

# SDS

## Self Diagnostics

### Detailed Guide

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Ver. 1.0.7 August 2014

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## Overview

**What is SDS (Self Diagnostics)?** A set of diagnostic features that are built into the Customer Support menu of the 2014 W and X series televisions to help customers diagnose and resolve basic setup and configuration issues.

### Supported US Models: 2014 W- and X-series TV's

KDL32W700B	KDL40W600B	KDL48W590B	KDL50W800B	KDL55W800B
KDL40W580B	KDL42W700B	KDL48W600B	KDL55W700B	KDL55W950B
KDL40W590B	KDL48W580B	KDL50W790B	KDL55W790B	KDL60W610B
KDL55X830B	XBR49X850B	XBR65X850B	XBR70X850B	
KDL65X830B	XBR55X850B	XBR65X900B	XBR79X900B	
KDL70X830B	XBR55X900B	XBR65X950B	XBR85X950B	

There are **14 functions** built into the Customer Support Menu:

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| 1: Self Diagnostics                 | 8: Picture/Scene Select Setting List |
| 2: Internet Connectivity Symptoms   | 9: Automatic Software Download       |
| 3: External Devices Symptoms        | 10: Software Update                  |
| 4: Picture/Sound Symptoms           | 11: Upload TV Usage and Statistics   |
| 5: i-Manual                         | 12: Software License Information     |
| 6: Signal Diagnostics               | 13: Contact Sony                     |
| 7: View Network Settings and Status | 14: Remote Support                   |

## How do I access Self Diagnostics?

Using the supplied remote follow these steps:

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**



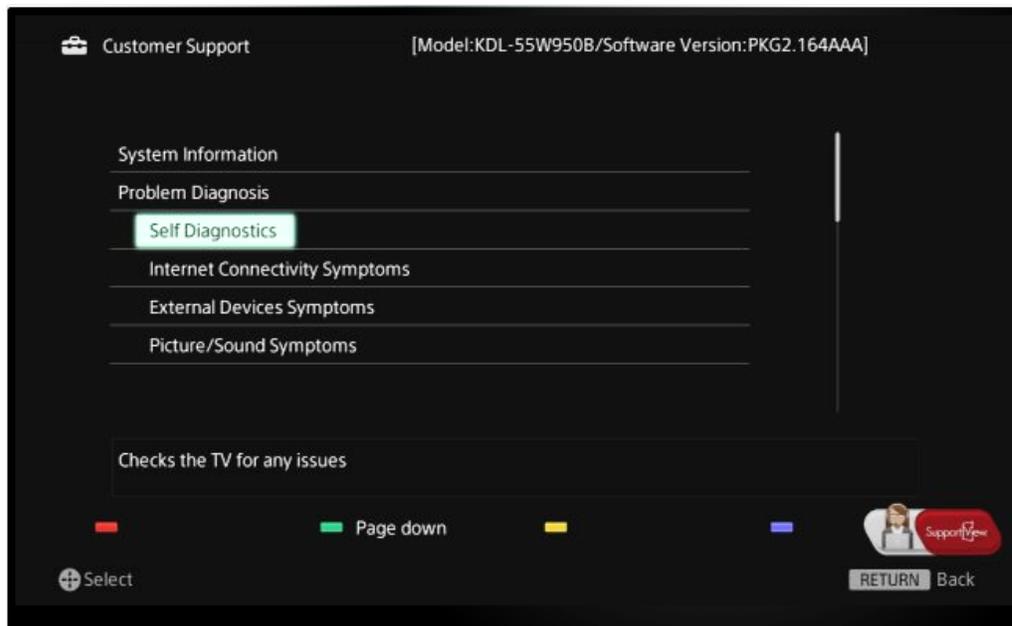
## How do I access Self Diagnostics – continued



### 1. Self Diagnostics

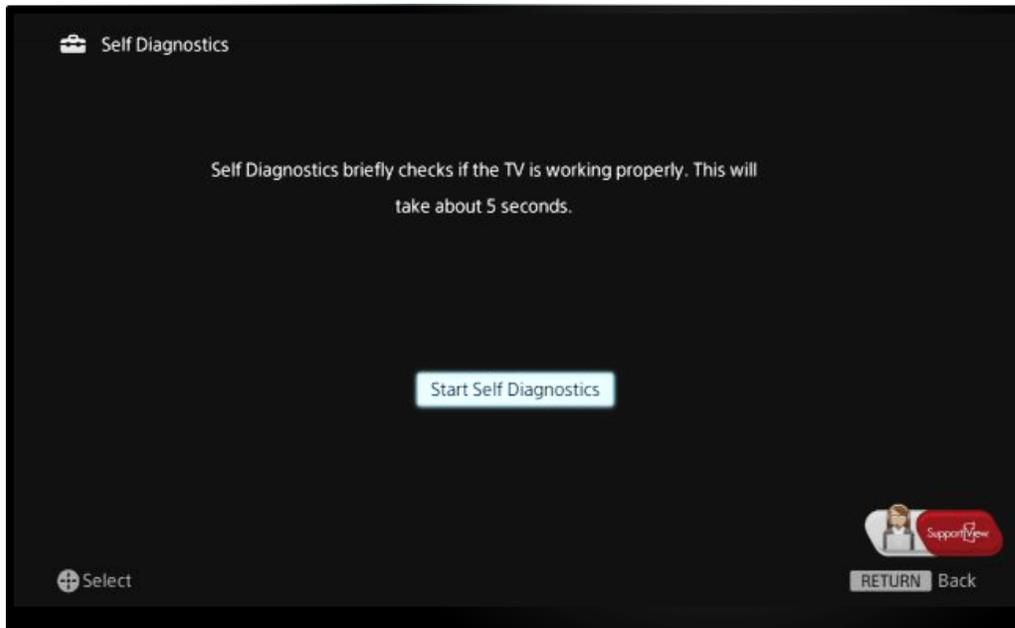
This function briefly checks the TV for proper functionality by having you run two basic tests: Self Diagnostics, which runs an internal system self-check test, followed by Check Sound/Picture, which displays sample picture content as it plays a sample audio clip.

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Self Diagnostics**

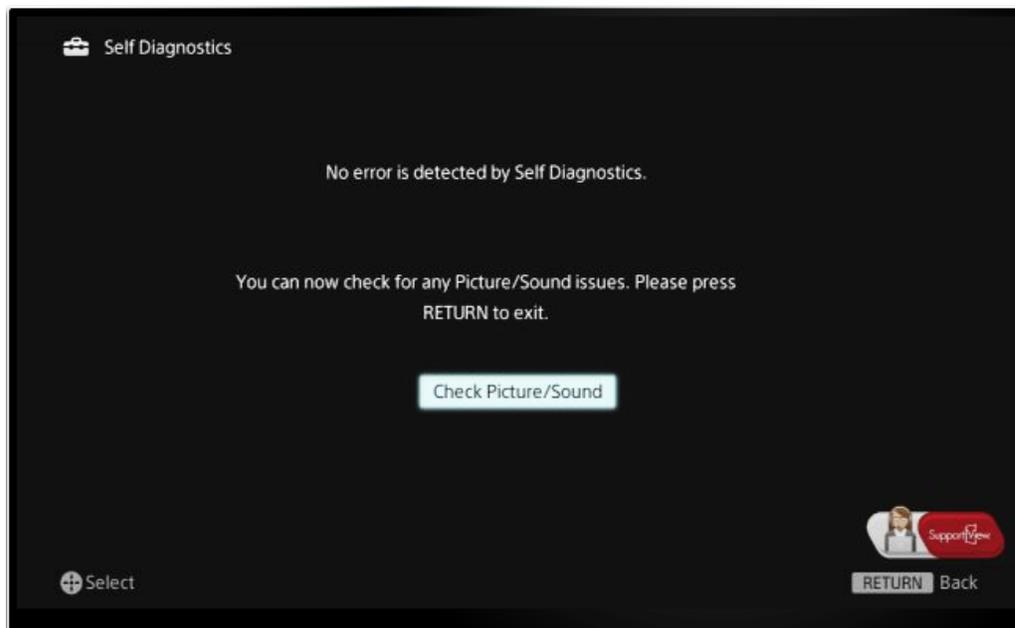


## Self Diagnostics - continued

- Select **Start Self Diagnostics**

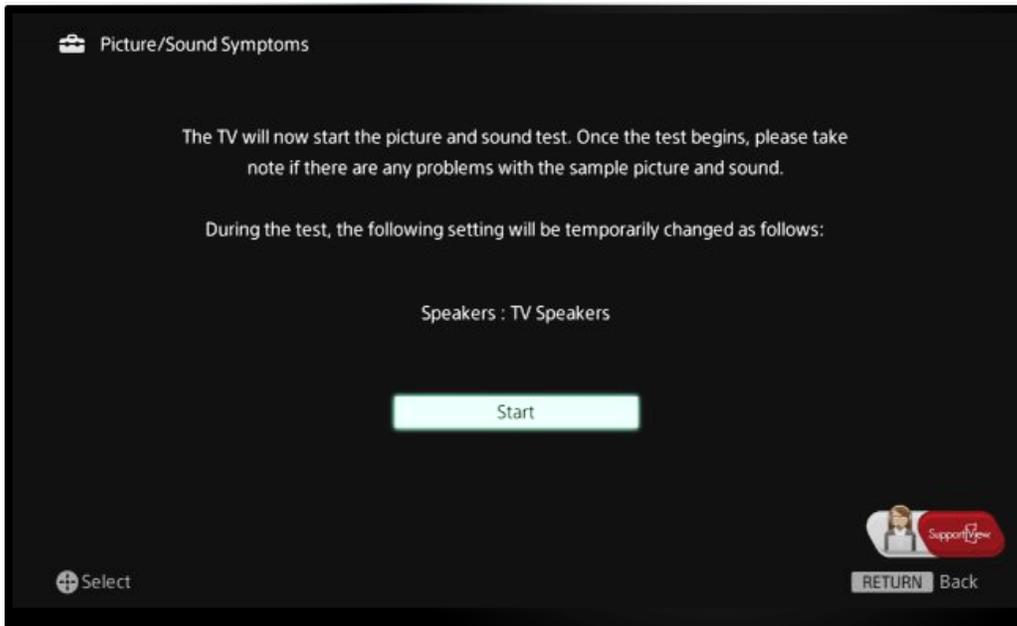


If no error is detected the following screen is shown, Select **Check Picture/Sound** to continue



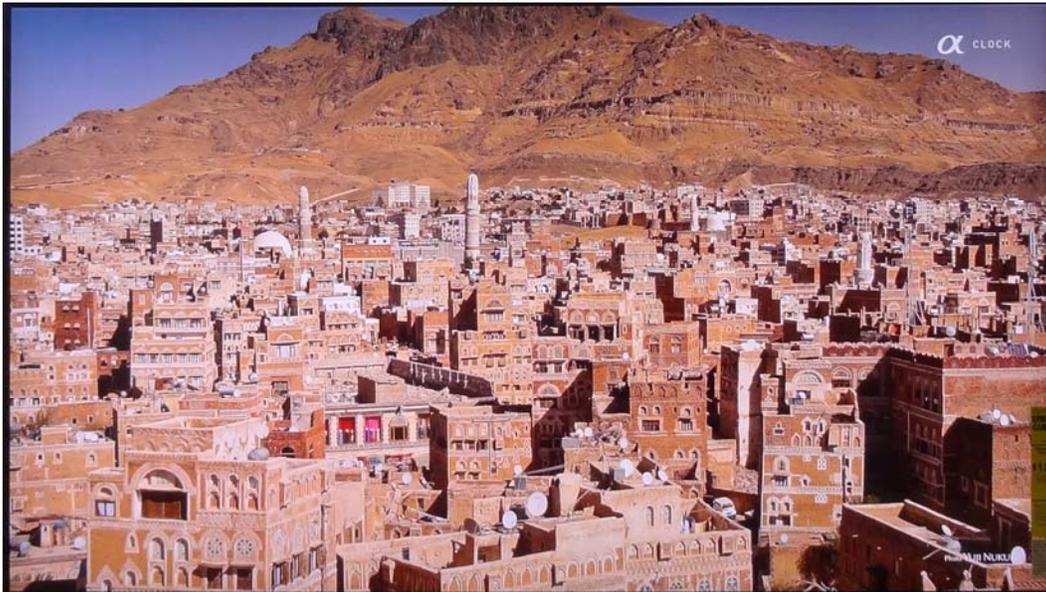
## Self Diagnostics - continued

- Select **Start**



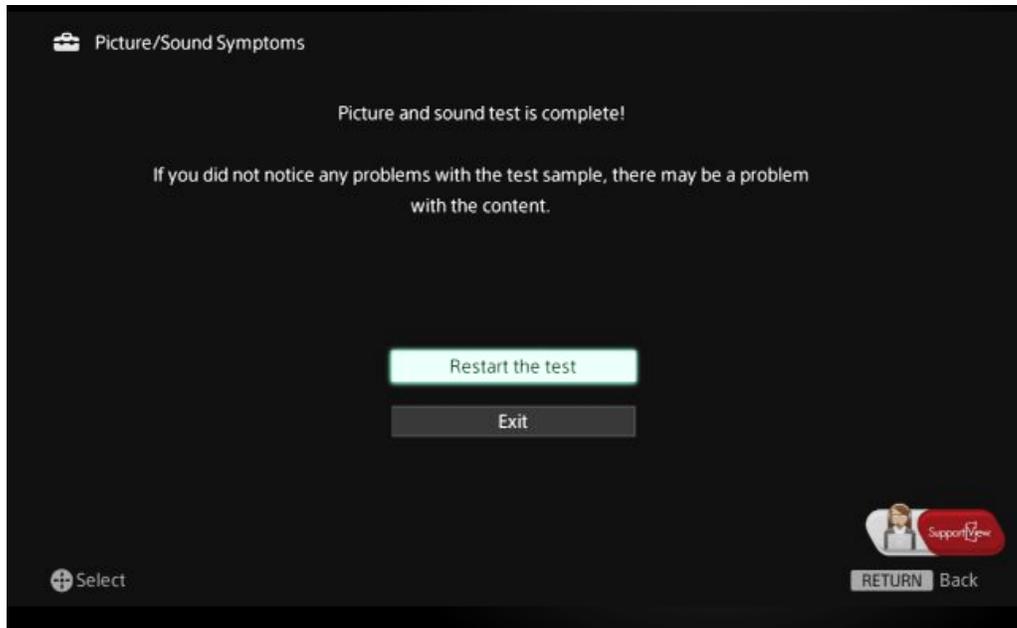
The TV displays sample picture content as it plays a sample audio clip.

