BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

LG Smart TVs

webOS, the Magic Remote, apps and settings,
explained in plain English, one step at a time

A plain-English guide for every LG TV owner

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For LG TVs with webOS (2021 and newer) · facts current November 2026

What's Inside

This is your LG TV manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Keep the Magic Remote handy and work along as you read. Every feature comes with what it actually does *for you*, and slow step-by-step directions anyone can follow. It's written for LG TVs running webOS 24, 25 and 26, with notes for older sets; if a menu looks a little different on yours, the idea is still the same.

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PART 1

Getting to Know Your LG TV

What makes an LG television "smart," how to tell which one you have, and how LG keeps its software fresh. Start here, and the rest will make a lot more sense.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is holding this manual right now, this is for **you**. Maybe a new LG television just came home from the store and the box is still in the hallway. Maybe your family gave you one and set it up before they left, and now you're not sure where anything went. Or maybe you've had your LG for years and always suspected it could do more than you've asked of it. Wherever you're starting from, you're in the right place.

I'm Bill. For more than 30 years I've helped people feel comfortable with their technology, and here in Portage County a lot of that help happens in living rooms, in front of the TV. I wrote this manual the way I'd explain things sitting next to you on the couch: slowly, in plain English, with the remote in your hand, not mine. If I use a word you don't know, I'll stop and explain it right then.

What this manual covers

LG smart TVs run software called **webOS**. It's what draws the home screen, runs the apps, and answers when you press a button on the remote. This manual is written for LG TVs from roughly 2021 onward, with the most attention on the recent versions, webOS 24, webOS 25 and webOS 26. Older LG TVs work the same way in spirit; the menus are simply arranged a little differently, and I'll point out the differences that matter.

WHAT THIS DOES FOR YOU

What this manual does for you

By the end you'll know your Magic Remote by feel, find any app or show, make the picture brighter and the voices clearer, turn on captions, keep your viewing habits private, and fix the common hiccups yourself. Most of all, you'll feel like the TV works for you again.

The big promise: you can't break it

Here's the most important thing in the whole manual. **You cannot break your LG TV by pressing buttons and exploring the menus.** The worst that can happen is you land on a screen you didn't expect. There's always a way back: press the **Back** button to go back one step, or press and hold it to close every menu at once. You'll learn more in Chapter 5. So relax and poke around. Curiosity is how everybody learns, me included.

And you're never stuck alone. If you'd like a hand, call me at **(330) 200-8042** and we'll sort it out together, with no judgment. There's no such thing as a silly question about a TV remote.

— Bill

CHAPTER 2

What Makes an LG TV Smart

A **smart TV** is a television with a small computer built inside it. That computer connects to the internet, the same way your phone does, so the TV can play shows from services like Netflix, YouTube and Prime Video without any extra box. On an LG TV, that built-in computer runs **webOS**.

Three ways your LG TV gets a picture

Where it comes from	In plain terms
Apps over the internet	Netflix, YouTube, Prime Video, LG Channels and many more. These come in over your home Wi-Fi. Some are free, some need a paid subscription.
An antenna	A simple antenna on the TV or the roof picks up local stations, such as your local NBC, CBS, ABC, FOX and PBS, for free. The TV has a tuner built in to read that signal.
Something plugged in	A cable or satellite box, a DVD or Blu-ray player, a game console, or a streaming stick like a Roku or Fire TV, connected with an HDMI cable.

Each of these is called a **source** or an **input**. Much of the confusion people have with any TV comes down to this: the TV is showing one source while you expected another. Once you know how to switch inputs (Chapter 11), most "my TV is broken" moments disappear.

GOOD TO KNOW

"webOS" is just the name of the software

You'll see the word webOS in menus and on LG's website. It's LG's name for the TV's software, like "iOS" on an iPhone or "Windows" on a computer. Each year LG releases a new version, numbered by year: webOS 24 came on 2024 TVs, webOS 25 on 2025 TVs, and webOS 26 on 2026 TVs.

Do I need the internet?

Not for everything. With just an antenna or a cable box, the TV works fine with no internet at all. But apps, software updates, voice commands and LG Channels all need the TV connected to your home Wi-Fi or plugged into your router with a network cable. Most people connect it, and Chapter 10 walks you through it.

CHAPTER 3

Which LG TV You Have

LG makes many TVs, from inexpensive everyday sets to large OLED models. They all share the same webOS software, so most of this manual applies to every one of them. Two facts about yours are worth knowing, though: the **model number** and the **webOS version**.

Find your webOS version in three presses

LG built in a quick shortcut for this. It brings up a small help screen that shows which version of webOS the TV is running.

1. Point the remote at the TV.
2. Press the **Settings** button (the little gear) three times in a row. On some remotes, especially older ones, press the **Mute** button three times instead.
3. Look for the webOS version on the screen that appears, for example **webOS 25**.
4. Press **Back** to close it.

Checked against LG USA Support on November 13, 2026.

Find the model number

The model number is printed on a sticker on the back of the TV, and it's usually on the box and your receipt too. It looks something like **OLED65C5PUA** or **55UT7000PUA**. You'll want it if you ever look up help on LG's website, buy a replacement remote, or call for support.

> **TIP**
>
> **Write both on a sticky note**
>
> Jot down your model number and webOS version and keep the note with the remote's spare batteries. When you call LG, or call me, those two facts let anyone picture your exact screens right away.

Why the version matters

LG moves menu items around from one version to the next. A setting that sits under **General** on a 2023 TV might sit under **System** on a 2026 TV. In this manual I'll give you the path for recent TVs and note when webOS 26 is different. If a menu doesn't match exactly, look for the same words nearby; the idea is always the same.

GOOD TO KNOW

The biggest change in webOS 26

On 2026 TVs (webOS 26), LG moved **System** up to the main list in **All Settings**. So a path that reads **All Settings > General > Network** on a 2024 TV becomes **All Settings > System > Network** on a 2026 TV. Keep that one swap in mind and most directions will line up.

Checked against LG USA Support on November 13, 2026.

CHAPTER 4

How LG Keeps Your TV Up to Date

Like a phone, an LG TV gets software updates over the internet. Small updates fix bugs and patch security holes. Bigger ones bring a whole new version of webOS, with new menus and features.

