

# TROUBLESHOOTING

## FAQs

### Frequently Asked Questions

**Q: Will the oven be damaged if it operates while empty?**

A: Yes. Never operate the oven while it is empty or without the glass tray.

**Q: Does microwave energy pass through the viewing screen in the door?**

A: No. The metal screen bounces the energy back to the oven cavity. The holes (or ports) allow only light to pass through. They do not let microwave energy pass through.

**Q: Why do I see a light reflection around the outer case?**

A: This light is from the oven light which is located between the oven cavity and the outer wall of the oven.

**Q: What are the various sounds I hear when the oven is operating?**

A: The clicking sound is caused by a mechanical switch turning the microwave oven's magnetron ON and OFF. The heavy hum and clunk is from the change in power the magnetron draws as it is turned ON and OFF by a mechanical switch. The change in blower speed is from the change in line voltage caused by the magnetron being turned ON and OFF.

**Q: Can my oven be damaged if food is cooked for too long?**

A: Like any other cooking appliance, it is possible to overcook food to the point that the food creates smoke and even possibly fire, and damages the inside of the oven. It is always best to be near the oven while you are cooking.

**Q: Why is a standing time recommended after microwave cooking time is over?**

A: Standing time allows foods to continue cooking evenly for a few minutes after the actual microwave oven cooking cycle. The amount of standing time depends upon the density of the foods.

**Q: Why is additional time required for cooking food stored in the refrigerator?**

A: As in conventional cooking, the initial temperature of food affects total cooking time. You need more time to cook food taken out of a refrigerator than for food at room temperature.

**Q: Sometimes the door of my oven appears wavy. Is this normal?**

A: This appearance is normal and does not affect the operation of your oven.

**Q: Why does the glass tray not move?**

A: The correct side of the tray should be facing up and the tray should sit firmly on the center hub. The support is not operating correctly. Reinstall the glass tray and restart the oven. Cooking without the glass tray can give you poor results.

**Q: Why does the dish become hot when I microwave food in it? I thought that this should not happen.**

A: As the food becomes hot it will conduct the heat to the dish. Use hot pads to remove food after cooking.

**Q: What does standing time mean?**

A: Standing time means that food should be taken out of the oven and covered for additional time after cooking. This process allows the cooking to finish, saves energy, and frees the oven for other purposes.

**Q: Can I pop popcorn in my oven? How do I get the best results?**

A: Yes. Pop packaged microwave popcorn following manufacturer's guidelines or use the preprogrammed Popcorn button. Do not use regular paper bags. Use the listening test by stopping the oven as soon as the popping slows to a pop every one or two seconds. Do not try to repop unpopped kernels. You can also use special microwave poppers. When using a popper, be sure to follow manufacturer's directions. Do not pop popcorn in glass utensils.

**Q: Why does steam come out of the air exhaust vent?**

A: Steam is normally produced during cooking. The oven has been designed to vent steam out of the vent.

**Q: During convection cooking the fan stops when I open the door. Is that normal?**

A: Yes, this is normal. When the door is opened, the convection fan will stop until the door is closed.

**Q: Why aren't the function buttons working?**

A: Make sure that the oven is not in Control Lock mode. The lock  will show in the display if Control Lock is activated. To deactivate Control Lock, press and hold **CLEAR/OFF** for three seconds.

