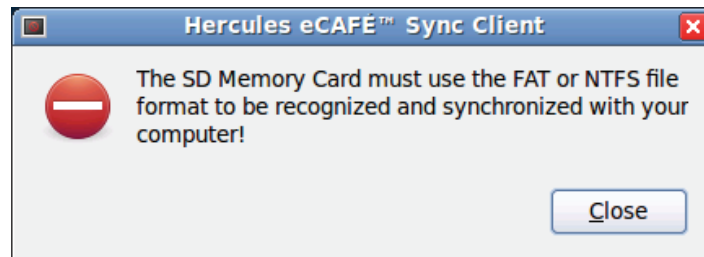


## Incorrect internal SD card format

When launching the “eCAFÉ™ Sync Client” application, a message states that the SD card format isn’t recognized.

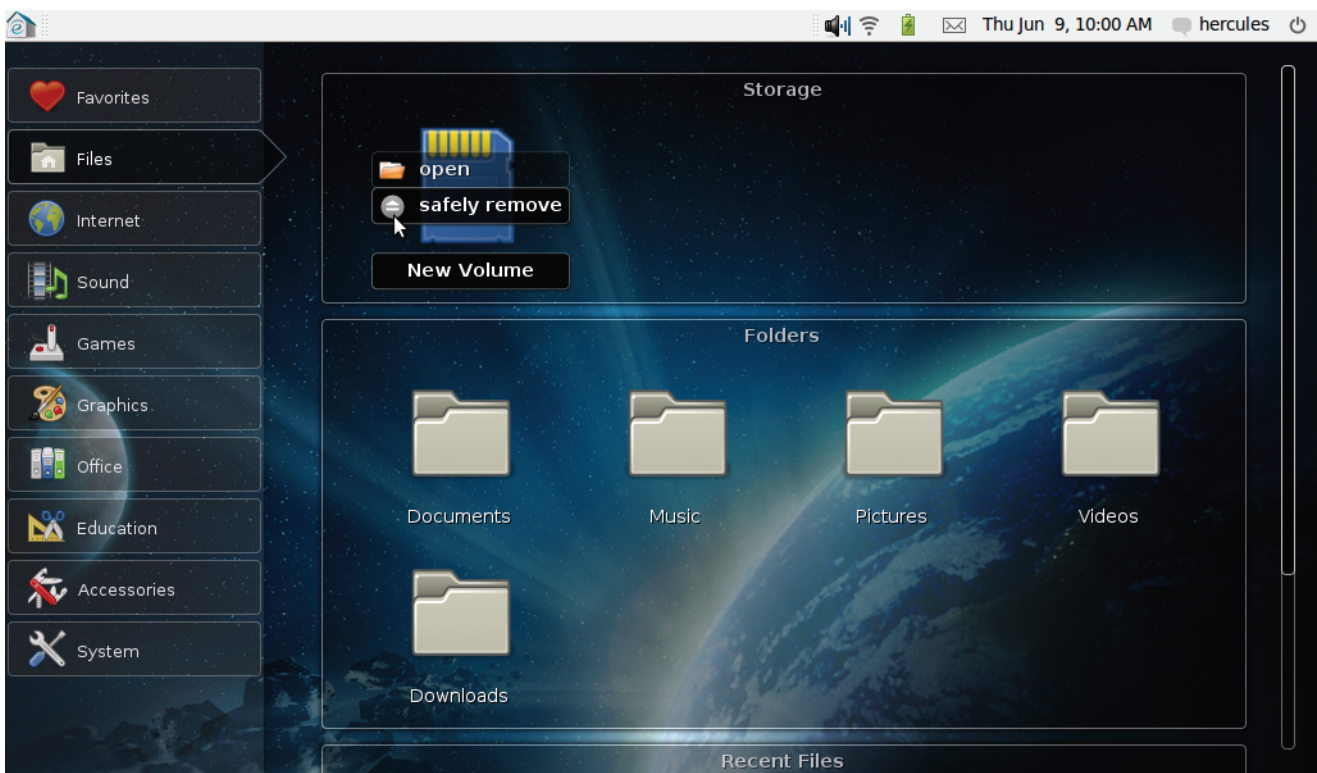


## Solution

Some SD cards used in other devices may feature a file system that isn’t recognized by “eCAFÉ™ Sync Client”.

