

SanDisk®

iXpand™ Wireless Charger

User Manual



Accessing Support

- For online technical support visit sandisk.com/wirelesscharger/help and kb.sandisk.com.
- To speak with technical support visit: sandisk.com/about/contact/customer-care

Table of Contents

Accessing Support.....	ii
------------------------	----

1 Welcome.....	1
Features.....	1
Kit Contents.....	1
Product Description.....	1
Front LED.....	1
Rear Layout.....	2
Reset Button.....	2
USB Port.....	2
Handling Precautions.....	2

2 Simple To Use.....	3
iXpand Wireless Charger Setup.....	3
Installation.....	3
Charging a Smartphone.....	4
Automated Backup.....	4
Free Up Space.....	5
Select and Restore - Photos.....	5
Select and Restore - Contacts.....	6
USB Connection.....	6
Adding Multiple Smartphones.....	6
Multiple Smart Device Installation.....	6

3 Settings.....	8
Settings - Auto-Backup.....	8
Settings - Network.....	8
Settings - Charger Access Password.....	8
Settings - Restore All Content.....	9
Settings - Anonymous Data Sharing.....	9
Settings - App Permissions.....	9

4 About.....	10
App Version.....	10
Firmware Version.....	10

Charger Info.....	10
Send Logs.....	10
Clear Cache.....	11
Legal Information.....	11

5 Technical Notes..... 12

Operating System Compatibility.....	12
Bluetooth® Compatibility.....	12
Wireless Compatibility.....	12
Wireless Security Compatibility.....	12
Private Access.....	13

6 Compliance and Warranty Information..... 14

Regulatory Compliance.....	14
Safety Compliance.....	14
CE Compliance For Europe.....	14
Russia Federation.....	14
Industry Canada Statement.....	15
FCC Class B Information.....	15
ICES-3(B)/NMB-3(B) Compliance Statement.....	16
IFETEL Aviso.....	16
ANATEL Notar.....	16
Korea.....	16
Thailand Compliancy Notice.....	17
Taiwan.....	17
Warranty Information.....	17
Obtaining Service.....	17
Limited Warranty.....	17

1

Welcome

- [Features](#)
- [Kit Contents](#)
- [Product Description](#)
- [Handling Precautions](#)

Welcome to the SanDisk iXpand™ Wireless Charger! Before getting started, please review the following features and descriptions to get better acquainted with the product.

Features

Fast Charging — Qi™ certified 10W fast wireless charger for Qi-compatible iPhones and Samsung™ and other smartphones.

Back Up in Full Resolution — Place a phone on the base to automatically back up photos, videos and contacts.

Free up Space on Your Phone — Easily free up space on your phone knowing your photos are backed up in full resolution.

Kit Contents

The SanDisk iXpand Wireless Charger kit includes the following items:

- SanDisk iXpand Wireless Charger
- AC power adapter
- Getting Started Guide

Product Description

- [Front LED](#)
- [Rear Layout](#)
- [Reset Button](#)
- [USB Port](#)

Front LED

1. Front LED

The front LED will display a different color and blink to indicate a specific "Device Condition". These different conditions are outlined the the table below.

Table 1.1

LED Behavior	System Condition
No LED light illuminated	Power is Off or not charging
Solid Purple - no blinking	Charging

LED Behavior	System Condition
Solid White - no blinking	Charging Complete (for supported Android devices only)
Blinking Purple	Firmware Updating, or confirm the following: 1) Phone is placed on the charger, properly aligned in the center, and 2) No foreign object or metal between phone and Wireless charger.

Rear Layout

The iXpand Wireless Charger includes these ports and connectors.

1. USB Port
2. DC Power Connector

Reset Button

On the underside of your device, there is a Reset Button. This is a tiny recessed button that requires something similar to the pointy end of a paper clip to be pressed.

Table 1.2

Reset Button Function	Device Operation
Press for 10 or more seconds	The LED will begin blinking. This function will reset the iXpand Wireless Charger to default settings. This will not delete any content.

