

MOBILE APPLICATION



# User guide

Manage your service, connection, and benefits  
in one place.

• ENGLISH

U-wifi



## 00 QUICK NAVIGATION

# Contents

Select a section to jump directly to it. Button names match the labels shown in the app.

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Download the app

App Store

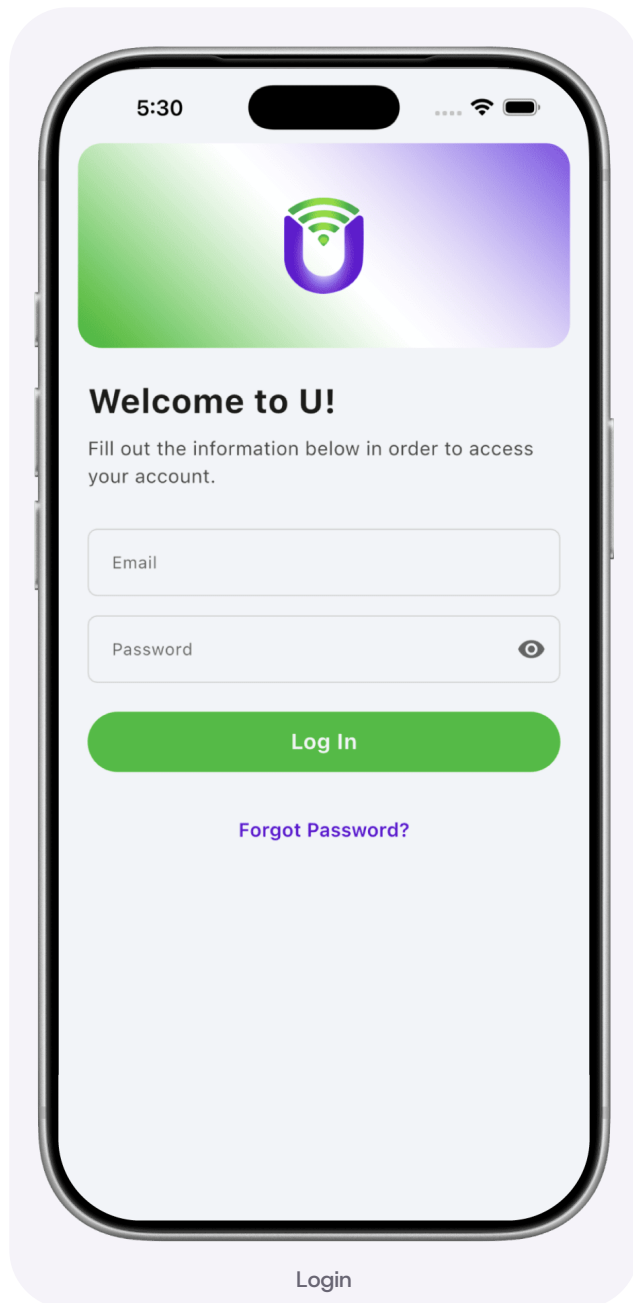


Google Play



# Sign in to the app

After you sign up for U-wifi Internet, you will receive temporary credentials and an app download link by email. You can also search for U-wifi in the App Store or Google Play.



## Step by step

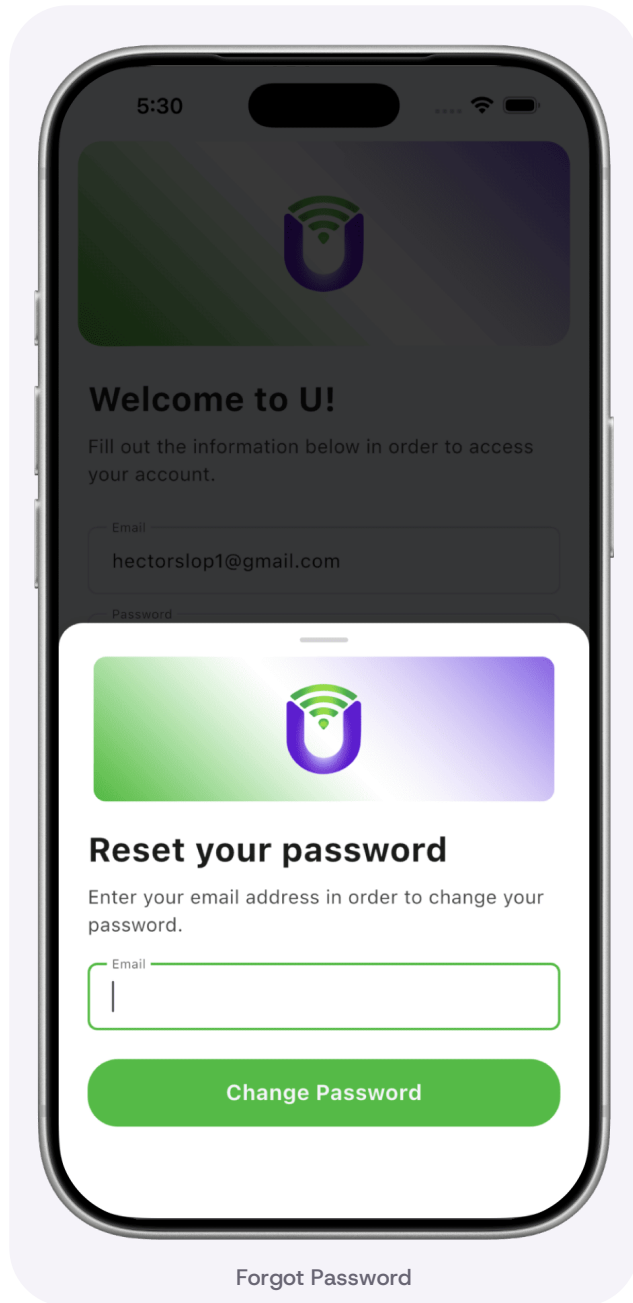
- 1 Open the app and enter the email and password associated with your account.
- 2 Tap **Log In**.

## Important

Change the temporary password after you gain access. If you cannot find a U-wifi email, check your Spam or Junk folder.

# Reset your password

Restore access using the email associated with your account.



