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TCL MW63 LINKZONE LTE Mobile Modem Routers

TCL MW63 LINKZONE LTE Mobile Modem Routers User Manual

Contents

TCL

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Product Information

Specifications:

- **Model:** TCL LINKZONE
- **Network:** 4G LTE
- **Download Speed:** Up to 300 Mbps
- **Supported Devices:** Up to 32 connected devices
- **WiFi Network:** Up to 5 GHz
- **Browser Compatibility:** Firefox, Safari, Internet Explorer, Opera, Google Chrome

Product Usage Instructions

Getting Started

Install a SIM card and the battery

1. Remove the back cover.
2. Insert the SIM card into the slot with the correct orientation.
3. Install the battery by aligning the pins and pressing it down.
4. Close the back cover securely.

Power on your LINKZONE
To power on, press and hold the power button for 3 seconds until indicators flash blue.

Access LINKZONE network

1. Take note of the SSID and password.

2. On your device, search for the SSID, connect, and enter the password when prompted.
3. Alternatively, use the USB cable provided to access the WiFi network.

Access the Web UI
This chapter explains how to access the web UI of your LINKZONE for further configuration and settings.

Frequently Asked Questions

Q: How many devices can be connected to the LINKZONE?

A: The LINKZONE supports up to 32 connected devices.

Q: How do I reset the LINKZONE?

A: Use a paperclip to press the reset button for 3 seconds to perform a factory reset.

Q: What browsers are compatible with the LINKZONE?

A: Compatible browsers include Firefox, Safari, Internet Explorer, Opera, and Google Chrome.

Read this first

- Before using this documentation and the device it supports, ensure you read and understand the "Important safety information" on page 13.
- 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 features are not available in all countries or regions. Feature availability is subject to change.
- Documentation content is subject to change without notice. We make constant improvements to 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 the accuracy of the contents, but all statements, information and recommendations in this documentation do not constitute a warranty of any kind, express or implied.

Meet Your LINKZONE

This TCL LINKZONE is a 4G LTE mobile router, providing download speeds of up to 300 Mbps. Your LINKZONE lets you create fast and secure Wi-Fi in any location with cellular network coverage.

System requirements

Your LINKZONE supports up to 32 connected devices with up to 5 GHz Wi-Fi networks. It also works with these browsers, for example, Firefox, Safari, Internet Explorer, Opera, and Google Chrome.

Overview

1. Power Button	• Press and hold for 3 seconds to power on or off your device. • Press and hold for 10 seconds to reboot your device.
2. Signal Indicator	• Solid blue: the device is connected to the network. • Solid red: SIM card or network service is not available.
3. Wi-Fi Indicator	• Solid blue: Wi-Fi is enabled. • Off: Wi-Fi is off.
4. SMS Indicator	• Solid blue: new message(s). • Flashing blue: SMS inbox is full. • Off: No new message.
5. Battery Indicator	• Solid blue: battery level: 21% - 100% • Flashing blue: the device is charging • Solid red: battery level is low.

6. Micro USB Port	• Connect to a power supply (5 V/1 A) using the provided USB cable. • *NOTE* The provided USB cable is intended for charging only.
7. Reset Button	Use a paperclip to press the button for 3 seconds to reset the device.

Factory reset
Press the RESET button for 3 seconds to reset your LINKZONE.

NOTES

- When the LINKZONE downloads and installs software updates, you will see the LEDs flash on and off in a sequence. Do not power off your LINKZONE during this process as it may cause device malfunction.
- **Power Saving Mode:**

- If your LinkZone has been idle for 30 seconds, all indicators except the battery indicator will automatically turn off. Press any button to turn all the indicators on.
- If the Wi-Fi network hasn't been used for over 10 minutes, your LinkZone will be disconnected from the network. Press any button to resume the network connection.
- If your LinkZone accesses the Wi-Fi network within 10 minutes, the network will be re-connected.

Getting Started

This chapter introduces the basic instructions on how to get your LINKZONE up and running. The instructions may vary depending on your LINKZONE model.

