









Utilities

Setting your alarm




- 1 Press  >  > **Apps** tab > **Alarm/Clock** > .
- 2 After you set the alarm, your phone lets you know how much time is left before the alarm will go off.
- 3 Set **Repeat**, **Snooze duration**, **Vibration**, **Alarm sound**, **Alarm volume**, **Auto app starter**, **Puzzle lock** and **Memo**.
- 4 Tap **Save**.

NOTE: To change alarm settings in the alarm list screen, tap the **Menu key**  and select **Settings**.

Using your calculator

- 1 Press  >  > **Apps** tab > **Calculator**.
- 2 Tap the number keys to enter numbers.
- 3 For simple calculations, tap the function you want to perform (+, -, x or ÷) followed by =.
- 4 For more complex calculations, touch  and select the **Scientific calculator**, then choose sin, cos, tan, log etc.
- 5 To check the history, touch  and select the **Calculation history**.






Adding an event to your calendar


- 1 Press  >  > **Apps** tab > **Calendar**.
- 2 On the screen, you can find the different view types for the Calendar (Day, Week, Month, Year, Agenda).
- 3 Tap on the date for which you wish to add an event and tap .
- 4 Tap **Event name** and enter the event name.
- 5 Tap **Location** and enter the location. Check the date and enter the time you wish your event to start and finish.
- 6 If you wish to add a note to your event, tap **Link memo** to select the saved memo. (Only available on the phone calendar)
- 7 If you wish to repeat the alarm, set **REPEAT** and set **REMINDERS**, if necessary.
- 8 Tap **Save** to save the event in the calendar.

Voice Recorder

Use the voice recorder to record voice memos or other audio files.

Recording a sound or voice

- 1 Press  >  > **Apps** tab > **Voice Recorder**.
- 2 Tap  to begin recording.
- 3 Tap  to end the recording.
- 4 Tap  to listen to the recording.

NOTE: Tap  to access your album. You can listen to the saved recording. The available recording time may differ from actual recording time.



Task Manager

You can manage your applications using Task Manager. You can easily check the number of applications that are currently running and shut down certain applications.

Tasks

This task can be synchronized with MS Exchange account. You can create task, revise it and delete it in MS outlook or MS Office Outlook Web Access.

To Synchronize MS Exchange

- 1 From the Home Screen, press  >  > **Apps** tab > **Settings**.
- 2 Tap **General** tab > **Accounts & sync** > **Add account**.
- 3 Tap **Microsoft Exchange** to create Email address and Password.
- 4 Make sure if you checkmark Sync task.

NOTE: MS Exchange may not be supported depending on email server.

Utilities

ThinkFree Viewer

ThinkFree Viewer is a professional mobile office solution that lets users conveniently view various types of office documents, including Word, Excel and PowerPoint files, anywhere or anytime, using their mobile devices.

Press  >  > **Apps** tab > **ThinkFree Viewer**.

Viewing files

Mobile users can now easily view a wide variety of file types, including Microsoft Office documents and Adobe PDF, right on their mobile devices. When viewing documents using ThinkFree Viewer, the objects and layout remain the similar in the original documents.

Google+



Use this application to stay connected with people via Google's social network service.

• Press  >  > **Apps** tab > **Google+**.

NOTE: This application may not be available depending on the region or service provider.

Voice Search

Use this application to search webpages using voice.

- 1 Press  >  > **Apps** tab > **Voice Search**.
- 2 Say a keyword or phrase when **Speak now** appears on the screen. Select one of the suggested keywords that appear.

NOTE: This application may not be available depending on the region or service provider.

Downloads

Use this application to see what files have been downloaded through the applications.




• Press  >  > **Apps** tab > **Downloads**.

NOTE: This application may not be available depending on the region or service provider.


LG SmartWorld

LG SmartWorld offers an assortment of exciting content - games, applications, wallpaper and ringtones - giving LG phone users the chance to enjoy richer "Mobile Life" experiences.

