SanDisk iXpand Transfer app – Frequently Asked Questions

[About iXpand™ Transfer]

Q1. How can I get iXpand Transfer app?

A1. The app is available on Google Play™ store. Open Google Play Store app on your device and search with keyword "SanDisk iXpand Transfer".

Q2. Do I have to pay for iXpand Transfer app?

A2. iXpand Transfer is free for use.

Q3. Which Android OS version is supported?

A3. Android 4.0 or later.

[Supported Devices]

Q4. What type of USB memory devices are supported by iXpand Transfer?

A4. This application only works with SanDisk iXpand Flash Drive.

Other USB memory devices do not work on iXpand Transfer even if the device works Android system or other apps. iXpand Slim drive is not supported on this app.

Q5. What type of Android smartphones or tablets are supported by iXpand Transfer?

A5. This app uses OTG (USB On-The-Go) on Android OS. It depends on your Android smartphone or tablet device whether OTG is supported. You can refer to the supported device list on the page below.

www.sandisk.co.jp/ixpand/android

Q6. I am using Android smartphone or tablet shown on the supported devices list, but it does not detect my SanDisk iXpand Flash Drive.

A6. Depending on your Android smartphone or tablet device, you will be required to do some additional operations to detect external USB memory device after it is connected to the USB port. Please refer to the operation manual of your device how to detect the external USB memory device.

Q7. Can I restore the data to my SD card in my Android smartphone or tablet?

A7. iXpand Transfer supports restoring data to the Android device's internal storage only. You can back up your data in your SD card in your device to SanDisk iXpand Flash Drive.

[Supported Data Type for Backup/Restore]

Q8. Can I restore my data backed up from iOS (iPhone, iPad) devices?

A8. You can restore contacts backed up with "Transfer Contacts" feature in iXpand Sync (for iOS) app, and photos and videos backed up with "Camera Backup" in iXpand Sync. However, some data fields in your contacts data may not be restored depending on your Android device type. The video data restored may not be played on your Android device depending on the device capability.

Q9. What kind of data types are supported for back up?

A9. iXpand Transfer can back up contacts, photos, videos in your Android device. Data types of photo and video files to back up are limited to the types supported to play on the Android device to back up. These types include the photo and video formats of your photos and videos taken by your Android device's camera app. (Data types may vary depending on the device type.) Contacts data supported for back up are contacts stored in system default address book app of your smartphone or tablet device. These contacts data are converted and saved as a VCF file.

Q10. Can I restore the data backed up with iXpand Transfer to my iOS (iPhone, iPad) devices?

A10. You can restore the data using iXpand Sync app for iOS. You can restore the data using the "Transfer Contacts" feature in the app. However, some data fields of your contacts may not be restored. You can use file transfer feature of iXpand Sync to import the photo and video data by selecting the files or folders to import. Video files imported may not be compatible with iOS devices.

Q11. Can I restore the data backed up with iXpand Transfer to another Android smartphone or tablet device?

A11. You can restore the data if the Android device to restore the data supports OTG. You need iXpand Transfer app installed to the device to restore the data. You can install the iXpand Transfer app from Google Play Store. However, some data fields in your contacts data may not be restored depending on your Android device type. The video data restored may not be played on your Android device depending on the device capability.

Q12. Can I restore the data from PC?

A12. iXpand Transfer does not support restoring data saved with PC. Picture data may be imported by specifying the folder with pictures data using "Camera Restore" feature of iXpand Transfer.

[Others]

Q13. My device shows a warning message about USB device power consumption when I connect my SanDisk iXpand Flash Drive to my Android device.

A13. Some Android smartphone of tablet device may show a warning message about the USB device power consumption, and fail to detect the device. It is due to the temporary high power consumption of SanDisk iXpand Flash Device due to the power charging to the device's internal battery. It is not a malfunction of

your SanDisk iXpand Flash Drive or your Android device. At this time iXpand Transfer is not supported on those devices. Please disconnect your device following the instruction shown on your device screen.

Q14. I cannot open the photos or contacts backed up in the SanDisk iXpand Flash Drive.

A14. Some Android smartphones or tablets requires additional operations on your Android device before disconnecting USB device attached. If you disconnect SanDisk iXpand Flash Drive without doing those operations, it may fail to save the data to your device. To save the data successfully, please follow the given procedure of your device to disconnect USB devices before you detach your SanDisk iXpand Flash Drive. The operations to disconnect USB devices depend on your device type. Please refer to your device's operation manual for the details.

Q15. The data transfer speed of backup or restore process is slow.

Q15. Some Android smartphones or tablets may not support high-speed data transfer. For those devices, iXpand Transfer uses the app's built-in data transfer feature to read or write data. With this built-in file transfer feature, it may take tens of minutes to complete the process.

Q16. Does this app support file delete or disk format (initialization) of SanDisk iXpand Flash Drive?

A16. iXpand Transfer app does not support data delete or disk format of SanDisk iXpand Flash Drive. To delete the files, please use iXpand Sync app for iOS.