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Here's how to fix the dreaded black screen of death. Reviewed By: Kevin Pocock If you're getting a black screen on your Sony TV, we've got you covered right here. Even the best Sony TVs can encounter this type of issue, and there are some common causes for it and thankfully, some steps you can take to solve it in most cases that is. Here's our step-by-step guide to getting your Sony TV working again. HDMI cables transfer high-definition video from one device to another. If a TV shows a black screen while you're using an HDMI connection, it could mean you're using a faulty HDMI or port to transfer a signal. Sometimes the TV's backlight gets damaged by a sudden surge in electricity or power loss. You can easily identify backlighting issues by flashing a light on the TV screen and seeing if pictures are clearly visible. If not, it means you will need a new light to see pictures. Faulty devices often cause black screen issues. If connected devices aren't working properly, it can cause input issues. Sometimes, software glitches can cause the Sony TV to malfunction. A variety of issues, from corrupted system files to conflicting applications or third-party apps, might lead to a black screen. Problems with the Sony TV remote control can also mimic a black screen issue. If the remote isn't working correctly, you might not be able to navigate the Sony TV's interface. This can make it seem like the device isn't functioning when, in fact, it's an input problem rather than a display problem. If your device has black screen issues, the first thing you should do is check the HDMI cable. Plug out and plug in HDMI from both devices to identify if the black screen issue is caused by a loose cable. If the HDMI cable is damaged, replace it with a new HDMI and check if the screen gets back to its original condition. If it doesn't work, the problem might rest in the HDMI port, try changing the HDMI port and reconnecting the streaming device and Sony TV. Many users have suggested that turning off the Sleep Timer (Idle TV Standby) and Power Saver immediately fixes the black screen issue. To turn off the Power Saver Mode, press the Home button from the Remote and find Settings (Most Android & Google TV offers Settings Menu in the top right corner with a Setting Icon), once you are in the settings menu press System, then Power and Energy, Find Energy Saver and then press on Power saving. You'll be greeted with three options; High, Low, and Off. Press Off to disable Power Saver. Some TV models include a Settings Button directly on the remote control. Check your remote to ensure. To disable Sleep Timer, follow the below methods: Press the Home Button From the remote control Select device Preference, then Power option Find Idle TV Standby and turn it off if it doesn't work, the problem might rest in the HDMI port, try changing the HDMI port and reconnecting the streaming device and Sony TV. Check Power cords aren't loose and firmly connected to both devices. Ensure that the TV gets enough voltage supply continuously to display images. Look for any visible signs such as kinks, burns, or damage, if you found and replace them with a new power cord. Use the power cycle (soft reset) method if the issue isn't resolved. Unplug the power cord and wait for at least 60 seconds to plug it again. After reconnection turn on the device and check if the issue has been resolved. Using TV Buttons Unplug the power cord. Locate the power button and volume button on the TV, press and hold them together, and plug the power cord while holding them. Hold them until a green LED light appears along with the Sony TV logo. Sometimes it can take 10 seconds for the green LED light to appear sometimes it will take up to 30 seconds. Then the TV will restart and a welcome screen will appear. It indicates your TV has been reset. Using Remote Control Press the Home/ Button, go to Settings then Storage & Reset. You'll find the Factory data reset* option, pressing on it will warn you to Erase everything*, so press Yes to Reset. Updating the TV can fix black screen issues if it is caused by software glitches or app crashes. To check for updates, go to Settings, then System, look for the About option, and press on it. There will be a Settings Software update available, turn on the Automatically check for updates settings. And the TV's OS will update automatically. Some Sony TV models are equipped with a Presence Sensor that reduces power consumption and automatically switches off the TV when no one is watching. When you approach the TV, if it doesn't switch back on, the sensor might prevent it. To turn off the Presence Sensor, get a remote control and press the home button, Find Settings, select Preferences, and press Eco. It will show the option to Switch On and Off Presence Sensor, and turn it off. If you're unable to resolve the issue yourself, it may be time to seek help from a professional technician or customer support. Take your device to a certified repair technician. They can perform a detailed diagnosis and recommend solutions. So there you have it, a few