OWNER'S MANUAL

WIRELESS SOUND BAR

Please read this manual carefully before operating your set and retain it for future reference.

Model

S40Q (S40Q, SPQ4-W)

2304_Rev02

www.lg.com
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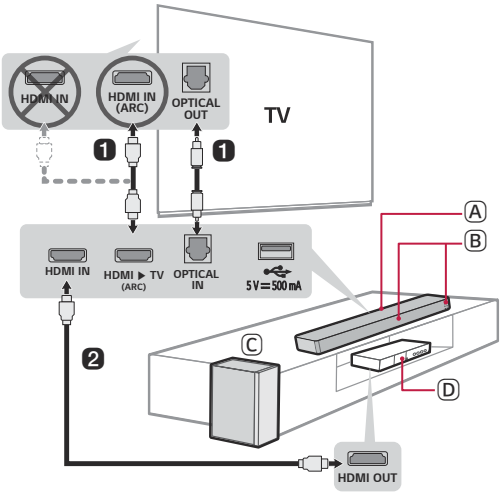
Sound Bar Quick Guide

Installing and using the Product

1 Connect the sound bar to your TV via an optical cable or an HDMI cable.



Ⓐ Sound bar

Ⓑ Remote Control Receiver / Status LED

Ⓒ Wireless Subwoofer - Install it close to the sound bar.

Ⓓ External Device - (Blu-ray player, game console, etc.)

2 If you are using an external device (ex. Blu-ray player, game console, etc.), connect it to the sound bar via an HDMI cable.

3 Connect to power in the following order: wireless subwoofer → sound bar. Then, turn on the sound bar. When the connection is automatically established with the sound bar, the LED on the wireless subwoofer will light up green. (→ See "Connecting the Product" on page 6.)

4 Using the product with your TV (→ See "Connecting with an Optical Cable", "Connecting with an HDMI Cable" on page 16, 19.)

1 Press the **Function** button repeatedly until the first from above LED lights up in white among the three LEDs.

2 On your TV's settings, set the output speaker to [HDMI ARC], [Optical], or [External Speaker].

5 Connecting the product to your smartphone via Bluetooth (→ See "Connecting via Bluetooth" on page 24.)

1 Tap the **Settings** button on your smartphone and select **Bluetooth**. Turn on the **Bluetooth** function. (**Off** > **On**)

2 Press the **Bluetooth pair** button. After a moment, the second LED lights up in blue and blinking among the three LEDs.

3 Find and tap the product on your smartphone. The product appears as "LG S40Q (XX)".

6 Connecting to the LG Sound Bar app (→ See "Connecting with a Smartphone via LG Sound Bar app" on page 27.)

1 Find and install the **LG Sound Bar app** on Google Play or App Store from your smartphone.

2 You can get more information regarding its use by selecting [Help] in [Setting].

Manually connecting the sound bar to the wireless subwoofer (→ See "Connecting the wireless subwoofer manually" on page 8.)

If you see a red LED on the front of the wireless subwoofer, it means that the sound bar is not connected to the subwoofer. If this is the case, connect them in the following order.

1. Press the **Power** button on the sound bar to turn it off.
2. Press the **PAIRING** button on the back of the disconnected wireless subwoofer. Check if LED blinks green.
   - If you still see a red LED on the front of the wireless subwoofer, press and hold the button on the back of the subwoofer again.
3. Press the **Power** button on the sound bar to turn it on.
4. When the connection is established, you will see a green LED light on the front of the wireless subwoofer.

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Installation

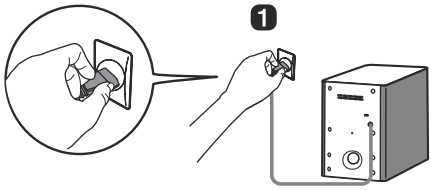
Connecting the Product

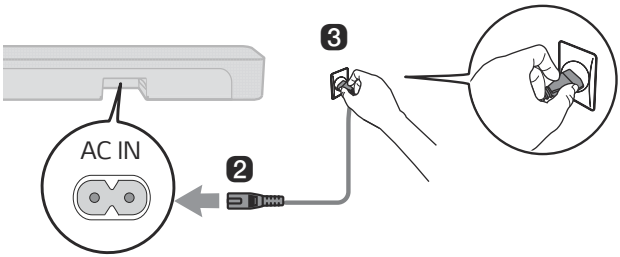
You can enjoy a richer sound by connecting the sound bar to the wireless subwoofer.

Connecting the wireless subwoofer automatically

After completing installation, the wireless subwoofer will automatically be connected to the sound bar. Connect the sound bar to the subwoofer in the following order.

1. Plug the power cable connected to the wireless subwoofer into an outlet.
2. Plug the power cable to the **AC IN** (AC input) terminal on the back of the product.
3. Plug the power cable connected to the product into an outlet. You will see the LED on the front of the sound bar light up red.
4. Press the **Power** button on the sound bar to turn it on.





5. When the connection is automatically established, you will see the LED on the front of the wireless subwoofer light up green.

Checking the connection with the LED on the front of the wireless subwoofer

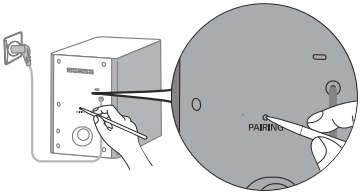
You can check the connection status by looking at the LED on the front of the wireless subwoofer.

