



## How to troubleshoot Supervisor for Bravia

### Description

This guide explains how to troubleshoot Supervisor.

# Requirements

- Supervisor 0.131 or higher installed on an Android 10 Bravia
- Remote control

Make sure the device is running in Pro Settings Mode to troubleshoot.  
(Blue bar in the top stating 'Pro-Settings in progress').

In case the device is not in 'Pro Settings Mode', perform the following sequence on the remote control of the device:

Info (I+) > Mute > Volume + > Home.

The device will now reboot in to Pro Settings Mode.



## App crashes after opening

In case the app crashes when you open it, this could be caused by the admin password which is not set correct.

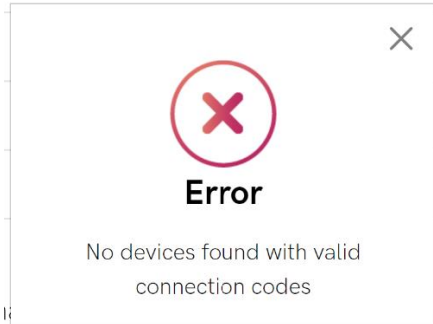
Perform the following steps to resolve this issue:

1. Settings > Pro Mode Settings > Admin Password.  
Adjust the password to: **sony1234**
2. Reboot the device.

After rebooting the device, open the app to verify if this resolved the issue.

# Error : No devices found with valid connection code

This error can occur in case the startup service 'Web UI' is not installed.  
(Supervisor app will only shows the 7 digit serial number).



1. In order to install this service go to:  
Settings > Pro Mode Settings > Startup services > Bravia Web Control UI.
2. Settings > Pro Mode Settings > Admin Password.  
Adjust the password to: **sony1234**
3. Restart the Bravia.
4. Open the Supervisor application to verify if you see the 10 digit code.  
(7 digit serial number + last 3 digits of the Mac address)
5. In case the application is still only showing the serial number, try the following:  
Settings > Apps > Bravia Supervisor > Force Close.
6. Open the Supervisor application again to verify if the code is showing correct.
7. If the code is still not displayed correct, please check the app version:  
Settings > Apps > Bravia Supervisor > Version.

In case the version is lower than 0.131 please update the app:

[Supervisor\\_0.131](#)

SONY



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