

addlink Internal SSD FAQ  
SSD Can't be detected



## **Internal SSD FAQ**

### [Troubleshooting – Connector/ System](#)

Check SSD in BIOS

Check SSD in Windows

Partition and Format

## **Troubleshooting – Connector/System**

1. Remove, re-plug, reset and double check the connector and power on to see if the drive is there?
2. Try to plug SSD to another M.2 NVMe or 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 system or SSD
5. Check that your system has the latest BIOS (PC) installed.

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Connector/ System

[Check SSD in BIOS](#)

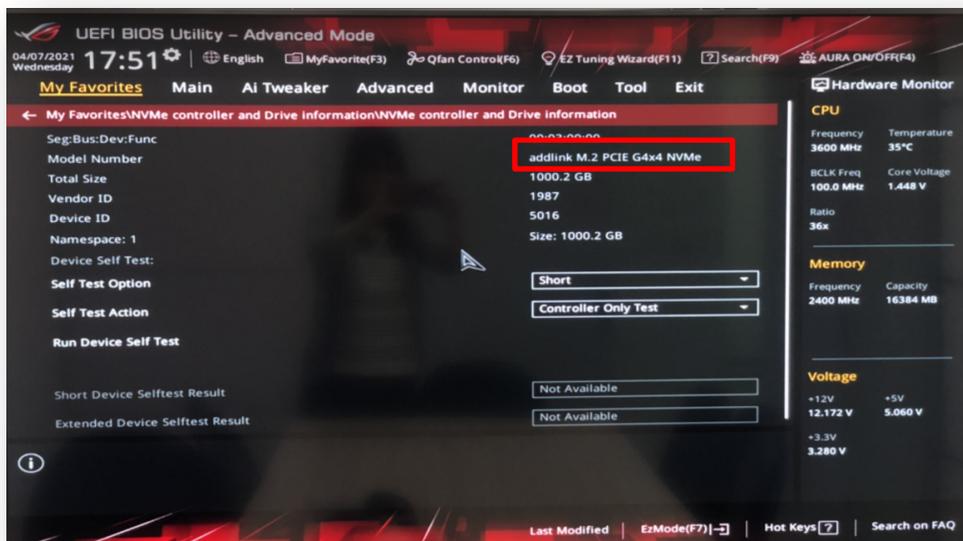
Check SSD in Windows

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## Check SSD in BIOS

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

**Power on** the computer and press **“Delete” in your keyboard** and enter to BIOS to see  
If the SSD is there?



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Troubleshooting –  
Connector/ System

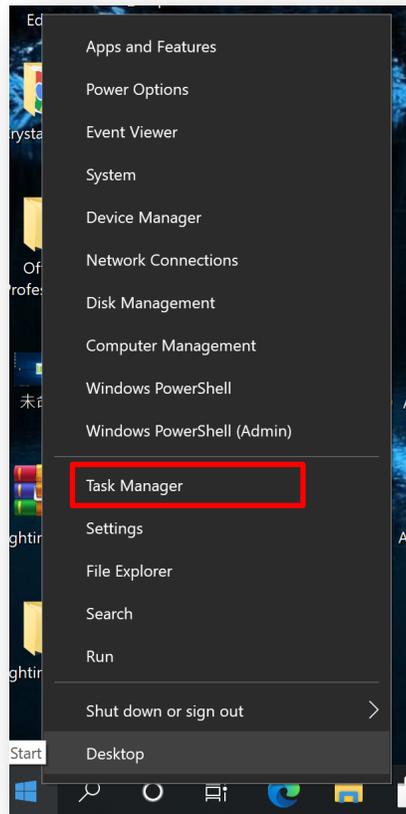
Check SSD in BIOS

[Check SSD in Windows](#)

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## Check SSD in Windows

1. **Right-click on Start**, the windows icon on the bottom-left of the screen
2. Find **[Task Manager]** and open it



