# Kanguru Flash Drive

# Kanguru Flash Drive Max

# User Guide

**Kanguru Flash Drive**

**Kanguru Flash Drive Max**

For Windows 98SE, ME, 2000, XP
Macintosh OS 8.6, 9 & OS X
Linux (kernel 2.4.1 and above, must be mounted)

**Please be aware of the following points before using the Kanguru Flash Drive / Flash Drive Max.**

Kanguru Solutions will not be held responsible for any illegal use of this product nor any losses incurred while using this product. The user himself is responsible for the copyright laws, and is fully responsible for any illegal actions taken.

## CUSTOMER SERVICE
To obtain service or technical support for your system, please contact Kanguru Solutions Technical Support Department at 508-376-4245, or visit www.Kanguru.com for web support.

## LIMITED WARRANTY
Kanguru Solutions guarantees that every Kanguru Flash Drive / Flash Drive Max will be free from defects in workmanship and materials for 2 years from the date of purchase. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in anyway, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain a RMA required for service. When returning a product, mark the RMA number clearly on the outside of the package, and include a copy of your original proof of purchase.

In no event shall Kanguru Solutions' liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential software, or its documentation. Kanguru Solutions offers no refunds for its products after 30 days of purchase. Kanguru Solutions makes no warranty or representation, expressed, implied, or statutory, with respect to its products or the contents or use of this documentation and all accompanying software, and specifically disclaims its quality, performance, merchantability, or fitness for any particular purpose. Kanguru Solutions reserves the right to revise or update its products, software, or documentation without obligation to notify any individual or entity.

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www.kanguru.com

Congratulations on your purchase of a Kanguru Flash Drive / Kanguru Flash Drive Max! We appreciate the confidence you have in our products. Our goal is to keep you in touch with the latest technology and the best service available. Please read through these operating instructions. After you finish, put them away is a safe place for future reference. Also save the box in case you need to return the product for repair.

## Introduction

The Kanguru Flash Drive (Max) provides easy to use and lightweight removable Mass Storage. It acts just like a floppy disk or removable hard drive. You can store any type of files on it. You can even run applications and play multimedia files off the device. The Kanguru Flash Drive (Max) provides direct random access to your files; you can directly read, write, and erase any files on it. Its small size and fast access capabilities make it a suitable replacement for your floppy drive, zip drive, or CD-ROM drive. It provides an easy way to transport your data from one machine to another. You can even share with your friends and co-workers.

The Kanguru Flash Drive (Max) uses Solid State technology to provide low power, durability, shock resistance, and long lasting data retention. Its USB 2.0 interface provides easy plug and play connectivity to your desktop and notebook computer. By following the USB mass storage standard, the drive can be plugged into any system that has built-in mass storage drivers without first installing the driver. In Windows ME, 2000, XP, 2003 you do not need to install any drivers, the Flash Drive uses the built-in Microsoft driver. You only need to install a driver for Windows 98SE. This driver can be found on the included drivers CD or online at www.kanguru.com.

The Kanguru Flash Drive (Max) also provides a password security option for your data (Windows Only). By enabling this feature, the Flash Drive uses password security to protect your data from prying eyes. You need to install the security driver to use this feature. Once you install the security driver and set the password, the only way you can access the data is by entering the correct password. Without knowing the correct password, no one can access your data. The device can also be partitioned into public and secure areas. The secure area will always require the correct password in order to access the data. The public area is available regardless of the password. For convenience, the device comes preformatted with the whole drive as "public area" allowing instant use for most OSs. If you need the security feature, you must: install the security driver, repartition the drive into secure area, and set the password. **Caution: by repartitioning you will erase all the data on the device; you must backup your data first.**

With the capacity of up to 64GB and the fast transfer speed of USB 2.0 Hi-Speed, you can tackle big projects involving storage of huge amounts of data. These features make this Kanguru Flash Drive (Max) an ideal solution to your business and personal data storage needs.

