# User guide.

**TCL** LINKZONE Go 5G

verizon

# Table of Contents

# Read this first

- Before using this documentation and the device it supports, ensure you read and understand the "Appendix A. Important safety information" on page 33.

- Illustrations in this documentation might look different from your device.

- Instructions in this documentation may vary depending on your device model and software version.

- Some apps and features are not available in all countries or regions. App and feature availability is subject to change.

- Documentation content is subject to change without notice. We make constant improvements on the documentation of your device, including this user manual.

- TCL Communication Ltd. does not assume any liability that may occur due to the use or application of the product described herein. Every effort has been made in the preparation of this documentation to ensure accuracy of the contents, but all statements, information and recommendations in this documentation do not constitute the warranty of any kind, express or implied.

# Chapter 1. Meeting TCL LINKZONE GO 5G

As a 5G mobile hotspot, the LINKZONE GO 5G enables up to 16 Wi-Fi connections at 2.4 GHz or 5 GHz. With various features and functions, it is a perfect hub for your home or business network.

## 1.1 System requirements

Your LINKZONE GO is compatible with most browsers, including Firefox, Safari, Internet Explorer (11.0 or later), Microsoft Edge, Opera, and Google Chrome.

## 1.2 Overview
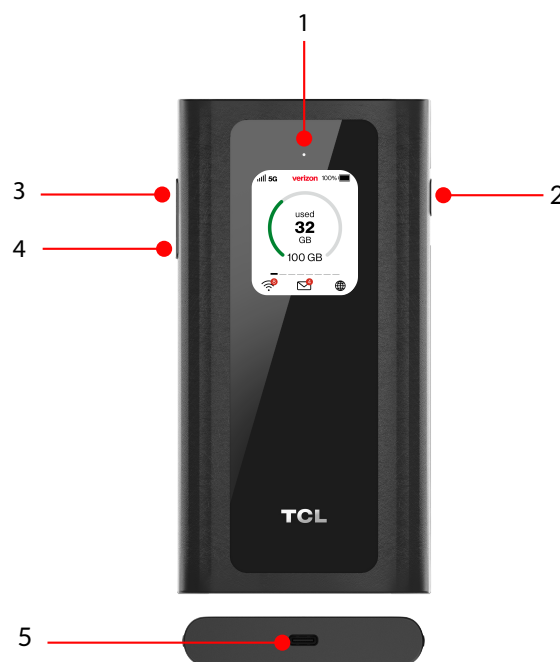


### 1. LED indicator
Check the "LED Guide" part for details.

### 2. Power button
- To turn on, press and hold for 2 seconds until screen welcome message appears.
- Press and hold for 3 seconds until the shutdown or restart screen appears. Select "Shutdown" or "Restart" to turn off or restart the device.
- Press and release to wake up the display.
- When the device is powered on, press to turn the screen on or off.

### 3. Select button
Press to confirm the selection.

**4. Navigation button**
- In main menu, press to navigate between pages in a continuous loop.
- In sub menu, press to switch between options.

**5. USB-C port**
- Connect to a power supply using the included USB-C cable and wall adapter.
- Connect to your computer using the provided USB-C cable.

**Status LED**

| LED Status | Description |
|---|---|
| Blinking Green (500 ms) | Attached to home network but not connected |
| Blinking Green (250 ms) | Attached to home network and connected with data activity |
| Solid Green | Attached to home network and connected with no data activity |
| Solid Blue | Attached to roaming network and connected with no data activity |
| Blinking Blue (500 ms) | Attached to roaming network but not connected |
| Blinking Blue (250 ms) | Attached to roaming network and connected with data activity |
| Solid White | PIN lock or UICC error |
| Blinking White | Software update |
| Blinking Red | Device is powering up (no battery) |
| Solid Red | SIM card is not activated or no data balance |
| No LED | System sleep mode |

# 1.3 Status Icons

| | |
|---|---|
| | Network signal strength |
| | USB connection |
| | LINKZONE GO Wi-Fi network |
| | Connected to the network |
| | Disconnected from the network |
| | No network service |
| | SIM card not available |
| | SIM card locked |
| | Unread messages |

| | |
|---|---|
| ▪️ | The battery is fully charged. |
| ⚠️ | The battery is running low. |
| 🔌 | The battery is charging. |
| ⚡ | The battery is charging slowly. |
| ✖️ | The battery is not inserted. |

# Chapter 2. Getting Started

This chapter introduces the basic instructions on how to set up your LINKZONE GO and establish connections.

## 2.1 Insert a nano SIM card

Your device has a Verizon 5G SIM card already installed.

To replace the SIM card:

1. Open the back cover, remove the battery, and slide the SIM card out of the SIM Card slot.
2. To reinstall it, align the cutout tab as shown in the diagram and gently slide the card into the slot with the gold contacts facing down.
3. Reinstall the battery.
4. Close the back cover.
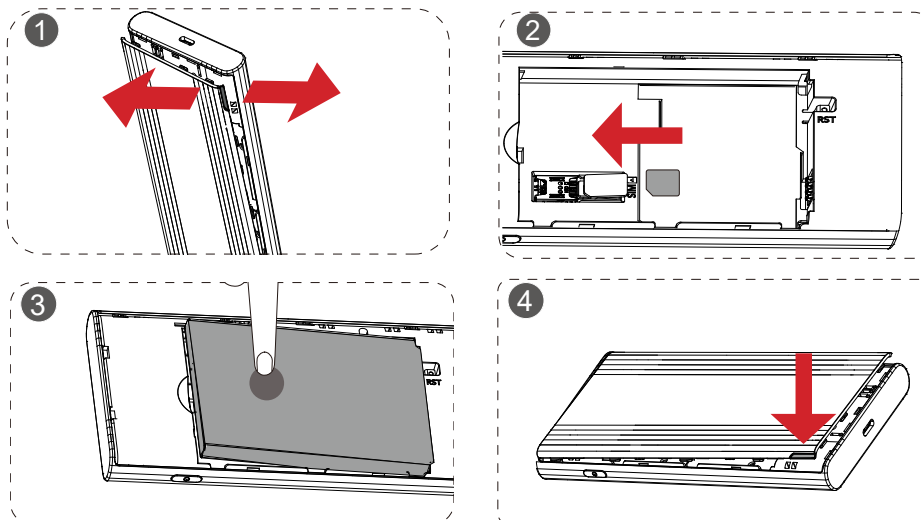


**NOTE:**
• Do not bend or scratch your SIM card.
• Avoid exposing your SIM card to static electricity, water, or dirt.

## 2.2 Unlock the SIM card

If your SIM card is locked, click "Unlock the SIM card" to jump to SIM PIN Management page (or navigate to **Mobile Network** > **SIM PIN Management** from the side bar.) and enter the SIM PIN to unlock the SIM card.

