

SONY®

4-748-606-11(1)



Television

Reference Guide



Customer Support and Contact:

<http://www.sony-asia.com/support>

BRAVIA

OLED

KD-65A8G / 55A8G

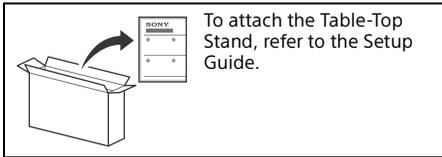


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Introduction

Thank you for choosing this Sony product. Before operating the TV, please read this manual thoroughly and retain it for future reference.

Note

- Before operating the TV, please read the “Safety Information” (page 2).
- Read the supplied Safety Information for additional safety information.
- Instructions about “Installing the TV to the Wall” are included within this TV’s instruction manual.
- Images and illustrations used in the Setup Guide and this manual are for reference only and may differ from the actual product.

Help

Find more troubleshooting and other useful information directly from your TV. Press **HELP** on the remote control to display a list of topics, or to search by keyword.

Help Guide (Manual)

For more detailed information, select [Help Guide] from the Help menu on your TV. You can also check the Help Guide from your PC or smartphone (information provided on the back cover of this manual).

Location of the identification label

Labels for the TV Model No. and Power Supply rating are located on the rear of the TV.

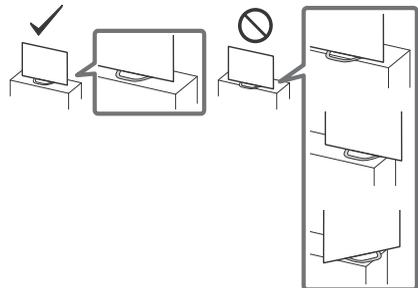
Safety Information

Installation/Set-up

Install and use the TV set in accordance with the instructions below in order to avoid any risk of fire, electric shock or damage and/or injuries.

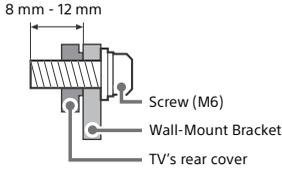
Installation

- The TV set should be installed near an easily accessible AC power outlet (mains socket).
- Place the TV set on a stable, level surface to prevent it from falling over and causing personal injury or property damage.
- Install the TV where it cannot be pulled, pushed, or knocked over.
- Install the TV so that the TV’s Table-Top Stand does not protrude out from the TV stand (not supplied). If the TV’s Table-Top Stand protrudes out from the TV stand, it may cause TV set to topple over, fall down, and cause personal injury or damage to the TV.



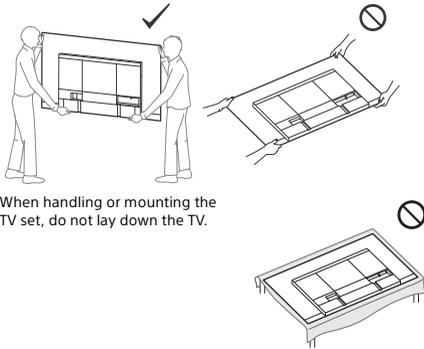
- Only qualified service personnel should carry out wall-mount installations.
- For safety reasons, it is strongly recommended that you use Sony accessories, including:
 - Wall-Mount Bracket SU-WL850 (only on limited region, country, TV model)
 - Wall-Mount Bracket SU-WL450

- Be sure to use the screws supplied with the Wall-Mount Bracket when attaching the Wall-Mount Bracket to the TV set. The supplied screws are designed as indicated by illustration when measured from the attaching surface of the Wall-Mount Bracket. The diameter and length of the screws differ depending on the Wall-Mount Bracket model. Use of screws other than those supplied may result in internal damage to the TV set or cause it to fall, etc.



Transporting

- Before transporting the TV set, disconnect all cables.
- Two or three people are needed to transport a large TV set.
- When transporting the TV set by hand, hold it as shown below. Do not put stress on the panel and the frame around the screen.



- When handling or mounting the TV set, do not lay down the TV.