LED Colour	Status
Blinking green	Connecting in progress
Green	Connected successfully
Red	Bad connection, or the subwoofer is in standby
Off	Power cable not connected

Connecting the wireless subwoofer manually

If you see a red LED on the front of the wireless subwoofer, it means that the sound bar is not connected to the subwoofer. If this is the case, connect them in the following order.

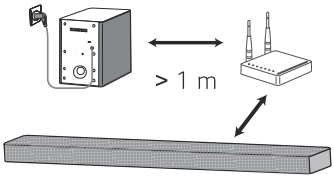
1. Press the **Power** button on the sound bar to turn it off.
2. Press the **PAIRING** button on the back of the wireless subwoofer. Check if the LED on the front of the subwoofer is blinking green. If you still see a red LED on the wireless subwoofer, press and hold the button on the back of the subwoofer again.



3. Press the **Power** button on the sound bar to turn it on.
4. When the connection is established, you will see the LED light on the front of the wireless subwoofer light up green.

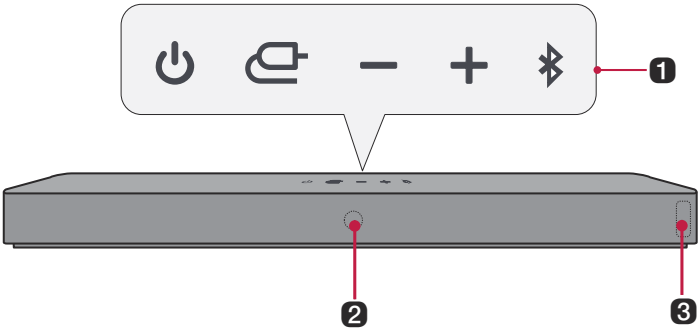
Note

- Install the sound bar as close to the wireless subwoofer as possible. The closer the distance between the sound bar and the wireless subwoofer, the better the sound quality.
- Please ensure there are no obstacles between the sound bar and the wireless subwoofer.
- To prevent wireless interference, maintain a distance of at least 1 m between the sound bar or the wireless subwoofer and any peripheral devices that generate strong electromagnetic waves (ex. wireless routers, microwave ovens, etc.).



Exploring the Product

Front



1 **Power**

This turns the product on/off.

Function

Press the button repeatedly to select the desired function or input mode.

- OPTICAL / HDMI ARC: Connects the product to a TV that supports an optical cable, ARC or LG Sound Sync.
- Bluetooth: Connects the product via **Bluetooth**.
- LG TV: Connects the product to a TV that supports LG Sound Sync (Wireless).
- HDMI IN: Connects the product to an HDMI input port.
- USB: Connects the product to a USB storage device.

Volume

This adjusts the speaker volume.

Bluetooth pair

It allows you to pair your **Bluetooth** device such as a smartphone to this product for three minutes. (→ See "Connecting via Bluetooth" on page 24.)

It allows you to pair your LG TV to this product for three minutes. (→ See "Connecting with LG Sound Sync (Wireless)" on page 18.)

2 **Remote Control Receiver**

This receives wireless signals from the remote control.

❸ Status LED (→ See "Status LED" on page 11)

- Options such as input mode and volume light up.
- If there is no active input for 15 seconds, the status LED will automatically dim. When you press the button, the status LED will light up again.

Note

- To reduce power consumption, the product will automatically turn off after 15 minutes of no input signal from an external device.

How to deactivate the wireless network connection(s).

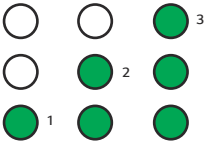
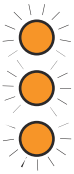
Set up the Auto power function to off by the app and turn off the product.

Status LED

Power On / Standby

Power on	**Standby**
Red blinking	Red

Volume

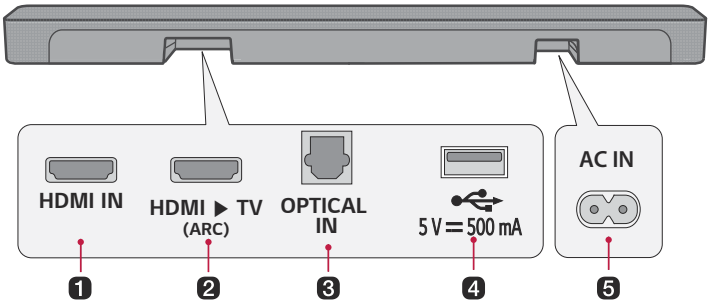
	
Volume control	**Mute**

• Volume up: The LEDs get brighter and light up one by one.
• Volume down: The LEDs get darker and turn off one by one.
• The volume reaches maximum, all LEDs blink red.
• The volume reaches minimum, all LEDs turns off.
• If you press **Up/Down** button even when the level has reached the maximum or minimum, the current function LED will blink 3 times.
• The LED colour changes according to the volume level.
  • 1-33: Green
  • 34-66: Yellow
  • 67-99: Red
	All LEDs blink orange.

