emporia
KFT19·SOS

Big-button phone with
emergency-bracelet

QUICK-START GUIDE

02 WELCOME

Thank you for purchasing an emporia Big Button KFT19-SOS telephone.

This user guide provides you with information that you need to set up and start using your phone.

Before you make your first call, please follow the simple instructions in »Getting started« on page 06.

What's in the Box

· KFT19-SOS-UK telephone
· Receiver cord
· Phone line cable
· 4 pc. AA batteries
· Emergency button with bracelet and lanyard fittings
· Quick-Start Guide

Keep the packing materials in a safe place in case you need to transport the unit. Keep the receipt, it is your guarantee.

CONTENTS

04 YOUR PHONE AT A GLANCE

01 **Receiver hook switch**
(line interruption)

02 **BOOST-key** 🕭
This button allows you to instantly increase the volume of the receiver. The audio-boost function will be disabled automatically when the call ends.

03 **Speaker**

04 **MENU-key** MENU
Use this key to open the menu.

05 **ARROW keys** △ ▽
Use this key to …
· … to scroll in lists and menus.
· … to open the 📖 **Phone book** or
 the **Caller ID (CLIP) list** (incoming calls).

06 **DELETE key** 🗑
Use this key to clear/delete individual digits that have been entered or to delete a entry in alist.

07 **OK-key** OK
Use this key to confirm a menu item or an entry.

08 **Incoming Call LED indicator**
The red LED will flash to indicate incoming calls.

09 **SOS-key** SOS
This SOS button is a one-touch memory key that you can allocate to a nominated family member, carer or neighbour so that you can easily contact them through the SOS key.
You can find more and detailed information in chapter »Emergency call function« on page 11 of this manual

emporia

12:38ᴬᴹ 1/00

0732777717

:00   NEW:00

10 **PHONEBOOK-key** ⌗

Use this key to …

· … to switch between the **Caller ID (CLIP) list**
and 📖 **Phone book**.

· … to exit/end the menu.

11 **FLASH-key** R

If you dial a number and the line is busy,
press the **FLASH key** and the **REDIAL key**
to redial the number.

12 **REDIAL key** ◐

Outgoing call list – You can use this key to dial
your most recently dialled number again.
It also allows you to insert a dialling pause
when inputting a number.

13 **HANDS-FREE key** ◀))

With this key you can accept a call in handsfree
mode, start a call in handsfree mode or switch
the handsfree mode on or off during a call.

14 **NUMBER keys**

Positioning the phone

· You need to position your phone within 2 metres of a phone socket so the cable can reach.

· Do not place this product on an unstable surface. The phone could drop on the floor, which could cause serious damage to it.

Set the ringer volume

Slide the switch **1** to 🔔 loud, 🔔 medium, or 🔕 quiet as needed.

Adjust the handset volume

Move the slider **2** as needed. Upwards ◀)) to increase and downwards ◀ to decrease the volume.

## Connecting the receiver cord

Insert one end of the receiver cord into its port (✎) **3** on the left-hand side of the phone and the other end into the receiver.

Connecting the telephone line

· Insert the transparent plug into the line port (☎) **4** on the bottom of the phone.

· Plug the other end of the telephone line cord into the wall socket.