Install a SIM card and the battery
To install a SIM card and the battery:
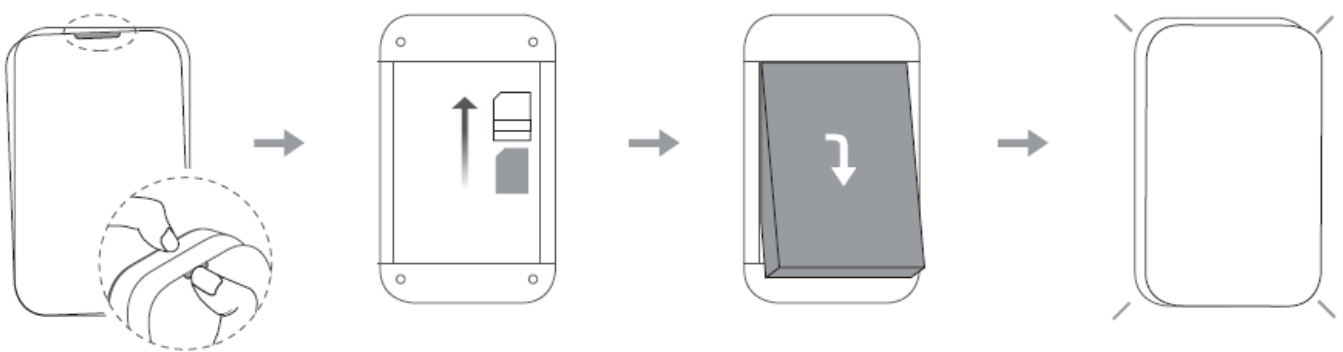
1. Remove the back cover as illustrated in picture 1.
2. Press and slide a SIM card into the slot until the card sits properly. Heed the orientation of the SIM card.
3. Align the pins and press the battery down until it is properly installed.
4. Close the back cover with the loophole aligned.

NOTE
Remove the adapter as soon as your device is fully charged to avoid damaging the battery in the long run.

Power on your LINKZONE
To power on your LINKZONE, press and hold the power button for 3 seconds. The indicators will flash solid blue.
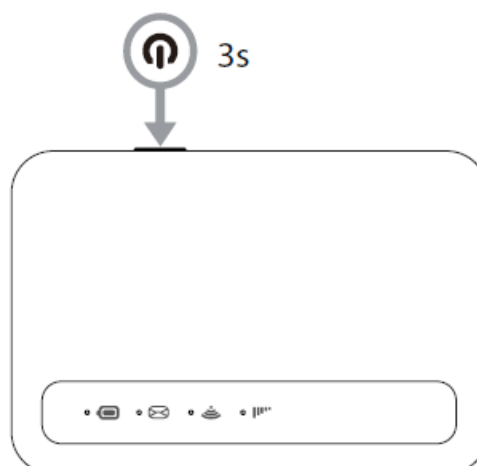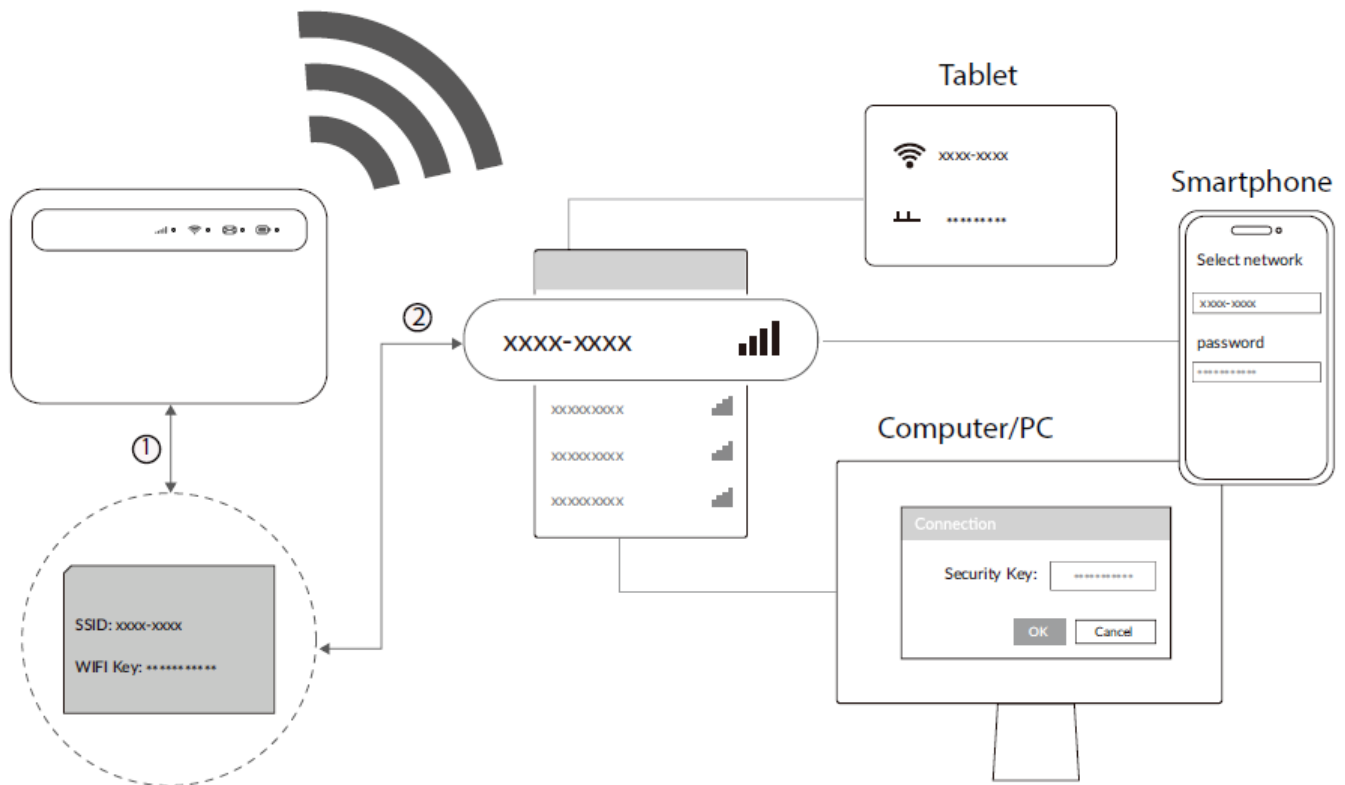

