iTalkBB 蜻蜓

iTalkBB Mobile
User Manual

Welcome to iTalkBB Mobile!

Please use this manual to setup your iTalkBB Mobile SIM card. You can visit
www.iTalkBB.com/mobile or call 1-855-482-5566 for more information.

Activate Your SIM card

First: The SIM card is ready to use as soon as you put
the SIM* into your cell phone.
- When you're in the US, put the yellow US SIM into your cell phone;
- When you're in China, put the blue China SIM into your cell phone.
  * Your service is activated six days from the shipping date or the day of your first use,
  whichever occurs first. We recommend keeping the card after removing the SIM
  from it.

US SIM Card

Second: Requirements of your cell phone:
1. Unlocked phone; 2. GSM phone; 3. Supports local 4G LTE frequency
i.e. Unlocked GSM phones that work on ATT's or T-Mobile's network in the US and
China Unicom's network in mainland China.

China SIM Card

Third: If your phone has dual SIM slots, please make sure
to put the SIM card in slot 1.

Fourth: Before using mobile service in the US, please make the following
data settings:

iPhone	Android
Settings > Cellular > Cellular Data Options > Cellular Data Network	Settings > Mobile Network > Access Point Names
	Press menu and select New APN.
CELLULAR DATA	
- APN: wholesale	- Name: wholesale
- Username: (Leave blank)	- APN: wholesale
- Password: (Leave blank)	- Username: (Leave blank)
	- Password: (Leave blank)
LTE SETUP (OPTIONAL)	- MMSC :
- APN: wholesale	http://wholesale.mmsmvno.com/mms/wapenc
- Username:(Leave blank)	- MMS Proxy: (Leave blank)
- Password: (Leave blank)	- MMS Max Message Size: (Leave blank)
	- MMS UA Prof URL: (Leave blank)
MMS	
- APN: wholesale	
- Username: (Leave blank)	Save your setting and restart your
- Password: (Leave blank)	phone.
- MMSC :	
http://wholesale.mmsmvno.com/mms/wapenc	
- MMS Proxy: (Leave blank)	
- MMS Max Message Size: (Leave blank)	
- MMS UA Prof URL: (Leave blank)	
Settings > Cellular > Cellar Data Options	
- Enable LTE: Data Only	
Restart your phone.	

Instruction

In the US	In China (If you have China SIM)
· Call - Please dial the US domestic number directly using your phone dial pad; - To call a Chinese number, please dial "01186" before the number. - Directly receive calls that called to your China 170 number. **· SMS** - Please directly use your cell phone's SMS function to send out or receive text message - Use the iTalk App to receive the SMS sent to your China 170 number, and reply SMS back in the App for free **· Data** - Unlimited data. After used up all the high-speed data*, you can keep using data at low-speed until the next billing date (Only in the US). - If you need additional high-speed data, please contact us at 1-855-482-5566. * High-speed data amount depends on your plan.	**· Call** - Please dial the Chinese domestic number directly using your phone dial pad; - To call a US number, please use the dialing pad in the iTalkBB App, and add "001" before the US number. - Calls to your US number can be forwarded directly to China 170 number; you can use the phone to answer it directly **· SMS** - Please directly use your cell phone's SMS function to send out or receive text message **· Data** - Share high-speed data amount (4G speed) with your US mobile service. After used up all the high-speed data in China, you can purchase extra data by calling 950-4036-1822/950-4030-0000.

· Transfer your mobile number to iTalkBB

- You will need to provide the following information:
  • The Mobile Number you want to transfer
  • Account ID of your current mobile carrier (usually can be found on your mobile bill or invoice)
  • PIN number of your current mobile carrier account (usually 4 or 6 digits number)
  • The address and zip code you provided to your current mobile carrier
  If you are not sure about the above information, you can contact your current mobile carriers for details.
- Choose from following ways to transfer your mobile number:
  • Call us at 1-855-482-5566
  • Visit any iTalkBB retail store

· iTalkBB Personal Account

- You can go to the iTalkBB website and log in your personal account for the following inquiry or change:
  • Change personal and account information
  • Change credit card information
  • Query detailed bills and payments
  • Query usage details
  • Purchase Add-ons

iTalkBB Mobile App

Download the iTalkBB Mobile App to get the visual voicemail function and to dial international calls to 29 countries or regions around the world!

