GlocalMe U20

GlocalMe UPP 4G Mobile WiFi Router User Manual

Model: U20

Introduction

Welcome to the GlocalMe UPP 4G Mobile WiFi Router user manual. This device provides fast and reliable 4G LTE internet access globally, without the need for a physical SIM card.
With its patented CloudSIM technology, it intelligently selects the best network signal available in over 200 countries. It also supports a physical SIM card slot for added flexibility.
This manual will guide you through the setup, operation, maintenance, and troubleshooting of your GlocalMe UPP device, ensuring you get the most out of your mobile internet experience.

Package Contents

Please check the package contents upon unboxing your GlocalMe UPP device. The standard package should include:

- GlocalMe UPP 4G Mobile WiFi Router (Model: U20)
- USB Charging Cable
- Quick Start Guide



Image: The GlocalMe UPP 4G Mobile WiFi Router, showcasing its compact design and the "10 Years of Innovation" and "30GB" labels.

Device Overview

Familiarize yourself with the physical components of your GlocalMe UPP router.



Image: A user enjoying the GlocalMe UPP device with the text "SIM FREE - WiFi ANYWHERE" highlighting its key feature.

- **Power Button:** Used to turn the device on/off.
- **LED Indicators:** Display network status, battery level, and signal strength.
- **USB-C Port:** For charging the device.
- **SIM Card Slot:** (Optional) For inserting a physical Nano-SIM card if desired.



Image: A couple taking a selfie with the GlocalMe UPP device in the foreground, emphasizing "Fast and Secure 4G LTE Internet".

Setup

1. Charging the Device

Before first use, fully charge your GlocalMe UPP router.

1. Connect the provided USB charging cable to the device's USB-C port.
2. Connect the other end of the cable to a USB power adapter (not included) or a computer's USB port.
3. The LED indicator will show charging status. A full charge typically takes 2-3 hours.

2. Powering On/Off

- **To Power On:** Press and hold the Power button for 3 seconds until the LED indicators light up.
- **To Power Off:** Press and hold the Power button for 3 seconds. The device will prompt you to confirm shutdown.

3. Initial Setup and Data Plans

The GlocalMe UPP uses CloudSIM technology, meaning no physical SIM card is required for initial data access. You can purchase data plans directly through the GlocalMe APP.



Image: A smartphone displaying the GlocalMe APP interface, showing subscription plans and options to download the app from App Store or Google Play.

1. Download the GlocalMe APP from the App Store (for iOS) or Google Play Store (for Android). You can also visit GlocalMe Download Page.
2. Sign into the app or create a new account.
3. Connect your smartphone to the GlocalMe UPP's WiFi network (SSID and password are on the device's label or screen).
4. In the app, bind your UPP device and choose the most suitable data plan for your needs.

Note: The device comes with 30GB of EU data pre-loaded.

Operating the Device

1. Connecting to the WiFi Network

Once your GlocalMe UPP is powered on and has an active data plan, you can connect other devices to its WiFi network.

1. On your smartphone, tablet, or laptop, go to WiFi settings.
2. Select the GlocalMe UPP's SSID (network name).
3. Enter the WiFi password. This information is typically found on a sticker on the device or its packaging.
4. Once connected, your device will have internet access.