## Before Calling for Service

### Operation

Problem	Possible Cause & Solution
<b>Microwave oven does not start</b>	<p><b>Power cord is unplugged, door is open, or cooking time has not been set.</b></p> <ul style="list-style-type: none"> <li>• Plug in power cord. Or, check for a blown circuit fuse or a tripped main circuit breaker.</li> <li>• Close oven door.</li> <li>• Set cooking time.</li> </ul>
	<p><b>Timer function started.</b></p> <ul style="list-style-type: none"> <li>• If the display shows a time counting down but the oven is not cooking, check to see if a <b>Timer</b> function has been started instead of a cooking function.</li> </ul>
	<p><b>A fuse in your home may be blown or the circuit breaker tripped. Or the appliance is connected to a GFCI (Ground Fault Circuit Interrupter) outlet, and the outlet's circuit breaker has tripped.</b></p> <ul style="list-style-type: none"> <li>• Check the main electrical box and replace the fuse or reset the circuit breaker. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.</li> <li>• Reset the circuit breaker on the GFCI. If the problem persists, contact an electrician.</li> </ul>
<b>Oven light does not work</b>	<p><b>Power cord is unplugged.</b></p> <ul style="list-style-type: none"> <li>• Plug in power cord.</li> </ul>
<b>Arcing or Sparking</b>	<p><b>Cookware is not microwave safe, or the oven is being operated while it is empty.</b></p> <ul style="list-style-type: none"> <li>• Use microwave-safe cookware. When in doubt, test cookware before use.</li> <li>• Do not operate oven while it is empty.</li> </ul>
	<p><b>Wire twist-ties have not been removed from paper or plastic bags, or the metal rack was installed improperly.</b></p> <ul style="list-style-type: none"> <li>• Remove wire twist-ties from paper or plastic bags.</li> <li>• Place the rack securely in the four plastic supports.</li> </ul>
<b>Incorrect Time of Day</b>	<p><b>Power interruption.</b></p> <ul style="list-style-type: none"> <li>• Reset the time. See Setting the Clock section to reset time of day.</li> </ul>
<b>Unevenly Cooked Foods</b>	<p><b>Cookware is not microwave safe, or cook settings were wrong.</b></p> <ul style="list-style-type: none"> <li>• Test cookware to make sure it is microwave safe.</li> <li>• Do not cook without the glass tray.</li> <li>• Turn or stir food while cooking.</li> <li>• Defrost food completely before cooking.</li> <li>• Use correct cook time and power level.</li> <li>• Check position of aluminum strips used to prevent overcooking.</li> </ul>
<b>Overcooked Foods</b>	<p><b>Cooking settings and methods are wrong.</b></p> <ul style="list-style-type: none"> <li>• Change cook time or power level.</li> </ul>
<b>Undercooked Foods</b>	<p><b>Cookware is not microwave safe, or cook settings were wrong.</b></p> <ul style="list-style-type: none"> <li>• Test that cookware is microwave safe.</li> <li>• Defrost food completely before cooking.</li> <li>• Change cook time or power level.</li> <li>• Make sure that ventilation ports are not blocked.</li> </ul>

Problem	Possible Cause & Solution
<b>Improper Defrosting</b>	<p><b>Cookware is not microwave safe, or cook settings were wrong.</b></p> <ul style="list-style-type: none"> <li>• Test that cookware is microwave safe.</li> <li>• Change defrost time or weight.</li> <li>• Turn or stir food during defrost cycle.</li> </ul>
<b>Food does not bake or roast properly</b>	<p><b>Oven controls improperly set.</b></p> <ul style="list-style-type: none"> <li>• See the Operation chapter.</li> </ul>
	<p><b>Incorrect cookware or cookware of improper size being used.</b></p> <ul style="list-style-type: none"> <li>• See the Operation chapter.</li> </ul>
<b>Moisture collects on oven window or steam comes from oven vent</b>	<p><b>This happens when cooking foods high in moisture.</b></p> <ul style="list-style-type: none"> <li>• This is normal.</li> </ul>
<b>Control panel light is not working</b>	<p><b>The LEDs on the control panel turn off after a few minutes to save energy.</b></p> <ul style="list-style-type: none"> <li>• Press any key to activate the control panel. If the controls are idle for a few minutes, the LEDs will turn off again automatically.</li> </ul>

## Wi-Fi

Problem	Possible Cause & Solution
<b>Trouble connecting appliance and smartphone to Wi-Fi network</b>	<p><b>The password for the Wi-Fi network was entered incorrectly.</b></p> <ul style="list-style-type: none"> <li>• Delete your home Wi-Fi network and begin the connection process again.</li> </ul>
	<p><b>Mobile data for your smartphone is turned on.</b></p> <ul style="list-style-type: none"> <li>• Turn off the Mobile data on your smartphone before connecting the appliance.</li> </ul>
	<p><b>The wireless network name (SSID) is set incorrectly.</b></p> <ul style="list-style-type: none"> <li>• The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul>
	<p><b>The router frequency is not 2.4 GHz.</b></p> <ul style="list-style-type: none"> <li>• Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.</li> </ul>
	<p><b>The appliance is too far from the router.</b></p> <ul style="list-style-type: none"> <li>• If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.</li> </ul>
	<p><b>During Wi-Fi setup, the app is requesting a password to connect to the product (on certain phones).</b></p> <ul style="list-style-type: none"> <li>• Locate the network name which starts with "LG" under Settings &gt; Networks. Note the last part of the network name. <ul style="list-style-type: none"> <li>- If the network name looks like LGE_Appliance_XX-XX-XX, enter lge12345.</li> <li>- If the network name looks like LGE_Appliance_XXXX, enter XXXX twice as your password.</li> </ul> </li> </ul> <p>For example, if the network name appears as LGE_Appliance_8b92, then you would enter 8b928b92 as your password. In this instance, the password is case sensitive and the last 4 characters are unique to your appliance.</p>