

Need help getting started?



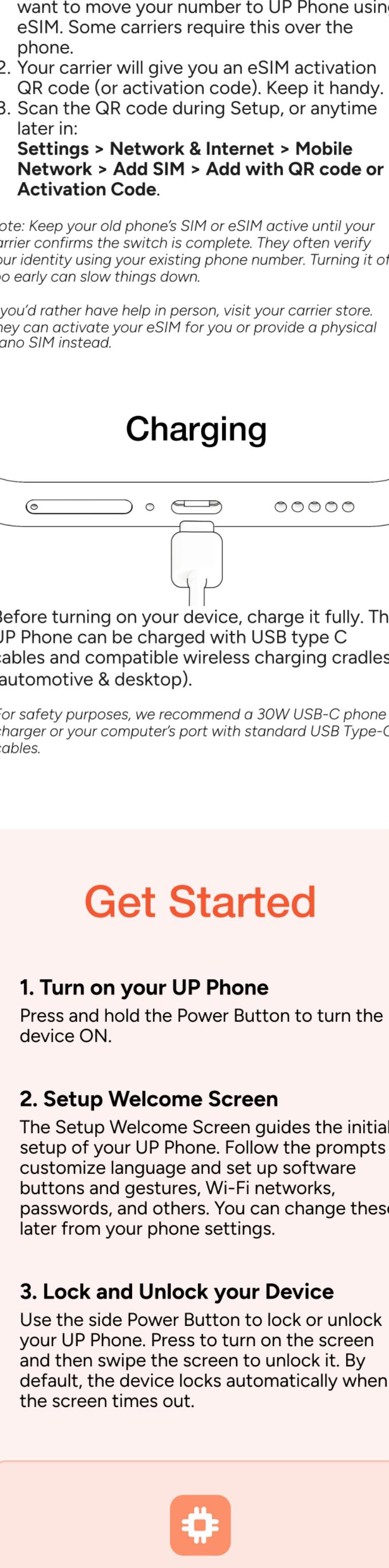
Schedule a Video Call and get an expert to walk you step-by-step through your setup!

[SCHEDULE A VIDEO CALL](#)

Or, if you prefer, read our [Digital Version](#) of this guide.

User Start Guide

UP PHONE



MAIN SPECIFICATIONS

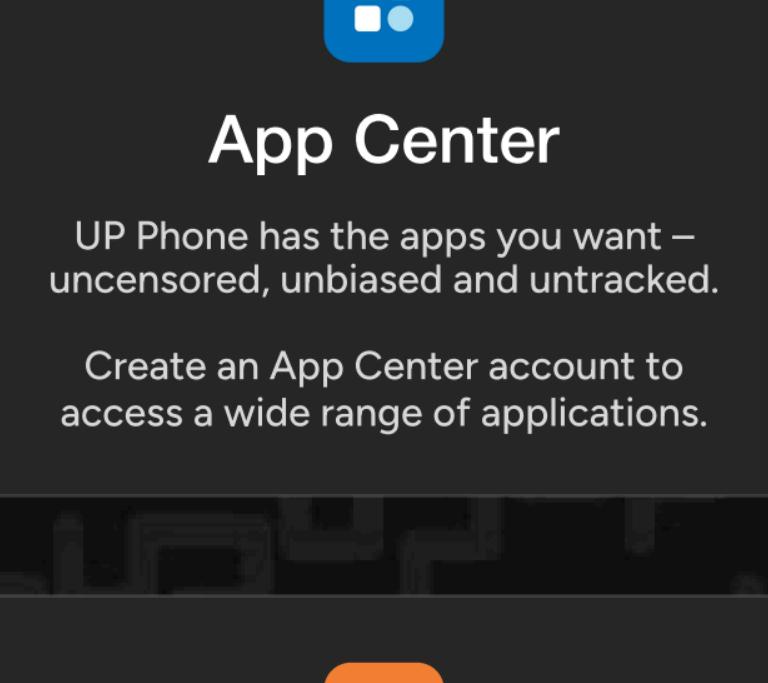
UP PHONE

256GB • Dual SIM

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: Keeping your old phone's SIM or eSIM active. Then, after turning it off, turning it on again 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, passwords, and others. Wi-Fi networks, later from your phone settings. You can change these later from your phone settings.

3. Lock and Unlock your Device

Use the UP Phone 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 goes off.

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 them on your new UP Phone.

1. Download UP Uploader onto your previous phone.
2. Upload your photos and videos.
3. Sign-in to UP Phone, open UP Photos and sign-in to your UP 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.
- 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. Enter Have a coupon code? Select Have a coupon code?
5. Enter the code \$0.00.
6. Make sure it says \$0.00.

7. Already have an account? Select Log In, and fill in your details.

Features & Apps

Privacy Center

Manage online privacy easily in one place.

1. The Firewall gives you the opportunity to block tracker attempts, advertisers, and malware, as well as adult and gambling content.
2. Or disable the Controls that you wish to enable or disable being used by phone applications (e.g. camera, microphone, location, etc.)
3. Setup the 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 the UP VPN app to connect.
2. To disconnect the VPN first, select the red button.
3. Select your preferred location, then click the red button to connect.

Battery Disconnect

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

1. When the key should be in the OFF position.
2. When the key should be in the ON position.
3. When the key should be in the down position, and a red dot will 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.

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

[www.unplugged.com](#)

You can also email us at:

support@unplugged.com

Read full documentation on the Support Center: [Phone Setup & Management](#)

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