

THIS IS YOUR USER GUIDE.



# FAIRPHONE USER GUIDE.

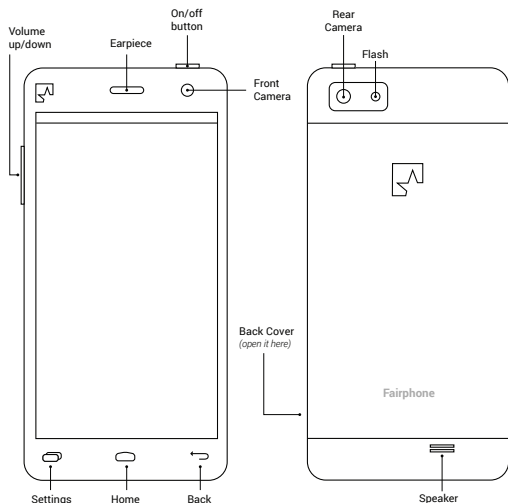
This quick overview will get you up and running in no time! But if you'd like some extra guidance, in-depth information or super technical details, visit [www.fairphone.com/support](http://www.fairphone.com/support).

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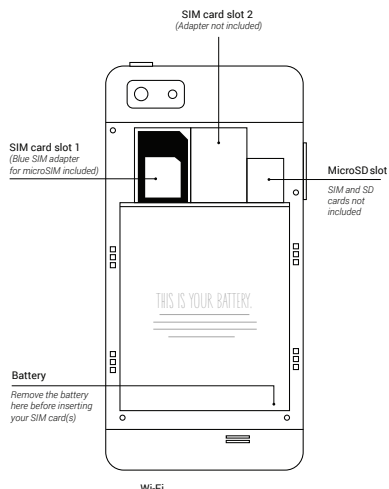
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# MEET YOUR FAIRPHONE.

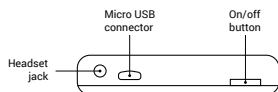
## The front and back.



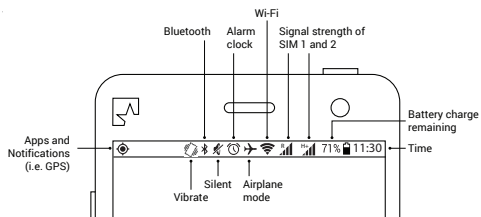
## The inside.



## The top.



## The status bar.



# WHAT'S NOT IN THE BOX?

## ① Power adapter and USB cable.

Unless you ordered it separately, the power adapter and USB cable are not included. You've probably already got one in a drawer; if not, buy one in our online shop or at your local electronics store.

A USB cable is a connecting cable for both charging and data transfer. You can connect the cable to your Fairphone with a standard USB (micro B) connector. This format is commonly used for phones, navigation systems and certain cameras.



You should use a charger with a nominal output of 5 Volts and 1 Ampere (or 1000 mA). Chargers with a USB port will normally meet these specifications.

You can charge your phone either by connecting your data cable to your computer's USB port, or by plugging a dedicated charger into a power outlet. Find out more about why we left out the charger and data cable at [www.fairphone.com/support](http://www.fairphone.com/support).

## ② Voice and data plan.

This phone is SIM lock free and not tied to any specific provider. We like to call it consumer freedom of choice.

To call, text or access data on the go, you need to set up a plan with your preferred provider, or buy a prepaid SIM card.

If you have been using a microSIM, you will need to request a regular (mini) SIM card from your operator or use the little blue adapter included with your phone. If you have a nanoSIM, you can order an adapter from our online shop. You can find more information on page 9 or visit [www.fairphone.com/support](http://www.fairphone.com/support).

