

Precautions

On safety

Should any solid object or liquid fall into the cabinet, unplug the receiver and have it checked by qualified personnel before operating it any further.

On power sources

- Before operating the receiver, check that the operating voltage is identical with your local power supply. The operating voltage is indicated on the nameplate on the back of the receiver.
- If you are not going to use the receiver for a long time, be sure to disconnect the receiver from the wall outlet. To disconnect the AC power cord (mains lead), grasp the plug itself; never pull the cord.
- One blade of the plug is wider than the other for the purpose of safety and will fit into the wall outlet only one way. If you are unable to insert the plug fully into the outlet, contact your dealer.
- AC power cord (mains lead) must be changed only at a qualified service shop.

On heat buildup

Although the receiver heats up during operation, this is not a malfunction. If you continuously use this receiver at a large volume, the cabinet temperature of the top, side and bottom rises considerably*. To avoid burning yourself, do not touch the cabinet.

- The top of the cabinet may become too hot to touch.

On placement

- Do not install the appliance in a confined space, such as a bookcase.
- Sufficient space around the receiver is needed to release heat. When placing the receiver in a rack, leave more than 44.45 mm (1.75 in) space above the receiver, and more than 44.45 mm (1.75 in) space along the sides of the receiver. The rack behind the receiver should be open. If you place the receiver with its back against the wall, leave more than mm (3.5 in) space between the receiver and the wall.
- Make sure to use a "WS-RE1" dedicated rack mount kit for this receiver when mounting the receiver on a rack mount.
- Place the receiver in a location with adequate ventilation to prevent heat buildup and prolong the life of the receiver.
- Do not place the receiver near heat sources, or in a place subject to direct sunlight, excessive dust, or mechanical shock.

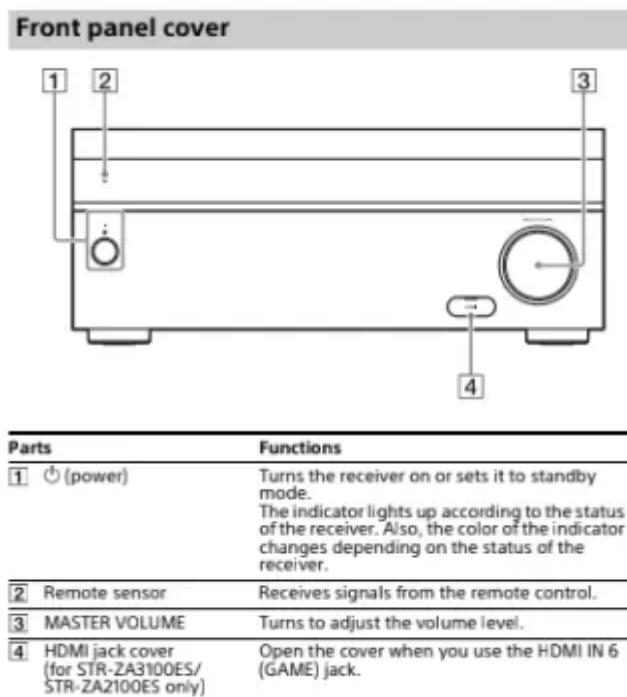
- Do not place anything on top of the cabinet that might block the ventilation holes and cause malfunctions.
- Magnets are attached to both the front panel and front cover. Do not place cards with magnetic stripes, such as bank cards or ID passes, near the receiver. These cards may become unusable due to the effects of the magnets on the receiver.

On cleaning

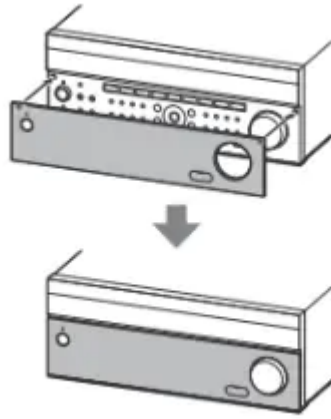
Clean the cabinet, panel, and controls with soft dry cloth. Do not use any type of abrasive pad, scouring powder, or solvent, such as alcohol or benzine.

If you have any questions or problems concerning your receiver, please consult your nearest Sony dealer.

