ENGLISH

Life's Good

USER GUIDE
LM-X120WM

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MFLXXXXXXXX (1.0)

www.lg.com

About this user guide

Thank you for choosing this LG product. Please carefully read this user guide before using the device for the first time to ensure safe and proper use.

- Always use genuine LG accessories. The supplied items are designed only for this device and may not be compatible with other devices.
- Descriptions are based on the device default settings.
- Default apps on the device are subject to updates, and support for these apps may be withdrawn without prior notice. If you have any questions about an app provided with the device, please contact an LG Service Centre. For user-installed apps, please contact the relevant service provider.
- Modifying the device's operating system or installing software from unofficial sources may damage the device and lead to data corruption or data loss. Such actions will violate your LG licence agreement and void your warranty.
- Some content and illustrations may differ from your device, depending on the area, service provider, software version, or OS version, and are subject to change without prior notice.
- Software, audio, wallpaper, images, and other media supplied with your device are licensed for limited use. If you extract and use these materials for commercial or other purposes, you may be infringing copyright laws. As a user, you are fully responsible for the illegal use of media.
- Additional charges may incur for data services, such as messaging, uploading, downloading, auto-syncing and location services. To void additional charges, select a data plan suitable to your needs. Contact your service provider to obtain additional details.

Instructional notices

WARNING: Situations that could cause injury to the user and third parties.

CAUTION: Situations that may cause minor injury or damage to the device.

NOTE: Notices or additional information.

Table of contents

01

Custom-designed Features

6 Google Assistant

02

Basic Functions

8 Product components and accessories
9 Parts overview
11 Turning the power on or off
12 Installing the SIM card
15 Inserting the memory card
16 Removing the memory card
16 Battery
18 Touch screen
21 Home screen
27 Screen lock
28 Taking screenshots
29 Copy and Paste
29 Do not disturb

03

Useful Apps

31 Installing and uninstalling apps
32 App Shortcuts
33 Phone
37 Messaging
38 Camera
42 Photos
45 Contacts
47 Clock
49 Google apps

04

Settings

52 Settings
52 Network & Internet
58 Connected devices
60 Apps & notifications
61 Battery
62 Display
63 Sound
64 Storage
64 Security & location
65 Accounts
65 Accessibility
67 Google
67 System

05

Appendix

72 LG Language Settings
72 LG Bridge
73 Phone software update
75 Anti-Theft Guide
76 Open Source Software Notice Information
76 Regulatory information(FCC/IC ID number, etc.)
77 Trademarks
78 More information
80 FAQ

06

For Your Safety

07

LIMITED WARRANTY

108 LIMITED WARRANTY STATEMENT

01

Custom-designed Features

Google Assistant

Google Assistant overview

You can launch or use desired apps with your voice.

- To use this feature, first connect to the network and sign in to your Google Account.
- This feature may not work properly or voice recognition accuracy may decrease in areas where Wi-Fi or mobile network signal strength is weak.

Launching Google Assistant

1 You can launch the Google Assistant by using one of the following methods:
   - Touch and hold ● on the Home screen.
   - Press the Google Assistant key on the left side of the device.
   - Say "**Ok Google**" when the screen is turned off or locked.

2 Say a command or question when you see • • • • on the bottom of the screen.

- Voice recognition accuracy may decrease if you speak with an unclear voice or in a noisy place. When you use the voice recognition feature, increase its accuracy by speaking with a clear voice in a quiet place.

02

Basic Functions

Product components and accessories

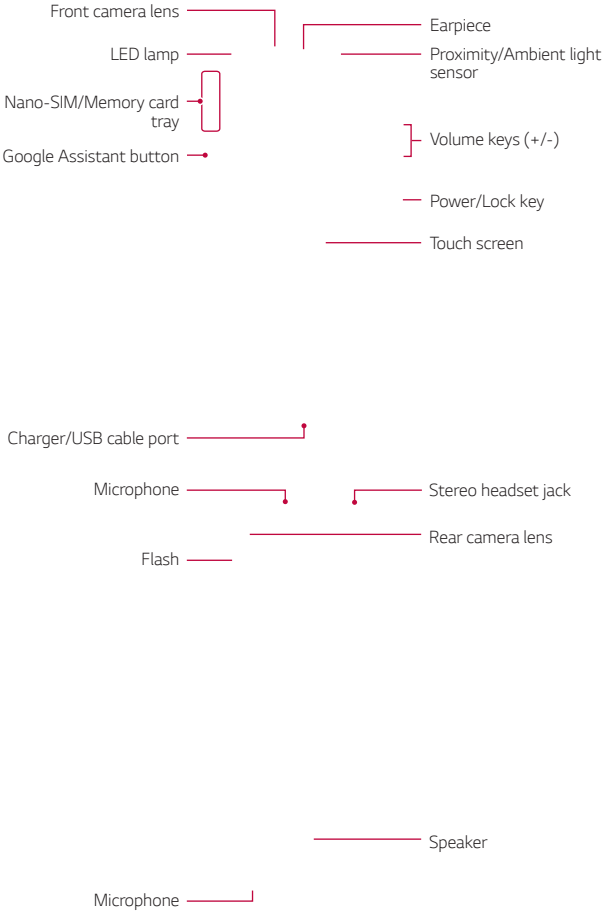
The following items are included with your device.

- Device
- USB cable
- Charger
- Quick Start Guide
- Ejection pin

- The items described above may be optional.
- The items supplied with the device and any available accessories may vary depending on the area and service provider.
- Always use genuine LG Electronics accessories. Using accessories made by other manufacturers may affect your device's call performance or cause malfunctions. This may not be covered by LG's repair service.
- Some of the device parts are made of tempered glass. If you drop your device on a hard surface or subject it to severe impact, the tempered glass may be damaged. If this happens, stop using your device immediately and contact an LG Customer Service Centre.

- If any of these basic items are missing, contact the dealer from which you purchased your device.
- To purchase additional items, contact an LG Customer Service Centre.
- Some items in the product box are subject to change without notice.
- The appearance and specifications of your device are subject to change without notice.
- Device specifications may vary depending on the area or service provider.

Parts overview



Do NOT attempt to remove the back cover by yourself.

Doing so may severely damage the battery and device, which could cause overheating, fire, and injury. This device's back cover and battery are not to be removed or replaced by a non-qualified professional.

- Proximity/Ambient light sensor
  - Proximity sensor: During a call, the proximity sensor turns off the screen and disables touch functionality when the device is in close proximity to the human body. It turns the screen back on and enables touch functionality when the device is outside a specific range.
  - Ambient light sensor: The ambient light sensor analyzes the ambient light intensity when the auto-brightness control mode is turned on.
- Volume keys
  - Adjust the volume for ringtones, calls or notifications.
  - While using the Camera, gently press a Volume key to take a photo. To take continuous photos, press and hold the Volume key.
- Power/Lock key
  - Briefly press the key when you want to turn the screen on or off.
  - Press and hold the key when you want to select a power control option.
- Google Assistant button
  - Your device has the Google Assistant built-in. Find answers and get things done while on-the-go. To get started, just tap the Google Assistant button on the side of the phone. Press and hold the key to quickly talk to your Assistant.
  - Activate Google assistant. See the *Google Assistant* for details.

- Some functions may be restricted for access, depending on the device specifications.
- Do not put heavy objects on the device or sit on it. Failure to do so may damage the touch screen.
- Screen-protective film or accessories may interfere with the proximity sensor.
- If your device is wet or is being used in a humid place, the touch screen or buttons may not function properly.

Turning the power on or off

Turning the power on

When the power is turned off, press and hold the Power/Lock key.

- When the device is turned on for the first time, initial configuration takes place. The first booting time for the smart phone may be longer than usual.

Turning the power off

Press and hold the Power/Lock key, then select **Power off**.

Restarting the device

When the device is not working properly or does not respond, restart it by following the instructions below.

1 Press and hold the Power/Lock key and the Volume Down (-) key at the same time until the power is turned off.

2 When the device is restarted, release the key.

Power control options

Press and hold the Power/Lock key, then select an option.

- **Power off**: Turn the device off.
- **Restart**: Restart the device.
- **Screenshot**: You can take screenshots of the current screen you are viewing.

Installing the SIM card

Insert the SIM card provided by your mobile service provider to start using your device.

⚠ • Be careful with the ejection pin since it has a sharp edge.

1 Insert the ejection pin into the hole on the card tray.

2 Pull out the card tray.

3 Put the SIM card on the card tray with the gold-coloured contacts facing downwards.

4 Insert the card tray back into the slot.

- This device supports only Nano SIM cards.
- For problem-free performance, it is recommended to use the device with the correct type of SIM card.
- If you insert the card tray into your device while the card tray is wet, your device may be damaged. Always make sure the card tray is dry.

Precautions when using the SIM card

- Do not lose your SIM card. LG is not responsible for damage and other issues caused by loss or transfer of a SIM card.
- Be careful not to damage the SIM card when you insert or remove it.

Inserting the memory card

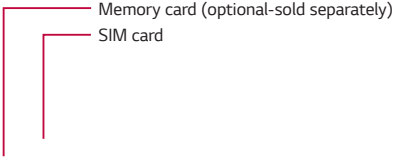
Insert the memory card into your device.

Depending on the memory card manufacturer and type, some memory card may not be compatible with your device.

1 Insert the ejection pin into the hole on the card tray.

2 Pull out the card tray.

3 Put the memory card on the card tray with the gold-coloured contacts facing downwards.



4 Insert the card tray back into the slot.

- Some memory cards may not be fully compatible with the device. If you use an incompatible card, it may damage the device or the memory card, or corrupt the data stored in it.

- Frequent writing and erasing of data may shorten the memory card lifespan.

Removing the memory card

Unmount the memory card before removing it for safety.

1 Tap ● and swipe up on the Home screen.

2 Tap **Settings** > **Storage** > ⏏.

3 Insert the ejection pin into the hole in the card tray and then pull out the card tray from the device.

4 Remove the memory card from the card tray.

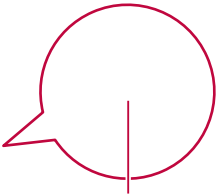
5 Insert the card tray back into the slot.

⚠ • Do not remove the memory card while the device is transferring or accessing information. This may cause data to be lost or corrupted, or may damage the memory card or the device. LG is not responsible for losses that result from the abuse or improper use of memory cards, including the loss of data.

Battery

Charging the battery

Before using the device, fully charge the battery.



Charging cable terminal

- Do not use the external terminal, charging cable or gender for the device in presence of moisture. This may cause fire, electric shock, injury, or device malfunction. If there is moisture, stop using the device immediately and remove the moisture completely.
- Make sure to use the USB cable provided with your device.
- Make sure to use an LG-approved charger and charging cable. Charging the battery with a third-party charger may cause the battery to explode or may damage the device.
- Your device has an internal rechargeable battery. For your safety, do not remove the embedded battery.
- Using the device when it is charging may cause electric shock. To use the device, stop charging it.

- Remove the charger from the power socket after the device is fully charged. This prevents unnecessary power consumption.
- Another way to charge the battery is by connecting a USB cable between the device and a desktop or laptop computer. This may take a longer time than plugging the adapter to a wall outlet.
- Do not charge the battery by using a USB hub that is unable to maintain the rated voltage. Charging may fail or unintentionally stop.

Precautions when using the device

- Make sure to use the USB cable provided; do not use third party USB cables or chargers with your device. The LG limited warranty does not cover the use of third party accessories.
- Failure to follow the instructions in this guide and improper use may damage the device.

Using the battery efficiently

Battery lifespan may decrease if you keep many apps and functions running simultaneously and continuously.

Cancel background operations to increase battery life.