Here is how you should proceed to format the SD card using an appropriate file system:

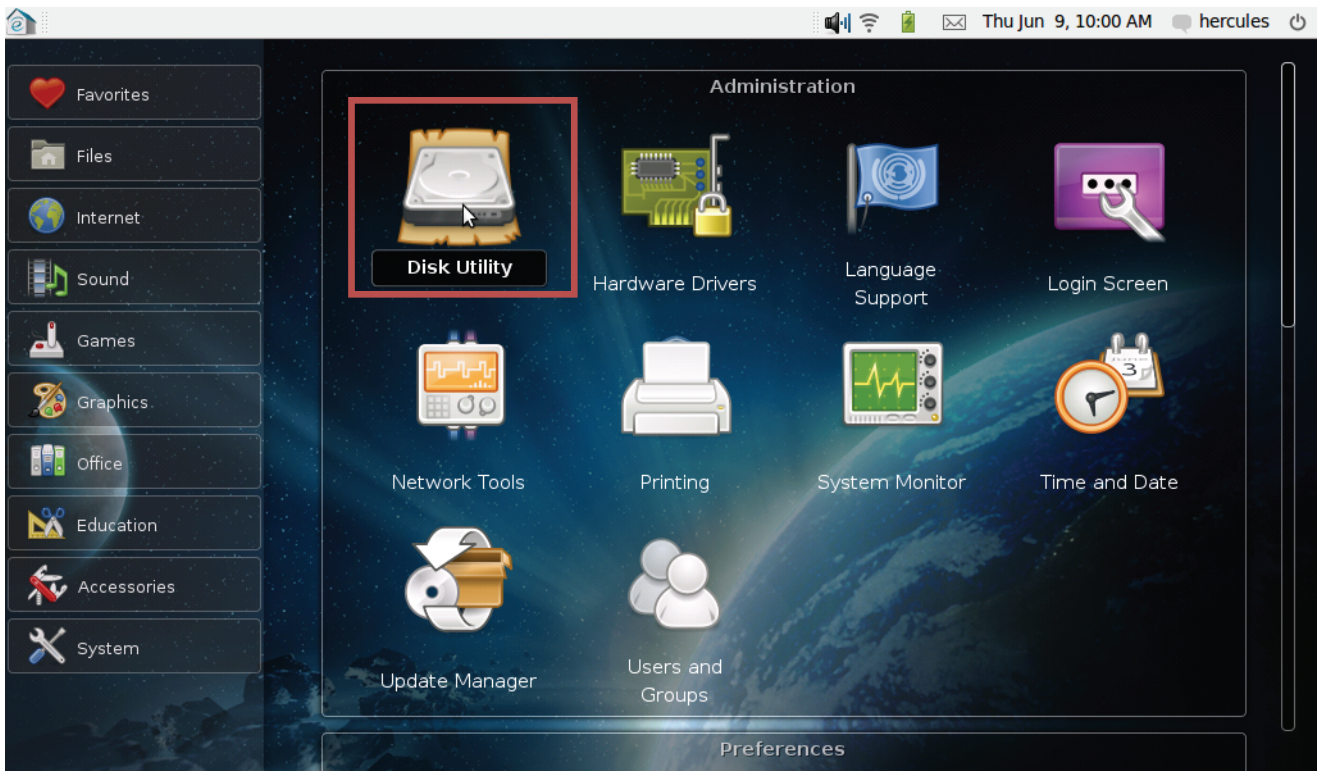
1. Unmount the SD card:
  - Access the “Files” section and click “Safely remove”.