Function

OPTICAL / HDMI ARC	**HDMI IN**
White	White
Bluetooth	**Bluetooth ready**
Blue	Blue blinking
LG TV	**USB**
White	Green

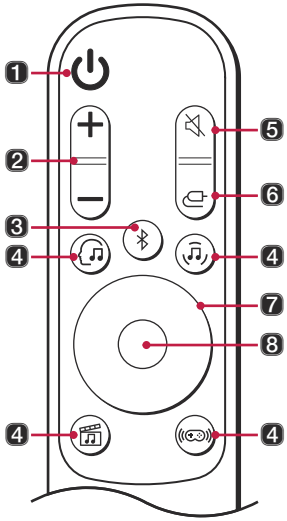
Back



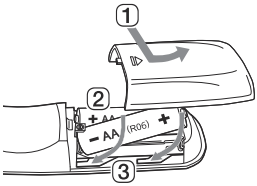
1	**HDMI IN** Plug in an HDMI cable to connect an external device to the product.
2	**HDMI ▶ TV (ARC)** Plug in an HDMI cable to connect the TV to the product.
3	**OPTICAL IN** Plug in an optical cable to connect the TV to the product.
4	**USB port** Plug in a USB storage device to play music with the product.
5	**AC IN** Plug in a power cord.

Exploring Remote Control

You can use the remote to control all functions of the product, from turning the power on/off to enabling cinematic sound.



Replacement of Battery



Use AA 1.5V batteries. Replace the two batteries by inserting them into the remote control in accordance with the directions indicated.

1. Open the battery cover on the back of the remote control.
2. Insert the batteries with the + and – ends corresponding to the markings.
3. Close the battery cover.

Risk of fire or explosion if the battery is replaced by an incorrect type.

1	**Power** ⏻ Turns the product on/off
2	**Volume** ⊖ ⊕ Adjusts the sound volume

3 Bluetooth pair

It allows you to pair your **Bluetooth** device such as a smartphone to this product for three minutes. (→ See "Connecting via Bluetooth" on page 24.)

It allows you to pair your LG TV to this product for three minutes. (→ See "Connecting with LG Sound Sync (Wireless)" on page 18.)

4 AI Sound Pro

Artificial intelligence selects the optimal sound settings to suit your content.

Music

You can enjoy optimised sound.

Cinema

Play content with 3D sound similar to a movie theater.

Game

Optimised sound for game.

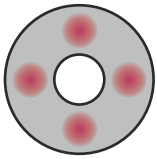
5 Mute

This turns off the sound from the product.

6 Function

Press the button repeatedly to select the desired input mode or function.

7 Up/Down/Left/Right



Up/Down: You can press the button to adjust the woofer level.

Left/Right: If you play a previous song, press Left button. If you play a next song, press Right button.

8 Play/Pause

If you play or pause a song, press this button.

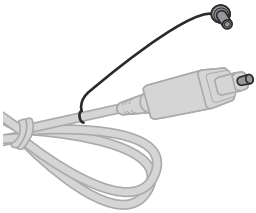
Connecting to the TV

Connecting with an Optical Cable

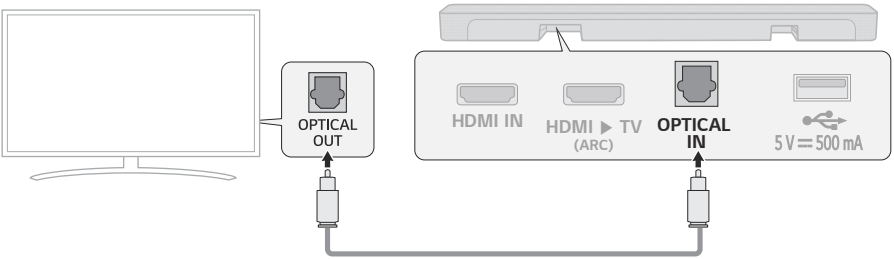
Transmit your TV's audio to the product by connecting it to the TV with an optical cable. You can add a variety of 3D effects to the original audio to fill the room with a deep, rich sound.

Watching TV after connecting with an optical cable

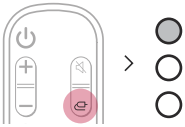
1 If the digital cable terminal has a cover, first remove the covers from both ends.



2 Using an optical cable, connect the **OPTICAL IN** terminal on the back of the product to the **Optical Digital Output (OPTICAL OUT)** terminal on the TV as shown in the picture.



3 Press the **Function** button repeatedly until the first from above LED lights up in white among the three LEDs.



4 Press the **Settings** button on the TV remote control to enter the [Speaker] menu and set the output speaker to [Optical] or [External Speaker]. Settings and menu items may vary depending on the TV manufacturer.

Note

- If the optical input signal and the ARC signal attempt to connect at the same time, the ARC signal will take priority.

When you use an LG TV

You can adjust the volume with the LG TV remote control if the TV is connected to the product with an optical cable. You can only do so on a TV that supports the LG TV Sound Sync function. Check your TV's user manual to see if your TV is supported.

Functions controllable with an LG TV remote control

Volume, mute on/off

Note

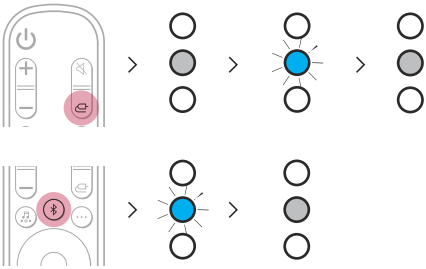
- When using the product with an LG TV remote control, the volume and mute status set on the TV will automatically be applied to the product.
- You can still use the product's remote control even after connecting it to an LG TV.
- To use LG Sound Sync, you may have to change the sound setting of your TV. It may vary depending on the TV.

