



CLOUD
M2
MOBILE

USER
MANUAL

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Getting Started

Get to Know Your Device

Meet your Cloud Mobile Sky M2 Hotspot

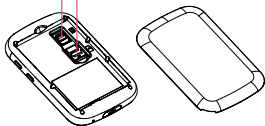


SIM Card

Install Your SIM Card

1. Place the hotspot screen facing downwards. Locate the cut-out slot at the bottom left corner of device.
2. Insert your fingernail into the cut-out slot to remove the back cover of device.
3. Remove the battery.
4. Gently slide the SIM card into the slot with the label of "SIM."
5. Reinsert the previously removed battery and attach the back cover to resume regular usage.

Memory SD Card Slot
SIM Card Slot



NOTE To prevent any potential harm to the device, refrain from utilizing any SIM card that is not of the recommended type or any Nano SIM card that has been modified from a standard SIM card.

Remove Your SIM Card

1. Locate the cut-out slot at the bottom left corner of device.
2. Insert your fingernail into the cut-out slot to remove the back cover of device.
3. Remove the battery.
4. Remove the SIM card.

Memory SD Card

Install Your Memory SD Card

1. Place the hotspot screen facing downwards. Locate the cut-out slot at the bottom left corner of device.
2. Insert your fingernail into the cut-out slot to remove the back cover of device.
3. Remove the battery.
4. Gently slide the Memory SD Card into the slot with the label of "SD".
5. Reinsert the previously removed battery and attach the back cover to resume regular usage.

Remove Your Memory SD Card

1. Locate the cut-out slot at the bottom left corner of device.
2. Insert your fingernail into the cut-out slot to remove the back cover of device.
3. Remove the battery.
4. Remove the Memory SD Card.

Using Your Device

Charge your Battery

Before turning on your device, make sure you charge it fully.

Insert the provided USB-C cable and wall charger into the charging port located at the bottom of your device.

You can charge your battery from any standard outlet.



Turn Your Device On or Off

To turn your device on:

- Press and hold the Power button, located on the front of your device.

To turn your device off:

- Press and hold the Power button, located on the front of your device.
- Tap Power off when prompted.

Restart Your Device

If your device stops responding to taps or finger gestures and you're unable to turn it off, you can restart your device.

To restart your device:

- Press and hold the Power button on the front of your device and tap **Rrestart** when prompted.

Lock or Unlock Your Device

Use the screen lock features to keep your device secure. By default, your device automatically locks when the screen times out.

Press the power button twice in a row to turn off the screen. To unlock your device, press the power key and swipe up to unlock.

Navigation

Tap

Tap with one finger to open an application, select a menu item, or to press a display button.



Swipe

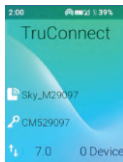
Swipe left to right on the device screen to view other panels.



Home Screen

The home screen will look similar to the picture below.

The status bar displays system information, such as current time, wireless connectivity and battery charge status.



Establish a Network Connection

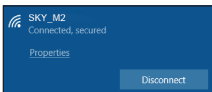
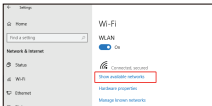
View your hotspot's SSID and Wi-Fi Key on your home screen.

Personal Computer

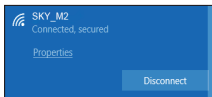
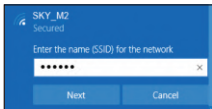
1. Make sure your hotspot device is turned on.
2. Turn on your computer.
Select **Start > Settings > Network & Internet > Wi-Fi** and turn on WLAN.
3. Tap "Show available networks", select the wireless network name consistent with hotspot's name (SSID) and tap **Connect**.
4. Enter your hotspot's security key (Wi-Fi key). Select **Next**.
5. After a few seconds, the network connection will be established and indicated in the lower right corner of the computer screen, confirming a successful wireless network connection.



The following screenshots are from a Windows 10 personal computer.



