SONY

Help Guide

Digital Music Player
NW-WS413/WS414

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

The color of Walkman sold in some countries/regions may differ from those shown above.

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Transferring/Deleting Content

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Troubleshooting

Troubleshooting

What Can I Do to Solve a Problem?

- What can I do to solve a problem?
- Customer support website

Q&A

Operation

- Your Walkman does not operate or the power does not turn on.
- Your Walkman does not work properly.
- Your Walkman power turns off or on automatically.
- A drink (water, coffee, etc.) was spilled on your Walkman, or the Walkman was washed in the washing machine.
- The earbuds supplied with the headphones are missing.
- You want to back up the content such as music stored on your Walkman.
- You want to find the product name (model name) of your Walkman.
- The voice guidance “Check the volume level” is heard.

Sound

- There is no sound.
- Content such as music suddenly stops during playback.
- Noise is generated.
- Volume cannot be turned up, or the volume remains low when the playback volume is turned up.
- Sound is interrupted or skips.

Power

- You cannot charge your Walkman.
- How long is the life of the built-in rechargeable battery?
- The rechargeable battery needs to be replaced.
- The battery life is short.
- How long is the standard battery duration?
- How long does it take to charge the battery?

Connection to a Computer

- The computer does not recognize your Walkman.
- You cannot install software to your computer.
- The progress bar on the install screen does not proceed while installing the software.

- Your Walkman is not recognized by Media Go.
- Content such as music cannot be transferred from the computer to your Walkman.

Playing/Deleting Content

- You cannot play content such as music transferred to your Walkman.
- Content such as music suddenly stops during playback.
- Playback progresses to the next album when repeat playback is set.
- Songs are only played within a limited range such as within one album.

Water Resistant Performance

- Sound becomes muffled when using your Walkman in water, such as when swimming.
- You dropped your Walkman in water.

Fitting

- The headphones are not firmly seated on your ears.
- The neckband part does not fit.
- The earbuds do not fit.

Other

- Your Walkman gets warm.

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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.

Walkman instruction manuals

There are a wide variety of instruction manuals available in addition to this Help Guide.

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Enjoying Using Your Walkman

3 steps to listening to music

This section explains how you can start enjoying using your Walkman after purchase in three simple steps.

Various ways to enjoy using your Walkman

Your Walkman can do more than simply play back music. Get to know more about various ways you can enjoy using the Walkman.

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Parts and Controls

Parts and controls

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

About the differences between the two types of earbuds

This section explains the characteristics of the two different types of earbuds.

Changing the earbuds

You can change the earbuds if the initially installed earbuds do not fit your ears correctly.

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Power/Charging

Turning the power on

Turn on the power to start your Walkman.

Turning the power off

Turn off the power when not using your Walkman.

Charging the battery

Charge your Walkman by connecting it to a computer.

Extending the battery life

This section introduces various ways to reduce battery consumption such as frequently turning the power off and changing various settings.

Notes on charging the battery

This section contains various notes about charging your Walkman.

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How to Place Your Walkman on Your Ears

How to place your Walkman on your ears

Place your Walkman on your ears and adjust it to fit you.

Improving the fit

This section explains how to fit your Walkman better on your ears.

Taking your Walkman off

Instructions and notes for when you take your Walkman off your ears are explained.

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LED Lamp

Confirming the Walkman status by the OPR lamp

The OPR lamp indicates the condition of the battery or settings by changing color and blinking patterns.

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Using Your Walkman while Swimming

Water resistant and dust proofing performance of this Walkman

This section explains the water resistant and dust proofing performance of your Walkman.

Liquids that the water resistant performance specifications apply to

This section explains the types of liquid that the water resistant specifications of your Walkman apply to.

Changing the earbuds to Swimming earbuds

You can change the earbuds if the initially installed earbuds do not fit your ears correctly while swimming.

How the sound becomes muffled while you are swimming

This section explains the cases where the sound becomes muffled while swimming and how to prevent those from happening.

If the sound becomes muffled while swimming

This section explains how to remove water from your ears and headphone sections.

Notes while swimming in a pool or the ocean

This section contains notes for using your Walkman while swimming.

Notes on charging the battery after swimming

Important notes for charging the battery after swimming are explained.

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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

Restarting your Walkman
Restart your Walkman if operations become unstable.

Resetting to the factory settings
Reset your Walkman to the default settings.

Formatting memory
Initialize your Walkman by formatting the memory.

Updating the system software of your Walkman
Add new features to your Walkman by installing the latest system software.

Displaying your Walkman information
Check information such as model name and system software version.

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Using the Contents

About the differences between the two types of earbuds

This section explains the characteristics of the two different types of earbuds.

Changing the earbuds

You can change the earbuds if the initially installed earbuds do not fit your ears correctly.

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Operation Flow for Transferring Content to Your Walkman

Preparing content using a Windows computer

Installing the latest version of Media Go, available on the Internet, enables you to import CDs, download and manage content from online music services, and transfer them to the Walkman.

Preparing content using a Mac computer

Installing the latest version of Content Transfer, available on the Internet, enables you to transfer content to the Walkman.

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Installing Media Go

About Media Go

Media Go is software that allows you to import various content to your Windows computer, manage the content and transfer it to your Walkman.

Installing Media Go

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

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Installing Content Transfer

About Content Transfer

Content Transfer is software that allows you to transfer content managed with iTunes or the Finder to your Walkman.

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.

Importing content on your Windows computer into Media Go

You can organize a wide range of content such as music that you have already imported to your Windows computer using other software together 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 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.

Notes for transferring content such as music from your computer

When transferring files and folders to your Walkman by drag-and-drop, you need to make sure that the default folder names remain unchanged and the hierarchy is correct.

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Deleting Content from Your Walkman

Deleting content from your Walkman using Media Go
Use Media Go to delete content stored on your Walkman.

Deleting content from your Walkman using Content Transfer
Use Content Transfer to delete content stored on your Walkman.

Deleting content from your Walkman using Explorer
Use Windows Explorer to delete content stored on your Walkman.

Deleting content from your Walkman using the Finder
Use the Finder to delete content stored on your Walkman.

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Operating with Media Go

Deleting content imported to Media Go

Use Media Go to delete content imported to Media Go.

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Playing Music

Preparing music
You need to transfer music from your computer to your Walkman in order to listen to music on the Walkman.

Playing music
Play music that you transferred from your computer to your Walkman.

Volume operation (Only for countries/areas complying with European and Korean Directives)
The voice guidance “Check the volume level” is meant to protect your ears when you turn the volume up to a level that is harmful for your ears for the first time.

Adjusting the volume
Adjust the volume using the VOL + and - button. The volume can be adjusted in 31 steps.

Skipping to the previous/next song
Skip to the previous/next song.

Fast-forwarding/fast-rewinding the current song
Fast-forward or fast-rewind the current song.

Skipping to the previous/next folder/playlist/album
Skip to the beginning of the previous or next folder/playlist/album quickly.

Shuffle playback
Set the playback mode to shuffle and play all the songs on your Walkman in random order.

Repeat playback
Play songs repeatedly.

Repeatedly playing the current song
Play the current song repeatedly.

Changing the playback order to Folder Play/Playlist Play/Album Play

You can change the playback order to Folder Play/Playlist Play/Album Play.

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Deleting Songs

Deleting songs

Delete songs transferred to your Walkman.

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Music Settings

Moderating the differences in volume level between songs

This function prevents large differences in volume level from occurring when continually playing songs that are recorded at different levels.

Limiting the volume

You can use AVLS (Automatic Volume Limiter System) to limit the maximum volume.

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What is Ambient Sound Mode?

What is Ambient Sound Mode?

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Using the Ambient Sound Mode

Selecting an Ambient Sound Mode

You can select different Ambient Sound Modes based on your surrounding environment.

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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.

Notes while swimming in a pool or the ocean
This section contains notes for using your Walkman while swimming.

Notes on charging the battery after swimming
Important notes for charging the battery after swimming 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 (weight and memory size, etc.) are shown.

Battery life

The estimated battery usage time 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.

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.

Your Walkman does not work properly.

Your Walkman power turns off or on automatically.

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

The earbuds supplied with the headphones are missing.

You want to back up the content such as music stored on your Walkman.

You want to find the product name (model name) of your Walkman.

The voice guidance “Check the volume level” is heard.

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Sound

- There is no sound.
- Content such as music suddenly stops during playback.
- Noise is generated.
- Volume cannot be turned up, or the volume remains low when the playback volume is turned up.
- Sound is interrupted or skips.

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Power

You cannot charge your Walkman.

How long is the life of the built-in rechargeable battery?

The rechargeable battery needs to be replaced.

The battery life is short.

How long is the standard battery duration?

How long does it take to charge the battery?

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Connection to a Computer

- The computer does not recognize your Walkman.
- You cannot install software to your computer.
- The progress bar on the install screen does not proceed while installing the software.
- Your Walkman is not recognized by Media Go.
- Content such as music cannot be transferred from the computer to your Walkman.

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Playing/Deleting Content

- You cannot play content such as music transferred to your Walkman.
- Content such as music suddenly stops during playback.
- Playback progresses to the next album when repeat playback is set.
- Songs are only played within a limited range such as within one album.

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Water Resistant Performance

- Sound becomes muffled when using your Walkman in water, such as when swimming.
- You dropped your Walkman in water.

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Fitting

- The headphones are not firmly seated on your ears.
- The neckband part does not fit.
- The earbuds do not fit.

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Other

Your Walkman gets warm.

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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:

www.sony.eu/mysony

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” explains how to transfer content to your Walkman, and how to use the various functions. Browse this “Help Guide” for necessary information.

The printed manuals (supplied), such as “Instruction Manual,” 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.
- 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 images used in this “Help Guide”

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

Design and specifications are subject to change without notice.

Related Topic

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

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Walkman instruction manuals

The operations of this Walkman are explained in the following instruction manuals.

(Startup Guide) (paper)

Describes the operation flow from turning your Walkman on to listening to music.

Instruction Manual (paper)

Describes the notes on use, compliance and other information.

Read Before Using your Walkman in a Pool or the Ocean

Describes how to attach swimming earbuds and includes notes on using your Walkman in a pool or the ocean along with maintenance information.

Help Guide

You are currently viewing the Help Guide. This contains information such as explanations of Walkman operations and software.

Important Information

Contains information on trademark rights, laws, and regulations. You can read it by installing the software (supplied) on your computer.

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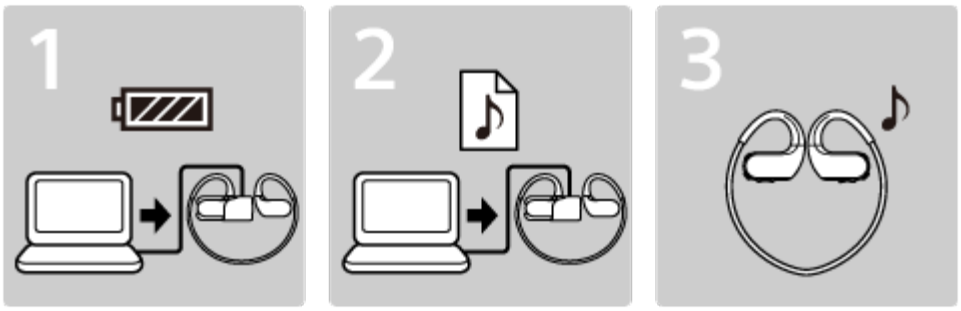
3 steps to listening to music

Be sure to charge the battery before you use your Walkman for the first time. You can transfer music while charging the battery. You can listen to your music as soon as the transfer has completed.



1. Connect your Walkman to a computer.
   You can charge the battery by connecting your Walkman via a USB connection to a computer that is turned on and running.

2. Import music to your computer and transfer the music to your Walkman.
   For Windows users
   - Recommended: Install the latest version of Media Go, which is available on the Internet.
     You can transfer music that you have imported from CDs or downloaded from online music services to your Walkman.
   - You can transfer music by drag-and-drop directly from Windows Explorer to your Walkman.

   For Mac users
   - Recommended: Install the latest version of Content Transfer, which is available on the Internet.
     You can transfer music and playlists that are managed with iTunes to your Walkman by an easy operation.
   - You can transfer music by drag-and-drop directly from the Finder to your Walkman.

3. Enjoy your music!
   Turn on your Walkman, put it on, and start playing the music you want to listen to!

Related Topic

- Charging the battery

- Installing Media Go
- Importing and transferring content from media using Media Go
- Transferring content using Media Go
- Installing Content Transfer
- Transferring content using Content Transfer
- Transferring content using Explorer
- Transferring content using the Finder
- Turning the power on
- Playing music

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Various ways to enjoy using your Walkman

Your Walkman can do more than simply play back music. Get to know more about various ways you can enjoy using the Walkman.

Using your Walkman while swimming

Change the earbuds to the Swimming earbuds and enjoy using your Walkman even while swimming.