Connecting with LG Sound Sync (Wireless)

You can adjust the volume with the LG TV remote control if the TV is connected to the product with LG Sound Sync (Wireless). Check out the TV user manual to see if your TV is supported.

Watching TV after connecting it wirelessly

1. Press the **Function** button repeatedly until the second LED lights up in white among the three LEDs. After a moment, it will change to blue and blink. Or Press the **Bluetooth pair** button. After a moment, second LED lights up in blue and blinking.
2. Press the **Settings** button on the TV remote control and enter the [Speaker] menu to set the output speaker to [LG Sound Sync (Wireless)].
3. When the product is connected to the TV via **Bluetooth**, the second LED lights up in white among the three LEDs.



Note

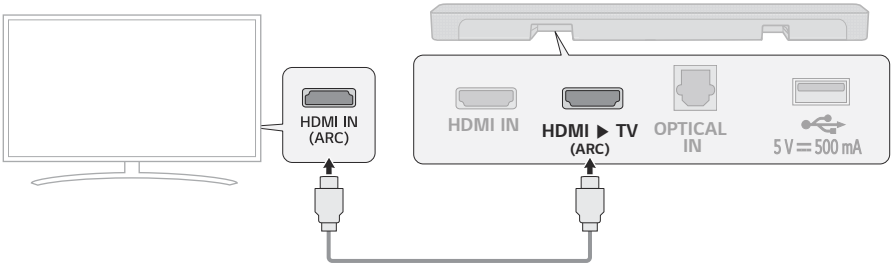
- When reconnecting after the first connection with LG Sound Sync, immediately lights up as a white LED.
- When using the product with an LG TV remote control, the volume and mute status set on the TV will automatically be applied to the product.
- You can still use the product's remote control even after connecting it to an LG TV.
- If you turn off the power of the product with the **Power** button, the LG Sound Sync (Wireless) will be disconnected.
- Depending on the TV, the product may be connected to the LG TV even if it is connected with the **Bluetooth** function.

Connecting with an HDMI Cable

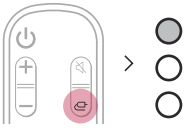
You can transmit TV audio to the product by connecting the TV to the product with an HDMI cable. Add a variety of 3D effects to the original audio to fill the room with a deep, rich sound.

Watching TV after connecting with an HDMI cable

1 Using the HDMI cable, connect the **HDMI ▶ TV (ARC)** terminal on the back of the product to the **HDMI IN (ARC)** terminal on the TV as shown in the picture.



2 Press the **Function** button repeatedly until the first from above LED lights up in white among the three LEDs.



3 Press the **Settings** button on the TV remote control to enter the [Speaker] menu and set the output speaker to [HDMI ARC]. Settings and menu items may vary depending on the TV manufacturer.

Note

- Make sure that your TV supports the ARC function before you press the Setting button on the TV remote control and turn on ARC. For more information on how to set the function, refer to the TV user manual as it may differ depending on the TV.
- Use a certified cable with the HDMI logo.

SIMPLINK

- SIMPLINK refers to the HDMI-CEC function that allows you to use a single TV remote control to easily operate an audio device or player connected to an LG TV via HDMI.
  - Functions controllable with a SIMPLINK-compatible LG TV remote control: Power on/off, volume control, mute on/off, etc.
- For more information on how to set up SIMPLINK, consult your LG TV's user manual.

Note

- The SIMPLINK function may not work properly depending on the status of the product or other connected devices.
  - HDMI-CEC features by TV manufacturer: LG SIMPLINK, Sony BRAVIA Sync/Link, Philips EasyLink, Samsung Anynet+, etc.

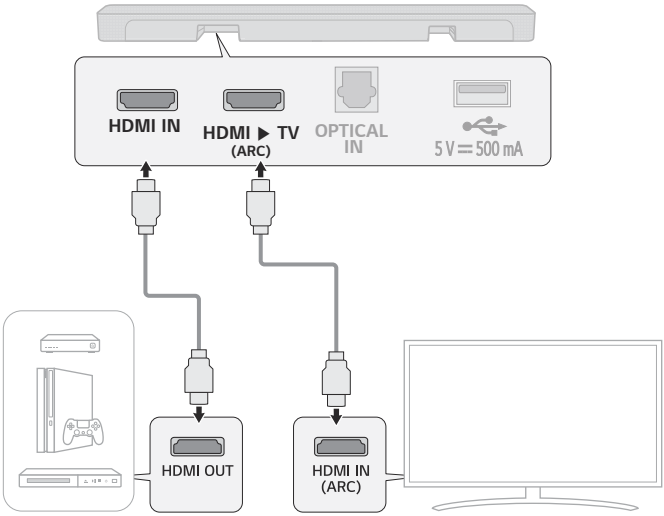
Connecting to an External Device

Connecting with an HDMI Cable

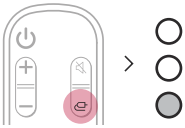
Connect the TV and external device (game console, DVD player, etc.) with an HDMI cable and enjoy a deep and rich sound.

Connecting an external device via HDMI

1. Connect an external device such as a DVD or Blu-ray player. Following the picture below, connect the **HDMI OUT** terminal of the device to the **HDMI IN** terminal on the back of the product.
2. Using the HDMI cable, connect the **HDMI ▶ TV (ARC)** terminal on the back of the product to the **HDMI IN (ARC)** terminal on the TV.



