

User Manual

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Attention:

1. Please register the SIM card first before you can use it.
2. Please use the SIM card in half a year after receiving the registration confirmation email from us.
3. International roaming need to be activated in mainland China first, which means in order to use this SIM card outside mainland China, the SIM card needs to be used in mainland China first.
4. This SIM card has features like caller ID, call waiting and 4G service, which are included in the package, no additional costs. You can send "101" to 10010 for airtime balance and send "2082" to 10010 for data balance. Sending these texts are free from anywhere.
5. There is only 10 CNY in your airtime balance after our registration process. The 10 CNY is equivalent to 50 minutes local calls or 100 local texts included in your service package. It's based on 0.2 CNY/min for local calls or 0.1 CNY/text for local texts.
6. Please make sure international data roaming function is off when you use the SIM card outside mainland China, otherwise international data roaming fee will be applied in most countries at 5CNY per 5MB, which will be deducted from the airtime balance.
7. When airtime balance is less than 5 CNY, you will hear a "low airtime balance" reminder in Chinese when you try to make a call. You can just ignore that. The call will still go through when that reminder stops as long as your balance is enough for a call, or you can just add more airtime at www.lvycom.com to eliminate the reminder.
8. If you have purchased an international direct calling package (Zone A, B, C, D), just dial 00(or +) + country code + phone number to call the places included in the package, for example, US is in zone A, you dial 001 (or +1) + US phone number; please DO NOT use the IP prefix 10193 in this condition, otherwise the call will not be charged from your free international minutes but from your airtime balance.
9. Please be aware that using the SIM card in Hong Kong, Macau or Taiwan will be charged of expensive roaming fee.
10. This SIM card is a customized China Unicom SIM card, which is tailored to meet the needs of Chinese inbound international visitors. They are not available in local China Unicom retail outlets. Should you have any issues with the SIM card, please contact us directly via email at SUPPORT@LVYCOM.COM or telephone +86 28 85332544 and +86 156 8092 7447. Regular China Unicom customer service at 10010 or local

China Unicom retail stores will not be able to assist you! But, we are here for you! We ensure 100% customer satisfaction!

11. This SIM card is valid for 90days from your first use. We keep the rights to dispose of those SIM cards which is not extended validity period after its expiration dates, including but not limited to cancel the phone number.

12. Sales promotions are available on www.lvycom.com

1. SIM Card Registration

If you purchased your SIM card directly from LvyCom on Amazon or other online channels, you MUST register it first! Otherwise, it won't work!

The registration process won't shorten your SIM Card's validation period, which only starts when you actually use it!

Registration is simple! No technical background is required!

All you need to do is the following:

Go to <https://www.lvycom.com/register.php> and fill in below required information accordingly.

- 1) **Order number:** Amazon order ID, it is a string of numbers with two dashes and you can find it on your electronic invoice.
- 2) **Phone number:** China Unicom phone number, which is on the white sticker on the SIM card holder. The phone number is 11 digits, starting with "132...", "130...", "155..." or "156...".
- 3) **Full name:** Full name on your passport picture.
- 4) **Email:** Your mail address which can get contact with you.



- 5) **Nationality:** Choose from the drop-down list.
- 6) **UserPhone:** Your phone number which can get contact with you.
- 7) **Upload:** A color picture of your passport front page with clear details.

Once your registration is successfully completed, you'll receive a confirmation notice via Amazon message center. On the contrary, you'll receive a rejected reason if your registration failed. As well as you can check the "Status" on self-registration page at any time. (Buyers who have chosen to opt out of receiving messages from sellers may not receive the confirmation mail or rejected mail)

2. How to Use the SIM Card

2.1 Using the SIM card for the first time

You must follow the following steps:

1. Power off your phone
2. Insert your new SIM card
3. Power on your phone
4. Wait for your phone to connect to a GSM/WCDMA/LTE network, for example, China Unicom(中国联通) in China.
5. If step 4 does not work, please manually select a local GSM/WCDMA/LTE network. (Please refer to the preferred network in your country/region at the end of the manual.)

Please note: when you insert the SIM card for the first time outside China, it may show "No Service" as international roaming needs to be activated in mainland China first.

2.2 Receiving calls when in China

People in mainland China can dial your number directly to reach you, for example, 13281812345; People outside China need to dial +86 plus your number, for example, +86 13281812345.

