



emporia
JOY

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

Eveline Pupeter, emporia Telecom
www.emporia.eu

> 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 **Chats**
- 4 **Arrow keys**
 - Use these to flick through your **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 **1 key** (voicemail)
- 8 **On/Off key**
- 9 Port for a charging cable or USB headset
- 10 **Handset volume control buttons** and
- 11 **Torch button**
- 12 **Camera button**
- 13 Wrist strap holder
- 14 **Emergency button** (optional)
- 15 Loudspeaker
- 16 Battery cover
- 17 Opening for removing the battery cover
- 18 Camera, LED and external display

> Symbols on the screen

 Network signal strength

 Roaming (abroad)
Mobile data enabled

 Battery indicator

 Missed call

 Call forwarding

 New text message (SMS)

 Profile: Silent/Sleep mode

 Profile: Maximum

 Profile: Meeting/
Theatre mode

USB headset plugged in

 Alarm on

 Bluetooth activated

 Bluetooth connected

> 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

 New message

 Battery low

 Battery charging

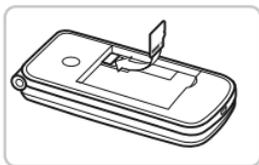
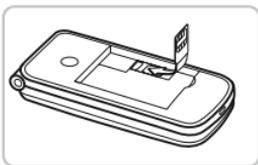
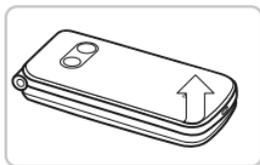
 07:45 Alarm

ZzzZzz 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.

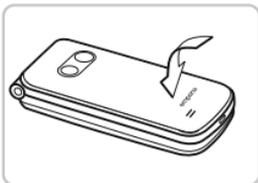
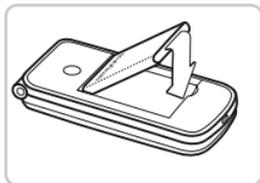
1. SETTING UP YOUR PHONE

1.1 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.

1.2 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.

1.3 Charging the battery

i Before you use the phone for the first time, charge the battery for at least 4 hours. If you don't charge the phone for this period of time, the battery life could be reduced.

i *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.

i *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  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  to select a **Language** and then confirm your selection by pressing **OK** .
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.

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  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, Photo album, 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  key: Allows you to listen to your voicemail

Pressing and holding the  key: Turns on Silent/Sleep mode

Pressing the  key twice: + for a country code, such as +49 for Germany

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
 - **En**: T9 English for Abc
 - **en**: T9 English for abc
 - **EN**: T9 English for ABC

› Inputting text in T9 mode

- Activate Menu ⇒ **Settings** ⇒ **Predictive text input** ⇒ **On**.
- 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. **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:

 1 _{ad}	.,-?!1'@:;()*	 2 _{abc}	a b c 2 ä å à â ã æ ç á á
 3 _{def}	d e f 3 đ é ē € è ê ë	 4 _{ghi}	g h i 4 î ï í ħ ĩ
 5 _{jkl}	j k l 5 £	 6 _{mno}	m n o 6 ö ñ ô œ ó ò
 7 _{pqr}	p q r s 7 ß \$ §	 8 _{tuv}	t u v 8 ü ù ú
 9 _{wxyz}	w x y z 9 û ý ÿ	 0 _{Space}	Space 0
 * ₊	.,?!"()@\/:_;+ -* = % & < > £ \$ ¥ § € □ [] {} ~ #		

3. CALLS

3.1 Accepting, declining or ending a call

- **To answer:** Open the phone and press the green key  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** ⇒ **Settings** ⇒ **Open to answer calls** ⇒ **On**.*

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

1. When on the home screen, press the green key .
Your **Chats** 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, Received, Unsent, Sent, Delete messages, Templates, Send contact via SMS, SMS's in contacts, Message 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, type in a **Phone number** using the keypad or select a number from your **Recent** calls list.

4.2 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.
3. You can find the text message again later on in **Menu**  ⇒ **Messages** ⇒ **Received**.
4. To read a message, tap on it.

5. PHOTO ALBUM AND CAMERA

5.1 Taking photos and recording videos

1. When on the home screen, press the camera button on the side of the phone or open **Menu** ⇒ **Tools** ⇒ **Camera**.
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, Size, Quality, Night mode
4. Pressing the camera button or the arrow key  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 photo album.

5.2 Viewing photos

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

1. Open **Menu** ⇨ **Photo album**.
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 note that this will incur additional costs.)
 - **Wallpaper:** You can use the selected photo as your wallpaper on the home screen.
 - **Contact photo:** link the photo to a contact so that it is displayed during calls.
 - **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.

5.3 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. The PC will now detect your phone and display the phone's internal memory.
3. You can then select files from the album **PHOTOS** and copy them to your PC.

6. TOOLS

- **Menu items: Alarm clock, Birthday reminder, Calendar, Calculator, Camera 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  to activate the snooze function.
5. Select **Off** to deactivate the alarm permanently.

 *If the phone is turned off, the alarm is turned off as well.
The alarm will therefore not sound when the phone is off.*

6.2 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.*

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 phone book 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 phone number and the person's name and then **Save** them.

i *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.

i *Contacts with a photo cannot be saved on the SIM card and have to be saved on the phone only.*

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.
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#**.

7.6 Copying 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 .
2. Enter a **Name** and **Number** or **Search** for a contact in the phone book.

