Customer Service - FAQ

Flash Card

Q: Why is that the actual storage capacity of the product slightly less than it written on the product specification?

- A : All storage product will display a lower than stated memory capacity when they are viewed on a computer. The reason for this discrepancy is the way in which Flash memory and Hard drive manufacturers calculate a megabyte of memory.

Windows calculates a megabyte, or 1,000KBs (or 1,000x1,000 bytes), as 1,000KBs, when in fact the correct calculation is 1,024KBs.

System vendor: 1GB = 1024MB x1024 Bytes = 1,048,576 KB = 1,073,741,824 Bytes.

Hardware vendor: 1 GB = 1,000,000,000 Bytes

In addition it has a memory capacity overhead of between 3 – 7% to allow for:

(1). Firmware

(2). Software applications

(3). Enhanced data storage reliability

So, when everything is taken into consideration, your product displaying a lower than specified memory capacity is in fact normal.

EX: for a 16GB storage device, Windows will calculate it as having a capacity of 16,005,464,064÷ 1,048,576 (KB) *93% =14,195,490,937 bytes : 14.19GB

Q: Why I can't use memory card with computer, phone or other system ?

A : Please make the following preliminary test:

1. Please make sure the capacity of the memory card if have support read type or not?

2. Please make sure the memory card can be used on the computer?

If you can use it on the computer. Please try to e format FAT or FAT32.

(Capacity ≤ 2GB ➔ FAT, Capacity ≧ 4GB ➔ FAT32.)

After format, please kindly format your card with system again to check the problem occurred. If still don't work, your card may be defective for compatibility issue.

Q: After using the flash card with my Card Reader to take pictures, my computer can no longer access the files on the card.

A : Please make sure the card reader if have support or not?

HC(High capacity)

SD 1.0 Version : Max. 12.5MB/sec (around 85x)

*Capacity ≤ 2GB

SD 1.1 Version : Max. 25MB/sec (around 170x)

*Capacity ≤ 2GB

SD 2.0 Version : SDHC (FAT32)
* Capacity 4GB~32GB

Q: .I try to write something to the SD/SDHC card, but I get the error message 'The media is write protected'. What can I do?

A: Please make sure that the write protection switch is on the correct position. Please refer to the attached picture.

If the problem still exists, please kindly take the product with the receipt back to the original retailer and ask for a repair or replacement service.

Q: Why can`t my digital camera use a higher capacity flash card?

A : Please contact the manufacturer of your digital camera to verify its maximum supported capacity (Capacity / Speed)

Q: What should I do when my memory card is not working with my devices (digital camera, mobile phone, PDA, card reader)?

A : Please kindly do the following steps first before contacting us:

1. Please make sure that the devices you used can fully support the memory card. For example, the maximum supported capacity of the devices?
2. Format the memory card with your devices and check if the problem still exists.
3. Format the memory card on an external card reader that can support the memory card and check if the problem still exists.
4. If the problem still exists after checking the steps listed above, please kindly contact with the original retailer for further help.

Q: What is the Class Speed Rating in SDHC cards?

A : The SD Association defines 4 speed classes to help users identify the speed and performance of SDHC cards. The class speed rating specifies a minimum sustained read/write speed. You can look for the Speed Class Logo to identify the performance class of your memory cards and host devices.

Speed	Min. Write	Min. Read
Class 2	2 (MB/sec)	2 (MB/sec)
Class 4	4 (MB/sec)	4 (MB/sec)
Class 6	6 (MB/sec)	6 (MB/sec)
Class 10	10 (MB/sec)	10 (MB/sec)

B : About another speed class for 133X. "X" = Speed (1X/ 150kb/sec). 133X =150kb×133= 19950kb/s. The Min write / read is 19.5MB/S.

标称速度	换算后的理论速度
133X	19.5MB/S
166X	24.3MB/S
200X	29.3 MB/S
266X	39.0 MB/S
300X	43.9MB/S
350X	51.3 MB/S

Q: Why my memory card transfer rate could not reach the speed you claim?

A : PNY flash products follow the industrial standard to test the transfer rate. Test is under the standard of simplest condition and general accepted benchmark.

