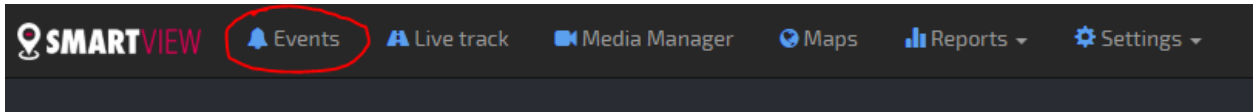
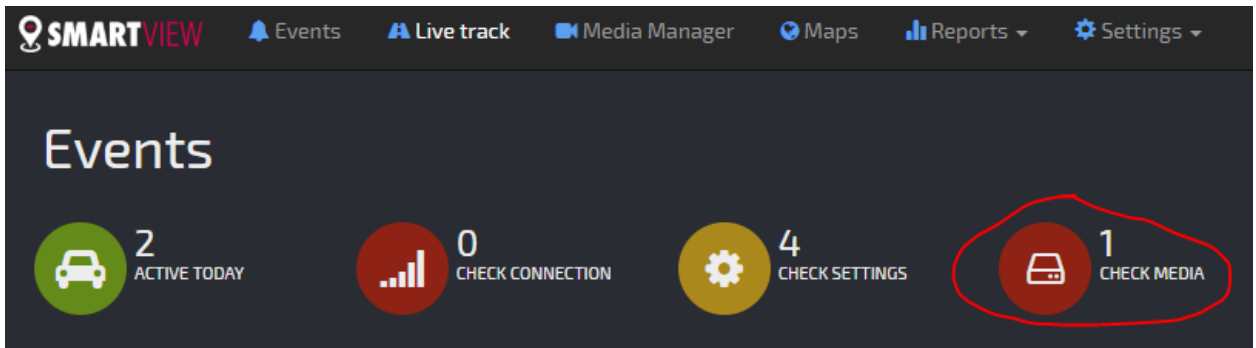


## How to check for media errors and format SD card on Smart View 2

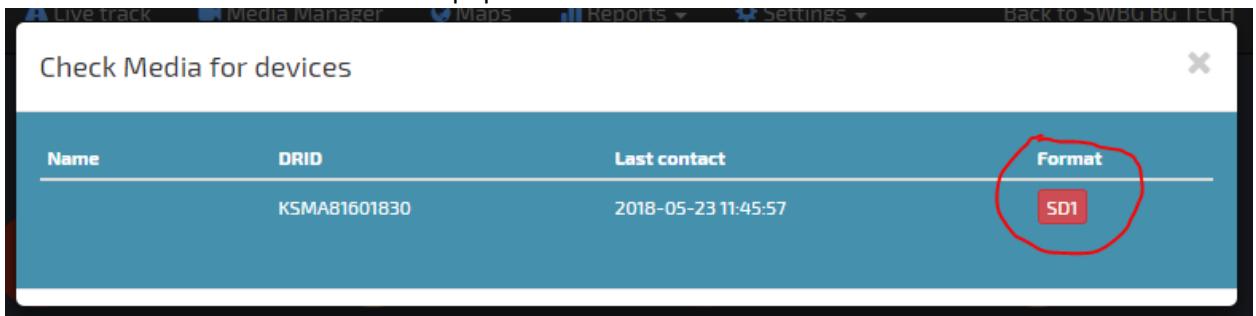
1. Login to your account on <https://sv2.clientserver.me/>
2. Click on Events at the top left:



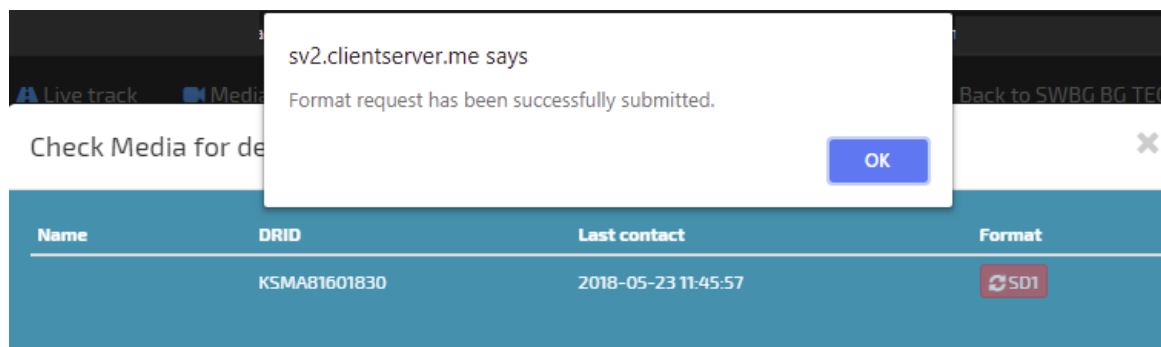
3. Media errors will show in the "Check Media" :



4. Click on Check Media and the list will populate. Click on the button under format:



5. The server will tell you the format has been submitted:



Devices stay on check media list 24 hours after media format after which if the format is successful they will be removed automatically by the system. If after 24 hours the device is still on the list, please contact SmartWitness and we will assist further:

W: <http://support.smartwitness.com/support/home> T: +44 (0) 1483 397 005