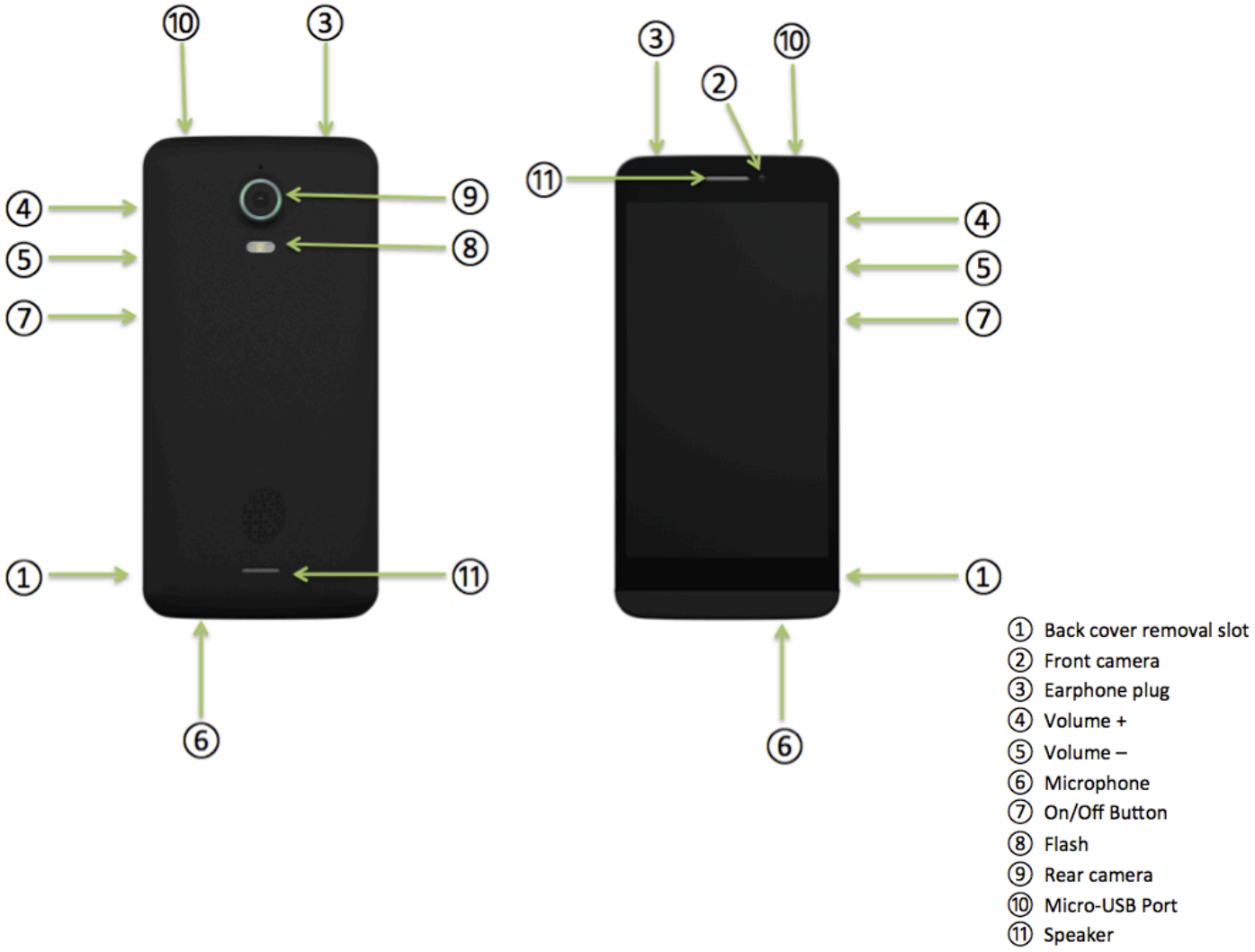
blackphone

SGP Technologies SA

Blackphone BP1

EVALUATION USER GUIDE version 1.0

Blackphone Overview



Blackphone Technical Specifications

SCREEN
Screen Size: 4.7” (1280 * 720)
Display Technology: IPS HD, Capacitive >4 point multi-touch

CAMERA
Sensor:
- Main camera 8MP AF(auto-focus)
- Front camera 5MP

Flash: Flash LED

CONNECTIVITY
Single micro-SIM slot
Bluetooth Class 4.0 LE
Wi-Fi 802.11b/g/n
Micro USB 3.5mm audio jack

DIMENSIONS
Approximately 141 x 69 x 9 mm (rear camera housing - additional 2 mm)

WEIGHT
Approximately 119 grams or 4.2 ounces

HARDWARE
Processor: NVIDIA Tegra 4i Quad-core 2GHz SoC (System on Chip)

STORAGE
16GB on-board storage
RAM: 1GB LPDDR3
Single microSD slot

DATA NETWORK
Rest Of World (Region1)
GSM: 850 / 900 / 1800 / 1900 MHz
HSPA+/WCDMA: 850 / 900 / 1900 / 2100 MHz (42 Mbps)
LTE FDD bands 3/7/20 * (Cat. 3 100 Mbps)

North America (Region2)
GSM: 850 / 900 / 1800 / 1900 MHz
HSPA+/WCDMA: 850 / 1700 / 1900 / 2100 MHz (42 Mbps)
LTE FDD bands: 4/7/17 * (Cat. 3 100 Mbps)

* LTE Cat. 4 (150 Mbps) under development

SENSORS
Gravity sensor, light sensor, proximity sensor, magnetic sensor GPS WEIGHT

ENERGY
Lithium Polymer Battery 2000mAh

Basic Operations

Turning your Blackphone On or Off

When your Blackphone is powered off, pressandhold the Powerbuttonto turn it on.The phone will vibrate for a moment when it begins to boot.

When your Blackphone is powered on, pressandhold the Powerbuttonto open the “Power off”menu.Choose“Power Off” toturnoffyour Blackphone,“Reboot” to reboot it, or tap anywhere outside of the menu to cancel.
Note: If your display has turned off due to inactivity, briefly press the Power button to wake it up.

Touchscreen Operation

Use your fingers to manipulate icons, buttons, menus, the on-screen keyboard, and other items on the touchscreen. To select or activate something, tap it.

To type something, such as a name, password, or search term, just tap where you want to type. An on-screen keyboard will pop up allowing you to enter text.

Other common gestures include:

Touch & hold to drag: Touch & hold an item on the screen by touching it and not lifting your finger until an action occurs. For example, touch an icon on the Home screen and hold it. When the Remove icon is shown on the screen, dragging the selected icon to the “Remove” area will remove it from the Home screen. You can also use touch and hold to reposition items on the Home screen.

Swipe or slide: Quickly slide your finger across the surface of the screen without pausing. For example, you can slide a Home screen left or right to view adjacent Home screens.

