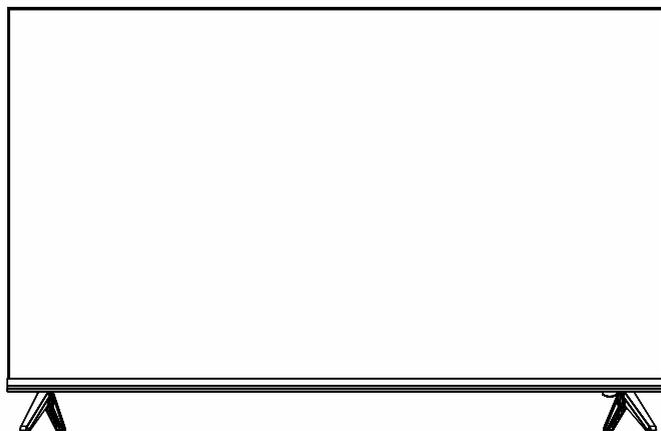


# KONKA<sup>®</sup>

## LED TV

KUD43WT808AN  
KUD50WT808AN  
KUD55WT808AN  
KUD65WT808AN

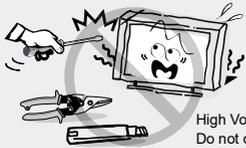


---

Please read this manual carefully before TV operation.  
Retain it for future reference.

# Important Safety Instructions and Maintenance

## Important Safety Instructions



High Voltage  
Do not open

### CAUTION

Risk of electronic shock, do not open. Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

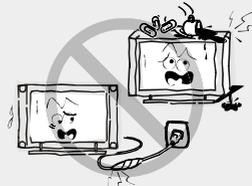
To reduce the risk of fire or electric shock, do not expose this product to rain or moisture.

The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.



The screen and cabinet get warm when the TV is in use. This is not a malfunction. In case of smoke, strange noise or strange smell from the unit:

- Turn off the power switch immediately;
- Disconnect the power plug from the power outlet;
- Contact your dealer or service centre. Never attempt to make repairs yourself because this could be dangerous.



If the following problems occur:

Turn off the TV set and unplug the AC power cord immediately if any of the following problems occur. Ask your dealer or service centre to have it checked by qualified service personnel.

When:

- AC power cord is damaged.
- Poor fitting of AC power outlet.
- TV set is damaged by being dropped, hit or having something thrown at it.
- Any liquid or solid object falls through openings in the cabinet.

Never push objects of any kind into the set through the cabinet slots as they may touch dangerous voltage points or short-circuit parts that could result in a fire or electric shock. Never spill liquid of any kind on the set. Use special caution in households where children are present. The apparatus is not suitable for children under 3-year to operate.



Do not overload wall outlets, extension cords or adaptors beyond their capacity,

this can result in fire or electrical shock. Power-supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plug end, adaptors and the point where they exit from the appliance. The mains plug is used as the disconnect device. It shall remain readily accessible and should not be obstructed during intended use. Make sure to plug the power cord in until it is firmly inserted. When removing the power cord, make sure to hold the power plug when pulling the plug from the outlet, do not pull the plug out by the wire. NEVER touch the plug or power cord with wet hands. To disconnect the apparatus from the mains power, the plug must be pulled out from the mains socket, therefore make sure the mains plug is always easily accessible.



Do not push or scratch the front filter, or place any objects on top of the TV set. The image may be uneven or the screen may be damaged.

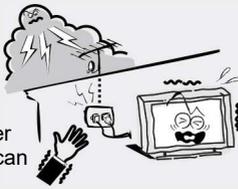
To avoid the fire, no naked flame source, such as lighted candles, should be placed on the apparatus.



# Important Safety Instructions and Maintenance

## Important Safety Instructions

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them might be fatal. Ensuring the television is not overhanging the edge of the supporting furniture.



### When not in use

If you will not be using the TV set for several days, the TV set should be disconnected from the AC mains for environmental and safety reasons. As the TV set is not disconnected from the AC power when the TV is turned off at the standby switch, pull the plug from the AC power outlet to disconnect the TV completely. However, some TV sets may have features that require the TV set to be left in standby to function correctly. In the case of lightning, unplug the TV set from the outlet immediately. Never touch the antenna wire during lightning.



Do not pull the plug out by the wire; Never touch the plug with wet hands.

Excessive volume from earphones and headphones can cause hearing loss.



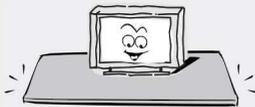
## Installation



The ventilation should not be impeded by covering the ventilation opening with items, such as newspapers, tablecloths, curtains, etc. At least 10 cm space should be left around the apparatus for sufficient ventilation.



The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat. Place the apparatus in such a position that the screen is not exposed to direct sunlight. It is best to have soft indirect lighting while watching and avoid completely dark environments and reflection from the screen as these may cause eye fatigue. Keep the TV set away from any equipment emitting electromagnetic radiation.



Do not place the set on an unstable cart, stand, table or shelf. The set may fall, causing serious personal injury as well as damage to the product. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. An appliance and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the appliance and cart combination to overturn.



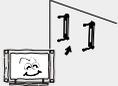
Do not place this apparatus near water, for example, near a bath tub, wash bowl, kitchen sink, or laundry tub; in a wet basement; or a swimming pool; and the like;

# Important Safety Instructions and Maintenance

## Installation



When the TV being moved in from cold place, it needs some right time for dew inside unit evaporating fully before turn on the unit;



To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.

## LED Screen

Although the LED screen is made with high precision technology and 99.99% or more of the pixels are effective, black dots may appear or bright points of light (red, blue or green) may appear constantly on the LED screen. This is a structural property of the LED screen and is not a malfunction. If the surface of the LED panel cracks, do not touch it until you have unplugged the AC power cord. Otherwise electric shock may result. Do not throw anything at the TV set. The LED panel may break from the impact and cause serious injury.

## Precautions When Displaying a Still Image

A still image may cause permanent damage to the TV screen.

Do not display still images and partially still images on the LED panel for more than 2 hours as it can cause screen image retention. This image retention is also known as "screen burn". To avoid such image retention, reduce the degree of brightness and contrast of the screen when displaying a still image.

Watching the LED TV in 4:3 format for a long period of time may leave traces of borders displayed on the left, right and centre of the screen caused by the difference of light emission on the screen. Playing a DVD or a game console may cause a similar effect to the screen.

Damages caused by the above effect are not covered by the Warranty.

Displaying still images from Video games and PC for longer than a certain period of time may produce partial after-images. To prevent this effect, reduce the 'brightness' and 'contrast' when displaying still images.

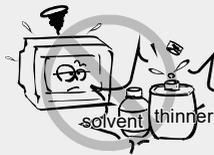
## Cleaning

Cleaning and handling the screen surface and cabinet. Disconnect the unit from the AC outlet before cleaning. To remove dust, wipe gently with a soft, lint free cloth. If required use a slightly damp cloth.



## MAINS PLUG

Wipe the mains plug with a dry cloth at regular intervals. Moisture and dust may lead to fire or electrical shock.



Use care not to subject the TV's surfaces to detergent. (A liquid inside the TV could lead to product failure, fire or electrical shock.) Use care not to subject surfaces to bug repellent, solvent, thinner, or other volatile substances as this may deteriorate the surface and finish of the cabinet.

## Important Information

If a television is not positioned in a sufficiently stable location, it can be potentially hazardous due to falling. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Using cabinets or stands recommended by the manufacturer of the television.
- Only using furniture that can safely support the television.
- Ensuring the television is not overhanging the edge of the supporting furniture.
- Not placing the television on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television to a suitable support.
- Not standing the televisions on cloth or other materials placed between the television and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television or its controls.
- Keep small accessories out of reach of children so they are not mistakenly swallowed.

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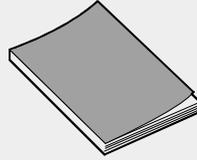
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## Accessories

Please make sure the following items are included with your LED TV. If any items are missing, contact your dealer.



Remote Control



Owner's  
Instructions

# Introduction

## Features

- TV adopts 43"/50"/55"/65" TFT LED display screen
- Zero X radiation complies to green environment protection requirement
- Connect to computer directly to realize TV/monitor combo.
- Support USB
- 16:9 wide screen
- Auto tuning and fine tuning
- Support HDMI
- Programmable sleep timer
- Wide range voltage input
- No-signal automatic power off

### **Input terminals used for external equipment connection**

1x AV Input

2x USB Input

1x Earphone Output

1x RF Input

1x DVB-S2 Input

3x HDMI Input

1x Network Input

1x SPDIF

# Introduction

## Specifications

Model	KUD43WT808AN	KUD50WT808AN	KUD55WT808AN	KUD65WT808AN	
Display size	43" Diagonal(max.)	50" Diagonal(max.)	55" Diagonal(max.)	65" Diagonal(max.)	
LED panel resolution	3840X2160				
Speaker output power	≥8WX2				
Power supply	110-240V~, 50/60Hz				
TV receive system	Analog: PAL: DK I BG SECAM: DK BG Digital: DVB-T/T2/C/S DVBS/S2				
Frequency range	Analog:Antenna: 48.25MHz~863.25MHz Digital: DVB-T/T2/C: 174~862MHz DVBS/S2: 950MHZ-2150MHZ				
Video in	PAL/NTSC				
Power consumption	100W	140W	150W	220W	
Standby consumption	<1W				
Antenna Input	75 ohms, unbalanced				
Controller power	DC 3V (Two AA size batteries)				
Dimensions (LXWXH)	TV with stand	972.9×253×621mm	1111.24×237×713.3mm	1226.8X266X777mm	1446×269×898.8mm
	TV without stand	972.9×88.1×574.2mm	1111.2x83x647.4mm	1226.8X88X712.8mm	1446×75.5×830.8mm
Weight (Net weight)	TV with stand	6.72kg	9.6Kg	11.95Kg	16.93kg
	TV without stand	6.59kg	9.45Kg	11.79Kg	16.8kg
Work Temperature	0°C-40°C				

### NOTES:

- Design and specifications are subject to change without notice.
- Weight and Dimension shown are approximate.

## Stand and wall-mounting instructions (optional)

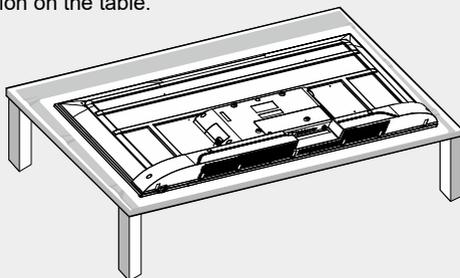
### How to assemble the stand

If you need to remove or assemble the stand please read the following instructions.

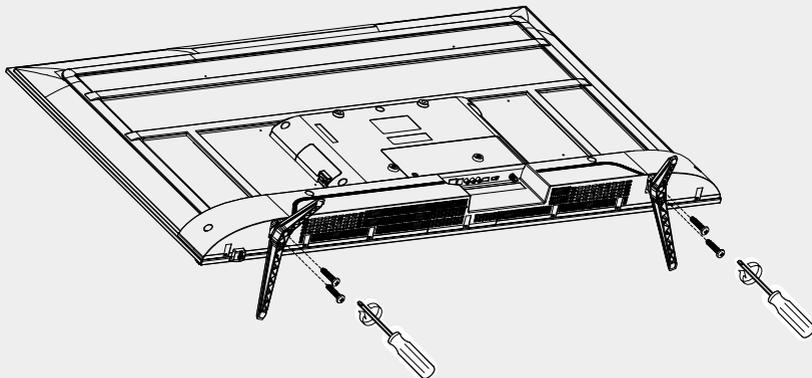
- Before attaching/detaching the stand, make sure to turn off the TV.
- Lay the TV face down on a soft cloth or a towel to prevent scratches.

### Assembling instruction:

Step1: Before performing work, spread cushioning over the base area to lay the LED TV on. Put the television on the table.



Step2: Align the Base against the corresponding screw holes on the bottom of the TV. Insert and tighten the screws to attach the Base to the TV.



- To disconnect the stand from the TV, perform the above steps in reverse order.

