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# Emporia V27 4G LTE Simplicity (HM97)

Thank you for purchasing from RNIB. In the unlikely event the item is unsuitable, please contact us within 14 days of receipt to obtain your returns number. To ensure your return goes smoothly, the item and all components must be in as new condition and packed in its original, undamaged packaging. For further details and guidance on returning faulty items, please see the Terms and conditions of sale and how to contact RNIB sections of this instruction manual.

Please retain these instructions for future reference. These instructions are also available in other formats.

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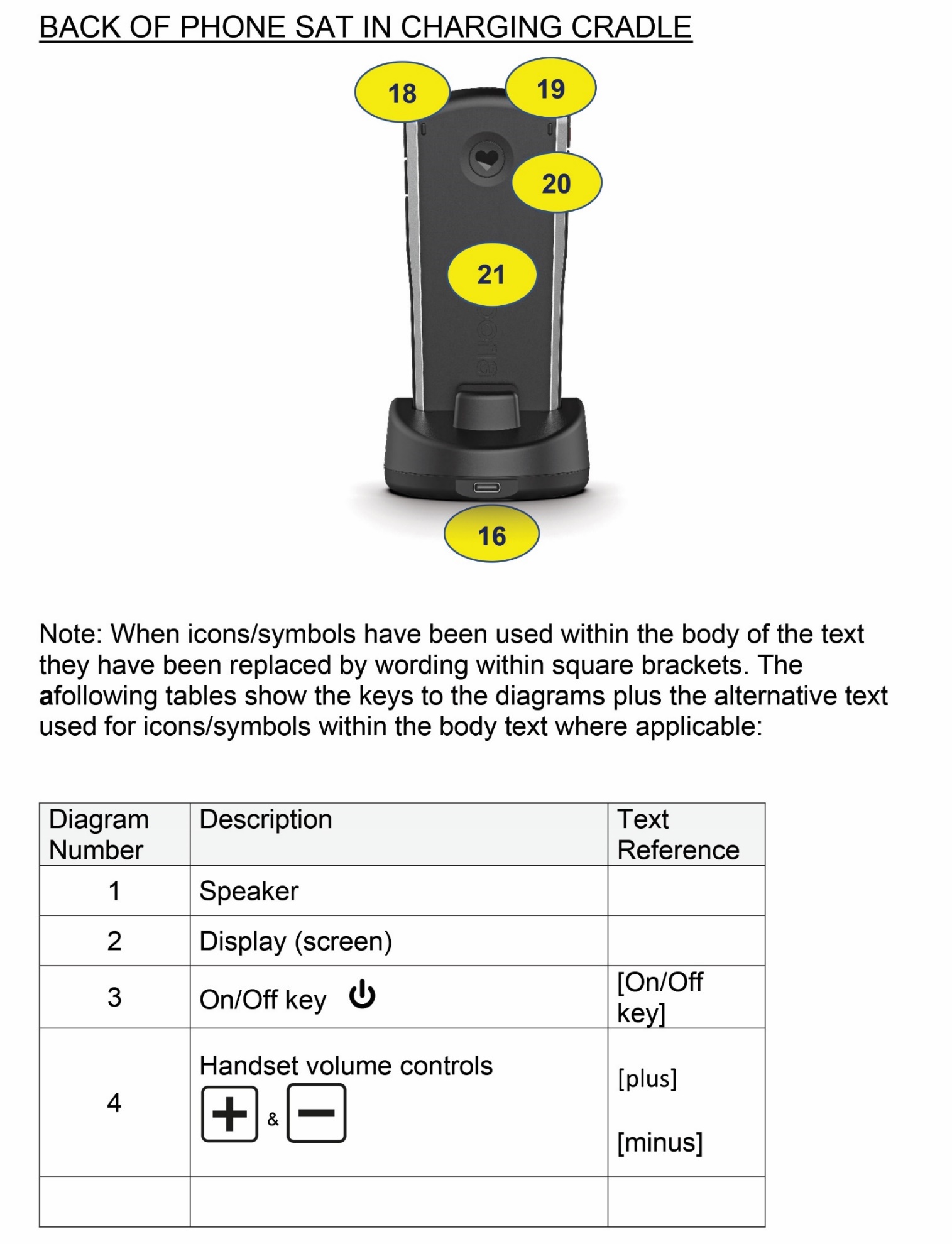
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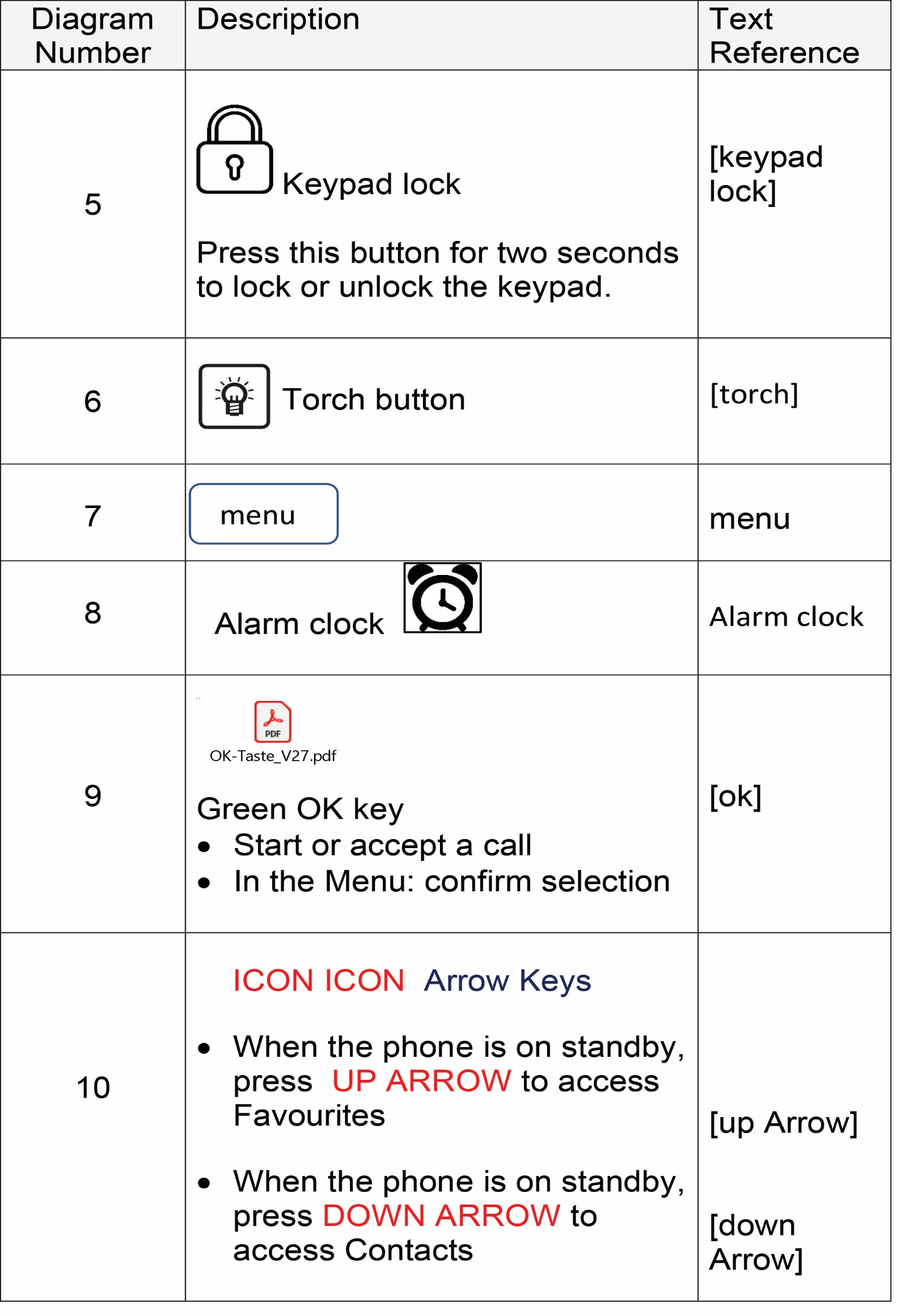
## General description