- When transporting the TV set, do not subject it to jolts or excessive vibration.
- When transporting the TV set for repairs or when moving, pack it using the original carton and packing material.

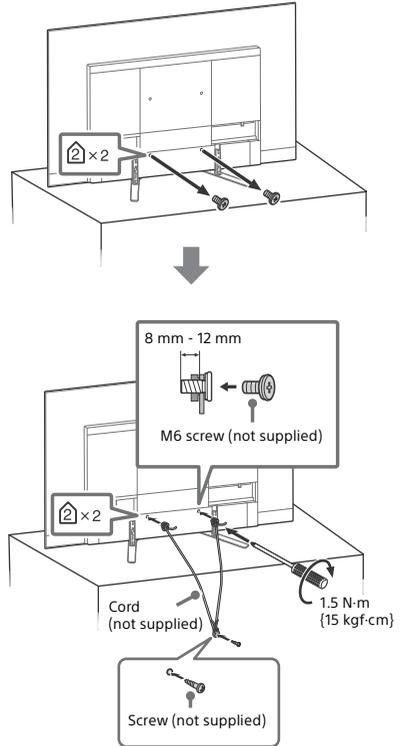
Topple prevention

(Models with supplied support belt kit)

Refer to the Setup Guide on top of the cushion.

The supplied wood screw is only for affixing to a solid object made of wood.

(Except models with supplied support belt kit)



Notice for customer in UAE

TRA

REGISTERED No: ER47793/16

DEALER No: DA0065531/11

Protecting the TV Screen (OLED TV)

Precautions to Protect the Screen from Damage

Image retention

OLED TV's are susceptible to image retention (burn-in) due to the characteristics of the materials used. Image retention may occur if images are displayed in the same location on the screen repeatedly or over extended periods of time. This is not a malfunction of the TV. Avoid displaying images that may cause image retention.

The following are examples of images that may cause image retention:

- Content with black bars either on the top and bottom and/or the left and right sides of the screen. (for example, Letterboxed, 4:3 screen, Standard definition)
- Static images such as photos.
- Video games that might have static content in some part of the screen.
- On-screen menus, programme guides, channel logos etc.
- Static content from applications.
- On-screen tickers, such as those used for news and headlines.

To reduce the risk of image retention:

- Sony recommends that you turn off the TV normally by pressing the power button on the remote control or the TV.
- Fill the screen by changing [Wide mode] to eliminate the black bars. Select [Wide mode] other than [Normal].
- Turn off the OSD (On Screen Display) by pressing the **(i+)**/**(?)** button, and turn off the menus from connected equipment. For details, refer to the instruction manuals for the connected equipment.
- Avoid displaying static images with bright colours (including white), clocks or logos on any portion of the screen.
- Set the picture settings based on the ambient conditions. The Standard Picture is recommended for home use and when viewing content that often displays the station logos, etc.

The TV has following features to help reduce/prevent image retention.

Panel refresh

Panel refresh will automatically run to adjust the uniformity of the TV screen after it has been in use for long periods of time. Panel refresh can also be performed manually and should only be used if image retention is very noticeable or you see the following message: [Panel refresh did not finish...]

Caution:

- The Panel refresh function may affect the panel. As a reference, perform the Panel refresh only once a year, do not perform it more than once a year as it may affect the usable life of the panel.
- Panel refresh 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.
- Panel refresh will only work when the room temperature is between 10 °C and 40 °C.

Pixel shift

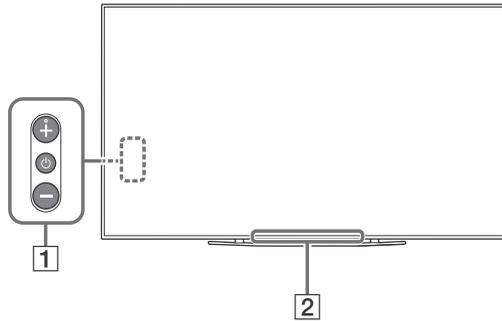
Automatically moves the image on the screen to prevent image retention.