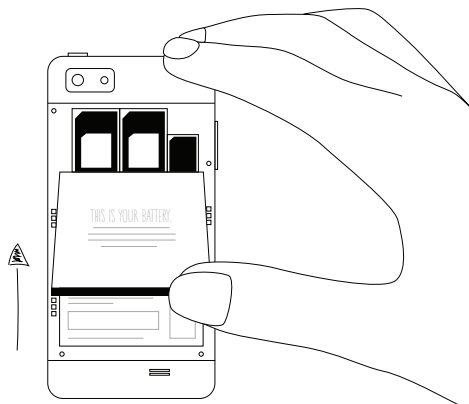
# LET'S GET STARTED.

## ① Open up your Fairphone.

That's what we do: Open up stuff. Understand it. So you should be able to open up your phone, too.

## ② Take out the battery.

Please read the battery label for instructions on how to use/not use, replace or dispose of your battery.

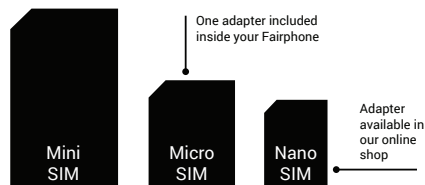


*Removing the Battery*

## ③ Insert one or two SIM cards.

Dual SIM capability makes Fairphone two phones in one. Use a single phone for personal and work

purposes, or use one SIM at home and another abroad. It's very simple to switch between networks. Find out more on page 15 and 22.



*Dimensions: Mini SIM, Micro SIM, Nano SIM*

## ④ Put the battery back in.

You need a bit of power to watch something special.

## ⑤ Start your Fairphone!

Press and hold the on/off button (It's on the top of your phone).

## ⑥ Charge your phone.

Unless you've ordered a charger, it will not be included in this package. Don't worry - you've probably already got one. Read more in page 6.

# FIVE PANEL FUNCTIONALITY.

① The **Quick Access** function shows your four favorite apps. Hold your finger on the right or left side of any panel and slide it to the center to activate. Go to page 12 for more info.

② This is your Home panel. Move between panels by swiping left or right (p 12). You'll also find the **Peace of Mind** widget here (p 27).

③ The **Your Apps** widget shows your last and most used apps. Tap any icon to open the app. Go to page 19 for more info.

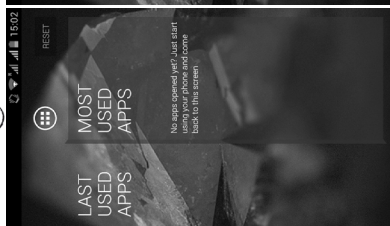
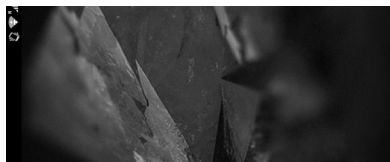
➔ **Widgets\*** can be used either as full panels or as parts of these panels. To resize, just press and hold using the circles on the edge of the widget.

All five panels are fully customizable, so you can put whatever, wherever you want.

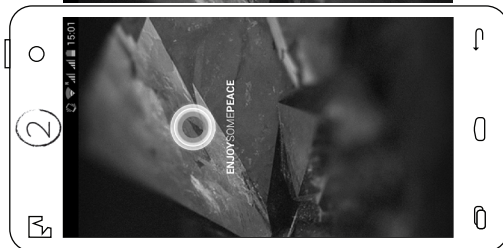
\* "Widget" is a fancy word for tools or content that you can add, arrange and remove from the Home panels. Widgets display useful information at a glance without having to launch an app. Consider the analogy: an icon is a door to the app, while the widget acts more like a shop window.



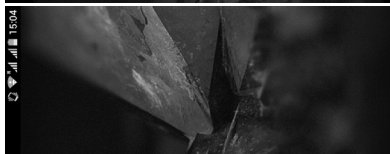
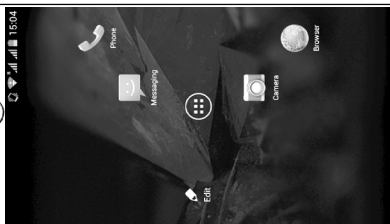
③



②





①



# BASIC FUNCTIONS.

We've pre-installed the operating system (OS) and a few helpful extras, but your Fairphone is still pretty much a blank page. Customize it to your heart's content with movies, music and apps. If you prefer your information in digital format, you can also find all these instructions on our website.

