

## FAQ

### **"Memory is full. Connect PC to delete more than 20M contents." error message appears on SanDisk Clip Sport/Jam**

I get a message "Memory full". I connect the PC to delete more than 20M content and I get an error message on my SanDisk Clip Sport / Jam / Voice? What should I do?

There are two possible reasons for this: Capacity issue or FAT corruption

#### **Solution 1 - capacity Issue**

This error occurs when a Sansa player is almost filled to capacity. A Sansa player can not be filled to full capacity. (you can not put 4GB of songs in a reader 4GB)  
You will need additional capacity to create and maintain a "database".

A database contains all information (such as playlists, recordings, song information, etc.) The greater the number of songs, the greater becomes the database .

**To resolve the capacity issue , please delete some content on the Sansa player using a PC. If you have just moved a few songs, try to delete some**

#### **STEP 1 - Eliminate about 20-25 MB of files from your player**

1. Please check **METHODE 2** of [answer ID 41](#) on how to delete files on your Sansa player using a PC.

#### **Solution 2 - corruption in FAT partition data.**

This error also occurs when there is a corruption of the file system on the Sansa player.

To solve this problem, you need to format the drive and then upload the content. You can format using Windows Explorer, the Windows Device Manager or the Mac Disk Utility.

[Format using Windows Disk Manager](#)

[Format using Mac Disk Utilities](#)

**NOTE:** Formatting will delete all files in the device. Your data (music, photos etc) is NOT recoverable.

# 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

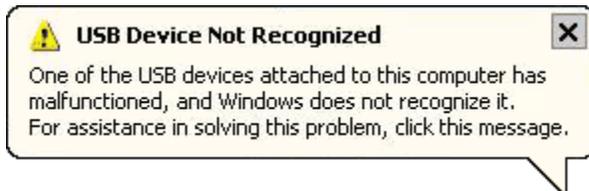
When connecting the SanDisk MP3 player to the computer if the screen comes on but does not show "Connected" on the screen the port is providing power however the data connection is not working. This could be due either to the Cable, PC, or a defective device. Please try using a different cable and connecting 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.



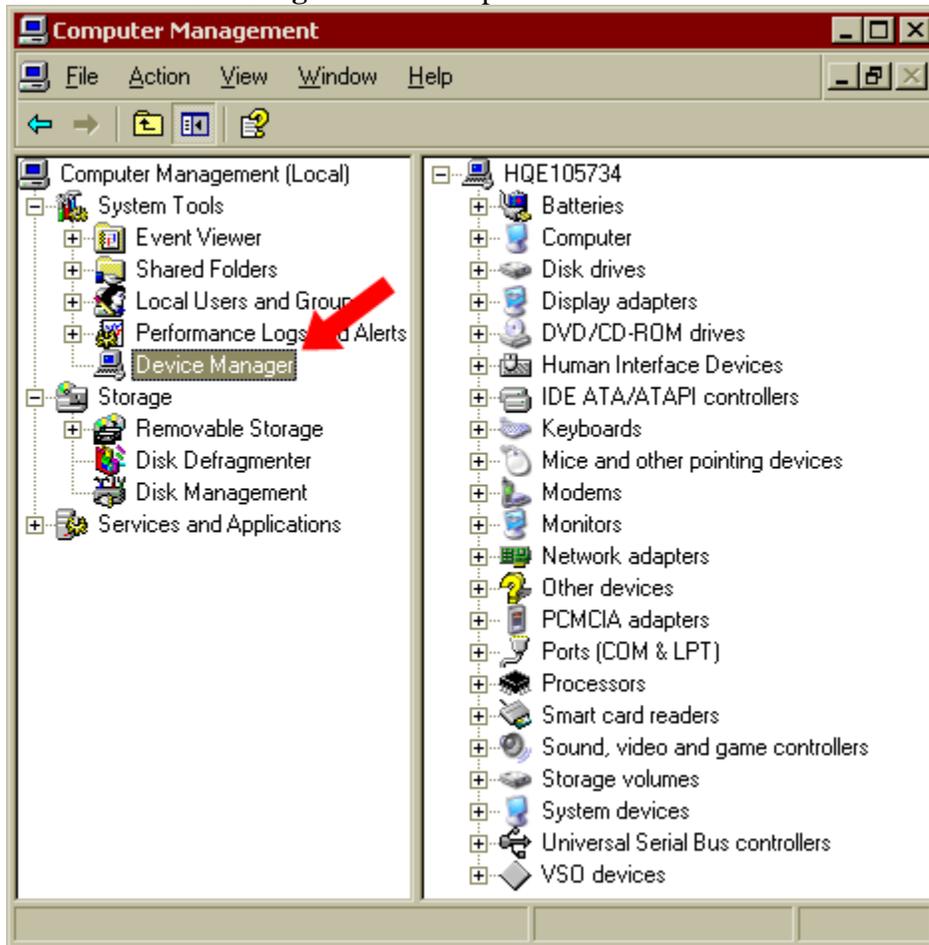
NOTE: If you experience either of the 2 issues above the issue is likely hardware related. Contact SanDisk technical support to check warranty status.

