User Guide

This is a「User Guide」installed on the TV.

The contents of this guide are subject to change without prior notice for quality improvement.

❒ To set favourite programmes

SETTINGS ⇨ SETUP ➞ Programme Edit

1 Press the Q.MENU button on the Programme Edit screen and select Favourite Group.
2 Select the desired programme.
3 Press the FAV button. The selected programme will be saved to your favourite.

❒ To use Favourite

Press the FAV button.

The favourite list will appear. Select the desired preset favourite programme from Favourite List A-D.

❒ Automatically Setting Up Programme

SETTINGS ⇨ SETUP → Auto Tuning

Automatically tunes the programmes.

1 Select Country where the TV is used. Programme settings change depending on the country you choose.
2 Initiate Auto Tuning.
3 Select Input Source of your choice.
4 Set Auto Tuning following screen instructions.

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

✎ Auto Tuning only finds programmes that are currently broadcasting.

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

❒ To use Manual Tuning

SETTINGS ⇨ SETUP ➞ Manual Tuning

Adjusts programmes manually and saves the results.

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

❒ To edit programmes

SETTINGS ⇨ SETUP ➞ Programme Edit

Edits the saved programmes.

Set as favourite programme, block/unblock programme, skip programme etc. of the selected programme.

Press TEXT button.

[depending on the country]

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

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

- Colour button: To select the preceding or following page.
- Number button: Enters the desired page number.
- P : To select the preceding or following page.

❒ Special Teletext Function

Press T. OPT button.

Select the Text Option menu.

- Index : Select each index page.
- Time : When viewing a TV programme, select this menu to display the time at the top right hand corner of the screen.
- Hold : Stops the automatic page change which will occur if a teletext page consists of 2 or more sub pages.

- Reveal : Select this menu to display concealed information, such as solutions to riddles or puzzles.
- Update : Displays the TV picture on the screen while waiting for a new teletext page.
- Language [In Digital Mode Only] : Sets Teletext language.

Press the GUIDE button.

[Depending on Country] [In Digital mode Only]

This system has an MHEG (Multimedia and hypermedia information coding expert group) to help your navigation through all the possible viewing options.

SETTINGS ⇨ OPTION ➞ Data Service

[Depending on country]

This function allows users to choose between MHEG (Digital Teletext) and Teletext if both exist at the same time.

If only one of them exists, either MHEG or Teletext is enabled regardless of which option you selected.

SETTINGS ⇨ PICTURE ➔ Aspect Ratio

Selects the screen aspect ratio.

- 16:9: Resizes images to fit the screen width.
- Just Scan: Displays video images in the original size without removing parts of the edge of the image.
  - ✎ In DTV, Component, HDMI, and DVI (over 720p) mode, Just Scan is available.
- Original: When your TV receives a wide screen signal it will automatically change to the picture format broadcasted.

- Full Wide: When TV receives the wide screen signal, it will let you adjust the picture horizontally or vertically, in a linear proportion,to fill the entire screen fully. 4:3 and 14:9 video is supported in full screen without any video distortion through DTV input.
  ✎ In DTV mode, Full Wide is available.
- 4:3: Resizes images to the previous standard 4:3.
- 14:9: You can view a picture format of 14:9 or a general TV programme in the 14:9 mode. The 14:9 screen is viewed in the same way as in 4:3, but is moved up or down.
- Zoom: Resizes images to fit the screen width. The top and bottom parts of the image may be cut off.

- Cinema Zoom: Choose Cinema Zoom when you want to enlarge the picture in correct proportion.

✎ While viewing an external device, these cases may result in image burn:
- a video with stationary caption (such as network name)
- 4 : 3 aspect ratio mode for an extended period

Take caution when using these functions.

✎ Available picture size may differ depending on the input signal.

✎ The screen aspect ratios on HDMI/RGB-PC input are available in 4:3 and 16:9 only. (Only for models supporting PC connection)

❒ To adjust picture in PC input mode

SETTINGS ⇨ PICTURE ➔ Screen

Adjusts picture in RGB-PC mode.

