

SanDisk®

sansa clip+ MP3 Player

User Manual

Technical Support
Worldwide: www.sandisk.com/support
Knowedgebase: http://kb.sandisk.com Forum: http://forums.sandisk.com/sansa
For more information on this product, please visit www.sandisk.com/support/clipplus

Clip+UM809-ENG

Compatible with Windows 7

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1

This chapter provides you the safety tips and cleaning instructions for your Sansa® Clip+ MP3 player.

Safety Tips & Cleaning Instructions

Read the safety instructions carefully before using your Sansa® MP3 player.

1. Read this entire manual to ensure proper usage.
2. Keep this User Manual for future reference.
3. 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.
4. 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 are considerate of the people around you.
5. Keep your player away from sinks, drinks, bathtubs, showers, rain, and other sources of moisture. Moisture can cause electric shocks with any electronic device.
6. Follow these tips to keep your player working well for a long time:
    - Clean your player with a soft lint-free cloth.
    - 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.
    - 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.

2

This chapter helps you familiarize yourself with the features and functionality of your Sansa® Clip+ MP3 player.

Sansa® Clip+ MP3 Player Overview

Congratulations on your purchase of a Sansa® Clip+ MP3 player!

Sansa® Clip+ MP3 player is a sleek and wearable MP3 player with a removable clip and a 1.0" display screen. Additionally, you can listen to FM radio broadcasts and enjoy a built-in microphone for voice recordings. The Sansa® Clip+ MP3 player comes with a built-in rechargeable battery which can last up to 15 hours during typical use.*

Features

- **Digital audio player** – supports MP3, WAV, WMA, secure WMA, FLAC, Ogg-Vorbis, and audiobook files.
- **slotRadio™ playback** - plays slotRadio™ cards
- **FM radio** – includes an integrated FM radio with digital tuner for listening to live-broadcast FM radio programs.
- **Voice recorder** – supports voice recording function with built-in microphone.
- **EQ effect** – select an EQ mode to personalize your music experience.
- **Internal memory** – store data on the internal memory.
- **microSD™ card slot** – add a microSD™ card for additional storage or insert a slotMusic™ or slotRadio™ card with pre-loaded content.
- **Music subscription compatible** - works with most subscription services using WMDRM10, such as Rhapsody®.

Minimum System Requirements

- Windows XP SP2 or Mac OS 10.3 (mass storage class)
- Windows Media Player v10 (for playlist creation and synchronizing library and device)
- Intel Pentium class PC or higher
- USB 2.0 port for hi-speed transfers and charging

*Based on continuous playback at 128 Kbps MP3; actual life and performance may vary depending upon usage and settings; battery not replacaeable.

Package Contents

Please unpack your **Sansa® Clip+ MP3 Player** and check that the following were included:

- Sansa® Clip+ MP3 player
- Earphones
- USB 2.0 Cable
- Quick Start Guide

Sansa® Clip+ MP3 Player at a Glance



1	Display screen	Displays the information and status here
2	Up/Play/Pause	Press to move up one item, play, or pause
3	Left/Previous/Rewind	Press for previous track, rewind, or move left
4	Select	Press to select the item
5	Down/Submenu	Press to move down or to open sub-menu options
6	Right/Forward	Press for next track, fast forward, or move right
7	Home	Returns to the Main Menu; press-and-hold to lock or unlock
8	microSDHC™ card slot	Insert microSD™, microSDHC™, slotMusic™ or slotRadio™ card

		here
9	Earphone Port	Connect earphones here to listen
10	Power	Press-and-hold to turn the player on or off
11	Microphone	Built-in microphone for voice recording
12	USB Port	Plug USB cable here to connect to the computer
13	Volume Up	Turns up the volume
14	Volume Down	Turns down the volume
15	Clip	Attach player to clothes, a bag, or another convenient place.

Main Menu Options



Music – browse and listen to music, audio books, or recordings



Radio (if applicable) – listen to FM broadcast radio and save presets



Voice – record voice using built-in microphone

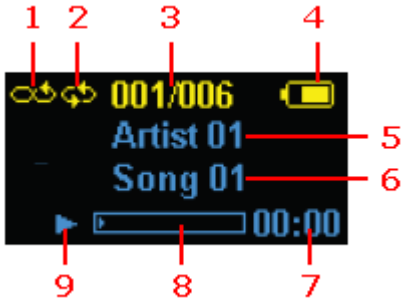


Settings – view or customize the Sansa player features



slotRadio – playback slotRadio™ cards

Playback Screen



1	Shuffle	Indicates that the Shuffle function is enabled
2	Repeat	Indicates that the Repeat function is enabled
3	Current/Total Tracks	Displays the current track number and the total number of tracks
4	Battery Indicator	Displays the battery status
5	Artist Name	Displays the artist name
6	Title	Displays the track name
7	Play Time	Displays the elapsed time
8	Progress Bar	Displays the progress of the current track
9	Play/Pause	Displays the music or recording playback status

Battery

The Sansa® Clip+ MP3 player comes with an internal rechargeable battery. To use the player for the very first time, remember to fully charge the battery. You can charge your Sansa® player through the USB port of your computer, a car adapter (not included), or AC adapter (not included).

Charging

To charge the battery, please follow these steps:

1. Connect the larger end of the USB cable into an available USB port on the PC.
2. Connect the smaller end of the USB cable into the Sansa® Clip+ MP3 player.
3. The computer must be on for most USB ports to charge your battery. Your Sansa® will show connected and the yellow charging indicator will appear. The battery level indicator will blink while charging. You will not be able to play music while the player is connected to a computer.
4. To stop recharging, disconnect the USB cable.

