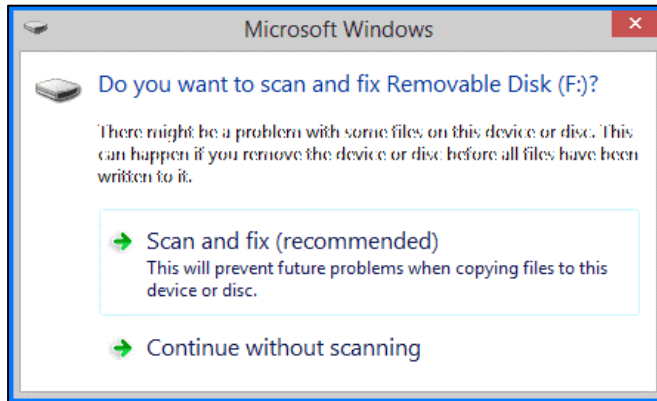
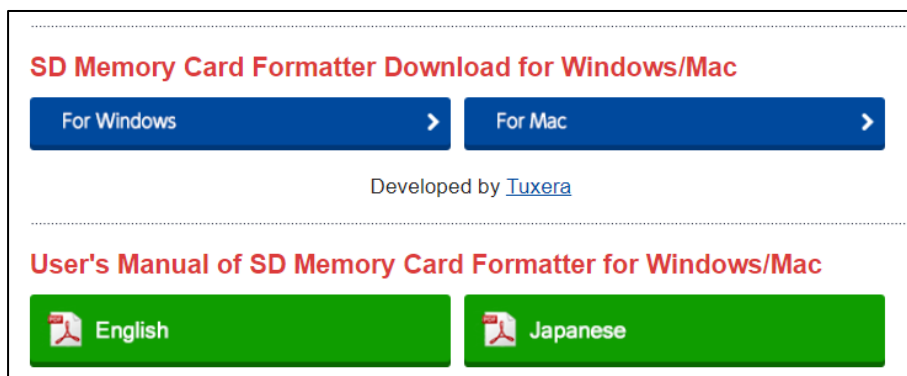


## How to do when this message “scan and fix removable disk” showing up when you connected Qstarz to PC?

When you see the message below, please follow the instructions to format the SD card.



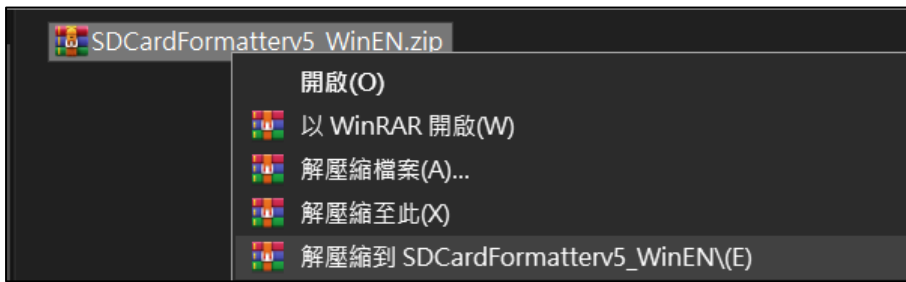
1. Backup the data of SD card to PC.
2. Download “SD Memory Card Formatter” from the link below.  
<https://www.sdcard.org/cht/downloads/formatter/index.html>



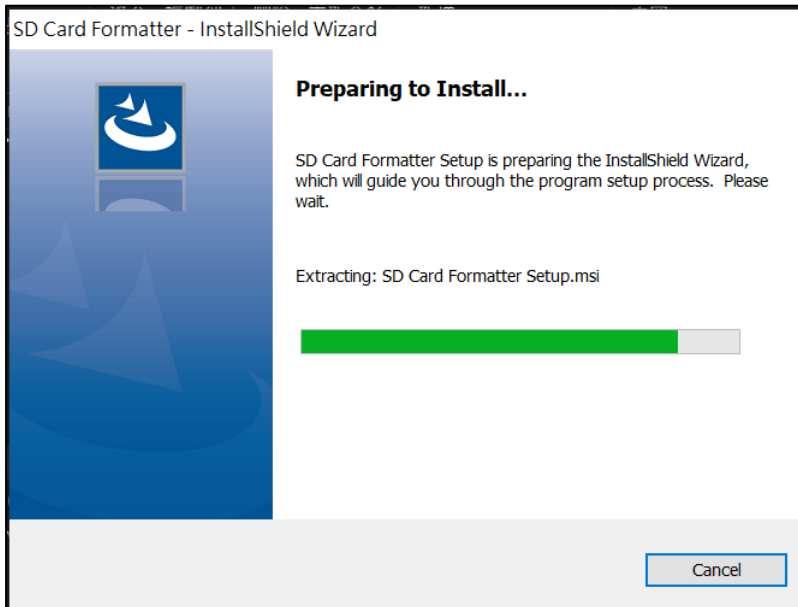
3. Click “Accept”



