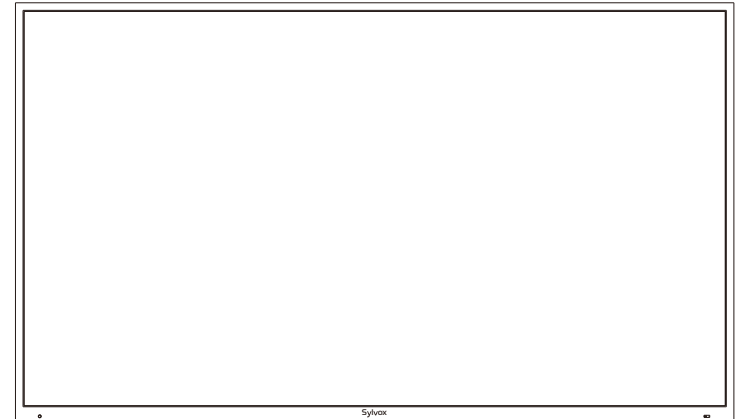


# Sylvox

## OUTDOOR TV



**USER'S MANUAL**

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

## General Information

To avoid damaging the television set please observe the following safety instructions during setup and use.

Cleaning the television set	Before cleaning, disconnect the television set. Use only a soft damp cloth or a special cleaning product for flat-screens.
LED Display	Too much pressure on the screen can damage the television set.
Heat/damp/humidity	The television set should not be exposed to high temperatures (radiators, open fire). The television set should not be used in areas with high humidity.
Condensation	If moved from a cool area to one with a higher temperature, the television set should be left for at least an hour before plugging it in. A rapid change of temperature can lead to the formation of condensation in the television set itself. This can lead to damage if the television set is in use.
Air Circulation	To prevent overheating of the television set the ventilation slots at the rear should always be clear.
Small Objects	It is important to ensure that no small objects or liquids enter the television set. They can cause damage or even fire.
Liquids/Candles	Do not place anything holding a liquid or any candles on the television set.
Crushing	Take care to avoid crushing fingers or other objects when turning the television set in any direction.
Electric Supply	Use the television set only with the voltage indicated in the specifications. Ensure that there is easy access to the plug and that the television set can always be disconnected from the electricity supply. Do not disconnect the television set by pulling the power cable. Always take hold of the plug. The power cable must not be kinked or placed over sharp edges.
Moving the Television Set	When moving the television set, hold only the casing.
Repairs/Accessories	Repairs and servicing must be undertaken only by authorised and trained personnel.
	In accordance with the Batteries Regulation, batteries are to be disposed of only in containers provided for this purpose.



In extreme weather (storms, lightning) and long inactivity periods (going on holiday) disconnect the TV set from the mains. The mains plug is used to disconnect TV set from the mains and therefore it must remain readily operable. If the TV set is not disconnected electrically from the mains, the device will still draw power for all situations even if the TV is in standby mode or switched off.

**IMPORTANT - Please read these instructions fully before installing or operating**  
**WARNING: Never let people (including children) with reduced physical, sensory or mental capabilities or lack of experience and / or knowledge use electrical devices unsupervised.**

- The TV set is intended for Outdoor and similar general use but may also be used in public places.
  - For ventilation purposes, leave at least 5cm of free space around the TV.
  - The ventilation should not be impeded by covering or blocking the ventilation openings with items, such as newspapers, table-cloths, curtains, etc.
  - The power cord plug should be easily accessible. Do not place the TV, furniture, etc. on the power cord. A damaged power cord/plug can cause fire or give you an electric shock. Handle the power cord by the plug, do not unplug the TV by pulling the power cord. Never touch the power cord/plug with wet hands as this could cause a short circuit or electric shock. Never make a knot in the power cord or tie it with other cords. When damaged it must be replaced, this should only be done by qualified personnel.
  - Do not expose the TV to dripping or splashing of liquids and do not place objects filled with liquids, such as vases, cups, etc. on or over the TV (e.g., on shelves above the unit).
  - Do not do not place open flames such as lit candles on the top of or near the TV.
  - Do not place any heat sources such as electric heaters, radiators, etc. near the TV set.
  - Do not place the TV on the floor and inclined surfaces.
  - To avoid danger of suffocation, keep plastic bags out of the reach of the babies, children and domestic animals.
  - Do not dispose of the batteries in fire or with hazardous or flammable materials.
  - Warning: Batteries must not be exposed to excessive heat such as sunshine, fire or the like.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

**WARNING**

Never place a television set in unstable or inclined locations. 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, Educating children about the dangers of climbing on furniture to reach the television set or its controls.

**WALL MOUNTING WARNINGS**

Read the instructions before mounting your TV on the wall.

The wall mount kit is optional.

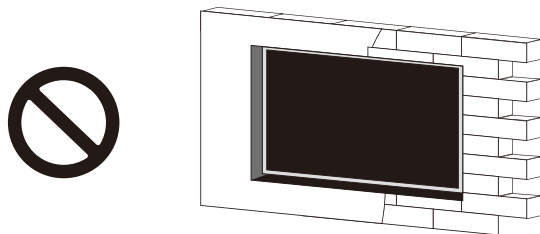
Do not install the TV on a ceiling or on an inclined wall.

Use the specified wall mounting screws and other accessories.

Tighten the wall mounting screws firmly to prevent the TV from fall. Do not over-tighten the screws.

**WARNING**

This is not a recessed installable TV, Do not insert TV into the wall.



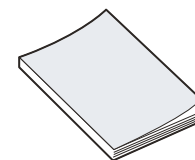
The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI logo are trademarks or registered trademarks of HDMI Licensing LLC in the Unites States and other countries.

# Accessories

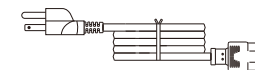
Please make sure the following items are included with your TV.  
 If any items are missing, Please contact us.



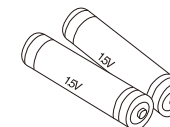
Warranty Card



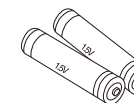
User's manual



Power Cord



Batteries (AA x 2)



Batteries (AAA x 2)

Remote Control



Screws BM8X14MM

(Matched with Sylvox Full Motion Cantilever Mount)



Screws BM8X28MM & Gasket

(Matched with Fixed Wall Mount)

# Content

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# TV Specification

Screen size	43"
Display Type	TFT LED
Resolution	3840 X 2160
Aspect Ratio	16:9
Alimentation	AC 100-240V 50/60Hz
Audio Output	L/R 10W X 2
Dimensions	38.40 x 22.56 x 3.45 inch
Operating Temperature	-22° to 122° F (-30° to 50°C)

Screen size	55"
Display Type	TFT LED
Resolution	3840 X 2160
Aspect Ratio	16:9
Alimentation	AC 100-240V 50/60Hz
Audio Output	L/R 10W X 2
Dimensions	48.98 x 28.60 x 3.45 inch
Operating Temperature	-22° to 122° F (-30° to 50°C)

Screen size	65"
Display Type	TFT LED
Resolution	3840 X 2160
Aspect Ratio	16:9
Alimentation	AC 100-240V 50/60Hz
Audio Output	L/R 10W X 2
Dimensions	57.61 x 33.45 x 3.45 inch
Operating Temperature	-22° to 122° F (-30° to 50°C)

Screen size	75"
Display Type	TFT LED
Resolution	3840 X 2160
Aspect Ratio	16:9
Alimentation	AC 100-240V 50/60Hz
Audio Output	L/R 10W X 2
Dimensions	66.32 x 38.35 x 3.45 inch
Operating Temperature	-22° to 122° F (-30° to 50°C)

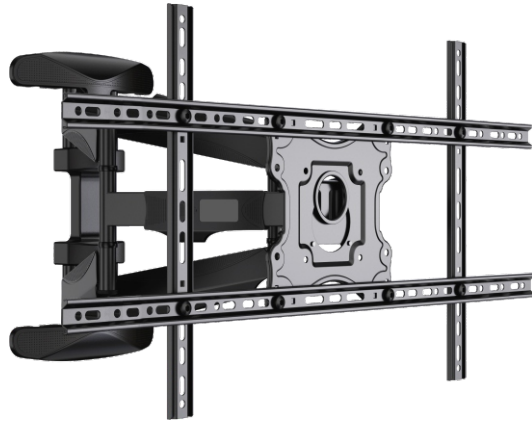
**Note:**  
Design and specification modification maybe made at any time without prior notice, all data and dimensions are approximations.

# Installation

## Fixed Wall Mount



## Sylvox Full Motion Cantilever Mount



Screen size  
43"/55"/65"/75"



Capacity  
50Kg



VESA  
700 x 400mm

**Warning - Please read before installation  
(Mounting Brackets are not supplied with TV)**

Please thoroughly read instructions before attempting installation The only suitable for the 43"-75"Outdoor TVs.

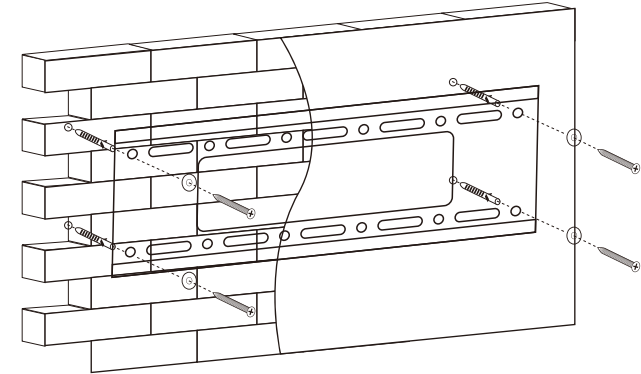
We advise that 2 people install the screen due to the heavy load of the screens.

Please be sure the mounting surface is strong enough to hold the weight of the screen.

# Installation

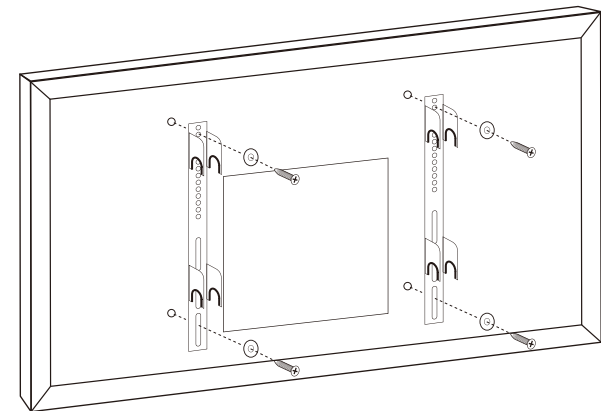
## Step1-Mounting Bracket to Wall

Fix the horizontal bracket into wall with screws.



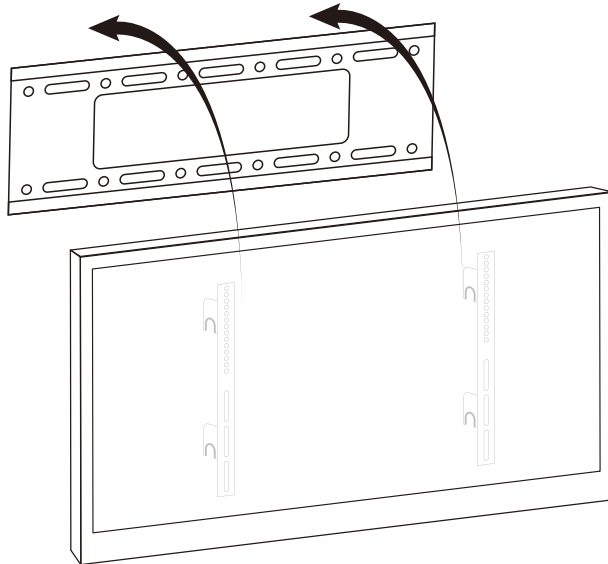
## Step2-Mounting bracket to TV

Fix the vertical bracket on the back of TV with screws(M8).



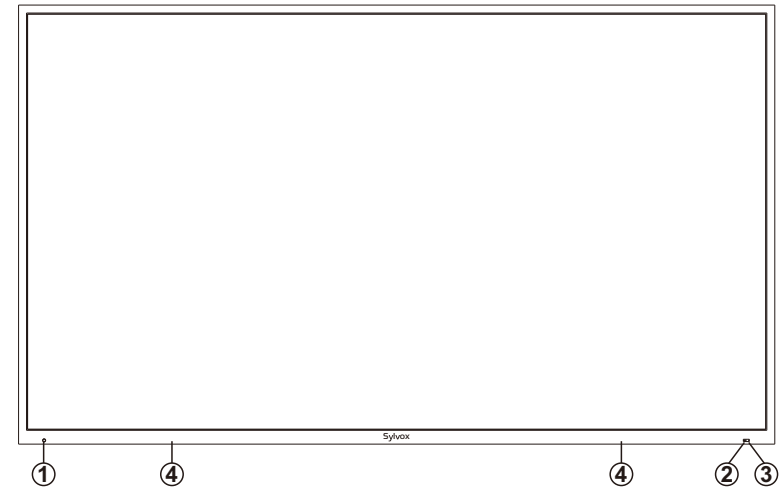
## Installation

Step 3—Mounting TV to Bracket  
Attach TV with brackets on wall.



