



LG Screen Installation Guide

Installing the Dominate player on LG commercial signage screens

Document v1.2 | July 2026 | MN Group | The player runs on the screen itself; no external device is needed. Photos taken during a real installation.

What you need

- ☐ An LG **commercial signage** display. Consumer LG TVs are not supported.
Not sure which you have? A quick test: if the screen's menus have no "Ez Setting" or "SI Server Setting" anywhere (see Step B), it is probably a consumer TV and this guide will not work. Stop and contact MN Group with the model number from the label on the back.
- ☐ The LG remote control supplied with the screen.
- ☐ An internet connection for the screen. Wired (LAN cable) is preferred; WiFi also works. If using WiFi, get the site's WiFi name and password before you start.
- ☐ About 10 to 15 minutes.

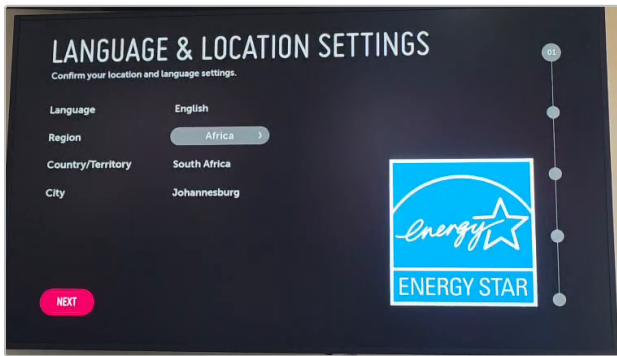
No accounts or codes are needed. The screen downloads the Dominate app directly from the MN Group server. You never need to sign in to anything on the screen.

If any menu asks for a password or PIN: try the LG defaults **0000** or **000000**. If neither works, the screen was locked by a previous installer. Stop and contact MN Group.

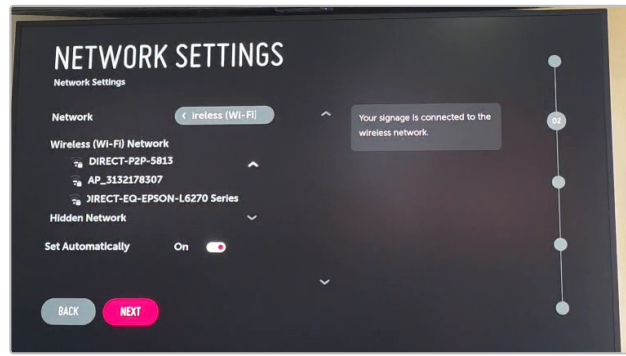
Step A: First switch-on and the setup wizard

A brand new (or factory-reset) screen starts with LG's setup wizard. Work through it as below. The date, time and network steps matter most: a wrong clock is the most common cause of a failed installation.

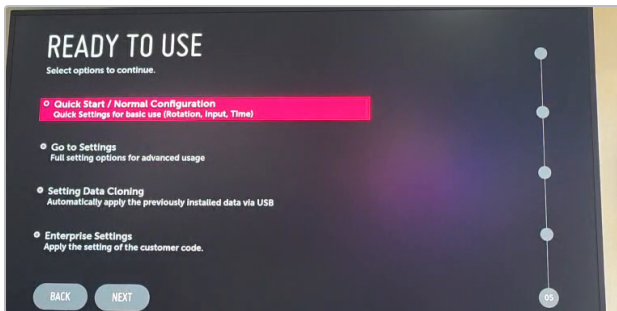
- 1 Language and location:** set the language, region, country and city correctly, then Next.
- 2 Network:** connect the LAN cable, or pick the site's WiFi and enter its password. Continue when the screen confirms it is connected.
- 3 User Agreements:** select Agree.
- 4 LG Business Cloud Setting:** skip this screen (Next). Dominate does not use it.
- 5 Ready To Use:** choose **Quick Start / Normal Configuration**. On the next screen leave Screen Rotation Off (unless told otherwise), and **check the Time & Date shown is correct**; fix it if not. Then select Done.



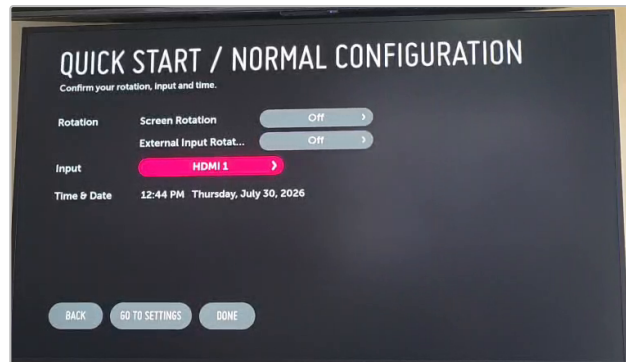
Wizard: language and location. Set country and city, then Next.



