WE.STREAM

System Version G3
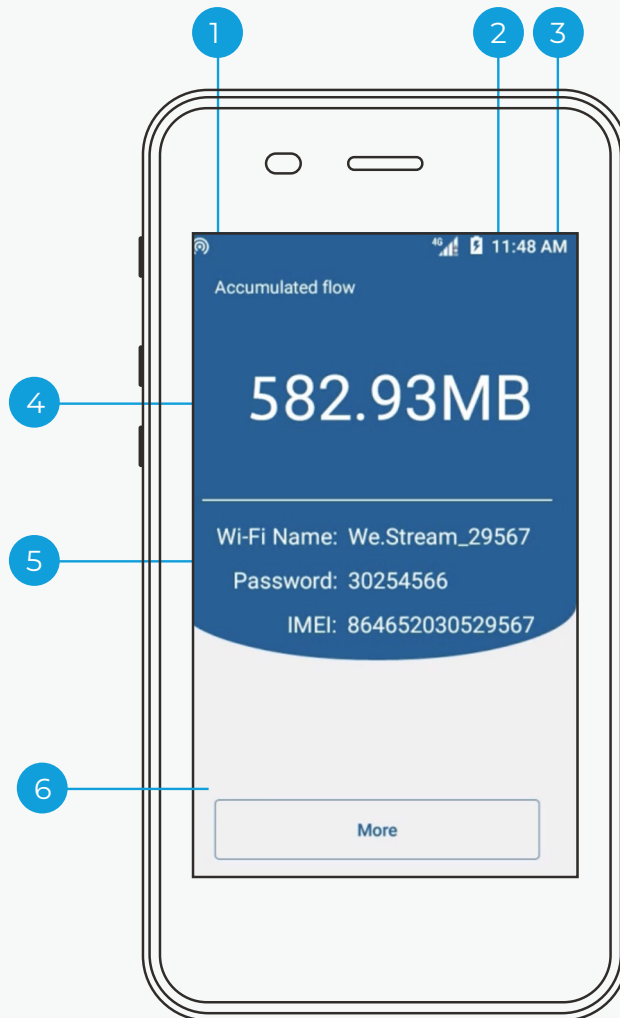
- USER MANUAL -

WE.STREAM

Product Overview
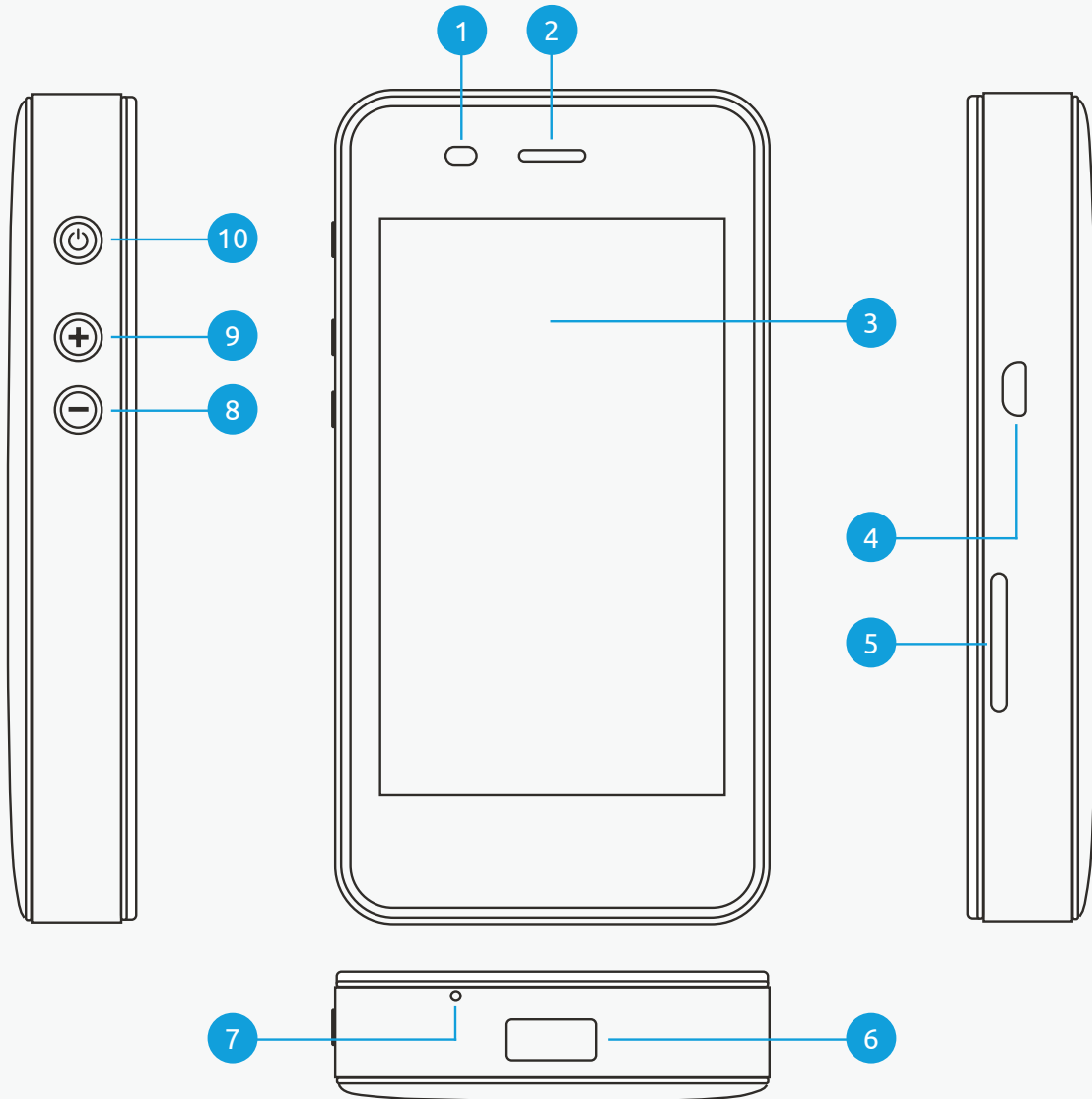
1	Proximity Sensor		6	USB Port (Output)
2	Receiver /Speaker		7	Microphone
3	LCD Touch Display		8	Volume Down Button
4	Micro USB Port (Input)		9	Volume Up Button
5	SIM Slots		10	Power Button

Chargers with an output of 5V-2A are recommended.

WE.STREAM

User Interface Homescreen

① — Accumulated flow

④ — **582.93MB**

⑤ — Wi-Fi Name: We.Stream_29567
Password: 30254566
IMEI: 864652030529567

⑥ — **More**

①	Cellular signal strength	④	Remaining data on cloud SIM
