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## TV remote won't work even with new batteries

Article ID : 00118666 / Last Modified : 13/02/2022 IMPORTANT: In case of a third party tuner / Set-Top Box, you may only be able to switch channels with the supplied third party remote control. The original Sony remote will not work. NOTES: For TVs listed below: X70, X70G, X70F, X73F, W66F, W61G, W66G, W62G, W67G, W61F, W66F, W62F, W67F, X70E, X72E, W75E, W77E, W61E, W66E, W62E, W67E series: If the remote control is not working after updating the TV system software, refer to the After updating the TV system software, the remote control is not working or the TV is not responding to the remote control article.If an error is displayed when you press a remote control button that is related to network services such as YouTube™ or Netflix, check whether the TV is connected to the Internet correctly. For details about connecting to the Internet or troubleshooting, refer to: How to & Troubleshooting for internet connection Top tip - our quick recommended solution Before trying any of the troubleshooting steps below, we recommend that you remove the batteries from the remote control for approximately 1 minute. Then, reinsert the batteries again according to the polarity (-/+). If the issue continues, we advise you to go through each section in the article using our complete troubleshooting guide. Our complete troubleshooting guides This article is composed of the following items. First check whether the problem is due to the TV or the remote control. If the problem is due to the remote control, you will be guided in Section by remote control type. Start checking from Section A, Section A: Check whether or not the TV is in operation Check that TV buttons can be operated. If TV buttons can be operated, proceed to Section B: Checking items of the remote control.If TV buttons cannot be operated, proceed to Step2. NOTE: Depending on the model, the positions of TV buttons vary. Check the sides, back, front, and top of your TV. Check that the lamp (power lamp/standby lamp) on the front/bottom of the TV is on. NOTE: Depending on the model, the name, position, and shape of the lamp varies. The lamp on the diagram is an example. If the lamp is lit or is blinking in red, proceed to Step 3.If the lamp is not on, check whether or not the power cable or AC adaptor is not disconnected or loose. If there is no issue with the above connection, proceed to Step 3. Perform a power reset on the TV. If it caused by an external factor, such as network service/data broadcasting/connected device, it may be improved by resetting your TV. Remove external devices to confirm whether there aren't influences of external devices. Remove connected devices (external USB hard disk, HDMI connection device, etc.) and cables from the TV terminal. NOTES: Do not remove the TV power cable.If connections are complicated, take note of them, and make sure you can reassemble them before removing.When a specific device is connected and the TV flashes, there is a possibility there is a problem with the connected device. If you cannot operate after confirming the above, service may be required. Section B: Checking items of the remote control (common) NOTE: Because each of these steps represents a possible solution, check the function of the remote control after completing each step. Make sure none of the remote buttons are jammed.Reset the remote. The remote may not work temporarily due to poor contact of the battery or static electricity. Remove the batteries from the remote. NOTE: Depending on the type of remote control, opening the battery compartment cover may vary. For details, refer to the manual of your TV.Press the power button of the remote for three seconds.Install batteries into the remote. Clean the remote control terminals. The remote control battery terminals may be dirty. Remove the batteries and clean the remote control terminals with a small solution of alcohol, using a cotton bud or soft cloth, then place the batteries back into the remote control.Replace with fresh batteries. NOTES: Insert a battery consistent with the + pole and - pole according to the indication.Be sure to insert a battery from the - pole side. Do not use a new battery and a used battery together or different kinds of batteries together. Do not use a rechargeable battery. Perform a power reset on the TV. If it caused by an external factor, such as network service/data broadcasting/connected device, it may be improved by resetting your TV. For Android TV/Google TV, symptoms may improve by updating the software of the remote control. Refer to the following article to check whether there is a software update for the remote control. How to perform a TV remote control software update Remove external devices to confirm whether there aren't influences of external devices. Remove connected devices (external USB hard disk, HDMI connection device, etc.) and cables from the TV terminal. NOTES: Do not remove the TV power cable.If connections are complicated, take note of them, and make sure you can reassemble them before removing.When a specific device is connected and the TV flashes, there is a possibility there is a problem with the connected device. If symptoms do not improve even after the procedures up to this step have been checked, proceed to Section C. Section C: Select remote control type (common) Infrared (IR) remote control: Although there are two different communication