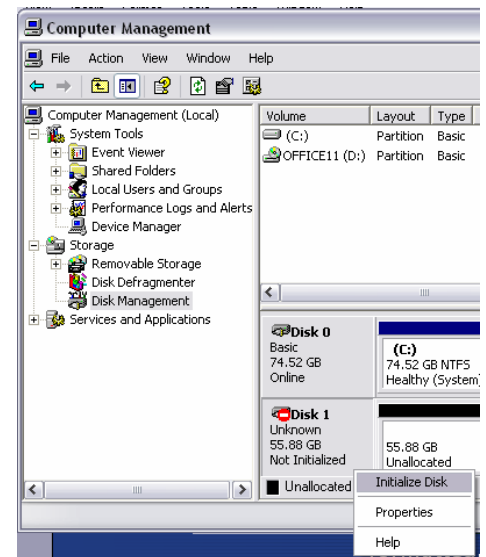
click OK. Next right click on box marked Unallocated and select New Partition. Click Next four times until you have the option to Perform a quick format. Select this option and click Next, then Finish.

❖ Step 4

- Your drive should now show up as Healthy and has been assigned a drive letter. If the drive is shown as Healthy but does not have a drive letter, right click on the New Volume box and select Assign Drive Letter.

❖ Step 5

- Go to My Computer, your Mobile Disk should show up under the drive you assigned.



Windows 98/ME Trouble Shooting

Q: I cannot load the Windows 98 Drivers. When I click on Drivers on the CD under this model it says "Copy File Error."

A: Insert the drivers CD and reboot the system with the Mobile Disk connected. The Add New Hardware wizard should detect new hardware listed as USB to IDE. Specify that you would like to manually point to the driver. The driver is located in "D:\External\DX-U2-6\Windows\" assuming your D drive is where your driver CD is located.

Mac OSX Trouble Shooting

Q: I am running Mac OSX and the drive does not seem to appear on my desktop when I plug it in, what can I do?

A:

- 1) Double click on Macintosh HD.
- 2) Double click on Applications.
- 3) Double click on Utilities.
- 4) Double click on Disk Utility.
- 5) Your external drive should appear in the left hand column of the Disk Utility program as a 250 gig hard disk. Click on the 250 GB icon.
- 6) In the right hand column you should see a "Partition" tab, click on this.
- 7) Under Format: select Mac OS Extended (journaled)
- 8) Click Partition
- 9) A dialog will pop up warning that you will loose all data during the partitioning. Click Partition.