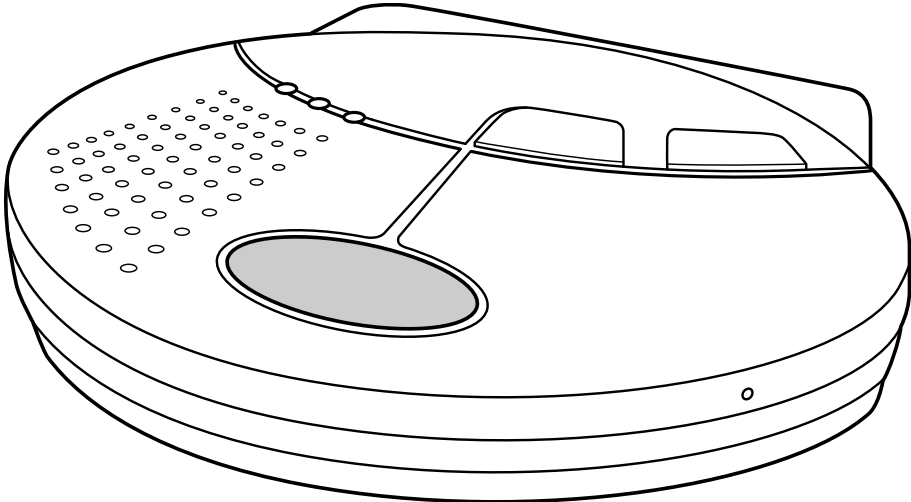# Doro CareMobile

User Guide

English

doro

Contents

Package contents

- Doro CareMobile
- Power supply
- User guide
- SIM card activation instructions (including alarm receiver contacts)
- Radio trigger with accessories

Read first: Safety information

⚠ **Always read and follow the safety information accompanied by this symbol.**

⚠ Do pay particular attention to the potential for interference from other systems operating in the same or adjacent frequency bands.

⚠ Do only use supplied and/or approved accessories. Using unapproved accessories may cause performance problems and malfunctions that are not covered by the warranty.

⚠ Do install the equipment easily accessible and near the wall socket. The power supply can be used as a disconnecting device.

⚠ Don't open the covers to the compartments on the back side. The covers may only be opened by authorized persons in accordance with the instructions in the service manual.

⚠ Don't replace the batteries on your own. Battery replacement may be performed only by authorized persons in accordance with the instructions in service manual. Only use recommended battery type as stated in the service manual. Risk of explosion if battery is replaced by an incorrect type. Used batteries shall be disposed of in an environmentally-responsible manner according to its instructions.

Important information

All systems using radio and network communication are subject to interference beyond the user's control.

Products from Doro are designed to minimise the impact of such interference. Nevertheless, the user must be aware that system components can be subjected to interference or other influences that may cause malfunction.

It is therefore important to regularly check that every part of the system works in all areas, especially radio communications. Contact your supplier immediately in case of any suspected malfunction.

For further information, please contact your supplier or refer to the service manual or the documentation at www.icareonline.com.

Information in this document may become out of date without notice. The only warranties for Doro Care's products and services are those that are specifically mentioned in the warranty terms and conditions accompanying such products and services. Nothing in this document shall be construed as a warranty. Doro Care shall not be liable for technical errors, typographical errors, or omissions in this document.

Product description

Doro CareMobile is a digital alarm unit with a built in GSM module, the unit has possibility to transfer alarms over broadband/network connections and mobile telephone networks. The unit offers the user the possibility of two way voice communication using existing standard for VoIP (Voice over Internet Protocol) calling. The unit uses SIP, a standard protocol to initiate speech and video over broadband connections. In addition to voice connected alarm calls Doro CareMobile offers a platform for transfer of detailed alarm information, speech messages, medical information, online status etc.

Parts and descriptions
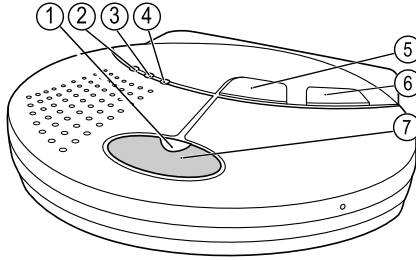
Indicator lights:

1	((🔔)) / ((●))	**Alarm** Off Steady light Slow flashing light	**RED** No alarm contacts programmed or battery operation mode Idle mode (normal mode) Ongoing alarm!	
2	⏻	Power on Steady light Flashing light Slow flashing light	**GREEN** Mains power Ready for programming the alarm accessories Battery operation	
3	!	**Error** Off Steady light Flashing light	**RED** Normal operation Mains fault GSM Trying to connect	
4	+	**Status** Off Steady red light Alternating red and green	**RED / GREEN** Normal operation Battery problem Ongoing alarm!	

Buttons (with the following standard functions):

5	🔕 / ◻	**Green**	Cancel alarm
6	F / ⭕	**Yellow**	Function button
7	((🔔)) / ((●))	**Red**	Activate alarm

Note! The yellow Function button has no function upon delivery but is programmable for special functions.

