

# TROUBLESHOOTING GUIDE

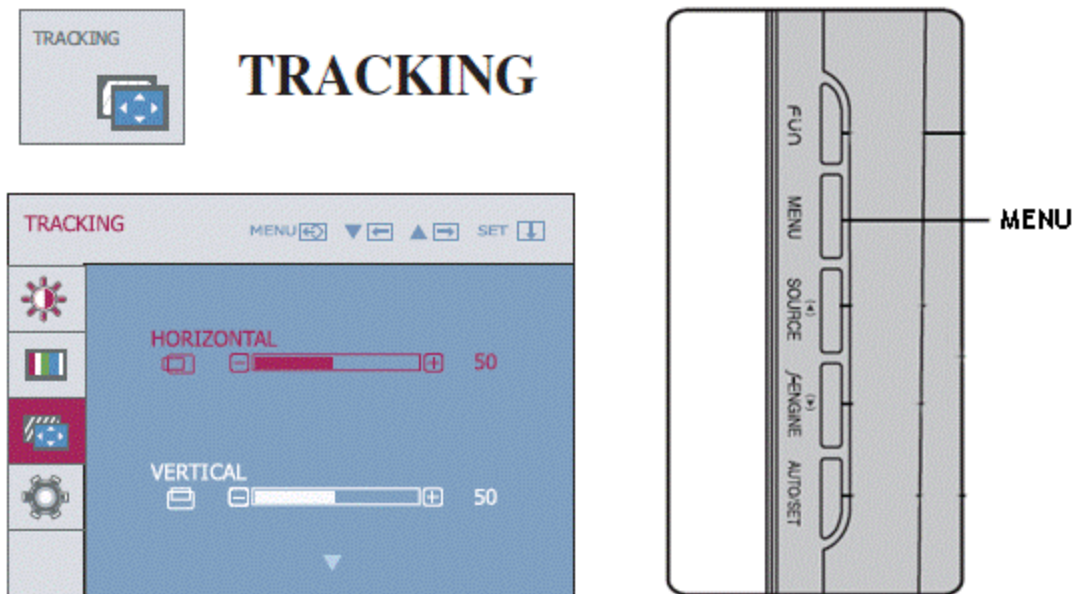
**Troubleshooting** Desktop & All In One Computers, Monitors, TVs, Video Walls *Last Updated*

## 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.

## Monitors - No Audio or Low Volume

**Troubleshooting** Desktop & All In One Computers, Monitors, TVs, Video Walls *Last Updated 11/10/2018*

This article is regarding issues with sound in monitors.

### 1. Issue

**What issue are you experiencing?**

[No Volume](#)[Low Volume](#)

### 2. Compatibility

- Ensure that your device supports speakers
- Not all LG monitors come with pre-installed speakers, and as such will not play audio.
- You can find out if your device supports speakers by checking out the product specifications.

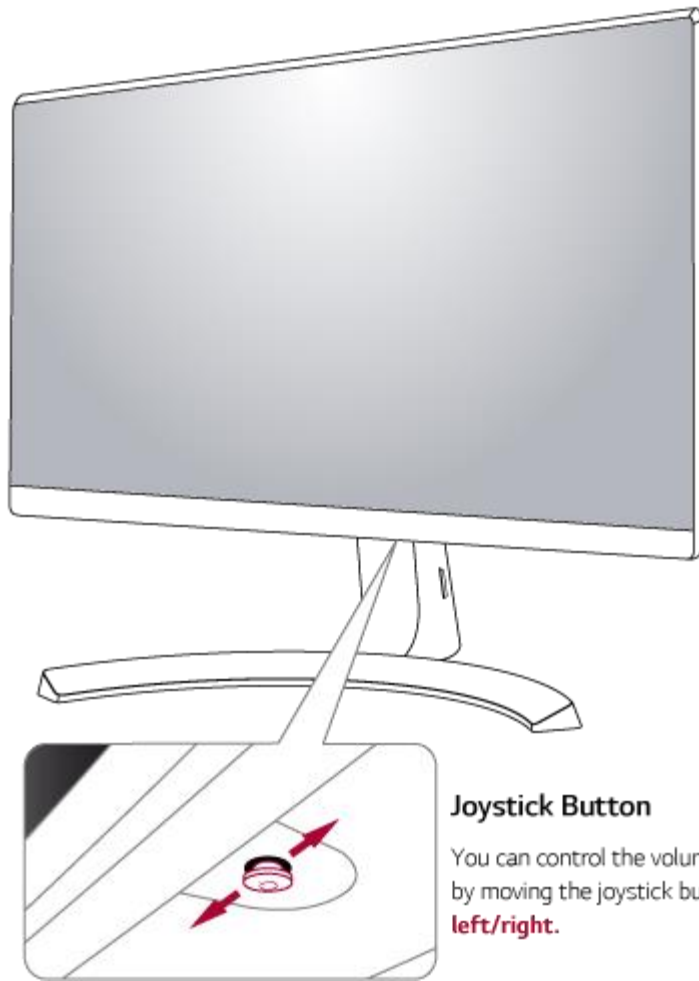
[Still Experiencing Issues?](#)

