Life's Good

OWNER'S MANUAL

SET-TOP BOX

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

STB-6500-TA

MFL71727932
(2107-REV01)

www.lg.com

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Warning! Safety Instructions



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 TO QUALIFIED SERVICE PERSONNEL.



This symbol 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.



This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

WARNING: TO REDUCE THE RISK OF FIRE AND ELECTRIC SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

- TO PREVENT THE SPREAD OF FIRE, KEEP CANDLES OR OTHER ITEMS WITH OPEN FLAMES AWAY FROM THIS PRODUCT AT ALL TIMES.
- **Do not place the Set-top box and/or remote control in the following environments:**
  - Keep the product away from direct sunlight.
  - An area with high humidity such as a bathroom.
  - Near any heat source such as stoves and other devices that produce heat.
  - Near kitchen counters or humidifiers where they can easily be exposed to steam or oil.
  - An area exposed to rain or wind.
  - Do not expose to dripping or splashing and do not place objects filled with liquids, such as vases, cups, etc. on or over the apparatus (e.g., on shelves above the unit).
  - Near flammable objects such as gasoline or candles, or expose the Set-top box to direct air conditioning.
  - Do not install in excessively dusty places.

  Otherwise, this may result in fire, electric shock, combustion/ explosion, malfunction or product deformation.
- **Ventilation**
  - Install your Set-top box where there is proper ventilation. Do not install in a confined space such as a bookcase.
  - Do not install the product on a carpet or cushion.
  - Do not block or cover the product with cloth or other materials while unit is plugged in.
- Take care not to touch the ventilation openings. When watching the Set-top box for a long period, the ventilation openings may become hot.
- 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.
- Do not move the Set-top box whilst the Power cord is plugged in.
- Do not use a damaged or loosely fitting power cord.
- Be sure to grasp the plug when unplugging the power cord. Do not pull on the power cord to unplug the Set-top box.
- Do not connect too many devices to the same AC power outlet as this could result in fire or electric shock.
- **Disconnecting the Device from the Main Power**
  - The power plug is the disconnecting device. In case of an emergency, the power plug must remain readily accessible.
- Do not let your children climb or cling onto the Set-top box. Otherwise, the Set-top box may fall over, which may cause serious injury.
- **Outdoor Antenna Grounding** (Can differ by country):
  - If an outdoor antenna is installed, follow the precautions below.

    An outdoor antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can come in contact with such power lines or circuits as death or serious injury can occur.

- **Grounding** (Except for devices which are not grounded.)
  - Set-top box with a three-prong grounded AC plug must be connected to a three-prong grounded AC outlet. Ensure that you connect the earth ground wire to prevent possible electric shock.
- Never touch this apparatus or antenna during a lightning storm. You may be electrocuted.
- Make sure the power cord is connected securely to the Set-top box and wall socket if not secured damage to the Plug and socket may occur and in extreme cases a fire may break out.
- Do not insert metallic or inflammable objects into the product. If a foreign object is dropped into the product, unplug the power cord and contact the customer service.
- Do not touch the end of the power cord while it is plugged in. You may be electrocuted.
- **If any of the following occur, unplug the product immediately and contact your local customer service.**
  - The product has been damaged.
  - If water or another substance enters the product (like an AC adapter, power cord, or Set-top box).
  - If you smell smoke or other odors coming from the Set-top box.
  - When lightning storms or when unused for long periods of time.

  Even if the Set-top box is turned off by the remote control or power button, AC power source is still connected to the unit if it is not unplugged.
- Do not use high voltage electrical equipment near the Set-top box (e.g., a bug zapper). This may result in product malfunction.
- Do not attempt to modify this product in any way without written authorisation from LG Electronics. Accidental fire or electric shock can occur. Contact your local customer service for service or repair. Unauthorised modification could void the user's authority to operate this product.
- Use only an authorised attachments / accessories approved by LG Electronics. Otherwise, this may result in fire, electric shock, malfunction, or product damage.
- Never disassemble the AC adapter or power cord. This may result in fire or electric shock.
- Handle the adapter carefully to avoid dropping or striking it. An impact could damage the adapter.
- To reduce the risk of fire or electrical shock, do not touch the Set-top box with wet hands. If the power cord prongs are wet or covered with dust, dry the power plug completely or wipe dust off.
- **Batteries**
  - Store the accessories (battery, etc.) in a safe location out of the reach of children.
  - Do not short circuit, disassemble, or allow the batteries to overheat. Do not dispose of batteries in a fire. Batteries should not be exposed to excessive heat.
- **Moving**
  - When moving, make sure the product is turned off, unplugged, and all cables have been removed. It may take 2 or more people to carry larger Set-top boxs. Do not press or put stress on the front panel of the Set-top box. Otherwise, this may result in product damage, fire hazard or injury.
- Keep the packing anti-moisture material or vinyl packing out of the reach of children.
- Do not allow an impact shock, any objects to fall into the product, and do not drop anything onto the screen.
- Do not press strongly upon the panel with a hand or a sharp object such as a nail, pencil, or pen, or make a scratch on it. It may cause damage to screen.
- **Cleaning**
  - When cleaning, unplug the power cord and wipe gently with a soft/dry cloth. Do not spray water or other liquids directly on the Set-top box. Do not clean your Set-top box with chemicals including glass cleaner, any type of air freshener, insecticide, lubricants, wax (car, industrial), abrasive, thinner, benzene, alcohol etc., which can damage the product and/or its panel. Otherwise, this may result in electric shock or product damage.

