

Troubleshooting



NWZ-S636F / S638F / S639F / S736F / S738F / S739F



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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.

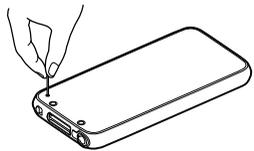
For details on how to operate, see “Operation Guide (PDF file).”

2 Connect the player to your computer to charge the battery.

You may be able to resolve some issues by charging the battery.

3 Press the RESET button with a small pin, etc.

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



4 Check the information about the issue in the Help of each software.

5 Look for information about the issue on the support Web site.

For customers in the USA, visit:
http://www.sony.com/walkmansupport

6 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.	<ul style="list-style-type: none"> The volume level is set to zero. <ul style="list-style-type: none"> → Turn the volume up (☞ page 11). The headphone plug is not connected properly. <ul style="list-style-type: none"> → Connect the headphone plug properly (☞ page 11). The headphone plug is dirty. <ul style="list-style-type: none"> → Clean the headphone plug with a soft dry cloth. No songs or videos are stored on the player. <ul style="list-style-type: none"> → Follow the instructions in the displayed message, and transfer songs or videos from the computer.
No data is played.	<ul style="list-style-type: none"> The battery is consumed. <ul style="list-style-type: none"> → Charge the battery fully (☞ page 23). → If the player does not react, even after charging the battery, press the RESET button to reset the player (☞ page 132). No data is stored on the player. <ul style="list-style-type: none"> → Follow the instructions in the displayed message, and transfer data from the computer. Transferred files are not in a playable format. For details, see “Supported file format” of “Specifications” (☞ page 159). <ul style="list-style-type: none"> → Songs or videos may not be played back, depending on the file format (☞ page 159). → Photos may not be displayed, depending on the file size or the file format (☞ page 159). You are placing audio MP4 files in a video folder by dragging and dropping. <ul style="list-style-type: none"> → Place them in the “MUSIC” folder by dragging and dropping. The playback limitation period of the song has expired due to subscription conditions, etc. <ul style="list-style-type: none"> → Songs with an expired playback limitation period cannot be played back. Update them using the software used for transferring. After dragging and dropping in Windows Explorer, data hierarchy levels do not correspond to the player (☞ page 27).
Transferred data is not displayed in its list.	<ul style="list-style-type: none"> The maximum number of files that can be displayed is reached. The maximum number of files is 1,000 files for videos, 10,000 files for photos, and 10,000 files for podcast episodes. Also, the maximum number of folders is 1,000 folders for photos in the photo folder list, and 1,000 folders in the podcast channel list. <ul style="list-style-type: none"> → Delete unnecessary data. Data was placed in the wrong location by dragging and dropping. <ul style="list-style-type: none"> → Place the data in the correct place by dragging and dropping (☞ page 27). Available capacity is insufficient. <ul style="list-style-type: none"> → Delete unnecessary data to increase free space on the player. After dragging and dropping in Windows Explorer, data hierarchy levels do not correspond to the player (☞ page 27).
When “All Songs” or “Album” is selected, all the songs will appear, but some songs will not appear when “Folder” is selected.	<ul style="list-style-type: none"> The audio files are not in folders under the “MUSIC” folder. <ul style="list-style-type: none"> → Place them in folders under the “MUSIC” folder by dragging and dropping.
Songs are played back within a limited playback range only, such as within one album.	<ul style="list-style-type: none"> “Playback Range” (☞ page 54) is set to “Selected Range.” <ul style="list-style-type: none"> → Change the playback range setting.
Data cannot be deleted on the player.	<ul style="list-style-type: none"> You cannot delete songs or photos on the player. <ul style="list-style-type: none"> → Delete them using the software you used to transfer the data, or Windows Explorer.

