## **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.

JetFlash <sup>®</sup> Online Recovery	
Format complete. Please click EXIT and unplug the device from your computer.	
C Repair drive & erase all data	
Repair drive & keep existing data	
TS1GJFT3	
SHITLE STATE	
EXIT	

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

JetFlash <sup>®</sup> Onlin	e Recovery
All information stored o deleted. Co	n the device will be
Repair drive &	erase all data
C Repair drive &	keep existing data
EXIT	START

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

JetF	ash <sup>®</sup> Online Recovery	ų
Fo	mat in progress Please DO NOT press EXIT	
	@ Repair drive & erase all data	
	C Repair drive & keep existing data	
	Formatting	
		ť
E	IT START	

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

JetFlash <sup>®</sup> Online Recovery
Format complete. Please click EXIT and unplug the device from your computer.
Repair drive & erase all data
C Repair drive & keep existing data
TS1GJFT3
EXIT START

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-digitl serial number printed on your product (Ex: 2377340001).

JetFlash <sup>®</sup> Online	e Recovery
Please enter your 10-	digit product S/N
How do I find my p	roduct's S/N?
EXIT	ок

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)

JetFlash <sup>®</sup> Online Recovery
Flash Volume : 1 GB
The S/N provided is incorrect. Please How do I find my
ОК

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.