

Configure a SONY screen for zebrix signage

Step 1: Network connection, firmware version check and retrieving the MAC address

- Make sure the screen is properly connected to the internet:
The screen must be connected to the network via an ethernet cable for activation.
- Retrieve **the Mac Address**: Press the **HELP** button on the remote control, then go to **Network Status** and **Diagnostics**, and write down the Mac Address.
- Proceed with the screen firmware update:

1. Press the **Help** button on the remote control

- Go to ****System software update****
- Click on ****Software update****
- Let the screen complete the update, restart if necessary.

Step 2: Communicate the MAC address to zebrix support

- Send the screen's MAC address to zebrix support (support@zebrix.net)
 1. Zebrix support will link a configuration to the screen on the SONY cloud in order to enable remote provisioning.

Step 3: After confirmation from zebrix support: perform a factory reset

- Only once zebrix support has confirmed that you can proceed, please perform a "Factory Data Reset" on the screen. To do so:
 1. Go to **Settings > System > About > Reset**

- Click on ****Factory Data Reset****
- The screen will restart.
- Once the welcome screen is displayed (with the language selection), ****do nothing****. The screen will automatically download its configuration from the SONY cloud and install the zebrix application.
- When a QR CODE and a 6-digit code appear, please send them to ****zebrix support**** to finalize the activation of your screen in your zebrix account. </WRAP>

Step 4: Activation of the zebrix license

- The zebrix activation page will appear, with the screen's MAC address already filled in
 1. Please proceed with the license activation in your zebrix account or contact your zebrix reseller / integrator.
 - In case of any issues, you can also contact the zebrix activation service

(activation@zebrix.net)

From: <https://documentation.zebrix.net/> - **zebrix documentation**

Permanent link: https://documentation.zebrix.net/doku.php?id=en:sony_displays_activation_on_zebrix&rev=1759397303

Last update: **2025/10/02 11:28**

