DORO ELIZA

DIGITAL SMARTCARE HUB

Service Manual | Technical Handbook

v 1.3

© 2021 Copyright Doro AB, Rev D

Doro AB, Jörgen Kocksgatan 1 B, 211 20 Malmö, Sweden

Corporate identification number: 556161-9429

Table of contents

1 REVISIONS

Rev	Date	Filename	Notes
A	2020-07-08	Th_Doro_Eliza_En_01	First release
B	2020-10-15	Th_Doro_Eliza_En_02	Second release
C	2020-11-12	Th_Doro_Eliza_En_03	Minor add-ons
D	2021-06-18	Th_Doro_Eliza_En_04	Updates for v1.3

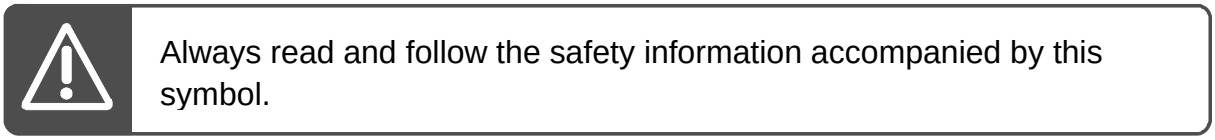
2 TERMS AND ABBREVIATIONS

Abbreviation	Meaning
AMR	Adaptive Multi-Rate codec
APN	Access Point Name
ARC	Alarm Receiving Centre
AUX	Auxiliary
CHAP	Challenge Handshake Authentication Protocol
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Server
DDNS	Dynamic Domain Name Server
DTMF	Dual Tone Multiple-Frequency
EAC	Eliza Administration Tool
FOTA	Firmware Over The Air
GSM	Global System for Mobile
HSDPA	High-Speed DownLink Packet Access
ICO	i-care online
IP	Internet protocol
LTE	Long-Term Evolution (4G)
MSISDN	Mobile subscriber number
PAP	Password Authentication Protocol
PSU	Power Supply Unit
RTP	Real Time Protocol
SCAIP	Social Care Alarm Internet Protocol
SIM	Subscriber Identity Module
SIP	Session Initiation Protocol
SMS	Short Message Service
SNTP	Simple Network Time Protocol
SSID	Service Set Identifier
SRD	Short Range Devices

TAP-2	Doro Telephone numeric keypad social Alarm/command Protocol, DTMF 0,1,3,4,7,8
TBD	To Be Defined
TLS	Transport layer Security
UMO	Verklizan UMO-XML protocol
UMTS	Universal Mobile Telecommunications System (3G)
URL	Uniform resource locator
USB	Universal Serial Bus
VAC	Volts Alternating Current
VDC	Volts Direct Current
VoIP	Voice over Internet Protocol
VoLTE	Voice over LTE Long Term Evolution
WEP	Wired Equivalent Privacy
Wi-Fi	”Wireless Fidelity”
WPA/WPA2	Wireless Protected Access 1st and 2nd generation
WPS	Wi-Fi Protected Setup

3 SAFETY INFORMATION

- ”Users should pay particular attention to the potential for interference from other systems operating in the same or adjacent frequency bands.”
- The compartment covers on the backside may be opened only by authorized persons.
- Battery replacement may only be performed by authorized personnel e.g, (any individual trained through management to be permitted to perform assigned duties in a safe and effective manner). Only use recommended battery type as stated in the section 13,”Accessories and spare parts”. CAUTION – Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
- Only use recommended power supply as stated in the section 13 ”Accessories and spare parts”.
- The wall socket should be installed near the equipment and should be easily accessible.



Important information

All systems using radio and telecommunications are subject to interference beyond the user’s control.

Products from Doro are designed to minimize 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.

Keep the product away from interfering devices such as radio transmitters, mobile phones, DECT-telephones, or wireless headphones.

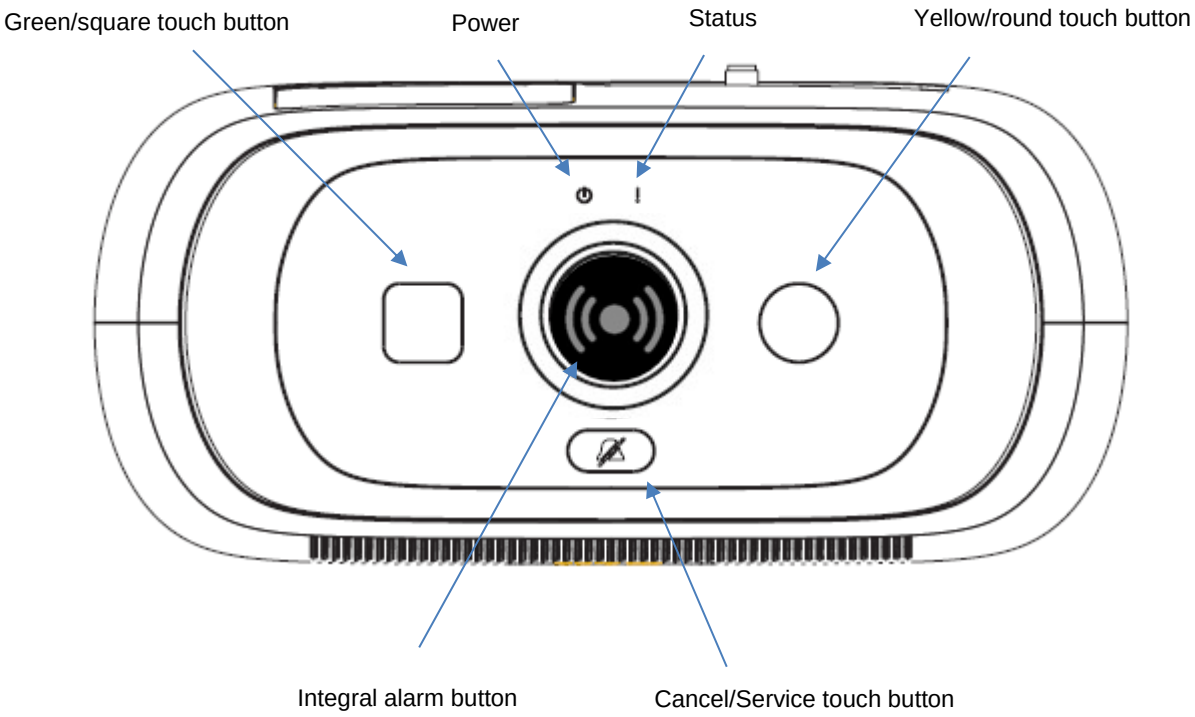
Users should pay particular attention to the risk of disruption from products which communicate using the same or adjacent frequencies.

When connecting or disconnecting external wired accessories, Doro Eliza should be turned OFF and the power supply should be disconnected from the Doro Eliza.

For further information, please contact your supplier.

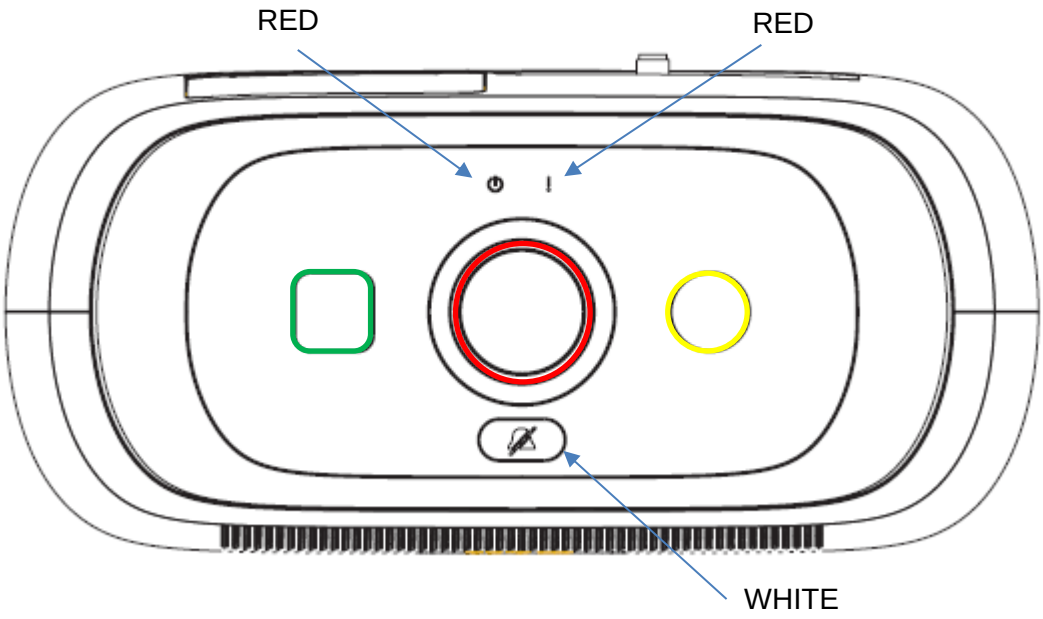
4 OVERVIEW Doro Eliza

4.1 Doro Eliza top view



4.1.1 Indicator lights lit up

Each indicator can light up in different colors depending on status and configuration. Example with all indicators activated.



