

How to Use the LGSC TV Diagnostic Function

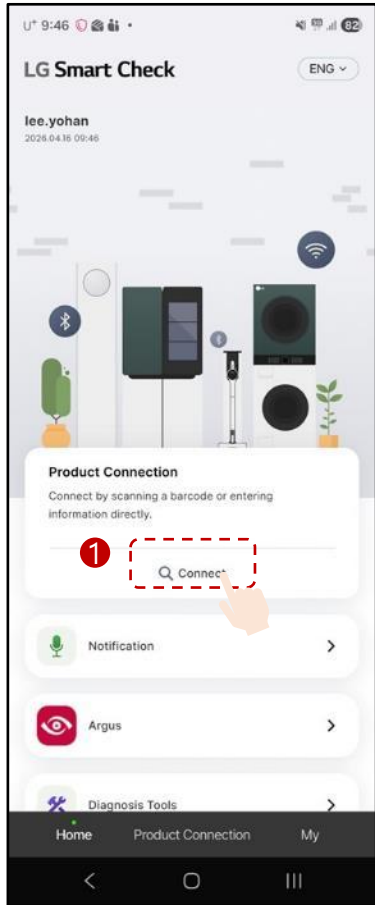
2026. 04. 21

Customer Value Innovation (CC&S) Capability Development — CC&S Technical Solutions Team

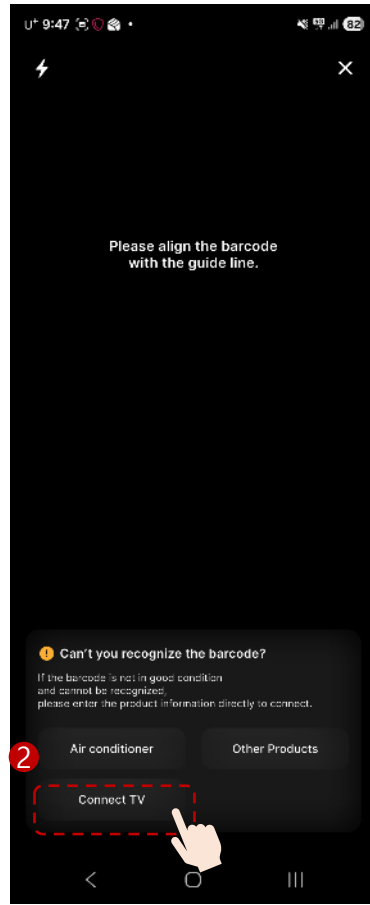
1) How to connect TV products

- Supported Models: LED, OLED TVs (Products from 2020 onwards)
- Diagnostic parts: Main board, Power board, LCD, OLED Module

