



SA3104

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For support call 0906 1010 017

Audio player

PHILIPS

Need help?

Please visit

www.philips.com/support

where you can access to a full set of supporting materials such as user manual, the latest software updates and answers to frequently asked questions.

Or call our Customer Care Helpline,

0906 1010 017 (£0.15/min)

where our professional support team will be pleased to assist you in solving any issues you may have with your player.

Country	Helpdesk	Tariff / min	Keep ready
Europe			
Austria	0820 901115	€0.20	Das Kaufdatum, Modellnummer und Serial nummer
Belgium	070 253 010	€0.17	La date d'achat la référence et le numéro de série du produit
Czech Republic	800142100	Místní tarif	Datum zakoupení, číslo modelu a sériové číslo
Denmark	35 25 87 61	Lokal tarif	Indkøbsdato, type-, model- og serienummer
Finland	09 2290 1908	Paikallispuhelumatksun hinta	Ostorpäivä ja tarkka mallinnumero ja sarjanumero
France	08 9165 0006	€0.23	La date d'achat la référence et le numéro de série du produit
Germany	0180 5 007 532	€0.12	Das Kaufdatum, Modellnummer und Serial nummer
Greek	0 0800 3122 1223	1 αστική μονάδα	Την ημερομηνία αγοράς και τον ακριβή κωδικό μοντέλου και τον αριθμό σειράς του προϊόντος σας
Hungary	06 80 018544	Helyi tarifa	A vásárlás dátuma, modell szám és szériaszám
Ireland	01 601 1161	Local tariff	Date of Purchase, Model number and Serial number
Italy	199 404 042	€0.25	La data di acquisto, numero di modello e numero di serie
Luxemburg	26 84 30 00	Tarifification locale	La date d'achat, la référence et le numéro de série du produit
Netherlands	0900 0400 063	€0.20	De datum van aankoop, modelnummer en serienummer
Norway	2270 8250	Lokal tariff	Dataoet da du kjøpte produktet & modellnummer & serienummeret
Poland	022 3491504	Cena połączenia lokalnego	Data zakupu, Numer modelu i numer serijny
Portugal	2 1359 1440	Preço local	A data de compra, número do modelo e número de série
Russia	(495) 961-1111 8 800 200-0880	по России звонок бесплатный	Дата покупки, Номер модели и Серийный номер
Slovakia	0800004551	Miestna tarifa	Dátum zakúpenia, číslo modelu a sériové číslo
Spain	902 888 785	€0,15	Fecha de compra y número del modelo y número de serie
Sweden	08 632 0016	Lokal kostnad	Inköpsdatum, modellnummer och serienummer
Switzerland	02 2310 2116	Ortstarif	Das Kaufdatum, Modellnummer und Serial nummer
UK	0906 1010 017	£0.15	Date of Purchase, Model number and Serial number
North America			
Canada	1-800-661-6162 (Francophone) 1-888-744-5477 (English / Spanish)	Free	Date of Purchase, Model number and Serial number
USA	1-888-744-5477	Free	Date of Purchase, Model number and Serial number
South America			
Argentina	11 4544 2047	Tarifa local	Fecha de compra y número del modelo y número de serie
Brazil	0800 701 02 03 (Except Sao Paulo) 2121 0203 (Sao Paulo)	Grátis Preço local	A data de compra, número do modelo e número de série
Chile	600 744 5477	Tarifa local	Fecha de compra y número del modelo y número de serie
Mexico	01 800 504 6200	Gratis	Fecha de compra y número del modelo y número de serie
Asia			
China	4008 800 008	本地费率	购买日期、型号及序号
Hong Kong	2619 9663	本地费率	購買日期、型號及序號
Korea	02 709 1200	관세	구매일자, 모델 번호, 시리얼 번호

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I Important safety information

General maintenance

To avoid damage or malfunction:

- Do not expose the player to excessive heat caused by heating equipment or direct sunlight.
- Do not drop your player or allow objects to fall on your player.
- Do not allow your player to be submerged in water. Do not expose headphone socket or battery compartment to water, as water entering the set may cause major damage.
- Do not use any cleaning agents containing alcohol, ammonia, benzene, or abrasives as these may harm the set.
- Active mobile phones in the vicinity may cause interference.
- Backup your files. Please ensure that you retain the original files you have downloaded to your device. Philips is not responsible for any loss of data if the product becomes damaged or not readable / legible.
- Manage (transfer, delete, etc.) your music files only with the supplied music software to avoid problems!

