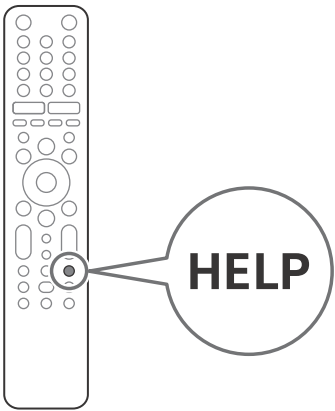# SONY

Television

Reference Guide

HELP

BRAVIA

KD-65X7577H / 65X7500H / 55X7577H / 55X7500H / 49X7500H / 43X7500H

About Manuals

This TV comes with the following manuals. Please retain the manuals for future reference.

Setup Guide
• TV installation and setup.

Reference Guide (this manual) / Safety Documentation
• Safety information, remote control, troubleshooting, wall-mount installation, specification, etc.

Help Guide (On screen Manual)
• Settings, Android TV functions, Internet connection, troubleshooting, etc.
• To open it, press the **HELP** button on the remote control and select Help Guide.

HELP

• You can refer to the Help Guide with your smartphone.

https://rd1.sony.net/help/tv/ggar1/h_ga/

Setting menus are subject to change without notice.

IMPORTANT – Read the End User Software Licence Agreement before using your Sony product. Using your product indicates your acceptance of the End User Software Licence Agreement. The software licence agreement between you and Sony is available online at Sony website (http://www.sony.net/tv-software-licenses2/) or on your product screen. Go to [Settings] → [Device Preferences] → [About] → [Legal information] → [Sony legal].

Note
• Before operating the TV, please read the "Safety Information".
• Read the supplied safety documentation 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.

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

For models with supplied AC adapter:
Labels for AC adapter Model No. and Serial No. are located on the bottom of AC adapter.
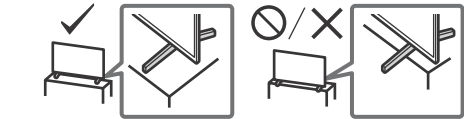
Safety Information

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.
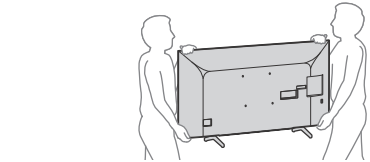
Installation
• The TV set should be installed near an easily accessible AC power outlet (mains socket).
• Place the TV set on a stable, level surface to prevent it from falling over and causing personal injury or property damage.
• Install the TV where it cannot be pulled, pushed, or knocked over.

• Install the TV so that the TV's Table-Top Stand does not protrude out from the TV stand (not supplied). If the 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.

Transporting
• Before transporting the TV set, disconnect all cables.
• Two or more 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 LCD panel and the frame around the screen.
• When lifting or moving the TV set, hold it firmly from the bottom.

• 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.
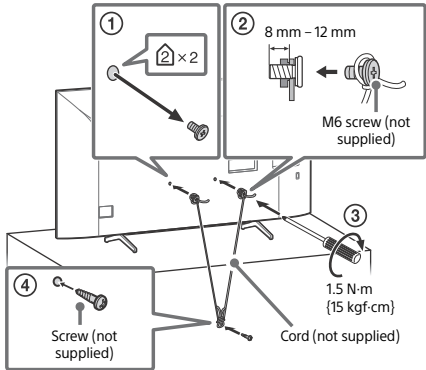
Topple prevention
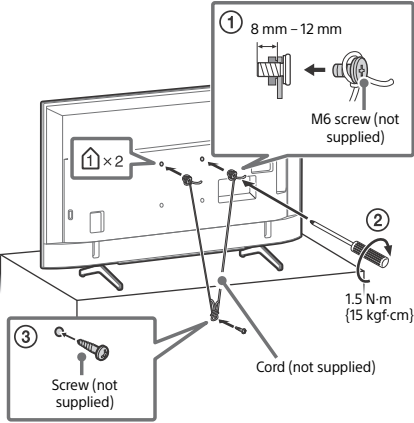**(Models with supplied support belt kit)**
Refer to the Setup Guide on top of the cushion.
The supplied wood screw is only for affixing to a solid object made of wood.