How to Get to LG SmartWorld from Your Phone

- 1 Press  >  > **Apps** tab > tap the  icon to access **LG SmartWorld**.
- 2 Tap Sign in and enter ID/PW for LG SmartWorld. If you have not signed up yet, tap Register to receive your LG SmartWorld membership.
- 3 Download the content you want.

NOTE: What if there is no icon?

- 1 Using a mobile Web browser, access LG SmartWorld (www.lgworld.com) and select your country.
- 2 Download the LG SmartWorld App.
- 3 Run and install the downloaded file.
- 4 Access LG SmartWorld by tapping the  icon.

How to use LG SmartWorld

- Participate in monthly LG SmartWorld promotions.



Search content.



Find content by category (e.g. Games, Education, Entertainment etc).

- Try the easy "**Menu**" buttons to find what you're looking for fast.
Settings – Set Profile and Display.
Sign in – Set your ID and Password.
- Try other useful functions as well. (Content Detail screen)

NOTE: LG SmartWorld may not be available from all carriers or in all countries.

The Web

Internet

Use this application to browse the Internet. Browser gives you a fast, full-color world of games, music, news, sports, entertainment and much more, right on your mobile phone wherever you are and whatever you enjoy.

NOTE: Additional charges apply when connecting to these services and downloading content. Check data charges with your network provider.

1 Press  >  > **Apps** tab > **Internet**.


Using the Web toolbar

Tap slide it upwards with your finger to open.



Tap to go back one page.



Tap to go forward one page, to the page you connected to after the current one. This is the opposite of what happens when you tap , which takes you to the previous page.



Tap to go to the Home page.



Tap to add a new window.




Tap to access bookmarks.

Viewing webpages

Tap the address field, enter the web address and tap **Go**.

Opening a page

To go to new page, tap  > .

To go to another webpage, tap  scroll up or down, and tap the page to select it.

Searching the web by voice

Tap the address field, tap , speak a keyword, and then select one of the suggested keywords that appear.

NOTE: This feature may not be available depending on the region or service provider.

Bookmarks

To bookmark the current webpage, tap  > **Add to bookmarks** > **OK**.

To open a bookmarked webpage, tap  and select one.

History

Tap  > **History** to open a webpage from the list of recently-visited webpages. To clear the history, tap 

> **Clear all history**.

Chrome

Use Chrome to search for information and browse webpages.

1 Press  >  > **Apps tab** > **Chrome**.

NOTE: This application may not be available, depending on your region and service provider.

Viewing webpages

Tap the Address field, and then enter a web address or search criteria.

Opening a page

To go to a new page, tap  > **New tab**.

To go to another webpage, tap , scroll up or down and tap the page to select it.

Syncing with other devices

Sync open tabs and bookmarks to use with Chrome on another device when you are logged in with the same Google account.

To view open tabs on other devices, tap  > **Other devices**.

Select a webpage to open.

To add bookmarks, tap .

Settings

This section provides an overview of items you can change using your phone's System settings menus.

To access the Settings menu:

Press  >  > **System settings**.

- or -

Press  >  > **Apps tab** > **Settings**.

Networks

< **Wi-Fi** >

Wi-Fi – Turns on Wi-Fi to connect to available Wi-Fi networks.

TIP! How to obtain the MAC address

To set up a connection in some wireless networks with MAC filters, you may need to enter the MAC address of your phone in the router.

You can find the MAC address in the following user interface: press  >  > **Apps tab** > **Settings** > **Networks tab** > **Wi-Fi** >  > **Advanced Wi-Fi** > **MAC address**.

< **Bluetooth** >

Turn the Bluetooth wireless feature on or off to use Bluetooth.

< **Mobile data** >

Displays the data usage and set mobile data usage limit.

< **Call** >

Configure phone call settings such as call forwarding and other special features offered by your carrier.

Vicemail – Allows you to select your carrier's voicemail service.

Fixed dialing numbers – Turn on and compile a list of numbers that can be called from your phone. You'll need your PIN2, which is available from your operator. Only numbers within the fixed dial list can be called from your phone.

Incoming call pop-up – Display incoming call popup when using camera and videos.

Call reject – Allows you to set the call reject function. Choose from Call reject mode or Reject calls from.

