

microSDHC cards fail to format

Why can't I format my microSDHC card using my mobile phone?

SYMPTOMS:

- A mobile phone running Android OS will prompt you to format the card.
- When attempting to format the microSD/microSDHC card using the mobile phone, the format will fail and **the card is unusable** message will appear.

It may be possible to read and format the card using a USB memory card reader. In these cases, you can use a reader to download your data or recover it using a data recovery program like Rescue Pro.

After you backed up your data, you can simply format your card and continue using it in your device.

NOTE: Do NOT use the phone as the reader.

NOTE: If the above steps do NOT resolve the problem or if the lock switch is missing or broken, please backup your data if possible and [request a replacement using our online web form](#).