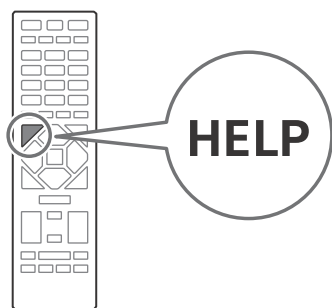


## LCD Display

Reference Guide

EN



Read this manual before using this product /  
Lisez ce manuel avant d'utiliser le produit /  
Lea este manual antes de usar el producto

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## About Manuals

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

### Setup Guide

- LCD Display installation and setup.



### Reference Guide (this manual) / Safety and Regulatory Booklet

- Safety information, remote control, troubleshooting, wall-mount installation, specification, etc.



### Help

Find more troubleshooting and other useful information directly from your LCD Display. Press **HELP** on the remote control to display a list of topics.



Setting menus are subject to change without notice.

**IMPORTANT - Read the End User Software License Agreement before using your Sony product.** Using your product indicates your acceptance of the End User Software License Agreement. The software license agreement between you and Sony is available online at Sony website (<https://www.sony.net/tv-software-licenses/>) or on your product screen. Go to [Settings] → [System] → [About] → [Legal information] → [End user license agreement].

### Note

- Images and illustrations used in the Setup Guide and this manual are for reference only and may differ from the actual product.
- This LCD Display displays all video input signals in a resolution of 3840 dots × 2160 lines.

### Location of the identification label

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

## IMPORTANT NOTICE

### IMPORTANT NOTICE FOR MEXICO

Operation of this equipment is subject to the following two conditions: (1) it is possible that this equipment or device may not cause harmful interference and (2) this equipment or device must accept any interference, including interference that may cause undesired operation.

For information related to the certificate number, refer to the package label and / or product.

#### Note:

This product uses the following module for wireless functionalities:

Model: WBU56  
Brand: FOXCONN

#### WLAN:

2.4 GHz (2.4000 GHz – 2.4835 GHz)  
5 GHz (5.150 GHz – 5.850 GHz)

#### Bluetooth®:

2.4 GHz (2.4000 GHz – 2.4835 GHz)

### For models with supplied plug adapter:

This plug adapter is not for the use in Argentina, Chile, Paraguay and Uruguay. Please use this plug adapter in the countries where it is necessary.

### CAUTION

To prevent electric shock and blade exposure, do not use this AC plug with an extension cord, receptacle or other outlet unless the blades can be fully inserted.

- Operate the LCD Display only on 110 V - 240 V AC (U.S.A./Canada 120 V AC).

## Safety Information

### Notice for customers in the United States of America

#### Supplier's Declaration of Conformity

Trade Name: SONY  
Model: FW-85EZ20L / FW-75EZ20L / FW-65EZ20L / FW-55EZ20L / FW-50EZ20L / FW-43EZ20L  
Responsible Party: Sony Electronics Inc.  
Address: 16535 Via Esprillo, San Diego, CA 92127 U.S.A.  
Telephone Number: 858-942-2230

#### FCC Related Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or LCD Display reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/LCD Display technician for help.

Pursuant to FCC regulations, you are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

### Safety and Regulatory

FCC regulations restrict operation of this device to indoor use only.

#### Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
(1) This device may not cause harmful interference, and  
(2) this device must accept any interference received, including interference that may cause undesired operation.

### Notice for customers in Canada

This device contains licence-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:  
(1) This device may not cause interference.  
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

High-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

### Notice for customers in the United States of America and Canada

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 20 cm or more away from person's body (excluding extremities: hands, wrists, feet and ankles).

This device and its antenna(s) must not be co-located or operating with any other antenna or transmitter except Grant condition.

#### Compatible Wall-Mount Bracket Information

Use the following Sony Wall-Mount Bracket with your LCD Display model.

	Sony LCD Display Model No.
	FW-75EZ20L / 65EZ20L / 55EZ20L
Sony Wall-Mount Bracket Model No.	SU-WL855 <sup>*1</sup>

Use with other Wall-Mount Brackets<sup>\*2</sup> may cause instability and could result in property damage or injury.

<sup>\*1</sup> Only for limited region/country/model.

<sup>\*2</sup> For instructions on using the Wall-Mount bracket with your LCD Display please go to <https://www.sony.com/am/support> for your LCD Display model and download "Wall-Mount Bracket".

#### Compatible Table-Top Stand Information

Use the following Table-Top Stand accessory with your LCD Display model.

	Sony LCD Display Model No.		
	FW-43EZ20L	FW-50EZ20L	FW-65EZ20L / 55EZ20L
Table-Top Stand Model No.	FWA-ST1L	FWA-ST2L	FWA-ST3L

### To Customers

Sufficient expertise is required for LCD Display installations. Be sure to subcontract the installation to a Sony dealer or licensed contractor and pay adequate attention to safety during the installation.

