

SanDisk®



Sansa® Connect™ User Guide

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Safety Instructions

1. Read the safety instructions carefully before using your Sansa® Connect™ MP3 Player.
2. Read this entire manual to ensure proper usage.
3. Keep this User Guide for future reference.
4. Do not use **Headphones/Earphones** while driving, cycling, or operating any motorized vehicle. This may create a traffic hazard and may be illegal in some areas. It can also be dangerous to play your music with **Headphones/Earphones** at high volume while walking, or engaged in other activities. You should exercise extreme caution and discontinue use in potentially hazardous situations.
5. Avoid using **Headphones/Earphones** at high volume. Hearing experts advise against continuous loud and extended music play. Keep the volume at a moderate level, so that you are better able to hear outside sound, and to be considerate of the people around you.
6. Keep your player away from sinks, drinks, bathtubs, showers, rain, and other sources of moisture. Moisture can cause electric shocks with any electronic device.
7. Follow these tips to keep your player working well for a long time:
 - Clean your player with a soft lint-free cloth used on glass lenses.
 - Do not allow young children to use your player unsupervised.
 - Never force any connector into the ports of your player or your computer. Make sure your connectors are the identical shape and size before you connect.
8. Do not disassemble, crush, short-circuit, or incinerate battery as it may cause fire, injury, burns, or other hazards.

Disposal Instructions

Do not dispose of this device with unsorted waste. Improper disposal may be harmful to the environment and human health. Please refer to your local waste authority for information on return and collection systems in your area.

Introduction

Thank you for choosing the SanDisk Sansa Connect!

The **Sansa Connect** is a high performance portable WiFi enabled digital audio player with a large 2.2" inch QVGA color screen, internal speaker, microSD™ card expansion slot, and rechargeable Lithium Ion battery.

The **Sansa Connect** is optimized to work seamlessly with the Yahoo! Music Unlimited To Go subscription service and the Yahoo! Music Jukebox music management software.

The **Sansa Connect** provides superior sound playback and enables users to play MP3, WMA, and secure WMA audio files. This wireless device plays Yahoo! LAUNCHcast internet radio broadcasts (both FREE and subscription-only stations.) It also supports Microsoft PlaysForSure™ subscription music.

The **Sansa Connect** displays photos via the microSD card. The image formats supported are: JPEG¹ and PNG. It also enables viewing of online photos available through Flickr (user ID required to access content). So enjoy your personal and web photos anywhere you go.

The **Sansa Connect** has a 4 gigabyte (GB) capacity, allowing for storing of up to 675 secure WMA songs (45 hours of music content.)

*Note: Approximation based on 4 minute songs at 192 kbps secure WMA (5,793,901 bytes/song.)
1 megabyte (MB) = 1 million bytes; 1 gigabyte (GB) = 1 billion bytes. Some of the listed capacity is used for formatting and other functions, and thus is not available for data storage.*

With your Sansa Connect, you can:

- **Browse and play digital music stored** in the Music Library. MP3, WMA, and secure WMA audio formats are supported.
- **Listen to LAUNCHcast internet radio** using the built-in WiFi connection.²
- **Download music wirelessly to your Sansa Connect** from Yahoo! Music Unlimited.³
- **Transfer music from your PC** with Yahoo! Music Jukebox.
- **Recommend songs** to your Yahoo! Messenger friends and other Sansa Connect owners.²
- **Create automatically updating Mixes** of music similar to songs and artists you like.²
- **Get recommendations and popular songs** from Yahoo! Music Unlimited.²
- **Use the built-in speaker** to enjoy music even without the headphones.
- **Insert a microSD card** to add more storage.
- **View photos** from the microSD card, or from the Flickr photo service.¹

