



LG TROUBLESHOOTING

Important Safety Precautions

Product Installation/Usage Precautions

Please use the machine in the proper environment to extend the machine's lifespan. Use the machine in a safe and stable place.

The warranty does not cover any damage resulting from reckless use or use in undesirable environments.

**CAUTION**

Place the machine in a safe place so it does not fall.

- If dropped, the machine may be damaged or cause an injury.



Use the product in a clean, dust-free environment.

- Otherwise, the system may not function properly.



Do not place any objects within 6 inches of the PC.

- Lack of ventilation may overheat the PC from inside and put users at risk of burn injuries.



Do not store or use the PC near a magnetic object (i.e. a bag with a magnetic object, a diary, a wallet, a memo board, high-powered speakers, a bracelet, or etc.).

- Otherwise, the storage device (HDD, SSD, eMMC) and the system may be damaged, and the system may fail to operate properly.

Do not use the PC on a bag with magnetic objects attached to it.

- Otherwise, the storage device and the system may be damaged, and the system may fail to operate properly.



Operate the product where there is no electromagnetic interference.

- Keep a proper distance between the PC and electronic appliances such as radios or speakers that generate strong magnetic fields.
- Otherwise, data may be lost from the storage device (HDD, SSD, eMMC) or the screen color may be damaged.



Do not connect a key-phone line to a wired LAN port.

- A fire may occur or the product may get damaged.



If the screen is damaged, do not touch it with your hands.

- Contact the call center as it may cause an injury.



Be careful not to pinch your fingers in the connecting (hinge) part of the PC when opening or closing the PC, as it may lead to injury.

- This may lead to bodily injury.



Do not leave any objects such as a pen between the keyboard and the screen.

- You might break the screen by unwittingly closing the PC with a foreign object remaining on the keyboard.



Do not tap or scratch the screen with a sharp object.

- It may cause impairment.



Ensure the power is off before closing the PC.

- The product may catch fire, be broken or deformed due to temperature rise.



Do not impose excessive force on the screen or drop it.

- The screen may be damaged.



Do not lean the screen backward too much. Do not apply too much force to the screen.

- The screen or the moving parts may be damaged.



To clean the screen, use designated agents and soft cloth and rub the screen in one direction.

- Too much force may damage the screen.



When handling PC parts, follow the instructions in the manual.

- Otherwise, the product may get damaged.



Install a vaccine program on your PC and do not download illegal programs nor access any corruptive web site such as those pushing pornographic contents.

- The system may be infected and impaired.



Do not insert devices other than designated ones in the ports.

- Otherwise, the product may get damaged.



Do not press the eject button while the optical disk drive (CD/DVD/Blu-ray) is running.

- An error may occur or the disc may be ejected, causing injury.



Do not use a damaged optical disc (CD/DVD/Blu-ray).

- Otherwise, the product may get damaged or cause physical injury.



Avoid using a wireless LAN connection within the 16 foot radius of a microwave or plasma lamp. If you have to use wireless LAN and a plasma bulb within the range, do so between channels 11 and 13.

- The transmission rate may drop even if the connection is made.



Turn off the PC if you are not going to use it for an extended period of time.

- It may overheat the battery.



Make sure that the memory cover is securely closed before turning on the PC.

- Do not use the machine when the memory cover is open. It may damage the machine.



Please use parts certified by LG Electronics Inc.

- Otherwise, a fire or product damage may occur.



If there is a problem with peripheral devices, contact the call center.

- The product may get damaged.



Handle devices and parts of the machine with care.

- The product may get damaged.



Do not drop any part or device of the machine while disassembling it.

- If dropped, it may be damaged and cause an injury.

**WARNING****Dispose of the desiccating agent and plastic wrap properly.**

- The desiccating agent and plastic wrap may cause suffocation.

**Do not use the machine in damp places like a laundry room or bathroom.**

- Moisture may cause a glitch or electric shock.
- Please use the machine within the appropriate temperature range (50 °F to 95 °F) and humidity range (20 % RH to 80 % RH).

**Clean the PC with a proper agent and dry it completely before using it again.**

- If the PC is wet while used, an electric shock or fire may occur.

**When lightning flashes in your area, disconnect the power, wired LAN and other connections.**

- An electric shock or fire may occur.

**Do not leave a cup or other containers filled with watery substance near the PC.**

- In the case that liquid goes inside the PC, a fire or electric shock may occur.

**If you have dropped or damaged the PC, disconnect the power and contact the call center for a safety check.**

- If a damaged PC is used continuously, an electric shock or fire may occur.

**Do not put a lit candle or live cigarette on the PC.**

- A fire may occur.

**If you detect or smell smoke from the PC, stop use immediately and disconnect the power source before contacting the call center.**

- A fire may occur.

**As the adapter can be hot, do not touch it with bare skin while using it.**

- Extended period of exposure may cause burn.

**The bottom of the PC gets hot when the system is in operation. Do not touch or put it on your lap.**

- Extended period of exposure may cause burn.

**Do not play PC games excessively.**

- Playing a PC game for an extended period of time may cause a mental disorder. It may also inflict physical impairments on the elderly and children.



Do not put your finger or an object into PC ports.

- An injury or electric shock may occur.



Ask one of our engineers to run a safety check after your computer has been repaired.

- Otherwise, an electric shock or fire may occur.



For minors, we recommend a program that blocks access to illegal or pornographic web sites.

- Minors' exposure to adult-only contents may inflict psychological instability or even trauma. Take extra precaution for your children if the whole family is using this machine.



Keep the machine away from heat-emitting devices such as a heater.

- The product may get deformed or catch on fire.



Prevent children from thrusting their finger into the optical disk drive (CD/DVD/Blu-ray) tray.

- The finger may be stuck in the tray and injured.



Do not block the ventilation hole with any object.

- Otherwise, an electric shock may occur.



When upgrading your PC, turn off the power and disconnect the power cable, battery, and LAN.

- There is a risk of electric shock or fire and the product may be damaged.



When you upgrade the PC, ensure that children will not swallow any parts including bolts.

- If a child swallows a nut, he or she may suffocate.
- In that case, seek emergency help immediately.



Do not disassemble or modify the machine arbitrarily.

- There is a risk of electric shock and the product may be no longer covered by the warranty.

**If you disassemble the PC, connect the power after reassembly is done.**

- There is a risk of electric shock or product damage, if you touch the disassembled PC.

**Do not put in metal items such as coins, hair pin or other irons or inflammables such as paper or matches. Especially, ensure that children will not do so.**

- There is a risk of product damage, fire, or electric shock.
- If any foreign substance gets in the product, unplug the product and contact the call center.

Product Storage/Transportation Precautions

Refer to the following information to safely store or move the product.

The warranty does not cover any damage resulting from improper storage and reckless transportation.



CAUTION



Before carrying the machine, turn off the power and disconnect all the cables.

- Otherwise, you may trip over the wire, damaging the PC and sustaining an injury.



Do not carry the machine with the PC open.

- Otherwise, the product may get damaged.



Protect the machine from any shock while carrying it.

- System damage or an injury may result.



Carry the product in a bag designed for it.

- Carrying it in another type of bag may result in product damage.



Do not put any heavy object on the PC.

- There is the risk of malfunction. If the object were to fall, it may cause an injury or damage the machine.

**WARNING**

During air travel, follow the directions of flight attendants.

- Using the PC during flight may cause an aircraft accident.



When leaving the machine in a car, avoid exposure to direct sunlight.

- The product may get deformed or catch on fire due to a temperature rise.



Do not put any heavy object on the power cable and adaptor, and avoid damage from impacts.

- A malfunction or fire may occur.



Do not leave the powered-on PC in a space without enough ventilation (i.e. bags) for an extended or repeated time.

- The battery may overheat and cause a fire.

Battery and Adapter Precautions

Refer to the following information to use the battery safely.

**WARNING**

50%



When the PC is not used for an extended period of time, keep the battery level at about 50 %.

- Do not leave the product with discharged battery for an extended period of time. It may damage the battery.



Charge the battery only with the provided instrument.

- Otherwise, the battery may be damaged presenting a risk of fire.



Do not throw or disassemble the battery.

- The resulting damage may cause an injury, explosion, or fire.



Use batteries certified and acknowledged by LG Electronics Inc.

- Otherwise, an explosion or fire may occur.



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.



Keep the battery away from heat.

- Otherwise, an explosion or fire may occur.