Your hotspot network name will be unique to you. It will display as **SKY_M2xxxxx**, with 'xxxxx' as the last 5 digits of your hotspot's IMEI number.

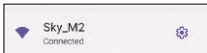
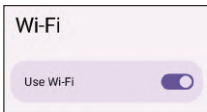


Android Mobile Phone

1. Make sure your hotspot device is turned on.
2. Turn on the phone, select **Settings > Network & Internet > Wi-Fi**, and turn on Wi-Fi.
3. Select the wireless network consistent with hotspot's name(SSID).
4. Enter your hotspot's security key (Wi-Fi key).
5. After a few seconds, the network connection will be established.



The following screenshots are from a Cloud Mobile C7 Android phone.



Apple iOS Phone

1. Make sure your hotspot device is turned on.
2. Turn on the phone, select **Settings > Wi-Fi**, and turn on Wi-Fi.



The following screenshots are from a Apple iOS phone.



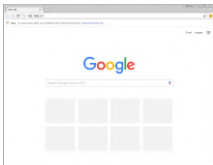
3. Select the wireless network consistent with hotspot's name (SSID).
4. Enter your hotspot's security key (Wi-Fi key).
5. After a few seconds, the network connection will be established.



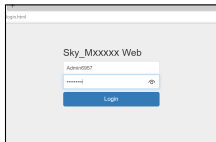
NOTE Other terminal devices with Wi-Fi (such as iPad, tablet, Smart TV, etc.) can access the Internet through this hotspot device.

Log in to the Web Management Page

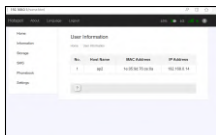
1. Make sure your personal computer is properly connected to your hotspot. Personal computers can also be connected via USB data cable.
2. Open a web browser, enter 192.168.0.1 in the address bar.



3. Enter the username and password to log in to the management page.
- The default user name is the last four digits of the Admin + IMEI code
 - The default password is the last four digits of the Admin + IMEI code number



The Web Management Page is a web-based interface or portal that allows you to configure and manage various settings and features of your hotspot device.



Modify SSID and Password of Hotspot

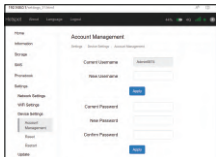
1. To modify your SSID and password, Select Settings > WiFi Settings > Basic Settings.
2. Enter the desired Network Name (SSID), Password, and tap Apply to confirm.



Modify Username and Password of Web Management Page

1. Select **Settings > Device Settings > Account Management**.

2. Enter the desired Username and Password and tap **Apply** to confirm.



NOTE If you forget your updated Username and password, you'll need to Factory Reset your device.

Factory Reset

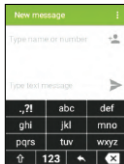
If configuration parameters are forgotten, you can choose to restore factory settings and reconfigure your hotspot device.

- To reset via hotspot:
Select **Settings > Factory reset** , select **Confirm**
- Reset via Web Management Page:
Select **Settings > Device Settings > Reset** , select **Reset**

After restoring the factory settings, the personal configuration parameters will be deleted and restored to the factory default values.

Send SMS

Tap the SMS  icon to send an SMS to other device users, enter the phone number in the input field, or select one of the contacts. Enter the content of the message and tap **Send**.

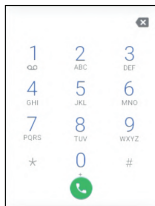


Make Calls

Once your SIM cards are installed turn on your phone and wait a few minutes for your phone to find a network.

Then select the Phone Book  icon. Here you can dial a number or select a contact from your stored contacts list to call.

You can also view outgoing and incoming calls that have been made.



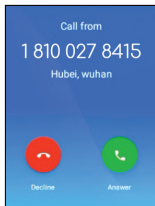
Answering and Rejecting Calls

To answer a call

- Tap the Green Call Answer key.