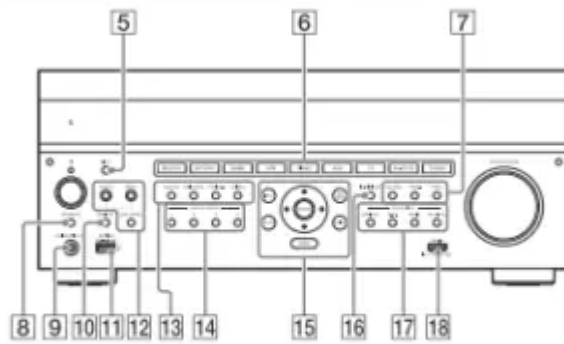
Main parts and controls



Attaching the front cover

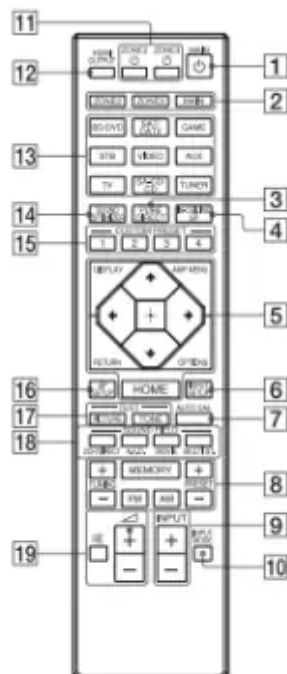


Front panel



Parts	Functions
5 PING	Displays the IP address and MAC address on the display panel.
6 Input buttons	Selects the device you want to play.
7 TONE MODE, TONE+/-	Press to adjust the bass/treble level of the speaker.
8 SPEAKERS	Switches the front speakers to OFF, A, B or A+B.
9 CALIBRATION MIC jack	Connect the supplied calibration microphone for "Auto Calibration" to this jack.
10 HDMI OUT	Switches the output for two monitors connected to the HDMI OUT A and HDMI OUT B jacks.
11 SETTING (⚙️) (USB) port	Used for maintenance and service.
12 ZONE CONTROL (ZONE2, ZONE3)	Selects the location to be controlled.
13 Tuner control buttons	Used for tuner operations.
14 CUSTOM PRESET (1, 2, 3, 4)	Saves and recalls various settings for the receiver.
15 Menu operation buttons	Used for menu operations displayed on the TV screen and the display panel of the receiver. HOME: Displays the home menu on the TV screen. AMP MENU: Displays the menu on the display panel of the receiver to operate the receiver.
16 IN-CEILING SP	Activates the In-Ceiling Speaker Mode.
17 SOUND FIELD (2CH/DIRECT, A.F.D., MOVIE, MULTI ST.)	Selects the sound field you want.
18 HDMI IN 6 (GAME) jack (for STR-ZA3100ES/STR-ZA2100ES only)	Connect to a video game console. The video and sound from your video game console is input.

Remote Control

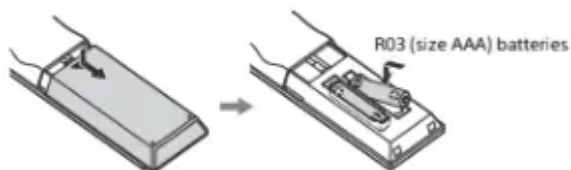


Parts	Functions
1 MAIN (power)	Turns the receiver on or sets it to standby mode.
2 ZONE2, ZONE3, MAIN	Selects the location to be controlled.
3 PURE DIRECT	Press to use the Pure Direct function.
4 IN-CEILING SP	Activates the In-Ceiling Speaker Mode.
5 Menu operation buttons	Used for menu operations displayed on the TV screen and the display panel of the receiver. HOME: Displays the home menu on the TV screen. AMP MENU: Displays the menu on the display panel of the receiver to operate the receiver. OPTIONS: Displays the option menus on the TV screen for item selection. DISPLAY: Displays information on the TV screen. RETURN: Returns to the previous menu.
6 INPUT SETUP	Displays the Input Setup menu.
7 AUTO CAL	Press to perform Auto Calibration.
8 Tuner control buttons	Used for tuner operations.
9 INPUT +/-	Press + or - to select the input source.
10 INPUT MODE	Press to select the input mode.
11 ZONE2 (power), ZONE3 (power)	Turns the receiver in zone 2 or zone 3 on or sets it to standby mode.
12 HDMI OUTPUT	Switches the output for two monitors connected to the HDMI OUT A and HDMI OUT B jacks.
13 Input buttons	Select the device you want to play. When you press any of the input buttons, the receiver turns on.
14 SOUND OPTIMIZER	Press to use the Sound Optimizer to enjoy clear and dynamic sound at low volume levels.
15 CUSTOM PRESET (1, 2, 3, 4)	Saves and recalls various settings for the receiver.
16 SP SETUP	Displays the Speaker Setup menu.
17 TEST (PICTURE, TONE)	Press to output the test picture or test tone.