Do not short-circuit the battery.

- Otherwise, it may explode.



Do not dispose of a spent or backup (standby) battery arbitrarily.

- It may explode or cause a fire.
- Disposal methods may differ by country and region. Dispose of spent batteries in accordance with the laws and safety rules of the country and region you reside in.



If you find leakage or smell bad odor from the battery, remove the battery and contact the call center.

- It may explode or cause a fire.



140 °F

Do not store in places with temperatures above 140 °F and high humidity (in cars or saunas).

- It may explode or cause a fire.



Keep the battery out of the reach of children or pets.

- If damaged, it may cause an injury.



Keep the battery from being pierced by a sharp object or chewed by pets.

- It may explode or cause a fire.



Do not put the battery in water.

- Otherwise, the battery may be damaged or explode.



Do not use the PC on top of carpet, blanket or bed. Also, do not put the adapter under the blanket.

- This may cause a malfunction, fire or burn due to overheat in the PC and adapter.



Read the battery usage precautions carefully before use.

- The battery should be stored indoors and used and stored in accordance with the usage method described in the user manual.



Connect the power plug properly by pushing it to the end.

- If a contact failure occurs, it may cause product damage or fire.



Do not bend the power cable for adapter too much or get stamped by a sharp object.

- The wires inside the cable may break and cause electric shock or fire.



Do not use loose plugs or damaged power cords.

- An electric shock or fire may occur.



Do not touch the power cord with your hands wet.

- Otherwise, an electric shock may occur.



Pull the plug, not the cord, to disconnect the adapter and power jack.

- Otherwise, a fire or product damage may occur.



Operate the product at the proper voltage.

- Excessive voltage may result in damage on the product, electric shock or fire.



Use power outlets with an earth pin installed and proper supply of rated electricity.

- An electric leakage may cause an electric shock or fire.
- The shape of the power cord and outlet may differ by country and region.



In the case of strange noise from the cord or plug, disconnect the power cord from the outlet immediately and contact the call center.

- A fire or electric shock may occur.



Use the power supply/adapter provided with the product and never disassemble the product.

- Using a different product or disassembling it may cause an electric shock or fire.

**Always keep the adapter and power outlet clean.**

- A fire may occur.

**Keep children and pets from damaging the power cord.**

- It may cause a fire or an electric shock.

**Disconnect the PC completely before cleaning it.**

- Otherwise, an electric shock or impairment may occur.

**If the adapter or the product is soaked, disconnect the battery, adapter, and all other lines before contacting the call center.**

- An electric shock or fire may occur.

**Ensure that the battery pack is locked to the machine after installation.**

- Otherwise, the battery may be damaged.

Other Safety Precautions



CAUTION



Handle the machine with care to prevent loss of data from the storage device (HDD, SSD, eMMC).

- Since the storage device is fragile, you need to back up your important data frequently.
- The manufacturer is not responsible for any storage device data loss caused by a user's mistake.



Damage to the storage device (HDD, SSD, eMMC) and data loss may occur when:

- External shocks are inflicted on the machine while disassembling or installing it.
- The machine is reset (i.e. restarted) or turned on again after a power outage while the storage device is operating.
- The PC is infected with a virus, tainting the data irrecoverably.
- Abrupt turning-off of the PC can damage the PC.
- If the product is moved, shaken or exposed to external shock while the storage device is running, file damage or bad sectors may occur.



To minimize data loss resulting from storage device damage (HDD, SSD, eMMC), frequently back up important data.

- The manufacturer is not responsible for any data loss.



We do not refund or replace a product that malfunctions due to the installation or use of an operating system other than the one provided by LG Electronics Inc.

- Some software applications may not work properly in other operating systems. Such malfunctions are not covered by the warranty.

Service and Warranty

Service Information

Customer Support

You can get customer support by contacting the service center listed in the warranty card provided with your product.

You can also get customer support by visiting the LG official website (www.lg.com).

Warranty provided by LG Electronics Inc.

- 1 Please install the PC ("Product" hereafter) according to the instructions in User's Manual provided by LG Electronics Inc. ("Company" hereafter).
- 2 For the warranty period for the body and other parts, refer to the "Product Warranty" that comes with the product.
The Product Warranty may be provided separately or with the product depending on the country, region, and product type.
- 3 Terms and Conditions
 - In case of defect during the warranty period, the Company shall repair or replace the Product with a new one according the Company's regulations and other related consumer protection laws.
 - The above warranty does not apply to the following cases.
 - Damage due to an accident or natural disaster**
 - Damage due to user's mistake or misuse**
 - Damage due to the use of consumables or accessories whose use is not authorized by the Company**
 - Damage due to the modification of the Product by a person not authorized by the Company**
 - In case of paid service**
 - The parts or machine replaced after the warranty service belong to LG Electronics.
- 4 How to receive the warranty service
 - The warranty service described in this warranty are performed during the warranty period by a service center authorized by the Company.
- 5 Disclaimer
 - The warranty conditions described in this warranty are all the conditions the Company shall provide warranty services, including all expressed or implied warranty. When there is a defect in the Product, the only redemption the user can resort to is the repair of the Product by the Company or the applicable consumer protection laws.

Out of Warranty Services

The following service requests are provided as out of warranty service.

It is recommended that you receive free technical support from the Customer Support Center before requesting formal technical service.

- 1 Services not related to product malfunction or defect
 - Service requests due to user's inexperience with the product
 - Simple product adjustment not requiring disassembly of the product. Cleaning of the product inside to remove dust. Simple slot adjustment
- 2 Software reinstallation or Settings readjustment
 - Reinstallation of the operating system, installation of the bundle software provided by LG Electronics, installation of various device drivers, and adjustment of setting value
 - Service requests due to the installation or use of an operating system that is not provided by LG Electronics
 - Adjustment or upgrading of the BIOS settings due to the installation of a third-party software or hardware
- 3 Service requests due to third-party software or hardware
 - Malfunction due to a virus or malicious code
 - Malfunction due to external environment such as Internet or network
 - Third-party software installation request. Malfunction due to a third-party software (memory, printer settings, HDD, SSD, eMMC, PCMCIA card or ODD errors)
 - Malfunction due to a third-party hardware
 - Malfunction due to the use of an illegal software
- 4 Malfunction due to user's fault
 - Damage to the screen or the product case
 - Detachment of key caps
 - Malfunction due to dust or liquid
 - Malfunction due to unauthorized disassembly or modification of the product
 - Service requests due to forgotten password
 - Malfunction due to the use of inappropriate power voltage
- 5 Others
 - Malfunction due to natural disaster (lightning, fire, storm, flood, explosive gas, salt water, earthquake, etc.)
 - On-site service for portable products such as a notebook PC or PDA
 - If any of the thank-you gifts is malfunctioning, contact the corresponding vendor.

Key Matters Related to Services

1 PC's Operating System

- We try to provide support for operating systems other than the one provided by us. But, in this case, we may not be able to provide solutions for some problems.

2 Precautions When Using the Storage Device (HDD, SSD, eMMC)

- A storage device is susceptible to environmental factors and shocks, which may cause the device to malfunction. Manufacturer does not provide warranty for and cannot recover the data stored on a malfunctioning storage device. It is recommended to always back up important data.

3 Precautions When Using a Password

- We cannot recover the data stored on the storage device if you forget the password for this device. So be sure to record the password in a safe place. If you forget your password for the storage device, we will charge you a certain fee to replace it.

4 White or colored dots that appear in the screen

- The PC screen is usually composed of about one million pixels. Therefore there can be some bad pixels. The screen without any bad pixel is very expensive to the degree that you may not be able to afford it.
- LG Electronics does its best to minimize the number of bad pixels. But a small number of bad pixels do not cause any problem in the day-to-day use of the product. Other companies are also adopting similar criteria for bad pixels. So LG Electronics Inc. regards a product with up to four bad pixels as a normal, functioning product. So please be understanding.

5 Other cautions

- The battery pack is a consumable item. If you need to replace it, you have to purchase it.
- LG Electronics Inc. provides technical support and service for problems related to the software provided by the company.
- PC compatibility

There are many hardware and software companies around the world. These companies try hard to make their products compatible with those of other companies. But no product can guarantee 100% compatibility due to the difference in the industry standard, software version and hardware specifications. The PC provided by LG Electronics Inc. is compatible with most of the products sold in the market. But still there may be some product that it cannot support. If there is a compatibility problem when you use the PC together with a third-party equipment, contact the third party company first.

