

SDS

Self Diagnostics

Overview

Ver. 1.0.7 August 2014

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.

Which US Models Support Self Diagnostics

KDL32W700B	KDL40W600B	KDL48W590B	KDL50W800B	KDL55W800B	KDL60W630B
KDL40W580B	KDL42W700B	KDL48W600B	KDL55W700B	KDL55W950B	KDL65W950B
KDL40W590B	KDL48W580B	KDL50W790B	KDL55W790B	KDL60W610B	
KDL55X830B	XBR49X850B	XBR65X850B	XBR70X850B		
KDL65X830B	XBR55X850B	XBR65X900B	XBR79X900B		
KDL70X830B	XBR55X900B	XBR65X950B	XBR85X950B		

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**”

What diagnostic functions are in the Customer Support menu to help me resolve an issue on my TV?

1: Self Diagnostics	8: Picture/SceneSelect 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

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.

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.

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 specific issues you may be encountering with an externally connected device. 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 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).*

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**, then 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 (see B1 below), and HDMI cable (see B2 below). Select the cable type you have connected 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 a note for you to verify the physical cable connection between the TV and the external audio system and to check the settings on the external audio system.

B2. HDMI Cable When selected, instructions are displayed asking you to confirm that there is a good physical connection between the Audio Return Channel (ARC) compatible HDMI port on the TV and the Digital Audio System. If the Digital Audio System is not ARC compatible you will need to use a Digital Audio Cable.

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 you will be prompted to again check the physical cable connections and the Digital Audio System's settings. 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.

- 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 the HDMI inputs, you are instructed to turn them on and then select **Enable** to set their BRAVIA Sync setting to On.
- There is no confirmation to the TV screen that the external devices are BRAVIA Sync enabled, you will need to confirm that setting on the external device menu.

- d) 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

This test can also be accessed by running Self Diagnostics (Item 1 above). This test checks the TV's Picture and Sound, by displaying sample picture content as it plays a sample audio clip.

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

6. Signal Diagnostics (Active only when TV input has been selected first)

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

7. View Network settings and status

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

This test can also be performed via regular network setup options by going to:

- 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**

8. Picture / SceneSelect setting list

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

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.

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.

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 this allows anonymous TV Usage and Statistics to be sent to Sony for the purpose of quality improvement and feature enhancement.

12. Software License Information

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

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**

a) 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 you TV is connected to the internet
- Contact Sony Support via Phone or Chat
- Select **Remote Support**
- Then select **Remote Support** again on the next screen.
- Select **Accept** in order to accept the terms and conditions.
- After a few seconds a 9 digit Remote Support **Session Code** is generated on the TV screen.
(123-456-789)
- 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

Note: 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

b) Network Diagnostics

Same as **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