

OWNER'S MANUAL

LG ThinQ[®] View

Smart Display with the Google Assistant

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

MODEL
WK9



MFL70441307

www.lg.com

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1904_Rev01

Safety Information



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.

CAUTION: 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.

WARNING: 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.

CAUTION: No naked flame sources, such as lighted candles, should be placed on the apparatus.

CAUTION: 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.

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 authorized service center. 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.

NOTICE: 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.

CAUTION when using this product in environments of low humidity

- It may cause static electricity in environments of low humidity.
- It is recommended to use this product after touching any metal object which conducts electricity.

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.

Symbols

~	Refers to alternating current (AC).
==	Refers to direct current (DC).
	Refers to class II equipment.
	Refers to stand-by.
I	Refers to "ON" (power).
	Refers to dangerous voltage.

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Unique features

The Google Assistant

The LG ThinQ View is a Smart Display with the Google Assistant. Ask it questions. Tell it to do things. Just start with “Hey Google.”

BLUETOOTH®

Listen to music stored on your **Bluetooth** device.

Control smart home devices

Your Google Assistant on your LG ThinQ View allows you to control smart home devices that work with the Google Assistant with just your voice. Open the Google Home app to connect your devices.

Introduction

Symbol used in this manual



Note

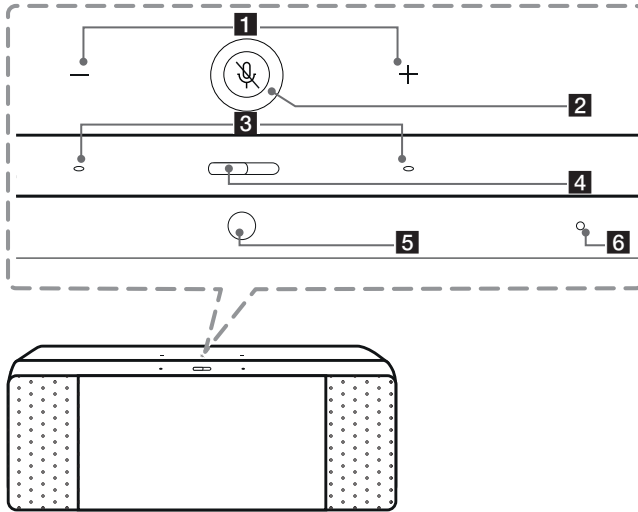
Indicates special notes and operating features.



Caution

Indicates cautions for preventing possible damages from abuse.

Front



1 —, +

Adjusts the volume.

2 (Microphone off) button

Enables or disables voice recognition (Page 17)

3 Built-in microphones

4 Camera Switch

Enables or disables camera (Page 18)

5 Camera

6 Proximity/Ambient light sensor

! Note

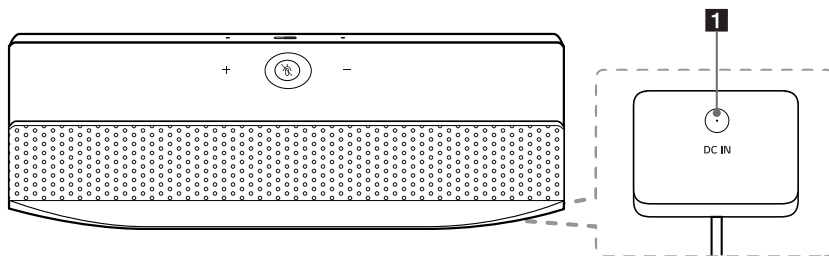
Precautions in using the touch buttons

- Use the touch buttons with clean and dry hands.
 - In a humid environment, wipe out any moisture on the touch buttons before using.
- Do not press the touch buttons hard to make them work.
 - If you apply too much pressure it can damage the sensor of the buttons.
- Touch the button that you want to work in order to operate the function correctly.
- Be careful not to have any conductive material such as metallic object on the touch buttons. It can cause malfunctions.

