

UP PhoneTM

SMARTPHONE

QUICK START AND SAFETY GUIDE



TM

unplugged

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Scan for complete
user manual

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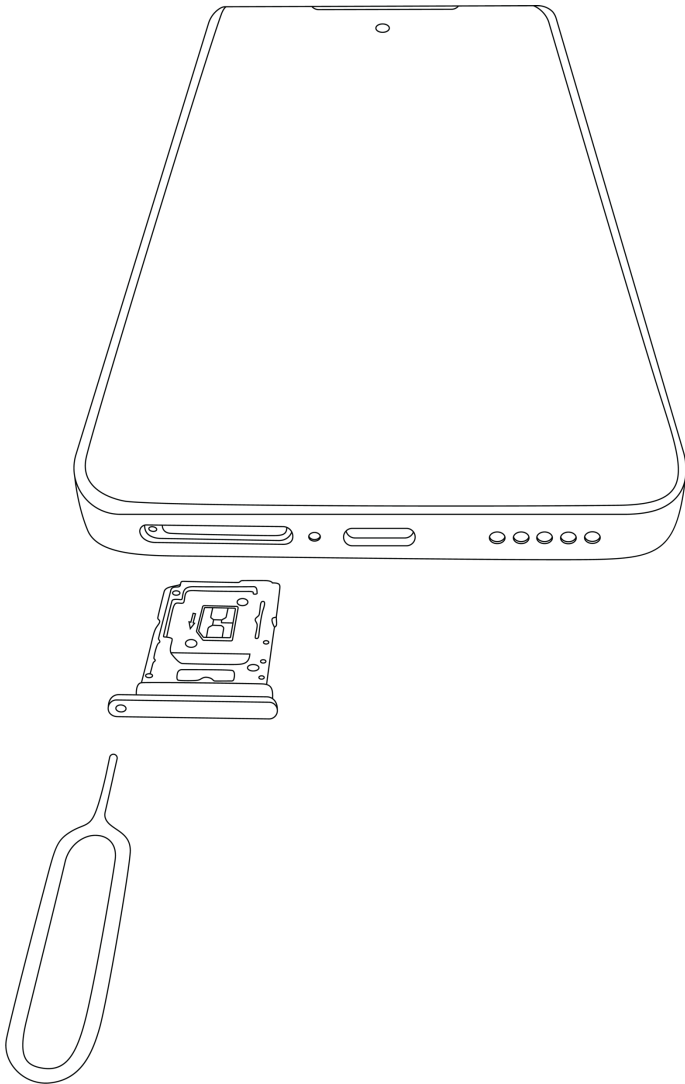
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1. Inserting the SIM Card



1. Insert the SIM Tray Ejector into the small hole on the SIM card holder. Press the ejector firmly into the hole to push the SIM card tray out.
2. Slowly pull the SIM card tray out of the tray slot.
3. Place the SIM card into the SIM card tray.
4. Plug the SIM card tray back into your device.

* Use a standard Nano-SIM card. Cut or altered cards may cause damage to the phone.

2. Battery & charging

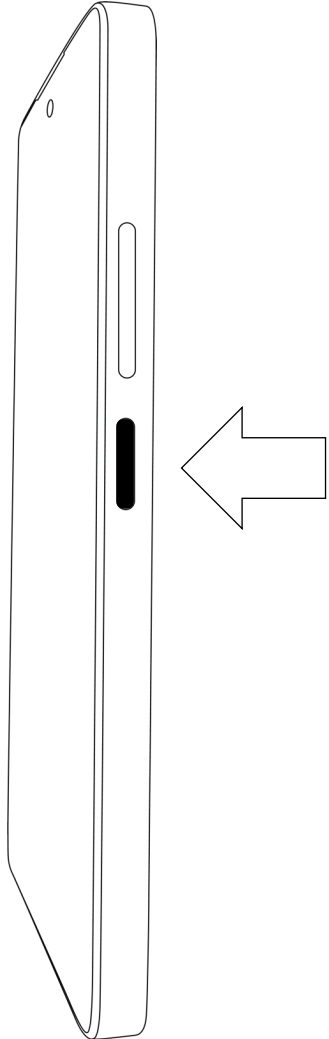
- ▶ Upon receiving the phone or after a prolonged period of disuse, it will require charging.
- ▶ To ensure your safety and avoid damaging the device, only use a UL[®] approved USB phone charger or use your computer's USB port with standard USB Type-C cables.
- ▶ The device requires the USB Type-C cable for charging.
- ▶ Unplug the charger after you finish charging.

