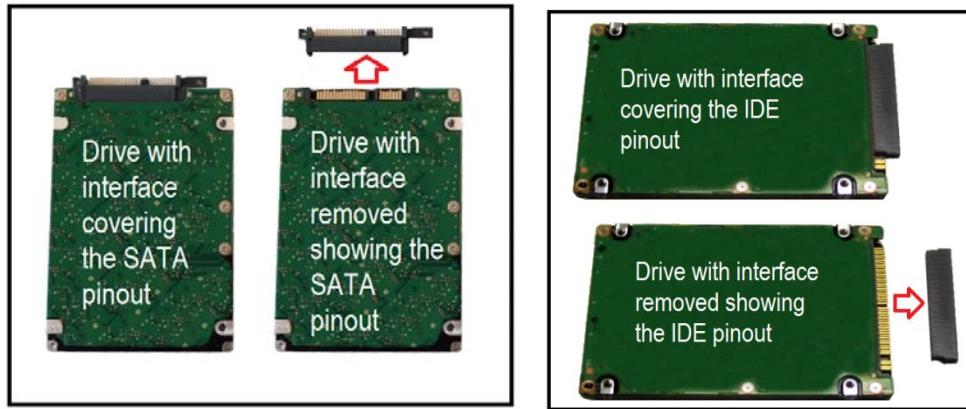




Frequently Asked Questions

CB-ISA225-U3 - IDE/SATA TO USB 3.0 Adapter

1. Will the CB-ISA225-U3 work with my Windows 8, 8.1, 10 or Mac OS X (10.6 or newer)?
Yes, it will work correctly.
2. Does this device require any drivers?
No, this device will not need any drivers if you are using XP or newer OS. It is all built into the Operating Systems. All current Operating System (Windows XP, 7, 8, 8.1, 10, OS X 10.6 or newer, and latest Linux) comes with native USB Mass Storage drivers already built-in. You just have to power ON the unit and the system will detect a USB device connected and load the correct drivers for you.
3. Can I connect my CB-ISA225-U3 to my USB 2.0 or USB 1.1 port?
Yes, the USB 3.0 connector is backward compatible with USB 2.0 and USB 1.1 port, but it will run slower. It will work better with USB 3.0 ports.
4. I took a hard drive out of an older notebook but the interface is different from what is available to connect the adapter, how can I get it to work?
Some notebook manufacturer uses an adapter interface (see below pictures) to connect the hard drive to the notebook. If you remove the adapter interface you will see the standard SATA or IDE pinout to connect to this CB-ISA225-U3 adapter.



5. How do I get power to the 2.5" IDE hard drive when there is no power connector?
The 2.5" IDE hard drive gets its power from the USB 3.0 port. The power from the USB 3.0 port is sufficient to get the 2.5" IDE drive to work correctly.
6. If I do not have a USB 3.0 port, can I still use a 2.5" IDE hard drive with the CB-ISA225-U3?
Yes, you can use a USB 2.0 powered HUB that will provide sufficient power to the 2.5" IDE hard drive to work correctly.
7. Can I use the CB-ISA225-U3 as a boot device?
No, it will not work as a boot device.
8. I am not seeing my hard drive in the list of drives in the Windows Explorer, but the drivers have successfully installed. What am I doing wrong?

You will have to go to your Disk Management (Windows) or go to Disk Utility (Mac). Once in there, you should be able to determine if the hard drive is readable.

9. Why is Windows Operating System asking me “Do you want to format this drive”, I have important data on the drive that I want to retrieve? What can I do?

If you have important data on the hard drive, do not format the drive. Windows OS tries to read the data and could not read it due to file corruption or unknown format; it will then ask if you want to format this drive. Please answer NO and use data recovery software to recover your data.

10. Can this CB-ISA225-U3 read other file systems format?

The CB-ISA225-U3 can read other file systems format IF the computer it is connected to can read the format of the drive.

Example:

- If this hard drive was using Windows OS, the common file system is NTFS. If you connect this drive to a newer Windows OS system, it can read and write to it.
- If this hard drive was using Windows OS, the common file system is NTFS. If you connect this drive to a Mac OS X (10.8 and newer) system, it can only read but cannot write to it.
- If the drive was used in an OS X system, the common file system is HFS or HFS+ (extended Journal). If you connect this drive to a Windows system it will never read from it because the Windows cannot read HFS or HFS+ file system.

11. My old computer cannot boot and I took the drive out. I then connect it to the CB-ISA225-U3 adapter and try to retrieve the data using my new computer and it is saying “access denied”. What is wrong?

