SONY

Quick Start Guide

How to Install the Supplied Software
How to Use Your "WALKMAN"

WALKMAN

NWZ-E383/E384/E385

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About the manuals

This Quick Start Guide only describes the basic operating instructions and how to install the supplied software.

For detailed information and operating instructions, refer to the Help guide (HTML document) included in the supplied software after installation.

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Contents

Please check the items in the package.
☐ "WALKMAN" (1)
☐ Headphones (1)
☐ USB cable (1)
☐ Quick Start Guide (this manual)

About the Operating System and Windows Media Player

Make sure that the OS is Windows XP (Service Pack 3 or later), Windows Vista*¹ (Service Pack 2 or later), Windows 7*¹ (Service Pack 1 or later) or Windows 8, and the installed Windows Media Player version on your computer is 11 or 12.
For details about usage or support on Windows Media Player, refer to Windows Media Player information from the following web site:
http://support.microsoft.com/

*¹ [Compatibility mode] for Windows XP is not supported.

For a Mac computer, sure that the OS is Mac OS X v10.6 or later.
Not supported by OSs other than above.

How to Install the Supplied Software

Installing WALKMAN Guide and Media Go (for Windows)

1 Connect your Walkman to a running computer using the USB cable (supplied).

2 Select the following with the computer.
– Windows 7 or earlier: Select [Start] – [Computer] or [My Computer] – [WALKMAN] – [Storage Media] – [FOR_WINDOWS].
– Windows 8: Select [Desktop] from [Start screen] to open [File Explorer]. In the [Computer] list, select [WALKMAN] – [Storage Media] – [FOR_WINDOWS].

3 Double-click [Setup.exe].

The install wizard appears.
• When you execute [Setup.exe], the [Setup.exe] file stored in the [FOR_WINDOWS] folder of your Walkman is copied to your computer for backup, and WALKMAN Guide and Media Go are installed to your computer.
• If [Setup.exe] does not start, copy the [Setup.exe] file to your desktop, then double-click it.

4 Follow the on-screen instructions.

After the install wizard finishes, the WALKMAN Guide and Media Go shortcuts appear on the desktop of your computer.

5 Double-clicking the 🖼 (WALKMAN Guide) icon on the desktop allows you to browse information such as the Help guide.

For detailed information on transferring music, etc., refer to the Help guide included in the WALKMAN Guide.

💡 **Hint**
• You can install the supplied software on another computer through the following procedure even if you delete the [Setup.exe] file by formatting the built-in flash memory of your Walkman. Copy the [Setup.exe] file and the [Install] folder from the [Backup] folder of your computer to your Walkman. Then, connect your Walkman to another computer on which you want to install the software and follow the above procedure from step 2.
The [Backup] folder can be found at:
C:\Program Files*¹\Sony\WALKMAN Guide\NWZ-E380\Backup
*¹ [Program Files(x86)] may be displayed depending on the computer OS.

Installing the Help guide (for Mac)

1 Connect your Walkman to a running computer using the USB cable (supplied).

2 On the computer, select [WALKMAN] in the sidebar of Finder, then open the [FOR_MAC] folder.

3 Double-click [Help_Guide_Installer_for_Mac].
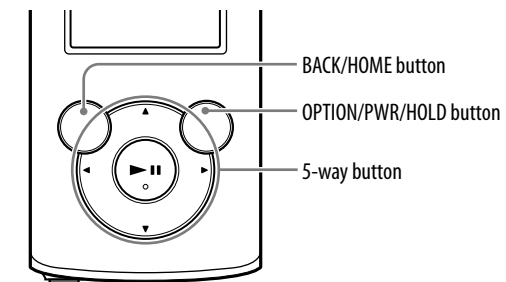
The installer starts.

4 Follow the on-screen instructions.

After the installer finishes, the HelpGuide alias (shortcut) appears on the desktop of your computer.