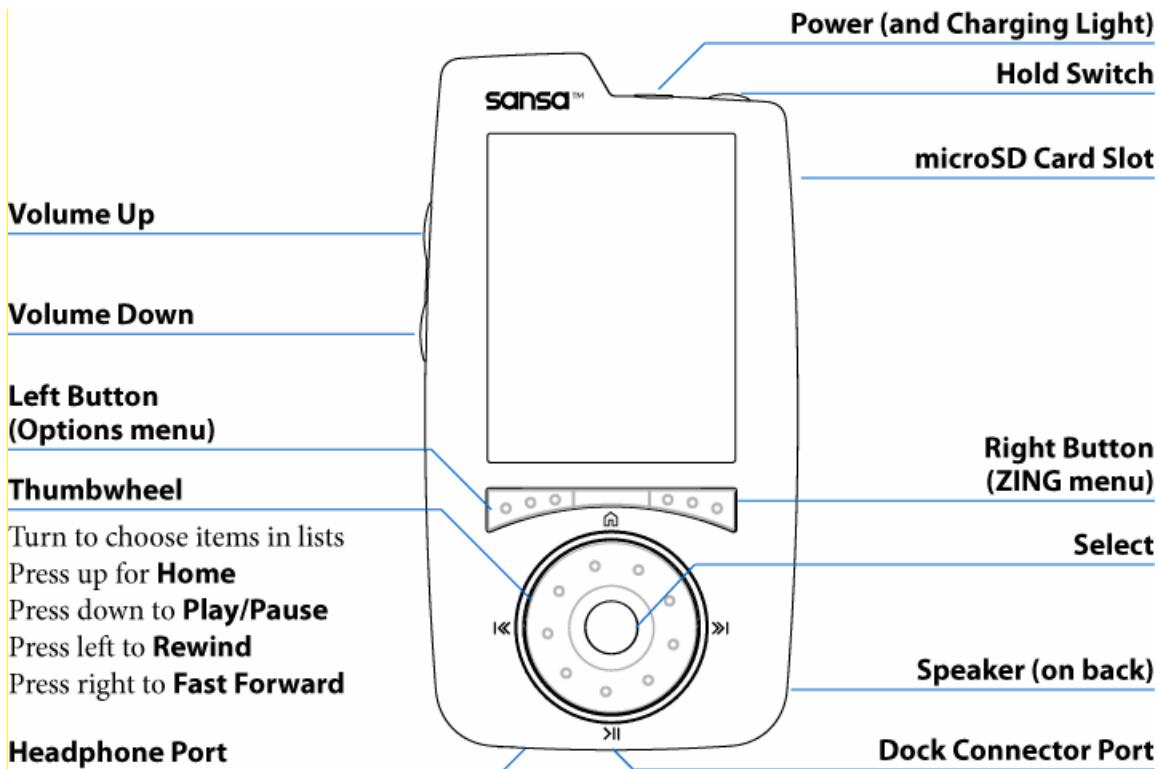
Note: Yahoo! Music does not permit copying or transferring music files to other users. Share function available only for subscribers to access another subscriber's Yahoo! Music Unlimited music files. A valid subscription is required to access saved songs.

¹ JPEG2000 not supported

² Yahoo! ID and WiFi connection required

³ Yahoo! Music Unlimited To Go subscription and WiFi connection required

Your Sansa Connect's Controls



Usage Tips

Turn Sansa Connect ON or OFF	Press POWER
Disable all controls	Slide the HOLD SWITCH to the lock position
Select an item	Turn the thumbwheel to highlight the item, then press SELECT
Return to the previous screen	From Now Playing, turn the thumbwheel. From all other screens, press REWIND.
Display the Home Menu	Press HOME (up on the thumbwheel)
Open a contextual menu (e.g. Options, ZING)	Press the LEFT or RIGHT buttons when a menu title appears at the bottom left or right of the screen.
Turn the speaker on	Disconnect the headphones
Turn the speaker off	Reconnect the headphones
Reset Sansa Connect	Press and hold POWER for 15 seconds

Getting Started

Package Contents

Your Sansa Connect package includes:

- Sansa Connect
- Earphones
- USB Cable
- AC-USB Charger
- CD-ROM (for installing Yahoo Music Jukebox)
- Quick Start Guide
- Yahoo! Music Unlimited To Go Free Trial card
- Travel Pouch (Protective Case)
- Lanyard

Installing Software

Insert the Installation CD into your computer and follow the onscreen directions to install the software. Your Sansa Connect uses Yahoo! Music Jukebox to manage music and transfer songs.

Getting a Yahoo! ID and start your Y! Music Unlimited To Go Free Trial

To use many of the features of your Sansa Connect, you'll need a Yahoo! ID. If you're not already a Y! Music Unlimited subscriber, follow the instructions on the Y! Music Unlimited To Go Free Trial card included in the box.

Powering On Your Sansa Connect

To turn on your Sansa Connect, press Power.