LED indicators and Backlight

Mains power

Name	Integral alarm button	Cancel button	Circular Yellow	Square Green	Power indicator	Cellular indicator
LED						
Idle mode	Lit up	Not lit	Not lit	Not lit	Lit up	Not lit
Alarm activated	Blinking	Lit up	Not lit	Not lit	Lit up	Not lit
Cancel alarm	N/A	Lit up	Not lit	Not lit	N/A	N/A
Cellular network connected	N/A	N/A	Not lit	Not lit	N/A	Not lit
No cellular data connection	N/A	N/A	Not lit	Not lit	N/A	Lit up
Yellow-key activated	N/A	N/A	Lit up*	Lit up*	N/A	N/A
Green-key activated	N/A	N/A	Lit up*	Lit up*	N/A	N/A
Low battery power**	N/A	N/A	N/A	N/A	N/A	Flashing

Note! The Doro Eliza has a built-in proximity sensor that makes the Circular/yellow and Square/green indicators dim if a hand or a finger is near the button, (if the button is programmed). This only works if the corresponding button function is activated. This makes it easier for the user to detect what key they are about to activate.

*) If the circular/yellow and/or square/green touch button is attached with a function, e.g., configured for example “Home and away” they will be lit in idle mode.

**) If the battery can´t hold the specified voltage despite Eliza connected with Mains power.

Note! Change to a new battery to check if it is a faulty battery causing the indication.

If not, replace the adapter and if this does not solve the problem send the DORO Eliza to the Service department at DORO.

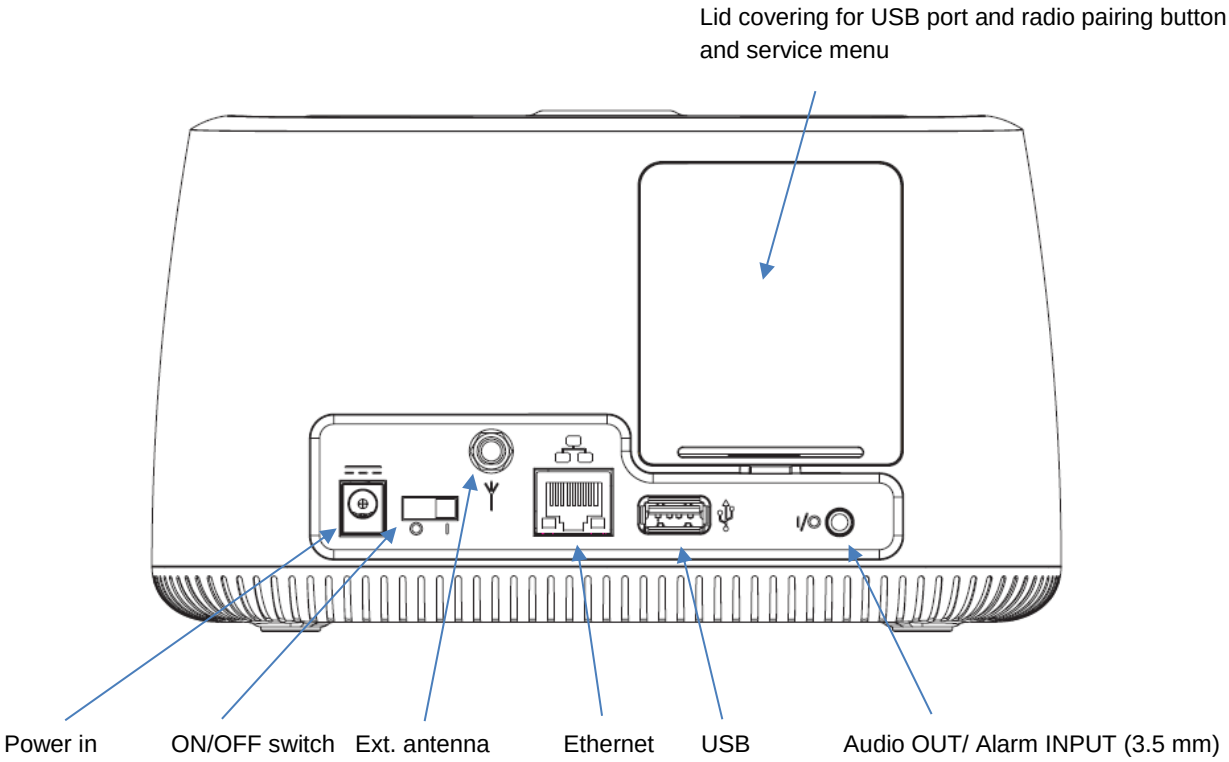
Battery power

Name	Integral alarm button	Cancel button	Circular Yellow	Square Green	Power indicator	Cellular indicator
LED						
Idle mode	Not lit	Not lit	Not lit	Not lit	Flashing	Not lit
Alarm activated	Flashing	Lit up	Not lit	Not lit	Lit up	Not lit
Cancel alarm	N/A	Lit up	Not lit	Not lit	N/A	N/A
Cellular network connected	N/A	N/A	N/A	N/A	N/A	Not lit
No cellular data connection	N/A	N/A	N/A	N/A	N/A	Lit up
Yellow-key activated	Flashing	Lit up	Lit up*	Lit up*	Lit up	N/A
Green-key activated	Flashing	Lit up	Lit up*	Lit up*	Lit up	N/A
Low battery power	N/A	N/A	N/A	N/A	N/A	Flashing

