LG

Life's Good

LG Smart ThinQ
USER MANUAL

Smart ThinQ

Dashboard   Mode

Master bedroom Wi-Fi

72°F | Heat

(+) **Register**
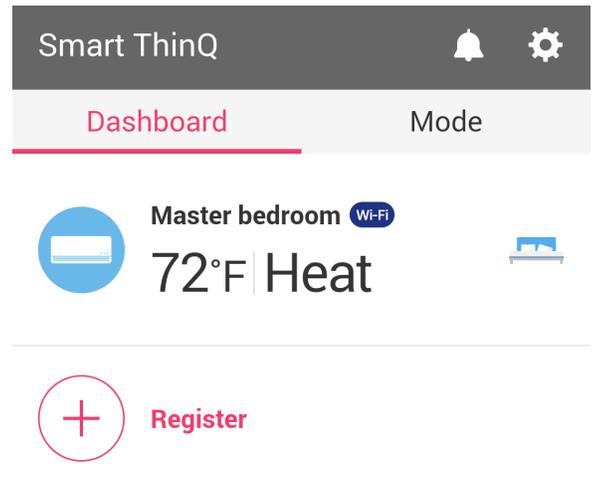
Built-in Wi-Fi Module for LG Air Conditioners

SmartThinQ®
Better Life with IoT

PROPRIETARY DATA NOTICE

This document, as well as all reports, illustrations, data, information, and other materials are the property of LG Electronics U.S.A., Inc., and are disclosed by LG Electronics U.S.A., Inc., only in confidence.

◯ *Do not throw away, destroy, or lose this manual.*
Please read carefully and store in a safe place for future reference.
Content familiarity required for proper installation and operation.

The instructions included in this manual must be followed to prevent product malfunction, property damage, injury, or death to the user or other people. Incorrect operation due to ignoring any instructions will cause harm or damage. A summary of safety precautions begins on page 4.

For more technical materials such as submittals, engineering databooks, and catalogs, visit www.lghvac.com.

UM_Smart_ThinQ_12_16

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SAFETY INSTRUCTIONS

The instructions below must be followed to prevent product malfunction, property damage, injury or death to the user or other people. Incorrect operation due to ignoring any instructions will cause harm or damage. The level of seriousness is classified by the symbols below.

TABLE OF SYMBOLS

⚠ DANGER	This symbol indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
⚠ WARNING	This symbol indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
⚠ CAUTION	This symbol indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.
Note:	This symbol indicates situations that may result in equipment or property damage accidents only.
🚫	This symbol indicates an action that should not be performed.

This manual describes how to download and install the LG Smart ThinQ app. LG Smart ThinQ is a built-in Wi-Fi module, along with a free smart phone application that provides monitoring and remote control capabilities for select LG Duct Free Split air conditioners. 🚫 **Do not attempt to use this app with any other type of system.**

There is risk of equipment damage or degraded performance.

Refer to the appropriate Installation Manuals for installation instructions of the indoor and outdoor units.

⚠ DANGER

Input power to the indoor unit remains connected and on during procedures in this manual. 🚫 **Do not touch any exposed outdoor unit wiring, terminals, or other electrical components with tools or exposed skin. Only qualified technicians should install, use or remove this unit.**

Improper installation or use may result in fire, explosion, electric shock, physical injury and/or death.

🚫 **Don't use or store flammable gas or combustibles near an outdoor or indoor unit.**

There is risk of fire, explosion, and physical injury or death.

⚠ WARNING

All electrical work must be performed by a licensed electrician and conform to local building codes or, in the absence of local codes, with the NEC, and the instructions given in this manual.

If the power source capacity is inadequate or the electric work is not performed properly, it may result in fire, electric shock, physical injury or death.

🚫 **Do not install the LG Smart ThinQ unit if it will be exposed to rain or other precipitation.** 🚫 **Do not install the unit in a location exposed to open flame or extreme heat.** 🚫 **Do not touch the unit with wet hands or if it has been submerged in any liquid.**

There is risk of fire, electric shock, explosion, and physical injury or death.

🚫 **Do not spill water or other liquid on the inside of the indoor unit, especially on electrical components.** 🚫 **Do not drop the LG Smart ThinQ air conditioner unit into water. If the unit is immersed in water or other liquid, contact your local authorized LG distributor for support.**

There is risk of fire, electric shock, explosion, and physical injury or death.

For replacement of an installed outdoor or indoor unit, always contact an LG trained service provider.

There is risk of fire, electric shock, explosion, and physical injury or death.

Smart ThinQ

⚠ WARNING

Dispose of any packing materials safely.

• *Packing materials, such as nails and other metal or wooden parts may cause puncture wounds or other injuries.*

• *Tear apart and throw away plastic packaging bags so that children may not play with them and risk suffocation and death.*

◯ **Do not allow water, dirt, or animals to enter the unit.**
There is risk of fire, electric shock, explosion, and physical injury or death.

Note:

The unit must be installed indoors. ◯ **Do not install the LG Smart ThinQ unit if it will be exposed to rain or other precipitation.**
There is risk of unit failure or degraded performance.

◯ **Do not spill water or other liquid on the inside of the indoor unit, especially on electrical components.** ◯ **Do not drop the LG Smart ThinQ air conditioner unit into water. If the unit is immersed in water or other liquid, contact your local authorized LG distributor for support.**
There is risk of unit failure or degraded performance.

◯ **Do not allow water, dirt, or animals to enter the unit.**
There is risk of unit failure or degraded performance.

◯ **Do not impart force to the product.**
There is risk of equipment damage or degraded performance.

Clean up the site after all procedures are finished, and check that no metal scraps, screws, or bits of wiring have been left inside or surrounding the outdoor or indoor units.

◯ **Do not operate the unit with the panel(s) or protective cover (s) removed; keep fingers and clothing away from moving parts.**
Non-secured covers can result in malfunction due to dust or water in the service panel.

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TERMS AND CONDITIONS

LG Smart ThinQ Terms and Conditions

In using LG Smart ThinQ smartphone application, you agree to the LG Smart ThinQ terms and conditions.

• LG Smart ThinQ smartphone application is to be used only with LG Electronics, Inc. inverter air conditioner products.

• LG Smart ThinQ smartphone application cannot be sold/transferred/rented to any other parties.

• All data generated by LG Smart ThinQ smartphone application cannot be sold/transferred/rented to any other parties.

• A complete list of LG Smart ThinQ terms and conditions is at www.lghvac.com.

Data Guide

Open Source

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit http://open-source.lge.com.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download. LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com. This offer is valid for three (3) years from the date on which you purchased the product.

Smart ThinQ

FCC WARNING STATEMENTS

FCC Part 15.19 Statements

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15.105 statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

FCC Part 15.21 statement

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

RF Exposure Statement

The antenna(s) must be installed such that a minimum separation distance of at least 20 cm is maintained between the radiator (antenna) and any individual at all times. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Note:

Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

End Product Labeling

The module is labeled with its own FCC ID and IC Certification Number. If the FCC ID and IC Certification Number are not visible when the module is installed inside another device, then the outside of the device into which the module is installed must also display a label referring to the enclosed module. In that case, the final end product must be labeled in a visible area with the following:

"Contains FCC ID: BEJ-LCW003"

"Contains IC: 2703N-LCW003"

\<IC Warning Statements\>

RSS-GEN, Sec. 7.1.3 – (licence-exempt radio apparatus)

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

User Manual

FCC WARNING STATEMENTS

OEM Responsibilities to comply with FCC and Industry Canada Regulations

The module has been certified for integration into products only by OEM integrators under the following condition:

- The transmitter module must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

As long as the condition above is met, further transmitter testing will not be required.

However, the OEM integrator is still responsible for testing their end-product for any additional compliance requirements required with this module installed (for example, digital device emissions, PC peripheral requirements, etc.).

The OEM integrator has to be aware not to provide information to the end user regarding how to install or remove this RF module or change RF related parameters in the user manual of the end product.

Note:

In the event that these conditions can't be met (for certain configurations or co-location with another transmitter), then the FCC and Industry Canada authorizations are no longer considered valid and the FCC ID and IC Certification Number can't be used on the final product. In these circumstances, the OEM integrator will be responsible for re-evaluating the end product (including the transmitter) and obtaining a separate FCC and Industry Canada authorization.

Smart ThinQ

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LG Smart ThinQ Features

This manual describes how to download and use the LG Smart ThinQ app. LG Smart ThinQ is a built-in WiFi module, along with a free smart phone app that provides monitoring and remote control capabilities for certain LG Duct Free Split air conditioners. The app has the following features and benefits:

- You can sign in to the app using LG credentials, or using your Google or Facebook login credentials. You only have to log in to the app once. The app remembers your login details for subsequent logins.
- View current temperature settings of the air conditioning unit and change temperature, fan speed, and air flow direction from anywhere in the house or at a remote location (through the use of wireless connection). Multiple users can control the household air conditioning unit remotely.
- Monitor filter usage of the unit.
- Set up weekly reservations to start and stop air conditioner activity.
- Set up the unit to run in different Modes, depending on your schedule. You can set up specific temperatures for when you are home, away on vacation, or sleeping.
- Troubleshoot problems on your own using the Smart Diagnosis function.

Note:

Smart ThinQ app only functions with certain LG Single Zone Wall Mounted Extended Piping units.

User Smartphone Environment

Before using LG Smart ThinQ, you must download and install the latest version of the free app from either the App store (iOS) or the Play store (Android).

You must supply the smartphone; either an Apple iPhone® or an Android phone.
The following minimum specifications are needed to successfully run the LG Smart ThinQ app on a smartphone:

- Android 4.12 or higher.
- iOS 8.0 or higher.

Normal operation may be hindered if the environment does not satisfy minimum specifications as outlined above. Some functions may not operate, may be slow in performance, or part of the screen may be unclear. Smart ThinQ app is not optimized for tablets.

Note:

Due to LG's policy of continuous product innovation, the design and content of screens in the Smart ThinQ app may change without notification.

- Screens shown in this manual may be different from the latest version of the app.
- Screens shown in this manual may look different on other smart phones.
- Some functionality of the app may be limited by the type of smart phone.

LG Smart ThinQ will be referred to as Smart ThinQ in this manual.

* iPhone® is a trademark of Apple, Inc.

User Manual

LG SMART THINQ

Wireless Network Requirements

The table below lists the wireless network requirements for running the Smart ThinQ app on a smart phone.

Wireless module (LCW-003) Specifications	
Standard	IEEE 802.11 b/g/n
Frequency range	2400 ~ 2483 MHz
Output power (Max)	802.11b : 21 dBm 802.11g : 18 dBm 802.11n : 17 dBm

Note:

- If the wireless network router is physically too far from the unit, connection to the server may fail.
- WPA2 is the recommended security method for wireless network router. If the wireless network router is setup as WEP security, connection may fail.
- For the Router SSID, use only letters and numbers. Other characters may not be supported.

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Install the iPhone App

1. Tap the App Store icon on the iPhone screen.
2. Type LG Smart ThinQ in the search window and search for the app.
3. Find the app from the search results list and then tap the INSTALL button. If asked, enter your Apple iTunes® password, and then tap OK to proceed.
4. When the app is finished installing, an OPEN button is displayed on the screen. If you are ready to begin registration, tap OPEN to launch the app. See Figure 1.