To Minimize battery consumption, follow these tips:

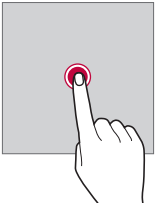
- Turn off the **Bluetooth®** or Wi-Fi network function when not using them.
- Set the screen timeout to as short a time as possible.
- Minimize the screen brightness.
- Set a screen lock when the device is not used.
- Check the battery level while using any downloaded apps.

Touch screen

You can familiarize yourself with how to control your device by using touch screen gestures.

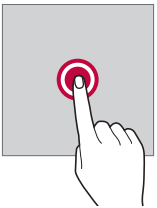
Tapping

Lightly tap with your fingertip to select or run an app or option.



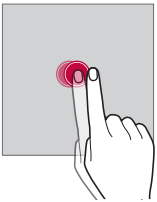
Touching and holding

Touch and hold for several seconds to display a menu with available options.



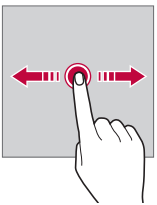
Double-tapping

Tap twice quickly to zoom in or out on a web page or map.



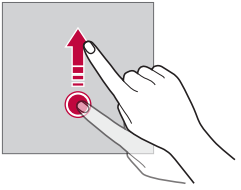
Dragging

Touch and hold an item, such as an app or widget, then move your finger to another location in a controlled motion. You can use this gesture to move an item.



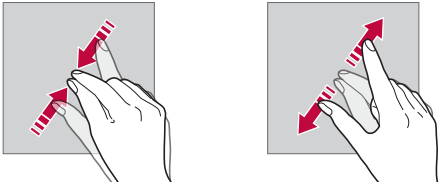
Swiping

Touch the screen with your finger and move it quickly without pausing. You can use this gesture to scroll through a list, a web page, photos, screens, and more.



Pinching and spreading

Pinch two fingers to zoom out such as on a photo or map. To zoom in, spread your fingers apart.



⚠ • Do not expose the touch screen to excessive physical shock. You might damage the touch sensor.

- A touch screen failure may occur if you use the device near a magnetic, metallic or conductive material.
- If you use the device under bright lights, such as direct sunlight, the screen may not be visible, depending on your position. Use the device in a shady location or a location with an ambient light that is not too bright and bright enough to read books.
- Do not press the screen with excessive force.
- Gently tap with your fingertip on the option you want.
- Touch control may not work properly if you tap while wearing a glove or by using the tip of your fingernail.
- Touch control may not work properly if the screen is moist or wet.
- The touch screen may not function properly if a screen-protective film or accessory purchased from a third party store is attached to the device.
- Displaying a static image for extended periods of time may result in after-images or screen burn-in. Turn off the screen or avoid displaying the same image for a long time when you do not use the device.

Home screen

Home screen overview

The Home screen is the starting point for accessing various functions and apps on your device. Tap ● on any screen to directly go to the Home screen.

You can manage all apps on the App page. Tap ● and swipe up on the Home screen to view all installed apps.

Home screen layout

You can view all apps and Organize widgets and folders on the Home screen.

- The Home screen may differ depending on the manufacturer policy, user settings, software version or service provider.

- **Status bar**: View status icons, the time and the battery level.
- **Google Search widget**: Type or speak to pull open Google Search.
- **Quick access area**: Fix main apps at the bottom of the screen so that they can be accessed from any Home screen canvas.
- **Home touch button**
  - ◀ : Return to the previous screen. Close the keypad or pop-up windows.
  - ● : Tap to go to the Home screen. To launch Google search, touch and hold.
  - ■ : Tap to view a list of recently used apps or run an app from the list.

Status icons

When there is a notification for an unread message, calendar event or alarm, the status bar displays the corresponding notification icon. Check your device's status by viewing notification icons displayed on the status bar.

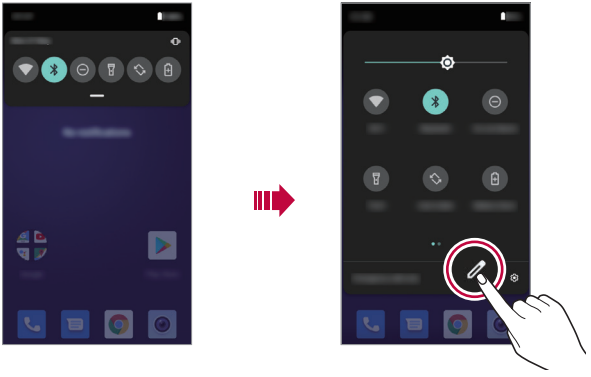
	Data is being transmitted over the network
	Alarm is set
	Vibrate mode is on
	Battery level
	Airplane mode is on
	Missed calls
	Wi-Fi is connected
	Mute mode is on
	Hotspot is on

- Some of these icons may appear differently or may not appear at all, depending on the device's status. Refer to the icons according to the actual environment and area in which you are using the device and your service provider.
- Displayed icons may vary, depending on the area or service provider.

Notifications panel

You can open the notifications panel by dragging the status bar downward on the main screen.

- To open the quick access icons list, drag the notifications panel downwards.
- To rearrange, add, or remove icons, tap ✎.
- If you touch and hold the icon, the settings screen for the corresponding function appears.



- You can use the notifications panel even on the lock screen. Drag the notifications panel while the screen is locked to quickly access the desired features.

Switching the screen orientation

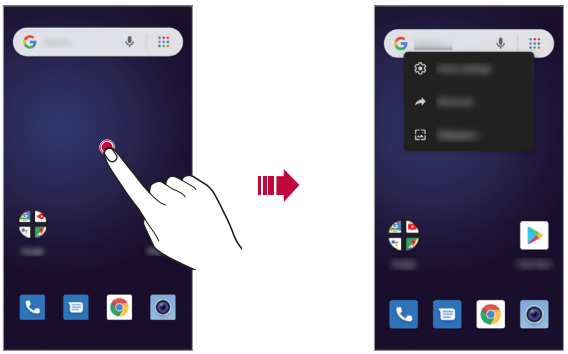
You can set the screen orientation to automatically switch according to the device's physical orientation.

On the notification panel, tap and activate **Auto-rotate** from the quick access icon list.

You can also go to **Settings** > **Display** > **Advanced** and activate **Auto-rotate screen**.

Editing the Home screen

On the Home screen, touch and hold on an empty space, then select the desired action from below.



- To add a widget to the Home screen, touch and hold on a blank area of the Home screen, then select **Shortcuts**.
- To change wallpapers, touch and hold on a blank area of the Home screen, then select **Wallpapers**.

  You can also go to **Settings** > **Display** > **Advanced** > **Wallpaper**.
- To configure the Home screen settings, touch and hold on a blank area of the Home screen, then select **Home settings**.

Moving apps on the App page

On the App page, touch and hold an app, then drag it to another location.

- To keep frequently used apps at the bottom of the Home screen, touch and hold an app, then drag it to the quick access area at the bottom.
- To remove an icon from the quick access area, drag the icon to the Home screen.

Using folders from the Home screen

Creating folders

On the Home screen, touch and hold an app, then drag it over another app.

- A new folder is created and the apps are added to the folder.

Editing folders

On the Home screen, tap a folder and do one of the following actions.

- To edit the folder name tap **Unnamed Folder**.
- To add apps, touch and hold an app, then drag it over the folder and release it.
- To remove an app from the folder, touch the app and drag it to outside the folder. If the removed app is the only one app that existed in the folder, the folder is removed automatically.

Screen lock

Screen lock overview

Your device's screen turns off and locks itself if you press the Power/Lock key. This also happens after the device is left idle for a specified period of time.

If you press the Power/Lock key when a screen lock is not set, the Home screen appears immediately.

To ensure security and prevent unwanted access to your device, set a screen lock.

- A screen lock prevents unnecessary touch input on the device screen and reduces battery consumption. We recommend that you activate the screen lock while not using the device.

Setting a screen lock

There are several options available for configuring the screen lock settings.

1 Tap ● and swipe up on the Home screen.

2 Tap **Settings** > **Security & location** > **Screen lock** and then select the method you prefer.

3 Customize the following settings:

- **None**: Deactivate the screen lock function.
- **Swipe**: Swipe on the screen to unlock the screen.
- **Pattern**: Draw a pattern to unlock the screen.
- **PIN**: Enter a numeric password to unlock the screen.
- **Password**: Enter an alphanumeric password to unlock the screen.

- If you incorrectly attempt to unlock the device 5 times, the screen is blocked for 30 seconds.

Taking screenshots

You can take screenshots of the current screen you are viewing.

Via a shortcut

Press and hold the Power/Lock key and the Volume Down (-) key at the same time for at least two seconds.

Or

Press and hold the Power/Lock key, then tap **Screenshot**.

- Screenshots can be viewed from the **Screenshots** folder in the **Photos**.

Copy and Paste

You can cut or copy text from an app, and then paste the text into the same app. Or, you can run other apps and paste the text into them.

1 Touch and hold around the text you want to copy or cut.

2 Drag / to specify the area to copy or cut.

3 Select either **Cut** or **Copy**.

- Cut or copied text is automatically added to the clipboard.

4 Touch and hold the text input window, then select **Paste**.

- If there is no item that has been copied or cut, the **Paste** option will not appear.

Do not disturb

To turn off some or all sounds, swipe the status bar down with your fingers and tap **Do not disturb**.

03

Useful Apps

Installing and uninstalling apps

Installing apps

Access an app store to search and download apps.

- You can use Play Store or the app store provided by your service provider.

- Some app stores may require you to create an account and sign in.
- Some apps may charge fees.
- If you use mobile data, you may be charged for data usage, depending on your pricing plan.

Uninstalling apps

Uninstall apps

To remove an app from a home screen page, touch and hold the app, then drag it to **Remove**. The app isn't removed from your phone, just the home screen.

To remove an app from your phone, touch and hold the app, then drag it to **Uninstall**.

To disable an app or force it to stop running, go to **Settings** > **Apps & notifications**, then select the app.

Uninstalling apps from the app store

To uninstall an app, access the app store from which you download the app and uninstall it.

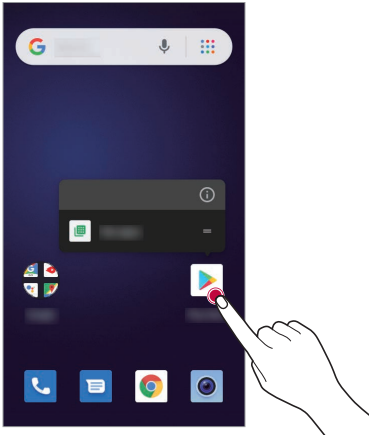
Installing and uninstalling apps during the setup

When you turn on the device for the first time, you can download recommended apps.

You can skip to the next step without installation.

App Shortcuts

On the Home screen, touch and hold an app icon such as Call, Message, Camera and Settings to display a quick access menu. Use apps more easily through App Shortcuts.



• This feature is available only on some apps.

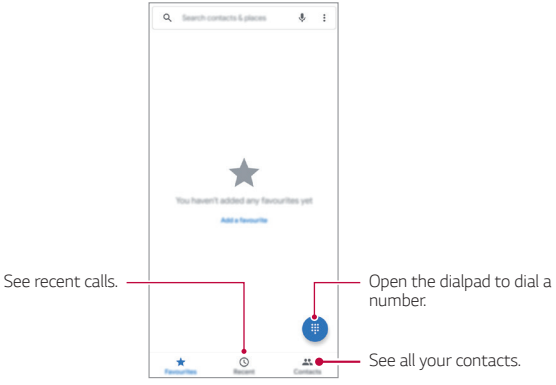
Phone

Calls

Dial contacts, speed dial numbers, recent calls, or numbers, and search, all from one app.

Find it: .

- To call a contact or recent call, tap it.
- To open the dialpad, tap . Enter a number, then tap to call it.