If your Sansa Connect doesn't turn on, check that the Hold Switch is in the unlock position. If this doesn't help, you may need to charge the battery (see below)

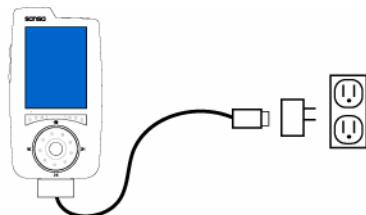
After the startup is complete, a brief series of screens will welcome you and point out some of the key features of your Sansa Connect.

Charging Your Sansa Connect

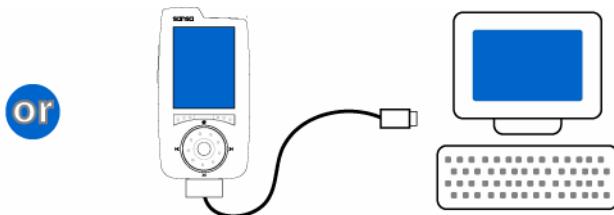
Your Sansa Connect comes with a rechargeable battery. To charge the battery, either:

- Connect the large connector of the USB cable into the dock connector port on the bottom of your Sansa Connect, connect the small connector or the USB cable into the AC-USB charger, and plug the AC-USB charger into a power source.
- Connect the large connector of the USB cable into the dock connector port on the bottom of your Sansa Connect, and plug the smaller connector into a USB port on your computer.

TIP Some low-power USB ports (such as those found on a keyboard) may not be able to provide enough power to charge your Sansa Connect's battery; use a high-powered USB port for best charging performance.



Charging using AC power



Charging and transferring music over USB

Transferring music using Yahoo! Music Jukebox

Connect the large connector of the USB cable into the dock connector port on the bottom of your Sansa Connect, and plug the smaller connector into a USB port on your computer.

On your computer, open Yahoo! Music Jukebox. To transfer songs, drag and drop them to the Sansa Connect icon in the left column.

Connecting to WiFi

Your Sansa Connect makes it easy to connect to WiFi networks. When a WiFi connection is needed (for instance, to play Internet Radio), the Sansa Connect will automatically look for a network and try to connect.



When starting the WiFi connection, your Sansa Connect will find all of the WiFi networks in range. Networks will be listed in order of signal strength (highest first), and protected networks (which require a password) are indicated by the lock icon.

If one or more networks are found that you have successfully connected to in the past, the Sansa Connect will automatically select the network with the strongest signal strength, and this screen will be skipped.



If the network requires a password, the Enter Password screen will appear. To start entering the password, turn the thumbwheel to highlight the first character, and press SELECT. If you need to change from uppercase letters to lowercase, or to find a special character, press the LEFT button. Continue selecting letters until the password is complete, and press the RIGHT button.

Your Sansa Connect will automatically save passwords for you. If you're connecting to a network that you've already entered the password for, this screen will be skipped and the saved password will be used.

A similar screen will appear when you need to sign in to Yahoo! and have to provide your Yahoo! ID or password.

Once you're connected to WiFi, the WiFi signal strength meter at the bottom of the screen will show how reliable the connection is. More green bars indicate a stronger signal.

The Home Menu

The Home Menu is the easiest way to choose between the different features of your Sansa Connect. To display the Home Menu, press HOME ().

From the Home Menu, you can select the following features:



Now Playing shows details about the currently playing song. It only appears in the Home Menu when you're listening to music.



Internet Radio lists all of the LAUNCHcast Radio stations you can listen to using the WiFi connection. You can also save and play Favorite Stations.



Music Library lets you browse all music (whether downloaded over WiFi or transferred via USB) stored on your Sansa Connect by artist, album, title, and genre. Playlists and Mixes can also be found here.



Get More Music is an easy way to download most popular and recommended songs directly from Yahoo! Music Unlimited to your device. You can also get any Yahoo! Playlists you have created on your computer.



Friends shows what music your Yahoo! Messenger friends and other nearby Sansa Connect owners are listening to. You can exchange recommendations with your online friends.



Photos lets you view photos and slideshows from an optional microSD card, and view your photos and the daily most interesting photos from Flickr.



Settings is the place to customize the behavior of your Sansa Connect, including audio, display, and playback.



Now Playing

Now Playing appears in the Home Menu whenever your Sansa Connect is playing music. It shows information about the current song, artist, and album.

TIP: When in Now Playing, turning the wheel will return to the list you selected the music from.

Playing and Pausing Music

From Now Playing, press PLAY/PAUSE once to pause or resume playing music.

