



2015 OLED UHD Training

65EF9500 WebOS 2.0 UHD OLED TV

In-Start Service Menu Screens

Power off Status

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LG
Life's Good

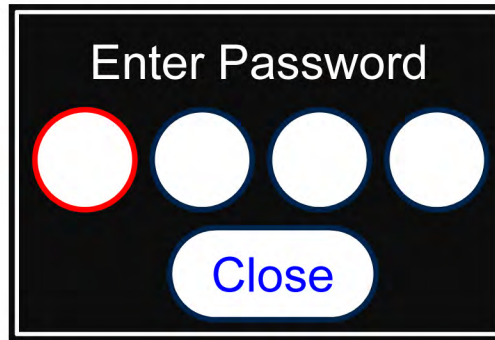


105-201M

Accessing the Service Menu

To access the Service Menu.

- 1) You must have either Service Remote. p/n 105-201M or p/n MKJ39170828
- 2) Press “In-Start”
- 3) A Password screen appears.
- 4) Enter the Password.



Note: A Password is required to enter the Service Menu. Enter; **0413**

Note 1: Older sets used **0000**.

Note 2 webOS Models: While in the In-Start Menu, the Cursor Right or Cursor Left does not work with the 105-201M remote on the Left. Use the Customer’s Remote Control Cursor Keys.



MKJ39170828

Bring up the Service Menu using the Service Remote and pressing "In-Start" enter password 0413.

Status Plane: (Snap Shot) Not accessible	Selection Plane	This section will change dependant upon which item was selected in the Selection Plane																																	
<p>IN START</p> <p>Model Name: :65EF9500-UA Serial Number: :507RMWV4J497 S/W Version : 04.20.75.01 MICOM Version :V3.20.9 BOOT Version :57/3.00.58-58 URSA Version :OK(0xc013) Chip Type :LM14A Wi-Fi Channel :6 Wi-Fi MAC : 4C:09:D4:C8:40:FA Wi-Fi Speed : USB 2.0 MAC Address : C8:08:E9:26:AD:7E IP Address :192.168.1.4 SFU Key : OK Widevine : LGTV15CMSD002195216 ESN Num. : LGTV20157=71011132587 HDCP2(Miracast/HDMI) : OK/NULL DTCP :OK RF Receiver Version :1.2.7.80 Wi-Fi/Magic Search :OK/OK Camera Ver. : NULL Debug Status :RELEASE SIGN Key :PRODKEY Eye Check :OK Control Key NG: Access USB Status: 1/-1(T)/-1(C) UTT : 25 OLED Last Compensation Done UTT:25 OLED Compensation Count : 7 APP History Ver : 1322 PQL DB: OLED SI2178B_BE_XXXX65 Video : 2015_OLED_0xed3b987d_01.lge</p>	<p>SW Version</p> <p>1. Adjust Check</p> <p>2. ADC Data 3. Power On/Off Status 4. System 1 5. System 2 6. System 3 7. Model Number D/L 8. Test Option 9. Spread Spectrum 10. Stable Count 11. SDP Server Selection 12. RF Remocon Test 13. OLED</p> <p>ESN: Electronic Serial Number</p> <p>WiFi Board Communication</p> <p>Unit Total Time</p>	<p>Country Group</p> <p>Adjust Check US</p> <p>1. Country Group (Press OK to Save)</p> <table border="1"> <tr><td>Country Group Code</td><td>02</td></tr> <tr><td>Country Group</td><td>US</td></tr> <tr><td>Country</td><td>US</td></tr> <tr><td></td><td>22282</td></tr> </table> <p>2. Area Option</p> <p>3. Tool Option</p> <table border="1"> <tr><td>Tool Option 1</td><td>34793</td></tr> <tr><td>Tool Option 2</td><td>21524</td></tr> <tr><td>Tool Option 3</td><td>921</td></tr> <tr><td>Tool Option 4</td><td>64774</td></tr> <tr><td>Tool Option 5</td><td>18598</td></tr> <tr><td>Tool Option 6</td><td>2474</td></tr> <tr><td>Tool Option 7</td><td>44587</td></tr> <tr><td>Tool Option 9</td><td>512</td></tr> </table> <p>4. Adjust White Balance: OK(0)</p> <p>5. Adjust ADC(OTP): OK</p> <table border="1"> <tr><td>Component</td><td>OK</td></tr> </table> <p>6. EDID: OK</p> <table border="1"> <tr><td>HDMI1</td><td>OK (0xE6,0xF8)</td></tr> <tr><td>HDMI2</td><td>OK (0xE6,0xE8)</td></tr> <tr><td>HDMI3</td><td>OK (0xE6,0xD8)</td></tr> </table>	Country Group Code	02	Country Group	US	Country	US		22282	Tool Option 1	34793	Tool Option 2	21524	Tool Option 3	921	Tool Option 4	64774	Tool Option 5	18598	Tool Option 6	2474	Tool Option 7	44587	Tool Option 9	512	Component	OK	HDMI1	OK (0xE6,0xF8)	HDMI2	OK (0xE6,0xE8)	HDMI3	OK (0xE6,0xD8)	<p>Note 1: Many of the Tool Options are "Locked" in 2015 models EZ-Adjust Menu.</p> <p>Note 2: While in the In-Start Menu, the Cursor Right or Cursor Left does not work. Use the Customer's Remote control cursor keys.</p>
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Bring up the Service Menu using the Service Remote by pressing "In-Start" enter password 0413 or 0000.

