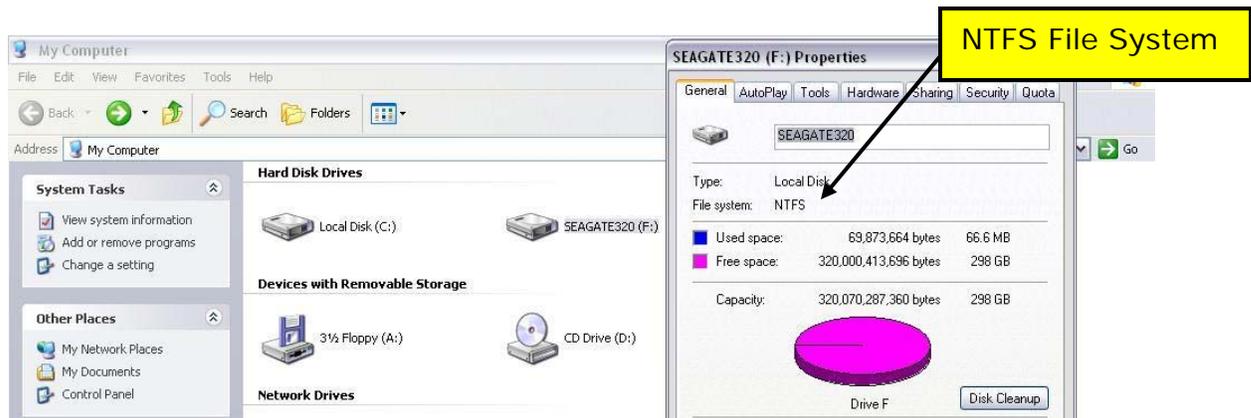So you just bought this massive external hard drive to store all your music and video files and you now want to use it with your Neuros OSD. Problem is it's not showing up using "Browse|Play" on your Neuros OSD.

The problem is most likely that your external hard drive is formatted in NTFS. In order for the Neuros OSD to recognize it, it needs to be in FAT32 file system format.

Here are the steps you need to take:

1. Plug in your external HD to your PC and verify that it is indeed formatted in NTFS.
Click on Start and go to My Computer. Right click on your external hard drive and select Properties. It should show that the file system is NTFS:

 If it is NTFS, **BACKUP ALL THE DATA FROM YOUR EXTERNAL HARD DRIVE** and move on to the following steps.
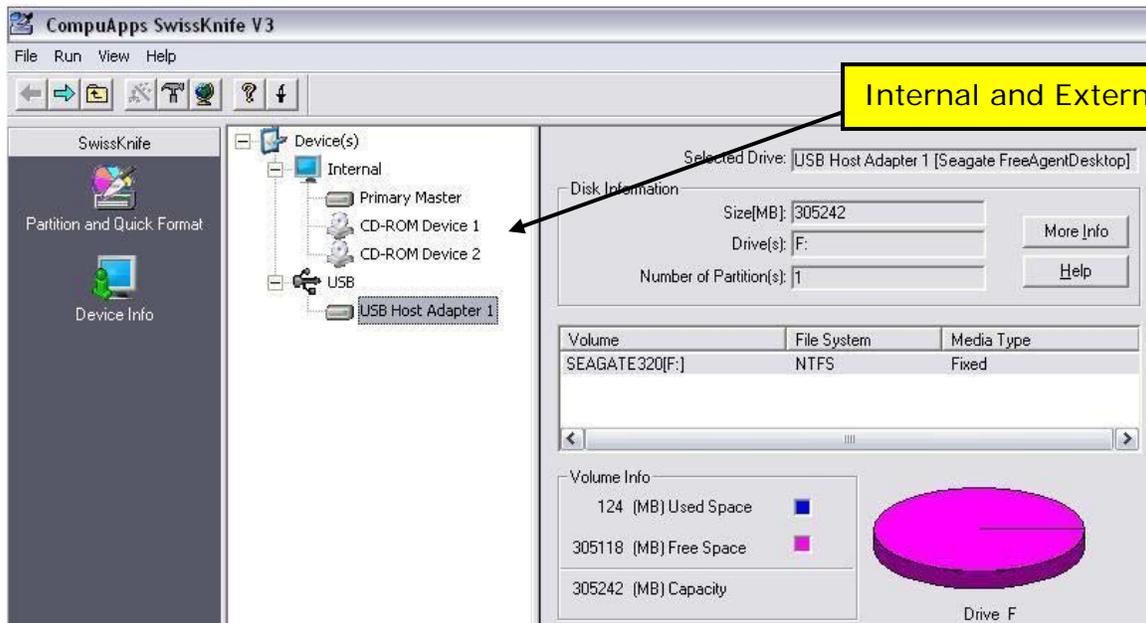
Note: If it says it is FAT32 already, then you may have some other issue. Feel free to continue with this procedure, but you may have to troubleshoot and/or contact support. One solution is to copy a single file to the drive using your PC and then plug it into the Neuros OSD.