Due to security reason built into your new computer, you do not have rights to the data on the old computer. You can access the data by taking ownership of the data so that you can get your data back. Search online for help with “take ownership of files or folders”. This has nothing to do with this CB-ISA225-U3 adapter, it tells me the adapter is working correctly.

12. Will the CB-ISA225-U3 work with Advanced Format (4Ksector) Drive?

Yes, it will work correctly with Advanced Format (4K sector) Drives except for native 4K drive.

13. My computer crash and I cannot boot to Windows. Can I use this CB-ISA225-U3 to retrieve the data on the hard drive?

It depends on the cause of the computer crash. If the crash is caused by other problem not related to the hard drive, you should be able to retrieve the data. This CB-ISA225-U3 can assist with the help of a DATA recovery program to recover the data. If it is caused by the hardware (physical damage) of the hard drive, you may NOT be able to retrieve any data using the CB-ISA225-U3.

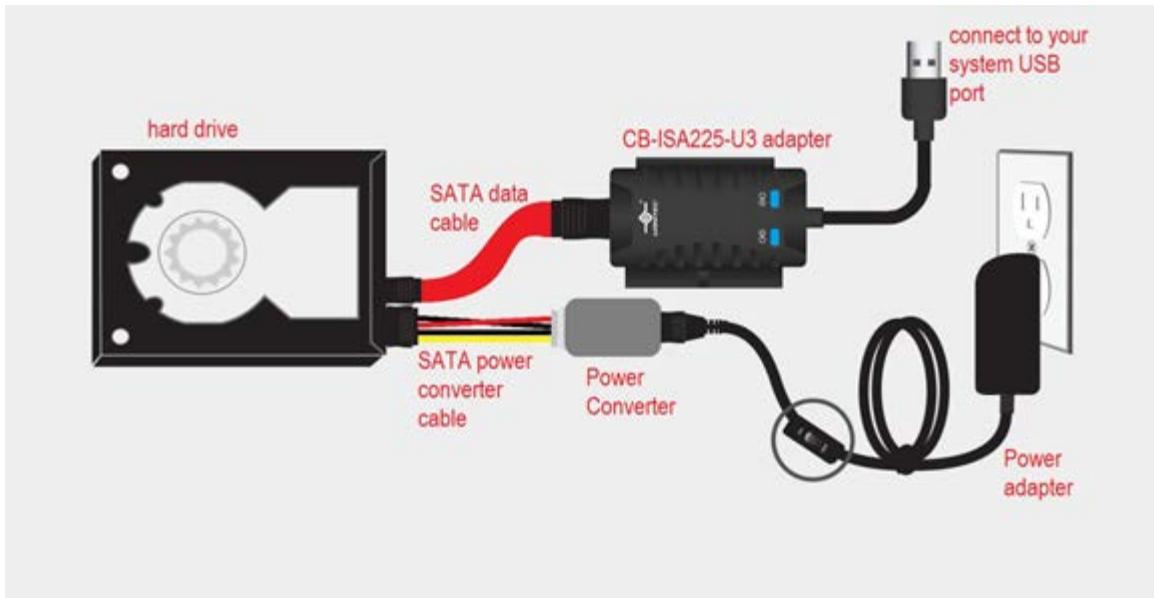
14. I have other questions that are not listed here, what can I do?

You can email our support team at support@vantecusa.com

HOW TO SETUP YOUR CB-ISA225-U3:

FOR SATA (2.5" or 3.5") drive:

