Digital Media Player
NW-ZX2

Use this manual when you have troubles or when you need to know how to use your WALKMAN®.

This “Help Guide” is an excerpted version that contains basic operations only. For details on other operations, see the full version by clicking the banner below. An Internet connection is required to see the full version.

“Help Guide” (Full)

For complete information on this Walkman, see the online “Help Guide” (Full).

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Troubleshooting

## Troubleshooting

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## Q&A

### Operation

- Your Walkman does not operate or the power does not turn on.
- You want your Walkman screen to stay on longer before it turns off automatically.
- A drink (water, coffee, etc.) was spilled on your Walkman, or the Walkman was washed in the washing machine.
- An alarm (beep) is heard and the message [Check the volume level] is displayed.

### Sound

- There is no sound.
- Volume cannot be turned up, or the volume remains low when the playback volume is turned up.

### Power

- The rechargeable battery needs to be replaced.
- The battery life is short.

### Connection to a Computer

- The computer does not recognize your Walkman.
- The computer does not recognize a microSD card inserted in your Walkman.
- You cannot install software to your computer.
- Content such as music cannot be transferred from the computer to your Walkman.

### Bluetooth

- Pairing cannot be done.
- You cannot connect via the Bluetooth function.

### Wi-Fi

- You cannot connect to a Wi-Fi network.

### microSD Card

- Your Walkman does not recognize a microSD card that is inserted.
- The computer does not recognize a microSD card inserted in your Walkman.
- Music content cannot be transferred using Media Go.

Videos cannot be transferred using the “Take along” transfer function.



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## Customer Registration Website

### Customer registration website

View information on websites where you can register your Walkman.


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## Before Use

### Before first use

Be sure to read this manual before you use your Walkman for the first time.



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## Parts and Controls

### Parts and controls

This section introduces the functions of buttons, jacks, and other parts of your Walkman.


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## Power/Charging

### Turning the power on

Turn the power on to start your Walkman.

### Turning the power off

Turn the power off if you do not intend to use your Walkman for a long period of time.

### Turning the screen on and off

You can turn the screen off when not using your Walkman in order to prevent the touch screen from being operated accidentally.

### Charging the battery

Charge your Walkman by connecting it to a computer.


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## Flow of Initial Settings

### Flow of initial settings

The first time you turn your Walkman power on, a screen for the initial settings is displayed. Follow the instructions on the screen to set each of the settings.



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## How to Use the Buttons

### Using “Play/Pause,” “Next” and “Previous” buttons

You can operate Music player, Video player, etc. using the “Play/Pause,” “Next” and “Previous” buttons on the side of your Walkman.

### Using the volume “+” and “-” buttons

Use the volume “+” and “-” buttons to adjust the master volume.

### Volume operation (Only for countries/areas complying with European Directives)

An alarm (beep) and a warning [Check the volume level] are meant to protect your ears when you turn the volume up to a level that is harmful for your ears for the first time. You can cancel the alarm and warning by tapping the [OK] button on the alert dialog.


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## How to Use the Touch Screen

### How to use the touch screen

The display of your Walkman is a touch screen, and you operate the Walkman by directly touching the screen with your fingers. This section explains basic touch screen operations.

### Notes on the touch screen

This section contains various notes about the touch screen.


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## microSD Card

### Inserting a microSD card

This section explains how to insert a microSD card (not supplied) into your Walkman.

### Removing a microSD card

This section explains how to remove a microSD card (not supplied) from your Walkman.

### Selecting the storage to use

Select the storage to use from [System storage] or [SD card].

### Formatting a microSD card

Format a microSD card (not supplied) and delete all data stored on it. The folder structure is also reset to its default status.

### Notes on microSD cards

This section contains notes on microSD cards.


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## Home Screen

### Home screen

Application widgets, shortcuts, folders and more are displayed on the Home screen. There are several Home screens, and the screen can be switched by flicking right or left.

### Basic operation keys

This section explains the basic operation keys at the bottom of your Walkman screen.

### Switching Home screens

There are several Home screens. You can switch Home screens by flicking right or left.

### Displaying the notification panel and shortcuts from the status bar

You can check the details on notifications in the notification panel, and start the relevant applications directly by tapping a notification.


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## Connecting Your Walkman to Your Computer

### Connecting to a computer

Connect your Walkman to a computer via USB to charge the Walkman or transfer data.

### Notes on connecting your Walkman to a computer

This section contains notes on connecting your Walkman to a computer.


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## Initializing/Updating

### Resetting your Walkman

Reset your Walkman if operations become unstable.

### Formatting the storage of your Walkman

All of the data is deleted, and your Walkman is reset to the factory defaults.

### Updating your Walkman

Updating your Walkman to the latest system software allows you to add new functions to the Walkman.



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## Installing Media Go

### Installing Media Go

Connect your Walkman to your Windows computer and install Media Go.


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## Installing Content Transfer

### Installing Content Transfer

Connect your Walkman to your Mac computer and install Content Transfer.



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## Importing Content to the Software

### Importing and transferring content from media using Media Go

This section explains how to import and transfer music from CDs using Media Go.


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## Transferring Content to Your Walkman

### Transferring content using Media Go

Use Media Go to transfer content or playlists that are also managed on your computer to your Walkman.

### Transferring iTunes content using Media Go

Use Media Go to transfer content or playlists on your computer or managed with iTunes to your Walkman.

### Transferring content using Content Transfer

Use Content Transfer to transfer content or playlists on your Mac computer or managed with iTunes to your Walkman.

### Transferring content using Explorer

Use drag-and-drop in Windows Explorer to directly transfer content to your Walkman.

### Transferring content using the Finder

Use drag-and-drop in the Finder to directly transfer content to your Walkman.


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## Connecting with Bluetooth Audio Devices

### Making a Bluetooth connection using the NFC function

You can pair and connect to a Bluetooth audio device that has the NFC function simply by touching your Walkman to the device.



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## Making a Bluetooth Connection from the [Settings] Menu

### Turning the Bluetooth function on/off

When you want to connect a Bluetooth audio device to your Walkman, you first need to turn the Bluetooth function on. The connection method may differ depending on the device.

### Pairing a Bluetooth audio device

You need to "pair" your Walkman with a new Bluetooth audio device in order to connect to the device. Once the devices are paired, you can easily connect the Walkman with the Bluetooth audio device from the next time onwards using a simple operation.

### Connecting to a Bluetooth audio device

When the Bluetooth function is on, your Walkman can connect to a paired Bluetooth audio device.


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## Connecting with One Touch (NFC)

### Making a Bluetooth connection using the NFC function

You can pair and connect to a Bluetooth audio device that has the NFC function simply by touching your Walkman to the device.



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## What Is Wi-Fi Communications?

### What is Wi-Fi?

You can use Wi-Fi communication to connect wireless LAN devices, use a public wireless LAN service to enjoy using your Walkman on the Internet, and communicate with other devices.



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## Connecting to a Wi-Fi Network

### Turning Wi-Fi on/off

Turn the Wi-Fi function on to enjoy using the Internet on your Walkman.

### Connecting to a Wi-Fi network

To connect to a Wi-Fi network, you need to have a wireless LAN (Wi-Fi) environment that can connect to the Internet. If your router supports “WPS,” you can connect to a Wi-Fi network with simple operations.

### Connecting to a Wi-Fi network from the settings screen

If your Wi-Fi router does not support WPS, select the Wi-Fi network that you can use from the list.

### Connecting to a Wi-Fi network using the WPS button

If your Wi-Fi router supports WPS (Wi-Fi Protected Setup), make a Wi-Fi connection easily by simply pressing the button.

### Checking the Wi-Fi network status

You can check the status of the Wi-Fi network using the icon displayed in the status bar.


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## Precautions

### Notes on handling your Walkman

Important information for using your Walkman is explained.

### Notes on headphones

Important notes for the headphones are explained.

### Notes on the software

Important notes for the software are explained.

### Maintenance of your Walkman

Important notes for cleaning your Walkman are explained.


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## Customer Support Website

### Customer support website

Visit the customer support website if you have any questions or issues with your Walkman.


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## Specifications

### Specifications
Details on the Walkman specifications (size, weight, and memory size, etc.) are shown.

### Battery life
The estimated battery usage hours based on typical usage conditions and settings are explained.

### Maximum recordable number of songs and time (Approx.)
The maximum recordable number of songs and time are explained.

### Maximum recordable time of videos (Approx.)
The maximum recordable time of videos is explained.

### Supported formats
The file formats that are supported by your Walkman are explained.

### System requirements
Details on the system requirements needed to use your Walkman (the operating system version and memory size, etc.) are shown.

### Contents
A list of accessories and manuals supplied with your Walkman is shown.


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## What Can I Do to Solve a Problem?

### What can I do to solve a problem?

This section contains solutions for when your Walkman does not function as expected or if a problem occurs during operation.

### Customer support website

Visit the customer support website if you have any questions or issues with your Walkman.


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## Operation

Your Walkman does not operate or the power does not turn on.

You want your Walkman screen to stay on longer before it turns off automatically.

A drink (water, coffee, etc.) was spilled on your Walkman, or the Walkman was washed in the washing machine.

An alarm (beep) is heard and the message [Check the volume level] is displayed.



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## Sound

- There is no sound.
- Volume cannot be turned up, or the volume remains low when the playback volume is turned up.


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## Power

The rechargeable battery needs to be replaced.

The battery life is short.


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## Connection to a Computer

- The computer does not recognize your Walkman.
- The computer does not recognize a microSD card inserted in your Walkman.
- You cannot install software to your computer.
- Content such as music cannot be transferred from the computer to your Walkman.


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## Bluetooth

Pairing cannot be done.

You cannot connect via the Bluetooth function.



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## Wi-Fi

You cannot connect to a Wi-Fi network.


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## microSD Card

- Your Walkman does not recognize a microSD card that is inserted.
- The computer does not recognize a microSD card inserted in your Walkman.
- Music content cannot be transferred using Media Go.
- Videos cannot be transferred using the “Take along” transfer function.


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## Customer registration website

We recommend that you register your Walkman so we can provide better customer support. Visit one of the following websites to register the Walkman.

### For customers in the USA:

http://www.sony.com/walkmanreg/

### For customers in Canada:

**English**

http://www.Sony.ca/Registration

**French**

http://www.Sony.ca/Enregistrement

### For customers in Latin America:

http://www.sony-latin.com/registration

### For customers in Europe:

http://walkman.sony-europe.com/usb-registration

### For customers in Asia/Oceania/Middle East/Africa:

**English/Korean/Traditional Chinese**

http://www.sony-asia.com/dmpwalkman/register/

**Simplified Chinese**

https://www.sonystyle.com.cn/b2c_sony/b2c/productRegister.do



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Before first use

Thank you for purchasing this Walkman.

This “Help Guide” is an excerpted version that contains basic operations only. For details on other operations, see the full version of the online Help Guide by clicking the banner on the top page. An Internet connection is required to see the full version.

The printed manuals (supplied), such as “Quick Start Guide,” also contain important information for you. For information about the customer support website, see “Customer support website.”

- For information on laws, regulations and trademark rights, refer to “Important Information” contained in the supplied software. To read it, install the supplied software on your computer.
- Google, Android and other marks are trademarks of Google Inc.
- The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License.
- All other trademarks and registered trademarks are trademarks or registered trademarks of their respective holders. In this manual, TM and ® marks are not specified.

## About model names mentioned in this “Help Guide”

Depending on the country/region in which you have purchased your Walkman, some models may not be available.

## Computer system requirements when connecting your Walkman

See “System requirements” for details on computer system requirements.

## Battery charging

The battery might be low when you use your Walkman for the first time. Charge the battery before using the Walkman.

## About microSD cards

In this “Help Guide,” microSD cards, microSDHC cards and microSDXC cards are called “microSD cards.”

## About images used in this “Help Guide”

The screens and illustrations shown are for reference only and may differ from the actual product or screen.

Design and specifications are subject to change without notice.

## Related Topic

- System requirements
- Customer support website
- Charging the battery
- Notes on handling your Walkman



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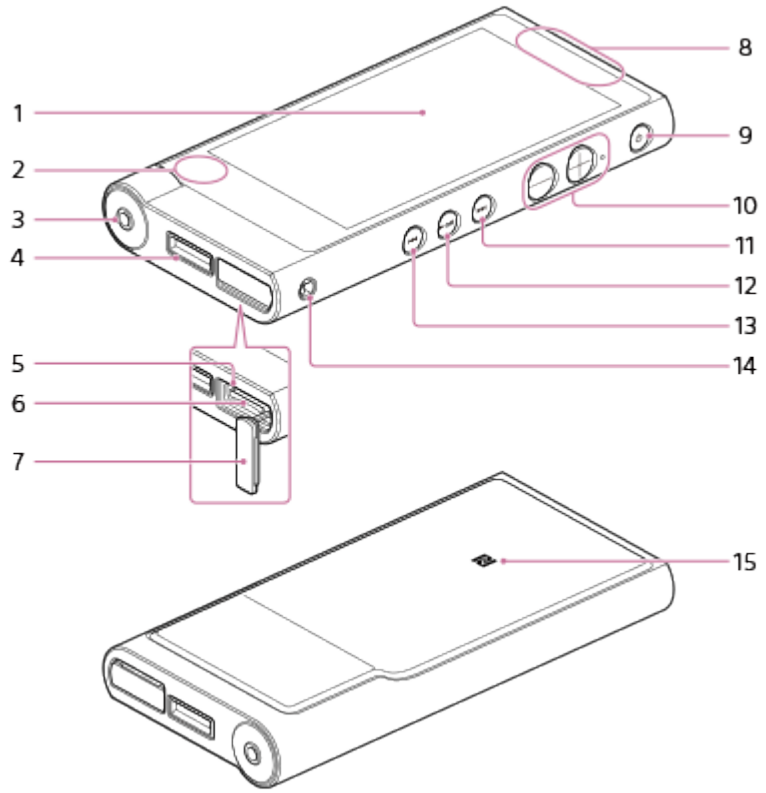
## Parts and controls

Functions of buttons, jacks, and other parts on your Walkman are explained here.