Skipping Songs

To skip back to the beginning of the current song, press REWIND once. Press REWIND again to go to the start of the previous song.¹

To skip to the next song, press FAST-FORWARD. With a Yahoo! Music Unlimited To Go subscription, you can even skip songs when listening to LAUNCHcast radio.

Rewinding and Fast Forwarding

To rewind within a song, press and hold REWIND.¹

To fast-forward within a song, press and hold FAST-FORWARD.

Using the Options Menu

Press the LEFT BUTTON to display the **Options** menu, where you can:

- Select **Rate Song, Artist, or Album** to rate music
- Select **Change Shuffle or Repeat** to turn shuffle and repeat on or off.¹
- Select **Remove this Song** to remove this song from the Music Library and skip to the next song.¹
- Select **Add Station to Favorites** to add the current station to your list of Favorite Stations. (This option only appears when listening to LAUNCHcast radio.)
- Select **Go Back to Station List** to return to the list where you chose the current LAUNCHcast station. (This option only appears when listening to LAUNCHcast radio.)
- Select **Go Back to Song List** to return to the list where you chose the current music.¹

¹ Not available when listening to LAUNCHcast Internet Radio.

Using the ZING Menu

Note: In order to get songs, a Yahoo! Music Unlimited To Go subscription is required.

Press the RIGHT BUTTON to display the **ZING** menu, where you can:

- Select **Get this Song** to get the song you're listening to – it will be downloaded to your Music Library, so you can listen to it any time. Some songs may not be available for download, and can only be heard over LAUNCHcast radio.
- Select **Get this Album** to get the album that the song you're listening to appears on. Some albums may not be available for download, and can only be heard over LAUNCHcast radio.
- Select **Make a Mix like this Song** to get an auto-refreshing Mix of songs similar to the current song. Each time you play a Mix, your Sansa Connect will try to update the Mix with new songs the next time a WiFi connection is available.
- Select **Friend Recommendations** to go to Friends so you can send the currently playing song as a recommendation, or check on recommendations you have received from others.



Internet Radio

Internet Radio gives you access to a wide variety of stations provided by Yahoo!'s LAUNCHcast music service. When your Sansa Connect is connected to WiFi, you can listen to pre-programmed stations, or to My Station, a personalized station which reflects your music interests.

Listening to LAUNCHcast stations

To listen to a LAUNCHcast station, select **Internet Radio** from the **Home Menu**. Stations are organized into the following categories:

- **My Station and Moods** includes stations customized to your music tastes
- **Favorite Stations** includes stations you choose to make your favorites
- **Genres** includes stations organized by the type of music played (e.g. Pop, Rock, Jazz.)
- **Themes** includes stations organized based on themes (e.g. Top 10, Holiday, Party.)

Saving Favorite Stations

When a station you enjoy is highlighted, or when in **Now Playing** and listening to a station, press the LEFT button to open the **Options** menu and select **Add to Favorite Stations**.

Customizing your My Station and Moods

Note: In order to use My Station and Moods, a Yahoo! Music Unlimited To Go subscription is required.

My Station is a custom music station personalized to reflect your music interests. To create a My Station, install Yahoo! Music Jukebox on your PC using the Installation CD. After starting Yahoo! Music Jukebox, click on **LAUNCHcast Radio** from the list at the left, and then click on **My Station & Moods** from the **Station Guide** which appears. Click the **Customize** button and follow the instructions to create a My Station and customize it to your tastes.

Once you've created your My Station, you can also choose to create Moods, which filter your My Station by one or more genres you choose.

TIP: To personalize your My Station and Moods, rate the music you listen to with your Sansa Connect. Select **Rate Song, Artist, and Album** from the **Options** menu, and press **SELECT** to change the rating.



Music Library

Music Library stores all of the music available on your device. You can browse your music collection by artist, album, song title, or genre. You can also browse playlists you've created and similar song mixes you've downloaded from Yahoo! Music Unlimited. Finally, you can also check on any downloads that are in progress.

Playing all songs in random order

Select **Shuffle All** to hear all of the songs on your Sansa Connect in a random order.

