

# TROUBLESHOOTING GUIDE

34UM69G-B

## Monitor - Connecting to a Mac

This article goes over getting your LG Monitor setup with OSX.

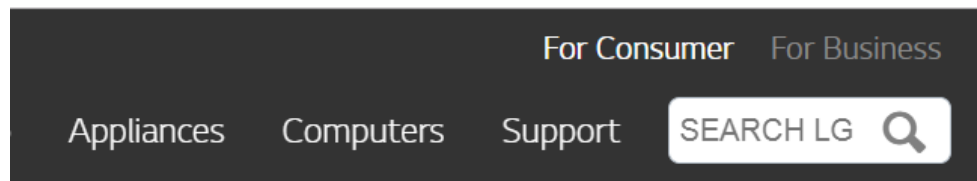
### 1. What Monitor Type Are You Using?



UltraFine

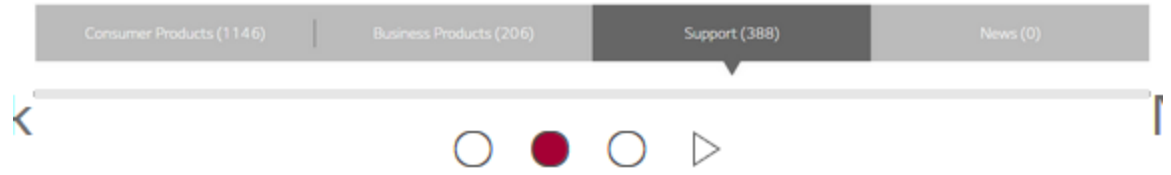
2. Expand All
  - Setting Up OnScreen Control

### How to setup OnScreen Control



# How to setup OnScreen Control

Show all steps at once?



In the search results, if you are not already under the Support tab, select Support.

# How to setup OnScreen Control

Show all steps at once?

<b>[Mac OS] OnScreen Control - version 3.06</b>	
<a href="#">Mac_OSC_3.28.zip</a> 49619K <a href="#">↓</a>	10/16/2018
<b>[Windows] OnScreen Control - version 2.86</b>	
<a href="#">Win_OSC_3.29.zip</a> 111323K <a href="#">↓</a>	10/16/2018
<b>[Mac OS] OnScreen Control - version 2.86</b>	
<a href="#">Mac_OSC_3.28.zip</a> 49619K <a href="#">↓</a>	10/16/2018
<b>[Windows] OnScreen Control - version 3.29</b>	
<a href="#">Win_OSC_3.29.zip</a> 111323K <a href="#">↓</a>	10/16/2018

## [Mac OS] OnScreen Control - version 3.06

[Mac\\_OSC\\_3.28.zip](#) 49619K [↓](#)

## [Windows] OnScreen Control - version 2.86

[Win\\_OSC\\_3.29.zip](#) 111323K [↓](#)

## [Mac OS] OnScreen Control - version 2.86

[Mac\\_OSC\\_3.28.zip](#) 49619K [↓](#)

## [Windows] OnScreen Control - version 3.29

[Win\\_OSC\\_3.29.zip](#) 111323K [↓](#)

### [BackNext](#)

Go to [LG.com](#). In the search bar type "OnScreen Control" and press enter.

In the search results, if you are not already under the Support tab, select Support.

Download the OnScreen Control version corresponding with your OS.

- Updating Software
- Compatible Systems

### **5120 x 2880 @ 60Hz:**

You can use the LG UltraFine 5K Display with these Mac models at full 5K resolution:

- iMac Pro (2017)

Note: iMac Pro supports two LG UltraFine 5K displays configured as dual-link SST 5120x2880 10bpc at 60Hz. [Learn more about how to connect multiple displays to your iMac Pro.](#)

- iMac (2017)

Note: iMac models from 2017 support one LG UltraFine 5K Display.

- MacBook Pro (2016 and later)

Note: The 15-inch MacBook Pro from 2016 and later supports two LG UltraFine 5K Displays at full resolution. For this to work, you need to plug one display into a Thunderbolt 3 (USB-C) port on the left side of your MacBook Pro, and the other display into a Thunderbolt 3 (USB-C) port on the right side

### **3840 x 2160 @ 60Hz**

With the Apple Thunderbolt 3 (USB-C) to Thunderbolt 2 Adapter and a Thunderbolt cable, you can use the LG UltraFine 5K Display at 4K and lower resolutions with these Mac models:

- Mac Pro (Late 2013)
  - macOS 10.12.4 or later is recommended.
  - MacBook Pro (Retina, 15-inch, Mid 2014) and later
  - MacBook Pro (Retina, 13-inch, Mid 2014) and later
  - iMac (Retina, 27-inch, Late 2014) and later
  - iMac (Retina, 21.5-inch, Late 2015)
  - iMac (21.5-inch, Late 2015)
  - MacBook Air (13-inch, Early 2015)
  - MacBook Air (11-inch, Early 2015)
- Updating Software

In order to update the software on your LG Ultrafine monitor, you are required to use the LG Screen Manager App.

You can obtain the LG Screen Manager App by doing the following:

1. On your mac, launch the App Store



2. In the search bar in the top right corner, type "LG Screen Manager" and press enter.
3. Click LG Screen Manager (LG Monitor) and press install.

