

FAQ

SH-PHD

Q: How do I delete/erase data from the HDD?

A: Press "ESC" for a few seconds until you hear a "beep." Then select the third option, that will ERASE your hard drive. Please note the HDD to be erased must be connected as the target HDD

NB: When using the Shintaro Duplicator to copy data to a larger hard drive, a partition extending tool will be required to recognise the full capacity in one partition. Windows Vista and Windows 7 TM include this facility within Disk Manager. If using an older operating system there are many third party applications available.

Q: Can the HDD Duplicator be used like a normal HDD Docking station for both IDE and SATA HDD's?

A: Yes, To do this you need to make sure you are in Normal mode, this mode allows you to access just the one HDD. See below for more information. There are 4 RAID modes for the duplicator,

- 1) Normal
- 2) RAID 0
- 3) RAID 1
- 4) JBOD

Use the <UP> and <DOWN> arrows on the duplicator to navigate to the Setup Mode and press the ENT button. Navigate to the "Change RAID Mode" option and press ENT on Normal RAID.

NB: Changing the RAID mode may result in data loss, please make sure all important data is backed up, before attempting to change the RAID mode.

Q: Will the unit duplicate system files as well, so I can use the new HDD straight away as a bootable drive?

A: Yes, The HDD Duplicator will copy in a format known as sector-by-sector, so if copying the contents of one HDD in full it will also copy any systems files as well. This means all your installed software including the operating systems on the older HDD will boot successfully when you place your new HDD in its place.

Q: Does the Target HDD need to be larger than the Source HDD?

A: Yes, Before starting, please note that the TARGET HDD must be the same or larger in capacity than the SOURCE HDD, If the TARGET HDD is smaller than the SOURCE HDD the duplicator will display the following error message "TARGET DRIVE NOT READY". If using two HDD's of the same capacity, some HDD's specification may vary from brand to brand, we suggest the two same sized HDD's be of the same brand, if larger in capacity then any brand will be supported.

Q: Can I copy from IDE to SATA or vice versa?

A: Yes, The HDD Duplicator is a 1:1 HDD copy system, supporting IDE to IDE, IDE to SATA, SATA to IDE or SATA to SATA.

Q: When I connect my HDD to the duplicator the unit flashes the letter "B" and beeps, what does this mean?

A: This error message means that the HDD has bad sectors. You will need to reformat the HDD or run a program that can fix bad sectors.

Q: What do I do if during the copying process the unit freezes?

A: It's most likely the problem lies with bad sectors on one or more of the drives. Please follow the below processes

- 1) With only the source drive in/attached to the duplicator, run the PreScan Source option. This is either option 3 or 5 depending on the duplicator model.
- 2) If during the PreScan the same issue occurs, then the source drive most likely has some bad sectors. To have the duplicator skip the bad sectors do the following:
 - a) Press and hold ESC key for 3 seconds, which brings up the Adv. Setup menu.
 - b) Go to the 'Read Error Skip' option (either option 1 or 2 in the menu depending on model) and press ENT.
 - c) Use the UP/DOWN arrow button to change the setting to On. The 2 options for On are: Skip blocks (faster copy time, but may have data lose) or Skip Sectors (longer copy time, but only skips over bad sectors).
 - d) Select one of the On options and press ENT.
 - e) Press ESC a couple of times to leave Adv.Setup
- 3) Run the PreScan Source again and if it is okay, try running the copy again.
- 4) If during the copy process the same issue occurs again, then one or more of the target drives could have bad sectors. If this is the case, then perform a full format on the target drive(s) using the format feature in Windows. (Note: DO NOT perform a Quick Format, as this will not fix the bad sector issues on the drive.)
- 5) Once the target drive(s) are formatted try the copy process again. If problem persists contact Shintaro Support again for further assistance.