1. Screen (touch screen)
   Touch (tap) icons, items, etc., on the screen to operate your Walkman.
2. Built-in microphone
3. Headphone jack
   Push the headphone plug all the way in. If the headphones are connected improperly, the sound from the headphones will be impaired. Sound is not emitted from the headphones connected to the headphone jack when a Bluetooth connection is active. End the Bluetooth connection.
4. WM-PORT jack
   Connect the USB cable (supplied) or other accessories that support WM-PORT (not supplied).
5. Access lamp
   The access lamp is located under the slot cover.
6. microSD card slot
   The microSD card slot is located under the slot cover. Open the cover before inserting a microSD card (not

supplied). Insert a microSD card until it clicks into place to increase the available storage of your Walkman.

7. Slot cover
8. Built-in antenna
   Wi-Fi, Bluetooth, and GPS antennas are built-in.
9. ⏻ (Power)/Screen lock button
   Press to turn the power on. Press and hold to turn the power off. Press to turn the screen on/off.
   Your Walkman will be reset if you press and hold the ⏻ button for about 8 seconds.
10. Volume “+” and “-” buttons
    Press the volume “+” button to turn up and the volume “-” button to turn down the volume.
    There is a tactile dot beside the “+” button. Use it to help with button operations.
11. ⏭ (Next) button
    Skip to the next song, the next chapter of a video, or a scene playing 5 minutes later. If you press and hold the button, songs or videos are fast-forwarded.
12. ⏯ (Play/Pause) button
    Play back or pause songs or videos.
    There is a tactile dot on the button. Use it to help with button operations.
13. ⏮ (Previous) button
    Skip to the previous (or current) song, the previous chapter of a video, or a scene that played 5 minutes ago. If you press and hold the button, songs or videos are fast-rewound.
14. Strap hole
    This is used to attach a strap (not supplied).
15. N-mark
    Touch a Bluetooth audio device equipped with the NFC function to this mark.

| Related Topic |
| --- |
| • Turning the power on<br>• Turning the power off<br>• Turning the screen on and off<br>• Home screen<br>• Basic operation keys<br>• Using the volume “+” and “-” buttons<br>• Inserting a microSD card<br>• Resetting your Walkman |



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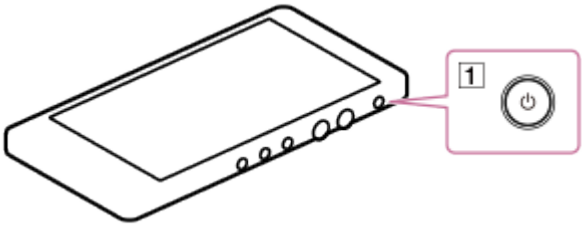
## Turning the power on

Turn on the power to start your Walkman.




1. Press the button (1).
   When you start your Walkman, it is locked, and the lock screen will be displayed.

2. Drag out of the circle.
   Your Walkman is then unlocked, and the Home screen will be displayed.

**Note**

- It may take some time before the lock screen is displayed.

- Charge the battery if your Walkman cannot be turned on.
- The lock screen differs depending on the screen lock type you have set on the security setting screen.

| Related Topic |
| --- |
| Parts and controls<br>Turning the power off<br>Turning the screen on and off<br>Charging the battery |



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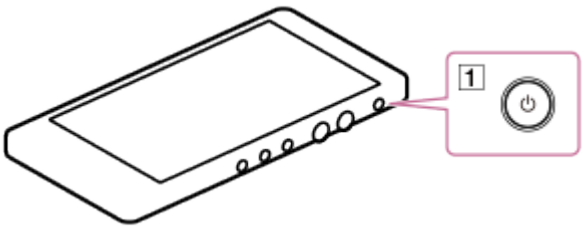
## Turning the power off

Turn off the power when not using your Walkman for an extended period of time.




1. Press and hold the button (1).
2. Tap [⏻ Power off] - [OK].
   The power will then turn off.

| Related Topic |
| --- |
| ●Parts and controls<br>●Turning the power on<br>●Turning the screen on and off |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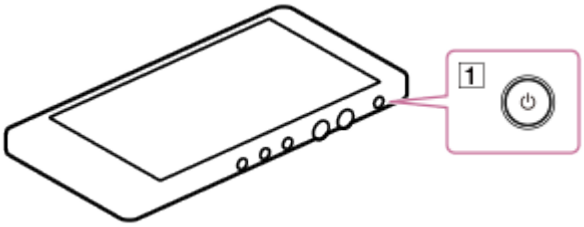
## Turning the screen on and off

You can turn off the screen when not using your Walkman in order to prevent the touch screen from being operated accidentally.




1. Press the button (1).
   The screen will turn off. Press the button (1) again to turn the screen on.

**Hint**

- The default setting is for the screen to be turned off automatically after no operations are performed for a certain length of time. You can set the time after which the screen is turned off.
- The lock screen is displayed when you turn on the screen. Touch and drag it out of the circle to unlock your Walkman.

| Related Topic |
| --- |
| Parts and controls<br>Turning the power on<br>Turning the power off |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## Charging the battery

Charge your Walkman by connecting it to a computer.

1. Connect your Walkman to a running computer via USB.
   [Charged] is displayed on the lock screen when charging is complete.
2. Disconnect your Walkman from the computer when charging is complete.
   Swipe the status bar of your Walkman down, and then tap [Turn off USB storage] on the notification panel.
   Tap [Turn off USB storage] displayed on the screen of the Walkman.

**Hint**

- For information about the time to fully charge the battery, see “Specifications.”

**Note**

- When you charge your Walkman when it has not been used for a long period of time or when you use it for the first time, your computer may not recognize it. The Walkman should start operating normally again after charging for about 10 minutes.
- If a large battery symbol is displayed while you are charging your Walkman, the remaining charge is still too low for the Walkman to operate. Charge it continuously for about 10 minutes before attempting any operations, and then the Walkman will start automatically.

Related Topic

- Connecting to a computer

- Displaying the notification panel and shortcuts from the status bar
- Specifications



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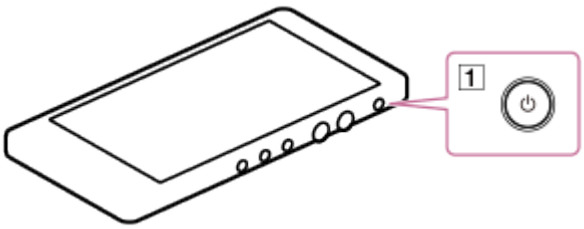
## Flow of initial settings

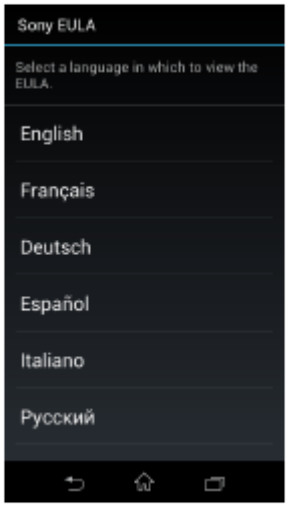
The first time you turn your Walkman power on, a screen for the initial settings is displayed. This explanation assumes that the settings for Wi-Fi connections and Google™ accounts are skipped at first and set as necessary later.

1. Press the button (1) to turn on your Walkman.



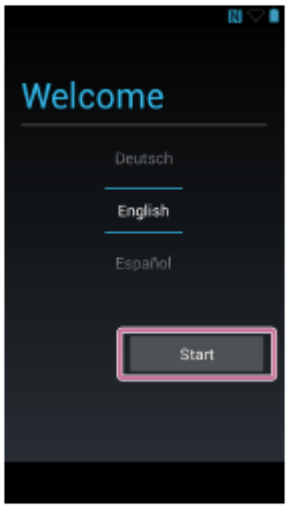

   Your Walkman may not turn on if the battery power is insufficient. Connect the Walkman to your computer with the USB cable (supplied) and wait about 10 minutes before turning it on.

2. Tap a language to view the software license agreement in that language.




3. Confirm the content of the software license agreement, and then tap [Agree].

4. Tap [Start].

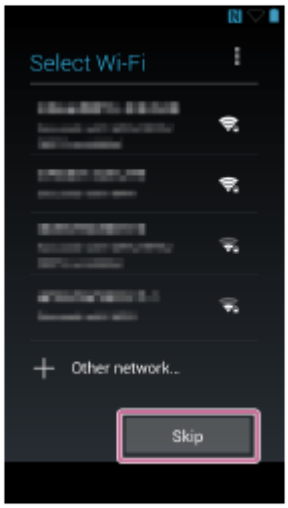



The initial setup begins.

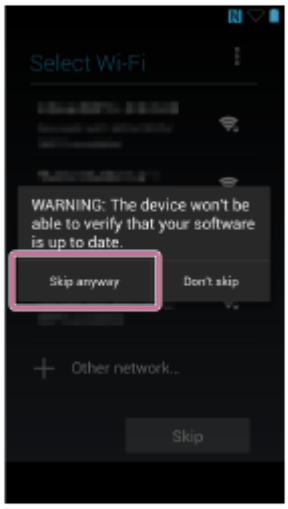
5. Tap [Skip].

**Hint**

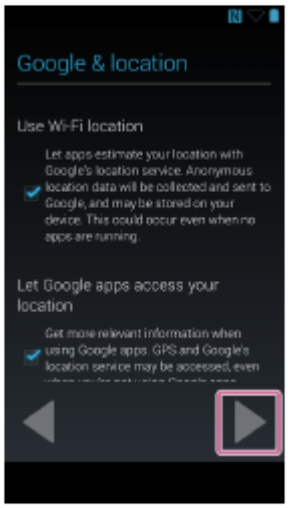
- The settings for Wi-Fi connections can be set as necessary later.



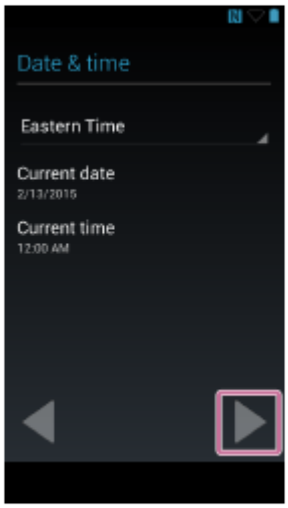

6. Tap [Skip anyway].



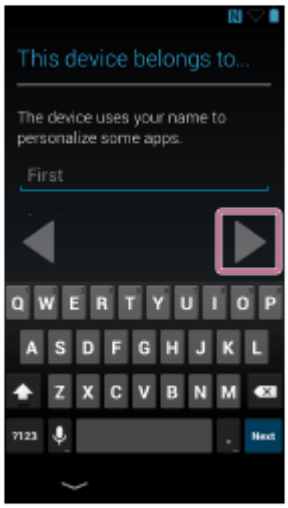

7. Tap ► to confirm the entire content, and then tap ►.

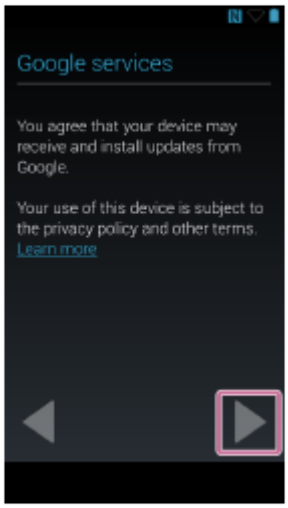



8. Set the date and time, and then tap ►.

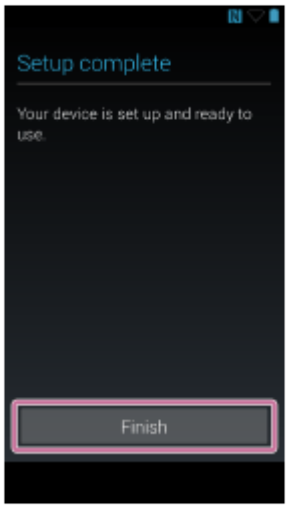



9. Confirm the content or enter content as necessary, tap ►, and then tap ►.

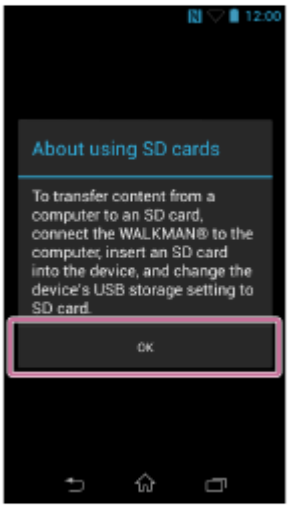


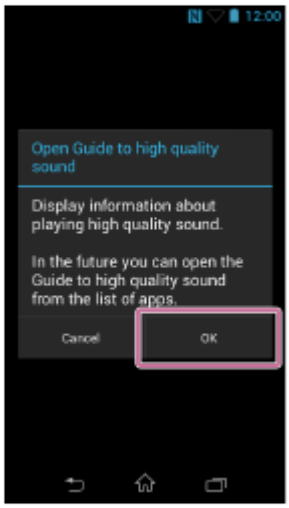

10. Tap [Finish] on the completion screen.



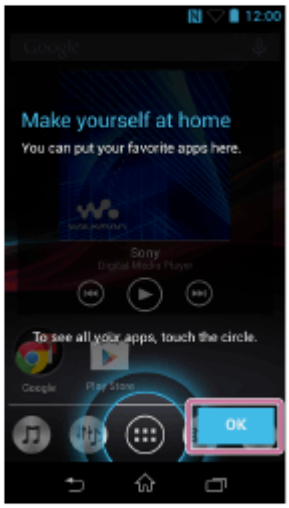

11. Confirm the content, and then tap [OK].




12. Confirm the content, and then tap [OK].




13. Confirm the content, and then tap [OK].




14. Confirm that the Home screen is displayed.

This completes the initial settings of your Walkman.

| Related Topic |
| --- |
| ●Connecting to a Wi-Fi network<br>●Charging the battery |



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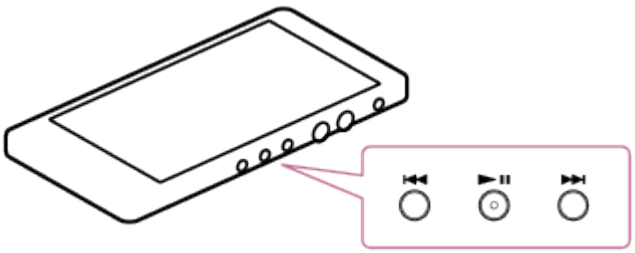
## Using “Play/Pause,” “Next” and “Previous” buttons

You can operate Music player, Video player, etc. using the buttons (►II / ►►I / I◄◄) on the side of your Walkman.



