



LGE
SERVICE TOOL

LGTOOL USER MANUAL

Part II Using Service Area Account Activation and Registration

rev. 1.3

www.lgtool.net

Accessing Service Area

At LGTOOL we aim to provide the highest quality support to all our customers.

Our Service Area also known as a private support zone acts as a central point for downloading firmware and NVM files for supported phone models. We also plan to introduce new functionality to our service area allowing the management of your LGTOOL credits similar to SETOOL logs.

To access the Service Area click the **Go to support** button on the Support tab of the LGTOOL application (fig. 1.1).

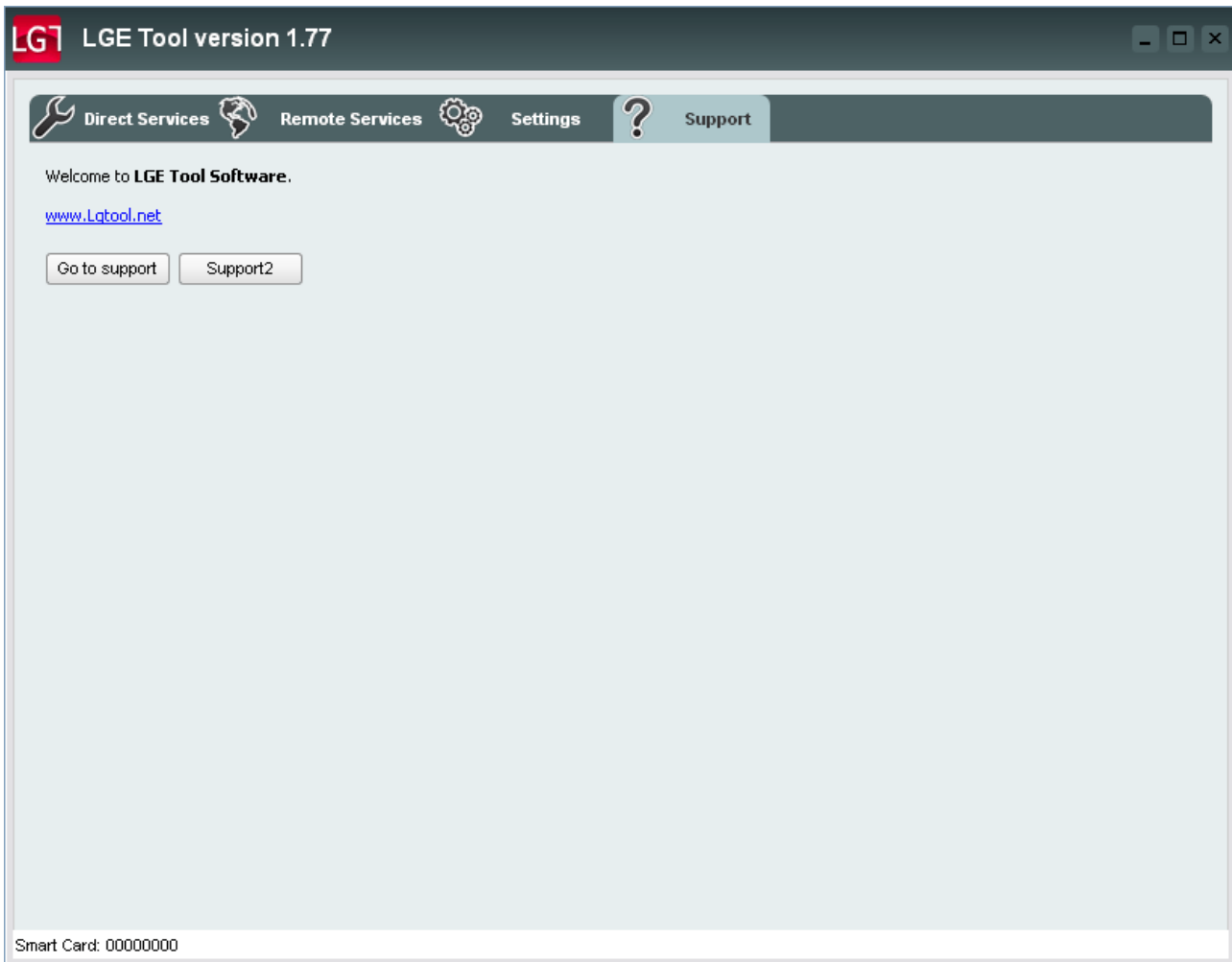


Figure 1.1 Support tab in the LGTOOL software

Clicking the button will launch a web browser with the service area homepage. If you are not able to see the service area, please make sure you are connected to the Internet.

NOTE: We recommend using Firefox 7 or newer for best speed and compatibility. You can download latest Firefox from <http://www.mozilla.com>

Registration of Your Account (LGtool card)

The first thing you should do after you have accessed the service area for the first time is to register your account. If your LGTOOL has not yet been registered you will see the message (fig. 1.2).