**NOTE:** Only 3 attempts are allowed, or you have to contact Verizon for a Personal Unblocking Key (PUK). If you input the SIM PUK incorrectly for 10 consecutive times, the SIM card will be permanently locked. Contact the carrier to replace the SIM card.

## 2.3 Insert the Battery

To Install the battery:

1. Align the metal contacts with the pins inside the battery compartment.
2. Press the battery down until it properly sits in place.
3. Press the back cover into place by aligning the tabs. It only fits one way.
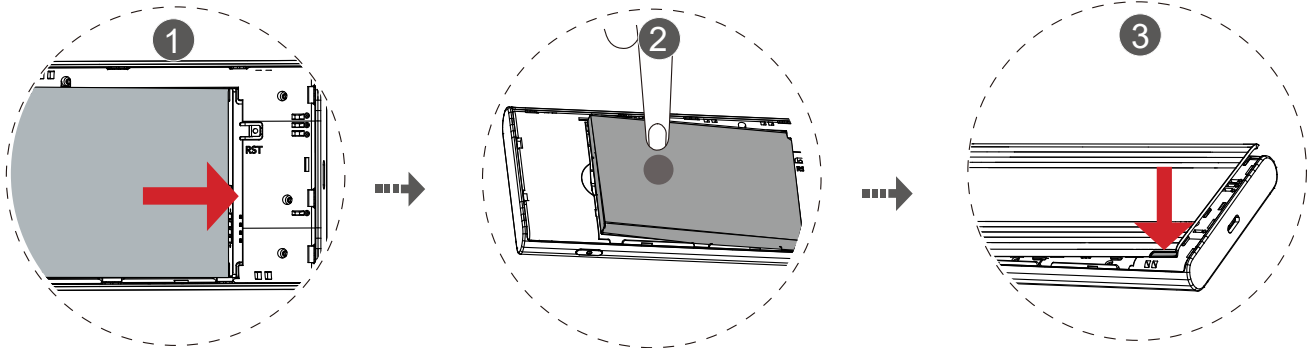


**NOTE:**
Whenever you remove or insert the battery, ensure your LINKZONE GO is not connected to any device or power source.

## 2.4 Charge LINKZONE GO 5G

Before setting up your LINKZONE GO, make sure it is charged for at least 2 hours. To charge the LINKZONE GO:

1. Connect one end of a USB-C cable to the device and the other end to a wall charger.
2. Insert the wall charger into AC power source.



USB-A
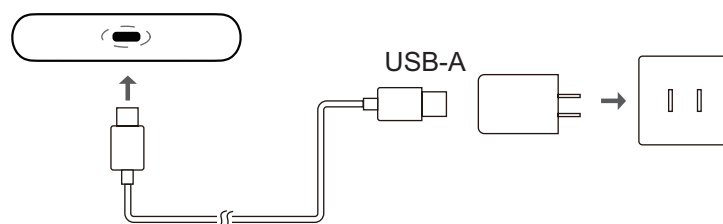
**NOTE:**
• If your device is charging while powered off, the screen will automatically turn off after 30 seconds.

• If you press the power button during charging or reinsert / remove the USB cable from the USB port, the screen will turn off 30 seconds after the action is performed. To turn the device back on, press and hold the power button.

• If your device remains charging for an extended period (16 hours), it will enter BPM mode and send out an alert recommending you stop charging. You can tap Cancel to exit BPM mode.

## 2.5 Reset LINKZONE GO 5G

**NOTE:**
Resetting your LINKZONE GO will disconnect devices and reset network names and passwords.

To reset your LINKZONE GO to factory settings, follow the steps below:

1. Remove the back cover to locate the RESET slot.
2. Use a sharp object such as a paper clip end to press into the hole marked "RESET" inside LINKZONE GO for 3 seconds.
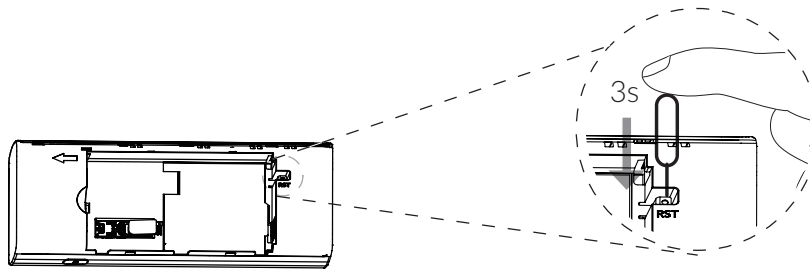
# Chapter 3. Using TCL LINKZONE GO 5G

## 3.1 Set up your LINKZONE GO

To set up your LINKZONE GO:

1. Press and hold the power button to turn on your LINKZONE GO. When the display screen lights up, remove your finger from the button.

2. Following the wakeup animation, select English or Spanish language using the Select button. Then press the navigation button and Select button to to familiarize yourself with the menu and features of your LINKZONE GO.

   **Note:**

   • A quick press of the power button will turn on the display screen and wake up the device.

   • To turn LINKZONE GO off, press and hold the power button.

## 3.2 Connect to LINKZONE GO network

You have two options to connect your LINKZONE GO to the network.

