

emporia SIMPLICITY LTE **Thank you for purchasing an emporia product!**Please read this user guide before attempting to use your phone.

Eveline Pupeter, emporia Telecom https://www.emporiamobile.com



> YOUR MOBILE PHONE AT A GLANCE

- 1 Loudspeaker
- 2 Display (screen)
- 3 ් On/Off key
- 4 Handset volume controls + & -
- Reypad lock

 Press this button for 2 seconds to lock or unlock the keypad.
- 6 Torch button
- 7 menu Menu key
- 8 🖾 Alarm key
- - Start or accept a call
 - In the menu: Confirm selection
 - On standby: Access Call history
- 10 Arrow keys
 - Use these to flick through your **Contacts** and the **Menu**.
 - When the phone is on standby, press \(\backsigma \) to access **Favourites**.
 - When the phone is on standby, press (a) to access **Contacts**.
- Red key
 - · When in a call: End
 - When in the menu: One step back
 - · When entering digits or letters: Delete
- 12 Speed-dial keys
- 13 key (voicemail)

- 14 *- key: Indicates the charge status of the battery by flashing:
 - · Flashing red light: Battery is out of charge
 - · Flashing green light: Battery is loading
 - On constantly: Battery is fully charged
- 15 #...! key
 - Flashes when there is a missed call
 - Stops flashing as soon as your Call history has been viewed
- 16 Port for USB charging cable
- 17 Headset port (Attention: This is not a charger port!)
- 18 Opening for removing the battery cover
- 19 Torch (LED)
- **♥** Emergency button (optional)
- **Battery cover**

> Symbols on the screen dell Network signal strenath

Roaming (abroad) **■** Battery indicator

Missed call

Call forwarding

New text message (SMS)

Profile: Silent/Sleep mode

MAX Profile: Maximum Profile: Meeting/ Theatre mode

(T) Alarm on

Bluetooth activated () Bluetooth connected

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1. SETTING UP YOUR PHONE

1.1 Inserting a SIM card



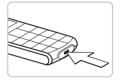


- Remove the battery cover (opening in the top left-hand corner).
- 2. Insert the SIM card into the SIM card holder with the gold contacts facing down.

1.2 Inserting the battery







- Insert the battery, making sure that the battery contacts touch the phone's gold contacts.
- 2. Place the battery cover over the battery and click it into place.

1.3 Charging the battery

Before you use the phone for the first time, charge the battery for at least four hours. If you don't charge the phone for this period of time, the battery life could be reduced.

Never connect the phone to the charger or a PC if a battery has not been inserted. Do not attempt to operate the phone without a battery inserted. Doing this can damage the phone.

> Charging with the charging cable

- Use a standard mains plug that you have at home.
- Insert the USB connector into the phone's USB port.
- · Then plug the cable's mains plug into a wall socket.
- To avoid contact faults with the USB connector, only use the charging cable supplied with the phone for charging.

> Using the charging cradle

- Connect the USB cable to the mains plug.
- Plug the charging cable into the USB port on the back of the charging cradle and then
- Place the phone in the charging cradle.
- If you intend to use this method to charge your phone every time, you can leave the charging cable plugged into the charging cradle permanently.

> Using a computer

Plug the phone into a USB port on your computer. If necessary, disconnect the USB cable from the mains plug to do this.

1.4 Turning on the phone

• Press and hold the below key for at least 2 seconds until the emporia logo appears. It will take a few seconds for the home screen to be displayed.

1.5 Entering a PIN code

Enter the four-digit PIN code for your SIM card when asked to do so and confirm the entry.

You have a maximum of three attempts to enter the correct number. If you enter the wrong number three times in a row, you will only be able to unblock the SIM card with the PUK code. You will find your original PIN code and PUK code in the documents supplied with your SIM card by your network operator.

1.6 Setting the language, time and date

- 1. Use \bigcirc to select a **Language** and then confirm your selection by pressing **OK** \bigcirc .
- 2. Set the **Time** and **Date** and then save these settings.

1.7 Saving battery power

After a few seconds of inactivity, the screen will turn off to save battery power. In the event of an incoming call or you pressing any key, the screen will light up again. If the keypad is set to lock automatically, the phone will only respond if the green will button or the button (on the side of the phone) is pressed.