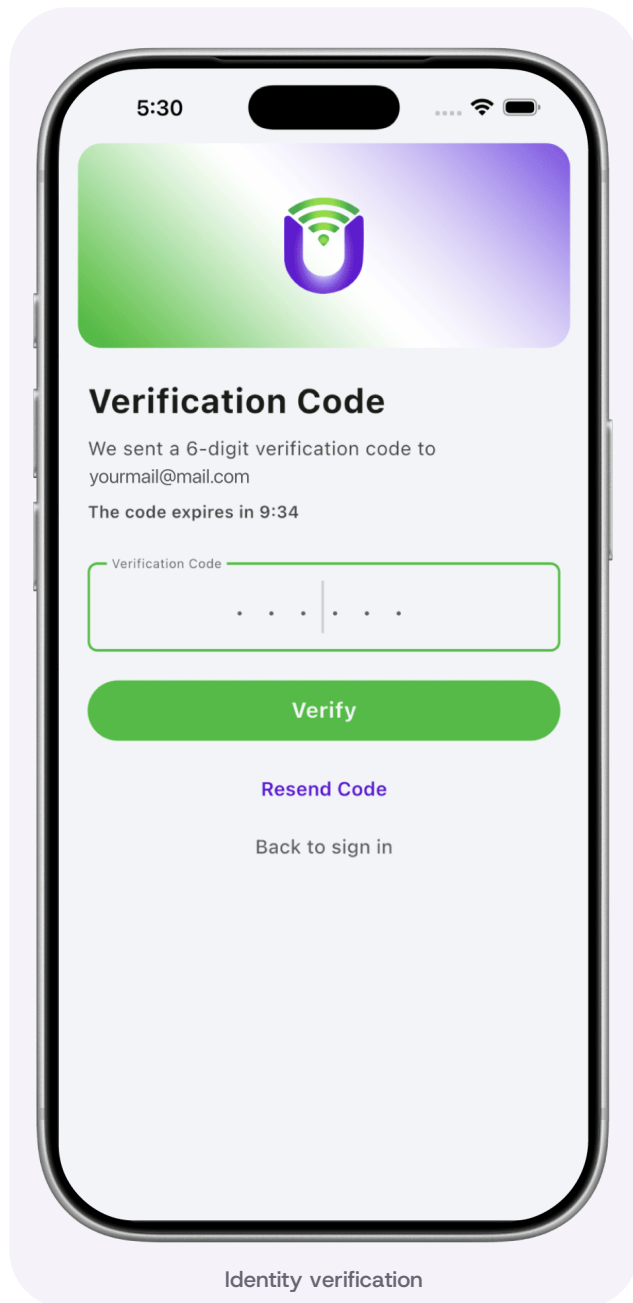
## Step by step

- 3 If you forgot your password, tap **Forgot Password**, enter your email, and select **Change Password**. Follow the instructions sent to your inbox.

## 01 GETTING STARTED

# Verify your identity

U-wifi may require an extra verification step when your session is no longer active, you switch devices, or you connect from an unfamiliar network.



### Step by step

- 1 Find the six-digit code sent to your email.
- 2 Enter it before it expires. The code is valid for 10 minutes.
- 3 Tap **Verify**. If the message does not arrive, check Spam or Junk and use **Resend Code** to request a new one.

### Tip

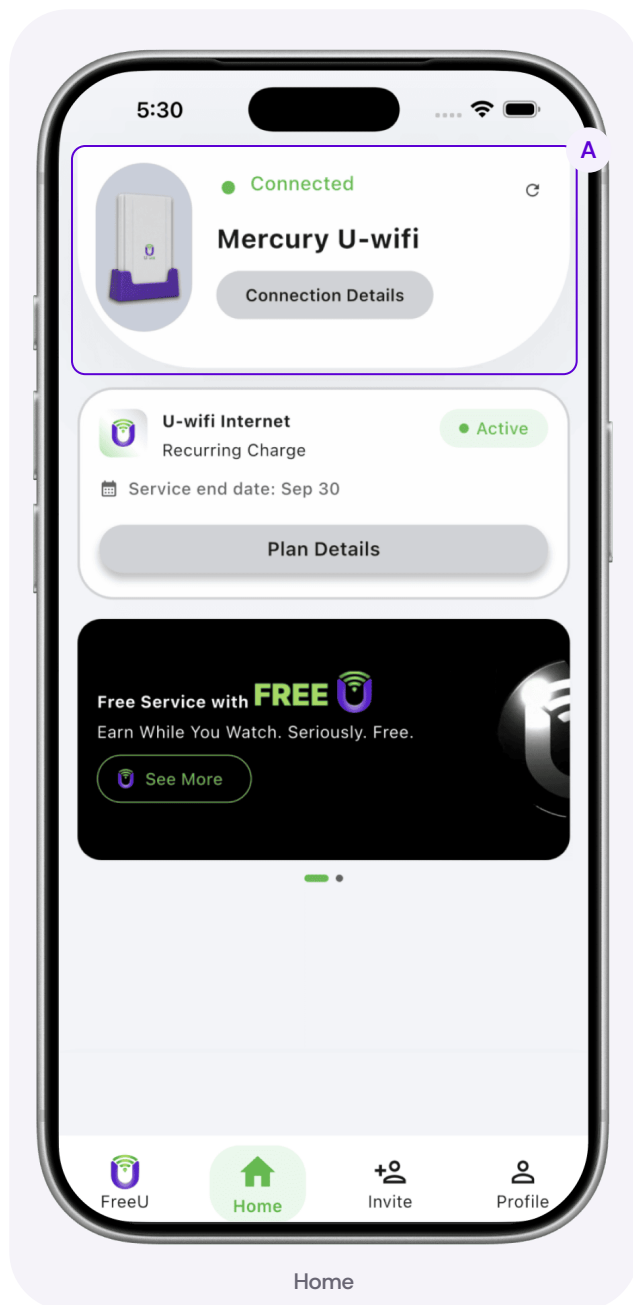
Always use the most recent code you requested.



## 02 HOME

# Check your service status

Home brings together your Mercury Gateway status, service information, and informational cards. Use the bottom navigation to switch between FreeU, Home, Invite, and Profile.



## A Gateway status



● Connected



**Mercury U-wifi**

Connection Details

## Step by step

- 1 Check the Connected indicator to confirm that the gateway is online.
- 2 Tap the refresh icon to retrieve the latest status.
- 3 Open **Connection Details** to review your network, or **Plan Details** to see plan and payment information.
- 4 Swipe through the informational cards for FreeU, referral, and service updates.

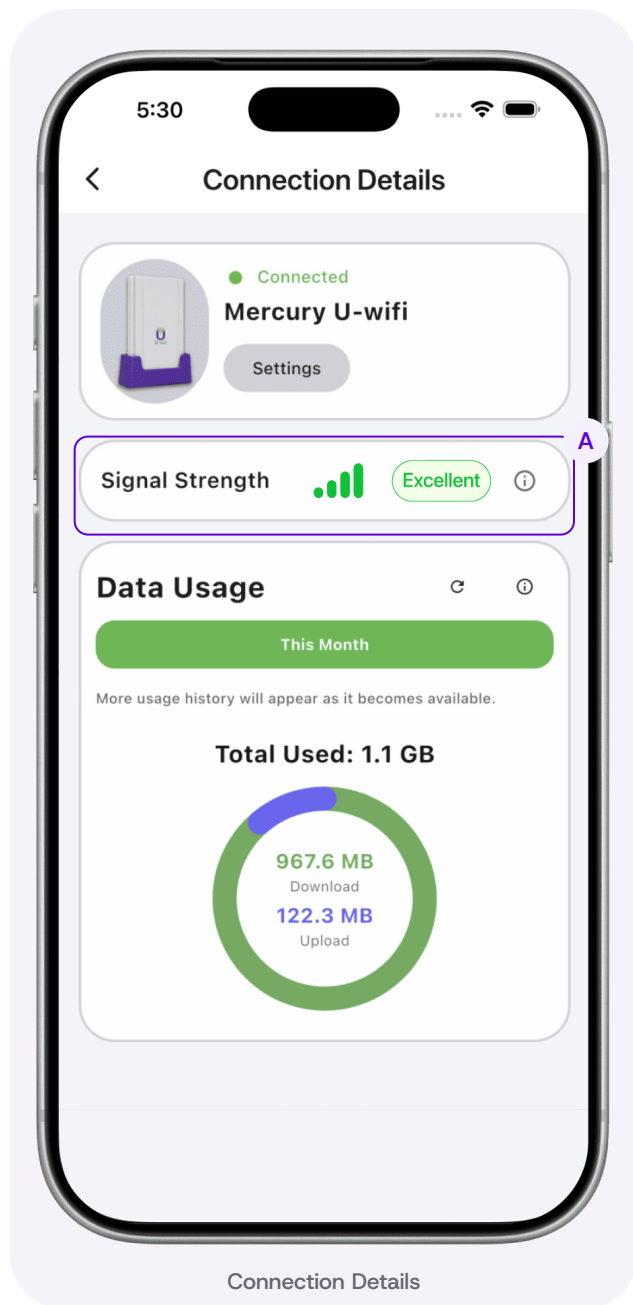
## Good to know

The service date shows when your monthly prepaid service period ends. The status may change based on the account condition.

