

Instructions

Operating Environment

1 SIMBOX

Network Environment:

Make sure SIMBOX is properly connected to Internet
It is recommended to connect SIMBOX to network port or router via RJ45 network cable attached.

SIM Card Environment:

Place SIMBOX in the area with good network signal or it may affect the calls and SMS message functions.

Working environment:

It is recommended to put SIMBOX in indoor environment and temperature should be -10°C ~50°C

2 “GlocalMe Call” APP

Data connection:

Data connection is required to access GlocalMe Call APP on your phone, and please try to use it when connected to Wi-Fi or 3G/4G network. Poor data connection may affect the calling quality.

Permission requirement:

To ensure the normal operation of SIMBOX, you need to allow some permissions on phone.

Custom Settings:

When you bind the SIMBOX to GlocalMe Call on your phone, you can edit the Account, SIMBOX Device and SIM card for convenience.

Features:

When you bind the SIMBOX to GlocalMe Call on your phone, you can make/receive calls, send/receive SMS messages, and manage Contacts and SIM card using the inserted SIM card. All interface design is similar to original system, and see more instructions on GlocalMe Call.

Charges Notes

1 Service charges

By simply subscribing to the data services from GlocalMe Call APP, you can enjoy SIMBOX services. When your subscriptions expire, you cannot access the data services unless you renew your subscriptions.

Payment method:

- When you sign up and recharge your account, the service charges can be automatically deducted from your account balance;
- You can directly purchase monthly or annual subscriptions, and no need to be charged during the validity period.

Standard rates:

Based on the pricing list released on GlocalMe Call APP

2Call/SMS Message charges

You will charged by your carrier for the cost of calls and SMS message using the inserted SIM card in SIMBOX, just like you use the ordinary phones.

There are no additional fees for using SIMBOX.

Frequent Asked Questions

FAQs & Troubleshooting

1. How many devices can use a single GlocalMe Call account simultaneously?
You can use up to 5 devices simultaneously.
2. Is it possible to access multiple GlocalMe Call accounts on a single device?
No. Once it is bound to an account, the device cannot be used by other accounts. If you would like to transfer the device, you need to unbind your account first.
3. Can I use the same GlocalMe account on multiple phones?
Yes. When you login on the new phone any existing login will be logged out, and you can get a prompt sent to your phone.

4. How much data does GlocalMe Call consume?
It consumes less than 0.3MB of data for a 1-minute voice call.
5. How do I restart SIMBOX?
To reboot the device, tap Restart on GlocalMe Call or you can unplug the power cable from the device then plug it back in.
6. Will SIMBOX be restored after a sudden power outage?
SIMBOX restarts itself automatically and restores services when the power comes back on.
7. A solid blue light will appear on the card slot once the SIM card is inserted. What does it mean?
It indicates the SIM card has been detected.
8. How to fix “No SIM Card Installed” error when I have SIM card inserted?
1.Make sure you are using the original adapter and power cables. Using 3rd party charges or power cables may affect its performance. 2. Make sure the blue light appear on the card slot and SIM card is inserted properly. 3.Remove your SIM card from the SIM card slot and then put the SIM card back. Retry after 1 minute. 4.Restart your device or remove and install SIM card. 5. If the problem still persists, contact customer service for further assistance.
9. My device is shown as online but the SIM card says no signal on GlocalMe Call. What do I do now?
When two SIM cards or above are in use, only one SIM card remains 4G Internet due to network type or signal coverage. 1.Make sure you are using the original adapter and power cables 2.Make sure you’re in an area with sufficient signal. 3.Log out then log back in to your account. 4.Restart your device manually. 5. If the problem still persists, contact customer service for further assistance.
10. My device is shown as offline on GlocalMe Call when SIMBOX is properly connected. What do I do now?
1.Make sure you are using the original adapter and power cables 2.Make sure the network indicator on SIMBOX is green, which means it is properly connected to Internet. 3.Make sure the connected network is in full speed mode. 4.Restart your device manually and re-login your account.

