

Online Recovery User's Manual

Hardware Requirements:

1. USB port (supports USB2.0).
2. Internet connection.

Software Requirements:

1. Windows® 2000 SP4 (**Administrator rights required**).
2. Windows® XP SP2 (**Administrator rights required**).
3. Windows® Vista (**Administrator rights required, must turn off UAC**).

To turn off UAC in Windows Vista, please go to **Control Panel → User Account → Turn User Account Control on or off →** and then uncheck "Use User Account Control to help protect your computer." Please remember to **restart your PC for the new settings to take effect.**

Step by Step Instructions:

1. Please insert your JetFlash into a PC with Internet connection.
2. Run OnLineRecovery.exe.



3. Choose "Repair drive & keep existing data" and press "START." When the repair is complete, please click EXIT and unplug the JetFlash from your computer.



4. If the steps above do not resolve your problem, please choose "Repair drive & erase all data" and press "START."



5. All information stored on the JetFlash will be deleted. Press "START" to confirm and begin formatting the drive.



6. When the format is complete, please press "Exit," then unplug the JetFlash and plug it back in to your computer.



If the format fails, a failure message like the one below will be shown.



7. If a "Please enter product S/N" message appears, please enter the 10-digit serial number printed on your product (Ex: 2377340001).



After entering the S/N, the total capacity and P/N of your JetFlash will be displayed.



Press "OK" to begin the format process.

If you entered an incorrect S/N, a warning message will be displayed. (If you enter the wrong S/N more than 3 times, please contact Transcend)



8. If the S/N entered passes confirmation by the recovery tool, please follow the instructions shown in the pop-up windows that follow to repair your device.