- **What should I watch out for when using Samsung Data Migration software?**

Samsung provides Magician/Migration tools for users.
Each software tool is accompanied by an Installation Guide and a detailed instruction manual that describes system requirements, and other important information.
Be sure to review the guides before using the product.

The programs shown below are available for download at Samsung.com website.
[Samsung Data Migration Software]
Samsung Data Migration software allows you to copy the data stored on your computer's current storage device to your new Samsung SSD (Solid State Disk) quickly, easily, and safely.

[Samsung Magician Software]
Samsung Magician software is designed to help users manage the health and performance of their Samsung SSD.
Magician also assists users in updating firmware, measuring performance, and optimizing the configuration of a Windows OS installation.
Samsung Magician software is developed and distributed exclusively for Samsung Solid Sate Drives.

[Download link]
To download the latest software & manuals, please visit.
- www.samsung.com/samsungssd
- www.samsung.com

- **What does the Samsung Data Migration software do?**

The Samsung Data Migration software is designed to help users migrate all of their data – including their current operating system, application software, and user data – from their existing storage device (e.g. HDD) to their new Samsung SSD quickly, easily, and safely.

For more information, please refer to the user guide available at www.samsung.com/samsungssd .

- **What should I do if power management settings were changed after I ran OS Optimization?**

If you want to change the power management settings after the OS Optimization, go to Control Panel - Power Options.

- **What should I do if an error occurs while I am using Magician to perform OS optimization?**

1. If Magician attempts to optimize the OS services and fails, please try manually turning the services on and off.

2. OS Optimization turns OS services on and off, which may not be permitted by the OS depending on the circumstances, so contact the manufacturer of your personal computer.
3. If IRST is installed, 'Write cache buffer flushing' cannot be performed in Magician as it is affected by IRST.
   Please .conduct OS optimization after disabling IRST manually.
4. If you have changed Virtual Memory settings, be sure to reboot the system.

   (Magician is showing the list of failing services in a pop-up.)

- **What should I do if a Performance Optimization error occurs?**

If the SSD's capacity less than 137GB in Windows XP/2003, a problem may occur due to ATA PASS THROUGH feature issue.
Please download and install the hot fix provided by Microsoft at
http://support.microsoft.com/kb/934205 .

If you still have the problem, please contact the service center.

- **What should I do if Magician does not correctly display the health status or TBW ?**

1. Samsung 470 Series SSD does not support the drive status display feature (Health Status and TBW).
2. Drive status uses SMART values; press the SMART button on the Magician home screen and make sure that all SMART values are properly displayed.
3. A driver compatibility issue could cause a failure in the host's commands to the SSD.
   In this case, SMART values will not be visible, and the drive status will not be displayed.
   Please use another program such as CrystalDisk Info.
4. Go to Device Manager - Select the driver associated with the SSD - Right-click Properties - Driver information – Run Update driver
5. Please update the IRST driver to the latest version.

- **What should I do when the SSD is not detected after installing Magician?**

1. Please update the driver to the latest firmware to prevent compatibility issues.
2. Some older AMD chipsets and AMD drivers do not supported by Magician.
   If this is the case, please install the MS default drivers.
3. If the SSD is connected to a RAID/SCSI storage device controller, it may cause a failure to detect the SSD properly.
   If this is the case, please install the MS default drivers.

- **SSD Samsung Magician does not detect my SSD. What should I do?**

SSD Samsung Magician is compatible with Samsung-branded SSDs only.
If your SSD is an OEM product which refers to SSD manufactured by Samsung but sold under

other brand names, Samsung Magician cannot authenticate it.
If you have a Samsung-branded SSD, confirm whether or not the SSD is detected by the
Windows device manager.
Your SSD should be detected as either an IDE or an AHCI device. If it is not, installing the
standard AHCI controller driver for Microsoft Windows may fix your problem.
Some old AMD chipsets and AMD drivers are not supported by Samsung Magician.
Please check the 'System Compatibility' tab for more information.
If the SSD is connected to a RAID/SCSI storage device controller, the program may fail to detect
the SSD properly.
If this is the case, please install the MS default drivers which is automatically installed with
Microsoft operating system installation.

- ## Why does SSD performance decrease over time?

Techniques like TRIM and garbage collection will help maintain your solid state drive's
performance over time. TRIM runs automatically under Windows 7.
If you are on an older version of Windows, TRIM can be run through Samsung's SSD Magician
software.
If the problem continues, you may run a "Secure Erase" via the Samsung SSD Magician
software.
Refer to the Magician manual for detailed information and instructions on this process.
The Magician Software application is available for Window-based PCs only.

- ## What should I do if the speed of my SSD seems to be slow?

1. When the SSD is used over a long period of time, the status of the SSD can become "dirty,"
which may affect the performance of the SSD.
  Please use the Magician Tool, provided by Samsung, and run Performance Optimization.
  Run the program regularly to prevent this.
2. Please ensure that your mainboard supports SATA III interface.
  SATA II mainboards prevent the SSD to perform slower than they should perform.
3. Make sure that all of the performance-related settings shown below are set correctly.
  • Write Cache needs to be enabled (See FAQ)
  • AHCI must be enabled (See FAQ)
  • Check and update driver version if necessary (See FAQ)

- ## What should I do if I cannot format the drive?