*Note: The audio is played through the TV's built in speakers, if no sound is heard try adjusting the volume level up using the remote control.*



## Self Diagnostics - continued

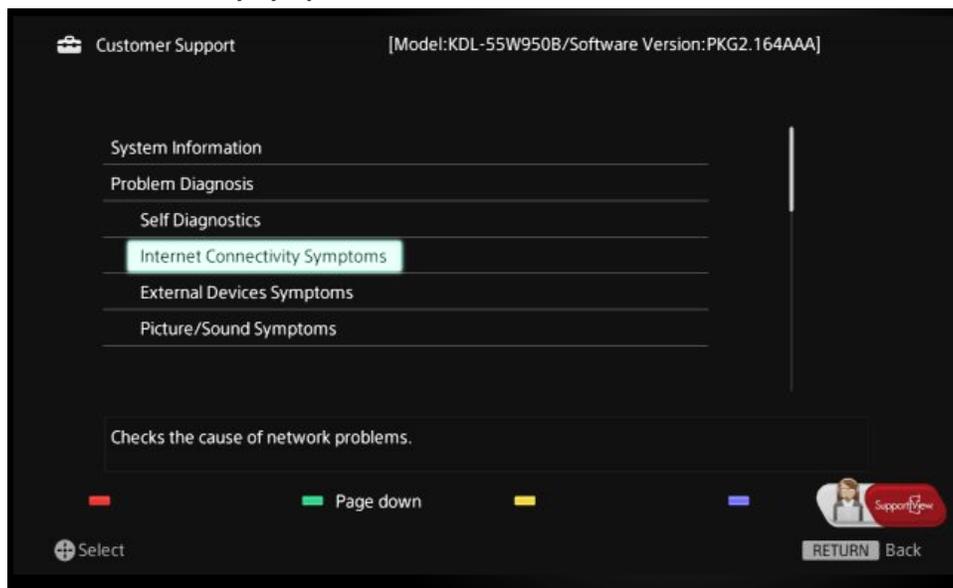
Once the test concludes you can restart the test or exit. If you did not observe any problems with the test pictures and sound, the TV is functioning correctly. If you are experiencing picture or audio issues while using an externally connected device, verify the physical cable connection between the TV and the device as well as the external device settings



## 2. Internet Connectivity Symptoms

This function checks the Internet connection. It displays the TV's current Connection Type (wired or wireless), it confirms Local Access to home network and router, and it then confirms Internet Access to your ISP and external Internet.

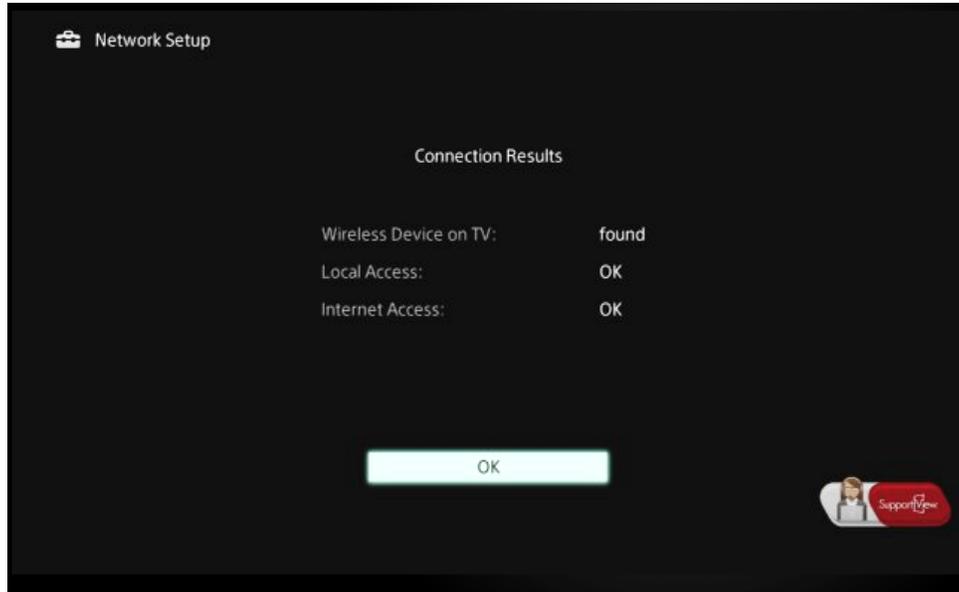
- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Internet Connectivity Symptoms**



## Internet Connectivity Symptoms - continued

Result of Internet Connectivity Test are shown on the screen

- Connection method (*displays which method has been selected on the TV, Wired or Wireless*)
- Local Access (*If not OK, check the connection between the TV Access Point or Router*)
- Internet Access (*If not OK check the connection between your Access Point or Router and your Modem, or contact your Internet Service Provider (ISP) for additional support*)



Note: This test can also be accessed through the **Settings Menu** as follows:

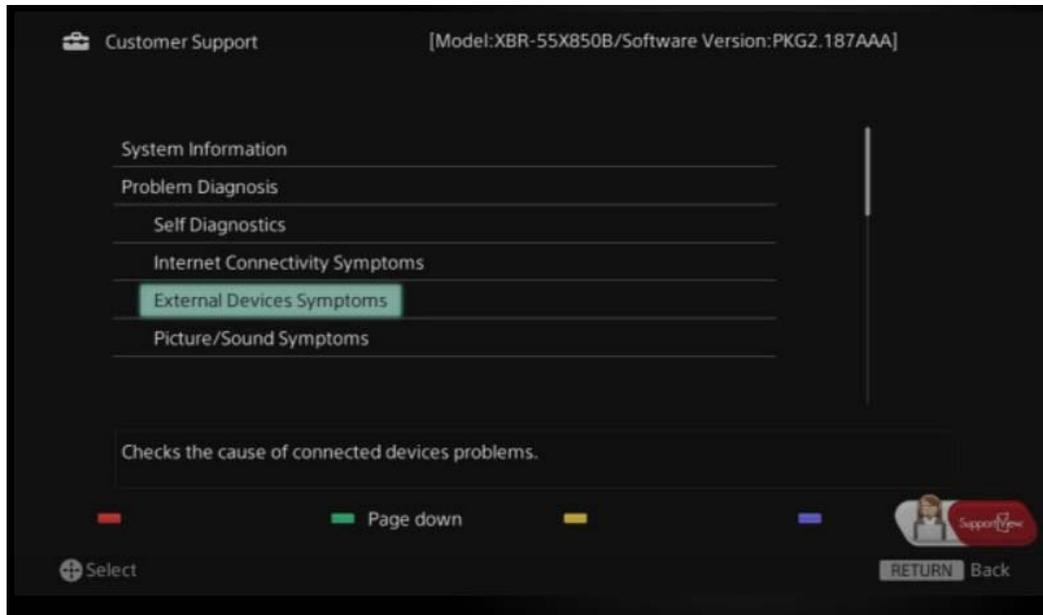
- Press the **Home button**
- Select **Settings** located in the upper right corner on the TV screen
- Select **Network**
- Select **Network Setup**
- Select **View Network settings and status**
- Select **Check Connection**

## 3. External Devices Symptoms

This function checks for issues you may be encountering with an externally connected device.

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **External Devices Symptoms**

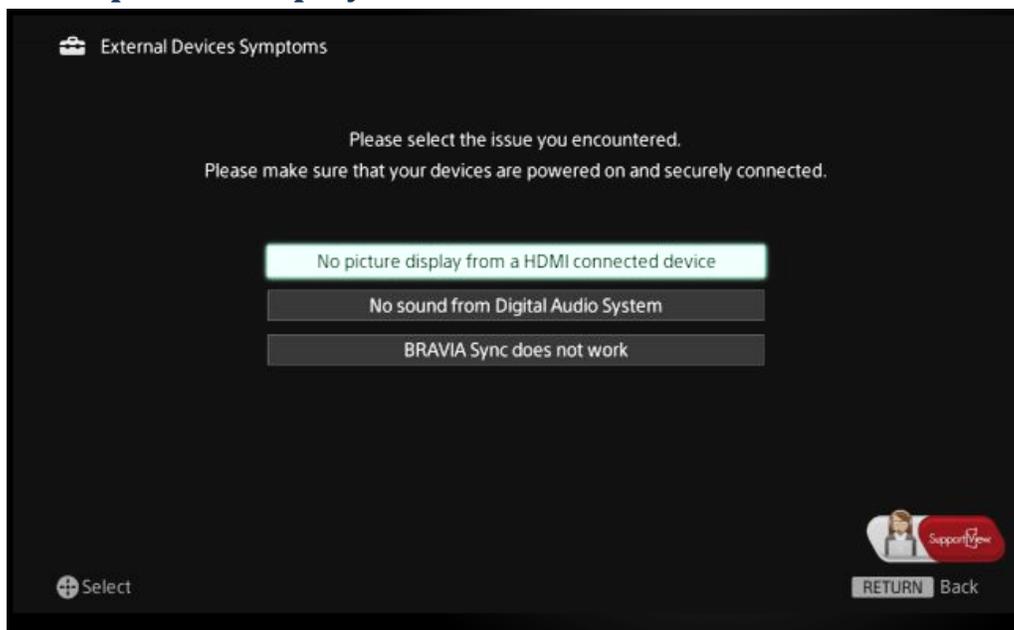
## External Devices Symptoms - continued



First confirm that your external device is powered on and securely connected, then select the symptom or issue you are experiencing from the 3 choices below (A B,C) .

- A. *No picture display from an HDMI connected device*
- B. *No sound from Digital Audio System*
- C. *BRAVIA Sync does not work*

### A. No picture display from a HDMI connected device



*This test presents a list of all HDMI inputs, and shows if device is connected to each input or not. If a device is connected the TV displays the type of device (e.g. BD) and the Label. (Label is a unique name you can apply to a given input, it can be edited by going to Settings > Channels and Inputs > Manage Inputs).*

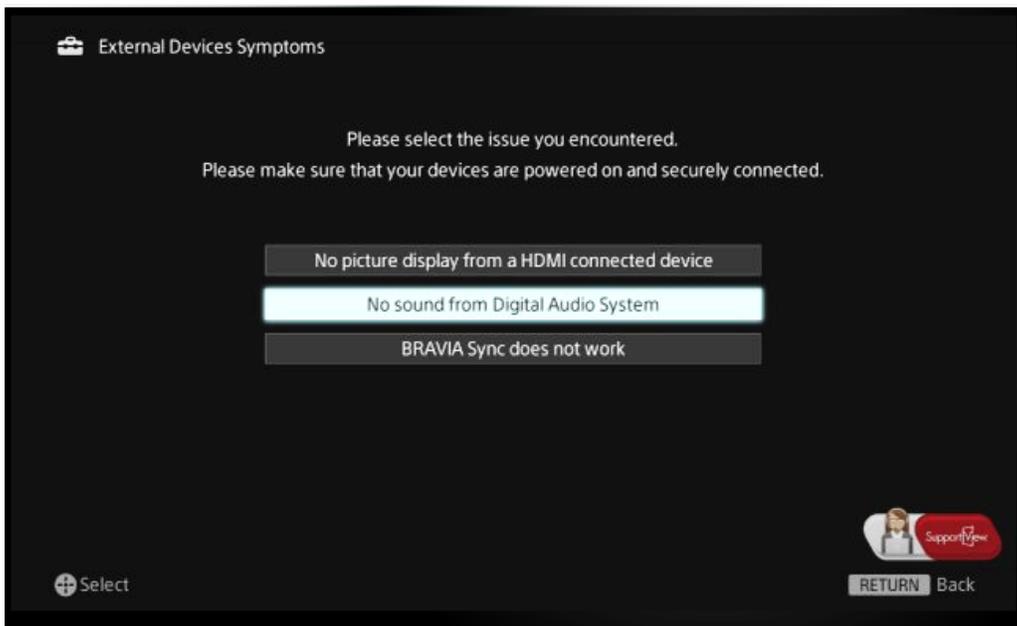
## A. No picture display from a HDMI connected device - continued

When an HDMI port is selected from the list, and the **Enter** button is pressed, the TV changes to the selected input port. If the external device is outputting content, and if a good connection exists between the device's output port and the selected TV input port, the TV displays the content, demonstrating that the source device is successfully connected to the TV's HDMI input port.



To return to TV home menu, press the **Input** button on the TV's remote, select **TV**, press the **Enter** button, and then the **Home** button on the TV's remote.