Rear / Bottom

1

Getting Started



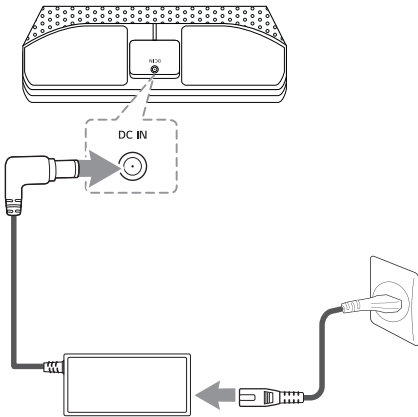
1 DC IN (AC adapter input)

Setting up the Smart Display

Connecting the AC Adapter

Connect the Smart Display to the power supply with the supplied AC adapter.

1. Connect the supplied AC power cord to DC IN Adapter input.
2. Plug the AC power cord into an AC outlet.



3. Screen turns on when the Smart Display has completed booting.



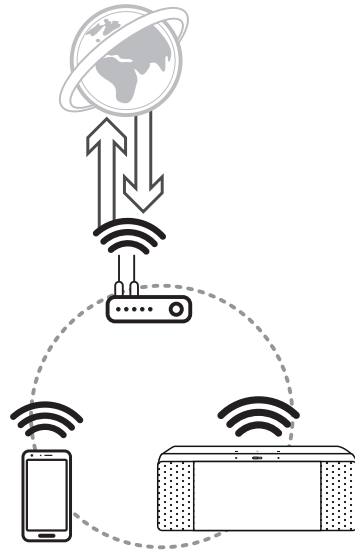
Caution

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

Network connection

You can enjoy various functions of this Smart Display by connecting to network and your device with the Google Home app.

Choose the connection method considering your network environment.



The Google Home app is required to connect the Smart Display wirelessly to the network.

Installing the Google Home App

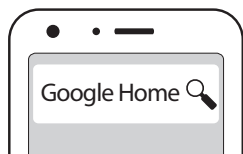
The Google Home app allows you to manage various functions of this Smart Display through your device. Use the Google Home app on your device to set up your Smart Display.

Requirements before setup

- A wireless router must be connected to the internet. A device such as Android or iOS devices must be connected to the wireless router via Wi-Fi connection.
- A Google account is required to use this app. During connect Wi-Fi, this app may request to create Google account.

Through Google Play or App Store

1. Tap the Google Play Store icon or App Store icon on your device.
2. Type in the Google Home in the search bar and tap "Search" on Google Play or App Store.
3. Select the Google Home in the search result list to download.



! Note

- Ensure you have the latest version of the Google Home app.
- For more information, refer to page 18.

Connecting to Wi-Fi

Make sure your device Wi-Fi feature is turned on. Once a connecting operation is performed, it does not need to be performed again.

! Note

If you have an iOS phone, turn on Bluetooth to set up your Smart Display.

1. Tap the Google Home icon to launch the app.



2. Tap "SET UP" and follow the instructions in the app to set up your Smart Display.

! Note

- Use the same Wi-Fi connection to set the Smart Display and your device.
- If the **Bluetooth** setting turned on your device, it will be easy to connect Wi-Fi.
- During installation, you should create a Smart Display name. It is needed when pairing the **Bluetooth** device. You can check and edit the Smart Display name. Follow the "Edit Smart Display name" (Page 17)

3. When the Smart Display is properly connected to the Wi-Fi, the main screen will appear.

 Note

- If the app is already installed, this Smart Display is displayed on the main screen of the app.
- Depending on the wireless router status, it might not work well on the Wi-Fi connection.
- Performance may degrade based on connectivity and number of devices grouped.
- For more information (Set up, Usage, Help etc.), refer to page 18.
- The Google Home app is provided by Google. It might be revised by a change of Google Policy.
- The Smart Display is not compatible with "Smart ThinQ" app. Therefore it is not available in set up and cannot be controlled by using "Smart ThinQ" app.

