Configure a SONY screen for zebrix signage

SONY

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
  2. Go to **System software update**
  3. Click on **Software update**
  4. 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)
- 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**
2. Click on **Factory Data Reset**
3. The screen will restart.
4. 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.
5. 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.

Step 4: Activation of the zebrix license

- The zebrix activation page will appear, with the screen's MAC address already filled in
- 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=1759486784

Last update: **2025/10/03 12:19**