 * *iTunes® is a trademark of Apple, Inc.*

Figure 1:
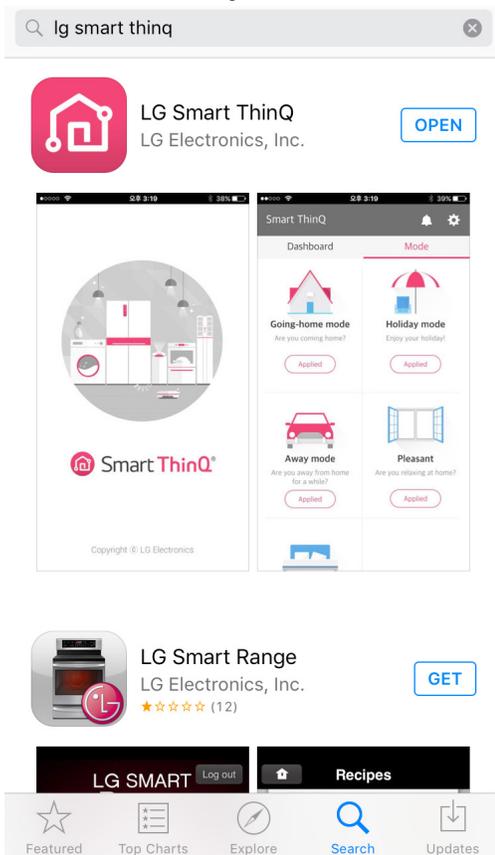
Install the Android App

Follow these steps to install the app on an Android smartphone.

1. Tap the Play Store icon on the phone.
2. Type LG Smart ThinQ in the search window and search for the app.
3. Tap the INSTALL button on the LG Smart ThinQ screen.
4. Tap the ACCEPT button on the App permissions screen.
5. When the app is finished installing, an OPEN button is displayed on the screen.
6. If you are ready to begin registration, tap OPEN and the app will start.

CREATE ACCOUNT

Smart ThinQ Login screen

1. From your smartphone, launch the app by tapping on the [icon]. The LG Smart ThinQ Login screen displays. You can log in to the app in two ways:
   - LG Account Login: You have to create an account and sign in with your LG credentials.
   - Simple Login: You can sign in using your Google or Facebook login credentials.

LG Account Login

1. Tap LG Account Login.
2. Tap Create Account. See Figure 3.

Figure 2:

Figure 3:

Smart ThinQ

3. Tap Agree to agree to the Terms of Service.

Figure 4:

4. Enter the user registration information to sign up for the service. Tap Done when finished.

Figure 5:
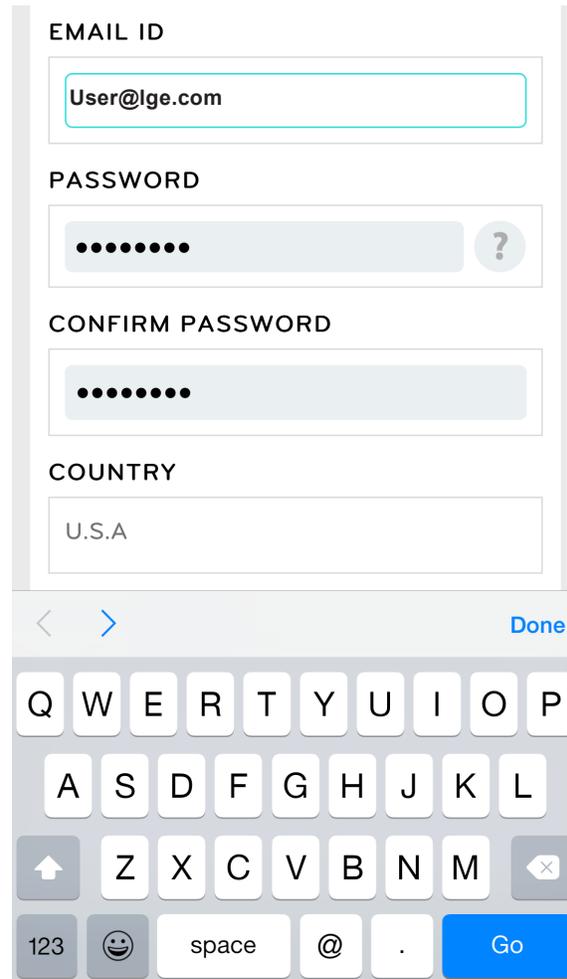
5. A confirmation email is sent to your email address that you provided.

6. Find the confirmation email in your Inbox and tap CONFIRM.

Figure 6:

LG ACCOUNT

LG Account e-mail authentication

Dear

Thank you for creating an LG Account.
Please click [Confirm] button below to complete the registration process.
Failure to confirm your e-mail account within 48 hours will result in account deletion. If so, you will have to
start over the membership sign up process and receive a new verification e-mail.

CONFIRM

Authentication expiration date: 08-13-2016 15:23:06 [GMT-05:00 Washington, D.C.]

7. Go back to the app on your phone and tap SIGN IN.

- You cannot use LG Smart ThinQ app if the email confirmation is incomplete. If you login to the LG Smart ThinQ app before confirming via email, an error screen displays. Tap Re-send Confirmation email to receive the confirmation email in your Inbox again. Then follow the above steps.

Note:

You only have to log in once. The app remembers your login details.

Smart ThinQ

Simple Login with Google or Facebook

1. On the Account Login screen, choose Google or Facebook.

2. Sign in with your login credentials for Google or Facebook.

Figure 7:

Figure 8:

CREATE ACCOUNT

3. Enter registration information.

4. Tap Agree to agree to the terms of service.

Figure 9:

5. A confirmation email is sent to your email address that you provided.

6. Find the confirmation email in your Inbox and tap CONFIRM.

7. Go back to the app on your phone and tap SIGN IN.

Note:

You only have to log in once. The app remembers your login details for subsequent logins.

Follow the steps in the Create Account section to create an account and sign in with your LG credentials or with your Google or Facebook login credentials.

1. On the Smart ThinQ Dashboard, tap Register to begin the registration process.

2. In Select a Product screen, tap Air conditioner.

Figure 10:

Smart ThinQ	🔔 ⚙
Dashboard	Mode
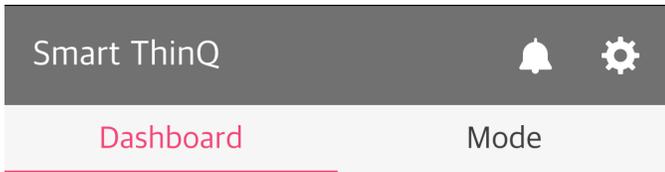
No products registered.

Register the product and use the smart function.

Register

Figure 11:

← Select a Product

- Styler

Kitchen
- Refrigerator
- Oven
- Dishwasher

Built-in
- Oven
- Microwave oven

Air Conditioner
- Air Conditioner

IoT Gateway
- Smart ThinQ Hub (General)

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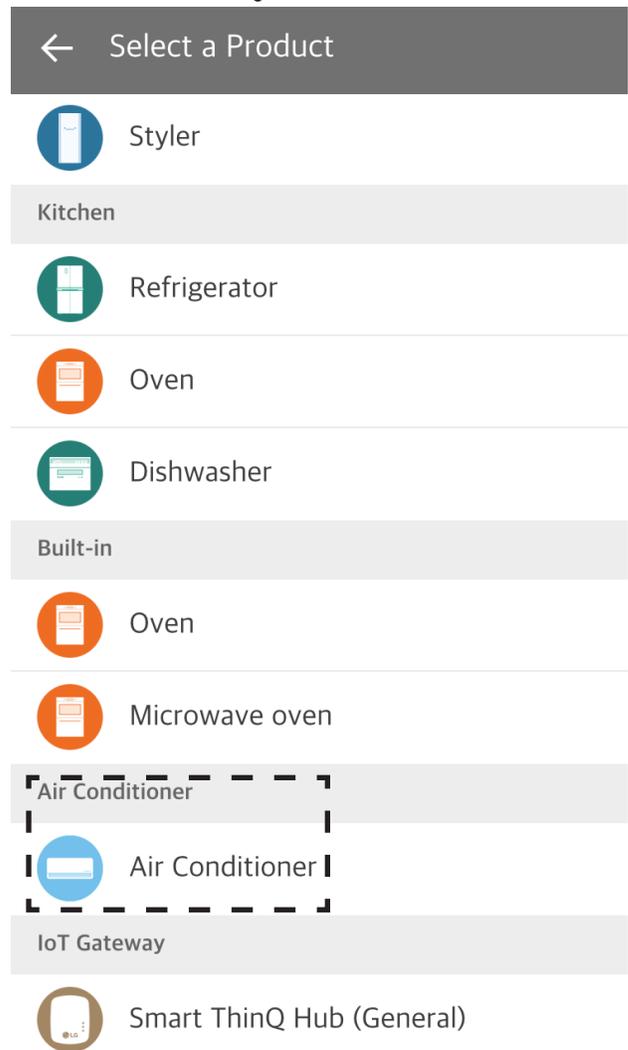
PRODUCT REGISTRATION

3. In Choose Product screen, choose Wall mounted.

Figure 12:

| ← | Choose Product |

Choose which type of product you have.

Wall-mounted type   Window type

Portable

4. Tap on remote control

Figure 13:

| ← | Remote Control Type |

Choose which type of remote control you have.
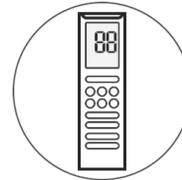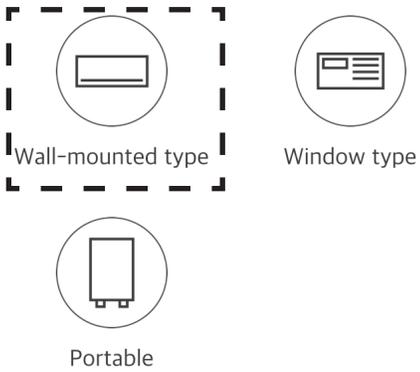
5. Verify that the air conditioner unit has a Smart ThinQ logo. Touch Yes.

Figure 14:
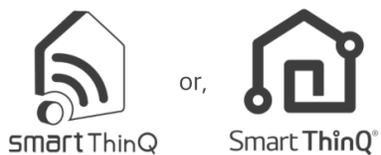
PRODUCT REGISTRATION

iPhone Product Registration

If you are registering through iPhone, the Product Registration Guide on the screen will display 4 steps. Go through the 4 steps of the Product Registration Guide as shown on your smartphone.

Product Registration step 1: Point the remote control at the air conditioner unit and press the two buttons (as shown in Figure 15) simultaneously for 3 seconds.

Figure 15:
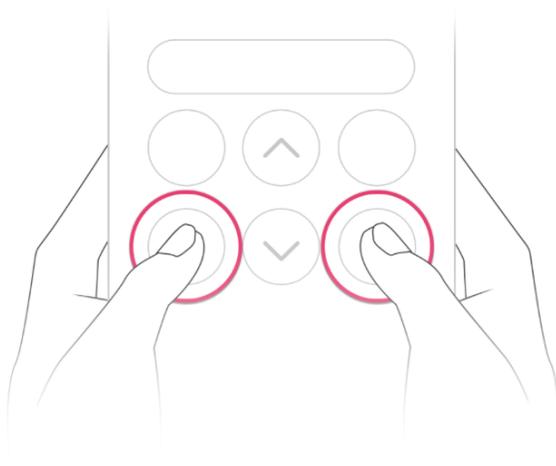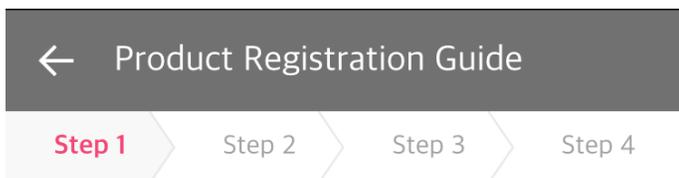
Press two buttons both side of the temperature down button of the remote control for 3seconds simultaneously.
If buzzer sound is heard from the air-conditioner, go on to the 2nd step, otherwise, press the button again.

iPhone Product Registration, continued

Product Registration step 2: Wait for the Wi-fi light to blink on the air conditioner unit. You will hear a beeping sound from the unit. The Wi-Fi indicator will blink for approximately 5-10 minutes to deliver network information.