- Auto Config.: Optimizes picture.
- Position / Size / Phase: If screen size or location is distorted, user can directly adjust the screen size and position.
- Reset: Resets all changes on picture settings on PC input mode.

❒ To set PC resolution

1 Right-click on the desktop of your PC and select「Properties」.
2 Click on「Settings」and refer to supported formats to set the resolution.
3 Select「Advanced → Monitor → Monitor Settings」on the setting window. Refer to supported formats to select the optimal vertical frequency.

✎ On PC mode, 1024 x 768 resolution delivers the optimum picture quality.

✎ Resolution settings differ depending on the type of PC.

□ Formats Supported

PC Input Mode	Resolution	Horizontal Frequency (KHz)	Vertical Frequency (Hz)
HDMI, RGB-PC	640x350	31.468	70.09
	720x400	31.469	70.08
	640x480	31.469	59.94
	800x600	37.879	60.31
	1024x768	48.363	60.00

[Depending on model]

Press the AV MODE button.

Sets the best PICTURE / AUDIO optimized for different AV modes.

- Off: Operates with the value set in the PICTURE / AUDIO Menu.
- Cinema: Optimizes picture and audio settings for movies.
- Game: Optimizes picture and audio settings for games.

❐ To adjust picture with Picture Wizard

SETTINGS ⇨ PICTURE ➔ Picture Wizard II

Calibrates and adjusts for optimum picture quality using the remote control and the Picture Wizard without expensive pattern devices or help from a specialist.

Follow the instructions on screen to obtain optimum picture quality.

❒ To select Picture Mode

SETTINGS ⇨ PICTURE ➔ Picture Mode

Selects the picture mode optimized for the viewing environment or the programme.

- isf ccc Expert: Menu for adjusting picture quality that allows experts and amateurs to enjoy the best TV viewing. This is the adjustment menu provided for ISF-certified picture tuning professionals. (ISF logo can only be used on ISF-certified TVs.)
  ISFccc: Imaging Science Foundation Certified Calibration Control

✎ Depending on input signal, available range of picture modes may differ.

✎ isf ccc Expert mode is for picture tuning professionals to control and fine-tune using a specific image. For normal images, the effects may not be dramatic

❒ To fine-tune picture mode

SETTINGS ⇨ PICTURE ➞ Picture Mode ➞ Contrast / Brightness / Sharpness / Colour / Tint / Colour Temp.

First select a Picture Mode of your choice.

✎ Depending on the input signal or other picture settings, the range of detailed items for adjustment may differ.

❒ To set advanced control

SETTINGS ⇨ PICTURE ➞ Picture Mode ➞ Advanced Control / Expert Control

Calibrates the screen for each picture mode; or adjusts picture settings for a special screen. First select a Picture Mode of your choice.

- Dynamic Contrast: Adjusts the contrast to the optimal level according to the brightness of the image.

- Noise Reduction: Eliminates noise in the picture.
- Gamma: Sets the gradation curve according to the output of picture signal in relation to the input signal.
- Black Level: Adjusts the brightness and contrast of the screen to suit the black level of the input picture by using the blackness (black level) of the screen.

- Film Mode: Helps keep the screen in optimal condition.
- Colour Gamut: Selects the range of colours that can be expressed.
- Edge Enhancer: Shows clearer and distinctive yet natural edges of the video.
- Motion Eye Care: [Depending on model] Adjusts screen brightness to prevent eye glare.
- xvYCC: Expresses richer colours.
- Expert Pattern: Patterns used for expert adjustment
- Colour Filter: Filters a specific colour spectrum in RGB colours to fine-tune colour saturation and hue accurately.

- Colour Temperature: Adjusts the overall tone of the screen as desired. In Expert mode, detailed fine-tuning can be set via Gamma method, etc.
- Colour Management System: This is a system that experts use when they adjust colour with a test pattern. They can select from six colour areas (Red / Green / Blue / Cyan / Magenta / Yellow) without affecting other colours. For normal images, adjustments may not result in noticeable colour changes.

