

Multi-Card Reader/Writer

Operating Instructions

Before operating the unit, please read this document thoroughly, and retain it for future reference.

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NOTICE TO USERS

IN NO EVENT SHALL SONY CORPORATION BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, WHETHER BASED ON TORT, CONTRACT, OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THIS MANUAL, THE DEVICE DRIVERS OR OTHER INFORMATION CONTAINED HEREIN OR THE USE THEREOF.

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Overview

The MRW62E-S1 (hereafter referred to as the “reader/writer”) has the following features:

- Quick and simple data transfer - easily transfer images from camera to PC
- Compatible with “Memory Stick,” “Memory Stick PRO,” “Memory Stick Duo,” CompactFlash, Microdrive, xD-Picture Card, SmartMedia, MultiMediaCard, SD Memory Card
- Supports 17 different types of memory cards
- Drive Letter Recognition Software can be downloaded from the web site
- Quick to Connect - Hot-pluggable USB-powered design

System Requirements

The reader/writer requires the following minimum system configuration:

- OS
 - Windows® 7
 - Windows Vista®
 - Windows® XP Home or Professional
 - Windows® 2000 Professional (Service Pack 4 or later)
 - Windows® Me
 - Mac OS X 10.1.2 or later
- This product works with the standard drivers in Windows.

Supported Media

The reader/writer supports the following media:

“Memory Stick” media

- “Memory Stick” (without MagicGate) ^{*1}
- “MagicGate Memory Stick” ^{*1*2}
- “Memory Stick” (with MagicGate) ^{*1*2*3}
- “Memory Stick Duo” (without MagicGate) ^{*1}
- “MagicGate Memory Stick Duo” ^{*1*2}
- “Memory Stick Duo” (with MagicGate) ^{*1*2*3}
- “Memory Stick PRO” ^{*2*3}
- “Memory Stick PRO Duo” ^{*2*3}
- “Memory Stick PRO-HG Duo” ^{*2*3}
- “Memory Stick Micro” (“M2”) ^{*2*3*4*5}

^{*1} “MagicGate” is the general name of a copyright protection technology developed by Sony.

^{*2} Recording or playback of MagicGate data that uses MagicGate technology is not supported.

^{*3} 4-bit parallel data transfer is supported. It, however, varies depending on each medium how long it takes to read/write data.

^{*4} “M2” is an abbreviation of “Memory Stick Micro.” In this document, hereinafter, the abbreviation “M2,” is used.

^{*5} With adaptor (not supplied) only

SD memory cards

- SD/SDHC Memory Card ^{*6}
- mini SD™ card ^{*6*7}

^{*6} Recording or playback of data that uses SD technology is not supported

^{*7} With adaptor (not supplied) only

Other memory cards

- MultiMediaCard ^{*8}
- RS-MMC ^{*8}
- CompactFlash®
- Microdrive® ^{*9}
- SmartMedia™
- xD-Picture Card™

^{*8} MMCplus and MMCmobile are supported, but parallel data transfer is not supported.

^{*9} The Microdrive requires more power than other memory cards. When using a Microdrive, remove other memory cards; otherwise an error may occur due to a shortage of power.

Notes

- Not all memory cards are guaranteed to work. Operation is not assured if non-supported memory cards are used.
- The capacity of a file to be recorded/played back is smaller than 4 GB per file according to the specifications of the file system incorporated in “Memory Stick.”
- Although operation check of this product has been performed with up to 8 GB “Memory Stick,” please note that the operation is not guaranteed for every type of “Memory Stick.”
- In this manual, all types of media listed in “Supported Media” are generically called memory cards.
- I/O cards that are not memory cards, such as GPS cards, are not supported.
- MultiMediaCards and SD Memory Cards use the same slot, so you cannot use them at the same time.
- The “Memory Stick” media all use the same slot, so you cannot use them at the same time.
- Only DOS format is supported. Memory cards in other formats are not supported.

About Memory Stick

What is “Memory Stick”?

“Memory Stick” is a compact-size IC recording medium with a large capacity. It has been designed not only for exchanging/sharing digital data among “Memory Stick” compliant products, but also for serving as an insertable/removable external storage medium that can save data.

