LG Sound Suite AI

Wi-Fi ACTIVE SUBWOOFER

Owner's Manual

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

W7

2609_Rev03

www.lg.com

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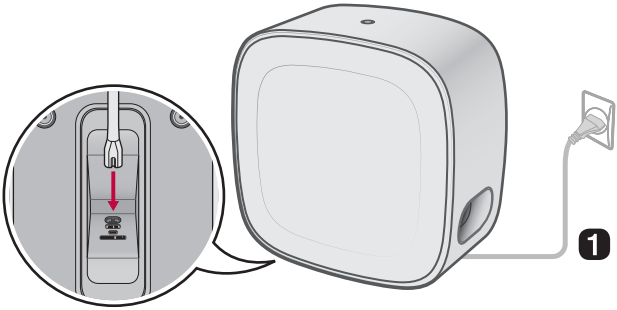
Speaker Quick Guide

Connecting and Using the Speaker

1 Connect the product using the power cable. The power turns on automatically.



❷ Connecting the product to Wi-Fi (→ See "Connecting with the product via LG ThinQ app")

(Android) (iOS)

① Connect your smartphone to Wi-Fi.

② Install the **LG ThinQ app** on Google Play or the App Store.

③ Run the **LG ThinQ app** and follow the instructions.

④ The product will connect to your smartphone and you can control the product with **LG ThinQ app**.

Using with Dolby Atmos FlexConnect Supported Devices

Connectivity is possible through the **LG ThinQ app**'s Dolby Atmos FLEXCONNECT settings without the need for complicated wires. Connect your LG Sound Suite products for optimal acoustics.

Scan the QR code below for more information of using Dolby Atmos FLEXCONNECT with LG Sound Suite products.

Note

- W7 requires an LG TV or soundbar with Dolby Atmos FLEXCONNECT support for connection.
  - After registering the soundbar in the **LG ThinQ app**, connect W7 through [Dolby Atmos FlexConnect] in the **LG ThinQ app**. (→ See "Connecting with the product via LG ThinQ app")
- W7 can be assigned to a Dolby Atmos FLEXCONNECT group, but does not operate in Dolby Atmos FLEXCONNECT mode.

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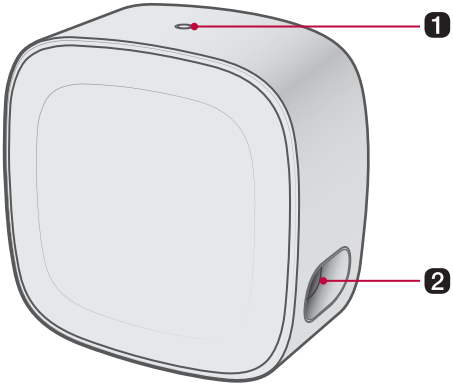
Exploring the Product

Top



1 **Button** ◎

- When in sleep mode, press the **Button** ◎ briefly to use the product.
- If you press and hold the **Button** ◎ for more than 3 seconds when turning off the product, the device will switch to standby mode and the Wi-Fi connection will be deactivated.
- If no signal is detected for 15 minutes, the device will automatically switch to Networked Standby mode. It will power back on when a signal is received.

Lighting indicator

It shows the product status. (→ See "Lighting Indicator")

2 **Subwoofer duct**

An opening for plentiful bass sound.

Note

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

Lighting Indicator

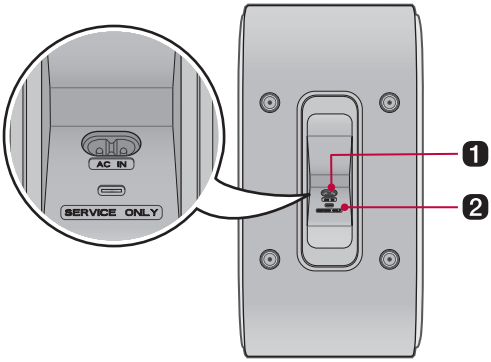
Power on / Power off	
	When the product is connected using the power cable, the lighting indicator briefly lights amber.
	• Currently powered off, and the lighting indicator turns off. • Press the **Button** briefly to start using the product. The product will power on, and the lighting indicator briefly lights amber.
	Currently in standby mode, and the lighting indicator lights up in low-bright white. The product is ready to receive signals or establish network connection.

Status	
	Connection ready • The lighting indicator blinks white for 30 minutes. • When connected to a soundbar or TV, press the **Button** briefly, and the lighting indicator will blink white for 30 minutes.
	Connected The lighting indicator lights up in medium-bright white.
	Not Connected • The product is currently not connected to the TV or soundbar, and the lighting indicator blinks in medium-bright white. • Press the **Button** briefly to switch to connection ready.

Note

- Once the connection is complete, the lighting Indicator will light up white only when the product is in networked standby mode or playback state.
- When the LG Sound Suite Speaker or Subwoofer is connected to the LG Sound Suite Soundbar via Dolby Atmos FlexConnect and Group Lighting is enabled in the soundbar's lighting settings, the connected product's Ambient Lighting synchronizes with the soundbar's Ambient Lighting.

Bottom

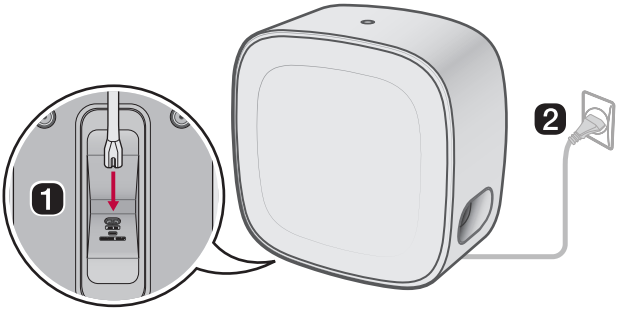


1	**AC IN** Plug in the power cord.
2	**SERVICE ONLY** S/W download connector.

Installation

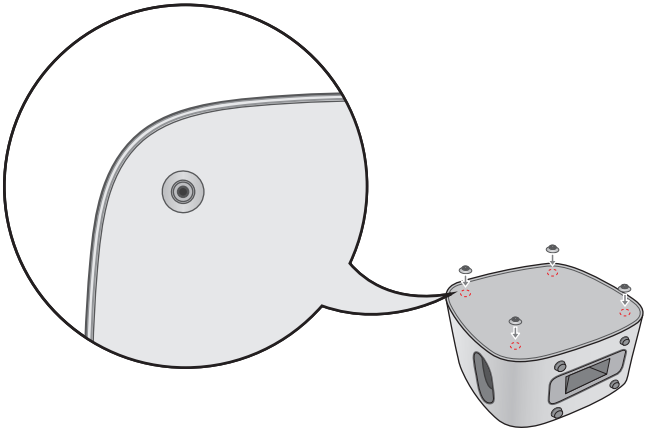
Connecting the power

1. Plug the power cable into the **AC IN** port on the bottom of the product, then organize the cable.
2. Plug the power cable connected to the product into an outlet. The power turns on automatically.



