

Mobile data  
tariff required



emporia  
ACTIVE














**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](http://www.emporia.eu)

English















## › YOUR MOBILE PHONE AT A GLANCE

- 1 **Speaker**
- 2 **Display (screen)**
- 3  **Green key**
  - Start or accept a call
  - In the menu: Confirm selection
  - On standby: Access **Call history**
- 4   **Arrow keys**
  - Use these to flick through your **Contacts** and the **Menu**.
  - When the phone is on standby, press  to access **Favourites**.
  - 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  **1 key (voicemail)**
- 7  **Menu key**
- 8  **Camera key**
- 9  **Alarm key**
- 10  **Star key**
- 11  **Hash key**
- 12  **On/Off key**

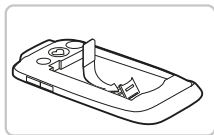
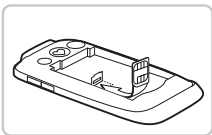
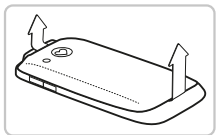
- 
- 13 Opening for removing the battery cover
  - 14 Torch (LED)
  - 15 Port for USB charging cable
  - 16 Headset port (Attention: This is not a charger port!)
  - 17 Wrist strap holder
  - 18  **Torch button**  
When the phone is on, the torch can be on continuously:
    - Press this button for 2 sec. to turn the torch on.
    - To turn the torch off, press the button briefly.
  - 19 Camera lens
  - 20  **Emergency button** (optional)
  - 21 Volume buttons
  - 22  **Keypad lock button**  
Press this button for 2 sec. to lock or unlock the keypad.

## > Symbols on the screen

-  Network signal strength
-  Roaming (abroad)
-  Battery indicator
-  Keypad locked
-  Missed call
-  Call forwarding
-  New text (SMS) message
-  Profile: Silent/Sleep mode
-  Alarm on
-  Headset connected
-  Bluetooth activated
-  Bluetooth connected

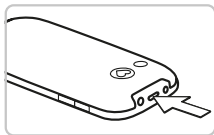
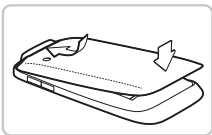
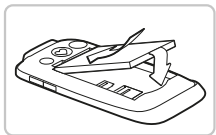
# 1. PUTTING THE PHONE INTO OPERATION

## 1.1 Inserting a SIM card



1. Remove the battery cover (opening in the top left-hand corner).
2. Open the SIM card holder (slide and lift up the flap).
3. Insert the SIM card into the SIM card holder with the gold contacts facing down and lock the flap back into place.
4. You can also insert a memory card.

## 1.2 Inserting and charging 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.
3. Insert the charging cable into the USB port of the phone and the power plug into a mains outlet.

**!** *Charge the battery for at least 4 hours before the first time you use it. Only use batteries and chargers that are permitted for use with this specific model.*


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## 1.3 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.

## 1.4 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.*

## 1.5 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.
3. Select a **text size**.


## 1.6 Saving battery power

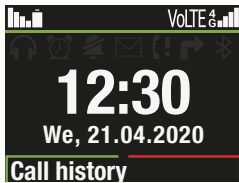
After a few seconds of inactivity, the display will turn off to save battery power. In the event of an incoming call or you pressing  or , the screen will light up again. If the keypad is set to lock automatically, you will have to press the  button to unlock the phone.

## 2. USING THE PHONE


### 2.1 Home screen



If your phone is on but not using a function, it will display the home screen.

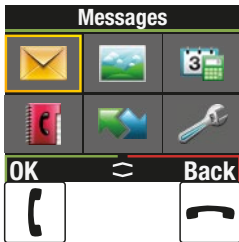
You can return to the home screen any time by pressing the red key  several times.



### 2.2 Menu


The menu 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

Some keys have additional functions if they are pressed and held down for a few seconds:






 **key:** Listen to your voicemail

 **key:** + for country codes, e.g. +49 for Germany



 **key:** Show **missed calls**

## 2.4 Writing text

You enter text using the keypad.

- To input text, press a number key multiple times (e.g. 2 × , 1 × , 3 × , 3 ×  and 3 ×  for Hallo)
- Special characters and symbols have been assigned to the various keys, but can differ in some languages:


 ., - ? ! ' @ : ; ( ) \*       a b c 2 ä á ç à â ã æ é


 d e f 3 ë é è ê € đ ē       g h i 4 î ï í ð ù

 j k l 5 £       m n o 6 ö ñ ô œ ó ò

 p q r s 7 ß \$ §       t u v 8 ü ù ú

 w x y z 9 û ý ÿ       Space 0




 ., ? ! ' ( ) @ \ / : \_ ; + - \* = % & < > £ \$ ¥ § € □ [] { } ~ #

- Use the  key to switch between the **abc**, **ABC**, **Abc** and **123** input methods.