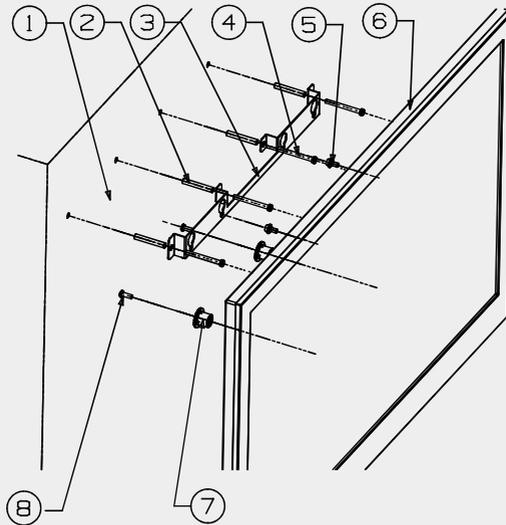
Note: The illustrations and on-screen displays in this manual take **KUD55WT808AN** as an example, they are for explanation purposes and may vary slightly from actual product.

## Stand and wall-mounting instructions (optional)

### Wall mounting instructions(optional):

Your LED TV is able to accommodate wall mounting with the use of a wall mount bracket (not supplied with LED TV, please contact your local hardware store) and the mounting holes on the back of the unit. We recommend removing the TV stand prior to wall mounting the TV. Please see previous page for instructions on removing the stand.

### Mounting instruction: (Only for 43" model)



1. Wall
2. Nylon anchor(three)
3. Wall-mounting bracket(one)
4. Self-tapping screw(three)
5. Wall-mounting screw M4/M6 two for each(Only need to select two)
6. Rear cabinet
7. Wall-mounting Bolt
8. Screw

### Wall-mounting instruction:

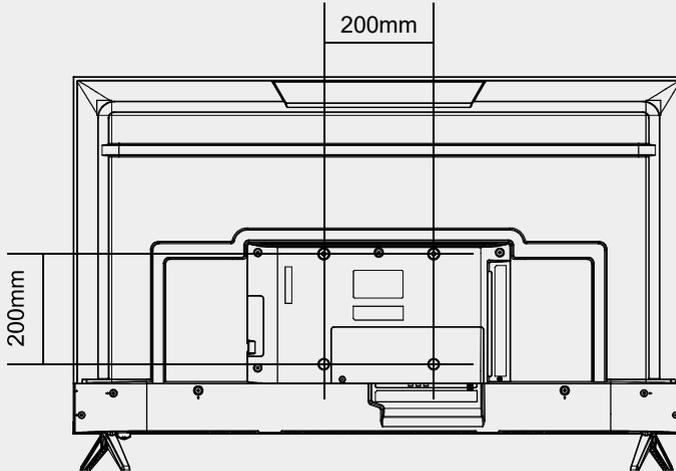
1. The wall-mounting bracket is suit for 23 to 49-inch flat TV that the wall-mouting hole distance is 100 or 200mm.(The wall-mounting hole of back panel should be smooth.)
2. Punch three holes on the wall according to the wall-mounting bracket (3)
3. Insert the nylon anchors(2) into the corresponding holes on the wall.
4. Fix the wall-mounting bracket (3) with self-tapping screws(4) in nylon anchors of the wall.
5. Screw the wall-mounting screws(5) into the upper two screw holes in the back panel.
6. Left the TV and hang it on the wall by two people.

Note: The illustrations and on-screen displays in this manual take **KUD55WT808AN** as an example, they are for explanation purposes and may vary slightly from actual product.

## Stand and wall-mounting instructions (optional)

### Mounting instruction: (Only for 50"/55"/65" model)

1. Fasten mounting screws and sleeves together into the 4 screw holes on the rear cover
2. Fasten wall mounting bracket with screws on the wall
3. Left the TV and hang it on the wall



### Note:

1. Please mount your TV on the strength of the wall for withstanding the TV's weight.
2. Be careful not to scratch panel and TV cabinet when you fasten the screws on the TV.

The illustrations and on-screen displays in this manual take **KUD55WT808AN** as an example, they are for explanation purposes and may vary slightly from actual product.

# General Description

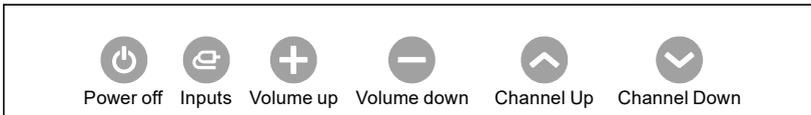
## Overview of front panel(Only for 43"/50"/55" model)

The buttons on the lower-right panel control your TV's basic features, including the on-screen menu. To use the more advanced features, you must use the remote control.



Multifunction Button  
POWER(power on / key function)  
Remote Control Sensor

**Note:** The key instructions are subject to below.



**Display/Hide key icons:** Press the Multifunction Button once to display the icons shown above. The icons will be hidden after 5 seconds of inactivity. Long press the key 3 seconds, the TV will enter standby mode.

**Icon selection:** Short press the button, move the loop to the right, select the icon.

**Icon function selection:** Long press the key to achieve the function of the selected icon.

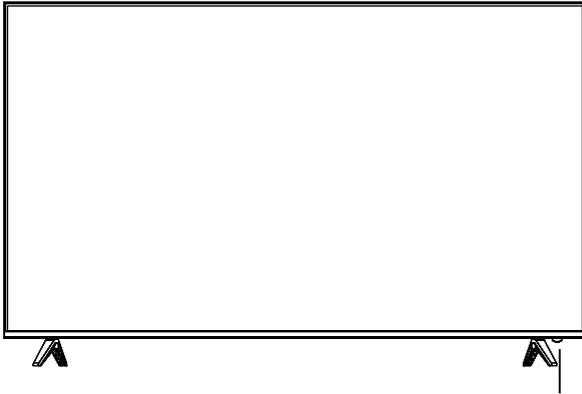
### Icon Description:

-   
Power off      **Power off Icon:** Corresponding to the "POWER" button of remote.
-   
Inputs      **Inputs Icon:** Corresponding to the "☐→" button of remote.
-   
Volume up      **Volume+ Icon:** Corresponding to the "☐+)" button of remote.
-   
Volume down      **Volume- Icon:** Corresponding to the "☐-)" button of remote.
-   
Channel Up      **Channel ^ Icon:** Corresponding to the "☐+ ^" button of remote.
-   
Channel Down      **Channel v Icon:** Corresponding to the "☐+ v" button of remote.

# General Description

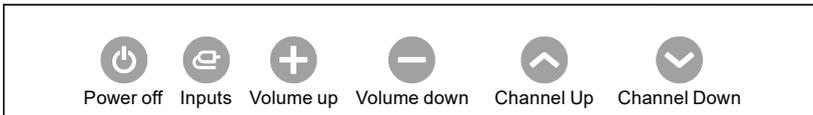
## Overview of front panel (Only for 65" model)

The buttons on the lower-right panel control your TV's basic features, including the on-screen menu. To use the more advanced features, you must use the remote control.



Multifunction Button  
POWER(power on / key function)  
Remote Control Sensor

**Note:** The key instructions are subject to below.



**Display/Hide key icons:** Press the Multifunction Button once to display the icons shown above. The icons will be hidden after 5 seconds of inactivity. Long press the key 3 seconds, the TV will enter standby mode.

**Icon selection:** Short press the button, move the loop to the right, select the icon.

**Icon function selection:** Long press the key to achieve the function of the selected icon.

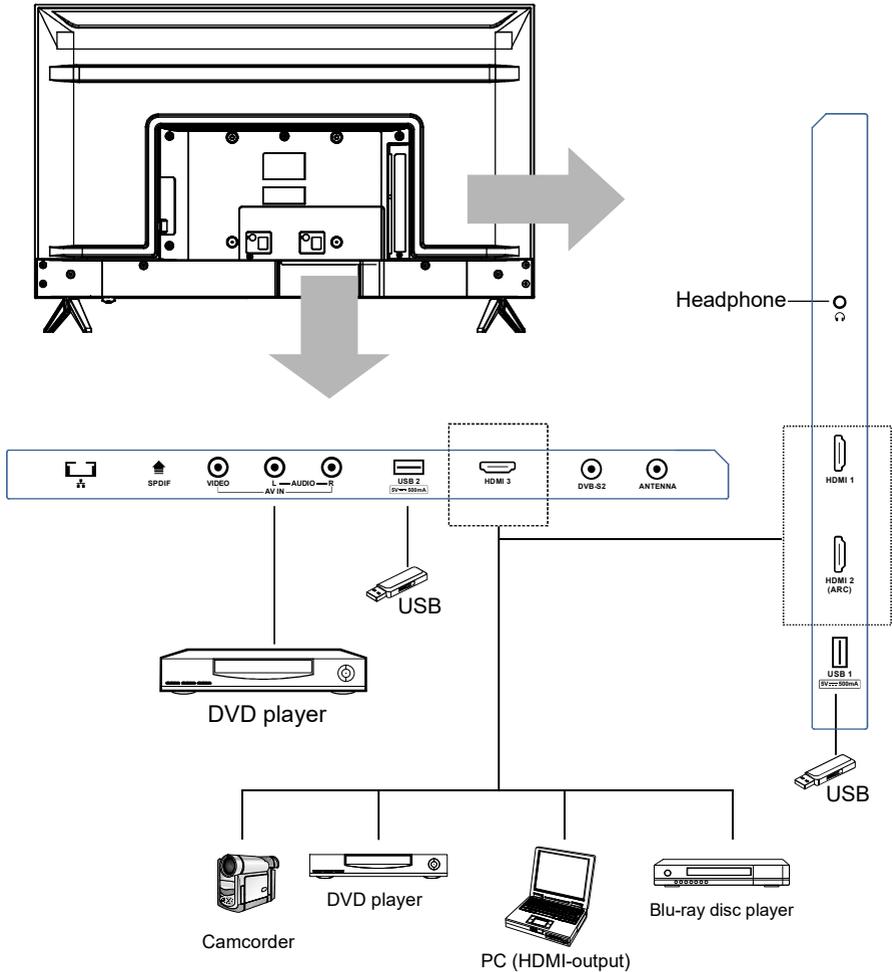
### Icon Description:

-   
Power off      **Power off Icon:** Corresponding to the "POWER" button of remote.
-   
Inputs      **Inputs Icon:** Corresponding to the "□" button of remote.
-   
Volume up      **Volume+ Icon:** Corresponding to the "◀ + " button of remote.
-   
Volume down      **Volume- Icon:** Corresponding to the "▶ -" button of remote.
-   
Channel Up      **Channel ^ Icon:** Corresponding to the "⊕ ^" button of remote.
-   
Channel Down      **Channel v Icon:** Corresponding to the "⊕ v" button of remote.

# General Description

## Overview of back panel

You can connect the TV with video devices such as DVD/VCD player, VCR and video camera to enjoy the high quality picture.



### Note:

The product and illustrations in this user's manual are only for explanation purposes and may vary depending on model.

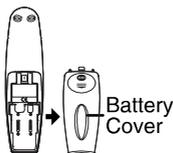
All three HDMI ports are version 2.0 and support 4K x 2K @60Hz.

## General Description

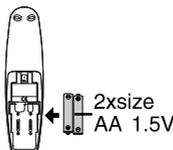
### Installing Batteries in the Remote Control

#### Installing Batteries

- 1 Open the battery compartment cover on the back side.



- 2 Insert two 1.5V AA size batteries in correct polarity. Don't mix old or used batteries with new ones.



- 3 Closed the cover.



- † Point the remote towards the remote control sensor of the TV and use it within 8 meters.
- † Put the used batteries into the recycling bin since they can negatively affect the environment.

#### NOTES:

- One loading of batteries will last for 1 year under normal use.
- If you do not intend to use the remote controller for a long period of time, remove them to avoid damage due to leakage.
- Do not use old and new batteries together.
- The batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

### Registering Magic Remote Control

#### 1 How to register the Magic Remote Control

To use the Magic Remote, first pair it with your TV.

1. Put batteries into the Magic Remote and turn the TV on.
2. Point the Magic Remote at your TV and press the Wheel (OK) on the remote control.

\* If the TV fails to register the Magic Remote, try again after turning the TV off and back on.

#### 2 How to deregister the Magic Remote Control

Press the (BACK) and (HOME) buttons at the same time, for five seconds, to unpair the Magic Remote with your TV.

