SONY
Help Guide

Digital Music Player
NW-ZX100/ZX100HN

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

A menu for displaying only High-Resolution Audio content will be newly added when you update the system software of your Walkman to version 1.10 or later.
Searching for songs

How to Use

Getting Started

Basic Operations

Transferring/Deleting Content

Music

microSD Card

Noise Canceling

Bluetooth

NFC

Settings

Announcement

Specifications

Troubleshooting

Troubleshooting

Q&A

List of Topics

How to Use

Troubleshooting

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Table Of Contents

Help Guide NW-ZX100/ZX100HN.....i
Getting Started.....1
Customer registration website.....97
Before Use.....26
Before first use.....98
Walkman instruction manuals.....100
How to use the operating explanations.....101
Enjoying Using Your Walkman.....27
3 steps to listening to music.....103
Parts and Controls.....28
Parts and controls.....105
Changing the earbuds.....108
Attaching the clip.....109
Power/Charging.....29
Turning the power on.....110
Turning the power off.....111
Using the HOLD switch.....112
Charging the battery.....113
Charging in the battery care mode.....114
Extending the battery life.....115
Notes on charging the battery.....116
Initial Settings.....30
Selecting the display language.....117
Setting the date and time.....118
Setting the date display format.....119
Setting the time display format.....120
Formatting a microSD card.....121
Basic Operations.....2
microSD Card.....31
Inserting a microSD card.....122
Removing a microSD card.....124
Selecting the memory to use.....126
Formatting a microSD card.....121
Notes on microSD cards.....127
Home Menu/Option Menu.....32
Home menu.....128
How to use the Home menu.....130
How to use the option menu.....72

List of icons displayed in the information area....133
Connecting Your Walkman to Your Computer....33
Connecting to a computer....135
Notes on connecting your Walkman to a computer....136
Initializing/Updating....34
Restarting your Walkman....137
Resetting to the factory settings....138
Formatting memory....139
Updating the system software of your Walkman....76
Displaying your Walkman information....140
Using the Contents....35
Using the spacer....141
Changing the earbuds....108
Attaching the clip....109
Transferring/Deleting Content....3
Operation Flow for Transferring Content to Your Walkman....36
Preparing content using a Windows computer....142
Preparing content using a Mac computer....143
Installing Media Go....37
About Media Go....144
Installing Media Go....145
Installing Content Transfer....38
About Content Transfer....146
Installing Content Transfer....147
Importing Content to the Software....39
Importing and transferring content from media using Media Go....148
Importing content on your Windows computer into Media Go....150
Transferring Content to Your Walkman....40
Transferring content using Media Go....151
Transferring iTunes content using Media Go....152
Transferring content using Content Transfer....153
Transferring content using Explorer....154
Transferring content using the Finder....156
Notes for transferring content such as music from your computer....158
Deleting Content from Your Walkman....41
Deleting content from your Walkman using Media Go....159
Deleting content from your Walkman using Content Transfer....160
Deleting content received from a Bluetooth connection....161
Deleting content from your Walkman using Explorer....162
Deleting content from your Walkman using the Finder....163

Operating with Media Go....42
Playing live albums with no gaps in between songs....164
Deleting content imported to Media Go....165
Inputting the lyrics information using Media Go....166
Music....4
Playing Music....43
Preparing music....167
Playing music....71
Browsing the music list screen....168
Volume operation (Only for countries/areas complying with European Directives)....169
Browsing the music playback screen....170
Music playback operations....74
Playing music using the simple playback screen....172
Searching for songs....10
Playing playlist songs....77
Choosing an album from the cover art images....173
Deleting songs....174
Using Bookmarks....45
What is the bookmark function?....175
Adding a song to a bookmark list....78
Changing the default bookmark list....176
Changing the order of bookmarked songs....177
Removing songs from a bookmark list....178
Displaying Lyrics....46
What is the Display Lyrics function?....179
Adding lyrics to songs....180
Making lyrics information in a text file....181
Displaying lyrics....184
SensMe™ Channels....47
What is SensMe™ Channels?....185
Playing songs using SensMe™ Channels....186
Analyzing songs on your Walkman....188
Music Settings....48
Shuffle playback....189
Repeat playback....190
Setting the playback range....191
Upscaling compressed audio to quality almost that of High-Resolution Audio....192
Enjoying various sound quality....193

Setting the sound quality easily with a single operation....194
Customizing sound quality settings....195
Presetting your equalizer settings....197
Playing DSD content at the desired sound quality....198
Moderating the differences in volume level between songs....199
Optimizing the sound characteristics....200
Selecting the album display format....201
microSD Card....50
Inserting a microSD card....122
Removing a microSD card....124
Selecting the memory to use....126
Formatting a microSD card....121
Notes on microSD cards....127
Noise Canceling....6
Using the Noise Canceling Function....51
What is noise canceling?....202
Noise canceling compatible headphones....203
Selecting headphones....204
Using noise canceling....205
Reducing noise to create a quiet environment....206
Notes for using the noise canceling function....207
Noise Canceling Settings....52
Selecting a noise canceling environment....208
Adjusting noise canceling....209
Bluetooth....7
What Is the Bluetooth Function?....53
What is the Bluetooth function?....210
What can your Walkman do with the Bluetooth function?....211
What is pairing?....212
Connecting with Bluetooth Audio Devices....54
Steps to use Bluetooth connection....213
Pairing and connecting with a Bluetooth audio device....215
Connecting with a paired Bluetooth audio device....217
Making a Bluetooth connection using the NFC function....219
Disconnecting a Bluetooth audio device....221
Listening to sound using a Bluetooth audio device....222
Sending/Receiving Content via a Bluetooth Connection....56
Steps to transfer content via a Bluetooth connection....224
Sending content via a Bluetooth connection....226
Receiving content via a Bluetooth connection....79

Playing content received via a Bluetooth connection....228
Deleting content received via a Bluetooth connection....229
Entering a passkey to make a Bluetooth connection....230
Information of Bluetooth Audio Devices....57
Displaying the pairing information of Bluetooth audio devices....231
Deleting the pairing information of Bluetooth audio devices....232
Bluetooth Settings....58
Setting automatic Bluetooth connection at startup....233
Setting wireless playback quality....234
Setting sound effects during a Bluetooth connection....236
Displaying Bluetooth information on your Walkman....237
Notes on the Bluetooth function....238
NFC....8
What is the NFC function?....240
Connecting with One Touch (NFC)....61
Making a Bluetooth connection using the NFC function....219
Settings....9
Music Settings....62
Shuffle playback....189
Repeat playback....190
Setting the playback range....191
Upscaling compressed audio to quality almost that of High-Resolution Audio....192
Setting the sound quality easily with a single operation....194
Customizing sound quality settings....195
Presetting your equalizer settings....197
Playing DSD content at the desired sound quality....198
Moderating the differences in volume level between songs....199
Changing the default bookmark list....176
Selecting the album display format....201
Displaying lyrics....184
Noise Canceling Settings....64
Selecting a noise canceling environment....208
Adjusting noise canceling....209
Bluetooth Settings....65
Setting automatic Bluetooth connection at startup....233
Setting wireless playback quality....234
Setting sound effects during a Bluetooth connection....236
Displaying Bluetooth information on your Walkman....237
Deleting content received via a Bluetooth connection....229

Alarm/Sleep Timer Settings....66
Setting the alarm to on/off....241
Setting the alarm time....243
Setting a song as the alarm sound....244
Setting the sleep timer....245
Selecting Headphones....67
Selecting headphones....204
Optimizing the sound characteristics....200
Common Settings....68
Displaying your Walkman information....140
Limiting the volume....246
Setting the screen off timer....247
Adjusting the screen brightness....248
Setting the date and time....118
Setting the date display format....119
Setting the time display format....120
Charging in the battery care mode....114
Resetting to the factory settings....138
Formatting memory....139
Rebuilding the library manually....249
Using USB connection mode....250
Announcement....11
Precautions....81
Notes on handling your Walkman....251
Notes on headphones....254
Notes on the software....255
Maintenance of your Walkman....256
Customer support website....257
Specifications....83
Specifications....258
Battery life....260
Maximum recordable number of songs and time (Approx.)....262
Supported formats....264
System requirements....266
Contents....267
Troubleshooting....13
What Can I Do to Solve a Problem?....84
What can I do to solve a problem?....268
Customer support website....257
Q&A....14

Operation....85
Your Walkman does not operate or the power does not turn on....269
Your Walkman does not work properly....270
Your Walkman power turns off or on automatically....271
You want your Walkman screen to stay on longer before it turns off automatically....272
The date and time have been reset....273
A drink (water, coffee, etc.) was spilled on your Walkman, or the Walkman was washed in the washing machine....274
The earbuds supplied with the headphones are missing....275
You want to back up the content such as music stored on your Walkman....276
You want to find the product name (model name) of your Walkman....277
An alarm (beep) is heard and the message [Check the volume level] is displayed....278
Sound....86
There is no sound....279
Content such as music suddenly stops during playback....280
Noise is generated....281
Volume cannot be turned up, or the volume remains low when the playback volume is turned up....282
Sound can only be heard from one side of the headphones....283
Sound is interrupted or skips....284
Sound is interrupted between songs....285
Power....87
You cannot charge your Walkman....286
How long is the life of the built-in rechargeable battery?....287
The rechargeable battery needs to be replaced....288
The battery life is short....289
How long is the standard battery duration?....290
How long does it take to charge the battery?....291
The battery runs out fast when you turn on the battery care mode....292
Connection to a Computer....88
The computer does not recognize your Walkman....293
The computer does not recognize a microSD card inserted in your Walkman....294
Even if you use “Safely Remove Hardware” on the computer 295
You cannot install software to your computer....296
The progress bar on the install screen does not proceed while installing the software....297
Content such as music cannot be transferred from the computer to your

Content such as music cannot be transferred from the computer to your Walkman....299
Displaying/Playing/Deleting Content....89
You cannot play content such as music transferred to your Walkman....300
Songs are not played back in the expected order....301
Content such as music suddenly stops during playback....280
Playback progresses to the next album when repeat playback is set....302
Songs are only played within a limited range such as within one album....303
You cannot stop playback....304
Songs are not displayed in the order they were transferred in....305
Sound is interrupted between songs....285
The content such as music is displayed repeatedly....306
The same song is displayed repeatedly in an album....307
Thumbnails such as cover art are not displayed....308
Lyrics are not displayed....309
þÿ[%¡] is displayed in the screen....310
[Unknown] is displayed for the album name or artist name....311
You cannot delete content such as music using the Walkman functions....312
You cannot find your desired channel....313
[Morning] is always displayed for the time-based channel....314
Unsuitable songs for selected time-based channels are played....315
Bluetooth....91
Pairing cannot be done....316
You cannot connect via the Bluetooth function....317
The screen to enter the passkey appears when pairing with a Bluetooth device....318
You cannot hear sound from the Bluetooth audio device....319
You cannot operate your Walkman from a Bluetooth audio device....320
Sound skips or noise is generated during a Bluetooth connection....321
Sound effects do not seem to have any effect when listening to sound via a Bluetooth audio device....322
You cannot display or delete content such as music received using the Bluetooth function....323
The cover art of a song received using the Bluetooth function is not displayed....324
NFC....92
You cannot connect with one touch (NFC)....325
Noise Canceling....93
The noise canceling function is not effective....326
You want to use the noise canceling function with headphones other than

You want to use the noise canceling function with headphones other than noise canceling headphones compatiblewith your Walkman....327
microSD Card....94
Your Walkman does not recognize a microSD card that is inserted....328
The computer does not recognize a microSD card inserted in your Walkman....294
Other....95
Your Walkman gets warm....329
Message....96
Message list....330
How to Use....15
Troubleshooting....22

Digital Music Player
NW-ZX100/ZX100HN

Getting Started

Customer Registration Website

Before Use

Enjoying Using Your Walkman

Parts and Controls

Power/Charging

Initial Settings

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Basic Operations

microSD Card
Home Menu/Option Menu
Connecting Your Walkman to Your Computer
Initializing/Updating
Using the Contents

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NW-ZX100/ZX100HN

Transferring/Deleting Content

Operation Flow for Transferring Content to Your Walkman

Installing Media Go

Installing Content Transfer

Importing Content to the Software

Transferring Content to Your Walkman

Deleting Content from Your Walkman

Operating with Media Go

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Music

Playing Music

Deleting Songs

Using Bookmarks

Displaying Lyrics

SensMe™ Channels

Music Settings

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microSD Card

microSD Card

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Noise Canceling

Using the Noise Canceling Function

Noise Canceling Settings

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Bluetooth

What Is the Bluetooth Function?

Connecting with Bluetooth Audio Devices

Listening to Sound Using a Bluetooth Audio Device

Sending/Receiving Content via a Bluetooth Connection

Information of Bluetooth Audio Devices

Bluetooth Settings

Notes on the Bluetooth Function

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NFC

What Is the NFC Function?

Connecting with One Touch (NFC)

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Settings

Music Settings

Noise Canceling Settings

Bluetooth Settings

Alarm/Sleep Timer Settings

Selecting Headphones

Common Settings

Language Settings

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Searching for songs

You can quickly search a song by artist, genre, etc.

1. On the music playback screen or the list screen, display the option menu and select (Search) - desired search method - desired song.

Hint

- “The” at the beginning of artist names is ignored when arranging the [Artist] list.
- The [All Songs], [Album], [Artist] and [Genre] lists are arranged in alphanumeric order. The [Release Year] list is arranged in reverse chronological order. In the [Folder] list, folders are displayed in name order first, then files are displayed in name order. Upper and lower case letters are not distinguished.
- You can search for songs from [All Songs], [Album], [Artist], [Genre], [Release Year], [Playlists], [Bookmark], [Folder] or [Received Songs].
  [Hi-Res] will be added to the search methods when you update the system software of your Walkman to version 1.10 or later.
- [Playlists] are created by using software like Media Go. For information on how to create a playlist, refer to the Help of your software.
- [Folder] does not include the songs received using the Bluetooth function.
- The [Received Songs] list contains songs received using the Bluetooth function and the pre-installed sample data.
- To search for a song stored on [System Storage] or [SD Card], select the memory to search in [Folder] or [Received Songs].

Related Topic

Playing music
How to use the option menu
Music playback operations
Updating the system software of your Walkman
Playing playlist songs
Adding a song to a bookmark list
Receiving content via a Bluetooth connection

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NW-ZX100/ZX100HN

Announcement

Precautions

Customer Support Website

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Specifications

Specifications

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Troubleshooting

What Can I Do to Solve a Problem?

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Q&A

Operation

Sound

Power

Connection to a Computer

Displaying/Playing/Deleting Content

Bluetooth

NFC

Noise Canceling

microSD Card

Other

Message

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NW-ZX100/ZX100HN

How to Use

Getting Started

Customer Registration Website

- Customer registration website

Before Use

- Before first use
- Walkman instruction manuals
- How to use the operating explanations

Enjoying Using Your Walkman

- 3 steps to listening to music

Parts and Controls

- Parts and controls
- Changing the earbuds
- Attaching the clip

Power/Charging

- Turning the power on
- Turning the power off
- Using the HOLD switch
- Charging the battery
- Charging in the battery care mode
- Extending the battery life
- Notes on charging the battery

Initial Settings

- Selecting the display language
- Setting the date and time
- Setting the date display format
- Setting the time display format
- Formatting a microSD card

Basic Operations

microSD Card

- Inserting a microSD card

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

Home Menu/Option Menu

- Home menu
- How to use the Home menu
- How to use the option menu
- List of icons displayed in the information area

Connecting Your Walkman to Your Computer

- Connecting to a computer
- Notes on connecting your Walkman to a computer

Initializing/Updating

- Restarting your Walkman
- Resetting to the factory settings
- Formatting memory
- Updating the system software of your Walkman
- Displaying your Walkman information

Using the Contents

- Using the spacer
- Changing the earbuds
- Attaching the clip

Transferring/Deleting Content

Operation Flow for Transferring Content to Your Walkman

- Preparing content using a Windows computer
- Preparing content using a Mac computer

Installing Media Go

- About Media Go
- Installing Media Go

Installing Content Transfer

- About Content Transfer
- Installing Content Transfer

Importing Content to the Software

- Importing and transferring content from media using Media Go
- Importing content on your Windows computer into Media Go

Transferring Content to Your Walkman

- Transferring content using Media Go
- Transferring iTunes 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

Deleting Content from Your Walkman

- Deleting content from your Walkman using Media Go
- Deleting content from your Walkman using Content Transfer
- Deleting content received from a Bluetooth connection
- Deleting content from your Walkman using Explorer
- Deleting content from your Walkman using the Finder

Operating with Media Go

- Playing live albums with no gaps in between songs
- Deleting content imported to Media Go
- Inputting the lyrics information using Media Go

Music

Playing Music

- Preparing music
- Playing music
- Browsing the music list screen
- Volume operation (Only for countries/areas complying with European Directives)
- Browsing the music playback screen
- Music playback operations
- Playing music using the simple playback screen
- Searching for songs
- Playing playlist songs
- Choosing an album from the cover art images

Deleting Songs

- Deleting songs

Using Bookmarks

- What is the bookmark function?
- Adding a song to a bookmark list
- Changing the default bookmark list
- Changing the order of bookmarked songs
- Removing songs from a bookmark list

Displaying Lyrics

- What is the Display Lyrics function?
- Adding lyrics to songs
- Making lyrics information in a text file
- Displaying lyrics

SensMe™ Channels

- What is SensMe™ Channels?
- Playing songs using SensMe™ Channels

- Analyzing songs on your Walkman

Music Settings

- Shuffle playback
- Repeat playback
- Setting the playback range
- Upscaling compressed audio to quality almost that of High-Resolution Audio
- Enjoying various sound quality
- Setting the sound quality easily with a single operation
- Customizing sound quality settings
- Presetting your equalizer settings
- Playing DSD content at the desired sound quality
- Moderating the differences in volume level between songs
- Optimizing the sound characteristics
- Selecting the album display format

microSD Card

microSD Card

- Inserting a microSD card
- Removing a microSD card
- Selecting the memory to use
- Formatting a microSD card
- Notes on microSD cards

Noise Canceling

Using the Noise Canceling Function

- What is noise canceling?
- Noise canceling compatible headphones
- Selecting headphones
- Using noise canceling
- Reducing noise to create a quiet environment
- Notes for using the noise canceling function

Noise Canceling Settings

- Selecting a noise canceling environment
- Adjusting noise canceling

Bluetooth

What Is the Bluetooth Function?

- What is the Bluetooth function?
- What can your Walkman do with the Bluetooth function?
- What is pairing?

Connecting with Bluetooth Audio Devices

- Steps to use Bluetooth connection

- Pairing and connecting with a Bluetooth audio device
- Connecting with a paired Bluetooth audio device
- Making a Bluetooth connection using the NFC function
- Disconnecting a Bluetooth audio device

Listening to Sound Using a Bluetooth Audio Device

- Listening to sound using a Bluetooth audio device

Sending/Receiving Content via a Bluetooth Connection

- Steps to transfer content via a Bluetooth connection
- Sending content via a Bluetooth connection
- Receiving content via a Bluetooth connection
- Playing content received via a Bluetooth connection
- Deleting content received via a Bluetooth connection
- Entering a passkey to make a Bluetooth connection

Information of Bluetooth Audio Devices

- Displaying the pairing information of Bluetooth audio devices
- Deleting the pairing information of Bluetooth audio devices

Bluetooth Settings

- Setting automatic Bluetooth connection at startup
- Setting wireless playback quality
- Setting sound effects during a Bluetooth connection
- Displaying Bluetooth information on your Walkman

Notes on the Bluetooth Function

- Notes on the Bluetooth function

NFC

What Is the NFC Function?

- What is the NFC function?

Connecting with One Touch (NFC)

- Making a Bluetooth connection using the NFC function

Settings

Music Settings

- Shuffle playback
- Repeat playback
- Setting the playback range
- Upscaling compressed audio to quality almost that of High-Resolution Audio
- Setting the sound quality easily with a single operation
- Customizing sound quality settings
- Presetting your equalizer settings
- Playing DSD content at the desired sound quality
- Moderating the differences in volume level between songs

- Changing the default bookmark list
- Selecting the album display format
- Displaying lyrics

Noise Canceling Settings

- Selecting a noise canceling environment
- Adjusting noise canceling

Bluetooth Settings

- Setting automatic Bluetooth connection at startup
- Setting wireless playback quality
- Setting sound effects during a Bluetooth connection
- Displaying Bluetooth information on your Walkman
- Deleting content received via a Bluetooth connection

Alarm/Sleep Timer Settings

- Setting the alarm to on/off
- Setting the alarm time
- Setting a song as the alarm sound
- Setting the sleep timer

Selecting Headphones

- Selecting headphones
- Optimizing the sound characteristics

Common Settings

- Displaying your Walkman information
- Limiting the volume
- Setting the screen off timer
- Adjusting the screen brightness
- Setting the date and time
- Setting the date display format
- Setting the time display format
- Charging in the battery care mode
- Resetting to the factory settings
- Formatting memory
- Rebuilding the library manually
- Using USB connection mode

Language Settings

- Selecting the display language

Announcement

Precautions

- Notes on handling your Walkman
- Notes on headphones
- Notes on the software

- Maintenance of your Walkman

Customer Support Website

- Customer support website

Specifications

Specifications

- Specifications
- Battery life
- Maximum recordable number of songs and time (Approx.)
- Supported formats
- System requirements
- Contents

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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.
- You want your Walkman screen to stay on longer before it turns off automatically.
- The date and time have been reset.
- 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.
- An alarm (beep) is heard and the message [Check the volume level] is displayed.