Wizard: network. Wait for "connected to the network" before continuing.



Wizard: Ready To Use. Pick Quick Start / Normal Configuration.



Quick Start: Rotation Off, check Time & Date, then Done.

If the screen is not brand new and shows no wizard: check the clock (Settings under General, "Time Setting" on some screens) and the network connection before continuing. A wrong clock silently stops the app download.

Step B: Install Dominate over the network (recommended)

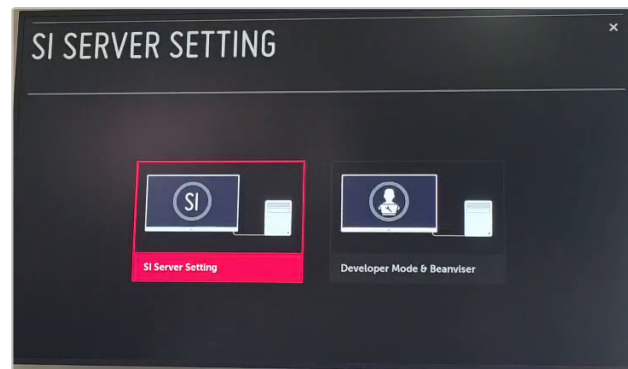
Press the **Settings** (gear) button on the remote, then go to:

Ez Setting > SI Server Setting > SI Server Setting

Two similar tiles exist. Pick the right one: in the EZ Setting menu, choose the **SI Server Setting** tile (purple, "SI" icon). There is also a tile called just "Server Setting"; that is **not** the one. On the screen after it, choose **SI Server Setting** again, not "Developer Mode & Beanviser".



EZ Setting menu. Choose the purple **SI Server Setting** tile (top right), not "Server Setting".

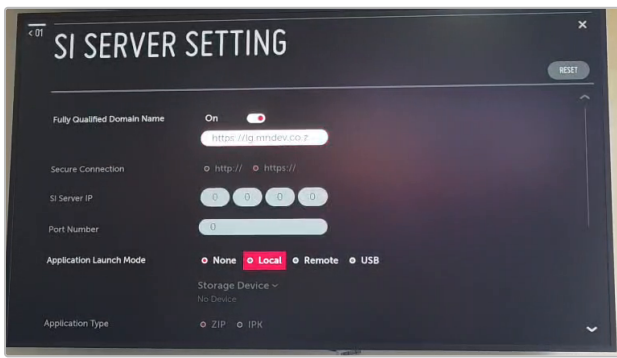


Then choose **SI Server Setting** again on this screen.

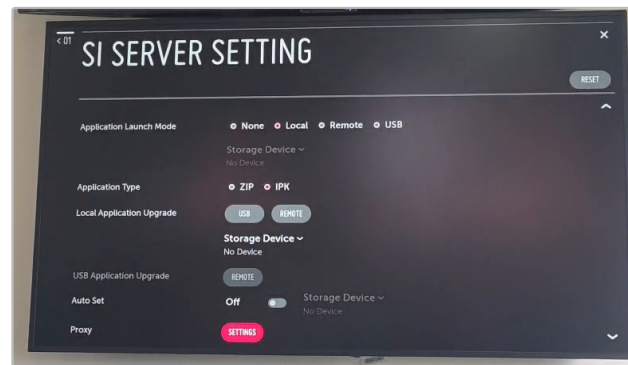
Can't see Ez Setting? On some screens this menu is hidden: point the remote at the screen and **hold** the Settings (gear) button down for about 5 seconds until a fuller menu appears, then look for SI Server Setting there. The name may also be spelled "EZ Setting". If you still cannot find it, contact MN Group before changing anything else.

Set the fields **exactly as below, in this order**. The last field starts the installation, so it must be done last.

Field	Set it to
Fully Qualified Domain Name	On , and enter this address exactly: https://lg.mndev.co.za/dominate.ipk Type it with the on-screen keyboard: all lowercase, no spaces, and it must end in / dominate.ipk , not just the site name. When done, read it back character by character against this page.
Application Launch Mode	Local
Application Type	IPK
Auto Set	If you see "Auto Set", switch it Off (if it stays On, future updates will not work). If you do not see this option at all, that is fine; continue.
Local Application Upgrade	Remote ← select this last . It starts the download and install. Confirm any prompt that appears.



