

LGTA 2.0 User Manual

1. Access LG Tech App (LGTA)
2. Model Search Function
3. Repair Technical Information
4. LGTA Contact Information

Overseas Service Competency Enhancement Team | 2024. 4. 1



Menu Name : Login

Access : LG Tech App

Access to LG Tech App directly

Overview

Login screen
You can log in directly with the LG Tech App.

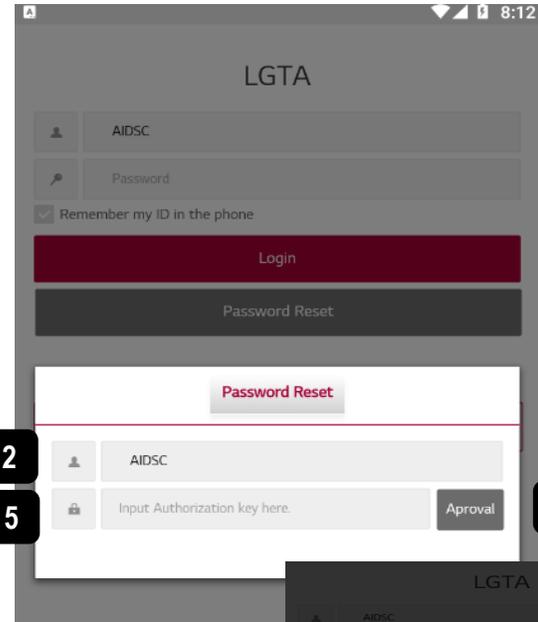
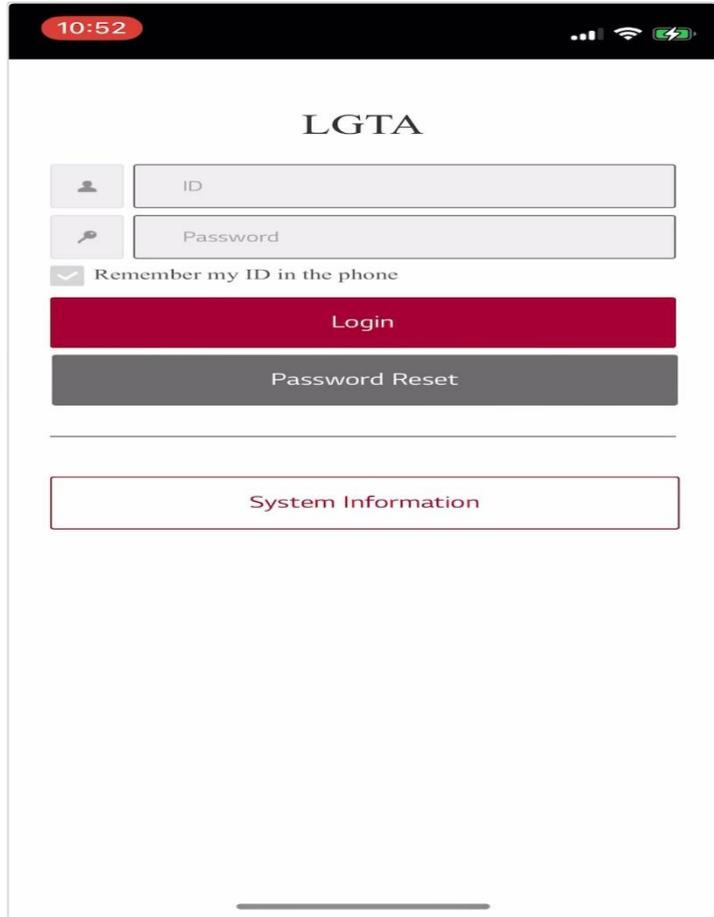
- 1 Enter your user ID. (Same as GSFS account)
- 2 Enter your PW.
- 3 You can log in via the Login button.
- 4 You can check the system information. (Model/Version, etc.)

1. Access LG Tech App

Menu Name : Login – Password Reset

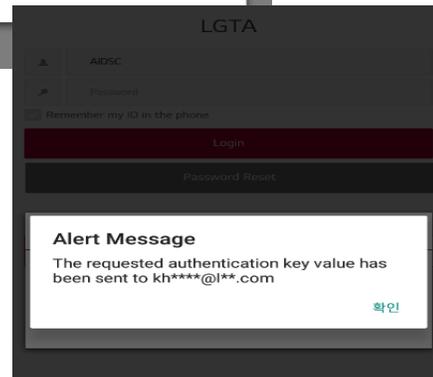
Access : LG Tech App

Access to LG Tech App directly



5

3



Overview

Password Reset

You can reset the password by entering the user's information.

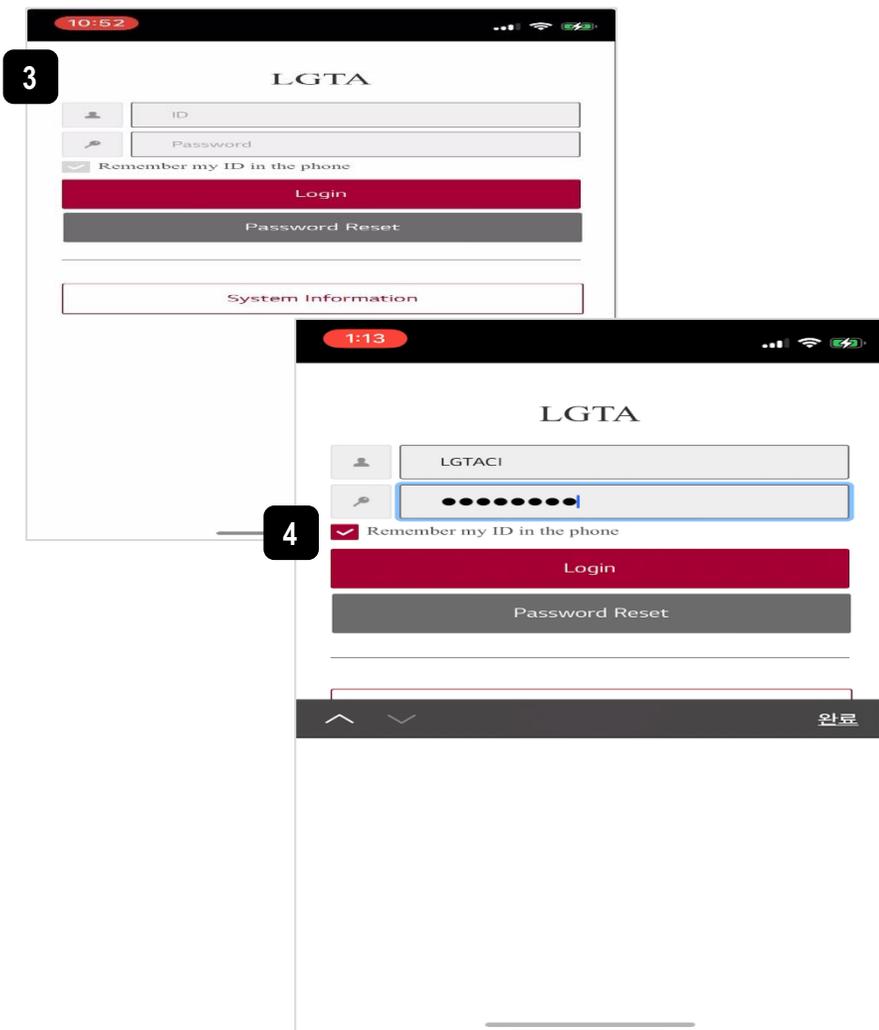
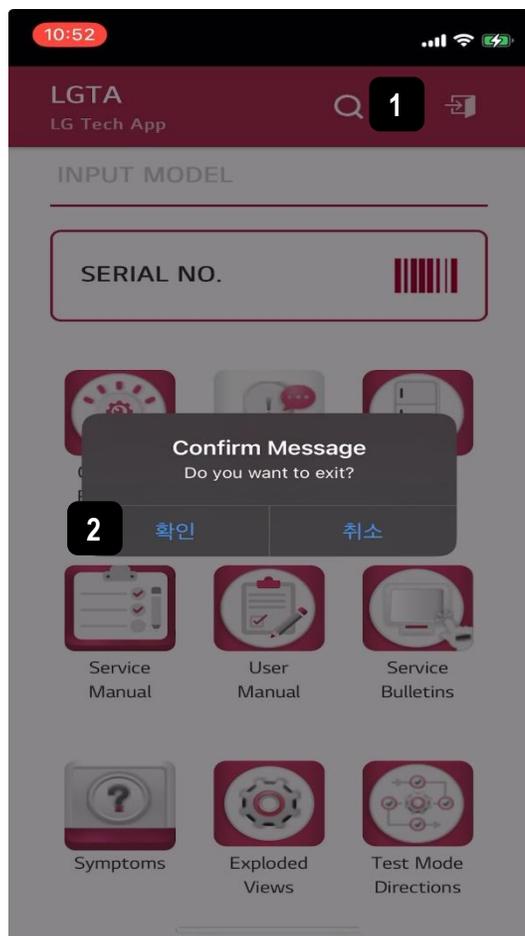
- 1 If you lose your password, you can reset your password, you can request a password replacement through the button.
- 2 The ID shows the value entered on the login screen.
- 3 Enter the Request button. (Reset information is sent to the user's email address.)
- 4 You can receive an authentication key at your email address.
- 5 Enter the Authentication Key to reset your password.