#### Before setting up your LCD Display

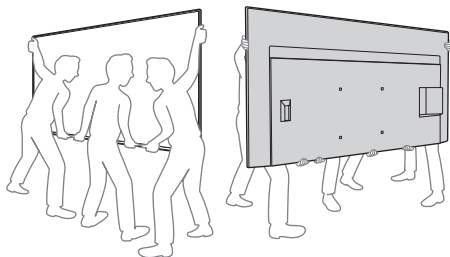
Some LCD Display models are packaged with a detached Table-Top Stand so you can mount your LCD Display to a wall right away. See "Installing the LCD Display to the Wall" if you want to mount the LCD Display to a wall. If you are not mounting the LCD Display to a wall, you will need to attach the Table-Top Stand (refer to the Setup Guide). (Models with Table-Top Stand only)

Be sure to consider the following while setting up your LCD Display:

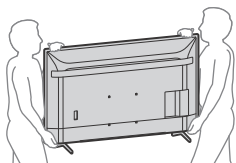
- Disconnect all cables when carrying the LCD Display.
- Two or more persons (three or more persons for 214.8 cm (85 inches) and above LCD Display) are needed to transport a large Display.
- Correct hand placement while carrying the LCD Display is very important for safety and to avoid damage.

- When handling or mounting the LCD Display set, do not lay down the LCD Display (for applicable LCD Display model only).

#### FW-85EZ20L



#### FW-75EZ20L / 65EZ20L / 55EZ20L / 50EZ20L / 43EZ20L



- Ensure your LCD Display has adequate ventilation, refer to the safety documentation.
- For best picture quality, do not expose the screen to direct illumination or sunlight.
- Avoid installing the LCD Display in a room with reflective wall and floor materials.
- Avoid moving the LCD Display from a cold area to a warm area. Sudden room temperature changes may cause moisture condensation. This may cause the LCD Display to show poor picture and/or poor color. Should this occur, allow moisture to evaporate completely before powering the LCD Display on.

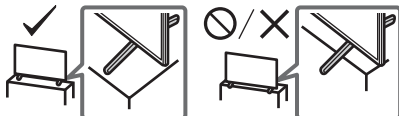
### Securing the LCD Display



Sony strongly recommends taking measures to prevent the LCD Display from toppling over. Unsecured LCD Display may topple and result in property damage, serious bodily injury or even death.

### Preventing the LCD Display from Toppling

- Secure the LCD Display to a wall and/or Stand (models with Table-Top Stand only).
- Do not allow children to play or climb on furniture and LCD Display.
- Avoid placing or hanging items on the LCD Display.
- Never install the LCD Display on:
  - slippery, unstable and/or uneven surfaces.
  - furniture that can easily be used as steps, such as a chest of drawers.
- Install the LCD Display where it cannot be pulled, pushed, or knocked over.
- Install the LCD Display so that the LCD Display's Table-Top Stand does not protrude out from the Stand (not supplied). If the Table-Top Stand protrudes out from the Stand, it may cause LCD Display to topple over, fall down, and cause personal injury or damage to the LCD Display. (Models with Table-Top Stand only)



- Route all AC power cords and connecting cables so that they are not accessible to curious children.

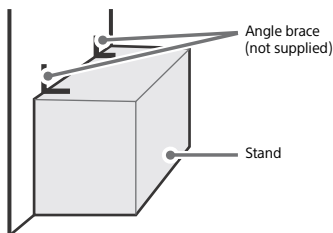
### Recommended Measures to Secure the LCD Display (models with Table-Top Stand only)

Consider the following measures when securing your LCD Display to a Stand (not supplied).

#### 1 Secure the Stand for the LCD Display.

Make sure the Stand can adequately support the weight of the LCD Display. Use two angle braces (not supplied) to secure the Stand. For each angle brace use the appropriate hardware to:

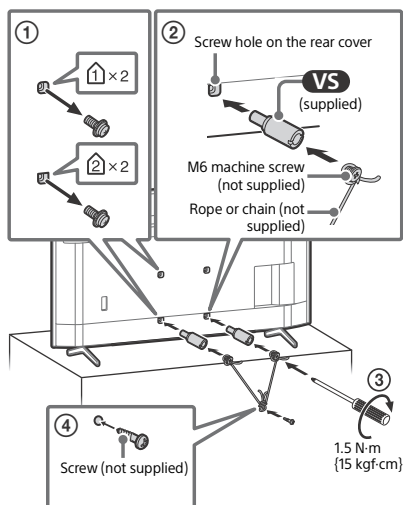
- Attach one side of the angle brace to the wall stud.
- Attach the other side to the Stand.



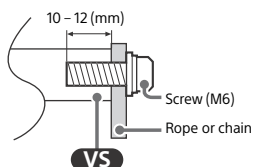
#### 2 Secure the LCD Display to the Stand.