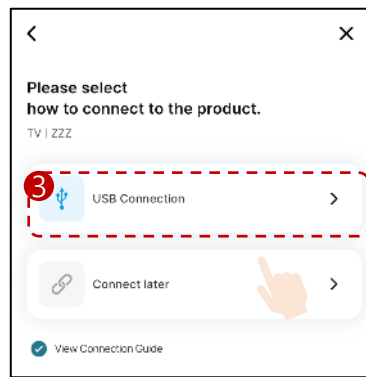
① Select Connect



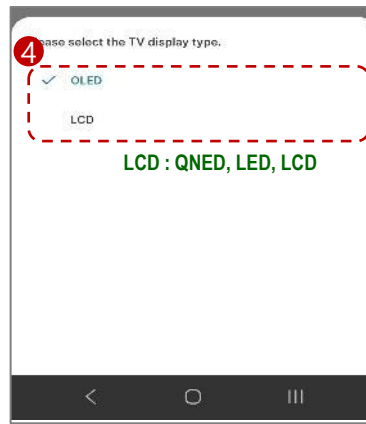
② TV Connection Selection



③ Select USB connection



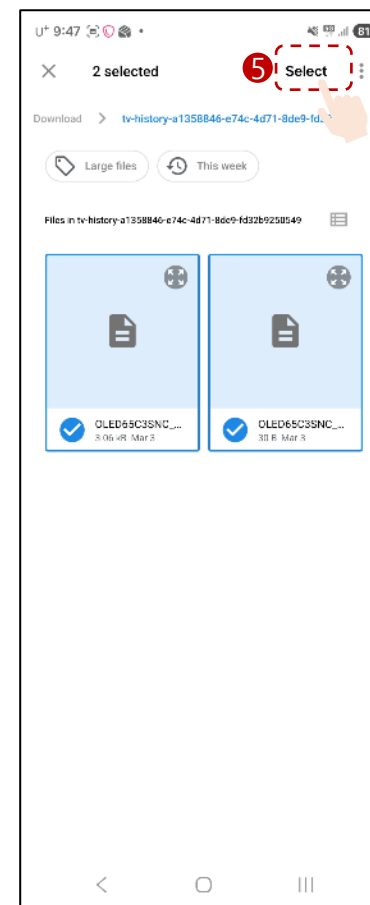
④ Select TV type



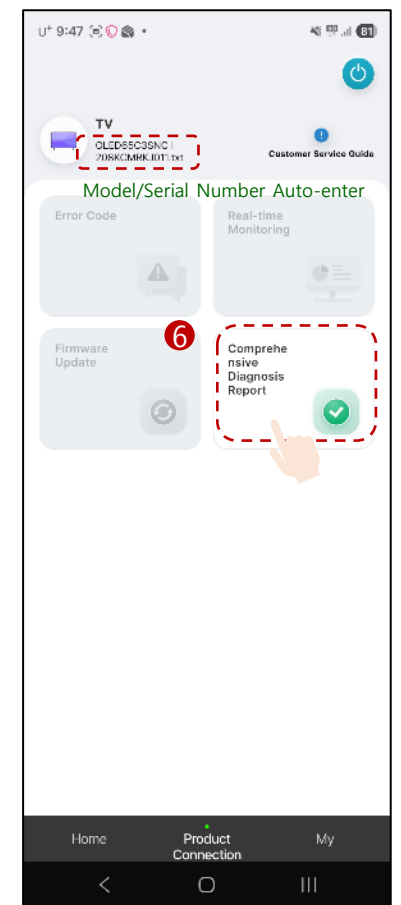
⑤ TV Connection Guide



⑥ Select 2 USB Logs



⑦ Select Comprehensive Diagnostic Report



1) How to connect TV products (extract logs)

1. Please connect a Type A USB memory stick to USB port 1 on the TV.

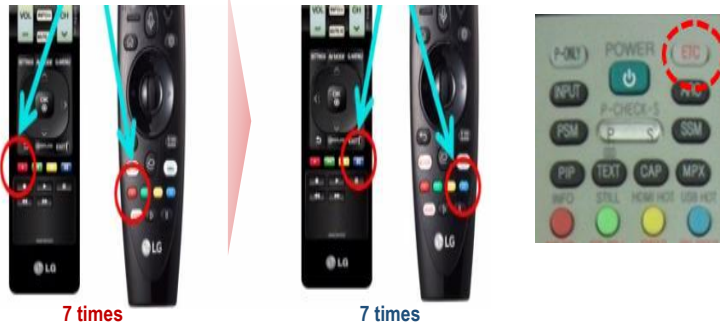


Insert

For LCD and LED products, perform after turning on the power.

2. Press the **red button** on the remote control 7 times, wait **5 seconds**, and then press the **blue button** 7 times.

ADJ Remote Control: Use after setting the ETC lamp to light up whenever a button is pressed.



7 times

7 times

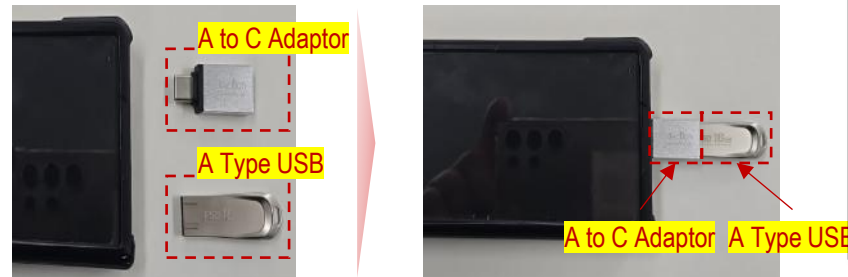
3. Please remove the USB.



