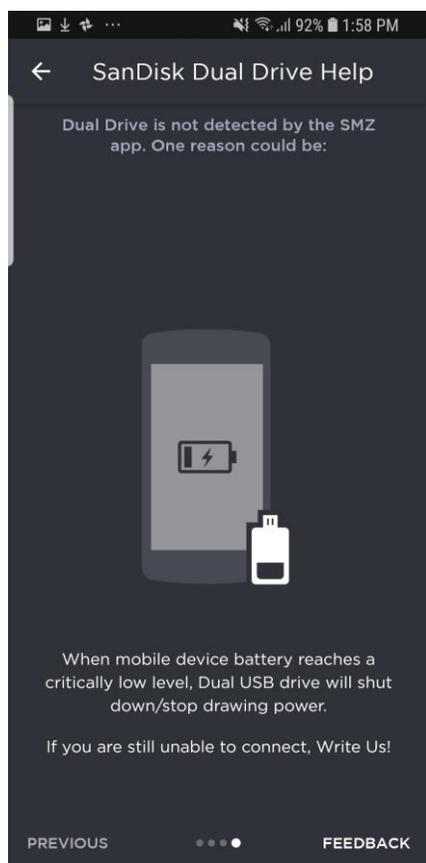


FAQ

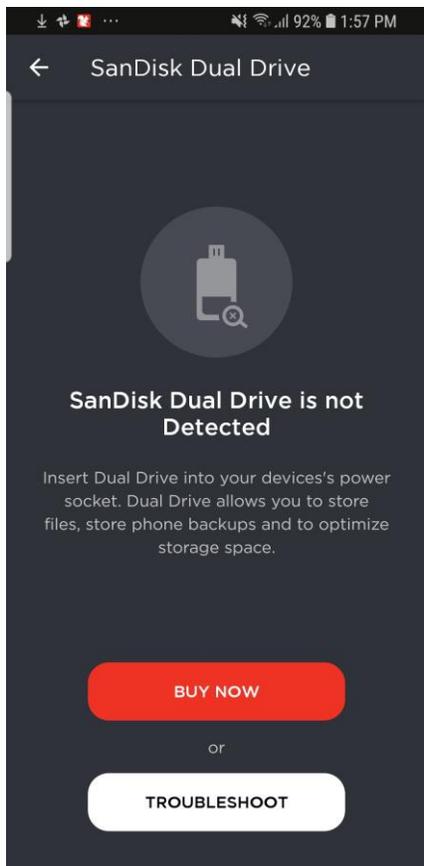
Dual *Drive* is not recognized in SanDisk Memory Zone

What can I do if my SanDisk Memory Zone does not detect my Dual *Drive*?

If your dual *drive* is not detected by SanDisk Memory Zone you will receive a notification informing you that your dual *drive* is not detected.



You will be prompted with a screen that allows you to purchase a compatible dual *drive* or to troubleshoot.



A couple of reasons why the dual *drive* is not detected can be the following:

Incorrect Format: All dual *drive* have to be in FAT32 format in order for the *drive* to be detected. For more info on formatting your *drive* click [here](#).

Mobile device battery not charged: Ensure that your mobile device is fully charged before inserting the dual *drive* in.

OTG Mobile Device: The dual *drives* only work with OTG (*USB on the go*) devices only

Flashback *Drive* Already register with another account

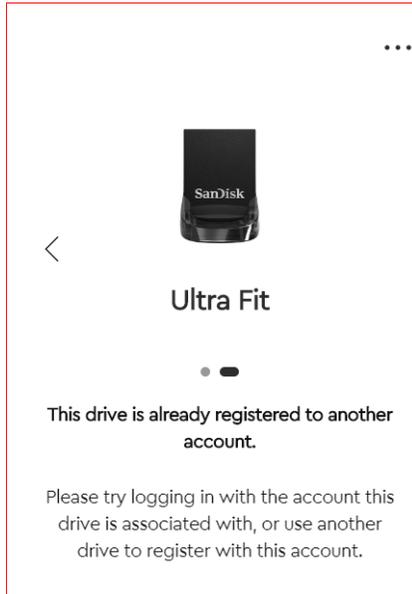
Why I am I getting "*Drive* is already registered to another account"?

After installation of Flashback you are prompted to "connect" the device to your Flashback cloud account.

If you are a new user you will be directed to create an account. Once the account is created you need to connect the *USB flash drive*

If the *USB drive* is already associated with another account you will get the following error:

"This *drive* is already registered to another account"



We suggest to login with the account the *drive* is already associated with or use a different *drive*.

How to Manage Apps in SanDisk Memory Zone

How to manage apps within SanDisk Memory Zone?

Memory Zone gives you the option to manage your apps on your mobile device.

