

Connecting LG ThinQ and LG Electronics

1. Turn off the data function of the smartphone
 - Android phone users should turn off the mobile data.
 - iOS phone users should turn off the cellular data.



2. Connect the smartphone to the home Wi-Fi.
 - Wi-Fi names with 5G characters should not be selected. Models fitted to home appliances do not support 5 GHz.



3. Search for 'LG ThinQ' app and install.
 - Android phone users should search for the 'LG ThinQ' app in Google Play Store and install.
 - iOS phone users should search 'LG ThinQ' app in the Apple App Store and install.



4. Run the LG ThinQ app installed in the background of smartphone.



5. Log in to the LG ThinQ app.
 - Log in with the existing account or create an LG account.



6. Click the product registration menu (+) and select LG Wi-Fi云网关.
 - Follow the instructions in the LG ThinQ app to proceed with the product registration.



NOTE :

- The Wi-Fi name and password are on the wireless router. Wi-Fi should only select 2.4 GHz. The modem mounted on the home appliance does not support 5 GHz and cannot connect the home appliance to the wireless router.



- WPA2 is recommended for the type of authentication and encryption of the wireless router.
- Wireless network connection quality can be affected by the surrounding wireless environment. If a failure occurs, contact internet service provider.
- When you can't connect home appliance's modem to wireless router, use the following methods to solve.
 - When a firewall is set on the wireless router, proceed after registering or releasing exceptions.
 - When the Wi-Fi name is in Korean or special characters, set it as English or numeric, or combination of English and numeric characters. When the name contains Korean or special characters, you cannot connect.
- When the distance between the product and the wireless router is too far, the signal strength is weakened. A weak signal can take a lot of time or fail to register the product.
- When changing the wireless router, internet service provider, or password, delete the registered product in LG ThinQ and re-register it.
- The content of this manual may vary depending on the version of the LG ThinQ application and may change without notifying the user.