DuelAdapter
Windows XP
Quick Troubleshooting Guide

Overview

This quick troubleshooting guide was created for people using the DuelAdapter (ExpressCard to PCMCIA adapter) with computers running Windows XP Home, Media Center and Professional Edition operating systems. A separate guide is available for Apple/Mac OS 10.X users.

DuelAdapter Components

1. PCMCIA Card interface
2. Cable
3. ExpressCard interface (to computer)

Summary

1. Start computer without connecting the DuelAdapter

2. On the Duel Adapter, confirm "A-B" switch is in "B" position for Windows XP operating system.

3. Plug-in DuelAdapter ExpressCard interface into computer's ExpressCard slot

4. Go to Start ⇨ Settings ⇨ Control Panel ⇨ System ⇨ Hardware ⇨ Device Manager

5. Confirm computer recognizes DuelAdapter

6. Plug in your PCMCIA card into the DuelAdapter's PCMCIA interface

7. Confirm computer recognizes PCMCIA card

8. Additional troubleshooting steps

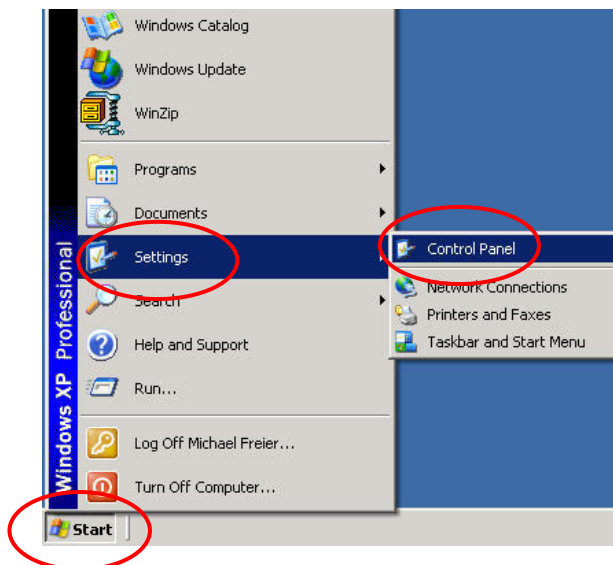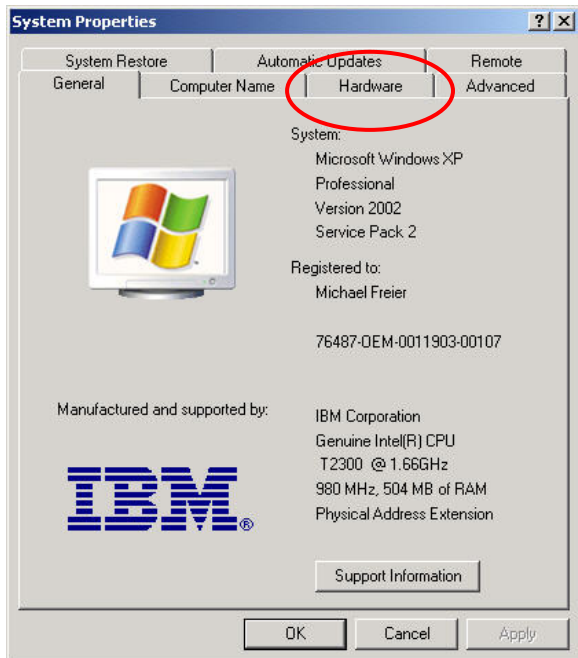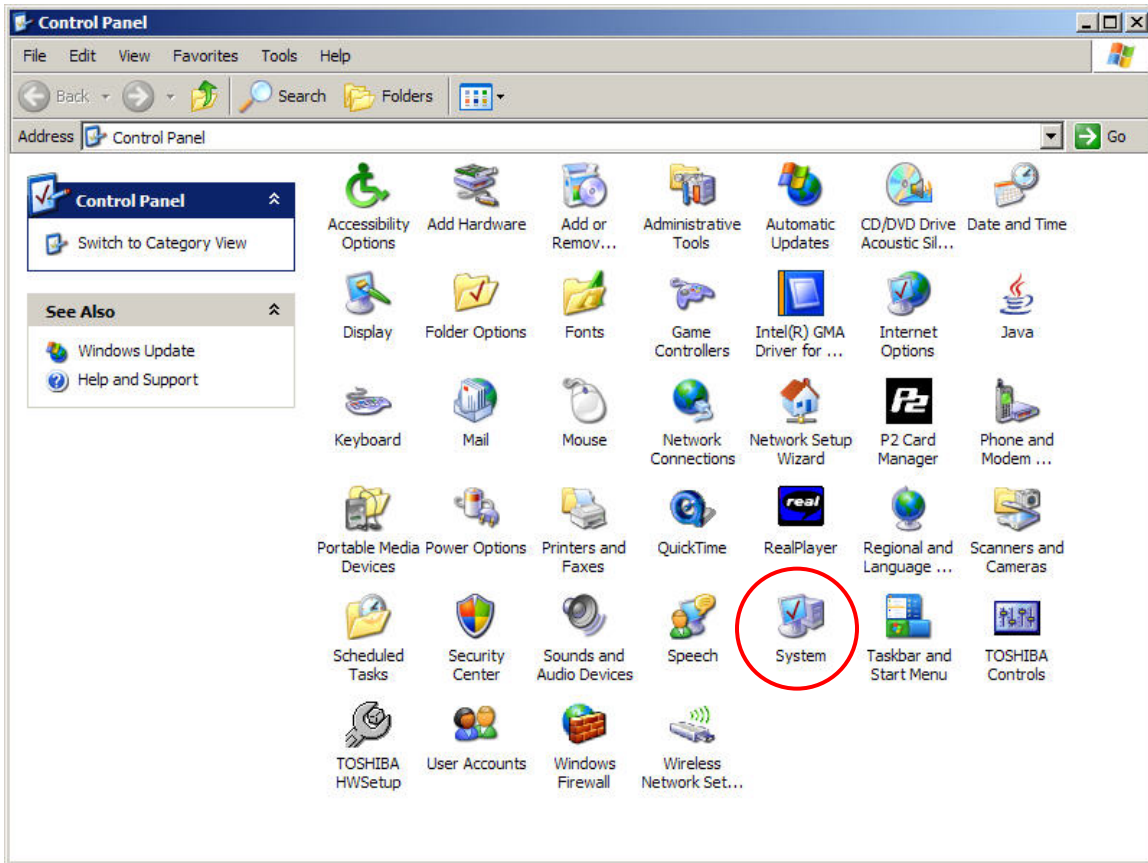## Check Position of 'A-B' Switch