simple steps to take should you encounter the black screen of death on your Sony TV. If there's a more serious issue with the hardware itself, it may even be worth upgrading. If that's the case we'd recommend checking out our top picks for the best OLED TVs, best QLED TVs, and best mini-LED TVs for the latest Sony options. Our team of experts use a combination of independent consumer research, in-depth testing where appropriate - which will be flagged as such, and market analysis when recommending products, software and services. Find out how we test here. Follow us Article ID : 00145210 • Last Modified : 09/01/2025 IMPORTANT: This article applies only to specific products and/or operating systems. Check Applicable Products and Categories for details. How to troubleshoot TV screen issues Picture and display issues on your TV screen may be caused by many different factors, including (but not limited to) physical damage, poor network or cable connection, changes to the picture settings, and outdated software. If you notice any unusual symptoms on your TV screen, the troubleshooting steps in this article may be able to help. Click or tap a topic below to jump to the relevant section: Common TV screen issues Click or tap the blue underlined text to see an example image. Black screen: The screen turns completely black, even when the sound can still be heard. Horizontal/vertical lines or bands: There are noticeable lines or bands in different colors (e.g. red, green, blue, white, black, etc.). If there is a clear point of impact, these lines could indicate physical damage. Mosaic or blocky text: The picture appears scrambled or garbled. Stains or tinted areas: There is a discolored patch or stain of color on the screen (green, purple, red, etc.). This discoloration could be a result of image retention (screen burn-in). Unclear or unfocused picture: The picture appears blurry, hazy, or dull. Double or "ghost" images: The TV image looks like there's a mirror image that's slightly out of sync. Cloudy or patchy images: The TV picture looks patchy or blotchy when watching very dark scenes. A screen that's too dark or too bright: The contrast of the screen is too low or high. Abnormal colors: The TV image colours seem overexposed or inverted (e.g. the brightest colours turn dark). The display turns grey while watching content. Return to the top of the page Before you start Check your TV for physical damage These troubleshooting steps apply to most, if not all, picture issues, unless you're dealing with physical damage. If your TV shows physical damage, please book a repair at your nearest Sony Authorized Service Centre. Your TV may be damaged if the picture issue is always present on the screen regardless of what you're watching. Physical damage lines are usually both horizontal and vertical with a visible point of impact. Confirm if the picture issue is limited to a specific situation (e.g. a particular app or connected device) If yes, the program, game, or video content you are watching may be broadcast or recorded in an aspect ratio that appears stretched or distorted. For example, some movie content is recorded in a 2.19 cinema format that will display with black bars above and below the picture when viewed on a widescreen (16:9) TV. In this case, the issue is likely with the app or device rather than the TV itself. Check the settings of the app or device to confirm. Try to switch the TV input. Or, check the resolution and refresh rate settings on the connected device (e.g., computer, gaming console) and ensure they match what your TV supports. If needed, change the current settings to the recommended ones for your TV. Are you dealing with a pixel-related issue? There may be a small number of pixels that do not change color, which is a normal occurrence for all LCD/OLED displays. These pixels stay on the screen but are noticeable only while an all-white or all-black picture is shown, and should not be noticeable during normal viewing conditions. Some pixels can appear dead or defective if there is debris on the screen. Sometimes these dead or defective pixels will correct themselves over time. However, if they don't, try cleaning the screen thoroughly with a soft dry cloth to confirm whether or not the issue is due to a dead or defective pixel, or if it's due to dirt or debris on the screen. Refer to this FAQ for more details: Pixels on the LCD or OLED screen appear dark or as bright red, green or blue dots. Return to the top of the page General troubleshooting guide Click or tap the section(s) related to your TV screen issue. Restart (reset) the TV Note: A factory reset does not apply to lines on the screen or physical damage. A TV reset can help resolve a number of screen issues. To perform a power cycle of your TV: Turn the TV off. Unplug the power cord (mains lead) from the electrical outlet. Leave the TV unplugged for 30 seconds. Plug the power cord back into the outlet. Turn the TV on. Refer to this FAQ for more details: How to reset your Sony TV. Notes: If the issue persists, try plugging the power cord into a different electrical outlet. If the TV is