Removal

4. Please turn the product's AC power (power cord) OFF and then ON.

5. Please connect the mobile phone and USB directly using an A to C cable (adapter).



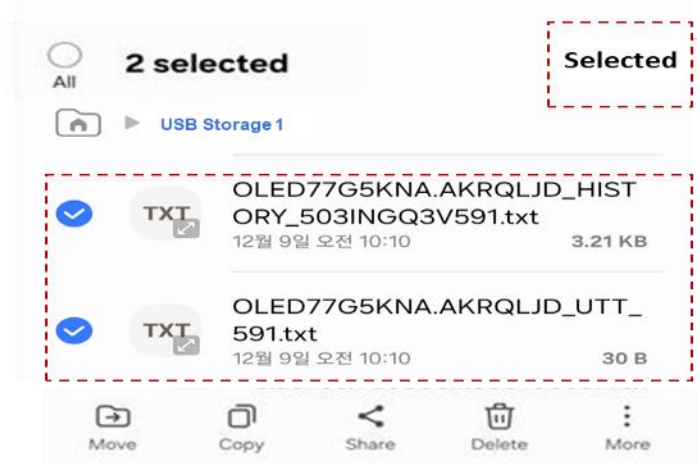
6. Please press the X button at the top right of the user guide.

7. Please select the USB memory stick in My Files (File Explorer).

Storage

Internal storage	68.4 GB / 256 GB
USB storage 1	7.2 GB / 16 GB
OneDrive	Not signed in

8. Press and hold the two files, Model_UTT_Number_txt and Model_HISTORY_Number.txt, to select both, then press the Select button in the upper right corner.