Double-tap: Tap quickly twice on a webpage or other screen to zoom. For example, double tap a webpage in Browser to zoom in and double-tap again to zoom out.

Pinch: In some apps, you can zoom in and out by placing two fingers on the screen

at once and pinching them together to zoom out or spreading them apart to zoom in.

Rotate the screen: In most applications, the orientation of the screen rotates with your device as you turn it. (This does not work on the main home screen.) You can disable or enable this behavior in the Display section of your device's system settings.

Important Areas of the Touchscreen

Status icons (top of screen) are used to display the current status of your device's network connections, battery level, volume, and system time.

All Apps (bottom center home screen): Tap this to see all of your apps and widgets. To open an application or widget, tap its icon.

Improving Battery Life

The battery icon in the status bar shows the remaining amount of battery power. To extend the battery life of your Blackphone, go to Settings in the applications area and click on Display. Set the brightness of your screen and the display sleep time (the point of time at which the display will turn off due to inactivity) to a reasonable level. You can also make screen and the display sleep time (the point of time at which the display will more advanced changes in the Power saving section of the Settings.

Charging your Blackphone

Charge your Blackphone before the battery icon is empty. Your Blackphone should be charged with a typical 5v USB DC charger. Note that it is normal for the surface of the device to be warm to the touch

Settings

From the all apps screen, tap the Settings icon to enter the system settings:

a) **Wi-Fi**: Turn the device's Wi-Fi capabilities on or off by touching the slider. When you turn Wi-Fi on, your Blackphone will scan for available networks. By choosing the desired Wi-Fi listing and typing the correct password, you can use the selected network.
b) **Bluetooth**: Turn Bluetooth functionality on or off by touching the slider. Blackphone can automatically scan for available Bluetooth devices. By pairing your Blackphone with another device, you can transmit data between the paired devices. Data usage: tap this area to see detailed information about your device's data usage.
c) **Sound**: tap to set Volume levels, Ringtones, your Default notification sound, Tap sounds, Screen lock sounds and various other audio options.
d) **Display**: tap to make changes to your settings for Brightness, Wallpaper, Screen rotation, Sleep time, or font size.
e) **Storage**: tap to view settings for your on-board storage and your micro-SD card.
f) **Battery**: tap to check the status of the battery.
g) **Power saving**: tap to activate the Dynamic Backlight, Processor performance and nSaver settings.
h) **Apps**: tap to see the lists of Downloaded, Running and All apps installed on your device.
i) **Location**: tap to view or change your Location settings.
j) **Security**: tap to set or manage lock screen settings, encryption and other security related settings.
k) **Language & input**: tap to set your default language and keyboard.
l) Backup & reset: tap to access the option to factory reset your device. ***Note that this will erase all data!***
m) **Add account**: tap to add an account to your device.
n) **Date & time**: tap to set the system time and date if needed, these are typically set by your carrier automatically.
o) **Accessibility**: tap to access various accessibility settings for your Blackphone.
p) **About phone**: tap to view basic information about your Blackphone, including system status and the current version of PrivatOS.

Troubleshooting

Blackphonewill not turn on

Connect Blackphone tothechargertoensure that the battery has sufficient charge. Note that if your battery is completely discharged, it may take some time before you can turn the device back on.

Blackphone is displaying text in the wrong language

Pleasemakesurethatyouhaveselectedthecorrect default language for your device.Set the default languageinSettings =>Language&input

Audio files can’t be played

Blackphonecannotplayaudiofilesthatarecopyprotected with digital rights management (DRM).Pleaseensurethatonlyfilesthatcontainnocopyprotectionaretransferredto Blackphone.

A webpage will not display

Please ensure that you have an active WCDMA/GSM/LTE data connection or active Wi-Fi connection.

SUPPORT

For support options please visit support.blackphone.ch

Blackphone Bundled Applications

Blackphone Activation Wizard

What is Activation Wizard

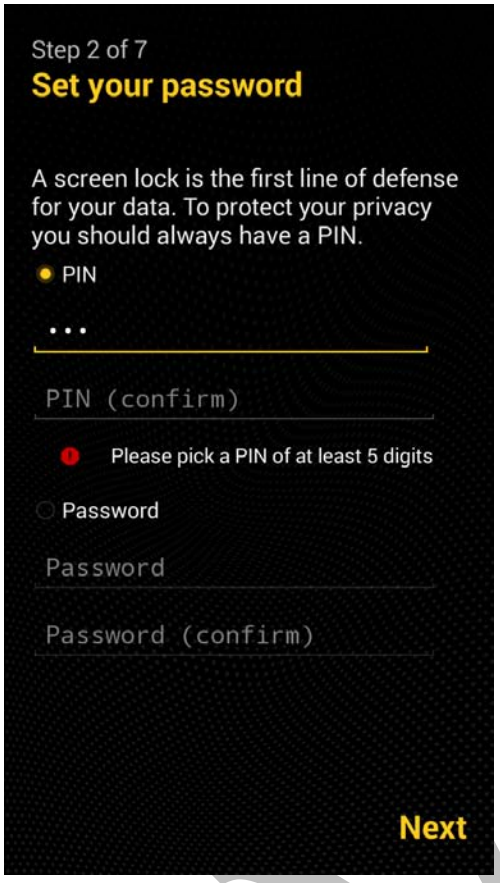
Activation Wizard is one exclusive Blackphone application that is guiding the user step by step through the set up process of the phone. The application will help to set up some security features as device encryption and PIN/Password. In top of that, Activation Wizard will easily provision Silent Phone, Silent Text and Disconnect applications.

How Activation Wizard Works

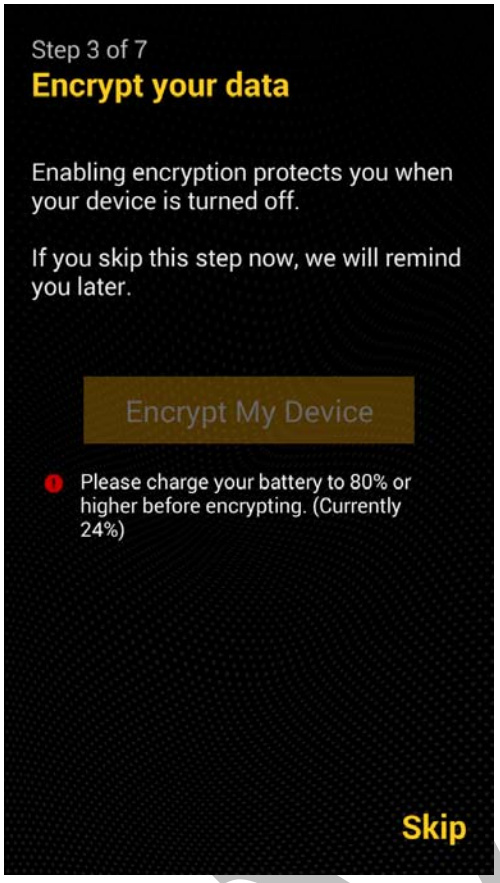
Activations Wizard will be launch automatically the first time the user switches BP1 on and right after inserting the SIM card PIN code. The Activation Wizard includes 7 different steps to help the user start using Blackphone

Setting up Activation Wizard

- Step 1: Select the language. If the user does not insert a SIM card, default language will be English. If the user inserts a SIM card before switch the device on, this will auto automatically will switch to the language corresponding the SIM.
- Step 2: PIN/Password set up. The user has to set up a PIN code (different that the SIM one) or a Password to protect the device when the screen is turned off. This step is mandatory and cannot be skipped.



