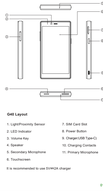
User Manual

GlocalMe

封面

Product Overview

Product appearance



Cell Layout

1. Light/Proximity Sensor
2. LED Indicator
3. Volume Key
4. Speaker
5. Secondary Microphone
6. Touchscreen
7. SIM Card Slot
8. Power Button
9. Charger(USB Type-C)
10. Charging Contacts
11. Primary Microphone

It is recommended to use 5V/4CA charger

Product Introduction

User Interface

Home Screen

1. Battery Indicator
2. Network Signal Strength
3. Menu
4. Connected Devices
5. Data Usage
6. Hotspot
7. Title

Please note that the information in the user manual depending on the software version.

Product Introduction

Brand: GlocalMe Model No.: GLMG27401
Box content: Device, User Manual, Type-C cable, SIM removal tool

Technical Specification

- LTE FDD: Band 2/4/5/7/12/13/25/26/66
- LTE TDD: Band 41
- HKCBAN: Band 34/41
- GSM: 850/900 MHz
- Max Upload Speed: 50Mbps
- Max Download Speed: 150Mbps
- Wi-Fi: IEEE 802.11 a/b/g/n/ac
- Wi-Fi Frequency: 2.4GHz, 5.2GHz, 5.8GHz
- Display Screen: 1.3 inch
- Charge/Accessory port: USB Type-C
- Battery Capacity: 3600mAh (3.85V 15.52Wh)
- Input: DC 5V 4A
- Dimensions: 134*72.2*12.2 mm
- Weight: 195g
- SIM Slot: 1 x Nano SIM

Note:
The manufacturer's nameplate is affixed inside the device cover. Listed wireless data transfer rates are the theoretical maximum. The actual data transfer rate may vary depending on the network environment and carrier's coverage.

Quick Start Guide

1. Power On
Long-press and hold the Power button for 3 seconds until the device turns on. To shut the device, tap Shut Down button, and wait the GPI code displayed in "Scan to start" page.

2. Sign Up
To download the GlocalMe APP and sign up, use your phone to scan the QR code or search for "GlocalMe" in the APP Store.
Notes: If you can't download GS version after scanning, tap icon at the top right corner of the screen, and choose to open page in complete App download.

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Quick Start Guide

3. Bind Device
Log in to the GlocalMe account on the phone, go to My device > Bind device, and then scan the GPI code in the screen (Go to Mine > GPI Code on the device).

4. Connect to Wi-Fi Networks
Go to Mine > Device > Wi-Fi, turn on Wi-Fi and you will see a list of wireless networks. Find and select the Wi-Fi network name (GlocalMe_XXXXX). When prompted, enter the Wi-Fi password displayed on the screen.

Notes:
1. Reboot your device after it is bound successfully.
2. Recommend to use the latest version of the APP, and to practice before the initial data package is into use. There are various payment methods available, such as Alipay, PayPal, etc. For more information on topping up, visit the top-up page.

Other Instruction

Account

Users can receive the SMS verification code or link for account activation when resetting password.
Step 1: If registered via email, check the Trash folder if the activation link or password reset link/code is not received, as the messages are intercepted or marking spam and be put enabled while trusting abroad.
Step 2: If not received after resending, contact customer service. If you want to use your account across multiple devices, you'll need to unbind your account from the original GI Pro Go Mate, and then bind with another GI Pro Go Mate. Reboot the GI Pro Go Mate after it is bound successfully.
Note: Only one device can be logged in at the same time, you need know then one different GlocalMe accounts to activate each device.

Power Bank Function

Connect the GTG cable to the USB port (output) of device, and the other end to your power bank. The device will boot up and work automatically (the battery indicator should be dim) when the device is on.
Note: To charge properly, while the powerbank does not work, the reasons may be:
1. The GTG cable is not recognized by device. Please try with other cables or contact customer service.
2. The GTG cable is not working. Please try with a new charging cable if it still does not work, please contact customer service for support.