## ① Unlock screen & Home panel.

Hold and release the on/off button on the top of the phone to turn on the screen. Tap on the lock icon  and then swipe your finger to the right until you see the unlock icon . You're now at the Home panel!

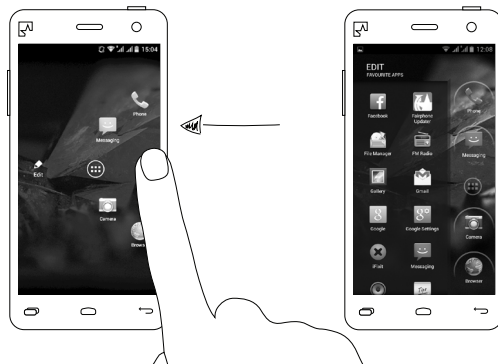
You can lock your screen by quickly pressing the power button on top of your phone. The lock screen has five panels as well; if you swipe from the edges while in the lock screen, you will see that you can press the **+** button to add from a selected list of widgets.

## ② Quick Access.

As the name implies, Quick Access is the fastest way to get to commonly used apps. It comes pre-installed with the calling, messaging, camera and internet apps.

**Using Quick Access.** From any panel, slide your finger from the right or the left side of the screen towards the center to open the Quick Access menu.

**Edit displayed apps.** To change the selection of displayed apps, slide your finger from the right or left side of the screen and hold for a couple of seconds to activate the Edit mode. You will see three columns. The two on the left show all your apps (scroll up and down to see more). The right column lists the apps currently available in Quick Access. To edit these, just drag and drop a new app into the right column.



*Editing Apps in "Quick Access" mode*




### ③ Calls and messages with dual SIM.

The Quick Access menu is where you'll find the most useful apps:



#### Phone calls.

Open your Quick Access menu and slide your finger to the Phone icon.

**Recent Calls and Contacts.** Swipe to the right panel to see your recent calls  or press  to see to all your contacts. From either list, tap  to start calling.

**Dual SIM.** If you've inserted two SIM cards, you can pick which one you want to use from the pull-down menu (p 21). Just swipe your finger down from the top of the screen before making your call. For more information about how Dual SIM works, see page 22.



#### Messages (SMS).

Open your Quick Access menu and slide your finger to the Message icon.

To write a new SMS, press New Message . Search for a contact by typing in a name or tap  to select from all your contacts. Type your message. When you're done, press .

**Dual SIM.** If you've inserted two SIM cards, select the one you want to use from the pull-down menu before you press Send. For more information about how Dual SIM works, see page 22.






*Dual SIM - Swipe your finger down from the top of the screen to see both SIMs in the Pull-down menu.*



## Camera.

Open your Quick Access menu and slide your finger to the camera icon.

**Take a picture or make a video.** Point your phone at whatever you'd like to capture and press the Photo icon  or the Video icon . You can switch between the front and rear camera by pressing the  icon at the bottom right of your screen.

**View your pictures.** View all your photos and videos by pressing the image box at the bottom right. At the upper left corner of the screen, you can switch between Filmstrip view (one by one) or Grid view (complete collection).


**Additional options.** The Camera app offers many other options and fun ways to edit your images. Start exploring!

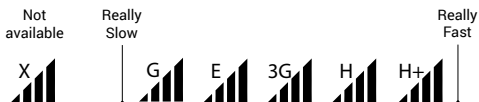


## Web browser.


This is the basic browser for accessing the web. You can, of course, download another browser if you prefer.

**Connect to Wi-Fi.** This is what you normally use to access the internet at home, work or from a cafe. Go to System Settings (p 23) > Wi-Fi and slide the lever to On. If there are a variety of connections available, tap the Wi-Fi icon and choose a connection name from the list. If it's security enabled, it will prompt you for the password. If you don't know it, ask the system administrator or the nearest waiter. Some connections might have additional security settings that you can access under Show Advanced Options.