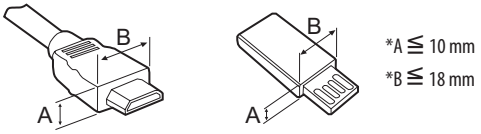
Assembling and preparing

Unpacking

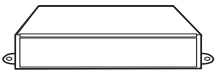
Check your product box for the following items. If there are any missing accessories, contact the local dealer where you purchased your product. The illustrations in this manual may differ from the actual product and item.

- Do not use any unapproved items to ensure the safety and product life span.
- Any damage or injuries caused by using unapproved items are not covered by the manufacturer's warranty.

- The items supplied with your product may vary depending on the model.
- Product specifications or contents of this manual may be changed without prior notice due to upgrade of product functions.
- For an optimal connection, HDMI cables and USB devices should have bezels less than 10 mm thick and 18 mm width. Use an extension cable that supports USB 2.0 if the USB cable or USB memory stick does not fit into your Set-Top Box's USB port.
- When connecting two USB devices at the same time, each one should have bezels less than 8.5 mm thick.



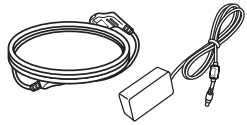
- Use a certified cable with the HDMI logo attached.
- If you do not use a certified HDMI cable, the screen may not display or a connection error may occur.
- Recommended HDMI Cable Types (3 m or less)
  - High Speed HDMI®/™ Cable
  - High Speed HDMI®/™ Cable with Ethernet



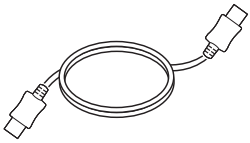
Set-Top Box



Owner's manual



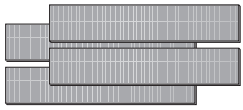
Power Cord / AC-DC Adapter



HDMI Cable



TLM Cable



Dual Lock™ (4 EA)



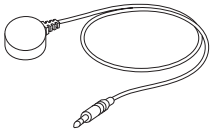
Screw (M6 x L18) (1 EA)



Spacer (1 EA)



Rubber (6 EA)



IR Receiver (1 EA)

Separate purchase

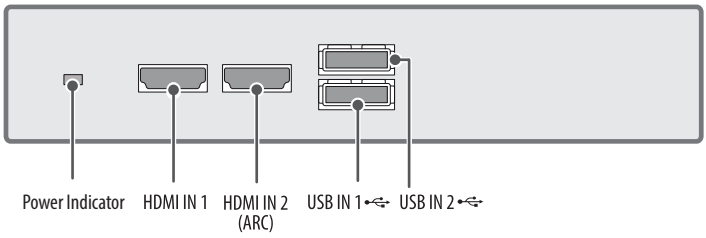
Separate purchase items can be changed or modified for quality improvement without any notification. Contact your dealer to buy these items. These devices only work with certain models. The model name or design may be changed depending on the upgrade of product functions, manufacturer's circumstances or policies.

