

Troubleshooting



NWZ-B133 / B135 / B133F / B135F



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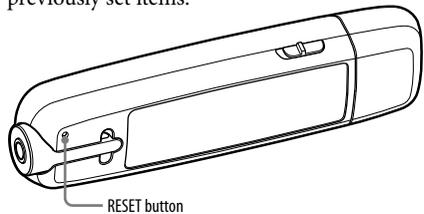
4-113-289-12 (1)

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>
 For customers who purchased the overseas models, visit:
<http://www.sony.co.jp/overseas/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.	<ul style="list-style-type: none"> The volume level is set to zero. → Turn the volume up (Ⓞ page 10). The headphone jack is not connected properly. → Connect the headphone jack properly (Ⓞ page 10). The headphone plug is dirty. → Clean the headphone 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.	<ul style="list-style-type: none"> 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 content, 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> The HOLD switch is set to the direction of the arrow (⇐). → Slide the HOLD switch to the opposite direction of the arrow (⇒) (Ⓞ page 11). The player contains moisture condensation. → Wait a few hours to let the player dry. The remaining battery power is low or insufficient. → Charge the battery power by connecting to the computer (Ⓞ page 14). → If the player does not react, even after charging the battery, press the RESET button to reset the player (Ⓞ page 47).
Playback does not stop.	<ul style="list-style-type: none"> With the player, there is no difference between stopping and pausing. When you press the ► button, appears and playback pauses/stops.
It takes time to start up the player.	<ul style="list-style-type: none"> It may take time to start up the player if many files or folders are stored on the player, or if audio data transferred to the player has a lot of ID3 tag information. Wait until the start-up animation appears.
The transferred songs cannot be found.	<ul style="list-style-type: none"> 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 usable files back to your computer and format the built-in flash memory using the "Format" menu of the player (Ⓞ page 46).
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 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).
Playback has stopped suddenly.	<ul style="list-style-type: none"> The remaining battery power is insufficient. → Charge the battery power by connecting to the computer (Ⓞ page 14).
The player cannot format.	<ul style="list-style-type: none"> 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"> 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.	<ul style="list-style-type: none"> The title has no name. → Select the song or the file from the "Folder" list.
Garbled characters are displayed.	<ul style="list-style-type: none"> 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"> The HOLD switch is set to the direction of the arrow (⇐). → Slide the HOLD switch to the opposite direction of the arrow (⇒) (Ⓞ page 11). If you press the ► button immediately after turning off the player, the player does not start due to the shutting down process. Wait for a few seconds, then turn on the power. The remaining battery power is insufficient. → Charge the battery power by connecting to the computer (Ⓞ page 14). → If the player does not react, even after charging the battery, press the RESET button to reset the player (Ⓞ page 47). Delete unnecessary files. → Delete unnecessary files until the combined total of files and folders becomes 2,000 or less. → At least 20 MB of free space is necessary to function normally. If you want to check the free space, open [My Computer] - [WALKMAN] or [Removable Disk], right-click [Storage Media]*1 to display the menu, and then select [Properties]. *1 Data hierarchy may differ, depending on your computer environment.
Battery life is short.	<ul style="list-style-type: none"> The operating temperature is below 5 °C (41°F). → Battery life becomes shorter due to the battery characteristics. This is not malfunction. Battery charging time is not enough. → Charge the battery until 100% appears. 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. Copyright-protected contents are being played. → When copyright-protected contents are played, battery life may be shorter.
The player cannot charge the battery.	<ul style="list-style-type: none"> The player is not connected to a USB port on your computer properly. → Disconnect the player, and then reconnect it. The battery is 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. Your computer enters Sleep or hibernate status. → Release the computer from Sleep or hibernate status.
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.

Symptom	Cause/Remedy
“MEMORY FULL” is displayed even though the maximum recording time is not reached.	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> Delete unnecessary files until the combined total of files and folders becomes 999 or less. Export the recorded files to a computer.
The remaining recording time remains the same even though files are deleted.	<ul style="list-style-type: none"> Due to system restrictions, the remaining recording time may not improve if only short files are deleted.
Cannot record.	<ul style="list-style-type: none"> There is not enough free space in the built-in flash memory. <ul style="list-style-type: none"> Delete unnecessary files. Export the recorded files to a computer. Necessary free space may vary, depending on the bit rate or recording time. 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. <ul style="list-style-type: none"> Delete unnecessary files until the combined total of files and folders becomes 999 or less. Export the recorded files to a computer. The player is connected to a computer. <ul style="list-style-type: none"> Disconnect the player from the computer.
The combined total of the recorded time and the remaining time does not equal the maximum recording time.	<ul style="list-style-type: none"> 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.
Recorded files cannot be deleted.	<ul style="list-style-type: none"> The file or the folder which cannot be deleted is set to [Read-only] on a computer. <ul style="list-style-type: none"> Delete the data using Windows Explorer. The battery power is low or exhausted. <ul style="list-style-type: none"> Charge the battery fully (Ⓒ page 14).
The folder is not deleted even though recorded files have all been deleted.	<ul style="list-style-type: none"> Files other than the recorded files are included in the folder. <ul style="list-style-type: none"> Open the folder using Windows Explorer, and delete all the files other than files recorded by the player.

