SanDisk Sansa™ c100

User Guide

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. 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 **SanDisk Sansa™ c100**.

The **SanDisk Sansa™ c100** is a high performance portable digital audio player with a photo browser, a FM radio and a voice recorder. The Sansa c100 enables users to play MP3, WMA, and secure WMA audio files. It also shows photo files that are transferred to the player through Sansa Media converter. You can listen to FM radio broadcast, record voice and record FM radio broadcast.

Features:

- **Digital Audio Player** – supports MP3, WMA and secure WMA files playback.
- **Color LCD**
- **Photo Browser** – supports JPEG image files and provides slideshow function.
- **FM Radio** – includes an integrated FM radio for listening to live-broadcast FM radio stations.
- **Voice Recorder** – supports voice recording function with built-in microphone.
- **FM Radio Program Recording** – supports FM radio recording function for later playback of radio music or radio program.
- **Digital Equalizer –** supports 5 equalizer types: Normal, Rock, Jazz, Classic, Pop, and one custom equalizer.
- **Internal Memory** – allows users to store data on the internal memory as an USB drive.

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Playback Screen Description
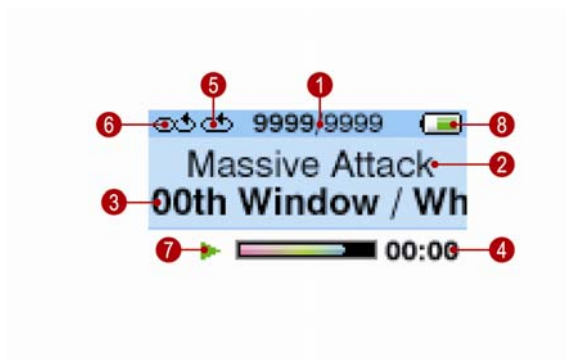
1. **Track Number**   Display the current track number and the total number
    of sound tracks.
2. **Artist Name**   Displays the artist name of the current playback file.
3. **Song Name**   Displays the song name of the current playback track.
4. **Track Timer**   Displays the timer of the current playback track.
5. **Repeat**   Indicates when Repeat function is enabled.
6. **Shuffle**   Indicates when Shuffle function is enabled.
7. **Play/Pause/Stop** Displays the music or voice files playback status.
8. **Battery**   Indicates the Battery Status.

Package Contents

Please unpack your Sansa c100 and check that the following were included.

- Sansa c100 digital audio player
- Earphones
- USB Cable
- CD with User's Manual and Software

- Quick Start Guide
- Lanyard
- 1 AAA Alkaline battery

Getting Started

Overview
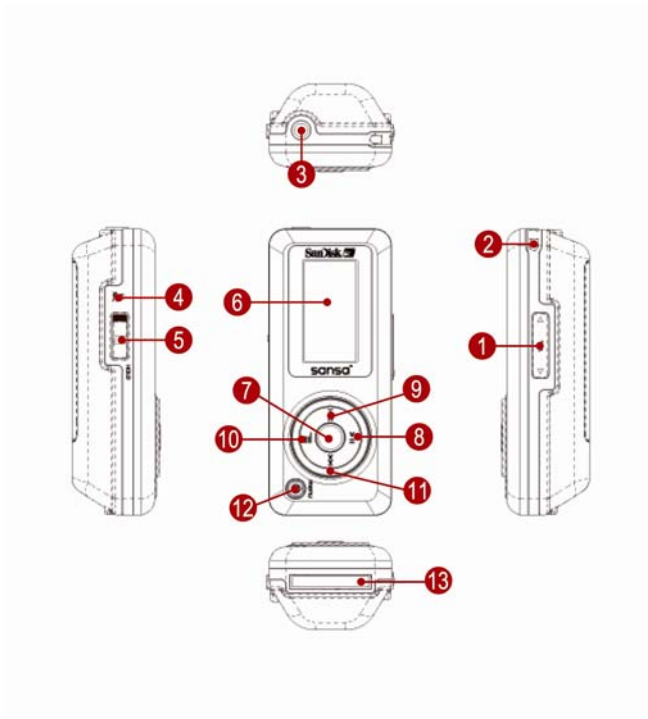
1. **Volume Up/Down**   Volume up/down
2. **Strap Eyelet**   Lanyard connection.
3. **Earphones Port**   Connect earphones here to listen to player..
4. **MIC**   Internal Microphone