5.If the problem still persists, contact customer service for further assistance.
11.Why do I receive notification sound from GlocalMe Call but no content showing up on lock screen?
Make sure the lock screen is turned on. To enable it, open the GlocalMe Call and go to Permissions Guide.
12.Why does not GlocalMe Call show notifications for new messages in the status bar?
Make sure the notifications permission is turned on. To enable it, open the GlocalMe Call app and go to Permissions Guide.
13.There is no sound when I make voice calls with GlocalMe Call. What do I do now?
Make sure you allow GlocalMe Call to access your Recording (Android) or Microphone (iOS).
14.How to fix poor call quality (calls cut in and out, calls are not clear and etc) on GlocalMe Call?
1.Make sure you’re in an area with sufficient signal. 2.Make sure your phone work with 4G mobile data or high-speed WiFi. 3.Make sure the SIMBOX has stable network connection. 4. If the problem still persists, contact customer service for further assistance.
15. Unable to make/receive calls or SMS message when SIMBOX and SIM status are shown normal on GlocalMe Call. What do I do now?
1.Make sure you are using the original adapter and power cables 2. Log out of your account in GlocalMe Call and log in back. 3. Restart SIMBOX 4. If the problem still persists, contact customer service for further assistance.

Hazardous substance declaration

	Toxic and Hazardous Substances Declaration					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
Master unit	×	×	×	×	×	×
Circuit	×	×	×	×	×	×
Power Supply	×	×	×	×	×	×
Adapter	×	×	×	×	×	×
Accessories	×	×	×	×	×	×

× indicates that this toxic or hazardous substance contained in all the homogeneous materials for this part is below the limit requirement in SJ/T11363-2006

○ indicates that this toxic or hazardous substance contained in all the homogeneous materials for this part is above the limit requirement in SJ/T11363-2006

After-Sales Service and Support

Warranty Limitations

The after-sales service of SIMBOX is compliance with the Law of the People’s Republic of China on Protection of the Rights and Interests of Consumers and Law of the People’s Republic of China on Product Quality, and covers the following conditions:

●You are eligible to refund or replace your product within 7 calendars days after receipt of the product if the product is considered as defective (Including but not limited to the damages caused by an water, fire, electricity, attack, disassembly and other human factors) verified by our after-sales service center.

●You are eligible for exchange or free repair in 8 - 15 calendars days after receipt of the product if the product is considered as defective (Including but not limited to the damages caused by an water, fire, electricity, attack, disassembly and other human factors) by our after-sales service center.

●You are eligible for free repair within 12 calendars months after receipt of the product if the product is considered as defective (Including but not limited to the damages caused by an water, fire, electricity, attack, disassembly and other human factors) by our after-sales service center.

Out of Warranty Limitations

●Damages resulting from authorized service maintenance, misuse, abuse, neglect, improper handling, accident or label damages or alteration.

●Exceeded 3-year warranty validity

●Damages caused by the force majeure events

●Functional failures of SIMBOX and its accessories caused by human factors

After-Sales Customer Service

24/7 Hotline: 400-699-1314 (Mainland China)

Email: service@ucloudlink.com

24/7 Live Chat: Follow Us on WeChat SIMBOX

Warning

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, pursuantto 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.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment .

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with minimum distance 20cm between the radiator &you body.



Scan & Follow Us

HONGKONG UCLOUDLINK NETWORK TECHNOLOGY LIMITED
Address (HK): Suite 603, 6/F, Laws Commercial Plaza, 788 Cheung Sha Wan Road, Kowloon Hong Kong

Warranty Card

Dear Valued Customers,
Thank you so much for choosing our product. In order to provide you with better service, please read carefully, fill in and save this warranty card after purchase. If you need to replace the faulty device, please take or send your product and accessories back to this address:

- SIMBOX device
- Warranty Card
- Invoice or other valid receipts

Warranty Card

Name		Contact Phone Number	
Product Model/IMEI		IMEI Number	
Where Purchased		Date of Purchase	
Address			
Maintenance Records	Date	Failure Cause and Handling	



SIMBOX operating manual

announcements

1. This user manual provides you with instructions on how to install and use your SIMBOX and please read them carefully.
2. Due to software update and other reasons, some descriptions in this manual may differ from the actual product and the actual product shall prevail.
3. Please follow the procedures in SIMBOX Quick Start to install and use SIMBOX and its companion APP.
4. It is recommended to use SIMBOX's original accessories (such as power adapter and cables), and using 3rd party brands may affect its performance. We shall not be liable for the losses or damages caused by unqualified accessories.
5. If you have any questions when you use SIMBOX, please contact our customer service. Don't casually disassemble the product. Attempting to tamper with or disassemble the product will void the warranty.