The battery can also be charged using an AC adapter (not included) or a car adapter (not included). You will be able to play your device while charging with one of the adapters.

If your device is not recognized by your computer, make sure you have Windows Media™ Player version 10 or higher installed. You can also change the **USB Mode** to **MSC** if you do not have Windows Media Player. For Mac, ensure that **USB Mode** is set to **Auto Detect** or **MSC** mode. See Section 9 – Settings for more details.

NOTE: Some low-power USB ports may not be able to provide enough charge power. Also note that the rechargeable battery included inside the player is not replaceable.

3

This chapter provides you the basic usage instructions for your Sansa® Clip+ MP3 player.

Basic Usage

Power Button

The power button is located on the top of the player. It can turn the player on or off, lock or unlock the buttons, or reset the player.

Power On

Press the **Power** button once to turn on the player. The Main Menu will appear after it has been booted up.

Power Off

Press and hold the **Power** button for approximately 2 seconds to turn off the player.

Lock Function

All function keys will be disabled once Lock is engaged by pressing-and-holding the **Home** button once while the player is powered on. All the buttons on the Sansa® Clip+ MP3 player will not operate when Lock is active. Please note that the Lock function only works when the player is on.

The following message will appear on the display screen if any buttons is pressed while the player is in the locked position. Music should continue to play even if the player is locked.



To unlock the player, press-and-hold the **Home** button until an “Unlocked” message appears.

Reset

If the Sansa® Clip+ MP3 player freezes up for any reasons, press the **Power** button and hold it for approximately 15 seconds. This is similar a power down of the player. However, be aware that once you perform the reset, any adjustments you made during the last operation will be lost.

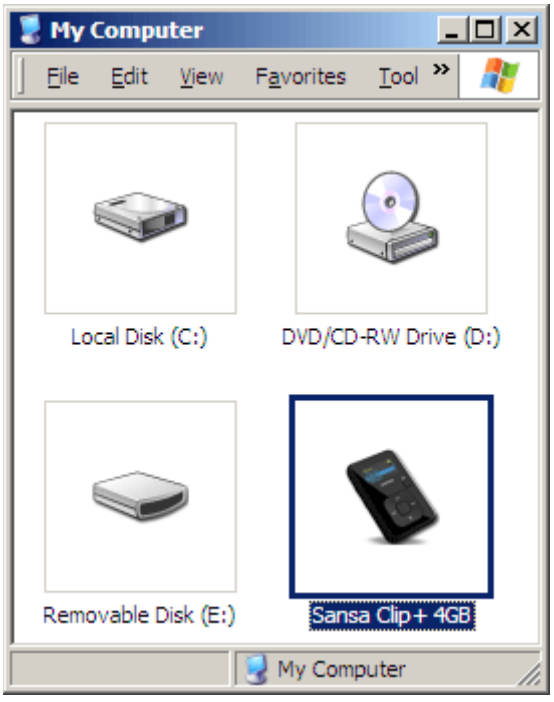
Connecting to your Computer

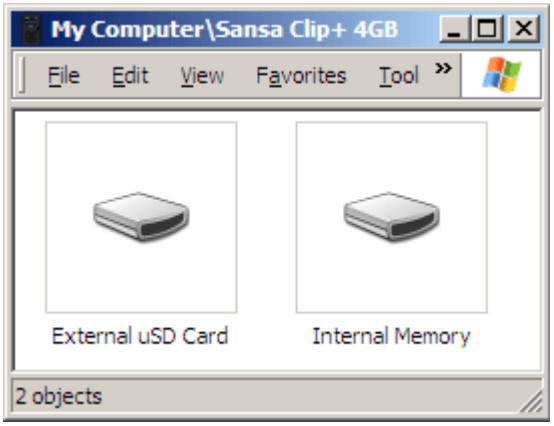
To connect the Sansa® player to your PC, follow these instructions:

1. Connect the larger end of the USB cable into an available USB port on the PC.
2. Connect the smaller end of the USB cable into the dock connector of the player.
3. The player will show "Connected" on its display screen.
4. The player will appear in **My Computer** as Sansa Clip+. (In Mac OS, the player will appear on your desktop as a removable disk named **SANSA CLIPP**.)

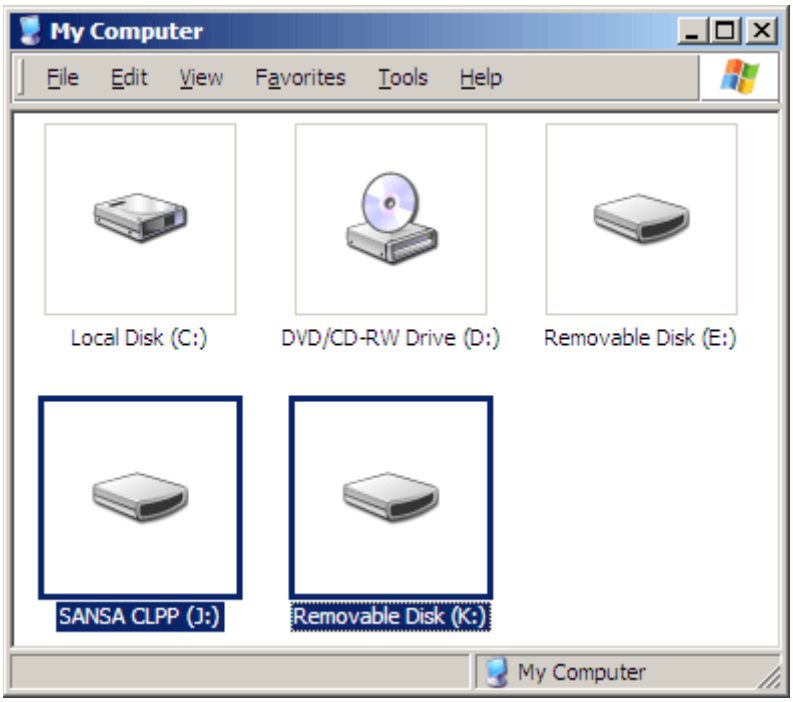
NOTE: For Mac OS, the Clip+ player must be set to **Auto Detect** or **MSC** mode in the **USB Mode** settings. See Section 9 – Settings for more details.