Inserting the batteries

Open the battery compartment **5** and insert the included batteries (4 × AA). Please pay attention to the polarity. Once the batteries are in, put the battery compartment cover back on. The time should now be displayed on the screen.
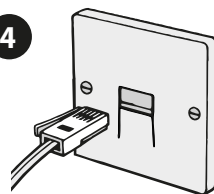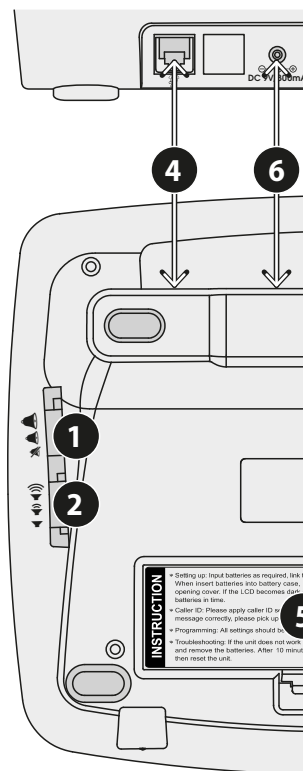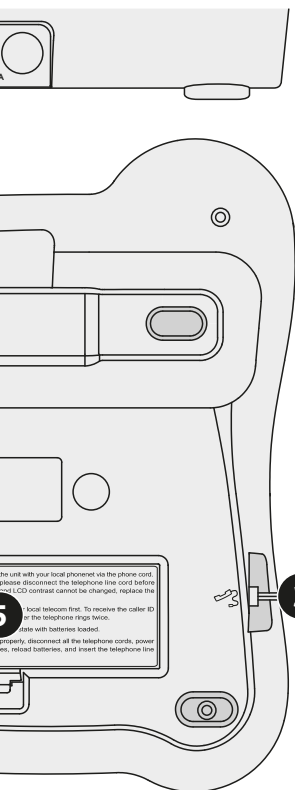
Connect the power supply

Insert the plug into the port **6** on the back of the device and the other end into a 240V power socket.

Setting the display language

You can change the display language if the phone has been set to a language you don't understand.

· When the corded phone is not in use, press the **MENU-key** MENU, to open the menu. LCD CONTRAST will be displayed.

· Press the **ARROW key** △ (UP) three times to select. LCD LANGUAGE will be displayed.

· Confirm with the **OK-key** OK. The available languages will be listed.

· Use the **ARROW keys** △ ▽ to select your desired language.

· Finish with a final confirmation by pressing the **OK-key** OK.

· Exit the menu by pressing the **PHONEBOOK-key** 📖.

Setting the date and time

If your service provider has activated caller ID, the time and date will be automatically updated on the phone by the network as soon as you receive a call.

Screen backlight

The backlight will illuminate when you receive an incoming call, dial out or press any key. It will go off when the phone is not in use

Using the menu

· When the phone is not in use, press the **MENU-key** MENU to open the menu.

· Use the **ARROW keys** △ ▽ to scroll from one function to the next. The current function will be shown on the display.

· Press the **OK-key** OK to select the displayed function. The corresponding option will open.

Entering text

Enter text using the keypad. Each key has several characters assigned to it, which can be selected by pressing the respective key several times. The table below shows you which number to press for each letter and special character. This will be helpful when storing a name in the phone book.

> **Writing tips:**

· Enter letters and characters by pressing the corresponding key. Press the corresponding key briefly several times in succession to get to the desired character.

· When a character has been selected, the cursor will move to the next position after a short pause.

· You can use the **ARROW keys** △ ▽ to move the cursor around the text if you want to amend the text you've entered.

· Press the **DELETE key** 🗑 to delete the character to the left of the cursor.

	0	1	2 ABC	3 DEF	4 GHI	5 JKL	6 MNO	7 PQRS	8 TUV	9 WXYZ
1×	blank	1	A	D	G	J	M	P	T	W
2×	0	.	B	E	H	K	N	Q	U	X
3×	–	,	C	F	I	L	O	R	V	Y
4×	+	:	2	3	4	5	6	S	8	Z
5×	=	;						7		9
6×	-	!								

Incoming calls

> **Accepting a call**

· When you receive a call, the phone will ring and the red **Incoming-Call LED indicator** will flash. Simply pick the receiver up to answer the call.

· Or press the **HANDS-FREE key** ◀)) if you wish to answer in hands-free mode.

> **Ending a call**

Simply put the receiver back on to the cradle or press the **Receiver hook switch** (or press the **HANDS-FREE key** ◀)) if you are are using the phone in hands-free mode).

During a call

> **Audio-Boost-Function**

The audio-boost function will raise the volume of the receiver to amplify the volume of the voice/sound (handset only). The audio-boost function will be disabled automatically when the call ends. Press the **BOOST-key** ⟨⟩ to turn the audio-boost function on or off.

