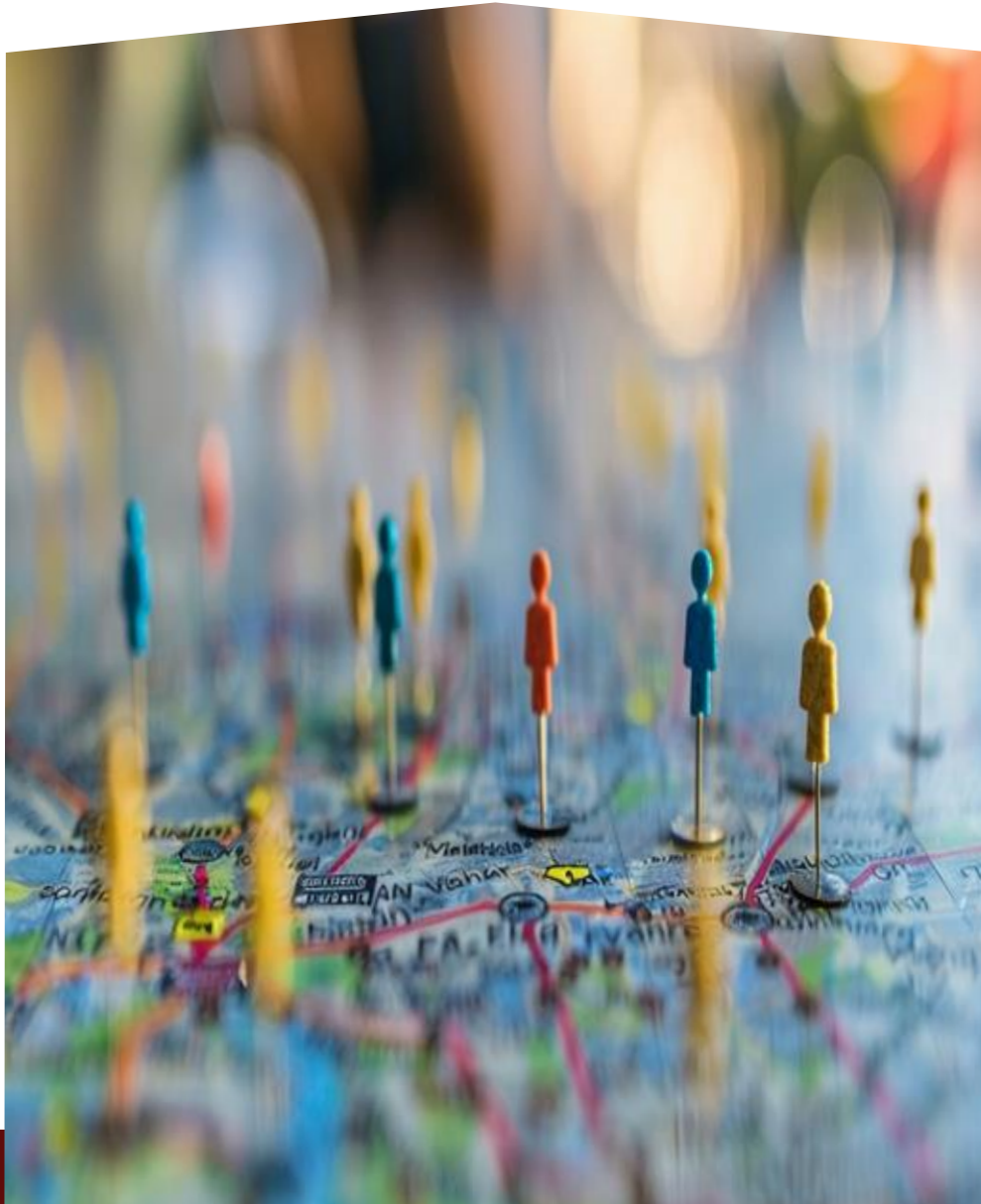


5G HOME WiFi CUSTOMER JOURNEY

Explore our seamless user experience





Understanding the customer journey steps

Customer Journey: Explore 5G HOME WiFi & Unbox



Discover 5G Home WiFi

Explore 5G HOME WiFi wireless high-speed internet.



Unbox 5G Home WiFi

Open & take out the device from the box.

Customer Journey: 5G HOME WiFi Start Up & Place Allocation



SIM Card Insert

Insert your redONE SIM card to the slot on the right side of device



Get the BEST Connection

For the best experience, set up your router near a window and a power outlet where your phone shows the strongest 5G signal

Customer Journey: 5G HOME WiFi Start Up & Link Up



On your Power

Plug in your router & turn it on



Connect to your high-speed Internet

Connect to router by WiFi or cable and enjoy high speed internet. The WiFi name and password printed on the back of device.



Admin Portal

Admin Portal : Login

Visit 192.168.0.1 in your browser
(Make sure connect to the router before your visit)

The password & username will be at the back of the router.



Admin Portal : Login

Login

Key in your username & password.

redONE
HOME

English

admin

.....