(Except models with supplied support belt kit)
KD-65X7577H / 65X7500H

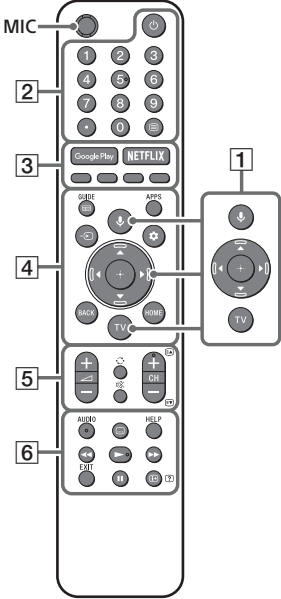**KD-55X7577H / 55X7500H / 49X7500H / 43X7500H**

Notice for customer in UAE

TRA
REGISTERED No: ER75237/19
DEALER No: DA0105422/13

Remote Control and TV

The remote control shape, location, availability and function of remote control buttons may vary depending on your region/country/TV model.

1 **🎤 (Microphone):** Use the Google Assistant*[1]*[2] or voice search*[2].
   ▲/▼/◄/►/⊕: On screen menu navigation and selection.
   TV: Switch to a TV channel or input.

2 **⏻ (TV standby)**
   Number buttons
   ⊙ (dot)
   ▤ (Text): Display text information.

3 **Google Play / NETFLIX*[1]*[3] / Colour buttons**

4 **GUIDE/▤:** Display the digital programme guide of TV or TV box*[1].
   APPS: Display a list of installed apps.
   ⊡ (Input select): Display and select the input source, etc.
   ⚙ (Quick settings): Display Quick Settings.
   BACK
   HOME

5 **◿ +/− (Volume)**
   ↷ (Jump)
   🔇 (Mute)
   CH +/−/▤/▽: Select the channel, or next (▤) / previous (▽) page.

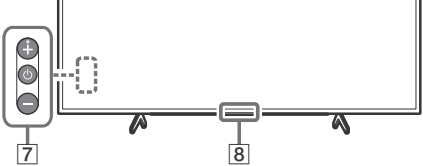6 **AUDIO*[4]:** Select the sound of multilingual source or dual sound (depend on programme source).
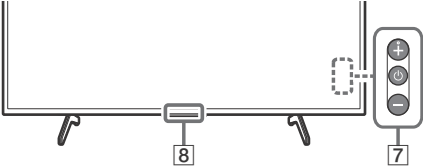   **▭ (Subtitle setting)**
   HELP: Display the Help menu.
   ◄◄/►/►►/❚❚
   EXIT
   ⊞/⦸ (Info/Text reveal): Display information.

KD-65X7577H / 65X7500H

KD-55X7577H / 55X7500H / 49X7500H / 43X7500H

7 **⏻ (Power)/+/−**

8 **Remote Control sensor / LED**

*1 Only on limited region/country/TV model/language.
*2 The Google Assistant or voice search requires an Internet connection.
*3 Installation might be required depending on region/country.
*4 Accessibility shortcut is available by pressing and holding **AUDIO**.

HELP For more information, refer to the Help Guide.

Installing the TV to the Wall

Using the optional Wall-Mount Bracket (SU-WL450)* (not supplied)

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.
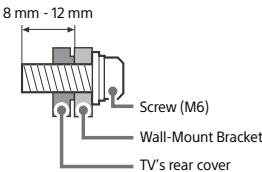
Wall-Mount Bracket Installation Information
This TV's instruction manual only provides the steps to prepare the TV for Wall-Mount installation before it is installed on the wall. For instructions on Wall-Mount Bracket installation, see the Installation Information (Wall-Mount Bracket) on the product page for your TV model.
https://www.sony-asia.com/support

Preparing for Wall-Mount Installation
• 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.
• 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-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.

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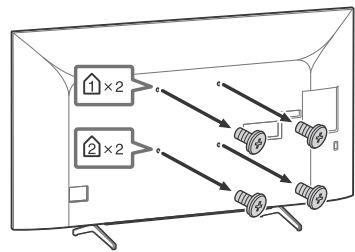
* Only on limited region/country/TV model.

Note
• Place the TV with its screen facing down on a level and stable surface covered with a thick and soft cloth when removing the Table-Top Stand from the TV to prevent damaging the surface of the LCD display. (KD-49X7500H / 43X7500H)
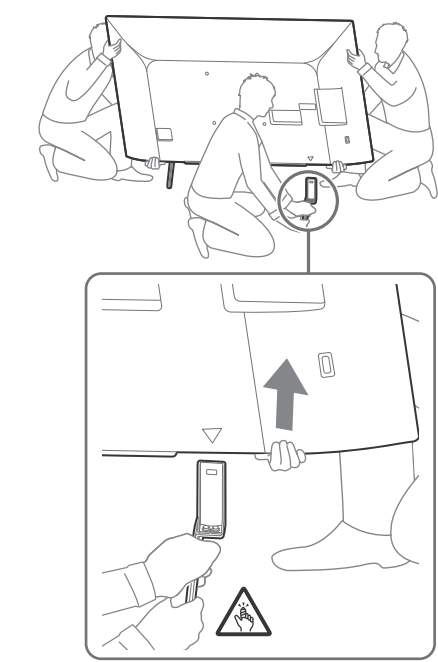
KD-65X7577H / 65X7500H

Remove the screws from the rear of the TV.

