

User Manual LG Electronics 65UQ91006LA Smart Uhd Tv

Before reading this manual

- Read this manual thoroughly before operating your TV, and keep it for future reference.
- On the website you can download the manual including installation, using, troubleshooting, specifications, license etc and view its contents on your PC or mobile device.
- User Guide : For more information about this TV, read the USER GUIDE embedded in the product. (Depending on model) To open the USER GUIDE → → [Support] → [User Guide]

Separate Purchase

- Separate purchase items can be changed or modified for quality improvement without any notification. Contact your dealer to buy these items. These devices only work with certain models.
- The model name or design may be changed depending on the upgrade of product functions, manufacturer's circumstances or policies.
- Magic Remote Control : Check whether your TV model supports Bluetooth in the Wireless Module Specification to verify whether it can be used with the Magic Remote.
- A cable to connect antennas and external devices must be purchased separately

Note

- Product specifications or contents of this manual may be changed without prior notice due to upgrade of product functions.
- The items supplied with your product may vary depending on the model.
- Image shown may differ from your TV.

Safety instructions

CAUTION : TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER TO QUALIFIED SERVICE PERSONNEL.

This symbol is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

WARNING : TO REDUCE THE RISK OF FIRE AND ELECTRIC SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

- TO PREVENT THE SPREAD OF FIRE, KEEP CANDLES OR OTHER ITEMS WITH OPEN FLAMES AWAY FROM THIS PRODUCT AT ALL TIMES
- Do not place the TV and/or remote control in the following environments:
 1. Keep the product away from direct sunlight.
 2. An area with high humidity such as a bathroom.
 3. Near any heat source such as stoves and other devices that produce heat.
 4. Near kitchen counters or humidifiers where they can easily be exposed to steam or oil.
 5. An area exposed to rain or wind.
 6. Do not expose to dripping or splashing and do not place objects filled with liquids, such as vases, cups, etc. on or over the apparatus (e.g., on shelves above the unit).
 7. Near flammable objects such as gasoline or candles, or expose the TV to direct air conditioning.
 8. Do not install in excessively dusty places.
 9. Otherwise, this may result in fire, electric shock, combustion/ explosion, malfunction or product deformation.

Ventilation

- Install your TV where there is proper ventilation. Do not install in a confined space such as a bookcase.
- Do not install the product on a carpet or cushion.
- Do not block or cover the product with cloth or other materials while unit is plugged in.
- Take care not to touch the ventilation openings. When watching the TV for a long period, the ventilation openings may become hot.
- Protect the power cord from physical or mechanical abuse, such as being twisted, kinked, pinched, closed in a door, or walked upon. Pay particular attention to plugs, wall outlets, and the point where the cord exits the device.
- Do not move the TV whilst the Power cord is plugged in.
- Do not use a damaged or loosely fitting power cord.
- Be sure to grasp the plug when unplugging the power cord. Do not pull on the power cord to unplug the TV.
- Do not connect too many devices to the same AC power outlet as this could result in fire or electric shock.
- **Disconnecting the Device from the Main Power** :The power plug is the disconnecting device. In case of an emergency, the power plug must remain readily accessible

- Do not let your children climb or cling onto the TV. Otherwise, the TV may fall over, which may cause serious injury.
 - **Outdoor Antenna Grounding (Can differ by country)** : If an outdoor antenna is installed, follow the precautions below. An outdoor antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can come in contact with such power lines or circuits as death or serious injury can occur.
 - Never touch this apparatus or antenna during a lightning storm. You may be electrocuted.
 - Make sure the power cord is connected securely to the TV and wall socket if not secured damage to the Plug and socket may occur and in extreme cases a fire may break out.
 - Do not insert metallic or inflammable objects into the product. If a foreign object is dropped into the product, unplug the power cord and contact the customer service.
 - Do not touch the end of the power cord while it is plugged in. You may be electrocuted.
 - **If any of the following occur, unplug the product immediately and contact your local customer service.**
- The product has been damaged.
 - If water or another substance enters the product (like an AC adapter, power cord, or TV).
 - If you smell smoke or other odors coming from the TV.
 - When lightning storms or when unused for long periods of time.
 - Even the TV is turned off by remote control or button, AC power source is connected to the unit if not unplugged in.
- Do not use high voltage electrical equipment near the TV (e.g., a bug zapper). This may result in product malfunction.
 - Do not attempt to modify this product in any way without written authorization from LG Electronics. Accidental fire or electric shock can occur. Contact your local customer service for service or repair. Unauthorized modification could void the user's authority to operate this product.
 - Use only an authorized attachments / accessories approved by LG Electronics. Otherwise, this may result in fire, electric shock, malfunction, or product damage.
 - Never disassemble the AC adapter or power cord. This may result in fire or electric shock.
 - Handle the adapter carefully to avoid dropping or striking it. An impact could damage the adapter.