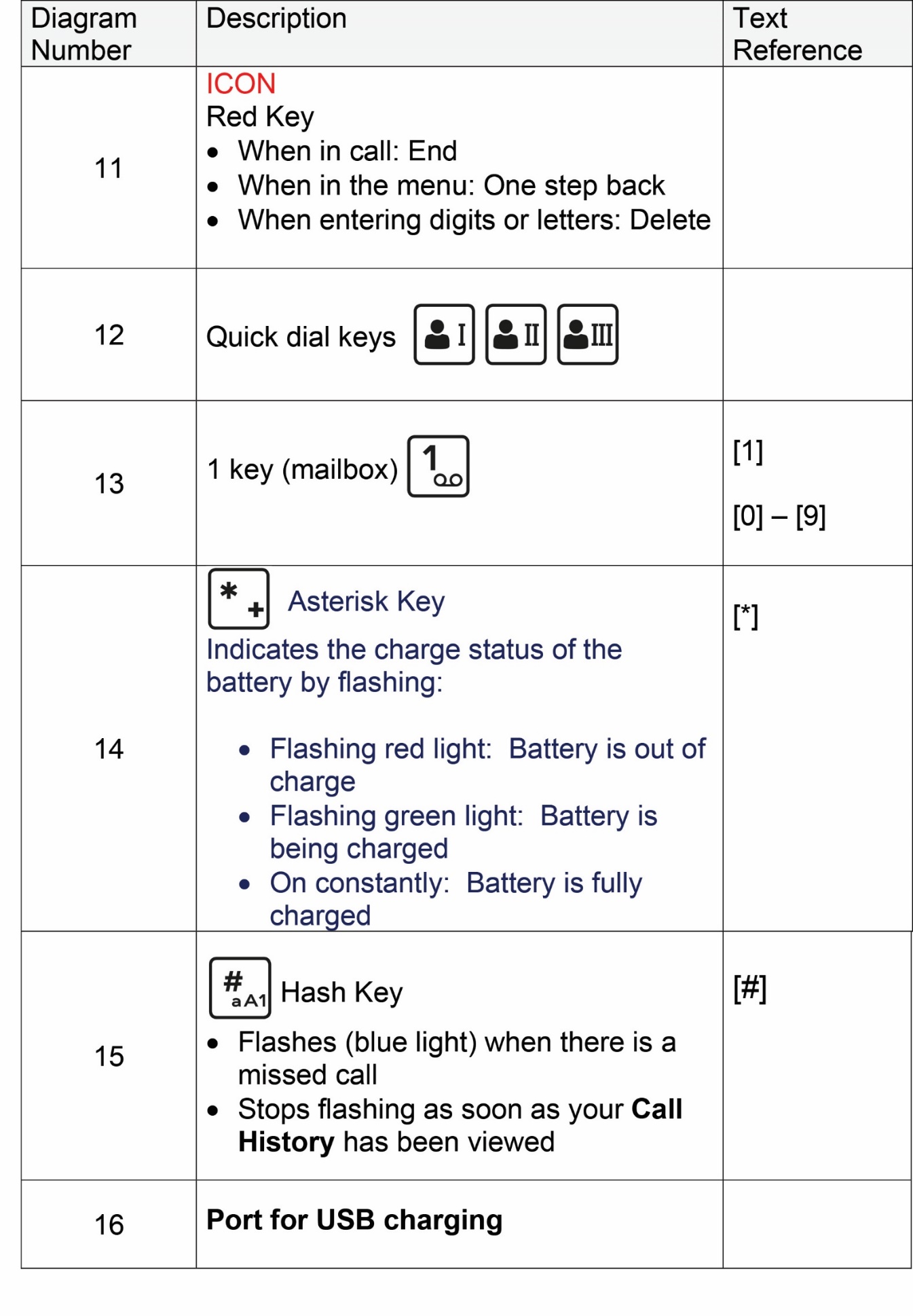
The Emporia Simplicity V27 is a 4G LTE bar style mobile phone with accessible features. These include an easy to see keypad and emergency call function.

