

SET UP GUIDE



Thank you for choosing an Emporia Smart device.

This guide will provide you with all of the detailed instructions and help that you need to successfully set-up your smartphone. Some people find this set-up time consuming and a little challenging.

If you are feeling like you need some additional help at any point during or after set-up, please visit our WEB-site for help guides that are **EXPLAINED SIMPLY** <https://www.emporiamobile.com/en/explained-simply>



Or please call the Emporia Service Centre

Mon. – Thu. 08:30 – 17:00
 Fri. 08:30 – 13:00
 UK-Hotline: +44 1 923 947778
 IE-Hotline: +353 1 592 6339

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1. Preparation

How to set-up your Emporia smartphone.

Before you start to set up your Emporia Smartphone, we recommend that you prepare yourself to make this task as easy as possible and worry free.

To do this easily, there are a number of things that you will need to have ready in order to successfully set up your device – easily. These are:

Checklist	Detail	✓
SIM card	data on?	
Gmail address		
Gmail password		
Wi-Fi name		
Wi-Fi password		
PIN number		



a) An internet Connection

- This can either be a **Wi-Fi connection**, which is often best as a home broadband connection, or you need to have a **SIM card installed with the 4G DATA activated** and with credit available to use. If you use a Pay-as-you-go tariff, you may want to ask your network for help and consider a lower cost monthly tariff as data plans are often cheaper this way.

- If you have a home Wi-Fi, please make sure that you have the **password (wireless key) available**. This password must be secure, and it is case sensitive and a mixture of letters and numbers, so please ensure it is input accurately. The password is supplied with your internet router. It may also be found printed on the rear of the internet router.



b) A google account

This is an e-mail address that ends with **...@googlemail.com** or **...@gmail.com**

Yes, I have a google account



If you already have a google email address, great! You will need to use this to set up the phone correctly. To use your Gmail account you will need to know the secure password for your account and input this correctly. Making an error with the password or not having it available, is one of the common issues and frustrations many people encounter when setting up their device.

No, I don't have a google account



If you do not have a google account, you will need to create one. This can be done in the set-up of the device or can be done on-line through this link <https://accounts.google.com/signup>.

As you will be asked to enter many details, like first name and surname, date of birth and gender and create a memorable e-mail address. We recommend that you take some time to do this prior to starting the set-up of your new phone.

If you need more help, have a look at our help guides here: <https://emporiamobile.com/en/explained-simply>

**TIP**

Forgotten your password?

If you have forgotten your e-mail password, you can solve this as follows;

In a device that you last used to access your Google account (phone, tablet or PC) open the Google account. In a phone or tablet, this is in the 'accounts' section in the device settings. Open the account and find the security section and scroll to 'Password' in this section you will be able to select 'Forgot Password' – then follow the step-by-step instructions.

If you used a PC or tablet internet browser, you will find the same options where you can select forgot password here - <https://accounts.google.com/>. There will be various prompts to follow, and a link will be sent to your e-mail address in order to set-up a new password.

Please make a note of this for future use.

c) Security PIN code

You will be required in the Google set-up to **set a device security PIN code**. This can be either a 4- or 6-digit number code. Google recommends a 6-digit number. Please decide a code but not a simple code such as 1234, 0000, 111122 etc but something you will easily remember such as a family members birthday. Once you decide, write this down so that you can always refer back to it in set-up.

2. Setting up your phone for the first time

2.1 Essential Android™ and Google settings

There are essential Google and Android settings that you need to select to be able to use your smartphone for the first time. The following pages will help you to easily complete this process.

- Selecting a language
- Connecting to a Wi-Fi network.
- Copying apps and data.
- Setting up your Google Account
- Selecting a search provider
- Protecting your smartphone
- Enabling Google Assistant

→ Selecting a language

English has been preselected as the standard system language, however, please make sure you change this to be United Kingdom English.

