

# How to Remove the "Clear Resolution Enhancer" and Disable Demo Mode on Sony TV

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### Quick answer

If you own a Sony TV, you might have noticed an on-screen message like "Clear Resolution Enhancer" or "Demo Mode" that refuses to disappear. While not a common issue on all Sony TVs, it can occur due to specific setting mismatches or device integrations.

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In this guide, we will explain why this message appears and provide a detailed, step-by-step solution to permanently remove it. Rest assured, this is not a technical problem with your TV-it is simply a configuration issue.

## Why Does the "Clear Resolution Enhancer Demo Mode" Message Appear on Sony TV?

The persistent "Clear Resolution Enhancer Demo Mode" banner is usually caused by misconfigured settings in your Sony TV. Here are some common scenarios that might trigger this:

1. Incorrect TV Display Mode Settings : Demo mode is typically used in retail showrooms to showcase the TV's features. If your TV is accidentally set to Shop Mode instead of Home Mode , the banner will keep appearing.
2. External Smart TV Devices : Devices like Android TV Boxes, streaming sticks, or similar smart TV devices can sometimes interfere with your TV settings.
  - The Bluetooth remote control of the external device might integrate with your TV and inadvertently trigger the demo mode.
  - This can result in the banner message appearing on the screen even if the TV is configured correctly.

## How to Permanently Remove the "Clear Resolution Enhancer Demo Mode" Message

While pressing the RETURN button on your Sony TV remote can temporarily remove the banner, it will likely reappear after a while. To permanently resolve the issue, a factory reset of your Sony TV is the most effective solution. Follow these steps to reset your TV and ensure the demo mode is disabled:

### Step-by-Step Instructions for Resetting Your Sony TV

1. Open the Home Menu : Press the HOME button on your Sony TV remote. This will bring up the home menu options.
2. Navigate to Settings : Scroll down to find and select the Settings option.
3. Access System Settings : Within Settings, go to System Settings and select Customer Support .
4. Open Factory Settings : In the Customer Support menu, scroll down and select Factory Settings .

5. Confirm Reset : A confirmation message will appear. Select Yes to proceed with the factory reset.
6. Wait for Reset Completion : The reset process will take about 1-2 minutes. Once completed, your TV will restart and require a fresh setup.
7. Set Up Your TV : During the setup process, you will need to configure options like:
  - Country and Region
  - Date and Time
8. Select the Correct Display Mode : At the final step of setup, make sure to select Home Mode instead of Shop Mode . This setting ensures the demo features are disabled permanently.

## **What Happens After the Reset?**

Once the factory reset and setup are complete, the Clear Resolution Enhancer Demo Mode message will no longer appear. Your Sony TV will function in Home Mode, offering an uninterrupted viewing experience.

## **Additional Tips for Preventing Demo Mode Issues**

- Check External Device Settings : If you're using a smart TV box or streaming stick, ensure its Bluetooth remote is not altering your TV settings. Refer to the external device's manual for proper configuration.
- Update Your TV Firmware : Keeping your TV's software up to date can prevent unexpected glitches and improve overall performance. Check for firmware updates under the Settings menu.
- Avoid Retail Settings : When setting up the TV, always choose Home Mode during configuration to prevent accidental activation of demo mode features.

## **Conclusion**

The "Clear Resolution Enhancer" demo mode message on your Sony TV is not a malfunction but a simple configuration issue. By following the steps outlined above, you can permanently disable the demo mode and enjoy an uninterrupted TV experience.

If you continue to face issues even after a factory reset, consider contacting Sony Customer Support for assistance. Otherwise, sit back and enjoy your Sony TV without any distracting banners.