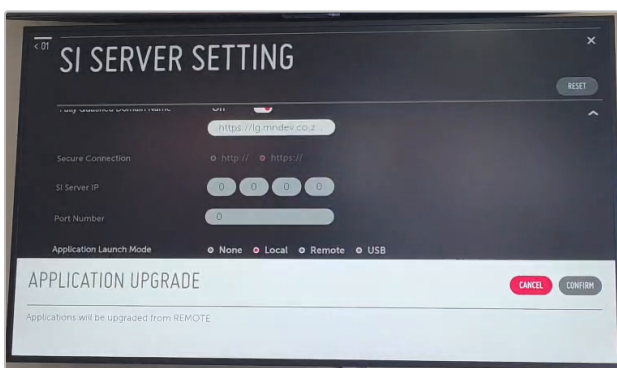
Top of the form: Fully Qualified Domain Name **On** with the address, and Application Launch Mode **Local**. Ignore SI Server IP and Port Number.



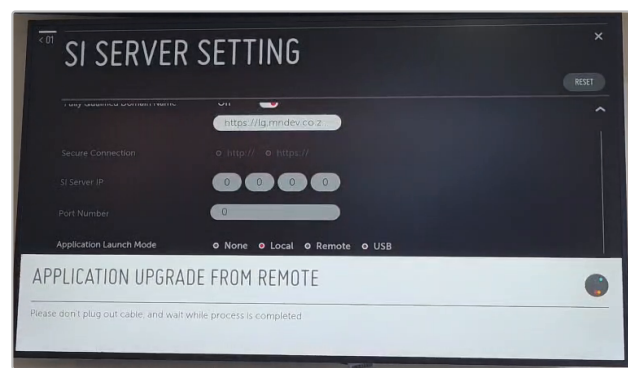
Lower down: Application Type **IPK**, Auto Set **Off**, and the **REMOTE** button next to Local Application Upgrade, which starts the install.

Two different settings here have a "Remote" option. Do not mix them up: Application Launch Mode must always be Local. Local Application Upgrade is the one where you choose Remote to start the download. If you get them the wrong way round, the screen shows a white page of file names instead of installing (see Troubleshooting).

- 1 When you press **REMOTE**, a dialog "APPLICATION UPGRADE: Applications will be upgraded from REMOTE" appears. Select **CONFIRM**.
- 2 A progress dialog "APPLICATION UPGRADE FROM REMOTE" shows while it downloads and installs. Do as it says: do not unplug anything. This can take a few minutes on slower connections. If nothing has appeared after 3 minutes: do not switch the screen off. Re-check the address character by character, then select Local Application Upgrade > REMOTE again. If it fails a second time, see "The download fails" in Troubleshooting.
- 3 When it reports **complete: power cycle the screen**. This means: remove power completely. Unplug the power cable from the wall (or switch it off at the wall plug), wait 10 seconds, then plug it back in. **The remote's standby button is not enough**. The installation is only finished after this restart.



Select **CONFIRM** on the upgrade dialog.



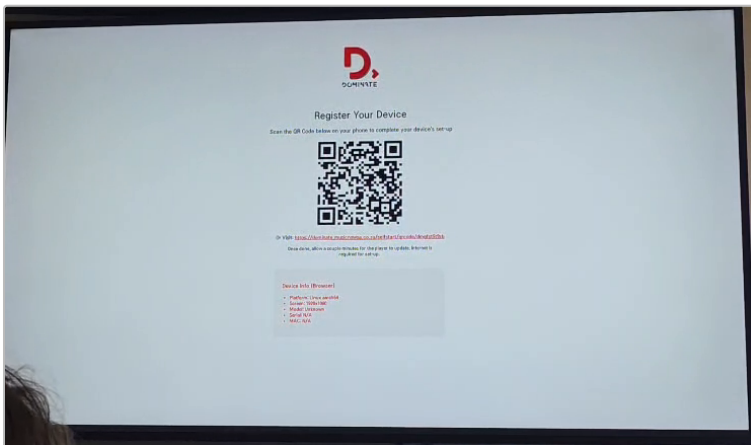
While this shows, wait; do not unplug the screen or the network.

Success looks like this: the screen powers on, shows the LG logo, possibly a brief "No Signal" flash (this is normal), and then opens the Dominate player on its own. Allow 15 to 25 seconds from power-on. From now on it does this on every start, automatically.