connected to an external hard drive (HDD), remove the HDD and try the reset procedure again. These steps may also apply to devices connected to the TV. Adjust the location of the TV It's important to find a good location to setup your TV as certain factors such as excessive sunlight and electromagnetic waves can affect your TV's functionality. Follow these tips to help find the right spot for your TV and avoid the risk of picture issues. Keep your TV away from direct sunlight Too much sun exposure can cause permanent damage to the TV screen, including discoloration, fading, and image retention or burn-in. Check the service provider's website(s) for more information. If you're dealing with a poor Wi-Fi signal, you may need to reset or relocate the router, modem, or TV. Check the following links for more details: For Android TVs For non-Android TVs To use Google Assistant, your TV must be connected to a Wi-Fi network. If you press the Microphone on Google Assistant button on the remote control without a network connection, a grey screen will appear. The grey screen will disappear automatically after a few seconds. Refer to this FAQ for more details: How to & Troubleshooting for your TV internet connection. Perform a picture test on your TV Press the HELP button on the remote control. You can also open the Help screen via the HOME menu. Depending on your TV model: Select HOME (Apps) Help. Select HOME (Help). Under 'Port support solutions, select Problem diagnosis. If this option isn't available, proceed to Step 3. Select Picture/Sound symptoms. Select Start. Your TV will play a series of images and sounds to test the display and audio. To cancel the test, press the BACK button on the remote. The message Picture and sound test is complete will appear on your TV screen at the end of the test. Select Finish to end the test. To repeat the test, select Restart the test. Start again. Check the Screen mirroring function A blurry picture on the TV screen could be caused by enabling Screen mirroring. Keep the following in mind when using this feature: The image may not display correctly depending on the output resolution of the screen mirroring device and the resolution of the played file. For example, content played in a low resolution (480p or 720p) may not show clearly on the screen. Try playing high-resolution content (1080p) to see if this resolves the issue. Try to connect the BRAVIA TV and screen mirroring device using a Mobile High-Definition Link (MHL) HDMI cable. Note: Some models do not support an MHL connection. Check the TV manual for compatibility and specifications. Refer to this FAQ for more details: Why does a blurry picture appear during Screen mirroring? Image retention occurs when an image remains on the screen for long and extensive periods, or if the same image is displayed repeatedly over and over again. This causes a temporary or permanent image to linger on the screen even after you've changed the channel or turned the programme off, almost like a residual shadow. However, there are steps you can take to prevent image retention on your TV. Perform a panel calibration. Leave the TV off for one night. Avoid using (static) images that are susceptible to image retention. Turn the on-screen display (OSD) off. Turning the on-screen display off can help reduce the appearance of static images on the TV screen. Check cables: Ensure that power and HDMI cables are fully plugged in, and try different ports or cables if necessary. Restart and unplug: Try a basic restart by holding down the power button or unplugging the power cord for a minute. Switch input source and factory reset: Cycle through input devices and perform a full factory reset to fix software-related issues. You turn on the TV, all set to indulge in your favorite show. The indicator light flickers on, and the speakers are playing back sound, but hold on a second... what's this? The screen remains pitch black. Let's find a way to fix it. Check the HDMI and Power Cables The first troubleshooting step for any display-related issue is to check the cables. Let's first go over the power cable. The power cable runs from the back of the TV to a power outlet. Ensure that it is fully plugged in at both ends; if your TV has a built-in power cable, you only need to check the power outlet side of the power equation. While you're at it, you should also try using a different power strip or outlet to see if that fixes the problem. If you see interface elements on your TV, but the show you want to watch is black, check the HDMI cable. It's a rectangular cable with one end plugged into your TV and the other into your TV receiver, streaming box, gaming console, Blu-ray player, or some other device you use with the TV. Make sure that the cable is fully plugged into both ends. Hannah Stryker / How-To Geek If the issue persists, try a different HDMI port on your TV. The one you used previously might be damaged or incompatible with your streaming device. You should also try a different HDMI cable in case it's faulty. HDMI cables are ubiquitous, so you might have a spare at home, or you could ask your friendliest