Notes on “Memory Stick”

On formatting (initialization)

- If you format a medium in which data has been already written, all the data and software will be erased. Please be cautious not to mistakenly erase any important data.
- Please make sure to format (initialize) a medium with the formatter of a “Memory Stick” compliant product. If it is initialized with Windows Explorer, a FORMAT ERROR occurs, and data on the medium can no longer be used by this product.

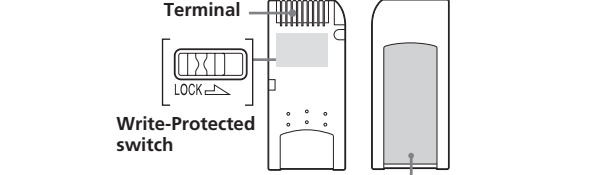
About the size of “Memory Stick”

- This product has a slot that can take both standard size and Duo size. All the products with such a slot as this are equipped with a system which automatically measures the size of an inserted medium. That’s why both standard-size “Memory Stick” and smaller “Memory Stick Duo” can be used on this product without any Memory Stick Duo Adaptor.
- Do not insert multiple “Memory Sticks” at the same time. It might cause damage to the product.
- When you use “Memory Stick Duo” on this product, please make sure to insert it in the right direction.
- “Memory Stick Duo” should be kept away from small children to prevent them from accidentally swallowing it.
- When you use “Memory Stick Micro” on this product, please make sure to attach the medium into M2 adaptor. If you attempt to insert “Memory Stick Micro” without attaching to M2 adaptor, there is a possibility that it cannot be pulled out.

Usage Notes

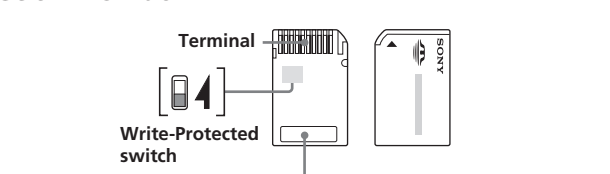
“Memory Stick” Media

Notes on using “Memory Stick” media



- Do not remove “Memory Stick” while data is being read or written.
- Data may be damaged if:
 - You remove “Memory Stick” or disconnect the USB cable while data is being read or written.
 - You use “Memory Stick” in a place where it is susceptible to static electricity or electric noise.
- You can keep backup copies of important data on a “Memory Stick.”
- Avoid touching the metal terminals on the “Memory Stick” to prevent damage from static discharge.
- Do not subject the “Memory Stick” to excessive stress or shock.
- Do not disassemble or modify “Memory Stick.”
- Keep “Memory Stick” and other media away from water, excessive heat and humidity, and from corrosive elements.
- Do not use or keep “Memory Stick” under an unfavorable condition as below:
 - Extremely hot place (such as in a parked car with windows closed in summer, a spot under direct sunlight, or near an electrical appliance that radiates heat)
 - Humid place
 - Place near corrosive substances
- If you set Write-Protected switch “LOCK,” data cannot be recorded, edited, or erased.
- Do not stick anything other than the supplied labels on the label area of “Memory Stick.”
- Stick a label precisely within the label area. Make sure that the label does not go beyond the area.
- Carry and keep “Memory Stick” in the supplied case.

Notes on using “Memory Stick Duo/Memory Stick PRO Duo”

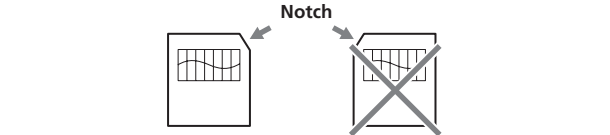


- When you use “Memory Stick Duo/Memory Stick PRO Duo” without Write-Protected switch, be careful not to edit or erase important data by mistake.
- When you use “Memory Stick Duo/Memory Stick PRO Duo” with Write-Protected switch, data cannot be recorded, edited, or erased by “LOCK” the switch.
- Use an object with a sharp tip to move the Write-Protected switch.
- Do not press on the memo area strongly when writing.
- Carry and keep “Memory Stick” in the supplied case.

SmartMedia Cards

Supported SmartMedia cards

The reader/writer supports 3.3-volt and 3-volt SmartMedia cards, but not the older 5-volt type.



Note

Do not insert a 5-volt SmartMedia card into the reader/writer forcibly.