1. When the SSD is not properly connected, it may not be detected. Reconnect the drive and then
try again.
2. Make sure that the SATA connector on the board does not contain debris, or is not damaged.
3. Replace the SATA cable and try again.
4. Connect the SSD to a different SATA Port and see if the drive is detected.
  • Check to see if the SSD is connected to an expansion port. If it is, then connect the SSD to a
regular port.
  • If the SSD is connected to a regular port, switch it to a different port and then reboot.

5. Check your BIOS settings (make sure to check the SATA Mode setting).
6. Connect the SSD to a different computer to check if there is a problem with the SSD itself.
7. Run Secure Erase to initialize the SSD and then try again. (See Secure Erase FAQ).

- ## What should I do if I cannot install the OS?

1. Check the surface of the OS installation CD for any damages (scratches, fingerprints, stains, etc.)
2. Replace the SATA cable and reboot.
3. Make sure that the SATA connector on the board does not contain debris, or is not damaged.
4. Improperly connected SSD cable may cause a failure in detecting the SSD.
   Disconnect the cable and reconnect.
5. Connect the SSD to a different SATA Port and see if the drive is detected.
   • Check to see if the SSD is connected to an expansion port. If it is, then connect the SSD to a regular port.
   • If the SSD is connected to a regular port, switch it to a different port and then reboot.
6. For Windows 7 or higher, the system area may be installed on the existing HDD. Make sure that the SSD is the only drive connected to the system before installing the OS.
7. Connect the SSD to a different computer to check if there is a problem with the SSD itself.

- ## My Samsung SSD is not detected as an SSD but as a regular ATA drive under Windows 7 Professional. Is this normal?

Yes, it is normal for Windows 7 to detect an SSD as a regular ATA drive.
Please note that Windows 7 will optimize the configuration of your SSD.

- ## What should I do if I don't see my SSD in Drive Selection?

1. Replace the SATA cable and try again.
2. Make sure that the SATA connector on the board does not contain any debris, or is not damaged.
3. When SSD is not properly connected, the system may fail to detect the SSD. Disconnect the cable and reconnect.
4. Connect the SSD to a different SATA Port and see if the drive is detected.
   • Check to see if the SSD is connected to an expansion port. If it is, then connect the SSD to a regular port.
   • If the SSD is connected to a regular port, switch to a different port and reboot.
5. If the SSD is properly connected but is not shown in the Drive Selection, try the following steps.
   • Right-click the My Computer icon => Select Manage => Select Storage => Click Disk Management => Make sure that the disk is set up properly.
   • Make sure that the disk is enabled and set as a Dynamic Disk. If it is not, change its setting to Dynamic Disk.
6. Connect the SSD to a different computer to check if there is a problem with the SSD itself.

- **What should I do if I don't see my SSD in the Device Manager?**

1. Your PC may fail to detect the SSD automatically; please search for new devices in Windows Device Manager.
2. When Hot Plug-in for each port in BIOS settings is set to Off by default, Windows may fail to detect the SSD.
   Reboot the system, enter BIOS setup, and go to SATA Configuration menu to ensure that Hot Plug-in for each port is set to "Enable".
   How to enter BIOS setup for different mainboards:
     • GIGABYTE -->F12, ASUS --> F8, ASRock --> F11, Biostar --> F9, MSI --> F11, Intel --> F10
3. When SSD is not properly connected, the system may fail to detect the SSD. Disconnect the cable and reconnect
4. When the partition has not been defined, it may cause failure in detecting the SSD.
   Go to Device Manager to set up a partition, format the drive, and then reboot.
     • Management> Disk Management> Select SSD> Set up partition and format.

- **What should I do if BIOS does not detect my SSD?**

1. BIOS may fail to support the SSD if it is outdated. Please update the BIOS to the latest version.
2. Your system may fail to detect the SSD if the SSD is not properly connected. Disconnect the cable and reconnect.
3. When there is a problem with the SATA Port, BIOS may fail to detect the SSD. Connect the SSD a different SATA Port and try again.

- **How can I fix the "bootmgr is missing error" while trying to boot from Windows Vista or Windows 7?**

Create a Windows Repair Disk and run it to solve the "bootmgr is missing error." To learn how to create an OS repair disk, consult Microsoft or your computer's manufacturer.
The bootmgr can also be repaired with the Windows installation disc by selecting the repair option.
Please see your OS's help function or knowledge base for more information.

- **What do I do if my SSD has problems?**

If you are experiencing difficulties with installation, please refer to the installation guide.
If you are having problems using the product, please refer to the FAQ or to the solutions for known problems.
If you need to return your product, please contact the dealer where you purchased the SSD or contact S-ASC (Samsung-Authorized Service Center).

- **The blue screen error (message : What failed: secnvme.sys) may appear after enabling Hyper-V in Windows 10 with Samsung NVMe Driver and 960PRO.**

Please download and install the latest Samsung NVMe Driver here.
If the problem persists, please contact Samsung Customer Service Center .

- **There may be no option in BIOS to set hard drive password for NVMe SSD.**

Samsung NVMe SSD supports the security feature that enables you to set up a password for your hard drive; however, the BIOS program that comes with your computer may not support this feature.
For troubleshooting guide, please contact your computer manufacturer.