40JL9100/49JL9100/55JL9100

4K Ultra HD Television

Powered by LG Technology

Instruction manual



John Lewis

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Powered by LG Technology
We've created our new range of televisions in collaboration with leading brand LG.
Combining elegant styling with cutting-edge technology, 4K Ultra HD for 4 times the resolution of full HD and the latest Smart TV functionality.

Thank you for purchasing this John Lewis LED TV. Please read the instructions and warnings carefully before use, to ensure safe and satisfactory operation of this product.

Important safety information

Important safety information - read carefully before use

Take note of the following safety information which appears on the back of this TV.

CAUTION! Risk of electric shock do not open.
To reduce the risk of electric shock do not remove this cover.
No user-removable parts inside. Refer servicing to qualified personnel.

WARNING!

- Do not use this TV near water.
- Do not install or operate near any heat sources such as radiators, stoves or other apparatus that produces heat.
- Clean only with a slightly damp cloth.
- Do not block any ventilation openings.
- Install in accordance with the supplied Quick start guide and this User guide.
- Protect the power cord from being walked on or pinched, particularly at plugs, and the point where it exits from the TV.
- Leave a 10cm (minimum) space from the wall for proper ventilation.
- No naked flames sources such as candles should be placed on the TV.
- WARNING! Polythene bags over the product or packaging may be dangerous.
  To avoid danger of suffocation, keep away from babies and children.

WARNING! To reduce the risk of fire or electrical shock, do not expose this TV to rain or moisture. The TV must not be exposed to dripping and splashing and no objects filled with liquids such as, a vase of flowers, should be placed above the TV. Avoid exposure to excessive dust.

CAUTION! Usage of controls or adjustments or performance of procedures other than those specified herein may result in hazardous exposure.

Electrical information

Mains supply

The mains operating voltage is detailed on the rating plate on the rear of the TV.

The mains lead on this equipment is supplied with a moulded plug incorporating a fuse. Should the fuse need to be replaced, an ASTA or BSI approved fuse must be used of the same rating. Never use the plug with the fuse cover removed.

Installation procedure

1. Open the package and make sure all the accessories are included.
2. Attach the stand to the TV set.
3. Connect external devices to the TV set, if required.
4. Make sure the network connection is available.
   You can use the TV smart functions only when the network connection is made.
5. Switch on and follow on screen instructions to start automatic start up.

Assembling and preparing

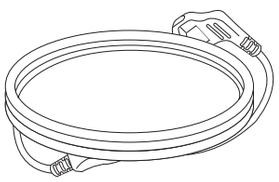
Unpacking

Check your product box for the following items. If there are any missing accessories, contact your nearest John Lewis branch.

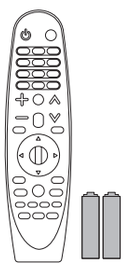
CAUTION!

- Do not use any unapproved items to ensure the safety and product life span.
- Any damage or injuries caused by using unapproved items are not covered by the warranty.

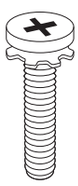
Parts list



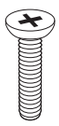
Power cord



TV remote
Requires 2 x AA (LR 6) batteries, included

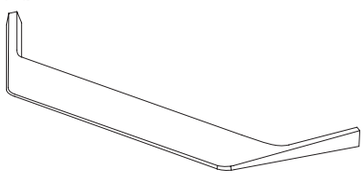


Stand screws
x 4
(M4 x L20)



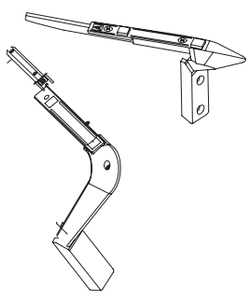
Stand screws
x 4
(M4 x L7)
Included with stand support

A.

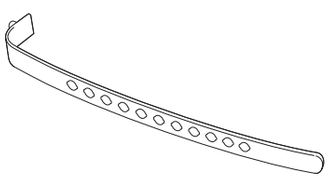


TV stand

B.

