FAQ – Frequently Asked Questions

FAQ – Windows

Q1 My Windows 98 cannot detect my device, what can I do ?

A1 Make sure you have installed the device driver for your device.   If you have already done so, but Windows still cannot detect your device, please try the following :
(1) Go to "Safe Mode" => "Device Manager"
(2) Remove any devices that's related to USB
(3) Remove any "Unknown devices"
(4) Remove any device which are not present
(5) Remove any devices that's related to your device
(6) Restart machine
(7) Install driver if necessary (download latest driver from website)
(8) Restart machine as requested and then plug in your device

Q2 My Windows ME / 2000 / XP cannot detect my device, what can I do ?

A2 Since there is no driver required for these operating systems, the device uses the built-in driver (USB Mass Storage Class Driver) from these operating systems.   If your operating system cannot find the device, then it is very likely that the built-in driver files were missing or corrupted; please try to recover these files from other computer or from the original Windows operating system CD.   Should you still having problem, please try the method in A1, or contact one of our technical staff.

Q3 Is there any driver for Windows NT ?

A3 No, we have not develop a driver for Windows NT, therefore you cannot use your device in Windows NT operating system.

Q4 How do I reset the device back to it's original setting ?

A4 Please follow the steps below to set your device back to it's original setting :
(a) Open up the housing
(b) Short "R2" - you should find "R2" next the LED light
(c) Insert to USB port (computer turned on)
(d) Light will start flashing, wait till it stopped and dimmed.
(e) Remove from USB and un-short "R2"
(f) Put everything back together
(g) Insert to USB port
If you have any problem, please contact one of our technical staff.

Q5 Can I boot up my system with my device ?

A5 The answer is both YES and NO.
Yes, if   (a)   You have a security Pen Drive (security USB Disk) & your motherboard supports USB-FDD as a boot device (check the security user manual)
(b)   If your motherboard supports USB-ZIP as one of the booting device. However, this is highly motherboard dependents, no guarantee.

FAQ – Mac

Q1 **There is unrecognised medium, what should I do ?**

A1 May be the medium has some corruptions, if it is accessible in Windows platform, then go to Windows and backup the data, then re-partition/re-format the medium and restore the data. To re-partition, the medium had to be plugged in before boot up and do not unplug/re-plug it.

Q2 **Why there is some files change to PC type when copy in Mac OS?**

A2 Currently we don't know the reason yet, but initialised the medium as Mac OS format will avoid this problem or create an image file on the medium and initialised the image file with Mac OS format and use as a drive/medium.

Q3 **My Mac OS 8.6 cannot detect my device, what can I do ?**

A3 If your device is driverless in Mac OS 8.6, please make sure that you have the very latest version of OS 8.6, as well as having USB support version 1.3.5 or later.

FAQ – Linux

Q1 **My Linux cannot mount my device ?**

A1 Follow the steps below :

1. Plug in the device

2. Please check whether it had been enumerated in file /proc/scsi/scsi.
   If not please check whether modules had been loaded,
   i.e. usb-storage, scsi_mod, sd_mod, ..., by using "/sbin/lsmod".
   If not become root or use sudo with "modprobe usb-storage".

3. If the device is enumerated in /proc/scsi/scsi then it is OK, and mount the device to existed desired directory with "mount/dev/sda1 <desired directory>". If there is no partition existed, please omit the digit. "a" means first LUN (Logical Unit), then "b", "c", ... and the digit means the partition number. If fail, please send us the output of 'dmesg' and make sure those messages are collected after device is plugged in.

4. You may use "Control Center" from Gnome -> Mount Points (left side) -> Hard Drive and select the appropriate device and partition, specify the mount point(existed directory) and others, i.e. uid, gid, permission, ..., of course you need root privilege. Suggest you un-mount it to avoid error messages on the next booting.

5. To eject, use "eject <desired directory>" to flush the buffer and clear the mount informations.

   Note: (a) Some latest distributions may automatically mount the USB device on the desktop.
   (b) If there is any problem, please attach the "dmesg" output and/or /var/log/messages.