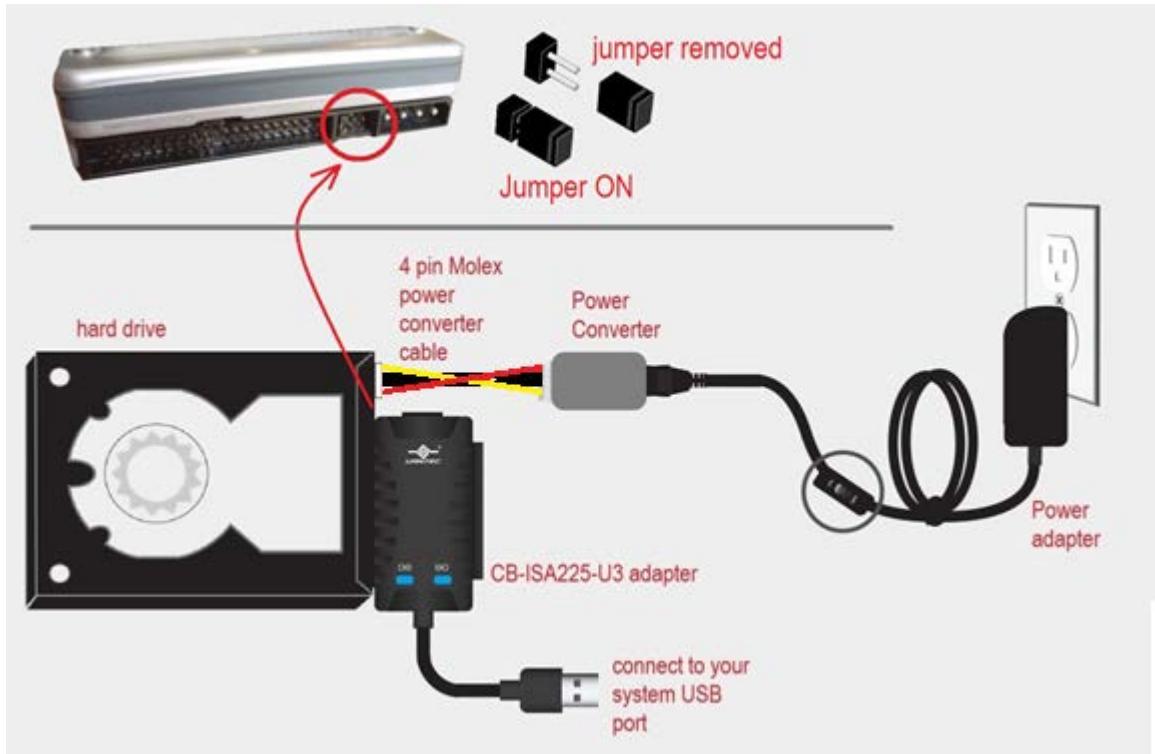
- Have everything disconnected
- Reboot the computer
- Follow the picture and make sure the hard drive is secure and properly connected to the device. Some of the plugs are keyed to prevent plugging the wrong way. Please look carefully and connected it the right way. The wrong connection may damage the drive and adapter kit. **Do not connect the USB to the computer for now; it will be mention in the next step.**



4. After you have plug the Power adapter into the wall, Turn ON the power switch and let the hard drive spin up for about 20-25 seconds. (You should be able to hear the hard drive spin up).
5. Make sure it is spin up to speed before you connect the USB to the computer. Once connected to your computer, the Blue LED (2) on the adapter will be ON.
6. Wait while the computer detects the device and automatically install USB drivers. (Sometime older drives may take as long as 45 seconds to be detected)
7. Once the drivers are installed, the computer should see the hard drive in Windows Explorer. (for Mac [OS X], you should see a USB icon of the drive on the desktop)
8. If drive did not show in Windows Explorer or My Computer, look into the Disk Management to see if the physical drive is there. (For Mac, if the drive does not show on the desktop with a USB icon, look into the Disk Utility to see if it is there). If the physical disk shows in disk management or disk utility, this adapter kit is working correctly, it may be your drive's file system that was corrupted as a result you cannot read the drive in Windows Explorer.

FOR IDE (3.5") drive:

1. Have everything disconnected
2. Reboot the computer
3. For 3.5" IDE drive, there are jumpers on the drive that may need to change for it to work correctly with this adapter. Check the instruction on the label of the drive, it should show the jumper setting for a different setup like Master, Slave, CS (Cable Select) setting. Make sure the hard drive is set into MASTER Drive Mode only. Sometimes in very rare cases, using **MASTER Drive Mode** is still not working correctly; you should try **Slave only** or **Cable Select** Mode.
4. Follow the picture and make sure the hard drive is secure and properly connected to the device. **Do not connect the USB to the computer for now; it will be mention in the next step.**