## **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

## SanDisk Clip Sport Plus/Sport/Jam/Voice/Go supported file types

### What audio or music formats does the Clip Sport Plus/Sport/Jam/Voice/Go support?

#### SanDisk Clip Sport Plus/Sport/Jam/Voice/Go supported audio/music formats

AA / AAX (audible) (Clip Sport Plus/Voice/Go Audible Enhanced Audio .aax) (Clip Sport/Jam Format 4 and Audible Enhanced Audio .aax)

AAC / M4A

FLAC (16 bit)

MP3

Ogg Vorbis (Not supported on Clip Sport Plus/Voice/Go)

WAV

WMA (DRM free)

**NOTE:** Clip Sport Plus/Sport/Jam/Voice/Go supports audiobooks obtained from Audible and DRM free Audiobooks only.

#### Supported bitrates

DECODER	ALGORITHM	SAMPL E RATE	BIT RATE	BITS PER SAMPL E	CB R	VB R	STERE O	MON O
MP3	Lossy	MPEG-1 Layer 3 32, 44.1 and 48 kHz	MPEG-1 Layer 3 free 32, 40, 48, 56, 64, 80, 96, 112, 128, 160, 192,	ANY	Yes	Yes	YES Joint (Dual) Mid/Sid e Intensit y	Yes

			224, 256 and 320 kbps					
	Lossy	MPEG-1 Layer 3 8, 11.025, 12, 16, 22.05 and 24 kHz.	MPEG-1 Layer 3 8, 16, 24, 144 kbps  + MPEG-1 Layer 3 bitrates					
AAC (Apple iTunes AAC-LC (.M4A) Audio)	Lossy	8, 11.025, 16, 22.05, 32, 44.1, 48 kHz	16Kbps - 320Kbps	ANY	Yes	Yes	Yes	Yes
Windows Media Audio <sup>[1]</sup> (WMA8 WMA9)	Lossy	8, 11.025, 16, 22.05, 32, 44.1, 48 kHz	64, 96, 128, 160, 192 kbps 40-75 / 50-95 / 85-145 / 135-215 / 240-355 kbps	16	Yes	Yes	Yes	Yes
PCM	Uncompressed	Up to 44.1 kHz		16-bit stereo				
OGG vorbis (Not supported on Clip Sport Plus/Voice/G)	Lossy	Q0 to Q10	16 - 500 kbps	16		Yes	Yes	Yes

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FLAC	Lossless	L0 - L8 (8- 48KHz)	1000Kb ps - 1200Kb ps	16	
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## Creating M3U Playlists for the Clip Sport

How do I create a playlist on the Clip Sport Plus/Sport/Jam/Voice/Go?

The Clip Sport Plus/Sport/Jam/Voice/Go only supports M3U playlists and they must be stored in the same directory as the files in the playlist. The process below gives instructions for creating an M3U playlist using Windows Media Player for the use on the Clip.

**NOTE:** Maximum number of M3U playlists supported is 50 playlists. Maximum number of files supported per playlist is 1000