· Download
1. Please go to the App Store or Google Play and search "iTalkBB"
2. Download the iTalkBB Mobile App for free.

· In the US
1. Log in: enter your iTalkBB US number on the login page, and enter the verification code you received via SMS to log into the App.
2. You can use the App to receive SMS sent to your China 170 number, and reply SMS back in the App for free.
3. Visual voicemail function. You can click any voice message to play or call back; the new voice message notification will be displayed in the App.

· In China
1. Log in: if you have already logged in the iTalkBB Mobile App in the US, the login status will be kept. When you arrive in China, you can use the App directly without logging in again*; Or you can enter your China 170 number on the login page, and enter the verification code you received via SMS to log into the App.
2. To call US number, please add country code "001" before the US number.

· Dial international calls to 29 countries or regions!
1. iTalkBB users can make international calls directly from the iTalkBB Mobile App. There are several dialing methods you can choose: Wi-Fi call, data call, and mobile minutes call.
2. You can make an international call by entering "country Code" + "Phone Number" using the dialing pad in the App. To check the country code and rates, please visit iTalkBB's website www.iTalkBB.com, and search "Rate checker" for details.

* If you log out of the App or use another phone to login the App, you need to login again.

Voicemail

1. You can listen to your voicemail via the iTalkBB Mobile App. you can also dial 123, or press and hold 1 on your cell phone's dialing pad to listen.
2. The new voicemail notification will display in the iTalkBB Mobile App.
3. To set up your voicemail's greeting message, you can dial 123 or press and hold 1 on your cell phone's dialing pad and follow the voice instruction.

▉ FAQ

• Calling Issue

1. Q: How come the phone call I made automatically connects to the customer service center?

   A: If you have just registered for iTalkBB Mobile Services or have just transferred your mobile number (Port-in), please wait 30 minutes before attempting to dial. Or please try to dial after restart your phone.

2. Q: I did not receive a phone call but I got a missed call notification?

   A: Please check whether the phone has enabled the "Do not disturb" setting.

3. Q: Why the phone call disconnects after I pick it up?

   A: If you are using an iPhone, please set "Enable LTE" to "Data only". Please check the data setting on page 1 for details.

4. Q: I am in the US, and would like to make an international phone call, but I heard a "Circuit Busy" prompt?

   A: Please turn on the Caller ID function of your phone, and try to make a phone call again.

5. Q: I am making an international call in China, and hear a notification that "there is no business in Hong Kong, Macao or Taiwan?"

   A: In China, please use the iTalkBB App to make international calls.

• SMS Issue

1. Q: I cannot send out and receive MMS?

   A: Please check whether the MMSC in APN setting is correct or not. Please check "Data Setting" for the more setting details. If you are an iPhone user, please go to "Settings> Message" and enable the MMS function.

2. Q: I'm in the US, but I cannot receive SMS that sent to my China 170 number?

   A: Please use the iTalkBB App in the US to receive SMS that sent to China 170 number.

3. Q: I cannot send out SMS?

   A: Please check whether the MMSC in APN setting is correct or not. Please check "Data Setting" for the more setting details. Or please check if you run out of high-speed data. You could add additional high-speed data by calling customer service, 1-855-482-5566.

• Data Issue

1. Q: I cannot browse the web?

   A: Please check whether the Mobile Data function is enabled, and check whether you have available high-speed data. Or please check the APN settings, and then check "Data Setting" for more setting details. Or please check the current cell phone signal strength.

Customer service

We're here to help you.

🇺🇸 If you're in the US, please contact us at 1-855-482-5566.

Monday – Sunday 8 am – 12 am (Eastern Time).

🇨🇳 If you're in China, please contact our 24/7 hotline at 950-4036-1822/950-4030-0000.

For more information, please visit our website www.iTalkBB.com/mobile.

You can also send us an email at support@iTalkmobile.com.

Thank you for choosing iTalkBB Mobile!

US SIM services are provided by iTalk Mobile Corporations. China SIM services are provided by iTalk Global Communications, Inc.