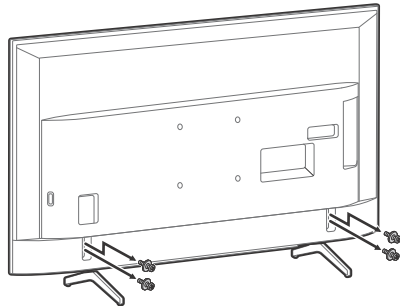**Detaching the Table-Top Stand from the TV**
KD-65X7577H / 65X7500H

1 Remove one side of the Table-Top Stand at a time. Firmly hold the Table-Top Stand securely with both hands while the other people lift up the TV.
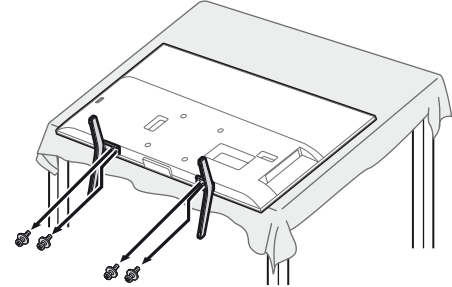

2 Repeat the previous step and remove the other side of the Table-Top Stand.

Note
• Three or more people are required to detach the Table-Top Stand.
• Be careful not to use excessive force while detaching the Table-Top Stand from the TV as it may cause the TV set to fall resulting in personal injury or physical damage to the TV.
• Take care when handling the Table-Top Stand to prevent damage to the TV.
• Be careful when lifting the TV as the Table-Top Stand is detached, the Table-Top Stand may topple over and cause personal injury.
• Take care when removing the Table-Top Stand from the TV to prevent it from falling over and damaging the surface that the TV is sitting on.

KD-55X7577H / 55X7500H

KD-49X7500H / 43X7500H

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 menu appears. Select Restart to restart the TV. If the TV does not recover, try unplugging the AC power cord (mains lead). Then press the power button on the TV, and release it. 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 at the end of this manual).

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.

The remote control does not function.
• Replace the batteries.

The parental lock password has been forgotten.
• Enter 4357 for the PIN and enter the new PIN.

 HELP For more information on troubleshooting, refer to the Help Guide.

Specifications

System
Panel system: LCD (Liquid Crystal Display) Panel, LED Backlight
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
Wireless technology
 Protocol IEEE 802.11a/b/g/n/ac
 (IEEE 802.11ac may not be available depending on countries/regions.)
 Bluetooth® Version 4.2

Input/Output jacks
Antenna (aerial)/cable
 75 ohm external terminal for VHF/UHF
⊖ / ⊖ AV IN
 Video/Audio input (phono jacks)
HDMI IN 1/2/3 (support 4K resolution, HDCP 2.3-compatible)
 Video:
 4096 × 2160p (50, 60 Hz)*1, 4096 × 2160p (24 Hz), 3840 × 2160p (50, 60 Hz)*1, 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*2
 Audio:
 Two channel linear PCM: 32/44.1/48 kHz 16/20/24 bits, Dolby Audio, DTS HD
ARC (Audio Return Channel) (HDMI IN 3 only)*3
 Two channel linear PCM: 48 kHz 16 bits, Dolby Audio, DTS
⊖ DIGITAL AUDIO OUT (OPTICAL)
 Digital optical jack (Two channel linear PCM: 48 kHz 16 bits, Dolby Audio, DTS)
Ω (Stereo mini jack)
 Headphone
⇌ 1, ⇌ 2
 USB port 1 and 2 support High Speed USB (USB 2.0)
⊞ 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.)
⊖-⊙-⊕ DC IN 19.5 V (models with supplied AC adapter only)
 AC adapter input