Use the optional hardware listed as follows (not supplied):

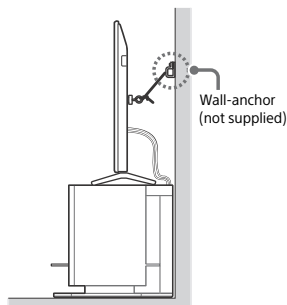
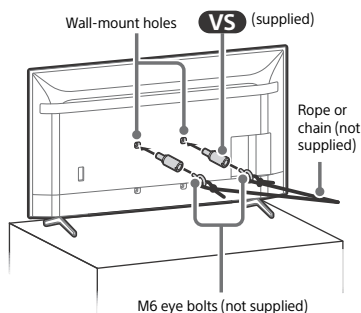
- M6 machine screws (screwed into the LCD Display's rear cover).
- A screw or similar (attach it to the Stand).
- Rope or chain (strong enough to support the weight of the LCD Display). Make sure that there is no excess slack in the rope or chain.



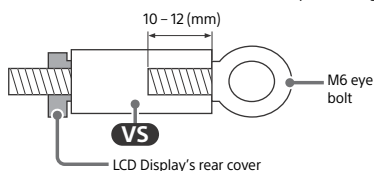
The length of the M6 machine screw differs depending on the rope or chain diameter. Please refer to below illustration.



- 3 Anchor the LCD Display to the wall by using bolts, wall anchor and chain (or rope).



Please refer to below illustration for M6 eye bolt length.



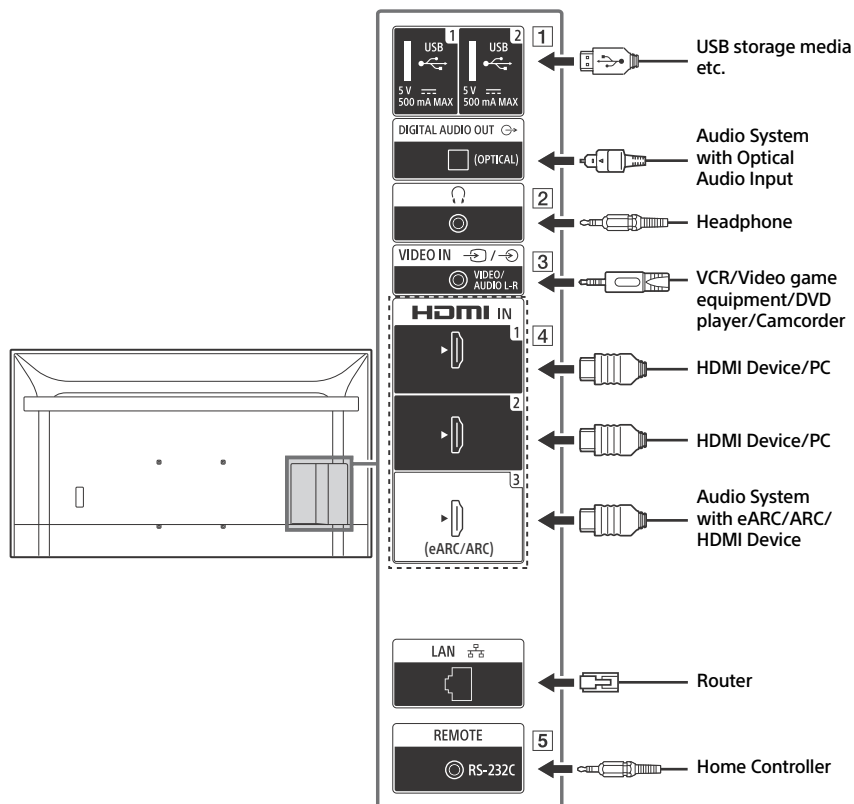
### Note

- Your LCD Display is shipped with screws attached to the rear of the LCD Display depending on the LCD Display model. (They are fastened in the screw holes for wall mounting.) Be sure to remove the upper two screws prior to anchoring the LCD Display to a wall.
- Securing the LCD Display to the Stand without securing the LCD Display and the Stand to the wall provides minimum protection against the LCD Display toppling over. For further protection, be sure to follow the three measures recommended.

# Connection Diagram

## Note

- Terminals and labels may vary depending on region/country/LCD Display model.



### 1 USB 1, USB 2

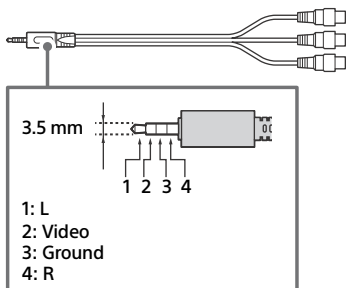
- Connecting a large USB device may interfere with other connected devices beside it.

### 2 (Headphone)

- Supports 3-pole stereo mini jack only.
- You cannot output sound from both the headphone and the LCD Display speakers at the same time.