Installing the additional foot

You can also use the product when laid flat. If you wish to use it laid flat, you can install the foot to use it safely.



1. Place the product on a stable surface with its rear side facing upward.
2. Clean the designated attachment area on the product and the suction surface of the foot with a soft cloth to remove dust and debris.
3. Attach the foot to the product as shown in the illustration.
4. Press the foot firmly by hand so that it is completely attached to the product.

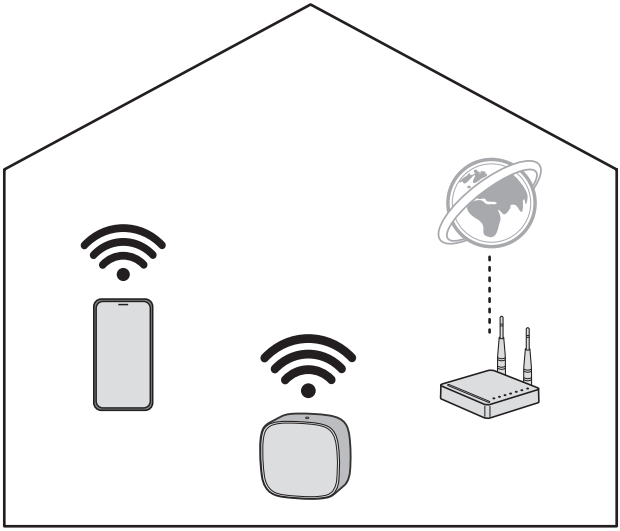
Note

- When using the product in a horizontal position, be sure to attach the provided foot. Without the foot, the product may move during use, which could cause exterior damage or make normal operation difficult.
- When moving the product, do not drag or push it. Always lift the product to relocate.
- To remove the foot, gently press the side of the foot with your finger to let air in, then peel it off slowly.
- If any marks remain on the product after removing the foot, wipe them away with a soft cloth.

Connecting

Connecting with the product via LG ThinQ app

LG ThinQ app allows you to connect the product to the network and to control the product.

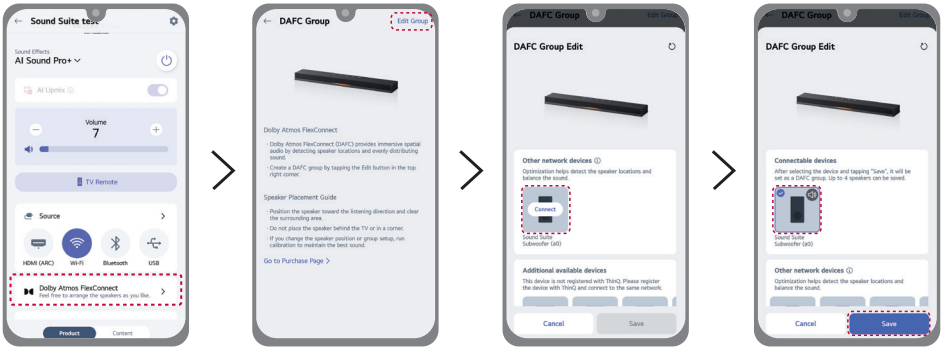


Please check the following first.

- Do you have a wireless router?
  - To connect your smartphone and the product via Wi-Fi, you must have a wireless router that is connected to the internet.
  - Make sure that they are both connected to the same Wi-Fi network.
  - If the wireless router signal is weak, it may not be able to connect. Move the router closer to the product or reposition it away from obstacles.
- Does your smartphone have **Bluetooth** enabled?
  - Enable **Bluetooth** on your smartphone.
  - If **Bluetooth** is enabled, you can easily connect to Wi-Fi. If **Bluetooth** is disabled, the product may not be registered on the **LG ThinQ app**.
- The **LG ThinQ app** is available in the versions listed below.
  - Android™ OS: Version 9.0 or higher
  - iOS OS: Version 16.0 or higher
  - Minimum supported versions for each OS may change later.

Installing the LG ThinQ app and registering the product

1. Go to the Google Play or the App Store on your smartphone and search for the **LG ThinQ app** to install it.
2. Run the **LG ThinQ app** and log in to the app with your account. If you don't have an account, you can also create a new one.
3. Press the **add** (+) button and follow the on-screen instructions in the **LG ThinQ app** to register your **Sound Suite** soundbar.
4. After the soundbar is registered in the **LG ThinQ app**, select the [Dolby Atmos FlexConnect] in the **LG ThinQ app**.
5. Select [Edit Group].
6. From the product list, select W7, and then follow the instructions in the **LG ThinQ app** to connect W7 with the soundbar.



Note

- W7 requires a TV or soundbar with Dolby Atmos FLEXCONNECT support for connection.
- You can connect up to 2 LG Sound Suite Subwoofers of the same model with the LG Sound Suite Soundbar.
- Dolby Atmos FLEXCONNECT-equipped products from other manufacturers are not compatible with LG Sound Suite products.
- Settings menu items may vary depending on the smartphone manufacturer and OS.
- Google, Android, Google Play, Google Home and Google Cast are trademarks of Google LLC.
- If the router password contains some special characters (such as ` ' " + / \ ; : - _ ^ & () <>) or emoticons, the product may not be connected. It is recommended to set a password using a combination of English letters and numbers.
- It is recommended to set the security type of the wireless router to WPA2.

Resetting the Product

If the network connection is unstable, you will need to reset it. If the Wi-Fi network has been changed, you will need to reset the product and connect it to your smartphone again.

How to reset

1. Press and hold the **Button** for at least 10 seconds.
2. During the reset, the indicator will blink white rapidly.
3. Once the reset is complete, the lighting indicator will turn amber, and all wireless network settings on the product will be cleared.

Note

Once you reset the product, you will also need to reconnect the product to the smartphone via Wi-Fi on the **LG ThinQ app**.

How to deactivate the wireless network connection(s).

Press and hold the **Button** for about 3 seconds to turn off the product.