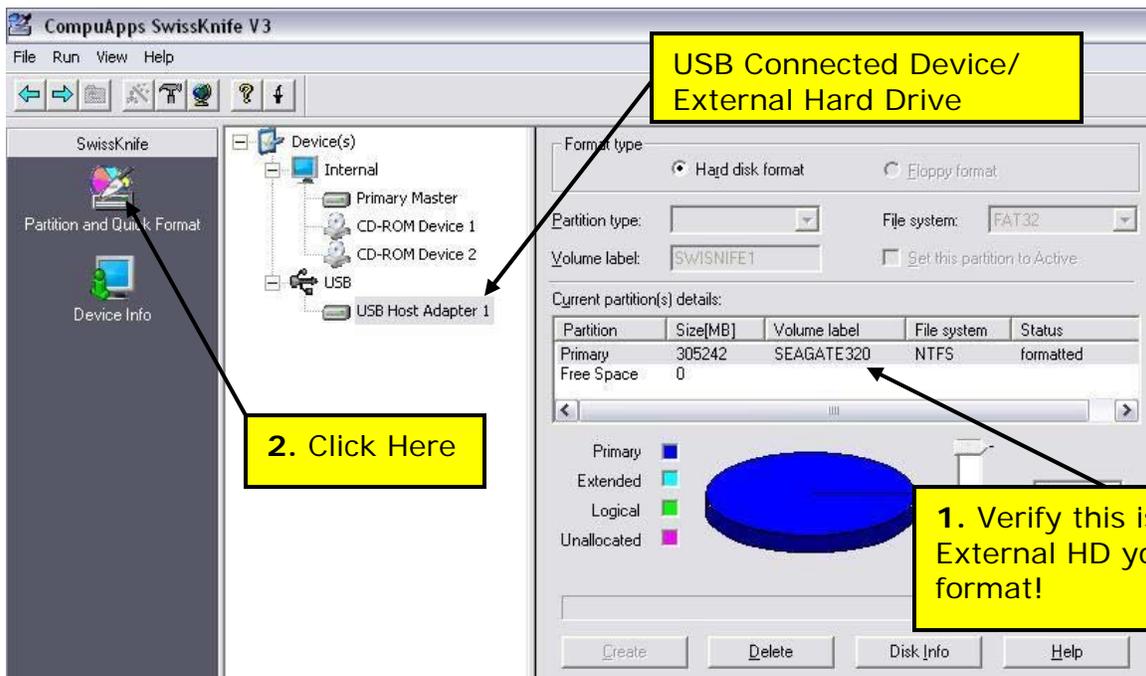2. The solution is to use a free program called SwissKnife to format it correctly.
It can be found here.

Download and install it.