Related Topic
Changing the earbuds to Swimming earbuds

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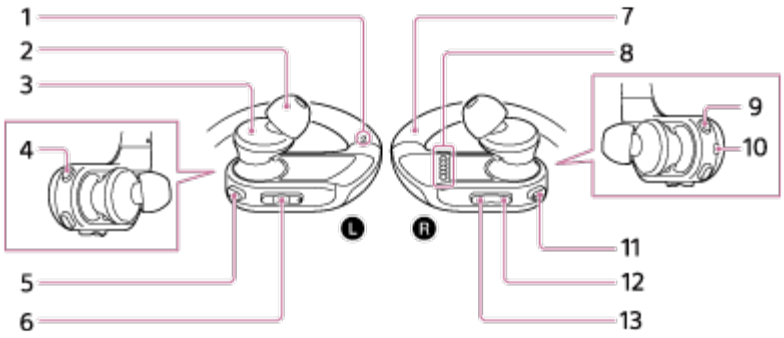
Parts and controls

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



1. Tactile dot
   There is a tactile dot on the left part of your Walkman. Use it to distinguish left from right when you operate it.
2. Earbud
3. Headphone section
4. MODE button
   Press to switch the playback mode (All Song/Repeat/Shuffle).
   Press and hold for longer than 3 seconds to switch the playback order (Folder/Playlist/Album).
5. Ambient Sound Mode button
   Press to monitor the ambient sounds even while wearing your Walkman.
6. VOL (Volume) + (*1)/- button
   Press to adjust the music playback volumes.
7. Neckband
8. Terminals
9. ⏻ (Power) button
   Press and hold for 3 seconds to turn your Walkman on or off.
   Press and hold for at least 10 seconds to restart your Walkman.
10. OPR (Operation) lamp
11. ⏯ (Play/pause) button (*1)
    Press to start/pause playback.
    Press and hold for at least 17 seconds to enter the formatting mode.
12. ⏮ (Previous) button
    Press to return to the beginning of the current or previous song, or press and hold to fast rewind the song.
    Double-click this button to jump back to the beginning of the first song of the currently selected or previous folder or album.

13. ⏭ (Next) button
    Press to skip to the next song or press and hold to fast-forward the song.
    Double-click this button to skip to the beginning of the first song of the next folder or album.

(*1) There is a tactile dot. Use it to help with button operations.

Related Topic
Turning the power on
Turning the power off
Confirming the Walkman status by the OPR lamp
Restarting your Walkman

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About the differences between the two types of earbuds

There are two different types of earbuds (supplied): standard-type and swimming type. The characteristics of each type are as follows.

- Standard-type earbuds:
  You can use them in a wide variety of situations.
- Swimming earbuds:
  Employing a structure that prevents water penetration inside the headphones, Swimming earbuds allow you to enjoy music more comfortably while swimming.

Note

- The sound volume is lower with Swimming earbuds than with standard-type earbuds. Increase the volume as needed.
- When you replace Swimming earbuds with the standard-type earbuds, the sound becomes louder. Adjust the volume so as not to hurt your eardrums.

Related Topic

- Changing the earbuds
- Changing the earbuds to Swimming earbuds

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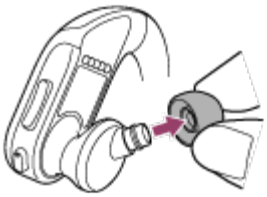
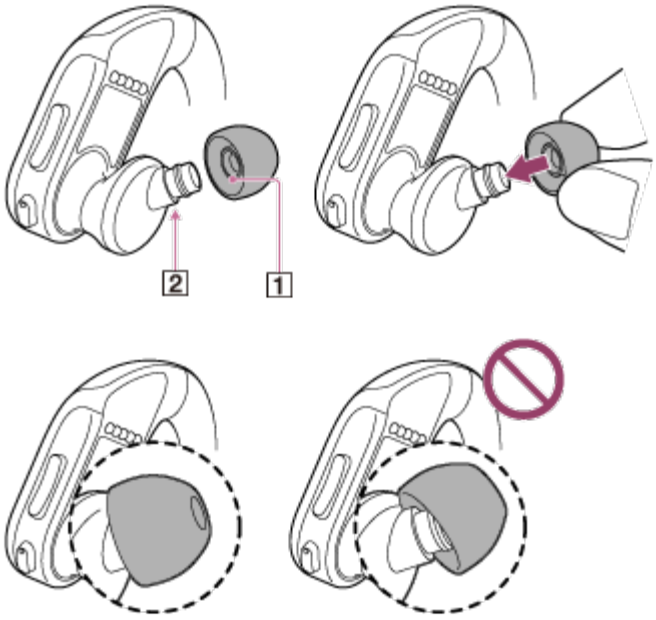
Changing the earbuds

To enjoy better sound quality, change the earbuds (supplied) to another size to fit your ears comfortably and snugly.

1. While holding the headphone, twist and pull the earbud off.
   If the earbud slips and cannot be detached, wrap it in a soft dry cloth.



2. Attach the earbuds to the headphone.
   Push the earbud onto the headphone to where the end of the earbud's colored part (1) aligns with 2. Attach the earbud firmly to the headphones to prevent it from detaching and remaining in your ear.



Hint

- If the earbuds become worn, purchase new earbuds.
- If the earbuds get dirty, remove the earbuds from the headphones and hand-wash them with neutral detergent. After washing, drain off the water and reattach them.

Related Topic

- Changing the earbuds to Swimming earbuds

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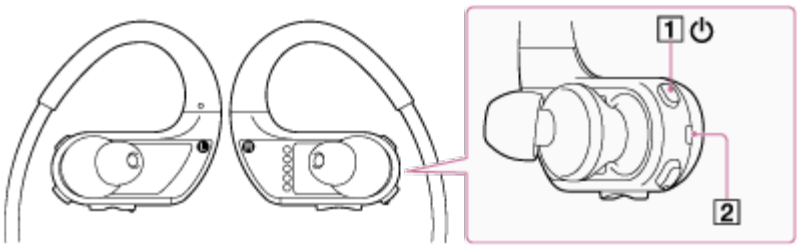
Turning the power on

Turn on the power to start your Walkman.



1. Press and hold the button (1) on the right (R) side of your Walkman for 3 seconds.
   Your Walkman turns on and a startup sound will be heard. The lamp (2) on the right (R) side of your Walkman blinks in orange quickly while the Walkman is turning on. Once the Walkman has turned on, the lamp (2) lights up in green.

Hint

- If there is no operation for an extended period, the lamp (2) turns off and your Walkman will be turned off automatically. In that case, press and hold the button (1) to turn on the Walkman.

Related Topic

- Turning the power off
- Confirming the Walkman status by the OPR lamp

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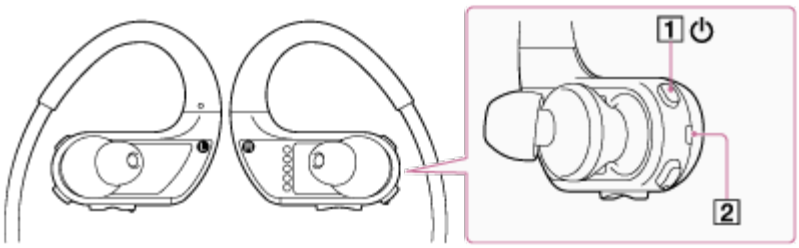
Turning the power off

Turn off the power when not using your Walkman.



1. Press and hold the button (1) on the right (R) side of your Walkman for 3 seconds.
   After the beep sound and the voice guidance “Power Off” is heard, the lamp (2) on the right (R) side of your Walkman and your Walkman turns off.

Hint

- If there is no operation for an extended period, your Walkman will be turned off automatically.

Related Topic

- Turning the power on
- Confirming the Walkman status by the OPR lamp

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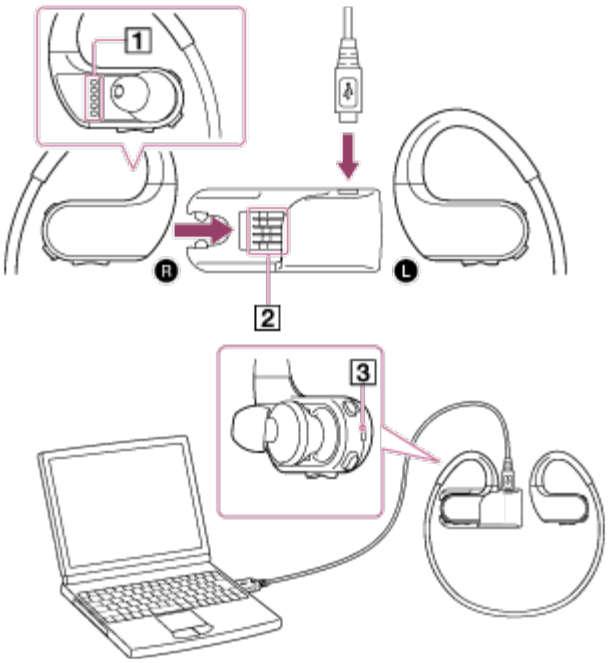
Charging the battery

Charge your Walkman by connecting it to a computer.



1. Connect the USB cable (supplied) to the USB cradle (supplied) and then attach the right (R) part of your Walkman to the USB cradle. Make sure that the terminals of your Walkman (1) and the USB cradle (2) are in contact with each other.
2. Connect your Walkman to a running computer via USB.
   The lamp (3) on the right (R) side of your Walkman lights up in orange while charging the battery. Charging is complete when the lamp (3) turns green.
3. Disconnect your Walkman from the computer when charging is complete.

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.

- Dry and clean the terminals of your Walkman using a soft dry cloth, if the terminals are wet or dirty.
- You cannot operate your Walkman when it is connected to a computer.
- You cannot operate your Walkman while charging the battery.

Related Topic

- Connecting to a computer
- Confirming the Walkman status by the OPR lamp
- Extending the battery life
- Notes on charging the battery
- Specifications

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Extending the battery life

You can reduce battery consumption by using your Walkman as follows.
For a comparison of battery life based on set effects, default settings and functions, see “Battery life.”

- Turn off the power manually.
- Set all sound quality settings to off.

Related Topic
Turning the power off
Battery life

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Notes on charging the battery

- The charging time differs depending on the 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.
- If you charge your Walkman when it has not been used for a long period of time, your computer may not recognize it, or the Walkman may not respond. Charge the Walkman for about 10 minutes, after which it should start operating normally again.
- Charge the battery in an ambient temperature between 5 °C to 35 °C (41 ºF to 95 ºF).
- The number of times the battery can be recharged from complete discharge is approximately 500 times. This number may vary depending on the conditions under which you use your Walkman.
- To prevent battery deterioration, charge the battery at least once every six months or every year.
- Charging is not guaranteed with homebuilt or modified computers.
- Operation with a USB port extended with a USB hub is only guaranteed when a self-powered USB hub that carries an authorized logo is used.
- Do not leave your Walkman connected for an extended period of time to a laptop computer that is not connected to an AC power supply. Doing so may discharge the computer’s battery.
- 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 these operations.
- Your Walkman may become hot while charging. This is not a malfunction.
- You cannot operate your Walkman when it is connected to a computer.
- You cannot operate your Walkman while charging the battery.

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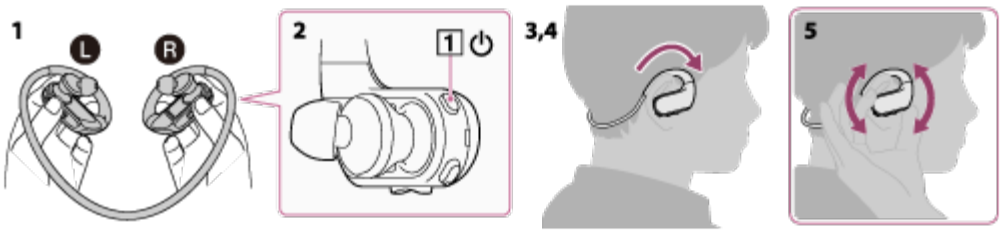
How to place your Walkman on your ears

Choose the size of earbud that fits into your left/right ear each. If you find that the earbuds easily come off, try another size that fits into your ears.



1. Check the left (L) and right (R) parts of your Walkman.
2. Press and hold the button (1) on the right (R) side of your Walkman for about 3 seconds to turn on the Walkman.
3. Hang the neckband over the top of your ears and behind your head.
4. Place the headphone sections into your ears.
5. Adjust your Walkman so it feels comfortable.

Hint

- If your Walkman does not feel comfortable, replace the earbuds.
- To use your Walkman for swimming, change the earbuds to Swimming earbuds.

Note

- Fit your Walkman into your ears while the earbuds and your ears are still dry.
- Make sure to fit your Walkman earbuds into your ears firmly so that water does not get into your ears through a gap between your ears and the headphones.
- Do not bend the neckband or deform it by applying strong force. If you repeatedly bend the same part of the neckband, it may become damaged or break. If the neckband is broken, internal wire (spring) may come out, resulting in the risk of injury. In this case, discontinue use of the Walkman.