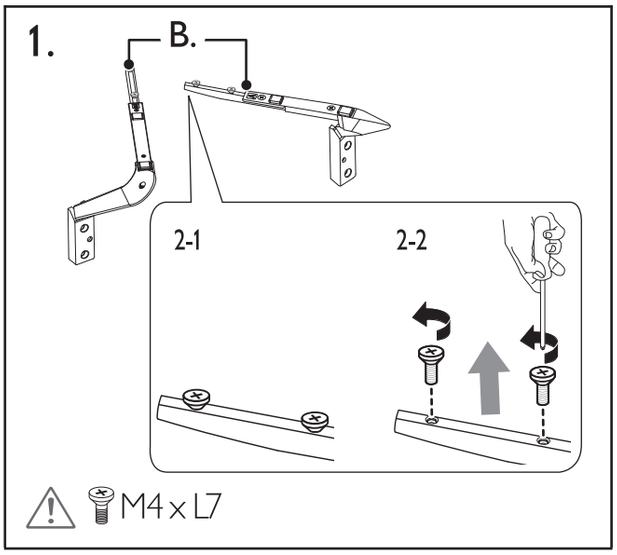


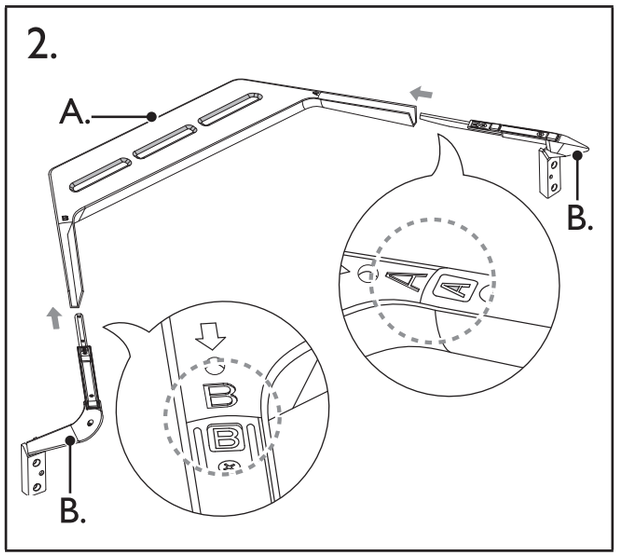
Stand support

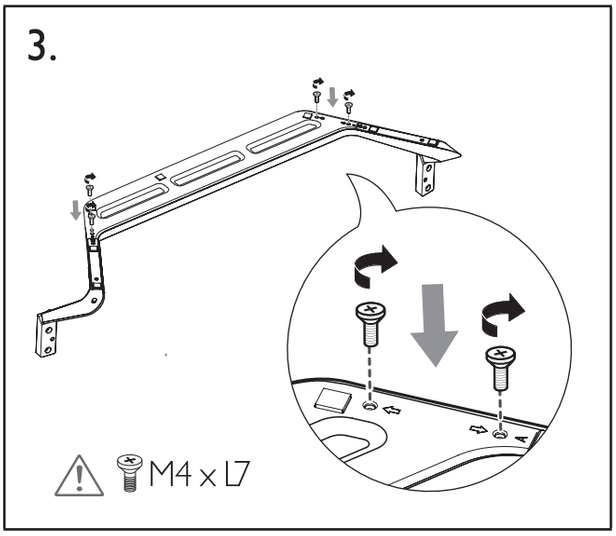


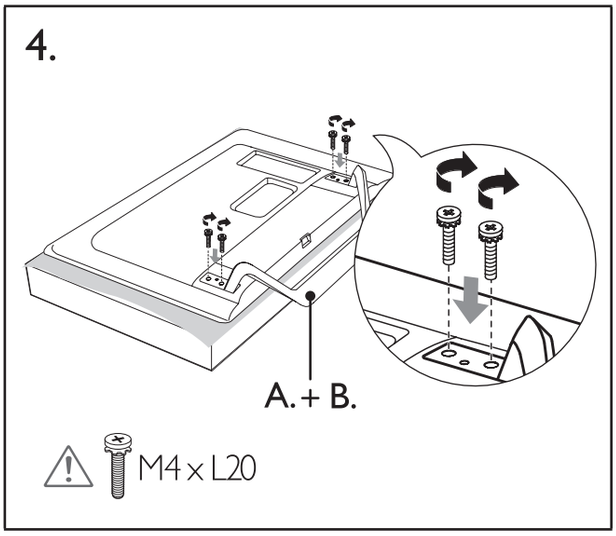
Cable tie

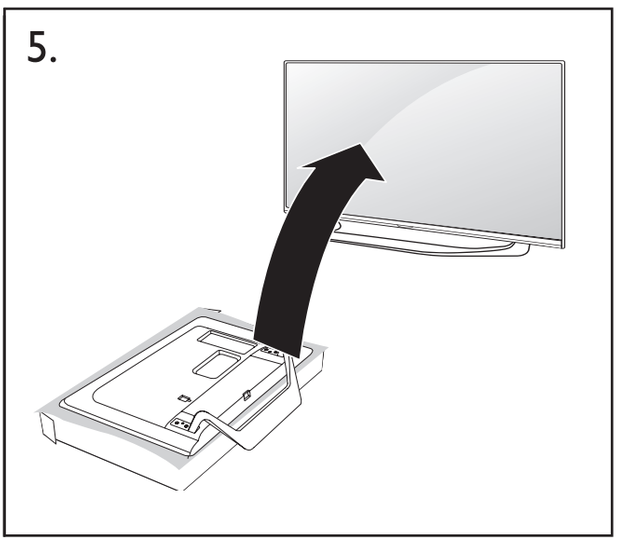
Stand assembly

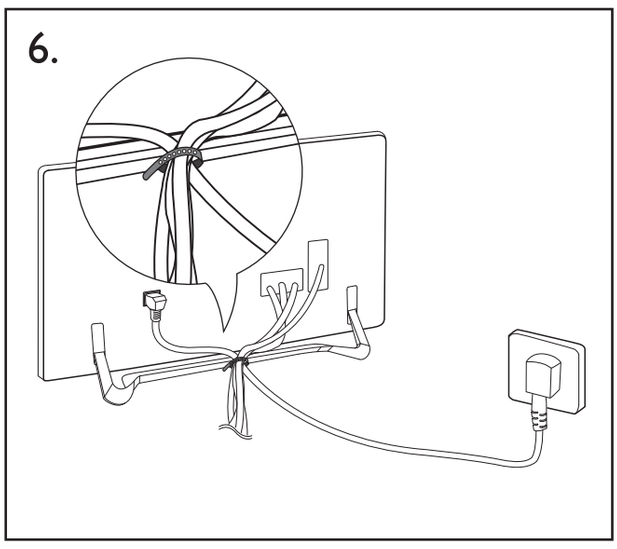












Lifting and moving the TV

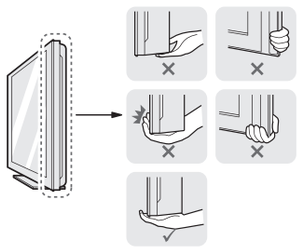
Please note the following advice to prevent the TV from being scratched or damaged.

CAUTION!

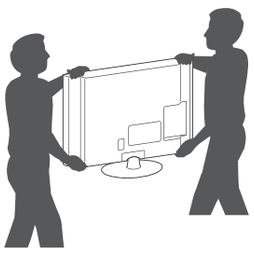
- Avoid touching the screen at all times, as this may result in damage to the screen.
- It is recommended to move the TV in the box or packing material that the TV originally came in.
- Before moving or lifting the TV, disconnect the power cord and all cables.
- When holding the TV, the screen should face away from you to avoid damage.



- Hold the top and bottom of the TV frame firmly.



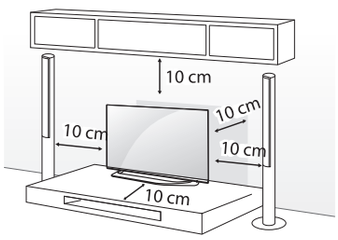
- When transporting a large TV, there should be at least 2 people.
- When transporting the TV by hand, hold the TV as shown in the following illustration.



- When transporting the TV, do not expose the TV to jolts or excessive vibration.
- When transporting the TV, keep the TV upright, never turn the TV on its side or tilt towards the left or right.
- Do not apply excessive pressure to cause flexing/bending of frame chassis as it may damage screen.
- When handling the TV, be careful not to damage the protruding joystick button.

Mounting on a table

1. Lift and tilt the TV into its upright position on a table.