3. Once installed, launch the program (SwissKnife Icon should be on your desktop). It will show you all the internal and external drives.
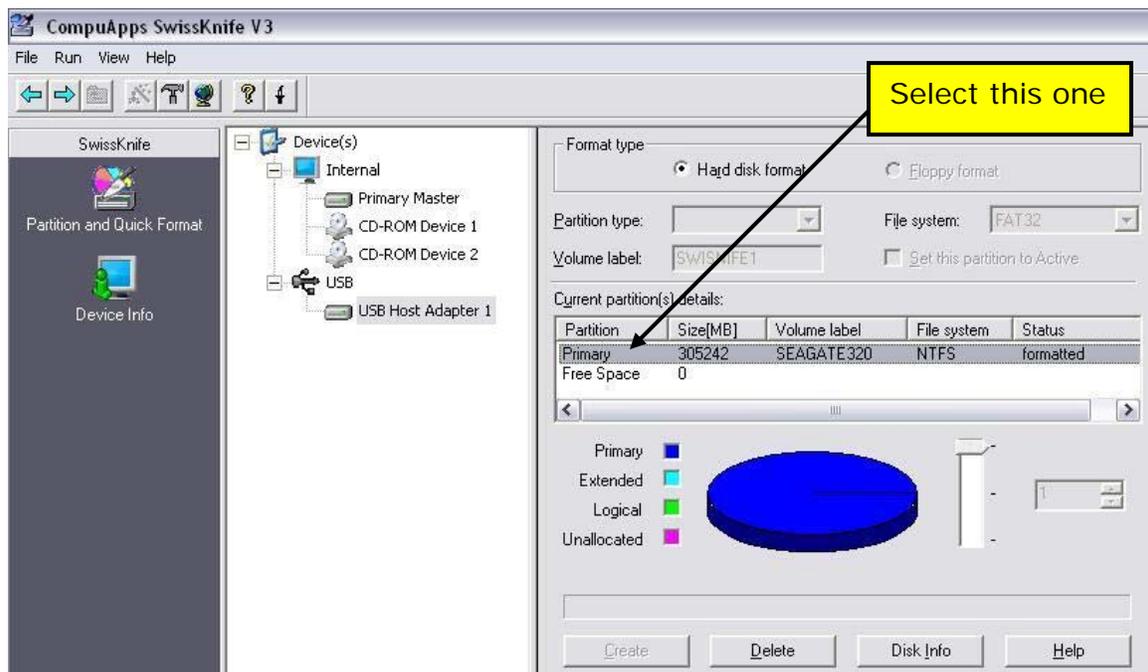

Internal and External Drives

4. Your USB connected external hard drive will show up as a USB host adapter. Check the "Volume Label" to select the right one.
Select it by clicking on it and then click on "Partition and Quick Format" in the upper left side.

USB Connected Device/
External Hard Drive

2. Click Here

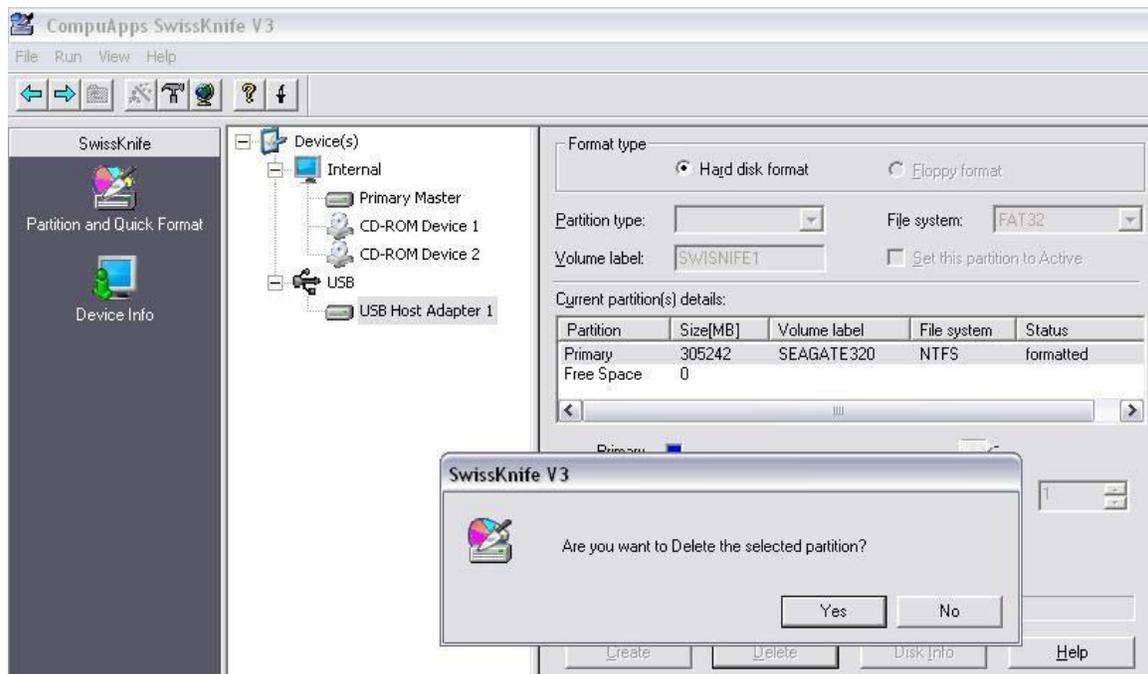**1.** Verify this is the External HD you want to format!