Note: You can scroll up or down to reveal the last 126 reasons for Turn On or Off.

IN START

Model Name: :65EF9500-UA
 Serial Number: :507RMWV4J497
 S/W Version :
 MICOM Version : **Select Item 3**
 BOOT Version :57/3.00.58-58
 URSA Version :OK(0xc013)
 Chip Type :LM14A
 Wi-Fi Channel :6
 Wi-Fi MAC : 4C:09:D4:C8:40:FA
 Wi-Fi Speed : USB 2.0
 MAC Address : C8:08:E9:26:AD:7E
 IP Address :192.168.1.4
 SFU Key : OK
 Widevine : LGTV15CMSD002195216
 ESN Num. : LGTV20157=71011132587
 HDCP2(Miracast/HDMI) : OK/NULL
 DTCP :OK
 RF Receiver Version :1.2.7.80
 Wi-Fi/Magic Search :OK/OK
 Camera Ver. : NULL
 Debug Status :RELEASE
 SIGN Key :PRODKEY
 Eye Check :OK
 Control Key NG:
 Access USB Status: 1/-1(T)/-1(C)
 UTT : 25
 OLED Last Compensation Done UTT:20
 OLED Compensation Count : 7
 APP History Ver : 1322
 PQL DB: OLED SI2178B_BE_XXXX65
 Video : 2015_OLED_0xed3b987d_01.lge

1. Adjust Check
2. ADC Data
- 3. Power Off Status** ▶
4. System 1
5. System 2
6. System 3
7. Model Number D/L
8. Test Option
9. Spread Spectrum
10. Stable Count
11. SDP Server Selection
12. RF Remocon Test
13. Access Code

Power On/Off Status

Most Recent

0. POWER_ON_BY_REMOTE_KEY
1. POWER_OFF_BY_REMOTE_KEY1
2. POWER_ON_BY_LAST_POWERON
3. POWER_OFF_BY_LOCAL_KEY
4. POWER_ON_BY_LAST_POWERON
5. POWER_OFF_BY_ACDET
6. POWER_ON_BY_SW_DL
7. POWER_OFF_BY_SW_DL
8. POWER_ON_BY_REMOTE_KEY1
9. POWER_OFF_BY_LOCAL_KEY
10. POWER_ON_BY_LOCAL_KEY
11. POWER_OFF_BY_REMOTE_KEY1
12. POWER_ON_BY_LAST_POWERON
13. POWER_OFF_BY_ACDET
14. POWER_ON_BY_LOCAL_KEY
15. POWER_OFF_BY_LOCAL_KEY
16. POWER_ON_BY_LOCAL_KEY
17. POWER_OFF_BY_LOCAL_KEY
18. POWER_ON_BY_LOCAL_KEY
19. POWER_OFF_BY_REMOTE_KEY1
20. POWER_ON_BY_LAST_POWERON
21. POWER_OFF_BY_ACDET
22. POWER_ON_BY_SW_DL
23. POWER_OFF_BY_SW_DL

The WebOS In-Start menu now includes the Power Off/On Status. In other words, the reason the TV turned On or Off the last time.