## Features

- Kanguru Flash Drive Performance:
  writes up to 5Mbyte/sec
  reads up to 6Mbyte/sec
- Kanguru Flash Drive Max Performance:
  writes up to 5Mbyte/sec
  reads up to 9Mbyte/sec
- Password security utility (Windows Only)
- Capacities available:
  Kanguru Flash Drive: 512MB, 1GB, 2GB, 4GB, 8GB
  Kanguru Flash Drive Max: 16GB, 32GB, 64GB
- Rugged and lightweight design for easy portability, can be placed in your shirt pocket
- Compliant with USB 2.0 Hi-Speed standard with up to 480Mbits/sec data rate, 40 times faster than USB 1.1
- Supports up to 128 devices on the USB bus
- Easy Windows plug and play, supports hot plugging and dynamic reconfiguration
- USB Mass Storage Device class compatible
- Write protect switch to prevent accidental erasure
- Bus-powered, no external power needed
- Low power consumption in active and suspend mode
- Support Advanced power Management functions
- Solid State Flash memory with 10 years (typical) data retention
- Durable and shock resistant means longer life for your data

## General Specifications

- NAND Flash Solid State memory
- Insertion endurance: 5000 cycles (Min)
- Data retention: 10 years (typical)
- EMC/EMI: FCC, CE certification
- Operation Temperature: 0°C ~ 50°C
- Operation Humidity: 10% ~ 70%
- Storage Temperature: -40°C ~ 65°C
- Storage Humidity: 20% ~ 90%

**Kanguru Flash Drive**

| | |
|---|---|
| Model #s | KFD-512, KFD-1G, KFD-2G, KFD-4G, KFD-8G |
| Capacity | 512MB - 8GB |
| Color | Silver&Black |
| Case Material | High Impact Plastic |
| Interface | USB 2.0 / USB 1.1 compliant |
| Data transfer rate: | ------- |
| Read | up to 6MB/sec |
| Write | up to 5MB/sec |
| # of Read/Writes | 1,000,000 |
| Lock Function | Read Only |
| Led Indicator | Flashing indicates data traffic |
| Warranty | 2 years limited |
| Min HW requirements: | ------- |
| | PII 133MHz Processor |
| | 64MB System RAM |
| | One USB 2.0 / USB 1.1 Port |
| | CD-ROM drive for driver installation (Win98 only) |
| OS Compatibility: | ------- |
| | Microsoft Windows 98SE/Me/2000/XP/2003 |
| | Mac OS 9.0 or higher, Mac OS X 10.1.5 or higher |
| | Linux (kernel 2.4.1 and above, must be mounted) |
| Dimensions (WxDxH) | 50x25x10(mm) |
| Weight | 13g (.03 lb) |
| | |
| Software Included | Flash Drive Security Utility |

**Kanguru Flash Drive Max**

| | |
|---|---|
| Model # | KFDM-16G, KFDM-32G, KFDM-64G |
| Capacity | 16GB - 64GB |
| Color | Silver&Black |
| Case Material | Aluminum |
| Interface | USB 2.0 / USB 1.1 compliant |
| Data transfer rate: | ------- |
| Read | up to 9MB/sec |
| Write | up to 5MB/sec |
| # of Read/Writes | 1,000,000 |
| Lock Function | Read Only |
| Led Indicator | Flashing indicates data traffic |
| Warranty | 2 years limited |
| Min HW requirements: | ------- |
| | PII 133MHz Processor |
| | 64MB System RAM |
| | One USB 2.0 / USB 1.1 Port |
| | CD-ROM drive for driver installation (Win98 only) |
| OS Compatibility: | ------- |
| | Microsoft Windows 98SE/Me/2000/XP/2003 |
| | Mac OS 9.0 or higher, Mac OS X 10.1.5 or higher |
| | Linux (kernel 2.4.1 and above, must be mounted) |
| Dimensions (WxDxH) | 25x92x15(mm) |
| Weight | 18g (.04 lb) |
| | |
| Software Included | Flash Drive Security Utility |

## USB Hi-Speed Interface Specifications

- USB 2.0 Hi-Speed Mass Storage Class, Bulk-only Transport standard compliant
- USB 2.0 Hi-Speed Mode up to 480Mbits/sec when connected to USB Hi-Speed port
- Backward compatible to USB 1.1. It will run at Full-Speed Mode up to 12Mbits/sec when connected to USB 1.1 port.
- Windows 98SE USB Mass Storage driver included on Driver CD
  Windows ME, 2000, XP, Mac OS 8.6, 9, & OS X uses build-in driver
- Windows 98SE/ME/2000/XP Security Utility included on Driver CD