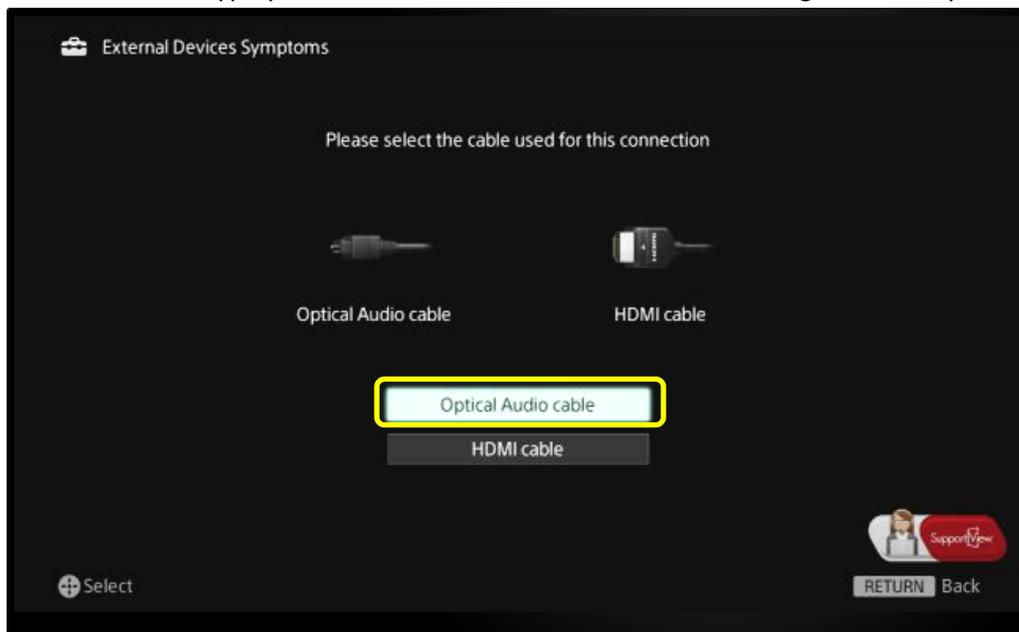
## B. No sound from the Digital Audio System.



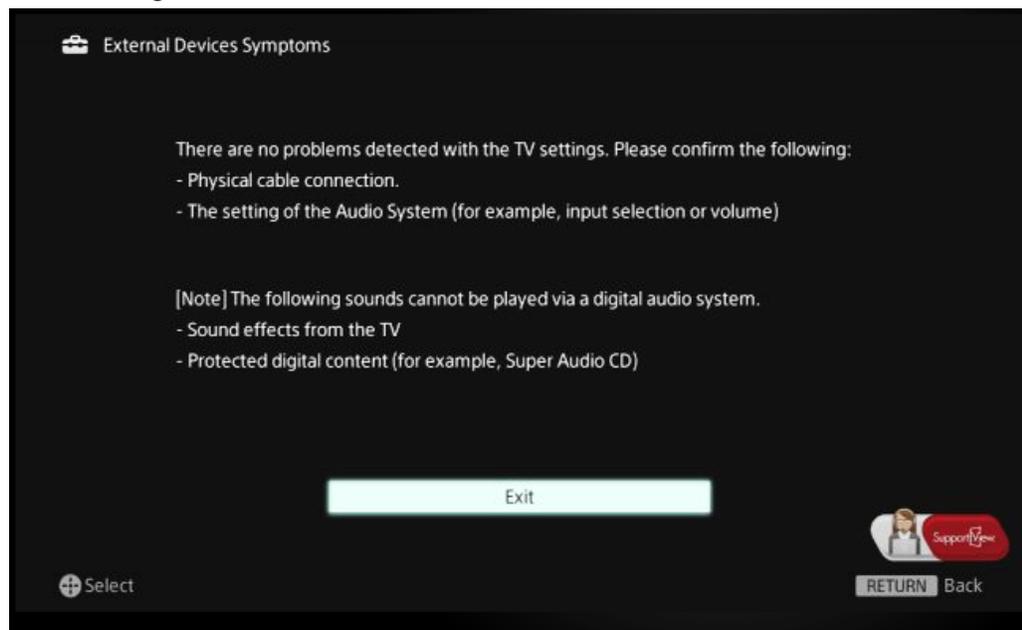
When selected, two options are displayed: Optical Audio cable and HDMI cable.

## B. No sound from the Digital Audio System - continued

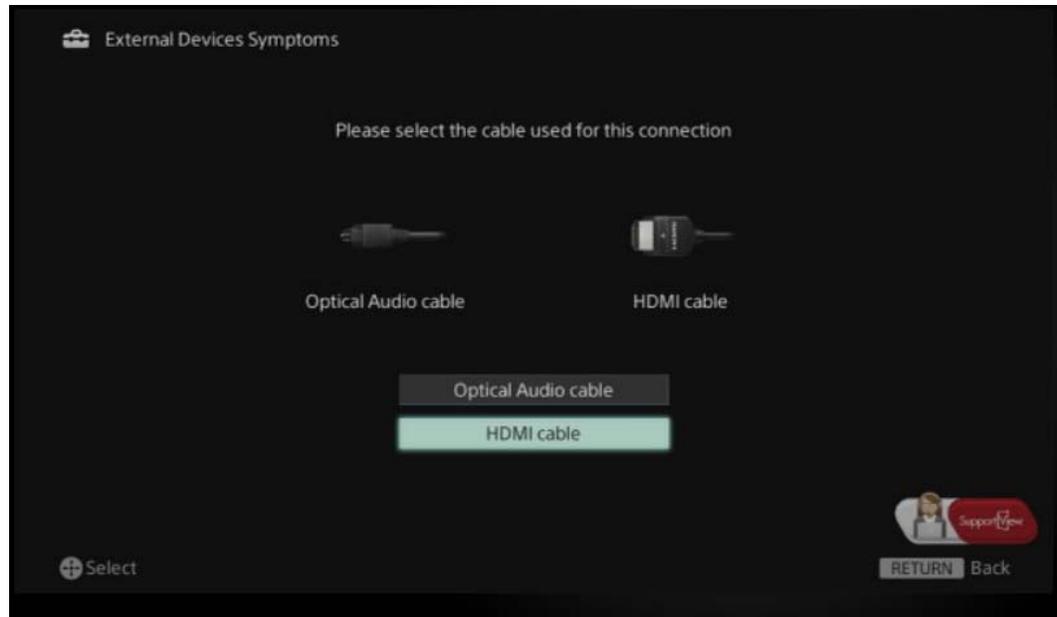
Select the cable type you have connect between the TV and the Digital Audio System



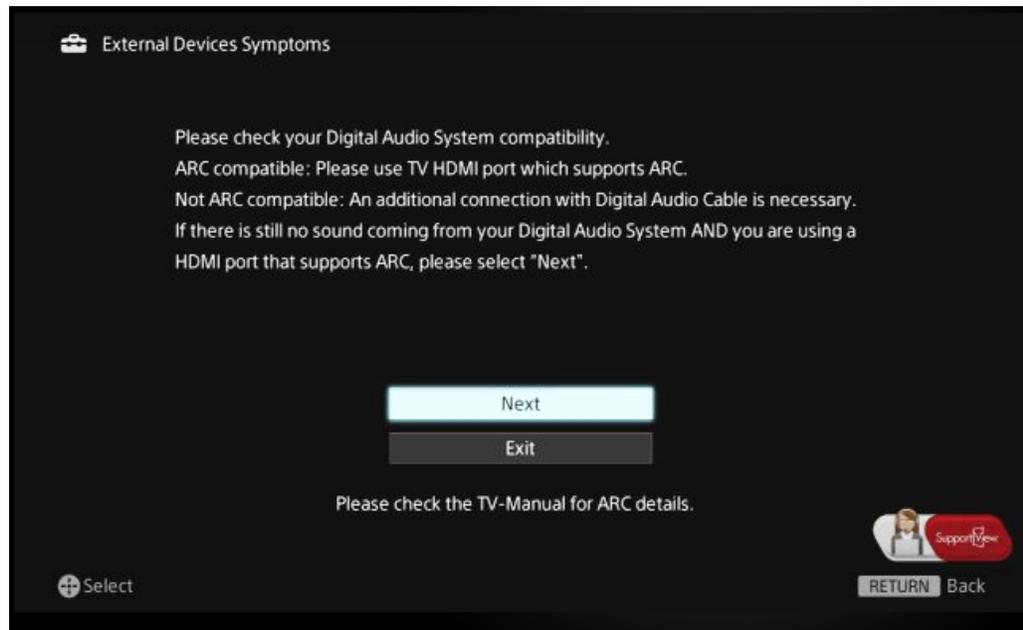
**B1. Optical Audio Cable** When selected, this confirms if the TV's settings are correct and the optical input port is working. If no problem is detected the TV displays the following screen:



## B2. HDMI Cable



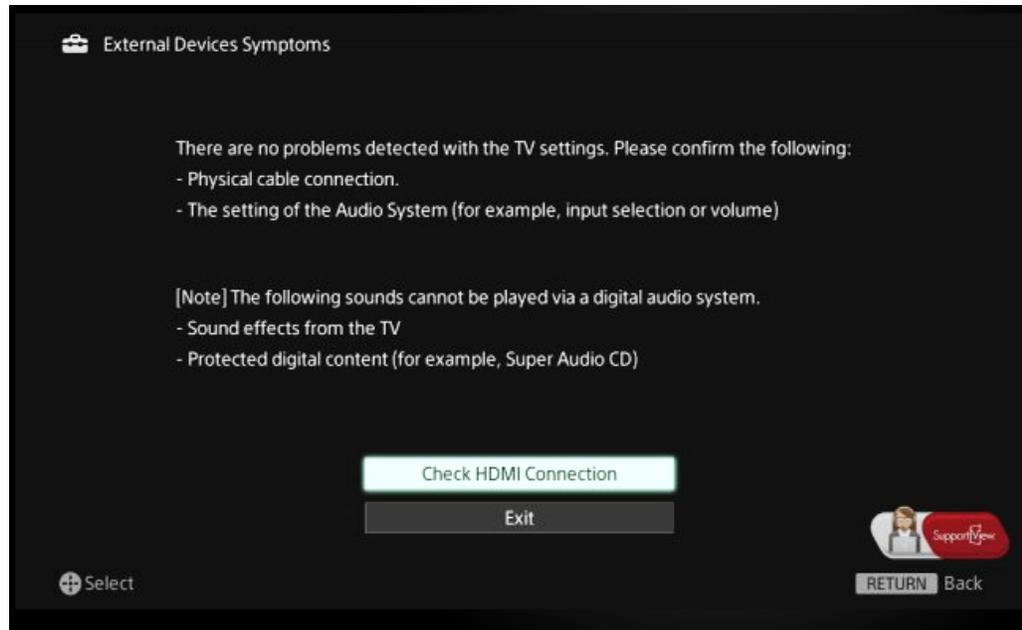
When selected, the following screen is displayed



If you have corrected the issues and now have sound, you can select **Exit**

If there is still no sound from the Digital Audio System when using ARC compatible HDMI ports, please select **Next**. When **Next** is selected the TV again checks the settings, and if no problem is detected the following screen is shown, again prompting you to check the physical cable connections and the Digital Audio Systems' settings:

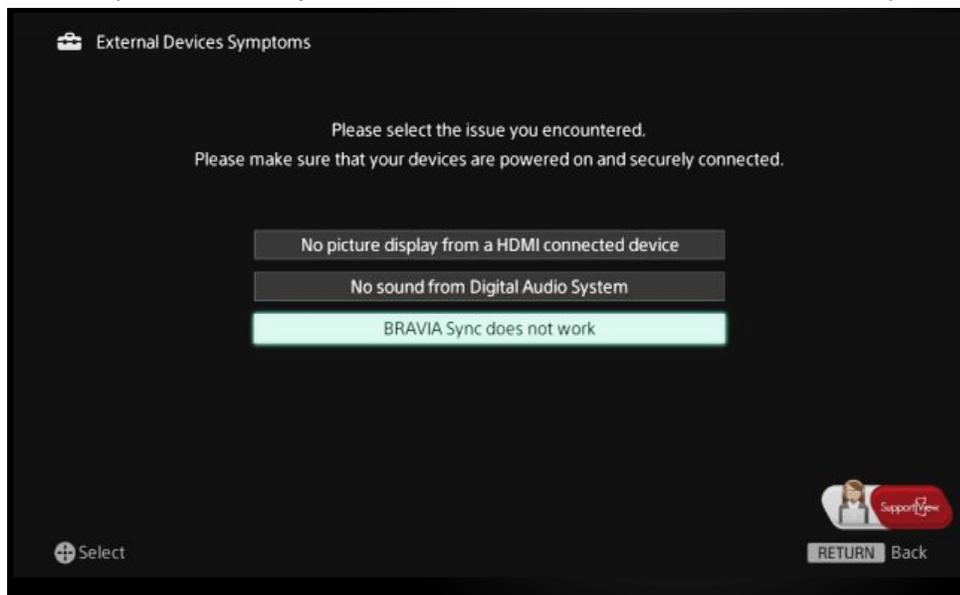
## B2. HDMI Cable



The **Check HDMI Connection** function (same as option A above) is offered. If selected the devices the TV detects as connected are shown.