### 3. Adjust Volume

1. Increase the volume by moving the joystick button on your monitor left/right.

Note: This may be done differently depending on the model of your monitor.

2. If your monitor supports On Screen Control, you can increase volume by going to Menu > Quick Settings > Volume.



#### **Joystick Button**

You can control the volume by moving the joystick button **left/right.**

[Still Experiencing Issues?](#)

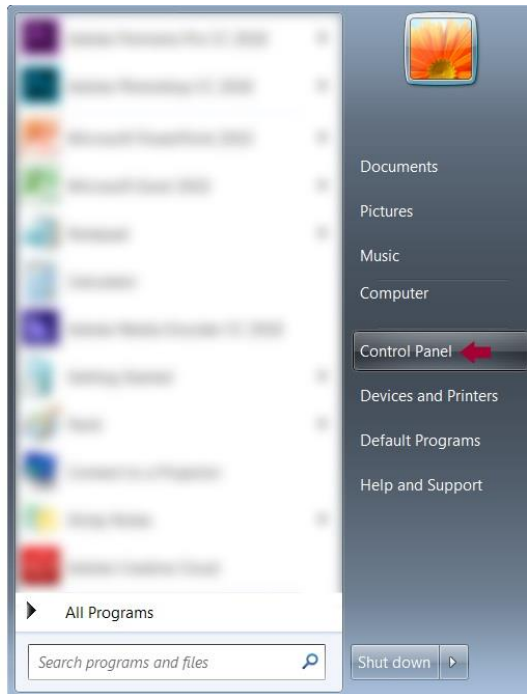
#### **4. Operating System**

**What operating system are you using?**

[WindowsMac](#)

#### **5. Change Default Device**

[Show all steps at once?](#)