- Step 3: Device Encryption. The user is encouraged to encrypt the device. For doing that the device have to be plugged in and the battery should have at least an 80% battery charge, if not, encryption cannot be performed. Although the device will remember the user to perform this action every three days. The encryption process will take approximately 25 minutes. This process WILL NOT encrypt the microSD card (Android limitation).



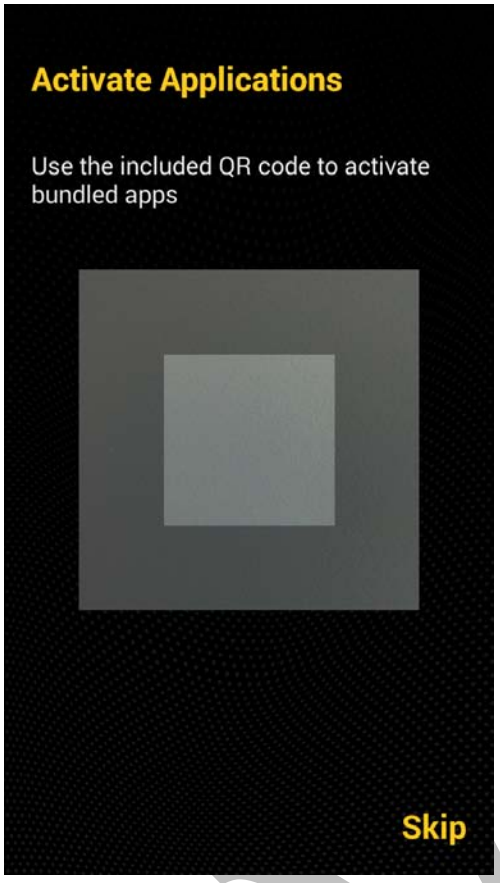
- Step 4: Data Connectivity. The user is invited to connect to a data network. He/she can select to connect to one WiFi network (WPS feature is not available in this step) or to the cellular network (If a SIM with a data subscription is in the phone).

  Important note: please bear in mind that a data connection is needed to activate the Blackphone application suite licenses in next step. A WiFi connection is preferred.

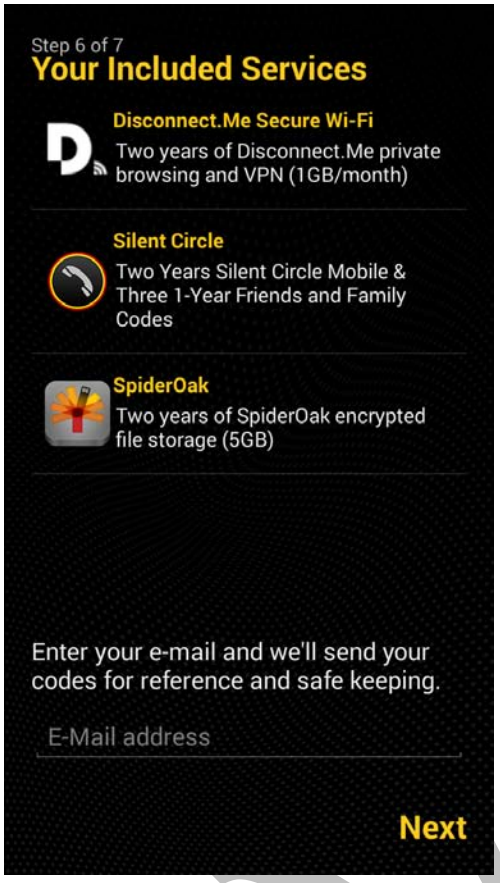
  Important note: In the initial setup you will need an open, wep, or wpa-psk network (preferably wpa-psk) for the initial setup. Youcan later configure any network. Specifically, it cannot be wpa-enterprise (peap, ttls, etc.) or behind a captive portal, because there is no way to provision certificates or run a browser during the first stages of setup.

- Step 5: Scanning the QR code. If a data connection is available, the user will be invited to scan the QR code included in Blackphone's box. Scanning the QR will provision Silent Phone, Silent Text and Disconnect licenses.

  If this step is skipped or the data connection is not good enough to download automatically the licenses, the user may activate the licenses manually. Please contact https://support.blackphone.ch in such a case.



- Step 6: If the QR is correctly scanned and informative page will be shown indicating the process have been performed successfully and indicating the corresponding licenses activated.



If there is a problem during the activation, the user may activate the licenses manually. Please contact https://support.blackphone.ch in such a case.

- Step 7: Enjoy your Blackphone

Blackphone Security Center

The Blackphone Security Center is an application that provides a user friendly and central mechanism to control which personal data or resources can be accessed by the applications running in the device. Additionally helps the user to configure basic security settings of its device.

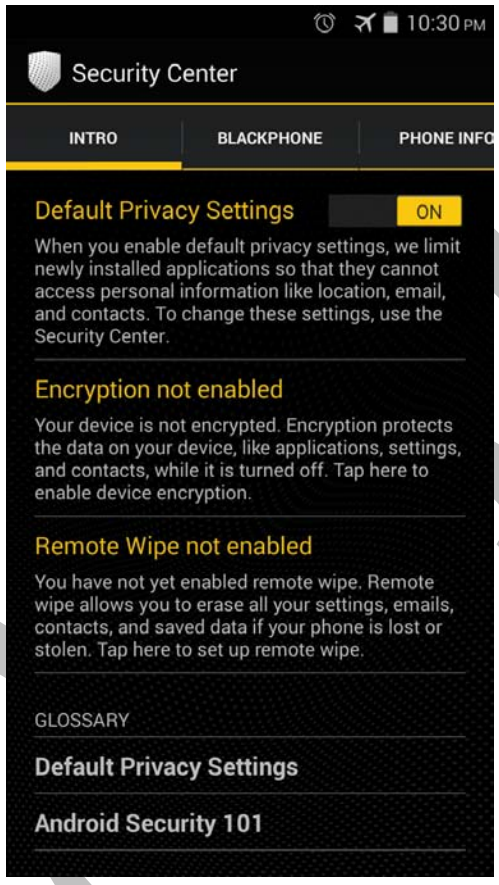
Right out of the box, Blackphone Security Center comes configured with the so called “Default Privacy Settings” which implies that all the NEW applications installed by the userswill NOT have access to private sensitive information such as user location, contacts, messages, or device settings.

