

Frequently Asked Questions FlashPac 7000 Series

Questions

After I delete the files from my FlashPac, the capacity count on my LCD screen didn't update accordingly.

Answers

- Certain versions of XP operating systems cannot upgrade information automatically to your FlashPac when users failed to disconnect the FlashPac from computer properly. To properly disconnect the FlashPac, use "Safely Remove" icon. (see Figure 1)
- As a result, your FlashPac shows wrong HDD information on the screen. You may correct this situation by running "Check Disk" and "Data Defragmenter" utilities from your computer.
- Here are what you have to do:
 - Connect the FlashPac to your computer and close all windows that is associated with FlashPac
 - Right click Wolverine device under <My Computer> icon (See Figure 2).
 - Select <Properties> (See Figure 3).
 - Select <Tools> (See Figure 4 and 6).
 - Select <Check Now>. (See Figure 4).
 - At the pop up window, select "Automatic Fix" to check the FlashPac hard disk (see Figure 5)
 - Select <Defragment Now> to empty and delete all erased data from hard disk (See Figure 6).
 - After completion, close all windows.

Figure 1: "Safely Remove" icon



Figure 2:

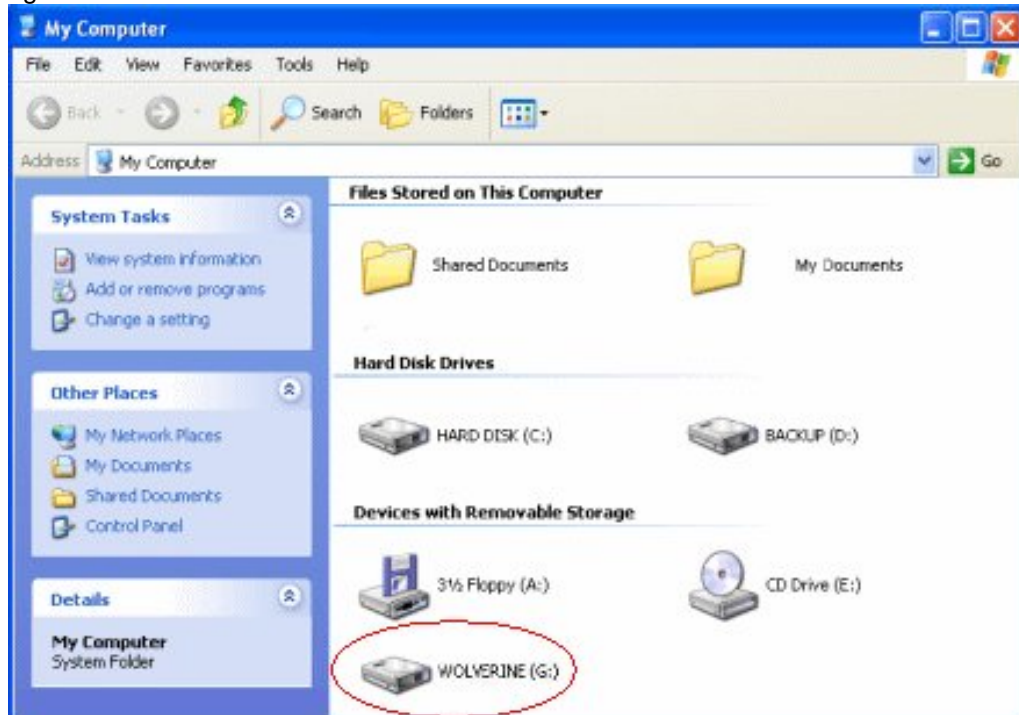


Figure 3:

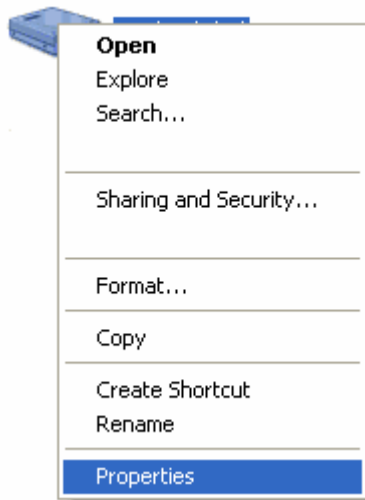


Figure 4:

