

# SanDisk®

## iXpand® Drive Application

User Manual



# Accessing Support

- For technical support visit: [sandisk.com](http://sandisk.com)
- Contact technical support in the United States: 1-866-436-1032

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# Introduction

- Minimum System Requirements
- Product Specifications
- Installation

## Minimum System Requirements

The iXpand® Drive App is compatible with the following Windows®, macOS, and iOS operating systems.

Table 1-1. Operating System Compatibility

Windows	macOS / OS X	iOS
Windows 10	OS X 10.8 Mountain Lion	iOS 11
Windows 8.1+	OS X 10.9 Mavericks	iOS 12
Windows 7	OS X 10.10 Yosemite	
Windows Vista	OS X 10.11 El Capitan	
	macOS 10.12 - Sierra	
	macOS 10.13 - High Sierra	
	macOS 10.14 - Mojave	

For more information and additional compatibility list, visit URL: [sandisk.com/support/ixpandcompatibility](http://sandisk.com/support/ixpandcompatibility)

## Product Specifications

The iXpand Drive App supports the following formats for photos and videos. Additionally, the music feature combines stored music files on the iXpand Flash Drive along with your iTunes® Library for easy access.

Table 1-2. Supported Photo, Video, and Music Formats

<b>Photo</b>	BMP, TIF, TIFF, JPG, PNG, GIF, XBM, ICO, TGA
<b>Video</b>	WMV, AVI, MKV, MP4, MOV, FLV, MPG, RMVB, M4V, TS
<b>Music</b>	MP3, AIF, WAV, AIFF, M4A, WMA, AAC, OGG, FLAC

## Installation

To install the iXpand Drive App, continue with the followings steps:

1. Connect the iPhone or iPad device to the Internet.
2. On the iPhone or iPad home screen, find and tap on the **App Store**.
3. Located at the bottom of the screen, tap on **Search**.
4. In the search field, type **iXpand Drive** and tap **Search**.
5. Locate the SanDisk iXpand Drive app icon and tap on **Install**.

Figure 1-1. iXpand Drive App Icon



## Initial Setup Requirements

Initial setup requires a mobile device with a compatible operating system and Internet access.

Note, an iOS device and with iCloud Photo Library Sync enabled may take longer than usual during the initial backup process. To avoid additional data charges, upload data over a Wi-Fi® connection.

To disable cellular data use from the SanDisk iXpand Drive app, proceed with the following steps:

1. On the mobile device, tap the **Settings** icon.
2. Tap on **Cellular**.
3. Locate **iXpand Flash Drive** app.
4. Toggle switch to **Disable**.

Additionally, backup times can be shortened when disabling iCloud Sync from the iPhone and re-enabling iCloud Sync after a successful backup.

To disable iCloud Sync, proceed with the following steps:

1. On the mobile device, tap the **Settings** icon.
2. Tap on **Apple ID, iCloud, iTunes & App Store** menu.
3. Tap on **iCloud**.
4. Tap on the **Photos** menu and toggle iCloud Photo Library to **Off**.

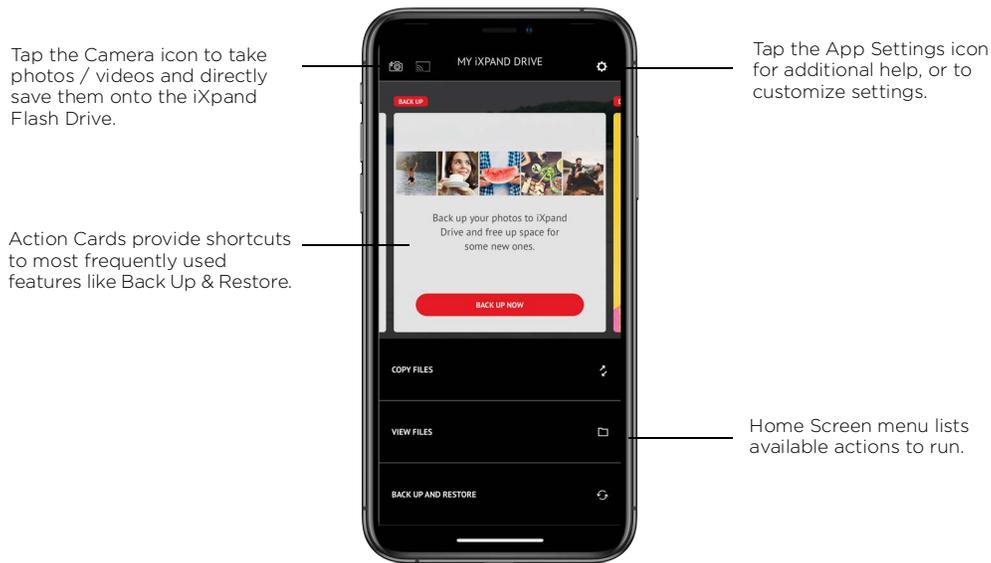
## Using the iXpand® Drive Application

The perfect companion to any iPhone or iPad, the SanDisk iXpand® Drive App makes it easy to manage photos, videos, and music directly from various SanDisk iXpand flash drives.