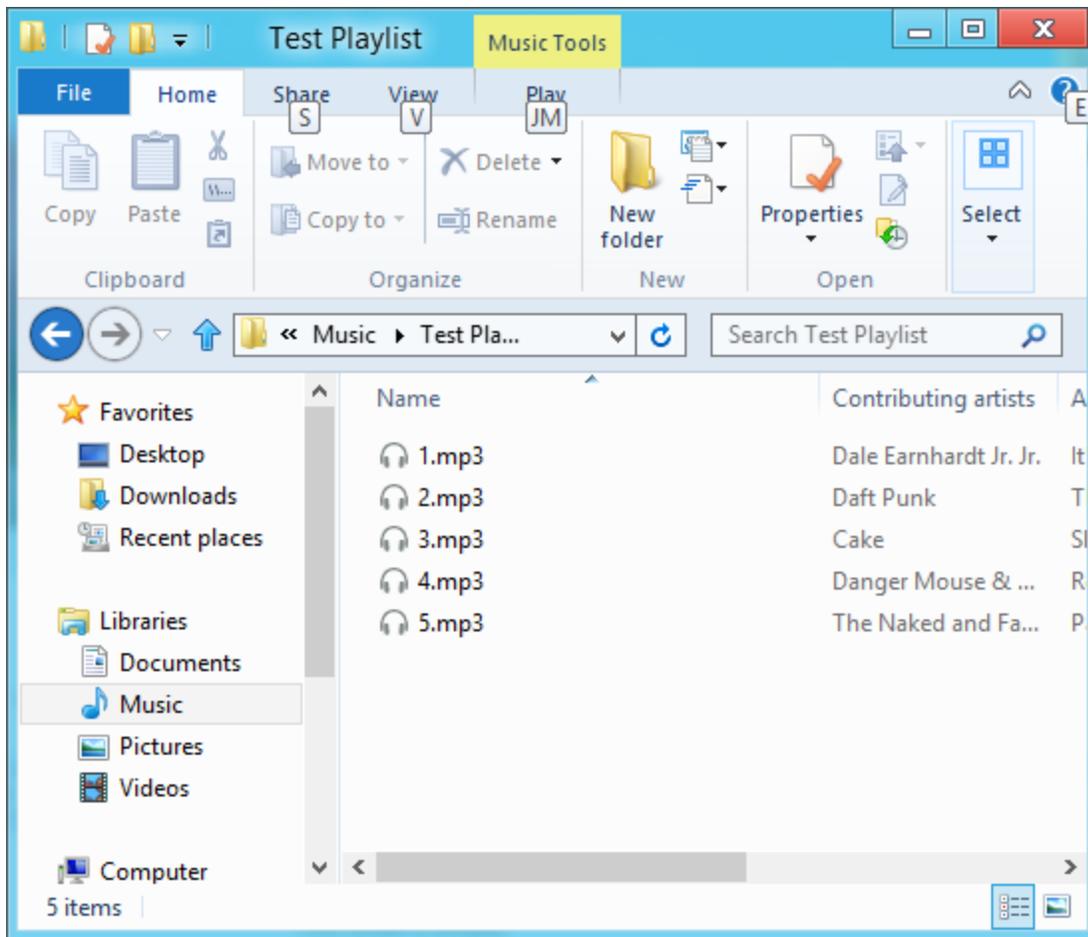
In this process you will do the following:

1. **Using Explorer:** Create a file folder and put all the music files you want in it.
2. **Using Windows Media Player:** Create and Organize your playlist
3. **Using Windows Media Player:** Name and Save the playlist .m3u file in the file folder with the music files
4. **Using Explorer:** Copy the file folder with music and .m3u file to the Clip Sport Plus/Sport/Jam/Voice/Go Music folder

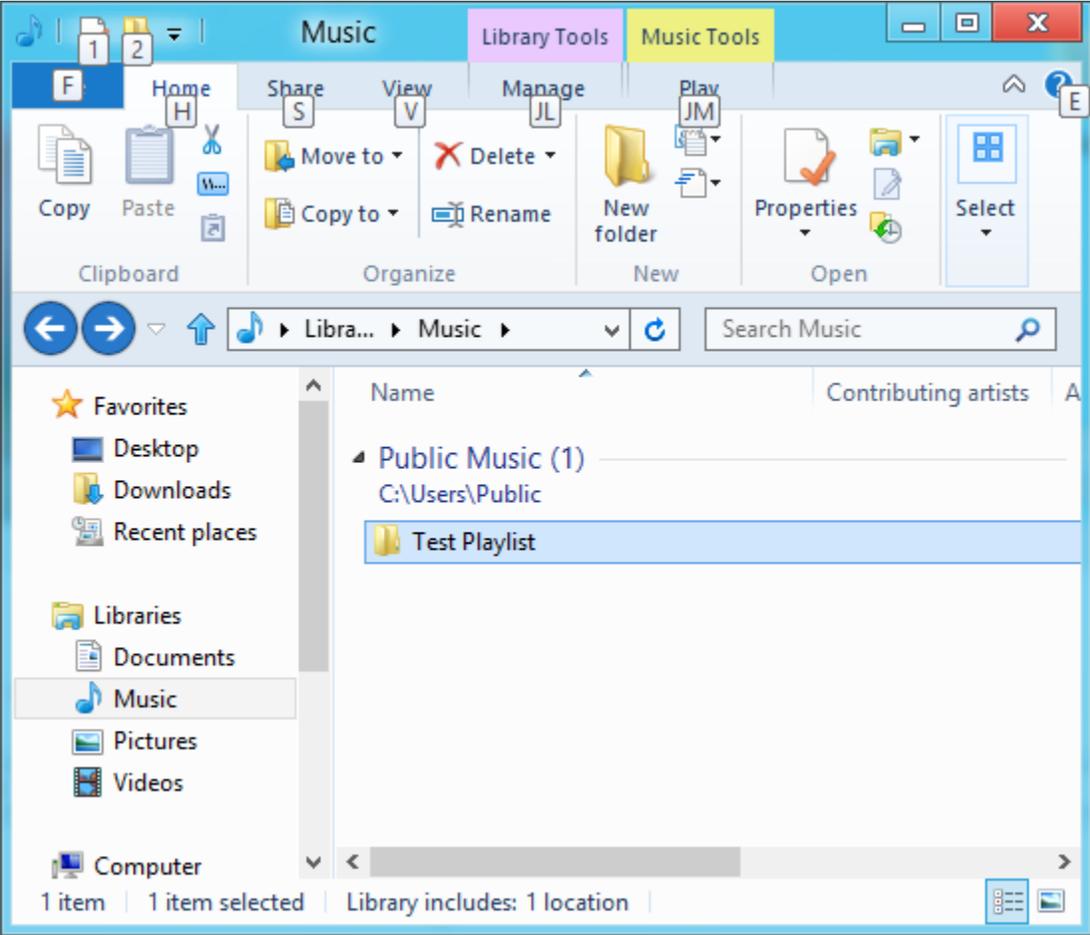
[Disclaimer Notice: Use of Third-Party Software or Web Sites](#)