About operating and storage temperatures


- Operate in a place where temperature is always between 0 and 35°C (32 to 95°F)
- Store in a place where temperature is always between -20 and 45°C (-4 to 113°F)
- Battery life may be shortened in low temperature conditions.

Replacements parts/ accessories

Visit www.philips.com/support or www.philips.com/usasupport (for US residents) or contact our Customer Care Helpline (the telephone number can be found on the first page of this manual) to order replacement parts/ accessories.

Hearing Safety

Listen at a moderate volume.

- Using headphones at a high volume can impair your hearing. This product can produce sounds in decibel ranges that may cause hearing loss for a normal person, even for exposure less than a minute. The higher decibel ranges are offered for those that may have already experienced some hearing loss. 
- Sound can be deceiving. Over time your hearing “comfort level” adapts to higher volumes of sound. So after prolonged listening, what sounds “normal” can actually be loud and harmful to your hearing. To guard against this, set your volume to a safe level before your hearing adapts and leave it there.

To establish a safe volume level:

- Set your volume control at a low setting.
- Slowly increase the sound until you can hear it comfortably and clearly, without distortion.

Listen for reasonable periods of time:

- Prolonged exposure to sound, even at normally “safe” levels, can also cause hearing loss.
- Be sure to use your equipment reasonably and take appropriate breaks.

Be sure to observe the following guidelines when using your headphones.

- Listen at reasonable volumes for reasonable periods of time.
- Be careful not to adjust the volume as your hearing adapts.
- Do not turn up the volume so high that you can't hear what's around you.
- You should use caution or temporarily discontinue use in potentially hazardous situations.
- Do not use headphones while operating a motorized vehicle, cycling, skateboarding, etc.; it may create a traffic hazard and is illegal in many areas.

Important (for models supplied with headphones):

Philips guarantees compliance with the maximum sound power of its audio players as determined by relevant regulatory bodies only with the original model of provided headphones. In case this one needs replacement, we recommend that you contact your retailer to order a model identical to that of the original, provided by Philips.

Copyright information

All other brands and product names are trademarks of their respective companies or organizations.

Unauthorized duplication of any recordings whether downloaded from the Internet or made from audio CDs is a violation of copyright laws and international treaties.

The making of unauthorized copies of copy-protected material, including computer programmes, files, broadcasts and sound recordings, may be an infringement of copyrights and constitute a criminal offence. This equipment should not be used for such purposes.

The Windows Media and the Windows logo are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Data logging

Philips is committed to improving the quality of your product and enhancing the Philips user experience. To understand the usage profile of this device, this device logs some info / data to the non-volatile memory region of the device. These data are used to identify and detect any failures or problems you as a user may experience while using the device. The data stored, for example, will be the duration of playback in music mode, duration of playback in turner mode, how many times battery low was encountered, etc. The data stored do not reveal the content or media used on the device or the source of downloads. The data stored on the device are retrieved and used **ONLY** if the user returns the device to the Philips service centre and **ONLY** to simplify error detection and prevention. The data stored shall be made available to user on user's first request.

Disposal of your old product



Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

When this crossed-out wheeled bin symbol is attached to a product, it means the product is covered by the European Directive 2002/96/EC.

Please be informed about the local separate collection system for electrical and electronic products.

Please act according to your local rules and do not dispose of your old product with your normal household waste. The correct disposal of your old product will help prevent potential negative consequences to the environment and human health.