Decline with message – When you want to reject a call, you can send a quick message using this function. This is useful if you need to reject a call during a meeting.

Privacy keeper – Hides the caller name and number for an incoming call.

Call forwarding – Choose whether to divert all calls when the line is busy, when there is no answer or when you have no signal.

Auto answer – Set the time before a connected hands-free device automatically answers an incoming call. Choose from Disable, 1 second, 3 seconds, and 5 seconds.

Connection vibration – Vibrates your phone when the other party answers the call.

Save unknown numbers – Add unknown numbers to contacts after a call.

Power button ends call – Allows you to select your end call.

Call barring – Lock incoming, outgoing or international calls.

Call duration – View the duration of calls including Last call, Outgoing calls, Incoming calls and All calls.

Additional call settings – Allows you to change the following settings:

Caller ID: Choose whether to display your number in an outgoing call.

Call waiting: If call waiting is activated, the handset will notify you of an incoming call while you are on a call (depending on your network provider).

<Share & Connect>

NFC – Your phone is an NFC-enabled mobile phone. NFC (Near Field Communication) is a wireless connectivity technology that enables two-way communication between electronic devices. It operates over a distance of a few centimeters. You can share your content with an NFC tag or another NFC support device by simply touching it with your device. If you touch an NFC tag with your device, it will display the tag content on your device.

To switch NFC on or off: From the Home screen, touch and slide the notification panel down with your finger, then select the NFC icon to turn it on.

NOTE: When airplane mode is activated, the NFC application can be used.

Using NFC: To use NFC, make sure your device is switched on, and activate NFC if disabled.

Direct/Android Beam – When this feature is turned on, you can beam app content to another NFC-capable device by holding the devices close together.

Just bring the device together (typically back to back) and then touch your screen. The app determines what gets beamed.

< Tethering & networks >

Wi-Fi hotspot – You can also use your phone to provide a mobile broadband connection. Create a hotspot and share your connection. Please read "**Sharing your phone's data connection**" for more information.

Bluetooth tethering – Allows you to set your phone whether you are sharing the Internet connection or not.

Help – Tap to view help information on the Wi-Fi hotspot and Bluetooth tethering functions.

Airplane mode – After switching to Airplane mode, all wireless connections are disabled.

Settings

NOTE: You must set a lock screen PIN or password before you can use credential storage.

Mobile networks – Set options for data roaming, network mode & operators, access point names (APNs) etc.

Default SMS app – Allows you to set the default SMS app.

VPN – Displays the list of Virtual Private Networks (VPNs) that you've previously configured. Allows you to add different types of VPNs.

Sound

Sound profile – Choose Sound, Vibrate only or Silent.

Volumes – Adjust the phone's volume settings to suit your needs and your environment.

Quiet mode – Set up your Quiet mode.

Turn quiet mode on now – Tap the switch to toggle it on or off immediately.

Set quiet time – Tap the switch to toggle it On or Off. You can also set the days and times to automatically turn Quiet mode on.

Vibrate – Checkmark to vibrate when quiet mode is on.

Incoming call settings


Block incoming calls – Checkmark to block all incoming calls.

Allow repeated calls – Checkmark to allow a call that is repeated within 3 minutes.

Allowed contact lists – Designate which Contacts calls will be allowed.

Auto reply to blocked calls – Set how to you want to automatically reply to silenced calls.

Help – Tap to view help information on quiet mode.

Phone ringtone – Set the ringtone for calls. You can also add a ringtone by tapping  at the top right corner of the screen.

Incoming call vibration – Sets the incoming call vibration Options.

Ringtone with vibration – Checkmark to set the phone to vibrate in addition to the ringtone when you receive calls.

Voice notifications – Tap the **Voice notifications** switch to toggle it On or Off. On allows your device to read out incoming call and message events automatically.

Notification sound – Allows you to set the sound for notifications. You can also add a sound by tapping  at the top right corner of the screen.

Touch feedback & system – Allows you to set the feedback (tones and/or vibration) while using your device.

Display

< Home screen >

Set the **Select Home**, **Theme**, **Wallpaper**, **Screen swipe effect**, **Allow Home screen looping**, **Portrait view only**, **Home backup & restore**, **Help**.