②	Number of devices connected to hotspot	⑤	Hotspot information
③	Current battery charge rate	⑥	Settings menu

WE.STREAM

User Interface Settings Menu

1. Back to home screen
2. Activate Cloud VPN and purchase worldwide data plans
3. Activate the embedded cloud (v)sim or one of the SIM slots
4. Add a connected device on the blacklist
5. Overview of devices on the blacklist
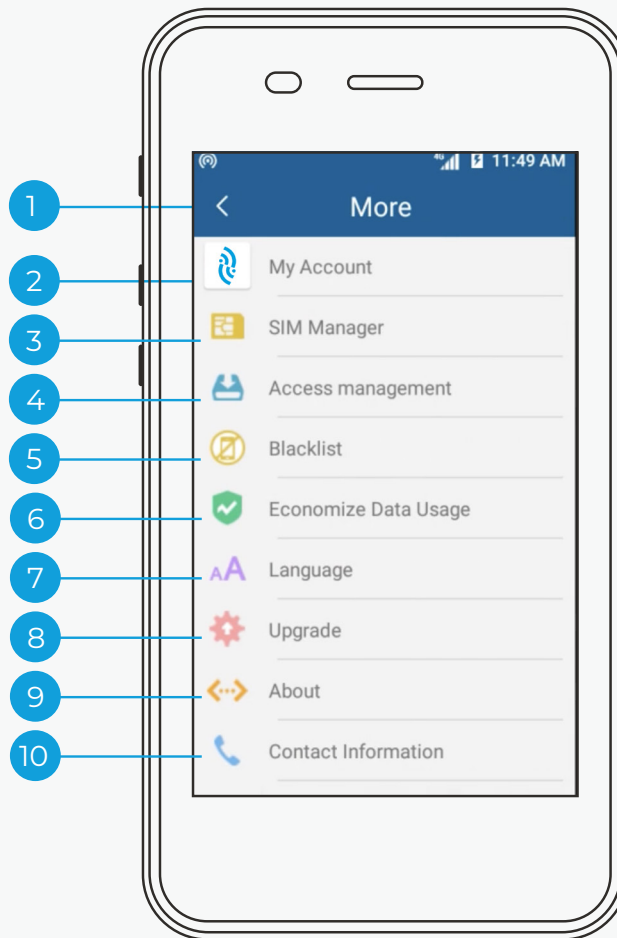
6. Enable this function to prevent massive data usage because of updates and sychronisation
7. Change the language
8. Check and upgrade to new version of the software
9. Technical speecifications
10. Contact information We.Stream