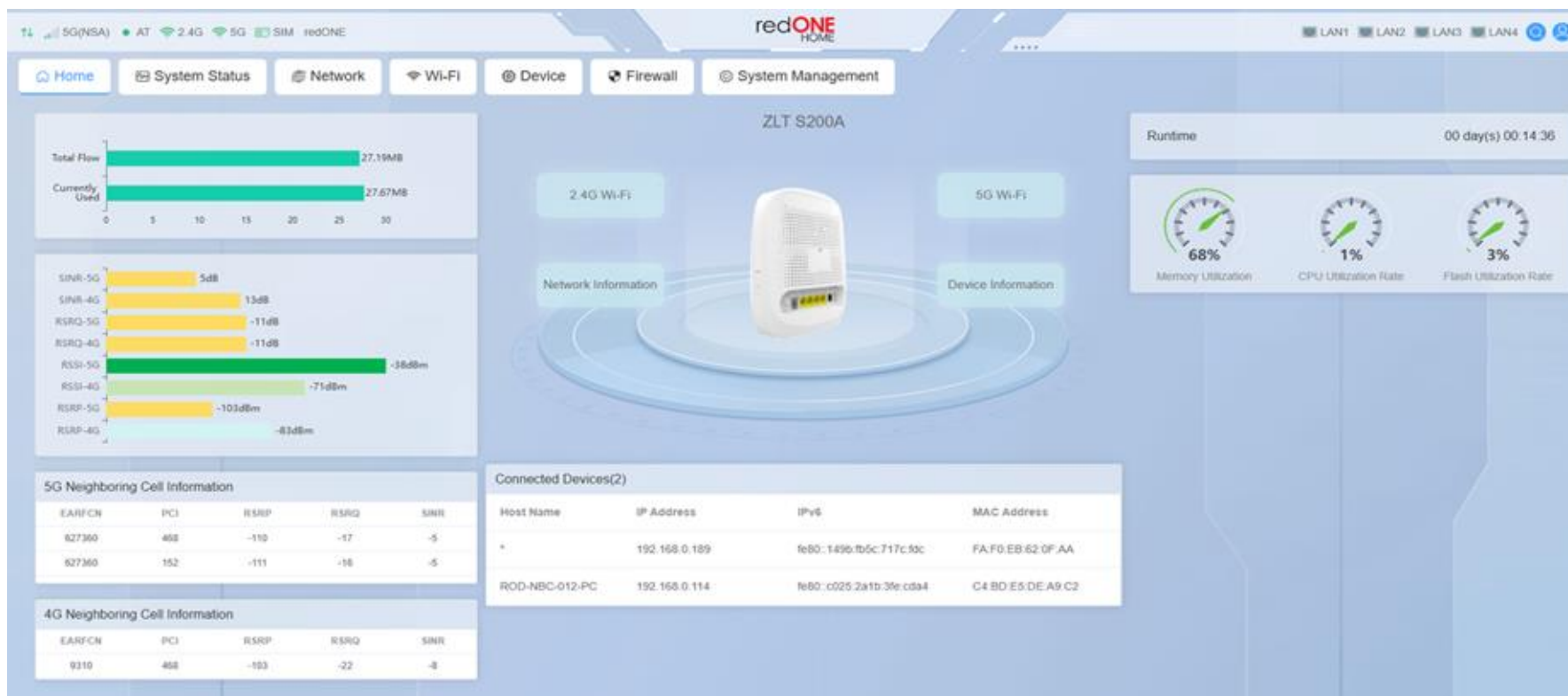
Remember Password

Sign In

Admin Portal : Home Page

Home Page

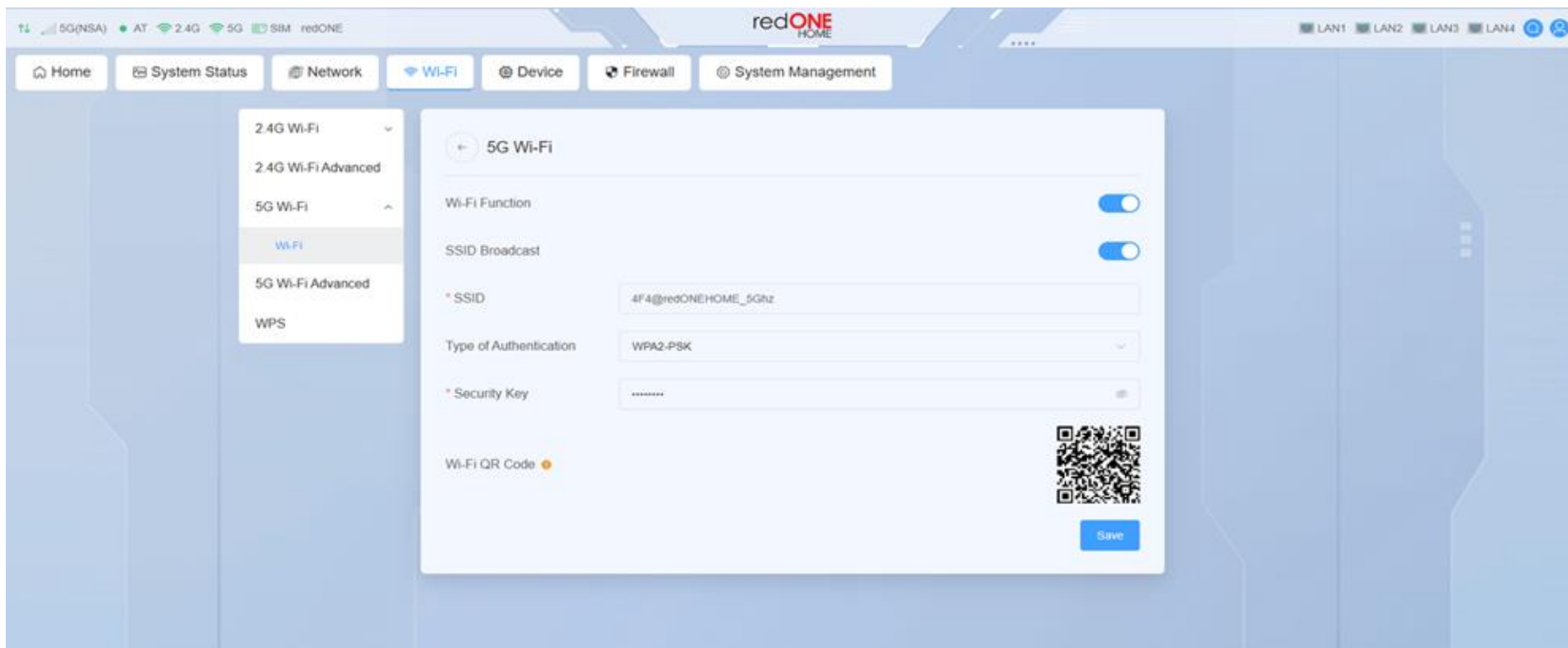
After login, will enter to the home page.



Admin Portal : WiFi

WiFi 4G/5G

Available to change your password & SSID at here.





How to install our app easily

**Link to
Apple Store
&
Google Play Store**

Apple Store

<https://apps.apple.com/app/tkconnect/id6742738109>

Google Play Store

<https://play.google.com/store/apps/details?id=uni.UNI625C6DA>

How to install the app from Apple Store

1. Open the App Store

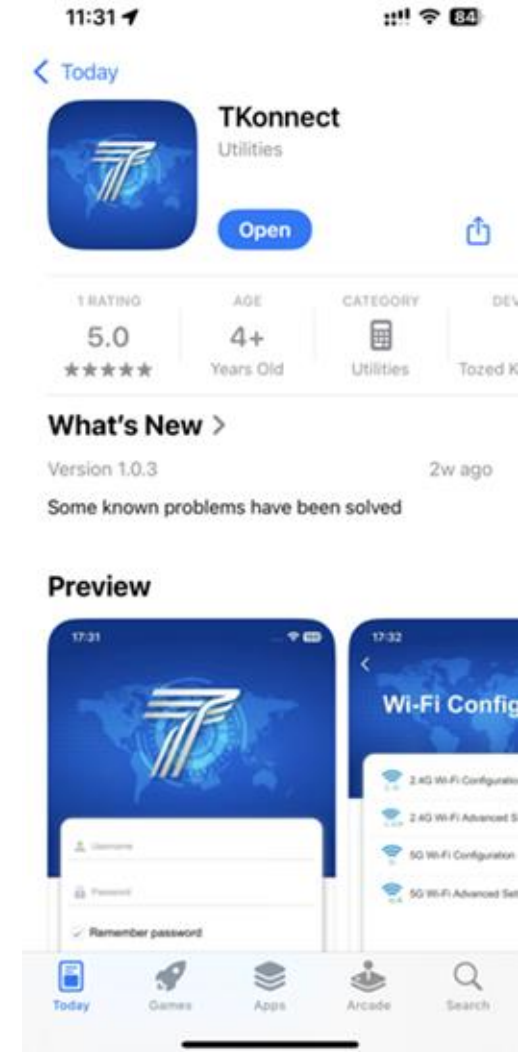
Locate the App Store icon on your iPhone's home screen and tap it.