< Lock screen >

Select screen lock – Set a screen lock type to secure your phone. Opens a set of screens that guide you through drawing a screen unlock pattern. Set **None**, **Swipe**, **Knock Code**, **Face Unlock**, **Pattern**, **PIN** or **Password**.

If you have enabled a Pattern lock type when you turn on your phone or wake up the screen, you will be asked to draw your unlock pattern to unlock the screen.

Screen swipe effect – Sets the screen swipe effect options. Choose from **Dewdrop**, **White hole**.

NOTE: Screen swipe effect becomes Pattern effect if the screen lock is set to Pattern.

Wallpaper – Sets your Lock screen wallpaper. Select it from **Gallery** or **Wallpaper gallery**.

Shortcuts – Allows you to change the shortcuts on the **Swipe** Lock screen.

Lost phone contact – Checkmark to set the device owner's name to be displayed on the Lock screen. Tap  to enter the text to be displayed as the Owner info.

Lock timer – Sets the amount of time before the screen automatically locks after the screen has timed-out.

Power button instantly locks – Checkmark to instantly lock the screen when the Power/Lock Key is pressed. This setting overrides the Security lock timer setting.

< SCREEN >

Brightness – Adjusts the brightness of the screen. For best battery performance, use the dimmest comfortable brightness.

Screen timeout – Sets the amount of time before the screen times out.

Screen-off effect – Sets the screen-off effect. Choose from **Fade out**, **Black hole**, and **Retro TV**.

Auto-rotate screen – Checkmark to set the phone to automatically rotate the screen based on the phone orientation (portrait or landscape).

Daydream – Tap the Daydream switch to toggle it On or Off. On allows the set screensaver to be displayed when the phone is sleeping while docked and/or charging. Choose from **Clock**, **Google Photos**.

< FONT >

Font type – Sets the type of font used for the phone and menus.

Font size – Sets the size of the font displayed in the phone and menus.

Settings

General

< Gestures >

Screen on/off – Checkmark to enable KnockON to turn the screen on and off. Quickly double-tap center screen to turn it on. Double-tap the Status Bar, an empty area on the Home screen, or the Lock screen to turn the screen off. For the best results, do not move the phone while using the KnockON feature.

Silence incoming calls – Checkmark to enable you to flip the phone to silence incoming calls.

Snooze or turn off alarm – Checkmark to enable you to simply flip the device to snooze or stop the alarm.

Pause video – Checkmark to enable you to simply flip the device to pause the currently playing video.

Help – Opens a help guide on how to use the Gestures features of your device.

Motion sensor calibration – Allows you to improve the accuracy of the tilt and speed of the sensor.

< Storage >

INTERNAL STORAGE – View the internal storage usage.

SD CARD – Check total available SD card space. Touch Unmount SD card for safe removal. Erase SD card if you want to delete all data from the SD card.

< Battery >

BATTERY INFORMATION

The Battery charge information is displayed on a battery graphic along with the percentage of the remaining charge and its status.

Touch the Battery charge icon to display the Battery use screen to see battery usage level and battery use details. It displays which components and applications are using the most battery power. Tap one of the entries to see more detailed information.

Battery percentage on status bar – Checkmark to display the battery level percentage on the Status Bar next to the battery icon.

BATTERY SAVER

Tap the Battery saver switch to toggle it On or Off. Tap Battery saver to access the following settings:

Turn Battery saver On – Sets the battery charge percent level that will automatically turn on Battery saver. Choose from Immediately, 10% battery, 20% battery, 30% battery, and 50% battery.

Help – Tap to view help information on the battery saver tips.

< Apps >

View and manage your applications.

< Accounts & sync >

Permits applications to synchronize data in the background, whether or not you are actively working in them. Deselecting this setting can save battery power and lower (but not eliminate) data usage.

< Guest mode >

To protect your privacy or limit some applications to your children, you can use the Guest mode. When you lend your phone to others, you can limit the applications to be displayed. In advance, set the Guest mode and customize the options.

