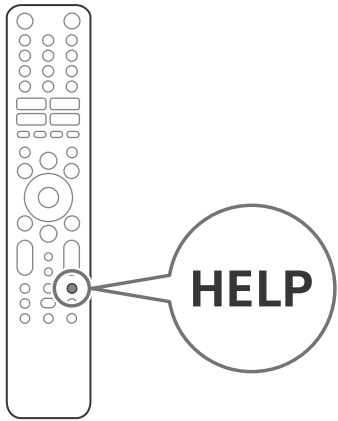




Television

Reference Guide



BRAVIA

KD-43W880K / 43W870K / 32W830K / 32W820K

About Manuals

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

Setup Guide TV installation and setup.	
Reference Guide (this manual) / Safety Documentation Safety information, remote control, troubleshooting, wall-mount installation, specification, etc.	
Help Guide (On screen Manual) - Settings, functions, Internet connection, troubleshooting, etc. - To open it, press the HELP button on the remote control and select Help Guide.	You can refer to the Help Guide with your smartphone. https://rd1.sony.net/help/tv/jgar4/h_ga/

IMPORTANT – Read the End User Software Licence Agreement before using your Sony product. Using your product indicates your acceptance of the End User Software Licence Agreement. The software licence agreement between you and Sony is available online at Sony website (<https://www.sony.net/tv-software-licenses2/>) or on your product screen. Press (Quick Settings) on the remote control and select [Settings] → [System] → [About] → [Legal information] → [Notices and licences].

- Note**
- Before operating the TV, please read the “Safety Information”.
 - Read the supplied safety documentation for additional safety information.
 - Instructions about “Installing the TV to the Wall” are included within this TV’s instruction manual.
 - Images and illustrations used in the Setup Guide and this manual are for reference only and may differ from the actual product.
 - Setting menus are subject to change without notice due to software updates.
For latest information, visit Sony support website.

Location of the identification label

Labels for the TV Model No. and Power Supply rating are located on the rear of the TV.
For models with supplied AC adapter:
Labels for AC adapter Model No. and Serial No. are located on the bottom of AC adapter.

Safety Information

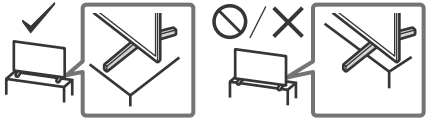
Installation/Set-up

Install and use the TV set in accordance with the instructions below in order to avoid any risk of fire, electric shock or damage and/or injuries.

Installation

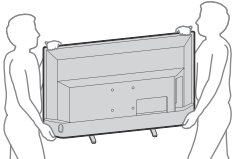
- The TV set should be installed near an easily accessible AC power outlet (mains socket).
- Place the TV set on a stable, level surface to prevent it from falling over and causing personal injury or property damage.
- Install the TV where it cannot be pulled, pushed, or knocked over.

- Install the TV so that the TV’s Table-Top Stand does not protrude out from the TV stand (not supplied). If the Table-Top Stand protrudes out from the TV stand, it may cause TV set to topple over, fall down, and cause personal injury or damage to the TV.



Transporting

- Before transporting the TV set, disconnect all cables.
- Two or more persons are needed to transport a large TV set.
- When transporting the TV set by hand, hold it as shown below. Do not put stress on the panel and the frame around the screen.
- When lifting or moving the TV set, hold it firmly from the bottom.



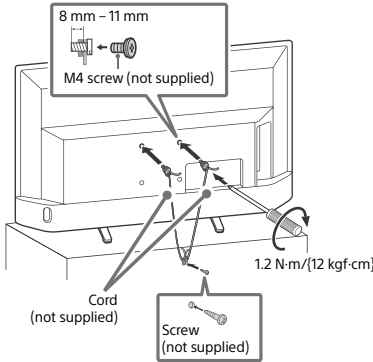
- When transporting the TV set, do not subject it to jolts or excessive vibration.
- When transporting the TV set for repairs or when moving, pack it using the original carton and packing material.