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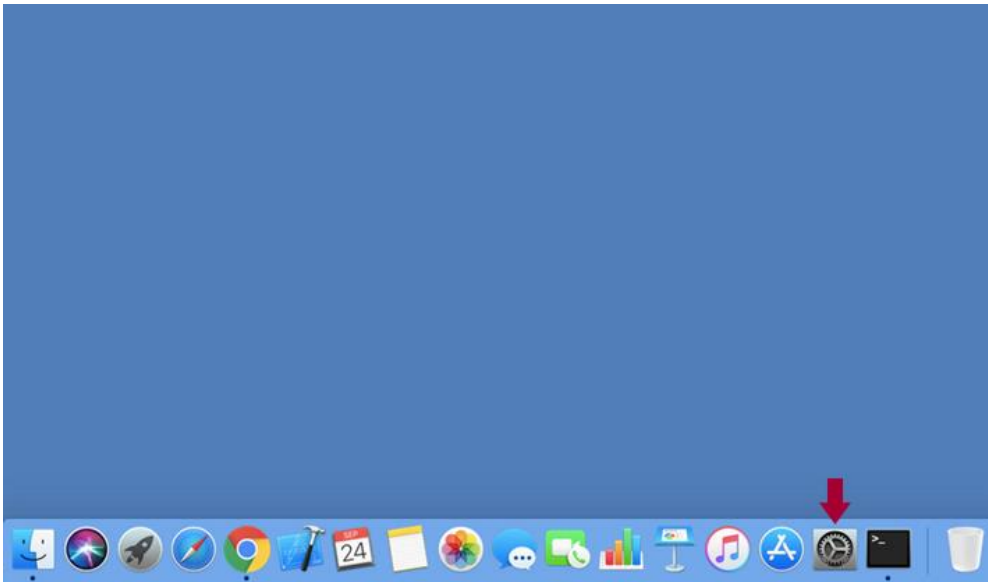
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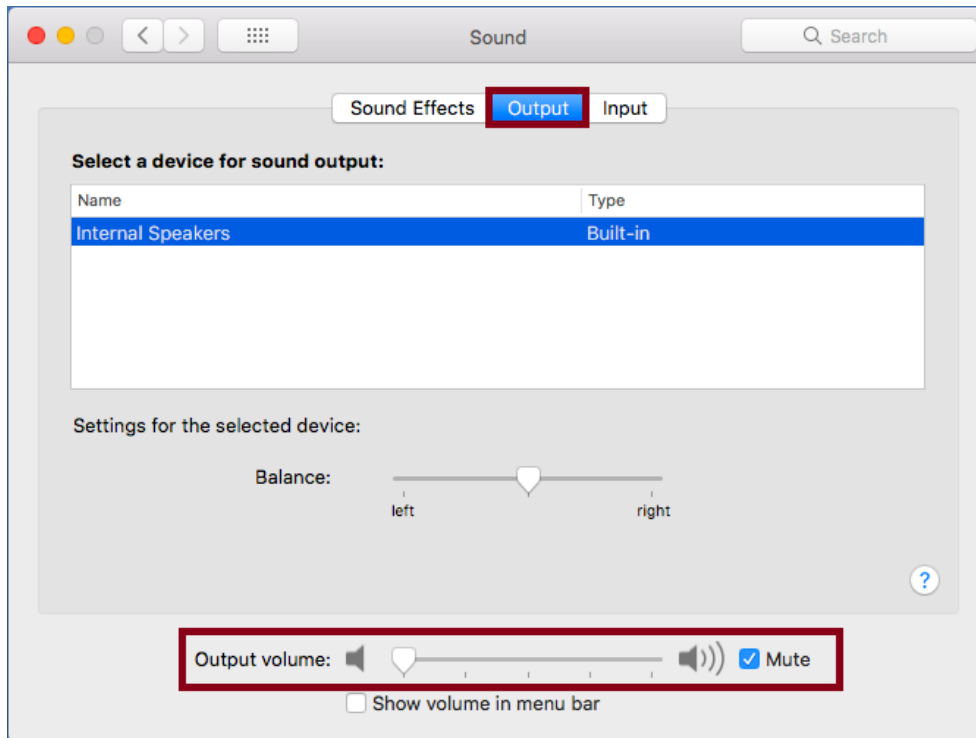
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[WindowsMac](#)

#### **5. Adjust Mac Settings**

[Show all steps at once?](#)





## Monitor - Horizontal Lines or Partial Image

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### 1. Check Cables

The most common point of failure for monitors is the cable.

You should use a different video cable and try to view the image again.

Still Experiencing Issues?

### 2. Check Output Device Settings

There are a few settings we should check on your output device, to ensure that the monitor is configured properly.

- **Resolution**
  1. Go to Control Panel > Adjust Screen Resolution
  2. Ensure that your resolution is set to the maximum amount your monitor is capable of.

- **Refresh Rate**
  1. Go to Control Panel > Adjust Screen Resolution > Advanced Settings
  2. Select the Screen refresh rate drop down.
  3. Ensure that is set to the maximum allowed refresh rate of your monitor.
- **Graphics Drivers**
  - If you are using Intel Graphics refer to the Intel website for updated Graphics drivers.
  - If you are using Nvidia Graphics refer to the Nvidia website for updated Graphics drivers.
  - If you are using AMD Graphics refer to the AMD website for updated Graphics drivers.