Auto Detect or MTP mode





MSC mode



Removing the player from your computer:

WARNING: Do not disconnect the player while it's transferring data. Disconnecting the player from the computer while data are being transferred may damage the player.

Windows – Simply disconnect the USB cable from the player after you have finished charging, transferring, firmware upgrading, or synchronizing files.

Mac – Eject the removable disk by dragging the icon to the Trash and then disconnect the USB cable.

4

This chapter shows you how to transfer music files from your computer to your Sansa® Clip+ MP3 player.

Loading Content

Loading Music

You can transfer music from your computer to the Sansa® MP3 player using the drag-and-drop method or using music management software like Windows Media Player.

Drag and Drop (Windows)

Follow these steps to drag-and-drop music to your Sansa® Clip+ MP3 player:

1. Connect your Sansa® Clip+ player to your PC.
2. Select **Open device to view files using Windows Explorer** on initial connection or by going to My Computer.
3. Double-click on the **Sansa Clip+** MP3 player.
4. Double-click on **Internal Memory**.
5. Double-click on the **Music** folder.
6. Drag and drop music files from your computer to the Sansa® MP3 player's **Music** folder.

You can also drag and drop files to a microSD™ card inside your player by going to **My Computer** > **Sansa Clip+** > **External uSD Card**. You can only drag and drop files to the card if you have write permissions for the card.

Drag and Drop (Mac)

Follow these steps to drag-and-drop music to your Sansa® Clip+ MP3 player:

1. Connect your Sansa® Clip+ MP3 player to your Mac computer.
2. Double-click on the removable disk named **SANSA CLIPP** that appears on your desktop.
3. Double-click on the **Music** folder.
4. Drag and drop music files from your computer to the player's **Music** folder.

NOTE: Remember to eject the removable disk before disconnecting your player.

You can also drag and drop files to a microSD™ card inside your player by double-clicking the second removable disk that appears when you connect your Sansa® Clip+ MP3 player.

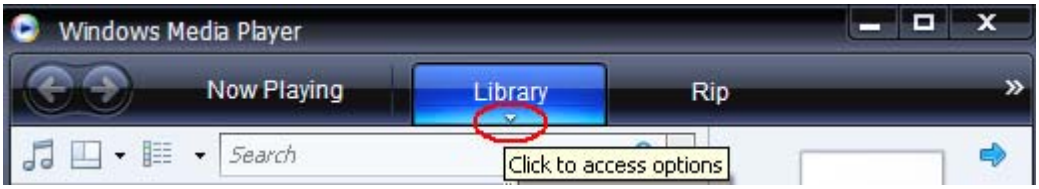
NOTE: The second removable disk will display with the card's name, just as if you connected it via a card reader. You can only drag and drop files to the card if you have write permissions for the card.

Windows Media Player

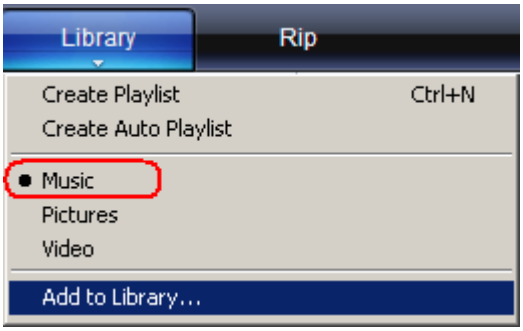
Before you can create playlists and transfer (or synchronize) them to your Sansa® MP3 player, you need to show Windows Media Player where your songs are located.

Adding Music Files to Library...

1. To add music files to WMP 11's library, follow these steps:
2. Click the arrow below the **Library** tab.



3. Make sure **Music** is selected then click **Add to Library...**



4. In the **Add to Library** dialog box, select one of these options then click **OK.**

   - **My personal folders**:
     Use this option to monitor the digital media files stored in your personal Music folder as well as any files stored in the public Music folders that everyone who uses your computer has access to.

   - **My folders and those of others that I can access**:
     Use this option to monitor the digital media files stored in your personal Music folder, the files stored in the public Music folders, as well as the files stored in the personal Music folders that belong to other users on your computer.

