

Passport Cameras: How-To Repair Toshiba® FlashAir Wireless LAN SD Cards

Contents

- Overview 3
- Formatting the Card Using the Camera..... 3
- Formatting the Card Using the Toshiba FlashAir Tool 3
- Contact DNP IAM Technical Support 6

Overview

When pictures are deleted from the Toshiba® Flash Air Wireless LAN SD FlashAir cards using the Delete button or the Delete feature in the main menu, the FlashAir cards can become corrupt. This causes problems transmitting the pictures to the printer. It can also render the card unusable.

The camera software does not respect the file allocation table of the FlashAir card so that when a picture is deleted, part of a configuration file can be deleted as well. Without the configuration files, the Wireless LAN functionality of the card will be damaged. This damage can be repaired by formatting the card using the camera or a free utility from Toshiba.

ATTENTION:

Formatting the FlashAir card deletes all recorded data. The data is unrecoverable. Before doing the following operations, back up any data/photos to a computer or other storage media.

Formatting the Card Using the Camera

1. Press the **Menu** button.
2. Scroll **DOWN** using the **Control** button  to the **Settings**  icon and press **Select**, which is in the center of the **Control** button.
3. Press the **LEFT** side of the **Control** button to move to the sidebar menu.
4. Scroll **DOWN** to **Memory Card Tool**  or **Internal Memory Tool** .
5. Press the **RIGHT** side of the **Control** button to move to the submenu.
6. Select **Format** and press **Select**.
7. Select **OK** and press **Select**.
8. Press **Menu** to exit to exit.
9. The FlashAir Wireless LAN card is ready to be used.

Formatting the Card Using the Toshiba FlashAir Tool

1. Download the FlashAir Tool from the Toshiba website. It is available in Windows and Mac versions. The steps shown here are for the Windows tool, version 3.00.
2. <http://www.toshiba.co.jp/p-media/english/download/wl/software02.htm>
3. Install the downloaded file by double-clicking it and following the prompts.

NOTE:

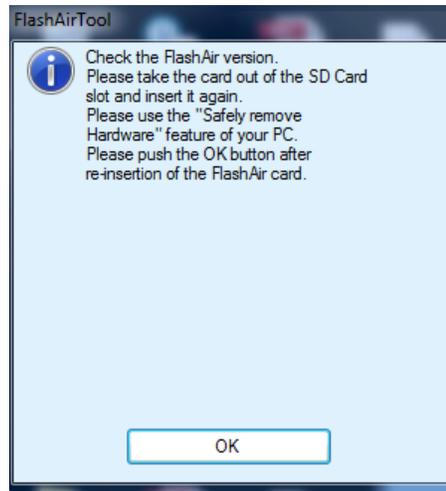
Once the FlashAir tool is installed, you can select  from the main FlashAir dialog for more information and help with the application.

4. Plug the FlashAir card into the computer or card reader. Depending on the operating system of the computer and its settings, an Autoplay dialog may open whenever the card is inserted. It is not needed and should be closed.
5. Launch the tool. The program will first check the version of the FlashAir card. It will then open the FlashAir Tool dialog. A second dialog box for setting up the wireless network settings may also open. This is not necessary so it can be closed.

- If the application cannot find the card, it will prompt for the drive in which the card is inserted. Use the drop-down to select the drive and then click **OK**.



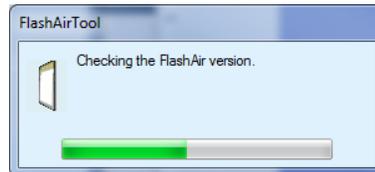
- The application may prompt to have the card removed and reinserted so that it can check the FlashAir version of the card. Follow the instructions on the dialog box and then click **OK**.



NOTE:

After removing the card, wait five seconds before reinserting.

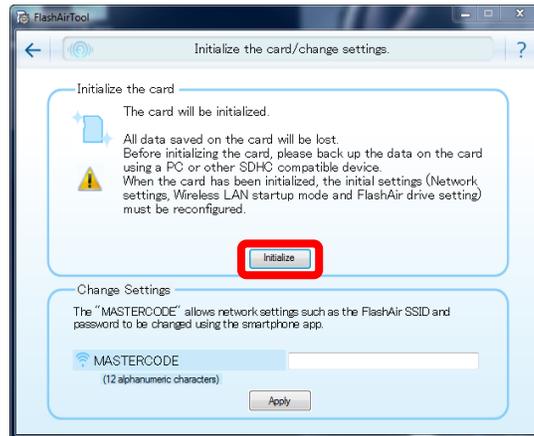
- The FlashAir tool will always check the FlashAir version and will display the following progress bar. This may appear several times and at different points during these first steps.



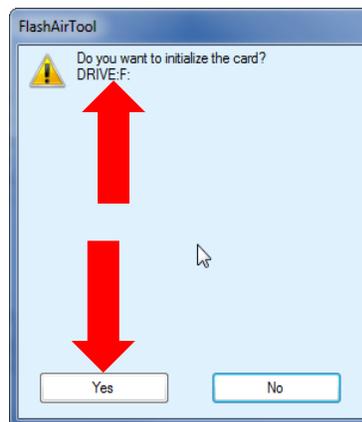
- When the FlashAir Tool is displayed, it will go to the **Initialize the card/change settings** option if it detects that the card needs to be formatted. If the tool stops on its main screen, select the **Initialize the card/change settings** option.



10. When the Initialize the card/change settings dialog opens, click the **Initialize** button in the Initialize the card section. Leave the **MASTERCODE** in the Change Settings section blank.



11. Verify that the correct drive letter is displayed and then click **Yes**. A progress bar will be briefly displayed.



12. When the initialization is complete, a success message will appear. Follow the instructions in the message before selecting **OK**.



13. Close the FlashAir tool using the **X** in the upper right.

The FlashAir Wireless LAN card is ready to be used.

NOTE:

After formatting the FlashAir card, the FlashAir card will need to be setup using the ID400 passport printer as either a printer or camera card. This will configure the network settings on the card.

Contact DNP IAM Technical Support

If you are still experiencing issues, contact DNP IAM using one of the following methods:

Phone: 1-855-367-7604

Email: dnpsupport@dnp.imgcomm.com

Weekday Hours: Monday-Friday 9am EST – 6pm EST

Weekend Hours: Saturday and Sunday Closed