Still Experiencing Issues?

### 3. Check Monitor Inputs

Most monitors offer more than one input connection on it. I.E. DisplayPort, VGA, DVI

1. Unplug the video cable you are currently using.
2. Plug a cable into one of the other inputs on the monitor.
3. Plug the new connection into your computer.

**Did that resolve your issue?**

No Yes

### 4. Repair Needed

Based off of what we have seen, it looks like one of the inputs on your monitor is not working as intended. We recommend you request a repair for your device.

[Request Repair](#)

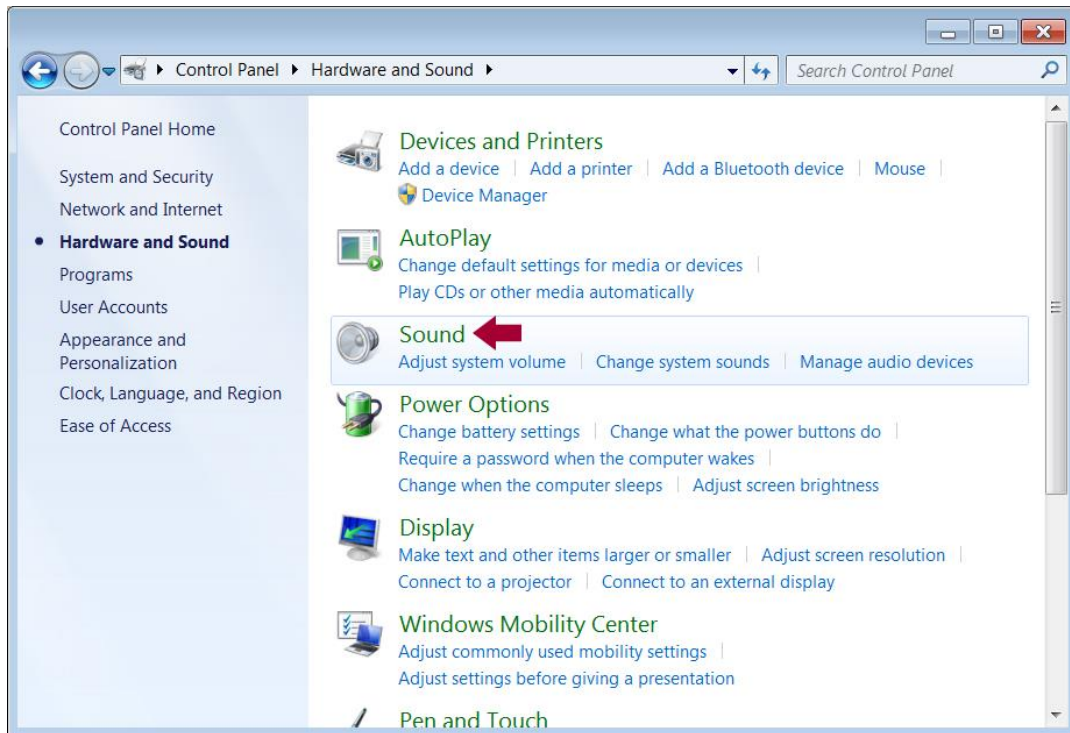
### 5. Check Output Device

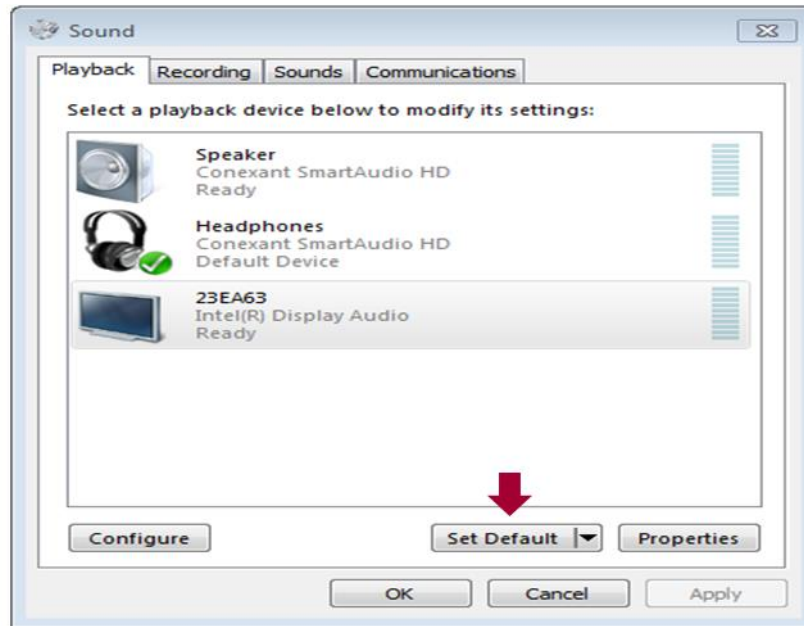
Let's check and make sure that the output device is not the issue.

- Start by plugging in a different output device to your monitor.