1. Wired connection:

   • Connect the LINKZONE GO to your computer using the provided USB-C cable.
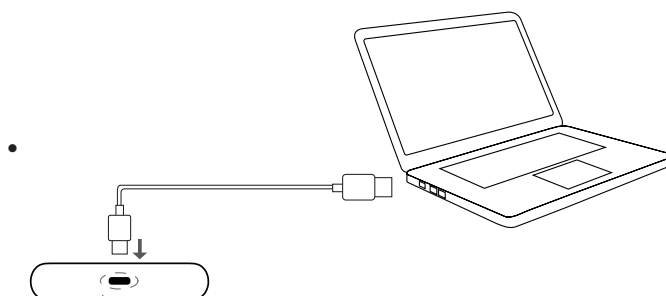


**Plug and Play for host devices**

| Host Device OS | Version |
|---|---|
| Windows | 7, 8, 10, 11 |
| Linux | Ubuntu v22.04, Ubuntu 16.04 LTS, Mint 21.1, Fedora 37, openSUSE Leap 15.4 |
| macOS | 10.15.x Catalina, 11.x Big Sur, 12.x Monterey, 13.x Ventura, 14.x Sonoma, 15.x Sequoia |
| iPadOS | 15, 16, 17, 18 |
| Android | 11, 12, 13, 14 |

2. Wireless connection:

For the first-time use, follow the steps below to connect your LINKZONE GO to the network.

1) On the homescreen, press the navigation button to access the Wi-Fi information page.

**5G** **verizon** 100%

**5GHz Wi-Fi SSID:**

Verizon-MW501UV-XXXX

**Password:**
XXXXXXXXXXX
XXXXXXXXXXX

Wi-Fi Settings

8 ⌧4 🌐
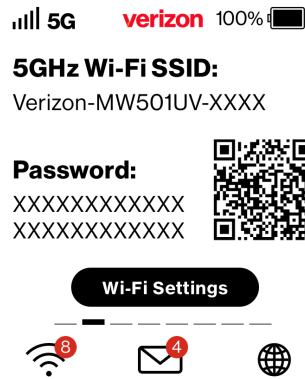
2. Scan the QR code on the LINKZONE GO screen. The device will automatically connect to the wireless network. Alternatively, you can also enter the wireless network name (SSID) and password to connect your device to the wireless network.

3. Press the Select button to go to Wi-Fi Settings page as shown below. Then use the navigation button to toggle between options and select 5 GHz or 2.4 GHz.

**Wi-Fi Settings**

5GHz ⦿

2.4GHz ○

Disabled ○

OK
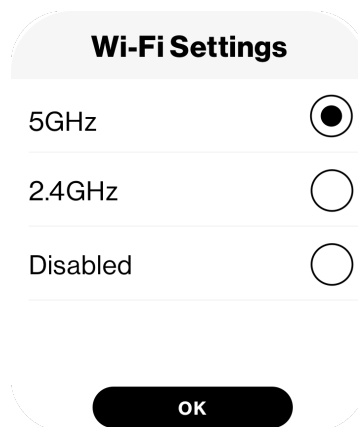
**Note:**

- This QR code is for demonstration purposes only. Not valid for hotspot connection.
- The QR code is printed inside the back cover of your LINKZONE GO. It won't work when you change your default password.
- If your 2.4G/5G network is turned off,  press the Select button to enable Wi-Fi.

# Chapter 4. Reviewing the Display

You can view the device's status, manage your connected devices using the display or Admin website. This chapter introduces how to use the device display and what features you can manage.

## 4.1 Homescreen

The Homescreen gives a glimpse of the network status and connection status.
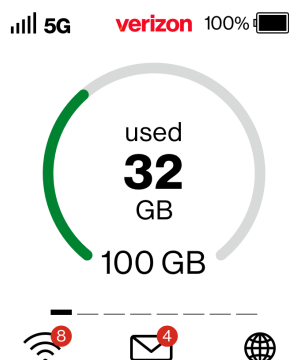


The status bar displays signal strength, network type (such as 5G), battery level, message notifications, and network connection status. The display also shows the amount of data (GB) used and the date your monthly billing cycle ends.

## 4.2 Wi-Fi Settings

This panel allows you to know about the Wi-Fi status and select the appropriate band, and enable or disable network.

On the Homescreen, press the navigation button to access the Wi-Fi information page.
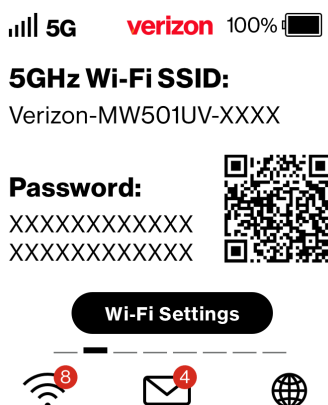


When Wi-Fi is enabled, you can select an appropriate band for your device. Each network can be accessed over 2.4 GHz or 5 GHz.

- The 2.4 GHz band offers longer range and better wall penetration, though it delivers a slower connection speed.
- While the 5 GHz band offers faster speeds, its signal is less effective at passing through walls compared to the 2.4 GHz band.

Use the naviation button to toggle between options and select either the 5 GHz or 2.4 GHz frequency band.



**Wi-Fi Settings**

5GHz

2.4GHz

Disabled

OK
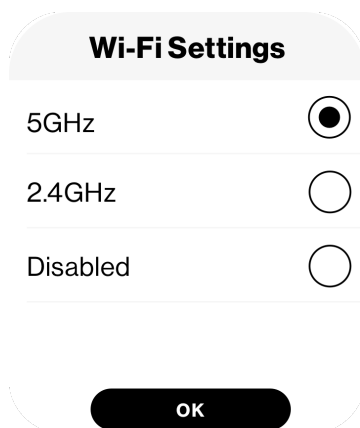
When 2.4 GHz/5 GHz network is enabled, you have two options to connect to the wireless network:

- Enter the wireless network name (SSID) and password displayed on the Wi-Fi page to connect to the network.

- Scan the QR code on the display to immediately connect your device to the LINKZONE GO network.

## 4.3 Internet Status

Press the navigation button to access the **Internet Status** page. This panel provides a clear overview of the internet status including signal strength, SINR (Signal-to-Interference-plus-Noise Ratio), roaming status, and the technology used.