1. I◄◄ Previous button
   During music playback, press this button to skip to the beginning of the previous (or current) song.
   During video playback, press this button to skip to the beginning of the previous (or current) chapter or scene (5 minutes rewind).
   During music or video playback, press and hold this button to fast-rewind.
2. ►II Play/Pause button
   Press this button to start playback of a song or video.
   During playback, press this button to pause.
3. ►►I Next button
   During music playback, press this button to skip to the beginning of the next song.
   During video playback, press this button to skip to the next chapter or scene (5 minutes forward).
   During music or video playback, press and hold this button to fast-forward.

**Hint**

- You can deactivate these buttons while the screen is turned off or the lock screen is displayed. Swipe the status bar down and tap ⊞ - ⚙ [Settings] - [▣ Device settings] - [Button protection].

**Note**

- These buttons may not work depending on the application you use.

| Related Topic |
| --- |
| •Displaying the notification panel and shortcuts from the status bar |

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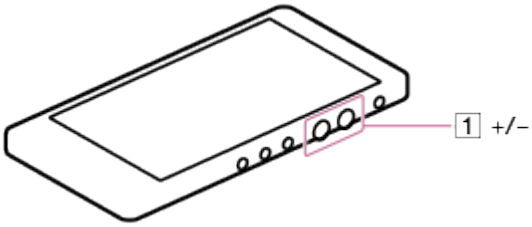
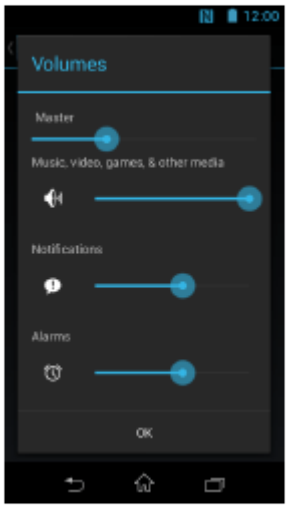
## Using the volume “+” and “-” buttons

Adjust the master volume quickly using the buttons (1) on your Walkman.




**Hint**

- If there is no sound even if you press the buttons (1), swipe the status bar down, tap - [Settings] - [Sound] - [Volumes], and then slide [Music, video, games, & other media] to turn up the volume.




| Related Topic |
| --- |
| Displaying the notification panel and shortcuts from the status bar<br>Volume operation (Only for countries/areas complying with European Directives) |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## Volume operation (Only for countries/areas complying with European Directives)

An alarm (beep) and a warning [Check the volume level] are meant to protect your ears when you turn the volume up to a level that is harmful for your ears for the first time. You can cancel the alarm and warning by tapping the [OK] button on the alert dialog.

**Note**

- You can turn up the volume after canceling the alarm and warning.
- After the initial warning, the alarm and warning repeat every 20 cumulative hours that the volume is set to a level that is harmful for your ears. When this happens, the volume is turned down automatically.
- If the volume is set to a level that is harmful for your ears and you turn off your Walkman, the volume is turned down to a level that is safe for your ears automatically.
- The alarm (beep) does not sound when connected to a Bluetooth audio device.


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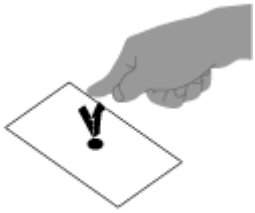
## How to use the touch screen

The display of your Walkman is a touch screen. Make operations by directly touching the screen. The basic operations are explained as follows.

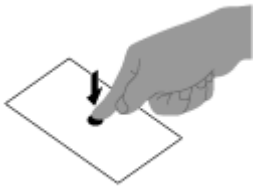
### Tap

Lightly touch an item such as an icon or menu with your finger and immediately remove your finger. Tapping twice quickly is called “double tapping.”



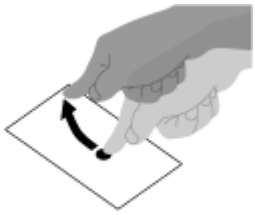
### Press and hold

Keep pressing an item such as an icon or menu.



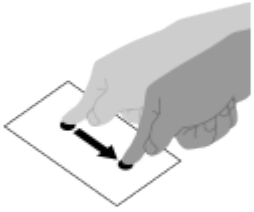
### Flick (Swipe)

Lightly move your finger across the touch screen.
This switches screens or quickly scrolls through a page.



## Drag

Keeping your finger on the touch panel, move to the desired point and release.
This moves icons, etc. and scrolls the screen.



## Pinch in/pinch out

Touch the screen with two fingers, and move the fingers apart (pinch out) or together (pinch in).
On some screens, pinching out zooms in and pinching in zooms out.

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## Notes on the touch screen

- Your Walkman uses a capacitive touch screen. Tap the screen directly with your fingertip. Do not scratch it or tap it with sharp objects such as a needle, pen, or fingernail. You cannot operate the touch screen with a stylus.
- If you touch the touch screen with gloved fingers, it may operate incorrectly or may not operate at all.
- Do not operate your Walkman with objects on the touch screen.
- If the touch screen is touched by objects other than your fingertip, it may not react correctly.
- Do not put the touch screen close to other electrical devices. Electrostatic discharges can make the touch screen malfunction.
- If there are water droplets on the touch screen, or if you touch it with wet fingertips, the touch screen may not react correctly.


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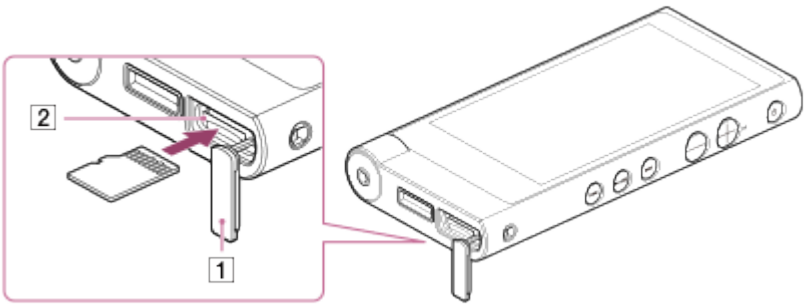
## Inserting a microSD card

You can store content such as music on microSD cards (not supplied) in addition to [System storage].




1. Pull the microSD card slot cover (1) all the way out.
2. Swing the microSD card slot cover (1) downwards to expose the microSD card slot (2).
3. Insert a microSD card into the microSD card slot (2) with the gold contact pins side facing up until it clicks into place.
   Your Walkman starts updating the database and playback of music or videos stops.
4. Close the microSD card slot cover (1).

**Note**

- If the microSD card is not recognized, remove it and then insert it into your Walkman again.
- Do not insert any liquids, metal, flammable substances or any object other than a microSD card into the microSD card slot (2).
- When you insert a microSD card, your Walkman starts updating the database and the information on the previous playback point is lost. Select the desired song again.
- If you insert a microSD card that contains a lot of content, it may take 10 or more minutes for the database to be rebuilt on your Walkman. Rebuilding the database takes longer when the content is stored on a microSD card than when it is stored in the system storage.
- When you insert a microSD card into your Walkman, all songs stored on the microSD card are displayed in the [Recently added] list.

Related Topic

- Removing a microSD card

- Selecting the storage to use
- Formatting a microSD card
- Notes on microSD cards



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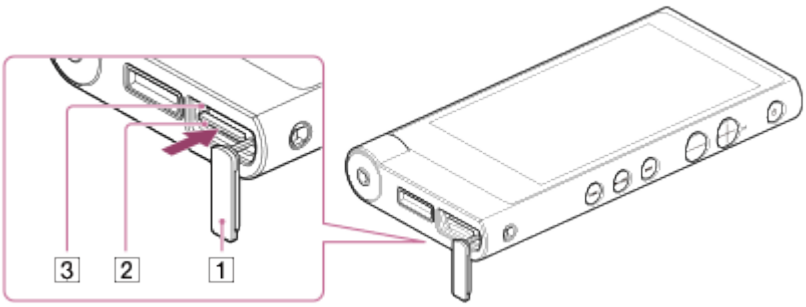
## Removing a microSD card

You can remove the microSD card (not supplied) from your Walkman.




1. Swipe the status bar down and tap - [Settings].
2. Tap [ Storage], scroll down and then tap [Unmount SD card] - [OK].
   [Safe to remove SD card] is displayed on the notification panel.
   Your Walkman starts updating the database and playback of music or videos stops.
3. Pull the microSD card slot cover (1) all the way out.
4. Swing the microSD card slot cover (1) downwards to expose the microSD card slot (2).
5. Push the microSD card into the microSD card slot (2). When the microSD card pops out, remove it from the slot (2).
6. Close the microSD card slot cover (1).

**Note**

- Check that the access lamp (3) is off before you remove the microSD card.
- If you have added lyrics to a song stored on a microSD card using a text file, the connection between the lyrics and the song is lost when you remove the microSD card from your Walkman and is not recovered even if the microSD card is reinserted. Insert the microSD card and add the lyrics again.

Related Topic

- Displaying the notification panel and shortcuts from the status bar
- Inserting a microSD card

- Notes on microSD cards



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## Selecting the storage to use

You can select the storage to store content and other data on from [System storage] or [SD card].

1. Swipe the status bar down and tap - [Settings].
2. Tap [ Storage] - [USB storage settings] - [System storage] or [SD card].

**Hint**

- [System storage] is selected at the time of purchase.
- You can switch the storage while your Walkman is connected to a computer. Swipe down the status bar at the top of the screen and tap [System storage selected] or [SD card selected] to put a checkmark in [System storage] or [SD card].
- If you switch the storage while your Walkman is connected to a computer, the USB connection is lost. To connect the Walkman as USB storage again, swipe down the status bar and tap [Turn on USB storage] - [Turn on USB storage]. The storage ([System storage] or [SD card]) selected in the USB storage settings is recognized as USB storage and the USB connection is reestablished.

Related Topic

- Displaying the notification panel and shortcuts from the status bar
- Transferring content using Media Go
- Transferring content using Content Transfer
- Transferring content using Explorer
- Transferring content using the Finder


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## Formatting a microSD card

Before using a microSD card (not supplied) in your Walkman for the first time, be sure to format the microSD card using the Walkman by following the steps below. Formatting a microSD card will delete all data stored on the microSD card, so be careful not to delete important data.

1. Swipe the status bar down and tap - [Settings].
2. Tap [ Storage], scroll down and then tap [Erase SD card] - [Erase data] - [Erase everything].
   All data stored on the microSD card is deleted.

**Note**

- Be sure to format the microSD card using your Walkman when you use it on the Walkman for the first time.

| Related Topic |
| --- |
| Displaying the notification panel and shortcuts from the status bar |


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## Notes on microSD cards

- Use a microSD card (not supplied) that has been formatted using your Walkman. Operations of microSD cards formatted with computers or other devices are not guaranteed.
- If you format a microSD card containing data, the data will be deleted. Be careful not to delete important data.
- Do not leave a microSD card within the reach of small children. They might accidentally swallow it.
- Do not remove the microSD card without unmounting it. Doing so may cause a malfunction in your Walkman.
- We do not guarantee the operation of all types of compatible microSD cards with your Walkman.
- Data may be corrupted in the following cases:
  - When a microSD card is removed or your Walkman is turned off during a read or write operation.
  - When a microSD card is used in locations subject to static electricity or electrical noise.
- We assume no responsibility for any loss or damage of stored data.
- We recommend that you save a backup copy of important data.
- Do not touch the terminal of a microSD card with your hand or a metal object.
- Do not strike, bend or drop a microSD card.
- Do not disassemble or modify a microSD card.
- Do not expose a microSD card to water.
- Do not use a microSD card under the following conditions:
  - Locations beyond the required operating conditions, including locations such as the hot interior of a car parked in the sun and/or in the summer, outdoor areas exposed to direct sunlight, or near a heater.
  - Humid locations or locations with corrosive substances present.
- When using a microSD card, make sure to check the correct insertion direction into the microSD card slot.
- Do not insert foreign objects into the microSD card slot.

