

# FAQ 1 – Removing U3 Software from Your USB Drive

How-To: Access files & Uninstall the LaunchPad from U3 Pre-loaded Flash Drives (USB drives)

When this is applicable:

- You've purchased a new flash drive with U3 software preloaded onto it AND
- You can't get the files to open on QCC computers OR
- Your flash drive isn't recognized by QCC computers

To determine if your flash drive is recognized by a school computer, check the notification area of the taskbar for this icon. If you see this icon, then you know that the computer recognizes your flash drive.



1. If your flash drive is not recognized on the QCC computer, re-boot the computer. Usually, the flash drive will be recognized after re-booting.

2. If you still don't see the icon in the notification area, double-click the My Computer icon.



3. Locate the Removable Drives. If the U3 software is loaded on your flash drive, you will see 2 removable drives. On the QCC computers, they usually show as drives *F* and *G*. At home, they may show as drives *E* and *F* if your hard drive is labeled *C*.

4. Your files are actually on the latter drive. In other words, in the computer lab, you will see your files on the *G* drive while at home, you will probably see them on the *F* drive.

5. To access your files, right-click them and drag them to the desktop. You can work with your files from the desktop and re-save them to your flash or hard drive.

6. Alternatively, while your files are on the desktop, you may choose to remove the U3 LaunchPad software.

7. **Please note that removing the software will delete ALL of the files on your flash drive. Be sure to either move them or back them up before running the uninstallation package.**

8. If you choose to remove the software, you will need to go to the following URL:

<http://www.u3.com/uninstall/default.aspx>. Scroll to the bottom of the page and click the "Remove LaunchPad" button.

9. On the next screen, enter the *brand* of flash drive and the *reason* for removal.



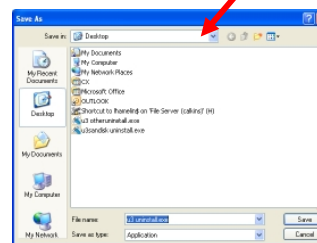
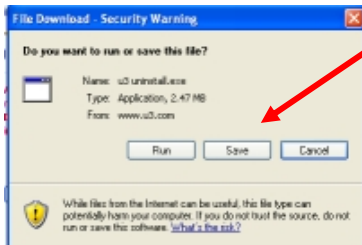
10. Click *Submit and Continue*.

11. The next screen will again give you the option of keeping the software or removing it. To remove it, click the *download* button.



Download the Uninstall Application

12. You will be given the option to *Run* or *Save* the program. Choose *Save* and *Desktop* as the Save location.



13. **With your flash drive in a USB port**, double-click the application icon. The application will launch, look for your flash drive (This might take a few minutes.) and will remove the U3 software. Follow the instructions carefully. Generally, you will need to remove your flash drive and then re-insert it for the uninstallation to complete. After completing the uninstall, click the notification bar icon again before removing your flash drive.

