

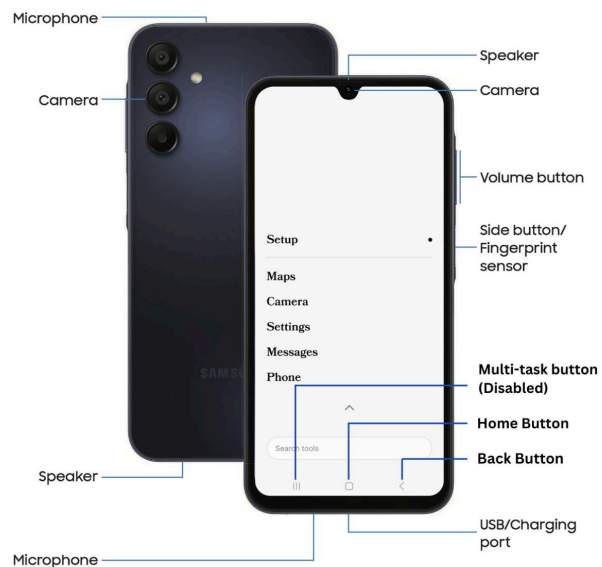
# wisephone

## Set Up Guide

If you have your Wisephone and are excited to get started, you're in the perfect place! Below, you'll discover a handy step-by-step checklist arranged just right to help you avoid any delays or hiccups along the way.

Begin by gently unpacking your Wisephone and pressing and holding the side button (see image below to locate power button) to switch on your device. Then, connect your device to WiFi (see step 2).

### Get familiar with the Wisephone Hardware



### Connect to WiFi:

Unlock your screen by swiping up, then tap Setup, then Open Wi-Fi Settings to toggle on and select your network.

If Wi-Fi isn't available and you need to activate or transfer an eSIM, swipe down from the top right to open Quick Settings, then tap the gear icon. Go to Connections → SIM Manager → Add eSIM, and choose the option that fits your needs. When you're done, return to the home screen, tap Setup, and select Use cellular data (note: this step will use mobile data).

**Note:** Devices ship with the latest firmware and software, but if it's been a while since the device last connected to a network, updates may begin installing. During this time, the device may feel temporarily slower – it will pass once installation is finished.

**QUICK TIP:** Adjust your screen timeout setting to prevent interruptions.

Swipe down from the top right to open Quick Settings, then tap the gear icon. Go to Display → Screen timeout → choose a longer time → return to home screen.

## Wisephone Portal Setup:

### A. Tap "Setup" on the home screen

- Select Get Started → Verify age
- Choose "Sign up" to create your new Wisephone portal account.
- Enter the name, email, and phone number of the account owner—this can be you or a trusted person (such as a parent or accountability partner) who will manage the device

Note: The account created here becomes the device manager for all connected devices. You can update the manager's phone number later by tapping "☰" in the top-right corner and editing the account details.

Learn more about the Portal [HERE](#) ←

### B. SMS Authentication

- Enter the verification code sent to your phone number to confirm your account
- Tap Get Started to attach your device(s)

### C. Enter the following:

- Wisephone IMEI (located at the bottom of your tube)
- Phone number (E.g., no number yet = 123-456-7890 – update later if needed)
- Give it a name
- Done – this Wisephone is now linked to your account.

Note: To reopen the plan selection pop-up, tap "Activate Plan" next to the appropriate device.

### D. Subscription Activation

- Select Activate BYOC Plan

### E. Complete Device Setup

- You're already on the Devices page – just tap Manage Device to continue
- Open the Features tab to turn on the features you want.

**Note:** When you turn on Tool Drawer, a new tab called "Tool Management" will appear. It lets you browse and search approved third-party apps if you prefer not to have direct Tool Drawer access on your device. It may take a moment for toggled features to load on your device.

## Connect To Your Cellular Service:

Swipe down from the top right to open Quick Settings

- Tap the gear icon → Connections → SIM Manager → Add eSIM
- Choose the option that fits your needs.

You can follow the steps in [this guide to activate eSIM](#).

If your cellular service isn't connecting properly, check the troubleshooting steps [HERE](#).

## Set up Voicemail:

- Open your Phone tool
- Select the “Keypad” option at the bottom
- Dial 1 → tap the “call” button
- Set a password and record your voicebox message

## Turn Off Messaging Features: (If Needed)

If you are switching from another phone:

- iPhone users should disable iMessage ([Article HERE](#))

This helps ensure messages are delivered correctly.

## Transfer Important Data: (Optional)

Move important data such as:

- Contacts
- Photos
- Other key data

This [guide](#) will walk you through the step-by-step process of transferring essential data to your Wisephone.

## Learn Basic Phone Use:

To answer calls, press and hold the call button, then swipe left or right. For a helpful guide, check out this visual [HERE](#).

## Customize Your Home Screen:

Instead of traditional app icons, we offer a unique customization setting that lets you rearrange the order and choose which Tools you want to pin. Click [HERE](#) to learn how!

## Still need help?

If something isn't working as expected or you're running into a software issue, our Wisephone Support team is ready to assist you. Call/text 512-675-1820 or email [hi@wisephone.com](mailto:hi@wisephone.com)

## How to Download Apps

Third-Party apps can be installed using the Wisephone Portal. The portal can be accessed by accessing settings from the home page.

**Settings → Wisephone Portal → Login → Manage Device → Tool Management**

In Tool Management you can search for new apps manage the apps you currently have installed.

For more information check out our video on the [Wisephone Portal](#).

## Additional Settings: (Recommended)

Learn how your device works:

- Press the “<” (back button) to close tools
- Optimize performance in **Settings → Device Care → Optimize Now**
- Adjust data usage limits and billing cycle if needed – learn more [HERE](#)
- Set your side button to open the power menu:  
**Settings → System Settings → Advanced Features → Side Button → Long Press → Power off menu**

You can also access the power menu by swiping down from the top-right and tapping the power icon.

## You're All Set

Your Wisephone is now ready to use with your C-Spire service.

**If you run into issues:**

- Restart your device
- Check your SIM card
- Contact your carrier for network-related problems
- Search the wisephone help articles [HERE](#)