## LED Indicator

- Drive access (located in the back) – Flashing green

## Package Contents

- 1 USB Hi-Speed Flash Drive
- 1 A to A USB extension cable
- 1 Driver CD (Windows Security Utility/ Windows 98SE Mass Storage/Manual)

## System Requirements

**PC**
- Pentium II 266MHz or higher recommended
- Microsoft Windows 98SE, ME, 2000, XP
  Or Linux (kernel 2.4.1 and above, must be mounted)
- 64MB RAM, 128MB or higher recommended
- CD-ROM or DVD-ROM drive for driver installation (Windows 98SE)
- USB 2.0 Hi-Speed port – drive will run at highest speed or
  USB 1.1 port – drive will run at lower speed

**Macintosh**
- PowerMac G3 processor or higher (PowerMac G4 recommended)
- Mac OS 8.6 (9.2.2 recommended) or
  Mac OS X 10.1.5 or higher for USB 1.1 support
  Mac OS X 10.2.8 or higher for USB 2.0 support
- 64MB RAM, 128MB or higher recommended
- USB 2.0 Hi-Speed port – drive will run at highest speed or
  USB 1.1 port – drive will run at lower speed

## Installation

**Windows Overview**

Before plugging in the drive, make sure the computer system has a USB Hi-Speed port available to take full advantage of USB 2.0 speed. If not, you may purchase and install USB 2.0 PCI card for desktop computer or USB 2.0 CARDBUS card for notebook computer. If the computer system is using Windows 98SE, you will need to install the Mass Storage driver. Also make sure the computer system has the latest driver for USB 2.0 Hi-Speed Host Controller. Check with the manufacturer for software updates. It is also important to update Windows at http://windowsupdate.microsoft.com for the latest USB drivers.

**For Windows 98SE Setup**
1. Start up the computer and boot into Windows.
2. Normally your machine will be ready to install new hardware.
3. For optimum usability and compatibility, please make sure you have the latest driver for your USB 2.0 Hi-Speed ports.

4. To Setup **Mass Storage Driver / KanguruShield**. Insert the Driver CD into your CD-ROM drive. Run KanguruShield.exe from the CD, this will install the security utility along with the necessary Windows drivers. Follow the on screen instructions.
5. Plug the Kanguru Flash Drive (Max) into the USB Hi-Speed port. If you need to, use the USB extension cable.
6. Windows will start searching and installing the drivers.
7. After the installation has complete, check for proper installation. To do this, go to Control Panel > System > Hardware > Device Manager. Make sure that the new drive is listed under Disk Drives section
8. Congratulations! Your Kanguru Flash Drive (Max) is ready.
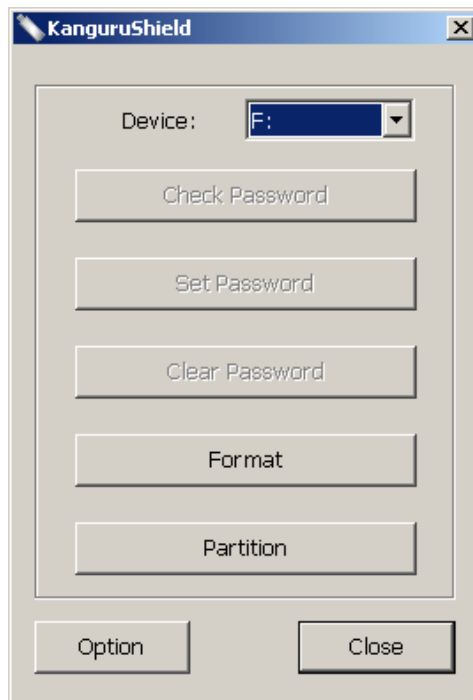
**For Windows ME/2000/XP Setup**
1. Start up the computer and boot into Windows.
2. Normally your machine will be ready to install new hardware. However, if you are using Windows 2000 or XP and are unable to install new hardware, you might not have Administrator privileges. Please check with your computer manufacture or your computer administrator to receive advice on how to install new hardware device.
3. For optimum usability and compatibility, please make sure you have the latest driver for your USB 2.0 Hi-Speed ports. If you are using Windows 2000 or XP, we recommend you use Microsoft USB 2.0 driver.
4. To setup **KanguruShield**. Insert the Driver CD into your CD-ROM drive. Run KanguruShield.exe from the CD, this will install the security utility. Follow the on screen instructions to setup the security utility.
5. Plug the Kanguru Flash Drive (Max) into the USB 2.0 Hi-Speed port. If necessary, use the USB extension cable.
6. Windows will start searching and installing the drivers.
7. After the installation has completed, check for proper installation. To do this, go to Control Panel > System > Hardware > Device Manager. Make sure that the new drive is listed under Disk Drives section
8. Congratulations! Your Kanguru Flash Drive (Max) is ready.