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Connector/ System

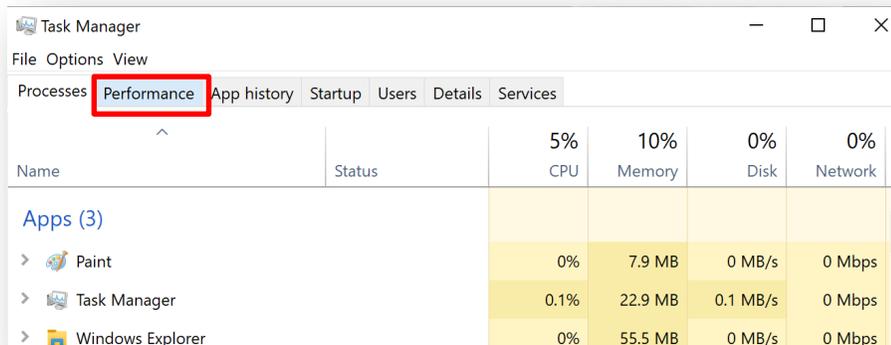
Check SSD in BIOS

[Check SSD in Windows](#)

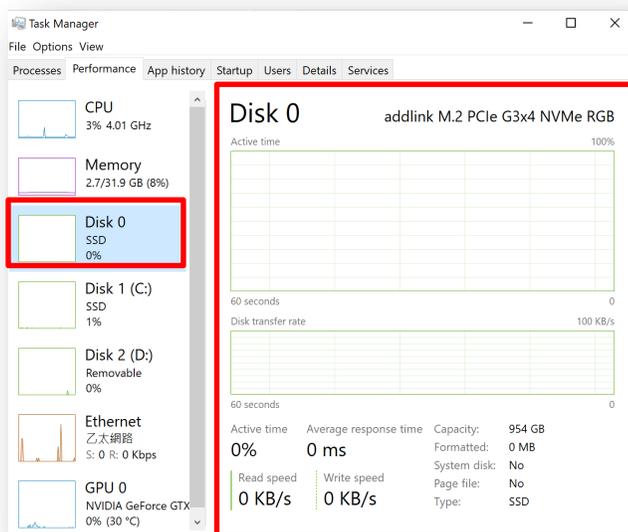
Partition and Format

## Check SSD in Windows

1. In Task Manager, Choose **[Performance]**



2. You can see if you SSD can be detected in Windows



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[Partition and Format](#)

# Partition and Format

If just purchase a new SSD, you probably need to do the partition and format in advanced.

### Caution

The Instructions are designed to help repartition and format an SSD. This process is data destructive and cannot be undone.

**After this procedure all the data on drive will be lost!!!**

addlink is not guarantee the data stored on your SSD under any circumstances.

## SSD Enclosure FAQ

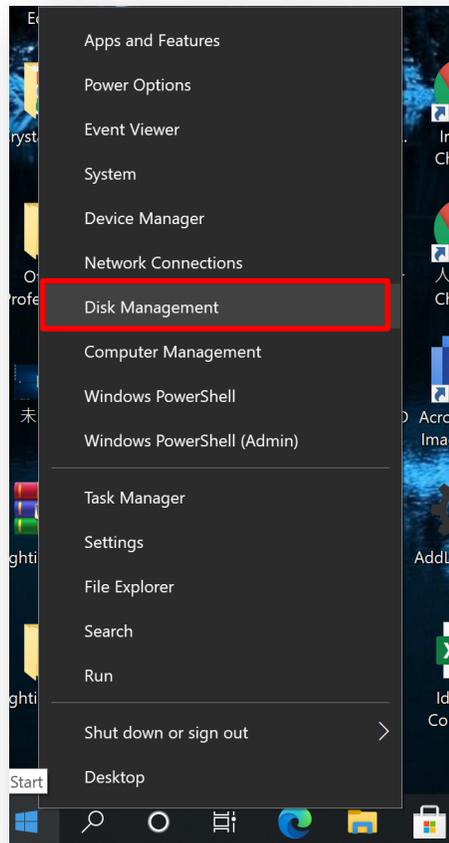
Compatibility  
Speed  
Operating  
File System  
Format

## On Windows 8.1/10

Q1. How to Partition and Format on Windows (8.1/10)

Answer:

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



## Internal SSD FAQ

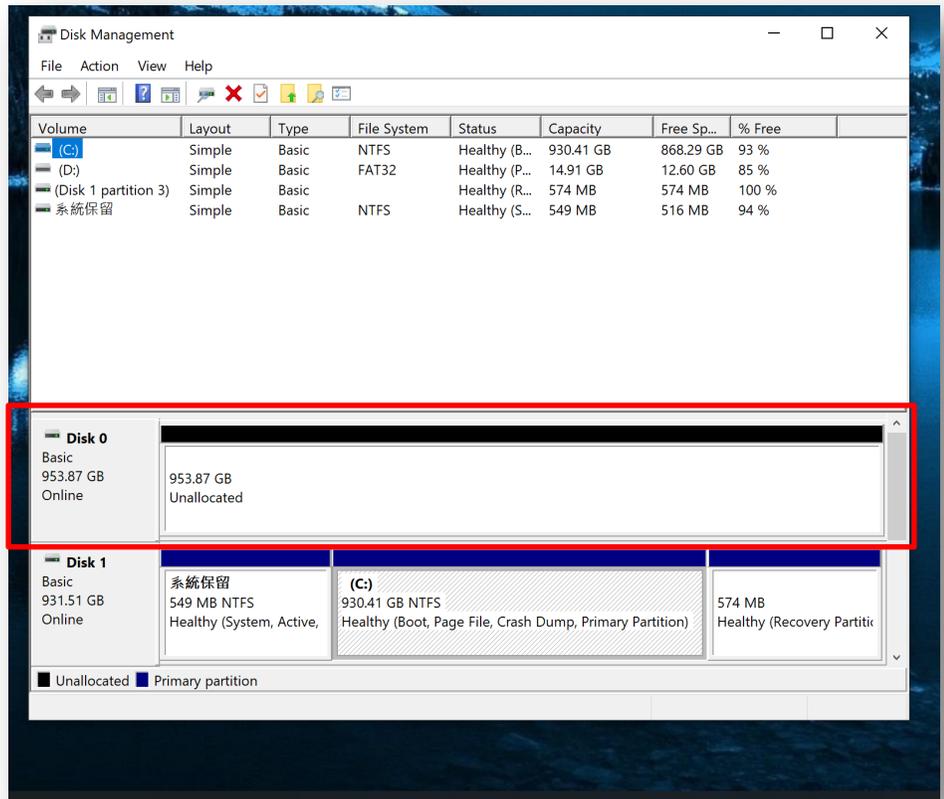
Troubleshooting –  
Connector/ System

Check SSD in BIOS

Check SSD in Windows

[Partition and Format](#)

2. The Disk Management Panel will display a list of available drives. Identify the drive that needs to be partitioned and formatted, and make sure that all critical data on this drive has been backed up elsewhere.



## Internal SSD FAQ

Troubleshooting –  
Connector/ System

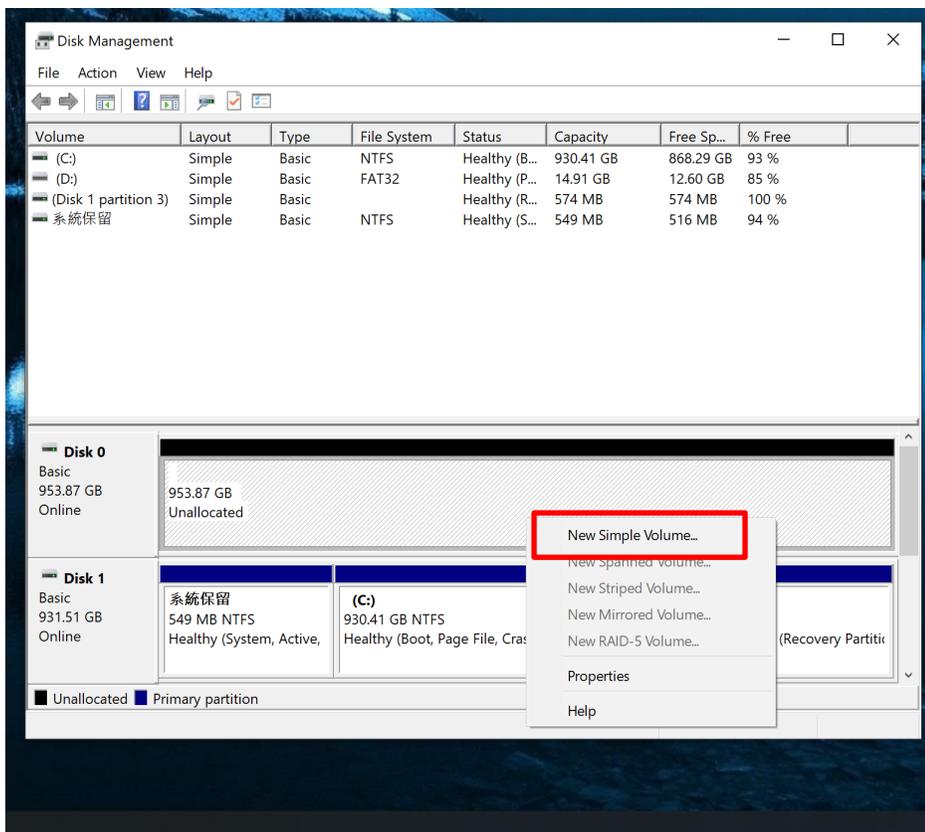
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Check SSD in Windows