## 4.4 Data Usage

Press the navigation button to access the **Data Usage** page. This panel provides a clear overview of the current data usage and the data remaining for a billing cycle according to your billing plan.



**5G** **verizon** 100%

**Data Usage**

Estimated Usage as of 02/20/2025

Shared Unlimited Plan 21.3GB Used

■ My device   ■ Other(s)

7.11 GB   used by this device

Note: Estimates may not include roaming usage

(i) For account information, visit Verizon.com
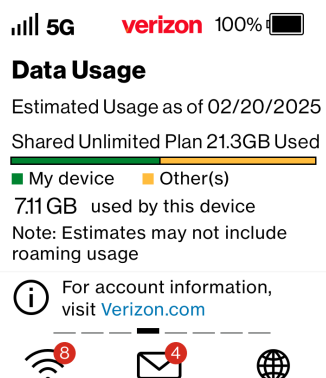
## 4.5 Messages

Press the navigation button to access the **Messages** page, where you can view incoming

messages and notifications. Your LINKZONE GO can receive text messages. This is useful for receiving notifications from Verizon. Press the Select button to view next message. No messages display if no SIM card is detected.

## 4.6 Current Software

Press the navigation button to access the **Current Software** page. This panel allows you to view the current software version and check for available updates.

Press the Select button to select "Check for update", the LINKZONE GO will detect software version. If a new version is available, you can select **Update** to upgrade the software.

## 4.7 About

Navigate to **About** page to check for specific information of your LINKZONE GO.

**Admin Website:** displays the login website.

**Admin Login:** displays the login password.

**Model:** displays the model name.

**SW Version:** The version of the software currently installed on your LINKZONE GO.

**Mobile Device Number:** The phone number stored in the SIM card for your LINKZONE GO .

**IMEI:** The International Mobile Equipment Identity (IMEI) for this device.

**MAC:** The Media Access Control (MAC) address is a unique, hardware-embedded identifier assigned to a network interface controller (NIC). It serves as a permanent physical address for devices (like computers, smartphones, routers) on a local network segment.

## 4.8 Help

This panel displays all help topics that may assist in solving your problems. Press the Navigation button to navigate to **Help** page for more information.

## 4.9 USB Tethering

When a USB device that is connected to your LINKZONE GO is detected,  the USB tethering icon is displayed. You have three or four options to charge devices, access internet, or update system depending on your operating system.

# Chapter 5. Reviewing the Admin Web UI

## 5.1 Log in to the Admin Web UI

To log in to the web UI:

1. Open a web browser on the device connected to the LINKZONE GO network via USB port or Wi-Fi.
2. Go to http://device.WebUI., http://my.mobilehotspot.com or http://192.168.1.1. The homepage displays.
4. Click **Show** beside the password and enter the Admin password. To enhance security for your home network, change your password.

To change Admin password:

1. Click "**Sign out**" on the top-right corner of any web page and follow the on-screen instructions to sign out.
2. Enter a new password and click **Save**. The default Admin password is changed.

Use the new password when you sign in to the Admin website next time.

**NOTE:** For the default login information, refer to the label underneath the battery of your LINKZONE GO.

## 5.2 Explore Admin Web UI features

### Home page features

The home page allows you to quickly manage and configure your LINKZONE GO. It displays Wi-Fi status, network connection status, and lists the connected devices. Click on each section to display more information about your LINKZONE GO.

Commonly-used status icons are displayed in the web UI, which give you information about your LINKZONE GO.

| | |
|---|---|
| **5G** | This is the network your LINKZONE GO connects to. **No Service** will be displayed when there is no network available. |
| .ᴵᴵᴵᴵ | The number of the signal bar indicates the signal strength. The more signal bars it shows, the stronger the signal is. |
| 🌐 | The LINKZONE GO is connected to the network. |
| 🌐× | The LINKZONE GO is disconnected from the network. |
| ✉ | New messages or unread messages. |
| ✉⚠ | The SMS inbox is full. |
| 📶 | Wi-Fi is enabled. |
| 📶 | Wi-Fi is disabled. |

# Chapter 6. Configuring Your LINKZONE GO via the Admin Web UI

In this chapter, we will show you how to get the most out of your LINKZONE GO using the admin web UI. In the admin web UI, you can configure Wi-Fi settings, view connected devices, set up a network, and more.

## 6.1 Home

This section allows you to quickly check connection status, network information, device information, and connected devices.
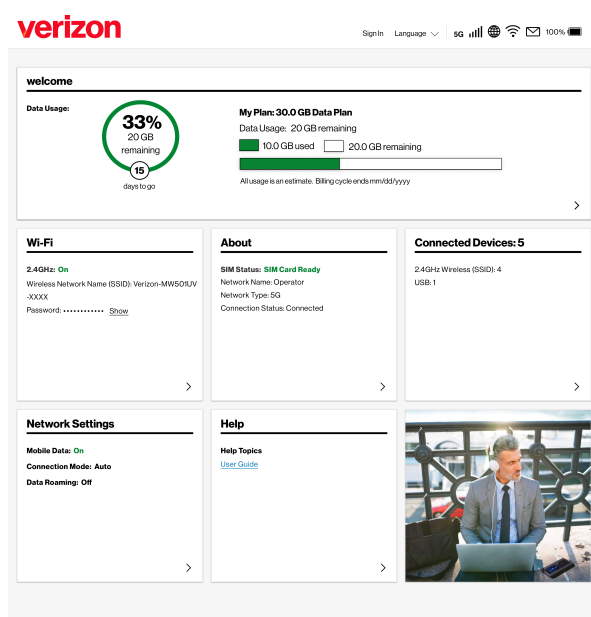


### Data Usage

The **Data Usage** panel lists the current data usage and the data remaining for a billing cycle according to your billing plan. If data usage is not available, try these options:

- If internet access is disabled, check the internet status.
- If you've used up the data, click "tap for more information", and then follow the instructions to add a data plan.

### Wi-Fi

The **Wi-Fi** panel displays the current Wi-Fi status of primary and network. Click > to go to **Wi-Fi>Basic** page.