Basic Operations

Simple Operation Guide

Function	How to	Status
Bluetooth pairing	Say "Hey Google, turn on Bluetooth"	When you paired device before, it will automatically paired.
Volume control	Tap + or - (0~10 level). Or Scroll up on the screen to activate volume settings and then adjust volume by dragging or touching the screen.	When you adjust volume, volume is displayed on the screen.
Play / Pause	Touch > on the screen.	Plays or pause a media..
Forward skip	Touch ⏭ on the screen.	Plays next media..
Backward skip	Touch ⏮ on the screen.	Plays previous media..
Playback Bar	Drag to the part you want to play.	
The Google Assistant	Say "Hey Google"	Activates the Google Assistant.
Enable/ Disable Voice recognition	Press 🔊 (Microphone off) on top of Smart Display.	- When microphone is off, "The MIC is muted" sound is heard. - When microphone is on, " The MIC is back on" sound is heard.
Enable/ Disable Camera	Slide the Camera Switch on top of Smart Display.	- When Camera is off, "Camera off" is appears on the screen. - When Camera is on, "Camera on" is appears on the screen.
Reset	Press and hold - and + button for 10 seconds at the same. (Page 17)	

! Note

- The Smart Display might not synchronize volume with some TVs.
- Play, pause, skip may not be supported depending on the Media.

How to use the Google Assistant

Talk to the Google Assistant

You can use a variety of voice commands to control your Smart Display with the Google Assistant. Just start with "Hey Google" to quickly manage daily tasks, view glanceable answers, stay connected with loved ones, enjoy your entertainment, and control your smart home -- all hands-free.



1. Turn on the Smart Display and connect Wi-Fi. Follow the "Setting up the Smart Display". (Page 9-12)
2. Say "Hey Google".
Then the Smart Display is activated and ready to receive your voice commands.
3. Just say the thing you want to do. Then the Smart Display recognizes and performs your voice command.
4. After a few seconds, the Google Assistant will respond.

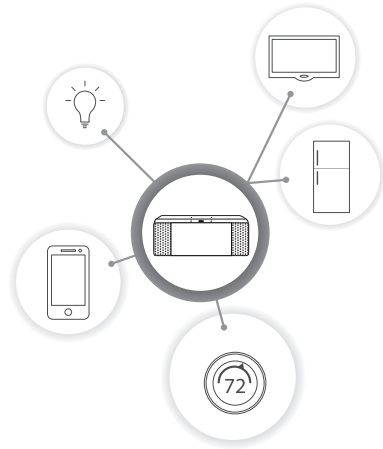
! Note

Each time you use voice recognition, say "Hey Google".

Smart Home Control

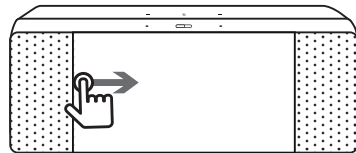
You can control smart home devices that work with the Google Assistant, such as TVs, lights, switches, plugs, thermostats, and more using just your voice.

For more information, refer to page 18.

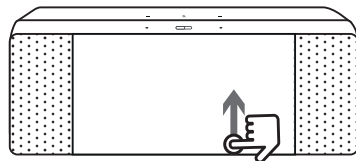


For more information, visit the below web site.

- **Set up, usage and more:** Refer to page 18.
- **Compatible LG appliance models:**
Visit <http://www.lg.com> and then search the information



- Swipe right from left edge to go back to your home screen.



- Swipe up from bottom edge to access to your quick settings.

Voice commands

1. Timers and alarms
"Set a timer for 15 minutes"
"Wake me up at 7 AM tomorrow"
2. Weather
"What's the weather this weekend?"
3. Calendar and reminders
"What's on my agenda?"
"Add doctor's appointment to my calendar"
4. Media
"Show me football highlights on YouTube"
"Show my playlists"
"Play the news"
5. Photos
"Show me my photos from 2 years ago"
"Show me my photos from Hawaii"



Note

For more information on the voice commands, refer to the Google Home app screen.



