

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

LG TV: apps will not open, crash or will not update

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

LG TVs run apps through webOS. When an app such as Netflix, iPlayer or YouTube misbehaves, the fix is usually an update, a restart or a reinstall. Menus vary by model and year.

Start simple

1. Close the app and open it again.
2. Restart the TV: switch off, unplug for one minute, plug in.
3. Check other apps. If all fail, see our Wi-Fi guide first.

Check for TV updates

Press **Settings**, then **All Settings**. Look for **Support** or **General**, then **Software Update** or **About This TV**. Turn on automatic updates if offered. Old software is a common reason for apps to stop working.

Remove and reinstall the app

1. Press **Home** on the remote.
2. Scroll to the app, then press and hold **OK** (the wheel) on it until edit options show.
3. Choose to remove or delete it.
4. Open the **LG Content Store**, search for the app and install it again.

You will need to sign in again, so have your password to hand.

Older TVs may lose apps

Apps are sometimes withdrawn from older LG models. If an app is missing from the store, your TV may be too old for it. A streaming stick such as a Chromecast with Google TV or Roku is a low-cost way round this.

Date and time

Wrong time settings cause sign-in errors. Under **All Settings**, then **General**, make sure date and time are set to automatic.

When to get more help

Get help if the app is missing from the store, repeatedly freezes the TV, or you cannot remember the login for the service. A full factory reset is a last resort and should only be done after you have noted down your passwords.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.