Related Topic

- Improving the fit
- About the differences between the two types of earbuds

- Changing the earbuds
- Changing the earbuds to Swimming earbuds
- Taking your Walkman off

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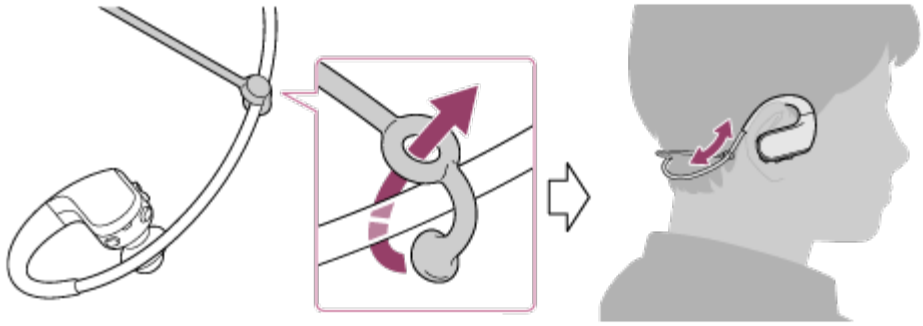
Improving the fit

Try the following to fit your Walkman better on your ears.

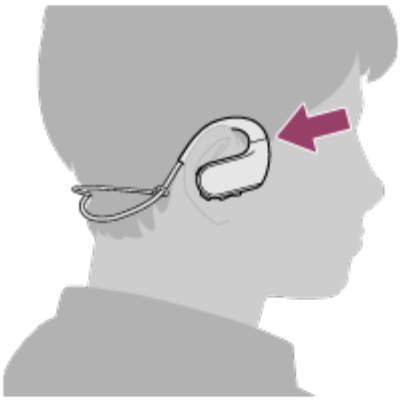
Stabilizing your Walkman with the adjustment band (supplied)

You can place your Walkman earbuds more firmly into your ears by using the adjustment band.



Stabilizing your Walkman with swimming goggles

By stabilizing the part on your Walkman indicated by the arrow using the band of your swimming goggles, you can prevent your Walkman from detaching because of water pressure.



Note

- Do not use strong force to deform or bend the neckband. If you bend the neckband at the same part repeatedly, it may break. If it breaks, a wire-like metal may project from the covering and you could injure yourself. If the neckband breaks, stop using your Walkman.

Related Topic

- How to place your Walkman on your ears
- Taking your Walkman off

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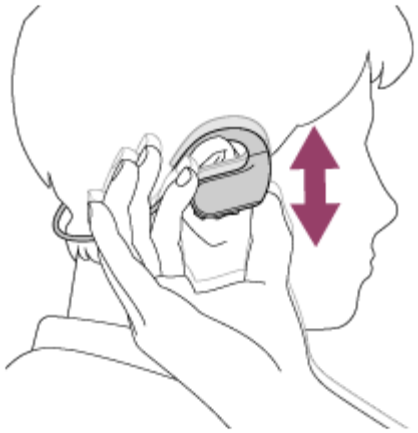
Taking your Walkman off

When you take your Walkman off your ears, be sure to follow the instructions and notes below.

1. Gently move your Walkman up and down to take it off your ears.



Note

- Removing the Walkman suddenly when the earbuds are fitted firmly in your ears may cause damage to your ears or eardrums, or the earbuds may remain in your ears.

Related Topic
How to place your Walkman on your ears
Improving the fit

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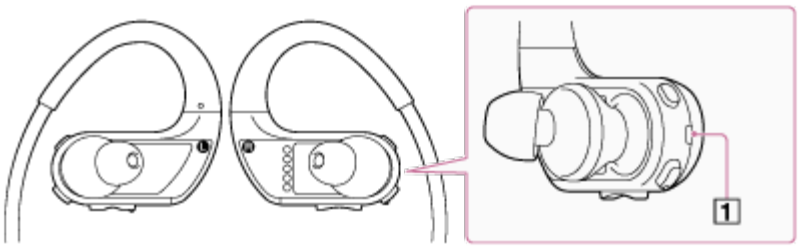
Confirming the Walkman status by the OPR lamp

The OPR lamp (1) on the right (R) side of your Walkman indicates the condition of the battery or settings by changing color and blinking patterns.



When you turn on your Walkman

Starting up

(Blinks quickly in orange)

Your Walkman is ready to use when the lamp (1) turns green after blinking in orange.

An error has occurred

(Lights up in red for 10 seconds)

Turn the power off and then back on.

During playback or pause

Battery has been charged enough

(Lights up or blinks in green)

Current remaining battery power is low

and (Blinks in green and orange alternately)

Battery is discharged

and (Blinks in orange and red alternately)

The battery has no charge left. Your Walkman beeps and then becomes inoperable.

Music is not played back due to an error

(Blinks in red twice)

While connected to a computer

Battery is being charged

(Lights up in orange)

Battery has been fully charged

(Lights up in green)

Accessing the Walkman via a USB connection, such as when data is being transferred

(Blinks in orange quickly)

You are trying to charge the battery in an ambient temperature outside the range of 5ºC (41 ºF) to 35 ºC (95 ºF)

(Blinks twice in red repeatedly)

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Water resistant and dust proofing performance of this Walkman

The water resistance specifications(*1) of this Walkman are equivalent to IEC 60529 “Degrees of protection against ingress of water (IP Code)” IPX5/8(*2), and the dust proofing specifications of this Walkman are equivalent to IEC 60529 “Degrees of protection against solid foreign objects” IP6X(*3). If you use your Walkman in a swimming pool, do not exceed a depth of 2 m (6.5 feet) while wearing it.
Be sure to read and understand the water resistant/dust proof specifications completely before use.

(*1) The headphone sections are not completely watertight.

(*2) IPX5 (Degrees of protection against jets of water): Your Walkman, when Swimming earbuds are attached, has been tested under and maintains its operability under the following test conditions: When exposed to direct streams of water from any direction where approximately 12.5 l/min. of water is supplied for more than 3 minutes from a distance of approximately 3 m using a nozzle with an inner diameter of 6.3 mm. However, this does not apply to the headphone sections.
IPX8 (Degrees of protection against continual water submersion): Your Walkman, when Swimming earbuds are attached, has been tested to and maintains its operability when submersed in water to a depth of 2 m for 30 minutes.

(*3) IP6X (Degrees of protection against dust): Your Walkman, when Swimming earbuds are attached, has been tested to and continues to block dust after stirring for 8 hours in a testing device which contains dust particles that are up to 75 µm in diameter.

Related Topic

- Changing the earbuds to Swimming earbuds
- How the sound becomes muffled while you are swimming
- If the sound becomes muffled while swimming
- Notes while swimming in a pool or the ocean
- Notes on charging the battery after swimming

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Liquids that the water resistant performance specifications apply to

The types of liquid that the water resistant specifications of your Walkman apply to are as follows.

Applicable:
Fresh water, tap water, perspiration, pool water, salt water

Not applicable:
Liquids other than those above (examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, etc.)

The water resistant performance of your Walkman is based on our measurements under the conditions described in this section. Note that malfunctions as a result of water immersion caused by misuse by the customer are not covered by the limited warranty.

Related Topic

- Changing the earbuds to Swimming earbuds
- How the sound becomes muffled while you are swimming
- If the sound becomes muffled while swimming
- Notes while swimming in a pool or the ocean
- Notes on charging the battery after swimming

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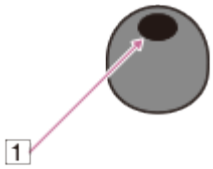
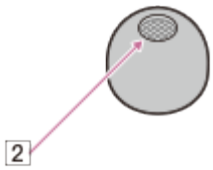
Changing the earbuds to Swimming earbuds

To enjoy using your Walkman while swimming, change the earbuds to another type/size to fit your ears comfortably and snugly.

1. Select the appropriate Swimming earbuds.
   The standard-type earbuds are attached when you purchase your Walkman.

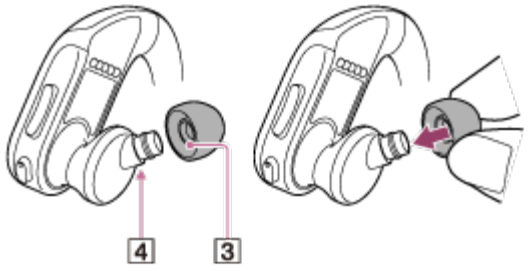




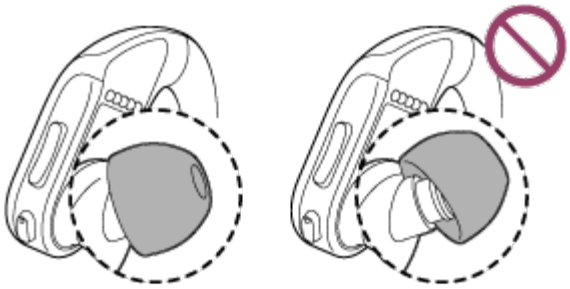
   The standard-type earbud has an open hole (1).
   The Swimming earbud has a hole covered with a thin film (2) to make it difficult for water to get in.

2. Choose the best fitting Swimming earbuds.
   There are 4 different sizes of Swimming earbuds (S/M/L/LL) (supplied).
   Choose a size slightly tighter than the standard-type.
   Your ears may require different sized earbuds as not all ears are the same. For example: left side medium size, right side large size.

3. Attach Swimming earbuds to your Walkman.
   Install the earbuds onto the headphones so that the tip of the inner part (3) of the earbuds fits into the position (4) on the projection of the headphones.



   Make sure that the earbuds fit straight on, not at an angle, to prevent the earbuds from detaching and remaining in your ears.



Related Topic

- Water resistant and dust proofing performance of this Walkman
- Liquids that the water resistant performance specifications apply to
- About the differences between the two types of earbuds

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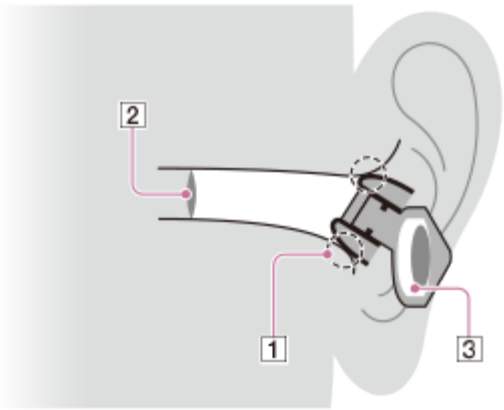
How the sound becomes muffled while you are swimming

The sound may become muffled in cases like those shown below.

- When water gets into a gap between your ears and the headphones (1) and covers the eardrum (2):
  You can prevent water penetration by using the most appropriate size of earbuds that fit your ears firmly.
- When water accumulates in the drivers of the headphones (3):
  You can prevent water penetration by using the Swimming earbuds (supplied).



Related Topic

- Water resistant and dust proofing performance of this Walkman
- Liquids that the water resistant performance specifications apply to
- About the differences between the two types of earbuds

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If the sound becomes muffled while swimming

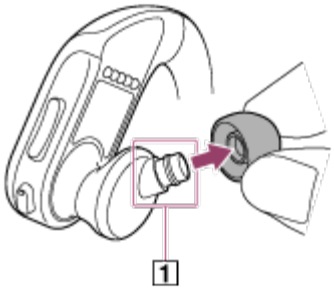
Water inside your ears or headphones may cause the sound to be muffled.

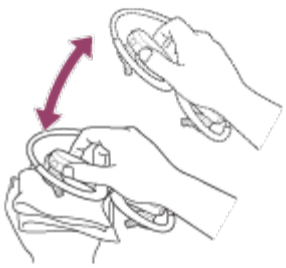
Removing water from your ears

Remove water from your ears.

Removing water from headphones

When water gets inside the headphones (1), remove the earbuds from the headphones and pat the headphones lightly 5 to 10 times on a dry cloth.





Related Topic

- Water resistant and dust proofing performance of this Walkman
- Liquids that the water resistant performance specifications apply to
- About the differences between the two types of earbuds

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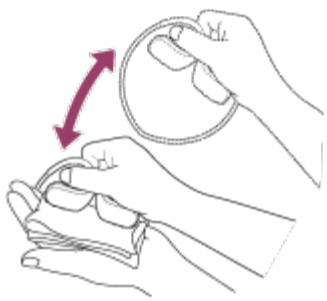
Notes while swimming in a pool or the ocean

- Do not use your Walkman in a crowded place or in circumstances which an inability to hear surrounding sounds would be dangerous.
- When you use your Walkman in public or private swimming facilities, follow the rules of that facility.
- The earbuds create a seal in your ear canal. Thus, there is a risk of damage to your ears or eardrums if strong pressure is applied to the earbuds, or the earbuds are removed suddenly from your ears. Due to this risk, do not do vigorous exercise, dive into a swimming pool, etc., while wearing your Walkman.
- Do not pour hot water directly on your Walkman and do not blow hot air from a hair dryer, etc., directly on the Walkman. Never use the Walkman in high-temperature locations such as in saunas or near a stove.
- Do not use or leave your Walkman in the following types of environment:
  - in high temperature locations with a temperature above 45 °C (113 ºF) such as under the blazing sun, in a car, in warm water or other high temperature and high humidity locations
  - in a cold locations with a temperature below –5 °C (23 ºF)
- If you cannot avoid using your Walkman in a location exposed to direct sunlight, cover your Walkman with a towel, etc.
- The sound volume is lower with Swimming earbuds than with standard-type earbuds. Increase the volume as needed.
- When you replace Swimming earbuds with the standard-type earbuds, the sound becomes louder. Adjust the volume so as not to hurt your eardrums.
- Your Walkman may detach and fall during vigorous exercise, etc.
- Your Walkman will sink if dropped in water.