USB Port

The USB port is designed to connect the iXpand Wireless Charger directly to a host computer system. This is a USB Micro B connector using the USB 2.0 standard.

The storage on an iXpand Wireless Charger is formatted with the exFAT file system.

Handling Precautions

SanDisk products are precision instruments and must be handled with care during unpacking and installation. Devices may be damaged by rough handling, shock or vibration. Always observe the following precautions when unpacking and installing your external storage device:

- Do not drop or jolt the device.
- Keep dry and avoid placing the device near sources of heat.
- Do not use this product as a portable device.

2

Simple To Use

[iXpand Wireless Charger Setup](#)[Select and Restore - Photos](#)[Charging a Smartphone](#)[Select and Restore - Contacts](#)[Automated Backup](#)[USB Connection](#)[Free Up Space](#)[Adding Multiple Smartphones](#)

iXpand Wireless Charger Setup

Installation

Note: The setup process outlined below includes connecting your smartphone to the iXpand Wireless Charger. However, the setup steps may vary between operating systems and versions of an operating system.

1. Connect one end of the power adapter into the DC power connector on the iXpand Wireless Charger device, and connect the other end of the power adapter into an AC power outlet.
2. Download and install the iXpand Charger app from the applicable app store.
3. Agree to the End User License Agreement by tapping the **Continue** button.
4. For a complete continuous backup, make sure to always allow location access for the iXpand Charger application. This may include enabling device location.
5. Allow the iXpand Charger app to find the iXpand Wireless Charger.
6. After the charger is found, continue to the next screen.
7. The Bluetooth Pairing Request pop-up will open. Tap the **Pair** option.
8. On the Join Home Network screen, enter the password for the selected network and select **Join**.
 - a. If a home network is not available, the iXpand Wireless Charger will broadcast its own SSID to create a wireless-direct connection with your smartphone.
9. Connecting to the network may take a few moments. After this begin the PrivateAccess™ account setup process if you plan to share your iXpand Wireless Charger with others and wish to keep your data private. Tap the **Sign Up** button or login if you already have an account.
10. Fill in the required fields and tap **Sign Up**.
11. Once the account is setup the Allow Analytics screen will display. Select either **Allow** or **Don't Allow**.
12. Next, on the Allow access for backup screen tap **Continue**. This will open a dialog box requesting access to your photos. Select **Ok** to allow access.
13. This will open a dialog box requesting access to your contacts. Select **Ok** to allow access.
14. This will open a dialog box requesting to send you notifications. Select **Ok** to allow notifications.
15. To complete this process, you will receive a PrivateAccess™ email to confirm your new SanDisk account. Follow the instructions noted on the email.

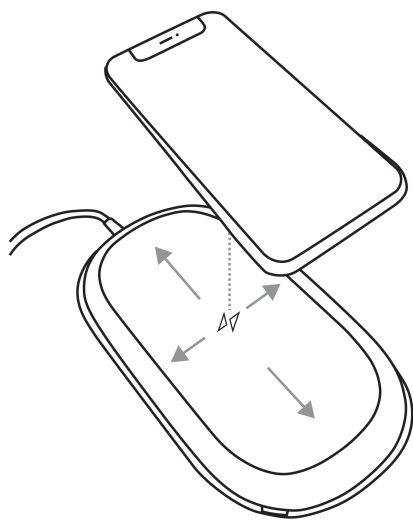
16. Congratulations! Your iXpand Wireless Charger and iXpand Charger app are now ready to use.

Charging a Smartphone

Charging a smartphone with the iXpand Wireless Charger does not require the installation of an app. For wireless charging, follow these steps.

Note: For best practice on wireless charging, visit the SanDisk knowledgebase and search for [Answer 21587](#).

1. The iXpand Charger works with most slim cases (less than 3mm thick). If the case is heavy duty, made of metal, or your case doubles as a wallet and holds metal cards, charging may not properly function and the case would need to be removed.
2. The smartphone should have the screen facing up.
3. Place the smartphone capable of Qi wireless charging on the iXpand Wireless Charger.
4. The smartphone should be lined up length-wise on top of the wireless charger as is illustrated below. If the orientation is perpendicular, or misaligned, charging will not occur.



