



DuelAdapter Mac OS X Quick Troubleshooting Guide



Overview

This quick troubleshooting guide was created for people using the DuelAdapter (ExpressCard to PCMCIA adapter) with computers running Mac OS X operating systems. A separate guide is available for Window's XP users.

DuelAdapter Components



1. PCMCIA 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 "A" position for Mac OS X operating systems
3. Plug-in DuelAdapter ExpressCard interface into computer ExpressCard slot
4. Go to "About This Mac" ⇒ "More Information..." ⇒ "PCI Cards"
5. Confirm computer recognizes DuelAdapter
6. Plug in your PC_[RK1] card into the DuelAdapter's PCMCIA interface
7. Confirm computer recognizes PC Card
8. If no PC Card information is found, refresh the system, and try again

Check Position of 'A-B' Switch

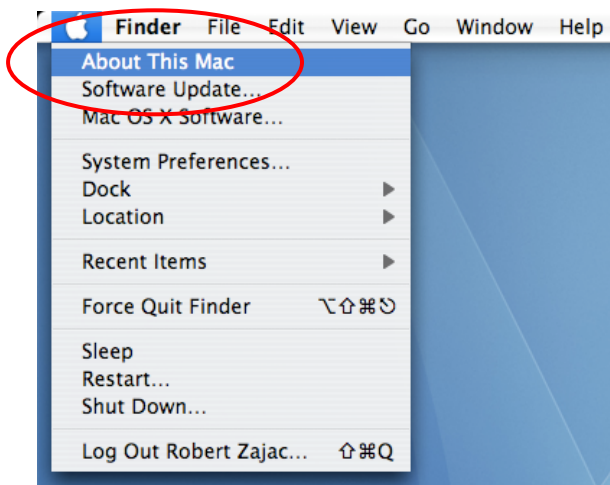


Note: There is a small 'A B' imprint on the bottom side of the ExpressCard enclosure. Use a small screwdriver or paperclip to change the switch position to 'A' as required.

Plug in DuelAdapter-into Computer ExpressCard Slot



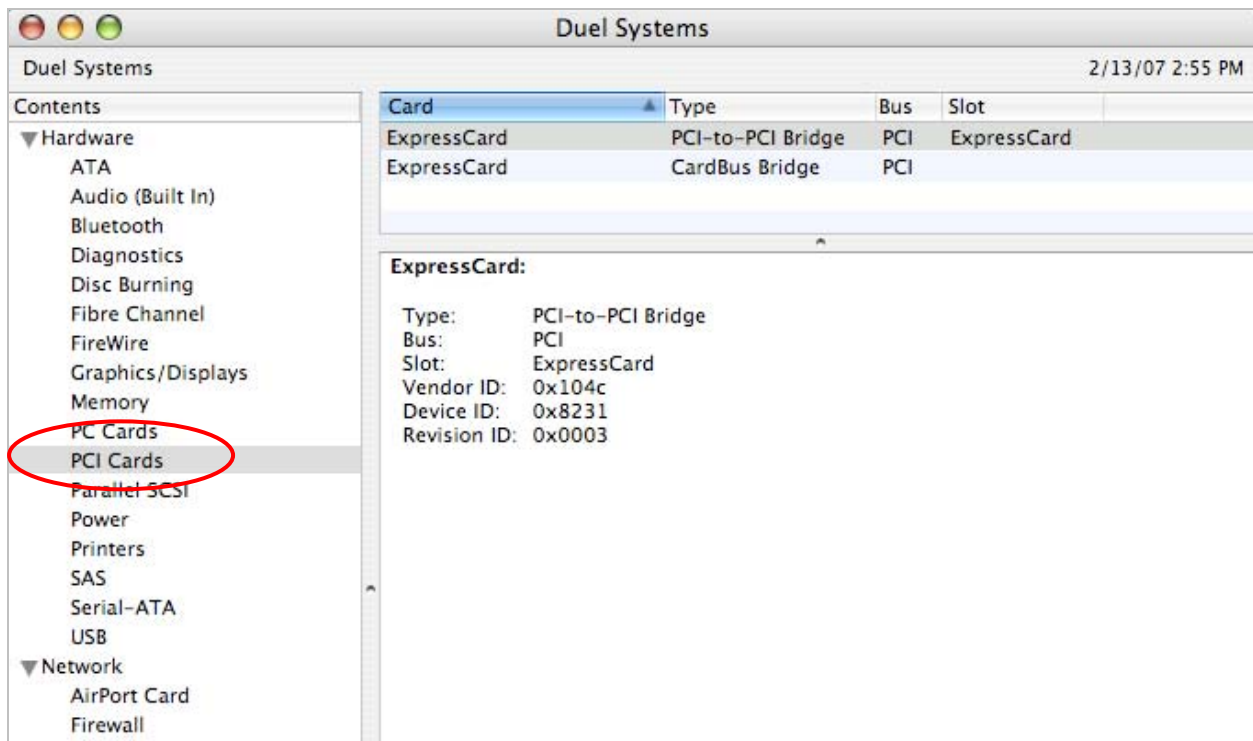
Go to "About This Mac"