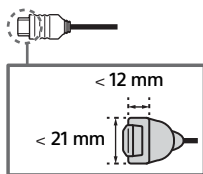
### 3 VIDEO IN

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



### 4 HDMI IN 1/2/3

- HDMI interface can transfer the digital video and audio on a single cable.



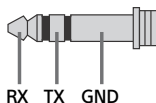
### HDMI IN 3 eARC/ARC (Enhanced Audio Return Channel/Audio Return Channel)

Connect your audio system to the HDMI IN 3 to route LCD Display audio to your audio system. An audio system that supports HDMI eARC/ARC can send video to the LCD Display, and receive audio from the LCD Display via the same HDMI cable. If your audio system does not support HDMI eARC/ARC, an additional connection with DIGITAL AUDIO OUT (OPTICAL) is necessary.

- Use the HDMI cable with Ethernet to connect audio system with eARC.

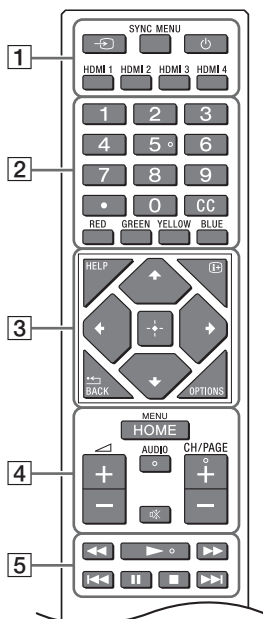
### 5 REMOTE RS-232C

- Terminal for serial communication. For details, see "Control functions".



# Remote Control and LCD Display

The remote control shape, layout, availability and function of remote control buttons may vary depending on your region/country/LCD Display model/ LCD Display settings.



- 1** **(Input select):** Display and select the input source, etc.

**SYNC MENU:** Display the BRAVIA Sync Menu.

**(Power)**

**HDMI 1/2/3/4**

- 2** **Number buttons**

**(dot)**

**CC**

**Color buttons**

- 3** **HELP:** Display the Help menu.

**(Screen display):** Display information.

**/BACK**

**OPTIONS:** Displays a list of functions that can be used at that time.

**(Navigation D-Pad):** On screen menu navigation and selection.

- 4** **HOME/MENU**

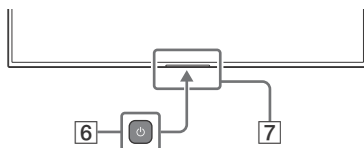
**+/- (Volume)**

**AUDIO\*:** Select the sound of multilingual source or dual sound (depend on program source).

**(Mute)**

**CH/PAGE +/-**

- 5**



- 6** **(Power)**

- 7** **Remote Control sensor / LED**

\* Accessibility shortcut is available by pressing and holding AUDIO.

## Pro settings

In [Pro settings], you can use various convenient functions for professional use.

### How to use Pro settings

- 1 Press the **HOME/MENU** button on the remote control.
- 2 Go to [Settings] → [Pro settings], then select the desired settings.

For each setting, refer to the following.

### Initialize Pro settings

All changes will be discarded, and default settings will be restored.

### Install APK

Install the APK file for the Android TV app to the LCD Display using a USB storage media.

- 1 Select [Pro settings] → [Install APK].
- 2 Select an APK.

#### Note

- This menu is displayed only when the .apk file exists in the USB storage media.

### PC input optimization

Show the typical PC format in full screen by keeping the aspect ratio.

- 1 Select [Pro settings] → [PC input optimization].
- 2 Change the settings.  
The default setting is Off.

### Wake-up on signal

- a) Automatically turn on the LCD Display and switch input when an HDMI input is connected.
- b) Automatically turn off the LCD Display when the HDMI input is disconnected.

- 1 Select [Pro settings] → [Wake-up on signal].
- 2 Select the option.  
[Disable] (Default): The function is disabled.  
[Always enabled]: Both function a) and b) are enabled.  
[Input change only]: Only function a) is enabled.  
[Specified hours]: You can specify the start/end time during which the function is enabled.

### Lock settings

You can protect the settings of [Pro settings] by using a PIN.

- 1 Select [Pro settings] → [Lock settings].
- 2 Set the PIN by following the instruction on the screen.

### Initial input source

Set the input that is displayed when the LCD Display is turned on.

- 1 Select [Pro settings] → [Initial input source].
- 2 Select a primary input source.

### Power Scheduling

Set the times for the LCD Display to turn on and off automatically, including a schedule to run periodically (daily or weekly).

- 1 Select [Pro settings] → [Power Scheduling].
- 2 Select the time / the day of week to turn on and off.

### Periodic restart

Restart the LCD Display at a set time. This can schedule periodic restarts (daily or weekly). You can select whether a restart should be executed or not while the LCD Display is on. It is recommended to schedule a periodic restart of the LCD Display to maintain system stability.