NOTE

Charge your device if the battery is running low.

Access LINKZONE network
You can connect your devices to the LINKZONE network wirelessly. To establish a wireless network connection:

1. Make sure you've made a note of your Wi-Fi name (SSID) and password before accessing the network.
2. Open the connection settings of the device to be connected, such as a PC, tablet, or smartphone, search for the Wi-Fi name (SSID) and click on it to connect to the Wi-Fi network. Enter the password from the label when prompted.

You can also access the LINKZONE Wi-Fi network using the provided USB cable.

NOTE

- The default Wi-Fi name and password can be found on the label beneath the battery inside your LINKZONE.
- It is strongly recommended that you change the default SSID (Wi-Fi name), Wi-Fi key, and login password to avoid unauthorized access.

Access the Web UI

This chapter introduces how to access the web UI of your LINKZONE, and gives you a glimpse of the web UI.

Log in to the web UI
To log in to the web UI, follow these steps:

1. Open a web browser on the device connected to the LINKZONE network.
2. Go to the login website which can be found on the label beneath the battery, then follow the on-screen

instructions to finish the login process. For the default login information, refer to the label inside your LINKZONE.

NOTES

- Click Language at the upper right of the screen to change the language setting.
- Click Help at the upper right of the screen to access the user manual.

Explore web UI features

- The home page of the web UI is mainly comprised of the following tiles: Home, Status, Services, Settings, and System. Click on each tab to display more information about your LinkZone.
- Commonly used status icons are displayed in the web UI, which gives you information about your LINKZONE.

Status icon	What it means
3G or **4G** /LTE	It is the network type your router connects to.
▁▃▅▇ (signal bars)	The number of the signal bar indicates the signal strength. The more signal bars it shows, the stronger the signal is.
🌐	The LinkZone connects to the network.
🌐✕	The LinkZone disconnects from the network.
✉	New messages or unread messages
✉!	The SMS inbox is full.
📶	Wi-Fi is enabled.
📶	Wi-Fi is disabled.
🔋	It indicates the battery level of your router.

