

TEOS

External input

2025



Troubleshoot external input problems on a Sony Bravia

Description

This guide explains how to trouble shoot external input problems on a Sony Bravia. When using a Sony Bravia with TEOS it can sometimes be the case that the Sony Bravia displays unusual behaviour regarding the external input, for example switching to an external input when there is none connected or when connecting an external input not switching.

This manual will explain the steps of troubleshooting this issue.

Requirements

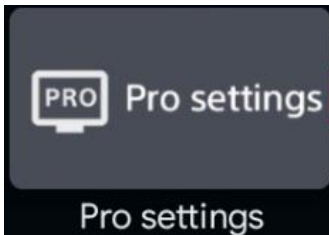
- Access to the Sony Bravia display
- Pro settings enabled

Troubleshooting external input problems on a Sony Bravia

1. First the device needs to be in Pro Mode, to put the device in Pro Mode use a remote control to enter the following key combination: INFO + MUTE + VOLUME UP + HOME

This needs to be entered quickly after each other.

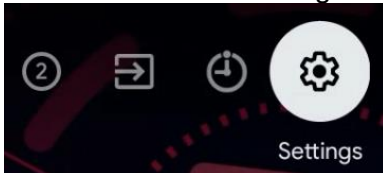
2. Now that the device is in Pro Mode we can navigate to the Pro settings of the device.



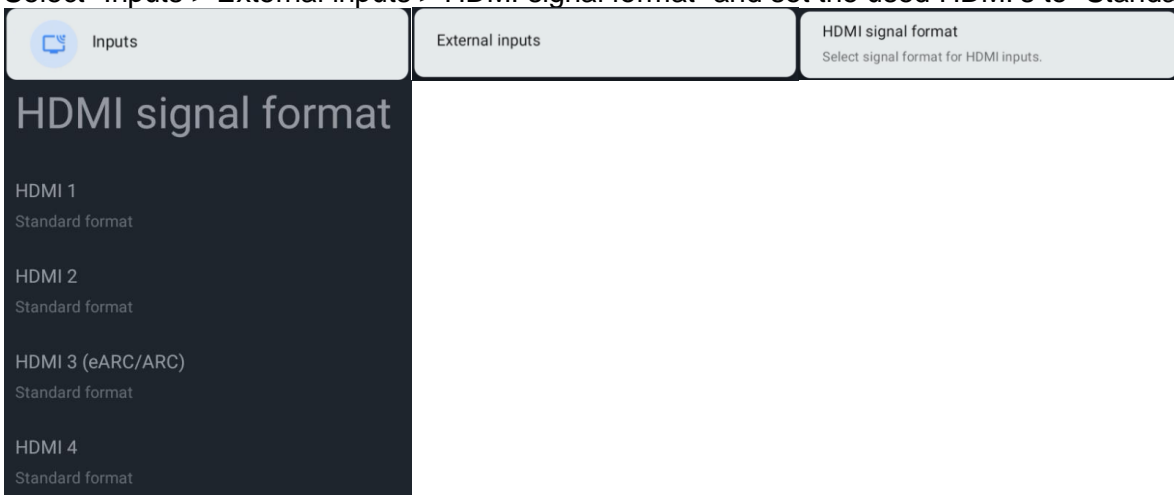
3. Navigate to the setting "Wake-up on signal" and make sure this is set to "Input change only".



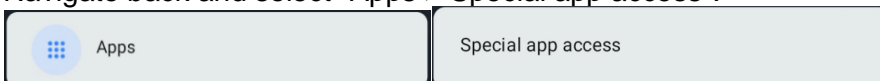
4. Exit out of the Pro settings and navigate to the normal settings.



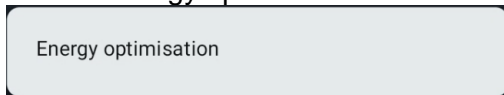
5. Select "Inputs > External inputs > HDMI signal format" and set the used HDMI's to "Standard format".



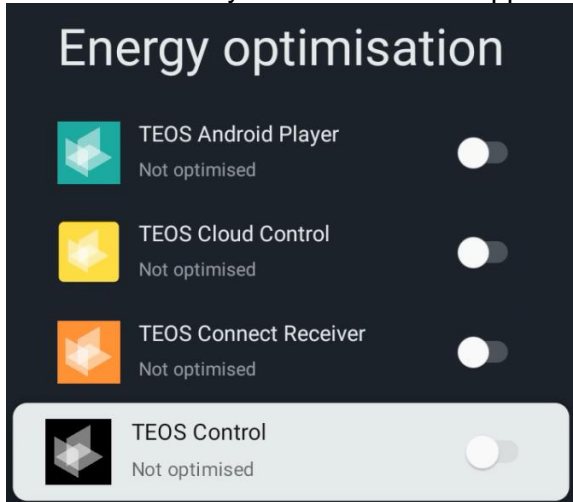
6. Navigate back and select "Apps > Special app access".



7. Select "Energy optimisation".



8. Scroll down until you find the TEOS applications and disable the use of energy optimisation.



9. Test if the problem with the external input is solved, if this is not the case please contact support: support@teos.supports