Notes on Ambient Sound Mode

- When the Swimming earbuds are attached, ambient sound cannot be heard as well as when Standard-type earbuds are attached.
- Ambient sounds cannot be heard well after using your Walkman in a pool or the ocean. Repeatedly pat the parts around the buttons of your Walkman softly against a dry cloth about 30 times. Then place your Walkman on a dry cloth at room temperature to ensure it is completely dry before the next use.



Related Topic

- Water resistant and dust proofing performance of this Walkman
- Liquids that the water resistant performance specifications apply to
- About the differences between the two types of earbuds

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Notes on charging the battery after swimming

- The USB cradle (supplied) is not water resistant.
- Before charging the battery, make sure your Walkman is not wet.
- If there is moisture on your Walkman, wipe it off completely, and leave the Walkman at room temperature to dry until no moisture remains on the Walkman before you start charging.
- Never use the USB cradle with wet hands or when your Walkman is wet.

Related Topic

- Water resistant and dust proofing performance of this Walkman
- Liquids that the water resistant performance specifications apply to
- About the differences between the two types of earbuds
- Maintenance of your Walkman

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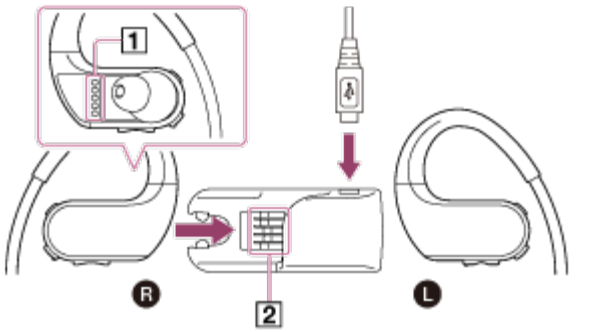
Connecting to a computer

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



1. Connect the USB cable (supplied) to the USB cradle (supplied) and then attach the right (R) part of your Walkman to the USB cradle. Make sure that the terminals of your Walkman (1) and of the USB cradle (2) are in contact with each other.
2. Connect your Walkman to a running computer via USB.

Note

- When you connect your Walkman to the USB cradle (2), dry the terminals of your Walkman (1) using a soft dry cloth.
- You cannot operate your Walkman when it is connected to a computer.

Hint

- If you are prompted to make a Windows operation, click “Cancel” or “×.”

Related Topic

- Notes on connecting your Walkman to a computer
- Transferring content using Media Go
- Transferring content using Content Transfer
- Charging the battery

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Notes on connecting your Walkman to a computer

- Your Walkman cannot be operated when connected 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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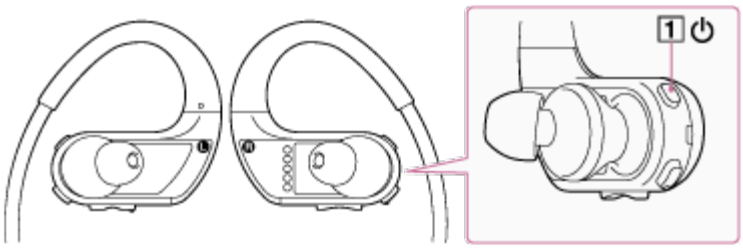
Restarting your Walkman

Try restarting your Walkman if operations become unstable. Before restarting 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 10 seconds to restart your Walkman.

Note

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

Related Topic

- Resetting to the factory settings
- Formatting memory
- Confirming the Walkman status by the OPR lamp
- Customer support website

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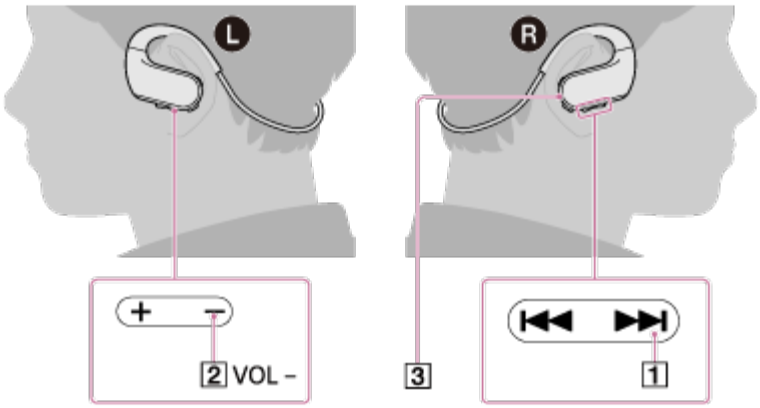
Resetting to the factory settings

Your Walkman can be reset to the default settings. Resetting the Walkman will not delete content such as music.



1. Check that the playback is paused.
2. While pressing the button (2) on the left (L) side of your Walkman, press and hold the Next button (1) on the right (R) side of your Walkman for about 17 seconds.
   When resetting is completed, the lamp (3) on the right (R) side of your Walkman blinks in green twice.

Related Topic

- Restarting your Walkman
- Formatting memory
- Confirming the Walkman status by the OPR lamp

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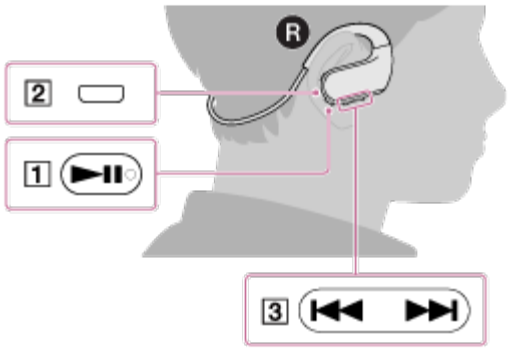
Formatting memory

You can initialize your Walkman by formatting the memory.



1. Check that the playback is paused.
2. Press and hold the button (1) on the right (R) side of your Walkman for about 17 seconds until the lamp (2) on the right (R) side of your Walkman blinks in orange quickly.
3. Release the button (1).
   The lamp (2) lights up in red.
4. Press the Previous/Next button (3) on the right (R) side of your Walkman within 30 seconds after the lamp (2) lights up in red.
5. Press the button (1) while the lamp (2) is lit in green.
   The lamp (2) blinks in green quickly while formatting. The lamp (2) turns off when formatting is completed.

Note

- Be sure not to initialize (format) the memory of your Walkman using a computer. If you have formatted it with a computer, format it again using the Walkman.
- Formatting the memory erases all content data (songs, etc., including the sample data installed at the factory, and the supplied software installer). Be sure to check the data stored in the memory and export any important data to your computer before formatting.

Related Topic

- Confirming the Walkman status by the OPR lamp

- Restarting your Walkman
- Resetting to the factory settings

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NW-WS413/WS414

Updating the system software of your Walkman

You can add new features to your Walkman by installing the latest system software. For details on the latest system software information and how to install it, visit the customer support website for your area.

1. Download the update program to your computer from the website.
2. Connect your Walkman to your computer and start the update program.
3. Follow the on-screen instructions to update the system software of your Walkman.

Hint

- You can check the system software version of your Walkman by connecting the Walkman to your computer. Check the “information.txt” file in the [WALKMAN] folder on your computer. The “information.txt” file contains the following information.
  - 01: Model name
  - 02: System software version

Related Topic

- Customer support website
- Connecting to a computer
- Displaying your Walkman information

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Displaying your Walkman information

Check information such as model name and system software version.

1. Connect your Walkman to a running computer via USB.
2. Open “WALKMAN” using the procedure below that corresponds to your computer.
   - Windows 7 or earlier:
     Select “Start” – “Computer,” and open “WALKMAN.”
   - Windows 8:
     Select “Desktop” from the “Start screen” to open “File Explorer.” In the “Computer” list, open “WALKMAN.”
   - Windows 8.1:
     Select “Desktop” to open “File Explorer.” In the “This PC” list, open “WALKMAN.”
   - Windows 10:
     Select “File Explorer” in the “Start” menu, and then select “WALKMAN” from the left screen.
   - Mac:
     Select “WALKMAN” in the sidebar of the Finder.
3. Check the “information.txt” file.
   The “information.txt” file contains the following information.
   - 01: Model name
   - 02: System software version

Related Topic

Updating the system software of your Walkman

Connecting to a computer

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Preparing content using a Windows computer

Installing the latest version of Media Go, available on the Internet, enables you to import CDs, download and manage content from online music services, and transfer them to the Walkman.

1. Install the latest version of Media Go, available on the Internet, on your Windows computer.
2. Import content to Media Go.
   You can import content on media or your Windows computer to Media Go.
3. Transfer the content to your Walkman.
   Transfer the imported content from Media Go to your Walkman.

Hint

- You can also transfer content directly from Windows Explorer to your Walkman by drag-and-drop.

Related Topic

- About Media Go
- Installing Media Go
- Importing and transferring content from media using Media Go
- Importing content on your Windows computer into Media Go
- Transferring content using Media Go
- Transferring iTunes content using Media Go
- Transferring content using Explorer
- Notes for transferring content such as music from your computer
- Deleting content from your Walkman using Media Go
- Deleting content from your Walkman using Explorer

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Preparing content using a Mac computer

Installing the latest version of Content Transfer, available on the Internet, enables you to transfer content to the Walkman.

1. Install the latest version of Content Transfer, available on the Internet, on your Mac computer.
2. Drag-and-drop the content on your Mac computer to Content Transfer.
   The content is transferred to your Walkman.

Hint

- You can also transfer content directly from iTunes or the Finder to your Walkman by drag-and-drop.

Related Topic

- About Content Transfer
- Installing Content Transfer
- Transferring content using Content Transfer
- Transferring content using the Finder
- Notes for transferring content such as music from your computer
- Deleting content from your Walkman using the Finder

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About Media Go

Media Go is software for your Windows computer that allows you to import various content such as music, photos or videos to your Windows computer and manage stored content on your Windows computer. You can transfer content that you have imported from CDs or downloaded from online music services to your Walkman. If you have already managed content such as music with iTunes, etc., you can use Media Go to transfer the content to the Walkman.

Related Topic

- Installing Media Go
- Importing and transferring content from media using Media Go
- Transferring content using Media Go
- Transferring iTunes content using Media Go

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Installing Media Go

Install Media Go to your Windows computer.

1. Access the Media Go download website.
   http://mediago.sony.com/
2. Install Media Go.
   Confirm the supported operating systems, and then click Media Go Free download. Click “Run” to install the software without downloading the installer.
3. Follow the on-screen instructions to install Media Go.
   When you click “Finish” after installation, Media Go automatically starts.

Hint

- The installer is automatically downloaded to the Downloads folder with some web browsers.
- 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.

Note

- Depending on the environment, restarting your computer may be required. Follow the on-screen instructions.

Related Topic

- About Media Go
- Importing and transferring content from media using Media Go
- Transferring content using Media Go

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About Content Transfer

Content Transfer is software for your Mac computer that allows you to transfer content such as music managed with iTunes or the Finder to your Walkman easily. You can transfer files, folders, and playlists to the appropriate folder of the Walkman simply by drag-and-drop.

Related Topic
Installing Content Transfer
Transferring content using Content Transfer

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Installing Content Transfer

Install Content Transfer to your Mac computer.

1. Access the installer for Content Transfer for Mac.
   http://www.sony.net/ct-mac/
   Confirm “System requirements.”
2. Open the downloaded file.
   The “ContentTransfer.dmg” file saved automatically to the Downloads folder opens.
3. Start installation.
   Run "ContentTransfer.pkg" and follow the on-screen instructions to install Content Transfer for Mac. is displayed in the Dock when the installation is completed. Click to start Content Transfer.