The application also works together with password-protection software to help keep your sensitive files secure across all devices. Take all the photos and videos you want - with the iXpand Drive App you're always ready to take more.

### App Overview

Figure 2-1. Application Overview



The iXpand Drive App offers simple navigation through the home screen, allowing quick access to main tasks and features, such as:

- Copy Files
- View Files
- Back Up and Restore Files

### Opening the iXpand Drive App

To open the iXpand Drive App, use the following steps:

1. Tap on the **SanDisk iXpand Drive App** icon.
2. Accept the SanDisk License Agreement.

Note: This step is only applicable when the SanDisk iXpand Drive App is first used. Additionally, the SanDisk License Agreement must be accepted before using the SanDisk iXpand Drive Application.

## Using Action Cards

Action Cards provide quick access to tasks, such as connecting to Google Photos™ accounts, updating the iXpand Flash Drive, and viewing the remaining space of the internal memory on an iPhone, iPad, or iXpand Flash Drive.

To access Action Cards, proceed with the following steps:

1. Open the **SanDisk iXpand Drive App**.
2. View available Action Cards on the home screen.

A list of available actions and descriptions are found below in Table 1-3.

Table 2-1. Action Card Descriptions

Action	Description
Tap	Run highlighted action.
Swipe Up	Dismiss a quick action card.
Swipe Down, Tap <b>Reset All Cards</b>	Reset all quick action cards.
Swipe Down, Tap <b>Get Last Dismissed Card</b>	Bring back last deleted action card.

## Photo and Video Capture

To capture photos and videos using the iXpand Drive App, proceed with the following steps:

1. Open the **SanDisk iXpand Drive App**.
2. On the home screen, then tap on the **Camera** icon located at the top left corner.
3. In capture mode, the following options are available:

Table 2-2. Photo and Video Capture Options

Button / Icon	Description
Camera Shutter	Tap to take a picture or begin video recording.
Timer (On/Off)	Tap to set a timer to begin photo capture.
Front-facing Camera	Tap to switch to front-facing camera mode.
View Images	Tap view photos taken.

## File Management

The iXpand® Drive application allows users to view, copy, share, and delete media files on iPhone, iPad, PC, or a Mac computer.

### View Files

Use the following steps to view files:

1. Open the **SanDisk iXpand Drive App**.
2. On the home screen, tap the **View Files** option.
3. Tap on a file folder to open, such as **Photos, Camera, Music, or Videos**.
4. Tap on a file to view.

### Copy Photos to iXpand Drive Device

1. Open the **SanDisk iXpand Drive App**.
2. On the home screen, tap the **Copy Files** option.
3. Tap **Copy Photos From Phone**.
4. Tap on photos to copy.
5. When finished, tap on **Copy to iXpand Drive**.
6. Select destination (or folder).
7. Tap **Copy Here** to complete transfer.

### Copy Files to iPhone or iPad

1. Open the **SanDisk iXpand Drive App**.
2. On the home screen, select **Copy Files**.
3. Select **Copy Files From the iXpand Drive**.
4. Select a file folder.
5. Tap on files to copy.
6. Tap **Copy to iPhone/iPad** to complete transfer.

Photo and video files are copied to the Camera Roll album on the iPhone or iPad. All other files copied to App Storage are only accessible using the iXpand Drive App.

## Transfer Files to Computer

To copy or move files from the iXpand Drive App onto a personal computer, proceed with the following steps.

1. Plug the iXpand device into the USB port.
2. Choose one of the following to access files:
  - **Windows:** If prompted, tap on Open Folder to View Files. Otherwise, open Windows Explorer and select the removable disk drive.
  - **Mac OS:** Locate and select the removable disk drive from the desktop.
3. Open desired folder.
4. Drag and drop files into the desired folder.

Note: The iXpand Flash Drive should not be used with a USB extension cable.

## Share Files

Share files using the iXpand app in many ways including to the Google Photos platform from within the app.

1. Open the **SanDisk iXpand Drive App**.
2. Select **View Files** from the home screen.
3. Open file folder containing files to share.
4. Tap on the **Select** icon.
5. Select files to share.
6. Tap on the **More Options** icon.
7. Choose desired upload / share option.

## Delete Files

Warning: Performing this function will permanently delete selected files from the device.

Delete files using the iXpand Drive app with these simple steps:

1. Open the **SanDisk iXpand Drive App**.
2. Select **View Files** from the home screen.
3. Open file folder containing files to delete.
4. Tap on the **Select** icon.
5. Select files to delete.
6. Tap on the **Delete** icon.
7. Tap on **Delete** to confirm file deletion.
8. A progress bar will appear to indicate deletion progress.

