

# SD CARD CARE - GUIDANCE

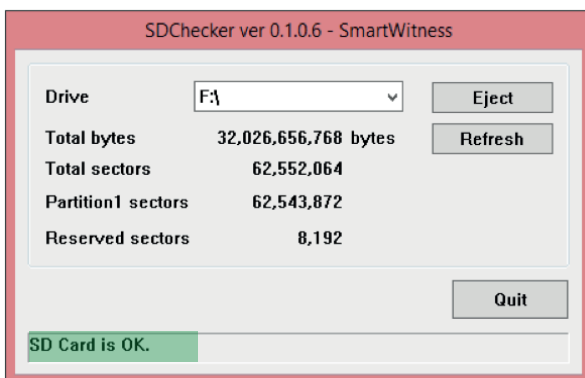
SD Cards have a limited amount of write cycles that can be performed on them, meaning that they have a limited life time. However, with the information on this sheet you can help to increase the life span of your flash memory. Please note that with heavy usage it is recommended to replace the cards every 2 years.

## 1 Check your flash memory health

You can download our SD Card Tools Pack from the SmartWitness website or from the link below:

[http://smartwitness.co.uk/downloads/software/SD\\_Card\\_Tools.zip](http://smartwitness.co.uk/downloads/software/SD_Card_Tools.zip)

Once downloaded, unzip the file and run the SD Checker software from it's folder.



If SD Card is OK – Good news! Your card is OK. Please check the Auto Maintenance options on your card, more information on this is provided in Section 3, below.

If SD Card is Bad – Use the SD card formatter tool to refresh your card. Details on this are shown in Section 2, below.

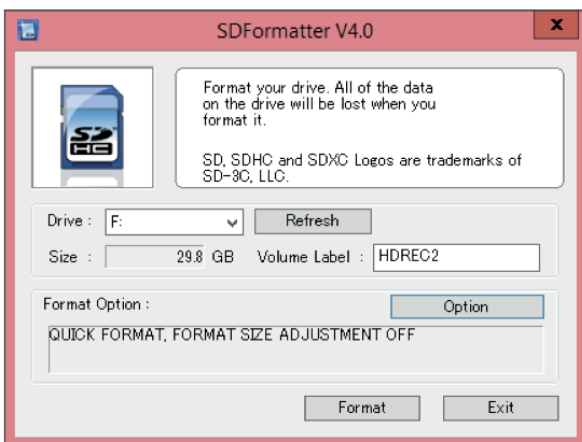
## 2 Refresh Your Card

*PLEASE NOTE: Before inserting & removing, please turn the unit off*

*Please ensure that you back up all footage your settings on your card before formatting, as this process will erase the files on your card.*

You can use the SD Formatter tool to refresh your card, simply open the SD Formatter tool from its folder in the SD Card Tools Pack and click the Format button to refresh your card.

*Please ensure that you select the correct drive before formatting.*



If successful – Your card is refreshed and ready to use. Don't forget to enable the auto maintenance option as shown in section 3, below.

If not successful – Your card has failed and will need replacing. Please contact SmartWitness or your place of purchase for details.

## 3 Auto Maintenance & Format

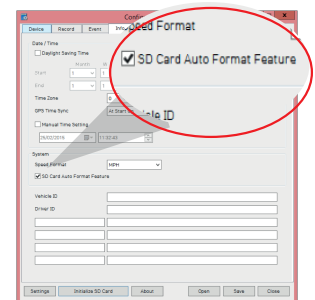
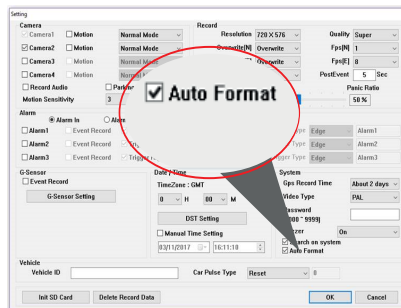
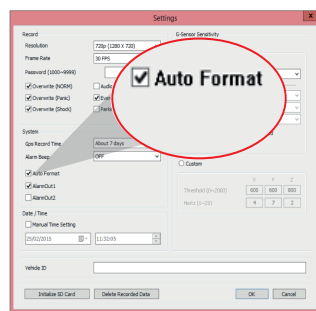
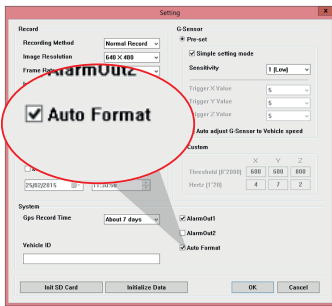
If you do not want to manually and regularly format your SD cards as shown above, most SmartWitness models now have an auto format feature. Current models that support this are SVC100GPS, SVC400GPS, SVC1080LCA and KP1. The following pages show screenshots of where to enable this setting on the Card Configuration Utility for the SVC100GPS, SVC400GPS, SVC1080LCA & KP1. Please note however, that older data can be overwritten if the card is auto formatted.

**SVC100GPS**

**SVC1080LCA**

**SVC400GPS**

**KP1**



For detailed instructions please refer to the user manual for the products or contact SmartWitness for further details.

**Useful Information**

**4 Manual Formatting Guidelines**

SD card manufacturers recommend the following formatting for SD cards:

SD Card Size	Manufacturers Recommended Format Frequency	Minimum Format Frequency (Any less than this could cause data loss/corruption or early card failure)		
		Light Usage (1-2 hours a day or low fps / events)	Medium Usage (2-5 hours a day or medium fps / events)	Heavy Usage (5+ hours a day or high fps / events)
4GB	Once a month	Once a year	Once a year	Twice a year
16GB	Once a month	Once a year	Twice a year	Every 3 months
32GB	Once a month	Once a year	Every 3 months	Once a month

Auto Format is a good alternative to the above, however the above method is the best

**5 Data Loss/Recovery**

If in the unfortunate event your card has failed and data cannot be read via a PC, data may still be extracted using specialist equipment. For further details on how to do this contact our technical support department on the 01483 397 005 or via [support.smartwitness.com](mailto:support.smartwitness.com)

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