NOTE: Be careful if you have more than one USB Host Adapter listed because in the next few steps you are going to be deleting all the content from the drive chosen!
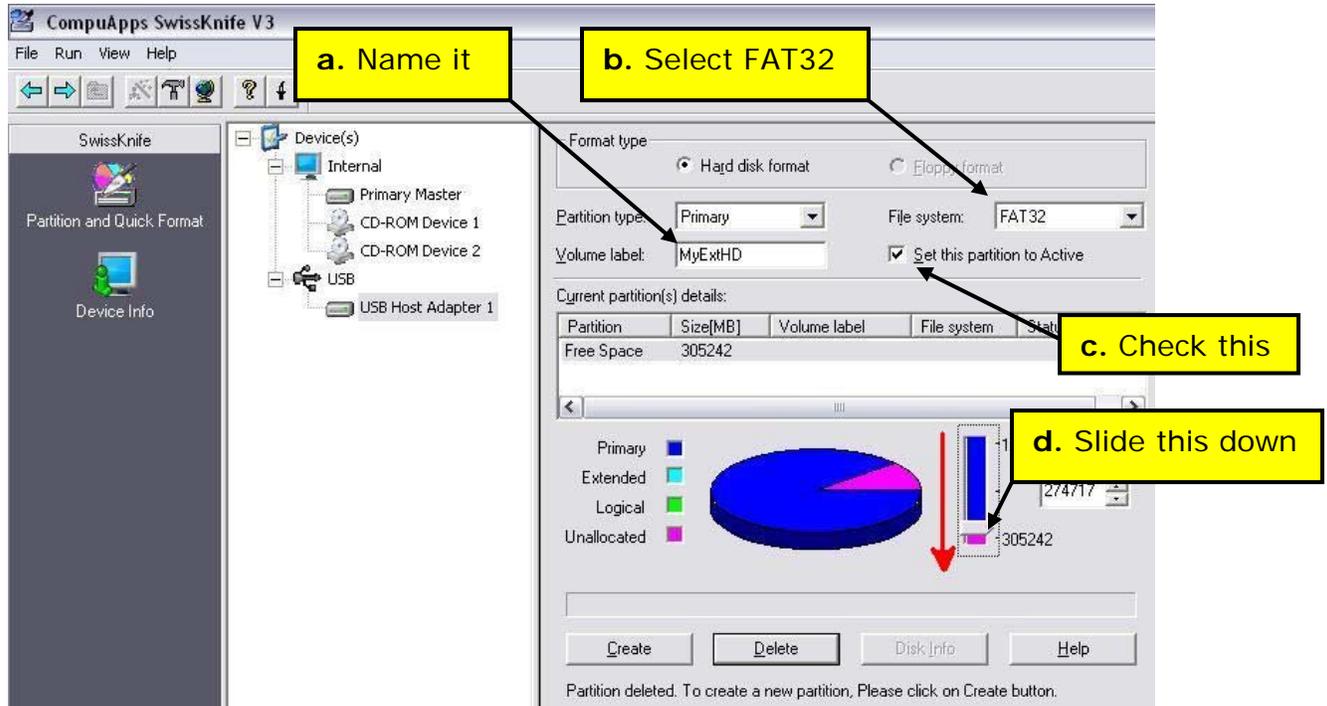
5. Highlight the primary drive in the "Current partition(s) details" window:
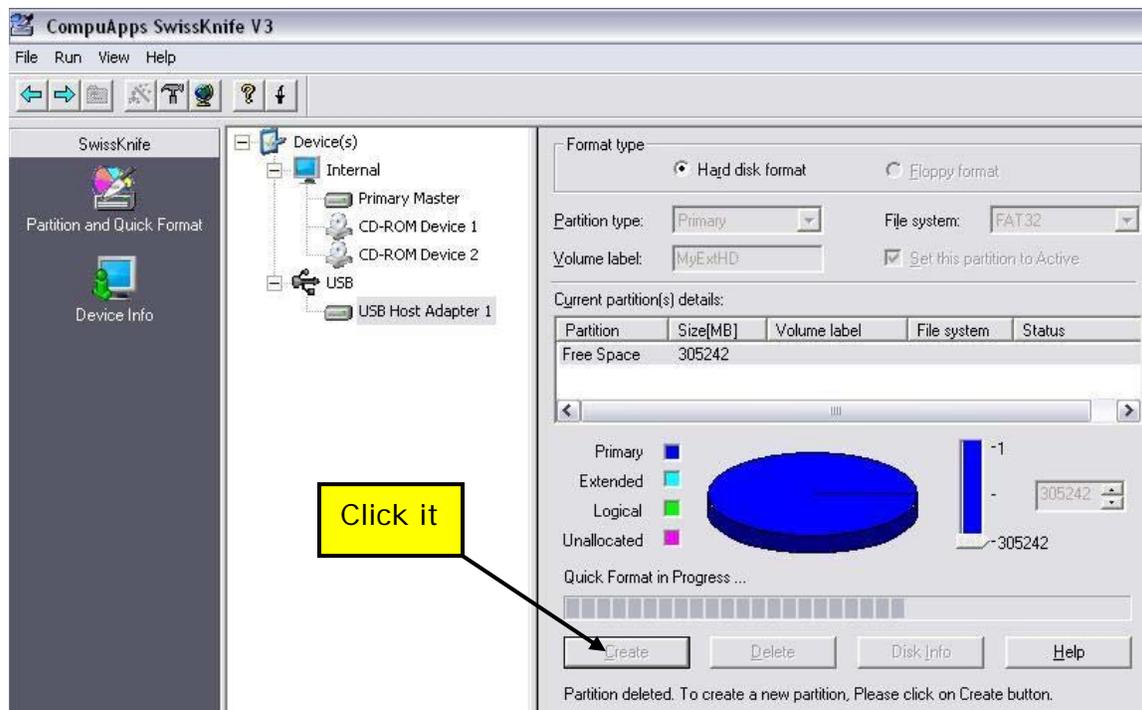