1. Access LG Tech App

Menu Name : Logout & Remember ID

Access : LG Tech App

Access to LG Tech App directly



Overview

Logout

You can log out of the app via the Logout button.

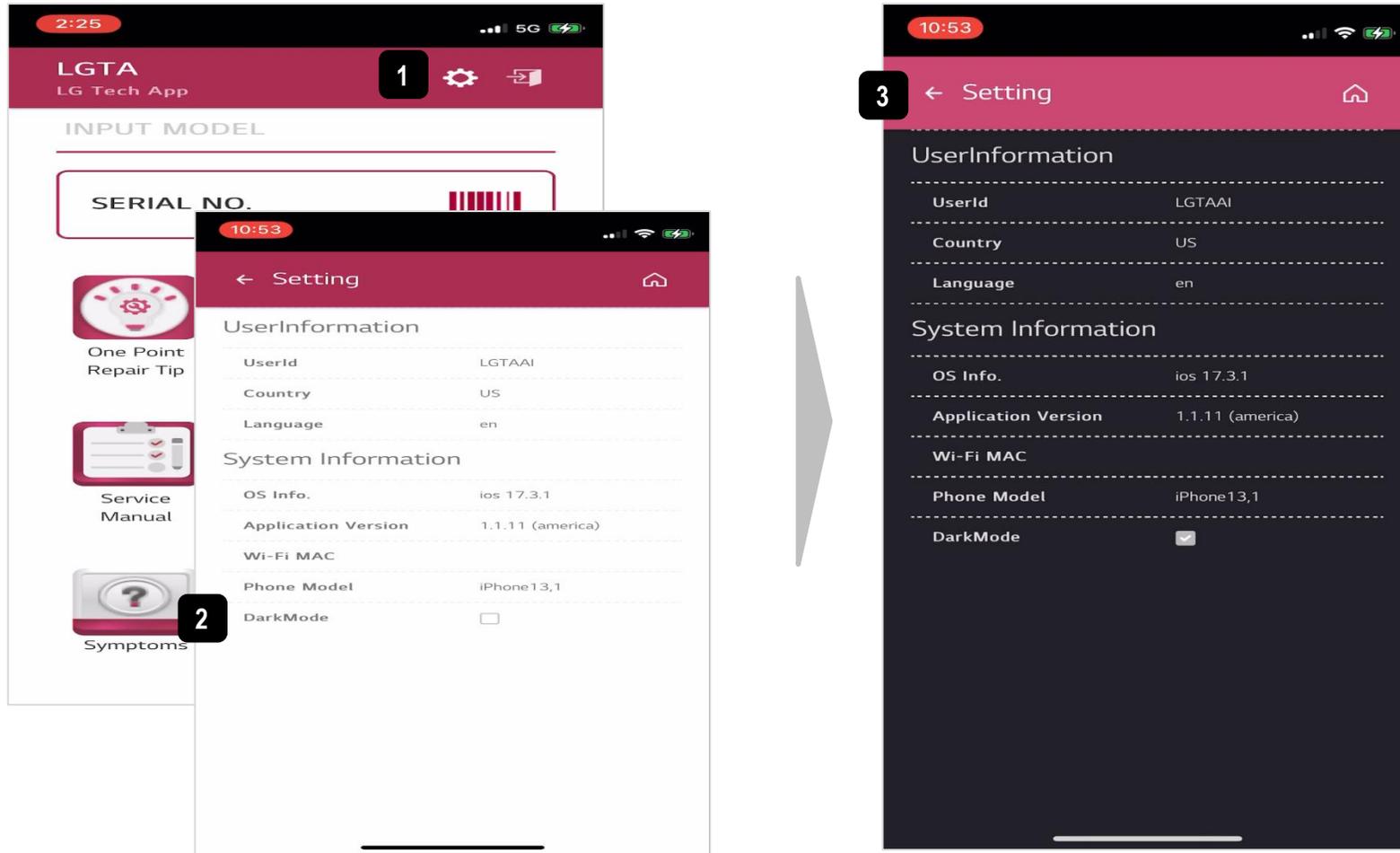
- 1 Click the Logout icon to log out. Can.
- 2 When the Logout confirmation popup opens, press OK You will be logged out.
- 3 Go to the Login screen.
- 4 If you select Remember my ID, you will receive future IDs and PWs. You don't need to enter anything extra.

1. Access LG Tech App

Menu Name : Settings – Dark Mode

Access : LG Tech App

Access to LG Tech App directly



Overview

Setting – Dark Mode

It can be set to either White or Dark Mode.

- 1** If you click on the Settings icon, you will see a menu where you can change to Dark Mode.
- 2** If you select Dark Mode, it will be converted to Dark Mode.
- 3** If you turn it off in Dark Mode, it will be converted to White Mode.

