

MUSIC flow H4 Portable

# SMART Hi-Fi AUDIO

Wireless Multi-room

Model : NP8350 / NP8350B
NP8350W / NP8350D

**ENGLISH |** OWNER'S MANUAL

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

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# 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.

**WARNING:** Do not install this equipment in a confined space such as a book case or similar unit.

**NOTICE:** For safety marking information including product identification and supply ratings, please refer to the main label on the bottom or rear of the apparatus.

**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.

**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.

**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.
- 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.
- To clean the unit, 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.
- 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.
- Do not place the unit over the vehicle's air bag. When the air bag deploys, it may result in injury. Before using in the car, fix the unit.
- Do not leave the unit on an unstable place such as high shelves. It may fall down because of the vibration of the sound.

**Removal of waste batteries and accumulators**
(Product with embedded battery ONLY)

In case this product contains a battery incorporated within the product which cannot be readily removed by endusers, LG recommends that only qualified professionals remove the battery, either for replacement or for recycling at the end of this product's working life. To prevent damage to the product, and for their own safety, users should not attempt to remove the battery and should contact LG Service Helpline, or other independent service providers for advice. Removal of the battery will involve dismantling of the product case, disconnection of the electrical cables/ contacts, and careful extraction of the battery cell using specialized tools.
If you need the instructions for qualified professionals on how to remove the battery safely, please visit http://www.lge.com/global/sustainability/environment/take-back-recycling.

**CAUTION:** Internal lithium battery in the unit should not be replaced by user because of danger of explosion if battery is incorrectly replaced ,and must be replaced with the same type battery by expert.

This device is equipped with a portable battery or accumulator.
**Safety way to remove the battery or the battery from the equipment:** Remove the old battery or battery pack, follow the steps in reverse order than the assembly. To prevent contamination of the environment and bring on possible threat to human and animal health, the old battery or the battery put it in the appropriate container at designated collection points. Do not dispose of batteries or battery together with other waste. It is recommended that you use local, free reimbursement systems batteries and accumulators. The battery should not be exposed to excessive heat such as sunshine, fire or the like.

**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.

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Some of the content in this manual may differ from Music Flow Player app depending on the application's version.

# Main Features

### Made for iPod/iPhone/iPad or Android device

Enjoys music from iPod/iPhone/iPad or Android device with simple connection.

### Portable In

Listens to music from your portable device.

### Music Flow Player application

Listens to music stored on your smart device.

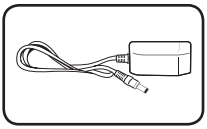
You can control this speaker with your iPod touch/iPhone/iPad or Android device via Music Flow Player app. This speaker and your smart device must be connected to the same network. Visit Apple "App Store" or Google "Play Store" or use the QR code shown below to search for "Music Flow Player" app. For detailed information, refer to page 9.

(Android OS) (Apple iOS)

- Depending on the application's version and the settings of smart device, Music Flow Player app may not be operated normally.
- Some smart devices may not be compatible with this speaker.

# Accessories

Please check and identify the supplied accessories.



AC adapter (1)

# Introduction

### Symbol used in this manual

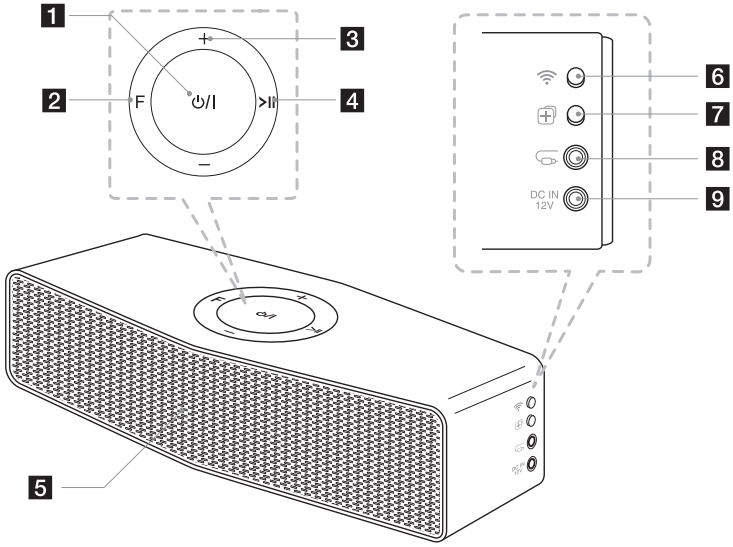
**Note**

Indicates special notes and operating features.

**Caution**

Indicates cautions for preventing possible damages from abuse.

# Product Overview




**1** ⏻ **/ I (Standby/On)**

**2** **F (Function):** Selects the function and input source.

**3** **-/+ (Volume)**

**4** **>II (Play/Pause) :** Starts playback or pauses playback.

**5** **Speaker**

**6** **(Wi-Fi):** Connects initial Music Flow product to your network wirelessly. (page 12)

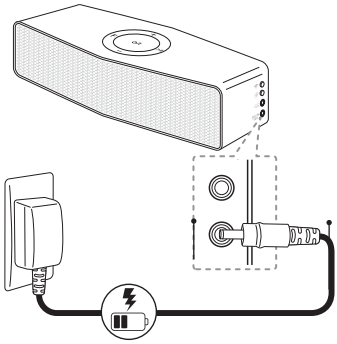
**7** **(Add):** Adds additional Music Flow products to your network. (In case one or more Music Flow products are connected)

**8** **(Portable Input):** Connects the external device.

**9** **DC IN 12V:** Connects the supplied AC adapter.

# Charging the Unit

This unit uses built-in battery. Before using it, charge the battery by connecting the AC Adapter.



**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.

## Checking the charging status

**Charging :** ⏻ / ❙ button turns red.

**Fully charged :** ⏻ / ❙ button turns white.

**Note**

**How to check the battery life:**
when the unit is turned on, press the ⏻ / ❙

⏻ / ❙ (White) : More than 60 %
⏻ / ❙ (Amber) : More than 15 %
⏻ / ❙ (Amber Blinking) : Less than 15 %

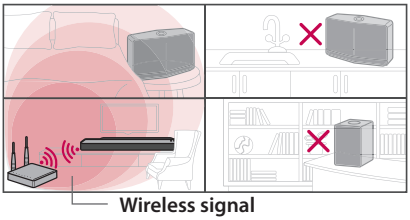
# Initial Multi-Room Setup

## Wireless connection (Standard Wireless Connection)

Music Flow products offer music streaming service within home router's Wi-Fi coverage.

Connect one of the your speaker to the home router wirelessly.

Then you can connect the additional Music Flow products (Optional) to your home network wirelessly. Refer to "Connecting the speakers to your Home Network (Additional)" on page 19.



# Installing "Music Flow Player" App

### Through Apple "App Store" or Google "Play Store"

1. Tap the Apple "App Store" icon or Google "Play Store" icon.
2. Type in "Music Flow Player" in the search bar and tap "Search".
3. Select "Music Flow Player" in the search result list to download.

**Note**

- Music Flow Player app will be available in version of the software as follow;
  Android O/S : Ver 4.0 (or later)
  iOS O/S : Ver 6.0 (or later)
- Depending on the device, "Music Flow Player" app may not work.

### Through QR code

Install "Music Flow Player" app through QR code.
Scan the QR code using the scanning application.



(Android OS) (Apple iOS)

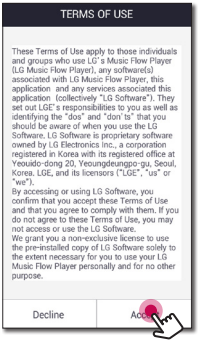
**Note**

- Make sure that your smart device is connected to the internet.
- Make sure that your smart device has a scanning application. If you don't have, download it from Apple "App Store" or Google "Play Store".

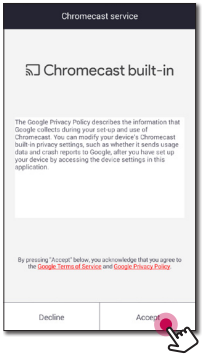
## Starting with Music Flow Player app

When you launch Music Flow Player app for the first time, the terms of use and Chromecast Service appear on the screen.

1. Check the contents of terms of use and select [Accept].




2. Check the contents of Chromecast Service and select [Accept].




3. Select [Connect product] to install the speaker you've purchased.




Refer to "Connecting the speaker to your Home Network" on page 11.

**Note**

If you want to return to the terms of use screen, initialize the Music Flow Player app on the smart device's setting menu.

# Connecting the speaker to your Home Network

Please refer to the documentation for your network device for further instructions.

**Preparation**

- Make sure that wireless network environment using a router is installed at your home.
- Make sure that the speaker and the smart device are connected to the same router.

**Requirements**

- Wireless router
- Smart device (Android or iOS)

**Note**

- Make sure that DHCP's server is activated on wireless router.
- If you cannot connect the speaker with your router, go to setting of the router and then make sure that "Allow wireless client to see each other and access my local network" box is unchecked.