3 Press the **Function** button repeatedly until the third LED lights up in white among the three LEDs.



4 When the external device is properly connected to the product, you can listen to the sound of the device.

Note

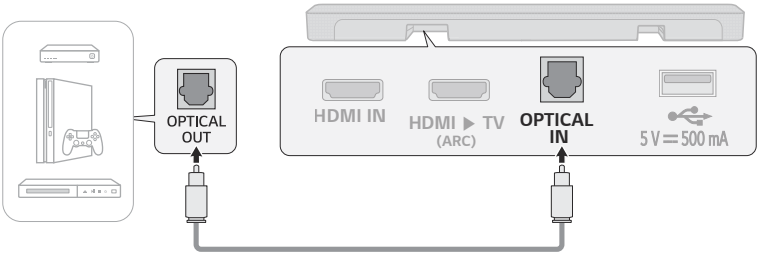
- Please check the audio output settings in the Settings menu of your external device (ex. Blu-ray player or TV). The audio output should be set to [No encoding], [Bitstream], [Auto], or [Pass through]. For more information on how to set the output, please refer to your external device's user manual.
- Use a certified cable with the HDMI logo.

Connecting with an Optical Cable

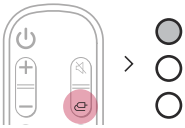
Connect the TV and external device (game console, DVD player, etc.) with an optical cable and enjoy a deep and rich sound.

Connecting an external device via optical cable

1 Use the optical cable to connect the **OPTICAL IN** terminal on the back of the product to the **OPTICAL OUT** terminal of your external device (ex. TV, Blu-ray player) as shown in the picture.



2 Press the **Function** button repeatedly until the first from above LED lights up in white among the three LEDs.



Using the Product as an Audio System

Connecting via Bluetooth

You can play music files stored on a **Bluetooth** device, or run music apps to enjoy the music with this product.

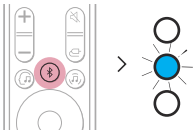
Please check the following first.

- **Bluetooth** devices to be connected to the product should meet the following specifications.
  - Bluetooth 4.2 technology
  - Codec: SBC, AAC
- Steps to connect the device to the product may vary depending on the **Bluetooth** device type and model. For more information on how to connect the device, please refer to your external device's user manual.

Select the [**Bluetooth**] from your smartphone's **Settings** menu.

Settings menu items may vary depending on your smartphone manufacturer and model.

1. Turn on the product.
2. Press the **Bluetooth pair** button. The second LED blinking in blue among the three LEDs.



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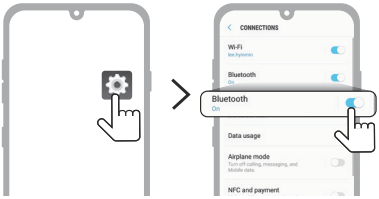
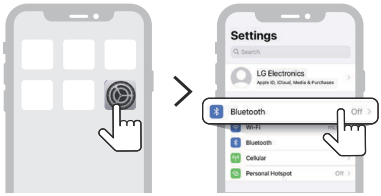
3. Tap the **Settings** (/) button on your smartphone and select **Bluetooth**.



(Android Phone)



(iPhone)

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4 Turn on the **Bluetooth** function. (**Off** > **On**)

5 You will see a list of connectable devices on your smartphone. Find and tap "LG S40Q (XX)".

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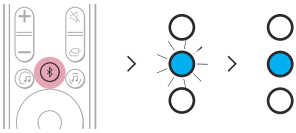
6 When the product is connected to the smartphone via **Bluetooth**, the blue LED stops blinking.



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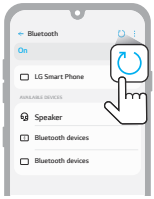
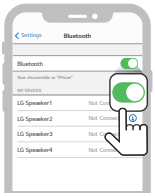
7 If you cannot find the product "LG S40Q (XX)", tap the **Refresh** button at the top right of the screen on the Android smartphone or turn the **Bluetooth** off and turn it on again on iPhone.



(Android Phone)



(iPhone)

8 Run a Music app and listen to music on the smartphone.

Note

- The closer the **Bluetooth** device is to the product, the better your connection.
- If you pressed the **Bluetooth pair** button of the product and selected the **Bluetooth** option, but could not connect to the **Bluetooth** device, the blue LED blinking for 3 minutes. Check the status of the **Bluetooth** device.
- When using **Bluetooth**, you should adjust the volume level to an appropriate level.
- XX is the last 2 digits of the MAC address of the product. For example, if the MAC address is 9C:02:98:4A:F7:08, it will be displayed as "LG S40Q (08)".

Connecting with a Smartphone via LG Sound Bar app

Please use the **LG Sound Bar app** to run various functions of the product conveniently.

Please check the following first.

- The **LG Sound Bar app** is available in the versions listed below.
  - Android™ OS: Version 6.0 or higher
  - iOS OS: Version 12 or higher
  - Minimum supported versions for each OS may change later.

Installing the app

Install the **LG Sound Bar app** on your smartphone. To install the **LG Sound Bar app**, you can scan the QR code with a QR code scan app or download on Google Play or the App Store.

Downloading with a QR code

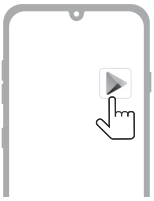
1. Scan the QR code below with a QR code scan app.
2. You will be directed to a page where you can download the **LG Sound Bar app**. Tap the app to install it.

