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Issue Type	Issue Detail	Possible Solution	How To Test
Analog broadcast	Analog Broadcast channels do not look good	Weak signal, Or Antenna not positioned for best reception.	Use the remote control to select the Analog Broadcast channel with poor reception, then press the <b>Home</b> button and select <b>Help-&gt;Signal Diagnostics</b> , several parameters regarding the broadcast signal are shown. Check if <b>Status</b> for this channel is <b>Locked</b> , if it is not, the broadcast signal is too weak. If the signal is too weak and adjusting the antenna does not improve the reception, a more sensitive antenna, or an external RF amplifier may help.
Audio/Sound	Audio/Sound quality is poor or unpleasant	Cable/Antenna connection is poor, Or the signal quality is low, Or the connection between the TV and an External Device is not good, Or the audio source or audio format is of low resolution or poor quality.	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Customer Support-&gt;Picture/Sound Symptoms-&gt;Start</b> The TV displays sample picture content as it plays a sample audio clip through the TV speakers. <i>If no sound is heard, try adjusting the volume level up using the remote control.</i> If you did not observe any problems with the test pictures and sound, the TV is functioning correctly. If you are experiencing picture or audio issues from a broadcast, check the Cable/Antenna connection. If you are experiencing picture or audio issues from a network source, try a different content selection, check your network connection, and consider if your network speed is adequate to support the content size or bandwidth requirements. If you experience picture or audio issues while using an Externally Device, verify that there is a secure connection between the TV and the External Device, as well as the settings on the external device, or try a different source and or different content.

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Bravia Sync	Bravia Sync does not work	Bravia Sync is not enabled on the TV, Or Bravia Sync is not enabled on the External Device, Or the External Device is not Bravia Sync compatible	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Customer Support-&gt;External Devices Symptoms-&gt;BRAVIA Sync does not work</b> - The TV lists the HDMI and MHL devices it detects. ( If none are detected check that the connections are secure) Power on the external devices, then select <b>Enable</b> , this sends a command to the external device to turn on Bravia Sync. To verify that Bravia Sync is configured properly on the TV and the External device, power the TV and the External device off, and then power on the External device. If BRAVIA Sync is configured correctly on both devices, the TV should turn on automatically.
Digital Broadcast	Digital Broadcast channels do not look good	Weak signal, Or Antenna not positioned for best reception.	Use the remote control to select the Digital Broadcast channel with poor reception, then press the <b>Home</b> button and select <b>Help-&gt;Signal Diagnostics</b> , several parameters regarding the broadcast signal are shown. If the Signal-to-Noise ratio is outside the range of between 19 & 35 dB, the broadcast signal is too weak, or the antenna may need to be repositioned for best reception. If the signal is too weak and adjusting the antenna does not improve the reception, a more sensitive antenna, or an external RF amplifier may help.
Help	Instructions on how to setup TV or use various TV functions	Use the on device i-Manual	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;i-Manual</b> , an on screen instruction manual is displayed, you can then navigate to the section you need assistance with. Note that some remote controls have a dedicated button on the remote with a ? symbol it. By selecting the ? button the TV opens the <b>i-Manual</b>

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Image	Image quality is poor or fuzzy	Cable/Antenna connection is poor, Or the signal quality is low, Or the connection between the TV and an External Device is not good, Or the image source or image format is of low resolution or poor quality.	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Customer Support-&gt;Picture/Sound Symptoms-&gt;Start</b> The TV displays sample picture content as it plays a sample audio clip through the TV speakers. <i>If no sound is heard, try adjusting the volume level up using the remote control.</i> If you did not observe any problems with the test pictures and sound, the TV is functioning correctly. If you are experiencing picture or audio issues from a broadcast, check the Cable/Antenna connection. If you are experiencing picture or audio issues from a network source, try a different content selection, check your network connection, and consider if your network speed is adequate to support the content size or bandwidth requirements. If you experience picture or audio issues while using an Externally Device, verify that there is a secure connection between the TV and the External Device, as well as the settings on the external device, or try a different source and or different content.