Other feature

The screen brightness is automatically reduced when displaying still images, clocks, bright colours or logos etc.

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* / Light sensor* / Illumination LED

The illumination LED lights up or blinks according to the status of the TV.

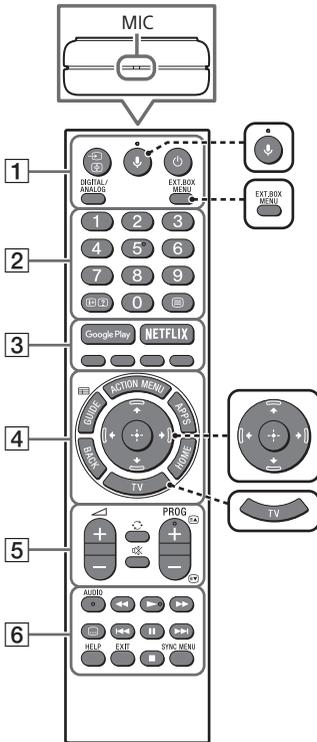
For more information, refer to the Help Guide.

* Do not place anything near the sensor.

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.



 **↓ (Microphone)**
Use voice search*. (e.g., Search various content by voice.)

 **EXT.BOX MENU**
Display the connected External Box (cable/satellite box) menu.

- For models with supplied IR Blaster, connect and set up the IR Blaster (page 9).
- The External Box menu may be displayed for some HDMI CEC compatible devices when the IR Blaster is not supplied/connected.

 **↑/↓/←/→/⊕ (Navigation D-Pad)**
On screen menu navigation and selection.

 **TV**
Switch to a TV channel or input and display the TV Menu Bar.

* The voice search requires an Internet connection.

1 (Input select/Text hold)

In TV mode: Display and select the input source.

In Text mode: Hold the current page.

(TV standby)

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

DIGITAL/ANALOG

Switch between digital and analogue input.

2 **Number buttons**

(Info/Text reveal)

Display information.

(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 ACTION MENU

Display a list of contextual functions.

GUIDE/

Display the digital programme guide, or EPG of External Box (cable/satellite box) after setting [IR Blaster setup] (IR Blaster compatible models only).

APPS

Access various services and applications.

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.

PROG +/-/

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).



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

(Subtitle setting)

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

HELP

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

EXIT

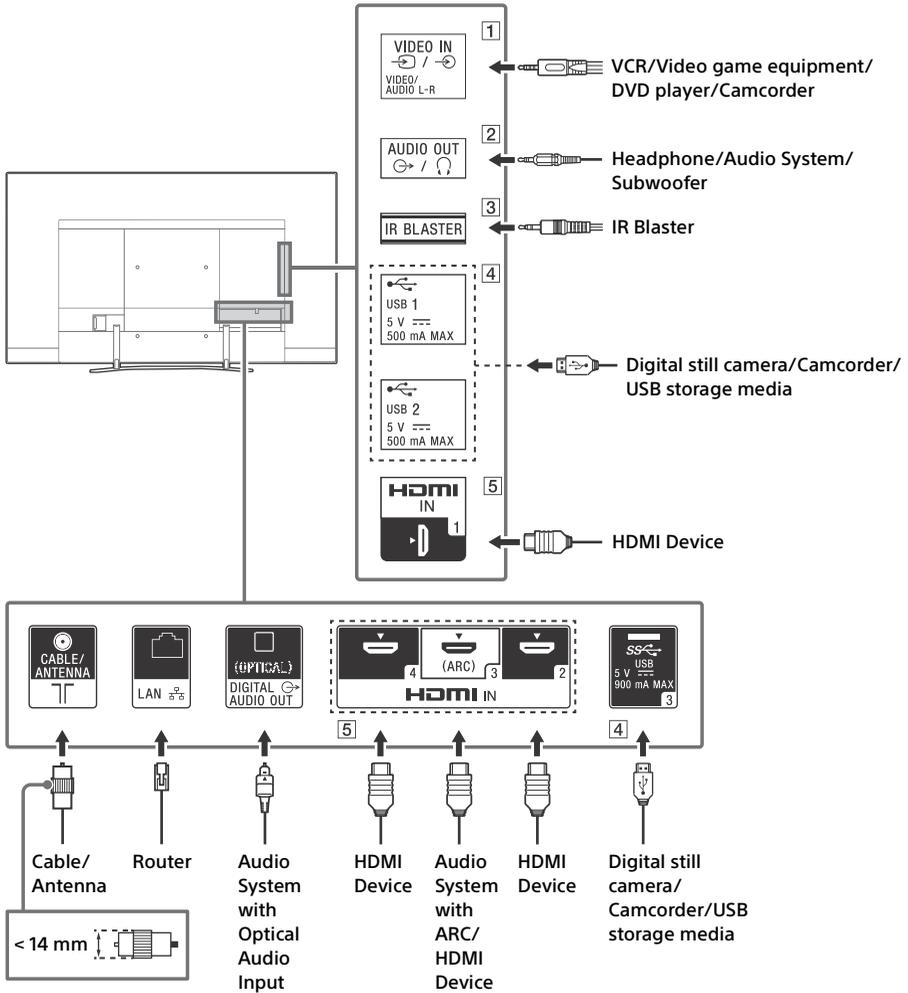
Return to the previous screen or exit from the menu. When an Interactive Application service is available, press to exit from the service.