✎ Depending on input signal or other picture settings, the range of detailed items for adjustment may differ.

❒ To reset picture settings

SETTINGS ⇨ PICTURE ➞ Picture Mode ➞ Picture Reset

Resets picture settings that the user customizes.

Each picture mode is reset. Select the picture mode you wish to reset.

❒ To use Sound Mode

SETTINGS ⇨ AUDIO ➔ Sound Mode

Adjusts TV audio to an optimal level according to a selected sound mode.

❒ To manually adjust Sound Mode

SETTINGS ⇨ AUDIO → Sound Mode → Virtual Surround / Treble / Bass / Reset

You can set minute options for each sound mode.

First select a Sound Mode of your choice.

- Virtual Surround: LG's proprietary audio processing technology allows 5-channel-like surround sound from two speakers.
  - ✎ If Clear Voice II is set to On, Virtual Surround will not be selected.
- Treble/Bass: Adjusts treble and bass in Sound.
- Reset: Resets voice options that the user has changed. Resets each voice mode. Select the sound mode you wish to reset.

❒ To set Auto Volume

SETTINGS ⇨ AUDIO ➔ Auto Volume

Auto Volume to On. Varying volume output from channel to channel is automatically adjusted for convenient TV watching when clicking through different programme.

❒ To adjust Clear Voice II function

SETTINGS ⇨ AUDIO ➔Clear Voice II

Boosts audio clarity from the TV.

❒ To adjust audio balance

SETTINGS ⇨ AUDIO ➔ Balance

Adjusts left/right audio balance.

❒ To use TV speakers

SETTINGS ⇨ AUDIO ➔ TV Speaker

[Depending on model]

When listening to speakers on external audio devices such as home theatre equipment, the TV speaker may be turned off. When there are SIMPLINK-connected home theatre devices, setting the TV speaker to OFF will automatically turn on the home theatre equipment.

- Off: TV speakers do not play sound. TV sounds can be played through external audio device speakers.
  - ✎ In this mode, volume is adjusted on the external audio device connected to the TV.
- On: The TV's internal speakers play TV sound.

❒ To use Digital Audio Out

SETTINGS ⇨ AUDIO ➞ Digital Audio Out

[Depending on model]

Sets up Digital Audio Out.

Item	Audio Input	Digital Audio output
Auto	MPEG	PCM
	Dolby Digital	Dolby Digital
	Dolby Digital Plus	Dolby Digital
	HE-AAC	Dolby Digital
PCM	All	PCM

❒ DTV Audio Setting

SETTINGS ⇨ AUDIO ➔ DTV Audio Setting

[Depending on model]

When an input signal comprises different audio signals, this function allows you to select the audio type you want.

If set to AUTO, the search order is HE-AAC → Dolby Digital+ → Dolby Digital → MPEG and output is produced in the first Audio Format found.

- ✎ In Italy only, the search order is HE-AAC → Dolby Digital+ → MPEG → Dolby Digital.
- ✎ If the selected Audio Format is not supported, another Audio Format may be used for output.

❒ To select external input

Press INPUT button.

Selects external input.

✎ Edit the device name: You can edit the name of the external device connected to the external input port.

❒ To use SIMPLINK

SIMPLINK is a feature that enables you to control and manage various multimedia devices conveniently using only the TV remote control via the SIMPLINK menu.

1 Connect the TV's HDMI IN terminal and the SIMPLINK device's HDMI output terminal using an HDMI cable.

- [Depending on model] For home theatre units with a SIMPLINK function, connect HDMI terminals as above, and use an optical cable to connect Optical Digital Audio Out from the TV to Optical Digital Audio In of the SIMPLINK device.