5.	**Hold**	Slide to lock(Orange Color) or unlock controls.
6.	**Display Window**	Read status and information here.
7.	**Select Button**	Press to select the item.
8.	**Play/Pause/Up**	Press to move up one item, pause, or resume.
9.	**Previous/Rewind**	Press for previous track or move left, press and hold for rewind.
10.	**Down/Option menu**	Press to move down or to options menu.
11.	**Next/Forward**	Press for next track or move right, press and hold for fast forward.
12.	**Power/Menu**	Press and hold to power on/off, press to enter menu.
13.	**Dock Connector Port**	Plug the Dock Connector Cable here.

Install or replace Battery

The Sansa c100 is powered by an AAA alkaline battery.   To install or replace battery, locate the battery compartment on the back of the player, press in on the tab of the battery compartment cover to remove it.   Orient and insert the battery according to the battery icon with polarity signs inside the battery compartment for proper installation.

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Hold Switch

The Sansa c100 Hold Switch is located on the side of the device, and is used to prevent any accidental operation. Once the Hold Switch is moved to the lock position, all function keys will be disabled.   Buttons on the Sansa c100 will not operate when the Hold Switch is active (Orange Color visible).

Minimum System Requirements

- Windows XP SP1
- Windows Media Player 10
- Intel Pentium class PC or higher
- CD-ROM drive
- USB 2.0 port required for hi-speed transfer

Connecting and Transferring

Connect to your computer

1. Connect the small USB Cable Connector to the USB port on your computer, and then plug the larger Cable Dock Connector in to your Sansa c100 port.

2. Once connected to computer, it should be detected by the operating system automatically and is shown as an additional drive called "**Sansa c100**".

Sansa Media Converter

You will need to use Sansa Media Converter to transfer photos to your Sansa c100.   Insert your SanDisk CD and select Sansa Media Converter to install it to your PC.   Then you can load your personal photos onto your Sansa c100 by using Sansa Media Converter.

Supported IMPORT media types

- Still Image Files: JPEG, TIFF, PNG, BMP, GIF.

Transfer Photos

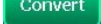To transfer photos to your Sansa c100.

1. Open Sansa Media Converter on your PC
2. Connect Sansa c100 to the computer.

The detected Sansa c100 will list the available space and total space on the device. If more than one device is inserted, only the first device will be supported.

3. Add the media files to be converted [Add Media] [✖]

4. Press [Convert] to start the conversion process and transcode all of the

files in the selected media window and output them using the parameter setting for each media type. A convert status box will appear showing which file(s) are being converted and the percentage of that file along with all of the files.

Transfer Music

To transfer music to your Sansa c100.

1. Connect Sansa c100 to the computer.
2. Drag and drop files from your computer to Sansa c100 by using a variety of music software programs to transfer/synchronize your files.
3. In MTP mode as long as the files are WMA or MP3, they can be dragged into the Media folder.   Otherwise, they can be dragged into the Data folder (these files will not appear on the player).
4. In MSC mode, files/folders can be dragged/copied to the device.

Delete Files

When your player is connected to your computer, you can use your operating system file browser to view all files on your player and to delete files.

Synchronize Files

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

Safely Remove SanDisk Sansa™ c100 from Computer

After managing the files or updating firmware, you have to follow the steps to safely remove the Sansa c100:

1. Click on the MTP Media Player icon in MTP mode or the Safely

Remove Hardware icon in MSD mode, on the taskbar.

2.   Wait until "Safe to Remove Hardware" message is displayed.

3.   You can disconnect the player from the computer now.

Basic Usage

Power On

Press and hold the Power/Menu button and you should see the LCD light up with SanDisk screen saver then the main menu will appear.