Modifications

Modifications not authorized by the manufacturer may void user authority to operate this device.

Notice for USA

Note:

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

- Relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

Notice for Canada

This Class B digital apparatus complies with Canadian ICES-003.

The set complies with the FCC-Rules, Part 15 and with 21 CFR 1040.10. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

Notice for the European Union

This product complies with the radio interference requirements of the European Union.

2 Your new player

With your newly purchased player, you can enjoy the following:

- MP3 and WMA playback
- Photo viewing
- Video playback
- FM radio
- Voice recording

2.1 What's in the box

The following accessories are included with your player:



Player



Headphones



USB extension
cable



Quick start guide



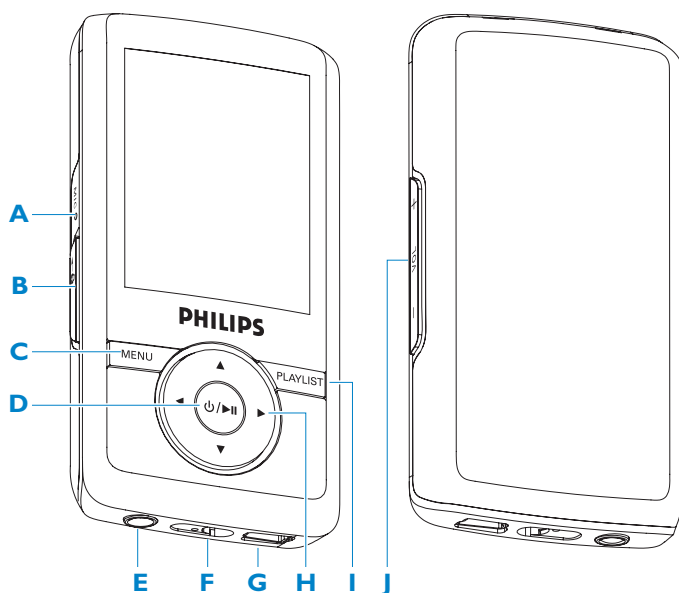
CD-ROM containing Philips Device Manager, Philips Media Converter, User Manual and Frequently Asked Questions

2.2 Register your product

We strongly recommend that you register your product in order to gain access to free upgrades. To register your product, please log on to www.philips.com/register or www.philips.com/usasupport (for US residents) so that we can inform you as soon as new updates become available.







3 Getting started

3.1 Overview of controls and connections



A	Microphone		
B	🔒 slider	Lock all keys except volume keys	
C	MENU	Press to access the menu / Return to previous menu	
D	⏻ / ⏸	Short press to play/pause songs/videos, long press to power on/off	
E	🎧	Headphones jack	
F		Reset	
G		USB connector	
H	◀	Return back one menu level or exit a function	
		During songs/recording playback, press to go to previous songs/recording, or press and hold to rewind	
	▶	Navigate forward one menu level or select a function	
		During songs /recording playback, press to go to next songs /recording, or press and hold to fast forward	
	▲	Scroll up in the list	
		During video playback, press to go to previous video clip, press and hold to rewind	
	▼	Scroll down in the list	
		During video playback, press to go to next video clip, press and hold to fast forward	
I	Playlist	Press to add the song to Playlist-on-the-go	
J	- Vol +	Control volume	

3.2 Main menu

Menu	To
 Music	Play your digital music tracks
 Photos	View photos
 Videos	Watch your videos
 Radio	Listen to FM radio
 Recording	Create or listen to recordings
 Settings	Customize the settings of your player

3.3 Install

 **Important** Make sure to install the software provided in the supplied CD for music and video transfer.

System requirements:

- Windows XP, ME or 2000
- Pentium III 800MHz processor or higher
- 128MB RAM
- 500MB hard disk space
- Internet connection (preferable)
- Microsoft Internet Explorer 6.0 or later
- CD-ROM
- USB port

- 1 Insert the CD supplied with your product into the CD ROM drive of your PC.
- 2 Follow the on-screen instructions to complete the installation of **Philips Device Manager** and **Philips Media Converter** (to convert video clips into readable file format for the player, it can also convert a JPEG photo into the player for quality display.).
- 3 If the installation program does not start automatically, browse the CD contents with **Windows Explorer** and run the program by double clicking on the file ending with .exe.

