

### **Q&A 1 – Card not recognized by computer**

The issue could be the card is **not recognized on a card reader**.

1. Memory card locked or write protected? If you see “SD card locked” on your digital camera or “The disk is write-protected?” on your computer, you should turn off the write-protect lock.



2. Insert the card into a UHS-II card reader, and connect the reader to your computer. We suggest using a Lexar Card reader for confirmed compatibility. If the connection works fine, open the Disk Management on your computer and check if the capacity and the formatting with SD Formatter tool is successful.
3. If you cannot format the card and there is no appearance damage, suggest contacting Lexar Technical Support for RMA process.

### **Q&A 2 - Card not recognized by camera**

1. **It's important to choose the right card for your camera.** Please refer to the [Lexar Compatibility Guide](#) on Lexar.com or your device's user manuals to choose the right card for your camera and applications. If you choose an unsuitable card, it will cause the continuous high-bit video recording to record slowly and cause dropped frames or loss of data.
2. Make sure the card's file system is compatible with your camera. The file system of RAW will not be recognized by a camera.
3. Check whether the card is caused by poor contact: whether the card is fully inserted into the card slot, or the card PIN is dirty.
4. Connect the card to the computer with a UHS-II card reader. If the card is recognized by computer, check if the SD Formatter tool works normal. If you can format successfully, insert the card into the camera to check if the card works. If you cannot format the card, suggest contacting Lexar Technical Support for RMA process.

### **Q&A 3 - Not recognized on computer**

1. When inserting an SD card via UHS-II Card Reader or natively via the SD slot in your laptop or desktop computer, make sure that the metal contacts face down and point toward the computer. Do not force the media into the SD card slot, as this might cause damage.
2. If you insert your card and it does not mount, remove the card and insert it again. Sometimes the SD card will not mount properly if you insert the card too slowly or too quickly. If the card still won't mount, you might need to reformat your SD card. Please refer to the following guide to reformat an SD card on MAC:  
<https://support.apple.com/en-gb/guide/disk-utility/dskutl14079/mac>
3. Connect the card to a computer with a UHS-II card reader. If the connection works fine, check if the SD Formatter tool works normal. If you can format successfully, insert the card into the camera to check if the card works. If you cannot format the card, suggest contacting Lexar Technical Support for RMA process.

### **Q&A 4 – Why is my SD card not showing its full capacity?**

1. Actual usable memory capacity may vary. 1GB equals 1 billion byte.  
  
Standard capacity is not equal to the actual usable capacity. Since the capacity of flash memory products is mostly calculated according to 1MB=1000KB, 1GB=1000MB, the operating system uses the binary algorithm, 1MB=1024KB, 1GB=1024MB. Therefore, there will be a difference between the actual usable capacity and advertised capacity on the flash memory products. The actual capacity is about 90% of the full capacity, and that is normal. For instance, the standard capacity is 32GB, the actual capacity should be about 28.8GB. The standard capacity is 64GB, the actual capacity should be about 57.7GB.
2. Some of the capacity is used for formatting and store specific functions, including flash memory optimizations that maximize product performance and life, so users cannot use this capacity to store files.
3. Check the card through a computer: you can check the disk management on the computer. If it shows no allocation space, please delete the allocated one and format the card with an SD Formatter tool. If you cannot format the card, suggest contacting Lexar Technical Support for RMA process.

#### **Q&A 5 - Speed slow on camera:**

1. **It's important to choose the right card for your camera.** Please refer to the Lexar Compatibility Guide on web guidelines or your device's user manuals to choose the right card for your camera and applications. If you choose an unsuitable card, it will cause the continuous shooting/high-bit video recording to prompt the card slowly and data loss, etc.
2. Confirm the shooting mode and check if the card write speed meets the requirements, especially when recording with high frame rate/RAW/ slow-motion modes. If not, lower the shooting mode or replace the card with a high-speed memory card.
3. Confirm the device card slot protocol: Some devices [for example, SONY A7 III] have two SD card slots, UHS-I and UHS-II. If the UHS-II card is inserted into the UHS-I card slot of the device, the speed of the UHS-II card will not reach its performance.
4. Please format and clear data before using the camera.
  - a) Format the card on the camera.
  - b) It is strongly recommended to use the SD Memory Card Formatter to format rather than using formatting tools provided with individual operating systems. In general, formatting tools provided with operating systems can format various storage media including SD Cards, but it may not be optimized for SD Cards, and it may result in lower performance.  
<https://www.sdcard.org/downloads/formatter/>

#### **Q&A 6 - About the speed test**

1. Select a test environment that matches the card specs. For example, SD UHS-II needs to use UHS-II card reader instead of UHS-I, and the USB interface of the computer need to be USB 3.1 interface.
2. It is recommended to format the card in low-speed mode, then use CrystalDiskMark/ATTO test speed software [https://crystallmark.info/en/software/crystaldiskmark/#google\\_vignette](https://crystallmark.info/en/software/crystaldiskmark/#google_vignette) to achieve spec performance. It is recommended to use overwrite format through SD Memory Card Formatter to format the card or to use normal format (deselect quick format mode) to format the card, then use speed test software like CrystalDiskMark/ATTO to verify the performance.
3. When use on MAC: Mac Studio introduced in 2022, MacBook Pro introduced in 2021, iMac introduced in 2020, and iMac Pro have the SD card slot to support UHS-II that can get the maximize Lexar® Professional 2000x UHS-II Card GOLD Series performance.

## **Q&A 7 - How do I recover missing or deleted files on my memory card?**

Lexar recommends using the Lexar Recovery Tool. You can download the Tool at [https://www.lexar.com/en/download\\_cat/recovery\\_tool](https://www.lexar.com/en/download_cat/recovery_tool). Please refer to the Lexar Recovery Tool Quick Start Guide for instructions.

**Disclaimer:** Lexar does not guarantee to recover any of your missing or deleted files. Lexar assumes no liability for damage to the customer's equipment or data caused by the use or misuse of the format functions.

**I. Additional tips for card health**

1. When using the card on a different camera, format the card on the new camera or through the card reader. Please back up the data in the card before formatting.
2. Do not remove the card while data is being written to the card to avoid incomplete data capture.
3. Do not pull out or insert the card while the power is on, to avoid damage to the card or loss of data.
4. If your device gets too warm, please pause the shooting process until your device cools down. This will keep your device within an acceptable operating temperature.
  - a) For environment temperature, please refer to the high temperature standard of the meteorological station.
  - b) For the product temperature, if the high temperature warning appears in the camera shooting display, please pause the shooting process until your device cools down.

**II. Always use a card reader**

When reading or transferring content to your computer we recommend using a matching an UHS-I or UHS-II card reader that matched your card performance. We also recommend using a Lexar Card Reader for additional compatibility as 3<sup>rd</sup> party readers may not meet the rated specs as defined by Lexar products.