systems (infrared/wireless) for remote controls, most Sony TV remote controls are Infrared (IR) remote controls.For Infrared remote control troubleshooting, refer to the following.Infrared Remote Control not operating properly or not responding at all. NOTE: If only the Microphone button does not work on the TV remote control, check Voice Commands do not work on my remote. Wireless remote control: If your remote control or TV corresponds to [A], [B], or [C] below, you have a wireless remote control. Remote Control for Google TV, or Android TV models released in 2020 and A9G, X85G, X95G and Z9G series (released in 2019) \*1, \*2Touchpad Remote Control for some models of 2015 \*1One-touch Remote Control for Some models of 2013 \*3 For wireless remote control troubleshooting, refer to the following.Wireless Remote Control not operating properly or not responding at all. \*1: If only the Microphone button does not work on the TV remote control, check Voice Commands do not work on my remote \*2: If only the power button / channel button does not work on the TV remote control, check Infrared Remote Control not operating properly or not responding at all. \*3: If only the power button does not work on the TV remote control, check Infrared Remote Control not operating properly or not responding at all. Article ID : 00229476 / Last Modified : 29/07/2021 Remotes: simple objects that hold so much power over your TV. Your remote is the main interface you'll use with your TV, so make sure it's working correctly. Here's our 5-point guide to the most common issues and how to solve them. But before we begin... Our quick recommended solution Before trying any of the troubleshooting steps featured in this guide, we recommend that you remove the batteries from the remote for approximately 1 minute. Then, reinsert the batteries again according to the polarity (-/+). If the issue continues, we advise you to choose the most suitable troubleshooting solution based on the symptom(s) described in the table of contents. You can view the video tutorial that covers general options or skip to the more detailed steps below. Tip: Learn how to turn captions on or off when watching Internet videos from YouTube Physical damage Have you sat on your remote by accident, or dropped it on the floor? If there are visible signs of damage, or you can't interact with your TV using the remote, we suggest getting a replacement. Contact our service center for more information. Slow responsiveness If your TV is slow or unresponsive, try a few easy troubleshooting tips: a. Remove any obstacles covering the TV's IR receiver b. Try reducing the distance between the remote and TV set c. Remove the batteries, wait 1 min, insert batteries according to polarity (-/+) d. Check whether you need a fresh pair of batteries e. Perform a Power reset: Un-plug the TV power cord for 60 secs (or 2 minutes for Android TVs) and plug back in f. Perform a TV software update g. Perform a factory reset\* Notes: TV and remote responsiveness are constantly improved with each firmware update. If you feel that the symptom is still apparent, please wait for the next firmware update \* IMPORTANT: For Android TVs: Be aware that if you perform a factory reset, all of your TV's data and settings (Wi-Fi and wired network setting information, Google account and other login information, Google Play and other installed applications, etc.) will be erased, and the TV will return to how it was at the time of purchase. For non-Android TVs: This procedure will reset the video calibration settings of the TV. Click here to check if your model is an Android or non-Android model. 3. Voice function not operational If you experience issues with voice search or commands, you'll need to perform slightly different solutions, depending on your model. You should always check whether the symptom is resolved after each step: a. Can you see an amber LED when pressing the MIC button? i. [Yes] go to step [e.ii] ii. [No] b. Remove the batteries, wait 1 min, insert batteries according to polarity (-/+) c. Check whether you need a fresh pair of batteries d. Check the LED again from step [a.ii] e. Try pairing the remotes again via Bluetooth i. For touchpad remote ii. For IR voice remotes f. Perform a Power reset: Un-plug the TV power cord for 60 secs (or 2 minutes for Android TVs) and plug back in. Alternatively, for Android TVs perform a reset by holding down the power button on the remote control for 5 seconds g. Perform a TV software update h. Perform a factory reset\* \* IMPORTANT: For Android TVs: Be aware that if you perform a factory reset, all of your TV's data and settings (Wi-Fi and wired network setting information, Google account and other login information, Google Play and other installed applications, etc.) will be erased, and the TV will return to how it was at the time of purchase. For non-Android TVs: This procedure will reset the video calibration settings of the TV. If you followed the steps above and the issue still occurs, the remote control may need to be replaced. Click here to check if your model is an Android or non-Android model. 5. Other issues Did nothing seem to work? We have a Knowledge Base full of handy hints and tips. We're sure a solution is in there, no matter how unique your issue is. Please visit our support site, go to your TV's specific product page, and type your problem or some keywords into the Search bar.

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