Lost your CD? Don't worry, you can download the CD contents from www.philips.com/support or www.philips.com/usasupport (for U.S. residents).


3.4 Connect and charge

Your player will be charged when connected to the PC.

3.4.1 Use the supplied USB cable




- 1 Connect the supplied USB cable to the mini USB port at the bottom of the player, the other end to your PC.
- 2 The player will start to charge as soon as it is connected to your PC.
- 3 Charge your player for at least 5 hours before using it for the first time. The battery* will be fully charged (100%) in 4 hours and 80% charged in 2 hours.

Note The player is fully charged when the charging animation stops and  is displayed. Your fully charged player will allow up to 10 hours** of music playback.

3.4.2 Battery level indication

The approximate power levels of your battery are indicated as follows:




Note When the batteries are almost empty, the low battery screen  blinks. Your player will power down in less than 60 seconds. Your player will save all settings and unfinished recordings before it powers down.

* Rechargeable batteries have a limited number of charge cycles and may eventually need to be replaced. Battery life and number of charge cycles vary by use and settings.


3.5 Transfer

Your player appears as a USB mass storage in **Windows Explorer**. You can organize files, transfer music and picture to your player during USB connection. Use **Philips Media Converter** to transfer video file. See **Media Converter** for details.

- 1 Click and highlight one or more songs to transfer between your player and your computer.
- 2 Use drag and drop actions to complete your transfer.

 **Tip** To transfer music CDs to your player use software such as Musicmatch Jukebox or Windows Media Player, rip (convert) the songs on your music CD into MP3/WMA files. Copy the files into your digital audio player via Windows Explorer. Free versions of these programs can be downloaded from the internet.

3.5.1 Disconnect your player safely

Exit any active application working with your player. Remove your player safely by clicking  in the task tray shown in your PC.

3.6 Enjoy

3.6.1 Power on and off







To power on, press  until the Philips welcome screen appears.

To power off, press and hold  until there is no display on the screen.



 **Tip** Your player automatically powers down if there is no operation and no music or video played for 10 minutes.

3.6.2 Navigate the menu

Your player has an intuitive menu navigation system to guide you through various settings and operations.

To	Do this
Return to previous menu	Press  or MENU
Return to main menu	Press and hold MENU
Browse through menus	Press  or 
Scroll through a list	Press  or 
Select an option	Press 

3.6.3 Lock slider

The player has a Lock switch to prevent any accidental operation. When you slide the Lock slider to the  position while the power is on,  appears on the screen and all function keys are disabled except for **-VOL +** to adjust the volume. Slide the lock switch to unlock position and the buttons function as normal.

4 Detail operation

4.1 Music mode (also applicable to playback of recordings)

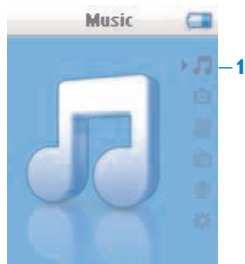
Your player supports MP3 and WMA formats.