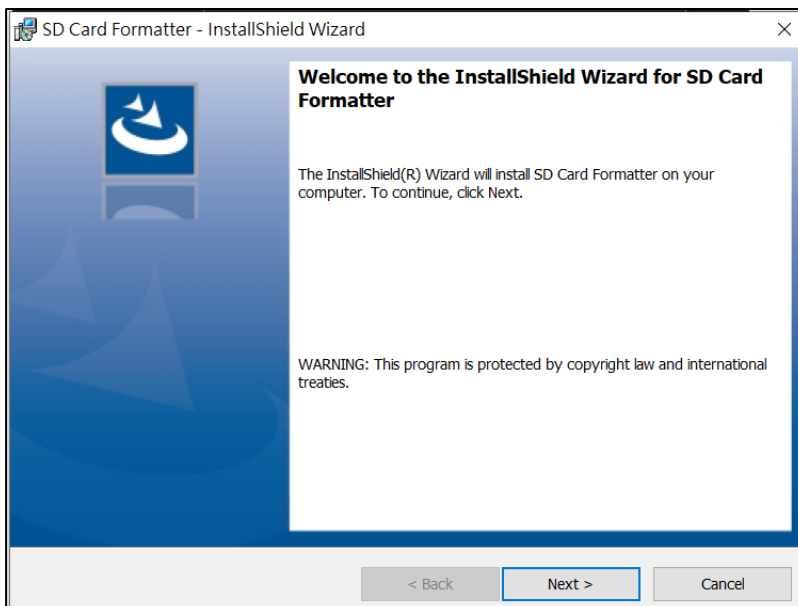
4. Unzip the downloaded file “SDCardFormatterv5\_WinEN.zip”



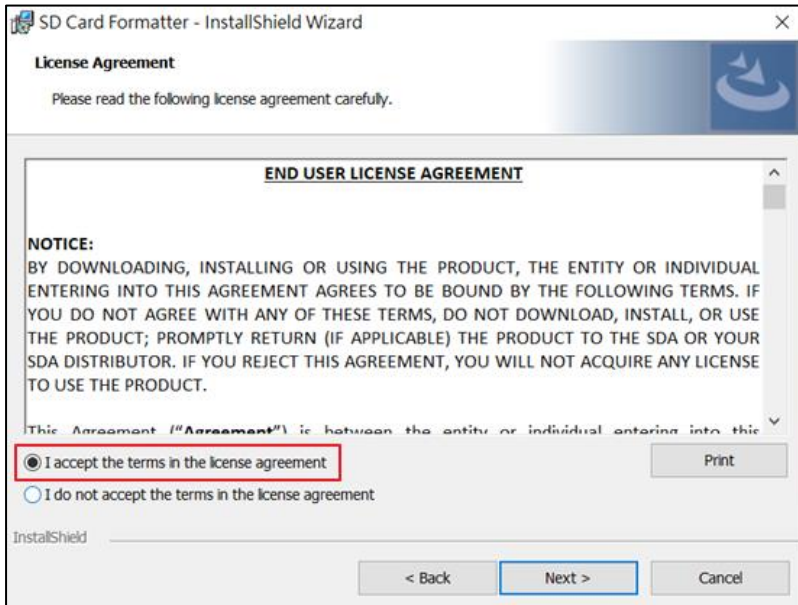
5. Install "SD Card Formatter 5.0.1 Setup.exe"



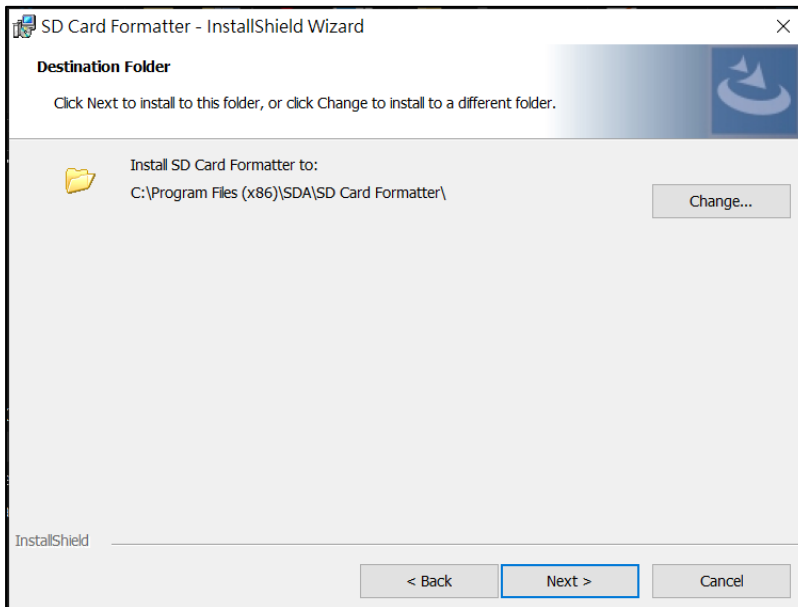
6. Click "Next"