Configure Your LINKZONE

In this chapter, we will show you how to get the most out of your LINKZONE using the web UI. With the web UI, you can configure Wi-Fi settings, view connected devices, manage SMS settings, and more.

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

Network Overview
The network overview panel shows the network connection status, download and upload speed, and the number of connected devices.

- Click Disable mobile data to disconnect your LinkZone from the network.
- Click Enable mobile data to connect your LinkZone to the network.
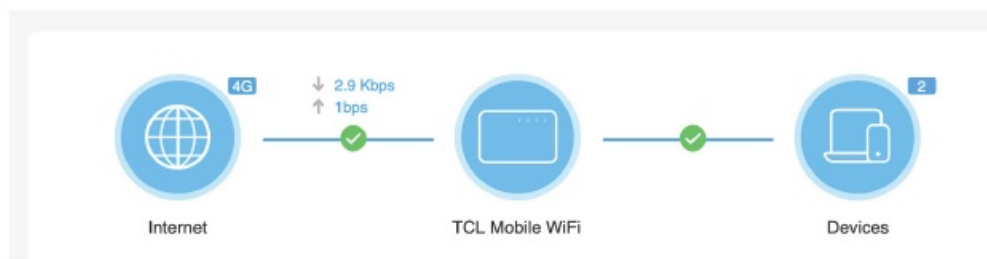
Network

- The Network panel displays the network name, network type, and network connection status.
- Click Network to access the internet settings page.

Device information

- The Device information panel shows the device model, software version, and running time.
- Click Device information to get more information on your device.

Connected devices

- The Connected Devices panel displays the number of devices connected to your LinkZone network weirdly and wirelessly.
- Click Connected Devices to get more detailed information on the connected devices.

Status
This section allows you to view your network information, connection status, device information and more.

- **Status**
  You can have a quick check on your device information, such as cellular network and Wi-Fi.
- **Connected devices**
  This tab allows you to edit the connected device name, and manage internet access for connected devices.
- **Usage**
  This tab allows you to view the monthly data usage and customize your monthly plan.
- **Services**
  - Navigate to Services, and click the SMS tab to display the information you want or change SMS settings as desired.
  - Refer to the following table for commonly used operations of SMS messages.

Inbox	Incoming messages are stored in this folder.
Outbox	Outgoing messages are stored in this folder.
Draft	Draft messages are stored in this folder.
New message	Write a new message in this folder.
SMS settings	Configure SMS settings in this folder.

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

Read a message	Click the message you want to read.
Send a message	1. Click SMS > New message. 2. Input the recipient's number and message content. 3. Click Send. **NOTE**: A message can be sent to up to five recipients simultaneously.
Reply to a message	1. Click the message you want to reply to. 2. Click Reply. 3. Input the message content, then click Send.

Delete a message	1. Locate the message you want to delete in the Inbox or Outbox folder. 2. Tick the checkbox beside the message you want to delete. 3. Click Delete.
Delete all messages	1. Click at the top of the checkbox column to select all messages. 2. Click Delete.
Forward all messages	1. Click SMS settings. 2. Enable SMS forwarding to mobile phones. 3. Input the recipient's number. 4. Click Apply.

Settings

This section allows you to configure connection mode, manage Wi-Fi settings, set up profiles, and more.

Quick setup

In this tab, you can configure basic connection settings, enable or disable data roaming, select 2.4 GHz, 5 GHz or disable Wi-Fi, set SSID and Wi-Fi password, and more.

Setup

- **Network connection**

  In this option, you can configure and manage connection mode, mobile data, and data roaming.

- **Profile management**

  In this option, you can set up a new APN profile, and edit or delete existing profiles.

Add a new profile	1. Click New. 2. Input the correct parameters (like profile name, APN and IP type) for your network operator. 3. Click Save.
Edit a profile	1. Select the profile from the profile management list. 2. Click Edit to set the parameters. 3. Click Save.
Delete a profile	1. Select the profile from the profile management list. 2. Click Delete. **NOTE**: The default profile cannot be deleted.

Set as default	1. Select the profile from the profile management list. 2. Click Set as default.