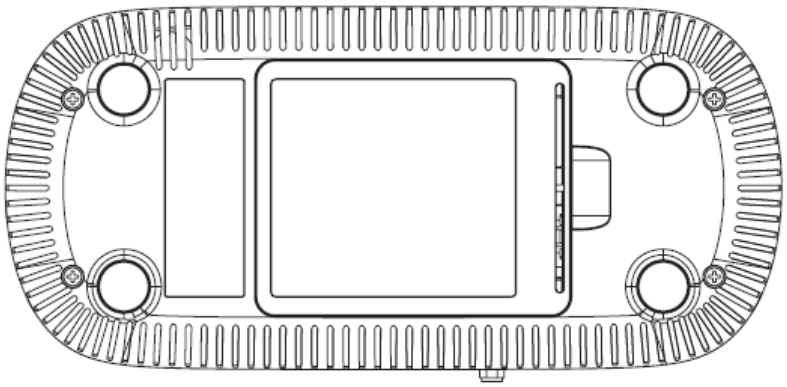
*) If configured with an alarm type

4.2 Doro Eliza back view

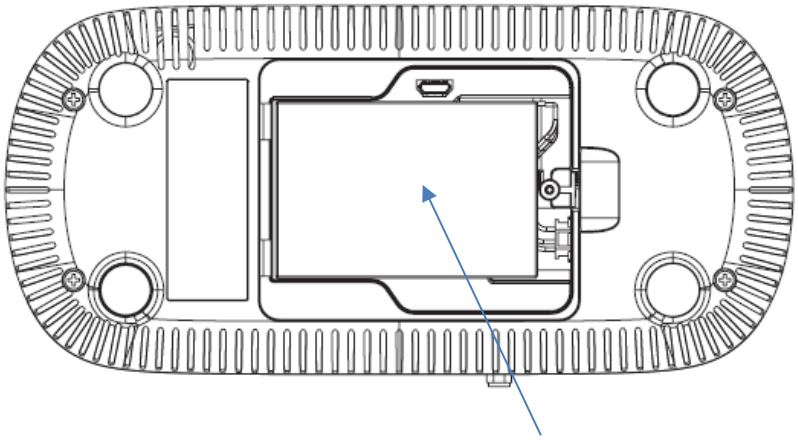
4.2.1 Connection terminals



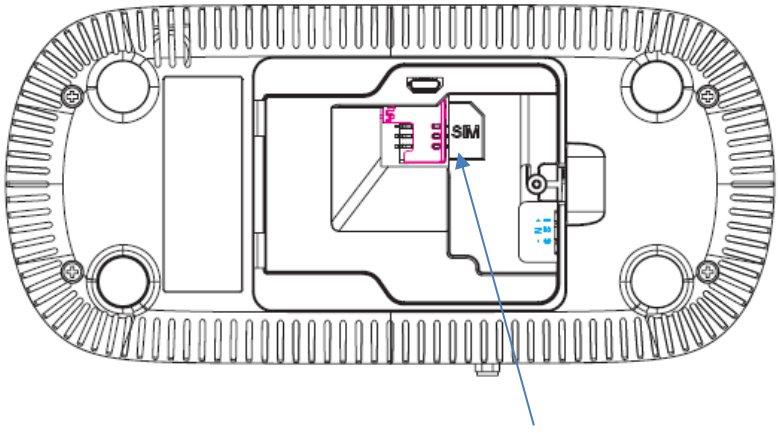
4.3 Doro Eliza bottom view



Bottom with battery-lid in place



Bottom lid removed, battery visible



Bottom with lid and battery removed. SIM slot visible

5 INSTALLATION

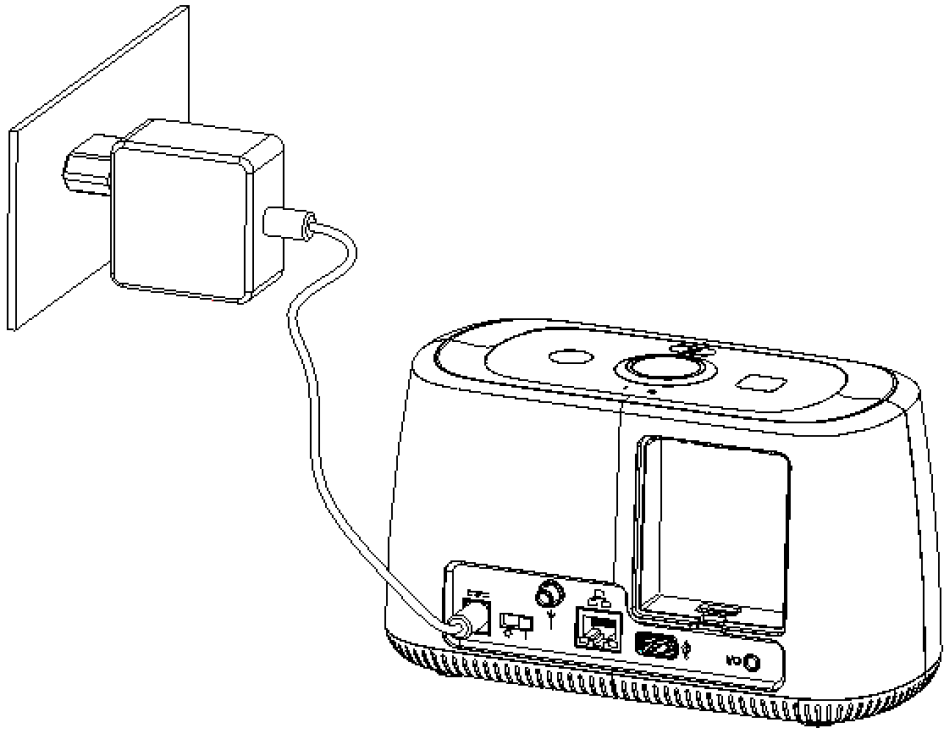
5.1 Power

When first plugged in or after storage you should let the Doro Eliza charge to a minimum of 24 hours to reach full battery capacity.

Always make sure the battery is connected if the Doro Eliza is new or has been stored.

Only use power supply according to specification under section 13 “"Accessories and spare parts”.

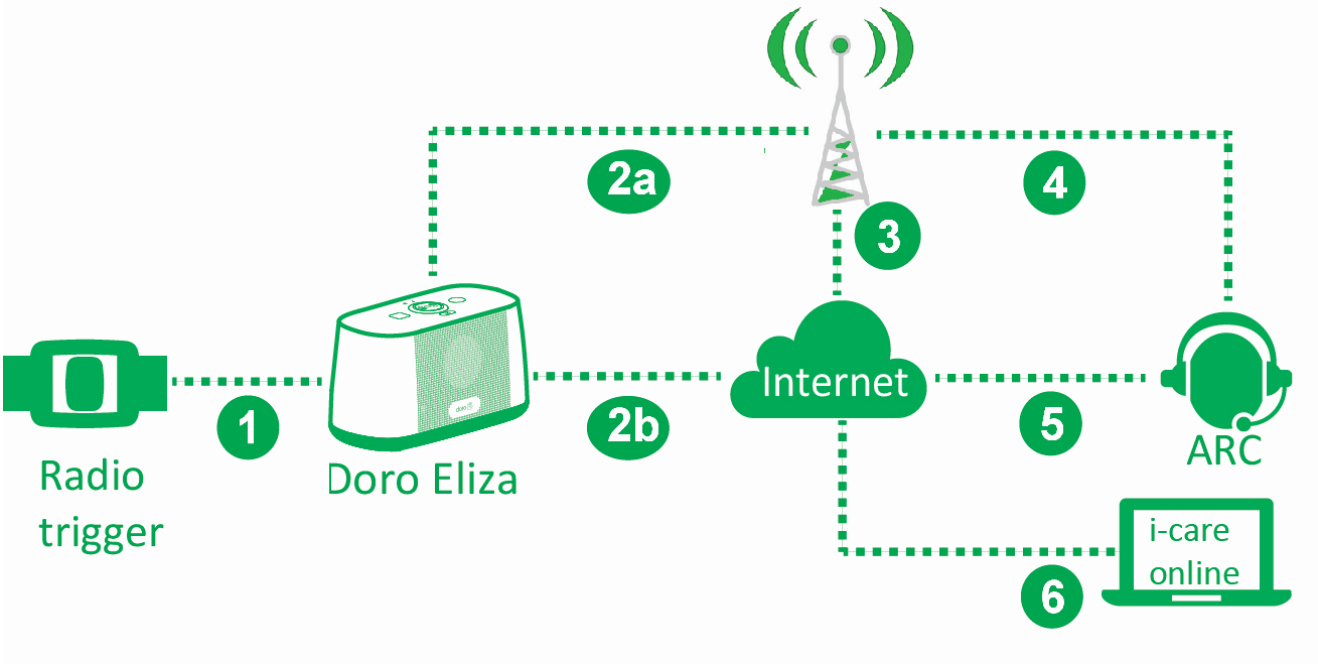
Connect the power supply to the wall socket and the power supply lead to the power IN connector on the Doro Eliza.



- Turn the Eliza ON by sliding the ON/OFF switch to “I” . The Doro Eliza should start up shortly by lighting up the POWER and STATUS indicator.
- Note! After Eliza has been switched on it may take approximately 70-90 seconds before an alarm can be activated and sent to an ARC.

5.2 Connectivity

Depending on chosen connectivity the Doro Eliza needs to have either an active Cellular subscription or a broadband connection (wired or Wi-Fi) or both depending on desired connectivity and fallback.



1. SRD Radio, social alarm frequency
2. a. Mobile connection to GSM/GPRS/3G/4G, Voice, IP alarm protocol and additional data
   b. IP on Ethernet or Wi-Fi, VoIP, IP social alarm protocol and additional data.
3. IP connection through GPRS, UMTS/HSDPA (3G) or LTE (incl. VoIP)
4. Voice connection through GSM and/or 3G
5. IP connection to a digital Alarm Receiving Centre (ARC)
6. Optional connection to i-care online system.

5.2.1 Cellular

Through a subscription and a SIM card Doro Eliza can connect to a cellular network e.g. GSM (2G), UMTS/HSDPA (3G) or LTE (4G) network

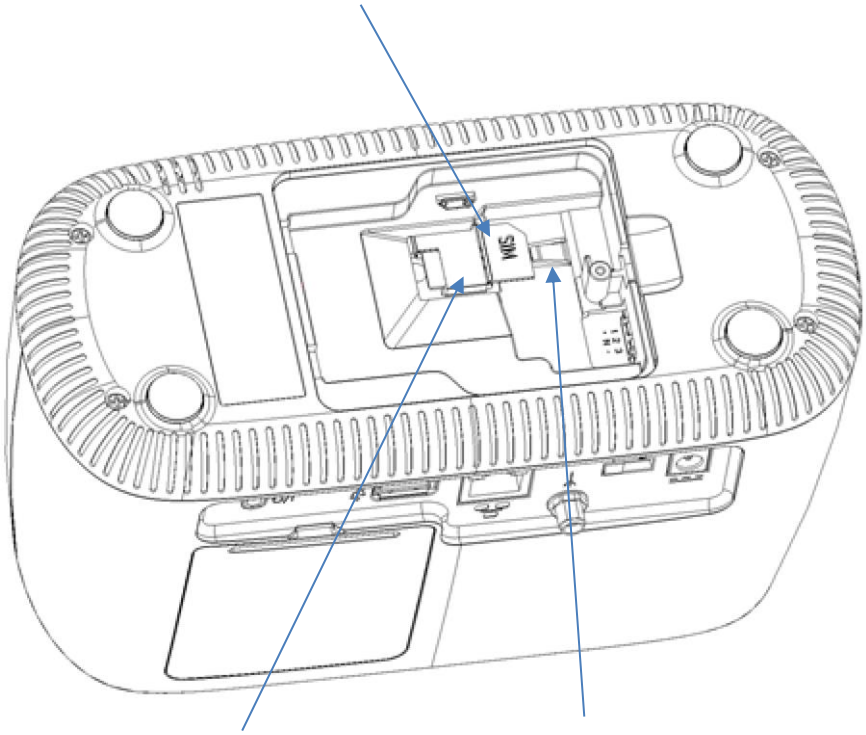
If Eliza is on 2G only due to network limitations, make sure that SCAIP-GSM is configured as a contact.

5.2.2 Installing the SIM card

Turn OFF the Doro Eliza with the power switch and wait until the power led is turned off.

This will take about 25 seconds.

See picture below where to place the SIM card (Mini SIM) on the Doro Eliza



Slide the SIM card into the SIM card slot past the plastic tab, this tab is to make sure that the SIM card is locked in its SIM holder.

Turn the Doro Eliza ON with the power switch

After Doro Eliza has registered to the cellular network(s) the Status ! indicator will turn off.

To remove the SIM card, switch the Doro Eliza OFF with the power switch .