   Leave a 10cm (minimum) space from the wall for proper ventilation.



2. Connect the power cord to a wall outlet.

CAUTION!

- Do not place the TV near or on sources of heat, as this may result in fire or other damage.

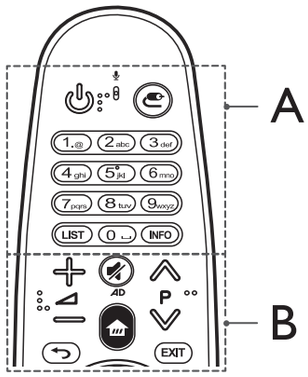
Mounting on a wall

Attach an optional wall mount bracket at the rear of the TV and follow the manufacturers assembly instructions. We recommend that this product should only be installed by suitably qualified persons or persons competent in DIY.

CAUTION!

- Disconnect the power first, and then move or install the TV.
  Otherwise electric shock may occur.
- Remove the stand before installing the TV on a wall mount by performing the stand attachment in reverse.
- Do not over tighten the screws as this may cause damage to the TV and void your warranty.

Magic remote functions



A

(POWER) Turns the TV on or off.

(INPUT) Changes the input source.
Pressing and holding displays the full list of external inputs.

Number buttons Enters numbers.

LIST Accesses the saved programmes list.

(Space) Opens an empty space on the screen keyboard.

INFO Views the information of the current programmes and screen.

B

Adjusts the volume level.

P Scrolls through the saved programmes.

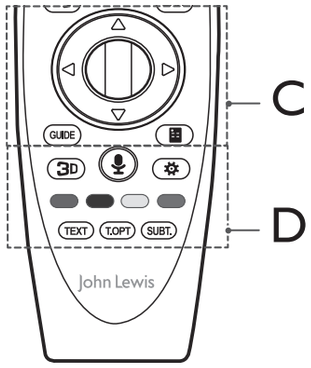
(MUTE) Mutes all sounds.
*By pressing and holding the button, video/audio descriptions
*function will be enabled.

(HOME) Accesses the Home menu.

(BACK) Returns to the previous screen.

EXIT Clears on-screen displays and returns to last input viewing.