The webOS Re:New program

In 2024 LG announced a program it calls **webOS Re:New**. The promise is that supported LG TVs, starting with many 2022 models, will be offered newer versions of webOS for about five years after they're made, rather than staying frozen on the version they shipped with. The new versions arrive gradually, often about a year after they debut on new TVs.

For example, webOS 26 first appeared on 2026 TVs. LG then began offering it to some 2025 models in August 2026, with other recent models scheduled later. Not every feature makes the trip; a few depend on newer hardware inside the TV.

Checked against reporting by HDTVTest and Choose.tv on LG's webOS 26 rollout on November 13, 2026.

HEADS UP

A big update can move things around

After a major webOS update, your home screen and menus may look different the next morning. Nothing is lost: your apps and sign-ins are still there. Give yourself a few minutes to look around, and use the "three presses of Settings" trick from Chapter 3 to confirm the new version number. Reports on webOS 26 note that a major version update can't be rolled back, so there's no returning to the old look.

Let updates happen on their own

The easiest approach is to turn on automatic updates so the TV takes care of itself overnight. The steps are in Chapter 32. It's one of the best five-minute favors you can do for your TV.

WHAT THIS DOES FOR YOU

What updates do for you

Updates keep apps like Netflix and YouTube working (apps sometimes stop supporting old software), fix little glitches, and close security holes. A TV that updates itself is a TV that keeps working.

PART 2

The Magic Remote

LG's remote works like a computer mouse you wave in the air. Here's every button that matters, how to point and click, how to pair it, and how to talk to your TV.

CHAPTER 5

The Magic Remote at a Glance

Most LG smart TVs come with the **Magic Remote** (LG now calls newer ones the **AI Magic Remote**). It's the curved remote with a scroll wheel in the middle. Remotes from different years have slightly different buttons, but the important ones are the same.

The buttons you'll actually use

Button	What it does
Power	Turns the TV on or off.
Home (the little house)	Opens the home screen with your apps. On the 2025 remote, press and hold it to zoom in on part of the screen.
Wheel (OK)	The scroll wheel in the center. Roll it to scroll; press it down like a button to choose whatever is highlighted. Pressing the wheel is the same as pressing OK.
Arrow ring	Up, down, left and right around the wheel. Use these instead of pointing if you prefer.
Back	Goes back one step. Press and hold to close every menu and return to what you were watching or to Home.
Settings (gear) or Quick Settings	Opens a short menu of common settings. From there you can open **All Settings**. On the 2025 remote, press and hold to jump straight to All Settings.
Microphone or AI button	Press and hold, speak, then let go. Used for voice search and commands.
Volume and Channel	Rocker buttons on the sides. On the 2025 remote, press and hold Volume down to mute.
Input (on some remotes)	Switches between sources such as antenna, cable box and game console. On the 2025 remote, press and hold the Home Hub button to choose an input.
More Functions (three dots or 123)	Shows a number pad and extra buttons on screen. Handy if your remote has no number keys.

Checked against LG USA Support on November 13, 2026.

TIP

Your remote may have shortcut buttons

Many Magic Remotes have buttons printed with app names, such as Netflix or Prime Video. Press one and that app opens directly, even from a different input. They're a shortcut, not a subscription; you still need an account for any paid service.

GOOD TO KNOW

Hold a button for a second job

On recent LG remotes, many buttons do one thing with a quick press and another with a press-and-hold. If a button seems to do something unexpected, you probably held it a moment too long. Press Back and try a quick tap.

CHAPTER 6

Pointing, Scrolling & Clicking

The Magic Remote's special talent is the **pointer**. Move the remote in the air and an arrow on the screen moves with it, like a computer mouse. Point at what you want and press the wheel to choose it.

Waking up the pointer

1. Hold the remote comfortably and point it at the TV.
2. Give it a gentle shake, or simply move it a little. An arrow or circle appears on screen.
3. Move your wrist slowly. Small movements go a long way.
4. When the pointer is over the thing you want, press down on the wheel.

The pointer fades away after a few seconds of stillness. That's normal. Move the remote again and it comes right back.

Prefer the arrows? Use them

If the pointer feels jumpy, you can ignore it completely. Press any arrow button and the TV switches to a highlight box that you move one step at a time. Press the wheel to choose. Many people find the arrows calmer, especially for menus.

Scrolling with the wheel

In long lists, such as a row of movies or a long settings menu, roll the wheel up or down to scroll. It's faster than pressing an arrow over and over.

TIP

If your hand shakes a little

A steady hand isn't required. Rest your elbow on the arm of your chair, or simply use the arrow buttons and the wheel's press. You'll get to the same places.

GOOD TO KNOW

Typing with the pointer

When you need to type, such as a show name or a Wi-Fi password, a keyboard appears on screen. Point at each letter and press the wheel, or use the arrows. For search, it's often quicker to hold the microphone button and say the name instead (Chapter 8).

CHAPTER 7

Pairing the Remote (and Fixing a Missing Pointer)

The Magic Remote talks to the TV by radio, not only by pointing, so it has to be **paired**, meaning introduced to your particular TV. A new TV usually pairs the remote the first time you turn it on. If the pointer stops appearing, the pair has usually come undone, and it takes a minute to fix.

Pairing a remote

1. Turn the TV on and wait about 20 seconds.
2. Point the remote at the TV.
3. Press the **wheel** (OK) button.
4. A message on screen confirms the remote is paired. That's it.

Checked against LG USA Support on November 13, 2026.

When the pointer disappears or buttons stop working

First, try fresh batteries. Weak batteries cause more remote trouble than anything else. If new batteries don't help, unpair and pair again:

1. Point the remote at the TV.
2. Press and hold **Back** and **Settings** together for at least 5 seconds.
3. The light on the remote blinks and a message says the remote has been unpaired.
4. Press the **wheel** to pair it again.

Still no luck? On 2021 and 2025 remotes, point at the TV and hold **Home** and **Settings** together for at least 5 seconds until instructions appear on the screen. On 2020 remotes, hold the **Guide** button instead.

Checked against LG USA Support on November 13, 2026.

TIP

No remote handy at all?