Main Menu

- Music
- FM Radio
- Voice
- Photo
- Settings

Using Navigation Buttons

Use Navigation Buttons, described in "Getting Started" section, to navigate though menus, play music, listen to FM radio, record voice, and browse photos.

Power Off

Press the Power button and hold for two seconds or until the display is off.

Music Mode

▪ Music/Voice/FM Playback

1. To play music stored on the player, recorded FM radio or Voice, press Menu button and select **Music** menu. FM and Voice files are located under "Recordings".

2. Browse through the menu selections, highlight the desired track or file, and press Select button to play.

3. Press Right button to skip to the next sound or press and hold to fast forward.

4. Press Left button to go back to the beginning of the sound and press Left twice to go back to the previous sound.   Press and hold Left to rewind.

▪ Setting Repeat Mode

1. In playback mode, press Down button to enter **Music Option**.

2. Press Down button to highlight **Repeat.**

3. Press Select button or Right button to choose:

▪ **Off:** No repeat of tracks

▪ **One**: Repeat the current track

▪ **All:** Repeat all selected tracks

▪ Setting Shuffle Mode

1. In playback mode, press Down button to enter
   Music Option.
2. Press Down button to highlight **Shuffle.**
3. Press Select button or Right button to turn On or
   Off Shuffle.

▪ Setting Equalizer

Sansa c100 provides 5 equalizer types: **Normal, Rock, Jazz, Classic, Pop** and
One **Custom**, for users to choose as following step to increase the enjoyment of
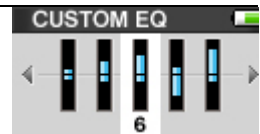listening to music, and to meet the personal need or habit.

1. In playback mode, press Down button to enter
   Music Option.
2. Press Down button to highlight **Equalizer.**
3. Press Select button or Right button to enter
   equalizer type selection.
4. Press Up or Down button to select the equalizer
   type desired then press Select or Right button to
   choose.

5. For **Custom** EQ, press Up and Down button to
   adjust parameters of one equalizer band, use
   Right and Left button to switch between each
   equalizer bands.

▪ Adding songs to GoList

1. In playback mode, press Down button to enter
   Music Option.
2. Press Down button to highlight **Add to GoList.**
3. Press Down button or Right button to add the
   song to GoList.

▪ Remove songs from GoList

1. Press Menu button to enter menu select **Settings**
   menu
2. Select **Playback** in Settings menu
3. Highlight **Clear Favorites** in Playback then
   press Select or Right button to remove songs
   from GoList.

Photo Mode

▪ Viewing Photos

1. To view photos stored in the player, press Menu button and select **Photo** in Main Menu.

2. Select **View All** then select the image you want to view

3. Press Right button to view the next image or press Left button to view the previous image.

4. Press Menu button to exit photo viewing

▪ Slideshow

To play slideshow, press Menu button and select **Photo** in Main Menu. then select **Starts Slideshow.**

▪ Photo Options

1. To set Photo options, select **Photo Options** in **Photo** menu.

2. Highlight **Random** and press Down or Right button to select **Random On** or **Random Off**.

3. Highlight Loop and press Down or Right button to select Loop On or Loop Off.

4. Highlight **Duration** and press Down or Right button to choose duration time for each slide.

   5.

Radio Mode

▪ FM Radio Mode

1. To listen to the radio broadcast, select **Radio** in Main Menu.
2. When the radio frequency appears on the screen, press the Left or Right button to adjust and search the frequency you want.
3. Press and hold Right or Left button to scan for Radio stations.

▪ FM Preset

1. To set Radio options, press the Down button in **Radio** mode.
2. Select the **Add this Preset** item**. To save current frequency into presets.
3. Select the **Delete a Preset** item**. To remove current frequency from presets.
4. Select the **View All Presets** item. To view all presented frequencies.
5. Select **Scan** to automatically store available radio stations to preset.   This action will erase all the presets you have set previously.
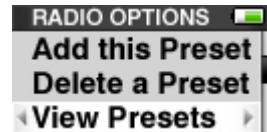
▪ Radio Broadcast Recording

1. To record radio broadcast, press the Down button in **Radio** mode to enter Radio Options.
2. Select **Record Now** item in Radio Options.