Additionally, users can swipe left on a listed file to expand additional options. Simply tap on the **More Options** (vertical dots) icon to delete and share a selected file.

## Music Files

The iXpand Drive App combines music files located on a drive with the iTunes Library. Note, music files located within the iTunes Library will display an icon next to the file name.

### Play Music Files

1. Open the **SanDisk iXpand Drive App**.
2. Select **View Files** from the home screen.
3. Open the desired music file folder.
4. Tap on a music track to begin play.

Table 2-3. Music File Options

Button / Icon	Description
Play / Pause	Tap to play or pause a music track.
Next Track	Tap to skip music track.
Previous Track	Tap to return to previous music track.
Lock	Tap to enable lock folder and editing capabilities.
More Options	Tap to select from available file share options.
Repeat Options	Tap to turn on/off repeat song and repeat folder option.
Delete	Tap to delete file.

Additionally, users can swipe left on a listed file to expand additional options. Simply tap on the **More Options** (vertical dots) icon to delete and share a selected file.

### Create Music Playlists

1. Open the **SanDisk iXpand Drive App**.
2. Tap on **View Files**.
3. Tap on the **Music** icon to view available music tracks.
4. To create a playlist, tap on **+ Create New Playlist**.
5. Name the playlist.
6. Tap on song titles to add to playlist.
7. Once finished, tap on **Create Playlist**.

## Backup and Restore

Located on the home screen, the **Back Up and Restore** feature allows access to the following options:

- Back Up & Restore Photo Library
- Back Up Google Photos
- Back Up & Restore Contacts / Calendar

## Enable Automatic Backup

To manually turn on Automatic Backup, proceed with the following steps:

1. On the home screen, tap on the **Back Up and Restore** option.
2. Then, tap on **Back Up & Restore Photo Library**.
3. While in Camera Backup, toggle switch to turn Automatic Backup **On** or **Off**.

During the initial setup process, the iXpand Drive App will prompt the user to enable or disable the automatic backup feature.

## Backup Photo Library

To backup a photo library, proceed with the following steps:

1. On the home screen, tap on the **Back Up and Restore** option.
2. Tap on **Back Up & Restore Photo Library**.
3. Tap on **Back Up**.
4. If needed, tap on the **Pause icon** to halt the process.

Note: The iXpand Drive App requires permission to access the photo gallery. Additionally, backups may take longer than normal upon the first time. Once backup is complete, backup times may shorten as only newly added files will be copied to the iXpand Drive App.

## Restore Photo Library

The iXpand Drive app makes it easy to copy photos onto a new iPhone or iPad. To restore Photos from the iXpand Drive to an iPhone or iPad, proceed with the following steps:

1. On the home screen, tap on the **Back Up and Restore** option.
2. Then, tap on **Back Up & Restore Photo Library**.
3. While in Camera Backup, tap on **Restore**.

A copy of the photos from the selected source folder will be transferred to the camera roll. Photos with the same name will be duplicated to your Camera Roll when restored.

## Back Up Google Photos

The iXpand Drive App can be used to back up your photos uploaded to your Google Photos account. To backup these photos, proceed with the following steps:

1. On the home screen, tap on the **Back Up and Restore** option.
2. Tap on **Back Up Google Photos**.
3. Tap on **Log In**.
4. Tap **Continue** to authorize application access to Google Photos account.
5. When prompted, enter corresponding username and password.
6. Tap **Continue** to approve Google Photos access to application.
7. Once connected, tap **Back Up**.

## Backup Contacts and Calendar

1. On the home screen, select **Back Up and Restore**.
2. Select **Back Up & Restore Contacts / Calendar**, then select **Back Up**.
3. Select desired contacts to backup, or tap on **Select All** to backup entire list.
4. Located at the bottom of the screen, select **Archive Contacts**.

## Restore Contacts and Calendar

1. On the home screen, select **Back Up and Restore**.
2. Select **Back Up & Restore Contacts / Calendar**, then select **Restore**.
3. From the list provided, select desired contacts to restore.
4. Located at the bottom of the screen, tap **Restore**.
5. Contacts with the same name will be duplicated when the restore option is selected.

## File Security

To help keep your files secure with password protection, proceed with the steps listed below.

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Warning: If password is lost or forgotten, locked files will no longer become available to access.

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### Enable Security on iPhone or iPad

1. Open the **SanDisk iXpand Drive App**.
2. Tap on the **Settings** icon, then tap on **Security**.
3. Enable the security feature by tapping on the toggle switch.
4. When prompted, tap on **Enable**.
5. Enter and confirm a new password.  
If desired, add additional security with **Face/Touch ID Authentication**.
6. Enter a hint for your newly created password. Then, tap on **Create Password**.