Product Introduction

Brand

We.Stream

Box Content

Device, User Manual, Micro USB cable, SIM-slot peg

Note

Charging adapters 100-240V~50/60Hz 0.15A are recommended.

Technical Specifications

- LTE FDD: Band 1/2/3/4/5/7/8/9/17/19/20
- LTE TDD: Band 38/39/40/41
- WCDMA: Band 1/2/4/5/6/8/9/19
- CDMA/EVDO: BC0 BC1
- GSM: 850/900/1800/1900 MHz
- Max Upload Speed: 50Mbps
- Max Download Speed: 150Mbps
- Wi-Fi: IEEE802.11b/g/n
- Screen Size: 4.0 inch
- Standard USB 2.0 port
- Micro USB
- Battery Capacity: 5350 mAh (3.8V 20.33Wh)
- Input/Output: DC 5V 1A
- Size: 126.5*65*19mm
- Weight: 240g (net)

Quick Start Guide

Step 1

Turn on your We.Stream by pressing the power button for 3 seconds.

Step 2

Turn on WiFi on your WiFi device and connect to the WiFi network of your We.Stream. The We.Stream WiFi network name can be found via the 'Hotspot' button on your We.Stream. Insert the WiFi password on your WiFi device and enjoy the internet once it's connected.
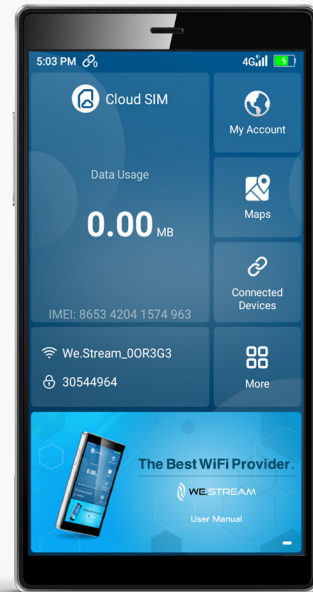
My Account

My Account is your personal We.Stream environment.
In this personal environment you are able to do the following things:

• Activate data bundles
• Update your account information
• Set up Secure Mode (VPN)
• Check which countries are supported by our data bundles

When going to the My Account environment for the first time, a registration form will pop up.
Fill in your personal or company details, confirm that the information is correct and click "Continue"

Purchase Data Plan

Anyone who buys a We.Stream is offered a complimentary one-time-use bundle, as a thank you.

You can activate your complimentary data bundle by following these steps:

Step 1: Turn on your device and wait for the We.Stream to connect to a local network.

Step 2: Click on 'More' on your display.

Step 3: Click on 'My Account', fill in your details and click on 'Continue'

Step 4: Click on 'Purchase Data Plan' and click on your complimentary data bundle.

Step 5: Your We.Stream is now ready to uset, enjoy!

You can also buy data bundles directly from the My Account environment.

We offer payment via credit card and PayPal.

By clicking on 'Purchase Data Plan', you will be shown our up-to-date offering of data bundles.

Annual Worldwide Data Plans

*Unlimited 1 year	(2GB/month high-speed)	20,75 / month
*Unlimited Plus 1 year	(5GB/month high-speed)	41,50 / month

Daily Worldwide Data Plans

*Unlimited 1 day	(0,5GB/day high-speed)	8,- per day
*Unlimited 1 week	(0,5GB/day high-speed)	7,- per day

30-days Worldwide Data Plans

*5 GB 30-days	99,- / 30-days
*10 GB 30-days	149,- / 30-days

- All above data plans can be purchased via the We.Stream device or via the Top-Up button on the We.Stream website.