Using Dolby Atmos FLEXCONNECT

About Dolby Atmos FLEXCONNECT

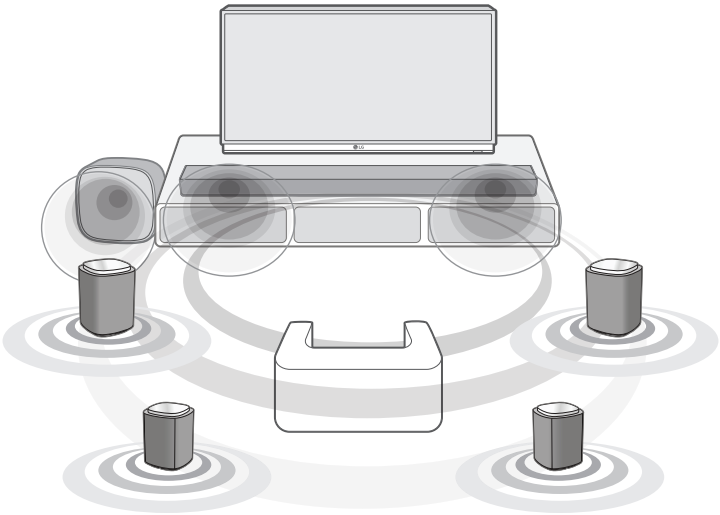
LG Sound Suite connection

This product can connect to other LG Sound Suite products to deliver optimal sound in any space or location. Without complicated wiring, you can enjoy optimal sound by connecting other LG Sound Suite products via the Dolby Atmos FLEXCONNECT settings in the **LG ThinQ app**.

Dolby Atmos FLEXCONNECT

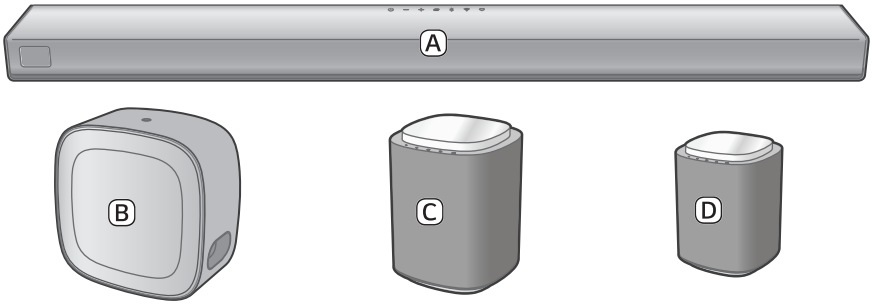
Dolby Atmos FLEXCONNECT is designed to pair a TV or soundbar system with wireless speakers, delivering a richer and more immersive Dolby Atmos sound experience. It uses built-in microphones on the TV or soundbar to detect the position of connected wireless speakers and optimizes the sound to match the room's layout and speaker configuration.

Connect up to 3 or 4 LG Sound Suite speakers and a subwoofer to a Dolby Atmos FLEXCONNECT compatible LG TV or soundbar to experience the ultimate Dolby Atmos sound. (→ See "Dolby Atmos FLEXCONNECT Connection Combinations")



Dolby Atmos
FLEXCONNECT

LG Sound Suite products



Ⓐ Soundbar (LG Sound Suite H7)

Ⓑ Subwoofer (LG Sound Suite W7)

- You can connect up to 2 LG Sound Suite Subwoofers of the same model with the LG Sound Suite Soundbar.

Ⓒ Speaker (LG Sound Suite M7)

Ⓓ Speaker (LG Sound Suite M5)

- You can connect up to 6 speakers in total. (2 LG Sound Suite Subwoofers and 4 LG Sound Suite Speakers)

Note

- LG Sound Suite products may be sold individually and may not contain all components shown. Some items may require separate purchase.
- To enable the Dolby Atmos FLEXCONNECT connection, you must have the Dolby Atmos FLEXCONNECT-equipped LG TV or the LG Sound Suite soundbar, and meet one of the following conditions:
  - Use two or more M5 speakers. (Dolby Atmos FLEXCONNECT connection cannot be configured using a single M5 speaker.)
  - Use one or more M7 speakers.
  - Use one M5 speaker and one or more M7 speakers.
- When setting up Dolby Atmos FLEXCONNECT with the H7 soundbar, use the HDMI cable to establish the e-ARC/ARC connection between the soundbar and the TV.
- W7 requires an LG TV or soundbar with Dolby Atmos FLEXCONNECT support for connection.
  - After registering the soundbar in the **LG ThinQ app**, connect W7 through [Dolby Atmos FlexConnect] in the **LG ThinQ app**.
- W7 can be assigned to a Dolby Atmos FLEXCONNECT group, but does not operate in Dolby Atmos FLEXCONNECT mode.
- A single W7 subwoofer can be connected to the TV or H7 soundbar via the Dolby Atmos FLEXCONNECT setting, but the Dolby Atmos FLEXCONNECT calibration function is not available.
- The Dolby Atmos FLEXCONNECT calibration function does not automatically recognise the position of W7.
  - W7 position shown in the **LG ThinQ app** is for reference only and may differ from the actual installation location. This does not affect acoustic performance, so you can freely place it wherever you prefer.
- Install the LG Sound Suite speakers and subwoofer at least 30 cm away from the TV or soundbar when connecting them.
- To prevent wireless interference, maintain a distance of at least 1 m between the soundbar or the wireless subwoofer, wireless speakers and any peripheral devices that generate strong electromagnetic waves (ex. wireless routers, microwave ovens, etc.).

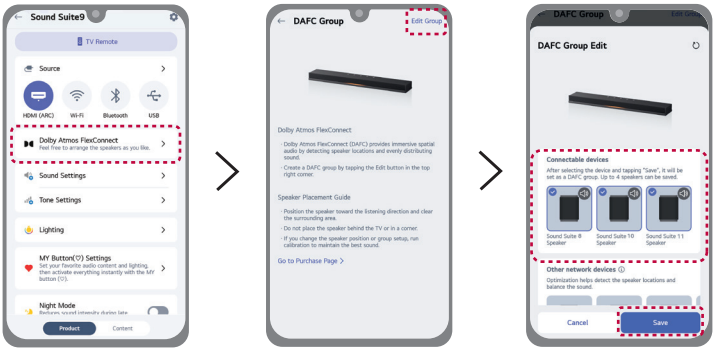
Dolby Atmos FLEXCONNECT Setup with Soundbar

Set the Dolby Atmos FLEXCONNECT by connecting your LG Sound Suite products in the **LG ThinQ app**.

