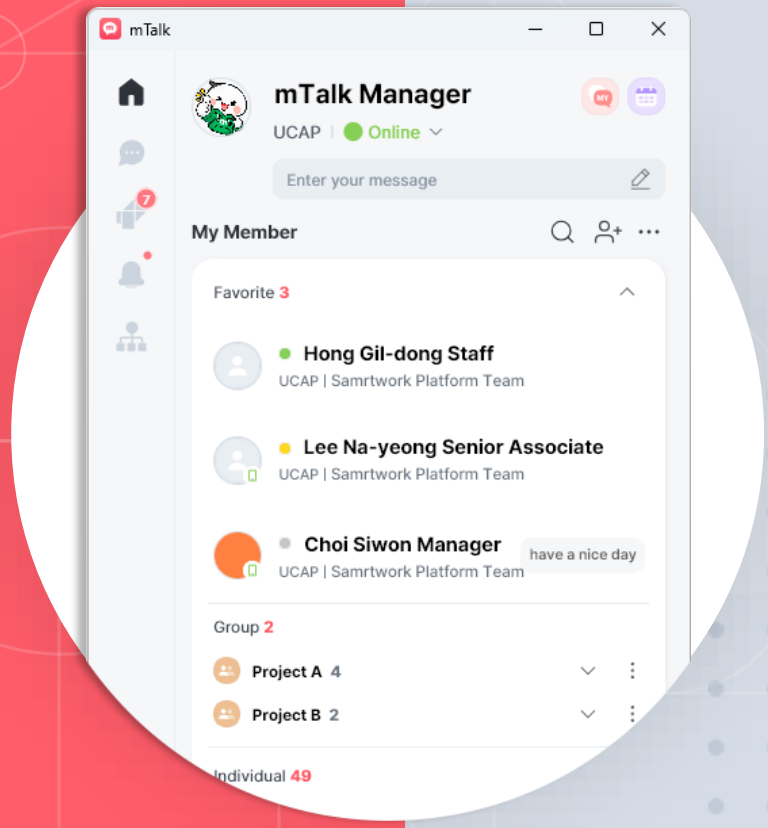
mTalk

mTalk (Mobile & PC)

[EN] Installation Guide

Ver 1.1

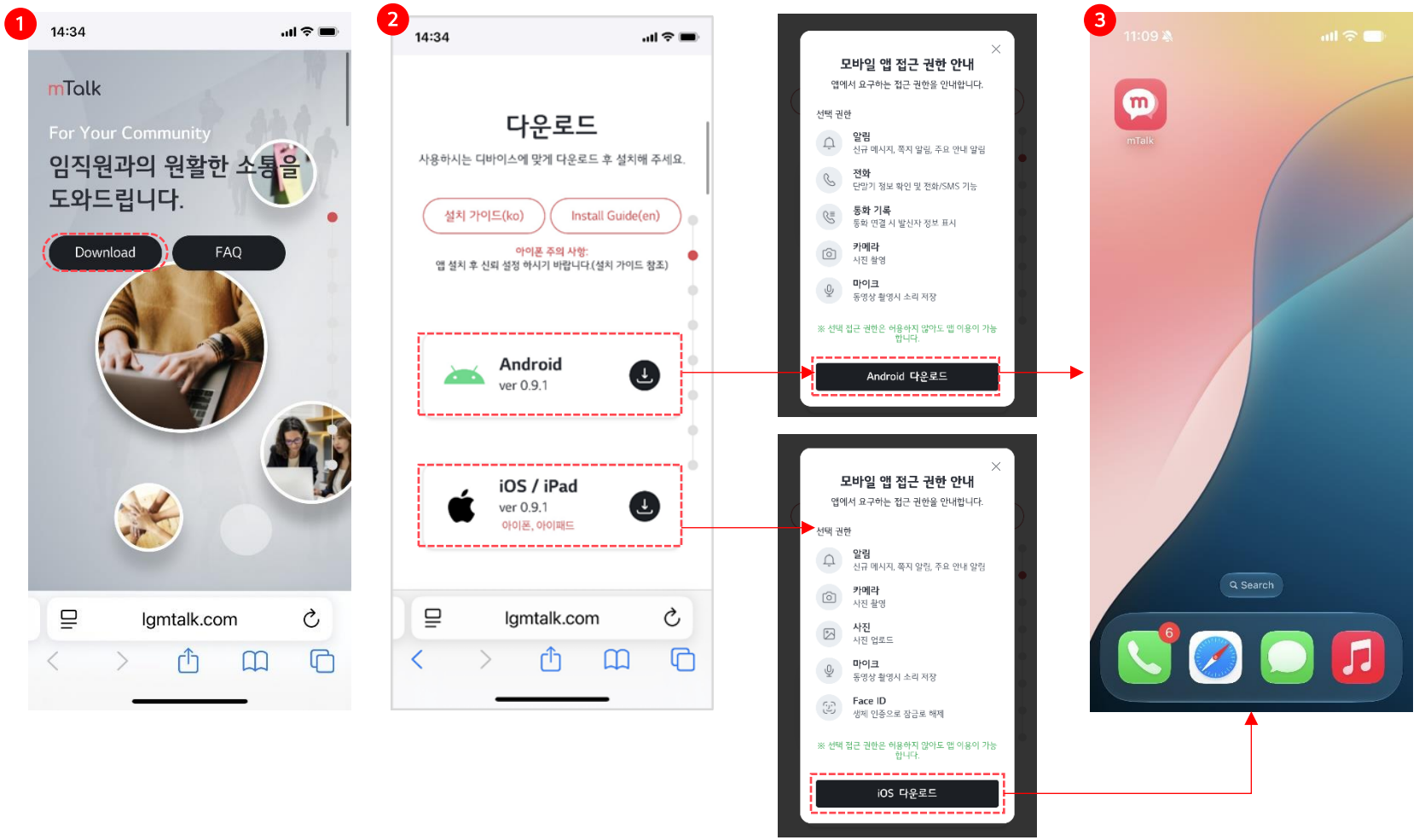


Oct 2026

A channel for sharing and
empathy that goes beyond chat

1. App Installation

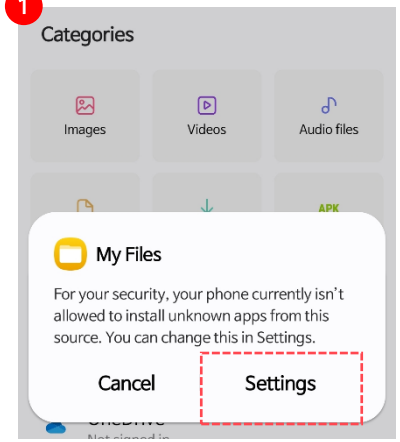
To use the mobile service, please access the download page on the device you wish to use and install it.