**Mobile data connection.** This data connection is provided by your operator and can be accessed anywhere you have signal coverage. To activate your data connection, go to the pull-down menu and press the Data Connection icon  to turn it on or off. Your connection speed will depend on your provider and your physical location. The following icons show you how fast your connection is.




Connection Speed found in Status bar


—▶ **Before using a mobile data connection**, be sure that you have a data plan contract with your operator. If you don't you may incur additional costs. Even if you have a data contract, you should also be careful about using your mobile data connection abroad. Outside your home country, a variety of additional charges will apply. This is called "Roaming" and your phone will display  to show you this.



## ② Panels, apps & widgets.

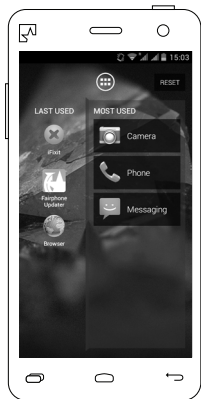
Out of the box, your Fairphone only includes a small selection of the most useful apps and widgets. From your Home screen you can swipe your finger left or right to reveal five panels. These panels are fairly empty to start, so add apps and widgets wherever you like to customize your phone.

**Arrange apps & widgets.** You can rearrange the apps and widgets on any panel by holding them down with your finger and dragging them to the panel of your choice. Resize widgets by pressing down until blue dots appear. Use the dots to shrink or expand the displayed size.

**Delete apps & widgets.** Hold them down with your finger and drag them to  at the top of the screen.

**Add apps & widgets.** Use the All Apps and Widgets function  to view your available apps and widgets. (Apps appear first by default. Tap Widgets at the top of the screen to view widgets.) Hold down the app or widget you'd like to add, and then drag it to the panel of your choice.

— You can access all your apps through All Apps and Widgets  in the Quick Access menu (p 12) or the Your Apps widget. Widgets can only be viewed through All Apps and Widgets. If you can't find the app you're looking for, you probably still need to download it (p 29). In All Apps and Widgets press the icon on the top right corner to open the App Market .



*Your Apps widget*

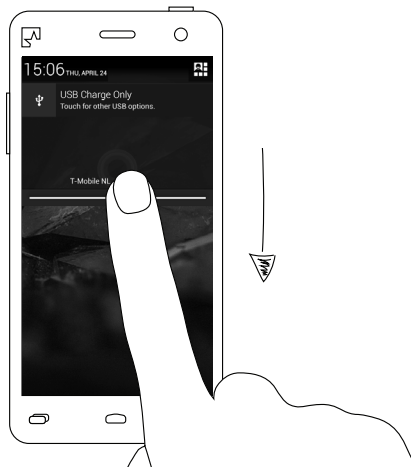
**Your Apps widget.** You'll find the widget called **Your Apps** pre-installed on the first panel to the right. Here you can quickly see and access your top five recently used and most frequently used apps.

If you don't see any apps listed, it's just because you haven't used your phone much yet! Tap on a few apps, and look at the widget again later.


③


### Pull-down menu.

Swipe your finger down from the top of the screen to see the Pull-down menu. Here you'll find:





*Pull-down menu*

**Recent notifications.** Tap the notifications to access the related apps. To clear your list of notifications, press  or slide each notification to the side.

**Settings shortcuts.** The  icon at the top right gives quick access to important settings and functionality. Here you can enable functions like Airplane Mode, Wi-Fi, Bluetooth, GPS and auto-rotation, switch to your preferred data connection, check your data usage and battery charge, and adjust your audio profile and screen brightness.

**Dual SIM functionality.** Dual SIM is almost like having two phones for the price of one! The Pull-down menu is the easiest way to access the dual SIM control. You can switch between SIM cards whenever you are using a SIM-related app (Phone, Messages and People).