Charging the battery

1. Connect the USB cable to the adapter.
2. Plug the USB cable into the phone's USB port.
3. Plug the adapter into a power socket.

Note: The UP Phone can be charged by compatible wireless charging cradles (automotive & desktop).

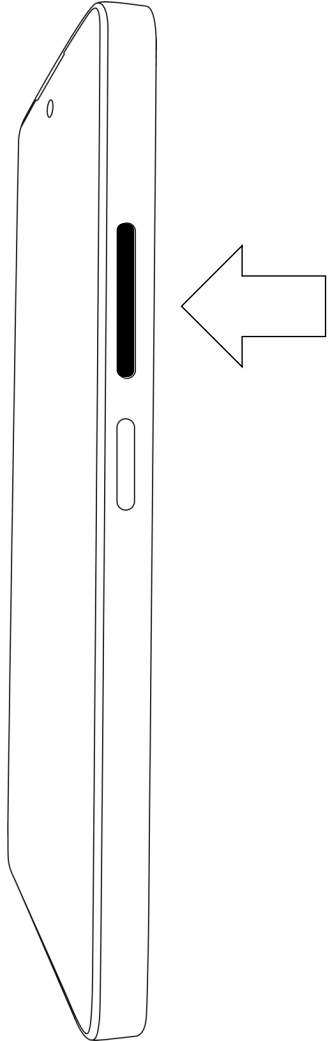
3. Physical buttons



3.1. Power button

- ▶ The power button is located on the right side of the phone.
- ▶ Tap & hold the power button to turn on the device when the device is off.
- ▶ Tap & hold the power button for Emergency/ Power off / Restart when the device is on.
- ▶ Click the power button to turn on/off the screen.
- ▶ Note: The UP Phone's power button also serves as the fingerprint scanner.

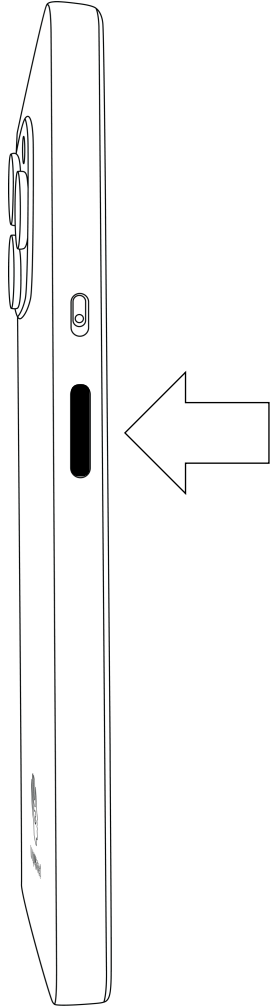
3. Physical buttons (cont.)



3.2. Volume button

- ▶ The volume button is located on the right side of the phone.
- ▶ When playing music or video, press the volume button to adjust the media volume.
- ▶ Press the volume button during a call to adjust the call volume.
- ▶ Press the volume button to silence the ringtone when you get an incoming call.