### 03 CONNECTION

## Review signal quality and data usage

Connection Details shows your Mercury Gateway, connection status, signal strength, and data usage for the service period.



#### A Signal quality

Signal Strength



Excellent



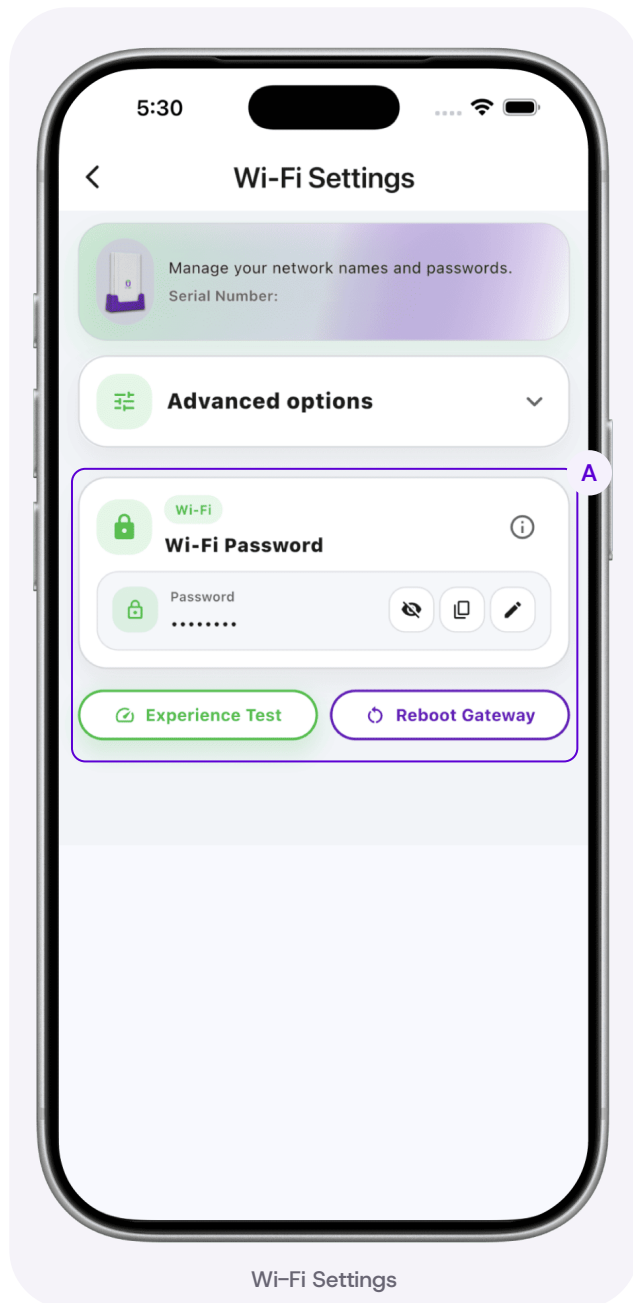
#### Step by step

- 1 Check the gateway status and signal quality.
- 2 Review **Total Used** for the current month.
- 3 After at least three months of service, you can switch between the current month and three-month usage history.
- 4 Tap **Settings** to manage the Wi-Fi network.

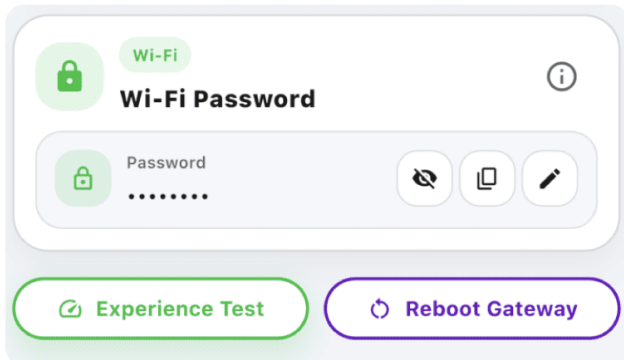
## 03 CONNECTION

# Manage your Wi-Fi network

Wi-Fi Settings provides password and network-name controls, along with testing and restart tools.



## A Password and diagnostics



## Step by step

- 1 Use **Wi-Fi Password** to change the network password.
- 2 Open **Advanced options** to rename the 2.4 GHz and 5 GHz networks.
- 3 Tap **Experience Test** to evaluate the connection and see guidance for browsing, streaming, and video calls.
- 4 If the network is missing or feels unusually slow, tap **Reboot Gateway** and confirm.

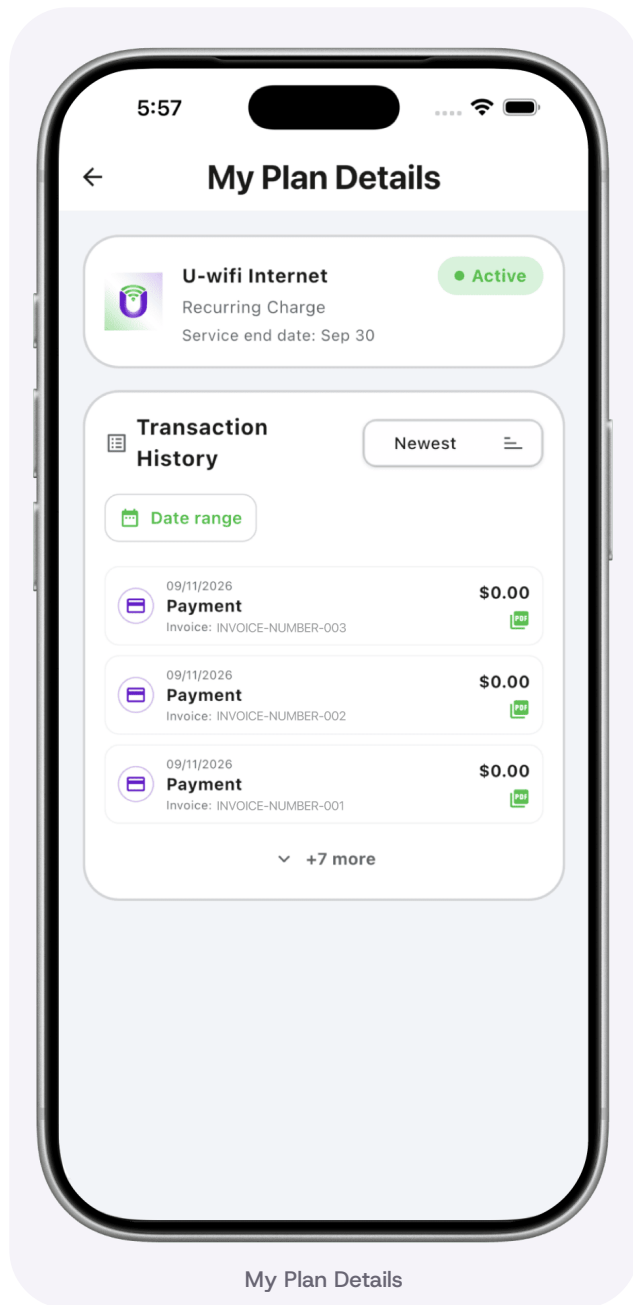
## Need help?

If restarting does not solve the issue, contact support through Help Center.

## 04 PLAN

# Review payments and invoices

My Plan Details shows the active plan, service date, and transaction history.