Related Topic

- Formatting a microSD card
- Inserting a microSD card
- Removing a microSD card



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NW-ZX2

## Home screen

Application widgets, shortcuts, folders, and more are displayed on the Home screen. There are several Home screens and you can switch the screen by flicking the screen left or right.

1. Status bar
   Displays the status of your Walkman and notifications.
2. [Music player] widget
   Plays back music.
3. Application shortcuts
   Starts application individually.
4. [Music player] shortcut
   Plays back music transferred by Media Go or drag-and-drop.
5. [Sound adjustment] shortcut
   Starts the sound adjustment application.
6. Apps
   Displays all your applications and widgets.
7. [Video player] shortcut
   Starts video player.
8. [DLNA] shortcut
   Starts DLNA application.

Related Topic

- Switching Home screens
- Basic operation keys



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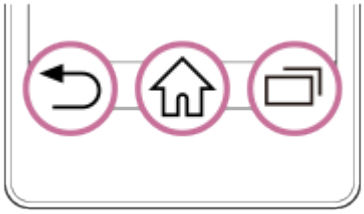
## Basic operation keys

The following explains the basic operation keys at the bottom of your Walkman screen.



1. (Back)
   Returns to the previous screen.
2. (Home)
   Returns to the Home screen.
3. (Recent Apps)
   Displays recently used applications.

| Related Topic |
| --- |
| • Home screen |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## Switching Home screens

There are several Home screens. You can switch the Home screen by flicking the screen left or right.

1. Flick the Home screen left or right.

The Home screen will be switched.

**Hint**

- You can check which Home screen currently is displayed by the location of displayed at the bottom of the screen.


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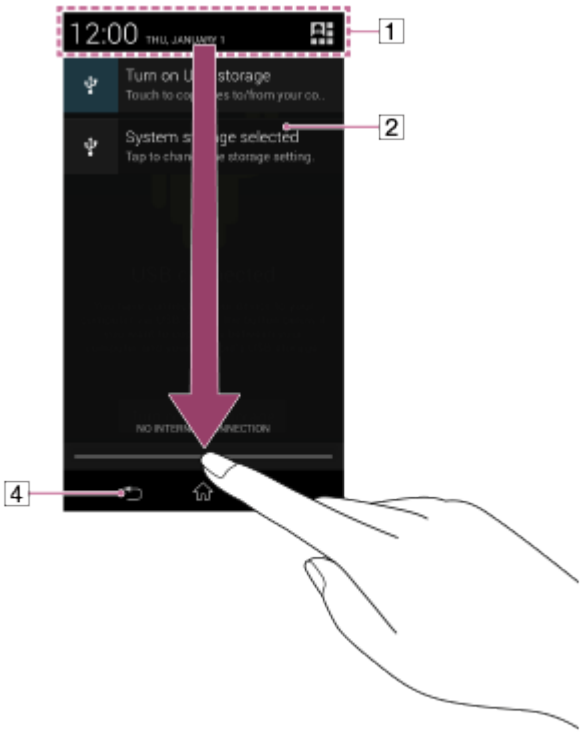
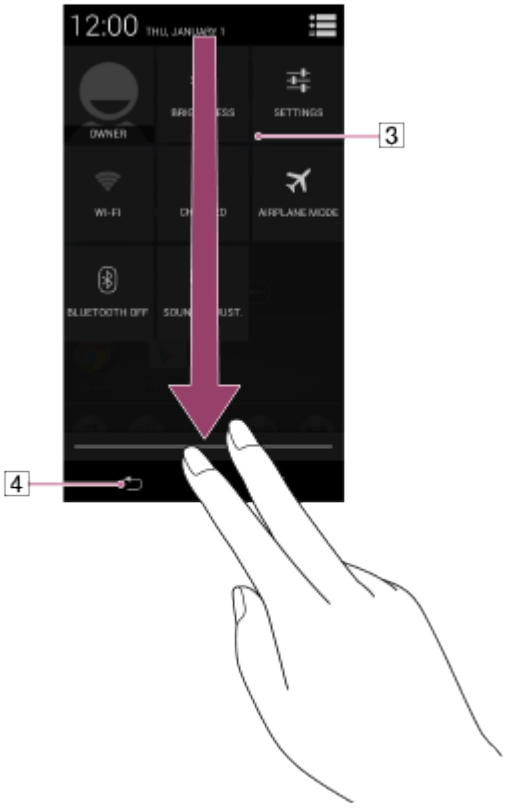
## Displaying the notification panel and shortcuts from the status bar

Swipe the status bar (1) with one finger to display the notification panel (2) on which you can check the details of notifications. You can also start the relevant application directly by tapping a notification on the panel.




If you swipe the status bar down with two fingers, shortcuts to various settings (3) are displayed. Tap a shortcut to open the setting screen.




**Hint**

- Tap the icon (4) to close the notification panel.



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## Connecting to a computer

Connect your Walkman to a computer via USB to charge the Walkman or transfer data.

1. Connect your Walkman to a running computer via USB.
   The [USB storage in use] screen is displayed and your Walkman is connected automatically as a mass storage device.
   Your Walkman can then be accessed by clicking “Computer” or “This PC.”

**Hint**

- If [USB connected] is displayed on the screen, tap [Turn on USB storage] to complete the connection.
- If you are prompted to make a Windows operation, click “Cancel” or “×.”
- When you exchange data between your Walkman and a computer, select the storage to use ([System storage] or [SD card]) on the Walkman.

Related Topic

- Transferring content using Media Go
- Transferring content using Content Transfer
- Charging the battery
- Selecting the storage to use


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## Notes on connecting your Walkman to a computer

- Do not disconnect your Walkman from your computer when transferring data between the Walkman and the computer via USB. Doing so may result in loss of the data being transferred and data on the Walkman.
- Do not turn on, restart, wake up from sleep mode, or shut down the computer with your Walkman connected to the computer via USB. Doing so may cause the Walkman to malfunction. Disconnect the Walkman from the computer before conducting those operations.


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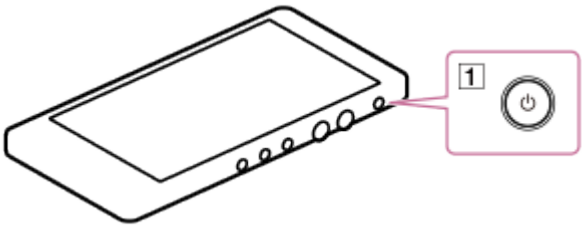
## Resetting your Walkman

Try resetting your Walkman if operations become unstable. Before resetting the Walkman, disconnect the Walkman from your computer and check that no content such as music is being played. Otherwise, the data may be damaged.




1. Press and hold the button (1) for about 8 seconds to reset your Walkman.
   You can reset your Walkman even if the display of the Walkman is turned off.

**Note**

- Resetting your Walkman will not delete any data or reset any settings.

| Related Topic |
| --- |
| • Formatting the storage of your Walkman |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## Formatting the storage of your Walkman

Delete data such as Google account information and downloaded applications, and reset your Walkman to factory default. If you put a checkmark in the checkbox by tapping [Erase system storage], the following data will be erased: Music and photo data transferred to the Walkman, preinstalled content, the Help_Guide_Installer.exe or Help_Guide_Installer_for_mac file stored on [System storage] for installation on your computer. Be careful because the preinstalled content and the files in the “FOR_WINDOWS” and “FOR_MAC” folders will not be offered again. It is best to back up such data to a computer before initializing the Walkman.

1. Swipe the status bar down and tap - [Settings].
2. Tap [ Backup & reset] - [Factory data reset] - [Reset device].
   To delete music, photos, etc. transferred to [System storage], scroll down and then tap [Erase system storage] to put a checkmark in the checkbox before tapping [Reset device].
3. Tap [Erase everything].
   Your Walkman restarts automatically after being initialized.

Related Topic

- Displaying the notification panel and shortcuts from the status bar
- Resetting your Walkman


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## Updating your Walkman

Updating your Walkman to the latest version of the system software allows you to use the most recent functions in the optimal environment.
You will be notified of system updates by means such as the network.

**Note**

- It is best to back up data before updating your Walkman.
- You cannot update your Walkman if you have selected [SD card] as the storage to use. Change the storage setting to [System storage].

| Related Topic |
| --- |
| Customer support website |
| Selecting the storage to use |


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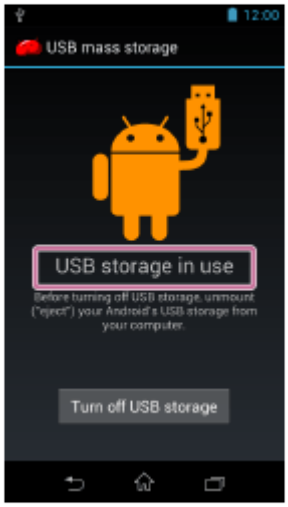
## Installing Media Go

Install Media Go to your Windows computer.

1. Connect your Walkman to your Windows computer via USB.
2. Make sure that [USB storage in use] is displayed on the screen.




**Hint**

- If [USB connected] is displayed, tap [Turn on USB storage].

3. Open the “WALKMAN” folder using the procedure below that corresponds to your computer.
   - Windows 7 or earlier:
     Select “Start” – “Computer,” and open the “WALKMAN” folder.
   - Windows 8:
     Select “Desktop” from the “Start screen” to open “File Explorer.” In the “Computer” list, open the “WALKMAN” folder.
   - Windows 8.1:
     Select “Desktop” to open “File Explorer.” In the “This PC” list, open the “WALKMAN” folder.
4. Double-click “FOR_WINDOWS.”
5. Double-click “MediaGo_WM(.exe)” in the folder.
   The setup file is extracted.
   Depending on the version of Windows, a “User Account Control” screen may appear. In this case, click “Yes.”

6. Follow the on-screen instructions to install Media Go.
   When you click “Finish” after installation, Media Go automatically starts.

**Hint**

- During installation, you may be prompted to install additional software components that are necessary to run Media Go. If prompted, follow the on-screen instructions to download and install the components.
- When your Windows computer is connected to the Internet, the latest version of Media Go is automatically searched and downloaded. If a message to install the latest version of Media Go appears, click the message and follow the on-screen instructions to install the software.
- If [USB connected] is displayed on the screen, tap [Turn on USB storage] to complete the connection.

**Note**

- If the “WALKMAN” folder is not displayed, [SD card] is selected as the storage to be displayed on the computer. On your Walkman, select [System storage] as the storage to use.
- Depending on the environment, restarting your computer may be required. Follow the on-screen instructions.

Related Topic

- Selecting the storage to use
- Connecting to a computer
- Importing and transferring content from media using Media Go
- Transferring content using Media Go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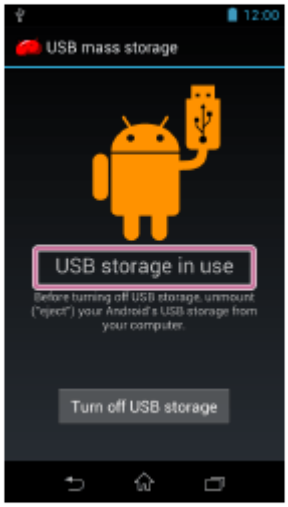
## Installing Content Transfer

Install Content Transfer to your Mac computer.

1. Connect your Walkman to your Mac computer via USB.
2. Make sure that [USB storage in use] is displayed on the screen.




**Hint**

- If [USB connected] is displayed, tap [Turn on USB storage].

3. Select “WALKMAN” in the sidebar of the Finder.
4. Double-click the “FOR_MAC” folder.
5. Double-click “ContentTransfer.pkg.”
   The installer starts.
6. Follow the on-screen instructions to install Content Transfer.
   is displayed in the Dock when the installation is completed. Click to start Content Transfer.

**Hint**

- If the “WALKMAN” folder is not displayed, [SD card] is selected as the storage to be displayed on the computer. On your Walkman, select [System storage] as the storage to use.

Related Topic

- Selecting the storage to use
- Connecting to a computer
- Transferring content using Content Transfer



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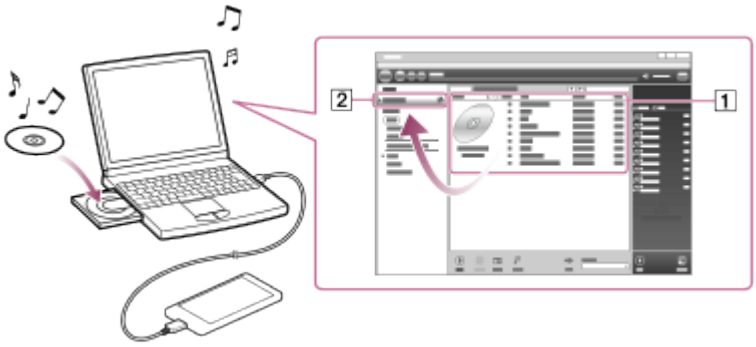
## Importing and transferring content from media using Media Go

Use Media Go to import and transfer content such as music on your Windows computer. This section explains how to import and transfer music from CDs. Your computer must be connected to the Internet to obtain CD information such as song names and artist names automatically.