Power and others
Power requirements
 except models with supplied AC adapter
 110 V – 240 V AC, 50/60 Hz
 models with supplied AC adapter only
 19.5 V DC with AC adapter
 Rating: Input 100 V – 240 V AC, 50/60 Hz
Energy Efficiency Class*4
 (For Jordan only)
 KD-65X7577H / 65X7500H: B
 KD-55X7577H / 55X7500H: B
 KD-49X7500H: A
 KD-43X7500H: A
 (For Egypt only)
 KD-65X7577H / 65X7500H: C
 KD-55X7577H / 55X7500H: C
 KD-49X7500H: B
 KD-43X7500H: C
Screen size (measured diagonally) (Approx.)
 KD-65X7577H / 65X7500H: 65 inches / 163.9 cm
 KD-55X7577H / 55X7500H: 55 inches / 138.8 cm
 KD-49X7500H: 49 inches / 123.2 cm
 KD-43X7500H: 43 inches / 108.0 cm
Power consumption
 Indicated on the rear of the TV
Power consumption*4
 In [Standard] mode
 (For Jordan only)
 KD-65X7577H / 65X7500H: 163 W
 KD-55X7577H / 55X7500H: 118 W
 KD-49X7500H: 76 W
 KD-43X7500H: 68 W
 (For Egypt only)
 KD-65X7577H / 65X7500H: 162 W
 KD-55X7577H / 55X7500H: 117 W
 KD-49X7500H: 75.3 W
 KD-43X7500H: 66.9 W
 In [Vivid] mode
 KD-65X7577H / 65X7500H: 241 W
 KD-55X7577H / 55X7500H: 174 W
 KD-49X7500H: 100 W
 KD-43X7500H: 95 W

Annual energy consumption*4
 (For Jordan only)*5
 KD-65X7577H / 65X7500H: 238 kWh per year
 KD-55X7577H / 55X7500H: 172 kWh per year
 KD-49X7500H: 111 kWh per year
 KD-43X7500H: 99 kWh per year
 (For Egypt only)*6
 KD-65X7577H / 65X7500H: 450 kWh per year
 KD-55X7577H / 55X7500H: 325 kWh per year
 KD-49X7500H: 209 kWh per year
 KD-43X7500H: 186 kWh per year
Standby power consumption*4*7*8: 0.50 W
Display resolution: 3,840 pixels (horizontal) × 2,160 lines (vertical)
Output Rating
 USB 1/2
 5 V ⎓, 500 mA MAX

Dimensions (Approx.) (w × h × d) (mm)
with Table-Top Stand (without Table-Top Stand)
 KD-65X7577H / 65X7500H: 1,463 x 904 x 340 (1,463 x 845 x 80)
 KD-55X7577H / 55X7500H: 1,241 x 781 x 340 (1,241 x 721 x 79)
 KD-49X7500H: 1,101 x 702 x 286 (1,101 x 645 x 57)
 KD-43X7500H: 970 x 628 x 286 (970 x 570 x 57)

Mass (Approx.) (kg)
with Table-Top Stand (without Table-Top Stand)
 KD-65X7577H / 65X7500H: 21 (20.1)
 KD-55X7577H / 55X7500H: 15.9 (15)
 KD-49X7500H: 12.5 (12)
 KD-43X7500H: 10.1 (9.6)

Others
Optional accessories
 Wall-Mount Bracket: SU-WL450
Operating temperature: 0 ℃ – 40 ℃

*1 To support 18 Gbps, set [HDMI signal format] to [Enhanced format].
*2 Refer to the Help Guide for details.
*3 Connect your audio system to the HDMI IN 3 to route TV audio to your audio system.
*4 This information is for EU and other countries whose relevant regulation is based on EU energy labelling regulation.
*5 Energy consumption in kWh per year, based on the power consumption of the television operating 4 hours per day for 365 days. The actual energy consumption will depend on how the television is used.
*6 Energy consumption in kWh per year, based on the power consumption of the television operating 8 hours per day for 365 days. The actual energy consumption will depend on how the television is used.
*7 Specified standby power is reached after the TV finishes necessary internal processes.
*8 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.
• Subscriptions for services and applications may be required and additional terms, conditions and/or charges may apply when using the Google Assistant.

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
• The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.
• Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories.
• Google, Google Play, Chromecast, YouTube, Android TV and other related marks and logos are trademarks of Google LLC.
• For DTS patents, see http://patents.dts.com. Manufactured under license from DTS, Inc. DTS, the Symbol, DTS and the Symbol together, DTS-HD, and the DTS-HD logo are registered trademarks or trademarks of DTS, Inc. in the United States and/or other countries. © DTS, Inc. All Rights Reserved.
• Netflix is a registered trademark of Netflix, Inc.
• All other trademarks are the property of their respective owners.