Note

- After connecting to Wi-Fi, this function is available to use. If the Smart Display is not connected to Wi-Fi, follow the "Installing the Google Home App" and try again. (Page 10-12)
- If the microphone is off, the Google Assistant is not available to receive your comment. Press the  (microphone off) button on top of the Smart Display.
- If the Google Assistant fails to understand your commands, it will say answers such as "Sorry, I can't help with that yet", "My apologies. I don't understand."
- When the voice recognition time limit is exceeded on devices, this function automatically cancels.
- Speaking with correct pronunciation will increase the voice recognition rate.
- The Google Assistant may be slow to recognize or act depending on the Wi-Fi connection status or Google server status..

Using BLUETOOTH® technology

About BLUETOOTH

Bluetooth is wireless communication technology for short range connection.

The sound may be interrupted if the connection has interference by some other electronic waves or you connect the **Bluetooth** in some other room.

Connecting individual devices under **Bluetooth** wireless technology does not incur any charges. A mobile phone with **Bluetooth** wireless technology can be operated via the Cascade if the connection was made via **Bluetooth** wireless technology.

- Available Devices: Smart phone, Notebook, etc.
- Version: 4.2
- Codec: SBC

BLUETOOTH Profiles

In order to use **Bluetooth** wireless technology, devices must be able to interpret certain profiles. This unit is compatible with following profile.

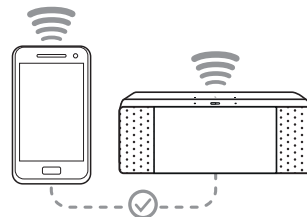
A2DP (Advanced Audio Distribution Profile)

Listening to music stored on the BLUETOOTH devices

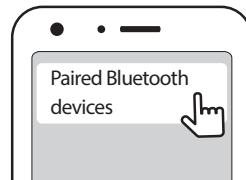
Pairing your unit and BLUETOOTH device

Before you start the pairing procedure, make sure the **Bluetooth** feature is turned on in to your **Bluetooth** device. Refer to your **Bluetooth** device's user guide. Once a pairing operation is performed, it does not need to be performed again.

1. Turn on the Smart Display and connect Wi-Fi. Follow the "Setting up the Smart Display". (Page 9-12)

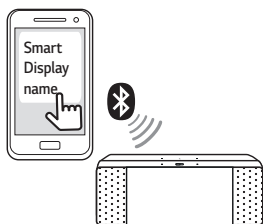


2. Set to be able to pair with a Bluetooth device on the Google Home app.
The Google Home app, follow these instructions.
[📱] → [⚙️] → [Settings] → [Paired Bluetooth devices]



3. Operate the **Bluetooth** device and perform the pairing operation. When searching for this unit with the **Bluetooth** device, a list of the devices found may appear in the **Bluetooth** device display depending on the type of **Bluetooth** device. Your unit appears as "Smart Display name (App set up)".

4. Select "Smart Display name (App set up)" on setting of your device.



! Note

- App set up means that you set the name in the Google Home app. For example, if the Smart Display name is set to Smart Display in the Google Home app, you will see "Smart Display" on your **Bluetooth** device.
- You may check and edit the Smart Display name on the Google Home app (Page 17)
- Depending on the **Bluetooth** device type, some device have a different pairing way. Enter the PIN code (0000) as needed.

5. When this unit is successfully connected with your **Bluetooth** device, the sound is heard.
6. Listen to music.
To play a music stored on your **Bluetooth** device, refer to your **Bluetooth** device's user guide.

