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1. Question1: “Please Insert the SD Card”

When you insert your SD card into your trail camera, a message “Please Insert the SD Card” shows on the camera display, that does mean your SD card may not be compatible with your camera.

Why did this happen?

This is due to historical technical reasons that some SD Cards may not have partitions on itself, OR SD Cards have been used on other devices such as digital still cameras, digital video camcorders, broadcast recorders, set top boxes etc., and the partitions and file systems of SD card is NOT compatible with your camera.

How to fix it?

Please format your SD card in your computer (Windows or Mac) as the following instructions.

1.1. In Windows Computer

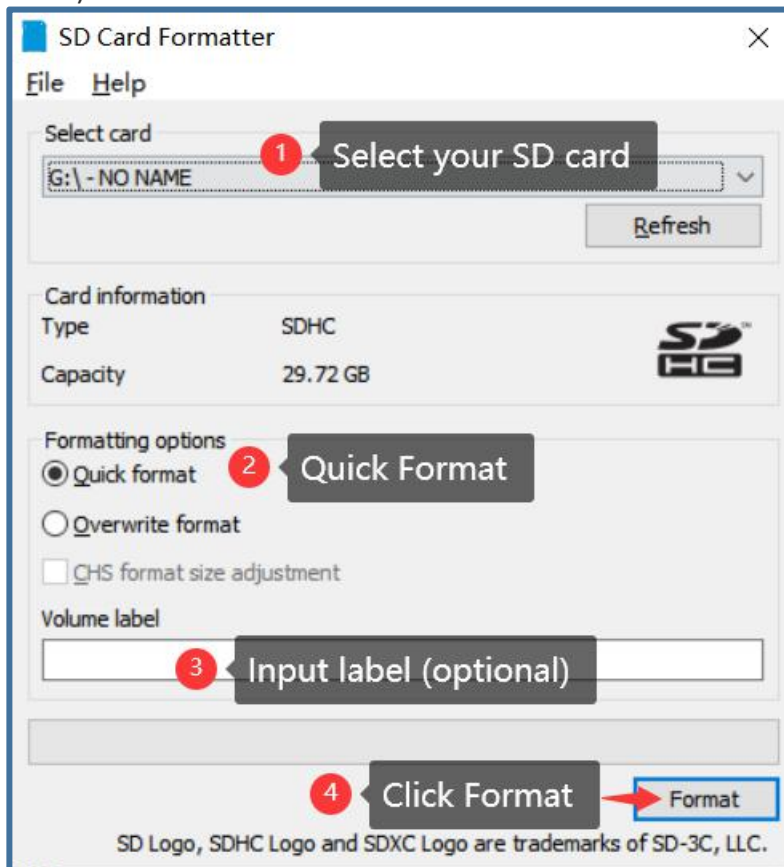
Method 1: Use the SD Card Formatter from sdcard.org (SD Association)

1. Connect your SD card to your Windows computer using the SD card slot or an SD card adapter.
2. Download and install the SD Card Formatter

From the link:

<https://www.sdcard.org/downloads/formatter/sd-memory-card-formatter-for-windows-download/>