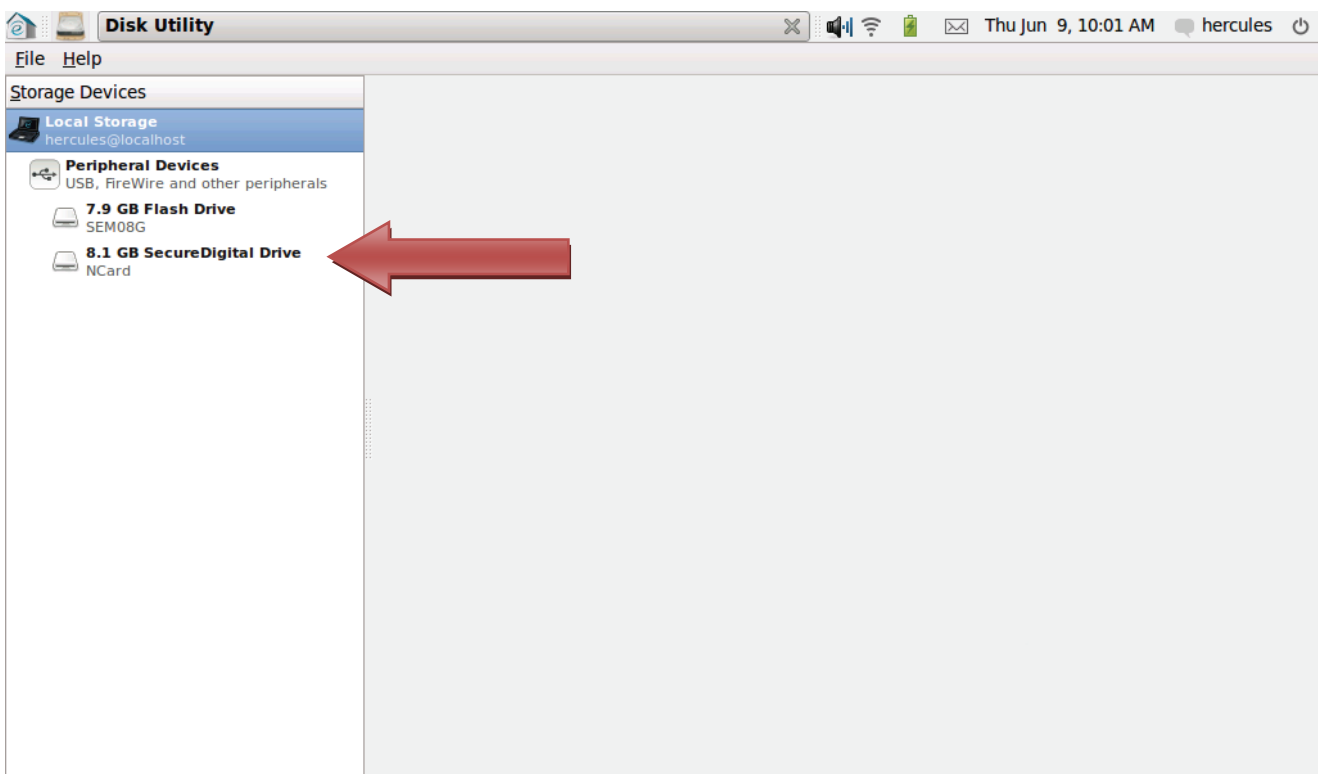
*The icon darkens when the volume is unmounted.*

## 2. Reformat the SD card:

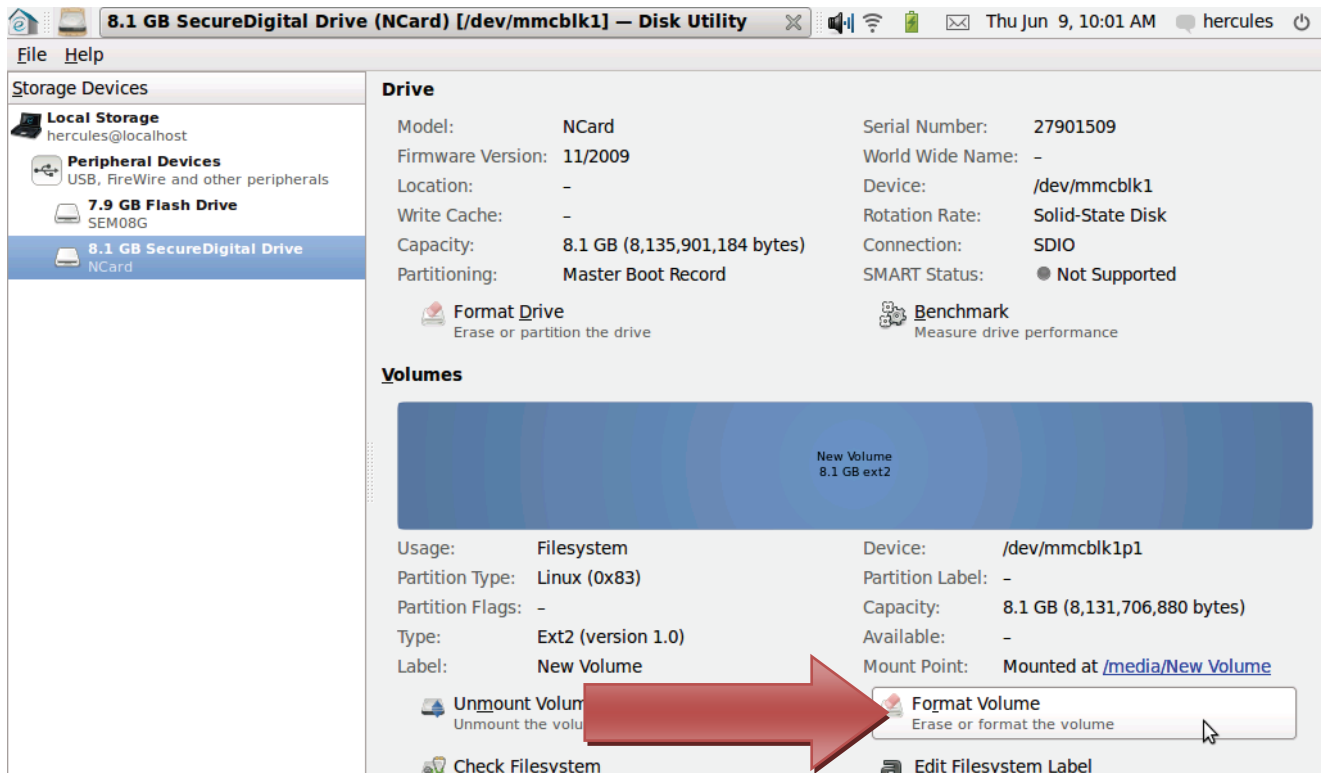
- Access the “System” section and launch the “Disk Utility” application.