Network settings

- You can set the network search mode to Auto, 3G only, 4G/LTE only, and change the network mode.
- Make sure you click Apply after making the desired changes.

Wi-Fi

Basic
Configure basic Wi-Fi settings in this option.

SSID	SSID is the name of the wireless 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 network.
Security	The available security modes include Disable, WPA2, WPA/WPA2, WPA2/WPA3, WPA3.
Encryption	The available option is **AES**.
Wi-Fi Password	Check the Wi-Fi password in this item.

Advanced
Configure advanced Wi-Fi settings in this option.

Max. connected devices	You can decide how many client devices can connect to your LinkZone network at a time.
802.11 mode	The mode is set to 2.4 GHz (802.11b, 802.11b/g, and 802.11b/g/n) or 5 GHz (Auto, 802.11a, 802.11an, and 802.11ac).
AP isolation	The AP isolation function enables you to create a separate virtual network for each wireless client that is connected to your LinkZone network. When this function is enabled, all wireless devices in the network will not be able to communicate with each other.
Channel bandwidth	Select the available options from the drop-down menu.

Guest network
In this tab, you can enable or disable the Guest network feature, and configure the guest network Wi-Fi name, Wi-Fi password, and validity duration. Devices connected to the guest network can access the internet, but cannot access the LinkZone web UI or the master network.

Security

SIM PIN management

Enable SIM PIN	1. When the SIM PIN feature is disabled, click . 2. Set a SIM PIN code. 3. Click Apply.
Disable SIM PIN	1. When the SIM PIN feature is enabled, click . 2. Enter the current SIM PIN code. 3. Click Apply.

NOTE
When the SIM PIN code is entered incorrectly 3 times, a PUK code is required. You can obtain the PUK code from your internet service provider.

- **Advanced settings**

  Check the IP address, and manage DHCP and MAC settings on this tab.
- **DHCP**

  Dynamic Host Configuration Protocol (DHCP) is a client or server protocol that automatically provides you with an Internet Protocol (IP) host. The IP address and related configuration settings such as subnet mask and default gateway address are all automatically assigned.
- **IP filter**

  By default, any device connected to your LinkZone network is allowed to access the internet. Specify which device cannot access the internet by adding the device to the blacklist.
- **MAC filter**

  By default, any device connected to your LinkZone 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.

System
In this section, you can quickly view the device information, reboot or reset your device, modify your login password, and more.

- **Device information**

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

- **Login Password**

  Enter your current password, and set a new one.

- **Backup & restore**

  This feature allows you to back up the current device configuration, or restore the device to the previous

  configuration by importing the backup configuration file.

- **Restart & reset**

  - This function enables you to restart or factory rest the LinkZone.

  - If the LinkZone does not work properly, you can try restarting the device to solve the problem.

  - If you can't access the internet for unknown reasons, or forget the login password, you can restore the

    LinkZone to factory settings. To reset the LinkZone, you can also use a paperclip to press the reset button

    on the LinkZone for 3 seconds.

- **Firmware update**

  Click Check for update, and the LinkZone will detect the software version. If a new version is available, you can

  click Update to upgrade the software.

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

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

- Do not use the device in areas where wireless devices are prohibited.
- Do not let children use the device and its accessories without supervision.
- Always handle your device with care, and keep it in a clean and dust-free place.
- Do not attempt to repair the device yourself.
- Do not drop, throw, or bend your device.
- Do not dispose of the device and its accessories in a fire.

Medical device interference
Your router contains components that 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 router. Consult your physician and medical device manufacturer for information specific to your medical device.

Power adapter

Charge your device with the supplied USB cable. Only charge with an adapter that is compliant with the applicable international and regional safety standards. The adapter shall be CE-approved. Using other adapters could cause damage to the device or pose a risk of injury or death. Keep the adapter in a well-ventilated area when it is plugged into an electrical outlet. Don't use damaged power adapters.

Battery

CAUTION Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions. By air regulations, the battery of your product is not fully charged. Please charge it first.

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble, or short-circuit the battery.
- The battery must be recycled or disposed of separately from household waste. Dispose of batteries according to your local environmental laws and guidelines.
- Replace the battery only with another qualified battery. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Do not use a damaged battery.