To modify this default behavior, or explore new detail configurations to decide which data you want to expose to which application open the Blackphone Security Center clicking on the shield icon on the main desktop, labeled as Security Center.

The security center app is divided in different tabs or screens that helps the user to easily perform the security/privacy configuration of the device.

INTRO SCREEN

Appears the first time the application is launched.



The following actions can be performed in the action screen:

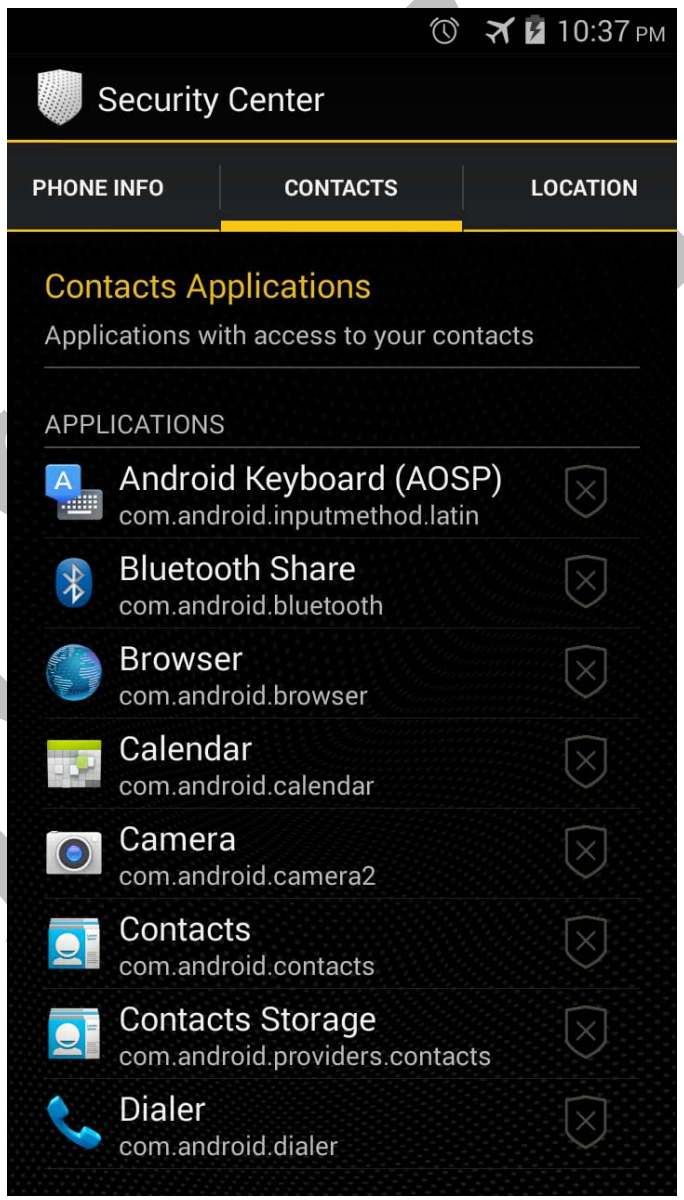
- **Enable/disable default privacy settings:**switch on and off the "Default Privacy Settings Toggle": ON means new installed applications will NOT have access to private sensitive information such as contacts, location, messages or device settings). OFF means new installed applications will have access to private sensitive information, as in any regular device.

- **Encrypt your Blackphone**: If you have not encrypted the Blackphone Security Center will show an option to do so labeled as "Encryption Not Enabled". To encrypt your Blackphone click on this button and follow the procedure. Please note this process will take approximately 25 minutes and will require you to input a password any time you power on the phone. In any case, encryption is one of the very basic privacy and security settings that should be enabled in any phone carrying sensitive information.

- **Configure remote wipe**: If you haven´t configured remote wipe the Blackphone Security Center will show an optionto do so,labeled as “Remote Wipe not enabled”. To configure remote wipe click on it and follow the steps described in the Remote Wipe application described further in this document.

- **Read basic information on the Security Center Glossary**: some good to read information about basic security is contained in the menu Glossary in the about how the security center works, and basic concepts on protecting yourself in Android**.**

APPLICATION GROUP SCREENS

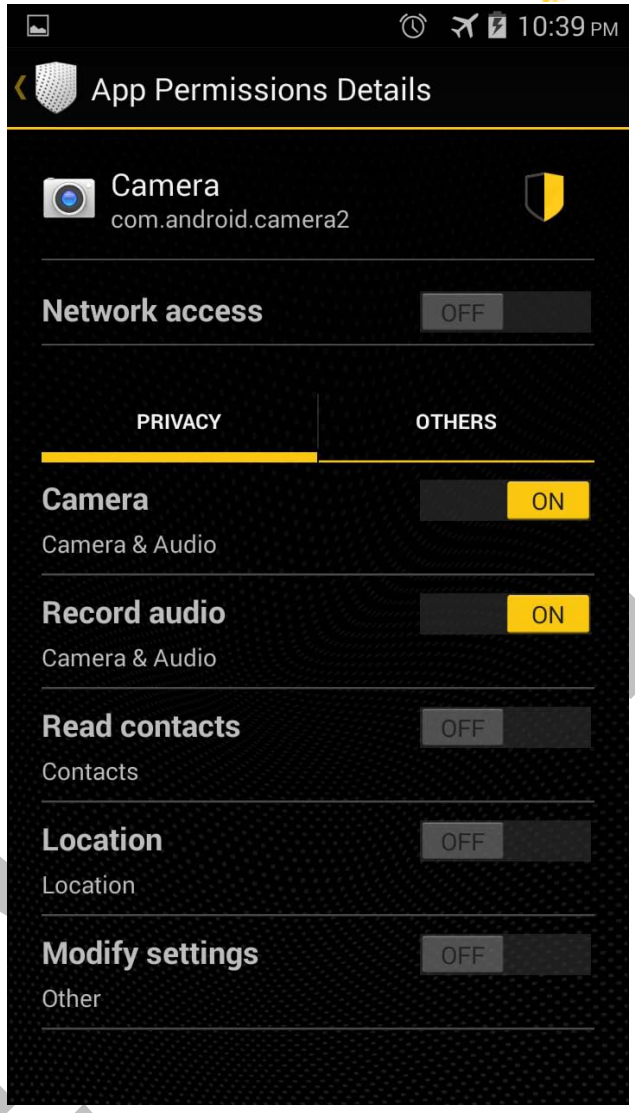


Swiping left and right from the INTRO screen, you will get to the APPLICATION GROUP SCREENS, in which you will see list of applications grouped by the sensitive information which are accessing:

- Blackphone: applications preloaded with Blackphone
- Phone Info: application accessing to your personal data
- Contacts: applications accessing your contacts
- Location: applications accessing your location
- Camera&Audio: applications accessing or using your audio or video
- Network: application with access to Internet

Additionally, by clicking on one application you will access the "App Permission Details" screen where you can show all the data access permissions requested by the application, and modify them as indicated in the next bullet.