2. Search for the App

Use the search bar to enter "TKonnect" and find it easily.

3. Download and install

Tap the download icon and wait for the installation to complete.



How to install the app from Google Play

1. Open the Google Play

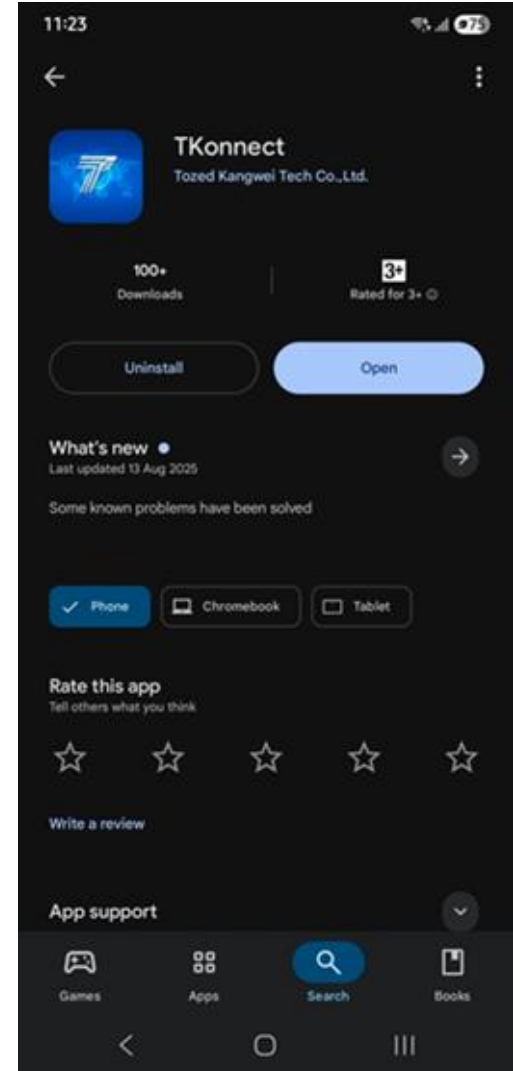
Find the Google Play app on your Android device and tap to open it.

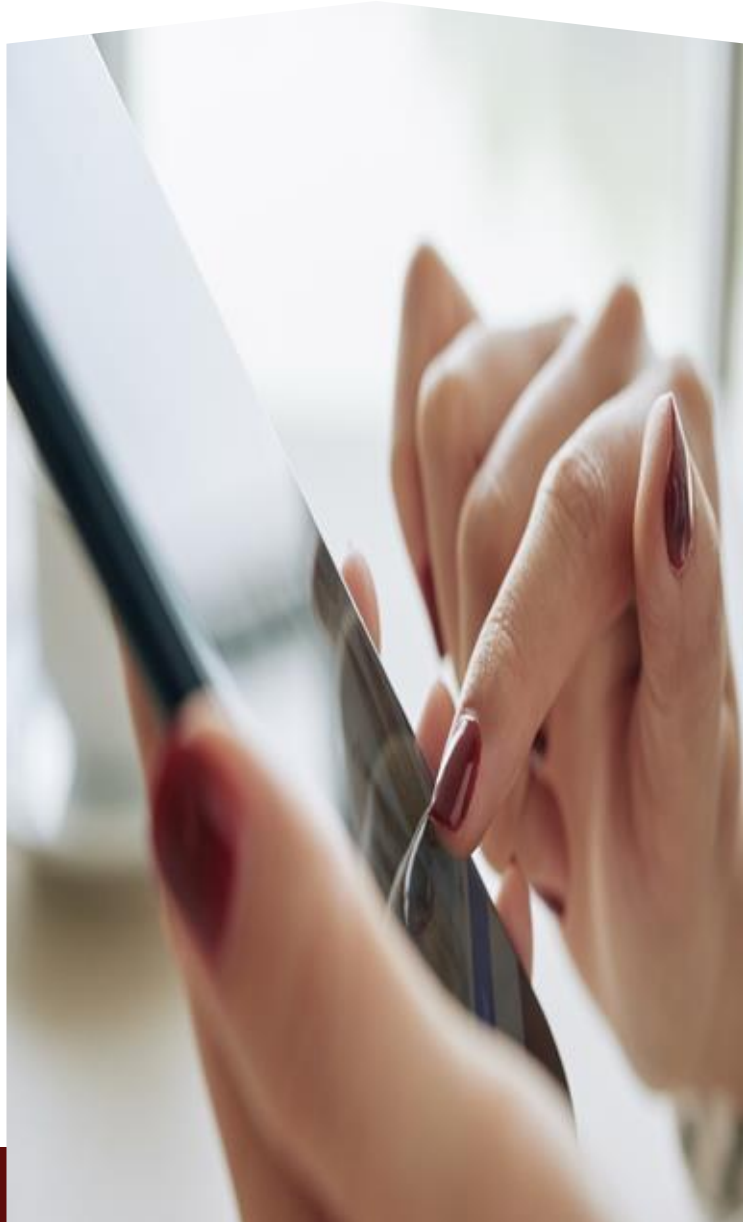
2. Search for the App

Use the search bar to enter “TKonnect” and find it easily.

3. Install the app

Tap the “Install” button and wait for the app to download and install.





Introduction to the App User Guide TKonnect

Tkonnnect App Overview

This application is designed to provide users with convenient network device management functions, supporting traffic management, device access management, WiFi configuration, software updates, device restarts, text messages, network settings, optimal placement, network diagnosis, network speed testing, password modification, device information management, factory reset and other functions to improve the security and controllability of home and small office networks.



Login your profile in the app

Users must first connect to the device's WiFi network before launching the app.