VESA Standard	43": 400 x 200 mm
	55": 400 x 200 mm
	65": 400 x 400 mm
	75": 600 x 400 mm

## Overview

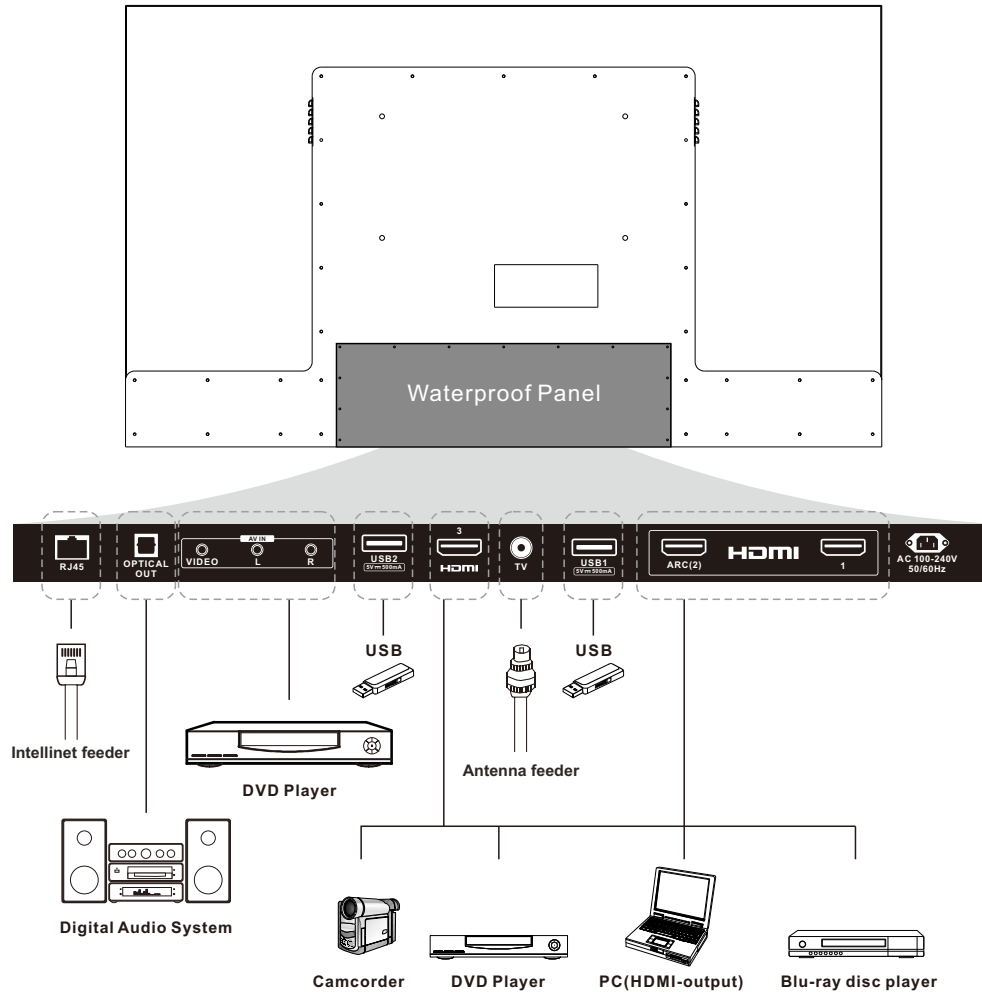


- ① Auto-brightness control sensor (1500cd/m<sup>2</sup> Series only)  
Automatically adjust the screen brightness according to the ambient light.
- ② REMOTE CONTROL SENSOR
- ③ POWER INDICATOR  
Green: In power on mode.  
Red: In standby mode.
- ④ SPEAKER

# Overview

## Connection Port

Please remove the waterproof panel on the back of the TV and you will see all the ports.



# Remote-Control unit



POWER: ON/OFF.

TV: Switch to TV.

Q : Search.

CC: Press to turn ON/OFF closed captions.

SUB: Enable/disable subtitles.

⚙️ : Enters the Quick Settings menu.

📺 : Selects an input source.

0-9: Number selection key.

-/LIST: The QUICK ACCESS edit screen appears.

⋮ : It displays the additional buttons on the remote control.

VOL: It adjusts the volume level.

CH: You can change the programme.

FAV: Selects favorite channel(s).

GUIDE: You can check the programme.

🔇 : Mutes the sound.

▶️ : Play.

🏠 : Displays the Home menu.

⏸️ : Pause.

⏪ : Move to the previous step.

EXIT: Closes the menu.

⊙ : Select current option that highlighted.

⏴⏵⏶⏷ : RIGHT/LEFT UP/DOWN buttons to navigate the on-screen menus.

INFO: Press this button to display the information on current input.

SAP: Configures SAP.

MOVIES: Search Movies.

REC: Launch Record.

📺 : Launch Live Playback.

NETFLIX : go to Netflix.

prime video : go to prime video.

📺📺📺📺 : Corresponds to various colour functions in the menu or teletext.

## Loading batteries:

- 1) Remove the lid of the battery compartment.
- 2) Insert 2 size AAA batteries with polarities as indicated inside the compartment.
- 3) Replace the lid.

## Note:

- 1) A loading of batteries should be last one year under normal use.
- 2) If you don't intend to use the remote control for a long period of time, remove batteries to avoid damage due to leakage.
- 3) Do not mix old and new batteries or different types.
- 4) Do not throw batteries into fire or water.
- 5) The batteries (battery pack or batteries installed) should not be exposed to excessive heat such as sunshine, fire or the like.

## Remote-Control unit

### Pairing the Magic Remote

#### Learn More about Magic Remote

You can select the functions you want easily and conveniently by moving and clicking the cursor on the TV screen, just as you would use a mouse on a computer screen.

You can purchase the Magic Remote separately if it is not provided.

### Pairing the Magic Remote

You must pair the Magic Remote with the LG webOS TV to use it.

Pair the Magic Remote prior to use as follows:

Turn on the TV. After about 20 seconds, point the remote toward the TV and then press the Wheel (OK).

The remote control will be registered automatically, and the pairing completion message is displayed on the TV screen.

If the Magic Remote failed to register, turn the TV off and back on, and then try to register again.

### Re-registering the Magic Remote

If the Magic Remote's pointer does not appear on the TV, you must re-register it.

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.

## Remote-Control unit

Briefly press or press and hold remote control button to access various functions.



For buttons with #, please long-press (hold for more than a second).

: You can turn on/off the power of the set-top box.

LIST : Checking the saved channels.

0 # : The QUICK ACCESS edit screen appears.

... : It displays the additional buttons on the remote control.

... # : Configures SAP.

: It adjusts the volume level.

: Select to turn off the sound from the TV.

# : Enter the Accessibility menu.

: You can change the channel.

: Check out the recommended contents.

(Recommendation service may not be available depending on the countries you are in.)

Push and hold the button while speaking to use the voice recognition function.

: Displays the Home menu.

# : Displays the list used previously.

: Enters the Quick Settings menu.

# : Enters the All Settings menu.

: Move to the previous step.

# : Closes the menu.

GUIDE : You can check the program.

: Selects an input source.

# : Entering into the Home Dashboard.

: Launch Record. (Some models may not be supported.)

### Using the Magic Remote

1. If you shake the Magic Remote left and right or turn its wheel while pointing it at the TV, a pointer will appear on the TV screen.

If you move the remote control in the direction you want, the pointer follows the movement.

2. Move the pointer to the location you want and press the Wheel (OK) button to execute the function.

3. If the pointer has not been used for a certain period of time, it will disappear. When the pointer disappears from the screen, shake the Magic Remote right and left. It will then re-appear.

The pointer will disappear if you press the up, down, left, or right buttons, and the remote will work as a conventional remote.

If the pointer is not responding smoothly, you can reset the pointer by moving it to the edge of the screen.

Use the remote control within the specified range (within 10 meters or 33 feet). The device may not function properly when outside the working distance or when an obstacle blocks the line of sight. Depending on the peripherals (wireless router, microwave oven, etc.), communication failures may occur.

Impacts can cause the Magic Remote to malfunction.


Take care not to bump into nearby furniture, electronic equipment, or other people when using the Magic Remote..

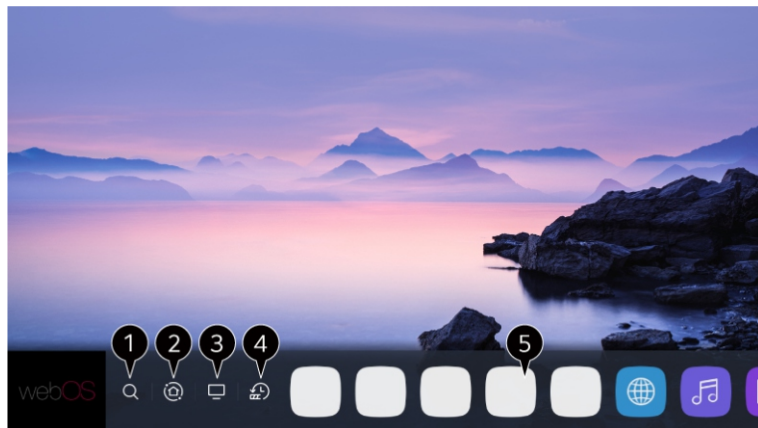


# Getting Started with webOS TV

## 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.

## 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.

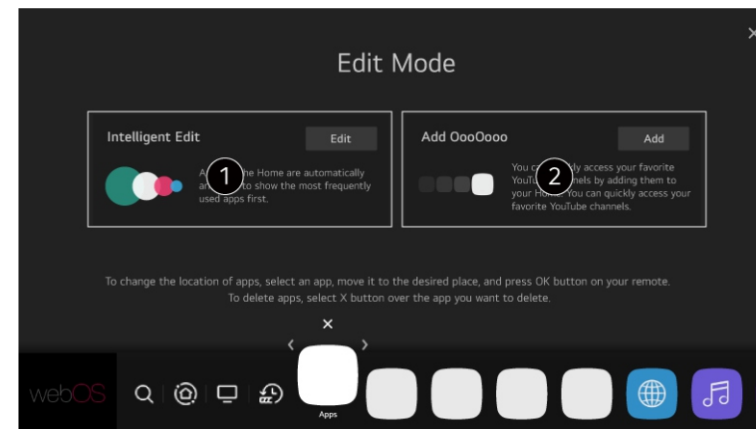
2. To move the app to your desired position, go to the position and press the Wheel (OK) button.

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.

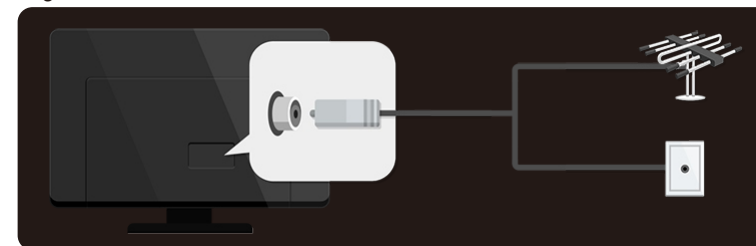
Some models may not be supported.



## 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.

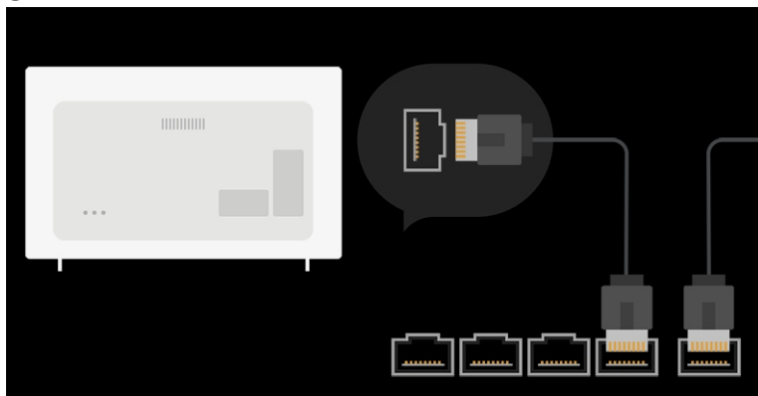
To solve a problem related to this function, refer to the Troubleshooting section of User Guide.