Note: You may need to type your Apple ID and password to install.

## Monitor - Making a Cracking or Popping Sound

**Troubleshooting** Desktop & All In One Computers, Monitors, TVs, Video Walls *Last Updated*

Some types of noises are normal in Monitors. You will need to determine the type of noise to properly troubleshoot the issue.

1. Does the noise get louder as you increase the volume? Yes Do you hear the noise on all Inputs/Channels? Yes
  - The noise may be vibration due to high volumes or high bass.
  - If you hear the sound only during abnormally loud commercials or action scenes, try to activate the auto-volume feature from the audio menu.
  - If the issue persists, [Contact Us](#).
2. Does the noise get louder as you increase the volume? Yes Do you hear the noise on all Inputs/Channels? No

Do you hear the noise while watching live TV or something else, such as a Blu-ray disc or video game? Live TV

- Tune to an HD channel to check if the noise is present there as well.
  - If the sound works well when tuned to other channels, it is likely coming from the program or broadcast station of that channel.
  - If the issue persists, [Contact Us](#).
3. Does the noise get louder as you increase the volume? Yes Do you hear the noise on all Inputs/Channels? No

Do you hear the noise while watching live TV or something else, such as a Blu-ray disc or video game? Other

- Try to hook a **known working device** into the same input. If you no longer hear the sound when the other device is hooked up, you may need to replace the cable or the faulty unit itself.

- If the issue persists, Contact Us.
4. Does the noise get louder as you increase the volume? No
    - The noise may be caused by the cabinet expanding or contracting due to varying temperatures.
    - If the noise is consistent and/or intrusive, Contact Us.

## **Monitor - Powers On/Off Intermittently**

This type of issue usually occurs when the power cord is loose or the Monitor isn't receiving proper ventilation.

1. Is the unit's power cord securely plugged-in to both the back of the Monitor and an electrical outlet?  
(Please check both locations, cords may come loose sometimes) Yes
2. Is the Monitor well ventilated? Ventilation Recommendations
  - Do not install in a confined space such as a bookcase.
  - Do not cover the product with cloth or other materials while plugged.
  - Do not install in excessively dusty places.
  - Keep the product away from direct sunlight.
  - When mounting a Monitor on the wall, make sure not to install the Monitor by hanging the power and signal cables on the back of the Monitor.

## **Monitor - Powers On/Off Intermittently**

This type of issue usually occurs when the power cord is loose or the Monitor isn't receiving proper ventilation.

1. Is the unit's power cord securely plugged-in to both the back of the Monitor and an electrical outlet?  
(Please check both locations, cords may come loose sometimes) No
2. Plug the unit securely into an electrical outlet. Loose cords are the leading cause of intermittent power issues.

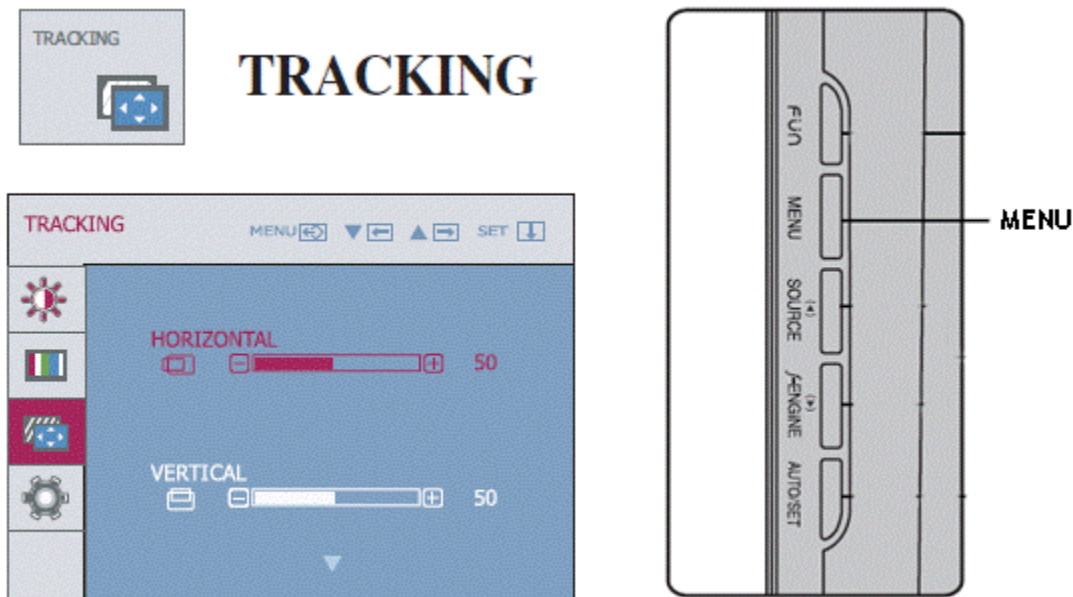
# Video Picture is not Centered on the Screen

## Video Picture is not Centered on the Screen

The video settings on your PC have changed.

If you made a change to the resolution or if you made a change to the screen size on your PC, you may need to adjust the tracking to re-center the video on your monitor.

### Try This



Press the Menu button and look for the tracking feature.  
Use the adjust buttons on the source (<) and f-engine (>) keys.

HORIZONTAL - To move image left and right.

VERTICAL - To move image up and down.