

M5 Global WiFi

User Manual

Version: QH02

All products are subject to the actual item

I . Product Features

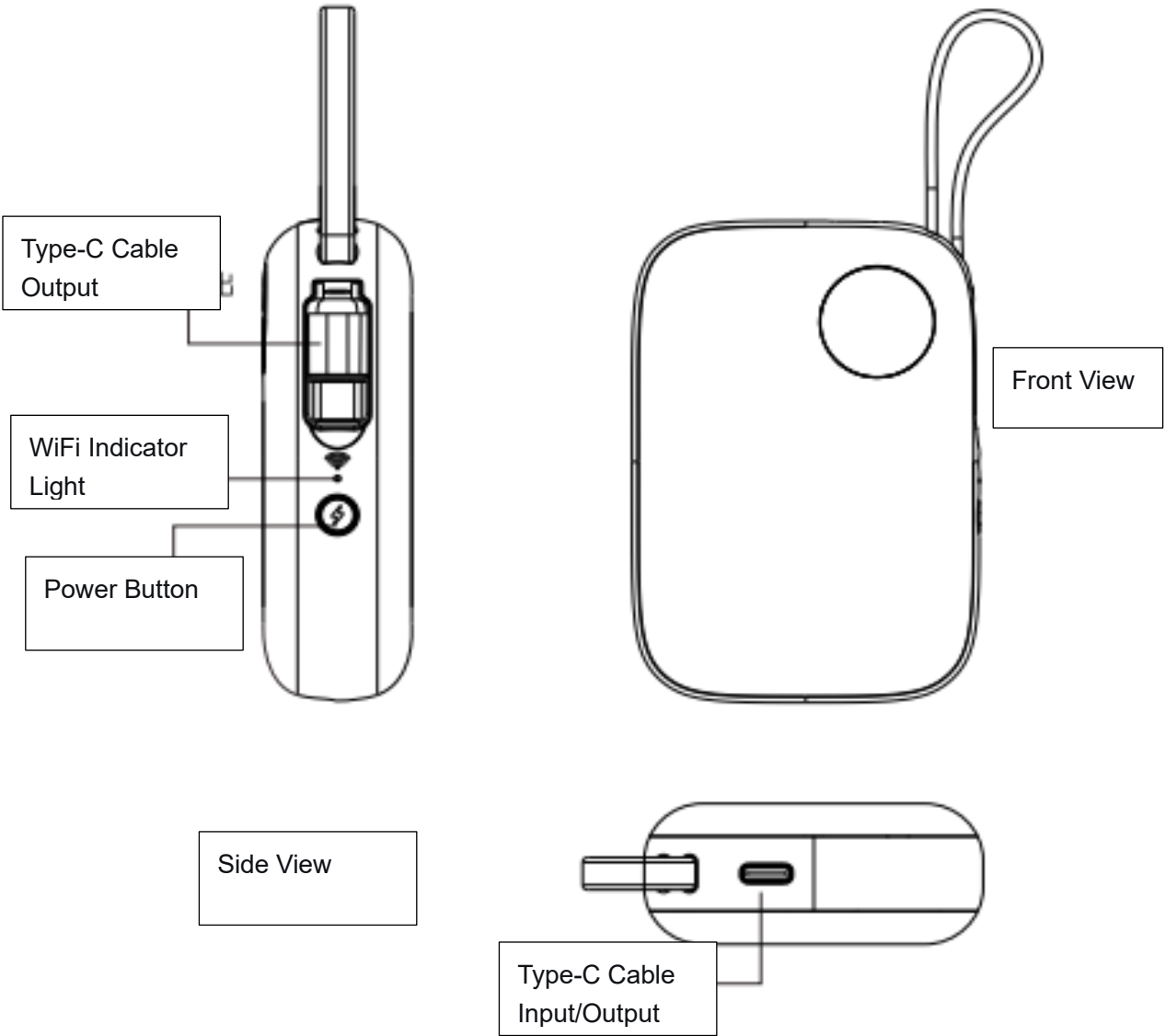
- ① Mobile WiFi High-Speed Internet Access
- ② No SIM Card Required
- ③ Three-Network Switching
- ④ Provides Data Traffic Services
- ⑤ 12-48 Hours Continuous Operation Time
- ⑥ Multi-User Sharing & Simultaneous Online Access
- ⑦ One-Button Power-On, Simple and Easy to Use