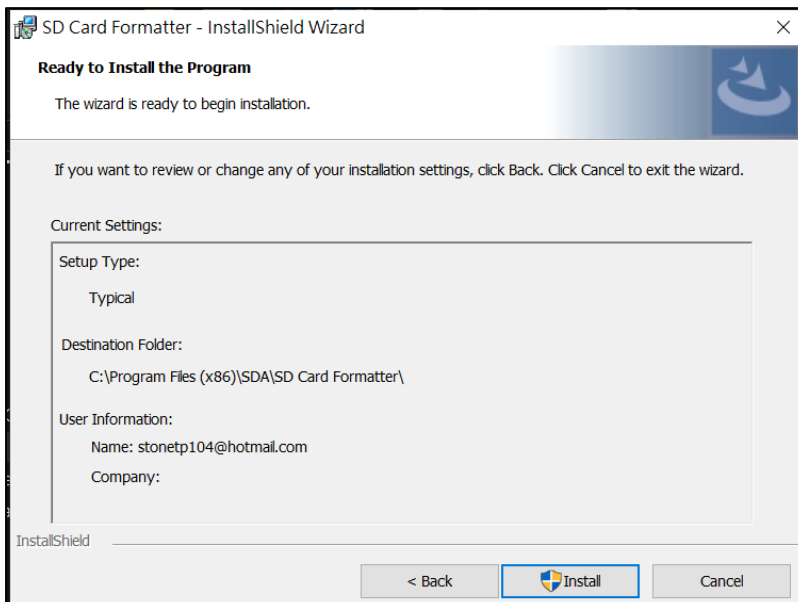
7. Select "I accept..." and click "Next"



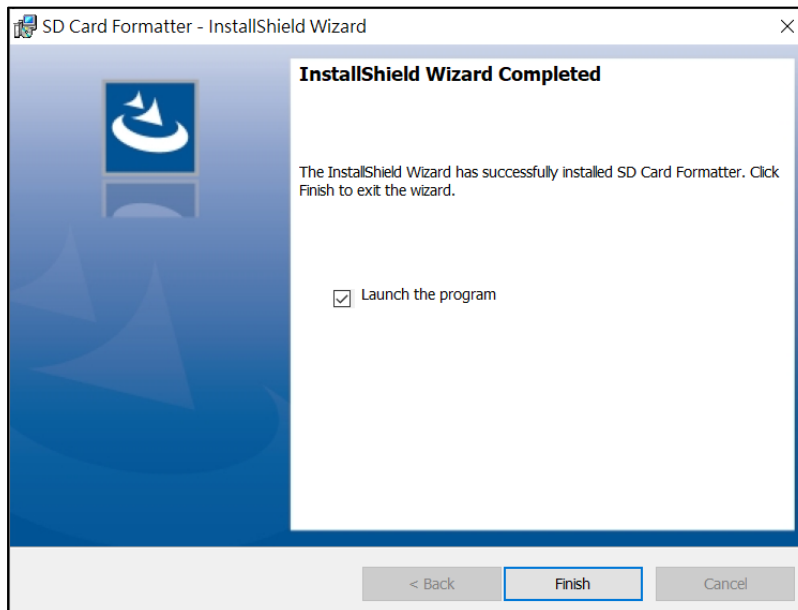
## 8. Click "Next"