To turn Wi-Fi on or off, move the toggle switch to the On or off status. When Wi-Fi is enabled, choose 2.4 GHz or 5 GHz. Enter the wireless network name (SSID) and password correspondingly.

### About

The **About** panel displays SIM card status, network name, network type, and network connection status. Click > to go to **About>Internet** to know more about the internet settings.

SIM Status:

If SIM card is not detected or cannot be read, make sure the SIM card is properly installed.

If SIM card is locked, click "Unlock your SIM" to jump to the **SIM PIN Management** page. Enter the SIM lock code and click **Apply**. Make sure you enter the code correctly, or the SIM card may be locked permanently. There is a limited number of attempts allowed.

**Connected Devices**

The **Connected Devices** panel displays the number of devices connected to your LINKZONE GO network by USB Cable or Wi-Fi.

Click> to go to **Connected devices** to get more detailed information on the connected devices.

**Network Settings**

The **Network Settings** panel displays network status and connection mode.

Click > to go to **Mobile Network > Network Connection** to access the network settings page.

**Help**

The **Help** panel displays help topics which are useful for getting started with your LINKZONE GO .

Click **Help** to access the User Guide.

# 6.2 Wi-Fi

Your LINKZONE GO provides primary and networks for accessing the internet over Wi-Fi. Each network can be accessed over 2.4 GHz and 5 GHz.

To manage Wi-Fi settings, select > to go to Wi-Fi settings page.

**Basic**

Configure basic Wi-Fi settings in this option.

| Wireless Network Name (SSID) | SSID is the name of the Wi-Fi network. |
| --- | --- |
| SSID Broadcast | This function is enabled by default. When this function is disabled, other users cannot detect the SSID or the Wi-Fi name. They need to manually enter SSID to connect to your LINKZONE GO network. |

| | |
|---|---|
| Security | The available security modes include **WPA2**, **WPA2/WPA3**, **WPA3**, **Disable**.<br><br>• WPA2: used for WPA2 devices<br><br>• WPA2/WPA3: provides the most secure protection for WPA2 and WPA3-compatible devices<br><br>• WPA3: an more advanced method with enhanced security<br><br>• Disable: allows others to access the internet without any security mechanisms. Avoid using this option. |
| Encryption | The available option is **AES**. |
| Wi-Fi Password | Check the Wi-Fi password in this item. |

Band Selection:

When Wi-Fi is enabled, you can select an appropriate band for your device. Each network can be accessed over 2.4 GHz or 5 GHz.

**Note:** If you click **Disable** among the band selection options, and then Wi-Fi is disabled. All connected devices over the Wi-Fi network will be disconnected from the network.

### Advanced

Your LINKZONE GO offers advances Wi-Fi settings for users with technical expertise.

Configure advanced Wi-Fi settings in this option.

| | |
|---|---|
| Max. connected devices | You can decide how many client devices can connect to your LINKZONE GO network at a time. |
| Wi-Fi mode | The mode is set to **802.11 ac** by default. The available options include 802.11 ac, 802.11a, 802.11n, and 802.11 b/g. |
| Channel bandwidth | Select the available options from the drop-down menu. |
| Channel | The channel default option is **Auto**. The LINKZONE GO will select the best channel automatically. |

**NOTE:** When you select 2.4 GHz only in the Wi-Fi Basic page, 5 GHz option will be disabled in this tab.

## 6.3 Data Usage

This section displays the amount of data used and the data remaining for a billing cycle according to your billing plan. If data usage is not available, try these options:

• If internet access is disabled, check the internet status.
• If you've used up the data, click "tap for more information", and then follow the instructions to add a data plan.

# 6.4 Connected Devices

This tab allows you to edit the connected device name, and manage internet access for connected devices. You can also block or unblock devices from the list of available devices.

# 6.5 Messages

This tab allows you to view your messages. Messages can not be sent or forwarded from the Mobile Hotspot. Use another mobile device to send messages.

Refer to the following table for the description of each folder under the **Messages** tab.

| | |
|---|---|
| Messages | Incoming messages are stored in this folder.<br>**NOTE:** Inbox messages does not display if the SIM card is not properly installed. |

Refer to the following table for commonly used operations of SMS messages.

| | |
|---|---|
| Read a message | Click the message you want to read. |
| Delete a message | 1. Locate the message you want to delete in the **Messages** folder.<br>2. Tick the checkbox beside the message you want to delete.<br>3. Click **Delete**. |
| Delete all messages | 1. Click at the top of the checkbox column to select all messages.<br>2. Click **Delete**. |

# 6.6 Mobile Network

This tab allows you to prioritize the network connection, configure profile management, and more.

**Network Connection**

In this option, you can configure and manage mobile data, and data roaming. Connection mode is set to **Auto** and cannot be edited.

**Profile management**

In this option, you can edit the APN profile. Make sure you click **Apply** after making desired changes.

**Network Settings**

You can set the network search mode to **Auto** or **Manual**. Click **Apply** to save settings.

If no network is detected, click **Search**. A list of available networks are displayed. Click **Register** to connect to the selected network. Make sure you click **Apply** after making desired changes.

**SIM PIN Management**

If the SIM card is locked, click "Unlock the SIM card" to enter the **SIM PIN Management** page. (or navigate to **Mobile Network** > **SIM PIN Management** from the side bar.) You must enter the PIN before connecting to the network.

Refer to the following table to enable, disable or change SIM PIN code.

| | |
|---|---|
| Enable SIM PIN | 1. When the SIM PIN feature is disabled, click ⬤▭.<br>2. Set a SIM PIN code.<br>3. Click **Apply**. |
| Disable SIM PIN | 1. When the SIM PIN feature is enabled, click ▭⬤.<br>2. Enter the current SIM PIN code.<br>3. Click **Apply**. |
| Change SIM PIN | 1. When the SIM PIN feature is enabled, click **Change PIN**.<br>2. Enter the new SIM PIN code.<br>3. Click **Apply**.<br>**NOTE:** If you have entered the SIM PIN incorrectly for 3 times, the SIM is PUK locked. The page will jump to Wi-Fi "PUK required" page. Follow the on-screen instructions to obtain the PUK code. |

**Manual DNS**

This tab allows you to manually assign two Domain Name Server (DNS) IP addresses.

