

Q: What is Flash Media?

A: Flash Media is a term used to describe a solid-state removable storage device that utilizes a non-volatile chip to retain data. This includes Compact Flash, Smart Media, Secure Digital (SD), MultiMediaCards (MMC) and Memory Stick. These cards come in various capacities, depending on your need. This media is typically used in portable devices such as digital cameras, portable music players, PDAs, etc.

Q: How do I know what type of media card I should use?

A: It is important to check the documentation of the device you're using, to ensure that you purchase the correct type of card. Please also be aware of the limitations of your device. Many older units may not be able to use the newer, larger capacity cards. Again, be sure to check with the device manufacturer for additional information regarding compatibility.

Q: What are the most important factors when buying memory cards?

A:

- How much memory capacity do I need?
- Which type of memory is compatible with my system?
- How much does the memory cost?
- How fast is the memory?

Q: As long as I have the right format, can I use any size card I want?

A: It depends. Some devices will be able to recognize the cards that were available when they were manufactured. For example, it is possible that if a device was made when 256MB was the largest card available, it may not recognize a 1 GB card. If larger cards don't work, check with the manufacturer of the device to see if there are any firmware updates that will allow you to utilize these cards. If there aren't, you will be limited to whatever the largest capacity card is that the device recognizes.

Q: Is it really necessary to wait for the device to power down before removing an SD card?

A: Absolutely. If the card is removed during any writing process, especially on shutdown, the file system on the card will likely be corrupted, making the data inaccessible. It is very important to be sure the device is fully shut down before removing the card.

Q: Oops, I accidentally removed the card before shutdown was completed, and now I can't access the card. Is there any way to save the card and/or my data?

A: The card itself can most likely be saved by reformatting it in the device. This will cause the loss of all data on the card, but you should be able to re-use the card with no problem. If you need to recover the data, do not reformat it. If the data is irreplaceable, you may want to use a professional data recovery service to attempt to retrieve the information. If you want to try recovering it yourself, put the card into a card reader attached to a computer running Windows and try running "Scandisk". If "scandisk" asks to fix the file system on the card, let it. This may allow you to read the disk. If so, immediately copy the files you want to save to different media, or your hard drive. Once done, the card should be reformatted before being used again.

Q: What is SD 2.0 (SDHC)?

A: SD 2.0, also known as SDHC is the latest Secure Digital Card format, means that SD 2.0 Flash Memory cards are designed to support a maximum capacity of 32GB. SD 2.0 cards are divided into speed classes, which guarantee a minimum transfer speed – Class 2 (2MB/sec), Class 4 (4MB/sec) and Class 6 (6MB/sec). SD 2.0 Memory Cards will only be recognized by devices that support the SD 2.0/SDHC formats. Devices that do support the new format are backwards compatible with type SD 1.0 and SD 1.1 Memory Cards.

Q: What is the Class Speed Rating in SDHC cards?

A: The SD Association defines 3 speed classes to help users identify the speed and performance of SDHC cards. The class speed rating specifies a minimum sustained read/write speed (Class 2: 2 MB/s; Class 4: 4 MB/s; Class 6: 6 MB/s). You can look for the Speed Class Logo to identify the performance class of your memory cards and host devices.

Class/ Transfer Rate	Min. Read Rate	Min. Write Rate
Class 2	2 (MB/sec)	2 (MB/sec)
Class 4	4 (MB/sec)	4 (MB/sec)
Class 6	6 (MB/sec)	6 (MB/sec)

Q: What should I do when my flash memory card is not working with my devices (digital camera, mobile phone, PDA, card reader)?

- A:
1. Please make sure that the devices you used can fully support the memory card. For example, confirm the maximum supported capacity of the devices, by the manufacturer.
 2. Format the memory card with your devices and check if the problem still exists.
 3. Format the memory card on an external card reader that can support the memory card and check if the problem still exists.
 4. If the problem still exists after checking the steps listed above, please kindly contact with the original retailer for further help.

Q: Why does the flash memory card need to be formatted before use?

A: We strongly suggest formatting the flash memory card before use to ensure the memory card's completeness and correction. Your electric equipments or different OS platforms may stumble around when trying to store data within a non-native folder structure.

NOTE: In order to ensure the completeness and correction of the card, we suggest you format the card first before using it in any kinds of new devices.

Q: After using the flash memory card with my digital camera to take pictures, my computer can no longer access the files on the card?

A: Please format the card using your digital camera or card reader and try again. If the problem persists, please kindly refer to FUJIFILM USA's Warranty Policy for more information.