Example: POWER_ON_BY_LAST_POWERON indicates the TV was ON when AC was removed. When AC was returned, the TV turned on into the Last State in was in before power loss. So just below that entry should be POWER_OFF_BY_AC_DET.

Status	Power Off List	Explanation
Normal	POWEROFF_BY_REMOTEKEY	Power Off by REMOTE CONTROL
	POWEROFF_BY_OFFTIMER	Power Off by Off Timer in Customer's Settings
	POWEROFF_BY_SLEEPTIMER	Power Off by SLEEP TIMER
	POWEROFF_BY_INSTOP	Power Off by INSTOP KEY on the Service Remote
	POWEROFF_BY_NO_POLLING	Power off when receiving no ack (acknowledge) Debug Status : Release Mode RESULT : TV power off/on (Reboot) CONDITION : There is no I2C response from CPU for 15 seconds. ==> if warm standby (Compensation), power off occurs.
	POWEROFF_BY_AUTO_OFF	Power off by auto off function 1. When it lasts for 15 minutes that no signal and no remote key input. 2. When screen mute status lasts for 2 hours.
	POWEROFF_BY_RESET	Power off by Micom Reset CONDITION 1 : Run 'Initialization' through Smart TV setting CONDITION 2 : Run 'App initialization'. CONDITION 3 : Reset is required for InStart Setting change.
	POWEROFF_BY_ON_TIMER	Power off by On timer Power off when no remote and local key input for 2 hours after power on by On timer.
	POWEROFF_BY_RS232C	Power off by RS232C command
	POWEROFF_BY_KEYTIMEOUT	Power off when TV is not turned off during a certain time RESULT : Micom force to trigger TV power off. CONDITION : When pressing power key while power on status, CPU does not response within 10 seconds or send delay command.

MODE	Contents
POWER_OFF_BY_SLEEP_TIMER	Power off by sleep timer
POWER_OFF_BY_INSTOP_KEY	Power off by In-Stop Key
POWER_OFF_BY_AUTO_OFF	Power off by auto off function 1. When it lasts for 15 minutes that no signal and no remote key input. 2. When screen mute status lasts for 2 hours.
POWER_OFF_BY_ON_TIMER	Power off by On timer Power off when no remote and local key input for 2 hours after power on by On timer.
POWER_OFF_BY_RS232C	Power off by RS232C command
POWER_OFF_BY_SWDOWN	Power off by Software Download
POWER_OFF_BY_LOCAL_KEY	Power off by Local Key. (TVs Keyboard)
POWER_OFF_BY_CPU_ABNORMAL (Central Processing Unit)	Power off by CPU Abnormal status 1. Power off (Last Cold, Last Cool, Last Warm) CONDITION : When power on and checking Power on Mode, abnormality appears. 2. Power off in CPU Abnormal Case (Exception) (Release Mode : Reboot, Debug, Event Mode : Power off)
POWER_OFF_BY_UNKNOWN	Power off by the other causes Displayed when Micom EEPROM is initialized, or value read from Micom EEPROM is not among defined Power off status values. ==> it occurs when Micom EEPROM write error or EEPROM initializes.
POWER_OFF_BY_MICOM_RESET	Reset Circuit of the Microprocessor activated. Example: Setting NSU Server to a different setting turns off the TV.
POWER_OFF_BY_MEMOCAST	Memocast is a feature on 2012 product (only a limited few PenTouch models) that would allow you to write a memo to yourself. Then tell it what time to turn off.
POWER_OFF_BY_VERIFY_FAIL	RESULT : System shut down. CONDITION : Verification for LG application fails.
POWER_OFF_BY_SIG_DETECT	Monitors the Sync Signal level of the Incoming signal
POWER_OFF_BY_INV_ERROR	Indicates (T_CON_SYS_POWER_OFF) from the panel has detected a burn detection. INV_ERROR entered into the Power Off History. (Please see page 8 for details about Service Bulletin GLZ2016000040).