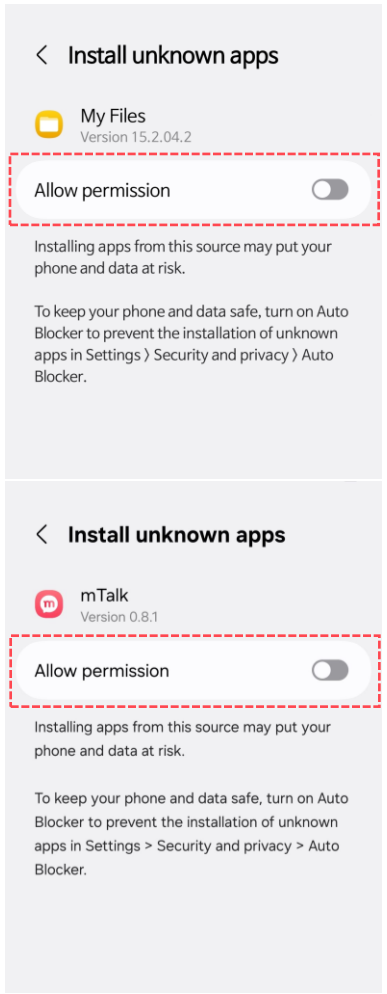


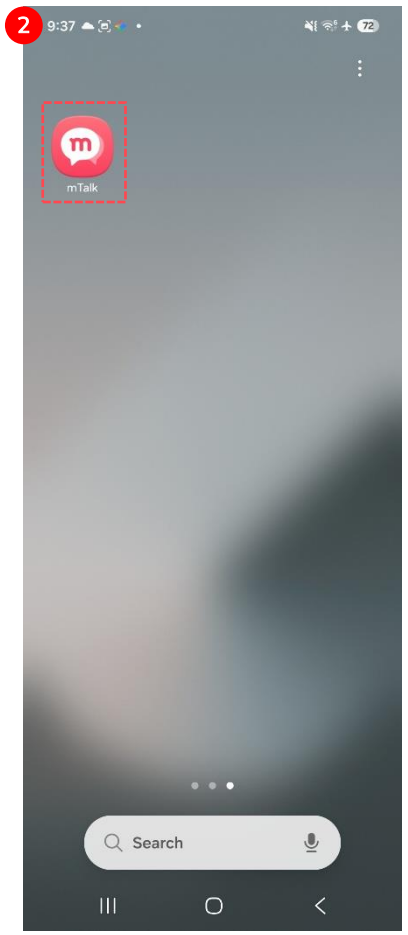
1. Enter "https://www.lgmtalk.com/" in the internet browser of your mobile phone and select the [Open] button.
2. Select the Download button to proceed.
   - Download the app: Select from among Android, iOS, or Windows according to your device's OS
3. Once the installation is complete, the app icon will appear.

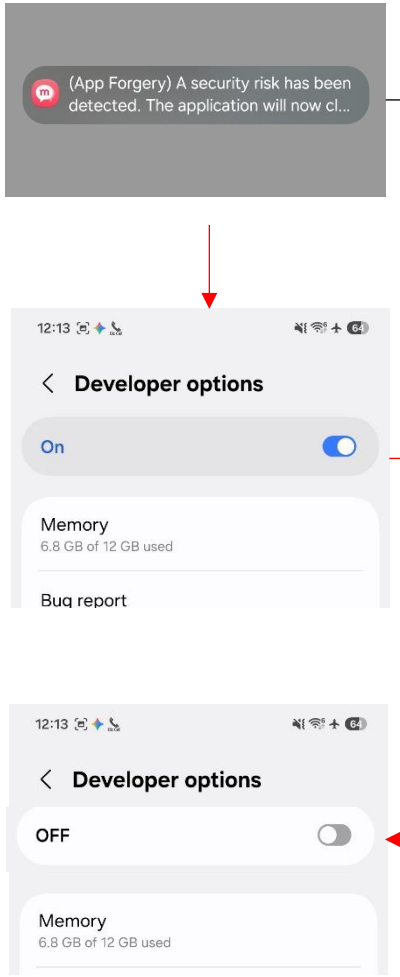
2. Device-specific Settings – Android

Please configure the settings according to the Android permission method.







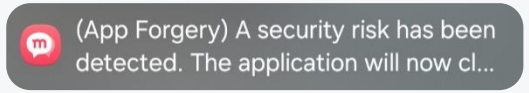


1. Change the settings in the section below before use.

Settings > Security and privacy > More security settings > Install unknown apps > mTalk > Allow permission (ON)

2. Set Allow permission on, then select the app icon to launch the messenger.

If the following notification appears when launching the app

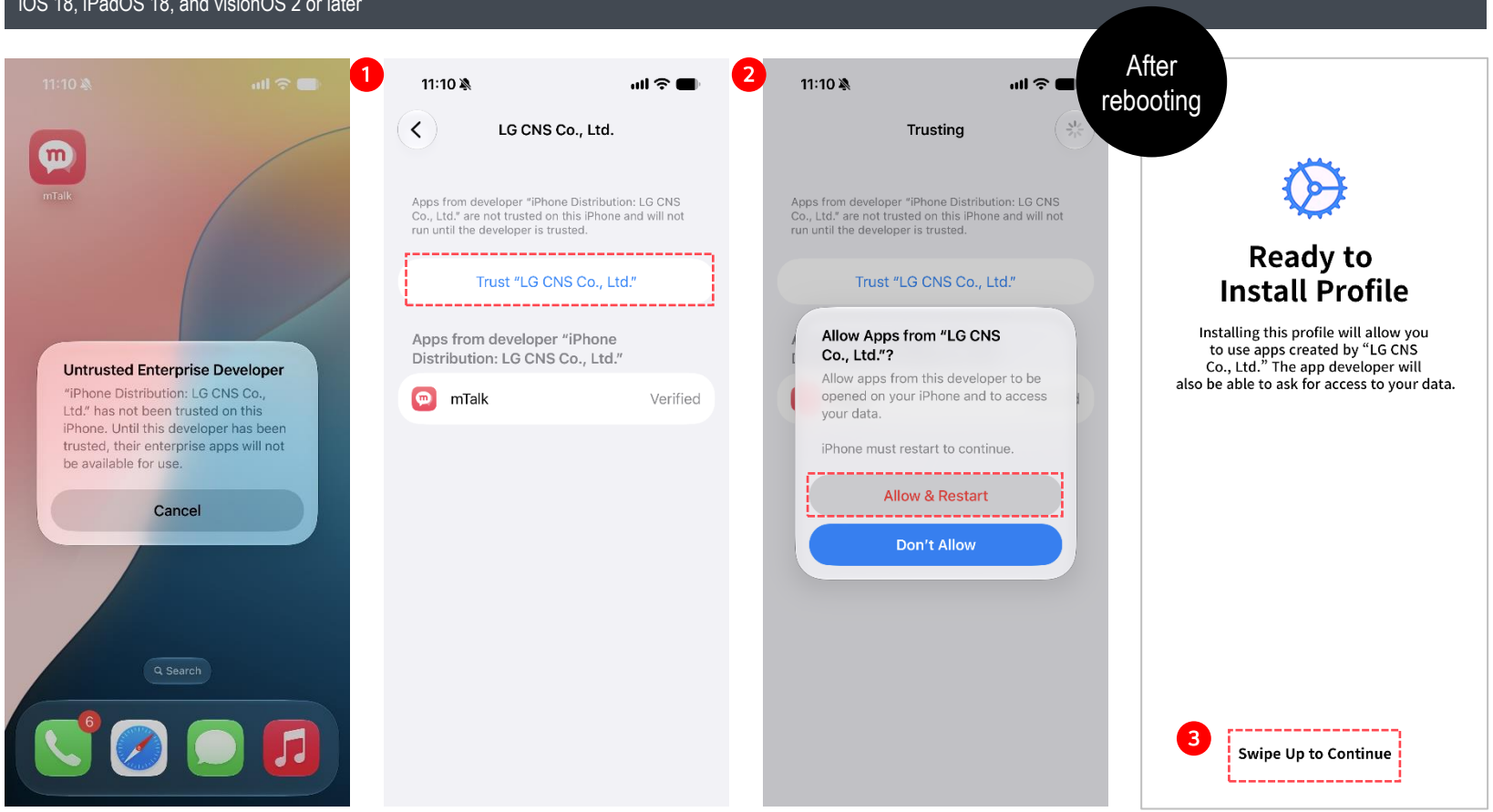


1. Go to Settings > Developer options and switch On to Off
2. Return to the Home screen and relaunch the app.

2. Device-specific Settings – iOS: Latest Models (1/2)

Please configure the settings according to the iOS permission method.

iOS 18, iPadOS 18, and visionOS 2 or later



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1. Go to Device Settings.