2.3 Calling a China cell phone number when in China

You should dial the 11-digit China cell phone number directly; For example, call number 15680912345 directly.

2.4 Calling a China fixed line number when in China

You should dial 0 + area code + phone number. For example, Chengdu's area code is 28 (Please refer to Appendix for other major cities' area code.), to reach a Chengdu fixed line number 85332544, dial 028 85332544.

2.5 Calling an international number when in China

If you have purchased an international direct calling package (see Appendix) , then dial "00" or "+" + country code + phone number to reach the corresponding destination. For example, US is in zone A; to call US number 617 346 1234, dial "001 617 346 1234" or "+1 617 346 1234".

If you have not purchased any international direct calling package for the corresponding call destination but your call destination is in the 10193-applied area (see Appendix), you can dial IP prefix "10193"+ "00" + country code + phone number to reduce cost. For example, to reach a German number 176xxxxxxx, dial 10193 0049 176xxxxxxx.

International calls made WITHOUT this prefix or an international direct calling package will be billed at the rate of 0.8 CNY for each 6-second interval.

2.6 Calling when outside China

- a. Call mainland China or other countries: "+" + country code + phone number. For example, when you are in UK, calling US no. 617 346 1234, dial + 1 617 346 1234.
- b. Call a local number: dial the phone number directly.

2.7 Caution

If you use a personal Wi-Fi or Mi-Fi device, please turn off cloud based back-up services like iCloud on all devices connecting to the personal Wi-Fi or Mi-Fi device.

Using this SIM card to surf the Internet or to make calls when you are outside China will significantly reduce airtime balance, or even suspend the SIM card.

English-speaking customer service can be reached via email at SUPPORT@LVYCOM.COM or phone +86 28 85332544 and +86 156 8092 7447.

2.8 Emergency Call Number: 110

Please dial “110” when you are in emergency and you need local authority’s help, like rubbery. This is equivalent to “911” in the United States or “112” in Europe.

2.9 Displays of 4G LTE sign

China Unicom has deployed two types of LTE technologies: FDD-LTE (up to 150 MB/S) and TD-LTE (up to 100MB/S), which means China Unicom 4G LTE networks support all 4G smartphones. However, unlike AT&T wireless and other 4G LTE operators, all of the Chinese mobile operators including China Unicom only display 4G sign instead of LTE sign on the handset when the device connects to a 4G LTE network. If you see a 4G sign displaying on your handset, it means your handset connects to a 4G LTE network.

2.10 4G LTE coverage (as of March 2016)

China Unicom’s LTE network covers following major cities:

Beijing, Tianjin, Shanghai, Guangzhou, Shenzhen, Xian, Chongqing, Zhengzhou, Wuhan, Chengdu, Changsha, Jinan, Hangzhou, Shenyang, Harbin, Fuzhou, Nanjing, Shijiazhuang, , Suzhou, Qingdao, Dongguan, Dalian, Ningbo, Changchun, Haikou, Taiyuan, Nanning, Yantai, Xiamen, Kunming, Hefei, Guiyang, Luoyang, Tangshan, Hohhot, Yulin, Lanzhou, Xining, Nanchang, Yinchuan, Jiaxing, Foshan, Quanzhou, Weifang, Wenzhou, Fuyang, Wuxi, Yichang, Hengyang, Guilin, Langfang, Linfen, Nanchong, Weinan, Nanyang, Nantong.



Note: If your city is not in the list above, your device will be likely to connect to a 3+G HSPA network. The data speed is up to 42MB/S, which depends on your handset.

3. Service Package and Refill

This SIM card is a customized China Unicom SIM card. The service packages that are configured on the SIM card include:

- A. Nationwide 4G LTE data package: When you start first use of the SIM card, the data will be valid for 90 days.
- B. International direct calling package: There are 4 different international calling zones. Please refer to the appendix for more information.
- C. Airtime: Airtime will be deducted when data in the data package or international direct calling minutes are used up and you continue to use those services. You can also use airtime balance for local calls/texts, international texts or international calls when an international direct calling package is not available.

3.1 Refill of data or international direct calling service

- a. Refill of data or international direct calling service is **only available at www.lvycom.com**.
Data package purchased at other channels WILL NOT work with this SIM card and could even suspend the SIM card.
- b. **Data or international direct calling minutes refilled will be valid for 90 days from purchase date.**

3.2 Airtime top-up

You can purchase airtime at www.lvycom.com or any other channels.