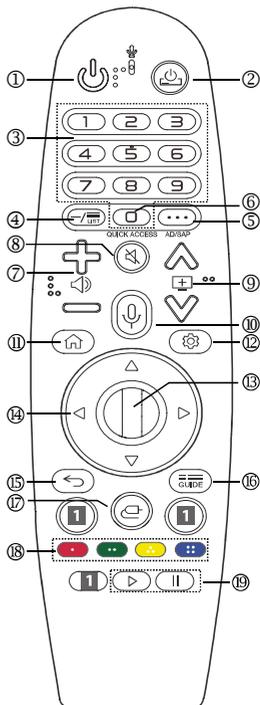
\* Press and hold the button for more than 5 seconds to disconnect and re-register and Magic Remote at the same time.

# General Description

## Overview of Remote Control

\*\* To use the button, press and hold for more than 1 second.

- ①  (**POWER**) Turns the TV on or off.
- ②  (**STB POWER**) You can turn your set-top box on or off by adding the set-top box to the universal remote control for your TV.
- ③ **Number buttons** Enters numbers.
- ④  Accesses the saved channels list.
- ⑤ **••• (MORE ACTIONS)** Displays more remote control functions.  
AD/SAP™ SAP(Secondary Audio Program) Feature can also be enabled by pressing the ••• button.
- ⑥ **QUICK ACCESS™** Edits QUICK ACCESS.  
- QUICK ACCESS is a feature that allows you to enter a specified app or Live TV directly by pressing and holding the number buttons.
- ⑦  Adjusts the volume level.
- ⑧  (**MUTE**) Mutes all sounds.  
 (**MUTE**) Accesses the [Accessibility] menu.
- ⑨  Scrolls through the saved channels.
- ⑩  (**Voice recognition**) Network connection is required to use the voice recognition function.  
Check for recommended content. (Some recommended services may not be available in some countries.)  
 (**Voice recognition**) Speak while pressing and holding the button to use the voice recognition feature.
- ⑪  (**HOME**) Accesses the Home menu.  
 (**HOME**) Shows the previous history.
- ⑫  (**Q. Settings**) Accesses the Quick Settings.
- ⑬  (**Wheel (OK)**) Press the center of the Wheel button to select a menu. You can change channels by using the wheel button.
- ⑭  (**up/down/left/right**) Press the up, down, left or right button to scroll the menu. If you press     buttons while the pointer is in use, the pointer will disappear from the screen and Magic Remote will operate like a general remote control. To display the pointer on the screen again, shake Magic Remote to the left and right.
- ⑮  (**BACK**) Returns to the previous screen.
- ⑯  (**GUIDE**) Displays the program event according to time scheduler.  
**1 Streaming Service buttons** Connects to the Video Streaming Service.
- ⑰  (**INPUT**) Changes the input source.
- ⑱  These access special functions in some menus.
- ⑲  (**Control buttons**) Controls media contents.



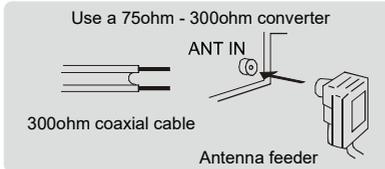
Some buttons and services may not be provided depending upon models or regions.

## External Connection

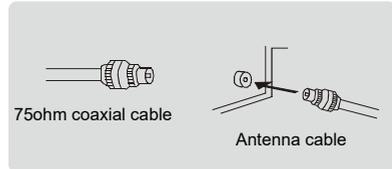
### Antenna connection

Antenna input impedance of this unit is 75ohm. VHF/UHF 75ohm coaxial cable can be connected to the antenna jack directly, if the antenna cable is 300ohm parallel flat feeder cable, you need to use the 300ohm/75ohm converter to connect the antenna cable to the antenna jack. For details Please refer to the following drawing.

#### Antennas with 300 $\Omega$ flat twins Leads



#### Antennas with 75 $\Omega$ Round Leads

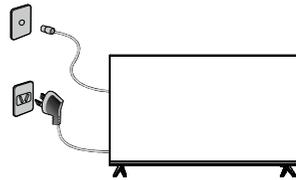


## Basic Operation

### Turning the TV On and Off

#### How to turn the TV on or off

1. Insert the power cord plug into a polarized AC outlet.
2. If TV is in standby mode, press **POWER** button on the remote control or  $\odot$  button on the back panel of LED TV.
3. Normal picture will be displayed on the screen after 10 seconds. If no signal input, "No Signal" will be displayed on the screen.
4. If temporary **POWER** off is required, press **POWER** button on the remote control or  $\odot$  button on the back panel.
5. If you want to completely switch off the power for this unit, unplug the power cord plug for this unit.
6. After switching off the unit, you should wait at least 5 seconds before switching on again.



#### Status indication lamp

Red: In standby mode.

Green: In power on mode.

#### Auto power-off

1. If there is no signal, the TV will automatically enter standby mode after 15 minutes.

#### Memory before turning TV off

The picture and sound settings and preset channels will be memorized at the point when the TV is turned off. When the TV is started up again it will work accordingly with these settings.

# Getting Started with webOS TV

## Home Tutorial

### Using the Home Feature of the webOS TV

You can open the Home screen by pressing the  button on your remote control. You can combine frequently used apps on a single screen and use whichever you want at any time.



1. Launch Search.

To see the details, click the Enjoying Content Store Content Search in User Guide.

2. Move to the Home Dashboard.

You can select or control a device (mobile, external device, Home IoT Devices, etc.) connected to the TV.

For more information, see Connecting External Devices Using Home Dashboard in User Guide.

3. Move to the TV input you used recently.

4. Move to the recently used app.

Long-press the  button on the remote control or focus on the Recents.

You can run or close a recently used app in the list provided in the Preview area at the top.

5. You can run, move, and delete the apps installed on your TV.

Focus on each App area. It provides the Preview at the top.

You can check or run useful features of each app and recommended content on the Preview without entering into the app.

Some apps may not provide the Preview.

The home screen will be displayed automatically when the TV is turned on. If you don't want the home screen to be displayed, set Home Auto Launch of  →  → General → Home Settings as Off.

The availability of and access to Contents and Services in device are subject to change at any time without prior notice.

# Getting Started with webOS TV

## Manage Home

### Manage webOS TV Home

You can view a list of all apps installed on your TV, change their positions, or delete them.

1. Select the app you want to edit, and press and hold the Wheel (OK) button on the remote control.

This will activate the app edit mode.

Or you can select the Edit mode button at the right corner of the Home list to enter the App Edit mode.

2. To move the app to your desired position, go to the position and press the Wheel (OK) button.

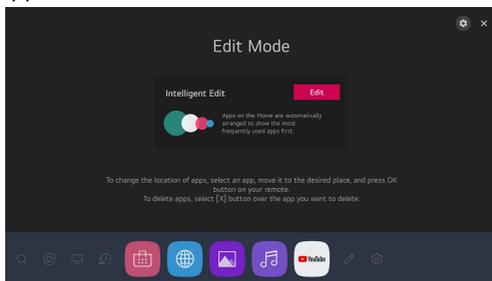
To delete an app, select the App Delete icon above the app.

You can move and delete as many apps as you wish before exiting the edit mode.

You can also move apps with the ◀/▶ buttons on your remote control.

3. After the editing is done, press the Close at the top right to exit the App Edit mode.

The default TV app cannot be edited.



1. You can automatically arrange the app list in the order of most frequently used based on your accumulated app usage pattern.

2. You can add your favourite video service programme to the list.

This feature is available only when the network is connected.

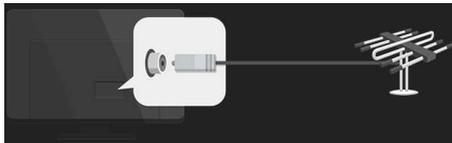
Some models may not be supported.

## Live TV Preparation

1. Connect the broadcast antenna to the TV.

You can also connect a piece of equipment that can receive broadcasting such as a set-top box instead of the antenna.

Launch  →  → Connection → Device Connection Settings → Universal Control Settings



2. Start the  →  → Programmes → Programme Tuning (Programme Tuning & Settings) → Auto Tuning.

Finds and adds only programmes being broadcast.

To solve a problem related to this function, refer to the Troubleshooting section of User Guide.

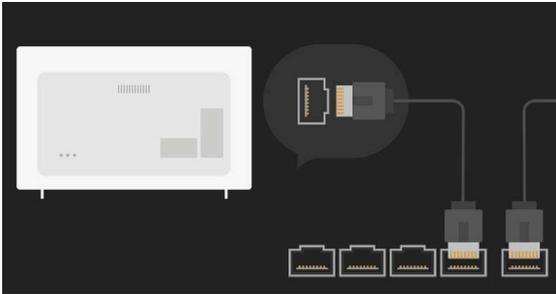
# Getting Started with webOS TV

## Connecting to the Network

### Connecting to the Network

If you configure settings for the network, you can use various services such as online contents and applications.

### Setting a Wired Network



1. Connect the LAN port of the TV and the router using a LAN cable.

The router should be connected to the Internet beforehand.

If the router supports DHCP, the TV is automatically connected to the network when you connect the TV to the network with a LAN cable.

If the Network Is Not Automatically Connected

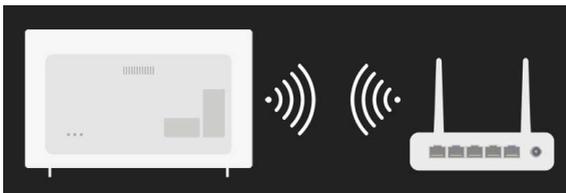
2. Press the  button on the remote control.

3. Select  → Connection → Network Connection Settings

Wired Connection (Ethernet).

To see the details, click the Settings Connection Network Connection Settings in User Guide

### Setting a Wireless Network



1. Turn on the power of the router connected to the Internet.

2. Press the Settings button on the remote control.

3. Select All Settings icon Connection Network Connection Settings Wi-Fi Connection.

4. When the network search is complete, the list of networks available for connection is shown.

5. Select a network to connect.

If your wireless LAN router is password protected, enter the password configured for the router.

To see the details, click the Settings Connection Network Connection Settings in User Guide.

# Getting Started with webOS TV

## Connecting to the Network

### Network Setting Warnings

1. Use standard LAN cable (connect to Cat7 or higher with RJ45 connector, 10 Base-T, or 100 Base TX LAN port).
2. Resetting the modem may fix some network connection problems. Turn the power OFF, disconnect and reconnect it, and then turn the power on to solve the problem.
3. The manufacturer is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
4. The network connection may not work properly because of network settings or the Internet service provider.
5. DSL service must use a DSL modem; and cable service must use a cable modem. Since only a limited number of network connections may be available, TV network setting may not be used depending on the contract with Internet service provider. (If the contract does not allow more than one device per line, only the already-connected PC may be used.)
6. A wireless network can experience interference from other devices that use the 2.4 GHz frequency (wireless phone, Bluetooth device, or microwave oven). Although interference can also happen when using the 5 GHz frequency, it is less likely to occur.
7. The wireless environment can make wireless network service run slowly. Failure to turn off all local home networks may cause excessive traffic on some devices. The access point device must support wireless connections and wireless connection feature must be enabled on the device to have AP (access point) connection. Contact the service provider for availability of wireless connections on the access point.
8. Check SSID and security settings of the AP. Refer to the appropriate documentation for SSID and security settings of the AP.
9. Invalid settings of network devices (wired/wireless line sharer, hub) can cause the TV to operate slowly or not operate properly. Install the devices correctly according to the appropriate manual and network.
10. The connection method may differ depending on the AP manufacturer.
11. To solve a problem related to this function, refer to the Troubleshooting section of User Guide

# Getting Started with webOS TV

## Managing Your LG Account

### Creating LG Account

In Account Management, you can use your email address to create a new LG account. Alternatively, you can create and log in to an LG account using the ID and password of an external service account.

Press the  button on the remote control.

Select  → General Account Management → LG Account Sign In.

Select Create Account. Read and accept the Terms of Service.

Enter ID and password. Your ID must be your email address.

Enter your date of birth.

If you select OK, a verification link is sent to the email address you entered. Please complete the email verification within the validity period.

If email verification is successful, an LG account is created and you can log in with this account information.

Some models may not be supported.

Internet connection is required to create an account.

Required information may vary depending on the country.

You may be restricted from the service depending on your age.

To solve a problem related to this function, refer to the Troubleshooting section of User Guide.

### Managing Your LG Account

You can manage the information of your LG account.

Press the  button on the remote control.

Go to  → General Account Management to log in.

#### Personal Information

You can view or edit your information of the account currently logged in.

You can change the password or press Edit to edit your personal information.

Some models may not be supported.

