

From: support@info.sel.sony.com
To: [REDACTED]@hotmail.com
Subject: eSupport Chat Transcript
Date: Tue, 27 Oct 2009 20:39:18 -0400

eSupport Chat Transcript

Steve_ > Hi [REDACTED]. Welcome to Sony Online Support. I'm Steve. Please allow me a moment to review your concern.

[REDACTED]@hotmail.com > Oh, I'm sorry, my name's mike. I must have typed it wrong.

Steve_ > Thanks for waiting, Mike. I am sorry that the blue dots and blue haze are appearing on the TV screen. I'll be glad to assist you with this.

Steve_ > When did this first start occurring?

[REDACTED]@hotmail.com > about five months ago.

Steve_ > Does this happen with different video sources like CD Player or a DVD player?

[REDACTED]@hotmail.com > I don't have either of those hooked up to the television.

[REDACTED]@hotmail.com > I tried th factory reset and the problems is still there.

Steve_ > Please try connecting the TV to an another wall outlet and check if that helps.

[REDACTED]@hotmail.com > Okay. one second while I try that.

Steve_ > Yes, please go ahead.

[REDACTED]@hotmail.com > This is going to take a few minutes.

Steve_ > Sure, I'll be online.

[REDACTED]@hotmail.com > Okay, I turned the TV off and switched plugs and The problem is still there.

[REDACTED]@hotmail.com > Oh, I see, I put my email address where my name should have gone. Sorry about that.

Steve_ > It's okay, Mike.

Steve_ > Let's try power reset on TV and check if that helps to resolve the issue.

Steve_ >

To Reset the TV, disconnect the power cord for a short period of time (approximately 1 minute), then reconnect the power cord and power on the TV.

[REDACTED]@hotmail.com > Sure, i'll try it again, Let me find the remote real quick.

[REDACTED]@hotmail.com > okay, I have it.

Steve_ > Please go ahead.

[REDACTED]@hotmail.com > okay, so, hold the reset button, turn off the power, and then release the reset button. Right?

[REDACTED]@hotmail.com > okay. there it goes. I'm waiting for it to reset.

Steve_ > Yes, you're correct.

Steve_ > Please go ahead.

[REDACTED]@hotmail.com > Okay. the problem is still there.

[REDACTED]@hotmail.com > Is this problem common?

Steve_ > I am sorry; we are unaware of this issue.

[REDACTED]@hotmail.com > Okay. What should I do? Is there another diagnostic?

Steve_ > Please disconnect the power cord for a short period of time (approximately 1 minute), then reconnect the power cord and power on the TV to check the operation.

[REDACTED]@hotmail.com > Okay, do you mean unplug it while it's still on?

[REDACTED]@hotmail.com > ?

Steve_ > You may also unplug the TV when the TV is turned OFF.

[REDACTED]@hotmail.com > that sounds safer. I'm going to go that route.

[REDACTED]@hotmail.com > one moment while I do that.

[REDACTED]@hotmail.com > Okay, I'm going to wait a minute.

Steve_ > Yes, please go ahead.

Steve_ > Did you try that?

[REDACTED]@hotmail.com > alright. if that's enough time, I'm going to plug it back in.

[REDACTED]@hotmail.com > It's still there. It's blue dots and a general blue haze.

Steve_ > I'm really sorry to hear that the previous troubleshooting steps didn't resolve the issue.

Steve_ > Mike, I suggest that you contact a nearest service centre to get the TV physically examined to determine the exact issue.

[REDACTED]@hotmail.com > Does my tv have any on-board diagnostics?

Steve_ > I am sorry; the TV should be physically examined to determine the exact issue.

[REDACTED]@hotmail.com > Okay. Is this problem common with this model?

Steve_ > Shall I forward a link where you can find a repair location, or initiate a repair?

[REDACTED]@hotmail.com