Playing Playlists and Mixes

Select **Playlists & Mixes** to see songs organized by the following types of lists:

- **Playlists** are lists of songs you create using Yahoo! Music Jukebox. You can download these to your Sansa Connect from **Get More Music**, or transfer them when connected to your computer with USB.
- **Automatic Playlists** show all songs on your Sansa Connect that match a certain criteria, such as **Recently Added** or **Recommended by Friends**. Automatic playlists cannot be removed.
- **Mixes** are automatically updating lists of songs similar to a song, artist, or genre you've selected. Songs in Mixes that are older, lower-rated, and less frequently listened to songs may be deleted automatically to make room for new songs.

Press **PLAY** to start playing a Playlist or Mix, or press **SELECT** to view the songs in that list.

TIP: If you enjoy a song in a Mix and don't want it to be deleted, select **Keep this Song** from the **Options** menu. The song will then be kept just as if you had chosen to get that song. If you like an entire Mix, you can highlight the Mix and select **Save as a Playlist** from the **Options** menu – every song in the Mix will be kept.

TIP: If you enjoy Mixes and want to have more fresh music automatically downloaded, go to **Settings**, select **Music & Mixes**, and increase your **Mixes & Recommendations** setting.

Browsing your Music Library

You can browse the songs in your Music Library in several ways:

- Select **Artists** to view a list of all artists with songs in your Music Library. Select an artist to see a list of albums, or press **PLAY** on the artist to start playing all songs by the artist.
- Select **Albums** to view a list of all albums in your Music Library. Select an album to see a list of songs, or press **PLAY** on the album to start playing all songs from it.
- Select **Songs** to view a list of all Songs in your Music Library. Select a song (or press **PLAY**) to hear it.
- Select **Genres** to view a list of all genres in your Music Library. Select a genre to see a list of songs, or press **PLAY** on the genre to start playing all songs from it.

Removing Songs

To remove a song, highlight it and select **Remove this Song** from the **Options** menu.

Checking the Status of Downloads

Select **Download Manager** to view all songs currently scheduled for download. Songs at the top of the list will be downloaded first. You can use the **Options** menu to remove songs from the list, or move them to the top of the list to be downloaded more quickly.



Get More Music

Get More Music uses the WiFi connection of your Sansa Connect to download more music. You can get playlists you've created in Yahoo! Music Jukebox, or browse lists of most popular and recommended songs by genre.

Getting your Yahoo! Playlists

Note: In order to get playlists, a Yahoo! Music Unlimited To Go subscription is required.

Select **My Yahoo! Playlists** to see a list of Playlists you have created in Yahoo! Music Jukebox. To get the entire Playlist, select **Get this Playlist** from the **ZING** menu. Or, select **Make a Mix from this Playlist** to get a Mix of songs from that Playlist.

TIP: Each time you play a Mix, your Sansa Connect will try to update the Mix with new songs the next time a WiFi connection is available.

Getting Popular Songs from Yahoo! Music

Note: In order to get songs, a Yahoo! Music Unlimited To Go subscription is required.

Select **Yahoo! Music Top Songs** to view the songs most frequently played by Yahoo! Music Unlimited subscribers. You can view the most popular songs of all types, or select a genre to see only popular songs of that type.

Once you see a list of songs, you can get a song by highlighting it and selecting **Get this Song** from the **ZING** menu. You can also select **Get this List** to get all of the songs shown, or select **Make a Mix from this List** to get a Mix of these songs.

Getting Recommended Songs from Yahoo! Music

Note: In order to get songs, a Yahoo! Music Unlimited To Go subscription is required.

Select **Yahoo! Music Recommendations** to view the songs Yahoo! Music Unlimited thinks will match your musical tastes. You can view recommended songs of all types, or select a genre to see only recommended songs of that type.

Once you see a list of songs, you can get a song by highlighting it and selecting **Get this Song** from the **ZING** menu. You can also select **Get this List** to get all of the songs shown, or select **Make a Mix from this List** to get a Mix of these songs.

TIP: To improve the quality of your recommendations, be sure to rate the music you listen to by selecting **Rate this Song, Artist or Album** from the **Options** menu. In particular, rating artists is especially valuable in helping Yahoo! know your tastes better.



Friends

Friends lets you see what other people are listening to. You can get the songs your Yahoo! Messenger friends or other nearby Sansa Connect users are listening to. You can also send recommendations to your friends, and receive song recommendations from them.

Viewing songs your Friends are listening to

You can view friends from two categories:

- **Yahoo! Messenger** lets you see music from your Yahoo! Messenger friends who are listening to music either on another Sansa Connect or on their computer. Your friends are organized into groups, just as in the Yahoo! Messenger for your computer. Within a group, online friends are listed first, followed by offline friends.