5. The LED on the iXpand Wireless Charger will turn a solid color, and the operating system on your smartphone will provide confirmation, when charging has begun.

Automated Backup

After the app setup process, an automated backup routine will activate. This will backup the device everytime it is placed on the iXpand Wireless Charger with the battery level at 20% or higher.

Free Up Space

The Free Up Space function allows for content to be removed from a smartphone while still retaining a copy of the file(s) on the iXpand Wireless Charger. To use this process, follow these steps:

Caution: By removing a file from your smartphone, the only remaining version of the file will be on the iXpand Wireless Charger — there is no longer a separate backup copy of the file that is removed.

1. Access the iXpand Charger app.
2. Select the **Free Up Space** button at the bottom of the Activity screen. This process will take a few minutes as all of the content in your camera roll is accessed.
3. The Free Up Space box will open, select the **Continue** button.
4. Select the items from your camera roll that you want to remove by tapping the image. This will place a checkmark in the circle located on each image. If you choose to select and delete all files in your camera roll, tap the icon in the upper left-hand corner with two checkmarks.
5. After all of the files for remove have been selected, note the **Free Up** button at the bottom of the screen with amount of space that will be freed up.
6. Tap the **Free Up** button. This will open a confirmation box. Select the **Continue** button.
7. In iOS, another confirmation box will open. This will confirm whether or not you want to delete these files from your smartphone. If you choose to have these files deleted from your smartphone, tap the **Delete** button. Otherwise, tap the **Don't Allow** button.
8. If you delete the files selected during this process, a congratulatory screen will briefly display the amount of space that was made available. Then the process will return to the Activity screen.

Select and Restore - Photos

To restore files from the iXpand Wireless Charger back to the camera roll on your smartphone.

1. Access the iXpand Charger app.
2. Tap the **Photos** icon on the main menu.
3. Tap the **Select and Restore** button at the bottom of the screen.
4. This will open the Restore box. Would you like to restore all photos and videos or select specific ones? Select either the **All** or **Some** option.
5. If you choose All, then all files deleted from the smartphone will be restored.
6. If you choose Some, then you will select the individual files that will be restored.
7. After the file section is done, tap the **Restore** button and the deleted files will be restored.

Select and Restore - Contacts

To restore contacts from the iXpand Wireless Charger to your smartphone, follow these steps:

1. Access the iXpand Charger app
2. Tap the **Contacts** icon on the main menu.
3. Tap the **Select and Restore** at the bottom of the screen.
4. This will open the Restore box. Would you like to restore all contacts or select specific ones? Select either the **All** or **Some** option.
5. If you choose All, then all contacts deleted from the smartphone will be restored.
6. If you choose Some, then you will select the individual contacts that will be restored.
7. After the file section is done, tap the **Restore** button and the deleted contacts will be restored.

USB Connection

The contents stored on the iXpand Wireless Charger can be accessed from a host computer using a USB connection. Use the following steps for this process.

Note: If login with Private Access is enabled, visit [SanDisk Support](#) to download the Private Access software to view the content on the iXpand Wireless Charger.

1. Remove the smartphone from the iXpand Wireless Charger.
2. Disconnect the power cable and connect the iXpand Wireless Charger to a host computer with a USB 2.0 Micro B cable (this cable is not included with the device).
3. In Windows the iXpand Wireless Charger will be discovered and accessible under Devices and Drives for This PC.
4. For macOS the iXpand Wireless Charger will be mounted to, and be accessible from the desktop.
5. Use the functionality of Windows File Explorer or macOS Finder to navigate to the contents of the iXpand Wireless Charger. There will be individual folders for Contacts, Photos and Videos.