- To reduce the risk of fire or electrical shock, do not touch the TV with wet hands. If the power cord prongs are wet or covered with dust, dry the power plug completely or wipe dust off.
- **Batteries**
 - Store the accessories (battery, etc.) in a safe location out of the reach of children.
 - Do not short circuit, disassemble, or allow the batteries to overheat. Do not dispose of batteries in a fire. Batteries should not be exposed to excessive heat.
 - Caution : Risk of fire or explosion if the battery is replaced by an incorrect type.
 - **Moving** : When moving, make sure the product is turned off, unplugged, and all cables have been removed. It may take 2 or more people to carry larger TVs. Do not press or put stress on the front panel of the TV. Otherwise, this may result in product damage, fire hazard or injury
 - Keep the packing anti-moisture material or vinyl packing out of the reach of children.
 - Do not allow an impact shock, any objects to fall into the product, and do not drop anything onto the screen.
 - Do not press strongly upon the panel with a hand or a sharp object such as a nail, pencil, or pen, or make a scratch on it. It may cause damage to screen.
 - **Cleaning** : When cleaning, unplug the power cord and wipe gently with a soft/ dry cloth. Do not spray water or other liquids directly on the TV. Do not clean your TV with chemicals including glass cleaner, any type of air freshener, insecticide, lubricants, wax (car, industrial), abrasive, thinner, benzene, alcohol etc., which can damage the product and/ or its panel. Otherwise, this may result in electric shock or product damage.

Installation

Lifting and moving the TV

Please note the following advice to prevent the TV from being scratched or damaged and for safe transportation regardless of its type and size.

- 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. Make sure not to hold the transparent part, speaker, or speaker grill area.
- When transporting a large TV, there should be at least 2 people.
- 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 buttons

Mounting on the Table

1 Lift and tilt the TV into its upright position on a table.

- Leave a 10 cm (minimum) space from the wall for proper ventilation.

2 Connect the power cord to a wall outlet.

Securing TV to the Wall

1. Insert and tighten the eye-bolts, or TV brackets and bolts on the back of the TV. If there are bolts inserted at the eye-bolts position, remove the bolts first.
 2. Mount the wall brackets with the bolts to the wall. Match the location of the wall bracket and the eye-bolts on the rear of the TV.
 3. Connect the eye-bolts and wall brackets tightly with a sturdy rope. Make sure to keep the rope horizontal with the flat surface.
- Use a platform or cabinet that is strong and large enough to support the TV securely.
 - Brackets, bolts and ropes are not provided. You can obtain additional accessories from your local dealer.

Mounting to the Wall

Attach an optional wall mount bracket at the rear of the TV carefully and install the wall mount bracket on a solid wall perpendicular to the floor. When you attach the TV to other building materials, please contact qualified personnel. LG recommends that wall mounting be performed by a qualified professional installer. We recommend the use of LG's wall mount bracket. LG's wall mount bracket is easy to move with cables connected. When you do not use LG's wall mount bracket, please use a wall mount bracket where the device is adequately secured to the wall with enough space to allow connectivity to external devices. It is advised to connect all the cables before installing fixed wall mounts.

Antenna/Cable

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

- Use a signal splitter to use more than 2 TVs.
- If the image quality is poor, install a signal amplifier properly to improve the image quality.
- If the image quality is poor with an antenna connected, try to realign the antenna in the correct direction.

- An antenna cable and converter are not supplied.
- For a location that is not supported with Ultra HD broadcasting, this TV cannot receive Ultra HD broadcasts directly.

Satellite dish

Connect the TV to a satellite dish to a satellite socket with a satellite RF cable (75 Ω). (Depending on model)

Starting TV

Turning on the TV

You can simply operate the TV functions, using the button.

Power On (Press)

Power Off (Press and Hold)

Menu Control (Press)

Menu Selection (Press and Hold)

1. All running apps will close, and any recording in progress will stop. (Depending on country)
2. You can access and adjust the menu by pressing the button when TV is on.
3. You can use the function when you access menu control.

Connections

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.

HDMI

- When connecting the HDMI cable, the product and external devices should be turned off and unplugged.
- Supported HDMI Audio format (Depending on model): True HD (48 kHz), Dolby Digital / Dolby Digital Plus (32 kHz / 44.1 kHz / 48 kHz), PCM (32 kHz / 44.1 kHz / 48 kHz / 96 kHz / 192 kHz)

USB

Some USB Hubs may not work. If a USB device connected using a USB Hub is not detected, connect it to the USB port on the TV directly. (Depending on model)

IR Blaster

Control the set-top box (cable/satellite/IP/OTT), Blu-ray/DVD player, soundbar, game consoles, etc., using the IR Blaster. (Depending on country) (Depending on model)

External Devices

Available external devices are: Blu-ray player, HD receivers, DVD players, VCRs, audio systems, USB storage devices, PC, gaming devices, and other external devices.