Topple prevention

(Models with supplied support belt kit)

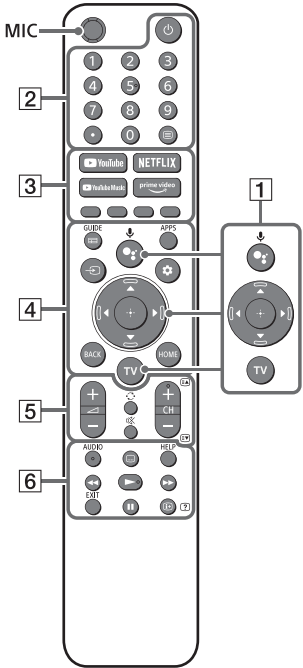
Refer to the Setup Guide on top of the cushion.
The supplied wood screw is only for affixing to a solid object made of wood.

(Except models with supplied support belt kit)



Remote Control and TV

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



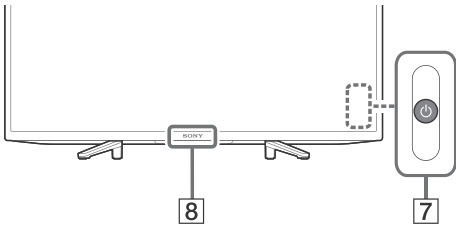
- 1** : **(Google Assistant)** / : **(Microphone)**: Use Google Assistant*1*2 or voice search*2. For hints on how to control your TV, press the microphone button on the remote control and say “voice hints”.*1
: On screen menu navigation and selection.
TV: Display TV channel list or switch to input.

- 2** : **(Power)**
Number buttons
: **(dot)**
: **(Text)**: Display text information.

- 3** **YouTube™ / NETFLIX*1*3 / YouTube Music / Prime Video / Colour buttons**
4 : **GUIDE**/: Display the digital programme guide of TV or TV box*1*4.
APPS: Display a list of installed apps.
: **(Input select)**: Display and select the input source, etc.
: **(Quick settings)**: Display Quick Settings.
BACK HOME

- 5** : **(Volume)**
: **(Jump)**
: **(Mute)**
CH +/-/PAUSE/STOP: Select the channel, or next () / previous () page.

- 6** **AUDIO*5**: Select the sound of multilingual source or dual sound (depend on programme source).
: **(Subtitle setting)**
HELP: Display the Help menu.
: **◀◀/▶▶/II**
EXIT
: **(Info/Text reveal)**: Display information.



- 7** : **(Power)**
8 **Remote Control sensor / LED**

*1 Only for limited region/country/model/language.
*2 Google Assistant or voice search requires an Internet connection.
*3 Installation might be required depending on region/country.
*4 [TV box setup] setting is required.
*5 Accessibility shortcut is available by pressing and holding **AUDIO**.

For more information, refer to the Help Guide.

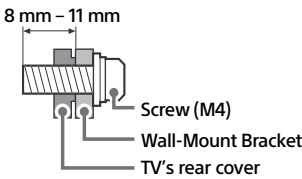
Installing the TV to the Wall

Using the optional Wall-Mount Bracket (SU-WL450)* (not supplied)

To Customers:
For product protection and safety reasons, Sony strongly recommends that installation of your TV 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 product page for your TV model.
<https://www.sony-asia.com/support>
• Follow the instruction guide provided with the Wall-Mount Bracket for your model. Sufficient expertise is required in installing this TV, especially to determine the strength of the wall for withstanding the TV’s weight.
• Sony is not liable for any damage or injury caused by mishandling or improper installation.
• Only qualified service personnel should carry out wall-mount installations.
• For safety reasons, it is strongly recommended that you use Sony accessories, including:
– Wall-Mount Bracket SU-WL450
• Be sure to use the screws supplied with the Wall-Mount Bracket when attaching the Wall-Mount Bracket to the TV set.
The supplied screws are designed as indicated by illustration when measured from the attaching surface of the Wall-Mount Bracket.
The diameter and length of the screws differ depending on the Wall-Mount Bracket model.
Use of screws other than those supplied may result in internal damage to the TV set or cause it to fall, etc.



- 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. Keep the screws away from small children.
- * Only for limited region/country/model.

Troubleshooting

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

- 1** Restart your TV by pressing the power button on the remote control until a menu appears. Select Restart to restart the TV. If the TV does not recover, try unplugging the AC power cord (mains lead). Then press the power button on the TV, and release it. Wait for two minutes, and plug in the AC power cord (mains lead).
- 2** Refer to the Help Guide by pressing **HELP** on the remote control.
- 3** Connect your TV to the Internet and perform a software update. Sony recommends you to keep your TV software updated. Software updates provide new features and performance improvements.
- 4** Visit Sony support website (information provided at the end of this manual).