6. Select Delete and click YES on the warning. Hope you chose the correct drive, because it's now deleting everything on the drive you chose!
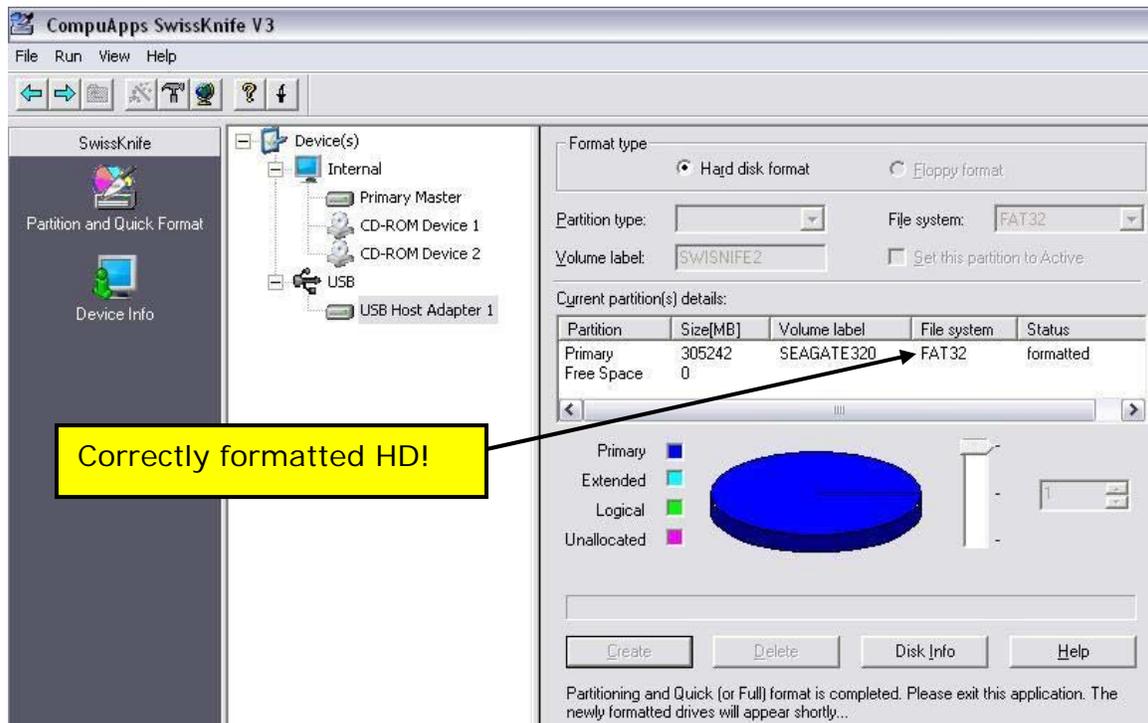
7. Now it's time to format the drive in FAT32. Select the primary drive in the "Current partition(s) details" window and then do the following:
    a. Name the drive if you want in the "Volume Label" field.
    b. Choose FAT32 from the "File System" field
    c. Check the "Set this Partition to Active" checkbox
    d. Drag the slider all the way down