4.1.1 Control

You can do the following action during music playback:

To	Do this
Play / Pause music	Press ►
Skip to next song	Press ►
Return to previous song	Press ◀
Fast forward	Press and hold ►
Fast rewind	Press and hold ◀
Return to browsing menu	Long/short press MENU
Increase volume	Press VOL +
Decrease volume	Press VOL -

4.1.2 Find your music



1 From the main menu, select  to enter music mode.


You can search from the following music options:


All songs	▶ Alphabetically listed tracks		
Artists	▶ Alphabetically listed artists	▶ Alphabetically listed albums	▶ Tracks listed in album order
Albums	▶ Alphabetically listed albums	▶ Tracks listed in album order	
Genres	▶ Alphabetically listed genres	▶ Alphabetically listed tracks	
Playlists	▶ Playlists collections	▶ Alphabetically listed tracks	

2 Press ▲ or ▼ to scroll through the list.

3 Press ▶ to select or press ◀ to return to previous level.

4 Press ▶|| to play your selection.

 **Tip Superplay™** allows you to playback the selected music or album immediately at any point by pressing ▶|| on the selection.

 **Note** This player does not support copy right protected (Digital Rights Management – DRM) WMA songs bought from the Internet.

4.1.3 Playlist

Playlist on the go under playlist menu is a playlist that can be created on the player while on the move.

4.1.4 Add songs to playlist on the go

Simply press **PLAYLIST**, you can add the song from the highlighted song name or during the song playback.

4.1.5 Clear playlist on the go

You can clear the playlist completely.

- 1 Press **PLAYLIST** and select **Clear 'Playlist on the go'?**.
 - 2 Select **Clear** to confirm clearing all the songs in the selected Playlist on the go, or select **Cancel** to return to the previous menu.
- > A message **Cleared!** will be displayed.

✳ **Tip** This will empty Playlist on the go but will not delete those songs from your player.

4.2 Picture library

4.2.1 Transfer pictures from your computer to your player


- 1 Connect the player to your computer.
- 2 Drag and drop your photos to the **PHOTO** folder of your player.

✳ **Tip** To have excellent viewing quality, please use **Philips Media Converter** to convert the JPEG photo files.

4.2.2 View pictures

The player supports JPEG graphics and provides a slide show function.



- 1 From the main menu, select  to enter Picture mode.
- 2 Press **▲** or **▼** to browse through the picture thumbnails.
- 3 Press **▶** to see the full view of the picture.
- 4 During full screen browsing, press **▲** or **▼** to move to next or previous picture.

4.2.3 Slideshow

A slideshow will display all pictures in full view. It will automatically go to the next picture at a specified interval.

To start a slideshow, you can press **▶||** in the picture thumbnails browsing or in full screen browsing.

To cancel the slideshow, you can press **◀** or **MENU**.

4.3 Video

4.3.1 Transfer videos from your computer to your player

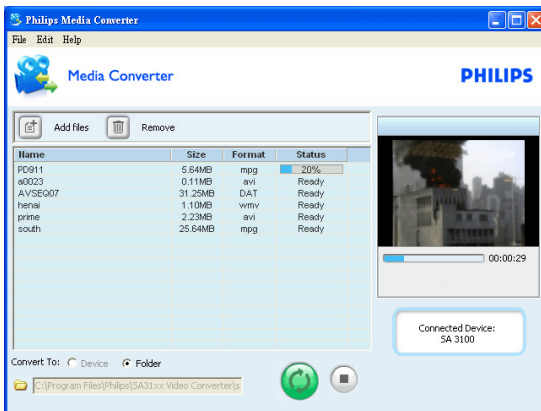
The player supports the .SMV video formats. For other video format, use the **Media Converter** provided in the supplied CD to transfer to your player.




4.3.2 Media Converter


Philips Media Converter is a program that will allow you to change the video format of a video file to one that is supported by the player, it can also convert a JPEG photo into the player for quality display. Install **Philips Media Converter** from the supplied CD. Supported file types for the conversion includes:

- .wmv (Window media video format, WMV 7, WMV 8, WMV9)
- .avi (Xvid, DivX, MS video 1, MPEG-4)
- .mpg (MPEG-1)
- .mov (QuickTime MOV)


- 1 Launch **Philips Media Converter** from **Start > Programs > Philips Media Converter**.
- 2 Connect your player to PC.



- 3 Click  to select the video files you want to convert. Or simply drag and drop the video files from **Window Explorer** to the converter.
- 4 Click  if you want to remove the files from the list.
- 5 Click  to begin the video conversion.

