



# User Manual LG IoT Hub

Before using the product, make sure to read the 'Safety Precautions' to ensure proper use.

Please keep this manual in a place where users can access it at any time.

The product's warranty is included in this manual.

This product is designed for the convenience of the customers, and it may not prevent all accidents caused by external factors such as theft, so please be careful when using the product.



MFL70423601

## Safety Precautions

The following safety precautions are intended to prevent unforeseen accidents. Use the product safely and follow instructions to avoid hazards and prevent damage.

The precaution items are classified as warnings and cautions and have the following implications.

**!** This symbol indicates situations or actions that could be hazardous when the product is in use. The symbol means that you must carefully read and follow the instructions to avoid danger.

**!** **WARNING-** This indicates that the failure to follow the instructions can cause serious injury or death.

**!** **CAUTION-** This indicates that the failure to follow the instructions can cause minor injury or damage the product.

This product has been certified for Class B electromagnetic waves for domestic use and intends to serve domestic purposes, regardless of region.

### ! WARNING

#### Installation related

- **Avoid places exposed to direct sunlight for a long time or places of high temperature such as heater.**  
May cause fire or explosion
- **Do not install or store the product in an enclosed space.**  
May cause fire or explosion

#### Power related

- **Be careful not to bend the power cord, Internet connection cable, and charging cable too much or not to damage them by being squashed under a heavy object.**  
May cause fire or electric shock

- **Do not touch the power plug with wet hand.**  
May cause electric shock or injury.

- **Remove any moisture or dust from the adapter and insert it firmly into the outlet.**  
Electric shock or fire may occur from poor electrical contact.

- **When unplugging the adapter, do not pull on the power cable, but make sure to hold the adapter to pull it out.**  
May cause fire or damage to the adapter.

- **Use only the power or voltage displayed on the adapter.**  
May cause a fire

#### Use related

- **Only the authorized repair engineer of the LG Electronics Service Center is allowed to disassemble, repair, or modify the product.**  
May cause fire, explosion, electric shock or injury.
- **Keep out of reach of children or pets.**  
Putting the battery in the mouth or giving an impact may cause electric shock or exposure to electromagnetic waves.
- **Do not insert a metal object such as a pin or wire into the area where the power cord is connected while the adapter is plugged into an outlet.**  
It may cause electric shock.
- **Do not use or store heating devices, combustible substances (ether, benzene, alcohol, chemical, LPG, combustible spray, insecticide, air freshener, cosmetics, etc.) or flammable objects (candles and lamps, etc.) near the product.**  
May cause fire or explosion.
- **If you notice any unusual smell or smoke when using the product, immediately disconnect the adapter and contact the LG Electronics Service Center.**  
May cause fire or electric shock.
- **Do not give a shock to the product.**  
It may cause explosion.

### ! CAUTION

#### Use related

- **Do not use or charge for a long time with the product on a blanket, electric pad, or carpet.**  
May cause a fire.
- **Be careful not to swallow the product or its accessories.**  
May cause suffocation.
- **Use only the dedicated adapter provided.**  
Use of any other adapters voids the warranty and may cause the product to malfunction.
- **Use only the dedicated LAN cables provided.**  
Using another LAN cable may cause malfunction of the product.
- **Do not drop or give a shock to the product.**  
May cause the product to malfunction.
- **When disconnecting the power cord or cable from the product, hold the cable end and pull it out.**  
May cause the product to malfunction or fall

#### Installation related

- **Install the product in a space free of electromagnetic interference.**  
My cause the product to malfunction.

### ! CAUTION

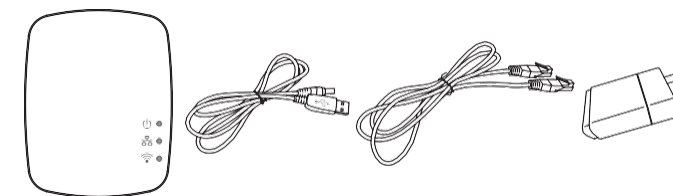
#### Cleaning related

- **Do not wipe the product with chemical ingredient such as benzene or thinner or chemicals when cleaning the product.**
- **Wipe the product with a dry towel or a soft cloth when cleaning the product.**
- **If water gets inside the product, immediately dry the affected area and contact the LG Electronics Service Center.**
- **Do not spray water or cleaning agent on the product.**
- **The company shall not be held responsible for any malfunctions or electrical accidents caused by water, cleaning agents, or foreign matter entering the product due to negligence of the customer.**

## Installation

### Product Composition

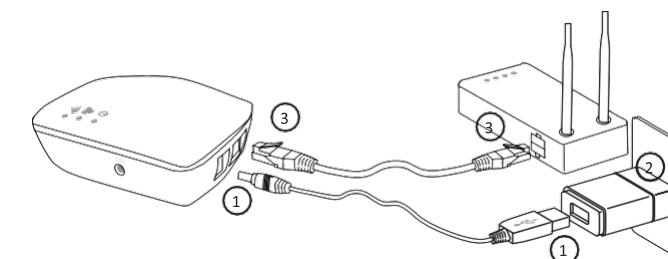
#### LG IoT Hub



Power cord (1) Power cord (1) Internet connection (1) Adapter (1)

- Accessories may differ from the actual image.

