

Trouble Shooting

* If the floppy disk drive cannot be recognized by your computer,

1. Some computer only recognize the drive when the floppy disk inside the drive, please put your floppy disk into the drive, then plug the drive into your computer, so your computer will recognize the drive and the drive icon will appear under the file explorer, disk management or device manager.
2. Please don't use USB hub and USB extension cable, most of these items cannot provide sufficient power to the drive, so it cannot be recognized by your computer.
3. Please try different USB connector of your computer to prevent poor contact or bad connectors.
4. Please try different computers in case of bad USB connectors or operating system problems.

* If you cannot open the files in your disk,

This floppy disk drive will allow you to see the files, copy, move them, however you will need the specific application to open the file. As an example I had a number pre-1999 PowerPoint files which I could not open with my current version of PowerPoint (2013). I was able to find a web site with a conversion service to convert the files, so I could open them with the current version of the software.

* Floppy Disk Is Not Accessible, Not Formatted, or Not Recognized by Windows?

It is a possibility that the data on the floppy drive has gone bad.

1. Please try another floppy disks.
 2. Please try to use this floppy disk on different computers?
- Or this problem occurs on disks that do not contain a media descriptor byte in the BIOS parameter block (BPB) of the boot sector. Some older preformatted floppy disks do not contain a media descriptor byte. Older product disks may also not have the media descriptor byte.

* When you insert second diskette, it still shows the files from the 1st diskette?

Please unplug the USB cable and re-connect to your computer, so you could get current disk's directory.

* Where's the drive icon? I cannot find it.

Please open "my computer" or "this pc", usually the drive icon appears under the "file explorer" or "disk manager", right click the drive icon and choose "open" selection to open your disk. Please go to "device manager" (Start->Windows Systems->Control Panel->Devices and Printers) to open it if you cannot see the drive icon under the "file explorer" or "disk manager".

Warranty Terms

Chuanganzhuo brand offer 30 days money back guarantee, 24 months replacement warranty, lifetime support guarantee and 7 days-24 hours customer service and technical support email: After-sale@chuanganzhuo.com