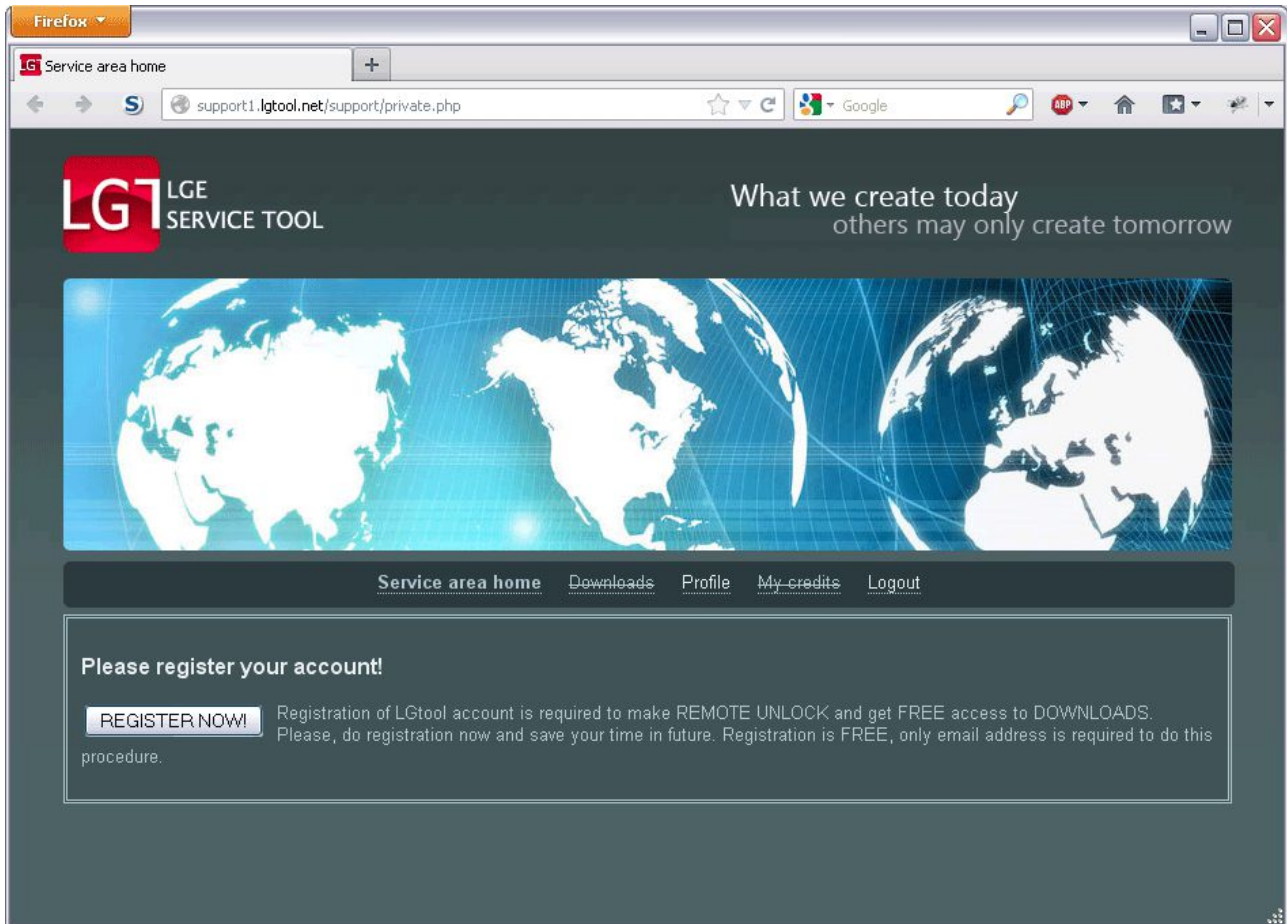


Figure 1.2 Service area homepage showing an inactive account message

After clicking the **Register now** button you will be taken to the profile page (figure 1.3).

