

emporia JOY

English

> CONTENTS

1.	Your mobile phone at a glance	04
2.	Setting up your phone	06
2.1	Inserting a SIM card and a Micro SD card (optional).	06
2.2	Inserting the battery	06
2.3	Charging the battery	07
2.4	Turning on the phone	08
2.5	Entering a PIN code	08
2.6	Setting the language, time, date and battery optimi	sation08
2.7	Saving battery power	
3.	Using the phone	09
3.1	Home screen	
3.2	Menu	10
3.3	Dual-function keys	10
3.4	Writing text	11
4.	Calls	13
4.1	Accepting, declining or ending a call	13
4.2	Calling someone	
-	Manage (SMS)	14
5.	Messages (SMS)	14
5.1	Writing and sending a message	
5.2	Reading a message	14
6.	Photos and camera	15
6.1	Taking photos	15
6.2	Viewing photos	15
6.3	Backing up photos on your PC	16

7.	Tools	17
7.1	Alarm clock	17
7.2	Bluetooth	17
8.	Contacts	18
8.1	Searching for a contact in the phone book	18
8.2	Adding a contact	
8.3	Sending contact via SMS	19
8.4	Copying contacts	19
8.5	Saving or changing a speed-dial key	19
8.6	Contact settings.	20
8.7	SMS in contacts	20
8.8	Blocked numbers	20
9.	Call history	21
10.	Settings	22
10.1	Silent/Sleep mode	
10.2	Sound and alerts	
10.3	Voicemail number	23
10.4	Security settings	23
10.5	0000 to enter settings	23
10.6	Battery optimisation	23
10.7	Power saving mode	23
10.8	Master reset	23
11.	Emporia emergency call function	24
12.	Warranty and service	26
13.	Declaration of conformity (DOC)	29

1. YOUR MOBILE PHONE AT A GLANCE

- 1 Loudspeaker
- 2 Display (screen)
- 3 💽 Green key
 - Start or accept a call
 - In the menu: Confirm selection
 - On standby: Access Call Info
- 4 🔿 🕮 Arrow keys
 - Flick through **Contacts** and the **Menu**.
 - When the phone is on standby, press
 to call up the **Menu**.
 - When the phone is on standby, press = to access **Contacts**.
- 5 🗖 Red key
 - When in a call: End
 - When in the menu: One step back
 - When entering digits or letters: Delete
- 6 💷 💵 Speed-dial keys
- 7 🗔 key (voicemail)
- 8 🔊 On/Off button
- 9 Port for a charging cable or USB headset
- 10 Handset volume controls + and -
- 🕦 🖲 Torch button
- 12 🖻 Camera button
- 13 Wrist strap holder





 Symbols on the external display
 Symbols are only visible when the phone is closed and disappear when it is opened.

05:47	Time
NAME	Incoming call
	Missed call
\square	New message
	Battery low
	Battery charging
@`07:45	Alarm
ZzZz	Snooze

If you press the volume buttons or the camera button when the phone is closed, the screen will be activated for approximately 3 seconds.

2. SETTING UP YOUR PHONE

2.1 Inserting a SIM card and a Micro SD card (optional)



- 1. Remove the battery cover (opening in the bottom left-hand corner).
- 2. Insert the SIM card into the SIM card holder with the gold contacts facing down.
- 3. Insert your Micro SD card into the memory card holder with the gold contacts facing down.

2.2 Inserting the battery



- 1. 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.
- Charge the battery for at least 4 hours before the first time you use it. Only use batteries and charging cables that are permitted for use with this specific model.

2.3 Charging the battery

- Use a standard mains plug that you have at home.
 You can find suitable original emporia accessories in the emporia webshop at: https://www.emporiamobile.com/en/collections/accessories
- 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** To avoid contact faults with the USB connector, only use the charging cable supplied with the phone for charging.
 - Connect the USB cable to the mains plug.
 - Plug the charging cable into the USB port on the phone.
 - Then plug the mains plug into a wall socket.
- > 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.

2.4 Turning on the phone

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

2.5 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.

2.6 Setting the language, time, date and battery optimisation

- 1. Use (a) to select a **Language** and then confirm your selection by pressing **OK** (.)
- 2. Set the Time and Date and then save these settings.
- 3. Activate or deactivate **Battery optimisation**.

2.7 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.

3. USING THE PHONE



3.2 Menu

The \frown key 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.

- Use the arrow keys to scroll through the menu.
- The items available in the menu are Messages, Photos, 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.