> **Hands-free mode**

In hands-free mode, you can talk to someone on the phone without having to hold the receiver. In addition, other people in the room can follow your conversation thanks to the loudspeaker.

· To answer and end a call in hands-free mode, simply press the **HANDS-FREE key** ◀)).

· To turn hands-free mode on during a call, press the **HANDS-FREE key** ◀)) and place the receiver back in the cradle.

· To turn hands-free mode off during a call, lift the receiver and press the **HANDS-FREE key** ◀)).

Make a call

· Pick up the receiver and wait until you hear the dial tone.
· Enter the phone number.
  OR
· If you want to use hands-free mode, press the **HANDS-FREE key** ◀))). Wait until you hear the dial tone.
· Enter the phone number.

Outgoing call list

The most recently dialled phone numbers are listed and displayed chronologically in the **Outgoing call list**. If the list is full, each new entry will replace the oldest.

· Use the **REDIAL key** ⏺ to open the **Outgoing call list**.
· Use the **ARROW keys** △ ▽ to select the desired entry. Press and release the **OK-key** OK to start the call.
· Use the **DELETE key** 🗑 to delete a entry. Press and hold it for 3 seconds the to delete all entries of the list.

Incoming call list

The most recently received phone numbers are listed and displayed chronologicaly in the **Caller ID (CLIP) list** (**incoming calls**). If the list is full, each new entry will replace the oldest.

· To enter **Caller ID list**, ensure the **CLIP**-Symbol is displayed right of the date. (Use the **PHONEBOOK-key** 📖 to switch between the **Caller ID list** [Incoming call list] and 📖 [**Phone book**].) Use the **ARROW keys** △ ▽ to open the **Caller ID list**.
· Use the **ARROW keys** △ ▽ to select the desired entry. Press and release the **OK-key** OK to start the call.
· Use the **DELETE key** 🗑 to delete a entry. Press and hold it for 3 seconds the to delete all entries of the list.

Your phone is equipped with an emergency call function which can be programmed to automatically call **up-to 30 contacts** from the phonebook in rotation and **up-to 30 times**.

The recipient of the emergency call will hear a voice message which states that »**This is an emergency call, to accept this call press 1**«.
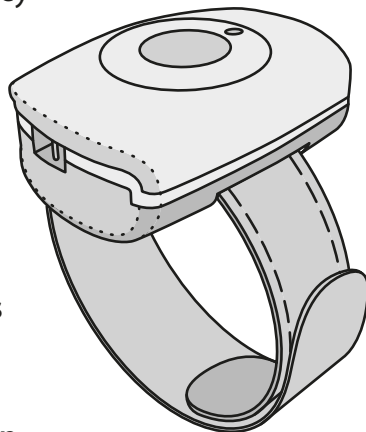
> **There are two ways to make a call for help quickly in an emergency:**

· Press and hold the **SOS-key** `sos` on the emergency bracelet.

· Press the **SOS-key** `sos` on the phone.

The emergency bracelet

01 **SOS-key** `sos`

· Press and hold to start a emergency call.

· Press and hold for 2 seconds for accepting a call.

· Press and hold again for 2 seconds to end a call.
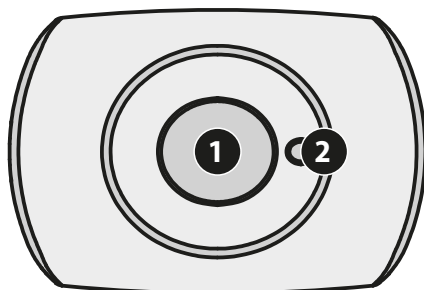
02 **LED**

Flash to indicate a press on the SOS-key.