2 Select INPUT ⇨ SimpLink. SIMPLINK menu window appears.

3 In SIMPLINK Setting window, sets SIMPLINK function to ON.

4 In SIMPLINK menu window, selects the device you want to control.

- This function is only compatible with devices with the SIMPLINK logo.
- To use the SIMPLINK function, you need to use a high-speed HDMI® cable (with CEC (Consumer Electronics Control) feature added). High-speed HDMI® cables have the No. 13 pin connected for information exchange between devices.
- If you switch to another input, the SIMPLINK device will stop.
- If a third-party device with the HDMI-CEC function is also used, the SIMPLINK device may not work normally.
- [Depending on model] If you select or play media from a the device with a home theatre function, the HT Speaker is automatically connected.
  Be sure to connect with an optical cable (sold separately) to use the HT Speaker function.

□ SIMPLINK function description

- Direct Play: Plays the multimedia device on the TV instantly.
- Select multimedia device: Selects the desired device via the SIMPLINK menu to control it from the TV screen instantly.
- Disc playback: Manages the multimedia device with the TV remote control.
- Power off all devices: When you power off the TV, all connected devices are turned off.
- Sync Power on: When the equipment with SIMPLINK function connected HDMI terminal starts to play, the TV will automatically turn on.
- Speaker: [Depending on model] Select speaker either on the home theatre unit or the TV.

SETTINGS ⇨ PICTURE ➔ Energy Saving

Reduces power consumption by adjusting screen brightness.

- Intelligent Sensor : TV sensor detects the ambient lighting and automatically adjusts the screen brightness.
- Off : Turns off 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 on the remote control to turn the screen back on.

❒ To use Sleep Timer

SETTINGS ⇨ TIME ➔ Sleep Timer

Turns off the TV after a preset number of minutes.

To cancel the Sleep Timer, select Off.

❒ To set current time

SETTINGS ⇨ TIME ➔ Clock

Checks or changes the time while watching TV.

- Auto : Synchronizes the TV clock to the digital time information sent by the TV station.
- Manual : Sets the time and date manually if the auto setup does not correspond to the current time.

❒ To set the TV to turn on and off automatically

SETTINGS ⇨ TIME ➔ On Time / Off Time

Sets On / Off time.

Select Off on Repeat to discontinue On Time / Off Time.

✎ To use On Time / Off Time, set the current time correctly.

✎ Even when the On Time function is on, the TV will turn off automatically in 120 minutes when no button is pressed within that time.

❒ To set password

SETTINGS ⇨ LOCK → Set Password

Sets or changes TV password.

✎ The initial password is set to 「0000」.
When France is selected for Country, password is not 「0000」 but 「1234」.
When France is selected for Country, password cannot be set to 「0000」.

❒ To lock system

SETTINGS ⇨ LOCK ➞ Lock System

Locks the selected channel or external input.

First set Lock System to On.

- Block Programme : Blocks programmes with content inappropriate for children. Programmes can be selected but the screen is blank and the audio is muted. To watch a locked programme, enter the password.

- Parental Guidance : This function operates according to information from the broadcaster. Therefore if the signal has incorrect information, this function does not operate. Prevents children from watching certain adult TV programmes according to the ratings limit set. Enter a password to watch a blocked programme. Ratings differ by country.
- Input Block : Block the input sources.

❒ To use Key Lock

SETTINGS ⇨ LOCK → Key Lock

Locks control buttons on TV.

- ✎ Key Lock function remains intact even in case of power outage or when the power cord is removed from the wall socket.
- ✎ Key Lock function can only be set by remote control, and not by the button on the TV.
- ✎ Even though Key Lock is set to ON, TV's buttons can turn on the power.

SETTINGS ⇨ OPTION ➞ Language

You can select the language of the menu displayed on the screen and the digital sound broadcasting.

- Menu Language : Selects a language for the display text.
- Audio Language [In Digital mode Only] : Selects the desired language when watching digital broadcasting containing several voice languages.
- Subtitle Language [In Digital mode Only] : Use the Subtitle function when two or more subtitle languages are broadcast.
  - ✎ If subtitle data in a selected language is not broadcast, the default language subtitle will be displayed.