C



Wheel (OK) Press the centre of the Wheel button to select a menu. You can change programmes by using the Wheel button.
△▽◁▷ **(up/down/left/right)** Press the up, down, left or right button to scroll the menu. If you press △▽◁▷ buttons while the pointer is in use, the pointer will disappear from the screen and Magic Remote will operate like a general remote control. To display the pointer on the screen again, shake Magic Remote to the left and right.
GUIDE Shows programme guide.
(Screen Remote) Displays the Screen Remote.
*Accesses the Universal Control Menu. (Depending on model)

D

3D This function is not available for this television.
(Voice recognition)
Network connection is required to use the voice recognition function.
1 Press the voice recognition button.
2 Speak when the voice display window appears on the left of the TV screen.
- Use the Magic Remote no further than 10 cm from your face.
- The voice recognition may fail when you speak too fast or too slowly.
- The recognition rate may vary depending on the user's characteristics (voice, pronunciation, intonation, and speed) and the environment (noise and TV volume).

(Q. Settings) Accesses the Quick Settings.
Pressing and holding the button displays the advanced menu.
Coloured buttons These access special functions in some menus.
(: Red, : Green, : Yellow, : Blue)
Teletext buttons (TEXT, T.OPT) These buttons are used for teletext.
SUBT. Recalls your preferred subtitle in digital mode.

Registering magic remote

How to register the magic remote

To use the Magic Remote, first pair it with your TV.
1 Put batteries into the Magic Remote and turn the TV on.
2 Point the Magic Remote at your TV and press the **Wheel (OK)** on the remote control.
*If the TV fails to register the Magic Remote, try again after turning the TV off and back on.

How to deregister the magic remote

Press the **(BACK)** and **(HOME)** buttons at the same time, for five seconds, to unpair the Magic Remote with your TV.
*Pressing and holding the **EXIT** button will let you cancel and re-register Magic Remote at once.

How to use magic remote

- Shake the Magic Remote slightly to the right and left or press (HOME), (INPUT) buttons to make the pointer appear on the screen.
  (In some TV models, the pointer will appear when you turn the Wheel (OK) button.)
- If the pointer has not been used for a certain period of time or Magic Remote is placed on a flat surface, then the pointer will disappear.
- If the pointer is not responding smoothly, you can reset the pointer by moving it to the edge of the screen.
- The Magic Remote depletes batteries faster than a normal remote due to the additional features.

Precautions to take when using the magic remote

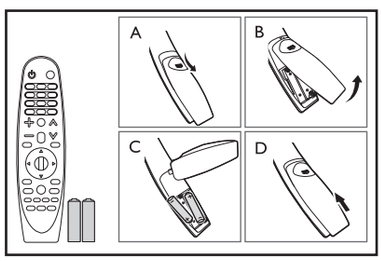
- Use the remote control within the specified range (within 10m).
  You may experience communication failures when using the device outside the coverage area or if there are obstacles within the coverage area.
- Devices such as a microwave oven and wireless LAN operate in the same frequency band (2.4 GHz) as the Magic Remote. This may cause communication failures.
- The Magic Remote may not work properly if a wireless router (AP) is within 1m of the TV.
  Your wireless router should be more than 1m away from the TV.
- Do not disassemble or heat the battery.

Changing the batteries

To replace batteries, open the battery cover, replace batteries (1.5 V AA) matching the + and – ends to the label inside the compartment, and close the battery cover. Be sure to point the magic remote toward the remote control sensor on the TV.
When the message "Magic remote battery is low. Change the battery." is displayed, replace the batteries.

CAUTION!

- Do not mix old and new batteries, as this may damage the remote control.

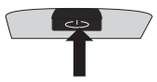
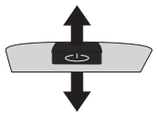


The handset requires 2 x 1.5V (LR 6) AA batteries, included.
Batteries should be removed and replaced by adults only.
Only use recommended batteries or those of the same or equivalent type.
Do not mix old and new batteries or batteries of different types.
Batteries are to be inserted with the correct polarity.
The supply terminals are not to be short-circuited.
Remove exhausted batteries from item.
Remove batteries if equipment is not used for extended periods of time.
Rechargeable batteries are to be removed from the item before being recharged.
Rechargeable batteries are only to be charged under adult supervision.
Do not attempt to recharge non-rechargeable batteries.
Batteries contain substances that may be harmful to the environment and human health.
Keep out of the reach of children and seek immediate medical help if swallowed.
This symbol indicates that batteries should not be disposed of in the normal household waste but taken to appropriate local recycling facilities, where and when these are available.
Never throw batteries in a fire or attempt to open outer casing.

Using the Joystick button as an alternative to the TV remote

You can operate the TV functions by pressing or moving the joystick button up, down, left or right.

Basic functions

	**Power on**	When the TV is turned off, place your finger on the joystick button and press it once and release.
	**Power off**	When the TV is turned on, place your finger on the joystick button and press it once for a few seconds and release. Any running apps will close and recordings in progress will stop.
	**Volume control**	If you place your finger over the joystick button and move it left or right, you can adjust the volume level.
	**Programmes control**	If you place your finger over the joystick button and move it up or down, you can scroll through the saved programmes.