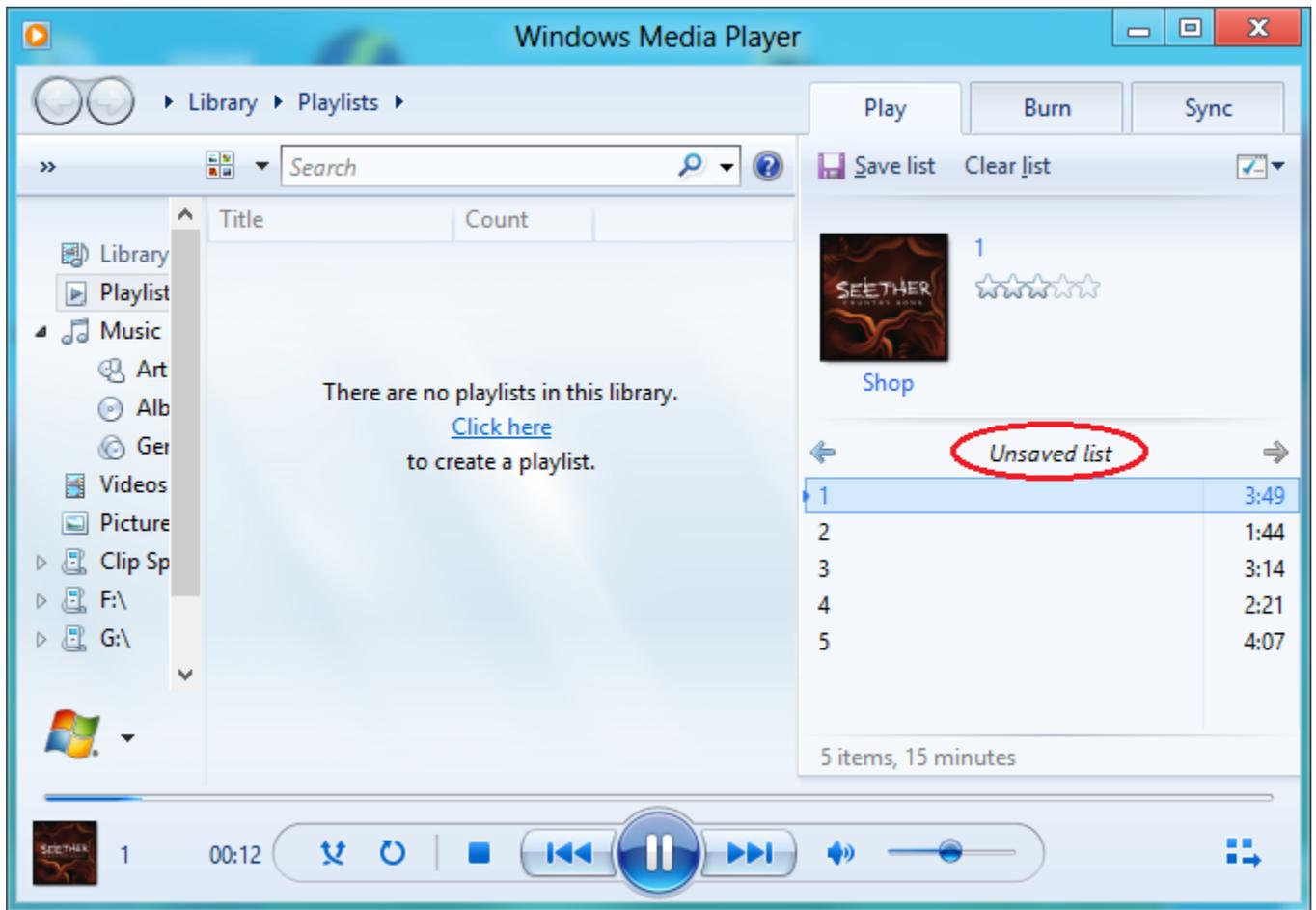
**Step 1** - Move all the files you want in the play list into a folder on the computer