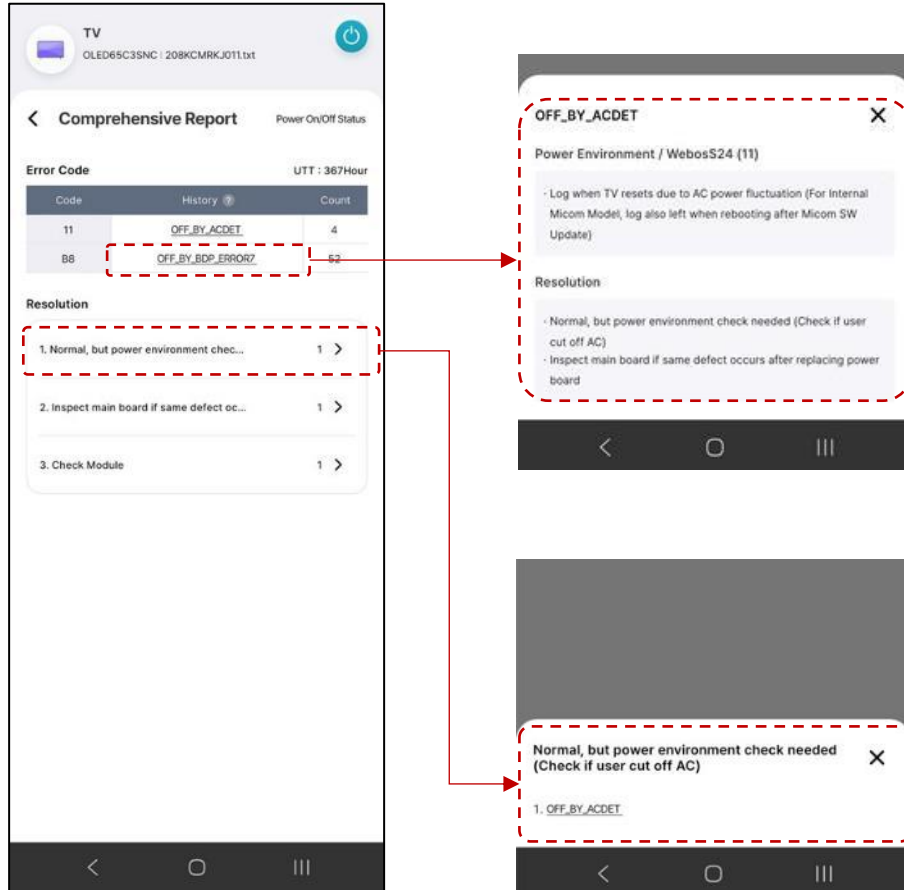


2) Functions of using TV Products

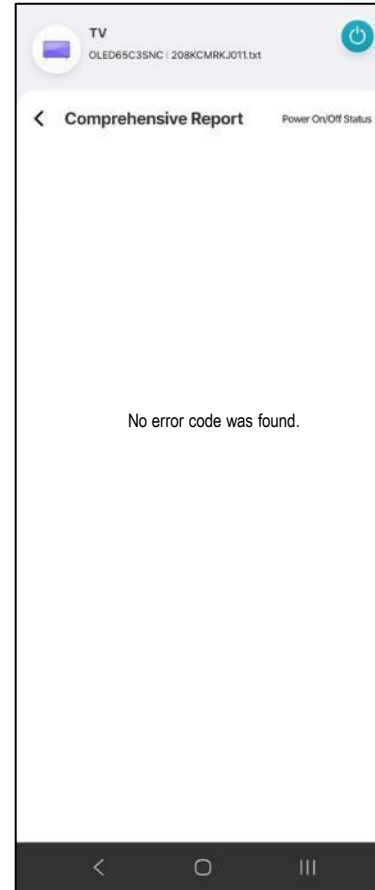
(1) Comprehensive Diagnosis(OLED)

Diagnoses TV abnormalities based on the "Power ON/OFF Status Log". (Power board, Main board, Module)