➤ Changing or deleting a speed-dial key

1. Open **Menü**  ⇒ **Contacts** ⇒ **Speed-dial keys**.
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 INFO

- › **Menu items: Missed calls, Dialed 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

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

The symbols indicate the following:

- **Missed calls** 
- **Dialed calls** 
- **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: Silent/Sleep mode, Sound and alerts, Handset volume, Hands-free volume, Display and light, Time and date, Language, Predictive text input, Camera settings, Call waiting, Call forwarding, Open to answer calls, Suppress number, Network selection, Voicemail number, Emergency numbers, Emergency button, Security settings, Contact settings, 0000 to enter settings and Master reset**

9.1 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.

- **Set time:** Enter a time when the silent function is automatically ended and the unit rings again for calls.

9.2 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, Hands-free volume, Confirmation tone and Emergency tone**

9.3 Voicemail number

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

9.4 Security settings

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

9.5 0000 to enter settings

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

9.6 Master reset

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

10. EMPORIA EMERGENCY CALL FUNCTION

If you use the battery cover with the integrated emergency button, you can enable the phone's emergency call function.

Read the instructions carefully and set the emergency function according to your needs.

You can save up to five emergency numbers (family members, friends and official institutions).

- In an emergency, press and hold the emergency button on the back of the phone. (This works even when the phone is closed.)
- The five preset numbers will be dialed automatically in the order in which you have saved them.

If it is not possible to get through to anyone on the first number, the second number will automatically be dialed.

If it is not possible to get through to anyone on the second number, the third number will automatically be dialed, and so on. (The phone will go through a list of five numbers a maximum of three times.)

- At the same time as each emergency call is made, a text message (SMS) will be sent to the contact, saying:
»You are about to receive an emergency call. Please press the 0key three times to establish the connection.«

i *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.*

- From the moment you make an emergency call, your emporia phone will automatically answer any incoming calls for one hour. To disable this function, press and hold the  key for approx. 3 seconds or turn your device off completely using the  key and then turn it on again.
- To cancel the emergency call, press and hold .
- During the emergency call, a warning tone will sound continuously to alert anyone nearby and the person being called.
- If you do not have any emergency contacts saved, have no credit on your prepaid phone card or are connected to another network without permission (e.g. roaming is not activated), 112 will be dialled when you press the emergency button.

i *If you want to add the number of an official institution such as the police or fire brigade as an emergency contact, you must check that this is okay with the respective institution beforehand. Adding a number for the emergency services (999 or 112) is not recommended. Emporia does not assume liability for any costs incurred through you calling such an institution by mistake.*

› **Adding/editing emergency contacts**

In the **Settings** menu

⇒ **Emergency contacts**

⇒ **Add emergency contact**

⇒ Select an entry (e.g. **Emergency contact 1**)

by pressing  

⇒ Select **OK** by pressing 

⇒ Select **Private** or **Help organisation** 

⇒ Select a contact

› **Enabling the emergency button**

In the **Settings** menu

⇒ **Emergency button**

⇒ **On/Off**

› **Pre-alarm**

The pre-alarm is a warning tone that sounds for 10 seconds and alerts anyone nearby to the emergency.

After this, the emergency call sequence starts.

In the **Settings** menu,

⇒ **Emergency contacts**

⇒ **Pre-alarm**

⇒ **On/Off**



› 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:	emporiaJOY (V228)

› Scope of delivery

- **Mobile phone:** emporiaJOY (V228)
- **Extra battery cover without an emergency button**
- **Battery:** AK-V227
- **USB cable**
- **AC adapter:** RL-800mA-UK (HJ-0500600-UK)
- **Table charging unit:** TL-V227

› Support

- **Emporia Service Centre**
service@emporiatelecom.co.uk
Monday-Friday, 12⁰⁰-4⁰⁰ pm
- **United Kingdom · EN**
www.emporiatelecom.co.uk/
support/contact
+44 1923 94 77 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

› Technical details

- **Dimensions:** 101.5 × 55 × 18.2 mm
- **Weight:** 87 g
- **Battery:** Li-ion 3.7 V, 1300 mAh, 4.81 Wh (replaceable)
- **AC adapter:**
input: AC 100-240V, 50/60Hz, 0.15 A;
output: DC 5.0V, 0.5 A, 2.5 W
- **Table charging unit:**
input = output
- **Standby time:** 240 h*
- **Talk time:** 360 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: 1.5 W/kg
- **Operating temperature range:**
-10°– +40°C
- **Hearing Aid Compatible M4/T4**
- **Bluetooth V 2.1**
- **Display:** 2.8"(240 × 320 px);
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 - 915 MHz; 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.
- 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 **UK Radio Equipment Regulations (S.I. 2017 No. 1206)**. 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 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 collection 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)

telecommunication or radio device complies with **Directive 2014/53/EU** and **UK Radio Equipment Regulations (S.I. 2017 No. 1206)**.

The full text of the declarations of conformity can be viewed on this web page:

<https://www.emporia.eu/doc>

The CE and UKCA conformity marks are displayed in a large, light grey font. Below them is a handwritten signature in black ink that reads "Eveline Pupeter".

Eveline Pupeter
CEO, emporia Telecom
31/01/2023, Linz/Austria



<https://www.emporia.eu/doc>

EN Misprints, errors and technical changes excepted.