03 **Battery cover screws**

04 **Eyelets for bracelet**

05 **Eyelet for lanyard**
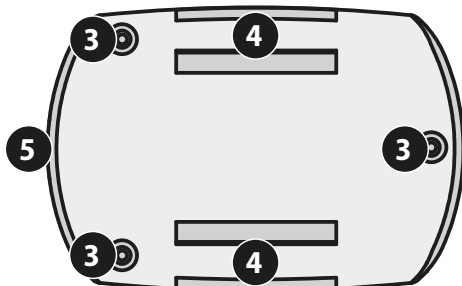
12 EMERGENCY CALL FUNCTION

Your emergency button can be worn as a bracelet or around your neck using the pendant strap included. The pendant can be used to answer an incoming call remotely rather than rushing to the phone or trigger an emergency call.
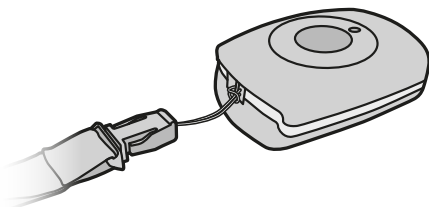
To answer an incoming call, whilst the phone is ringing, press the button on emergency remote Button for 2 seconds and your telephone will answer in hands free mode where you will be able to speak to the caller. When you reach the telephone, you can continue in hands-free mode or lift the receiver to talk. You can also end the call by pressing the remote emergency button for 2 seconds,

To activate and emergency call Press and hold the button for 2 seconds. Please see the following sections that explain the emergency call set-up and call process.

There is an LED light on the remote Button. If this does not illuminate please replace the battery. We recommend that you replace the battery in the remote Button every 12 months.

You can register up to five emergency bracelets on your phone. You can read how to manage these transmitters in Chapter »Manage pendants« on page 20.

Changing the alarm Button battery

We recommend that you replace the alarm Button battery every 12 months and check that its function is working at regular intervals (at least every 4 weeks). If the LED light does not illuminate or it cannot be used for 'answer' functionality, replace the battery as soon as possible. We recommend that you use a service partner or suitable qualified technician to replace the battery in order for the remote emergency Button to retain its water resistance ability and functionality.

· Using a small Phillips screwdriver, remove the three screws.
  You do not need to remove the wrist strap or pendant to replace the battery.
  Place your remote Button with the button facing down on a soft dry surface.

· Lift carefully the top section of the button and remove the casing and the silicon-layer.

· Replace the battery (type: A23, 12 V). Pay attention to the polarity (the spring is the negative end of the battery).

· Ensure that the silicon-layer is correctly placed inside the top section and replace it over the lower section – being careful to ensure that the gaps are all closed correctly. There is only 1 way that the silicon layer can fit correctly and the eyelets should be clear from silicon section.

· Before replacing the screws we recommend that you press the button for less than 1 second to test the LED illuminates and that the new battery is located correctly.

· Now carefully turn over the emergency Button to have the button facing down and replace the 3 Philips cross head screws securely. Do not over tighten.
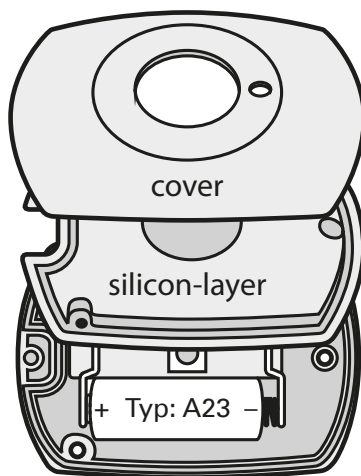
Emergency call cycle

When the emergency cycle is started, the following happens:

· The phone will sound the alarm for 5 seconds and automatically dials the first emergency number. The phone alarm will stop and the following voice message will be played:
 »**This is an emergency call, to accept this call press 1.**«

· If the recipient of the call does not confirm the call by pressing the **1 key**, the call will be dropped and the second person from your emergency list will be called.

· If it is not possible to get through to the second contact, the third will be called, and so on.

· Up to 30 emergency contacts can be added to the emergency list and can be called in the order saved. This call list will be repeated up to 30 times for all assigned emergency contacts unless it is answered and confirmed by one of the recipients.

When the call is answered and confirmed by the recipient, the telephone will be placed in to hands-free mode and you will be able to hear and speak with the recipient of the emergency call.