Tips & tricks

- **During a call**: Your touchscreen goes dark to avoid accidental touches. To wake it up, move it away from your face or press the Power/Lock key.
- **Multi-task**: While you're on a call, tap ● to hide the call screen and look up a phone number, address, or open other apps. To reopen the call screen, swipe the status bar down and tap **On-going call**.
- **Contacts**: To search your contacts, tap 🔍.
- **Favourite contact**: Have someone you call all the time? Touch and hold an empty spot on the home screen, tap **Widgets**, then touch and hold the **Direct dial** widget. Drag it to your home screen, then select the contact. Tap the widget to dial the person.
- **Voicemail**: ∞ appears in the status bar when you have new voicemail. To hear it, tap 📞 > ⠿, then touch and hold **1**.

Make calls

When you make a call, you have options:

- Tap 📞 to see your recent calls, groups, and frequently-called contacts. Select a contact or number to call it.
- To dial a number, tap ⠿, enter a number, then tap 📞 to call it.
- To enter the international dialling code (+), touch and hold **0**. To add a pause or wait after numbers, tap ⋮.

Answer & end calls

- **Answer a call**: When your phone is locked, swipe up.
- When the phone is unlocked, tap **ANSWER**.
- **Ignore a call**: When your phone is locked, swipe down.
- When the phone is unlocked, tap **DECLINE**.

  You can also press a volume button to silence the ringer.
- **Respond with a text**: When your phone is locked, Reply. Select a message to immediately send it.
- **End a call**: Tap .
- **During a call**: Tap on the call screen to mute the call. To hide the call screen, tap . To reopen it, swipe the status bar down and tap **On-going call**.

- When you hold your phone to your ear, the touchscreen goes dark to avoid accidental touches. When you move the phone away from your ear, the screen lights up again.
- Don't use covers or screen protectors (even clear ones) that cover the proximity sensor above the touchscreen.

Recent calls

View your calls (with newest first), and then call, text, or store them:

Find it: > .

- To return a call, tap next to the caller's name or number.
- To send a text message, store the number, or other options, tap the caller's picture.
- To remove an entry from the call log, tap the name or number, then tap **Call details** > .
- To clear the list, tap > **Call history**, then tap > **Clear call history**.

3-way calls

During a call, you can start another call, switch between them, or join them in a 3-way call:

- To answer a second call, swipe up.
- The first call goes on hold if you answer the second call. To switch between calls, tap .
- To dial a second call, tap , enter a number, then tap to call it. The first call goes on hold when you tap . To join the calls after the second call answers, tap .

Your phone number

Find it: Go to **Settings** > **System** > **About phone** > **SIM status** > **Phone number on SIM**.

Emergency calls

- Your service provider programs one or more emergency phone numbers you can call under any circumstances, even when your phone is locked. Emergency numbers vary by country. Your pre-programmed emergency number(s) may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

1. Tap (if your phone is locked, drag up to unlock it, then tap **EMERGENCY**).
2. Enter the emergency number.
3. Tap to call the emergency number.

Messaging

Sending a message

You can create and send messages to your contacts using the Messaging app.

- Sending messages abroad may incur additional charges. Consult with your service provider for more information.

1 Tap ● > .

2 Tap .

3 Specify a recipient and create a message.
   - To use multimedia options, tap ⊕.
   - To access optional menu items, tap ⋮.

4 Tap ▷ to send the message.

Reading a message

You can view exchanged messages organized by contact.

1 Tap ● > .

2 Select a contact from the message list.

Configuring messaging settings

You can change messaging settings to suit your preferences.

1 Tap ● > .

2 Tap ⋮ > **Settings** from the message list.

Camera

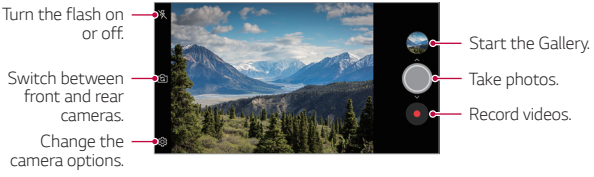
Starting the camera

You can take a photo or record a video to cherish all of your memorable moments.

1 Tap ● and swipe up on the Home screen.

2 Tap .

- Before taking a photo or recording a video, wipe the camera lens with a soft cloth.
- Be careful not to stain the camera lens with your fingers or other foreign substance.
- Images included in this user guide may be different from the actual device.
- Photos and videos can be viewed or edited from the Photos. See *Parts overview* for details.



Taking a photo

1 Select a camera mode and tap the subject to focus the camera on.

2 Tap ◎ to take a photo.

- You can also press the Volume Down (-) or Volume Up (+) key to take a photo.

Recording a video

1 Select a camera mode and tap the subject to focus the camera on.

2 Tap .

- To take a photo while recording a video, tap .
- To pause the video recording, tap . To resume the video recording, tap .
- While recording a video, you may spread or pinch two fingers to zoom in or out.
- While recording a video, you may tap the desired area to adjust the brightness.

3 Tap to end the video recording.

- To check the aspect ratio before recording a video, press and hold .

Customizing the camera options

You can customize a variety of camera options to suit your preferences.

Tap on the screen.

- Available options vary depending on the selected camera (front or rear camera) and the selected camera mode.

- : Take a photo in FullVision.
- : Select values for aspect ratio and size for taking photos.
- : Select values for resolution and size for recording videos.
- : Set the timer to automatically take photos or record videos after a specified period of time.

Cheese shutter	Take photos with voice commands.
Scan QR code	Read QR code from the camera preview screen.
Tag locations	Save the image with GPS location data.
Grid	Display guide grids so that you can take photos or record videos based on the horizontal and vertical reference lines.
Storage	Select if you want to store the pictures and videos in the Internal storage or SD card. (Available when a memory card is inserted.)
Help	Provide Help for each camera menu.

Various camera modes

Burst shot

You can take continuous shots of photos to create moving pictures.

In the Auto mode, touch and hold ◎.

- Continuous shots are taken at a fast speed while ◎ is held down.

- You can take up to 30 photos in a row.
- This feature is available only in specific modes.

Other useful features in the Camera app

Auto-Exposure/Auto-Focus lock

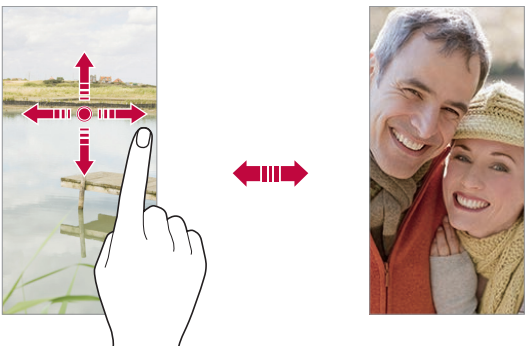
You can fix the current exposure level and focus position by touching and holding the screen in the Auto mode. To turn off the feature, tap a blank area on the screen.

- This feature is available only in specific modes.

Switching between cameras

You can switch between the front and rear cameras to suit your environment.

On the camera screen, tap or drag the screen in any direction to switch between the front and rear cameras.



Zoom in or out

You can use zoom in or out on the camera screen while taking a photo or recording a video.

- On the camera screen, pinch or spread two fingers to zoom in or out, then use the displayed +/- slide bar.
- You can also drag the ◯ button up or down.

Photos

Photos overview

You can view and manage photos and videos saved on your device.

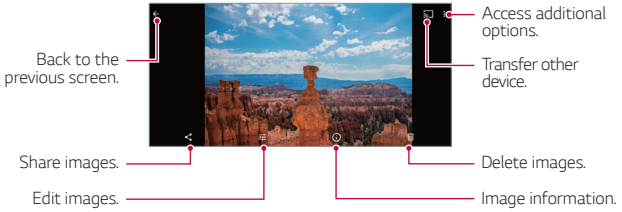
1 Tap ● and swipe up on the Home screen.

2 Tap .
   - Saved photos and videos are displayed by folder.

3 Tap a folder and select a file.
   - View the selected file in full-screen mode.
   - While viewing a photo, swipe left or right to view the previous or next photo.
   - While viewing a video, swipe left or right to view the previous or next video.
   - You can view the photos or videos organized by year, month or date in the Photos tab.
   - To view photos by location at which the photo was taken, tap > > **Tag locations**, then tap . The photos are automatically grouped by location under the Places of the Photos app.

- Some file formats may not be supported, depending on the installed software.
- Some files may not be opened due to encoding.
- Files that exceed the size limit may cause an error.

Viewing photos



- To display the menu items, gently tap the screen. To hide the menu items, tap the screen again.

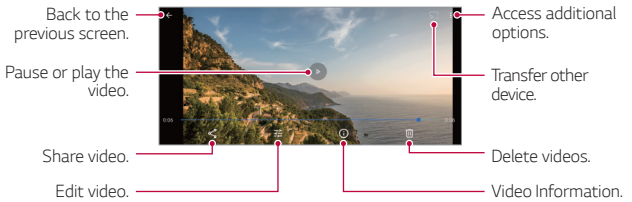
Editing photos

1 While viewing a photo, tap .

2 Use a variety of effects and tools to edit the photo.

3 Tap **Save** to save changes.
   - The changes are overwritten to the original file.

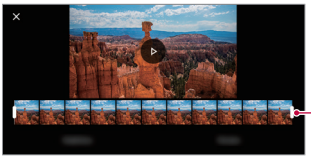
Playing a video



Editing videos

1 While viewing a video, tap .

2 Use a variety of effects and edit tools to edit the video.



3 Tap **Save** to save changes.

Deleting files

You can delete files by using one of the following options:

- Touch and hold a file from the file list, then tap .
- Tap from the file list and delete the desired files.
- Deleted files are automatically moved to **Bin** and they can be restored to the Gallery within 60 days.

Sharing files

You can share files by using one of the following options:

- While viewing a photo / video, tap to share the file by using the method you want.
- Tap > **Select** from the file list to select files, and then tap to share them using the method you want.

Contacts

Contacts overview

You can save and manage contacts.

1 Tap ● and swipe up on the Home screen.

2 Tap **Contacts**.

Adding contacts

Adding new contacts

1 On the contact list screen, tap +.

2 Enter contact details and tap ✓.

Importing contacts

You can import contacts from another storage device.

1 On the contact list screen, tap ☰ > **Settings** > **Import**.

2 Select the source and target locations of the contact you want to import.

3 Select the contacts and tap ✓.

Searching for contacts

You can search for contacts by using one of the following options:

- Tap from the top of the contacts list and then enter the contact information or phone number.
- Scroll the contact list up or down.
- From the index of the contact list screen, tap the initial letter of a contact.

- Tap from the top of the contacts list and then enter the contact information or phone number to display all search details from call logs, contacts and groups.

Contacts list

Editing contacts

1 On the contact list screen, select a contact.

2 On the contact detail screen, tap and edit details.

3 Tap to save changes.

Deleting contacts

Tap > **Select** on the contact list screen.

- Deleted contacts may not be restored.

Adding favourites

You can register frequently used contacts as favourites.

1 On the contact list screen, select a contact.

2 On the contact detail screen, tap ☆.

Clock

Alarm

You can set an alarm to trigger it at a specified time.

1 Tap ● and swipe up on the Home screen.

2 Tap **Clock** > .

3 Tap + to add a new alarm.

4 Configure the alarm settings and tap **OK**.

- If you select a previously set alarm, you can edit the alarm.

World clock

You can view the current time in cities around the world.

1 Tap ● and swipe up on the Home screen.

2 Tap **Clock** > .

3 Tap and add a city.

Timer

You can set the timer to trigger an alarm after a specified period of time.

1 Tap ● and swipe up on the Home screen.

2 Tap **Clock** > ⧗.

3 Set the time and tap ▶.

Stopwatch

You can use the stopwatch to record a lap time.

