

2.5" SATA SSD

SATA SSD Can't Detect
(Windows)

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1. Troubleshooting

2. Check SSD in BIOS
3. Load Optimized Defaults
4. Change Drive Letter and Paths
5. Update the latest driver
6. Partition and Format

1. Troubleshooting

1. Remove, re-plug, reset, and double-check the connector and power to see if the drive is there?
2. Plug SSD into another SATA connector?
3. Try SSD in a different system if possible.
4. If you have another same type SSD, you can install it to dig out if the issue is coming from the system or SSD
5. If you have a USB to SATA external enclosure, please install and initiate/partition it to see if the SSD can work properly.

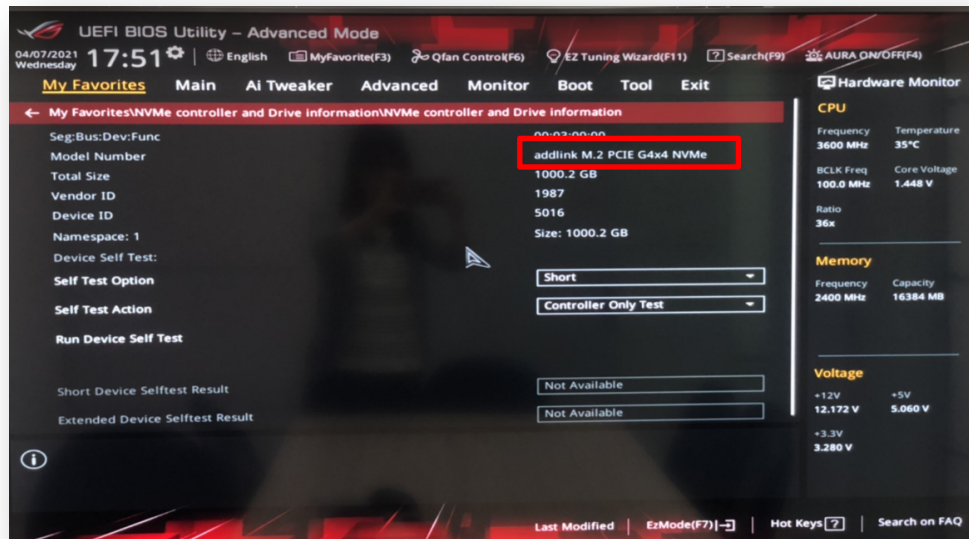
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2. Check SSD in BIOS

Check if the SSD can be detected in PC (BIOS)

Power on the computer and press **“Delete”** or **“F2”** during the PC boot-up stage to enter BIOS to see if the SSD can be recognized.

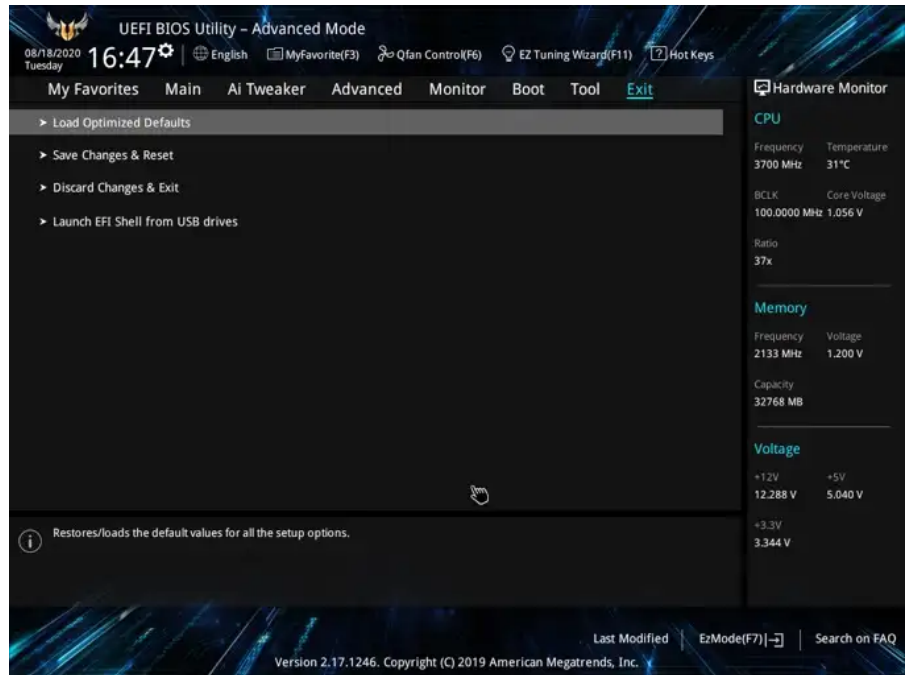


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3. Load Optimized Defaults

1. If you can see the SSD in BIOS but can't enter Windows OS, please **load Defaults** and **save the setting in BIOS**.
2. And then boot up the system again.