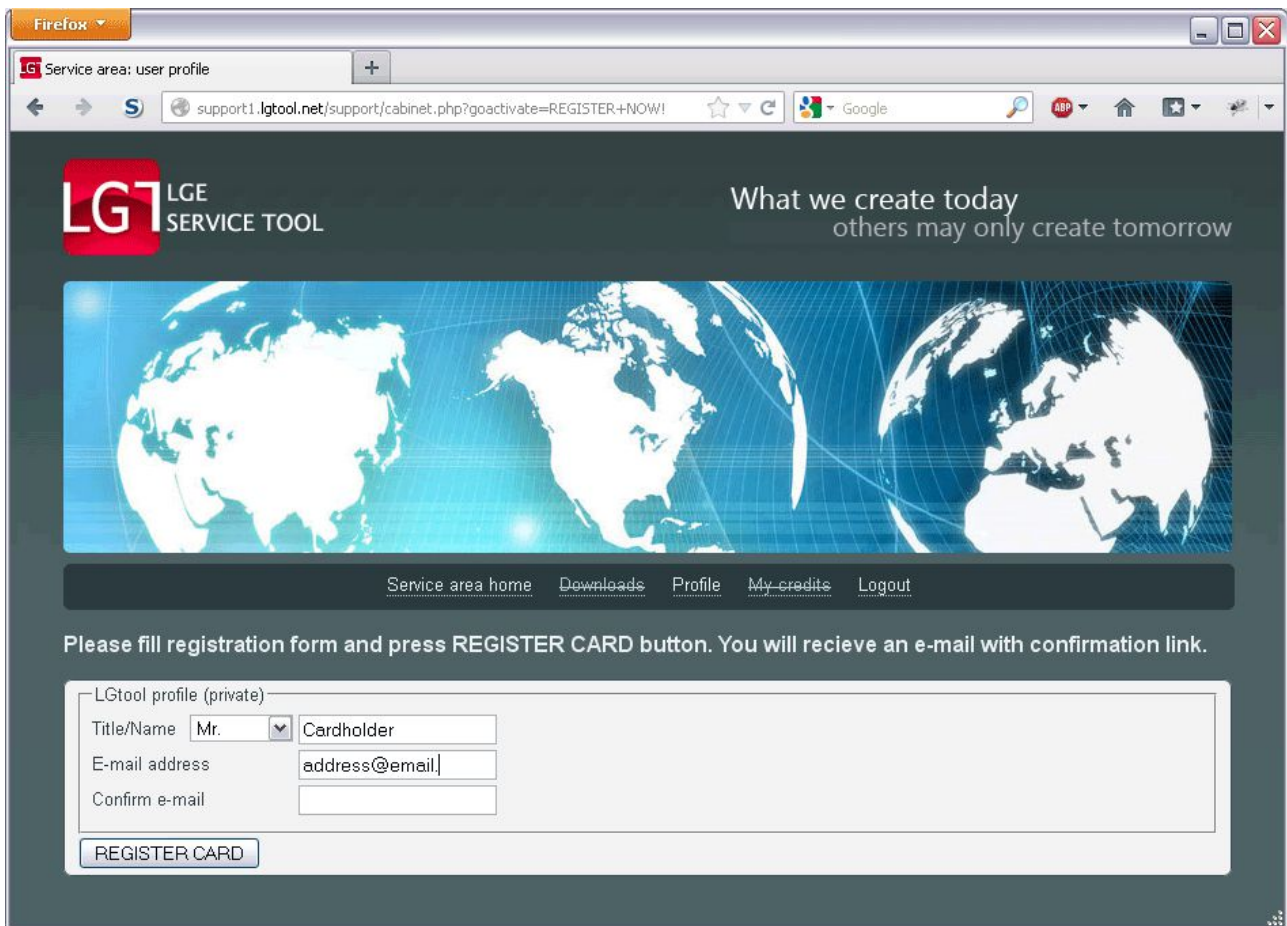


Figure 1.3 Profile page

Please make sure you fill all the form fields and that the information you have entered is correct. You have to provide a valid email address, as this will be used to register your account.

After the form has been submitted you will receive an email containing the confirmation link, click this link to finish your account registration.

If you don't receive email in a few minutes please check your Spam or Junk mail folder to see if the email can be found there. If this doesn't help try clicking the **Register Now** button again or follow the Profile link. You will now see a page with **Resend Registration** and **Edit profile** buttons (figure 1.4).

