Manuals+ — User Manuals Simplified.

LG ThinQ Wi-Fi Modem User Manual

OWNER'S MANUAL

TYPE: Wi-Fi MODEM

Contents

SMART FUNCTIONS

LG ThinQ Application

This feature is only available on models with the or **ThinQ** logo.
The **LG ThinQ** application allows you to communicate with the appliance using a smartphone.

LG ThinQ Application Features
Communicate with the appliance from a smartphone using the convenient smart features.

Smart Diagnosis

- If you experience a problem while using the appliance, this smart diagnosis feature will help you diagnose the

  problem.

Settings

- Allows you to set various options on the appliance and in the application.

NOTE

- If you change your wireless router, internet service provider, or password, delete the registered appliance from

  the **LG ThinQ** application and register it again.
- The application is subject to change for appliance improvement purposes without notice to users.
- Functions may vary by model.

Before Using LG ThinQ Application

1. Check the distance between the appliance and the wireless router (Wi-Fi network).
   • If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It
   may take a long time to register or installation may fail.
2. Turn off the **Mobile data** or **Cellular Data** on your smartphone.
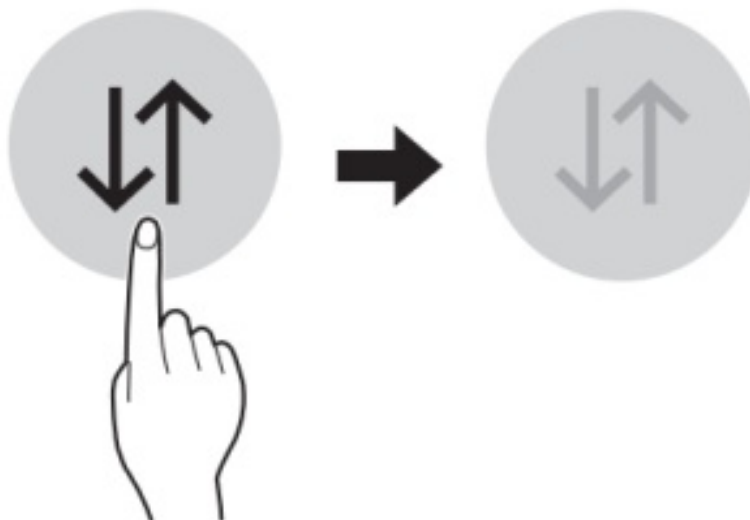
3. Connect your smartphone to the wireless router.
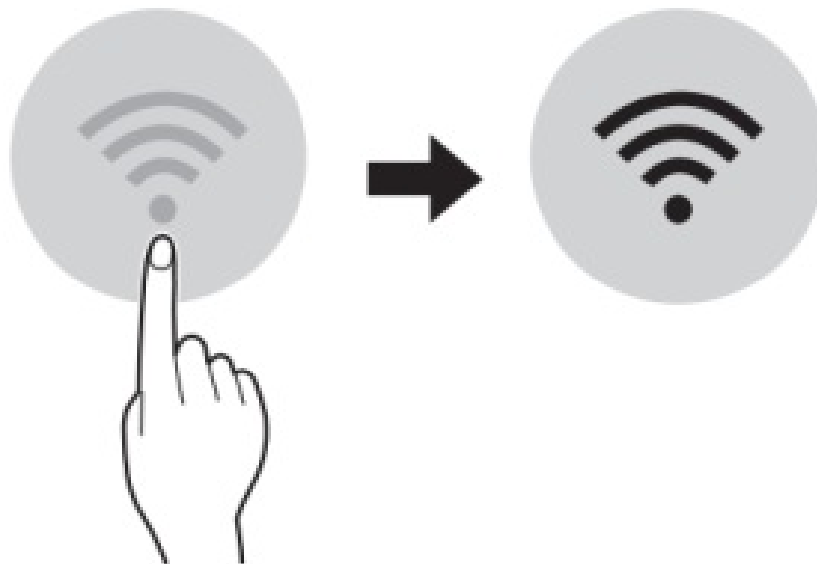
NOTE

- To verify the Wi-Fi connection, check that ![wifi icon] icon on the control panel is lit.
- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- **LG ThinQ** is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- The appliance cannot be registered due to problems with the wireless signal transmission. Unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to **WEP,** you may fail to set up the network. Please change it to other security protocols **(WPA2** is recommended) and register the product again.