3. Press left or Right button to select recording duration.

4. Press Select button to end recording.

Recording Mode

▪ Voice Recording

Sansa c100 has a microphone built in to support voice recording. You can use it to record your own voice, an interview or a speech. To use the voice recording function, please follow the steps shown below.

1. Select **Voice** in Main menu

2. Press Play/Pause/Up button to start recording

3. Press Play/Pause/Up button to stop recording

4. The voice recording can be played back by following the instructions for Music mode.

Settings Mode

Sansa c100's setting can be adjusted to suit your needs.
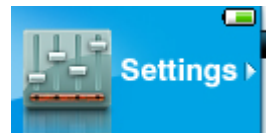
▪ Setting Display Backlight

Display Backlight timer program can save the power. After having been idle for few seconds, the device will run the Backlight timer program automatically and

cease the backlight, you can press any button to wake the backlight up.

1. Select **Settings** menu in Main Menu.

2. Select **Display**

3. Select **Backlight**

4. Select the Backlight timer setting that you want.

▪ Setting Display Contrast

Adjust display contrast for better viewing in different lighting environment.

1. Select **Settings** menu in Main Menu.

2. Select **Display**

3. Select **Contrast**

4. Press Left and Right button to set the contrast level of the display

▪ Setting Language

1. Select **Settings** menu in Main Menu.

2. Select **Language**

3. Select a language you want to use.

▪ Resetting to original setting

1. Select **Settings** menu in Main Menu.

2. Select **Reset All**

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

▪ Device Information

1. Select **Settings** menu in Main Menu.

2. Select **System Info**

3. You can read device information on the screen.

▪ Setting Auto Power Off or Sleep

You can set the timer under **Auto Power Off** setting to turn off **Sansa c100** automatically when it is playing or recording for a certain time.

1. Select **Settings** menu in Main Menu.

2. Select **Power**.

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

4. Select the setting you want.

▪ Setting USB Mode

1. Select **Settings** menu in Main Menu.

2. Select **USB**

3. You can select **AutoDetect** or **MSC** mode.

Note: *AutoDetect will default to MTP mode.*

> *The MTP mode supports Windows Media Player 10 only. You must use the MTP mode to synchronize music files using Windows Media Player 10 for the optimal system performance.*

Tips, FAQ, and Troubleshooting

This chapter provides answers to common questions you may have.

Question: How do I copy files to the Sansa MP3 Player?

Answer: Copy files to the Sansa c100, in MSC mode, is just like copying files to a Hard Drive.

Question: What file formats does the Sansa c100 support?

Answer: The Sansa MP3 Player will support MP3, WMA, secure WMA. Any other formats need to be converted to these formats prior to transferring to your Sansa c100.

Question: What is MTP?

Answer: Media Transfer Protocol (MTP) is a new protocol and accompanying set of drivers developed by Microsoft to connect portable devices to a Windows XP PC and synchronize digital media content between those devices and the PC.

Question: Some of my music files are on my player, but cannot 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 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 player?

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

Question: How can I use non-supported file types with my mp3 player?

Answer: First you must convert the songs to a supported format.   Then you can

transfer the songs to the player as normal, either by copying and pasting, or transferring.

Question: In MTP mode, how do I drag files to the player?
Answer: As long as the files are wma or mp3, they can be dragged into the Media folder.   Otherwise, they can be dragged into the Data folder (these files will not appear on the player).   An alternative is to switch the player to MSC mode, then the files can be dragged/copied to the root directory.

Question: Is the player compatible with podcasts?
Answer: As long as the podcasts are in mp3 format and an appropriate bit rate (32-320 kbps), 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 are missing information.   On the computer, right-click the song and choose Properties, then the Summary tab and click Advanced.   Then you can input the data such as Artist, Album, Song Title, Track Number, Genre, and Year.

Service and Warranty Information

This chapter provides information about how to get support for your player 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 also can 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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