

Product Overview

Product appearance



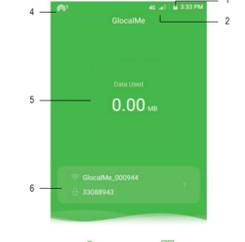
G40 Layout

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=2A charger

Product Introduction

User interface



Home Screen

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

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

Product Introduction

Brand: GlocalMe Model No.: GLMG21A01
Box content: Device, User Manual, Type-C cable, SIM removal tool

Technical Specification

- LTE FDD: Band 2/4/5/7/13/17/25/26/66
- LTE TDD: Band 41
- WCDMA: Band 2/4/5
- GSM: 850/900 MHz
- Max Upload Speed: 50Mbps
- Max Download Speed: 150Mbps
- Wi-Fi: IEEE 802.11 a/b/g/n/vac
- Wi-Fi Frequency: 2.4GHz, 5.2GHz, 5.8GHz
- Display Size: 5 inch
- Charger/accessory Jack: USB Type-C
- Battery Capacity: 3900mAh (3.58V 15.02Wh)
- Input: DC 5V 2A
- Dimensions: 136*72.2*12.2 mm
- Weight: 190g
- 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.

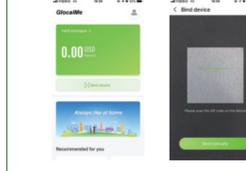
Quick Start Guide

1. Power On
Press and hold the Power button for 3 seconds until the device turns on. To bind the device, tap Bind Now button, and scan the QR code displayed in "Scan to bind" 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 iOS version after scanning, tap ... icon at the top right corner of the screen, and choose to open Safari to complete the download.



Quick Start Guide

3. Bind Device
Login to your GlocalMe account on the phone, go to My device > Bind device, and then scan the QR code on the screen (Go to More > QR Code on the device).
Step 1: If registered via email, check the Trash folder if the mailbox is full. If registered via phone number, verify whether the messages are intercepted or roaming services are not enabled while traveling abroad.
Step 2: If the problem still persists, contact customer service.
If you want to use one account across multiple devices, you'll need to unbind your account from the original G4 Pro/ G4 Max, and then bind with another G4 Pro/ G4 Max. Reboot the G4 Pro/ G4 Max after it is bound successfully.
If you want more than one device to work at the same time, you need more than one different GlocalMe accounts to activate each device.
4. Connect to Wi-Fi Networks
Reboot the device, and then turn on Wi-Fi and you will see a list of wireless networks. Find and select the Wi-Fi network name (GlocalMe_XXXX). When prompted, enter the Wi-Fi password displayed on the screen.



Notes:
1. Reboot your device after it is bound successfully.
2. Recharge your account on GlocalMe App as soon as possible before the initial data package runs out. There are various payment methods available, such as Alipay, PayPal, etc. For more information on topping up, visit the top-up page, as the SIMs with PIN are not supported by device.

Other Instruction

Account

1. Unable to 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 mailbox is full. If registered via phone number, verify whether the messages are intercepted or roaming services are not enabled while traveling abroad.
Step 2: If the problem still persists, contact customer service.
2. If you want to use one account across multiple devices, you'll need to unbind your account from the original G4 Pro/ G4 Max, and then bind with another G4 Pro/ G4 Max. Reboot the G4 Pro/ G4 Max after it is bound successfully.
If you want more than one device to work at the same time, you need more than one different GlocalMe accounts to activate each device.

Power Bank Function

Connect the OTG cable to the USB port (output) of device, and connect the other end to the smart phone, the powerbank will work automatically (the battery level should be above 30%) when the device is on.
If the device works properly, while the powerbank does not work, the reasons may be:
1. The OTG cable is not recognized by device. Please try with the original charging cable of device;
2. The OTG cable is not working. Please try with a new charging cable. If it still does not work, please contact customer service for warranty.

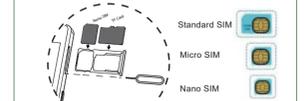
Change the Wi-Fi name and Wi-Fi password

From the G4 Pro/ G4 Max home 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 and one TF card slot.
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 any issue encountered.
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



TIPS:
Common SIM card type includes: Standard SIM card, Micro SIM card and Nano SIM card.

APN Settings

To set up APN on your G4 Pro/ G4 Max, 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 > My SIM
3. Tap "Data Connection" (first option) 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 charging option. GlocalMe offers various data packages for different countries, regions or requirements with coverage of more than 120 countries worldwide. Alternatively, you can choose Pay As You Go. If prefer a long term option, data package will be the best fit. Refer to GlocalMe App or GlocalMe website for more information.

