GlocalMe

SIMBOX
User Manual

Disclaimer

1. This user manual provides you with instructions on how to install and use your SIMBOX, 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 avail.

3. Please follow the procedures in SIMBOX Quick Start Guide to install and use SIMBOX and its companion APP.

4. It is recommended to use SIMBOX's original accessories (such as power adapter and cable), 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 using 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 Adaptor x 4

SIMBOX Quick Start Guide x 1
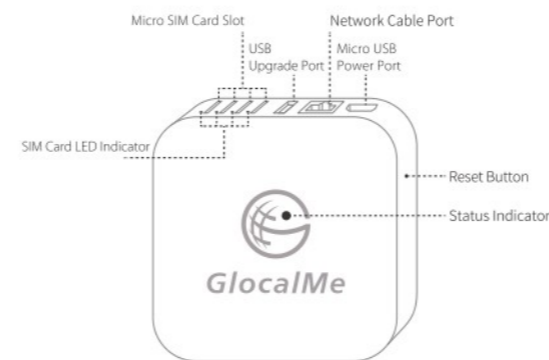
SIMBOX User Manual x 1

Product Overview

SIMBOX Hardware

1 Product appearance

SIMBOX is a square box with dimension of 80×80×21mm, and its color is black or white (optional). See more details as below:

Front view:

- Micro SIM Card Slot
- Network Cable Port
- USB Upgrade Port
- Micro USB Power Port
- SIM Card LED Indicator
- Reset Button
- Status Indicator

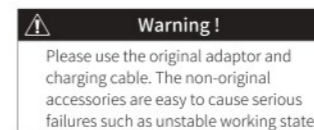Rear View:

- IMEI Number
- QR Code

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 one account only.

2 Connection Settings

SIMBOX requires power supply & internet connection.

● Power supply: It is recommended to use original power adapter 5V 2A to access electric supply 220V.
Connect SIMBOX to adapter via power cable.

> ⚠ **Warning !**
> Please use the original adaptor and charging cable. The non-original accessories are easy to cause serious failures such as unstable working state

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 status of SIM Card.

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

4 Technical Specification

Product Model	C1-CN
Dimension	80 × 80 × 21 mm
Weight(g)	100g
Power Supply	5V═2A
Working Temperature	-10℃ ~50℃
Network Type	GSM/CDMA/WCDMA/LTE

Frequency	LTE: B1/2/3/4/5/7/8/9/17/20/38/39/40/41 WCDMA: B1/2/4/5/8 CDMA&EVDO: BC0/1 GSM: B2/3/5/8
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 cable. 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

Once logged in, scan the QR code on the back of SIMBOX or manually input the IMEI number and password.

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 otherwise it may affect the call and SMS functions.

Working environment：

It is recommended to put SIMBOX in indoor environment and temperature should between -10℃ ~50℃

2 "GlocalMe Call" APP

Data connection：

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

Permission requirement：

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

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.

Scan to download 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

2 Call/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 is no additional fees for using SIMBOX.

Frequently Asked Questions

FAQs

1. Is it possible to bind multiple devices by on account?

Yes, You can bind 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 will get a prompt message sent to your previous 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?

Yes, SIMBOX will restart automatically and restore services when 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 charger 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.
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 should 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 cable
2.Make sure you are in an area with acceptable signal.
3.Log out then log in again 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 should I do now?

1.Make sure you are using the original adapter and power cable
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 enabled. 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 enabled. 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 should 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 good signal.
2.Make sure your phone work with 4G mobile data or high-speed WiFi.
3.Make sure the SIMBOX has stable 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 should 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 again.
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	×	×	×	×	×	×

x 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
o 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