

## Troubleshooting / Dépannage Устранение неисправностей Уснення несправностей



### NWZ-B133 / B135 / B133F / B135F



\* 3 8 7 7 7 7 7 2 2 \* (1)

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3-877-777-22 (1)

#### English

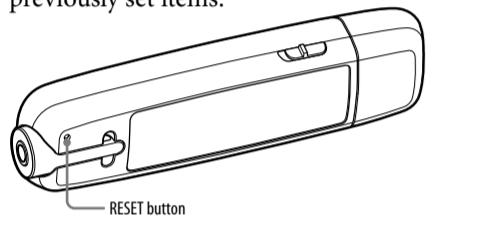
##### Try the following steps to resolve the issue.

##### 1 Find the symptoms of the issue in the following troubleshooting tables, and try any corrective actions listed.

##### 2 Press the RESET button with a small pin, etc.

If you press the RESET button while operating the player, stored files and settings on the player may be deleted.

When you turn on the player after resetting it, the player reactivates the previously set items.



##### 3 Look for information about the issue on one of the support Web sites.

For customers in the USA, visit: <http://www.sony.com/walkmansupport>  
For customers in Canada, visit: <http://www.sony.ca/ElectronicsSupport/>  
For customers in Europe, visit: <http://support.sony-europe.com/DNA>  
For customers in Latin America, visit: <http://www.sony-latin.com/index.crp>  
For customers in other countries/regions, visit: <http://www.sony-asia.com/support>

##### 4 If the approaches listed above fail to resolve the issue, consult your nearest Sony dealer.

#### Operation

Page numbers in parentheses refer to pages of "Operation Guide (PDF)."

##### Symptom Cause/Remedy

There is no sound.

- The volume level is set to zero.
- Turn the volume up (page 10).
- The headphones jack is not connected properly.
- Clean the headphones jack properly (page 10).
- The headphones plug is dirty.
- Clean the headphones plug with a soft dry cloth.
- No audio files are stored in the built-in flash memory.
- If "NO DATA" appears, transfer audio file(s) from the computer.

Songs cannot be played.

- The battery power is consumed.
- Charge the battery fully (page 15).
- If the player does not react, even after charging the battery, press the RESET button to reset the player (page 47).
- File types such as a subscription, etc., is beyond the expiration/playback time restriction.
- A file that is beyond its expiration/playback time restriction cannot be played. Update the file using your software.

Noise is generated.

- A device emitting radio signals, such as a mobile phone is being used near the player.
- When using such devices as mobile phones, keep them away from the player.
- Audio data is damaged.
- Delete the audio file(s) then transfer again. When transferring audio files, close any other applications to avoid file damage.

Buttons do not work.

- The HOLD switch is set to the direction of the arrow (→).
- Slide the HOLD switch to the opposite direction of the arrow (←).
- The player contains moisture condensation.

Playback does not stop.

- With the player, there is no difference between stopping and pausing. When you press the ▶/▶ button, it appears and playback pauses/stops.
- It may take time to start up the player if many files or folders are stored on the player, or if another application is running on the player. Wait until the start-up animation appears.

The transferred songs cannot be found.

- The built-in flash memory of the player was formatted using Windows Explorer.
- Format the built-in flash memory using the "Format" menu of the player (page 46).

The player is not recognized by the computer when it is connected to the computer.

- The player's USB connector is not connected to a USB port on your computer properly.
- Disconnect the player, and then reconnect it.
- A USB hub is being used.

Transferring files to the computer.

- The player's USB connector is not connected to a USB port on your computer properly.
- Disconnect the player, and then reconnect it.
- Another application is running on the computer.

Transferring files to the computer.

- Transferring may be stopped due to influences such as static electricity, etc.
- This happens to protect data information. Disconnect the player, then reconnect it.

The player becomes unstable while it is connected to the computer.

- The remaining battery power is insufficient.
- Charge the battery power by connecting to the computer (page 14).

The player cannot format.

- The remaining battery power is low or insufficient.
- Charge the battery power by connecting to the computer (page 14).

#### Display

##### Symptom Cause/Remedy

The title of a song is not displayed correctly.