SmartMedia card handling

If the gold contact area of a SmartMedia card is dirty, a read error may occur. Keep the contact area clean. Otherwise do not touch the gold contact area. Do not twist or warp the card. Protect the card from static electricity.

SmartMedia card with ID

The reader/writer does not support the ID information on SmartMedia cards, but allows any SmartMedia card with an ID to be used as regular media.

Other Points to Note

Media formatting

Do not format (initialize) memory cards with a computer. If you format a memory card with a computer, devices such as digital cameras may not be able to use it due to differences in format type (FAT size, cluster size, hard disk type, or super floppy disk type). If you use a digital camera, format memory cards with your camera, instead.

Restrictions on DOS mode

In Windows, the reader/writer does not operate in DOS mode. To use the reader/writer, start up Windows.

Standby

The reader/writer supports standby functions based on the PC2000 standard, which may not cover the standby function of all computers. Disable the standby function of your computer if it causes any problems. While the computer is in standby, do not insert or remove any media.

Antivirus software

If you have memory-resident antivirus software on your computer, the computer may hang or become unusually slow. In this case, set your anti-virus software so it does not scan the media in the reader/writer.

Do not attempt to dismantle, repair, or alter the reader/writer yourself

Do not, under any circumstances, attempt to dismantle, repair, or alter the reader/writer yourself. You may not only permanently damage the reader/writer and/or your computer, but may also cause fire or personal injury through electrical shock.

Operating and storage environments

- Do not place the reader/writer close to heat sources or in direct sunlight; in dusty, dirty, or humid locations; under precipitation such as rain; or leave it in a vehicle with the windows closed.
- If the reader/writer interferes with the reception of radio or television signals, move the reader/writer away from the radio or television.
- When using the reader/writer, do not wrap it in cloth, sheets, or covers as this may cause a malfunction or fire.

Specifications

USB transfer rate
Full-speed (12 Mbps)
High-speed (480 Mbps)

This high-speed transfer rate is a theoretical value for the USB standard.
Actual performance is dependent on the device.

Power requirements
4.75 to 5.25 V DC

Current consumption
Max. 500 mA ^{*1}

Access indicator
Always lit.

Blinks on access.

Operating environment
Temperature: 5 to 40 °C (41 to 104 °F)

Humidity: 30 to 80% RH

Storage environment
Temperature: -30 to + 60 °C (-22 to +140 °F)

Humidity: No condensation

Dimensions (W x H x D)
Approx. 86 x 15.7 x 50 mm

(3 ³/₈ x ⁵/₈ x 2 inches) (excluding protrusions)

Mass
Approx. 57 g (2 oz.) (TYP)

^{*1} Except when using Microdrive

End User License Agreement

IMPORTANT NOTICE

The following “END USER LICENSE AGREEMENT” applies to the Drive Letter Recognition Software provided by Sony. Please read the following “END USER LICENSE AGREEMENT” before installing. By installing the Drive Letter Recognition Software, you agree to the “END USER LICENSE AGREEMENT”.

END USER LICENSE AGREEMENT

This is a legal agreement between you (hereafter referred to as the User) and Sony Corporation (hereafter referred to as Sony) pertaining to the right to use the software (hereafter referred to as the PROGRAM). Using the PROGRAM indicates your acceptance of these terms and conclusion of the Agreement between the User and Sony.

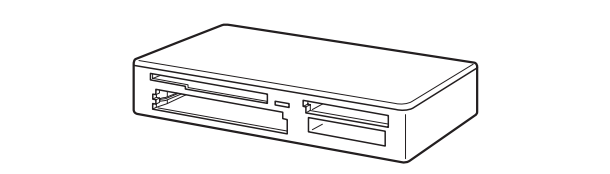
- Copyright and all other rights relating to the PROGRAM and documents accompanying the PROGRAM are owned by Sony or the original rightful person or organization (hereafter referred to as the original rightful person) granting Sony the right to use the PROGRAM. The User is granted no rights other than those specified in this agreement.
- Sony grants the User the non-exclusive, indivisible and non-transferable right to use the PROGRAM for the purpose of using the Sony product Multi-Card Reader/Writer for which the PROGRAM designates.
- The User may not transfer the Right of Use described above to any third party nor allow for any third party to use the PROGRAM unless the User obtains the advance written permission of Sony.
- The User may not export or transport the PROGRAM or documents accompanying the PROGRAM from the country where the User installed the PROGRAM to any other country.
- The User may not (i) update, add to, or modify nor (ii) de-assemble or de-compile the PROGRAM either in whole or in part.
- THE PROGRAM IS PROVIDED “AS IS” WITHOUT EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR NON-DEFECTIVENESS.
- If any dispute relating to infringement of copyright, patent, or other intangible property rights arises between the User and a third party as a consequence of use of the PROGRAM, the User shall settle the dispute at the User’s own expense, and shall make no claim against Sony or the original rightful person.
- Sony may terminate your license upon notice for failure to comply with any of these Terms. Any such termination shall not affect any payments, any compensation for damage. Upon termination, you must immediately destroy the Software together with all copies in any form.
- This Agreement has several non-English language versions for the reference purpose only. In the event of any discrepancy between the English language version and any other language version, the English language version shall prevail.