AN-MR18HA

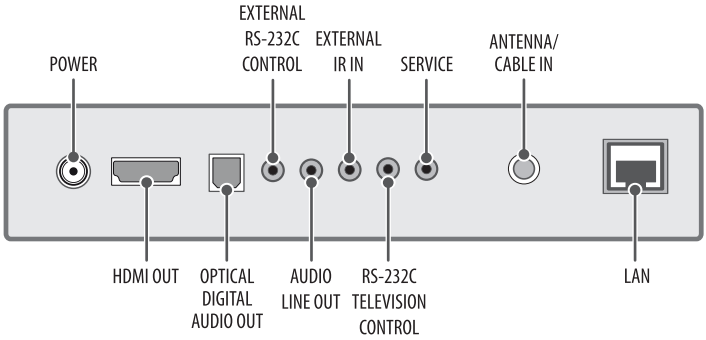
Magic Remote

Parts and components

Front panel



Rear panel



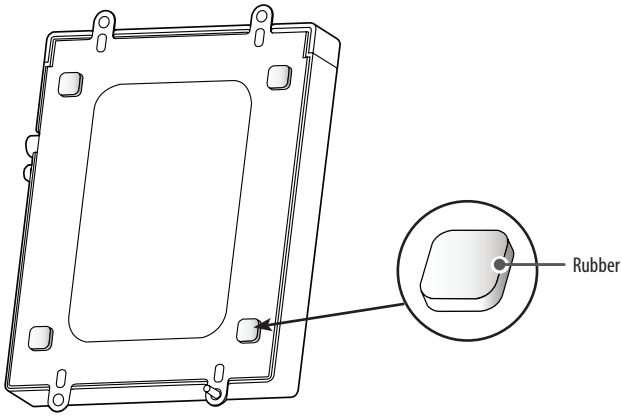
How to use rubber (optional)

(Image shown may differ from your product.)

Fix the rubber to the Set-Top Box and use it when you want to.

1 Attach the rubber to the bottom of the product as shown in the image.

2 Press firmly the whole part of Rubber to ensure firm fastening.



- Doing so can prevent the product from sliding.
- If Set-Top Box is not a perfect fit on the rear side of your TV, please place and use it on a flat surface.
- Please do not fix rubber with excessive force.
- Please make sure no foreign substances exist on the surface of the product, and then firmly attach the rubber.

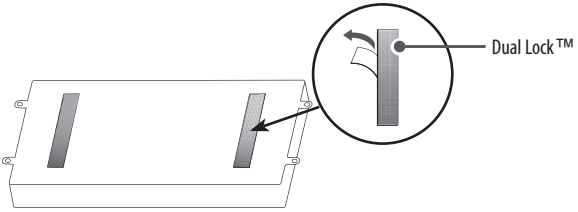
How to use Dual Lock™ (optional)

(Image shown may differ from your product.)

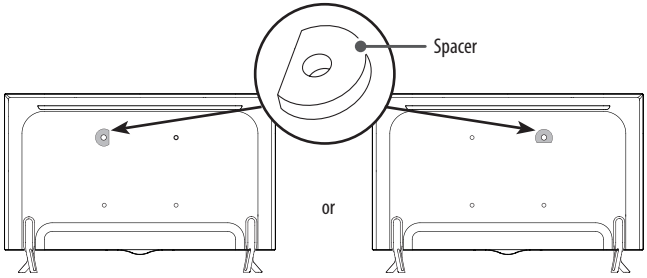
Fix the Set-Top Box to the TV and use it when you want to.

1 Attach the Dual Lock™ in pairs first. Press firmly the whole part of Dual Lock™ to ensure firm fastening of the protruding parts with each other.

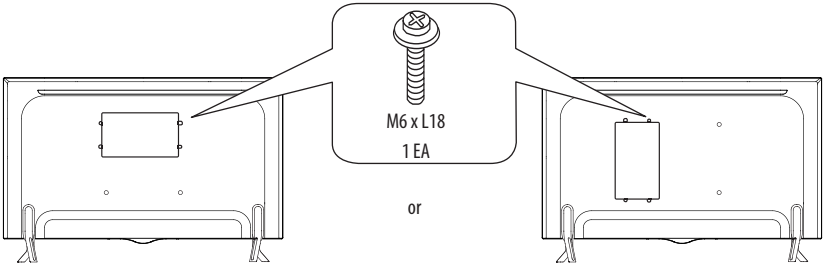
2 After removing the protection paper from the one side of Dual Lock™, stick them to the back of Set-Top Box as shown.



3 After removing the protection paper from the spacer, stick it to a VESA screw hole on the back of the TV. (However, you can choose the location to attach the spacer randomly by considering the shape of the rear side of the TV and the attachment location of the Set-Top Box.)



4 After removing the protection paper from the Dual Lock™, stick Set-Top Box to the TV. Insert and tighten the screw on the hole with the spacer attached. (When tightening the screws, be sure not to over tighten them to avoid deformation of the spacer.)



