Thank you for your purchase. We hope once you receive the Tasyl USB OTG cable that all works well with your devices.

This document has been created to help customers troubleshoot the issue when connecting a "USB Flash Drive" to a Phone/Tablet/computer because different Operating systems handle USB Flash Drives differently!
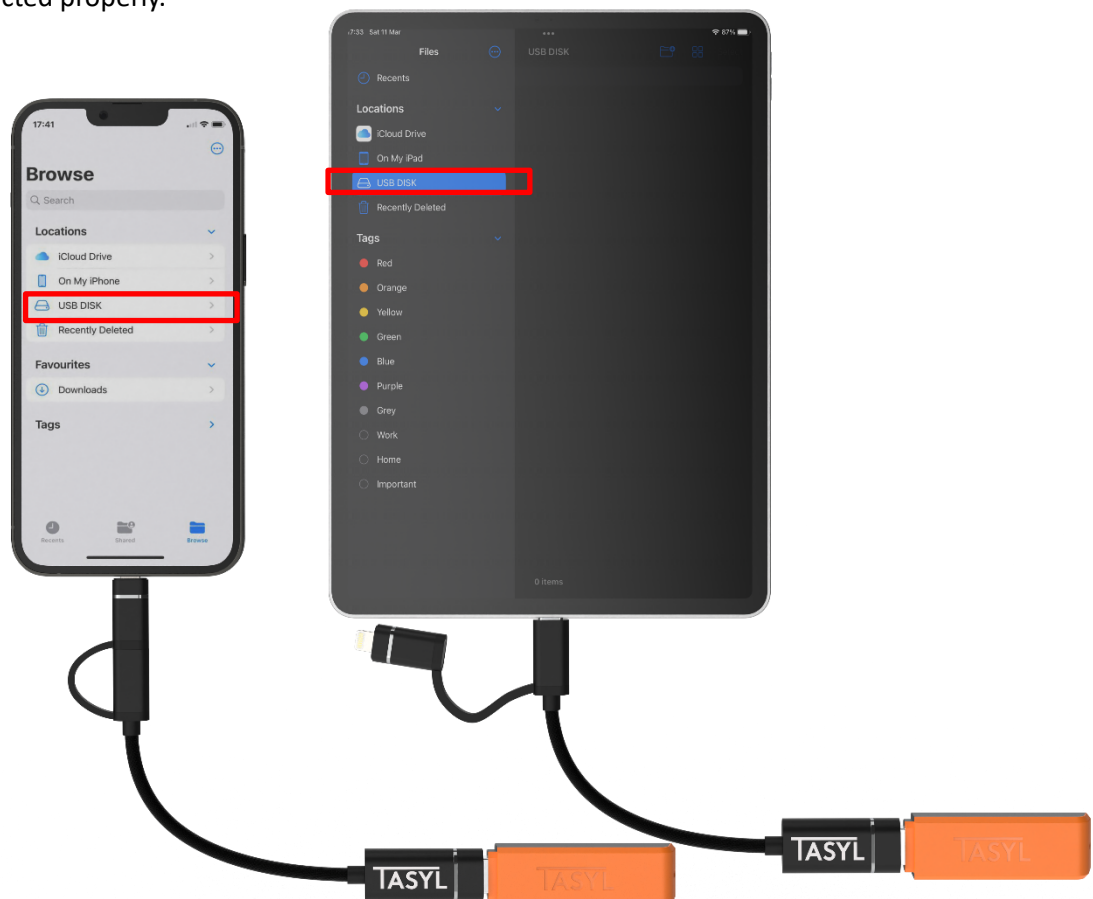
Please note that you cannot use the Tasyl 2in1 and 3in1 OTG adapter cables which don't have a charger port to connect high current devices like Solid State Drives (SSD) or Hard Disk (HDD) to a phone or tablet as they cannot supply the high current needed for these to work. You can ofcourse use the Tasyl 2in1 and 3in1 cable to connect SSD and HDD to a Macbook or Windows computer.

The Tasyl OTG Adapter cables have been tested to work well with a 1TB SSD USB Flash Drive (Upto 1000 MB/s read write speeds) and iPhone or iPad (ios 13+) or Mac (Intel & M1 based) or Samsung S22 phone or Windows 11 laptop etc.