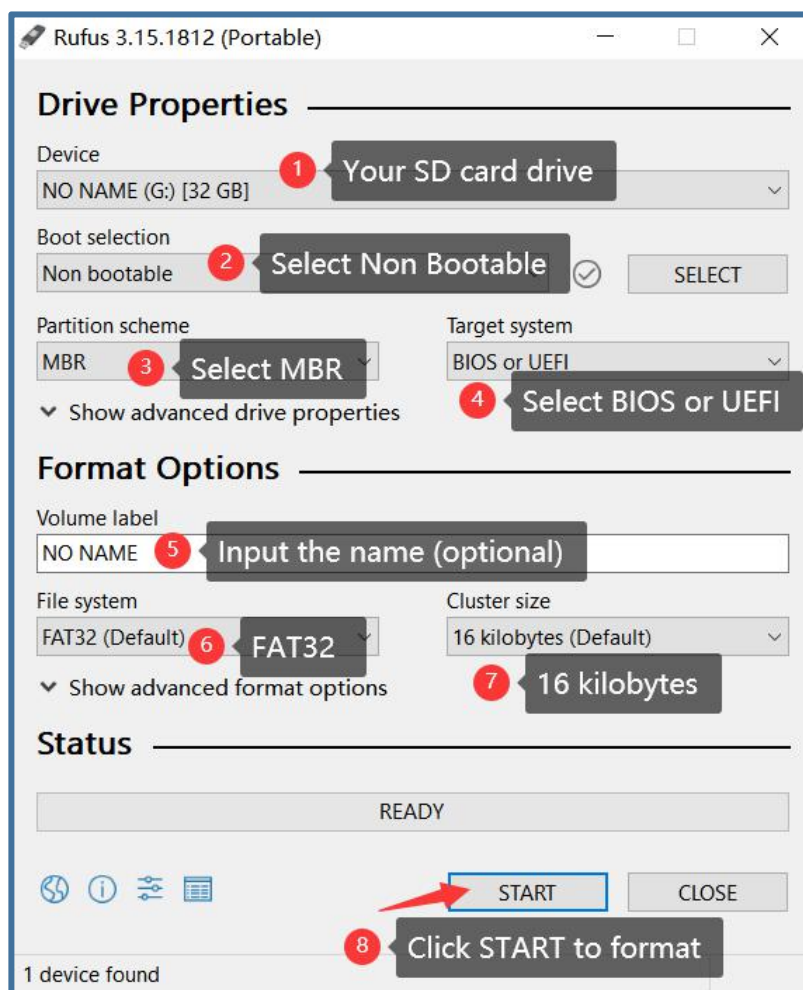
3. Open the SD Card Formatter and format your SD card
 - 1) For “Select card”, select your SD card drive if it's not already selected
 - 2) For “Formatting options”, select Quick format
 - 3) For “Volume Label”, input the name (optional)
 - 4) Click “Format” Button



4. After formatting completed, please safely remove your SD card.
5. Insert your SD card into your camera, turn on your camera to check if everything works.
6. If your SD card capacity is **64GB or larger**, a message says **“Failed loading SD card! Try formatting SD card.”** on the camera display. In your camera, **please press MENU, go to “Format SD card”**, format your SD card again, then everything works.

Method 2: Use free formatting tools “rufus”

1. Connect your SD card to your Windows computer using the SD card slot or an SD card adapter.
2. Please download the free formatting tool “Rufus” from the link <https://github.com/pbatard/rufus/releases/download/v3.15/rufus-3.15.exe>
3. Launch the “Rufus”
4. Refer to the following diagram to specify the options and format
 - 1) For Device, select your SD card drive if it's not already selected
 - 2) For Boot selection, select **“Non bootable”**
 - 3) For Partition scheme, select **“MBR”**
 - 4) For Target system, keep **“BIOS or UEFI”**
 - 5) Enter Volume label (optional)
 - 6) For File System, keep the default option **“FAT32 (Default)”** if your SD card capacity is 32GB or smaller, **“Large FAT32 (Default)”** if it is 64GB or larger.
 - 7) For Cluster size, keep the default option **“16 kilobytes (Default)”** if your SD card capacity is 32GB or smaller, **“32 kilobytes (Default)”** if it is 64GB or larger.
 - 8) Click **“START”** to format.