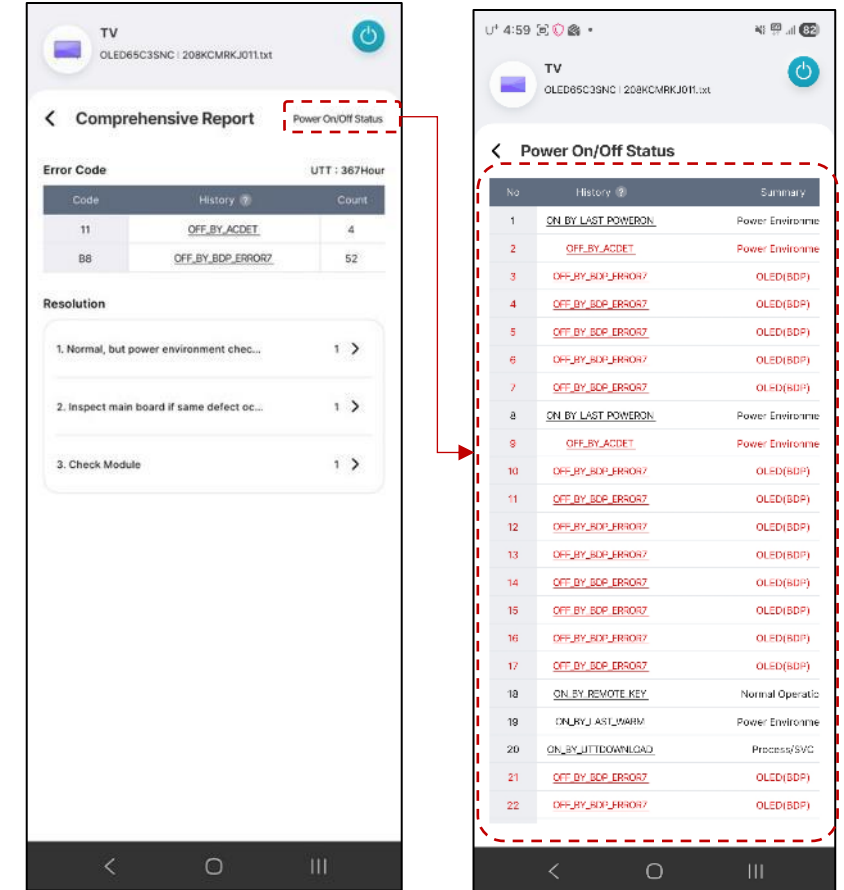
• In case of product failure



• Normal



• Full log check function DMST Only

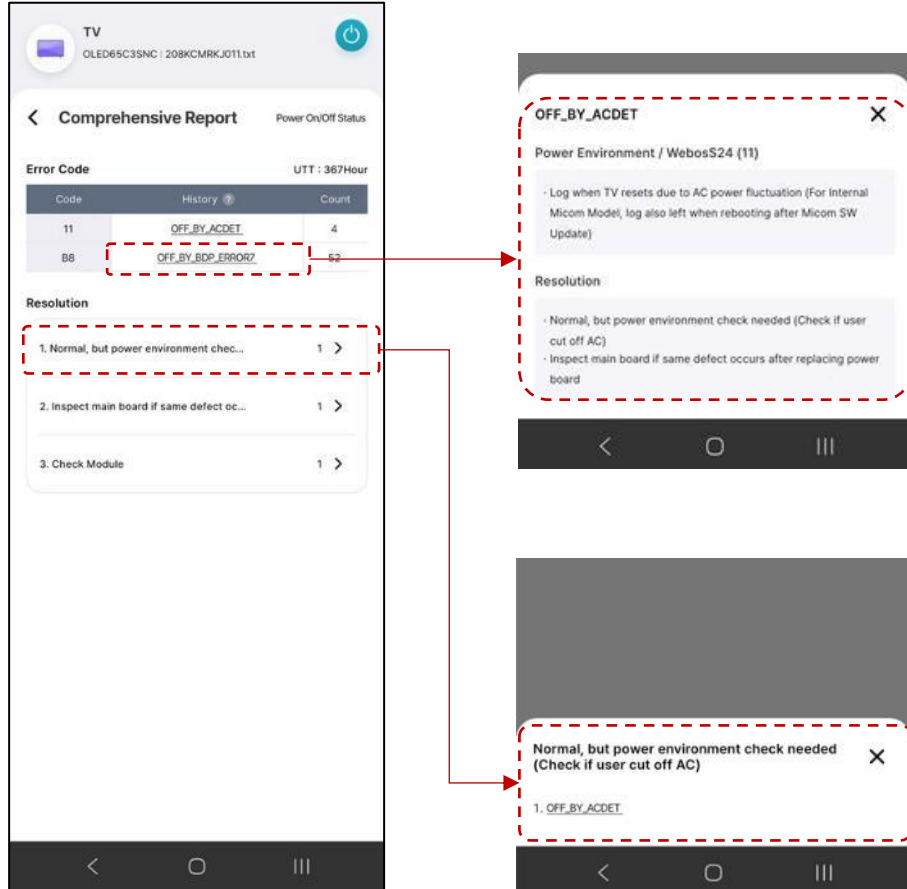


2) Functions of using TV Products

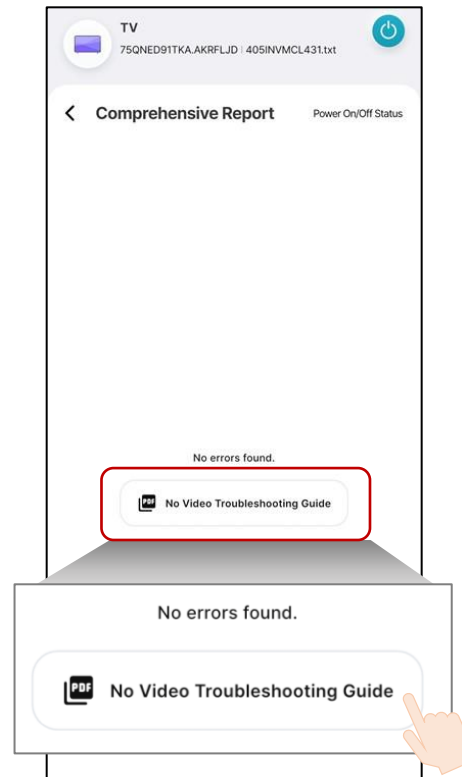
(1) Comprehensive Diagnosis(LCD)

Diagnoses TV abnormalities based on the "Power ON/OFF Status Log". (Power board, Main board, Module)

• In case of product failure



• Normal



Since the LCD model does not have a diagnostic code for a "no display" or "LCD defect," please check the inspection guide and inspect according to the process.

• Full log check function DMST Only