Related Topic

- System requirements
- About Content Transfer
- Transferring content using Content Transfer

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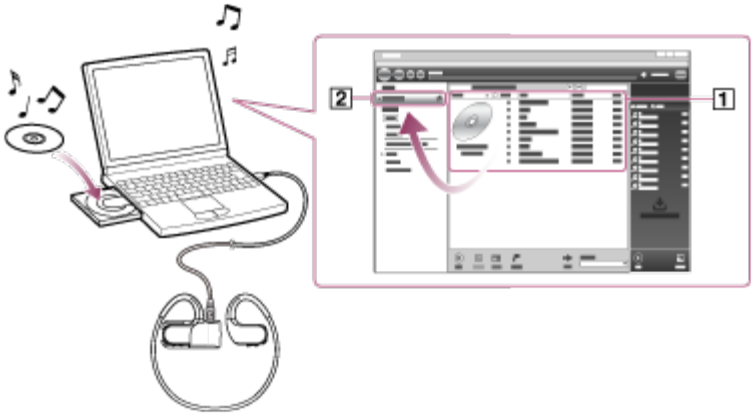
Importing and transferring content from media using Media Go

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. Connect your Walkman to your Windows computer via USB.
2. Start Media Go.
3. Insert an audio CD into the CD drive of your Windows computer.
4. Confirm the music content on the audio CD.
5. 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 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
Transferring content using Media Go

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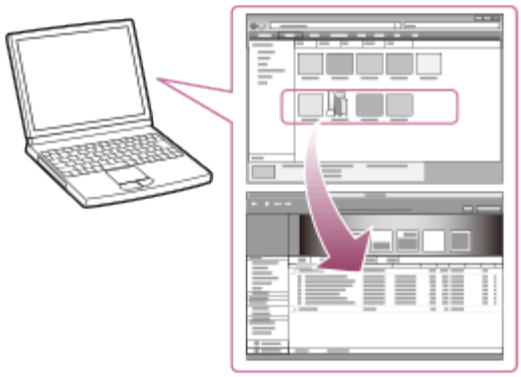
Importing content on your Windows computer into Media Go

Import content such as music imported to your Windows computer into Media Go.



1. Start Media Go.
2. Select the type of content you want to import from “Library.”
3. Drag-and-drop the content into the Content List area.

Hint

- You can also import data organized by programs such as iTunes by selecting “File” - “Add/Remove Media from Library” in Media Go. For details, refer to the help of Media Go.

Related Topic
Transferring content using Media Go

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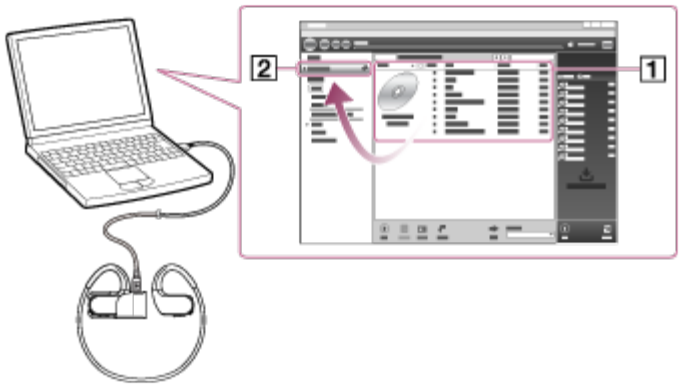
Transferring content using Media Go

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. Connect your Walkman to a running computer via USB, and then start Media Go.
2. 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”).
- Your Walkman will start constructing the database when it is disconnected from the computer. If you want to reconnect your Walkman to the computer, first make sure that it has finished constructing the database. If not, your Walkman may be damaged.

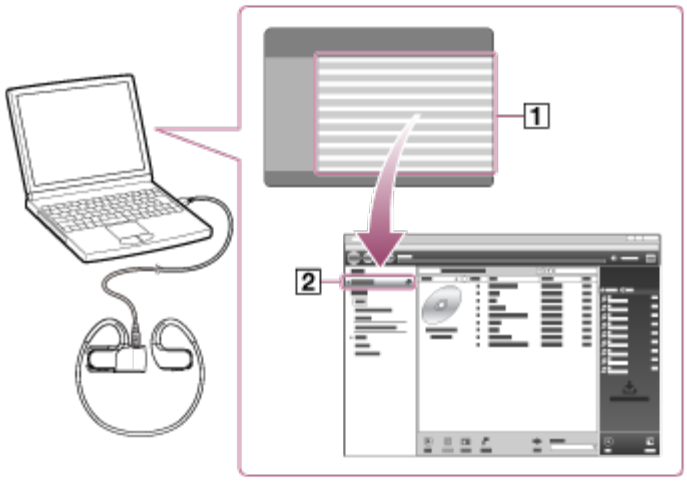
Related Topic

- Connecting to a computer
- Importing and transferring content from media using Media Go
- Importing content on your Windows computer into Media Go
- Deleting content from your Walkman using Media Go

Digital Music Player
NW-WS413/WS414

Transferring iTunes content using Media Go

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



1. Connect your Walkman to a running computer via USB, and then start Media Go.
2. Start iTunes.
3. 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.

Hint

- You can also transfer playlists created with iTunes to your Walkman. Use iTunes to export playlists in m3u file format. Then use Media Go to import the m3u files and transfer the playlists to the Walkman.

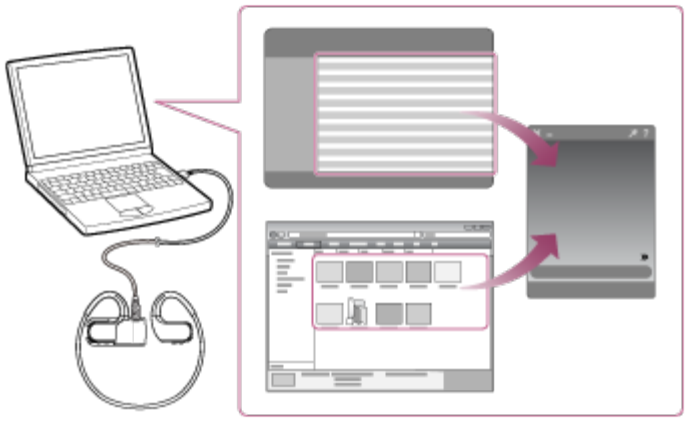
Related Topic

- Connecting to a computer
- Transferring content using Media Go
- Deleting content from your Walkman using Media Go

Digital Music Player
NW-WS413/WS414

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. Connect your Walkman to a running computer via USB, and then start Content Transfer.
2. Display the desired content on the Finder or the desired content or playlists on iTunes.
3. Drag-and-drop the content or playlists you want to transfer to Content Transfer.
   Content is transferred to your Walkman.

Related Topic

- Connecting to a computer
- Deleting content from your Walkman using Content Transfer

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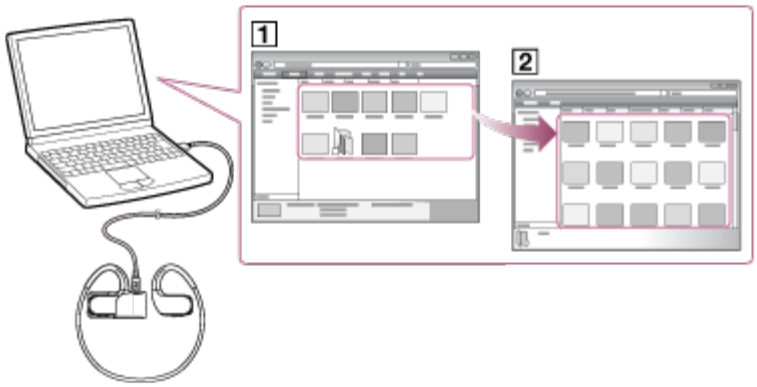
Transferring content using Explorer

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



1. Connect your Walkman to a running computer via USB.
2. Open “WALKMAN” using the procedure below that corresponds to your computer.
   - Windows 7 or earlier:
     Select “Start” – “Computer,” and then open “WALKMAN.”
   - Windows 8:
     Select “Desktop” from the “Start screen” to open “File Explorer.” In the “Computer” list, open “WALKMAN.”
   - Windows 8.1:
     Select “Desktop” to open “File Explorer.” In the “This PC” list, open “WALKMAN.”
   - Windows 10:
     Select “File Explorer” in the “Start” menu, and then select “WALKMAN” from the left screen.
3. Open the folder to which you want to transfer content.
   To transfer music files or folders: “MUSIC” folder
4. Drag-and-drop the desired files or folders (1) to the applicable folder (2) in “WALKMAN.”

Note

- Drop music files directly into the MUSIC folder. Music files located elsewhere may not be playable.
- You cannot operate your Walkman when it is connected to a computer.
- Do not change folder name placed in root memory such as “MUSIC.”
- Some songs may not be played back on your Walkman due to copyright protection.

Related Topic

- Connecting to a computer
- Notes for transferring content such as music from your computer
- Deleting content from your Walkman using Explorer

4-580-541-11(1)

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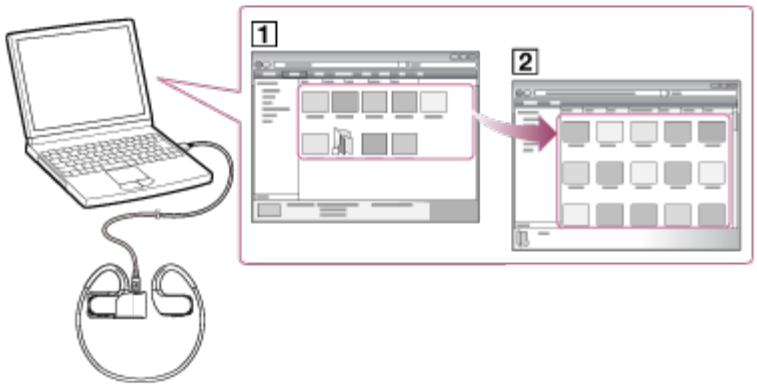
NW-WS413/WS414

Transferring content using the Finder

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



1. Connect your Walkman to a running computer via USB.
2. Select “WALKMAN” in the sidebar of the Finder.
3. Open the folder to which you want to transfer content.
   To transfer music files or folders: “MUSIC” folder
4. Drag-and-drop the desired files or folders (1) to the applicable folder (2) in “WALKMAN.”

Note

- Drop music files directly into the MUSIC folder. Music files located elsewhere may not be playable.
- You cannot operate your Walkman when it is connected to a computer.
- Do not change folder name placed in root memory such as “MUSIC.”
- Some songs may not be played back on your Walkman due to copyright protection.
- Do not disconnect your Walkman while the OPR lamp is blinking. 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.

Related Topic

- Connecting to a computer
- Notes for transferring content such as music from your computer

- Formatting memory
- Deleting content from your Walkman using the Finder

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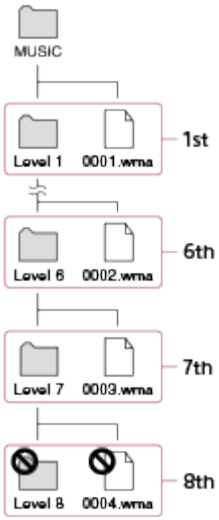
Notes for transferring content such as music from your computer

Drag-and-drop content such as music or folders into the correct folder as shown in the following illustrations. Your Walkman can play back content stored in the 1st to 8th level of each folder.



Note

- Do not rename the following default folders.
  - MUSIC

  Otherwise, they will not be recognized by your Walkman anymore.
- Some songs may not be played back on your Walkman due to copyright protection.

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Deleting content from your Walkman using Media Go

You can use Media Go to delete content stored on your Walkman.

1. Connect your Walkman to a running computer via USB.
2. Start Media Go.
3. Double-click “WALKMAN (model name)” and select the type of content you want to delete.
   The content list is displayed.
4. Select the content you want to delete.
5. Click “Edit” - “Delete.”
   A window to confirm the deletion of the item is displayed.
6. Click “Yes.”

Related Topic

- Connecting to a computer
- Transferring content using Media Go

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Deleting content from your Walkman using Content Transfer

You can use Content Transfer to delete content stored on your Walkman.

1. Connect your Walkman to a running computer via USB.
2. Start Content Transfer.
3. Click » at the right bottom of the screen.
4. Click the icon of the folder (such as “Music”) that contains the content you want to delete.
   The content list is displayed.
5. Select the content you want to delete.
6. Click “Delete.”
   The selected content is deleted.

Related Topic
Connecting to a computer
Transferring content using Content Transfer

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NW-WS413/WS414

Deleting content from your Walkman using Explorer

Delete content stored on your Walkman using Windows Explorer.

1. Connect your Walkman to a running computer via USB.
2. Open “WALKMAN” using the procedure below that corresponds to your computer.
   - Windows 7 or earlier:
     Select “Start” - “Computer,” and open “WALKMAN.”
   - Windows 8:
     Select “Desktop” from the “Start screen” to open “File Explorer.” In the “Computer” list, open “WALKMAN.”
   - Windows 8.1:
     Select “Desktop” to open “File Explorer.” In the “This PC” list, open “WALKMAN.”
   - Windows 10:
     Select “File Explorer” in the “Start” menu, and then select “WALKMAN” from the left screen.
3. Open the folder containing the file(s) you want to delete.
   To delete a music file or a folder that contains music: “MUSIC” folder
4. Select the content you want to delete.
5. Delete the content.

Note

- Do not change folder name placed in root memory such as “MUSIC.”

Related Topic

- Connecting to a computer
- Transferring content using Explorer

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Deleting content from your Walkman using the Finder

Delete content stored on your Walkman using the Mac Finder.

1. Connect your Walkman to a running computer via USB.
2. Open a folder under “WALKMAN” from the sidebar of the Finder.
3. Open the folder containing the file(s) you want to delete.
   To delete a music file or a folder that contains music: “MUSIC” folder
4. Select the content you want to delete.
5. Delete the content.

Note

- Do not change folder name placed in root memory such as “MUSIC.”

