

## I've reformatted my Simple Music Player and now it doesn't play

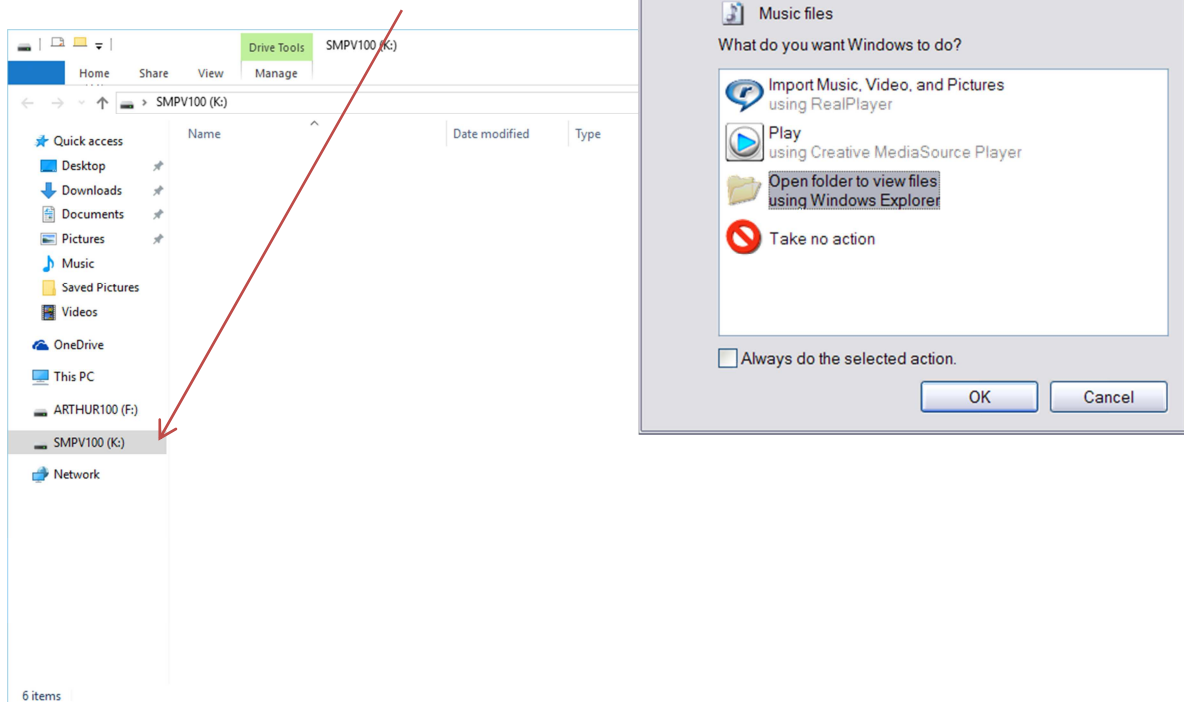
If you are sure that your files are the correct file type (MP3, M4A, etc.) then it is most likely that the wrong formatting convention has been used. This simply means that the music player can't read its memory, even if your computer can.

What you can't do is affect the way the Simple Music Player works by uploading tunes or reformatting; it has its own unique memory which you have no access to, and is physically separate. Consequently if it worked before you reformatted, then it should work again, once we've restored it.

### For Microsoft Windows users

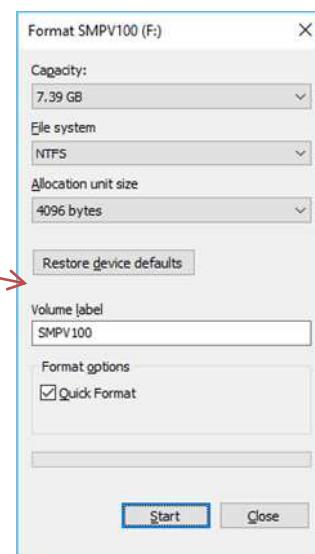
Power down the player. Plug in your USB cable to the player and computer. Switch the power on and you will get a device found message such as:

Or it will simply appear in your device list.



Either way, you should be able to see a device which appears as SMPV100 (unless you've changed the name) regardless of how it was formatted.

