

## **Luxio USB FAQ**

**Q:** Why does my Luxio appear as two different drives in Windows Explorer?

**A:** The Luxio has separate secured (encrypted) and unsecured partitions. These two partitions will appear as two different drive letters in Windows Explorer. You can set the size of each partition when you format the Luxio.

**Q:** I forgot my password. Can I still access my encrypted files?

**A:** If you know the answer to your security question hint you can still access your encrypted files. If you forgot both your password and your security hint, there is no way to access your encrypted files.

**Q:** Will encrypted files be automatically erased after a number of unsuccessful password attempts?

**A:** Yes. After five consecutive incorrect password attempts the Luxio will automatically reformat itself and all data on the Luxio will be lost. This feature helps protect your data should your Luxio be lost or stolen.

**Q:** Why does my Luxio drive show up as only a 10MB drive in Windows Explorer?

**A:** Most of the capacity of your Luxio is probably assigned to the secure (encrypted) drive partition. The Luxio is normally partitioned as two separate drives, and you can control the size of the secured (encrypted) and unsecured partitions. To access the rest of the storage capacity find the secure Luxio drive in Windows Explorer and login by entering your password.

**Q:** Can I change the partition sizes without logging in?

**A:** No. You must first disable the password before you can change the partition sizes. When you change the partition sizes the Luxio will be reformatted and all data on it will be lost. Backup any important data before formatting or changing partition sizes.

**Q:** I reformatted my Luxio, but now it doesn't show up at all in Windows Explorer. Why not?

**A:** Close, and then reopen Windows Explorer. If the Luxio still does not appear then eject the Luxio from the USB port then reinsert it.

**Q:** Why can't I copy large 5GB+ files onto my Luxio?

**A:** The Luxio is preformatted with a FAT32 file system, which only supports files up to 4GB. To save files larger than 4GB you will need to reformat your Luxio using the NTFS file system.

**Q:** How do I change File Format to NTFS or FAT32

**A:** First, be sure to back up all data onto another drive.

Open a My Computer window. Right-click on the drive letter for the Luxio. Click Properties. In the Properties window click the Hardware tab. In the list of all disk drives click on the Luxio, then click the Properties button. In the Device Properties window click the Policies tab. Select Optimize for performance and click OK twice to close both windows.

Now open a My Computer window. Right-click the drive letter for the Luxio, then click Format. In the Format window you can select either NTFS or FAT32 file format, then click Start to format the Luxio.