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 can only be heard from one side of the headphones.
- Sound is interrupted or skips.
- Sound is interrupted between songs.

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?

- The battery runs out fast when you turn on the battery care mode.

Connection to a Computer

- The computer does not recognize your Walkman.
- The computer does not recognize a microSD card inserted in your Walkman.
- Even if you use “Safely Remove Hardware” on the computer, [Connected USB (Storage in use: system storage)] or [Connected USB (Storage in use: SD card)] remains displayed on your Walkman screen.
- 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.

Displaying/Playing/Deleting Content

- You cannot play content such as music transferred to your Walkman.
- Songs are not played back in the expected order.
- 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.
- You cannot stop playback.
- Songs are not displayed in the order they were transferred in.
- Sound is interrupted between songs.
- The content such as music is displayed repeatedly.
- The same song is displayed repeatedly in an album.
- Thumbnails such as cover art are not displayed.
- Lyrics are not displayed.
- [□] is displayed in the screen.
- [Unknown] is displayed for the album name or artist name.
- You cannot delete content such as music using the Walkman functions.
- You cannot find your desired channel.
- [Morning] is always displayed for the time-based channel.
- Unsuitable songs for selected time-based channels are played.

Bluetooth

- Pairing cannot be done.
- You cannot connect via the Bluetooth function.
- The screen to enter the passkey appears when pairing with a Bluetooth device.
- You cannot hear sound from the Bluetooth audio device.
- You cannot operate your Walkman from a Bluetooth audio device.
- Sound skips or noise is generated during a Bluetooth connection.
- Sound effects do not seem to have any effect when listening to sound via a Bluetooth audio device.
- You cannot display or delete content such as music received using the Bluetooth function.
- The cover art of a song received using the Bluetooth function is not displayed.

NFC

- You cannot connect with one touch (NFC).

Noise Canceling

- The noise canceling function is not effective.
- You want to use the noise canceling function with headphones other than noise canceling headphones compatible with your Walkman.

microSD Card

- Your Walkman does not recognize a microSD card that is inserted.
- The computer does not recognize a microSD card inserted in your Walkman.

Other

- Your Walkman gets warm.

Message

- Message list

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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.

How to use the operating explanations

This section explains how the operating explanations are written in 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.

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Parts and Controls

Parts and controls

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

Changing the earbuds

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

Attaching the clip

Using the clip may reduce noise from the cord rubbing against your clothes.

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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.

Using the HOLD switch

You can use the HOLD switch to prevent the buttons from being pressed and operated accidentally.

Charging the battery

Charge your Walkman by connecting it to a computer.

Charging in the battery care mode

In the [Battery Care] mode, your Walkman stops charging at about 90 % of the full charge, reducing deterioration of the battery.

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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Initial Settings

Selecting the display language

This section explains how to set the language for menus and messages.

Setting the date and time

Set the date and time when you purchase a new Walkman, or if you have not used your Walkman for a prolonged period and the date and time have been reset.

Setting the date display format

You can change the date format for displaying the current date.

Setting the time display format

You can change the time format for displaying the current time.

Formatting a microSD card

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

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microSD Card

Inserting a microSD card
This section explains how to insert a microSD card into your Walkman.

Removing a microSD card
This section explains how to remove a microSD card from your Walkman.

Selecting the memory to use
Select the memory to use from [System Storage] or [SD Card].

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

Notes on microSD cards
This section contains notes on microSD cards.

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Home Menu/Option Menu

Home menu
View the list of items in the Home menu.

How to use the Home menu
This section explains the basic operations of the Home menu, which is the starting point of each function.

How to use the option menu
Display the option menu to change the settings of each function.

List of icons displayed in the information area
A list of the icons displayed on your Walkman is shown.

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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

Display information on your Walkman, such as the model name and system software version.

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Using the Contents

Using the spacer

This section explains how to use the spacer (supplied).

Changing the earbuds

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

Attaching the clip

Using the clip may reduce noise from the cord rubbing against your clothes.

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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 received from a Bluetooth connection
You can delete content received from a Bluetooth connection using 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

Playing live albums with no gaps in between songs

Songs that are recorded continuously on a live or concert album can be played with no gaps in between the songs on your Walkman.

Deleting content imported to Media Go

Use Media Go to delete content imported to Media Go.

Inputting the lyrics information using Media Go

Input lyrics information using Media Go and display lyrics when playing songs on your Walkman.

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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.

Browsing the music list screen
View the song list or album list screen.

Volume operation (Only for countries/areas complying with European Directives)
An alarm (beep) and a warning [Check the volume level] are meant to protect your ears when you turn the volume up to a level that is harmful for your ears for the first time.

Browsing the music playback screen
This section explains how to browse the information on the music playback screen.

Music playback operations
Use various operations on the music playback screen.

Playing music using the simple playback screen
The simple playback screen in the Home menu allows you to play, pause, fast-forward/rewind and skip to the next/previous song.

Searching for songs
You can search for songs using various categories including album, artist, genre and bookmarks.

Playing playlist songs
Playlists (lists of songs to play) created using Media Go can be transferred and played on your Walkman.

Choosing an album from the cover art images
You can choose an album from the cover art images in the music playback screen by registering jacket photos using Media

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Deleting Songs

Deleting songs

Delete songs transferred to your Walkman.

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Using Bookmarks

What is the bookmark function?

The bookmark function is a useful function that allows you to play just your favorite songs, or rearrange the order in which songs are played.

Adding a song to a bookmark list

You can add songs to bookmark lists.

Changing the default bookmark list

You can change the bookmark list that is set as the default bookmark list.

Changing the order of bookmarked songs

You can change the order of songs that are registered to a bookmark.

Removing songs from a bookmark list

You can remove one or all songs from a bookmark list.

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Displaying Lyrics

What is the Display Lyrics function?

The lyrics are scrolled automatically when you play songs on your Walkman.

Adding lyrics to songs

The preparation that is necessary for displaying lyrics is explained.

Making lyrics information in a text file

You can also make lyrics information in a text file.

Displaying lyrics

The lyrics information added to the song is displayed on your Walkman as the song progresses.

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SensMe™ Channels

What is SensMe™ Channels?

SensMe™ Channels is a function that automatically groups songs by theme, and plays them. Play songs according to your mood, current activity, the time of day, etc.

Playing songs using SensMe™ Channels

Play songs to fit your mood, current activity, the time of day, etc., by selecting a particular channel.

Analyzing songs on your Walkman

Songs that have not been analyzed yet can be analyzed on your Walkman.

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Music Settings

Shuffle playback
Play songs in random order.

Repeat playback
Play songs repeatedly.

Setting the playback range
Set the playback range.

Upscaling compressed audio to quality almost that of High-Resolution Audio
The [DSEE HX] function upscales the audio file to quality almost that of High-Resolution Audio quality and reproduces the clear high-range sound that is often lost.

Enjoying various sound quality
Enjoy music with either the optimum or your desired sound quality settings.

Setting the sound quality easily with a single operation
The [ClearAudio+] function allows you to easily enjoy the audio you are listening to with the optimum sound quality settings.

Customizing sound quality settings
You can use various functions to set the desired sound quality.

Presetting your equalizer settings
You can preset the values of CLEAR BASS and the 5 band equalizer as custom settings.

Playing DSD content at the desired sound quality
Enjoy content in DSD format at the desired sound quality by changing the filter and/or gain 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.

Optimizing the sound characteristics

The [Clear Phase™] function optimizes the sound characteristics for the headphones you use. The compatible headphones for this product are MDR-NW750N/MDR-NW750NE.

Selecting the album display format

Select the album list display format. The cover art registered in Media Go is displayed in the album list.

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microSD Card

Inserting a microSD card
This section explains how to insert a microSD card into your Walkman.

Removing a microSD card
This section explains how to remove a microSD card from your Walkman.

Selecting the memory to use
Select the memory to use from [System Storage] or [SD Card].

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

Notes on microSD cards
This section contains notes on microSD cards.

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Using the Noise Canceling Function

What is noise canceling?

The noise canceling function can reduce unwanted ambient noise, allowing you to enjoy music at a low volume.

Noise canceling compatible headphones

You can check which headphones are compatible with the noise canceling function.

Selecting headphones

The effect of the noise canceling function or the [Clear Phase™] function is optimized by selecting the compatible headphones.

Using noise canceling

You can use the noise canceling function.

Reducing noise to create a quiet environment

You can use the noise canceling effects to reduce external noise even when music or other content is not being played back.

Notes for using the noise canceling function

This section contains notes on the noise canceling function.

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Noise Canceling Settings

Selecting a noise canceling environment

By selecting the type of ambient noise, you can apply the most effective noise canceling function for your current environment.

Adjusting noise canceling

You can adjust the sensitivity of the microphone for noise canceling adjustment if you feel that the noise canceling effects are insufficient.

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What Is the Bluetooth Function?

What is the Bluetooth function?

The Bluetooth function is based on short-range wireless technology used in devices such as headphones and mini stereo music systems to connect digital devices.

What can your Walkman do with the Bluetooth function?

You can listen to music and send/receive files wirelessly.

What is pairing?

The registration between Bluetooth devices is called “pairing.” Once the devices are paired, you can easily connect your Walkman to the Bluetooth device from the next time onwards using a simple operation.

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Connecting with Bluetooth Audio Devices

Steps to use Bluetooth connection

Steps to listen to music stored on your Walkman using the other Bluetooth audio device.

Pairing and connecting with a Bluetooth audio device

To connect with a Bluetooth audio device for the first time, your Walkman needs to be paired with it.

Connecting with a paired Bluetooth audio device

Connect your Walkman to a Bluetooth audio device if they are paired but not connected with each other.

Making a Bluetooth connection using the NFC function

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

Disconnecting a Bluetooth audio device

End the connection between your Walkman and a Bluetooth audio device.

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Listening to Sound Using a Bluetooth Audio Device

Listening to sound using a Bluetooth audio device

Once paired and connected, you can listen to sound from your Walkman wirelessly through the Bluetooth audio device.

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Sending/Receiving Content via a Bluetooth Connection

Steps to transfer content via a Bluetooth connection

You can transfer content to/from another Bluetooth device. Pairing in advance is not necessary.

Sending content via a Bluetooth connection

You can send content stored on your Walkman to another device via a Bluetooth connection.

Receiving content via a Bluetooth connection

Your Walkman can receive content from a Bluetooth device via a Bluetooth connection.

Playing content received via a Bluetooth connection

You can play content transferred via a Bluetooth connection on your Walkman.

Deleting content received via a Bluetooth connection

You can delete content received by your Walkman via a Bluetooth connection.

Entering a passkey to make a Bluetooth connection

When the screen to enter the passkey is displayed while pairing, check and enter the passkey of the other Bluetooth device.

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Information of Bluetooth Audio Devices

Displaying the pairing information of Bluetooth audio devices

Once paired, you can display the pairing information of the connected Bluetooth audio device such as the model name, BD address, and the profile when connected.

Deleting the pairing information of Bluetooth audio devices

You can delete the pairing information of Bluetooth audio devices.

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Bluetooth Settings

Setting automatic Bluetooth connection at startup

You can set your Walkman to connect to a Bluetooth audio device automatically at startup.

Setting wireless playback quality

You can set the stability or the sound quality for a Bluetooth connection.

Setting sound effects during a Bluetooth connection

You can select whether or not to apply sound effects such as [Equalizer] and [Dynamic Normalizer] when you send content from your Walkman to a Bluetooth audio device.

Displaying Bluetooth information on your Walkman

Display Bluetooth information such as Bluetooth version and profile.

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Notes on the Bluetooth Function

Notes on the Bluetooth function

This section contains notes for using Bluetooth connections.

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What Is the NFC Function?

What is the NFC function?

This function enables easy data communication between various devices, such as mobile phones and IC tags, simply by touching the devices together.

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Connecting with One Touch (NFC)

Making a Bluetooth connection using the NFC function

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

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Music Settings

Shuffle playback
Play songs in random order.

Repeat playback
Play songs repeatedly.

Setting the playback range
Set the playback range.

Upscaling compressed audio to quality almost that of High-Resolution Audio
The [DSEE HX] function upscales the audio file to quality almost that of High-Resolution Audio quality and reproduces the clear high-range sound that is often lost.

Setting the sound quality easily with a single operation
The [ClearAudio+] function allows you to easily enjoy the audio you are listening to with the optimum sound quality settings.

Customizing sound quality settings
You can use various functions to set the desired sound quality.

Presetting your equalizer settings
You can preset the values of CLEAR BASS and the 5 band equalizer as custom settings.

Playing DSD content at the desired sound quality
Enjoy content in DSD format at the desired sound quality by changing the filter and/or gain 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.

Changing the default bookmark list
You can change the bookmark list that is set as the default bookmark list.

Selecting the album display format

Select the album list display format. The cover art registered in Media Go is displayed in the album list.

Displaying lyrics

The lyrics information added to the song is displayed on your Walkman as the song progresses.

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Noise Canceling Settings

Selecting a noise canceling environment

By selecting the type of ambient noise, you can apply the most effective noise canceling function for your current environment.

Adjusting noise canceling

You can adjust the sensitivity of the microphone for noise canceling adjustment if you feel that the noise canceling effects are insufficient.

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Bluetooth Settings

Setting automatic Bluetooth connection at startup

You can set your Walkman to connect to a Bluetooth audio device automatically at startup.

Setting wireless playback quality

You can set the stability or the sound quality for a Bluetooth connection.

Setting sound effects during a Bluetooth connection

You can select whether or not to apply sound effects such as [Equalizer] and [Dynamic Normalizer] when you send content from your Walkman to a Bluetooth audio device.

Displaying Bluetooth information on your Walkman

Display Bluetooth information such as Bluetooth version and profile.

Deleting content received via a Bluetooth connection

You can delete content received by your Walkman via a Bluetooth connection.

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Alarm/Sleep Timer Settings

Setting the alarm to on/off

You can set the alarm function to on or off.

Setting the alarm time

You can set the time at which the alarm sounds, repeat settings and alarm sound settings.

Setting a song as the alarm sound

You can select a song from those transferred to your Walkman as the alarm sound.

Setting the sleep timer

You can change the set time of the sleep timer. Your Walkman power switches off automatically at the set time.

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Selecting Headphones

Selecting headphones

The effect of the noise canceling function or the [Clear Phase™] function is optimized by selecting the compatible headphones.

Optimizing the sound characteristics

The [Clear Phase™] function optimizes the sound characteristics for the headphones you use. The compatible headphones for this product are MDR-NW750N/MDR-NW750NE.

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Common Settings

Displaying your Walkman information

Display information on your Walkman, such as the model name and system software version.

Limiting the volume

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

Setting the screen off timer

You can set the time after which the screen is turned off when there are no operations. You can preserve battery power by setting this to a shorter time.

Adjusting the screen brightness

You can set the screen brightness to one of five levels. You can preserve battery power by setting this to a lower level.

Setting the date and time

Set the date and time when you purchase a new Walkman, or if you have not used your Walkman for a prolonged period and the date and time have been reset.

Setting the date display format

You can change the date format for displaying the current date.

Setting the time display format

You can change the time format for displaying the current time.

Charging in the battery care mode

In the [Battery Care] mode, your Walkman stops charging at about 90 % of the full charge, reducing deterioration of the battery.

Resetting to the factory settings

Reset your Walkman to the default settings.

Formatting memory

Initialize your Walkman by formatting the memory.

Rebuilding the library manually

Rebuild the library of your Walkman to add content stored in [System Storage] or [SD Card] to the library again.

Using USB connection mode

Set your Walkman to USB connection mode (connection standby state) to allow your Walkman to connect via USB more reliably.

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Language Settings

Selecting the display language

This section explains how to set the language for menus and messages.

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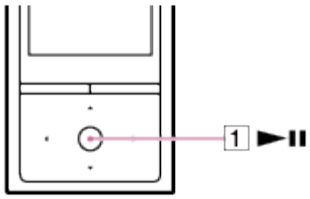
Playing music

Play music transferred to your Walkman.



1. From the Home menu, select [Music].
2. Select the desired search method and items until a song list appears, and then select the desired song. Playback starts and the music playback screen is displayed. To pause playback, press the button (1).

Note

- If there is no operation for an extended period while paused, your Walkman will be turned off automatically. In this case, turn on the power before performing step 1 above.
- 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
- Music playback operations
- Setting the screen off timer
- Turning the power on
- Searching for songs
- Browsing the music list screen
- Browsing the music playback screen
- Transferring content using Media Go

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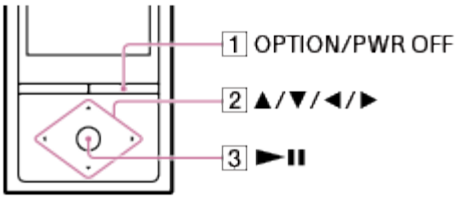
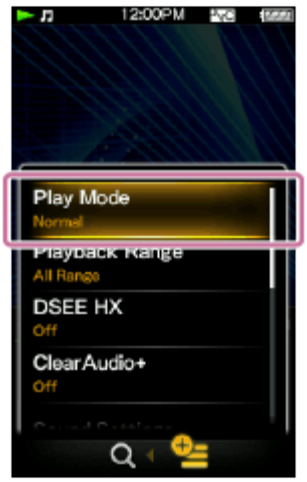
NW-ZX100/ZX100HN

How to use the option menu

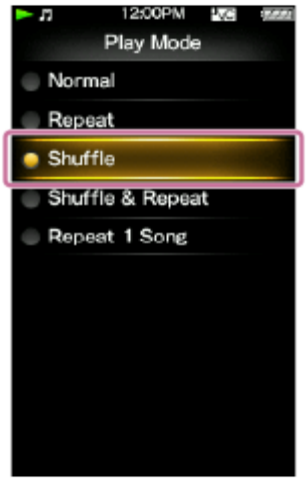
Display the option menu by pressing the OPTION/PWR OFF button. The option menu items vary depending on the function and allow you to change the settings.



1. Press the button (1) while your Walkman is playing, for example while in the music playback screen.
2. Press the button (2) to select the desired menu (for example [Play Mode]) and then press the button (3) to confirm.



3. Press the button (2) to select the desired menu (for example [Shuffle]) and then press the button (3) to confirm.



Hint

- To dismiss the option menu, press the button ([1]) while the option menu is displayed.

Related Topic
Playing music

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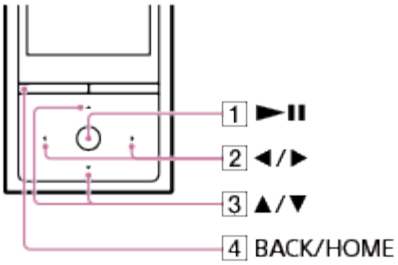
Music playback operations

The following operations are available on the music playback screen.



To play/pause

Press the button (1).

To fast forward or rewind

Press and hold the button (2).

To go to the beginning of the next song or go to the beginning of the previous (or current) song

Press the button (2).

To browse cover art to select an album

Press the button (3).

To add a song to the bookmark list

Press and hold the button (1).
Songs can be added to the bookmark list individually. Albums cannot be added.

To return to the list screen

Press the button (4).

Hint

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

Related Topic

Playing music

- Browsing the music playback screen
- Browsing the music list screen
- Shuffle playback
- Repeat playback
- Setting the playback range
- Choosing an album from the cover art images
- Adding a song to a bookmark list
- Setting the screen off timer

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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

- To confirm the version information of your Walkman, select [Settings] - [Common Settings] - [Unit Information].

Related Topic

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

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Playing playlist songs

You can transfer and play playlists created by using software like Media Go. For information on how to create a playlist, refer to the Help of your software.

1. From the Home menu, select [Music].
2. Select [Playlists] - desired playlist - desired song.

Note

- Cover art images registered to a playlist are not displayed on your Walkman.

Related Topic

- Playing music
- Transferring content using Media Go
- Transferring content using Content Transfer

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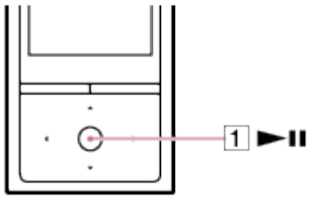
Adding a song to a bookmark list

You can add songs to bookmark lists.



1. In the music playback screen or list screen, press and hold the button (1).

Hint

- You can add songs to bookmark lists other than the default bookmark list by using the option menu on the music playback screen or list screen. Display the option menu and select [Add to Bookmark] - desired bookmark list.
- Up to 100 songs can be added to a bookmark list.

Note

- Bookmark list information cannot be imported to Media Go.
- If you add songs stored on a microSD card to bookmark lists, the bookmark lists are cleared when you remove the microSD card from your Walkman.

Related Topic

- Browsing the music playback screen
- Browsing the music list screen
- How to use the option menu
- Changing the default bookmark list
- Changing the order of bookmarked songs
- Removing songs from a bookmark list

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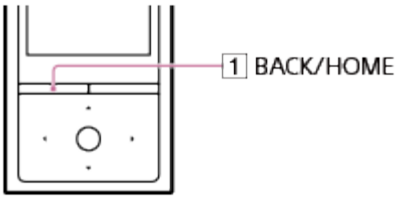
Receiving content via a Bluetooth connection

Your Walkman can receive content from a Bluetooth device via a Bluetooth connection.



1. On your Walkman, select the memory ([System Storage] or [SD Card]) as the destination for receiving content.
2. From the Home menu, select [Bluetooth].
3. Select [Receive File].
   Your Walkman enters standby state to receive a file.
4. Send content from the other Bluetooth device to your Walkman.
   The BD address (alphanumeric code) of your Walkman is displayed under the model name on the Walkman. When the Bluetooth device displays the receiver's BD address, make sure that the BD addresses displayed on the device and on the Walkman are the same. (Some Bluetooth devices may not display the receiver's BD address.)
   A pairing process is performed when the device establishes a Bluetooth connection with your Walkman for the first time. When authentication codes (alphanumeric codes) appear on the Walkman and on the Bluetooth device, check that they are the same.
5. Press the button (1) after receiving content.
   Your Walkman is released from standby status.