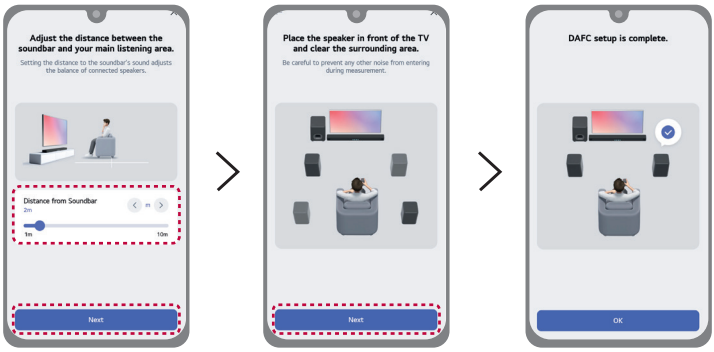
Please check the following first.

- To set the Dolby Atmos FLEXCONNECT function, you need LG Sound Suite products.
- Dolby Atmos FLEXCONNECT-equipped products from other manufacturers are not compatible with LG Sound Suite products.
- Install and run the **LG ThinQ app** on your smartphone, then register your LG Sound Suite products.
- If the microphone on the soundbar is turned off, the Dolby Atmos FLEXCONNECT calibration feature cannot be used. Slide the **MIC (Microphone)** switch on the rear of the soundbar to the ON position. (**OFF** > **ON**)
- The microphone is used solely for audio functionality and does not collect the user's sound.

1. Turn on all the LG Sound Suite products you want to use with the Dolby Atmos FLEXCONNECT feature.
2. In the **LG ThinQ app**, select the **Dolby Atmos FLEXCONNECT** feature.
3. Select [Edit Group].
4. A list of products that support Dolby Atmos FLEXCONNECT will appear. Select the product you want to connect and then select [Save].



5 Set the distance between the LG Sound Suite soundbar and your listening position, then select [Next] and follow the instructions in the **LG ThinQ app**.

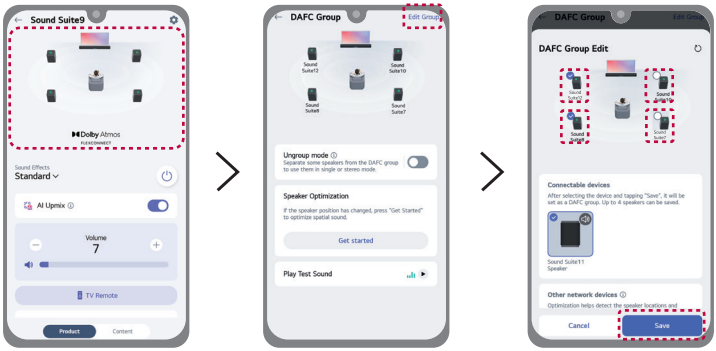


Note

- For LG Sound Suite Speaker, only the **Power** and **Source** buttons are available while using the Dolby Atmos FLEXCONNECT feature.
- When using the Dolby Atmos FLEXCONNECT feature, adjust the volume of your TV or soundbar as needed.
- When the speaker's Dolby Atmos FLEXCONNECT connection is unstable, the centre of the lighting indicator lights up white. Check the Dolby Atmos FLEXCONNECT connection status.

Configuring Dolby Atmos FLEXCONNECT Group (Soundbar)

Run the **LG ThinQ app** on your smartphone. Select the image with the speaker layout, then select the [Edit Group]. Check or uncheck a product to group or ungroup it in the Dolby Atmos FLEXCONNECT settings, following the instructions in the **LG ThinQ app**.



Reset Dolby Atmos FLEXCONNECT calibration (Soundbar)

When changing the speaker's position, reset the Dolby Atmos FLEXCONNECT calibration to ensure optimal sound performance.

Select the image with the speaker layout, then select the [Get started] in [Speaker Optimization] and follow the instructions in the **LG ThinQ app**.

Dolby Atmos FLEXCONNECT Setup with LG TV

Set the Dolby Atmos FLEXCONNECT by connecting your LG Sound Suite products and Dolby Atmos FLEXCONNECT-equipped LG TV.

Please check the following first.

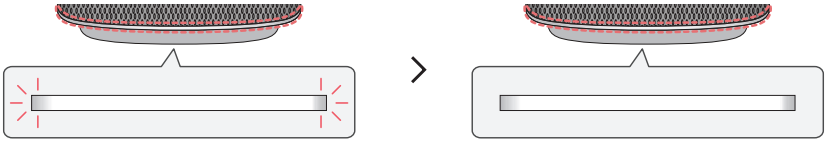
- To set the Dolby Atmos FLEXCONNECT function, you need LG Sound Suite products.
- Dolby Atmos FLEXCONNECT-equipped products from other manufacturers are not compatible with LG Sound Suite products.
- If the microphone on your TV is turned off, the Dolby Atmos FLEXCONNECT calibration feature cannot be used. Make sure the microphone on your TV is turning on by referring to TV's owner's manual.
- The microphone is used solely for audio functionality and does not collect the user's sound.

1. Turn on all LG Sound Suite products and TV you want to use with the Dolby Atmos FLEXCONNECT feature.
2. LG Sound Suite Speaker: Press the **Source** button repeatedly on the product until the lighting indicator lights up white to select the **Dolby Atmos FLEXCONNECT** mode. After a moment, the lighting indicator will blink white for 30 minutes. If the lighting indicator does not blink white, press and hold the **Source** button on the product for more than 2 seconds.
   LG Sound Suite Subwoofer: Check whether the lighting indicator blinks white. If the lighting indicator does not blink white, briefly press the **Button** on the product, and the lighting indicator will blink white for 30 minutes.

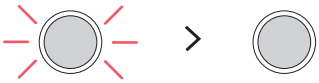
(LG Sound Suite Speaker)

(LG Sound Suite Subwoofer)

3. On the LG TV that supports Dolby Atmos FLEXCONNECT, press the **Settings** button on the TV remote control and select [Settings] → [Sound Out] → [Dolby Atmos FlexConnect] → [Start Setting] in sequence.
4. Select the LG Sound Suite speakers and subwoofer for sound output, and then press [Confirm Group].
5. Press [Calibration] and follow the instructions on the TV screen to complete the calibration. The LG Sound Suite products will then output sound.
6. When the speaker and the TV are successfully connected, the lighting indicator on the LG Sound Suite speaker or LG Sound Suite subwoofer, which had been blinking white while waiting for the connection, turns solid white.