## C. BRAVIA Sync does not work

*This test presents a list of external devices connected to the TV on HDMI inputs.*



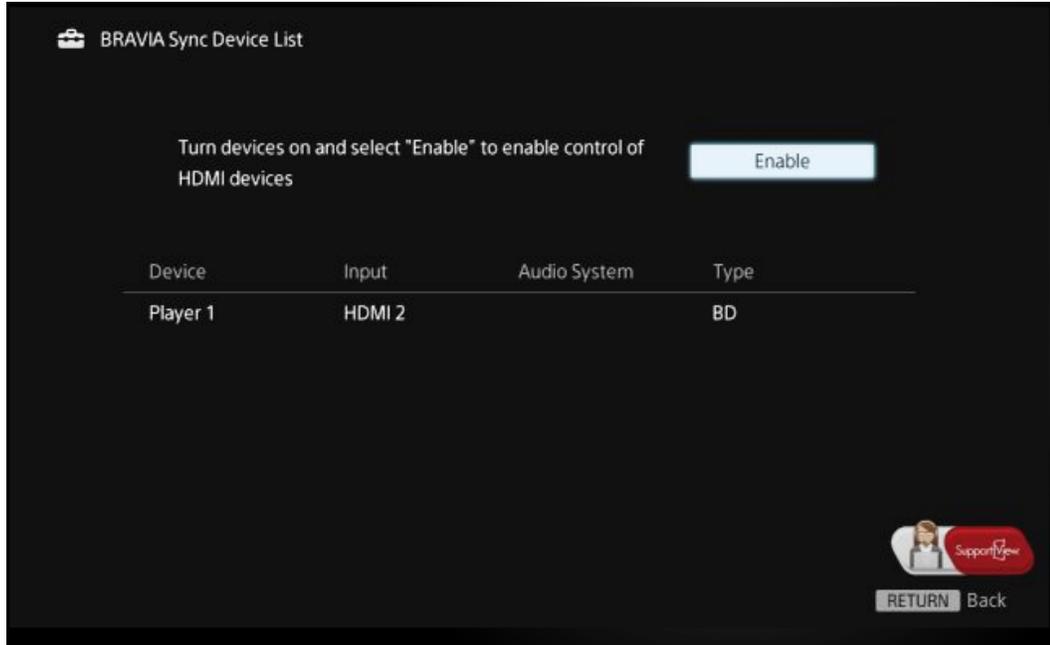
## C. BRAVIA Sync does not work - continued

If there are no devices connected the TV displays this message:

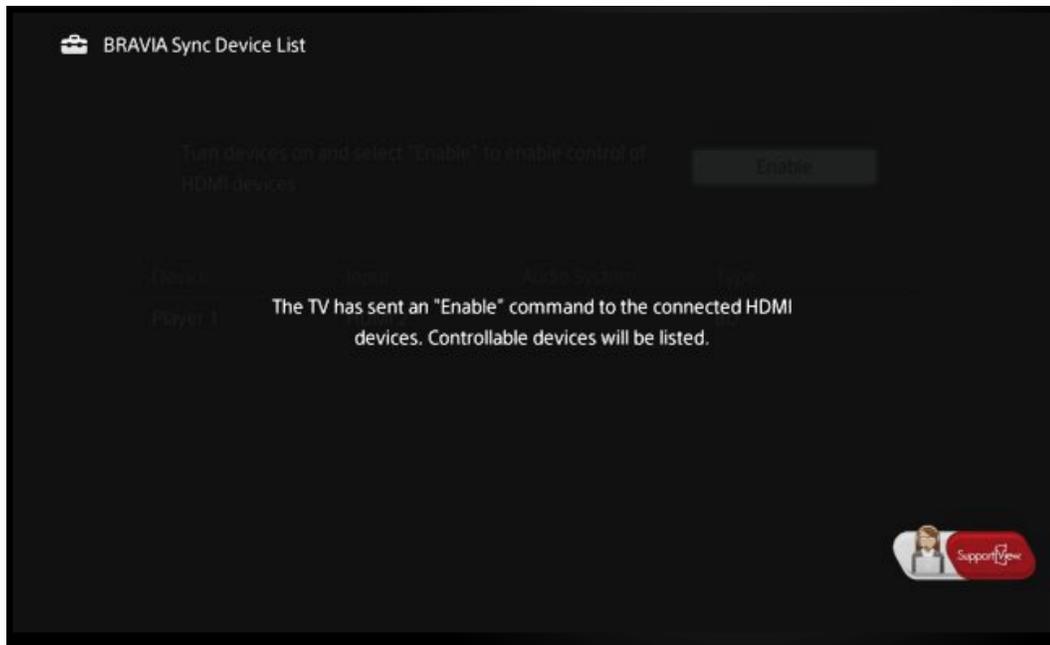
*"No HDMI or MHL devices found. Please check the connections".*

When external devices are detected on HDMI the inputs, they are listed on the TV screen.

You are instructed to power on the devices and then select **Enable** to set their BRAVIA Sync setting to On.



Once the Bravia Sync on the TV is enabled the following screen is shown



*Note: There is no confirmation to the TV screen that the external devices are BRAVIA Sync feature; you will need to confirm that setting on the external device menu.*

## C. BRAVIA Sync does not work - continued

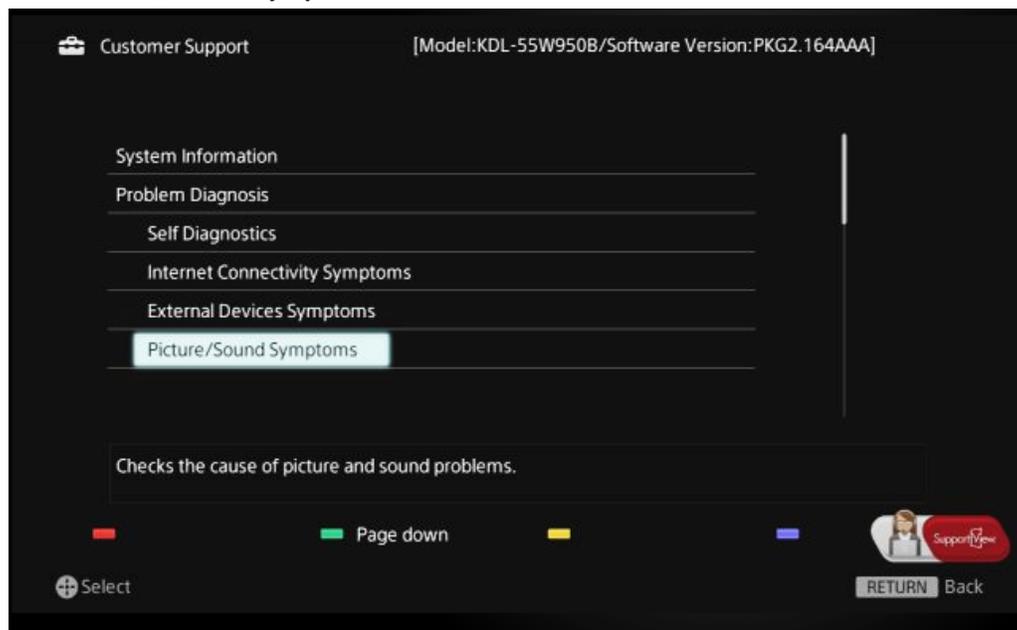
You can verify that Bravia Sync is configured properly on the TV and the External device by powering the TV and the External device off, and then powering on the External device. If BRAVIA Sync is configured correctly on both devices, the TV should turn on automatically when the External device is powered on.

## 4. Picture/Sound Symptoms

(Note: This test also be accessed by running Self Diagnostics test described in item 1 above)

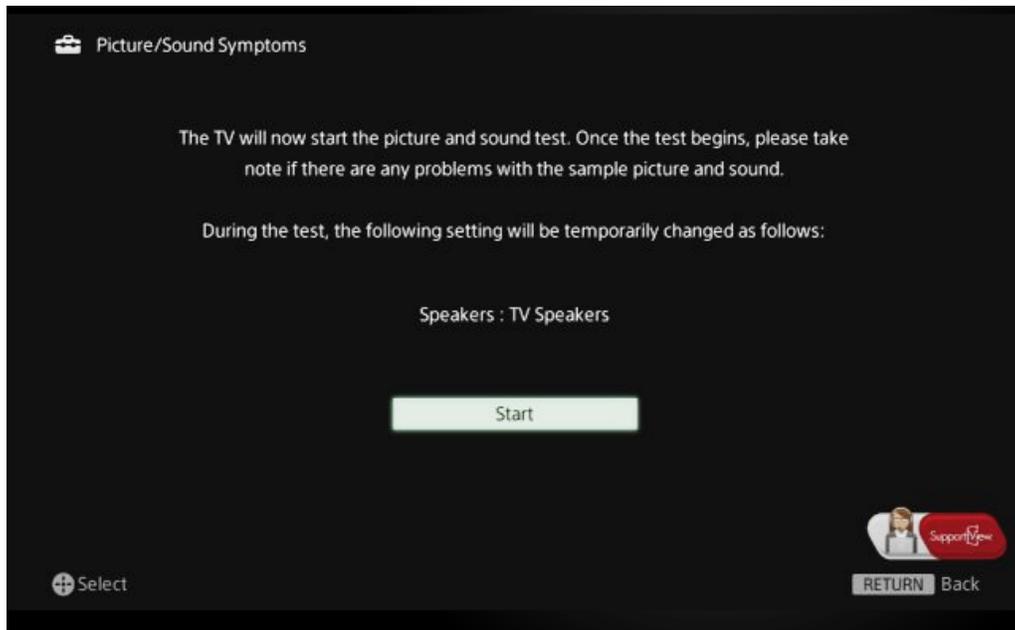
This test checks the TV's Picture and Sound, by displaying sample picture content as it plays a sample audio clip.

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Picture/Sound Symptoms**



## Picture/Sound Symptoms - continued

- Select **Start**

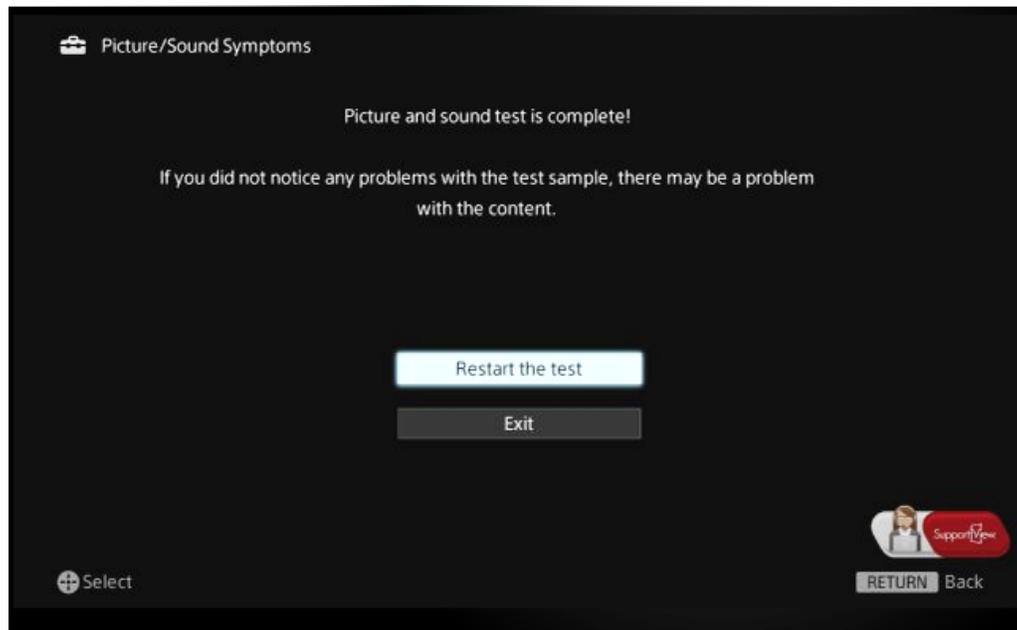


The TV displays sample picture content as it plays a sample audio clip.  
*Note: The audio is played through the TV's built in speakers, if not sound is heard try adjusting the volume level up using the remote control.*



Once the test concludes you can restart the test or exit. If you did not observe any problems with the test pictures and sound, the TV is functioning correctly. If you experience picture or audio issues while using an externally connected device, verify the physical cable connection between the TV and the externally device, as well as the settings on the external device.

## Picture/Sound Symptoms - continued

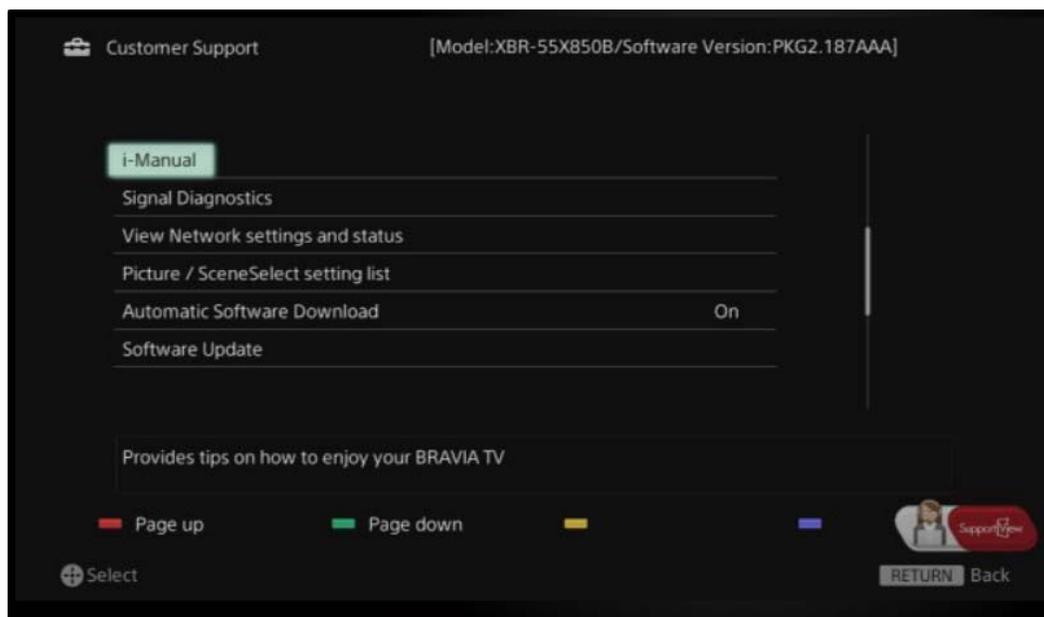


## 5. i-Manual

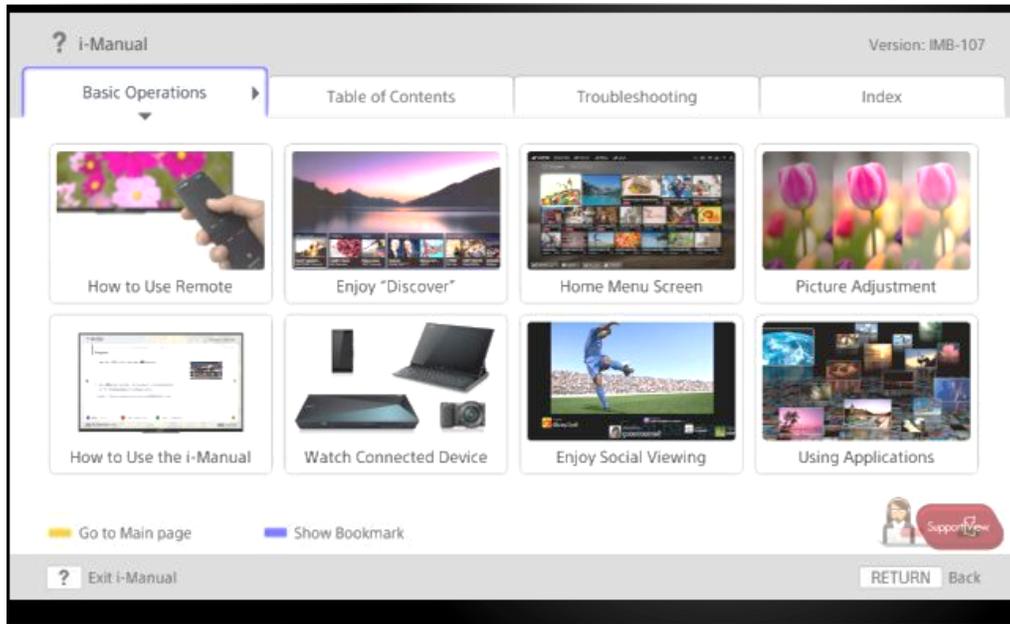
This is an on screen User Manual or Help Guide that provides instructions and tips on how to use and enjoy various features, functions and applications on your Bravia TV. Use the supplied remote to navigate and select from the available sections.

