

English



emporia  
**25**  
YEARS  
THE ORIGINAL

**Thank you for purchasing a product emporia!**











Please read through the instruction manual before using the phone in operation.





**emporia**GLAM  
Simplify your communication.®

  
Eveline Pupeter, emporia Telecom  
[www.emporia.eu](http://www.emporia.eu)















## › YOUR MOBILE PHONE AT A GLANCE

- 1 **Speaker**
- 2 **Display (screen)**
- 3  **Answer/OK key**
  - Start or accept a call
  - In the menu: Confirm selection
  - On standby: Access **Call info**
- 4  **Arrow keys**
  - Flick through **Contacts** and menu
  - When the phone is on standby, press  to access **Contacts**.
- 5  **Hang up / Back / Delete key**
  - When in a call: End
  - When in the menu: One step back
  - When entering digits or letters: Delete
- 6  **Favourite key**
- 7  **Menu key**
- 8  **Photo key**
- 9  **key (mailbox)**
- 10  **On/Off key**
- 11 **Torch**
- 12 **Port for USB charging cable**
- 13 **Headset port**
- 14  **Emergency button**
- 15 **Speaker**










- 16  **Torch button**
- 17  **Camera button**
- 18 **Handset volume controls**  & 
- 19 **Battery cover**

## > Symbols on the screen

-  Network signal strength
-  Roaming (abroad)
-  Battery indicator
-  Missed call
-  Call forwarding
-  New message
-  Profile: Silent/Sleep mode
-  Profile: Maximum/Bus mode
-  Profile: Meeting/Theater mode
-  Alarm clock on
-  Bluetooth activated
-  Bluetooth connected

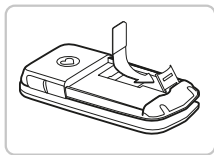
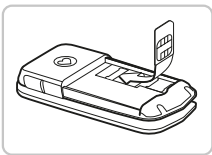
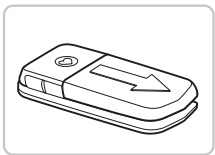
## > SYMBOLS ON THE EXTERNAL DISPLAY

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

-  15:15 Time
-  NAME Incoming call
-  Missed call
-  New message
-  Battery low
-  Battery charging
-  911 Emergency call
-  15:15 Alarm clock
-  Snooze

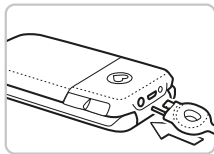
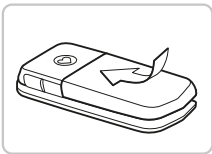
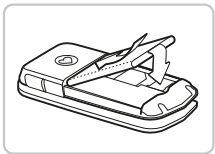
# 1. GETTING STARTED

## › Inserting a SIM card



- Remove the battery cover.
- Slide the SIM card into the SIM card holder with the gold contacts facing down.
- Slide your data card into the card holder with the gold contacts facing down.

## › Inserting and charging the battery





- Insert the battery, making sure that the battery contacts touch the phone's gold contacts.
- Slide the battery cover into its position over the battery. You will know it is in the correct position when you hear it click into place.
- Plug the charging cable into the USB port on the top of the phone.

**!** *Attention: Charge the battery for at least four 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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## › Turning on the phone



- Pressing the  key for at least two seconds switches the phone on.
- To turn the phone off, press the  key for two seconds again.

## › Using a new SIM card for the first time:

Enter the four-digit PIN code (personal identification number)

⇒ Press  to confirm the code

 *The PIN code is a four-digit number that is intended to prevent somebody else from being able to switch on your mobile phone. 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 the PIN code and PUK code in the documents supplied by your network operator.*

⇒ Select a **Language** by pressing  and  ⇒ 

⇒ **Set time** ⇒ 

⇒ **Set date** ⇒ 

⇒ Select a **Text size** by pressing  and :

You can choose **Small** or **Large** ⇒ 

## › Saving energy

If a few seconds pass without the phone receiving any input from you, the screen will go blank to save energy. In the event of an incoming call or you pressing any key, the screen will automatically light up again.

## 2. USING THE PHONE

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In standby mode the phone is on, but is not running any applications (calls, SMS messages, etc.).

### › Using the menu

Press  to open the menu.

- Press  and/or  to flick through the menu items.

At the top of the screen, the menu item currently highlighted will be displayed.