II. Product Specifications

Dimensions	88*61*26mm
Weight	120g/1259
Transmission Rate	Downlink 300Mbps, Uplink 150Mbps
WiFi	802.11b/g/n/ax
Battery Capacity	6000mAh
USB-C Input/Output	5V/2A
Type-C Cable Output	5V/2A
Charging Time	Approx. 2-4 hours (with 18W charger)

Operating Temperature	-10°Cto+35°C
Operating Humidity	5%~95%

III. Product Diagram



IV.Product Indicator Light Description

Light State	Function
Red Light On	Power On
Red Light Blinking	Process of reading card, searching for network, registering on network
Red Light Steady	Card not real-name activated, card suspended, no network signal, network registration failed
Green Light Steady	Device status normal, WiFi hotspot available
Blue Light Steady	Device connected to WiFi
Green Light Blinking	No data plan / Plan expired / Platform disabled WiFi hotspot
White Light Steady	FOTA Updating

V.Quick Start Guide

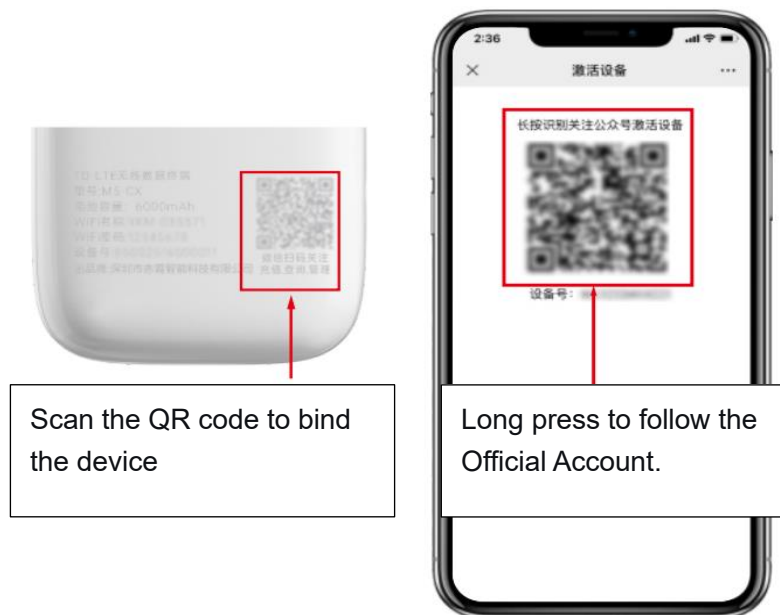


Scan the QR code to view the
[Video Operation Tutorial].