1. On your Walkman, select the storage ([System storage] or [SD card]) as the destination for transferring content.
2. Connect your Walkman to your Windows computer via USB.
3. Start Media Go.
4. Insert an audio CD into the CD drive of your Windows computer.
5. Confirm the music content on the audio CD.
6. Transfer the music content on the audio CD to your Walkman.
   Drag-and-drop the cover art of the desired CD (1) to “WALKMAN (model name)” (2).

**Hint**

- For details about how to use Media Go, refer to the help of Media Go.
- Songs transferred to your Walkman are imported to your computer at the same time.
- Recommended file formats for ripping CDs are FLAC for higher sound quality and AAC (.mp4) and MP3 (.mp3) for normal sound quality.
- Media Go obtains the CD information from a database on the Internet. Information on some CDs may not be available in the database. If information on your CD is missing, you can add it manually after importing the CD. For information about adding and editing CD information, refer to the help of Media Go.

**Note**

- Imported content is limited to private use only. Use of content for other purposes requires the permission of the copyright holders.
- Commercial DVDs and Blu-ray discs cannot be imported into Media Go.

| Related Topic |
| --- |
| Installing Media Go<br>Transferring content using Media Go |



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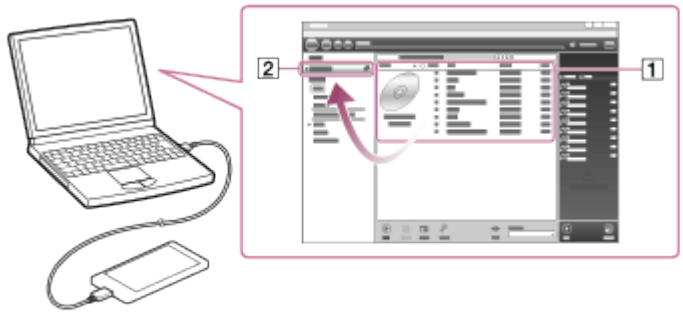
## Transferring content using Media Go

Transfer content such as music or playlists managed with Media Go on your computer to your Walkman. Content with copyright protection cannot be transferred.




1. On your Walkman, select the storage ([System storage] or [SD card]) as the destination for transferring content.
2. Connect your Walkman to a running computer via USB, and then start Media Go.
3. Select the desired content (1) on Music Library of Media Go, and drag-and-drop it to your “WALKMAN (model name)” (2).
   Media Go recognizes the type of data by the filename extension and sends it to the appropriate folder of your Walkman.

**Note**

- Media Go does not support content that uses Windows Media digital rights management technology (“WM-DRM”).

Related Topic

- Selecting the storage to use
- Connecting to a computer
- Importing and transferring content from media using Media Go

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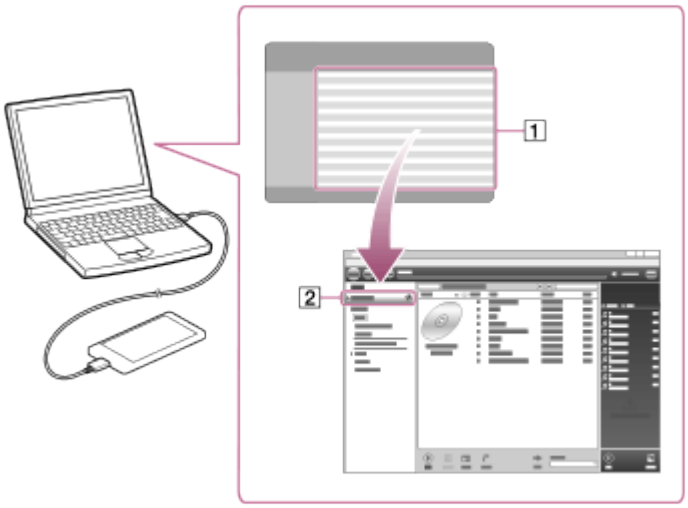
## Transferring iTunes content using Media Go

Media Go supports transfer of data from iTunes to your Walkman. Transfer content such as music or playlists managed with iTunes on your computer to the Walkman. Content with copyright protection cannot be transferred.




1. On your Walkman, select the storage ([System storage] or [SD card]) as the destination for transferring content.
2. Connect your Walkman to a running computer via USB, and then start Media Go.
3. Start iTunes.
4. Select the desired content from iTunes (1), and drag-and-drop it to your “Walkman (model name)” (2). Media Go recognizes the type of data by the filename extension and sends it to the appropriate folder of your Walkman.

Related Topic

- Selecting the storage to use
- Connecting to a computer

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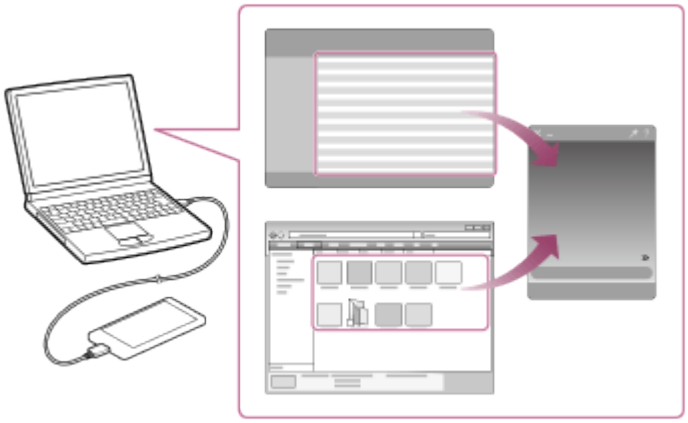
## Transferring content using Content Transfer

Transfer content such as music or playlists on your Mac computer or managed with iTunes to your Walkman. Content with copyright protection cannot be transferred.



1. On your Walkman, select the storage ([System storage] or [SD card]) as the destination for transferring content.
2. Connect your Walkman to a running computer via USB, and then start Content Transfer.
3. Display the desired content on the Finder or the desired content or playlists on iTunes.
4. Drag-and-drop the content or playlists you want to transfer to Content Transfer.
   Content is transferred to your Walkman.

| Related Topic |
| --- |
| ●Selecting the storage to use<br>●Connecting to a computer |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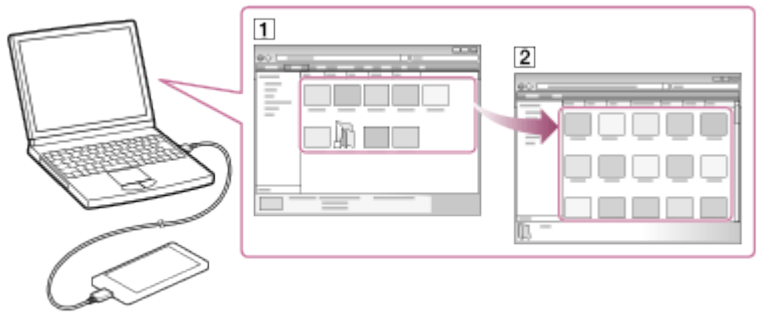
## Transferring content using Explorer

Content such as music can be directly transferred by drag-and-drop using Windows Explorer.




1. On your Walkman, select the storage ([System storage] or [SD card]) as the destination for transferring content.
2. Connect your Walkman to a running computer via USB.
3. Open the “WALKMAN” folder using the procedure below that corresponds to your computer.
   - Windows 7 or earlier:
     Select “Start” – “Computer,” and then open the “WALKMAN” folder.
   - Windows 8:
     Select “Desktop” from the “Start screen” to open “File Explorer.” In the “Computer” list, open the “WALKMAN” folder.
   - Windows 8.1:
     Select “Desktop” to open “File Explorer.” In the “This PC” list, open the “WALKMAN” folder.
4. Open the folder to which you want to transfer content.
   To transfer music files or folders: “Music” folder
   To transfer photo files or folders: “Picture,” “Pictures,” or “DCIM” folder
   To transfer video files or folders: “Video,” “Movies” or “DCIM” folder
5. Drag-and-drop the desired files or folders (1) to the applicable folder (2) in the “WALKMAN” folder.

**Hint**

- If you have selected [SD card] as the storage to use, the volume label of the microSD card (not supplied) is shown instead of "WALKMAN" in steps 3 and 5 above.

**Note**

- Do not change folder name or delete the “Music” folder.
- Some songs may not be played back on your Walkman due to copyright protection.
- Depending on the language setting of your Walkman, the information of the transferred content may not be displayed correctly.

| Related Topic |
| --- |
| Selecting the storage to use<br>Connecting to a computer |



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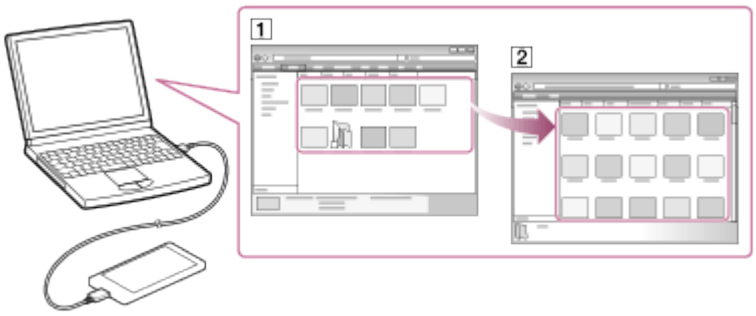
## Transferring content using the Finder

Content such as music can be directly transferred by drag-and-drop using the Finder.




1. On your Walkman, select the storage ([System storage] or [SD card]) as the destination for transferring content.
2. Connect your Walkman to a running computer via USB.
3. Select “WALKMAN” in the sidebar of the Finder.
4. Open the folder to which you want to transfer content.
   To transfer music files or folders: “Music” folder
   To transfer photo files or folders: “Picture,” “Pictures,” or “DCIM” folder
   To transfer video files or folders: “Video,” “Movies” or “DCIM” folder
5. Drag-and-drop the desired files or folders (1) to the applicable folder (2) in the “WALKMAN” folder.

**Hint**

- If you have selected [SD card] as the storage to use, the volume label of the microSD card (not supplied) is shown instead of "WALKMAN" in steps 3 and 5 above.

**Note**

- Do not change folder name or delete the “Music” folder.
- Some songs may not be played back on your Walkman due to copyright protection.
- Do not disconnect your Walkman while the data is transferred. Otherwise, data being transferred or stored on the Walkman may be damaged. If the Walkman is disconnected while files are being transferred, unnecessary files may be left in the Walkman. In this case, transfer usable files back to the computer and format the Walkman.

- Depending on the language setting of your Walkman, the information of the transferred content may not be displayed correctly.

| Related Topic |
| --- |
| Selecting the storage to use<br>Connecting to a computer |



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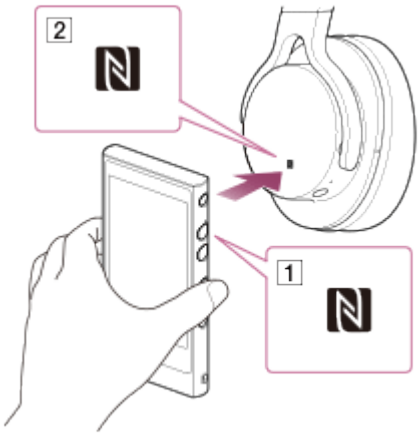
## Making a Bluetooth connection using the NFC function

Simply touch your Walkman to a Bluetooth audio device that has the NFC function to automatically turn on the power of the Bluetooth audio device, pair the Walkman and the Bluetooth audio device, and make a Bluetooth connection.




1. Swipe the status bar down, tap - [Settings] - [More] and check that [NFC] is checked.
2. If the Bluetooth audio device has an NFC switch, set the NFC switch to on.
3. Touch your Walkman to the Bluetooth audio device.
   Touch the mark of your Walkman (1) to the mark of the Bluetooth audio device (2). Hold together until instructions appear on the screen of the Walkman.
4. Follow the on-screen instructions to complete the connection.

**Hint**

- Touch the devices together again to disconnect.
- Take the following measures if the connection is poor.
  - Slowly move your Walkman over the mark of the Bluetooth audio device (2).
  - If your Walkman is in a case, remove the case.
- To turn off the NFC function, swipe the status bar down, tap - [Settings] - [More] - [NFC] and remove the check mark.

Related Topic

- Displaying the notification panel and shortcuts from the status bar



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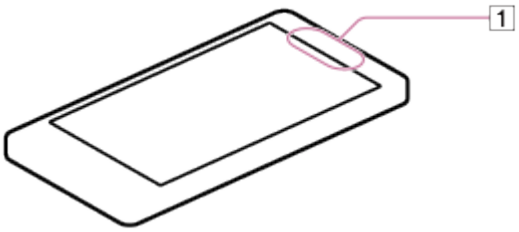
## Turning the Bluetooth function on/off

To connect Bluetooth audio devices with your Walkman, you first have to turn on the Bluetooth function. Depending on the device, the procedure to establish connection may vary. Refer to the operating instructions of the Bluetooth audio device.




1. Swipe the status bar down and tap - [BLUETOOTH] or [BLUETOOTH OFF].
2. Tap to switch [ON]/[OFF].

**Hint**

- To reduce battery consumption, turn off the Bluetooth function when not in use.