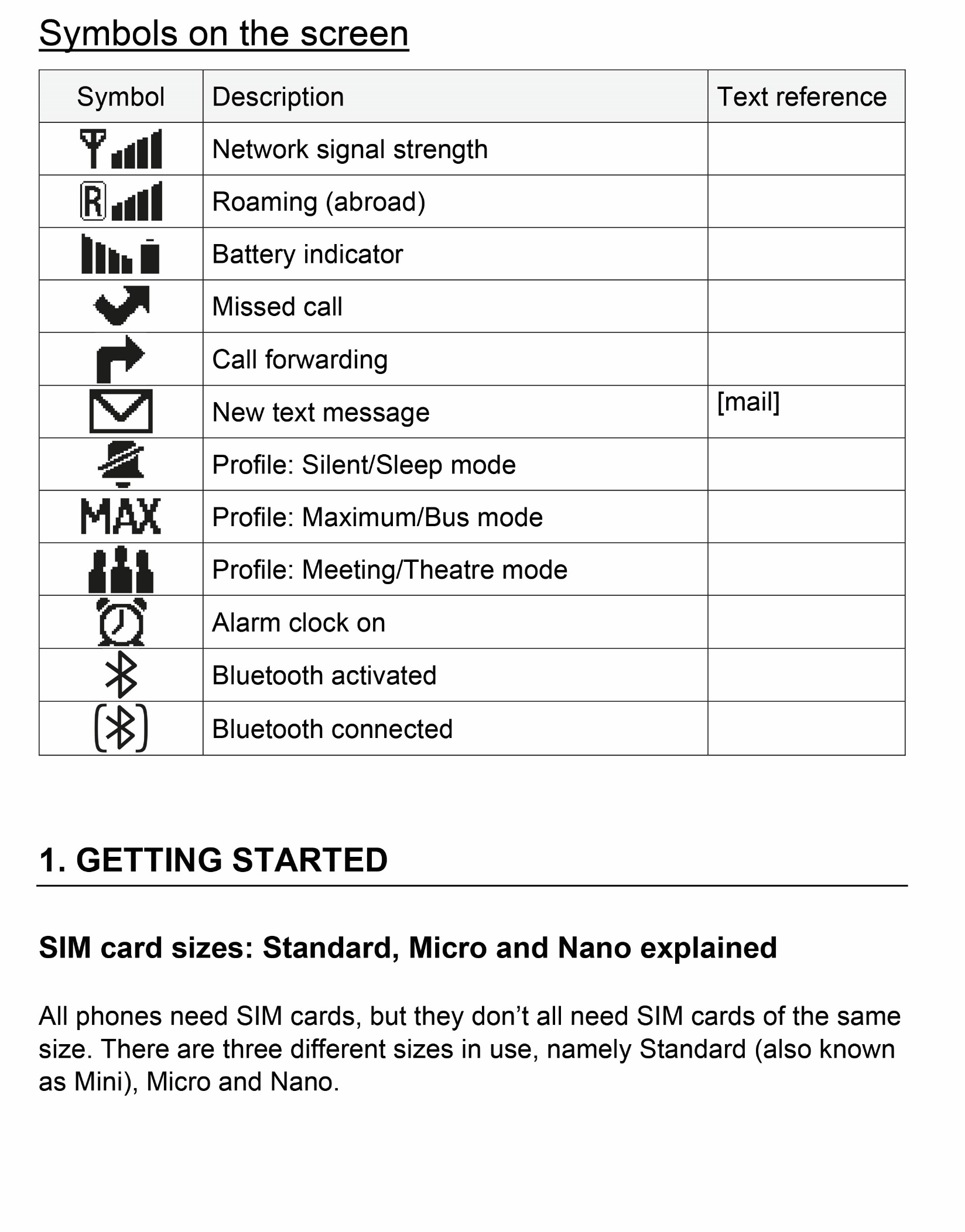
## Orientation

Below is an image of the front of the phone, labelled with numbers to their corresponding symbols.









### 

### Left edge

On the left edge, there are four buttons. The top (first) button is the rectangular power button to turn the phone on/off. The second and third buttons are round and raised and control the volume. The second button raises the volume, and the third button lowers the volume. The fourth button is the keypad lock.

### Right edge

On the right edge, there are three buttons. The top (first) button is the Torch on/off key. The second button is the Menu and the third is the Alarm Clock key.

### Top edge

On the top edge, you will find the Torch LED and the Opening for removing the battery cover.

### Front

At the top of the screen, you will find the phone’s speaker.

Below the screen, you will find the number keypad which is made up of six rows of three buttons.

Starting at the top and moving from left to right they are:

### Row one

A green OK key. Used to start or accept a call, or to confirm the selection of an option within a menu.

Up and down arrow keys. When the phone is in standby, the up arrow, when pressed can be used to access favourites, whilst the down arrow can be used to access contacts.

A red decline key. This button can be used to end calls. When pressed within a menu, it will take you one step back. It can also be used to delete letters whilst typing.

### Row two

Here you will find three quick dial keys.

### Row three

number one

number two (also A, B and C)

number three (also D, E, and F).

### Row four

number four (also G, H, and I)

number five (also J, K, and L)

number six (also M, N and O).

### Row five

number seven (also P, Q, R and S)

number eight (also T, U and V)

number nine (also W, X, Y and Z).

### Row six

Asterisk button. This is the left button in the bottom row of the keypad. It will indicate the status of the phone’s battery by flashing.

Zero button – This is the middle button in the bottom row of the keypad.

Hash button. The hash button is the right button in the bottom row of the keypad.

### Bottom edge

From left to right, the buttons are as follows:

USB charging port

Headphone port

### Back

The rear features of the phone from left to right are as follows:

The opening for removing the battery cover

The LED torch (flashlight)

On the back of the phone, you will find a heart shaped emergency call button. This is set into a circular recess which sits approximately 2.5 cm from the top of the phone.