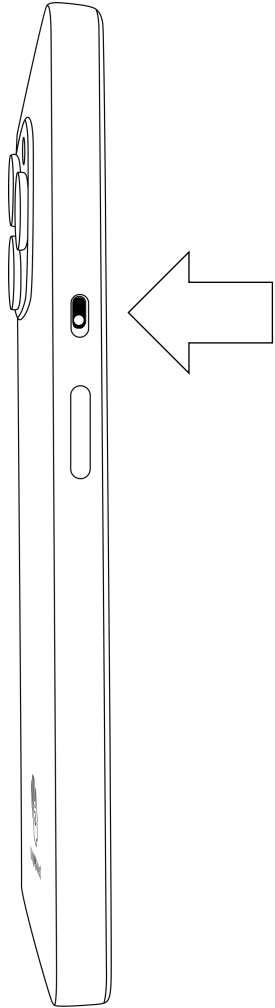
3. Physical buttons (cont.)



3.3. The Privacy button

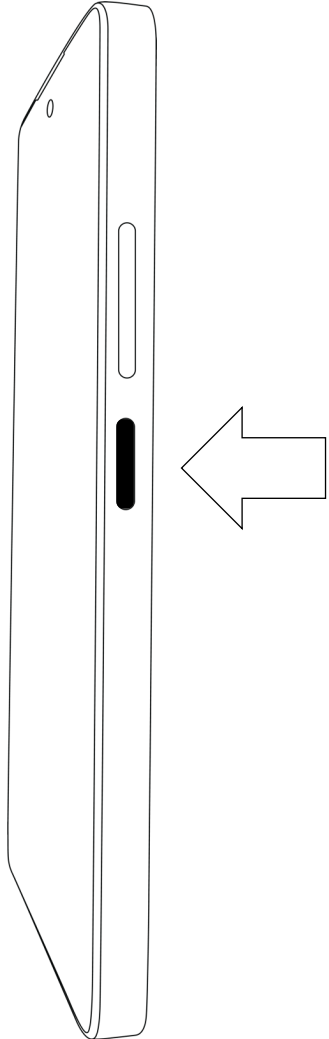
- ▶ A special function button is located on the left side of the phone.
- ▶ Pressing and holding this button will open the Privacy Center.
- ▶ The Privacy Center gives you granular control of your device privacy settings such as Bluetooth, camera, location, microphone, and our Liberty Firewall to secure your online experience.

4. “Kill Switch”



- ▶ The Battery Disconnect Switch (“**Kill Switch**”) is used to shut down the phone by physically disconnecting the battery from the electronic circuits of the phone.
- ▶ When the Battery Disconnect Switch is OFF, the key should be in the up position. When it is ON, the key should be in the down position, and a RED color should be visible behind the switch.
- ▶ **WARNING:** USING THE KILL SWITCH BEFORE PROPERLY TURNING OFF YOUR DEVICE CAN CAUSE IRREVERSIBLE DAMAGE TO THE FILE SYSTEM AND OTHER COMPONENTS. ALWAYS TURN OFF YOUR PHONE USING THE POWER BUTTON BEFORE TURNING ON THE KILL SWITCH.

5. Booting up your device



- ▶ Press and hold the **Power Button** for a few seconds to boot up the phone.
- ▶ When you first boot up the phone (or after a factory reset), the **Setup Wizard** lets you customize all features, including language, software buttons, gestures, fingerprint unlock, and other features. If you want to change these later, you can do so after setting up the phone in the Settings app.
- ▶ Press and hold the Power Button while the device is on to see restart / shutdown options.

6. Install & uninstall apps

As this phone is completely disconnected from either Google or Apple applications stores, all application downloads are performed via the UP Store (Unplugged's applications store), which is available on your device. You can also download 3rd party application store or install an *.apk* file provided by the app developer.

Install apps from UP Store

1. Open the UP Store to search for apps using key words or on screen.
2. Tap the **app** icon to view application details.
3. Tap **Install** to download and install apps.
4. It is advisable to download apps on a Wi-Fi network.

7. Connecting to Wi-Fi

1. Enter **Settings** > **Wi-Fi** and tap **Wi-Fi**.
2. Select a Wi-Fi network from the list.
3. You will automatically connect to an open Wi-Fi network that you have selected. To connect to a password protected network, enter the password and tap the tick.
4. You can also manually add a Wi-Fi network by selecting Add network.
5. Remember to use the UP VPN whenever connecting to a public Wi-Fi.

