

# User Manual

## v3.5.3

---



LvyCom Technology Co., Limited



## 目录

1. SIM Card Activation and Registration .....	5
2. How to Use the SIM Card.....	6
2.1 Using the SIM Card for the first time .....	6
2.2 Receiving calls .....	6
2.3 Calling a mobile number in China .....	6
2.4 Calling a fixed line number in China.....	7
2.5 Calling an international number when in China .....	7
2.6 Calling when outside China .....	7
2.7 Cautious .....	7
2.8 Emergency Call Number: 110 .....	7
2.9 Displays of 4G LTE sign .....	8
2.10 4G LTE coverage (as of March 2016) .....	8
3. Service Package and Refill .....	8
3.1 Data refill or purchasing international direct call service package .....	9
3.2 Airtime top-up.....	9
4. Account Balance Inquires .....	9
5. APN Setting .....	10
6. Verizon and Sprint handset issues .....	11
7. Accessing Google, Facebook, Skype and other websites or apps .....	11
8. FAQ .....	12
Appendix .....	14



International direct calling tariff information.....	14
Airtime and tariff information.....	15
International Roaming tariff information .....	16
Major Tourist City Telephone Area Code and Post Code.....	16
(Call Chinese fixed line phone, need to dial 0 + area code + phone number) ...	16

## Attention:

1. Please note that the SIM card should be activated by restarting (power off and on) your phone for the first use after receiving the activation confirmation email from us, otherwise it won't work;
2. This SIM card has features like caller ID, call waiting and 4G service, which are included in the package, no additional costs to you. In the first couple of hours, you may receive SMS notifications from China Unicom that show different airtime account balance, which is a China Unicom internal number, please ignore that. The account balance will display correctly once your SIM card is fully activated. You can check SIM card airtime and data balance by sending 101 or 2082 respectively to 10010.
3. Once the SIM card is activated successfully, you will receive welcome messages from 10010. Sometimes, the message shows that there are only 10 CNY left in your airtime balance. This is correct! 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 voice call tariff in China or 0.1 CNY/texts for local texts.
4. Please make sure turn off data roaming when outside China, otherwise international data roaming tariff will be applied in most countries at 5CNY per MB, which will be deducted from the airtime balance. This will cause a low airtime balance when you actually land China and try to use it.
5. When airtime balance is less than 5CNY, you will hear a "whisper voice" reminder in Chinese for low airtime balance; you can just ignore that. It will work when that "whisper voice" stops, or you can add more airtime at [www.mychinaunicom.com](http://www.mychinaunicom.com) to eliminate the "whisper voice".
6. If you have purchased the international direct calling package (Zone A, B, C, D), DO NOT use the IP prefix 10193 before the number, otherwise it won't charge from your free international minutes but from your airtime balance. For example, for Zone A, there are 100 free minutes to call back to US, but if you add 10193, you will be charged 0.36CNY/min, which will significantly reduce the voice usage capacity, or even cause the SIM card being suspended, please be cautious.
7. 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 cards, please contact us directly via email at [support@lvycom.com](mailto: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!

## 1. SIM Card Activation and Registration

If you purchased the SIM card from a distributor/retailer rather than Amazon, your SIM card will be activated and registered by the seller, you don't need to do anything, please skip this chapter.

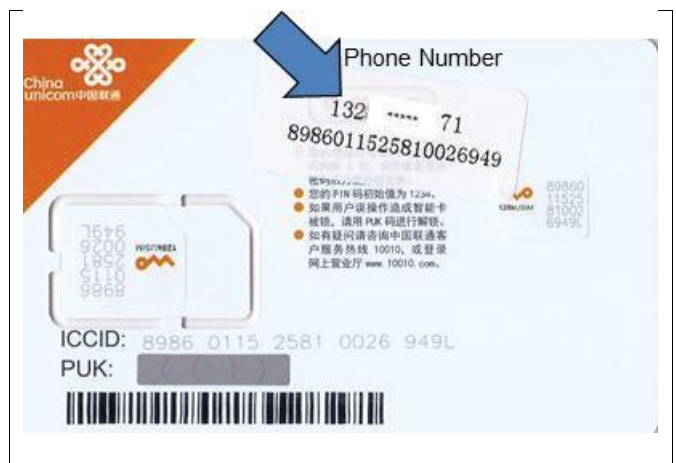
If you bought your SIM card on Amazon, You **MUST ACTIVATE** your new China Unicom SIM Card first! Otherwise, it won't work!