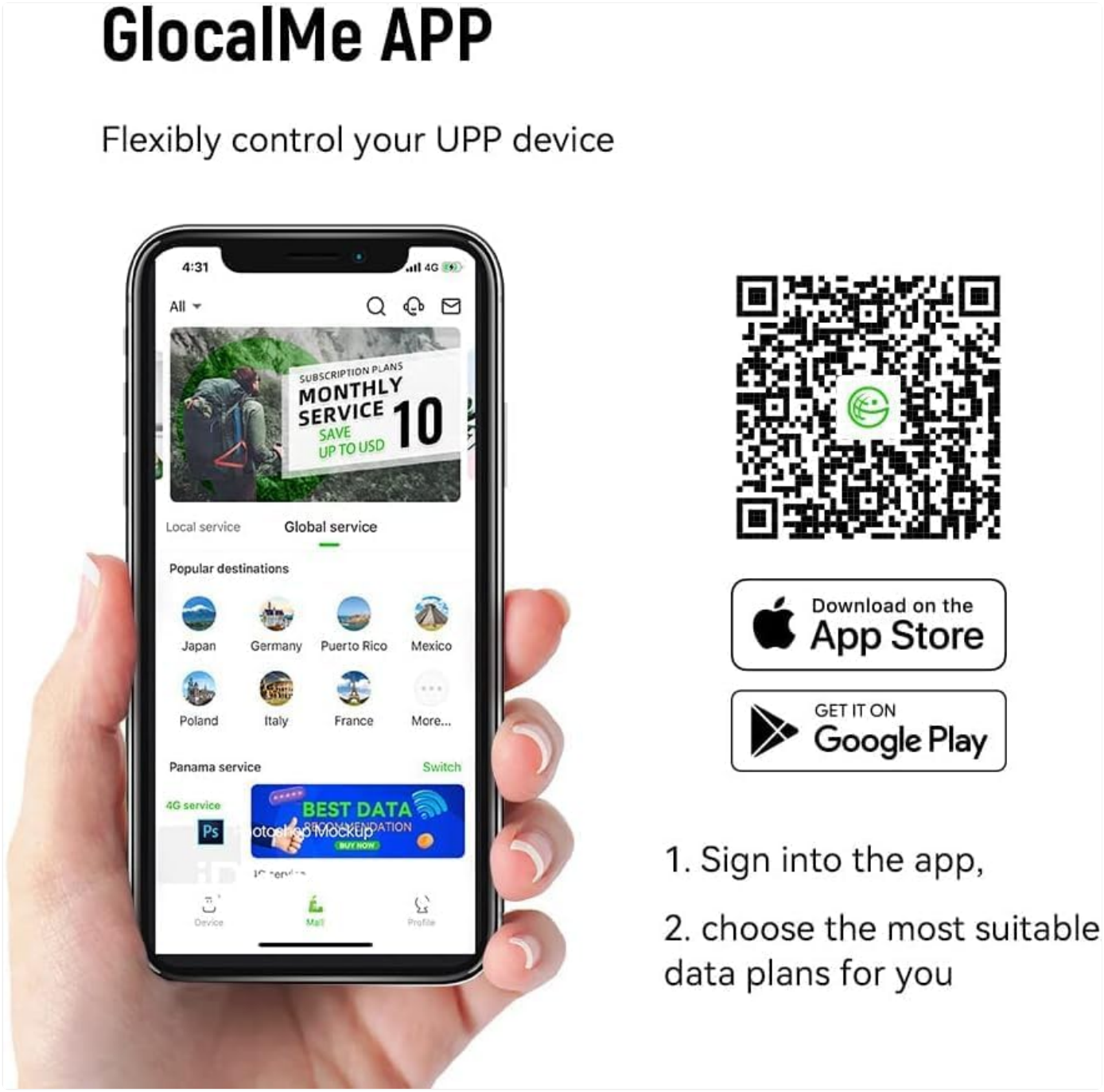


Image: Four individuals using various devices (laptop, smartphones) connected to a central WiFi signal, illustrating the ability to "Connect Up to 8 Devices".

The GlocalMe UPP supports connecting up to 8 devices simultaneously.

2. Managing Data Plans and Settings via APP

The GlocalMe APP provides comprehensive control over your device and data plans.

- **Purchase Data:** Buy new data packages for specific regions or global use.
- **Check Usage:** Monitor your current data consumption.
- **Device Management:** View device status, battery level, and connected devices.
- **Network Settings:** Change WiFi SSID and password, or manage SIM card settings if applicable.

3. Using a Physical SIM Card (Optional)

The GlocalMe UPP is unlocked and supports a physical Nano-SIM card.

1. Ensure the device is powered off.
2. Locate the SIM card slot (refer to the device overview section).
3. Insert a Nano-SIM card into the slot with the gold contacts facing down.
4. Power on the device. You may need to configure APN settings via the GlocalMe APP or web portal if the SIM card does not connect automatically.

Maintenance

- **Cleaning:** Use a soft, dry cloth to clean the device. Avoid liquid cleaners.
- **Storage:** Store the device in a cool, dry place when not in use.
- **Battery Care:** To prolong battery life, avoid fully discharging the battery frequently. Charge it regularly.
- **Software Updates:** Periodically check for firmware updates via the GlocalMe APP to ensure optimal performance and security.

Troubleshooting

Problem	Possible Cause	Solution
No internet connection	No active data plan; Poor signal; Device not connected to network; APN settings incorrect (for physical SIM)	Check data plan status in GlocalMe APP; Move to an area with better signal; Restart the device; Verify APN settings in APP.
Cannot connect to WiFi	Incorrect password; Device not broadcasting WiFi; Too many connected devices	Verify WiFi password; Restart the GlocalMe UPP; Disconnect some devices if more than 8 are connected.
Device not powering on	Low battery; Device malfunction	Charge the device for at least 30 minutes; If problem persists, contact customer support.
Slow internet speed	Weak signal; Network congestion; Data plan speed limit reached	Move to an area with stronger signal; Try connecting at a different time; Check data plan details in GlocalMe APP.

Specifications

Feature	Detail
Brand	GlocalMe
Model Number	U20
Connectivity Technology	Wi-Fi, 4G LTE
Battery Composition	Lithium Polymer
Battery Capacity	3000mAh (approx. 13 hours usage)

Feature	Detail
Weight	112g
Dimensions	120mm x 64.6mm (approx.)
Max Connected Devices	8
SIM Card Support	CloudSIM (no physical SIM required) + 1 Nano-SIM slot
Global Coverage	Over 200 countries and regions



Image: The GlocalMe UPP device shown next to a smartphone for size comparison, indicating its weight (Only 112g), dimensions (120mm x 64.6mm), battery capacity (3000mAh), and usage time (13 hours).

Warranty and Support

Warranty Information

Your GlocalMe UPP device comes with a standard manufacturer's warranty. Please refer to the warranty card included in your package for specific terms and conditions, including warranty period and coverage details. Keep your purchase

receipt as proof of purchase.

Customer Support

For technical assistance, troubleshooting, or any inquiries regarding your GlocalMe UPP device, please contact GlocalMe customer support.

- **GlocalMe Official Website:** www.glocalme.com
- **Email Support:** Refer to the official website for the most current support email address.
- **GlocalMe APP:** Use the "Support" or "Help" section within the GlocalMe APP for FAQs and direct contact options.

Usage Scenarios

The GlocalMe UPP is designed for versatile use, providing reliable internet connectivity in various situations.



Image: A collage showing the GlocalMe UPP being used in various scenarios: International Travel, Family Party, Road Trip, and Business Meeting, highlighting its versatility.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question