When you plug in the TV, the TV may not be able to turn on for a while even if you press the power button on the remote control or the TV.
It takes time to initialize the system. Wait for about one minute, then operate it again.

The remote control does not function.
• Replace the batteries.

The parental lock password has been forgotten.
• Enter 4357 for the PIN and enter the new PIN.

For more information on troubleshooting, refer to the Help Guide.

Specifications

System

Panel system: LCD (Liquid Crystal Display) Panel, LED Backlight

TV system: Depend on your country/area selection

Analogue: B/G, I, D/K, M

Digital: DVB-T/DVB-T2

Colour system: PAL/SECAM/NTSC3.58/NTSC4.43

Channel coverage: Depend on your country/area selection

Analogue: UHF/VHF/Cable

Digital: UHF/VHF

Sound output: 10 W + 10 W

Wireless technology

Protocol IEEE 802.11a/b/g/n/ac

(IEEE 802.11ac may not be available depending on countries/regions.)

Bluetooth® Version 5.0

Input/Output jacks

Antenna (aerial)/cable

75 ohm external terminal for VHF/UHF

 /  AV IN

Video/Audio input (phono jacks)

HDMI IN 1/2/3

Video:

1080p (30, 50, 60 Hz), 1080/24p, 1080i (50, 60 Hz), 720p (30, 50, 60 Hz), 720/24p, 576p, 576i, 480p, 480i, PC Formats*1

Audio:

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

ARC (Audio Return Channel) (HDMI IN 3 only)*2

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.)

 DC IN 19.5 V

AC adapter input

Power and others

Power requirements

19.5 V DC with AC adapter

Rating: Input 100 V – 240 V AC, 50/60 Hz

Screen size (measured diagonally) (Approx.)

KD-43W880K / 43W870K: 43 inches / 108.0 cm

KD-32W830K / 32W820K: 32 inches / 80.0 cm

Power consumption

Indicated on the rear of the TV

Standby power consumption*3*4*5

UAE: 0.50 W, Others: 0.5 W

Display resolution (horizontal × vertical) (pixels)

KD-43W880K / 43W870K: 1920 × 1080

KD-32W830K / 32W820K: 1366 × 768

Output Rating

USB 1/2

5 V , 500 mA MAX

Dimensions (Approx.) (w × h × d) (mm)

with Table-Top Stand

KD-43W880K / 43W870K: 970 × 602 × 222

KD-32W830K / 32W820K: 730 × 465 × 188

without Table-Top Stand

KD-43W880K / 43W870K: 970 × 571 × 75

KD-32W830K / 32W820K: 730 × 437 × 75

Mass (Approx.) (kg)

with Table-Top Stand

KD-43W880K / 43W870K: 8.0

KD-32W830K / 32W820K: 5.0

without Table-Top Stand

KD-43W880K / 43W870K: 7.7

KD-32W830K / 32W820K: 4.8

Others

Optional accessories

Wall-Mount Bracket: SU-WL450

Operating temperature: 0 °C – 40 °C

*1 Refer to the online Help Guide for details.

*2 Connect your audio system to the HDMI IN 3 to route TV audio to your audio system.

*3 This information is for EU and other countries whose relevant regulation is based on EU energy labelling regulation.

*4 Specified standby power is reached after the TV finishes necessary internal processes.

*5 Standby power consumption will increase when your TV is connected to the network.

Note

- Optional accessories availability depends on countries/region/TV model/stock.
- Design and specifications are subject to change without notice.
- Subscriptions for services and applications may be required and additional terms, conditions and/or charges may apply when using the Google Assistant.

Notes on Digital TV function

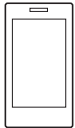
- Any functions related to Digital TV (**DVB**) will only work in countries or areas where DVB-T/DVB-T2 (MPEG-2 and H.264/MPEG-4 AVC) digital terrestrial signals are broadcast. Please confirm with your local dealer if you can receive a DVB-T/DVB-T2 signal where you live.

- This TV set complies with DVB-T/DVB-T2 specifications, but compatibility with future DVB-T/DVB-T2 digital terrestrial broadcasts are not guaranteed.
- Some Digital TV functions may not be available in some countries/areas.

Trademark information

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- Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories Licensing Corporation.
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Support

<https://www.sony-asia.com/support>