**Why memory card can’t be recognized ?**

Run “**Teye**” APP, -> My Device-> -> ->SD Card . If the memory card was recognized, the memory capacity will be displayed. If you memory card can’t be recognized, please check the memory card according to the following steps.

1. Check whether the memory card capacity is between 2-128G and

whether Class 10 high-speed card. If not, try another SD card, Samsung、SanDisk、Kinston brand is recommended.

② Power off the device, Reinsert the memory card again, to see if it can be recognized.

③ Take the memory card to the computer and format it into FAT32 format, then insert the device to see if it is recognized.