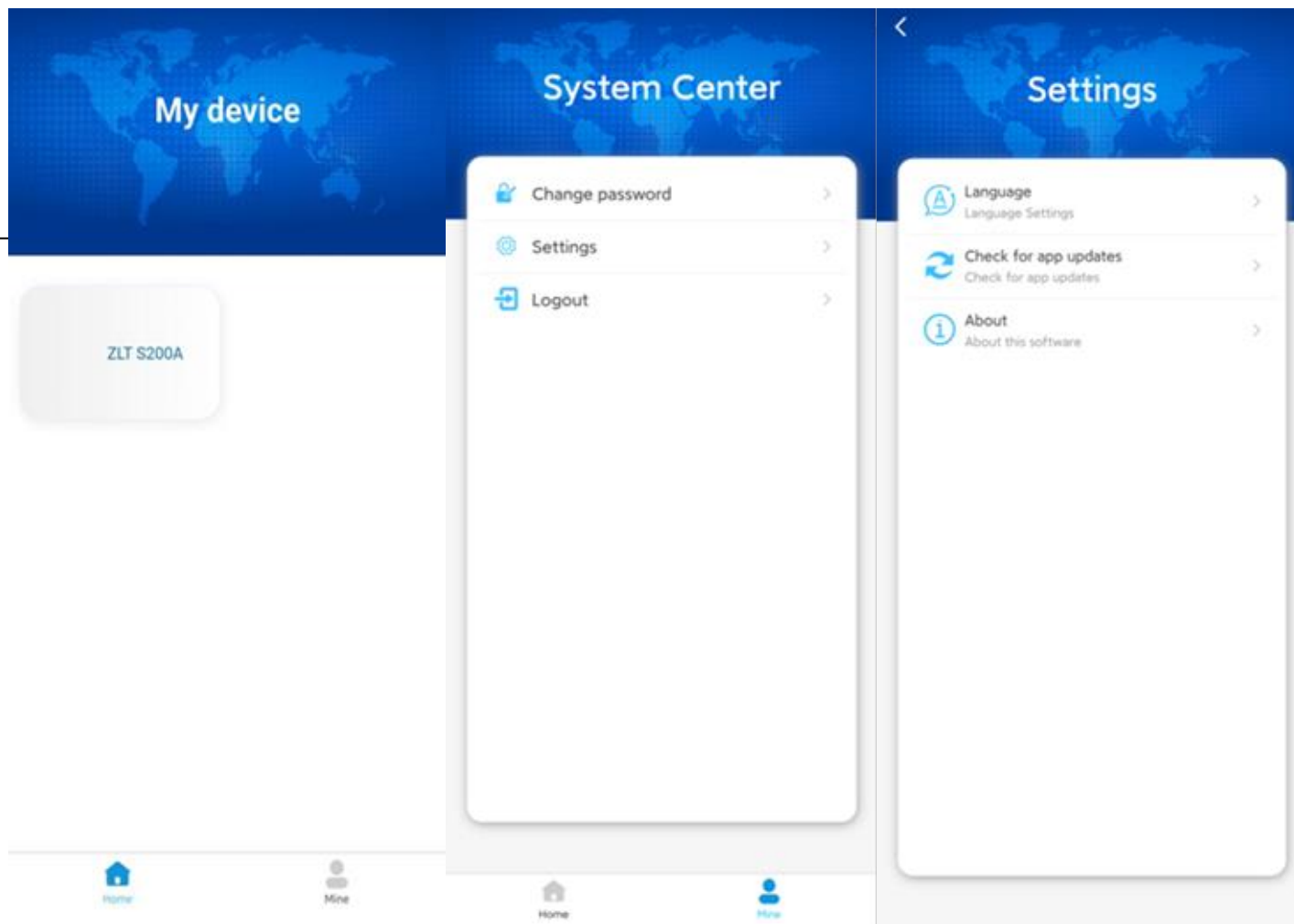
Once connected, they can log in with their Web Portal account credentials to access and manage the network settings.



Home and Mine

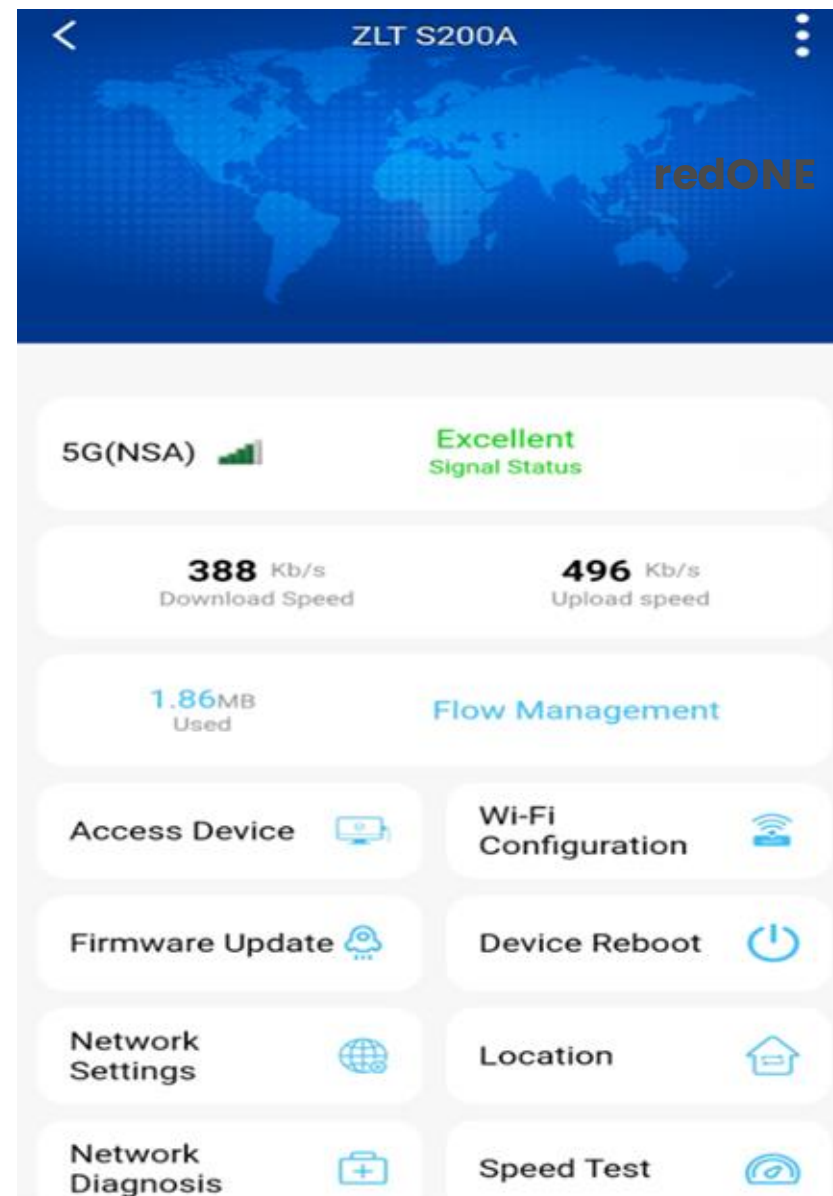
After logging in, you'll see the device model number on the Home page.