neighbor to lend you one. A basic restart can fix numerous issues. Even though you can't see anything on the screen, you can still do a reset on most TVs by pressing and holding down the power button on your remote or the back of the TV. If nothing changes, you might want to dig out your TV instruction manual to see if there are any specific tips on how to perform a reset. You could also try doing a power cycle by unplugging the power cord for a minute and then plugging it back in. Make sure to power cycle both your TV and any connected devices. Speaking of connected devices, have you tried unplugging all of them and then powering on the TV? Some TVs don't handle multiple devices well, so unplugging all of them is absolutely worth trying. Does the screen actually work, but it's not displaying a picture? If yes, you may have to switch the input source to a different device. Your TV remote likely has an input or source button that you can press multiple times to cycle through different devices. On most remotes, the button is an arrow pointing toward a closed box. Cycle through all input devices until you find the one that works. Justin Duino / How-To Geek A factory reset will delete all of your data and reset all settings. It'll restore your TV to its original state and can fix many software-related issues. Again, if you see the TV's user interface, you can dig around the settings menu until you find the reset option. But if your screen doesn't work at all, you'll have to find the instruction manual specific to your TV brand and model and check how to force a full reset. Since there are many different ways to perform a factory reset across various models, we can't give you specific instructions on how to do it. Sometimes the cause behind your black screen is a faulty backlight. LED TVs use an array of LED lights in the back to illuminate the actual image on the screen, hence the term "backlight." To check if it works, turn the TV on and shine your phone's flashlight against the TV's surface from close up. Look closely at the black TV screen. If you see an image, then your backlight is out. Unfortunately, there isn't much that you can do about a broken backlight than to bring it to a television repair service. The issue could be the backlight itself or the power, main, or T-con board. Thankfully, repairing the TV is often significantly cheaper than throwing it out and buying a new one. If your TV really is a goner, then you may want to have a look at our roundup of the best TVs you can buy today. It's sad that your TV is broken, but if it's been a while since you've had a new TV, the good news is that things have improved by leaps and bounds over the past few years. Article ID : 00245593 • Last Modified : 06/20/2024 Most issues can be resolved by following easy troubleshooting steps. First step: with the supplied remote control, perform a soft reset. Point the remote control at the illumination LED or status LED. On the remote control, press and hold the POWER button for at least 5 seconds or until a Power off message appears. Notes: The TV restarts automatically. Wait for approximately one minute and the TV will turn back on. If after one minute the TV does not restart, on the remote control, press the POWER button to turn on the TV. Some models have a physical power switch that allows a power cycle. Check your TV Help Guide for details. This video provides additional basic troubleshooting tips. Choose your issue if the issue still occurs after resetting the TV or viewing the video, select the issue or symptom below for further troubleshooting: If your questions aren't covered in this guide, please enter your query in the search bar on the main Sony support website. If you're experiencing a black screen on your Sony TV, there could be a few different reasons for the issue. With such a problem, you can't mirror from your phone to Sony TV either. Here are ten potential solutions to try, starting with the most simple and working our way to more advanced options. Interested in transforming your home entertainment? Check out how you can cast to Sony TV from Android with a free-to-try app! Cast to sony tv from android We've just launched a brand-new app designed to control a wide range of Smart TVs directly from your Android device. If you're looking for a powerful, easy-to-use universal remote, be sure to check out our latest release: Universal TV Remote Control for Android! Enjoy effortless pairing, a sleek design, and broad compatibility with all major TV brands. Don't miss it! Read more about it. Universal TV Remote Control App for Android. Turn Your Phone & Tablet into a Powerful Remote Universal TV Remote Control for iPhone: The Ultimate App to Simplify Your Viewing Experience Remember, when troubleshooting, always start with the simplest solutions and work your way up. This will save you time and help you identify the problem quickly. Also, always refer to the user manual of the device before trying any of the above solutions. When faced with a difficult problem, start with the simplest possible solution. Robert J. Lang Make sure that your TV is properly