NOTE

- When you use the joystick button and push it up, down, left or right, be careful not to press the joystick button, as you will not be able to adjust the volume level and change channels.

Adjusting the menu

When the TV is turned on, press the joystick button once. You can adjust the menu items moving the joystick button up, down, left or right.

	Turns the power off.
	Clears on-screen displays and returns to TV viewing.
	Changes the input source.
	Accesses the quick settings.

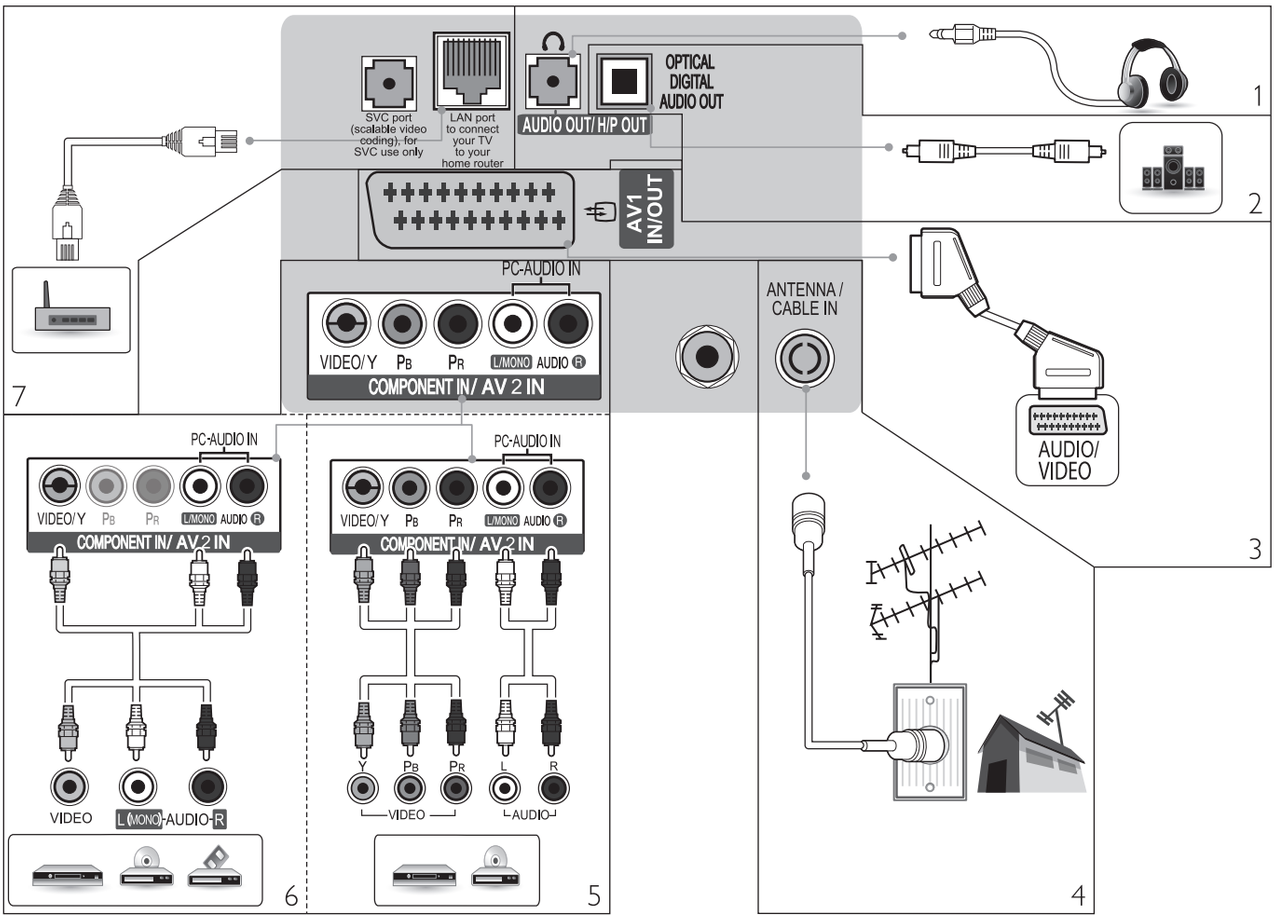
NOTE

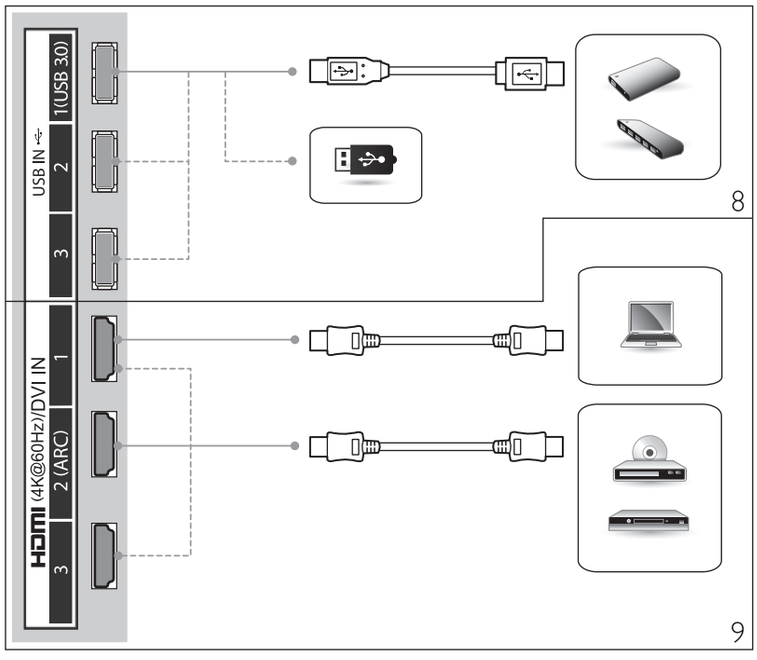
- When moving the joystick up, down, left or right, be careful not to press the joystick button. If you press the joystick button first, you may not be able to adjust the volume level and saved programmes.

Connecting other devices

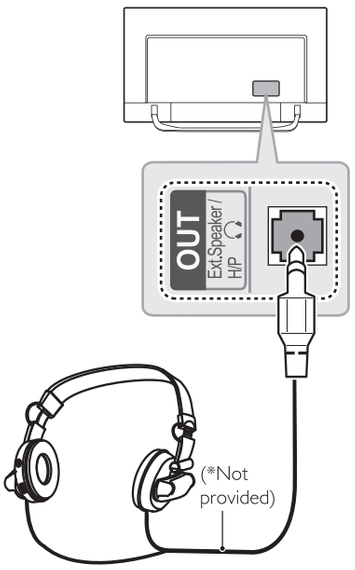
Connect various external devices to the TV and switch input modes to select an external device.
For more information of external device's connection, refer to the manual provided with each device.