- If a different output device is working then refer to the manufacturer of your malfunctioning device for further troubleshooting.
- **The following options are for self-built Desktop PC's. If you did not build your PC, please contact your PC manufacturer for appropriate troubleshooting.**
  - If you are using a Desktop PC with a dedicated graphics card, ensure that the graphics card is properly seated in the PCI-E slot.

NOTE: You should hear a click when inserting the graphics card.

- Ensure that the PCI-E power cables are properly seated in both the power supply, and the graphics card.
- If you're using a PCI-E riser, or power supply cable extensions, remove and try without them.






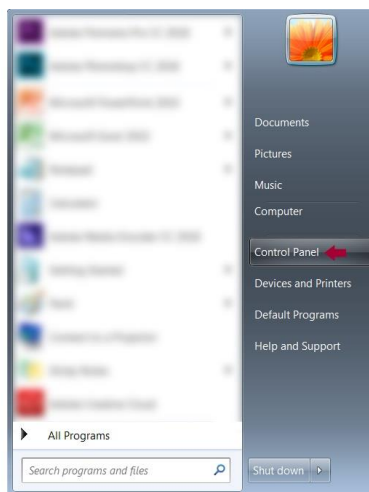
Open the **Start Menu** then click **Control Panel**

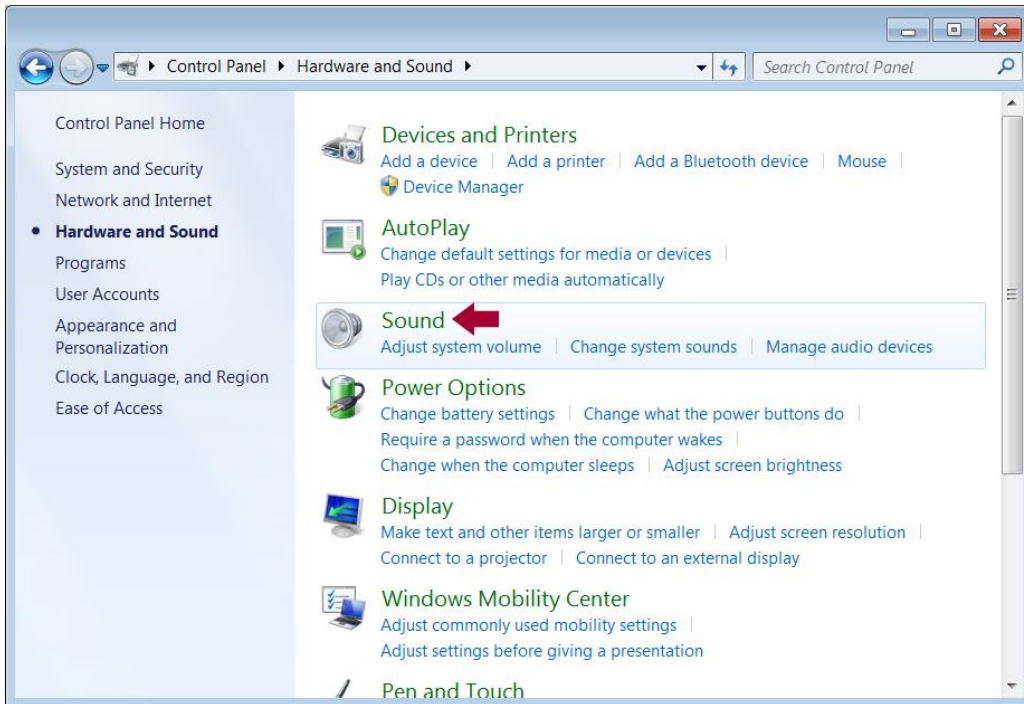
Select **Hardware and Sound** from the list.