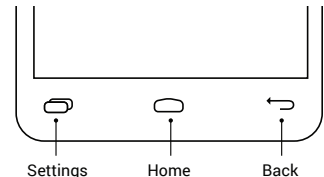
By default, your phone will make calls and send text messages using the SIM card in SIM slot 1. If you'd prefer to use the other card, open your Phone, Message or People app and then open the Pull-down menu. Press  and then  to choose SIM 1 or 2 or set up the system to prompt you every time.

Both SIMs are always active for incoming calls, but 3G capability is only active in one of the two.

4

## Settings, Home & Back Buttons.

At the bottom of your Fairphone, there are three buttons:








**Settings button.** Access the settings of the screen or app you are currently viewing. For example, by pressing this button when you are viewing the Home panel, you will access the general System Settings.



**Home button.** Tap once to go back to the Home panel. Press and hold to switch between active apps and swipe right or left to close any of the apps.

**Back button.** Press to return to the previous screen.

## ⑤ Sounds.




**Volume buttons.** The volume buttons are located on the left side of your phone. Their main purpose is to adjust the audio levels for phone calls, music, etc. Press up to increase the volume or down to decrease the volume, activate vibration only  or mute it .

**Change your ringtone.** Your Fairphone comes with a selection of pre-set ringtones. To change your ringtone, Go to your Home panel  choose System Settings  and tap on Audio Profiles. Next, tap , choose Voice Call Ringtone and select a tune.



**Use a song as a ringtone.** If the song is not yet saved on your phone, go to page 28 and follow the instructions for adding files to your Music folder. Go to your Music Player app  and play the song you want as your ringtone. Press the settings button  and press Set as a ringtone.

## ⑥ Wallpaper & Mood Background.


**Change your wallpaper.** If you would like to use a picture as the wallpaper on your Home panel, just long press in an empty spot and choose “Gallery” in the pop-up screen. Then select your preferred picture.

**Mood Background.** The Mood Background is the default background on your lock screen. It uses color to indicate the amount of power left in your battery. To deactivate the background on your lock screen, press the Settings button  on your Home panel , select Display  and uncheck Mood Background.

## ⑦ Languages.

**Choose your system language.** Go to your Home panel , press Settings  and choose System Settings. Scroll to Personal where you will find Language & Input. Press Language and choose your language from the list.

## 8 Add & delete contacts.

**Add contacts.** Go to Apps > People. Press the  button on the bottom right to select where you want to save the contact and then fill in all the contact details.

**Delete contacts.** Go to Apps > People. Press the settings button and press Delete contact.

**Import/export contacts.** Go to Apps > People. Press the settings button and select Import/Export. To import contacts, press Copy contacts from > Select location. To export contacts, press Copy contacts to > Select location.

## 9 Sync with email & calendar.

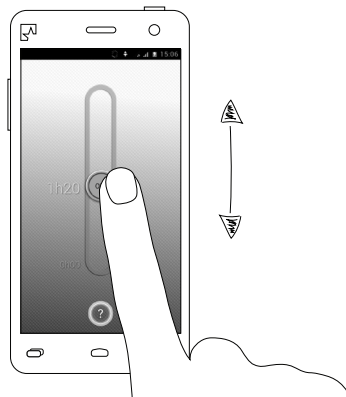
**Cloud server.** If you use a well-known cloud service, the easiest option is to download their app. Once you've done that, go to System Settings > Accounts > Add account and select the name of your cloud service provider.

**Work/school/private server.** If you use a server from your work, school or another private service, it usually works with an Exchange Account. To set up your email, ask your System Administrator for the relevant information. Then go to System Settings > Accounts > Add account > Exchange and fill in the information. If unsuccessful,

you'll need to ask your System Administrator for help, as every system works differently.

## 10 Peace of Mind widget.

The Peace of Mind widget is on your Home panel. This widget lets you disconnect from the world and enjoy a bit of silence. Tap on the widget to enter the app and slide the bar up to determine how long you'd like to be left alone. When this function is activated, you won't receive phone calls, messages, emails or status updates. But you can still access content offline.