- 1 Select [Pro settings] → [Periodic restart].
- 2 Turn on [Periodic restart] function.
- 3 Set the time, the day of week to restart the LCD Display.
- 4 Select whether a restart should be executed or not while the LCD Display is on.

### Display/Remote controls

Enable or disable the buttons on the LCD Display or the remote control.

- 1 Select [Pro settings] → [Display/Remote controls].
- 2 Select an option.  
[Display control]: Enable or disable the buttons on the LCD Display.  
[IR remote control]: Enable or disable the buttons on the IR remote control.

## External inputs

Define which input sources are available.

- 1 Select [Pro settings] → [External inputs].
- 2 Select an input.
- 3 Select an option.  
[Use with labels]: The input info label appears on the screen.  
[Use without labels]: The input info label does not appear on the screen.  
[Not use]: The input is disabled in Pro mode.

## BRAVIA Signage Free

Allows you to playback movies and still images that are stored on a USB storage media, insert the USB device into a USB port on the LCD Display.

### Supported files and formats

Video format\*<sup>1</sup>\*<sup>2</sup>

MP4 AVC, MP4 AVC/HEVC (.mp4)  
MPEG TS AVC/MPEG2 (.m2ts)

\*1 Maximum supported resolution is 3840 × 2160 for a 4K model and 1920 × 1080 for a 2K model.

\*2 Frame rate is 30 fps.

Photo format

JPEG\*<sup>1</sup> (.jpg, .jpeg)  
BMP\*<sup>2</sup> (.bmp)  
PNG\*<sup>2</sup> (.png)  
GIF\*<sup>2</sup> (.gif)

\*1 Maximum supported resolution is 3840 × 2160 for a 4K model.

\*2 Maximum supported resolution is 1920 × 1080 for a 2K model.

Audio format

MP3 (.mp3) (44.1 kHz, 48 kHz) (2 channels)  
AAC (.m4a) (44.1 kHz, 48 kHz) (2 channels)

### What to prepare

Format the USB storage media file system using NTFS or FAT32 option.

### Start BRAVIA Signage Free

Select [BRAVIA Signage Free] on the [Home] screen of the LCD Display.

The first time you open [BRAVIA Signage Free], the [Basic settings] screen is displayed.

Next time, the registered contents are displayed.

You can display the [Basic settings] screen when you press and hold the **1** button on the remote control for more than 3 seconds.

If you enable [Lock settings], to view [BRAVIA Signage Free], enter the PIN code.

### Basic settings screen settings

[Landscape/Portrait], [Transition effect], and [Text].

If you enable the [Presentation mode], you can manually select the previous or next content with the left/right button on the remote control.

### Slideshow playback

Slideshow playback will playback content alphabetically that is stored on the USB storage media.

- 1 Create a “media” folder in the root folder of the USB storage media and copy the contents.
- 2 Insert the USB storage media to a USB port on the LCD Display.
- 3 Go to [Home] → [BRAVIA Signage Free], to display the [Basic settings] screen. To show the [Basic settings] screen, press and hold the **1** button on the remote control for more than 3 seconds.
- 4 Set the [Play mode] to [Slideshow].
- 5 Select [Start].

### Create playlist and play

A playlist can be created that specifies the order of playback for the contents stored on the USB storage media.

- 1 Create a “media” folder in the root folder of the USB storage media and copy the contents.
- 2 Insert the USB storage media to a USB port on the LCD Display.
- 3 Go to [Home] → [BRAVIA Signage Free], to display the [Basic settings] screen. To show the [Basic settings] screen, press and hold the **1** button on the remote control for more than 3 seconds.
- 4 Press the **RED** button on the remote control to create the playlist and display the [Playlist settings] screen. You can check the colour button function at the bottom of the screen.
- 5 Enter the playlist name via on-screen keyboard.

- 6 Select the content. You can add the content by choosing [+].
- 7 Select [OK]. The Playlist is saved, and the [Basic settings] screen is displayed.
- 8 On [Basic settings] screen, set the [Play mode] to [Playlist] and select the playlist name to playback, then select [Start].

### Playlist schedule playback

You can set the playback schedule for the playlist.

- 1 Go to [Home] → [BRAVIA Signage Free], to display the [Basic settings] screen. To show the [Basic settings] screen, press and hold the **1** button on the remote control for more than 3 seconds.
- 2 On the [Basic settings] screen, press the **GREEN** button on the remote control. The [Schedule settings] screen is displayed.
- 3 On the [Schedule settings], press the **RED** button on the remote control, and create the new schedule.
- 4 Select [OK]. The Schedule is saved, and the [Basic settings] screen is displayed.
- 5 On the [Basic settings] screen, set the [Play mode] to [Scheduled], then select [Start].

#### Note

- The time/date settings of the LCD Display must be correct.