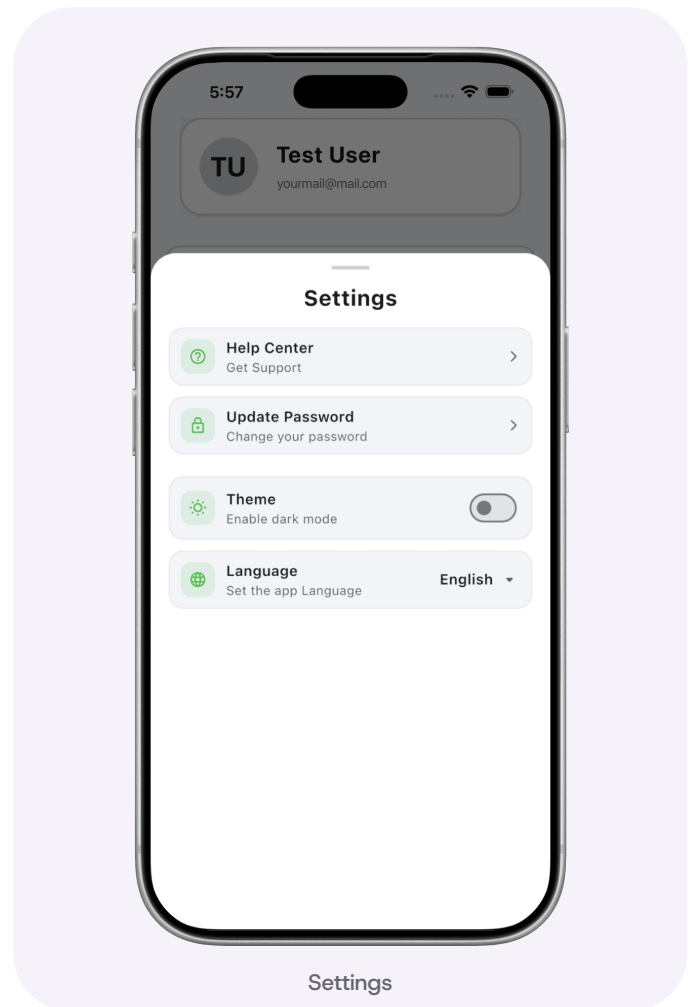
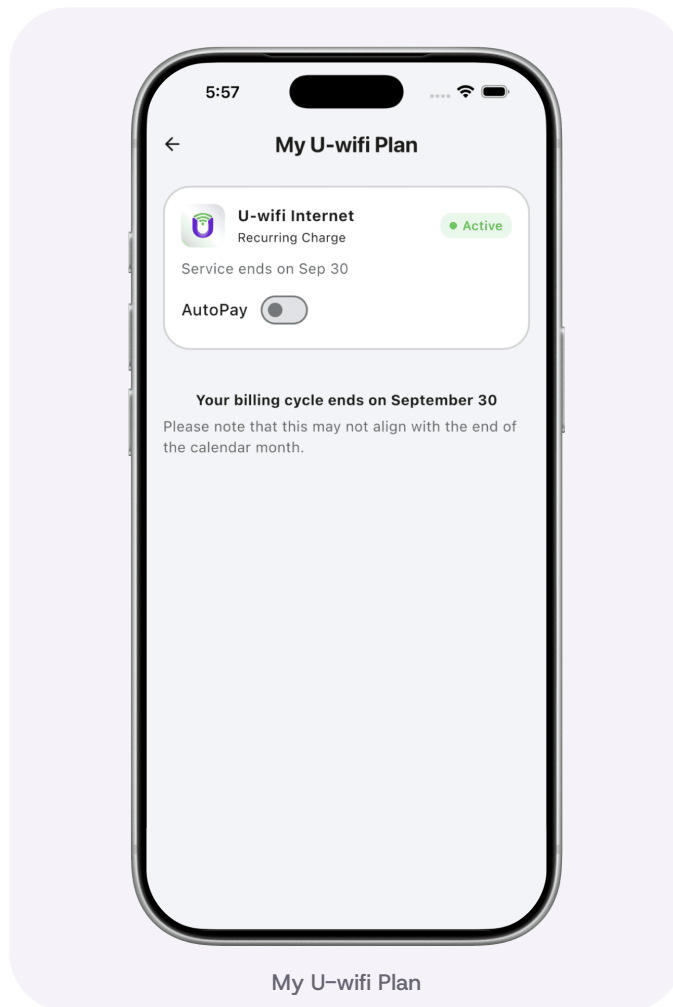
## Step by step

- 1 Review the plan name and status.
- 2 Use **Transaction History** to find previous payments.
- 3 Tap a transaction to open its invoice PDF with the date, time, invoice number, and total paid.
- 4 Sort by newest or oldest, or filter by a date range.

## 04 PLAN

# Manage your plan and preferences

My U-wifi Plan confirms your active plan, status, and billing date. Settings includes support, security, and display preferences.



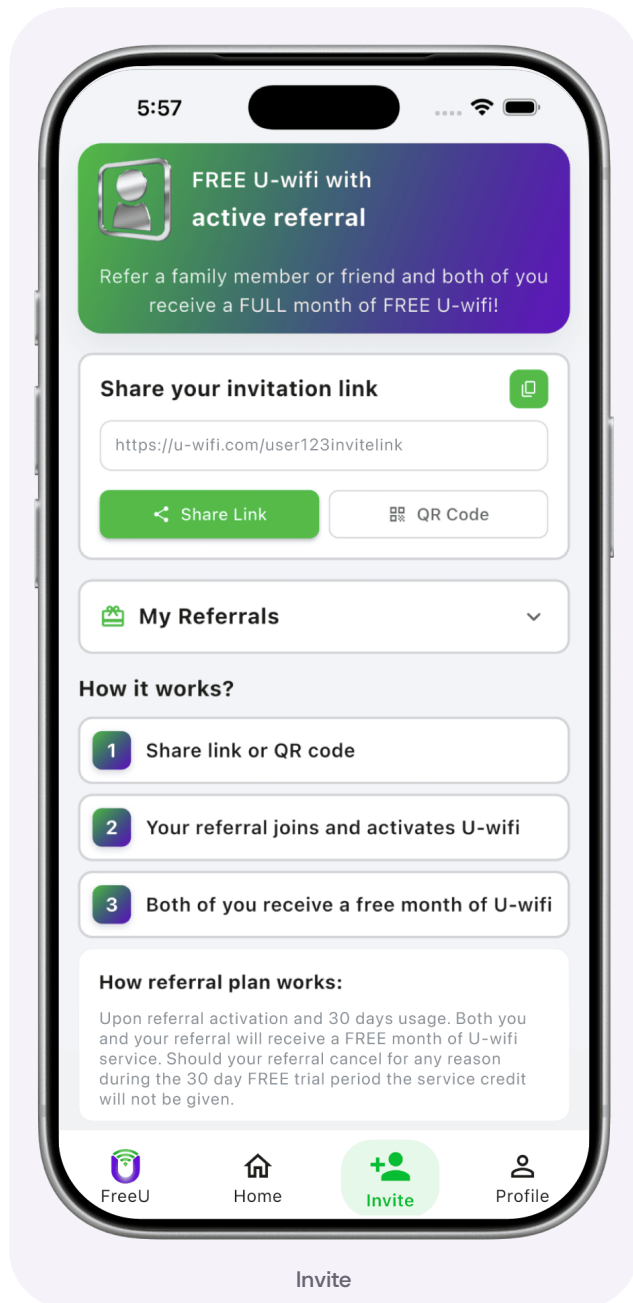
## Step by step

- 1 Turn **Autopay** on or off in **My U-wifi Plan**. Keeping it on helps prevent interruptions.
- 2 Open **Help Center** for FAQs and support options.
- 3 Use **Update Password** to change the app password.
- 4 Switch between light and dark themes, or choose English or Spanish under **Language**.

## 05 INVITE

# Share your referral link

Invite friends or family to join U-wifi. When someone signs up and activates service through your link, both of you receive the benefits shown in the app.