5. After formatting completed, please safely remove your SD card.

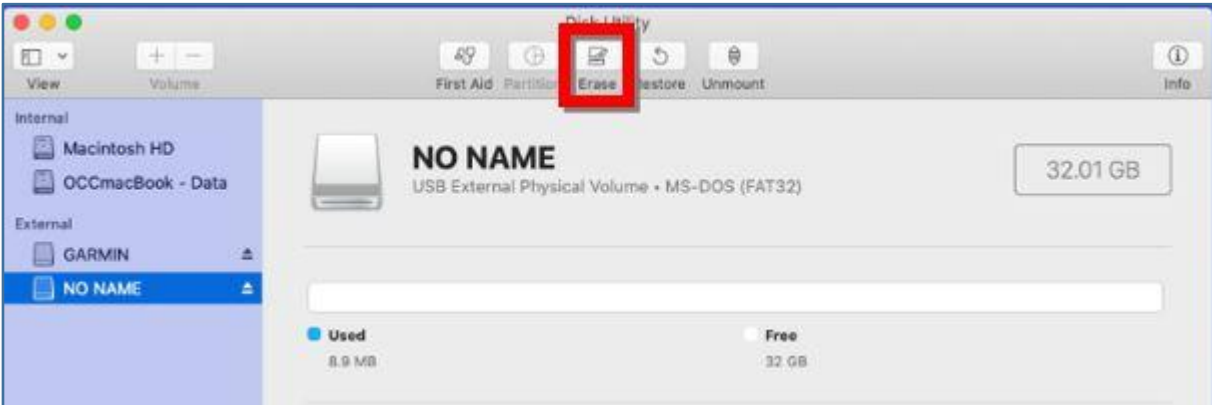
1.2. In the Mac Computer

No matter the capacity of your SD/SDHC/SDXC memory card. You also can find a guide from Youtube link: <https://www.youtube.com/watch?v=A6SJUGtLL4U>

1. Connect the SD card to the Mac using the SD card slot or an SD card adapter.
2. Launch **Disk Utility** App, found in /Applications/Utilities/
3. Locate the SD card in the Disk Utility from the left sidebar

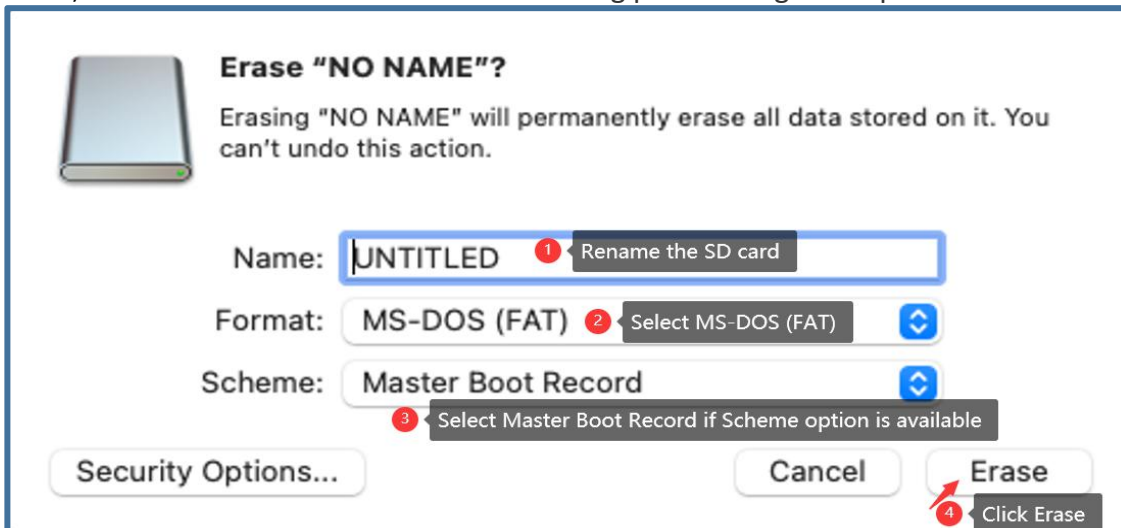


4. Choose **Erase** function



5. Erase the SD card

- 1) Rename the SD card (optional)
- 2) Select MS-DOS(FAT) format if it's not already selected.
- 3) Select Master Boot Record if Scheme option is available (**Note: If no partition on the SD the Scheme option will be required to specify, otherwise it will not required.**)
- 4) Click "Erase" and wait for the formatting process to get completed.



6. Once the formatting gets completed, press "Done"

7. Navigate to the renamed card at the left sidebar and press the **Eject** button.
8. Now, your SD card will get wiped clean and ready for use.

2. Question2: “The inserted disk is unrecognizable by this computer”

When you connect your SD card to your Mac and access the SD card, a message “**The inserted disk is unrecognizable by this computer**” shows, that does means the file system on your SD card is not compatible with your Mac.

You can fix the error by reformatting your SD card to MS-DOS(FAT) in Mac. Please refer to instructions in section “Question1” > “In the Mac Computer”.