Service Bulletin

SVC Model (Product code)	32/37/42/47LD450-ZA , 32/37/42/47LD450N-ZA , 32/37/42/47LD455-ZA 32/37/42/47LD458-ZA , 32/37/42/47LD465-ZA , 32/37/42/47LD465N-ZA 32/37/42/47LD468-ZA , 32/37/42/47LD425-ZA , 42LD426-ZB 32/37/42/47LD420-ZA , 32/37/42/47LD420N-ZA , 32/37/42/47LD428-ZA 42LD421-ZB , 19/22/26/32LD350-ZA , 19/22/26/32LD350N-ZA 19/22/26/32LD351-ZB , 22/32LD358-ZA , 32LD359-ZB 32LD351N-ZB , 19/22/26/32LD355-ZA , 26/32LD356-ZB 32LD345-ZA , 32LD346-ZB , 26/32LD335-ZA 32LD420C-ZA , 26/32LD325-ZA , 32LD336-ZB 32LD340-ZA , 32LD341-ZB , 19/22/26/32/37/42/47/55LE5300-ZA 32/37/42/47/55LE5308-ZA , 32/37/42/47/55LE530N-ZA , 32/37/42/47/55LE5310-ZB 32/37/42/47/55LE5318-ZB , 32/42/46/60LD565-ZC , 32/42/46/60LD565N-ZC 32/42/46/60LD566-ZA , 32/42/46/60LD568-ZC , 32/42/46/60LD569-ZA 32/42/46LD555-ZC , 32/42/46/60LD550-ZC , 32/42/46/60LD550N-ZC 32/42/46/60LD551-ZA , 32/42/46/60LD558-ZC , 32/42/46/60LD559-ZA 32/37/42LE4500-ZA , 32/37/42LE4508-ZA , 32/37/42LE450N-ZA 19/22/26/32LE3300-ZA , 19/22/26/32LE3308-ZA , 19/22/26/32LE330N-ZA 42LD550-ZA , 22/26LE5500-ZA , 22/26LE550N-ZA 22/26LE5510-ZB , 32/37LE5450-ZA , 22LE3320-ZA 19/22LE3400-ZA ,
Subject	DVB EU GP2 MSTAR series lock up issue.
Applicable Serial No.	All serial No.

Symptom Detail:
 – Before finish playing EMP movie it is stopped abnormally.

Solution:

 - To solve problem, please usb update to V3.03.43

Appendix A. S/W Download Guide

1. Applied Models & Notice

◈ Applied Models

32/37/42/47LD450-ZA , 32/37/42/47LD450N-ZA , 32/37/42/47LD455-ZA
32/37/42/47LD458-ZA , 32/37/42/47LD465-ZA , 32/37/42/47LD465N-ZA
32/37/42/47LD468-ZA , 32/37/42/47LD425-ZA , 42LD426-ZB
32/37/42/47LD420-ZA , 32/37/42/47LD420N-ZA , 32/37/42/47LD428-ZA
42LD421-ZB , 19/22/26/32LD350-ZA , 19/22/26/32LD350N-ZA
19/22/26/32LD351-ZB , 22/32LD358-ZA , 32LD359-ZB
32LD351N-ZB , 19/22/26/32LD355-ZA , 26/32LD356-ZB
32LD345-ZA , 32LD346-ZB , 26/32LD335-ZA
32LD420C-ZA , 26/32LD325-ZA , 32LD336-ZB
32LD340-ZA , 32LD341-ZB , 19/22/26/32/37/42/47/55LE5300-ZA
32/37/42/47/55LE5308-ZA , 32/37/42/47/55LE530N-ZA , 32/37/42/47/55LE5310-ZB
32/37/42/47/55LE5318-ZB , 32/42/46/60LD565-ZC , 32/42/46/60LD565N-ZC
32/42/46/60LD566-ZA , 32/42/46/60LD568-ZC , 32/42/46/60LD569-ZA
32/42/46LD555-ZC , 32/42/46/60LD550-ZC , 32/42/46/60LD550N-ZC
32/42/46/60LD551-ZA , 32/42/46/60LD558-ZC , 32/42/46/60LD559-ZA
32/37/42LE4500-ZA , 32/37/42LE4508-ZA , 32/37/42LE450N-ZA
19/22/26/32LE3300-ZA , 19/22/26/32LE3308-ZA , 19/22/26/32LE330N-ZA
42LD550-ZA , 22/26LE5500-ZA , 22/26LE550N-ZA
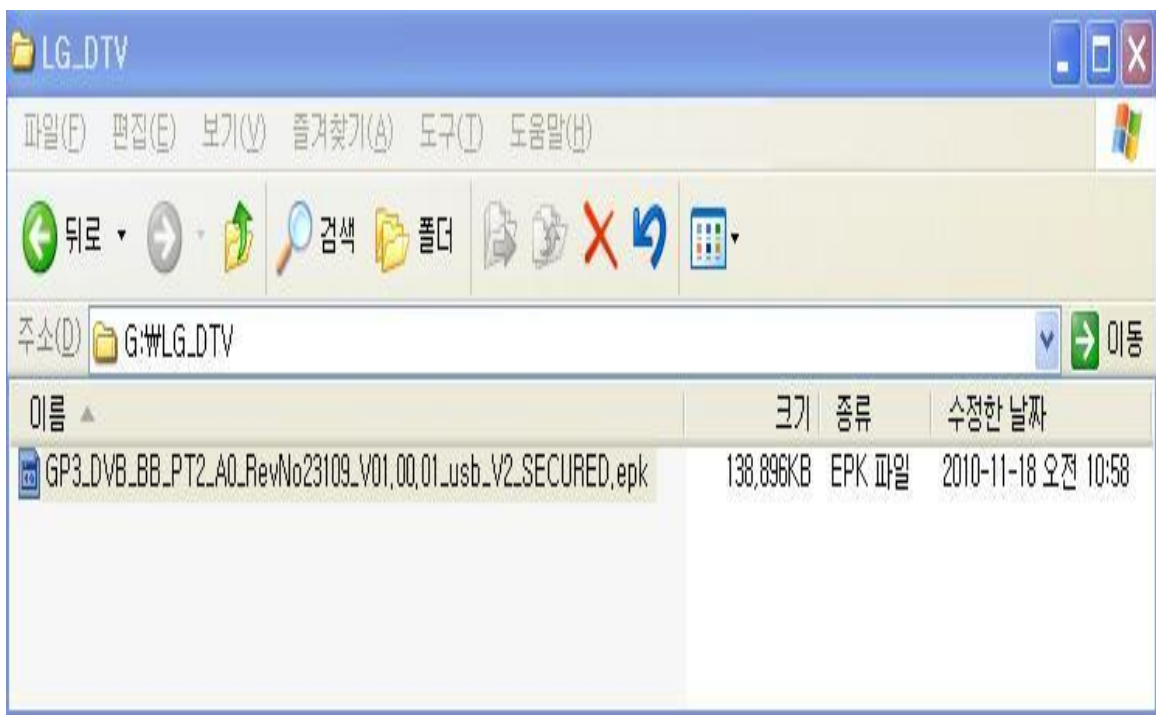22/26LE5510-ZB , 32/37LE5450-ZA , 22LE3320-ZA
19/22LE3400-ZA ,

※ Notice

1. A few USB devices may not be compatible with the TV.
   If the USB device isn't compatible, you use another USB device.

2. It may not work on the UK channel with MHEG (BBC, …).
   If it doesn't work on the channel with MHEG, you take off the antenna signal
   or change to ATV channel, and retry the download.

Appendix A. S/W Download Guide

2. File copy

✔ **Copy the download file to the "LG_DTV" folder of the USB device.**

 ※ **The TV system searches only the "LG_DTV" folder to find the download files.**
 ※ **If there are many other files in the folder, it takes a long time to find the download file.**

Appendix A. S/W Download Guide

3. USB Download Mode

✔ **User (Automatic) Mode**
 - General case.
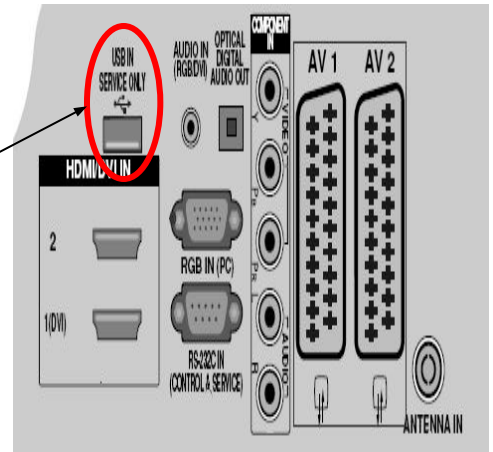 - Current TV version is lower than USB upgrade file.

✔ **Expert (Engineering) Mode**
 - For Engineering.
 - If there are only the same or lower version files in
 the USB device
   you can't use the user mode. But, you can use the
     expert mode.

Appendix A. S/W Download Guide

4. USB Download – User (Automatic) Mode(1)

✔ **Insert the USB device into the USB port of the TV.**

USB port

✔ **If the TV finds the same model name and new version file, it will display this message and start the upgrade automatically.**

[Figure] Software Update

Appendix A. S/W Download Guide

4. USB Download – User (Automatic) Mode(2)

✔ Running USB Software Update
Select [Start] button in "[Figure] Software Update" and press [OK] key.
Then the USB Software Update starts as below.

✔ When below message is displayed, you must NOT remove the USB memory stick.

Do not remove the memory card from the port!

✔ When below message is displayed, do not unplug the TV power cord during upgrading.

Do not plug off!