## 9. Click "Install"

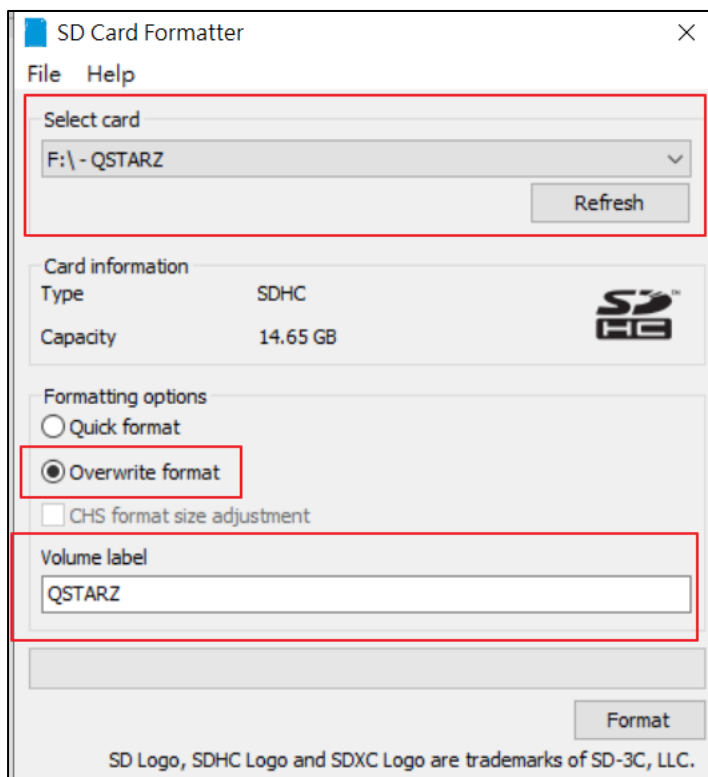


## 10. Click "Finish"

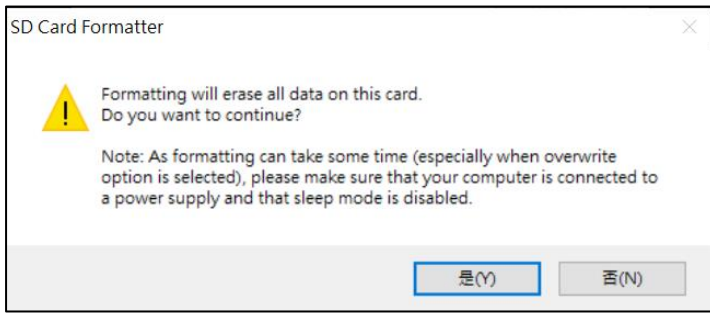


## 11. Start SD Card Formatter

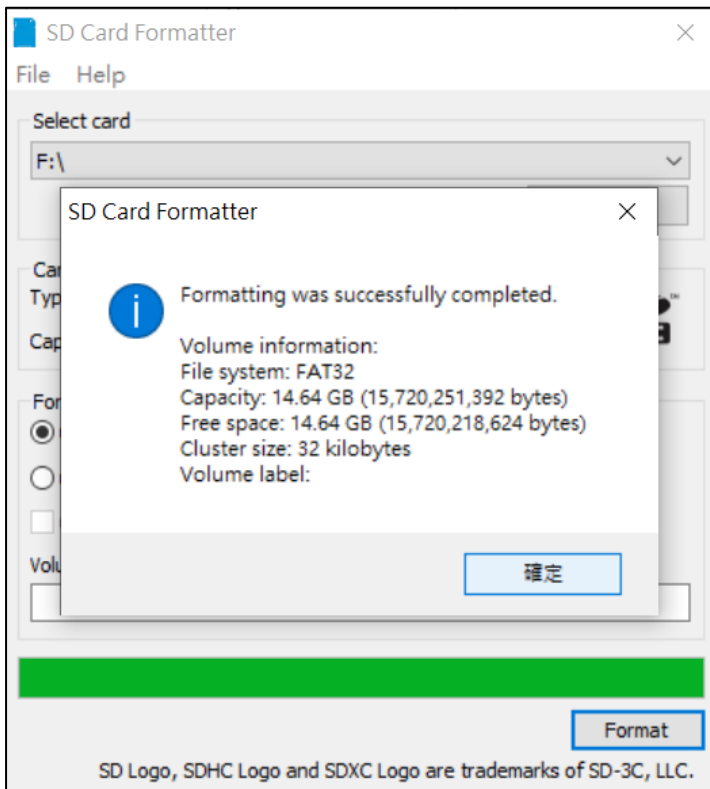
- Select SD Card
- Select **Overwrite format**
- Volume label input **QSTARZ**
- Click "**Format**" to start



## 12. Click "Yes "

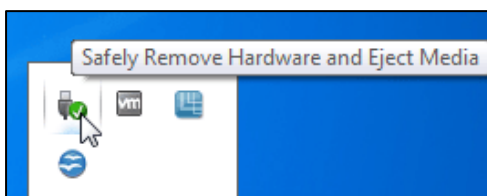


13. After formatting completed, click to finish.



14. Move the backup data from PC to SD card.

15. Safely Remove Hardware and Eject media



16. Put the SD card back to the device and power on. The device will run the initialization automatically.