Press down on the plastic tab that holds the SIM card in place and press on the back of the SIM card to slide it out from the slot.

Note! Do not hot swap SIM cards. Always turn Eliza off before changing SIM card.

5.2.3 Cellular signal strength check

Via i-care online one can check the cellular signal strength.

Value: 0-5
0= No connection (requires alt. connectivity), 5=optimal signal strength

If the signal strength is poor (0-1) you need to try to

- move the Doro Eliza to a position with better coverage
- install an external antenna
- change connectivity to ethernet or Wi-Fi

5.2.4 External antenna

See section 13 “Accessories and spare parts”

Only external antennas specified for Doro Eliza and supplied from DORO, shall be used with the Doro Eliza.

5.2.5 Wi-Fi

Doro Eliza can communicate via a wireless home network to send an alarm.
For example, send an alarm through a wireless router that has a broadband connection.

See section 5.4.2 “USB” and section 13 “Accessories and spare parts"”

5.3 Ethernet

Doro Eliza can communicate via Ethernet connected to a broadband connection.

A 3 m Ethernet cable is available as an accessory. Other lengths are available on the open market. Only use Category cat 5e

See section 13 “Accessories and spare parts”

5.4 Connecting external equipment

5.4.1 I/O connector

Doro Eliza is equipped with a 3.5 mm I/O connector that facilitates both an alarm input and an audio output.

The audio output is designed for a connection to a hearing aid loop system.

SLEEVE Ground (-) ⏚

RING (R) Alarm input (Normally open)

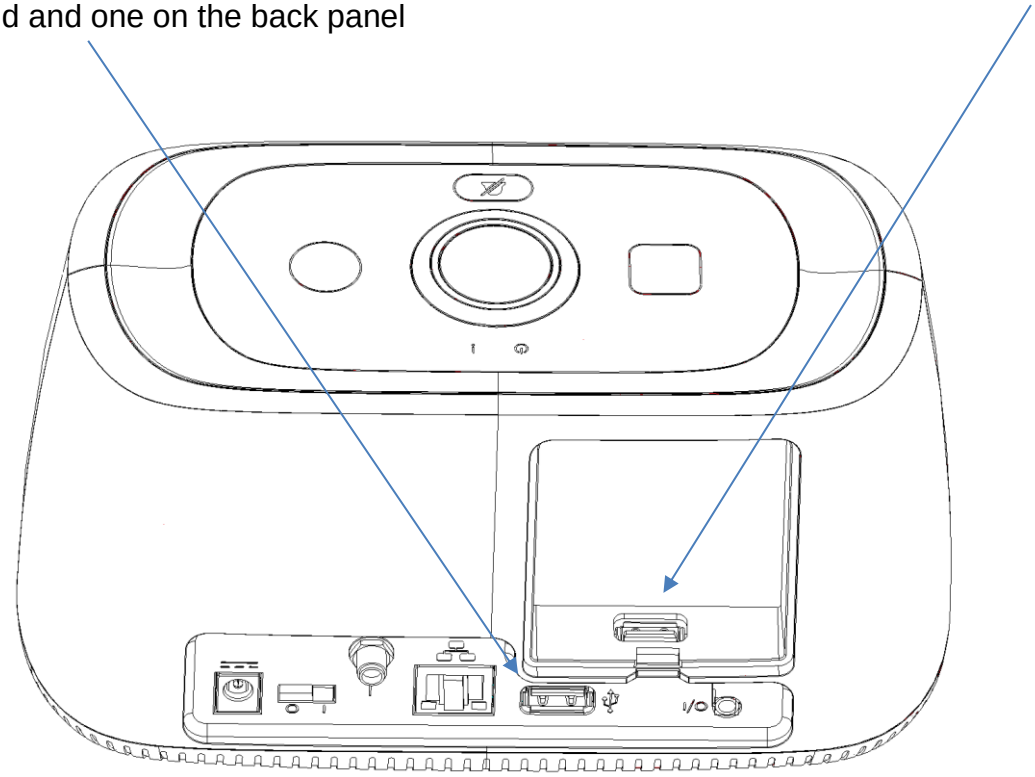
TIP (L) Audio output for hearing aid loop systems

It is also possible to purchase a plug with a terminal block for easy connection.

See section 13 “Accessories and spare parts”

5.4.2 USB

Doro Eliza is equipped with two USB ports, for example to connect a Wi-Fi adapter, one behind the lid and one on the back panel



Available Doro USB accessories are listed in the “Accessories and spare parts” section 13

5.5 External equipment

Doro Eliza supports DORO radio accessories working on the social alarm frequency band 869.2 MHz. For more information about pairing radio accessories, see section 7.1 “Programming of radio triggers and accessories”

6 DESCRIPTION OF FUNCTIONS

Doro Eliza is a digital smart hub, capable of sending alarms over the GSM, UMTS and LTE-network Supporting IP based alarm protocols.

Doro Eliza can also utilize IP based alarm protocols over a broadband connection via Ethernet or Wi-Fi.

6.1 Activating an alarm

Activation of an alarm or other signal can be done by:

- Integral alarm button on Doro Eliza.
- Paired radio accessories.
- Logical triggers
- Wire (via 3.5 mm plug-in with connector)

6.2 Different types of alarm triggers

Doro Eliza can handle DORO radio accessories operating on the social alarm band 869.2 MHz.

6.3 Alarm receivers

Up to ten alarm contacts and ten different call sequences can be programmed. An alarm to an ARC is identified by an alarm-ID that is programmed in Doro Eliza, alarm to a standard telephone is identified through the caller-ID. The receiver can establish a speech connection with the person that has activated the alarm and take appropriate actions.

6.4 Alarm process

Doro Eliza has ten programmable contacts (alarm receivers), the receivers can be a telephone or an ARC that supports SCAIP or TS 50134-9 protocol (other protocols on request).

The Doro Eliza has ten alarm sequence lists that are programmable to call the contacts in any order, as default all alarm types uses sequence one, any of the alarm types are programmable to use any of the ten sequences.

When an alarm is activated, the Doro Eliza first checks which call sequence should be used, then it checks the chosen network availability and priority and after that will establish contact

with the alarm receiver according to the programmed order in the call sequence until the alarm is acknowledged, or the maximum number of call attempts is reached.

“With acknowledgement” means that the receiver confirms that the alarm is received, this is made with the “4” key if the receiver is a phone or if the receiver is an ARC by sending an acknowledgement message to Doro Eliza.

If the receiver is a phone and the TAP-2 protocol (GSM) is used at e.g. neighbor or relative, the Doro Eliza identifies itself with caller-ID. When an alarm is received at an ARC the information (alarm-ID and alarm type) is sent digitally to the receiver.

If the alarm is a so-called speech connected alarm e.g. emergency alarm, there is possibility to establish a two-way speech connection. If the alarm is a so-called technical or an automatic generated alarm, e.g. low battery information there will not be any speech connection.

Disconnection of an alarm is made with the “0” key if the receiver is a telephone or by a disconnection command from an ARC. Doro Eliza automatically disconnects the call after the programmed connection time has elapsed (default set to 10 minutes), this time can be extended with the “4” key on the telephone or by a keep alive command from the ARC.

Note! During the powering up of Eliza the cellular indicator ❗ is lit.

This indicates that the Eliza is in a process of finding a data network (Cellular and/or IP) therefore no alarm can be sent.

6.5 Function Monitoring

6.5.1Test alarm

This is used to monitor the Doro Eliza’s functionality and that the connection works correctly. If the test alarm function is activated a silent alarm will be sent according to the call sequence for alarm type 26. The time interval for test alarms can be set between 1 and 999 hours.

The Function monitoring can also be formatted according to the SCAIP specification (Ping/heartbeat). Ensure that the selected ARC can handle this format before enabling the functionality.

Disabled=0 (off)

Value: 1-999 hours, Default: 0 hours

6.5.2 Heartbeat

Heartbeat is a way to monitor the Doro Eliza's function, enable remote configuration and FOTA. If set to "Disabled", the Doro Eliza will turn off this feature. Heartbeat is used with the ICO platform.

Value: Disabled or 1-20 minutes, Default=2 minutes
Note! If Heartbeat is disabled it won't be possible to remote access from the ICO platform.

6.6 Inactivity alarm

Inactivity alarm is a function that is used for sending an alarm (alarm type 14) if no activity occurs during a certain pre-configured time. When inactivity alarm is activated an internal timer starts that generates an alarm if it is not reset within the set time. After every reset the timer will restart.

The inactivity alarm is cleared, and the time will be recounted from the start at the following events:

Example; expecting certain activity of the client during the day makes this function work as a check to ensure the well-being of the client.

- The Cancel  button is used for resetting the inactivity alarm manually.
- Activation of a programmed radio trigger/accessory. If the trigger is configured to transmit alarm type 12 (reset) the Eliza´s alarm function will not be activated.
- AUX can be used for resetting the activity alarm by wire connecting a fixed trigger, sending alarm type 12.

If the function pre-alert for inactivity alarm is activated, the Doro Eliza will (through an audible signal once every minute during the set time) alert the user that the time for inactivity alarm is about to expire.

