

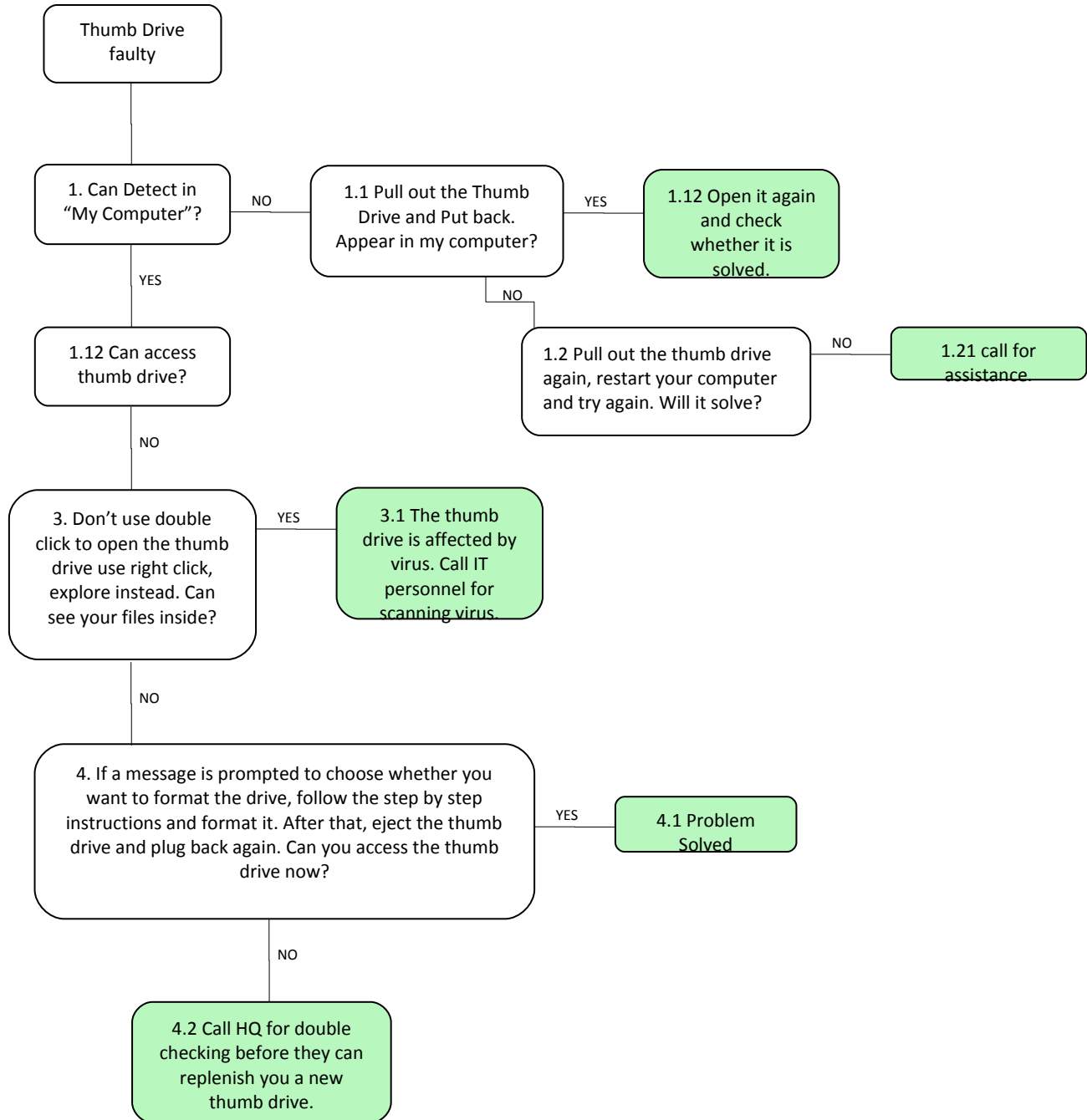


User Guide

Thumb Drive Solution

Spectacle Hut

Flow Chart



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Solution for problems of thumb drive

This section would teach you how to solve the problems that you encounter when using a thumb drive.

When thumb drive is not working:

1. Check if thumb drive is detected in “My Computer”

Click on the “start” button



Click on “My Computer”



Check if thumb drive is detected in “My Computer”

Devices with Removable Storage



DVD-RAM Drive (E:)



TOSHIBA (F:)

Network Drives

1.1 If it is not detected, pull out the thumb drive and put it back.

Pull out the thumb drive and put it back



1.12 If it appears in “My computer”, open the thumb drive again to check if it is solved.

1.2 If it is still not appearing in “My Computer”, pull out the thumb drive and restart your computer to try again.

1.21 If it still does not work, please call for assistance.

2. Check if you can access your thumb drive.

3. If you cannot access, don't use double click to open the thumb drive use right click and see if you can access it inside.

3.1 If you manage to access your thumb drive, it means that it is affected by virus. Please call IT personnel for scanning of virus.

4. If you are not able to see your files, check to see if a message is prompted to choose whether you want to format the drive. When the message is prompted, please follow the step by step instructions and format the thumb drive. Next, please eject the thumb drive and plug it back again to access it.



4.1 If you are able to access your thumb drive, the problem of the thumb drive is solved.

4.2 If you are still not able to access your thumb drive, call the headquarters for double checking before they can replenish you with a new thumb drive.