Change the Wi-Fi name and Wi-Fi password

Go to Mine > Device > Wi-Fi Name screen, tap the hotspot information and then you can change the Wi-Fi name and Wi-Fi password in "Wi-Fi Manager" page.

Local SIM Guide

1. Local SIM is supported by device, which has one Nano SIM slot. Insert the local SIM card.
2. Open the SIM card tray with a needle, and insert the SIM card as shown in the picture below. Please contact customer service if the SIM card tray is lost.
3. Please remove the PIN of the SIM before you insert the SIM, as the SIMs with PIN are not supported by device.

Other Instruction

APN Settings

To set up APN on your GI Pro Go Mate, follow the steps as below:
1. Insert SIM card, and go to SIM Manager to select the SIM card slot
2. Go to Home screen > Tap Mine
3. Tap Device > Recommended apn and enable it
4. Tap on Access Point Name (APN) and configure it. When those settings are complete, you're good to go.

Tariff and Charges

Data usage charges are billed differently depending on your destination and the local network operator charges in different countries, regions or equivalents with coverage of more than 120 countries worldwide. Alternatively, you can choose Pay As You Go. Please refer to the Tariff and Charges section in the Quick Refer to GlocalMe App or GlocalMe website for more information.

2 charging Options

1. **PAYGPay As You Go:** With Pay As You Go you can just top up your data when you need it. Data usage is billed at 0.99 Euro per MB in Germany with a cap of 10 Euro within 24 hours, and the billing cycle gets reset if you move to another country or region within 24 hours.
2. **Data Packages:** You can also use the account balance on the GlocalMe App to purchase data packages (Country/Region/Global).
Note: Pay As You Go is enabled by default when you have no data packages available.

For more information please refer to GlocalMe APP or GlocalMe website www.glocalme.com

Initial account and initial data

Your GlocalMe account is activated and paid for 365 days since it is activated. The initial data will be automatically transferred to your GlocalMe account bound for the first time after following the steps below. The initial data package is free for 1 month, followed by other data packages in Pay As You Go.

Tariff and Charges

Terms and Conditions for Data Packages

Data package will be activated automatically in the coverage area. No action should be required. If there is another data package available in the coverage area, the data package will get activated until the existing one is depleted.
The package usage priority will be based on purchase time. The earlier purchased data package will be used first. Users can pre-purchase multiple data packages for one country or region. Unactivated data packages can be refunded within 30 days of purchase. Refund request can be automatically created into your GlocalMe account.
Note: Data packages will be updated from time to time. Please refer to GlocalMe App or GlocalMe website for details.

Recharge

When your data balance is insufficient, you will not be able to access the Internet on GI Pro Go Mate. Please top up your account to avail the service. There are various payment methods available including Alipay, PayPal, Mastercard and Alipay. Choose the top-up value and it will be converted into local currency based on the monthly exchange rate.

Recharge Code

Step 1. Open GlocalMe App on your phone, and login to your account.
Step 2. Tap the right upper corner of the screen, tap "My Balance" > "Recharge Code", then tap "Scan" in the right corner of the screen to capture the voucher code.
Step 3. Manually enter your recharge code and tap "Submit". If you cannot successfully scan the recharge code, you can also complete the recharge process by scanning the recharge card's QR code.
Step 4. When top-up is complete, you can go back to Balance page to view your balance.

APP Download

Rechargo

Scan the QR code above to download GlocalMe App.
Note: If the download fails, please choose to open with Safari to complete the download process.

Unable to download GlocalMe App

Step 1. Unable to download after updating. Try to download it from Baidu Mobile Assistant, Android App Store and etc.
Step 2. Confirm your phone model and send your feedback to after-sale customer service.

Coverage

GlocalMe has the coverage of more than 120 countries worldwide. For more information, please visit GlocalMe website www.glocalme.com or GlocalMe App.
Note: Facebook and Google cannot be accessed in mainland China due to internet censorship.

Network troubleshooting

Unable to access the Internet

Please check whether the network signal icon is displayed. If not, please contact customer service.
Please check whether the network signal will be weak in the remote mountains, high-density areas, basements, remote areas and islands, please restart the device after you change the location.