### Copy the contents to the LCD Display's internal storage

You can copy the contents from the USB storage media to the LCD Display's internal storage.

You can playback the contents from the LCD Display's internal storage by changing the [Storage] setting to [Internal storage] on the [Basic settings] screen.

- 1 On the [Basic settings] screen, press the **YELLOW** button on the remote control. The [Content management] screen is displayed.
- 2 Press the **GREEN** button on the remote control to import content.  
Press the **RED** button on the remote control to delete content.  
Press the **YELLOW** button on the remote control for multiple selections.

### Bulk import / Bulk export

You can copy the settings and content from one LCD Display to another using the [BRAVIA Signage Free] software.



- 1 Connect the USB storage media to the LCD Display.
- 2 Go to the [Basic settings] screen, select [Bulk import] or [Bulk export].  
[Bulk import]: Import the settings and content from the USB storage media  
[Bulk export]: Export the settings and content to the USB storage media
- 3 Select [OK] to perform Bulk import / Bulk export.

### Auto start playback

- 1 Copy "autorun.txt" file to "sony" folder and contents to "media" folder of the USB storage media.
- 2 Connect the USB storage media to the LCD Display after turned on.
- 3 Signage playback starts when AC power cord is plugged in again.

# Control functions

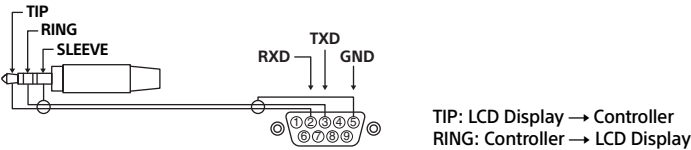
## RS-232C

You can control the LCD Display from an external service via RS-232C. The RS-232C connection is briefly explained in this page.

### Interface

Establish the RS-232C connection to the LCD Display by using a 3.5 mm stereo mini plug (supplied).

#### 3.5 mm Stereo mini plug



### Connection settings

When establishing the RS-232C connection, make connection settings as below.

Baud rate	9600 bps
Data	8 bit
Parity	None
Start bit	1 bit
Stop bit	1 bit
Flow control	None

### Data format

We introduce the data format for the RS-232C communication below.

(a) Requests from the controller to the LCD Display

No.	Item	Value	
1	Header	0x8C	: Control
2	Category	0x00	(fixed)
3	Function	0xXX	
4	Length	0xXX	(=Data X+1 byte)
5	Data 1	0xXX	
:	:	0xXX	
:	:	0xXX	
X+4	Data X	0xXX	
X+5	Check Sum	0xXX	

(b) Responses from the LCD Display to the controller

No.	Item	Value	
1	Header	0x70	Answer
2	Answer	0x00	Completed (Normal End)
		0x01	: Limit Over (Abnormal End-Exceed maximum value)
		0x02	: Limit Over (Abnormal End-Exceed minimum value)
		0x03	: Command Canceled (Abnormal end)
		0x04	: Parse Error (Data Format Error)
3	Check Sum	0xFF	

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## Command example

Examples of RS-232C communication command are explained below.

Control	Head	Category	Function	Length	Data 1	Data X	Checksum
Power on/off	0x8C	0x00	0x00	0x02	0x00 (off)	-	0x8E
					0x01 (on)	-	0x8F
HDMI input selection	0x8C	0x00	0x02	0x03	0x04 (HDMI)	0x01 (#1)	0x96
						0x02 (#2)	0x97
						0x03 (#3)	0x98
						0x04 (#4)	0x99

For more details on RS-232C, please contact your sales representative.

## IP control

You can control the LCD Display via IP from an HTML5/Android application on the external device. You can manage and monitor information of input/power, control the LCD Display such as input source and volume.

## Supported IP protocol

Protocol name	Layer	Format	Authentication	Explanation
Simple IP control	TCP	Byte stream	N/A	Only typical functions are supported.

## LCD Display settings

When using [IP control], set the LCD Display as follows first.

Go to [Settings] → [Network & Internet] → [IP control].

For Simple IP control,

- Enable [Simple IP control].

For more details on [IP control], please contact your sales representative.

# Installing the LCD Display to the Wall

## Using the optional Wall-Mount Bracket (SU-WL855 only)\* (not supplied)

### To Customers:

For product protection and safety reasons, Sony strongly recommends that installation of your LCD Display be performed by Sony dealers or licensed contractors. Do not attempt to install it yourself.

### To Sony Dealers and Contractors:

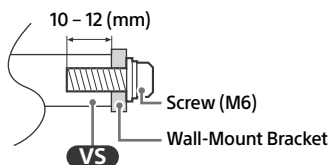
Provide full attention to safety during the installation, periodic maintenance and examination of this product.

## Wall-Mount Bracket Installation Information

For instructions on Wall-Mount Bracket installation, see the Installation Information (Wall-Mount Bracket) on the Sony Customer Support website for your LCD Display model at the following address.