What we now need to do is reformat it with a compatible system. So point to the device and right click. Then select 'Format' from the drop down list. Click, and you will get a pop-up box like this:

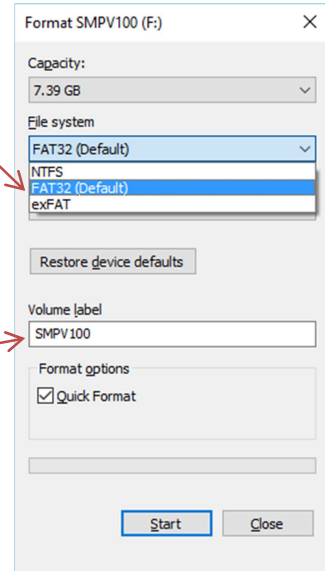


Now select the correct 'File System' from the drop-down list which has to be FAT32.

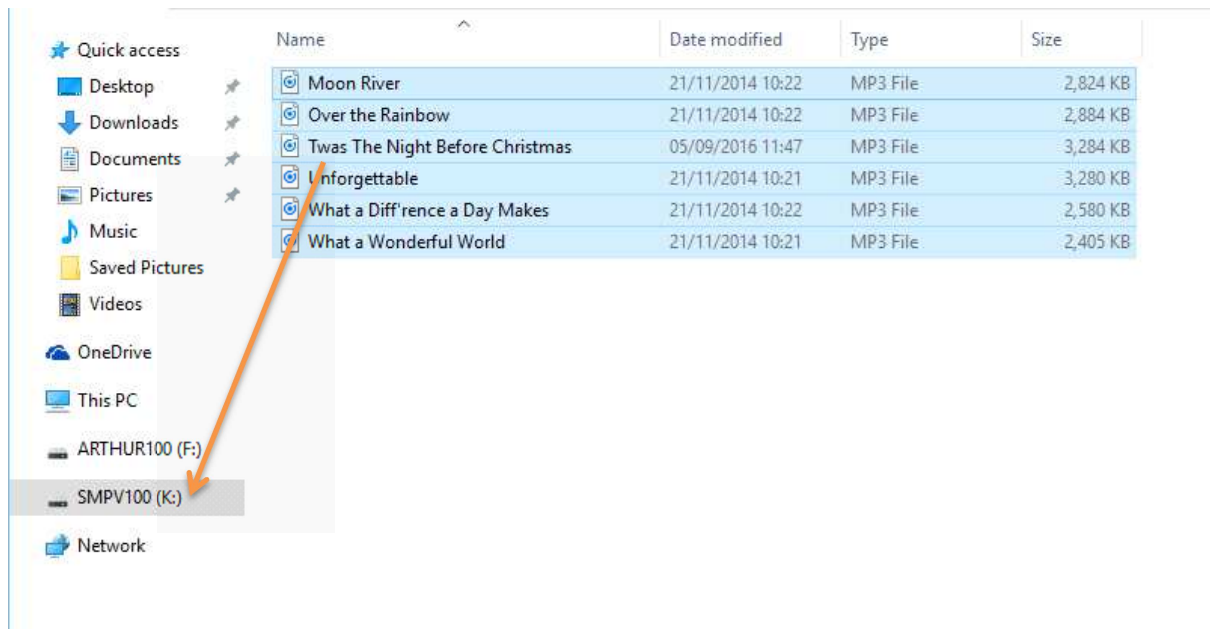
If you select 'NTFS' or 'exFAT' it will not work.

You can change the name of the Player by typing a new one in the box marked 'Volume Label' if you wish, or just leave it alone.

Then press start and the format process will complete.



Once done, simply 'drag and drop' or 'cut and paste' your selected files across to the player.