Available external devices are: HD receivers, DVD players, VCRs, audio systems, USB storage devices, PC, gaming devices, and other external devices.

Your TV connections





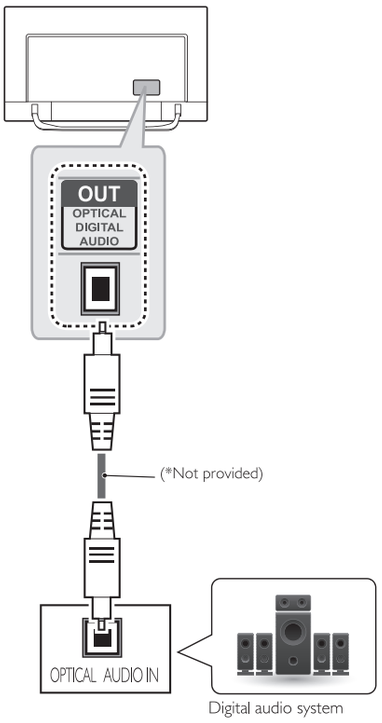
1. Headphone connection



Connect the headphones to the TV as shown.

AUDIO menu items are disabled when connecting a headphone.
When changing AV MODE with a headphone connected, the change is applied to video but not to audio.
Optical Digital Audio Out is not available when connecting a headphone.
Headphone impedance: 16Ω
Max audio output of headphone: 0.624mW to 1.04mW
Headphone jack size: 0.35cm

2. Audio connection

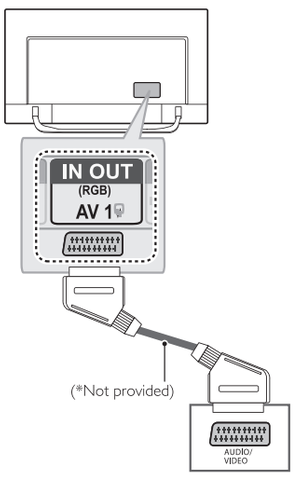


You may use an optional external audio system instead of the built-in speaker.

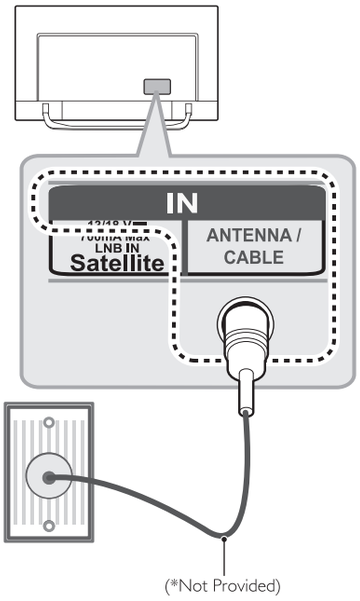
Digital optical audio connection

Transmits a digital audio signal from the TV to an external device. Connect the external device and the TV with the optical audio cable as shown.