(LG Sound Suite Speaker)



(LG Sound Suite Subwoofer)

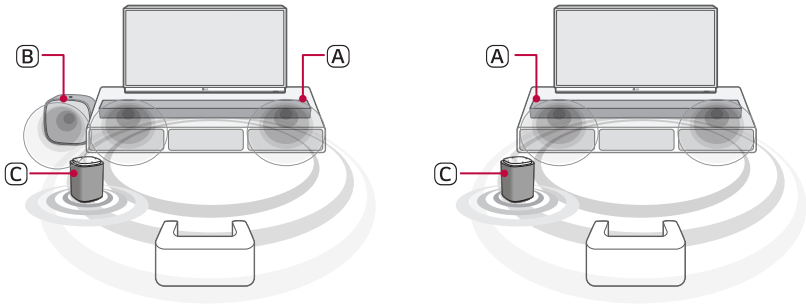
Note

- For LG Sound Suite Speaker, only the **Power** and **Source** buttons are available while using the Dolby Atmos FLEXCONNECT feature.
- When using the Dolby Atmos FLEXCONNECT feature, adjust the volume of your TV as needed.
- If the speaker's Dolby Atmos FLEXCONNECT connection is unstable, the following will be displayed. Check the Dolby Atmos FLEXCONNECT connection status.
  - LG Sound Suite Speaker: The centre of the lighting indicator lights up white.
  - LG Sound Suite Subwoofer: The lighting indicator blinks white.
- If the product is not detected by the TV, do the following.
  - LG Sound Suite Speaker: Press and hold the **Source** button on the product for more than 2 seconds in Dolby Atmos FLEXCONNECT mode.
  - LG Sound Suite Subwoofer: Press the **Button** briefly on the product.

Dolby Atmos FLEXCONNECT Connection Combinations

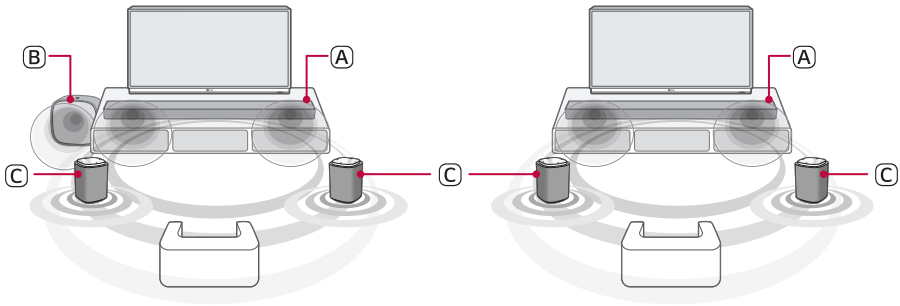
Combinations with Soundbar

1 speaker with/without subwoofer



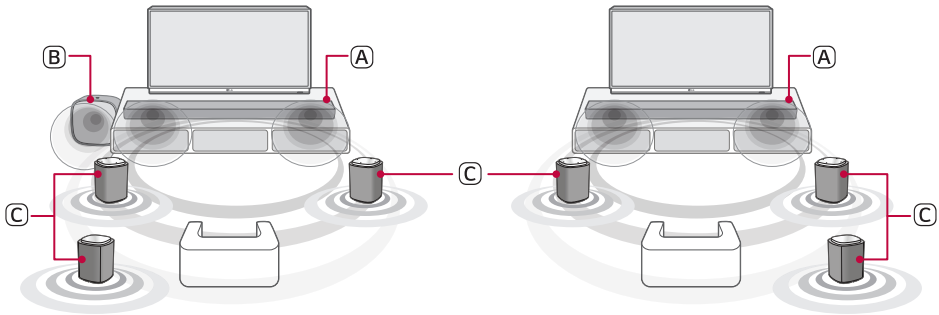
Ⓐ Soundbar (LG Sound Suite H7)
Ⓑ Subwoofer (LG Sound Suite W7)
Ⓒ Speaker (LG Sound Suite M7)

2 speakers with/without subwoofer



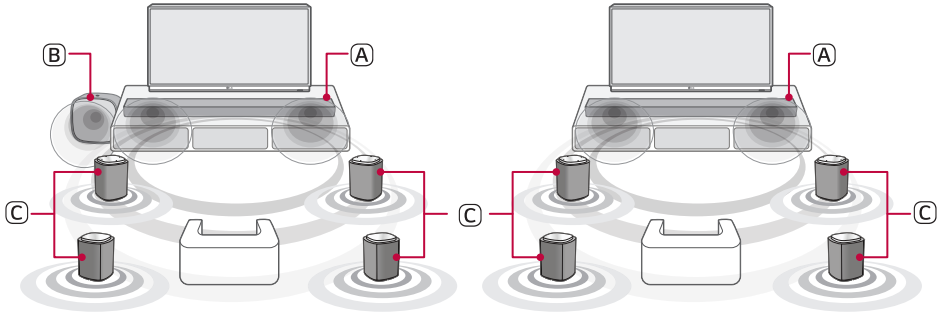
Ⓐ Soundbar (LG Sound Suite H7)
Ⓑ Subwoofer (LG Sound Suite W7)
Ⓒ Speakers (LG Sound Suite M7 or M5)

3 speakers with/without subwoofer



Ⓐ Soundbar (LG Sound Suite H7)
Ⓑ Subwoofer (LG Sound Suite W7)
Ⓒ Speakers (LG Sound Suite M7 or M5)

4 speakers with/without subwoofer



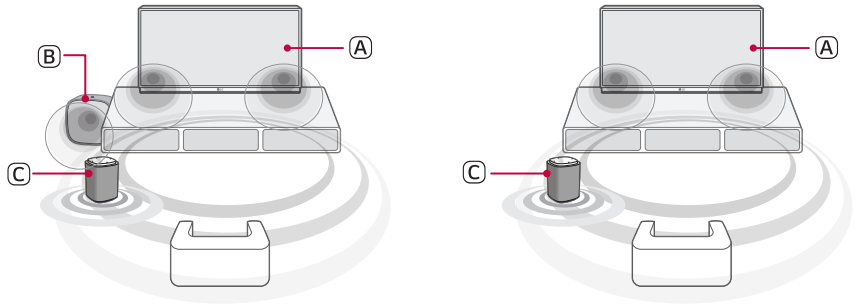
Ⓐ Soundbar (LG Sound Suite H7)
Ⓑ Subwoofer (LG Sound Suite W7)
Ⓒ Speakers (LG Sound Suite M7 or M5)

Note

You can connect up to 2 LG Sound Suite Subwoofers of the same model with the LG Sound Suite Soundbar.