- Do not mount by Dual lock™ only without screw.
- If Set-Top Box is not a perfect fit on the rear side of your TV, please place and use it on a flat surface.
- Do not fasten the screw with excessive force.
- Please make sure no foreign substances exist on the surface of the product, and then firmly attach the Dual Lock™.
- Before attaching the Set-Top Box to the TV set, let the attached Dual Lock™ dry for at least three days.

Making connections

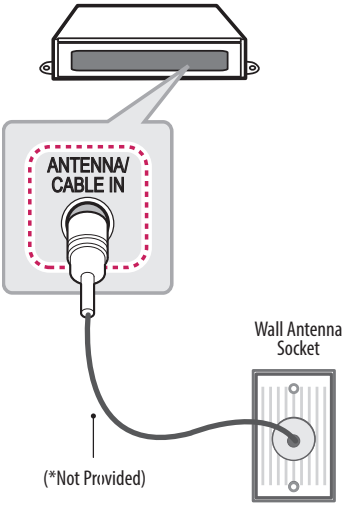
You can connect various external devices to the product. For more information on external device's connection, refer to the manual provided with each device.

Available external devices are: HD receivers, DVD players, VCRs, audio systems, USB storage devices, PC, gaming devices, and other external devices.

- The external device connections shown may differ slightly from illustrations in this manual.
- Connect external devices to the Set-Top Box regardless about the order of the Set-Top Box port.
- Refer to the external equipment's manual for operating instructions.
- If you connect a gaming device to the Set-Top Box, use the cable supplied with the gaming device.
- Using a DVI to HDMI cable may cause compatibility issues.

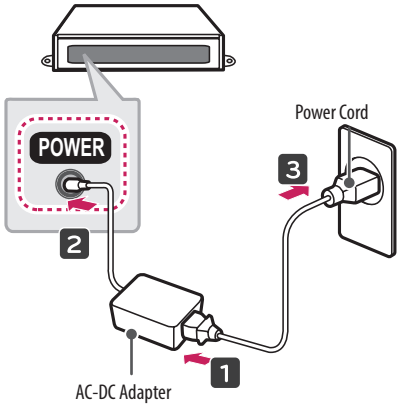
Antenna connection

Connect the Set-Top Box to a wall antenna socket with an RF cable (75 Ω).



- Use a signal splitter to use more than 2 TVs.
- If the image quality is poor, install a signal amplifier properly to improve the image quality.
- If the image quality is poor with an antenna connected, try to realign the antenna in the correct direction.
- An antenna cable and converter are not supplied.
- Supported DTV Audio: MPEG, Dolby Digital, Dolby Digital Plus, HE-AAC

Adapter connection



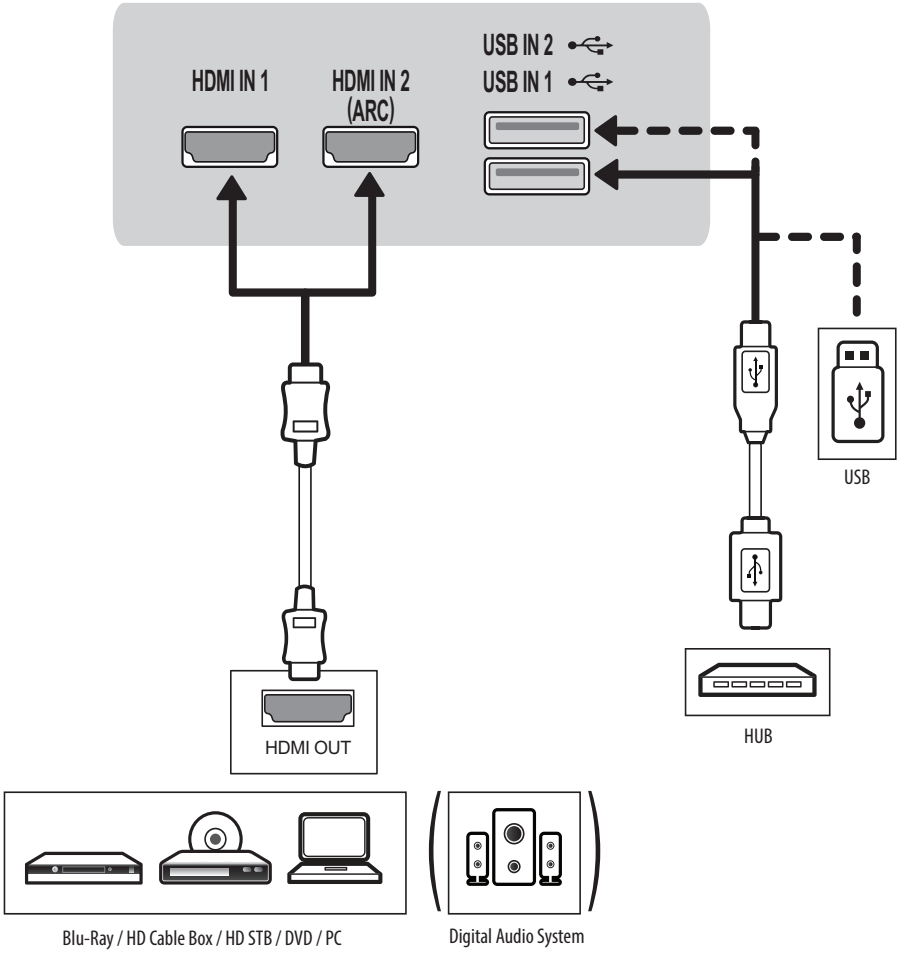
- Please be sure to connect the Set-Top Box to the AC-DC power adapter before connecting the Set-Top Box's power plug to a wall power outlet.

