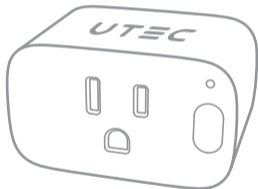


# Smart Plug matter

User Guide (V1.1)

UP02



UTE $\equiv$ C

# Smart Plug Terms & Policies

Before using all UTEC products, please read all applicable terms, rules, policies and usage provisions found at

**<https://utec.life/privacy>**

By using your device, you agree to be bound by the UTEC Privacy Policy.

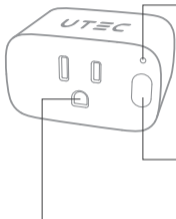
## What's in the Box

Smart Plug  
User Guide

## Need Help?

For technical documents and more  
Please visit **[support.utec.life](https://support.utec.life)**  
or call **1-844-439-8832**

# Product Outline



## Status Indicator

Solid Green

Plug is added in APP

Flashing Green

Enter Matter configuration mode

## On/Off Button

**Press once:**

Turn on or off the smart plug.

**Press and hold 10 seconds**

**rqmlth and release:**

Flash green, the device is restored to factory settings and enter Matter Setup mode.

## Smart Socket

Plug in your devices and control them via the app.

## Technical Specifications

Model	UP02 120V~, 60Hz Max.15A Resistive Load
Communication	Wi-Fi 802.11 b/g/n 2.4 GHz Bluetooth 5.0
Operating Temperature	-4°F - 104°F / -20°C - 40°C
Operating Humidity:	<95%
Weather Resistant	Indoor Use Only

## Set up with Matter

This is a Matter-certified device. You can integrate it into any Matter ecosystem you prefer for easy control, such as Apple Home, Alexa, Google Home and SmartThings.

# Watch Setup Videos



Please scan the QR code to watch setup videos, or visit <https://utec.life/matter/Plug/guide>

## Before You Start

1. Make sure you have a supported Matter controller and the associated smart home app for binding. This is required to connect and manage Matter devices on your home network. For instance, Echo Device and Alexa App,

Apple Home Pod and Apple Home App, Nest Device and Google Home, SmartThings Hub and SmartThings App.

2. Connect to Wi-Fi:

Make sure your smartphone and Matter-supported controller are connected to your router's 2.4 GHz Wi-Fi. If you're not sure if your router is broadcasting a 2.4 GHz Wi-Fi connection, check with your router manufacturer or provider.

3. Take a photo of the Matter setup code for back up.

4. Matter Setup Mode:

Plug in the device enters the Matter setup mode, configure the app within 15 minutes. If missed, simply reboot your device.

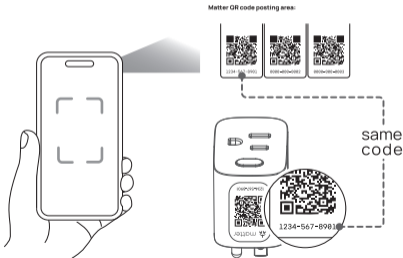
# How to Set Up

**\*Setup processes may vary between different apps**

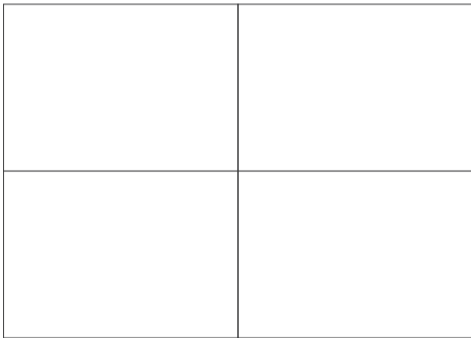
1. Turn on Bluetooth on your phone.
2. Make sure the device enter Matter setup mode.  
(Press the On / Off button for 10 seconds and then release it.  
Flash green, the device is restored to factory settings.)
3. Open the Smart Home app and scan the Matter QR code, or enter the numeric code. Follow the instructions within the app to complete the setup.

## Note

The matter QR code or enter the numeric code on the scanning sticker must be the same as that on the device to be connected to the Internet. As shown in the diagram below.



## Matter QR code posting area



## Regarding the Matter Code

The original Matter code can only be used for setup in one app (you can reuse it after a device reset).

1. If you want to integrate your device with another ecosystem after binding it to Matter. Use the Matter app to share your device with other platforms.
2. If you want to bind your device to a different ecosystem and disconnect from the current one, you should first remove the device from the app, then reset the plug. Reset it to factory settings and enter Matter setup mode.

## FAQ

1. **How to reset a smart plug to enter Matter setup mode.**

- A. Removing via the smart home app
- B. Press and hold 10 seconds rqmlth and release. Flash green, the device is restored to factory settings.

## **2. The device cannot be found.**

- A. Make sure the device is in network configuration mode (Matter setup mode):  
Plug in the device press the On/Off button for 10 seconds and then release it. Flash green, the device is restored to factory settings and enter Matter Setup mode.
- B. Make sure that your Matter Center (or Matter Controller, which is required to provide an ecosystem that can be paired with Matter-certified devices) and smart home application firmware are updated to support Matter.
- C. Multi-ecosystem network configuration (devices are configured and shared with other gateways/APPs):  
Please confirm that all devices are in the same local

area (connected to the same router) and device pairing mode is turned on.

### **3. Failed to add device.**

- A. Make sure that the phone using the App is connected to 2.4G Wi-Fi, and the gateway/controller is also connected to the same Wi-Fi.
- B. You can try to restart the gateway/controller, APP or mobile phone.

### **4. Unable to set up the already connected Matter device with other smart home systems.**

- A. If your Matter-enabled device is not displayed or the pairing code cannot be created on the paired application. Please restart your Matter-certified device.
- B. Do not create pairing codes in the apps of multiple smart home systems continuously. If the pairing code you

created the first time is not used or has not expired, the pairing codes you create subsequently will not work.

- C. Make sure to complete the setup process before the pairing code expires.

Note: In Google Home, the code expires 3 minutes after it is generated. In Apple Home, the code expires 5 minutes after it is generated. In Alexa, the code expires 15 minutes after it is generated. In Samsung SmartThings, the code expires 15 minutes after it is generated.

- D. Make sure your Matter device keeps the pairing code page open in the app when you enter the numeric code (or scan the QR code) to pair with other apps.
- E. If your device still cannot connect, restart your Matter Hub and Smart device. Clear the app cache and restart your phone. Then try to set up the device normally.

Classification of control according to protection against electric shock: **Class I**

Number of cycles of actuation (M): **10000**

Type of disconnection: **Micro-disconnection**

Additional features of actions: **1.B**

Pollution degree: **2**

Glow wire temperature: **550 / 850°C**

Rated impulse voltage: **1.5KV**

Period of electric stress across insulating parts: **Long period**

Make sure to use this product together with 15A circuit breaker in the upstream

Applicant name: **U-tec Group Inc**

## **FCC Warning**

This equipment 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. 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. The device has been evaluated to meet general RF exposure requirement. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## IC warning statements

RSS-GEN ISSUE 5, 8.4 User manual notice. This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device. The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).



FCC ID: 2AC7Z-ESPC3MINI1  
IC: 21098-ESPC3MINI1

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