1 Tap ● and swipe up on the Home screen.

2 Tap **Clock** > ⏱.

3 Tap ▶ to initiate the stopwatch.
- To record a lap time, tap **Lap**.

4 Tap ⏸ to suspend the stopwatch.
- To resume the stopwatch, tap ▶.
- To clear all the records and restart the stopwatch, tap **Reset**.

Google apps

You can use Google apps by setting a Google account. The Google account registration window appears automatically when you use a Google app for the first time. If you do not have a Google account, create one from your device. For details on how to use an app, see the Help in the app.

- Some apps may not work depending on the area or service provider.

Calendar

The Calendar app allows you to track your schedule of events (that you created), organized by Day, 3-day, Week or Month.

Chrome

A fast, simple, and secure web browser, built for the modern web.

Gmail

Gmail is an easy to use mail app that keeps your messages safe, makes your inbox smarter, and helps you stay organized.

Google Go

The Google Go app keeps you in the know about the things you care about. Find quick answers, explore your interests, and get a feed of stories and updates on topics that matter to you.

Maps Go

Going somewhere? Go with Maps, the app you can rely on for real-time GPS navigation, traffic, transit, and details about millions of places, such as reviews and popular times.

Photos

Home for all your photos and videos, automatically organized so you can share and save what matters.

Google Play™

Google Play is a digital content experience from Google where you can find and enjoy your favourite music, movies, TV shows, books, magazines, and Android apps and games.

- **Download apps**: Go to **Play Store**.

YouTube

Watch your favourite channels, listen to music you love, and upload videos to share with people around the world.

Google Assistant

Your device has the Google Assistant built-in. Find answers and get things done while on-the-go. To get started, just tap the Google Assistant button on the side of the phone or touch and hold the home button of the phone.

- The Google Assistant is not available in certain languages and countries.

04

Settings

Settings

You can customize the device settings in accordance with your preferences.

1 Tap ● and swipe up on the Home screen.

2 Tap **Settings**.

• Tap 🔍 and enter a keyword in the search box to access a setting item.

Network & Internet

Wi-Fi

You can connect to nearby devices over a Wi-Fi network.

Connecting to a Wi-Fi network

1 On the settings screen, tap **Network & Internet** > **Wi-Fi**.

2 Tap ⬭ to activate it.
   - Available Wi-Fi networks appear automatically.

3 Select a network.
   - You may need to enter the network's Wi-Fi password.
   - The device skips this process for previously accessed Wi-Fi networks. If you do not want to automatically connect to a certain Wi-Fi network, tap the network and then tap **FORGET**.

Mobile networks

You can customize the mobile networks settings.

1 On the settings screen, tap **Network & Internet** > **Mobile network**.

2 Customize the following settings:

- **Mobile data**: You can turn mobile data on and off. You can also manage mobile data usage.
- **Roaming**: Browse the web, use emails, multimedia messages and other data services overseas.
- **App data usage**: You can track the amount of data your phone uploads and downloads.
- **Enhanced 4G LTE Mode**: Use LTE services to improve voice and other communications (recommended).
- **Preferred network type**: Select a network type.
- **Automatically select network.**: Search for network operators and connect automatically to a network.
- **Access point names**: View or change the access point for using mobile data services. To change the access point, select a choice from the access point list.

Data usage

You can track the amount of data your phone uploads and downloads.

Your phone shows a data usage graph. Below the graph, apps are listed from highest to least data usage. Apps that use a lot of data might also use a lot of battery power.

Some apps transfer data in the background when you're not viewing them—to stop an app from doing this, tap it and then turn off Background data.

- Usage information is provided to help you manage your phone. This may not match the amounts charged by your service provider, as they're not measured in the same way.

Hotspot & tethering

Wi-Fi hotspot

You can set the device as a wireless router so that other devices can connect to the Internet by using your device's mobile data.

1 On the settings screen, tap **Network & Internet** > **Hotspot & tethering** > **Wi-Fi hotspot** and then tap to activate it.

2 Enter **Hotspot name** and password.

3 Turn on Wi-Fi on the other device, and select the name of the device network on the Wi-Fi list.

4 Enter the network password.

- This option uses mobile data and may incur data usage fees, depending on your pricing plan. Consult with your service provider for more information.
- More information is available at this web site: *http://www.android.com/tether#wifi*

USB tethering

You can connect the device to another device via USB and share mobile data.

1 Connect your device and other devices via USB cable.

2 On the settings screen, tap **Network & Internet** > **Hotspot & tethering** > **USB tethering** and then tap to activate it.

- This option uses mobile data and may incur data usage fees, depending on your pricing plan. Consult with your service provider for more information.
- When connecting to a computer, download the USB driver from *www.lg.com* and install it on the computer.
- You cannot send or receive files between your device and a computer while USB tethering is turned on. Turn off USB tethering to send or receive files.
- Operating systems that support tethering are Windows XP or higher, or Linux.

Bluetooth tethering

A Bluetooth-connected device can connect to the Internet by using your device's mobile data.

1 On the settings screen, tap **Network & Internet** > **Hotspot & tethering** > **Bluetooth tethering** and then tap to activate it.

2 Turn on Bluetooth on both devices and pair them.

- This option uses mobile data and may incur data usage fees, depending on your pricing plan. Consult with your service provider for more information.
- More information is available at this web site: *http://www.android.com/tether#Bluetooth_tethering*

Airplane mode

You can turn off the call and mobile data functions. When this mode is on, functions that do not involve data, such as games and music playback, remain available.

- On the settings screen, tap **Network & Internet** > **Airplane mode**.

VPN

You can connect to a safe virtual network, such as an intranet. You can also manage connected virtual private networks.

Adding VPN

1 On the settings screen, tap **Network & Internet** > **VPN**.

2 Tap +.

- This feature is available only when the screen lock is activated. If the screen lock is deactivated, a notification screen appears. Tap **Set lock** from the notification screen to activate the screen lock. See *Setting a screen lock* for details.

3 Enter VPN details and tap **SAVE**.

Configuring VPN settings

1 Tap a VPN from the **VPNS** list.

2 Enter the VPN user account details and tap **CONNECT**.

- To save the account details, select the **Save account information** checkbox.

Private DNS

You can configure the Private DNS (Domain Name System) options.

1 On the settings screen, tap **Network & Internet** > **Private DNS**.

2 Select the desired option and tap **SAVE**.

Wi-Fi Calling

You can use Wi-Fi calling to improve your coverage and to make phone calls over a Wi-Fi network when the network is available.

To set your connection preferences:

1 On the settings screen, tap **Network** > **Wi-Fi Calling**.

2 Tap to activate it.

3 Tap which network you want to use for calls.

- **Cellular network preferred** (Default): Use cellular network for calls. If cellular network is unavailable, use Wi-Fi.
- **Wi-Fi preferred**: Use Wi-Fi for calls. If Wi-Fi is unavailable, use cellular network.

Connected devices

Bluetooth

You can connect your device to nearby devices that support Bluetooth to exchange data with them. Connect your device to a Bluetooth headset and a keyboard. This makes it easier to control the device.

Pairing with another device

1 On the settings screen, tap **Connected devices** > **Connection preferences** > **Bluetooth**.

2 Tap to activate it.

3 Tap **Pair new device** and select a device from the list.

- Available devices appear automatically.

- Only devices set as visible are displayed on the list.

4 Follow the on-screen instructions to perform authentication.

- This step is skipped for previously accessed devices.

Sending data via Bluetooth

1 Select a file.
   • You can send multimedia files or contacts.
2 Tap < > **Bluetooth**.
3 Select a target device for the file.
   • The file is sent as soon as the target device accepts it.

• File sharing processes may differ, depending on the file.

Cast

If you have a Chromecast, or other device that can cast, you can show your phone's screen and audio on a TV.

Cast your screen

1 On the settings screen, tap **Connected devices** > **Connection preferences** > **Cast**.
2 On the list, tap the device where you want to show your screen.

Stop casting your screen

1 Swipe down from the top of your device's screen.
2 On the Cast notification, tap **Disconnect**.

Printing

You can connect your device to a Bluetooth printer and print photos or documents saved on the device.

1 On the settings screen, tap **Connected devices** > **Connection preferences** > **Printing**.

- If the desired printer is not in the list, install the printer driver from the app store.

2 Tap **Default print service** and then tap to activate it.

3 Select a printer from the printer list screen.
   - To add a printer, tap **Add service**.

- If you do not have a Google Account, tap **ADD ACCOUNT** to create an account.

Received files

Received contents via Bluetooth are displayed.

Apps & notifications

You can check a list of installed apps, and configure the settings for notifications, app permissions, and more.

1 On the settings screen, tap **Apps & notifications**.

2 Customize the settings.
   - **Notifications**: Depending what notifications you want, you can change settings for certain apps.
   - **Default apps**: You can check and configure the default apps.

- **App permissions**: You can check and set the permissions for the apps using Your location, Microphone and Camera.
- **Special app access**: You can change the permissions that apps can access in the main Settings app on your device at any time. Keep in mind turning off permissions may cause apps on your device to lose functionality.

Battery

You can see how much charge you have left, and about how long until a full charge.

1 On the settings screen, tap **Battery**.

2 Customize the following settings:

- **Battery Saver**: Reduce battery consumption by cutting down some device settings, such as the display brightness, speed and vibration intensity.
- **Adaptive Battery**: If you keep adaptive battery on, apps that you use less often will run less while you're not using them. Your phone can learn how you use your apps over time. This can help save battery in ways that work best for you.
- **Battery percentage**: Display the remaining battery level as a percentage on the status bar.
- **Game graphics**: You can configure settings for graphics and battery saving feature.

Display

You can customize detailed settings for each screen type.

On the settings screen, tap **Display** and customize the following settings:

- **Brightness level**: Use the slide bar to change the device's screen brightness.
- **Night Light**: It tints your screen amber. This makes it easier to look at your screen or read in dim light, and may help you fall asleep more easily.
- **Adaptive brightness**: Setting brightness to a high level decreases your phone's battery life. To Maximize battery life, optimize brightness level for the available light.
- **Wallpaper**: Select a screen wallpaper for your device.
- **Sleep**: Automatically turn off the screen when the device is left idle for a specified period of time.
- **Auto-rotate screen**: Automatically rotate the screen according to the device's orientation.
- **Font size**: Change the font size.
- **Display size**: Set the items on the screen to a size easy for you to see. Some items may change position.
- **Screen saver**: Display a screen saver when the device is connected to the holder or charger. Select a screen saver type to display.
- **Device theme**: Use a lighter or darker Colour scheme on some screens, like your volume slider.

Sound

You can customize sound, vibrate and notification settings.

On the settings screen, tap **Sound** and customize the following settings:

- **Media volume**: Adjust the Media sound volume.
- **Call volume**: Adjust the Call sound volume.
- **Ring volume**: Adjust the Ring sound volume.
- **Alarm volume**: Adjust the Alarm sound volume.
- **Also vibrate for calls**: Set the device to vibrate and play a ringtone simultaneously.
- **Do not disturb**: Set the time, range and app type to receive notification messages. Receive notification messages only on particular days of the week.
- **Shortcut to prevent ringing**: You can set shortcut key options to prevent ringing.
- **Phone ringtone**: Select a ringtone for incoming calls. Add or delete ringtones.
- **Default notification sound**: Select a notification ringtone. Set music saved on the device as a notification ringtone.
- **Default alarm sound**: Select a alarm ringtone. Set music saved on the device as a alarm ringtone.
- **Dial pad tones**: Use the function to adjust the dial pad tone.
- **Screen-locking sounds**: Use the function to adjust the screen locking sounds.
- **Charging sounds**: Use the function to adjust the charging sounds.
- **Touch sounds**: Use the function to adjust the touch sounds.
- **Touch vibration**: Use the function to adjust the touch vibration.

Storage

You can view and manage internal storage on the device or storage space of the memory card.