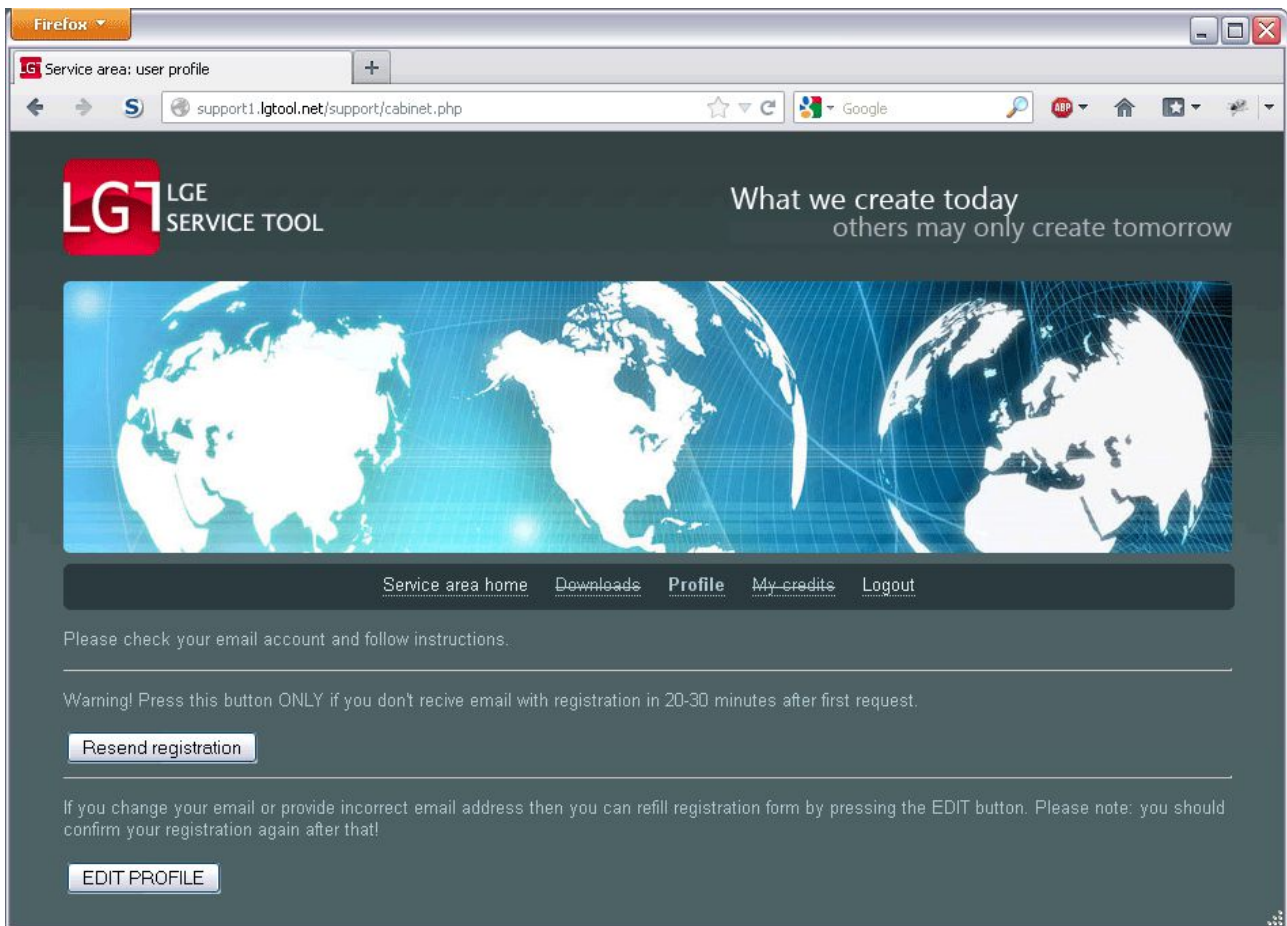


Figure 1.4 Profile page with submitted but unconfirmed activation form

If you think that the email you have provided is correct try clicking the **Resend Registration** button and we will try to send a confirmation email using a different method.

If after this you still don't receive the confirmation email click the **Edit profile** button and double check your email address and click **Register**.

Purchasing Activation.

Remote services such as:

- Unlock by IMEI/MEID of HTC, LG, SE, Blackberry, Motorola, ZTE, Huawei, Pantech, Alcatel, Doro, Micromax, Avvio
- Remote unlock by cable of Samsung, Sharp, LG, HTC, Sky

are the main part of LGTool/SGtool software. This features as well as access to support area are only available for users who purchased card activation.

If your LGTOOL has not yet been activated you will see the message after pressing “Go support” button in LGtool software. (fig. 1.5).

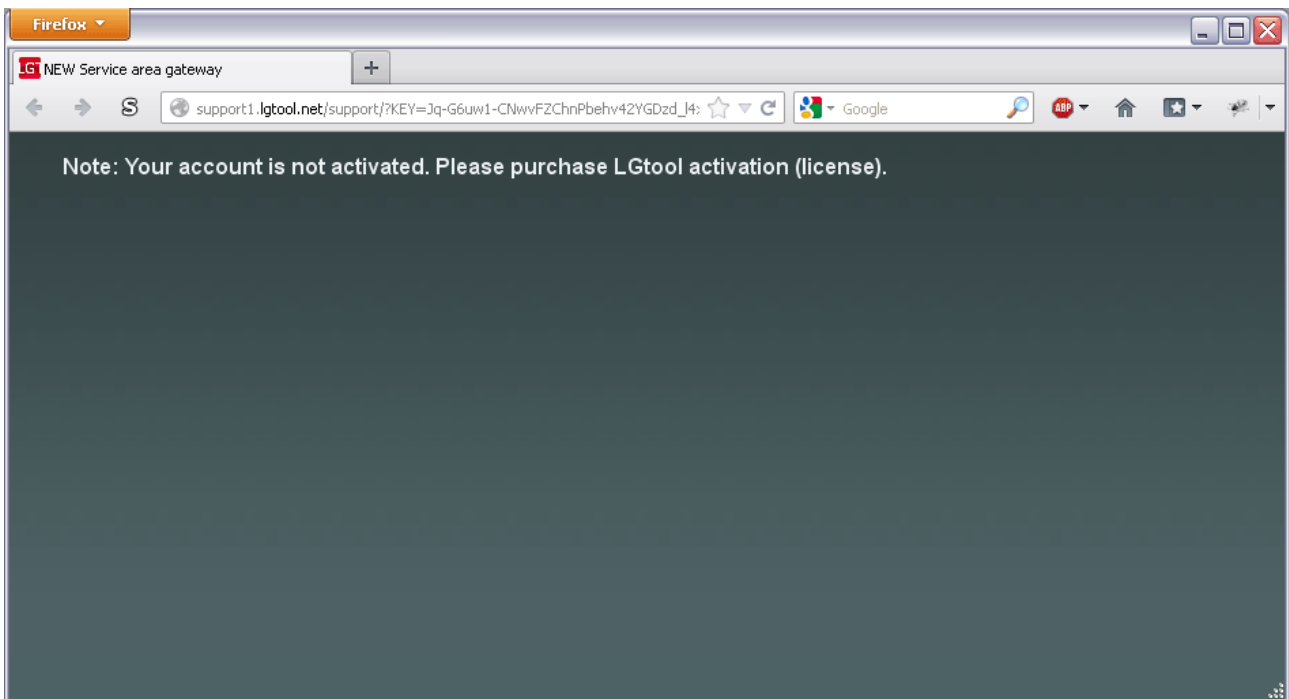


Figure 1.5 Warning message showing not activated status when trying to login to support area

You can also check activation status of your card at “My credits” tab in Service Area home page. (fig. 1.6).

