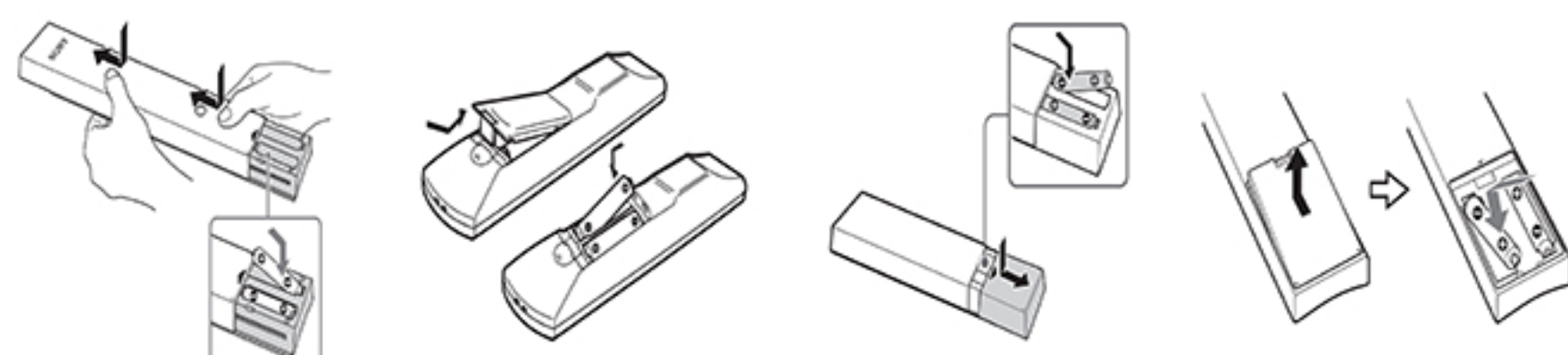


# How to reset a Sony remote control to factory specifications.

Follow these steps to reset a Sony® remote control to factory specifications.

1. Remove the batteries from the remote control.

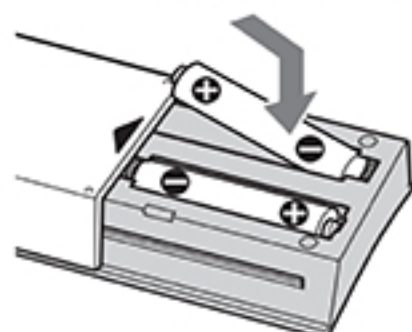
**NOTE:** Depending on the type of remote control, opening the battery compartment cover may vary. Below are the most common ways to open the remote battery compartment cover.



2. On the remote control, press every button twice.
3. Reinstall the batteries.

**NOTES:**

- Use of rechargeable batteries is not recommended
- Ensure the batteries are installed correctly by matching **+** and **-** on the batteries to the diagram inside the



- battery compartment of the remote control.
- Ensure that fresh batteries are also installed.

If the issue is still unresolved, service may be required.

# How to troubleshoot a remote control that quits working or does not work properly.

Follow these steps to troubleshoot a remote control that quits working or does not work properly.

**IMPORTANT:** If model-specific information is required to complete any of the steps in this solution, refer to the operating instructions supplied with the product. [Manuals](#), [Specifications](#) and [Warranty](#) information for your Sony product is available online.

**NOTE:** Since each of these steps represents a possible solution, check the function of the remote control after completing each step.

1. Make sure that the device you are trying to control is working.
  - A. Plug it into an electrical outlet that you know is working.
  - B. Turn the device on with its own power button (not the button on the remote).
2. Ensure that the remote control is being used no closer than 3 feet and no further than 10 feet away from the unit.

**NOTE:** Using the remote control too close or too far away may prevent the Infrared (IR) beam from reaching the IR sensor on the unit.
3. When using the remote control, be sure to point it directly at the remote sensor on the device.
4. If the remote control has the ability to be set for different functions (TV, BD, DVD, AUX, STB, etc.), ensure the correct function is selected.

**NOTE:** Refer to the operating instructions to determine if the remote control has the ability to be set for different functions and, if so, for the instructions on how to configure those remote functions.
5. Remove any obstacles that may be in the path between the remote control and the device. Glass doors or enclosures can affect the signal from the remote. Try opening glass doors to see if that makes a difference.
6. Make sure the IR sensor of the device is not exposed to direct sunlight or bright florescent or halogen lights. Bright lights that shine directly on the IR sensor can interfere with receiving signals from the remote control.
7. Verify that the **remote control is sending an IR signal**.
8. Remove the batteries from the remote control, press every button twice, and then reinstall the batteries.
9. Install fresh alkaline batteries.

**IMPORTANT:**

- Do not use rechargeable batteries.
- Ensure the batteries are properly inserted by matching the polarity on the batteries with the + (PLUS) and - (MINUS) symbols in the battery compartment.

10. Do a power reset for the device or component that the remote is supposed to control.

**NOTES:**

- Most components can be reset by unplugging the power cord from the electrical outlet for one minute.
- Refer to the operating instructions of the component for specific instructions on how to do a power reset.

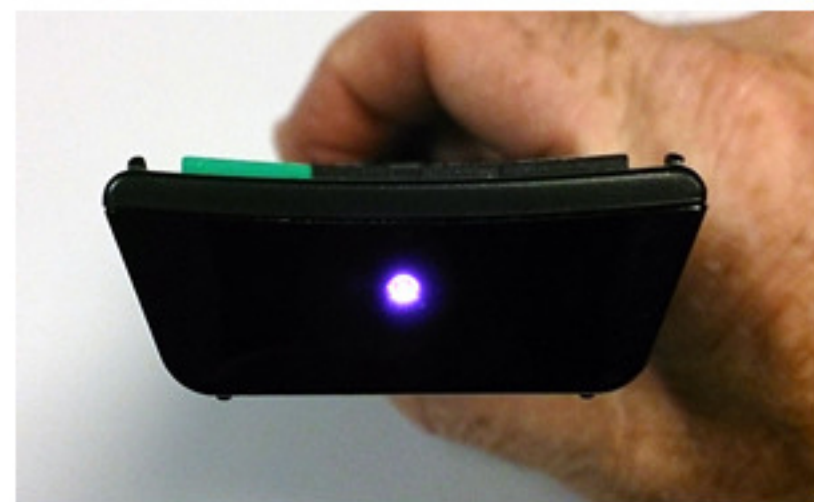
# How to test if a remote control is sending an Infrared (IR) signal.

An IR Remote Control sends out a signal using Infrared light. You cannot see this light with your eyes, but by using a digital camera, cell phone camera, or camcorder in camera mode you can see the signal.

To check if your IR Remote is sending a signal, follow the steps below:

1. Pick a device to use:
  - A. Digital Camera - turn the camera on.
  - B. Cell Phone with camera - open the camera app.
  - C. Camcorder - turn the camcorder on and set it to Camera mode.
2. Point the end of the remote control with the IR emitter at the camera or camcorder lens.
3. Look at the viewfinder or LCD screen.
4. Press and hold one of the buttons on the remote control.

If the remote control is sending a signal, you should see a light in the viewfinder or cell phone screen when you press buttons on the remote control.



You can also test each of the buttons on the remote by pressing them one at a time and checking to see if you see a light from the emitter.

**NOTE:** If you see a light when no button is pressed, one of the buttons on the remote may be stuck and preventing other buttons from working. If this is the case:

1. Remove the batteries.
2. Press and release each button a couple of times to see if you can free the stuck button.
3. Replace the batteries and test the remote again.

If you continue to see a light when no button is pressed, the remote control may need to be replaced.