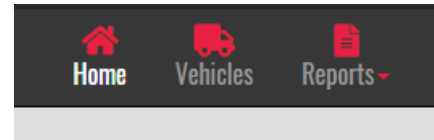


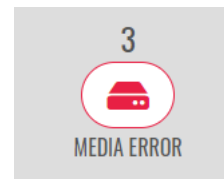
How to check for media errors and format SD card on Smart Mail2 or Smart Guard 2

1. Login to your Smart Mail account on <https://sm2.clientserver.me/> or Smart Guard account on <https://sgsm2.clientserver.me/>







2. Click on the “Vehicles” button at the top-left corner:



3. Once in Vehicles Summary page click on the Media Error button:



Media errors will populate on that list. To send a format command press SD1 and/or SD2:

DRID	Last contact	Format
KSMB61701699	2018-09-17 09:38:07	 
KSMB61701121	2018-09-17 09:37:04	 
KSMB01701241	2018-09-17 10:30:22	 

4. When you press the SD1 or SD2 button the caution message will ask you to confirm the format, to do so press OK. Once OK has been pressed the confirmation message will notify you the request is submitted to the server. Only when the camera is online will the format work. If the camera is offline the request is queued in the server and the command will be received by the unit at next boot up.

Devices stay on check media list 24 hours after media format after which if the format is successful they will be removed automatically by the system. If after 24 hours the device is still on the list, please contact SmartWitness and we will assist further:

W: <http://support.smartwitness.com/support/home> T: +44 (0) 1483 397 005