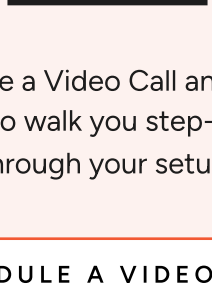


# Need help getting started?



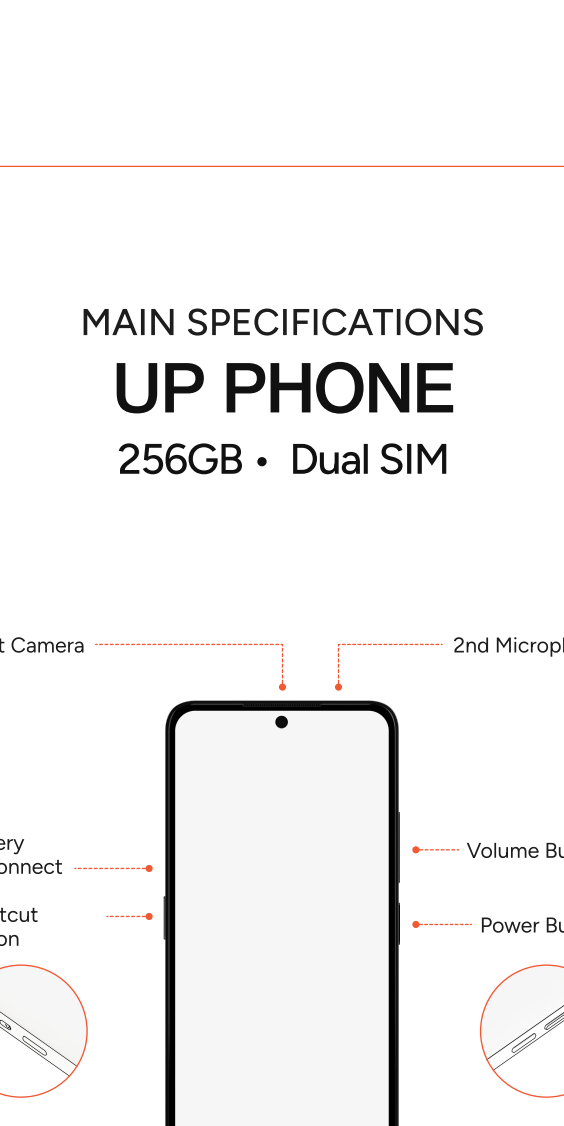
Schedule a Video Call and get an expert to walk you step-by-step through your setup!

SCHEDULE A VIDEO CALL

DIGITAL VERSION

## User Start Guide

UP PHONE



unplugged

WWW.UNPLUGGED.COM

### MAIN SPECIFICATIONS

## UP PHONE

256GB • Dual SIM

Front Camera 2nd Microphone

Battery Disconnect Volume Button

Shortcut Button Power Button

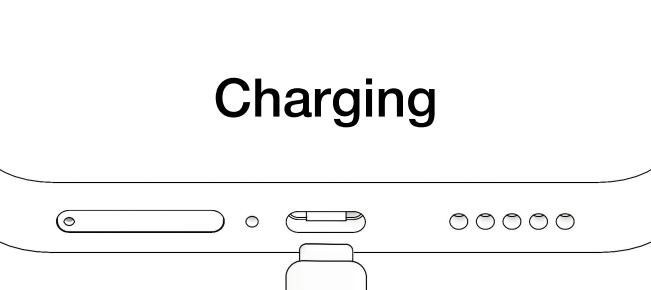
SIM & SD Card Tray Speaker

Main Microphone USB Type C

Note: The device features IP53 dust and water resistance for reliability in diverse environments.

Keep the tray openings free of dust and water to preserve its resistance features.

### SIM Card



Insert your Nano SIM card into the tray, or activate an eSIM. Your device supports a Nano SIM and an eSIM simultaneously.

Note that the UP Phone does not have a preinstalled SIM card. An existing Nano SIM card or eSIM is required. 5G network indicators depend on carrier specifications and availability. Contact your wireless carrier for more info.

Note: The UP Phone is compatible with all major US and Canadian networks, as well as their MVNOs. Please note that Verizon compatibility is not available at this time.

### eSIM

To set up eSIM on UP Phone, your carrier will activate it for you and send a QR code (or activation code). Once you have that code, the rest is quick.

1. Reach out to your carrier and tell them you want to move your number to UP Phone using eSIM. Some carriers require this over the phone.