To select language, please follow these easy steps:

- Tap on the preselected language (ENGLISH).
- A list showing all the available system languages will then appear.
- Select the language you want to use to operate your smartphone – for the UK, please ensure you select English – United Kingdom.
- Your chosen language will be displayed on the screen.
- Now tap on **Start** to define a few required settings for the Google Android operating system (the devices operating system).



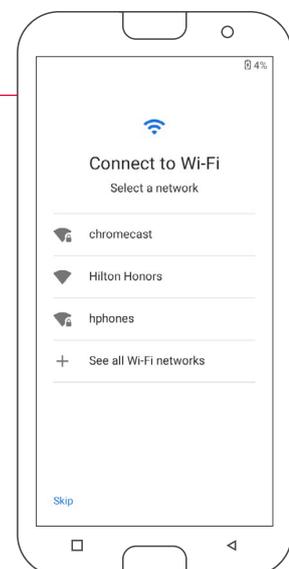
→ Connecting to a Wi-Fi network

If possible, establish a Wi-Fi connection, so that any updates and downloads use this rather than your mobile data – this is much cheaper and faster. If you don't have an available Wi-Fi connection, you can press **Skip**.

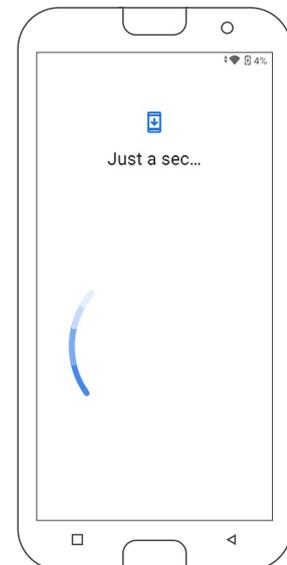
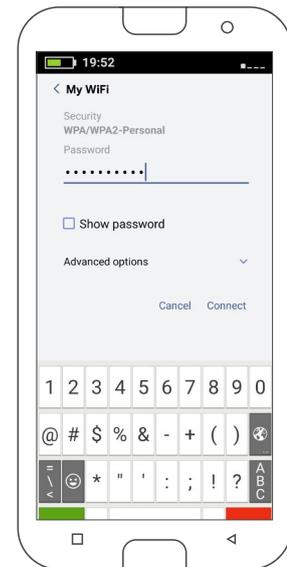
To select Wi-Fi, please follow these easy steps:

- A list will be displayed of all the available Wi-Fi networks.
- Tap on the name of the network you want to connect your phone to.

If your network does not appear in the list, it is not within range of the smartphone. Ensure that the phone is within range of the network, so that a connection can be established.



- Now enter the password for the selected Wi-Fi network paying attention to be accurate. Mistakes easily happen here.
- If you want to switch to the numeric keypad, tap on the grey  button. If you want to switch to uppercase letters, tap on the grey button with the arrow .
- You can check the password before you press connect by tapping on **Show password**.
- When you have finished typing in the password, tap on **Connect** to establish a connection to the Wi-Fi network.



Your smart device will now say 'Getting your phone ready...'. This may take a few minutes and display a spinning circle. Please wait for the next step.

Your smartphone will now check whether there have been any updates for the Android operating system, and they will be installed automatically.

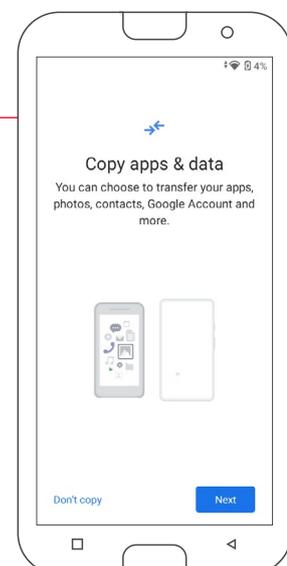
This will also take a minute or two so please don't worry – 'just a sec...' and a spinning circle will be displayed.