   Go to the path below, then select Trust.

   Settings location

   Settings > General > VPN & Device Management > Trust "LG CNS Co., Ltd." > Confirm

2. Select [Allow & Restart] in the pop-up.

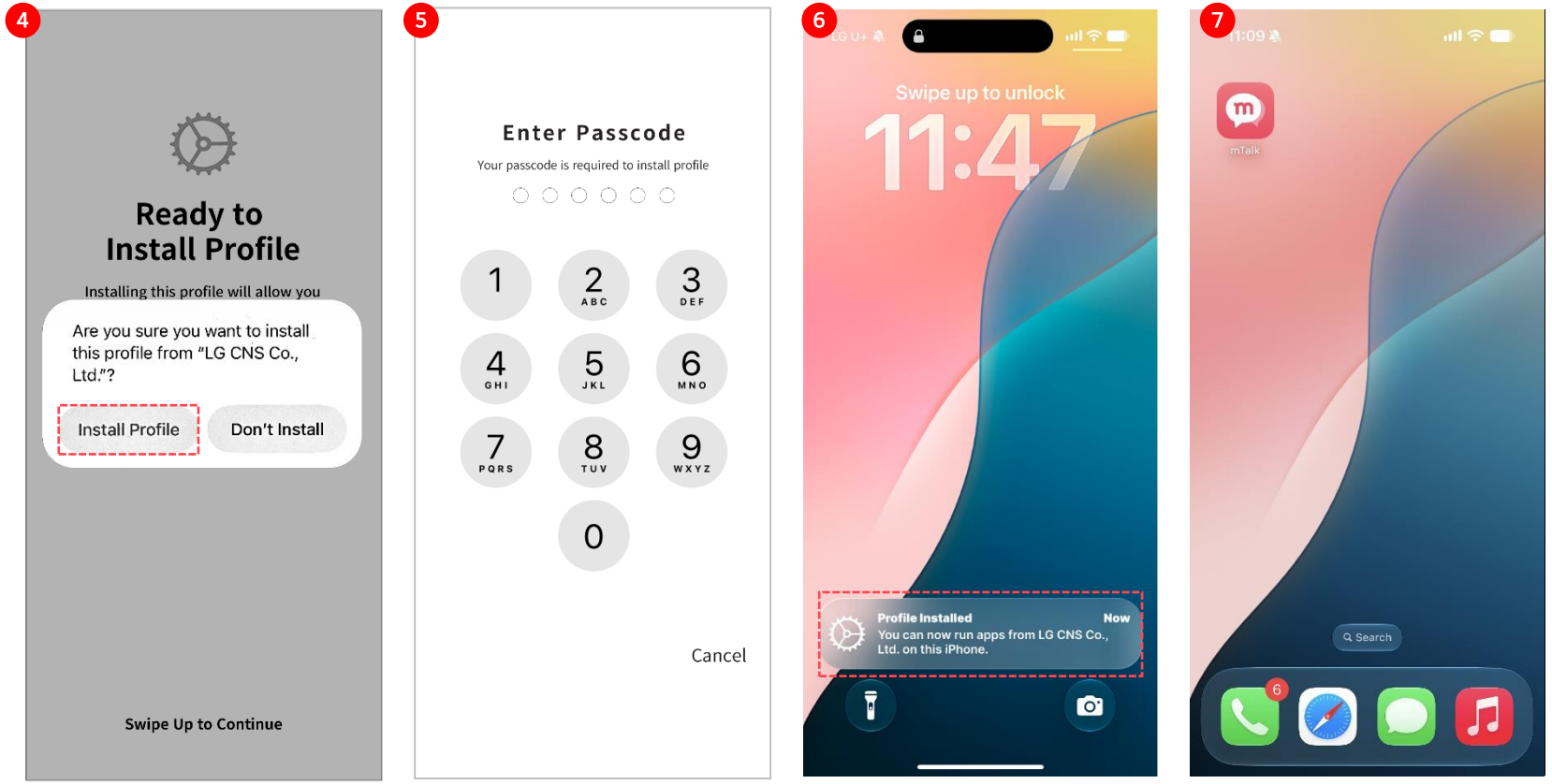
3. The device will reboot, and the Ready to Install Profile screen will appear.

   - Swipe Up to Continue

2. Device-specific Settings – iOS: Latest Models (2/2)

Please configure the settings according to the iOS permission method.