Note: There is a small 'A B' imprint on the bottom side of the ExpressCard enclosure. Use a small screwdriver or paperclip to change the switch position to 'B' as required.
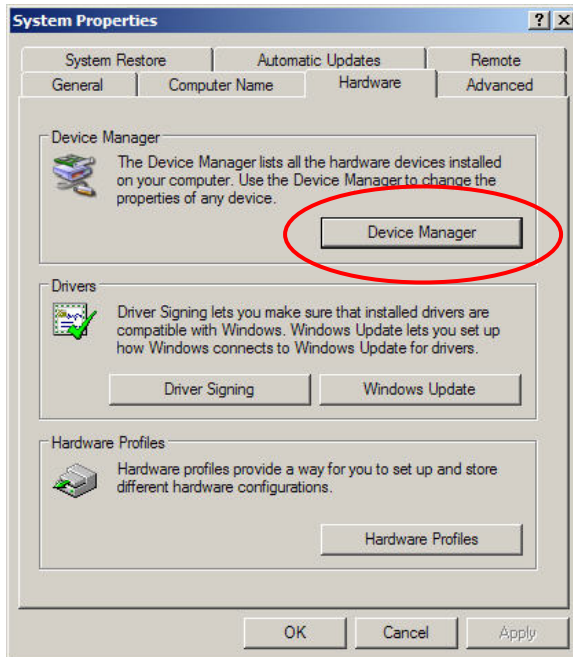
Plug in DuelAdapter-into Computer ExpressCard Slot
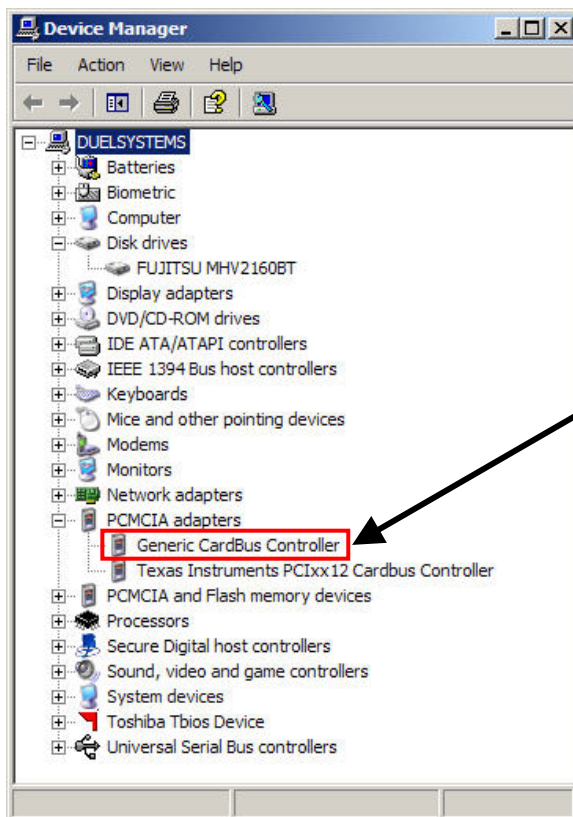