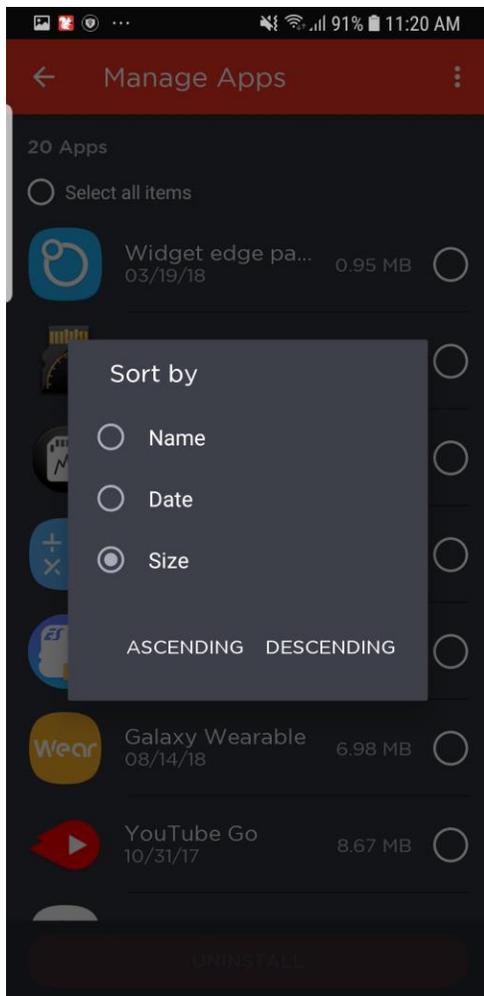
Removing apps that you no longer use can help recover storage on your memory card or internal memory.

In order to remove unused apps do the following:

1. Open Memory Zone app
2. Tap on "Tools" icon on bottom of screen
3. Under "Manage Space" tap "Manage Apps-Uninstall Apps"
4. Select the apps you want to uninstall



You can sort by file size to see what is your largest app that you are not using. Simply tap on the dotted menu icon () in the top right corner of the screen. Then tap on "Sort By" you can choose (Name/Date/Size) along with "ascending or descending"



Use these option to help sort and organize which apps you would like to remove.

Ejecting your *USB drive* from your computer

Why is it necessary to properly eject your *USB* from your computer

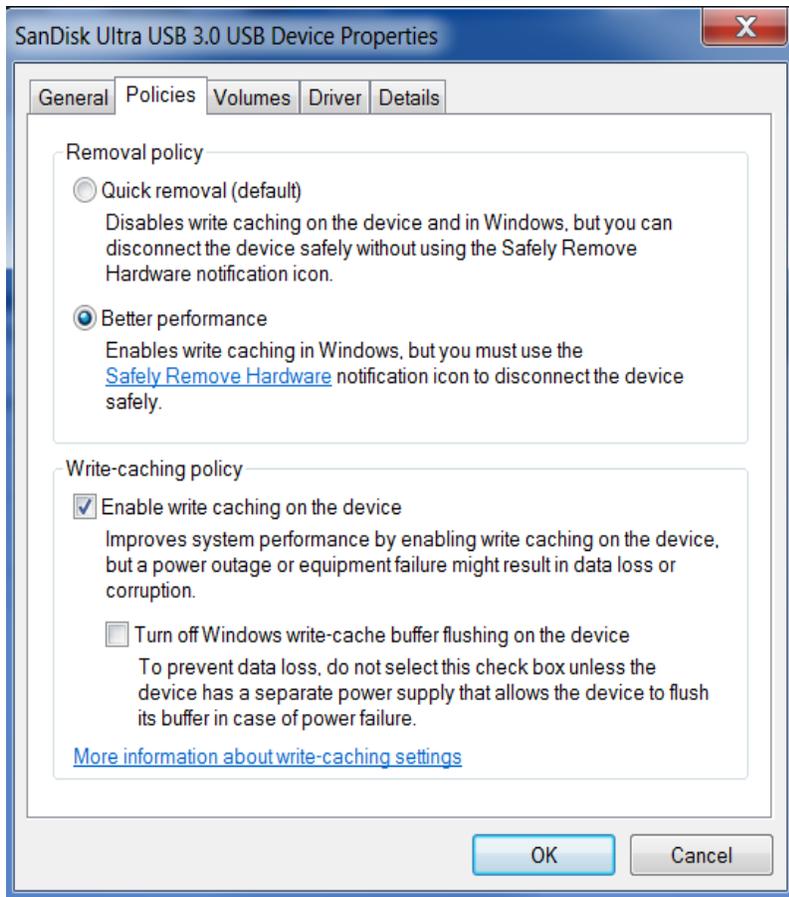
Whether it's a *USB drive*, external *drive* or SD card, SanDisk always recommends safely ejecting the device before pulling it out of your computer, camera, or phone. Failure to safely eject the *drive* may potentially damage the data due to processes happening in the system background that are unseen to the user.

For example, the write caching process (used by most operating systems) may be holding data on the PC memory rather than writing it immediately. If the *drive* is removed from the device before the information is completely written or while its being written, the process will be interrupted and you may end up with a corrupted file. By properly ejecting the *drive*, your system will notify you of the write or read status of the data and allow you to properly close the program in question.

There are two settings available in the removal policy section of your computer. Depending on the setting, file transfers can be cached for better performance to your removable *drive*.

To verify which setting you have in your removal policy go to the following:

1. Plug in your *USB drive*
2. Go to Device Manager
3. Go to Policies
4. Check to see if "quick removal" is enabled or Better Performance is enabled.



"Better Performance" option has cache functionality in which files are not directly written to the *USB drive*, however it's held in the computer's memory. The storage device determines whether using the cache will save time completing the write commands. The *USB* device signals to the computer that the data has been stored successfully even though the data may not actually be present in the storage device yet. During this time simply taking out the *USB* without proper ejection can lead to data corruption or data loss.

If power to the *USB drive* is instantly removed during this operation it can also lead to corruption or data loss.

If you have "Better Performance" enabled we recommend to follow these steps outlined [here](#) to safely remove the *USB drive* from your computer.