SYNC MENU

Display the BRAVIA Sync Menu.

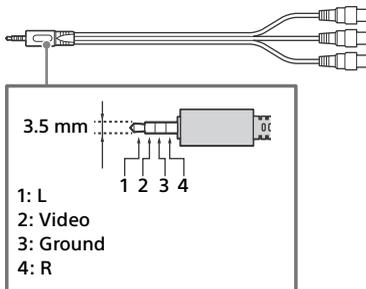
Connection Diagram

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



1 VIDEO IN

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

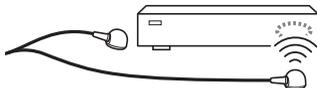


2 AUDIO OUT

- Supports 3-pole stereo mini jack only.
- To listen to the TV's sound through the connected equipment, press **HOME**. Select [Settings] → [Sound] → [Headphone/Audio out] and then select the desired item.

3 IR BLASTER*

- Use your Sony remote control to control your External Box (cable/satellite box). Connect the IR Blaster Cable* to the IR Blaster port on your TV. Place one or both of the other two ends as shown below.



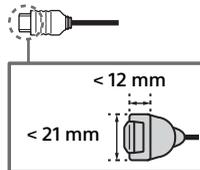
- To perform IR Blaster setup, press **HOME** and select [Settings] → [External inputs] → [IR Blaster setup].

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.



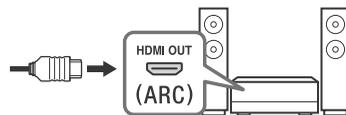
• HDMI IN 2/3

To enjoy high quality 4K 50p/60p contents, connect a Premium High Speed HDMI cable to the HDMI IN 2/3 and set the [HDMI signal format] to [Enhanced format].

For details of supported formats, refer to the "Specifications" in this manual (page 13-14).

• HDMI IN 3 ARC (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 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 ARC, an additional connection with DIGITAL AUDIO OUT (OPTICAL) is necessary.

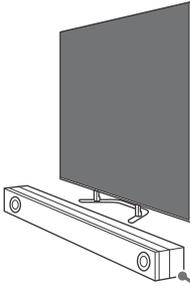


* Only on limited region/country/TV model.