3.3 Dual-function keys

- Pressing and holding the 1. key: Allows you to listen to your voicemail
- Pressing and holding the set key: Turns on Silent/Sleep mode
- Pressing the *- key twice:
 + for a country code, such as +49 for Germany
- Pressing and holding the 🛗 number keys: use Speed-dial on number keys

3.4 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
- En: T9 English for Abc
- en: T9 English for abc
- EN: 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).

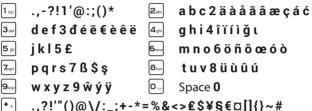
- Use the arrow keys and to move between the suggested words.
- Press the green button I to select your required word and it will be added to the message you're writing.

> Inputting text in manual mode

Press a number key multiple times

(e.g. 4 4 2 5 5 5 5 5 5 6 6 6 for Hallo).

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



4. CALLS

4.1 Accepting, declining or ending a call

- To answer: Open the phone and press the green key $(\mathbf{e} \mathbf{e})$ for **Accept**.
- To decline or end a call: Press the red button or close the phone.
- To mute the ringtone temporarily, press the - volume control button.
- The open-to-answer-calls function is preset to be off, but can be enabled in Menu \Rightarrow Settings \Rightarrow Open to answer calls \Rightarrow On.

4.2 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 $\langle \cdot \cdot \rangle$
- Using the redial function >
 - 1. When on the home screen, press the green key $\langle \mathbf{C} | \mathbf{K} \rangle$ Your Call history will be displayed.
 - 2. Use the arrow keys \frown and = to select a number.
 - 3. Start the call by pressing the green key $|\mathbf{C}|$.

To go hands-free during a call, open **Options** and turn on the speaker.

5. MESSAGES (SMS)

 Menu items: Write message, Received, Unsent, Sent, Delete messages, Broadcast message, Templates, Send contact by SMS, SMS in contacts, Message settings

5.1 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.

5.2 Reading a message

- 1. 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.
- 4. To read a message, tap on it.

6. PHOTOS AND CAMERA

6.1 Taking photos

- 2. To **Zoom** in or out on the camera frame, use the volume buttons + and on the side of the phone.
- 3. The arrow key 🖲 will open **Options** for the camera:
- Self-timer
- Effect
- Image size: Specify the resolution for your photo or video.
- Quality
- **Night mode**: If there is not much light available, this option will increase the camera's light sensitivity.
- 4. Pressing the camera button or the arrow key in will **Take a photo**.
- 5. The photo you've taken will immediately be stored in the photo album.
- 6. Press the green key (to go straight from the camera to the **Photos**.

6.2 Viewing photos

All the photos you take will be sorted and displayed chronologically.

- 1. Open **Menu** ⇒ **Photos**.
- 2. Use the arrow keys to scroll through the photos on the overview screen.

- 3. Pressing the green key (will open **Options** for the selected photo:
- **View**: A complete, full-screen version of the selected photo will be displayed. You can use the arrow keys to move to other photos.
- **Send**: This option allows you to send the selected photo to a recipient as an MMS message. (Please not that this will incur additional costs.)
- **Wallpaper**: You can use the selected photo as your wallpaper on the home screen.
- **Contact photo**: when someone calls you, their contact photo is displayed instead of their number.
- Rename: You can give the selected photo or video a new file name.
- Delete: This option will delete the selected photo or video.
- **Delete all**: This option will delete the entire photo album.
- **Memory**: Select whether the photo or video you're capturing should be stored in your phone's internal memory or on the SD card.

6.3 Backing up photos on your PC

- 1. Plug the USB connector end of the USB cable supplied with the phone into your PC and the other end into your phone.
- 2. Select **Transfer files** from the list displayed.
- 3. The PC will now detect your phone and display the phone's internal memory.
- 4. You can then select files from the album **PHOTOS** and copy them to your PC.

ENGLISH-16

7. TOOLS

> Menu items: Alarm clock, Birthday reminder, Calendar, Calculator, Bluetooth, Camera

7.1 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 **a** to turn it off or the green key \mathbf{k} to activate the snooze function.
- 5. Select Off to deactivate the alarm permanently.

7.2 Bluetooth

- 1. Turn the Bluetooth function **On**.
- 2. 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.

8. CONTACTS

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

8.1 Searching for a contact in the phone book

- 2. Use the arrow keys and 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 (.....