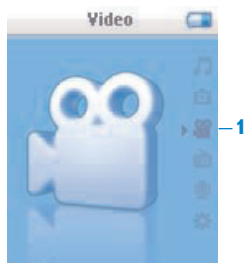
- 6 When error occurs for the particular file, move the mouse pointer to , it will pop up the error report for this file.





 **Tip** You can click **Support file format** from the help menu to check the list of video format the converter supports.

 **Note** In case you convert the files into your PC. Next time if you transfer these converted video files into your player, move them into the **VIDEO** folder of your player otherwise your player cannot read the video clip.

4.3.3 Video playback

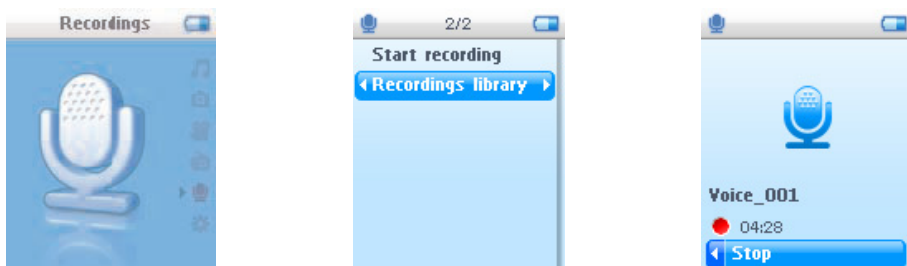
Follow the steps below to play video clips stored on the player:







- 1 From the main menu, select  to enter Video mode.
> A list of video files stored on the player is displayed.
- 2 Press  or  to select the file and press  to begin the playback.
- 3 Short press **MENU** to go back to the previous menu, and long press **MENU** to return to the main menu.

4.4 Recordings


You can make voice recordings using your player. See **Overview of controls and connections** sections for the location of recording microphone.



- 1 From the main menu, select .
- 2 Select **Start recording** to start recording a voice.
 - > Your player will display the voice recording screen and voice recording starts automatically.
- 3 Press  to pause.
- 4 Press  to stop and save the voice recording.
 - > Your voice recording will be saved on your player. (Filename format: VOICEXXX.WAV where XXX is the recording number which will be automatically generated.)
- 5 You can find this file under  > **Recordings Library**.



4.4.1 Play back recordings

From the main menu, select  > **Recordings Library**.

- 1 Select the recording you want to hear.
- 2 Press  to confirm.

4.4.2 Delete your recording

The player provides the option to delete all the recordings files of your player.

- 1 From the main menu, select  > **Clear Library**.
- 2 Press  to confirm

You can also delete the recordings on the computer.

- 1 Connect your player to your computer.
- 2 Select your player in **Window Explorer**.
- 3 Double click the **VOICE** folder
- 4 Select the files you want to delete and press **Delete** on your computer keyboard.

4.4.3 Upload your recordings to the computer

- 1 Connect your player to your computer.
- 2 Select your player in **Windows Explorer**.
 - > You will find a **Voice** folder. This folder contains the recordings.
- 3 Copy and paste the recordings to any desired location on the computer.

4.5 Radio

From the main menu, select  to enter radio mode.

Connect the headphones

The supplied pair of headphones serves as a radio antenna. Make sure that it is properly connected to ensure optimal reception.


4.5.1 Select your FM region

From the main menu, select  > Radio settings.

Region	Frequency range	Tuning steps
Europe	87.5 - 108 MHz	0.05 MHz
USA	87.5 - 108 MHz	0.1 MHz
Asia	87.5 - 108 MHz	0.05 MHz


4.5.2 Auto tune



- 1 Select **Auto tune** under Radio menu .
- > The player will search for the stations with the strongest signals and automatically save them up to 10 maximum of presets channel.