**Hint:** Name the folder the same as you want to name the playlist



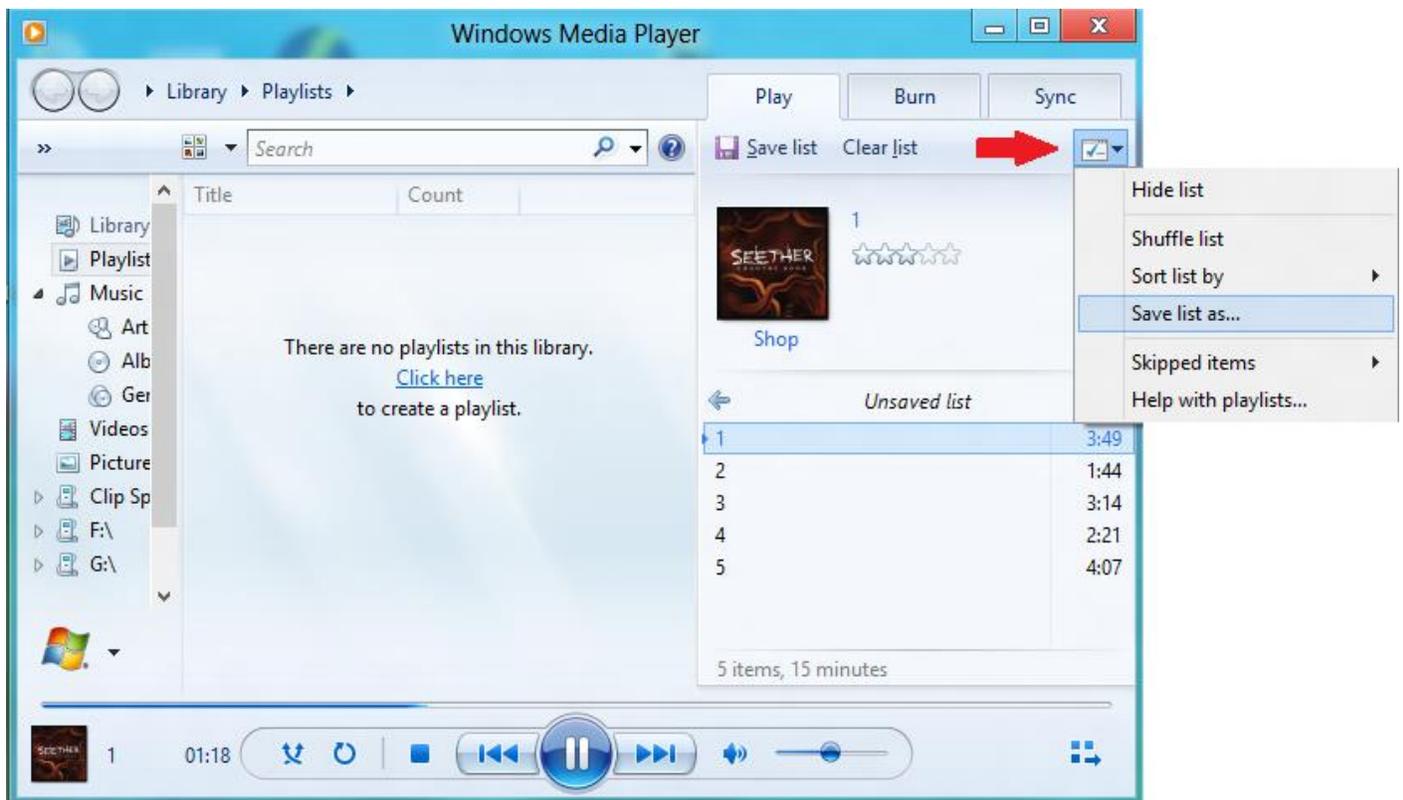
**Step 2** - Drag the folder from Windows Explorer into Windows Media Player under "Unsaved List"