Package Contents

When you unpack the box, make sure that it contains all the accessories listed below.

If anything is missing or damaged, contact your retailer.

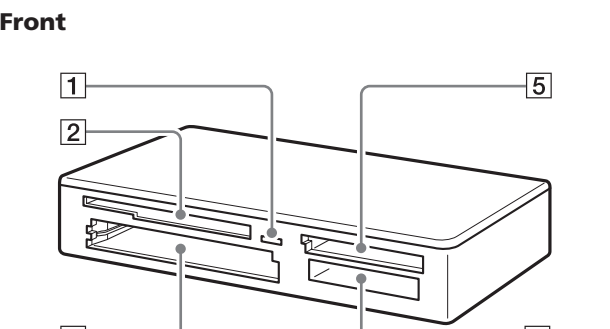
- MRW62E-S1 Multi-Card Reader/Writer



- USB cable
- Operating Instructions
- Warranty Card

Parts and Functions

Front



1 Access Indicator

This indicator is always lit. The indicator blinks when the reader/writer accesses data on a memory card.

2 SmartMedia / xD-Picture Card Slot

Insert either a SmartMedia memory card or xD-Picture Card here.

3 CompactFlash / Microdrive Slot

Insert either a CompactFlash or Microdrive memory card here.

Remove all other memory cards before using a Microdrive, because of its large power consumption.

4 “Memory Stick” Slot

Insert a “Memory Stick” media here.
When inserting a “Memory Stick Micro” (“M2”), use an adaptor (not supplied).

5 MultiMediaCard / SD Memory Card Slot

Insert either a MultiMeidaCard or an SD Memory Card here.
When inserting a miniSD Card, use an adaptor (not supplied).

Rear



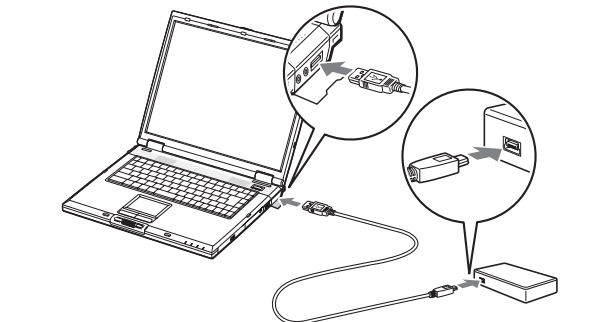
6 USB Port (mini B)

Connect to a computer using the supplied USB cable.

Connecting the Reader/Writer to a Computer

Simply connect the reader/writer to a computer using the supplied USB cable.

- 1 **Start the computer.**
- 2 **Connect the smaller connector of the USB cable to the USB port on the rear of the reader/writer.**
- 3 **Connect the larger connector of the USB cable to the USB port on the computer.**



The computer recognizes the reader/writer as a removable disk, and the reader/writer is ready for use.

Notes

- Do not connect to a computer via a USB hub.
- Depending on the computer and the status of its operating system, the reader/writer may not operate or may become unstable. If this occurs, refer to the “Troubleshooting” section.
- After disconnecting the USB cable, wait at least 5 seconds before reconnecting it. (Otherwise, the reader/writer may not be recognized.)
- When two or more USB devices are connected to one computer, the reader/writer is not guaranteed to operate simultaneously with some types of USB device.
- You cannot access two or more memory cards simultaneously on a single computer by connecting additional memory card devices. Remove any memory cards from the reader/writer or turn off the other devices.