## Getting started

### SIM card sizes: Standard, Micro and Nano explained

All phones need SIM cards, but they don’t all need SIM cards of the same size. There are three different sizes in use, namely Standard (also known as Mini), Micro and Nano. The SIM card type for this phone is NANO.

### Standard SIM card

A Standard (or Mini) SIM card is the largest type of SIM card available at 15 x 25mm. You could think of it as a full-size card, while the other two types are cut down. However, the chip is the same size in all three. This is the important bit that stores your data, so with a Standard SIM card you just have a lot of plastic surrounding it.

### Micro SIM card

A Micro SIM card is one size down from a Standard card. So, it’s a little smaller, at 12 x 15mm. The actual chip is the same size, so it’s just the plastic bit around the chip that’s smaller.

### Nano SIM card

Nano SIM cards are the smallest SIM, at 8.8 x 12.3mm. This has almost no plastic border around the chip. This is the correct SIM for this phone.

### What to do if you have the wrong SIM card

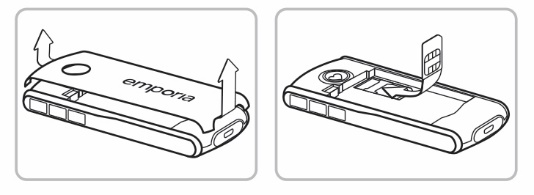
If you get a new phone that needs a different size SIM card, or you end up with the wrong size for any other reason, your best option is to contact your network and ask them to send a replacement. You’ll usually get three sizes in one, so probably won’t even have to request a specific size.

**Please note**

We would not recommend you cutting your SIM card to size, as this could risk causing damage to the chip inside.

## Inserting a SIM card

To insert your SIM card, remove the battery cover using the opening in the top left-hand corner of the phone. Then slide the SIM card into the SIM card holder with the gold contacts facing down. This is shown in the image below.



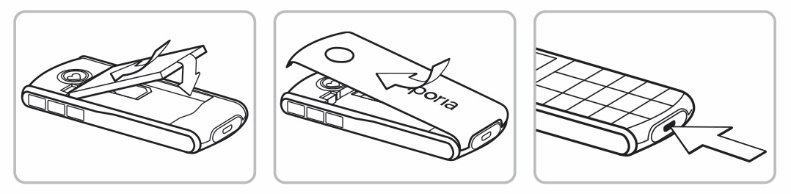
## 

## Inserting and changing the battery

Insert the battery, making sure that the battery contacts touch the phone's gold contacts. Then place the battery cover over the battery and click it firmly into place down both sides. You can then plug the charging cable into the USB port on the bottom of the phone and the power plug into a mains outlet. This process is shown in the image below.

To remove the battery, feel for the slit located at the bottom of the battery and use this to lift the battery out.

**Please note**



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.

## Turning the phone on

Pressing the on/off button located on the left of the phone for at least two seconds switches the phone on.

To turn the phone off, press the on/off button for two seconds again.

### 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 press any key, the screen will automatically light up again. If the keypad is set to lock automatically, the phone will only respond if the green OK button or the keypad lock on the left side of the phone is pressed.

## Using the product

### Initial start-up procedure - Important

When you turn on the phone for the first time, you will be prompted to select the Language. The phone should initially be set to English. Press the OK button to confirm this.

You will be promoted to set the Time and the Date. Do this using the keypad to enter the correct time and press OK to confirm.

You will then be prompted to select a Font size. Select Large or Small. Press OK to confirm.

### The 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.

## Using the menu

Press the menu key on the left side of the phone to open the menu. The menu is a list of the phone’s various functions.

Use the up and down arrow keys to scroll through the menu. Press OK to open a menu item.

At the top of the screen, the menu item currently highlighted will be displayed. The items available in the menu are:

Messages

Settings

Call History

Contacts

Tools

FM Radio

### Dual function keys

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

Number one key lets you listen to mailbox

Asterisk / star key: when pressed enters a country code when dialling for example +44 for the United Kingdom.

Torch button: Torch on continuously when the phone is on

## Calls

### Incoming calls

To answer an incoming call, press OK.

To reject an incoming call, press the red key.

To mute the ringtone temporarily, press the volume down button on the side of the phone.

To end a call, press the red button.

### Making a call

Enter the number, including the area code you want to dial using the keypad. Then start the call by pressing OK.

When the phone is on standby, press OK to call up your call history. Then you can press the up and down arrows to select a number. Start the call by pressing OK.