2. USING THE PHONE

2.1 Home screen

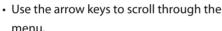
If your phone is on but not using a function, it will display the home screen. You can return to the home screen any time by pressing the red key several times.



2.2 Menu

The wey will display the menu.

The menu is a list that enables you to manage the phone's various functions and adapt the phone to your needs.





- The items available in the menu list are Messages, FM Radio,
 Tools, Contacts, Call history and Settings
- Use the green key (and red key beneath the screen to confirm your selection or to return to the home screen.

2.3 Dual-function keys

Pressing and holding the low key:

Allows you to listen to your voicemail

Pressing the *+- key twice: + for a country code,

such as +49 for Germany

Pressing and holding the key: Show Missed calls

Pressing and holding the Torch key:

Torch on continuously when the phone is on

2.4 Writing text

You enter text using the keypad in **Manual mode** or **T9 mode** (software-supported suggested words).

- > Use the key to switch between the input methods.
 - abc: All letters in lower case
 - ABC: All letters in upper case
 - Abc: The first letter is in upper case and all the letters that follow are in lower case.
 - 123: Digits
 - sEn: T9 english for Abc
 - sen: T9 english for abc
 - sEN: T9 english for ABC

> Inputting text in T9 mode

- Find the key bearing the letter you require and press it once only. After a few entries, the software will start to detect word patterns and suggest appropriate words, (e.g. 4 2 5 5 6 for Hallo).
- Use the arrow keys and to move between the suggested words.
- Press the green button (to select your required word and it will be added to the message you're writing.

> Inputting text in manual mode

Press a number key multiple times

(e.g. 44 2 555 555 666 for Hallo).

• Special characters and symbols have been assigned to the various keys, but can differ in some languages:

def3đéē€èêë 4∞ ghi4îïíìğı

jkl5£ — mno6öñôœóò

🦡 pqrs7ß\$ş 🙉 tuv8üùûú

3. CALLS

3.1 Accepting, declining or ending a call

- To answer: Press the green (key for Answer.
- To reject a call or to end a call: Press the red key.
- To mute the ringtone temporarily, press the

 volume control button.
- If the screen has gone dark during the call, press the red key twice.

3.2 Calling someone

- Dialling a number
 - 1. Enter the phone number you want to dial (incl. the area code) using the keypad.
 - 2. Start the call by pressing the green key 🕼

> Using the redial function

- When on the home screen, press the green key
 Your Call history will be displayed.
- 2. Use the arrow keys and to select a number.
- 3. Start the call by pressing the green key (•×).
- To go hands-free during a call, open **Options** and turn on the speaker.

4. MESSAGES (SMS)

> Menu items: Write message, Chats, SMS settings

4.1 Writing and sending a message

- 1. Open **Menu** ⇒ **Messages**.
- 2. Select Write message.
- 3. Enter the text using the keypad.
- 4. To specify a recipient for the SMS, open **Options** and select **Send**.
- 5. You can now select a **Contact** from the phone book or type in a **Phone number** using the keypad.

4.2 Reading a message

- When you receive a new message,
 a symbol will appear on the home screen.
- 2. Press the green key (for **View** and to read the message immediately.
- You can find the text message again later on in Menu ⇒ Messages ⇒ Chats.
- 4. To read a message, tap on it.

5. FM RADIO

Menu items in Options: Channel list, Manual input, Auto search, Loudspeaker and Exit

5.1 Searching for a station

You can set the station with the or key.

5.2 Adjusting the volume

You can adjust the volume of the radio with + and - on the side of the phone.

You cannot change the volume if you are in an Options menu item. In this case, close the Options menu first.

5.3 Station list

This list will display all the radio stations that have already been saved.

5.4 Manual input

If you know the frequency of the station you want, you can enter it here directly.

Use this key **..! for the decimal point.

5.5 Auto search

This function searches for all detectable stations and saves them in the station list together with their frequencies.