## 3. CALLS


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### 3.1 Accepting, rejecting or ending a call





- **To answer:** Press the green key  for **Answer**.
- **To reject or end a call:** Press the red key .
- To mute the ringtone temporarily, press the  volume control button.


### 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 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.*

 *If the screen has gone dark during the call, press the red key  twice.*



## 4. MESSAGES (SMS)



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› Menu items: **Write message, History, 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** to read the message immediately.
3. You can find the text message again later on in **Menu** ⇒ **Messages** ⇒ **History**.




## 5. CAMERA AND PHOTO ALBUM

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### 5.1 Taking a photo

1. When on the home screen, press the camera key or open **Menu** ⇒ **Tools** ⇒ **Camera**.
  - The  arrow key will open **Options (Self-timer, Size and Storage)**.
2. Press the  arrow key to take a photo.
3. The photo you've taken will immediately be stored in the **Photo album**. 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 chronologically.
1. Open **Menu** ⇒ **Photo album**.
  2. Use the arrow keys  and  to scroll through the photos.
  3. Pressing the green key  will open **Options** for the selected picture.

### 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. Select **Transfer files** from the list displayed.
3. The PC will now detect your phone and display the phone's internal memory or, if available, the phone's memory card.
4. You can then select files and copy them onto the PC.


## 6. TOOLS

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- Menu items: **Alarm clock, Birthday reminder, Calendar, Calculator, Camera, Bluetooth and System update**


### 6.1 Alarm clock

1. Open **Set time**.
2. Enter your desired **Alarm time** and then **Save** it.
3. The alarm is now activated and will 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 go off when the phone is off.*

### 6.2 Bluetooth

1. Turn the Bluetooth function **On**.
2. Tap on **Connect** and then 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.*

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## 6.3 System update

You can download the latest software for the phone yourself and therefore update the system and improve applications yourself.

**i** *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.
2. Open **Menu** ⇒ **Tools** ⇒ **System update**.
3. Tap on **Check**.
4. 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.





**i** *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.**

## 7. CONTACTS

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- Menu items: **Search for name, Add contact, Edit contact, Delete, Import/Export, My number, Speed dial keys, Emergency contacts and Contact settings**

### 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 few letters 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.

 *Always save names and numbers with the international dialling code, e.g. +41 for Switzerland, +43 for Austria and +49 for Germany.*

### 7.3 Saving or changing a speed dial key

1. Open **Menu** ⇒ **Contacts** ⇒ **Speed dial 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.

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## 8. SETTINGS


- Menu items: **Mobile network, Wi-Fi hotspot, Silent/Sleep mode, Sounds and alerts, Handset volume, Hands-free volume, Display and lights, Time and date, Language, Text size, Camera settings, Call waiting, Call forwarding, Auto keypad lock, Favourite key, Voicemail number, Emergency contacts, Emergency button, Security settings, Contact settings, 0000 to enter settings and Master reset**

### 8.1 Mobile network

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

### 8.2 Wi-Fi hotspot

You can use your mobile data connection to enable other digital devices to connect to the Internet.

 *This device is not able to establish a connection to the Internet via Wi-Fi!*

### 8.3 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.

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## 8.4 Sounds 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, Vibra for calls, Vibra for alarm, Key tones, Message tone, Vibra for messages, Handset volume, Hands-free volume, Confirmation tone and Emergency tone**

## 8.5 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. Select settings for the screen brightness level, the keypad light, your wallpaper and the text size.


## 8.6 Auto keypad lock


Prevent keys on your phone from being pressed accidentally and specify how long a period of no key pressing the phone should wait before locking the keys. To release the keypad lock, press the keypad lock button .

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

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## 8.7 Favourite key

You can assign a function you intend to use frequently to the  key.

 *A phone number cannot be assigned to the favourite key. Speed dial must be used to do that.*

Selectable functions: **Write message, Calculator, Calendar, History, Brightness level** and **Wi-Fi hotspot**

## 8.8 Voicemail number

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

## 8.9 Security settings

- **PIN:** PIN request on/off, change PIN
- **Phone code:** on/off, change (factory preset code: 1234)

## 8.10 0000 to enter settings

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

## 8.11 Master reset

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




## 9. EMPORIA EMERGENCY CALL FUNCTION





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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 contacts (family members, friends and official institutions).

- In an emergency, press and hold the emergency button on the back of the phone.
- The five preset numbers will be dialled 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 dialled. If it is not possible to get through to anyone on the second number, the third number will automatically be dialled, 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, a text message (SMS) will be sent to the contact, saying:  
**"You are about to receive an emergency call. Please press the 0 key three times to establish the connection."**

 *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.*

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- 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  button for approx. 3 seconds or turn your device off completely using the  button 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.
-  *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. We do not assume liability for any costs incurred through you calling such an institution by mistake.*

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› **Adding/editing emergency contacts**

In the **Settings** menu ⇒ **Emergency contacts**

⇒ **Add emergency contact**

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

 keys.