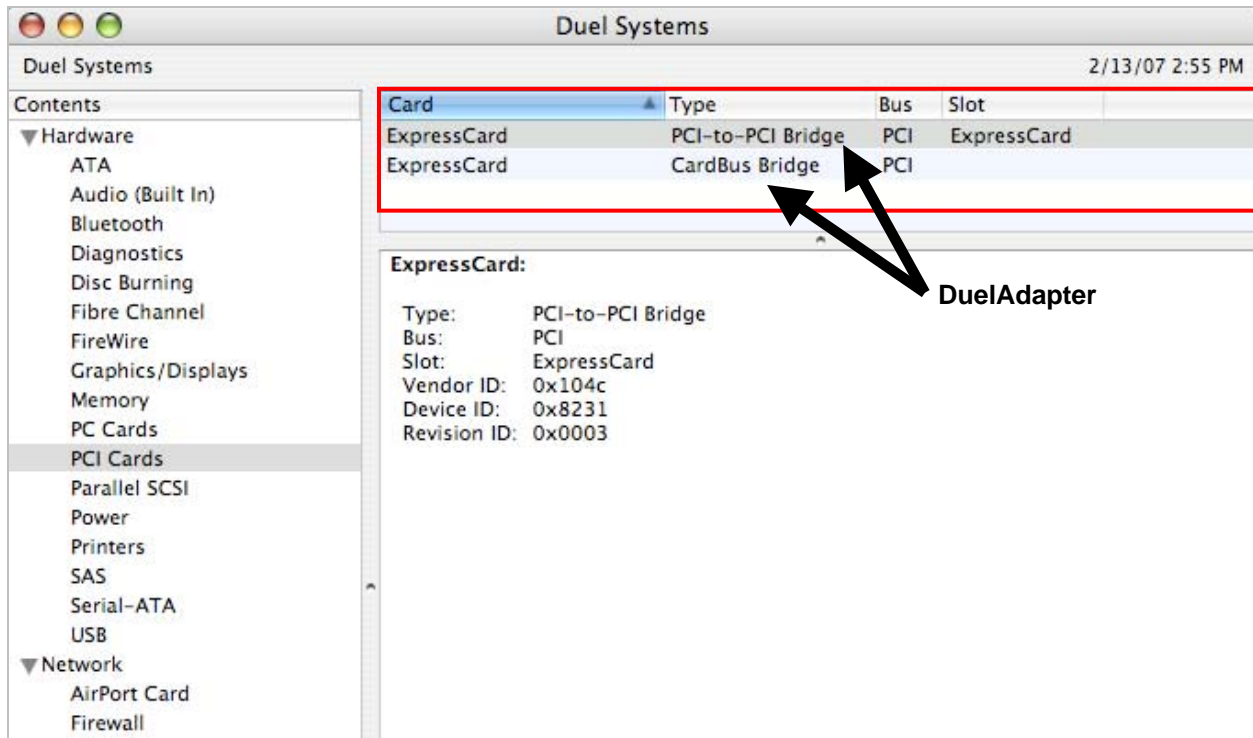
Go to “More Info...”