6. TOOLS

Menu items: Alarm Clock, Birthday reminder, Calendar, Calculator and Bluetooth

6.1 Alarm Clock

- 1. Open Set time.
- 2. Enter your desired Alarm time and then Save it.
- 3. The alarm clock is activated and will now go off at the time you have set every day.
- 4. When the alarm is ringing, you can press the red key to turn it off or the green key (v) to activate the snooze function.
- 5. Select **Off** to deactivate the alarm permanently.

6.2 Bluetooth

- 1. Turn the Bluetooth function On.
- Tap on Connect and on Search for new devices.A list of available devices will be displayed.
- 3. Select the device you want to pair the phone with from the list.
- 4. Follow the instructions to pair the devices.
- Devices that have been connected before will be recognised and connected automatically.

7. CONTACTS

Menu items: Search for name, Add contact, Edit contact, Delete, Send contact via SMS, Copy contacts, My number, Speed-dial keys, Emergency contacts, Contact settings, SMS's in Contacts and Blocked numbers

7.1 Searching for a contact in the phone book

- 1. When on the home screen, press the Phonebook key ⊕ or open **Menu** ⇒ **Contacts** ⇒ **Search for name**.
- 2. Use the arrow keys and to scroll through the entries or use the keypad to type the first letter of the contact you are looking for.
- 3. Start the call by pressing the green key (•×).

7.2 Adding a contact

- 1. Open Menu ⇒ Contacts ⇒ Add contact.
- 2. Enter the person's name and the phone number and then **Save** them.
- Always save names and numbers with the international dialling code, e.g. +41 for Switzerland, +43 for Austria and +49 for Germany.

7.3 Editing contact

Edit the previously saved entries and save your changes.

7.4 Deleting a contact

- Single: Select a contact you want to delete.
- Delete all: Specify whether you want to delete all the contacts from the SIM card or from the phone.

7.5 Sending contact via SMS

- 1. Select the contact you want to send.
- Enter the recipient's Number or Search for their name in your contacts.
- 3. You'll then send an SMS that the contact receives as text in the format #Name#Number#.

7.6 Copy contacts

You can save one or all the contacts on your SIM card in the phone's memory or vice versa.

7.7 My number

Save your own phone number so that you never forget it again.

7.8 Speed-dial keys 💷, 💷 and 🖭

Saving a speed-dial key

You can assign quick dial keys to numbers you call often.

- 1. Press one of the speed-dial keys 🚉 , 🚉 🗷 and 🚉 🖽
- Enter a Name and Number or Search for a contact in the phone book.

- > Changing or deleting a speed-dial key

 - 2. Select a speed-dial key from the list.
 - 3. Change or delete its link to a particular contact.

7.9 Contact settings

- · Save entries on SIM or Phone
- · Memory in use: SIM, Phone or both
- · Automatically save in Contacts: On or Off
- Memory status: Up to 300 contacts can be saved on the SIM card and up to 500 contacts can be saved on the phone.

7.10 SMS's in Contacts

If you receive a message that contains text in the format #Name#Number#, the text will be saved in your contacts automatically. Specify whether this function should be switched on or off and whether only entries from saved numbers are permitted in contacts.

7.11 Blocked numbers

Enter selected numbers you don't want to receive calls or messages from. A maximum of 10 numbers can be blocked.

8. CALL HISTORY

Menu items: Missed calls, Dialled calls, Received calls, Call duration and Delete

Each list is sorted chronologically and shows the date and time of each call beneath the contact's name or number.

Options: Call, Save in Contacts, Edit number before call, Write message, and Delete

The symbols indicate the following:

- Missed calls
- Dialled calls 7
- Received calls
- · Call duration
 - Duration of the last call
 - Total duration of all outgoing calls
 - ✓ Total duration of all received calls
 - ∠
 ▼ Total duration of all calls

9. SETTINGS

Menu items: Mobile network, Silent/Sleep mode, Sound & alerts, Handset volume, Hands-free volume, Display & light, Time & date, Language, Call waiting, Call forwarding, Suppress number, Auto. Keylock, Favourite key, Mailbox number, Emergency numbers, Emergency button, Security settings, Contact settings, 0000 to enter settings, System updates, Reset

9.1 Mobile network

- Mobile data: on/off (preset to be on)
- Data roaming: on/off (preset to be off)

9.2 Silent/Sleep mode

In this mode, incoming calls will only be indicated by a visual alert. The phone's ringtone and vibration are turned off. If you receive a call while the phone is closed, the exterior screen will display the name of a saved contact or the phone number.