< Location >

Turn on location service, your phone determines your approximate location using GPS, Wi-Fi and mobile networks.

Mode – Set the location mode from **High accuracy**, **Battery saving** and **Device sensors only**.

< Security >

Encrypt phone – Allows you to encrypt data on the phone for security. You will be required to enter a PIN or password to decrypt your phone each time you power it on.

Encrypt SD card storage – Allows you to encrypt SD card data on the phone for security.

Set up SIM card lock – Set up SIM card lock or change the SIM card PIN.

Password typing visible – Show the last character of the hidden password as you type.

Phone administrators – View or deactivate phone administrators.

Unknown sources – Default setting to install non-Play store applications.

Verify apps – Disallow or warn before installation of apps that may cause harm.

Storage type – Display the storage type.

Trusted credentials – Display trusted CA certificates.

Install from storage – Choose to install encrypted certificates.

Clear credentials – Remove all certificates.

< Language & input >

Use the Language & input settings to select the language for the text on your phone and to configure the on-screen keyboard, including words you've added to its dictionary.

< Backup & reset >

Change the settings for managing your settings and data.

Backup my data – Set to backup your settings and application data to the Google server.

Backup account – Set to backup your account.

Settings

Automatic restore – Set to restore your settings and application data when the applications are reinstalled on your device.

LG Backup service – Backs up all information on the device and restores it in the event of data loss or replacement.

Factory data reset – Reset your settings to the factory default values and delete all your data. If you reset the phone this way, you are prompted to re-enter the same information as when you first started Android.

< Date & time >

Use **Date & time** settings to set how dates will be displayed. You can also use these settings to set your own time and time zone rather than obtaining the current time from the mobile network.

< Accessibility >

Use the **Accessibility** settings to configure accessibility plug-ins you have installed on your phone.

< PC connection >

Select USB connection method – Set the desired mode: **Charge phone**, **Media sync (MTP)**, **Tethering**, **LG software** or **Send images (PTP)**.

Ask upon connecting – Ask in USB connection mode when connecting to a computer.

Help – Help for USB connection.

PC Suite – Check this to use LG PC Suite with your Wi-Fi connection. Please note that Wi-Fi network should be connected to LG PC Suite via a Wi-Fi connection.

Help – Help for LG software.

< Accessory >

QuickWindow case – Activate to make features, such as music, weather, and clock, available in small view when using the QuickWindow case.

Earphone Plug & Pop – Sets the Plug & Pop feature for earphones. The app panel will be displayed automatically when connecting an earphone. Tap **Edit app panel** to change the applications you want to make available.

< About phone >

View legal information and check your phone status and software version.

PC software (LG PC Suite)

"LG PC Suite" PC software is a program that helps you connect your device to a PC via a USB cable and Wi-Fi. Once connected, you can use the functions of your device from your PC.

With your "LG PC Suite" PC Software, You Can...

- Manage and play your media contents (music, movie, picture) on your PC.
- Send multimedia contents to your device.
- Synchronizes data (schedules, contacts, bookmarks) in your device and PC.
- Backup the applications in your device.
- Update the softwares in your device.
- Backup and restore the device data.
- Play multimedia contents of your PC from your device.
- Backup and create and edit the memos in your device

NOTE: You can use the Help menu from the application to find out how to use your "LG PC Suite" PC software.

Installing "LG PC Suite" PC Software

"LG PC Suite" PC software can be downloaded from the webpage of LG.

- 1 Go to www.lg.com and select a country of your choice.
- 2 Go to **Support > MOBILE SUPPORT > LG Mobile Phones > Select the Model**
or
Go to **Support > Mobile > Select the Model**.
- 3 Click **PC SYNC** from **MANUALS & DOWNLOAD** and click **DOWNLOAD** to download "LG PC Suite" PC software.