4. Check Account Balance

You can check your balance when you are in or outside China. Just send text "101" to 10010 for airtime balance and "2082" to 10010 for data balance. These texts are free of charge.

Note: Currently only Chinese message is provided by China Unicom and sometimes it happens that you may not receive any response message from 10010 when you are outside China. But you can always send emails to SUPPORT@LVYCOM.COM to let us check it for you.

5. APN Setting

For most devices, this SIM card does not require any APN configuration to access Internet; it's a pure plug and play. But if you can make calls or send texts with the SIM, but just cannot access Internet, you can configure APN as follows.

1) For Android OS and iOS 9.0 earlier:

Entering Settings-> Mobile Network Settings-> Access Point Name-> Menu-> New APN, then you can input the following information:

Name: wonet (or 3gnet)

APN: wonet (or 3gnet)

username : blank (input the word "blank")

password : blank (input the word "blank")

MCC: 460

MNC: 01

APN type : default (input the word "default")

2) For iOS 9.0 or later

- a. Connect WIFI and input unlockit.co.nz in Safari. (You have to turn off Cellular.)
- b. Click on "Create APN" at the bottom of the page.
- c. Country: China; Carrier: Unicom (3gnet) . Then click "Create APN".
- d. When "Cellular Profile" page shows, please click "install" on the right of the page.
- e. Finally, please restart your phone.

6. Accessing Google, Facebook, Skype and other websites or APPs

Google search, Gmail, Facebook, YouTube services etc. are not very stable or blocked in mainland China. Customers who want to access those services in China should set up a VPN. Applications like Skype, iMessages, Bing, Hotmail, Yahoo, Nike Run, Expedia, etc. work in China.

7. FAQ

[Where can I refill or purchase more data, airtime and international direct calling package for my SIM card?](#)

Please visit www.lvycom.com to refill data, airtime or purchase an international direct calling package.

[How do I get balance information? Can I check balance outside China?](#)

You can check your balance when you are in or outside China. Just send text "101" to 10010 for airtime balance and "2082" to 10010 for data balance. Sending these texts are free from anywhere.

[What is the SIM card's validation period? How can I extend it?](#)

Validation period is 90 days after first use. Validation period can be extended on www.lvycom.com by purchasing "Keep your #" service.

[Why do I need to provide my passport information?](#)

The Chinese government requires ID information for all mobile users to eliminate fraud and illegal activities. Your passport information is only used for registration purpose.

Can I use my China Unicom SIM card outside China?

Yes, the international roaming service is enabled in most countries. However, international roaming needs to be activated in mainland China first and international roaming fee is rather expensive. We do not recommend you to use it as it will heavily reduce your airtime balance, and even suspend your SIM card due to lower balance.

Do I need to cancel my China Unicom SIM card after I leave China?

No, you do not need to. The SIM card will be canceled after 90 days of use automatically no matter whether there is some balance or not.

Appendix

International Direct Calling Package

The following table shows the number of minutes available with one (1) international calling package:

CALL DESTINATION	MINUTES	TARIFF (FACE VALUE) AFTER INITIAL MINUTES
Zone A: Hong Kong, USA, Canada and Singapore	100	0.36 CNY/min
Zone B: Taiwan (excluding 008861418, 00886986, 00886973, 008869712, 008869713, 08869714, 008869715, 008869001), Macau, South Korea, Malaysia, India and Thailand (excluding ACES 006681200 , 006681201)	60	0.66 CNY/min
Zone C: Japan, Vietnam, Columbia and Brunei	40	0.96 CNY/min
Zone D: Australia, France (excluding 003359, 0033638, 0033640), Spain, Greece, Egypt, Russia (excluding 007954), Kazakhstan, Cambodia, Indonesia, Sri Lanka, the Philippines, Ukraine, Mongolia	20	1.96 CNY/min

Note: One international calling package can only be applied to the corresponding calling zone; if you have purchased any of these, just dial "00" or "+" + country code + phone number to use the corresponding minutes. For example, US is in zone A; to call US number 617 346 1234, dial "001 617 346 1234" or "+1 617 346 1234".