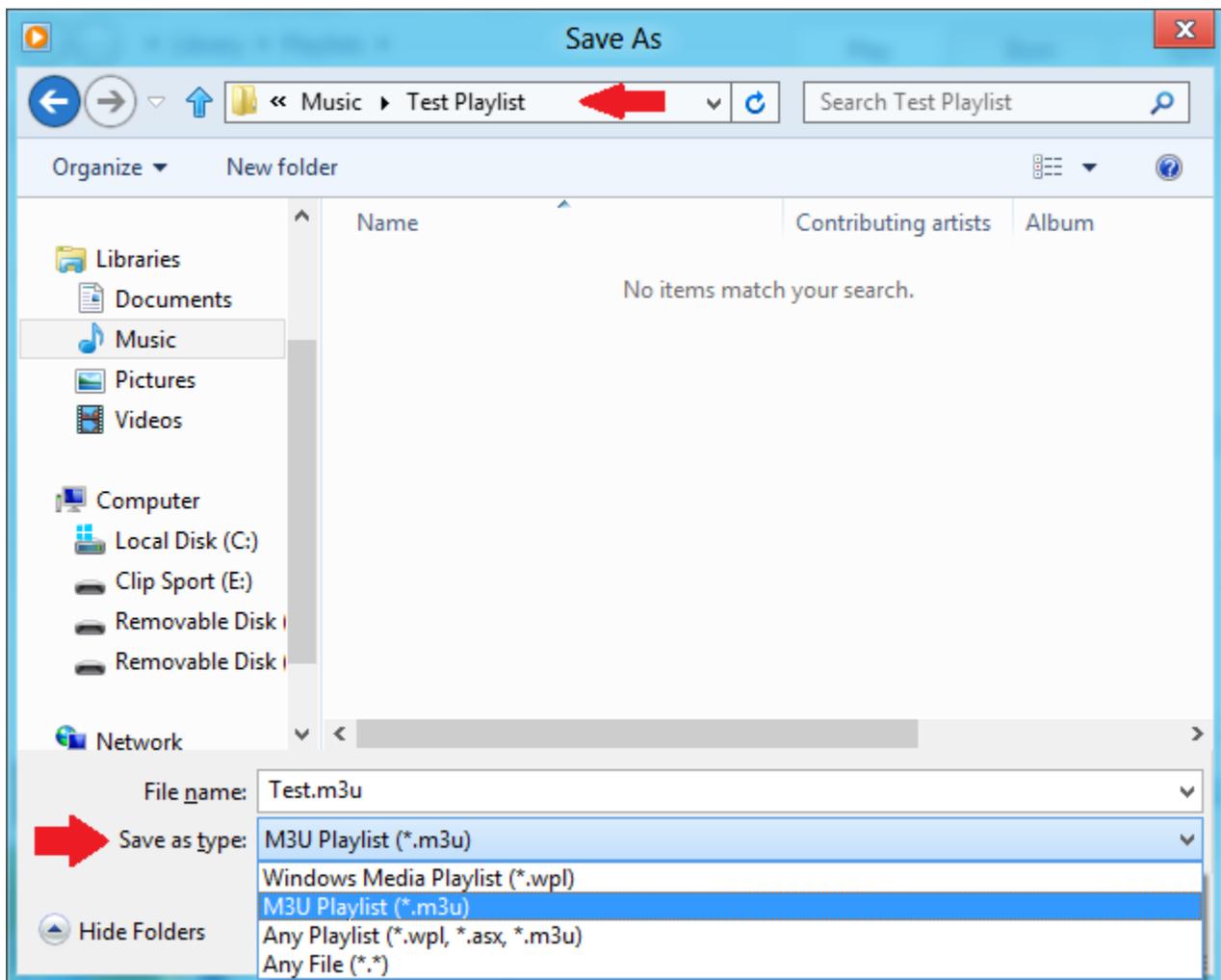


**Hint:** You can drag the songs up or down in the list to organize them in the order you want them to play after they are in the WMP list.