Other connections

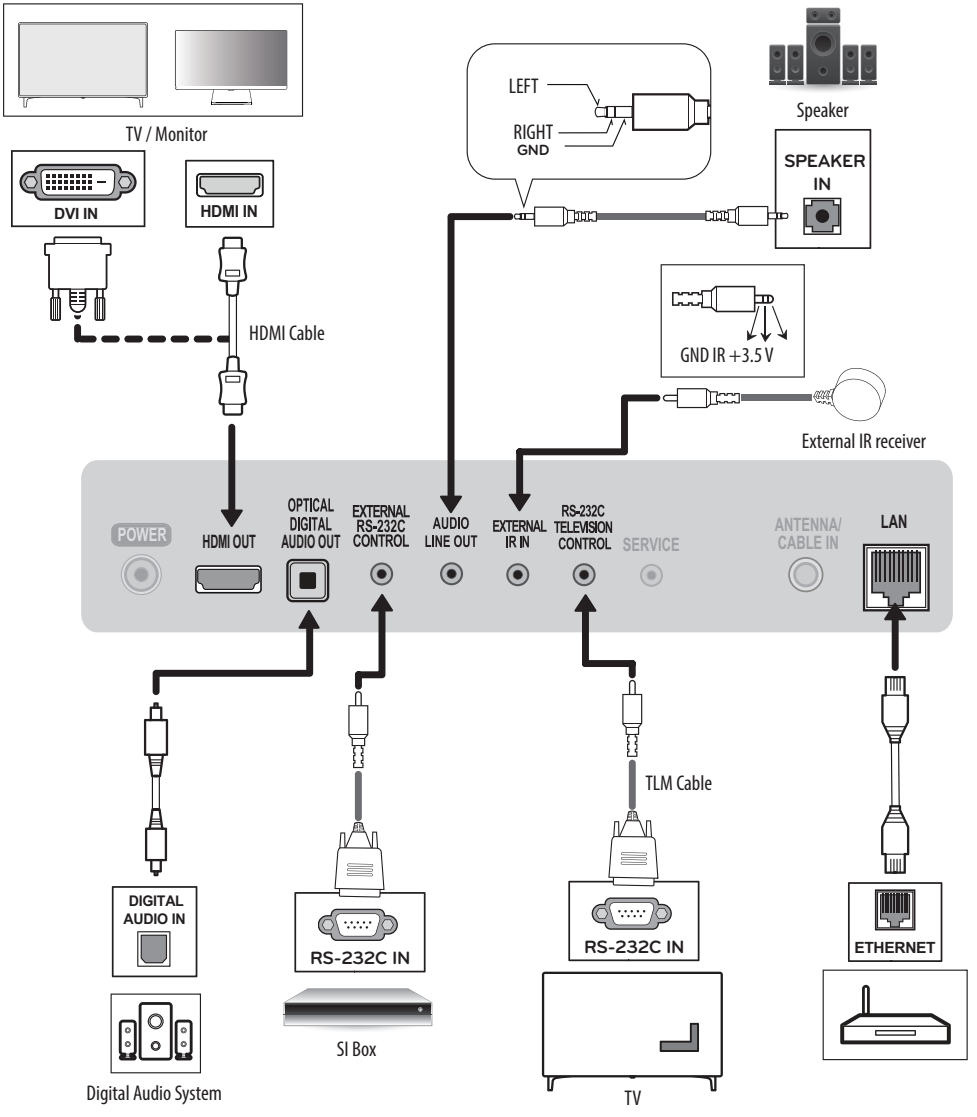
Connect your Set-Top Box to external devices. For the best picture and audio quality, connect the external device using an HDMI cable as shown. Some separate cable is not provided.