Product Registration step 3.

Note:

This step only displays if you are registering through iPhone. If you are not registering through iPhone, see Android Phone Product Registration.

Figure 16:

Figure 17:
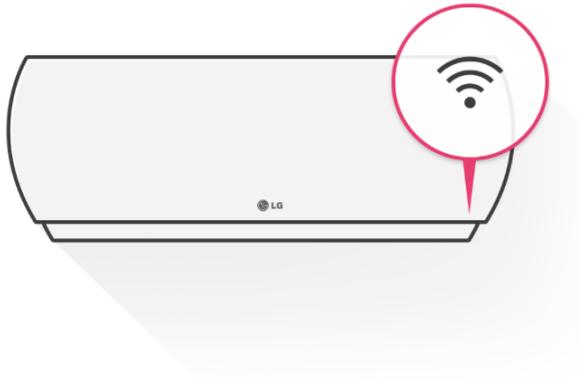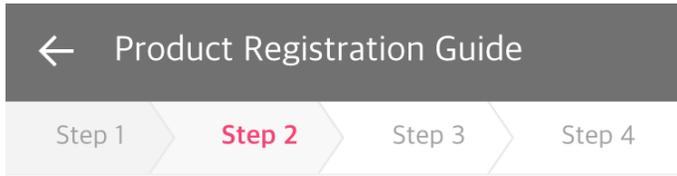
Check that the Wi-Fi indicator is blinking on the display of the product and move to Step 3.

The Wi-Fi indicator will blink for approximately 5~10 minutes to deliver network information.
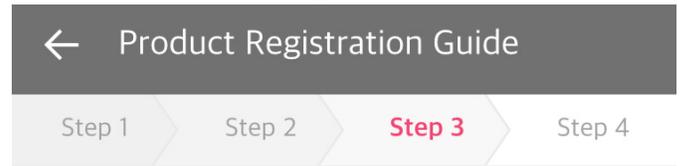
In your phone's Settings, turn on Wi-Fi and connect to the 'LGE_AC-XX-XX-XX' network.

User Manual

PRODUCT REGISTRATION

iPhone Product Registration, continued

i) Press the home button of the iPhone quickly, to minimize the app.

ii) Tap Settings, and then tap Wi-Fi.

iii) Select the wireless named LG_AC-xx-xx-xx, where "x" represents numbers which will be exclusive to your module.

iv) For your home, select the wireless network that you want to connect to. If asked, type in your wireless password and tap Connect to proceed.

<div style="writing-mode: vertical">Smart ThinQ</div>

Figure 18:

← Setup Network

Select your wireless network.

✓ **Default Network Setting**
Select this item to connect to the selected network upon registering another product.

WI-FI Networks

Ellipsis Jetpack 3F1B 🔒 📶

HP-Print-f3-LaserJet 200 color 📶

uLGE 🔒 📶

Verizon-4GLTE-BRV-9196 🔒 📶

Search   Add Manually

Figure 19:

← Setup Network

Select your wireless network.

Ellipsis Jetpack 3F1B

Password

••••••••

◯ View password

Signal strength Excellent

Security WPA2-PSK

Cancel   Connect

LG_public 🔒 📶

Search   Add Manually

v) Press the home button of the iPhone and then return to the app.

Note:

- For specific configuration information regarding your wireless network, consult the user manual of your wireless router.
- The smartphone screen of the wireless network may vary, depending on your wireless network setup and the type of smartphone.

LG

iPhone Product Registration, continued

Product Registration step 4: Touch Verify connection.
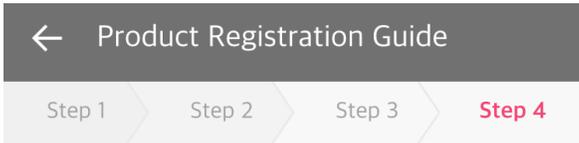
The registration progress screen displays.

Figure 20:

Figure 21:

Note:

Depending on your home network, connection to the unit could take up to 30 minutes. Refer to the Wireless Network Requirements section of this manual for wireless requirements.

PRODUCT REGISTRATION

Android Phone Product Registration

If you are registering through an Android phone, the Product Registration Guide on the screen will display 3 steps. Go through the 3 steps of the Product Registration Guide as shown on your smart phone.

Android Product Registration steps:

1. Point the remote control at the air conditioner unit and press the two buttons (as shown in Figure 15) simultaneously for 3 seconds.

2. Wait for the Wi-fi light to blink on the air conditioner unit. You will hear a beeping sound from the unit. The Wi-Fi indicator will blink for approximately 5-10 minutes to deliver network information. See Figure 16.

3. Select your wireless network and enter password if necessary. See Figures 18 and 19.

4. The Registration Complete screen displays. See Figure 22.

Figure 22:

← Product Registration Gui...

| Step 1 | Step 2 | **Step 3** |
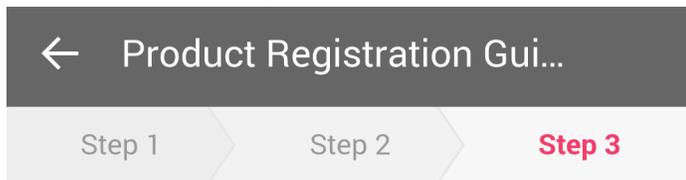
Air conditioner information reset

To reset air conditioner information
(reservation, operation information)
put a check mark on the item.

Registration
Complete

Note:

Depending on your home network, connection to the unit could take up to 30 minutes. Refer to the Wireless Network Requirements section of this manual for wireless requirements.

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Registration Errors

- If you make changes to your wireless network or if your router information changes, you have to go through the registration steps once more.
- If the wireless network router is physically too far from the unit, connection to the server may fail.
- You cannot run the Smart ThinQ app from two smart phones at the same time while using the same user account. Log out from one device before logging in with another.

Wi-Fi Connection error

An error screen is displayed if there is an error in the connection. Touch Try Again to try the connection again or Cancel to go back to the beginning of the product registration process.

Figure 23:
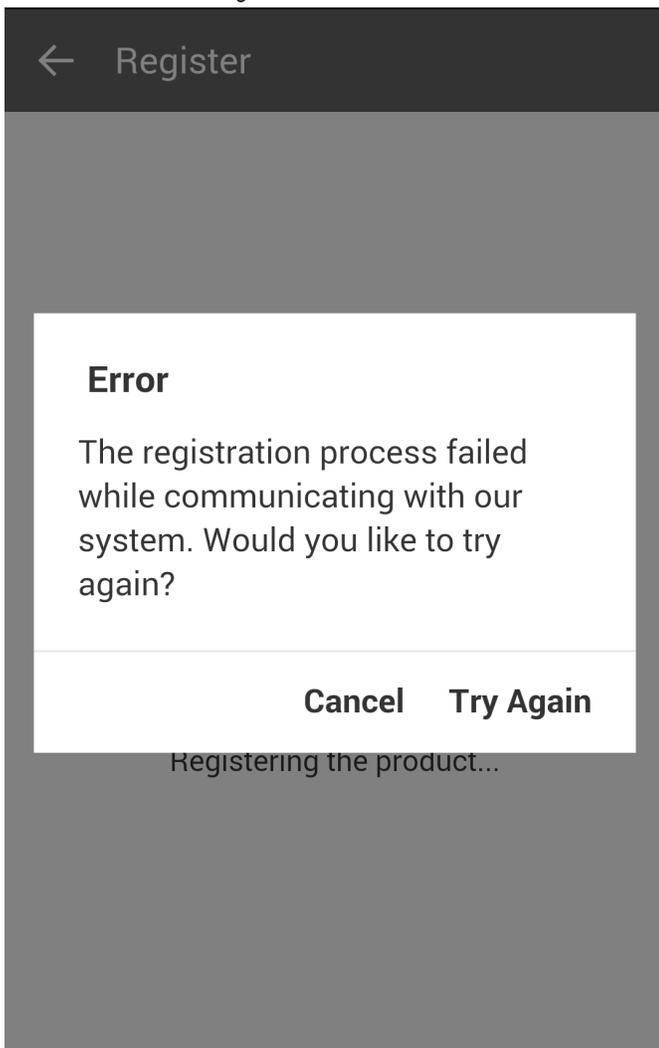
Duplicate user error

An error screen is displayed if another user is using the app to control the same air conditioning unit.

Figure 24:
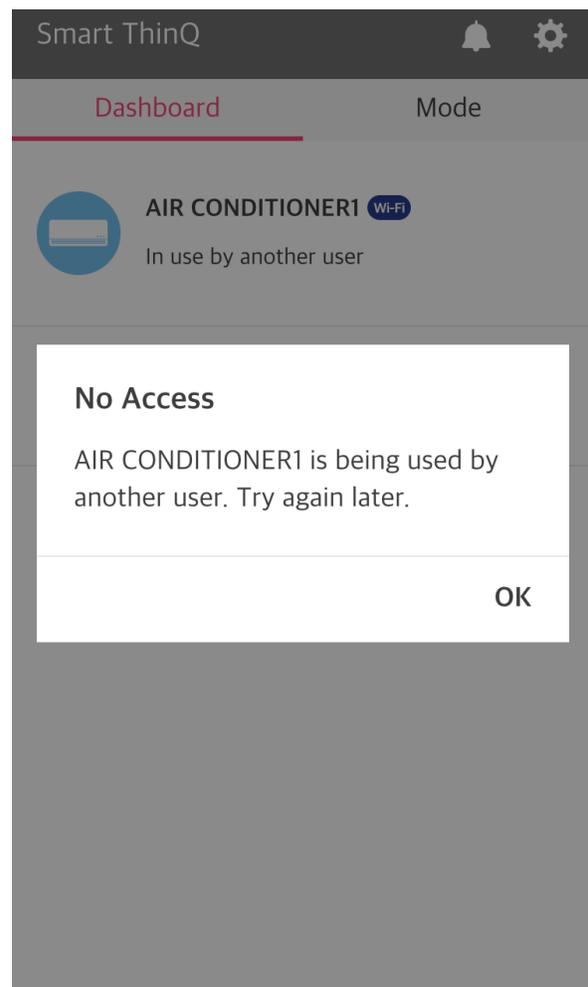
SMART THINQ DASHBOARD

Dashboard

Once connection is established between the app and the new unit through the registration process, the Smart ThinQ Dashboard displays.

- Tap Register to register more air conditioner units.

Figure 25:

Figure 26:

Dashboard Settings

Tap the Settings icon on the top right corner of the Smart ThinQ Dashboard to display the Settings menu. Here you can edit settings, such as the product nickname, time zone, country and language, and so on. You can also log out of the app, view the terms and conditions, or delete account. See Figures 28 and 29.

Alerts

Tap the Alert icon on the top right corner of the Smart ThinQ Dashboard to see any system alerts.

Figure 27:

Figure 28:

Due to our policy of continuous product innovation, some specifications may change without notification.
©LG Electronics U.S.A., Inc., Englewood Cliffs, NJ. All rights reserved. "LG" is a registered trademark of LG Corp.