To initiate handsfree during a call, press the OK button to open the options menu. Then select handsfree by pressing OK. This will be the first option in the list.

## SMS messaging

When sending SMS messages, you will have the following menu options available:

Write message

Received

Unsent

Sent

Delete messages

Templates

Blocked numbers for messages

Send contact by SMS

SMS in Contacts

SMS settings

### Writing an SMS

To write a text message, press the menu button followed by OK to select Messages. Then press OK to select write message. You can then enter text using the keypad.

To input text, press the respective number key the required number of times for the letter you need. The symbols available vary according to which language you are using.

Press the hash key to change the input method:

abc for lower case only.

ABC for upper case only.

Abc for upper and lower case.

123 for digits.

Use the figure 1 key to access common punctuation marks.

### Sending a message

When you have completed the message, open Options and select Send. Select a Contact from the phonebook, type in a Phone Number using the keypad or select a number from your Recent calls list.

### Reading a message

When you receive a new message, an envelope will appear on the home screen.

Press the OK button to read the message immediately. You can find the text message again later in by selecting Menu, Messages, Received.

## Radio

Menu options for the radio are as follows:

Channel list

Manual input

Auto search

Loudspeaker

Information

Exit

### Searching for a station

You can set the station using the up and down arrow keys.

### Adjusting the volume

You can adjust the volume of the radio using the plus and minus keys on the side of the phone. You cannot change the volume if you are in an Options menu item. In this case, close the Options menu first.

### Station list

This list shows all station lists already saved.

### Manual input

If you know the frequency of the station you want, you can enter it here directly. Press the hash key for the decimal point.

### Auto search

This function searches for all detectable stations and saves them in the station list together with their frequencies.

## Tools

### Alarm

To set an alarm, open the Set time menu option. You can then enter your desired Alarm time and then Save it. The alarm is now activated and will go off at the time you have set every day. When the alarm is ringing, you can press the red key to turn it off or the green key to activate the snooze function.

Select the Off menu option to deactivate the alarm permanently.

**Please note**

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.

## Bluetooth

Turn the Bluetooth function On. Then select the Connect menu option and turn on Search for new devices. A list of available devices will be displayed. Select the device you want to pair the phone with from the list. Then follow the phones instructions to pair the devices. Devices that have been connected before will be recognised and connected automatically.

## Contacts

Menu items for contacts are as follows:

Search name

Add contact

Edit contact

Delete

Send contact via SMS

Copy contact

My number

Speed dial keys

Emergency numbers

Phone book settings

SMS in Phone Book.

### Searching for a contact in your phonebook

When on the home screen, press the phone book key or open Menu, Contacts, Search name. Then use the arrow keys to scroll through the entries or use the keypad to type the first letter of the contact you are looking for.

### Adding a contact

Open Menu, Contacts, Add contact. Enter the person's name and the phone number and then Save them.

**Please note**

Always save names and numbers with the international dialling code, for example, plus 41 for Switzerland, plus 43 for Austria and plus 49 for Germany.

### Saving a speed dial contact

You can assign speed-dial keys to numbers you call often. Press one of the speed-dial keys. Then enter a Name and Number or Search for a contact in the phone book. You will be asked if you want to assign a contact to the speed-dial key. Press OK to confirm. Press OK again to search your contacts using the arrow keys. Press OK to select your chosen contact and press OK to confirm.

### Changing or deleting a speed dial contact

Open Menu, Contacts, Speed-dial keys. Then select a speed-dial key from the list. You can then edit or delete its link to a particular contact.

### SMS in contacts

You can have phone book entries sent to you by text message that will automatically be added to your phone book. The phone number will automatically be stored in your contacts when you receive an SMS with the following content: hashtag Name, hashtag Number hashtag. For example, #Martin#+436641234567#

Open Menu, Contacts, SMS's in Contacts. Then select On or Only from Contacts.

## Settings

The settings menu enables you to personalise your phone to suit your requirements. The sub-menus are as listed below.

### Silent or sleep mode

### Sounds and alerts

Ringtone

Alarm melody

Ringer volume

Silent/Sleep mode - Visual notifications only. Torch LED flashes and notifications appear on the screen. No ringtone and no vibration function

Meeting and Theatre mode: Visual notifications only. Torch LED flashes and notifications appear on the screen. No ringtone and no vibration function.

Maximum and Bus mode: Keytones, SMS tone and vibration function activated, ringtone is set on maximum.

Increasing Ring

Vibration for call

Vibration for alarm clock

Key tones

Message Tone

Vibra for messages

Handset Volume

Handsfree Volume

Confirmation Tone

Emergency Tone

Display and Light

### Accessibility settings

Adjust the text size, brightness, and other features of the display. Display text size can be set at small (17pt) or 'large (26pt).