**Note**

- The Bluetooth communications antenna (1) is built in to your Walkman. If you cover the antenna (1) with your hands or other objects while using Bluetooth communications, the communication quality may be affected.

| Related Topic |
| --- |
| Displaying the notification panel and shortcuts from the status bar |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## Pairing a Bluetooth audio device

To connect with a new Bluetooth audio device, you need to pair with it while the Bluetooth function of your Walkman is on. You only need to do this once between the Walkman and the new Bluetooth audio device. Just turn on the device the next time.

1. Put the Bluetooth audio device you want to connect with in discoverable mode.
   Refer to the operating instructions supplied with the Bluetooth audio device for details on procedures for putting it in discoverable mode.
2. Swipe the status bar down and tap - [BLUETOOTH].
   Make sure the Bluetooth function is on. If not, turn on the Bluetooth function.
3. Tap the device you want to pair with from the list.
   If the device you want to connect with is not displayed in the [AVAILABLE DEVICES] list, check that the Bluetooth audio device you want to connect with is in discoverable mode and tap [SEARCH FOR DEVICES] on the screen of your Walkman. If a number is displayed on the screen of the Walkman, make sure the same number is displayed on that device.
   The pairing and connection status will be displayed under the Bluetooth audio device name.
   With some devices, a connection is established after pairing.

**Hint**

- If the Bluetooth audio device you want to connect with has an NFC function, pairing and connection can be made with one touch.

**Note**

- A passkey (*1) input screen is displayed for some devices. Check the passkey of the other device, and input the passkey.

  (*1) “Passkey” is also called “Pass code,” “PIN code,” “PIN number,” or “Password.” For the passkey of the other device, refer to the manual of that device.

Related Topic

- Displaying the notification panel and shortcuts from the status bar
- Connecting to a Bluetooth audio device
- Making a Bluetooth connection using the NFC function

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## Connecting to a Bluetooth audio device

Connect a paired Bluetooth audio device with your Walkman while the Bluetooth function is on.

1. Swipe the status bar down and tap - [BLUETOOTH].
   Make sure the Bluetooth function is on. If not, turn on the Bluetooth function.
2. Tap the name of the device you want to connect with in the [Paired devices] list.
   [Connected] will be displayed under the name of the device while the device is connected.
   If the [Paired devices] list is not displayed, or the device you want to connect with is not displayed in the [Paired devices] list, pair the devices first.

**Hint**

- If the Bluetooth audio device you want to connect with has an NFC function, pairing and connection can be made with one touch.
- To reduce battery consumption, turn off the Bluetooth function when not in use.

Related Topic

- Pairing a Bluetooth audio device
- Displaying the notification panel and shortcuts from the status bar
- Making a Bluetooth connection using the NFC function


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## What is Wi-Fi?

Wi-Fi (*1) communication is communications technology which allows you to connect wireless LAN devices displaying the Wi-Fi logo and use public wireless LAN service.
You can use Wi-Fi to browse the Internet on your Walkman or connect to other communications devices.

(*1) Wi-Fi indicates that the compatibility of the wireless LAN device is certified.

| Related Topic |
| --- |
| • Turning Wi-Fi on/off |


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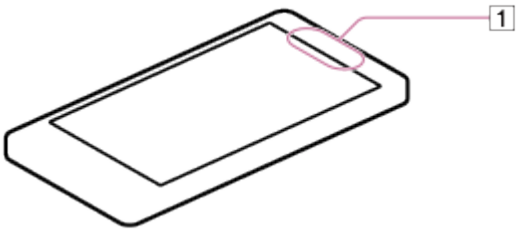
## Turning Wi-Fi on/off

You can use Wi-Fi to browse the Internet on your Walkman. To use Wi-Fi communications with the Walkman, first turn on the Wi-Fi function.




1. Swipe the status bar down and tap - [WI-FI] or [WI-FI OFF].
2. Tap to switch [ON]/[OFF].

**Hint**

- To reduce battery consumption, turn off the Wi-Fi function when not in use.
- Wi-Fi (*1) communications is communications technology which allows you to connect wireless LAN devices displaying the Wi-Fi logo and use public wireless LAN service.

**Note**

- The Wi-Fi antenna (1) is built in to your Walkman. If you cover the antenna (1) with your hands or other objects while connecting to the Internet using the Wi-Fi function, the communications quality may deteriorate.

(*1) Wi-Fi indicates that the compatibility of the wireless LAN device is certified.

Related Topic

- Displaying the notification panel and shortcuts from the status bar
- Connecting to a Wi-Fi network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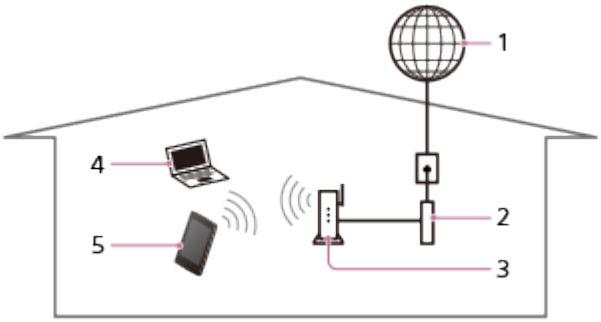
## Connecting to a Wi-Fi network

There are several ways of making a Wi-Fi connection, depending on what type of Wi-Fi router you use. Follow the checklist below to find out how to set up a Wi-Fi connection with your Wi-Fi router.




1. Internet
2. Modem
3. Wi-Fi router
4. Computer
5. Walkman

### Question: Does your Wi-Fi router have a WPS button?

**Yes.** → Go to "Connecting to a Wi-Fi network using the WPS button."
**No.** → Go to "Connecting to a Wi-Fi network from the settings screen."

**Note**

- For information about your wireless LAN environment, please contact the manufacturer of your Wi-Fi device, the wireless LAN service provider that you subscribe to, or the person who set up your Wi-Fi device.

Related Topic

- Turning Wi-Fi on/off
- Connecting to a Wi-Fi network from the settings screen
- Connecting to a Wi-Fi network using the WPS button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## Connecting to a Wi-Fi network from the settings screen

If your Wi-Fi router does not support WPS (Wi-Fi Protected Setup), turn on the Wi-Fi function, and then make a Wi-Fi connection by selecting a network from the list of available networks.

1. Swipe the status bar down and tap - [WI-FI].
   Make sure the Wi-Fi function is on. If not, turn on the Wi-Fi function.
2. Tap the network you want to use from the list.
3. Enter a password, if needed, and tap [Connect].

**Hint**

- If the network SSID of the access point that you want to use is not shown in the network list, add the network manually.
- If you are connecting to a Wi-Fi network for the first time, select a method for setting up a Wi-Fi connection.
- When you are in range and the Wi-Fi function is on, your Walkman will automatically reconnect to a network to which you have connected before.
- To check the MAC address of your Walkman or other Wi-Fi details, swipe the status bar down and tap - [WI-FI] - - [Advanced].

**Note**

- Please contact the manufacturer of your Wi-Fi device for information such as how to set the access point.

Related Topic

- Turning Wi-Fi on/off
- Displaying the notification panel and shortcuts from the status bar
- Connecting to a Wi-Fi network using the WPS button


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## Connecting to a Wi-Fi network using the WPS button

If your Wi-Fi router supports WPS (Wi-Fi Protected Setup), turn on the Wi-Fi function, and then make a Wi-Fi connection easily by pressing the button.

1. Swipe the status bar down and tap - [WI-FI].
   Make sure the Wi-Fi function is on. If not, turn on the Wi-Fi function.
2. Tap .
   A screen to prompt you to press the WPS button on the Wi-Fi router appears.
3. Press the WPS button on the Wi-Fi router within 2 minutes.
   When the connection is made successfully, the message to notify you that your Walkman is connected to a Wi-Fi network will be displayed.
4. Tap [OK] to complete the setting.

**Hint**

- When you first connect to a Wi-Fi network, check how to set up a Wi-Fi connection.
- When you are in range and the Wi-Fi function is on, your Walkman will reconnect to available networks to which you have connected before.

**Note**

- Please contact the manufacturer of your Wi-Fi device for information such as how to set the access point.

Related Topic

- Turning Wi-Fi on/off
- Displaying the notification panel and shortcuts from the status bar
- Connecting to a Wi-Fi network from the settings screen


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## Checking the Wi-Fi network status

You can check the status of a Wi-Fi network by the icon shown in the status bar.

: Connected to a Wi-Fi network.
: An open network is detected (when Wi-Fi network notification is set to on).

**Hint**

- You can check the troubleshooting when your Walkman has problems with the Wi-Fi connection, using [Wi-Fi checker]. Tap - [Wi-Fi checker] on the Home screen to display.


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Notes on handling your Walkman

## Warning

- Be sure not to short-circuit the terminals of your Walkman with metallic objects.
- Do not spill water on your Walkman or allow any foreign object to enter it. This may cause fire or electric shock. If this occurs, turn off the Walkman immediately, disconnect the Walkman from your computer, and consult your nearest Sony dealer or Sony Service Center.
- Do not place your Walkman in fire.
- Do not take apart or modify your Walkman. Doing so can result in electric shock. Consult your nearest Sony dealer or Sony Service Center for exchange of rechargeable batteries, internal checks, or repair.
- Do not put any heavy object on top of your Walkman or apply a strong shock to it.
  This may cause malfunction or damage.

The following descriptions are important for using your Walkman. Be sure to follow the instructions below.

- Charging time differs depending on battery usage conditions.
- If the battery life is reduced to about half of its normal life even if sufficiently charged, it has probably worn out. Please contact your nearest Sony dealer.
- Do not touch the rechargeable battery with bare hands if it is leaking. Consult your nearest Sony dealer if the battery has leaked as battery liquid may remain in your Walkman. If the liquid gets into your eyes, do not rub your eyes as this may lead to blindness. Wash out your eyes with clean water and consult a doctor.
  If the liquid gets onto your body or clothes, wash it off immediately. Failure to do so may cause burns or injury. Consult a doctor if you are burned or injured by the liquid from the battery.
- Heat may build up in your Walkman while charging if it is used for an extended period of time.
- Note that condensation may form temporarily in cases such as when your Walkman is moved quickly from a low-temperature environment to a high-temperature environment, or used in a room where a heater has just been turned on. Condensation is a phenomenon where moisture in the air adheres to surfaces such as metal panels and then changes to liquid. If condensation forms in the Walkman, leave it turned off until the condensation disappears. If you use the Walkman with condensation present, a malfunction may result.
- If you use your Walkman in a cold location, images may appear with black bands around them. This is not a malfunction of the Walkman.
- If your Walkman causes interference to radio or television reception, turn the Walkman off and move it away from the radio or television.
- Mild tingling may be felt on your ears in particularly dry air conditions. This is a result of static electricity accumulated in the body, and it is not a malfunction of your Walkman.
  This effect can be minimized by wearing clothes made from natural materials.
- When using a strap (not supplied), be careful to avoid catching it on objects you pass by.
  Also, be careful not to swing your Walkman by the strap to avoid bumping people.

- Refrain from using your Walkman as is requested by in-flight announcements during takeoff or landing in an aircraft.
- If you see lightning or hear thunder, take off the headphones immediately and refrain from using your Walkman.
- Never use your Walkman where it will be subjected to extreme light, temperatures, humidity or vibration. For example, never leave the Walkman in a car parked in the sun or in direct sunlight. It may become discolored, distorted or damaged.

- Do not leave your Walkman in a place subject to excessive dust.
- Do not leave your Walkman on an unstable surface or in an inclined position.
- When unplugging the headphones from your Walkman, make sure to hold the headphone plug. Pulling by the headphone cord itself may damage it.
- Do not apply strong force to the surface of the display. This may cause a distortion in colors or brightness, or it may cause a malfunction of the display.
- Be sure to follow the precautions below when using your Walkman. Failure to do so may warp the casing or cause the Walkman to malfunction.
  - Do not sit down with your Walkman in your back pocket.

  - Do not put your Walkman in a bag with the headphones/earphones cord wrapped around it and subject the bag to strong impact.

- Do not expose your Walkman to water. The Walkman is not waterproof. Be sure to follow the precautions below.
  - Be careful not to drop your Walkman into a sink or other container filled with water.
  - Do not use your Walkman in humid locations or wet weather such as rain or snow.
  - Do not get your Walkman wet.
    If you touch your Walkman with wet hands or put the Walkman in a damp article of clothing, the Walkman may get wet, which may cause a malfunction.

- Sample data is pre-installed on your Walkman.
- Sample data is not installed in some countries/regions.
- If you delete the sample data, you cannot restore it, and we will not supply any replacement data.
- Sony is not responsible for incomplete recording/downloading or damaged data due to problems with your

Walkman or computer.

## Notes on storing lithium-ion rechargeable batteries

A lithium-ion rechargeable battery is built into your Walkman. When you store it for a long period of time, be sure to follow the storage instructions below.

- Leaving a charged battery unused for a long period of time causes deterioration of the battery and results in a decrease of battery capacity. The deterioration is more severe when the battery is stored with a full charge, and is accelerated by prolonged exposure to heat such as when leaving your Walkman in a car while connected to the power port. Store the Walkman at temperatures below 35 °C (95 ºF). Charging or discharging the battery to approximately 50 % of capacity before storing is also recommended.
- The battery deteriorates when left in a depleted condition. Charge the battery to approximately 50 % of capacity at least once every six to twelve months to prevent deterioration.

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Notes on headphones

## Road safety

Avoid listening with your headphones in situations where hearing must not be impaired.

