

Parts and Controls

Controls and Indicators

1 (Power) / + / –

When the TV is off, Press to power on.

When the TV is on, Press and hold to power off. Press repeatedly to change the function, then press + or – button to:

- Adjust the volume.
- Select the channel.
- Select the input source of TV.

2 Remote Control sensor* / Light sensor* / Illumination LED

The illumination LED lights up or blinks according to the status of the TV. For more information, refer to the Help Guide

. * Do not place anything near the sensor

Using Remote Control

Remote Control Parts Description

The remote control shape, location, availability and function of remote control buttons may vary depending on your region/country/TV model.

1 INPUT

Display and select the input source.

(TV standby)

Turn on or turn off the TV (standby mode).

SYNC MENU

Display the BRAVIA Sync Menu.

2 Number buttons

Use with the 0-9 buttons to select digital channels.

DISPLAY

Display information about the channel/ program/input you are viewing.

3 Google Play

Access the “Google Play” online service.

NETFLIX (Only on limited region/ country/TV model)

Access the “NETFLIX” online service.

Color buttons

Execute corresponding function at that time.

4 ACTION MENU

Display a list of contextual functions.

GUIDE

Display the digital program guide, or EPG of Set Top Box (cable/satellite box) after setting [IR Blaster setup].

APPS

Access various services and applications.

BACK

Return to the previous screen.

HOME

Display the TV Home Menu.

5 VOL +/- (Volume)

Adjust the volume.

JUMP

Jump back and forth between two channels or inputs. The TV alternates between the current channel or input and the last channel or input that was selected.

MUTING

Mute the sound. Press again to restore the sound.

CH +/- (Channel)

Select the channel.

6 AUDIO

Select the sound of multilingual source or dual sound for the program currently being viewed (depend on program source).

Operate media contents on the TV and connected BRAVIA Sync-compatible device.

SUBTITLE/CC

Turn subtitles on or off (when the feature is available).



HELP

Display the Help menu. Help Guide can be accessed from here.

WIDE

Change the screen format.

PIC OFF

Turn the picture off, while sound remains on.

Guidelines for IR Remote Control

- Point your remote control directly at the IR sensor located on your TV.
- Make sure that no objects are blocking the path between the remote control and the IR sensor on your TV.
- Fluorescent lamps can interfere with your remote control; try turning off the fluorescent lamps.
- If you are having problems with the remote control, reinsert or replace your batteries and make sure that they are correctly inserted.

Connection Diagram

For more information on connections, refer to the Help Guide by pressing HELP on the remote control.

Note

- When connecting the cable to the Cable/Antenna input, finger tighten only, over tightening the connection can damage the TV.

1 REMOTE RS-232C REMOTE IR IN

- These jacks are for receiving the external control signal. Enables extended control of the TV using RS-232C via the RS-232C and IR IN jacks. RS-232C: connect to the RS-232C terminal of the home controller. IR IN: connect to the IR out terminal of the home controller.
- Take care to not connect to headphones or an external audio system.

2 VIDEO IN

- For a composite connection, use an Analog Extension Cable (not supplied).
-

3 AUDIO OUT

- Supports 3-pole stereo mini jack only.

- To listen to the TV's sound through the connected equipment, press HOME. Select [Settings] -> [Sound] -> [Headphone/Audio out] and then select the desired item.

4 IR BLASTER

- Use your Sony remote control to control your Set Top Box (cable/ satellite box). Connect the IR Blaster Cable (supplied) to the IR Blaster port on your TV. Place one or both of the other two ends as shown below.
- To perform IR Blaster setup, press HOME and select [Settings] -> [External inputs] -> [IR Blaster setup].

5 USB 1/2, USB 3

- Connecting a large USB device may interfere with other connected devices beside it.
- When connecting a large USB device, connect to the USB 1 port.

6 HDMI IN 1/2/3/4

- HDMI interface can transfer the digital video and audio on a single cable.
-
- **HDMI IN 2/3**

To enjoy high quality 4K 60p contents, connect a Premium High Speed HDMI cable to the HDMI IN 2/3 and set the [HDMI signal format] to [Enhanced format].

For details of supported formats, refer to the "Specifications" in this manual

- **HDMI IN 3 ARC (Audio Return Channel)**

Connect your audio system to the HDMI IN 3 to route TV audio to your audio system. An audio system that supports HDMI ARC can send video to the TV, and receive audio from the TV via the same HDMI cable. If your audio system does not support HDMI ARC, an additional connection with DIGITAL AUDIO OUT (OPTICAL) is necessary.