**Manual DNS**

Move the ON/OFF slider to turn DNS on or off.

**DNS 1/2 IP address**

DNS1 IP address is the address for the master network, and it is a must to use the manual DNS feature. DNS2 IP address is optional and can be left blank.

**DNS Rebinding**

**DNS Rebinding Protection**

DNS rebinding is a kind of computer attack by manipulating resolution of domain names. When DNS Rebinding Protection is enabled, your device is protected from DNS rebinding attack. If you leave this option to Disabled, your device is exposed to cyber attack. Never allow this option to Disabled.

**Loopback Address Range**

The loopback address range lists IPv4 addresses that are reserved for loopback, usually starting from 127.0.0.1 to 127.225.225.225.

If DNS Rebinding Protection is enabled, the IP addresses within this range will be protected from cyber attack.

Click **Apply** to save the settings.

# 6.7 Parental Controls

This function enables the administrator to restrict accessing specified URL(s) during set time periods.

To use this function:

1. When the status icon is disabled, click to enable this function. The name of the device over the network and its IP address and MAC address are displayed.

2. Enable the option and click **Set**, and then set internet access schedule for the client devices over the network.

3. When website restrictions are disabled, move the slider to enable this function. Click **+** to add specific URLs which the client devices cannot visit.

4. Click **Apply** to save settings.

# 6.8 Settings

**Log in Password**

This tab allows you to change the login password. Enter the current and new password and then click **Apply** to save the changes.

**Backup & Restore**

This feature allows you to back up the current device configuration, or restore the device to a previous configuration by importing the backup configuration file.

To back up the current device configuration, enter Admin password and click **Apply**.

**NOTE:** You will be locked out if the password is entered incorrectly for 5 times.

To restore the configuration to previous settings:
1. Enter the admin password in the **Admin password** field.
2. Click **Browse** in the **Select a file** field to select a file downloaded from your computer.
3. Click **Restore**. The configuration is restored to previous settings.

**NOTE:** Restoring settings will disconnect devices from the network and reset network names and passwords.

**Restart & Reset**

This function enables you to restart or factory reset the LINKZONE GO.

If the LINKZONE GO does not work properly, you can try restarting the LINKZONE GO to solve the problem.

If you can't access the internet for unknown reasons, or forget the login password, you can restore the LINKZONE GO to factory settings. To reset the LINKZONE GO, press the sharp end of an unfolded paperclip in the reset hole for 3 seconds.

### HTTP/HTTPS login

You can select HTTP or HTTPS for logging in the admin website. It is recommended that you use HTTPS due to its enhanced security guarantee.

### Device Settings

**Airplane mode:** When the device is set to aireplane mode, it is disconnected from the network.

**Stealth mode:** A state where a device or application minimizes its digital footprint to avoid detection. when Stealth mode is enabled, the LED indicator and display screen turns off. Push power button to turn on the screen.

**Screen Timeout:** Set the specific duration of inactivity before the screen turns off. The options are available from a drop-down list.

**Sleep mode:** When no device is connected to the network after the screen turns off, the device will enter sleep mode automatically. The device screen will be turned on after the set period for sleep mode expires or push the power button to turn on the device.

### Advanced Settings

### USB

This option allows you to enable or disable USB tethering.

### LAN

The default gateway address is 192.168.1.1, and the default subnet mask is 255.255.255.0.

With the **DHCP server** function enabled, IP addresses will be assigned automatically to client devices in the network. If the **DHCP server** function is disabled, the LINKZONE GO will not assign IP addresses to the connected client devices. The IP address must be entered on each client device.

### MAC filter

By default, any device connected to your LINKZONE GO network is allowed to access the internet. You can specify which device can or cannot access the internet by adding the device to the blacklist or whitelist.

| Disable | All connected devices can access the internet. |
| --- | --- |
| Whitelist | Only devices with a MAC address in this list can access the internet. |
| Blacklist | Devices with a MAC address in this list cannot access the internet. |

### DDNS

WAN IP address is needed when some functions of your LINKZONE GO are enabled. If the WAN IP address of your LINKZONE GO changes, these functions may not work properly.

The Dynamic Domain Name Server (DDNS) function allows you to map a dynamic WAN IP address (public IP address) to a static domain name, helping internet users (WAN side) access the LINKZONE GO network by static domain name.

### UPnP

Universal Plug and Play (UPnP) is a set of networking protocols that allows connected devices to discover each other and establish functional network services for data sharing, communications, and entertainment.

### DMZ

The DMZ separates LAN from the public internet. Certain network services in DMZ cannot be accessed by external users. You can enable the DMZ function and set a new host IP address to allow access .

### VPN

Virtual Private Network (VPN) is a dedicated network across the shared or public network (usually the internet). The VPN technology allows employees at a branch of an enterprise and employees at the headquarters to exchange resources conveniently without exposing these resources to other internet users.

### Port Forwarding

This function directs the network services from your computer to a designated device on your network.

### Port Filtering

This function allows you to prevent the selected applications from accessing the internet. You can customize additional applications through Start and End port or protocols.

# 6.9 Software Update

This section allows you to check for software updates if available. Click **Check for update,** and the LINKZONE GO will detect software version. If a new version is available, you can click **Update** to upgrade the software.

This function can also be managed through the touchscreen.

**NOTE:** Do not power off the device during the upgrade process. Otherwise, it may be damaged.

# 6.10  About

This section displays internet information, diagnostics, and device information.

**Internet**

You can quickly view the SIM status, connection status, network name, type, and IPv4/IPv6 address.

**Diagnostics**

This tab displays detailed information for troubleshooting. The information includes RSSI, cell ID, RSRP and SINR.

**Device information**

You can view device information in this tab, including IMEI, software version, and MAC address.

# 6.11 Help

Click **Help** to access the user manual.

# Chapter 7. Configuring your LINKZONE GO using the TCL Connect app

You can also use the TCL Connect app to configure your LINKZONE GO. This easy-to-use app provides you with easy access to your LINKZONE GO.