Adding Multiple Smartphones

Multiple Smart Device Installation

It is best to connect multiple smartphones to the same wireless network used by the iXpand Wireless charger. In order to have additional smartphones use the iXpand Wireless Charger as a backup location, follow these steps:

1. Connect one end of the power adapter into the DC power connector on the iXpand Wireless Charger device, and connect the other end of the power adapter into an AC power outlet.

2. Download and install the iXpand Charger app from the applicable app store.
3. Agree to the End User License Agreement by tapping the **Continue** button.
4. For a complete continuous backup, make sure to always allow location access for the iXpand Charger application.
5. Allow the iXpand Charger app to find the iXpand Wireless Charger.
6. After the charger is found, continue to the next screen.
7. For iOS The Bluetooth Pairing Request pop-up will open. Tap the **Pair** option.
8. The Charger Access Password screen will appear, requesting the password for the iXpand Wireless Charger.
 - a. Access the iXpand Charger app from a smartphone already setup and connected to the iXpand Wireless Charger.
 - b. Tap the two-line menu icon in the upper left-hand corner.
 - c. Tap the **Settings** option. This will open the Settings screen.
 - d. Tap the **Charger Access Password** option. This will display the Charger Password. Enter this password on the Charger Access Password screen for the additional device you are connecting to the iXpand Wireless Charger and select **Join**.
9. If your smartphone is already connected to the same wireless network as the iXpand Wireless Charger, this setup process will automatically join this network.
 - a. If a home network is not available, the iXpand Wireless Charger will broadcast its own SSID to create a wireless-direct connection with your smartphone.
10. Connecting to the network may take a few moments. After this begin the PrivateAccess™ account setup process if you plan to share your iXpand Wireless Charger with others and wish to keep your data private. Tap the **Sign Up** button or login if you already have an account.
11. Once the account is setup the Allow Analytics screen will display. Select either **Allow** or **Don't Allow**.
12. Next, on the Allow access for backup screen tap **Continue**. This will open a dialog box requesting access to your photos. Select **Ok** to allow access.
13. This will open a dialog box requesting access to your contacts. Select **Ok** to allow access.
14. This will open a dialog box requesting to send you notifications. Select **Ok** to allow notifications.
15. To complete this process, you will receive a PrivateAccess™ email to confirm your new SanDisk account. Follow the instructions noted on the email.
16. Congratulations! Your iXpand Wireless Charger and iXpand Charger app are now ready to use.

3

Settings

[Settings - Auto-Backup](#)

[Settings - Restore All Content](#)

[Settings - Network](#)

[Settings - Anonymous Data Sharing](#)

[Settings - Charger Access Password](#)

[Settings - App Permissions](#)

Settings - Auto-Backup

This process allows for the option to turn on or off the backup of Photos, Videos or Contacts. To make any of these changes to the auto-backup, follow these steps:

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **Settings** option. This will open the Settings screen.
4. Tap the **Auto-Backup: Types**> option. This will open the Auto Backup screen.
5. Toggle any of the Auto Backup options on or off. Then navigate back to the Activity screen.

Settings - Network

To access or change the wireless network for the iXpand Wireless Charger, or to connect to the charger with a direct connection, follow these steps:

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **Settings** option. This will open the Settings screen.
4. Tap the **Network** option to see a list of available networks or to make a direct connection.
5. The Available Network screen will display the current network and a list of available networks. Select one of these networks or tap the **Switch to Direct Connection** button.
 - a. The Direct Connection feature allows for a direct wireless connection between your smartphone and the iXpand Wireless Charger. If you choose this option, the iXpand Wireless Charger will broadcast its own SSID and ask you to join its network. Select the **Join** option.
 - b. If you are already connected to the iXpand Wireless Charger with a direct connection, but want to change to another wireless network, select the option **Change Networks** at the bottom of the Available Network screen. The iXpand Charger app will search for available networks. After the wireless connection is selected, choose the option to **Join** and then the option to **Pair**.

Settings - Charger Access Password

To access the iXpand Wireless Charger password, follow these steps:

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.