9.3 Sound and alerts

You can personalise the settings for tones, alerts and vibration or select a set of predefined settings (profile).

Menu items: Ringtone, Alarm melody, Ringer volume, Silent/Sleep mode, Meeting/Theatre mode, Maximum/Bus mode, Vibra for calls, Vibra for alarm clock, Key tones, Message tone, Vibra for messages, Handset volume, Hands-free volume, Confirmation tone and Emergency tone

9.4 Display and lights

Among other things, here you need to specify how long a period of inactivity the screen should wait before going into sleep mode.

9.5 Keypad lock

Prevent keys on your phone from being pressed accidentally by using the keypad lock

> Manual keypad lock

Press the key (on the side of the phone) for 2 seconds. **Keypad lock on** appears on the screen.

The $\widehat{\Omega}$ symbol on the screen then shows that the keypad is locked.

> Automatic keypad lock

Open the menu **Settings** and then the item **Auto keypad lock**. Now select whether the keypad should be locked automatically after **15 sec.**, **30 sec.**, **1 minute** or **5 minutes** of inactivity or whether this function should be switched off.

> Unlocking the keypad lock

Press the (a) key for 2 seconds.

Keypad unlocked appears on the screen.

The phone then responds to every press of a key again.

If the keypad lock is active, the phone will only respond if the green button or the (a) key is pressed. If any other key is pressed, the screen will remain dark to save energy.

9.6 Favourite key

You can assign a function you intend to use frequently to the key. If you press when the phone is on standby, the assigned function will start immediately.

- Selectable functions: Write message, Message, Calculator, Calendar, Chats, FM radio
- A phone number cannot be assigned to the favourite key. The speed-dial keys must be used to do that.

9.7 Voicemail number

Enter the number for your voicemail.

You will find this number in the documents supplied by your network provider. Pressing and holding the Low key to listen to your voicemail.

9.8 Security settings

PIN: PIN request on/off, change PIN

Phone code: On/Off and Change (factory preset code 1234)

9.9 0000 to enter settings

Activate this safety mode to prevent changes being made to settings unintentionally.

9.10 System updates

You can download the latest software for the phone yourself and therefore update the system and improve applications yourself. However, only perform updates if your tariff includes mobile data!

- 1. Check that the battery is at least 30% charged. If it isn't, the download cannot start.
- 3. Tap on Check.
- A message will appear telling you whether or not there is any new software available.
 If there is, select **Download** to start the update process.
- 5. Once the download has been completed, select **Update now**. You will be informed that you cannot use the phone during the update process.
- Do not press the on/off key during the update process and do not start using your phone again until this message has appeared:

 The installation was successful.

9.11 Master reset

You can restore all the factory settings on your phone (factory preset phone code: 1234).

10. EMPORIA EMERGENCY CALL FUNCTION

Your phone has an emergency call function that you can tailor to your specific needs. The **Emergency button** on the back of the device enables you to call people you trust for help quickly in an emergency.

- Use the battery cover with the opening for the emergency button.
- The Emergency button

 is switched
 off by default.
- Open Settings in the menu
 ⇒ Emergency contacts ⇒ Add emergency contact.
- Save your personal emergency contacts. 1
- Do not enable the emergency button until you have specified your emergency contacts.
- ➤ How do I make an emergency call?
 Press and hold the Emergency button on the back of the phone for 3 seconds.
- > How do I stop an accidental emergency call?
 - If you've started an emergency call by mistake, press the red key for 3 seconds to hang up.
 This will interrupt the emergency call cycle.
 - 2. Next, turn the phone off and on again to restore your **emergency call status** settings.

Emergency contacts

Add em 1 ency conta

Delete emergency co

Back

3 Emerge 2 button

4 Pre-alarm

> How do I save an emergency contact?