(Android Phone OS)

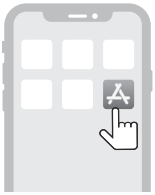
(iPhone OS)

Downloading from the Google Play or App Store

Go to the **Google play** or the **App Store** on your smartphone and search for the **LG Sound Bar app** to install it.



(Android™ Phone)



(iPhone)

Note

- Settings menu items may vary depending on the smartphone manufacturer and OS.
- Google, Android and Google Play are trademarks of Google LLC.

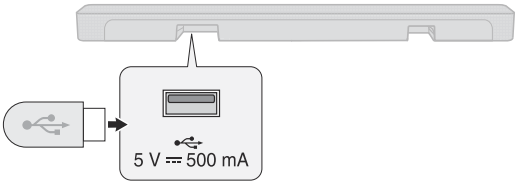
Connecting to a USB Storage Device

Enjoy high-quality sound by connecting a USB storage device containing music files to the product.

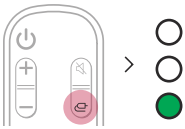
Connecting the product to a USB storage device

1 Plug the USB storage device into the **USB** port on the back of the product.

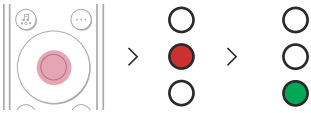
- The product cannot play any devices connected via a USB storage device hub or a USB storage device cable.
- The product cannot be connected to any USB storage device, USB type MP3 player, or card reader that requires a separate device drive to be installed.



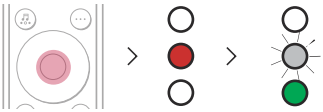
2 Press the **Function** button repeatedly until the third LED lights up in green among the three LEDs.



3 Press the **Play/Pause** button on the remote control to enjoy the music.



Play



Pause

Note

- It is recommended that you purchase a separate USB gender changer to make it easier to plug in and out USB storage devices.
- Purchase a USB gender changer with a USB 2.0 extension cable.
- USB devices with a large storage volume may take several minutes to browse through files.
- LG Electronics is not responsible for any data loss. Please always back up the data on your USB storage device to minimise damage caused by data loss.
- Only FAT16/FAT32/NTFS formats are supported. exFAT format is not supported.

USB storage devices supported

- MP3 player
- Flash MP3 player
- USB flash device
- USB 2.0

This product may not recognise some USB storage devices.

Playable file specifications

File extension	Sampling frequency / Bitrate
MP3	32 kHz - 48 kHz / 8 kbps - 320 kbps
WMA	32 kHz - 48 kHz / 56 kbps - 320 kbps
OGG	32 kHz - 48 kHz / 64 kbps - 320 kbps

File extension	Sampling frequency
FLAC (16 bit/24 bit)	32 kHz, 44.1 kHz, 48 kHz, 88.2 kHz, 96 kHz, 176.4 kHz, 192 kHz
WAV (16 bit/24 bit)	32 kHz, 44.1 kHz, 48 kHz, 88.2 kHz, 96 kHz, 176.4 kHz, 192 kHz

- Number of playable files: Up to 2,000
- Maximum number of directories: Up to 200
- This product cannot play files protected by DRM (Digital Rights Management).
- This product cannot play video files from a USB storage device.

Voice feedback function

When you select a function or sound, the current status of the product is guided by voice.

You can turn this function on and off with app only.

Mounting the Product to a Wall

Checking before mounting to a wall

You can mount this product onto a wall.

When mounting the product to the wall, follow the instructions below.

Please check the following first.

- It may be difficult to connect external devices and cables after wall-mounting. First, connect an external device with the proper connection cable to the product before mounting it to the wall.
- Please note the following when you mount the product to the wall. Product damage or injury may occur during the process.
  - Do not put objects on top of the wall-mounted product.
  - Secure the product firmly to the wall using the fixing screws so that it does not fall off.
  - Ensure it is out of the reach of children. Pulling or shaking the mounted product may cause it to fall.

Components for mounting the product

Sound bar	
Wall bracket	
Sound bar screws	
Wall bracket installation guide	

Sold separately

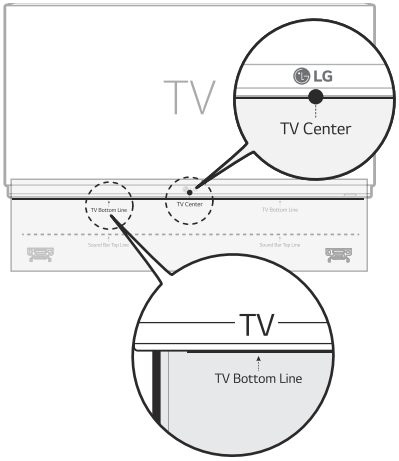
Bracket screws	
Wall plugs	

Note

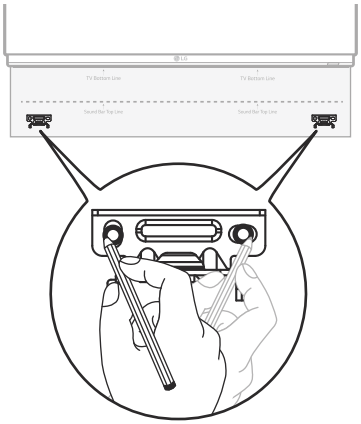
- Screws and Wall Plugs are not supplied for mounting the product. We recommend the Hilti (HUD-1 6 x 30) for the mounting.