To access the i-Manual:

- Press the **?** button on the remote
- Or
- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **iManual**



## i-Manual – continued

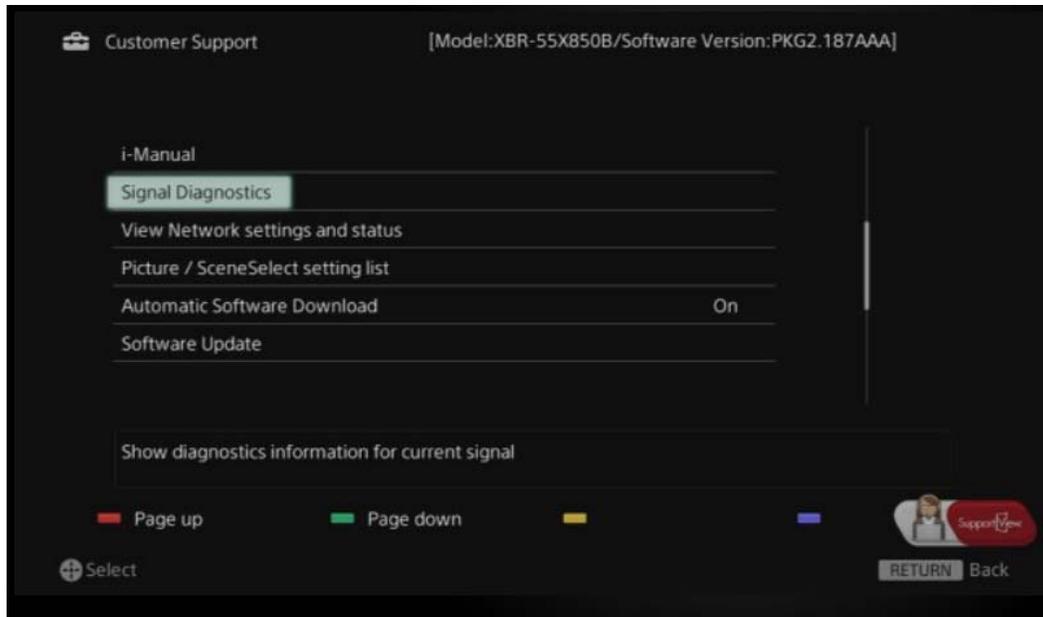


### 6. Signal Diagnostics (Active only when the **TV input** has been selected)

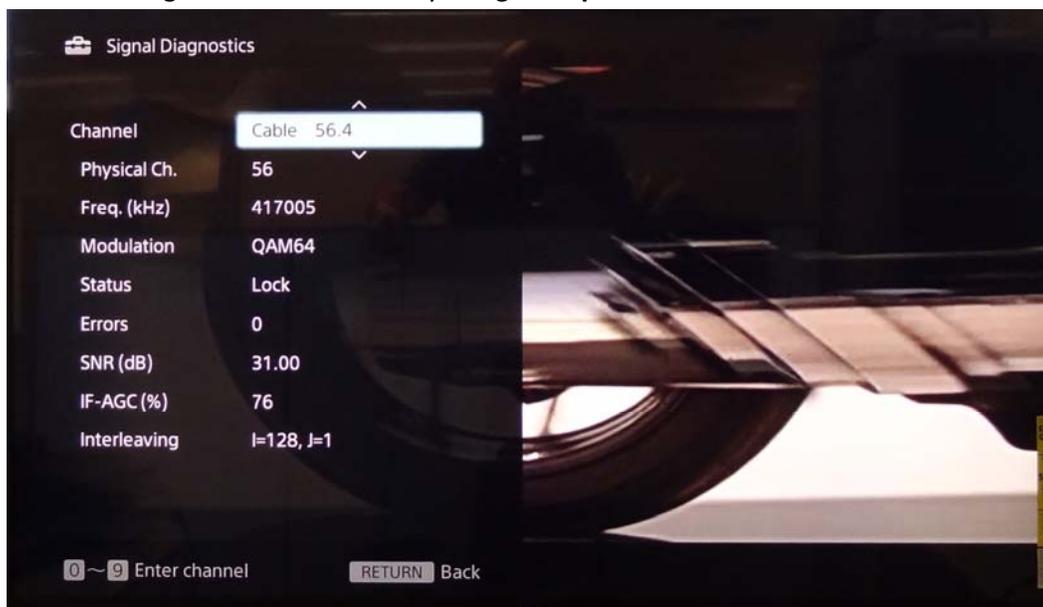
This function shows basic diagnostics information regarding the TV broadcast signal of the currently selected TV channel: *Physical Channel*, *Frequency (kHz)*, *Modulation Type (NTSC)*, *Status (Locked or Unlocked)*, *Errors*, *SNR (dB)*, *IF-AGC (%)* *Interleaving*. The selected channel can be changed by using the Up and Down Arrow on the remote control.

- Press the **Input** button
- Select **TV**
- Press the **Home** button.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Signal Diagnostics**

## Signal Diagnostics - continued



You can change channel selection by using the **Up** and **Down** buttons on the remote

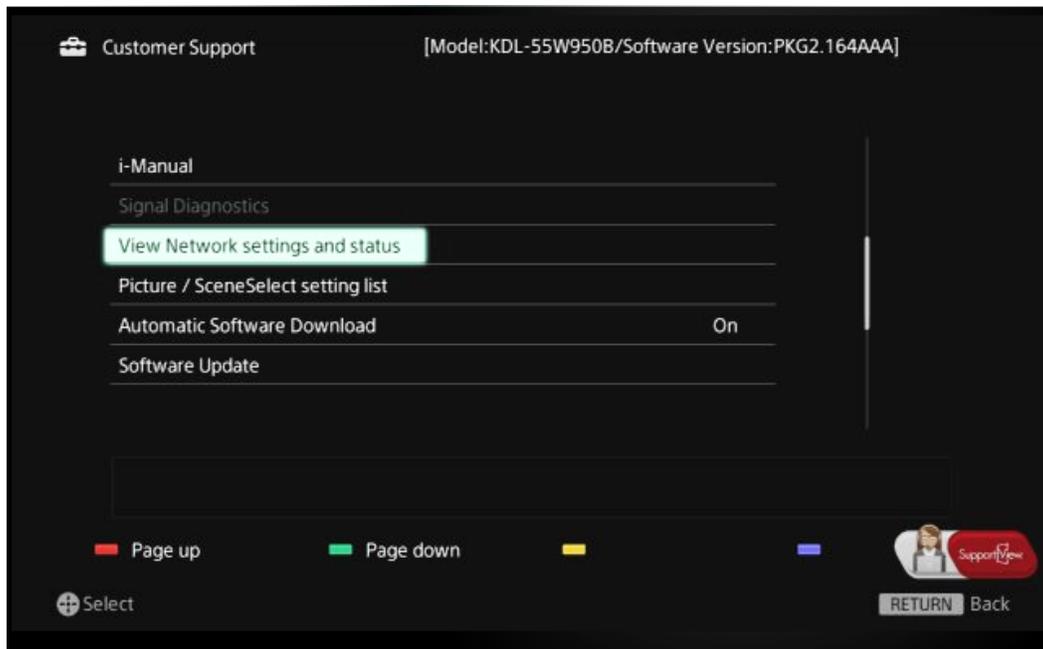


### 7. View Network settings and status

This function shows current network settings and network status, and has an option to **Check Connection** which refreshes the view of the current status.

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **View Network settings and status**

## View Network settings and status - continued

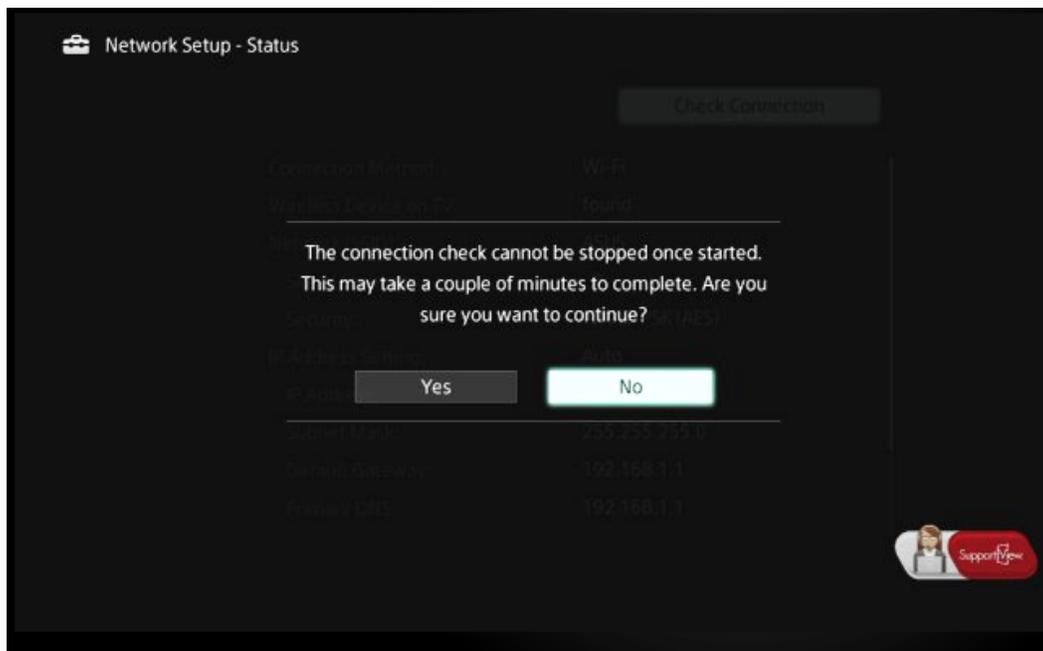


- Select **Check Connection**

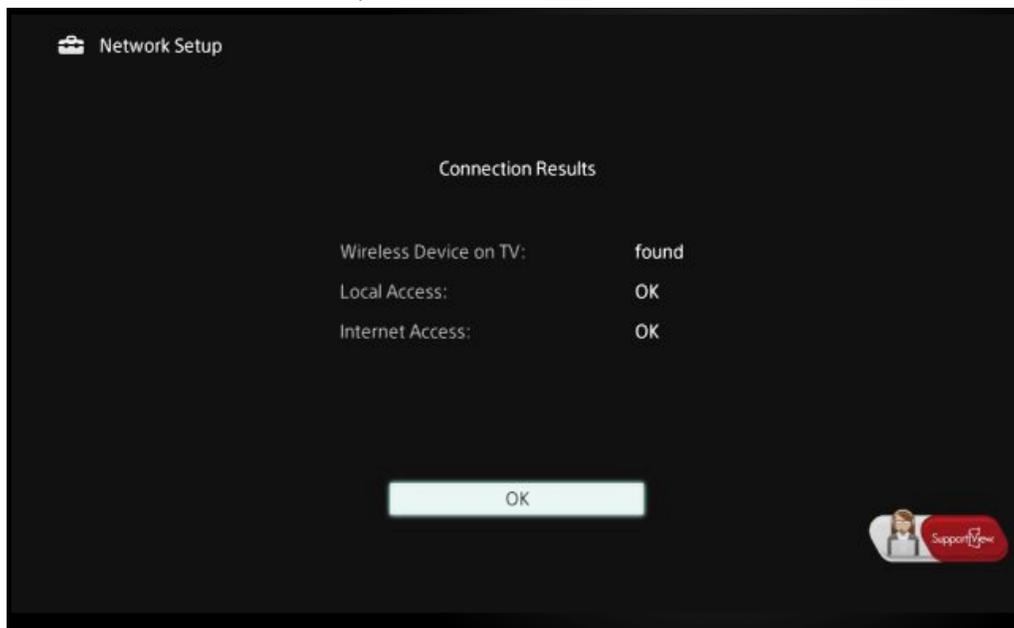


## View Network settings and status – continued

- Select **Yes** to start the test



Result of Internet Connectivity Test are shown on the screen



- **Connection Method** – Displays which method has been selected **Wired or Wireless**
- **Local Access** (If not OK, check the connection between the TV Access Point or Router)
- **Internet Access** (If not OK check the connection between your Access Point or Router and your Modem, or contact your Internet Service Provider (ISP) for additional support)

Note: this test is also located in **Internet Connectivity Symptoms** (Item 2 above) and can be accessed through the **Settings Menu** as follows:

- Press the **Home button**
- Select **Settings** located in the upper right corner on the TV screen

## View Network settings and status – continued

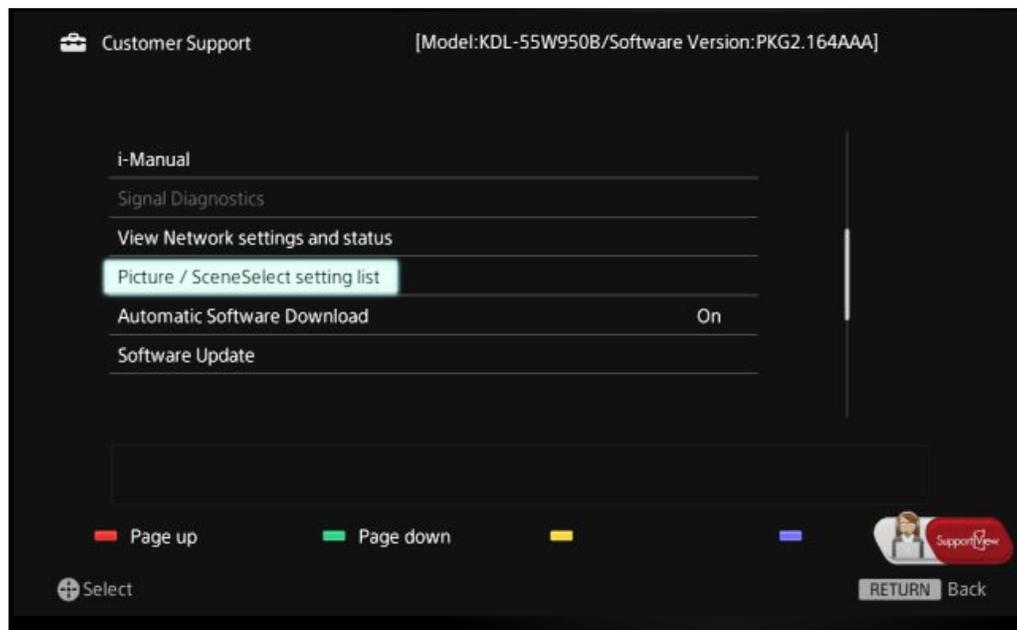
- Select **Network**
- Select **Network Setup**
- Select **View Network settings and status**
- Select **Check Connection**

## 8. Picture / SceneSelect setting list

This function displays the **Picture Mode** and **Scene Select** presets that have been selected for each input and signal type.