# How to Operate TV

## Connecting to SIMPLINK (HDMI-CEC)

### Using SIMPLINK

With a single remote control, you can easily manage various devices such as a soundbar or set-top box connected to a TV with HDMI.

Up to three devices can be connected and used simultaneously.

1. Connect the SIMPLINK HDMI Output port to the TV HDMI IN port with an HDMI cable.
2. Press the  button on the remote control.
3. Select  → Connection → Device Connection Settings.
4. Set SIMPLINK (HDMI-CEC) to On.
5. Configure the Auto Power Sync settings to On or Off. (If Auto Power Sync is set to On, turning on a SIMPLINK-linked device will turn the TV on. When you turn off the TV, the device will also be turned off.)
6. Turn on the connected device. When the TV automatically connects to the device, the input will change.

If the device is not automatically connected to the TV, click the Input button.

This feature works only with devices with the SIMPLINK logo. Check for the SIMPLINK logo on the external device.

Use of any product other than those specified may cause problems during operation.

To use Simplink, you need to use a high-speed HDMI cable with CEC (Consumer Electronics Control) function. The High-Speed HDMI cable has the pin 13 for enabling information exchange between devices.

If you want to output sound to the external audio equipment connected through the HDMI cable, set SIMPLINK (HDMI-CEC) to On

# Enjoy Live TV

## Making the Most of Live Menu

### Using Live Menu

You can use the relevant features with ease when watching TV broadcasts.

Press the LIST button on the remote control.

Or press the Wheel (OK) button on the remote control and select Programmes.



1. Programmes : View a list of broadcast content that is currently being broadcast.

2. Guide : You can view programmes and the schedule of each programmes.

To see the details, click the Enjoy Live TV Viewing Guide in User Guide.

3. TV Scheduler : You can enter the time and date of a programme to schedule watching or recording it at the set time.

To see the details, click the Enjoy Live TV Using TV Scheduler in User Guide.

4. Recordings : You can check the recordings stored in the storage device and play the recordings.

To see the details, click the Enjoy Live TV Playing Recorded TV Programs in User Guide.

The menu appears only if an external storage device is connected and the recorded video can be viewed.

The programmes displayed in Programme List are a configuration of programmes provided by the broadcast service provider. Therefore, if the broadcast service provider has changed its programme configuration without notice, the programmes displayed in Programme List may differ from the actual TV programmes.

Because programme information displayed in programme List includes information provided by external Electronic Programme Guide (EPG) providers, it may differ from the actual TV programmes.

You must complete the settings of the network, region, and auto-programme to receive normal live broadcast service.

The configurable items differ depending on model.

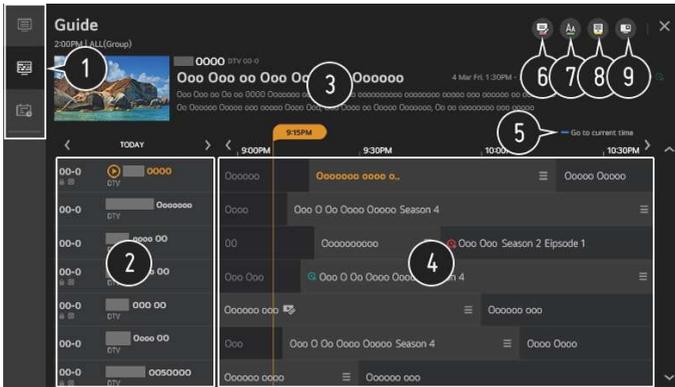
# Enjoy Live TV

## Viewing Guide

### Viewing TV Guide

You can view programmes and the schedule of each programmes.

Press the remote control's LIST button, and select the Guide tab on the left side of the screen.



1. Click on each area, and you can move to the app.
2. You can view information on the programme and broadcaster.
3. You can view information about the programme you are currently watching as well as the focused programme information.
4. Select the See Details button or the title of the desired programme. You can view more information on the programme and perform Watch/Record (only available on certain models) or Reminder/Scheduled Recording (only available on certain models), etc.
5. You will be taken to the programme list for the current date and time.
6. Launch Programme Manager.
7. You can change the size of the programme list to adjust the number of programmes displayed on the screen.
8. Sets the filter.
9. You can turn on/off Mini TV.

Programme information is not displayed for programmes with no provided broadcast information.

Some models may not be supported.

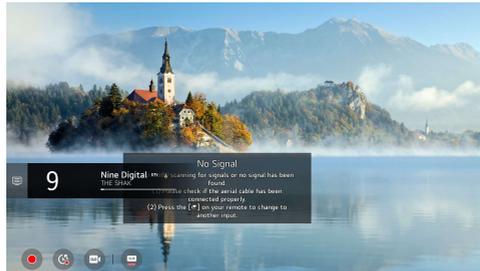
The configurable items differ depending on model.

# Enjoy Live TV

## Checking Programme Info

### Viewing Programme Information

During watch the Live broadcast, press the Wheel (OK) button. The Programme Banner appears.



Move to the Programmes.

To see the details, click the Enjoy Live TV Making the Most of Live Menu in User Guide.

It displays the information about the programme you are watching. Select a programme banner to enter the detailed information pop-up to see the detailed programme information or run additional features related to the banner.

You can view broadcast information about other programmes using the Up/Down buttons.

You can view broadcast information about the programme you are currently watching using the Left/Right buttons.

Press the Blue button on the remote control to move the banner's position.

The features can be controlled only within the detailed information pop-up.

It displays content related to Recording/Live Playback.

To see the details, click the Enjoy Live TV Live Playback in User Guide.

If the programme you are watching includes information such as Subtitle or Audio Language, you can set these features.

Subtitle : You can set Subtitle.

Audio language : You can set Audio Language.

Only available with digital broadcasts.

Multi Audio icon : You can set Multi Audio.

Only available with analogue broadcasts.

Available features may vary depending on the broadcast signal

## Live Playback

Using Live Playback (Real-time Playback)

It is a function you can use to temporarily save the programme you are currently watching to a USB HDD, so you can play back any scenes you might miss while watching TV.

This function allows you to continue watching from where you were previously if you go out for a while.

1.Input the USB HDD in the USB port.

2.Press the Wheel (OK) button on your remote control.

3.Press the Start Live Playback button at the bottom of the screen.

# Enjoy Live TV

## TELETEXT(Optional)

### To Use Teletext

Teletext is a free service provided by the TV station that offers text-based information about TV programmes, news and weather.

The teletext decoder of this TV can support the SIMPLE, TOP and FASTTEXT systems.

Press the More Actions button on the remote control.

Select Teletext.

The TELETEXT window appears.

To view TV broadcasts and TELETEXT at the same time, press the More Actions button on the remote control and select Teletext.

### Colour button

To select the preceding or following page.

### Number button

Enters the page number to move to.

### Programmes (Programmes) Up/Down Button

To select the preceding or following page.

Some models may not be supported.

### Special Teletext Function

Press the More Actions button on the remote control.

Select Teletext Option.

Select the TELETEXT menu.

### Index icon Index

Select each index page.

### Time icon Time

When viewing a TV programme, select this menu to display the time at the top right hand corner of the screen. In the teletext mode, press this button to select a sub page number.

The sub page number is displayed at the bottom of the screen. To hold or change the sub page, press the Red/Green, Left/Right or Number buttons.

### Hold

Stops the automatic page change which will occur if a teletext page consists of 2 or more sub pages. The number of sub pages and the sub page displayed is, usually, shown on the screen below the time. When this menu is selected the stop symbol is displayed at the top left-hand corner of the screen and the automatic page change is inactive.

### Reveal

Select this menu to display concealed information, such as solutions to riddles or puzzles.

# Enjoy Live TV

## Update

Displays the TV picture on the screen while waiting for a new teletext page. The display will appear at the top left hand corner of the screen. When the updated page is available then display will change to the page number. Select this menu again to view the updated teletext page.

## HbbTV

Learn More about HbbTV

HbbTV (Hybrid Broadcast Broadband TV) is a new broadcasting standard that enables super-teletext type services, delivered by a broadcast TV programme, to be integrated or linked to online services delivered over broadband to a connected Smart TV. Consumers are therefore able to access various online services such as catch-up TV, Video on Demand (VOD), programme related applications and other rich information services in addition to traditional digital teletext services, all directly on to the TV in a seamless experience. HbbTV services can be activated in a number of ways, the most popular being pressing the Red. Users typically explore services with the traditional navigation keys (including the OK button and the Red, Green, Yellow, Blue). The current version of the HbbTV specification also includes support for “adaptive streaming” of video over a broadband connection thus guaranteeing the best possible image quality for the viewer. For more information about HbbTV, visit [www.hbbtv.org](http://www.hbbtv.org) Some models may not be supported.

## To Use HbbTV

Settings All Settings icon Programmes HbbTV

Sets HbbTV to On.

Enjoy a wide variety of content from HbbTV enabled services.

Service features may be limited when the TV is not connected to the internet.

The functionality and quality of the HbbTV service may vary depending on the quality of your broadband connection.

HbbTV services are not guaranteed to be available for all programmes – only those that your broadcaster chooses to support.

Returns to the previous screen.

Provides a list of content for the selected genre.

Enter a search term.

Exit the Search.

You must connect to the network to use the search feature.

Search results may vary depending on the programme, region, network settings, and whether you have agreed to the terms and conditions.

## CONNECTING EXTERNAL DEVICES

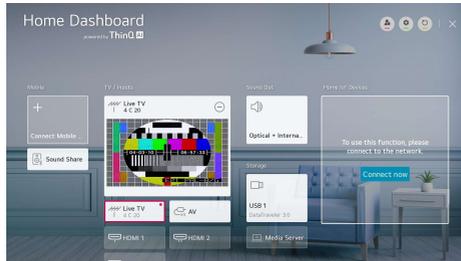
### Using Home Dashboard

Using Home Dashboard

You can select or control a device (mobile, external device, Home IoT Devices, etc.) connected to the TV.

Press the  button on the remote control and select Home Dashboard.

You can also press and hold the  button on the remote control.



You can check and select the smart device connected with the LG ThinQ app.

Please refer to Connecting External Devices Connecting Smart Devices in User Guide for more information on the action.

You can play sound from a smart device connected via Bluetooth.

Please refer to Connecting External Devices Playing Sound from a Smart Device through the TV' s Speakers in User Guide for more information on the action.

You can check and select the external device connected through the external input port or network. The currently selected output speaker is displayed, and you can navigate to the output speaker settings screen.

You can view and select the connected storage device.

You can check and control the device connected via the Home IoT.

Please refer to Connecting External Devices Connecting Home IoT Devices in User Guide for more information on the action.

You can easily control your device by presetting the desired operations.

Sign In : You can log in/out to and from the LG ThinQ account you created on mobile.

Edit : You can edit the name of the device connected to Inputs or Home IoT Devices or configure the related settings.

It refreshes the device list.

Exit the Home Dashboard.

Available settings vary depending on the model or region

# CONNECTING EXTERNAL DEVICES

## Connecting Home IoT Devices

### Connecting Home IoT Devices

You can check and control the status of the connected Home IoT Devices.

1. Install LG ThinQ app on your smartphone.
  2. Log in to your LG ThinQ account, and register your own LG ThinQ device.
  3. Press the  button on the remote control and select Home Dashboard.
  4. Press the  at the top right to select the Sign In.
  5. Log in to your LG ThinQ account. A list of the registered LG ThinQ devices will appear.
- If you are in an area where the LG ThinQ app is not in service, LG ThinQ device connection will not be supported.

If you are controlling the external device from your mobile app, you might not be able to control the device from your TV. Quit the mobile app to control it from your TV.



1. You can easily control your device by presetting the desired operations.
2. You can log in/out to and from the LG ThinQ account you created on mobile.
3. Edit List : You can rename, Show/Hide or change the order of the devices connected to Home IoT Devices.

Notification : If you turn it On, you can receive notifications about the status of the Home IoT Devices.

Delete : You can delete the connected device. You can only delete certain devices from the TV.

4. You can check the connection guide for Home IoT Devices. You can connect and display the devices registered to your LG ThinQ account.

Once the device is connected, the card will be changed to a smaller size and appear at the bottom of the device connection list.

Available settings vary depending on the model or region.

IoT devices that can be connected to a TV are subject to change without notice.

Connectable LG ThinQ devices and available functions may differ between mobile and TV

### Connecting Smart Devices

You can use a variety of features by connecting the TV to a smart device.