Installing the LG ThinQ Application

Search for the **LG ThinQ** application from the Google Play Store or Apple App Store on a smartphone. Follow instructions to download and install the application.

Open Source Software Notice Information

Smart Diagnosis

This feature is only available on models with the or logo. Use this feature to help you diagnose and solve problems with your appliance.

NOTE

- For reasons not attributable to LGE's negligence, the service may not operate due to external factors such as, but not limited to, WiFi unavailability, Wi-Fi disconnection,

  local app store policy, or app unavailability.

- The feature may be subject to change without prior notice and may have a different form depending on where you are located.

Using LG ThinQ to Diagnose Issues

If you experience a problem with your Wi-Fi-equipped appliance, it can transmit troubleshooting data to a smartphone using the **LG ThinQ** application.

- Launch the **LG ThinQ** application and select the **Smart Diagnosis** feature in the menu. Follow the instructions provided in the **LG ThinQ** application.

Using Audible Diagnosis to Diagnose Issues

Follow the instructions below to use the audible diagnosis method.
• Launch the **LG ThinQ** application and select the **Smart Diagnosis** feature in the menu. Follow the instructions for audible diagnosis provided in the **LG ThinQ** application.

1. Plug the power plug in the outlet properly.

2. Place the mouthpiece of your smartphone close to the or logo.

3. Press and hold the **DIAGNOSIS [5 s]** button for 5 seconds or longer while holding the smartphone mouthpiece to the logo until the data transfer is complete.

   • Keep the smartphone in place until the data transfer has finished. The time remaining for data transfer is displayed.

4. After the data transfer is complete, the diagnosis will be displayed in the application.

NOTE

- For best results, do not move the phone while the tones are being transmitted.

- Be sure to keep ambient noise to a minimum or the phone may not correctly receive the buzzer beeps from the

indoor unit.

TROUBLESHOOTING

Self-diagnosis Function
This product has a built-in self-diagnosis function. If an error occurs, the lamp of the indoor unit will blink in 2-second intervals. If this occurs, contact your local dealer or service center.

Before Calling for Service
Please check the following before you contact the service center. If the problem persists, contact your local service center.

Symptoms	Possible Causes & Solution
Your home appliance and smartphone are not connected to the Wi-Fi network.	**The password for the Wi-Fi that you are trying to connect to is incorrect.** • Find the Wi-Fi network connected to your smartphone and remove it, then regist er your appliance on LG ThinQ.
	Mobile data for your smartphone is turned on. • Turn off the **Mobile data** of your smartphone and register the appliance using the Wi-Fi network.
	The wireless network name (SSID) is set incorrectly. • The wireless network name (SSID) should be a combination of English letters an d numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz. • 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.
	The distance between the appliance and the router is too far. • If the distance between the appliance and the router is too far, the signal may be weak and the connection may not be configured correctly. Move the location of t he router so that it is closer to the appliance.

NOTE

- Some functions may not be supported, depending on the model.

Declaration of Conformity

CE   Hereby, LG Electronics declares that the radio equipment type Air conditioner is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: **http://www.lg.com/global/support/cedoc/cedoc#**
LG Electronics European Shared Service Center B.V. Krijgsman 1 1186 DM Amstelveen The Netherlands

Wireless LAN Module Specifications

Model	LCW-003
Frequency Range	2412 – 2472 MHz
Output Power(Max)	IEEE 802.11b: 18.37 dBm IEEE 802.11g: 17.67 dBm IEEE 802.11n: 17.67 dBm

Wireless function S/W version: V 1.0
For the consideration of the user, this device should be installed and operated with a minimum distance of 20 cm between the device and the body.
Wireless LAN Module Specifications
Model
Frequency Range
Output Power(Max)
Memo

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Documents / Resources

	LG ThinQ Wi-Fi Modem [pdf] User Manual ThinQ, Wi-Fi Modem