



# Kanguru FlashTrust

## User Guide

## NOTICES AND INFORMATION

### **Please be aware of the following points before using your Kanguru FlashTrust**

All rights reserved. Windows 7®, Windows 8®, Windows 10®, Windows 11®, Windows Vista®, Windows XP® are registered trademarks of Microsoft Inc.. All other brand or product names are trademarks of their respective companies or organizations.

Kanguru Solutions will not be held responsible for any illegal use of this product nor any losses incurred while using this product. The user himself is fully responsible for any illegal actions taken.

### **Customer Service**

To obtain service or technical support for your system, please contact Kanguru Solutions Technical Support Department at 508-376-4245, or visit [www.Kanguru.com](http://www.Kanguru.com) for web support.

### **Legal notice**

In no event shall Kanguru Solutions' liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential software, or its documentation. Kanguru Solutions offers no refunds for its products. Kanguru Solutions makes no warranty or representation, expressed, implied, or statutory, with respect to its products or the contents or use of this documentation and all accompanying software, and specifically disclaims its quality, performance, merchantability, or fitness for any particular purpose. Kanguru Solutions reserves the right to revise or update its products, software, or documentation without obligation to notify any individual or entity.

### **Export Law Compliance**

Regardless of any disclosure made to Kanguru Solutions pertaining to the ultimate destination of the specific Kanguru product, you warrant that you will not export, directly or indirectly, any Kanguru product without first obtaining the approval of Kanguru Solutions and the appropriate export license from the Department of Commerce or other agency of the United States Government. Kanguru Solutions has a wide range of products and each product family has different license requirements relative to exports.

# Table of Contents

<b>Notices and Information.....</b>	<b>2</b>
<b>1. Introduction.....</b>	<b>4</b>
1.1 Main Features.....	4
1.2 Package Contents .....	4
1.3 Minimum Hardware Requirements.....	4
1.4 Technical Specifications.....	5
<b>2. Windows Operation .....</b>	<b>6</b>
<b>3. Mac Operation .....</b>	<b>8</b>
<b>4. Frequently Asked Questions .....</b>	<b>9</b>
<b>5. Cleaning and Maintenance .....</b>	<b>10</b>

## 1. Introduction

Congratulations on your purchase of a Kanguru FlashTrust. The Kanguru FlashTrust acts just like a removable hard drive. Its small form factor, large capacities and SuperSpeed transfer rates make it a suitable replacement for your external hard drive. It provides an easy way to transport your data from one place to another. You can store any type of file on it and share them with your friends or co-workers. You can even run applications and play multimedia files directly from the device. With large storage capacity and the fast transfer rates of USB 3.0 SuperSpeed, the Kanguru FlashTrust can tackle big projects involving huge amounts of data. These features make this Kanguru FlashTrust an ideal solution to your business and personal data storage needs.

The Kanguru FlashTrust uses solid state technology to provide durability, shock resistance, low power consumption and long lasting data retention. Its USB 3.0 interface is backwards compatible with USB 2.0 and provides easy plug and play connectivity to your desktop or notebook computer. The drive can be plugged into almost any system without having to install any drivers first. When connected through USB 2.0 in Windows XP, Vista or 7 you do not need to install any drivers at all, the FlashTrust uses the built-in Microsoft driver.

### 1.1 Main Feature

- Capacities up to 512GB
- Rugged and lightweight design for easy portability
- USB 3.0 SuperSpeed connection, backwards compatible with USB 2.0 Hi-Speed
- Easy Windows plug and play, supports hot plugging
- USB Mass Storage Device class compatible
- Bus-powered, no external power needed
- Solid State Flash memory with 10 years (typical) data retention
- ✓ Durable and shock resistant means longer life for your data

### 1.2 Package Contents

Please check the contents of the package you received. If any of the parts listed below are missing, please contact Kanguru Solutions (508-376-4245) and you will be shipped replacement parts immediately.