→ Copying apps and data

If you have used an Android smartphone before, you can install the apps you already used and the data that is in the Google back-up from your old smartphone. This will also transfer your data (pictures etc) If you used an Apple device, you can transfer all your data across easily too.

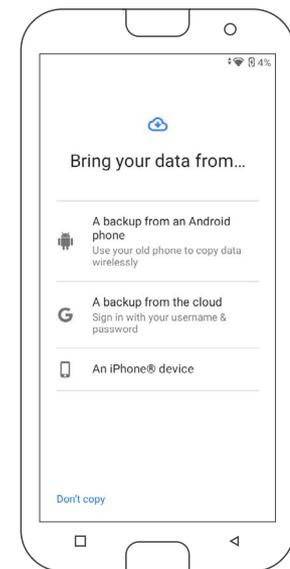
If this is your first smartphone or you don't want to transfer any data, tap on **Don't copy**.

Now tap on **Next**, select a transfer method and follow the instructions on the screen.



If you chose '**A back-up from an Android phone**' or '**An iPhone device**' you will need to have that device with you so that the 2 devices can link together on your Wi-Fi connection in order to transfer the data.

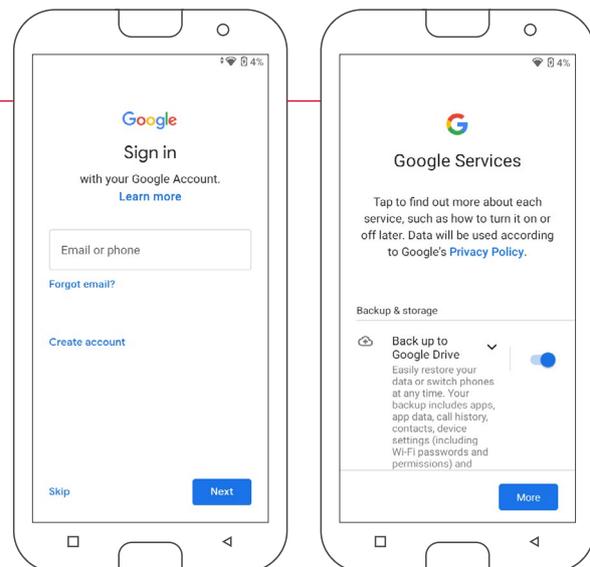
If you chose '**Back-up from the cloud**' this means any information stored on your Google account, like contacts or calendar reminders, or device back-up will be downloaded. Please ensure that you have a recent back up on your old phone before you chose this method.



→ Setting up your Google Account

In the next step, you will be asked to **sign in with your Google Account**. To do this you need to enter your Gmail email address (.....@gmail.com) and the password for the account. The password is case sensitive and needs to have numbers and letters and preferably a symbol (!\$#@.-)

You will need to **confirm** that you would like your data to be backed up to Google's secure service (Google Drive) and you will need to accept Google's terms and conditions to proceed further.



You have not used an Google Account before?

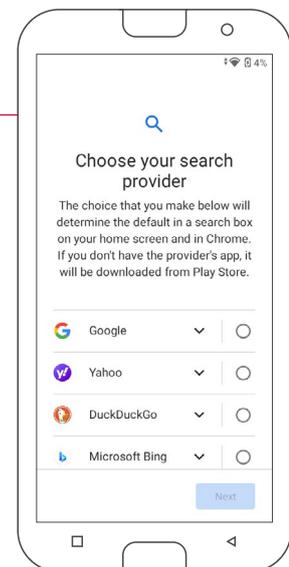
If you have not used a Google Account before, you can set up a new one. We recommend that you do this before you start to set-up your phone. Most people find this task easier when using a PC or tablet through the internet browser. However you can also set-up a new account in the phone as follows:

- Tap on **Create account**.
- Select **For myself**.
- Enter your **first** and **last names** and tap on **Next**.
- Now enter your **date of birth** and **gender**.
- In the next step, you can choose your own username. Coupled with the fixed ending @gmail.com, this will form your personal Gmail address.

