

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*1 / Light sensor*1 / Illumination LED

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

3. Built-in MIC*2*3

Use the hands-free built-in microphone for voice search. To enable the built-in MIC, follow the on-screen instructions when you press the button.

4 Built-in MIC LED

The built-in MIC LED lights up in amber when the built-in MIC is enabled. The builtin MIC LED can be disabled.*3

*1 Do not place anything near the sensor.

*2 The voice search requires an Internet connection. The voice search with the built-in MIC is available only on limited region/country/language. Standby power consumption will increase because the built-in MIC is always listening when the voice search with the built-in MIC is enabled.

*3 For more information, see the Online Help Guide (page 2).

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. (TV standby)

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

2. Number buttons

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

(Text)

Display text information.

3. Google Play

Access the "Google Play" online service.

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

Access the "NETFLIX" online service.

Colour buttons

Execute corresponding function at that time.

4. GUIDE/

Display the digital programme guide

APPS

Display a list of installed apps.

(Input select)

Display and select the input source, etc.

(Quick settings)

Display Quick Settings.

BACK

Return to the previous screen.

HOME

Display the TV Home Menu

5. +/- (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.

(Mute)

Mute the sound. Press again to restore the sound.

Hint

- The accessibility shortcut service can be turned on or off by pressing and holding.

CH +/-

In TV mode: Select the channel. In Text mode: Select the next () or previous () page.

6. AUDIO

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

(Subtitle setting)

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

HELP

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

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

EXIT

Return to the previous screen or exit from the menu. When an Interactive Application service is available, press to exit from the service.

/ (Info/Text reveal)

Display information.

Connection Diagram

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

1. CENTER SPEAKER IN

- To use your TV speakers as the centre speaker, connect the output of your AV receiver to the CENTER SPEAKER IN on your TV.
- Before connecting cables, disconnect the AC power cord (mains lead) of both TV and AV receiver.
- Make sure the [Speakers] is set to [Audio system].

To prevent hiss when not connecting the CENTER SPEAKER IN to an AV receiver, disable [TV centre speaker mode]. For details, refer to the Help Guide.

2. VIDEO IN

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

3. (Headphone)

- Supports 3-pole stereo mini jack only.
- You cannot output sound from both the headphone and the TV speakers at the same time.

4.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.

5. HDMI IN 1/2/3/4

- HDMI interface can transfer the digital video and audio on a single cable.
- To enjoy high quality 4K 50p/60p contents, connect a Premium High Speed HDMI cable and set the [HDMI signal format] to [Enhanced format]. Do this setting individually for each connected HDMI IN terminal. For details of supported formats, refer to the "Specifications" in this manual (page 13- 14).
- **HDMI IN 3 eARC/ARC (Enhanced Audio Return Channel/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 eARC/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 eARC/ARC, an additional connection with DIGITAL AUDIO OUT (OPTICAL) is necessary.

- Use the HDMI cable with Ethernet to connect audio system with eARC.

Note

- You cannot attach the side cover while the cables are connected to side terminal.
- Be sure to store the side cover in a safe place for future use.

Installing the TV to the Wall

Using the optional Wall-Mount Bracket (SU-WL850 or SU-WL450)

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.

For instructions on Wall-Mount Bracket installation, see the Installation Information (Wall-Mount Bracket) on the product page for your TV model.

Preparing for Wall-Mount Installation

Use the Wall-Mount Bracket SU-WL850 (not supplied) or SU-WL450 (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.
- 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.

1 Remove the stand cover and terminal covers.

2 Remove the screws from the rear of the TV

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 (mains lead). Then press the power button on the TV and wait for two minutes, and plug in the AC power cord (mains lead).
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).

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.

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 (mains lead) until the illumination LED stopped flashing in red, then turn on the TV. If the problem persists, disconnect the AC power cord (mains lead), and contact your dealer or Sony service centre with the number of times the illumination LED flashes.

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

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

Some programmes cannot be tuned.

- Check the antenna (aerial)/cable connection.

The remote control does not function.

- Replace the batteries.

The parental lock for broadcast password has been forgotten.

- Enter 9999 for the PIN code and select [Change PIN code].

The TV surrounds become warm.

- When the TV is used for an extended period, the TV surrounds become warm. You may feel hot when touching there by the hand.

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 colours (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 (mains lead) is unplugged, or the room temperature falls outside of the range between 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.