## Simple Connection (EZ Setup)

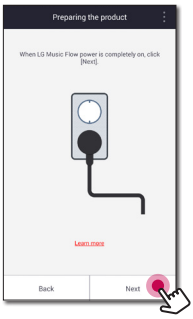
**Preparation**

- For Simple Connection, Wi-Fi network condition is needed.
- Make sure that the Bluetooth setting on your smart device in on.

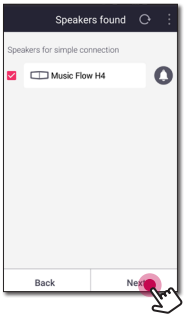
**Note**

- Simple Connection is supported by Bluetooth Ver 4.0 (or higher).
- If Simple Connection screen is not displayed on the screen, connect the unit by the other way. Please refer to "Connecting the speaker to your Network via the Wi-Fi Setup Method" (page 12 or page 15)

1. Plug in the desired device, and tap [Next].



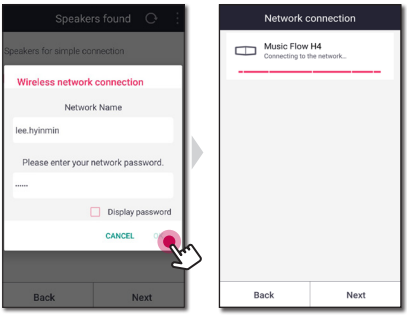

2. App searches for the speaker and connects it automatically, Tap [Next].



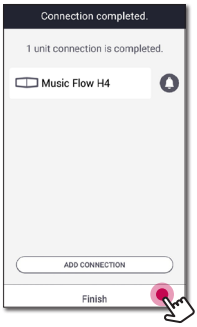
3. If the network password is set, security screen is displayed. Type the password.




4. After typing password, tap [Next].

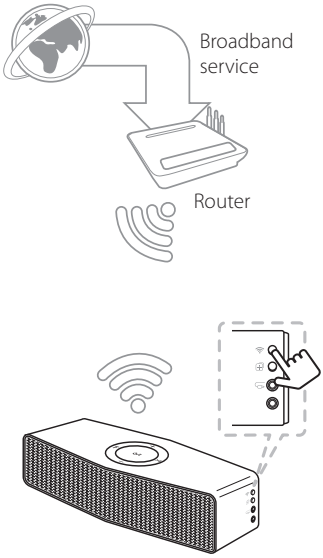



5. Tap [Finish] to finish making the connection.




## Connecting the speaker to your Network via the Wi-Fi Setup Method (Android)

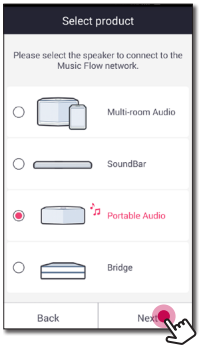
**Connection overview**



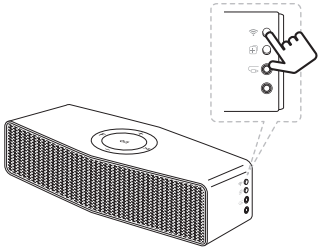
1. Plug the speaker into an electrical outlet. The **F** (Function) LED starts to blink white.
2. On your smart device, launch Music Flow Player app. Select [Connect product] to install the speaker.



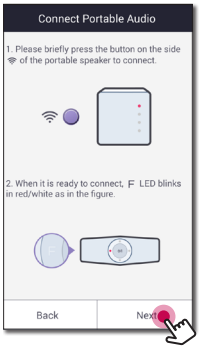

3. Select the product you want to connect and tap [Next] on the screen.



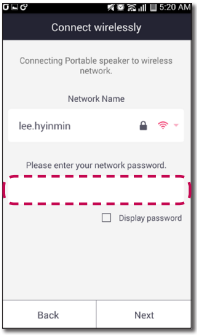

4. Press the button on the side of the speaker. Then **F** (Function) LED blinks white and red alternately.



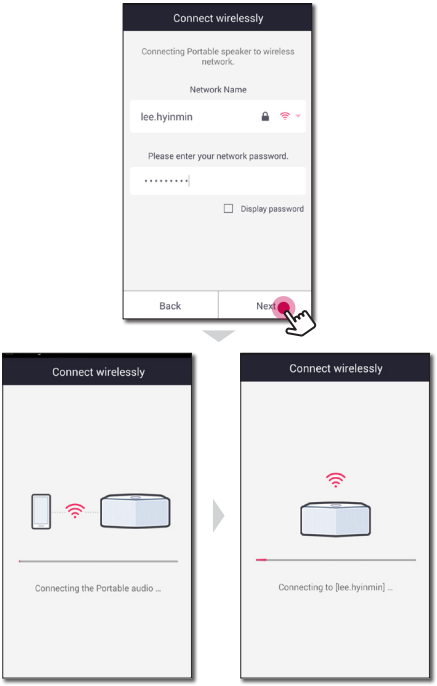
5. Then select [Next] on the screen.



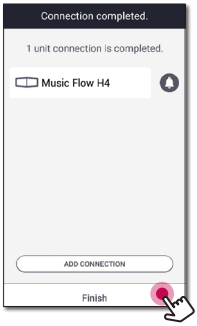

6. If you have a password for your network, the security screen appears on your smart device. Enter your password.



7. Then select [Next] on the screen.

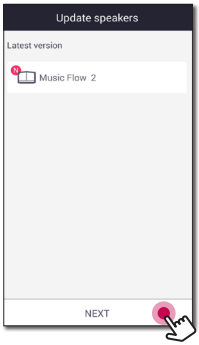



8. Select [Finish] to complete the connection.




**(If there is an update)**

9. This application is checking the Version of software of your speaker and then shows the version.



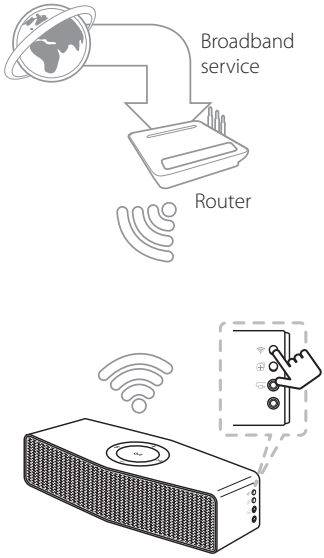

Select [Next] after checking the version information.

**Note**

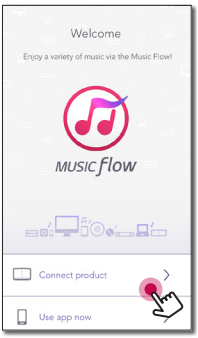
If the speaker fails to connect to your network or its network connection operates abnormally, place the speaker closer to your router and try again.

## Connecting the speaker to your Network via the Wi-Fi Setup Method (iOS)

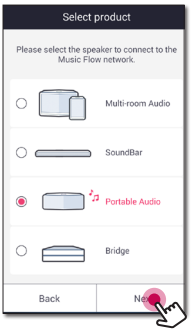
**Connection overview**



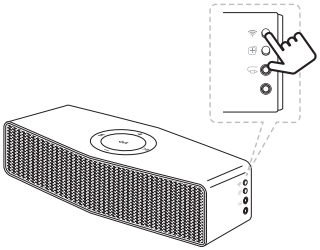

1. Plug the speaker into an electrical outlet. The **F** (Function) LED starts to blink white.
2. On your smart device, launch Music Flow Player app. Select [Connect product] to install the speaker.



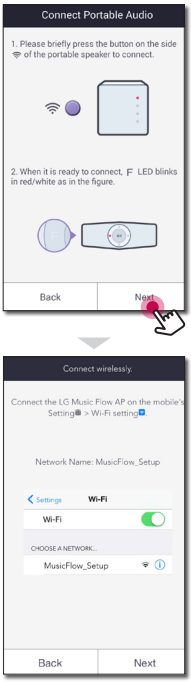

3. Select the product you want to connect and tap [Next] on the screen.



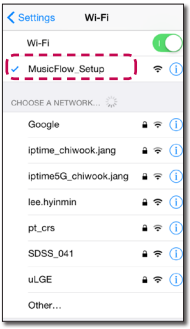
4. Press the button on the side of the speaker. Then **F** (Function) LED blinks white and red alternately.



5. Then select [Next] on the screen.



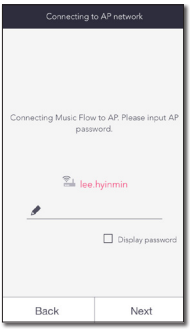

6. On your iOS device, go to iOS setting -> Wi-Fi setting and select "MusicFlow_Setup" to connect.



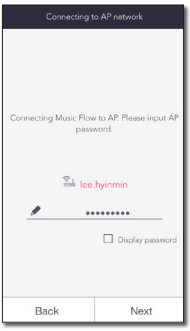

**Note**

- If "MusicFlow_Setup" is not on the list, scan for available Wi-Fi networks again.
- When your smart device is connected to "MusicFlow_Setup", you cannot use the internet.