<https://www.sony.com/am/support>

- Follow the instruction guide provided with the Wall-Mount Bracket for your model. Sufficient expertise is required in installing this LCD Display, especially to determine the strength of the wall for withstanding the LCD Display's weight.
- Sony is not liable for any damage or injury caused by mishandling or improper installation.
- The length of the screw for Wall-Mount Bracket differs depending on the Wall-Mount Bracket thickness. Please refer to below illustration.



- 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 (models with Table-Top Stand only). Keep the screws away from small children.

## Note

- Read the supplied safety documentation for additional safety information.

\* Only for limited region/country/model.

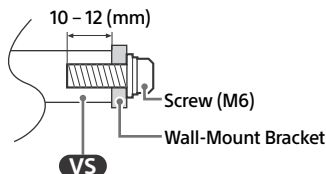
## Using the optional Wall-Mount Bracket (except SU-WL855) (not supplied)

This LCD Display's instruction manual only provides the steps to prepare the LCD Display for Wall-Mount installation before it is installed on the wall.

Your LCD Display can be mounted to a wall using a suitable Wall-Mount Bracket (not supplied). If the Table-Top Stand is attached to the LCD Display, the LCD Display may require detaching the Table-Top Stand (models with Table-Top Stand only). Prepare the LCD Display for the Wall-Mount Bracket before making cable connections.

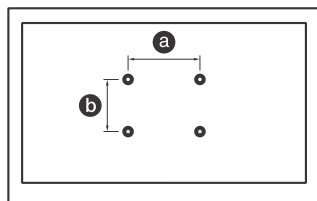
**For product protection and safety reasons, Sony strongly recommends that installation of your LCD Display on the wall be performed by qualified professionals. Do not attempt to install it yourself.**

- Follow the instruction guide provided with the Wall-Mount Bracket for your model. Sufficient expertise is required in installing this LCD Display, especially to determine the strength of the wall for withstanding the LCD Display's weight.
- The screws for installing the Wall-Mount Bracket to the LCD Display are not supplied.
- The length of the screw for Wall-Mount Bracket differs depending on the Wall-Mount Bracket thickness. Please refer to below illustration.



- Refer to the following table for wall-mount hole pattern.

Model Name	Wall-mount hole pattern
	a × b
FW-85EZ20L	400 × 400 mm
FW-75EZ20L / 65EZ20L / 55EZ20L	300 × 300 mm
FW-50EZ20L / 43EZ20L	200 × 200 mm



- 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 (models with Table-Top Stand only). Keep the screws away from small children.

#### Note

- Read the supplied safety documentation for additional safety information.
- For more detailed information, visit Sony Customer Support website.\*

\* Only for limited region/country/model.

## Troubleshooting

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


- 1 Restart your LCD Display by pressing the power button on the remote control for about five seconds and select [Restart]. The LCD Display will restart. If the LCD Display does not recover, try unplugging the AC power cord then press the power button on the LCD Display and release it. Wait for two minutes, and plug in the AC power cord.  
Or, press the power button on the LCD Display for about 40 seconds until the LCD Display turns off.
- 2 Refer to the Help menu by pressing **HELP** on the remote control.
- 3 Connect your LCD Display to the Internet and perform a software update. Sony recommends you to keep your LCD Display software updated. Software updates provide new features and performance improvements.
- 4 Perform the factory data reset.

**When you plug in the LCD Display, the LCD Display may not be able to turn on for a while even if you press the power button on the remote control or the LCD Display.**

It takes time to initialize the system. Wait for about one minute, then operate it again.

#### How to reset the LCD Display to factory settings

**WARNING:** The reset will clear all of your customized settings including the parental lock setting.

- You can reset the LCD Display to factory settings by selecting [Factory data reset].
- To force factory data reset, unplug the AC power cord. Press and hold  button on the LCD Display, then plug in the AC power cord.

- For security purposes, be sure to remove all personal and account information before discarding, selling or passing your LCD Display to someone else by: unlinking/unregistering, signing out of and deactivating all network services as well as factory reset the LCD Display.

**The remote control does not function.**

- Replace the batteries.

**The restricted profile password has been forgotten.**

- Perform the force factory data reset.