Mounting the Product to a Wall

1. Find the wall bracket installation guide in the product package.
2. Align the "**TV Bottom Line**" on the wall bracket installation guide with the bottom of the TV, and attach it to the wall. Align the centre of the wall-mounted TV with the part marked "**TV Center**" in the installation guide.

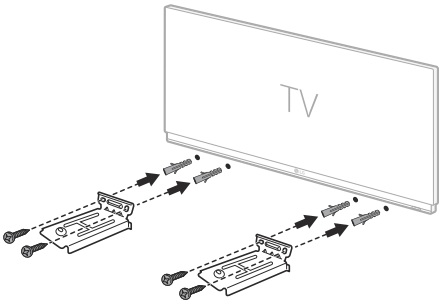


3. With a pen, mark screw holes on the installation guide where the wall brackets will be attached.

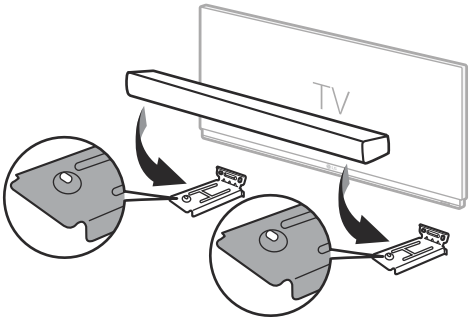


4. Drill screw holes in the marked positions on the installation guide.
5. Remove the wall bracket installation guide from the wall.

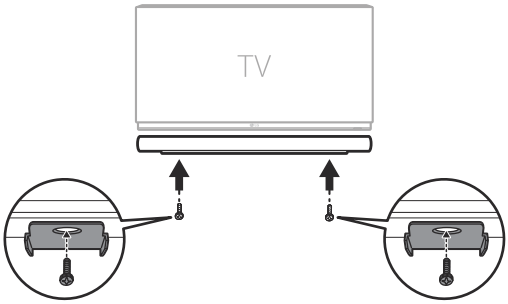
6 Fix the brackets firmly to the wall using the wall plugs and screws.



7 Place the product on the brackets. Position the product on the brackets so the screw holes on the bottom of the product align with the screw holes on the wall bracket.



8 Firmly attach the product to the wall brackets using the screws provided.



Safety Precautions

Safety and Regulatory

CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

This lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

WARNING:

- TO PREVENT FIRE OR ELECTRIC SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.
- Do not install this equipment in a confined space such as a book case or similar unit.

CAUTION:

- Do not use high voltage products around this product. (ex. Electrical swatter) This product may malfunction due to electrical shock.
- No naked flame sources, such as lighted candles, should be placed on the apparatus.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions. Slots and openings in the cabinet are provided for ventilation and to ensure reliable operation of the product and to protect it from over heating. The openings should never be blocked by placing the product on a bed, sofa, rug or other similar surface. This product shall not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instruction has been adhered to.
- The apparatus should not be exposed to water (dripping or splashing) and no objects filled with liquids, such as vases, should be placed on the apparatus.
- For safety marking information including product identification and supply ratings, please refer to the main label on the bottom or the other surface of the product.
- Be careful to make sure children do not put their hands or any objects into the *speaker duct.
  - * speaker duct: A hole for plentiful bass sound on speaker cabinet. (enclosure)

CAUTION concerning the Power Cord

The Power Plug is the disconnecting device. In case of an emergency, the Power Plug must remain readily accessible.

Check the specification page of this owner's manual to be certain of the current requirements.

Do not overload wall outlets. Overloaded wall outlets, loose or damaged wall outlets, extension cords, frayed power cords, or damaged or cracked wire insulation are dangerous. Any of these conditions could result in electric shock or fire. Periodically examine the cord of your device, and if its appearance indicates damage or deterioration, unplug it, discontinue use of the device, and have the cord replaced with an exact replacement part by an authorised service centre.

Protect the power cord from physical or mechanical abuse, such as being twisted, kinked, pinched, closed in a door, or walked upon. Pay particular attention to plugs, wall outlets, and the point where the cord exits the device.

For models using an adapter

Only use the AC adapter supplied with this device. Do not use a power supply from another device or another manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty.

For models using a battery

This device is equipped with a portable battery or accumulator.

CAUTION: Risk of fire or explosion if the battery is replaced by an incorrect type.

For models using a built-in battery

Do not store or transport at pressures lower than 11.6 kPa and at above 15,000 m altitude.

- replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types);
- disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas; and
- a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

Symbols

~ : Alternating current (AC).

⎓ : Direct current (DC).

⧈ : This is a class II equipment.

⏻ : Standby power state.

❙ : The power is turned on.

ϟ : Danger voltage.

Before Reporting Product Malfunction

Troubleshooting

If you experience the following issues while using the product, please perform several checks, as they may not be malfunctions.

