

Memory Card Reader/Writer FAQs

Can I use this drive with a USB hub or docking station?

Do not use this drive with a USB hub or docking station. The drive may not operate correctly when connected to a USB hub or docking station.

Do I need to install drivers?

This product works with the standard drivers in current Microsoft® Windows® operating systems. Install the Drive Letter Recognition Software from the CD-ROM to make sure the special drive letters for this product.

My drive disappears when I take remove the memory card. How can I resolve this?

Please make sure you are not choosing to safely remove hardware when you take the memory card out of the unit. The safely remove hardware option is to remove the drive itself, not the memory card. To safely remove the memory stick: Do not remove a memory card while the access indicator is blinking. Doing so may cause damage to the data stored on the memory card. Wait about 30 seconds after the access indicator turns off before removing the memory card. Pull the memory card straight out.

Can a MultiMediaCard and SD card be read at that same time?

MultiMediaCards and SD cards use the same slot. Therefore, only one card can be used at a time.

How do I disconnect the drive from the computer?

Do not disconnect the drive from the computer while the access indicator is blinking. Doing so may cause damage to the data stored on the memory card.

Click on the Safely remove Hardware icon on the task tray; this is located at the lower right corner of the screen. Click on Safely remove USB mass Storage device Drives (E, F, G, H). Make sure the message “*The USB Mass Storage Device can now be safely removed from the system*” appears, and then disconnect the drive.

How do I safely remove a memory card from the drive when using with a Macintosh® computer?

Close the files saved on the memory card and exit any currently running applications. Make sure the access indicator is not blinking and then drag the removable disc icon to the Trash. Pull the memory card straight out.

How do I safely remove a memory card from the drive in a Windows® operating system?

Do not remove a memory card while the access indicator is blinking. Doing so may cause damage to the data stored on the memory card.

Wait about 30 seconds after the access indicator turns off before removing the memory card. Pull the memory card straight out.

Error: Please insert a disc into drive G.

Remove the memory card and reinsert it. This error means the memory card has not been recognized correctly. Use the removable disc icon for the memory card you are using. If the remove disc icons do not appear, follow the steps under 'disconnect the reader/writer from the computer in the Operating Instructions to disconnect the reader/writer, and then wait at least 5 seconds before reconnecting it.