7. If you have a password for your network, the security screen appears on your smart device. Enter your password.



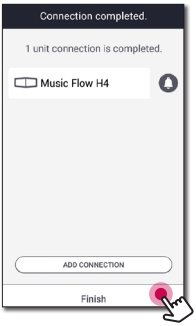

8. Then select [Next] on the screen.




9. Then select [Next] on the screen.




10. Select [Finish] to complete the connection.




**Note**

If the speaker fails to connect to your network or its network connection operates abnormally, place the speaker closer to your router and try again.

## Notes on Network Connection

- Many network connection problems during set up can often be fixed by re-setting the router. After connecting the speaker to the home network, quickly power off and/or disconnect the power cable of the home network router or cable modem. Then power on and/or connect the power cable again.
- Our company is not responsible for any malfunction of the speaker and/or the internet connection feature due to communication errors/malfunctions associated with your broadband internet connection or other connected equipment.
- The wireless network operate at 2.4 GHz radio frequencies that are also used by other household devices such as cordless telephone, Bluetooth® devices, microwave oven, and can be affected by interference from them.
- Turn off all unused network equipment in your local home network. Some devices may generate network traffic.
- If the speaker fails to connect to your network or its network connection operates abnormally, place the speaker closer to your router and try again.
- Depending on your home network environment and the performance of wireless router, it may not work well to connect the speaker to your wireless router.
- You cannot connect the speaker to wireless router which has hidden SSID.
- The connection you've made may be disconnected if you select other application or change the setting of the connected speaker via "Music Flow Player" app. In such a case, please check the connection status.
- Even After connection of Music Flow Player app, music may be output from your smart device. In this case, select the connected speaker on the playback screen.
- Depending on the speed of your network, playback of online contents may not work well.
- Wireless signal interference may lead to disconnection of network or stopping playback.
- You need to turn the speaker's power off and on again if you restart the router.
- You need to perform a factory set and setup the network connection for speaker, if you install new router.
- If you use other characters than the english alphabet or digits for the SSID name of your access point or wireless router, it may be displayed differently.

# Connecting the speakers to your Home Network (Additional)

You can enjoy the music with multiple speakers and single smart device you have.

**Requirements**

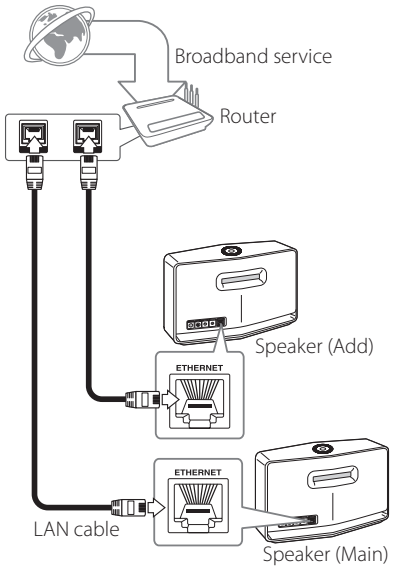
- Wireless router
- Smart device (Android or iOS)
- Another speaker

**Note**

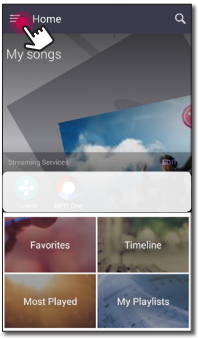
Signal interference may lead to stop playback.

## Connecting the additional speaker to your network with a LAN cable

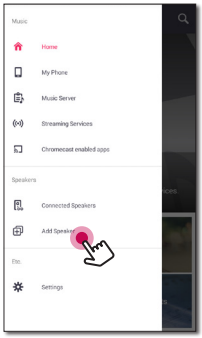
**Connection overview**




1. Connect the speaker (Main) to your network. Refer to "Connecting the speaker to your Home network" on page 11.
2. On your smart device, select the Music Flow Player app. Tap the ☰ button.



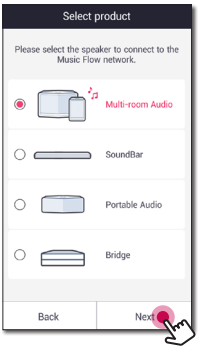

3. Select the [Add Speaker] on the side menu.




**Note**

You can also add another speaker by using button on the screen of [Connected Speakers].

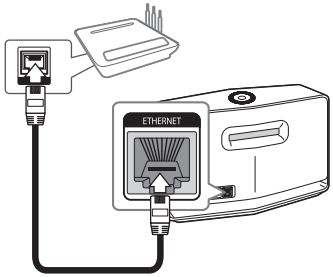
4. Select the product you want to connect and tap [Next] on the screen.



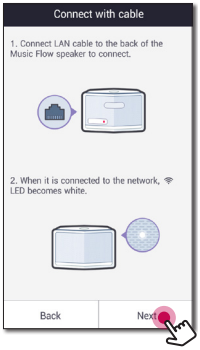

5. Select [Wired connection] on the screen.



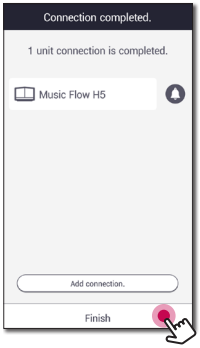

6. Connect one end of the LAN cable to the speaker's ETHERNET port and connect the other end to your wireless router.
Wait a moment until the LED indicator stops blinking and stays white.




7. Then select [Next] on the screen.

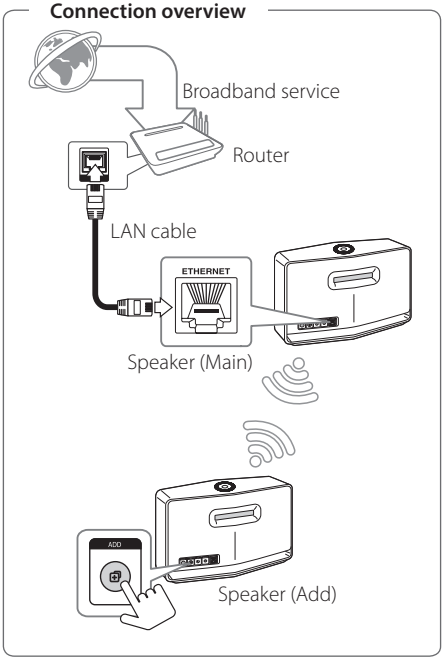



8. Select [Finish] to complete the connection.

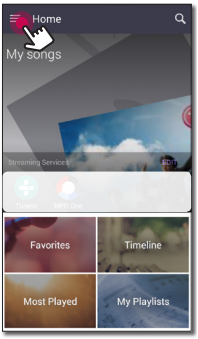


## Connecting the additional speaker to your network via the Wi-Fi Setup Method (Android)

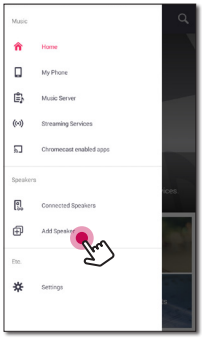
**Connection overview**




1. Connect the speaker (Main) to your network. Refer to "Connecting the speaker to your Home network" on page 11.
2. On your smart device, select the Music Flow Player app. Tap the ☰ button.



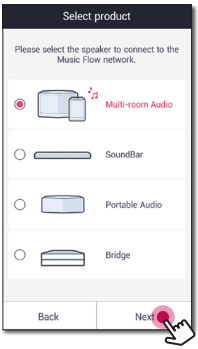

3. Select the [Add Speaker] on the side menu.




**Note**

You can also add another speaker by using ⊕ button on the screen of [Connected Speakers].

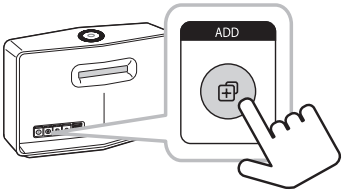
4. Select the product you want to connect and tap [Next] on the screen.



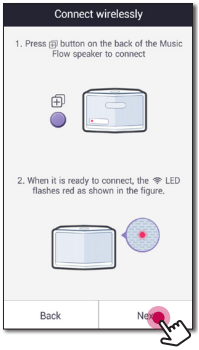

5. Select [Wireless connection] on the screen.



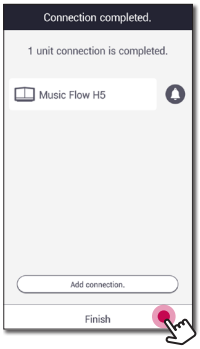

6. Press the **ADD** button on the rear of the speaker (Add). Then Network status LED blinks red.




7. Then select the [Next] on the screen.




8. Select [Finish] to complete the connection.




**Note**

Speakers may be not connected if the distance between the Sound Bar (Main) connected by LAN cable and the speaker (Add) to be connected is too far.