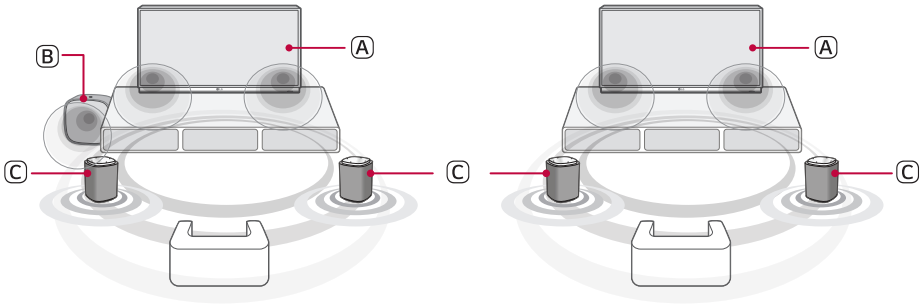
Combination with TV

1 speaker with/without subwoofer



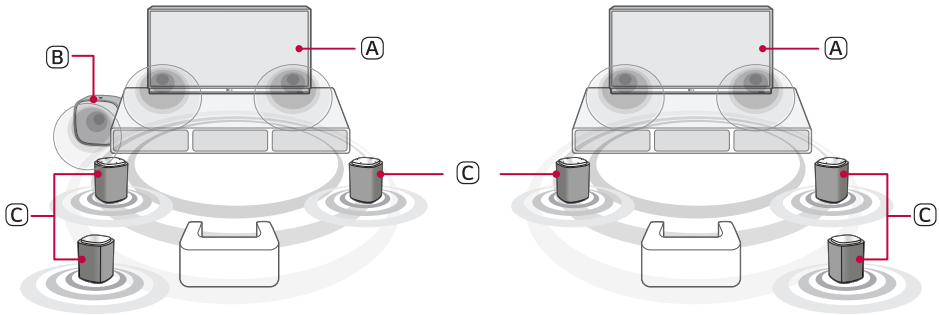
Ⓐ Dolby Atmos FLEXCONNECT-equipped LG TV
Ⓑ Subwoofer (LG Sound Suite W7)
Ⓒ Speaker (LG Sound Suite M7)

2 speakers with/without subwoofer



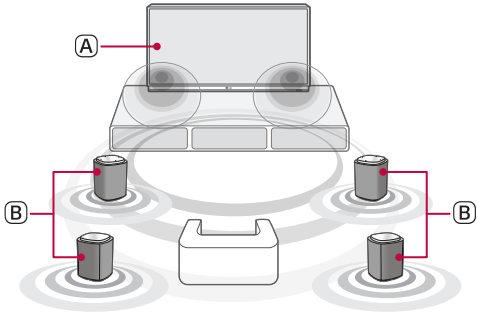
Ⓐ Dolby Atmos FLEXCONNECT-equipped LG TV
Ⓑ Subwoofer (LG Sound Suite W7)
Ⓒ Speakers (LG Sound Suite M7 or M5)

3 speakers with/without subwoofer



Ⓐ Dolby Atmos FLEXCONNECT-equipped LG TV
Ⓑ Subwoofer (LG Sound Suite W7)
Ⓒ Speakers (LG Sound Suite M7 or M5)

4 speakers



Ⓐ Dolby Atmos FLEXCONNECT-equipped LG TV
Ⓑ Speakers (LG Sound Suite M7 or M5)

Scan the QR code below for more information of using Dolby Atmos FLEXCONNECT with LG Sound Suite products.

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.
- This unit contains magnets which can be harmful to certain kinds of objects (Ex: Magnetic card, Pacemaker etc..).

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.
- 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.
- No naked flame sources, such as lighted candles, should be placed on the apparatus.
- To avoid fire or electric shock, do not open the unit. Contact to qualified personnel only.
- Do not leave the unit in a place near the heating appliances or subject to direct sunlight, moisture, or mechanical shock.
- Do not leave the unit on an unstable place such as high shelves. It may fall down because of the vibration of the sound.
- Do not use high voltage products around this product. (ex. Electrical swatter) This product may malfunction due to electrical shock.

- 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: An opening 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.

Symbols

~ : Alternating current (AC).

⎓ : Direct current (DC).

⧈ : This is a class II equipment.

⏻ : Standby power state.

❙ : The power is turned on.

ϟ : Danger voltage.

Prevention of product misuse

To prevent misuse of the product, please be sure to check the contents below.

Precautions for installing the product

- Do not install the product in an unstable or vibrating place, such as on a shaking shelf or inclined surface. Install the product on a firm and level surface.
  - Otherwise, the product may fall or tip over and cause injury.
  - If you install the product on an unstable surface, the product may not work properly.
- If you install the product on a piece of furniture or shelf, make sure that the bottom front of the product does not protrude. Always use a piece of furniture or shelf that fits the product size.
  - Otherwise, the product may lose its balance and fall, causing injury or product damage.
- Install the product in a safe place. Otherwise, a child may bump into an edge of the product and get injured.
- Install the product in a place free from electromagnetic interference for proper operation.
- If you install the product in a place that does not meet the general use conditions, an unexpected quality problem may arise. So, make sure that you contact the service centre first before installing the product in such a place.
- Do not keep the product in a place where the temperature is too high (above 40 °C) or too low (below 5 °C) or a place with too much humidity.
- Avoid places exposed to direct sunlight or heat, e.g., near a heater. Do not use or keep flammable sprays or substances near the product.
  - Otherwise, there is a risk of explosion or fire.
- Do not install the product in a place with too much moisture, dust or soot.
  - Otherwise, it may cause a fire or electric shock.
- Do not install the product in a narrow space, such as inside a bookshelf, that does not ventilate well. Do not cover the product with a table cover or curtain.
  - Otherwise, it may increase the product temperature, causing a breakdown or fire.
- Connect the power plug of the product to a power outlet that is easily accessible.
  - When a fire or other problem occurs in the product, you must be able to remove the power plug quickly.
- Do not connect multiple products to one power outlet at the same time.
  - Otherwise, it may cause overheating, resulting in a fire.