8. Mobile networks & data

To configure Mobile networks, go to **Settings** > **Network & Internet** > select **Mobile network**. You can select and operate using either one eSIM, one physical SIM, or a combination of one eSIM and one physical SIM. Your device supports adding up to 4 eSIMs. However, only one eSIM can be active at any given time.

- ▶ If you have more than 1 network, select the network you wish to configure.

You can then:

- ▶ Enable/disable **Mobile data**.
- ▶ Enable/disable **Roaming**.
- ▶ Set your network **APN***.

* Note: Your mobile carrier may require you to select & enter **Access Point Names (APN)**. If required, contact your carrier's support and follow their instructions.

9. Multiple SIMs settings

Follow the instructions below to switch between one of the SIMs if more than one is activated:

- ▶ **Settings > Network & internet > SIM cards.** Toggle 1 or 2 active sims (SIM slot 1, 2 or eSIM).
- ▶ Click on **Mobile data** to select which SIM (i.e. account / provider) is used to connect to data services.
- ▶ Click on **Allow calls** to select which SIM is used for phone calls. You can select **Ask every time / SIM 1 / SIM 2**
- ▶ Click on **SMS messages** to select which SIM is used for SMS Messages

10. Bluetooth

Bluetooth lets you connect to Bluetooth-enabled devices such as headsets and keyboards.

- ▶ Go to **Settings > Connected devices > Pair new device** to add a new Bluetooth device.
- ▶ Search for available devices and select your new device or devices. If required, enter the pairing code to complete pairing.
- ▶ Once you have added your Bluetooth devices, select the device you want to connect from the list of available devices.
- ▶ When your Bluetooth device is turned on but cannot be found, check the device's manual and follow the instructions to switch the device to pairing mode to connect.

11. Safety & security information

- ▶ Do not use the phone at gas stations, service stations, or near fuel or flammable chemicals.
- ▶ All wireless devices might be susceptible to interference and can also cause interference. Please check laws and regulations when using your mobile phone, especially in airplanes, hospitals or medical institutions.
- ▶ Ideal operating temperatures are 0°C to 35°C. Ideal storage temperatures are -20°C to +45 °C. Only operate your phone between 35% to 85% humidity.
- ▶ Keep a minimum distance of 15 cm between a wireless device and an electronic implant. Hold the device on the side opposite the implants.
- ▶ Do not repair, disassemble or modify the battery. Replacing the battery incorrectly may cause a fire, explosion, leakage, or other hazards.

11. Safety & security information

- ▶ Do not place or use battery or phone near fires, heaters, direct sunlight, immerse or expose to water or other liquids, or other heat sources. Prolonged exposure to heat may cause battery leakage, explosions, or fires.
- ▶ Do not place pressure on or pierce the battery with hard objects.
- ▶ Damaging the battery could cause battery leakage, overheating, or fires.
- ▶ Do not dispose of the battery as household waste. Promptly dispose of used batteries in accordance with local regulations.
- ▶ Do not place the phone or battery in a low air pressure location, which may lead to an explosion or battery leakage.
- ▶ Do not remove the back cover.

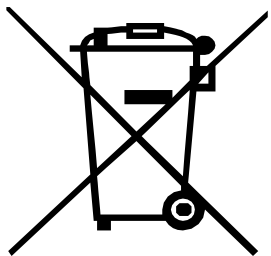
11. Safety & security information (cont.)

- ▶ When charging, please keep the device in a well-ventilated area. Please charge this mobile phone in an environment between 5°C and 35°C. If the phone has a fast-charging function, it may not be able to enter the fast-charging mode when the temperature is below 15°C or over 35°C.
- ▶ Do not charge the battery under the following conditions: in direct sunlight, in areas with humidity, dust or strong vibrations; outdoors; in areas near a TV, radio or other electrical appliances.
- ▶ Do not use the phone and safety should take priority when you are operating a vehicle. Be sure to obey related regulations in the area or country in where you drive.
- ▶ To prevent possible hearing damage, do not listen at high volume levels for long periods.
- ▶ The charger should be installed near the phone and shall be easily accessible.