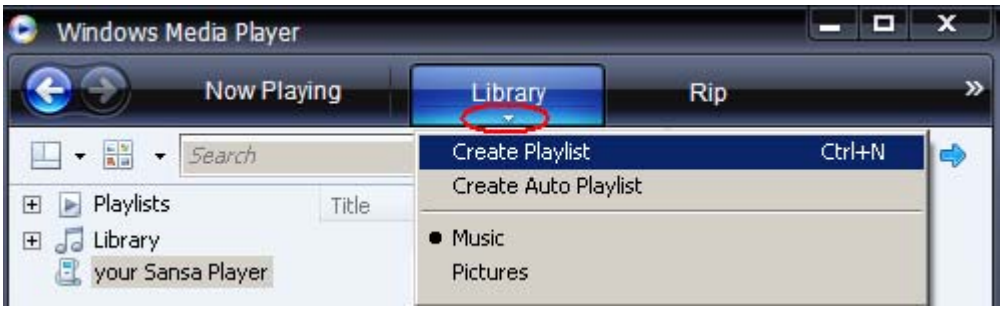
Creating Playlists

To create playlists for Windows Media Player, follow these steps:

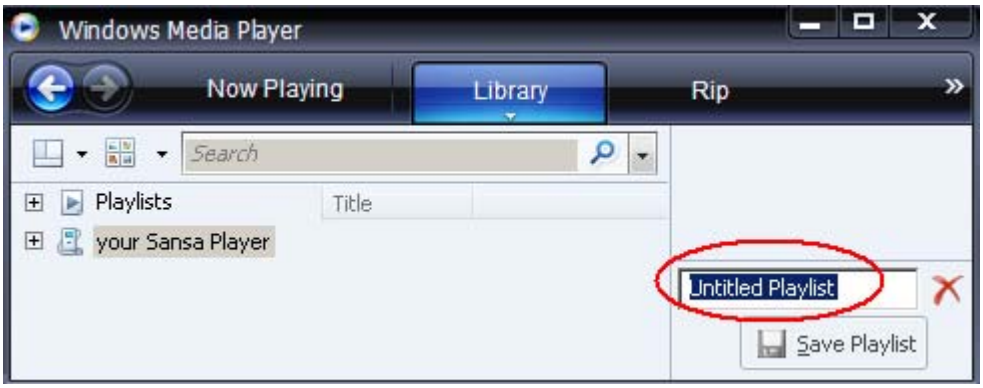
1. Launch Windows Media Player.
2. Clear the List pane by clicking the **Clear List Pane button.**



3. Click the arrow below **Library Tab** then select **Create Playlist.**



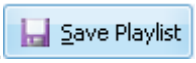
4. Type in the name of your **Playlist.**



5. Click **Songs** from your Library then drag them to the **List Pane.**



6. To re-arrange the songs, drag them up or down in the **List Pane.**

7. Click **Save Playlist**. 

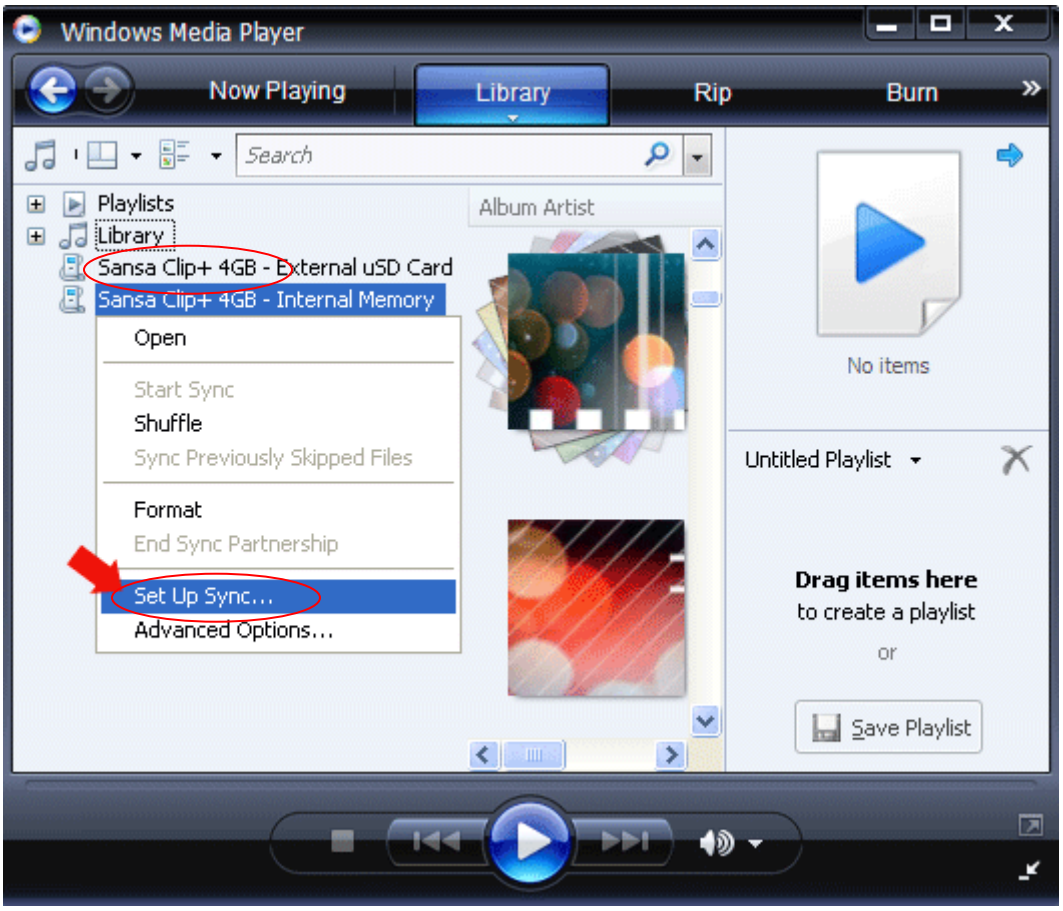
Transferring Playlists

To transfer playlists to your Sansa® MP3 player, follow these steps:

1. Connect your Sansa® player to the PC.
2. Select **Sync digital media files to this device using Windows Media Player** on initial connection.



