

Reformatting an SD Card (note correct operating system)

WINDOWS 10 –

Insert SD card into computer (If a window opens, close it)

Press Windows key and X at the same time

Click on DISK MANAGEMENT

Locate the USB or SD card DRIVE you are using and RIGHT CLICK (This will open up a drop down box)

Middle ways down the box is the word FORMAT – LEFT CLICK FORMAT

Press START

Make sure that the File system is FAT 32 and uncheck the Quick Format Box if it is checked (We want a full format)

You will then get a Warning box that states all will be removed from card – CLICK OK

Once the card is formatted, you will receive a message on the screen that says FORMAT COMPLETE.

Insert the SD card into camera and turn on.

Other Windows Systems -

Insert SD card into computer (If a window opens, close it)

Left click on START

Left click on MY COMPUTER or COMPUTER (This will open all the icons in computer)

Locate in the REMOVABLE STORAGE section, the SD card DRIVE and RIGHT CLICK (This will open up a drop down box)

Middle ways down the box is the word FORMAT – LEFT CLICK FORMAT

Press START

Make sure that the File system is FAT 32 and uncheck the Quick Format Box if it is checked (We want a full format)

You will then get a Warning box that states all will be removed from card – CLICK OK

Once the card is formatted, you will receive a message on the screen that says FORMAT COMPLETE.

Insert the SD card into camera and test.

MAC –

Insert the card into an external card reader connected to your MAC – name should appear on your desktop

Open the DISK UTILITY application located in Applications > Utilities or use SHIFT-COMMAND-U from the Finder

Select the SD Card from the list of mounted drives in the column on the left

Select ERASE from the options across the top of the main window (Erase means format in this case)

Choose the MS-DOS (FAT) format from the drop down menu (You MUST choose this format)

Click the ERASE button beneath the drop-down menu, confirm, and wait for the card to format

Once complete, insert the SD Card into camera and test



If this does not clear up the issue, please be sure to call our customer service department at 800-523-2395 or send an email to service@primos.com. We are open Monday – Friday, 8:00am – 5:00pm Central time.