- Text Language [In Digital mode Only] : Use the Text language function when two or more Text languages are broadcast.
  - ✎ If teletext data in a selected language is not broadcast, the default Text language will be displayed.
  - ✎ If you select the wrong local country, teletext may not appear correctly on the screen and some problems may occur during teletext operation.

SETTINGS ⇨ OPTION → Country

Sets the country that the TV uses.

TV settings are changed according to the broadcast environment of the selected country.

- ✎ If the country setting is changed, the Auto Tuning information screen may appear.
- ✎ In a country that Digital broadcasting regulation isn't fixed, some DTV functions may not work depending on digital broadcasting circumstances.
- ✎ If the country setting is set to "--", only the analog channels can set.

❒ To set Hard of Hearing

SETTINGS ⇨ OPTION ➞ Hard of Hearing

This function is used for the hearing impaired.

If it is set to on, the subtitle is displayed by default.

SETTINGS ⇨ OPTION ➞ Additional Audio Selection

Audio commentary or subtitles are provided for those who are hard of hearing or visually impaired.

- None : Selects default Audio.
- Audio Description : [For the visually impaired] Selects the preferred default Audio combined with Visual Impaired Audio.
- Clean Audio : [For the hearing-impaired] Selects the preferred Clean Effect and Hearing Impaired Audio.
- Spoken Subtitles : [For the visually impaired] Selects the preferred Visual Impaired Audio only.

❒ To change TV mode

SETTINGS ⇨ OPTION ➔ Mode Setting

Selects Home Use or Store Demo.

When in use in home, please select Home Use.

Store Demo mode is for store display.

❒ To use the ISM Method

SETTINGS ⇨ OPTION ➔ ISM Method

This function removes image sticking which is caused by prolonged display of static images.

- Normal: Minimizes image sticking by gradually lowering the brightness when displaying static images and by increasing the brightness when displaying moving images.
- Orbiter: Minimizes image sticking by fine-moving images left, right, up or down every 2 minutes.

- Colour Wash: Removes image sticking by moving every pixel in a certain pattern on the screen for a specific period of time. Please use this function to remove temporary image sticking.

✎ Image sticking is commonly known in plasma TV when it displays static images for a long time. ISM Method delays the image sticking effect; it does not completely prevent the phenomenon. Please use this function with caution.

❒ To specify Factory Reset

SETTINGS ⇨ OPTION ➔ Factory Reset

All stored information is deleted and TV settings are reset.

TV turns itself off and back on, and all settings are reset.

✎ When Lock System is in place, a pop-up window appears and asks for password.

✎ Do not turn off the power during initialization.

Plays content stored on a USB device (external HDD, USB memory stick) directly on the TV, easily and conveniently.

❒ To connect a USB device

Connect the USB storage device to the TV's USB IN terminal.

The connected USB storage device can be used immediately.

❒ To remove the USB device

Q.MENU ⇨ USB Device

Select a USB storage device that you want to remove.

When you see a message that the USB device has been removed, separate the device from the TV.

✎ Once a USB device has been selected for removal, it can no longer be read. Remove the USB storage device and then re-connect it.

❒ Using a USB storage device - warning

- ✎ If the USB storage device has a built-in auto recognition program or uses its own driver, it may not work.
- ✎ Some USB storage devices may not work or may work incorrectly.
- ✎ Use only USB storage devices formatted with the Windows FAT32 or NTFS File System.
- ✎ For external USB HDDs, it is recommended that you use devices with a rated voltage of less than 5 V and a rated current of less than 500 mA.

- It is recommended that you use USB memory sticks of 32 GB or less and USB HDDs of 1 TB or less.
- If a USB HDD with power-saving function does not work properly, turn the power off and on. For more information, refer to the user manual of the USB HDD.
- Data in the USB storage device can be damaged, so be sure to back up important files to other devices. Data maintenance is the user's responsibility and the manufacturer is not responsible for data loss.