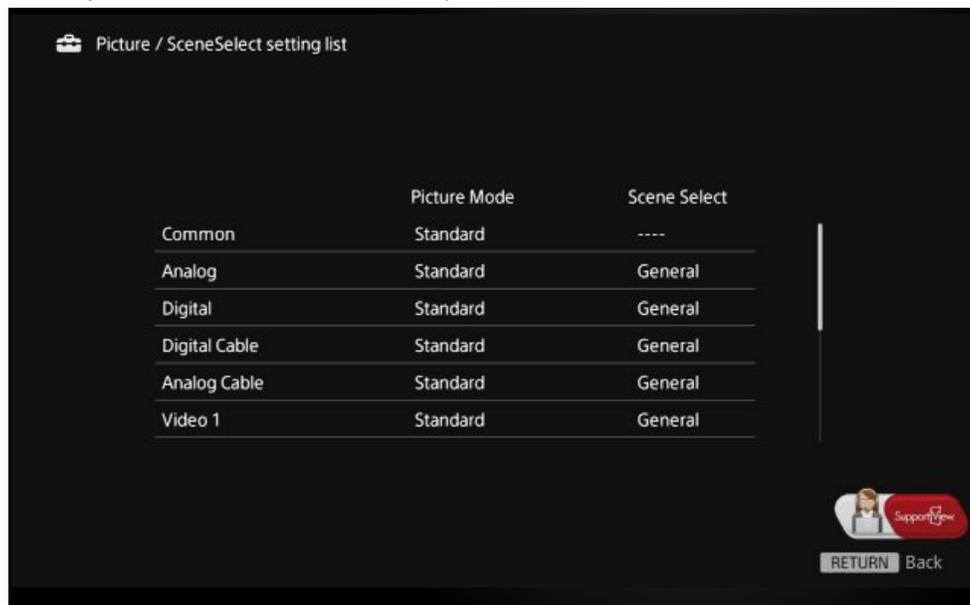
- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Picture / ScreenSelect list**

*Note: This is a view only screen. Changes can be made to a particular input by pressing the **Home button** the remote, and then after the desired input has been selected, pressing the **Options button** on the remote.*



## Picture / SceneSelect setting list - continued

- Use the **Up** and **Down** arrows to scroll up or down in the list

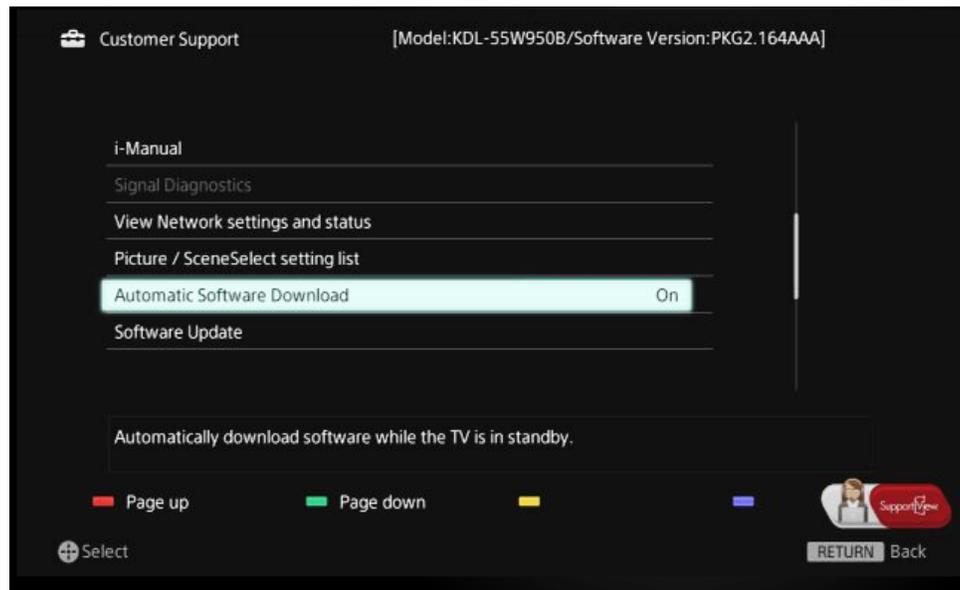


## 9. Automatic Software Download

This is an **On/Off** toggle that enables or disables automatic software downloads when TV is in standby mode. It is recommended that this be set to **On** so that your TV automatically receives the latest software updates as they become available.

*Note that the TV needs to be connected to the Internet to receive software updates.*

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Automatic Software Download**
- Use the **UP** or **Down** to change the selection to **On** or **OFF**
- Press Enter (center select button) to save your selection

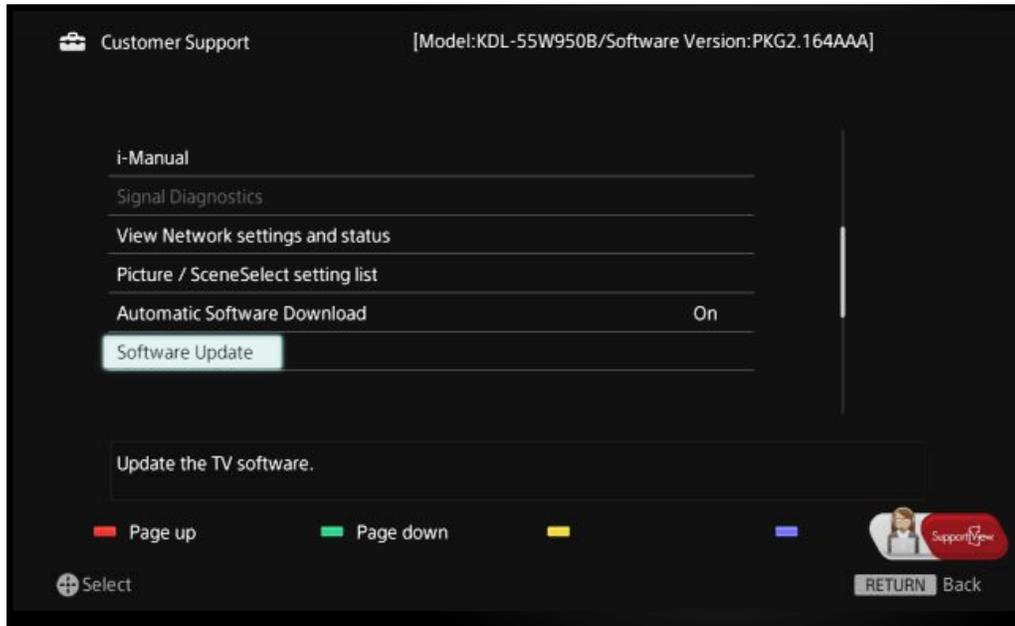


## 10. Software Update

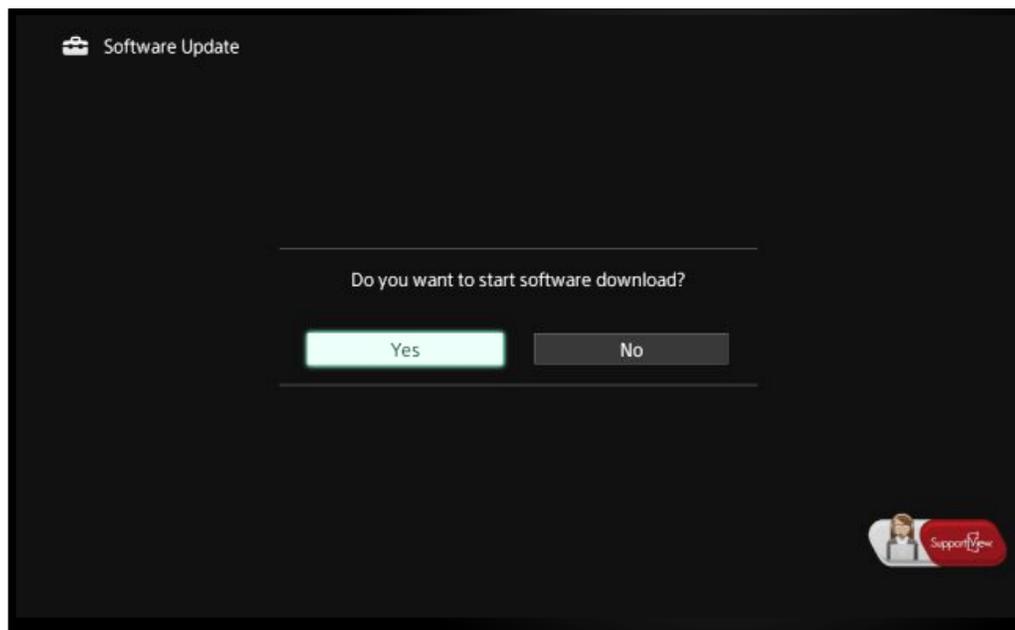
This initiates TV software update, by immediately checking to see if an update is available, and if available, allowing you the option to immediately download and install the update.

*Note that the TV needs to be connected to the Internet to receive software updates.*

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Software Update**

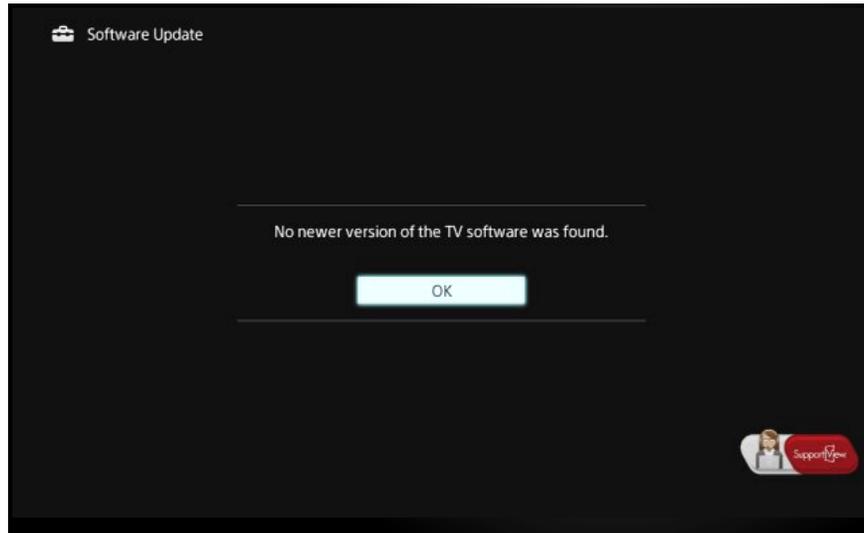


- Select **Yes**



## Software Update -continued

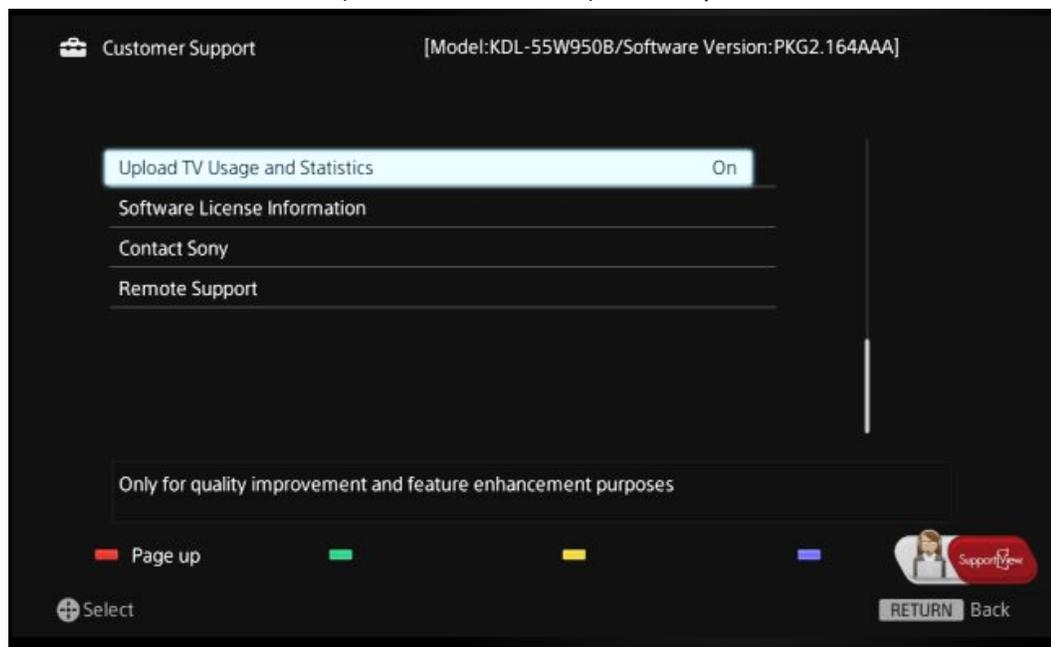
If a newer software version is available the download will begin, if no newer version exists, the following screen is shown.