💡 **Hint**
• Before you attempt to delete the software from your Walkman, copy the [FOR_MAC] folder to your Mac computer as a backup if necessary.
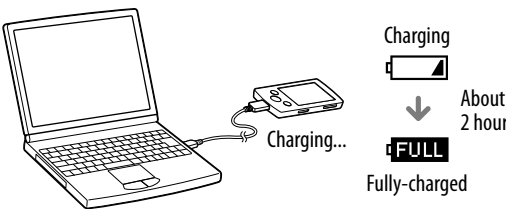

How to Use your "WALKMAN"

BACK/HOME button
OPTION/PWR/HOLD button
5-way button

Charging the Battery

The battery for your Walkman is recharged while the Walkman is connected to a running computer.
When your Walkman has been fully charged, disconnect it from the computer.
For a Mac computer, click the eject icon of [WALKMAN] in the sidebar of Finder to disconnect your Walkman.

Charging
Charging...
About 2 hours
FULL
Fully-charged

Note

• To prevent battery deterioration, charge the battery at least once every half a year or every year.
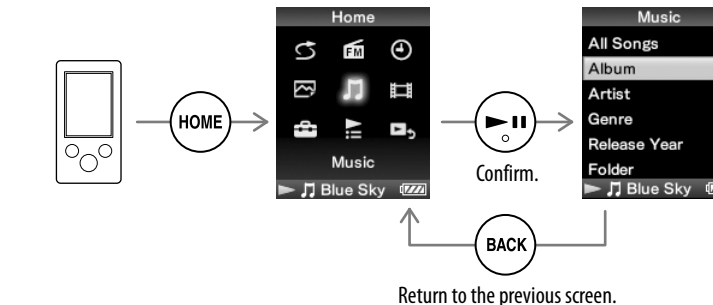

Turning your "WALKMAN" On and Off

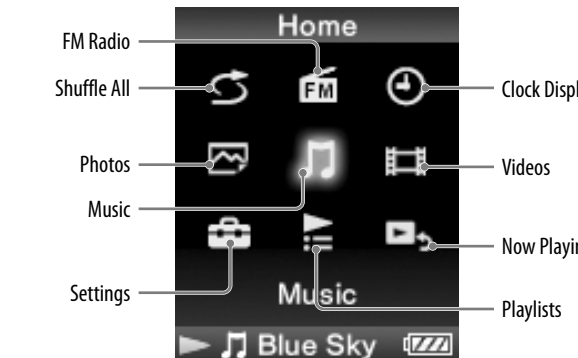| To turn on	Press and hold the OPTION/PWR/HOLD button.
To turn off	During pause, press and hold the OPTION/PWR/HOLD button. POWER OFF appears, your Walkman enters standby mode, and the screen turns off.

How to use the Home menu

The Home menu appears when you press and hold the BACK/HOME button. The Home menu is the starting point to play audio, search for songs, changing settings, etc.
From the Home menu, you can select the desired item on the screen by using the 5-way button.

HOME   Confirm.   BACK

Return to the previous screen.

Home menu

FM Radio
Shuffle All
Photos
Music
Settings
Clock Display
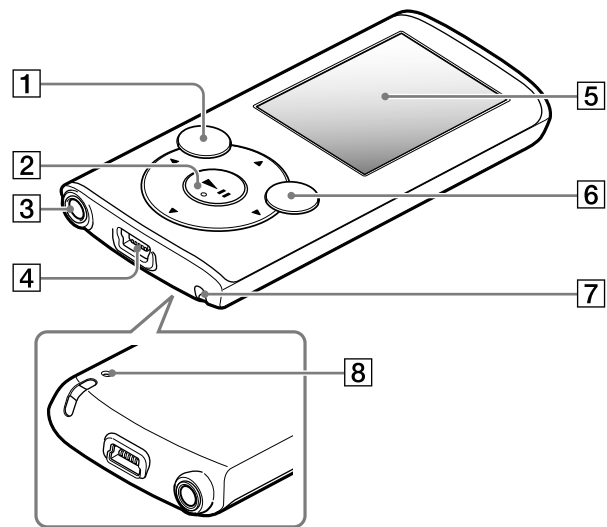Videos
Now Playing
Playlists