11. Safety & security information (cont.)

- ▶ Chargers are typically not waterproof. Please do not use these devices in the bathroom, areas of high temperature, humidity or dust; please avoid rain.
- ▶ When the phone is transmitting data or saving information, do not remove the SIM card.
- ▶ **Caution:** Operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Correct Disposal of this Product



This symbol (with or without a solid bar) on the device, batteries (included), and / or the packaging, indicates that the device and its electrical accessories (for example, a headset, adapter or cable) and batteries should not be disposed of as household garbage. To safely recycle your device, please use return and collection system or contact the retailer where the device was originally purchased.

11. Safety & security information (cont.)

Emergency dialing

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

- * Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused.

The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency).

12. FCC Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following

12. FCC Compliance Statement (cont.)

measures:

- ▶ Reorient or relocate the receiving antenna.
- ▶ Increase the separation between the equipment and receiver.
- ▶ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ▶ Consult the dealer or an experienced radio/TV technician for help.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment (For example, use only shielded interface cables when connecting to computer or peripheral devices).



13. FCC RF Exposure information

Your handset is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The guidelines are based on standards that were developed by independent scientific organization through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC for each model.

The highest SAR value as reported to the authorities for this phone model when tested for use by the ear is 1.36 W/kg, when worn on the body in a holder or carry case is 1.14 W/kg.

This device was tested for typical body-worn operations with the handset kept 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between the user's body and the handset.

14. Industry Canada Statement

Radiation Exposure Statement:

The product complies with the Canada portable RF exposure limit set forth for an uncontrolled environment and is safe for intended operation as described in this manual. This device has been tested for compliance with IC SAR values at a typical operating near the body. The highest SAR value reported to the authorities for this phone model is 1.36 W/kg when the phone was tested for use by the ear, And 1.14 W/kg when worn on the body in a holder or carry case. Further RF exposure reduction can be achieved if the product is kept as far as possible from the user's body. This device was tested for typical body-worn operations with the handset kept 1.0 cm from the body. To maintain compliance with IC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between the user's body and the device.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- 1) this device may not cause interference, and
- 2) this device must accept any interference, including interference that may cause undesired operation of the device.

14. Industry Canada Statement (cont.)

Déclaration d'exposition aux radiations:

Le produit est conforme à la limite d'exposition aux RF portables du Canada établie pour un environnement non contrôlé et est sûr pour le fonctionnement prévu comme décrit dans ce manuel. Cet appareil a été testé pour la conformité avec les valeurs SAR IC lors d'une utilisation typique près du corps. La valeur SAR la plus élevée rapportée aux autorités pour ce modèle de téléphone est de 1,36 W/kg lorsque le téléphone a été testé pour une utilisation à l'oreille, et de 1,14 W/kg lorsqu'il est porté sur le corps dans un étui ou une sacoche. Une réduction supplémentaire de l'exposition aux RF peut être obtenue si le produit est gardé aussi loin que possible du corps de l'utilisateur. Cet appareil a été testé pour des opérations typiques avec le combiné gardé à 1,0 cm du corps. Pour maintenir la conformité avec les exigences d'exposition aux RF de l'IC, utilisez des accessoires qui maintiennent une distance de séparation de 1,0 cm entre le corps de l'utilisateur et l'appareil.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) l'appareil ne doit pas produire de brouillage, et
- 2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

15. Limited Warranty

By using the Device, you are agreeing to be bound by the terms of this limited warranty as set out below.

What is covered by this Limited Warranty?