[Partition and Format](#)

3. Right-click the [unallocated space].

4. Click [New Simple Volume]



## Internal SSD FAQ

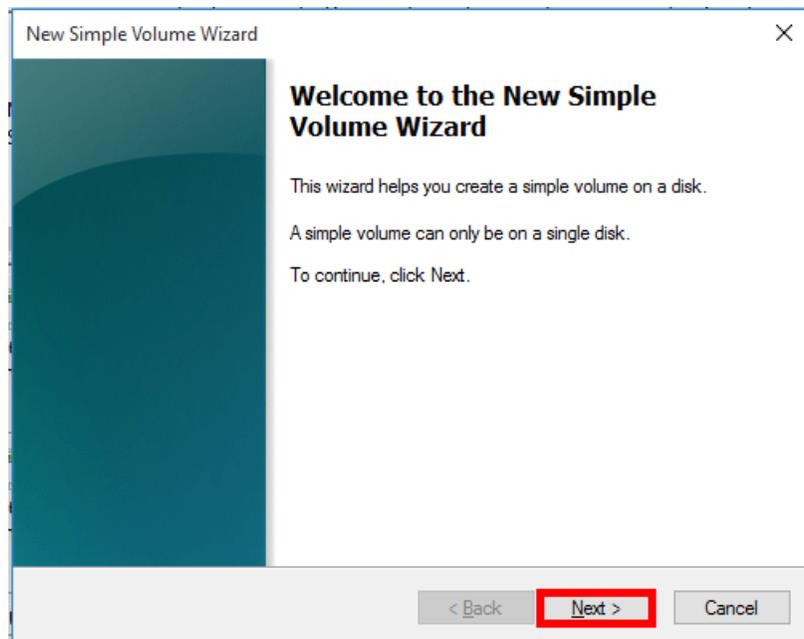
Troubleshooting –  
Connector/ System

Check SSD in BIOS

Check SSD in Windows

[Partition and Format](#)

5. The **[New Simple Volume Wizard]** will open.
6. Click **[Next]** to process.



## Internal SSD FAQ

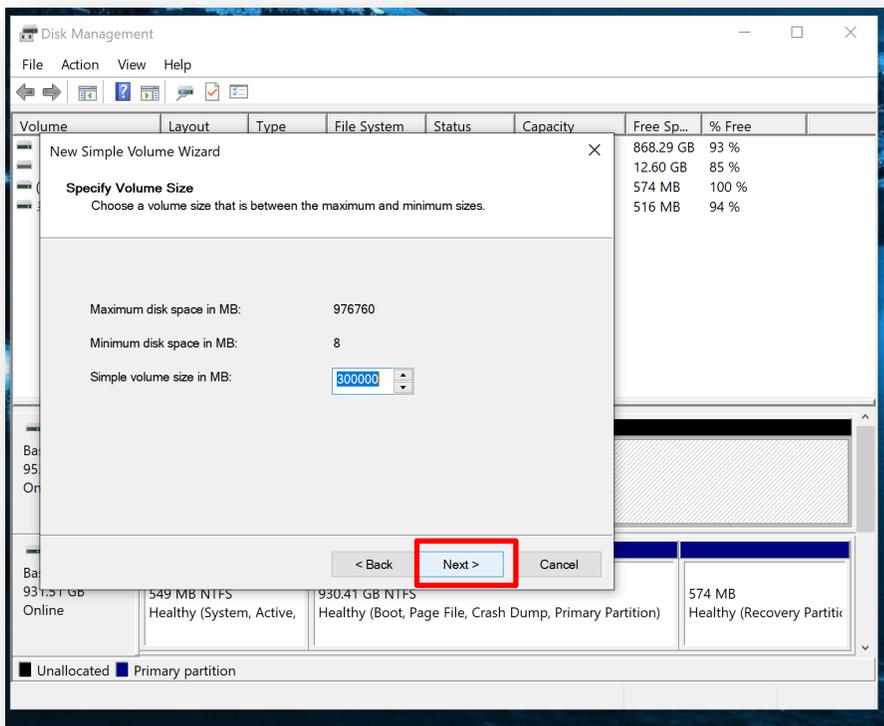
Troubleshooting –  
Connector/ System

Check SSD in BIOS

Check SSD in Windows

[Partition and Format](#)