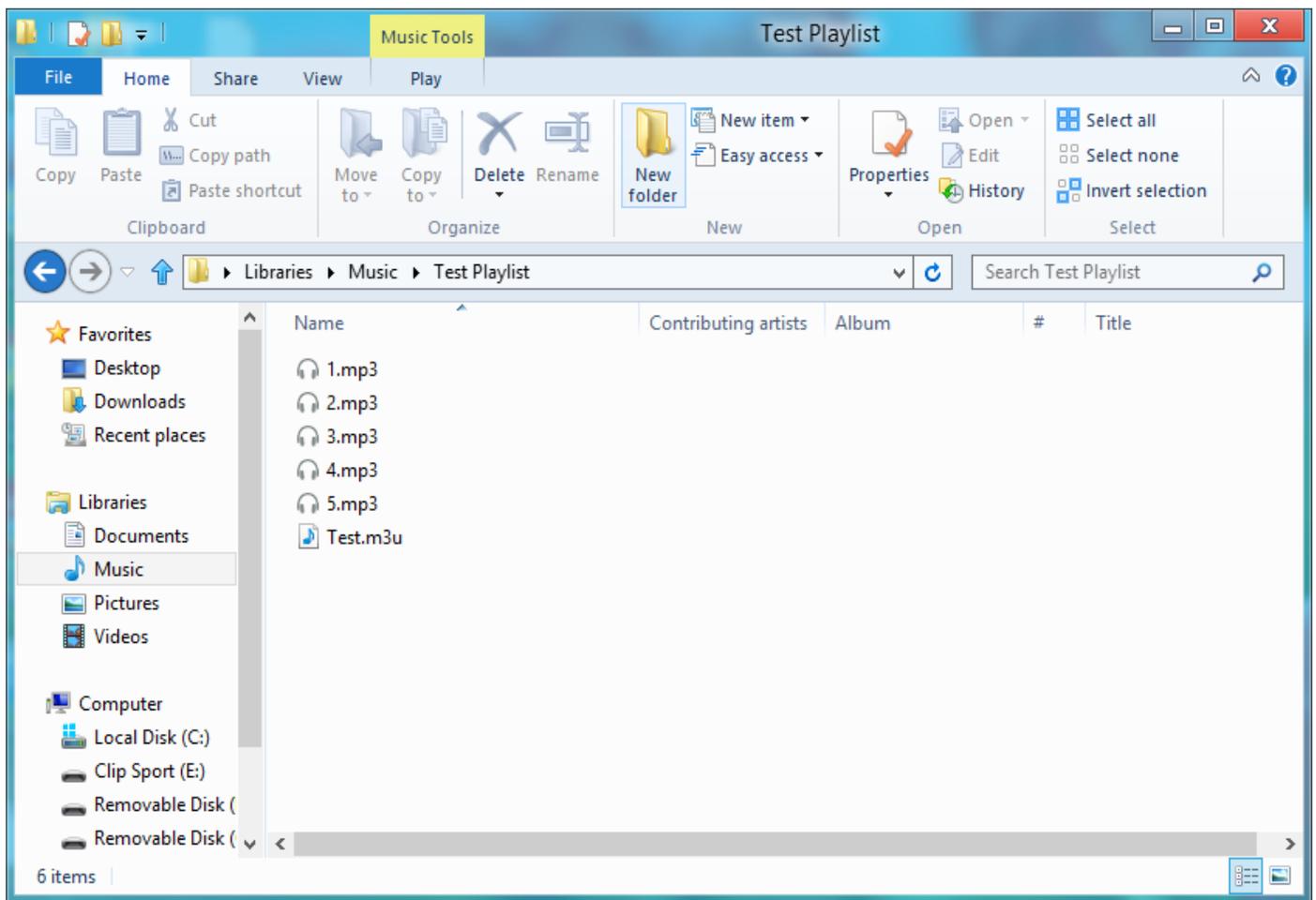
**Step 3** - Click the drop down menu and select "Save list as"