Using Sound Bar (not supplied)

Recommended (in front of the TV)

Place the sound bar (not supplied) in front of the TV's Table-Top Stand.

Alternate (on the Table-Top Stand)

If there is not enough space to place the sound bar in front of the TV, attach the rubber feet (supplied with the TV) to the bottom of the sound bar (not supplied) and place the sound bar on top of the Table-Top Stand.

* Only on limited region/country.

Note

- Make sure that the sound bar height is not blocking the path between the remote control and the IR sensor on your TV.
- By using rubber feet, the sound condition may vary depending on sound bar model.
- Do not cover the ventilation hole and the identification label with the rubber feet.
- Be sure to store the removed rubber feet in a safe place, keeping them away from children. (e.g., When sending the sound bar for repair)

Installing the TV to the Wall

Using the optional Wall-Mount Bracket (SU-WL855 only)

To Customers:

For product protection and safety reasons, Sony strongly recommends that installation of your TV be performed by Sony dealers or licensed contractors. Do not attempt to install it yourself.

To Sony Dealers and Contractors:

Provide full attention to safety during the installation, periodic maintenance and examination of this product.

Wall-Mount Bracket Installation Information

This TV's instruction manual only provides the steps to prepare the TV for Wall-Mount installation before it is installed on the wall.

Preparing for Wall-Mount Installation

You can use the Wall-Mount Bracket SU-WL855 (not supplied) to install the TV to the wall.

Make sure to attach the Table-Top Stand before installing the TV to the wall by referring to the Setup Guide.

- Prepare the TV for the Wall-Mount Bracket before making cable connections.
- Follow the instruction guide provided with the Wall-Mount Bracket for your model. Sufficient expertise is required in installing this TV, especially to determine the strength of the wall for withstanding the TV's weight.
- Be sure to entrust the attachment of this product to the wall to Sony dealers or licensed contractors and pay adequate attention to safety during the installation. Sony is not liable for any damage or injury caused by mishandling or improper installation.
- The screws for Wall-Mount Bracket are not supplied.
- The length of the screw for Wall-Mount Bracket differs depending on the Wall-Mount Bracket thickness. Please refer to below illustration.

- Be sure to store the unused screws and Table-Top Stand in a safe place until you are ready to attach the Table-Top Stand. Keep the screws away from small children.

Note

- Read the supplied Safety Booklet for additional safety information.

Remove the screws from the rear of the TV

Using the optional Wall-Mount Bracket (Except SU-WL855)

This TV's instruction manual only provides the steps to prepare the TV for Wall-Mount installation before it is installed on the wall.

Your TV can be mounted to a wall using a suitable Wall-Mount Bracket (not supplied). If the Table-Top Stand is attached to the TV, the TV may require detaching the Table-Top Stand; see (Detaching the Table-Top Stand from the TV).

Prepare the TV for the Wall-Mount Bracket before making cable connections.

For product protection and safety reasons, Sony strongly recommends that installation of your TV on the wall be performed by qualified professionals. Do not attempt to install it yourself.

- Follow the instruction guide provided with the Wall-Mount Bracket for your model. Sufficient expertise is required in installing this TV, especially to determine the strength of the wall for withstanding the TV's weight.
- The screws for Wall-Mount Bracket are not supplied.
- The length of the screw for Wall-Mount Bracket differs depending on the Wall-Mount Bracket thickness. Please refer to below illustration.
- Refer to the following table for wall-mount hole pattern.
- Be sure to store the unused screws and Table-Top Stand in a safe place until you are ready to attach the Table-Top Stand. Keep the screws away from small children.

Note

- Read the supplied Safety Booklet for additional safety information.
- For more detailed information, visit Sony Customer Support website.

1 Remove the screws from the rear of the TV.

2 Attach the Wall-Mount Bracket (not supplied) using the screws (not supplied).

Note

- If using an electric screwdriver, set the torque at approximately 1.5 N·m {15 kgf·cm}

Detaching the Table-Top Stand from the TV

To detach the Table-Top Stand from the TV, remove the screws .

Note

- Do not remove the Table-Top Stand for any reason other than to install corresponding accessories on the TV.
- Be sure the TV is vertical before turning on. To avoid uneven picture uniformity do not power on the TV with the panel facing down.
- When attaching the Table-Top Stand again, be sure to fasten the screws (previously removed) to the original holes on the rear of the TV

Installing the TV against a wall or enclosed area

Ventilation

- Never cover the ventilation holes or insert anything into the cabinet.
- Leave space around the TV set as shown below.