SMART THINQ DASHBOARD

![LG]

Dashboard Settings, continued

Figure 29:
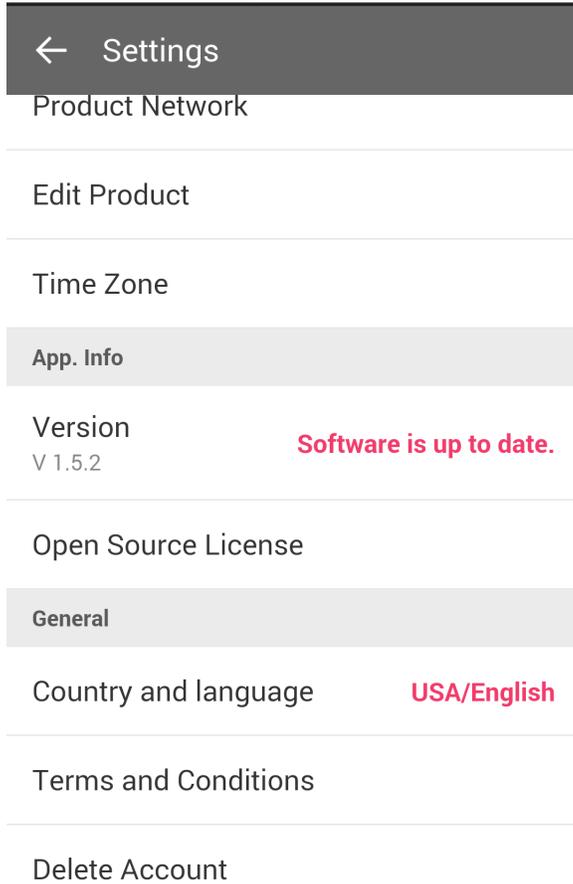
← Settings
Product Network
Edit Product
Time Zone
App. Info
Version V 1.5.2   **Software is up to date.**
Open Source License
General
Country and language   **USA/English**
Terms and Conditions
Delete Account

The current temperature setting of your unit will display on top of the Dashboard.

1. On the Dashboard, choose the air conditioner unit that you want to put in Cool Mode.
2. Tap the Cool button.
3. Select the new cool temperature setting.

Optionally, you can select a fan speed.

Figure 30:
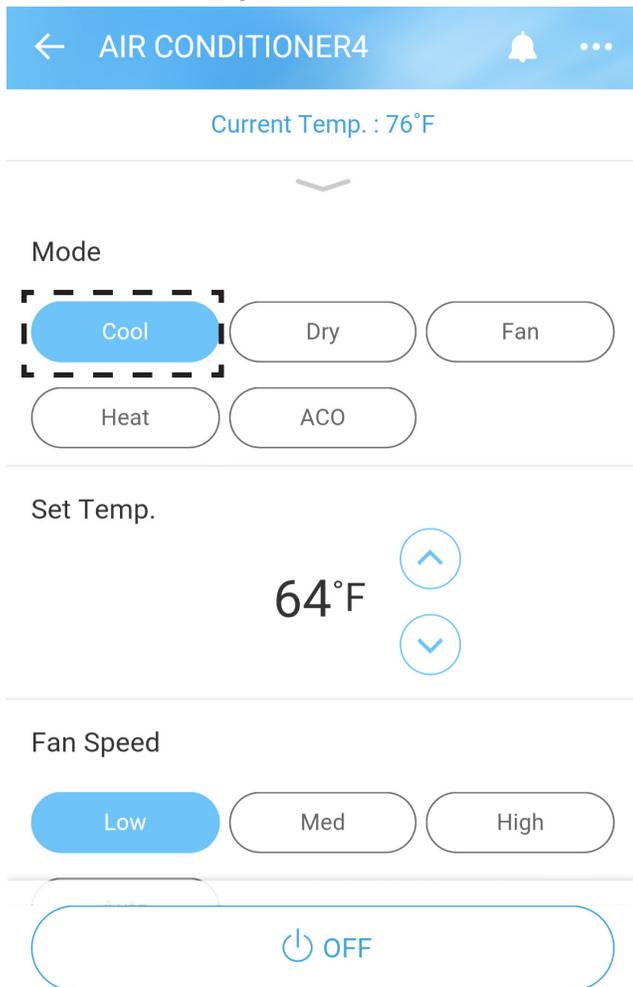
DRY MODE

The Dehumidifying (Dry) mode removes excess moisture from an environment with high humidity or during local rainy seasons. This method prevents mold from setting in. This mode adjusts the room temperature automatically to maintain the optimal level of humidity.

1. On the Dashboard, choose the air conditioner unit that you want to put in Dry Mode.
2. Tap the Dry button.
3. Optionally, from the Fan Speed settings, tap a fan speed.

Note:

When the unit is in Dry (dehumidifying) mode, you cannot adjust the room temperature. Temperature may fluctuate during the dehumidifying process and will be adjusted automatically.

Figure 31:
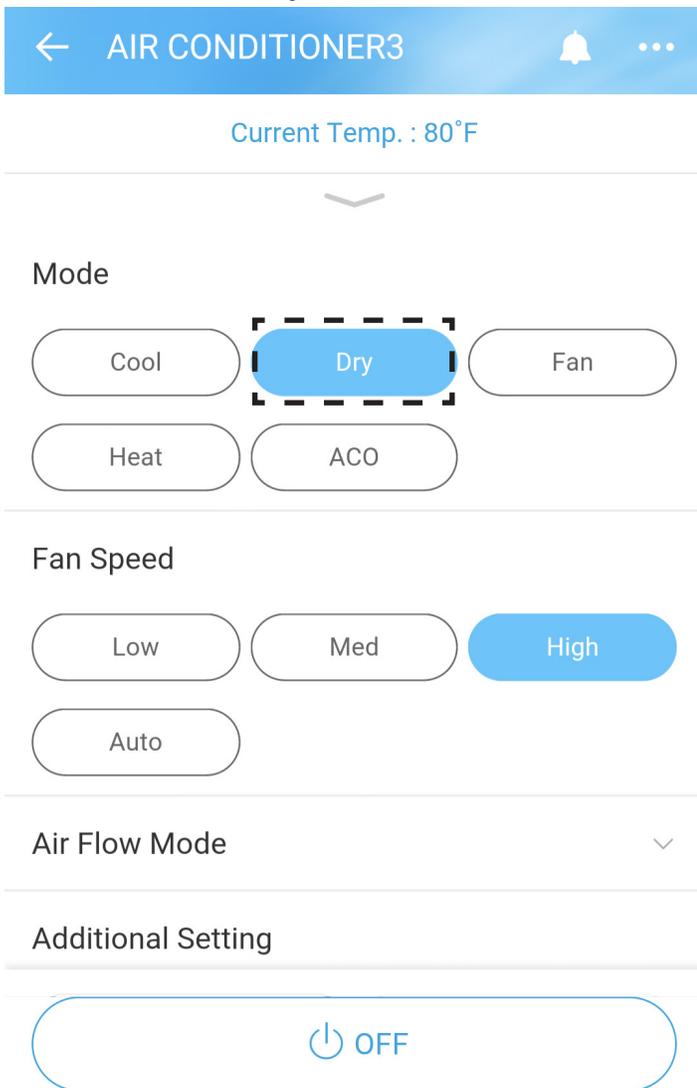
The current temperature setting of your unit will display on top of the Dashboard.

1. On the Dashboard, choose the air conditioner unit.
2. Tap the Heat Mode button.
3. Choose the new heat temperature setting.
4. Optionally, from the Fan Speed settings, tap a fan speed.

Figure 32:
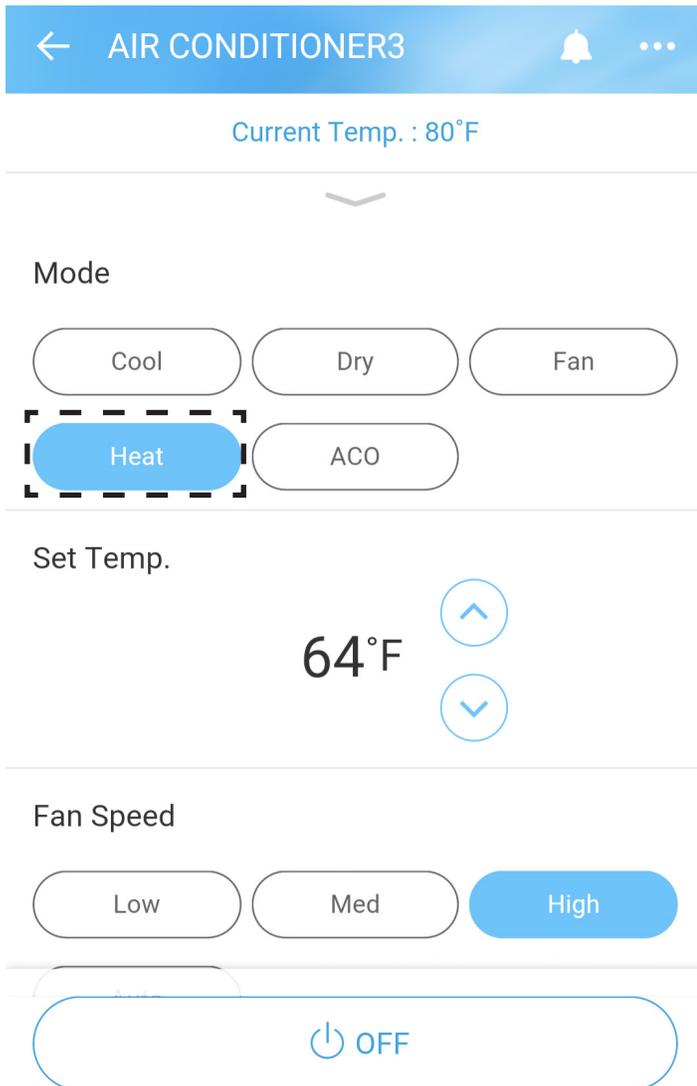
AUTO CHANGEOVER (ACO) MODE

The Auto Changeover (ACO) functionality changes the operation mode of the unit automatically to maintain a set temperature of ± 3.6 °F (±2 °C), from the temperature set on the Dashboard.

1. On the Dashboard, choose the air conditioner unit.
2. Tap the ACO Mode button.
3. Choose the new auto cooling temperature setting.
   • The temperature range is 64 °F (18 °C) through 86 °F (30 °C).
4. Optionally, from the Fan Speed settings, tap a fan speed.

Figure 33:
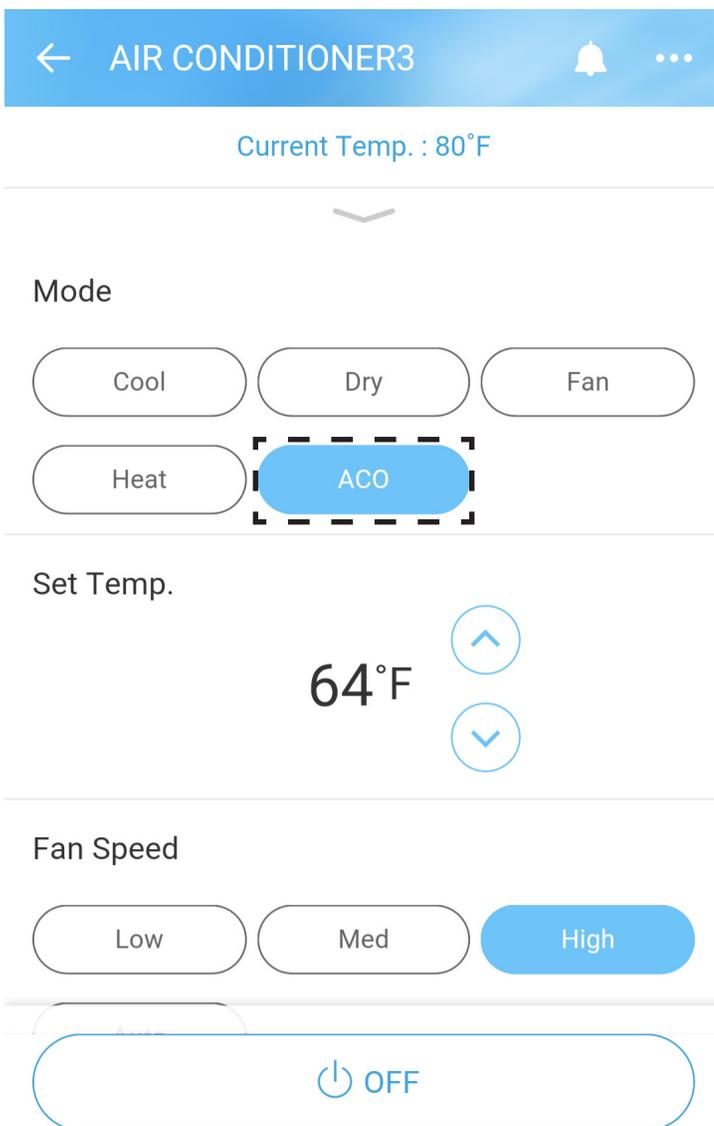
The Fan mode only circulates the indoor air without changing the room temperature.