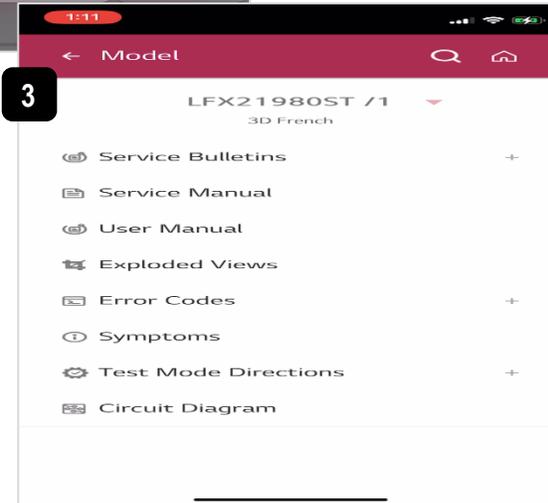
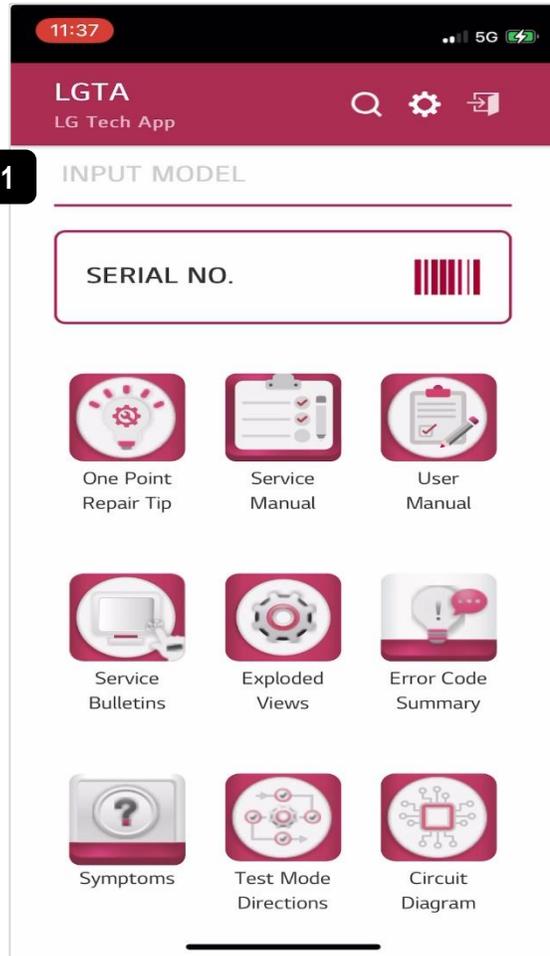
2. Model Search

LGE Internal Use Only

Menu Name : Main Menu – Input Model

Access : LG Tech App

Enter the product model name manually



Overview

Main Screen – Input Model

You can easily find your model with the model autocomplete feature.

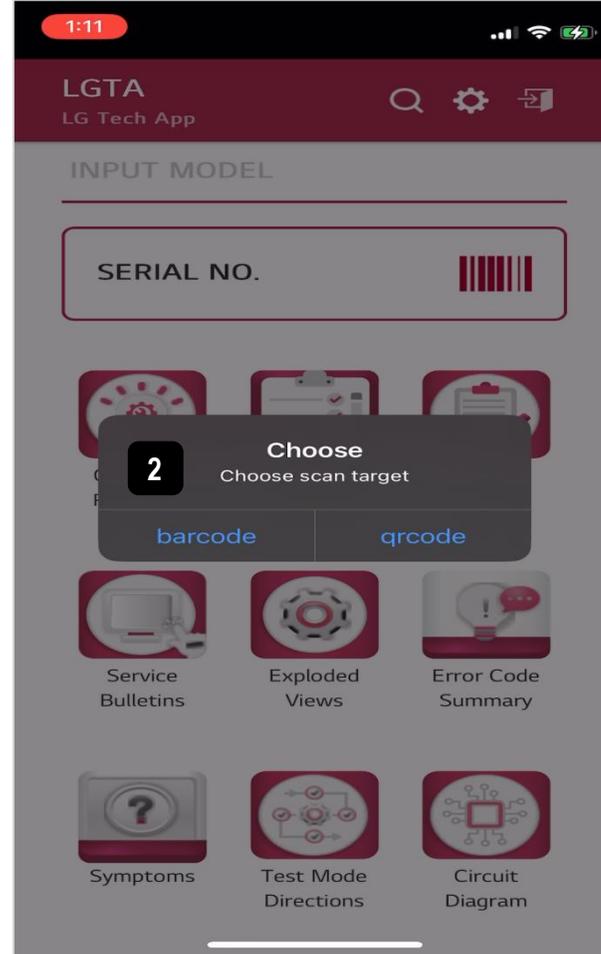
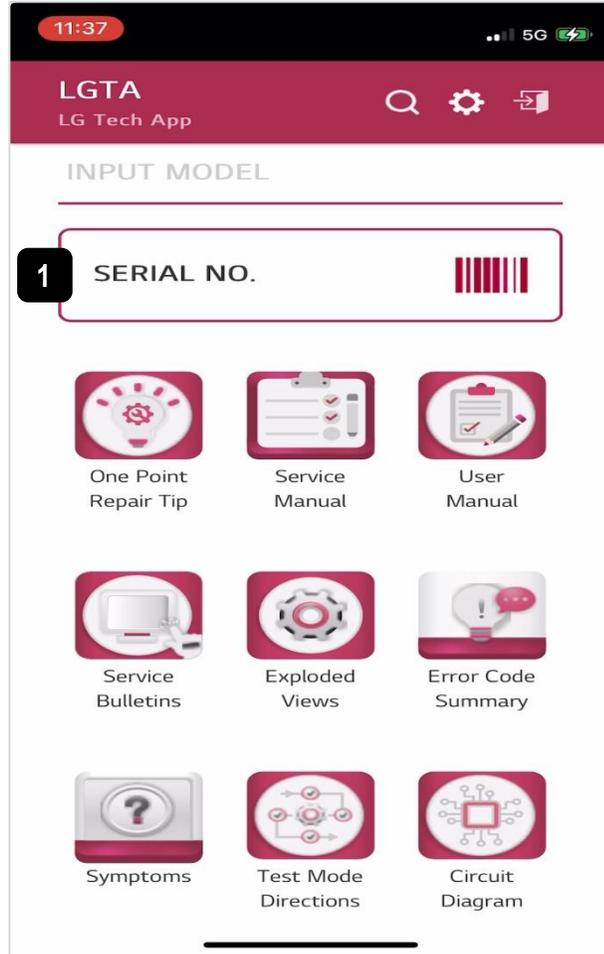
You can access the content registered in the model name.

- 1 If you enter more than 2 digits of the Model Code, auto-complete displays up to 5 lists.
- 2 You can view the registered model lists.
- 3 When you select the model you are looking for, you will be provided with a variety of repair-related technical information.

Menu Name : Main Menu – Scan Barcode or QR Code

Access : LG Tech App

Model Inquiry with Scan Function



Overview

Main Screen – Scan Barcode or QR Code
It is possible to view the content through the scan function.