iOS 18, iPadOS 18, and visionOS 2 or later

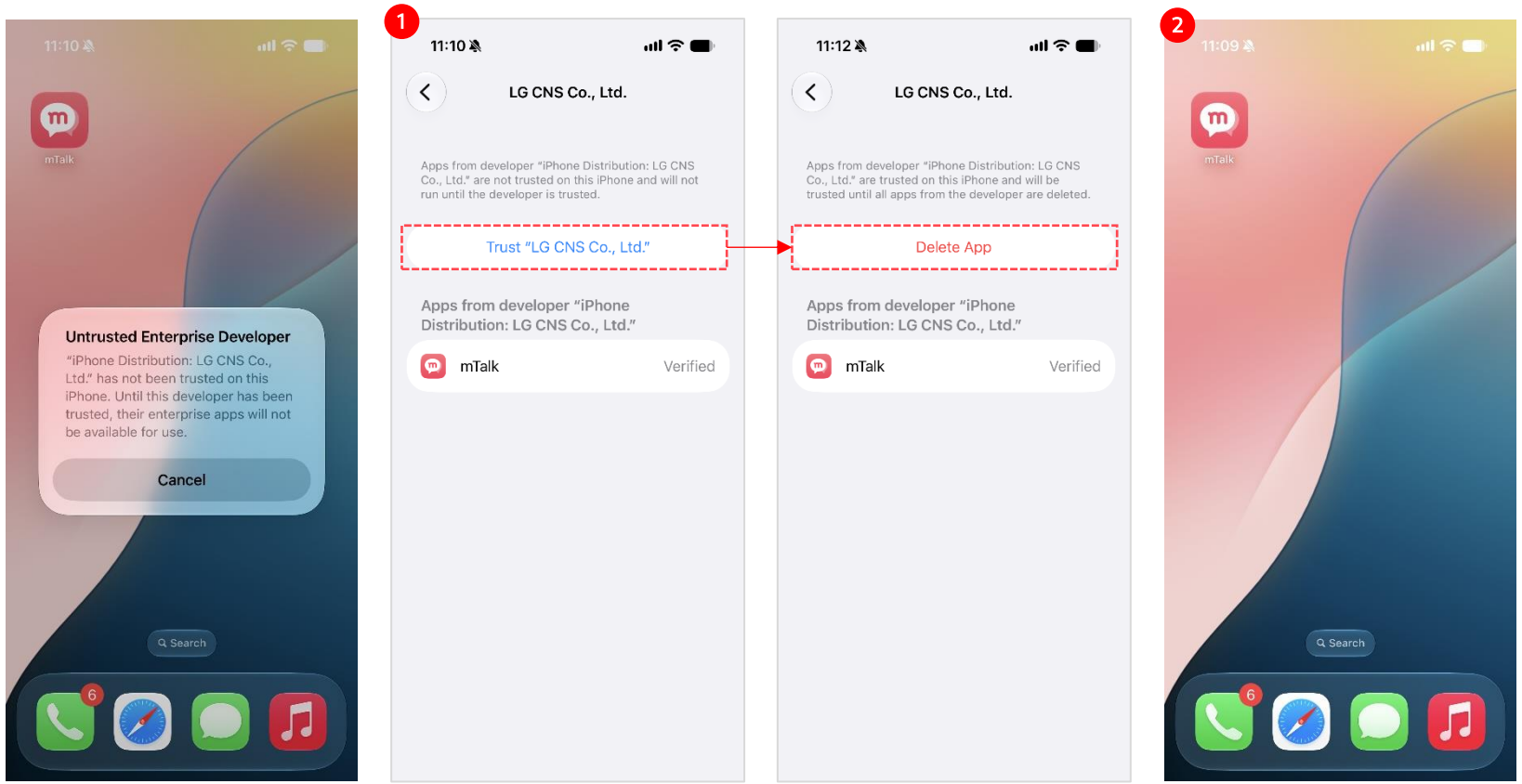


4. Select the [Install Profile] button.
5. On the Enter Passcode screen, enter your device passcode.
6. If the password matches, it gives a notification that the profile has been installed.
7. Return to Home and select the app icon to launch it.

2. Device-specific Settings – iOS: Older Models

Please configure the settings according to the iOS permission method. (For older phones)

iOS 18, iPadOS 18, visionOS 2 or earlier



1. Select Trust in iOS Settings.

   Settings location

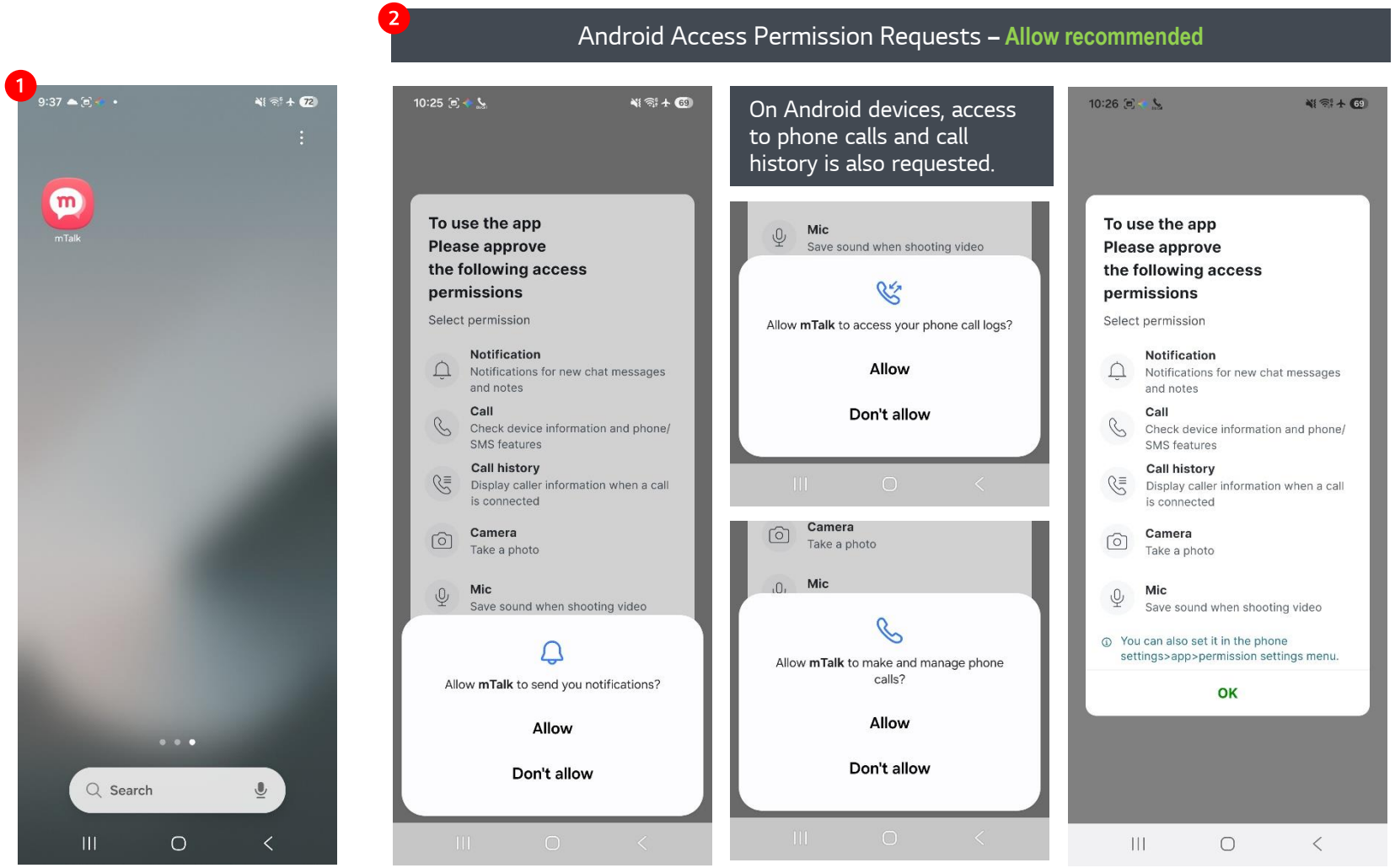
   Settings > General > VPN & Device Management > Trust "LG CNS Co., Ltd." > Confirm

2. Return to Home and launch the app.

   - For older models or when the version has not been updated, launch and use the app without restarting

3. Allow Access to Use the App – Android

When launching the app, you will be asked to allow access to use the app.