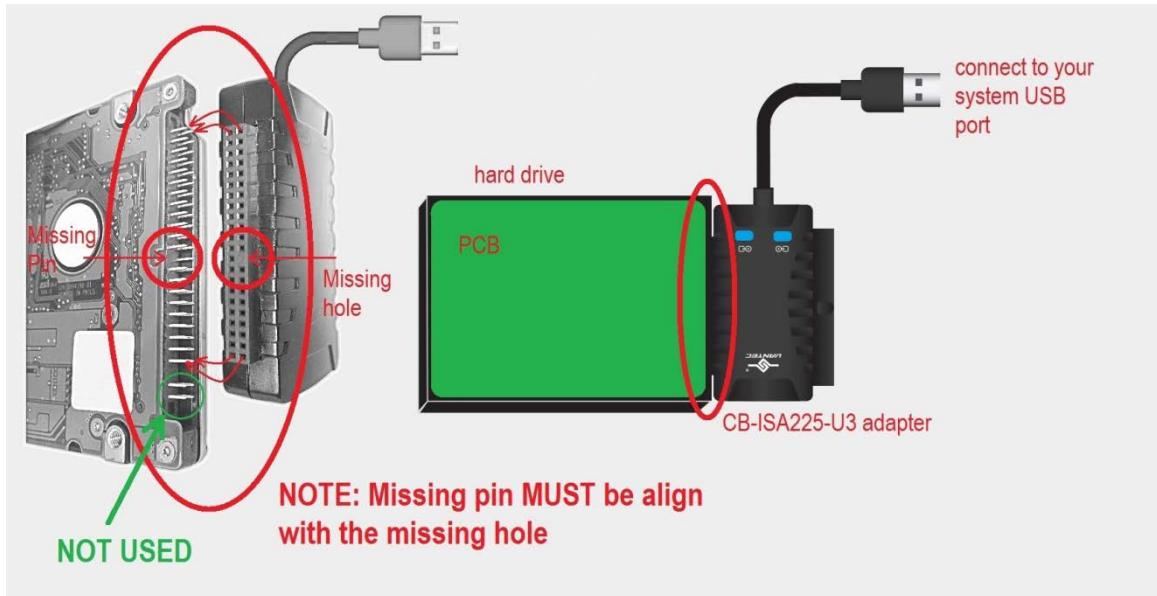


5. After you have plug the Power adapter into the wall, turn ON the power switch and let the hard drive spin up for about 20-25 seconds. (You should be able to hear the hard drive spin up).
6. **Make sure it is spin up to speed before you connect the USB to the computer.** Once connected to your computer, the Blue LED (2) on the adapter will be ON.
7. Wait while the computer detects the device and automatically install USB drivers. (Sometime older drives may take as long as 45 seconds to be detected)
8. Once the drivers are installed, the computer should see the hard drive in Windows Explorer. (for Mac [OS X], you should see a USB icon of the drive on the desktop)
9. **If drive did not show in Windows Explorer or My Computer, look into the Disk Management to see if the physical drive is there. (For Mac, if the drive does not show on the desktop with a USB icon, look into the Disk Utility to see if it is there). If the physical disk shows in disk management or disk utility, this adapter kit is working correctly, it may be your drive's file system that was corrupted as a result you cannot read the drive in Windows Explorer.**

FOR IDE (2.5") drive:

1. Have everything disconnected
2. Reboot the computer
3. For 2.5" IDE drive, connecting it right is VERY IMPORTANT because the power pin is part of the 44 pin connection. **The wrong connection will damage the disk instantly once plugin.** Please be very careful. The picture below shows the interface of the drive and adapter. There are two sets of pins, a 4 pin and a 44 pin. The CB-ISA225-U3 adapter uses only the 44 pin. The 4 pin is **NOT USED**. On the CB-ISA225-U3 adapter, the interface of the 44 holes, one is plugged that is keyed

to avoid wrong connection. On the drive side, there are 44 pins with one missing pin. **Make sure the plugged hole is aligned with the missing pin.** If you are still not sure, please write or call us for assistance.



4. Follow the picture and make sure the hard drive is secure and properly connected to the device. **Do not connect the USB to the computer.**
5. Since 2.5" IDE drive is using power from the USB port, you do not need to connect the power adapter, but please use the USB port that can provide the most power to the drive. A USB 3.0 port should have sufficient power for your drive, but if you are using a USB 2.0 port, a good way is to connect to a powered USB HUB if you have one. If not connect to the USB on the back of a desktop or tower system (avoid the front USB port).
6. Now connect the USB to the computer, once connected to the USB port the drive should spin up and the Blue LED (2) on the adapter will be ON.
7. Wait while the computer detects the device and automatically install USB drivers. (Sometime older drives may take as long as 45 seconds to a whole minute to be detected)
8. Once the drivers are installed, the computer should see the hard drive in My Computers. (for Mac, see a USB icon of the drive on the desktop)
9. **If drive did not show on explorer or My Computer, look into the Disk Management to see if the physical drive is there. (For Mac, if the drive does not show on the desktop with a USB icon, look into the Disk Utility to see if it is there). If the physical disk shows in disk management or disk utility, this adapter kit is working correctly,** it may be your drive's file system that was corrupted as a result you cannot read the drive in Windows Explorer.