Using Sound Bar (not supplied)

■ Recommended (in front of the TV)

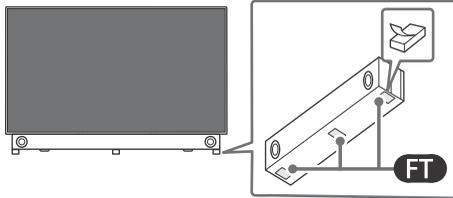
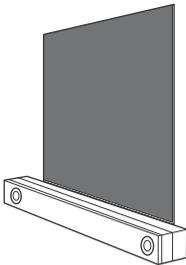
Place the sound bar (not supplied) in front of the TV's Table-Top Stand.



Recommended sound bar:
HT-Z9F* (not supplied)

■ Alternate (on the Table-Top Stand)

If there is not enough space to place the sound bar in front of the TV, attach the rubber feet (supplied with the TV) to the bottom of the sound bar (not supplied) and place the sound bar on top of the Table-Top Stand.



* Only on limited region/country.

Note

- Make sure that the sound bar height is not blocking the path between the remote control and the IR sensor on your TV.
- By using rubber feet, the sound condition may vary depending on sound bar model.
- Do not cover the ventilation hole and the identification label with the rubber feet.
- Be sure to store the removed rubber feet in a safe place, keeping them away from children. (e.g., When sending the sound bar for repair)

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.

<http://www.sony-asia.com/support>

Preparing for Wall-Mount Installation

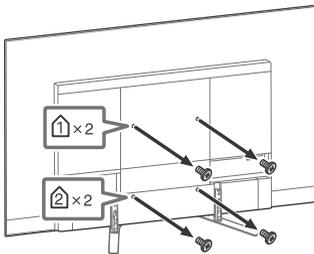
Use the Wall-Mount Bracket SU-WL850* (not supplied) or SU-WL450 (not supplied) to install the TV to the wall.

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.

* Only on limited region/country/TV model.

Remove the screws from the rear of the TV.



Troubleshooting

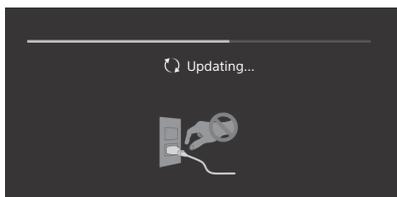
General troubleshooting for issues like: black screen, no sound, frozen picture, TV does not respond, or network is lost, do the following steps.

- 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 [A new TV system software update is available...] message is displayed.

Sony strongly recommends you to update the TV software by selecting [Update Now]. These software updates improve your TV performance or add new features.

The following screen with [Updating...] will appear and the illumination LED flashes white while software is updating.



Do not unplug the AC power cord (mains lead) during the software update. If you do, the software update may not finish completely, and it may cause a software malfunction. Software updates can take up to 15 minutes.

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 EXT.BOX MENU button on the remote control does not work.

- Connect and set up the IR Blaster (models with supplied IR Blaster only) (page 9).
- Connect HDMI CEC compatible device (except models with supplied IR Blaster) and change to that input.

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.

Specifications

System

Panel system

OLED (Organic Light Emitting Diode) Panel

TV system

Depend on your country/area selection

Analogue: B/G, I, D/K, M

Digital: DVB-T/DVB-T2

Colour system

PAL/SECAM/NTSC3.58/NTSC4.43

Channel coverage

Depend on your country/area selection

Analogue: UHF/VHF/Cable

Digital: UHF/VHF

Sound output

10 W + 10 W + 10 W + 10 W

Wireless technology

Protocol IEEE802.11ac/a/b/g/n

(IEEE802.11ac may not be available depending on countries/regions.)

Bluetooth Version 4.1

Input/Output jacks

Antenna (aerial)/cable

75 ohm external terminal for VHF/UHF

 VIDEO IN

Video/Audio input (mini jack)

HDMI IN 1/2/3/4 (support 4K resolution, HDCP 2.3-compatible)

Video:

4096 × 2160p (50, 60 Hz)^{*1+2}, 4096 × 2160p (24 Hz)^{*1}, 3840 × 2160p (50, 60 Hz)^{*2}, 3840 × 2160p (24, 25, 30 Hz), 1080p (30, 50, 60 Hz), 1080/24p, 1080i (50, 60 Hz), 720p (30, 50, 60 Hz), 720/24p, 576p, 576i, 480p, 480i, PC Formats^{*3}