2 charging Options

1. **PAY(G)Pay As You Go:** With Pay As You Go you can just pay for what you use. By way of example, the data tariff is 0.05 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.
Note: Data packages will be updated from time to time. Please refer to GlocalMe website and GlocalMe App for details.
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

The initial package is global and is valid for 365 days once it is activated. The initial data will be automatically transferred to your GlocalMe account hours for the first time after following the steps above. The initial data package will be used up first, followed by other data packages or 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 for this country, the new package will not get activated until the existing one is depleted.
The package usage priority will be based on purchase time. The package with earlier purchase time will be used up first. And you can purchase multiple data packages for one country or region. Unactivated data packages can be refunded within 90 days of purchase, and the refund will be automatically credited into your GlocalMe account.
Note: Data packages will be updated from time to time. Please refer to GlocalMe website and GlocalMe App for details.

Recharge

If your account balance is insufficient, you will not be able to access the Internet on G4 Pro/ G4 Max. Please top up your account to avail the service. There are various payment methods available including Visa, 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" and tap "Voucher card" at the right upper corner of the screen to redeem the voucher code.
- Step 3. Manually enter your recharge code and tap "Submit". If you purchased recharge card, you can also scan QR code to complete the recharge process by tapping the recharge card's QR code.
- Step 4. When the recharge is complete, you can go back to Balance page to view your balance.

APP Download

Recharge



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 scanning. 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.

Network troubleshooting

Unable to access the Internet

Please check whether the network signal icon "||" is displayed. If not, please contact customer service.
Please be kindly noted that the device's signal will be weak in the airport, mountains, high-speed road, ports, 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 G4 Pro/G4 Max Wi-Fi network

Please check whether the Wi-Fi signal is displayed on the Home screen. (See the picture below). If not, contact customer service.



Network troubleshooting

If you use the own charging cable of the device which is not damaged, and it still does not show as 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) and environment (such as high-speed, on an island, or in a mountain, etc.)
3. Check if there is any pop-up messages or abnormal situations;
4. The time period when the device not working properly;
5. 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 G4 Pro/ G4 Max device has passed CCC certification, CE certification, FCC certification and other major national certification).
The highest SAR value reported for the device when properly worn on the body complies with the limit. Hereby, HONG KONG U-CLOUDLINK NETWORK TECHNOLOGY LIMITED declares that this device is in compliance with the essential requirements and other relevant provisions of Directive (RED) 2014/53/EU.
2. It is recommended that you power off the device while charging.
3. The battery capacity is 3900 mAh (3.8V 14.82Wh), and use the device according to the Airport regulations.
4. It can last for about 15 hours of continuous use depending on the battery attrition 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 ensure the unlimited local mobile data packages or data packages with capped mobile data thereafter. Once you have reached the daily data allotment, the data speeds will be reduced to 2G network. When viewing web content involving high data transmission like HD video streaming or system update, it may be temporarily affected.
To get more full-speed data, you can choose data packages (Global data package and trans-regional data packages), and the data 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 1.5 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 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 SAR limit adopted is 2.0W/kg 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 U-CLOUDLINK NETWORK TECHNOLOGY LIMITED declares that this device is in compliance with the essential requirements and other relevant provisions of Directive (RED) 2014/53/EU.

Warning

FCC Regulatory conformance

For body worn operation, the device complies with FCC RF exposure guidelines and when used with an accessory that contains no metal and that positions the device a minimum of 1.0 cm from the body.
The SAR limit adopted by the FCC is 1.6W/kg averaged over 1 gram of tissue. The highest SAR value reported for the device when properly worn on the body complies with the limit. 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. Unintended operation. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This equipment has been tested and complies 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 during installation. If the device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is suggested to try to correct the interference by the following measures:
--Reorient or relocate the receiving antenna.
--Increase the distance 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 (if included), and/or the packaging, indicates that the device and its electrical accessories (for example, a headset, adapter, or cable) and batteries should not be disposed of as household garbage. These items should not be disposed of as unsorted municipal waste and should be taken to a certified collection point for recycling or proper disposal. For detailed information about device or battery recycling, contact your local city office, household waste disposal service, or retail store.
Disposal of the device and batteries (if included) is subject to WEEE.
Directive Recast (Directive 2012/19/EU) and Battery Directive (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 disassemble or modify, do not short-circuit, do not dispose in fire, do not expose to high temperature, be disassemble after soaking. Do not squeeze or bump the battery. Do not continue to use if swollen.

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