Most LG TVs have a small button or joystick underneath the front edge or on the back. Press it to turn the TV on and bring up a small menu for input and volume. Your phone can also act as a remote with the LG ThinQ app (Chapter 24).

HEADS UP

Replacement remotes

If a remote is lost or broken, buy a replacement that lists your TV's model year, or buy from LG. Some inexpensive look-alike remotes have only infrared (point-and-press) and no pointer or voice.

CHAPTER 8

Talking to Your TV

Instead of typing with the pointer, you can simply tell the TV what you want. Press and hold the microphone button (on 2025 remotes it's labeled **AI**), speak, and let go.

How to give a voice command

1. Hold the remote about four inches from your mouth.
2. Press and hold the **microphone** or **AI** button.
3. Speak slowly and clearly at a normal volume, for example "Find westerns" or "Open YouTube."
4. Let go of the button when you've finished speaking.

Checked against LG USA Support on November 13, 2026.

Things worth trying

- "Open Netflix" or "Open LG Channels"
- "Search for *It's a Wonderful Life*"
- "Turn the volume down"
- "Change to HDMI 1"
- "Turn on closed captions"

Exactly which commands work depends on your model and webOS version. If the TV doesn't understand, it will usually show you search results instead, which is often just what you wanted anyway.

What voice needs to work

- The TV must be connected to the internet.
- You need to be signed in to an **LG account** on the TV.
- You need to have agreed to LG's voice recognition terms (the TV asks the first time).
- The TV's menu language should match your region (English for the U.S.).

Checked against LG USA Support on November 13, 2026.

GOOD TO KNOW

Google Assistant is gone from LG TVs

Some older LG TVs had Google Assistant built in. Google Assistant support on LG TVs ended on May 1, 2025. The microphone button still works; it now uses LG's own voice system.

Checked against 9to5Google's report on LG ending Google Assistant on November 13, 2026.

STAY SAFE

Voice and your privacy

With the Magic Remote, you hold the button down while you speak, so you're in charge of when you're talking to the TV. Some newer LG TVs also have a microphone in the TV itself for hands-free features. If privacy is on your mind, Chapter 25 explains the agreements behind voice and how to review them.

PART 3

Setting Up

The first-time setup screens, getting on Wi-Fi, plugging in a cable box or antenna, and finding the free local channels. Do these once and you're set for years.

CHAPTER 9

First-Time Setup, Step by Step

The first time an LG TV is turned on, it walks you through a series of setup screens. If someone already did this for you, you can skip this chapter. If you're doing it yourself, here's what to expect, so nothing catches you off guard.

What the setup screens ask

1. **Language and country.** Choose English and the United States. The country matters: apps and voice features depend on it.
2. **Pair the remote.** Point the Magic Remote at the TV and press the wheel when asked.
3. **Connect to the internet.** Choose your home Wi-Fi network and type its password (Chapter 10), or plug in a network cable.
4. **User agreements.** The TV shows a list of agreements. Some are required to use the smart features; others, such as viewing information and advertising, are optional. You can change these later (Chapter 26).
5. **Sign in to an LG account,** or create one. You can skip it, but you'll need one to install apps and use voice.
6. **Connected devices.** The TV may ask what's plugged in, such as a cable box, and can set the remote up to control it.
7. **Antenna channels.** If you use an antenna, let the TV scan for channels (Chapter 12).

HEADS UP

Read before you tap "Agree to All"

During setup there's usually a single button that agrees to everything at once. It's faster, but it also switches on optional data sharing. If you'd rather keep your viewing habits to yourself, agree only to the required items. Chapter 26 shows how to check or change your choices any time.

TIP

Keep your Wi-Fi password nearby

The password is often printed on a sticker on your internet router. Having it on a slip of paper before you start makes setup much smoother.

CHAPTER 10

Getting on Wi-Fi

Your TV needs the internet for apps, updates and voice. If the setup screens didn't connect it, or you've changed your router or password, here's how to connect.

Connect to your Wi-Fi network

1. Press **Settings** (the gear) on the remote and choose **All Settings**.
2. On 2021 to 2025 TVs, choose **General**, then **Network**. On 2026 TVs (webOS 26), choose **System**, then **Network**.
3. Choose **Wi-Fi Connection**. (Some models show an **Internet Connection** step first.)
4. Pick your network's name from the list.
5. Type your Wi-Fi password with the on-screen keyboard. Capital letters matter.
6. Choose **Connect**. A check mark or "Connected" means you're online.

Checked against LG Support help library pages on November 13, 2026.

If it won't connect

- Double-check the password. Wi-Fi passwords are case-sensitive, so "Maple" and "maple" are different.
- Look at the **Network** status screen. LG shows a little diagram: TV, Gateway (your router), DNS, Internet. An X between two of them shows where the connection breaks. An X between the TV and the Gateway means the TV can't reach your router.
- Unplug your modem and router for 30 seconds, plug them back in, wait a few minutes, and try again.
- If the TV is far from the router, a network cable from the router to the TV's LAN port is the most reliable connection of all.

Checked against LG Support help library pages on November 13, 2026.

GOOD TO KNOW

Which network name do I pick?

Many routers broadcast two names, one ending in "5G" or "5GHz" and one without. Either works. The 5 GHz one is usually faster when the TV is in the same room as the router; the other reaches farther.

CHAPTER 11

Connecting a Cable Box, Antenna or Streaming Stick

Anything you plug into the TV shows up as an **input**. Cable boxes, Blu-ray players, game consoles and streaming sticks plug into an **HDMI** port: the flat, slightly trapezoid-shaped socket on the back or side. An antenna or a basic cable line screws onto the round **antenna/cable** connector.

Plugging something in

1. Turn the TV off.
2. Plug one end of the HDMI cable into the device and the other into any HDMI port on the TV. Note the port's number, such as **HDMI 2**.
3. Plug the device into power and turn it on.
4. Turn the TV on and switch to that input (below).

Switching inputs

On remotes with an **Input** button, press it and choose from the list. On the 2025 AI Magic Remote, press and hold the **Home Hub** button to choose an input such as your cable box. You can also press **Home** and look for the input tiles or the Home Hub on the home screen.

Checked against LG USA Support on November 13, 2026.

TIP

Give your inputs friendly names

In the input list you can usually rename an input or choose an icon for it, so "HDMI 2" becomes "Cable Box." It's a small thing that makes life easier for everyone in the house.