APPLICATION DETAILED PERMISSIONS SCREENS



When on the "App Permission Details" screen, you can switch on or off each individual permission by using the toggles. This will have an immediateimpact the next time the app tries to access this data. This includes the possibility of denying network access, privacy data access or other permissions not related with data (such as vibrate, get notifications, etc.).

A shield icon is appearing next to each app which is an indicator of the level of protection that the current settings of the app provides:

- Full yellow shield: means the app is running under the "Default Privacy Settings" which is the higher level of protection
- Half yellow shield: means the app is running under a user-customized set of settings, where some permissions are allowed and some other not.
- Empty black shield: means the app is running under NO restrictions and have full access to all the data, which is the lower level of protection

Clicking on the shield you can also change the level of protection for higher to lower in one click.

Troubleshooting note: If you choose to install an app store, then install an app and it starts to come up then "stops" (crashes), the first place to check is the Security Center to make sure the app has the permissions it needs. For example, a bar-code scanner app will crash if it does not have camera access, which it does NOT get by default.

Blackphone Remote Wipe

What is Remote Wipe

Remote Wipe is a Blackphone's exclusive application that gives the user peace of mind by allowing him/her to control over his/her data from anywhere in the world.

With Remote Wipe, the user would power off, kill sensitive applications (using Brace for Impact feature) or even wipe the device data remotely is a simple way by making a few clicks in a Web page (https://manage.blackphone.ch).

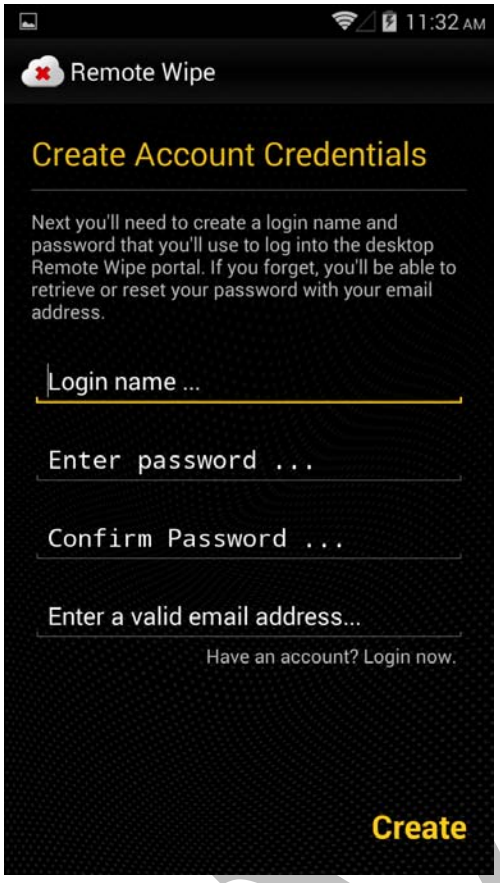
How Remote Wipe Works

Using Remote Wipe is easy. You have to set up the application first by clicking on Remote Wipe icon in your Blackphone. Once set up is performed and if you lose your phone you can go to https://manage.blackphone.ch to manage your Blackphone and power it off, close some applications indicated during the set up or wipe the device data.

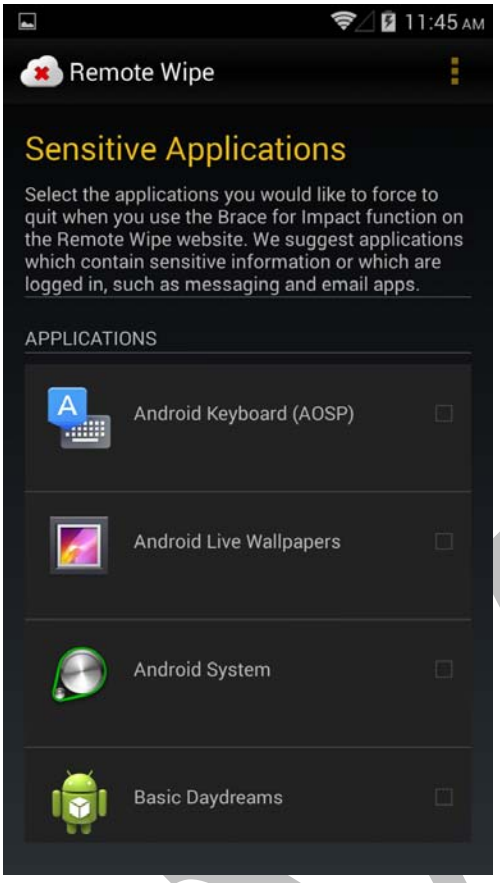
Setting up Remote Wipe

- Click on Remote Wipe icon on your Homescreen
- Create a Device Password, which is a specific password to identify the Blackphone device you want to manage. The minimum password size must be 12 characters. Please, note that, for security reasons this password cannot be retrieve it if you lose or forget it.

- Create Account Credentials, to access https://manage.blackphone.ch. Again, the password selected must be at least 12 characters. Whereas the device password is not retrievable, a new account password can be retrieve if you lose the old one. That's why an email account is required in this step.