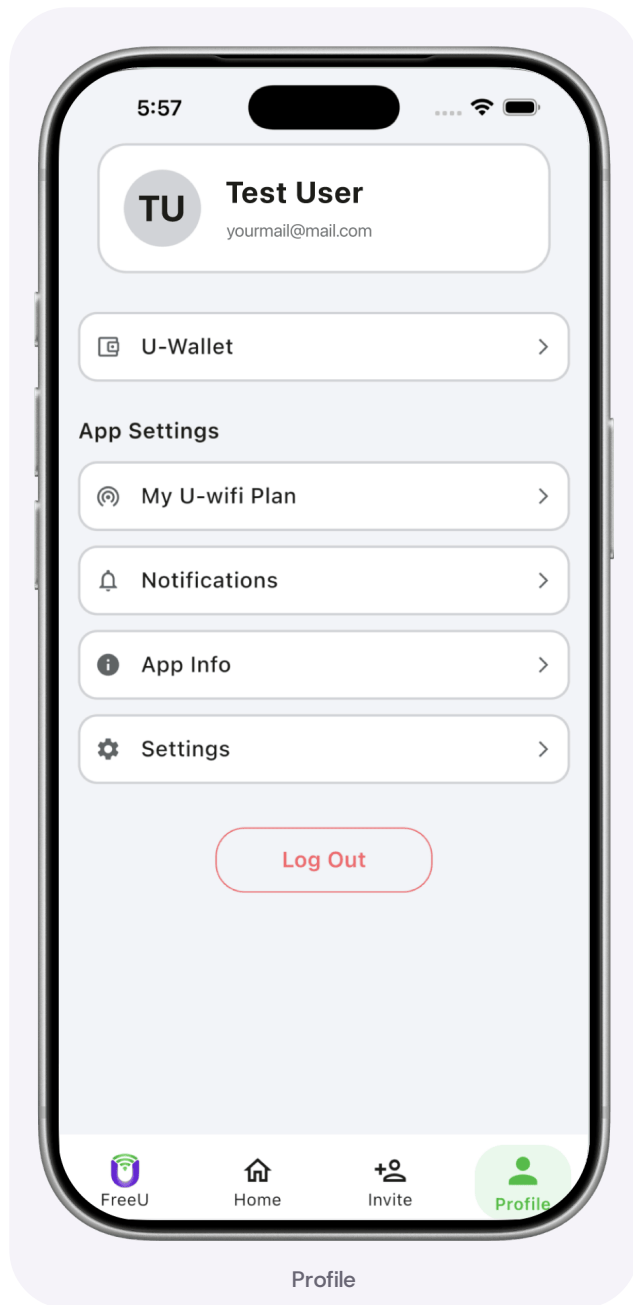
### Step by step

- 1 Tap **Share Link** to send it through a messaging or social app.
- 2 Open **QR Code** so another person can scan the link with their camera.
- 3 Use the copy icon beside the link to save it to the clipboard.
- 4 Check **My Referrals** to follow your invitations.

## 06 PROFILE AND U-WALLET

# Find your account settings

Profile displays your name and email and collects the account and service options in one place.

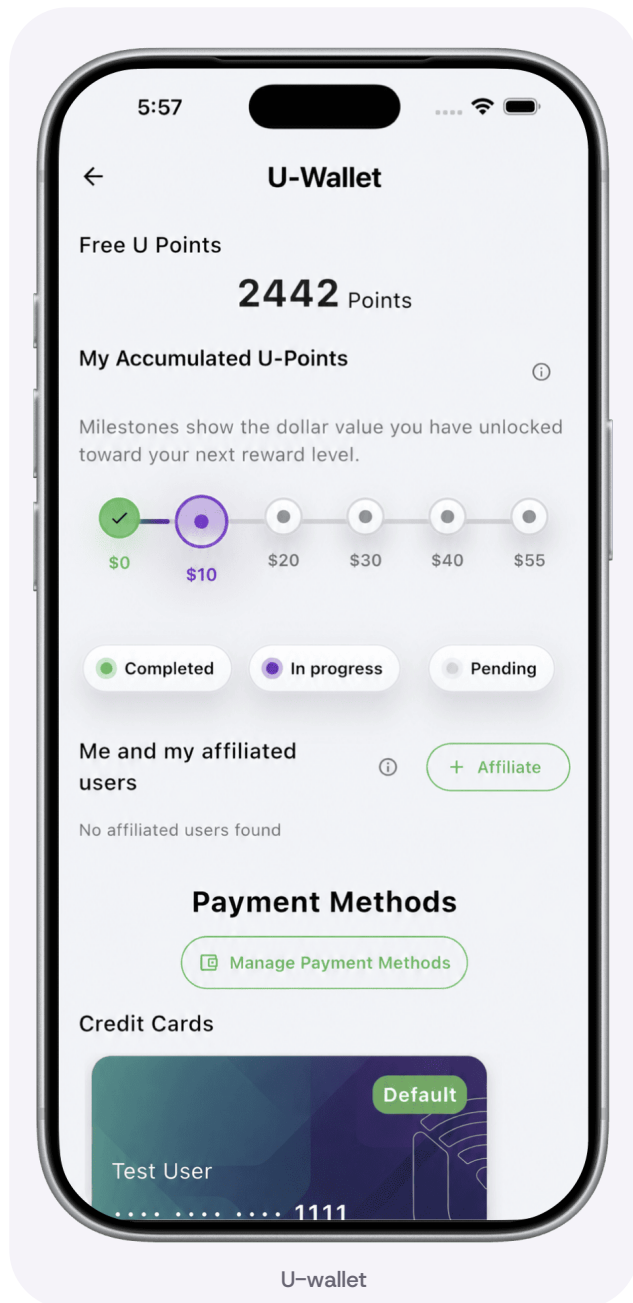


## Step by step

- 1 Open **U-wallet** to review points, milestones, payment methods, and affiliated users.
- 2 Open **My U-wifi Plan** to see your plan and **Autopay** setting.
- 3 Choose **Notifications**, **App Info**, or **Settings** as needed.
- 4 Tap **Log Out** when you want to end the session.

# Turn U-Points into discounts

U-wallet shows your U-Points balance and available Milestones. Reaching a milestone can unlock a discount ranging from \$10 to the full service cost, depending on the goal reached.