In the case of usual transfer, the speed will be limited by related hardware and software to reach the expected speed. These factors include:

- Motherboard (Driver, Firmware)
- The limitation of the Host Device (i.e. the controller of Digital Camera)
- The number and format of transferring data
  Operating System (Version)
- The loading of system
- Related hardware (i.e. USB cable, card reader ,memory and so on)
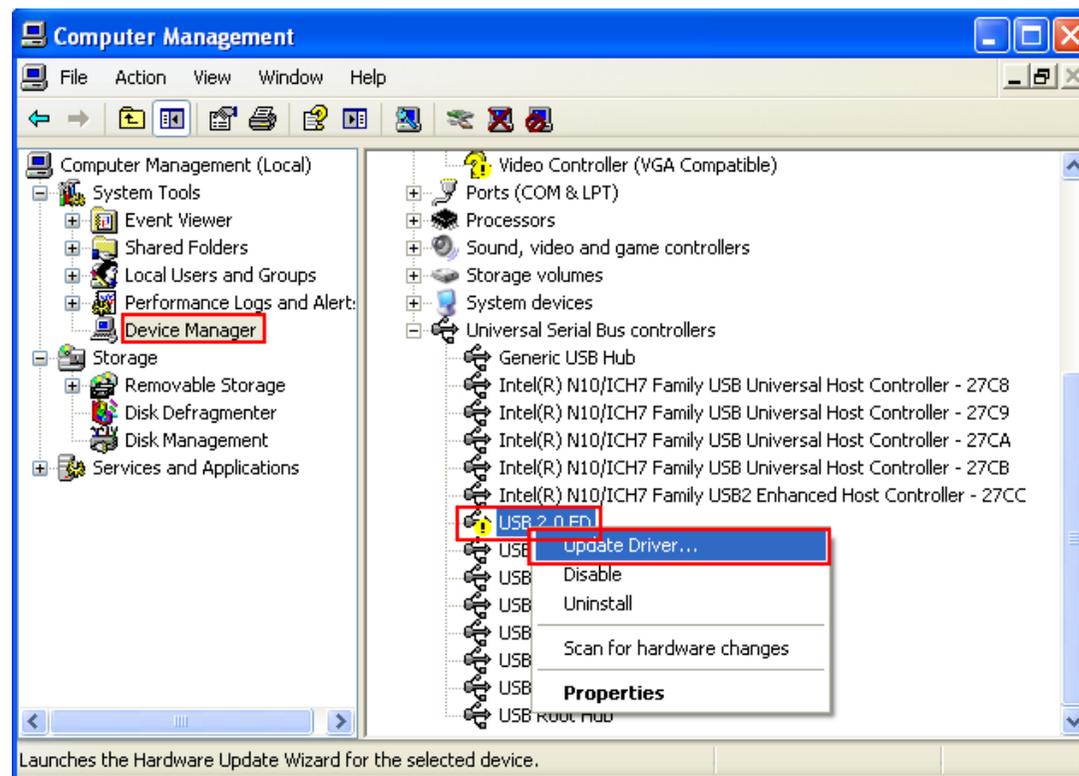- All of these factors would slow down the transfer speed.

Flash USB

Q: What is the flash drive's Spec.?

A : USB (Universal Serial Bus) as following specifications, Widespread use of the currently on the market for USB 2.0.

Type.	Spec.	HZ	Speed
USB 3.0	Super Speed	5Gbps	500MB/S
USB 2.0	Hi-Speed	480Mbps	60MB/S
USB 1.1	Full Speed	12Mbps	1.5MB/S
USB 1.0	Low Speed	1.5Mbps	187.5KB/S

Q:When USB 2.0 no driver?

A： Please confirm your computer system if have support USB 2.0 or not. If so, please kindly to following to Control Manager->System->Device Manager->Universal serial Bus controllers-> Click on the yellow question mark ->Update Driver.

Q: While trying to copy data to my USB drive, I got an error message that says, "Disk is write protected." How do I solve this problem?

A : Please make sure the computer if have read USB or not. if so, then try to upgrade the tools as download link in advance.

The tool (UFix-I or UFix II v2) can fix the problem and update the firmware as well. This will make your flash drive be more reliable.

Just plug your flash drive into any USB port on your PC, as soon as your PC detects the flash drive, execute the program.

If the tools do not help or still the same problem. please contact with our agent service center at website.

➔ **Ufix Repair Program**

(could solve 80% Software problem)

Free Download at:

- http://www.pny.com.tw/pny_ch/upload/Ufix.rar
- http://www.pny.com.tw/pny_ch/upload/20100412191831060.rar

Q: Why my Flash drive can not copy the single large file over than 4GB?

A : As Windows operating system default file format to FAT32, please format the flash drive to NTFS in Windows XP first.

Root Cause:

- FAT32 -bigger - so newer digital cameras use it on their cards. Files can't be over 4 GB.

- NTFS- generally reserved for hard drives. It's more robust than FAT32, but the directory structure's proprietary, so cameras don't use it.

NTFS has no issues using FAT16/32 devices, it is designed to be backward compatible. However if you stuck an FAT32 in Windows XP (over 4GB file).

it wont work. As you know FAT32 limits you to 4Gb partition and must be formatted with NTFS not FAT32.

Q: Comparison of NTFS, FAT32 & FAT16?