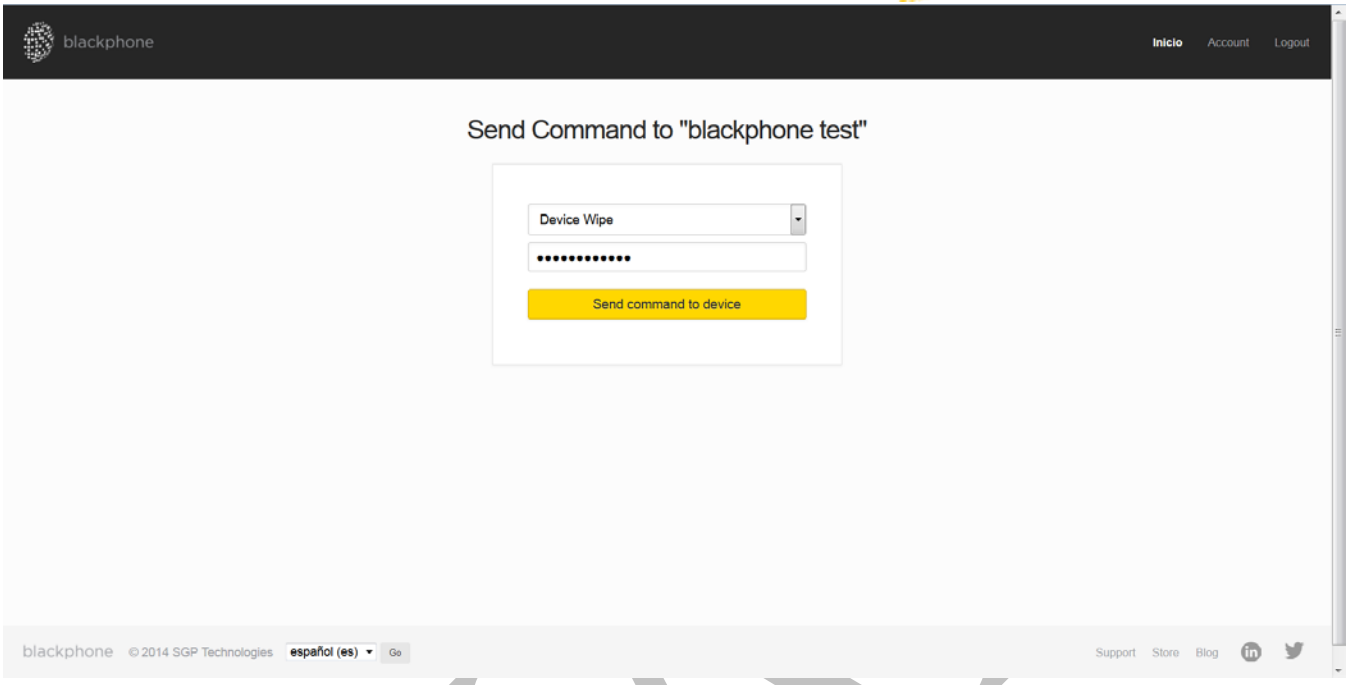
- Name your Blackphone, we ask the user for a device name to identify it within the management portal. One single user can manage several Blackphones that will be listed in the portal.
- Once the registration is completed, the user can chose the sensitive application that will be killed when using Brace for Impact feature. Once Remote Wipe is set up, this screen will appear when you click on the corresponding icon.

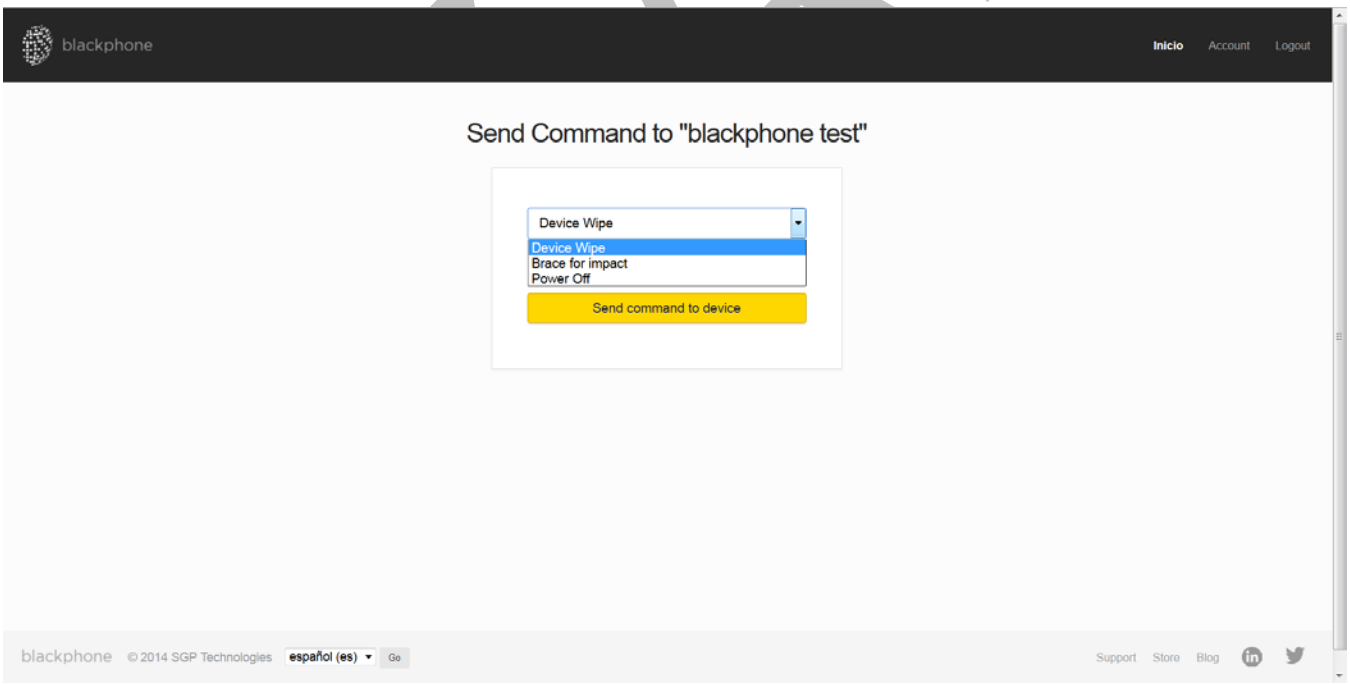


Managing your Blackphone

Managing your Blackphone is quite easy. You only have to go to https://manage.blackphone.ch and click on the device you want to manage. Once you do that, a simple interface will offer you three different actions you can perform: Device Wipe, Brace for Impact and Power Off.

- Device Wipe allows you to remotely wipe all the information in the device. Please, notice that the information in your external SD card won't be erased using this feature. We recommend not storing sensitive information in the external SD card.
- Brace for Impact allows you to remotely close the applications that the user has defined previously during the set up process or later on.
- Power Off command will power off the device remotely. If the user has encrypted their device, once switch off, the information inside now is secured.


blackphone
Inicio
Account
Logout
Send Command to "blackphone test"
Device Wipe
Send command to device
blackphone © 2014 SGP Technologies
español (es)
Go
Support
Store
Blog


blackphone
Inicio
Account
Logout
Send Command to "blackphone test"
Device Wipe
Device Wipe
Brace for impact
Power Off
Send command to device
blackphone © 2014 SGP Technologies
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Go
Support
Store
Blog

Silent Circle Mobile Overview

Silent Phone

How to use SP (screenshots)

Silent Text

https://silentcircle.com/web/faq-silent-phone-android/

Silent Contacts

https://silentcircle.com/web/faq-silent-text-android/

Disconnect Secure Wireless

The first time you access Disconnect Secure Search you will see a short introduction. You will then be able to use Disconnect.me to search securely and privately.

The Disconnect.me VPN (Virtual Private Network) encrypts data traffic from your Blackphone to the Disconnect.me VPN servers, thus protecting it from local monitoring via a none-secured Wi-Fi location or other local monitoring. The traffic is not protected once it leaves the VPN servers on the way to/from the destination server.