VI.Activation Steps

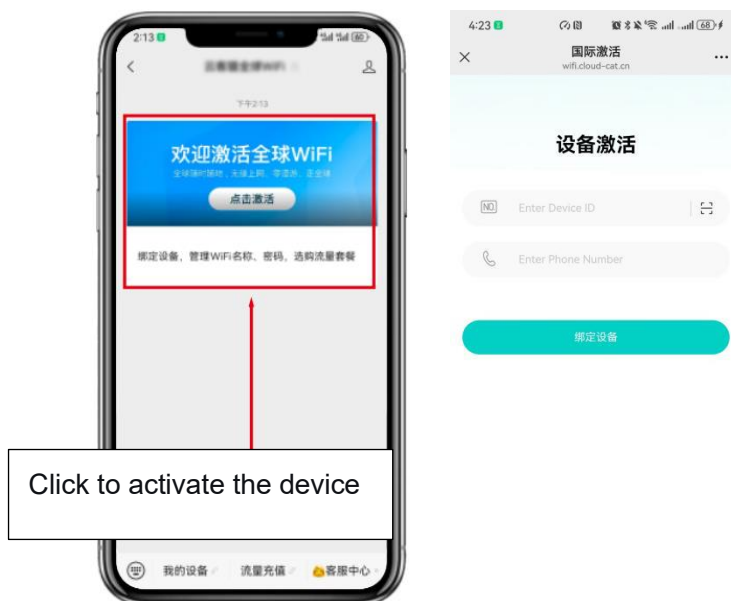
1. Follow the Official Account

After unboxing and taking out the device, use WeChat to scan the QR code on the back of the device. WeChat will automatically redirect you to the activation guide page. Long press to follow the Official Account, then you can proceed to the next step to activate the device.



2. Device Activation

- ① Click the activation link in the Official Account. It will jump to the device binding page, which can automatically recognize and input the device number.
- ② Enter your mobile number, then click "Next" to jump to the device main page.



VII. Frequently Asked Questions

1. What is this product?

This device is a new generation of smart portable WiFi. It can emit a WiFi signal anytime, anywhere, requires no SIM card, and is for use with mobile phones, laptops, and iPads. You only need to purchase a suitable data plan, and it can be used immediately after powering on. It supports the three major carriers and intelligently selects the optimal network.

2. What is the coverage range of the WiFi signal?

The WiFi signal coverage range is 10 meters.

3. Why can't I successfully connect to the WiFi signal?

(1) Check if the device is powered on.

(2) Verify if the WiFi password is correct. If you have forgotten the password, you can press the reset button to restore the default password.

(3) Check if the number of simultaneously connected devices has reached the upper limit. If the limit is reached, new devices cannot connect.

(4) Check the WiFi signal in the usage environment. If the signal is poor or there are too many WiFi hotspots, try changing locations.

4. Why does the internet speed sometimes become slow?

Mobile network bandwidth is limited. Carriers in various regions follow local telecommunications laws and regulations and generally adopt the Fair Use Policy, which, to varying degrees, restricts a user from consuming large amounts of mobile data in a short period. The possible

impact on users is slower network speeds or temporary inability to access the internet. When this happens, you can contact customer service for assistance. It is also recommended to use the network normally and avoid unrestricted video streaming or downloading large files.

5. How to bind multiple devices?

Please click the "Activate WiFi" link on the Official Account homepage to start binding and activating the device. Refer to the device activation page on page 3 for the remaining steps.

VIII. Precautions

Please carefully observe the following precautions to avoid accidental injury, fire, or product damage:

1. Do not use the device while it is charging.
2. Do not drop or impact this product.
3. Do not expose this product to the following environments: high-temperature environments or direct sunlight, humid or potentially condensing environments, environments with strong electromagnetic waves or high magnetic fields.

4. Initial device registration upon first power-on takes 1-5 minutes. Please wait patiently.

After initial authentication, the device is in production line mode and requires about 5 minutes to connect to the network successfully, indicated by a steady green light. After the first successful network connection, the device switches to user mode. Subsequent power-ons will allow internet access in about 1 minute.

5. Strictly prohibit disassembling the device by yourself.
6. Please read the data usage rules before purchasing a data plan. Once recharged, you are deemed to have accepted the carrier's data

plan rules and cannot apply for a refund based on these rules. The device is for personal use only. Commercial use, background running, or heavy downloading is prohibited. If abnormal traffic is detected, the carrier has the right to forcibly limit speed or suspend service.