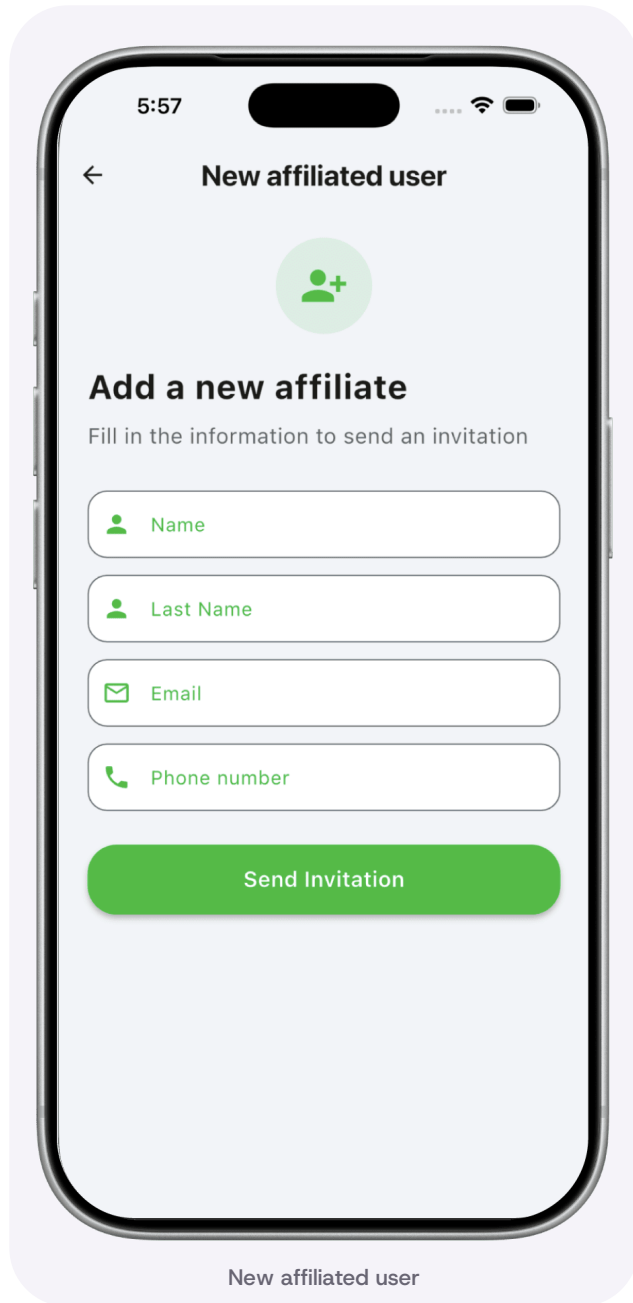


## Step by step

- 1 Review your balance and progress toward each Milestone.
- 2 Manage the payment methods available on the account.

# Add affiliated users

Enter the affiliated user details and review their account access permissions.



The image shows a smartphone screen with the 'New affiliated user' form. The status bar at the top shows the time 5:57, signal strength, and battery level. The app header is 'New affiliated user' with a back arrow. Below the header is a green circular icon with a person and a plus sign. The main title is 'Add a new affiliate' with the instruction 'Fill in the information to send an invitation'. There are four input fields: 'Name', 'Last Name', 'Email', and 'Phone number', each with a green icon. At the bottom is a green 'Send Invitation' button.

New affiliated user

## Step by step

- 3 Tap **Affiliate** to invite a family member who lives with you, then enter their name, email, and phone number.
- 4 Affiliated users can view network status and watch FreeU ads to add U-Points to the account.

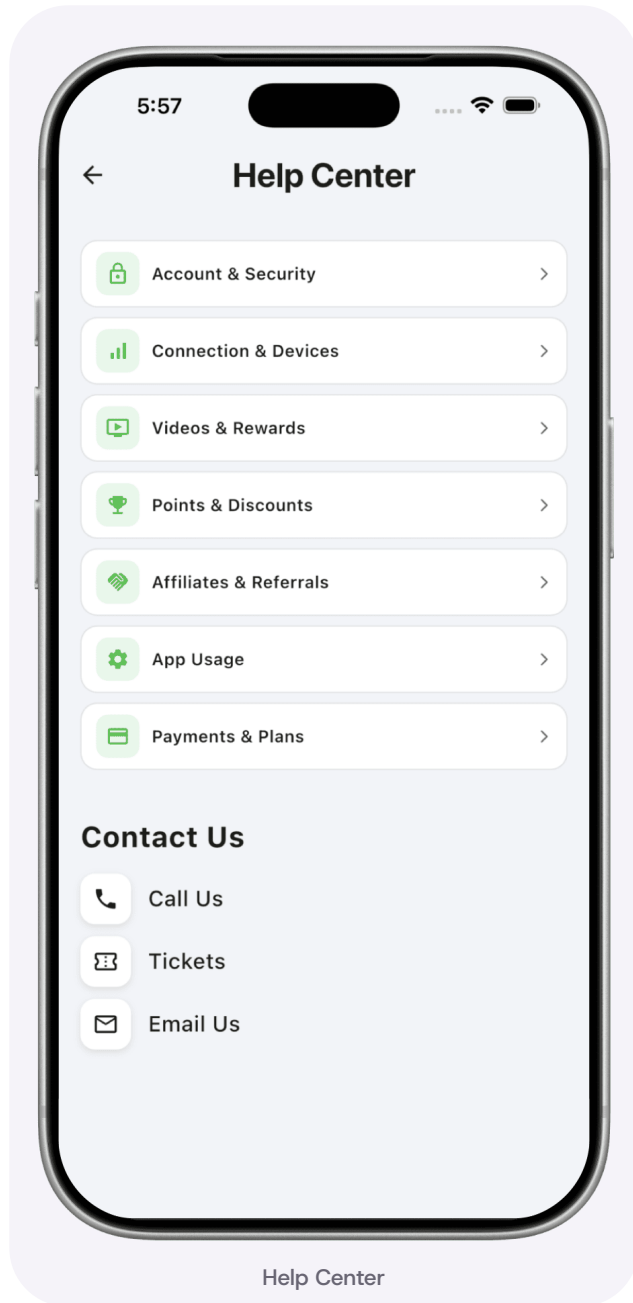
## Permissions

Only the administrator has full access. Affiliated users cannot make payments or change network names or passwords.

## 07 SUPPORT

# Get help from Help Center

Help Center organizes FAQs by category and offers three ways to contact support.



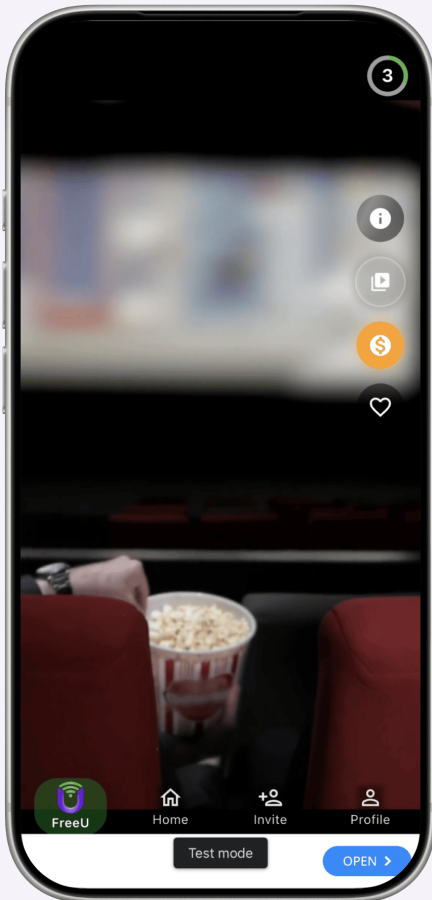
## Step by step

- 1 Tap a category to browse its frequently asked questions.
- 2 Use **Call Us** to open your phone and call support.
- 3 Use **Tickets** to describe an issue and attach images.
- 4 **Email Us** opens your email app. Include context and supporting images when possible.

08 FREEU

# Watch ads and earn U-Points

FreeU presents ads in a vertical feed. Swipe to move to the next item and use the timer to see how much time remains.



Video ad



U-Points confirmation

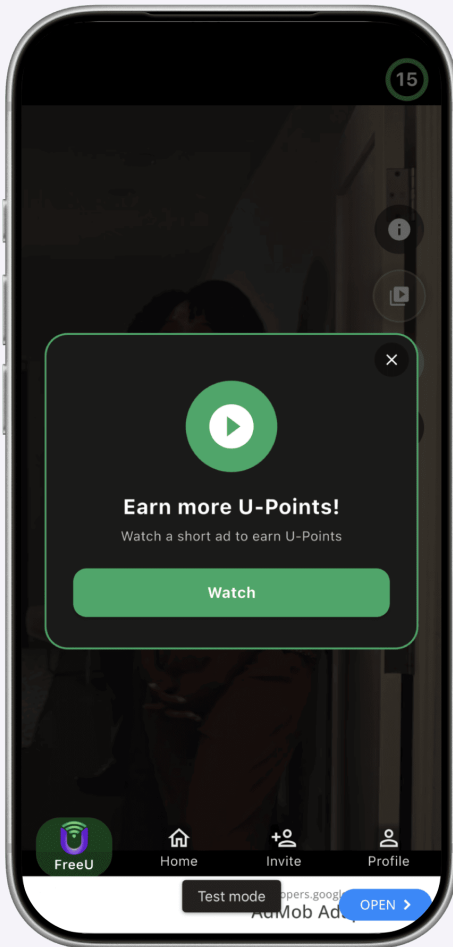
## Step by step

- 1 Play the ad and let the timer finish.
- 2 You receive U-Points after completing the video.
- 3 The U-Coins animation confirms that the points were credited.
- 4 Use the controls on the right for information, categories, **U-wallet**, and favorites.

