SanDisk®

STORE YOUR WORLD IN OURS®

Sansa® Express™

User's Manual

Table of Contents

Safety Instructions

1) Read the safety instructions carefully before using your Sansa.

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) Do not disassemble, crush, short-circuit or incinerate your battery as it may cause fire, injury, burns or other hazards.

8) 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.

Introduction

Congratulations on your purchase of a Sansa Express™ MP3 Player.

The SanDisk Sansa Express™ is the world's first cable-free, flash-based MP3 player with a microSD slot and offers you superior features not typically offered on a smaller capacity player. It comes with internal memory to allow you to store music and data. The Sansa Express™ MP3 player has many high-end features, including a microSD™ expansion slot, FM tuner (if applicable), recording capabilities, plus a direct connection to a consumers computer with no USB cable required.

Features

- New sleek, compact design
- Four-line, bright OLED screen
- Cable-less "like an Express" battery charging and USB 2.0 connectivity
- A microSD™ expansion slot for additional memory capacity
- Digital FM tuner with FM recording (if applicable)
- Voice recording with a built-in microphone
- 15-hour, rechargeable lithium polymer battery life
- Simple to use controls for fast device interface navigation
- Supports most subscription music stores
- Supports Audible® playback

Package Contents

Your Sansa Express™ package contains the following:

- Sansa Express™ Player
- Headphones
- Lanyard
- USB Extension Cable
- CD with user guides
- Quick Start Guide

Overview

1 – Volume Control	To turn the volume up or down
2 – microSD slot	Insert microSD card here to expand storage space
3 – Earphone Port	Insert earphone jack hear to listen
4 – Mic	Built-in internal microphone
5 – Hold	Factory set to locked position (shows Orange color). Slide to unlock controls.
6 – Power/Menu	Press to power on/off; enter Main Menu. When the player is locked using the HOLD switch, the player will not power on or off.
7 – USB cap	Remove cap to connect Sansa Express to the computer
8 – Strap Eyelet	Insert lanyard here
9 – LCD Screen	Display the status and information
10 – Submenu/Down	Press to enter Submenu if available; move down to next item

11 – Select	Press to select an item
12 – Next/Forward	Press for next track or move right; press and hold for fast forward
13 – Up/Play/Pause/ Resume	Press to move up one item, play, pause, or resume
14 – Previous/Rewind	Press to previous track or move left; press and hold for rewind

Playback Screen Description

1 – Current/Total Track	Display the current track number and total number of sound tracks
2 – Artist	Display the artist name of the current playback track
3 – Title/Album	Display the song name of the current playback track
4 – Play Time	Display the timer of the current playback track
5 – Repeat	Indicate when Repeat function is enabled
6 – Shuffle	Indicate when Shuffle function is enabled
7 – Play/Pause	Display the music of voice files playback status
8 – Battery Indicator	Indicate the battery status
9 – Progress Bar	Display the progress of the current playback track

Hold Switch

The Sansa Express™ Hold Switch is located on the right side of the device. It is used to prevent any accidental operation. Once the Hold Switch is moved to the lock position, all the function keys will be disabled. All the buttons on the Sansa Express™ device will not operate when the Hold Switch is active (Orange Color visible).

Minimum System Requirements

- Windows XP SP1+
- Windows Media Player 10+
- CD-ROM drive
- USB 2.0 port required for hi-speed transfer

Connecting to the Computer

Please execute the following steps to connect your Sansa Express™ player to the computer for uploading or downloading audio files:

1) Remove the USB cap from Sansa Express.

2) Connect Sansa Express™ to an available USB port on the computer directly.

3) Once connected to the computer, it should be detected by the operating system automatically and is shown as an additional drive.