❒ To use My Media

SETTINGS ⇨ MY MEDIA ➔ Movie List / Photo List / Music List

Selects a file from the list. Displays the file that you choose.

Sets play related settings by checking option during disk playback.

❒ My Media supporting file

Maximum data transfer rate:

20 Mbps (megabits per second)

External subtitle formats supported:

*.smi, *.srt, *.sub (MicroDVD, SubViewer 1.0/2.0), *.ass, *.ssa, *.txt (TMPlayer), *.psb (PowerDivX)

Internal subtitle formats supported:

XSUB (supports internal subtitles generated from DivX6)

□ Available video file

Maximum: 1920 x 1080 @30p (only Motion JPEG 640x480 @30p)

.asf, .wmv

[Video] VC-1 Advanced Profile, VC-1 Simple and Main Profiles
[Audio] WMA Standard

.divx, .avi

[Video] DivX3.11, DivX4, DivX5, DivX6, XViD, H.264/AVC, Motion JPEG
[Audio] MPEG-1 Layer I, II, Dolby Digital, MPEG-1 Layer III (MP3)

.mp4, .m4v, .mov

[Video] H.264/AVC, MPEG-4 Part 2, XViD
[Audio] AAC, MPEG-1 Layer III (MP3)

.mkv

[Video] H.264/AVC, XViD, MPEG-4 Part2
[Audio] HE-AAC, Dolby Digital, MPEG-1 Layer III (MP3)

.ts, .trp, .tp, .mts, .m2ts

[Video] H.264/AVC, MPEG-2
[Audio] MPEG-1 Layer I, II, MPEG-1 Layer III (MP3), Dolby Digital, Dolby Digital Plus, AAC

.vob

[Video] MPEG-1, MPEG-2
[Audio] Dolby Digital, MPEG-1 Layer I, II, DVD-LPCM

.mpg, .mpeg, .mpe

[Video] MPEG-1
[Audio] MPEG-1 Layer I, II

□ Available music file

File type : mp3

[Bit rate] 32 Kbps - 320 Kbps
[Sample freq.] 16 kHz - 48 kHz
[Support] MPEG1, MPEG2, Layer2, Layer3

□ Available photo file

Category : 2D(jpeg, jpg, jpe)

[Available file type] SOF0: baseline,
SOF1: Extend Sequential,
SOF2: Progressive

[Photo size] Minimum: 64 x 64
Maximum: Normal Type: 15360 (W) x 8640 (H)
Progressive Type: 1920 (W) x 1440 (H)

❒ Items to note when playing videos

- ✎ Some subtitles created by users may not work properly.
- ✎ The video and subtitle files should be placed in the same folder. For subtitles to display correctly, the video and subtitle files must have the same name.
- ✎ We do not support any stream that contains GMC (Global Motion Compensation) or Qpel (Quarterpel Motion Estimation).
- ✎ Only H.264/AVC profile level 4.1 and lower is supported.
- ✎ Video files that exceed 50 GB (gigabyte) are not supported for playback. The file size limit is dependent on the encoding environment.

SETTINGS ⇨ Customer Support → Software Update

Uses Software Update to check and obtain the latest version. If not updated, certain functions may not work properly.

- Software Update : Set it to On. When an updated file is detected, the file is downloaded automatically. When the file download is complete, the software update window appears.

✎ Changing the programme while downloading the software via a 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.

If the following symptoms occur, please carry out the checks and adjustments described below. There may be no malfunction.

❒ Operational problems

☑ Cannot view certain programmes.

- Adjust the location or orientation of the antenna.
- Save the programmes you wish to view using Auto Tuning or Programme Edit.

☑ There is a delay after the TV is switched on before the image is fully visible.

- This is normal. Any delay is due to an image deletion process which cleans up image noise that may occur when the TV is first switched on.