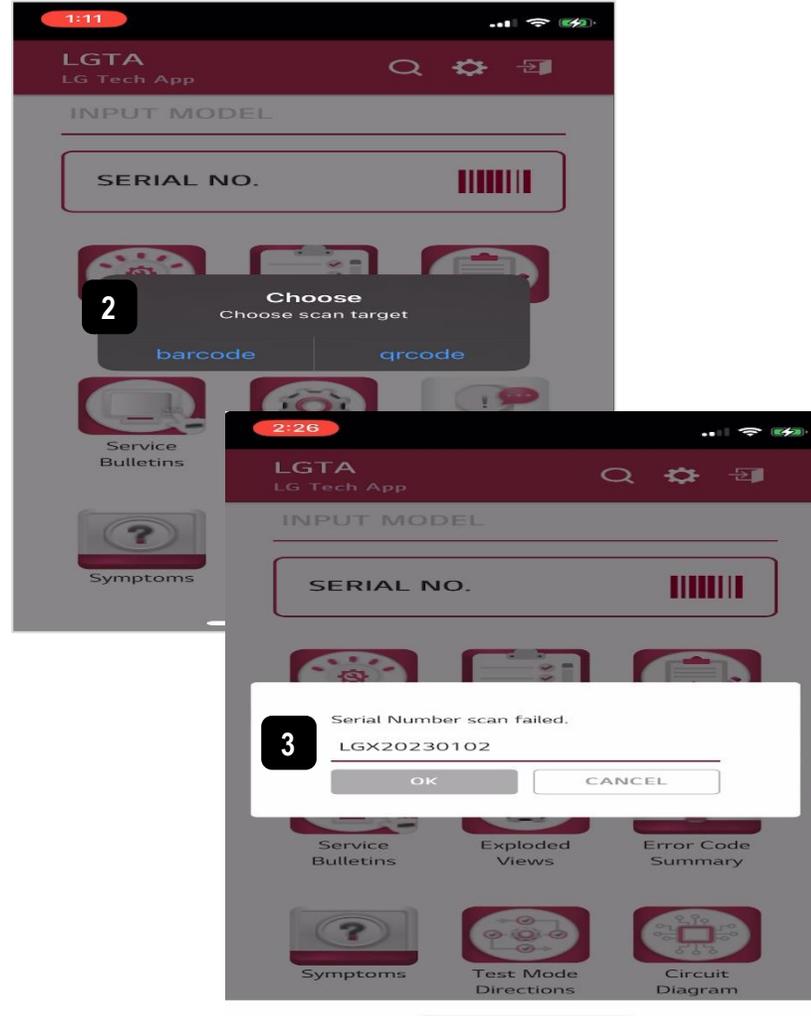
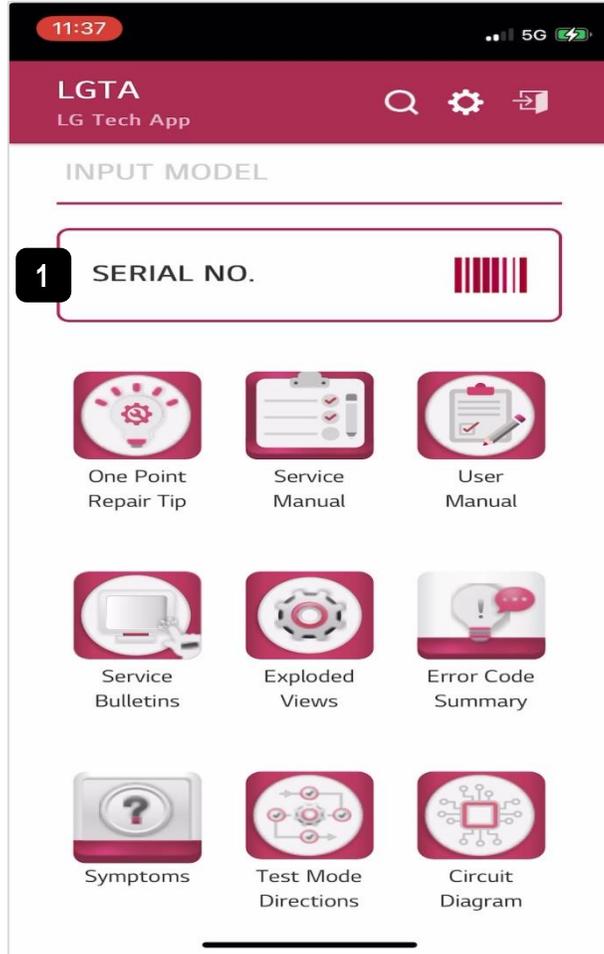
- 1 You can scan function to find model information instead of typing model name.
- 2 By scanning the barcode or QR code attached to the product, various repair-related technical information can be provided.

2. Model Search

Menu Name : Main Menu – Scan Barcode or QR Code

Access : LG Tech App

Model Inquiry with Scan Function



Overview

Main Screen – Scan Barcode or QR Code
It is possible to view the content through the scan function.

- 1** You can scan function to find model information instead of typing model name.
- 2** By scanning the barcode or QR code attached to the product, various repair-related technical information can be provided.
- 3** If the scan fails or is incorrectly recognized, you can enter it manually.

3. Repair Technical Information

Menu Name : Main Menu – Contents

Access : LG Tech App

Provides information on various repair techniques



Overview

Main Screen – Contents

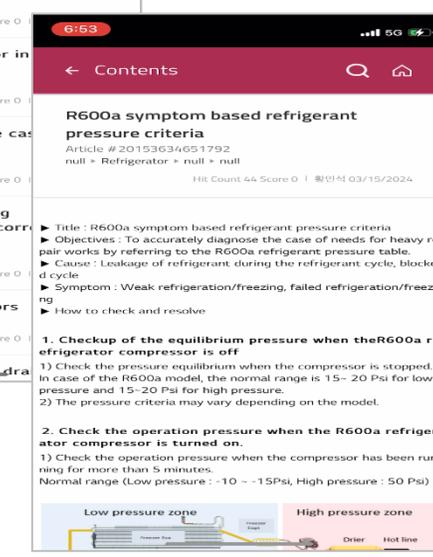
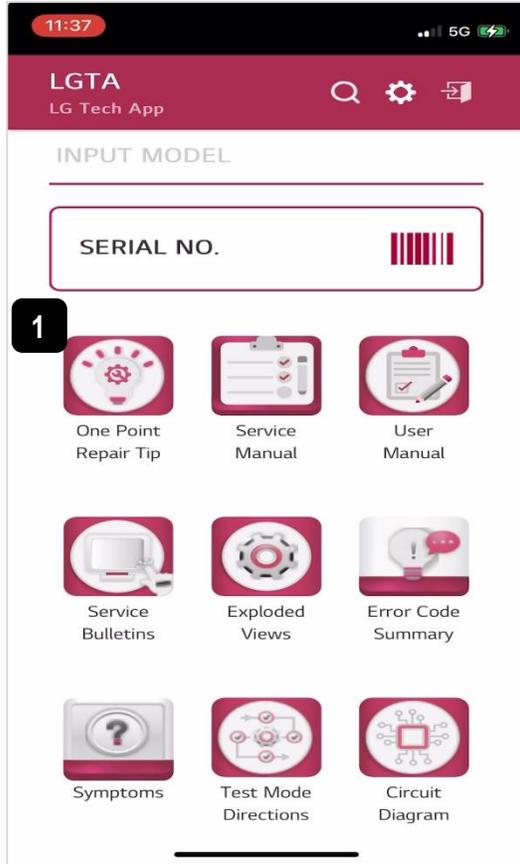
Provides useful technical information to 9 different repair technicians.

