



UNETWORK

Support

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VPN & synthetic devices

Solve VPN or proxy errors.

VPN usage is not supported.

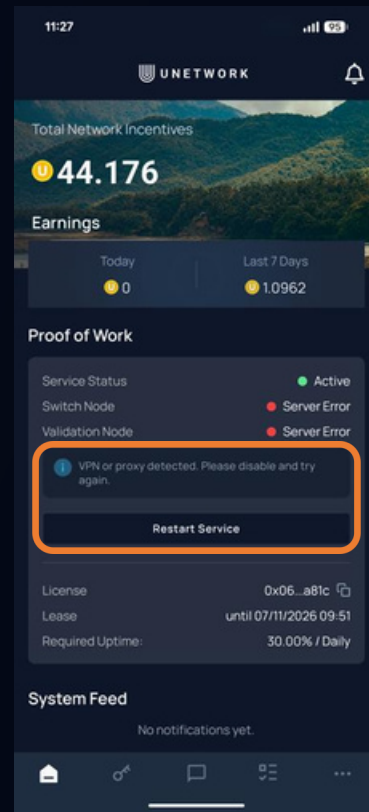
VPN or proxy detected error: If you are getting this error message, please disable VPN and click Restart Service on the app homepage.

If you aren't using a VPN and are still getting this error, please message appeals@unetwork.io

Split tunneling: Most VPN apps allow you to exclude apps while running the VPN. Go to your VPN app settings -> split tunneling -> and exclude Unetwork. Once excluded, the Unetwork app should stay connected even when the VPN is on, using your real IP address and ISP/carrier path.



The use of **synthetic devices, virtual machines, and emulators are strictly prohibited**. Users found using virtual environments will be banned from the platform.





Troubleshooting

Find and fix potential issues.

1 **If your wallet fails to connect**, ensure your Web3 wallet app is unlocked and network settings match Unetwork's supported chain. If you don't receive the email verification code, check your spam folder or try resending after 60 seconds. For help, contact support@unetwork.io or visit the Help Center.

2 **Security**: For your protection, consider enabling wallet-level security options and regularly reviewing connected devices.

3 **Delete Account**: This is permanent. Your account data, licenses, and rewards history will be permanently erased.

4 **Network Activation Credits**: Each Unetwork Node license requires Unetwork credits for operation. You can purchase or add more Unetwork credits within the Settings menu. When a license expires or is revoked, you must renew or replace your Unetwork Node license to continue earning network incentives. (Credits are currently disabled during the ramp-up period.)

5 **App isn't working**: Ensure your device is connected to internet, disconnect any VPN or proxy, and restart the app. If your 3 activation statuses on the app homepage still don't turn green, please contact support@unetwork.io.



FAQ

Get answers to common questions not found elsewhere in this document.

1 Can I run Unetwork on old or second-hand phones?

Yes, it can run on old smartphones (Android 7.1+ or iOS 15.1+).
No SIM card needed.

2 Can I operate multiple Operator Licenses from one phone?

No. Each Operator License requires its own individual phone to operate. A single phone cannot run multiple licenses.

However, all phones on the same account share one pool of rewards. You can withdraw from any phone without needing the others.

3 What information is collected from License Operators?

Unetwork does not collect any personal or identifying information from License Operators. The system only records the technical data required to verify network activity and issue rewards (e.g; quality metrics, and anonymized device performance statistics). Unetwork is fully GDPR compliant. No names, addresses, phone numbers, or other personally identifiable details are collected or stored.

4 Does Unetwork consume minutes or data from my phone plan?

Unetwork only consumes data from your plan, not minutes. If you are connected to WIFI, no mobile data is used.

5 Which countries does Unetwork function in?

Unetwork is compatible and functions in all countries, except where VoIP services are restricted or where international sanctions apply. VoIP restrictions exist in countries such as the United Arab Emirates, Oman, and China, where access is blocked or limited to government-approved providers. Unetwork also cannot operate in comprehensively sanctioned or embargoed jurisdictions, including but not limited to Iran, North Korea, Syria, Russia, the Crimea, Donetsk, and Luhansk regions of Ukraine, as well as other sanctioned countries such as Afghanistan, Belarus, Cuba, Myanmar, Sudan, South Sudan, Venezuela, Yemen, and Zimbabwe.