We recommend that you have at least 5 emergency contacts assigned to the emergency list.

Warning tone

A warning tone will start sounding immediately on your telephone to confirm the emergency function is activated. The warning tone stops after 5 seconds and you will hear the voice announcement repeatedly say »**This is an emergency call, to accept this call press 1**«.

How do I stop an accidental emergency call?

If you press and hold the **SOS-key** sos by mistake and activate the emergency call procedure press the orange **HANDS-FREE key** 🔊 or press and hold the **DELETE key** 🔙 on the telephone. The call will stop immediately.

Who do I call in an emergency?

· Inform the people you are setting as emergency contacts and discuss with them what they should do in an emergency.
· If you want to add a help organisation or an official institution such as a rescue service, it is imperative that you check with those organisations that they can accept your call before doing so.

Please do NOT set your phone to call the Emergency services 999/112.

What does the emergency call recipient have to do?

· An automatic announcement will be played constantly for any recipient. The message will say: »**This is an emergency call, to accept this call press 1.**«
· Your emergency contact now has to press the **1 key (one)** on their keypad within 60 seconds to confirm the call. When the call is accepted by the recipient, they will be able to speak to and hear the caller.
· If the call is not confirmed, the call will move on to your next assigned emergency contact. This ensures that your call does not go through to an answerphone or a voicemail.

Setting the emergency call list

To set-up the emergency function, you will need to add names and numbers to the phonebook and select which of these contacts you would like to receive and emergency call. Please discuss this with them before adding them.
Find more information about creating a contact in chapter:

16   PHONE BOOK

The phone book store up to 30 numbers and the names connected to them. Contact records can contain numbers of up to 22 digits and names of up to 16 characters.

Creating a contact record

· When the phone is not in use, press the **MENU-key** MENU to open the menu. LCD CONTRAST will be displayed.
· Use the **ARROW keys** △ ▽ to select STORE NUMBER
· Confirm with the **OK-key** OK.
  The cursor will be displayed. Enter the number.
· Confirm with the **OK-key** OK.
  The cursor will flash in the bottom row.
  Enter the name *(see page 08)*.
· Confirm with the **OK-key** OK.
  EMERGENCY OFF will be displayed.
  Here you have the option to define this entry as an emergency contact.
  Use the **ARROW keys** △ ▽ to switch between OFF and ON.
· Confirm your decision with the **OK-key** OK.

· If you choose EMERGENCY ON, now -01- POSITION will be displayed.
· Use the **ARROW keys** △ ▽ to specify the order in the emergency cycle.
· Finaly confirmation by pressing the **OK-key** OK.
  SAVED! will be displayed.

Dialling a number from the phone book

· To enter the **Phone book**, ensure the 📖-Symbol is displayed right of the date. (Use the **PHONEBOOK-key** 📖 to switch between 📖 [**Phone book**] and the **Caller ID list** [incoming calls].)
· Use the **ARROW keys** △ ▽ to open the **Phone book**.
· Use the **ARROW keys** △ ▽ to select the desired entry.
· Press and release the **OK-key** OK to start the call.

Edit an entry from the phone book

· Use the **ARROW keys** △ ▽ to open the **Phone book**.
· Use the **ARROW keys** △ ▽ to select the desired entry.
· Press and hold the **MENU-key** MENU.
  EDIT? will be displayed.
· Confirm with the **OK-key** OK.
  The number will be displayed, the first digit flashes.
  Use the **ARROW keys** △ ▽ to move the cursor around.
· Confirm your changes with the **OK-key** OK.
  The name will be displayed, the first character flashes.
· Confirm your changes with the **OK-key** OK.
  EMERGENCY OFF/ON will be displayed.
· Use the **ARROW keys** △ ▽ to change the emergency setting.
· Finaly confirmation by pressing the **OK-key** OK.
  SAVED! will be displayed.

Delete an entry from the phone book

· Use the **ARROW keys** △ ▽ to open the **Phone book**.
· Use the **ARROW keys** △ ▽ to select the desired entry.
· Use the **DELETE key** 🗑 to delete a entry.
  Press and hold it for 3 seconds the to delete all entries of the list.