#### Connecting Your Smart Device to a TV Using the LG ThinQ App

1. Download the LG ThinQ app from the app store of your smart device. You can download the app easily by scanning the QR code

Android



iOS



# CONNECTING EXTERNAL DEVICES

Connect your TV and smart device to the same Wi-Fi network.

You can check the Wi-Fi network of TV at  →  → Connection → Network Connection Settings → Wi-Fi Connection.

Run the LG ThinQ app installed on your smart device.

Follow the instructions from LG ThinQ app to connect your smart device to the TV.

When your account information of LG ThinQ is linked to the TV, you can manage the IoT devices linked to your account using Home Dashboard of the TV.

## Controlling Your TV with the LG ThinQ App

You can tap the buttons on your smart device' s screen to control the TV.

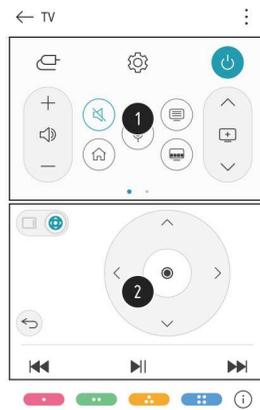
1. When watching a broadcast, you can control the programme, volume, etc. or select the external input with voice commands instead of using the remote control.

2. You can use the same functions as the Magic Remote' s pointer and arrow keys.

Some controls may be limited in external input mode.

The app' s screen and functionality are subject to change without prior notice.

Available features may differ depending on your country and OS.



## Watching Smart Device Screen on TV

To See the Mobile Device' s Screen on the TV

Enable Screen Share mode on the mobile device.

Your TV will be displayed in the list of available devices.

Select your TV and request connection.

Select Accept in the connection request popup window.

After the connection is established, the TV will display the screen of the connected device.

When you connect Screen Share for the first time, a popup will appear which allows you to select Decline, Accept or Block.

Decline : Do not connect the device. If you try to connect again, the popup will appear.

Accept : You can connect the device. No connection popup will appear from the second time.

Block : Do not connect the device. Even if you try to connect again, the popup will not appear and the connection will not work.

To cancel Block, go to  →  → Connection Mobile Connection Management Screen Share.

It is recommended that you always update your device to be connected to your TV to the latest OS version for a reliable connection.

A non-LGE device may not be connected even when it is detected.

It is recommended that you connect the device to a 5 GHz router because the performance may be affected by your wireless environment.

The response rate may vary depending on the user' s environment.

It' s differ form devices. For more information on the device you want to connect to, refer to its user guide.

If connection fails repeatedly, turn off the TV and the device you want to connect to, then turn them back on and try again.

# CONNECTING EXTERNAL DEVICES

3gp 3g2	Video	H.264/AVC, MPEG-4
	Audio	AAC, AMR-NB, AMR-WB
mkv	Video	MPEG-2, MPEG-4, H.264/AVC, VP8, VP9, HEVC, AV1
	Audio	Dolby Digital, Dolby Digital Plus, AAC, PCM, MPEG-1 Layer I, II, MPEG-1 Layer III (MP3)
ts trp tp mts	Video	H.264/AVC, MPEG-2, HEVC
	Audio	MPEG-1 Layer I, II, MPEG-1 Layer III (MP3), Dolby Digital, Dolby Digital Plus, AAC, PCM, Dolby AC-4
mpg mpeg dat	Video	MPEG-1, MPEG-2
	Audio	MPEG-1 Layer I, II, MPEG-1 Layer III (MP3)
vob	Video	MPEG-1, MPEG-2
	Audio	Dolby Digital, MPEG-1 Layer I, II, DVD-LPCM

Dolby AC-4 : Some models may not be supported

Cautions for Video Playback

1. Some user-created subtitles may not work properly.
  2. A video file and its subtitle file must be in the same folder. For subtitles to be displayed properly, make sure that the video file and the subtitle file have the same name.
  3. Subtitles on a Network Attached Storage (NAS) device may not be supported depending on the manufacturer and model.
  4. Streams that include Global Motion Compensation (GMC) and Quarterpel Motion Estimation (Qpel) are not supported.
  5. ULTRA HD video (ULTRA HD models only) : 3840 × 2160, 4096 × 2160
- Some HEVC-encoded ULTRA HD videos other than the content officially provided by the manufacturer may not be played.

Some codecs can be supported after a software upgrade.

Extension	Codec	
mkv/mp4/ts	Video	H.264/AVC, HEVC
	Audio	Dolby Digital, Dolby Digital Plus, AAC

Only Window Media Audio V7 and later are supported.

The AAC main profile is not supported.

Video files created by some encoders may not be played.

Video files in a different format than specified may not be played properly.

Video files stored on a USB storage device that does not support High Speed may not be played properly.

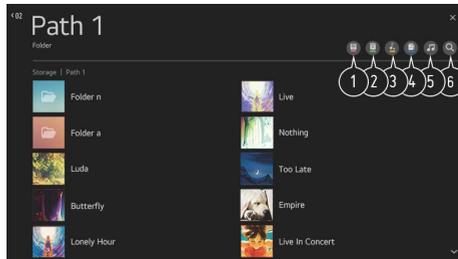
## Listening to Music

Playing Music

1. You can listen to music by using the Music app.  
Press the HOME button on the remote control.
2. Run the Music app.
3. Select your desired storage device.
4. You can select your desired songs from all of your storage devices and add them to My Playlist.
5. Select your desired music content and enjoy it.

# CONNECTING EXTERNAL DEVICES

1. Select the desired type of content list.
2. Select and delete the desired content.  
You cannot delete files that are shared from other devices.
3. Select content and add it to My Playlist.
4. You can copy content to a USB storage device.  
Some models may not be supported.
5. Open the music player.
6. Launch Search



## Using the Music Player

You can play music conveniently by selecting the music files saved in the Music app or by selecting the music player icon during content playback in apps such as Photo & Video

You can play music from the selected storage device.

You can set repeat playback and random playback.

The configurable items differ depending on model.

Screen Mode : You can turn the screen off while listening to music or display the music player in full-screen mode.

Screen Off : You can listen to music with the screen turned off.

You can change the position of the music player.

You can minimize the music player.

This feature closes the music player.

Lyrics are available for music files that provide them. In some music files, you can choose a lyric section and move the playback position. The lyrics feature is only supported on some devices. The lyrics may not be displayed in sync depending on the lyrics data in the music file. Reopen your music player by pressing the VOLUME key on your remote control. You may not be able to use the music player for some features.



## Share Computer Content

Watch content saved in your PC on the TV

You can enjoy videos/music/photos stored on your PC on the TV when these devices are connected to the same network.

Browse the content on your PC to watch on TV (Windows 10)

Connect your TV and PC to the same network.

Right-click the file you want to play and select "Cast to Device" .

Select the name of the TV you want to watch from the displayed list, and playback will start on that TV.

Even when multiple TVs or devices are connected, the selected file is only played through one device.

The playback rate may vary depending on the network connection.

To play on other operating systems or devices, refer to the manual of the operating system/device.

Browse and watch the content stored on the PC using the TV (Windows 10)

1. Connect your TV and PC to the same network.

2. Open the "Start" menu on your PC screen, search for "media streaming options" and then select the result that appears.

3. Select the "Turn on media streaming" button in the window that opens.

4. Allow all of the "media streaming options" .

# CONNECTING EXTERNAL DEVICES

5. Select "OK" to save the settings.

6. Select the connected PC in the Home Dashboard app on the TV, and then select and play the file you want. To play on other operating systems or devices, refer to the manual of the operating system/device.

## Matters That Require Attention of Content Share

Check your network settings if the content share option does not work properly.

May not work properly on a wireless network. It is recommended that you connect to a wired network.

May not work properly depending on the network environment.

If multiple TVs are connected to one device, the content may not be played properly depending upon server performance.

To watch a 1080p video through the content sharing function, a router using the 5 GHz frequency is required.

If you use the existing 2.4 GHz router, the video may be laggy or not play properly.

The Content Share function may not be supported for a router that does not support multi-cast. For more information, refer to the user guide that came with your router or contact the manufacturer.

Captions are only supported on some connected devices.

We recommend using the SmartShare PC software when viewing video subtitles.

When a subtitle file is added later, disable the shared folder and then enable it again.

The DRM files in the connected device will not play.

Even for the file format supported by the TV, the supported file format may differ depending on the connected device environment.

If there are too many folders or files in a folder, it may not work properly.

The information on the file imported from the connected device may not be displayed correctly.

Depending on the encoding, some streams may not play in content sharing mode.

## Watching Computer Screen on TV

To See the PC Screen on the TV

### Connect Wireless

Enable Screen Share mode on the PC. Your TV will be displayed in the list of available devices.

Select your TV and request connection.

After the connection is established, the TV will display the screen of the connected device.

It is recommended that you always update your device to be connected to your TV to the latest OS version for a reliable connection.

It is recommended that you use this function at close range.

Start Screen Share faster by having your mobile device or PC connected to the same network as the TV.

Though it can be connected without a wireless router, connecting your device to a 5 GHz router is recommended because the performance can be affected by the surrounding wireless environment.

The response rate may vary depending on the user's environment.

It's differ from Windows version. For more information on the device you want to connect to, refer to its user guide.

If connection fails repeatedly, turn off the TV and the device you want to connect to, then turn them back on and try again.

### Connect wired

Connect the PC with TV by HDMI cable.

# SETTINGS

## Quick Settings

To Use Setting Function Quickly

Set of light-weight controls quickly and simply such as Picture Mode, Sound Out, Sleep Timer and so on. Press the  button on the remote control.

You can set Picture Mode.

You can set Sound Mode.

You can choose Sound Out.

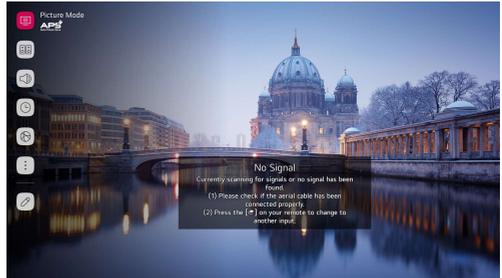
You can set Sleep Timer.

Move to the Connection screen.

You can set more options.

You can add/delete the quick setting items or change their order.

After entering each item, press and hold the Wheel (OK) button on the remote control to go to the corresponding menu



## Picture

Picture Mode

Selecting Picture Mode

 →  → Picture Picture Mode Settings → Picture Mode

Select the picture mode that is best suited to your viewing environment, preferences or video type.

Select a picture mode. By adjusting and setting each item in more detail based on the mode, your video is better optimised for its characteristics.

The configurable items differ depending on model.

Sports / Football / Cricket

Suitable picture for sports games. Sharpens the image of rapid movements such as kicking or throwing a ball.

The name of the sport may differ depending on region.

When You Use Normal Signals

Vivid

Sharpens the image by increasing the contrast, brightness and sharpness.

Eco / APS

The Energy Saver feature changes settings on the TV to reduce power consumption.

The configurable items differ depending on model.

Cinema

Suitable picture for movies.

When You Use the HDR Signals

Vivid

Sharpens the image by increasing the contrast, brightness and sharpness.

Standard

In a normal viewing environment, it opens a screen that can properly show the expressiveness and brightness of HDR.

Cinema

Suitable picture for HDR video signal.

# SETTINGS

## Picture Mode Settings

### Fine-Tuning Picture Mode

 →  → Picture Picture Mode Settings

This feature allows you to adjust the selected picture mode in detail.

### Backlight

Controls the level of screen brightness by adjusting the backlight. The closer to 100, the brighter the screen.

Decrease the Backlight to reduce energy consumption.

If the Energy Saving is set to Maximum, you cannot adjust the Backlight.

In this case, navigate to  →  → Picture → Energy Saving and set to Off or Minimum.

### Contrast

Adjusts the contrast of the bright and dark areas of the picture. The closer to 100, the higher the contrast.

### Brightness

Adjusts the overall screen brightness. The closer to 100, the brighter the screen.

You may use the Brightness settings particularly to set the dark part of the image.

### Sharpness

Adjusts the sharpness of the image. The closer to 50, the sharper and clearer the image.

### Colour

Tones down or up the colours displayed on the screen. The closer to 100, the deeper the colour.

### Tint

Adjusts the colour balance between red and green displayed on the screen. The closer to Red 50, the more red the colour will be. The closer to Green 50, the more green the colour will be.

### Colour Temperature

Adjusts the colour tone of the entire image. As you lower the level, you get a warmer tone, and as you raise it, you get a cooler tone.