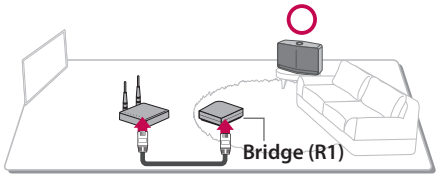
# Using the Bridge

Bridge (R1) extends a range of use of speakers. Please purchase it separately if you want to use.

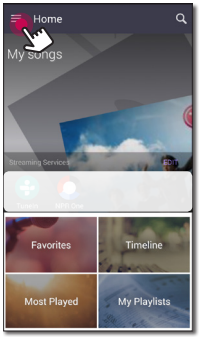
## Use as a root device (wired to the home router)

### If there is no speaker with wired connection to the router

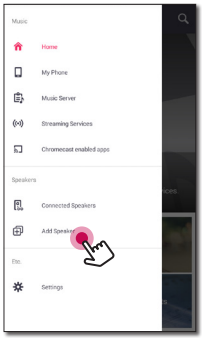
When your home router is located too far from any speaker location that is to be connected via wired mode, connect the **Bridge (R1)** to your home router with LAN cable.



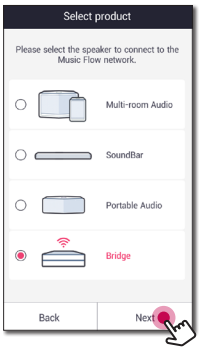

1. Attach the power cord to the power port on the rear of the **Bridge (R1)** and then plug the power cord into an electrical outlet.
2. The power LED on the front of **Bridge (R1)** turns on. On your smart device, select the Music Flow Player app. Tap the ☰ button.



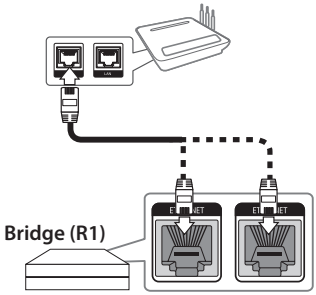

3. Select the [Add Speaker] on the side menu.




4. Select the [Bridge] and tap [Next] on the screen.

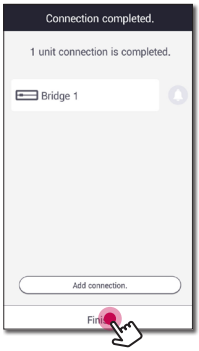



5. Following the instruction on Music Flow Player app, connect the **Bridge (R1)** and the router with LAN cable.
   Wait a moment until Network status LED stops blinking and stays white.




And then select [Next].

6. Select [Finish] to complete the connection.

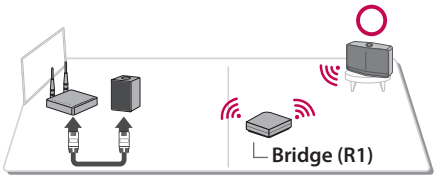



7. Connect the speaker to **Bridge (R1)**. Refer to "Connecting the speakers to your Home Network (Additional)" on page 21.

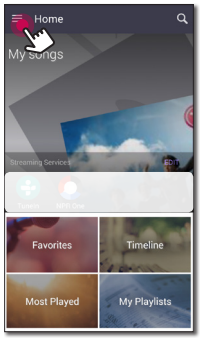
## Use as a wireless extender

### If there is at least one speaker with wired connection to the router

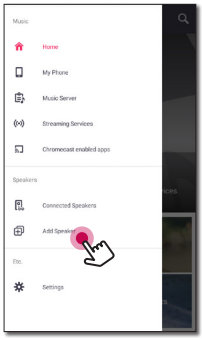
When you want to expand Music Flow mesh network coverage, add the **Bridge (R1)** to your home network.



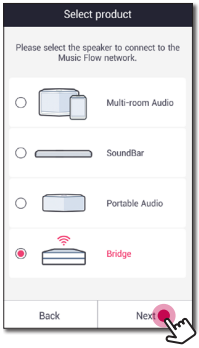

1. Attach the power cord to the power port on the rear of the **Bridge (R1)** and then plug the power cord into an electrical outlet.
2. The power LED on the front of **Bridge (R1)** turns on. On your smart device, select the Music Flow Player app. Tap the ☰ button.



3. Select the [Add Speaker] on the side menu.



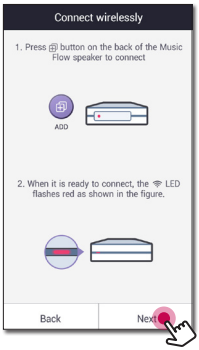

4. Select the Bridge and tap [Next] on the screen.



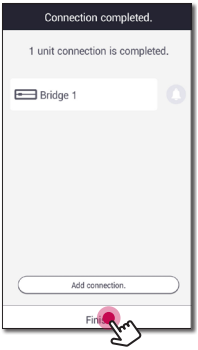

5. Select [Wireless connection] and tap [Next] on the screen.




6. Follow the instruction on Music Flow Player app and tap [Next] on the screen.




7. Select [Finish] to complete the connection.




8. Connect the speaker to **Bridge (R1)**. Refer to "Connecting the speakers to your Home Network (Additional)" on page 21.

# Using Media Server for PC

Media server Software allows users to access audio files stored in media server and enjoy them on this speaker via home networking.

Before connecting to PC to play a file, Media server Software should be installed on your PC.

**Note**

Make sure that wireless network environment using a router is installed at your home.

- **Windows : Music Flow PC Software**
- **Mac OS : Nero MediaHome 4 Essentials**

## Music Flow PC Software for windows

### About Music Flow PC Software

Music Flow PC Software makes you enjoy the audio files stored on your media server (PC) via the speaker.

### Downloading Music Flow PC Software

1. Start up your computer, visit http://www.lg.com. If necessary, select your region.
2. Click support tab.
3. Fill your model name on the cover of owner's manual in search bar.
4. Find and download the "Music Flow PC Software" file.

### Installing Music Flow PC Software

1. Unzip and double-click "Setup.exe" to install Music Flow PC Software. The installation is prepared and the installation wizard appears.
2. Follow the directions of the installation wizard displayed on the screen.
3. Click the [Exit] button to complete the installation.

**Note**

- You might close firewalls and Anti-Virus programs on your PC while installing Music Flow PC Software.
- The Music Flow PC Software is a customized software edition only for sharing files and folders to this speaker.
- If you want a full explanation about Music Flow PC Software, click the question marked icon on home menu.

### System requirements (Windows PC)

- CPU : Intel® 2.0 GHz or AMD Sempron™ 2000+ processors
- Memory : 1 GB of free RAM
- Graphics card : 64 MB video memory, minimum resolution of 1024 x 768 pixels, and 16 bit color settings
- Free Disk Space : 200 MB
- Windows® XP (Service Pack 2 or higher), Windows Vista®, Windows® 7, Windows® 8.0, Windows® 8.1
- Windows® Media Player® 11.0 or higher
- Network environment: 100 MB Ethernet, WLAN

### Sharing music files

On your computer, you must share the folder contained music files to play them on this speaker.

This parts explains the procedure for selecting the shared folders on your computer.

1. Double-click the "Music Flow PC Software" icon.
2. Click [✱] icon in the upper-right-hand corner of the screen. The setting menu appears.
3. On the setting menu, click [] icon on the left to go to the sharing file menu.
4. On the sharing file menu, Click [] icon to open the [Browse Folder] window.
5. Select the folder containing the files you want to share. The selected folder is added to the list of shared folders.

# Nero MediaHome 4 Essentials for Mac OS

## About Nero MediaHome Essentials

Nero MediaHome 4 Essentials is a software for sharing video, audio and photo files stored on your computer to this speaker as a digital media server.

## Downloading Nero MediaHome Essentials

1. Start up your computer, visit http://www.lg.com. If necessary, select your region.
2. Click support tab.
3. Fill your model name on the cover of owner's manual in search bar.
4. Find and download the "Nero MediaHome 4 Essentials" file.

## Installing Nero MediaHome Essentials

1. Before installation, close all running programs including firewall and Anti-Virus programs.
2. Unzip and double-click NeroMediaHome.dmg file, In the Nero MediaHome window, drag the Nero MediaHome icon either to the Applications folder within the window or to any other desired location.
3. Follow the directions of the installation wizard displayed on the screen.
4. Click the [Exit] button to complete the installation.

## System requirements (Macintosh)

- Mac OS X 10.5 (Leopard) or 10.6 (Snow Leopard)
- Macintosh computer with an Intel x86 processor
- Hard drive space: 200 MB hard drive space for a typical installation of Nero MediaHome standalone
- Memory: 256 MB RAM

## Sharing music files

On your computer, you must share the folder contained music files to play them on this speaker.

This parts explains the procedure for selecting the shared folders on your computer.