10193 International Calling Rate

If you do not have any international direct calling package for the corresponding call destination but your call destination is listed in the following table, you can dial IP prefix "10193"+ "00" + country code + phone number. The rate is lower than dialing directly without 10193. For example, to reach a German number 176xxxxxxx, dial 10193 0049 176xxxxxxx.

Countries/Regions	Rate
Hong Kong, USA,Canada, Singapore, Malaysia,Thailand (except ACES 006681200,006681201) India, Australian fixed line number(except Cocos island 00619162, Christmas Island 00619164, 006113 and 006114, 00614)	0.39CNY/min
Taiwan(except 008861418, 00886986, 00886973, 008869712, 008869713, 008869714, 008869715, 008869001) Macau, South Korea	0.69CNY/min
Japan, Brunei, Columbia, Costa Rica, Bermuda, Sri Lanka, Pakistan, Vietnam	0.99CNY/min
England (except 00447, 00449 etc), France (except 0033638, 0033640, French Ant 003359 etc), Germany (except 00497 etc) Austria (except 00437, 00438 etc), Italy (except 003931, 003937, 003938, 003939 etc), Portugal, Denmark, Sweden, Greece, New Zealand, Australian 00614 (except Cocos island 00619162, Christmas Island 00619164, 006113, 006114), Philippines, Saudi Arabia, Turkey	1.69CNY/min
Syria, Egypt, Laos, Russia (except 007954), Ukraine, Zambia, Malawi, Tajikistan, Trinidad and Tobago, Israel, Paraguay, Mongolia, Kuwait, Uzbekistan, Bahamas, Venezuela, Rwanda, Guatemala, Indonesia, Panama, Jordan, Uganda, Bahrain,Bolivia, Hungary, Iran, Nigeria, Kyrgyzstan, Sultan, Tanzania, Georgia, Mozambique, Peru, Slovakia, Argentina, Moldova, Lithuania (except 00370910), Kazakhstan, Angola, Martinique, Finland, South Africa, Antigua and Barbuda, Bhutan, Uruguay, Armenia, Norway, Swaziland, Cayman Islands, Gibraltar, Lesotho, Salvador, Czech Republic, Qatar, Cape Verde, Chile, Jamaica, Ecuador, Lebanon, Eritrea, Luxembourg, Republic of Suriname, Barbados, Polynesia, Burma, Cyprus	1.99CNY/min
Switzerland, Spain, Belgium, Ghana, Turks and Caicos Islands, Belize ,Romania, Benin, Mauritania, Afghanistan, Belarus, Aruba, Reunion, UAE, Mali, Saint Lucia, Saint Vincent, Fiji, Haiti, Malta, Cameroon, Oman, Grenada, Albania, Croatia, Nicaragua, serbia, Honduras, Liberia, Netherlands Antilles, Burkina Faso, Christopher and Nevis, Libya, Yemen, Senegal, Niger, Azerbaijan, Macedonia, Palestine, Montserrat, Andorra, Slovenia, Brazil, Holland, Liechtenstein, Monaco, Chad, Congo, Congo (Kinshasa) (except 0024342,0024343,00243123,00243127) , Poland, Gabon, Gambia , Montenegro	2.99CNY/min
Taiwan (008861418,00886986,00886973,008869712,008869713,008869714,008869715,008869001) , Ethiopia, Morocco, Zimbabwe,GUADELOUPE IS,Bosnia and Herzegovina,Ivory Coast ,French Guiana,Tunisia,Estonia,Central Africa, Ireland, Djibouti, Guinea, Western Samoa, Bulgaria, Comoros/Mayotte Island, saint pierre and miquelon, Sierra Leone, Guinea-Bissau, Madagascar, Iceland, Iraq, Guyana, Togo	4.99CNY/min

Airtime Rate

SIM card airtime credit allows users to make voice calls, send texts & multi-media messages or surf the Internet when no more balance is left in their basic 4G data service package. Table below shows the rate of using airtime credit:

TYPE	RATE(FACE VALUE)	NOTE
Domestic voice call	0.20 CNY/min	Free incoming calls
Domestic text	0.10 CNY/message	Free incoming messages
Domestic MMS	0.10 CNY/message	Multimedia message, free incoming messages
4G data	0.27 CNY/MB	Rate applies after initial basic 4G data service package is depleted
International call	See international direct calling package table	Rate applies after initial international call package is deleted
International text	0.80 CNY/message	Free incoming messages
International MMS	1.50 CNY/message	Free incoming messages