3. Euro scart connection

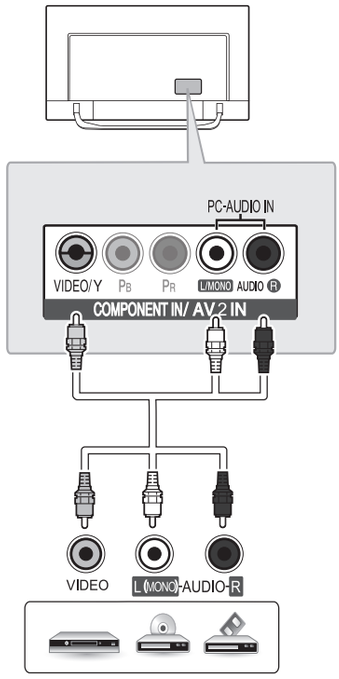


4. Aerial connection



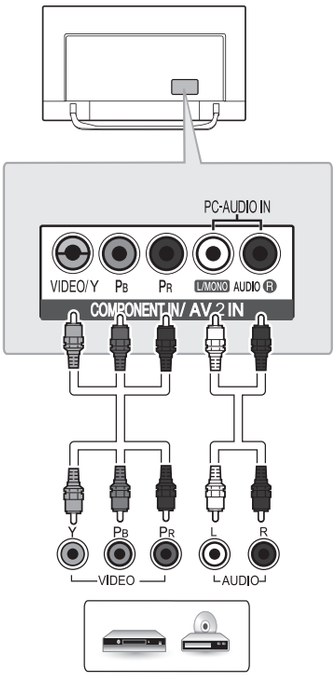
Connect the TV to a wall aerial socket with an RF cable (75Ω).

6. Composite connection



Transmits analogue video and audio signals from an external device to the TV.
Connect the external device and the TV with the composite cable as shown.

5. Component connection

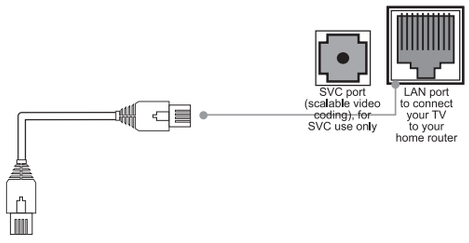


Transmits analogue video and audio signals from an external device to the TV.
Connect the external device and the TV with a component cable as shown.

NOTE

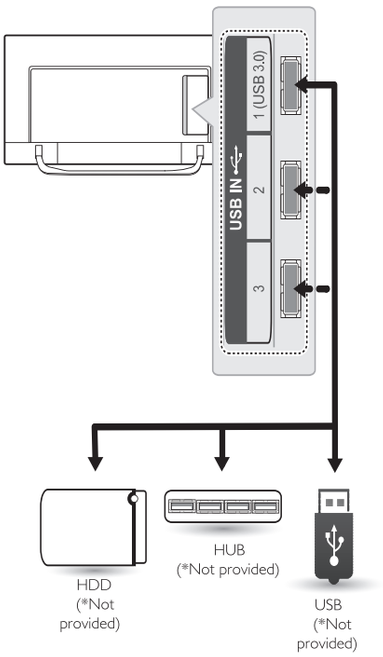
- If cables are not installed correctly, it could cause the image to display in black and white or with distorted colours.

7. LAN/SVC connection



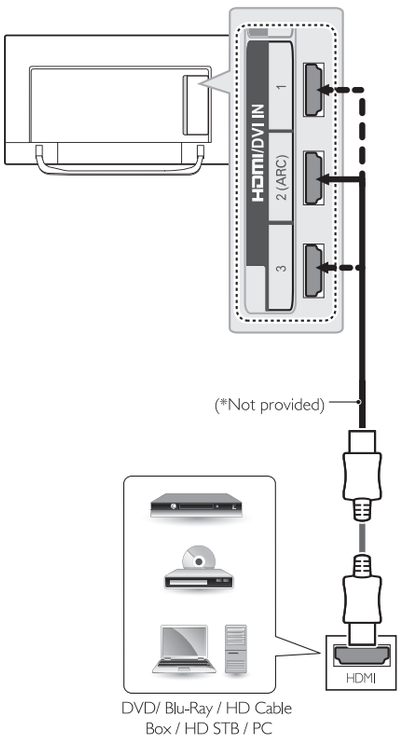
LAN port to connect your TV to your home router.
SVC port for SVC (scalable video coding) use only.

8. USB connection



Connect a USB storage device such as a digital camera, USB flash memory, external hard drive, or a USB memory card reader to the TV and access the Smart Share menu to view various multimedia files.
A USB device connected through a USB hub may not be detected, if this occurs connect the device directly to a USB port on the TV.

9. HDMI connection



Transmits the digital video and audio signals from an external device to the TV.
Connect the external device and the TV with the HDMI cable as shown.
Choose any HDMI input port to connect. It does not matter which port you use.
ARC - recommended for audio sound systems, such as a sound bar.

To get optimum colour reproduction when connecting to an external compatible device that supports Ultra HD Deep Colour e.g. next generation Blu-Ray player or set-top box, which we expect to become available in the near future, you will need to switch on this feature within the TV set up menu.

Switching on Ultra HD deep colour

Go into set up menu using your remote control.
Select the picture option and switch Ultra HD Deep Colour to on.
It is recommended to only switch on when using the external compatible devices otherwise this feature should be switched to off.