3. Tap the **Settings** option. This will open the Settings screen.
4. Tap the **Charger Access Password** option. This will display the Charger Password, which is used to connect another smartphone to the iXpand Wireless Charger.

Settings - Restore All Content

Use this process to do a full restore back to your mobile device.

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **Settings** option. This will open the Settings screen.
4. Tap the **Restore All Content** option.
5. This will open the Choose Your Profile screen. Tap the **Restore** button to restore all photos and contacts to your mobile device.
6. To confirm this action, a box will open and ask Are you sure? Tap the **Restore** button to continue with this process, or **Cancel** to end this process.
7. You will be returned to the Activity screen, which will display the results for this restore process.

Settings - Anonymous Data Sharing

Use this feature to enable or disable Anonymous Data Sharing.

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **Settings** option. This will open the Settings screen.
4. Tap the toggle switch for the **Anonymous Data Sharing** option to enable or disable this feature.

Settings - App Permissions

This process will re-direct you to the Permissions Setting on your mobile device. From here, you can alter the permissions for the iXpand Charger app.

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **Settings** option. This will open the Settings screen.
4. Tap the **App Permissions** option. This will open the permissions settings specific to your operating system for the iXpand Charger app.
5. Make any necessary changes to the permissions.

4

About

[App Version](#)[Send Logs](#)[Firmware Version](#)[Clear Cache](#)[Charger Info](#)[Legal Information](#)

App Version

To view the version of the iXpand Charger app on your smart device, follow these steps:

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **About** option. This will open the About screen.
4. The App Version will be displayed in a numeric format similar to: 1.0 (1). This information may be necessary when requesting technical support.

Firmware Version

To view the firmware version of the iXpand Wireless Charger, follow these steps:

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **About** option. This will open the About screen.
4. The Firmware Version will be displayed in a numeric format similar to: 1.00.79. If there is a new firmware update, the firmware status will state **UPDATE**. Next, tap UPDATE — the update process will begin and automatically complete.

Charger Info

To view the password for the iXpand Wireless Charger, follow these steps:

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **About** option. This will open the About screen.
4. Tap the **Charger Info** option.
5. Under the Charger Settings menu, it will list a numeric **Charger Password**. This password is used to connect additional smartphones to the iXpand Wireless Charger.

Send Logs

This process is used for providing SanDisk support the log files from your version of the iXpand Charger app. This process may be necessary when troubleshooting an issue with the app. To send the app and device logs, follow these steps:

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **About** option. This will open the About screen.
4. Tap the **Send Logs** option. This will initiate the Preparing Device Logs function.
5. This process will then open the default email client for your mobile device and create a new email with the log files attached. Follow the instructions in the email and enter a valid email address for the recipient (To:).
6. After filling in the pertinent information, tap **Send**. The process will return back to the Settings screen. You can navigate back to the Activity screen.

Clear Cache

Use this feature to refresh the content listing of the iXpand Charger app if you have made any modifications to the content using the computer.

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **About** option. This will open the About screen.
4. Tap the **Clear Cache** option. This will immediately begin the process and return you to the Activity screen. This process may take a while to complete.

Legal Information

To view the Privacy Statement, Terms and Services, End User License Agreement (EULA) and Open Source Attributions, follow these steps:

1. Access the iXpand Charger app.
2. Tap the two-line menu icon in the upper left-hand corner.
3. Tap the **About** option. This will open the About screen.
4. This will open the Legal menu. Tap on one of the listed options applicable to the legal information you want to view.

5

Technical Notes

Operating System Compatibility

To compare operating system compatibility between the iXpand Wireless Charger and your smart device, please visit the SanDisk knowledgebase linked below, and search for Answer 21598.

[KBA 21598](#) | This answer explains operating system compatibility for an iXpand Wireless Charger

Bluetooth® Compatibility

Your smartphone and iXpand Wireless Charger communicate via Bluetooth during the setup process and for direct communication through the app. The iXpand Wireless Charger is compatible with the Bluetooth Low Energy (BLE) wireless personal area network technology that is part of the Bluetooth 4.2 and later wireless technology standards.

