LG
Life's Good

OWNER'S MANUAL

NOTEBOOK

For the safe and convenient use of the product, please read this owner's manual before use.

17Z90Q Series

MFL71904731

www.lg.com

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ENGLISH

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Precautions before Product Use

For the convenience of users, LG PC Manuals are provided in an electronic format.

The images in the owner's manual may differ depending on the language selected and are subject to change without prior notice.

Any malfunction in the built-in solid state drive (SSD) may result in loss of stored data. You must back up all critical user data to an external storage device (USB HDD, memory card, etc.).

If you shut the system down before it is completely loaded, the product may not shut down properly. Shut down the system after it is completely loaded. (It takes about one or two minutes to completely load the system and may vary depending on the conditions.)

For more information on how to use the product, refer to the LG Easy Guide of the LG PC Manuals.

The screen and menu configurations may differ from this manual depending on the status of the Windows and software updates. Also, the version of Windows may differ depending on the model.

Checking the Components

The components shown below are provided when you purchase the product. Check the components before use.

- Some of the actual components may differ in shape and colour from the pictures depending on the model.
- When cleaning the product, use a cleaning agent dedicated to the PC. If you use thinner, benzene, alcohol or other similar agents, the product may be damaged or deformed.



PC Main Body



Owner's Manual



AC Adapter [1]



Power Cable [1]



LAN Adapter [2] (optional)

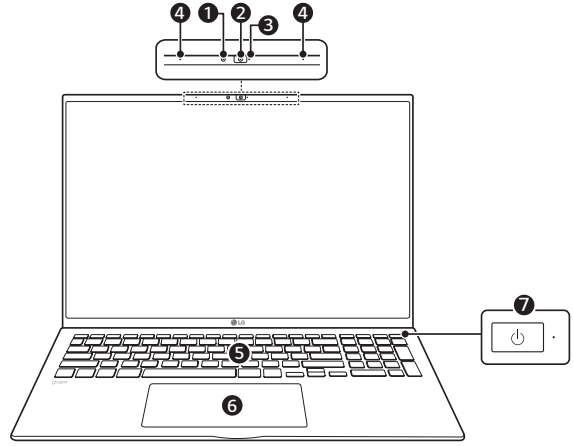
1 The AC adapter and power cable may differ depending on your country, but there is no difference in their functionality.

2 The recommended network cable for the optimal network environment is CAT5 or higher.

Product Tour

The actual product may differ in shape and color from the product images included in this owner's manual.

Front



1. IR LED
2. Webcam
3. Webcam Operation Status Lamp
4. Built-in Microphone
5. Keyboard
6. Touchpad
7. Power Button [⏻]

NOTE

- You can use hot keys to use Windows more conveniently. For details, refer to the LG Easy Guide of the LG PC Manuals.

Left



Right



1. HDMI Port
2. USB-C™ Port [1]
   (USB 4.0 Gen 3x2 / Thunderbolt™ / Can connect to a LAN adapter / Power Port)
3. Headphone Port
   (4-pole Earset Port [2])
4. Built-in Speakers
5. microSD Card Slot
6. USB Port (USB 3.2 Gen 2x1 [3])
7. Security Keyhole
   (Kensington Security Slot)

1 Depending on the specifications of the device connected to the USB-C™ port, it acts as a USB or Thunderbolt™ port.

The USB-C™ port provides Quick Charging and Always-On Charging functions for devices that support USB PD (Power Delivery).

2 The 4-pole ear microphone port supports US type 4-pole standards and the European 4-pole ear microphone may not work properly.

When using a headset with microphone (or Bluetooth headset), audio input and output are directed to the connected device and the microphone and speaker on the PC will not work.

The 4-pole ear/microphone port does not support an external standalone microphone.

3 The names of USB versions have changed from USB 3.0 (or USB 3.1 Gen 1) and USB 3.1 (or USB 3.1 Gen 2) to USB 3.2 Gen 1x1 and USB 3.2 Gen 2x1. Devices that are not authorized or certified for USB connection may not operate normally when connected to the USB port.

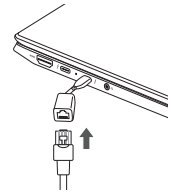
The transmission speed of a USB port may differ depending on the type of storage device in the system (NVMe™, SSD, HDD, etc.) and the connected USB device.

Connecting LAN Adapter

1 Connect the LAN adapter to the USB-C™ port on the PC.
- The USB-C™ port can be used without having to differentiate between the top and bottom surfaces.

2 Connect the network cable (LAN) to the LAN adapter.

3 Check if you can connect to the internet properly.



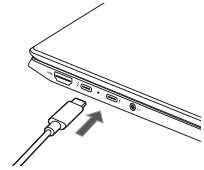
Connecting to AC (Mains) Power

The AC adapter is used to power and charge the PC.