Precautions for using the product

- Do not lift or move the product while it is operating.
  - Otherwise, it may cause a breakdown.
- When moving the product, pull out the power cord and all cables connected to the product.
  - Otherwise, it may cause a fire or electric shock.
- Stop using the product immediately if you notice smoke or a strange odor. In this case, turn off the power immediately, disconnect the power plug, and contact the service centre.
  - Using the product in this state may result in a fire or electric shock.
- Do not insert metal objects such as coins and hairpins or flammable objects such as paper and matchsticks into the product. Make sure that you tell any children not to do so.
  - Otherwise, it may cause a breakdown.
- If a foreign substance is inserted into the product, disconnect the power plug and contact the service centre.
- Do not put a heavy object on top of the product.
  - Otherwise, it may tip over or fall, causing injury.
- Make sure that a child does not hang on the product or get on it.
  - Otherwise, the product may tip over or fall, causing injury. Make sure that you tell any children not to do so.
- Remove the power plug during thunderstorms.
  - Otherwise, it may cause a fire.
- Do not place vessels with liquid, such as a vase, pot, cosmetics, or medicine, on top of the product.
  - Otherwise, it may result in a fire, electric shock, or injury due to its fall, etc.
- Make sure that you connect the power plug firmly. Do not use voltage other than the rated voltage indicated on the product.
  - An insecure connection may result in a fire.
- Do not insert a conductor, such as chopsticks, into the groove on the other side of the product while the power plug is connected to an outlet. Do not touch the power plug immediately after unplugging it from the outlet.
  - Otherwise, it may cause electric shock.
- Hold the power plug with dry hands.
  - Otherwise, it may cause electric shock.
- Do not move or push the product while holding a product cable such as a power cord.
  - The cable may get damaged and cause a breakdown or result in a fire or electric shock.
- When removing a cable plugged into the product, make sure that you hold the connector at the end of the cable. Do not hold the cable line.
  - Otherwise, it may result in an injury or the product may fall and cause a breakdown.
- Do not keep the product in a place exposed to heat, e.g., near a heater.
  - Otherwise, it may cause a fire or malfunction.
- Do not disassemble, repair, or modify the product.
  - Otherwise, it may cause a breakdown, resulting in a fire, electric shock, or injury.
- Keep plastic wraps out of reach of toddlers.
  - Otherwise, toddlers may choke on the plastic wraps.
- Do not drop an object on the product or make an impact on it. Keep the product away from places with severe vibrations or magnets.

- Do not damage, modify, bend, twist, or heat a power cord.
  - Otherwise, it can damage the power cord, resulting in a fire or electric shock.
- When you are not using the product for a prolonged period, such as when you are away from home, unplug the power cord from the power outlet.
  - If dust accumulates, it can cause heat, resulting in electric shock or fire due to a short circuit.
- Do not dispose of waste batteries together with regular waste. Dispose of them separately.
  - Otherwise, there is a risk of explosion or fire.
- Do not use high voltage products around this product. (ex. Electrical swatter)
  - This product may malfunction due to electrical shock.
- Do not touch the power plug immediately after unplugging it from the outlet.
  - Otherwise, it may cause electric shock.
- Connect the power plug to a grounded outlet or extension cord. (This does not apply to products without a ground.)
  - Otherwise, it may cause a breakdown or electric shock due to a short circuit.
- In the case of a product with a vent, keeping the product turned on for a prolonged period can result in the vent getting hot. Do not touch the vent when it is hot. The heat is not a fault of the product and does not cause any malfunction. So, you may use the product without worry.
- Do not damage the power cable, AC adapter, or power plug. Do not place a heavy object on top of the power cable or AC adapter.
  - Otherwise, it may cause a fire or electric shock.
- If dust, dirt, etc. is found on the power plug pins, an AC adapter, or a power outlet, wipe it completely.
  - Otherwise, it may cause a fire.
- In the case of a product with a power cord or AC adapter, use only genuine power cords and AC adapters provided by LG Electronics.
  - Otherwise, it may cause a fire or electric shock.
- If you are using headphones or earphones, do not turn on the volume too loudly or use them for a prolonged period. [This only applies to models that support headphones or earphones]
  - Otherwise, it may negatively affect your hearing ability.
- The software of this product can be updated. Do not turn off the power of the product while updating the software. Once the update is complete, the product power turns off automatically.
  - If you turn off the power of the product while the software is being updated, it may cause a product malfunction.

The following only applies to models with a remote control

- Do not let children use the remote control. Keep the remote control out of reach of toddlers.
- Do not let children put the remote control in their mouth. Make sure that children don't swallow the remote control cover or a battery. If a child swallowed one, consult a physician immediately.
- Beware that children may step on the remote control cover and get injured.
- Remove obstacles between the product and the remote control for the smooth operation of the remote control.

The following only applies to models that use optical discs

- Do not insert your hand into a disc drive or pull it out forcefully.
- Make sure that children do not insert their hands into the disc drive.

The following only applies to models that able to watch video

- Refrain from watching a 3D video if you didn't have enough sleep or after drinking alcohol.
  - Some 3D videos may surprise or excite people.
- If any of the following symptoms occur while watching a video, stop watching it immediately and take a rest.
  - If any of the following symptoms continue, consult a physician: vertigo, burning sensation of eyes or face, unconscious motion, spasm, clouded consciousness, confusion, disorientation, nausea.
- You may suffer a symptom such as a seizure when you watch a certain image in a video or game or a video with a certain pattern or flashing lights. If you or any of your relatives have a history of epilepsy or seizures, consult a physician before watching.
- When you watch a 3D video, remove objects that are fragile or can cause injury from your surroundings.
  - If you mistake a 3D video as real or move your body with surprise, you or your nearby relatives may get injured or objects near you may get damaged.

Precautions for cleaning the product

- Do not spray water directly onto the product when cleaning it.
  - Otherwise, it may cause a fire or electric shock.
- When cleaning the product, make sure that you pull out the power cord first and wipe the surface of the product lightly with a dry cloth. Do not use chemicals or detergents when cleaning the product. They may deteriorate the product surface or peel off the paint from the product (benzene, alcohol, etc.).

Before Reporting Product Malfunction

Troubleshooting

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

General Errors

Issue	Solution
The product does not work properly	• Unplug the power cables from the product, then plug them in again. • After resetting the product, connect your smartphone and Wi-Fi again. (→ See "Connecting with the product via LG ThinQ app") (Be aware that previous product settings may be lost.)
The power does not turn on	• Is the power cord plugged into the outlet properly? - Connect the power plug to the outlet correctly.
The lighting indicator is blinking rapidly in white.	• The product software is updating. After the update, the power will automatically turn off and restart.

