

SD Card Format FAT32

AFFECTED:

SD4D, SD4W, SD4C

SD4HD, SD4HW, SD4HC

As well as their Reseller Designation versions

Please note:

Unlike some other solutions providers who hide their flaws and hardware/software issues, we prefer to operate in an honest open manor that respects a customers right to know what they are getting and any problems & solutions

FIELD SERVICE MEMO #36

Issue Date

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Topic	SD Cards Require FAT32 File Format for DVR Operation
Problem	Large capacity SD memory cards are supplied from their manufacturer in "ExFAT" format, something the MDVR cannot use. MDVRs we offer require FAT32 format, so some customers using large cards have experienced inability to record on them. Windows operating systems do not offer FAT32 format on SD cards larger than 32GB
Complaint	DVR will not record on SD cards until formatted in FAT32 file structure
Manufacturer Notice	ABV has notified the manufacturer that FAT32 file structure could be integrated into the DVR firmware so this is automatically performed when the SD memory cards are formatted in the MDVR menu. ABV expected integration date is 2016-08-01.
ABV Solution	This should only affect SD card based MDVRs manufactured prior to 2016-08-01, after that systems provided should have the FAT32 format built into the MDVR. <u>Temporary Solution for Mac Users:</u> Insert SD memory card, Use Disk Utilities and select Erase, then select FAT32 format choice <u>Temporary Solution for Windows Users:</u> The PC savvy can use a partition manager program to format the SD card in FAT32. The PC novices can use a free download third party program named "MiniAide Fat32 Formatter" which can offer a simple way to format a SD memory card into FAT32. http://www.fat-32-formatter.com/miniaide-fat32-formatter-home.html
ABV Actions Required To Correct	We have created this Service Memo to post online for those who may have received these DVRs from a third party like a reseller who may not have advised them of this service issue.