If you are experiencing difficulty transferring your files off a Mac onto your FAT32 formatted memory stick, you may reformat your memory stick to ‘Mac OS Extended (Journaled)’ using the ‘Disk Utility’ application. Please be advised that by performing this operation, you are in fact erasing all data present on your memory device. Make sure the contents of your drive is backed up before any attempt to reformat. We will not be held responsible for any loss of data as a result of reformatting your memory stick or external drive.

- Insert your memory stick or external drive in to a vacant USB slot in the back of the iMac. Your drive will appear on the desktop as a removable media device (Image 1). By control-clicking your USB device on the desktop and choosing the ‘Get Info’ option from the pop-up menu (Image 2), you can double check to see what format your memory device is at present (Image 3).

- Open ‘Finder’ and select Applications > Utilities > Disk Utility and double-click to launch the application (Image 4).
Disk Utility will open and your drive should appear in the left hand column (Image 5), then select your drive by clicking on it once. With your removable drive selected; now click on the Erase tab (Image 6).

Next, you need to tell Disk Utility to reformat your removable drive to **Mac OS Extended (Journaled)** (Image 7). Feel free to rename your drive (underneath Format) if you wish, or just leave it as ‘UNTITLED’. To reformat the drive, click the Erase button (Image 8).

A warning message will appear asking you to confirm the reformat. To continue, click Erase (Image 9).

Depending on the size of your stick/drive, this operation should take 30 seconds. Once complete you can shut down Disk Utility and be able to transfer files from the Mac to your drive.