4) The Sansa Express™ LCD screen will display the following message once it's connected:

5) The Sansa Express™ will appear in **My Computer**.
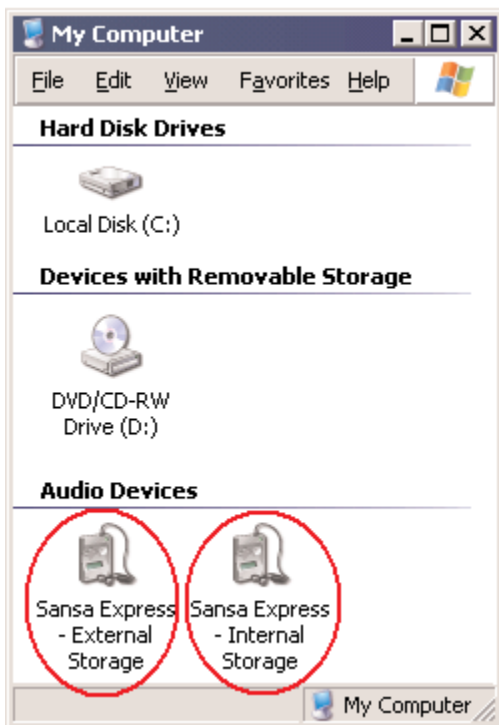
Windows Media Player 10
(the Sansa Express – External
Storage icon will appear only if
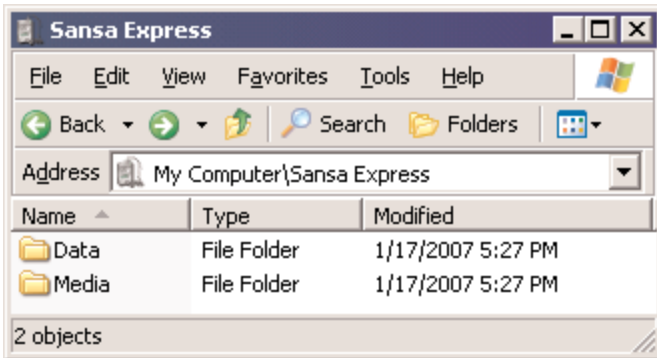the microSD card is inserted).

Windows Media Player 11

4

Transfer Music

To transfer music files to your Sansa Express™, please execute the following steps:

1) Connect the Sansa Express™ to the computer.

2) As long as the files are WMA or MP3, they can be dragged into the Media folder.

Windows Media Player 10

Windows Media Player 11 (the External Storage icon will appear only if the microSD card is inserted).

Delete Files

When the Sansa Express™ device is connected to your computer, you can use your operating system file browser to view all music files on your device and to delete them.

Synchronize Files

Various software packages are available to synchronize songs on your device. Please refer to the specific software package for instructions.

Safely Remove Sansa Express™ from Computer

After managing the music files or updating the firmware on your Sansa Express™, you have to follow the following steps to safely remove it from the computer:

1) Click on the MTP Media Player icon.

2) You can disconnect the Sansa Express device from the computer now.

Basic Usage

Power On

Press and hold the **Power/Menu** button. The display should light up with SanDisk startup screen.

Main Menu

Music – browse the Sansa Express's internal music library and recorded files

FM Radio – to listen to FM broadcast radio (if applicable)

Voice – to enter voice record mode

Settings – to customize the Sansa Express™ features

Power Off

Press and hold the **Power** button for approximately 2 seconds or until the display is off.

Music Mode

Music Playback

To play music stored on the Sansa Express device, recorded FM radio, recorded voice files, or audible files, please execute the following steps:

1) Press **Menu** button and select **Music** menu. **Recorded Radio** (if applicable) and **Recorded Voice** files are located under **Recordings**.

2) Browse through the menu selections, highlight the desired track, playlist, artist, or file then press **Select** button to play.

3) Press **>>|** button to skip to the next song or press-and-hold to fast forward.

4) Press **|<<** button to go back to the beginning of the song or press **|<<** button twice to go back to the previous song. Press-and-hold the **|<<** button to rewind.