Hint

- The received content is stored in the "RECEIVED" folder of the device selected in step 3 above. Although your Walkman can receive files in unsupported formats, these files cannot be displayed or played. You need to use Windows Explorer or the Mac Finder to search for them in the "RECEIVED" folder.
- If files of the same name are received, a file number is added between the filename and extension.
- If your Walkman receives files in unsupported formats, these files cannot be displayed or played.

Note

- If the pairing or transfer times out and stops, send the content from the Bluetooth device again.
- Content transfer may fail if the Bluetooth device is too far from your Walkman, or there is interference from other

devices. In these cases, reduce the distance between the Walkman and the Bluetooth device, and keep a good distance from other devices or turn them off if possible.

- Playback stops when your Walkman receives content.
- The maximum receivable file size is 4 GB.

Related Topic

- Selecting the memory to use
- Entering a passkey to make a Bluetooth connection
- Sending content via a Bluetooth connection

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Precautions

Notes on handling your Walkman
Important information for using your Walkman is explained.

Notes on headphones
Important notes for the headphones are explained.

Notes on the software
Important notes for the software are explained.

Maintenance of your Walkman
Important notes for cleaning your Walkman are explained.

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Customer Support Website

Customer support website

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

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Specifications

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

Battery life
The battery life when content is played continuously at the default settings is 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.

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

The date and time have been reset.

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.

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

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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 can only be heard from one side of the headphones.

Sound is interrupted or skips.

Sound is interrupted between songs.

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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?
- The battery runs out fast when you turn on the battery care mode.

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Connection to a Computer

- The computer does not recognize your Walkman.
- The computer does not recognize a microSD card inserted in your Walkman.
- Even if you use “Safely Remove Hardware” on the computer, [Connected USB (Storage in use: system storage)] or [Connected USB (Storage in use: SD card)] remains displayed on your Walkman screen.
- 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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Displaying/Playing/Deleting Content

You cannot play content such as music transferred to your Walkman.
Songs are not played back in the expected order.
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.
You cannot stop playback.
Songs are not displayed in the order they were transferred in.
Sound is interrupted between songs.
The content such as music is displayed repeatedly.
The same song is displayed repeatedly in an album.
Thumbnails such as cover art are not displayed.
Lyrics are not displayed.
[□] is displayed in the screen.
[Unknown] is displayed for the album name or artist name.

You cannot delete content such as music using the Walkman functions.

You cannot find your desired channel.

[Morning] is always displayed for the time-based channel.

Unsuitable songs for selected time-based channels are played.

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Bluetooth

- Pairing cannot be done.
- You cannot connect via the Bluetooth function.
- The screen to enter the passkey appears when pairing with a Bluetooth device.
- You cannot hear sound from the Bluetooth audio device.
- You cannot operate your Walkman from a Bluetooth audio device.
- Sound skips or noise is generated during a Bluetooth connection.
- Sound effects do not seem to have any effect when listening to sound via a Bluetooth audio device.
- You cannot display or delete content such as music received using the Bluetooth function.
- The cover art of a song received using the Bluetooth function is not displayed.

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NFC

You cannot connect with one touch (NFC).

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Noise Canceling

The noise canceling function is not effective.

You want to use the noise canceling function with headphones other than noise canceling headphones compatible with your Walkman.

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microSD Card

- Your Walkman does not recognize a microSD card that is inserted.
- The computer does not recognize a microSD card inserted in your Walkman.

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Other

Your Walkman gets warm.

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Message

Message list

This section explains messages and their causes and solutions.

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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 microSD cards

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

About images used in this “Help Guide”

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

Design and specifications are subject to change without notice.

Related Topic

- System requirements
- Customer support website
- Charging the battery

- 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.

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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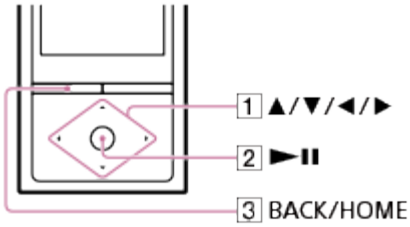
How to use the operating explanations

This Help Guide shows icons on your Walkman as follows: [Music], [Settings]. Items such as menus on the screen are shown as follows: [Album], [Play Mode].



Press the button (1) to select items. Press the button (2) to confirm.

Home menu

Press and hold the button (3) to display the Home menu.

Note

- Except for some special cases, operating explanations assume that you are starting from the Home menu. Operations may differ from the explanation in situations such as during playback of music.
- If a function or setting can be done in more than one way, the simpler method is explained.

Related Topic

Home menu

- How to use the Home menu

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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!
   Connect the headphones, unlock the HOLD function, and turn on your Walkman. Then simply select the music you want to listen to to start playback!

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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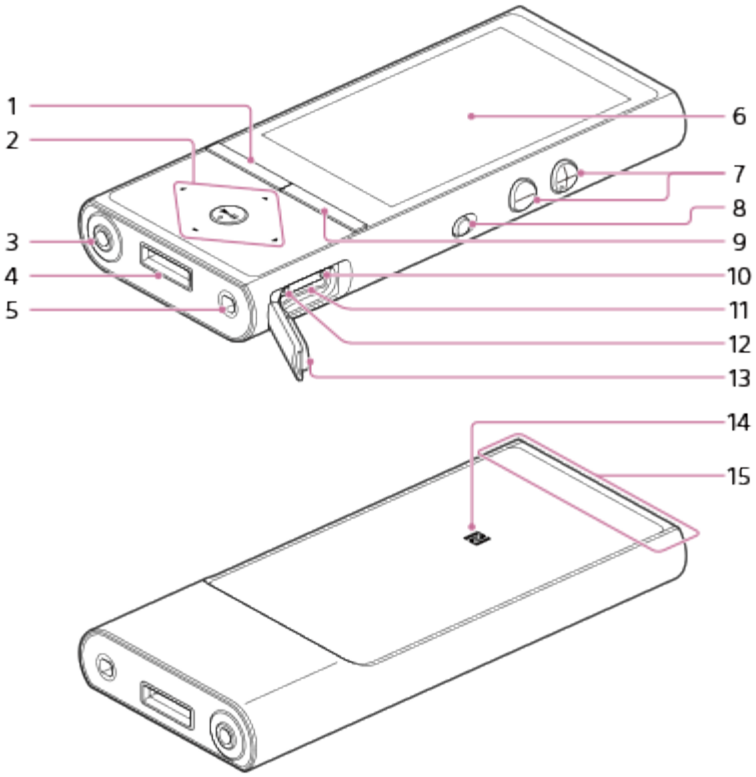
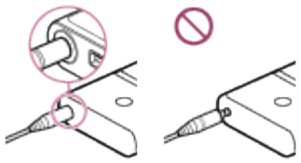
Parts and controls

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



1. BACK/HOME button
   Press to go up one list screen level or to return to the previous menu.
   Press and hold to display the Home menu.
2. 5-way button
   Press the ►II button at the center to start playback, or press the ▲ / ▼ / ◄ / ► marks to navigate through the on-screen menus of your Walkman.
   There is a tactile dot on the ►II button to help you operate the buttons without looking.
3. Headphone jack (*1)
   Insert the headphone plug until it clicks into place.
   Sound will be impaired if the headphones are not connected properly.



4. WM-PORT jack
   Connect the USB cable (supplied) or other accessories that support WM-PORT (not supplied).
5. Strap hole
   Use to attach a strap (not supplied).
6. Display
7. VOL (Volume) +/– button
   Press to adjust the volume.
   There is a tactile dot on the + button to help you operate the buttons without looking.
8. HOLD switch
   Set the HOLD switch to protect your Walkman against accidental operation during transportation.
   Slide the HOLD switch in the direction of the arrow (➞) to disable all operation buttons. Slide the HOLD switch to the opposite position to release the HOLD function.
9. OPTION/PWR OFF (Option/Power off) button
   Press to display the option menu.
   Press and hold to turn the screen off and enter standby mode.
10. Access lamp (under the microSD card slot cover)
11. microSD card slot (under the microSD card slot cover)
    Open the cover before inserting a microSD card. Insert a microSD card until it clicks into place to increase the available memory of your Walkman.
12. RESTART button (under the microSD card slot cover)
    Press the RESTART button with a small pin, etc. to restart your Walkman.
13. microSD card slot cover
14. N-mark
    Touch a Bluetooth audio device equipped with the NFC function to this mark to connect it to your Walkman.
15. Built-in Bluetooth antenna
    Do not cover the antenna part with your hands or other object when a Bluetooth connection is active. Doing so may interrupt the connection.

(*1) Sound is not emitted from the wired headphones while your Walkman is connected to a device via a Bluetooth connection. Disconnect the Bluetooth connection to use wired headphones.

Related Topic

- Turning the power on
- Turning the power off
- Home menu
- How to use the Home menu
- How to use the option menu
- Using the HOLD switch

- Inserting a microSD card
- Restarting your Walkman

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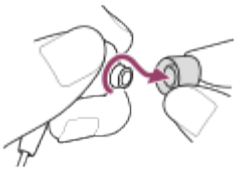
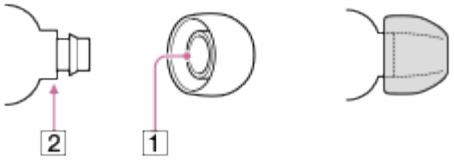
Changing the earbuds

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.

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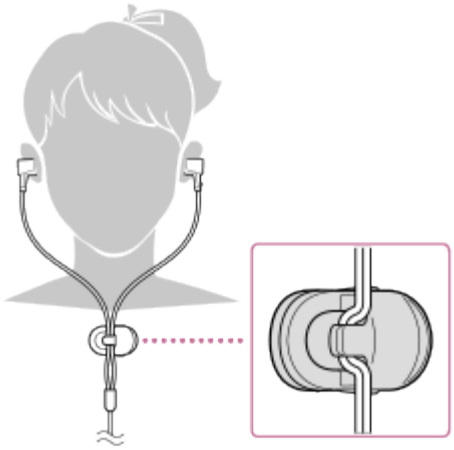
Attaching the clip

(Only for models supplied with clip)
Attach the clip to the headphones as illustrated below to affix it to your clothes, etc. Using the clip may reduce noise from the cord rubbing against your clothes.



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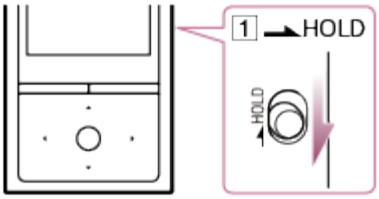
Turning the power on

Turn on the power to start your Walkman.



1. Slide the switch (1) to unlock your Walkman.
2. Press any button.

Hint

- If there is no operation, the screen will be turned off. To turn on the screen, press any button.
- Set the date and time before you start to use your Walkman.
- If there is no operation for an extended period, your Walkman will be turned off automatically. When you turn on the Walkman again, it will take a while before the power comes on.

Related Topic

- Turning the power off
- Using the HOLD switch
- Setting the date and time
- Setting the screen off timer

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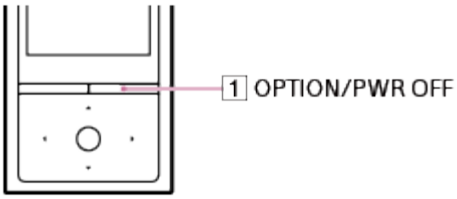
Turning the power off

Turn off the power when not using your Walkman.



1. Press and hold the button (1).
   [POWER OFF] appears.

Hint

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

Related Topic
Turning the power on
Setting the screen off timer

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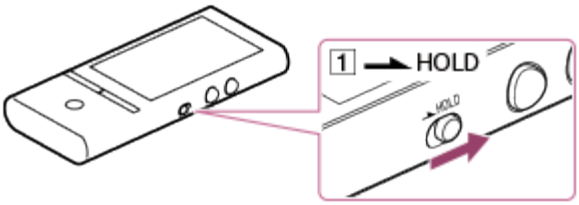
Using the HOLD switch

You can use the HOLD switch to prevent the buttons from being pressed and operated accidentally.



1. Slide the switch (1) in the direction of the arrow.
   The HOLD function is enabled and all operation buttons are disabled.

Hint

- Slide the switch (1) in the opposite position to release the HOLD function.
- HOLD flashes at the top of the screen if buttons are pressed while the HOLD function is enabled.

Related Topic
Parts and controls

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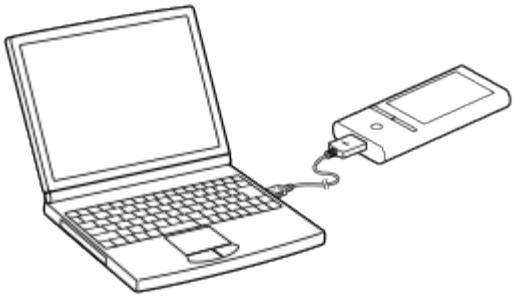
Charging the battery

Charge your Walkman by connecting it to a computer.



1. Connect your Walkman to a running computer via USB.
   The battery status icon shows FULL when charging is complete.
2. Disconnect your Walkman from the computer when charging is complete.

Hint

- Using the [Battery Care] mode shortens the usage time for that charge but reduces deterioration of the battery.
- 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.

Related Topic

- Connecting to a computer
- Charging in the battery care mode
- Extending the battery life
- Notes on charging the battery
- Specifications

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Charging in the battery care mode

You can reduce deterioration of the battery by using the [Battery Care] mode. The battery duration is approximately 10 % shorter in the [Battery Care] mode, as your Walkman stops charging at about 90 % of the full charge.

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Battery Care] - [On].

Note

- In the [Battery Care] mode, the first bar of the battery indicator will disappear somewhat more quickly than normal. This is because your Walkman stops charging at about 90 % of the full charge, and is not a malfunction.

Related Topic

- Charging the battery
- Extending the battery life
- Notes on charging the battery

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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 a shorter time for [Screen Off Timer].
- Set [Display Lyrics] to a setting other than [On (Screen Always On)].
- Adjust the screen brightness.
- Set all sound quality settings to off.
- Disconnect the Bluetooth audio device when not in use.
- Turn off the NFC function when not in use.
- Turn off the noise canceling function.

Related Topic

- Turning the power off
- Setting the screen off timer
- Displaying lyrics
- Adjusting the screen brightness
- Customizing sound quality settings
- Making a Bluetooth connection using the NFC function
- Using noise canceling
- 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.
- When the ambient temperature exceeds the recommended range, is displayed on the screen and charging is forcibly stopped. 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 to one 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.
- The battery indicator scales are not equal. Refer the battery indicator as a guide.
- [Do not disconnect.] is displayed when transferring data between your Walkman and the computer. Do not remove the USB cable when [Do not disconnect.] is displayed. Doing so may result in a loss of the data being transferred and data on the Walkman.

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Selecting the display language

You can select the language for menus and messages.

1. From the Home menu, select [Settings].
2. Select [Language Settings] - desired language setting.

Hint

- Select the display language before transferring content.

Related Topic
How to use the Home menu

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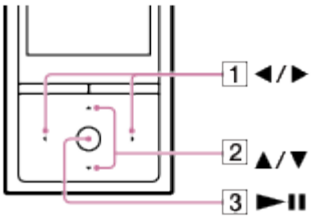
Setting the date and time

You can set the current date and time.



1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Clock Settings] - [Set Date-Time].
3. Press the button (1) to select “Year,” “Month,” “Day,” “Hour” or “Minute.”
4. Press the button (2) to select numbers, and press the button (3).

Hint

- You can select [12-hour] or [24-hour] for the time display format.

Note

- If you leave your Walkman for a long time without using it and the battery is completely discharged, the date and time you have set will be reset and [--:--] will be displayed.
- The clock may gain or lose up to 60 seconds per month.

Related Topic

- Setting the date display format
- Setting the time display format

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Setting the date display format

You can set the date format for displaying the current date as [YYYY/MM/DD] (year/month/day), [MM/DD/YYYY] (month/day/year), or [DD/MM/YYYY] (day/month/year).

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Clock Settings] - [Date Display Format] - desired format.

Related Topic
Setting the date and time
Setting the time display format

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NW-ZX100/ZX100HN

Setting the time display format

You can select [12-hour] or [24-hour] for the time display style.

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Clock Settings] - [Time Display Format] - desired format.

Related Topic
Setting the date and time
Setting the date display format

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NW-ZX100/ZX100HN

Formatting a microSD card

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

1. From the Home menu, select [SD Card Settings].
2. Select [Format SD Card] - [Yes].
   All data stored on the microSD card is deleted.

Note

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

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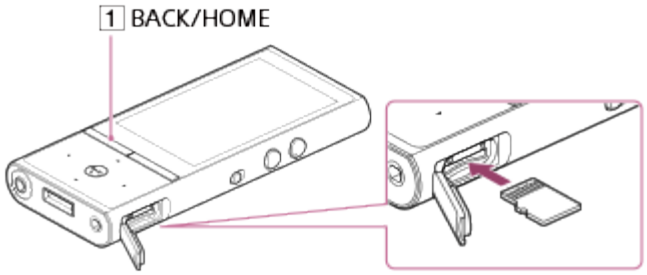
NW-ZX100/ZX100HN

Inserting a microSD card

You can store content such as music on microSD cards in addition to [System Storage].



1. From the Home menu, select [SD Card Settings].
2. Select [Insert/Remove SD Card] - [Yes].
   An image of a microSD card is displayed on the screen and your Walkman enters the [Insert/Remove SD Card] status. Playback of content stops.
3. Open the microSD card slot cover.
4. While in the [Insert/Remove SD Card] status, insert a microSD card into the microSD card slot with the gold contact pins side facing up, until it clicks into place.
5. Close the microSD card slot cover.
6. Press the button (1) to exit the [Insert/Remove SD Card] status.
   The library is updated and you can access the content stored on the microSD card.

Note

- If the microSD card is not recognized, remove it and then insert it into your Walkman again.
- Do not insert any liquids, metal, flammable substances or any object other than a microSD card into the microSD card slot.

Related Topic

- Removing a microSD card
- Selecting the memory to use

- Formatting a microSD card
- Notes on microSD cards

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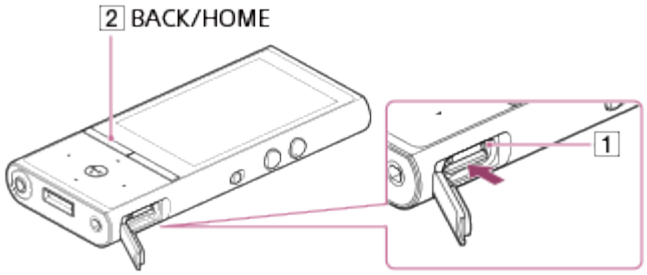
NW-ZX100/ZX100HN

Removing a microSD card

You can remove a microSD card from your Walkman.



1. From the Home menu, select [SD Card Settings].
2. Select [Insert/Remove SD Card] - [Yes].
   An image of a microSD card is displayed on the screen and your Walkman enters the [Insert/Remove SD Card] status. Playback of content stops.
3. Open the microSD card slot cover.
4. While in the [Insert/Remove SD Card] status, check that the lamp (1) is off and push the microSD card into the microSD card slot. When the microSD card pops out, remove it from the slot.
5. Close the microSD card slot cover.
6. Press the button (2) to exit the [Insert/Remove SD Card] status.
   Your Walkman starts updating the library.

Note

- Data relating to content stored on a microSD card, such as analysis results by [SensMe™ Channels] and bookmarks, is deleted once the microSD card is removed from your Walkman and is not recovered even when the microSD card is reinserted correctly. The data needs to be set every time you insert the microSD card.

Related Topic

- Inserting a microSD card
- Notes on microSD cards

- Analyzing songs on your Walkman
- Adding a song to a bookmark list

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NW-ZX100/ZX100HN

Selecting the memory to use

You can select the memory to store content and other data on from [System Storage] or [SD Card].

1. From the Home menu, select [SD Card Settings].
2. Select the menu items using either of the procedures below.
   - To transfer content from a computer: Select [Location for USB Transfer] - [System Storage] or [SD Card].
   - To receive content via a Bluetooth connection: Select [Location for Received File] - [System Storage] or [SD Card].

Hint

- [System Storage] is selected at the time of purchase.
- The memory to use can be switched while your Walkman is connected to a computer to transfer content such as music from the computer. Follow the instructions shown on the display of the Walkman to switch the memory.

Note

- Music content with copyright protection cannot be transferred to a microSD card.
- You cannot exchange data between the memory of your Walkman and a microSD card.

Related Topic

- Transferring content using Media Go
- Transferring content using Content Transfer
- Transferring content using Explorer
- Transferring content using the Finder
- Receiving content via a Bluetooth connection

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Notes on microSD cards

- Use a microSD card (not supplied) that has been formatted using your Walkman. Operations of microSD cards formatted with computers or other devices are not guaranteed.
- If you format a microSD card containing data, the data will be deleted. Be careful not to delete important data.
- Do not leave a microSD card within the reach of small children. They might accidentally swallow it.
- Do not insert or remove a microSD card when your Walkman is not in the [Insert/Remove SD Card] status. Doing so may cause a malfunction in your Walkman.
- We do not guarantee the operation of all types of compatible microSD cards with your Walkman.
- Data may be corrupted in the following cases:
  - When a microSD card is removed or your Walkman is turned off during a read or write operation.
  - When a microSD card is used in locations subject to static electricity or electrical noise.
- We assume no responsibility for any loss or damage of stored data.
- We recommend that you save a backup copy of important data.
- Do not touch the terminal of a microSD card with your hand or a metal object.
- Do not strike, bend or drop a microSD card.
- Do not disassemble or modify a microSD card.
- Do not expose a microSD card to water.
- Do not use a microSD card under the following conditions:
  - Locations beyond the required operating conditions, including locations such as the hot interior of a car parked in the sun and/or in the summer, outdoor areas exposed to direct sunlight, or near a heater.
  - Humid locations or locations with corrosive substances present.
- When using a microSD card, make sure to check the correct insertion direction into the microSD card slot.
- Do not insert foreign objects into the microSD card slot.