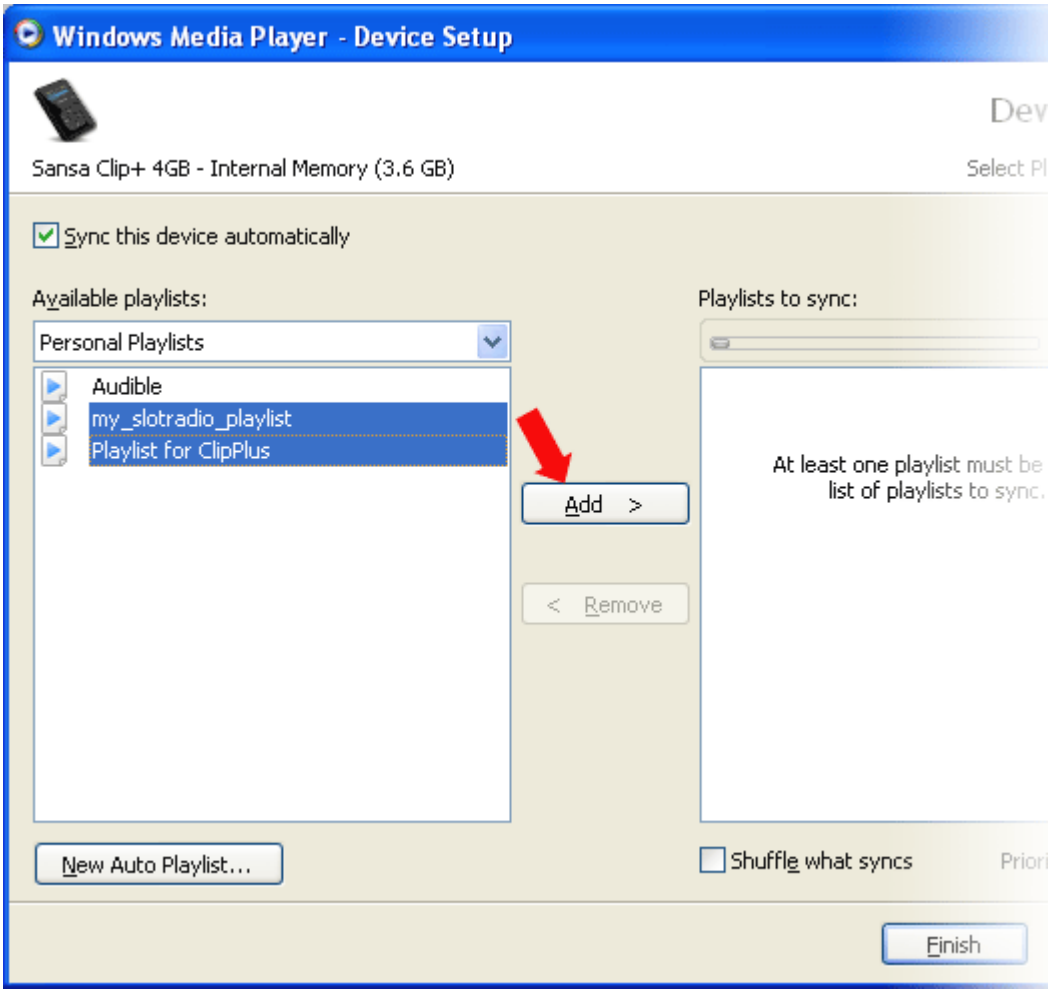
3. Right-click on **Sansa Clip+**, and then select **Set Up Sync**.



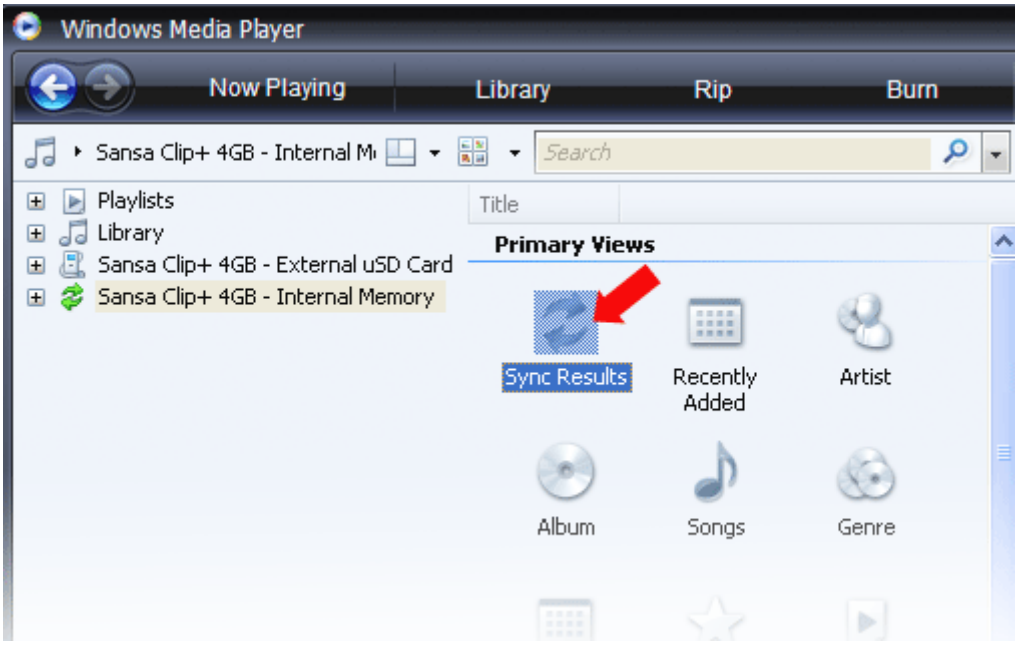
4. Click to select the **Sync this device automatically** check box.



