Cleaning Your LG 4K, OLED, or LED TV - webOS

Cleaning your 4K, OLED, or LED TV screen with a **soft**, **dry** cloth is recommended.

If you have already used liquid on the screen, dry it as quickly as possible (it may not be too late).

Caution: Chemicals such as alcohol, thinners, or benzene should be strictly avoided, as they may damage the protective film covering the panel.

Caution: Don't spray water or other liquids directly on the TV, as electric shock could occur.

These guidelines apply to the TV's screen, as well as the housing (frame, body, case). Moisture on or near the TV should be avoided, as it could cause short circuits in the electronic components.

1. *Find a Soft, Lint-free Cloth*

   The micro-fiber cloth provided with some phones, tablets, or computers works great for this.



2. *Unplug the Power Cord*

   We don't want anyone getting shocked.

3. *Gently Wipe the Screen*

   The goal here is to avoid scratching the screen. Gentle, circular motions tend to give better results, since the circular motion hits each area from several angles in a single swipe.

   Caution: Some spots may be more difficult to remove, such as food or drink. Be very careful not to cause physical damage to the TV, as this can become expensive to repair.

Screen Share / Screen Mirroring - Device to TV

Troubleshooting TVs 07/02/2019

Share

LG TVs are equipped with innovative features that make it easy to share screen and display content between your external devices like your PC, tablet, smartphone and more. There are multiple ways to connect and they all depend on your network connectivity and the type of device you wish to share.

LG **Smart Share** is the tool that lets you connect your compatible smartphone, tablet, PC, camera, or USB device to your TV and showcases all of the device's audio, video, and photo content in simple menus on your screen.

In the case you are using a Mac device to share your information, **AirPlay** will only allow you to stream to a Mac device, however LG supports **AirPlay 2** in its 2019 models.

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Troubleshooting Your Internet Connection - TV

Troubleshooting TV Audio Video Accessories, TVs 02/16/2019

Share

Before you begin troubleshooting the tv, it is always a good idea to restart all of your equipment (even if other devices are working fine).

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- Basic Troubleshooting

Note: The basic trouble shooting steps main purpose is to determine if the TV has an issue.

1. *Unplug your devices (Modem / Router & TV)*

   Unplug your modem, router, and tv. The order in which you unplug them does not matter.
   Do not disconnect any ethernet cables during this step, just unplug the power cords from the wall.

2. *Plug in the Modem / Router > TV*

   Plug in your modem / router first, and wait for it to establish a connection (there should be lights on the front or top to indicate connectivity), then plug in the TV.

3. *Beware of items that cause interference*

   I. Other routers on the same frequency / channel
   II. Household electronics such as:
      - microwave oven
      - cordless phone
      - baby monitor
   III. If the software is not updated to newest firmware
   IV. The authentication type on the modem router

4. *Turn off the Quick Start Feature*

   Note: not all TV's will have this feature.

   Press **Settings**  on your remote **> all Settings**  **> General > Quick Start > off**

   Power cycle the TV and test to see if its able to connect properly.

5. *Turn off the Simplink Feature*

   Press **Settings**  on your remote **> all Settings**  **> General > Simplink (HDMI-CEC) > off**

   Power cycle the TV and test to see if its able to connect properly.

6. *Remove any USB memories attached to the TV*

   Its possible a USB hard drive may be causing interference, for testing purposes remove the USB.

7. *Check that the Time Zone and Date*

Press **Settings**  on your remote **> all Settings**  **> General > Time & Date**

If your router has a Lease Expiration, this may affect connectivity.

8. *Smart Phone Hot-spot test*

If you have a smart phone with a hot-spot and at least 3 bars of signal, try to connect the TV to the hot-spot.

This lets us test the TV connection to see if the TV is able to connect to any other signal.

9. *Hard line to the modem*

Using an Ethernet cord, connect to the router directly to the TV.

This lets us see if the TV is able to recieve a signal.

If this is not possible, use the wireless pin code option in the network settings.

- Press **Settings**  on your remote **> all Settings**  **> Network > Wifi Connection > Connect via WPS PIN**

Note: The pin code option may be grayed out. If so, connect the TV to the wireless network first. Then the WPS option/Advanced Wireless option will become an available selection.

10. *Ensure the software is up to date*

Note: This step only works if you are able to connect to the internet, but if you are able to hard line to the modem there may be a software update that helps improve your network connection.

Press **Settings**  on your remote **> all Settings**  **> General > About this TV > Check for updates**

Power cycle the TV and test to see if its able to connect properly.

If Basic Troubleshooting steps did not solve your issue, follow the troubleshooting in the **advanced section**.

Click a tab below to show the content for that section

Explore our complete collection of LG electronics, mobile devices, appliances and home entertainment solutions -- and find everything you need to connect with your friends and family, no matter where they are.