1. Double-click the "Nero MediaHome 4 Essentials" icon.
2. Click [Network] icon on the left and define your network name in the [Network name] field. The Network name you enter will be recognized by your player.
3. Click [Shares] icon on the left.
4. Click [Local Folders] tab on the [Shares] screen.
5. Click [Add] icon to open the [Browse Folder] window.
6. Select the folder containing the files you want to share. The selected folder is added to the list of shared folders.
7. Click [Start Server] icon to start the server.

# Basic Operations

## Using ⏻/I button

### Power On

Press the ⏻/I button.

### Standby mode

Press and hold the ⏻/I button for 5 seconds. (page 44)

**Note**

The speaker switches to the standby mode if there is no music playback or no button operation for 20 minutes.

### Changing the mode

When turning on the speaker, you can change the mode. Press **F** (Function) button repeatedly, the mode is changed with status LED.
(Network -> Bluetooth -> Portable In)

**Note**

If you do not connect external device with portable cable, you cannot select the Portable In mode using **F** (Function) button.

# Enjoying the Music with Music Flow Player app

With Music Flow Player app, you can play music in your smart device.

**Note**

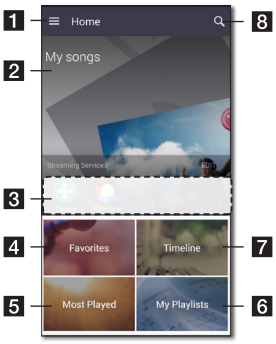
- For more detailed instruction about Music Flow Player app, switch on the [User Guide] in [Settings] > [General] on the side menu.
- Some of the content in this part may differ from Music Flow Player app depending on the application's version.

### Preparation

1. Check the network connection with the speaker. (page 11)
2. To use the speaker, you must download and install the Music Flow Player app. (page 9)

## Overview of Home menu

Launch Music Flow Player app on your smart device. The [Home] appears.



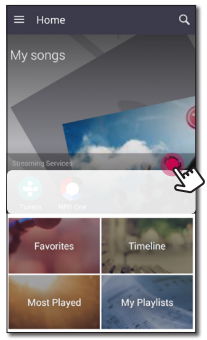

| | |
|---|---|
| 1 | **Menu button** -Displays side menu bar. |
| 2 | **My Songs -** Displays music list on your phone. |
| 3 | **Streaming Services** – Displays the online services. You can enjoy the online radio and music. |
| 4 | **Favorites**– Displays the favorites songs |
| 5 | **Most Played** – Displays the songs most played on this speaker. |
| 6 | **My Playlists** – Displays the playlists. |
| 7 | **Timeline** – Displays the songs played on this speaker. |
| 8 | **Search -** Searches music on your phone. |

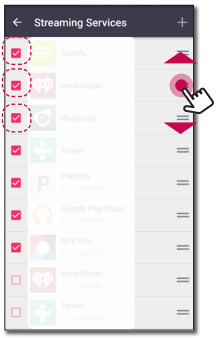
**Note**

Depending on your smart device's OS or version of "Music Flow Player" app, some of the content in this manual may differ.

### Edit the Online streaming Service list

1. Launch Music Flow Player app on your smart device. The [Home] appears.
2. Tap the [EDIT] menu.




- Select the checkbox of the Online service you want to see on Home.
- Drag upwards or downwards to change the order of the Online service.
- Tap the + add the online services.

  In case of the Android device, you can add the online services among the installed apps in the device. If you select the added app, the app is run during the Bluetooth pairing operation.

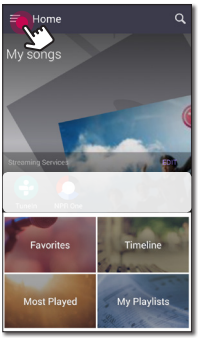
  In case of the iOS device, when you connect the added app, you should set the Bluetooth connection for yourself.

**Note**

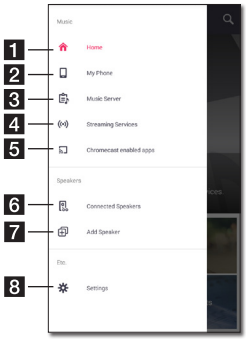
The displayed Online Streaming Services may vary depending on your region.

## Overview of the side menu

1. Launch Music Flow Player app on your smart device. The [Home] appears.
2. Tap the ☰ button.



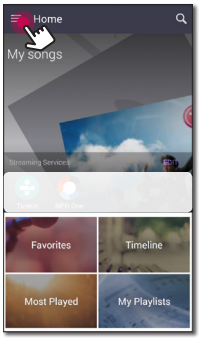

3. Side menu appears.



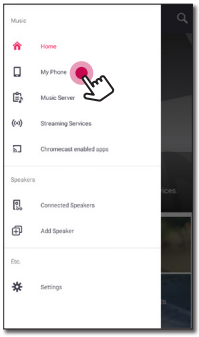

| | |
|---|---|
| 1 | **Home** – Displays the Home menu. |
| 2 | **My Phone** – Displays the songs on this smart device. |
| 3 | **Music Server** – Displays the songs on the connected devices (Media server). |
| 4 | **Streaming Services** – Displays the online services. You can enjoy the online radio and music. |
| 5 | **Chromecast enabled apps -** Displays available apps on Chromecast. |
| 6 | **Connected Speakers** – Displays the connected speaker. |
| 7 | **Add Speaker** – Goes to the speaker installation screen. |
| 8 | **Settings** – Displays the settings menu. |

## Playing a song

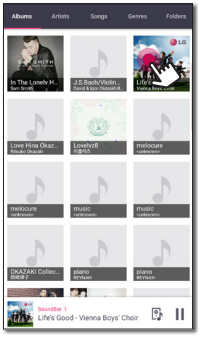
1. Launch Music Flow Player app on your smart device. The [Home] appears.
2. Tap the ☰ button.



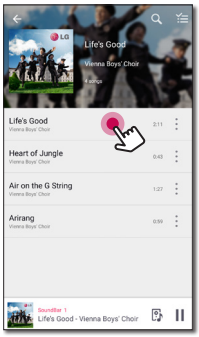

3. Side menu appears.
   Select the [My Phone] on the side menu.



4. Select the desired album.

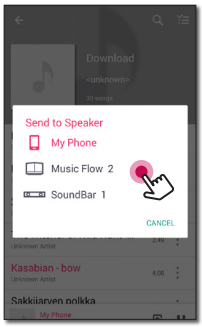


5. Select the desired song. Then selected song is displayed and played.



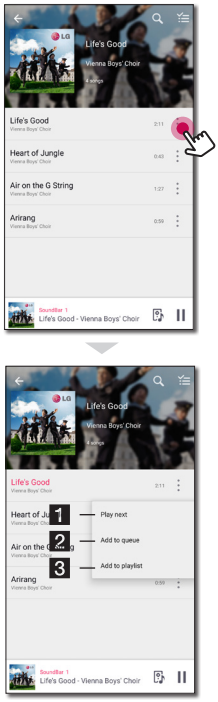

**Note**

If the speaker is not selected, the selecting speaker pop-up appears. Select a desired speaker.




## Managing a playlist

On an album screen, tap the [ ⋮ ] of the desired song. The pull down menu appears.




**1** **Play next** – Selects music to play next.

**2** **Add to queue** – Adds to queue list.

**3** **Add to playlist** – Adds to a desired playlist.

**Note**

Depending on your wireless environment, playing a song with the speaker may not work smoothly.

## Overview of Playback

You can confirm and adjust various information on the playback screen.




| | |
|---|---|
| 1 | Displays the speaker that music plays through. |
| 2 | Displays current playing music.<br>- Repeats the desired contents. Every time you click it, the state changed in the (Repeat One) - (Repeat All) - (Repeat Off) order.<br>- Shuffles the music on the list. Music will be played in random order. |
| 3 | Adjusts playback.<br>- Adjusts the volume.<br>- Pauses playback.<br>/ - Skips fast backward or forward.<br>- Adjusts the sound effect. |
| 4 | Tap the , various option appears.<br>- Saves the music to the [Favorites]. You can find [Favorites] on [Home] tab<br>- Adds music to [My Playlist]. |
| 5 | - Edits the current playlist.<br>- Selects a speaker to play.<br>- Displays music menu. |

**Note**

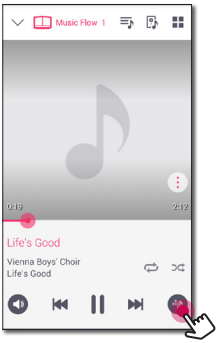
By using , you can control volume level of each grouped speakers and change the channel of them to [Surround], [Left] or [Right]. (Page 33)

### Selecting Sound effect

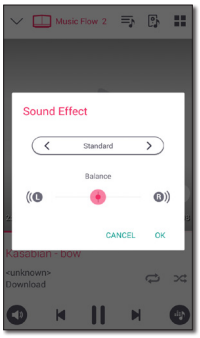
This speaker has a number of pre-set surround sound fields. You can select a desired sound mode by tapping [ ].

The displayed items for the equalizer may be different depending on sound sources and effects.