	NTFS	FAT16	FAT32
Partition limited	The largest partition is limited to 16EB. (1 Exabyte – equal to 1,024 TB)	The largest partition is limited to 4GB.	The largest partition is limited to 2TB.
Largest size of single file	Maximum file size is 16TB minus 64KB.	Maximum file size is 2 GB.	Maximum file size is 4GB
Naming Convention	File and directory names can be up to 255 characters long, including any extensions. File and directory names are not case sensitive, but will maintain the case as typed	Uses the traditional 8.3 file naming convention and all file names must be created with the ASCII character set. The name of a file or directory can be up to eight characters long, then a period (.) separator, and up to a three-character extension.	File and directory names can be up to 255 characters long, including any extensions.
Naming Convention	The name must start with either a letter or number and can contain any characters except for the following: ? " / \ < > *	:	The name must start with either a letter or number and can contain any characters except for the following: ? " / \ < > *	:	The name must start with either a letter or number and can contain any characters except for the following: ? " / \ < > *	:
Suggestion	Suitable for drives or partitions that are over 400MB of size. Used spaces for NTFS system file format, normally at least 4MB for 100MB partition.	Maximum number of files and folders is 65517. Maximum number of files in root folder is 255. Suitable for small capacity drive or partition.	In Windows XP, you can format a FAT32 volume up to 32 GB only. If needed to format above 32GB, please use NTFS format

Q: How to deal with Electric shock reaction when the USB into the computer?

A : Flash drive voltage VCC Power: 4.5 ~ 5.5 VDC.

The voltage assess the person has no any effect. Feel an electric shock at least 50V.

The root cause 90% caused by PC/NB. Please confirm the transformer connection plug designed for three- Hole. (contains ground) or not….
If the user don't have good ground connection of the transformer outlet (customers own 3-hole connector to convert 2-hole connector)
This problem will be occurs..

DRAM

Q: _Why do I use DDR2 800 module, but the computer shows DDR2 667?_

A : Please check user`s manual of your motherboard if there is any limitation of memory frequency. Different chipset supports different max frequency.

Q: *Why can`t we use DDR2 and DDR3 modules together?*

A : Although DDR3 and DDR2 are both 240Pin modules, they have different electrical design and operating voltage.

Q: *Why can`t my computer boot after module is inserted?*

A :

Please confirm the module is suitable for your computer.

Power off the computer, and re-install the module again.

Please try to change the order if more than one module is installed.

Please try to install PNY module only.

Q: *What is the data transfer rate of DDR, DDR2 and DDR3 ?*

DDR	DDR200	DDR266	DDR333	DDR400
Data transfer rate	1600MB/s	2128MB/s	2664MB/s	3200MB/s
DDR2	DDR2 400	DDR2 533	DDR2 667	DDR2 800
Data transfer rate	3200MB/s	4200MB/s	5300MB/s	6400MB/s
DDR3	DDR3 800	DDR3 1066	DDR3 1333	
Data transfer rate	6400MB/s	8500MB/s	10664MB/s	

Other

Q: What is PNY warranty policy?

A：PNY brand DRAM module series are covered by this warranty for a period of lifetime warranty and six years free repair service from the date of original retail purchase. Proof of date of purchase or product warranty label is required.

Ex：PNY DRAM module for six years

This then means that the PNY memory in the product has not been discontinued and the date of purchase still in six years, so you can get free RMA service for repair & replacement.

If you want to repair it if the product still has not been discontinued, PNY TW will be charge of cost for repair & replacement.

EOL lifetime warranty product repair instruction at:

http://www.pny.com.tw/index.php?mode=data_warranty

SSD

Q: . Why I cannot ghost or install an operating system to my Solid State Disk (IFD/SSD)?

A: Before you can install an operating system, you must first create a primary partition on the SSD/IFD, and then format a file system on that partition. This partition is named the System partition. Alternatively, you can create a separate partition for the operating system on any physical hard disk. This is named the startup partition. The System partition on Disk 0 can also be used as a startup partition.

If you try to use an image file to ghost a system to the SSD/IFD, you MUST delete the partition and then re-create a partition for the SSD/IFD.

After the partition is created, then please remember to activate the partition, so the system can boot from the partitions. Otherwise, you may be able to ghost the system successfully, but cannot boot the system from the SSD/IFD.

You can use the Microsoft Windows Setup program (EX: WinXP) or the Fdisk and Format tools to partition and format System and startup partitions.

Q: Do I need to install driver when I am using the SSD product?

A : You will not require the driver if you are using IDE SSD. However, if you are using SATA SSD, it will depend on your system requirement. If driver is needed when installing OS, please contact your computer system or motherboard manufacturer.

Q: If the motherboard is only supported SATA 1.5Gb/s interface, can I use SATA 3Gb/s SSD on it?

A : You can use SATA 3Gb/s SSD on a motherboard that supports only SATA 1.5Gb/s interface, but the transfer speed can not reach the SATA 3Gb/s speed.