*Peace of Mind widget*

# HELPFUL ADVICE.

## ① Adding apps and content to your phone.

Your Fairphone acts just like a USB storage device. You don't need to create any accounts or download programs to add content to your Fairphone. Simply connect it to your computer with your data cable, and drag and drop your pictures, music, apps and more into the appropriate folders (e.g. the folder called Music). To activate this option you will need to confirm “Turn on USB Storage” as shown in the images below. If you don't see this image on your screen, please check your pull-down menu notifications.



*USB connect and disconnect*


## ② Apps and online services.

Besides the features specifically designed for Fairphone, we've tried to provide you with a very “clean” operating system.

**Purchase and download apps.** You can visit the website of a specific app to download the app on your phone. Some apps are free and others must be purchased.

You can also download applications that function as app markets: huge repositories of other apps. There are very well-known repositories and alternative options, as well. For more information, visit [www.fairphone.com/support](http://www.fairphone.com/support).

## ③ Battery-saving tips.

To save the life of your battery, disconnect from any service that you are not using. An overview of these services can be found in the Pull-down menu by tapping  Bluetooth, wireless and location services (like GPS) need a lot of power so you might want to disable them. You may also consider decreasing the time your screen is on. Select the Screen Timeout option, which can also be found in the Pull-down menu.

#### ④ Back up your phone.

**Cloud.** You can use a variety of cloud services to back up your phone. Most offer the possibility to save all your data online and synchronize automatically.

**SD Card.** You can use the app Backup & Restore to backup your data or apps on your SD card. This is especially handy when you need to restore your factory settings. First, use the app to Backup and Restore. Next, follow the instructions to restore factory settings (below). Finally, select Restore within the app to get all your data back.

#### ⑤ Restore factory settings.

A smartphone is a complex thing. If you install lots of apps, the system might become unstable or slow down. You can restore factory settings to regain that “fresh out of the box” feeling.

**Restore factory settings.** Go to System Settings > Backup & Reset > Factory Data Reset. Carefully read the information displayed on the screen. We recommend you select the Erase Phone Storage option at the bottom of the list. Press Reset Phone to continue. It will take a few minutes to complete.

—► **This process will erase ALL of the data on your phone.** Only the data on your SD card will be saved. We recommend backing up your phone data before restoring the factory settings (previous page).

#### ⑥ Fairphone OS software updates.

When updates are available, you will see a message in the notification bar under the pull-down menu. This update will start only when you are connected to Wi-Fi. You can find additional information at [www.fairphone.com/support](http://www.fairphone.com/support).

# SOME SERIOUS STUFF. HEALTH AND SAFETY.

## Electrical safety.

Please do not open or alter the original hardware of your device. This might sound contradictory to our philosophy, but we must warn you that if you open your device or try to manipulate its original form, you may incur risks. This is why the battery, and the battery alone, is easily accessible by removing the metallic back cover.

**Your Fairphone contains a lithium-ion battery.** Do not use this battery at temperatures above 55 degrees Celsius. You can find out more by reading the label on the battery itself.

**Battery performance decreases over time.** If you need to replace the battery, because its performance has decreased, be sure it is identical to the type originally included with your Fairphone. If you need help finding the right battery, visit our website. Please dispose of your batteries properly using the services available in your area (not in your regular trash).

Only charge your device using the type of data cable or charger explained in this guide (output 5V, 1A, USB 2.0). If you ordered a charger directly from our website, it is produced by our supplier Salcomp and meets the recommended specifications and security requirements. You can also buy a charger in most electronics shops.

We recommend charging your phone with a shorter cable, near a convenient power outlet, in an environment between 0 and 45 degrees Celsius.



## Hearing precautions.

Your Fairphone is capable of operating at high volumes. To prevent hearing damage, listen or talk at lower volumes whenever possible, and limit your exposure to the highest volume range.