In the Mine page, you can change your password, adjust settings, or log out. Under Settings, you'll find options for language, app updates, and app information.



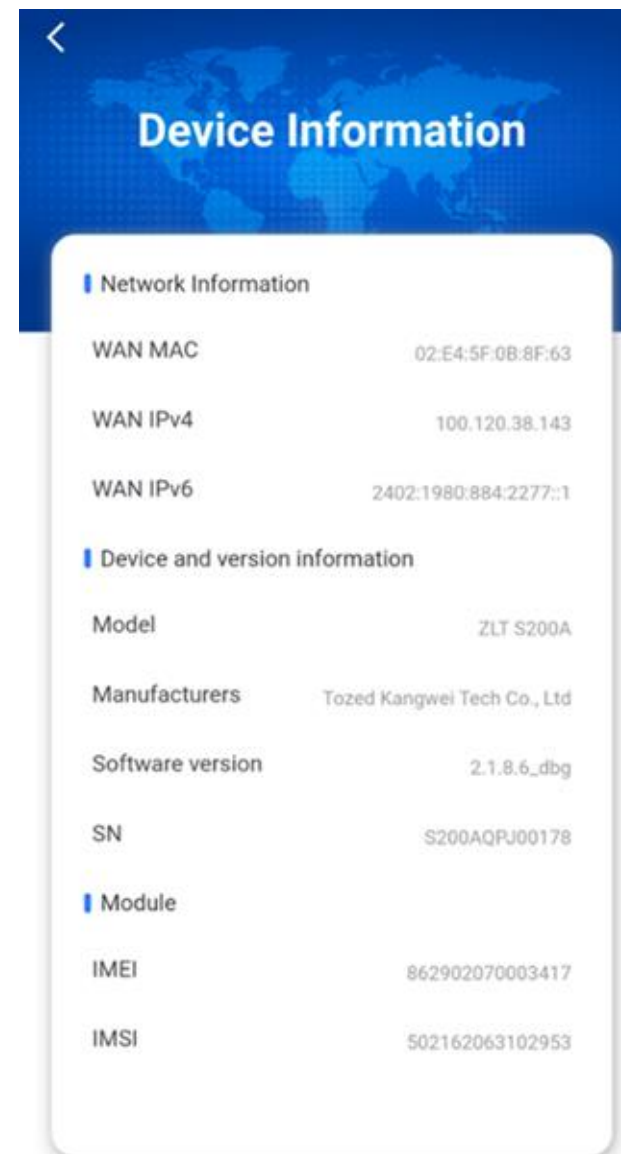
Function Menu

The entry page of the device function displays information such as network status, network speed, used traffic, etc.



Device Information

Tap the device image or the “More” icon in the top-right corner to access detailed information. Here, you can view network details (such as IP and MAC address), device information (model and version), and module information (IMEI and IMSI), which can be useful for diagnostics and device management.



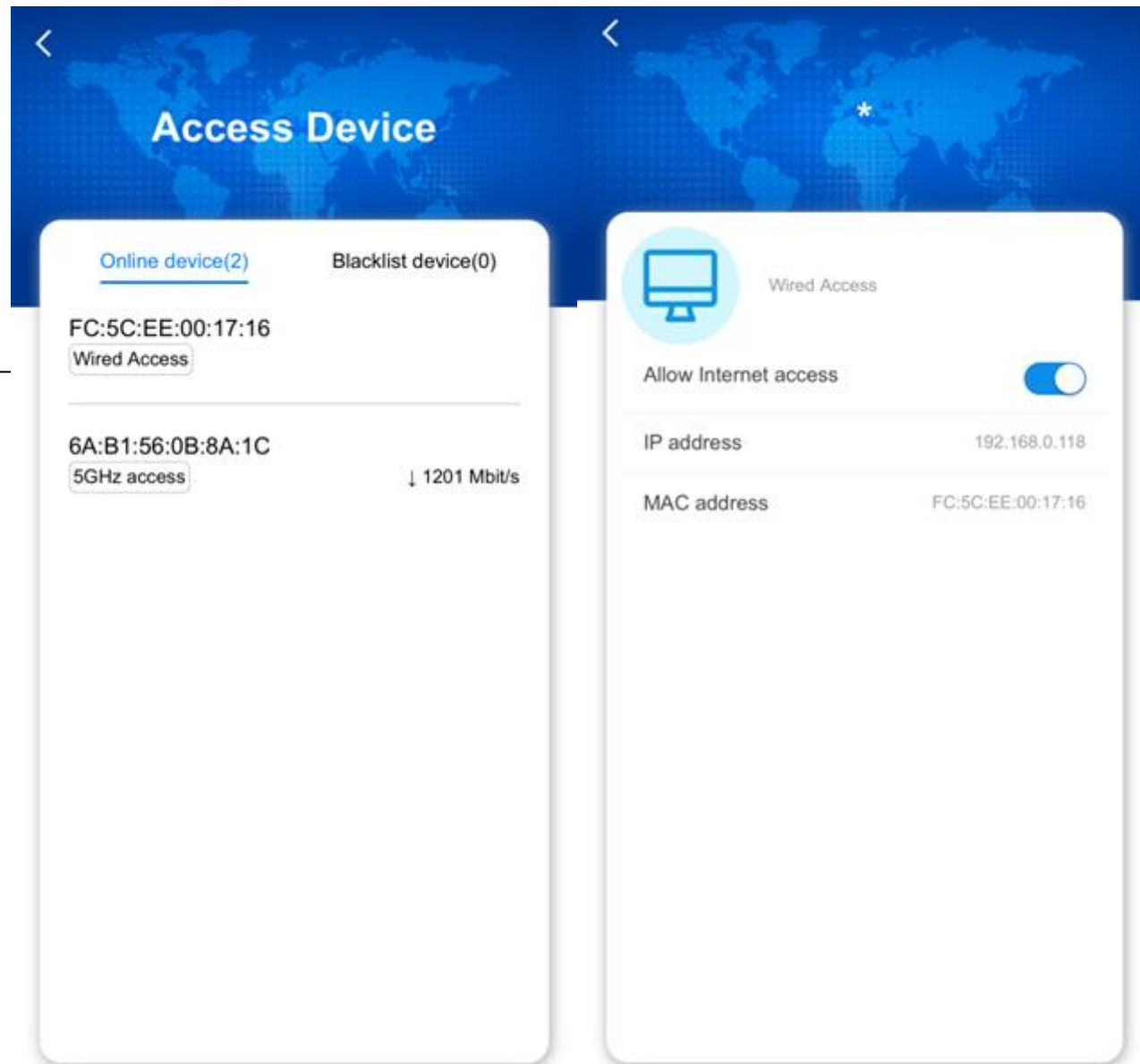
Flow Management

The Traffic Management feature lets you check how much data you've used and how much is left. You can also set a data limit—once the limit is reached, the internet connection will automatically disconnect to help you avoid overuse.