System Requirements for "LG PC Suite" PC software

- OS: Windows XP (Service pack 3) 32bit, Windows Vista, Windows 7, Windows 8
- CPU: 1 GHz or higher processors
- Memory: 512 MB or higher RAMs
- Graphic card: 1024 x 768 resolution, 32 bit color or higher
- HDD: 500 MB or more free hard disk space (More free hard disk space may be needed depending on the volume of data stored.)
- Required software: LG integrated drivers, Windows Media Player 10 or later

PC software (LG PC Suite)

NOTE: LG Integrated USB Driver

LG integrated USB driver is required to connect an LG device and PC and is installed automatically when you install "LG PC Suite" PC software application.

Synchronizing your Device to a PC

Data from your device and PC can be synchronized easily with "LG PC Suite" PC software for your convenience. Contacts, schedules and bookmarks can be synchronized.

The procedure is as follows:

- 1 Connect your device to PC. (Use a USB cable or Wi-Fi connection.)
- 2 The **Select USB connection method** will appear, then select **LG software**.
- 3 After connection, run the program and select the device section from the category on the left side of the screen.
- 4 Click **Personal information** to select.
- 5 Select the checkbox of contents to synchronize and click the **Sync** button.

NOTE: To synchronize your phone with your PC, you need to install LG PC Suite onto your PC. Please refer to previous pages to install LG PC Suite.

Moving contacts from your Old Device to your New Device

- 1 Export your contacts as a CSV file from your old device to your PC using a PC sync program.
- 2 Install "LG PC Suite" on the PC first. Run the program and connect your Android mobile phone to the PC using a USB cable.
- 3 On the top menu, select **Device > Import to device > Import contacts**.
- 4 A popup window to select the file type and a file to import will appear.
- 5 On the popup, click the **Select a file** and Windows Explorer will appear.
- 6 Select the contacts file to import in Windows Explorer and click the **Open**.
- 7 Click **OK**.
- 8 A **Field mapping** popup to link the contacts in your device and new contacts data will appear.
- 9 If there is a conflict between the data in your PC contacts and device contacts, make the necessary selections or modifications in LG PC Suite.
- 10 Click **OK**.

Phone software update

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 center. 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 data cable during the upgrade may seriously damage your mobile phone.

NOTE: 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 using a USB data cable. This feature will only be available if and when LG makes a newer firmware version available for your device.

You should first check the software version on your mobile phone: **Settings > General tab > About phone > Update Center > Software Update > Check now for update.**

NOTE: 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.

NOTE: This feature depends on your network service provider, region and country.

About this user guide

About this user guide

- Before using your device, please carefully read this manual. This will ensure that you use your phone safely and correctly.
- Some of the images and screenshots provided in this guide may appear differently on your phone.
- Your content may differ from the final product, or from software supplied by service providers or carriers. This content may be subject to change without prior notice. For the latest version of this manual, please visit the LG website at www.lg.com.
- Your phone's applications and their functions may vary by country, region, or hardware specifications. LG cannot be held liable for any performance issues resulting from the use of applications developed by providers other than LG.
- LG cannot be held liable for performance or incompatibility issues resulting from registry settings being edited or operating system software being modified. Any attempt to customize your operating system may cause the device or its applications to not work as they should.
- 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 and entirely responsible for the illegal use of media.
- Additional charges may be applied for data services, such as messaging, uploading and downloading, auto-syncing, or using location services. To avoid additional charges, select a data plan that is suitable for your needs. Contact your service provider to obtain additional details.

Trademarks

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Notice: Open Source Software

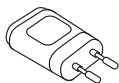
To obtain the corresponding source code under GPL, LGPL, MPL and other open source licences, please visit <http://opensource.lge.com/>

All referred licence terms, disclaimers and notices are available for download with the source code.

Accessories

These accessories are available for use with the your phone. (Items described below may be optional.)

Travel adaptor



Stereo headset



Quick Start Guide



Data cable



Battery



NOTE:

- Always use genuine LG accessories.
- Failure to do this may void your warranty.
- Accessories may vary in different regions.