1. Tap the Secure Wireless app
2. Read the introduction dialog box
3. Take the brief tour that explains what SW is and how it works. You can re-take the tour at any via Menu > Retake Tour
4. If you are on a secure wireless network, such as your home or office, tap the menu button (three vertical squares in the top right corner of the screen), then tap Trusted Networks and tap the "TRUST" button on the lower right. That will turn SW off so you don't waste your transfer allocation.
5. If you are on an untrusted wireless network, you may still choose to turn SW off by tapping the button in the center.
6. If you tap the white button in the center to connect, you will get a dialog reminding you about the details.
7. You will then need to "trust" the application to allow it to intercept all network traffic.
8. It will state, "Connecting..." for a few seconds, then the center button will turn green and you will have a tiny key in the notification bar at the top.
9. If you swipe down, you will have notifications, such as "Disconnect Secure Wireless: Connected to VPN".
10. We also need a discussion about using SW with Silent Circle apps. They will suck up transfer bits, and are already encrypted, but since they go either to the peer or the SC servers, using the VPN may still have value to obscure the protocol and destination.

SpiderOak Blackphone Edition

IMPORTANT NOTE: Your SpiderOak Hive is READ-ONLY from your Blackphone.

You can read documents in your Hive, but only if you've already added an app store and an app that can read the document. You can't backup Blackphone to it, and you can't backup Blackphone in general either!

The passcode is an extra layer of security for the app itself, similar to the lock screen for the phone.

Q: I've added a file in my Hive but do not see it on my Blackphone. How do I refresh the screen?
A: You must move to another top-level screen (a device, settings, etc.) then back to Hive to refresh. We are working on a refresh button for all folder screens for a future release.

Kismet Smarter WiFi Manager

Smarter Wi-Fi Manager manages your Android phone Wi-Fi connection by automatically learning where you use networks. Wi-Fi is only enabled when you are in a location you have previously used Wi-Fi, increasing battery life, security, and privacy.

Smarter Wi-Fi Manager aims to be smart - in general, it should be invisible and will manage your Wi-Fi state in the background.

Airplane mode and Wi-Fi Tethering modes are detected and respected - when in these modes, Smarter Wi-Fi Manager will get out of your way.
https://www.kismetwireless.net/android-swm/

Blackphone Safety Information

Be sure to read through this section before you turn on your Blackphone for the first time.

Online help and support is available at https://www.blackphone.ch

Safe Operating Conditions

Please observe the following guidelines while operating your Blackphone.

- Operating temperature: Do not store your Blackphone at temperatures lower than -20°C or higher than 55°C, even if it is fully turned off. Do not operate your Blackphone at temperatures lower than -10°C or higher than 45°C. Doing so may cause permanent damage the device's components.
- In-vehicle use: Stay in compliance with all local traffic regulations regarding mobile phone usage while operating a vehicle. Do not rest your phone on top of a vehicle's airbag compartment; should the airbag deploy, the phone may be propelled toward you and cause serious injury. Always secure your Blackphone while in a moving vehicle. Do not mount your Blackphone in a location that will create an obstructed view of the road or other surroundings.
- Airport and in-air use: Your Blackphone can safely be passed through X-ray machines at airport security. When flying, follow all posted and spoken instructions regarding in-air use of mobile electronic devices.
- Hazardous environments: Do not operate your Blackphone in areas where a spark could ignite a fire or explosion. This includes gas/petrol stations. Follow posted signs regarding mobile phone use.
- Operating distance: While operating your Blackphone, maintain a distance of 1.5cm from your body.
- Safe volumes: To prevent possible hearing loss, do not listen to audio on your Blackphone at high volume levels for long periods of time.

Preventing Damage

Use your Blackphone only with the stock battery. There is a risk of explosion if the battery is replaced with an incorrect type.Dispose of used batteries according to the instructions on the battery.

Use only the power adapter provided with your Blackphone, manufactured by PHIHONG**,** model number PSAI05R-050Q.
Input: 100-240V ~ 0.3A 50/60Hz 12-15VA
Output: 5V 1.0A MAX.

Please use USB 2.0 or higher to connect to your device.

When traveling, be sure to use the proper country or region power adapter when charging your Blackphone to prevent damage.

Avoid exposing your Blackphone to liquids and heat sources. These can cause serious damage to your device or cause the device's battery to explode.

Handle your Blackphone with care. Dropping your Blackphone may crack the display or cause other damage. If you do drop your phone, use caution while checking for cracked or broken glass.

Emergency Calling

Your Blackphone must be powered on and located within a mobile carrier's service area in order to place an emergency call. A SIM card or mobile carrier subscription may not be required in order to place emergency calls

EU Regulatory Conformance

This product complies with the essential requirements and other relevant provisions of the following Directives and carries the CE mark accordingly: R&TTE Directive 1999/5/EC and RoHS Recast Directive 2011/65/EU.

The Declaration of Conformity made under Directive 1999/5/EC (HG nr. 88/2003) is available for viewing at the following location in the EU community:
https://www.blackphone.ch/go/conformity/

FCC Regulations

This mobile phone complies with part 15 of the Federal Communications Commission's rules and regulations. 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.

Pursuant to Part 15 of the FCC rules and regulations, this mobile phone has been tested and found to comply with the limits for a Class B digital device. 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 and used in accordance with the instructions, may cause harmful interference to radio communications. SGP makes no guarantee that interference will not occur.

If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the following measures may resolve the issue:

- Reorient or relocate the receiving television or radio antenna.
- Increase the distance between the device and receiver.
- If the interference was caused while the device was plugged in, connect the device to an outlet on a circuit different from that of the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Specific Absorption Rate (SAR) Information

This phone 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 United States, and Industry Canada of Canada.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 10 mm (1.0 cm). Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg, and 1.6W/kg by Industry Canada.

This device is complied with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and Canada RSS 102, and had been tested in accordance with the measurement methods and procedures specified in OET Bulletin 65 Supplement C, and Canada RSS 102. This device has been tested, and meets the FCC and IC RF exposure guidelines when tested with the device directly contacted to the body.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2ACDKBP1.

For this device, the highest reported SAR value for usage against the head is 0.699W/kg; the highest SAR value for usage near the body is 1.141W/kg.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirements.

SAR compliance for body-worn operation is based on a separation distance of 10 mm between the unit and the human body. Carry this device at least 15 mm away from your body to ensure RF exposure level compliant with the set exposure standards. To support body-worn operation, choose belt clips or holsters that do not contain metallic components, and which maintain a separation of 10 mm between this device and your body.

RF exposure compliance with any body-worn accessory that contains metal was not tested and certified, and the use of such body-worn accessories should be avoided.

Blackphone Limited Warranty

DISCLAIMER: This Limited Warranty does not affect your legal (statutory) rights under your applicable national laws relating to the sale of consumer products.

SGP Technologies ("SGP") provides this Limited Warranty to you who have purchased the SGP product(s) included in the sales package ("Product").