Notes for Windows

- On some computers, a message may appear asking you to insert the operating system disc. When this happens, follow the computer’s instructions.
- On some computers, the “HI-SPEED USB Device plugged into non-HI-SPEED USB Hub” message may appear, indicating that a hi-speed USB device has been connected to a USB port which does not support hi-speed USB. If your computer has multiple USB ports, try connecting to a different port. Otherwise, close the message and continue using the reader/writer with the current port.



- **Follow the steps below to turn off the write cache setting for removable disk drives. Leaving this setting on may cause the reader/writer to malfunction.**

– On Windows 7:
Open the following items in the following order: [Start] button – [Control Panel] - [System and Security] - [Device Manager] (Click on the Device Manager link located under the System heading) – [Disk drives] – [Sony Card_R/W -MS USB Device]. On the [Policies] tab in the properties dialogbox that appears, make sure that [Quick removal (default)] is selected. In the same way, Select [Quick removal (default)] on the policies] tab of the [Sony Card_R/W -CF USB Device], [Sony Card_R/W -SD USB Device], and [Sony Card_R/W -SM/xD USB Device].

– On Windows Vista:
Open the following items in the following order: [Start] button – [Control Panel] – [System and Maintenance] – [Device Manager] button (When clicking on [Device Manager] button, the User Account Control window will appear, click on [Continue]) – [Disk drives] – [Sony Card_R/W -MS USB Device]. On the [Policies] tab in the properties dialog box that appears, make sure that [Optimize for quick removal] is selected. In the same way, select [Optimize for quick removal] on the [Policies] tab of the [Sony Card_R/W -CF USB Device], [Sony Card_R/W -SD USB Device], and [Sony Card_R/W -SM/xD USB Device].

– On Windows XP:
Open the following items in the following order: [Start] button – [Control Panel] – [Performance and Maintenance] – [System] – [Hardware] tab – [Device Manager] button – [Disk drives] – [Sony Card_R/W -MS USB Device]. On the [Policies] tab in the properties dialog box that appears, make sure that [Optimize for quick removal] is selected. In the same way, select [Optimize for quick removal] on the [Policies] tab of the [Sony Card_R/W -CF USB Device], [Sony Card_R/W -SD USB Device], and [Sony Card_R/W -SM/xD USB Device].

– On Windows 2000:
Open the following items in the following order: [Start] button – [Settings] – [Control Panel] – [System] – [Hardware] tab – [Device Manager] button – [Disk drives] – [Sony Card_R/W -MS USB Device]. On the [Disk Properties] tab in the properties dialog box that appears, make sure the [Write Cache enabled] check box is not selected. In the same way, clear the [Write Cache enabled] check box on the [Disk Properties] tab of the [Sony Card_R/W -CF USB Device], [Sony Card_R/W -SD USB Device], and [Sony Card_R/W -SM/xD USB Device].

– On Windows Me:
Open the following items in the following order: [Start] button – [Settings] – [Control Panel] – [System] – [Performance] tab – [File System] button. On the [Removable Disk] tab in the properties dialog box that appears, make sure the [Enable write-behind caching on all removable disk drives.] check box is not selected.