8.2 Adding a contact

- 2. Enter the phone number and the person's name 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.
 - 3. Decide whether you want to save a photo for the contact. This photo will be displayed on the screen when the contact calls and you open the phone. If the contact is saved on your phone, the exterior screen will display the name of the caller, otherwise it will just display the phone number.

- 4. Select a photo from the photo album and set it as a new photo.
- Contacts with a photo cannot be saved on the SIM card and have to be saved on the phone only.

8.3 Sending contact via SMS

- 1. Select the contact you want to send.
- 2. 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#**.

8.4 Copying contacts

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

8.5 Saving or changing a speed-dial key

- 1. Open Menu
 → Contacts → Speed-dial keys or Speed-dial on number keys.
- 2. Select a vacant position from the list.
- 3. Enter a **Name** and **Number** or **Search** for a contact in the phone book.
- 4. To change a speed-dial key, select a position from the list and change or delete its link to the contact it's currently associated with.

8.6 Contact settings

- Save entry on SIM or Phone
- Memory in use: SIM, Phone or both
- Automatically save in Contacts: On or Off
- **Memory status**: Shows how many contacts are stored and the maximum number that can be stored.

8.7 SMS 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.

8.8 Blocked numbers

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

9. 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 calling, Write message, Delete

When on the home screen, you can access your **Call info** containing all your calls by pressing the green key (...

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

10.SETTINGS

Menu items: Silent/Sleep mode, Sound and alerts, Handset volume, Handsfree volume, Display and light, Time and date, Language, Predictive text, Camera settings, Call waiting, Call forwarding, Open to answer calls, Suppress number, Network selection, Voicemail number, Emergency contacts, Emergency button, Security settings, Contact settings, 0000 to enter settings, Battery optimisation, Power saving mode, Master reset

10.1 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.

10.2 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, Increasing ring, Vibra for calls, Vibra for alarm clock, Key tones, Message tone, Vibra for messages, Handset volume, Handsfree volume, Confirmation tone, Emergency tone, Power on/off sound

ENGLISH-22

10.3 Voicemail number

Enter the number for your voicemail. You will find this number in the documents supplied by your network provider.

10.4 Security settings

- PIN: PIN request on/off and Change PIN
- Phone code: On/Off and Change (factory preset code 1234)

10.5 0000 to enter settings

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

10.6 Battery optimisation

Enable to limit charging to 80 % capacity of battery to extend battery lifespan.

10.7 Power saving mode

Power saving mode will turn off Bluetooth and lower LCD brightness for reduced power usage.

10.8 Master reset

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

11. EMPORIA EMERGENCY CALL FUNCTION

Your phone has an emergency call function that you can tailor to your specific needs.

- 1. Save your personal emergency contacts.
- 2. Do not enable the Emergency system until you have specified your emergency contacts.
- Important! 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.

Emporia does not assume liability for any costs incurred through you calling such an institution by mistake.

> How do I make an emergency call?

1. In an emergency, press and hold the emergency button on the back of the phone.

(This works even when the phone is closed.)

- 2. The five preset numbers will be dialled automatically in the order in which you have saved them.
- 3. At the same time as each emergency call, a text message (SMS) will be sent to the contact, saying:

»You will receive emergency call with loud beep-signal during conversion.Press 3 × 0 within 1 min, otherwise call will be dropped automatically!«

> 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.

> How do I save an emergency contact?

- 1. Open Settings menu ⇔ Emergency contacts ⇔ Add emergency contact
- 2. Select an empty position.
- 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.
- 4. The list of your contacts will open. Tap on a contact you want to be notified in an emergency.
- What does the recipient of an emergency call have to do? The contact must press the 0 key three times within 60 seconds or the next emergency contact will be called. This prevents the emergency call from going through to a contact's voicemail or answerphone.

> GUARANTEE AND SERVICE

Manufacturer:

emporia telecom GmbH & CoKG · Industriezeile 36, 4020 Linz · Austria Importer:

emporia telecom GmbH & CoKG Contact: Eveline Pupeter https://www.emporiamobile.com Brand name: emporia Model: emporiaJOY (V228.v3)

> Support

- Emporia Service Centre service@emporiatelecom.co.uk Monday-Friday, 12⁰⁰-4⁰⁰ pm
- United Kingdom · EN www.emporiatelecom.co.uk/ support/contact +44 1923 9477 78
- 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

> Scope of delivery

- Mobile phone: emporiaJOY (V228.v3)
- Battery: AK-V227
- USB cable: USB-C/USB-C
- Table charging unit: TL-V227
- User guide

> Technical details

- Dimensions: 102×55.1×20.3 mm
- <u>Weight:</u>115g



Power supply:

USB-A adapter: DC 5V, min. 5W, max. 15W USB-C adapter: DC 5V, \leq 3A, max. 15W (You can use chargers with higher power ratings, but this will not increase the charging speed.)