System

Booting and system start/shutdown

LG Electronics Inc. operates a technical service center to provide customers with professional help.

When the system does not boot

When you cannot turn on the power or when the screen is blank

- Check if the battery is charged sufficiently.
- Check if the power cord or the battery is connected properly.
- Disconnect the adapter and battery and then reconnect them.
- Press the power button for more than 4 seconds to turn the system off and restart the system.

When Windows does not start normally

- Refer to **[Restoring the System]** in **LG Easy Guide** to recover the system.

When the booting speed is slow

- 1 Use the anti-virus software to check if your PC is infected with a virus.
- 2 Select the Start button  > [All apps] > [Windows Tools] > [Defragment and Optimize Drives] > [Optimize] and optimize the drive.
- 3 If the booting speed does not improve, refer to **[Restoring the System]** in **LG Easy Guide** to recover the system.

When you selected the wrong display language for Windows

Refer to **[Restoring the System]** in **LG Easy Guide** to reset the PC and set the language again.

All data will be lost during the reset, so you must back up all critical data in advance.

When 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 a separate hardware, driver, or software to use the functions. Also, you may need to update the BIOS additionally. 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>.

When an error message appears

Check if the system is infected with a virus or a malicious code.

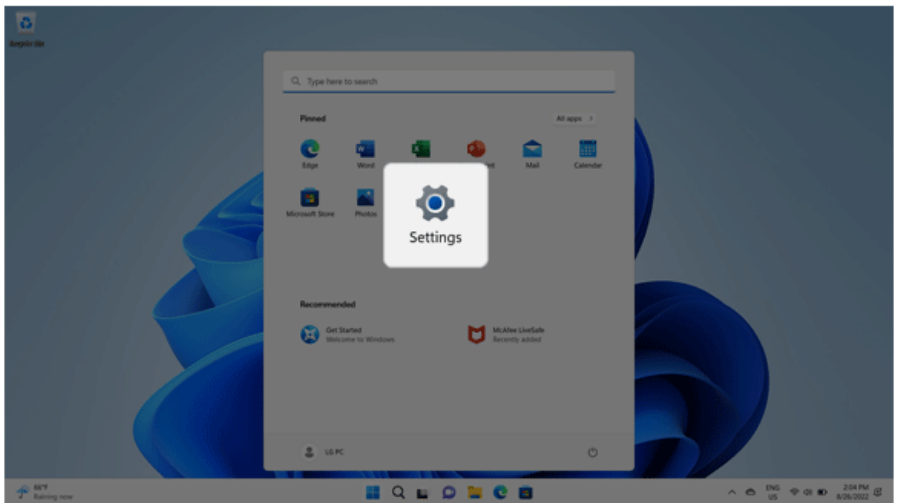
Screen

When the screen is blank

- 1 The PC is either in Standby or Hibernate Mode to minimize the power consumption.
 - Power LED is blinking (Standby): Press any key on the keyboard or touch the touchpad.
 - Power LED is turned off (Hibernate): Press the power button to wake up the system.
- 2 Some programs may not run properly in the **Windows** Standby mode.
 - If the system does not wake up even after pressing the power button, hold down the button for 4 seconds or more to turn off the system, and then restart the system.
- 3 Select the Start button [] > [Settings].

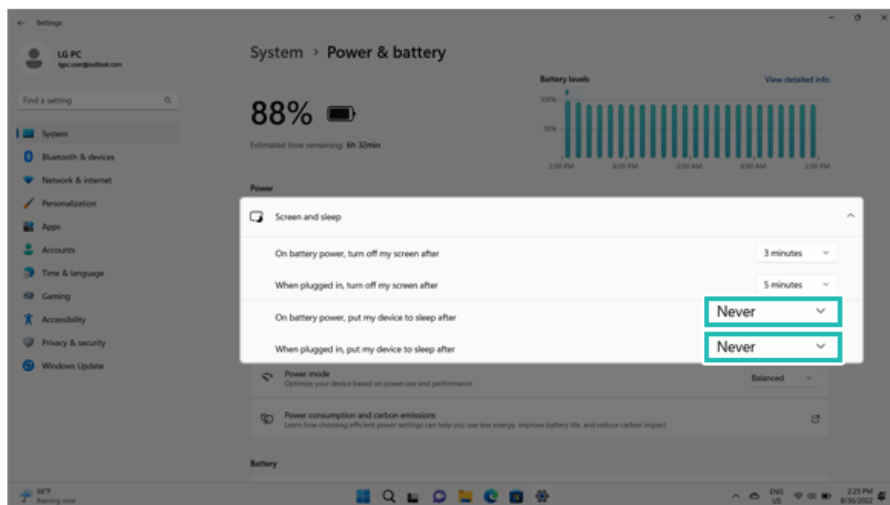
TIP

Press the [ / ] key or [Ctrl] + [Esc] on the keyboard to display the Start screen.



- 4 Select [System] > [Power & battery] > [Screen and sleep].

- 5 Set the [On battery power, put my device to sleep after] or [When plugged in, put my device to sleep after] item to [Never].



- 6 Select the Start button [Windows logo] > [All apps] > [Windows Tools] > [Control Panel] > [Power Options] > [Change plan settings] > [Change advanced power settings].

- 7 When the following Power Option Settings screen appears, set the setting for **[On battery]** or **[Plugged in]** in the **[Hard Disk]** as **[Never]**.



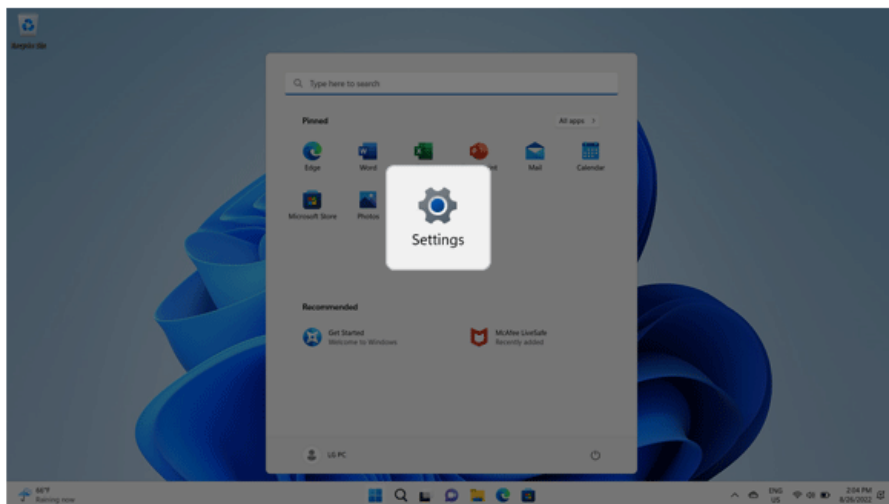
When the screen looks magnified or shows strange color

- 1 Select the Start button [] > [Settings].

TIP

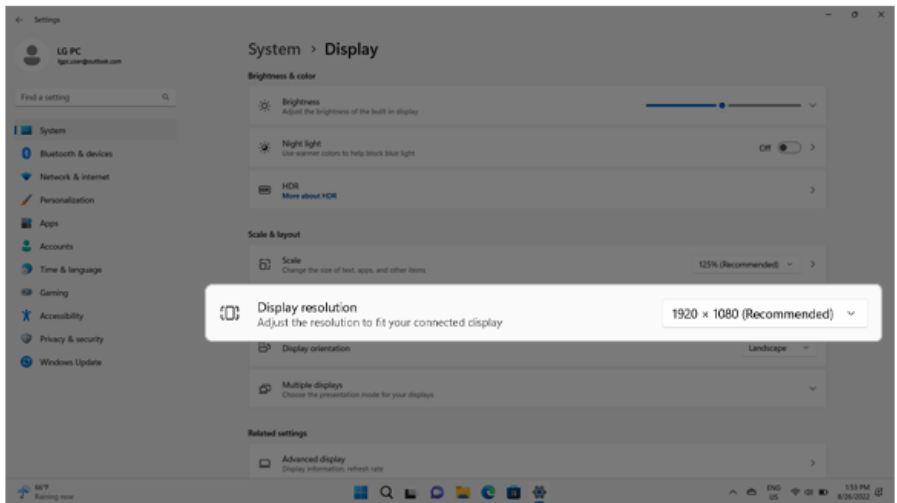
Press the [ / ] key or [Ctrl] + [Esc] on the keyboard to display the Start screen.