To reject a call

- Tap the Red Call End key.



Settings

To change hotspot device settings, tap the Settings icon  to access the Settings menu.

Language

Go to Settings > Language to change the language. Select your language preference: English or Español.

Date and Time

You can configure various options related to the date and time on your hotspot device. Select your desired time zone from a list of available options.

To enable automatic time zone and use network-provided time zone, go to **Settings > Date & time > Automatic time zone > Tap** .

You can also manually select your time zone. Choose by region or time zone preference.

You may have the option to choose between 12-hour and 24-hour time formats. Select the format that suits your preference. Go to **Settings > Date & time > Use 24-hour format > Tap** .

Network APN

The Network APN refers to the Access Point Name settings that determine the configuration for connecting to a specific mobile network's data network. Hotspot devices use APN settings to establish a data connection and provide internet access to connected devices.

Go to **Settings > Network APN** to view your hotspot's APN settings.

Data Roaming

Enable data roaming to connect and use the mobile data network of another network operator, allowing you to stay connected to the internet even when you are in a different geographical location.

Go to **Settings > Data roaming > Tap**  to turn on or off the data roaming function.

Airplane Mode

Airplane mode is a setting on your hotspot device that disables all wireless communications including cellular data, Wi-Fi, Bluetooth, and NFC (Near Field Communication). This mode is designed to comply with regulations and safety guidelines for using electronic devices on airplanes.

Go to **Settings > Airplane Mode** > Tap  to turn on or off.

Hotspot Settings

Customize your hotspot device's functionality. This includes modifying the device's hotspot name (SSID), password, and encryption methods.

Go to **Settings > Hotspot settings** to change the hotspot name and password.



If you happen to forget your hotspot password, you can locate the default password for your hotspot by checking underneath the hotspot battery.

Keep Hotspot On

This feature allows you to control the behavior of your hotspot device when no devices are actively connected to it.

Choose 3 options:

1. **Always**: By selecting the **Always** option, your hotspot will remain active continuously, even if there are no devices connected to it.
2. **Turn Off When Idle for 5 Minutes**: By selecting the **Turn Off When Idle for 5 Minutes** option, your hotspot will automatically turn off if there are no devices connected to it or actively using the internet for a continuous period of 5 minutes.
3. **Turn Off When Idle for 10 Minutes**: By selecting the **Turn Off When Idle for 10 Minutes** option, your hotspot will automatically turn off in 10 minutes if no devices are connected.

Brightness Level

Your hotspot device allows you to customize the brightness level of the display to suit your preferences and optimize visibility. This section provides instructions on how to adjust the brightness level on your hotspot device.

To adjust the brightness level, go to **Settings > Brightness level**. Drag the brightness slider left or right to decrease or increase the brightness level, respectively. As you adjust the slider, the display brightness will change accordingly. You can observe the changes on the screen to find the desired brightness level.

Factory Reset

The factory reset option allows you to restore your hotspot device to its original factory settings, erasing all personalized configurations and returning it to the state it was in when you first obtained it.

To perform a factory reset, go to **Settings > Factory Reset > Tap Confirm**.

Connect to a Computer

To connect a computer to your hotspot using a USB to USB-C or Type-C cable, follow these steps:

1. Ensure your hotspot device is turned on.
2. Connect the USB-C or Type-C cable into your hotspot. The port is located on the bottom of your hotspot.
3. Connect the other end of the cable to an available USB port on your computer. It's recommended to use a USB port directly on your computer rather than a USB hub for a more stable connection.
4. Your device will automatically detect a USB connection.

Device Care

To ensure optimal performance and longevity of your hotspot device, it is important to follow these care guidelines:

- Avoid exposing your device to moisture as even a minor amount can cause damage. It is crucial to keep your device dry at all times.
- When handling the hotspot, use gentle and controlled movements. Avoid dropping or mishandling it, as this may result in damage to the internal components.
- Use the original manufacturer batteries and accessories. Non-approved batteries and accessories can harm the device.
- Refrain from using damaged accessories. If your charger or any other accessory is in a compromised condition, do not try to charge your device using it.