Go to Device Manager

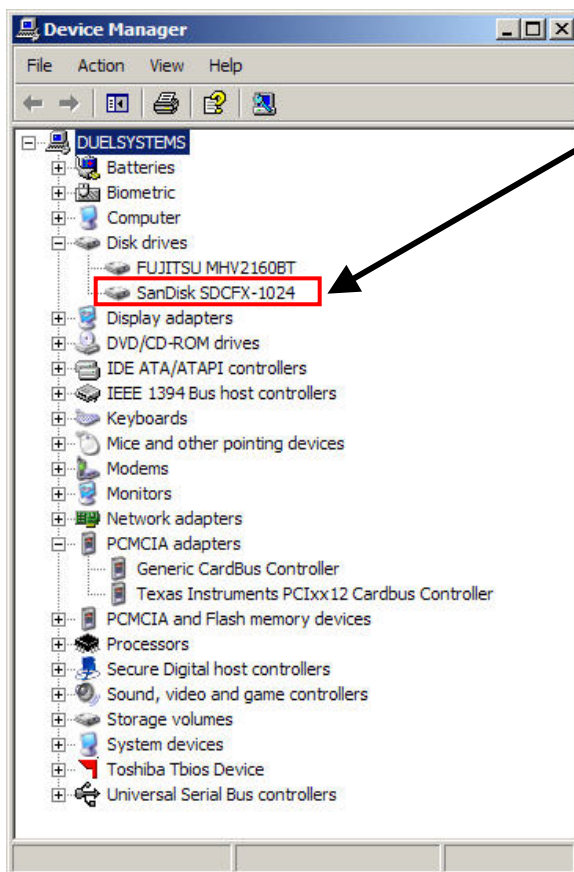# Confirm computer recognizes DuelAdapter

Screen Shot of Device Manager

DuelAdapter - Plugged into Computer

"Generic CardBus Controller"

Plug in your PCMCIA card

Confirm computer recognizes PCMCIA card

Screen Shot of Device Manager
PCMCIA Card - Plugged into DuelAdapter
"SanDisk SDCFX-1024"
(SanDisk Compact Flash with PCMCIA Adapter)

Additional Troubleshooting Steps

If Windows XP doesn't seem to recognize that the DuelAdapter is plugged in.

First check to make sure the A-B switch on the underside of the ExpressCard insert is set to the B position. If it is set in the B position and the adapter is still not recognized by the operating system, then try the following:

1. Unplug the DuelAdapter. The adapter must remain unplugged until after Windows XP launches.

2. Change switch setting to the A position using the tip of a pen or a paperclip (see photo below)

3. Reboot your computer.

4. Plug in the adapter.

5. Check adapter status with D logo in the system tray.

6. Insert your PCMCIA card.

Troubleshooting

For Technical Support
You may contact a technical support representative 4 hours a day, 7 days a week.
You may call:

> 1-888-227-7004, US and Canada. English only.
> 1-661-367-2215, International. English only.

Alternatively, you may fill out the web form at www.duel-systemsadapters.com, or email at support@duel-systemsadapters.com.

Here are answers to some commonly asked questions about using the DuelAdapter. A complete list can be found on the Product Support section of the web site at www.duel-systemsadapters.com

1. How can I get the latest version of the DuelAdapter driver software?
To download the latest driver software, click on the "Downloads & Guides" link in the "Product Support " section of the web site at www.duel-systemsadapters.com.

2. What is the purpose of the 'A-B' switch?
The DuelAdapter was designed to work with both Mac OS X and Windows XP operating systems. The switch enables the adapter to work in either environment.

Switch Position	Operating System
A	Mac OS X 10.4.8
B	Windows XP Professional, Home or Media edition

3. Windows XP doesn't seem to recognize that the DuelAdapter is plugged in.
First check to make sure the A-B switch on the underside of the ExpressCard insert is set to the B position. If it is set in the B position and the adapter is still not recognized by the operating system, then try the following:

1. Unplug the DuelAdapter. The adapter must remain unplugged until after Windows XP launches.
2. Change switch setting to the A position using the tip of a pen or a paperclip.
3. Reboot your computer.
4. Plug in the adapter.
5. Check adapter status with D logo in the system tray.
6. Insert your PCMCIA card.

4. I've installed the DuelAdapter driver software, but my PCMCIA card doesn't work. What are my options?
Contact your PCMCIA manufacturer and see if there is an updated driver for your PCMCIA card for Windows XP or Mac OS X 10.4.8.