- Press  to open a menu item.
- Menu items can be selected directly using the digits assigned to them.
- Options which you can select by pressing  or  are displayed at the bottom of the screen.
- To return to standby mode, press  several times or close the phone.

### › Dual-function keys

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

 **key:** Listen to mailbox



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


 **Torch button:** Torch on continuously when the phone is on

### 3. CALLS


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#### › Incoming call


- To answer: Open the phone.
- To reject: Press  or close the phone.
- To mute the ringtone temporarily:  
Press the  button (on the side of the phone).

 *Incoming calls are answered immediately when you open your phone.*  
Under **Settings** ⇒ **Auto Pickup**, you can change this setting.





#### › Ending a call

Press  or close the phone.


#### › Dialling a number

Enter the number (incl. area code) you want to dial using the keypad. ⇒ Start the call by pressing .

#### › Redialling

When the phone is on standby, press   
to call up your call history.  
⇒ Press  and  to select a number.  
⇒ Start the call by pressing .

#### › Hands-free mode


Press  during a call to open the Options and turn the hands-free function on or off.

## 4. SMS MESSAGES

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- › Menu items: **Write message, Received, Unsent, Sent, Delete messages, Templates, Blocked numbers for messages, Send contact by SMS, SMS in PhoneBK, Message settings**

- › **Writing a message**

 ⇒ **Messages** ⇒ **Write message**

Enter text using the keypad.

Each key has several characters assigned to it, which can be selected by pressing the respective key several times.

(E.g. 2x , 1x , 3x , 3x ) and 3x  for Hallo)

The symbols available vary according to which language you are using.

Press  to change the input method.

**abc** ⇒ Lower case only

**Abc** ⇒ Upper and lower case


**ABC** ⇒ Upper case only


**123** ⇒ Digits

- › **Sending a message**

**Options** ⇒ **Send to** ⇒ Enter a number or open Contacts by pressing **Search**.

- › **Receiving a message**

Received messages are indicated by an audio signal and the  symbol.

- Press  to open a received message immediately.
- To view your message list, select **Messages** ⇒ **Received**.




## 5. CAMERA AND PHOTO ALBUM



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Your phone has a camera. You will find photos you have taken in the menu under **Photo album**.

### › Taking a photo

In standby mode, enable the camera by pressing 

When the camera is enabled:




- Press  to take a photo.
- Press  to open **Options** for the camera.

Available options: **Self-timer, Effect, Size, Quality** and **Night mode**


### › Photo album


Your photos will be saved in the **Photo album** menu.

In standby mode, enable the **Photo album** by pressing .

- Press  and/or  to flick through the photo album.
- Press  to open **Options** for the selected picture.

Available options: **View, Send, Wallpaper, Contact photo, Rename, Delete, Delete all** and **Memory**

 *You can connect your phone to a PC using the USB data cable and transfer your photos.*

 *You can use a data card to increase the storage capacity of your phone. You can purchase these cards from electronics stores.*


## 6. TOOLS

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

### 6.1 Alarm clock

- **Setting the time**

Enable the alarm clock ⇒ Enter the time ⇒ Confirm by pressing .

The alarm clock will now go off at the time you have set every day.

- **Off:** Disable alarm clock
- Switch off the ringing alarm clock by pressing .
- Mute the alarm by pressing  or   
(it will ring again after five minutes).

### 6.2 Bluetooth

This function allows you to use Bluetooth-enabled hands-free kits wirelessly.

- **Bluetooth on/off**
- **Connect** ⇒ **Search for new devices**

Search for devices you want to connect

⇒ Select devices by pressing .

Devices that have been connected before will be recognised and connected automatically.

- **Manage devices** ⇒ **Visibility** ⇒ **On**

Make your phone visible so that

it can connect to a Bluetooth device.

## 7. CONTACTS

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- › Menu items: **Search name, Add contact, Edit contact, Delete, Send contact by SMS, Copy contact, My number, Speed dial keys, Emergency numbers, Phone book settings and SMS in PhoneBK.**


- › **Saving contacts (name and number)**

 ⇒ **Contacts** ⇒ **Add contact**


⇒ Enter name and number

⇒ **Contact photo:** Select Yes or No


Save each new entry by pressing .


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

- › **Searching for contacts:**

 ⇒ **Contacts** ⇒ **Search name**

⇒ Press  and  to flick through the entries

or enter the first few letters of the entry you're looking for using the keypad (and continue flicking with  if necessary).

⇒ Once you've selected an entry, press  to start a call.