We warrant to you that for a period of 12 months from the date of delivery of the Device to you ("**Warranty Period**") that such Device is free from defects in material and workmanship when used normally and in accordance with our published guidelines (the "**Limited Warranty**"). Our published guidelines include but are not limited to information related to the storage, installation, commissioning, use or maintenance of the Device contained in technical specifications, user manuals, service communications and all applicable terms and conditions and/or terms of use applicable to the Device.

What is not covered by this Limited Warranty?

This Limited Warranty does not apply to any product, other than the Device, manufactured by a third party, even if packaged or sold with the Device. Any software distributed by us (including the Device's operating systems and any of our applications) is not covered by this Limited Warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. We do not warrant that the operation of the Device will be uninterrupted or error-free. We are not responsible for damage

15. Limited Warranty

arising from failure to follow instructions relating to the Device's use. This Limited Warranty does not apply:

- (a) to consumable parts, such as that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship;
- (c) to damage caused by use with a third party component or product that does not meet the Device's specifications;
- (d) to damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause;
- (e) to damage caused by operating the Device outside our published guidelines;
- (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of us;
- (g) to a Device that has been modified to alter functionality or capability without the written permission of us;
- (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Device;
- (i) if you cannot prove in any way that you are the authorized owner of the Device (e.g., by presenting proof of purchase);
- (j) if you make any further use of the Device although we instructed you not to do so after giving notice for the obtainment of the Limited Warranty as described below and
- (k) any warranty of merchantability, warranty of fitness for a particular purpose, warranty for title, warranty against infringement of intellectual property rights of a third party, whether express or implied by law, course of dealing, course of performance, usage of trade or otherwise.

15. Limited Warranty (cont.)

How to obtain Limited Warranty services?

You are requested to inform us in writing, without delay, when you discover a defect by sending an email to support@unplugged.com

or by using the contact forms available on our website. Notwithstanding the aforementioned, we shall not be liable for a breach of the Limited Warranty unless: (i) you gave us a written notice of the defect within the Warranty Period which shall be given after no more than 14 days from the time when you discovered or ought to have discovered the defect; (ii) such notice shall reasonably describe the defect and/or failure (iii) We were given a reasonable opportunity after receiving the notice to examine such Device and you shall (if requested to do so by us) return such Device to our place of business at our cost for the examination; and (iv) we reasonably verified your claim that the Device is defective. Limited Warranty service options and remedies: Subject to all other terms of this Limited Warranty, we will provide you with the Limited Warranty service, during the Warranty Period, through one or more of the following options, as we may decide in our sole discretion: (i) repair or replace such Device (or the defective part) or (ii) credit or refund the price of such Device at the pro rata contract rate provided that, if we so requests, you shall, at our expense, return such Device to us.

15. Limited Warranty (cont.)

Limitation of liability and sole remedy

THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THE LIMITED WARRANTY SET FORTH IN THIS LIMITED WARRANTY.

UNDER NO CIRCUMSTANCES WHATSOEVER, SUBJECT ONLY TO THE LIMITS OF APPLICABLE LAW, SHALL WE OR OUR AFFILIATES, DISTRIBUTORS, MARKETERS OR AGENTS ("**UP AFFILIATES**") BE LIABLE TO YOU FOR ANY DIRECT, SPECIAL, CONSEQUENTIAL, PUNITIVE, INDIRECT, OR INCIDENTAL DAMAGES OF ANY KIND WHATSOEVER, INCLUDING LOST PROFITS, LOSS OF BUSINESS OR LOSS OF OPPORTUNITY, REGARDLESS OF THE BASIS OR CIRCUMSTANCES OF ANY CLAIM, DAMAGE, LOSS OR EXPENSE, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, AND REGARDLESS OF WHETHER WE OR UP AFFILIATES HAVE BEEN ADVISED OF THE POSSIBILITY OF ANY CLAIMS, DAMAGES, LOSSES OR EXPENSES.

16. Legal information

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FCC ID: 2BBBCUP01

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Descriptions are based on the device's default settings.

The actual available capacity of the internal memory is less than the specified capacity as the operating system and default applications occupy part of the memory. The available capacity may change when you upgrade the device.