Symptom	Cause/Remedy
Noise is generated.	<ul style="list-style-type: none"> Noise Canceling (NWZ-S736F/S738F/S739F only) is set in a quiet place. <ul style="list-style-type: none"> → Noise tends to be more noticeable in a quiet place or depending on the noise type. Release Noise Canceling (☞ page 103). Furthermore, the supplied headphones are designed for fairly high sensitivity to maximize the effectiveness of Noise Canceling in noisy places such as outside or in a train. For this, you may hear white noise in a quiet place even if you release Noise Canceling. A device emitting radio signals, such as a mobile phone is being used near the player. <ul style="list-style-type: none"> → When using devices such as mobile phones, keep them away from the player. Music data imported from CDs, etc., is damaged. <ul style="list-style-type: none"> → Delete the data, then import and transfer it again. When importing data to your computer, close any other applications to avoid data damage. Transferred files are not in a playable format. For details, see “Supported file format” of “Specifications” (☞ page 159). <ul style="list-style-type: none"> → Some songs may not be played back, depending on certain file specifications.
Noise Canceling function (NWZ-S736F/S738F/S739F only) is not effective.	<ul style="list-style-type: none"> The NOISE CANCELING switch is set to the off position. <ul style="list-style-type: none"> → Slide the NOISE CANCELING switch in the direction of the arrow ▶. You are using headphones other than the supplied ones. <ul style="list-style-type: none"> → Use the supplied headphones. The supplied headphones are not being used properly. <ul style="list-style-type: none"> → Change the size of the earbuds or adjust the earbud position to fit your ears snugly and comfortably (☞ page 8). If you change the size of earbuds, turn to install them firmly on the headphones to prevent from detaching and remaining in your ears. The player is used in a quiet place. <ul style="list-style-type: none"> → The Noise Canceling function may not be effective in a quiet place or depending on the type of noise.
“VPT(Surround)” setting or “Clear Stereo” function is not effective.	<ul style="list-style-type: none"> When outputting to external audio speakers using the optional cradle, “VPT(Surround)” settings and the “Clear Stereo” function may not be effective because the player is designed for compatible headphones only. This is not a malfunction.
Cannot see the video, but can hear it.	<ul style="list-style-type: none"> The file is a .3gp file. (.3gp only supports audio.) The video is not in a video folder. <ul style="list-style-type: none"> → Place the video in a video folder by dragging and dropping.
Buttons do not work.	<ul style="list-style-type: none"> The HOLD switch is set to the HOLD position. <ul style="list-style-type: none"> → Slide the HOLD switch to the opposite position (☞ page 12). The player contains moisture condensation. <ul style="list-style-type: none"> → Wait a few hours to let the player dry. The remaining battery power is low or insufficient. <ul style="list-style-type: none"> → Charge the battery by connecting the player to a running computer (☞ page 23). → If you charge the battery and nothing changes, press the RESET button to reset the player (☞ page 132). While “Connecting” or “Connected USB (MTP)” is being displayed, you cannot operate the player. <ul style="list-style-type: none"> → Disconnect the USB connection, then operate the player.
Playback does not stop.	<ul style="list-style-type: none"> With this player, there is no difference between stopping and pausing. When you press the ▶⏸ button, ⏸ appears and playback pauses/stops.
The player does not work.	<ul style="list-style-type: none"> The remaining battery power is insufficient. <ul style="list-style-type: none"> → Charge the battery by connecting the player to a running computer (☞ page 23). → If you charge the battery and nothing changes, press the RESET button to reset the player (☞ page 132).
Transferred data cannot be found.	<ul style="list-style-type: none"> The built-in flash memory of the player was formatted using Windows Explorer. <ul style="list-style-type: none"> → Format the built-in flash memory on the player (☞ page 123). The supplied USB cable was disconnected from the player while data was being transferred. <ul style="list-style-type: none"> → Transfer usable files back to your computer and format the built-in flash memory on the player (☞ page 123). After dragging and dropping in Windows Explorer, data hierarchy levels do not correspond to the player (☞ page 27). Transferred files are not in a playable format. For details, see “Supported file format” of “Specifications” (☞ page 159). <ul style="list-style-type: none"> → Songs or videos may not be played back, depending on the file format (☞ page 159). → Photos may not be displayed, depending on the file size or the file format (☞ page 159).