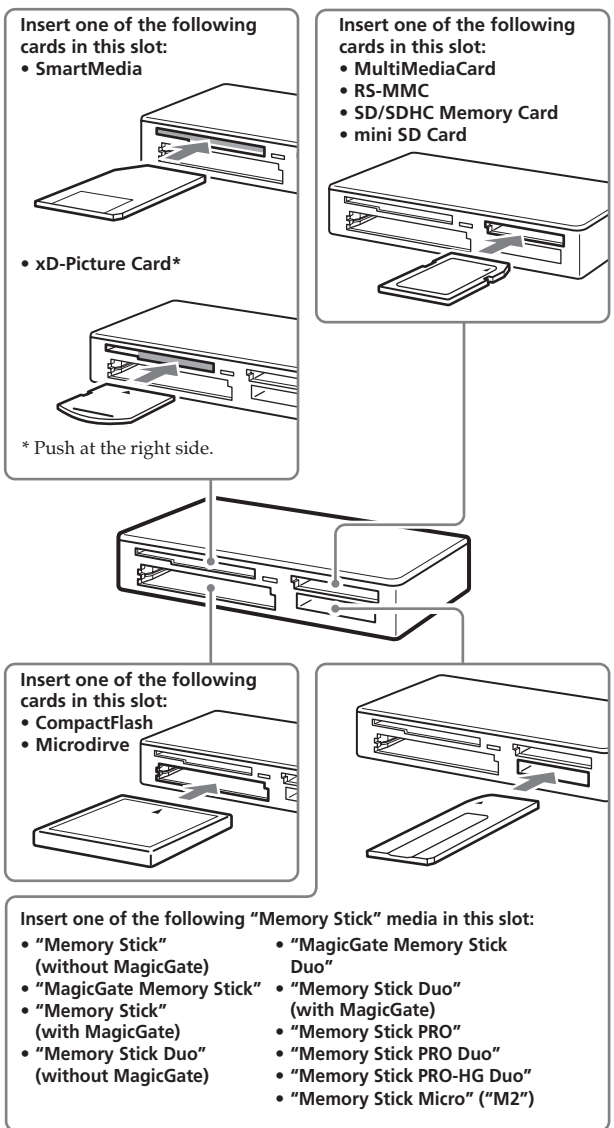
Using the Reader/Writer

Inserting a Memory Card

Insert a memory card into the corresponding slot on the reader/writer. When inserting a card, push it in as far as it can go.

Notes

- Each card slot is designed so a card can only be inserted in the correct direction.
- Insert only one memory card into the corresponding slot. Do not insert multiple cards at the same time.
- When inserting a “Memory Stick Micro” (“M2”), or a mini SD Card, use an appropriate adaptor (not supplied).
- Do not insert a card upside down.
- Forcibly inserting the card may damage the card or the slot.



Notes

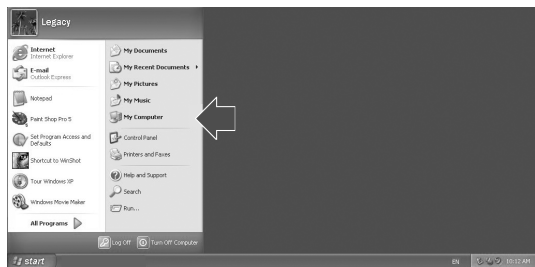
- If a memory card is inserted incorrectly, you may not be able to remove it. In the unlikely event that a memory card becomes stuck in the reader/writer, consult your local Sony dealer.
- Do not remove a memory card from the reader/writer while the access indicator is blinking. The data stored on the memory card may be damaged.

Reading and Writing Data on a Memory Card

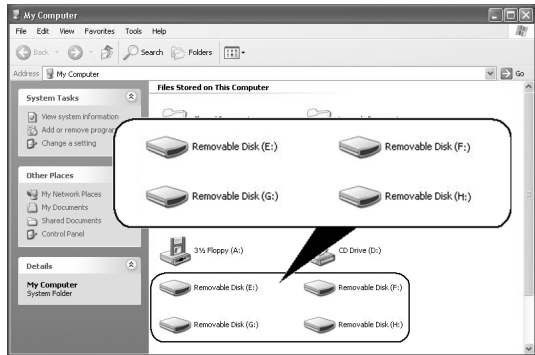
For Windows

The following explanation is illustrated with screens from Windows XP. The screens may differ for other versions of Windows.

- 1 **Open [My Computer].**



- 2 **Make sure the removable disk icons appear in [My Computer].**



Drive letters for the removable disk icons are assigned in alphabetical order to the CompactFlash / Microdrive Slot, SmartMedia / xD-Picture Card Slot, MultiMediaCard / SD Memory Card Slot, and “Memory Stick” Slot. For example, if the computer has an A:, C:, and D: drive before connecting the reader/writer, the drive letters will be assigned as follows when the reader/writer is connected:

Computer drive name	Corresponding memory card
Removable Disk (E:)	CompactFlash MicroDrive
Removable Disk (F:)	SmartMedia xD-Picture Card
Removable Disk (G:)	MultiMediaCard SD Memory Card
Removable Disk (H:)	“Memory Stick” media

- 3 **Insert a memory card into the corresponding slot.**
When a volume label has been assigned to the memory card, the volume label will be displayed together with the removable disk icon.
- 4 **Use the removable disk icon to read or write data on the memory card.**

If the following message appears, the memory card has not been recognized correctly, even though the access indicator lights up. Remove the card and insert it again.