Maintenance

Cleaning your TV

Clean your TV regularly to keep the best performance and to extend the product life span.

CAUTION!

- Make sure to turn the power off and disconnect the power cord.
- When the TV is left unattended and unused for a long time, disconnect the power cord from the wall outlet to prevent possible damage from lightning or power surges.

Screen, frame, cabinet and stand

- To remove dust or light dirt, wipe the surface with a dry, clean, and soft cloth.
- To remove major dirt, wipe the surface with a soft cloth dampened in clean water or a diluted mild detergent. Then wipe immediately with a dry cloth.

CAUTION!

- Avoid touching the screen at all times, as this may result in damage to the screen.
- Do not push, rub, or hit the screen surface with your fingernail or a sharp object, as this may result in scratches and image distortions.
- Do not use any chemicals as this may damage the product.
- Do not spray liquid onto the surface. If water enters the TV, it may result in fire, electric shock, or malfunction.

Troubleshooting

Problem	Solution
Cannot control the TV with the remote control.	• Check the remote control sensor on the product and try again. • Check if there is any obstacle between the product and the remote control. • Check if the batteries are still working and properly installed (⊕ to ⊕, ⊖ to ⊖).
No image display and no sound is produced.	• Check if the product is turned on. • Check if the power cord is connected to a wall outlet. • Check if there is a problem in the wall outlet by connecting other products.
The TV turns off suddenly.	• Check the power control settings. The power supply may be interrupted. • Check if the **Automatic Standby/Sleep Timer/Time Power Off** is activated in the **Timers** settings. • If there is no signal while the TV is on, the TV will turn off automatically after 15 minutes of inactivity.

Specifications

Wireless module(LGSBW41) Specifications			
Wireless LAN		Bluetooth	
Standard	IEEE 802.11a/b/g/n	Standard	Bluetooth Version 4.0
Frequency range	2400 to 2483.5MHz 5150 to 5250 MHz 5725 to 5850 MHz (for Non EU)	Frequency range	2400 to 2483.5MHz
Output power (Max.)	802.11a: 13 dBm 802.11b: 15 dBm 802.11g: 14 dBm 802.11n - 2.4GHz: 16 dBm 802.11n - 5GHz: 16 dBm	Output power (Max.)	10dBm or Lower

• Because band channel used by the country could be different, the user can not change or adjust the operating frequency and this product is set for the regional frequency table.

When you use the wireless function, make sure to keep at least 20cm distance with the product for better performances.

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Product specifications may be changed without prior notice due to upgrade of product functions.

Models		40JL9100	49JL9100	55JL9100
Dimensions (W x H x D)	With stand (mm)	906 x 584 x 216	1104 x 701 x 261	1240 x 778 x 261
	Without stand (mm)	906 x 524 x 56.7	1104 x 645 x 56.7	1240 x 722 x 56.7
Weight	With stand (kg)	10.4	15.9	19.7
	Without stand (kg)	9.1	14.0	17.8
Power requirement		AC 100-240 V~ 50 / 60 Hz	AC 100-240 V~ 50 / 60 Hz	AC 100-240 V~ 50 / 60 Hz
Power consumption		110 W	140 W	150 W

CI Module Size (W x H x D)		100.0mm x 55.0mm x 5.0mm
Environment condition	Operating temperature	0°C to 40°C
	Operating humidity	Less than 80%
	Storage temperature	-20°C to 60°C
	Storage humidity	Less than 85%

	Digital TV	Analogue TV
Television system	DVB-T/T2* DVB-C DVB- S*/S2*	PAL/SECAM B/G/I/D/K SECAM L/L'
Programme coverage	VHF, UHF, C-Band*, Ku-Band*	VHF: E2 to E12 UHF : E21 to E69 CATV: S1 to S20 HYPER: S21 to S47
Maximum number of storable programmes	6,000	1,500
External antenna impedance	75 Ω	

Service

This product should only be repaired or serviced by an authorised service engineer and only genuine approved spare parts should be used. If you experience any problems with your television please contact our Technical support helpline - 08456 049049.

This symbol  indicates that this product should not be treated as normal household waste and it should be recycled. John Lewis do not operate instore take back, but as members of the Distributor Take Back scheme have funded the development and upgrade of recycling facilities across the UK. Please take it to your nearest collection facility or for further details contact your local council or visit www.recycle-more.co.uk

Guarantee

For 5 years in respect of defects found to be due to faulty workmanship or material.
Proof of purchase is required for validity of the guarantee. This guarantee is no longer valid if the damage has been caused by accidental damage, alteration, repair by any unauthorised persons or poor maintenance. This guarantee in no way affects your statutory rights.

Licenses

DOLBY DIGITAL PLUS

HDMI HIGH-DEFINITION MULTIMEDIA INTERFACE

DIVX HD

dts-HD

John Lewis Partnership
171 Victoria Street
London SW1E 5NN
johnlewis.com

CE Retain these instructions for future reference.