### Installation



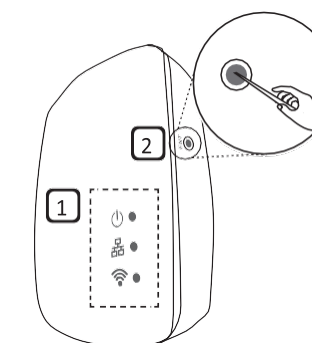
1 Connect the power cord to the LG IoT Hub and adapter.

2 Connect the adapter connected to the LG IoT Hub to the power supply.

3 Connect the Internet connection cable to the LG IoT Hub and a wireless access point (AP).

- Check that the power and network LEDs are on.

### Units and Functions



#### 1 Notification LED

**Power**  
The LED will illuminate when power is connected.

**Network**  
The LED will illuminate when an Internet connection is established.

**Wireless**  
The LED will flash only when communicating Z-wave, ZigBee over a wireless connection.

## 2 Setup

- Registered information initialization setting: Pressing and holding the ENT hole on the side of the product with a pointed tool for more than 10 seconds will cause all of the power LED, network LED, and wireless LEDs to blink, initializing the product's registered information, and also delete it from the application.

- Power off and restart setting: Press the ENT hole on the side of the product with a pointed tool for 1 to 2 seconds to turn the product's power off and restart.

## How to Use

### Things to Know Before Use

Connecting the Internet of Things (IoT) interface device with SmartThinQ™ sensor,  or  mark to the SmartThinQ™ Hub (general type) makes it easier to check information in the home with the 'LG SmartThinQ' application.

### Application Installation

Installing the 'LG SmartThinQ' application on your smartphone makes it easier to use the product.

For Android, search the Google Play Store/iOS App Store for 'LG SmartThinQ' and install it.

Detailed instructions for using 'LG SmartThinQ' can be found in the application's "Help" section.

### Registration

Use the 'LG SmartThinQ' application to experience LG Electronics services.

- Run the 'LG SmartThinQ' application on your smartphone and press [Create New Account].
- Enter the service use agreement and the membership information according to the membership subscription procedure and press [OK].
  - An authentication e-mail will be sent to the entered e-mail address.
- Access e-mail and press the "Authentication" button to complete your subscription to the LG account.

#### NOTE

- The e-mail address entered when signing up for the LG account will become your ID.

### Product Registration

- After running the application, press [Product Registration] on the smartphone screen.
- Select SmartThinQ™ Hub (general type) and follow the instructions on the smartphone screen.

#### NOTE

- After initializing the information registered in the product, re-register the desired product in the order of 'Product Registration' above. Please refer to 'Installation' on how to initialize the product registration information.
- Do not turn off the SmartThinQ™ Hub (general type) during firmware update through the application. The SmartThinQ™ Hub (general type) may not operate normally.

The contents of this manual may differ depending on the version of 'LG SmartThinQ' application, and some changes may be made without prior notice to users.

- For more information and partnership offer, please visit [ThinQ.developer.lge.com](http://ThinQ.developer.lge.com).

## Product Specifications and Certifications

Name of the certified business: LG Electronics Inc.

Name of equipment: Specific low-power wireless device (wireless device for wireless data communication system)

Model name	AIGC92W
Use frequency	Wi-Fi: 2412~2462 MHz Zigbee: 2405~2475 MHz Z-Wave: 908.4 MHz, 196.0 MHz
Requested output	Wi-Fi: 22 dBm or less Zigbee: 20 dBm or less Z-Wave: -7 dBm or less
Input power / current	DC 5V / 1.2A
Current consumption	max. 700 mA
Operation temperature	0 °C ~ 45 °C
Manufacturer / Country of manufacture	LG Electronics Inc. / Korea
Certification number	FCC ID: BEJ-AIGC92W IC: 2703H-AIGC92W

### FCC Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- this device must accept any interference received, including interference that may cause undesired operation

### FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body. Users must follow the specific operating instructions for satisfying RF exposure compliance.

Industry Canada (IC) Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's

licence-exempt RSS(s). Operation is subject to the following two conditions:

- This device may not cause interference.
  - This device must accept any interference, including interference that may cause undesired operation of the device.
- CAN ICES-005(B) / NMB-005(B)

### IC Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm (7.8 inches) between the antenna and your body.

NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

### Avis d'Industrie Canada

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- Cet appareil ne doit pas provoquer d'interférences.
- Cet appareil doit accepter toutes les interférences, y compris celles pouvant entraîner son dysfonctionnement.

### Énoncé d'IC concernant l'exposition à la radiation :

Cet appareil est conforme aux limites d'exposition aux rayonnements d'Industrie Canada pour un environnement non contrôlé.