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- 2 Select [System] > [Display].

- 3 Set the recommended resolution in [Display resolution] and select [Keep changes].



If the resolution is not set properly, check the graphics driver and reinstall it by using LG Update.

Tip

The display resolution may differ by model.

When the screen color does not display properly

- Check if **Reader Mode** is on. When the **Reader Mode** is on, turn the setting off.
- Using the **Reader Mode** and the **Night light** at the same time can cause color distortion. Turn off the **Reader Mode** or the **Night light**.
 - Turn off the **Reader Mode**: Turn off the [Reader Mode] in Start button [Windows logo] > [All apps] > [LG Smart Assistant] > [Display Setting].
 - Turn off the **Night light**: Turn off the [Night light] in Start button [Windows logo] > [Settings] > [System] > [Display].
- If the screen still does not properly display, contact the LG Electronics call center.

When the screen becomes dark abruptly

Try pressing a keyboard key or moving the mouse.

The display power saving function is turned on to reduce the power consumption. The display power saving function decreases the screen brightness to the lowest setting while the user is away from the keyboard.

Setting Auto Scaling

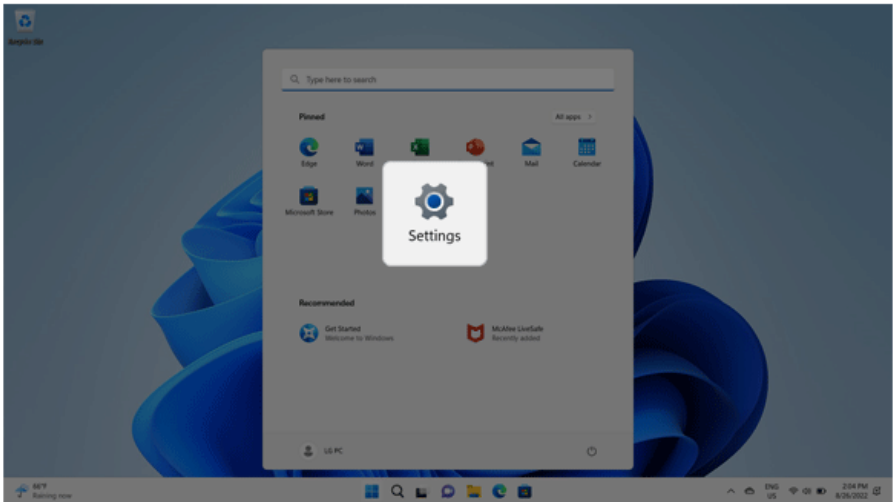
The Windows **Auto Scaling** feature for user's convenience may partially blur the screen or display some icons and texts larger.

Refer to the following information to change the DPI scaling to suit your needs.

- 1 Select the Start button [] > [Settings].

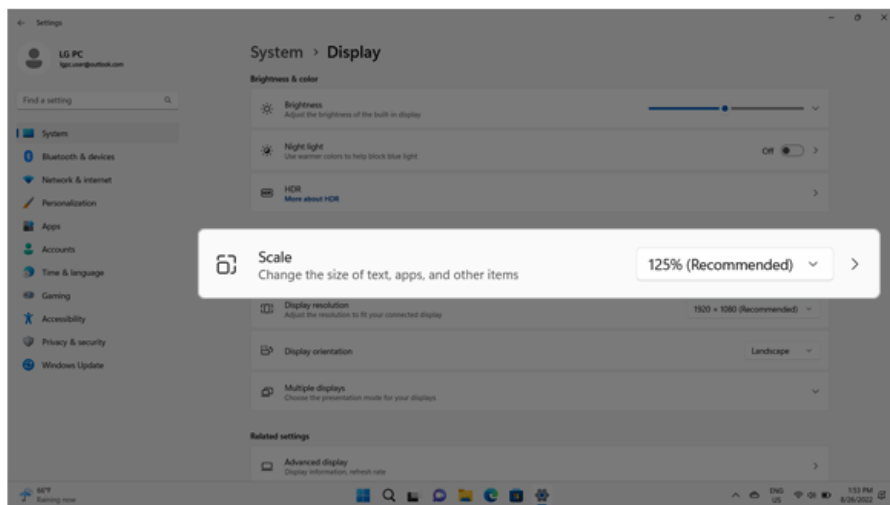
TIP

Press the [ / ] key or [Ctrl] + [Esc] on the keyboard to display the Start screen.



- 2 Select [System] > [Display].

3 Changing the [Scale] item value changes the auto scaling settings.



Tip

After changing the Auto Scaling settings, some apps must be shut down and restarted for the scaling and layout to take effect.

Software

Driver Installation

Installing Audio, Graphics and Other Drivers

LG Update is easy to use. Refer to [LG Easy Guide] > [Setup and Upgrade] > [Installing the Driver] and follow the instructions of **LG Update** to install them yourself.

Reinstalling LG Update

- 1 Connect to <https://www.lg.com> and download and install **LG Update**.
- 2 Select the Start button [] > [All apps] and run [LG Update].

Program Installation and Use

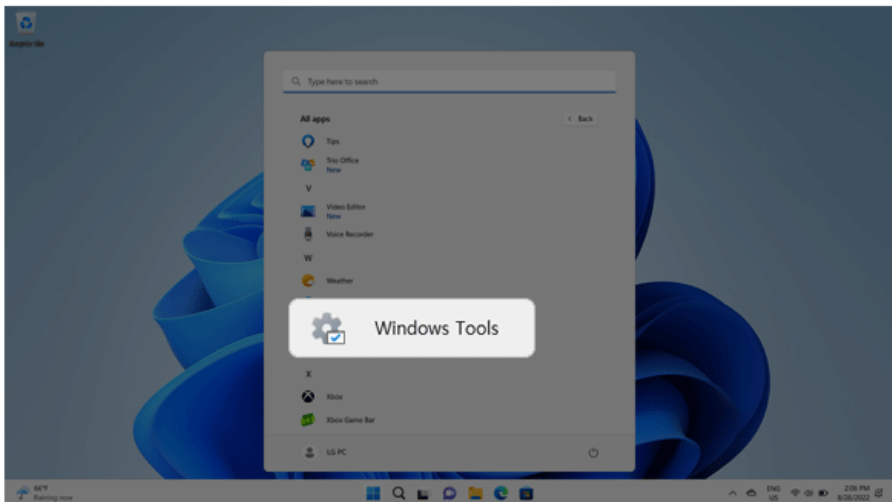
When the system is slow

These problems occur from overuse of either the storage device (HDD, SSD, eMMC) or the memory.

- Select the C: or D: drive you want to clean up in the Start button [] > [Settings] > [System] > [Storage] > [Advanced storage settings] > [Storage used on other drives]. Check the files to delete in [Temporary files] and select [Remove files].
- Delete all icons not used in the desktop.
- Run 5 programs or less in the task bar. When there are too many programs in the task bar, the system may become slow due to the workload.
- Select the Start button [] > [All apps] > [Windows Tools] > [Defragment and Optimize Drives] > [Optimize] and optimize the drive.
- If you installed Windows directly, use **LG Update** to install the **Chipset Driver**. If the **Chipset Driver** is not installed, the system may become slow.

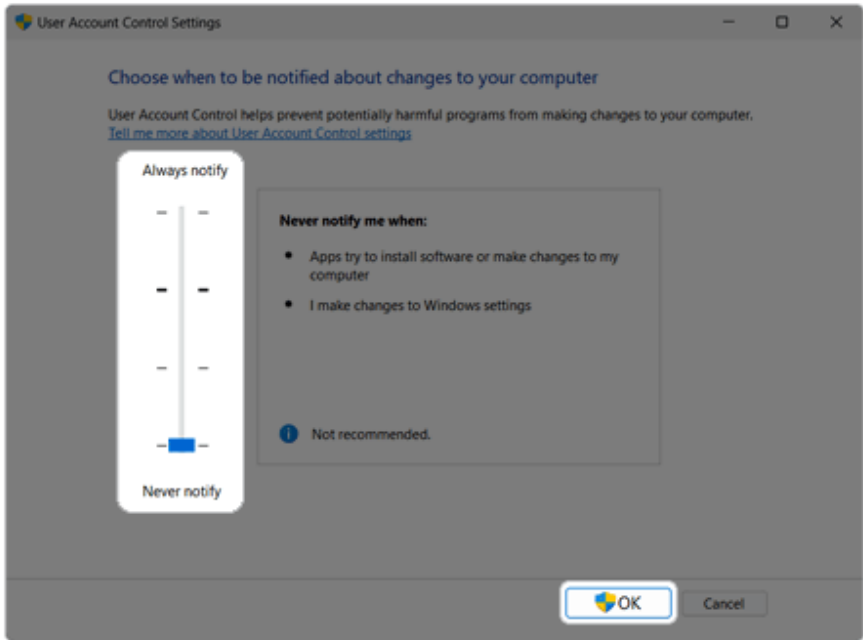
When a certain site or program does not run

- 1 Select the Start button [] > [All apps] > [Windows Tools].