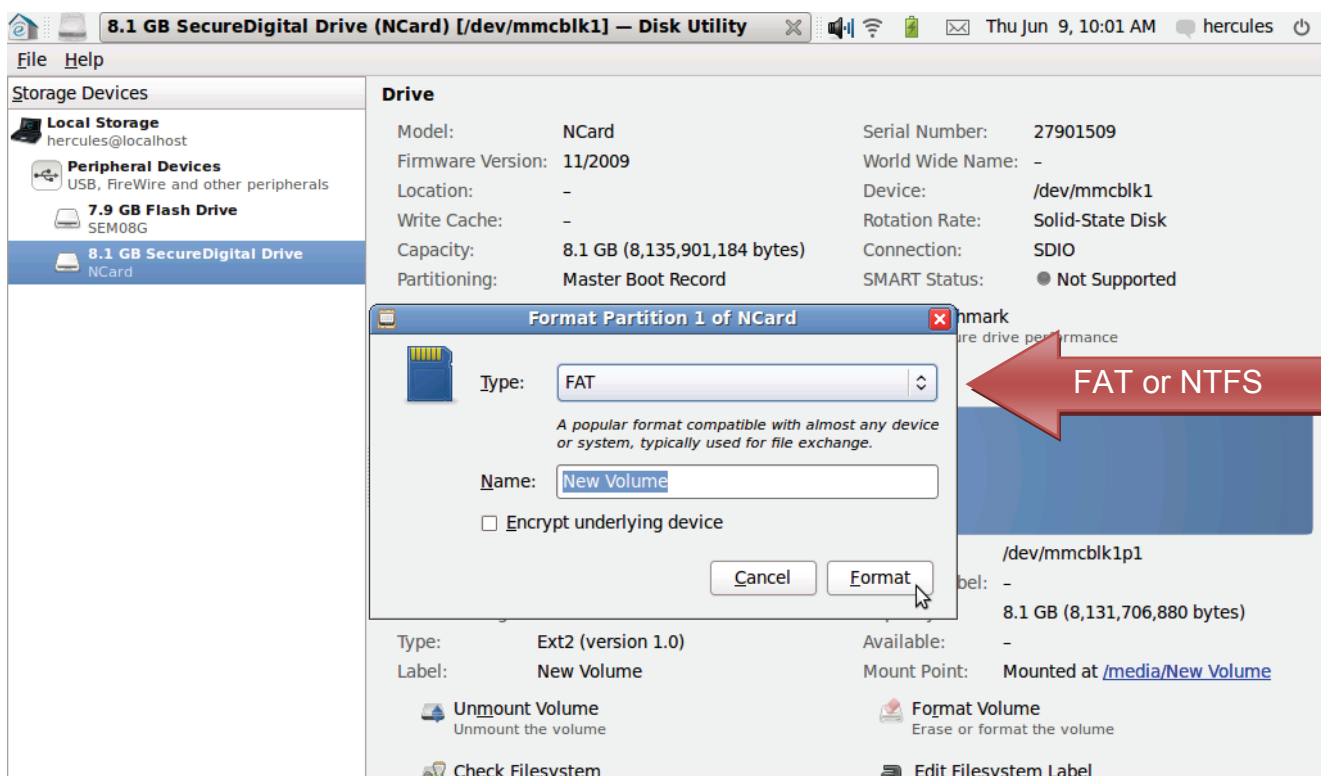
- Select the SD card in the left-hand pane of the application's interface.