## Preventing hearing damage

Avoid using the headphones at a high volume. Hearing experts advise against continuous, loud, and extended play. If you experience a ringing in your ears, reduce the volume or discontinue use.
Do not turn the volume up high all at once, especially when using headphones. Turn up the volume gradually to avoid excessive levels hurting your ears.

## Consideration for others

Keep the volume at a moderate level. This will allow you to hear outside sounds and to be considerate to the people around you.


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## Notes on the software

- Copyright laws prohibit reproducing the software or the manual accompanying it, in whole or in part, or renting the software without the permission of the copyright holder.
- In no event will Sony be liable for any financial damage or loss of profits, including claims made by third parties, arising out of the use of the supplied software.
- The supplied software cannot be used with equipment other than that to which it is designated.
- Please note that, due to continued efforts to improve quality, the software specifications may be changed without notice.
- Operation of your Walkman with software other than that supplied is not covered by the warranty.
- The explanations in this manual assume that you are familiar with the basic operations of your computer. For details on the use of your computer and operating system, please refer to the respective manuals.


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## Maintenance of your Walkman

- Clean your Walkman with a soft cloth, such as a cleaning cloth for eyeglasses.
- If the headphone plug is dirty, it may cause noise or sound skipping. To enjoy listening with good sound, wipe the headphone plug occasionally with a soft dry cloth.
- Should your Walkman become excessively dirty, clean it with a soft cloth slightly moistened with water or mild detergent solution, being careful not to allow water to get inside the Walkman and headphones.
- Do not use any type of abrasive pad, scouring powder, or solvent such as alcohol or benzene as doing so may damage the surface of your Walkman.


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## Customer support website

If you have any questions or issues with your Walkman, or would like information on compatible items with the Walkman, visit one of the following websites.

### For customers in the USA:

http://www.sony.com/walkmansupport

### For customers in Canada:

**English**

http://www.sony.ca/ElectronicsSupport/

**French**

http://www.sony.ca/ElectronicsSupport/

### For customers in Latin America:

http://www.sony-latin.com/index.crp

### For customers in Europe:

http://www.sony.eu/dna/wm/

### For customers in Asia/Oceania/Middle East/Africa:

**English**

http://www.sony-asia.com/support

**Korean**

https://scs.sony.co.kr/scs/handler/ProductSupport

**Simplified Chinese**

http://service.sony.com.cn/KB/

**Traditional Chinese**

http://service.sony.com.tw/

### For customers who purchased the overseas models:

http://www.sony.co.jp/overseas/support/

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Specifications

## Platform

Android™ 4.2

## Display

### Size/resolution

4.0-inch (10.2 cm)/FWVGA (854 × 480 Pixels)

### Panel type

TFT color display

## Interface

### USB

Hi-Speed USB (USB 2.0 compliant)

### Headphone

Stereo mini-jack

### WM-PORT

WM-PORT (multiple connecting terminal): 22 pins

### External memory

microSD (up to 2 GB)
microSDHC (up to 32 GB)
microSDXC (64 GB and more)

## Wireless LAN

IEEE 802.11a/b/g/n

## Bluetooth

Communication system: Bluetooth specification version 3.0

## Sensor

GPS receiver
Accelerometer

## Microphone

Monaural

## Output (headphones)

Frequency response
20 Hz to 40,000 Hz

## Sound Effects

- ClearAudio+ (On/Off)
- Equalizer
- Clear Bass
- Surround sound
- DSEE HX (On/Off)
- Dynamic normalizer (On/Off)

## Power Source

Built-in Rechargeable lithium-ion Battery
USB power (from a computer via a USB connector of the player)

## Charging Time

### USB-based charging

Approx. 4.5 hours

## Operating temperature

5 °C to 35 °C (41 ºF to 95 ºF)

## Dimensions

### w/h/d, projecting parts not included

XX.X mm × XX.X mm × XX.X mm (The thinnest part: x.x mm)
( X X/X inches × X X/X inches × X/XX inches (The thinnest part: XX/XX inches) )

### w/h/d

XX.X mm × XX.X mm × XX.X mm (X X/X inches × X X/X inches × X/X inches)

## Mass

XX g (X.X oz)

## Capacity (User available capacity) (*1)

128 GB (Approx. xx GB = x,xxx bytes)

### Actual available memory for other contents (*1)

xx GB (Approx. 113 GB = 121,269,354,496 bytes)

### Actual available memory for application software (*2)

xx GB (Approx. 1.97 GB = 2,147,483,648 bytes)

(*1) Available capacity may vary. A portion of the memory is used for data management functions.

(*2) Actual available memory for application software includes the memory space which is used for factory-preinstalled applications.



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Battery life

The time below may differ depending on ambient temperature or the status of use.

## Battery Life (continuous playback)

Actual battery life may vary depending on settings. The estimated battery usage hours shown below are based on typical usage conditions with “Settings for battery life measurement” as shown below.

## Music

**MP3 128 kbps**
Bluetooth ON: Approx. XX Hrs
Bluetooth OFF: Approx. XX Hrs

**Linear PCM 1,411 kbps**
Bluetooth ON: Approx. XX Hrs
Bluetooth OFF: Approx. XX Hrs

**FLAC 96 kHz/24 bit**
Bluetooth ON: Approx. XX Hrs
Bluetooth OFF: Approx. XX Hrs

**FLAC 192 kHz/24 bit**
Bluetooth ON: Approx. XX Hrs
Bluetooth OFF: Approx. XX Hrs

**DSD 2.8224 MHz/1 bit**
Bluetooth ON: Approx. XX Hrs
Bluetooth OFF: Approx. XX Hrs

**DSD 5.6448 MHz/1 bit**
Bluetooth ON: Approx. XX Hrs
Bluetooth OFF: Approx. XX Hrs

## Video

**MPEG-4 384 kbps**
Bluetooth ON: Approx. XX Hrs
Bluetooth OFF: Approx. XX Hrs

## Direct REC

**MP3 128 kbps**

Approx. XX Hrs

**Note**

- Even if the player is turned off for an extended period, a small amount of battery power is still consumed.
- Battery life may vary depending on volume setting, conditions of use and ambient temperature.

## Settings for battery life measurement

**Display**

Brightness (*1): Default

**Sound adjustment**

ClearAudio+ (*2): OFF (default setting: OFF)

Equalizer (*3): OFF (default setting: OFF)

Surround sound (*3): OFF (default setting: OFF)

DSEE HX (*3)(*4): OFF (default setting: OFF)

Dynamic normalizer (*3): OFF (default setting: OFF)

(*1) The maximum brightness setting shortens the battery life for continuous video playback by about XX% compared with the default setting.

(*2) The [On] setting shortens the battery life about XX% compared with the [Off] setting.

(*3) Setting [Equalizer] to other than [None], [Surround sound] to other than [None], [DSEE HX] to [On] and [Dynamic normalizer] to [On] shortens the battery life for continuous music playback by about XX%.

(*4) The [On] setting shortens the battery life about XX% compared with the [Off] setting.



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## Maximum recordable number of songs and time (Approx.)

The approximate times are based on the case in which you transfer or record only 4 minute songs.

### Number

MP3 128 kbps: Approx. 20,000 songs
Linear PCM 1,411 kbps: Approx. 2,700 songs
FLAC 96 kHz/24 bit: Approx. 800 songs
FLAC 192 kHz/24 bit: Approx. 400 songs
DSD 2.8224 MHz/1 bit: Approx. 600 songs
DSD 5.6448 MHz/1 bit: Approx. 300 songs

### Time

MP3 128 kbps: Approx. 1,333 hr. 20 min.
Linear PCM 1,411 kbps: Approx. 180 hr. 00 min.
FLAC 96 kHz/24 bit: Approx. 53 hr. 20 min.
FLAC 192 kHz/24 bit: Approx. 26 hr. 40 min.
DSD 2.8224 MHz/1 bit: Approx. 40 hr. 00 min.
DSD 5.6448 MHz/1 bit: Approx. 20 hr. 00 min.


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## Maximum recordable time of videos (Approx.)

The approximate times are estimated in the case where only videos are transferred. The time may differ, depending on the conditions under which the player is used.

Video: 384 kbps/Music: 128 kbps
Approx. 462 hr. 20 min.


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Supported formats

## Music (Music player)

**Audio Formats**

**MP3**

Media File format: MP3 (MPEG-1 Layer3) file format
File extension: .mp3
Bit rate: 32 kbps to 320 kbps (Supports variable bit rate (VBR))
Sample frequency (*1): 32, 44.1, 48 kHz

**WMA (*2)(*6)**

Media File format: ASF file format
File extension: .wma
Bit rate: 5 kbps to 384 kbps (Supports variable bit rate (VBR))
Sample frequency (*1): 8 kHz to 48 kHz

**FLAC**

Media File format: FLAC file format
File extension: .flac
Bit depth : 16 bit, 24 bit
Sample frequency (*1): 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, 48, 88.2, 96, 176.4, 192 kHz

**Linear PCM**

Media File format: Wave-Riff file format
File extension: .wav
Bit depth : 16 bit, 24 bit
Sample frequency (*1): 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, 48, 88.2, 96, 176.4, 192 kHz

**AAC (*2)(*3)(*6)**

Media File format: MP4 file format
File extension: .mp4, .m4a, .3gp
Bit rate: 16 kbps to 320 kbps (Supports variable bit rate (VBR)) (*4)
Sample frequency (*1): 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, 48 kHz

**HE-AAC (*3)(*6)**

Media File format: MP4 file format
File extension: .mp4, .m4a, .3gp

Bit rate: 32 kbps to 144 kbps (Supports variable bit rate (VBR)) (*4)
Sample frequency (*1): 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, 48 kHz

**Apple Lossless (*6)**
Media File format: MP4 file format
File extension: .m4a, .mp4
Bit depth: 16 bit, 24 bit
Sample frequency (*1): 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, 48, 88.2, 96, 176.4, 192 kHz

**AIFF**
Media File format: AIFF file format
File extension: .aif, .aiff, .afc, .aifc
Bit depth: 16 bit, 24 bit
Sample frequency (*1): 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, 48, 88.2, 96, 176.4, 192 kHz

**DSD (*5)**
Media File format: DSF, DSDIFF
File extension: .dsf, .dff
Bit depth: 1 bit
Sample frequency (*1): 2.8224 MHz, 5.6448 MHz

## Video

**Video Formats (*6)**
**AVC (H.264/AVC)**
Media File format: MP4 file format, “Memory Stick” video format
File extension: .mp4, .m4v
Profile: Baseline Profile/Main Profile/High Profile
Level: 4
Bitrate: Max. 20 Mbps
Frame rate: Max. 30 fps
Resolution: Max. 1,920 × 1,080 (*7)

**MPEG-4**
Media File format: MP4 file format, “Memory Stick” video format
File extension: .mp4, .m4v
Profile: Simple Profile/Advanced Simple Profile
Bitrate: Max. 20 Mbps
Frame rate: Max. 30 fps
Resolution: Max. 1,920 × 1,080 (*7)

**Windows Media Video 9**
Media File format: ASF file format
File extension: .wmv
Bitrate: Max. 20 Mbps
Frame rate: Max. 30 fps
Resolution: Max. 1,920 × 1,080 (*7)

**Audio Formats**

**AAC-LC (for AVC, MPEG-4)**

Bit rate: 32 kbps to 144 kbps (Supports variable bit rate (VBR)) (*4)

Sample frequency (*1): 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, 48 kHz

**WMA (for Windows Media Video 9)**

Bit rate: 5 kbps to 384 kbps (Supports variable bit rate (VBR))

Sample frequency (*1): 8 kHz to 48 kHz

## Photo (*8) (Photo Viewer)

**Photo Formats**

**JPEG**

Media File format: Compatible with DCF 2.0/Exif 2.21 file format

File extension: .jpg, .jpeg

Profile: Baseline Profile

Number of pixels: Max. 6,048 × 4,032 pixels (24,385,536 pixels)

**PNG**

File extension: .png

Number of pixels: Max. 2,048 × 2,048 pixels (4,194,304 pixels)

(*1) Sample frequency may not correspond to all encoders.

(*2) Copyright protected files cannot be played back.

(*3) Files with copyright protection cannot be transferred to a microSD card.

(*4) Non-standard bit rates and/or non-guaranteed bit rates are included depending on the sampling frequency.

(*5) Audio that is converted to Linear PCM is output.

(*6) Files that are 4 GB or larger cannot be played back.

(*7) These numbers indicate the maximum resolution of playable video, and do not indicate the player's display resolution.

(*8) Some photo files cannot be played back, depending on their file formats.



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## System requirements

- Computer
  - Windows Vista® Home Basic (Service Pack 2 or later)
  - Windows Vista® Home Premium (Service Pack 2 or later)
  - Windows Vista® Business (Service Pack 2 or later)
  - Windows Vista® Ultimate (Service Pack 2 or later)
  - Windows® 7 Starter (Service Pack 1 or later)
  - Windows® 7 Home Basic (Service Pack 1 or later)
  - Windows® 7 Home Premium (Service Pack 1 or later)
  - Windows® 7 Professional (Service Pack 1 or later)
  - Windows® 7 Ultimate (Service Pack 1 or later)
  - Windows® 8
  - Windows® 8 Pro
  - Windows® 8.1
  - Windows® 8.1 Pro
  - Mac OS® X v10.6 or later

  Pre-installed OS only supported.
  “Compatibility mode” for Windows XP (included with Windows Vista and Windows 7) is not supported.
- CPU: 1 GHz processor (2.6 GHz recommended for video playback on PC)
- RAM: 1 GB or more (2 GB RAM required for Windows 8 64-bit)
- Hard Disk Drive/Solid State Drive: 600 MB or more of available space
- Web browser: Internet Explorer 7 or later
- Internet connection (for Gracenote® MusicID® service, podcast features, Store access, or online help)

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

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


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Contents

List of accessories and manuals supplied with your Walkman.