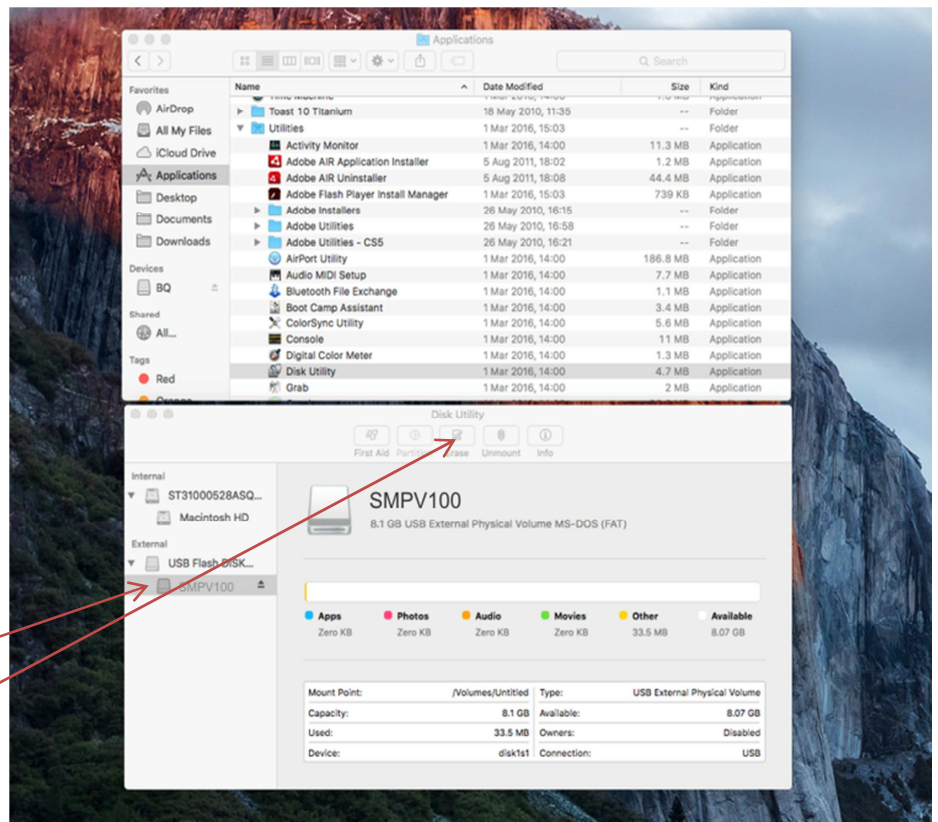


Power down the player. Remove the USB cable to the player and computer. Switch the power on and your tunes should play.

## For Apple iOS MAC users

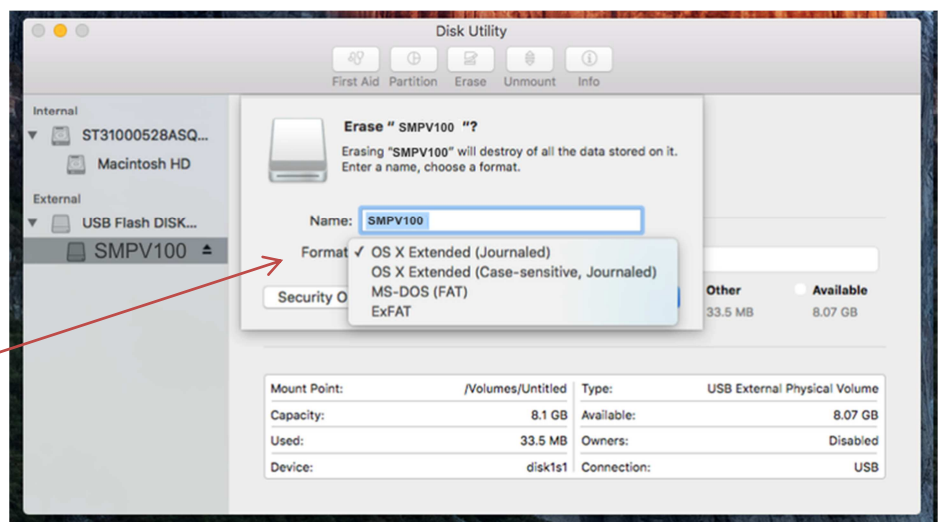
Power down the player. Plug in your USB cable to the player and computer. Then switch the power on. (You may see a new device called SMPV100 appear on your desktop – you don't need to do anything with it)

You now have to launch the 'Disk Utility' which you will find in the 'Utilities' section of 'Applications'. When this opens you will see a list of drives on the left.



Choose SMPV100 and then click on the 'Erase' option from the action buttons.

This gives you access to formatting the Music Player, but you must use the correct format. 'Disk Utility' automatically chooses 'OS X Extended' – **this will not work**, as the music player is not an Apple manufactured device.



You need to click on 'Formatting Options'. Select 'MS-DOS (FAT)'. Please note: 'ExFAT' or 'OS X' will not work.

You can change the name of the drive if you wish from SMPV100 – it won't affect anything.

Finally, click on 'Erase'.

Once complete you can copy your files to the SMPV100 device. Power down the player. Remove the USB cable to the player and computer. Switch the power on and your tunes should play.