7. Enter the Volume size and Click **[Next]**



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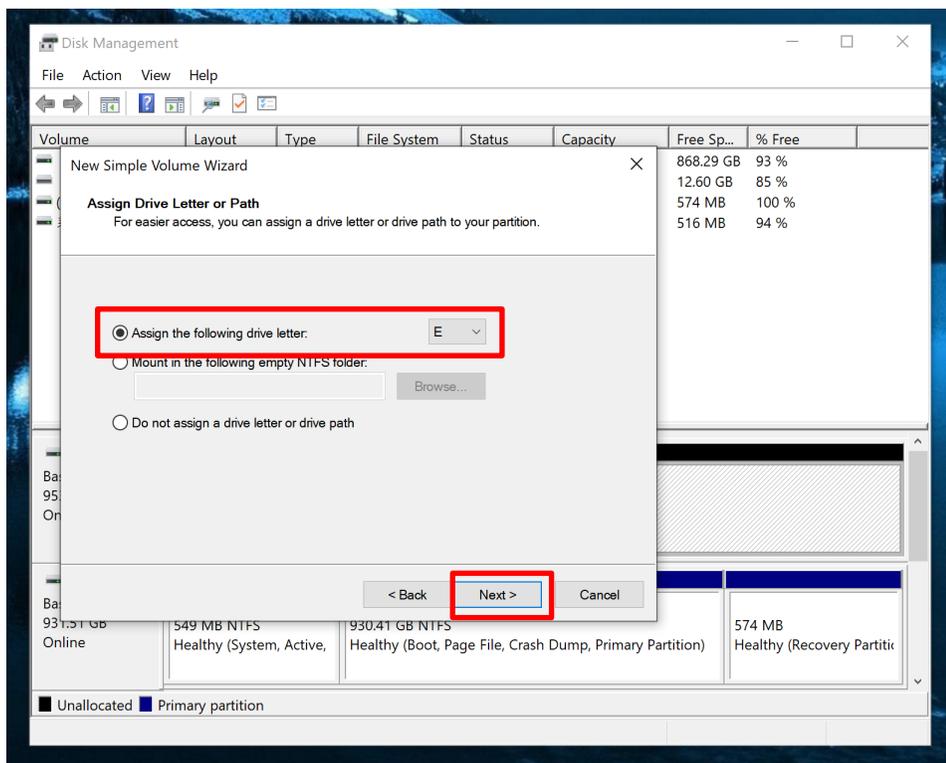
Troubleshooting –  
Connector/ System

