

## WebOS Trouble shooting

For general questions on how to do things refer them to the built in user guide.

To access user guide press settings button on the remote (cog symbol) then select All settings (3 vertical dots) then select support and User Guide.

### Other Problems:

#### No Power

If it is a traveller then check the power switch at the bottom of the cabinet is on.

If it is not a traveller check the mains socket is turned on or the fuse in the plug is ok (UK only)

#### No Tuning

Check the aerial/cable lead or satellite lead is connected to the correct socket on the TV.

Check the TV is set to the correct viewing mode, to switch between Aerial, Cable and Satellite press LIST then press 3 dots button and select the correct mode from the drop down list.

To try a retune press settings (cog button) then select All Settings (3 vertical dots on the list), then select General, then Programmes, then Programme tuning and settings. On the screen that opens up select Auto tuning. Then on the next screen select the programme mode Antenna, Cable or Satellite and select next. The tuning will start and at the end when Done is highlighted press OK.

If you still have no tuning check the aerial or satellite dish are pointing in the right direction or the cable signal is OK. Try tuning another TV using the same connection.

#### Unable to connect to wifi

Check you have the correct wifi password.

Try moving closer to the router.

#### Unable to use or download any apps.

Make sure the TV is connected to the internet.

If you are unable to download apps check you are signed into an LG account