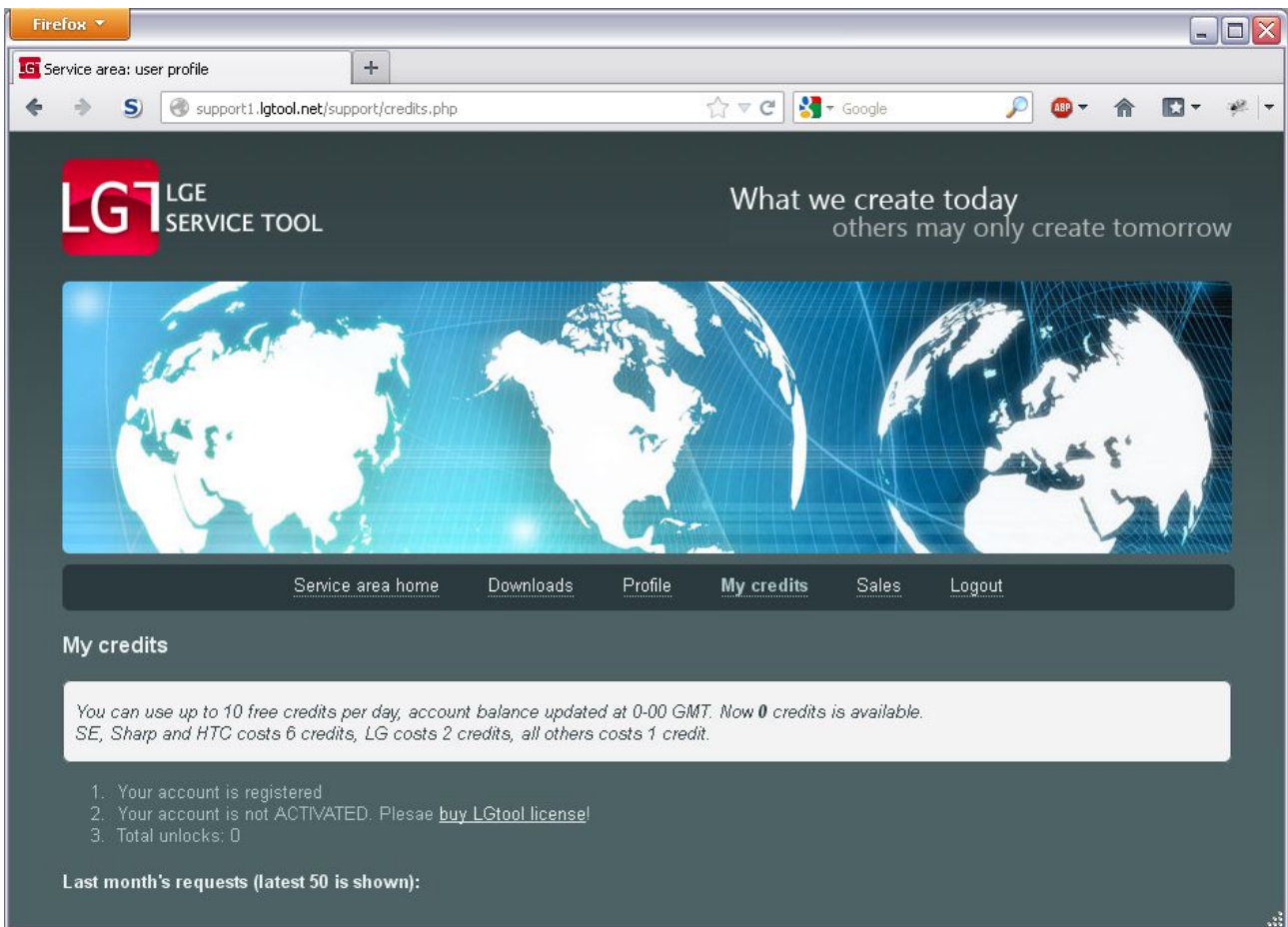


Figure 1.6 "My credits" tab at Service Area Home page if card not activated.

The only action you have to perform to activate your card is to let your reseller know your card number. Reseller will activate your card within 2 minutes and email you once activated. After that you should relogin to support area using LGtool software.

If your card was activated properly, you will see activated status at Service Area Home page. (fig. 1.7).

