

How To Clean Up the Files on Your MediCapture USB Flash Drive for USB300 Users

WARNING - This procedure will erase all videos and images on your flash drive

Problem: If errors are being displayed on your computer when you access your MediCapture USB flash drive, the drive may have become corrupted.

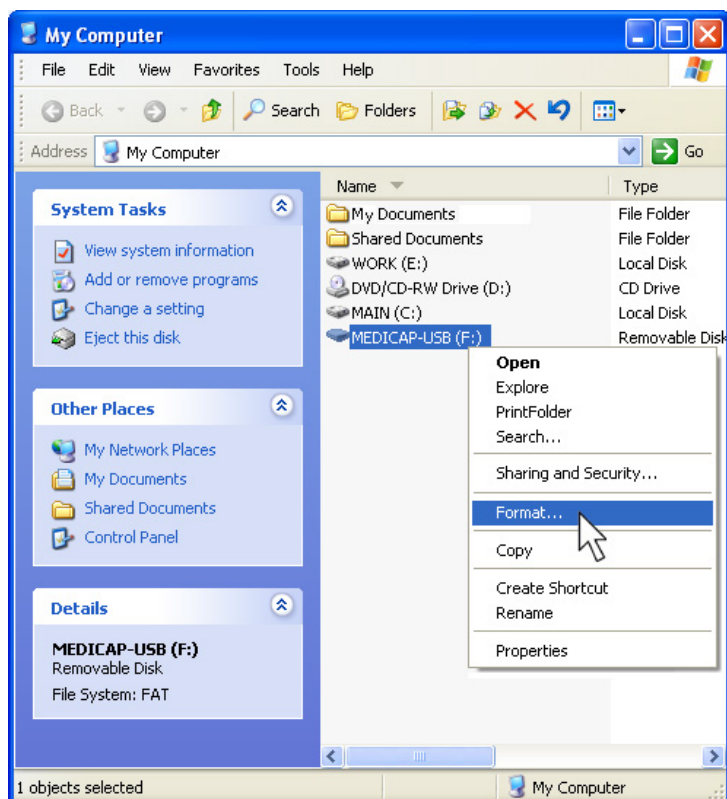
Symptoms: When you connect the flash drive to your computer, you may be unable to access it or you may receive error messages such as “Cannot remove folder – the file or directory is corrupted and unreadable,” or “Cannot remove folder – the directory is not empty” (even after you have deleted all images within the directory).

IMPORTANT NOTE: This problem can occur if you remove the flash drive from the USB300 while an image or video is being saved to the flash drive. To avoid this problem in the future, be sure to stop video recording and wait a few moments before you remove the flash drive (this will give the MediCap time to finish saving the video file to the flash drive). *Do not remove the flash drive while you are recording a video.*

Solution: Use the following simple procedure that cleans up the flash drive by formatting it.

WARNING - Before following this procedure, copy all files you want to keep from the flash drive to your computer. You can copy the files by browsing via "My Computer." *Copying your files is important because they will be deleted from the flash drive by this procedure.*

1. Insert the flash drive in the USB connector on your computer. Double-click on My Computer, and locate the flash drive. RIGHT-click on the drive and select Format in the pop-up menu.



2. The Format window will be displayed. ***Under File system, select FAT. DO NOT select FAT32 – it is not compatible with USB flash drives.*** Ensure that Quick Format is NOT checked. Also ensure that the Volume Label is MEDICAP-USB. Click the Start button.

After the formatting process is complete, the flash drive will be empty and will be ready to capture new images and videos from your MediCap.