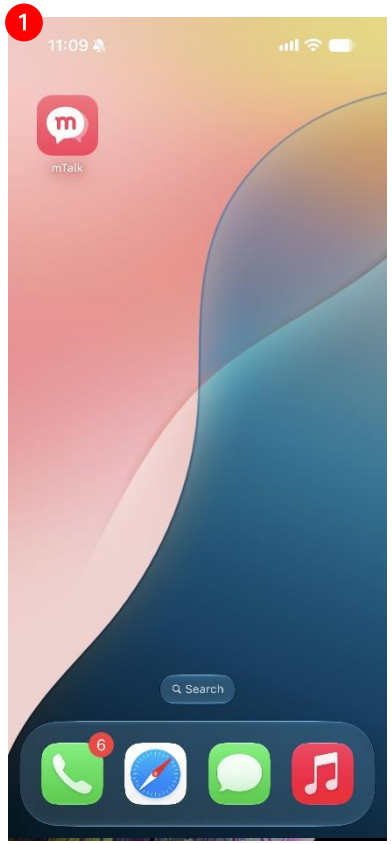


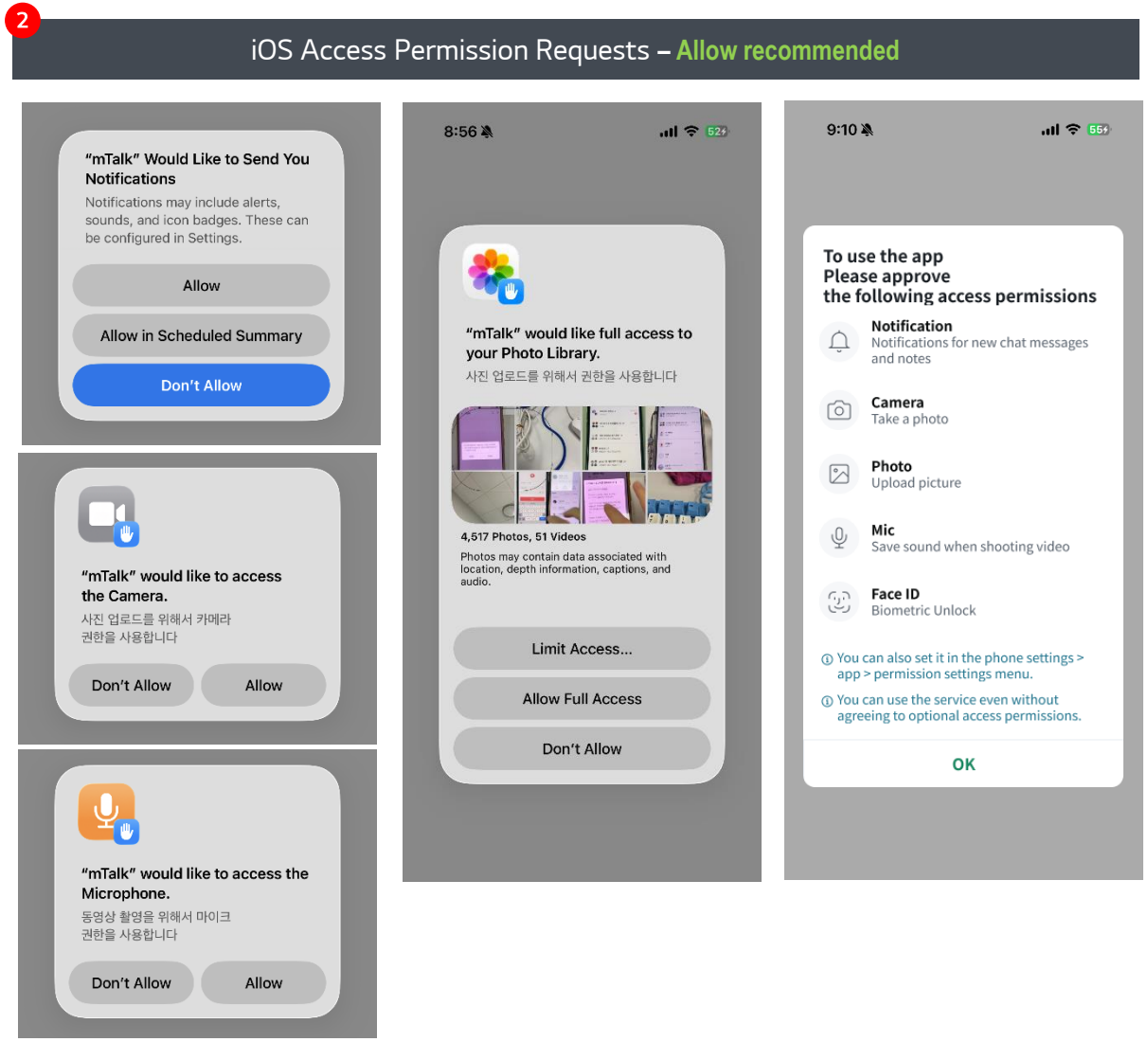
1. Select the installed app icon.
2. After checking the access permissions to use the app, tap OK.

   Access permissions are requested to ensure smooth use of the app. Permissions for notifications, phone calls, call history, and other features are optional, but allowing them is recommended for the best experience.

3. Allow Access to Use the App - iOS

When launching the app, you will be asked to allow access to use the app.



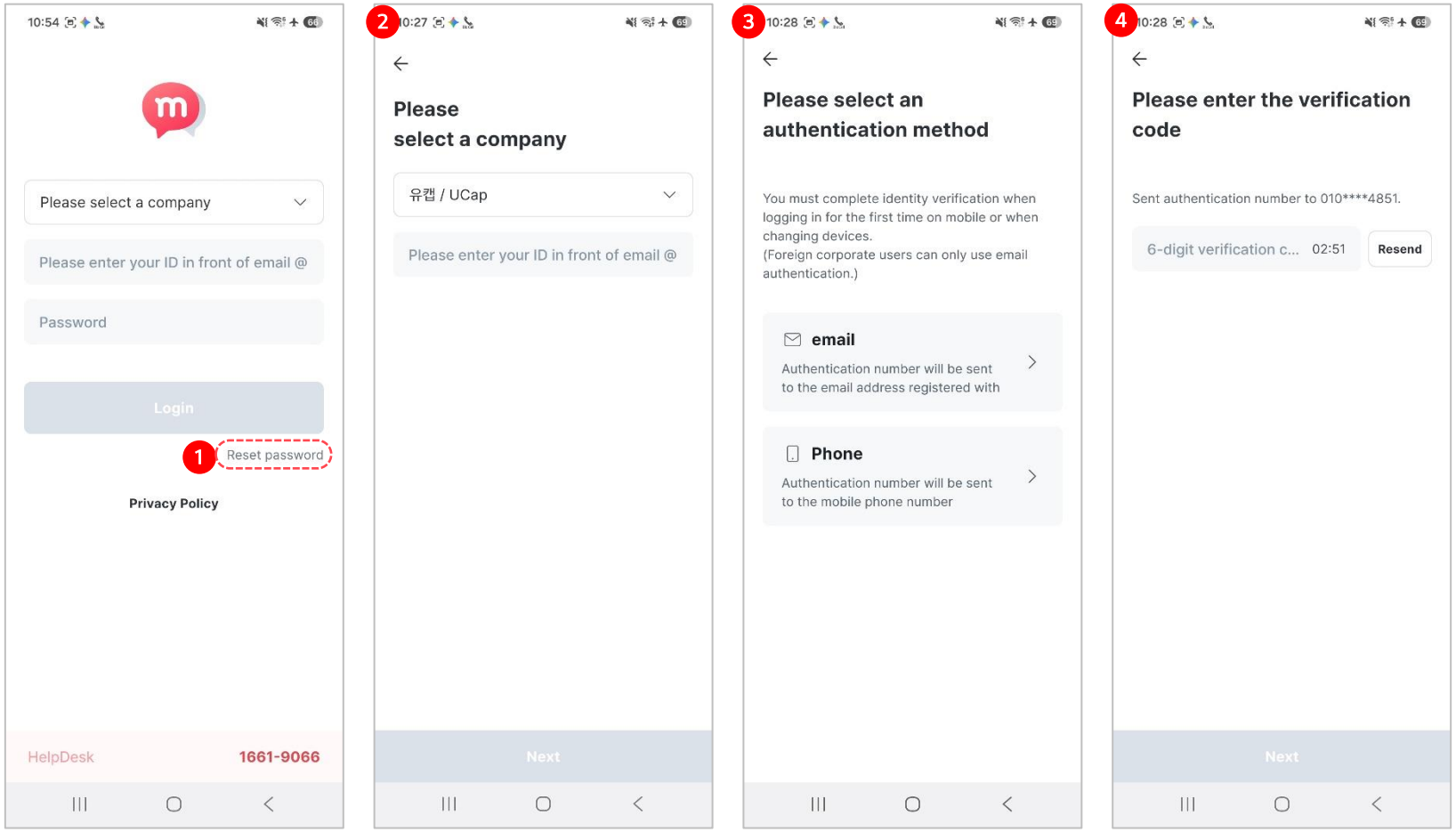


1. Select the installed app icon.
2. After checking the access permissions to use the app, tap OK.

   Access permissions are requested to ensure smooth use of the app. Permissions for notifications, camera, photos, microphone, and other features are optional, but allowing them is recommended for the best experience.