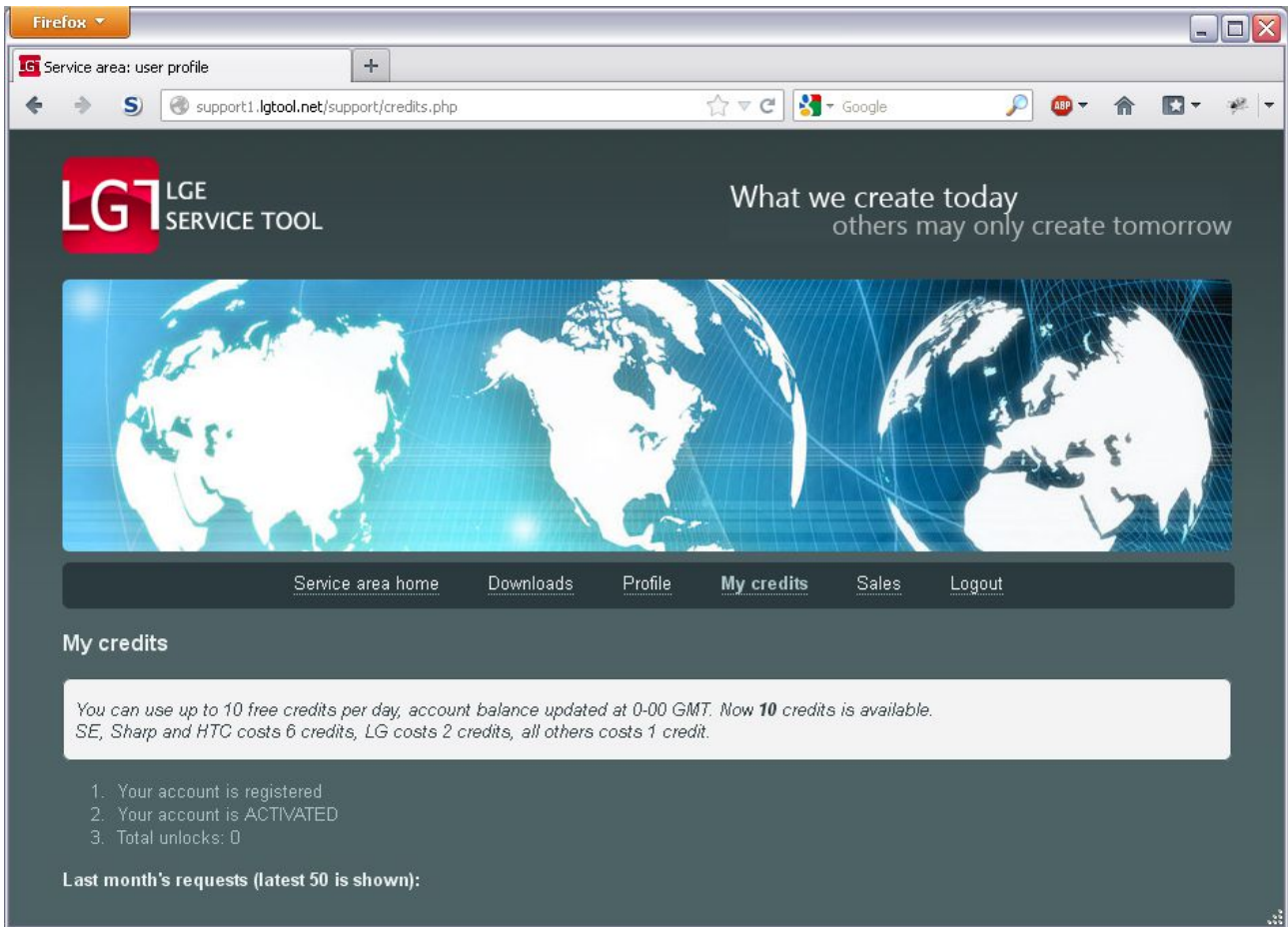
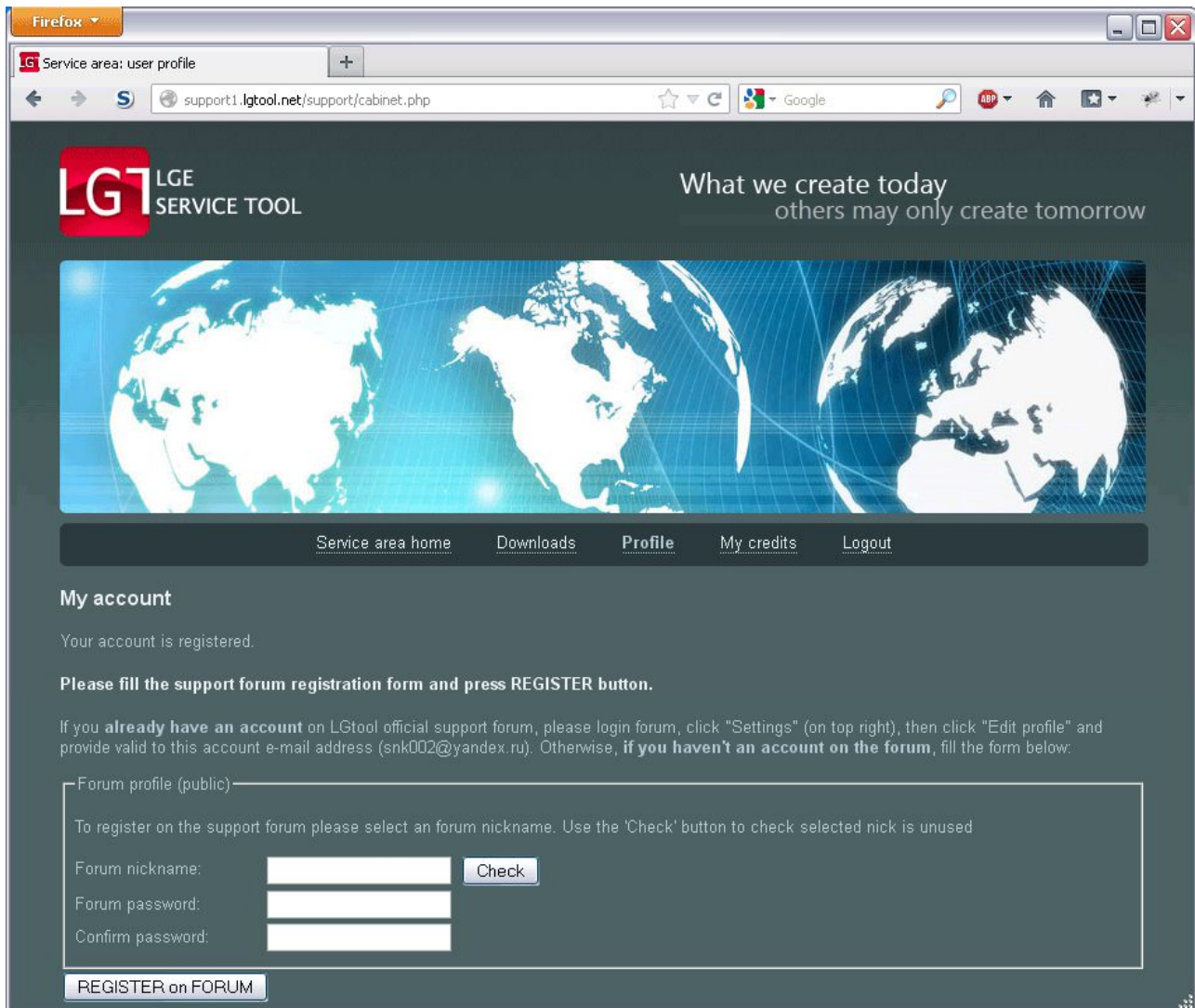


Figure 1.7 "My credits" tab at Service Area Home page if card is activated.

