

Troubleshooting Guide

1. What can I do if the hard drive enclosure cannot be detected?

- (1) Re-plug the enclosure to ensure it is connected properly.
- (2) Recheck in "My Computer-Device Manager-Universal Serial Bus Controller" to see if the enclosure still cannot be detected. If not, please upgrade the USB driver of your computer for a try.
- (3) Test the hard drive enclosure with another computer.

2. What can I do if the enclosure can be detected, while the hard drive cannot?

- (1) Re-plug the hard drive to ensure it is connected properly with the enclosure.
- (2) Check in "My computer-computer management -storage -disk management - disk to see if the hard drive still cannot be detected. If not, please test this enclosure with another hard drive.

3. How can I troubleshoot if hard drive can be detected while it cannot be read and wrote properly?

- (1) Back up the data first if it is not a new hard drive and then format it.
- (2) Make a partition if it is a new hard drive.
- (3) Make sure the format of the hard drive is supported by the PC system.

4. How can I troubleshoot if the read and write speed is slower than I expected?

- (1) Connect the enclosure to the USB 3.0 rather than the USB 2.0 port.
- (2) Use the included cable for connecting the enclosure and computer.
- (3) Test it with another hard drive if possible.

5. What can I do if the the hard drive enclosure gets disconnecting?

- (1) Re-plug the devices to ensure every part is connected properly.
- (2) Test the enclosure with another cable to see if it is the cable issue.
- (3) Try the enclosure with another hard drive and computer if possible.