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Internet Video	Pausing or Buffering	Wireless connection is being used and is experiencing interference. Network bandwidth/speed is being shared with other devices on the local network. Network bandwidth/speed from the ISP is insufficient. Internet routing path through ISP's DNS servers to the Internet Video Provider is not optimum	Press the <b>Home</b> button on the remote control, and then select <b>Help-&gt;Customer Support-&gt;View Network settings and status</b> - The network connection details are shown. If a wireless connection is being used, try switching to a wired connection, or consider relocating, or making changes to the channel being used on the wireless access point to reduce interference. For best results utilize a wired connection, if this is not feasible, consider alternatives such as the use of a powerline adapter or gaming adapter to improve the network connection. For bandwidth/speed issues, check with your ISP, or check what other devices are on your network. For concerns regarding the internet routing path you may try alternate DNS routing such as Google DNS addresses 8.8.8.8 and 8.8.4.4 Press the <b>Home</b> button, then select <b>Settings-&gt;Network-&gt;Network Setup-&gt;Set up network connection-&gt;Expert-&gt;Wired Setup (Or Wireless Setup depending on your connection method)-&gt;Manual</b> , then enter the new Primary and Secondary DNS addresses from above or the alternate DNS service you are going to use.

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Network	No network connection or network connection is unknown	Run on-device <b>Internet Connectivity Symptoms</b> and <b>View Network settings and status</b> .	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Customer Support-&gt;Internet Connectivity Symptoms</b> , a network diagnostic test is run and the results list <b>Connection Type</b> (wired or wireless) <b>Local Access</b> (OK or Failed, confirming if TV is connected to a router and has obtained a local IP address) <b>Internet Access</b> (OK or Failed, confirming if the TV's connection to the router is also connected to the Internet) Additional Network settings details including the IP address, can be viewed going to: <b>Help-&gt;Customer Support-&gt;View Network settings and status</b> there you can also run the above diagnostics test by selecting <b>Check Connection</b> . To make changes to the Network settings on the TV, go to: <b>Settings&gt;Network&gt;Network Setup</b> . If you are experiencing intermittent connectivity and are a wireless connection, consider relocating, or making changes to the channel being used on the wireless access point to reduce interference. For best results utilize a wired connection, if this is not feasible, consider alternatives such as the use of a powerline adapter or gaming adapter to improve the network connection.
Software	How to update the TV Software	check if customer's device is network connected and what is present software version installed, if outdated perform software update	Note: TV must have an Internet connection. Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Software Update-&gt;Yes</b> , The TV will check via the network to see if an updated software version is available. If an update is available you will be provided with the option to download and install the update.
Software	How to set the TV to automatically update the Software as it becomes available	Automatic software download needs to be preset to On	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Automatic Software Download</b> , then using the <b>UP</b> or <b>Down</b> button select <b>ON</b> then press <b>Enter</b> (the center select button) on the remote to save your selection.

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Sound	No sound from Digital Audio System connected to the TV	The external Digital Audio System is not securely connected to the TV, or the Digital Audio System is not set to the correct input, Or the TV is set to output sound to the TV speakers rather than the Digital Audio System.	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Customer Support-&gt; External Devices Symptoms-&gt;No sound from the Digital Audio System -</b> Select the type of cable connected between your Digital Audio System and TV (Optical or HDMI) follow the on screen instructions to run the diagnostic tests. If you are still experiencing no audio, confirm if the cable is securely connected between the TV and the Digital Audio System, or try a different cable, or check the settings on the Digital Audio System.
TV General, Images, Sound	Television set appears to be malfunctioning, or displays no images or sound	Run on-device <b>Self Diagnostics</b> to confirm of audio and picture functionality	Press the <b>Home</b> button on the remote control, and then select <b>Help-&gt;Customer Support-&gt;Self Diagnostics with Picture &amp; Sound test.</b> The TV displays sample image content and plays sample audio through the TV speakers. If audio is heard, adjust the volume up using the remote control
Video/Image	Video/Images from external HDMI device cannot be viewed	Device is not securely connected to the TV, or is not connected correctly, or the cable being used is defective, or the device is set to output unsupported video format	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Customer Support-&gt;External Devices Symptoms-&gt;No picture display from an HDMI connected device -</b> The TV's HDMI inputs are listed and detected devices are listed for each input. If <b>No device connected</b> is displayed for an input, confirm if HDMI cable is securely connected between the TV's input and the external device's output. If the device is still not connected, try a different HDMI cable.

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		<b>Solution</b>	
Video/Image	Video/Image is too bright or dark on a specific input	Adjust the brightness level via the Picture Mode	Press the <b>Home</b> button on the remote control, then select <b>Help-&gt;Picture / SceneSelect setting list</b> - All of the TV's inputs are listed as well as the <b>Picture Mode</b> and <b>Scene Select</b> setting for each. Changes can be made to the <b>Picture Mode</b> and <b>Scene Select</b> setting for a particular input by pressing the <b>Home</b> button or <b>Input</b> button on the remote and then after selecting the desired input, and then press the <b>Options</b> button.