1. On the Dashboard, choose the air conditioner unit.
2. Tap the Fan Mode button.
3. From the Wind Speed settings, tap a fan speed.

Note:

• You cannot change temperature settings while in this mode.

Figure 34:

User Manual
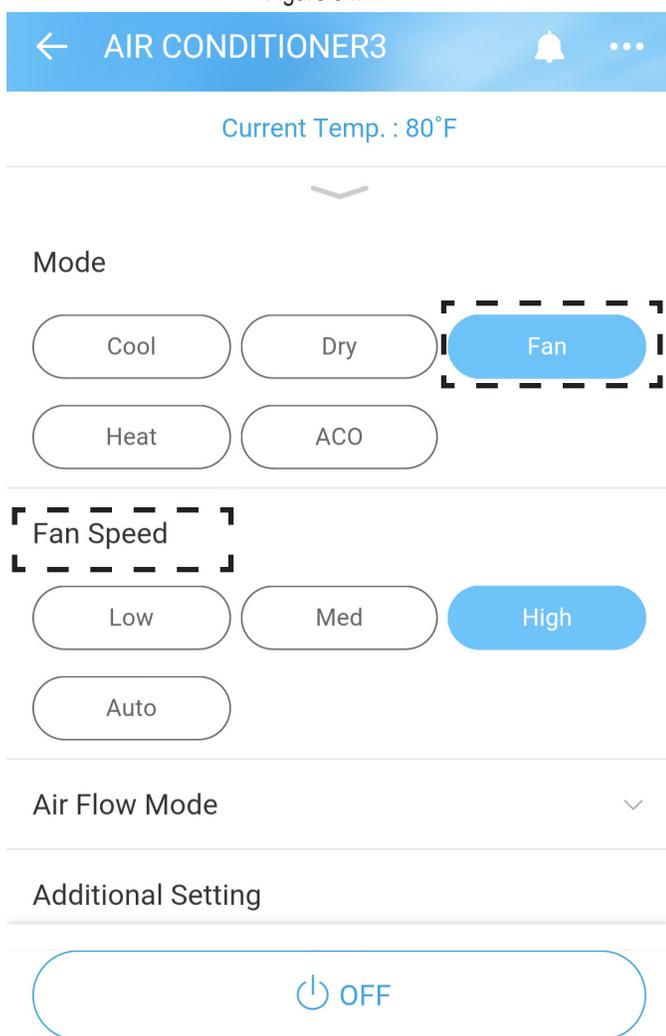
AIR FLOW MODE

Air Flow (Swing Direction)

You can set the up/down and left/right swing directions of the louver using the Air Flow Mode.

1. On the Dashboard, choose the air conditioner unit.
2. Tap on Air Flow Mode (below Fan Speed) to see the Air Flow Mode options.
3. Tap the up/down or left/right arrows to adjust the Up/Down Swing or the Left/Right swing.

Auto Swing

If you want the louvers to swing back and forth automatically, tap Auto Swing for Up/Down or Left/Right swings. See Figure 36.

Figure 35:
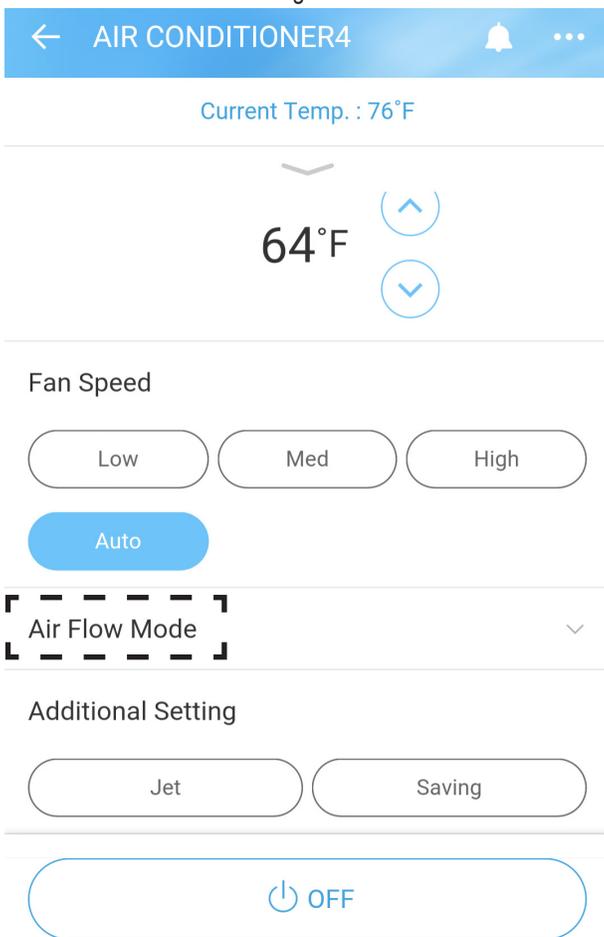
Figure 36:
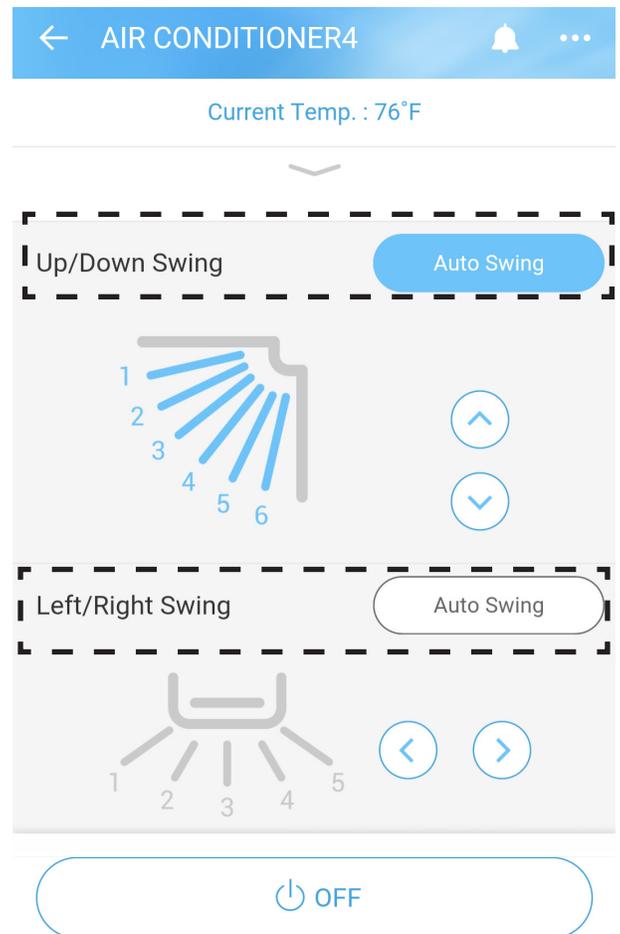
Jet and Saving

- Choose Jet in the Additional Setting section for higher fan speed.
- Choose Saving for energy saving mode.

Figure 37:
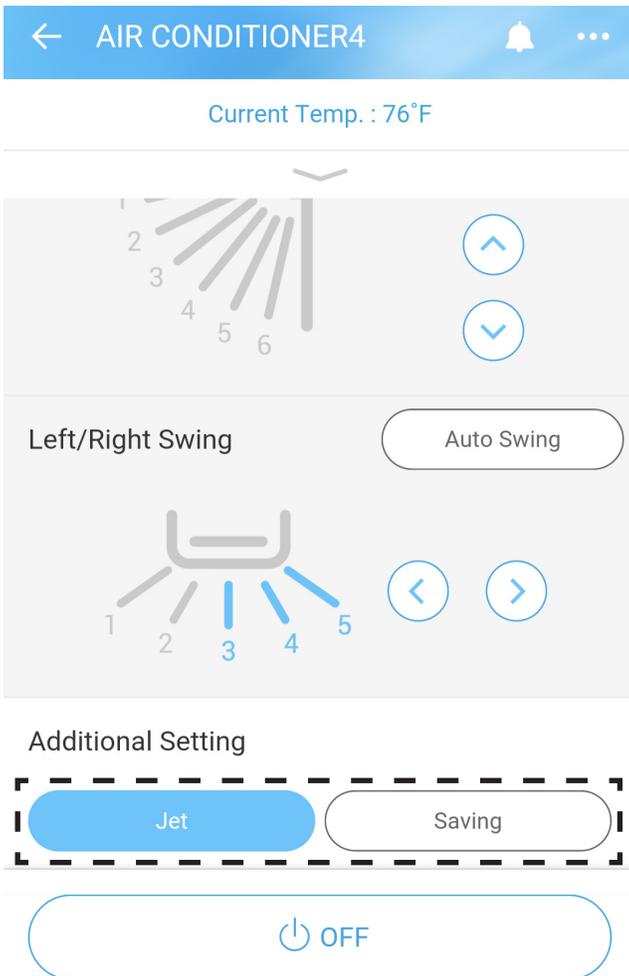
DETAIL SCREEN

The Detail screen lets you access Reservation, Filter Manager, Smart Diagnosis, and Settings.

1. Tap on the ellipses on the top right of the screen to access the Detail menu.

Figure 38:

Smart ThinQ
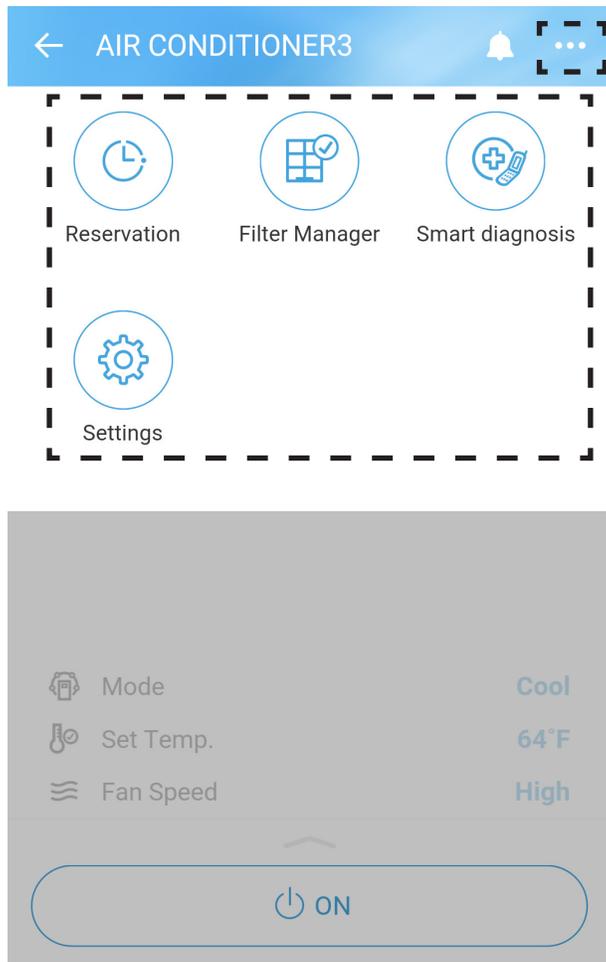
Using the Reservation function, you can do the following:

- Use the Sleep Timer function to place the unit into a countdown mode which will then activate the Sleep Mode.
- Set up weekly reservations to start and stop air conditioner activity.