Troubleshooting

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

Message	Possible causes	Possible corrective measures
SIM card error	There is no SIM card in the phone or it is inserted incorrectly.	Make sure that the SIM card is correctly inserted.
No network connection/ Dropped network	Signal is weak or you are outside the carrier network.	Move toward a window or into an open area. Check the network operator coverage map.
	Operator applied new services.	Check whether the SIM card is more than 6~12 months old. If so, change your SIM card at your network provider's nearest branch. Contact your service provider.
Codes do not match	To change a security code, you will need to confirm the new code by re-entering it.	If you forget the code, contact your service provider.
	The two codes you have entered do not match.	
No applications can be set	Not supported by service provider or registration required.	Contact your service provider.



Message	Possible causes	Possible corrective measures
Calls not available	Dialling error	New network not authorized.
	New SIM card inserted.	Check for new restrictions.
	Pre-paid charge limit reached.	Contact service provider or reset limit with PIN2.
Phone cannot be switched on	On/Off key pressed too briefly.	Press the On/Off key for at least two seconds.
	Battery is not charged.	Charge battery. Check the charging indicator on the display.
Charging error	Battery is not charged.	Charge battery.
	Outside temperature is too hot or cold.	Make sure phone is charging at a normal temperature.
	Contact problem	Check the charger and its connection to the phone.
	No voltage	Plug the charger into a different socket.
	Charger defective	Replace the charger.
	Wrong charger	Use only original LG accessories.


Troubleshooting


Message	Possible causes	Possible corrective measures
Number not allowed	The Fixed dialling number function is on.	Check the Settings menu and turn the function off.
Impossible to receive / send SMS & photos	Memory full	Delete some messages from your phone.
Files do not open	Unsupported file format	Check the supported file formats.
The screen does not turn on when I receive a call.	Proximity sensor problem	If you use a protection tape or case, make sure it has not covered the area around the proximity sensor. Make sure that the area around the proximity sensor is clean.
No sound	Vibration mode	Check the settings status in the sound menu to make sure you are not in vibration or silent mode.
Hangs up or freezes	Intermittent software problem	Try to perform a software update via the website.



Category Sub-Category	Question	Answer
BT Bluetooth Devices	What are the functions available via Bluetooth	You can connect a Bluetooth audio device such as a Stereo/Mono headset or Car Kit. Also, when the FTP server is connected to a compatible device, you can share content stored on the storage media.
Data Contacts Backup	How can I backup Contacts?	The Contacts data can be synchronized between your phone and Gmail™.
Data Synchronization	Is it possible to set up one-way sync with Gmail?	Only two-way synchronization is available.
Data Synchronization	Is it possible to synchronize all email folders?	The Inbox is automatically synchronized. You can view other folders by tapping the Menu Key (☰) and select Folders to choose a folder.
Google™ Service Gmail Log-In	Do I have to log into Gmail whenever I want to access Gmail?	Once you have logged into Gmail, no need to log into Gmail again.
Google™ Service Google Account	Is it possible to filter emails?	No, email filtering is not supported via the phone.
Phone Function Email	What happens when I execute another application while writing an email?	Your email will automatically be saved as a draft.

FAQ

Category Sub-Category	Question	Answer
Phone Function Ringtone	Is there a file size limitation for when I want to use MP3 file as ring tone?	There is no file size limitation.
Phone Function Message Time	My phone does not display the time of receipt for messages older than 24 hrs. How can I change this?	You will only be able to see the times for messages received the same day.
Phone Function Navigation	Is it possible to install another navigation application on my phone?	Any application that is available at Play Store™ and is compatible with the hardware can be installed and used.
Phone Function Synchronisation	Is it possible to synchronize my contacts from all my email accounts?	Only Gmail and MS Exchange server (company email server) contacts can be synchronized.
Phone Function Wait and Pause	Is it possible to save a contact with Wait and Pause in the numbers?	<p>If you transferred a contact with the W & P functions saved into the number, you will not be able to use those features. You will need to re-save each number.</p> <p>How to save with Wait and Pause:</p> <ol style="list-style-type: none">1. From the Home screen, tap the Phone icon .2. Dial the number, then tap the Menu Key .3. Tap Add 2-sec pause or Add wait.
Phone Function Security	What are the phone's security functions?	You are able to set the phone to require that an Unlock Pattern be entered before the phone can be accessed or used.