TIP: You can choose to automatically sign in to Yahoo! Messenger whenever you connect to WiFi by going to **Settings**, selecting **Friends**, and selecting **Yahoo! Messenger Auto Sign In**.

- **Others Nearby** lets you see music from other Sansa Connect users who are connected to the same WiFi network as you.

TIP: You can allow (or prevent) other nearby users from seeing what music you are playing by going to **Settings**, selecting **Friends**, and selecting **Visibility to Non-Friends**.

Getting songs your Friends are listening to

Note: In order to get songs from friends, a Yahoo! Music Unlimited To Go subscription is required.

To get a song a friend is listening to, highlight that friend and select **Get this Song** from the **ZING** menu. If the song is available in the Y! Unlimited music catalog, it will be downloaded to the **Music Library**.

Recommending a song to a Friend

To send a recommendation to a friend for the song you're currently listening to, highlight the friend and select **Send a Recommendation** from the **ZING** menu. Recommendations can only be sent to friends who are currently online.

Viewing and playing song recommendations from Friends

Note: In order to get recommendations, a Yahoo! Music Unlimited To Go subscription is required.

To view recommendations you have received, go to **Friends** and select **Recommended by Friends**. A list of recently recommended songs will appear. To play any song, select it.

TIP: If you enjoy a recommended song, select **Keep this Song** from the **Options** menu. The song will then be kept on your Sansa Connect just as if you had chosen to get that song yourself.

TIP: You can also view recommended songs from the **Music Library** by selecting **Playlist & Mixes** and then selecting **Recommended by Friends**.



Photos

Photos lets you view photos, either from a microSD card you've inserted into your Sansa Connect, or from the Flickr photo service over a WiFi connection.

Viewing Photos from a microSD card

If you have a microSD card inserted into your Sansa Connect, you can view photos stored there by selecting **microSD Card**.

A list of all photos stored on your microSD card will appear, showing small versions of each. To view a photo using the full screen, highlight the photo and press **SELECT**.

Viewing Photos from Flickr

Flickr is a popular online photo management and sharing service.

After selecting **Flickr Photos**, you can view photos from either:

- **Today's Interesting Photos** lets you view a daily album of the most interesting photos uploaded by all Flickr users. A Yahoo! ID and a WiFi connection are required.
- **Your Photos** lets you view photos you have uploaded to Flickr and made public. You can sign in to Flickr on the web at www.flickr.com using your Yahoo! ID and upload photos from your computer.

To view a photo from either of these collections, select it.

Playing a Slideshow

To play a slideshow, press **PLAY** on a photo (either from a list, or from the full screen view.) Press **PLAY** again to pause the slideshow, press << to go to the previous photo, and press >> to go to the next photo.

TIP: You can customize the slideshow by using the **Options** menu. You can change how long each photo is displayed, and whether the slideshow should shuffle or repeat through the photos.



Settings

Settings lets you customize the behavior of your Sansa Connect. To go to **Settings**, press HOME and select **Settings**.

Changing Audio Settings

From **Settings**, select **Audio** to adjust the following settings:

- Select **Equalizer** to choose an equalizer mode from a list of presets. The default value is Normal.
- Select **Sound Effects** to change the volume of sound effects relative to your overall volume. The default value is 75%.
- Select **Speaker** to determine how the built-in speaker will behave. The default value is Automatic.

TIP: When the Speaker setting is set to Automatic, you can quickly turn the speaker on by removing the headphones, and turn the speaker off by re-inserting them.

Changing Display Settings

From **Settings**, select **Display** to adjust the following settings:

- Select **Backlight Timer** to change how long the screen should remain bright after each button press or wheel turn. The default value is 10 seconds.
- Select **Brightness** to adjust how bright the screen should be. The default value is 80%.

TIP: You can extend battery life by reducing the settings for **Backlight Timer** and **Brightness**.

Changing Friends Settings

From **Settings**, select **Friends** to adjust the following settings:

- Select **Yahoo! Messenger Auto Sign In** to set whether you'd like to sign in to Yahoo! Messenger whenever you connect to WiFi. Signing in to Yahoo! Messenger will allow your friends to see what you're listening to, and send you recommendations. The default value is off.
- Select **Visibility to Non-Friends** to adjust how you'd like to appear to others nearby when you are connected to WiFi. Select **Show my Yahoo! ID** to be visible to others using your Yahoo! ID. Select **Show my device ID** to appear visible to others using a device ID (e.g. "Sansa 117"). Select **Don't Allow** to prevent others nearby from seeing you, and to prevent you from seeing them. The default value is **Show my Yahoo! ID**.