Precautions

On the Road

Using a device while driving is illegal in many countries. Refrain from using your mobile device while driving.

Near Sensitive Electronics or Medical Equipment

Do not use your device near sensitive electronic equipment, particularly medical devices such as pacemakers, as it could cause them to malfunction. It can also interfere with the operation of fire detectors and other automatic-control equipment.

While Flying

Your device can cause interference with aircraft equipment. It is essential to follow airline regulations. If airline personnel asks to switch off your device, or disable its wireless functions, please do as they say.

At a Gas Station

It is strongly advised to refrain from using your device at gas stations. In fact, it is generally recommended to power off your device whenever you are in the vicinity of fuels, chemicals, or potentially hazardous materials.

Making Repairs

For the safety and proper functioning of your device, it is advised not to dismantle it. We recommend leaving any disassembly or repair tasks to qualified professionals.

Around Children

Keep your mobile out of children's reach. It should never be used as a toy as the device can be hazardous.

Near Explosives

Turn off your device in or near areas where explosive materials are used. Always obey local laws and turn off your device when requested.

Emergency Calls

To make an emergency call, your device must be turned on and in an area where there's network coverage. Dial the national emergency number and tap Send. Explain exactly where you are and do not hang up until help has arrived.

Working Temperature

The working temperature for the device is between 0 and 40 degree Celsius. Please don't use the device outside the range. Using the device under too high or too low temperature might cause problems. At very high volume, prolonged listening to a mobile device can damage your hearing.

FCC RF Exposure Information

Read this information before using your device.

In August 1986 the Federal Communications Commission (FCC) of the United States with its action in Report and FCC 96-326 adopted an updated safety standard for human exposure to radio frequency (RE) electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this device complies with the FCC guidelines and these international standards. Use only the supplied or an approved antenna. Unauthorized antennas modifications, or attachments could impair call quality, damage the device, or result in violation of FCC regulations. Do not use the device with a damaged antenna. If a damaged antenna meets the skin, a minor burn may result. Please contact your local dealer for replacement antenna.

Body-Worn Operation

This device was tested for typical body-worn operations with the back/front of the device kept 1cm from the body. To comply with FCC RF exposure requirements, a minimum separation distance of 1cm must be maintained between the user's body and the back/front of the device, including the antenna. Third-party belt-clips, holsters and similar accessories containing metallic components shall not be used. Body-worn accessories that cannot maintain 1cm separation distance between the use's body and the back/front of the device and have not been tested for typical body-worn operations may not comply with FCC RE exposure limits and should be avoided. For more information about RF exposure, visit the FCC RE exposure limits and should be avoided.

For more information about RF exposure, please visit the FCC website at www.fcc.gov

Your wireless handheld portable telephone is a low power radio transmitter and receiver. When it is ON, it receives and sends out radio frequency (RF) signals. In August, 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless devices. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

<ANSIC95.1>(1992) /<NCRP Report 86> (1986) /
<ICNIRP> (1999)

Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1) Nevertheless, we recommend that you use a hands-free kit with your device (such as an earpiece or headset) to avoid potential exposure to RF energy. The design of your device complies with the FCC guidelines (and those standards) .

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the device and may violate FCC regulations.

Normal Position

Hold the device as you would any other telephone with the antenna pointed up and over your shoulder.

RF Exposure Information:

This product is compliance to FCC RF Exposure requirements and refers to FCC website <https://apps.fcc.gov/oetcf/eas/reports/GenericSearch.cfm> search for FCC ID:2AY6A-M2

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

The manufacturer is not responsible for any radio or TV 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 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 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 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.

Do not use the device with the environment which below minimum -10°C or over maximum 40°C , the device may not work. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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