## SAR (Specific Absorption Rate).

The current information about exposure to radio-frequency electromagnetic fields and their absorption can be contradictory and confusing. Consumers are exposed to these fields from a range of household devices, including mobile phones.

At the moment, no direct correlation has been found between exposure to radio-frequency electromagnetic fields and consumer health. However, the lack of long-term studies warrants further research into potential links between mobile phone use and cancer risks. The World Health Organization (WHO) has several studies in progress.

You can learn more at

<http://who.int/mediacentre/factsheets/fs193/en>.

The best way to avoid exposure to radio-frequency electromagnetic fields is to use a hands-free headset. SAR is measured in lab facilities.

The SAR measured with our beloved Fairphone can be found at [www.fairphone.com/support](http://www.fairphone.com/support).

## Regulations.

### Protecting you & the environment.

**RoHS.** This is directive 2002/95/EC on the restriction of the use of certain hazardous substances in electrical and electronic equipment. It was adopted in February 2003 by the European Union and restricts the use of six hazardous materials in the manufacture of various types of electronic and electrical equipment. These materials are: lead, mercury and cadmium, hexavalent chromium, polybrominated bipheyls (PBB) and polybrominated diphenyl ethers (PBDE) (flame retardants) in Electrical and Electronic Equipment (EEE). In June of 2011 the European Union Parliament and Council passed Directive 2011/65/EU. Our products are tested to comply with this directive.

**REACH.** Registration, Evaluation, Authorization and Restriction of Chemicals is a European Union regulation from 2006. It controls the use of chemicals in the production of devices and the impacts that they have on human health and the environment. Our products are tested to comply with this regulation and suppliers need to deliver documentation about the substances used in their products.



The CE logo on your Fairphone means that it complies with these 3 European directives:

**1) Radio and Telecommunication Terminal Equipment Directive (R&TTE: 1999/5/EC):**

This defines the rules for putting phones on the market and into service. It ensures that the communication frequencies used by our phone follow the unified European standards.

**2) Electromagnetic Compatibility Directive (2004/108/EC):**

This limits a device's electromagnetic emissions and guarantees that disturbances and interference between devices are kept to a minimum so that you can use several devices (computer, phone, TV) simultaneously.

**3) Low Voltage Directive (2006/95/EC):**

This ensures the electrical safety of your charger.



**WEEE stands for Waste from Electrical and Electronic Equipment.** WEEE is an EU directive that aims to reduce the impact of this type of waste and optimize its disposal, collection, reuse, recycling and recovery in line with strict environmental and health standards.

At Fairphone this means that we've registered with the respective authorities, enrolled in take-back schemes and paid a fee for every Fairphone that we introduce into the market. This enables collection and treatment of electronic scrap by public waste disposal authorities.

Are you wondering what to do with your mobile phones that you don't use anymore? You can give them a second life! Check out [www.fairphone.com/support](http://www.fairphone.com/support) to see how you can donate phones to Fairphone and learn about the world of secondhand use and recycling.

We hope you enjoy your Fairphone until the end of its usable life. But when it's time to dispose of your phone, please follow the options outlined by WEEE, or find more information on our website.

# YOUR RIGHTS.

We get it. It's a hassle to read all those lengthy documents on warranties and return, so we made a short summary of your rights as a consumer and things we think you should know.

## Licenses (software).

The software developed by Kwamecorp specifically for this phone is released under a standard open-source GPL license. The phone also includes software from third parties. They have very long and tedious license agreements (end-user license agreements) about what you are allowed to do with their software, which usually isn't relevant for regular users.

If you are worried or interested in what you can and can't do with this software, you should definitely read the entire document. Please go to the About menu in your System Settings and choose Legal Information, or visit [www.fairphone.com/support](http://www.fairphone.com/support).

If you disagree with any of these licenses, you'll need to return your phone, which you can do within 14 days.

