



2954 SE Loop 820
Fort Worth, Texas
76140

USB Floppy Drive Troubleshooting

Please fill out this form in order for us to best solve your problem with your 3 ½ floppy to USB device

Which drive did you order and/or which drive arrived?

What are the symptoms of the drive?

What type of equipment is it going into? Make? Model? Year?

What brand was the existing drive (please check for any stickers on the drive)? If you are uncertain, please take pictures of the old drive so we can determine the make and model.

Are you certain that the power and data cables are connected properly?

Are any lights on the drive? If so, which lights and exactly when to they light or turn off?

What size is the flash stick? Is it formatted FAT or FAT 32 (needs to be standard FAT less than 2GB). Is the light on the stick ever on when plugged in and the equipment is powered?

How much memory are you using on the stick and are you using more than one directory?

If you are using more than one directory, how much space are you occupying per directory (you cannot exceed 1.44 Megs per directory including the root).

What size (720/1.44, etc) was your existing drive? Did it have any jumpers on it? How many pins is it? Can you take and email us pictures?

<http://www.PLRElectronics.com>
sales@PLRElectronics.com

Phone: 866-257-8727 (Toll-Free) | Phone: 817-346-7691 (Local, International) | Fax: 817-230-4462