- Do not use any other AC adapter than the one that was provided when you purchased this product.
- The power cable and AC adapter may differ depending on your country or region.

1 Connect one end of the cable to the AC adapter and the other end to a power outlet.
- The AC adapter can be used from 100 V to 240 V.

2 Connect the AC adapter jack to the PC USB-C™ port.
- Ensure that the power jack linked to the AC adapter and product is connected firmly.



When the AC adapter is connected, the AC adapter lamp turns on.

Status	Power Lamp
On	When the AC adapter is connected and charging is complete.
Blinking	When the AC adapter is connected and is charging.
Off	The AC adapter is not connected.

- If the laptop has entered the Hibernate mode or has turned off after a low-battery alarm, the laptop will not turn back on but the AC adapter lamp will blink three times when the power button is pressed. If this is the case, connect the AC adapter and charge the battery sufficiently before trying to use the laptop again.

System Shutdown / Power Off

Press the [ ] key or [Ctrl] + [ESC] to display the Start menu.

- Press the Start button [ ] > Power button [ ] and select [Shut down].

Important Safety Precautions

Check the following 'Important Safety Precautions' to prevent unexpected danger or damage in advance.

'Important Safety Precautions' is divided into 'WARNING' and 'CAUTION.'

WARNING: Noncompliance with the instruction may cause serious physical damage or fatal injuries.

CAUTION: Noncompliance with the instruction may cause minor damage to the body or the machine.

While Using the Product

WARNING

	Use batteries certified and acknowledged by LG Electronics Inc. • Otherwise, an explosion or fire may occur.		Keep the battery away from heat. • Otherwise, an explosion or fire may occur.
	60 ℃ or more or high-humidity spaces, for example, inside cars or in kitchens, should be avoided when you use or store it. • Otherwise, an explosion or fire may occur.		If you find leakage or smell a bad odour from the battery, contact your local authorised service centre. • Otherwise, an explosion or fire may occur.
	Do not use the product on top of a carpet, bed or other soft furnishings; also, do not cover the adapter under the blanket. • The product may malfunction, cause a fire or burn the user due to temperature rise.		Prevent the battery from being in contact with any metallic object like a car ignition key or a paper clip. • Otherwise, this may cause damage to the battery, a fire or burn due to overheat in the battery.
	Do not leave the product powered-on in a space without sufficient ventilation (i.e. bags or carry cases). • The battery may overheat and cause a fire.		Charge the battery only with the provided instrument. • Otherwise, the battery may be damaged presenting a risk of fire.
			Do not bend the cable for the AC adapter too much. • Otherwise, the wires inside the cable may break and cause an electric shock or fire.

Guide on Battery Usage

	When the PC is not used for an extended period of time, keep the battery level at 50 % to increase the battery lifespan.		Use the Extend Battery Life function in the LG Smart Assistant. You can limit the battery charge to 80 % of the maximum charging capacity to increase the battery lifespan.
	To increase battery lifespan, use the battery for a while before charging it rather than keeping the battery completely charged.		If you don't use the product for a long time with the battery completely charged, the battery lifespan may decrease.

NOTE

- This product has a built-in battery pack. After purchasing your PC, be sure to charge the battery pack completely before using it for the first time.
  - Batteries are consumable items that gradually lose battery life when they are used for long periods.
  - The internal battery cannot arbitrarily be removed or replaced. Removing it may void the warranty.
  - If you need to remove or replace the battery, please visit a designated service center.
  - We charge a fee for removing or replacing the battery.

Pre-Tech Support Checklist

Troubleshooting

If the following symptoms appear while using the product, check again.
It may not be a malfunction.

Symptom	Cause and Solution
Some of the Windows functions do not work normally or are not supported.	• Depending on the product, some of the Windows functions may not be supported and you may need to purchase separate hardware, drivers or software to use these functions. In addition, you may need to also update the BIOS. The Auto Update function of Windows is always activated. Updating Windows may incur Internet usage fees as well as additional system requirements for the storage device or the hardware. For more information, refer to the website https://www.microsoft.com.
Part of LG Software is not installed.	• The UWP app provided by LG Electronics can only be installed through the Microsoft Store. Access the Microsoft Store and search for the app to install it. For more information on the app, refer to LG Easy Guide of the LG PC Manuals.

Symptom	Cause and Solution
The screen colour does not display properly.	• Check if Reader Mode is on. When the Reader mode is on, turn the setting off. - Press the Start button [ ] to turn the [All apps] > [LG Smart Assistant] > [Display Setting] > [Reader Mode] settings off. • Using the Reader mode and the Night mode at the same time can cause colour distortion. Turn the Reader mode settings off or change the Night mode to [Off]. - Turning off Night light: Press the Start button [ ] and select Settings [ ] > [System] > [Display] > [Night light] > [Off]. • If the screen still does not properly display, contact the LG Electronics service center. - Reader mode controls the brightness and color of the LCD screen to look like printed paper and protect the user from eyestrain.
The power does not turn on.	• Check if the power cord is connected. • After disconnecting the power cord and reconnecting it, press the power button of the product. • If the laptop does not power on after connecting the power cord, remove the adapter and hold the power button down for at least 6 seconds to reset the system. Once the system has reset, press the power button again to turn on the computer.