Operating temperature

Your device is designed to work best in ambient temperatures between 0 °C and 45 °C (32 °F and 113 °F) and should be stored in ambient temperatures between –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.

Regulatory compliance information

This section introduces regulatory information, certification, and compliance information specific to your product.

Regulatory compliance

- Hereby, TCL Communication Ltd. declares that the radio equipment type TCL MW63 complies with the essential requirements and other relevant provisions of Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at: **https://www.tcl.com/global/en/service-support-mobile/eu-doc.html**.
- Hereby, TCL Communication Ltd. declares that the radio equipment type TCL MW63 complies with the Radio Equipment Regulations 2017. The full text of the UK Declaration of Conformity is available at: **https://www.tcl.com/global/en/service-support-mobile/eu-doc.html**.

Disposal and recycling information

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

- This symbol on your device and/or its accessories indicates that this device should not be disposed of with household waste. When this device reaches its end of life, take it to a collection point designated by local authorities. For more detailed information about device recycling, contact your local authorities, household waste disposal centres, or retail stores.
- The separate collection and recycling of your device and/or its accessories at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

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 forget the Wi-Fi password.	• Log in to the web UI, then go to Settings > Wi-Fi > Basic, and find the current Wi-Fi password. • Or use a paperclip to press the reset button for 3 seconds to factory reset the device.
How do I change the Wi-Fi name and password?	1. Log in to the web UI. 2. Go to Settings > Wi-Fi > Basic.
The network indicator is solid red.	When the SIM card or network service is not available, or the device is not registered to the network, the network indicator is off. • If you are using a SIM card, make sure the SIM card is valid and inserted correctly, or place the LinkZone in an area with a better signal (for example near a window), and try again. • If you are using an Ethernet connection, check if the network is working properly.
I can't find the Wi-Fi name of the LinkZone on my wireless device.	• Make sure the Wi-Fi indicator of your LinkZone is solid blue. • Refresh the available network list on your wireless device.
How do I set a new PIN code for my SIM card?	1. Log in to the web UI. 2. Go to Settings > Security > SIM PIN management. 3. Enable PIN operation, and enter a new PIN code. 4. Click Apply.
Where can I find the device's model number and firmware version?	1. Log in to the web UI. 2. Go to System > Device information.

Web UI problems

Problem	Solution
How can I access the web UI?	1. Open the web browser, and go to **http://192.168.1.1**. 2. Enter the login information as required. Find the default login information on the label inside your LinkZone.

Problem	Solution
I can't log in to the web UI.	• Make sure 192.168.1.1 is entered correctly in the web browser. • Make sure the LinkZone is powered on. • Check whether the device is connected to the LinkZone network properly.
How do I change the login password?	1. Log in to the web UI. 2. Go to System > Login password.
"No SIM card" or "Invalid SIM card" is displayed on the web UI.	• Make sure there is a SIM card in your LinkZone. • Reinstall the SIM card, and log in to the web UI again. **NOTE:** Power off your device before removing the SIM card.

Connection problems

Problem	Solution
I can't access the internet.	• If no SIM card is detected, power off your LinkZone, and reinsert the SIM card, then try again. • If a PIN code is required, enter the PIN code, and try again. • If no network is available, place the LinkZone in an area with a better signal (for example near a window), and try again. • Reboot your LinkZone, and try again. • If the MAC filter function is enabled, make sure your device's MAC address is on the whitelist.
How can I access the LinkZone network wirelessly?	Select the Wi-Fi name (or the SSID) of the LinkZone on your wireless devices, and enter the Wi-Fi password. **NOTE:** The default Wi-Fi name and the Wi-Fi password can be found on the bottom label of your LinkZone.
"PIN lock" or "PUK lock" is displayed on the screen of the device connected to the LinkZone network.	This indicates that the SIM card is locked. 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. **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.

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Documents / Resources

	TCL MW63 LINKZONE LTE Mobile Modem Routers [pdf] User Manual MW63 LINKZONE LTE Mobile Modem Routers, MW63, LINKZONE LTE Mobile Modem Routers, LTE Mobile Modem Routers, Mobile Modem Routers, Modem Routers, Routers

References

- **User Manual**