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

Activation is simple! No technical background is required!

All you need to do is the following:

Email a copy of your passport and Chinese visa page (if available) at [support@lvycom.com](mailto:support@lvycom.com), and include your Amazon order ID and China Unicom phone number in the subject line. China Unicom phone number is a 11 digit number, printed on the white sticker starting with "132..." or "155...", refer to the picture on the right. Once we receive:





- (1) A copy or picture of your passport,
- (2) Amazon order ID,
- (3) China Unicom phone number;

We will activate and complete the registration process for the SIM card within 24 hours after receiving the above required information.

## 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. Your phone should connect on a GSM/WCDMA/LTE network, for example, AT&T
5. Send text "2082" to 10010 to check your data package balance, it is free of charge.
6. If it still doesn't work, please manually select a local GSM/WCDMA/LTE network. In US, the preferred GSM network is AT&T.

**Please note, when you insert the SIM card for the first time outside China, it may take up to 15 minutes for the SIM card to register with one local network due to international roaming. Please be patient.**

### 2.2 Receiving calls

People in mainland China can just dial your number directly to reach you, for example, 132 818 12345; People outside China needs to dial +86 plus your number, for example, +86 132 818 12345

### 2.3 Calling a mobile number in China

Dial the 11 digit mobile number directly; Chinese mobile number all starts with 13../15../17../18... For example, call number 15680912345 directly.

## 2.4 Calling a fixed line number in China

Dial 0 + area code + phone number, Beijing area code is 10, Shanghai is 21, Chengdu is 28; for example, calling a Chengdu fixed line number 85332544, dial 028 85332544. You can find more major Chinese tourist city area code information at the end of this manual.

## 2.5 Calling an international number when in China

If you purchased international direct call package (see appendix for tariff information) , then dial "00" or "+" + country code + phone number, for example, calling US number 617 346 1234, dial "001 617 346 1234" or +1 617 346 1234.

If you have not purchased international direct call package, you need to have sufficient airtime to place international calls. To save money, you can use IP prefix "10193". Here is how to dial: "10193"+ "00" + country code + phone number , for example, calling US number 617 346 1234, dial 10193 00 1 617 346 1234.

## 2.6 Calling when outside China

Please dial "00" or "+" + country code + phone number. For example, when you are in US, calling 617 346 1234, dial +1 617 346 1234.

## 2.7 Cautious

If you use personal Wi-Fi or Mi-Fi device, please make sure turn off cloud based back-up services like iCloud on devices connect with personal Wi-Fi or Mi-Fi device.

Using this SIM card surf Internet or making calls outside China will significantly reduce the data and voice usage capacity, or even cause the SIM card being suspended.

English-speaking customer service agents can be reached via email at [support@lvycom.com](mailto:support@lvycom.com) or phone 0086 28 85332544 and 0086 156 8092 7447.

## 2.8 Emergency Call Number: 110

Please dial "110" when you experience any dangerous situation like medical, rubbery, fire or any other situation, which you need local authority's help. This is the equivalent "911" number in 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 is connected to a 4G LTE network. If you see a 4G sign displayed on your handset, it means your handset is connected 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, you'll be likely connected to a 3+G HSPA network. Depend on your handset; the data speed is up to 42MB/S.

## 3. Service Package and Refill

This SIM card is a customized China Unicom SIM card, which is tailored to Chinese inbound international visitors. The service packages that are configured on the SIM card include:

- A. Nationwide 4G LTE data, valid for 90 days after initial usage; this is a basic service package, each SIM card must have one data package.
- B. International direct call package; this is an optional service package. There are 4 different international calling zones. Please refer to the appendix for pricing information.





C. Airtime; this is an optional service. Airtime can be used when data package or international direct call package are used up. When airtime balance is less than 5CNY, caller will hear voice low balance reminder in Chinese.