GOOD TO KNOW

One remote for the cable box too

LG TVs can often control a cable box or soundbar through the HDMI cable (LG calls this SIMPLINK, and the general name is HDMI-CEC), and during setup the Magic Remote can be set up to control a cable box. Results vary by box; if it doesn't work well, keep using the cable box remote for channels.

Streaming sticks on an LG TV

You don't need a Roku or Fire TV stick on an LG smart TV, because the TV already has the major apps. But plenty of people plug one in anyway because it's what they know. That's fine. Plug it into an HDMI port, switch to that input, and use the stick's own remote.

CHAPTER 12

Free Local Channels with an Antenna

With an antenna, your LG TV can show local broadcast stations for free, no subscription needed. In much of Northeast Ohio that can include the major Cleveland stations, depending on where you live and where the antenna sits. The TV has to **scan** once to find what's in the air.

Scan for channels

1. Connect the antenna cable to the TV's antenna connector. If you have a newer UHD (ATSC 3.0) antenna setup, LG notes it should go in the dedicated UHD port if your TV has one.
2. Press **Settings**, then choose **All Settings**.
3. Choose **General**, then **Channels**, then **Channel Tuning**.
4. Choose **Auto Tuning** (on some models, just **Start**).
5. Wait while the TV searches. It can take several minutes.
6. Choose **Done**. Press the Channel up or down buttons to browse what it found.

Checked against LG USA Support on November 13, 2026.

TIP

Not many channels? Move the antenna

Antennas work best high up and near a window facing the broadcast towers. Move it, then scan again. Every time you move the antenna, run the scan again so the TV relearns the channels.

GOOD TO KNOW

Using a cable or satellite box? Skip this

If your channels come from a cable or satellite box, you don't need to scan. Just switch the TV to the HDMI input the box is plugged into.

Checked against LG USA Support on November 13, 2026.

PART 4

The Home Screen & Apps

Find your way around the home screen, install the apps you want, tidy away the ones you don't, sign in safely, and enjoy LG's free live channels.

CHAPTER 13

A Tour of the Home Screen

Press the **Home** button any time to open the home screen. Think of it as the TV's front door: every app and input is reachable from here.

What you'll see

Area	What it's for
A large banner up top	Suggestions, featured shows and, yes, advertising. You can ignore it.
A row of apps	Your apps, such as Netflix, YouTube and LG Channels, as tiles. This is where you'll spend most of your time. Scroll left and right to see more.
Inputs and the Home Hub	Tiles for your connected devices and smart home controls. On newer TVs LG calls this area the Home Hub; older ones called it the Home Dashboard.
Recommendation rows	Rows of shows and movies from different apps. Selecting one opens the app it lives in.
Search, Settings and Profile	Small icons, usually near the top, for search, settings, notifications and your LG account.

LG reshapes the home screen with almost every webOS version, so yours may look a little different from a neighbor's. The app row is always there, and that's the part that matters.

TIP

Home, then down, then OK

The simplest habit: press **Home**, move to the app row, highlight the app, and press the wheel. You'll never need to understand the rest of the screen to watch what you love.

Getting back

Inside any app, press **Back** to step backward, or press **Home** to return to the home screen. On most remotes, pressing and holding **Back** closes all on-screen menus.

Checked against LG USA Support on November 13, 2026.

CHAPTER 14

Finding and Installing Apps

Your LG TV came with a set of popular apps already installed. If one you want is missing, you can add it from LG's app store, called **Apps** or **LG Apps** on recent TVs (older TVs called it the LG Content Store). The apps themselves are free to install; some services charge a subscription once you sign in.

Install an app

1. Press **Home** and choose **Apps** (or **LG Apps**).
2. Choose the **Search** icon at the top of the screen.
3. Type the app's name, for example **PBS**, and choose **Search**.
4. Choose the app in the results.
5. Choose **Install**. When it finishes, the button changes to **Launch** and the app appears on your home screen.

Checked against LG Support help library pages on November 13, 2026.

If an app won't install

- Make sure you're signed in to your LG account.
- Make sure the TV is connected to the internet.
- Check that **LG Services Country** is set to the United States. On 2021 to 2025 TVs it's under **All Settings > General > System > Location**; on webOS 26, **All Settings > System > Location**.
- The TV's storage may be full. Delete an app you don't use (Chapter 15) and try again.

Checked against LG Support help library pages on November 13, 2026.

GOOD TO KNOW

Not every app exists for LG TVs

Most big names are available: Netflix, YouTube, Prime Video, Disney+, Hulu, Max, Peacock, Paramount+, Apple TV and many more. Occasionally a smaller app is only made for Roku or Fire TV. If that's the case, an inexpensive streaming stick plugged into the TV fills the gap.

CHAPTER 15

Moving and Deleting Apps

Put the apps you use most at the front of the row, and tuck away or delete the ones you never touch. It's one of the nicest things you can do to make the TV feel like yours.

Move an app

1. Press **Home**.
2. Highlight the app you want to move.
3. Press and hold the **wheel** (OK) button until the app list switches into editing mode.
4. Use the left and right arrow buttons to slide the app to its new spot.
5. Press the wheel again, or choose **Done**, to drop it in place.

Delete an app

1. Press **Home**.
2. Highlight the app you want to delete, then press and hold the **wheel** to enter Edit App List mode.
3. Choose the **trash can** icon above the app.
4. When it asks "Are you sure you want to delete it?", choose **Yes**.

Checked against LG Support help library pages on November 13, 2026.

GOOD TO KNOW

Some apps can only be moved, not deleted

A few built-in apps, such as LG Channels, live TV and settings, can't be deleted. You can still slide them to the end of the row so they're out of your way.

TIP

Deleting an app doesn't cancel the subscription

Removing Netflix from the TV does not stop Netflix from billing you. To cancel a paid service, cancel on that company's website or in your account settings. Deleting the app only removes it from this TV.

CHAPTER 16

Signing In to Netflix, YouTube & Other Apps

The first time you open a paid streaming app, it asks you to sign in. Typing a long email address and password with the remote is a chore, so most apps offer an easier way using your phone.

