

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

LG TV: software update and factory reset

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.

Keeping an LG TV up to date helps apps run smoothly. A factory reset is different: it wipes everything and should only be a last resort. Menus differ between models and years.

Updating the software

1. Make sure the TV is connected to Wi-Fi or a cable.
2. Press **Settings**, then **All Settings**.
3. Look under **Support** or **General** for **Software Update** or **About This TV**.
4. Choose **Check for Updates** and follow the prompts.

Do not switch the TV off during an update. It may restart a couple of times.

Before any factory reset

Warning: a factory reset removes your Wi-Fi details, apps, logins and all your settings. Your TV goes back to the first-time set-up, including re-tuning channels.

Before you start:

- Write down your Wi-Fi password and the logins for services such as Netflix and iPlayer.
- Try a restart, an update and the app reinstall first.
- Note any special picture or sound settings you like.

How to reset

1. Press **Settings**, then **All Settings**.
2. Look under **General** (on some models **Support**) for **Reset to Initial Settings**.
3. Confirm only if you are sure.
4. Wait for the TV to restart and follow the on-screen set-up.

If you cannot find the option, check the manual for your model rather than guessing.

After the reset

You will need to set up Wi-Fi, sign in to apps, and retune Freeview channels if you use an aerial.

Selling or giving away the TV

Reset it first, and sign out of your accounts, so the next owner cannot use them.

When to get more help

Get help if the TV is stuck on the logo after an update, a reset does not complete, or you are not sure whether a reset is the right step.

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.