- 2 Select [Control Panel] > [User Accounts] > [Change User Account Control settings].

- 3 Set to [Never notify] and select [OK].

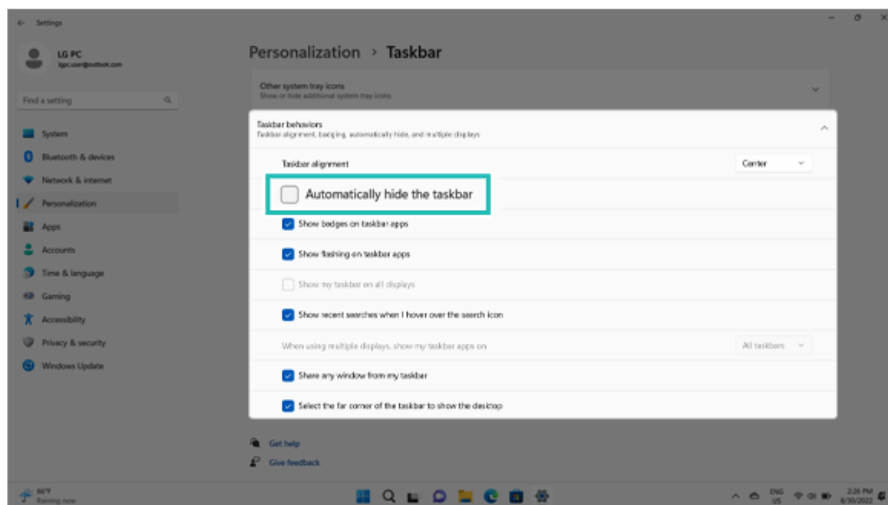


LG Electronics and Microsoft recommend using User Account Control.

When the task bar has disappeared from the desktop

- 1 Press [Ctrl] + [Esc] and see if the task bar appears. If this does not work, restart the system and check it again.

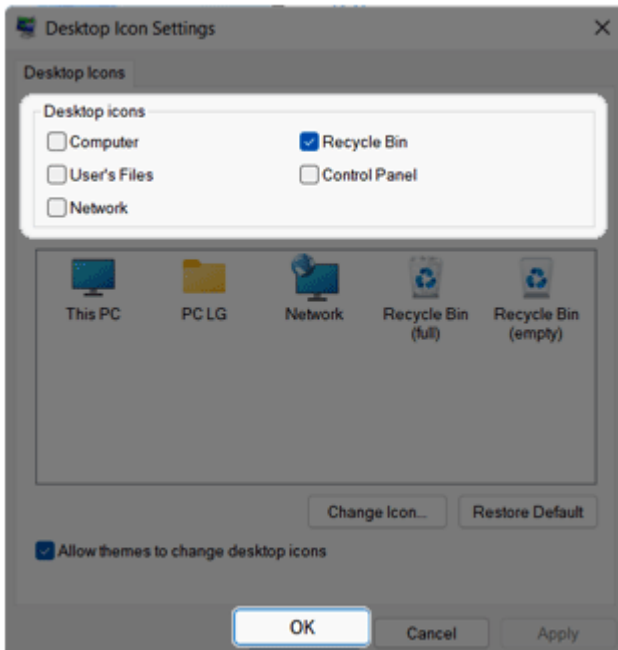
- 2 When the taskbar appears, right-click and uncheck [Automatically hide the taskbar] in [Taskbar Settings] > [Taskbar behaviors].



When you cannot see the Desktop icons such as Recycle Bin and My PC

- If you cannot see the taskbar and icons, press [Ctrl] + [Alt] + [Delete] and press the [Power] button to restart the system.

- Right-click the Desktop and select **[Personalize]** > **[Themes]** > **[Desktop icon settings]**. Then, select the icons to display on the Desktop and press **[OK]**.



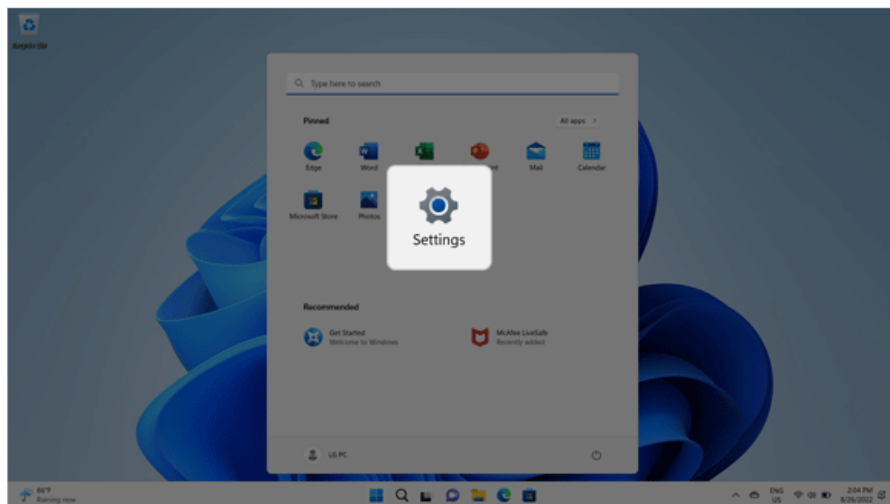
When you want to change the wallpaper

- 1 Select the Start button [] > [Settings].

TIP

Press the [ / ] key or [Ctrl] + [Esc] on the keyboard to display the Start screen.

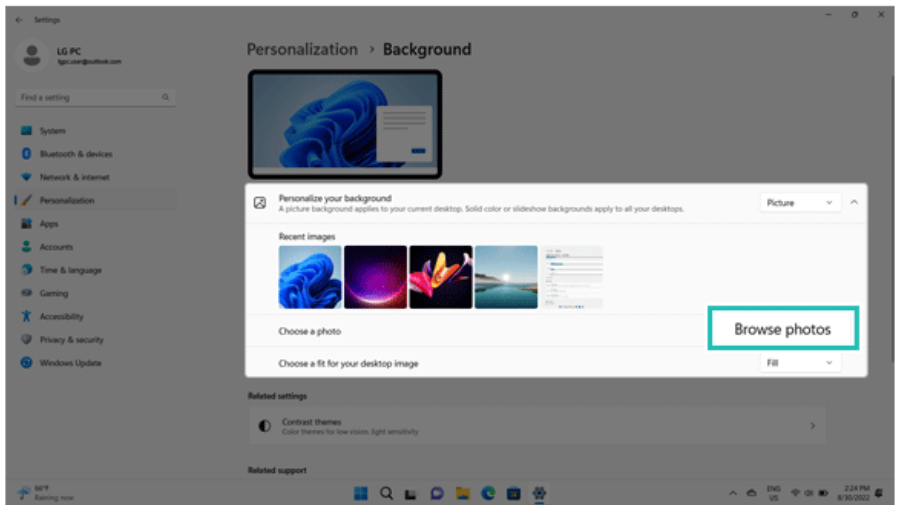
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- 2 Select the [Personalization] > [Background].

- 3 Select a background or photo to use it as the wallpaper.

If you want to use your own picture as the background, select [Browse photos].