- If unsupported characters are included in the title, the title will be displayed without the unsupported characters.
- Rename the title with appropriate characters on the computer.

"Unknown" is displayed for a title.

- The title has no name.
- Select the song or the file from the "Folder" list.

Garbled characters are displayed.

- The wrong language is selected.
- Select the correct language from "Language" (page 45), and then transfer data to the player again.

#### Power

Symptom	Cause/Remedy
The power does not turn on.	<ul style="list-style-type: none"> <li>The HOLD switch is set to the direction of the arrow (→).</li> <li>Slide the HOLD switch to the opposite direction of the arrow (←) (page 11).</li> </ul>
If you press the ▶/▶ button immediately after turning off the player, the player does not start up to the shutting down process. Wait for a few seconds, then turn on the player.	<ul style="list-style-type: none"> <li>• If you press the ▶/▶ button immediately after turning off the player, the player does not start up to the shutting down process. Wait for a few seconds, then turn on the player.</li> </ul>
The remaining battery power is insufficient.	<ul style="list-style-type: none"> <li>• Charge the battery power by connecting to the computer (page 14).</li> </ul>
The headphones cord is not extended enough.	<ul style="list-style-type: none"> <li>• If the player does not react, even after charging the battery, press the RESET button to reset the player (page 47).</li> </ul>
Delete unnecessary files.	<ul style="list-style-type: none"> <li>• A device emitting radio signals, such as a mobile phone is being used near the player.</li> </ul>
2000 file limit.	<ul style="list-style-type: none"> <li>• Delete unnecessary files until the combined total of files and folders becomes 2000 or less.</li> </ul>
At least 20 MB of free space is necessary to function normally.	<ul style="list-style-type: none"> <li>• If you want to check the free space, open [My Computer] - [WALKMAN] or [Removable Disk], right-click [Storage Media] to display the menu, and then select [Properties].</li> </ul>
*1 Data hierarchy may differ, depending on your computer environment.	

Battery life is short.

- The operating temperature is below 5 °C (41 °F).
- Battery life becomes shorter due to the battery characteristics. This is not manufacturing.

Battery charging time is not enough.

- Charge the battery until (page 44).
- By adjusting the settings or managing the power supply properly, it is possible to save battery power and use the player for a longer time (page 44).

The battery needs to be replaced.

- Consult your nearest Sony dealer.

\*2 Copyright-protected contents are being played.

\*3 When playing back a song, battery life may be shorter.

The player cannot charge the battery.

The player is not connected to a USB port on your computer properly.

The battery is not charged in an ambient temperature outside the range of 5 °C (41 °F) to 35 °C (95 °F).

Charge the battery in an ambient temperature of between 5 °C (41 °F) to 35 °C (95 °F).

Your computer is not on.

Turn on the computer.

Release the computer from Sleep or hibernate status.

If the battery is already almost fully charged when charging begins, little time is needed to reach full charge.

Charging completes very quickly.

The date and time have been reset.

All settings of the player have been reset.

Unformatted, deleted, or renamed the system files. On the built-in flash memory of the player was formatted using other than the "Format" menu of the player.

If you do any of the above operations, the system will be restructured and all settings of the player will be reset when you disconnect the player from the computer or other devices.

If the player does not function normally after you format the built-in flash memory using the "Format" menu of the player (page 46).

Release the computer from Sleep or hibernate status.

If the battery is already almost fully charged when charging begins, little time is needed to reach full charge.