plugged in and that the power outlet is functioning. Check if the power light on your TV is on. Make sure that your TV is set to the correct input. Sometimes, the black screen could be caused by the TV being on the wrong input. Make sure that the cables connecting your TV to your cable box, satellite, or other video source are securely plugged in at both ends. If you're using a cable box or satellite, check to make sure that its turned on and that the cable or satellite signal is working properly. Try connecting a different device to the TV and see if you get a picture. This can help you determine if the issue is with the TV or the device you're trying to connect. If you're using an HDMI cable to connect your device to the TV, try using a different HDMI cable and see if that resolves the issue. Check the TV's menu to see if there are any settings that could be causing the black screen. This could include settings like sleep or power save mode. Make sure that your TV's firmware is up to date. Sometimes, a software update can resolve issues like black screens. If none of the above solutions work, try performing a factory reset on Sony TV. This will erase all of the TV's settings and restore it to its original factory settings. If none of these solutions work, its best to contact Sony Support. They can help you troubleshoot the issue and, if necessary, arrange for a repair or replacement. Sony Bravia TVs are top-of-the-line models, providing users with crystal clear picture quality and a range of advanced features. Unfortunately, a black screen is a common fault, which can make it difficult to enjoy the Sony Bravia experience. Thankfully, there are a few simple steps that might resolve the problem: Check all cables and connections on the TV set to ensure they are properly inserted. Pay particular attention to HDMI and power cables. If they're not inserted properly or are damaged, it will affect the screen. If this doesn't fix the issue, resetting the Sony Bravia TV often solves the problem quickly. Here's how to perform a soft reset. Turn off your Sony Bravia TV. Unplug it from the wall. Wait for 30 seconds. Plug it back in again. You should immediately see results! It's also worth checking for Sony updates as this may fix any compatibility issues that could be causing your Sony Bravia TV's black screen. Here's how to do it: Press the Home button on your remote. Go to Settings Automatic Software Update/Automatic Software Download. Toggle On. Confirm by clicking Enter. A black circle on a Sony TV screen can be caused by a few different things. One possible cause is a problem with the TV's backlight. The backlight is what makes the picture on the TV visible, and if it's not working properly, it can cause dark spots or circles on the screen. Another possible cause of a black circle on the screen is a problem with the TV's LCD panel. The LCD panel is responsible for displaying the picture on the screen, and if it's damaged or malfunctioning, it can cause dark spots or circles to appear. A third possible cause is a problem with the TV's firmware. Sometimes, the TV's firmware can become corrupted or outdated, which can cause various issues, including black circles on the screen. Here are some solutions to try to fix a black circle on the screen: Check the backlight settings: Go to the TV's menu and check the backlight settings. Make sure that the backlight is set to the correct level for your viewing environment. Check the firmware: Make sure that your TV's firmware is up-to-date. Check the manufacturers website for any firmware updates and install them if necessary. Check the TV's power cord: Make sure that the TV's power cord is securely plugged in and that the outlet is functioning. Check the cables: Make sure that all of the cables connecting your TV to other devices are securely plugged in at both ends. Check for any damage and exchange for new cables if necessary. Perform a factory reset: If none of the above solutions work, try performing a factory reset on your TV. This will erase all of the TV's settings and restore it to its original factory settings. Contact Sony Support: If none of the above solutions work, its best to contact Sony Support. They can help you troubleshoot the issue and, if necessary, arrange for a repair or replacement. Keep in mind that the black circle could be a sign of a hardware issue and it might require technical assistance. In that case, its best to contact Sony customer support or authorized service center for further assistance. There are several reasons why screen mirroring on your Sony TV may not be working. Here are five common causes: Make sure that the device you're trying to mirror is compatible with the TV. Not all devices are compatible with all TVs, so check the user manual or the manufacturers website for compatibility information. Make sure that both the device and the TV are connected to the same wireless network. If they're not, screen mirroring won't work. Make sure that screen mirroring is enabled on both the device and the TV. Check the settings on the device and the TV to ensure that screen mirroring is