### 3.1 Data refill or purchasing international direct call service package

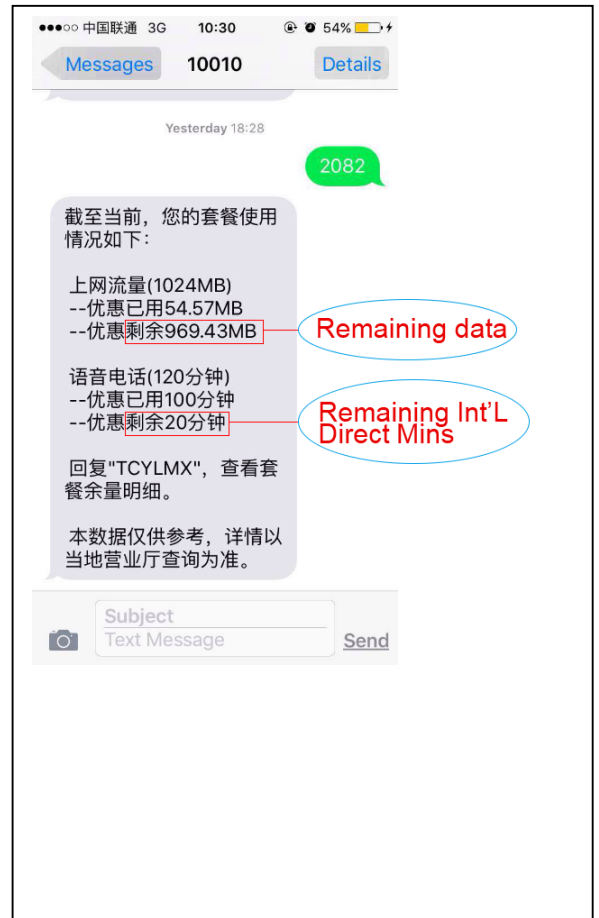
Data package refill or purchasing new international direct call package is **only available at [www.mychinaunicom.com](http://www.mychinaunicom.com)** Data package purchased at other China Unicom retail stores **WILL NOT work with this SIM card and could even cause this SIM card been suspended!**

### 3.2 Airtime top-up

General China Unicom airtime can be applied to this SIM card, which means you can either purchase airtime at [www.mychinaunicom.com](http://www.mychinaunicom.com) or any other retail stores.

## 4. Account Balance Inquires

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



be in Chinese, and free of charge!

## 5. APN Setting

For most of devices, this SIM card does not require any APN configuration to access Internet; it's a pure plug and play. Most of the iPhones does not require any APN setting. However, some of the Android based devices sometimes requiring customers to manually configure their APN in order to access Internet correctly. If you have an



Android OS based device, and your phone can make calls and receive texts, but cannot access Internet, please try to configure the APN based on the following instructions:

New APN setting:

Entering wireless control-> Mobile Network Settings-> Wireless Access Points (WAP) name-> Menu-> New APN, then you can input following information:

**Name:** wonet (or 3gnet)

**APN:** wonet (or 3gnet)

**username :** blank

**password :** blank

**MCC:** 460

**MNC:** 01

**APN type :** default

## 6. Verizon and Sprint handset issues

Customers using iPhones or Samsung devices may not be able to connect to AT&T or T-Mobile network using our SIM card while still in US. This is due to Verizon and Sprint preventing its customers to access GSM/WCDMA/LTE network in US. Customers with Verizon or Sprint devices should be able to connect to a GSM/WCDMA/LTE network outside USA.

## 7. Accessing Google, Facebook, Skype and other websites or apps

Google search, Gmail, Facebook, YouTube services are not very stable or blocked by Chinese government's great firewall. Customers want to access those services while in



China should set up a VPN back to US. Applications like Skype, iMessages, Bing, Hotmail, Google Map, Yahoo, Nike Run, Uber, Expedia, etc. work in China.

## 8. FAQ

Where can I refill or purchase more data, airtime and international direct call package for my SIM card?

Yes, please visit [www.mychinaunicom.com](http://www.mychinaunicom.com) to refill data, airtime or purchasing international direct call package.

Can I purchase multiple international direct call packages for my SIM card?

Yes, but you can only purchase different calling zone packages. You cannot purchase the same calling zone twice. For example, you can purchase Zone A + Zone B, but you cannot buy Zone A + Zone A.