- 1 x Kanguru FlashTrust

### 1.3 Minimum Hardware Requirements

- Pentium II 133MHz Processor or faster
- 64MB System RAM or higher
- Available USB 2.0 or USB 1.1 port
- Available USB 3.0 port required for USB 3.0 speeds

## 1.4 Technical Specifications

Model #	WP-KFT3 Series
Capacity	16GB, 32GB, 64GB, 128GB, 256GB, 512GB
Color	Gray
Case Material	Aluminum
Memory Type	NAND Flash
Interface	USB3.0 (backwards compatible with USB2.0)
Data Transfer Rates	Max Read (up to): 16GB: 150 MB/s 32GB: 300 MB/s 64GB: 300 MB/s 128GB: 300 MB/s 256GB: 300 MB/s 512GB: 300 MB/s  Max Write (up to): 16GB: 100 MB/s 32GB: 170 MB/s 64GB: 170 MB/s 128GB: 170 MB/s 256GB: 200 MB/s 512GB: 250 MB/s
OS Compatibility	Microsoft Windows XP SP2, Vista / 7 / 8 / 10 / 11 Mac OS X 10.1.5 or higher Linux kernel 2.4.1 and above (must be mounted)
# of Read / Writes	10,000 write cycles per block
Insertion Endurance	5000 cycles (min)
Data Retention	10 years (typical)
Shock Resistance	1000Gs Max
Operation Temperature	0°C ~ 70°C
Storage Temperature	-25°C ~ 85°C
Dimensions (W x D x H)	77.21mm x 19.44mm x 8.96mm
Weight	10g

## 2. Windows Operation

Your computer must have at least a USB 2.0 Hi-Speed port available. Check with the manufacturer for software updates. It is also important to update Windows at <http://windowsupdate.microsoft.com> to make sure that your computer has the latest driver for USB 2.0 host controller.

You will only be able to take advantage of USB 3.0 SuperSpeed if your computer has a USB 3.0 SuperSpeed port available. Please make sure that your computer has the most up to date driver for your USB 3.0 host controller.

### Using the Kanguru FlashTrust with Windows

To begin using the Kanguru FlashTrust for the first time:

1. Start up your computer and boot into Windows.
2. Plug the Kanguru FlashTrust into a USB 2.0 or USB 3.0 port. Normally your machine will be ready to install new hardware. However, if you are unable to install new hardware, you might not have Administrator privileges. Please check with your computer manufacturer or your computer administrator for advice on how to install a new hardware device.

**Note:** Although you can connect the Kanguru FlashTrust to a USB 1.1 port, for optimum usability and compatibility, make sure that you have the latest driver for your USB 2.0 or USB 3.0 ports

3. Windows will automatically start searching and installing the necessary drivers.
4. After the installation has completed, the drive will appear under My Computer as a Device with Removable Storage.

Congratulations! Your Kanguru FlashTrust is ready to use. You can now begin transferring files to and from your portable flash drive.

## Formatting the Kanguru FlashTrust

The Kanguru FlashTrust is preformatted with exFAT file system. exFAT is compatible with both PCs and Macintosh computers.

**Warning!** Formatting your drive will erase all your data stored on the drive! Be sure to back up any important files before formatting.

If you want to reformat the drive:

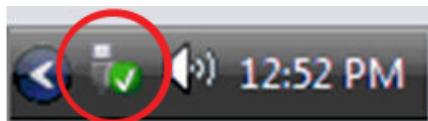
1. Double-Click on **My Computer**
2. Right-Click on the drive you want to format
3. Choose **Format** from the menu
4. Choose the file system you want to format it with
5. Enter a Volume Label (optional)
6. Click **Start**

## Removing the Kanguru FlashTrust

Before attempting to remove the FlashTrust from your computer, make sure that no data is being transferred to or from the device and that no programs are accessing data on the device. The easiest way to determine that no data is being transferred to or from the device is to check that the LED indicator on the end of the FlashTrust is not blinking.

Be sure to follow these safe removal procedures. Failure to do so may result in data corruption.

1. Click on the **Safely Remove Hardware icon** in the taskbar.



2. Select the **FlashTrust** from the popup menu.
3. A message will appear informing you that it is safe to remove the device.

If you receive a message that the device cannot be removed, close any programs or windows that may be accessing the device and then try to safely remove it again. Make sure that your device is safely removed from your computer system before disconnecting it. Be sure to follow safe removal procedures to avoid losing data or crashing your operating system.