! Note

- When using **Bluetooth** technology, you should be as close and possible when you are attempting to make a connection between the unit and a **Bluetooth** device. You should also keep the distance close. However you may experience issues in the cases below:
 - There is an obstacle between the unit and the **Bluetooth** device.
 - There is a device using same frequency with **Bluetooth** technology such as a medical equipment, a microwave or a wireless LAN device.
- If **Bluetooth** connection does not work well, go to step 1 of "Pairing your unit and **BLUETOOTH** device" and try again.
- The sound may be interrupted when the connection has interference from some other electronic waves.

! Note

- Pairing is limited to one per unit and multi-pairing is not supported
- Depending on the type of the device, you may not be able to use the **Bluetooth** function.
- You can enjoy **Bluetooth** function using Smart phone, Notebook, etc..
- The more distance between the unit and the **Bluetooth** device, the lower the sound quality becomes.
- **Bluetooth** connection will be disconnected when the unit is turned off or the **Bluetooth** device gets too far from the unit.
- When you connect **Bluetooth** device (iOS device etc.) to this unit or operate the device, the volume level can be synchronized with each other.

Using Voice command to connect Bluetooth

If the speaker has paired to a **Bluetooth** device before, you can use the Google Assistant to pair **Bluetooth**. Say "Connect", "Connect to Bluetooth" or "Hey Bluetooth".

To disconnect it, say "Cancel", "Unpair devices" or "Clear all devices".

Other Operations

Turn off the microphone temporarily

You can turn off the microphone to temporarily disable the detect voice recognition by pressing  (Microphone off) button.  is displayed on the screen and "The mic is muted" is heard.

To cancel it, press  (Microphone off) again.  is disappeared on the screen and "The mic is back on" is heard.

Edit Smart Display name

You can check and edit the Smart Display name on the Google Home app, follow these instructions.

[] → [] → [Settings] → [Device info] → [Name]

Make video calls

You can use Google Duo to make video calls to your family and friends.

With Google Duo, you can enjoy video calls between this unit and smartphones, tablets, and computers with the Duo app.



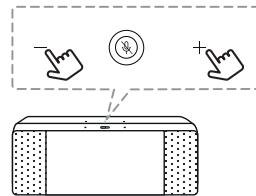
Note

If you need more information about Google Duo, please contact Google or visit the Google Duo Help Center.

Resetting

To initialise information of existing connection, follow these instructions.

1. Press and hold  and  buttons at the same time for 10 seconds.



2. Before Smart Display enters reset mode, pop-up window is displayed on the screen of Smart Display.
3. When you select [Yes, do it!], the Smart Display is reset.

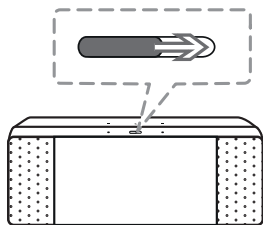


Note

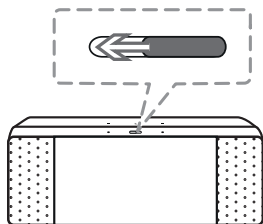
When you reset this Smart Display, it needs to reconnect Wi-Fi, Bluetooth.

Turn off the camera temporarily

You can turn off the camera temporarily by sliding the camera switch. "Camera off" is appears on the screen.



To cancel it, slide the camera switch again. "Camera on" is appears on the screen.



Getting help for the Google Assistant

For more information and inquiries, please refer to the below guide.

- Visit the Google Assistant Help Center or Google Product Forums on the web site.
- Visit <http://www.lg.com> and then search "WK9". Then follow these instructions.
[Support] → [Help Library]

Note

Site address is subject to change.

Connecting Google Chromecast and Chromecast Audio

Google Chromecast is a technology that lets you instantly transfer entertainment content and apps from your device, tablet, or laptop to your TV or Smart Displays.

1. Make sure you have the  icon in the upper right corner of the application that supports Chromecast.
2. When you click the  icon displays a list of available devices.
3. When you select Smart Displays among them, the inside color is changed, and it is changed to Chromecast connection.
4. Watch the contents of application on the Smart Display.



