

# JetFlash Online Recovery User Manual

## Hardware Requirements:

1. USB port (supports USB2.0).
2. Internet connection.

## Software Requirements:

1. Windows® XP SP3 (Administrator rights required)
2. Windows® Vista (Administrator rights required, must turn off UAC)

To turn off UAC in Windows Vista, please go to Control Panel → User Account → Turn User Account Control on or off → and then uncheck "Use User Account Control to help protect your computer."

Please remember to restart your PC for the new settings to take effect.

3. Windows® 7 (Administrator rights required, must turn off UAC)

To turn off UAC in Windows 7, please go to Control Panel → User Accounts → Change User Account Control Settings → change to

"Never notify" → then, Please remember to restart your PC for the new settings to take effect.

4. Windows® 8 (Administrator rights required, must turn off UAC)

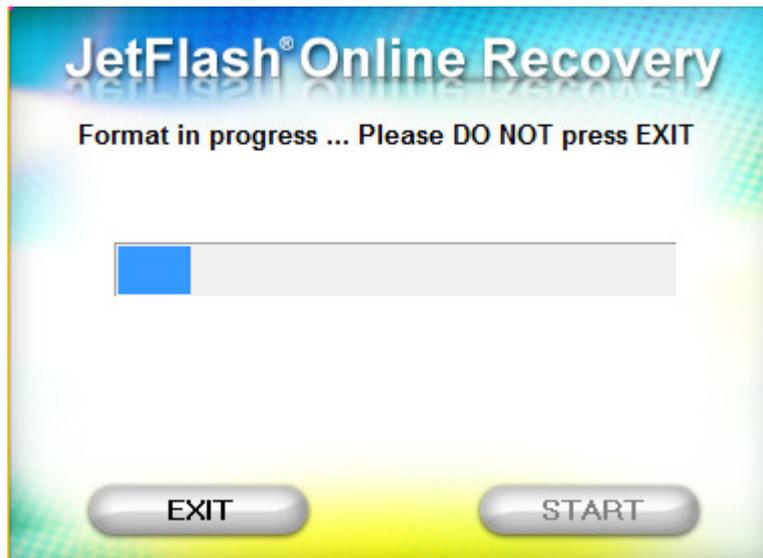
To turn off UAC in Windows 8, please go to Control Panel → User Accounts → Change User Account Control Settings → change to “Never notify” → then, Please remember to restart your PC for the new settings to take effect.

## Step by Step Instructions:

1. Please insert your JetFlash into a PC with Internet connection.
2. Run OnLineRecovery.exe.



3. Choose **Repair drive & keep existing data** and press **START**. When the repair is complete, please click **EXIT** and unplug the JetFlash from your computer.



4. If the steps above do not resolve your problem, please choose **Repair drive & erase all data** and press **START**.



5. All information stored on the JetFlash will be **deleted**. Press **START** to confirm and begin formatting the drive.
6. When the format is complete, please press **Exit**, then unplug the JetFlash and plug it back in to your computer.



If the format fails, a failure message like the one below will be shown.

Please contact Transcend Customer Service.