Package Contents

This product is the personal communication device developed and manufactured by Shenzhen uCloudlink Network Technology Company. You will find the following inside the box:

- SIMBOX x 1
- 5V 2A Power Adapter x 1
- Power Cable (1 meter) x 1
- Network Cable (0.8 meter) x 1
- Micro SIM Card Holder x 1
- SIMBOX Quick Start Guide x 1
- SIMBOX User Manual x 1

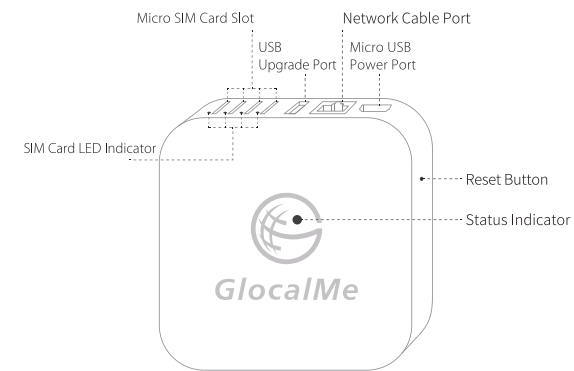
Product Overview

SIMBOX Hardware

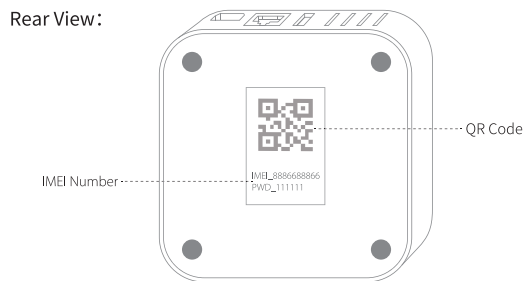
1 Product appearance

SIMBOX is the square box with dimension of 80x80x21 mm, and its color is black or white (optional). See more details as below:

Front view:



Rear View:



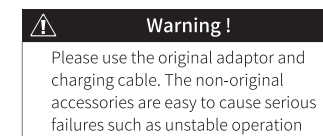
Scan the QR code containing IMEI number on the back of SIMBOX to bind device. And you can also input IMEI number and password to bind device. See the figure as above.

Note: One device can be bound to a single account only.

2 Connection Settings

SIMBOX requires to connect to power and network cable.

- Power: It is recommended to use original power adapter 5V 2A to access electric supply **100-240 V**. Connect SIMBOX to adapter via power cable.



- Network: SIMBOX currently supports RJ45 standard network cable.

3 LED Indicator

The LED indicator is on the front of SIMBOX and can display green or red. And there is a SIM Card LED Indicator next to each SIM card slot. SIMBOX LED indicator shows the running status of SIMBOX. SIM Card LED Indicator shows the detection status of SIM Card.

LED Indicator	Status	Description
Status Indicator	Green LED is on	SIMBOX is working normally
	Green LED is flashing	Device access or SIM card registration failed. SIMBOX unavailable
	Red LED is on	No network connection. SIMBOX unavailable
	Red and green LED flash alternately	SIMBOX unavailable during firmware upgrade
SIM	Blue LED is on	SIM card is detected successfully

4 Technical Specification

Product Model	C1-CN
Dimension	80 × 80 × 21 mm
Weight(g)	150g
Power Supply	5V=2A
Working Temperature	-10°C ~50°C
Network Type	Master Card: GSM/CDMA/WCDMA/LTE Secondary Card: GSM

SIM Card	Standard Micro SIM
Number of SIM card slot	4
Network Connection	Standard RJ45 Cable
Battery	Not included
WiFi Connection	Not supported
Bluetooth Connection	Not supported

5 Notes

To ensure the normal use of SIMBOX, it is recommended to use the original power adapter and cables. SIM card may not be detected if it is not properly cut.

“GlocalMe Call” APP

1 Download and Install

The companion APP for SIMBOX is called GlocalMe Call. It is available on smartphones with the version of iOS 9.0, Android 6.0 and above.



Scan to download GlocalMe Call

Notes: You can Search for GlocalMe Call in App Store or Android Store.

2 Register/Login

When you have GlocalMe Call installed successfully, you will be prompted to register and log in.

3 Bind device

To bind the device, when you successfully logged in, scan the QR code on the back of SIMBOX or manually input the IMEI number and password.