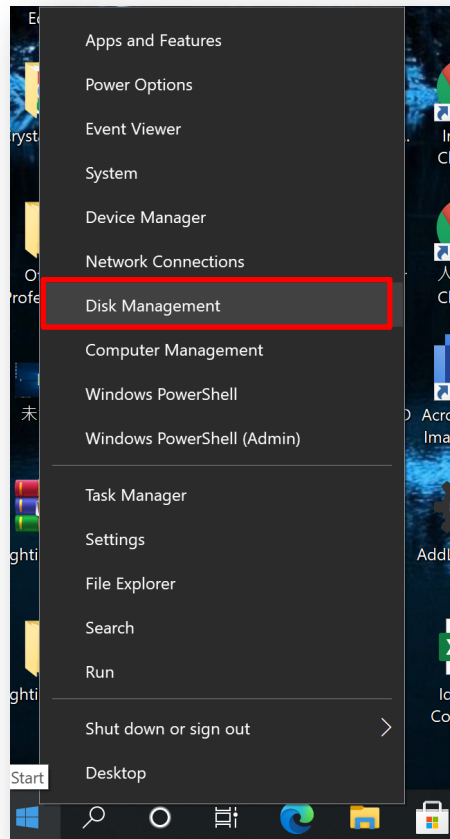


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4. Change Drive Letter and Paths

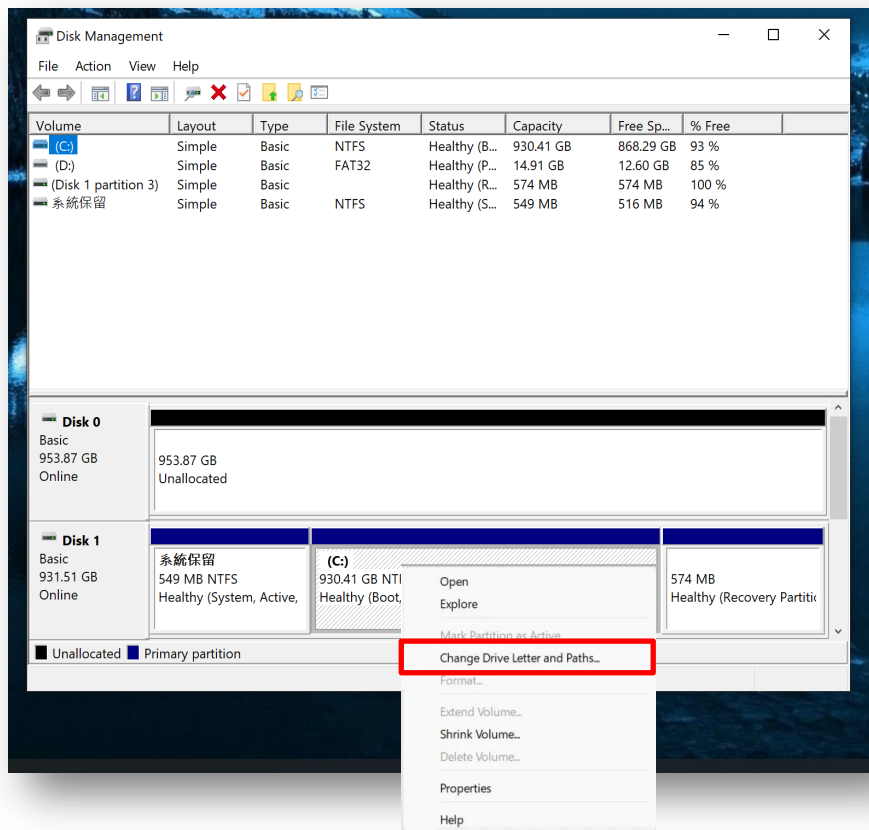
- 1. Right-click on Start**, the windows icon on the bottom-left of the screen. And Click [**Disk Management**].