## Specifications

### System

Panel system

LCD (Liquid Crystal Display) Panel,  
LED Backlight

Speaker output (W)

10 + 10

Wireless technology

Protocol IEEE 802.11a/b/g/n/ac  
Bluetooth® Version 5.0

### Input/Output jacks

 VIDEO IN

Video/Audio input (mini jack)

HDMI IN 1/2/3 (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

Audio:

In eARC (Enhanced Audio Return  
Channel) mode

7.1 channel linear PCM: 32/44.1/48 kHz  
16 bits, Dolby Digital, Dolby Digital  
Plus, Dolby TrueHD, Dolby Atmos

Except eARC mode

Two channel linear PCM:  
32/44.1/48 kHz 16/20/24 bits, Dolby  
Audio

eARC/ARC (Enhanced Audio Return  
Channel/Audio Return Channel) (HDMI IN 3  
only)\*2

In eARC mode

7.1 channel linear PCM: 32/44.1/48 kHz  
16 bits, Dolby Digital, Dolby Digital Plus,  
Dolby TrueHD, Dolby Atmos

In ARC mode

Two channel linear PCM: 48 kHz 16 bits,  
Dolby Audio, Dolby Atmos

 DIGITAL AUDIO OUT (OPTICAL)

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

 (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.)

REMOTE

RS-232C mini jack

This jack is for receiving the external  
control signal.

### Power and others

Power requirements

110 V – 240 V AC, 50/60 Hz (U.S.A./  
Canada 120 V AC, 60 Hz)

Power consumption

In use (W)

FW-85EZ20L: 342

FW-75EZ20L: 315

FW-65EZ20L: 226

FW-55EZ20L: 191

FW-50EZ20L: 146

FW-43EZ20L: 125

In standby\*3\*4

Less than 0.5 W with 120 V AC and less  
than 0.5 W with 240 V AC

Screen size (measured diagonally) (Approx.)  
(cm/inches)

FW-85EZ20L: 214.8 / 84.6 (85" class)

FW-75EZ20L: 189.3 / 74.5 (75" class)

FW-65EZ20L: 163.9 / 64.5 (65" class)

FW-55EZ20L: 138.8 / 54.6 (55" class)

FW-50EZ20L: 125.7 / 49.5 (50" class)

FW-43EZ20L: 108.0 / 42.5 (43" class)

Display resolution (horizontal × vertical)  
(pixels)

3840 × 2160

Output rating

500 mA (for USB 1/2)

### Dimensions (Approx.) (w × h × d) (mm) / (inches)

FW-85EZ20L: 1901 × 1090 × 73 / 74 <sup>7</sup>/<sub>8</sub> × 43 × 2 <sup>7</sup>/<sub>8</sub>

FW-75EZ20L: 1686 × 969 × 72 / 66 <sup>1</sup>/<sub>2</sub> × 38 <sup>1</sup>/<sub>4</sub> × 2 <sup>7</sup>/<sub>8</sub>

FW-65EZ20L: 1462 × 842 × 71 / 57 <sup>5</sup>/<sub>8</sub> × 33 <sup>1</sup>/<sub>4</sub> × 2 <sup>7</sup>/<sub>8</sub>

FW-55EZ20L: 1243 × 721 × 71 / 49 × 28 <sup>1</sup>/<sub>2</sub> × 2 <sup>7</sup>/<sub>8</sub>

FW-50EZ20L: 1126 × 653 × 70 / 44 <sup>3</sup>/<sub>8</sub> × 25 <sup>3</sup>/<sub>4</sub> × 2 <sup>7</sup>/<sub>8</sub>

FW-43EZ20L: 972 × 567 × 70 / 38 <sup>3</sup>/<sub>8</sub> × 22 <sup>3</sup>/<sub>8</sub> × 2 <sup>7</sup>/<sub>8</sub>

wall-mount hole pattern

FW-85EZ20L: 400 × 400 mm

FW-75EZ20L / 65EZ20L / 55EZ20L:

300 × 300 mm

FW-50EZ20L / 43EZ20L: 200 × 200 mm

wall-mount screw size (mm)

M6 (length: see "Installing the LCD Display to the Wall".)

### Mass (Approx.) (kg) / (lb.)

FW-85EZ20L: 44.7 / 98.5

FW-75EZ20L: 30.4 / 67

FW-65EZ20L: 20.4 / 45

FW-55EZ20L: 15.3 / 33.8

FW-50EZ20L: 12.1 / 26.7

FW-43EZ20L: 9.3 / 20.5

### Others

Optional accessories

Wall-Mount Bracket: SU-WL855

(FW-75EZ20L / 65EZ20L / 55EZ20L only)

Table-Top Stand: FWA-ST1L (FW-43EZ20L),

FWA-ST2L (FW-50EZ20L), FWA-ST3L

(FW-65EZ20L / 55EZ20L)

Operating temperature: 0 °C – 40 °C /  
32 °F – 104 °F

\*1 Refer to the on screen menu to set [HDMI signal format].

\*2 Connect your audio system to the HDMI IN 3 to route LCD Display audio to your audio system.

\*3 Specified standby power is reached after the LCD Display finishes necessary internal processes.

\*4 Standby power consumption will increase when your LCD Display is connected to the network.

### Note

- Optional accessories availability depends on countries/region/LCD Display model/stock.
- Design and specifications are subject to change without notice.
- Some of the on-screen instructions may not apply to your LCD Display model.

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