- Some USB Hubs may not work. If a USB device connected through a USB Hub is not detected, connect it directly to the USB port on the Set-Top Box.

Front



Rear


TV / Monitor
DVI IN
HDMI IN
HDMI Cable
LEFT
RIGHT
GND
Speaker
SPEAKER IN
GND IR +3.5 V
External IR receiver
POWER
HDMI OUT
OPTICAL DIGITAL AUDIO OUT
EXTERNAL RS-232C CONTROL
AUDIO LINE OUT
EXTERNAL IR IN
RS-232C TELEVISION CONTROL
SERVICE
ANTENNA/ CABLE IN
LAN
DIGITAL AUDIO IN
RS-232C IN
SI Box
TLM Cable
RS-232C IN
TV
ETHERNET
Digital Audio System

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LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to *opensource@lge.com*. This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

Cleaning your Set-Top Box

Clean your Set-Top Box regularly to keep the best performance and to extend the product lifespan.

To remove dust or light dirt, wipe the surface with a dry, clean, and soft cloth.

To remove major dirt, wipe the surface with a soft cloth dampened in clean water or a diluted mild detergent. Then wipe immediately with a dry cloth.

Remove the accumulated dust or dirt on the AC-DC adapter regularly.

- Make sure to turn the power off and disconnect the power cord and all other cables first.
- When the Set-Top Box is left unattended and unused for a long time, disconnect the power cord from the wall outlet to prevent possible damage from lightning or power surges.
- Do not push, rub, or hit the screen surface with your fingernail or a sharp object, as this may result in scratches and image distortions.
- Do not use any chemicals as this may damage the product.
- Do not spray liquid onto the surface. If water enters the Set-Top Box, it may result in fire, electric shock, or malfunction.

Troubleshooting

The software version can be updated for improvement in performance. Customer needs to ensure the compatibility of customer's equipment with LGE software. If needed, please consult with LGE and upload revised software version according to the guidance provided by LGE.

Problem	Solution
Cannot control the Set-Top Box with the remote control.	• Check the remote control sensor on the product and try again. • Check if there is any obstacle between the product and the remote control. • Check if the batteries are still working and properly installed (⊕ to ⊕, ⊖ to ⊖).
Set-Top Box does not output any video or audio.	• Check if the product is turned on. • Check if the power cord is connected to a wall outlet. • Check if there is a problem in the wall outlet by connecting other products.
The Set-Top Box turns off suddenly.	• Check the power control settings. The power supply may be interrupted.
When connecting to the PC (HDMI/DVI), 'No signal' or 'Invalid Format' is displayed.	• Turn the Set-Top Box off/on using the remote control. • Reconnect the HDMI/DVI cable. • Restart the PC with the Set-Top Box on.

Specifications

Product specifications may be changed without prior notice due to upgrade of product functions.

MODEL	STB-6500-TA
Dimensions (W x H x D) (mm)	233 x 29.8 x 180.5
Weight (kg)	0.72
Power requirement	19 V ⎓ 2.7 A
AC-DC Adapter	Manufacturer : APD / Model : DA-65F19 Manufacturer : CHICONY ELECTRONICS CO., LTD / Model : A16-065N4A
	Input : AC 100 – 240 V ~ 50/60 Hz Output : DC 19 V ⎓ 3.42 A

(Depending on country)

Wireless module (LGSBWAC92) specifications	
Wireless LAN (IEEE 802.11a/b/g/n/ac)	
Frequency Range	Output Power (Max.)
2,400 to 2,483.5 MHz 5,150 to 5,725 MHz 5,725 to 5,850 MHz	18 dBm 18 dBm 12 dBm
Bluetooth	
Frequency Range	Output Power (Max.)
2,400 to 2,483.5 MHz	8 dBm
As band channels can vary per country, the user cannot change or adjust the operating frequency. This product is configured for the regional frequency table. For consideration of the user, this device should be installed and operated with a minimum distance of 20 cm between the device and the body.	