The code-on-screen method

1. Open the app on the TV and choose **Sign In**.
2. The TV shows a short code and a website address, or a square QR code.
3. On your phone or computer, go to that website (or point your phone's camera at the QR code).
4. Sign in there with your usual email and password, and type the code from the TV if asked.
5. Within a few seconds the TV app signs in by itself.

SCAM ALERT

Activation is always free

Real apps never charge a fee to "activate" them on your TV, and never ask you to call a phone number to finish signing in. When you search for an app's activation page, scam websites sometimes appear first, offering "activation support" for a fee. Type the address exactly as it appears on your TV screen, and never pay anyone to activate an app. More in Chapter 27.

Which accounts do I need?

Account	What it's for	Cost
LG account	Installing apps, voice, LG's own services	Free
Each streaming service	Netflix, Prime Video, Disney+ and so on	Varies; many are monthly
YouTube / Google	Optional; signing in keeps your subscriptions and history	Free (YouTube TV and Premium cost extra)
LG Channels	No account needed	Free

TIP

Keep your passwords in one safe place

A small notebook kept at home, or a password manager on your phone, saves a lot of frustration the next time an app asks you to sign in again after an update.

CHAPTER 17

LG Channels: Free Live TV

LG Channels is LG's own free TV service, built into your TV. It offers live channels with news, movies, classic shows, sports talk, cooking and more, plus some shows you can start any time. There's no subscription and no sign-up. In exchange, it shows commercials, just like regular TV.

Watch LG Channels

1. Press **Home**.
2. Choose **LG Channels** in your app row.
3. Browse the channel guide with the arrow buttons, or scroll with the wheel.
4. Press the wheel on any channel to start watching. Press Channel up or down to flip channels.

Checked against LG Electronics newsroom announcements on LG Channels on November 13, 2026.

WHAT THIS DOES FOR YOU

What LG Channels does for you

It's a real, no-cost alternative to some of what cable offers: something always on, no account to manage, no bill. Many people trimming their TV budget find it covers the background TV they used to pay for.

GOOD TO KNOW

LG Channels is one of several free services

Pluto TV, Tubi, The Roku Channel, Samsung TV Plus and others are free too, and most have apps for LG TVs. The Free Streaming TV manual in this series covers them side by side.

HEADS UP

"Free" means ads

Expect commercials every few minutes, like broadcast TV. The selection also changes over time, so a channel you enjoy might move or disappear.

PART 5

Making It Look & Sound Right

Picture modes in plain English, the fix for a picture that's too dark, clearer dialogue, and quiet listening with headphones or a soundbar.

CHAPTER 18

Picture Modes in Plain English

LG TVs offer several ready-made **picture modes**: preset combinations of brightness, color and sharpness. Picking the right one does more for the picture than fiddling with a dozen sliders.

Change the picture mode

1. Press **Settings** and choose **All Settings**.
2. Choose **Picture**.
3. Choose **Select Mode** (on 2020 and older TVs, **Picture Mode Settings**, then **Picture Mode**).
4. Highlight a mode to see the picture change behind the menu. Press the wheel to keep it.

Checked against LG USA Support on November 13, 2026.

What the common modes mean

Mode	What it's like
Standard	A good everyday balance. LG suggests it as the place to start if the picture looks wrong.
Vivid	Very bright with punchy color. Good in a sunny room; can look harsh at night.
Eco or Auto Power Save	Saves electricity by dimming the screen. Often the reason a TV looks dark.
Cinema	Warmer, calmer colors for movies in a dim room.
Filmmaker Mode	Shows movies the way the director intended. Many people find it a bit dark and warm at first.
Sports	Brighter, with smoother motion for fast action.
Game Optimizer or Game	Cuts the delay between the controller and the screen for video games.

Not every LG TV has every mode, and the names vary a little by model and year.

TIP

The "soap opera" look

If movies look strangely smooth, like a home video, that's motion smoothing, which LG calls **TruMotion** on many models. Switching to Cinema or Filmmaker Mode usually turns it down or off. Some people love the smooth look for sports; it's a matter of taste.

GOOD TO KNOW

Each input can remember its own mode

Some LG TVs keep separate picture settings for each input. If the cable box looks great but the Blu-ray player looks dark, switch to that input and check its picture mode too.

CHAPTER 19

When the Picture Is Too Dark

A dim, gloomy picture is one of the most common LG complaints, and it's almost never a broken TV. LG's own help pages say the usual cause is an energy-saving setting or the wrong picture mode.

Step 1: Pick a brighter picture mode

Follow Chapter 18 and choose **Standard** or **Vivid** instead of Eco, Auto Power Save, Cinema or Filmmaker Mode.

Step 2: Turn off Energy Saving

1. Press **Settings** and choose **All Settings**.
2. On 2022 to 2025 TVs, choose **General**, then **Energy Saving**. On 2026 TVs (webOS 26), choose **System**, then **Energy Saving**.
3. Choose **Energy Saving Step** and set it to **Off**.

Checked against LG USA Support on November 13, 2026.

If Energy Saving Step is set to **Auto** or **Maximum**, the TV dims itself to save power. Turning it off gives you the full brightness the TV can show. Your electric bill goes up a little; the picture goes up a lot.

Step 3: Reset the picture settings

If someone has adjusted a lot of sliders and you'd like a clean start:

1. Press **Settings**, choose **All Settings**, then **Picture**.
2. Choose **Advanced Settings**, then **Reset**.

Checked against LG USA Support on November 13, 2026.

> **TIP**
>
> **LG's quick shortcut**
>
> LG says pressing **Settings** three times in a row (2025 and newer TVs) or **Mute** three times (2024 and older) opens a quick help screen that can also reset the picture and sound settings.

HEADS UP

Check the cables too

If the picture is dark only on one input, a loose HDMI cable can be the culprit. Push each end in firmly. If the screen stays dark on every input with these settings fixed, it's time for LG support or a call to me.

CHAPTER 20

Hearing Dialogue Clearly

Music swells, explosions rumble, and the actors mumble. If you find yourself turning the volume up for voices and down for everything else, your LG TV has a setting designed for exactly that.

Turn on Clear Voice

1. Press **Settings** and choose **All Settings**.
2. Choose **Sound**.
3. Choose **Select Mode** (on 2020 and older TVs, **Sound Mode**).
4. Choose **Clear Voice** or **Clear Voice Pro**, whichever your TV offers.