Repeat Mode

1) In the playback mode, press **Submenu** button to enter **Music Options**.

2) Move down to highlight **Repeat**.

3) Press **Select** to toggle and choose a repeat mode:
   - Off: No repeat of tracks
   - Songs: Repeat the current track
   - All: Repeat all selected tracks

4) Press **|<<** button to return to previous menu.

Shuffle Mode
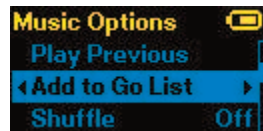
1) In the playback mode, press **Submenu** button to enter **Music Options**.

2) Move down to **Shuffle**.

3) Press **Select** button to toggle between Shuffle on and Shuffle off (to play songs in random order, set Shuffle to ON).

4) Press **|<<** button to return to previous menu.

MusicEQ
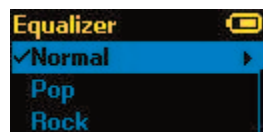
The Sansa Express™ device provides various EQ modes such as: Rock, Pop, Jazz, Classical, and Custom.

1) In the playback mode, press **Submenu** button to enter **Music Options**.

2) Move down and select **Music EQ**.

3) Move down to the desired EQ mode and press **Select**.

4) Press **|<<** button to return to previous menu.

Add song to the GoList

1) In the playback mode, press **Submenu** button to enter **Music Options**.

2) Move down and select **Add Song to GoList**.

3) Press **|<<** button to return to previous menu.

Remove song from GoList

1) Press **Menu** button and select **Music** menu.

2) Select **Playlists**.

3) Select **GoList** to play songs saved in the Go List.

4) Press **|<<** or **>>|** button to select the song you want to remove.

5) Press **Submenu** button.

6) Move down to **Remove Song from GoList** and press **Select**.

*Clear the **GoList***

1) In the playback mode, press **Submenu** button to enter **Music Options**.

2) Move down and select **Clear GoList**.

3) Select **yes** to clear the list.

4) Press **|<<** button to return to previous menu.

Radio Mode (if applicable)

Listen to FM Radio

The Sansa Express™ device will automatically scan for available FM frequencies the very first time you go into Radio Mode. To listen to FM broadcast Radio, please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.

2) Move to **Radio** and select it.

3) Press **|<<** or **>>|** button to search for desired FM frequency.

4) Press and hold down **|<<** or **>>|** button to scan for preset stations.

FM Preset

The Sansa Express™ player allows you to preset up to 20 of your favorite radio stations. To program the preset stations, please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.

2) Move to **Radio** and select it.

3) Press **|<<** or **>>|** button to tune to a desired FM frequency.

4) Press **Submenu** button.

- Select **Add This Preset** to save the current frequency.
- Select **Delete a Preset** to remove the current frequency for the presets.
- Select **View All Presets** to view all preset frequencies.

Recording Mode

The Sansa Express™ has a built-in microphone to support voice recording. You can use it to record your own voice, an interview, a speech, or a radio broadcast station.

Voice Recording

To use the voice recording function, please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.
2) Move to **Record** and select it.
3) Press **Play/Pause** (**>||**) button to start recording.
4) Press **Play/Pause** (**>||**) button again to pause recording.
5) Press **Select** button to stop recording.
6) Select **Save** to save the recorded voice file or **Cancel**.

Radio Broadcast Recording (if applicable)

To record FM radio broadcast, please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.
2) Move to **Radio** and select it.
3) Press **|<<** or **>>|** button to tune to a desired FM frequency.
4) Press **Submenu** button.
5) Select **Record Now** to begin recording.
6) Press **Select** button to stop recording.

Playback Recorded File

To playback recorded FM Radio or Voice files, please execute the following steps:

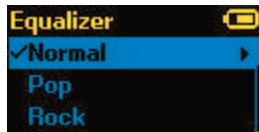1) Press **Menu** button to return to the **Main Menu**.
2) Move to **Music** and select it.
3) Move down to **Recordings** and select it.
4) Select **FM** to play recorded FM Radio file (or **Voice** to play recorded voice file).
5) Select **Play All** to play all recorded files or an individual file to play.