5. Select **Personal Playlists** from the dropdown menu on the left pane.
6. Highlight any playlists that you want to transfer to your player, click **Add** then **Finish**.



7. Synchronization will start as soon as you click Finish. To see sync status, click on the Sansa Clip+ MP3 player, and then click **Sync Results**.


Windows Media Player
Now Playing
Library
Rip
Burn
Sansa Clip+ 4GB - Internal M
Search
Playlists
Library
Sansa Clip+ 4GB - External uSD Card
Sansa Clip+ 4GB - Internal Memory
Title
Primary Views
Sync Results
Recently Added
Artist
Album
Songs
Genre

5

This chapter shows you how to play music on your Sansa® Clip+ MP3 player.

Playing Content

Playing Music

Follow these steps to play music, audiobooks, and voice recordings:

1. Select **Music** from the Main Menu. Voice recordings are located in Recordings.
2. Select **Play All**, **Recently Added**, **Artists**, **Albums**, **Songs**, **Genres**, **My Top Rated**, **Playlists**, **Podcasts**, **Audiobooks**, **Recordings** (Voice), or **Folders**.
3. Highlight and select the desired track or file to play.
4. Press the **>>|** button to skip to the next song or press-and-hold to fast forward.
5. Press the **|<<** button once to go back to the beginning of the current song or press **|<<** button twice to go back to the previous song. Press-and-hold the **|<<** button to rewind.
6. The following options are available during music playback by pressing the **Submenu** button (but not during slotRadio™ card playback, which permits skipping but not repeating of songs).

Add song to GoList

1. Select **Add Song to GoList.**
2. Press the **|<<** button to return to the playback screen.

Remove song from GoList

This option is only available when the current song is already added to the GoList.

1. Select **Remove Song from GoList.**
2. Press the **|<<** button to return to the playback screen.

Rate Song

3. Select **Rate Song**.
4. Press the **Up** or **Down** button to select a rating.
5. Press **Select**.
6. Press the **|<<** button to return to the playback screen.

Repeat

1. Move down to **Repeat**.
2. Press **Select** to toggle and choose a repeat mode:

- Off: No repeat of tracks
- Song: Repeat the current track
- All: Repeat all selected tracks

3. Press the **|<<** button to return to the playback screen.

Shuffle

1. Move down to **Shuffle**.
2. Press the **Select** button to toggle between Shuffle on and Shuffle off (to play songs in random order, set Shuffle to ON).
3. Press the **|<<** button to return to the playback screen.

Music EQ

The Sansa® Clip+ MP3 player provides various EQ modes such as: Rock, Pop, Jazz, Classical, Funk, Hip Hop, Dance, Full Bass, Full Treble, and Custom.

1. Select **Music EQ.**
2. Select an equalizer mode.
3. Press the **|<<** button to return to the playback screen.

Replay Gain

Replay Gain is a method of maintaining a constant perceived volume level during playback. For more information on Replay Gain, please visit our Knowledgebase (kb.sandisk.com).

1. Select **Replay Gain**.
2. Press select on **Mode** to apply Replay Gain on Song, Album, or disable Replay Gain.
3. Press select on **Pre-Gain** to select the Replay Gain level.
4. Press the **|<<** button once to return to the previous menu or press **|<<** button twice to return to the playback screen.

Delete Song

1. Select **Delete Song**.
2. Select **Yes** to confirm.

Track Info

1. Select **Track Info**.
2. Press the **Up** or **Down** button to scroll through the track information.
3. Press the **|<<** button once to return to the previous menu or press **|<<** button twice to return to the playback screen.

Playing music from a preloaded microSD™ Card

Note: The microSD logo will appear upside-down when properly oriented to insert into the microSD card slot.

microSD™ card with content



1. Insert a microSD card with content into the microSD card slot. The player will display the message: “Refreshing your media.”
2. Select **Music**.
3. Select **Artists, Albums, Songs, Genres** or **Recently Added** to navigate to the music you wish to listen to.
4. Alternately, from the **Music** menu, select **Folders** > **External uSD Card**, and select either **Play All** or continue navigating through the folders to the file name of the song you want.

Individual songs will display with a card icon to indicate they are stored on the external microSD™ card. Artists and Albums will not display an icon.

slotMusic™ card



1. Insert a slotMusic™ card into the microSD™ card slot. The player will display the message: “Refreshing your media.”
2. Select the slotMusic icon that appears in the main menu. This replaces the slotRadio icon that normally appears in the menu.
3. All songs on the card will be listed. Select a song to begin playing through the slotMusic album.

slotRadio™ card

slotRadio™ cards contain hundreds of songs arranged into playlists called Channels. Your Sansa® Clip+ MP3 player can play slotRadio cards, but playback behavior will differ from your standard media per the instructions below. You can also go to www.slotradio.com to learn more about slotRadio cards and available titles.



1	Current/Total Channels	Display the current channel number and the total number of channels
2	Battery Indicator	Display the battery status
3	Channel Name	Display the channel name
4	Artist Name - Title	Display the song's artist name and title



1. Insert a slotRadio™ card into the microSD™ card slot. The player will display the message: "Refreshing your media."
2. From the Main Menu, select **slotRadio**.
3. Press the **Select** button to begin playing.
4. Press the **Submenu** button to skip to the next channel.
5. Press the **>>|** button to skip to the next song within a channel.
6. Press **>||** to pause or resume playback.