Symptom	Cause/Remedy
The volume is not loud enough.	<ul style="list-style-type: none"> “AVLS (Volume Limit)” is enabled. <ul style="list-style-type: none"> → Disable “AVLS (Volume Limit)” (☞ page 109).
There is no sound from the right channel of the headphones. Or the right channel sound is heard from both sides of the headphones.	<ul style="list-style-type: none"> The headphone plug is not fully inserted. <ul style="list-style-type: none"> → If the headphones are not connected correctly, sound will not be output properly. Insert the headphone plug into the jack until it clicks (☞ page 11).
Playback has stopped suddenly.	<ul style="list-style-type: none"> The remaining battery power is insufficient. <ul style="list-style-type: none"> → Charge the battery by connecting the player to a running computer (☞ page 23). The songs or video files that cannot be played are played. <ul style="list-style-type: none"> → Play back the other song or video files.
Thumbnails are not displayed.	<ul style="list-style-type: none"> Songs do not have cover art information whose file format is supported by the player. <ul style="list-style-type: none"> → Transfer again using the bundled Windows Media Player 11, or another transfer capable software. Thumbnail name does not match its video, or the video is not in the correct location. <ul style="list-style-type: none"> → Place a JPEG file of the same name as the video into the folder under the “VIDEO” folder. If the photos do not have thumbnails that are compiled with Exif file format, the thumbnails cannot be displayed. <ul style="list-style-type: none"> → Retransfer the photos using bundled Media Manager for WALKMAN.
Cover art is not displayed.	<ul style="list-style-type: none"> Cover art information is not included with the data. <ul style="list-style-type: none"> → The cover art only appears if the cover art information is included. You can set cover art using the bundled Windows Media Player 11, or another transfer capable software for setting cover art. For details on operation, refer to the Help or maker of the software. Some cover art is not displayed, depending on its file format.
The player cannot format.	<ul style="list-style-type: none"> The remaining battery is low or insufficient. <ul style="list-style-type: none"> → Charge the battery by connecting the player to a running computer (☞ page 23).
The player’s power was inadvertently turned off, and then on again.	<ul style="list-style-type: none"> If a malfunction occurs, the player turns off, and then on again automatically.
The player does not work properly.	<ul style="list-style-type: none"> The computer is started or restarted while the player is connected to it. <ul style="list-style-type: none"> → Reset the player by pressing the RESET button of the player. Disconnect the player when you start or restart the computer.

Display

Symptom	Cause/Remedy
☞ is displayed instead of Ⓢ on the Home menu.	<ul style="list-style-type: none"> The icon has been changed because the player was accessed to an online service (available only in the U.S.A.). <ul style="list-style-type: none"> → To restore Ⓢ, format the player (☞ page 123).
“□” appears for a title.	<ul style="list-style-type: none"> Characters that cannot appear on the player are included in the title. <ul style="list-style-type: none"> → Rename the title with appropriate characters using the software you used to transfer or Windows Explorer.
“Unknown” is displayed for an album or artist name, etc.	<ul style="list-style-type: none"> The data has no data information, such as an album or artist name, etc.
Garbled characters are displayed.	<ul style="list-style-type: none"> The wrong language is selected. <ul style="list-style-type: none"> → Select the correct language from “Language Settings” (☞ page 125), and then transfer data to the player again.
The screen darkens while displaying a photo.	<ul style="list-style-type: none"> There was no operation attempted for the time selected in “Screensaver Timing” (☞ page 112). <ul style="list-style-type: none"> → Press any button.

Display Page numbers in parentheses refer to pages of “Operation Guide (PDF).”

Symptom	Cause/Remedy
The screen turns off.	<ul style="list-style-type: none">There was no operation attempted for more than 3 minutes while the player was in the pause mode. <ul style="list-style-type: none">Press any button. There was no operation attempted for the period you set in “Screensaver Timing” when “Screensaver” is set to “Blank” (page 112). <ul style="list-style-type: none">Press any button. Set “Screensaver” to other than “Blank.” “On-Hold Display” is set to “No.” <ul style="list-style-type: none">Slide the HOLD switch to the opposite position (page 12). Set “On-Hold Display” to “Yes” (page 77). You can play back a video even when the HOLD function is activated.
A message appears.	<ul style="list-style-type: none">See the “Messages” (page 146).

Power

Symptom	Cause/Remedy
Battery life is short.	<ul style="list-style-type: none">The operating temperature is below 5 °C (41 °F). <ul style="list-style-type: none">Battery life becomes shorter due to the battery characteristics. This is not a malfunction. Battery charging time is not sufficient. <ul style="list-style-type: none">Charge the battery until [FULL] appears. By adjusting the settings or managing the power supply properly, it is possible to save the battery power and use the player for a longer time (page 127). You have not used the player for a prolonged period. <ul style="list-style-type: none">The efficiency of the battery will be improved by repeatedly charging and discharging it. When usable battery life becomes half the usual time, even after charging the battery fully, the battery should be replaced. <ul style="list-style-type: none">Consult your nearest Sony dealer. Copyright-protected contents are played. <ul style="list-style-type: none">When copyright-protected contents are played, battery life may be shorter.