Related Topic

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

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Home menu

The following list shows the items in the Home menu.

1. Information area
2. Simple playback screen
   Play, pause, fast-forward/rewind and skip to the next/previous song.
3. [Bluetooth]
   Connect with a Bluetooth device to listen to music or send/receive content.

   [Noise Canceling]
   Reduce unwanted ambient noise using active noise control technology.

   [SD Card Settings]
   Set up functions regarding the microSD card.

   [Settings]
   Set up your Walkman and its functions.

   [Music]
   Listen to songs transferred to your Walkman.

   [Go to Playback Screen]
   Display the music playback screen.

[SensMe™ Channels]
Play songs using SensMe™ Channels.

[Bookmark]
Classify songs transferred to your Walkman according to personal taste.

Related Topic

- How to use the Home menu
- Playing music using the simple playback screen
- Using noise canceling
- Playing music
- Playing songs using SensMe™ Channels
- Adding a song to a bookmark list

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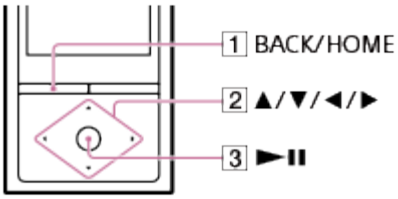
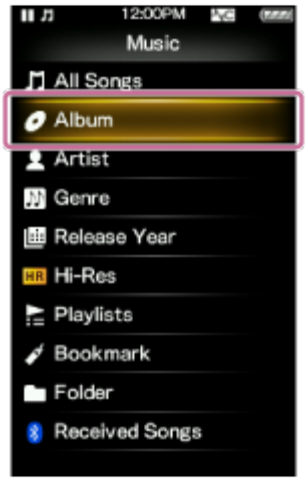
How to use the Home menu

The Home menu is the starting point for all applications such as those for searching for songs and changing settings.



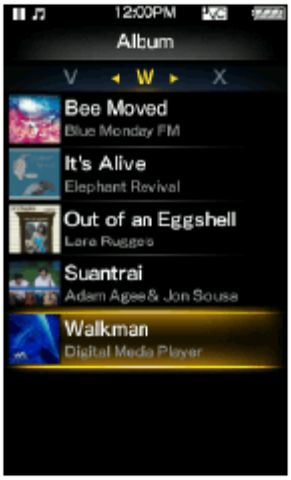
1. Press and hold the button (1) until the Home menu appears.
2. Press the button (2) to select the desired menu (for example [Music]) and then press the button (3) to confirm.

3. Press the button (2) to select the desired function (for example [Album]) and then press the button (3) to confirm.

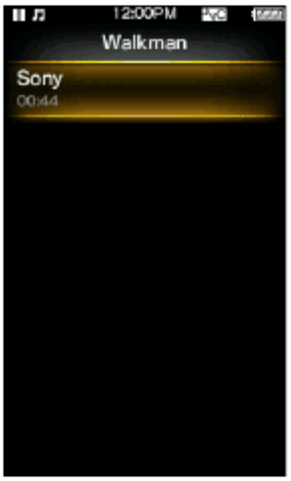


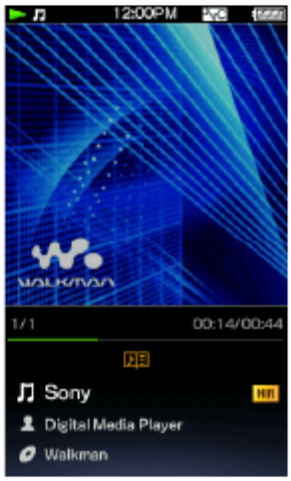
[Hi-Res] will be displayed after you update the system software of your Walkman to version 1.10 or later.

4. Press the button ([2]) to select the desired content (for example a desired album) and then press the button ([3]) to confirm.



5. Press the button ([2]) to select the desired content (for example a desired song) and then press the button ([3]) to confirm.





Hint

- Press the button ([1]) to return to the previous screen during an operation.

- Press and hold the button (1) to return to the Home menu during an operation.
- You can play music using the simple playback screen.

Related Topic
Playing music using the simple playback screen

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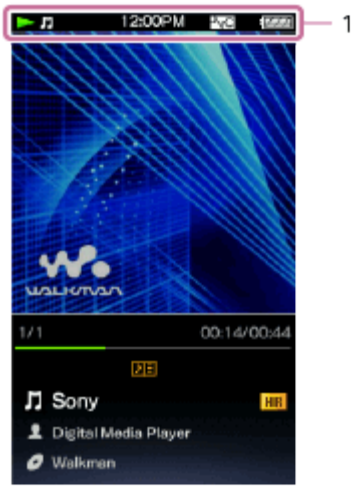
List of icons displayed in the information area

The icons vary according to the playback status, setting and screen.



1. Information area

Icons in the information area

Playback status

► (play), ❚❚ (pause), ►► (fast forward), ◄◄ (fast rewind), ►►| (find the beginning of the next song), |◄◄ (find the beginning of the previous (or current) song), etc.

HOLD indication

HOLD

Status of the noise canceling function (The icon lights up when noise canceling headphones are connected with the noise canceling function enabled.)

NC, NC

Remaining battery power

Alarm timer

Sleep timer

Music functions available

Bluetooth status (When a Bluetooth connection is established, this icon turns blue.)

,

Related Topic
Music playback operations
Using the HOLD switch
Using noise canceling
Setting the alarm to on/off
Setting the sleep timer
Playing music
Pairing and connecting with a Bluetooth audio device

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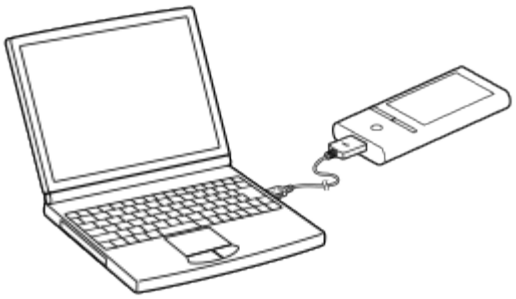
Connecting to a computer

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



1. Connect your Walkman to a running computer via USB.

Hint

- If your computer fails to establish a USB connection with your Walkman and neither [Connected USB (Storage in use: system storage)] or [Connected USB (Storage in use: SD card)] is not displayed, go to the Home menu and select [Settings] - [Common Settings] - [USB Connection Mode] - [Yes].
- 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
- Selecting the memory to use

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Notes on connecting your Walkman to a computer

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

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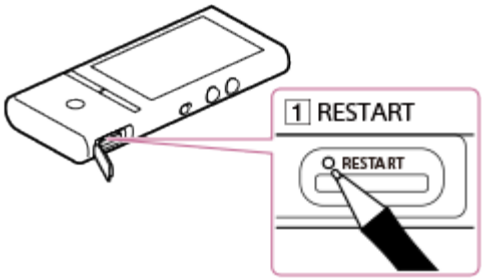
Restarting your Walkman

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. Open the microSD card slot cover and press the button (1) with a pen or a paper clip, etc. 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

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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. From the Home menu, select [Settings].
2. Select [Common Settings] - [Reset/Format] - [Reset All Settings] - [Yes].

Note

- If you reset your Walkman to the factory settings, the pairing information of the connected Bluetooth devices will be deleted.

Related Topic
Restarting your Walkman
Formatting memory

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Formatting memory

You can initialize your Walkman by formatting the memory.

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Reset/Format] - [Format System Storage] or [Format SD Card] - [Yes].
3. Follow the on-screen instructions to format the memory.

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

- Restarting your Walkman
- Resetting to the factory settings

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Displaying your Walkman information

Display information such as model name and system software version.

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Unit Information].

Related Topic
Updating the system software of your Walkman

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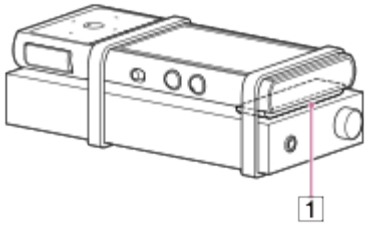
Using the spacer

When using your Walkman with a portable headphone amplifier (not supplied), you can make the Walkman level using the spacer (1) (supplied) by placing it between the portable headphone amplifier and the Walkman as shown in the figure. For details on how to attach the Walkman, refer to the portable headphone amplifier manual.



Note

- Bands are not supplied with your Walkman.

Related Topic
Contents

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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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NW-ZX100/ZX100HN

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

4-573-375-12(1)
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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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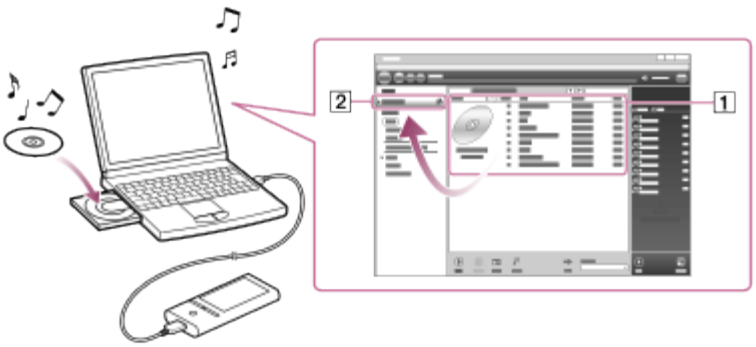
Importing and transferring content from media using Media Go

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 FLAC for higher sound quality and AAC (.mp4) and MP3 (.mp3) for normal sound quality.
- Media Go obtains the CD information from a database on the Internet. Information on some CDs may not be available in the database. If information on your CD is missing, you can add it manually after importing the CD. For information about adding and editing CD information, refer to the help of Media Go.

Note

- Imported content is limited to private use only. Use of content for other purposes requires the permission of the

copyright holders.

- Commercial DVDs and Blu-ray discs cannot be imported into Media Go.

Related Topic
Installing Media Go
Transferring content using Media Go
Selecting the memory to use

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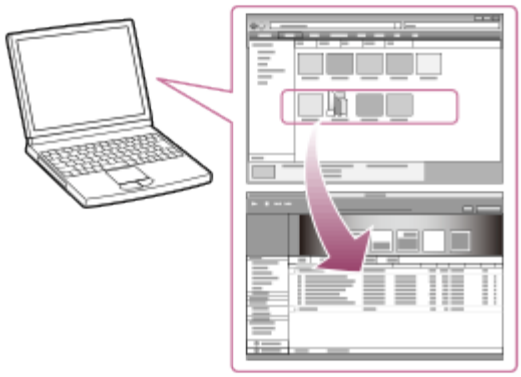
Importing content on your Windows computer into Media Go

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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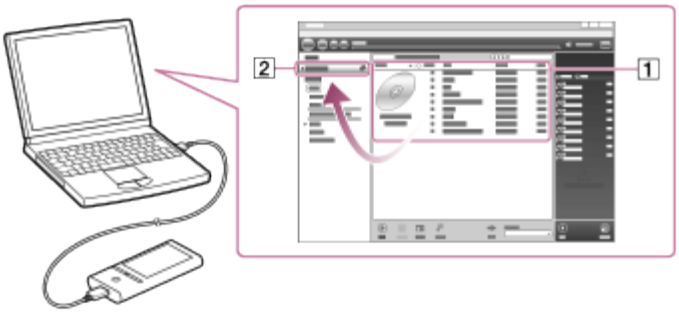
NW-ZX100/ZX100HN

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”).

Related Topic

- Selecting the memory to use
- Connecting to a computer
- Importing and transferring content from media using Media Go
- Importing content on your Windows computer into Media Go

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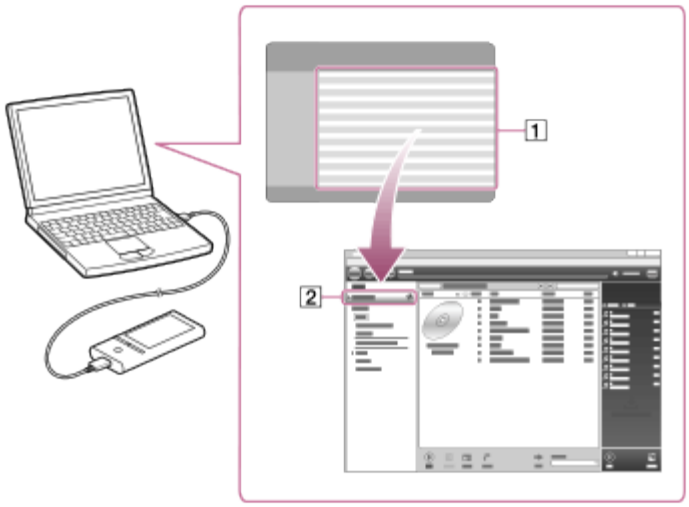
Transferring iTunes content using Media Go

Media Go supports transfer of data from iTunes to your Walkman. Transfer content such as music 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

- Selecting the memory to use
- Connecting to a computer
- Transferring content using Media Go

Digital Music Player
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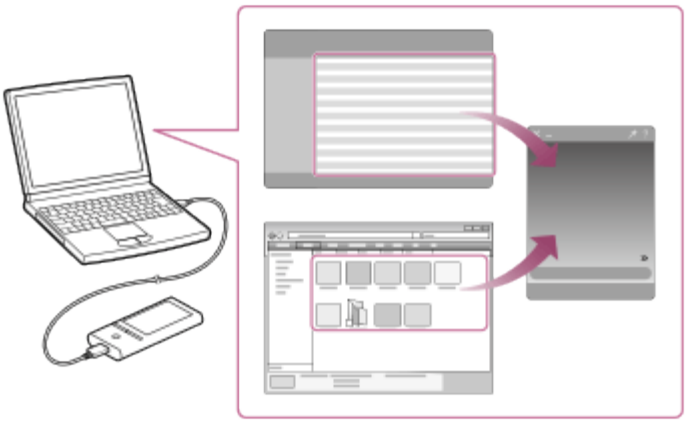
Transferring content using Content Transfer

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



1. 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
Selecting the memory to use
Connecting to a computer

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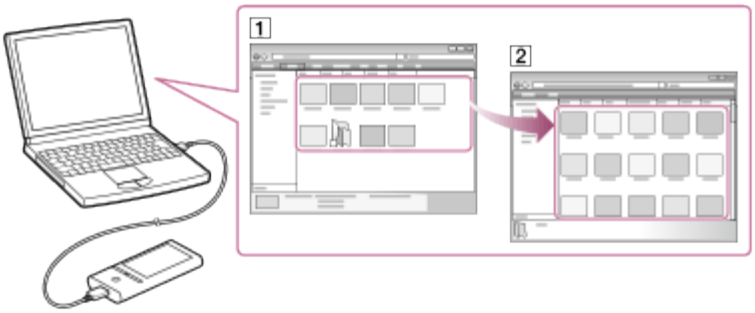
Transferring content using Explorer

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



1. Connect your Walkman to a running computer via USB.
2. Open “WALKMAN” using the procedure below that corresponds to your computer.
   To store content on a microSD card, select the folder that has the same name as the microSD card instead of “WALKMAN.”
   - 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

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

correctly.

Related Topic

- Selecting the memory to use
- Connecting to a computer
- Selecting the display language
- Notes for transferring content such as music from your computer

4-573-375-12(1)

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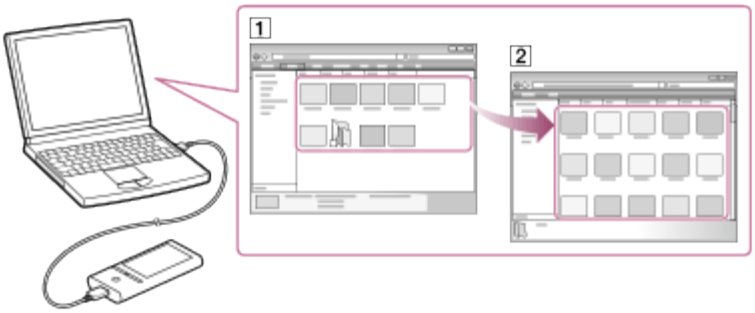
Transferring content using the Finder

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



1. Connect your Walkman to a running computer via USB.
2. Select “WALKMAN” in the sidebar of the Finder.
   To store content on a microSD card, select the folder that has the same name as the microSD card instead of “WALKMAN.”
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

- 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 data is transferred. Otherwise, data being transferred or stored on the Walkman may be damaged. If the Walkman is disconnected while files are being transferred, unnecessary files may be left in the Walkman. In this case, transfer usable files back to the computer and format the Walkman.
- Depending on the language setting of your Walkman, the information of the transferred content may not be displayed correctly.

Related Topic

- Selecting the memory to use
- Connecting to a computer

- Selecting the display language
- Notes for transferring content such as music from your computer
- Formatting memory

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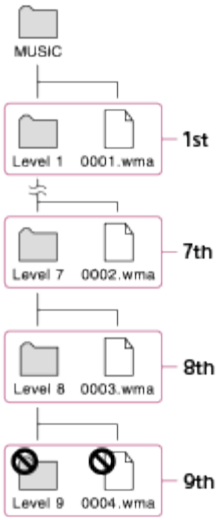
Notes for transferring content such as music from your computer

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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Deleting content received from a Bluetooth connection

You can delete content received from a Bluetooth connection using your Walkman.

1. From the Home menu, select [Music].
2. Select [Received Songs] - [System Storage] or [SD Card] - desired song.
3. On the music playback screen of the received song, display the option menu and select [Delete This Song] - [Yes].

Related Topic
How to use the option menu
Receiving content via a Bluetooth connection
Playing music

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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.
   To delete content stored on a microSD card, select the folder that has the same name as the microSD card instead of “WALKMAN.”
   - 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

- Selecting the memory to use
- Connecting to a computer
- Transferring content using Explorer

Digital Music Player
NW-ZX100/ZX100HN

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.
   To delete content stored on a microSD card, select the folder that has the same name as the microSD card instead of “WALKMAN.”
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

- Selecting the memory to use
- Connecting to a computer
- Transferring content using the Finder

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Playing live albums with no gaps in between songs

Songs that are recorded continuously on a live or concert album can be played with no gaps in between the songs on your Walkman. For gapless playback, import (rip) all songs on the album in the FLAC, AAC, or MP3 format at once into the latest version of Media Go, and then transfer them to the Walkman.

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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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Inputting the lyrics information using Media Go

Use the latest version of Media Go to input lyrics information to display lyrics when playing songs on your Walkman.

1. Start Media Go.
2. Select the song you want to add the lyrics information to and right-click on the song to select “Properties.”
3. Input the lyrics information.
   For details about how to input the lyrics, refer to the help of Media Go.

Hint

- For details about how to use Media Go, refer to the help of Media Go.

Note

- If lyrics information input using Media Go is not displayed on your Walkman, delete the song from the Walkman and transfer it again.

Related Topic

- What is the Display Lyrics function?
- Displaying lyrics
- Deleting content from your Walkman using Media Go
- Transferring content 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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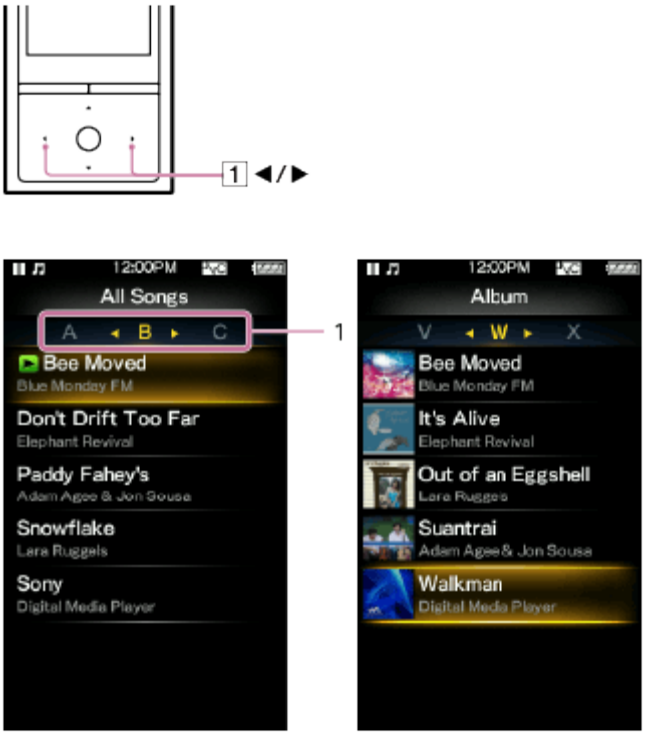
Browsing the music list screen

The music list screen displays lists such as the song list and album list.



1. Index
   The index displays a list of song or album names, along with each letter of the alphabet. Navigate the index by pressing the button (1) to move to the next or previous letters.

Hint

- The display format of the album list can be changed so that only the cover art is displayed.

Related Topic

- Playing music
- Selecting the album display format

Digital Music Player
NW-ZX100/ZX100HN

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

An alarm (beep) and a warning [Check the volume level] are meant to protect your ears when you turn the volume up to a level that is harmful for your ears for the first time. You can cancel the alarm and warning by 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.
- The alarm (beep) does not sound when connected to a Bluetooth audio device.

