

1. Can I read SRAM cards with the EDC-USB?

- a. No the EDC-USB is only compatible with CompactFlash (Type I and II), Secure Digital, Memory Stick, SmartMedia.

2. Do I plug my reader in before I install the drivers for this reader?

- a. No the drivers must be installed off the CD that came with the reader before you can plug it in.

3. I followed the instructions and installed the software just fine but when I plug my reader in Windows does not detect it as new hardware.

- a. If the reader is not detected make sure the green light comes on when plugged into the USB port. If it doesn't the reader is bad or it is not plugged in all the way. If the light comes on make sure that you have installed your USB drivers. If your not sure contact the place where you got your computer or just install the USB drivers yourself. Another possible problem might be you are not plugging the reader directly into the USB port. If you are using a USB adapter or a USB hub the reader might not work. Plug it directly into a USB port for the best results.

4. When I try and read my card it asks me to format it first every time or it says please insert card when the card is already in there.

- a. Make sure the card is inserted firmly into the reader. There shouldn't be any part of the card sticking out of the slot. Also if you are using a USB hub the cards may not be read properly. Use a direct connection to the USB port instead.

5. During the hardware installation I get an error message that says "Device has not passed Windows logo testing." What should I do?

- a. This screen is normal for Windows XP/2000 users. If you encounter this message click the **Continue Anyway** button. If you clicked to stop the installation just uninstall the drivers and start all over again. Be sure to use a different USB port if possible next time.

6. Do I need to stop the card before I remove it from the reader?

- a. No you do not have to stop the card before you remove. A good practice would be to right click on the removable drive letter and select eject before removing the card.