Related Topic

- Connecting to a computer
- Transferring content using the Finder

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Deleting content imported to Media Go

You can delete content imported to Media Go.

1. Start Media Go.
2. Select the type of content you want to delete from “Library.”
   The content list is displayed.
3. Select the content you want to delete.
4. Click “Edit” - “Delete.”
   A “Confirm Delete” window is displayed.
5. Select a method to delete the content.
6. Click “OK.”

Related Topic
Deleting content from your Walkman using Media Go

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Preparing music

You need to transfer music from your computer to your Walkman in order to listen to music on the Walkman. Use Media Go to transfer songs from a CD or your computer to the Walkman. You can also transfer them by drag-and-drop from Windows Explorer. For a Mac computer, you can use Content Transfer to transfer the songs from iTunes, etc. You can also transfer them by drag-and-drop from the Mac Finder.

Related Topic

- Connecting to a computer
- Importing and transferring content from media using Media Go
- Importing content on your Windows computer into Media Go
- Transferring content using Media Go
- Transferring content using Content Transfer
- Transferring content using Explorer
- Transferring content using the Finder
- Notes for transferring content such as music from your computer

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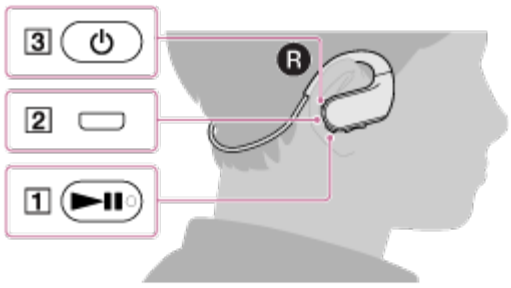
Playing music

Play music transferred to your Walkman.



1. Press the button (1) on the right (R) side of your Walkman.
   Press the button (1) again to pause playback.

Hint

- When playback of the last song is finished, your Walkman automatically restarts playback from the first song and continues in sequential order.

Note

- If there is no operation for an extended period while paused, the lamp (2) on the right (R) side of your Walkman turns off and your Walkman will be turned off automatically. In that case, press and hold the button (3) on the right (R) side of your Walkman for approximately 3 seconds to turn it back on, and then press the button (1) to start playback music.
- Depending on the way of transferring songs to your Walkman, songs might be played in different order from the song order on your computer. When you specify a song order other than that on your Walkman, edit the playlists with a function of Media Go or iTunes, and then transfer them to your Walkman.

Related Topic

- Preparing music
- Skipping to the previous/next song
- Skipping to the previous/next folder/playlist/album
- Shuffle playback
- Repeat playback

- Changing the playback order to Folder Play/Playlist Play/Album Play
- Turning the power on
- Transferring content using Media Go

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

The voice guidance “Check the volume level” is 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 pressing any button.

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.

Related Topic
Adjusting the volume

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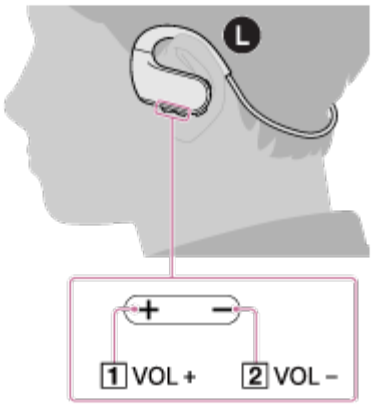
NW-WS413/WS414

Adjusting the volume

Adjust the volume with the VOL + and - button. The volume can be adjusted in 31 steps: from 0 to 30. “10” is set by default.



1. Adjust the volume with the button (1 or 2) on the left (L) side of your Walkman.

Hint

- There is a tactile dot on the button (1).

Note

- If you turn off your Walkman with the volume set to “0,” the volume will be automatically set to “1” when you start playback next time.

Related Topic

- Limiting the volume
- Playing music

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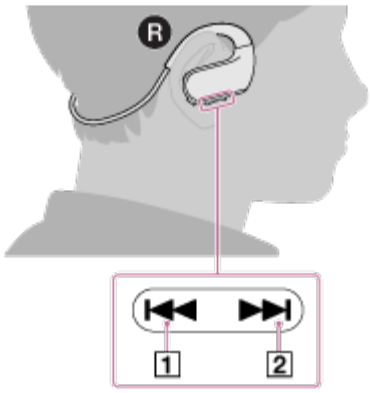
Skipping to the previous/next song

Skip to the previous/next song.



1. Press the Previous/Next button (1 or 2) on the right (R) side of your Walkman to skip to the previous/next song. The previous (or current) or next song starts.

Hint

- Press and hold the Previous/Next button (1 or 2) on the right (R) side of your Walkman to fast-forward or fast-rewind the song during playback.

Related Topic
Playing music
Skipping to the previous/next folder/playlist/album
Fast-forwarding/fast-rewinding the current song

4-580-541-11(1)
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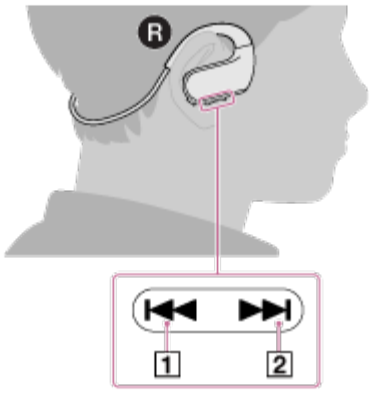
Digital Music Player
NW-WS413/WS414

Fast-forwarding/fast-rewinding the current song

Fast-forward or fast-rewind the current song.



1. Press and hold the Previous/Next button (1 or 2) on the right (R) side of your Walkman to fast-forward or fast-rewind the song during playback.

Hint

- When fast-rewinding/fast-forwarding reaches the beginning/end of a song, your Walkman will continue fast-rewinding/fast-forwarding the previous or next song.
- When fast-rewinding/fast-forwarding reaches the first/last song in a folder/album/playlist, your Walkman will continue fast-rewinding/fast-forwarding the last/first song in the previous or next folder/album/playlist.

Related Topic

- Skipping to the previous/next song

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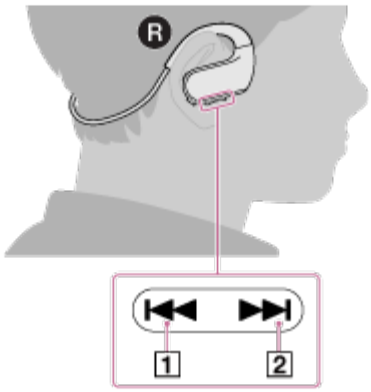
Skipping to the previous/next folder/playlist/album

Skip to the beginning of the previous or next folder/playlist/album quickly.
To select playlists, create playlists using software such as Media Go and transfer them to your Walkman.



1. Press the Previous/Next button (1 or 2) on the right (R) side of your Walkman twice in rapid sequence (double-click).
   Double-click the Next button (2) to skip to the beginning of the next folder/playlist/album.
   Double-click the Previous button(1) once to return to the first song in the current folder/playlist/album. Double-click the Previous button (1) again to jump back to the beginning of the previous folder/playlist/album. When skipping to the next folder/playlist/album, the voice guidance “Next folder,” “Next playlist,” or “Next album” are heard. When skipping to the previous folder/playlist/album, the voice guidance “Previous folder,” “Previous playlist,” or “Previous album” are heard.

Related Topic

- Playing music
- Skipping to the previous/next song

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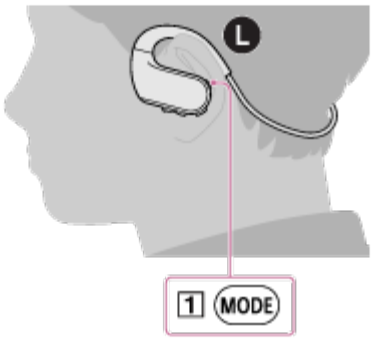
Shuffle playback

Set the playback mode to shuffle and play all the songs on your Walkman in random order.



1. Press the button (1) on the left (L) side of your Walkman repeatedly.
   Each time you press the button (1), the voice guidance is heard and the playback mode changes in the order of Normal, Repeat, Shuffle, and Normal. To switch to the next playback mode, wait until the voice guidance ends.

Note

- Playback unit (folder/playlist/album) selections are invalid during shuffle playback. You cannot shuffle the songs in one album or one playlist only.
- You cannot skip to the previous/next folder or album during shuffle playback.

Related Topic

- Playing music
- Repeat playback
- Changing the playback order to Folder Play/Playlist Play/Album Play

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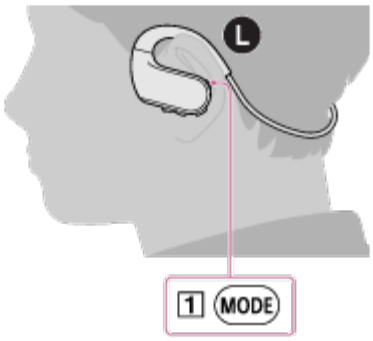
Digital Music Player
NW-WS413/WS414

Repeat playback

Play songs repeatedly. The playback range of songs can be changed.



1. Press the button (1) on the left (L) side of your Walkman repeatedly.
   Each time you press the button (1), the voice guidance is heard and the playback mode changes in the order of Normal, Repeat, Shuffle, and Normal. To switch to the next playback mode, wait until the voice guidance ends.

Hint

- Double-click the button (1) on the left (L) side of your Walkman during playback to repeatedly play the current song.

Related Topic

- Playing music
- Shuffle playback
- Changing the playback order to Folder Play/Playlist Play/Album Play
- Repeatedly playing the current song

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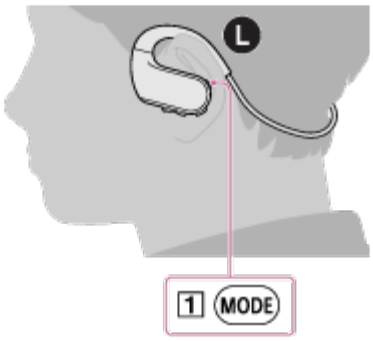
Repeatedly playing the current song

Play the current song repeatedly.



1. Double-click the button (1) on the left (L) side of your Walkman during playback to repeatedly play the current song.

Hint

- To cancel the single track repeat mode, double-click the button (1) again during playback.

Note

- During single track repeat playback, you cannot change the playback range (by folder, by album, etc.).

Related Topic
Repeat playback

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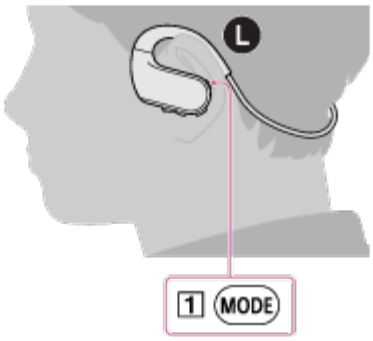
NW-WS413/WS414

Changing the playback order to Folder Play/Playlist Play/Album Play

You can change the playback order to Folder Play/Playlist Play/Album Play. The Walkman is set to play songs by folder as a default.



1. Press and hold the button (1) on the left (L) side of your Walkman for longer than 3 seconds repeatedly.
   Each time you press and hold the button (1), the playback order changes as follows and voice guidance is heard.
   - Folder Mode (Normal)
     Plays songs in the order set in folders. Folders are groups of songs shown in Windows Explorer or the Mac Finder.
   - Playlist Mode
     Plays songs in the order set in playlists. Playlists are lists of songs to play back in a desired order created by using software such as Media Go (supplied) or Content Transfer.
     If there is no playlist in the memory, you cannot select this mode.
   - Album Mode
     Plays songs in the order set in albums. Albums are groups of songs organized based on album information.

Related Topic

- Playing music
- Shuffle playback
- Repeat playback

Digital Music Player
NW-WS413/WS414

Deleting songs

To delete songs from your Walkman, use the software on your computer that you used to transfer the songs. If you used Windows Explorer to transfer the songs, use Windows Explorer to delete them. If you used the Finder on a Mac to transfer the songs, use the Finder on a Mac to delete the songs.

Hint

- Sample music is pre-installed on your Walkman. If you want to delete it, use the software.

Note

- Do not delete or rename the “MUSIC” folder. Otherwise, songs may not be recognized by your Walkman.

Related Topic

- Deleting content from your Walkman using Media Go
- Deleting content from your Walkman using Content Transfer
- Deleting content from your Walkman using Explorer
- Deleting content from your Walkman using the Finder

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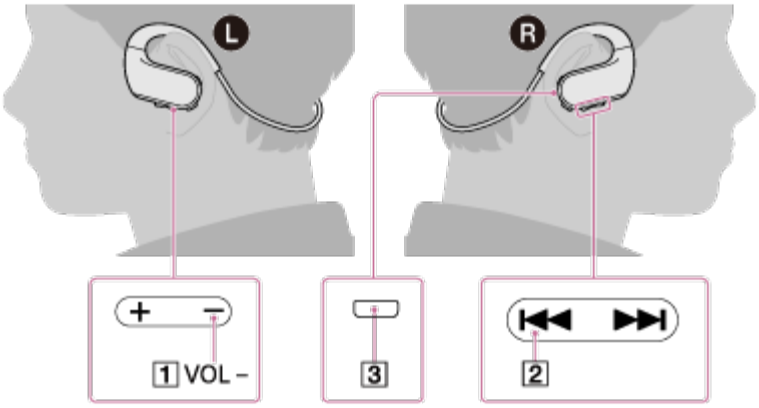
Moderating the differences in volume level between songs

You can moderate the volume between songs to minimize the differences in volume level (Dynamic Normalizer). You can use this setting to prevent the volume of certain songs from being too high or too low when shuffling songs from multiple albums with different recording levels.