- Table charging unit: input = output
- Battery: Li-ion 3.7 V, 1300 mAh, 4.81 Wh (replaceable)
- Standby time: 192 h*
- Talk time: 540 min* (*The battery life can be reduced depending on network coverage and active applications.)
- Internal antenna: SAR body: 1.32 W/kg SAR head: 0.42 W/kg SAR-limbs: 1.50 W/kg
- Operating temperature range: -10°-+40°C
- Hearing Aid Compatible M4/T4
- Bluetooth V2.1
- Display: TFT 2.8"; 240 × 320 px OLED 1.1"; 128 × 36 px
- Camera: 2 MP
- RAM: 64 MB
- · Memory (ROM): 128 MB
- SD card: < 2 GB

> Frequencies

- BT: 2402 MHz 2480 MHz Transmitter power: < 0.003 W
- FM: 87.6 MHz 107.9 MHz
- E-GSM 900/GPRS 900/EGPRS 900: TX: 880 - 915MHz; RX: 925 - 960 MHz Transmitter power: < 2.0417 W
- E-GSM 1800/GPRS 1800/EGPRS 1800: TX: 1710 - 1785 MHz; RX: 1805 - 1880 MHz Transmitter power: < 0.7709 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.
- Do not leave it where it will be directly exposed to the sun.
- 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 of 2014/53/EU Radio Equipment Directive (RED). 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.
- Only use the device under good reception conditions to reduce the amount of radiation received.
- Use a hands-free device or loudspeaker.
- Children and adolescents should use wireless devices such as mobile phones sensibly, e.g. by avoiding night-time calls and limiting the frequency and duration of calls.
- Keep the device away from the abdomen of pregnant women.
- Keep the device away from the lower abdomen of teenagers.
- Think about your health use your cell phone in moderation, use a headset and choose a device with a low SAR-value.

> 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).
- 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.

> Ecodesign information

 Your device is equipped with a replaceable battery. Use your device only with an original battery.

Although the battery can be charged and discharged hundreds of times, it will eventually wear out. If the talk and standby times are noticeably shorter than normal, replace the battery. Please follow the relevant instructions

on our website or contact our customer service team by email:

service@emporiamobile.com

 For environmental reasons this package does not include a charger. This device can be powered with most USB power adapters and a cable with USB Type-C plug.

ENGLISH-28

> Disposal

• Disposing of the packaging The packaging and packaging aids are recyclable and should be recycled.



• Disposing of the battery Batteries should never be disposed of as domestic refuse! As a consumer you are legally required to return used batteries. They can be



handed in at one of your community's local collection points or at specialist stores.

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 collec-

tion or recycling centre where used devices are processed for recycling in an environmentally friendly manner.

> Declaration of conformity (DOC)

emporia telecom GmbH & CoKG · Industriezeile 36, 4020 Linz · Austria, hereby declares that the emporiaJOY (V228.v3) telecommunication or radio device

complies with Directive:

- 1907/2006 REACH
- 2011/65/EU RoHS
- 2014/53/EU Radio Equipment Directive (RED)
- 2022/2380/EU Amendments to the Radio Equipment Directive
- 2023/1670/EU Ecodesign requirements

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

Eveline Pupeter CEO, emporia Telecom 14/04/2025, Linz/Austria



emporia online shop



www.emporiamobile.com

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DA Der tages forbehold for trykfejl, fejltagelser og tekniske ændringer. DE Druckfehler, Irrtümer und technische Änderungen vorbehalten. EN Misprints, errors and technical changes excepted. FI Pidätämme oikeuden painovirheisiin, erehdyksiin ja teknisiin muutoksiin. FR Toutes erreurs d'impression, erreurs et modifications techniques réservées. IT Con riserva di errori di stampa, inesattezze e modifiche tecniche. NL Drukfouten, vergissingen en technische wijzigingen voorbehouden. NO Det kan forekomme trykkfeil, feil og tekniske endringer. SV Med förbehåll förtryckfel, misstag och tekniska ändringar.

PartNo: V228.v3_BDA-V4_11205-ENG | 202506