For the latest information

If you have any questions or issues with this product, or would like information on compatible items with this product, visit the following web sites.
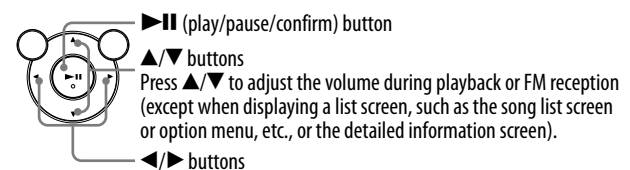For customers in the USA:
http://www.sony.com/walkmansupport
For customers in Canada:
http://esupport.sony.com/ca/
For customers in Europe:
http://support.sony-europe.com/DNA
For customers in Latin America:
http://www.sony-latin.com/index.crp
For customers in other countries/regions:
http://www.sony-asia.com/support
For customers who purchased the overseas models:
http://www.sony.co.jp/overseas/support/

Parts and Controls

1. **BACK/HOME button**
2. **5-way button**[*1]

   ▶■ (play/pause/confirm) button

   ▲/▼ buttons

   Press ▲/▼ to adjust the volume during playback or FM reception (except when displaying a list screen, such as the song list screen or option menu, etc., or the detailed information screen).

   ◀/▶ buttons

3. **Headphone jack**
4. **USB connector**

   Connect the USB cable (supplied).

5. **Display**
6. **OPTION/PWR/HOLD button**

   Press to display the option menu.

   If you press and hold this button during pause, the screen turns off and your Walkman enters stand by mode.

   If you press and hold this button except during pause, all operation buttons are disabled (HOLD function). To cancel this function, press and hold this button again.

7. **Strap hole**
8. **RESET button**

   Use a small pin, etc.

*1 There are tactile dots. Use them to help with button operations.

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

An alarm (beep) and warning [Check the volume level] are meant to protect your ears when you raise the volume setting beyond [14]. You can cancel the alarm and warning by pressing any button.

Note

- You can turn up the volume beyond [14] 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 beyond [14]; when this happens, the volume is changed to the initial setting automatically.
- If the volume is set beyond [14] and you turn off the Walkman, the volume returns to [14] automatically.

Troubleshooting

If your Walkman does not function as expected, try the following steps to resolve the issue.

1. **Find the symptoms of the issue in "Troubleshooting" in the Help guide (HTML document), and try any corrective actions listed.**
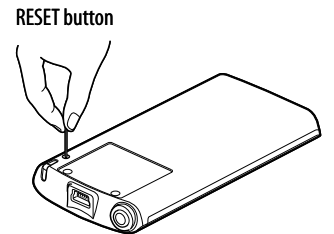
   For details on connecting to a computer, see the tables on the right.

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 RESET button with a small pin, etc.**

   RESET button

   Before resetting your Walkman, check that no song, video, etc. is being played back. You can then reset the Walkman safely.

4. **Check information on the issue in the Help of each software.**

5. **Look up information on the issue on one of the customer support Web sites.**

   About the customer support Web sites, see "For the latest information".

6. **If the approaches listed above fail to resolve the issue, consult your nearest Sony dealer.**