Category Sub-Category	Question	Answer
Phone Function Unlock Pattern	How do I create the Unlock Pattern?	<ol style="list-style-type: none"> 1. From the Home screen, tap the Menu Key . 2. Tap System settings > Display tab > Lock screen. 3. Tap Select screen lock > Pattern. The first time you do this, a short tutorial about creating an Unlock Pattern will appear. 4. Set up by drawing your pattern once, and once again for confirmation. <p>Precautions to take when using the pattern lock.</p> <p>It is very important to remember the unlock pattern you set. You will not be able to access your phone if you use an incorrect pattern five times. You have five chances to enter your unlock pattern, PIN or password. If you have used all 5 opportunities, you can try again after 30 seconds. (Or, if you preset the backup PIN, you can use the backup PIN code to unlock the pattern.)</p>

Category Sub-Category	Question	Answer
Phone Function Unlock Pattern	What should I do if I forget the unlock pattern and I didn't create my Google account on the phone?	<p>If you have forgotten your pattern:</p> <p>If you logged into your Google account on the phone but failed to enter the correct pattern 5 times, tap the forgot pattern button. You are then required to log in with your Google account to unlock your phone. If you have not created a Google account on the phone or you have forgotten it, you will have to perform a hard reset.</p> <p>Caution: If you perform a factory reset, all user applications and user data will be deleted. Please remember to backup any important data before performing a factory reset.</p>
Phone Function Memory	Will I know when my memory is full?	Yes, you will receive a notification.
Phone Function Language Support	Is it possible to change my phone's language?	<p>The phone has multilingual capabilities. To change the language:</p> <ol style="list-style-type: none"> 1. From the Home screen, tap the Menu Key  and tap System settings. 2. Tap General tab > Language & input > Language. 3. Tap the desired language.
Phone Function VPN	How do I set up a VPN?	VPN access configuration is different for each company. To configure VPN access from your phone, you must obtain the details from your company's network administrator.

Category Sub-Category	Question	Answer
Phone Function Screen time out	My screen turns off after only 15 seconds. How can I change the amount of time for the backlight to turn off?	<ol style="list-style-type: none"> 1. From the Home screen, tap the Menu Key . 2. Tap System settings > Display tab. 3. Tap Screen timeout. 4. Tap the preferred screen backlight timeout.
Phone Function Wi-Fi & mobile network	When Wi-Fi and mobile network are both available, which service will my phone use?	<p>When using data, your phone may default to the Wi-Fi connection (if Wi-Fi connectivity on your phone is set to On). However, there will be no notification when your phone switches from one to the other.</p> <p>To know which data connection is being used, view the mobile network or Wi-Fi icon at the top of your screen.</p>
Phone Function Home screen	Is it possible to remove an application from the Home screen?	Yes. Just touch and hold the icon until the dustbin icon appears at the top right hand side of the screen. Then, without lifting your finger, drag the icon to the trash can.
Phone Function Application	I downloaded an application and it causes a lot of errors. How do I remove it?	<ol style="list-style-type: none"> 1. From the Home screen, tap the Menu Key . 2. Tap System settings > General tab > Apps > DOWNLOADED. 3. Tap the application, then tap Uninstall.
Phone Function Charger	Is it possible to charge my phone using a USB data cable without installing the necessary USB driver?	Yes, the phone will be charged by the USB cable regardless of whether the necessary drivers are installed or not.
Phone Function Alarm	Can I use music files for my alarm?	Yes. In the Alarm clock setting, select the song as the Alarm sound.

FAQ

Category Sub-Category	Question	Answer
Phone Function Alarm	Will my alarm be audible if the phone is turned off?	No, this is not supported.
Phone Function Alarm	If my ringer volume is set to Off or Vibrate, will I hear my alarm?	Your alarm is programmed to be audible even in these scenarios.
Recovery Solution Hard Reset (Factory Reset)	How can I perform a factory reset if I can't access the phone's setting menu?	If your phone does not restore to its original condition, use a hard reset (factory reset) to initialize it.

Body-worn Operation

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

FCC Part 15.19 statement

This device complies with part 15 of FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15.21 statement

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

FCC 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 to 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, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment 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.