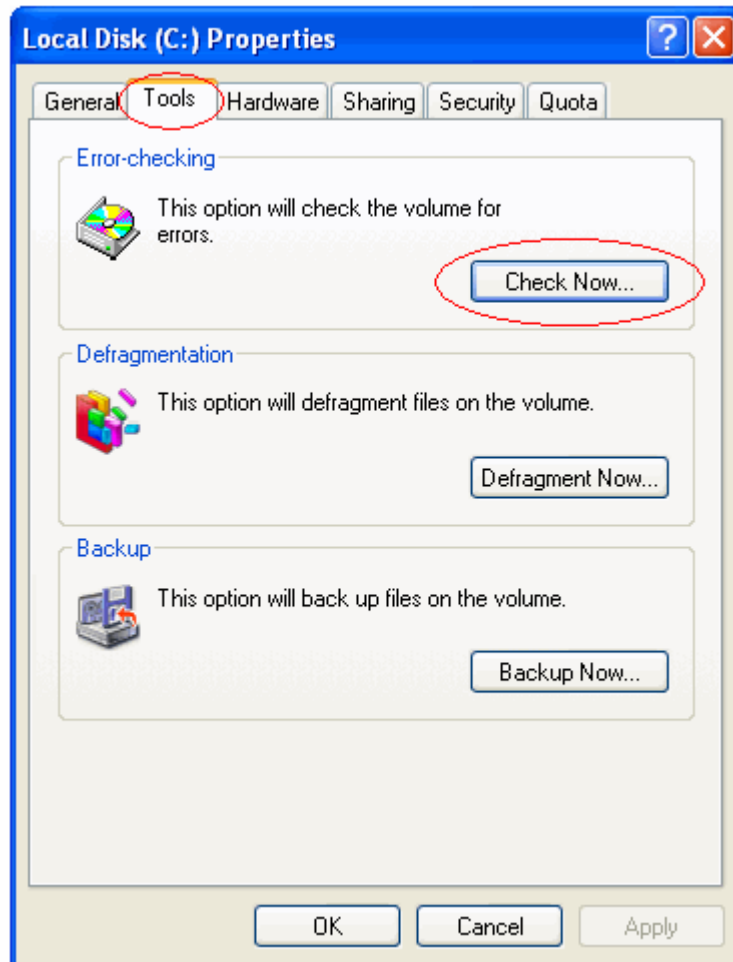


Figure 5:

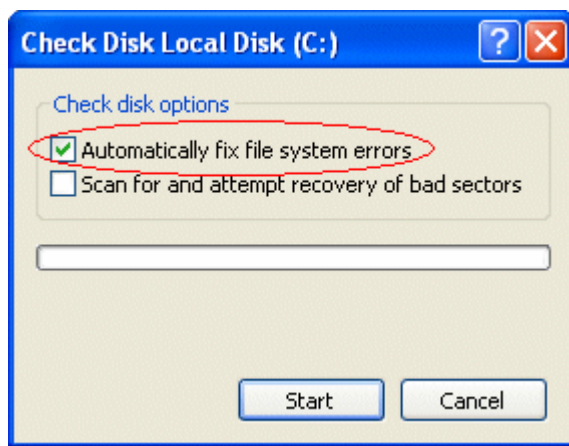
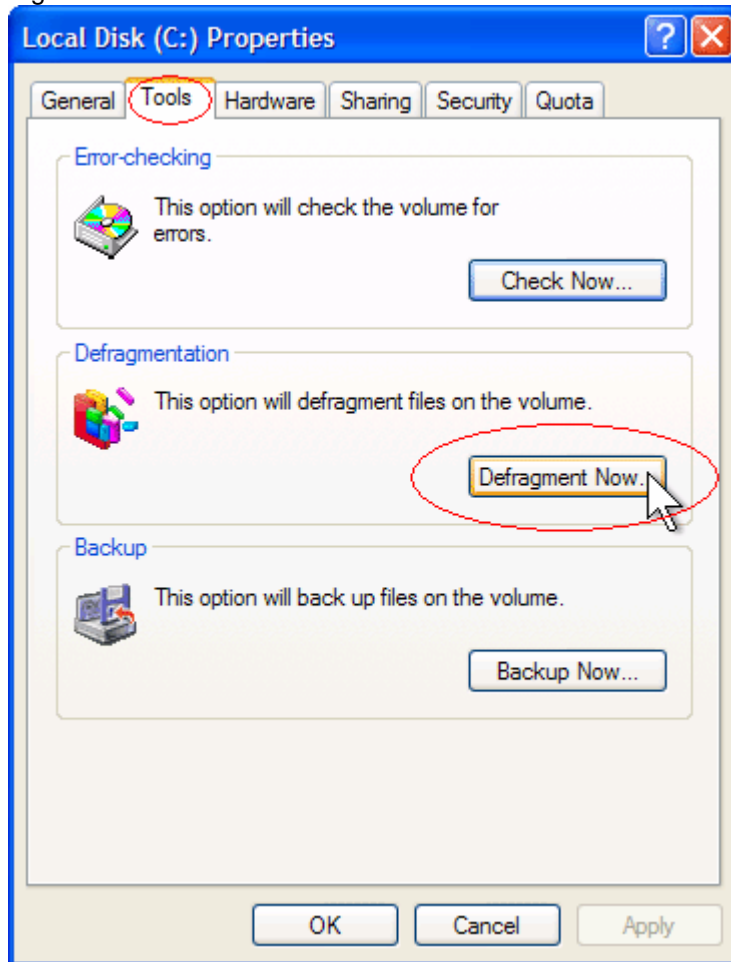


Figure 6:



When I turn on my FlashPac, the LCD screen shows “HDD init failed.”

- Some how, the HDD in the FlashPac might have been re-formatted accidentally.
- Please download format software “FlashPac.zip” on our website www.wolverinedata.com under “Downloads” on the “Support” web page.
- **All DATA IN FLASHPAC WILL BE ERASED if you choose to re-format the HDD.**
- If the problem continues after you re-formatted the Hard Drive, you should contact our Wolverine Data technical support personnel.