- Walkman (1)
- USB cable (1)
- Leather Carrying Case (1)
- Spacer (1)
- Quick Start Guide

Headphones and microSD Card are not supplied with your Walkman.

## About the genuine leather carrying case

- This product is made of genuine leather. Unlike artificial leather, genuine leather may have scratches, wrinkles, or vein marks on the surface. Every case has a unique appearance and color.
- Wrapping the headphone cord around the leather carrying case when storing may leave headphone cord marks as the leather is soft.
- When using cleaner, read the instructions carefully and try it on an inconspicuous part first.
- Do not use any type of solvents such as alcohol or thinner for cleaning. Doing so will cause color fading, deformation or degradation which may damage the leather carrying case.
- Moisture such as rain or sweat, or friction may cause discoloration or color migration to your clothes, etc.
- Do not use or store the leather carrying case in a location exposed to direct sunlight (such as in a car), extremely high/low temperatures, high humidity or dust.


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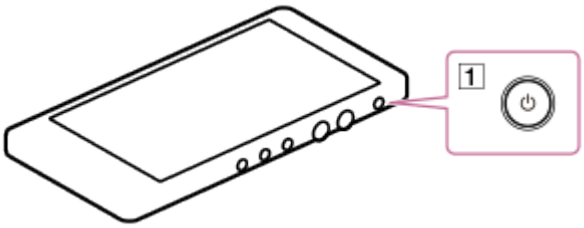
## What can I do to solve a problem?

If your Walkman does not function as expected, try the following steps to resolve the issue.
Before resetting your Walkman, disconnect the Walkman from your computer and check that no content such as music is being played back. Otherwise, the data may be damaged. You can then reset the Walkman safely.




1. Check the topic on the issue in “Q&A.”
2. Connect your Walkman to your computer to charge the battery.
   You may be able to resolve some issues by charging the battery.
3. Press and hold the button (1) for about 8 seconds to reset your Walkman.
4. Check information on the issue in the help of the software having problems.
5. Look up information on the issue on one of the customer support websites.
6. If the approaches listed above fail to resolve the issue, consult your nearest Sony dealer.

**Note**

- Data will not be deleted, nor will any settings be changed by resetting.

| Related Topic |
| --- |
| Charging the battery<br>Resetting your Walkman<br>Customer support website |

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## Your Walkman does not operate or the power does not turn on.

- If you transfer a lot of content such as music to your Walkman at once, it will take time to build the database on the Walkman.
- Make sure that the power is on. If not, press the ⏻ button.
- If your Walkman contains moisture condensation, wait a few hours to let the Walkman dry out.
- If the remaining battery power is low or insufficient, charge the battery.
- If your Walkman still does not operate after charging the battery, press and hold the ⏻ button for about 8 seconds to reset the Walkman.

| Related Topic |
| --- |
| Parts and controls<br>Charging the battery<br>Resetting your Walkman |


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## You want your Walkman screen to stay on longer before it turns off automatically.

- Swipe the status bar down, tap - [Settings] - [ Display] - [Sleep] and select the desired time.


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# A drink (water, coffee, etc.) was spilled on your Walkman, or the Walkman was washed in the washing machine.

- If you spill a drink on your Walkman or wash it in a washing machine, liquid may get inside the Walkman. Stop using the Walkman immediately and consult your nearest Sony dealer.

| Related Topic |
| --- |
| Customer support website |


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## An alarm (beep) is heard and the message [Check the volume level] is displayed.

- You can turn up the volume after canceling the alarm and warning.
- After the initial warning, the alarm and warning repeat every 20 cumulative hours that the volume is set to a level that is harmful for your ears. When this happens, the volume is turned down automatically.

| Related Topic |
| --- |
| Volume operation (Only for countries/areas complying with European Directives) |


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## There is no sound.

- Check that the [Master] volume is not set to zero.
- Check that the [Music, video, games, & other media] volume is not set to zero.
- Sound is not emitted from the headphones connected to the headphone jack when a Bluetooth audio device is connected via a Bluetooth connection.
- If there is no sound from a Bluetooth audio device, pairing or connection may not have been completed. Check the Bluetooth connection.
- If the problem still persists after performing the remedies above, press and hold the ⏻ button for about 8 seconds to reset your Walkman.

| Related Topic |
| --- |
| Using the volume “+” and “-” buttons<br>Turning the Bluetooth function on/off<br>Resetting your Walkman |


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## Volume cannot be turned up, or the volume remains low when the playback volume is turned up.

- Swipe the status bar down, tap - [Settings] - [ Sound] - [Volumes] and then slide [Music, video, games, & other media] to increase the volume.
- If the AVLS (Volume Limit) setting is activated, deactivate it.
- When listening on a Bluetooth audio device, turn up the volume control of the Bluetooth audio device.
- If the volume level cannot be adjusted directly on the Bluetooth audio device, increase the volume on your Walkman.

Related Topic

- Displaying the notification panel and shortcuts from the status bar
- Parts and controls


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## The rechargeable battery needs to be replaced.

- To replace rechargeable batteries, your Walkman needs to be taken apart professionally. Do not take apart the Walkman by yourself.
- Consult your nearest Sony dealer or Sony Service Center for replacement of rechargeable batteries.

| Related Topic |
| --- |
| Customer support website |


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## The battery life is short.

- If your Walkman is used in an environment where the temperature is below 5 °C (41 ºF), the battery life becomes shorter due to characteristics of the battery. This is not a malfunction.
- Charge the battery until it is full.
- More battery power is consumed when the Bluetooth function is used.
- More battery power is consumed when the Wi-Fi function is used.
- More battery power is consumed when the GPS function is used.
- You can preserve the battery life and get more use from each charge by changing your Walkman settings and managing the power appropriately.
- Depending on the environment in which your Walkman is used, the battery may deteriorate if it is not used for over a year. Contact your nearest Sony dealer.
- If the usable battery life is half that when new even after sufficiently charging the battery, your battery may have deteriorated. Contact your nearest Sony dealer.

Related Topic

- Charging the battery
- Customer support website



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## The computer does not recognize your Walkman.

- If the remaining battery power is low, charge the battery.
- When you use your Walkman for the first time, or if you have not used the Walkman for a long time, it may take a few minutes to be recognized by the computer. Check that the computer recognizes the Walkman after you have connected it to the computer for about 10 minutes.
- Make sure that the USB connection to the computer is made properly and securely.
- Use the supplied USB cable.
- Your Walkman may not be recognized if connected via a USB hub. Connect the Walkman directly to the USB connector on your computer.
- Make sure that the USB connection is not turned off. Swipe the status bar down and then tap [Turn on USB storage] on the notification panel followed by [Turn on USB storage] then [OK].
- If the approaches listed above fail to resolve the issue, press and hold the ⏻ button for about 8 seconds to reset your Walkman, and then try the USB connection again.

Related Topic

- Charging the battery
- Connecting to a computer
- Resetting your Walkman


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## The computer does not recognize a microSD card inserted in your Walkman.

- Change the setting to [SD card] as the storage to use.
- Make sure that no data is being transferred by checking your Walkman screen. Disconnect the USB cable from your computer, and then connect it again.
- Back up all of the data on the microSD card (not supplied) to your computer, and then initialize the microSD card with your Walkman.

| Related Topic |
| --- |
| Selecting the storage to use<br>Connecting to a computer<br>Formatting a microSD card |


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## You cannot install software to your computer.

- Media Go can be also obtained by downloading it via the Internet. If you cannot find the “MediaGo_WM(.exe)” file or the installation does not start even though you double-clicked the file, download Media Go from the following website and install it by following the on-screen instructions. http://mediago.sony.com/enu/
- If other software is running, it may interfere with the installation. Be sure to quit all other software before installing this software. Particularly, be sure to disconnect from the Internet and quit security software as it can put a heavy load on the computer.
- There may not be enough free space on the hard drive. Check the amount of free hard drive space required to install the software, and then delete any unnecessary files.
- With a Windows computer, you may not be able to install the software if your account does not have administrator privileges or if you have not logged in as a computer administrator. Log in using an account with administrator privileges or as the computer's administrator. Furthermore, if two-byte characters are used in the user name, create a new account using only one-byte characters in the user name.
- With a Windows computer, a message dialog may be hidden by the install screen, making the install process seem stopped. Press and hold the “Alt” key while pressing the “Tab” key several times. When the dialog is displayed, follow the instructions in the dialog box.

Related Topic

- System requirements
- Installing Media Go
- Installing Content Transfer



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## Content such as music cannot be transferred from the computer to your Walkman.

- Check that the USB connection to the computer is made properly.
- Use the supplied USB cable.
- You may not be able to transfer content when using a USB hub. Connect directly to the USB connector on your computer.
- The version of the installed software may be earlier than that of the supplied Media Go. Install the supplied Media Go or the latest version through the Internet.
- To transfer content to a microSD card (not supplied), set the destination for transferring content to the microSD card, and then reconnect your Walkman to your computer.
- There is not enough free space in your Walkman, or the number of files has exceeded the maximum number of transferable files. Delete any unnecessary content to increase free space. For details on the number of files recordable, see the following.
  - “Maximum recordable number of songs and time (Approx.)”
  - “Maximum recordable time of videos (Approx.)”
- 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.
- Some of the content on your Walkman may be damaged. Copy the content that you need onto the computer and initialize (format) the Walkman.
- If the software is not compatible with your Walkman, install compatible software and use the compatible software to transfer content.
- You may be attempting to transfer corrupted content. Delete the content that cannot be transferred from the computer, and import this content to the computer again. Do not perform any other tasks on the computer when transferring content to your computer. Doing so may cause the content to be corrupted.
- You may be attempting to transfer a file that is not in playable format. See “Supported formats.”
- Transferring may be stopped due to noise such as static electricity accumulated in the computer. This happens to protect data. Disconnect your Walkman, and then reconnect it.

Related Topic

- Connecting to a computer
- Installing Media Go
- Maximum recordable number of songs and time (Approx.)
- Maximum recordable time of videos (Approx.)
- Supported formats

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## Pairing cannot be done.

- Pair the devices within the Bluetooth communications range.
- If the supported profiles are different, your Walkman and Bluetooth device cannot be paired. See "Specifications."
- Your Walkman cannot be paired if the number of paired devices exceeds the maximum number. If you want to pair another device, delete unnecessary paired devices in advance.

| Related Topic |
| --- |
| Specifications<br>Pairing a Bluetooth audio device |


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## You cannot connect via the Bluetooth function.

- Turn on the Bluetooth device and set it up for a Bluetooth connection.
- Your Walkman cannot connect with devices that are not paired. Check that the Walkman has been paired with the Bluetooth device.
- Place your Walkman and the Bluetooth device within 1 meter of each other and turn on the Bluetooth device. In the Home screen of the Walkman, swipe the status bar down, tap - [BLUETOOTH], and then select the name of the Bluetooth device you want to connect to from the list.
- The pairing information might have been deleted. Make the pairing operation again.
- If your Walkman and the Bluetooth device are too far from each other, a Bluetooth connection may not be established or may be interrupted. Place the Walkman and Bluetooth device closer.

| Related Topic |
| --- |
| Pairing a Bluetooth audio device<br>Connecting to a Bluetooth audio device<br>Displaying the notification panel and shortcuts from the status bar |


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## You cannot connect to a Wi-Fi network.

- To connect to a Wi-Fi network, you need to subscribe to an Internet service provider and obtain access to the Internet via wireless LAN.
- For details on how to connect to a Wi-Fi network, see “Connecting to a Wi-Fi Network.”
- If you have configured the Wi-Fi settings correctly and still cannot connect to any Wi-Fi network, take the following measures.
  - Check the connection using the [Wi-Fi checker].
  - Restart the Wi-Fi function.
  - Restart your Walkman.
  - Restart the access point (router).
  - Re-enter the encryption key for the Wi-Fi settings.
  - Reset your Walkman.
  - Initialize the data on your Walkman.

### Related Topic

- Connecting to a Wi-Fi network
- Checking the Wi-Fi network status
- Resetting your Walkman
- Formatting the storage of your Walkman



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## Your Walkman does not recognize a microSD card that is inserted.

- The microSD card (not supplied) is not inserted correctly. Remove the microSD card and reinsert it.
- The contact pins of the microSD card are not clean. Clean the contact pins of the microSD card using a dry cloth or cotton bud and reinsert the microSD card.
- The microSD card has been formatted in an unsupported format. Copy all data on the microSD card onto your computer and format the microSD card again using your Walkman.

| Related Topic |
| --- |
| Removing a microSD card<br>Inserting a microSD card<br>Formatting a microSD card |


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## Music content cannot be transferred using Media Go.

- Music content with copyright protection cannot be transferred to a microSD card (not supplied).

| Related Topic |
| --- |
| Importing and transferring content from media using Media Go<br>Transferring content using Media Go |


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## Videos cannot be transferred using the “Take along” transfer function.

- You cannot transfer videos to a microSD card using the “Take along” transfer function.


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