- All data plans can be used in over 100 countries worldwide.

- All data plans are charged in advance for the full period.

- Fair Use Policy for Unlimited, Unlimited Plus, Unlimited 1 day and Unlimited 1 week: After using the high-speed
  data, the maximum speed is capped to a level where basic browsing, texting and e-mailing is still possible.
  Heavy data activities like video-streaming are not recommended.

- The Unlimited week plan can't be combined with a yearly unlimited plan.

- There are no other subscription fees charged.

- All prices are excluding VAT.

Account Information

Your account information is always available in the My Account environment.

Sometimes, your personal or business details change.

If this is the case, you can easily update your account information by clicking on 'Account Information'.

After updating your personal/company details, confirm that the information is correct and click 'Continue'.

Your account information is now successfully updated.

Secure Mode (VPN)

We.Stream offers a built-in security layer, which we call Secure Mode.

Our Secure Mode works with the We.Stream Cloud SIM, but also with local SIM-cards.

Secure Mode encrypts all of your internet traffic by creating a VPN tunnel to one of our servers worldwide.

If you wish to use one of our servers, simply choose the server that is the closest to you.

It's also possible to connect to a North-American server while you're in Europe, keep in mind that this will increase latency and decrease bandwidth.

After choosing a server, press the off/on button to enable Secure Mode and wait for it to connect.

It's also possible to connect the We.Stream directly to your company network.

Please contact your point of sale for more information and how to enable this functionality.

In both cases, a key symbol will appear at the top of the We.Stream display, which means Secure Mode is successfully set up and all your internet traffic is now encrypted

Country Overview

We.Stream supports 100+ countries with its international data bundles.

The full list is available in the 'My Account' environment under 'Country Overview'.

Keep in mind that this list is subject to change.

Powerbank Functionality

Connect the charging cable to the USB port (output) of your We.Stream, and connect the other end to the smart phone, the powerbank will work automatically no matter if your We.Stream is on or off (the battery level has to be above 30% for the powerbank functionality to work).

If your We.Stream works properly, but the powerbank does not work, the reasons could be:

1. The charging cable is not recognized. Please try again with the original We.Stream charging cable.
2. The charging cable is not working. Please try with a different charging cable.

If after these steps, the powerbank still does not work, please contact customer service.
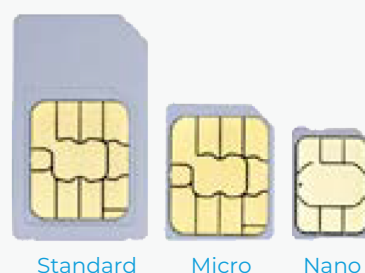
Local SIM Card Guide

The use of your own SIMs

1. We.Stream supports the use of other SIM cards, the device has two SIM slots (both are Nano SIM Slots).
2. Open the SIM card tray with the SIM-slot peg, and insert the SIM card as shown in the picture below. Please contact customer service if you encounter any issues.
3. Please remove the PIN code of the SIM card before you insert it, as SIM cards with PIN codes are not supported by We.Stream.
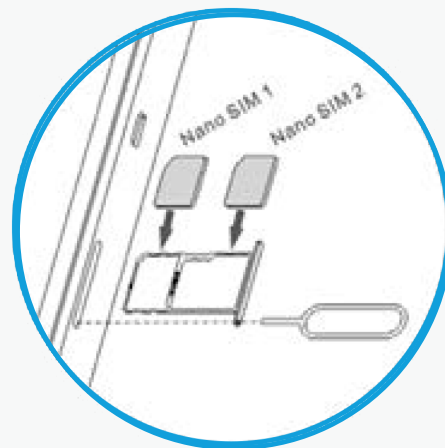
Tip

There are multiple sizes of SIM-cards. Standard (Mini) SIM, Micro SIM and Nano SIM cards are shown on the right:

Standard   Micro   Nano

APN Settings

Follow the steps below to set APN for local SIMs on We.Stream:

1. Insert the SIM, and select it in SIM Manager page;
2. Click SIM 1 or SIM 2 in the menu, under SIM Manager;
3. Click on the active SIM card;
4. Click 'Access Point Name (APN)' and fill APN settings to finish the settings.