## 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.

## 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.

## 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.

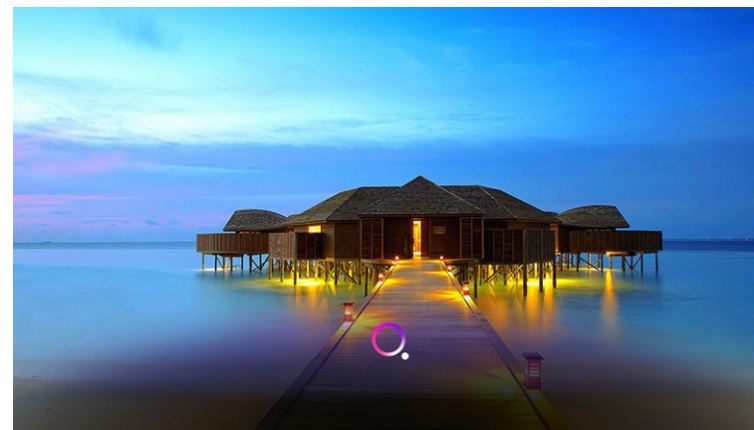
## Using TV Functions through Speech

### Using TV Functions through Speech

You can easily and quickly access the TV's various functions through speech recognition.

Press and hold the  button on the remote control and speak out the function you want to launch or the keyword you want to use for your search.

Once you release the  button after your speech input, the corresponding function is launched.



Some models may not be supported.



Your Location must correspond to the language for exact search results. Some functions may not be available if your location settings and language settings are different.

You can change the language in  →  → General Language → Menu Language.

The languages available for voice recognition features may be changed in accordance with Service Operation Policy.

Details of service may vary by model.

Please note that AI Service may be changed, removed or terminated, without notice, by manufacturer or its third party providers.

You can change the voice-related settings or see which features are available to be used with the voice in  →  → General AI Service → Voice Recognition Help and Settings.



### Cautions for Speech Recognition

Voice recognition requires a Magic Remote, which may not be supported by certain models.

To use all speech recognition features, you need to set your channels, region, etc. Otherwise, you cannot use some features.

You must have a network connection to use the speech recognition feature.

If you have a network connection, you need to accept the terms and conditions to use speech recognition.

To control the set top box connected to the TV with the voice recognition feature, go to  →  → Connection → Device Connection Settings → Universal Control Settings to set up a universal remote control.


It is recommended to point the Magic Remote toward the set top box after the voice input.

The rate of speech recognition may vary depending on the characteristics of the user (voice volume, pronunciation, accent, and talking speed) and the surroundings (noise and TV volume).

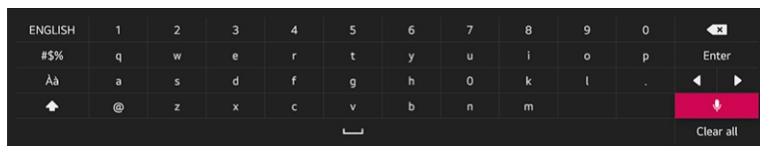
To achieve accurate recognition of your speech, you must pronounce words in a slow and accurate manner at an appropriate voice volume at a distance of about 10 cm (4 inches) away from the Magic Remote's microphone.


If your speech is not recognized properly, speech recognition may operate differently than you originally intended.

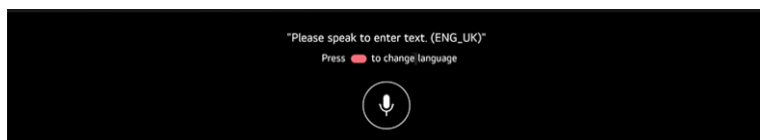
## Using Speech to Text

You can enter text in text fields using the speech recognition function. Select the  button on the keyboard screen to switch to speech input mode. Some models may not be supported.

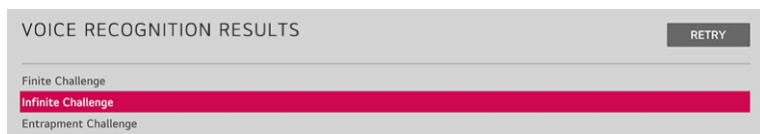
1. Move the Magic Remote pointer in the text box to open the virtual keyboard.





2. Press the  button on the virtual keyboard.
3. After the voice recognition information window opens as shown below, speak into the microphone on the remote control slowly and clearly.



4. If there are words similar to that which you spoke out loud, you may see a list of multiple results as shown below. If you do not get the results you want, press RETRY to try again. Select a result and it will be displayed on the text box.



**Cautions When Using Speech to Text** Check the network connection before using the Speech to Text function.

You can change the language in  →  → General Language → Menu Language. To temporarily switch to another speech recognition language, press the button in the voice recognition information display window.

You can use this function only when you agree to the Voice Recognition terms.

The Speech to Text rate may vary depending on the user's characteristics (voice, pronunciation, intonation and speed) and the environment (noise and TV volume).

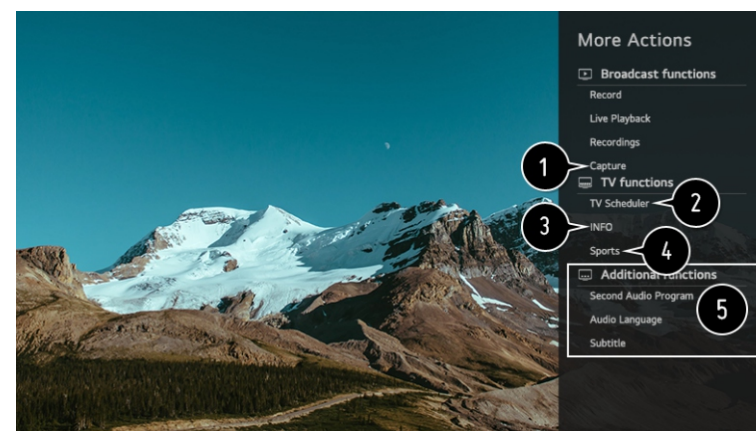
To improve the accuracy of Speech to Text, you must speak clearly and loudly about 10 cm (4 inches) from the Magic Remote microphone.

Voice recognition is unavailable in any password input field and the address bar of your Web Browser(excludes general search).

## To View More Features of the Remote Control

You can control more features or external devices connected to your TV by using the buttons displayed on your TV screen.

1. Press the  Actions button on the remote control.
2. Using the remote control, select your desired button on More Actions displayed on your TV screen.



- 1) You can capture your TV screen. Some models may not be supported. You can view/delete screen-captured images in the Photo & Video app. You can copy screen-captured images to USB storage device in the Photo & Video app. (Some models may not be supported.)
- 2) Launch TV Scheduler.
- 3) The information of the TV program you are watching and the external input is displayed on the screen.
- 4) You can set the picture/sound mode for watching sports games.
- 5) You can set features related to the program you are watching.

Available features may vary depending on the broadcast signal.

The types of buttons appearing on the More Actions vary, depending on the region and the type of connected device.

## Automatically Setting the Universal Remote Control

When you set up the universal remote control, you can control the peripherals (Blu-ray/DVD player, home theater, set-top box, etc.) with the Magic Remote rather than using their dedicated remote controls.



Connect the devices to be set to the TV's HDMI IN, and turn the power of the device on. The TV will recognize the connected device to automatically set the universal remote control without manual setting.

After setting the universal remote control, you may need to do some additional user settings. It may take several seconds to complete the settings for the universal remote control.

In some models, you can set the universal remote control only after converting to an input of a connected device.

Depending on the connected device, the automatic setting feature for universal remote control (automatic device connection) may not be supported.

**Manually Setting the Universal Remote Control** If the universal remote control is not automatically set or it is connected to the AV IN/COMPONENT IN, you can manually set it.

1. Select the  →  → Connection → Device Connection Settings → Universal Control Settings.

2. Select the type of the device you want to set.

3. Complete the settings for the universal remote control according to the guidance on the screen.

You can change or cancel the universal remote control settings.

This feature can only be used with the Magic Remote.

You can purchase the Magic Remote separately if it is not provided.

Some models may not be supported.

AV IN/COMPONENT IN ports are available in certain models only.

When changing settings on a device, make sure it is powered on first.

Once connected to the network, you can set up the universal remote control with the latest updated information.

The manual setting feature for universal remote control is not supported for a game console.

Some buttons may not work depending upon the model of the external device.

Point the Magic Remote at the device you want to control. Make sure that there are no objects in front of the device to ensure that the remote control signal is well received.

## Using Apps Quickly and Easily with QUICK ACCESS

Press and hold a number button on the remote control to open an app or to activate an external input registered to the button.

**Setting the QUICK ACCESS**

Launch the app or select the channel or input you wish to assign.

Press and hold the number button (1~9) you want to register.

When the registration pop-up window appears, select Yes.

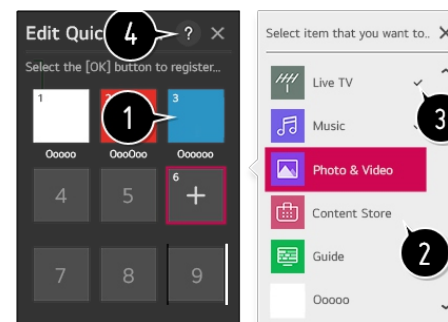
If you press and hold a number button that has already been registered, the registered function will be performed.

To see the items that can be registered, select a number that has not been registered in the QUICK ACCESS edit mode.

If you are in a mode where QUICK ACCESS cannot run, no action will be performed.

If you delete a registered app, QUICK ACCESS will be deregistered as well.

**Checking and Editing QUICK ACCESS** Press and hold the number 0 button on the remote control. The QUICK ACCESS edit screen appears.



Selecting a number that has already been registered allows deregistering it.

When you select a number that has not been registered, items that can be registered will be shown.

An item that has been registered to a different number is indicated with a check mark.

You can view a brief instruction for this function.

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## How to Operate TV

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### 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.

### Supported SIMPLINK Functions

#### Instant Play

When you start a multimedia device, you can immediately watch content from the device on the TV without having to control anything.

#### Controlling devices with the TV remote control

Enables the user to control multimedia devices with the TV remote control to watch content.

The pointer function of the Magic remote can be limited.

#### Main Power Off

If Auto Power Sync is set to On in the Device Connection Settings and turn off your TV, the devices connected to your TV via SIMPLINK will also be turned off.

This feature is only available in certain devices.

#### Main Power On

If Auto Power Sync is set to On in the Device Connection Settings, turning on a SIMPLINK-linked device will turn the TV on.

If SIMPLINK (HDMI-CEC) is set to Off, Auto Power Sync can not set to On.

Some models may not be supported.

### Shortcuts to Accessibility

#### Shortcuts to Accessibility

You may go directly to Accessibility without entering the Advanced Settings menu.

Press and hold the  button on your remote control.

You can set High Contrast, Grayscale, Invert Colours, etc.

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## Enjoy Live TV

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### 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.

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.

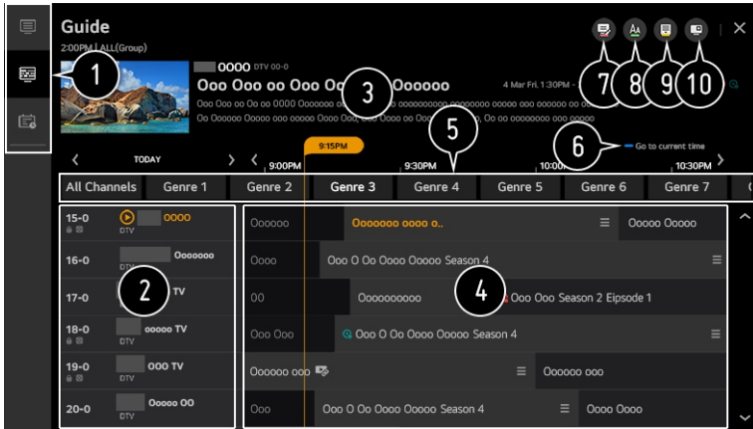
The configurable items differ depending on model.


## 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  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. Only channels that correspond to the selected genre can be filtered to be displayed.
  6. You will be taken to the programme list for the current date and time.
  7. Launch Programme Manager.
  8. You can change the size of the programme list to adjust the number of programmes displayed on the screen.
  9. Sets the filter.
  10. You can turn on/off Mini TV.
- Programme information is not displayed for programmes with no provided broadcast information.