## 7.1 Download the TCL Connect app

Download the TCL Connect App using one of the following two methods:

- Download it from Google Play (running on Android 5.0 or higher) or App Store (running on iOS 11.0 or higher).
- Scan the QR code printed on the box or inside back cover to download the TCL Connect app.

Follow the on-screen instructions to install the TCL Connect app.

## 7.2 Pair your phone or tablet with the LINKZONE GO

After the TCL Connect App is installed on your phone or tablet, a message pops up, prompting you to pair your device with the LINKZONE GO. For the first-time use, follow the on-screen instructions to complete the configuration process.

There are two ways to connect your device with your phone or tablet:

- Scan the QR code

Scan the QR code on the label of the device's back cover. Your phone or tablet will automatically connect to the Wi-Fi of your selected device. No need to enter your account and password manually.
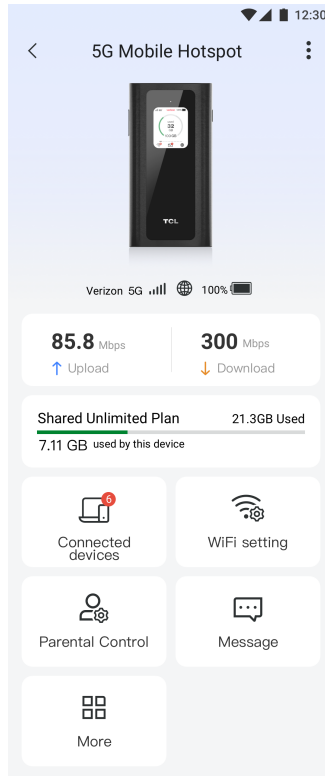
- Enter the password

Open the TCL Connect App, and tap on the **TCL LINKZONE GO 5G** icon. Enter the Wi-Fi name (SSID) and password. Tap **Connect**.

## 7.3 Use the TCL Connect app

**Home**

The homepage displays connection status, network information, connected devices, and more. It also shows the amount of data (GB) and the date your monthly billing cycle ends.

## App status icon

| Status icon | What it means |
|---|---|
| **5G** | Indicates the network your LINKZONE GO connects to. **No Service** will be displayed when there is no network available. |
| 📶 | The number of signal bars indicates the signal strength. The more signal bars it shows, the stronger the signal is. |
| R📶 | Data roaming is enabled.<br>The number of signal bars indicates the signal strength. The more signal bars it shows, the stronger the signal is. |
| 🌐 | The LINKZONE GO is connected to the internet. |
| 🌐✕ | The LINKZONE GO is disconnected from the internet. |
| ⊘ | No SIM card/ Invalid SIM card |
| ↑ | Show the real-time upload speed of your LINKZONE GO. |
| ↓ | Show the real-time download speed of your LINKZONE GO. |

## Connected devices

On the homepage, tap **Connected devices** to enter the Connected devices page. You can configure access to the internet for any connected devices. Connected devices are shown in the **Connected** list, any devices which have been forbidden to connect to the

26

internet are shown in the **Blocked** list. It is possible to enable or disable internet access for each device. You may also rename each connected device.

### Wi-Fi settings

Go to homepage and tap **WiFi Settings** to enter Wi-Fi Settings page. Your LINKZONE GO provides primary networkfor accessing the internet over Wi-Fi. Each network can be accessed over 2.4 GHz and 5 GHz. Select the options and tap **Save** to save settings.

| SSID | SSID is the name of the Wi-Fi network. |
|---|---|
| Password | The Wi-Fi password can be checked here. |
| SSID Broadcast | When this option is enabled, the SSID will not appear in the list of Wi-Fi network stations. |

### Parental Control

Go to homepage and tap **Parental Control** to enable or disable parental control features.

This function enables the administrator to block specific devices from accessing specified URL(s) during set time periods. To manage parental control, enable the status and set internet access schedule and specify website blacklist.

### NOTE:

Blocking a URL may not block the associated app. For example, adding www.facebook.com may not block the specified device from using the Facebook app.

### Messages

Go to homepage and tap **Messages** to view and delete your messages. Refer to the following table for commonly used operations of SMS messages.

| Read a message | Tap the message you want to read. |
|---|---|
| Delete a message | 1. Locate the message you want to delete in the **Message** folder.<br>2. Tick the checkbox beside the message you want to delete.<br>3. Click **Delete**. |
| Delete all messages | 1. Tap **Select all** at the top of the checkbox column to select all messages.<br>2. Click **Delete**. |

### More

Go to homepage and tap **More** to configure more settings.

**Mobile network settings**

Tap **Mobile network settings** to enter Mobile network settings page.

You can enable or disable the mobile data and data roaming options, and set the network

mode to either Auto(5G/4G)or 4G. Make sure you tap **OK** after making any desired changes.

**NOTE:** The mobile data can only be enabled when the network is available. If your network is not available, tap "Disconnect" and try again.

## PIN Settings

To enable PIN code:

    1. When SIM PIN is disabled, tap          .

    2. Enter a SIM PIN.

    3. Tap **OK.**

To unlock PUK, enter PUK and create a new PIN. Tap **Save** to save settings.

To disable PIN code:

    1. When SIM PIN is enabled, tap          .

    2. Enter the current SIM PIN.

    3. Tap **OK**.

To change PIN code:

    1. When SIM PIN is enabled, tap **Change PIN**.

    2. Enter the original SIM PIN and create a new PIN. Then Confirm PIN.

    3. Tap **OK**.

**NOTE:** When a SIM PIN is entered incorrectly 3 times, your SIM will lock and a PUK code is required. You can get the PUK code by calling customer services from your operator.

## Password settings

To change the login password, enter your current password, and set a new one.

## Data Usage

This option displays the amount of data used and your monthly billing plan.

## Firmware update

Go to **More** > **Firmware update** to enter firmware update page. Tap **Check for update**, and the LINKZONE GO will detect software version. If a new version is available, go to device screen or http://my.mobilehotspot to complete the firmware update.