4. User Authentication and Settings (1/2)

You can use the app after completing user authentication when launching it.



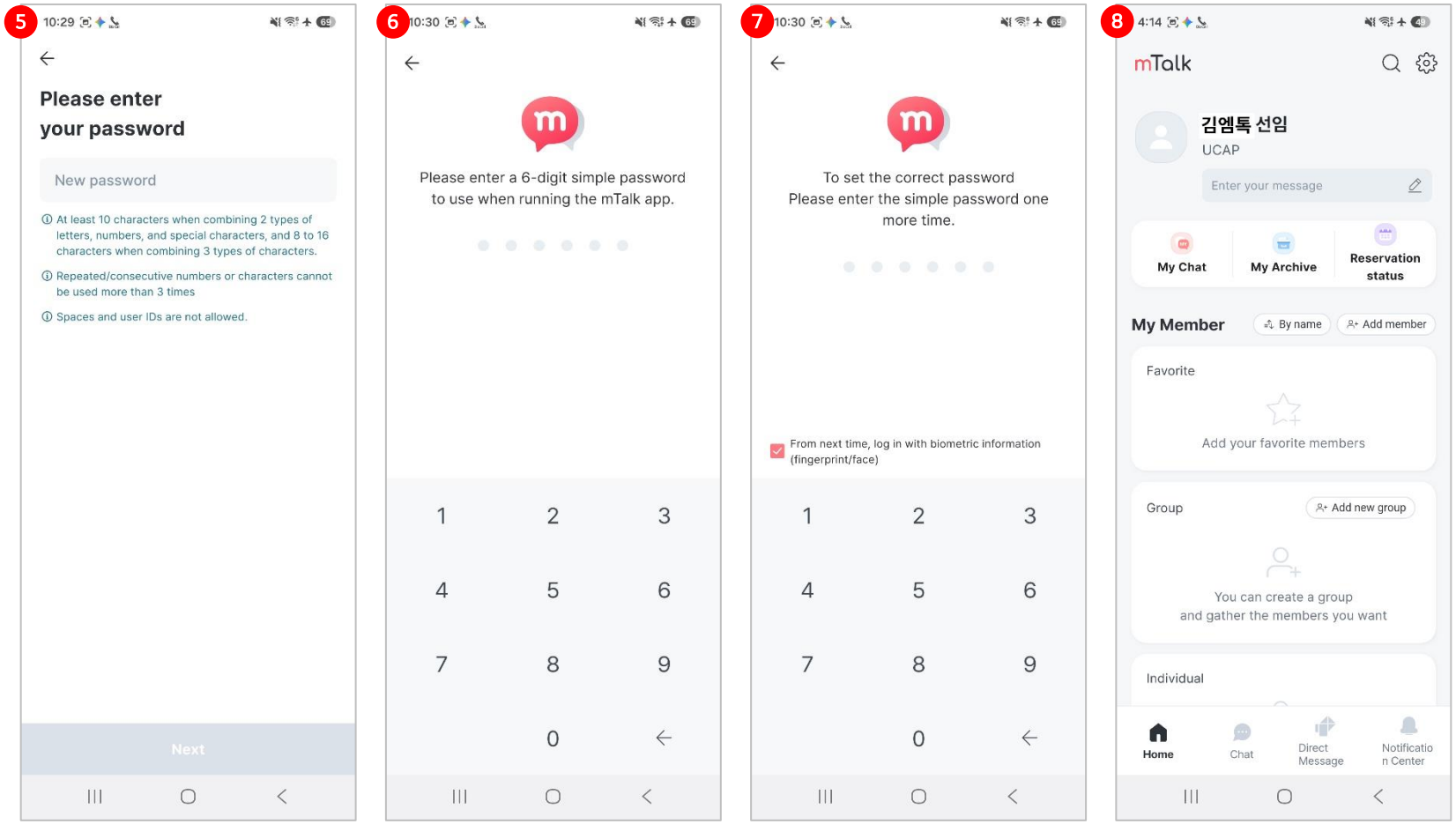
1. On the first login page, you need to select the [Reset password] button to set your password.
2. Please select a company.
3. Please select an authentication method.
4. Please enter the verification number sent via the selected authentication method.

Important information

1. Existing users who have lost their password or need to reset it can change it by using Reset password
2. The user ID uses the part of the company email before the @ symbol
3. The ID is not case-sensitive

4. User Authentication and Settings (2/2)

Set your login password and simple password



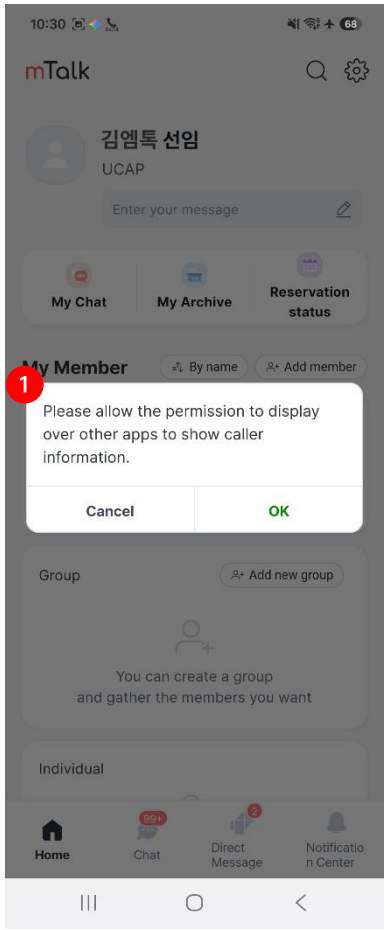
5. Enter your login password (When entering your password, you must follow the password rules for it to be registered successfully)
6. Please set your password by entering a simple password. (After the initial login, you can log in using a simple password.)
7. For accurate setup, enter the same simple password you set in Step 6.
8. Once you complete Step 7, the home screen will be displayed.