6.7 Callback after an alarm

The function Callback after an alarm means that, after a raised alarm from the Doro Eliza is received by an ARC, the Doro Eliza is set in Callback mode by the ARC and is ready to receive incoming calls from either an ARC or a telephone.

Doro Eliza automatically answers the incoming call and speech connection is available instantly. Disconnection should always be done by pressing “0” or do a (Hook On) on a phone. The function is active during the time called “Callback time” set by the ARC.

If the Doro Eliza is not called up or cleared by the Cancel button  on the Doro Eliza the alarm will be sent again after that the programmed Callback time has elapsed.

The ARC handles the Callback mode and Callback Time

Note! Only for SCAIP and TS 50134-9 protocol

7 CONFIGURATION

The configuration of functions, contacts, alarm codes and settings in Doro Eliza are remotely configured via ICO or locally programmed with a computer. Personal radio triggers and other radio triggers/accessories can be paired directly on Doro Eliza without the use of a computer.

Doro Eliza can be preset with a template to simplify the configuration process. Normally this is a customized template used for all Doro Eliza’s within an organization and only the alarm-ID changed to be unique for each unit.

Note! The default values stated in this manual is related to a factory default Doro Eliza. If the Doro Eliza is pre-configured with a template it may be different values.

7.1 Programming of radio triggers and accessories

Up to 50 radio triggers and accessories can be paired to Doro Eliza.

7.2 Check radio coverage

This should always be performed in conjunction with the installation.

- Press down and instantly release the radio pairing button on the Doro Eliza, situated underneath the backside lid. See section 7.3 “Manual pairing of radio trigger/accessories”.
- Activate the radio trigger/accessory. When Doro Eliza receives the radio signal a tone signal is played. Repeat this in all areas where the alarm should function.

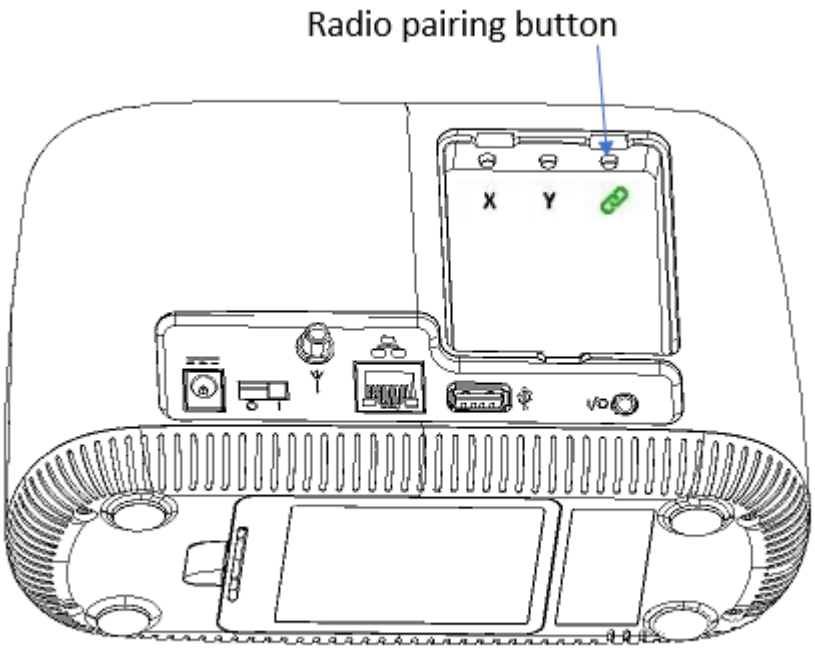
7.3 Manual pairing of radio trigger/accessories

- Press down and release the radio pairing button once, an audible signal should sound and the Power indicator starts to flash.

- Activate the radio transmitter. When Doro Eliza receives the radio signal an audible signal is played.
- Confirm the pairing by pressing and releasing the red integral alarm button once on Doro Eliza. The successful pairing is confirmed with an audible signal.

Note: Repeat the steps above to add more radio triggers/accessories.

Steps to erase all radio triggers see section 10 “SERVICE MODE”



7.4 Remote pairing of radio trigger/accessories

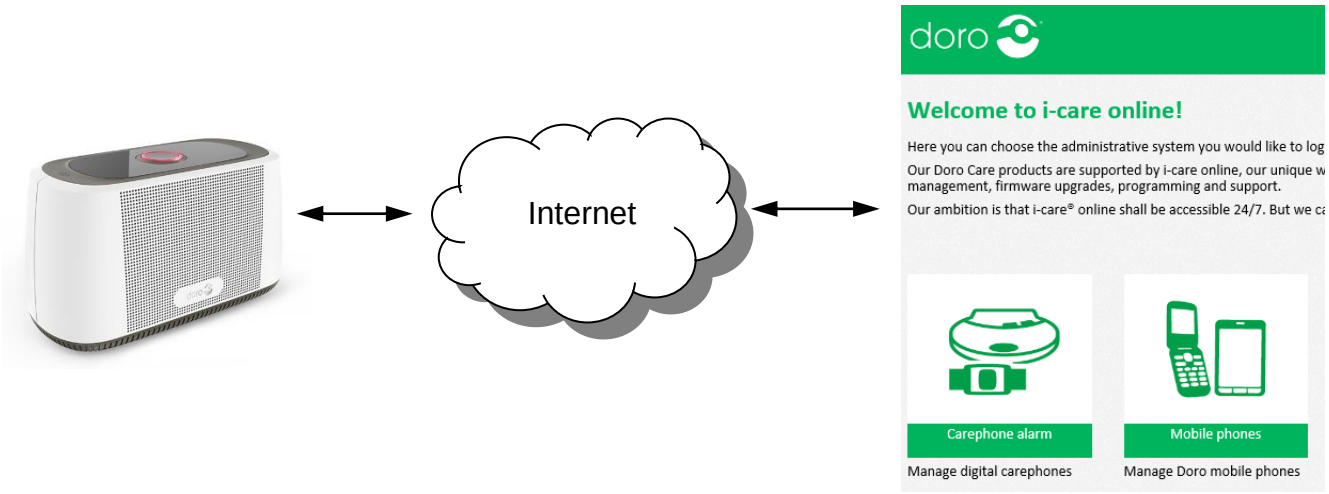
Via i-care online it is possible to remote program radio triggers and accessories to the Doro Eliza.

Note! Important is the following range and function test after any radio trigger/accessories programming.

7.5 i-care online (ICO)

Doro Eliza is supported by i-care online, Doro's unique web-based service which provides remote supervision, product management, firmware upgrades, configuration and support.

The service is accessible 24/7 and it is always possible in real time to see the status of your Doro Eliza.



To be able to administrate the Doro Eliza you must be logged on to i-care online, username and password are provided by your supplier.

A new Doro Eliza must be activated in i-care online; to be able to activate a Doro Eliza you must have the serial number of the Eliza.

Use the following URL to reach ICO: http://www.icareonline.com

8 SETTINGS i-care online

The following settings can be programmed in Doro Eliza:

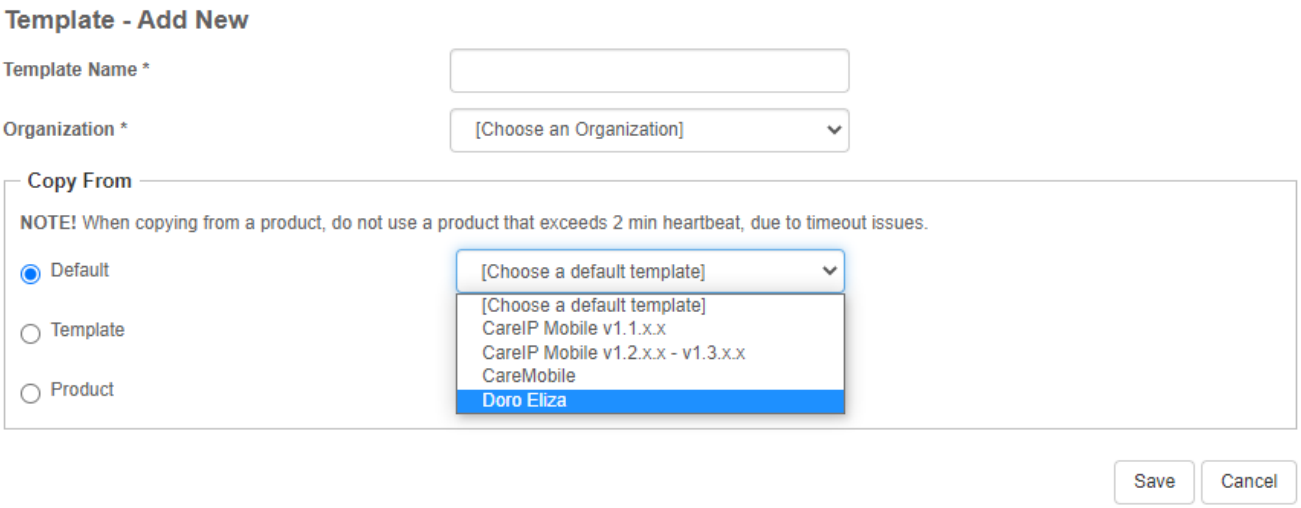
8.1 Templates

To easily change and configure desired parameters one can use templates that are pre-configured for specific use i.e contacts, ARC etc.