## 11. Upload TV Usage and Statistics

This feature allows you to enable or disable the TV's ability to upload anonymous TV Usage and Statistics. If enabled anonymous TV Usage and Statistics to be sent to Sony for the purpose of quality improvement and feature enhancement.

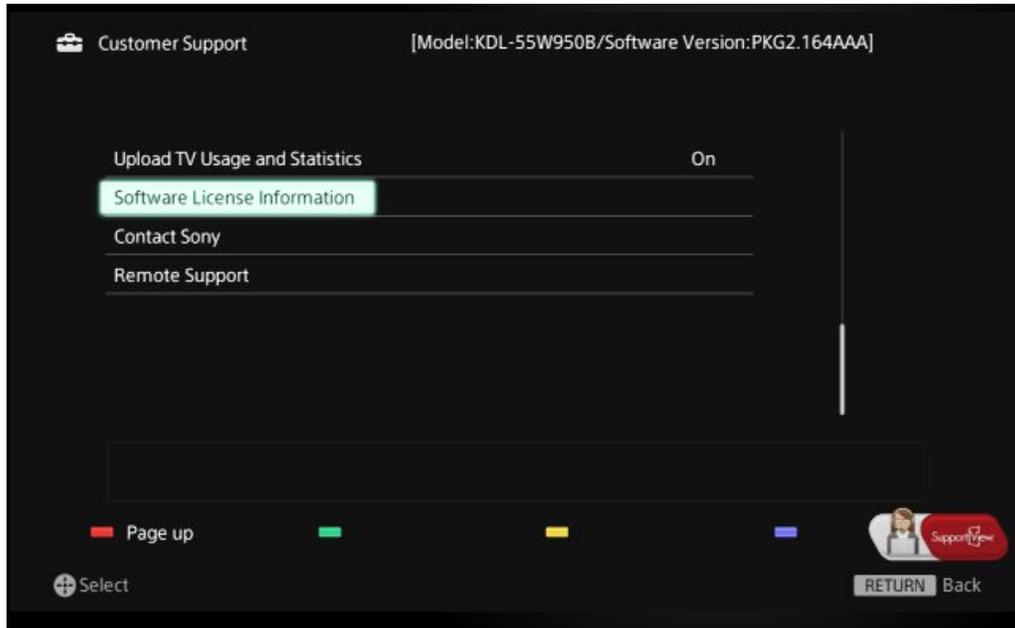
- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Upload TV Usage and Statistics**
- Use the **UP** or **Down** to change the selection to **On** or **OFF**
  - Press **Enter** (center select button) to save your selection



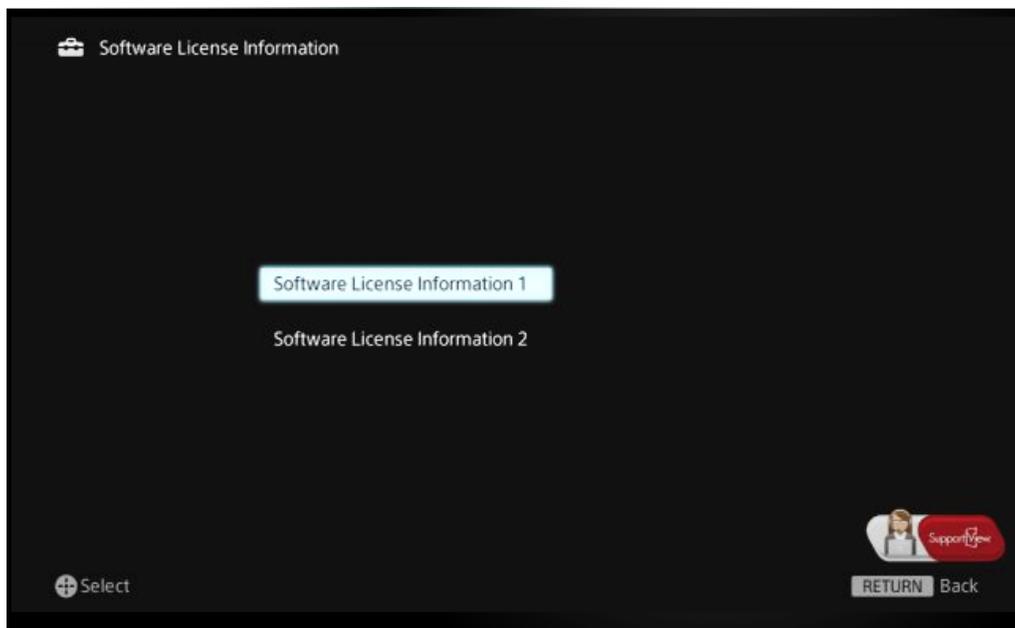
## 12. Software License Information

This displays details of software licenses Sony uses in TV's firmware.

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Software License Information**

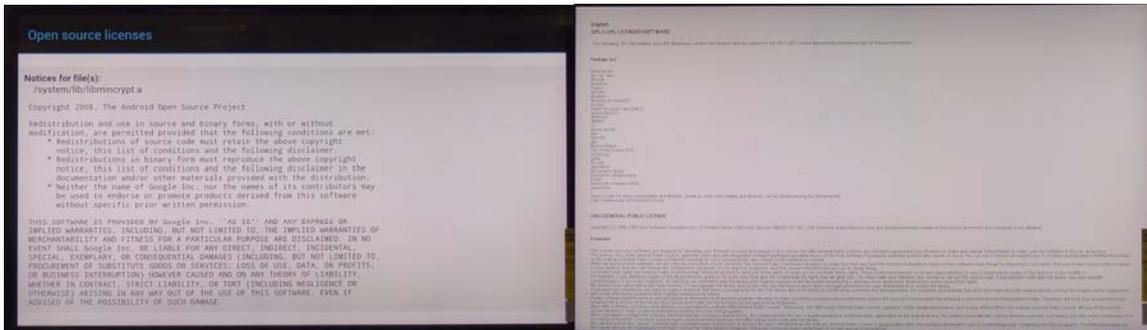


- Select **Software License Information 1** or **Software License Information 2**



## Software License Information - continued

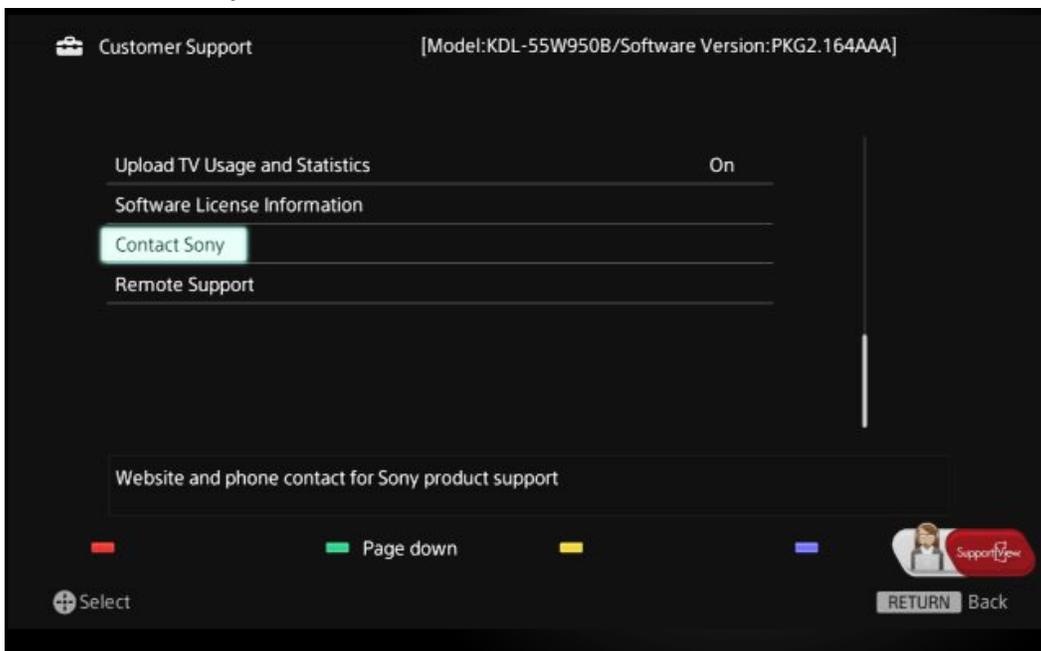
License Information is displayed, Use the **Up** and **Down** arrows to scroll up or down in the page



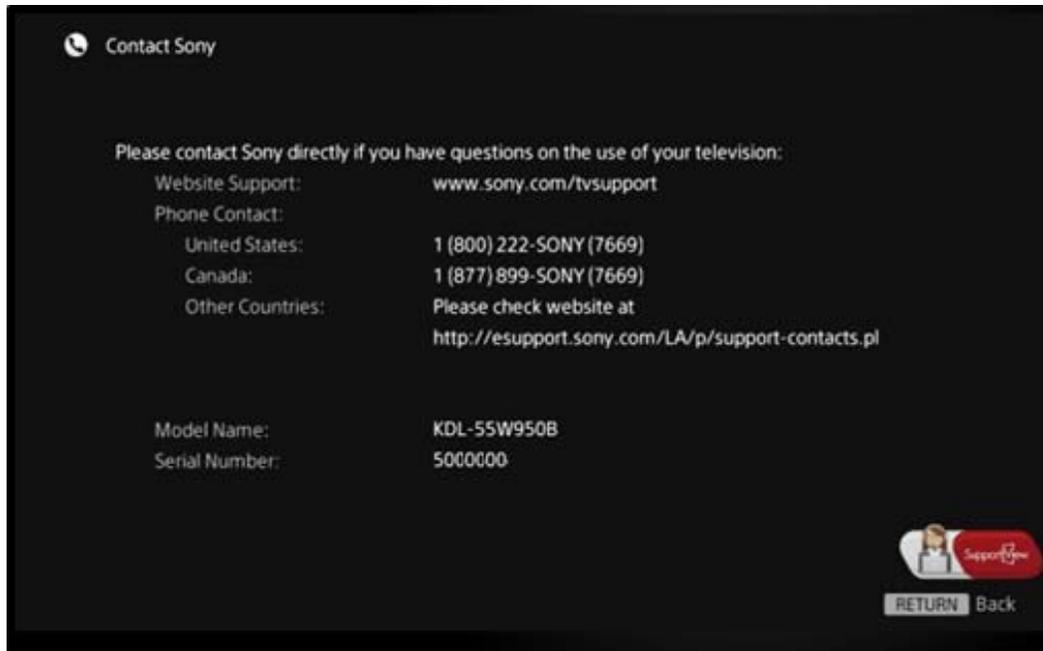
### 13. Contact Sony

This displays the website and phone contact information for Sony product support. It also displays the Model and Serial number of your TV

- Press the **Home** button.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Contact Sony**



## Contact Sony - continued



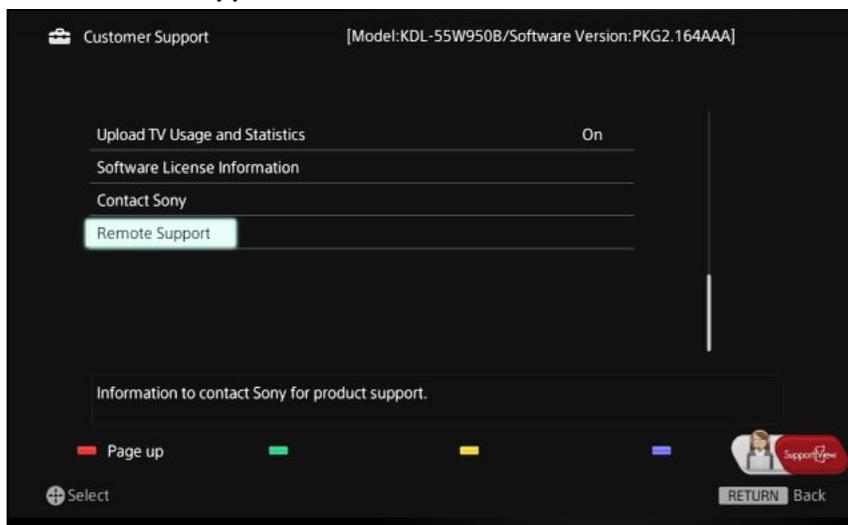
## 14. Remote Support

This displays the website and phone contact information for Sony product support. It also provides two functions; Remote Support and Network Diagnostics.

### Remote Support

This function enables you to allow a Sony Support Representative to connect directly to your TV to assist you in resolving questions or issues your TV is experiencing. To use this function, be sure your TV is connected to the internet and contact Sony Support via Phone or Chat, then using the supplied remote:

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen.
- Select **Customer Support**.
- Select **Remote Support**.