Go to PCI Cards



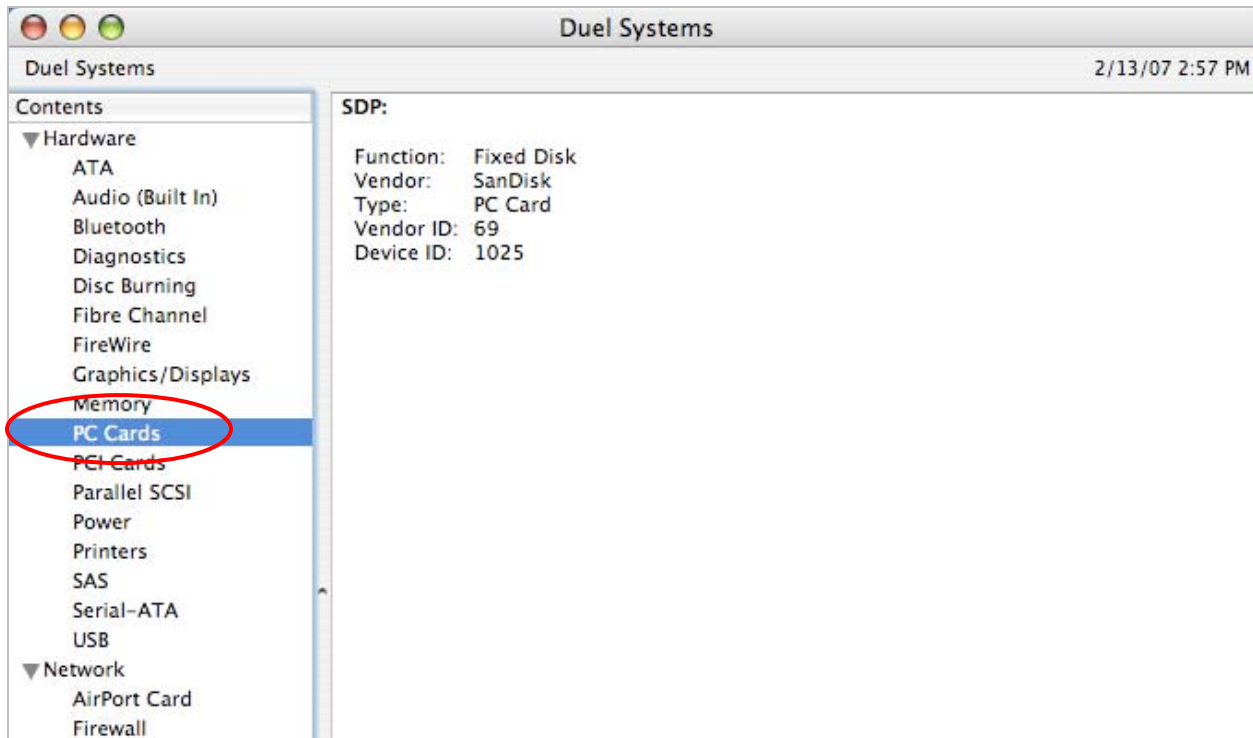
Confirm DuelAdapter is Recognized by Mac OS X