Settings Mode

The Sansa Express™ device's settings can be adjusted to suit your needs.

Equalizer

Equalizer
✓Normal   ▶
 Pop
 Rock

The Sansa Express™ device provides 5 different EQ modes such as: Rock, Pop, Jazz, Classical, and Custom. Below is another way to change the EQ mode.

1) Press **Menu** button to return to **Main Menu**.

2) Move down to **Settings** and select it.

3) Select **Equalizer**.

4) Move down to the desired EQ mode and press **Select**.

5) Press **|<<** button to return to **Main Menu**.

Power

Power
◄Auto Power Off ▶
 Sleep
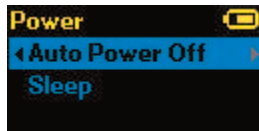
You can set the timer under Auto Power Off and Sleep settings to turn off the Sansa Express™ automatically when it is playing or recording for a certain time.

1) Press **Menu** button to return to the **Main Menu**.

2) Move to **Power** and select it.

3) Select **Auto Power Off** or **Sleep**.

Auto Power Off
3mins

Sleep
10mins

4) Press **|<<** or **>>|** button to select the desired setting.

Display – Backlight

Backlight
15secs

The Display Backlight timer program can save power. After having been idled for predefined seconds, the device will trigger the Backlight timer program automatically and cease the backlight. You can press any button to wake the backlight up. To set the backlight timer, please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.

2) Move to **Settings** and select it.

3) Select **Display**.

4) Select **Backlight**.

5) Press **|<<** or **>>|** button to select desired backlight timer.

Display – Contrast
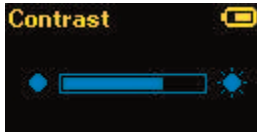
To adjusting the display contrast for better viewing in different lighting environment, please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.

2) Move to **Settings** and select it.

3) Select **Display**.

4) Select **Contrast**.
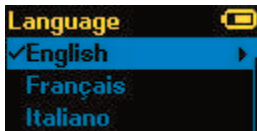
5) Press **|<<** or **>>|** button to set the contrast level.

Language

The Sansa Express™ supports the following languages: English (default), French, Italian, Deutsch, Spanish, Nederlands, Svenska, Japanese, Traditional Chinese, Simplified Chinese, and Korean. To select a language for your Sansa Express, please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.

2) Move to **Settings** and select it.

3) Select **Language**.

4) Select a desired language.

FM Settings (if applicable)
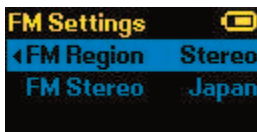
You can set the FM Radio to playback in mono or stereo and the FM Radio region in the FM Settings. Please follow the below steps to change or set FM Settings.

1) Press **Menu** button to return to the **Main Menu**.

2) Move down to **Settings** and select it.

3) Select **FM Settings**.

4) Highlight **FM Stereo** and press **Select** button to choose Mono or Stereo.

5) Move down and highlight **FM Region** and press **Select** button to choose a region.

Volume

Volume
✓Normal ▶
High

1) Press **Menu** button to return to the **Main Menu**.

2) Move down to **Settings** and select it.

3) Select **Volume**.

4) Highlight the desired volume settings then press **Select** button.

Reset All

Reset All?
Confirm
Cancel

To reset the Sansa Express™ device to its original factory settings, please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.

2) Move to **Reset All** and select it.

3) Select **Save** to reset to factory settings or **Cancel** to stop the reset.

System Info

System Info
Firmware   v1.0
Total   975MB
Free   866MB

To display information regarding the Sansa Express™ (such as firmware rev, available memory, number of songs loaded, etc…), please execute the following steps:

1) Press **Menu** button to return to the **Main Menu**.