FAQ

1. **How do I activate my complimentary data bundle?**

   1. Turn on your device.

   2. Wait for the We.Stream to connect to a local network.

   3. Click on 'More' on your display.

   4. Click on 'My Account'.

   5. Fill in your details and click on 'Continue'.

   6. Click on 'Purchase Data Plan'.

   7. Select your complimentary data bundle.

   8. Your We.Stream is now ready to use, enjoy!

2. **How do I purchase a data bundle?**

   My Account is your personal We.Stream environment. In this personal environment you are able to purchase data plans.

   When you have entered your personal or company details, you can buy data bundles directly via the We.Stream device. By clicking on 'Purchase Data Plan' in My Account, you will be shown our up-to-date offering of data bundles. Select the bundle you would like to buy and proceed. We offer payment options via credit card and PayPal. After your order, your new data bundle is directly available.

   You can also add data bundles by clicking the 'Top up' button at the top menu op the We.Stream website.

WE.STREAM

FAQ

③ **How long does it take to fully charge the We.Stream?**
Approximately 7.5 hours. So when you are on a trip, we advice you to charge your decive during each night.

④ **How do I activate the VPN (Secure mode)?**
We.Stream offers a built-in security layer, which we call Secure Mode (VPN).

Our Secure Mode works with the We.Stream Cloud SIM, but also with local SIM-cards. Secure Mode encrypts all of your internet traffic by creating a VPN tunnel to one of our servers worldwide.

If you wish to use one of our servers, simply choose the server that is the closest to you. It's also possible to connect for example to a North-American server while you're in Europe, but keep in mind that this will increase latency and decrease bandwidth. After choosing a server, press the off/on button to enable Secure Mode and wait for it to connect.

It's also possible to connect the We.Stream directly to your company network. Please contact your point of sale for more information and how to enable this functionality.

In both cases, a key symbol will appear at the top of the We.Stream display, which means Secure Mode is successfully set up and all your internet traffic is now encrypted.

⑤ **How long can my We.Stream work continuously?**
Approximately 15 hours with a fully charged battery. The powerbank can only be used when the We.Stream is charged above 30%.

⑥ **How many WiFi devices can I connect to the We.Stream at the same time?**
Your We.Stream can support up to 5 devices at the same time.

⑦ **How long does it take to connect to the internet once switched on?**
It depends on the local network conditions. Normally it will take up to 2 minutes. If you use the We.Stream for the first time in a country, it may take up to 5 minutes.

FAQ

8 **What should I do if the We.Stream stops responding?**

You can reboot the device by pushing the power button for a few seconds, and click the reboot button on the touch screen. For a hard reset, go in the We.Stream menu to 'About' and click on 'Restory Factory Defaults'.

9 **What are the prices of the We.Stream data plans and how do they work?**

You can view the prices of our data bundles here. For a detailed explanation of our data plans, Click here.

10 **Which countries are included in the data plans?**

More than 100 countries, including China, USA, Australia, Japan, Brazil and all of Europe. We have included all countries where people travel the most in the world. Countries are subject to change. You can always find the most recent overview of supported countries at our website www.we.stream. Please drop us an email (info@we.stream) if the country of your preference is not included in the list. We are keen to support your inquiries and willing to look at alternative options to help you. However, our services and rates depend on the local availability of networks.

11 **How does the Unlimited (Plus) data bundle work?**

With the unlimited (Plus) bundle, you receive two (or five) GB of high-speed data each month. After two (or five) GB of usage per month, the speed decreases to a level where texting and emailing is still possible. Do you want to use high-speed internet again? You can buy extra data bundles via the touchscreen and instantly enjoy high-speed internet. Or you can wait until the next month starts, when there will be two (or five) GB of high-speed internet available again.

12 **After I have purchased a new data plan, when will it be available?**

The new data plan will be processed directly after a succesfull payment. The new plan will be activated (automatically) when you have finished your current data plan. At that moment the 30 days period of your new bundle starts.

13 **What internet speed does the We.Stream offer?**

We.Stream offers high-speed internet, up to 150 mbps. The speed depends on the strength of the local network.

FAQ

⑭ Which payment methods are supported when adding a data bundle?