View Info about your Sansa Connect

From **Settings**, select **Info** to view the following:

- Select **About Your Device** to review the series of welcome screens displayed the first time you powered on your Sansa Connect.
- Select **Memory** to view your Sansa Connect's total available memory, and review how much memory is used, reserved, and free. You can also view the number of songs, photos, Playlists, Mixes, artists, and albums stored.
- If you have inserted a microSD card into your Sansa Connect player, select **microSD Card** to view the card's available memory and the number of songs and photos stored on it.
- Select **Software Versions** to view your Sansa Connect's model number, software versions, and device ID (serial number.)
- Select **ZING Service** to view when your Sansa Connect last contacted the ZING service. The ZING service coordinates information between your Sansa Connect and partners such as Yahoo!, and also delivers software updates directly to your device over WiFi.
- Select **Copyrights** to view legal information from the companies that helped create the Sansa Connect.

Changing Music and Mixes Settings

From **Settings**, select **Music & Mixes** to adjust the following settings:

- Select **Auto-Delete** to enable or disable auto-deletion of songs you "get". If Auto-Delete is on, older, lower-rated, and less frequently listened to songs will be deleted automatically to make room for any new songs you get. If Auto-Delete is off, you will not be able to get new songs once the device is full. The default value is off.
- Select **Mixes & Recommendations** to adjust how much memory is reserved for songs in Mixes and recommended from Friends. The larger this value, the more new content will be added to your Sansa Connect when connected to WiFi. Reducing this value to 0% will prevent you from making Mixes and receiving recommendations from Friends. The default value is 10%.

TIP: If you enjoy recommended music in Mixes or from Friends, increase your **Mixes & Recommendations** setting to have more fresh music automatically downloaded to your Sansa Connect.

- Select **Repeat** to enable or disable song repeat. When Repeat is on, music will play continuously.
- Select **Shuffle** to enable or disable song shuffle. When Shuffle is on, music will be played in a random order.

TIP: You can also change **Repeat** and **Shuffle** settings by selecting **Change Shuffle or Repeat** from the **Options** menu in **Now Playing**. These settings do not apply to LAUNCHcast radio playback.

Changing WiFi Settings

From **Settings**, select **WiFi** to adjust the following settings:

- Select **Connection Status** to see whether your Sansa Connect is currently connected to WiFi. If connected, the WiFi network name and other information including the IP address, the MAC address, and BSSID are shown.

TIP: Use the **Options** menu to connect or disconnect from WiFi, or to change the WiFi network your Sansa Connect is connected to.

- Select **Flight Mode** to prevent your Sansa Connect from automatically connecting to WiFi networks it detects. This setting is useful when you are traveling on an airplane, and you are requested to turn off wireless communication devices. The default value is off.
- Select **Preferred Networks** to view a list of WiFi networks your Sansa Connect has successfully connected to in the past. When your Sansa Connect makes an automatic WiFi connection, it will connect to the preferred network with the strongest signal. If you would no longer like to automatically connect to a particular network, you can remove it from this list by highlighting it and selecting **Remove Network** from the **Options** menu.

Resetting or Erasing your Sansa Connect

From **Settings**, select **Reset & Erase** to perform the follow actions:

- Select **Reset Settings** to change all settings back to their factory default values.
- Select **Erase Media** to erase all songs, playlists, mixes, and recommendations from your Sansa Connect. Songs and photos on a microSD card (if inserted) will not be affected.
- Select **Factory Reset** to erase all stored media, change all settings back to their factory default values, and clear the Yahoo! ID your Sansa Connect uses to automatically sign in to Yahoo!.

Using Yahoo! Music Jukebox

A manual for using Yahoo! Music Jukebox can be found on the Installation CD included with your Sansa Connect. You can also find the latest version of the Yahoo! Music Jukebox user manual at <http://music.yahoo.com/jukebox/>

Yahoo! Music Unlimited Free Trial

Included with your Sansa Connect player is a free trial to the Yahoo! Music Unlimited To Go service. You can access your free trial by going to <http://music.yahoo.com/sansa>. The free trial is available to new subscribers only in the U.S. Additional terms apply. Refer to the Yahoo! promotional insert included in your Sansa Connect packaging for further detail.