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Browsing the music playback screen

The following items are displayed on the music playback screen.

1. Information area
   The playback status, remaining battery power, etc. are displayed.
2. Current song number/Total number of songs to be played
3. Elapsed current song time/Total current song time
4. Time line bar
5. Music setting icons
   - [Repeat] from the [Play Mode] settings
   - [Shuffle] from the [Play Mode] settings
   - [Shuffle & Repeat] from the [Play Mode] settings
   - [Repeat 1 Song] from the [Play Mode] settings
   - [Selected Range] from the [Playback Range] settings
   - Lyrics
6. HR High-Resolution Audio icon
7. Song title
8. Artist name
9. Album title

Note

- The elapsed time and the time line bar indications may be unstable and inaccurate when playing variable bit rate (VBR) songs.

Related Topic

- Playing music
- List of icons displayed in the information area
- Music playback operations
- Repeat playback
- Shuffle playback
- Setting the playback range
- Customizing sound quality settings
- Displaying lyrics

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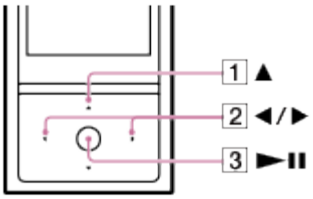
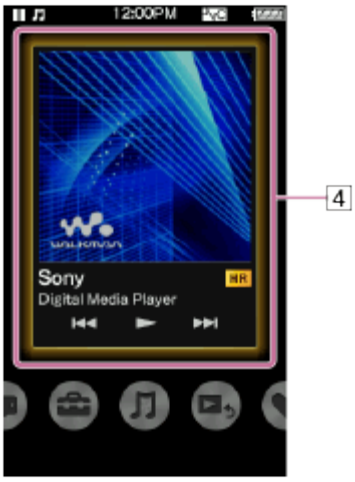
Playing music using the simple playback screen

The simple playback screen in the Home menu allows you to play, pause, fast-forward/rewind and skip to the next/previous song.





1. With the Home menu displayed, press the button (1) to select the simple playback screen (4).
2. Press the button (2) to select the desired song, and then press the button (3) to confirm.
   Playback starts. To pause playback, press the button (3).

Hint

- You can also play music by selecting [To Playback Screen] in the option menu.

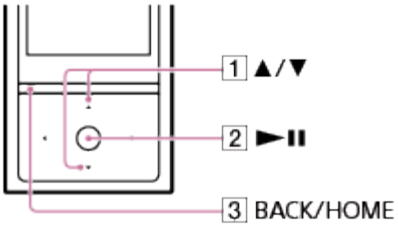
Related Topic

- How to use the Home menu
- How to use the option menu

Digital Music Player
NW-ZX100/ZX100HN

Choosing an album from the cover art images

If you register cover art images to albums using Media Go beforehand, you can choose an album by selecting a cover art image (Album scroll). For details on how to register cover art images to albums, refer to the Help of Media Go.



1. Press the button (1) in the music playback screen to browse cover art images.
2. Choose the cover art image registered to your desired album, then press the button (2).

Hint

- To return to the music playback screen during this operation, press the button (3).

Note

- Cover art appears only when a cover art image is registered to the album or song.
- Cover art in some formats may not be displayed on your Walkman.

Related Topic

- Playing music
- Browsing the music playback screen

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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. You can delete songs that are received via a Bluetooth connection using your Walkman.

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
- Deleting content received from a Bluetooth connection

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What is the bookmark function?

With the bookmark function, you can classify songs according to personal taste, and listen to your favorite songs as a collective group.

Related Topic
Adding a song to a bookmark list

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Changing the default bookmark list

You can change the bookmark list that is set as the default bookmark list.

1. From the Home menu, select [Settings].
2. Select [Music Settings] - [Default Bookmark List] - desired default bookmark list.

Related Topic
Adding a song to a bookmark list

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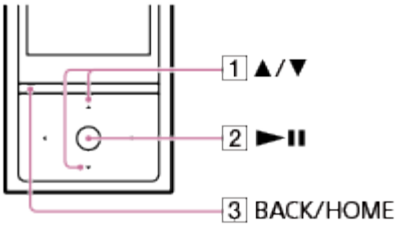
NW-ZX100/ZX100HN

Changing the order of bookmarked songs

The order of songs in a bookmark list can be changed.



1. From the Home menu, select [Music].
2. Select [Bookmark] - desired bookmark list.
3. On the bookmark list screen, display the option menu and select [Edit Song Order].
4. Repeat the procedure below to sort songs.
   i. Press the button (1) to select a song, then press the button (2).
   A double-headed arrow appears to the left of the selected song.
   ii. Press the button (1) to move the song to the desired location.
   iii. Press the button (2) to fix the location of the song.
5. After sorting, press the button (3) to return to the bookmark list screen.

Related Topic

- How to use the option menu
- Adding a song to a bookmark list

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Removing songs from a bookmark list

You can remove one or all of the songs from a bookmark list.

1. From the Home menu, select [Music].
2. Select [Bookmark] - desired bookmark list - desired song.
3. On the music playback screen, display the option menu and select [Remove from Bookmark].

Hint

- To remove all songs from a bookmark list, display the option menu after selecting [Bookmark], and select [Clear Bookmark List].

Related Topic

- Adding a song to a bookmark list
- How to use the option menu

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NW-ZX100/ZX100HN

What is the Display Lyrics function?

The Display Lyrics function enables you to display the lyrics of a song, for example by transferring lyrics information for that song to your Walkman.

Related Topic
Adding lyrics to songs
Displaying lyrics

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Adding lyrics to songs

Your Walkman has a Display Lyrics function that enables you to display the lyrics of a song corresponding to the progression of the song. To display the lyrics, you need to prepare the lyrics information and transfer it to the Walkman. Prepare the lyrics information in the following ways:

- Use the latest version of Media Go to input the lyrics information.
- Create a text file (an LRC file) that contains the lyrics information.

Related Topic
Inputting the lyrics information using Media Go
Displaying lyrics
Making lyrics information in a text file

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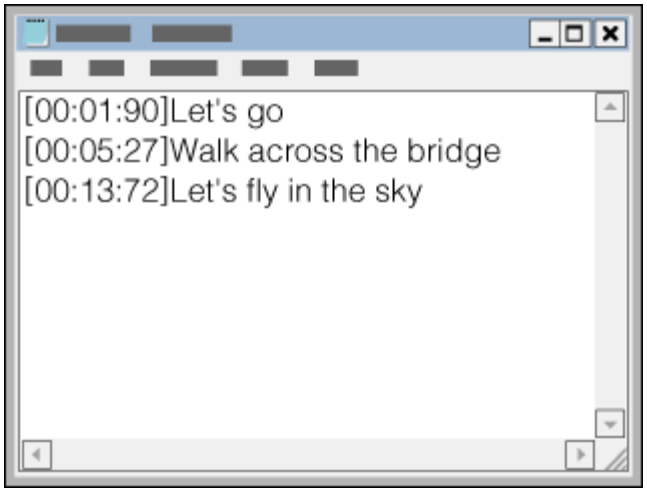
Making lyrics information in a text file

You can also make lyrics information in a text file.

1. Open the “Notepad” by following one of the procedures below depending on the operating system of your computer.
   - Windows 7 or earlier:
     Click “Start” - “All programs” - “Accessories” - “Notepad.”
   - Windows 8.1 or Windows 8:
     Right-click on “Start screen” - “Accessories” - “Notepad.”
   - Windows 10:
     Select “All apps” - “Windows Accessories” in the “Start” menu, and then open “Notepad.”
2. Type the lyrics text into “Notepad.”
3. Play the audio file to check the time (minutes, seconds and hundredths of a second) for displaying each text line, then enter the time information.



   - You can enter the time information to the left of the text line in the following format.
     minutes:seconds:hundredths of a second
   - About 40 alphabetical characters (single-byte characters) are recommended for displaying on the screen of your Walkman.
   - Time information must be entered in chronological order.
   - You can separate seconds and hundredths of a second by a period instead of a colon.

[00:01.90]Let's go

- You can omit hundredths of a second.

[00:02]Let's go

4. After finishing lyrics text input, save it as a file.
   i. Select “File.”
   ii. Select “Save As...” to open the “Save As” screen.
   iii. Select “All Files” in the “Save as type:” list at the bottom of the screen.
   iv. Select “UTF-8” in the “Encode:” list.
   v. Enter the file name into the “File name:” text box.
   vi. Click “Save” to save the LRC file.

   - The file name must be the same as the audio file, with the extension “.lrc.”
   - The maximum size for an LRC file is 512 KB.
   - If a text line cannot fit in the screen, it will be wrapped (up to 3 lines).
   - Characters beyond 3 lines will not be displayed.
   - CR, CRLF and LF line breaks are all recognized properly.
   - Blank text lines are skipped.

5. Connect your Walkman to your computer via USB.

6. Open “WALKMAN” using the procedure below that corresponds to your computer.
   To store the file on a microSD card, select the folder that has the same name as the microSD card instead of “WALKMAN.”
   - 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.

7. Create a new folder in the “MUSIC” folder under “WALKMAN,” then drag-and-drop both the audio file and the LRC file into the new folder to transfer them.

Hint

- With a Mac computer, you can create lyrics information using “TextEdit,” etc. Enter the lyrics or time information in the “Plain text” setting by following the same procedure as above. To save it, the file name must be the same as the audio file, with the extension “.lrc.” When you transfer the text file to your Walkman, create a new folder in the “MUSIC” folder under “WALKMAN,” then transfer the two files into the new folder.

Copyright notice

When creating LRC files using copyrighted materials authored by others, created LRC files are limited to private use only. Use of LRC files beyond this limitation requires the permission of the copyright holders.

Related Topic
Selecting the memory to use
Connecting to a computer
Transferring content using Explorer
Transferring content using the Finder

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Digital Music Player
NW-ZX100/ZX100HN

Displaying lyrics

When you play songs to which lyrics have been previously added, the lyrics are displayed on your Walkman as the song progresses.

1. From the Home menu, select [Settings].
2. Select [Music Settings] - [Display Lyrics] - desired setting.

Hint

- If [On (Screen Always On)] is set, the music playback screen does not turn off regardless of the Screen Off Timer settings.

Note

- The timing at which the lyrics are displayed may not exactly match the progress of the song.

Related Topic

- Adding lyrics to songs
- Playing music
- Setting the screen off timer

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NW-ZX100/ZX100HN

What is SensMe™ Channels?

SensMe™ Channels is a function that automatically groups songs by theme. You can play songs according to your mood, current activity, the time of day, etc. by selecting a channel.
To use SensMe™ Channels, songs must first be analyzed either on your computer before transferring them to your Walkman or on the Walkman.

Hint

- SensMe™ Channels is achieved by the following technologies.
  - 12 TONE ANALYSIS on your Walkman by Low-Complexity Music Information Retrieval technology developed by Sony
  - Music file transfer from software and devices that support the 12 TONE ANALYSIS technology developed by Sony

Related Topic

- Playing songs using SensMe™ Channels
- Analyzing songs on your Walkman

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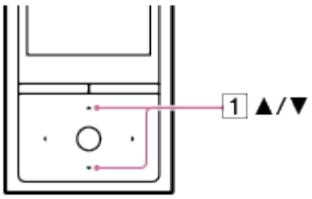
NW-ZX100/ZX100HN

Playing songs using SensMe™ Channels

Play songs to fit your mood, current activity, the time of day, etc., by selecting a particular channel.



1. From the Home menu, select [SensMe™ Channels].
2. Press the button (1) to select the desired channel.

Hint

- Depending on the analysis, a song may be selected by several channels or not selected at all. However, all songs can be played using the [Shuffle All] channel.
- The result of the analysis may vary every time you perform [Updating Channels].
- To listen to [Morning], [Daytime], [Evening], [Night] or [Midnight] according to the timetable, [Set Date-Time] needs to be set. If [Set Date-Time] is not set, [Morning] will be selected.
- If you use the [SensMe™ Channels] function or change channels, the songs are played from the most melodic and rhythmical section.
  If you analyze songs on your Walkman, the songs are played back from approximately 45 seconds into the songs, as the songs do not have information about the most melodic and rhythmical section. Also, if a song is shorter than 90 seconds, playback starts roughly from the middle of the song.
- Songs are played in random order. Each time you select a channel, the order of playback will vary.
- If there are no songs for [Morning], [Daytime], [Evening], [Night] or [Midnight], all songs will be played in random order in those channels.

Note

- Depending on the file format, certain songs cannot be analyzed by 12 TONE ANALYSIS of Media Go. For these files, perform [Updating Channels] from the option menu.
- Channels that do not contain any songs are not displayed in the list.
- When playing a time-based channel, the channel will not shift to the next time-based channel even if the set time has passed. To listen to the next time-based channel, change to another channel and go back.

Related Topic

- What is SensMe™ Channels?
- Analyzing songs on your Walkman
- Setting the date and time

4-573-375-12(1)

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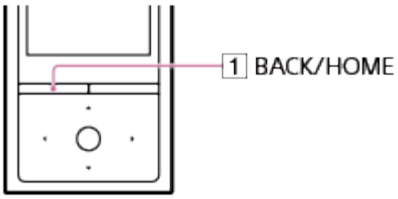
NW-ZX100/ZX100HN

Analyzing songs on your Walkman

If you have transferred songs that have not been analyzed yet and want to listen to them using SensMe™ Channels, analyze them on your Walkman.



1. From the Home menu, select [SensMe™ Channels].
2. Display the option menu and select [Updating Channels].
   Your Walkman starts analyzing songs. When analyzing is finished, the [SensMe™ Channels] screen is displayed.

Hint

- To stop analyzing, press the button (1). All songs analyzed up to the point where you stopped analyzing will be playable by [SensMe™ Channels].

Note

- If the alarm goes off during the analysis, the analysis will be stopped.
- Your Walkman cannot analyze songs during a Bluetooth connection.
- Your Walkman analyzes all songs that have not been analyzed yet at once. You cannot analyze songs individually.
- The results of the analysis may vary between your Walkman, Media Go, and other devices.
- When there are many songs to be analyzed, it may take time to complete analysis.

Related Topic

- Playing songs using SensMe™ Channels
- How to use the option menu
- Setting the alarm to on/off
- Pairing and connecting with a Bluetooth audio device
- Connecting with a paired Bluetooth audio device

Digital Music Player
NW-ZX100/ZX100HN

Shuffle playback

Play songs in random order. The playback range of songs can be changed.

1. On the music playback screen, display the option menu and select [Play Mode] - [Shuffle] or [Shuffle & Repeat].

Note

- When [Play Mode] is selected and [Shuffle] or [Shuffle & Repeat] with [Playback Range] is set to [All Range], your Walkman will not shuffle all of the songs at once. Instead, the Walkman will select an artist, album, etc. and play all corresponding songs in random order before moving on to another artist or album. To shuffle all songs at once, start from [All Songs]. If you start from a bookmark list, only the songs on the selected bookmark list will be played.

Related Topic

- Playing music
- How to use the option menu
- Browsing the music playback screen
- Music playback operations
- Repeat playback
- Setting the playback range
- Adding a song to a bookmark list
- List of icons displayed in the information area

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Digital Music Player
NW-ZX100/ZX100HN

Repeat playback

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

1. On the music playback screen, display the option menu and select [Play Mode] - desired setting.

Note

- When [Play Mode] is selected and [Shuffle] or [Shuffle & Repeat] with [Playback Range] is set to [All Range], your Walkman will not shuffle all of the songs at once. Instead, the Walkman will select an artist, album, etc. and play all corresponding songs in random order before moving on to another artist or album. To shuffle all songs at once, start from [All Songs]. If you start from a bookmark list, only the songs on the selected bookmark list will be played.

Related Topic

- Playing music
- How to use the option menu
- Browsing the music playback screen
- Music playback operations
- Shuffle playback
- Setting the playback range
- Adding a song to a bookmark list
- List of icons displayed in the information area

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Setting the playback range

Set the playback range.

1. On the music playback screen, display the option menu and select [Playback Range] - desired setting.

[All Range]
Plays back all songs in the built-in memory and microSD card by the selected search method ([All Songs], [Album], [Artist], etc.).
Select this to play all albums in the music menu in order.

[Selected Range]
Plays songs in the folder (artist, album, etc.) containing the currently playing song.

Note

- If you start playback from a bookmark list, only the songs in the bookmark list are played. Songs in other bookmark lists are not played even if [Playback Range] is set to [All Range].

Related Topic

- Playing music
- How to use the option menu
- Browsing the music playback screen
- Music playback operations
- Adding a song to a bookmark list

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NW-ZX100/ZX100HN

Upscaling compressed audio to quality almost that of High-Resolution Audio

The [DSEE HX] function upscales the audio file to quality almost that of High-Resolution Audio quality and reproduces the clear high-range sound that is often lost.
To enjoy High-Resolution Audio quality, use the headphones that are compatible with High-Resolution Audio. MDR-NW750N/MDR-NW750NE are compatible with High-Resolution Audio. You also need to select the High-Resolution Audio headphones that you use in [Select Headphones].

1. From the Home menu, select [Settings].
2. Select [Music Settings] - [DSEE HX] - [On].

Note

- The [DSEE HX] function cannot be enabled while listening to sound on the other Bluetooth audio device.

Related Topic

- Setting the sound quality easily with a single operation
- Moderating the differences in volume level between songs
- Customizing sound quality settings
- Optimizing the sound characteristics

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Digital Music Player
NW-ZX100/ZX100HN

Enjoying various sound quality

Enjoy music by either setting the optimum sound quality with a single operation or setting the sound quality to your own tastes.

To set the sound quality easily with a single operation

Turn on the [ClearAudio+] function.

To set the sound quality yourself

Change the settings of various functions.

Hint

- The following settings are not applied if [ClearAudio+] is turned on.
  - [Equalizer]
  - [VPT (Surround)]
  - [Clear Stereo]

Related Topic

- Setting the sound quality easily with a single operation
- Customizing sound quality settings

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Setting the sound quality easily with a single operation

Turn on the ClearAudio+™ function to enjoy audio with digital signal processing technology effects.

1. From the Home menu, select [Settings].
2. Select [Music Settings] - [ClearAudio+] - [On].

Note

- [Sound Settings] is not applied if [ClearAudio+] is turned on. [Sound Settings] is resumed when [ClearAudio+] is turned off.
- The [Clear Phase™] setting cannot be changed in [Select Headphones] when the [ClearAudio+] function is set to [On]. Set [ClearAudio+] to [Off] before changing the setting.

Related Topic

- Customizing sound quality settings
- Selecting headphones
- Optimizing the sound characteristics

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Customizing sound quality settings

You can use various functions to set the desired sound quality.

1. From the Home menu, select [Settings].
2. Select [Music Settings] - [Sound Settings] - desired function - desired setting.

Equalizer function

You can set the sound quality according to the music genre. You can also preset your equalizer settings as a custom setting.

VPT (Surround) function

You can set sound effects and enrich the sound reproduction quality of the audio playback. VPT, which stands for Virtualphones Technology, is a proprietary sound processing technology developed by Sony.

[Clear Stereo] function

This function uses digital processing to clearly distinguish between sound from the left and right of the headphones, emphasizing the stereo effect during playback.

Hint

- You can also set some sound quality items from the option menu in the music playback screen.

Note

- The following settings cannot be changed while the [ClearAudio+] function is set to on.
  - [Equalizer]
  - [VPT (Surround)]
  - [Clear Stereo]
- The [Clear Stereo] function is optimized for use with the compatible headphones. The compatible headphones are MDR-NW750N/MDR-NW750NE. The effect of the [Clear Stereo] function may not work well with headphones other than the compatible ones. Set [Clear Stereo] to [Off] when using headphones that are not compatible.
- The [Clear Stereo] function does not work while listening to music using headphones connected via the Bluetooth function.

Related Topic

- Setting the sound quality easily with a single operation
- Setting sound effects during a Bluetooth connection

- Presetting your equalizer settings
- How to use the option menu

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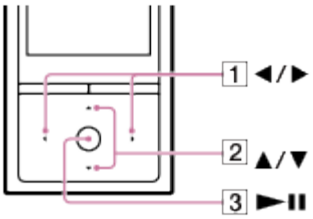
Presetting your equalizer settings

You can preset the values of CLEAR BASS and the 5 band equalizer as custom settings. Increasing the CLEAR BASS setting value allows your Walkman to reproduce dynamic deep bass without distortion, even at a high volume.



1. In the music playback screen, display the option menu and select [Sound Settings] - [Equalizer] - [Custom 1] or [Custom 2].
2. Press the button (1) to select CLEAR BASS or the frequency range setting, and press the button (2) to adjust the setting level.
3. Press the button (3) to confirm.

Note

- To change the equalizer setting, set the [ClearAudio+] function to off.

Related Topic

- How to use the option menu
- Setting sound effects during a Bluetooth connection
- Setting the sound quality easily with a single operation
- Customizing sound quality settings

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Playing DSD content at the desired sound quality

Enjoy content in DSD format at the desired sound quality by changing the filter and/or gain settings.

1. From the Home menu, select [Settings].
2. Select [Music Settings] - [DSD Playback Settings] - desired setting.

Note

- Even if you set a filter in [DSD Playback Settings], the effect may be reduced depending on the usage environment during playback.

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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. From the Home menu, select [Settings].
2. Select [Music Settings] - [Dynamic Normalizer] - desired setting.

Related Topic
Shuffle playback

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NW-ZX100/ZX100HN

Optimizing the sound characteristics

The [Clear Phase™] function optimizes the sound characteristics for the headphones you use. The compatible headphones for this product are MDR-NW750N/MDR-NW750NE.