The player cannot charge the battery.	<ul style="list-style-type: none">The USB cable is not connected to a USB port on your computer properly. <ul style="list-style-type: none">Disconnect the USB cable, and then reconnect it. Use the supplied USB cable. The battery is charged in an ambient temperature out of the range of 5 °C (41 °F) to 35 °C (95 °F). <ul style="list-style-type: none">Charge the battery in an ambient temperature of 5 °C (41 °F) to 35 °C (95 °F). The computer is not on. <ul style="list-style-type: none">Turn on the computer. Your computer has entered sleep or hibernation status. <ul style="list-style-type: none">Release the computer from sleep or hibernation status.
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The player turns off automatically.	<ul style="list-style-type: none">To avoid unnecessary battery consumption, the player automatically turns off. <ul style="list-style-type: none">Press any button to turn the player on.
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Charging completes very quickly.	<ul style="list-style-type: none">If the battery is already almost fully charged when charging begins, little time is needed to reach full charge.
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Connection with a computer

The following minimum system requirements for the player are needed.

System Requirements

- Computer
 - IBM PC/AT or compatible computer preinstalled with the following Windows operating systems*1: Windows XP Home Edition (Service Pack 2 or later) / Windows XP Professional (Service Pack 2 or later) / Windows Vista Home Basic (Service Pack 1 or later) / Windows Vista Home Premium (Service Pack 1 or later) / Windows Vista Business (Service Pack 1 or later) / Windows Vista Ultimate (Service Pack 1 or later)
 - Not supported by 64 bit version OS. Not supported by OSs other than above.

*1Excluding OS Versions not supported by Microsoft.

- CPU: Pentium 4 1.0 GHz or higher
- RAM: 512 MB or more
- Hard Disk drive: 380 MB or more of available space
- Display:
 - Screen Resolution: 800 × 600 pixels (or higher) (recommended 1,024 × 768 or higher)
 - Colors: 8 bit or higher (16 bit recommended)
- CD-ROM drive (supporting Digital Music CD playback capabilities using WDM)
 - To create original CDs, a CD-R/RW drive is required.
- Sound board
- USB port (Hi-Speed USB is recommended)

Symptom	Cause/Remedy
Media Manager for WALKMAN does not start up.	<ul style="list-style-type: none">Your computer’s system environment has changed, perhaps due to an update of the Windows operating system.
“Connecting” or “Connected USB (MTP)” does not appear when connected to the computer with the supplied USB cable.	<ul style="list-style-type: none">The USB cable is not connected to a USB port on your computer properly. <ul style="list-style-type: none">Disconnect the USB cable, and then reconnect it. Use the supplied USB cable. A USB hub is being used. <ul style="list-style-type: none">Connecting the player via a USB hub may not work. Connect the player to your computer using the supplied USB cable. The computer is running another software other than the one used for transferring. <ul style="list-style-type: none">Disconnect the USB cable, wait a few minutes, and reconnect it. If the problem persists, disconnect the USB cable, restart the computer, and then reconnect the USB cable. “Connecting” or “Connected USB (MTP)” may not appear on the player, depending on the software environment that is running on your computer. <ul style="list-style-type: none">Activate Windows Media Player, or Windows Explorer.

- The USB cable is not connected to a USB port on your computer properly.
 - Disconnect the USB cable, and then reconnect it.
- A USB hub is being used.
 - Connecting the player via a USB hub may not work. Connect the player to your computer using the supplied USB cable.
- The USB port on your computer may have a problem. Connect the player to another USB port on your computer.