Symptom	Cause and Solution
The system stops during use or does not properly turn off.	• Remove the adapter and hold the power button down for approximately 6 seconds to reset the system. Once the system has reset, press the power button again to turn on the computer. - Caution: Unsaved data may be lost. Pressing the power button while the PC is in use may cause damage to the hard disk or a system error.
The touchpad is not functioning properly.	• Press the Start button [ ] and run [All apps] > [LG Smart Assistant]. Then press [Dashboard] > [Touchpad]. • If the touchpad does not function properly, the touchpad is either in the Touchpad Off (disabled) state or Touchpad Auto (disabled when the mouse is connected) state. - For details on the touchpad settings, refer to the LG Easy Guide of the LG PC Manuals.
You selected the wrong display language for Windows.	• Refer to [Recovering the System] in LG Easy Guide of the LG PC Manuals to initialize the PC and set the language again. • All data will be lost during the initialization, so you must back up all critical data in advance.

Symptom	Cause and Solution
The wireless network is not connected.	• Press [Fn] + [F6] to check if the wireless network device is turned off. - Press [Fn] + [F6] to set airplane mode to [OFF]. Click the Wi-Fi [ ] icon on the right side of the taskbar and check if AP displays properly. • Every time you press [Fn] + [F6], the wireless network and airplane mode turns on or off. • You may not be able to connect to a secure wireless network. Ask the wireless network administrator. • Reinstall the wireless LAN driver.
A certain site or program does not run.	• Press the Start button [ ] and then select [All apps] > [Windows Tools] > [Control Panel]. • Select [View by] > [Small icons] > [User Accounts] > [Change User Account Control settings] > [Never notify] > [OK]. - LG Electronics and Microsoft recommend using User Account Control.
I want to reinstall the driver.	• Press the Start button [ ] and then select Settings [ ] > [Apps] > [Apps & features]. Then remove the driver to be reinstalled. • Press the Start button [ ], select and run [All apps] > [LG Update & Recovery]. Then, use the [Required Updates] or [Update list] menu to reinstall the drivers.
An error message appears.	• Check if the system is infected with a virus or a malicious code.

Appendix

Registered Trademark and Open Source Information

Microsoft™, MS™, WinPE™, and Windows® are the registered trademarks of Microsoft Corporation™.

USB Type-C™ and USB-C™ are trademarks of USB Implementers forum.

Thunderbolt™ and Thunderbolt™ logo are the trademarks of Intel Corporation in U.S.A. and/or other countries.

microSD® and the microSD logo are trademarks or registered trademarks of SD-3C, LLC.

Wi-Fi® is a registered trademark of Wi-Fi Alliance Corporation.

To obtain the source code that is contained in this product, under GPL, LGPL, MPL, and other open source licenses that have the obligation to disclose source code, and to access all referred license terms, copyright notices and other relevant documents please visit https://opensource.lge.com.
LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com. This offer is valid to anyone in receipt of this information for a period of three years after our last shipment of this product.

Wireless function S/W : Version 22 or Version 23

Wireless LAN Specifications

Frequency Range	Output Power (Max)
(2400 – 2483.5 MHz) IEEE802.11 b/g/n/ax mode	20 dBm EIRP max (100 mW)
(5150 – 5725 MHz) IEEE802.11 a/n/ac/ax mode	23 dBm EIRP max (200 mW) The Low band 5.15-5.35 GHz is for indoor use only.
(5745 – 5875 MHz) IEEE802.11 a/n/ac/ax mode	13.98 dBm EIRP max (25 mW)
(5925 – 6425 MHz) Wi-Fi 6E mode	23 dBm EIRP max (200 mW)
(2400 – 2483.5 MHz) Bluetooth	13 dBm EIRP max (20 mW)

Regulatory Notices

Hereby, LG Electronics declares that the radio equipment type PC is in compliance with the relevant statutory requirements. The full text of the UK declaration of conformity is available at the following internet address:

http://www.lg.com/global/support/cedoc/cedoc#

The use of the 5150-5350 MHz and 5945-6425 MHz band (if applicable) is restricted to indoor use only. This restriction exists in the United Kingdom (UK).

Hereby, LG Electronics declares that the radio equipment type PC is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

http://www.lg.com/global/support/cedoc/cedoc#

The use of the 5150-5350 MHz and 5945-6425 MHz band (if applicable) is restricted to indoor use only.

This restriction exists in Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE), Northern Ireland (UK(NI)), Switzerland (CH), Iceland (IS), Liechtenstein (LI) and Norway (NO).

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