1. From the Home menu, select [Settings].
2. Select [Select Headphones] - [MDR-NW750N/NE] - [On].

Note

- The [Clear Phase™] function does not work with headphone connected via the Bluetooth function.
- [Select Headphones] - [Clear Phase™] cannot be set when the [ClearAudio+] function is turned on. Turn the [ClearAudio+] function off before setting the [Clear Phase™] function.

Related Topic

- Selecting headphones
- Setting the sound quality easily with a single operation

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NW-ZX100/ZX100HN

Selecting the album display format

Select the album list display format. The cover art registered in Media Go is displayed in the album list. For details on registering cover art, refer to the help of Media Go.

1. From the Home menu, select [Settings].
2. Select [Music Settings] - [Album Display Format] - desired display format.

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What is noise canceling?

The headphones equipped with the noise canceling function detect ambient noise using the built-in microphone and output antiphase sound to reduce the noise. This reduces unwanted ambient noise, especially in a vehicle such as an airplane, train or bus, allowing you to enjoy music even at a low volume.

Waveform of noise (original sound) (1)

The microphone built into the headphones picks up ambient noise, then the noise canceling circuit analyzes the signal of the noise.

Waveform of antiphase sound (2)

Antiphase sound that cancels out the analyzed noise is generated.

Waveform of composed and canceled noise (3)

The original and antiphase sound combine to cancel out the original sound, reducing noise at the eardrums.

Related Topic
Using noise canceling

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NW-ZX100/ZX100HN

Noise canceling compatible headphones

The noise canceling function is available only with noise canceling headphones.
The noise canceling headphones that are compatible with this product are MDR-NW750N/MDR-NW750NE.

Related Topic
Selecting headphones

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Selecting headphones

The effect of the noise canceling function or the [Clear Phase™] function is optimized by selecting the compatible headphones.

1. From the Home menu, select [Settings].
2. Select [Select Headphones] - headphones that you use.
   Select [Clear Phase™] - [On] if you use the “Clear Phase” function.

Hint

- Select [Other Headphones] to use headphones that do not support the noise canceling function. You cannot change the [Clear Phase™] setting nor activate the noise canceling function while [Other Headphones] is selected.

Related Topic

- Using noise canceling
- Optimizing the sound characteristics

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Using noise canceling

The noise canceling function is available only with noise canceling headphones. The noise canceling headphones that are compatible with this product are MDR-NW750N/MDR-NW750NE. Select the noise canceling headphones that you use in [Select Headphones], and then perform the following operation.

1. Connect the compatible headphones to your Walkman.
2. From the Home menu, select [Noise Canceling].
3. Select [Noise Canceling: On/Off] - [On].
   is displayed in the information area.

Hint

- The noise canceling effect is adjustable.

Related Topic

- Noise canceling compatible headphones
- Selecting a noise canceling environment
- Adjusting noise canceling
- Selecting headphones
- Notes for using the noise canceling function

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Reducing noise to create a quiet environment

You can use the noise canceling function to reduce ambient sound even when not playing back content such as music. The noise canceling function is available only with noise canceling headphones. The noise canceling headphones that are compatible with this product are MDR-NW750N/MDR-NW750NE. You also need to select the noise canceling headphones that you use in [Select Headphones].

1. Connect the noise canceling headphones to your Walkman.
2. From the Home menu, select [Noise Canceling].
3. Select [Quiet Mode].

Related Topic
Noise canceling compatible headphones
Selecting headphones
Using noise canceling

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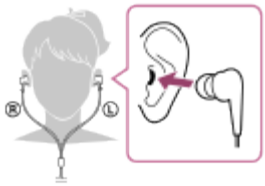
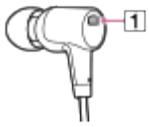
Notes for using the noise canceling function

- If the earbuds do not fit your ears, the effect of the noise canceling function may be compromised. Adjust the earbuds to a position where they fit well, and place them snugly in your ears.



- Rubbing noises may occur while wearing headphones. This is not a malfunction.
- The noise canceling function mainly reduces noise in low frequency bands and has no effect on noise in higher frequency bands. Note that it does not cancel all sounds.
- Do not cover the microphone part (1) of the headphones with your hands or other objects. Doing so may compromise the noise canceling effect.



- You may hear a slight hissing noise when the noise canceling function is active. This is operational noise of the noise canceling function and not a malfunction.
- You may feel that the noise canceling function is not working or noise is louder in quiet places or with certain types of noises. In this case, deactivate the noise canceling function.
- Mobile phones or smartphones may cause noise. If this occurs, keep your Walkman away from these devices.
- Make sure to remove the headphones from your ears before you connect or disconnect the headphones from your Walkman. If the headphones are connected or disconnected from the Walkman during playback or while the noise canceling function is active, noise may be generated. This is not a malfunction.
- When changing the [Noise Canceling: On/Off] setting, a switching sound will be generated. This sound is generated by switching of the noise canceling circuit, and is not a malfunction.

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Selecting a noise canceling environment

You can set the noise canceling function most effective for the environment you are in by using noise canceling headphones and selecting the type of ambient noise.
The noise canceling function is available only with noise canceling headphones. The noise canceling headphones that are compatible with this product are MDR-NW750N/MDR-NW750NE.

1. From the Home menu, select [Noise Canceling].
2. Select [Select NC Environment] - desired setting.

Hint

- When you select [Full-auto AINC], your Walkman analyzes the ambient sound immediately and sets the most effective noise canceling mode automatically.

Related Topic
Using noise canceling

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Digital Music Player
NW-ZX100/ZX100HN

Adjusting noise canceling

The noise canceling function is available only with noise canceling headphones. The noise canceling headphones that are compatible with this product are MDR-NW750N/MDR-NW750NE.
Your Walkman has been set to obtain the maximum effect of the noise canceling function. However, you may be able to enhance the effect depending on your ear shape or usage environment by increasing (or decreasing) the sensitivity of the microphone that the compatible headphones are equipped with.

1. From the Home menu, select [Noise Canceling].
2. Select [Set Noise Cancel Level] - desired setting.
   The setting can be adjusted in 31 steps. The center position of the slider is the setting where the maximum effect is obtained in a standard environment. Adjust as desired.

Note

- Maximizing microphone sensitivity does not necessarily enhance the noise canceling effect.

Related Topic
Using noise canceling

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Digital Music Player
NW-ZX100/ZX100HN

What is the Bluetooth function?

The Bluetooth function enables wireless data transfer between devices that support Bluetooth wireless technology. You can transfer data between these devices at a range of up to 10 meters in an open area.
You do not need to use a cable for connection, since the Bluetooth function uses wireless technology, nor is it necessary for the devices to face one another, as is the case with infrared technology. For example, you can use Bluetooth devices in a bag or pocket.

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NW-ZX100/ZX100HN

What can your Walkman do with the Bluetooth function?

You can listen to sound on Bluetooth audio devices by sending data from your Walkman. You can also use the Walkman to send and receive content.

Listening to music

You can use a Bluetooth audio device to listen to music wirelessly.

Sending/receiving content

You can transfer content to/from another Bluetooth device.

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NW-ZX100/ZX100HN

What is pairing?

The registration between Bluetooth devices is called “pairing.” Once the devices are paired, you can easily connect your Walkman to the Bluetooth device from the next time onwards using a simple operation.

Connecting your Walkman to Bluetooth audio devices

Bluetooth audio devices need to be paired with each other beforehand. Once Bluetooth audio devices are paired, there is no need for pairing again, except in the following cases.

- When the pairing information of your Walkman on the Bluetooth audio device is deleted.
- When your Walkman is formatted and all pairing information is deleted.
- When the pairing information is deleted by any operations other than above.

Transferring content to/from another Bluetooth device

Pairing in advance is not necessary because this is executed when your Walkman sends or receives content via a Bluetooth connection. The pairing information is stored on the Walkman but is deleted in the following cases.

- When the pairing information of your Walkman on the Bluetooth device is deleted.
- When your Walkman is reset to the factory settings.
- When the pairing information is deleted by any operations other than above.

Note

- Your Walkman cannot be paired if the number of paired devices exceeds 20. If you want to pair another device, delete an unnecessary paired device beforehand.

Related Topic

Pairing and connecting with a Bluetooth audio device
Deleting the pairing information of Bluetooth audio devices
Resetting to the factory settings
Sending content via a Bluetooth connection
Receiving content via a Bluetooth connection

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Steps to use Bluetooth connection

To listen to sound from Bluetooth audio devices on your Walkman, the following steps are required.

1. Pair your Walkman and a Bluetooth audio device.

2. Establish a Bluetooth connection between your Walkman and the Bluetooth audio device.

3. Play sound on your Walkman.

Hint

- Your Walkman may not be connected depending on the profile of the Bluetooth audio device.
- Your Walkman can send information such as the song titles, the settings of the Walkman or the battery status to certain Bluetooth audio devices.
- You can wirelessly control the volume of certain Bluetooth audio devices using the VOL button of your Walkman.
- You can select whether or not to apply the following sound effects when you send content from your Walkman to a Bluetooth audio device.
  - [ClearAudio+]
  - [Equalizer]
  - [VPT (Surround)]
  - [Dynamic Normalizer]

Related Topic

- Pairing and connecting with a Bluetooth audio device
- Connecting with a paired Bluetooth audio device
- Listening to sound using a Bluetooth audio device
- Disconnecting a Bluetooth audio device
- Setting sound effects during a Bluetooth connection
- Customizing sound quality settings

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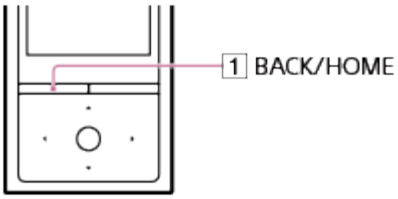
Pairing and connecting with a Bluetooth audio device

To connect with a Bluetooth audio device for the first time, your Walkman needs to be paired with it.



1. Place your Walkman and the Bluetooth audio device within 1 meter of each other.
2. Put the Bluetooth audio device you want to connect with in pairing mode.
   Refer to the operating instructions supplied with the Bluetooth audio device for details.
3. From the Home menu of your Walkman, select [Bluetooth].
4. Select [Add Device (Pairing)].
   The [Scan Peripheral Device] screen appears and is displayed in the information area.
5. Select the Bluetooth audio device you want to connect with.
   It may take time until the Bluetooth audio device is detected and displayed on your Walkman.
6. Confirm that the pairing is completed and the Bluetooth connection is made automatically.
   After the pairing is completed, the Bluetooth connection between your Walkman and the Bluetooth audio device is made. A message that the connection has been completed is displayed and in the information area changes to . Start playback on the Walkman and you will hear the sound through the Bluetooth audio device.

To cancel pairing

Press the button (1) while pairing.

If the Bluetooth audio device is not detected

[No devices found; ensure a device is available to connect with, and search again via the Option menu.] is displayed if the Bluetooth audio device is not detected by your Walkman. Search for the Bluetooth audio device again by displaying the option menu and selecting [Search Again].

If the pairing is not completed

The screen for aborting the connection appears if the pairing fails to be completed, and the screen returns to where you are asked to select [Add Device (Pairing)]. Operate again from the [Scan Peripheral Device] screen.

Hint

- If more than one name for the Bluetooth audio device is displayed, check the BD address of the device you want to pair with. Refer to the operating instructions supplied with the Bluetooth audio device for details on the BD address.
- If the Bluetooth audio device you want to connect with has an NFC function, pairing and connection can be made with one touch.
- You can pair your Walkman with one Bluetooth audio device at a time. To pair more than one device, repeat the procedures above for each device.

Note

- When pairing starts, playback of content such as music stops automatically and the operations on your Walkman become unavailable.
- If the pairing is timed out, for example if you could not finish entering the pass key in time, perform the operation again by selecting [Bluetooth] from the Home menu.

Related Topic

- Entering a passkey to make a Bluetooth connection
- Connecting with a paired Bluetooth audio device
- How to use the option menu
- Making a Bluetooth connection using the NFC function
- Listening to sound using a Bluetooth audio device
- Disconnecting a Bluetooth audio device

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Connecting with a paired Bluetooth audio device

Connect your Walkman to a Bluetooth audio device if they are paired but not connected with each other. You will need to do this when the connection is lost, for example, by turning off either the Walkman or the Bluetooth audio device.

1. Turn on the Bluetooth audio device you want your Walkman to connect with and put the device in connection standby status.
   Refer to the operating instructions supplied with the Bluetooth audio device for details.
2. From the Home menu of your Walkman, select [Bluetooth].
3. Select [Connect to Audio Device].
   If the Bluetooth audio device is not paired with your Walkman, pair it first.
4. Select the Bluetooth audio device to connect with.
   The [Processing Connection] screen is displayed.
5. Confirm that the Bluetooth audio device is connected to your Walkman.
   When the connection is made successfully, is displayed in the information area of your Walkman and next to the icon of the connected Bluetooth audio device.

About the Bluetooth status icons

: The Bluetooth function is on but no devices are connected.
: The Bluetooth function is on and your Walkman is connected to Bluetooth audio device(s).
No icon: The Bluetooth function is off.

Hint

- The behavior of your Walkman while connected with a Bluetooth audio device is as follows.
  - If you connect a USB charger (not supplied), your Walkman is charged while holding the Bluetooth connection.
  - If you make a USB connection, the USB connection is prioritized.
- If multiple names for a Bluetooth audio device are displayed, check the BD address of the Bluetooth audio device you want to connect with. Refer to the operating instructions supplied with the Bluetooth audio device for details on the BD address.
- If the Bluetooth audio device you want to connect with has an NFC function, pairing and connection can be made with one touch.

Related Topic

- Pairing and connecting with a Bluetooth audio device
- Making a Bluetooth connection using the NFC function
- Listening to sound using a Bluetooth audio device
- Disconnecting a Bluetooth audio device

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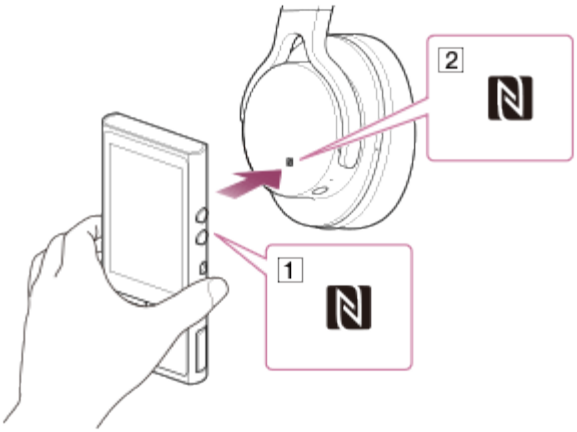
Making a Bluetooth connection using the NFC function

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



1. If the Bluetooth audio device has an NFC switch, set the NFC switch to on.
2. Touch your Walkman to the Bluetooth audio device.
   Touch the mark of your Walkman (1) to the mark of the Bluetooth audio device (2). Hold together until instructions appear on the screen of the Walkman.
3. Follow the on-screen instructions to complete the connection.

Hint

- Touch the devices together again to disconnect.
- Take the following measures if the connection is poor.
  - Slowly move your Walkman over the mark of the Bluetooth audio device (2).
  - If your Walkman is in a case, remove the case.
  - From the Home menu, select [Settings] - [Common Settings] - [NFC Settings] - [On].

Note

- One-touch connections (NFC) cannot be made while the HOLD function of your Walkman is enabled. Release the HOLD function before touching the devices together to make a one-touch connection.
- One-touch connections (NFC) cannot be made while your Walkman is in standby mode and the screen is off. Turn the screen on before touching the devices together to make a one-touch connection.

Related Topic

- Using the HOLD switch
- Turning the power on

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Disconnecting a Bluetooth audio device

Disconnect the connection between your Walkman and a Bluetooth audio device.

1. From the Home menu, select [Bluetooth].
2. Select [Disconnect Audio Device].

Hint

- If the Bluetooth audio device you want to connect with has an NFC function, disconnection can be done with one touch.

Note

- The Bluetooth connection is disconnected automatically in the following cases:
  - The remaining battery power of your Walkman is low.
  - The battery of your Walkman has run out.
  - Your Walkman is connected to a computer via USB.
- When you end the Bluetooth connection using the Bluetooth audio device, your Walkman enters the connection standby mode. If you do not make another Bluetooth connection within 5 minutes after this, the Bluetooth function of the Walkman turns off automatically.
- A Bluetooth connection is held for 24 hours even if no content is played during that time. However, the length of the time may be shorter depending on the Bluetooth audio device.

Related Topic

- Steps to use Bluetooth connection
- Making a Bluetooth connection using the NFC function

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Listening to sound using a Bluetooth audio device

Once paired and connected, you can listen to sound from your Walkman wirelessly through the Bluetooth audio device.

1. Confirm that the Bluetooth connection between the Bluetooth audio device and your Walkman is active.
   is displayed in the information area of your Walkman.
2. Play music on your Walkman.

Hint

- You can change the setting so that the Bluetooth audio device is automatically connected when you turn on your Walkman.
- The following operations are available with some Bluetooth audio devices. The available operations vary depending on the Bluetooth audio device you use.
  - Play/Pause
  - Fast forward/rewind
  - Go to the beginning of the next song
  - Go to the beginning of the current song
  - Skip to the previous/next folder
  - Adjust the volume

  Your Walkman may not operate depending on the connection status.

Note

- Sound is not emitted from the following devices while connecting via a Bluetooth connection.
  - Headphones connected to the headphone jack
  - Speakers or USB digital output devices connected to the WM-PORT jack
- Sound may skip depending on the usage environment or the settings. Take the following measures to reduce sound skipping.
  - Place your Walkman and the Bluetooth audio device close together.
  - Set [Wireless Playback Quality] to [Standard] or [Prioritize Connection].

Related Topic

- Steps to use Bluetooth connection
- Pairing and connecting with a Bluetooth audio device
- Connecting with a paired Bluetooth audio device

- Setting automatic Bluetooth connection at startup
- Setting wireless playback quality
- Making a Bluetooth connection using the NFC function
- Disconnecting a Bluetooth audio device

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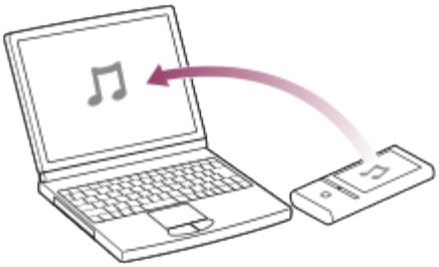
Steps to transfer content via a Bluetooth connection

You can transfer content to/from another Bluetooth device via a Bluetooth connection. Pairing in advance is not necessary because this is executed when your Walkman sends or receives content via a Bluetooth connection. The pairing information is stored on the Walkman.

Sending content

Your Walkman can send content to the other Bluetooth device.



Receiving content

Your Walkman can receive content from the other Bluetooth device.

Note

- Copyright laws may prohibit content transfer without the copyright holder's permission for purposes other than your personal/private enjoyment.
- Some Bluetooth devices may not be able to receive files sent from your Walkman. For details on how to use the Bluetooth function of your device, refer to the manual of that device.

Related Topic

- Sending content via a Bluetooth connection

- Receiving content via a Bluetooth connection

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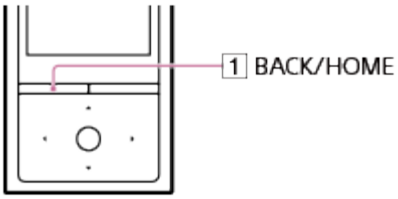
Sending content via a Bluetooth connection

You can send content stored on your Walkman to another device via a Bluetooth connection.



1. Set the Bluetooth device to standby status to receive content.
   Refer to the operating instructions supplied with the Bluetooth device for details.
2. In the music playback screen, display the option menu and select [Send File].
   The copyright warning message appears when you send a file. Follow the on-screen instructions.
3. Display the option menu and select [Search for a Device].
   The [Scan Peripheral Device] screen is displayed.
   Skip this step if you have sent content to the same device before.
4. Select the desired device.
   Check the BD address (alphanumeric code) displayed under the model name to make sure that the BD address on the screen matches that of the Bluetooth device. To locate the BD address of the Bluetooth device, refer to the operating instructions supplied with the device.
   A pairing process is performed when the device establishes a Bluetooth connection with your Walkman for the first time. When authentication codes (alphanumeric codes) appear on the Walkman and on the Bluetooth device, check that they are the same.
   A message confirming the connection appears and file transfer begins.
5. Check that the content transfer is completed.
   Exit the content reception standby status on the Bluetooth device.

To cancel pairing

Press the button (1) while pairing.

If the Bluetooth device is not detected

[No devices found; ensure a device is available to connect with, and search again via the Option menu.] is displayed if the Bluetooth device is not detected by your Walkman. Search for the Bluetooth device again by displaying the option

menu and selecting [Search Again].

If the pairing is not completed

The screen for aborting the connection appears if the pairing fails to be completed and the screen returns to where you are asked to select [Add Device (Pairing)]. Perform this operation again from the [Scan Peripheral Device] screen.

Note

- Files protected by DRM (Digital Rights Management) cannot be sent.
- Content transfer may fail if the Bluetooth device is too far from your Walkman, or there is interference from other devices. In these cases, reduce the distance between the Walkman and the Bluetooth device, and keep a good distance from other devices or turn them off if possible.
- Playback is stopped when your Walkman sends content.
- LRC files for songs cannot be sent.
- Cover art for songs may not be sent.

Related Topic

- How to use the option menu
- Entering a passkey to make a Bluetooth connection
- Receiving content via a Bluetooth connection

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Playing content received via a Bluetooth connection

You can play content transferred via a Bluetooth connection on your Walkman.