Checked against LG USA Support on November 13, 2026.

Clear Voice turns down background noise and lifts the frequencies where speech lives. It makes a real difference for many people.

TIP

Avoid the "big" sound modes for talk

Immersive modes like Cinema or Sports can bury voices under effects. If dialogue is your priority, Clear Voice or Standard usually does better.

GOOD TO KNOW

Only some channels sound muddy?

If voices are hard to hear on one channel or program but fine elsewhere, the problem is usually the broadcast itself, not your TV. Captions (Chapter 22) are the most reliable help in that case.

Other things that help

- **Captions.** Even with good hearing, captions catch the lines you'd otherwise miss. See Chapter 22.
- **A soundbar.** Thin TVs have small speakers. A modest soundbar, especially one with a speech or voice mode, is often the single biggest improvement. See Chapter 21.
- **Headphones.** Wireless headphones put the sound right at your ears without disturbing anyone else.

CHAPTER 21

Headphones & Soundbars

LG TVs can send their sound to Bluetooth headphones, a Bluetooth speaker, or a soundbar. The setting that decides where the sound goes is called **Sound Out**.

Connect Bluetooth headphones

1. Put your headphones in **pairing mode**. On most, you press and hold the power button until a light flashes. Check the headphones' instructions if you're not sure.
2. On the TV, press **Settings** and choose **All Settings**, then **Sound**, then **Sound Out**.
3. Choose the Bluetooth option. On many recent TVs it's **Use Wireless Speaker**, then **Bluetooth Device**.
4. Wait for your headphones to appear in the list, then choose them.
5. Sound now plays in the headphones. To go back to the TV speakers, return to **Sound Out** and choose the TV's internal speaker.

Checked against LG Support help library pages on November 13, 2026.

TIP

Headphones not showing up?

If your headphones are already connected to your phone, the TV may not see them. Turn off Bluetooth on the phone (or disconnect the headphones from it), put them back in pairing mode, and search again.

GOOD TO KNOW

Two volume controls

Bluetooth headphones often have their own volume buttons, separate from the TV's. If the sound is quiet even with the TV turned up, press volume up on the headphones themselves.

Soundbars

Most soundbars connect with an HDMI cable to the TV's port marked **HDMI (ARC)** or **eARC**. Once connected, choose the soundbar under **Sound Out** (it may be listed as HDMI ARC or by name). With the HDMI connection, the TV remote's volume buttons usually control the soundbar too.

HEADS UP

Bluetooth can lag a little

With some Bluetooth headphones, lips and voices can drift slightly out of step. An HDMI-connected soundbar, or TV headphones that come with their own base station, avoid that delay.

PART 6

Easier to Use

Captions, LG's accessibility features for eyes and ears, and how to use your phone as a remote.

CHAPTER 22

Turning On Captions

Captions put the words on the screen as they're spoken. Where you turn them on depends on what you're watching, and that's the part that trips most people up.

Captions for antenna TV and the TV's own tuner

1. Press **Settings** and choose **All Settings**.
2. Choose **General**, then **Accessibility**.
3. On 2026 TVs (webOS 26), choose **Hearing Features** next.
4. Choose **Closed Caption** and set it to **On**.

Checked against LG USA Support on November 13, 2026.

On 2020 and older TVs, **Accessibility** is right in the main **All Settings** list rather than under General.

Captions in Netflix, YouTube and other apps

Streaming apps have their own captions switch, and the TV's setting doesn't control them. While a show is playing, press the wheel or the Down arrow to bring up the playback controls, then look for a speech-bubble or **Audio & Subtitles** button and choose English captions.

Captions with a cable or satellite box

If you watch through a cable box, turn captions on with the **cable box's** remote and menus. LG notes that the TV's caption setting doesn't work on programs coming in from a set-top box.

Checked against LG USA Support on November 13, 2026.

TIP

Captions on but nothing appears?

The program itself may not carry captions. Try a different channel. LG's help pages make the same suggestion.

CHAPTER 23

Accessibility: Narration, Zoom & More

LG TVs include features for people who see or hear less well. You'll find them under **All Settings > General > Accessibility** on recent TVs. On many remotes, pressing and holding **Mute** opens the Accessibility menu directly.

Checked against LG USA Support on November 13, 2026.

Features worth knowing

Feature	What it does
Audio Guidance	The TV reads menus and on-screen text out loud. Helpful for low vision; a surprise if someone turned it on by accident.
Closed Caption	Words on screen for programs from the TV's tuner (Chapter 22).
Audio Description	A narrator describes what's happening on screen, for programs that include it.
High Contrast	Makes menus easier to read, with stronger contrast between text and background.
Screen zoom	On the 2025 AI Magic Remote, press and hold **Home** to zoom in on part of the screen.

Names and exact placement vary by model; on webOS 26 the list is grouped into sections such as Hearing Features.

Turn off a talking TV

If the TV suddenly starts announcing every channel change and menu, Audio Guidance has been switched on. To turn it off:

1. Press and hold **Mute** until the Accessibility menu appears (or go to **All Settings > General > Accessibility**).
2. Choose **Audio Guidance**.
3. Turn it **Off**.

Checked against LG USA Support on November 13, 2026.

GOOD TO KNOW

A narrator describing the scene is different

If a voice is describing what's happening in the show ("She walks to the window"), that's Audio Description, and it usually comes from the app or the broadcast. Turn it off in the app's audio menu, or in the cable box's settings.

CHAPTER 24

The LG ThinQ App: Your Phone as a Remote

LG ThinQ is LG's free phone app for its smart products. Connect it to your TV and your phone becomes a backup remote, and typing on your phone is much easier than pointing at letters on the TV.

Set it up

1. Make sure your phone and the TV are on the **same Wi-Fi network**.
2. Install **LG ThinQ** from the App Store (iPhone) or Google Play (Android). It's free.
3. Open it and sign in with your LG account, or create one.
4. Tap the **+** (Add) button and follow the prompts to find your TV.
5. If the TV shows a code or asks you to confirm, follow the prompt on the screen.

Checked against LG Support help library pages on November 13, 2026.