Connections overview

1	Volume	Loudspeaker volume adjustable in three (3) levels.
2	USB port	Power supply
3	Power switch	The device is powered on when the SIM card is inserted in the SIM card holder. To power off the device, remove the SIM card from the SIM card holder.
4	Hole for wall mounting	– – –
5	Antenna connector	Doro CareMobile has a built-in antenna that is optimised for best reception. In cases where the operator's coverage is inadequate where Doro CareMobile is located, you can attach an external antenna to the SMA connector, this is activated automatically. NOTE! Aerials only approved of Doro Care and adapted for Doro CareMobile may be used.
6	Battery compartment	– – –

> ⚠️ **CAUTION**
>
> The covers to the compartments on the back side may only be opened by authorized persons in accordance with the instructions in the service manual.

Different types of alarm transmitters

> ⚠️ **CAUTION**
>
> In order for an alarm to be sent, at least one alarm receiver/response needs to be programmed.

Up to ten transmitters, e.g. radio triggers, can be programmed with the Doro CareMobile. Examples are the smoke detector, door alarm, bed alarm and a Doro personal alarm trigger, see *Doro radio trigger*, p.8. All alarm accessories automatically perform tests on its own battery status and provides alerts for battery failure.

Other functions

Additional functions can be activated or changed by programming – refer to the service manual or contact your supplier for further information.

To activate the alarm
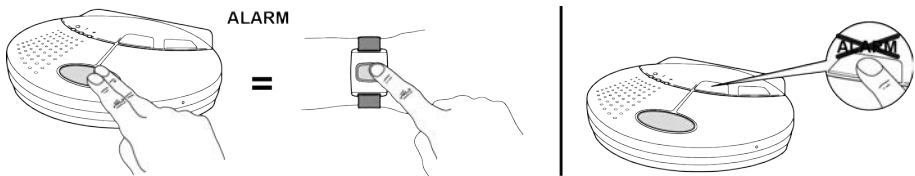
The assistance alarm can be activated:

1. by pushing a radio trigger.
2. by pressing the red button on the Doro CareMobile.

On activation, the Doro CareMobile calls an alarm receiver to summon help. There is a possibility to attach up to ten (10) different radio accessories. wired alarm triggers.
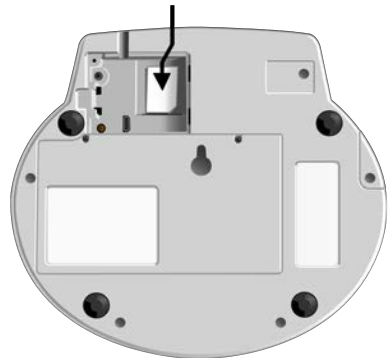
Installation

⚠	CAUTION

Installation must be performed only by authorized persons in accordance with the instructions in the service manual. Always verify the functionality and radio coverage after installation and programming.

Step-by-step installation guide

1   Unmount the cover and the safety screw over the SIM card and mains connector. Connect the power adaptor to the power outlet and

to the USB port 🔲⚡ on the Doro CareMobile.
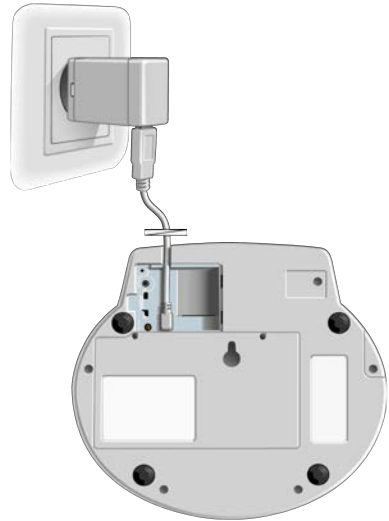
2   Push the SIM card into the SIM card holder. The Doro CareMobile has a built-in switch in the rack for the SIM card. The device is powered on when the SIM card is inserted in the SIM card holder. Remove the SIM card to power off.
Mount the cover and the safety screw over the SIM card and mains connector.

Note! The power supply shall be placed so the information text **Do not to unplug** sticker is visible.

For further advice regarding installation, contact your supplier.

Verification of the signal coverage and strength

The signal strength shall always be verified during, or in association with, the installation/deployment of the CareMobile in order to ensure trouble-free operation.

The verification is done as follows: Press the yellow and green button simultaneously, then release. The three indicators showing the current signal strength during four seconds as follows:
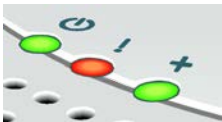

+ Lights red
The measured signal strength 0 –
Not defined
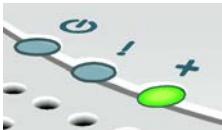
+ Lights green
The measured signal strength 14 or lower –
Not sufficient

! Lights red
+ Lights green
The measured signal strength 15 or higher –
Good

⏻ Lights green
! Lights red
+ Lights green
The measured signal strength 20 or higher –
Very good

The higher the value the higher the strength. You need to get at least strength **Good** for good communication. If this can't be achieved, try to move the unit in different locations in the residence until approved value are fulfilled.