⚠ TV Software Upgrade

Copying files from the Memory...

Do not remove the memory card from the port!
Do not plug off!

[Figure] Software Update Starts

✔ Copying the update file from the USB memory stick to the TV system memory.

✔ During updating, all inputs of remote control and local key are not operated.

Appendix A. S/W Download Guide

4. USB Download – User (Automatic) Mode(3)

✔ The TV displays this progressive message
   to update new S/W to Flash memory.

✔ [User Mode]
   You may take away the USB memory stick from
   the TV.

✔ [Expert Mode]

   You can NOT take away the USB memory stick
   from the TV.
   Below message will displayed in Expert mode.
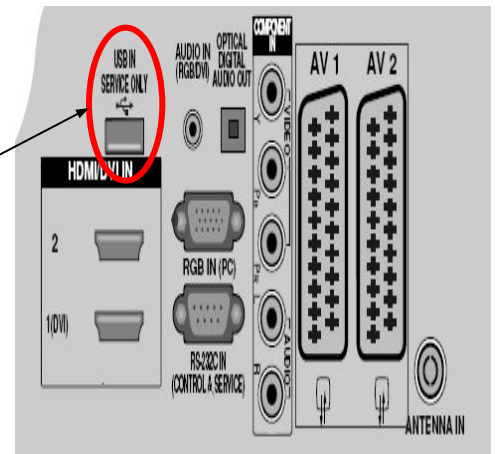
Do not remove the memory card from the port!

[Figure] Software Update is in progress

✔ If the upgrade is completed, this message is displayed.

✔ The TV will restart automatically in 5 seconds.

[Figure] Software Update is completed

Appendix A. S/W Download Guide
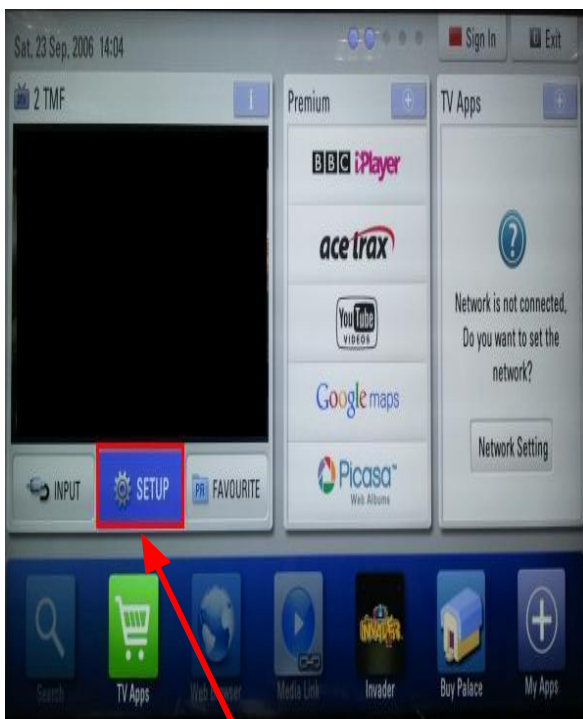
5. USB Download - Expert (Engineering) Mode(1)

✔ Insert the USB device into the USB port of the TV.

USB port

✔ **Press "FAV" key 7 times on the OPTION menu.**
Then, you will see the message of the next page.

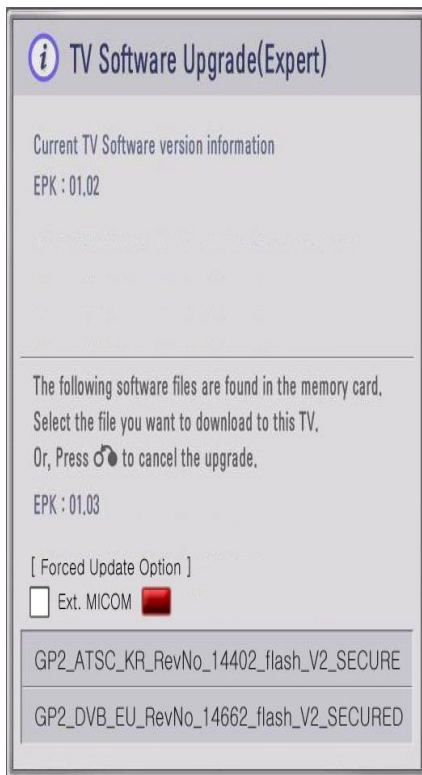Press SETUP button in Home dash board

Move the focus to the OPTION.

Press "FAV" key 7 times.

Appendix A. S/W Download Guide

5. USB Download – Expert (Engineering) Mode(2)

✔ **Select the download file that you want to update.**

✔ **When you select the file, the TV displays the same message as User Mode(1).**

   ※ **The next process is the same as User Mode (2), (3).**
      => Refer to the page 6~7.

✔ [Forced Update Option]
   Pressing red color key will update
   External MICOM
   regardless of version.