## Viewing Set-Top Box Guide

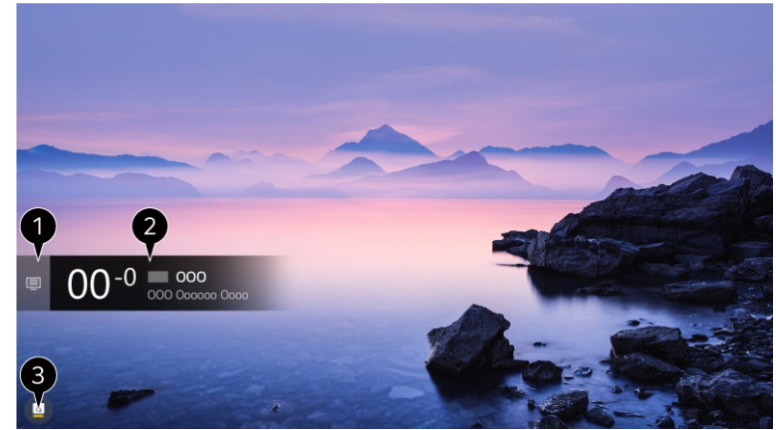
After connecting the Set-Top Box, you can view programs and the schedule of the Set-Top Box and use the Magic Remote.

Some models may not be supported.

## 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 ▲/▼ buttons.

You can view broadcast information about the programme you are currently watching using the ◀/▶ 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.

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

 : You can set Closed Caption.

 : You can set Audio Language

Only available with digital broadcasts.

 : You can set Multi Audio.

Only available with analogue broadcasts.



Available features may vary depending on the broadcast signal

## Who.Where.What?

Provides a variety of information related to the scene you are currently watching.  
Information may vary depending on the program.  
Some models may not be supported.  
Entering Who.Where.What?  
Method 1. Press the Wheel (OK) button on your remote control.  
Press Who.Where.What? on the channel banner.



Method 2. If the information is recognized while you are watching a program, a notification will appear automatically. Please click on the displayed notification.

To receive automatic recommendations, you must set  →  → General → AI Service → AI Recommendation → Who.Where.What? to On.





Method 3. It can also be used with the speech recognition feature.  
Example) Who is this person?/Where is this place?/What is this bag?  
Some models may not be supported.

Checking Who.Where.What? Information


A variety of information related to the scene you are watching appears on the screen.  
Select the information you want to view the details.  
Store the information in Wish List and come back anytime you want.

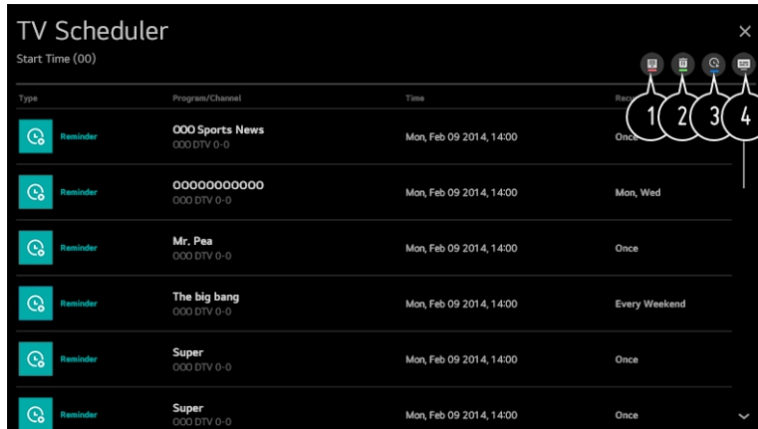


Only available if  →  → General → Additional Settings → Live Plus is set to On.  
Only available for a Live TV or set-top box with universal remote control.  
You must connect to the network and agree to the terms of use before you use it.  
It is not available if you are watching LG Channels (IP channel) or in a mode that does not support screen capture.



## Using TV Scheduler

This function is used to set the time and date for watching a specific program.  
Press the remote control's LIST button, and select the TV Scheduler tab on the left side of the screen.  
Select the  Scheduler at the top right.





You can change the alignment order or apply the filter.  
You can set the Delete Mode.  
You can set the New Reminder.  
Launch Guide.



### Program Scheduling

You can select a show to schedule it for watching.  
Press the remote control's LIST button, and select the Guide tab on the left side of the screen.  
Select the program you want.  
If you want to watch a live broadcast, click the Watch button.  
In case of an upcoming program, click the Reminder button.  
Applies to digital broadcasting.

### Manual Scheduling

You can select the date, time, and channel to watch the channels.  
Press the remote control's LIST button, and select the TV Scheduler tab on the left side of the screen.  
Select the  Scheduler at the top right.  
Select the  the new reminder at the top right.  
Select CREATE MANUALLY.  
Set the date, time, and channel to watch.  
Some models may not be supported.


## Watching Internet Channel

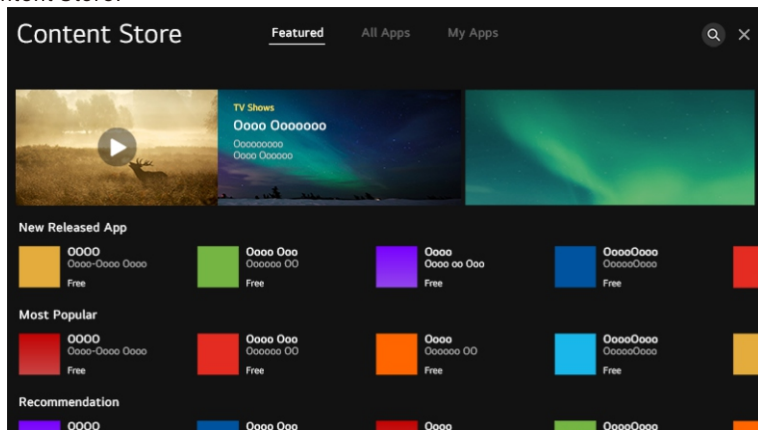
You can watch real-time broadcasts through this service over the Internet.  
You can see information on new Internet Channels or manage the channels you like in LG Channels.  
Press the  button on the remote control.  
Select  → Channels.  
Set LG Channels to On.  
You can watch an Internet Channel in TV.  
While watching an Internet Channel, click the green button on the Remote control. You can start the LG Channels.  
You can use the 'Interactive Channel' service that enables users to conveniently enjoy content related to the current channel without having to switch apps.  
You can use the 'Interactive Channel' by pushing the buttons on your remote control or clicking your screen according to the instructions that appear on the Internet channel screen.  
Some models may not be supported.  
Some Internet channels may not support this service.  
Some content can cause a switch from TV app to a different app.  
The TV should be connected to a network with Internet access.  
You cannot receive the service if you change the Services Country.  
Live Playback and recording are not available for internet channels.  
Internet Channel services may be stopped or changed without prior notice by the broadcasting company.



# ENJOYING CONTENT STORE

## Using Content Store

You can download and use apps from various categories such as education, entertainment, lifestyle, news, and games.

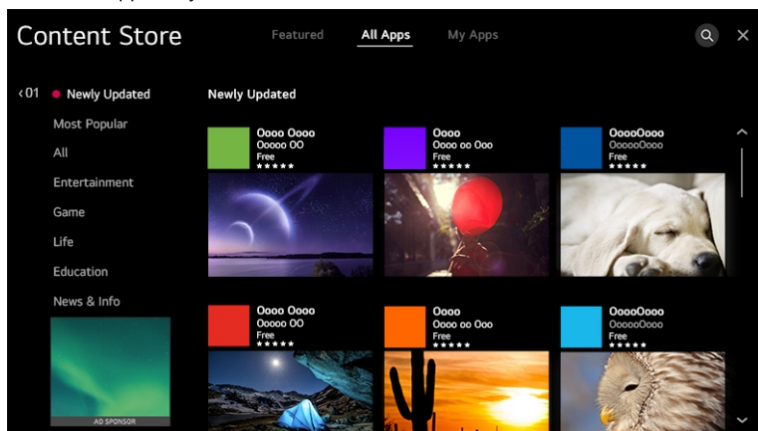
Press the  button on the remote control. Launch Content Store.




Depending on the model, the provided contents may differ or some features may be limited. Exercise caution when in use by children. Children may have access to inappropriate online content through this product. You can block inappropriate online content by restricting access to some apps. Configure the settings in  →  → General → Safety → Application Locks.

## Installing Apps

You can install various apps on your TV from the Content Store.





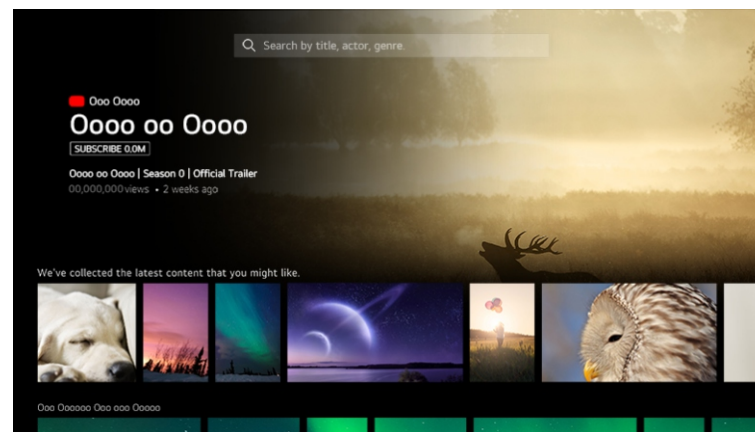
1. Press the  button on the remote control.
2. Launch Content Store.
3. Select All Apps category shown at the top of the screen. The list of available apps in the selected category will be shown.
4. Select an app to set up from the list.
5. Read the details of the app and then press Install.
6. When the installation is complete, you can run the app immediately. Available categories may vary depending on the country or service status. If the storage on your TV is insufficient, you can install the apps by connecting an external memory device. Some USB storage devices may not be supported or may not work properly. USB stick containing apps from other TVs may not be used. You can delete apps you have downloaded in My Apps.

## Content Recommendation

You can get content recommendations based on the programme you are watching or TV viewing patterns.

If you are watching the TV using a set-top box, you must complete the setup of the universal remote control to use the recommendation feature normally. For more information, see How to Operate TV Using Universal Remote Control in User Guide.

Press the  button on the remote control. Launch .




Some models may not be supported. You must connect to the network to use the recommendation feature. The supported services vary depending on countries, so the recommendations may be provided differently. The list of the recommendations may be less relevant or irrelevant, depending on the information of the programme you are watching.

## Content Search

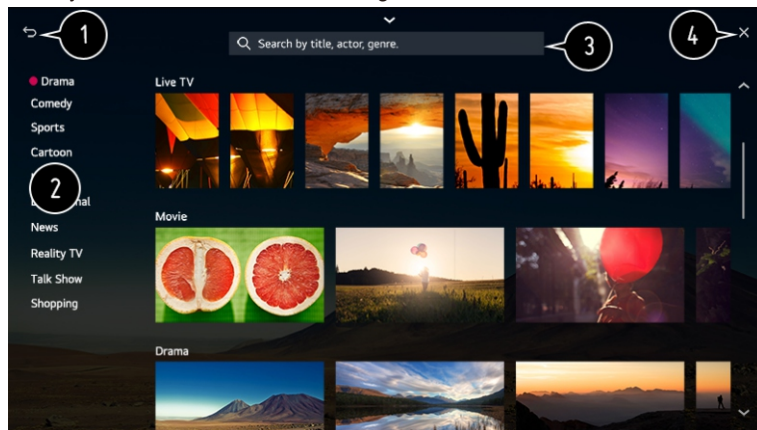
### Content Search

You can receive recommendations for content based on viewing patterns or search by yourself for the content you want.

Press the  button on the remote control.

Launch .

Search for a variety of content and information using the desired search terms.



1.Returns to the previous screen.

2.Provides a list of content for the selected genre.

3.Enter a search term.

4.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

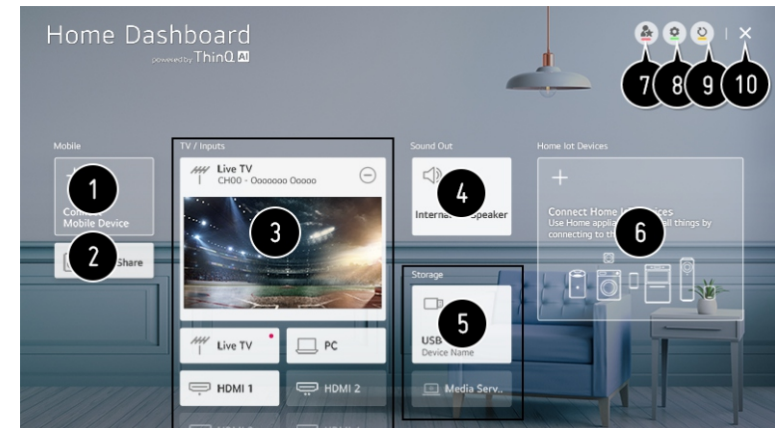
### Using Home Dashboard

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.