General Errors

Issue	Solution
The product does not work properly	• Unplug the power cables and any external devices such as your TV, subwoofer, or amplifier from the product, then plug them in again.
The power does not turn on	• Is the power cord plugged into the outlet properly? - Connect the power plug to the outlet correctly.
There is no sound	• Is the volume set to minimum? - Press the **Volume** button on the remote control to turn up the volume. - If you are using an external device such as a set-top box, portable device, or **Bluetooth** device, adjust the volume of the external device. • Is the mute function activated? - If all LEDs blink orange, the mute function is on. Press the **Mute** button to unmute. • Is the correct product function selected according to the external device connected? - Press the **Function** button to check if you selected the correct function.
The subwoofer does not produce sound	• Is the product properly connected to the wireless subwoofer? - If the LED on the front of the wireless subwoofer is blinking green or lit in red, it means it is not connected. If the connection is established, a green light will appear. Reconnect the product to the wireless subwoofer. (→ See "Connecting the Product" on page 6.)
The remote control does not work properly	• When using the remote control, point it at the front of the product. • Use the remote control within a 7-m radius of the product. • Replace the batteries with new ones as needed.
LG Sound Sync does not work	• Check whether your TV supports LG Sound Sync. • Check if the TV is properly connected to the product via an optical cable. - Press the **Settings** button on the TV remote control to check if the function is turned on in [LG Sound Sync].

The product volume is low	• Check the following and change the settings accordingly. - Run the **LG Sound Bar app**, tap the **Settings** button on the first screen, and change the [DRC] function to [Off] on the [Sound Settings] menu. - When the product is connected to a TV, press the **Settings** button on the TV remote control, select the [Speaker] menu, and change the [Digital Sound Output] setting from [PCM] to [AUTO] or [BITSTREAM]. - If the product is connected to a playback device such as a DVD player or Blu-ray disc player, go to the connected device's Settings menu. Change the [Digital Sound Output] setting from [PCM] to [PRIMARY PASS-THROUGH] or [BITSTREAM]. Set the [DRC] of the connected device to [OFF].
The product fails to recognise a USB storage device	• The product may not support the file format of the USB storage device. Format the USB storage device and reconnect it. When formatting, refer to the USB storage device formats supported by the product and select an appropriate file format. (→ See "Connecting to a USB Storage Device" on page 29.)
A Bluetooth device cannot be paired	• Press the Settings button on the **Bluetooth** device and check whether the **Bluetooth** function is enabled. If **Bluetooth** is enabled, turn it off and on, then try again. • Remove any obstacles between the product and the **Bluetooth** device. • **Bluetooth** pairing (connection) may not work properly depending on the **Bluetooth** device type or the surrounding environment.

Problems in Wireless Connection

Issue	Solution
There is radio interference	• Install the product and the wireless subwoofer as close to each other as possible. • Do not install the product on metal furniture. • Wireless communication may not work properly in weak signal areas.
The Bluetooth connection is causing a malfunction or making noise	• Do you hear noise or experience malfunctions when using **Bluetooth**? - Do not let any part of your body contact the transceiver of the **Bluetooth** device or the product. - Do not install the **Bluetooth** device on a wall or in a secluded spot. - Remove any obstacles between the product and the **Bluetooth** device. - Install the **Bluetooth** device near the product. • When the **Bluetooth** device is too far from the product, **Bluetooth** may be disconnected or malfunctions may occur. - Install the **Bluetooth** device 1 m away from devices that use the same frequency as the product, such as wireless routers, medical equipment, and microwave ovens.

Appendix

Specifications

General	
Power Requirement	Refer to the main label.
Power Consumption	Refer to the main label.
	Networked standby : 1.0 W
Dimensions (W x H x D)	Approx. 760.0 mm x 63.0 mm x 90.0 mm
Operation Temperature Range	5 °C - 35 °C
Operation Humidity Range	5 % - 60 %
Bus Power Supply (USB)	5 V ⎓ 500 mA
Available Digital Input Audio Sampling Frequency	32 kHz, 44.1 kHz, 48 kHz, 88.2 kHz, 96 kHz
Available Digital Input Audio format	Dolby Audio™, PCM

Input/Output	
OPTICAL IN	3.0 V (p-p), (optical audio connection terminal) × 1
HDMI IN	19-pin (Type A, HDMI™ connection terminal) × 1
HDMI ▶ TV (ARC)	19-pin (Type A, HDMI™ connection terminal) × 1

Amplifier (RMS output)	
Total	300 W RMS
Front	50 W RMS×2 (Impedance: 6 Ω, THD 10 %)
Subwoofer	200 W RMS (Impedance: 3 Ω, THD 10 %)

Wireless Subwoofer	
Power Requirement	Refer to the main label on the Wireless Subwoofer.
Power Consumption	Refer to the main label on the Wireless Subwoofer.
Type	1-way 1 speaker
Impedance	3 Ω
Rated power	200 W RMS
Max. Power	400 W RMS
Dimensions (W x H x D)	Approx. 171.0 mm × 390.0 mm × 261.0 mm

- Design and specifications are subject to change without notice.

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"Made for iPhone," and "Made for iPod" mean that an electronic accessory has been designed to connect specifically to iPhone, or iPod, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone or iPod may affect wireless performance.

Handling the Product

When shipping the Product

Please save the original shipping carton and packing materials. If you need to ship the product, for maximum protection, re-pack the product as it was originally packed at the factory.

Keeping the exterior surfaces clean

- Do not use volatile liquids such as insecticide spray near the product.
- Wiping with strong pressure may damage the surface.
- Do not leave rubber or plastic products in contact with the product for a long period of time.

Cleaning the product

To clean the product, use a soft, dry cloth. If the surfaces are extremely dirty, use a soft cloth lightly moistened with a mild detergent solution. Do not use strong solvents such as alcohol, benzine, or thinner, as these might damage the surface of the product.

LG
Life's Good