- The availability of your desired username will then be checked. If it is not available Google will suggest alternatives. It is unlikely you will be able to chose your full name, try with some numbers added too.
- Next, you need to choose a **password** for this Google Account. It has to be at least eight characters' long and including digits or special characters is also recommended.
- You now have to enter the same password a second time to ensure you haven't made any typing errors.
- Tick the checkboxes for the terms and conditions and the data privacy statement, and then you can tap on **Create account**.
- After that, you can select and **Confirm** personalisation settings for your Google Account.
- Now you can select settings regarding the security and storage of Google services. Read through the preselected settings carefully and disable any individual functions you don't require. Then tap on **Accept**.

→ Selecting a search provider

Select the Internet search engine provider whose service you want your phone to use when carrying out a search query. If you use one of these in your PC or Tablet, they will synchronise with your search history, passwords and data to make using the browser easier.



→ Protecting your smartphone

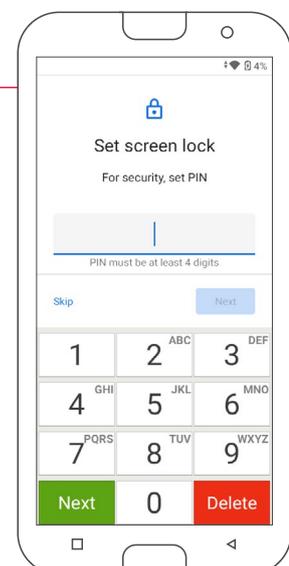
Now set a PIN as your screen lock so that your phone is secure and your data is protected. You can change the settings later but you will need your PIN to open your phone, please make a note and select something memorable.

- Enter your chosen code.
- Enter the code a second time to ensure you haven't made any typing errors and then confirm it.

You can skip this step but we recommend that you add a memorable 4 or 6 digit code.

After installation, you can also protect your smartphone with face recognition. For help on this later, please see:

www.emporiamobile.com/en/explained-simply/face-unlock

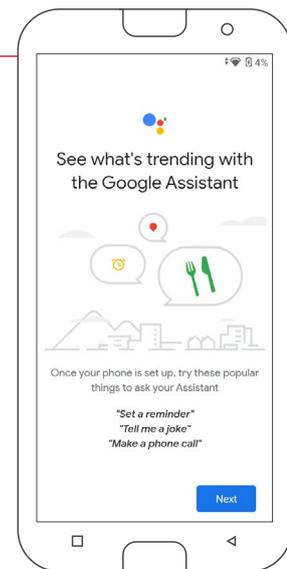


→ Enabling Google Assistant

By enabling the settings, you can install the full version of Google Assistant. Select **ENABLE** or **NO, THANKS**.

Google Assistant is built in to all Google certified phones and gives you the ability to use your voice rather than type to find out information and much more. It is a secure AI (Artificial Intelligence), designed to help you to do more by using your voice.

If you would like the option to access Google Assistant with your voice, set up Voice Match now. To do so, select **I AGREE** and follow the onscreen instructions.



→ Setting up Google Pay

If you would like to link your Google Account to a payment facility, tap on **Add a card** and enter the required details. You can **Skip** this process if you prefer to do this later.



TIP

For a detailed step-by-step guide and help setting up Google Pay, please see www.emporiamobile.com/en/explained-simply/google-pay

→ Changing the wallpaper and font size

Finally, you can personalise your smartphone's wallpaper and adjust the font size. These settings will be applied to all your phone's system, but not to the emporia app. You can now conclude the installation process.



2.2 Activating the emporia easy-to-use system

Great, you've finished the more complicated set-up of Android and Google. The first screen you will see displayed is the standard Android home screen.