turned on. Make sure that your TV's firmware is up-to-date. Check the manufacturers website for any firmware updates and install them if necessary. Learn how you can cast to Sony TV from Android with a free-to-try app. Some apps and content providers have Digital Rights Management (DRM) restrictions in place that prevent content from being mirrored. If this is the case, the app or content provider may need to be contacted to remove the restriction. Its worth noting that if the problem is caused by a firmware issue, a network connectivity issue, or a setting issue, it can be fixed by checking and making sure the device and the TV are compatible and connected, the settings are correct, and the firmware is up to date. However, if the problem is caused by DRM issue, it may not be fixed as easily and it might require the app or content provider to remove the restriction. Take a look at this video tutorial that might help you solve the DRM problem: If you're an Android user dealing with a black screen on your Sony TV, you might feel stuck but dont worry, theres an easy way to take back control. This guide to fix Sony TV black screens shows simple steps to help get your screen working again. While youre at it, using universal TV remote app on your Android phone can make things even easier. With this app, you can control your Sony TV without needing the regular remote perfect if your screen goes black and the remote isnt helping. Are you unable to find a solution despite the above tips and do you need help? Please contact Sony customer service. They can help you further. If the black screen on your Sony TV is caused during screen mirroring, DRM is most likely the cause. If not, the smart TV may be able to help you. Contact Amazon customer service for further assistance. ALSO READ: How To Cast To Sony TV From Android Phone & Tablet Stop Screen Mirroring Mac To Sony TV The main reason why your Sony TV has a black screen is because of a faulty HDMI connection or a faulty backlight. Sony televisions boast exceptional image quality, added features, and color accuracy. Sonys build quality is likewise superior, and their high-end and mid-range TV models compete effectively with those of other companies; nevertheless, the business does not offer many budget-friendly models. Sony TVs, despite their dependability, sometimes fail. Users frequently discover a black screen or no image whenever they least expect it. The great news is that we have several solutions for you that you may attempt before bringing the TV in for expensive repairs or replacements. Possible Causes If your Sony TV displays a black screen, it might be for one of the following causes. The screen is black due to a momentary glitch in Sony TV software The Sony TV power supply or HDMI port is defective The wire connection between external drives and the TV is faulty Your Sony TV is in energy-saving or sleep mode The TVs image panel adjustment is turned on The lighting adjustment on your Sony TV is incorrectly set Hardware failure This might be the cause of the black screen on your Sony television. To resolve this issue, contact a technician or visit your local service facility. Faults or glitches You may be seeing a black screen on your Sony TV as a result of transient bugs and flaws in your TV software. It may be fixed by rebooting and resetting the television. Malfunctioning Settings If your TV settings are incorrect, this could be the cause of the black screen on your Sony TV. How do I fix a Sony TV black screen? To fix a Sony TV black screen, you should restart the TV or take assistance from the power cycle. This problem is usually the result of loose HDMI cables or firmware issues. If you're seeing the black screen of death on your Sony TV, you can attempt the solutions listed below. Restart your Sony TV Often a simple reboot or reset of your television with the use of a remote might assist you in resolving the black screen problem on your Sony television. For 20 to 30 seconds, click and hold the power button on your Sony remote. Your Sony smart tv would then restart. Check to see whether the black screen is still present after restarting the television. Power Cycle Suppose your Sony smart TV has a black screen due to a momentary lag or failure. Then hard resetting or sleep cycling your smart TV may assist you in resolving the no image problem on your Sony smart tv. First, switch off your Sony smart television. Disconnect any extra hardware from your smart TV, such as an HDMI connection or a storage device. Remove your Sony smart tv from the power source and push the power button for 10 to 20 seconds. Wait fifteen minutes now. Turn on your smart television. Check to see whether youre still seeing a black screen on your Sony TV. This will resolve the black screen issue for many Sony television owners. How to reset a Sony TV with a black screen? To reset a Sony TV with a black screen, unplug the TV AC power cord using a separate power outlet from the electrical cord. Then plug it back in while holding the power button down. Wait for the white light to emerge. To avoid getting a black screen while using the