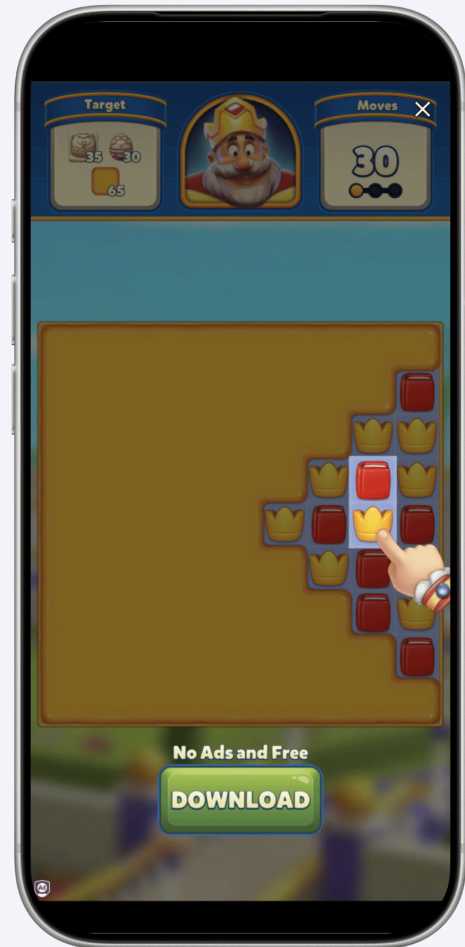
08 FREEU

# Explore other ad formats

As you swipe through FreeU, you may see an invitation to open additional content. The ad may be static, dynamic, video, or an interactive game.



Invitation



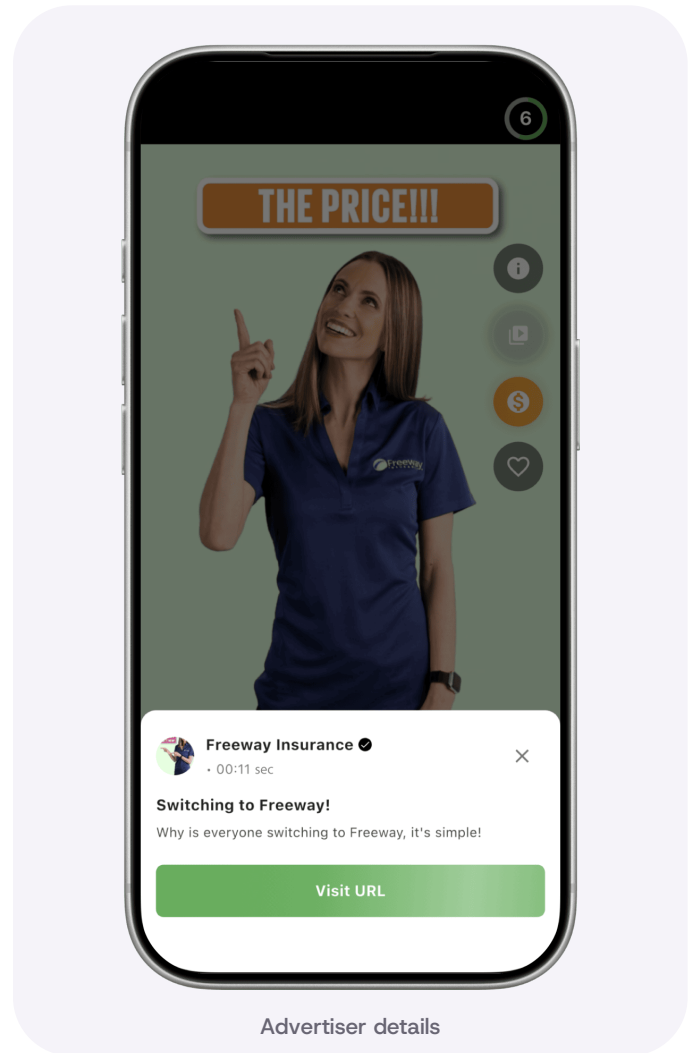
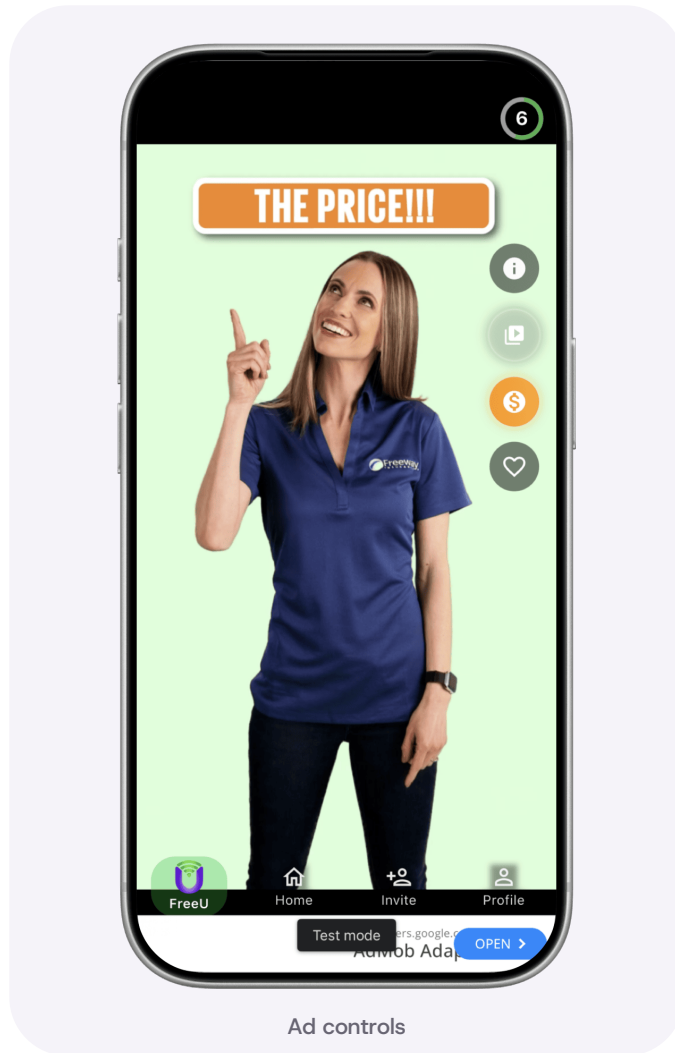
Interactive ad

## Step by step

- 1 Tap **Watch** to open the suggested ad.
- 2 Interact with the content when applicable.
- 3 Close the ad or continue swiping to return to the FreeU experience.

# View advertiser information

The information button opens the ad details, including its length, advertiser, description, and website link.

