



USB Drives FAQ

1. What is USB 2.0?

Finalized in 2001, USB 2.0 is the next generation peripheral connection for personal computers. USB 2.0 allows much higher speeds than the older USB1.0 or USB1.1. USB Hi-Speed is another name for USB 2.0.

2. Why is USB 2.0 better than USB 1.0 or USB 1.1?

USB 1.0 refers to the first design specification for USB drives. The following specifications are USB1.1 and USB 2.0. USB 1.1 allowed a maximum transfer rate of 12Mbps/second. USB2.0 devices signals are transferred at a maximum rate of 480Mb/second. USB 2.0 specification incorporates three speeds: Hi-Speed, Full-Speed and Low-Speed. So a USB2.0 product will function with system requiring USB 1.0 or 1.1.

3. Will a USB 1.1 device run faster on a USB 2.0 hub?

No. It will only run at its basic speed.

4. What devices will use USB2.0?

Because of the high speed of USB2.0, it will be widely used on high bandwidth devices such as digital cameras, web cameras, flash card reader and other high-capacity storage systems.

5. Why not all the products use USB2.0?

There are some devices operates at slower speeds. They do not need fast data-transfer rates. So consider the cost, those devices will still use USB 1.1. These include: mice, keyboard, joysticks and audio speakers.

6. How do I trouble shoot a “USB drive not found” issue?

Drive not found troubleshooting for USB

Check Power - Confirm the drive has power and that the power LED is glowing on the drive and power converter. If the light is not lit then check that the power switch on the back of the drive is in the on position. Then check that all the connections are tight (power cable to wall, power cable to power supply, power supply to drive). If it still does not light up then temporarily remove any surge protectors and plug the drive into the wall outlet.

Confirm the USB cable is plugged in to the computer and the drive -
The USB port and 1394 port on the hard drive cannot be plugged in at the same time.

Remove any hubs - Plug the drive directly into the USB port on the computer. Powered USB hubs should work fine, however if another device on the hub is having a problem the hard drive may be disabled.

Check Device Manager to confirm the USB host controller is properly configured - To open device manager (Window XP / Windows 2000) right click on my computer > choose manage > choose the device manager icon from the tree.

If the host controller is in 'other devices' then additional drivers are required for the host, check with the PCI card vendor or motherboard vendor for the appropriate drivers. USB 2.0 controllers usually require a service pack to operate properly. Windows added support for USB 2.0 in Service pack 2 and Windows 2000 added support USB 2.0 support in service pack 3 and improved the support in service pack 4.

If the host controller is not seen in device manager then it is probably disabled in the computer BIOS.

Check Device Manager to confirm the USB hard drive is detected and configured properly - If not, disconnect and reconnect the drive using a different USB port.

Try another cable and host adapter - If after following the steps above you still have a problem then try another cable and another USB port.

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