 **Tip** Stop auto tune by pressing any key except volume key.

4.5.3 Play a preset radio station and tune the station


- 1 From the Radio menu , select **Presets**.
- 2 Press **▲** or **▼** to browse and select the preset stations.



- 3 After you select a preset station, short press **◀ / ▶** can change to another preset stations.
- 4 You can also tune the frequency of selected preset station by long pressing **▲ / ▼**.
- 5 Short press **▲** or **▼** to move one tuning step, long press **▲** or **▼** to search next nearest strongest signal.
- 6 The frequency bar indicates the change in frequency.
- 7 To confirm and save the signal, press **▶||**.

4.6 Settings

You can set your preferences in your player to suit your needs.

- 1 Press **MENU** and select .
- 2 Press **▲** or **▼** to select an option.
- 3 Press **▶** to go to next level or **◀** to return to previous level.
- 4 Press **▶** to confirm your selection.
- 5 Press **◀** to exit the **Settings** menu

In the Settings menu, the following options are available:

Settings	Further Options
Language	English / French / German / Spanish / Portuguese / Italian / Dutch / Swedish / Russian / Polish / Chinese Simplified / Chinese Traditional / Japanese / Korean
Playmode	Off/ Repeat 1/ Repeat All/ Shuffle all/ Repeat & Shuffle
Equalizer	Off/ Rock/ Funk/ Jazz/ Classic/ Hip-hop/ Dance
Slideshow setting	3sec/ 5sec/ 10sec
Backlight	Always on/ 5 sec/ 15 sec/ 30 sec
Radio settings	North & South America / Asia / Europe
Information	Capacity, Free space, Firmware version, Device ID
Factory settings	Restore to default factory settings

4.7 Use your player to store and carry data files

You can use your player to store and carry data files by copying data files into your player with **Windows Explorer**.

5 Update your player

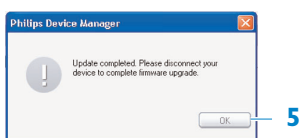
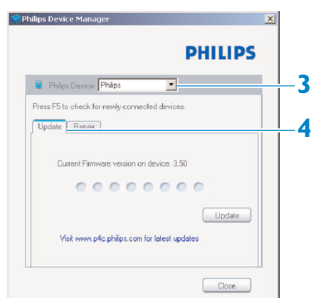
Your player is controlled by an internal program called the firmware. Newer versions of the firmware may have been released after you have purchased your player.

A software program called **Philips Device Manager** enables you to update the firmware on your device if a new firmware is available on your PC.

Install **Philips Device Manager** from the supplied CD or download the latest version from www.philips.com/support or www.philips.com/usasupport (for U.S. residents)

5.1 Manually verify whether your firmware is up to date

- 1 Connect your player to the computer.
- 2 Launch **Philips Device Manager** from **Start > Programs > Philips Digital Audio Player > SA31XX > Philips SA31XX Device Manager**.



- 3 Make sure you are connected to the internet.
- 4 Click **Update**.
 - > **Philips SA31XX Device Manager** will check whether a new firmware is available on the Internet and install it on your player.
- 5 When **Update completed** appears on the screen, click **OK** and disconnect the player.
 - > A message **Updating firmware** will be displayed. The player will automatically restart after the firmware has been completely updated. Your player is now ready for use again.

6 Technical data

Power

- Power supply
310mAh Li-ion internal rechargeable battery*

Display

- White backlight LCD, 160 x 128 pixels, 65K colors, QQCIF

Sound

- Channel separation: 40dB
- Equalizer setting:
Rock / Funk / Jazz / Classic / Hip-hop / Dance / Off
- Frequency response: 80-18000Hz
- Signal to noise ratio: > 80dB
- Output Power (RMS): 2x3mW

Audio playback

- Compression format: MP3 (8-320kps and VBR, Sample rates: 8, 11.025, 16, 22.050, 24, 32, 44.1, 48kHz), WMA (32-192kbps, Sample rates: 8, 11.025, 16, 22.050, 24, 32, 44.1, 48kHz)
- Play time: 10 hours*
- ID3-tag support

Video playback

- .SMV format (other formats to be supported by provided Media Converter)
- 11 frames per sec., QQCIF

Media converter

- Support format:
.bmp, .jpg, .mp3, .png, .tif, .wma, .wmv.