2) Move to **System Info** and select it.

Hard Reset

To perform hardware reset on the Sansa Express™ device, press and hold the **Select** button while pressing the **Volume Up (+)** buttons simultaneously.

Tips, FAQ, and Troubleshooting

This section provides answers to common questions you may have.

Question: **How do I drag music files to my Sansa Express player?**

Answer: As long as the files are WMA or MP3, they can be dragged into the Media folder of the Sansa Express.

Question: **What file formats does the Sansa Express support?**

Answer: The Sansa Express will support MP3, WAV, WMA, secure WMA, and Audible® formats.

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

Answer: The Sansa Express player will support 64-320Kbps for MP3 and 32-192Kbps for WMA.

Question: **How do I perform a hard reset on the Sansa Express player?**

Answer: To perform a hard reset, press and hold the Select button while pressing the Volume Up (+) button.

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

Answer: 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 it 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.

Question: **Why should I update the firmware?**

Answer: You should always update the player to the latest firmware to ensure that it functions correctly and has all the latest features.

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

Answer: First, you must rip the CD to MP3 or WMA format using a program such as Windows Media Player. Once the songs are on your computer, simply copy and paste the songs to your Sansa Express player or use WMP to Sync the songs.

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

Answer: The Sansa Express device supports MTP mode.

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

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

Question: **Why does my player say unknown artist/album?**

Answer: Normally, this is because the ID3 tags have missing information. On the computer, right-click the song and choose Properties, then the Summary tab, then click Advanced. You can input the data such as Artist, Album, Song Title, Track Number, Genre, and year.

Question: **When I tried to sync music from Windows Media Player version 10, I get a "device requires update" warning. Why?**

Answer: This is a bug generated by Microsoft with Windows XP and Windows Media Player version 10. Microsoft suggested that WMP10 users apply the KB922814 patch to fix this problem.

Service and Warranty Information

This section provides information about how to get support for your Sansa Express device and the terms of your warranty.

Getting Technical Support

Before you contact Technical Support, we encourage you to read the Tips, FAQ, and Troubleshooting section.

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 call 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.

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6) Termination. We may terminate this Agreement and the license if you violate this Agreement at any time. Upon termination of this Agreement, you must delete or destroy all copies all copies of the Software.

7) High Risk Activities. The Software is not fault-tolerant and is not designed or intended for use in hazardous environments requiring fail-safe performance, or any other application in which the failure of the Software could lead directly to death, personal injury, or severe physical or property damage (collectively, "High Risk Activities"). SANDISK DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR HIGH RISK ACTIVITIES AND SHALL NOT BE LIABLE FOR ANY LIABILITIES OR DAMAGES ARISING FROM SUCH USE.

8) General. This Agreement contains the entire understanding between the parties with respect to your use of the Software. If any part of this Agreement is found void and unenforceable, it will not affect the validity of the balance of this Agreement, which shall remain valid and enforceable according to its terms. This Agreement is governed by and construed under the laws of the State of California and the Federal laws of the United States of America without regard to conflicts of laws provisions thereof. The U.N. Convention on contracts for the International Sale of Goods shall not apply to this Agreement. Any action or proceeding arising from or relating to this Agreement shall be adjudicated in the state or federal courts of Santa Clara County, California, and the parties hereby agree to the exclusive jurisdiction and venue of such courts. You will not remove or export from the United States or re-export from anywhere any part of the Software or any direct product thereof to any country in violation of U.S. Export Administration Regulations, or a successor thereto, or otherwise except in compliance with and with all licenses and approvals required under applicable export laws and regulations including, without limitation, those of the U.S. Department of Commerce.   Any Waivers or amendments of this Agreement shall be effective only if made in writing and signed by an authorized representative of each party. The provisions of Sections 3, 4, 5, 6, 7, and 8 shall survive the termination or expiration of this Agreement.

Disposal Instructions

Do not dispose of this device with unsorted household 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.