1. During playback, tap the [ ] as below.




2. Tap the < or >.




You can select the various sound effects.

| Sound Effect | Description |
|---|---|
| Standard | You can enjoy optimized sound. |
| Bass | The Bass is Bass Blast. During playback, reinforce the treble, bass and surround sound effect. |
| Flat | Provides balanced sound. |
| Boost | Boosts the mid-range for sound reinforcement. |
| Treble / Bass | Reinforces the treble and bass. |
| User EQ | You can adjust the sound effect. |

**Note**

When you play the songs with smart device's speaker, the sound equalizer is not supported.

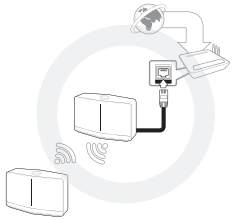
## Group Playback

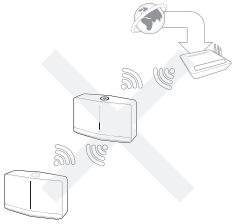
You can group multiple speakers linked to the Music Flow Player app and play the same music through all the connected speakers in the same group.

**Note**

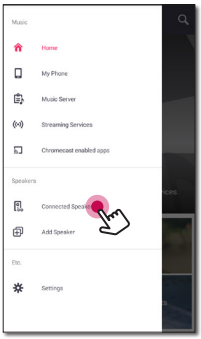
If you want to enjoy the group playback and Surround playback, it is recommended that at least one speaker is connected by LAN cable. To change speaker connection setting when all the speaker have been already connected wirelessly, reset all the speaker and connect again after connecting the one speaker of them.

In the wireless connection, the smoothness of playback is subject to the location of installed speaker. Install the speakers at a short distance from the router. To enjoy the smooth group playback or surround playback wirelessly, it is recommended to use the router supporting 802.11n. In this case, set the router's security mode setting to OPEN or AES.

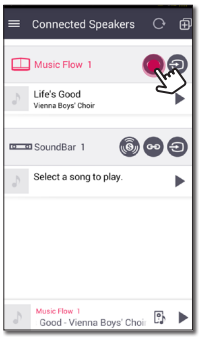




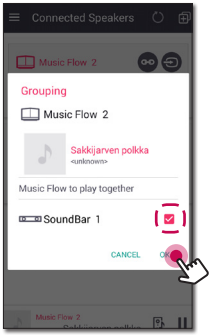
1. Select [Connected Speakers] on the side menu of Music Flow Player app.



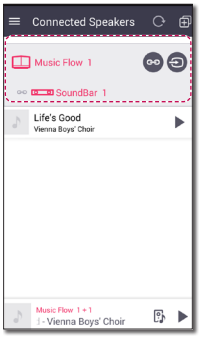

2. Connected speakers appear.
Select the [ ] on the speaker desired song plays through.




3. Grouping option appears.
Tap the checkbox to select the speaker you want to play with. Then select [OK].




4. The speakers is ready to group playback.




**Note**

- If the speakers are not grouped, you can enjoy different music on each speaker.
- It is recommended to connect less than 5 devices for the smooth playback.
- The weak signal because of the long distance between speakers or wireless router and signal interference may cause abnormal playback.
- Depending on your wireless environment, the grouping may be broken.
- For smooth group playback, it is recommended to select the speaker connected by LAN cable as a master speaker. If you set the master speaker connected wirelessly, placed closer from the speaker connected wired.

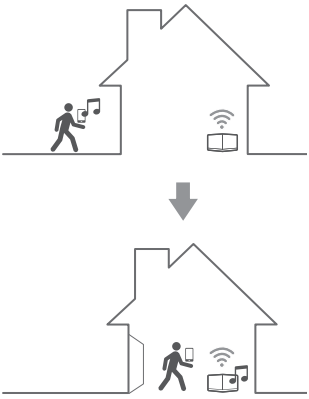
## Seamless playback

You can easily change the playing speaker from your smart device or the speaker to the another speaker without pause.

**Note**

- It is not supported when you go out of the house with your smart device.
- Wi-Fi function on smart device must be turned on.
- If the source is Portable In and Bluetooth, seamless play is not supported. (Media server and online streaming service are supported).
- In case of the online streaming service, the music you are listening to is played from the beginning.
- On seamless play, each speaker keeps its existing volume value. If no sound coming out from the speaker during playback, check the switched speaker's volume is set to 0.

### Changing playing speaker from a smart device to a speaker

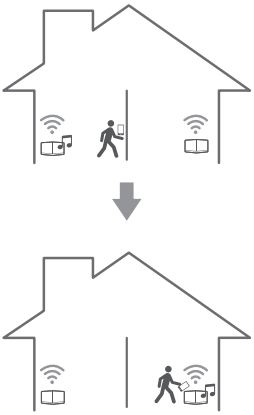


1. If the smart device playing music is carried from outside to a room where the connected speaker is in, the pop-up window on the smart device will appear to ask you which speaker you want to play music through.
2. Select the speaker on the pop-up list, the music you are listening to is played through without a pause.

**Note**

- Pop-up window disappears automatically in below cases,
  - When you select the speaker on pop-up list.
  - 10 seconds later after pop-up window appears. (Android Only)
- The latest connection is placed at the top of the list on the pop-up window.

### Changing the active speaker to a different speaker without a pause



You can change the playing speaker to the another speaker which is in the room you are in now using NFC tagging.

**Note**

- Music Flow Player app should be displayed on the smart device's screen.
- In case of the grouped speakers, all the speakers in the group are played when one of the speakers in the group is NFC tagged.
- Only Android device is available.

## Setting the Speaker with Music Flow Player app

With Music Flow Player app, you can set the connected speaker in your smart device.

**Note**

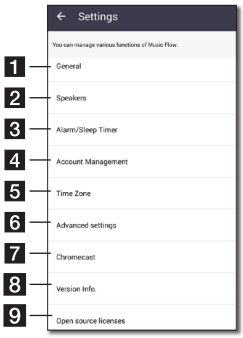
- For more detailed instruction about Music Flow Player app, switch on the [User Guide] in [Settings] > [General] on the side menu.
- Some of the content in this part may differ from Music Flow Player app depending on the application's version.

### Preparation

1. Check the network connection with the speaker. (page 11)
2. To use the speaker, you must download and install the Music Flow Player app. (page 9)

## Overview of setting menu

1. Launch Music Flow Player app on your smart device.
2. Select [Settings] on the side menu.




| | |
|---|---|
| 1 | **General** – Sets for easier use of the speaker. |
| 2 | **Speakers** – Sets connected speaker. |
| 3 | **Alarms/Sleep Timer** – Wakes on and off the speaker at a designated time. |
| 4 | **Account Management** – Manages online streaming service. |
| 5 | **Time zone** - Sets time zone. |
| 6 | **Advanced settings –** Displays the Advance settings menu. (Page 39) |
| 7 | **Chromecast -** Displays the Chromecast menu. |
| 8 | **Version Info.** – Updates the speaker to the latest version. |
| 9 | **Open source licenses** – Shows LGE Open Source Software Notice. |

## [General] Menu

Sets for easier use of the speaker.

### Lock Screen Setting (Android only)

This function allows you to display the Music Flow Player on the lock screen. (Lock screen setting is [ON] by default.)

**Note**

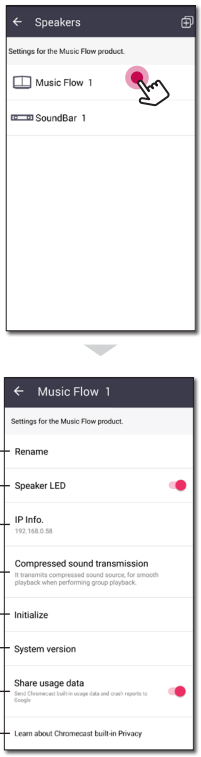
[Lock Screen Setting] may differ from Music Flow Player app depending on the Android's version.

### User Guide

This function allows you to display or delete the guide on the menu.

## [Speakers] Menu

You can adjust speakers connected to your network.




| | |
|---|---|
| 1 | **Rename** – Renames the speaker. |
| 2 | **Speaker LED** – Turns on or off speaker's LED indicator. |
| 3 | **IP Info.** – Shows the IP address of the speaker. |
| 4 | **Compressed sound transmission** – Adjusts the compression of audio source according to network status. |
| 5 | **Initialize** – Resets the speaker. |
| 6 | **System version** – Displays the current system version. |
| 7 | **Share usage data** – Select whether to send Chromecast usage data and crash reports to Google. |
| 8 | **Learn about Chromecast built-in Privacy** – Shows Privacy policy of Chromecast. |

## [Alarms/Sleep Timer] Menu

Turns on and off the speaker at a designated time.