8. Click "Create" at bottom:

9. You should now see your newly created/formatted/named drive in the "Current partition(s) detail" window
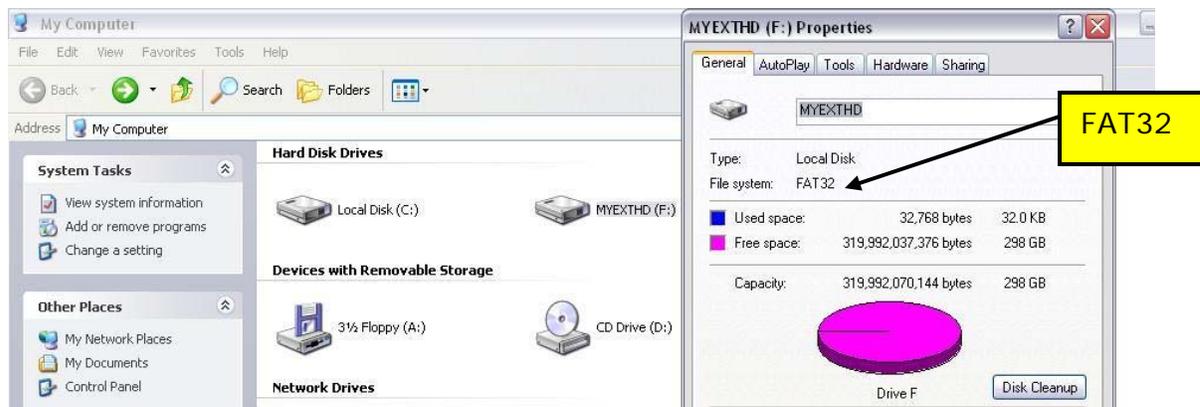

Correctly formatted HD!

10 Close the Swissknife program

11. Disconnect USB and power from your external HD

12. Plug in your external HD to your PC and verify that it is now formatted in FAT32.
Click on Start and go to My Computer. Right click on your external hard drive and go to Properties. It should now show that it is formatted in FAT32 file system.

FAT32

13. Connect the External HD to your Neuros OSD and you should be good to go. From the main menu select "Browse|Play". Your external HD should show up as "USB". Done!