Use your phone as a remote

1. Open LG ThinQ and tap your TV's card.
2. Tap **Remote Control**. A remote appears on your phone, with arrow, volume and channel controls.
3. When the TV asks you to type, look for the keyboard option in the app so you can type on your phone.

Checked against LG Support help library pages on November 13, 2026.

WHAT THIS DOES FOR YOU

What ThinQ does for you

A spare remote that never gets lost in the couch, easy typing for searches and passwords, and a way to keep using the TV when the remote's batteries die at 9 p.m. on a Sunday.

GOOD TO KNOW

ThinQ also runs LG appliances

If you have an LG washer, refrigerator or air conditioner with Wi-Fi, the same app controls those. You don't need any of them to use it with the TV.

PART 7

Privacy & Safety

What your LG TV learns about you, how to switch off the tracking you don't want, and the scams aimed at TV owners.

CHAPTER 25

What Your LG TV Knows About You

Like most smart TVs, an LG TV can collect information about what you watch and use it to recommend shows and target advertising. None of this is secret; you agree to it (or not) on the user agreement screens. But those screens go by quickly, and most people tap Agree without reading. Here's what the main pieces mean.

Setting	What it means
Live Plus	LG's name for automatic content recognition, or ACR. The TV samples what's on screen, including from your cable box or antenna, to identify what you're watching.
Viewing Information	Permission for LG to collect information about your viewing for recommendations and advertising.
Interest-based advertising	Permission to use what LG learns to pick the ads you see.
Voice Information	Permission for LG to process what you say to the microphone button.

GOOD TO KNOW

Turning these off doesn't break the TV

Your apps, antenna channels and inputs work exactly the same with tracking switched off. You may see less personalized suggestions and ads that are less targeted, but you'll still see ads in places like the home screen banner. Voice needs its agreement to work; the others are optional.

FROM BILL

My suggestion

If you don't care for the idea of your TV reporting what you watch, switch off Live Plus and opt out of Viewing Information and interest-based advertising. It takes five minutes, and the next chapter walks you through it.

CHAPTER 26

Turning Off Live Plus & Ad Tracking

LG spreads these choices across more than one menu, so it takes a few stops. Menu names shift a little by model and year; if you don't see one exactly, look nearby for the same words.

Stop 1: Turn off Live Plus

1. Press **Settings** and choose **All Settings**.
2. Choose **General**, then **System**, then **Additional Settings**. (On webOS 26, start with **System** in the main list.)
3. Find **Live Plus** and switch it **Off**.

Checked against Tom's Guide and other published LG privacy guides (not an LG page) on November 13, 2026.

Stop 2: Review your user agreements

1. In **All Settings**, look for **User Agreements**. On many models it's under **General** or **Support**, sometimes inside a Privacy & Terms section.
2. Open it and read the list of items.
3. Turn off, or withdraw your agreement to, **Viewing Information**, **Interest-Based Advertising** and anything about cross-device advertising.
4. Leave **Voice Information** on if you use the microphone button; turn it off if you don't.

Stop 3: Advertising settings

Some LG TVs also have an **Advertisement** or **Ads** setting with a **Limit Ad Tracking** or **Do Not Sell My Personal Information** option. Turn it on if your TV has it.

Checked against Tom's Guide and other published LG privacy guides (not an LG page) on November 13, 2026.

HEADS UP

Check again after big updates and resets

A factory reset brings back the setup screens and their "agree to all" button, and a major webOS update can present new agreements. Look over these settings again afterward.

GOOD TO KNOW

Both switches matter

LG's own viewing-information agreement notes that opting out of the sale of your data does not by itself turn off Live Plus. Switch Live Plus off directly, as in Stop 1.

CHAPTER 27

Scams Aimed at TV Owners

Scammers know new TV owners are often setting up apps and accounts, and they set traps along the way. The good news: a few simple rules stop nearly all of them.

The common ones

The trick	How it works
"Activation" fees	You search for how to activate an app and land on a site that wants money, or a phone number to call. Real apps are activated for free on the company's own website.
Fake LG support numbers	Search results and pop-ups offer "LG TV support" numbers that reach scammers, who ask to connect to your computer or want payment by gift card.
"Your subscription failed" emails	Look-alike emails from "Netflix" or "Prime Video" ask you to update your card. They lead to fake sign-in pages.
Too-good TV deals	A brand-new OLED for a fraction of the price on social media, paid by money transfer. The TV never arrives.

SCAM ALERT

The golden rule

Never call a phone number from a pop-up, search ad or email to fix your TV, and never pay anyone to "activate" a streaming app. Find support numbers yourself: on LG's own website, in your TV's manual, or on the back of the TV's paperwork.

SCAM ALERT

Gift cards are never payment for support

No real company, LG included, asks you to pay for help with gift cards, wire transfers or cryptocurrency. If anyone asks, hang up.

If you think you've been caught

1. Stop and hang up or close the page. Don't let them keep you on the line.
2. If you gave a card number, call the number on the back of your card and tell them.
3. If you let someone onto your computer, turn the computer off and get it checked before banking on it.

4. Change the password for any account you typed in on a suspicious page.
5. Call someone you trust. You don't have to sort it out alone.

PART 8

Fixing Common Problems

The quick fixes that solve most trouble, from "No Signal" to frozen apps, plus updating, resetting, and knowing when to call for help.

CHAPTER 28

The Five-Minute Fix-It List

Before you worry, try these in order. Together they fix the large majority of TV troubles, and none of them can hurt anything.

1. **Check the input.** Is the TV showing the right source? See Chapter 29.
2. **Fresh batteries in the remote.** Then try pairing again (Chapter 7).
3. **Turn it off and on properly.** Unplug the TV from the wall, wait a full minute, and plug it back in. This clears out temporary glitches that the power button alone doesn't.
4. **Restart the internet.** If apps are the problem, unplug your modem and router for 30 seconds, then plug them back in and wait a few minutes.
5. **Close and reopen the app.** Press Home, open a different app, then go back to the troubled one.
6. **Check for a software update** (Chapter 32).

> **TIP**
>
> **Write down what you see**
>
> If none of this works, note the exact words of any error message and what you were doing. Whether you call LG or call me, those details shorten the fix enormously.

