

Universal Card New User Must-Know Information

1. You will receive an SMS notification with your **HK number** after service has been successfully activated. (*HK number is assigned automatically upon Universal Card activation)
2. If you have applied for permanent numbers for other countries, you will also receive a separate SMS notification. (*China number will be activated after we received your travel document and passed user profile (real name) validation, which may need at least 3 working days)
3. Please ensure you have read this **Brief User Manual**, or watched the **Operating Video** on our website to understand how to place an IDD call, and properly set up the internet setting on your smartphone.
4. Please make sure you have applied for the data roaming service if you want to use data service while traveling abroad, or please call **0928-000-107** to check your data roaming service status.
5. Universal Card has been providing a day cap charge for data usage in **China, HK, Macau, Japan, South Korea(*), USA, Indonesia, Australia**. Countries not listed will charge per KB of usage without a limit, please use with caution.

* Day cap countries might be changed from time to time, please visit to [Sim2Travel website](http://www.sim2travel.com) for updated information.

Universal Card Service Precautions

1. Universal Card does not support **Both Ring CALL** function, so please cancel this service if you are currently subscribed.
2. Please do not forward your other phone numbers to your Chunghwa number while you go abroad.
3. Network Mode setting:
Android phone must be set to **[GSM / WCDMA auto]** or **[2G / 3G auto]** mode.
iPhone must turn off **[Enable 4G]** or **[Enable LTE]** option.
4. While using Universal Card services, you will not be able to use Chunghwa Telecom **[Day Cap Pricing Plan]**, **[Usage Based Pricing Plan]** and **[North America Day Cap Pricing Plan]**, etc. data packages.
5. While roaming, please turn off the **[Home Dialing]** option on your smartphone to avoid an automatically added home country code; this can cause an error when placing calls.
6. To avoid bill shock, Universal Card will temporary suspend your data roaming service while accumulated usage over NT\$5,000 per month. You are welcome to submit your exemption request via fill www.sim2travel.com/chtm/5k.pdf and send it to S2TService@sim2travel.com

Customer Service Number

Taiwan: 0928-000-107

HK: +852-6640-4204

China: +86-139-1048-4090

Singapore: +65-8478-0480

Thailand: +66-9019-80340

Indonesia: +62-85574-904404

※ While you are in North America, or any country not listed above, please call the HK Customer Service Number.

※ Calls to Customer Service will be charged according to local or IDD call rates in the originating country.

Universal Card Website:

<http://www.sim2travel.com/index.php/chtm>

Universal Card Introduction Video:

<http://goo.gl/NoXnQq>

Universal Card User Operating Video:

<http://goo.gl/4TLa8q>

Introduction Video User Operating Video



HD Video



HD Video



ID: @sim2travel



中華電信環球卡



ID: sim2travel

2017.02版



Chunghwa Telecom

Exclusive Agent

Universal Card Brief User Manual



Universal Card Instructions

1. Upon landing in your destination country, **please power on or reboot your smartphone.***If you are using [Airplane Mode] please turn it off and then reboot your smart phone (power off/on).
2. After repowering your device, Universal Card will automatically switch to a local number or a default HK number by detecting the destination country's network code.
3. After registering onto the Universal Card service, a **"Welcome to Sim2Travel"** message will be displayed on your handset, please click OK to start using the Universal Card/Sim2Travel service.
4. If the above welcome message does not appear, please reboot your smartphone again so the SIM card can re-run the registration process.
5. How to make an international call: by dialing

[+] [country code] [area code] [phone number]

For example, when abroad and placing a call to Taiwan [0912-345-678], the dialing steps are as follows:

Step 1

input the number in international format, i.e. [+886912345678], and press "Call" to dial.

Step 2

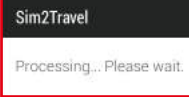
When the system prompts "Processing... Please wait", please click "OK".

Step 3

The system will call you back from **+85292040071 or +85292040074**. Please pick up the call; you will hear a ring tone while the system connects you to the number dialed.

Step 4

You will only be charged after the call has been successfully established.



Incoming...
+85292040071

Connected
00:01...

※ In case the IDD call could not be made by the steps listed above:

1. Try to dial by

[* * 128 *] [+] [country code] [area code] [phone number] [#]

2. Call the Customer Service hotline (the number can be found in the Welcome SMS that was delivered to your phone upon landing).

※While traveling in Universal Card service countries, if you have placed an IDD call and did not receive a call back from +85292040071, then you are using CHT roaming. Please call Customer Service to switch back to the Sim2Travel server, and to ensure you are charged Sim2Travel local rates.

iPhone mobile internet APN setting

1. Click "Settings"
2. Click "Cellular"
3. Turn on(enable) "Cellular Data" and click "Cellular Data Options"
4. Turn on(enable) "Cellular Roaming"
5. Click "Enable LTE"

6. Click "off" and return to previous level
7. Click "Cellular Data Network"
8. Input "CMHK" to APN field

※ If you still cannot connect to the Internet after the APN field has been changed to "CMHK", please reboot your smartphone for the new APN to take effective.

Android mobile internet APN setting

1. Click "Settings"
2. Turn on "Mobile Data"
3. Turn on "Data Roaming"
4. Click "Access Point Name"
5. Click upper right corner dots icon for more options
6. Click "New APN"

7. Click "Name"
8. Input "CMHK Data" to Name field.
9. Click "OK".
10. Click "APN"

11. Input "CMHK" to APN field.
12. Click "OK".
13. Return to previous level by clicking upper left "< Edit Access Point".
14. Select "CMHK Data" as your APN.

※ If your smartphone supports the TD-SCDMA specification, you will be able to use 3G data while on the China Mobile network.

※ If you want to switch back to use Chunghwa data roaming service while in Universal Card service countries, please call Customer Service for help. However, please be reminded, when you switch to Chunghwa service, voice calls will be charged by Chunghwa's normal roaming rate.