remote control to switch on your television, go to the power button and switch it instead. Check that the TV you're using isnt in power saving or sleep mode. If your TV frequently shuts off, you may have to reset it to eco-mode. To use the Watching TV or TV button, you may watch TV. By entering devices, you may access Settings. Wipe everything by going to Device Preferences, hitting Reset, next Factory Data Reset, and finally OK. The next stages will need some preparation. Unplug the TV AC power cord using a separate power outlet from the electrical cord. When you hold down the Power button, you may plug in the AC power cable and then plug it back in (while still holding the button down). Hold down the button if the white LED light emerges. Resetting your Sony smart tv to factory settings may help you with the black screen problem. The procedures below will assist you in resetting a Sony television with a black screen. Locate the power button on your Sony television. Now, on your Sony smart tv, press and hold the up button on your Sony remote, followed by the power button. This will return your Sony television to its factory settings. If you cant find a remote, then try this: Find the buttons on the back of your Sony smart television. Unplug your Sony smart television from the power outlet. Hold down the volume + and power buttons on the back of the Sony smart TV. Now connect your smart TV while holding down the volume and power buttons. You will now notice an erasing notification or a green light. This indicates that your smart tv is being reset to factory settings. When the reset is complete, restart your smart TV and see if the problem persists. Why does the Sony tv screen go black but the sound still works? The main reason why a Sony TV screen goes black, but the sound still works, is because of a faulty HDMI cable or input issue. If your Sony TV screen goes black, however, the sound still appears to work, or if your Sony smart tv screen goes black completely at random, you could indeed address this problem on your own. If your Sony smart tv screen goes black, but the audio still works, this generally means there is a problem with your Sony smart tv screen and is also known as the Sony tv black screen of death. If your Sony TV has no picture but still has sounds, you may have a screen malfunction. The following are the many methods for resolving the issue: power resetting the sony tv, swapping HDMI ports and HDMI cable, and factory resetting sony smart tv. Reset the Power Wait one minute after unplugging your TV from the wall. After a minute, reconnect it to the wall socket. Allow for your Sony smart tv to reboot, and your Sony smart tv with no image but sound will be solved. This power reset approach is the easiest and cures virtually all Sony smart tv difficulties. Examine Your HDMI Cable Your HDMI connection is frequently the root of this issue. Check that your HDMI cable is firmly inserted into the connection at the rear. Check to see if you have a fire stick with a direct connection or a short cord. This strategy might address the majority of the problems. If this is not the case, attach your HDMI cable to the opposite port. A TV typically has three or four ports on the sides. Why is my Sony TV screen flashing black on and off? The reason why your Sony TV screen flashes black on and off could be because of the lighting issue. A lighting issue is causing your Sony TV screen to flicker. It might also be caused by loose or broken cable connections in rare circumstances. You might try adjusting the advanced picture settings on your TV to correct the backlight. Also, ensure that any external device cords are secure and functional. There are now several options to power cycle your Sony TV. Through Quick Settings Unplugging the power supply Using the power button on the remote They are all quick and simple. So choose one. On your remote, press the Quick Settings button. Thats the one with the gear icon. Choose Settings. Scroll down and choose System. Select Restart. To confirm, click Continue again. link to The REAL Reason why Netflix looks Too Dark on your TV link to (SOLVED) Why Does my Xbox Series X keep Beeping? Experiencing a black screen on your Sony television can be frustrating, especially when youre ready to unwind with your favorite show or movie. While Sony TVs are renowned for their high quality and advanced features, they are not immune to technical issues. One of the most common problems reported by users is the dreaded black screen. In this comprehensive guide, we will explore the potential causes of a black screen on your Sony TV, and provide you with a step-by-step guide to troubleshoot and fix the issue. Understanding the Black Screen Issue A black screen can manifest in different ways on a Sony TV. You may experience: A completely black screen with no sound. A black screen with sound but no picture. Occasional flickering or a momentary black screen, which may clear up on its own. The TV appears to be on (with indicator lights) but does not display any content. Regardless of the specific scenario, the black screen issue can stem from