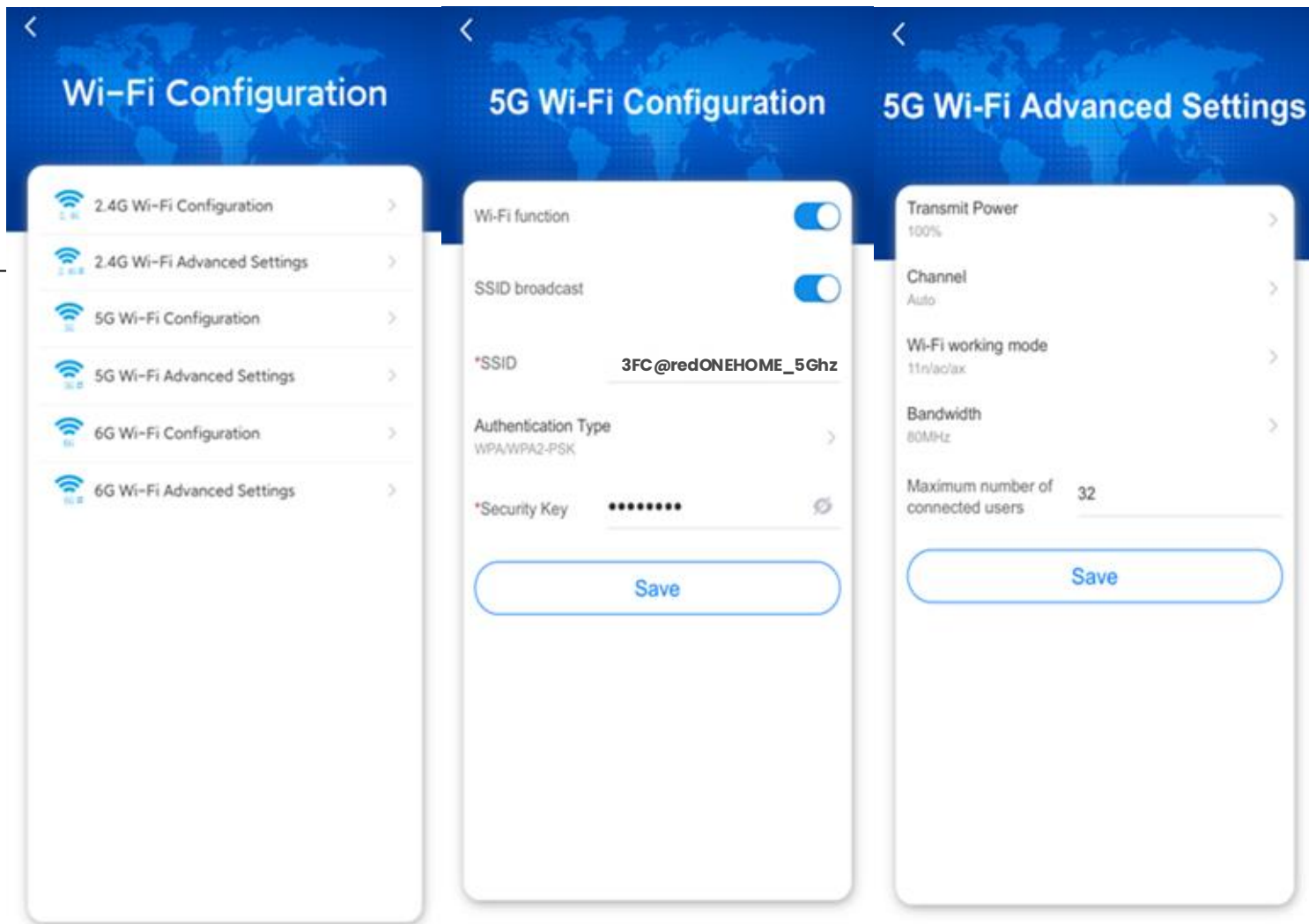
Access Device

Display the device information currently connected to the CPE, and disable network operations on the connected device



Wi-Fi Configuration

The device supports independent management of 2.4GHz, 5GHz, and 6GHz WiFi networks. You can customize your WiFi settings such as SSID, password, encryption, transmit power, channel, bandwidth, working mode, and more.



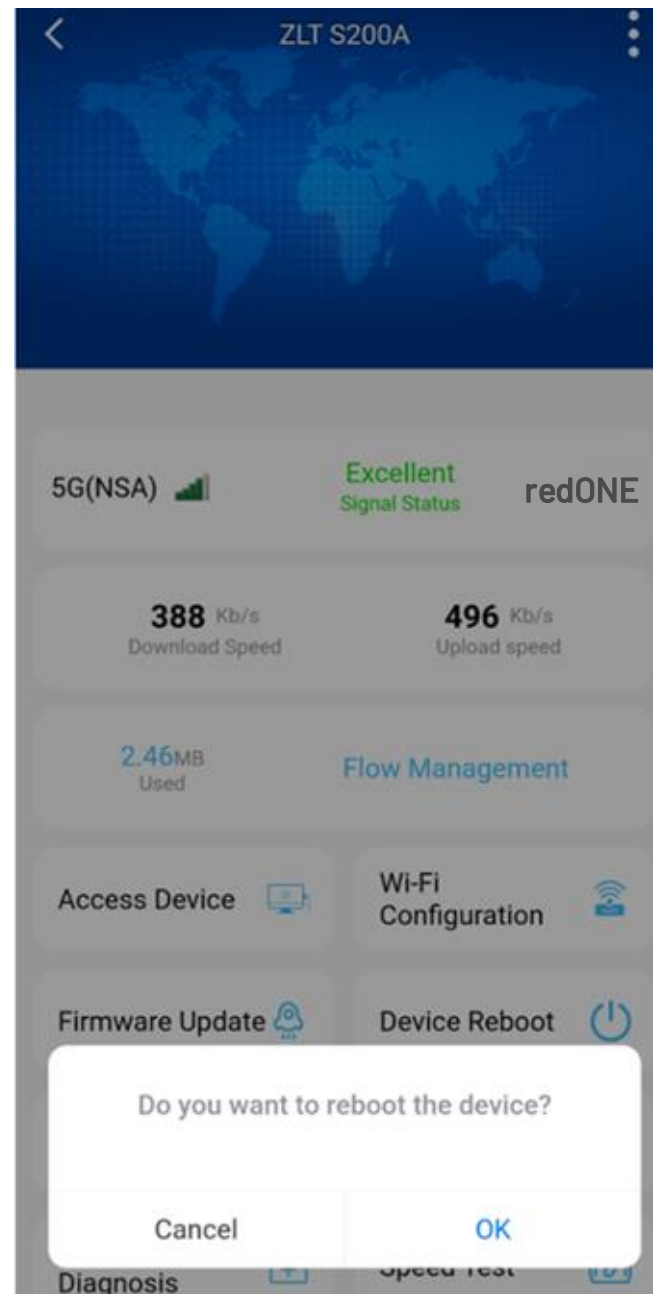
Firmware Update

Easily check and update your device software through the app to enjoy the latest features and improvements.