Pressing select toggles the screen view from now playing to a graphic equalizer to the next song preview.

NOTE: In slotRadio™ mode, the **|<<** button will not function. You cannot restart a song or go to the previous song. All songs eventually repeat randomly on their own.

6

This chapter provides you instructions on how to listen to FM broadcast radio and to program the preset stations on the Sansa® Clip+ MP3 player.

FM Radio

The Sansa® MP3 player includes an integrated FM radio for listening to live broadcast FM stations.

Listening to FM Radio

To listen to live broadcast FM station, follow these steps:

1. From the Main Menu, select **FM Radio**.
2. A radio frequency menu will appear.
3. Press **|<<** or **>>|** to adjust and search for the desired frequency, or select preset by pressing **Select.**
4. For fast search, press and hold the **|<<** or **>>|** buttons.

Programming FM Presets

You can program up 40 preset stations. To program the preset stations on your player, follow these steps:

1. Press the **Submenu** button in Radio mode.
2. Select **Add Preset** to save current frequency into presets.
3. Select **Delete Preset** to remove current frequency from presets. This option is only available when the current frequency is already added.
4. Select **Auto Presets** to allow the player to automatically search and store stations with the strongest broadcast signals as the preset favorite stations.
5. Select **View All Presets** to view all stored presets.
    a. Select **Delete All Presets** to erase all stored preset stations.

7

This chapter shows you how to use your Sansa® Clip+MP3 player's built-in microphone.

Recording

Voice Recording

The Sansa® Clip+ MP3 player has a built-in microphone allowing you to record your own voice, an interview, or other speech.

To start voice recording, follow these steps:

1. From the Main menu, select **Voice**.
2. Select **Record Now**.
3. To pause recording, press the **>||** button.
4. To resume, press the **>||** button again.
5. To stop recording, press **Select.** A pop-up window will appear on the screen. Select **Yes** to save recording. The recording will be saved in the **RECORD**/**VOICE** folder.
6. Press **|<<** button to return to the previous menu.

NOTE: For Home and Personal Use

This product is intended to be used for recording and playback for your home and personal enjoyment. Copying and commercial use of copyrighted material without permission of the copyright owner may be prohibited by law. Use of your media player, in compliance with all copyright and applicable intellectual property laws, remains the responsibility of the user of the product.

8

This chapter shows you how to delete contents on your Sansa® Clip+ MP3 player.

Deleting Music Files

There are 2 ways to delete music files. You can delete them from the player directly or using the computer.

To delete music files directly from the Sansa® MP3 player, follow these steps:
1. In playback mode, press **Submenu** button.
2. Select the **Delete Song** item.

To delete music files using a computer, follow these steps:
1. Connect your Sansa® to the computer.
2. Select **Open device to view files using Windows Explorer** on initial connection.
3. Locate the folder where your music files are stored.
4. Highlight and delete the music files or folder.

9

This chapter shows you how to customize your Sansa® Clip+ MP3 player's settings

Settings

You can personalize your Sansa® Clip+ MP3 player by selecting **Settings** from the **Main Menu**.

Music Options

From the Settings menu, select **Music Options**.

Repeat

1. Move down to **Repeat**.
2. Press **Select** to toggle and choose a repeat mode:
   - Off: No repeat of tracks
   - Song: Repeat the current track
   - All: Repeat all selected tracks

Shuffle

1. Move down to **Shuffle**.
2. Press **Select** to toggle between **Off** and **On**.

Music EQ

1. Select **Music EQ**.
2. Select a desired equalizer mode.

Replay Gain

1. Select **Replay Gain.**
2. Select **Mode (Off, Song** or **Album)** and a **Pre-Gain volume (0dB to 12dB)** to increase the player's volume output for songs with replay gain information stored in their ID3 tags. This helps normalize the volume across tracks with varying loudness levels. You can learn more about Replay Gain at http://www.replaygain.org/.

Audiobook Options

From the Settings menu, select **Audiobook Options**.

Ch. Mode

When Chapter Mode is on, it allows you to skip chapters in an audiobook by pressing the **|<<** or **>>|** button.

1. Highlight **Ch. Mode**.
2. Press the **Select** button to toggle between **Off** and **On**.

Speed

1. Highlight **Speed.**
2. Press the **Select** button to toggle between **Normal, Fast,** and **Slow** audiobook playback.

Radio Options

From the Settings menu, select **Radio Options**.

Delete All Presets

1. Select **Delete All Presets**.
2. Select **Yes** to confirm.

FM Region

1. Press **Select** on **FM Region** to toggle between **USA** or **World**.

FM Mode

1. Press **Select** on **FM Mode** to toggle between **Stereo** or **Mono**.

System Settings

From the Settings menu, select **System Settings**.

Backlight

After being idle for a predefined time, the player will trigger the backlight timer program automatically to turn off the backlight. You can press any button to re-activate the backlight.

1. Select **Backlight**.
2. Press the **|<<** or **>>|** button to select desired backlight timer (5 seconds to 1 hour).
3. Press **Select** and confirm your choice by selecting **Yes** or **No**.

Power Saver

The Power Saver function turns the player off automatically when it has been idle for a defined period of time.