Note! If accepted value can't be achieved an external antenna must be used.

Verification of the alarm trigger radio coverage

> ⚠️ **CAUTION**
>
> Always verify the functionality and radio coverage after installation and programming.

- Hold down the green button for approximately four seconds until the unit emits a beep, release the button. The indicator light Power on ⏻ flashes green.
- Push the radio trigger. Once the Doro CareMobile receives the radio signal, you will hear a tone.

Doro radio trigger

The radio trigger uses two-way radio communication, this means that when Doro CareMobile receives an alarm from the radio trigger it will send an confirmation receipt This is indicated on the radio trigger by indicator light change from red to green. If the radio trigger doesn't get any confirmation, the alarm will be repeated.

The radio trigger can be worn using a wristband or neckband. The Doro Care Easy Press Concept (EPC) accessory simplifies use for persons with reduced dexterity to activate an alarm.

Programming

Contacts, alarm codes and settings are programmed using www.icareonline.com or by using a computer and the Doro Care CS2 software. In some cases, the Doro CareMobile can be delivered pre-programmed by the supplier. For help with programming, please refer to the service manual or contact your supplier.

Programming radio triggers

Up to ten (10) radio triggers or other radio-alarm transmitters can be programmed to Doro CareMobile.

To connect a radio trigger

- Press the green button for approximately four seconds until the unit emits a beep, release the button. The indicator light Power on ⏻ flashes green.

- Push the radio trigger or activate other alarm accessories. Once the Doro CareMobile receives the radio signal, you will hear a distinct tone signal.
- Confirm by pressing the red button CareMobile, you will hear a confirmation tone.

Delete all radio triggers

⚠ CAUTION
All programmed radio triggers will be deleted!

To delete all radio triggers

- Press the green button for approximately four seconds until the unit emits a beep, release the button. The indicator light Power on ⏻ flashes green.
- Briefly press the volume key ◢ on the bottom of the CareMobile. You will hear a distinct tone signal, all accessories are deleted.

Maintenance

Cleaning
The CareMobile and radio trigger should be cleaned using a slightly damp cloth. Solvents may not be used.

Tip: By ordering a complete housing set you can upgrade your used radio trigger-button to look as brand new.

Replace the battery
Battery should be replaced within three years, or a.s.a.p after battery alarm.

Replace the radio trigger battery
To replace the radio trigger battery, please refer to the service manual or contact your supplier.

⚠ CAUTION
Battery replacement may be performed only by authorized persons in accordance with the instructions in service manual.

Technical data

Carephone Doro CareMobile

Dimensions:	200 mm x 175 mm x 35 mm (HxWxD)
Power supply:	AC-DC Adapter 230VAC/5VDC 1.0A. Model no. SDB0501000P
Power consumption:	2W (Nominal)
Backup battery:	3.7V Li-Ion, Art. nr: 300163, Cell Model: BK514461AR
Backup time:	Battery operation up to 120 hours
Communication:	GSM/GPRS dual band 900/1800 MHz
Radio frequency band:	869,2125 MHz
Radio receiver class:	1
Number of radio transmitters:	Up to 10
SIM card interface:	1,8V and 3V
Equipment class:	Class 1 radio equipment Class1

Environment

This product is intended for indoor use in a normal residential environment.

Temperature:	Operating temperature 5° C (41° F) to 35° C (95° F)
Humidity:	0% to 75% relative humidity (non-condensed)
Environmental class:	1 (EG-I)

Radio receiver parameters:

Max. usable sensitivity:	−113dBm
Average usable sensitivity:	ver: 28,7dBuV/m, hor: 27,0dBuV/m
Adjacent channel selectivity:	-26,2dBm/-28,2dBm
Intermodulation rejection:	-36dBm/-37dBm
Spurious response rejection:	-30dBm
Blocking or desensitisation:	-16dBm

Environmental information

This product complies with the requirements of the EU directives, 2012/19/EU (WEEE) and 2006/66/EG (batteries). These directives regulate the product liability for electrical and battery recycling with the purpose of increasing recycling and minimising waste. The unit is marked with the crossed out wheeled bin logo, which indicates that it shall be handed in for recycling. The product can be returned free of charge to a recycling station that is connected, directly or via a recycling system, to Doro Care or to your distributor. For detailed instructions, please check with your distributor or visit our website, www.icareonline.com. Note! The WEEE information and recycling instructions applies to European Union member states only. For other countries please check local legislation or contact your distributor. Manufactured in accordance with the EU directive, 2011/65/EU (RoHS2). The materials used in the radio trigger wristband and neckband meet the textile safety requirements of Oeko-Tex standard 100.

Legal notices

The information contained here is subject to change without notice. The only warranties for Doro Care products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Doro shall not be liable for technical or editorial errors or omissions contained herein.

English

Version 2.0