Note

If you want to disconnect, press the  icon. "Stop casting" is displayed together with the playback status. If you touch the "Stop casting", it will be changed to the  icon."

Troubleshooting

General

Problem	Cause & Correction
No Power	• The power cord is unplugged. Plug in the power cord. • Check whether electricity failed. Check the condition by operating other electronic devices.
No sound or sound distortion.	• The Smart Display or your device's volume is set to minimum. Check and adjust the volume of the Smart Display or your device's volume. • When you use an external device at high volume, the sound quality may be deteriorated. Lower the volume of the devices. • If you use the unit for purposes other than listening to music, the sound quality may be lowered or the unit may not work properly.
Wi-Fi connection does not work well.	• Check your router. Try turning it off and back on. • Check that the Wi-Fi feature is turned on in your device. • Check that the Smart Display and your device are connected to same Wi-Fi.
Bluetooth pairing does not work well.	• Switch Bluetooth off and on again on your Bluetooth device, then try pairing again. • Be sure your Bluetooth device is on. • Remove the obstacle in the path of the Bluetooth device and the unit. • Depending on the type of the Bluetooth device or surrounding environment, your device may not be paired with the unit.
Voice recognition does not work well.	• The Smart Display may not be recognized because of the surrounding noise. • Check and make sure the microphone is not turned "off". Press the  button. • Swipe up from the bottom edge of the screen to pull up quick settings. Check that the microphone is not muted.
The unit does not operate normally.	• In case of malfunction, please use the unit in proper place where the temperature or humidity is not so high or low. • Unplug the power cord from the electrical outlet and plug it again. • Press and hold - and + buttons at the same time for 10 seconds. (Page 17)
Changed device name does not appear.	• If you change device name of the device, The name changed will be displayed after power off and on.

Network

Symptoms	Cause & Solution
Cannot connect the Smart Display to your home network.	The wireless communication may be interrupted from household devices that are using radio frequencies. Move the Smart Display away from them.
The application doesn't work properly.	Is the application plugged in? • Plug in the application. Is the LAN cable connected to the wireless router and the application properly? • Connect the LAN cable to the LAN port on the back of the application and to your wireless router. If you restart the router? • You need to turn the speaker's power off and on again. If you install new router. • You need to perform a factory set and set up the network connection for speaker.

Application

Symptoms	Cause & Solution
The application doesn't work properly.	Does an error occur when accessing the app? • Make sure that your device is compatible with the app. • Make sure that the application is the latest version.

Trademarks and Licenses



The **Bluetooth®** word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by LG Electronics is under license.

Other trademarks and trade names are those of their respective owners.

Google, Android, Chromecast Built-in, Google Home, Google Duo, Google Play and related marks and logos are trademarks of Google LLC.

Handling the Unit

When shipping the unit

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

Keeping the exterior surfaces clean

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

Cleaning the unit

To clean the player, 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 unit.

OPEN SOURCE

You can find "Open Source Software Notice" at the Google Home app

Android Things OPEN SOURCE

1. Launch the Google Home app on your device.
2. Follow these instructions in order:
[🏠] → [⚙️] → [Settings] → [⚙️]
3. Tap [Open source licenses] on [⚙️] of Device settings] Shows Android Things Open Source Software Notice.

OPEN SOURCE SOFTWARE NOTICE INFORMATION

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit

<http://opensource.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 CDROM 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 a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

For more information about Google's open source, visit device settings of Google home app.

Specifications

Smart Display	
Power consumption	Refer to main label.
	Networked standby : 5.1 W
AC adapter	• Model: ADS-45SN-19-2 19040G • Manufacturer: SHENZHEN HONOR ELECTRONIC CO,LTD • Input: 100-240 V~ 50-60 Hz • Output: 19 V  2.1 A
Dimensions (W x H x D)	Approx. 321 mm X 136 mm X 133 mm
Operating temperature	0 °C to 40 °C
Operating humidity	less than 80%

- Design and specifications are subject to change without notice.