- 1 Troubleshooting for high-frequency repair guns by product Providing a guide
- 2 Search & Deliver Service Manual
- 3 Retrieve and serve the User Manual
- 4 Search and Deliver Service Bulletins
- 5 Exploded ViewSearch & Serve
- 6 **Content Updating**
- 7 Providing troubleshooting guides according to the symptoms of each product
- 8 **Content Updating**
- 9 Search and provide Circuit Diagrams

Menu Name : Main Menu – 1 Point Repair Tip

Access : LG Tech App

Multi-Frequency Repair Gun Troubleshooting Guide



Overview

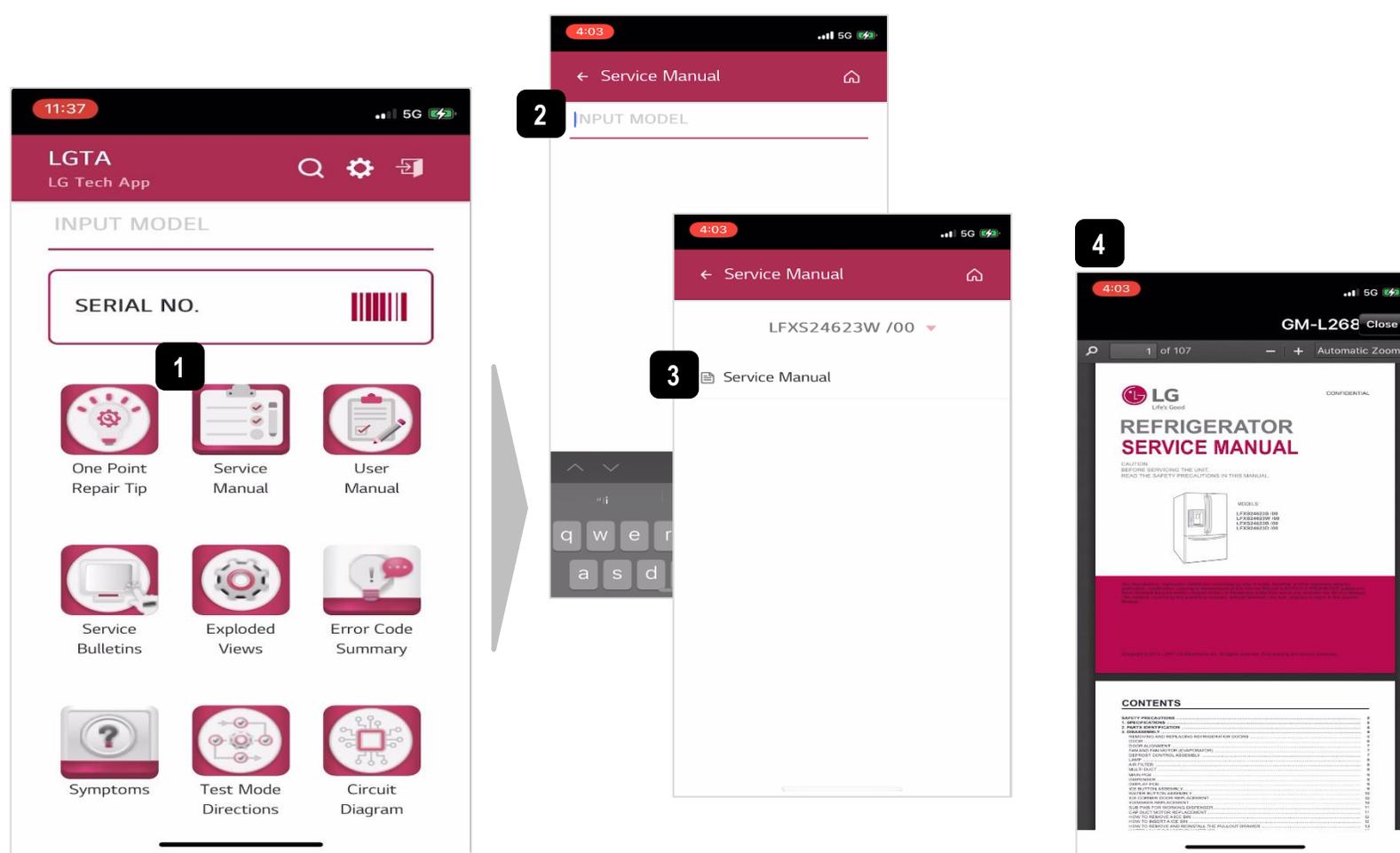
One Point Repair Tip
Troubleshooting for high-frequency repair cases
by product

- 1 Click the 'One Point Repair Tip' icon and move to the product category (Refrigerator, washing machine, TV, air conditioner, air cleaner / 44 guides provided)
- 2 Choose the product you need from a wide range of products
- 3 By symptoms with high incidence of multi-frequency repair cases, you can choose the information.

Menu Name : Main Menu – Service Manual

Access : LG Tech App

Provision of Service-Specific Manuals



Overview

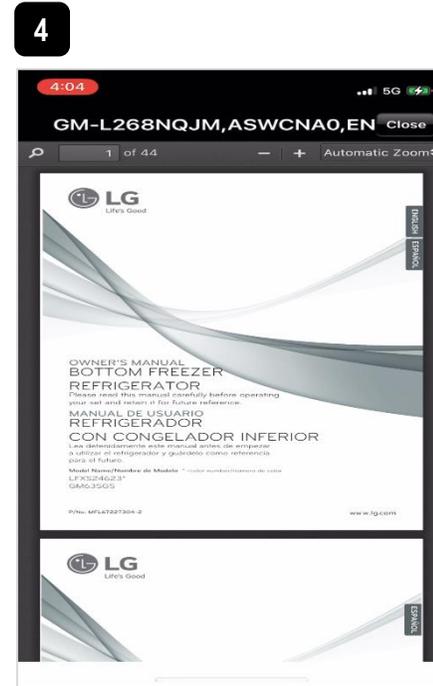
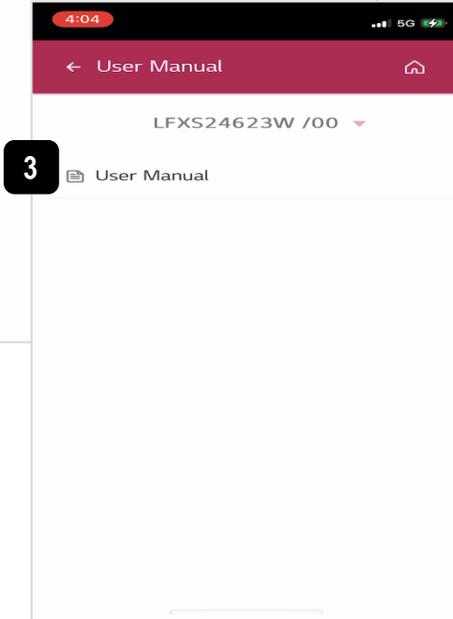
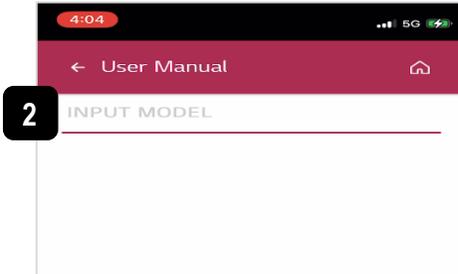
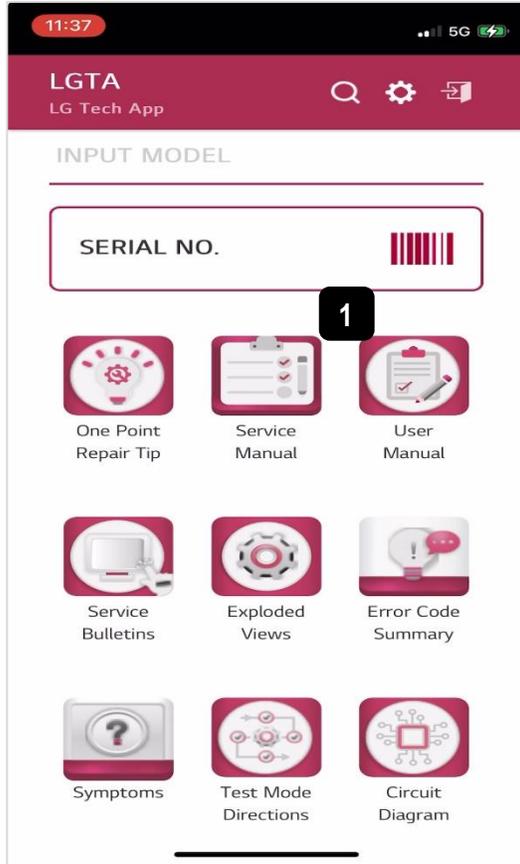
Service Manual provides service manual for the product model