IX. Special Notes

* When the device is charging, or maintains a high-speed data connection for a long time after power-on, the power consumption is relatively high. If the ambient temperature is high, or the device is placed on bedding or inside a travel bag which is not conducive to heat dissipation, the device may become slightly warm. This is a normal working condition. If the device becomes too hot to touch, immediately disconnect the charging power and turn off the device. To maintain good working condition, it is recommended to place the device in a well-ventilated area for heat dissipation.

* To safely and efficiently use the power adapter and data cable for charging or power supply, consumers should purchase power adapters and data cables that have passed CCC certification and meet standard requirements, ensuring both meet quality requirements to guarantee the safety and performance of the device.

X. After-Sales Service

To protect your legitimate rights and interests, please read the following carefully:

***7-Day Return Policy Standard:** Within 7 days of receiving the goods, you can apply for a no-reason return or exchange (provided the original packaging and accessories are complete, and the device shows no obvious man-made damage). We have purchased shipping insurance for you, so you do not need to bear the cost.

***1-Year Replacement Policy Standard:** Within one year from the date of purchase, if a quality problem occurs (excluding man-made damage), you can directly apply for a replacement without waiting for repair. The conditions for replacement are that the product components or craftsmanship have issues under normal use and maintenance. The customer bears the one-way shipping cost for returning the faulty device; the company bears the shipping cost for sending the replacement.

***All damages caused by abnormal use are not covered by the replacement policy. We can provide paid repair services:**

Damage or malfunction caused by failure to follow the user manual requirements;

Damage caused by user disassembly, or disassembly/modification by non-authorized or non-designated service centers;

Product damage caused by force majeure such as earthquake, fire, flood, lightning, etc.;

Normal fading, wear, and consumption during product use.

***Service Guarantee**

Professional after-sales service team, online service seven days a week.

Online Customer Service: 08:00 - 23:00

XI. Disclaimer

1. Our company shall not be held liable for any losses caused by natural disasters beyond our reasonable control (e.g., earthquake, flood, etc.).

2. In no event shall our company be liable for any losses arising from the use of this product (including losses resulting from following the operating instructions), such as loss of company profits, loss of reputation, business interruption, loss or alteration of stored data, etc., and for any special, incidental, consequential, or indirect losses resulting therefrom.

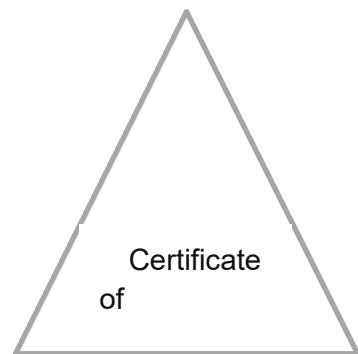
3. Our company is not responsible for performance issues or incompatibility resulting from users upgrading the operating system software with versions not approved by us.
4. Our company shall not be liable for any losses caused by the use of hardware or software not specified by our company.
5. Our company provides no warranty or technical support of any kind for information, materials, documents, or other products and services obtained through the use of this product, and assumes no responsibility for the user's use of such information, materials, documents, or other products and services.

Global WiFi Warranty Card (One-Year Warranty)

User File

__Year__Month__Day

User Name		Contact Phone Number	
Mailing Address			
Purchase Channel			
Device Model			
Sales Order Number			



Repair Record

Date	Phenomenon (filled out by user)	Cause (filled out by manufacturer)	Remarks

深圳市云客猫科技有限公司

SHENZHEN CAT CLOUD TECHNOLOGY CO.LD

Address: 9th Floor, Building B, Hangcheng Zhihui Technology Park, Hangcheng Street,
Bao'an District, Shenzhen City

FCC Statement

This equipment has been tested and found to comply 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 equipment does cause harm full 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 one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

Specific Absorption Rate (SAR) information:

This Device meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health. FCC RF Exposure Information and Statement the SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: Device has also been tested against this SAR limit. This device was tested for typical body-worn operations with the back of the device kept 0mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain an 0mm separation distance between the user's body and the back of the device. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.