



## Frequently Asked Questions (FAQ) Dynex Compact Memory Card Reader (DX-CR212)

December 13, 2011

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## Setup Questions

### **Question 1: How do I set up my card reader using Windows XP, Vista, or 7?**

1. Plug the USB cable into an open USB port on your computer.
  - § Your computer automatically installs the correct drivers. A new **Removable Disk** drive appears in *My Computer/Computer*.
2. Insert a card into the appropriate slot. The blue LED lights.

*Caution:* Cards must be inserted into the correct slot and in the correct direction; otherwise, you may damage the card and/or the slot.

  - § Cards must be inserted label side down into the SD slot.
  - § Cards must be inserted label side up in the MS and microSD slots.
3. Click **Start**, then click *My Computer/Computer*.
4. Double-click the appropriate drive to access the data on the memory card.

### **Question 2: How do I set up my card reader on a Mac?**

1. Plug the USB cable into an open USB port on your Mac.
2. Insert a card into the appropriate slot. The blue LED lights and a new icon appears on the desktop.

*Caution:* Cards must be inserted into the correct slot and in the correct direction; otherwise, you may damage the card and/or the slot.

  - § Cards must be inserted label side down into the SD slot.
  - § Cards must be inserted label side up in the MS and microSD slots.
3. Double-click the new icon to access the data on the memory card.

### **Question 3: New Removable Disks do not appear in My Computer/Computer when I connect my card reader to a Windows PC.**

- 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.

### **Question 4: When I insert a card into the card reader, no icon appears on my Mac desktop.**

- 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.
- 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.

**Question 5: I receive 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.

**Question 6: How do I remove my memory card once I have finished working with the files?**

*Caution:* Do not insert or remove memory cards while the blue LED is flashing. Doing so may cause damage to your card or loss of data.

- **Windows:**
    1. Right click the memory card drive in *My Computer/Computer*, then click **Eject**. The blue LED turns off.
    2. Remove the memory card.
  - **Mac:**
    1. Click and drag the disk icon to the **Eject** icon.
    2. Remove the memory card. The blue LED turns off.
- OR
1. Click the memory card icon on the desktop and select **Eject**.
  2. Remove the memory card. The blue LED turns off.

## Drivers Questions

**Question 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 Questions

**Question 8: I receive an error message when I try to access my memory card or 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.
- Some memory cards are not compatible with Windows XP such as SDHC and SDXC. If you are using Windows XP and a SDXC memory card see [Question 10](#) on page 4.
- Your card may not be in the correct format. See [Question 9](#) below for steps on how to format your memory card.
- If errors persist, replace the memory card.

### **Question 9: How do I format my memory card?**

*Caution:* Formatting a memory card permanently deletes all files on the card. Be sure that you copy any valued files to a computer before formatting a memory card. Do not disconnect the card reader or remove the memory card while formatting is in progress.

- **Windows:**
  1. Click **Start**, then click **My Computer** or **Computer**.
  2. Right-click the appropriate memory card drive.
  3. Select **Format**.
  4. Type a name into the **Volume Label** box. The name of your memory card appears next to the icon.
  5. Click **Start**, then click **OK** in the *Warning* dialog box.
  6. Click **OK** on the *Format complete* window.
  7. Click **Close** to finish.
- **Mac:**
  1. Click **Go**, then click **Utilities**.
  2. Double-click **Disk Utility** from the list.
  3. In the left-hand column, select the memory card you want to format, then click the **Erase** tab.
  4. Specify a volume format and name for the memory card, then click **Erase**. A warning box opens.
  5. Click **Erase** again. The Erase process takes a minute or so to erase and reformat your memory card.

### **Question 10: I have Windows XP and my card reader is not reading my SDHC or SDXC 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.
- Refer to your card manufacturer to see if your card is compatible with your OS.

## **General Questions**

### **Question 11: Where can I get more information about my card reader?**

- Refer to your QSG or the online User Guide on the Dynex Website:  
<http://www.dynexproducts.com/products/computer-accessories/DX-CR212.html>

### **Question 12: What types of memory cards are compatible?**

- The Dynex Compact Memory Card Reader is compatible with:
  - Secure Digital (SD, SDHC, SDXC)
  - MultiMediaCard (MMC, MMCplus)
  - Memory Stick (MS, MS PRO, MS Duo, MS PRO Duo, MS PRO-HG Duo)
  - microSD, and microSDHC.
- The reader is compatible with, but requires an adapter for Mini SD and RS-MMC.

**Question 13: Is my computer is compatible with this card reader?**

- Your computer must meet the following minimum requirements:
  - § Windows XP, Windows Vista, Windows 7 or Mac OS 10.4.x or higher
  - § One available USB port
  - § Pentium 133 MHz or higher processor
  - § 2 MB of hard drive space
  - § IBM-compatible PC

**Question 14: How do I transfer files from my memory card to my computer?**

- **Windows:**
  1. Highlight the files you wish to copy.
  2. Right-click the highlighted file and select **Copy** from the menu.
  3. Open the folder where you want to save your files.
  4. Right-click inside the folder and select **Paste** from the menu.
- **Mac:**
  1. Highlight the files you wish to copy.
  2. Click the highlighted file and select **Copy** from the menu.
  3. Open the folder where you want to save your files.
  4. Click inside the folder and select **Paste Item** from the menu.