2. Your carrier will give you an eSIM activation QR code (or activation code). Keep it handy.

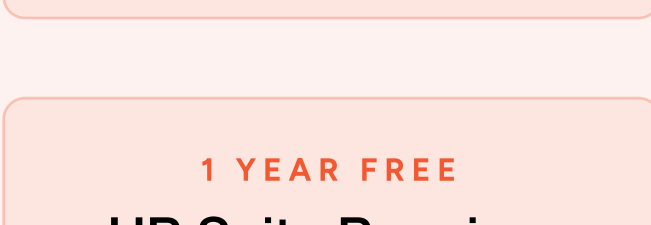
3. Scan the QR code during Setup, or anytime later in:

**Settings > Network & Internet > Mobile Network > Add SIM > Add with QR code or Activation Code.**

Note: Keep your old phone's SIM or eSIM active until your carrier confirms the switch is complete. They often verify your identity using your existing phone number. Turning it off too early can slow things down.

If you'd rather have help in person, visit your carrier store. They can activate your eSIM for you or provide a physical Nano SIM instead.

### Charging



Before turning on your device, charge it fully. The UP Phone can be charged with USB type C cables and compatible wireless charging cradles (automotive & desktop).

For safety purposes, we recommend a 30W USB-C phone charger or your computer's port with standard USB Type-C cables.

## Get Started

#### 1. Turn on your UP Phone

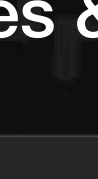
Press and hold the Power Button to turn the device ON.

#### 2. Setup Welcome Screen

The Setup Welcome Screen guides the initial setup of your UP Phone. Follow the prompts to customize language and set up software buttons and gestures, Wi-Fi networks, passwords, and others. You can change these later from your phone settings.

#### 3. Lock and Unlock your Device

Use the side Power Button to lock or unlock your UP Phone. Press to turn on the screen and then swipe the screen to unlock it. By default, the device locks automatically when the screen times out.



### Update your Firmware

Stay up-to-date with the latest features and security enhancements.

- Open the **Firmware** app preinstalled to check that your device is running the latest update
- Your UP Phone will automatically notify you as additional firmware updates become available.



### Transfer Your Contacts & Passwords

Use the **UP Switch** app to transfer your data like Contacts, Passwords, and more.

- Open the **UP Switch** app on UP Phone.
- Follow the steps to transfer data from your previous phone.



### Transfer Your Photos

Use the **UP Uploader** app to transfer your Photos to our secure cloud storage and access these on your new UP Phone.

1. Download **UP Uploader** onto your previous phone.
2. Upload your photos and videos.
3. On your UP Phone, open **UP Photos** and sign-in to your account to use encrypted cloud storage.
4. Your photos will transfer.

1 YEAR FREE

### UP Suite Premium

Your new UP Phone purchase includes 1 year of Premium access to UP Suite.

- **Cloud Storage** – Expanded private photo and video storage (up to 2 TB)
- **VPN** – Unlimited safe and encrypted browsing
- **Antivirus** – Unlimited device protection
- **UP Messenger** – Encrypted messaging

#### INSTRUCTIONS:

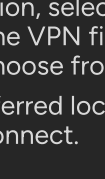
Use the coupon code sent to your email after purchase to activate and enjoy all Unplugged apps.

1. Open the **App Center**.
2. Select **Create Account**.
3. Enter your info, select **Sign Up**.
4. Select **Have a coupon code?**
5. Enter the code, select **Apply**.
6. Make sure it shows **\$0.00**.
7. Already have an account? Select **Login**, and fill in your details.

### Privacy Center

Manage online privacy easily in one consolidated location.

1. The **Firewall** gives you the opportunity to block tracker attempts, advertisers, and malware, as well as adult and gambling content.
2. Select the **Controls** that you wish to enable or disable from being used by phone applications (e.g. camera, microphone, location, etc.)
3. Setup a **Emergency Reset** code that will wipe your phone if entered.



### App Center

UP Phone has the apps you want – uncensored, unbiased and untracked.

Create an App Center account to access a wide range of applications.



### VPN

Encrypts your internet connection and keep your online activity private.

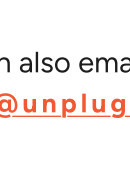
1. Open **VPN**, select the red button to connect.
2. To change location, select the green button to disconnect the VPN first, then **Select VPN Site** and choose from the list.
3. Select your preferred location, then click the red button to connect.

(Included in your first year of premium access)

### Battery Disconnect

Use the pin provided to shut down the phone by physically disconnecting the battery from the electronic circuits of the phone.

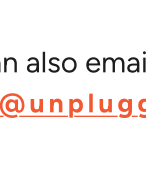
- When **OFF**, the key should be in the up position.
- When **ON**, the key should be in the down position, and a **RED** color should be visible behind the switch.



## Support

So you have questions? We have answers—backed by a Support Center loaded with in-depth documentation and real human, knowledgeable customer support.

Contact our support team through the Support app pre-installed on your UP Phone.



### Need help getting started?

Schedule a Video Call and get an expert to walk you step-by-step through your setup:

SCHEDULE A VIDEO CALL

Our support site offers support guides and live chat with our team:

[www.unplugged.com](http://www.unplugged.com)

You can also email us at: [support@unplugged.com](mailto:support@unplugged.com)

Read full documentation on the Support Center:

[Phone Setup & Management](#)