Default template

- Choose a desired template name
- Select to what organization the template shall be connected to
- Choose to copy from Default Doro Eliza template

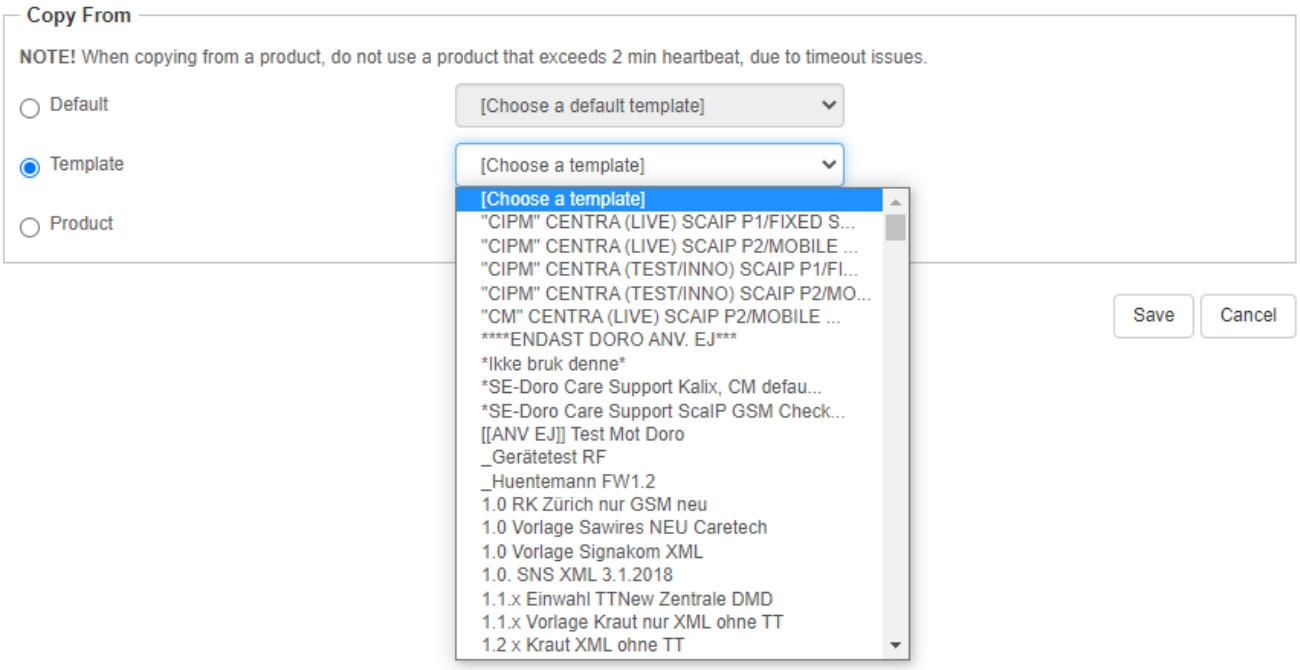
This will make the default template visible with the different parameters to program.




Alarm Management
SIP Settings
Additional Settings
Alarm Triggers
Cellular Settings
Wifi Settings
Ethernet Settings
ICO Settings
Parameter
Value
Hidden
Contact 1
Contact 2
Contact 3
Contact 4
Contact 5
Contact 6
Contact 7
Contact 8
Contact 9
Contact 10
Alarm Sequence 1
C1
Alarm Sequence 2
Alarm Sequence 3
Alarm Sequence 4
Alarm Sequence 5
Alarm Sequence 6
Alarm Sequence 7
Alarm Sequence 8
Alarm Sequence 9
Alarm Sequence 10
Edit
Save
Cancel

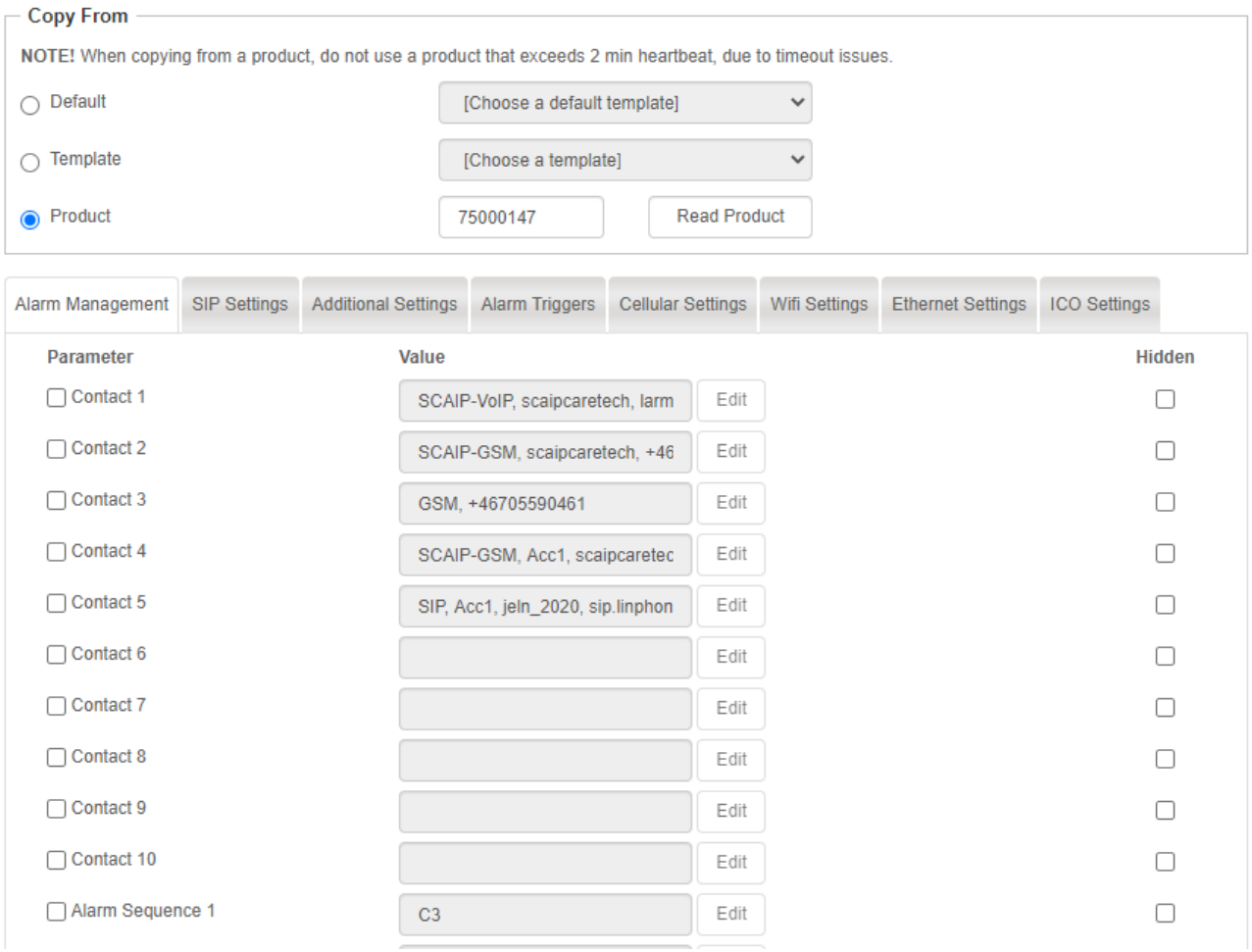
Template

- Choose from previous saved templates
- Set a Template Name
- Having chosen a template it is possible to change parameters



Product

- To create a template from an online Doro Eliza:s template
- Set a Template Name
- Choose an Organization
- Set the serial number in the box of the desired Eliza to be used
- Press `Read Product`
- Change the desired parameters and press Save



8.2 Cellular, Wi-Fi, Ethernet, i-care online settings

Cellular settings

Cellular - Network Priority
Settings; Disabled, High, Medium, Low
Default High

Cellular: - Pin Code

Pin code for SIM card.
Note: You need to use a mobile phone to change or activate a pin code.

Cellular – Access Point Name, APN

Address to the Network operators access point.
(Activates Data for alarm communication and i-care online remote administration).

Cellular - Authentication protocol

Settings: CHAP, PAP, CHAP/PAP (Auto)

Default value: CHAP/PAP (Auto)

Cellular – Authentication Username

User name to access APN

Cellular - Authentication Password

Settings: Max 16 characters

Cellular – Mobile Technology

Settings: 2G, 3G, 4G

Default: 2G, 3G, 4G

Cellular - Antenna

Settings: Internal, External

Default: Internal

Cellular – SAR backoff (Only with internal antenna)

To minimize disturbance if Eliza is GSM-network connected during idle mode or is in voice connected GSM-call.

Settings: Disabled, Low, Medium, High

Default: Disabled

Cellular – Ping address, period and Max Ping loss

Ping address

Default: 1.1.1.1

1.1.1.1 is a public DNS resolver that makes DNS queries faster and more secure

Ping period

Setting: 5-600 seconds

Default: 35 seconds

Max ping loss

Number of failed pings before considering the interface down

Setting: 1-10

Default: 3

Cellular – Radio access technology

Settings: GSM (2G), UMTS (3G), LTE (4G)

Default 2G, 3G, 4G

If only 4G is set, there is no possibility to raise an alarm to a mobile phone or an analogue phone.

