

SanDisk Clip Sport not recognized on PC

Why is my SanDisk Clip Sport player NOT being detected by my computer when I connect it?

**This may be caused by one of the following:**

1. Minimum system requirements were not met
2. Corrupted drivers
3. Computer restrictions
4. Power issue
5. Bad cable

To resolve this issue, try the following solutions:

**SOLUTION 1** - For brand new player or first time connecting to this computer.

**For Windows XP users:** verify the following operating system requirements are met.

- Windows XP SP2 or higher
- Windows Media Player 10 or higher

Download and install the latest [Windows Media Player](#) if it's not installed.

**For Mac users,** see [SanDisk player not recognized by a Mac OS](#)

**For Windows 7 & 8 users:** Proceed to Solution 2

**NOTE:** If you are trying to connect to a Computer at work that is part of a network, there may be user right restrictions that are set to disable access to new hardware or stop any program installations. You may need to check with your IT administrator to see if this is causing the problem.

**SOLUTION 2 - Check Cable**

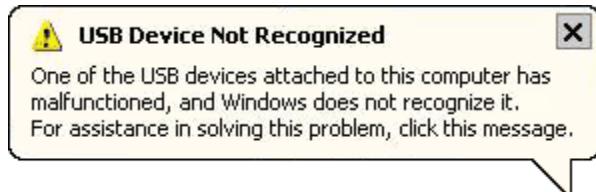
When connecting the SanDisk MP3 player to the computer if the screen comes on but does not show "Connected" on the screen the port is providing power however the data connection is not working. This could be due either to the Cable, PC, or a defective device. Please try using a different cable and connecting to a different PC. If the SanDisk MP3 player still connects and charges but never shows connected on the screen even after trying different PC and cables contact SanDisk support to check warranty status.

**SOLUTION 3 - Refresh the driver**

**STEP 1 - Connect the SanDisk MP3 player to the PC**

The screen on your player should turn on, show '**Connected**' and indicate the battery charging or full.

- If the player does NOT turn on try other USB ports or on another computer if one is readily available. Ensure you are connecting directly to the computer USB port and not to a USB hub.
- If there is nothing showing on the screen and the player does show up in as a storage device in an explorer window, then the screen is just NOT working.
- If you receive the error "**USB Device Not Recognized**" on the computer, the player is most likely failed. Additional troubleshooting is unlikely to correct the problem.

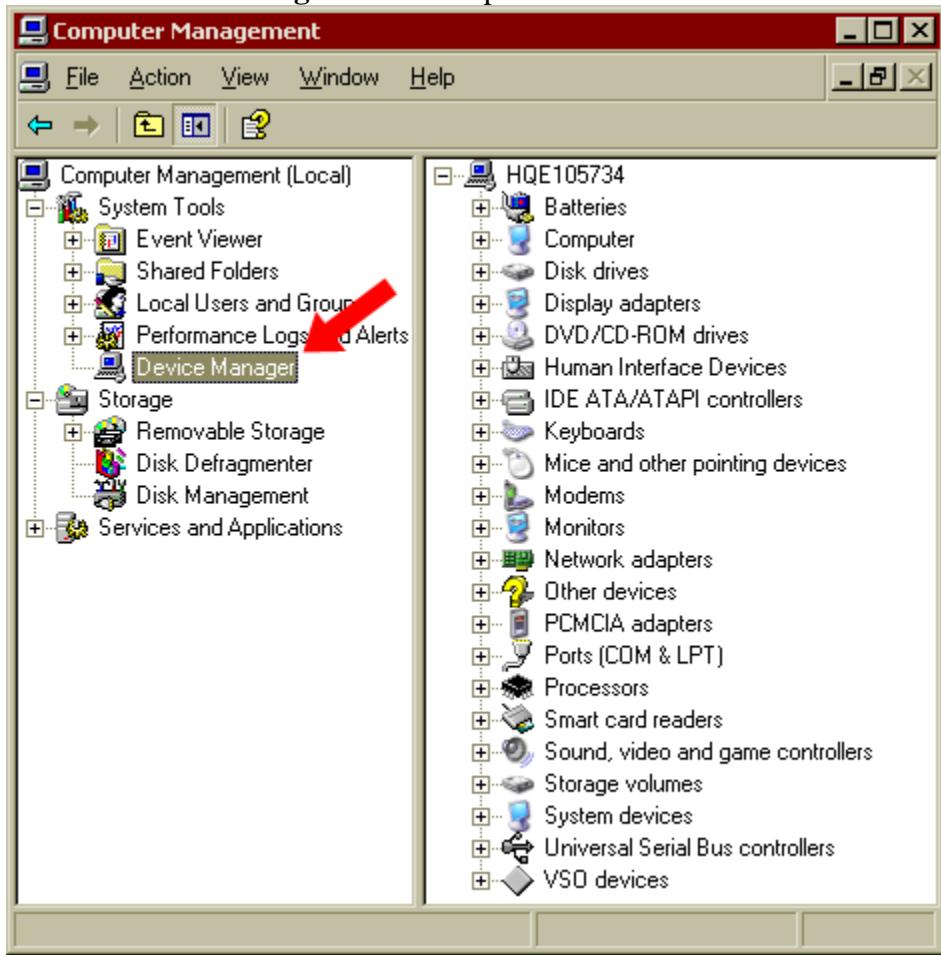


NOTE: If you experience either of the 2 issues above the issue is likely hardware related. Contact SanDisk technical support to check warranty status.

## **STEP 2 - Check under Device Manager**

1. Open the Computer Management Console  
[Accessing the Computer Management Console](#)

2. Click **Device Manager** on the left pane.



NOTE: Sansa Clip Sport uses **MSC mode only**.

The SanDisk player will show up on Device Manager's right pane as:

**1. USB Mass Storage device**

If there is a yellow exclamation point (!) or question mark (?) beside the device, try to refresh the drivers.

**STEP 3 - Refresh the drivers**

1. Right-click the entry with the error mark, select **Uninstall**.
2. On the top menu, click **Action** then select **Scan for hardware changes**.

NOTE: If a device with yellow exclamation point (!) continually appears and disappears, then the player is most likely failed. Additional troubleshooting is unlikely to correct the problem.

**Additional troubleshooting notes:**

If you have replaced the Sansa Player and you still have problems getting it to recognize in the

computer, then you may need to try some additional troubleshooting.

- Try connecting on another computer.
- Try using a different USB cable
- Try connecting to the back USB ports which may supply better power.
- For Windows XP, install Windows Media Player 11