Power Off List	Explanation
POWER_ON_BY_REMOTE_KEY	Power On by remote Power Key.
POWER_ON_BY_ON_TIMER	Power On by the Customer's settings in the On Timer menu.
POWER_ON_BY_LOCAL_KEY	Power On by Local Key, (Power On by Joy Stick long press).
POWER_ON_BY_RS232	Power On by RS232 command.
POWER_ON_BY_POWER_ONLY	Power On by Power only.
POWER_ON_BY_SWDOWN	Power On after software download.
POWER_ON_BY_LAST_WARM	String for Wake up from Cold status to Warm status
POWER_ON_BY_LAST_POWERON	When Power is lost due to AC loss, Micro stores current status in EEPROM. (In general, AC loss and then Recovery) TV turns on in last known state.
POWER_ON_BY_HDMI_CEC	Power On by HDMI CEC message "image view on".
POWER_ON_BY_CPU_ABNORMAL	Power On by CPU after abnormal behavior 1. Power off (Last Cold, Last Cool, Last Warm) CONDITION : When power on and checking Power on Mode, abnormality appears. 2. Power off in CPU Abnormal Case (Exception) (Release Mode : Reboot, Debug, Event Mode : Power off)
POWER_ON_BY_STORE_POWERON	Power On by Store-Only remote.
POWER_ON_BY_MICOM_PWR_OFF_ON	String for Auto Power Off/On (Micom Reboots by PLL_FAIL / COMP_FAIL / RESET and so on.)
POWER_ON_BY_OPERATOR_SEARCH_TIMER	Power On at reservation time for CI plus operator search.
POWER_ON_BY_WOL_ONOFF	Power On by Wake On LAN from external device through network.
POWER_ON_BY_CAM_ONOFF	Power On by voice recognition through CAM.

POWER_OFF_BY_INV_ERROR (Cracked or Burnt Panel) See Service Bulletin GLZ201600040:

Service Bulletin describes the process for the need to update the Software to 04.20.75 if INV_ERROR happens randomly. It also describes how to “Unlock” the Main board if (when attempting to turn on the TV) the Power LED blinks 10 times. Remember, if the Main board is locked, it is locked permanently. It must be reset to work again, in any TV. Details to bypass Burn detection “INV_ERROR and unlock the Main board found in Service Bulletin GLZ201600040.

POWER_OFF_BY_20V_DETECT (Panel 24V is loaded down):

The 24V which is routed to the T-CON board then to the Panel is monitored by the T-CON board. If this voltage is missing, (Example: Loaded Down) the T-CON sends back a command EL_VDD_DETECT_22V (high) to the microprocessor pin 44. The Micro shuts off the TV and then logs 20V_DETECT in the Power Off History screen. Measure the 24V to the T-CON, if missing unplug the panel from the T-CON board and retest. If it returns, the Panel is defective. If not, check the Power Supply. (See 65EF9500-SMPS-Testing)

POWER_OFF_BY_20V_DETECT (Power Off because AC Power disappears During Run):

Indicates a loss of “AC”. Because the 20V/24V to the T-CON (used by the Panel) drops faster and is detected quicker than the 3.5V which is monitored for AC_DET.

Power Off History will look like the following;

POWER_OFF_BY_20V_DETECT

POWER_OFF_BY_AC_DETECT (Twice) (Power Off because AC Power disappears During Compensation):

If the AC Power is lost while the TV is performing Compensation, it will log AC_DET twice.

Power Off History will look like the following;

POWER_OFF_BY_AC_DET

POWER_OFF_BY_AC_DET

POWER_OFF_BY_COMP_END:

The Term “Compensation” entry into the Power Off History indicates Compensation has completed. Compensation is run every 2 hours of consecutive run time when the TV is turned off. (See “OLED” in the In-Start menu for interval).

Tip: To know when Compensation is running, if a Jump Drive that has a power LED is inserted into the USB port, it will remain lit when the TV is powered off. When compensation completes, the Jump Drive LED will turn off.