- 1 Click Service Manual to enter the model menu.
- 2 Enter the model for which you need information.
- 3 The Service Manual for that model appears.
- 4 You will see the service manual and put a keyword to search in the manual

Menu Name : Main Menu – User Manual

Access : LG Tech App

About the User Manual



Overview

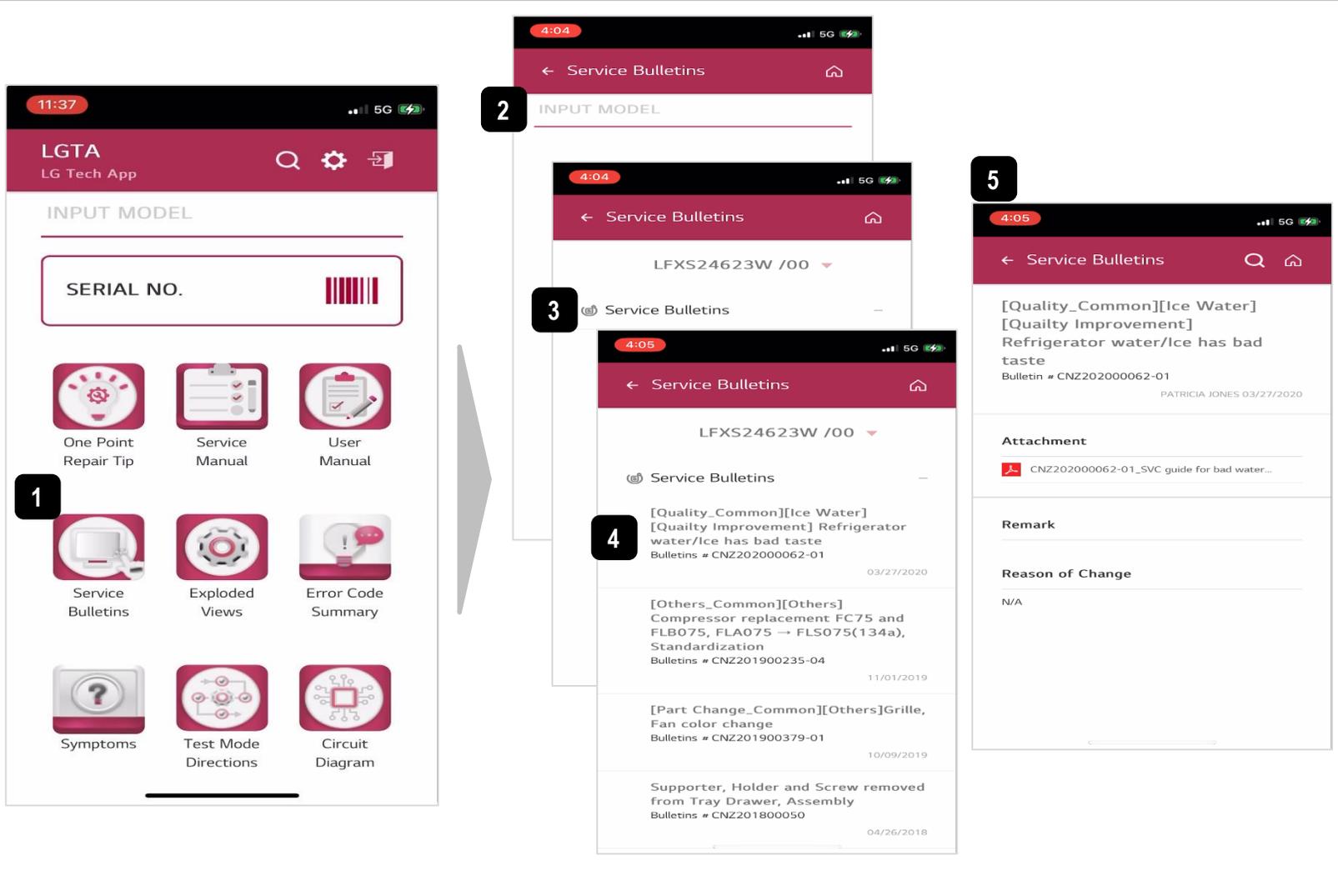
User Manual provides user manual for the product model

- 1 Click User Manual to enter the model menu.
- 2 Enter the model for which you need information.
- 3 The User Manual for the model appears.
- 4 You will see the user manual and put a keyword to search in the manual