**If you'd like to return your Fairphone.** If you change your mind about your purchase, you can return your Fairphone for refund within 14 calendar days of receiving it, without giving any reason. Please note that you will have to bear the costs for sending it back. You will be liable for the diminished value of the Fairphone resulting from you handling it in another manner than what is necessary to establish its nature, characteristics and functioning (in order to understand this, think about how you would test a phone in a shop before buying it). In case of damages, we will refund the value of the Fairphone less the value of the damage.

**If your Fairphone needs repairs.** If there is something wrong with your Fairphone, please notify us immediately at [fairphone.com/support](http://fairphone.com/support). If you continue to use it, you run the risk that additional damage will occur (like accidental drops) and it will become difficult or impossible to verify the cause of the initial defect (manufacturing defect or improper handling). The law also acknowledges this and gives you a maximum period of two months to notifying us after you discovered a defect.

# DECLARATION OF CONFORMITY.

Once we receive the Fairphone, our technical experts will diagnose the cause of the defect. If the diagnosis shows that your Fairphone indeed had a manufacturing defect, we will repair or replace it free of charge, including shipping costs. If neither of these options are possible, we will refund your money. Normal wear and tear are not covered.

We will notify you with the results of this diagnosis and an explanation of the options mentioned above. We are selling Fairphone spare parts, as well. You should repair your Fairphone by yourself only if you know for sure that the damage is not due to a manufacturing defect (in other words, only when your Fairphone is out of warranty).

Additionally, in order to better understand your rights and our procedures, please make sure to read the Terms and Conditions and the full warranty statements for the spare parts and the Fairphone on our website.

You can obtain a copy of this declaration at [www.fairphone.com/support](http://www.fairphone.com/support).

We, Fairphone B.V., with the following contact details:  
**Piet Heinkade 181A, 1019 HC,  
Amsterdam, The Netherlands,**

Declare under our sole responsibility that the product,

**Product Name:** Fairphone  
**Trade Name:** Fairphone  
**Type:** Smartphone  
**Model:** FP1U

to which this declaration relates is in conformity with the essential requirements and other relevant requirements of the R&TTE Directive (1995/5/EC). The product is compliant with the following standards and/or other normative documents:

## HEALTH AND

**SAFETY (art 3.1.a):** EN 60950-1: 2011;  
EN 50332-2: 2003;  
EN 50360: 2001;  
EN 62209-1: 2006;  
EN 62209-2:

# CE 0700

## 2010 ELECTROMAGNETIC COMPATIBILITY

(art 3.1.a): EN 301 489-1 V1.9.2;  
EN 301 489-3 V1.4.1;  
EN 301 489-7 V1.3.1;  
EN 301 489-17 V2.1.1;  
EN 301 489-24 V1.5.1;  
EN 301 489-34 V1.4.1;  
EN 61000-3-2:2006/A2:2009;  
EN 61000-3-3:2008;  
EN 300 440-1 V1.6.1;  
EN 300 440-2 V1.4.1

**SPECTRUM (art 3.2):** EN 301 511 V9.0.2 (2003-03);  
EN 300 328 V1.7.1(2006-10);  
EN 301 908-1 V5.2.1;  
EN 301 908-2 V5.2.1

**Notified Body:** **PHOENIX TESTLAB GmbH**  
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32825, Blomberg, Germany.  
CE Number: 0700

**Technical file held by:** **PHOENIX TESTLAB GmbH**  
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Signed by **Bas van Abel (Chief Executive Officer)**  
in Amsterdam on October 13th 2013.

## CONTACT US!

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Send us a message

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KvK: 55901964 (Chamber of Commerce)

VAT: NL 8519.04.270.B.01

This user guide is intended as a short introduction to the capabilities of your Fairphone. It shares similar functions with other devices based on the same operating system. You can find advanced and updated information at [www.fairphone.com/support](http://www.fairphone.com/support).

Fairphone's community and team are working to produce other manuals to supplement this basic user guide. Contribute!