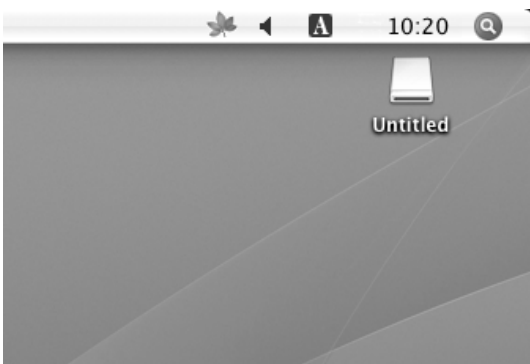


Notes

- Use the removable disk icon for the memory card you are using.
- It may take a while for the removable disk icons to appear.
- If the removable disk icons do not appear, follow the steps under “Disconnecting the Reader/Writer From the Computer” in the Operating Instructions (this manual) to disconnect the reader/writer, and then wait at least 5 seconds before reconnecting it. If the [Safely Remove Hardware] icon mentioned in step 1 of “Disconnecting the Reader/Writer From the Computer” is not displayed, skip the rest of the procedure and immediately disconnect the reader/writer.
- Depending on your operating system and the type of memory card you are using, the reader/writer drives may be recognized as “Local Disks” instead of “Removable Disks,” but this will not affect their operation.

For Macintosh

- 1 **Insert a memory card into the corresponding slot.**
The removable disk icon appears on the desktop. When a volume label is assigned to the memory card, the volume label will be displayed together with the removable disk icon.



- 2 **Use the removable disk icon to read or write data on the memory card.**

Removing a Memory Card

Notes

- Do not remove a memory card while the access indicator is blinking. Doing so may cause damage to the data stored on the memory card.
- Be sure to follow the steps described below. Sony accepts no responsibility for any damage or loss that results from removing a memory card without following the procedure described below.

For Windows

- 1 **Make sure the access indicator is not blinking.**
- 2 **Open [My Computer].**
- 3 **Right-click the removable disk icon, and select [Eject].**
- 4 **Pull the memory card straight out.**

For Macintosh

- 1 **Close the files saved on the memory card, and exit any currently running applications.**
- 2 **Make sure the access indicator is not blinking.**
- 3 **Drag the removable disk icon to the [Trash].**
Alternatively, select the removable disk icon, access the [File] menu on the menu bar, and select [Eject “Untitled”]. * Depending on the memory card, a different label than “Untitled” may be shown.
- 4 **Pull the memory card straight out.**

Reading the Access Indicator

The access indicator changes according to the status of the reader/writer, as follows:

Reader/writer status	Access indicator
Connected to a computer	Lights up
Reading/writing data	Blinks*

* Depending on your operating environment and the memory card you are using, the access indicator may blink so quickly it appears to be lit. Be careful not to misread the access indicator.

Note

If data cannot be read from or written to the memory card while the access indicator is lit, make sure the card is fully inserted into the slot.

Disconnecting the Reader/Writer From the Computer

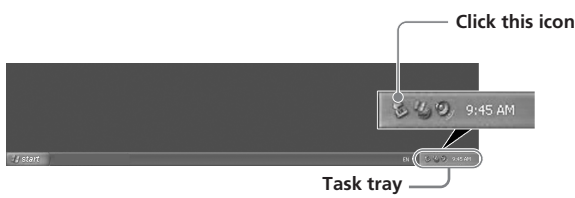
Notes

- Do not disconnect the reader/writer from the computer while the access indicator is blinking. Doing so may cause damage to the data stored on the memory card.
- Be sure to follow the steps described below. Sony accepts no responsibility for any damage or loss that results from disconnecting the reader/writer without following the procedure described below.

For Windows

The following explanation is illustrated with screens from Windows XP, and assumes that drive names E:, F:, G:, and H: are assigned to the four slots of the reader/writer. The screens may differ for other versions of Windows.