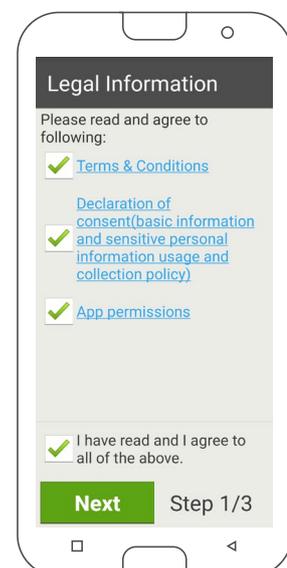
Now activate the Emporia Easy-to-use interface by tapping on the **start emporia** icon.

Legal information

As this is an Emporia application, we need you to agree to the terms and conditions, data privacy policy and the app permissions so that the emporia application can work correctly. Simply tap on the box beside »I have read and I agree to all of the above.«.

Your security and privacy is important to us and our privacy policy complies with EU and UK legislation.

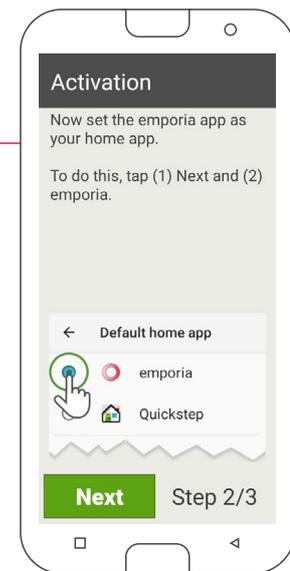
Confirm your selection by tapping on **Next**.



→ Setting the emporia interface as your home screen

Select the following settings to make your smartphone start with the emporia interface.

- Tap on **Next**.
- Tap on **emporia**.
- Tap on **Set as default**.



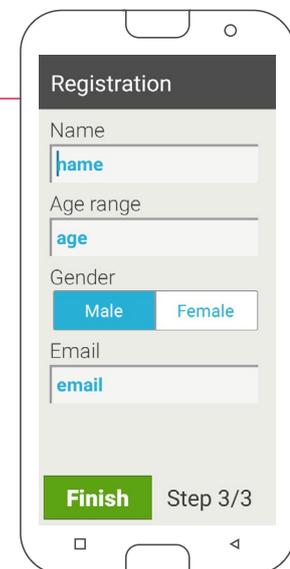
→ emporia registration

Provide your name, age group, gender and email address, and confirm these details by tapping **Next**.

- Now tap on **Finish** to conclude the set-up of the emporia app.
- The phone will start with the emporia interface from now on

→ Concluding the set-up process

A notification will appear in the Info centre if any of the installation steps have been skipped (like 'copying data'). This is a Google system reminder and cannot be skipped. To ensure this notification is not shown again, just tap and press start, enter the same responses and this notification will not return.



Congratulations – your new smart device is ready to use.



Useful tips and training

In the book that came with your product, you will find some excellent useful tips and training. This is designed to help you to quickly feel confident with you device and overcome any fear you might have.

In the **All Apps** area, you will also find an App called **emporiaCOACH**. This is very useful to help you to become familiar with your smartphone and the world of smart technology. New chapters will be added from time to time.

The app breaks down common tasks and information into small snippets of information so that you can learn at your own pace and you can of course repeat anything from a previous day. The COACH will give you a little reminder every day in the INFO centre to try something new.