### 3. Mac Operation

At present only Mac OS X supports USB 2.0. Mac OS 9 only supports USB 1.1. Without the right hardware and software driver, you will not be able to use the Kanguru FlashTrust at its fullest speed. Currently Mac does not offer any support for USB 3.0 so Mac users will not be able to take full advantage of USB 3.0 transfer rates.

#### Using the Kanguru FlashTrust with Mac

To begin using the Kanguru FlashTrust for the first time:

1. Start up the computer.
2. Plug the Kanguru FlashTrust into a USB 2.0 Hi-Speed port.
3. The FlashTrust removable drive icon will appear on the desktop.

Congratulations! Your Kanguru FlashTrust is ready to use. You can now begin transferring files to and from your portable flash drive.

#### Removing the Kanguru FlashTrust

Before attempting to remove the FlashTrust from your computer, make sure that no data is being transferred to or from the device and that no programs are accessing data on the device.

The easiest way to determine that no data is being transferred to or from the device is to check that the LED indicator on the end of the FlashTrust is not blinking.

Be sure to follow these safe removal procedures. Failure to do so may result in data corruption. To remove the FlashTrust, click and drag the FlashTrust icon on the desktop into the trash can icon to eject it. When the FlashTrust icon disappears from the desktop then you can safely disconnect the drive from your computer.

## 4. Frequently Asked Questions

### **Q1: What is USB 3.0 SuperSpeed?**

USB 3.0 is the latest in USB technology that features transfer rates of up to 5Gbits/sec, a dramatic increase of 10 times over the speed of USB 2.0. USB 3.0 preserves the ease of use, plug and play, driver auto installation and power management features of USB 2.0. USB 3.0 SuperSpeed is fully forwards and backwards compatible with USB 2.0 and USB 1.1.

### **Q2: What is USB 2.0 Hi-Speed?**

USB 2.0 features transfer rates of up to 480Mbits/sec, a dramatic increase of 40 times over the speed of USB 1.1. USB 2.0 Hi-Speed preserves the USB 1.1 ease of use, plug and play, driver auto installation and power management features. USB Hi-Speed is fully forward and backward compatible with USB 1.1 allowing the use of USB 1.1 devices and cables with USB 2.0 host controllers.

### **Q3: Why do I get less drive capacity than reported on the package?**

Your drive's reported capacity will always be less than the capacity mentioned on the package. The accepted drive industry standard reporting capacity uses 1000 bytes per 1KB, i.e. 10GB = 10,000,000,000 bytes. However, operating systems use 1024 bytes per 1KB, i.e. 10,000,000,000 bytes = 9.5GB. So, your operating system will always report the capacity in GB to be less than the drive rated capacity. Also, some capacity is used up for overhead.

### **Q4: Can I use USB 2.0 Hi-Speed Device at the same time with USB 3.0 devices?**

Yes. USB 2.0 Hi-Speed devices can coexist with USB 3.0 devices.

### **Q5: Can I use this device with Windows 98 or Windows NT?**

No. This device requires Windows XP or above. All previous versions of Windows do not provide adequate level of support for USB. Microsoft has no plan to revise the USB driver support in older Windows platforms. Please upgrade your version of Windows.

### **Q6: Can I use this device with OS 9 & OS X?**

Yes. You must make sure you have a USB 2.0 card installed and driver loaded.

### **Q7: Should I update my driver?**

Yes, it is a good idea to always keep your drivers up to date. It is a good idea to check Microsoft's Windows Update website at <http://windowsupdate.microsoft.com> or Apple's website at <http://www.apple.com/support> for USB driver updates.

### **Q8: The device cannot be detected or is disabled (have yellow exclamation point next to the device name under the USB section in the Device Manager). What can I do?**

Please make sure you are logged in as the Administrator or a user with Administrator privileges in Windows in order to install new hardware and driver. Unplug the drive and then plug it back into the system. If you still see the yellow exclamation mark, first click on the device with the yellow exclamation point next to it to select it. Click on the **Action** menu at the top and choose **Uninstall**. Then click on **Action** menu and choose **Scan for hardware changes** to reload driver. Also please try upgrading your PCI host controller's or motherboard's USB drivers.