### Alarms

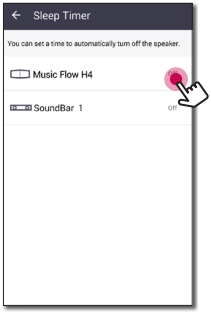
Speaker will let you know when it is time.

| | |
|---|---|
| | Deletes selected alarm. |
| | Adds new alarm. |

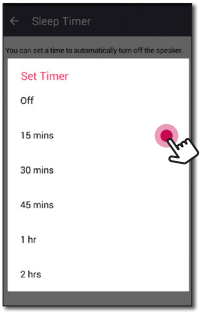
### Sleep Timer

Sets a time to automatically turn off the speaker.

1. Select the speaker to set timer on [Sleep Timer] in the [Alarms/Sleep Timer] menu.




2. Set the desired timer on selected speaker.



## [Account management] Menu

Manages online streaming service.

## [Time Zone] Menu

### Automatic Time zone

It offers to use network provided time.

### Set Time Zone

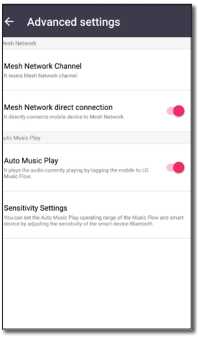
If you deselect [Automatic Time zone], you can select your time zone yourself.

## [Advanced Settings] Menu

### Mesh Network Channel

If normal playback or group playback is not smooth using multiple speakers including wireless speaker connection, changed the mesh network channel to improve network speed.

1. Select the [Settings] -> [Advanced Settings] option.




2. Select the [Mesh Network Channel] option. The channel information now being used is displayed.




3. Select the channel to change.
4. The channel information is updated to the selected channel.

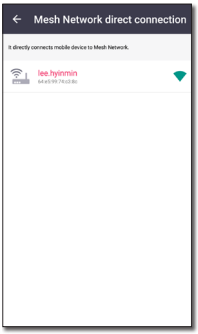
**Note**

- The speaker is disconnected temporarily during the channel changing.
- If you changed the channel when the speaker turned off, turn on and add it again.
- If the speaker is not connected to network after changing the channel, add the speaker again.

## Mesh Network direct connection (Android only)

You can directly connect the smart device to speaker connected your home network.

When your smart device is placed in a position where it cannot connect to the home network, select a nearby speaker in the [Mesh Network direct connection] list and then connect the smart device to the speaker.

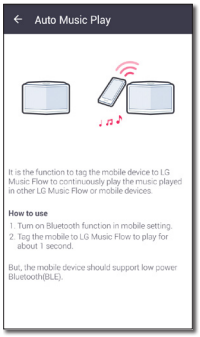



## Auto Music Play

You can easily change the rendering device from your smart device or a speaker to another speaker by approaching your smart device to the desired speaker.

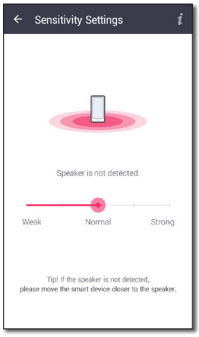
- Your smart device should support Bluetooth Smart.
- This function is subject to the smart device capability and the Wi-Fi network status.
- Auto music play option in the music flow app should be turned on.
- This function may cause more battery consumption.

1. Turn on the [Auto Music Play] option in the Advanced settings menu on the music flow app.
2. Tag the smart device to LG Music Flow to play for about 1 second.



### Sensitivity Settings

Sets the operating distance of Auto Music Play between the speaker and your smart device to adjust sensitivity of Bluetooth.




- Place your smart device close enough to the tag on the speaker. It is recommend to be within about 5 cm.
- Set the slide bar at [Close], the leftmost position.
- Move the slide to the right slowly until the notification appears.

**Note**

- The smart device should support low power **Bluetooth** (BLE).
- BLE support specifications in case of android can vary depending on the manufacturer.
- Supported operation system version

| Device | O/S |
|---|---|
| Android | Android 4.3 (or later) |
| Apple | iOS 7.1.2 (or later) |

## [Chromecast] Menu

### Learn how to cast

Shows how to use Chromecast.

### Chromecast enabled apps

Shows available apps on Chromecast.

### Cast Groups

Select [Learn about Cast Groups] or [How to cast to a group] to show the selected information.

**Note**

To use Cast Groups, install Google Home application. Download the application from Apple "App Store" or Google "Play Store".

### Chromecast built-in open legal documents

Select [Google Terms of Service], [Google Privacy Policy] or [Open source licenses] to show the selected information.

## [Version Info.] Menu

Updates the speaker to the latest version.

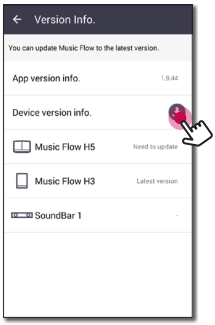
### App version info.

Displays the current application's version.

### Device version info.

Updates the latest speaker's firmware version.

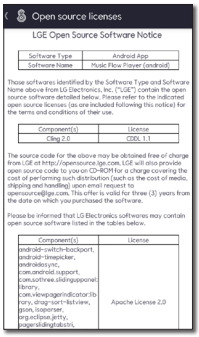
1. Find the speakers need to update and tap the [ ].




2. Starts the software update.

## [Open source licenses] Menu

Shows LGE Open Source Software Notice.




# Using a Bluetooth Wireless Technology

## About Bluetooth

***Bluetooth®*** is wireless communication technology for short range connection.

The sound may be interrupted when the connection interfered by the other electronic wave or you connect the bluetooth in the other rooms.

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 : Android device, iOS device

## Bluetooth profiles

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

A2DP (Advanced Audio Distribution Profile)

## Listening to Music of a Bluetooth Device

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

1. Plug the speaker into an electrical outlet. Press **F** button on the speaker to select bluetooth mode. Then **F** (Function) LED starts to blink with Blue.
2. Operate the Bluetooth device and perform the pairing operation. When searching for this speaker on your Bluetooth device, a list of the devices found may appear in the Bluetooth device display depending on the type of Bluetooth device. Your speaker appears as "Music Flow H4 (XX:XX)".
3. Select the "Music Flow H4 (XX:XX)".

**Note**

XX:XX means the last four digits of BT address. For example, if your speaker has a BT address such as 9C:02:98:4A:F7:08, you will see "Music Flow H4 (F7:08)" on your Bluetooth device.

4. When this speaker is successfully connected with your Bluetooth device, the **F** (Function) LED stops blinking.

**Note**

- Depending on the type of the Bluetooth device, some devices have a different pairing way.
- Try pairing procedure if your device name is not in the device list.

5. Listen to music.

   To play music in your Bluetooth device, refer to your Bluetooth device's user guide.

   According to your Bluetooth device's volume level, the volume level of Bluetooth will be adjusted.

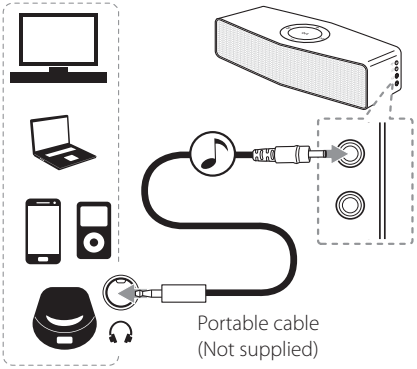
**Note**

- When using ***Bluetooth®*** technology, you have to make a connection between the unit and the bluetooth device as close as possible and keep the distance. However it may not work well in the case below :
  - There is a 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.
- This unit supports Bluetooth auto pairing. However it does not operate in the case below:
  - When you restart this unit.
  - When you disconnect this unit by yourself.
  - When you disconnect this unit on the connected Bluetooth device.
- The sound may be interrupted when the connection is interfered with by the some other electronic wave.
- You cannot control the Bluetooth device with this unit.
- Pairing is limited to "One" Bluetooth® device. 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 using Bluetooth® when using Phone, MP3, Notebook, etc..
- The more distance between the unit and the bluetooth device, the lower the sound quality becomes.
- The Bluetooth® connection will be disconnected when the unit is turned off or the Bluetooth® device gets too far from the unit.
- If the Bluetooth® connection is disconnected, connect the Bluetooth® device again.

# Listening to Music from Your External Device

The speaker can be used to listen to the music from many types of external device.

1. Connect the external device to the **PORTABLE IN** on the speaker.




2. Select the input source of this unit to portable input using **F** (Function) button
3. Select the song to play on your smart device's music list.

# Standby mode

The speaker switches to the standby mode if there is no music playback or no button operation.

## Standby mode

### Option 1.

If network is disconnected and there is no music playback and no button operation for 20 minutes, the speaker switches to the standby mode. Then **F** (Function) LED blinks white.

### Option 2.

If you press and hold the ⏻/❙ button for 5 seconds, the speaker switches to the standby mode. Then **F** (Function) LED blinks white.

## Network standby mode

When network is connected but music is not played and buttons are not pressed for 20 minutes, the speaker switches to the network standby mode. Then white **F** (Function) LED dimmed.

**Note**

On the Network Standby Mode, if you press ⏻/❙ button, the latest music playlist will be played.