- 1. Open > Emergency call settings <.
- 2. Select an empty position.
- The list of your contacts will open.Tap on a contact you want to be notified in an emergency.
- 4. Specify whether the contact is a private individual or a help organisation and also whether they should be sent an emergency call message in addition to receiving the call itself.

> What does the recipient of an emergency call have to do?

- The emergency contact has to end the call and ring back the person in need of help. If this doesn't happen, the call will be ended automatically after 1 minute and the next emergency contact will be called.
- 2. The emporia phone will automatically answer the callback, re-establishing the connection to the emergency contact.

What do I have to take into consideration if I want to use a help organisation?

 If you want to add a help organisation or an official institution such as a rescue service, the police or the fire brigade as an emergency contact, it is imperative that you check this is okay with the respective institution beforehand.

- If you do not have any emergency contacts saved, have no credit on your prepaid phone card or have no reception, the European emergency number 112 will be dialled when the enabled button is pressed. This will put your call through to the nearest police station.
- Important! Emporia does not assume liability for any costs incurred through you calling such an institution by mistake.
- > How do I delete a saved emergency contact?
 - Open Settings in the menu ⇒ Emergency contacts
 ⇒ Delete emergency contact.
 - 2. Select an entry, such as **Emergency Contact 1**, using **the arrow keys**.
 - 3. Select **OK** by pressing the **green key**.
- > For more information on emergency calls, you can scan this QR code or visit: https://www.emporiamobile.com/en/ service/service/frequently-asked-questions



> GUARANTEE AND SERVICE

Manufacturer: emporia telecom GmbH + CoKG

Industriezeile 36, 4020 Linz, Austria

Importer: Emporia UK and Ireland Limited · Cardinal Point, Park Road,
Rickmansworth, Hertfordshire, WD3 1RE, United Kingdom

Contact: www.emporiatelecom.co.uk or www.emporiatelecom.ie

Brand name: emporia

Model: emporiaSiMPLICITY·LTE (V27-LTE)

> Scope of delivery

 Mobile phone: emporiaSiMPLICITY·LTE (V27-LTE)

- Extra battery cover without an emergency button
- Battery: AK-V27
- · USB cable
- Table charging unit: TL-V27

> Support

Emporia Service Centre service@emporiatelecom.co.uk Monday-Friday, 12⁰⁰-4⁰⁰ pm

- United Kingdom · EN www.emporiatelecom.co.uk/ support/contact +44 1923 947778
 Ireland · EN
- www.emporiatelecom.ie/ support/contact +353 0818 000 102

> Guarantee

This guarantee is only valid if original batteries supplied by emporia have been used.

- Mobile phone: 12 months
- · Battery: 6 months

> Technical details

- Dimensions: 125.3×57.6×12.6 mm
- Weight: 90 g
- Battery: Li-ion 3.7 V, 1200 mAh, 4.44 Wh (replaceable)
- AC adapter output: Minimum: 5.0 W;

Maximum: DC5.0V, 10.0W

- Table charging unit: input = output
- Standby time: 120 h*
- Talk time: 200 min* (*The battery life can be reduced depending on network coverage and

active applications.)
• Internal antenna:
SAR body: 1.69 W/kg
SAR head: 0.88 W/kg
SAR-limbs: 3.60 W/kg

- Operating temperature range:
 - -10°- +40° C
- · Hearing Aid Compatible M4/T4
- Bluetooth V5
- Display: 2.0"; 220 × 176 px
- RAM: 64 MB
- · Memory (ROM): 128 MB

> Frequencies

- BT: 2402 MHz 2480 MHz Transmitter power: < 0.0018 W
- BT LE: 2402 2480 MHz Transmitter power: < 0.0006 W
- FM: 87.6 MHz 107.9 MHz
- E-GSM 900/GPRS 900/EGPRS 900: TX: 880 - 915MHz; RX: 925 - 960 MHz