1. Select **Power Saver**.
1. Press the **|<<** or **>>|** button to select desired time (off to 120 minutes) before power off. The player will not enter the power saver mode if it is set to off.
2. Press **Select** and confirm your choice by selecting **Yes** or **No**.

Sleep

The Sleep function turns the player off automatically after a defined period of playback time.

2. Select **Sleep**.
3. Press the **|<<** or **>>|** button to select desired playback time before power off. The player will not enter the sleep mode if it is set to off.
4. Press **Select** and confirm your choice by selecting **Yes** or **No**.

Language

1. Select **Language.**
2. Select a desired language.

Date & Time

1. Select **Date & Time.**
2. Set the Month, Date, Year, Hour, Minute, and time format.

Brightness

To adjusting the display brightness for better viewing in different lighting environment, follow these steps:

1. Select **Brightness**.
2. Press the **|<<** or **>>|** button to set the contrast level.
3. Press **Select** and confirm your choice by selecting **Yes** or **No**.

Volume

1. Select **Volume**.
2. Select **Normal** or **High**, and then press **Select** button.

Reset Factory Settings

1. Select **Reset Factory Settings**.
2. Confirm your choice by selecting **Yes** or **No**.

Info

This displays information regarding your Sansa® Clip+ MP3 player (such as firmware version, available/free memory, number of contents loaded in the player, and the battery status)

USB Mode

USB Mode determines how your player communicates with your computer. Auto Detect is selected by default. You can also choose to always connect in MTP (Media Transfer Protocol) or MSC (Mass Storage Class) modes. Windows can use MTP or MSC mode, but Mac OS will only work with MSC mode. If you set the USB Mode to Auto Detect, make sure you are running Windows Media Player version 10 or higher.

1. Select **USB Mode.**
2. Select **Auto Detect, MTP,** or **MSC**.

Format

WARNING: Formatting will ***erase*** *all your data*.

1. Select **Format**.
2. Confirm your choice by selecting **Yes** or **No**.

Press and Hold

Determine whether pressing and holding the select button during playback will add a song to the GoList or allow you to rate the song. (Note that neither choice will function during playback of a slotRadio™ card.)

1. Select **Press and Hold**.
2. Select **Add Song to GoList** or **Rate Song**.

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This chapter helps you get the most from your Sansa® Clip+ MP3 player with tips and troubleshooting.

Tips & Troubleshooting

What music file formats does the Sansa® Clip+ MP3 player support?

The Sansa® MP3 Player will support MP3, WAV, WMA, secure WMA, FLAC, Ogg Vorbis, and audiobook formats.

How do I drag music files to my Sansa® Clip+ MP3 player?

As long as the files are WMA, MP3, FLAC, or Ogg Vorbis, they can be dragged into the Music folder. Secure WMA files cannot be dragged and dropped. Use Windows Media™ Player 10 or higher to sync protected files.

Which bit rates will the Sansa® Clip+ MP3 player support?

The Sansa® Clip+ MP3 player will support 64-320Kbps for MP3 and 32-192Kbps for WMA. FLAC and Ogg Vorbis are variable bit rate.

Why should I update the firmware?

You should always update the player to the latest firmware to ensure that it functions correctly and has all the latest features. Visit www.sandisk.com/clipplus to download the Sansa Firmware Updater.

Some of my music files are on my player, but cannot be played. When I select them, another song begins to play. What is wrong?

You may not have purchased the rights to play the song on an additional device. To test this, try to play a song that you have copied from an older CD and converted to MP3 format. If you can play that song, but not the song that will not play, then you need to purchase the rights to play the song.

Is the player compatible with podcasts?

As long as the podcasts are in MP3 format and an appropriate bit rate (32-320 kbps), then the player should be capable of playing the files.

Why does my player say unknown artist/album?

Normally this is because the ID3 tags or WMA meta-data information is missing. On your computer, right-click the song, choose Properties, Summary tab then Advanced. Then you can input the data such as Artist, Album, Song Title, Track Number, Genre, and Year.

How do I reset my Sansa® Clip+ MP3 player?

Press-and-hold the **Power** button for approximately 20 seconds, and then release the power button.

Why can't I drag and drop OGG files to my Sansa® Clip+ MP3 player using Windows Media Player?

To drag and drop OGG files to the Sansa® Clip player, you need to upgrade your Windows Media Player to version 11.

Why won't my Sansa® Clip+ MP3 player play music?

Check to verify if the audio file type is supported. If the file type is supported, make sure that the file is not corrupted and that its license is up to date.

Why isn't my Sansa® Clip+ MP3 player being charged or detected by my computer when I connect it?

Verify that you are using Windows Media Player version 10 or higher, reset your player, and try again.

This chapter provides information to help you get service and support for your Sansa® Clip+ MP3 player.

Learn More, Service, and Warranty Information

Getting Technical Support

Before you contact Technical Support, we encourage you to read the **Tips & Troubleshooting** section to see if your question is covered there.

If you have questions about the use or features of your Sansa player as well as other SanDisk products, please visit our Knowledgebase at kb.sandisk.com.

You can also call the SanDisk Technical Support Center for **US**: 1-866-SanDisk (1-866-726-3475), **Worldwide**: see www.sandisk.com/support for local country phone numbers. When you call us for support, please include as much information as you can from your packaging material. This will allow us to help you more quickly.

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FCC Regulation

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 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 interference to radio or television reception, which can be determined by turning the equipment off and then on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Increase the separation between the equipment and receiver.
2. Correct the equipment to a different outlet so that the equipment and receiver are on different branch circuits.
3. Consult the dealer or an experienced radio / TV technician for help.