International Roaming Rate in Some Countries/Regions

Country/ Regions	Operator	Local calls (CNY/min)	Call Mainland China (CNY/min)	Call other regions (CNY/min)	Receiving calls (CNY/min)	Text Mainland China (CNY/Msg)	Text other regions (CNY/Msg)	Data roaming
USA	AT&T	0.96	0.96	2.86	0.96	0.36	1.26	5 CNY/10MB
Canada	Rogers, Telus	2.86	7.86	8.86	2.86	0.86	1.76	5 CNY/5MB
Australia	OPTUS	1.86	2.86	5.86	1.86	0.86	1.76	5 CNY/5MB
New Zealand	2Degrees, NZT	1.86	2.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Brazil	Vivo	4.86	9.86	11.86	5.86	1.86	2.76	Not available
Denmark	Telia	1.86	2.86	3.86	1.86	0.86	1.76	5 CNY/5MB

Austria	T-Mobile	0.96	2.86	5.86	0.96	0.56	1.46	5 CNY/5MB
Belgium	Proximus	2.86	3.86	4.86	2.86	1.26	2.16	Not available
Germany	T-Mobile	1.86	1.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Russia	MTS	2.96	2.96	9.86	2.96	1.26	2.16	5 CNY/5MB
	Rostelecom	2.96	2.96	9.86	2.96	1.26	2.16	Not available
France	Orange Bouygues	1.86	3.86	5.86	1.86	0.86	1.76	5 CNY/5MB
Finland	Elisa	2.26	11.86	11.86	2.26	1.26	2.16	Not available
Netherlands	KPN	0.96	2.86	3.86	0.96	0.56	1.46	5 CNY/5MB
Norway	Telenor	1.86	4.86	5.86	1.86	0.86	1.76	5 CNY/5MB
Sweden	Telenor	1.86	4.86	5.86	1.86	0.86	1.76	5 CNY/5MB
Switzerland	SWISSCOM	2.86	3.86	6.86	2.86	1.26	2.16	5 CNY/5MB
Spain	Telefonica	1.86	2.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Greece	COSMOTE	0.96	2.86	3.86	0.96	0.56	1.46	5 CNY/5MB
Italy	TIM, WIND	1.86	2.86	5.86	1.86	0.86	1.76	5 CNY/5MB
UK	O2	1.86	3.86	5.86	1.86	0.86	1.76	5 CNY/5MB
Philippines	Globe	1.86	6.16	7.86	1.86	0.76	1.66	5 CNY/5MB
Korea	KTF	0.96	0.96	3.86	0.96	0.36	1.26	5 CNY/5MB
Malaysia	DiGi	1.86	1.86	6.86	1.86	0.56	1.46	5 CNY/5MB
Japan	DoCoMo, SoftBank	1.86	2.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Thailand	AIS, DTAC	1.86	4.86	5.86	1.86	1.26	2.16	5 CNY/5MB
Singapore	Singtel, Starhub	0.96	0.96	4.86	0.96	0.36	1.26	5 CNY/5MB
India	Aircel	6.86	19.86	21.86	5.86	2.86	3.76	5 CNY/5MB
Indonesia	Indosat-M3, XL	1.86	3.86	3.86	2.86	0.66	1.56	5 CNY/5MB
	Indonesia XL	1.86	3.86	3.86	2.86	0.66	1.56	5 CNY/5MB
Hong Kong		0.39	0.39	4.39	0.39	0.1	0.8	5 CNY/5MB
Macau		2.86	3.86	5.86	2.86	0.66	1.56	5 CNY/5MB
Taiwan		0.96	0.96	3.86	0.96	0.36	1.26	5 CNY/5MB

Area Code of Major Tourist Cities

City	Area Code
Beijing	10
Chengdu	28
Chongqing	23
Guangzhou	20
Guilin	773
Guiyang	851
Haikou	898
Hangzhou	571
Hohhot	471
Jinan	531
Kunming	871
Lanzhou	931
Lhasa	891
Lijiang	888
Luoyang	379
Nanjing	25
Qingdao	532
Shanghai	21
Shenzhen	755
Suzhou	512
Urumqi	991
Xi'an	29