Getting Technical Support

Before you contact Technical Support, we encourage you to read the **Tips, FAQ, and Troubleshooting** section beginning on the next page.

If you have questions about the use or features of your player, please call the SanDisk Technical Support Center at 1-866-SanDisk (1-866-726-3475), or fill out an on-line support request at <http://www.sandisk.com/retail/support.asp>.

If you have questions about our partner services, please contact their Technical Support Center.

When you call or contact us for support, please include as much information as you can from your packaging material. This will allow us to help you more quickly.

Learn More

You can also visit us on the web at <http://www.sandisk.com> to learn more about your player as well as other SanDisk products.

Tips, FAQ, and Troubleshooting

This section provides answers to common questions you may have.

Question: **Why doesn't my Sansa Connect appear to be charging when connected with the USB cable?**

Answer: The Sansa Connect requires a high-power 2.0 USB port to provide enough power to charge. Some USB ports like the one on your keyboard may not be a high-power USB port. Try the various ports on your computer to see if they can charge the device. Otherwise you will need to use the AC power adapter supplied with the Sansa Connect.

Question: **What Yahoo! Subscription Service is required to listen to LAUNCHcast?**

Answer: You can listen to Yahoo! LAUNCHcast internet radio without a subscription. Only a Yahoo! ID and password is required.

Question: **What Yahoo! Subscription Service is required to download songs wirelessly from Yahoo!?**

Answer: A Yahoo! Unlimited Music To Go subscription is required to download songs.

Question: **How do I connect the Sansa Connect to a WiFi network?**

Answer: When you use a feature that requires an internet connection, the Sansa Connect will automatically prompt for WiFi connection information (if there is not a wireless network available already configured in the Sansa Connect). You can also manually set up the WiFi network configuration in Settings > WiFi.

Question: **What wireless standards are compatible with the Sansa Connect?**

Answer: Sansa Connect is an 802.11 wireless b/g compatible device. It includes support for WEP and WPA/WPA2 Personal authentication security standards. WPA/WPA2 Enterprise authentication security is not supported.

Question: **Can I connect to public access WiFi networks such as FON?**

Answer: You can connect to a FON access point; however, other public WiFi networks such as T-Mobile, Boingo, etc require a user account authentication through a proxy. This is currently not supported.

Question: **How do I copy my music files from my PC to my Sansa Connect player?**

Answer: You can copy music files and sync playlists on the Sansa Connect using a program such as Yahoo! Music Jukebox. You can install Yahoo! Music Jukebox using the Installation CD included with your Sansa Connect.

Question: **Does the Sansa Connect support MSC mode?**

Answer: No. The Sansa Connect only supports MTP mode.

Question: **What audio file formats does the Sansa Connect support?**

Answer: The Sansa Connect will support MP3, WMA, and secure WMA.

Question: **Which bit rate will the Sansa Connect player support?**

Answer: The Sansa Connect player will support 64-192 Kbps for MP3 and 32-192 Kbps for WMA.

Question: **Is the player compatible with podcasts?**

Answer: As long as the podcasts are in a supported MP3 format, then the player should be capable of playing the files.

Question: **What photo file formats does the Sansa Connect support?**

Answer: The Sansa Connect will support JPEG (but not JPEG 2000) and PNG image formats.

Question: **When attempting to play some songs on the player, I get a license error.
What is wrong?**

Answer: For music obtained from a subscription service, the license may have expired. To refresh your music licenses, connect to the same software you used to download the music and if your subscription is current, your licenses will renew automatically.

Question: **How do I copy a CD to my Sansa Connect player?**

Answer: First, you must rip the CD to MP3 or WMA format using a program such as Yahoo! Music Jukebox. Once the songs are in your Yahoo! Music Jukebox music library, simply copy and sync the songs to your Sansa Connect player.

Question: **Why doesn't my player display song or album information correctly?**

Answer: Typically, this is because the ID3 tags have missing information. Using Yahoo Music Jukebox, right-click the song in your music library and choose Edit > Song Information. This will open a dialog box to edit any of the song data such as Artist, Album, Song Title, Track Number, Genre, and Year. You can then copy the corrected music file to the Sansa Connect.

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

RF Exposure Statement: This EUT is compliance with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1999 and had been tested in accordance with the measurement methods and procedures specified in OET Bulletin 65 Supplement C.1

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