We ask you to please be carefull and purchase activation only from dealers listed as autorised at our [website](#) and [support forum](#). We do not hold any responsibility for activations bought through dealers who are not on the list.

Registering on forum

All registered LGTOOL users can give a professional support on the Official LGTOOL forum. To register on forum simple connect to Service Area, click to Profile link and fill the forum registration form (your LGTOOL account should be activated first). (fig 1.8)



The screenshot shows a Firefox browser window displaying the 'Service area: user profile' page. The address bar shows 'support1.lgtool.net/support/cabinet.php'. The page header includes the LGTOOL logo and the slogan 'What we create today others may only create tomorrow'. A navigation bar contains links for 'Service area home', 'Downloads', 'Profile', 'My credits', and 'Logout'. The 'My account' section indicates the user is registered and provides instructions for forum registration. The registration form includes fields for 'Forum nickname', 'Forum password', and 'Confirm password', along with a 'Check' button to verify the nickname and a 'REGISTER on FORUM' button.

Figure 1.8 Profile page with forum registration form.

Forum nickname should be at least 5 symbols: Latin alphanumeric symbols and a dot are allowed. Use the Check button to test selected nickname if free. Password should be at least 6 symbols. Any text symbols are allowed for password. Press the Register button after you set nickname and password to finish the forum registration process.

NOTE FOR USERS REGISTERED ON FORUM BEFORE December 26, 2011:

- If you provide equal emails in both forum and while activate LGTOOL account then you already have confirmed user status.
- If you provide different emails then you should create a new forum account by using procedure described here.

Downloading files

One of the primary functions of our Service Area is the Downloads section. To get access to the files in this section you will need to log in to the Service Area (look for “Access Service Area” chapter) and click the Downloads link. The “My Downloads” page will appear (figure 1.9)

NOTE: To use this section you first have to activate your LGTOOL account as described in the “Activating your account” chapter.