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:
 - 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.
 - Not supported by OSs other than above.
 - 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 11 need to be installed.
 - Broadband Internet connection is required to use Electronic Music Distribution(EMD) or to visit the web site.

We do not guarantee operation for all computers even if they meet the above System Requirements.

Not supported by the following environments:

- Personally constructed computers or operating systems
- An environment that is an upgrade of the original manufacturer-installed operating system
- Multi-boot environment
- Multi-monitor environment
- Macintosh

Symptom	Cause/Remedy
“CONNECTED USB” does not appear when the player is connected to the computer.	<ul style="list-style-type: none"> The player’s USB connector is not connected to a USB port on your computer properly. <ul style="list-style-type: none"> Disconnect the player, and then reconnect it. A USB hub is being used. <ul style="list-style-type: none"> Connect the player directly to a USB port, as connection via a USB hub may not work. However, a USB hub that supplies power can be used. Another application is running on the computer. <ul style="list-style-type: none"> Disconnect the player, wait a few minutes, and reconnect it. If the problem persists, disconnect the player, restart the computer, and then reconnect the player.
The player is not recognized by the computer when it is connected to the computer.	<ul style="list-style-type: none"> The player’s USB connector is not connected to a USB port on your computer properly. <ul style="list-style-type: none"> Disconnect the player, and then reconnect it. A USB hub is being used. <ul style="list-style-type: none"> Connect the player directly to a USB port, as connection via a USB hub may not work. However, a USB hub that supplies power can be used. The USB port on your computer may have a problem. <ul style="list-style-type: none"> Connect the player’s USB connector to another USB port on your computer.
Audio files cannot be transferred to the player from your computer.	<ul style="list-style-type: none"> Transferring may be stopped due to influences such as static electricity, etc. <ul style="list-style-type: none"> This happens to protect data information. Disconnect the player, then reconnect it. The player’s USB connector is not connected to a USB port on your computer properly. Make sure that “DATA ACCESS” or “CONNECTED USB” appears on the display. <ul style="list-style-type: none"> Disconnect the player, and then reconnect it. There is not enough free space in the built-in flash memory. <ul style="list-style-type: none"> Delete unnecessary songs to increase free space. Abnormal file(s) exists on the player. <ul style="list-style-type: none"> Transfer your necessary files back to your computer and format the player (Ⓒ page 46). An audio file is damaged. <ul style="list-style-type: none"> Delete the audio file then transfer it again. When transferring the audio file, close any other applications to avoid file damage.
Only a small number of songs 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"> Delete unnecessary songs to increase free space. Non-audio data is stored in the built-in flash memory. <ul style="list-style-type: none"> Move non-audio files to the computer to increase free space.
The player becomes unstable while it is connected to the computer.	<ul style="list-style-type: none"> A USB hub is being used. <ul style="list-style-type: none"> Connect the player directly to a USB port, as connection via a USB hub may not work. However, a USB hub that supplies power can be used.

FM Tuner (NWZ-B133F/B135F only)

Symptom	Cause/Remedy
You cannot hear the 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 (Ⓒ page 29).
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 vehicles. The headphone cord is not extended enough. <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 such devices 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” is set to “Beep OFF” <ul style="list-style-type: none"> Set “Beep” to “Beep ON” (Ⓒ page 44).
The player gets warm.	<ul style="list-style-type: none"> The player may be warm when the battery is being charged and just after charging. The player also may become warm when a large amount of files are transferred. This is normal and is not cause for concern. Set the player aside for a while to allow it to cool down.
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. <ul style="list-style-type: none"> This is not a malfunction. Charge the battery until  appears on the screen (Ⓒ page 14) and set the date and time again (Ⓒ page 44).
All settings of the player have been reset.	<ul style="list-style-type: none"> You moved, deleted, or renamed the system files. Or, the built-in flash memory of the player was formatted using other than the “Format” menu of the player. <ul style="list-style-type: none"> 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 player using other than the “Format” menu of the player, format the built-in flash memory using the “Format” menu of the player (Ⓒ page 46).

To initialize (format) the player

Be sure to format the built-in flash memory using the “Settings” menu 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 until the HOME menu appears.

2 Select  (Settings) – “Initialize” – “Format” – “OK,” in this order.

Press the /  button to select the item, and then press the  button to confirm.

After selecting “OK” and confirming, “FORMATTING...” appears and formatting starts. When formatting is complete, “COMPLETE” appears.