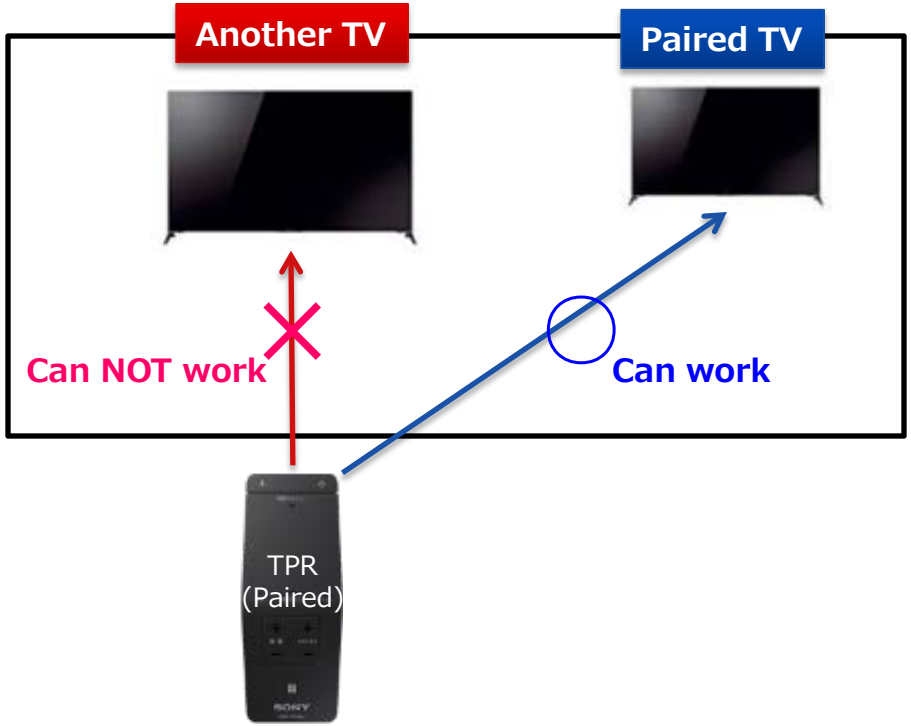
SONY

FY15 Touch-pad Remote Controller

Solution for “doesn’t work”

Case1: TV can be operated only by the paired TPR



[Explanation]
TV and TPR are paired one-to-one.

TV can be operated only by the paired TPR.

TPR will be paired with the bundled TV automatically when first used.

If you want to pair with another TV, please refer page 7.

Case 2 : Factory data reset by IR remote

1. Factory data reset
Storage & reset
> Factory data reset

2. TPR will be unregistered from TV

[Explanation]
When TV is factory data reset by IR remote, TV will be back to the original factory settings and TPR will be unregistered from TV. Then TPR doesn’t work.

[How to recover]
TPR should also be reset and re-pairing.
Please refer the page 6, “To make repair, clear paring information of touch pad remote controller”.

[Recommendation for Factory data reset]
Please use TPR instead of IR remote. When TV is reset by TPR, TPR will be reset automatically.
(If TPR is non-used one, then TPR automatically paired without above recovery operation.)

Case 3 : Bluetooth connection failure

[Explanation]
TPR fails to connect with TV by the Bluetooth connection circumstances.

[How to recover]
Please refer the page 5, “Restart Bluetooth function”.

[In case of cannot recover]
Please unplug and plug TV’s AC power code.

Is there TPR on the paired device list?
Settings > Bluetooth settings > Device list

YES

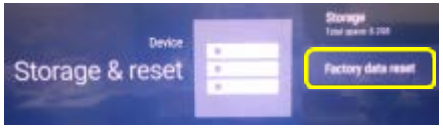
NO

Assumed cause: TPR already unregistered from TV

- by Factory data reset on Storage & reset menu

Or

- by unpair TPR on Bluetooth settings menu



Countermeasure is in next page

Assumed cause :
Bluetooth function is temporally not working

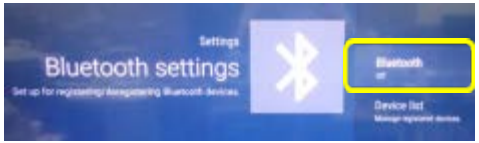
Countermeasure

Restart Bluetooth function

1. Disable Bluetooth function

2. Select YES on the confirmation screen

3. Confirm that Bluetooth function is disabled



4. Enable Bluetooth function again

please check if it recovered or not.
if not, then AC plug off/on.