1. 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.

2. 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.

3. You can check and select the external device connected through the external input port or network.

4. The currently selected output speaker is displayed, and you can navigate to the output speaker settings screen.

5. You can view and select the connected storage device.

6. 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.

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

8. 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.

9. It refreshes the device list.



10. Exit the Home Dashboard.

Available settings vary depending on the model or region.

## 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



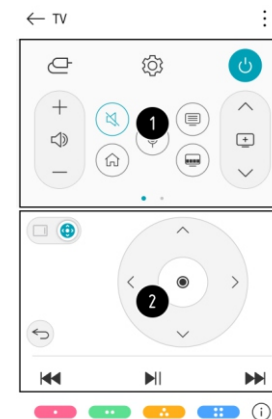
2. Connect your TV and smart device to the same Wi-Fi network.

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

3. Run the LG ThinQ app installed on your smart device.
  4. 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.

## 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.

For a reliable connection always keep the connected device to your TV updated to the latest OS version.

A non-LGE device might not connect even when it is detected.

Connect the device to a 5 GHz router because the performance may be affected by your wireless environment.

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

It differs among devices. When trying to connect to a device, refer to the device's User's Guide for more information.

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

## Playing Sound from a Smart Device through the TV's Speakers

Playing Sound from a Smart Device through the TV's Speakers

Connect a smart device to the TV via Bluetooth to play sound from the smart device through the TV's speakers.

1. Turn the smart device's Bluetooth on, then select the TV from the list of devices.
2. The TV will be connected to the smart device.

If the output speaker is set to Bluetooth or has a setup history, the TV may not be detected in the list of smart devices.

If the output speaker is set to Bluetooth, press and hold the Input select button on the remote control to launch Home Dashboard, and then select Sound Share in the Mobile area to connect.

## Connecting USB

Connecting USB

Connect a USB storage device (USB HDD, USB stick) to the USB port on the TV to enjoy the content files stored on the USB storage device on your TV.

Tips for Using a USB Storage Device.

A USB storage device that has a built-in automatic recognition programme or uses its own driver might not be recognisable.

Some USB storage devices may not be supported or may not work properly.

If you use a USB extension cable, the USB storage device may not be recognised or may not work properly.

Please use only USB storage devices formatted with the FAT32 or NTFS file system provided by Windows OS.


It is recommended that you use an external USB HDD with a rated voltage of 5 V or less and a rated current of 500 mA or less. If you use a device requiring a higher voltage/current than the rated voltage/current, it may not operate properly due to lack of current.

It is recommended that you use a USB hub or USB storage device with a power supply.

We recommend using a storage device with a capacity of 32 GB for the USB memory and 2 TB or less for the USB hard disk.

If a USB HDD with power-saving function does not work, turn the hard drive off and on again to make it work properly. See the owner's manual for the USB HDD for more information.


Data on a USB storage device may be damaged, so it is recommended that you back up any important files. Users are responsible for data management. The manufacturer bears no responsibility.

Press the  button on the remote control. To remove the USB storage device, press the Eject button, which appears at the top when you focus on the USB storage device you want to remove.

If you disconnect the USB storage device without selecting Eject, an error may occur in your TV or storage device.

When you connect a USB storage device of a file system not supported by the TV to the USB IN port, the format message appears. To use the connected USB storage device, you should format the device first.

After format, all the data of USB storage device will be deleted and formatted as NTFS or FAT32 file system.


Press and hold the  button on your remote control. Select the connected USB from Home Dashboard → Storage and select the Format button to format the USB storage device.

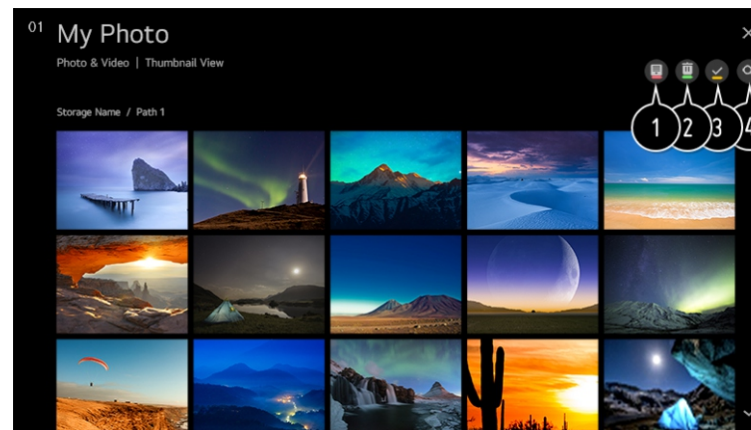
When connecting a USB storage device, a random file/folder can be created to provide Smart TV services such as the saving and retrieving of thumbnail images.

## Viewing Photos and Videos

Viewing Photos and Videos

You can view photos and videos using the Photo & Video app.

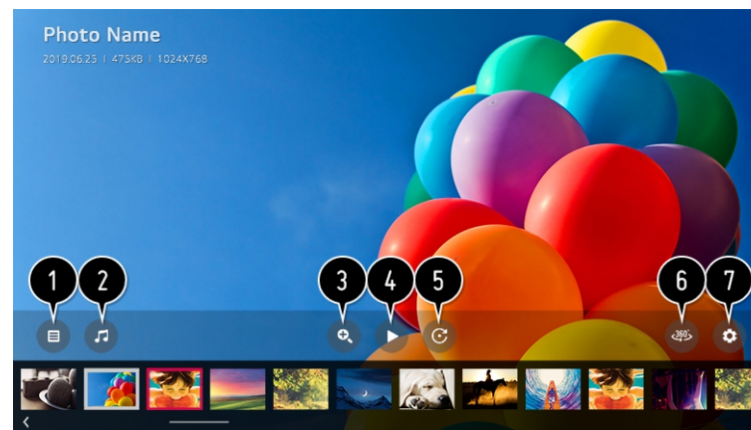
1. Press the  button on the remote control.
2. Run the Photo & Video app.
3. Select your desired storage device.
4. Select and view your desired photo or video.



1. Select your desired type of content and viewing method.
2. Select and delete the desired content. You cannot delete files that are shared from other devices.
3. Select the content you want to play. You can only select the same type of content as you first selected. You can copy content to a USB storage device. Some models may not be supported.
4. Launch Search. Certain content may not be displayed on the list if the number of all content exceeds 40,000.

Using Photo Player

Selecting a photo in the Photo & Video app runs the photo player. You can view your saved photos.



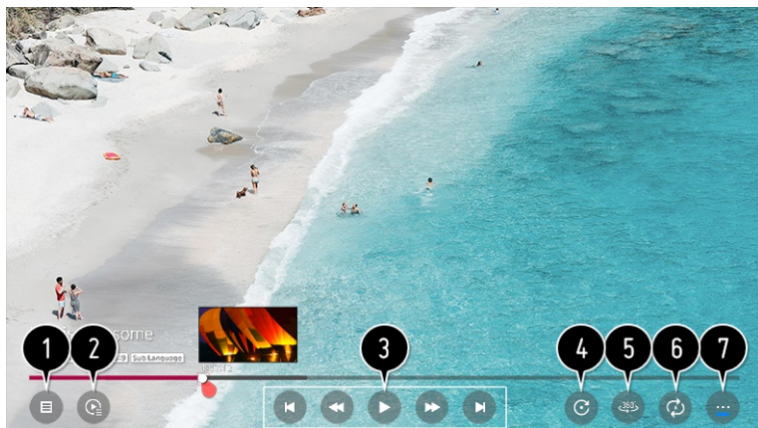
1. Returns to the entire content list.
2. You can play background music by running the music player.
3. You can zoom in/out of the photos.
4. Starts the slide show.
5. Rotates photos.
6. 360-degree photos can be viewed in 360 degrees.  
Using the 360° VR Play on a normal photo may distort the image.  
Some models may not be supported.
7. You can set the size of a photo or change the speed and effect of a slide show.  
Some models may not be supported.

## Supported Photo Files

File Format	Format	Resolution
jpeg, jpg, jpe	JPEG	Minimum : 64 × 64 Maximum Normal Type : 15360 (W) × 8640 (H) Progressive Type : 1920 (W) × 1440 (H)
png	PNG	Minimum : 64 × 64 Maximum : 5760 (W) × 5760 (H)
bmp	BMP	Minimum : 64 × 64 Maximum : 1920 (W) × 1080 (H)

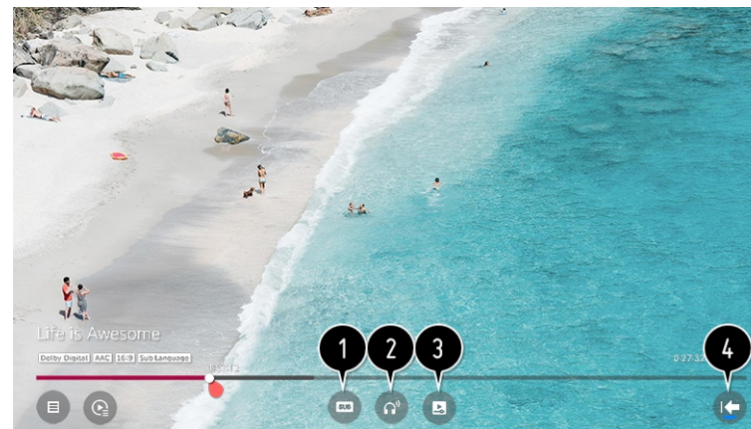
## Using Video Player

Selecting a video in the Photo & Video app runs the video player. You can view your saved videos.



1. Returns to the entire content list.
2. You can select other content by displaying the playlist while watching a video.
3. You can control basic video playback functions.
4. Rotates videos.  
Some models may not be supported.
5. 360-degree videos can be viewed in 360 degrees.  
Using the 360° VR Play on a normal video may distort the image.  
Some models may not be supported.
6. You can do the settings related to play on repeat of the video.
7. You can set additional options.

## Setting Additional Options



1. You can change subtitle settings.
2. You can set audio tracks.
3. You can set continue watching to resume playing from the last viewed scene.
4. Returns to the basic operation screen.

## Supported Video Files

Maximum Data Transfer Rate:

Full HD video

- H.264 1920 × 1080@60P BP/MP/HP@L4.2 Maximum 40Mbps
- HEVC 1920 × 1080@60P Main/Main10@L4.1 Maximum 40Mbps
- ULTRA HD video (ULTRA HD models only)
- H.264 3840 × 2160@30P BP/MP/HP@L5.1 Maximum 50Mbps
- HEVC 3840 × 2160@60P Main/Main10@L5.1 Maximum 60Mbps

## Supported External Subtitles

smi, srt, sub (MicroDVD, SubViewer 1.0/2.0), ass, ssa, txt (TMPlayer), psb (PowerDivX), dcs (DLP Cinema)

## Supported Embedded Subtitles Format:

Matroska (mkv) : Sub Station Alpha (SSA), Advanced Sub Station Alpha (ASS), SRT  
MP4 : Timed Tex

## Supported Video Codecs

Extension	Codec
asf WMV	Video VC-1 Advanced Profile (except for WMVA), VC-1 Simple and Main Profiles
	Audio WMA Standard (except for WMA v1/WMA Speech)
avi	Video Xvid (GMC is not supported), H.264/AVC, Motion Jpeg, MPEG-4
	Audio MPEG-1 Layer I, II, MPEG-1 Layer III (MP3), Dolby Digital, LPCM, ADPCM
mp4 m4v mov	Video H.264/AVC, MPEG-4, HEVC, AV1
	Audio Dolby Digital, Dolby Digital Plus, AAC, MPEG-1 Layer III (MP3), Dolby AC-4
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

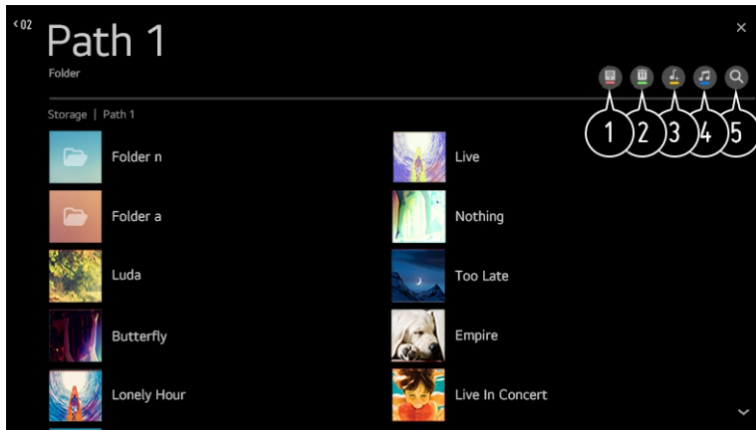
Only Window Media Audio V7 and later are supported.  
 The AAC main profile is not supported.  
 Video files created by some encoders may not be played.  
 Video files in a different format than specified may not be played properly.  
 Video files stored on a USB storage device that does not support High Speed may not be played properly.