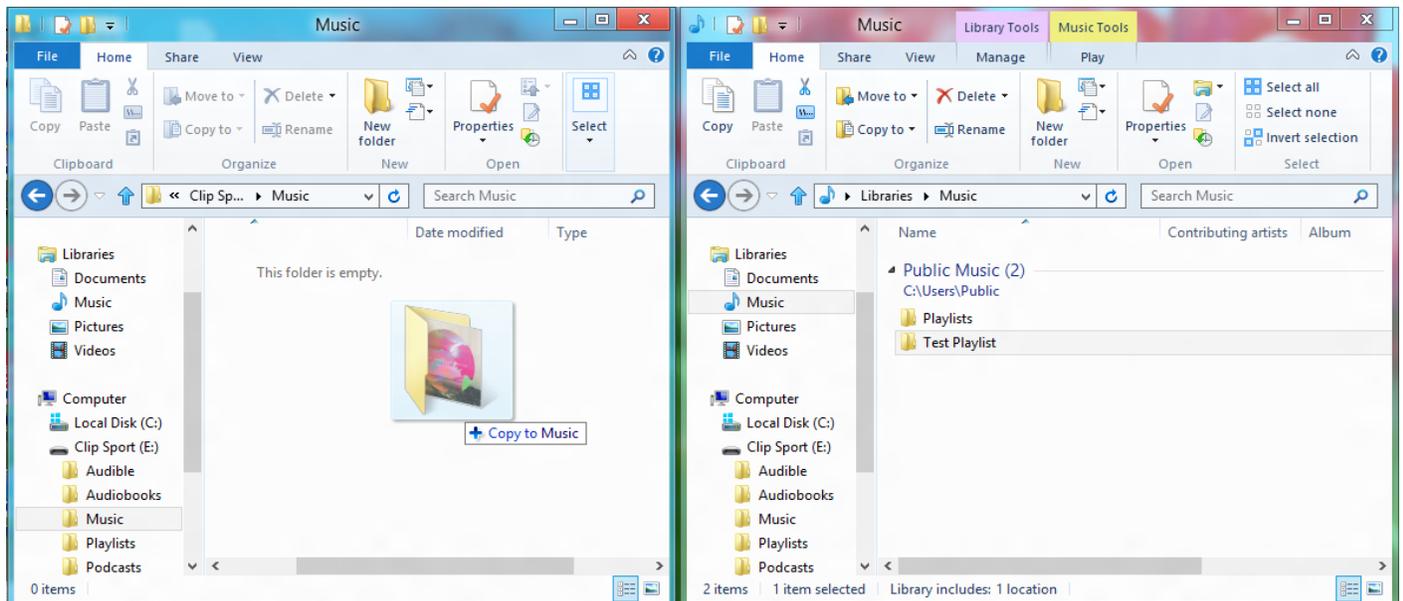
**Step 4 - Browse** to the same directory where the files are saved that you want in the playlist, **choose** M3U playlist as the file type, **name** the playlist and **click save**.



You should now see the M3U playlist saved in the same folder with the songs you want in the play list



**Step 5 - Using Windows Explorer:** Drag the entire folder containing the songs and the M3U playlist to the Music folder of the Clip Sport Plus/Sport/Jam/Voice/Go



The Playlist will now be available under the Playlist option in the Music menu.

## **SanDisk MP3 players battery playback time**

### **What is the playback time expected with a full battery for my Sansa player?**

**NOTE:** Based on continuous audio playback at 128 kbps MP3; video playback at QVGA 512kbps MPEG4; battery life and performance may vary depending upon usage and settings

#### **Clip Sport Go**

- Up to 18 hours continuous audio playback using Li-Polymer battery

#### **Clip Sport Plus**

- Up to 20 hours continuous audio playback using Li-Polymer battery (Wired Headphones) Up to 7 Hours continuous audio playback using Li-Polymer battery (Bluetooth)

#### **Clip Voice**

- Up to 20 hours continuous audio playback using Li-Polymer battery (Wired Headphones) Up to 15 Hours voice recording using Li-Polymer battery. Maximum recording time is 8 hours per single recording. The Clip Voice recording will automatically stop at 8 hours

#### **Clip Sport**

- Up to 25 hours continuous audio playback using Li-Polymer battery

#### **Clip Jam**

- Up to 18 hours continuous audio playback using Li-Polymer battery

## **Legacy Players**

### **Clip+ / Clip / Clip Zip**

- Up to 15 hours continuous audio playback using Li-Polymer battery

### **Fuze+ / Fuze:**

- Up to 24 hours of audio playback / 5 hours of video playback using Li-Polymer battery

### **View:**

- Up to 35 hours of audio playback / 7 hours of video playback using Li-Polymer battery

### **Connect:**

- Up to 12 hours playing music stored on device / 4 hours of video playback / 6 hours streaming music via Wi-Fi using Li-Polymer battery

### **e200:**

- Up to for 15 hours of audio or 5 hours of video using Lithium Ion battery

### **c200:**

- Up to 15 hours continuous playback using Lithium Ion battery

### **Express:**

- Up to 15 hours continuous playback using rechargeable internal battery

### **c100:**

- Up to 15 hours continuous playback using one AAA battery

### **e100:**

- Up to 17 hours continuous playback using one AAA battery

### **DAP (Digital Audio Player):**

- Up to 15 hours continuous playback using one AAA battery