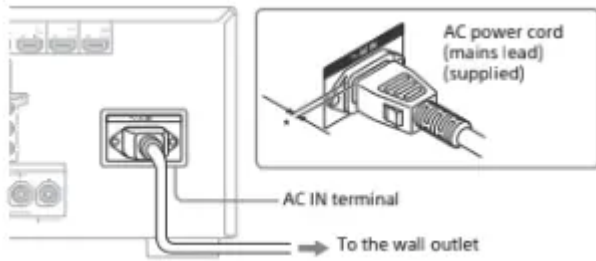
Preparation 1: Preparing the receiver and the remote control

Before starting the following steps, connect speakers and AV devices to the receiver referring to the supplied Startup Guide.

1. Insert batteries into the remote control with correct polarity.

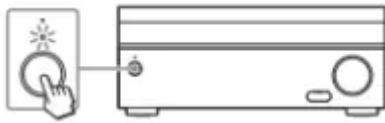


2. Connect the supplied AC power cord (mains lead) to the AC IN terminal on the receiver firmly, then connect the AC power cord (mains lead) to a wall outlet.



- Space remains between the plug and the rear panel even when the power cord (mains lead) is inserted firmly. The cord is supposed to be connected this way. This is not malfunction.

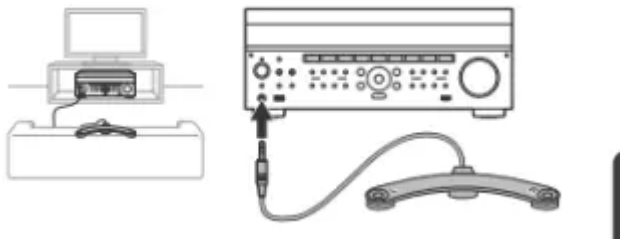
3. Press to turn the AV receiver on.



4. Place the calibration microphone at your listening position and set it at the same height as your ears.

The calibration microphone is used for setting the speakers Auto Calibration) in Preparation 2 (Easy Setup).

Perform this step after removing the front cover.

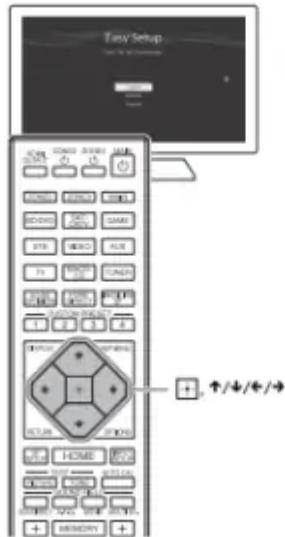


5. Turn the TV on, and then switch the input of the TV to which the receiver is connected.



Preparation 2: Performing Easy Setup

The Easy Setup screen appears on the TV screen when you turn on the receiver for the first time or after the receiver is initialized.



1. Press to select the language for the messages on the screen, and then press .
2. Set up the receiver in accordance with the instructions on the Easy Setup screen.

Note:

- If the Easy Setup screen does not appear or you want to display the Easy Setup screen manually, you can display it by selecting [Setup] - [Easy Setup] from the home menu.
- The speakers emit very loud sound during the calibration and the volume cannot be adjusted. Be considerate of your neighbors and any children who are present.

Troubleshooting

The following troubleshooting page covers frequently asked questions. You can search by a keyword using the online troubleshooting guide. If you still cannot find a solution, consult your nearest Sony dealer.

General

The top of the receiver is hot.

- Phenomenon is specific to this amplifier. This is not a malfunction. If “Control for HDMI” or “Network Standby” is set to “On,” or Standby Through” is set to “On” or “Auto,” the power for zone 2 is turned on, the top of the receiver may become hot even while the receiver is in standby mode. This condition occurs because current is flowing in the internal circuits of the receiver, and this is normal.

Video

There is no picture or an unclear picture appears on the TV screen or monitor, regardless of type of picture.

- Select the appropriate input on the receiver (pages 10, 11).
- Set your TV to the appropriate input mode.

- Make sure that cables are correctly and securely connected to equipment.
- Depending on the playback equipment, equipment may need to be set up. Refer to the operating → instructions supplied with the equipment.
- Set “HDMI Signal Format” of the selected HDMI IN jack except HDMI IN 6 (GAME) jack (for STR ZA3100ES/STR-ZA2100ES only) to Standard format” in the “HDMI Setup” menu.