>>>> Please make sure the silicone case or so of your Phone/Tablet is not causing obstruction in physical connection of Adapter cable.

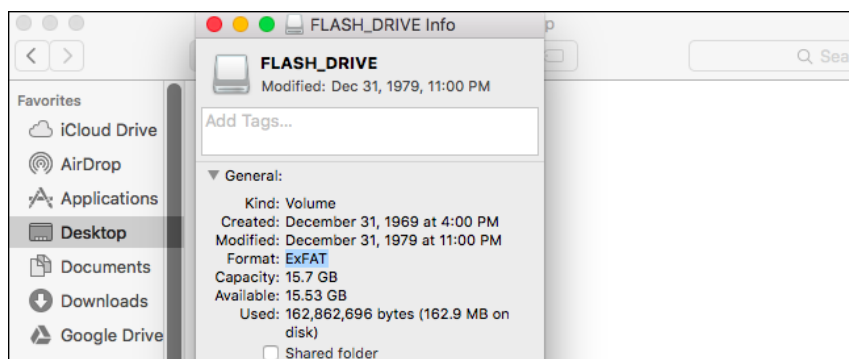## 1) USB Flash Drive not detected by my iPhone/iPad? No notification on iPhone/iPad?

You will need to install the freely available "Files App". Once installed and when you connect a flash drive (Up to 1TB) to your iPhone/iPad then you'll see the drive visible in the Files App. Because of the way iOS handles USB devices this is the only way to detect if flash drive is connected properly.
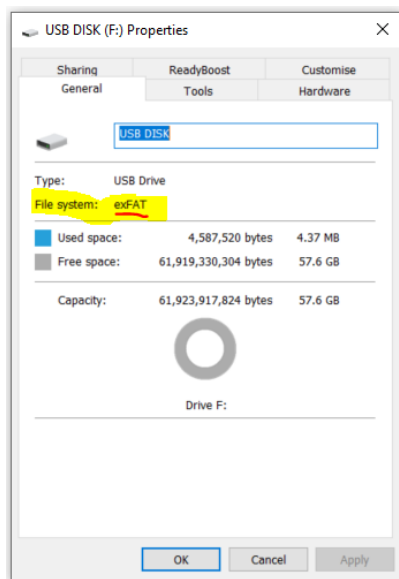
TASYL

2) USB Flash Drive "not" visible on Files App or shows up as "Unknown" on my iPhone/iPad (Also for USB Pen Drive not working on Mac)?

- Tasyl USB Flash Drives are already formatted with the correct file system (FAT32 or exFAT) etc so that they work with Phones and computers seamlessly.

- If you use non-Tasyl Flash Drives then please make sure that your flash drive is less than 1TB capacity and also that it's in "FAT32" or "exFAT" format. NTFS file (Windows) format doesn't work reliably on mobile devices.

- You can check the file format of your flash drive by checking the properties or so of your drive when connected to your computer.

    This is how you check the format of your flash drive on Mac →

This is how you check format type of your USB Drive on Windows → (Right click on USB Disk on windows explorer and select "Properties") →

<u>**Solution:**</u>

Step 1: Backup any contents of your USB Flash Drive to your PC/Mac.

Step 2: Format your flash drive to "FAT32" or "exFAT" format. There are plenty of video tutorials etc available on the web to do this very easily.

Step 3: Now connect your flash drive to your iPhone/iPad and USB Disk should now be visible on the Files App. Try a different USB Flash Drive (FAT32 or exFAT format) if this doesn't work either.

3) How do I know if usb flash drive detected by my Android Phone/Tablet?

You will notice a message pop up on your Samsung or Google or other Android Phone or Tablet when USB Flash Drive connected and it will look something like this (No special App needed) →

4) On my Android Phone/Tablet I can't see the Flash Drive being detected or comes up as "Unknown"?

This has to do with the format of your Flash Drive. <u>Please refer to 2) above</u> for a fix for this.

➔ Please watch the video we have uploaded to for a detailed instructional video of transferring data to and from an iPhone (Same steps to be used for iPad).

➔ If you still face issues then please help by contacting us by following these steps: Click on "TASYL" here ->

Then click on this yellow button ->