1 On the settings screen, tap **Storage**.

2 Customize the following settings:

- **Internal storage**: View the total storage space and free space in the device's internal storage. View a list of apps in use and the storage capacity for each app.
- **SD card**: View the total storage space and free space in the memory card. This option appears only when a memory card is inserted. To unmount the memory card, tap ⏏.

Security & location

You can customize lock screen and security settings.

- **Google Play Protect**: Scans your device daily for potentially harmful apps.
- **Find My Device**: Remotely track the device location. You can also protect your data securely if you lost your device.
- **Security update**: Check for software update and configure automatic installation settings.
- **Screen lock**: Select the desired screen lock method. See *Setting a screen lock* for details.
- **Lock screen preferences**: Change the information displayed on the locked screen.
- **Smart Lock**: Allows you to set trusted devices, places, voice, and/or on-body detection that will allow your phone to remain unlocked.

- **Location**: You can customize how your location information is used by particular apps.
- **Show passwords**: Allows you to display characters briefly as you type.
- **Device admin apps**: Allows privileges to restrict the control or use of the device to particular apps.
- **SIM card lock**: Lock or unlock the USIM card, or change the password (PIN).
- **Encryption & credentials**: Encryption protects the accounts, settings, apps, and files on your phone, so that people cannot access them if your phone is stolen. Configure the settings for encryption and credentials.
- **Trust agents**: View and use trust agents installed on the device.
- **Screen pinning**: Fix the app screen so that only the currently active app can be used.

Accounts

You can add users to share your device and register a cloud account.

1 On the settings screen, tap **Accounts**.

2 Customize the settings.

Accessibility

You can manage accessibility plug-ins installed on your device.

1 On the settings screen, tap **Accessibility**.

2 Customize the following settings:
   - **Volume key shortcut**: You can use the volume key shortcut to turn on TalkBack or another accessibility tool quickly.
   - **Screen readers** > **Select to Speak**: Allows you to tap items to hear spoken feedback.

- **Screen readers** > **TalkBack**: Set the device to notify screen status or actions via voice.
- **Screen readers** > **Text-to-speech output**: Change the settings for text-to-speech features used when Voice Assistant is activated, such as languages, speed, and more.
- **Display** > **Font size**: Change the font size.
- **Display** > **Display size**: Set the items on the screen to a size easy for you to see. Some items may change position.
- **Display** > **Magnification**: Triple tap the screen for full screen magnification, or triple tap and hold to temporarily magnify.
- **Display** > **Colour correction**: Adjust the display colour.
- **Display** > **Colour inversion**: Increase the display colour contrast for people with low vision.
- **Display** > **Large mouse cursor**: Magnify the mouse cursor.
- **Display** > **Remove animations**: Allows you to set the animation display.
- **Interaction controls** > **Accessibility Menu**: The Accessibility Menu is a large on-screen menu to control your Android device. You can control gestures, hardware buttons, navigation, and more.
- **Interaction controls** > **Switch Access**: Create key combinations to control your device.
- **Interaction controls** > **Dwell timing**: If you use a mouse, you can set the cursor to take action automatically when the cursor stops moving for a certain amount of time. This feature can be helpful for users with motor impairments.
- **Interaction controls** > **Power button ends call**: When this setting is enabled, you can simply press your device's power button to end a call. This setting can make it faster and easier to hang up.
- **Interaction controls** > **Auto-rotate screen**: Automatically rotate the screen according to the device's orientation.

- **Interaction controls** > **Touch & hold delay**: This setting adjusts the amount of time before your touch on the screen becomes a touch and hold.
- **Interaction controls** > **Vibration**: You can turn on vibration for ringing, notifications, and touch.
- **Audio & on-screen text** > **Mono audio**: Mono output combines stereo sound into one signal that is played through all earphone speakers. Use this if you have a hearing impairment or if a single earbud is more convenient.
- **Audio & on-screen text** > **Captions**: Turn on the subtitle service when playing videos for the hearing impaired.
- **Experimental** > **High-contrast text**: High contrast makes text easier to read on your device. This feature fixes the text colour as either black or white, depending on the original text colour.

Google

You can use Google settings to manage your Google apps and account settings.

On the settings screen, tap **Google**.

System

About phone

You can view information about your device, such as the name, status, software details and legal information.

On the settings screen, tap **System** > **About phone** and view information.

Languages & input

You can customize language and keyboard settings for your device.

1 On the settings screen, tap **System** > **Languages & input**.

2 Customize the following settings:

- **Languages**: Select a language to apply for the device.
- **Virtual keyboard**: Allows you to customize the Gboard, Google voice typing settings.
- **Physical keyboard**: Select to use the physical keyboard, or check keyboard shortcut keys.
- **Spell checker**: Allows you to set various options for the Google Spell Checker.
- **Auto-fill service**: Enable this option to enter your information saved in your account such as password, address, or credit card number with a single tap. You can also disable this option, use Google Autocomplete, or add a new service account.
- **Personal dictionary**: Add a word in the user dictionary using the Add (+) button.
- **Pointer speed**: Adjust the pointer speed of a mouse or trackpad.
- **Text-to-speech output**: Configure the settings for text-to-speech output.

Gestures

You can interact with your device using gestures. You can turn some gestures on and off.

Turn gestures on or off

1 On the settings screen, tap **System** > **Gestures**.

2 Customize the settings.

Date & time

You can customize date and time settings for your device.

1 On the settings screen, tap **System** > **Date & time**.

2 Customize the settings.

Backup

Your Google account data is backed up online. If you reset or replace your phone, just log in to your Google account to restore the contacts, events, and other details you synced with the account.

1 On the settings screen, tap **System** > **Backup**.

2 Customize the following settings:

- **Back up to Google Drive**: Change Google drive backup settings. You can also check the backup account currently used, or add a new backup account.

Reset options

You can reset the device including network and app settings.

1 On the settings screen, tap **System** > **Reset options**.

2 Customize the following settings:

- **Reset Wi-Fi, mobile & Bluetooth**: Reset Wi-Fi, Bluetooth and other network settings.
- **Reset app preferences**: Reset the settings for an app. The data saved in the app will not be deleted.
- **Erase all data (factory reset)**: Reset all settings for the device and delete data.

- Restarting and resetting your device deletes all data on it. Enter your device name, Google Account and other initial information again.

Update centre

From time to time, updates may become available for your phone. You can download and apply updates through the Settings menu.

On the settings screen, tap **System** > **Update centre**.

Regulatory labels

You can view regulatory marks and related information on your device.

On the settings screen, tap **System** > **Regulatory labels**.

05

Appendix

LG Language Settings

Select a language to use on your device.

1 Tap ● and swipe up on the Home screen.

2 Tap **Settings** > **System** > **Languages & input** > **Languages** > and add a language.

LG Bridge

LG Bridge overview

LG Bridge is an app that helps you manage the photos, music, videos and documents saved on your LG smartphone from your computer conveniently. You can back up contacts, photos and more to the computer or update the device software.

- The supported features may vary depending on the device.
- LG USB driver is a necessary program to connect your LG smartphone with the computer and is installed when you install LG Bridge.

LG Bridge functions

- Manage the files on the device from a computer via Wi-Fi connection or mobile data connection.
- Back up data from the device to a computer or restore data from a computer to the device via USB cable connection.
- Update the device software from a computer via USB cable connection.

Installing LG Bridge on a computer

1 Go to *www.lg.com/ca* from your computer.

2 Select your region and click .

3 In the search bar, enter the name of your device.

4 Click **Support** > **Software & Firmware**.

5 Download **LG BRIDGE** setup file.

Phone software update

LG Mobile phone software update from the Internet

For more information about using this function, please visit *http://www.lg.com/common/index.jsp*, select your country and language.

This feature allows you to conveniently update the firmware on your phone to a newer version from the Internet without needing to visit a service centre. This feature will only be available if and when LG makes a newer firmware version available for your device.

Because the mobile phone firmware update requires the user's full attention for the duration of the update process, please make sure you check all instructions and notes that appear at each step before proceeding. Please note that removing the USB cable during the upgrade may seriously damage your mobile phone.

- LG reserves the right to make firmware updates available only for selected models at its own discretion and does not guarantee the availability of the newer version of the firmware for all handset models.

LG Mobile Phone software update via Over-the-Air (OTA)

This feature allows you to conveniently update your phone's software to a newer version via OTA, without connecting a USB cable. This feature will only be available if and when LG makes a newer firmware version available for your device.

To perform the phone software update, **Settings** > **System** > **Update centre** > **Software Update** > **Check now for update**.

- Your personal data from internal phone storage—including information about your Google Account and any other accounts, your system/application data and settings, any downloaded applications and your DRM licence—might be lost in the process of updating your phone's software. Therefore, LG recommends that you backup your personal data before updating your phone's software. LG does not take responsibility for any loss of personal data.
- This feature depends on the area or service provider.

Anti-Theft Guide

Set up your device to prevent other people from using it if it's been reset to factory settings without your permission. For example, if your device is lost, stolen, or wiped, only someone with your Google Account or screen lock information can use the device.

All you need to make sure your device is protected is:

- Set a screen lock: If your device is lost or stolen but you have a screen lock set, the device can't be erased using the Settings menu unless your screen is unlocked.
- Add your Google Account on your device: If your device is wiped but you have your Google Account on it, the device can't finish the setup process until your Google Account information is entered again.

After your device is protected, you'll need to either unlock your screen or enter your Google Account password if you need to do a factory reset. This ensures that you or someone you trust is doing the reset.

- Do not forget your Google Account and password you had added to your device prior to performing a factory reset. If you can't provide the account information during the setup process, you won't be able to use the device at all after performing the factory reset.

Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licences, that is contained in this product, please visit *http://opensource.lge.com*.

In addition to the source code, all referred licence terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to *opensource@lge.com*.

This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

Regulatory information(FCC/IC ID number, etc.)

For regulatory details, go to **Settings** > **System** > **Regulatory labels**.

Trademarks

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- Bluetooth® is a registered trademark of Bluetooth SIG, Inc. worldwide.
- Wi-Fi® and the Wi-Fi logo are registered trademarks of the Wi-Fi Alliance.
- All other trademarks and copyrights are the property of their respective owners.

More information

Tempered glass parts

Tempered glass parts of this device are not permanent and they may wear out over time.

- If you drop your device on a hard surface or subject it to severe impact, the tempered glass may be damaged.

  If this happens, stop using your device immediately and contact an LG Customer Service Centre.
- You can purchase protective cases to protect your device from damage on the market.

  Note that these protective cases are not covered under the warranty service provided by LG Electronics and safety is not guaranteed.

Aspect ratio

This device uses a 18.9:9 aspect ratio.

- Some downloaded apps may not support the 18.9:9 aspect ratio.
- In this case, select the most optimal screen ratio for the app or consult the app provider for more information.

Guide to data transfers

- For the data that can be exchanged between LG devices or between the LG device and a third party device, see the following table.

Type	Item details	LG device → LG device	Third party Android device → LG device	iOS device → LG device
Personal data	Contacts, messages, dial logs, calendar, voice recordings	○	○	○
	Memos	○	X	○
	Alarms	○	X	X
Media data	Photos, videos, songs, documents	○	○	○
Screen settings	Home screen settings (folders and widgets)	○	X	X
	Lock screen settings (screen lock settings excluded)	○	X	X
Apps	Downloaded apps	○	○	-
	Personal data of the downloaded app	○	X	
Others	Public certificate	○	○	X
	Settings (Wi-Fi, Bluetooth, Calls, sound & notification, accessibility, battery)	○	X	X

- Some data may not be transmitted depending on the software version, app version, operating system, manufacturer or service provider's policy.

FAQ

This chapter lists some problems you might encounter when using your device. Some problems require you to call your service provider, but most are easy to fix yourself.

SIM card error

Make sure the SIM card is correctly inserted.

