

Device Won't Start

If your Sansa Connect won't start check to make sure the device is charged and the hold switch is in the unlocked position. If the device still will not start, you may need to run the Sansa Device Recovery application.

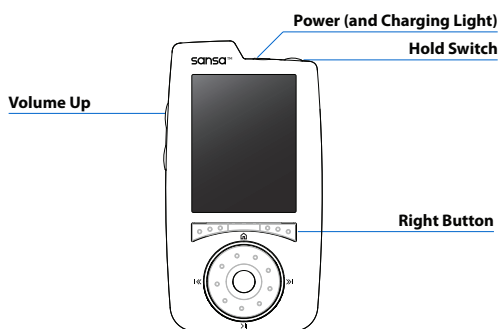
With a copy of the Sansa Device Recovery application installed on a PC, you can connect your to the device via the USB cable to the PC, and restore the device software to an uncorrupted state. However, all of your subscription settings and content will be removed from the device.

After running Device Recovery, you will need to enter your subscription service settings on the device. In addition, to place content onto the device, you will need to synchronize the Sansa Connect with your music service.

Device Recovery

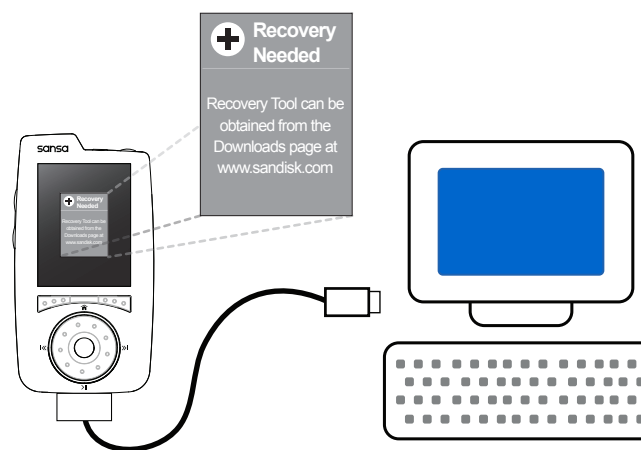
1 Begin by installing the Sansa Device Recovery application onto your PC. You can find the application on the SanDisk website (www.sandisk.com).

2 After installing the Sansa Device Recovery application onto your PC, turn off the device. Make sure the hold switch is not in the locked position. Hold down the **Power Button** for eight seconds (holding the power for three seconds makes the device sleep; eight seconds turns off the device).



3 While holding down the **Right Button**, and **Volume Up Button**, press-and-release the **Power Button**. Keep holding the **Right Button** and **Volume Up Button**. After a few seconds, the device will start and display a "Recovery Needed" screen.

4 While the device is displaying the "Recovery Needed" screen, connect the USB cable to your PC.



5 Windows will open a "SanDisk Device Recovery" dialog box. Choose "Recover Sansa Device" and click OK.

Follow the steps in the SanDisk Device Recovery application.