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Partition and Format

8. Assign the drive Letter and click **[Next]**.



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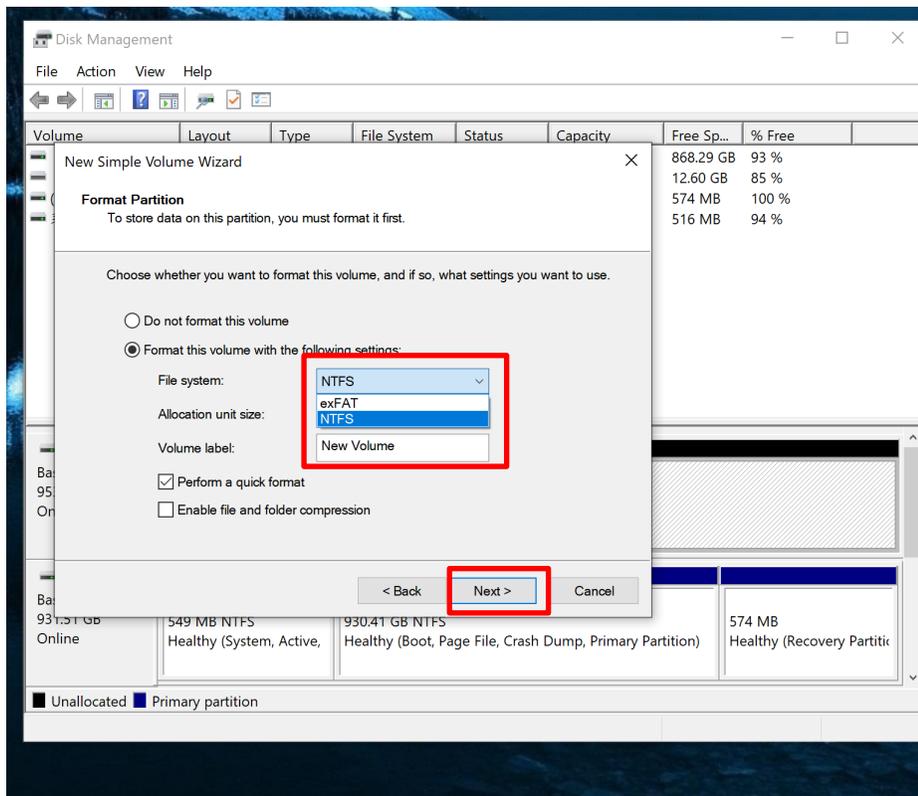
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Partition and Format

9. Set the **file system** and click [Next].



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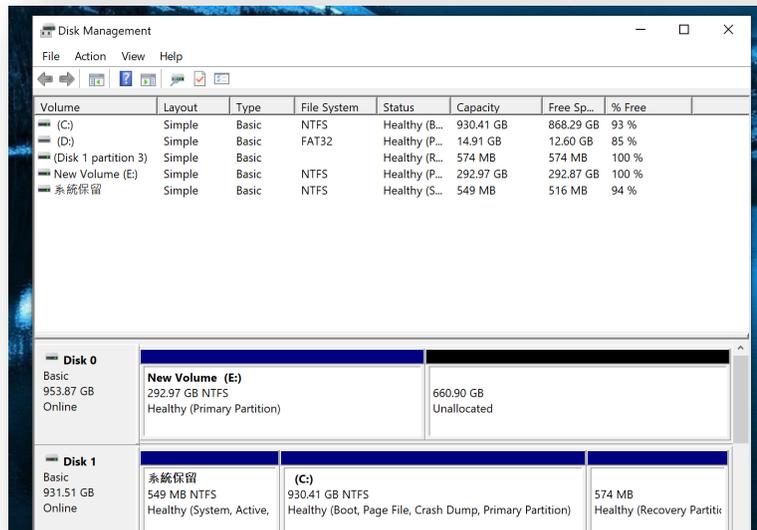
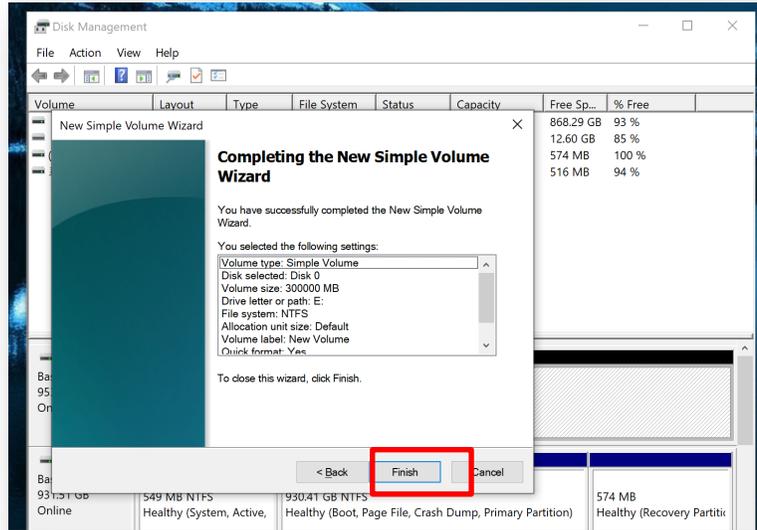
Troubleshooting –  
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Partition and Format

10. Click **[Finish]** to begin formatting the Drive.



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## **On Macbook**

Q1. How to Format on Macbook

Answer:

Macbook have different OS version. You can go the link below to format a storage device on Macbook.

<https://support.apple.com/en-ca/guide/disk-utility/dskutl14079/20.0/mac/11.0>

## **HEADQUARTER**

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