Transmitter power: < 1.6218 W

- E-GSM 1800/GPRS 1800/EGPRS 1800: TX: 1710 - 1785 MHz; RX: 1805 - 1880 MHz Transmitter power: < 0.8318 W
- WCDMA Band I: TX:1920-1980 MHz; RX: 2110-2170 MHz Transmitter power: < 0.1514 W
- WCDMA Band VIII: TX: 880 - 915 MHz; RX: 925 - 960 MHz Transmitter power: < 0.1549 W
- LTE Band I: TX:1920-1980 MHz, RX:2110-2170 MHz Transmitter power: < 0.1514 W
- LTE Band III: TX:1710 - 1785 MHz, RX:1805 - 1880 MHz Transmitter power: < 0.166 W
- · LTE Band VII:

TX:2500 - 2570 MHz; RX: 2620 - 2690 MHz Transmitter power: < 0.1622 W

• LTE Band VIII:

TX: 880 - 915 MHz; RX: 925 - 960 MHz Transmitter power: < 0.1585 W

• LTE Band XX:

TX: 832 - 862 MHz; RX: 791 - 821 MHz Transmitter power: < 0.1549 W

> Safety information

- Turn off your phone in hospitals and whenever you are near medical equipment. There should always be a distance of at least 20 cm between a pacemaker and the phone when it is on.
- Never try to control a vehicle while holding the phone in your hand.
 Always comply with relevant national laws and traffic regulations.
- Turn off the phone whenever you are travelling in an aeroplane.
- The phone must be switched off whenever it is near a petrol station or other places with explosive substances.
- Never shine the LED torch in the eyes of people or animals! (Protection class 3)



To prevent hearing impairments, do not use the phone on a high speaker volume for extended periods

of time. Do not hold the phone to your ear when hands-free mode is activated or the emergency button has been pressed.

- Using a headset on a high volume can cause hearing impairments. Check the volume of the headset you are using.
- The phone and the accessories may contain small parts. Keep the phone out of the reach of young children.
- As a precaution, we recommend disconnecting the phone from the charger during thunderstorms.

- The mains adapter serves as a separator between the product and your mains supply. The mains supply must be close to the device and easily accessible.
- This device has been tested for typical applications where the device is carried on the body. To meet the RF exposure requirements, the minimum distance between the body, in particular the user's head, and the handset including the antenna must be 0 cm. Belt clips, holsters and similar accessories from third parties used with this device must not contain metallic components. Accessories carried on the body that do not meet these requirements may not meet the RF exposure requirements and should be avoided. Only use the device's built-in antenna or an approved antenna.
- This device complies with the essential requirements and other relevant provisions. All the important radio test cases have been written.
- Caution: Risk of explosion if the battery is replaced by the wrong type. Dispose of the used batteries according to the instructions.
- The device complies with RF specifications when the device is 5mm from the body.

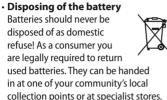
> Intended use

- This phone is robust and designed for mobile use. However, it still needs to be protected from moisture (rain, bathroom water, etc.) and heavy impacts.
- It is only designed for European network standards (AT, BE, CZ, DE, DK, ES, FI, FR, GB, HR, HU, IE, IT, NL, NO, PL, PT, SE, SI, SK, SZ and TR).
- Do not leave it where it will be directly exposed to the sun.
- Using it for any purpose other than that described above will result in damage to the product. Doing this also entails hazards such as fire, electric shocks, etc. This product must not be changed or modified, and the casing must not be opened.
- The adapter is only suitable for use in conjunction with a standard household mains socket that is connected to your electrical grid and uses 100-240 volts, 50/60Hz (10/16A), of alternating voltage.

> Disposal

• **Disposing of the packaging**The packaging and pack-

The packaging and packaging aids are recyclable and should be recycled.



• Disposing of the device
If this product ever wears out, please don't dispose of it as domestic refuse. To ensure you don't cause damage to the environment, take it to a collection or recycling centre where used devices are processed for recycling in an environmentally friendly manner.



telecommunication or radio device complies with:

- 1907/2006 REACH
- 2011/65/EU RoHS
- 2014/53/EU Radio Equipment Directive (RED)
- (EU) 2022/2380 Amendments to the Radio Equipment Directive

The full text of the declarations of conformity can be viewed on this web page: https://www.emporiamobile.com/doc

Eveline Pupeter CEO, emporia Telecom 21/08/2023, Linz/Austria