❒ Image problems

SETTINGS ⇨ Customer Support ➞ Picture Test

Run an Picture Test first to verify that the image signal output is normal.

If there is no problem with the test image, check connected external devices and the broadcast signal.

☑ Images from previous programme or other programmes linger or the screen displays annoying lines.

- Adjusts the orientation of the antenna to the TV transmitter, or refer to the manual for instructions on connecting the antenna.

☑ Vibrating horizontal /vertical lines and fishnet patterns appear momentarily.

- Such a problem may happen when there is strong electronic interference. Turn off other electronic devices such as mobile phones, power tools and other small electrical appliances.

☑ The screen display freezes or does not work properly during a digital broadcast.

- This may occur in case of a weak signal or unstable reception. Adjust the antenna orientation and cable connections.
- If the signal strength or quality is low on Manual Tuning, check with the TV station or administration office.

☑ Digital broadcasting is not available even though the cable is connected.

- Check with the cable operator providing your subscription and/or signal. (Depending on your subscription, digital broadcasting may not be supported.)

☑ The display is inactive or unclear when connected to an HDMI® source.

- Check the HDMI® cable specifications. If your HDMI® cable is not genuine, images may fade in and out or not be displayed properly.
- Ensure that all cables are securely connected. When connections are not secure, images may not be properly displayed.

☑ Does not work with a USB storage device.

- Verify that the USB device and cable is version 2.0 or higher.

❒ Sound problems

SETTINGS ⇨ Customer Support ➔ Sound Test

Run a Sound Test first to verify that the sound signal output is normal.

If there is no problem with the test sound, check connected external devices and the broadcast signal.

☑ Screen display is on but there is no sound.

- Check other TV programmes.
- [Depending on model] Ensure the TV Speaker is set to On.

☑ For an analogue broadcast, stereo is not clear or sound comes from one speaker only.

- In a poor reception area (areas with weak or unstable signals) or if Multi Audio is not stable, select Mono on Multi Audio.
- Adjust the Balance using the Navigation Button.

☑ TV sound is not in sync with the image or the sound breaks up occasionally.

- If the issue affects a specific TV programme only, it may be caused by problems with the broadcast signal for the individual station. Check with the TV station or your cable operator.

☑ The volume changes when I change programme.

- Volume can vary from programme to programme.
- Set Auto Volume to On.

☑ On certain programmes, there is no sound at all, or only the background music can be heard (in case of a programme created for overseas viewers).

- In Language, set Language → Audio Language to the language of your choice. Even if you change the language on Multi Audio, you can go back to the default setup once you turn off the power or change the programme.

☑ There is no sound when connected to an HDMI® / USB source.

- Make sure that the HDMI® cable is high speed.
- Check that the USB device and cable is version 2.0 or higher.
- Use only regular music (*mp3) files.

❒ PC connection problem (Only for models supporting PC connection)

☑ The screen display does not come on after connecting to the computer.

- Make sure that the computer and the TV are securely connected.
- Check whether the resolution is correctly set for PC input.
- To use the TV as a secondary monitor, check if the connected desktop or laptop supports dual monitor display.

☑ There is no sound after connecting the computer with the HDMI cable.

- Check with manufacturer of your video card to ensure it supports HDMI voice output. (Video cards in DVI format require connection of a separate sound cable.)

☑ When connected to the computer, the display is partially cut off or shifts to one side.

- Set the resolution to support PC input.
  (If this does not work, reboot the computer.)
- Select Screen and adjust Position/Size/Phase.

❒ Problems replaying movies in My Media

☑ I cannot view the files on the Movie List.

- Check whether the file on the USB storage device can be read on a computer.
- Check whether the file extension is supported.

☑ The file is invalid. The above error message appears. Sound, video or subtitles is not normal.

- Make sure that the file replays normally on the computer's video player. (Check for damaged files.)
- Check if My Media can support the selected file.

✎ For information on requesting service, refer to the following menu.
SETTINGS ⇨ Customer Support ➞ Product/Service Info.