FAQ continued

Get answers to common questions not found elsewhere in this document.

6 Why is my uptime low despite always running the app?

The problem might be the operating system (OS) background handling. OS will suspend background activity for apps based on its own heuristics, including device-level usage patterns, battery level, thermal state, recent foreground time, and how the system rates the app's usefulness in the background. The "Active / Connected" indicator in the app reflects the last known state when OS allowed the app to run, not the actual continuous connection. When OS suspends the app overnight, the connection drops; when OS wakes the app back up in the morning, uptime starts climbing again. This is why your phones can all show green status dots and still record very different daily uptime numbers.

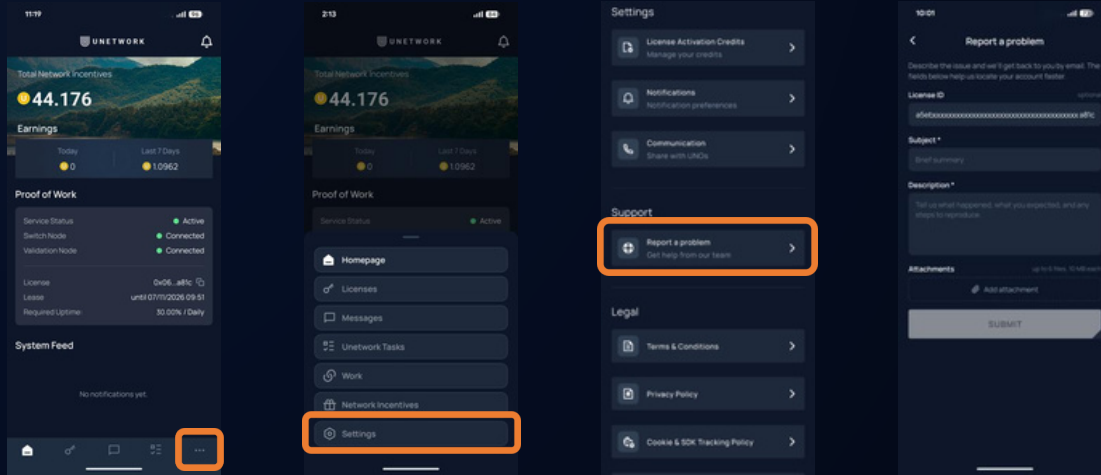
A few things to check on each phone:

1. Settings → General → Background App Refresh → make sure it is enabled globally and specifically for Unetwork
2. Settings → Privacy & Security → Location Services → Unetwork → set to "Always"
3. Avoid force-closing the app from the app switcher (it tells OS not to wake it back up)
4. Keep the phone plugged in overnight or above 20% battery - Low Power Mode (which can engage automatically below 20%) will suspend background activity
5. Keep the app open in the recent apps list and reopen it briefly each morning if you notice an overnight reset



Tech support

Submitasupportticket to the developers.



Go to the Menu tab.

Click Settings.

Tap Report a Problem.

Fill in the form with as much detail as possible.

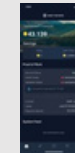
Ticket example

Subject: app isn't working – node status shows connection error (connection rejected - HTTP 403)

Description:

How can I turn my statuses green? The Switch Node and Validation Node status show a connection error. Error code: Connection rejected (HTTP 403). I've manually bound my license and restarted the app. I'm connected to internet and not using a VPN.

Attachments: Screenshot attached



Before you submit a ticket, please check this document for potential solutions and try restarting the app.



Resources

Access additional information.



[Claim your free license code](#)



[The Unetwork official YouTube channel](#)



[Official Unetwork website](#)



[Official X \(Announcements\)](#)



[Official Telegram Announcement Channel](#)



[Bug-Report](#)



support@telcogigs.com