18 SETTINGS (MENU)

Your phone comes with a number of settings that you can change to personalise the way the phone works.

- · When the phone is not in use, press the **MENU-key** MENU to open the menu. LCD CONTRAST will be displayed.
- · Use the **ARROW keys** △ ▽ to scroll from one function to the next. The current function will be shown on the display.
- · Use the **PHONEBOOK-key** 🕮 to exit the menu.

LCD contrast
The default is: 4; 1 (low) up to 5 (high) selectable

Enter time/date
If your service provider has activated caller ID, the time and date will be automatically updated on the phone by the network as soon as you receive a call.

- · Select ENTER TIME/DATE in menu.
- · Confirm with the **OK-key** OK.
  ENTER TIME will be displayed, the hour digit flashes.
- · Use the **ARROW keys** △ ▽ to change the value.
- · Confirm with the **OK-key** OK, the minute flashes.
- · Use the **ARROW keys** △ ▽ to change the value.
- · Confirm with the **OK-key** OK.
  ENTER DATE will be displayed, the month flashes.
- · Use the **ARROW keys** △ ▽ to change the value.
- · Confirm with the **OK-key** OK, the day flashes.
- · Use the **ARROW keys** △ ▽ to change the value.
- · Finaly confirmation by pressing the **OK-key** OK.
- · Exit the menu by pressing the **PHONEBOOK-key** 🕮.

Store number

(see page 16)

LCD language

· You can select the language to be displayed on the display:
English, Francais, Italiano, Deutsch, Espanol, Nederlands, Polski,
Svenska, Dansk, Suomi, Portugues
· To change the display language if the phone has been set to
a language you don't understand, see the instruktion »Setting the
display language« on page 07.

Voice – spoken functionality

Your phone can be set to read out the following elements to make it
easy to use if you are partially sighted:
· Menu Options
· Incoming Telephone Numbers (using Caller-ID)
· Emergency Announcement
· Dial pad numbers

Languages available are as listed under LCD Language above.
Please note: changing the **LCD language** does not change
the **Voice language** in the screen reader.
Voice can be turned off as the final option in the language list.

Set flash time

Adjusting the flash time is only used for a PBX phone system.
The default setting is 100 ms which is correct for home telephones.

Manage pendants

> Pair new pendant

· Select PAIR NEW PENDANT in menu.
· Confirm with the **OK-key** OK. PAIRING will be displayed.
· Confirm with the **OK-key** OK to start pairing mode.
  PAIRING... will be displayed and will flash.
  You have 2 minutes to pair you new pendant.
· Press and hold the **SOS-key** SOS on the emergency bracelet.
· As soon as the bracelet is successfully registered,
  DONE will be displayed.

> Disconnect a pendant

· Select PAIR NEW PENDANT in menu.
· Confirm with the **OK-key** OK. PAIRING will be displayed.
· Use the **ARROW keys** △ ▽ to select DELETE DEVICE.
· Confirm with the **OK-key** OK.
· As soon as the bracelet is successfully deregistered,
  DONE will be displayed.
  All previously paired bracelet are disconnected.

Local area code

After you have set the local area code, the device automatically filters the area code if the incoming number matches the first number with the local area code. If the area code has only 4 digits, the last digit can be left as a -.

Emporia Service Center

· Mo.- Do. 08:30-17:00 · Fr. 08:30-13:00
· service@emporiatelecom.co.uk
· **UK hotline**: +44·1923·947778
  www.emporiatelecom.co.uk
· **IE hotline**: +353·1·592 6339
  www.emporiatelecom.ie

Guarantee

Without prejudice to any claim the customer may have in relation to the retailer, the customer is given a manufacturer's guarantee with the terms and conditions set out below:

· This guarantee applies to new devices purchased in the European Union. For products sold in the United Kingdom and in the Republic of Ireland, the guarantee is issued by
  Emporia UK and Ireland Limited,
  1st Floor, Building 2 Croxley Business Park, Watford, England.
· If a new device and/or its components exhibit defects resulting from manufacturing and/or material faults within **12 months** of purchase, the device will either be replaced with a new, up-to-date device or repaired. For parts subject to wear and tear, such as batteries, this guarantee is valid for **six months** from the date of purchase.
· This guarantee will not cover device defects caused by improper care or use and/or failure to comply with information in the user guides provided.
· If you ever wish to invoke the guarantee, you will need to present your purchase receipt and the date of your purchase as evidence.
· To invoke the guarantee, please call our hotline.

