



## Troubleshooting Questionnaire

Invoice #: \_\_\_\_\_

Machine Brand: \_\_\_\_\_

Make- \_\_\_\_\_ Model- \_\_\_\_\_

Floppy Disk Drive Brand: \_\_\_\_\_ Are the Disks: DOS / Non-DOS

Full Model #- \_\_\_\_\_ Size floppy disks: 1.44MB / 720kB

Size of USB stick(s): \_\_\_\_\_

Format of USB stick(s): FAT / FAT-16 / FAT-32 Other: \_\_\_\_\_

Is anything loaded onto the USB stick? Yes / No

If so- are there any file folders loaded on the stick? Yes / No

-what is the extension for the files? \_\_\_\_\_

-how many files are loaded onto the stick? \_\_\_\_\_

Error/Malfunction: \_\_\_\_\_

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What do the green/red lights do when:

-The machine is turned on? \_\_\_\_\_

-The USB stick is inserted/plugged in? \_\_\_\_\_

-The files are attempting to be read? \_\_\_\_\_

-Files are attempting to write to the USB stick? \_\_\_\_\_

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Is the machine doing something it is or isn't supposed to be doing?

If so, What exactly? \_\_\_\_\_

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(Continue to pg 2 for additional troubleshooting help)

Please see the PDF forms online for additional explanations for the following troubleshooting help at: [www.plrelectronics.com/services.php](http://www.plrelectronics.com/services.php)



## Troubleshooting Questionnaire

- Are the cables connected properly? Getting a constant green and red light at power up? Is the red side (pin1 side) of the ribbon cable towards the power cable?
  - The ribbon cable may be inverted or cables are not connected properly. See the “How to Install a USB Floppy Drive” PDF document online to confirm that the cables are connected correctly.
  
- No red light at power up? Are the connections/cables loose? Is the unit or USB stick not getting power?
  - Try unplugging and re-plugging the ribbon cable (and 4 pin power cable) to make sure there is a solid connection
  - Still no red light at power up?
    - Try flipping dip switch 5. See “How to Change Dipswitches on the USB Floppy Drive” PDF document online for instructions.
  - Is the machine still able to work with a floppy drive? Did the original floppy disk work prior to installing the FDD2USB upgrade?
    - If the FDD2USB upgrade AND a known-working floppy drive will not work with the machine, then the problem may be with the floppy driver chip possibly being damaged/malfunctioning
  
- No green light when reading/writing to USB stick? Getting floppy disk error/error code when trying to read/write the USB stick?
  - Non-compatible USB stick is being used. Try using multiple different brands of USB sticks to see if behavior changes
  - USB stick size too large. Make sure to use a stick that is 2GB or less
  - USB stick is not formatted properly. Try re-formatting and re-downloading to the USB stick
  - NOTE:** Re-formatting a USB stick will clear out (delete) the current files on the stick
  - The dipswitch configuration is incorrect. Contact PLR for dipswitch settings
  
- **For Tajima and Melco Machine Owners:** Try Re-installing / Re-configuring your machine after the FDD2USB upgrade has been installed into the machine.
  - Look in the machine’s manual for instructions on how to Re-install (re-installation software is required) or Re-configure the machine.

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