\* If the device does not work, please see **Q6 of PC USB Hi-Speed FAQ**.

The KanguruShield security utility will pop up every time you plug the device into your computer. To access the utility at any time, click on Start, Programs, KanguruShield, KanguruShield to bring up the utility. Or unplug and re-plug the device to bring up the utility. From the Security Menu you can access all the functions of the security utility; just click on the function you want on the main menu.
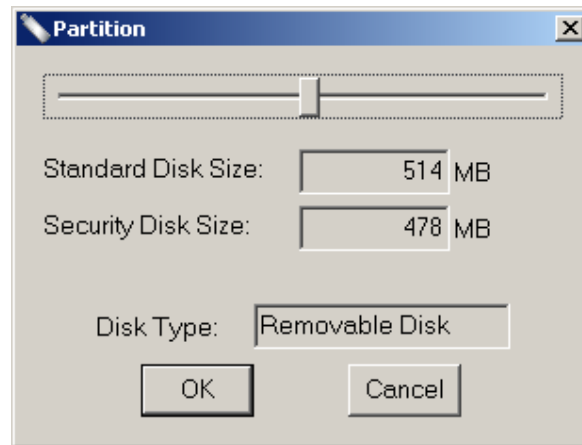
**The Main Menu** is shown below, as it will appear when you first install the security software. Some features are grayed out until the drive is formatted/partitioned/ or a password is set.

**Partition:** After installing KanguruShield and inserting your Kanguru Flash Drive (Max) into an available USB drive, you will need to partition the drive.
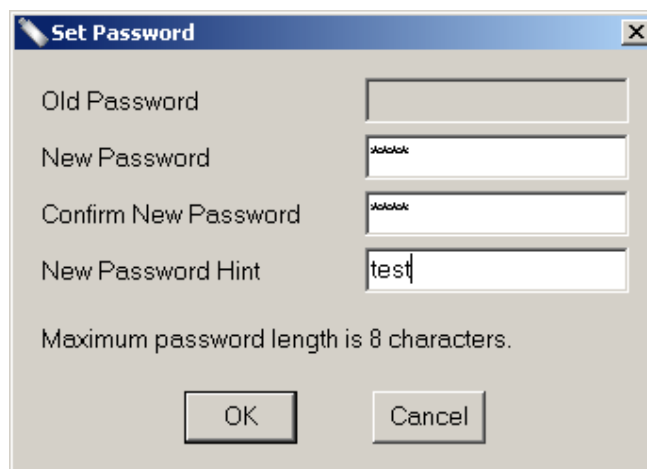
This function allows you to partition the device into secure and public areas. Please note that you need to unplug and plug in the device after you partition to detect the change. Also Partitioning will corrupt any data previously on the drive, so please back up your data first.

1. Move the slider to the left or right to indicate the sizes of your secure and unsecured partitions. **Note: If you do not want a secure partition simply move the slider completely to the right.**
2. Click on OK to start to partitioning and formatting. The progress bar will start moving up from left to right. Caution: make sure you really wish to partition. Once partitioning starts, the data cannot be recovered.
3. Once partitioning is done, the confirmation message will pop up. Click on OK to dismiss it. You must unplug and re-plug the device for the system to detect the change. One or two drive letters will show up in your drive list in My Computer depending on your partition sizes.
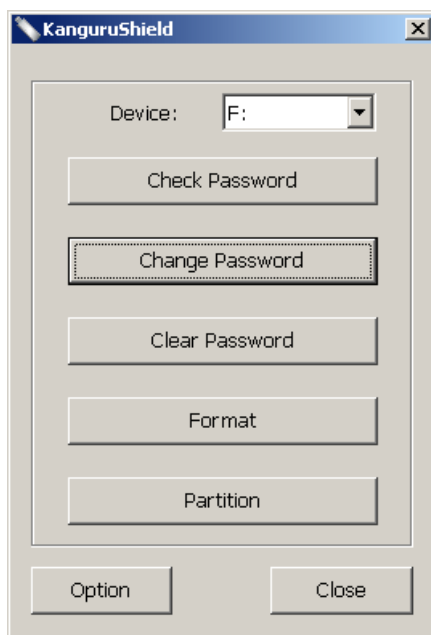


**Set Password**: Now you can set a password for your secure partition (if you have partitioned one). If there is no password set, it will prompt you for new password. You can also supply a password hint in case you forget.