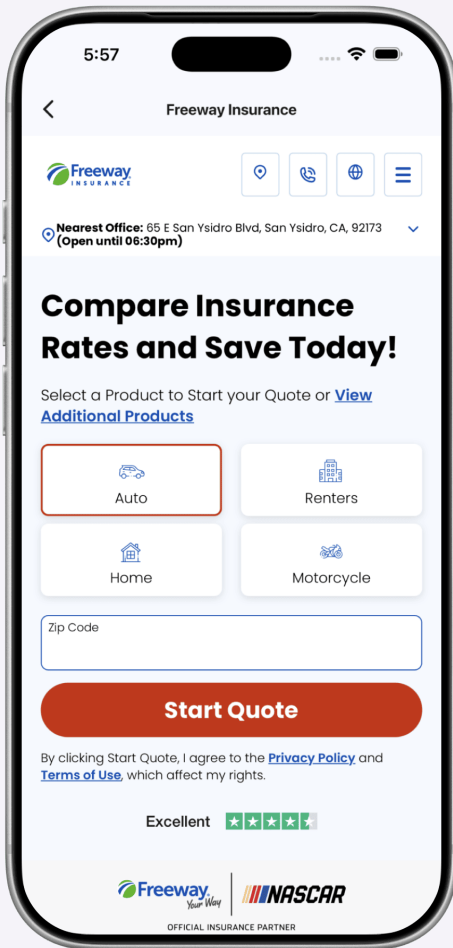


## Step by step

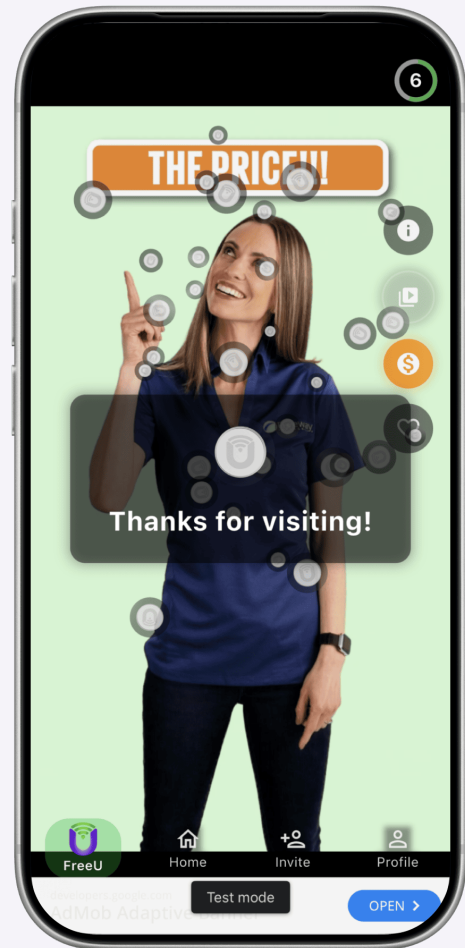
- 1 Tap the information icon on the right.
- 2 Review the details and select **Visit URL** if the ad interests you.

# View advertiser information

The information button opens the ad details, including its length, advertiser, description, and website link.



Advertiser website



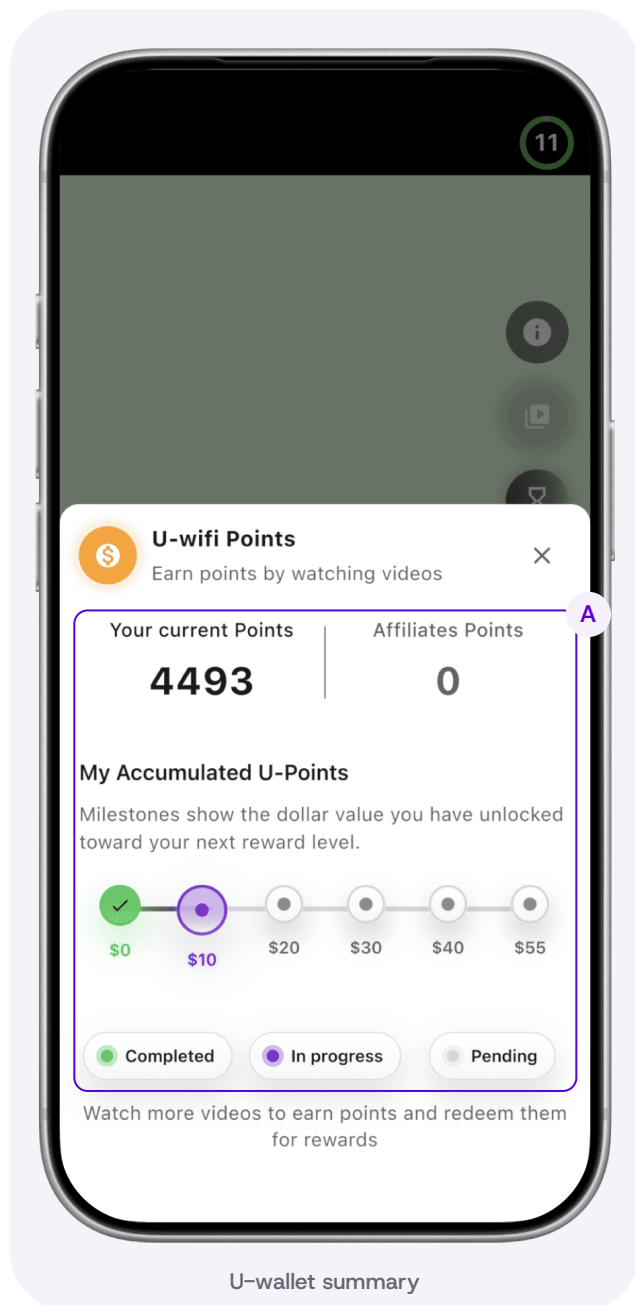
Visit confirmation

## Step by step

- 3 The advertiser website opens outside the app.
- 4 When you return, the confirmation acknowledges the visit and U-wifi may award additional U-Points.

# Track your progress in U-wallet

The U-wallet control shows a summary of points and affiliated-user contributions.



## A Points and Milestones

Your current Points

4493

Affiliates Points

0

### My Accumulated U-Points

Milestones show the dollar value you have unlocked toward your next reward level.



Completed

In progress

Pending

### Step by step

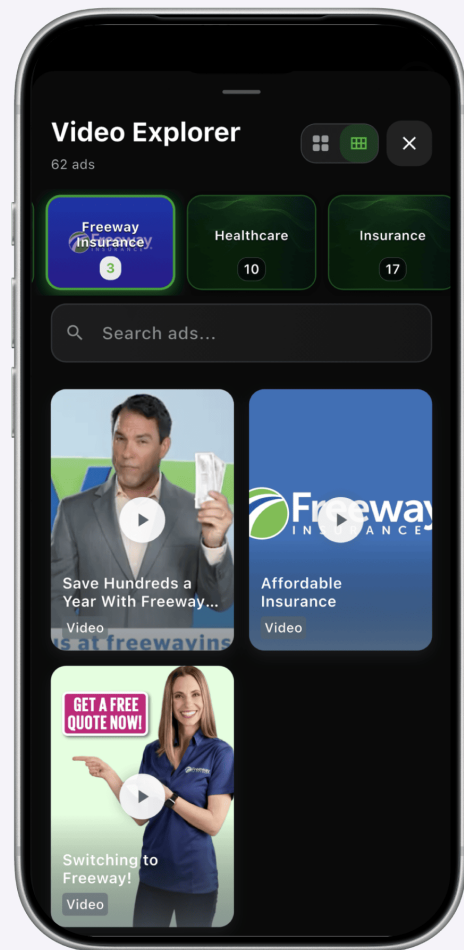
- 1 Tap U-wallet to review points, Milestones, and affiliated-user contributions.

# Browse categories and favorites

Video Explorer helps you find content by category, advertiser, or topic.



Grid view



List view

## Step by step

- 2 Open **Categories** and switch between Grid and List with the top control.
- 3 Use **Search** to find a category, topic, or advertiser.
- 4 Tap the heart to save the current ad. You can find it later under **Favorites** in **Categories**.