

## Transfer speeds fluctuated or dropped when I copied/moved files to USB drive on a Windows 10 system.

The speed we specify is of the average speed instead of the instantaneous speed, the results you see may be affected how the Windows 10 OS transfers data. Please refer to below solutions:

1. Please reformat USB drive to NTFS, please be sure to back up your file before formatting.
2. Please confirm if it is necessary to update USB driver.
3. Please connect the USB drive to different USB ports.

If the same problem still can't be solved, please refer to Crystal Disk Mark software to test the performance and provide us the testing result by issuing [customer support request](#) to verify the root cause .

## 為什麼在電腦 Windows 10 系統上移動或複製檔案至隨身碟時，傳輸速度會有異常浮動或是變慢的情況？

該視窗顯示的速度為資料傳輸時的即時速度，若與廣穎宣稱的速度不同，建議您可參考以下方式：

1. 如您有大量傳輸檔案之需求，建議您可重新格式化隨身碟，將檔案系統由 FAT32 轉換為 NTFS。  
(請於格式化前，先備份您的資料)。
2. 請確認您的電腦 USB 驅動程式是否需更新。
3. 請嘗試連接於不同 USB 連接埠。

如上述方式仍無法解決，此數值異常不排除與 Windows10 作業系統傳輸資料方式與速度顯示方式有關，請您可參考 Crystal Disk Mark 軟體測試速度並將測試數據回報給我們，進一步釐清問題。