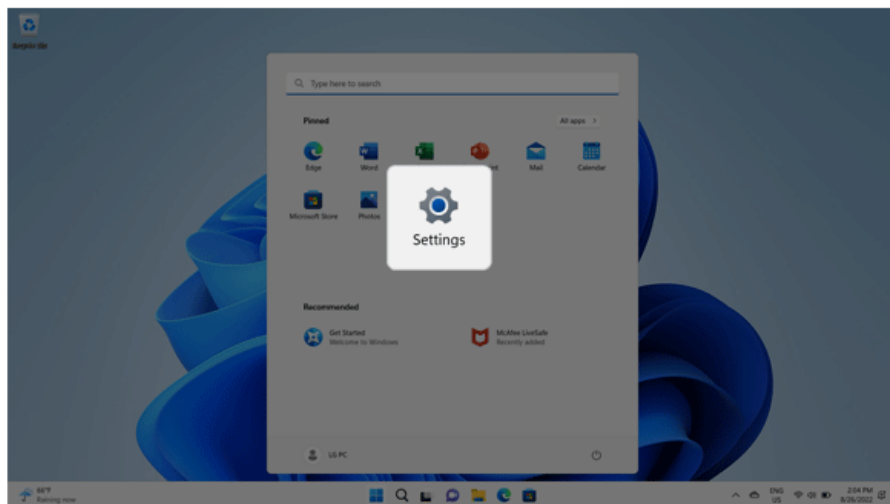
When you don't want to use the screen saver password

- 1 Select the Start button [] > [Settings].

TIP

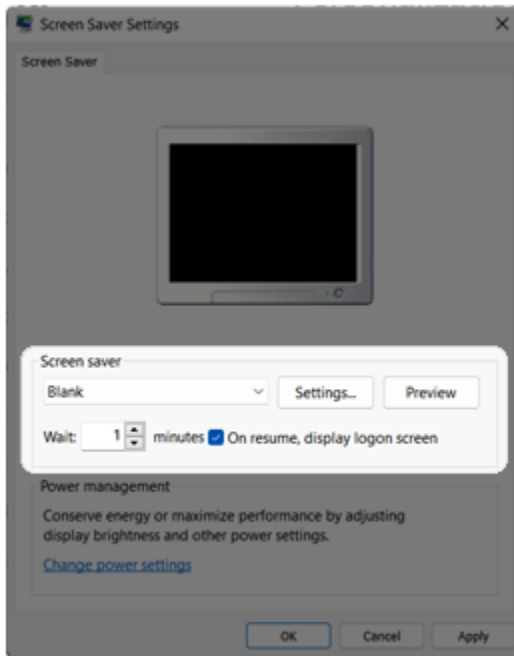
Press the [ / ] key or [Ctrl] + [Esc] on the keyboard to display the Start screen.

ENGLISH



- 2 Select [Personalization] > [Lock Screen] > [Screen Saver].

- 3 Enter the desired time under the [Wait] menu and check [On resume, display logon screen]. The password for this option is the same as the password for Windows log on.



- 4 Select [OK] to save the settings.

Internet

When you cannot connect to the network (Internet)

The wireless LAN is not connected.

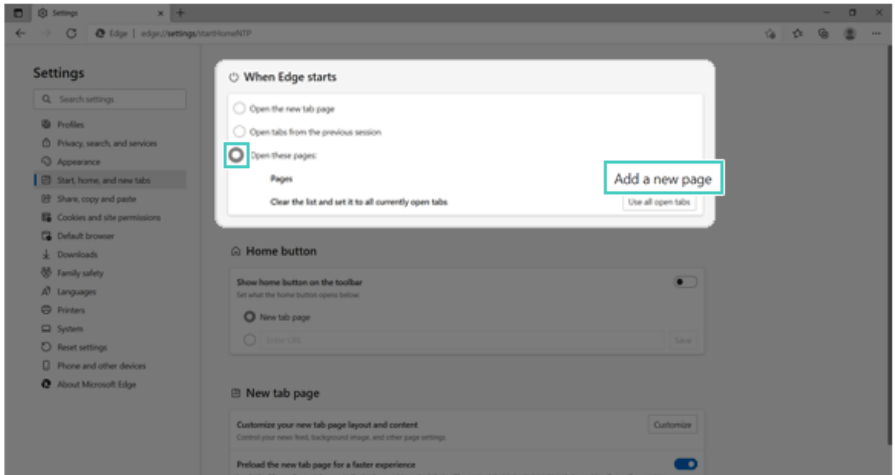
- 1 Check if the wireless LAN function is turned on.
- 2 If there is a problem with wireless LAN connection, contact the network administrator or the Internet service provider.
- 3 Check if the wireless LAN driver is properly installed.
- 4 Refer to **LG Easy Guide** > **[Setup and Upgrade]** > **[Installing the Driver]** to reinstall the wireless LAN driver.

The wired LAN is not connected.

- 1 Disconnect the wired LAN cable and reconnect it.
- 2 Turn off the network devices (network modem, access point, etc.) and turn them on again.
- 3 Check if you can connect to other sites.
 - If you can connect to other sites, it means that the site you are trying to connect has a problem. Try to connect to the site later.
- 4 Check if the wired LAN driver is properly installed.
- 5 Refer to **LG Easy Guide** > **[Setup and Upgrade]** > **[Installing the Driver]** to reinstall the wired LAN driver.

Internet Start Page Setting

- 1 Run **[Microsoft Edge]** and select the [**•••**] icon > [Settings].
- 2 Check [Open these pages] in [Start, Home, and New Tabs] > [When Edge starts] and select [Add a new page].



- 3 Enter the website address and select [Add].

When the system freezes while using the internet (e.g. Internet games)

- 1 Press [Ctrl] + [Alt] + [Delete] to open Task Manager and select close the app (not responding).
 - If the problem continues even after performing the above procedure, hold down the power button for 4 seconds or more to turn off the system, and then restart the system.
- 2 This symptom may occur due to problems in the Internet or the Internet service provider.
 - If the problem continues, contact the Internet service provider or the game company.
- 3 Use the anti-virus software to check if your PC is infected with a virus, malware, or adware.

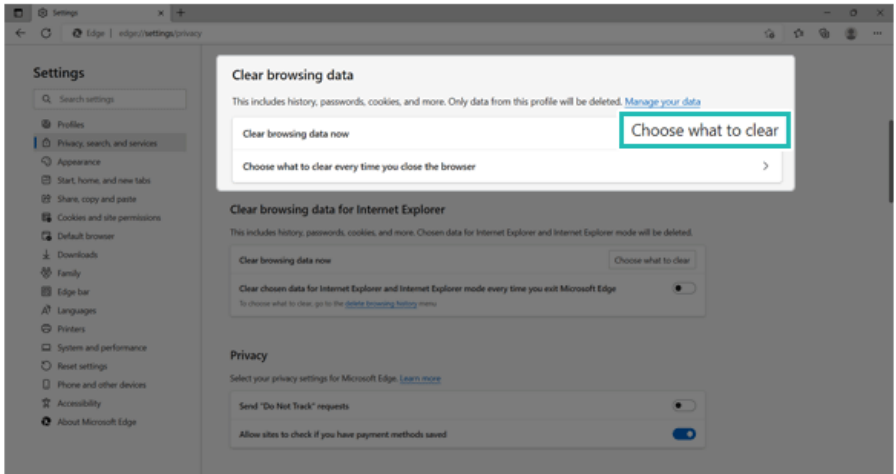
TIP

What is adware?

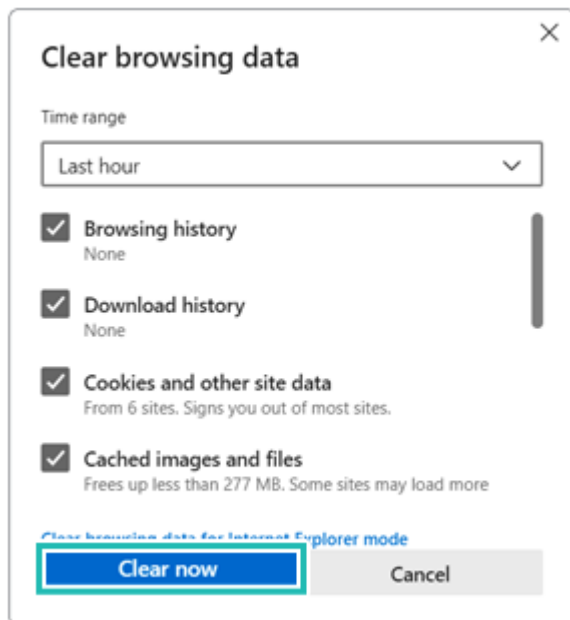
- Adware is the software that is installed in your PC without your consent and lowers the PC performance.

Delete record of the websites visited

- 1 Run **[Microsoft Edge]** and select the [] icon > [Settings].
- 2 Select [Choose what to clear] in [Privacy, Search and Services] > [Clear Browsing Data].