⇒ Select **OK** by pressing .

⇒ Select **Private** or **Help organisation** using the  key.

⇒ Select a contact.

› **Enabling the emergency button**

In the **Settings** menu

⇒ **Emergency contacts**

⇒ **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 call.

After this, the emergency call sequence starts.

In the **Settings** menu,

⇒ **Emergency contacts**

⇒ **Pre-alarm**

⇒ **On/Off**

## › GUARANTEE AND SERVICE

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<b>Manufacturer:</b>	emporia telecom GmbH + CoKG Industriezeile 36, 4020 Linz, Austria
<b>Importer:</b>	Emporia UK and Ireland Limited · 1 <sup>st</sup> Floor, Building 2 Croxley Business Park, Watford, England
<b>Contact:</b>	www.emporiatelecom.co.uk or www.emporiatelecom.ie
<b>Brand name:</b>	emporia
<b>Model:</b>	V50-4G / emporiaACTIVE

### › Scope of delivery

- **Mobile phone:** V50-4G / emporiaACTIVE
- **Extra battery cover without an emergency button**
- **Battery:** AK-V50-4G
- **USB cabel**
- **AC adapter:** RL-V188
- **Table charging unit:** TL-V50-4G

### › Support

- **Emporia Service Centre**  
Mon.-Thu. 9:00-4:00 · Fri. 9:00-1:00  
service@emporiatelecom.co.uk
- **UK-Hotline:** +44 · 1923 · 947778  
www.emporiatelecom.co.uk/service
- **IE-Hotline:** +353 · 1 592 6339  
www.emporiatelecom.ie/service

### › 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:** 120 × 59 × 13.3 mm
- **Weight:** 96 g
- **Battery:** Li-ion 3.8 V, 1400 mAh, 5.32 Wh (replaceable)
- **AC adapter:**  
input: 100 - 240V AC, 50/60 Hz, 300 mA;  
output: DC 5.0V, 1000 mA
- **Table charging unit:**  
input/output:
- **Standby time:** 200 h\*
- **Talk time:** 450 min\*  
(\*The battery life can be reduced depending on network coverage and active applications.)
- **Internal antenna:**  
SAR body: 0.9 W/kg  
SAR head: 0.58 W/kg
- **Operating temperature range:**  
-10° – 40° C
- **Hearing Aid Compatible:** M4/T4
- **Bluetooth:** V 4.0

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## > Frequencies

- **BT:** 2402 MHz - 2480 MHz  
Transmitter power: < 0.0066 W
- **E-GSM 900/GPRS 900/EGPRS 900:**  
TX: 880 - 915 MHz; RX: 925 - 960 MHz  
Transmitter power: < 1.4454 W
- **E-GSM 1800/GPRS 1800/EGPRS 1800:**  
TX: 1710 - 1785 MHz; RX: 1805 - 1880 MHz  
Transmitter power: < 0.7499 W
- **WCDMA Band I:**  
TX: 1920 - 1980 MHz; RX: 2110 - 2170 MHz  
Transmitter power: < 0.2244 W
- **WCDMA Band VIII:**  
TX: 880 - 915 MHz; RX: 925 - 960 MHz  
Transmitter power: < 0.2355 W
- **LTE Band I:**  
TX: 1920 - 1980 MHz; RX: 2110 - 2170 MHz  
Transmitter power: < 0.2296 W
- **LTE Band III:**  
TX: 1710 - 1785 MHz; RX: 1805 - 1880 MHz  
Transmitter power: < 0.2624 W
- **LTE Band VII:**  
TX: 2500 - 2570 MHz; RX: 2620 - 2690 MHz  
Transmitter power: < 0.241 W
- **LTE Band VIII:**  
TX: 880 - 915 MHz; RX: 925 - 960 MHz  
Transmitter power: < 0.25 W
- **LTE Band XX:**  
TX: 832 - 862 MHz; RX: 791 - 821 MHz  
Transmitter power: < 0.2312 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.

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## › Intended use

- 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 Directive 2014/53/EU. 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 5 mm from the body.
- 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, 50/60 Hz (10/16 A), 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

**V50-4G / emporiaACTIVE**

telecommunication or radio device complies with Directive 2014/53/EU.

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

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

A handwritten signature in black ink, with a large 'CE' mark above it.

Eveline Pupeter

CEO, emporia Telecom

31/05/2020, Linz/Austria



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

- DE Druckfehler, Irrtümer und technische Änderungen vorbehalten.
- EN Misprints, errors and technical changes excepted.
- IT Con riserva di errori di stampa, inesattezze e modifiche tecniche.
- FR Toutes erreurs d'impression, erreurs et modifications techniques réservées.
- NL Drukfouten, vergissingen en technische wijzigingen voorbehouden.