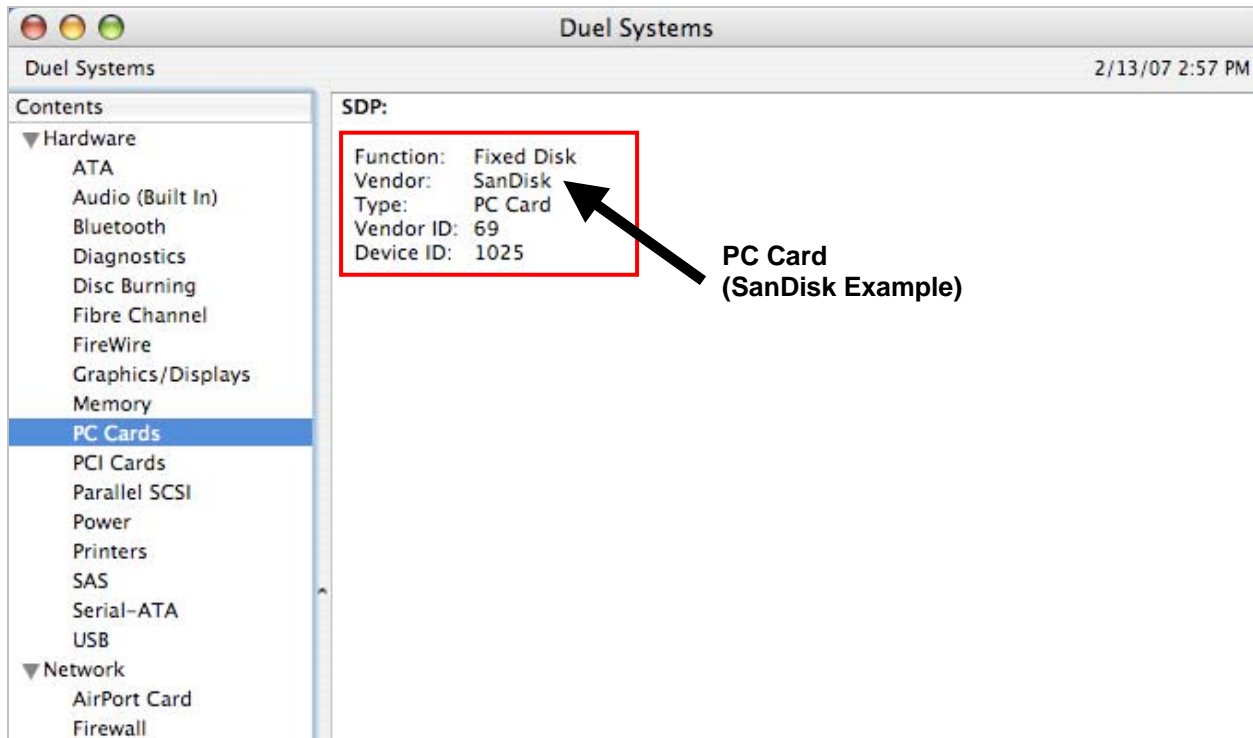
Plug in your PC card



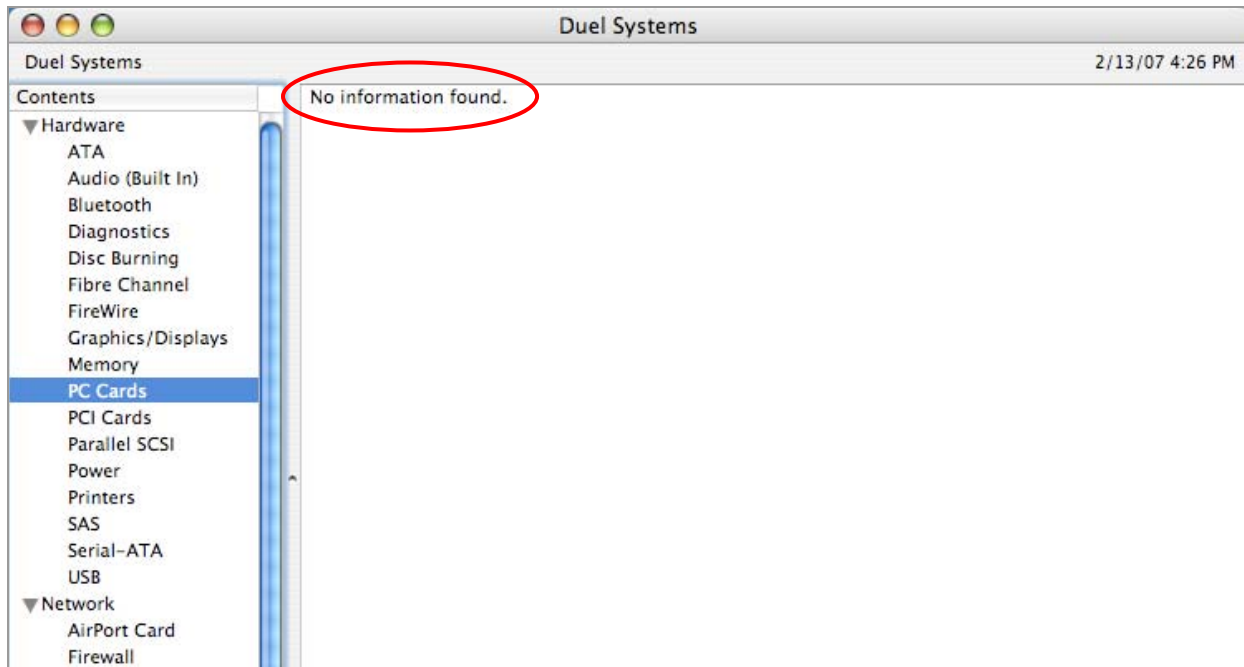
Go to PC Cards



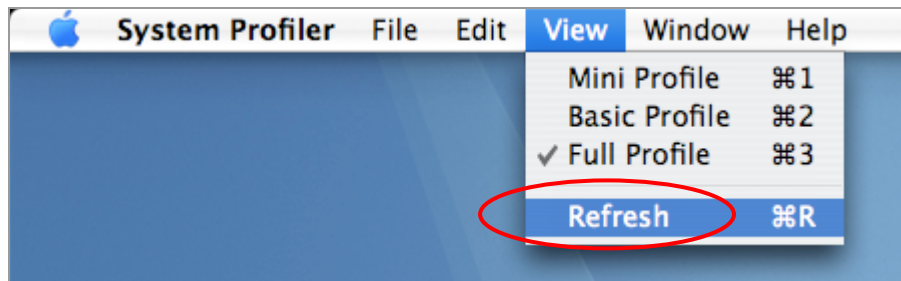
Confirm PC Card is Recognized by Mac OS X



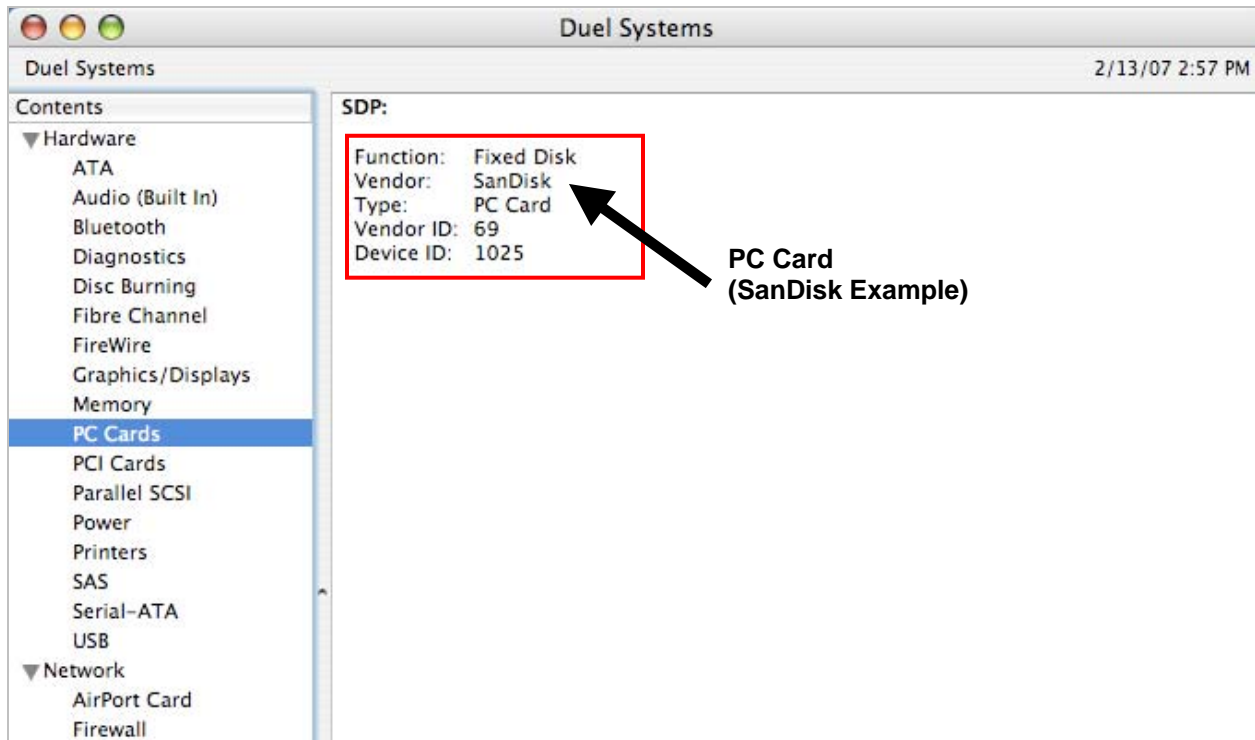
If No information is found...



Refresh the System



Confirm PC Card is Recognized by Mac OS X



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.

<u>Switch Position</u>	<u>Operating System</u>
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.