(Only Vietnam)

Wireless module (LGSBWAC92) Specifications	
Wireless LAN (IEEE 802.11a/b/g/n/ac)	
Frequency range	Output power(Max.)
2,400 to 2,483.5 MHz 5,150 to 5,350 MHz 5,725 to 5,850 MHz	17.5 dBm 17.5 dBm 12 dBm
Bluetooth	
Frequency range	Output power(Max.)
2,400 to 2,483.5 MHz	8 dBm
As band channels can vary per country, the user cannot change or adjust the operating frequency. This product is configured for the regional frequency table. For consideration of the user, this device should be installed and operated with a minimum distance of 20 cm between the device and the body.	

(Only Philippines)

Wireless module (LGSBWAC92) Specifications	
Wireless LAN (IEEE 802.11a/b/g/n/ac)	
Frequency Range	Output Power (Max.)
2,400 to 2,483.5 MHz 5,150 to 5,725 MHz 5,725 to 5,850 MHz	18 dBm 18 dBm 18 dBm
Bluetooth	
Frequency Range	Output Power (Max.)
2,400 to 2,483.5 MHz	8 dBm
As band channels can vary per country, the user cannot change or adjust the operating frequency. This product is configured for the regional frequency table. For consideration of the user, this device should be installed and operated with a minimum distance of 20 cm between the device and the body. FCC ID: BEJLGSBWAC92 / IC: 2703H-LGSBWAC92	

(Australia and New Zealand region only)

R-NZ

The use of the 5,150 – 5,350 MHz band is restricted to indoor use only. This restriction exists in the countries Australia (AU) and New Zealand (NZ).
(For Wi-Fi/Bluetooth built-in model or Wi-Fi built-in model)

"RF Radiation Exposure Statement
This equipment shall be installed and used at a minimum distance of 20 cm from the human body."

Environment condition	**Operating Temperature**	0 ℃ to 40 ℃
	Operating Humidity	Less than 80 %
	Storage Temperature	-20 ℃ to 60 ℃
	Storage Humidity	Less than 85 %

(Depending on country)

Broadcasting Specifications				
	Digital TV			Analogue TV
Television system	DVB-T/T2[1] DVB-S/S2[2] DVB-C[2]			PAL B/B, B/G, D/K, I SECAM B/G, D/K NTSC-M[3]
Channel coverage (Band)	DVB-S/S2[2]	DVB-C[2]	DVB-T/T2[1]	46 ~ 862 MHz
	950~2,150 MHz	46 ~ 890 MHz	VHF III: 174 ~ 230 MHz UHF IV: 470 ~ 606 MHz UHF V: 606 ~ 862 MHz S Band II: 230 ~ 300 MHz S Band III: 300 ~ 470 MHz	
Maximum number of storable programmes	6,000	3,000		
External antenna impedance	75 Ω			
CI Module (W x H x D)	100.0 mm x 55.0 mm x 5.0 mm			

1 Only DVB-T2 support models. (Despite DVB-T2 Model, DVB-T/T2 does not apply in Philippine.)

2 Only DVB-C/S2 support models

3 Only NTSC-M support models

HDMI-DTV supported mode

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)
640 x 480p	31.46	59.94
	31.5	60
720 x 480p	31.46	59.94
	31.5	60
720 x 576p	31.25	50
1280 x 720p	44.95	59.94
	45	60
	37.5	50
1920 x 1080i	28.12	50
	33.71	59.94
	33.75	60
1920 x 1080p	26.97	23.97
	27	24
	33.71	29.97
	33.75	30
	56.25	50
	67.43	59.94
	67.5	60
1920 x 1080p	112.5	100
	134.86	119.88
	135	120
3840 x 2160p	53.94	23.97
	54	24
	56.25	25
	67.43	29.97
	67.5	30
	112.5	50
	134.86	59.94
	135	60
4096 x 2160p	53.94	23.97
	54	24
	56.25	25
	67.43	29.97
	67.5	30
	112.5	50
	134.86	59.94
	135	60

HDMI-PC supported Mode

- PC audio is not supported.
- Use HDMI IN 1 for PC mode. (Depending on model)

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)
640 x 350	31.46	70.09
720 x 400	31.46	70.08
640 x 480	31.46	59.94
800 x 600	37.87	60.31
1024 x 768	48.36	60
1360 x 768	47.71	60.01
1152 x 864	54.34	60.05
1280 x 1024	63.98	60.02
1920 x 1080	67.5	60
	134.86	119.88
	135	120
2560 x 1440	88.78	59.95
3840 x 2160	53.94	23.97
	54	24
	56.25	25
	67.43	29.97
	67.5	30
	112.5	50
	134.86	59.94
	135	60
4096 x 2160	53.94	23.97
	54	24
	56.25	25
	67.43	29.97
	67.5	30
	112.5	50
	134.86	59.94
	135	60