Wireless Compatibility

The iXpand Wireless Charger uses a wireless network when copying data during the backup process. It is compatible with the following wireless standards:

Table 4.2

Standard	Frequency	Bandwidth
IEEE 802.11 b/g/n	2.4 GHz	20/40 MHz

Wireless Security Compatibility

An iXpand Wireless Charger is compatible with the following wireless security protocols and encryption standards:

Table 4.3

Wireless Security Protocol and Encryption Standard
WPA2 + AES
WPA + AES/TKIP
OPEN - no authentication key required

Private Access

For more information regarding Private Access, please visit the [SanDisk Knowledgebase](#).

6 Compliance and Warranty Information

Regulatory Compliance

Safety Compliance

Summary of compliance with National Differences. CA=Canada, US=USA. IEC 60950-1:2005+A1:2009+A2:2013 and EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013.

Summary of compliance with National Differences: CA=Canada, US=USA. IEC 62368-1:2014 and EN 62368-1:2014+AC:2017.

CE Compliance For Europe

Hereby, Western Digital declares compliance of this equipment to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Radio Equipment Directive (2014/53/EU), the ERP Directive (2009/125/EC), and the Low Voltage Directive (2014/35/EU).

Radio Technology	Frequency	Max Transmitter Power
Qi	127.7 KHz	0.01 mW / -20 dBm
Bluetooth: 2.4 GHz	2402-2480 MHz	100 mW / 20 dBm
Wireless: 2.4 GHz	2412-2472 MHz	100 mW / 20 dBm

Por la presente, Western Digital declara el cumplimiento de este equipo con las directivas aplicables del Consejo de la Unión Europea, incluidas EMC (2014/30/EU) y RED (2014/53 / EU), la Directiva ERP (2009/125 / EC) y la Directiva de bajo voltaje (2014 / 35 / UE).

Con la presente, Western Digital dichiara la conformità di questa apparecchiatura alle direttive del Consiglio applicabili dell'Unione europea, tra cui la direttiva EMC (2014/30/EU) e RED (2014/53 / UE), ERP (2009/125 / CE) e la direttiva sulla bassa tensione (2014 / 35 / UE).

Par la présente, Western Digital déclare que cet équipement est conforme aux directives du Conseil de l'Union européenne, y compris aux directives EMC (2014/30/EU) et RED (2014/53 / EU), à la directive ERP (2009/125 / CE) et à la directive basse tension (2014 / 35 / UE).

Hiermit erklärt Western Digital, dass dieses Gerät den geltenden Richtlinien des Rates der Europäischen Union einschließlich EMC (2014/30/EU) und RED (2014/53 / EU), der ERP-Richtlinie (2009/125 / EG) und der Niederspannungsrichtlinie 35 / EU).

Russia Federation

Подтверждение соответствия Мининформсвязи России:

Декларация соответствия № Д-МДРД-5827 от 31.01.2019 года, действительна до 31.01.2025 года, зарегистрирована в Федеральном агентстве связи 08.02.2019

Industry Canada Statement

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Cet appareil numérique de la classe B est conforme à la norme NMB-3 (B) du Canada. This device complies with Canadian ICES-3 (B).

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Radiation Exposure Statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

FCC Class B Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 instructions, 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 of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device 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.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the device.

FCC Caution: Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the device.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

ICES-3(B)/NMB-3(B) Compliance Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003(B) du Canada.

This device complies with Canadian ICES-003 Class B.

IFETEL Aviso

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

ANATEL Notar

Este produto está homologado pela ANATEL, de acordo com os procedimentos regulamentados pela Resolução nº. 242/2000 e atende aos requisitos técnicos aplicados. Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br

Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo e não pode causar interferência a sistemas operando em caráter primário.