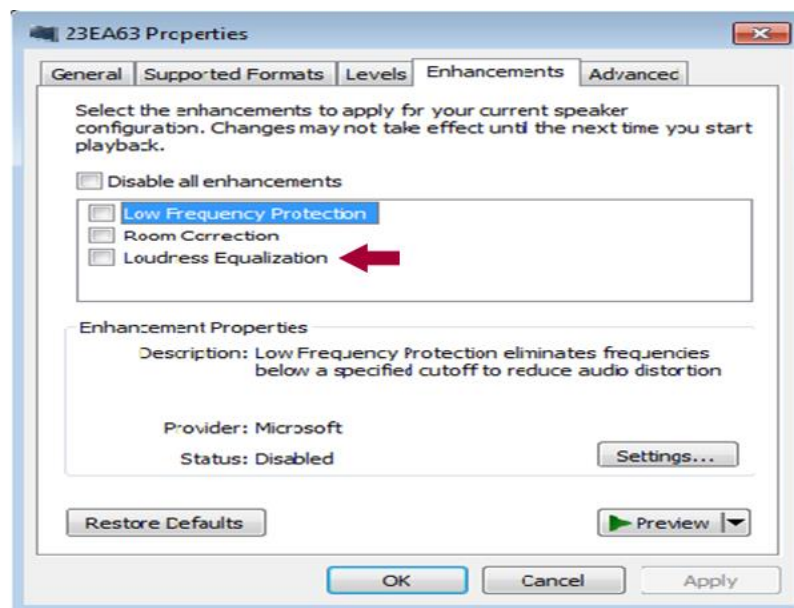
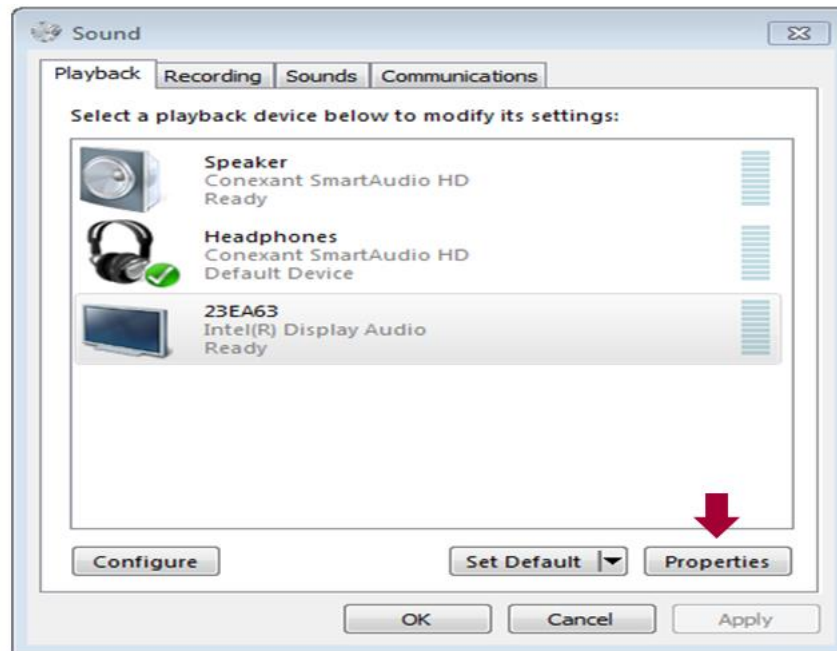
Select **Sound** from the list.