Audio:

5.1 channel linear PCM: 32/44.1/48/88.2/96/176.4/192 kHz 16/20/24 bits, Dolby Digital, Dolby Digital Plus and DTS

ARC (Audio Return Channel) (HDMI IN 3 only)

(Two channel linear PCM: 48 kHz 16 bits, Dolby Digital, Dolby Digital Plus, DTS)

 DIGITAL AUDIO OUT (OPTICAL)

Digital optical jack (Two channel linear PCM: 48 kHz 16 bits, Dolby Digital, DTS)

AUDIO OUT  (Stereo mini jack)

Headphone, Audio output, Subwoofer

1, 2, **SS** 3

USB port 1 and 2 support High Speed USB (USB 2.0)

USB port 3 supports Super Speed USB (USB 3.1 Gen 1)

LAN

10BASE-T/100BASE-TX connector (Depending on the operating environment of the network, connection speed may differ. The communication rate and quality are not guaranteed.)

IR BLASTER^{*4}

IR Blaster Cable input (mini jack)

Others

Optional accessories

Wall-Mount Bracket: SU-WL850^{*4}

Wall-Mount Bracket: SU-WL450

Operating temperature

0 °C – 40 °C

Power and others

Power requirements

110 V - 240 V AC, 50/60 Hz

Screen size (measured diagonally) (Approx.)

KD-65A8G: 65 inches / 163.9 cm

KD-55A8G: 55 inches / 138.8 cm

Power consumption

Indicated on the rear of the TV

Standby power consumption^{*5*6}

0.5 W

Display resolution

3,840 pixels (horizontal) × 2,160 lines (vertical)

Output Rating

USB 1/2

5 V , 500 mA MAX

USB 3

5 V , 900 mA MAX

Dimensions (Approx.) (w × h × d)

with Table-Top Stand

Standard position:

KD-65A8G: 1,450 × 854 × 290 mm

KD-55A8G: 1,229 × 730 × 290 mm

Sound bar position:

KD-65A8G: 1,450 × 904 × 290 mm

KD-55A8G: 1,229 × 780 × 290 mm

without Table-Top Stand

KD-65A8G: 1,450 × 834 × 51 mm

KD-55A8G: 1,229 × 710 × 51 mm

Mass (Approx.)

with Table-Top Stand

KD-65A8G: 22.5 kg

KD-55A8G: 19.8 kg

without Table-Top Stand

KD-65A8G: 20.3 kg

KD-55A8G: 17.6 kg

*1 When 4096 × 2160p is input and [Wide mode] is set to [Normal], the resolution is displayed as 3840 × 2160p. To display 4096 × 2160p, set [Wide mode] setting to [Full 1] or [Full 2].

*2 HDMI IN 2/3 only. To support 18 Gbps, set [HDMI signal format] to [Enhanced format].

*3 Refer to the Help Guide for details.

*4 Only on limited region/country/TV model.

*5 Specified standby power is reached after the TV finishes necessary internal processes.

*6 Standby power consumption will increase when your TV is connected to the network.

Note

- Optional accessories availability depends on countries/region/TV model/stock.
- Design and specifications are subject to change without notice.

Notes on Digital TV function

- Any functions related to Digital TV (**DVB**) will only work in countries or areas where DVB-T/DVB-T2 (MPEG-2 and H.264/MPEG-4 AVC) digital terrestrial signals are broadcast. Please confirm with your local dealer if you can receive a DVB-T/DVB-T2 signal where you live.
- This TV set complies with DVB-T/DVB-T2 specifications, but compatibility with future DVB-T/DVB-T2 digital terrestrial broadcasts are not guaranteed.
- Some Digital TV functions may not be available in some countries/areas.

Trademark Information

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- All other trademarks are the property of their respective owners.



Help Guide

http://rd1.sony.net/help/tv/gga1/h_ga/

<http://www.sony.net/>