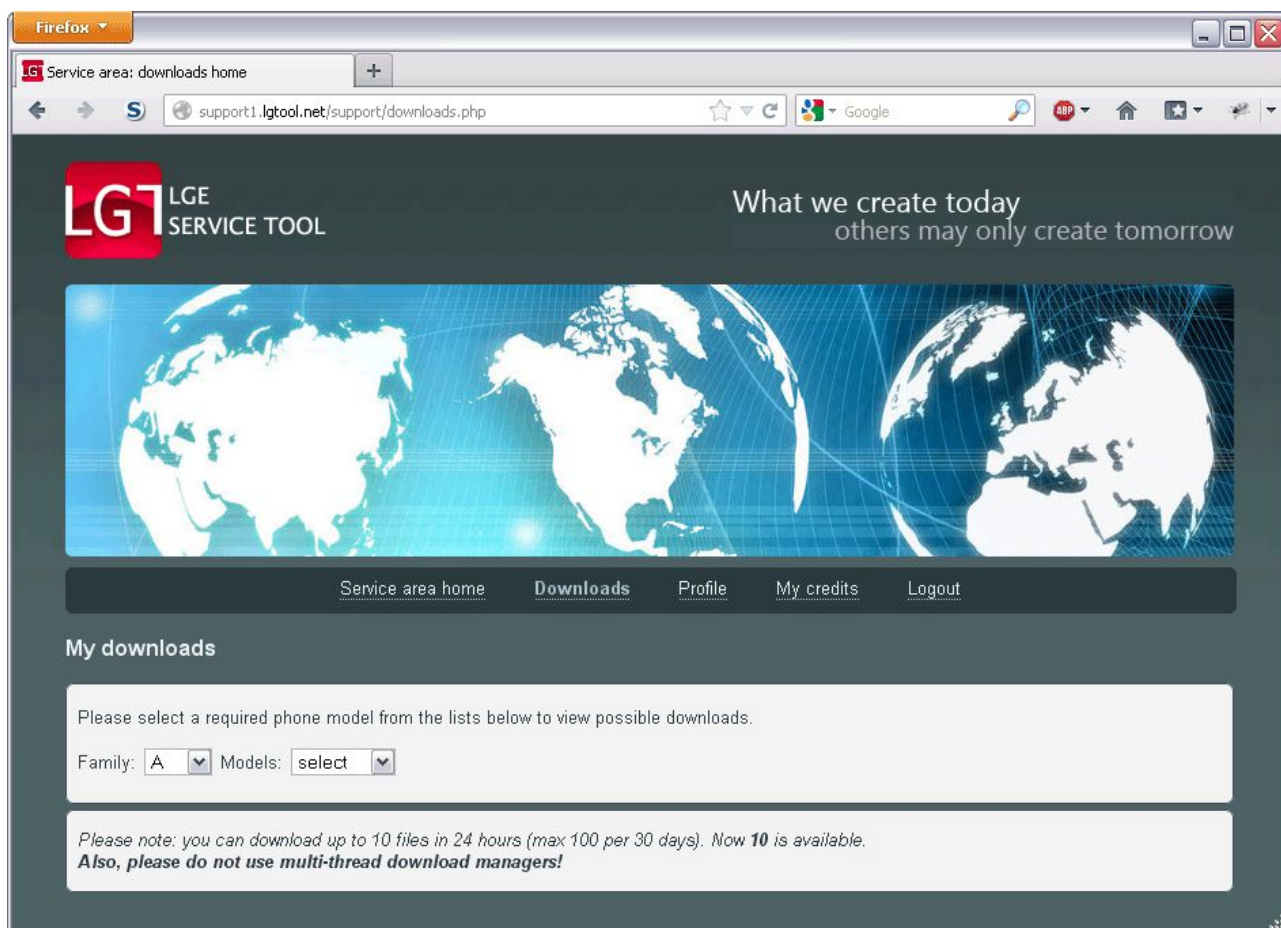


Figure 1.9 Downloads page

The “My Downloads” section contains two panels: upper panel is used to select a phone model and lower to choose files available for the currently selected model. When device model is not selected - the lower panel will display information on your current download limits.

All firmware files are separated by country and operator. Clicking on country name will show the available files. If there are subfolders – click them to see the files within.

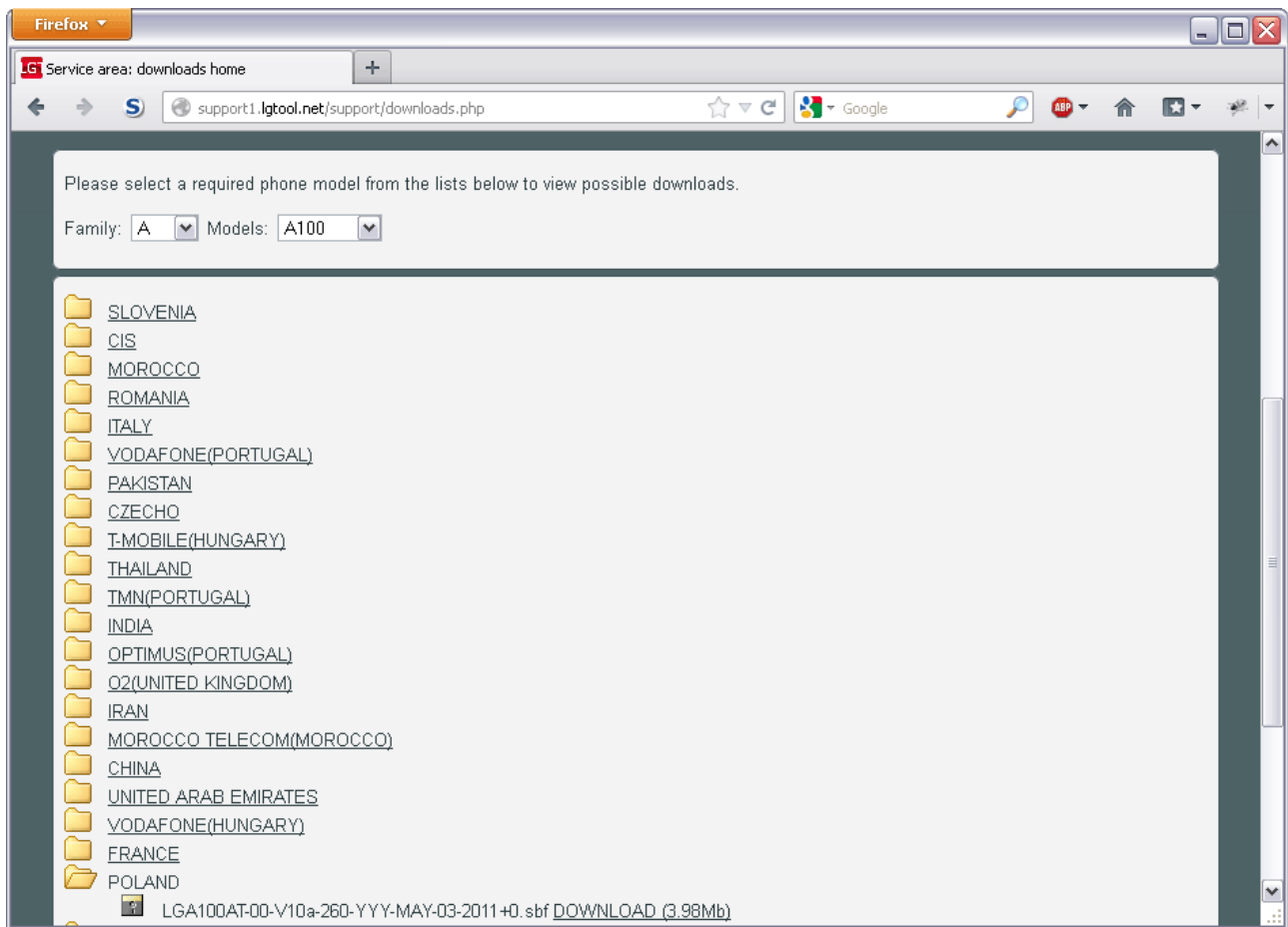


Figure 1.10 List of available downloads

To download a file simply click the filename. Download link and file size information will appear (see “Hungary” example on figure 1.10). Clicking the Download link will start the download and the plus sign will appear next to the link (see “Morocco” on figure 1.10).

NOTE: Please do not use any download manager software as each new connection will deduct points from your download limit. Our site supports download resume function in all modern browsers including Firefox 2+, MSIE 8+, Opera 9+, Chrome and Safari.

In addition to firmware we also provide NVM files for new phone models. These files can be found in the root folder of the selected phone model.