1. Enter in your password and confirm it below, then enter in a hint if desired.
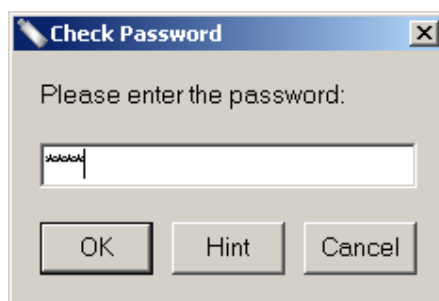2. Click on OK to confirm your wish to change password.

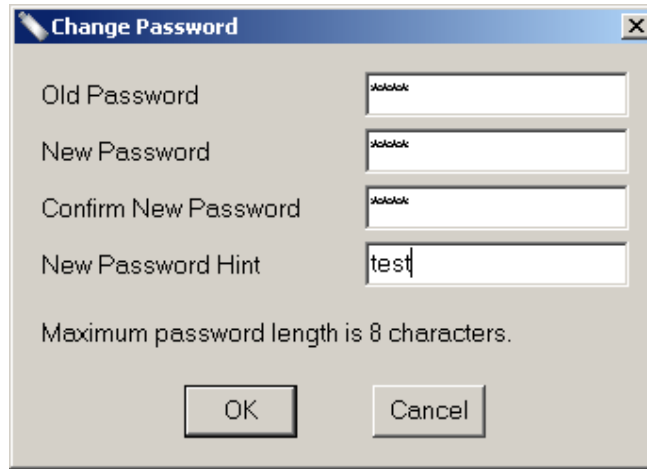**The Main Menu** now has all its features available, shown below.



**Check Password**: You can enter in your password via this feature if necessary, or use it to confirm the password is correct. This will prompt you to enter the current password and verify it for you. You can also see your password hint by pressing the "Hint" button.

1.  Enter the password and click on OK.



**Change Password:** This function allows you to change the password of your secure partition.

1.  Type in your old password, then type in your new password and confirm it. Click on OK to continue.
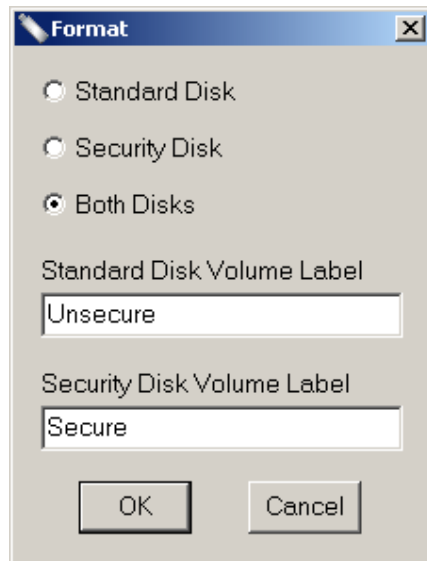
**Clear Password:** This function allows you to erase the password on the device.

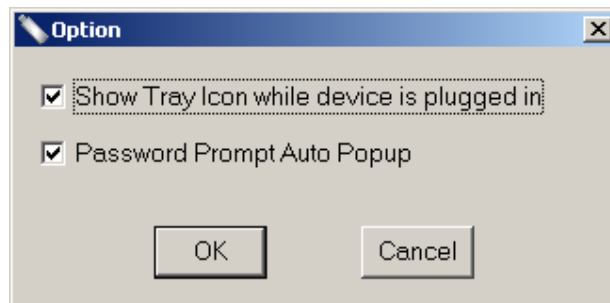1. Enter your current password and click on OK to clear it.



**Format:** This allows you to format and label your partition(s). Please note that you need to unplug and plug in the device after you format to detect the change. Also all of your data will be erased after formatting so please backup first.