Symptom	Cause/Remedy
Data cannot be transferred to the player from your computer.	<ul style="list-style-type: none">Transferring may be stopped due to noise such as static electricity, etc. This happens to protect data information. <ul style="list-style-type: none">Disconnect the player, then reconnect it. If you transfer files by dragging and dropping on some computers that do not have Windows Media Player 11 installed, there may be limited files (AAC, video files, etc.) that can be transferred by dragging and dropping. <ul style="list-style-type: none">Install Windows Media Player 11 from the supplied CD-ROM, then transfer files by dragging and dropping again. Before installing the supplied Windows Media Player 11 on your computer, make sure to check whether your software or service corresponds to Windows Media Player 11. For details on usage, or support on Windows Media Player, visit the following web site: http://support.microsoft.com/ The USB cable is not connected to a USB port on your computer properly. <ul style="list-style-type: none">Disconnect the USB cable, and then reconnect it. There is not enough free space in the built-in flash memory. <ul style="list-style-type: none">Transfer any unnecessary data back to your computer to increase free space. Songs with a limited playing period or playing count may not be transferred due to restrictions set by copyright holders. For details on the settings of each audio file, contact the distributor. Abnormal data exists on the player. <ul style="list-style-type: none">Transfer usable files back to your computer and format the built-in flash memory on the player (page 123). The data may be damaged. <ul style="list-style-type: none">Delete the data that cannot be transferred from your computer, then import it to your computer again. When importing data to your computer, close any other applications to avoid data damage. Transferable limit of files and folders has been exceeded. <ul style="list-style-type: none">Delete unnecessary data. You are trying to transfer .m4a, .mp4, .3gp or .m4v files on a computer that already has Windows Media Player 10 installed. <ul style="list-style-type: none">Install Windows Media Player 11 from the supplied CD-ROM. If you transfer data using an appropriate software for transferring, but the transfer is not made, refer to the manufacturer.
Only a small amount of data can be transferred to the player.	<ul style="list-style-type: none">There is not enough free space in the built-in flash memory. <ul style="list-style-type: none">Transfer any unnecessary data back to your computer to increase free space. Data that cannot be played on the player is stored on the player. <ul style="list-style-type: none">If data other than song, video, or photo data is stored on the player, less data can be transferred. Transfer back data that cannot be played on the player to the computer to increase the available space.
The player becomes unstable while it is connected to the computer.	<ul style="list-style-type: none">A USB hub or USB extension cable is being used. <ul style="list-style-type: none">Connecting the player via a USB hub or extension cable may not work. Connect the player to your computer using the supplied USB cable.
You cannot delete or rename the folders.	<ul style="list-style-type: none">You cannot delete or rename the “MUSIC,” “MP_ROOT,” “VIDEO,” “PICTURES,” “PICTURE” and “PODCASTS” folders.

SensMe™ Channels

Symptom	Cause/Remedy
You cannot find your desired channel.	<ul style="list-style-type: none">If there are no songs to match the theme of the channel, the channel is not displayed on the “SensMe” Channels” screen.
“Morning” always displayed for the time-based channel.	<ul style="list-style-type: none">If you have not set the clock of the player, “Morning” always appears for the time-based channel. <ul style="list-style-type: none">Set the clock of the player (page 117).
Unsuitable songs for selected time-based channels are played.	<ul style="list-style-type: none">If there are no songs to match the theme of the time-based channel, all the songs in “Music Library” are played back in the shuffle play.

FM Radio

Symptom	Cause/Remedy
You cannot hear an FM broadcast well.	<ul style="list-style-type: none">The receiving frequency is not fully tuned in. <ul style="list-style-type: none">Select the frequency manually to improve reception using the ▲/▼ button (page 100).
Reception is weak and sound quality is poor.	<ul style="list-style-type: none">The radio signal is weak. <ul style="list-style-type: none">Listen to the FM broadcast near a window since the signal may be weak inside buildings or in vehicles. The headphone cord is not fully extended. <ul style="list-style-type: none">The headphone cord functions as an antenna. Extend the headphone cord as far as possible.
The FM broadcast is affected by interference.	<ul style="list-style-type: none">A device emitting radio signals, such as a mobile phone, is being used near the player. <ul style="list-style-type: none">When using devices such as mobile phones, keep them away from the player.

Other

Symptom	Cause/Remedy
There is no beep sound when the player is operated.	<ul style="list-style-type: none">“Beep Settings” is set to “Off.” <ul style="list-style-type: none">Set “Beep Settings” to “On” (page 110). The beep does not sound when the player is connected to the optional cradle, or another device.
The player gets warm.	<ul style="list-style-type: none">The player may become warm when the battery is being charged and just after charging. The player also may get warm when a large amount of data is transferred. This behavior is normal and not cause for concern. Set the player aside for a while to allow it to cool down.
The screen turns on whenever songs change.	<ul style="list-style-type: none">“New Song Pop Up” is set to “On.” <ul style="list-style-type: none">Set “New Song Pop Up” to “Off” (page 55).
The date and time have been reset.	<ul style="list-style-type: none">If you left the player for a while with the battery used up, the date and time may be reset. This is not a malfunction. Charge the battery until [FULL] appears on the screen and set the date and time again (page 117).

To initialize (format) the player

Be sure to format the built-in flash memory using the Menu mode on this player following the procedure below. (Check all contents before formatting as all data stored will be erased.)

1 Press and hold the BACK/HOME button in the pause mode until the Home menu appears.

2 Select ⌘ (Settings)- “Common Settings” – “Format” – “Yes” – “Yes,” in this order.

Press the ▲/▼/◀/▶ button to select the item, and then press the ►|| button to confirm. After selecting “Yes” and confirming, “Formatting...” appears and formatting starts. When formatting is complete, “Memory formatted.” appears.