**Note:** Do not power off the LINKZONE GO during the upgrade process. Otherwise, it may be damaged.

## Factory Reset

If you can't access the internet for unknown reasons, or forget the login password, you can restore the LINKZONE GO to factory settings. To reset the LINKZONE GO, use the sharp end of a paperclip to press the reset hole for 3 seconds. The reset hole is located near the Ethernet port.

**Reboot**

If the LINKZONE GO does not work properly, you can try restarting the LINKZONE GO to solve the problem.

**User manual**

Access the App user manual in this category.

# 7.4 Unbind

To unbind your device from the app:

  1. Go to the homepage and go to **More** > **Unbind**.

  2. Tap **Unbind**.

# Chapter 8. Troubleshooting

If you encounter problems while using the product, use the troubleshooting information to help determine the problem and find possible solutions.

## General problems

| Problem | Solution |
| --- | --- |
| I forgot the Wi-Fi password. | • On the device screen: Press the navigation button to access the Wi-Fi page. Check your wireless network name (SSID) and Wi-Fi password.<br><br>• On the Admin web UI: Go to **Wi-Fi** > **Basic**. Check Wi-Fi password.<br><br>• On the TCL Connect app: Go to homepage and tap **WiFi Settings** to enter Wi-Fi Settings page.<br><br>• Or use the sharp end of a paperclip to press the reset button for 3 seconds to factory reset the device. Then create a new one. |
| How do I change the Wi-Fi name and password? | Log in to the web UI.<br>Go to **Wi-Fi** > **Basic**. |
| I can't find the Wi-Fi name of the LINKZONE GO on my wireless device. | • Make sure the indicator of your LINKZONE GO is solid blue or green.<br><br>• Refresh the available network list on your wireless device. |
| How do I set a new PIN code for my SIM card? | Log in to the Admin web UI.<br>Go to **Mobile Network** > **SIM PIN management**.<br>Enable PIN operation, and enter a new PIN code.<br>Click **Apply**. |
| Where can I find the device's firmware version? | • On the screen: Press the navigation button to go to Software Update page.<br><br>• On the Admin Web UI :<br>a. Log in to the web UI.<br>b. Go to **Software Update** > **Check for Update**. |

## Web UI problems

| Problem | Solution |
| --- | --- |
| How can I access the web UI? | Open the web browser, and go to http://device. WebUI., http://my.mobilehotspot.com or 192.168.1.1.<br>Enter the login information as required. Find the default login information on the label underneath the battery. |

| | |
|---|---|
| I can't log in to the web UI. | • Make sure the login website is entered correctly in the web browser.<br>• Make sure the LINKZONE GO is powered on.<br>• Check whether the device is connected to the LINKZONE GO network properly. |
| How do I change the login password? | Log in to the web UI.<br>Go to **Settings** > **Log in password**. |
| "No SIM card" or "Invalid SIM card" is displayed on the web UI. | • Make sure there is a SIM card in your LINKZONE GO.<br>• Reinstall the SIM card, and log in to the web UI again.<br>**NOTE:** Power off your device before removing the SIM card. |

**Connection problems**

| Problem | Solution |
|---|---|
| I can't connect to LINKZONE GO Wi-Fi. | • Make sure you've connected to the Wi-Fi network correctly.<br>• Make sure you've entered the correct network name and password. If the password has been changed, select "forget the current network" in the **Wi-Fi**> **Basic** page and create a new one. |
| I can't access the internet. | • If no SIM card is detected, power off your LINKZONE GO. Reinstall the SIM card, then try again.<br>• If a PIN code is required, enter the PIN code, and try again.<br>• If no network is available, place the LINKZONE GO in an area with better signal (for example near a window), and try again.<br>• Reboot your LINKZONE GO, and try again. |
| How can I access the LINKZONE GO network wirelessly? | Select the wireless network name (SSID) of the LINKZONE GO on your wireless devices, and enter the Wi-Fi password.<br>**NOTE:** The default Wi-Fi name and the Wi-Fi password can be found on the label underneath the battery. |

| | |
|---|---|
| "PIN lock" or "PUK lock" is displayed on the screen of the device connected to the LINKZONE GO network. | This indicates that the SIM card is locked.<br><br>To unlock the SIM card, log in to the web UI and enter the PIN code or PUK code. To obtain the PUK code, contact your internet service provider.<br><br>**NOTE:** If the PIN code is entered incorrectly 3 times, you will be required to enter the PUK code. If the PUK code is entered incorrectly 10 times, the SIM card will be locked permanently. |

# Appendix A. Important safety information

Read all the safety information before using your product. Failure to follow these safety instructions could result in injury, or damage to your product or other property.

**Important safety instructions**

- Observe signs and notices that prohibit or restrict the use of wireless devices.

- Always handle your device with care. It contains sensitive electronic components inside. The device can be damaged if dropped, burned, punctured, or crushed, or if it comes in contact with liquid.

- Do not disassemble or attempt to repair your device yourself. Disassembling the device may damage it, or cause injury to you.

- The device and its accessories may present a choking hazard to small children. Do not let children use the device and its accessories without supervision.

**Medical device interference**

Your mobile hotspot contains components which may interfere with medical devices such as pacemakers, defibrillators, or other medical devices. Maintain a safe distance of separation between your medical device and your mobile hotspot. Consult your physician and medical device manufacturer for information specific to your medical device.

**Power adapter**

Use only wall chargers that are compliant with the applicable international and regional safety standards. Using other wall chargers could cause damage to the device or pose a risk of injury or death. It is important to keep the wall charger in a well-ventilated area when the wall charger is plugged into an electrical outlet. Don't use damaged wall chargers.

**Operating temperature**

Your device is designed to work best in ambient temperatures between 0°C and 40°C (32°F and 104°F), and should be stored between ambient temperatures of –10°C and 70°C (14°F and 158°F). Your device may malfunction if operated or stored outside of these temperature ranges. Avoid exposing the device to dramatic changes in temperature or humidity.

## Disposal and recycling information

At TCL, we continually strive to improve our operations and products, and minimize our impact on the environment.

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused. Please observe the local regulations resgarding the disposal of packaging materials, exhausted batteries and old equipment. For recycling information, please visit www.tcl.com.