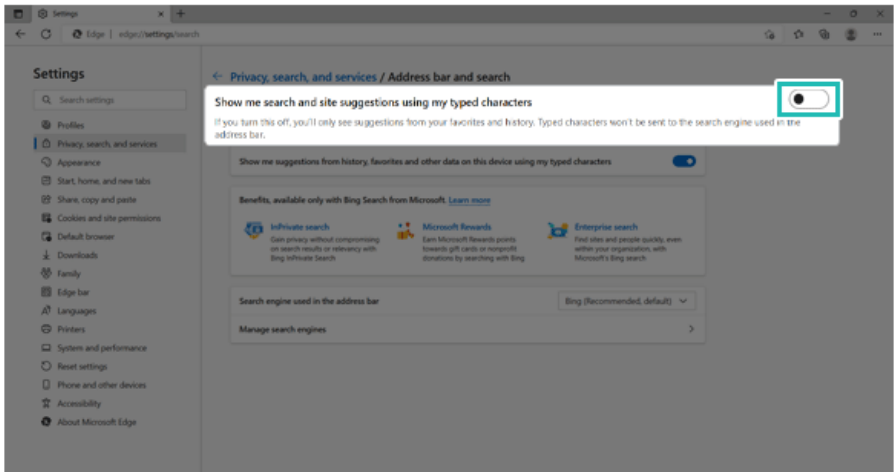


- 3 Check the items you want to delete and select [Clear Now].



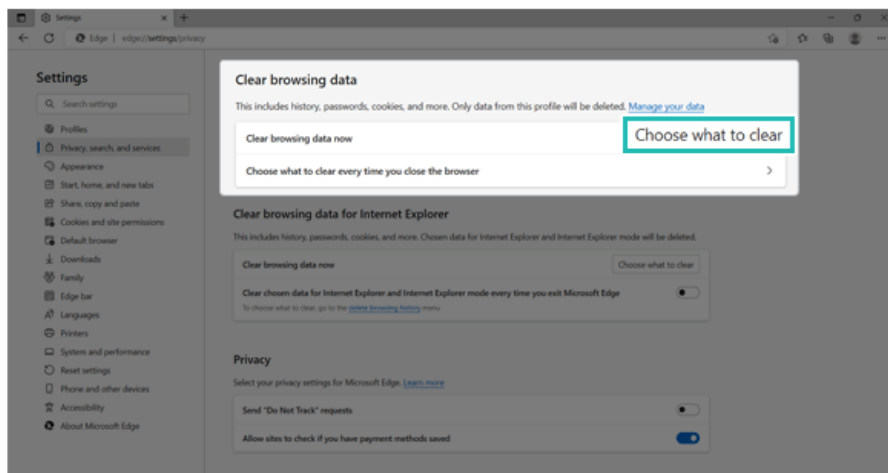
Delete entered text and search word record

- 1 Run **[Microsoft Edge]** and select the [**•••**] icon > [Settings].
- 2 Select [Privacy, Search and Services] > [Address Bar and Search].
- 3 Turn off [Show me search and site suggestions using my typed characters].

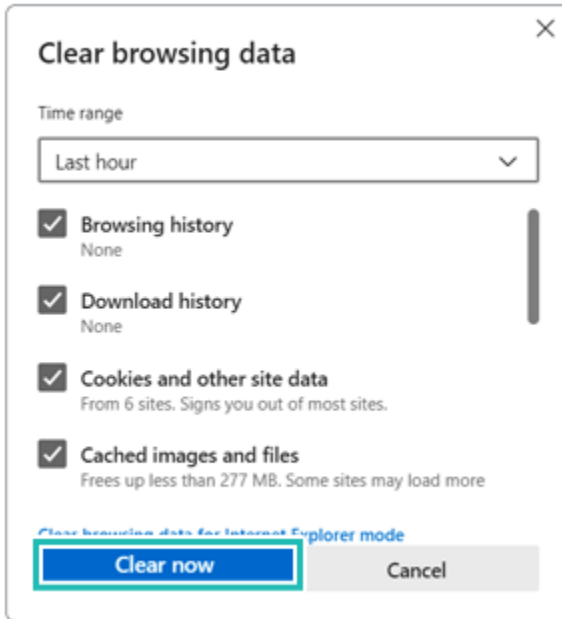


Cannot log in a specific site

- 1 Run [Microsoft Edge] and select the [...] icon > [Settings].
- 2 Select [Choose what to clear] in [Privacy, Search and Services] > [Clear Browsing Data].



- 3 Check all items and select [Clear Now].



- 4 Access the website and check if you can log in normally.

Microsoft Edge Compatibility Setting

If you experience problems with **Microsoft Edge**, change your web browser setting as follows.

Tip

Despite the methods below, problems may persist in some sites.

For problems related to internet banking or shopping malls, contact the site's customer service center.

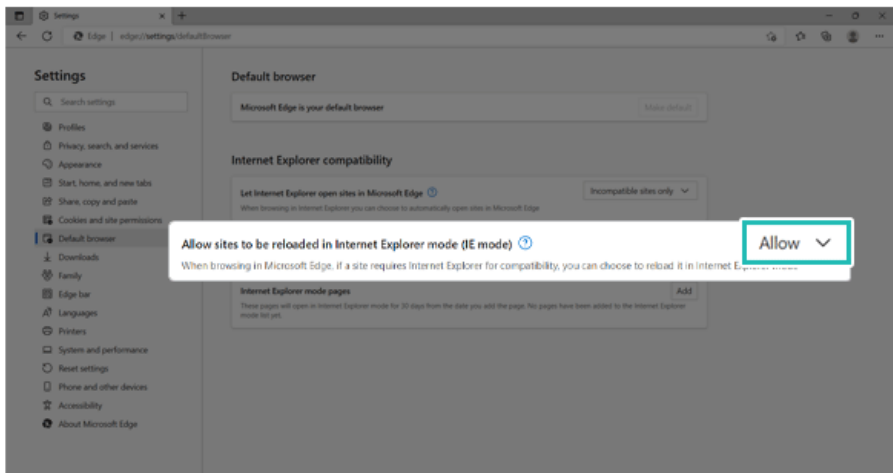
For some websites (public institutions, financial websites, etc.) and applications that use ActiveX, we recommend that you install and use an ActiveX-enabled web browser separately.

Windows 11 does not support **Internet Explorer**.

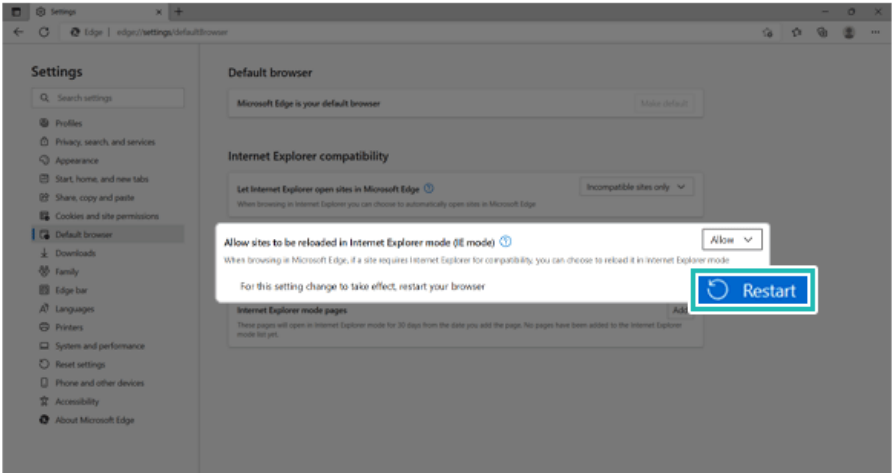
Configuring Compatibility View

Set **Internet Explorer** compatibilities in **Microsoft Edge** as follows.