If the screen shows "Register Your Device" with a QR code: the physical install is done. The last step is linking the screen to the right account:

- 1 Scan the QR code with your phone's camera. It opens the Dominate linking page in your phone's browser.
- 2 **Sign in with the correct Dominate account: the account of the customer this screen belongs to.** The screen is linked to whichever account you are signed in with, so a wrong login puts the screen on the wrong customer. If you are already signed in on your phone, check it is the right account before confirming.
- 3 Complete the link on the phone. Leave the screen switched on; once linked, the player starts playing by itself within a couple of minutes.

No Dominate login for this customer? Do not link it to anything else. Send a photo of the TV screen to your MN Group contact instead and they will link it; the Device Info box shown on the screen tells them everything they need.



The Dominate "Register Your Device" screen. Scan the QR code, sign in with the customer's Dominate account, and complete the link on your phone.

Updating the app on an installed screen

When MN Group publishes a new version, any screen can be updated on site in a few minutes. No USB stick is needed:

- 1 On the remote: **Settings > Ez Setting > SI Server Setting > SI Server Setting**. All fields should still be filled in from installation. Do not change them.
If the fields are empty or look different from the table in Step B, fill them in again exactly as shown in Step B, then continue.
- 2 Select **Local Application Upgrade > Remote** and confirm. The screen downloads the latest version from the same address.
- 3 When it reports complete, power cycle the screen: unplug from the wall, wait 10 seconds, plug back in.

Alternative: install from a USB stick

Use this when a screen has no internet yet, or a site blocks the download. Ask MN Group for the current app file first, or ask them to send a ready-made stick.

- 1

Use a USB stick formatted as **FAT32**.
Most standard sticks up to 32 GB already are. If you need to format one, note that formatting erases everything on the stick.
- 2

At the top level of the stick (not inside any other folder), create a folder named exactly `application` (all lowercase).
- 3

Copy the app file into that folder and make sure it is named exactly `com.lg.app.signage.ipk`
The full path on the stick must be: `[USB]/application/com.lg.app.signage.ipk`
Careful on Windows: file endings are often hidden. If the file already shows as "com.lg.app.signage", do NOT add ".ipk" to the name; Windows is hiding the ending and it is already correct.
- 4

On the screen, make sure **Application Launch Mode** is **Local** and **Application Type** is **IPK** (as in Step B). The web address is not needed for a USB install, so **Fully Qualified Domain Name** can be **Off**.
- 5

Plug the stick into the screen's USB port, then select `Local Application Upgrade > USB` and confirm.
- 6

When it reports complete: remove the stick, then power cycle the screen (unplug from the wall, wait 10 seconds, plug back in).

Troubleshooting

What you see	What it means and what to do
A white page listing file names (for example "dominate.ipk")	Application Launch Mode is set to Remote , so the screen is browsing the server instead of installing. Set Launch Mode to Local , check the address ends in /dominate.ipk , then run Local Application Upgrade > Remote again and power cycle (unplug, wait 10 seconds, plug back in).
Install reported complete, but the screen does not open Dominate after restarting	Most often the power cycle was not a real one: the remote's standby button is not enough. Unplug from the wall, wait a full 10 seconds, plug back in. Also confirm Launch Mode is Local . If it still fails, contact MN Group; the wrong app file may be on the server or stick.
The download fails or never completes	Check the screen's date and time (Step A) and the network connection. A wrong clock silently breaks the secure download. Then re-enter the address exactly and try again.
Black screen after the app starts	Usually the screen's own software (firmware) is out of date. Do not attempt a firmware update yourself: note the model number from the label on the back of the screen and contact MN Group, who will talk you through it or arrange it.
Screen shows an HDMI input or "No Signal" permanently instead of the app	The screen is switching to another input at power-on. In the screen's settings, look for Fail Over and set it to Off, and check that no power-on input (an item like "Power On Status" or "Power On Default") is set to an HDMI input. If you cannot find these menus, contact MN Group.
USB install does nothing	Check the stick is FAT32, the folder is named application (lowercase), and the file is named com.lg.app.signage.ipk exactly. On Windows, beware hidden file endings: the file may really be named com.lg.app.signage.ipk.ipk. Rename it so exactly one ".ipk" remains.

After installation

- ☐ Confirm the screen restarts into Dominate on its own: unplug it, wait 10 seconds, plug it back in, and watch it come up in Dominate.
- ☐ Pair the screen on the Dominate dashboard if it is a new installation (or send the pairing code to your MN Group contact).
- ☐ Recommended: lock the screen's local buttons and menu access in the LG settings so passers-by with an LG remote cannot change the configuration. If you set a PIN, write it down and report it to MN Group; without it, nobody can service the screen later.

Support: Stuck during an install? Phone your MN Group contact directly. For anything else, email steven@mnsa.co.za and include the screen model number (label on the back) and a photo of any error message.