1. Using the radio button at the top, pick whether you would like to format the standard partition, secure partition, or both.
2. Enter in the volume label(s) for your newly formatted partition(s).
3. Click Ok. Note: At this point your data will be lost! Please backup first.
4. Click OK to dismiss the success popup.

**Options:** At the bottom of the main menu you press the Options button to better configure the KanguruShield security utility.

1. Enable or disable the tray icon on the right hand side of your windows taskbar.
2. Enable or disable whether KanguruShield will auto-prompt for the password to your secure partition when the Kanguru Flash Drive (Max) is plugged in.

## Uninstalling the USB 2.0 Flash Disk Driver

If for any reason, you need to remove the Flash Disk Driver, please follow these simple steps:

1. Go to the Control Panel and double click Add/Remove Programs.
2. Scroll down the window to look for the USB 2.0 Flash Driver. Click on it to reveal the Change/Remove button.
3. Click on the button to remove the driver. Or you can run the Setup program on your driver CD to start the uninstallation routine.

## PC Operating Instructions

Note: In order to make sure that Windows finishes writing all the data that is pending to the drive, be sure to follow safe removal procedures to avoid losing data or crashing Windows:

1. First left click on the ⬚ icon, then select the device that you want to stop. After a while, a message will pop out that the device is removed successfully. If the computer fails to respond or give the message "It is not safe to remove the device now", shut down the computer before removing the device.

Windows 98SE: Win98SE driver does not provide safe removal icon. Just unplug the device when the system is not it the middle of transferring data, the LED in the back is not flashing or on. Unplugging the device while the system is writing to might cause loss of data or damage to the drive.

Your drive's reported capacity in Windows will always be less than the capacity mentioned on the package. The accepted drive industry standard reporting capacity uses 1000 bytes per 1K, i.e. 10GB = 10,000,000,000 bytes. However, Windows uses 1024 bytes per 1K, i.e. 10,000,000,000 bytes = 9.5GB. So Windows will always report the capacity in GB to be less than the drive rated capacity is used up for Windows overhead.

There is a write protect switch at the back of the device. Slide the switch if you need to protect your data from being overwritten.

## PC Formatting Instructions

All Kanguru Flash Drives (Max) are preformatted with FAT partition; it is ready to be used in a PC and Macintosh. FAT is usable in Windows 98SE/ME/2000/XP and Macintosh. The drive can also support FAT32 and NTFS formatting, however only FAT is supported for use with the KanguruShield security utility.

If you ever find a need to reformat the drive, make sure you follow these instructions:
Note: all your data will be lost!
1. Go to My Computer and select the Flash Drive.
2. Right click on the drive letter and select Format.
3. Select your preferred file system (FAT, FAT32, NTFS). Make sure Full format is selected. Click on Start.
4. Click on OK to confirm.
5. Click on Close when format is done.

## Macintosh

## Macintosh Installation Instructions

Older Macintosh models do not come with USB 2.0 port; you will need to purchase a USB 2.0 PCI card for a desktop or CardBus for a notebook. At present only OS X, supports USB 2.0. Mac OS 9 only supports USB 1.1. Without the right hardware and software driver, you will not be able to use the device at its fullest speed.

## Macintosh Quick Start Guild

1. Start up the computer.
2. OS 8.6 & 9:
   You will only be able to use the device at USB 1.1 speed. The OS comes with Built-in USB Mass Storage driver, just plug in the device.
   OS X 10.1.5 or higher:
   You will be able to use the device at the highest speed only if you connect the device to USB 2.0 port with driver loaded. The OS comes with Build-in USB Mass Storage driver, just plug in the device.
3. Plug the Kanguru Flash Drive (Max) into the USB 2.0 Hi-Speed port. If you plug into USB 1.1 port, our device will not run at the fastest speed. If you need to, use the USB extension cable.
4. The device is ready for use.

## Installing in Macintosh

**Overview**

Before plugging in the Flash Drive, make sure the computer system has a USB 2.0 Hi-Speed port available to take full advantage of USB 2.0 speed. If not, purchase and install USB 2.0 PCI card for a desktop computer or USB 2.0 CardBus card for a notebook computer. Also make sure the computer system has the latest driver for USB 2.0 Hi-Speed Host Controller. Check with the manufacturer for updates. It is also important to update Mac OS at www.apple.com/support.