Menu Name : Main Menu – Service Bulletins

Access : LG Tech App

Provide Service-Specific Service Bulletin Information



Overview

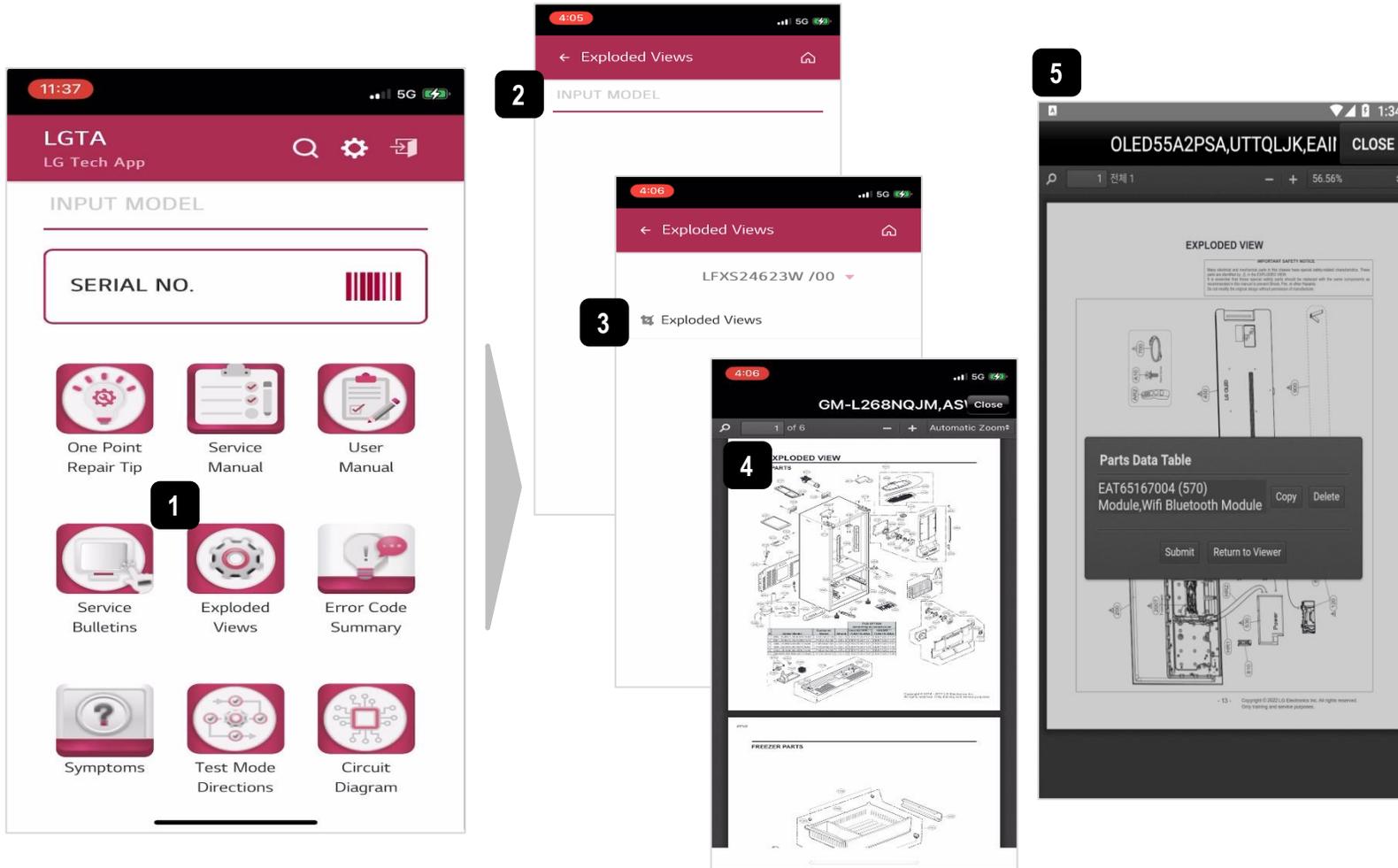
Service Bulletin provides service bulletin for the product model

- 1 Click Service Bulletins to enter the model menu
- 2 Enter the model for which you need information.
- 3 The service bulletin for that model appears.
- 4 Select the information you need from several bulletin information.
- 5 The bulletin file of the selected information is attached. If you click on it, the corresponding information will be displayed.

Menu Name : Main Menu – Exploded Views

Access : LG Tech App

Product exploded and service material information



Overview

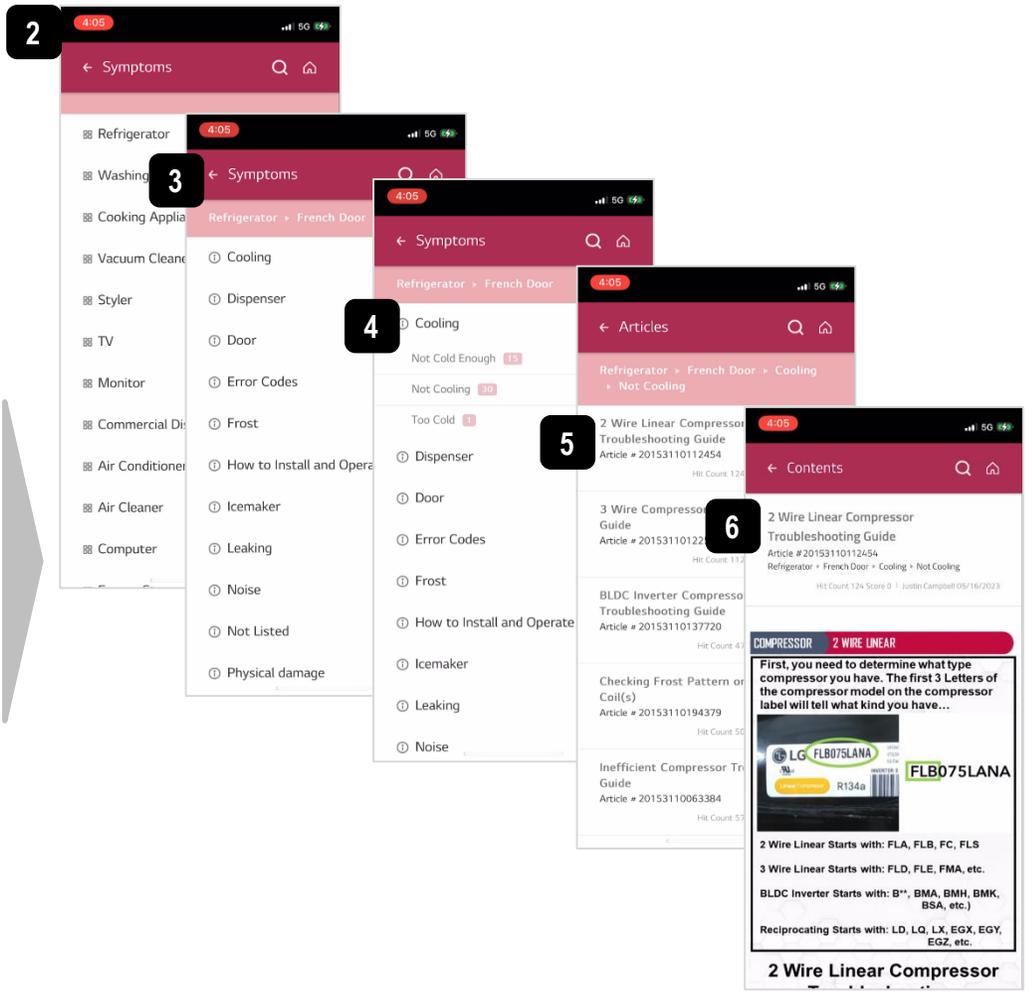
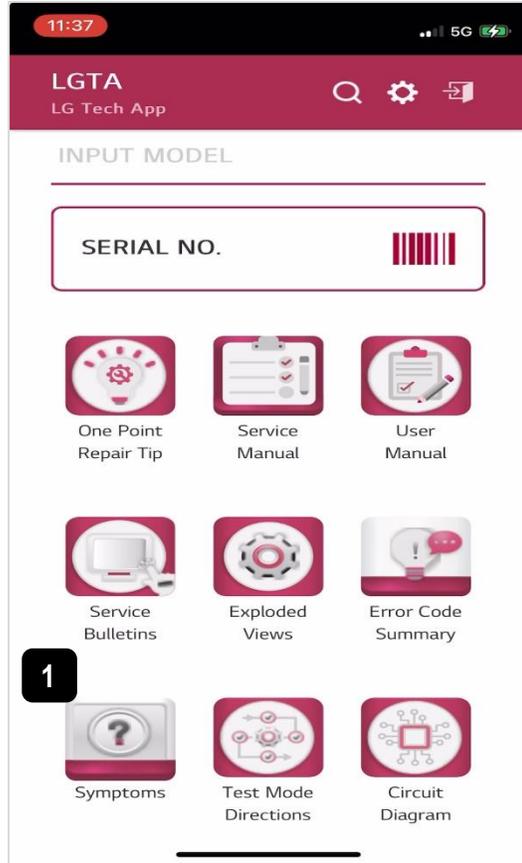
Exploded Views provides Exploded view and parts information for the product model

- 1 Click Exploded Views to enter the model menu.
- 2 Enter the model for which you need information.
- 3 Exploded Views for the model appears.
- 4 Check the exploded view of the model and check the location number of parts
- 5 You can check the part code and description through the location number, and you can copy the part code and use it.