Supported Photo Formats

File Format	Format	Resolution
.jpeg, .jpg, .jpe	JPEG	Minimum: 64 (W) x 64 (H) Maximum (Normal Type): 15360 (W) x 8640 (H) Maximum (Progressive Type): 1920 (W) x 1440 (H)
.png	PNG	Minimum: 64 (W) x 64 (H) Maximum: 5760 (W) x 5760 (H)
.bmp	BMP	Minimum: 64 (W) x 64 (H) Maximum: 1920 (W) x 1080 (H)

Supported Audio Formats

File Format	Item	Info
.mp3	Bit rate	32 kbps - 320 kbps
	Sample freq.	16 kHz - 48 kHz
	Support	MPEG1, MPEG2
	Channels	mono, stereo
.wav	Bit rate	-
	Sample freq.	8 kHz - 96 kHz
	Support	PCM
	Channels	mono, stereo
.ogg	Bit rate	64 kbps - 320 kbps
	Sample freq.	8 kHz - 48 kHz
	Support	Vorbis
	Channels	mono, stereo
.wma	Bit rate	128 kbps - 320 kbps
	Sample freq.	8 kHz - 48 kHz
	Support	WMA
	Channels	up to 6 ch
.flac	Bit rate	-
	Sample freq.	8 kHz - 96 kHz
	Support	FLAC
	Channels	mono, stereo

- The number of supported programmes may vary depending on the sample frequency.

Supported Video Formats

Extension	Codec	
.asf .wmv	Video	VC-1 Advanced Profile (except for WMVA), VC-1 Simple and Main Profiles
	Audio	WMA Standard (except for WMA v1/ WMA Speech)
.avi	Video	Xvid (GMC is not supported), H.264/ AVC, Motion Jpeg, MPEG-4
	Audio	MPEG-1 Layer I, II, MPEG-1 Layer III (MP3), Dolby Digital, LPCM, ADPCM
.mp4 .m4v .mov	Video	H.264/AVC, MPEG-4, HEVC, AV1
	Audio	Dolby Digital, Dolby Digital Plus, AAC, MPEG-1 Layer III (MP3), Dolby AC-4
.3gp .3g2	Video	H.264/AVC, MPEG-4
	Audio	AAC, AMR-NB, AMR-WB
.mkv	Video	MPEG-2, MPEG-4, H.264/AVC, VP8, VP9, HEVC, AV1
	Audio	Dolby Digital, Dolby Digital Plus, AAC, PCM, MPEG-1 Layer I, II, MPEG-1 Layer III (MP3)
.ts .trp .tp .mts	Video	H.264/AVC, MPEG-2, HEVC
	Audio	MPEG-1 Layer I, II, MPEG-1 Layer III (MP3), Dolby Digital, Dolby Digital Plus, AAC, PCM, Dolby AC-4
.mpg .mpeg .dat	Video	MPEG-1, MPEG-2
	Audio	MPEG-1 Layer I, II, MPEG-1 Layer III (MP3)
.vob	Video	MPEG-1, MPEG-2
	Audio	Dolby Digital, MPEG-1 Layer I, II, DVD-LPCM

Cautions for Video Playback

- ULTRA HD Video: 3840 x 2160, 4096 x 2160
- Some HEVC encoded ULTRA HD videos other than the content officially provided by LG Electronics may not be played.
- Some codecs can be supported after a software upgrade.

Extension	Codec	
.mkv .mp4 .ts	Video	H.264/AVC, HEVC
	Audio	Dolby Digital, Dolby Digital Plus, AAC

Supported External Subtitles

Subtitle	Format
External Subtitle	*.smi, *.srt, *.sub (MicroDVD, SubViewer 1.0/2.0), *.ass, *.ssa, *.txt (TMPlayer), *.psb (PowerDivX), *.dcs (DLP Cinema)
Embedded Subtitle	Matroska(mkv): Sub Station Alpha (SSA), Advanced Sub Station Alpha (ASS), SRT MP4: Timed Text

Symbols

~	Refers to alternating current(AC).
⎓	Refers to direct current(DC).
⧈	Refers to class II equipment.
⏻	Refers to stand-by.
|	Refer to "ON" (power).
⚡	Refers to dangerous voltage.



The model and serial number of the product are located on the back and on one side of the product. Record them below in case you ever need service.

Model

Serial no.