Recording

Symptom	Cause/Remedy
"MEMORY FULL" is displayed even though the maximum recording time is not reached.	<ul style="list-style-type: none"> <li>The player can display up to a combined total of 999 files and folders. Although you can transfer more files or folders to the player, the player cannot display or play any files, folders, or levels that exceed this limit.</li> </ul>
Delete unnecessary files until the combined total of files and folders becomes 999 or less.	<ul style="list-style-type: none"> <li>• Delete unnecessary files.</li> </ul>
Due to system restrictions, the remaining recording time may not improve if only short files are deleted.	<ul style="list-style-type: none"> <li>• Due to system restrictions, the remaining recording time remains the same even though files are deleted.</li> </ul>
Cannot record.	<ul style="list-style-type: none"> <li>• There is not enough free space in the built-in flash memory.</li> </ul>
Recorded files cannot be deleted.	<ul style="list-style-type: none"> <li>• Delete unnecessary files.</li> <li>Export the recorded files to a computer.</li> </ul>
The folder is not deleted even though recorded files have all been deleted.	<ul style="list-style-type: none"> <li>• When you record many short files, they may be recorded with automatically inserted blank spaces between files due to system restrictions. This causes an increase in total recorded time and results in the mismatch.</li> </ul>
Recorded files cannot be deleted.	<ul style="list-style-type: none"> <li>• The file or the folder which cannot be deleted is set to [Read-only] on a computer.</li> <li>Delete the data using Windows Explorer.</li> </ul>
The battery power is low.	<ul style="list-style-type: none"> <li>The battery power is low or exhausted.</li> <li>Charge the battery fully (page 14).</li> </ul>
The folder is not deleted even though recorded files have all been deleted.	<ul style="list-style-type: none"> <li>• Open the folder using Windows Explorer, and delete all the files other than recorded files recorded by the player.</li> </ul>

#### Connection with a computer

The following minimum system requirements for the player are needed.

##### System Requirements

- Computer: IBM PC/AT or compatible computer pre-installed with the following Windows operating systems: Windows XP Home Edition (Service Pack 2 or later) / Windows XP Professional (Service Pack 2 or later) / Windows Vista Home Basic (Service Pack 1) / Windows Vista Home Premium (Service Pack 1) / Windows Vista Business (Service Pack 1) / Windows Vista Ultimate (Service Pack 1) Not supported by 64 bit version OS.
- CPU: For Windows XP, Pentium III 300 MHz or higher (For Windows Vista, Pentium III 800 MHz or higher)
- RAM: 64 MB or more (For Windows Vista, 512 MB or more)
- USB port (Hi-Speed USB is recommended)
- Internet Explorer 6.0 or later, and Windows Media Player 10 or later.
- Broadband Internet connection is required to use Electronic Music Distribution(EMD) or to visit the web site.

##### Symptom Cause/Remedy

"CONNECTED USB" does not appear when the player is connected to the computer.

A USB hub is being used.

File types such as a subscription, etc., is beyond the expiration/playback time restriction.

A file that is beyond its expiration/playback time restriction cannot be played. Update the file using your software.

Buttons do not work.

The HOLD switch is set to the direction of the arrow (→).

Slide the HOLD switch to the opposite direction of the arrow (←).

The player contains moisture condensation.

It may take time to start up the player if many files or folders are stored on the player, or if another application is running on the player. Wait until the start-up animation appears.

The transferred songs cannot be found.

The built-in flash memory of the player was formatted using Windows Explorer.

Format the built-in flash memory using the "Format" menu of the player (page 46).

The player was disconnected from the computer while files were being transferred.

Transfer unused files back to your computer and format the built-in flash memory using the "Format" menu of the player (page 46).

The headphones jack is not fully inserted.

If the headphones are not connected correctly, sound will not be output properly. Connect the headphones into the jack until it clicks (page 10).

The right channel sound is heard from both sides of the headphones.

The remaining battery power is insufficient.

Charge the battery power by connecting to the computer (page 14).

The player cannot format.

The remaining battery power is low or insufficient.

Charge the battery power by connecting to the computer (page 14).

#### Display

Symptom	Cause/Remedy
The title of a song is not displayed correctly.	<ul style="list-style-type: none"> <li>If unsupported characters are included in the title, the title will be displayed without the unsupported characters.</li> <li>Rename the title with appropriate characters on the computer.</li> </ul>
"Unknown" is displayed for a title.	<ul style="list-style-type: none"> <li>The title has no name.</li> <li>Select the song or the file from the "Folder" list.</li> </ul>
Garbled characters are displayed.	<ul style="list-style-type: none"> <li>The wrong language is selected.</li> <li>Select the correct language from "Language" (page 45), and then transfer data to the player again.</li> </ul>