Network Connection Errors

Issue	Solution
The product cannot be connected to the LG ThinQ app	• The connection may not be smooth when disturbed by other electric appliances that use radio waves, such as microwave ovens and medical equipment. Install the product 1 m away from other home appliances. • Turn off your wireless router and turn it on again. • Check if your smartphone's Wi-Fi function is turned on. You can check the Wi-Fi connection status in your smartphone's settings. • Check if the product and smartphone are on the same Wi-Fi network.
The product does not connect to the Wi-Fi network	• Did you turn off the wireless router and turn it on again? - Turn off the product and then turn it on again. • Have you installed a new wireless router? - You will need to reconfigure the network settings of the product. (→ See "Connecting with the product via LG ThinQ app") • Did you change the settings of the wireless router? - If the router password contains some special characters (such as ` ' " + / \ ; : - _ ^ & () <>) or emoticons, the product may not be connected. It is recommended to set a password using a combination of English letters and numbers. - It is recommended to set the security type of the wireless router to WPA2. • Unplug the router and plug it in after 10 seconds. Then try to connect after network recovery. • Changing the wireless channel on your router can help reduce wireless interference. (Here is how to change the wireless channel of the most common routers. For the exact details, refer to your router's instruction manual.) ① Enter the IP address on your smartphone, PC, or MAC, or use the setup wizard CD to log into the router setup page. This can only be done when the router is connected to the network via Wi-Fi or an Ethernet cable. ② Find the wireless settings page. If the channel setting for the band you want to connect to is set to "Auto", disable this option and manually select a fixed channel. ③ Save the settings and restart the wireless router. - Remove the power cable from the router, wait 5 seconds, and reconnect the power cable. When the router is completely powered on, try connecting it again.

App Errors

Issue	Solution
The app is not working properly	• Do you get an error when running the app? - Check if the power of the device is turned on. - Check if the app you wish to run supports the operating system of your smartphone. You can visit the app manufacturer's website to confirm supported operating systems. - Check if you have the latest version of the app. Search for the app on Google Play or the App Store and check if an **Update** button appears next to it. If it is not the latest version, tap the **Update** button. • If the error is not resolved yet, try connecting by using another smartphone with the **LG ThinQ app** installed.

Problems in Wireless Connection

Issue	Solution
There is radio interference	• Do not install the product on metal furniture. • Wireless communication may not work properly in weak signal areas.

Turning off the Demo Mode

Issue	Solution
The product does not work	• The product may be in demo mode. To exit demo mode, press and hold the **Button** ◯ on the product for about 10 seconds.

FAQ

Frequently asked questions and simple solutions are provided for using the product.

Q1. The product does not connect well to Wi-Fi.

A1.

If the product fails to connect to Wi-Fi, try the following methods:

- Restart the router and then attempt to reconnect to Wi-Fi.
- If Band Steering/Smart Connect/SSID integration/MLO (Multi-Link Operation) are enabled in the router settings, disable these features.
- Separate the SSIDs for 2.4 GHz, 5 GHz, and 6 GHz bands (e.g., Home_24/Home_5G/Home_6G).
- If Hidden SSID is enabled on the router, disable this setting.
- Reset the product. (Refer to the "Resetting the Product" for the reset method.)
- Reconnect the network through the **LG ThinQ app**.
- Ensure that both the smartphone and the product are connected to the same router.

Q2. I changed my router, but the product does not connect. What should I do?

A2.

Follow the steps below to reconnect the network through the **LG ThinQ app**:

① Turn on the product and check that the product LED/display is in normal status.

② Turn off the power of the previously used router.

③ Connect your smartphone to the new router.

④ Launch the **LG ThinQ app**. If the product card shows the device as offline, tap the card, select the **Settings** button at the top of the screen, then choose Change Network.

⑤ Enter the new SSID and password as guided in the app to complete the change.

Q3. The router is a multi-band (2.4 GHz/5 GHz or 2.4 GHz/5 GHz/6 GHz) router. Why is the connection unstable even though the signal strength is strong?

A3.

Regardless of signal strength, if Band Steering/Smart Connect/SSID Integration/MLO (Multi-Link Operation) functions are enabled on the router, depending on the settings, products may automatically switch between 2.4 GHz ↔ 5 GHz ↔ 6 GHz, between nodes, or between channels. This can cause the following issues:

- **Only 1–2 products connect when powering on, while others fail to connect.**
- **The product appears offline in the LG ThinQ app due to an unstable connection status.**

Recommended settings:

- **Router settings**
  - If Band Steering/Smart Connect/SSID integration/MLO (Multi-Link Operation) are enabled in the router settings, disable these features.
  - Separate each band into individual SSIDs (e.g., Home_24, Home_5G, Home_6G).
  - Refer to the router manual or contact the manufacturer for router settings.
- **Product/Smartphone connection**
  - H7/M7/M5/W7/TV must all use the same SSID and the same band.

Q4. I successfully connected LG Sound Suite products to Wi-Fi, but the products appear offline in the LG ThinQ app after registration.

A4.

In this case, products may appear offline for the following two reasons:

Case1) Multiple routers with the same SSID in the home

Check if there are two or more routers in your home using the same SSID.

If multiple routers share the same SSID, your smartphone may connect to a different router than the one where the product is registered. In this situation, the product may appear offline.

For control via the **LG ThinQ app**, the smartphone must be connected to the same router as the product. Follow the guide below.

- **Solution**

It is recommended to operate routers with separate SSIDs.

① Set different SSIDs for each router (e.g., Home_Main, Home_Ext).

② Connect both the smartphone and the product to the same router.

Case2) Weak Wi-Fi signal

- **Solution**

Place the router closer to both the smartphone and the product to ensure that they connect to the same router with the strongest signal.

If the product still does not operate normally even after the suggested methods are applied, reset the connection structure and then use it.

- **Solution**

① Move the smartphone closer to the router that you want to connect with the Sound Suite product.

② Turn the smartphone's Wi-Fi off and then back on.

③ The smartphone will automatically reconnect to the router that is linked with the product.

Appendix

Specifications

General	
Power Requirements	Refer to the main label or the other surface of the product.
Power Consumption	Refer to the main label or the other surface of the product.
Dimensions (W x H x D)	Approx. 410.0 mm x 415.0 mm x 194.0 mm (including the base)
Operation Temperature Range	5 ℃ - 40 ℃
Operation Humidity Range	5 % - 80 % RH

Amplifier (RMS output)	
Subwoofer	220 W RMS (Impedance: 3 Ω, THD 10 %)

System	
Wireless LAN (Internet antenna)	802.11a/b/g/n/ac/ax Wi-Fi network compatible

- Actual features, functionality, and other product specifications may differ and are subject to change without notice.

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FLEXCONNECT

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What You Need to Know about Network Services

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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