1. Select the desired content.
   - For music content, from the Home menu, select [Music] - [Received Songs] - [System Storage] or [SD Card] - desired content.

Hint

- The latest content is shown on the top in the content list screens.

Related Topic

- Sending content via a Bluetooth connection
- Deleting content received via a Bluetooth connection

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Deleting content received via a Bluetooth connection

You can delete content received by your Walkman via a Bluetooth connection.

1. Select the content you want to delete.
   - To delete music, from the Home menu, select [Music] - [Received Songs] - [System Storage] or [SD Card] - the content you want to delete.

2. In the playback screen, display the option menu and select [Delete This Song] - [Yes].

Hint

- To delete all content received via a Bluetooth connection, from the Home menu, select [Settings] - [Bluetooth Settings] - [Delete All Received Files] - [Yes].
- To delete all content in “RECEIVED” folder under [System Storage] or [SD Card], select [Delete All Received Files].

Related Topic

- Playing content received via a Bluetooth connection
- How to use the option menu

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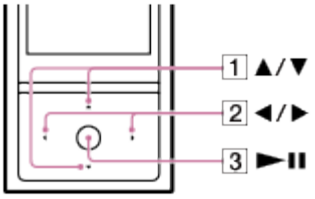
Entering a passkey to make a Bluetooth connection

When the screen to enter the passkey is displayed while pairing, check and enter the passkey of the other Bluetooth device. “Passkey” may also be called “Pass code,” “PIN code,” “PIN number,” or “Password.” The passkey of your Walkman is “0000.” For the passkey of the Bluetooth device, refer to the operating instructions of the Bluetooth device.



1. Press the button (1) to select the number and press the button (2) to move the cursor.
2. Press the button (3) to enter.

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Displaying the pairing information of Bluetooth audio devices

Once paired, you can display the pairing information of the connected Bluetooth audio device such as the model name, BD address, and the profile when connected.

1. From the Home menu, select [Bluetooth].
2. Select [Manage Added Devices] - desired device.
   The pairing information of the Bluetooth audio device is displayed. The information differs depending on the Bluetooth audio device.

Related Topic
Pairing and connecting with a Bluetooth audio device

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Deleting the pairing information of Bluetooth audio devices

Your Walkman cannot be paired if the number of paired devices exceeds the maximum number. If you want to pair another device, delete an unnecessary paired device beforehand.

1. From the Home menu, select [Bluetooth].
2. Select [Manage Added Devices].
3. Display the option menu and select [Delete Device] - device you want to delete - [Yes].

Note

- To connect with a deleted Bluetooth audio device, you need to pair with it again.

Related Topic

- Pairing and connecting with a Bluetooth audio device
- How to use the option menu

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Setting automatic Bluetooth connection at startup

You can set your Walkman to connect to a Bluetooth audio device automatically at startup.

1. From the Home menu, select [Settings].
2. Select [Bluetooth Settings] - [Autoconnect at Startup] - desired setting.

Hint

- You can select a device from the paired Bluetooth audio devices displayed on the [Autoconnect at Startup] screen to connect to your Walkman automatically at startup.

Note

- Your Walkman may not be connected automatically while the alarm goes off.

Related Topic

- Connecting with a paired Bluetooth audio device
- Setting the alarm time

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Setting wireless playback quality

You can set whether to prioritize the stability of the connection or the sound quality for a Bluetooth connection as you like.

1. From the Home menu, select [Settings].
2. Select [Bluetooth Settings] - [Wireless Playback Quality] - desired setting.

[Prioritize Sound Quality]
Sound is transmitted in high quality, but the connection may become unstable depending on the usage environment.

[Standard]
Both sound quality and connection are stable.

[Prioritize Connection]
The sound quality may not be as good as the other mode, but the connection status will most likely be stable. This setting is recommended if the connection is unstable.

[Select]
You can set the wireless playback quality setting of your choice. However, the setting may be changed depending on the status of the connected Bluetooth audio device.

Hint

- Change the setting to [Prioritize Connection] if the connection is unstable due to the usage environment.
- The wireless playback quality setting is automatically selected depending on the status of the connected Bluetooth audio device when [Prioritize Sound Quality], [Standard] or [Prioritize Connection] is selected. The selected mode is displayed when the connection is established.

Note

- The [Wireless Playback Quality] setting cannot be changed while your Walkman is connected to a Bluetooth audio device. To change the setting, disconnect the connection.
- Changing the [Wireless Playback Quality] setting may not have any effect depending on the settings of the connected Bluetooth audio device.

Related Topic

- Disconnecting a Bluetooth audio device

- Connecting with a paired Bluetooth audio device

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Setting sound effects during a Bluetooth connection

You can select whether or not to apply the sound effects when you send content from your Walkman to a Bluetooth audio device.

1. From the Home menu, select [Settings].
2. Select [Bluetooth Settings] - [Sound Effect Preset] - desired device - desired setting.
   When you select [On], the following sound effects are applied.
   - [Equalizer]
   - [VPT (Surround)]
   - [Dynamic Normalizer]
   - [ClearAudio+]

Note

- For details about the sound effect settings on the other Bluetooth audio device, refer to the operating instructions supplied with the device.
- The [Clear Stereo] function does not work while listening to music on the other Bluetooth audio device.

Related Topic

- Listening to sound using a Bluetooth audio device
- Customizing sound quality settings
- Setting the sound quality easily with a single operation

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Displaying Bluetooth information on your Walkman

Display Bluetooth information such as Bluetooth version and profile.

1. From the Home menu, select [Settings].
2. Select [Bluetooth Settings] - [Bluetooth Information].

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Notes on the Bluetooth function

- Bluetooth wireless technology allows connection at a distance of up to about 10 meters. However, the effective range may vary depending on obstructions (people, metals, walls, etc.) or signal status.
- The Bluetooth antenna (aerial) is built into your Walkman. You can improve the sensitivity of Bluetooth communications by turning the built-in Bluetooth antenna (aerial) in the direction of the connected Bluetooth device. The communication distance shortens if there are obstructions between the connected device and the Walkman.
- The following conditions may cause noise, breakup of sound, or changes in playback speed.
  - When using inside a metal bag.
  - When using inside a backpack or shoulder bag.
  - When using in an area with a wireless LAN, in an area where devices such as microwave ovens, mobile phones and mobile gaming devices with a communication function are in use nearby, or in other areas where electromagnetic waves are being emitted.
  - When the antenna (aerial) built into your Walkman is covered by your hand or blocked by people in situations such as riding in a crowded train.
- Because Bluetooth and wireless LAN (IEEE802.11b/g) devices use the same frequency (2.4 GHz), signal interference may occur, resulting in communication speed decrease, noise, or inability to connect, if Bluetooth communications are used near a wireless LAN device. In such cases, take the following measures.
  - Perform Bluetooth communications at least 10 meters away from the wireless LAN device when connecting your Walkman and a Bluetooth device.
  - Place your Walkman and the Bluetooth device as close together as possible.
  - Turn off the wireless LAN device when performing Bluetooth communications within about 10 meters of a wireless LAN device.
- Due to a characteristic of Bluetooth wireless technology, the sound played on the receiving Bluetooth device lags slightly behind the sound of the sending device.
- Radio waves emitted from a Bluetooth device may affect the operation of equipment such as electronic medical devices. Turn off your Walkman and other Bluetooth devices in the following locations as failure to do so may cause an accident.
  - In hospitals, near priority seats on trains, in airplanes, in places such as gasoline stations where flammable gases are present, near automatic doors or fire alarms
- Your Walkman supports security functions that comply with the Bluetooth standard to provide a secure connection when Bluetooth technology is used, but security may not be sufficient depending on the settings. Be careful when connecting using Bluetooth technology.
- Sony bears no responsibility whatsoever for information leaks that occur as a result of using Bluetooth technology.
- Your Walkman is not guaranteed to connect with all Bluetooth devices.
  - Bluetooth devices you connect to must conform to the Bluetooth standard specified by Bluetooth SIG and be certified.
  - Even if the connected device conforms to the above-mentioned Bluetooth standard, some devices may not be connected or work correctly depending on the features or specifications of the device.

- Depending on the device to be connected, the Bluetooth connection may take some time to be established.

Related Topic
Parts and controls

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What is the NFC function?

This function is for close-range wireless communication between various devices. Simply touch the N-marks of your Walkman and your NFC-compatible Bluetooth audio device to automatically turn on the power of the Bluetooth audio device, pair the Walkman and the device, and make/end a Bluetooth connection.

Related Topic
Making a Bluetooth connection using the NFC function

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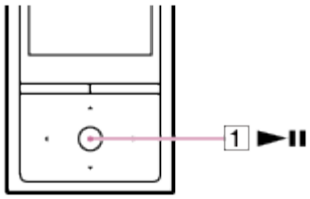
Setting the alarm to on/off

You can set the alarm timer to on/off.



1. From the Home menu, select [Settings].
2. Select [Alarm/Sleep Timer] - [Alarm Settings] - [Alarm On/Off] - desired setting.

Hint

- Press the button (1) to stop the alarm.

Note

- When the alarm timer is set to [On], is displayed in the information area.
- The alarm will automatically stop after 60 minutes.
- When using headphones, the alarm volume is limited by the AVLS function, regardless of the [AVLS (Volume Limit)] settings.
- Do not fall asleep while wearing headphones. If you sleep wearing headphones, the headphone cord may wind around your neck, which may cause suffocation.
- The alarm will not sound in the following situations.
  - While connected to a computer
  - While in USB connection mode
  - While processing a Bluetooth connection (though the alarm icon flashes in the information area)
- Set the alarm timer to [Off] if you intend not to use your Walkman for a long time.

Related Topic

- List of icons displayed in the information area
- Limiting the volume
- Connecting to a computer

- Listening to sound using a Bluetooth audio device

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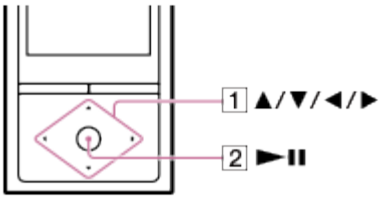
Setting the alarm time

You can set the alarm time, repeat setting and alarm sound.



1. From the Home menu, select [Settings].
2. Select [Alarm/Sleep Timer] - [Alarm Settings] - desired item.
3. Press the button (1) to select the item you want to set.
   If you have selected [Alarm Time], press the button (2) to confirm.

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Setting a song as the alarm sound

You can select a song as the alarm sound.

1. In the music playback screen, display the option menu and select [Set As Alarm Song].

Related Topic
Playing music
How to use the option menu

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Setting the sleep timer

You can change the set time for the sleep timer.

1. From the Home menu, select [Settings].
2. Select [Alarm/Sleep Timer] - [Sleep Timer Settings] - desired setting.
   After setting the sleep timer, appears in the information area.

Note

- The sleep timer will not be activated in the following situations.
  - While the alarm is going off
  - If the power of your Walkman is turned off before the sleep timer is activated
  - When your Walkman is connected to a computer via USB
  - While processing a Bluetooth connection
  - While deleting content on your Walkman

Related Topic

- Setting the alarm time
- Turning the power off
- Connecting to a computer
- Listening to sound using a Bluetooth audio device

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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. From the Home menu, select [Settings].
2. Select [Common Settings] - [AVLS (Volume Limit)] - desired setting.

Note

- When using headphones, regardless of the [AVLS (Volume Limit)] settings, the alarm volume is limited by [AVLS (Volume Limit)].
- [AVLS (Volume Limit)] does not work during Bluetooth connections.

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

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Setting the screen off timer

You can set the time after which the screen is turned off when there are no operations.

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Screen Off Timer] - desired setting.

Note

- The screen does not turn off in the following situations:
  - While playing songs in the playback screen with [Display Lyrics] set to [On (Screen Always On)] for music
  - While accessing, creating or restoring databases
  - While the alarm is going off
  - While processing Bluetooth connections
- The screen brightness is lowered while your Walkman is connected to a computer.

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Adjusting the screen brightness

You can set the display brightness to one of five levels.

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Brightness] - desired setting.

Hint

- Regardless of the brightness setting, the brightness of the screen may be low while connecting to a computer and charging.

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Rebuilding the library manually

Rebuild the library of your Walkman to add content stored in [System Storage] or [SD Card] to the library again.

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [Reset/Format] - [Rebuild Library] - [Yes].

Hint

- If rebuilding of the library fails to be completed, format [System Storage].

Note

- Rebuilding the library erases the following data.
  - Bookmarks
  - Alarm settings
  - The results of analysis by [SensMe™ Channels]
  - The current song and the elapsed time

  Set them again after rebuilding is completed.

Related Topic

- Formatting memory
- Adding a song to a bookmark list
- Setting a song as the alarm sound
- Analyzing songs on your Walkman

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Using USB connection mode

When connecting to a computer via USB, some computers may fail to establish a USB connection to your Walkman, causing it not to display [Connected USB (Storage in use: system storage)] or [Connected USB (Storage in use: SD card)].
In such a case, before connecting, display the USB connection standby screen to allow your Walkman to focus on establishing a USB connection with more reliability.

1. From the Home menu, select [Settings].
2. Select [Common Settings] - [USB Connection Mode] - [Yes].
   Your Walkman enters USB connection standby mode, displaying the USB connection standby screen. After connecting to a computer via USB, [Connected USB (Storage in use: system storage)] or [Connected USB (Storage in use: SD card)] appears.

Related Topic
Connecting to a computer

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Notes on handling your Walkman

Warning

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

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

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

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

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

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

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

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

Notes on storing lithium-ion rechargeable batteries

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

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

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NW-ZX100/ZX100HN

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.

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

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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NW-ZX100/ZX100HN

Maintenance of your Walkman

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

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Digital Music Player
NW-ZX100/ZX100HN

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
NW-ZX100/ZX100HN

Specifications

Display

Size/resolution

3.0-inch (7.6 cm), WQVGA (400 × 240 Pixels)

Panel type

TFT color display with white LED-backlight

Interface

USB

Hi-Speed USB (USB 2.0 compliant)

Headphone

Stereo mini-jack

WM-PORT

WM-PORT (multiple connecting terminal): 22 pins

External memory

microSD
microSDHC
microSDXC

Bluetooth

Bluetooth Specifications

- Communication system: Bluetooth specification version 3.0
- Frequency band: 2.4 GHz band (2.4000 GHz - 2.4835 GHz)
- Modulation method: FHSS
- Compatible Bluetooth profiles (*1)
  - A2DP (Advanced Audio Distribution Profile)
  - AVRCP (Audio Video Remote Control Profile)
  - OPP (Object Push Profile)
- Supported Codec (*2): SBC (*3), aptX, LDAC

Output (headphones)

Frequency response

20 Hz to 40,000 Hz (when playing data file, single signal measurement)

Noise canceling system

Digital Noise canceling
Select NC Environment: Full-auto AINC, Bus/Train, Airplane, Office

Power Source

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

Charging Time

USB-based charging

Approx. 5 hours

Operating temperature

5 °C to 35 °C (41 ºF to 95 ºF)

Dimensions

w/h/d, projecting parts not included

53.8 mm × 119.5 mm × 14.8 mm (2 1/8 inches x 4 3/4 inches x 19/32 inches)

w/h/d

54.4 mm × 120.1 mm × 15.4 mm (2 1/4 inches x 4 3/4 inches x 5/8 inches)

Mass

145 g (5.2 oz)

Capacity

Capacity

NW-ZX100: 128 GB
NW-ZX100HN: 128 GB

(*1) Bluetooth profiles are standardized according to the purpose of the Bluetooth device.
(*2) Codec indicates the audio signal compression and conversion format.
(*3) SBC stands for Subband Codec.

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Digital Music Player
NW-ZX100/ZX100HN

Battery life

The values shown below are the approximate battery life when content is played continuously at the default settings.

Music

MP3 128 kbps
Noise Cancel ON: Approx. 60 Hrs
Noise Cancel OFF: Approx. 70 Hrs

AAC 256 kbps
Noise Cancel ON: Approx. 55 Hrs
Noise Cancel OFF: Approx. 65 Hrs

FLAC 96 kHz/24 bit
Noise Cancel ON: Approx. 50 Hrs
Noise Cancel OFF: Approx. 55 Hrs

FLAC 192 kHz/24 bit
Noise Cancel ON: Approx. 40 Hrs
Noise Cancel OFF: Approx. 45 Hrs

DSD 2.8224 MHz/1 bit
Noise Cancel ON: Approx. 29 Hrs
Noise Cancel OFF: Approx. 31 Hrs

DSD 5.6448 MHz/1 bit
Noise Cancel ON: Approx. 24 Hrs
Noise Cancel OFF: Approx. 26 Hrs

Bluetooth

MP3 128 kbps
SBC (Connection): Approx. 45 Hrs

FLAC 96 kHz/24 bit
LDAC (Standard): Approx. 28 Hrs

Note

- Even if the player is turned off for an extended period, a small amount of battery power is still consumed.
- Battery life may vary depending on volume setting, conditions of use and ambient temperature.
- When [Brightness] is set to [5], the battery life is about 40 % shorter than when it is set to [3].
- When more than one of the sound quality settings is enabled, the battery life is about 50 % shorter than when all sound quality settings are disabled.
- The battery life for continuous playback via a Bluetooth connection may become 40 % to 70 % shorter depending on the content format or the settings of the connected device.

4-573-375-12(1)

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Digital Music Player
NW-ZX100/ZX100HN

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-ZX100 (128 GB)

MP3 128 kbps: Approx. 20,000 songs
AAC 256 kbps: Approx. 15,700 songs
FLAC 44.1 kHz/16 bit: Approx. 2,860 songs
FLAC 192 kHz/24 bit: Approx. 430 songs
DSD 2.8224 MHz/1 bit: Approx. 710 songs
DSD 5.6448 MHz/1 bit: Approx. 350 songs

NW-ZX100HN (128 GB)

MP3 128 kbps: Approx. 20,000 songs
AAC 256 kbps: Approx. 15,700 songs
FLAC 44.1 kHz/16 bit: Approx. 2,860 songs
FLAC 192 kHz/24 bit: Approx. 430 songs
DSD 2.8224 MHz/1 bit: Approx. 710 songs
DSD 5.6448 MHz/1 bit: Approx. 350 songs

Time

NW-ZX100 (128 GB)

MP3 128 kbps: Approx. 1,333 hr. 20 min.
AAC 256 kbps: Approx. 1,046 hr. 40 min.
FLAC 44.1 kHz/16 bit: Approx. 190 hr. 40 min.
FLAC 192 kHz/24 bit: Approx. 28 hr. 40 min.
DSD 2.8224 MHz/1 bit: Approx. 47 hr. 20 min.
DSD 5.6448 MHz/1 bit: Approx. 23 hr. 20 min.

NW-ZX100HN (128 GB)

MP3 128 kbps: Approx. 1,333 hr. 20 min.
AAC 256 kbps: Approx. 1,046 hr. 40 min.
FLAC 44.1 kHz/16 bit: Approx. 190 hr. 40 min.
FLAC 192 kHz/24 bit: Approx. 28 hr. 40 min.

DSD 2.8224 MHz/1 bit: Approx. 47 hr. 20 min.
DSD 5.6448 MHz/1 bit: Approx. 23 hr. 20 min.

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Digital Music Player
NW-ZX100/ZX100HN

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

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

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

AAC (*2)(*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): 11.025, 12, 16, 22.05, 24, 32, 44.1, 48 kHz

HE-AAC (*3)
Media File format: MP4 file format
File extension: .mp4, .m4a, .3gp

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

Apple Lossless

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

AIFF

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

DSD (*5)

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

Note

- Files that are 4 GB or larger cannot be played back.
- This product recognizes audio sources exceeding CD quality (44.1 kHz/16 bit quantization) and DAT quality (48 kHz/16 bit quantization) as high-resolution audio.
  The “HR” symbol is displayed for high-resolution audio sources.

(*1) Sampling frequency may not correspond to all encoders.
(*2) Copyright protected files cannot be played back.
(*3) Files with copyright protection cannot be transferred to a microSD card.
(*4) Non-standard bit rates or non-guaranteed bit rates are included depending on the sampling frequency.
(*5) Audio that is converted to Linear PCM is output.

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Digital Music Player
NW-ZX100/ZX100HN

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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Digital Music Player
NW-ZX100/ZX100HN

Contents

List of accessories and manuals supplied with your Walkman.

- Walkman (1)
- USB cable (1)
- Startup Guide (1)
- Instruction Manual (1)
- Spacer (for Portable Amp) (1)

NW-ZX100HN

- Headphones (1)
  MDR-NW750N or MDR-NW750NE (only for Europe)
- Earbuds (1 set)
- Clip (for Headphones) (1)

Note

- microSD card is not supplied with your Walkman.

Related Topic
Using the spacer

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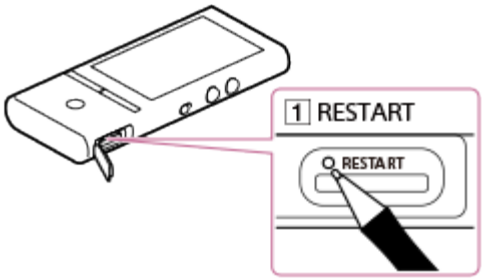
NW-ZX100/ZX100HN

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 the button (1) with a pen or paper clip, etc. 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
NW-ZX100/ZX100HN

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.
- If the HOLD switch is set to the HOLD position, slide the switch to the opposite position.
- If your Walkman contains moisture condensation, wait a few hours to let the Walkman dry out.
- If the remaining battery power is low or insufficient, charge the battery.
- If your Walkman still does not operate after charging the battery, press the RESTART button with a pen or a paper clip, etc., to restart the Walkman.