Set up Sleep Timer

1. From the Detail screen, tap Reservation.
2. From the Reservation screen, tap Sleep Timer.
3. Slide the button to the right of the Reservation Setting area of the screen to ON.
4. Scroll the amount of time to countdown to Sleep Mode. You can set it up to 7 hours in advance. See Figure 40.
5. Tap Save.

Figure 39:

Figure 40:

User Manual
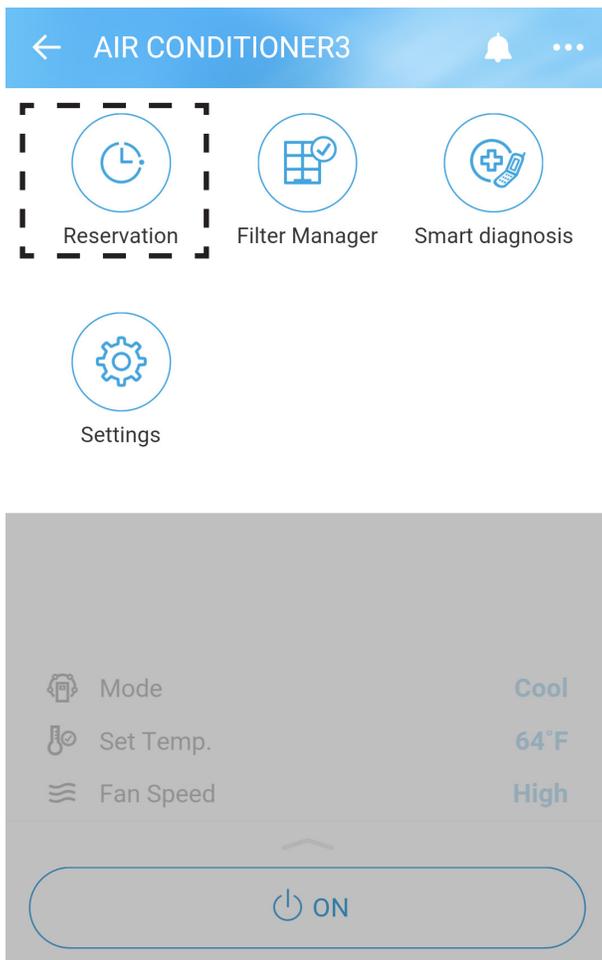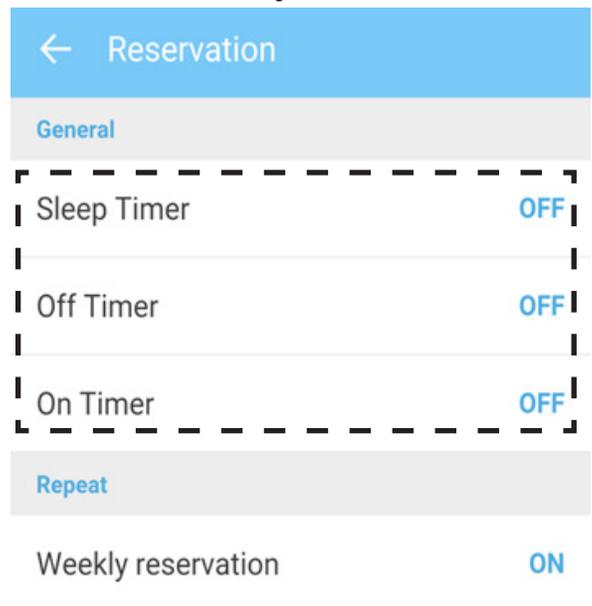
SLEEP TIMER AND WEEKLY RESERVATION

Set up Off and On Timers

You can set up timers to start and stop air conditioner activity.

1. From the Reservation screen, tap Off Timer or On Timer.
2. Slide the button to the right of the Off and/or On area of the screen to ON.
3. Use the scrolls to set the hour and minutes to be counted down (rounded to 10 minute intervals).
4. Tap Save.

Note:

- You cannot place the Sleep countdown timer and the Off and/or On timers in the ON position at the same time. An error message will display.
- Timer only sets the amount of time (as a count down, not as a time of day that is being set) before Sleep Mode activation.

Figure 41 shows the Sleep Timer setting. Figure 42 shows the setting for the On Timer of the unit.

Figure 41:

Figure 42:

Smart ThinQ
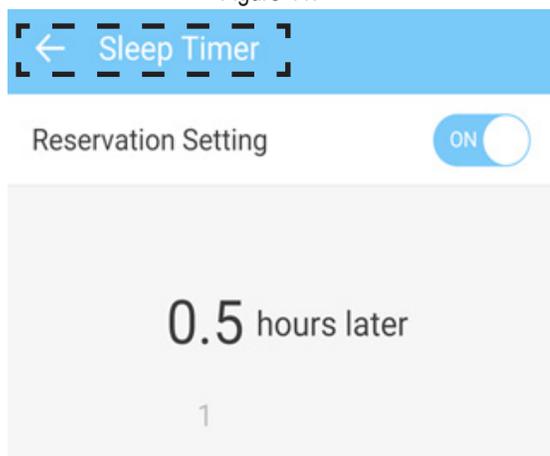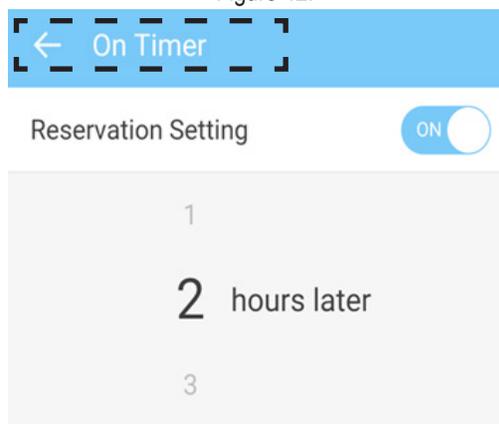
SLEEP TIMER AND WEEKLY RESERVATION

Set up weekly reservations

You can set up weekly reservations to start and stop air conditioner activity. You can set the operation to repeat daily or on specific days.

1. From the Reservation screen, tap Weekly Reservation.
2. Tap Add Reservation to add a new reservation.
3. Set the operation start and stop times.
4. Tap Save.

Figure 43:

Figure 44:

User Manual
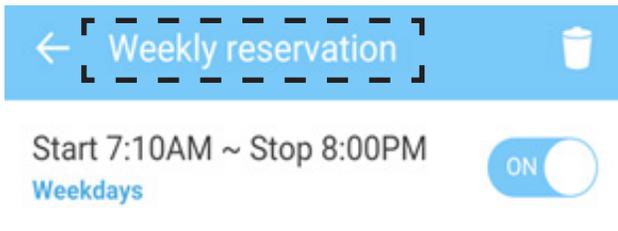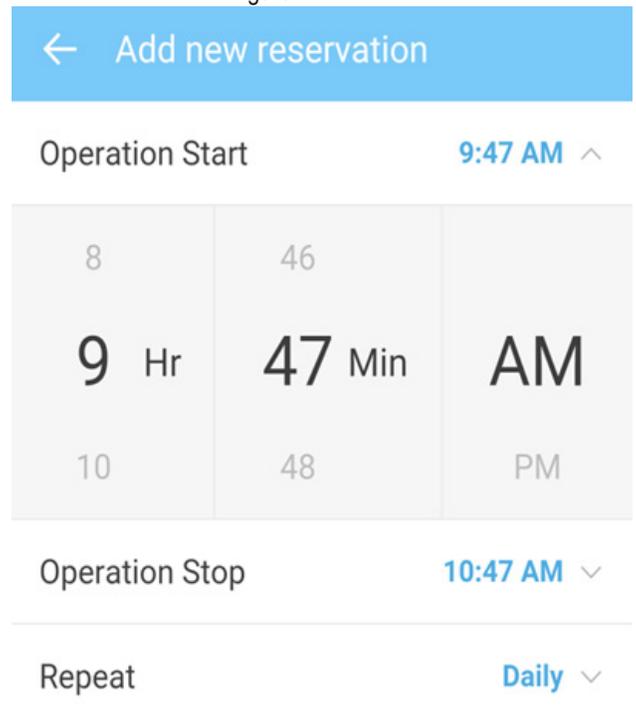
FILTER MANAGER

Using the Filter Manager function, you can monitor filter usage for the air conditioner. The app gives a visual percentage detail as to the remainder of usage left on the existing filter, along with

1. In the Detail screen, tap Filter Manager. You can see how much of the filter has been used, as well as the hours of available usage remaining before you need to clean the filter.

Figure 45:

AIR CONDITIONER3

Reservation   Filter Manager   Smart diagnosis

Settings

Mode   Cool
Set Temp.   64°F
Fan Speed   High

ON

Figure 46:

Filter Manager

AIR CONDITIONER4

Usage : 0hr | Remaining : 720hr

100%

Remaining
100%

50

0

Filter exchange

Smart ThinQ
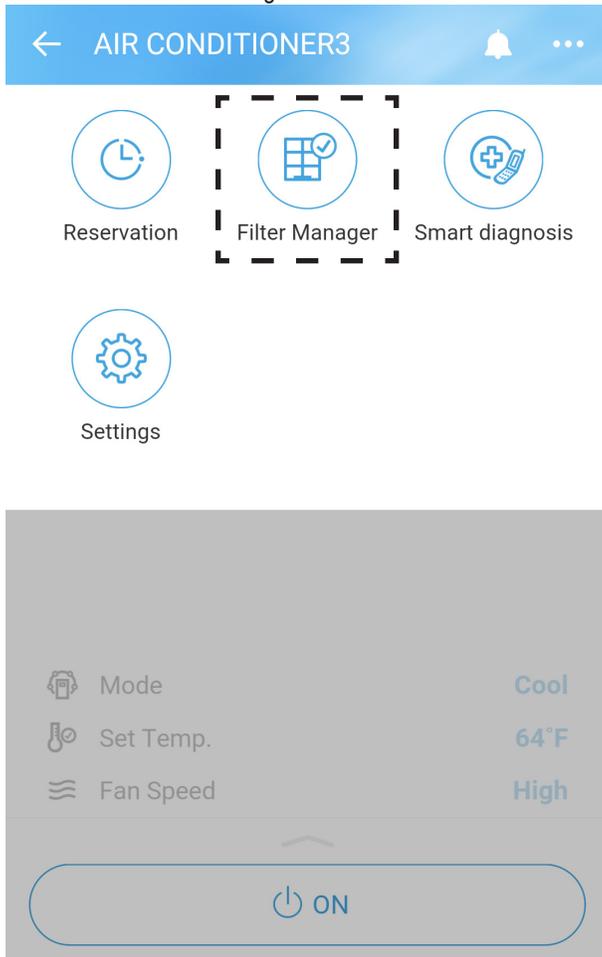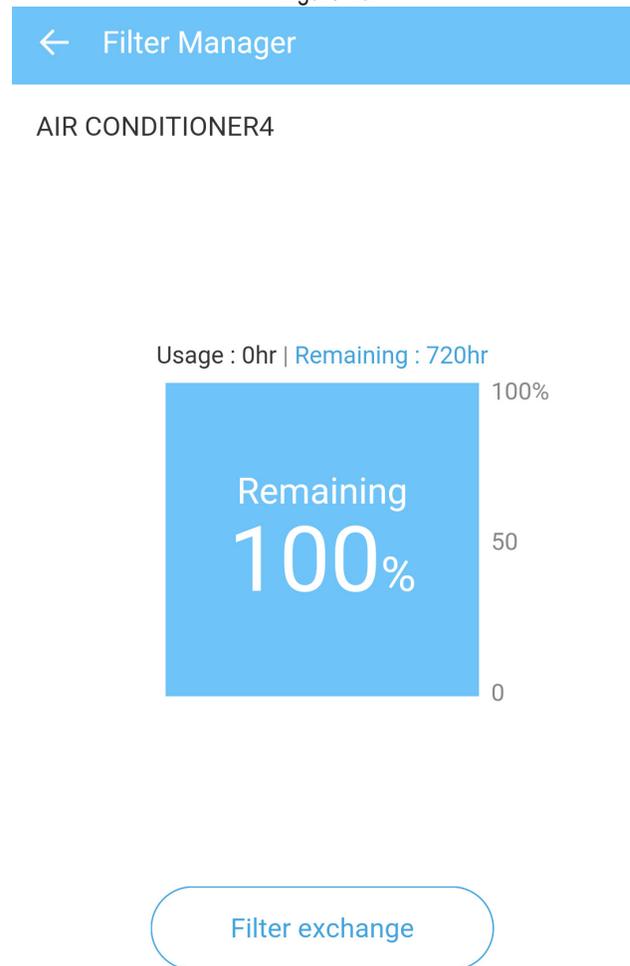
Mode Main Screen

