

PASSPORT CAMERAS: HOW-TO PROPERLY DELETE PICTURES FROM FLASHAIR WIRELESS LAN SD CARDS

Overview

When pictures are deleted from the Toshiba® Flash Air Wireless LAN SD cards using the Delete button or the Delete feature in the main menu, the FlashAir cards can become corrupt. This causes problems transmitting the pictures to the printer. It can also render the card unusable.

The camera software does not respect the file allocation table of the FlashAir card so that when a picture is deleted, part of a configuration file can be deleted as well. Without the configuration files, the Wireless LAN functionality of the card will be damaged and must be reformatted, which can be done in the camera.

NOTE:

This information is valid for Sony® H200, H300, W800, and W710 cameras. There are similar commands on the Canon G12, G15 and G16.

How-To Properly Delete Pictures from FlashAir Card

The proper way to delete the photos stored on the FlashAir Wireless LAN SD cards deletes the folder in which the photos reside. This procedure will delete all photos stored on the card.

NOTE:

These instructions are provided on the Quick Reference Cards that are included in the box in which the camera and printer were shipped.

1. On the camera, press the **Playback**  button to view photos taken.
2. Press the **Menu** button.
3. Scroll **DOWN** using the **Control** button  to the **Settings**  icon and press **Select**, which is in the center of the **Control** button.
4. Press the **LEFT** side of the **Control** button to move to the sidebar menu.
5. Scroll **DOWN** to **Memory Card Tool** .
6. Press the **RIGHT** side of the **Control** button to move to the submenu.
7. Scroll **DOWN** to **Delete Rec. Folder** and press **Select**.
8. Scroll **DOWN** to **OK** and press **Select**.
9. Press **Menu** to exit or power off the camera.

Incorrect Method for Deleting Photos from FlashAir Cards

ATTENTION:

Do **NOT** use the following method to delete photos from the FlashAir cards used with the ID400 passport systems.

The method for deleting photos provided by Sony® in the Instruction Manual, which is in the box with the camera, works well when using SD FlashAir cards that are not also Wireless LAN cards. The following are the instructions in the Sony Instruction Manual.

Deleting an image

- ① Press the  (Delete) button.
- ② Select (This Image) with ▲ on the Control button, then press .

Contact DNP IAM Technical Support

If you are still experiencing issues, contact DNP IAM using one of the following methods:

Phone: 1-855-367-7604

Email: dnpsupport@dnpiimgcomm.com

Weekday Hours: Monday-Friday 9am EST – 6pm EST

Weekend Hours: Saturday and Sunday Closed