Symptom	Cause/Remedy
Your Walkman cannot charge the battery.	• The USB cable is not connected to a USB connector on your computer properly. → Disconnect the USB cable, and then reconnect it. → Use the supplied USB cable. • The battery is charged in an ambient temperature out of the range of 5 °C (41 °F) to 35 °C (95 °F). → You cannot charge the battery when 🔲🔲 icon appears. Charge the battery in an ambient temperature of 5 °C (41 °F) to 35 °C (95 °F). • The computer is not on. → Turn on the computer. • Your computer has entered Sleep or Hibernation status. → Release the computer from Sleep or Hibernation status. • A USB hub is being used. → Connecting your Walkman via a USB hub may not work. Connect the Walkman directly to your computer using the USB cable (supplied). • The operating system installed on the computer is not supported by your Walkman. → To charge the Walkman, connect the Walkman to a computer with the operating system that is supported by the Walkman. • You have not used your Walkman for more than a year. → Depending on the conditions under which the Walkman is used, the battery may have been deteriorated. Consult your nearest Sony dealer.
[USB Connected. The Timer and Alarm will not function.] or [USB Cnctd. (MTP) The Timer and Alarm will not function.] does not appear when connected to the computer with the USB cable (supplied) (The computer does not recognize your Walkman). (Continued)	• The remaining battery power is insufficient. → Charge the battery by connecting your Walkman to a running computer for at least 5 minutes. • The USB cable is not connected to a USB connector on your computer properly. → Disconnect the USB cable, and then reconnect it. → Use the supplied USB cable. • A USB hub is being used. → Connecting your Walkman via a USB hub may not work. Connect the Walkman directly to your computer using the USB cable (supplied).

Symptom	Cause/Remedy
[USB Connected. The Timer and Alarm will not function.] or [USB Cnctd. (MTP) The Timer and Alarm will not function.] does not appear when connected to the computer with the USB cable (supplied) (The computer does not recognize your Walkman).	• The USB connector on your computer may have a problem. → Connect your Walkman to another USB connector on your computer. • When you use your Walkman for the first time, or when the battery is low, it may take the Walkman about 5 minutes to display the message after connected to a computer. This is not a malfunction. • The software authentication may be performed and it may take rather a long time. Wait for a while. • The software installation has been failed. → Reinstall the software by using the installer. The imported data will remain untouched. • The computer is running another software other than the one used for transferring. → Disconnect the USB cable, wait a few minutes, and reconnect it. If the problem persists, disconnect the USB cable, restart the computer, and then reconnect the USB cable. • [USB Connected. The Timer and Alarm will not function.] or [USB Cnctd. (MTP) The Timer and Alarm will not function.] may not appear on your Walkman, depending on the software environment that is running on your computer. → Activate Windows Media Player, or Windows Explorer.
Your Walkman becomes unstable while it is connected to the computer.	• A USB hub or USB extension cable is being used. → Connecting your Walkman via a USB hub or extension cable may not work. Connect the Walkman directly to your computer using the USB cable (supplied).
When double-clicking [Setup.exe] to install the bundled software, [Setup.exe] does not execute, and the Properties window opens.	• Install the bundled software after installing Windows Media Player 11 or 12. For details on Windows Media Player, refer to the following web site: http://support.microsoft.com/

To initialize (format) your "WALKMAN"

You can format the built-in flash memory of your Walkman. If the memory is formatted, all files including the Help guide (HTML document) will be erased. Be sure to verify the files stored in memory prior to formatting, and then export any necessary files to the hard disk of your computer or other device beforehand.

1. **Press and hold the BACK/HOME button until the Home menu appears.**

2. **Select 🔧 [Settings] – [Common Settings] – [Format] – [Yes] – [Yes] in this order.**

   Press the ▲/▼/◀/▶ button to select the item, and then press the ▶■ button to confirm.

   When initialization finishes, [Memory formatted.] appears.

Note

- Do not format the built-in flash memory using Windows Explorer or Mac Finder. If you format the built-in flash memory, format it on your Walkman.

Precautions

About the headphones

- Avoid playing the unit at so loud a volume that extended play might affect your hearing.
- **At a high volume outside sounds may become inaudible. Avoid listening to the unit in situations where hearing must not be impaired, for example, while driving or cycling.**
- As the supplied headphones are of open-air design, sounds go out through the headphones. Remember not to disturb those close to 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.

License and Trademark Notice

Refer to the Help guide (HTML document).

Owner's Record

The model and serial numbers are located on the back of the player. Record them in the space provided below. Refer to these numbers in the spaces whenever you call upon your Sony dealer regarding this product.

Model No. _____

Serial No. _____