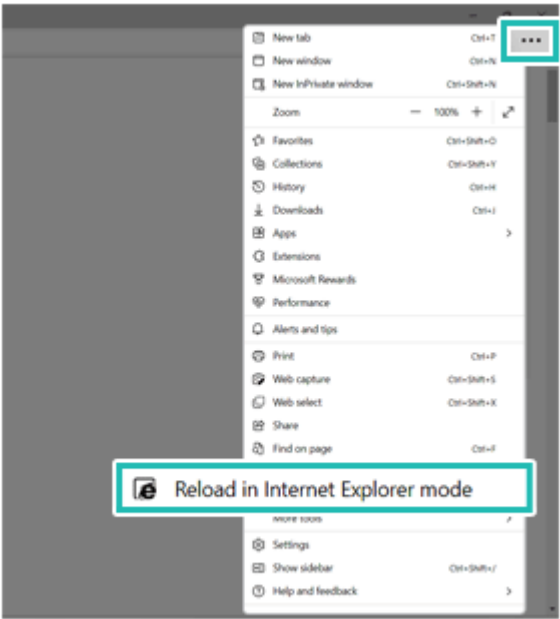
- 1 Run [**Microsoft Edge**] and select the [**•••**] icon > [Settings].
- 2 In [Default browser], set [Allow sites to be reloaded in Internet Explorer mode (IE mode)] to [Allow].



3 Select [Restart] and start **Microsoft Edge** again.



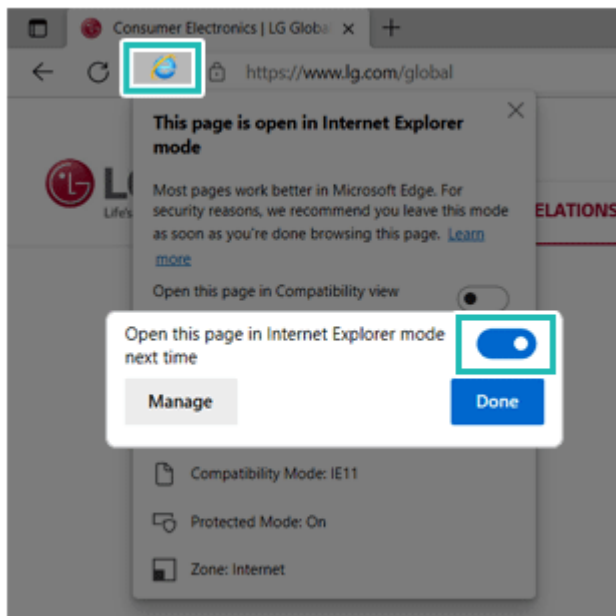
4 After accessing the website to be compatible with **Internet Explorer**, select the [■■■] icon > [Reload in Internet Explorer mode].



- 5 The **Internet Explorer** icon is displayed next to the address window, and you can use the website in the **Internet Explorer** mode.

TIP

If you want to use the site in the **Internet Explorer** mode continuously, click the **Internet Explorer** icon > Set [Open this page in Internet Explorer mode next time] to [On] and select [Done].



Glossary

General Glossary

1 Backup

Backup refers to copying data or files to a different location as a precautionary measure against data loss or PC malfunction.

2 BIOS (Basic Input/Output System)

BIOS is the initial program that is executed when a PC is turned on and manages the data flow between the operating system and various devices such as the storage device (HDD, SSD, eMMC), video card adapter, keyboard, mouse, and printer.

3 Bluetooth

Bluetooth allows wireless communication between portable devices such as a notebook PC, mobile phone, headset and printer.

4 Booting

Booting refers to turning on the PC. Using a storage device (HDD, SSD, eMMC), the booting process loads the operating system into the memory so that the PC can operate. Rebooting simply refers to reloading the operating system into the memory again. You can reboot the system by pressing Ctrl+Alt+ Delete.

5 Bootstrap

A bootstrap program is a program which loads an operating system saved on a disk into the main memory.

6 Browser

Browser means the software like **Microsoft Edge** that allows you to surf the Internet on your PC.

7 CMOS (Complementary Metal-Oxide Semiconductor)

CMOS is a program stored in the ROM BIOS that is used to configure various hardware.

8 CPU (Central Processing Unit)

CPU is the main processing unit that contains the logic circuit for processing the commands of a PC program.

9 Cursor

Cursor shows the location where you can enter the text in the PC screen. Pointer is also a kind of cursor that can be moved by using a mouse or touchpad.

10 Download

Downloading is a process in which data on a remote PC is transferred to your PC. You can also download files from the Internet to your PC.

11 Driver

A driver is a program that mediates the communication between a software application and a specific device. For example, if you purchase a printer or monitor, you need to install the related driver(s) in your computer to use it.

12 Fingerprint Reader

A fingerprint reader is a system that records fingerprints and uses them for user authentication. The fingerprint reader consists of various features that allow the user to enjoy enhanced performance of the **Windows** system.

13 Format

Formatting refers to designating the sectors and tracks on a hard disk so that the PC can write new data to the hard disk. Once you format your disk, all the data on the disk is lost. You must be sure to check your disk before formatting.

14 Hard Disk (HDD)

A hard disk is an essential part of the PC. It is an auxiliary storage device that can store massive amounts of data by changing the magnetic properties of the disk surface. It allows random access to the stored data.

15 HDMI (High Definition Multimedia Interface)

HDMI is a digital video/audio standard that allows you to send and receive both high-quality video and audio with one cable.

16 Hot Key

Hot Key is a combination of keys that executes a certain command in the operating system or an application when pressed.

17 Hub

A hub is a device that collects data from one or more places and sends them to other place(s).

18 LED (Light-Emitting Diode)

LED is a kind of diode that emits light when electricity flows through it. LED is used in various signaling lamps, such as the LED of a storage device (HDD, SSD, eMMC) that blinks when the disk is being accessed.

19 Local Area Network (LAN)

LAN refers to high speed network environments linking companies and households.

20 Operating System (OS)

Operating system is a program that is loaded onto the memory by the bootstrap program and manages other software programs loaded later.

21 Partition

The storage device (HDD, SSD, eMMC) can be divided into more than one logical partition when formatting. You can install different operating systems in each partition, or use partitions for separate file management or multi-user management. The storage device is generally divided into two partitions, called the C: hard drive, and D: drives respectively.

22 Peripheral

Peripherals are computer equipments that are necessary but non-essential, such as a printer, scanners, etc.

23 RAM (Random Access Memory)

RAM is a temporary storage device that contains the operating system and any actively running applications so that the CPU can access the data more quickly. The data stored in RAM is maintained only when the PC is turned on. Once the computer is turned off, the data stored in RAM disappears and should be reloaded when the computer is turned on again.

24 Resolution

Resolution indicates how many pixels an image is composed of. Higher the resolution, sharper the image.

25 Safe Mode

Safe mode allows you to boot the system with minimal options so that you can diagnose any problems in your system. Most programs other than the operating system, as well as drivers for the mouse, keyboard, and VGA, are not loaded into memory.

26 Scroll Bar

A scroll bar is displayed on the bottom or right side of a window. You can use a scroll bar to move to an area that is not displayed in the window. **Windows** system provides scroll bars for horizontal and vertical movement.

27 SD Memory Card

SD memory card is a memory card based on flash memory. It is used as a storage device in various digital products including smartphones, laptops, and digital cameras. It is classified into standard, mini, and micro SD memory cards depending on its size.

28 Shortcut

Shortcut icons are used to access certain programs or tasks more conveniently than usual access methods. You can save time by using shortcuts.

29 Solid State Drive (SSD)

SSD is a device that stores data using semiconductor. It is faster, smaller, and lighter than a hard disk.

30 Tablet

Tablet is a kind of input device which you can directly write on the screen with a stylus pen. This pen can be used to perform a mouse function.

31 Tablet PC Input Panel

It is a program used in a tablet PC. In this program, you can use a stylus, sound, and screen keyboard to enter text, symbols, numbers and shortcut keys. You can use this input panel to communicate with **Windows**-based programs.

32 Tablet Stylus

It is a pen provided together with the tablet PC. You can use it to write text or draw a picture on the tablet screen or use it as a mouse.

33 Trusted Platform Module (TPM)

Trusted Platform Module (TPM) provides hardware-level security to the system which is more powerful than the conventional ones. If combined with a security software, TPM enhances security for the overall system, files, email services and private data.

34 Update

Update means changing the software or adding new functions.

35 Upgrade

Upgrade means changing the hardware or software of your PC to increase its performance.

36 USB (Universal Serial Bus)

USB is a standard for connecting the PC to peripheral devices such as keyboard, mouse, and portable memory/hard disks.

37 Virus

A virus is a combination of commands that changes a software program or an executable file, and copies itself to other files and programs. Some viruses can erase important data on your storage device (HDD, SSD, eMMC).

38 Wireless LAN

Wireless LAN is a local area network that does not use a cable for data transfer. Wireless LAN has developed together with portable PCs. Wireless LAN provides portability as the change in the location of a computer does not affect the structure of the LAN.