Cet appareil doit être installé et utilisé de façon à garder une distance minimale de 20 cm (7,8 pouces) entre la source de rayonnement et votre corps.

REMARQUE : LE FABRICANT N'EST PAS RESPONSABLE DES INTERFÉRENCES RADIOÉLECTRIQUES CAUSÉES PAR DES MODIFICATIONS NON AUTORISÉES APPORTÉES À CET APPAREIL. DE TELLES MODIFICATIONS POURRAIENT ANNULER L'AUTORISATION ACCORDÉE À L'UTILISATEUR DE FAIRE FONCTIONNER L'APPAREIL

### Information on Open Source License

To obtain source codes developed by GPL, LGPL or MPL or source codes developed under any other open source licenses, visit <http://opensource.lge.com>.

In addition to source codes, you can also download the contents of all the licenses, copyright marks, and indications not affecting the warranty.

If you request an open source code of software loaded on this product by sending an e-mail to [opensource@lge.com](mailto:opensource@lge.com) within 3 years after the day of purchase, the requested open source code will be provided in CD-ROM at minimum expense including the cost of the media and delivery fee.

## Things to Check before Reporting Problems

Please check if one of the following symptoms occurs while using the product. The product may not be malfunctioning.

Symptom	Cause	Solution
Power does not come on.	Is the power cord connected to the SmartThinQ™ Hub (general type) disconnected?	<ul style="list-style-type: none"><li>Connect the power cord to the SmartThinQ™ Hub (general type) correctly.</li></ul>
I cannot register or search in the 'SmartThinQ' application.	Is the wireless access point (AP) powered off?	<ul style="list-style-type: none"><li>Check that the network LED on the SmartThinQ™ Hub (general type) is powered on.</li><li>Connect the network connection and the power cord that connect the SmartThinQ™ Hub (general type) and the wireless access point (AP).</li><li>Turn off the power to the wireless access point (AP) and turn it on again to check if it works properly, and then turn off the power to the SmartThinQ™ Hub (general type) and turn it on again.</li></ul>
	Is the network LED off?	<ul style="list-style-type: none"><li>Make sure that the IP address from the wireless access point (AP) has been set correctly.</li><li>Make sure that the wireless access point (AP) has the DHCP (dynamic IP) feature set up.</li></ul>
	Has the Smart ThinQ™ Hub (general type) been installed close to the wireless access point (AP)?	<ul style="list-style-type: none"><li>Install it within 10cm from your wireless access point (AP) to improve performance.</li></ul>

## Product Warranty

If product malfunction occurs while using the product, customers have the important right to receive free service for one year after purchase. The free service is available for this product within the warranty period in Korea only.

This product guarantees compatibility with our SmartThinQ products and Works with SmartThinQ affiliated products, but not with any other products that have been arbitrarily tested by users.

Model	Warranty period: 1
Purch	

- The free warranty period is calculated from the date of purchase, so make sure to record the date of purchase. (If the date of purchase is not confirmed, then it is assumed that the warranty period starts three months after the date of manufacture or the date of customs clearance.)

### Information on the consumer dispute settlement standard

- Free service is only available if there is a manufacturing defect or naturally occurring failure within the warranty period.
- Please submit a receipt for reimbursement of the purchase price.

Type of customer's issue	Compensation details		
	Within the warranty period	After the warranty period	
If a major repair is required within 10 days of purchase	Product replacement or reimbursement of the purchase price	Paid exchange	
If a major repair is required within 1 month of purchase	Product replacement		
A performance or functional defect that occurs while using the product in normal use conditions within the warranty period	If a defect occurs		Product replacement
	If the product cannot be repaired		Product replacement or reimbursement of the purchase price
	If the product cannot be replaced		Reimbursement of the purchase price
	If the replaced product requires a major repair within a month	Reimbursement of the purchase price	
Damage during transport at the time of product purchase	Product replacement (However, if delivery was entrusted to a specialized transport company, the seller shall exercise the right to indemnity to the transport company.)	Not applicable	
Damage occurring while the service provider installs the product	Product replacement	Not applicable	

- The above compensation standard follows the Consumer Dispute Settlement Standard, Notice of the Fair Trade Commission.
- Issues not specified herein will follow 「Consumer Dispute Settlement Standards」.
- Tool cleaning, adjustment, and product instructions are not product failures.

#### Responsibility for charged service (customer pays the cost)

When the customer requests a repair service, the repair fee will be charged even during the warranty period in the following cases.

- If the service is requested for a case that is not a failure, a fee will be charged, so make sure to read this user manual.
- If a failure is caused by user's fault or carelessness such as falling, flooding, shock, breakage, unreasonable operation, etc.
- In the event of a failure due to repair or modification of the product by a person who is not an authorized repair engineer of the LG Electronics Service Center
- In the event of product failure or product damage using parts other than LG Electronics' original parts
- If parts have been lost or damaged by unauthorized disassembly of the product by the customer
- If a failure is caused by natural disaster such as lightning, fire, flood, salt damage, gas, earthquake, etc.

When replacing consumable parts that have been worn out normally during usage