Menu Name : Main Menu – Symptoms

Access : LG Tech App

Troubleshooting guide for each product symptom



Overview

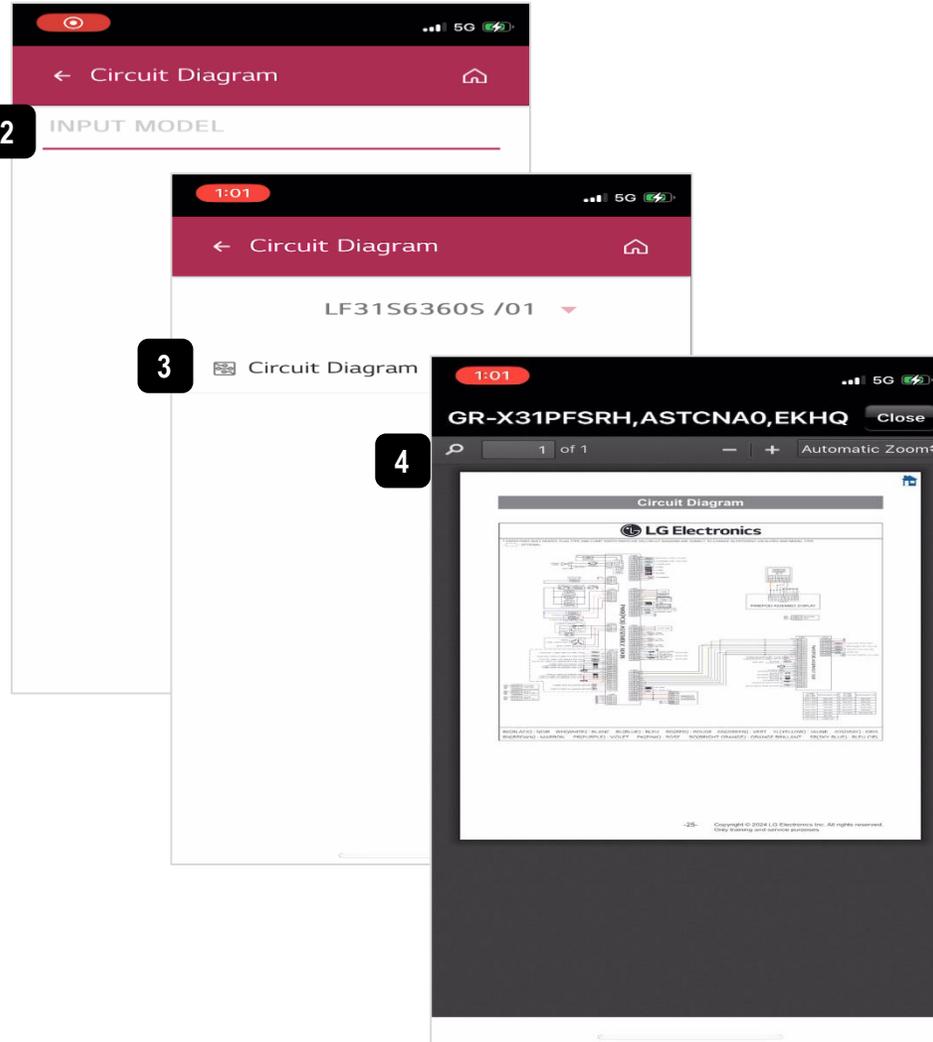
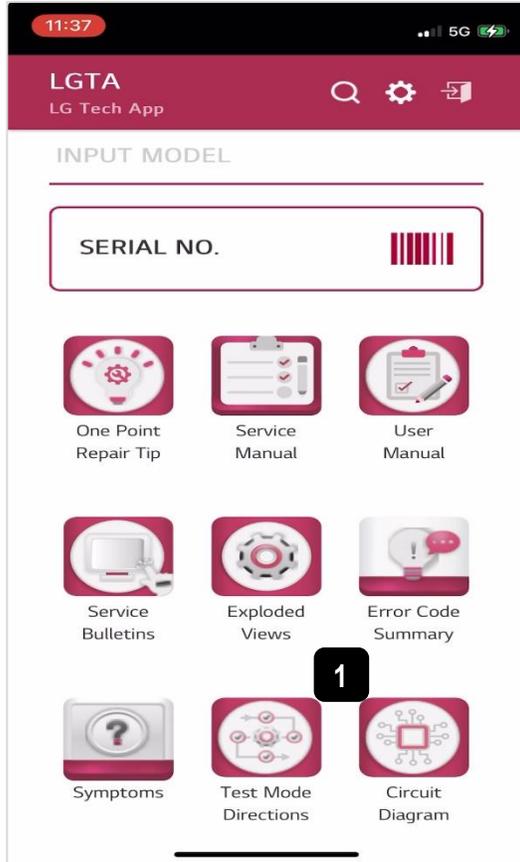
Symptoms
For various contents corresponding to each model/main symptom is accessible.

- 1 Click Symptoms to go to the product category list.
- 2 Select the product line for which you need information.
- 3 To the list of various symptom categories in the product list.
- 4 Go to a detailed list of sub-symptoms.
- 5 A diverse list of content for the selected final symptom, you can see it.
- 6 When you select an article list, you can view the content.

Menu Name : Main Menu – Circuit Diagram

Access : LG Tech App

Product-specific schematics



Overview

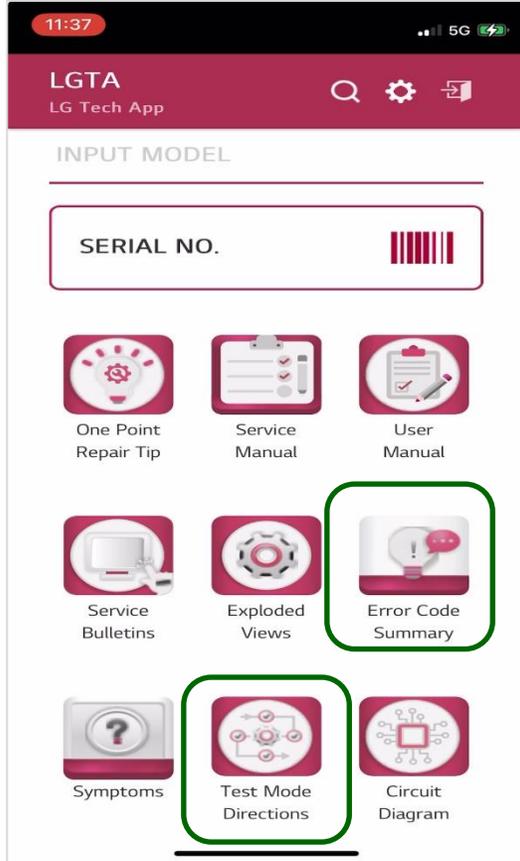
Circuit Diagram
Provides circuit diagram for the product model

- 1 Click Circuit Diagram to enter the model menu.
- 2 Enter the model for which you need information.
- 3 A circuit diagram of the model appears.
- 4 You will see the circuit diagram and put a keyword to search in the diagram

Menu Name : Main Menu – Updating

Access : LG Tech App

Error Code Summary, Test Mode Directions will be updated



US & Canada only Available as of now

- . Error Code Summary → LG Error Codes
- . Test Mode Directions

Overview

Content Updating

LGTA PIC Information

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