**Mac OS 8.6 & 9 Setup**

1. Start up the computer and boot into Mac OS.
2. At present there is no driver for USB 2.0 under OS 8.6 & 9. You will not be able to transfer at the fastest speed.
3. Plug in the Flash Drive into USB port.
4. The drive icon will show up on the desktop.
5. Now you can transfer data to and from the drive.

**Mac OS X Setup**

1. Start up the computer and boot into Mac OS.
2. Plug in the device into the USB 2.0 port. If you plug into USB 1.1 port, our device will not run at the fastest speed.
3. The drive icon will show up on the desktop.
4. Now you can transfer data to and from the drive.

## Macintosh Operating Instructions

- Before removing the Flash Drive, you have to drag its icon to the trash to unmount it.
- Please avoid unplugging the Flash Drive while the system is writing to the drive (the LED in the back is flashing or on); you might lose data or damage the drive.

## Macintosh Formatting Instructions

The Flash Drive is preformatted with FAT partition; it is ready to be used in a PC and Macintosh. FAT is usable in Windows 98SE/ME/2000/XP and Macintosh.

## Handling and Care of Drive / Warning

- This drive is an electronic device. It needs careful handling and us.
- Keep the drive free from dust and other contaminants.
- Keep liquid and moisture away from the drive. Cleaning agent could damage the surface of your drive.
- Clean the exterior by wiping with soft dry cloth, do not use any cleaning liquid on it.
- Do not drop the drive. You may damage the internals.
- Do not try to open the drive to repair it yourself. There are no serviceable parts inside. You might be exposed to dangerous voltage. You will also break the seal and void the warranty.

**PC USB Hi-Speed FAQ**

**Q1: What is USB Hi-Speed?**
USB Hi-Speed is the next evolution in USB technology. It features transfer speed of up to 480Mbits/sec, a dramatic increase of 40 times over the speed of USB 1.1. It allows for creation of a newer class of high speed peripherals. USB 2.0 Hi-Speed preserves the USB 1.1 ease of use, plug and play, driver auto installation and power management features. USB Hi-Speed is fully forward and backward compatible with USB 1.1 allowing the use of USB 1.1 devices and cables with USB 2.0 host controller.

**Q2: Why do I get less drive capacity than reported on the package?**
Your drive's reported capacity in Windows will always be less than the capacity mentioned on the package. The accepted drive industry standard reporting capacity uses 1000 bytes per 1K, i.e. 10GB = 10,000,000,000 bytes. However, Windows uses 1024 bytes per 1K, i.e. 10,000,000,000 bytes = 9.5GB. So, Windows will always report the capacity in GB to be less than the drive rated capacity. Also, some capacity is used up for Windows overhead.

**Q3: Can I plug in USB Hi-Speed Drive into USB 1.1 ports?**
Yes. However, it will only run at the speed of USB 1.1.

**Q4: Can I use USB Hi-Speed Device at the same time with USB 1.1 devices?**
Yes. USB Hi-Speed devices can coexist with USB 1.1 devices.

**Q5: Can I use this device with Windows 95 or Windows NT?**
No. This device requires Windows 98SE, Windows ME, Windows 2000, and Windows XP. All previous versions of Windows do not provide adequate level of support for USB. Microsoft has no plan to revise the USB driver support in older Windows platforms. Please upgrade your version of Windows.

**Q6: The device cannot be detected or is disabled (have yellow exclamation point next to the device name under the USB section in the Device Manager). What can I do?**
Please make sure you are logged in as the Administrator or a user with Administrator privileges in Windows 2000 and XP Professional in order to install new hardware and driver. Unplug the USB cable from your drive. Then plug in the USB cable into the system. If you still see the yellow exclamation mark, first click on the device with the yellow exclamation point next to it to select it. In Windows 98SE, please click on **Remove**, and then click on **Refresh** to reload the driver for the device. In Windows ME, 2000 and XP, select the **Action Menu** at the top and choose **Uninstall**. Then click on **Action Menu** and choose **Scan for hardware changes** to reload driver. Also please try upgrading your USB 2.0 PCI card or CARDBUS driver.

**Q7: Should I update my driver?**
Yes, it is a good idea to always keep your drivers up to date. It is a good idea to check Microsoft's Windows Update website at http://windowsupdate.microsoft.com for update to USB driver.