1. Check that the playback is paused.
2. While pressing the button (1) on the left (L) side of your Walkman, press and hold the Previous button (2) on the right (R) side of your Walkman for about 7 seconds.
   The lamp (3) blinks in green twice and the Dynamic Normalizer is set to on. To return the Dynamic Normalizer setting to off, repeat this step. When Dynamic Normalizer is set to off, the lamp (3) blinks in orange twice.

Related Topic
Shuffle playback

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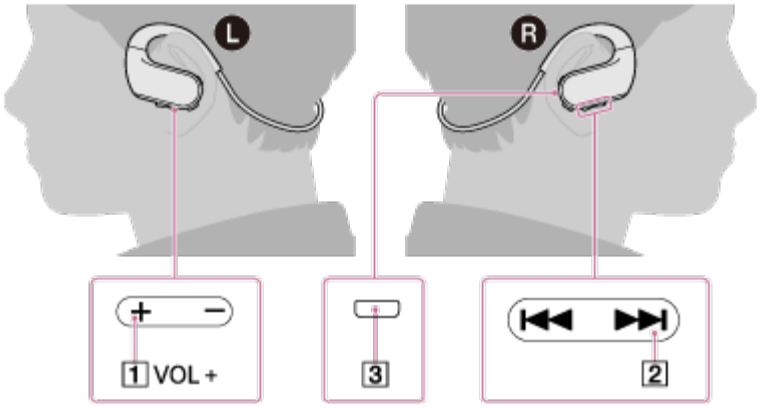
NW-WS413/WS414

Limiting the volume

You can use AVLS (Automatic Volume Limiter System) to limit the maximum volume. This prevents the volume from getting too high and disturbing others, causing discomfort to your ears, or preventing you from hearing sounds around you, and it allows you to listen at a more comfortable volume.



1. Check that the playback is paused.
2. Press and hold the Next button (2) on the right (R) side of your Walkman for about 7 seconds while pressing the button (1) on the left (L) side of the Walkman.
   The lamp (3) blinks in green twice and AVLS is set to on. The volume is kept to a moderate level.
   To return the AVLS setting to off, repeat this step. When AVLS is set to off, the lamp (3) blinks in orange twice.

Related Topic

- Confirming the Walkman status by the OPR lamp
- Adjusting the volume
- Volume operation (Only for countries/areas complying with European and Korean Directives)

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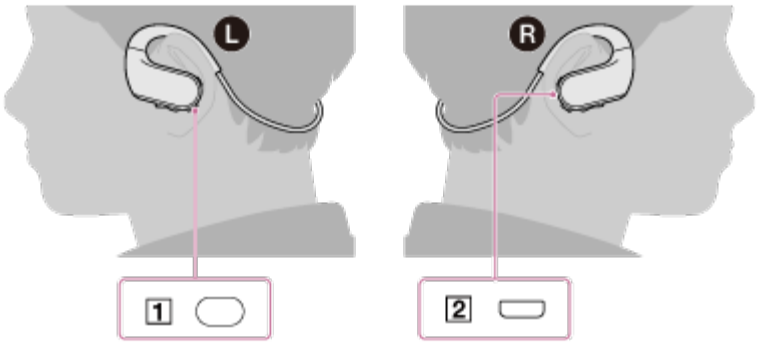
What is Ambient Sound Mode?

Ambient Sound Mode uses the microphones built into the left and right sides of your Walkman to allow you to hear ambient sound even while wearing headphones. Pay attention to the sounds around you to enjoy listening to music safely.

Note

- Ambient Sound Mode allows you to hear ambient sound even while wearing headphones. However, note that this mode does not enable you to hear all sounds around you. Ambient sound may not be heard well depending on the surrounding environment, type of the music being played on your Walkman, or the volume level. Be very careful when using the Walkman in places where an inability to hear ambient sound would be dangerous (such as on roads where there is car or bicycle traffic).
- Ambient Sound Mode may not function properly if you use your Walkman with earbuds that do not fit your ears. Use earbuds of an appropriate size to fit your ears comfortably and snugly.



1. Press the button (1) on the left (L) side of your Walkman to turn on Ambient Sound Mode.
   You will be able to hear voice guidance and it will be easier to hear ambient sounds.

Note

- When the Swimming earbuds are attached, ambient sound cannot be heard as well as when Standard-type earbuds are attached.
- Ambient sound cannot be heard well after using your Walkman in a pool or the ocean. Repeatedly pat the parts around the buttons of your Walkman softly against a dry cloth about 30 times. Then place your Walkman on a dry cloth at room temperature to ensure it is completely dry before the next use.

Hint

- To turn off Ambient Sound Mode, press the button (1) again.

When you turn on Ambient Sound Mode, the lamp (2) on the right (R) side of your Walkman will flash twice in green. When you turn Ambient Sound Mode off, the lamp (2) will flash twice in orange.

Related Topic
Selecting an Ambient Sound Mode

4-580-541-11(1)

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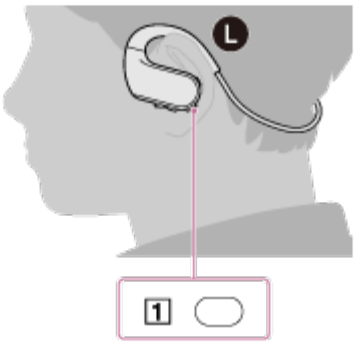
Selecting an Ambient Sound Mode

You can select different Ambient Sound Modes based on your surrounding environment.



1. Press and hold the button (1) on the left (L) side of your Walkman for approximately 3 seconds while Ambient Sound Mode is on.
   Each press of the button changes the Ambient Sound Mode in the order of Mode A → Mode B → Mode C. Ambient sounds will be heard most softly in Mode A and most loudly in Mode C. Select the appropriate mode based on your surrounding environment.

Related Topic
What is Ambient Sound Mode?

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NW-WS413/WS414

Notes on handling your Walkman

Warning

- Be sure not to short-circuit the terminals of your Walkman with metallic objects.
- Do not put any foreign object in the Walkman. Doing so 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 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.
- 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.
- 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.

- If tanning oil or sunscreen gets onto your Walkman, wash it off using lukewarm water. Otherwise, it may cause discoloration or damage such as cracks to occur.
- 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 45 °C (113 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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NW-WS413/WS414

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.

About the in-ear headphones

The earbuds seal your ears. Therefore, be aware that there is a risk of damage to your ears or eardrums if strong pressure is applied to the earbuds or the earbuds are suddenly removed from your ears. After use, be sure to take the earbuds off your ears gently.

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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.
- Should your Walkman become excessively dirty, clean it with a soft cloth slightly moistened with water or mild detergent solution.
- 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.

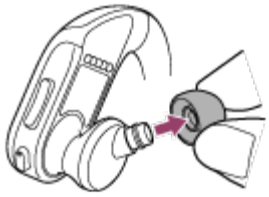
Care and cleaning after swimming in a pool or the ocean

Clean the earbuds and your Walkman after every use as follows.

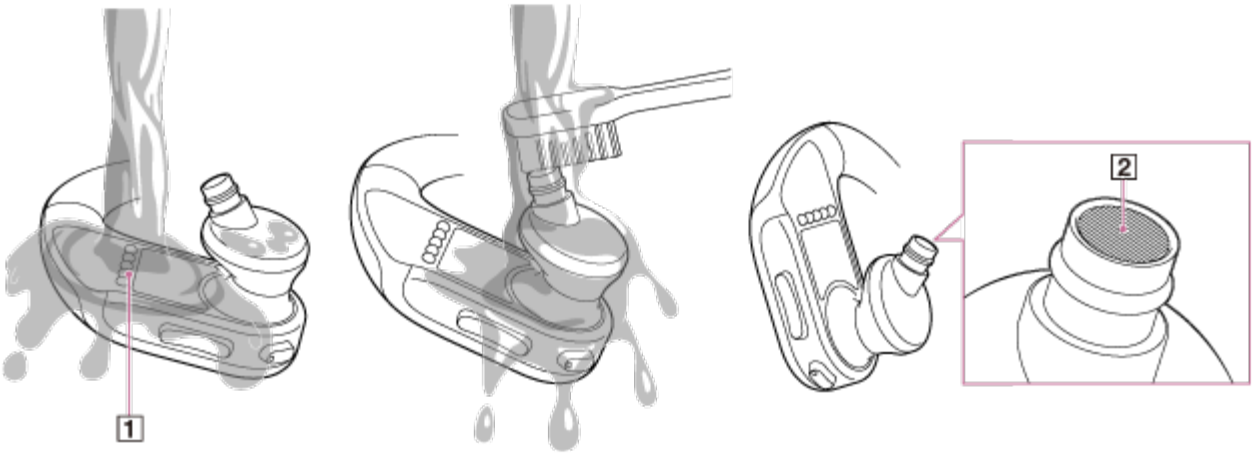
- If your Walkman is left with salt and sand unremoved, the metal terminals may rust or foreign substances may build up. This may result in your Walkman not charging properly or not being recognized by a computer.
- If tanning oil or sunscreen gets onto your Walkman, wash it off using lukewarm water. Otherwise, it may cause discoloration or damage such as cracks to occur.
- The build up of foreign substances such as earwax etc. in the headphone sections may cause deteriorated sound quality or sound loss.

1. After use in the ocean, wash your Walkman with fresh water such as tap water to remove salt and sand.
2. While immersing it in fresh water, gently shake your Walkman about 20 times and then soak it for about 30 minutes.

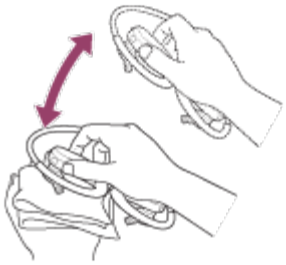
3. Remove the earbuds from your Walkman, and then wash them by hand using a mild detergent solution.
   After washing the earbuds, dry them well.



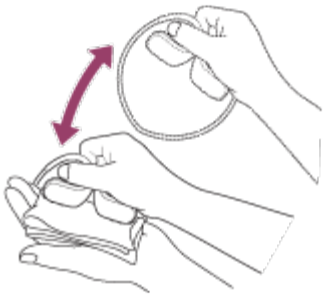
4. Rinse the terminals (1) and mesh sheet (2) of your Walkman with gentle running tap water.
   If the terminals and mesh sheet are not clean, wet a soft brush such as a toothbrush with water and clean them.



5. Wipe the moisture off the terminals and surface of your Walkman using a soft dry cloth.
6. Pat the headphones softly against a dry cloth. Repeat patting about 20 times.



7. Pat the areas around the buttons of your Walkman softly against a dry cloth. Repeat this about 30 times.



8. Place a dry cloth under the headphones and leave them at room temperature for 2 to 3 hours.

Note

- Do not apply strong force to the mesh sheet. Doing so may damage the mesh sheet.
- Do not rub foreign substances on the mesh sheet. Doing so may push them into the headphones.

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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/

Digital Music Player
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Specifications

Interface

USB

Hi-Speed USB (USB 2.0 compliant)

Microphone

Stereo

Output (headphones)

Frequency response
20 Hz to 20,000 Hz (when playing data file, single signal measurement)

Sound Effects

- [Dynamic Normalizer] (On/Off)

Power Source

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

Charging Time

USB-based charging
Approx. 1.5 hours
Quick charge
Approx. 3 minutes charge enables up to approx. 60 minutes playback.

Operating temperature

-5 °C to 45 °C (23 ºF to 113 ºF)

Mass

Approx. 32 g (1.2 oz)

Water resistance/dust proofing

IP65/IP68 (IEC 60529) or equivalent*
*with Swimming earbuds attached

Capacity (User available capacity) (*1)

NW-WS413: 4 GB
NW-WS414: 8 GB

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

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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:
Ambient Sound Mode ON: Approx. 8 hours
Ambient Sound Mode OFF: Approx. 12 hours
Linear PCM 1,411 kbps:
Ambient Sound Mode ON: Approx. 7 hours
Ambient Sound Mode OFF: Approx. 10 hours

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

Music Settings

Dynamic Normalizer (*1): OFF (default setting: OFF)

(*1) The [On] setting shortens the battery life about 20 % 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

NW-WS413

MP3 128 kbps: Approx. 880 songs
Linear PCM 1,411 kbps: Approx. 75 songs

NW-WS414

MP3 128 kbps: Approx. 1,850 songs
Linear PCM 1,411 kbps: Approx. 170 songs

Time

NW-WS413

MP3 128 kbps: Approx. 58 hr. 00 min.
Linear PCM 1,411 kbps: Approx. 5 hr. 00 min.