# Reset the Speaker

If the speaker is not turned on or doesn't respond, reset the speaker.

## Resetting the speaker

- Press and hold the button until you hear the beep sound once. Then all wireless network ports are deactivated and the stored wireless network information is deleted.
- Press and hold the button until you hear the beep sound twice. You can reset the speaker to its original factory settings.

## Resetting the Music Flow R1

Press and hold the button for 8 seconds to delete the stored network information.

**Note**

After resetting the Music Flow R1, you must unplug and plug in your speaker for a proper connection with the Music Flow R1.

# Troubleshooting

## General

| Symptoms | Cause & Solution |
|---|---|
| The unit does not work properly. | • Turn off the power of this unit and the connected external device (TV, Woofer, DVD-player, Amplifier, etc.) and turn it on again.<br>• Disconnect the power cord of this unit and the connected external device (TV, Woofer, DVD-player, Amplifier, etc.) and then try connecting again. |
| The power does not turn on. | • The battery is discharged. Recharge the battery.<br>• Connect the unit to the power supply with the AC adapter. |
| A function does not work when the button is pressed. | Is there static electricity in the air?<br>• Disconnect the power plug and connect it again. |
| Sound is not produced. | Is the volume set to minimum?<br>• Adjust the volume. |
| The speaker doesn't work properly. | Is the speaker plugged in?<br>• Plug in the speaker.<br>Does the speaker's front status LED indicator remain?<br>• Check whether the Wi-Fi router you're using has been certified for Wi-Fi.<br>• Unplug the speaker, plug it back in, and then reconnect it to the router.<br>• Reset the speaker.<br>• When using a Music Flow R1<br>- Make sure that the smart device and the Music Flow R1 are connected to the same Wi-Fi network.<br>- Make sure that the Music Flow R1's indicator LED show that it is working correctly.<br>- If the problem persists, reset the Music Flow R1.<br>- Unplug, then plug in the Music Flow R1. Then, unplug and plug in the speaker.<br>- If you experience troubles with connecting the Music Flow R1 and speaker, try relocating the speaker so that the speaker is closer to the wireless router or Music Flow R1. |

## Network

| Symptoms | Cause & Solution |
|---|---|
| Cannot connect the speaker to your home network. | The wireless communication may be interrupted from household devices that are using radio frequencies. Move the speaker away from them. |
| Media servers are not displayed on the device list. | • The firewall or anti-virus software on your media server is running. Turn off the firewall or anti-virus software running on your media server.<br>• Make sure that the speaker is connected to the local area network that your media server is connected. |
| I cannot group speakers. | Is the speaker connected to the network via Wi-Fi?<br>• If you want to enjoy the group playback, at least one speaker should be connected by LAN cable.<br>• If the speakers are connected only wirelessly, disconnect the wireless connections and reconnect them after connecting wired speaker. |
| Music Flow Player (Speaker or Bridge) doesn't work properly. | Is the Music Flow Player (Speaker or Bridge) plugged in?<br>• Plug in the Music Flow Player (Speaker or Bridge).<br>Is the LAN cable connected to the wireless router and the Music Flow Player (Speaker or Bridge) properly?<br>• Connect the LAN cable to the Ethernet port on the back of the Music FlowPlayer (Speaker or Bridge) and to your wireless router.<br>• By using the Music Flow R1 (Bridge) for extending the signal without wired connection, at least one speaker must be connected with LAN cable.<br>When the Music Flow Player (Speaker or Bridge) is plugged in, do the Music Flow Player (Speaker or Bridge)'s LED show it's operating properly?<br>• If you experience troubles with connecting the Music Flow Player (Speaker or Bridge), try relocating the speakers so that the speakers is closer to the wireless router or Music Flow Player (Speaker or Bridge).<br>If you restart the router?<br>• You need to turn the speaker's power off and on again.<br>If you install new router.<br>• You need to perform a factory set and setup the network connection for speaker. |

## Application and PC Software

| Symptoms | Cause & Solution |
|---|---|
| Music Flow Player app doesn't work properly. | Does an error occur when accessing the app?<br>• Make sure that your smart device is compatible with the app.<br>• Make sure that the Music Flow Player app is the latest version.<br>• Make sure that the speaker's front LED turns from red to white. |
| Music Flow PC Software doesn't work properly. | Does the firewall on your PC or Mac set to enable?<br>• Disable all your firewalls and try to connect again. Refer to your firewall's instruction or website.<br>Is the LAN cable connected to the wireless router and your PC or Mac properly?<br>• Ensure that the speaker and your PC or Mac are correctly connected to the local area network and can access the internet.<br>• The wireless communication may be interrupted from household devices that are using radio frequencies. Move the speaker and your PC or Mac away from them. |

# File requirement

**Available File extensions :** ".mp3", ".wma", ".flac", ".m4a", ".aac", ".ogg", ".wav"

**Sampling frequency :** within 32 to 48 kHz (mp3, wma), up to 192 kHz/24 bit (flac)

**Bit rate :** up to 320 kbps (mp3, wma)

- The file requirements are not always compatible. There may have some restrictions by file features and media server's ability.
- Some wav files are not supported on this speaker.
- Depending on the types of file or ways of recording, it may not play back.
- Some DRM-loaded files are not supported on this speaker.

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# About Status LED's Condition

**Bluetooth**

| Condition | Color | |
|---|---|---|
| Waiting for Bluetooth pairing | F ⇆ F | Blinks |
| Bluetooth paired | F | |

**Portable In**

| Condition | Color | |
|---|---|---|
| Portable cable is connected | >II | |

**Network**

| Condition | Color | |
|---|---|---|
| Waiting for network connection | F ⇆ F | Blinks |
| Connected | F | |
| The initial unit is being connected to the network ( button is pressed) | F ⇆ F | Blinks |
| The additional unit is being connected to the network ( button is pressed) | F ⇆ F | Blinks |
| Network standby mode (Battery : Charging) | + F | |
| Network standby mode (Battery : Full Charged) | + F | |
| Grouping set (First group was set) | F | |

**Note**

- When you set the group at first, **F** (Function) LED turns green.
- The additional groups are set, the **F** (Function) LED color is changed in group order. ( > > > > )
- If the grouped speakers switch to the network standby mode, the brightness of **F** (Function) LED gets dark.

# Specifications

| General | |
|---|---|
| Power Supply | 12 V ⎓ 1.0 A (AC Adapter)<br>Built-in rechargeable battery |
| Power consumption | 12 W |
| | Networked standby : 3.7 W (If all network ports are activated.) |
| AC adapter | Model: WA-12M12FG<br>Manufacturer: Yang Ming Industrial<br>Input: 100 - 240 V ~ 50/60 Hz<br>Output: 12 V ⎓ 1.0 A |
| Dimensions (W x H x D) | 194 mm x 64 mm x 70 mm (without foot) |
| Net Weight (Approx.) | 0.8 kg |
| Operating temperature | 5 °C to 35 °C |
| Operating humidity | 5 % to 90 % |

| Inputs | |
|---|---|
| PORTABLE IN | 400 mVrms (3.5 mm stereo jack) |

| Speakers | |
|---|---|
| Type | Built-in |
| Impedance | 4 Ω |
| Rated Input Power | 10 W |
| Max Input Power | 20 W |

| System | |
|---|---|
| Wireless LAN (internal antenna) | Integrated IEEE 802.11n (Draft 2.0) wireless networking access, compatible with 802.11a/b/g/n Wi-Fi networks. |

- Design and specifications are subject to change without notice.

# Handling the Speaker

### When shipping the speaker

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

### Keeping the exterior surfaces clean

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

### Cleaning the speaker

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 speaker.

# Important Information Relating to Network Services

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Modify this accordingly to suit if appropriate: The Services are not directed at children under the age of 13 and are not structured specifically to attract children under 13. Further, certain content that you may access through your use of the Services may contain material that you consider indecent, objectionable or which may not be suitable for children.

If you permit a child to use your LG Smart TV to access the Services, you are solely responsible for deciding whether or not the relevant Services are appropriate for access by that child.

[Your Smart TV offers a parental control tool (by way of a 4 digit PIN). If you have enabled the 4-digit PIN, your LG Smart TV will not be able to display restricted content unless you type in the PIN. You are responsible for setting up and maintaining the parental control tool and any other controls that are available, and we will not be responsible for any harm, loss or damage you suffer or any other user of your LG Smart TV suffers as a result of your failure to do so. Depending on the models of your LG Smart TV, these features may not be available.

Viruses and Security

Modify this accordingly to suit if appropriate: We use commercially reasonable efforts to ensure that the Services are secure and virus free, but those efforts cannot and do not guarantee that the Services will be free from bugs, viruses, or other vulnerabilities.

Further, we do not accept responsibility for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your LG Smart TV, data or other material belonging to you, during your use of the Services.

Modify as you think appropriate: Complaints

If you have any queries, concerns or complaints about the Services, please contact [include reference to non-personal LG email address].

Modify as you think appropriate: Miscellaneous

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