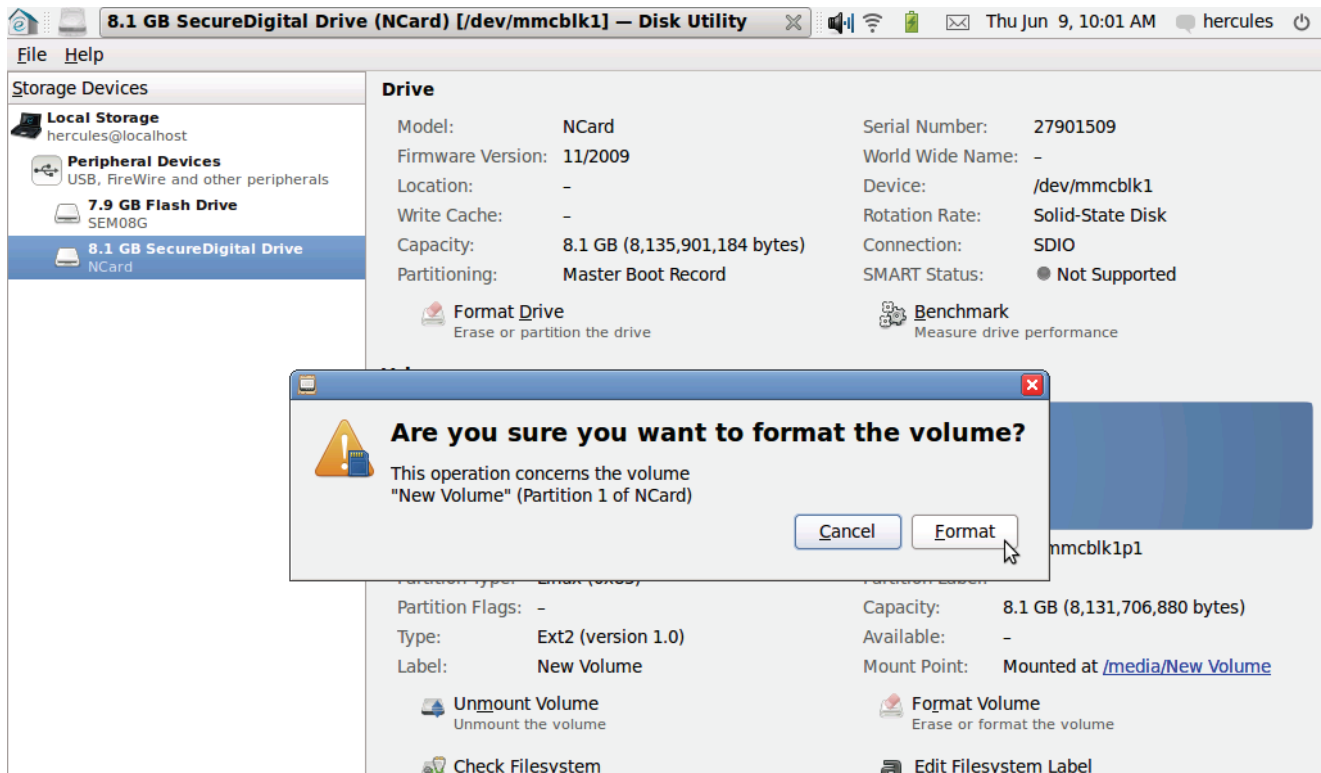
- Select “Format Volume”.



- Select “FAT” or “NTFS” as the partition type.



- Click “Format”, then confirm your choice by clicking “Format” again.



- A few seconds later, a new window opens, displaying the contents of the SD card.

You can now exit the “Disk Utility” program and launch the “eCAFÉ™ Sync Client” application.