Once security features are enabled, the following file folders will be created within the flash drive:

- SanDiskSecureAccess Vault
- SanDisk SecureAccess Vault Settings

Important: Do not delete SanDiskSecureAccess Vault Settings folder or security features will no longer be enabled.

### Lock Files

Once security has been enabled per the instructions listed above, proceed with the following steps to help secure individual files:

1. Open the **SanDisk iXpand Drive App**.
2. Tap on files to select.
3. Tap on the **Lock icon**, located at the bottom of the screen.

All protected files are now moved to SanDiskSecureAccess Vault folder.

## SanDisk SecureAccess Software

SanDisk SecureAccess® software is designed to help protect sensitive data via the SanDisk iXpand® Drive App. Protected files are moved into the SanDisk SecureAccess Vault and can only be accessed with a password<sup>1</sup>.

Warning: If password is lost or forgotten, locked files will no longer become available to access.

To access protected files on a Mac computer, proceed with the following steps:

1. On your PC or Mac, download **SanDisk SecureAccess** software via the following URL: [kb.sandisk.com/downloads/app/answers/detail/a\\_id/2399/kw/secureaccess](http://kb.sandisk.com/downloads/app/answers/detail/a_id/2399/kw/secureaccess)
2. Select between **Download for PC** or **Download for Mac**.
3. Launch the software. Then, tap **Next** when prompted.
4. Read and accept the attached license agreement by selecting I accept the license terms.
5. Click **Next**.
6. Enter the password used to protect files on the iXpand Flash Drive. Select **Ok**.
7. Read additional guidelines and tap **Next**.
8. Access locked files or lock additional files using the below interface.

## iXpand Drive App Settings

### Choose Between iXpand Storage and Device Storage

The iXpand Drive App makes it easy to switch between iXpand Drive and iPhone/iPad storage. Use the followings steps to switch between these two options:

1. On the home screen, tap on the **View Files** option.
2. Located at the top of the screen, tap on **iXpand** or **iPhone/iPad** to switch.

### Enable Photo Slideshow

1. Open the **SanDisk iXpand Drive App**.
2. Open the desired photo album/folder.
3. Tap on a photo to view.
4. Located at the bottom of the screen, tap on the **Play** icon to begin slideshow.

Note: Slideshow settings can be changed through the settings option located within the same screen. Additionally, the option to secure, share, and delete a photo is also available.

### Change Layout Menu

The iXpand Drive application allows users to change the default layout between Grid or List Views. This feature is available through the Layout Menu and following steps:

1. Tap on **View Files** options located on the home screen.
2. Tap on the **Layout** icon located in the bottom left-hand corner of the screen.

Note: The option to change the **Sort Order** and **Sort By** methods are also available through the layout menu.

### Modifying Device Name

Personalize the flash drive to make it easier to identify when plugged into a PC or Mac computer.

1. Open the **SanDisk iXpand Drive App**.
2. Tap on the **Settings** icon, then tap on **Drive Name**.
3. In the text box, enter desired name for the drive. Then, tap **Ok**.

Note: Only alphabetic characters are supported when naming the files, no numbers or special characters are accepted.

### Firmware Version and Update

SanDisk regularly releases updates for the iXpand Drive App to constantly improve the user experience. When a firmware update is available and the drive is connected to an iPhone or iPad, the app will prompt the user to update their software.

Important: Do not disconnect the drive while app update is in progress.

## About the SanDisk iXpand App

Learn more about additional features, firmware version, additional tutorials, and much more.

To access, proceed with the following step:

1. Open the SanDisk iXpand Drive App.
2. Tap on the **Settings** icon.
3. Select from the following options:

Table 4-1. Settings Options and Descriptions

Option	Description
Help	Tap to access walkthrough tutorials and helpful tips.
About	Tap to learn about firmware version, privacy statements and legal information.
Drive Name	Tap to edit drive name.
Clear Cache	Tap to delete cookies and app data.
Security	Tap to enable additional security protections.
Feedback	Tap to send SanDisk feedback and comments.
Anonymous Data Sharing	Tap to enable anonymous sharing of application data with SanDisk.

# Troubleshooting and Support

## In-app Support

To access an opening walk-through, getting started guide, and online support, proceed with the following steps:

1. Go to Menu, then tap on **Help**.
2. Select from application walk-through, getting started guide, or online support.

## Online Support

For further assistance, check out the support page for iXpand Flash Drive available at: [sandisk.com/support/ixpandflashdrive](http://sandisk.com/support/ixpandflashdrive)

<sup>1</sup>

Password protection is supported by iOS 8.2, Mac OS X v10.8, Windows Vista®, Windows® 7, Windows 8 and Windows 10.

### FCC CLASS B INFORMATION

NOTE: This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more 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 different circuit.
- 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.

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