You can set up the air conditioning unit to run in different modes, depending on your schedule. On the Dashboard screen, tap Mode on top. The following Modes are available:

- Home
- Away
- Vacation
- Pleasant
- Sleep

Figure 47:
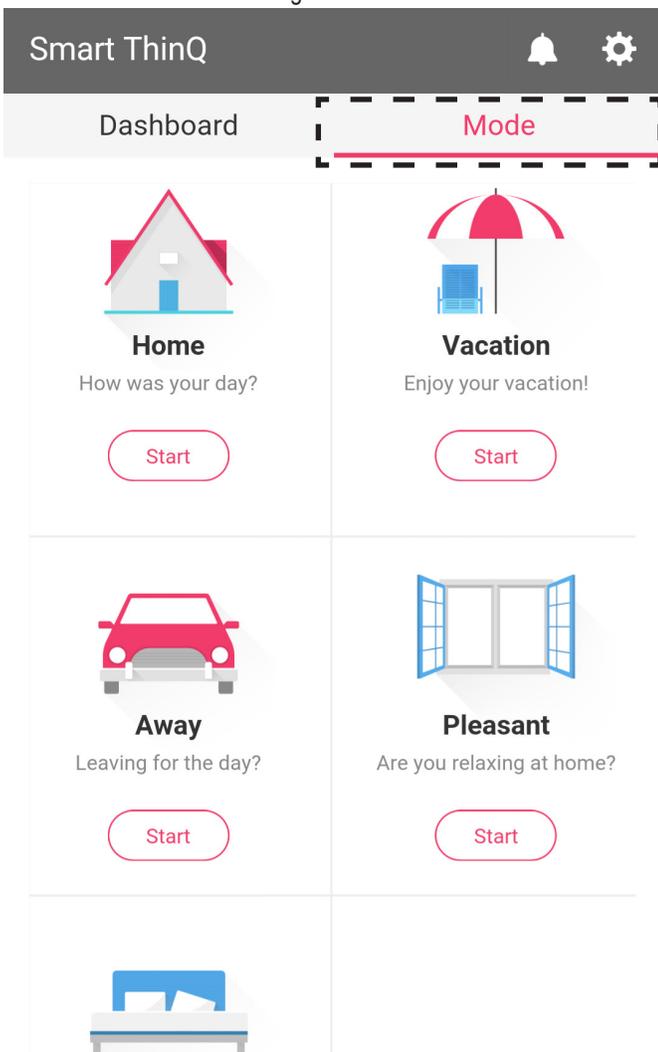
MODES

Home Mode

1. Tap Start under the Home icon in the Modes main screen.
2. Adjust the settings of the unit, as needed. For example, you can set the unit at a certain temperature in Cool Mode. These settings will be saved as Home Mode.
   - You can change the settings later, as needed.
   - Note that every time you change a Mode, you will hear a beeping noise from the unit.

Figure 48:
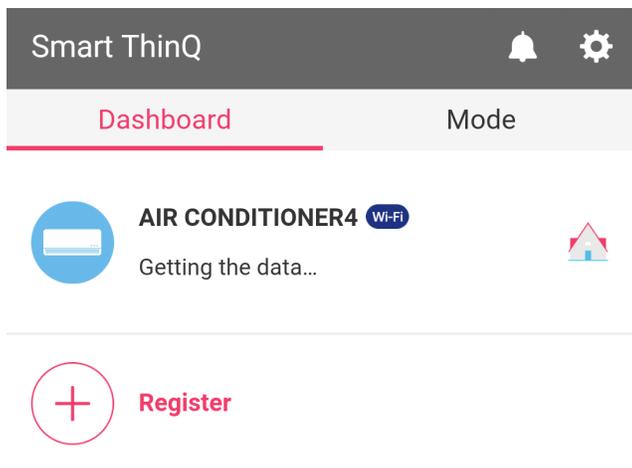
Figure 49:
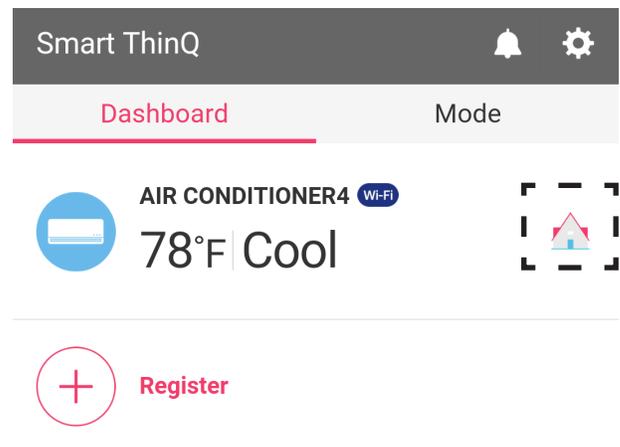
Vacation and Away Modes

If you are going on vacation or will be away for a day, you can set up the unit to run in a certain mode. For example, you can turn the unit off for selected days.

1. Tap Start under the Vacation or Away icons in the Mode screen.
2. Adjust the settings of the unit, as needed. The settings are saved as Vacation (Figure 50) or Away (Figure 51) Mode.

You can change the settings later, as needed.

Figure 50:

Smart ThinQ	🔔 ⚙
Dashboard	Mode

AIR CONDITIONER4 **Wi-Fi**

78°F | OFF

⊕ **Register**

Figure 51:

Smart ThinQ	🔔 ⚙
Dashboard	Mode

AIR CONDITIONER4 **Wi-Fi**

78°F | OFF

⊕ **Register**

User Manual
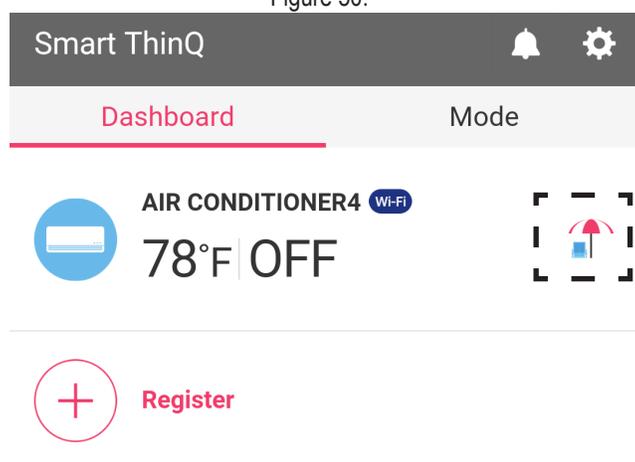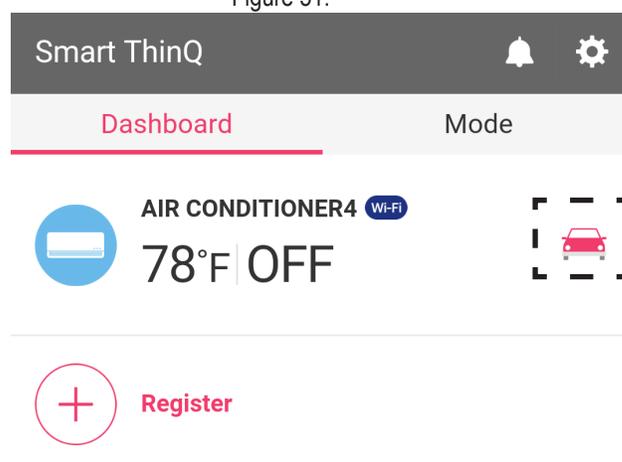
MODES

Sleep Mode

1. Tap Start under the Sleep icon in the Mode screen.
2. Adjust the settings of the unit, as needed. For example, you can set the unit to run at a certain temperature when you are sleeping. These settings will be saved as Sleep Mode.

You can change the settings later, as needed.

Note:

You cannot apply the Sleep Mode if the unit is turned off.

Figure 52:
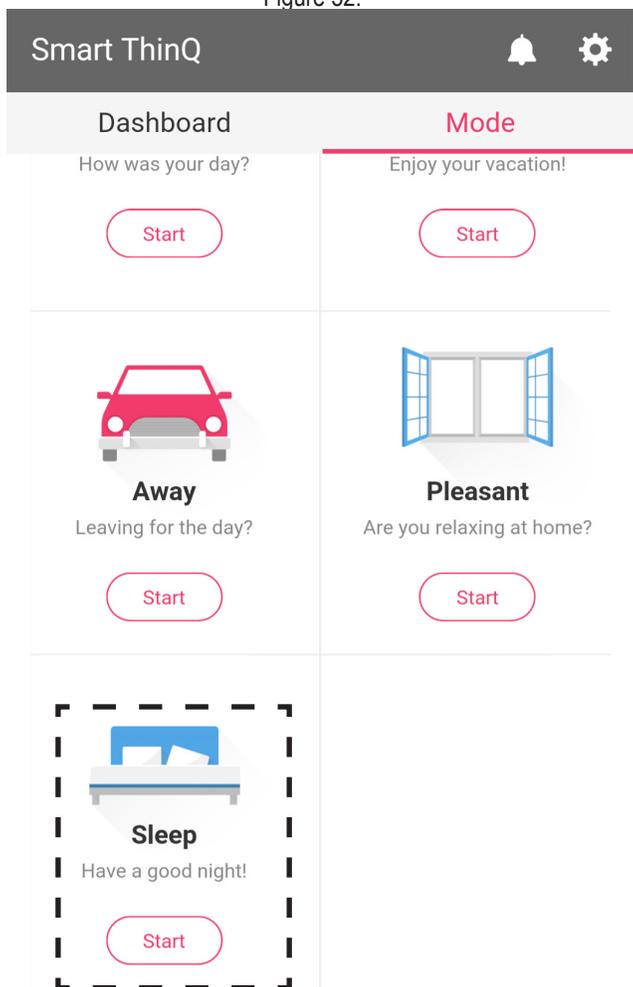
Figure 53:
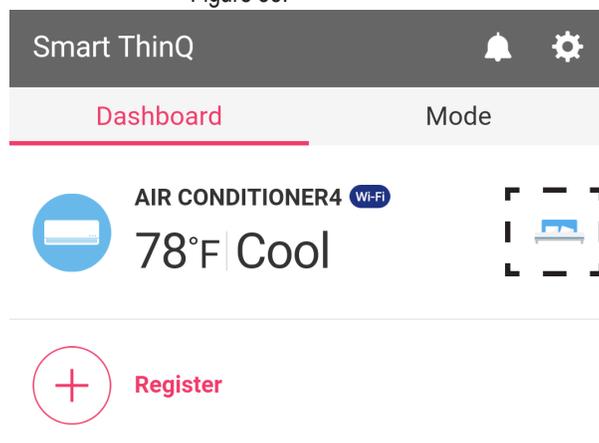
Using the Smart Diagnosis function, you can troubleshoot problems that you are having with the air conditioning unit on your own. You can also view tips on general maintenance of the unit.