Troubleshooting

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 auto-off function is activated on the settings related time.
- If there is no signal while the TV is on, the TV will turn off automatically after 15 minutes of inactivity.

When connecting to the PC (HDMI), no signal is detected.

- Turn the TV off/on using the remote control.
- Reconnect the HDMI cable.
- Restart the PC with the TV on.

Abnormal Display

- If the product feels cold to the touch, there may be a small “flicker” when it is turned on. This is normal, there is nothing wrong with product.
- This panel is an advanced product that contains millions of pixels. You may see tiny black dots and/or brightly coloured dots (red, blue or green) at a size of 1 ppm on the panel. This does not indicate a malfunction and does not affect the performance and reliability of the product. This phenomenon also occurs in third-party products and is not subject to exchange or refund.
- You may find different brightness and colour of the panel depending on your viewing position(left/right/top/ down). This phenomenon occurs due to the characteristic of the panel. It is not related with the product performance, and it is not malfunction.
- Displaying a still image for a prolonged period of time may cause image sticking. Avoid displaying a fixed image on the TV screen for a long period of time.

Generated Sound

- Cracking” noise: A cracking noise that occurs when watching or turning off the TV is generated by plastic thermal contraction due to temperature and humidity. This noise is common for products where thermal deformation is required.
- Electrical circuit humming/panel buzzing: A low level noise is generated from a high-speed switching circuit, which supplies a large amount of current to operate a product. It varies depending on the product. This generated sound does not affect the performance and reliability of the product.

Using Magic Remote Control

Power Turns the TV on or off. Accesses the [Guide].

Accesses the saved programmes list.

Accesses the [Edit Quick Access].

Volume buttons Adjusts the volume level.

Home Accesses the Home menu.

Home Launches the last used apps.

Wheel (OK) Press the centre of button to select a menu. You can change programmes by using button

Wheel (OK) Accesses the [Magic Explorer]. You can run the [Magic Explorer] feature when the pointer colour is changed to purple. If watching a programme, press and hold down the pointer onto the video. When using [TV Guide], [Settings], [Sports Alert], or [Art Gallery], press and hold down on the text

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.

Back Returns to the previous level.

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

Number buttons Enters numbers.

Accesses the [Quick Help].

More actions Displays more remote control functions.

Audio descriptions function will be enabled.

Programme buttons Scrolls through the saved programmes.

Mute Mutes all sounds.

Mute Accesses the [Accessibility] menu.

Voice recognition Network connection is required to use the voice recognition function.

Check for recommended content. (Some recommended services may not be available in some countries.)

Voice recognition Speak while pressing and holding the button to use the voice recognition feature.

Input Changes the input source.

Input Accesses the [Home Dashboard].

Q. Settings Accesses the Quick Settings.

Q. Settings Displays the [All Settings] menu.

These access special functions in some menus.

Red button Runs the record function.

Streaming Service buttons Connects to the Video Streaming Service.

How to register the Magic Remote Control

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.

Connecting Smart Devices using NFC Tagging

NFC is technology that uses Near Field Communication (13.56 MHz), allowing you to conveniently send and receive information without separate settings. By bringing a smart device near the NFC-enabled remote control, you can install the LG ThinQ app and connect the device to the TV.

1. Turn on NFC in the smart device's settings. To use NFC with Android devices, set the NFC option to enable 'read/write tags' in the smart device's settings. The NFC settings may vary depending on the device.
2. Bring the smart device near the (NFC) on the remote control. The required distance for NFC tagging is about 1 cm.
3. Follow the instructions to install the LG ThinQ app on your smart device.
4. Retagging the smart device to the remote control allows you to conveniently access various features on the connected TV through the LG ThinQ app.

Using Remote Control

Power Turns the TV on or off

Teletext buttons These buttons are used for teletext.

Shows programme guide

Edits QUICK ACCESS.

Volume buttons Adjusts the volume level.

Programme buttons Scrolls through the saved programmes.

OK Selects menus or options and confirms your input.

OK Accesses the [Magic Explorer]. When using [TV Guide], [Settings], [Sports Alert], or [Art Gallery], press and hold down on the text.

Accesses the saved programmes list.

Control buttons Control buttons for media contents.

Input Changes the input source

Recalls your preferred subtitle in digital mode.

Q. Settings Accesses the Quick Settings.

Number buttons Enters numbers.

Accesses the [Quick Help].

More actions Displays more remote control functions.

Mute Mutes all sounds.

Mute Accesses the [Accessibility] menu.

Search Check for recommended content.

Some recommended services may not be available in some countries.)

Search for content such as TV programmes, movies and other videos, or perform a web search by entering text in the search bar. You can watch TV or LG Channels.

Home Accesses the Home menu.

Home Launches the last used apps.

Navigation buttons (up/down/left/ right) Scrolls through menus or options.

Back Returns to the previous level.

Clears on-screen displays and returns to TV viewing. These access special functions in some menus.

Streaming Service buttons Connects to the Video Streaming Service.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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