**Q8: Why does Windows keep asking for driver when I plug the drive into a different USB slot or when I plug it through USB HUB?**
Windows keeps track of your hardware device IDs and capabilities in the registry. Every time you change device or slot, Windows goes through the installation step again. Please go back to look at the installation instructions.

**Q9: After following all the troubleshooting tips, the device still does not work. What can I do?**
Please check with your computer or motherboard manufacturer for any USB driver fix. Certain USB chipsets have known compatibility issues; please check with them for update. Also, please go to Windows Update to check for any update to the Microsoft USB driver. You might also want to update

your Bios to the latest version. Please contact your motherboard manufacturers for help with that. If you still have problem you cannot resolve, please contact Kanguru Technical Support at 1-508-376-4245, option 2.

## Macintosh USB Hi-Speed FAQ

**Q1: What is USB Hi-Speed?**
USB Hi-Speed is the next evolution in USB technology. It feature transfer speed of up to 480Mbits/sec, a dramatic increase of 40 times over the speed of USB 1.1. It allows for creation of newer class of high speed peripherals. USB Hi-Speed preserves the USB 1.1 ease of use, plug and play, driver auto installation and power management features. USB Hi-Speed is fully forward and backward compatible with USB 1.1 allowing the use of USB 1.1 devices and cables with USB 2.0 host controller.

**Q2: Can I plug in USB Hi-Speed Drive into USB 1.1 ports?**
Yes. However, it will only run at the speed of USB 1.1.

**Q3: Can I use USB Hi-Speed Device at the same time with USB 1.1 devices?**
Yes. USB Hi-Speed devices can coexist with USB 1.1 devices.

**Q4: Can I use this device with OS 8.6, 9 & OS X?**
Yes. You must make sure you have a USB 2.0 card installed and driver loaded, so you can take advantage of USB 2.0 speed.

**Q5: Can I format the Flash Drive in Macintosh?**
Yes. However, it is better to format Flash Drive as FAT for best compatibility.

**Q6: What is the format of the Flash Drive?**
Flash Drive uses FAT format. It is ready to be used in a PC and Macintosh. FAT is usable in Windows 98SE/ME/2000/XP and Macintosh. You may reformat the drive using FAT32 or NTFS.

**Q7: The drive icon does not show up. What can I do?**
Try unplugging the Flash Drive from the system and plugging in again. Also please try upgrading your USB 2.0 PCI card or CARDBUS driver.

**Q8: Should I update my driver?**
Yes, it is a good idea to always keep your driver up to date. Please regularly check our website for driver updates. It is also a good idea to update the driver for your USB 2.0 card. Please check your manufacturer for the update. It is also a good idea to check Apple's website at http://www.apple.com/support for update to USB driver.

**Q9: Can I use the Security Utility in Macintosh?**
No. We do not support the Security Driver in Macintosh.

**Q10: After following all the troubleshooting tips, the device still does not work. What can I do?**
Please check with Apple for any USB driver update. Also, please go to Apple website to check for any update to the OS. You might also want to update your Firmware to the latest version. Please contact Apple for help with that. If you still have problem you cannot resolve, please contact Kanguru Technical Support at 1-508-376-4245, option 2.

## Trademarks

Windows is a registered trademark of Microsoft Corporation. All other brands or product names mentioned in this manual are trademarks or registered trademarks of their respective companies.

## Contact Information

If any troubles arise with your Kanguru Flash Drive (Max) or if you would like to submit any comments in general, please feel free to contact us at the following addresses:

Kanguru Solutions
1360 Main St.
Millis, MA 02054

Main Phone: 1-508-376-4245
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## Warranty

Kanguru Solutions guarantees that every Kanguru Flash Drive / Flash Drive Max will be free from defects in workmanship and materials for 2 year from the date of purchase. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain a Return Material Authorization required for service. When returning a product, mark the RMA number clearly on the outside of the package, and include a copy of your original proof of purchase. In no event shall Kanguru Solutions' liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential software, or its documentation. Kanguru Solutions offers no refunds for its products after 30 days of purchase. Kanguru Solutions makes no warranty or representation, expressed, implied, or statutory, with respect to its products or the contents or use of this documentation and all accompanying software, and specifically disclaims its quality, performance, merchantability, or fitness for any particular purpose. Kanguru Solutions reserves the right to revise or update its products, software, or documentation without obligation to notify any individual or entity.