## **8. SETTINGS**

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- › **Menu items: Silent/Sleep mode, Sound & alert, Handset volume, Hands-free volume, Display & light, Text scrolling speed on external display, Time & date, Language, Text size, Camera settings, Call waiting, Call forward, Auto Pickup, Suppress number, Help texts, Network selection, Favorite key, Voicemail number, Emergency numbers, Emergency button, Security settings, Phone book settings, 0000 to enter Settings, Master reset**

### **8.1 Sound & alerts**

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

- › **Menu items: Ringtone, Alarm melody, Ringer volume, Silent/Sleep mode, Meeting/Theater mode, Maximum/Bus mode, Increasing ring, Vibra for call, Vibra for alarm clock, Key tones, Message tone, Vibra for messages, Handset volume, Handsfree volume, Confirmation tone, Emergency tone**

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› **Silent/Sleep mode**

Visual notifications only (torch LED flashes, notifications on the external display), no ringtone, no vibration function

› **Meeting/Theater mode**

Visual notifications (torch LED flashes, notifications on the external display), device vibrates, no ringtone

› **Maximum/Bus mode**

Key tones, SMS tone and vibration function activated, ringtone volume is set on maximum

## **8.2 Favorite key**

Assign the function you use most to this key.


## **8.3 Auto Pickup**

Incoming calls are answered immediately when you open your phone. You can change this setting here.

## **8.4 Voicemail number**

Enter the number for your mailbox.

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

Press and hold the  key to listen to your mailbox.

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## 8.5 Security settings

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

## 8.6 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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Read the instructions carefully and set the emergency call function according to you 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 dialled automatically in the order you have saved them in.


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. An audible warning signal will sound when you answer the 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 call will be disconnected (to prevent your emergency call going through to a contact's mailbox).*

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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. three 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 numbers saved, have no credit on your prepaid phone card or are connected to a foreign 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 number, 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 numbers**

In the **Settings** menu ⇒ **Emergency numbers**

⇒ **Add emergency number**

⇒ Select an entry (e.g. **EmNo. 1**) by pressing  

⇒ Select **Ok** by pressing 

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

⇒ Select a contact

› **Activating the emergency button**

In the **Settings** menu

⇒ **Emergency numbers**

⇒ **Emergency button**

⇒ **On/Off**

› **Pre alarm**

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

After this, the emergency call sequence starts.

In the **Settings** menu

⇒ **Emergency numbers**

⇒ **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>	emporiaGLAM (V34)

### › Scope of delivery

- **Mobile phone:** emporiaGLAM (V34)
- **Extra battery cover without an emergency button**
- **Battery:** AK-V34
- **USB cable**
- **AC adapter:** RL-600mA-UK
- **Table charging unit:** TL-V34

### › 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:** 106 × 51 × 18 mm
- **Weight:** 92 g
- **Battery:** Li-ion 3.7 V, 1020 mAh, 3.77 Wh (replaceable)
- **AC adapter:**  
input: 100 - 240V AC, 50/60 Hz, 150 mA;  
output: DC 5.0V, 600 mA
- **Table charging unit:**  
input/output:
- **Standby time:** 320 h\*
- **Talk time:** 300 min\*  
(\*The battery life can be reduced depending on network coverage and active applications.)
- **Internal antenna:**  
SAR body: 0.93 W/kg  
SAR head: 0.04 W/kg
- **Operating temperature range:**  
-10° – 40° C
- **Hearing Aid Compatible:** M4/T4
- **Bluetooth:**

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## > Frequencies

- **BT:** 2402 MHz - 2480 MHz  
Transmitter power: < 0.0044 W
- **E-GSM 900/GPRS 900/EGPRS 900:**  
TX: 880 - 915 MHz; RX: 925 - 960 MHz  
Transmitter power: < 2.69 W
- **E-GSM 1800/GPRS 1800/EGPRS 1800:**  
TX: 1710 - 1785 MHz; RX: 1805 - 1880 MHz  
Transmitter power: < 1.4125 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, 50/60Hz (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  
**emporiaGLAM (V34)**

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 that reads "Eveline Pupeter". To the left of the signature, the letters "CE" are printed in a light grey font, indicating CE marking.

Eveline Pupeter  
CEO, emporia Telecom  
01/08/2020, Linz/Austria



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

- DE Druckfehler, Irrtümer und technische Änderungen vorbehalten.
- EN Subject to mistakes, printing errors and technical changes.
- 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.