Please do not change this parameter if not necessary.

Cellular – Antenna

Settings: Internal, External

Default Internal

Wi-Fi settings

See section “Accessories and spare parts” for USB-WiFi-dongle.

Wi-Fi – Priority

Settings: Disabled, High, Medium, low

Default: Disabled

Wi-Fi – Service set identifier (SSID)

The name of the wireless network

Wi-Fi - Encryption

Settings: None, WEP, WPA/WPA2 (strongest encryption)

Default: None

Wi-Fi - Password

Wi-Fi – Manual Network configuration

Settings: Manual

Static IP adress

Netmask set depending on IP-address chosen

Gateway: The router interface connected to the local network

DNS: Domain Name System: Connects domain name with IP-adresses

Heartbeat address

Address to i-care Management server

Heartbeat port

Default port: 4060

Heartbeat interval

Time between activity messages (ping) to the ICO service.
(must be activated if remote administration from i-care online is used).
Settings: Disabled, 2-60 minutes
Default value: 2.

Configuration time-out

Default: 60 seconds

Configuration address

The server-address used by ICO to upload/download configuration

Configuration port

Default port: 443

Ethernet settings

Ethernet priority

Settings: High, Medium, Low, Disabled

Default: Medium

Network configuration

Settings: Manual, Automatic (DHCP)

Default: Automatic (DHCP)

Manual network configuration

IP-address

Netmask

Gateway

Primary DNS

Secondary DNS

Ping address

Default: 1.1.1.1

Ping period

Settings: 5-600 seconds

Default 10

Max ping loss

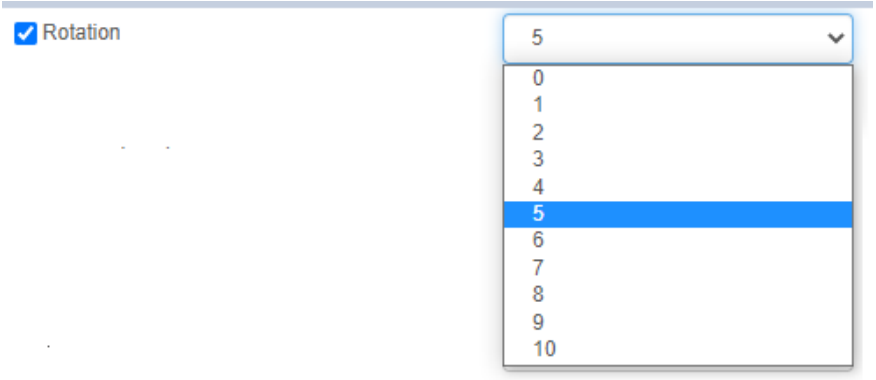
Settings: 1-10

Default: 3

Log Settings

Settings: 0-10

Default: 5



Rotation size

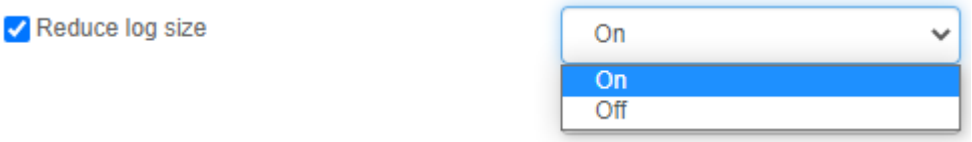
Settings: 0-10240

Default: 2000

Reduce log size

Settings: On, off

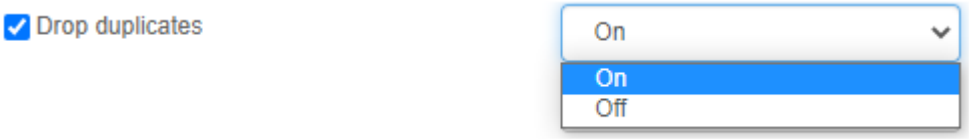
Default: On



Drop duplicates

Settings: On, Off

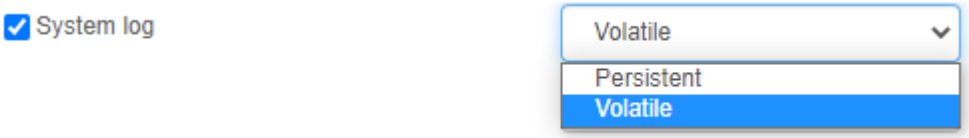
Default: On



System log

Settings: Volatile, Persistent

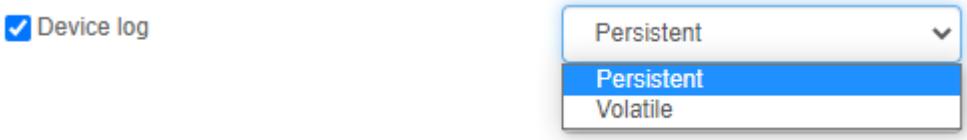
Default: Volatile



Device log

Settings: Volatile, Persistent

Default: Persistent



Battery log

Settings: Volaitile, Persistent

Default: Persistent

Do not change if not demanded from Careium Development team!

8.3 Additional settings

Pre alert time

Time that Doro Eliza waits before call out after that an alarm is activated.

Sends an audible signal every 30 seconds during set time before call out

Settings: 0-99 seconds.

Default value: 0.

Call attempt duration

The time that the Doro Eliza tries to call a contact before it continues with the next contact in the call sequence.

Settings: 5-3600 seconds.

Default value: 40 seconds.

Use a lower "Call attempt duration" ~30 seconds, to avoid common voice mail settings if using a mobile as receiver
Depends also on receiver end settings, e.g SIP or IP-phone

Call connection time

Time before the alarm is automatically disconnected. The time may be extended from the alarm center by an update command or with “4” from the telephone. The Doro Eliza sends an alert signal to the alarm receiver 15 seconds before the alarm is disconnected.

Selection: 1-999 minutes.

Default value: 10.

Number of call attempts

The number of call attempts the Doro Eliza makes before the alarm is cancelled if it is not getting any answer.

Settings: 1-99 attempts.

Default value: 15.

Function Monitoring

Test alarm is used to monitor the Doro Eliza’s functions and connections, a quiet test alarm (alarm type 26) is sent to the alarm receiver within the programmed time. When the Doro Eliza is started or re-started it will generate a test alarm within 15 minutes.

Settings: 0-999 hours

Default value: 0 (off)

Functioning Monitoring as SCAIP ping

Inactivity alarm

Inactivity alarm is a function used for automatically sending an alarm (alarm type 14) if no activity occurs within the programmed time.

This sequence can be interrupted with cancel button, or activation of a radio device (Alarm type 12) or via AUX-input sending alarm type 12 or Home/Away, Check-In/Check-Out.

Settings: 0-999 hours

Default value: 0 (off).

Pre-alert time for inactivity alarm

If set, the Doro Eliza will raise a signal every 60 seconds for the set time before the inactivity alarm is raised. This provides the user to be able to cancel the alarm during the set time.

Settings:0-60 min

Default value: 10 min

Time to wait between call attempts

The time that the Doro Eliza waits after having tried to call all contacts in sequence list.

Settings: 1-99 seconds

Default value: 15 seconds.

Reminder alarm

The raised alarm is only acknowledged by pressing the cancel button by the user, not by the alarm-receiver. If no acknowledge has been executed by pressing the cancel button by user, the Doro Eliza will send a new alarm (Reminder alarm) in the set time.

Doro Eliza will emit a beep every 30 seconds until acknowledge is done by pressing the cancel button

Selectable: 0-99 minutes
Default value: 0 minutes

> Do not combine this function with “Disable cancel button during alarm/ON”
>
> This will block the possibility to acknowledge the alarm by user.

Silent during call-out

Specifies if Doro Eliza should play tones in loudspeaker during call out.

Settings: Off, On
Default value: Off

Callback time

> When using the SCAIP or TS 50134-9 protocol with call back, it is up the ARC to set the call back time.

See section 6.7 "Callback after an alarm" for more information.

Home/Away

- The “Away” function, (Yellow button ◯) can be used as a way of alerting the receiver of the alarm that one has departed, for example, the apartment.
- When Away alarm is activated in conjunction with Inactivity alarm, the Inactivity alarm timer is suspended
- The “Home” function, (Green button ▢) can be used to alert the receiver of the alarm that one has arrived back.
- When Home alarm is activated in conjunction with Inactivity alarm, the Inactivity alarm timer is activated.

This function will override any other programmed function for the Green ▢ and Yellow ◯ touch button

Away function

Alarm type	Voice connection	Inactivity alarm
57	Yes	Inactivated
98	No	Inactivated

Home function

Alarm type	Voice connection	Inactivity alarm
56	Yes	Activated
97	No	Activated

Note! If this parameter is set the touch buttons will be locked to GREEN=>HOME and YELLOW=>AWAY.

Check-In/Check-Out

Check In/Out function for staff, is a function to indicate arrival and departure from client. The yellow button will now function as a Check-Out and the green button as Check-In. If the Check out has not been done after 4 hours an automatic reset will be done (default).