The settings you specify only apply to the currently selected input mode.

To apply your current picture settings to all input modes, select Apply to all inputs.

Depending on the input signal or the selected picture mode, the available options may differ.

The configurable items differ depending on model.

## Resetting Picture Mode

 →  → Picture Picture Mode Settings → Reset

If you want to reset the image settings to the factory defaults after configuring the image settings, select reset for each image mode.

## Advanced Controls

### Setting the Advanced Control Options

 →  → Picture Picture Mode Settings → Advanced Controls.

### Dynamic Contrast

Corrects the difference between the bright and dark sides of the screen for optimal results depending on the brightness of the picture.

# SETTINGS

## Dynamic Colour

Adjusts the Colour and saturation of the picture to make the image more Colourful and lively.

## Gamma

Adjusts the medium brightness of the picture.

Select Low for a bright picture, select High1 or High2 for a dark picture or select Medium for medium brightness.

Live Theatre or Expert (Bright Room)/Expert (Dark Room) can be selected from 1.9/2.2/2.4/BT.1886.

High2/BT.1886 expresses the gradation in ITU-R BT.1886, which is an international standard.

Depending on the input signal or the selected picture mode, the available options may differ.

## Picture Options

### Setting Picture Options

 →  Picture→Picture Mode Settings→Picture Options

### Noise Reduction

Removes small dots that stand out so as to make the image clean.

### Black Level

Adjusts the brightness of the dark parts of images.

Select High for a bright screen or select Low for a dark screen.

This feature can be used while watching content through an external input.

### Real Cinema

Optimise display for movies.

### TruMotion

Suitable the image quality of fast-moving pictures.

Off : Turns off the TruMotion.

Cinema Clear : Adjusts the shaking of the motion on the screen to make it feel like you are in a movie theatre.

Natural : Sets images with a lot of motions to look natural and clear.

Smooth : Softens fast-moving pictures.

User : Sets TruMotion manually.

De-Judder : Adjusts juddering on the screen.

De-Blur : Reduces the blurring effects of motion.

Motion Pro : Make fast-moving pictures clearer using the light control.

The advanced settings can be changed only in User mode.

Depending on the input signal or the selected picture mode, the available options may differ.

The configurable items differ depending on model.

## Aspect Ratio Settings

### Setting the Screen Size

 →  →Picture→Aspect Ratio Settings→Aspect Ratio

You can change the screen size according to the type of content you are watching.

### 16:9

Displays an aspect ratio of 16:9.

### Original

Changes the aspect ratio to 4:3 or 16:9 depending on the input video signal.

### 4:3

Displays an aspect ratio of 4:3.

### Vertical Zoom

You can adjust the vertical dimension of the screen and align the screen vertically by using Adjust Zoom Ratio and Adjust Screen Position.

### 4-Way Zoom

# SETTINGS

You can adjust the horizontal/vertical/diagonal dimensions of the screen and align the screen horizontally/vertically by using Adjust Zoom Ratio and Adjust Screen Position.

The configurable items differ depending on model.

The picture may get distorted while zooming in or out.

Selecting a different screen size from the original size may cause the image to look different.

Depending on the combination of picture format and screen size, the edges may be hidden or shown in black, or both sides of the picture may flicker. Also, when selecting an item shown on the broadcast screen, the outline may not be aligned correctly.

Depending on the input signal, the available screen sizes may be different.

## View Screen with Just Scan

 →  → Picture → Aspect Ratio Settings → Just Scan

If you turn this feature On, you can view the content in the aspect ratio that is in the broadcast signal or content source. If the edge of the screen is not clean, please turn it Off.

If set to Auto, the feature switches between On or Off status depending on the information contained in the video signal.

The items that can be selected may vary depending on the current input.

## Energy Saving

To Use Energy Saving Feature

 →  → Picture Energy Saving

Reduces power consumption by adjusting screen brightness.

Off

Turns off the Energy Saving mode.

Minimum / Medium / Maximum

Applies the pre-set Energy Saving mode.

Screen Off

Screen is turned off and only sound is played.

Press any button except the power and the volume buttons to turn the screen back on.

If you use Energy Saving function, brightness of your TV will be affected.

## Eye Comfort Mode

To Use Eye Comfort Mode Feature

 →  → Picture → Additional Settings → Eye Comfort Mode

The colour temperature will be adjusted to reduce eye fatigue.

On: The colour temperature of your TV screen is adjusted.

Off: Turns off the Eye Comfort Mode.

Some models may not be supported.

## HDMI ULTRA HD Deep Colour

Settings All Settings icon Picture Additional Settings HDMI ULTRA HD Deep Colour

If you connect a device that supports HDMI ULTRA HD Deep Colour, you can enjoy a clearer image.

After connecting the playback device, set HDMI ULTRA HD Deep Colour to On.

If the connected device does not support this function, it may not work properly.

In that case, change the TV's HDMI ULTRA HD Deep Colour setting to Off.

# SETTINGS

Sound Out

Setting Sound Out

 →  → Sound → Sound Out

When Instant Game Response is set to On, audio delays may occur if you set Sound Out to WISA Speakers/Optical/HDMI ARC.

Switch to Internal TV Speaker or change  →  → Sound → Additional Settings → HDMI Input Audio Format to PCM.

Internal TV Speaker

Audio is played through the TV' s internal speakers.

Bluetooth

Wirelessly connect a Bluetooth audio device to enjoy TV sound more conveniently.

Refer to the user manual of the Bluetooth audio device for details on how to connect and use the device. Press DEVICE LIST to view the connected devices or the devices that can be connected to connect any one of them.

LG Sound Sync devices will automatically try to connect to the recently used devices when you turn the TV on.

We recommend that you connect an LG audio device that supports LG Sound Sync, using LG TV mode or LG Sound Sync mode on device.

If the device fails to connect, check the power of the device to connect to and check if the audio device is working properly.

Depending on the type of the Bluetooth device, the device may not connect correctly or an abnormal behavior may occur such as unsynchronized video and audio.

( The mobile-only headsets may not work. )

Sound may stutter or sound quality may be reduced if:

the Bluetooth device is too far from the TV;

there are obstacles between the Bluetooth device and the TV; or

used together with radio equipment such as a microwave oven or wireless LAN.

If you continue to experience problems, we recommend using a wired connection. ( Optical digital, HDMI (ARC) port )

# SETTINGS

## AV Sync Adjustment

### Adjusting AV Synchronization

 →  → Sound → Additional Settings → AV Sync Adjustment

Adjusts the synchronization of the sound from the speaker that is working.

The closer to Greater than, the slower the audio output.

Bypass, Outputs the broadcast signals or the sound from external devices without any audio delay.

The audio may be output before the video because of the time the TV takes to process the video input.

Available options vary by Sound Out setting.

## HDMI Input Audio Format

 →  → Sound → Additional Settings → HDMI Input Audio Format

You can set the audio format for each HDMI input. When the voice is delivered through the HDMI port is not synchronized, set it to PCM.

## LG Sound Sync

 →  → Sound → Additional Settings → LG Sound Sync

Connect the LG Sound Sync device to the optical digital input port and set Sound Out to Optical.

By setting this feature to On, you can adjust the volume of the connected LG Sound Sync device using a TV remote control.

If the auto-power feature of the sound bar that supports LG Sound Sync is set to On, the sound bar will be turned on or off together when the TV is turned on or off.

## Digital Sound Out

### Setting Digital Sound Out

 →  → Sound → Additional Settings → Digital Sound Out

You can configure the Digital Sound Out settings.

This setting is only available when Settings All Settings icon Sound Sound Out is set to Optical/HDMI ARC.

When Pass Through is enabled, sound effects may not be output.

The codec output with a device may differ from input signals.

Dolby Atmos : Some models may not be supported.

# Programmes

## Auto Tuning

### Automatically Setting Up Programme

 →  → Programmes → Programme Tuning → Auto Tuning

Automatically tunes the programmes.

Select Country where the TV is used. Programme settings change depending on the country you choose.

Initiate Auto Tuning.

Set Auto Tuning following screen instructions.

If Input Source is not connected properly, programme registration may not work.

Auto Tuning only finds programmes that are currently broadcasting.

If Safety is turned on, a pop-up window will appear asking for password.

# SETTINGS

## Manual Tuning

To Use Manual Programme Tuning

⚙️ → ⋮ → Programmes → Programme Tuning (Programme Tuning & Settings) → Manual Tuning

This function is for manually searching and saving programmes.

For digital broadcasting, signal strength and signal quality can be checked.

## Programme Manager

### Edit Programmes

You can edit the selected programmes from all the stored programmes or add/delete them to/from the favourite programmes.

### Edit All Programmes List

⚙️ → ⋮ → Programmes → Programme Manager → Edit All Programmes

You can lock or unlock the selected programmes from all the stored programmes, or you can set them to be skipped when switching programmes.

1. Set the sorting option.

2. Lock/Unlock: Lock the selected programmes or unlock the locked programmes.

Skip / Restore : Set the selected programmes to be skipped when switching programmes, or disable the skipping option of the programmes previously set to be skipped.

Move : Move the selected programmes.

Edit Programme Numbers : Change the numbers of the selected programmes.

Delete : Delete the selected programmes.

Available features may vary depending on the broadcast signal.

For a model that supports satellite programmes, you can manage the satellite programmes in Edit Satellite Programmes (Advanced).



### Edit Favourite Programmes List

⚙️ → ⋮ → Programmes → Programme Manager → Edit Favourites

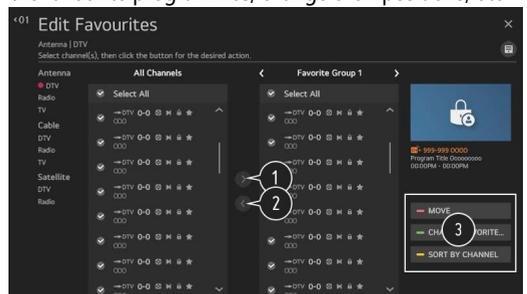
You can add/delete desired programmes to/from the favourite programmes, change their positions, etc

1. Select the desired programmes from the all programmes list and press the button to add them to the favourite programmes list.

2. Delete the selected programmes from the favourite programmes list.

3. Move : Select one or more programmes in the Preferred Programmes list, press the Move button, and then select the position to move it to. The selected programmes will move to the position you selected. Change Group Name : Change the name of the favourite

programmes list. Sort by Programme : Sorts the list of favourite programmes by programme.



# SETTINGS

## Multi Audio

 →  → Programmes → Multi Audio

You can watch the desired angle on the TV through the broadcast that filmed from various angles. Some models may not be supported.

## HbbTV

Learn More about HbbTV

HbbTV (Hybrid Broadcast Broadband TV) is a new broadcasting standard that enables super-teletext type services, delivered by a broadcast TV programme, to be integrated or linked to online services delivered over broadband to a connected Smart TV.

To see the details, click the Enjoy Live TV → HbbTV in User Guide.

Some models may not be supported.

# Connection

## TV Name

Setting the TV Name

 →  → Connection → TV Name

You can use the screen keyboard to set the name for the smart TV to be used on the network. Up to 25 characters can be entered in case of English alphabet.

## Network Connection Settings

 →  → Connection → Network Connection Settings

If you configure settings for the network, you can use various services such as online contents and applications.

### Setting a Wired Network

Select Wired Connection (Ethernet).

If the router connected to the network supports the DHCP feature, connecting the TV and router by wire will automatically connect to the network. If the automatic setup is not supported, you can select Edit to manually set up the network connection.

### Setting a Wireless Network

Select Wi-Fi Connection.

If you have set the TV up for a wireless network, you can check and connect to the available wireless Internet networks.

### Add a hidden wireless network

If you input the name of network directly, you can add a wireless network.

### Connect via WPS PBC.

If the wireless router you want to connect to has a Wi-Fi Protected Setup-Push Button Configuration (WPS-PBC) feature, you can easily connect to the wireless router by pressing the WPS-PBC button on the router. Press the wireless router's WPS-PBC button and then press the TV's [Connect] button.

# SETTINGS

## Connect via WPS PIN.

This is a method to connect to an access point using a Wi-Fi Protected Setup-Personal Identification Number (WPS-PIN). Select the access point you want to connect to. Enter the PIN displayed on the access point's Wi-Fi device.

## Advanced Wi-Fi Settings

Once you connect to a wireless network, you can view connection information such as detailed IP address information. In addition, you can change the IP address and DNS server address you want to connect to by pressing the Edit button.