Safety precautions

· Read through the safety precautions and the user guide before using your phone.
· The device's feet do not usually leave any marks on surfaces. However, due to the many different varnishes and polishes available for furniture, contact marks on the surfaces cannot be completely ruled out.
· Never expose the phone to heat sources, direct sunlight or other electrical devices.
· The device is not splashproof. For this reason, do not install it in damp environments such as bathrooms or shower rooms.
· Protect your phone from moisture, dust, corrosive liquids and vapours.
· Batteries with visible damage must be replaced.
· Stop using defective devices or have them repaired by our Service team, as they could interfere with other wireless services.

Care

· Wipe your phone with a damp cloth or an anti-static cloth. Do not use solvents or microfibre cloths.
· Never use a dry cloth, because this can create a static charge.
· In rare cases, contact with chemical substances can cause changes to the device's exterior. Due to the wide variety of chemical products available on the market, it was not possible to test every substance.
· Damage to high-gloss finishes can be carefully rectified using display polishes for mobile phones.

Contact with liquids

What to do if your phone comes into contact with liquids:

· **Disconnect the power supply.**
· **Remove the batteries and leave the battery compartment open.**
· Allow the liquid to drain from the device. Pat all parts of the device dry.
· Place the device in a warm, dry place for **at least 72 hours** (not in a microwave, an oven or somewhere similar) with the battery compartment open and the keypad facing down.
· **Do not switch the device on again until it is completely dry.**
· Once it has fully dried out, you will normally be able to use it again.

Disposal

· Batteries should not be disposed of with general household waste. Observe your local waste disposal regulations, the details of which can be obtained from your local authority.
· All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities provided by the government or your local authority.
· Disposing of your old device correctly by taking it to a designated collection facility will help prevent potential negative consequences for the environment and human health. Also, used electrical and electronic equipment cannot be reused or recycled if it isn't disposed of in this manner.

Declaration of network conformity

· Trademark: emporia
· Model: KFT19 SOS (GCE 6223+SOS)
· Item description: Big button telephone

We, emporia telecom **emporia telecom GmbH + CoKG, Industriezeile 36, 4020 Linz, Austria** declare that the item described above is designed and suitable for the following telephone networks, and take sole responsibility for this. Operation outside of these countries cannot be guaranteed.

■ Austria	■ Greece	☐ Norway
■ Belgium	☐ Iceland	■ Portugal
■ Denmark	■ Ireland	■ Spain
■ Finland	☐ Liechtenstein	■ Sweden
■ France	■ Luxembourg	■ Switzerland
■ Germany	■ Netherlands	■ United Kingdom

Declaration of conformity (DoC)

· Manufacturer: **emporia telecom GmbH + CoKG**
                      Industriezeile 36, 4020 Linz, Austria
· Importeur: **Emporia UK and Ireland Limited**
                      1st Floor, Building 2 Croxley Business Park, Watford, England
· Website: www.emporia.eu
· Trademark: emporia
· Model: KFT19 SOS (GCE 6223+SOS)
· Item description: Big button telephone

We, emporia telecom GmbH + CoKG (Industriezeile 36, 4020 Linz, Austria), hereby declare that the telecommunication or radio device complies with Directive 2014/53/EU.
The full text of the EU declaration of conformity can be viewed on this website: **http://www.emporia.eu/doc**

Responsible for the accuracy of this information
Eveline Pupeter,
CEO, emporia Telecom
01. 12. 2020

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