## Listening to Music

### Listening to Music

You can listen to music by using the Music app.

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



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. Open the music player.
5. 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.



1. You can play music from the selected storage device.
2. You can set repeat playback and random playback.
3. 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 fullscreen mode.

#### Screen Off

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

4. You can change the position of the music player.
5. You can minimize the music player.
6. This feature closes the music player.
7. 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.



## Audio Format

File Format	Item	Info
MP3	Bit rate	32 kbps ~ 320 kbps
	Sample freq.	16 kHz ~ 48 kHz
	Support	MPEG-1, MPEG-2
	Channels	mono, stereo
wav	Bit rate	—
	Sample freq.	8 kHz ~ 96 kHz
	Support	PCM
	Channels	mono, stereo
ogg	Bit rate	64 kbps ~ 320 kbps
	Sample freq.	8 kHz ~ 48 kHz
	Support	Vorbis
	Channels	mono, stereo
wma	Bit rate	128 kbps ~ 320kbps
	Sample freq.	8 kHz ~ 48 kHz
	Support	WMA
	Channels	up to 6 ch
flac	Bit rate	—
	Sample freq.	8 kHz ~ 96 kHz
	Support	FLAC
	Channels	mono, stereo

## 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".

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 Special Attention during 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

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

2. Select your TV and request connection.

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

For a reliable connection always keep the connected device to your TV updated to the latest OS version.

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.


# MAKING THE MOST OF SMART TV

## Surfing the Internet on TV

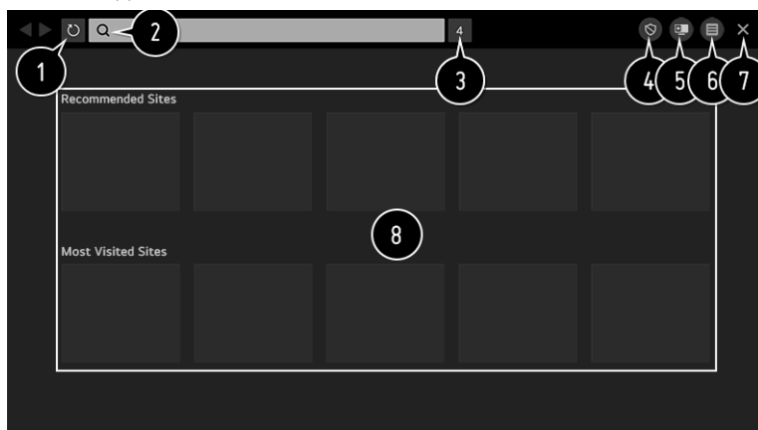
Using the Web Browser

You can enter the website when you input the web address on the URL bar.

If you input the search word, it will find the information about search word base on the search engine.

Press the  button on the remote control.

Run the Web Browser application.




1. You can refresh the web page you are viewing.

2. You can type in a web address to navigate to a specific website or enter a search term directly.

3. You can view the tabs that are currently open.

4. You can block ads within the web page you are viewing.

However, this button is only displayed if  → Settings → Use Block Ads feature is set to On.

5. Split the screen to display the TV screen. You can browse web pages while watching TV.

6. You can zoom in or out on the screen while browsing the website.

Add to bookmarks : You can add the website you are currently viewing to your Favourites.

History : You can view and delete the website visit history.

Bookmarks : You can view and delete the list of websites you have added to your Favourites.

Settings : You can change the web browser settings.

7. Exit the Web Browser.

8. The new tab screen shows a list of Recommended Sites and Most Visited Sites.

If you do not want Recommended Sites to be displayed, set Menu icons Settings Show Recommended Sites to Off.

Recommended Sites may vary by country and is only available in certain countries.

.The Web Browser app on your TV is a browser for TV, so it may work differently than the browser for your PC. Some contents may not be played properly.

Flash Plug-in is not supported, and only HTML5 media is supported.

Plug-in installation is not supported.

Media in formats other than JPEG/PNG/GIF may not be played.

Apps may be forced to shut down if the TV runs out of memory.

The fonts provided on the TV are used. Depending on the content, characters may look different from PC or mobile browsers.



File and font downloads are not supported

Caution is required because malicious or phishing sites are not automatically blocked.

Some functions of Web Browser may not be supported temporarily due to external factors.

The website can be accessed through the TV's Web Browser app, so care needs to be taken about children's access to harmful online contents.

You can lock the Web Browser app to prevent access to harmful online contents.

Configure the settings in  →  → General Safety Application Locks.

If you experience problems while using Web Browser, refer to Troubleshooting in User Guide Changing Web Browser Settings

Select  Settings at the top of the Web Browser app.

On Startup

When starting the Web Browser app, you can set the app to operate in one of Open the New Tab page/ Continue where I left off/Home page: custom websites.

Search Engines

You can select a search engine to search for when entering a keyword in the address bar.

Search engine settings may be subject to change without notice based on the supplier's circumstances.

Show Recommended Sites

You can set whether or not to display a list of Recommended Sites on the new tab screen.

Always Show Address Bar

When set to On, the address bar and menu bar area at the top will always be displayed.

Automatic Web Browser Issue Report

When set to On, if a failure occurs due to insufficient memory (operation delay or malfunction, media playback failure, page loading failure, abnormal shutdown, etc.), the information is automatically sent to the LG Electronics (Korea) Web Browser development team. The submitted information will only be used to improve the Web Browser performance.

Use Block Ads

When set to On, a button will appear in the menu bar area at the top of Web Browser to turn the Use Block Ads feature on and off. Turning on the Use Block Ads feature speeds up page loading by blocking ads included in the website.

Site Filtering

You can register websites to block or allow.

Approved Sites : You can configure the settings to open the previously registered web pages only.

Blocked Sites : You can configure the settings to block specific websites.

To use the Site Filtering function, you should enter the TV password.

The initial password is set as "0000".

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

Pop-up Blocker

Blocks pop-ups that are automatically displayed by web pages.

Private Browsing

If set to On, a history of website visits will not be stored.

Do Not Track

You can request to not leave a history of your visit on the website. The operation may vary depending on the policy of the website.

Adaptive Streaming using JavaScript

The media streaming technology using JavaScript allows you to view video with optimised resolution.

If this is set to Off, the resolution of the videos played in Web Browser is limited to 720p.

Cookies Settings

Enables the website to store and use cookie data.

Clear Browsing Data



Clear Cookies : Deletes cookie data. When deleted, you are logged out of most sites.

Clear All Browsing Data : Deletes all browsing history, including cookies.

## Live Plus

Using the Live Plus Function

Live Plus provides an enhanced viewing experience related to the content you're watching including looking at additional information, participating in events, interacting with advertisements, etc.

1. Press the  button on the remote control.
2. Select  → General → Additional Settings.
3. Set Live Plus to On.

Some models may not be supported.

You can use the Live Plus function only with Magic Remote.

This service is only provided for select content with contracted partners.

# 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.



1. You can set Picture Mode.
2. You can set Sound Mode.
3. You can choose Sound Out.
4. You can set Sleep Timer.
5. Move to the Connection screen.
6. You can set more options.
7. 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.

When You Use Normal Signals

Vivid

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

APS

APS (Auto Power Saving) mode reduces power consumption by using dimming control.

Cinema

Suitable picture for movies.

Sports / Soccer

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.

## Game

Suitable picture for gameplay.

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.

### Game

Suitable picture for gameplay.

Depending on the input signal, the available picture modes may be different.

When watching online service content, the Picture Mode may be changed to match the content being shown.

Picture Mode change may modify Energy Saving settings and it can affect energy consumption.

You can adjust their settings manually in the Energy Saving menu.

## 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.

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 will be.

### Brightness

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

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 will be.

### Color

Tones down or up the colors displayed on the screen. The closer to 100 the deeper the color.

### Tint

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

### Color Temperature

Adjusts the color 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 applies to the currently selected input mode.

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

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

The configurable items differ depending upon 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 areas of the screen for optimal results depending on the brightness of the picture.

## Dynamic Color

To make the image more colorful and lively adjust the Color and saturation of the picture.

### 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 Theater 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 upon 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 upon the input signal or the selected picture mode, the available options may differ.

The configurable items differ depending upon 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

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

⚙️ → ⓘ → 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.

Supported Display Resolution

On : Supports 4K@60 Hz (4:4:4, 4:2:2 and 4:2:0)

Off : Supports 4K@60 Hz (4:2:0)

Instant Game Response

Using Instant Game Response

⚙️ → ⓘ → Picture → Additional Settings → Instant Game Response

Set the HDMI port connected to the device to be On to enjoy games with the optimal video for the game.

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

Set the HDMI ULTRA HD Deep Colour feature to On for the HDMI terminal connected to the gaming device to enable Instant Game Response.

It works only when the → → Sound → Sound Out is Internal TV Speaker/Audio Out (Line Out)/Wired Headphones/Wired Headphones + Internal TV Speaker. (The configurable items differ depending on model.)

When the Instant Game Response is launched, the video may blink temporarily.

If you turn this feature On, you cannot change some video settings items

AMD FreeSync Premium

Using AMD FreeSync Premium

⚙️ → ⓘ → Picture → Additional Settings → AMD FreeSync Premium

This reduces screen cracking and video lagging during game play.

To use the AMD FreeSync Premium feature, the HDMI ULTRA HD Deep Colour of the corresponding terminal must be set to On or 4K/8K.

When operating AMD FreeSync Premium, minor brightness change may occur depending on the frequency of the external device.

Some models may not be supported.

## Sound

Sound Mode Settings

⚙️ → ⓘ → Sound → Sound Mode Settings.

Sound Mode

You can select the most suitable sound mode for each genre.

Standard : Optimises the sound for all types of content.

Cinema : Optimises the sound for cinemas.

Clear Voice III / Clear Voice IV : Boosts voice clarity.

Sports / Football / Cricket : Optimises the sound for sports games.

Music : Optimises the sound for music.

Game : Optimises the sound for gameplay.

Balance

You can adjust the volume of the left and right speakers.

ULTRA Surround

Enjoy an immersive soundscape with the virtual multi-programme surround sound effect.

This option can be enabled if Sound Mode is set to Standard.

Equalizer

You can set the desired sound by adjusting the equalizer directly.

(100 Hz/300 Hz/1 kHz/3 kHz/10 kHz) This option can be enabled if Sound Mode is set to Standard.

Reset

You can reset the sound effect settings.

This option can be enabled if Sound Mode is set to Standard.

This setting is only available for Internal TV Speaker.

The configurable items differ depending on model.

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  to view the connected devices or any devices that can be connected and connect to 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 the 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 )

### WiSA Speakers

WiSA Speakers is a speaker that uses the technology to transmit a multi 5.1 channel sound wirelessly.

You can wirelessly connect the TV to the WiSA Speakers to enjoy high-quality sound.

Select  to adjust detailed settings for WiSA Speakers.

Some models may not be supported.

To use the WiSA speakers, you need to connect the exclusive dongle.

Connection issues between the WiSA Dongle and WiSA Speaker may occur in environments with wireless interference. In this case, contact the speaker manufacturer.

For more information on the purchase of WiSA authorized products, check on [www.wisaassociation.org](http://www.wisaassociation.org).

### Optical

You can connect an audio device that supports Optical to the optical digital audio output port to enjoy your TV's sound in richer quality and greater convenience.

Only available for models with an optical digital port.

For some devices, you can adjust the volume using the TV remote control.

### HDMI ARC

Sound from the TV can be output through an external audio device connected via a HDMI (ARC) port.

Select HDMI ARC to automatically turn on SIMPLINK. Once SIMPLINK is turned off, the output speaker settings automatically revert to the default settings for uninterrupted audio output.

