

Response by Doro

Quick Start Guide



Thank you for trusting Doro to help increase security for you and your relatives.

Response by Doro is a new easy-to-use service from Doro, which is designed to give seniors and their relatives safety in their daily lives.

With the push of the assistance button, the senior can easily raise an alarm and get help. The alarm goes first to relatives, and if they can not answer, the alarm goes on to Doro's alarm centre, which is manned around the clock.

Response by Doro differs from ordinary security alarms that only work inside the home. Doro's new service is mobile-based and therefore works even while you are out walking, visiting friends, shopping or exercising. Yes, live life without limitations!

Prerequisites for using the service Response by Doro:

- All users must have an email address that will also be used as their username.
- The senior must have a Doro phone that supports the service.
- The relatives need an iPhone or Android smartphone to install the **MyDoro** app.
- All users must have valid SIM cards in their mobile phones that support both calls and text messages (SMS).
- Mobile data or a Wifi connection is required during the set up of the service.
- The senior may not have a hidden or 'private number' for their mobile phone.
- An activation code for **Response by Doro**.

To increase clarity about who needs to do which steps in the set up, we have marked as follows:



This indicates what the relative (the receiver) needs to do.



This indicates what the senior needs to do.

If both the relative and the senior already have a **MyDoro** account, go to step 5. Please do the steps together if possible.



1. Account registration.

Use a computer or other equipment with a web browser and go to MyDoro.com to create your account. You now have a **MyDoro** account, but **Response by Doro** is still not enabled for the senior's Doro phone.



2. Invite the senior.

Use the senior's email and invite the senior to the **MyDoro** account you have just created.

The senior will now receive an email invitation that must be accepted.



3. The senior accepts the invitation.

The senior must now click on the link in the email they have received and create their account and password on MyDoro.com.

The senior's account has now been created and verified, with the link between the relative and senior now established.



4. If the senior has a Doro smartphone

Start the pre-installed **MyDoro** app on your phone and log in with the newly created password.



5. Enable Response by Doro.

Through your MyDoro.com login activate the subscription using the activation code you have purchased. Access this by selecting Subscription in the menu and following the instructions there.



6. Install the MyDoro app.

Install the **MyDoro** app on your own smartphone from Google Play or App Store. Login to the app using the account credentials created in step 1.