

SD Reader Troubleshooting

1. Can't Read My Cards:

- a. Check if the otg setting is enabled.
- b. Check if the sd card is healthy, or try a different SD card.
- c. Check if the card file format is FAT32/EXFAT instead of NTFS.
- d. Try another phone or laptop.
- e. If you're using an iPad Pro 2018, check if the pic is camera RAW format (e.g. *.CR2 for Canon / *.NEF for Nikon) and saved in a folder exact same as the original camera folder.

2. Failed to Transfer Large Files:

- a. Try to format the SD/Micro SD cards to the right format for your devices.
(*Back up your files first)
- b. Recommend using MS-DOS(FAT) for 32GB or smaller cards, and EXFAT for 64GB cards.

3. My Card Got Stuck/ Slot is Too Tight:

- a. Please make sure to insert the card correctly.
- b. Use a tweezer to remove it first, then try to insert this card to another standard card slot, see if it gets stuck.
- d. If not suck, the spring-loaded mechanism must be fails, please contact us via support@uniaccessories.io for a free replacement.

Can't find Your question?

We are always here to help:

support@uniaccessories.io

www.uniaccessories.io/support

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