



FAQs

Dynex 6-in-1 USB 2.0 Mini Memory Card Reader (DX-CRMN1)

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Setup

1. How do I set up my card reader?

- Plug the small end of the included USB cable into the card reader and the other end into an available USB port on your computer.
 1. Your computer automatically installs the correct driver. New drive icons appear
 - in *My Computer/Computer* or *Windows Explorer* in Windows Operating SystemsOR
on the desktop in Mac Operating Systems

2. How do I know if my computer is compatible with this card reader?

- Your computer must meet the following minimum requirements:
 1. Windows 2000, Windows XP, Windows Vista, Windows 7 or Mac OS 10.x or higher
 2. One available USB port
 3. Pentium 133 MHz or higher processor
 4. 2 MB of hard drive space

3. What types of memory cards are compatible with this card reader?

- Your card reader is compatible with SD, SDHC, MMC, miniSD, microSD, RS-MMC, and M2 memory cards.

4. The installation CD is not compatible with my computer. Where can I get the software?

- You do not need to install the software to use the card reader.
- The card reader is a plug-and-play device and your computer should automatically install the correct drivers.
- The software allows you to customize the drive icons for each media card slot.
- The software is available on the Dynex website under the support tab for this product (<http://dynexproducts.com/products/computer-accessories/DX-CRMN1.html>).

5. My computer is not recognizing the card reader. What can I do?

- Make sure that your memory card is fully inserted into the slot on the card reader.
- Make sure the card reader is connected to your computer. Unplug and reconnect your USB cable.
- Try a different memory card of the same type in the same slot. If a different memory card works, the original memory card should be replaced.
- Disconnect the USB cable from your card reader and shine a flashlight into the empty card slots. Look to see if any pin inside is bent, then straighten bent pins with the tip of a mechanical pencil. Replace your memory card reader if a pin has bent so much that it touches another pin.
- Unplug your card reader from the USB port and restart your computer. Reconnect your card reader to your computer.

6. I am receiving an error message when I install the card reader software on my Windows PC.

- Make sure the card reader is connected to your computer. Unplug and reconnect your USB cable.
- Make sure that this is the only card reader connected to your computer. If other card readers are connected, unplug them before installing the software.

Drivers Issues

7. Where can I find the drivers for this card reader?

- The card reader is a plug-and-play device and uses drivers already on your computer.

Hardware Issues

8. I receive an error message when I try to access my memory card or when I try to save to it.

- Make sure that your memory card is fully inserted into the slot on the card reader.
- Some memory cards have a read/write security switch that may be set to ON/OFF or Locked/Unlocked. Make sure that the security switch is set to Write Enabled/ON/Unlocked.
- Make sure that the amount of data you attempted to store has not exceeded the capacity of the card.
- Inspect the end of the memory card for dirt or material closing a hole. Clean the contacts with a lint-free cloth and small amounts of rubbing alcohol.
- Try a different memory card of the same type in the same slot. If a different memory card works, the original memory card should be replaced.
- If errors persist, replace the memory card.

9. When I insert a card into the card reader, no icon appears on my Mac.

- The card may have been formatted in Windows FAT 32 format. Using a PC or digital device, reformat the card using OS X-compatible FAT or FAT16 format.

10. I have Windows XP and my card reader is not reading SDHC cards. Do I need a different driver?

- Make sure you have run Windows Update and that your computer has all the latest updates installed.
- With Windows XP drivers, it is possible that you may not be able to read an SDHC card with a capacity higher than 8GB.

General

11. Where can I get more information about my card reader?

- Refer to your User Guide or the Dynex Website:
<http://dynexproducts.com/products/computer-accessories/DX-CRMN1.html>

12. How do I transfer files from my memory card to my computer?

- Windows Operating Systems:
 1. Select the files you wish to copy.
 2. Right-click and select Copy from the menu.
 3. Open the folder where you want to save your files.
 4. Right-click and select Paste from the menu.
- Mac Operating Systems:
 1. Select the files you wish to copy.
 2. Press Command + C to copy the files.
 3. Open the folder where you want to save your files.
 4. Press Command + V to paste the files to your folder.