CHAPTER 29

"No Signal" & the Wrong Input

"No Signal" means the TV is switched to an input with nothing coming through. The TV itself is fine; it's just looking at the wrong door, or the device behind that door is off.

1. Press the **Input** button, or on the 2025 AI Magic Remote press and hold **Home Hub**.
2. Choose the input your cable box or device is plugged into, such as **HDMI 1**.
3. Make sure the cable box or device itself is turned on. Many have a small light on the front.
4. If it's still blank, check that both ends of the HDMI cable are pushed in firmly.
5. Try a different HDMI port on the TV, and switch to that input number.

Checked against LG USA Support on November 13, 2026.

TIP

Make the TV start on your cable box

If you always watch cable, you can tell the TV to turn on straight to the last input you used. It's covered in "Ways Your LG TV Can Make Life Easier" near the front of this manual.

Picture but no sound?

- Press **Volume up** and make sure the TV isn't muted.
- Check **Sound Out** (Chapter 21). If it's set to headphones or a soundbar that's off, the TV speakers stay quiet.
- If you use a cable box, check that its own volume isn't turned all the way down.

CHAPTER 30

Apps That Freeze or Won't Install

An app that spins forever, crashes back to the home screen or refuses to install usually needs one of these:

1. Press **Home**, open a different app, then reopen the troubled one.
2. Unplug the TV for a full minute and plug it back in.
3. Check the internet connection (Chapter 10).
4. Delete the app and install it again (Chapters 15 and 14). You'll need to sign in again afterward.
5. Check for a TV software update (Chapter 32). Apps sometimes stop working until the TV is updated.

When it won't install

Make sure you're signed in to your LG account, the TV is online, **LG Services Country** is set to the United States, and there's room for the app. These are the four causes LG lists.

Checked against LG Support help library pages on November 13, 2026.

GOOD TO KNOW

Very old TVs lose apps over time

Streaming companies eventually stop supporting older TV software. If an app disappears from an older LG TV, that's usually why. An inexpensive streaming stick plugged into the TV brings current apps back.

CHAPTER 31

Wi-Fi Drops & Buffering

Buffering is the spinning circle you see when a show pauses to load. It means the internet isn't keeping up. Here's what helps, roughly in order of effort.

- Restart your modem and router: unplug them for 30 seconds, then plug back in.
- Pause the show for a minute to let it load ahead.
- Ask whether others in the house are streaming or downloading big files at the same time.
- Move the router closer to the TV, or at least out of a cabinet and off the floor.
- Run a network cable from the router to the TV's LAN port. A wired connection is the steadiest.
- Consider a mesh Wi-Fi system if the TV is far from the router. The Mesh Wi-Fi manual in this series explains them.

TIP

Check the network diagram

In **All Settings > General > Network** (or **System > Network** on webOS 26), the connection diagram shows whether the TV reaches your router and the internet. An X shows where the problem is.

Checked against LG Support help library pages on November 13, 2026.

CHAPTER 32

Updating the Software

Updates add features, keep apps working and patch security holes. Turn on automatic updates once and you rarely need to think about it again.

Check for an update now

1. Make sure the TV is connected to the internet.
2. Press **Settings** and choose **All Settings**.
3. Choose **Support**, then **Software Update**.
4. Choose **Check for Updates**. If one is available, follow the prompts.

Checked against LG USA Support on November 13, 2026.

Turn on automatic updates

1. Press **Settings** and choose **All Settings**.
2. Choose **Support**, then **Software Update**.
3. Set **Auto Update** to **On**.

Checked against LG USA Support on November 13, 2026.

These steps are for 2020 and newer LG TVs. On 2019 and older models, look under **General > About This TV** instead.

HEADS UP

Don't unplug during an update

LG warns not to unplug the TV or disconnect the internet while an update installs. The screen may go dark and the TV may restart by itself; LG says to keep it plugged in and wait about 5 to 10 minutes.

GOOD TO KNOW

No internet at the TV?

LG also lets you update from a USB flash drive, using a file downloaded from LG's website for your exact model number. It's a bit fiddly, and it's a good job to hand to a helper.

CHAPTER 33

Reset to Factory Settings: the Last Resort

A factory reset puts the TV back the way it came out of the box. It fixes stubborn problems, and it's the right thing to do before you give a TV away or sell it. But it also erases your apps, sign-ins and settings, so try everything else first.

1. Press **Settings** and choose **All Settings**.
2. On 2021 to 2025 TVs, choose **General**, then **System**. On 2026 TVs (webOS 26), choose **System**.
3. Choose **Reset to Initial Settings**.
4. Choose whether to reset everything, or everything except your network (Wi-Fi) settings, if offered.
5. If asked for a password and you never set one, try **0000**.
6. Don't turn the TV off during the reset. When it restarts, the setup screens appear (Chapter 9).

Checked against LG Support help library pages on November 13, 2026.

HEADS UP

Have your passwords ready

After a reset you'll sign in to your LG account, Wi-Fi and every streaming app again. Gather those passwords before you start.

STAY SAFE

Before you give a TV away

Always reset it first. Otherwise the next owner could watch on your streaming accounts.

CHAPTER 34

When to Call Bill

This manual will take you a long way on your own. But some jobs go faster with a second pair of hands, and some days you'd simply rather not fight with a remote. That's what I'm here for.

Things I help with all the time

- Setting up a new LG TV, start to finish, including Wi-Fi, apps and your accounts
- Getting a cable box, antenna, soundbar or headphones working with the TV
- Making the picture brighter and the voices clearer
- Turning off tracking and checking your privacy settings
- Cutting the cord: choosing streaming services and free channels so you pay for what you watch
- Untangling a scam scare, and making sure your accounts are safe afterward

How to reach me

Call	**(330) 200-8042**. If I'm with another client, Sophie, my AI receptionist, will answer, take the details and get you on my schedule.
Book online	**billshometech.com/book**
Cost	**$49 remote · $99 in your home**. Remote help works for many TV settings over the phone; in-home visits are for setups, wiring and anything hands-on, here in Portage County.

FROM BILL

No question is too small

"Which button is Input?" is a perfectly good reason to call. I'd much rather spend a few minutes helping than have you miss your show.

Thanks for reading, and enjoy your TV.

— Bill