No network connection or dropped network

Signal is weak. Move to a window or an open area.

You are outside the carrier network area. Move and check the network.

Calls are not available

New network not authorized.

Make sure you have not set call barring for the incoming number.

Make sure you have not set call barring for the number you are dialling.

Device cannot be turned on

When the battery is completely discharged, your device will not turn on.

Fully charge the battery before turning on the device.

Charging error

Make sure device is charging at a normal temperature.

Check the charger and its connection to the device.

Use only in-box accessories which are authorized by LG.

The battery depletes faster than when first purchased

When you expose the device or the battery to very cold or hot temperatures, the battery life may be reduced.

Battery consumption will increase when you use certain features or apps, such as GPS, games or the Internet.

The battery is consumable and the battery life will get shorter over time.

Error messages appear when launching the camera

Charge the battery.

Free some memory by transferring files to a computer or deleting files from your device.

Restart the device.

If you are still having trouble with the camera app after trying these tips, contact an LG Electronics Service Centre.

The photo quality is poor

The quality of your photos may vary, depending on the surroundings and the photography techniques you use.

If you take photos and videos, standard angle quality is better than wide-angle.

If you take photos in dark areas, at night or indoors, image noise may occur or images may be out of focus.

If you have any problems, reset the options.

The touch screen responds slowly or incorrectly

If you attach a screen protector or optional accessories to the touch screen, the touch screen may not function properly.

If you are wearing gloves, if your hands are not clean while touching the touch screen or if you tap the screen with sharp objects or your fingertips, the touch screen may malfunction.

The touch screen may malfunction in humid conditions or when exposed to water.

Restart your device to clear any temporary software bugs.

If the touch screen is scratched or damaged, visit an LG Electronics Service Centre.

Hangs or freezes

Restart the device

- If your device freezes or hangs, you may need to close apps or turn the device off and then on again.

Perform a boot-up

- A soft reset may be used to reset the device if the screen freezes, or the buttons, touch screen or device are no longer responding.
- To perform a soft reset of your device, simply press and hold the Volume Down and Power keys until the device restarts.

Reset the device

- If the methods above do not solve your problem, perform a factory data reset.
- On the settings screen, tap **System** > **Reset options** > **Erase all data (factory reset)**.
  - This method resets all settings for the device and deletes data. Before performing the factory data reset, remember to make back-up copies of all important data stored in the device.
  - If you registered a Google Account to the device, you must sign in to the same Google Account after resetting the device.

Bluetooth device is not located

Make sure the Bluetooth wireless feature is activated on your device.

Make sure the Bluetooth wireless feature is activated on the device you wish to connect to.

Make sure your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).

If the tips above do not solve your problem, contact an LG Electronics Service Centre.

A connection is not established when you connect the device to a computer

Make sure the USB cable you are using is compatible with your device.

Make sure you have the proper driver installed and updated on your computer.

Downloaded application causes a lot of errors

Application has problems.

Remove and reinstall the application.

06

For Your Safety

Important Information

This user guide contains important information on the use and operation of this phone. Please read all the information carefully for optimal performance and to prevent any damage to or misuse of the phone. Any changes or modifications not expressly approved in this user guide could void your warranty for this equipment.

Before You Start

Safety Instructions

- To reduce the possibility of electric shock, do not expose your phone to high humidity areas, such as the bathroom, swimming pool, etc.

Always store your phone away from heat. Never store your phone in settings that may expose it to temperatures less than 32 °F (0 °C) or greater than 104 °F (40 °C), such as outside during extreme weather conditions or in your car on a hot day. Exposure to excessive cold or heat will result in malfunction, damage and/or catastrophic failure.

Be careful when using your phone near other electronic devices. RF emissions from your mobile phone may affect nearby inadequately shielded electronic equipment. You should consult with manufacturers of any personal medical devices such as pacemakers and hearing aides to determine if they are susceptible to interference from your mobile phone. Turn off your phone in a medical facility or at a gas station. Never place your phone in a microwave oven as this will cause the battery to explode.

Safety Information

Read these simple guidelines. Breaking the rules may be dangerous or illegal. Further detailed information is given in this user guide.

- Never place your phone in a microwave oven as it will cause the battery to explode.
- Your phone contains an internal battery. Do not dispose of your battery by fire or with hazardous or flammable materials.
- Make sure that no sharpedged items come into contact with the battery. There is a risk of this causing a fire.
- Be careful that children do not swallow any parts such as rubber plugs (earphone, connection parts of the phone, etc.). This could cause asphyxiation or suffocation.
- Unplug the power cord and charger during lightning storms to avoid electric shock or fire.
- When riding in a car, do not leave your phone or set up the hands-free kit near the air bag. If wireless equipment is improperly installed and the air bag is activated, you may be seriously injured.
- Do not use a hand-held phone while driving.
- Do not use the phone in areas where its use is prohibited. (For example: aircraft).
- Do not expose the battery charger or adapter to direct sunlight or use it in places with high humidity, such as a bathroom.
- Never store your phone in temperatures less than -4 °F (-20 °C) or greater than 122 °F (50 °C).
- Do not use harsh chemicals (such as alcohol, benzene, thinners, etc.) or detergents to clean your phone. There is a risk of this causing a fire.
- Do not drop, strike, or shake your phone severely. Such actions may harm the internal circuit boards of the phone.
- Do not use your phone in high explosive areas as the phone may generate sparks.
- Do not damage the power cord by bending, twisting, pulling, or heating.
- Do not use the plug if it is loose as it may cause a fire or electric shock.
- Do not place any heavy items on the power cord. Do not allow the power cord to be crimped as it may cause a fire or electric shock.
- Do not handle the phone with wet hands while it is being charged. It may cause

an electric shock or seriously damage your phone.

- Do not disassemble the phone.
- Do not place or answer calls while charging the phone as it may short-circuit the phone and/or cause an electric shock or fire.
- Only use the batteries, antennas, and chargers provided by LG. The warranty will not be applied to products provided by other suppliers.
- Only authorized personnel should service the phone and its accessories. Faulty installation or service may result in accidents and consequently invalidate the warranty.
- Do not hold or let the antenna come in contact with your body during a call.
- An emergency call can be made only within a service area. For an emergency call, make sure that you are within a service area and that the phone is turned on.
- Use accessories, such as earphones and headsets, with caution. Ensure that cables are tucked away safely and do not touch the antenna unnecessarily.
- A mobile device requires proper air circulation in order to dissipate heat. Direct skin contact and inadequate circulation of air flow to the device may cause the device to overheat. The device must be at least 1.0 cm (0.39 inches) from between the user's body.
- Prevent dust or any other foreign substances from getting into the Charger/USB cable port. It may cause heat or a fire.

HAC Statement

This device has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this device that have not been tested yet for use with hearing aids. It is important to try the different features of this device thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this device for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or device retailer.

FCC RF Exposure Information

⚠ • Read this information before operating the phone.

In August 1996, the Federal Communications Commission (FCC) of the United States, with its action in Report and Order FCC 96-326, adopted an updated safety standard for human exposure to radio frequency (RF) electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies.

The design of this phone complies with the FCC guidelines and these international standards.

Body-worn Operation

This device was tested for typical body-worn operations with the back of the phone kept 1 cm (0.39 inches) between the user's body and the back of the phone. To comply with FCC/ISEDC RF exposure requirements, a minimum separation distance of 1 cm (0.39 inches) must be maintained between the user's body and the back of the phone. Any belt-clips, holsters, and similar accessories containing metallic components may not be used. Body-worn accessories that cannot maintain 1 cm (0.39 inches) separation distance between the user's body and the back of the phone, and have not been tested for typical bodyworn operations may not comply with FCC/ISEDC RF exposure limits and should be avoided.

FCC Part 15 Class B Compliance

This device complies with part 15 of FCC rules and ISEDC

licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Part 15.105 statement

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 with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference or television reception, which can be determined by turning the equipment off and on, you can 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 into 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.

Part 15.21 Statement

Changes or modifications that are not expressly approved by the manufacturer for compliance could void the user's authority to operate the equipment.

Cautions for Battery

- Do not disassemble.
- Do not short-circuit.
- Do not expose to high temperature: 140 °F (60 °C).
- Do not incinerate.

Battery Disposal

- Please dispose of your battery properly or bring it to your local wireless carrier for recycling.
- Your phone contains an internal battery. Do not dispose of your battery by fire or with hazardous or flammable materials.

Adapter (Charger) Cautions

- Using the wrong battery charger could damage your phone and void your warranty.
- The adapter or battery charger is intended for indoor use only.
- Do not expose the adapter or battery charger to direct sunlight or use it in places with high humidity, such as the bathroom.

Avoid damage to your hearing

- Damage to your hearing can occur if you are exposed to loud sounds for long periods of time. We therefore recommend that you do not turn on or off the handset close to your ear. We also recommend that music and call volumes are set to a reasonable level.
- If you are listening to music whilst out and about, please ensure that the volume is at a reasonable level so that you are aware of your surroundings. This is particularly imperative when attempting to cross the street.

FCC Hearing-Aid Compatibility (HAC) Regulations for Wireless Devices

On July 10, 2003, the U.S. Federal Communications Commission (FCC) Report and Order in WT Docket 01-309 modified the exception of wireless devices under the Hearing Aid Compatibility Act of 1988 (HAC Act) to require digital wireless devices be compatible with hearing-aids. The intent of the HAC Act is to ensure reasonable access to telecommunications services for persons with hearing disabilities.

While some wireless devices are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and devices also vary in the amount of interference they generate.

The wireless telephone industry has developed a rating system for wireless devices, to assist hearing device users to find devices that may be compatible with their hearing devices. Not all devices have been rated. Devices that are rated have the rating on their box or a label located on the box.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated device successfully. Trying out the device with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than devices that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Devices rated T3 or T4 meet FCC requirements and are likely to generate less interference to hearing devices than devices that are not labeled. T4 is the better/ higher of the two ratings.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. Higher ratings mean that the hearing device is relatively immune to interference noise. The hearing aid and wireless device rating values are then added together. A sum of 5 is considered acceptable for normal use. A sum of 6 is considered for best use.

In the above example, if a hearing aid meets the M2 level rating and the wireless device meets the M3 level rating, the sum of the two values equal M5. This should provide the hearing aid user with "normal usage" while using their hearing aid with the particular wireless device. "Normal usage" in this context is defined as a signal quality that's acceptable for normal operation.

The M mark is intended to be synonymous with the U mark. The T mark is intended to be synonymous with the UT mark. The M and T marks are recommended by the Alliance for Telecommunications Industries Solutions (ATIS). The U and UT marks are referenced in Section 20.19 of the FCC Rules. The HAC rating and measurement procedure are described in the American National Standards Institute (ANSI) C63.19 standard.

To ensure that the Hearing Aid Compatibility rating for your device is maintained, secondary transmitters such as Bluetooth® and WLAN components must be disabled during a call.

For information about hearing aids and digital wireless devices:

Wireless Devices and Hearing Aid Accessibility
http://www.accesswireless.org/

Gallaudet University, RERC
http://tap.gallaudet.edu/Voice/

FCC Hearing Aid Compatibility and Volume Control

https://www.fcc.gov/general/hearing-aid-compatibility-and-volume-control

The Hearing Aid Compatibility FCC Order
http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-03-168A1.pdf

Hearing Loss Association of America [HLAA]
http://hearingloss.org/content/telephones-and-mobile-devices

TIA Safety Information

Provided herein is the complete TIA Safety Information for Wireless Handheld phones. Inclusion of the text covering Pacemakers, Hearing Aids, and Other Medical Devices is required in the owner's manual for CTIA Certification. Use of the remaining TIA language is encouraged when appropriate.

Exposure to Radio Frequency Signal

Your wireless handheld portable telephone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. In August, 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for handheld wireless phones.

Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

ANSI C95.1 (1992) *

NCRP Report 86 (1986)

ICNIRP (1996)

Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1).

* American National Standards Institute; National Council on Radiation Protection and Measurements; International Commission on Non-Ionizing Radiation Protection

The design of your phone complies with the FCC guidelines (and those standards).

Phone Operation

NORMAL POSITION: Hold the phone as you would any other telephone with the antenna pointed up and over your shoulder.

Driving

Check the laws and regulations on the use of wireless phones in the areas where you drive. Always obey them. Also, if using your phone while driving, please:

- Give full attention to driving: driving safely is your first responsibility;
- Use hands-free operation, if available;
- Pull off the road and park before making or answering a call if driving conditions so require.

Electronic Devices

Most modern electronic equipment is shielded from RF signals.

However, certain electronic equipment may not be shielded against the RF signals from your wireless phone.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of 15 cm (6 inches) be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers:

- Should ALWAYS keep the phone more than 15 cm (6 inches) from their pacemaker when the phone is turned ON;
- Should not carry the phone in a breast pocket.
- Should use the ear opposite the pacemaker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn your phone OFF immediately.

Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your service provider.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Health Care Facilities

Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may use equipment that could be sensitive to external RF energy.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle.

You should also consult the manufacturer of any equipment that has been added to your vehicle.

Posted Facilities

Turn your phone OFF in any facility where posted notices so require.

Aircraft

FCC regulations prohibit using your phone while in the air. Turn your phone OFF before boarding an aircraft.

Blasting Areas

To avoid interfering with blasting operations, turn your phone OFF when in a blasting area or in areas posted: 'Turn off two-way radio.' Obey all signs and instructions.

Potentially Explosive Atmosphere

Turn your phone OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always, marked clearly. Potential areas may include: fueling areas (such as gasoline stations); below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where you would normally be advised to turn off your vehicle engine.

For Vehicles Equipped with an Air Bag

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Safety Information

Please read and observe the following information for safe and proper use of your phone and to prevent damage. Also, keep the user guide in an accessible place at all times after reading it.

Charger and Adapter Safety

The charger and adapter are intended for indoor use only.

Battery Information and Care

- Please dispose of your battery properly or take it to your local wireless carrier for recycling.
- The battery does not need to be fully discharged before recharging.
- Use only LG-approved chargers specific to your phone model since they are designed to maximize battery life.
- Do not disassemble or impact the battery as it may cause electric shock, short-circuit, and fire. Store the battery in a place out of reach of children.
- Replace the battery when it no longer provides acceptable performance. The battery can be recharged several hundred times before replacement.

- Recharge the battery after long periods of non-use to maximize battery life.
- Battery life will vary due to usage patterns and environmental conditions.
- Use of extended backlighting, Media Net Browsing, and data connectivity kits affect battery life and talk/standby times.
- Actual battery life will depend on network configuration, product settings, usage patterns, battery and environmental conditions.
- Always unplug the charger from the wall socket after the phone is fully charged to save unnecessary power consumption of the charger.

Notice for Battery replacement

- Li-Ion Battery is a hazardous component which can cause injury.
- Battery replacement by a non-qualified professional can cause damage to your device.
- Your device has an internal battery. For your safety, do not remove the back cover. If you need to replace the battery, take it to the nearest authorized LG Electronics service point or dealer for assistance.

Explosion, Shock, and Fire Hazards

- Do not put your phone in a place subject to excessive dust and keep the minimum required distance between the power cord and heat sources.
- Unplug the power cord prior to cleaning your phone, and clean the power plug pin when it is dirty.
- When using the power plug, ensure that it is firmly connected. If it is not, it may cause excessive heat or fire.
- If you put your phone in a pocket or bag without covering the receptacle of the phone (power plug pin), metallic articles (such as a coin, paperclip or pen) may shortcircuit the phone. Always cover the receptacle when not in use.
- Do not short-circuit the battery. Metallic articles such as a coin, paperclip or pen in your pocket or bag may short-circuit the + and – terminals of the battery (metal strips on the battery) upon moving. Short-circuiting of the terminal may damage the battery and cause an explosion.

General Notice

- Using a damaged battery or placing a battery in your mouth may cause serious injury.
- Do not place items containing magnetic components such as a credit card, phone card, bank book or subway ticket near your phone. The magnetism of the phone may damage the data stored in the magnetic strip.
- Talking on your phone for a long period of time may reduce call quality due to heat generated during use.
- When the phone is not used for a long period time, store it in a safe place with the power cord unplugged.
- Using the phone in proximity to receiving equipment (i.e., TV or radio) may cause interference to the phone.
- Do not immerse your phone in water. If this happens, turn it off immediately. If the phone does not work, take it to an LG Authorized Service Centre.
- Do not paint your phone.
- The data saved in your phone might be deleted due to careless use, repair of the phone, or upgrade of the software. Please backup your important phone numbers. (Ring tones, text messages, voice messages, pictures, and videos could also be deleted.) The manufacturer is not liable for damage due to the loss of data.
- When you use the phone in public places, set the ring tone to vibration so as not to disturb others.
- Do not turn your phone on or off when putting it near your ear.
- Your phone is an electronic device that generates heat during normal operation. Extremely prolonged, direct skin contact in the absence of adequate ventilation may result in discomfort or minor burns. Therefore, use care when handling your phone during or immediately after operation.
- Do not attempt to repair or modify the device yourself. Your device is equipped with an internal rechargeable battery which should be replaced only by LG or an authorized LG repair centre. You should never attempt to open or disassemble this device yourself and doing so may cause damage that will void your warranty.
- Please ensure that the product does not get in contact with liquid. Do not use or recharge the product if it is wet. Once the product becomes wet, the liquid damage indicator changes colour. Please note that this will limit you from receiving any free-of-charge repair services provided under warranty.

FDA Consumer Update

The U.S. Food and Drug Administration Centre for Devices and Radiological Health Consumer Update on Mobile Phones.

1. Do wireless phones pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radio frequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the standby mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

2. What is the FDA's role concerning the safety of wireless phones?

Under the law, the FDA does not review the safety of radiation emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit radio frequency energy (RF) at a level that is hazardous to the user. In such a case, the FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace, or recall the phones so that the hazard no longer exists. Although the existing scientific data do not justify FDA regulatory actions, the FDA has urged the wireless phone industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless phones;
- Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- Cooperate in providing of wireless phones with the best possible information on possible effects of wireless phone use on human health.

The FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Occupational Safety and Health Administration (Administración de la seguridad y salud laborales)
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

The FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. The FCC relies on the FDA and other health agencies for safety questions about wireless phones. The FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the subject of the safety questions discussed in this document.

3. What kinds of phones are the subject of this update?

The term 'wireless phone' refers here to handheld wireless phones with built-in antennas, often called 'cell', 'mobile', or 'PCS' phones. These types of wireless phones can expose the user to measurable radiofrequency energy (RF) because of the short distance between the phone and the user's head. These RF exposures are limited by FCC safety guidelines that were developed with the advice of the FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person's RF exposure decreases rapidly with increasing distance from the source. The so-called 'cordless phones', which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures far below the FCC safety limits.

4. What are the results of the research done already?

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radiofrequency energy (RF) exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer causing chemicals so as to be predisposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we don't know with certainty what the results of such studies mean for human health. Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phone RF exposures.

However, none of the studies can answer questions about long-term exposures, since the average period of phone use in these studies was around three years.

5. What research is needed to decide whether RF exposure from wireless phones poses a health risk?

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but 10 or more years follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop - if they do may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

6. What is the FDA doing to find out more about the possible health effects of wireless phone RF?

The FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radiofrequency energy (RF). The FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The project has also helped develop a series of public information documents on EMF issues. The FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. The FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA funded research is conducted through contracts with independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

7. How can I find out how much radiofrequency energy exposure I can get by using my wireless phone?

All phones sold in the United States must comply with Federal Communications Commission (FCC) guidelines that limit radiofrequency energy (RF) exposures. The FCC/ISEDC established these guidelines in consultation with the FDA and the other federal health and safety agencies. The FCC/ISEDC limit for RF exposure from wireless telephones is set at a Specific Absorption Rate (SAR) of 1.6 watts per kilogram (1.6 W/kg). The FCC/ISEDC limit is consistent with the safety standards developed by the Institute of Electrical and Electronic Engineering (IEEE) and the National Council on Radiation Protection and Measurement. The exposure limit takes into consideration the body's ability to remove heat from the tissues that absorb energy from the wireless phone and is set well below levels known to have effects. Manufacturers of wireless phones must report the RF exposure level for each model of phone to the FCC/ISEDC. The FCC website (*http://www.fcc. gov/oet/rfsafety*) gives directions for locating the FCC identification number on your phone so you can find your phone's RF exposure level in the online listing.

8. What has the FDA done to measure the radiofrequency energy coming from wireless phones?

The Institute of Electrical and Electronic Engineers (IEEE) is developing a technical standard for measuring the radiofrequency energy (RF) exposure from wireless phones and other wireless handsets with the participation and leadership of FDA scientists and engineers. The standard, 'Recommended Practice for Determining the Spatial-Peak Specific Absorption Rate (SAR) in the Human Body Due to Wireless Communications Devices: Experimental Techniques,' sets forth the first consistent test methodology for measuring the rate at which RF is deposited in the heads of wireless phone users. The test method uses a tissue simulating model of the human head. Standardized SAR test methodology is expected to greatly improve the consistency of measurements made at different laboratories on the same phone. SAR is the measurement of the amount of energy absorbed in tissue, either by the whole body or a small part of the body. It is measured in watts/kg (or milliwatts/g) of matter. This measurement is used to determine whether a wireless phone complies with safety guidelines.

9. What steps can I take to reduce my exposure to radiofrequency energy from my wireless phone?

If there is a risk from these products - and at this point we do not know that there is - it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radiofrequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure. If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna. Again, the scientific data does not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

10. What about children using wireless phones?

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radiofrequency energy (RF), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure. Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary;

it was not based on scientific evidence that any health hazard exists.

11. What about wireless phone interference with medical equipment?

Radiofrequency energy (RF) from wireless phones can interact with some electronic devices. For this reason, the FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test method is now part of a standard sponsored by the Association for the Advancement of Medical instrumentation (AAMI). The final draft, a joint effort by the FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI. The FDA has tested hearing aids for interference from handheld wireless phones and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless phones so that no interference occurs when a person uses a 'compatible' phone and a 'compatible' hearing aid at the same time. This standard was approved by the IEEE in 2000. The FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, the FDA will conduct testing to assess the interference and work to resolve the problem.

12. Where can I find additional information?

Innovation, Science and Economic Development Canada
(*https://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf09583.html*)

For additional information, please refer to the following resources: FDA web page on wireless phones (*http://www.fda.gov/*)

Federal Communications Commission (FCC) RF Safety Program
(*http://www.fcc.gov/oet/rfsafety*)

International Commission on Non-Ionizing Radiation Protection
(http://www.icnirp.org)

World Health Organization (WHO) International EMF Project
(*http://www.who.int/emf*)

National Radiological Protection Board (UK)
(*http://www.nrpb.org.uk/*)

10 Driver Safety Tips

Your wireless phone gives you the powerful ability to communicate by voice almost anywhere, anytime. An important responsibility accompanies the benefits of wireless phones, one that every user must uphold. When operating a car, driving is your first responsibility.

When using your wireless phone behind the wheel of a car, practice good common sense and remember the following tips:

1. Get to know your wireless phone and its features such as speed dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most phones offer, including automatic redial and memory. Also, work to memorize the phone keypad so you can use the speed dial function without taking your attention off the road.
2. When available, use a handsfree device. A number of handsfree wireless phone accessories are readily available today. Whether you choose an installed mounted device for your wireless phone or a speaker phone accessory, take advantage of these devices if available to you.
3. Position your wireless phone within easy reach. Make sure you place your wireless phone within easy reach and where you can reach it without removing your eyes from the road. If you get an incoming call at an inconvenient time, if possible, let your voicemail answer it for you.

4. Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
5. Do not take notes or look up phone numbers while driving. If you are reading an address book or business card, or writing a "to-do" list while driving a car, you are not watching where you are going. It is common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip or attempt to coincide your calls with times you may be stopped at a stop sign, red light or otherwise stationary. But if you need to dial while driving, follow this simple tip — dial only a few numbers, check the road and your mirrors, then continue.
7. Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix; they are distracting and even dangerous when you are behind the wheel of a car. Make people you are talking with aware you are driving and if necessary, suspend conversations which have the potential to divert your attention from the road.
8. Use your wireless phone to call for help. Your wireless phone is one of the greatest tools you can own to protect yourself and your family in dangerous situations — with your phone at your side, help is only three numbers away. Dial 911 or other local emergency number in the case of fire, traffic accident, road hazard or medical emergency. Remember, it is a free call on your wireless phone!
9. Use your wireless phone to help others in emergencies. Your wireless phone provides you a perfect opportunity to be a "Good Samaritan" in your community. If you see an auto accident, crime in progress or other serious emergency where lives are in danger, call 911 or other local emergency number, as you would want others to do for you.
10. Call roadside assistance or a special wireless nonemergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call for emergency services. But you can still use your wireless phone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

For more information, please call 888- 901-SAFE.

Consumer Information on SAR (Specific Absorption Rate)

This Model Phone Meets the Government's Requirements for Exposure to Radio Waves.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. * Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands.

Although SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. Because the phone is designed to operate at multiple power levels to use only the power required to reach the network, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

While there may be differences between SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of *http://www.fcc.gov/oet/ea/fccid* after searching on FCC ID: *ZNFX120WM*.

Additionally, the highest SAR values can also be found on the LG website: *https://www.lg.com/global/support/sar/sar.*

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at *http://www.ctia.org/*

* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

* Product meets current FCC & ISEDC Radio Frequency Exposure Guidelines.

FCC ID: *ZNFX120WM*
IC: *2703C-X120WM*

Precautions when using SIM cards

- Do not insert the SIM card into the device with the label or seal attached. This may cause damage.
- Do not remove the SIM card while using the device. This may damage the SIM card or the system.
- Take extra care to ensure that the SIM card is not scratched, bent, or damaged by magnet. This may delete files saved on the SIM card or cause device malfunctions.

Precautions when using memory cards

- Make sure that the orientation is correct when inserting the memory card.
- Inserting using the wrong orientation may damage the card.

07

LIMITED WARRANTY

LIMITED WARRANTY STATEMENT

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS THE LAWS OF YOUR PROVINCE OR TERRITORY DO NOT PERMIT THAT, OR, IN OTHER JURISDICTIONS, IF YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.

Warranty Laws

In the United States, the following laws govern warranties that arise in retail sales of consumer goods:

- The California Song-Beverly Consumer Warranty Act [CC §§1790 et seq],
- The California Uniform Commercial Code, Division Two [Com C §§2101 et seq], and
- The federal Magnuson-Moss Warranty Federal Trade Commission Improvement Act [15 USC §§2301 et seq; 16 CFR Parts 701 – 703]. A typical Magnuson-Moss Act warranty is a written promise that the product is free of defects or a written promise to refund, repair, or replace defective goods. [See 15 USC §2301(6).] Remedies include damages for failing to honor a written warranty or service contract or for violating disclosure provisions. [See 15 USC §2310(d).] Except for some labeling and disclosure requirements, the federal Act does not preempt state law. [See 15 USC §2311.]

In Canada, the consumer protection, business practices and/or sale of goods laws of your provincial jurisdiction of residence govern warranties that arise in retail sales of consumer goods. In addition, the Canadian Consumer Product Safety Act applies to product safety.

1. WHAT THIS WARRANTY COVERS:

LG offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship, according to the following terms and conditions:

1. The limited warranty for the product extends for ONE (1) year beginning on the date of purchase of the product by the original end user.
2. The limited warranty extends only to the original end user of the product and is not assignable or transferable to any subsequent purchaser/end user.
3. This warranty is good only to the original end user of the product during the warranty period as long as it is in Canada.
4. Upon request from LG, the consumer must provide information to reasonably prove the date of purchase.
5. During the applicable warranty period, LG will repair or replace at LG's sole option, without charge to the original end user, any defective component part of the phone or accessory.
6. LG may use rebuilt, reconditioned or new parts or components when repairing any product or replace a product with a rebuilt, reconditioned or new product.

2. WHAT THIS WARRANTY DOES NOT COVER:

1. Defects or damages resulting from use of the product in other than its normal and customary manner.
2. Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation or other acts which are not the fault of LG, including damage caused by spills of food or liquids.
3. Breakage or damage to antennas unless caused directly by defects in material or workmanship.
4. The fact that the Customer Service Department at LG was not notified by the original end user of the alleged defect or malfunction of the product, during the warranty period.
5. Products which have had their serial numbers removed or made illegible.

6. Damage resulting from use of non-LG approved accessories.
7. All plastic surfaces and all other externally exposed parts that are scratched or damaged due to normal customer use.
8. Products serviced by non-authorized persons or companies.

Notes:

1. This limited warranty supersedes all other warranties, expressed or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to any implied warranty of merchantability or fitness for a particular purpose.
2. Shipping damage is the sole responsibility of the shipping company.

3. EXCLUSION OF LIABILITY:

No other express warranty is applicable to this product.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. LG ELECTRONICS CANADA, INC. SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY APPLICABLE TO THIS PRODUCT.

4. PROVINCIAL/TERRITORIAL LAW RIGHTS:

No other express warranty is applicable to this product.

THE DURATION OF ANY IMPLIED WARRANTIES OR CONDITIONS, INCLUDING THE IMPLIED WARRANTY OR CONDITION OF MARKETABILITY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. LG SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT, INDIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY OR CONDITION, INCLUDING THE IMPLIED WARRANTY OR CONDITION OF MARKETABILITY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS PRODUCT.

Some provinces or territories do not allow the exclusive limitation of incidental or consequential damages or limitations on how long an implied warranty lasts; so these limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary amongst provinces and territories.

5. HOW TO GET WARRANTY SERVICE:

To obtain warranty service, please call or fax to the following telephone number from anywhere in Canada: 1-888-542-2623

Otherwise, you may visit *http://www.lg.com/ca_en/support*.

Correspondence may also be mailed to the following address: LG Electronics Service- Mobile Handsets, 20 Norelco Drive, North York, Ontario M9L 2X6

DO NOT RETURN YOUR PRODUCT TO THE ABOVE ADDRESS.

Please call or write for the location of the LG authorized service centre nearest you and for the procedures for obtaining warranty claims.

PROCEDURE FOR RESOLVING DISPUTES:

EXCEPT WHERE PROHIBITED AT LAW, ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. EXCEPT WHERE PROHIBITED AT LAW, YOU AND LG BOTH IRREVOCABLY AGREE TO WAIVE THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to "LG" mean LG Electronics Canada, Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Notice of Dispute. In the event you intend to commence an arbitration proceeding, you must first notify LG in writing at least 30 days in advance of initiating the arbitration by sending a letter to LGECI Legal Team at 20 Norelco Drive, North York,

Ontario, Canada M9L 2X6 (the "Notice of Dispute"). You and LG agree to engage in good faith discussions in an attempt to amicably resolve your claim. The notice must provide your name, address, and telephone number; identify the product that is the subject of the claim; and describe the nature of the claim and the relief being sought. If you and LG are unable to resolve the dispute within 30 days of LG's receipt of the Notice of Dispute, the dispute shall be resolved by binding arbitration in accordance with the procedure set out herein. You and LG both agree that, during the arbitration proceeding, the terms (including any amount) of any settlement offer made by either you or LG will not be disclosed to the arbitrator until the arbitrator determines the dispute.

Agreement to Binding Arbitration and Class Action Waiver. Upon failure to resolve the dispute during the 30 day period after LG's receipt of the Notice of Dispute, you and LG agree to resolve any claims between you and LG only by binding arbitration on an individual basis, unless you opt out as provided below, or you reside in a jurisdiction that prevents full application of this clause in the circumstances of the claims at issue (in which case if you are a consumer, this clause will only apply if you expressly agree to the arbitration). To the extent permitted by applicable law, any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, except to the extent such a prohibition is not permitted at law, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis except to the extent this prohibition is not permitted at law in your province or territory of jurisdiction as it relates to the claims at issue between you and LG.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be private and confidential, and conducted on a simplified and expedited basis before a single arbitrator chosen by the parties under the provincial or territorial commercial arbitration law and rules of the province or territory of your residence. You must also send a copy of your written demand to LG at LG Electronics, Canada, Inc., Attn: Legal Department- Arbitration, 20 Norelco Drive, North York, Ontario M9L 2X6. This arbitration provision is governed by your applicable provincial or territorial commercial arbitration legislation. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that, issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law. The law of the province or territory of your purchase shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG attorn to the exclusive jurisdiction of the courts of the province or territory of your purchase for the resolution of the claim, action, dispute or controversy between you and LG.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees unless you seek more than $25,000 in damages, in which case the payment of these fees will be governed by the applicable arbitration rules. Except as otherwise provided for herein, LG will pay all filing, administration and arbitrator fees for any arbitration initiated in accordance with the applicable arbitration rules and this arbitration provision. If you prevail in the arbitration, LG will pay your attorneys' fees and expenses as long as they are reasonable, by considering factors including, but not limited to, the purchase amount and claim amount. Notwithstanding the foregoing, if applicable law allows for an award of reasonable attorneys' fees and expenses, an arbitrator can award them to the same extent that a court would. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the applicable laws), then the payment of all arbitration fees will be governed by the applicable arbitration rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the applicable arbitration rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for $25,000 or less, you may choose to have the arbitration conducted solely (1) on the basis of documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the applicable arbitration rules. If your claim exceeds $25,000, the right to a hearing will be determined by the applicable arbitration rules. Any in-person arbitration hearings will be held at the nearest, most mutually-convenient arbitration location available within the province or territory in which you reside unless you and LG both agree to another location or agree to a telephonic arbitration.

Severability and Waiver. If any portion of this Limited Warranty (including these arbitration procedures) is unenforceable, the remaining provisions will continue in full force and effect to the maximum extent permitted by applicable law. Should

LG fail to enforce strict performance of any provision of this Limited Warranty (including these arbitration procedures), it does not mean that LG intends to waive or has waived any provision or part of this Limited Warranty.

Opt Out. You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either (i) sending an e-mail to *optout@lge.com*, with the subject line: "Arbitration Opt Out;" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number, and (d) the IMEI or MEID or Serial Number, as applicable (the IMEI or MEID or Serial Number can be found (i) on the product box; (ii) on a label on the back of the product beneath the battery, if the battery is removable; or (iii) from the settings menu via the following path: **Settings > System > About phone**.

In the event that you "Opt Out", the law of the province or territory of your residence shall govern this Limited Warranty and any disputes between you and LG except to the extent that such law is preempted by or inconsistent with applicable federal or provincial/territorial law. Should arbitration not be permitted for any claim, action, dispute or controversy between you and LG, you and LG agree to attorn to the exclusive jurisdiction of the courts of the province or territory of your residence for the resolution of the claim, action, dispute or controversy between you and LG.

You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

Conflict of Terms. In the event of a conflict or inconsistency between the terms of this Limited Warranty and the End User Licence Agreement ("EULA") in regards to dispute resolution, the terms of this Limited Warranty shall control and govern the rights and obligations of the parties and shall take precedence over the EULA.

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Electronics Canada Inc.
North York ON M9L 2X6

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