Specific type of image is not output or corrupted.

HDMI output

- The output of the HDMI video signals of the receiver may be set to “OFF.” In this case, select “HDMI OUT A” or “HDMI OUT B” using the HDMI OUT button on the receiver (page 10) or HDMI OUTPUT button on the remote control (page 11).
- Sony recommends that you use an HDMI authorized cable or HDMI cable made by Sony. Be sure to use High Speed HDMI™ cables with Ethernet. Premium High Speed HDMI™ cable with Ethernet is required for 4K/60p 4:4:4 8 bit and 4K/60p 4:2:0 10 bit, etc.

4K image

- Depending on the TV or video equipment, 4K images may not be displayed. Check the video capability and setting of your TV or video device. Also, make sure to connect to the receiver to an HDMI input jack of a TV or video equipment supporting 4K. You have to connect an HDMI cable to an HDMI jack that supports HDCP 2.2 when you use a playback device for 4K resolution video content, etc.

Audio

There is no sound, no matter which equipment is selected, or only a very low-level sound is heard.

- Check that the speakers and equipment are connected correctly.
- Check that both the receiver and all equipment are turned on.
- Check that MASTER VOLUME control is not set at $-\infty$ dB. Try to set it at about -40 dB.
- Check that SPEAKERS is not set to “OFF” (page 10).
- Try pressing the input button on the remote control to select the equipment of your choice.

HDMI input

- Depending on the playback equipment, equipment may need to be set up. Refer to the operating instructions supplied with the equipment.

Error messages

You can check the status of the receiver by the message. See the following to solve the problem. If any problem persists, consult your nearest Sony dealer.

PROTECTOR

→ The receiver is covered and ventilation holes are blocked. The receiver will automatically turn off after a few seconds. Remove the object covering the upper panel of the receiver and turn on the power again.

→ Irregular current is output to the speakers due to a short circuit on the speaker terminals. The receiver will automatically turn off after a few seconds. If the protective device on the receiver is activated due to a short-circuit problem, turn off the receiver. Check the connection of the speakers and turn on the power again.

UPDATE FAILED

→ Insert a USB flash drive on which the package file for updating the receiver is saved, and then turn the receiver off and turn it on again.

List of messages after Auto Calibration measurements

Display	Explanation
Code 31	Front speakers are not selected properly. Select the front speakers using SPEAKERS and perform the Auto Calibration again (page 10).

Display	Explanation
Code 32, Code 33	<ul style="list-style-type: none"> Speakers were not detected or not connected properly. None of the front speakers are connected or only one front speaker is connected. Either the surround left or surround right speaker is not connected. A surround back speaker is connected only to the SPEAKERS SURROUND BACK/HEIGHT (FRONT B/BI-AMP/ZONE 2) R terminal. If connecting only one surround back speaker, connect it to the SPEAKERS SURROUND BACK/HEIGHT (FRONT B/BI-AMP/ZONE 2) L terminal. Either the Height1 left or Height1 right speaker is not connected (for STR-ZA3100ES/STR-ZA2100ES). Either the Height2 left or Height2 right speaker is not connected (for STR-ZA3100ES/STR-ZA2100ES). Either the Height left or Height right speaker is not connected (for STR-ZA1100ES). The calibration microphone is not connected. Make sure that the calibration microphone is connected properly and perform the Auto Calibration again. If the calibration microphone is connected properly but the error code still appears, the calibration microphone cable may be damaged.
Code 34	Speakers are not placed in the proper position. Speakers or a calibration microphone on the right or left may be placed wrongly. See the supplied Startup Guide and check the speaker position.
Code 35	The measurement result is not match to the speaker pattern you set. See the Help Guide and change the setting to fit the actual speaker pattern.
Warning 40	The measurement process has been completed and a high noise level has been detected. You may be able to achieve better results if you try the process again in a quiet environment.
Warning 41, Warning 42	<ul style="list-style-type: none"> The input from the calibration microphone is too large. The distance between the speaker and the calibration microphone may be too small. Set them further apart and perform the measurement again.
Warning 43	The distance and position of a subwoofer cannot be detected. This may be caused by noise. Try performing the measurement in a quiet environment.
Warning 44	Measurement has been completed. However the speakers are not placed in the proper position with respect to each other. See the supplied Startup Guide and check the relative positions of the speakers.
NO WARNING	There is no warning information.

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.

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