### Audio Out (Line Out) / Wired Headphones

Select Wired Headphones or Audio Out (Line Out) to optimise audio output according to the device connected.

Some models may not be supported.

If you connect the wired headphones while the TV is powered on, it automatically detects the wired headphones and redirects audio through them.

Playing Audio through the TV's Internal Speakers and External Audio Device Simultaneously Audio can be played through the multiple devices simultaneously.

### Optical + Internal TV Speaker

Audio is played through the TV's built-in speakers and the audio device connected to the digital optical audio output port simultaneously.

### Wired Headphones + Internal TV Speaker

Audio is played through the TV's internal speakers and the Wired Headphones simultaneously.

Some models may not be supported.

If you connect the wired headphones while the TV is powered on, it automatically detects the wired headphones and redirects audio through them.

### TV Installation Type

 →  → Sound → Additional Settings → TV Installation Type

This mode optimises the sound based on the TV setup.

### Stand

Select this if the TV is installed in stand-type.

### Wall-mounted

Select this if the TV is installed in wall-mounted type.

This setting is only available for Internal TV Speaker

### Volume Mode

#### Setting Volume Mode

 →  → Sound → Additional Settings → Volume Mode

### Auto Volume

Click On to adjust the volume automatically for different broadcasting companies so you can always listen to channels at the desired volume, even after switching the channels.



### Volume Increase Amount

Select Low/Medium/High to adjust the volume range. Higher values increase increments.

This setting is only available for Internal TV Speaker.

### 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 , the slower the audio output.

If you select 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 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.

## Audio Format

	Sound Input	Digital Sound Output
PCM	All	PCM
Auto/Pass Through	MPEG	PCM
	Dolby Digital	Dolby Digital
	Dolby Digital Plus / Atmos	(Optical) Dolby Digital
		(Optical) Dolby Digital (HDMI ARC) Dolby Digital Plus / Atmos
HE-AAC	Dolby Digital	

Dolby Atmos : Some models may not be supported.

## Channels

### Auto Tuning

#### Automatically Setting Up Programme

⚙️ → ⓘ → Channels → Channel Tuning → Auto Tuning

This function automatically searches and remembers channels that are available for viewing.

If the Antenna or Cable is not connected properly, channels are not added.

Auto Tuning finds and adds only channels being broadcast.

A password box will appear in Safety mode.

### Manual Tuning

#### To Use Manual Programme Tuning

⚙️ → ⓘ → Channels → Channel Tuning → Manual Tuning

This function is for manually searching and saving channels.

You can check the signal strength of digital broadcasting Channel Manager.

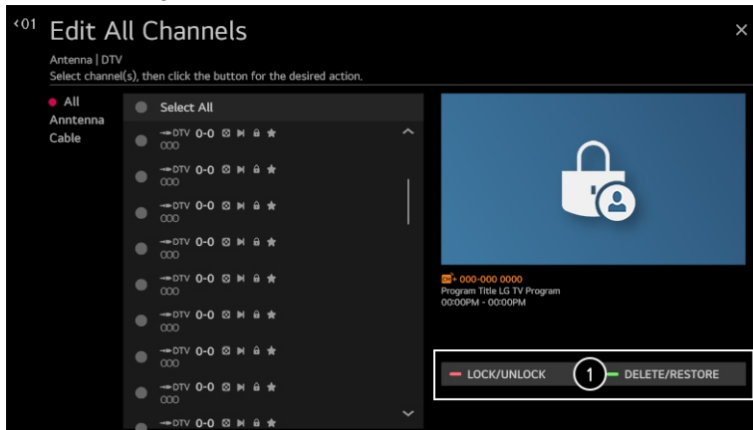
### Edit Channel

You can edit the selected channels from all the stored channels or add/delete them to/from the favorite channels.

### Edit All Channels List

⚙️ → ⓘ → Channels → Channel Manager → Edit All Channels

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

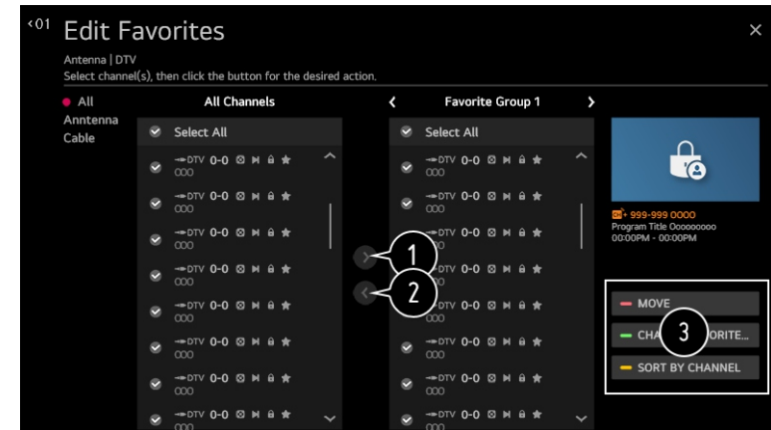


Lock / Unlock : Lock the selected channels or unlock the locked channels.

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

### Edit Favorite Channels List

⚙️ → ⓘ → Channels → Channel Manager → Edit Favourites You can add/delete desired channels to/from the favorite channels, change their positions, etc.



1. Select the desired channels from the all channels list and press the button to add them to the favorite channels list.

2. Delete the selected channels from the favorite channels list.

3. Move : Select one or more channels in the Preferred Channels list, press the Move button, and then select the position to move it to. The selected channels will move to the position you selected.

Change Group Name : Change the name of the favorite channels list.

Sort by Channel : Sorts the list of favorite channels by channel.

If you have set up the Internet channels, you can also lock them, set them to be skipped, or add them to the favorite channels list. (Some models may not be supported.)

### LG Channels

#### Watching Internet Channel

You can watch real-time broadcasts through this service over the Internet.

You can see information on new Internet Channels or manage the channels you like in LG Channels.

To see the details, click the Enjoy Live TV Watching Internet Channel (LG Channels) 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

#### 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.

You can check and connect to the available wireless Internet networks; if you have set up the TV for a wireless network.

Add a hidden wireless network You can add a wireless network if you input the name of the network directly.

#### 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.

#### 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.

#### Device Connection Settings

⚙️ → ⓘ → Connection → Device Connection Settings

You can link the information about the devices connected to the TV and configure settings related to operations.

#### Auto Device Detection

It automatically sets to enable you to control the devices connected via the HDMI with the Magic Remote.

#### SIMPLINK (HDMI-CEC)

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.

To see the details, click the How to Operate TV Connecting to SIMPLINK (HDMI-CEC) in User Guide.

Up to three devices can be connected and used simultaneously.

Auto Power Sync 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.

### LG Wireless Keyboard

This feature enables you to connect a LG wireless keyboard to your TV.

Turn on the device, set it to pairing mode, and then click Connect on your TV screen. If there is a LG wireless keyboard previously connected, it will be automatically reconnected to your TV once your TV turns on. To disconnect the existing connection, click Disconnect.

#### Supported keyboard

##### LG Rolly Keyboard

This feature is only available for models with built-in Bluetooth dongles.

Universal Control Settings If you set up the universal remote control, you can control peripheral devices connected to the TV with the Magic Remote instead of their own remote controls.

For more information, see How to Operate TV Using Universal Remote Control in User Guide.

The configurable items differ depending upon model.

#### 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.



## General

### AI Service

#### Setting the AI Service

⚙️ → ⓘ → General AI Service

You can enable the recommended services based on the usage history.

#### Voice Recognition Help and Settings

You can change settings related to the speech recognition features, such as turning Voice Response on and off.

#### AI Recommendation

You can get content recommendation messages according to your content viewing history and app usage history.

#### Content Recommendations

You can get content recommendations or introductions to new features based on your pattern of viewing TV and using apps.

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

Network-Based Personalization Recommendations You can get recommendations for viewing history based channels and content through the network.

On : Get more recommendations through the server.

Off : We recommend basic contents based on your viewing history.

#### Who.Where.What?

You can get recommendations for the information related to the broadcast you are watching.

Some models may not be supported.

#### Delete Usage Data

It resets the content view history and the app usage history. If you reset them, it takes some time to receive recommendations for contents again.

The configurable items differ depending upon model.

## 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.

## Location

### Setting the Location

⚙️ → ⓘ → General → Location

You can change the location setting of your Smart TV.

Service Area Zip Code This function is used to set the broadcast location of the TV by entering your zip code.

#### Services Country

If you haven't selected 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 upon model.

## 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.

### Timers

#### Sleep 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 Channel : 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 On Timer

Set Power On Timer to On.

The TV is turned off 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 Channel : 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.

## TV Rating Locks

### Enabling TV Rating Locks

1. Press the button on the remote control.

2. Select → General → Safety.

3. Set Safety to On.

4. Select the TV Program Locks.

### TV Lock

Locks the TV shows you do not want your children to watch. In addition, locks the TV shows of your choice based on ratings by using the parental control function (V-Chip).

Children Age : TV-Y (Preschool children aged 2-6 years), TV-Y7 (Advise school children aged over 6)

Fantasy Violence : TV-Y7 (Advise school children; Suitable for children aged over 7 years. May contain fantasy violence.)

General Age : TV-G (General Audience. All ages admitted.) TV-PG (Parental Guidance Suggested.

Some material may not be suitable for preschool children.) TV-14 (Parents Strongly Cautioned. Some material may not be suitable for children under 14.) TV-MA (Adults Only. Not suitable for children under 17.)

Sexually Suggestive Dialogue : TV-PG or TV-14

Adult Language (Violent Language) : TV-PG, TV-14 or TV-MA Sexual Situations (Sexually Explicit) :

TV-PG, TV-14 or TV-MA

Violence : TV-PG, TV-14 or TV-MA

The configurable items differ depending upon model.

## Movie Lock

Blocks films that are broadcast and contain inappropriate content, based on the Motion Picture Association of America (MPAA) rating.

G : (General Audiences) All ages admitted.

PG : (Parental Guidance Suggested) Some content is inappropriate for children.

PG-13 : (Parents Strongly Cautioned) Some material may be inappropriate for children under 13.

R : (Restricted) Under 17 requires accompanying parent or adult guardian.

NC-17 : No one 17 and under admitted.

X : Adults only.

The configurable items differ depending upon model.

## Downloadable Rating

This function is only enabled when the TV receives the Region5 rated data. The name of the rating option may differ.

Supported only in the digital mode.


The initial password is set as "0000".

Some models may not be supported.

## Channel Locks

### Enabling Channel Locks

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

1. Press the  button on the remote control.

2. Select  → General → Safety.

3. Set Safety to On.

4. Select the Channel Locks.

5. Select the Channels to lock.

6. Select Lock / Unlock.

The initial password is set as "0000".

## Application Locks

### Enabling Application Locks

You can lock or unlock the application.

1. Press the Settings button on the remote control.

2. Select All Settings icon General Safety.

3. Set Safety to On.

4. Select the Application Locks.

5. Select the Applications to lock.


The initial password is set as "0000".

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

## Input Locks

### Enabling Input Locks

You can lock or unlock the Inputs.

1. Press the  button on the remote control.

2. Select  → General → Safety.



3. Set Safety to On.

4. Select the Input Locks.

5. Select the Inputs to lock.

The initial password is set as "0000".

## Reset Password


 →  → General → Safety → Reset Password

Set or change the password for the TV.

The initial password is set as "0000".

## Resetting a Lost Password

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

1. Press the  button on the remote control.

2. Select  → General → Safety.

3. Press  (Channels)  →  (Channels)  →  (Channels)  →  (Channels)  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

### 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.

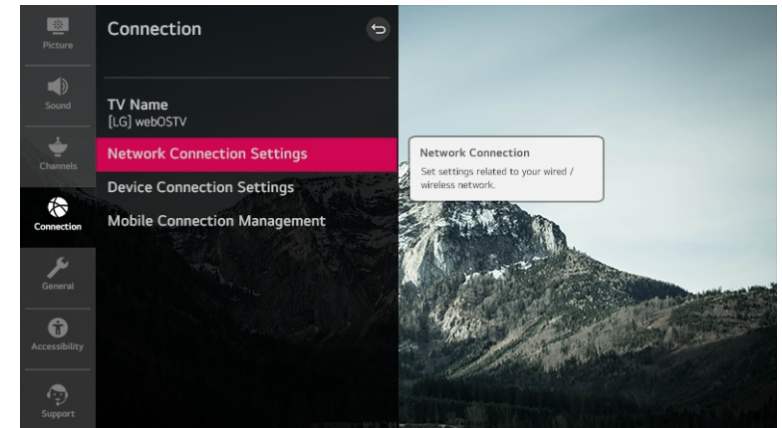
The configurable items differ depending on model.