Countermeasure

To make re-pair, clear paring information of touch pad remote controller

1. Unplug AC code of TV
2. Remove battery cover of touch pad remote controller to see LED indicator ※Fig.1
   Remove batteries and wait for about 10 second and put batteries back
3. Press **1. "VOL-", 2. "POWER", and 3. "ENTER" in turn and hold 3 keys** for 3 seconds ※Fig.2
4. Confirm LED indicator blink twice (Touch pad remote controller is initialized.) ※Fig.3
5. Insert AC power plug of TV into socket and power on TV using the power button on the TV
6. After waiting for about **2 minutes** and confirming home screen of TV, start using touch pad remote controller

7-1. Paring is automatically done without no notification if the remote controller is bundled to the TV.
7-2. If non bundled touch pad remote controller, then please refer next page for pairing.

Remove and put batteries

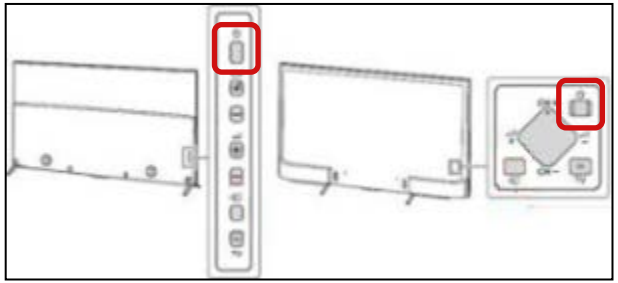
※Fig.1

Press 3 keys

※Fig.2

LED blinks twice

※Fig.3



Power button on TV

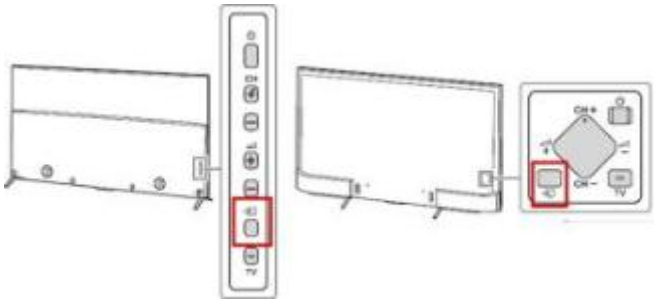
Use with IR remote

1. Unplug AC code of the previous paired TV.
   (To avoid automatically pair again to this TV)
2. Use your IR remote to enter pairing menu of another TV which you want to newly pair
   1. Settings
   2. Touchpad Remote Control Settings
   3. Pair Touchpad Remote Control

3. Please follow the instruction on screen.

Use without IR remote

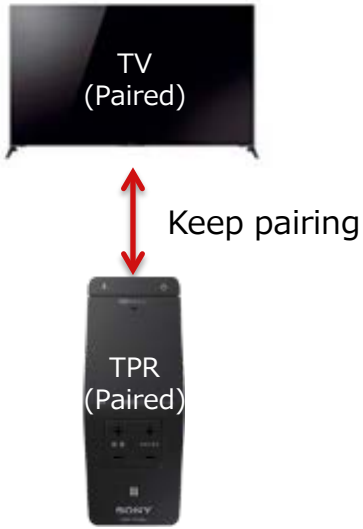
1. Unplug AC code of the previous paired TV.
   (To avoid automatically pair again to this TV)
2. Press input key of TV which you want to newly pair for 5sec.



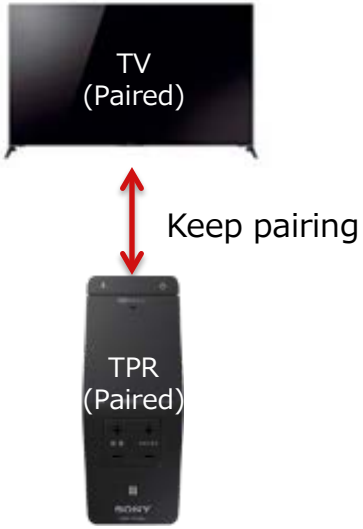
3. Please follow the instruction on screen.

Pairing information doesn’t be affected and keep pairing during TV SW update.

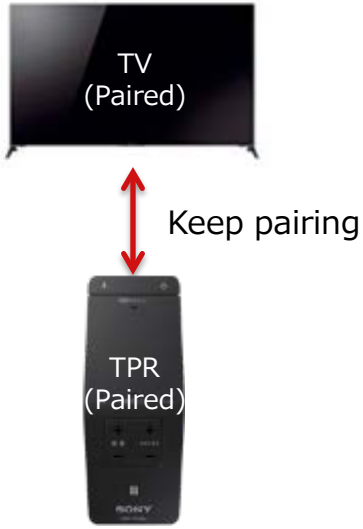
1. Update via broadcasting



2. Update via Internet



3. Update via USB



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