1. Tap Smart Diagnosis in the Detail screen.
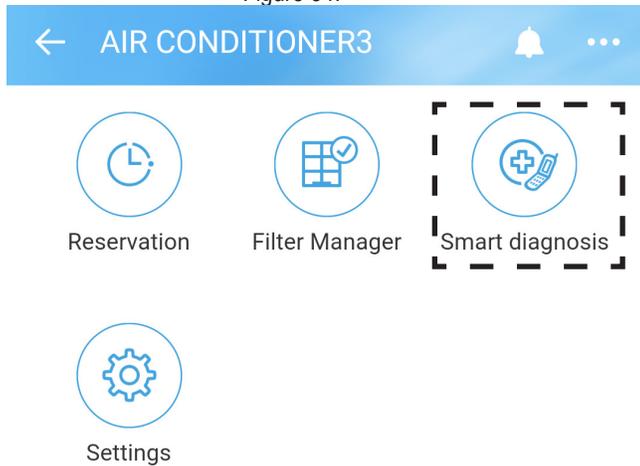
2. Tap Start Smart Diagnosis.

Figure 54:

Figure 55:

SMART DIAGNOSIS

3. Smart Diagnosis process starts.

4. The Smart Diagnosis Results screen displays the problem with the air conditioning unit and lists possible solutions.

Figure 56:

← Smart Diagnosis

Figure 57:

← Smart Diagnosis Results

Date of diagnosis : December 8, 2016 9:37 AM

The problem with the product could not be found.

Check below for maintenance tips.

General Tips and Maintenance

Tips

Clean the filter regularly or exchange the filter as necessary.

70%

Wi-Fi is being used for Smart Diagnosis.
Please wait.

Diagnosis Complete

Smart ThinQ

5. Tap Diagnosis Complete when the diagnosis is complete. Select Yes or No to provide feedback on the diagnosis and go back to the Smart Diagnosis main screen.

Note:

If you need further assistance after the smart diagnosis is complete, please contact your installing contractor or service company.

Figure 58:
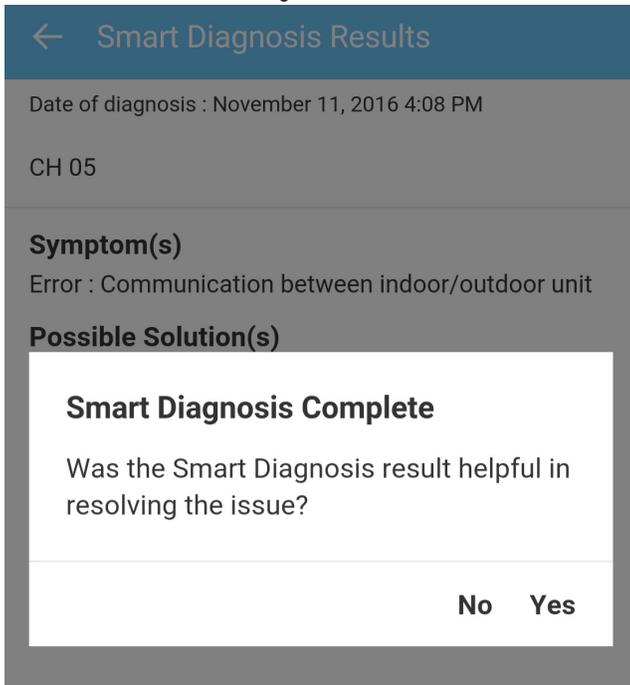
SETTINGS

Tap Settings in the Detail screen to access the Settings Menu. You can perform the following actions:

- Change the name of the air conditioner unit
- Change temperature display
- Update or change your wireless network information
- View the latest version of the software

Figure 59:
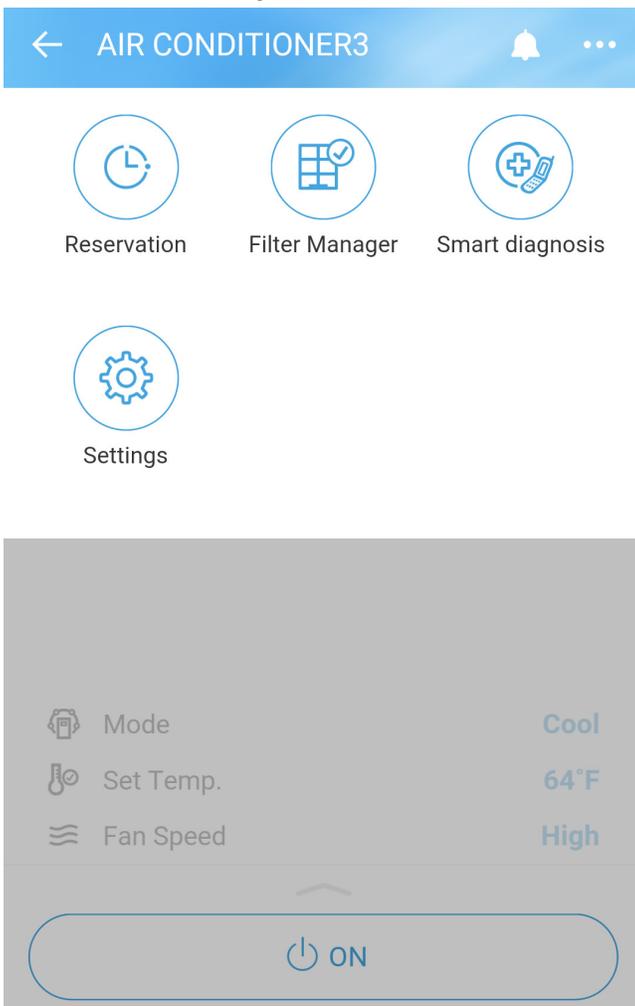
Figure 60:
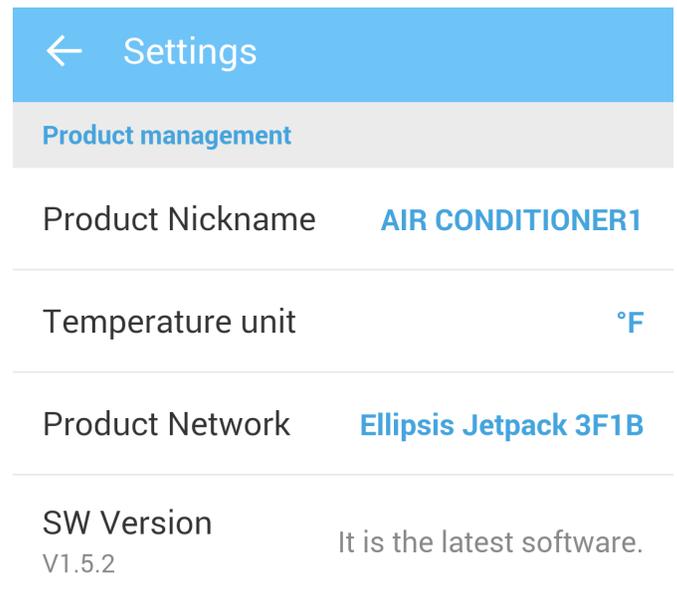
Edit Product Nickname

1. Tap on Product Nickname to change the name of the air conditioner unit.
2. You can enter names for the units registered through the app. This is helpful if you have more than one unit registered through the app. For example, one could be named Living room AC and the other could be named Master Bedroom AC.
3. Tap Save when finished. Note that in the Product Nickname field, you can enter up to 16 characters.

Figure 61:
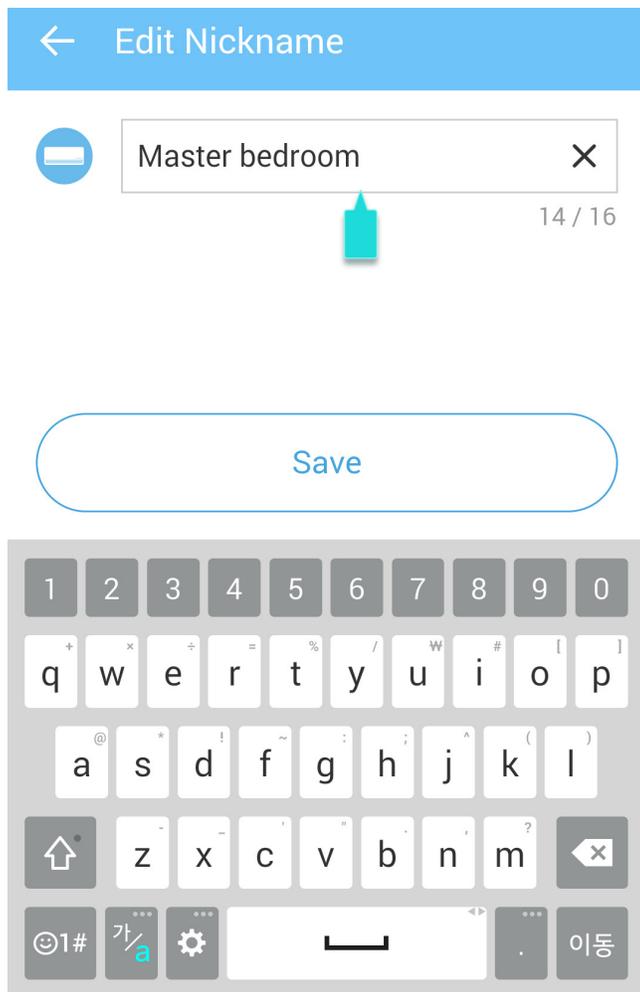
Change Temperature Display

1. Tap on Temperature Unit to change the Temperature Display of the air conditioner unit.
2. You can choose Fahrenheit or Celsius.

Figure 62:

User Manual
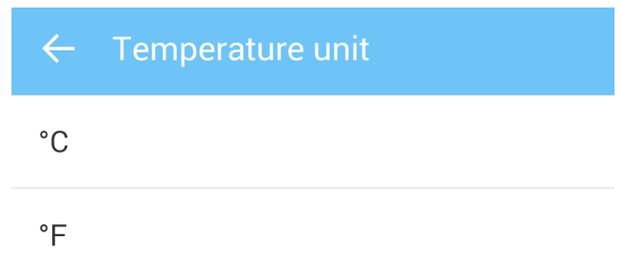
SETTINGS

Choose Product Network

Tap on Product Network to change your wireless network settings. You can search for available Wi-Fi networks.

Note:

If your router information changes, or if there is a change in your wireless network, you have to go through the product registration process again. Refer to the Product Registration section of this manual.

<div style="text-align:center">Figure 63:</div>

← Setup Network

Select your wireless network.

✓ **Default Network Setting**
Select this item to connect to the selected network upon registering another product.

WI-FI Networks

Ellipsis Jetpack 3F1B 🔒 📶

LG CAC 🔒 📶

Verizon-4GLTE-BRV-9196 🔒 📶

LG_public 🔒 📶

(Search) (Add Manually)

<div style="text-align:center">Figure 64:</div>

← Setup Network

Select your wireless network.

✓ **Default Network Setting**
Select this item to connect to the selected network upon registering another product.

WI-FI Networks   **Searching...** ⟳

(Search) (Add Manually)

Smart ThinQ

LG

Problem	Possible Cause	Solution
The app is not connecting to the indoor unit.	Check to see if the indoor unit is turned off. Check to see if the wireless router is turned off.	Turn the indoor unit on. Turn the router on.
The indoor unit is not connecting to the Wi-Fi.	Check to see if the wireless router is placed too far away.	Install the wireless router near the air conditioning unit.

User Manual

LG Electronics, U.S.A., Inc.

Commercial Air Conditioning Division

4300 North Point Parkway

Alpharetta, Georgia 30022

www.lghvac.com

LG Customer Information Center, Commercial Products

1-888-865-3026 USA

Follow the prompts for commercial A/C products and parts.

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New Issue