You can add data bundles easily with your Credit card and PayPal account. A PayPal account is requiredbto finish a payment successfully. If you don't have a PayPal account yet; you can easily create an account during the order process.

⑮ Does We.Stream come with a monthly subscription?

No. All prices are one off prices. You won't be surprised by any monthly costs. We don't want to lock-in our customers, so we offer you maximum flexibility. You can even use your own SIM cards.

⑯ I receive an error code on my We.Stream device. What does that mean?

Error codes

Error Code	Explanation and to do
Error Code 12/18	Country / network not available on embedded Cloud SIM. Please enter a local physical SIM card from country. And make sure PIN option on your We.Stream is disabled.
Error Code 65	You are currently in a region with poor network coverage. Please try again later and/or elsewhere.
Error Code 102	Network capacity problems. Please try again later.
Error Code 111	SIM card registration error. Please contact support@we.stream
Error Code 114/115/116	Network capacity problems. Please reboot device and try again. If you still experience problems please contact support@we.stream

FAQ

⑰ How to use a physical (local) SIM-card with the We.Stream?

Start by inserting a local SIM-card in one of your We.Stream's SIM-slots and click on 'SIM Manager' in the main menu. In the menu that pops up, click on the corresponding SIM-slot. In most cases, this is all you have to do to get started with a local SIM-card.

Sometimes, the standard APN settings We.Stream receives from the local SIM-card are not correct, resulting in no internet connection. If this is the case, go to 'My local SIM' in the main menu. In the menu that pops up, click on 'Data connection' and 'Access point names' in the following menu. You will now see a list of standard APN's. If the right APN is not in this list yet, click on the + symbol in the top right hand corner. Pick a name for the APN profile at 'Name', insert the right APN at 'APN' and if required, insert the username and password at the corresponding fields. All other fields do not have to be filled in. Once you're done, click on the menu button at the top right hand corner and click on 'Save'. Don't forget to activate the APN profile by clicking on the selection field. If all settings are correct, your We.Stream should now connect to the network of the local provider.

⑱ How does the We.Stream perform in China?

The device works also in China. However, in some parts of China, the Chinese government is blocking some content and apps like Facebook and Whatsapp. Unfortunately, we have no influence on these kind of regulations. This also applies to the VPN-functionality in China.

More information about this topic on Techcrunch: https://techcrunch.com/2015/11/25/china-punishes-vpn-users-in-its-rural-northwest-by-cutting-their-mobile-service/

⑲ How to use the lock screen of the We.Stream?

To offer extra security, you can lock your screen so no one around you can use the WiFi name and password of the We.Stream. The menu has a 'LockScreen Setting' feature. When you click on that, you can enable (and disable) the lock screen by sliding the bullet. Then you need to fill in a 6 digit code. These are the last six numbers of your IMEI-number which you can find on the side of the We.Stream.

After that, you can choose a 6 digit code yourself via the 'Change password' option in the Lockscreen menu. Have you forgotten your code? Then you can do a factory reset (go in the We.Stream menu to 'About' and click on 'Restory Factory Defaults').

FAQ

20 **How can I change or hide the SSID name and password of the We.Stream?**

To maximize your security and personal settings, it is possible to personalize your SSID name and password of the We.Stream. You can even hide the SSID name.

You can change or hide the SSID name and password in the WiFi-settings menu in the device. Click on More in the home screen > go the Wi-Fi settings. In this menu you are able to change the Wi-Fi name and password, and hide the network.

When you've clicked on "hide" the We.Stream network will be displayed as "hidden network" on the mobile devices.

Together with the password lock screen setting, this increases your privacy and security when using your We.Stream.

For more info, please visit www.we.stream or contact the support desk: support@we.stream

Warning

Specific Absorption Rate (SAR) information. SAR tests are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level 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, in general, the closer you are to a wireless base stationantenna, the lower the power output.
Before a new device can be made available for sale to the public, it must be tested and certified by the FCC that it does not exceed the exposure limit established by the FCC. Tests for each device are performed in positions and locations as required by the FCC. For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal and that positions the device a minimum of 1.0 cm from the body.

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. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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.

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, 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 propper disposal. For detailed information about device or battery recycling, contact your local city office, household waste disposa 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 WEEE and batteries from other waste is to minimize the potential environmental impacts and human health risk separating of any hazardous substances that may be present.

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