NW-WS414

MP3 128 kbps: Approx. 120 hr. 00 min.
Linear PCM 1,411 kbps: Approx. 11 hr. 00 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))
Sampling frequency (*1): 32, 44.1, 48 kHz

WMA (*2)
Media File format: ASF file format
File extension: .wma
Bit rate: 32 kbps to 192 kbps (Supports variable bit rate (VBR))
Sampling frequency (*1) : 44.1 kHz

Linear PCM
Media File format: Wave-Riff file format
File extension: .wav
Bit rate: 1,411 kbps
Sampling frequency (*1) : 44.1 kHz

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

(*1) Sampling frequency may not correspond to all encoders.
(*2) Copyright protected WMA files cannot be played back.
(*3) Copyright protected AAC-LC files cannot be played back.
(*4) Non-standard bit rates or non-guaranteed bit rates are included depending on the sampling frequency.

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System requirements

- Computer
  - Windows Vista® (Service Pack 2 or later)
  - Windows® 7 (Service Pack 1 or later)
  - Windows® 8
  - Windows® 8.1
  - Windows® 10
  - Mac OS® X v10.6 or later

  Pre-installed OS only supported.
  [Compatibility mode] is not supported.
- PC application for Windows
  - Media Go application for Windows (recommendation)
  - Internet connection
  - Hard Disk Drive/Solid State Drive: 400 MB or more of available space
- PC application for Mac
  - Content Transfer for Mac application for Mac (recommendation)
  - Internet connection
  - Hard Disk Drive/Solid State Drive: 30 MB or more of available space
- Web browser: Internet Explorer 7 or later
- Internet: 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)
- Earbuds (1 set)
- Swimming Earbuds (1 set)
- USB Cradle (1)
- USB Cable (1)
- Adjustment band (1)
- Startup Guide
- Instruction Manual
- Read Before Using your Walkman in a Pool or the Ocean

Design and specifications are subject to change without notice.

Related Topic
About the differences between the two types of earbuds
Changing the earbuds

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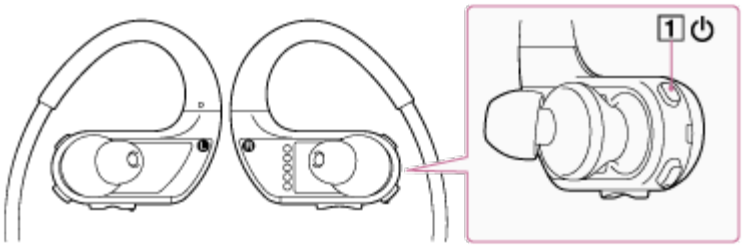
What can I do to solve a problem?

If your Walkman does not function as expected, try the following steps to resolve the issue.
Before restarting 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 restart 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 10 seconds to restart 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 restarting.

Related Topic

- Charging the battery
- Restarting your Walkman
- Customer support website

Digital Music Player
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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. Therefore, it will take more than 1 minute until the Walkman becomes operable again after you disconnect the Walkman from your computer. During this time, continuous beep sounds will be heard. Wait until beeping has stopped before you operate the Walkman.
- 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.
- You cannot operate your Walkman while it is connected to a computer. Disconnect the Walkman from the computer.
- If your Walkman still does not operate after charging the battery, press and hold the ⏻ button for about 10 seconds to restart the Walkman.

Related Topic

- Parts and controls
- Charging the battery
- Restarting your Walkman

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Your Walkman does not work properly.

- Your Walkman may not work properly if the USB device (e.g. computer) to which it is connected is turned on or off without disconnecting the Walkman.
  Press and hold the ⏻ button for about 10 seconds to restart your Walkman.

Related Topic
Restarting your Walkman

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Your Walkman power turns off or on automatically.

- If a malfunction occurs, your Walkman turns off and then on again automatically.

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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.
- The water resistant performance of your Walkman is not applicable to liquids other than fresh water, tap water, perspiration, pool water and salt water. If any liquid other than those mentioned gets on your Walkman, rinse it off with fresh water at room temperature or gently running tap water immediately and wipe the moisture off the Walkman using a soft dry cloth.
  Sound may become muffled if water gets inside the headphones because the headphone sections are not water-tight. If water gets in the headphones, remove the water and do not use the Walkman until it dries completely.

Related Topic

- Water resistant and dust proofing performance of this Walkman
- Liquids that the water resistant performance specifications apply to
- Customer support website

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The earbuds supplied with the headphones are missing.

- If you lose or break the earbuds supplied with your headphones, please contact your nearest Sony dealer.

Related Topic
Changing the earbuds
Changing the earbuds to Swimming earbuds

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You want to back up the content such as music stored on your Walkman.

- Connect to a computer and copy the files onto the computer.
- If you have already deleted content transferred to your Walkman from Media Go, transfer the content from the Walkman to Media Go again.

Related Topic
Connecting to a computer
Transferring content using Media Go
Transferring content using Explorer
Transferring content using the Finder

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You want to find the product name (model name) of your Walkman.

- The model name is the alphabetical name starting with NW that is printed on the back of your Walkman. If the Walkman is inside a case, you need to remove it from the case to find the name.

Related Topic
Displaying your Walkman information

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The voice guidance “Check the volume level” is heard.

- The voice guidance “Check the volume level” is 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 pressing any button.
- 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 and Korean Directives)
- Adjusting the volume

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There is no sound.

- Check that the volume level is not set to zero.
- If the problem still persists after performing the remedies above, press and hold the ⏻ button for about 10 seconds to restart your Walkman.

Related Topic
Parts and controls
Playing music
Restarting your Walkman

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Content such as music suddenly stops during playback.

- The remaining battery power is low or the battery has run out.
- The content may not be supported on your Walkman. Select and play other content.

Related Topic
Supported formats

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Noise is generated.

- If using your Walkman near a device that emits radio waves such as a mobile phone, move the Walkman away from the device.
- The content such as music on your Walkman may be corrupted. Connect the Walkman to a Windows computer and use Media Go or Windows Explorer to delete the content in which the noise occurred from the Walkman. If you use a Mac computer, use the Finder to delete the corrupted content. After you have deleted the corrupted content, transfer the content from the computer to the Walkman again. Do not perform any other tasks on the computer while transferring content to the Walkman. Doing so may cause the content to be corrupted.

Related Topic

- Deleting content from your Walkman using Media Go
- Deleting content from your Walkman using the Finder
- Deleting content from your Walkman using Explorer
- Transferring content using Media Go
- Transferring content using Explorer
- Transferring content using Content Transfer
- Transferring content using the Finder

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

- If the AVLS (Volume Limit) setting is activated, deactivate it.

Related Topic
Adjusting the volume
Limiting the volume

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Sound is interrupted or skips.

- The sound may be interrupted or skip depending on the environment where your Walkman is used or the settings of the Walkman.
  Following the procedures below may reduce the amount of skipping or interruptions.
  – Set all sound quality settings to off.

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You cannot charge your Walkman.

- Charge the battery within the ambient temperature range of 5 °C to 35 °C (41 ºF to 95 ºF).
- You need to turn the computer power on in order to charge your Walkman. Check whether the computer is in standby (sleep) or hibernation status.
- Check that the USB connection to the computer is made properly.
- There may be bad electrical contact in the connector. Disconnect your Walkman, and then reconnect it.
- Use the supplied USB cable.
- Your Walkman may not be able to connect properly to your computer when using a USB hub. Connect the Walkman directly to a USB connector on your computer.
- Check whether the operating system and operating system version installed on the computer are compatible with your Walkman.
- The battery may have deteriorated if you have not used your Walkman for more than a year. Contact your nearest Sony dealer.
- If the remedies above do not solve the problem, press and hold the ⏻ button for about 10 seconds to restart your Walkman, and then connect again using USB.

Related Topic

- Charging the battery
- System requirements
- Restarting your Walkman
- Customer support website

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How long is the life of the built-in rechargeable battery?

- This will differ depending on the environment where your Walkman is used, but on average the built-in rechargeable battery can be charged approximately 500 times. The battery life becomes shorter and capacity is reduced as a result of the number of times it is recharged or used, and the environment in which it is used. When the usable battery life is half the usual time even when the battery is fully charged, the battery should be replaced.
- Consult your nearest Sony dealer for more details on the life of the built-in battery.

Related Topic
Customer support website

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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 (23 ºF), the battery life becomes shorter due to characteristics of the battery. This is not a malfunction.
- Charge the battery until it is full.
- 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
- Extending the battery life
- Customer support website

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How long is the standard battery duration?

- For details on the battery duration, see “Battery life.”

Related Topic
Battery life

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How long does it take to charge the battery?

- For details on the charging time, see “Specifications.”

Related Topic
Specifications

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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.
- If the approaches listed above fail to resolve the issue, press and hold the ⏻ button for about 10 seconds to restart your Walkman, and then try the USB connection again.

Related Topic

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

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You cannot install software to your computer.

- 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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The progress bar on the install screen does not proceed while installing the software.

- Wait until the installation is completed, because it is progressing properly. Installation may take 30 minutes or more depending on the computer used.

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Your Walkman is not recognized by Media Go.

- Your Walkman may not be recognized by the computer. Disconnect the Walkman from the computer, and then reconnect it.
- The software may have failed to install correctly. Use the installer to re-install the software. The imported data will remain untouched.
- If the remedies above do not solve the problem, press and hold the ⏻ button for about 10 seconds to restart your Walkman, and then connect again via USB.

Related Topic
Connecting to a computer
Installing Media Go
Restarting your Walkman

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Digital Music Player
NW-WS413/WS414

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 Media Go may not be the latest. Install the latest version via the Internet.
- 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.)”
- 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.)
- Supported formats

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You cannot play content such as music transferred to your Walkman.

- 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 ⏻ (Power) button for longer than 10 seconds to restart the Walkman.
- The data hierarchy levels of the content such as music transferred by drag-and-drop may not be correct. Place them in the appropriate folder and hierarchy.
- Transferred files are not in a playable format. See “Supported formats” for details on playable formats.
- When you transfer audio MP4 files by drag-and-drop, place them in the “MUSIC” folder of your Walkman.
- The transferred content may be damaged. When you transfer content, make sure that no other tasks are running on your computer until transferring is completed. Otherwise, the content may be damaged. Delete the unplayable content from your Walkman and transfer it again. If the Walkman is still unable to play the content, format the built-in flash memory of the Walkman using the function of the Walkman and then transfer the content again.
- If you change the file names or location of the content such as music that was transferred from your computer to your Walkman, the content may not be recognized by the Walkman. Return it to the correct name and location.
- If you have initialized (formatted) the built-in flash memory of your Walkman using Windows Explorer, initialize (format) it again using the Walkman. If you have initialized (formatted) the Walkman using the Mac Finder, initialize (format) it again using the Walkman.

Related Topic

Charging the battery
Restarting your Walkman
Transferring content using Explorer
Transferring content using the Finder
Supported formats
Deleting content from your Walkman using Media Go
Deleting content from your Walkman using Explorer
Deleting content from your Walkman using the Finder
Formatting memory
Notes for transferring content such as music from your computer

Digital Music Player
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Playback progresses to the next album when repeat playback is set.

- If the playback range is set to Folder, change the playback range setting to Album.

Related Topic
Changing the playback order to Folder Play/Playlist Play/Album Play

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Songs are only played within a limited range such as within one album.

- The playback mode is set to Repeat. Change the playback mode to Normal.
- You can select the previous or next folder/playlist/album.

Related Topic
Repeat playback
Skipping to the previous/next folder/playlist/album
Changing the playback order to Folder Play/Playlist Play/Album Play

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Sound becomes muffled when using your Walkman in water, such as when swimming.

- The headphone sections are not watertight, so the sound quality of your Walkman may deteriorate if water gets inside the headphones. If water gets in the headphones, remove the water and dry well before using again.
- Before swimming, attach the appropriate earbuds to prevent water from getting inside the headphones.

Related Topic

- How the sound becomes muffled while you are swimming
- If the sound becomes muffled while swimming
- Changing the earbuds to Swimming earbuds

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You dropped your Walkman in water.

- The headphone sections are not watertight, so the sound quality of your Walkman may deteriorate if water gets inside the headphones. If water gets in the headphones, remove the water and dry well before using again.

Related Topic
If the sound becomes muffled while swimming
Maintenance of your Walkman

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The headphones are not firmly seated on your ears.

- Place the headphone sections into your ears, and then adjust your Walkman so that it feels comfortable.

Related Topic
How to place your Walkman on your ears Improving the fit

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The neckband part does not fit.

- Attach the adjustment band (supplied) to the neckband part, and then place your Walkman on your ears.

Related Topic
Improving the fit

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The earbuds do not fit.

- Try earbuds of a different size.

Related Topic
Changing the earbuds
Changing the earbuds to Swimming earbuds

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Your Walkman gets warm.

- Depending on the way you use your Walkman, the Walkman may become warm while the battery is being charged or the Walkman is performing intensive data processing. This is not a malfunction.

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