Unable to connect to the selected network

Please check whether the password you entered is valid. If not, restart your device and re-enter the password.

Unable to find the/Cat Mini Wi-Fi network

Please check whether the Wi-Fi signal is displayed on the Home screen. Give the picture feedback, if not, contact customer service.

Unable to power on/off

Please check whether the Power key is loose or faulty. If yes, return the device back to factory for repair. If not, press and hold the Power key for 10 seconds, release 2 and charge the device. After 1 minute, restart the device when the charging icon appears on the screen.
If the problem still persists, the device may be broken or water damaged, return the device back to factory for repair.

Network troubleshooting

If you use the next charging cable of the device which is not damaged, and it still does not show up the charging state, it may be the reason that the device is flooded or its inner is damaged and it needs to return for inspection and processing.

Feedback to the customer service

If it shows connected status but cannot access the Internet, please contact customer service, and to serve you better, report following information about your device:
1. Device IMEI or GlocalMe account
2. The location(country/region), environment (such as high-speed, on an island, or in a mountain, etc.)
3. Time, and the specific network connection error situations: The time period when the device not working properly.
4. Keep the power on to help our technical specialist to make troubleshooting.

Warm Tips

1. It's completely normal for devices to heat up sometimes. Please place the device in a cool area to cool it down.
(GlocalMe GI Pro Go Mate device has passed CCC certification, CE certification, FCC certification and other major national certifications.)
2. It's recommended that you power off the device while charging.
3. The battery capacity is 3600 mAh (3.85 V 15.52Wh), and the battery is non-removable and non-replaceable.
4. It can last for about 10 hours of continuous use depending on the battery station rate. To save battery, turn off your device when it is idle.
5. To avoid water or liquid damage, handle your device gently.

Fair Usage Policy (FUP)

The Fair Usage Policy of local carriers ensures the unlimited local mobile data packages or data packages with capped mobile data thereafter. Once you have reached the daily data allotment, the speed will be reduced to 128kbps. This speed is sufficient for content covering high data transmission like HD video streaming or system updates, it may be temporarily affected.
Local carriers implement the Fair Usage Policy on data packages (Global data package and Extra-regional data packages), and the core speeds will not be reduced.

Warning

Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. The SAR limit is 1.6 watts per kilogram in countries that set the limit averaged over 1 gram of tissue and 2.0 watts per kilogram in countries that set the limit averaged over 10 grams of tissue. During testing, the device are set to their highest transmission levels in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value.

EU Regulatory conformance

The device complies with RF specifications and when used with an accessory that contains no metal and that positions the device a minimum of 0.5 cm from the body.
The device complies with RF specifications averaged over 10 grams of tissue. The highest SAR value reported for the device when properly worn on the body complies with the limit. Hereby, HONG KONG LINK CO., LIMITED declares that the radio equipment declares that the device is in compliance with the essential requirements and other relevant provisions of Directive (RED) 2014/53/EU

Warning

FCC Regulatory conformance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The manufacturer is not responsible for any radio or television interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.
This equipment has been tested and found in compliance with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by the following measures:
-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment to an outlet on a different circuit to the receiver.
-Consult the manufacturer or an experienced radio/TV technician for help.
Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

Warning

Information on the disposal and recycling of the device
This symbol (with or without a solid bar) on the device, batteries and accessories means that these items should be taken to a collection point for electrical accessories (for example, a headset, adapter, or cable) and batteries should not be disposed of as household waste. The collection point accepts these items free of charge. Municipal waste and should be taken to a certified collection point for recycling or proper disposal. For detailed information about recycling your product, contact your local city office, household waste disposal service, or retail store.
Disposal of the device and batteries (if included) is subject to Directive 2012/19/EU and Directive 2006/66/EC. The purpose of separating WEEE and batteries from other waste is to minimize the potential environmental impacts and human health risk of any hazardous substances that may be present.
Do not dispose of your device in fire. Do not short-circuit, do not dispose it in fire, do not expose to high temperature, let disassemble after soaking. Do not squeeze or bump the battery. Do not continue to use if serious.

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