**Q9: Why does Windows keep asking for a driver when I plug the drive into a different USB slot or when I plug it through a USB HUB?**

Windows keeps track of your hardware device IDs and capabilities in the registry. Every time you change a device or slot, Windows goes through the installation step again.

**Q10: What file system is the FlashBlu3 formatted in?**

FlashTrust uses the exFAT file system. It is compatible for use with both PCs and Macintosh computers. exFAT is compatible with Windows Vista/7/8/10/11 and Macintosh.

**Q11: Can I format the FlashTrust in HFS format?**

Yes. However, it is better to leave the FlashTrust's file system as exFAT for the best compatibility.

**Q12: The FlashTrust's drive icon does not show up. What can I do?**

Try unplugging the FlashTrust from the system and plugging it in again. Also please upgrade your USB PCI host controller or Card Bus driver.

**Q13: After following all the troubleshooting tips, the device still does not work. What can I do?**

Please check with your computer or motherboard manufacturer for any USB driver fix. Certain USB chipsets have known compatibility issues; please check with them for any updates. Also, please go to Windows Update to check for any update to the Microsoft USB driver. You might also want to update your Bios to the latest version. Please contact your motherboard's manufacturer for help with that. If you still have a problem you cannot resolve, please contact Kanguru Technical Support at 1-508-376-4245, option 2.

## 5. Cleaning and Maintenance

- This drive is an electronic device. It needs careful handling and use.
- Keep the drive free from dust and other contaminants.
- Keep liquid and moisture away from the drive.
- Clean the exterior by wiping it with a soft dry cloth. Cleaning agents can damage the surface of your drive.
- Do not drop the drive. You may damage the internal components.
- Do not try to open the drive to repair it yourself. There are no serviceable parts inside. You might be exposed to dangerous voltage. You will also void the device's warranty.

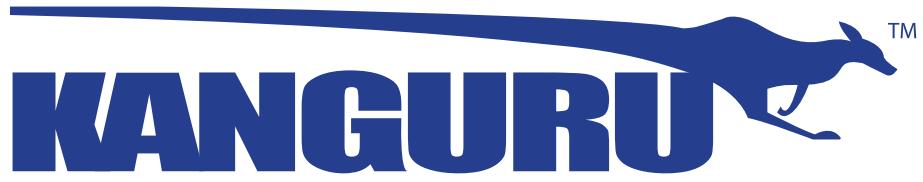
## 6. WARRANTY

Kanguru Solutions guarantees that every Kanguru Flash Trust will be free from defects in workmanship and materials for 3 years from the date of purchase. This warranty does not apply if, in the judgment of Kanguru Solutions, the product fails due to damage from handling, accident, abuse, misuse, or if it has been used in a manner not conforming to the product's instructions, has been modified in any way, or the warranty labels have been removed. If the product proves defective during this warranty period, call Kanguru Solutions Technical Support in order to obtain a Return Material Authorization required for service. When returning a product, mark the RMA number clearly on the outside of the package, and include a copy of your original proof of purchase. In no event shall Kanguru Solutions' liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential software, or its documentation. Kanguru Solutions offers no refunds for its products after 30 days of purchase. Kanguru Solutions makes no warranty or representation, expressed, implied, or statutory, with respect to its products or the contents or use of this documentation and all accompanying software, and specifically disclaims its quality, performance, merchantability, or fitness for any particular purpose. Kanguru Solutions reserves the right to revise or update its products, software, or documentation without obligation to notify any individual or entity.

## 7. TECH SUPPORT

If you experience any problems installing your Kanguru product or have any technical questions regarding any of our products, please call our tech support department. Our tech support is free and available Monday thru Friday, 9am to 5pm EST.

Call 1-508-376-4245  
Or visit our website at [www.Kanguru.com](http://www.Kanguru.com)



Kanguru Solutions  
1360 Main Street  
Millis, MA 02054  
[www.kanguru.com](http://www.kanguru.com)

05.22.14 v.1.1 © 2014 Kanguru Solutions

Legal terms and conditions available at [www.kanguru.com](http://www.kanguru.com). Please review and agree before use. Thank you.