Recording

- Audio Capturing: Build-in microphone (Mono)

Storage media

- Built-in memory capacity:
SA310x 512MB NAND Flash+
SA311x 1GB NAND Flash+
SA312x 2GB NAND Flash+

Connectivity

- Headphone 3.5mm, USB 2.0 (full speed)++

Music and photo transfer

- Drag and drop in Windows Explorer

Video transfer

- Via Philips Media Converter

Data transfer

- Via Windows Explorer

System requirements


- Windows® ME, 2000 or XP
- Pentium III 800MHz processor or higher
- 128MB RAM
- 500MB hard disk space
- Internet connection
- Microsoft Internet Explorer 6.0 or later
- Video display card
- Sound card
- CD-ROM
- USB port

- * Rechargeable batteries have a limited number of charge cycles and may eventually need to be replaced. Battery life and number of charge cycles vary by use and settings.*
- + 1MB = 1 million bytes; available storage capacity will be less.
1GB = 1 billion bytes; available storage capacity will be less.
Full memory capacity may not be available as some memory will be reserved for the player.
Storage capacity based on 4 minutes per song and 64kbps WMA encoding.*
- ++ Actual transfer speed may vary based on your operating system and software configuration.*

7 Frequently asked questions

If you encounter problems with your player, go through the following points listed in the next section. Please also check out FAQs at www.philips.com/support for further help and other troubleshooting tips.

Consult your dealer or service center if you are unable to find a solution by following these hints.

 **Warning** Under no circumstances should you try to repair the set yourself, as this will invalidate the warranty.

My player cannot power on.

- You may have failed to press and hold ►|| long enough. Press and hold ►|| until the Philips welcome screen appears on display.
- Your device battery may be out of power due to long period of non-usage. Please charge your player.

If none of the above works, then you may have to use the Device Manager to recover your player:

- 1 Launch the **Philips Device Manager** at **Start > Programs > Philips Digital Audio Player > SA31XX > Philips SA31XX Device Manager** on your PC.
- 2 Press and hold the ►|| button while your player is connecting to the PC.
- 3 Keep holding the key until the **Philips Device Manager** acknowledges your player and goes into recovery mode.
- 4 Click the **repair** button and follow the instructions given by the **Device Manager**.
- 5 After the player has been repaired, disconnect it from your PC and re-start.

There is no music on my player after transfer.

Are your songs in MP3 or WMA format?

Other formats will not playback on the player.

There is no picture on my player after transfer.

Are your pictures in JPEG format?

Pictures in other formats cannot be transferred to your player.

There is no video on my player after transfer.

Make sure you use the media converter (provided in the CD Rom) to convert the video clips into the readable format to the player.

If you transfer these converted video files into your PC, please move them into the **VIDEO** folder of your player otherwise your player cannot read the video clip.

My player hangs.

- 1 In the unlikely event that your player hangs, do not panic. Insert a small pin or other sharp object into the reset hole located at the bottom of the player. Hold until the player shuts down.

 **Note** The existing contents on your player will not be erased.

- 2 If nothing happens, recharge the battery for at least 4 hours and try to power on or reset again. If this does not work, you might have to repair your player with **Philips Device Manager**.

There is no sound.

Make sure your headphones are inserted all the way into the headphones jack.

Some songs do not show up or playback on the player.

- This player does not support copyright protected (DRM) WMA tracks bought from on-line music stores, only unprotected WMA files can be played back on this player. The song is in a format that is not supported by the player. Only MP3, WMA are supported.
- The audio file might be corrupted, try to playback the file on your PC first. If it does not play, rip the song again.

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