Note

- Inadequate ventilation can lead to overheating of the TV and may cause damage to your TV or cause a fire.

Troubleshooting

General troubleshooting for issues like: black screen, no sound, frozen picture, TV does not respond, or network is lost, do the following steps.

1. Restart your TV by pressing the power button on the remote control until a message appears. The TV will restart. If the TV does not recover, try unplugging the AC power cord. Then press the power button on the TV and wait for two minutes, and plug in the AC power cord.
2. Refer to the Help menu by pressing HELP on the remote control.
3. Connect your TV to the Internet and perform a software update. Sony recommends you to keep your TV software updated. Software updates provide new features and performance improvements.
4. Visit Sony support website (information provided on the front cover of this manual).
5. Perform the factory data reset. Refer to "How to reset the TV to factory settings"

When [A new TV system software update is available...] message is displayed.

Sony strongly recommends you to update the TV software by selecting [Update Now]. These software updates improve your TV performance or add new features.

The following screen with [Updating...] will appear and the illumination LED flashes white while software is updating.

Do not unplug the AC power cord during the software update. If you do, the software update may not finish completely, and it may cause a software malfunction. Software updates can take up to 15 minutes.

When you plug in the TV, the TV may not be able to turn on for a while even if you press the power button on the remote control or the TV.

It takes time to initialize the system. Wait for about one minute, then operate it again.

How to reset the TV to factory settings

WARNING: The reset will clear all of your customized settings including the parental lock setting.

- Turn on the TV. You can reset the TV to factory settings by pressing HOME, then select [Settings]-> [Storage & reset] -> [Factory data reset].
- To force factory data reset, unplug the AC power cord. Press and hold both and – buttons on the TV, then plug in the AC power cord. Release both buttons when the illumination LED blinks in green.
- For security purposes, be sure to remove all personal and account information before discarding, selling or passing your TV to someone else by: unlinking/ unregistering, signing out of and deactivating all network services as well as factory reset the TV.

Troubles and Solutions

When the illumination LED is flashing in red.

- Count how many times it flashes (interval time is three seconds).

Reboot the TV by disconnecting the AC power cord from the TV until the illumination LED stopped flashing in red, then turn on the TV.

If the problem persists, disconnect the AC power cord, and contact Sony Customer Support (information provided on the front cover of this manual) with the number of times the illumination LED flashes.

There is no picture (screen is dark) and no sound.

- Check the cable/antenna connection.
- Connect the TV to the AC power, and press the power button on the TV or the remote control.

Some programs cannot be tuned.

- Check the cable/antenna connection.

The remote control does not function.

- Replace the batteries.

The STB MENU button on the remote control does not work.

- Check the connection and set up of the IR Blaster.

The parental lock password has been forgotten.

- Enter 4357 for the PIN and enter the new PIN.

The restricted profile password has been forgotten.

- Perform the force factory data reset. Refer to “How to reset the TV to factory settings”

The TV and its surroundings become warm.

- When the TV is used for an extended period of time, the TV and its surroundings may become warm to the touch. This is not a malfunction of the TV.

The screen becomes darker while watching TV.

- If the whole image or part of the image remains still, the screen brightness will be gradually reduced to prevent image retention. This is not a malfunction of the TV.

You are concerned about image retention.

If the same image is displayed repeatedly or for long periods of time, image retention may occur. To reduce image retention, we recommend that you turn off the TV normally by pressing the power button on the remote control or the TV.

Note

- Perform Panel refresh manually only when image retention is particularly noticeable. As a reference, perform it only once a year. Avoid performing it more than once a year because it may affect the usable life of the panel.
- Images that include clocks, logos and bright colors (including white) easily cause image retention. Avoid displaying these types of images for long periods of time, otherwise image retention may occur.

A white line appears on the screen.

- Panel refresh automatically runs after the TV has been used for long periods of time to reduce image retention. Panel refresh starts after the TV is turned off and takes about one hour to complete. A white line may be displayed on the screen during the Panel refresh. This is not a malfunction of the TV.

The message [Panel refresh did not finish...] is displayed.

Panel refresh automatically runs after the TV has been used for long periods of time to reduce image retention. If the TV is turned on, the AC power cord is unplugged, or the room temperature



falls outside of the range between 50 °F and 104 °F (10 °C and 40 °C) during the Panel refresh, the process will not be completed and this message will appear.

- If Panel refresh started automatically, it will restart when you turn off the TV with the remote control.
- If Panel refresh initiated manually, you must select it again.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.