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2. Right-click on the problematic SSD and **choose [Change Drive Letter and Paths]**.
3. Choose the Add option if the drive letter is not already assigned. And click on Change if the drive letter has already been assigned.
4. Click on the dropdown menu and choose any letter you want for the SSD drive. Tap on OK.



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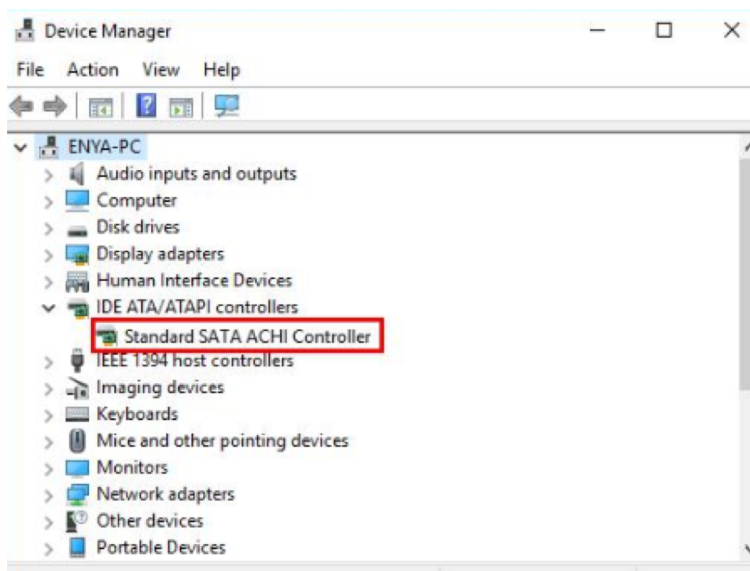
5. Update the latest driver

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5. Update the latest driver.

If you still can't enter windows, please insert the SATA SSD to be secondary storage and Update Drivers to Fix Not Responding SSD

1. **Right-click on your start button** then select **Device Manager** from the pop up menu.
2. Expand **IDE ATA/ATAPI controller** and **Right-click** the SATA Controller
3. Select the **Properties**
4. Then Click the **Driver** tab and Click **Update Driver**



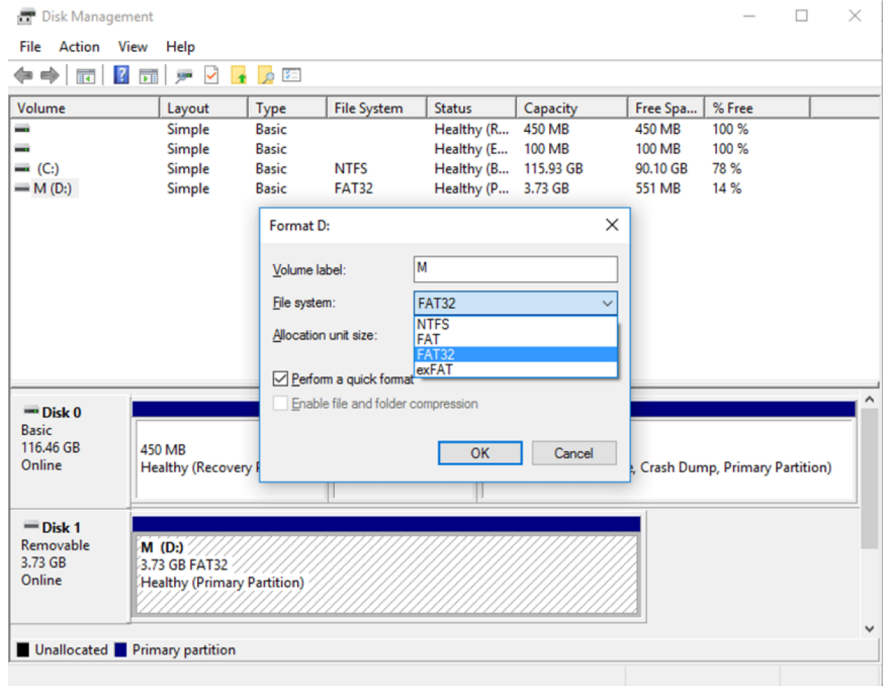
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6. Formatting as a last resort

1. If the error “the file directory is corrupted and unreadable” has not been resolved by any of the previous methods, then you have one way out: formatting.
2. In Disk Management, select your removable device with the right mouse button. Now click on Format and follow the recommendations of the Wizard. Afterward, do not forget that the computer will need a reboot.



HEADQUARTER

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