Korea

해당무선설비는 운용 중 전파 혼신 가능성이 있으므로 인명구조와 관련된 서비스는 할 수 없습니다 "해당무선설비는 운용 중 전파 혼신 가능성이 있음." 해당 무선설비는 전파 혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음 ""가정에서 사용할 경우 타 기기에 전파 간섭을 일으킬 수 있으므로, 업무용으로만 사용할 수 있습니다"라는

문구를 사용자 설명서 또는 기기에 명시할 것" ""해당무선설비는 운용 중 전파 혼신 가능성이 있으므로 인명구조와 관련된 서비스는 할 수 없습니다

Thailand Compliancy Notice

เครื่องโทรคมนาคม และอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กทช.

Taiwan

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Warranty Information

Obtaining Service

Please go to www.sandisk.com/wug for more information on making a warranty claim. If it is determined that your product may be defective, you will receive an RMA and product return instructions. You are responsible for any expenses associated with a claim under SanDisk's Limited Warranty. You must send your product in a secure, prepaid package, to the address provided with your RMA number. Proof of purchase is required for all warranty claims.

Limited Warranty

This product is subject to the applicable limited warranty terms and conditions, as defined in www.sandisk.com/wug. The term of your limited warranty is for 2 years in the United States and other regions.

Index

A

Adding Multiple Smartphones [6](#)
AES [12](#)
ANATEL Notar [16](#)
App Version [10](#)
Automated Backup [4](#)

B

Bluetooth Compatibility [12](#)

C

Charger Access Password [8](#)
Charger Info [10](#)
Charging a Smartphone [4](#)
Compliance, regulatory [14](#)
Connectors - Back Panel [2](#)

E

EULA [11](#)

F

FCC Class B Information [15](#)
File System [2](#)
Firmware Version [10](#)
Free Up Space [5](#)
Front LED Description [1](#)

H

Handling Precautions [2](#)

I

IC Statement [15](#)
ICES-3(B)/NMB-3(B) Compliance [16](#)
IFETEL Aviso (Notice) [16](#)

K

Kit Contents [1](#)

L

Limited Warranty [17](#)

N

Network [8](#)

O

Open [12](#)
Open Source Attributions [11](#)
Operating System Compatibility [12](#)

P

Power Connector [2](#)
Precautions [2](#)
Privacy Statement [11](#)
Private Access [13](#)
Product Description [1](#)
Product Features [1](#)

R

Regulatory compliance [14](#)
Replace a WD Product [17](#)
Reset Button [2](#)
RMA [17](#)

S

Safety compliance [14](#)
Select and Restore - Contacts [6](#)
Select and Restore - Photos [5](#)
Set Up [3](#)
Settings - Anonymous Data Sharing [9](#)
Settings - App Permissions [9](#)
Settings - Auto-Backup [8](#)
Settings - Clear Cache [11](#)
Settings - Restore All Content [9](#)
Settings - Send Logs [10](#)

T

Technical Notes [12](#)
Terms and Services [11](#)
TKIP [12](#)

U

USB Connection [6](#)
USB Port [2](#)

W

Warranty Information [17](#)
WD Service, obtaining [17](#)
Wireless Compatibility [12](#)
WPA [12](#)
WPA2 [12](#)

Information furnished by SanDisk is believed to be accurate and reliable; however, no responsibility is assumed by SanDisk for its use nor for any infringement of patents or other rights of third parties which may result from its use. No license is granted by implication or otherwise under any patent or patent rights of SanDisk. SanDisk, the SanDisk logo, iXpand, and PrivateAccess are registered trademarks or trademarks of Western Digital Corporation or its affiliates in the US and/or other countries. iPhone and macOS are trademarks of Apple Inc. Samsung is a trademark of Samsung Electronics Co., Ltd. Android is a trademark of Google LLC. Qi is a trademark of the Wireless Power Consortium. The Bluetooth word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Western Digital is under license. All other marks are the property of their respective owners.

© 2019 Western Digital Corporation or its affiliates. Western Digital Technologies, Inc. is the seller of record and licensee in the Americas of SanDisk® products. All rights reserved.
Western Digital
5601 Great Oaks Parkway
San Jose, California 95119 U.S.A.

80-36-08418