How do I get SIM card account balance information? Can I check the balance outside China?

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

What is the SIM card validation period? How can I extend it?

Validation period is 90 days after first use. Validation period can be extended on [www.mychinaunicom.com](http://www.mychinaunicom.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 feature is enabled on your China Unicom SIM card; however, international roaming tariff is rather expensive. We do not recommend you to use it as it will impact the balance of the service package on your SIM card, 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, no need to cancel your SIM card. The SIM card will be canceled after 90 days of first use automatically regardless if there is any balance on the card; unless you purchased "Keep your number" service to extend the validation period.

### [Is there a monthly data usage limitation for my China Unicom SIM card?](#)

Unfortunately, yes, China Unicom has a 4G LTE data usage limitation of 6GB per month. Once the usage reaches 6GB in that calendar month, you cannot add more data to the same SIM card account.

### [What can I do if I need to use more than 6GB data per month?](#)

The simplest way to use more than 6GB data per month is to get two SIM cards. It is acceptable for users to have multiple SIM cards using the same identity document.

# Appendix

## International direct calling tariff information

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

CALL DESTINATION	MINUTES	TARIFF (FACE VALUE) AFTER INITIAL MINUTES
<b>Zone A:</b> Hong Kong, USA, Canada and Singapore	100	0.36 CNY/min
<b>Zone B:</b> Taiwan (excluding 008861418, 00886986, 00886973, 008869712, 008869713, 008869714, 008869715, 008869001), Macau, South Korea, Malaysia, India and Thailand (excluding ACES 006681200 , 006681201)	60	0.66 CNY/min
<b>Zone C:</b> Japan, Vietnam, Columbia and Brunei	40	0.96 CNY/min
<b>Zone D:</b> 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

## Airtime and tariff information

SIM card airtime credit allows users to make voice calls, sending text & multi-media messages or surfing Internet when no more balance left in their basic 4G data service package. Following table shows the tariff of using airtime credits:

TYPE	TARIFF(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	0.20 CNY/MB	Rate applies after initial basic 4G data service package is depleted
International calls	See international direct call 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

**Note:** One international call package can only be applied to one calling Zone. If your call destination country is not in Zone A-D, please purchase additional airtime, and dial IP prefix "10193 + 00+ country code + area code + phone number" to enjoy similar low international calling rate. For example, to reach US number (617) 321-0000, dial 10193 001 617 321 0000. International calls made WITHOUT using this prefix or an international calling package will be billed at the rate of 0.8 CNY for each 6-second interval. **Please be cautious!**

## International Roaming tariff information

Country/ Regions	Operator	Local calls (CNY/min)	Call China (CNY/min)	Call other regions (CNY/min)	Receiving calls (CNY/min)	Text 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
Egypt	MOBNIL	1.86	4.86	5.86	1.86	1.86	2.76	Not available
South Africa	MTN	2.86	3.86	5.86	2.86	1.26	2.16	Not available
Argentina	Telefonica	4.86	9.86	11.86	5.86	1.86	2.76	Not available
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	1.86	1.86	1.86	3.86	1.86	0.86	1.76	5 CNY/5MB
Russia	MTS, 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
UAE	DU	2.86	11.86	25.86	2.86	1.26	2.16	Not available
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
Sri Lanka	MTN	2.86	2.86	14.86	2.86	1.86	2.76	Not available
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
Vietnam	Vietnam VNM, Viettel	3.86	8.86	9.86	5.86	2.86	3.76	Not available
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

## Major Tourist City Telephone Area Code and Post Code

(Call Chinese fixed line phone, need to dial 0 + area code + phone number)

City	Area Code
Beijing	10
Chengdu	28
Chongqing	23
Dunhuang	937



Guangzhou	20
Guilin	773
Guiyang	851
Haikou	898
Hangzhou	571
Hhhot	471
Huangshan	559
Jinan	531
Kunming	871
Lanzhou	931
Lhasa	891
Lijiang	888
Luoyang	379
Nanjing	25
Qingdao	532
Shanghai	21
Shenzhen	755
Suzhou	512
Urumqi	991
Xian	29