Device Reboot

Restart or reboot your device anytime directly from the app.



Network Settings

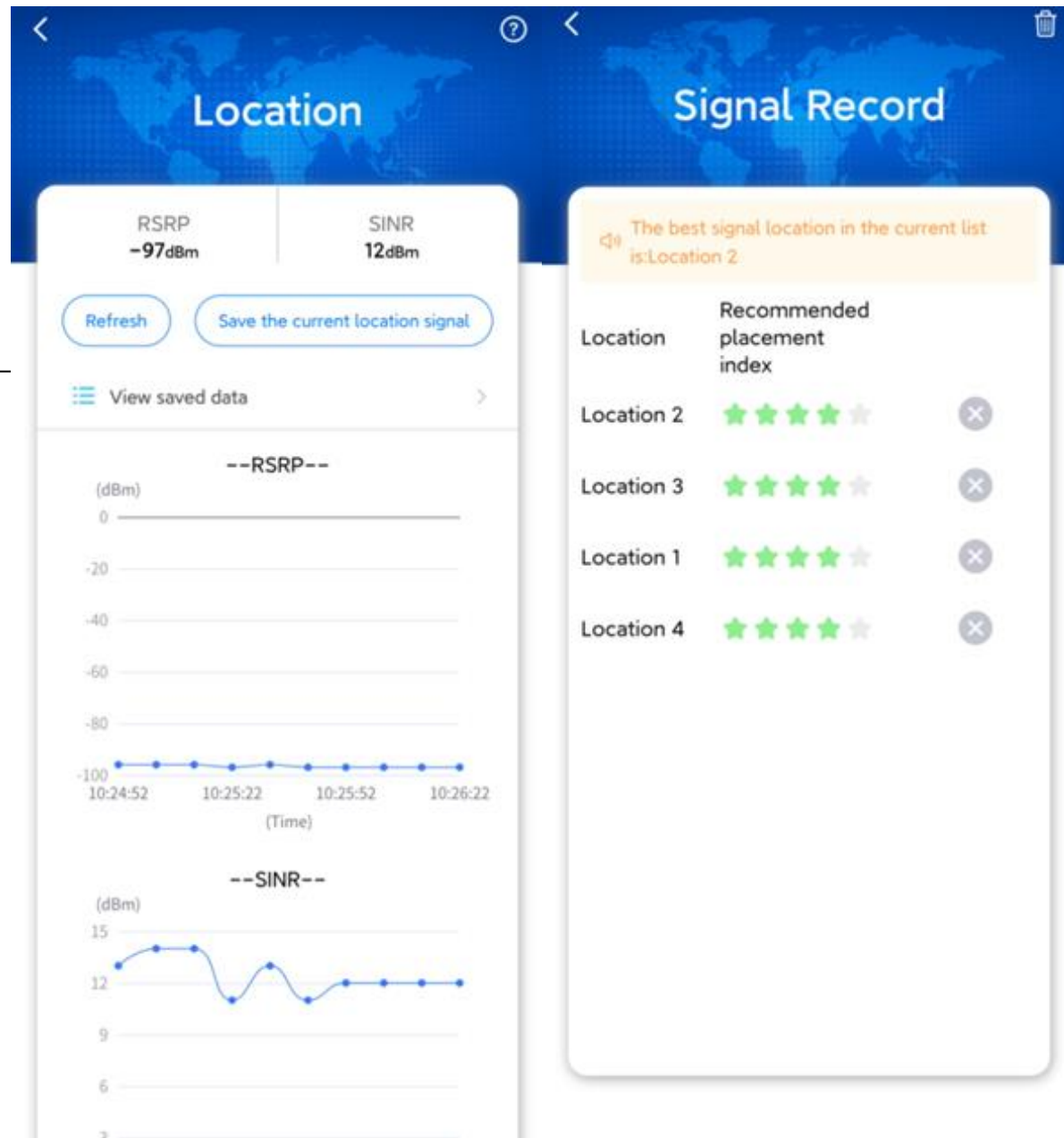
The Network Settings feature gives you full control over your connection, including:

- Mobile Network & APN Configuration – Set up and manage your mobile data connection for smooth internet access.
- PIN Code Management – Protect your SIM card with a security PIN to prevent unauthorized use.
- DHCP (Dynamic Host Configuration Protocol) Settings – Automatically assign IP addresses for easier network management.
- Ping & Trace Tools – Run simple tests to check network performance, coverage, and connection paths.



Location

The Placement Optimization feature helps you find the best spot for your CPE. It compares network performance at different locations and recommends the ideal position to ensure the strongest coverage and best performance.