various sources ranging from simple connectivity problems to more complex hardware failures. Causes of a Black Screen on Sony TV Before diving into the troubleshooting steps, its important to understand some common causes of the black screen issue: Power Issues: Insufficient or fluctuating power supply may lead to display problems. Bad Connections: Loose or damaged cables (HDMI, AV, or power cables) can disrupt the signal to your TV. Source Device Issues: The device you are connected to (cable box, gaming console, or streaming device) may have its own problems. Software Glitches: Outdated firmware or temporary bugs can cause black screen problems. Settings Issues: Incorrect display or picture settings on the TV can lead to an unresponsive screen. Hardware Failures: More serious issues, such as hardware malfunctions or damage, can produce a black screen. Step-by-Step Guide to Fix Your Sony TV Black Screen Before attempting any fixes, its a good idea to restart your TV and connected devices. This simple step can often resolve minor glitches. Here are the detailed steps you can follow to troubleshoot and potentially fix the black screen issue on your Sony TV. Step 1: Power Cycle Your TV Unplug the TV: Disconnect your Sony TV from the power outlet. Press and Hold Power Button: Press and hold the power button on the TV itself for about 10 seconds. This helps to drain any residual power. Reconnect the TV: Plug the TV back into the power outlet and turn it on. Step 2: Check and Secure Connections Inspect All Cables: Check all the cables connected to your TV. Look for any visible signs of damage, such as fraying or kinks. Secure Connections: Ensure that all HDMI and other connections are firmly plugged into both the TV and the source device. Try Different Ports: If using HDMI, try connecting to a different HDMI port on your TV to rule out port issues. Test With Other Devices: Connect a different source device (like a DVD player or gaming console) to check if the issue persists. Step 3: Check the Remote Control Ensure TV is On: Sometimes, the TV may not be off, but may appear so. Use the remote to check if any lights indicating power activity are on. Try Alternate Controls: If using a universal remote or smartphone app, ensure it is compatible and functioning properly. Step 4: Inspect the TV Settings Access the Menu: If you can display the menu (even briefly), access the settings. Adjust Picture Settings: Go to the Picture settings and ensure that the Picture Mode is not set to Off or similar settings that would restrict visual output. Reset Picture Settings: If you suspect a setting is incorrect, use the Reset Picture Settings function. Step 5: Complete a Software Update Navigate to Settings: If you can access the Menu, navigate to the settings section. Update Software: Check for software updates via the Sony support page or under the system settings. Download and Install Updates: If an update is available, install it and then restart your TV. Step 6: Perform a Factory Reset If the previous steps do not resolve the black screen issue, a factory reset might be necessary. Please note that this will erase all custom settings. Access Settings: Go to the TV's settings. Locate Initialization: Look for the section titled either System Settings or Support, and click on Factory Reset or Initialize/Confirm Reset. Follow the prompts to confirm. Allow the TV some time to reset and restart. Step 7: Check for Hardware Issues If the black screen persists after trying all software and connection fixes, it may be time to consider potential hardware problems. Listen for Sounds: When you attempt to turn on the TV, listen for any clicking sounds or beeping. This may indicate hardware issues. Assess for Overheating: Ensure the TV is in a ventilated area. Excessive heat can lead to various issues, including the black screen. Inspect Components: If you are comfortable, check the internal components for connectivity issues. However, its advisable to seek professional help if youre unfamiliar with electronics. Step 8: Contact Sony Support If you are unable to resolve the issue after performing the above steps, contacting Sonys customer support is your best option. They can provide technical guidance or arrange for repairs if needed. Keep your model number and purchase information ready for reference. Visit Sony Support Website: Navigate to the official Sony support website. Use Customer Service Options: Use the live chat or call options to get in touch with a representative. Inquire About Repair Options: If deemed necessary, they may provide instructions on how to send in your TV for repairs. Conclusion The black screen on a Sony TV can be a perplexing problem, but by following the outlined steps, you can often diagnose and fix the issue yourself. Always remember to regularly update your TVs software and check connections to prevent issues from arising in the first place. Should all else fail, dont hesitate to reach out to Sony customer support for professional assistance. Your favorite content should always be just a click away!

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