The IPv6 setup does not support Edit.

For more information on how to connect to the network, see Getting Started with webOS TV→ Connecting to the Network in User Guide.

## Mobile Connection Management

 →  → Connection → Mobile Connection Management

You can set to use a smart device connected to the TV to control the TV or manage the connection history.

### TV On With Mobile

If Turn on via Wi-Fi or Turn on via Bluetooth is set to On, you can turn on your TV using an application that supports TV On With Mobile.

The TV should be connected to a network.

The TV and the device to be used should be connected to the same network.

The Turn on via Wi-Fi feature must be used in an app on a smart device that supports the feature.

The Turn on via Bluetooth feature can only be used with certain LG Electronics smartphones.

The TV must be plugged in.

To connect for the first time, make sure the device to be used is ready to connect.

Some models may not be supported.

### Screen Share

You can delete the connection history of the device that was connected to the TV through Screen Share.

### Sound Share

You can delete the connection history of the smart device that was connected to the TV via Bluetooth.

# SETTINGS

## General

### Language

#### Configuring Language Settings

 →  → General → Language

You can choose the menu language displayed on the screen and the audio language of the digital broadcast.

#### Menu Language

You can select one of the menu languages to be displayed on the screen. The language for the speech recognition will be automatically set to the selected language for the menu.

The speech recognition is only applied to some models.

#### Audio Language

You can choose the language you want when watching a digital broadcasting programme, which includes multiple audio languages.

For programmes that do not support multiple languages, the default will be used.

Applies to Digital broadcasting.

#### Keyboard Languages

Select the language to use the on-screen keyboard.

#### To Set Teletext Language

Sets Teletext language.

To see the details, click the Enjoy Live TV TELETEXT in User Guide.

In Digital Mode Only

### Location

#### Setting the Location

 →  → General → Location

You can change the location setting of your Smart TV.

#### Address Setting

You can set the Region and City of your TV.

#### Broadcast Country

You can set the broadcast country on your TV.

#### Service Area Postcode

This function is used to set the broadcast location of the TV by entering your postcode.

#### Services Country

If you don't set the Set Automatically, you can select the country manually.

You must set the country manually when you are not connected to the network.

The configurable items differ depending on model.

# SETTINGS

## Time

 →  → General → Time

You can check the time or configure related settings.

### Set Automatically

The TV time is automatically set to the time of digital broadcasting information sent from the broadcasting station or the time sent from the server.

### Time / Date / Time Zone

You can manually set the time and date if the automatically set current time is incorrect.

If you set the time manually with the antenna connected, schedule information, programme guide, etc. may not function correctly.

### Custom Time Zone

When select the Custom in Time Zone, Custom Time Zone menu is activated.

## Timers

### Sleep Timer

Sets the TV to turn off at a specified time.

If you do not want to use Sleep Timer, select Off.

### Power On Timer

Set Power On Timer to On.

The TV is turned on and displays the set channel at the set time.

Time : Set the time at which to turn the TV on.

Timer Repeat : Set the day of the week. Set the option to None to operate the feature only once.

Input : Set an external input to display when the power is turned on.

Timer Programme : Set a channel to display when the power is turned on. This option can be set only when Input is set to TV.

Volume : Set audio volume to use when the power is turned on.

### Power Off Timer

Set Power Off Timer to On.

The TV is turned off at the set time.

Time : Set the time at which to turn the TV off.

Timer Repeat : Set the day of the week. Set the option to None to operate the feature only once.

### 4 Hours Auto Power Off

If you do not press any button for 4 hours after the TV is turned on by a feature such as Power On Timer, the TV will be turned off automatically.

To ensure the TV does not automatically turn off, set 4 Hours Auto Power Off to Off.

Some models may not be supported.

To use Power On Timer/Power Off Timer, set the time correctly.

If Timer Repeat of Power On Timer/Power Off Timer is set to None

If the time set in the Power On Timer is passed while watching TV, the power will turn on automatically when it reaches the set time and the TV is turned off on the next day or later.

If the time set in the Power Off Timer is passed while TV is in standby, the power will turn off automatically when it reaches the set time while watching TV on the next day or later.

# SETTINGS

## TV Rating Locks

### Enabling TV Rating Locks

This function operates according to information from the broadcasting station. Therefore if the signal has incorrect information, this function does not operate.

Prevents children from watching certain adult' s TV programmes, according to the ratings limit set.

Enter a password to watch a blocked programme. Rating differs by country.

Press the Settings button on the remote control.

Select  →  → General → Safety.

Set Safety to On.

Select TV Rating Locks.

Supported only in the digital mode.

Some models may not be supported.

The initial password is set as "0000" .

## Programme Locks

### Enabling Programme Locks

Blocks the programmes that contain inappropriate contents for children. The programmes can be selected but the screen is blank and the audio is muted. To watch a locked programme, enter the password.

Press the  button on the remote control.

Select  → General → Safety.

Set Safety to On.

Select Programme Locks.

Select the Programmes to lock.

Select Lock / Unlock.

The initial password is set as "0000" .

When France or Norway is selected for Country, the password is not "0000" and "1234" but "0413" .

## Application Locks

### Enabling Application Locks

You can lock or unlock the application.

Press the Settings button on the remote control.

Select All Settings icon General Safety.

Set Safety to On.

Select the Application Locks.

Select the Applications to lock.

The initial password is set as "0000" .

When France or Norway is selected for Country, the password is not "0000" and "1234" but "0413" .

The lock function is not immediately available for the currently running application.

## Reset Password

 →  → General → Safety → Reset Password

Set or change the password for the TV.

The initial password is set as "0000" .

When France or Norway is selected for Country, the password is not "0000" and "1234" but "0413" .

# SETTINGS

## Resetting a Lost Password

If you lose the password you set, you can reset it as follows:

1. Press the Settings button on the remote control.
2. Select All Settings icon General Safety.
3. Press Programmes Up→Programmes Up→Programmes Down→ Programmes Up on the remote control. The master password input window will appear.
4. Enter the numbers "0313" in the master password input window, then press Enter. The password will be reset.

## Account Management

### Managing Your LG Account

In Account Management, you can use your email address to create a new LG account.

For more information, see Getting Started with webOS TV Account Management in User Guide.

## Home Settings

 →  → General → Home Settings

### Home Auto Launch

You can set Home to launch automatically when turning on the TV.

### Home Promotion

You can turn on or off the advertisements on the Home screen.

The configurable items differ depending on model.

## Settings Help

### To Use Settings Help

Settings All Settings icon General Additional Settings Settings Help

If you select the setting menus, you will see the hints of the settings. Turn on/off description box in Settings.

## Menu Transparency

### Setting up Menu Transparency

 →  → General Additional Settings Menu Transparency

By setting this feature to On, you can make some of the menus (e.g. Live Menu, Search, etc.) transparent.

## Screen Saver

### Using the Screen Saver

 →  → General → Additional Settings → Screen Saver

When the currently displayed app has not received any user input for an hour, it will be replaced by a Screen Saver.

Setting the Screen Saver feature to Off, maintains the same display for an extended period, which may compromise quality. The compromised screen may not be recoverable.

# SETTINGS

## Hard of Hearing

### To Set Hard of Hearing

Press the  button on the remote control.

Select  Accessibility.

Set Subtitles to On.

Set Hard of Hearing to On.

A caption will be provided for the hearing-impaired.

When the Hard of Hearing is turned On, it will be prioritized over the general captions.

Some models may not be supported.

## Subtitles

### To Set Subtitle

 →  → Accessibility Subtitles

View subtitles when the TV station provides subtitled programming.

Change Subtitles to On and select subtitle setting.

Some models may not be supported.

Applies to Digital broadcasting.

## Support

### Software Update

 →  → Support Software Update

Uses software update to check and obtain the latest version.

#### Allow Automatic Updates

If set to On, updates will be proceeded automatically without asking when there is a new update after a version check.

#### Check for updates

When checking for the latest update version, you can only perform updates if an update file of a later version is available. The TV automatically checks your software version but, if necessary, you can perform a manual check.

The configurable items differ depending on model.

The latest version can be obtained via digital broadcast signals or internet connections.

Changing the programme while downloading the software via digital broadcast signal interrupts the download process. Returning to the initial programme allows downloading to resume.

If software is not updated, certain functions may not work properly.

In some countries, Allow Automatic Updates is not displayed if you are not connected to the Internet.

### TV Information

 →  → Support → TV Information

You can view information including Model, Serial Number, Device Name.

### Notifications

#### Using Notifications

 →  → Support Notifications

You can view all notifications from TV apps and service at the same time. You can view and delete each notification message. For notifications that support shortcuts, you can go directly to that app or website.

# SETTINGS

You can check the details by selecting the desired item. If it supports shortcuts, you can launch the app. You can delete notifications. You can delete all notifications

## Additional Settings

 →  → Support Additional Settings

## User Agreements

These are the terms and conditions for privacy for the use of Smart TV-related services.

## Legal Notice

It's a legal notice for services provided via TV.

## Open Source Software Notice

You can view the instructions for each item.

## Reset to Initial Settings

### Restoring the Default Settings

 →  → Support → Reset to Initial Settings

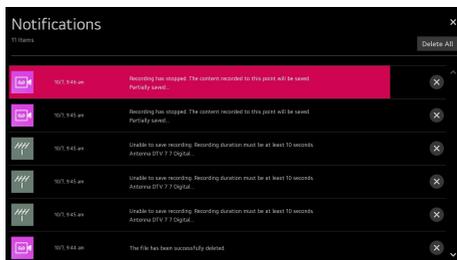
Return TV to its initial settings. This will revert all settings to their default values.

After reset, the TV will automatically turn off and on.

If Safety is set to On, you should type the password to Reset to Initial Settings.

Do not turn off the power during initialization.

We recommend that you reset the TV to Reset to Initial Settings before you sell it or transfer it to a third party.



# TROUBLESHOOTING

## Perform Check-up with the Quick Help

Perform Check-up with the Quick Help

When the TV malfunctions, you can get help to solve the problem.

Press Settings button on the remote control and select  → Support → Quick Help.

You can also long-press the number 9 button of the remote control to run the Quick Help.

Optimisation Settings

You can automatically check the overall status of your TV and view and change the recommended setting values.

Check Items

Select the problematic item, and you can get help to solve the problem.

Self-Diagnosis of TV Settings : Select the item that matches the symptom to find instructions that can help you solve the problem.

Check the status of TV : You can check your TV's current status for the selected item.

LG Remote Service

You can get help for troubleshooting through the remote control.

Some models may not be supported.

When there is no related content in the Quick Help, please refer to the Troubleshooting in User Guide.

If you still fail to solve the problem, please contact our Customer Service Centre.

## Troubleshooting Power/Remote Control Issues

Troubleshooting Power/Remote Control Issues

If you experience any of the problems below while using the product, please check the following:

There may be no problem with the product.

I cannot turn on the TV.

Please make sure your TV power plug is correctly connected to the outlet.

If you are using a multi-outlet, check if it is working properly. To check whether a power strip is working properly, plug the TV's power plug directly to a wall outlet and observe its operation.

Try to power on using the button on your TV set.

The power is on, but the screen comes on later.

This is because there is a noise-removal process to eliminate any possible noise that may appear during power-on. This does not mean the product is defective.

The pointer of Magic Remote is not appear in the screen.

Hold the remote control towards the TV and long-press GUIDE button until the instruction appears. The previously registered remote control is deregistered and then registered again.

Replace the batteries when you are prompted to do so on your TV screen. (Use alkaline batteries.)

If  →  → Accessibility Audio Guidance is set to On, the pointer of the Magic Remote does not appear. Set Audio Guidance to Off. (Some models may not be supported.)

# TROUBLESHOOTING

I cannot turn the TV on with the remote control.

Please make sure your TV power plug is correctly connected to the outlet.

Replace the batteries in the remote control. (Use alkaline batteries.)

Check if there is an obstacle blocking the signal in front of the TV's remote control receiver. If there is an obstacle, such as a soundbar, in front of the receiver at the bottom of the TV, IR recognition may not work properly.

The power turns off suddenly.

Check whether the Power Off Timer, No Signal Auto Off or No Operation Auto Off is set.

The TV will be turned off automatically if you do not press any buttons for 4 hours even after the TV is turned on at the time set by Reminder or Power On Timer.