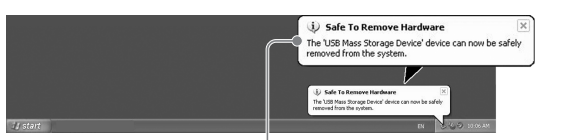
- 1 **Click [Safely Remove Hardware] on the task tray, locate at the lower right corner of the screen.**



- 2 **Click [Safely remove USB Mass Storage Device - Drives (E:, F:, G:, H:)].**



- 3 **Make sure the message “The ‘USB Mass Storage Device’ device can now be safely removed from the system.” appears, and then disconnect the reader/writer.**



The ‘USB Mass Storage Device’ device can now be safely removed from the system.

Note

The above steps are not required when removing a memory card from the reader/writer.

For Macintosh

- 1 **Close the files saved on the memory card, and exit any currently running applications.**
- 2 **Make sure the access indicator is not blinking.**
- 3 **Drag the removable disk icon to the [Trash].**
Alternatively, select the removable disk icon, access the [File] menu on the menu bar, and select [Eject “Untitled”]. * Depending on the memory card, a different label than “Untitled” may be shown. If no memory card is inserted into the reader/writer, skip this step.
- 4 **Disconnect the reader/writer from the computer.**

Installing the Drive Letter Recognition Software (Windows Only)

Before starting installation, read the “End User License Agreement.”

- 1 **Download the installer file from the web site.**
The installer file can be downloaded from the following URL
<http://sony.storagesupport.com/>
- 2 **Close all program that are still running.**
- 3 **Double-click the installer file.**
(For windows Vista, User Account Control window will appear, click on[Allow].)
- 4 **When the following window appears, the installing is completed, and click [OK].**



Notes on Icons

Once the Drive Letter Recognition Software is installed, the Removable Disk icons and their descriptions change. For example, if the computer has an A:, C:, and D: drive before connecting the reader/writer, the drive letters will be assigned as follows when the reader/writer is connected:

Computer drive name	Corresponding memory card
CF/Microdrive (E:)	CompactFlash MicroDrive
SM/xD (F:)	SmartMedia xD-Picture Card
MMC/SD (G:)	MultiMediaCard SD Memory Card
Memory Stick (H:)	“Memory Stick” media

Notes

- The use of this software is intended only for this reader/writer. Other readers/writers may not work with this software.
- Uninstall any similar software before installation to ensure that the software functions properly.

Troubleshooting

Before consulting your Sony representative, verify the following. If the problem still persists, consult your local Sony dealer.

Problem	Solution
The computer does not detect the reader/writer.	➔ Your computer and the reader/writer may not be properly connected. Disconnect the reader/writer from the computer and reconnect it.
The removable disk icon does not appear.	➔ Your computer and the reader/writer may not be properly connected. See “Connecting the Reader/Writer to a Computer” and make sure the connection is correct. ➔ A USB device other than the reader/writer is connected to the USB port on the computer.
The memory card cannot be accessed with Windows Explorer or My Computer.	➔ No memory card is inserted. Insert a memory card into the proper slot.
The computer does not recognize the memory card	➔ The memory card is not fully inserted. Insert the card completely. ➔ The memory card is not inserted straight. Remove the card and insert it again.
The read/write speed is slow.	➔ The speed may vary depending on the environment or the memory card being used. This is not a malfunction.
With Windows 2000 or Windows Me, the drive icon of the unit does not appear in the “My Computer” window.	➔ Make sure that the “USB Mass Storage Device” is not displayed as “?” in the “Device Manager.” If it is, delete it, disconnect the USB cable from your computer, and then reconnect it.

Technical Support

Local technical support service is only available in the following sales regions.

- For customers in the USA (Sony Electronics Inc.)**
Monday to Saturday,
8:00 a.m. - 8:00 p.m. CT
• Toll free: 1-800-588-3847
• Free telephone support is offered for 90 days after your first call.
USA technical support only: Web- based technical support is free and available 24 hours a day, 7 days a week.
• Web site:
<http://sony.storagesupport.com/>

Warranty Card

- A warranty card should be provided with this product at the place of purchase.
- Please read the warranty card, fill in the specified information, and retain it for future reference.
- The warranty period is one year from the date of purchase.

Caution

The warranty and technical support service are valid only in the countries or sales regions specified on the warranty card.

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