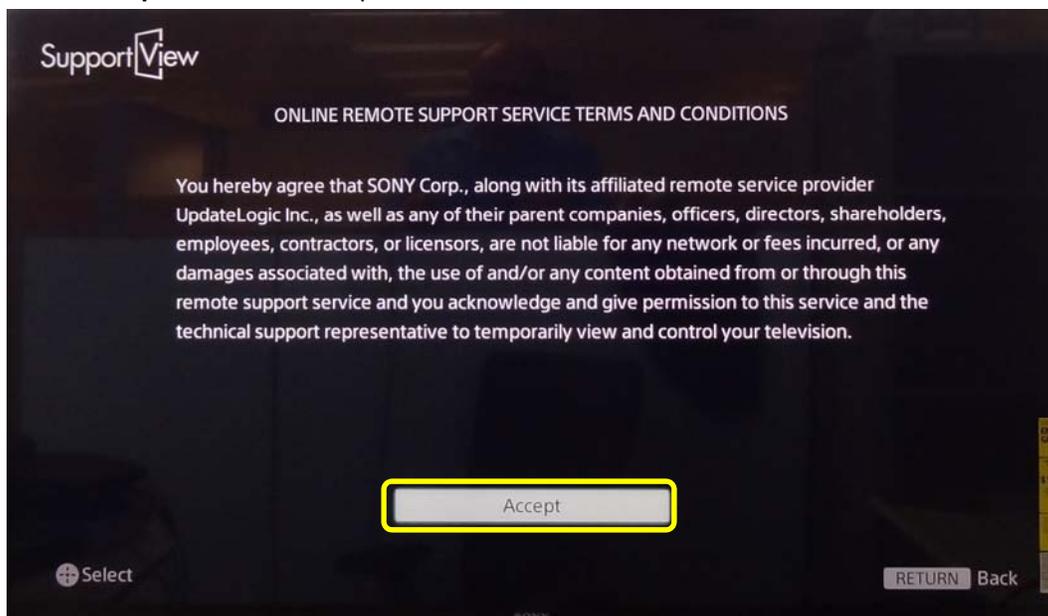


## Remote Support -continued

- Select **Remote Support** again.

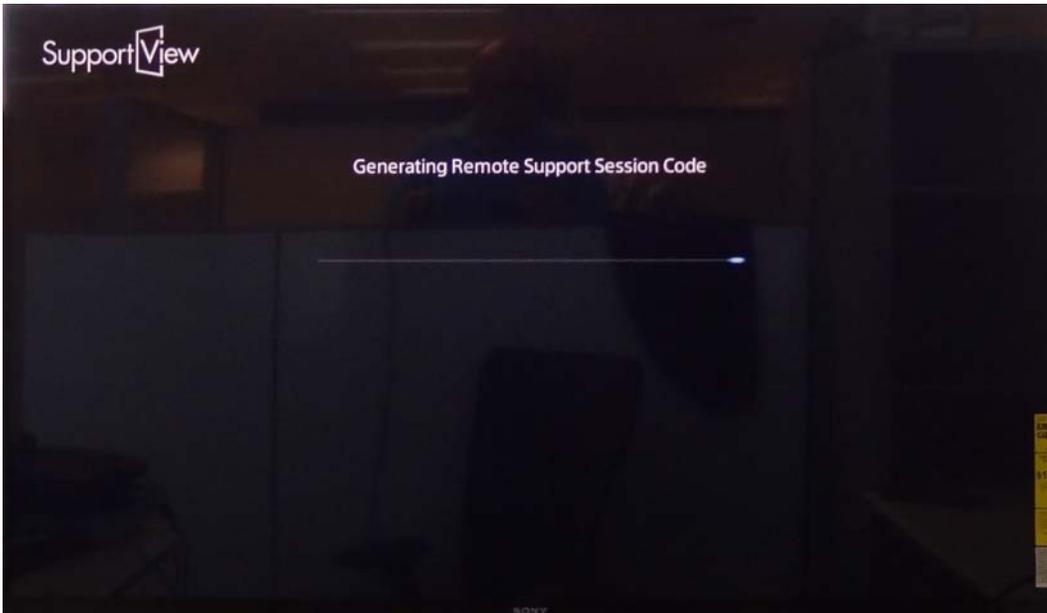


- Select **Accept** in order to accept the terms and conditions.

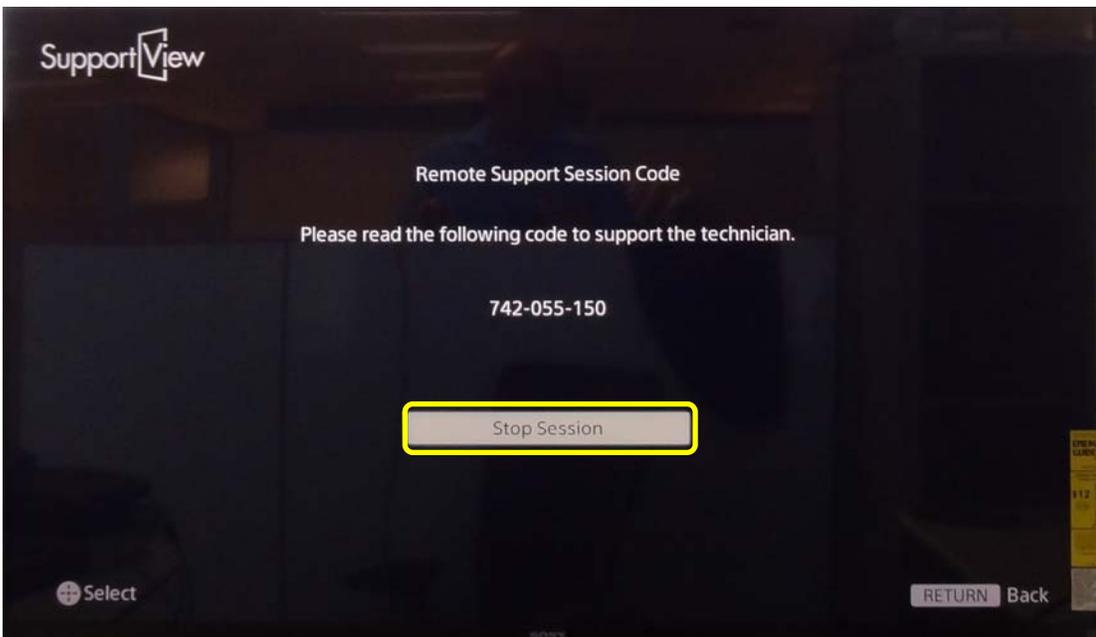


## Remote Support -continued

The TV Generates a Remote Support Session Code



After a few seconds a 9 digit Remote Support Session Code is generated on the TV screen. Provide the Session Code to the Customer Support Representative

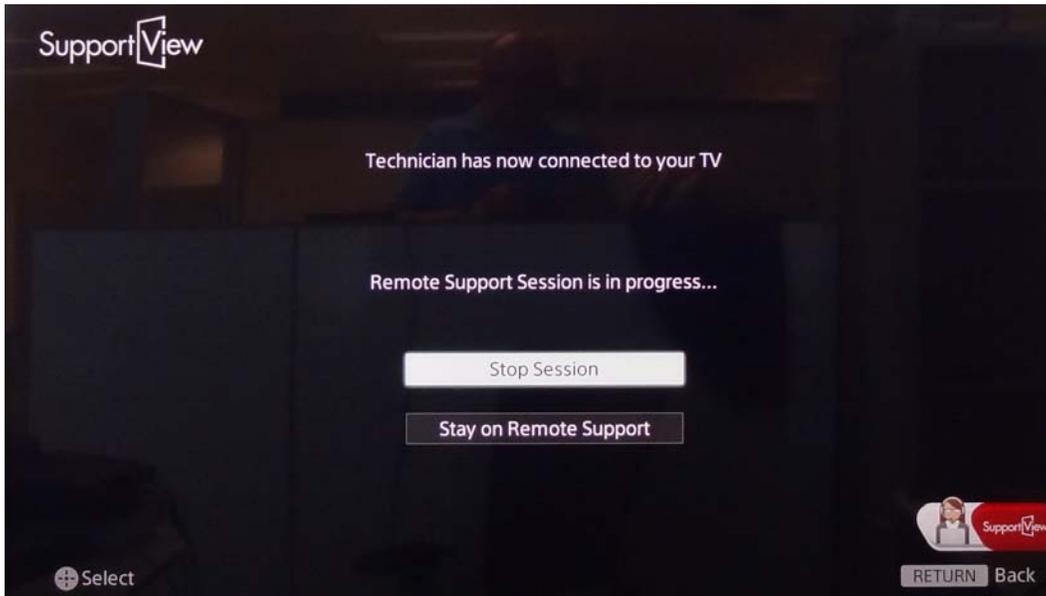


When a Customer Support Representative connects to your TV a red SupportView icon is displayed on the lower right corner of the screen.



## Remote Support -continued

You can end the connection at any time by selecting **Stop Session** from the menu or by turning the TV power off. A new session code must be generated and provided to the Customer Support Representative in order to reinitiate a Remote Support session.



## Network Diagnostics

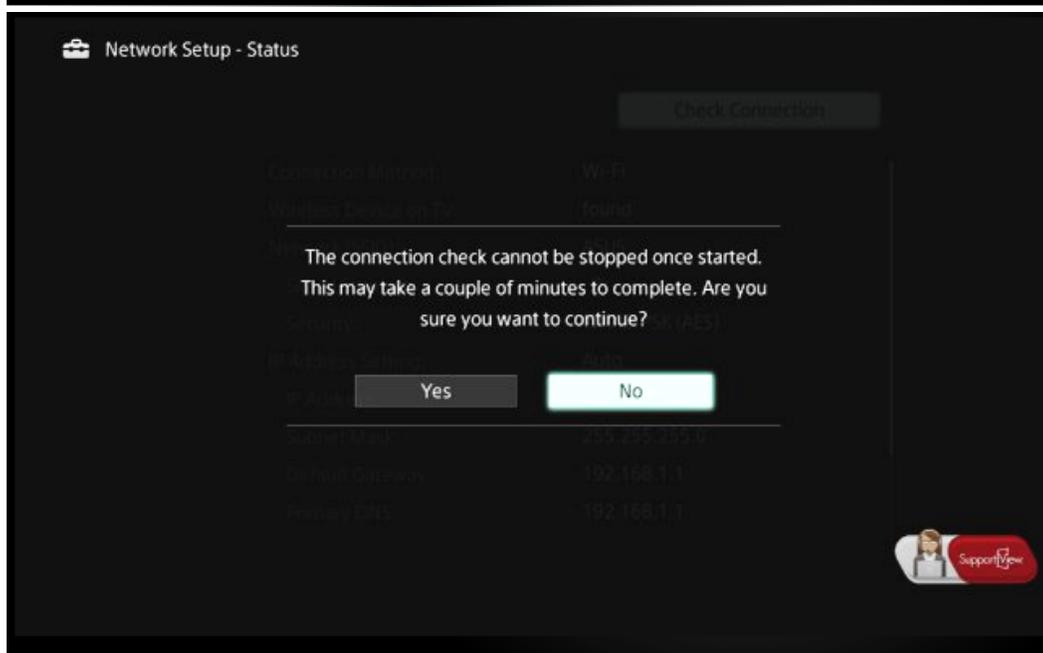
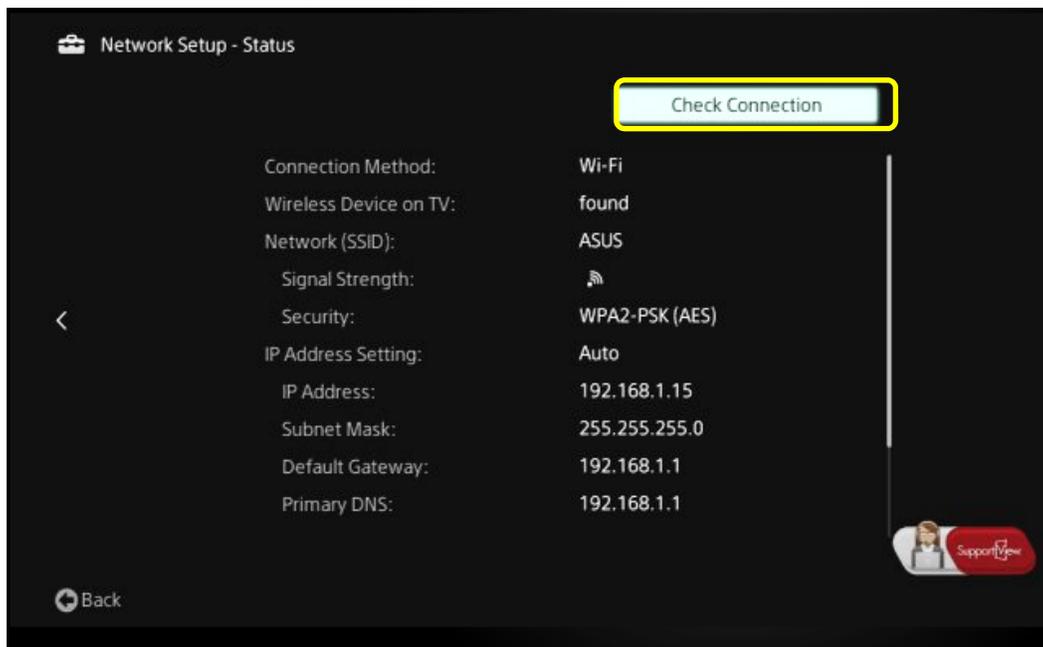
This feature is the same as the View Network settings and status above, this function shows current network settings and network status, and an option to Check Connection which refreshes the view of the current status

- Press the **Home button**.
- Select **? /Help** located in the upper right corner on the TV screen
- Select **Customer Support**
- Select **Network Diagnostics**



## Network Diagnostics - continued

- Select **Check Connection**, the **Yes**, to refresh the screen



Result of Internet Connectivity Test are shown on the screen

- Connection method (*displays which method has been selected on the TV, Wired or Wireless*)
- Local Access (*If not OK, check the connection between the TV Access Point or Router*)
- Internet Access (*If not OK check the connection between your Access Point or Router and your Modem, or contact your Internet Service Provider (ISP) for additional support*)

## Network Diagnostics - continued



*Note: This test can also be accessed through the **Settings Menu** as follows:*

- Press the **Home button**
- Select **Settings** located in the upper right corner on the TV screen
- Select **Network**
- Select **Network Setup**
- Select **View Network settings and status**
- Select **Check Connection**