There is also a chance that the internal protection circuitry has activated because the internal temperature of the product has risen unusually or excessively

## Troubleshooting Screen Issues

### Troubleshooting Screen Issues

If you experience any of the problems below while using the product, please check the following:

There may be no problem with the product.

If you are using a set-top box, turn it off, and then turn it back on.

Make sure that the set-top box is correctly connected to your TV.

It says there is no signal on the screen.

Check whether the coaxial cable or the cable connected to the external device is properly connected to the TV.

Go to  to choose the connected input.

Check if your external device, such as set-top box or Blu-ray player, is turned on.

I cannot see some programmes.

Start the  →  → Programmes Programme Tuning (Programme Tuning & Settings) Auto Tuning.

If you are using a set-top box, consult its supplier.

The screen shakes after the momentary appearance of vertical/horizontal lines and net pattern.

Connect wireless telephones, hairdryers, electrical drills, etc. to a different power outlet. The problem may be caused by high-frequency electronic devices such as another TV or strong electro-magnetic sources nearby.

Each programme has a different image quality.

Depending on the type of videos provided by the broadcasters, programmes may have different image qualities.

If you are using a set-top box, consult its supplier.

There is a difference in image quality from those seen at the store.

Depending on the type of video provided by the broadcasters, there may be a difference in image quality from those displayed at the store.

# TROUBLESHOOTING

A digitally broadcasted programme stops or its screen is broken.

This happens when a signal is weak or reception is unstable. Adjust the antenna direction or check the cable connection.

 →  → Programmes Programme Tuning (Programme Tuning & Settings) Manual

Tuning

If the signal strength is too low in Manual Tuning, contact the broadcasting station or management office to have the signals checked.

If you are using a set-top box, consult its supplier.

When HDMI input is in use, a vertical solid line or colour blurring appears on the upper/lower/left/right edges of the screen.

 →  → Picture Aspect Ratio Settings Just Scan

Set Just Scan to Off.

Just Scan shows you the original image as it is. If the signal is weak, the top/bottom/left/right sides of the screen may be snowy.

I don't see anything, or the image keeps flickering when I try to connect the HDMI cable.

Check whether your HDMI® cable is compliant with the specifications. You may experience flickering or a blank screen if the HDMI® cable is faulty (bent, broken).

Make sure that the cable is correctly connected to the port. Bad or loose contact may cause display problems on the screen.

If using a UHD set-top box, adjust  →  → Picture → Additional Settings → HDMI ULTRA HD Deep Colour.

The screen looks too dim or dark.

 →  → Picture Picture Mode Settings Picture Mode

Switch Picture Mode to your desired picture mode. (Standard, Vivid, etc.)

This applies to the current input mode only.

 →  → Picture Energy Saving

Switch Energy Saving to either Off or Minimum.

 →  → Picture Additional Settings Eye Comfort Mode

Switch Eye Comfort Mode to Off.

The screen is in black and white or displaying strange colours.

Check the input mode or cable connection.

Go to  to choose the connected input.

ULTRA HD video does not display.

With some HDMI cables, signals may not be received.

Change the settings of the connected device to the supported signal.

# TROUBLESHOOTING

## Troubleshooting PC Connection Issues

### Troubleshooting PC Connection Issues

Press and hold the  button on your remote control. Select  Edit in the upper right corner of Home Dashboard. In the Edit mode, set the icon of the HDMI terminal connected to the PC to PC to apply the video and aspect ratio settings that are aligned with the PC.

To connect a different device to the same input terminal, you need to set the icon again because the settings of the Edit icon will not be automatically restored.

If you experience any of the problems below while using the product, please check the following: There may be no problem with the product.

The screen remains blank after it is connected to a PC.

Check that the PC is properly connected to the TV.

Turn the TV off and back on using the remote control.

Restart the PC with the TV on.

Make sure that the output resolution set on the PC is set to the HDMI-PC supported resolution of the TV.

To use dual monitors, check that the PC or notebook supports dual-monitor mode.

Reconnect the HDMI cable.

If you have connected the RGB output port of your PC to the HDMI IN of your TV, you need an RGB to HDMI gender.

You will not see anything on the screen if you use an HDMI to RGB gender.

The screen is not fully shown or is lopsided when connected to a PC.

Set the PC's resolution to one supported by the TV. For more information, see Being Aware of the Information Supported Resolution : HDMI-PC in User Guide.

Set the connected HDMI device's name to PC.

Press and hold the  button on your remote control. Select  Edit in the upper right corner. Change the icon of the HDMI port connected to Inputs to PC and select Save.

The sound does not play when the PC is connected with an HDMI cable.

Set TV as the default device in Sound Playback in Control Panel of PC settings.

Consult your manufacturer on whether your graphics card supports HDMI audio output.

## Troubleshooting Movie Playback Issues

### Troubleshooting Movie Playback Issues

If you experience any of the problems below while using the product, please check the following: There may be no problem with the product.

For more information about supported files, see Supported Video Files from Connecting External Devices Viewing Photos and Videos in User Guide.

I cannot find a file in the Photo & Video.

Check whether the files saved on your USB storage device can be read by the PC.

Select  to see if Filter is set to Photo & Video.

I see a message that says the file is not supported.

Check that the file plays without any problems on the video player on a PC. (Check for file damage.)

Check that the file extension is supported.

# TROUBLESHOOTING

Check that the resolution is supported.  
Check that the video codec is supported.  
Check that the frame rate is supported.

I get a message saying “This audio is not supported” or the video is playing normally but the audio is not.

Check that the file plays without any problems on the video player on a PC. (Check for file damage.)  
Check that the file extension is supported.  
Check that the audio codec is supported.  
Check that the bit rate is supported.  
Check that the sample frequency is supported.  
Check that the number of audio programmes is supported.

I cannot see the subtitles.

Check that the file plays without any problems on the video player on a PC. (Check for file damage.)  
Check that the video and subtitle files have the same name.  
Also check that both the video file and the subtitle file are in the same folder.  
Check that the subtitle file format is supported.  
Check that the language is supported.

(You can check the language of the subtitle file by opening the file in the Notepad.)

If subtitles encoding is incorrectly set, subtitles may not be displayed properly.

Select  →  in the control panel at the bottom of the video playback screen and change the Code Page value.

If you play a video file stored on another device by using the content sharing feature, subtitles may not be available depending on the programme you use.

Subtitles are not supported if you are playing video through an NAS unit. Consult your NAS manufacturer.

My USB storage device is not recognised when connected.

Check whether it is a USB storage device supported by the TV.

For more information, see [Connecting External Devices](#) [Connecting USB](#) in User Guide

## Troubleshooting Recording Issues

Troubleshooting Recording Issues

Refer to [Enjoy Live TV](#) [Recording](#) in the User Guide for details on recording.

How do I start recording?

Connect a USB storage device with at least 4 GB of total space. The device must have at least 1 GB of available space. (Refer to [Connecting External Devices](#) [Connecting USB](#) in the User Guide for details on USB storage devices.)

Press the Wheel (OK) button on your remote control. Press the  that appears on the bottom left of the screen to start recording.

Which signals support recording?

Real-time and scheduled recordings are available only for programmes directly by the TV.

Programmes from the set-top box cannot be recorded.

Protected content is not recorded.

# TROUBLESHOOTING

Is Scheduled Recording possible even if the TV is off?

Scheduled Recording starts and completes recording at the set time even if the TV is off.

Scheduled Recording does not function if the TV's power plug is unplugged.

## Troubleshooting Network Connection Issues

Troubleshooting Network Connection Issues

If you experience any of the problems below while using the product, please check the following:

There may be no problem with the product.

You can check the network connection status as shown below.

 →  → Connection Network Connection Settings Wired Connection (Ethernet)

 →  → Connection Network Connection Settings Wi-Fi Connection Advanced

Wi-Fi Settings

TV network connection lost

When X appears next to TV

Check the TV or the AP (Router).

Check the connection status of the TV, AP (Router) and cable modem.

Power off and power on in the following order;

1. Turn your cable modem off and back on, and wait for the device to reset.
2. Turn the wired/wireless router off and back on, and wait for the device to reset.
3. Turn the TV off and on.

If you want to establish a wired LAN connection, check whether an IP address can be obtained from your router properly. If you are setting up your network manually, check whether all settings are correct.

If you want to establish a wireless connection, check the following points as well.

① Set your router' s SSID (network name) or wireless channel.

② Set your router' s security key.

If you can't complete this setting, refer to the router's user manual and the instructions provided by your Internet provider. If you are still unable to establish your configuration, consult your router' s manufacturer or your Internet service provider.

If you are using a static IP, enter the IP directly.

Gateway network connection lost

When X appears next to Gateway

Check the AP (Router) or consult your Internet service provider.

Unplug the router/cable modem from the wall outlet, wait 10 seconds and reconnect it.

Initialize (Reset) the AP (Router) or cable modem.

Check the AP (Router) manufacturer' s website to make sure your router has the latest firmware version installed.

If you can't complete this setting, refer to the router's user manual and the instructions provided by your Internet provider. If you are still unable to establish your configuration, consult your router' s manufacturer or your Internet service provider.

DNS network connection lost

When X appears next to DNS

Check the AP (Router) or consult your Internet service provider.

Unplug the router/cable modem from the wall outlet, wait 10 seconds and reconnect it.

Initialize (Reset) the AP (Router) or cable modem.

Check that the MAC address of the TV/AP (Router) is registered with your Internet service provider.

(The MAC address displayed on the pane of the network status window should be registered with your Internet service provider.)

# TROUBLESHOOTING

If you can't complete this setting, refer to the router's user manual and the instructions provided by your Internet provider. If you are still unable to establish your configuration, consult your router's manufacturer or your Internet service provider

## Troubleshooting LG Account Issues

Troubleshooting LG Account Issues

I've signed up for the membership on TV. Do I have to sign up again on the website (www.lgapstv.com)?

You can use the website with the membership information that you used when signing up on TV. You can use the website by logging in to the website with the ID and password you used when signing up on TV, entering additional information and completing the email verification process.

I forgot my password. What should I do?

On the TV's login screen, select the FORGOT PASSWORD? button to go to the find password page.

Enter your email address on the find password page, and we'll send you a link to reset your password.

You can also reset your password in LG Account Reset Password on the website (www.lgapstv.com).

In some countries, access to the website (www.lgapstv.com) may be restricted.

## Troubleshooting Contents Issues

Troubleshooting Contents Issues

If you experience any of the problems below while using the product, please check the following:

There may be no problem with the product.

I cannot see any content in HOME.

You may not be able to see the content if the service country setting has been changed. Change

to the service country you are going to use the service from in  →  → General →

Location → Services Country.

(Some models may not be supported.)

If you cannot see some apps, it may be because you deleted them. Please reinstall the appropriate app.

If the app is deleted, you can download the app at Content Store and re-install it. Go to 

Content Store to find and install the app you want.

The type of supported content differs by country.

The content offerings are subject to change or interruption by the service provider.

## Troubleshooting Internet Browser Issues

Troubleshooting Internet Browser Issues

If you experience any of the problems below while using the product, please check the following:

There may be no problem with the product.

Some parts of a particular website are not visible when I am using the Internet.

The Web Browser supports only HTML5 media and not Flash Plug-in.

The Web Browser does not support plug-in installation.

On the Web Browser, it may not be possible to play media files in formats other than

: JPEG/PNG/GIF

# TROUBLESHOOTING

You cannot save attachments or images.

If the Use Block Ads feature is turned on, the area on the website that appears to show an ad will appear blank. If some content on the website is hidden and invisible, try setting Menu icons Settings Use Block Ads to Off in Web Browser. Sponsored AD on the new tab page will be displayed even if you set the Use Block Ads feature to Off.

The Internet browser automatically shuts down when I visit a website.

The Internet browser may be forced to shut down if the available memory size is not sufficient to accommodate the image information for a website.

When watching a video in Web Browser, the video is forced off.

You may be able to fix this by setting Menu icons Settings Adaptive Streaming using JavaScript to Off in Web Browser. The setting is not applied to tabs that were open before the change, and is only applied to tabs opened after the change.

## WARNING

Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Using cabinets or stands recommended by the manufacturer of the television set.
- Only using furniture that can safely support the television set.
- Ensuring the television set is not overhanging the edge of the supporting furniture.
- Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- Not placing the television set on cloth or other materials that may be located between the television set and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television set or its controls

If your existing television set is being retained and relocated, the same considerations as above should be applied.

The plug or appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

**KONKA<sup>®</sup>**