Select your device from the list and click **Set Default** 

## 6. Enable Loudness Equalization







Open the **Start Menu** then click **Control Panel**.

Select **Hardware and Sound** from the list.

Select **Sound** from the list.

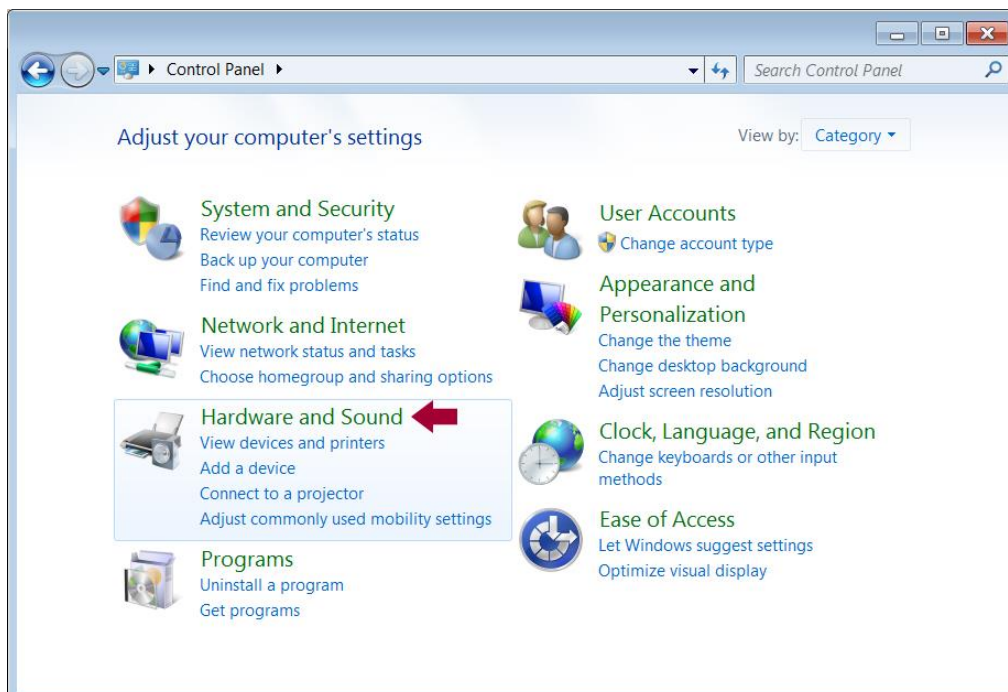
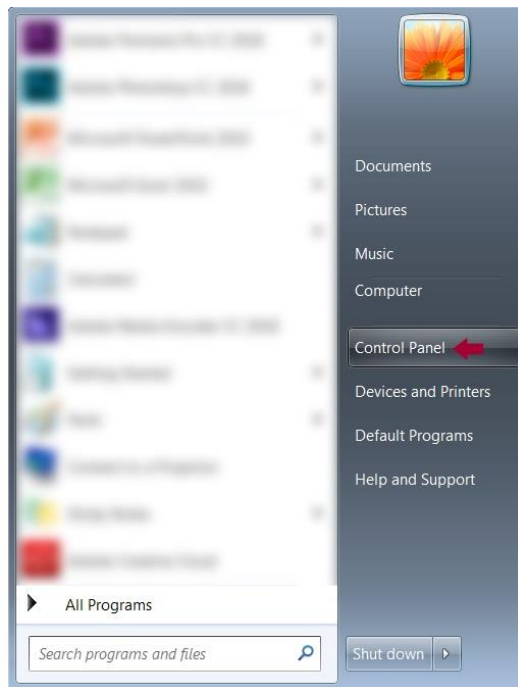
Select your device from the list and click **Properties**