**Please note**

These are maximum sizes for each display setting, text size will vary depending on the amount of information being displayed on the screen. To maximise everything on the display, it is important to choose large in Display set-up when setting up the phone. Please note that menu buttons on the display are 15pt, and the size of these cannot be changed.

### Additional settings

Time and date

Language

Text Size

Call waiting

Call forward

Suppress number

Help Texts

Auto keypad lock: You can protect your phone against accidental pressing of keys with the keypad lock.

Manual keypad lock: Open the Settings menu and then Auto keypad lock. Now select whether the keypad should be locked automatically after 15 sec, 30sec, 1 minute or 5 minutes inactivity or whether this function should be switched off.

Unlocking the keypad lock Press the keypad lock key for 2 seconds. Keypad unlocked will appear on the screen. 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.

### Network Selection

Favourite Key: You can assign a function you intend to use frequently to the up Arrow key. If you press up Arrow when the phone is on standby, the assigned function will start immediately. A phone number cannot be assigned to the favourite key. The speed-dial keys must be used for this.

Voicemail number: Enter the number for your voicemail. You will find this number in the documents supplied by your network provider. Press and hold the one button to listen to your voicemail.

Language

Emergency numbers

Emergency button

Security Settings

PIN: Request on/off

Phone code: on/off, change (factory pre-set code: 1234)

Phone book settings

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

Master reset You can restore all the factory settings on your phone (reset code 1234)

## Emporia emergency call function

Read these instructions carefully and set the emergency call function according to your needs. You can save up to five emergency numbers of your family members, friends, and official institutions.

### Making an emergency call

In an emergency press and hold the heart shaped emergency button on the back of the phone. The five pre-set numbers will be dialled automatically in the order you have saved them in. The phone will go through a list of five numbers a maximum of three times.

**Please note**

The phone is supplied with a second cover without the emergency call button as the use of this is optional.

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.

### Disabling auto answer function

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 back button for approx. three seconds or turn your device off completely using the on/off button and then turn it on again.

### Cancelling an emergency call

To cancel the emergency call, press and hold the back button. New para

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, when 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.**

**Please note**

We do not assume liability for any costs incurred through you calling such an institution by mistake.

### Adding or editing emergency numbers

In the Settings menu, find Emergency number, then Add emergency number. Select an entry by pressing up Arrow down Arrow. Then press OK.

### Activating the emergency button

Activating the emergency button In the Settings menu can be actioned by pressing the following buttons in this order:

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. Activating the Pre-Alarm in the Settings menu can be done by pressing Emergency contacts, Pre-alarm, On/Off.

## Guarantee and service

**Manufacturer:** Emporia telecom GmbH + CoKG, Industriezeile 36, 4020 Linz, Austria

**Importer:** Emporia UK and Ireland Ltd., Park Road, Cardinal Point, Rickmansworth, Herts. WD3 1RE, UK

**Contact:** www.emporiatelecom.co.uk or [www.emporiatelecom.ie](http://www.emporiatelecom.ie)

**Brand name:** Emporia

**Model:** Emporia SIMPLICITY (V27 4G LTE)

## In the box

Emporia Simplicity V27 4G LTE mobile phone

Extra battery cover without an emergency button.

AK-V27 battery

USB cable

TL-V27 charging cradle

## Customer support

Emporia Service Centre is open Monday to Thursday, 09:00AM to 6:00PM, and Fridays 09:00AM to 1:00PM

**Email:** [service@emporiatelecom.co.uk](mailto:service@emporiatelecom.co.uk)

UK Hotline: +44 1923 947778

**Web:** [www.emporiatelecom.co.uk](http://www.emporiatelecom.co.uk)

**IE Hotline:** +353 1 5926339

**Web:** [www.emporiatelecom.co.ie/service](http://www.emporiatelecom.co.ie/service)

## Guarantee

This guarantee is only valid if the original batteries supplied by Emporia have been used.

Mobile phone:

Mobile phone: 12 months

Battery: 6 months

## Technical Specification

Dimensions: 125.3 × 57.6 × 12.6 mm

Weight: 90 g

Battery: Li-ion 3.7 V, 1200 mAh, 4.44 Wh (replaceable)

AC adapter (not included) required output: Minimum: 5.0 W; Maximum: DC 5.0 V, 10.0 W

Table charging unit: input = output

Standby time: 120 h\*

Talk time: 200 min\*

(\*The battery life can be reduced depending on network coverage and active applications.)