## Settings Help

### To Use Settings Help



 →  → 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.

## No Signal Image

### Configuring the Screen When There Is No Signal

 →  → General → Additional Settings → No Signal Image

You can turn on or off the image displayed when there is no signal.

On: The default image is displayed if there is no signal.

Off: The No Signal message is displayed if there is no signal.

## Power saving Mode

### Using Power Saving Mode

 →  → General → Additional Settings → Power Saving Mode

Set power options to reduce energy consumption.

## HDD Power Saving Mode

If you set the mode to On, the USB HDD connected to the TV will go into power-saving mode when it has been left unattended for an extended period of time.

## Quick Start+

### TV Power Setting

⚙️ → ⓘ → General → Additional Settings → Quick Start+

This setting puts your TV in standby mode when it's turned off so it will start up more quickly the next time it's turned on.

Set Quick Start+ to On.

Some models may not be supported.

Turning this option on may increase energy consumption.

### Standby Light

#### To Set Power Indicator

⚙️ → ⓘ → General → Additional Settings → Standby Light

You can turn the standby light on or off.

Some models may not be supported.

## Advertisement

⚙️ → ⓘ → General → Additional Settings → Advertisement

If your TV is connected to the Internet, webOS may use a frequency capping cookie to keep track of the number of times an ad is shown on your TV.

This information is used to help limit the number of times the same ad is displayed. You can clear this cookie or turn it on or off at any time by going to the Advertisement setting on your TV.

No personally identifiable information is tied to this cookie.

Some models may not be supported.

## Accessibility

### Audio Description

#### To Use Audio Guidance

⚙️ → ⓘ → Accessibility → Audio Guidance

If Audio Guidance is set to On, audio guides will be provided in various situations, such as when you change channels, adjust the volume or change settings and input signals.

#### Speed

Adjust the speed of spoken guide.

#### Volume

Adjust the volume of spoken guide.

#### Pitch

Adjust the tone of spoken guide.

This feature is available on certain languages only.

Some models may not be supported.

The configurable items differ depending upon model.

For visually impaired users.

Setting the Audio Guidance to On automatically switches the TV Power Sound (only available on certain models) to On as well.

### TV Power Sound

⚙️ → ⓘ → Accessibility → TV Power Sound

This feature lets you turn on/off the sound effects that you hear when your TV is switched on or off.

Some models may not be supported.

## High Contrast

### Changing the Menu to High-Contrast Screen

⚙️ → ⓘ → Accessibility High Contrast

When this feature is set to On, it adjusts the background of some of the menus on the screen and font colours to highlight the contrast between the light and dark areas.

### Grayscale

⚙️ → ⓘ → Accessibility → Grayscale

Change the colour of the menu on the screen to black and white tone to make its ambiguity very clear.

Set to On.

### Invert Colours

⚙️ → ⓘ → Accessibility → Invert Colours

To enhance the visibility of the menus on the screen, you can invert and calibrate certain colours in some menus. Set to On.

## Closed Caption

### To Set Closed Caption

⚙️ → ⓘ → Accessibility → Closed Caption

View closed captions when the TV station provides closed captioned programming. Program closed captions work only on digital/analog broadcasts or external input. (AV IN port is available in certain models only.)

Change Closed Caption to On and select caption setting.

### Analog Mode

CC 1 - CC 4 (Closed Captioning) / TEXT 1 - TEXT 4

Displays the audio portion of a TV program as text on the TV screen. CC 1 is the most common mode in use.

Field 1 data channels : two Captions (CC1, Cc2), two Text (T1, T2).

Field 2 data channels : two Captions (CC3, Cc4), two Text (T3, T4).

### Digital Mode

According to the digital broadcasting type you are watching, you can select the caption in HD Mode or the NEXTGEN TV Mode.

In the case of HD broadcasting, you can set the size and color of the caption at the HD Mode Option.

Please select Set By Program or Custom. You can adjust detailed options such as the size and color of the caption by selecting the Custom.

The configurable items differ depending upon model.

### Position Settings

You can move the position of subtitles.

You can control only while watching a TV broadcast.

## 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

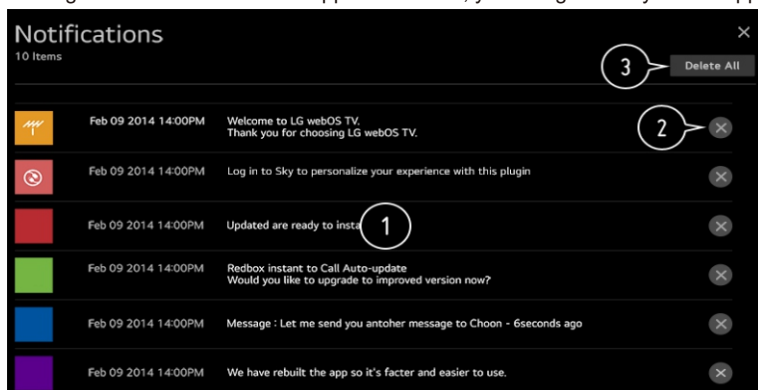
You can view information including Model, Serial Number, Device Name.

### 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.



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

2. You can delete notifications.

3. 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 ⚙️ 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.)

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.

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.

You may get a black and white screen if you have connected to the COMPONENT IN but selected the AV.

Go to  and choose Component.

When you are connecting to the AV IN or COMPONENT IN, check to ensure each cable is matched with the corresponding colour connection. For component cables, make sure the video (red) cable and audio (red) cable are connected properly.

AV IN/COMPONENT IN ports are available in certain models only.

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 Sound Issues

### Troubleshooting Sound Issues

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

There may not be a problem with the product.

TROUBLESHOOTING

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.

The screen is fine, but it does not play any sound.



Try another channel.

If you use a set-top box, there will be no sound if you have set the volume of the set-top box or your TV to 0 or enabled Mute. Set the volume to an appropriate level.

 →  → Sound Sound Out

Set the Sound Out to Optical + Internal TV Speaker or Internal TV Speaker, and then check it once again. If you can hear the sound without any problem, check the connection with external speakers such as sound bar and the settings of the external speakers.

There is no sound coming from one of the speakers.

 →  → Sound → Sound Mode Settings → Balance

Adjust the balance as necessary with the Navigation button in Balance.

When you are connecting to the AV IN/COMPONENT IN, check if the audio left/right (white/red) cables are correctly connected. (AV IN/COMPONENT IN ports are available in certain models only.)

The TV sound is not synchronized with the picture, or the sound sometimes breaks up.


If this happens on only some of the channels, it may be caused by the broadcasting company's transmission signal. Please have your broadcasting services provider (wired/cable) diagnose the problem.

If all channels are out of sync, go to Settings All Settings icon Sound Additional Settings AV Sync Adjustment and adjust the sync.

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

The volume changes when I change the channel.

The volume of different broadcasting stations' transmission output may vary.

 →  → Sound → Additional Settings → Volume Mode → Auto Volume Set Auto Volume to On.

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



The sound does not work or only the background music is played in some programs.

(Programs produced for export by broadcasting companies)

Wheel (OK) → Set your language preference in Audio Language.

## 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.

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 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

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

### TROUBLESHOOTING

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.

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

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.



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.



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.)

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.lgappstv.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.lgappstv.com).

In some countries, access to the website (www.lgappstv.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.


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  → 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  → 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.

#### FCC Warning

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

#### Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

#### Warranty

Thank you for purchasing this Sylvox product. We are glad to offer 12 months free warranty for you. If you have any questions, please contact us via our after-sales email or website for assistance.

After-sales email: [service@sylvoxtv.com](mailto:service@sylvoxtv.com)

Website: [www.sylvoxtv.com](http://www.sylvoxtv.com)

#### Customer Service Support:

Email: [service@sylvoxtv.com](mailto:service@sylvoxtv.com)

Service Hotline: 8333-SYLVOX (Monday-Friday, 9:00 AM-5:00 PM EST)

#### Warranty Policy

##### (1) When returning an item, please note the following:

1. Only items purchased directly from [www.sylvoxtv.com](http://www.sylvoxtv.com) and authorized resellers can be returned, such as Amazon, Walmart, Newegg, Wayfair, Aliexpress, etc.
2. We will not accept any return requests for products purchased from unauthorized third-party suppliers.
3. Customer must contact the original vendor with your order ID or purchase proof and the detail of the product issue at [service@sylvoxtv.com](mailto:service@sylvoxtv.com) to request a return/refund/repair/replace before returning products. Sylvox will provide you with the shipping label in the mail.
4. Sylvox are responsible for all return shipping costs for quality problem.
5. If there is no reason to return the product after installation and use, Sylvox shall have the right to charge restocking fees of 20% of the product value. (Only accept applications for no reason return within 7 days after arrival, and freight costs are the responsibility of the customer)
6. Ensure that the item(s) you are returning is repackaged in the original condition with all the documentation and accessories that came with it.
7. If the returned product is not in original packaging: artificial damage causes to affect the second sale, such as its appearance being damaged, the lack of accessories, etc., we will deduct the corresponding expenses according to the situation.
8. We will handle your request once getting your returning item.

##### (2) How to return a product for a refund? (30 days money-back guarantee)

To return an item to Sylvox, Please contact the Sylvox team at [service@sylvoxtv.com](mailto:service@sylvoxtv.com) to submit an after-sales application, we will provide you with the shipping label in the mail. Please include your original order number or order proof in the email and ensure that the item is returned within 30 days. No refunds will be issued until the item is received in its original packaging (with its documentation and accessories).

##### (3) Refunds

Once we receive and verify the condition of your product, a refund is initiated. The way your refund is processed depends on your original payment method.

For credit or debit cards, refunds will be back to the card-issuing bank within 7-10 business days of receipt of the returned item. Please contact the card-issuing bank with questions about when the credit will be posted to your account.

##### (4) What does the warranty not cover?

- (a) The wrong way of use and improper repair by the user caused the failure or damage.
- (b) Failure or damage caused by transportation, moving, and falling after purchase.
- (c) Other unavoidable external factors cause failure and damage.
- (d) Improper use of the equipment caused by water or other solution of damage.
- (e) Failure caused by a lightning strike or other electric system reasons
- (f) Damage caused by using power supply other than specified voltage.



**Warranty Period:**

- \* Sylvox repairs the TV free of charge under the condition of the normal use of the instruction manual within 12 months.
- \* Sylvox warrants that this product conforms to the manufacturer's specifications and will be free of defects in material and workmanship should any defect occur.
- \* Sylvox will correct the defect subject to the following conditions:
  - (a) Any defects caused or repairs required as a result of the abusive operation, negligence, accident, shipment damages, improper delivery and installation, application, and use for which this product was not intended as set forth in the user's manual or other applicable Product documentation.
  - (b) Any defects caused or repairs required as a result of any product that has been tampered with, modified, adjusted, or repaired by any person other than Sylvox, a Sylvox authorized service provider or a Sylvox authorized service center or dealer.
  - (c) Any replacement of accessories, glassware, consumable or peripheral items required through normal use of the Product, including but not limited to, earphones, remote controls, batteries, etc.
  - (d) Any cosmetic damage to the Product surface or exterior, including but not limited to that which has been defaced or caused through normal wear and tear, improper shipping and handling, or the use of chemical cleaning agents.
  - (e) Any defects caused or repairs required as a result of damage caused by any external or environmental conditions, including but not limited to, the use of incorrect voltage, fluctuations or surges in transmission line/power line voltage, liquid spillage, or acts of nature or God.
  - (f) Warranty claims for Products returned with the altered, illegible, or missing model, factory serial number, and UL markings.
  - (g) Any Products used for rental, business, or commercial purposes.
  - (h) Any installation, consumer instruction, delivery, setup, adjustment, and/or programming charges.
  - (i) A Product that is not installed following installation instructions is included with the Product.
  - (j) Any signal reception problems (including antenna-related problems), images "burnt" into the screen, signal noise or echo, interference or other signal transmission or delivery problems, availability of third-party provided services or content (including, without limitation, image, audio or video content).

No other entity other than Sylvox is authorized to extend, enlarge or transfer this warranty on behalf of Sylvox.

The express warranties in this limited warranty are, in lieu of and, except to the extent prohibited by applicable law, Sylvox disclaims all other warranties and conditions, express or implied, whether arising by law, statute, by course of dealing, or usage of trade, including, without limitation, implied warranties or conditions of all claims, whether based in contract, negligence, strict liability or otherwise. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

For any questions, feel free to contact us via [service@sylvoxtv.com](mailto:service@sylvoxtv.com) at any time!