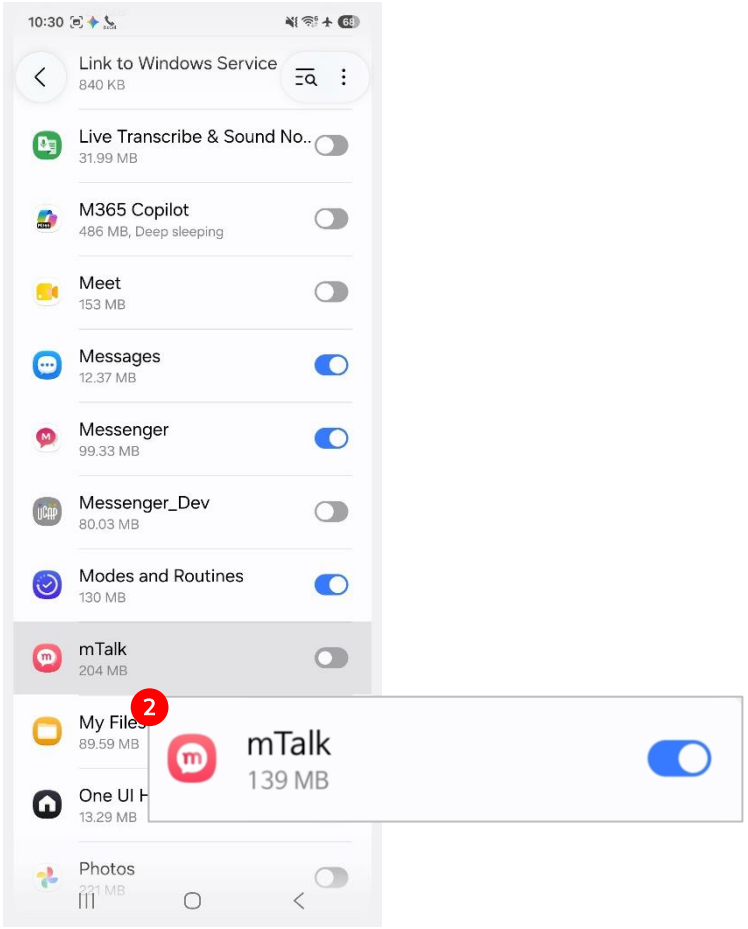
Important information

1. If you set your password on a PC, log in with the password you set and then reset your simple password
2. After 90 days from password setup, the password will expire and needs to be reset
3. Simultaneous login on the same type of device, for both PC and Mobile, is not allowed

5. Display Over Apps Permission: Available on Android Only

You will be asked to allow permission to display caller information provided on Android.

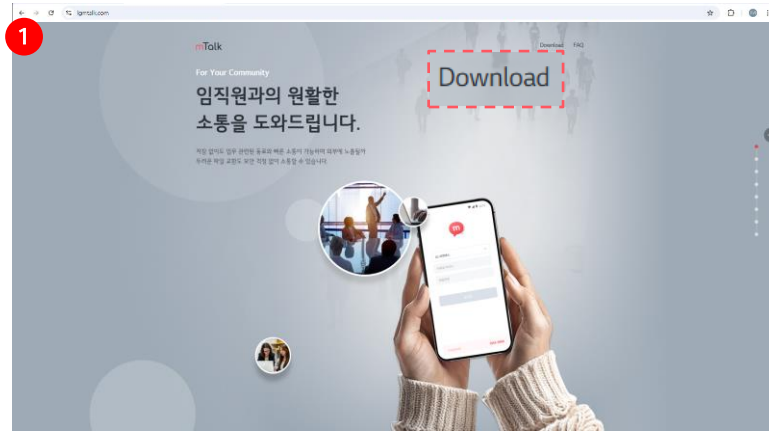


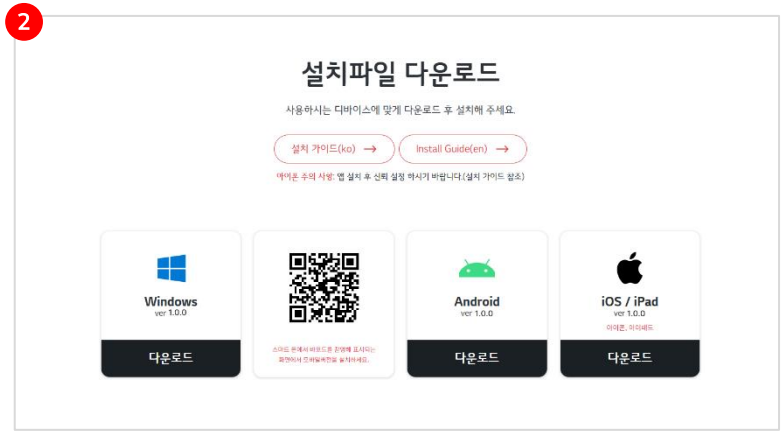


1. When the permission to display over apps is requested in a pop-up upon entering the home screen, select [OK].
2. Set as follows Settings > Apps or Applications menu > Permissions or App permissions > Appear on top (Allow permission: on)

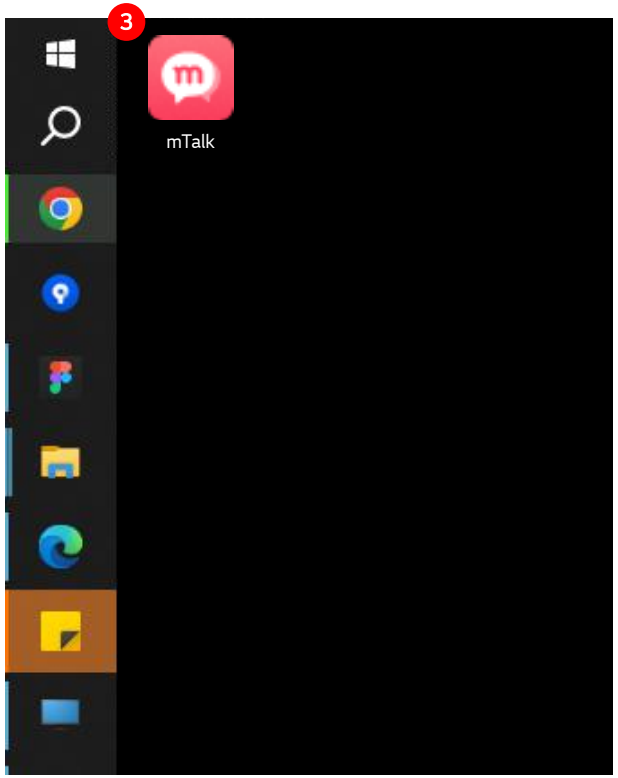
1. Installation Method

Please access the download page from the device you want to use (supported in Windows, Android, and iOS environments) and install it.