Internal antenna:

SAR body: 1.69 W/kg

SAR head: 0.88 W/kg

SAR-limbs: 3.60 W/kg

Operating temperature range:

-10°– +40° C

Hearing Aid Compatible M4/T4

Bluetooth V5

Display: 2.0"; 220 × 176 px

RAM: 64 MB

Memory (ROM): 128 MB

ENGLISH-29

Frequencies

BT: 2402 MHz - 2480 MHz

Transmitter power: < 0.0018 W

BT LE: 2402 - 2480 MHz

Transmitter power: < 0.0006 W

FM: 87.6 MHz - 107.9 MHz

E-GSM 900/GPRS 900/EGPRS 900:

TX: 880 - 915MHz; RX: 925 - 960 MHz

Transmitter power: < 1.6218 W

E-GSM 1800/GPRS 1800/EGPRS 1800:

TX: 1710 - 1785 MHz; RX: 1805 - 1880 MHz

Transmitter power: < 0.8318 W

WCDMA Band I:

TX:1920 - 1980 MHz; RX: 2110 - 2170 MHz

Transmitter power: < 0.1514 W

WCDMA Band VIII:

TX: 880 - 915 MHz; RX: 925 - 960 MHz

Transmitter power: < 0.1549 W

LTE Band I:

TX:1920 - 1980 MHz, RX:2110 - 2170 MHz

Transmitter power: < 0.1514 W

LTE Band III:

TX:1710 - 1785 MHz, RX:1805 - 1880 MHz

Transmitter power: < 0.166 W

LTE Band VII:

TX:2500 - 2570 MHz; RX: 2620 - 2690 MHz

Transmitter power: < 0.1622 W

LTE Band VIII:

TX: 880 - 915 MHz; RX: 925 - 960 MHz

Transmitter power: < 0.1585 W

LTE Band XX:

TX: 832 - 862 MHz; RX: 791 - 821 MHz

Transmitter power: < 0.1549 W

## Safety information

Turn off the phone in hospitals and whenever you are near medical equipment.

There should always be a distance of at least 20cm between pacemakers 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.

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 the 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 was 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 by this device must not contain any metallic components. Accessories carried on the body that do not meet these requirements may not meet the RF exposure requirements and should be avoided. Use only the device’s built-in antenna or an approved antenna.

This device in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. All the important radio test cases have been written.

**Please note**

Risk of explosion if battery is replaced by an incorrect type. Dispose of the used batteries according to the instructions. The device complies with RF specifications when the device used at 5 cm from your body.

### Intended use

This phone is robust and designed for mobile use. However, it still needs to be protected from moisture (rain, bathroom water) 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, TR).

Do not leave it where it will be directly exposed to the sun.

Using the phone 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.

## Disposal

### Disposal of the packaging

The packaging and packaging aids are recyclable and should be recycled.

### Disposal 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 specialised stores.

### Disposal 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 station or recycling centre where used devices are processed for recycling in an environmentally friendly manner.

## How to contact RNIB

Phone: 0303 123 9999

Email: shop@rnib.org.uk

Address: The Grimaldi Building, 154a Pentonville Road, London N1 9JE.

Online Shop: shop.rnib.org.uk

Email for international customers: kaorders@rnib.org.uk

RNIB Technology Team:

Telephone 0303 123 9999

Email: tfl@rnib.org.uk

## Terms and conditions of sale

This product is guaranteed from manufacturing faults for 12 months from the date of purchase. If you have any issues with the product and you did not purchase directly from RNIB then please contact your retailer in the first instance.

For all returns and repairs contact RNIB first to get a returns authorisation number to help us deal efficiently with your product return.

You can request full terms and conditions from RNIB or view them online.

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CE logo

This product is CE marked and fully complies with all applicable EU legislation.

UKCA logo.


This product is UKCA marked and fully complies with the relevant UK legislation.



Please do not throw items marked with this symbol in your bin. Recycle your electricals and electronic devices **free** at your local recycling centre. Search for your nearest recycling centre by visiting [www.recyclenow.com](http://www.recyclenow.com).

### Why recycle?

Unwanted electrical equipment is the UK’s fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

RNIB are proud to support your local authority in providing local recycling facilities for electrical equipment.

To remind you that old electrical equipment can be recycled, it is now marked with the crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with this symbol) in your bin.

### What is WEEE?

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items.

### How are we helping?

In the UK, distributors including retailers must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge. As a responsible retailer, we have met the requirements placed on us by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS).

Date: June 2024