2.3 Setting up the home screen and favourites

The emporia easy interface includes many individual applications for everyday tasks. You will now see a number of new icons on your phone, which are used for the most common functions:

- On the emporia home screen

Phone, Messages, Photo album and Info centre

- On the **Favourite apps** screen (select by swiping from the right side of the screen towards the left)

Camera, Alarm, Calendar, Weather, Play Store, Internet and Email

- On the **FAVOURITES** (select by swiping from the left side of the screen towards the right)

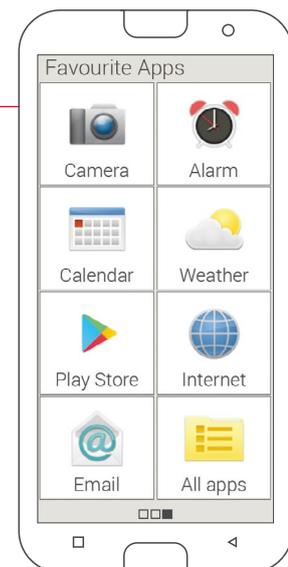
4 favourite one touch contacts, **voicemail, emergency function** and your **own number** (read from the sim card).

→ Change the placement of an app

The placement of the apps (icons) can be changed to your personal requirements. Only the **All apps button** is fixed.

To Change the placement of an app

- Simply press and hold the app icon you want to move for at least three seconds.
- A screen will display '? Would you like to link this button to another app?'
- Tap yes and the list of all the apps installed on your device will then be displayed.
- Select the new app that you would like to replace the original placeholder with by tapping on the app.



→ Install apps

It's easy to install new apps to help with everyday tasks, like parking, or banking.

In the 'All Apps section', you can add new Apps by tapping **App Installer**, where we have selected a few popular and useful applications or tap of the Google Play icon – this is the Google App store where there are huge numbers of useful applications from games to books and anything that you could imagine.

When you first download an App, you will be asked to complete the Play Store set-up. This will ask you for a credit card / payment method. You do not have to add these details. Just press Skip if you do not plan to buy any apps that are chargeable.

For more useful information about the Google Play store please follow this link:

<https://www.emporiumobile.com/en/explained-simply/google-playstore>

Many Apps are free to use and download. Some Apps have advertising which pays the developer for their time, others charge and then will remove these adverts. Some Games also have options where you can 'buy' extra elements. Read carefully before you commit to buy anything.

→ Deleting an app

This is also quite easy, so if you download a new App and don't like it, follow these simple steps.

- Open **All apps** on the app page.
- Swipe to the bottom of the list.
- Tap on **Delete** under options.
All the apps that you are able to remove are now marked with a selectable box.
- Tap on the box of the app that you want to delete, it will be marked with a RED X.
- Now tap on **Delete** in the top left.
- Confirm the deletion with **OK**.

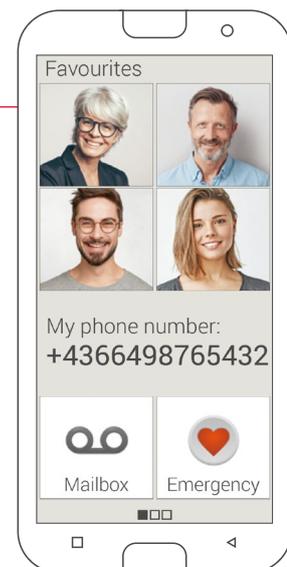
→ Linking personal contacts in your Favourites screen

Favourites

You can select four of your contacts that are already stored in your phone book as favourites (see the training book for detailed instructions how to add a contact).

- Tap on one of the four placeholders.
- Select a contact from the list. This contact will now be displayed as a favourite. If your contact has a photograph added, it will be displayed in the favourite box. If you tap on the favourite button, the phone will call the contact immediately.

To change the contact linked, press and hold the favourite for a few seconds and then select **Unmark as favourite**.



My number

Your own phone number will be taken from the SIM card and displayed automatically. You can also add your own number manually.

Setting up the mailbox

The mailbox number is normally taken from the SIM card automatically. To enter your mailbox number manually, tap and hold the voicemail button for several seconds and change the settings.

Emergency calls

The emporia emergency call feature enables you to call up to five people in an emergency. Detailed instructions on setting up the emergency call function are provided in the chapter »Emergency call function«



For help on setting up an e-mail account, please see www.emporiamobile.com/en/explained-simply/email-setup