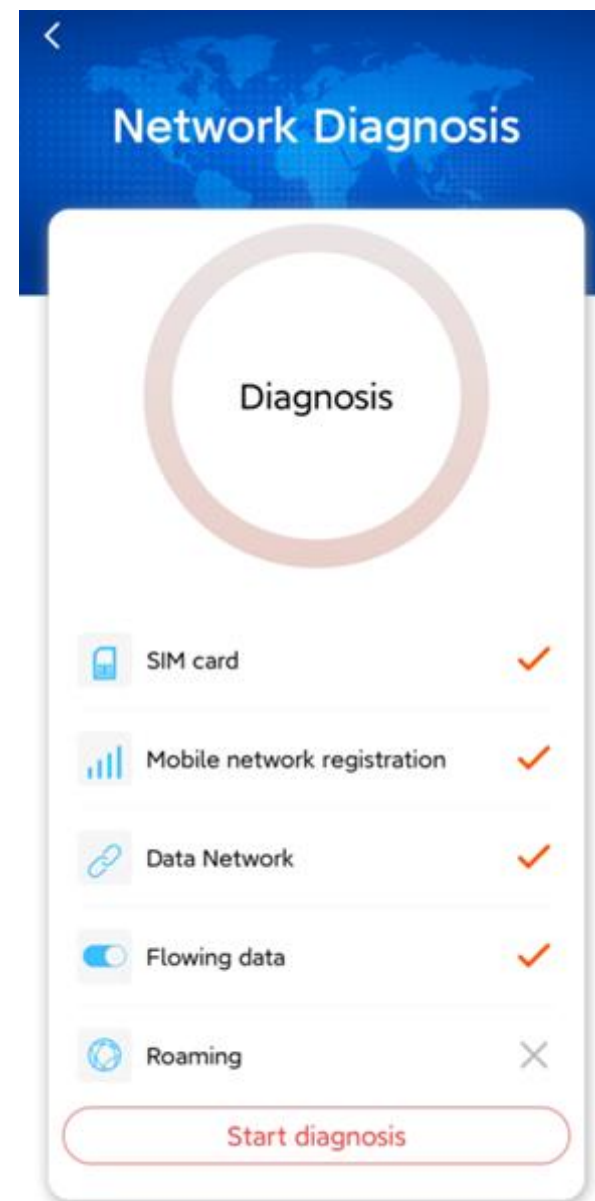


Network Diagnosis

The Network Diagnostic feature helps you check and troubleshoot your SIM card and network connection, including:

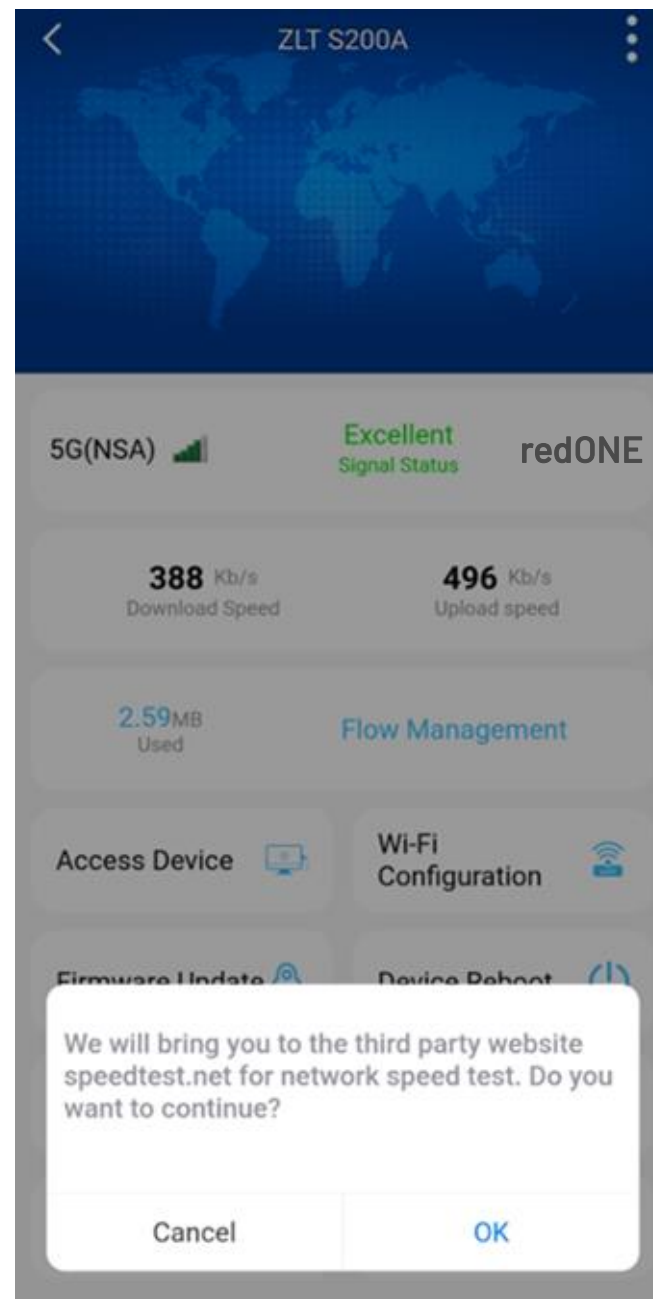
- SIM Card Status – Confirms if your SIM card is installed, valid, and active.
- Signal Strength – Shows how strong your network connection is for better speed and stability.
- Data Switch Status – Indicates whether mobile data is turned on or off.
- Roaming Status – Checks if your device is in roaming mode, which may affect charges and connectivity.

With this tool, you can quickly spot issues and keep your connection running smoothly.



Speed Test

The Speed Test feature lets you check your internet connection's upload and download speeds directly from the app.





Frequently Asked Question's

Frequently Asked Question's

-> **What is CPE?**

CPE (Customer Premises Equipment) is a device that converts broadband or mobile signals (such as 4G or 5G) into a Wi-Fi network. With it, multiple devices like smartphones, laptops, and PCs can connect to the internet at the same time.

-> **How to Power Up the Device?**

Connect the power adapter to the DC port, then press the power button. The Power LED on the front panel will light up, confirming the device is switched on and working.

-> **How to Insert the SIM Card?**

The SIM card slot is located on the side of the device, near the reset button and USB-C port. Open the slot cover, place the SIM card in the correct orientation (as shown by the icon), and close the cover to secure it.



Frequently Asked Question's

-> How to Connect to the Device WiFi?

Once the device is powered on:

1. Open WiFi settings on your smartphone, laptop, or PC.
2. Select the SSID (WiFi name) printed on the label at the back of the device.
3. Enter the WiFi key (password) printed on the same label to connect.

-> How to Change the WiFi SSID or Password?

1. Connect your device to the CPE via WiFi or LAN cable.
2. Open a web browser (Google Chrome, Microsoft Edge, etc.) and enter 192.168.0.1 in the address bar.
3. Log in using the credentials shown on the back of the device.
4. Go to WiFi Settings, update the SSID and/or password, then click Save to apply changes.



Frequently Asked Question's

-> **WiFi Connected but No Internet?**

Check the signal LED on the front panel:

- Red light – No network connection (SIM card may be missing, inserted incorrectly, or expired).
- Amber/Yellow light – Weak signal (move the device near a window or open area).
- Green light – Strong signal, internet should work normally.

-> **Forgot WiFi Password? How to Reset the Device?**

If you've forgotten your WiFi password:

1. Locate the reset button on the side of the device.
2. While powered on, press and hold the button with a pin for about 5 seconds.
3. The device will reboot and return to factory settings.

Once restarted, you can reconnect using the default SSID and WiFi password printed on the back of the device. (Note: Resetting will erase all customized settings, including your WiFi name and password.)



Thank You



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