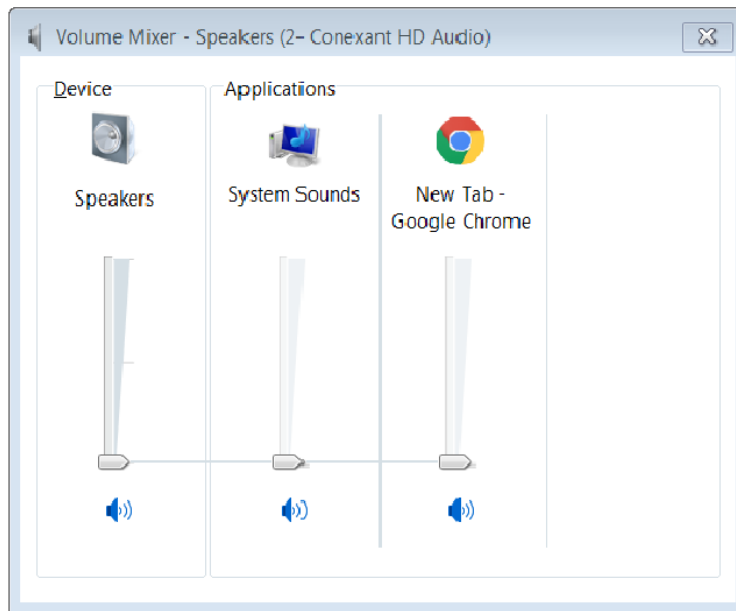
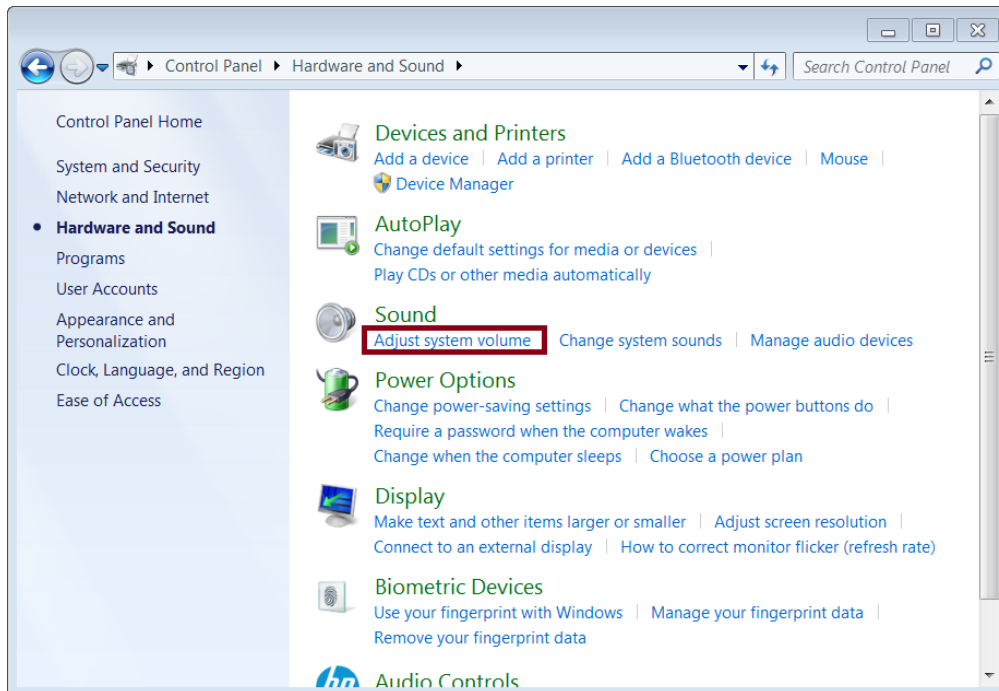
Check **Loudness Equalization**.

[Still Experiencing Issues?](#)

## 7. Raise Volume

[Show all steps at once?](#)





Open the **Start Menu** then click **Control Panel**.

Select **Hardware and Sound** from the list.

Select **Adjust System Volume** from underneath the Sound menu item.

Raise the Volume Sliders to match the Volume you want.