SGP warrants to you that during the warranty period SGP or anSGP authorized service company will in a commercially reasonable time remedy defects in materials, design and workmanship free of charge by repairing or, should SGP in its discretion deem it necessary, replacing the Product in accordance with this Limited Warranty (unless otherwise required by law). This Limited Warranty is only valid and enforceable in the country where you have purchased the Product provided that SGP has intended the Product for sale in that country. Some limitations to the warranty service may apply because of country-specific elements in the Products.

Warranty Period

The warranty period starts at the time of Product's original purchase by the first end-user. The Product may consist of several different parts and different parts may be covered by a different warranty period (hereinafter "Warranty Period"). SGP warrants the Product against defects for a period of twelve months from the date of purchase by the original end user purchaser, except where prohibited by applicable law. This warranty is nontransferable and is limited to the original purchaser. This warranty gives you specific legal rights; you may also have other rights that vary under local laws.

As far as your national laws permit, the Warranty Period will not be extended or renewed or otherwise affected due to subsequent resale or SGP authorized repair or replacement of the Product. However, part(s) repaired or replacement products issued during the Warranty Period will be warranted for the remainder of the original Warranty Period or for sixty (60) days from the date of repair or replacement, whichever is longer.

How to Obtain Warranty Service

If you wish to make a claim under this Limited Warranty, please return your Product or the affected part (if it is not the entire Product) to an SGP authorized service company. You can contact SGP by regular mail, electronic means (such as e-mail) and/or telephone. In order to expedite the process, we encourage you to contact us via e-mail or through other provided electronic means as you may get a more prompt and complete reply from our team.

Any claim under this Limited Warranty is subject to you notifying SGP or an SGPauthorized service company of the alleged defect within a reasonable time of it having come to your attention and prior to the expiry of the Warranty Period.

When making a claim under this Limited Warranty you will be required to provide:

1. The Product (or the affected part) and

2. The original proof of purchase, which clearly indicates the name and address of the seller, the date and place of purchase, the product type and the IMEI or other serial number.

What is not covered?

1. This Limited Warranty does not cover user manuals or any third party software, settings, content, data or links, whether included or downloaded in the Product, whether included during setup, assembly, shipping or at any other time in the delivery chain or otherwise and in any way acquired by you. SGP does not warrant that any SGP software will meet your requirements, will work in combination with any hardware or software provided by a third party, that the operation of any software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected.
2. Warranties, if any, covering third party software and services are the sole responsibility of the makers and providers of such software and services. The terms and conditions of bundled applications shall govern your use of such applications and services.
3. This Limited Warranty does not cover a) normal wear and tear (including, without limitation, wear and tear of camera lenses, batteries or displays), b) defects caused by rough handling (including, without limitation, defects caused by sharp items, by bending, compressing or dropping, etc.), or c) defects or damage caused by misuse of the Product, including use that is contrary to the instructions provided by SGP (e.g. as set out in the Product's user guide), or d) defects or damaged caused by a malfunction of the included or user-installed software, even if its source is SGP, the user, or a third party, and/or e) other acts beyond the reasonable control of SGP.
4. This Limited Warranty does not cover defects or alleged defects caused by the fact that the Product was used with, or connected to, any product, accessory, software and/or service not manufactured, or supplied by SGP or was used otherwise than for its intended use. Defects can be caused by viruses from your or from a third party's unauthorized access to services, other accounts, computer systems or networks. This unauthorized access can take place through hacking, password mining or through a variety of other means.
5. This Limited Warranty does not cover defects caused by the fact that the battery has been short-circuited or by the fact that the seals of the battery enclosure or the cells are broken or show evidence of tampering or by the fact that the battery has been used in equipment other than those for which it has been specified.
6. This Limited Warranty is not enforceable if the Product has been opened, modified or repaired by anyone other than an authorized service center; if it is repaired using unauthorized spare parts; or if the Product's serial number, the mobile accessory date code or the IMEI number has been removed, erased, defaced, altered or are illegible in any way.This shall be determined at the sole discretion of SGP.
7. This Limited Warranty is not enforceable if the Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products.

Other Important Notices

A third party, independent operator provides the SIM card and cellular and/or other network or system on which the Product operates. Therefore, SGP is not responsible under this warranty for the operation, availability, coverage, services or range of the cellular or other network or system.

Before SGP or an SGP authorized service company can repair or replace the Product, the operator may need to unlock any SIM-lock or other lock that may have been added to lock the Product to a specific network or operator. In such situations kindly first contact your operator to unlock the Product.

Before having your device serviced, please remember to make backup copies of all important content and data stored in your Product, as content and data may be lost during repair or replacement of the Product. SGP, in a manner consistent with the provisions of the section entitled "Limitation of SGP's Liability" below, shall not under any circumstances be liable, either expressly or impliedly, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data during repair or replacement of the Product.

All parts of the Product or other equipment that SGP has replaced shall become the property of SGP. If the Product is found not to be covered by the terms and conditions of this Limited Warranty, SGP and its authorized service companies reserve the right to charge a handling fee, besides the costs of replacement materials and/or pieces and a re-stocking fee. When repairing or replacing the Product, SGP may use products or parts that are new, equivalent to new, or re-conditioned.

Your Product may contain country specific elements, including software. If the Product has been re-exported from its original destination country to another country, the Product may contain country-specific elements that are not considered to be a defect under this Limited Warranty.

Limitation of SGP's Liability

This Limited Warranty is your sole and exclusive remedy against SGP and SGP's sole and exclusive liability in respect of defects in your Product. This Limited Warranty replaces all of other SGP's warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as to satisfactory quality or fitness for purpose. However, this Limited Warranty shall neither exclude nor limit i) any of your legal (statutory) rights under the applicable national laws or ii) any of your rights against the seller of the Product.

To the extent permitted by applicable law(s), SGP does not assume any liability for loss of or damage to or corruption of data, for any loss of profit, loss of use of Products or functionality, loss of business, loss of contracts, loss of revenues or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage.

By purchasing and using this Product you agree to indemnify and hold harmless SGP Technologies, SA and its subsidiaries, successors and assigns against all damages of any kind arising from its use of bundled apps and services.

To the extent permitted by applicable law, SGP's liability shall be limited to the purchase value of the Product. The above limitations shall not apply in case of gross negligence or intentional misconduct of SGP or in case of death or personal injury resulting from SGP's proven negligence.

To the extent permitted by applicable law, any disputes arising under this Limited Warranty shall be resolved by binding arbitration between SGP and you.

NOTE:SGP strongly encourages you to familiarize yourself with the user guide and instructions provided with and for the Product. Please also note that the Product may contain high precision displays, camera lenses and other such parts, which could be scratched or otherwise damaged if not handled very carefully.

SUPPORT CONTACT INFORMATION
For more information please visit https://support.blackphone.ch/

FCC statements:
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.
NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

NOTE: 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, the user is encouraged to try to correct the interference by one or more of the following 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.