After installing mTalk, the app icon will be created



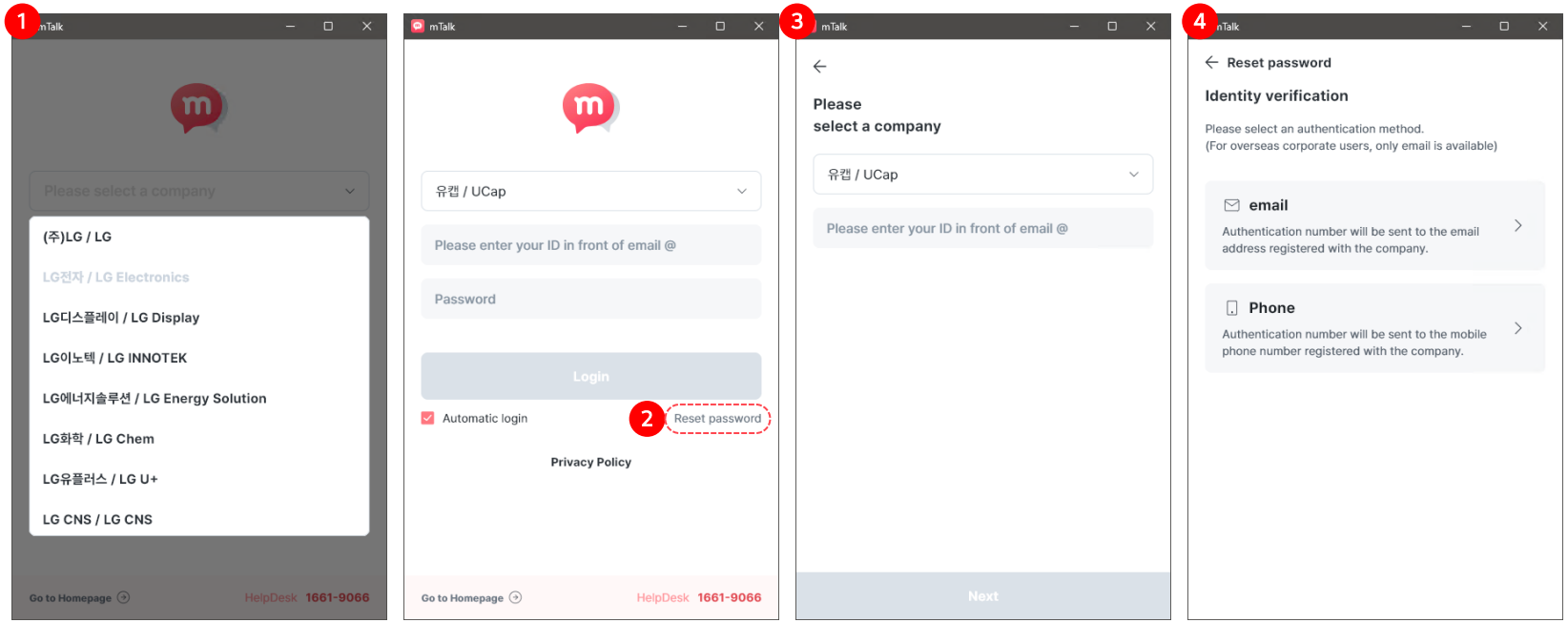
1. In your browser, go to https://www.lgmtalk.com/ and select [Download] at the top right.

2. On the installation file download screen, click [Download] under the Windows section to download the mTalk installation file for PC with the .exe extension.

3. After running the downloaded installation file, the installation of mTalk will be completed and an icon will be created.

2. User Authentication (1/2)

You can use it after completing the initial user authentication once.



1. After selecting your company, you can log in by entering your ID and password.
2. When logging in for the first time on a PC or mobile device without any prior usage history, you need to select the [Reset password] button and set your password.
   (If there is a usage history on mobile, the additional Reset password process on PC is unnecessary.)
3. After selecting your company, please enter your ID.
   - Use the part before the @ in your company email as your ID
   - Some companies use employee numbers or other formats as IDs
     (Hiplaza, LGE Korea Sales Partners, LG Electronics India, LGE Call Center Partners)
4. Select your identity verification method. (Email / Phone)

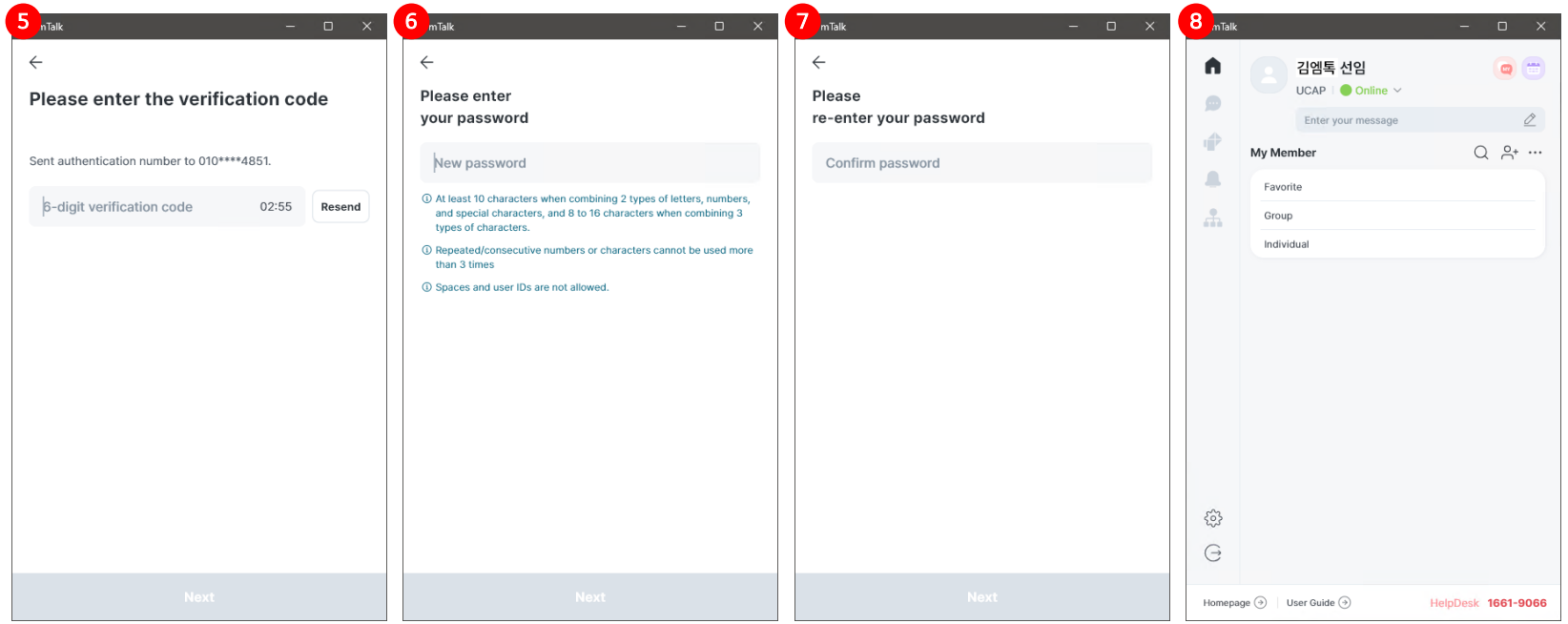
Continued on the next page

Important information about account details

1. Existing users who have lost their password or need to reset it can change it by using [Reset password].
2. User ID policy
   - Use the part before the @ in your company email as your ID
   - Companies that use non-standard IDs (such as employee numbers)
     Hiplaza, LGE Korea Sales Partners, LG Electronics India, LGE Call Center Partners
3. The ID is not case-sensitive.

2. User Authentication (2/2)

Set the password you will use according to the password rules.



5. When you enter the verification number sent to your email or mobile phone, identity verification will be completed.
6. After completing identity verification, enter the password you will use for login according to the password rules.
7. Enter the same password again to confirm it.
8. Once the new password is successfully set, you will be redirected to the home screen.

Password policy

1. Minimum 10 characters when using a combination of 2 types among English letters, numbers, and special characters, or 8–16 characters when using a combination of 3 types
2. Three or more identical or consecutive numbers or letters cannot be used
3. Spaces, user ID, and phone numbers cannot be used