Related Topic
Parts and controls
Charging the battery
Restarting your Walkman

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NW-ZX100/ZX100HN

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.
  Restart your Walkman by pressing the RESTART button with a pen or a paper clip, etc.

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

- You can set the screen off timer settings in [Screen Off Timer].

Related Topic
Setting the screen off timer

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The date and time have been reset.

- If you leave your Walkman for a while with the battery used up, the date and time may be reset. This is not a malfunction. Charge the battery, and then set the date and time again.

Related Topic
Setting the date and time

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

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

Related Topic
Customer support website

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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

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NW-ZX100/ZX100HN

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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NW-ZX100/ZX100HN

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.

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NW-ZX100/ZX100HN

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

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

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NW-ZX100/ZX100HN

There is no sound.

- Check that the volume level is not set to zero.
- Check whether the plug is inserted firmly in the headphone jack. Sound will be impaired if the headphones are not connected properly. Insert the plug until it clicks into place.
- If the plug is dirty, wipe it clean with a soft dry cloth.
- Sound is not emitted from the headphones connected to the headphone jack when a Bluetooth audio device is connected via a Bluetooth connection.
- If there is no sound from a Bluetooth audio device, pairing or connection may not have been completed. Check the Bluetooth connection.
- If the problem persists after performing the remedies above, use a pen or paper clip, etc., to press the RESTART button and restart your Walkman.

Related Topic

- Parts and controls
- Playing music
- Disconnecting a Bluetooth audio device
- Restarting your Walkman

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NW-ZX100/ZX100HN

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.
- If a Bluetooth audio device is connected, check the connection status.

Related Topic

- Supported formats
- Connecting with a paired Bluetooth audio device

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NW-ZX100/ZX100HN

Noise is generated.

- When the noise canceling function is on, you may hear more noise if you are listening in a quiet place or because of the type of noise in that location. If this occurs, turn the noise canceling function off.
- The sound pressure sensitivity of the noise canceling headphones that are compatible with your Walkman is set to the highest level to obtain the maximum noise canceling effects when the headphones are used in places where there is a lot of noise, such as outside or on trains and you may therefore hear more noise when using the headphones in a quiet location or because of the type of noise in that location. In this case we recommend turning the noise canceling function off, although there are cases in which noise can be heard irrespective of whether this function is turned on or off.
- 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.
- If the plug is dirty, wipe it clean with a soft, dry cloth.
- If your Walkman is connected to a Bluetooth audio device, check the connection status.

Related Topic

Using noise canceling
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
Connecting with a paired Bluetooth audio device

Digital Music Player
NW-ZX100/ZX100HN

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

- If the HOLD switch is in the HOLD position, slide it to the opposite position.
- If the AVLS (Volume Limit) setting is activated, deactivate it.
- When listening on a Bluetooth audio device, turn up the volume control of the Bluetooth audio device.
- If the volume level cannot be adjusted directly on the Bluetooth audio device, increase the volume on your Walkman.

Related Topic
Parts and controls
Limiting the volume

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NW-ZX100/ZX100HN

Sound can only be heard from one side of the headphones.

- Sound will not be output properly if the plug is not inserted correctly into the jack. Insert the headphone plug until it clicks into place.
- Wires inside the headphone cable may be broken due to unnecessary force, etc. being applied to the cable. If this occurs while using the supplied headphones with a Walkman model supplied with headphones, contact your nearest Sony dealer for repairs.

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NW-ZX100/ZX100HN

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.
- If you are listening to music using the Bluetooth function, see “Notes on the Bluetooth function.”
- When listening to songs with the noise canceling function on inside transportation such as a bus or train, large vibrations other than the driving noise (such as when the vehicle drives over a large bump) may be transmitted to the headphone unit's built-in microphone due to your seating position, which may cause the sound to cut out. This phenomenon can be improved by reducing the [Set Noise Cancel Level] value. Set the [Set Noise Cancel Level] value to a smaller value for use.

Related Topic

Customizing sound quality settings
Using noise canceling
Adjusting noise canceling
Notes on the Bluetooth function

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Sound is interrupted between songs.

- To play songs without interruption (gapless playback), import (rip) content from media in AAC, MP3, or FLAC format to the latest version of Media Go, and then transfer them to your Walkman.

4-573-375-12(1)
Copyright 2015 Sony Corporation

Digital Music Player
NW-ZX100/ZX100HN

You cannot charge your Walkman.

- The battery cannot be charged while is displayed because the protection function is engaged. 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, use a pen or paper clip, etc. to press the RESTART button and restart your Walkman, and then connect again using USB.

Related Topic

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

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

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

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

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

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

The battery life is short.

- If your Walkman is used in an environment where the temperature is below 5 °C (41 ºF), the battery life becomes shorter due to characteristics of the battery. This is not a malfunction.
- Charge the battery until it is full.
- The battery life can be extended by using wired headphones instead of Bluetooth audio devices.
- More battery power is consumed when the Bluetooth function is used.
- More battery power is consumed when the noise canceling function is used.
- When [Battery Care] is set to [On], the maximum recharge capacity is limited to about 90 %, resulting in the first bar of the battery indication disappearing quickly.
- 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
- Using noise canceling
- Extending the battery life
- Customer support website

4-573-375-12(1)
Copyright 2015 Sony Corporation

Digital Music Player
NW-ZX100/ZX100HN

How long is the standard battery duration?

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

Related Topic
Battery life

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

How long does it take to charge the battery?

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

Related Topic
Specifications

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

The battery runs out fast when you turn on the battery care mode.

- When charging the battery in battery care mode, the battery status icon is full when charging is complete. However, the time it takes for the first bar of the battery indication to disappear is quicker than when the battery is charged to 100 %.

Related Topic
Charging in the battery care mode

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

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.
- Change the setting to [USB Connection Mode].
- If the approaches listed above fail to resolve the issue, press the RESTART button with a pen or a paper clip, etc., to restart your Walkman, and then try the USB connection again.

Related Topic

- Charging the battery
- Connecting to a computer
- Using USB connection mode
- Restarting your Walkman

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

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

- [System Storage] is selected as the memory to use. Change the memory to use to [SD Card] by following the instructions shown on the display of your Walkman.
- Make sure that no data is being transferred by checking your Walkman screen. Disconnect the USB cable from your computer, and then connect it again.
- Back up all of the data on the microSD card (not supplied) to your computer, and then initialize (format) the microSD card with your Walkman.

Related Topic

- Selecting the memory to use
- Connecting to a computer
- Formatting a microSD card

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Even if you use “Safely Remove Hardware” on the computer, [Connected USB (Storage in use: system storage)] or [Connected USB (Storage in use: SD card)] remains displayed on your Walkman screen.

- When using Windows Vista, Windows 7, Windows 8, Windows 8.1 or Windows 10, the Walkman screen remains as [Connected USB (Storage in use: system storage)] or [Connected USB (Storage in use: SD card)]. This is not a problem provided that the "Safely Remove Hardware" operation is complete. Disconnect your Walkman from the computer.

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Digital Music Player
NW-ZX100/ZX100HN

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

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

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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Digital Music Player
NW-ZX100/ZX100HN

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, use a pen or paper clip, etc. to press the RESTART button and restart your Walkman, and then connect again via USB.

Related Topic

- Connecting to a computer
- Installing Media Go
- Inserting a microSD card
- Restarting your Walkman

4-573-375-12(1)
Copyright 2015 Sony Corporation

Digital Music Player
NW-ZX100/ZX100HN

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.
- To transfer content to a microSD card inserted in your Walkman, set the destination for transferring content to the microSD card by following the instructions shown on the display of your Walkman.
- 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
Selecting the memory to use
Maximum recordable number of songs and time (Approx.)
Formatting memory
Supported formats

Digital Music Player
NW-ZX100/ZX100HN

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 the RESTART button with a pen or a paper clip, etc. 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

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Songs are not played back in the expected order.

- If songs are being played back using shuffle, cancel shuffle to return to normal playback.
- When tracks are transferred from the computer using drag-and-drop, the track order may be different from the album track order. Create a playlist using software on your computer and transfer the playlist to your Walkman. For details on playlists, refer to the help of the software you are using.
- If you want to repeat a song in an album, select [Settings] - [Music Settings] - [Playback Range] -[Selected Range], and then play the song by selecting [Music] - [Album] from the Home menu.

Related Topic

- Shuffle playback
- Transferring content using Media Go
- Transferring content using Content Transfer
- Setting the playback range

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Digital Music Player
NW-ZX100/ZX100HN

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

- If [Playback Range] is set to [All Range], change the playback range settings to [Selected Range].

Related Topic
Setting the playback range

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

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

- If [Playback Range] is set to [Selected Range], change the playback range settings to [All Range].

Related Topic
Setting the playback range

4-573-375-12(1)
Copyright 2015 Sony Corporation

Digital Music Player
NW-ZX100/ZX100HN

You cannot stop playback.

- When you press and hold the ►II button, songs can be added to the bookmark list individually and playback of the songs continues. When you press the ►II button, playback of the song stops.

Related Topic
Playing music
Adding a song to a bookmark list

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Songs are not displayed in the order they were transferred in.

- Songs are not displayed in the order they were transferred in. To transfer songs in a specific order, create a playlist using software on your computer and transfer the playlist to your Walkman. For details on playlists, refer to the help of the software you are using.

Related Topic
Transferring content using Media Go
Transferring content using Content Transfer

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

The content such as music is displayed repeatedly.

- Content is displayed repeatedly when you transfer content using 2 or more software programs, for example when you transferred content using Media Go and then transferred the same content using software other than Media Go.
- When you import a compilation album using Media Go, it may be imported as multiple albums. If this happens, edit the data using Media Go so that they are put together as an album, and then transfer it to your Walkman again. For details on how to edit, refer to the help of Media Go.

Related Topic
Transferring content using Media Go
Transferring content using Content Transfer

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

The same song is displayed repeatedly in an album.

- The album or songs have been transferred both to the system storage and to a microSD card (not supplied). Delete the duplicated album or songs from either the system storage or the microSD card.

Related Topic
Deleting songs

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Thumbnails such as cover art are not displayed.

- Register the cover art in Media Go or iTunes. Cover art may not be displayed for songs transferred from Windows Explorer or the Mac Finder.
- To attach cover art to a song that has already been transferred to your Walkman, delete the music content from the Walkman, add the cover art to the content on your computer, and then transfer the content to the Walkman again.
- Depending on the software used to register the cover art to the song, the cover art may not be sent if the song is sent via a Bluetooth connection. Connect your Walkman to a computer via USB and transfer the song to the Walkman again using software.

Related Topic

- Transferring content using Media Go
- Transferring content using Content Transfer
- Transferring content using Explorer
- Transferring content using the Finder
- Receiving content via a Bluetooth connection
- Playing content received via a Bluetooth connection

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Digital Music Player
NW-ZX100/ZX100HN

Lyrics are not displayed.

- There is no lyrics data for the songs. See “Adding lyrics to songs.”
- Create an LRC file for the song to display lyrics.
- The file name or file format is incorrect.
  See “Making lyrics information in a text file” for information on the file naming rule and file format.
- Your Walkman is unable to display lyrics information for songs that have been transferred to the Walkman using a Bluetooth connection, even if the songs have lyrics information, due to system restrictions. Connect the Walkman to a computer via USB and transfer the song to the Walkman again using software.

Related Topic

- Adding lyrics to songs
- Making lyrics information in a text file
- Displaying lyrics
- Transferring content using Media Go
- Transferring content using Content Transfer

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

[□] is displayed in the screen.

- Some types of characters and symbols may not be displayed correctly on your Walkman in the following cases:
  - A language that is not supported by your Walkman is used in the text.
  - User-defined characters or special symbols are used in the text.
- Replace the characters of the content that has been transferred to your Walkman using software with displayable characters in the software and transfer the content to the Walkman again.

Related Topic

- Inputting the lyrics information using Media Go
- Transferring content using Media Go
- Transferring content using Content Transfer

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Digital Music Player
NW-ZX100/ZX100HN

[Unknown] is displayed for the album name or artist name.

- Information such as the album or artist name is not contained in the data. You can add an album or artist name to content such as music transferred using software and transfer the content to your Walkman again.
- Information such as the song title, album or artist name cannot be added to WAV files due to the file specifications. To attach such information, convert the file to a format that supports data attachment such as FLAC, and then add the information to the file before transferring it to your Walkman again.

Related Topic

- Transferring content using Media Go
- Transferring content using Content Transfer
- Supported formats

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

You cannot delete content such as music using the Walkman functions.

- You cannot delete content transferred using software such as Media Go or iTunes by using the function on your Walkman. Delete them using the software that you used to transfer them.
- You cannot delete content transferred using Windows Explorer by using the function on your Walkman. Delete the content using Windows Explorer.
- You cannot delete content transferred using the Finder by using the function on the Walkman. Delete the content using the Finder.

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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Digital Music Player
NW-ZX100/ZX100HN

You cannot find your desired channel.

- If there are no songs to match the theme of a channel, the channel is not displayed on the SensMe™ Channels screen.

Related Topic
Playing songs using SensMe™ Channels
Analyzing songs on your Walkman

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

[Morning] is always displayed for the time-based channel.

- If you have not set the clock of your Walkman, [Morning] always appears for the time-based channel. Set the clock of the Walkman.

Related Topic
Playing songs using SensMe™ Channels
Setting the date and time

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Unsuitable songs for selected time-based channels are played.

- If there are no songs to match the theme of the time-based channel, all of the songs in your Walkman are played in random order.

Related Topic
Playing songs using SensMe™ Channels
Analyzing songs on your Walkman

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Pairing cannot be done.

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

Related Topic

- Specifications
- Pairing and connecting with a Bluetooth audio device
- Disconnecting a Bluetooth audio device

4-573-375-12(1)
Copyright 2015 Sony Corporation

Digital Music Player
NW-ZX100/ZX100HN

You cannot connect via the Bluetooth function.

- Turn on the Bluetooth device and set it up for a Bluetooth connection.
- Your Walkman cannot connect with devices that are not paired. Check that the Walkman has been paired with the Bluetooth device.
- The pairing information might have been deleted. Make the pairing operation again.
- Make sure the Bluetooth audio device supports the A2DP profile.
- If your Walkman and the Bluetooth device are too far from each other, a Bluetooth connection may not be established or may be interrupted. Place the Walkman and Bluetooth device closer.

Related Topic

- Displaying the pairing information of Bluetooth audio devices
- Pairing and connecting with a Bluetooth audio device
- Connecting with a paired Bluetooth audio device

4-573-375-12(1)
Copyright 2015 Sony Corporation

Digital Music Player
NW-ZX100/ZX100HN

The screen to enter the passkey appears when pairing with a Bluetooth device.

- A passkey may need to be entered when establishing a connection with certain Bluetooth devices. Enter the same passkey on your Walkman and the Bluetooth device. The passkey on the Walkman is “0000.” Refer to the manual for your Bluetooth device for instructions on how to enter the passkey on the Bluetooth device.

Related Topic
Entering a passkey to make a Bluetooth connection

4-573-375-12(1)
Copyright 2015 Sony Corporation

Digital Music Player
NW-ZX100/ZX100HN

You cannot hear sound from the Bluetooth audio device.

- Check the volume on the connected Bluetooth audio device.
- It may not be possible to adjust the volume of certain Bluetooth audio devices. Turn up the volume of your Walkman.
- Make sure your Walkman starts playback.
- Turn on the connected Bluetooth audio device and make sure the Bluetooth function is activated.
- Make sure the Bluetooth connection is not disconnected.
- If your Walkman does not recognize playback operations on the Bluetooth audio device, the profile of the connected Bluetooth audio device may not support AVRCP. Perform the operations on the Walkman.

Related Topic
Playing music
Pairing and connecting with a Bluetooth audio device
Connecting with a paired Bluetooth audio device

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

You cannot operate your Walkman from a Bluetooth audio device.

- Depending on the Bluetooth audio device, you might not be able to operate your Walkman from the Bluetooth audio device. In this case, operate the Walkman itself.

Related Topic
Connecting with a paired Bluetooth audio device

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Sound skips or noise is generated during a Bluetooth connection.

- Devices using the 2.4 GHz frequency, such as a wireless LAN device, cordless telephone, or microwave oven, may disturb the Bluetooth connection. Use your Walkman and the connected Bluetooth audio device away from these electronic devices.
- The Bluetooth connection is impeded by obstructions such as metal, walls or people. Remove any obstructions or change the location to enable proper communication.
- The Bluetooth connection may become unstable depending on the combination of the usage environment and the method of connecting with the Bluetooth audio device.
  The Bluetooth connection may be stabilized by performing the following measures.
  – Set [Wireless Playback Quality] to [Standard] or [Prioritize Connection].

Related Topic
Connecting with a paired Bluetooth audio device
Setting wireless playback quality

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

Sound effects do not seem to have any effect when listening to sound via a Bluetooth audio device.

- Sound effects may not be enabled. Set [Sound Effect Preset] to [On].
- The [Clear Stereo] function or the [Clear Phase™] function does not work with Bluetooth audio devices even when [Sound Effect Preset] is set to [On].
- The [DSEE HX] function is disabled while listening to sound on the other Bluetooth audio device.

Related Topic

- Setting sound effects during a Bluetooth connection
- Optimizing the sound characteristics
- Upscaling compressed audio to quality almost that of High-Resolution Audio

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

You cannot display or delete content such as music received using the Bluetooth function.

- Make sure the transferred content is supported by your Walkman. Unsupported content will not be displayed on the screen. To delete unsupported content, use Windows Explorer or the Mac Finder, or delete all transferred content.

Related Topic
Deleting content from your Walkman using Explorer
Deleting content from your Walkman using the Finder
Deleting content received from a Bluetooth connection
Supported formats

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

The cover art of a song received using the Bluetooth function is not displayed.

- Depending on the software used to register the cover art to the song, the cover art may not be sent if the song is sent via a Bluetooth connection. Connect your Walkman to a computer via USB and transfer the content to the Walkman again using software.

Related Topic
Transferring content using Media Go
Transferring content using Content Transfer

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

You cannot connect with one touch (NFC).

- When a dialog is displayed on the screen, follow the on-screen instructions to complete the connection. When you connect your Walkman and the Bluetooth audio device for the first time, you need not only to touch the marks together but also to pair the devices.
- If your Walkman does not recognize the Bluetooth audio device, slowly move the Walkman in all directions with the N-mark touching over the N-mark of the Bluetooth audio device.
- If a clip or case is attached to the device to connect with or to your Walkman, remove the clip or case.
- The NFC reception sensitivity of the device you use may be insufficient to make a one-touch connection (NFC). In this case, make the Bluetooth connection with pairing.
- One-touch connection (NFC) cannot be made while your Walkman is connected to a computer. Disconnect the Walkman from the computer and try again.
- Depending on the Bluetooth audio device, the NFC function or the power may need to be turned on. Refer to the operating instructions of the Bluetooth audio device for details.
- One-touch connections (NFC) cannot be made while the HOLD function of your Walkman is enabled. Release the HOLD function before touching the devices together to make a one-touch connection.
- One-touch connections (NFC) cannot be made while your Walkman is in standby mode and the screen is off. Turn the screen on before touching the devices together to make a one-touch connection.

Related Topic

- Making a Bluetooth connection using the NFC function
- Pairing and connecting with a Bluetooth audio device
- Connecting with a paired Bluetooth audio device
- Using the HOLD switch
- Turning the power on

4-573-375-12(1)
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Digital Music Player
NW-ZX100/ZX100HN

The noise canceling function is not effective.

- Make sure the noise canceling function is enabled.
- The noise canceling function is available only with noise canceling headphones. The noise canceling headphones that are compatible with this product are MDR-NW750N/MDR-NW750NE.
- Make sure the headphones you use are selected in the [Select Headphones] setting.
- Make sure the headphones fit your ears snugly by means such as changing the size of the earbuds or adjusting the earbud position. If you change the size of earbuds, attach them firmly on the headphones to prevent them from detaching and remaining in your ears.
- The noise canceling function is not adjusted appropriately. Your Walkman is preset to maximize the effect of noise canceling. However, you may attain more effectiveness by raising or lowering the sensitivity of the microphone built in to the supplied headphones. See "Adjusting noise canceling."
- The noise canceling effect may not be noticeable in a quiet place or with some types of ambient noise.
- The type of environment set in [Select NC Environment] may not be suitable for the surrounding environment. Set [Select NC Environment] according to the surrounding environment.

Related Topic

Selecting headphones

Using noise canceling

Noise canceling compatible headphones

Changing the earbuds

Adjusting noise canceling

Selecting a noise canceling environment

4-573-375-12(1)

Copyright 2015 Sony Corporation

Digital Music Player
NW-ZX100/ZX100HN

You want to use the noise canceling function with headphones other than noise canceling headphones compatible with your Walkman.

- The noise canceling function is available only with noise canceling headphones. The noise canceling headphones that are compatible with this product are MDR-NW750N/MDR-NW750NE. Select the noise canceling headphones in [Select Headphones] to use the noise canceling function.
- If you use headphones other than noise canceling headphones, the noise canceling function does not work even when the noise canceling function is enabled.

Related Topic
Noise canceling compatible headphones

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Digital Music Player
NW-ZX100/ZX100HN

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

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

Related Topic

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

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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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Message list

[System software update failed.] is displayed.

The update of the system software failed to be completed.
Follow the instructions displayed on your computer to retry updating the system software.

[Check the volume level] is displayed.

- An alarm (beep) and a warning [Check the volume level] are used to protect your ears when you turn the volume up to a level that is harmful to 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 for 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

- Updating the system software of your Walkman
- Volume operation (Only for countries/areas complying with European Directives)

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