Settings:

Default value: Disabled

Note. This setting will override all other alarm types for Green and Yellow button.

Time-zone

Daylight saving time: automatically updated

Settings: European capitals, ETC/UTC, UTC Greenwich, ETC/GMT

Language

Settings: English, French, German, Norwegian, Spanish, Swedish

Default: English

Alarm acknowledgement upon disconnection

The alarm is only acknowledged when the Doro Eliza receives a proper disconnection command from the alarm receiver. If no proper disconnection command is received the alarm will be called out again

Settings: N/A

Default value: Yes

Pre alert time for inactivity alarm

Warning tone that alert before an inactivity alarm is being sent. Doro Eliza gives a tone signal once every minute during the programmed time until the alarm is sent.

This prpgrammed time will only be stopped by pressing the CANCEL button  *, activate a radio device sending radio code "12" (reset) or AUX activated input with alarm type 12 (reset).*

Settings: 0-60 minutes, 0 = off.

Default value: 10.

Speaker volume

Default value: 90

Min value: 0, max value: 100

Microphone volume

Default value: 90

Min value: 0, max value: 100

Do not allow users to disconnect calls with the cancel button

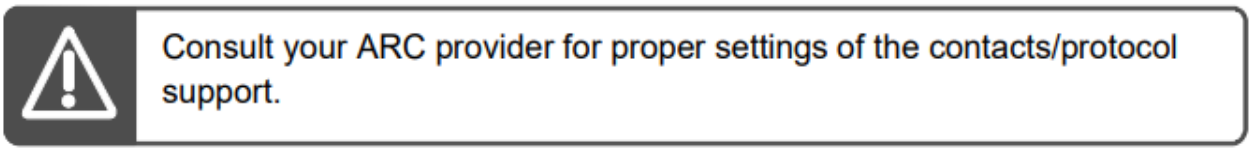
Not possible to interrupt an alarm with the cancel button  .

Selectable: Yes/No.

Default value: No.

8.4 Alarm management

Settings for contacts call sequences and alarm types.



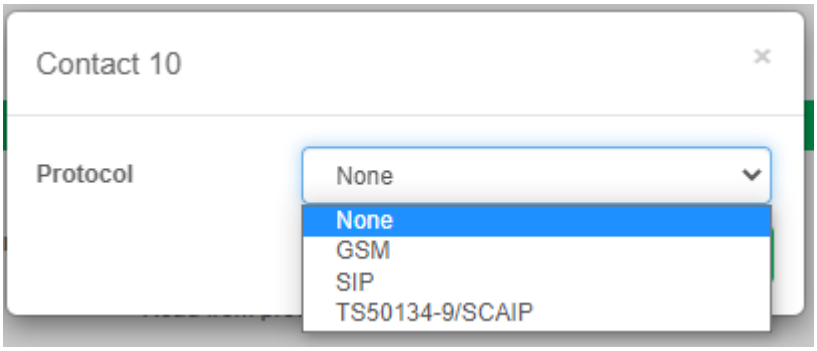
Contact 1-10

Specifies URL, alarm code and/or telephone number for each contact, also which protocol used for the alarm transfer.

- SCAIP = Used with receivers capable of handling SCAIP-Cellular alarms or SCAIP via Ethernet-Broadband.
- Cellular = Alarm with telephone/analogue alarm receiver, identified by Eliza's phone number (Not recommended when sending alarms to an ARC).

It is mandatory to use international dialing prefixes when using a roaming SIM card or when the location of the Eliza is placed close to the border of the country (making it possible to roam to another network in the neighboring country).

E.g. to make the alarm to a UK alarm central you would add +44 to the phone number and make sure to remove the leading zero in the area code.



Call sequence

Settings of what contacts are used, and in which order they shall be called.

Settings: 1-10

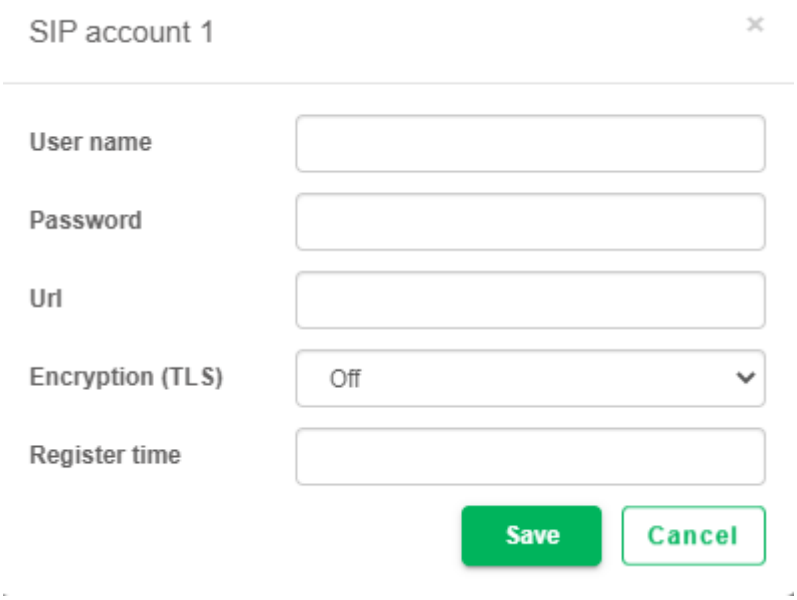
Default value: Disabled

SIP accounts

A SIP account enables user to make voice calls over the internet using VoIP.

Adding to this, via SIP Trunking users/organizations are enabled to place calls through the Public Switched Telephone Network (PSTN)
Settings for SIP-account

Settings: 5 accounts



Alarm type

Setting of what alarm type each button and AUX Input shall use.

Settings: 1-320

Default values:

8.5 Configuration of paired radio triggers

It is possible to configure the radio triggers that are paired to the Doro Eliza e.g. what alarm type that shall be transmitted when the radio trigger is activated and if test alarm from radio triggers shall be activated.

Radio trigger Enzo

Alarm button – short press: Programmable, see Alarm type list.

Alarm button – long press: Programmable, see Alarm type list.

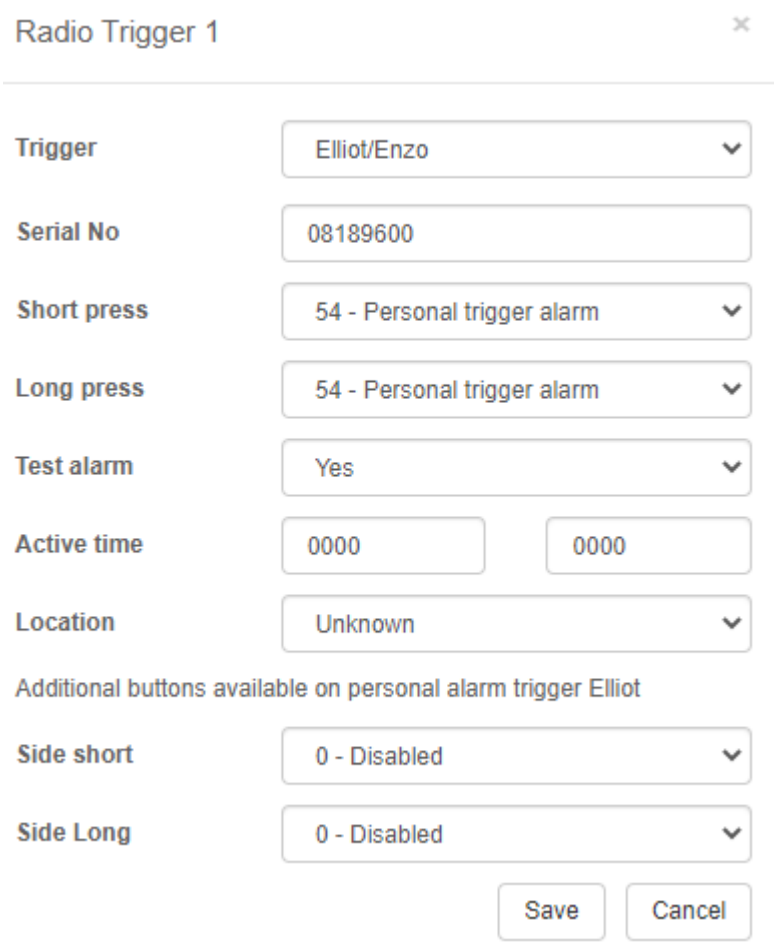
Serial number: The radio trigger ID (Radio code).

Radio test transmission: Yes/No (Activated/deactivated in conjunction with radio transmission). Default value: Yes

Active time – From/To: Programmable

Location – identifies from where a fixed alarm trigger is situated and raising alarm from.

Note! Additional settings are available for the trigger Doro Elliot



Other radio triggers/accessories

Refer to the handbook for each radio trigger/accessories

8.5.1 Alarm triggers and radio devices

Default settings for new radio devices.

Settings for how radio devices paired with Eliza should be configured, e.g. which alarm type (selectable 1-320) should be sent when the radio device is activated, and if test alarm from the radio triggers should be activated.

Default values:
- Alarm button – short press = Alarm type 10 (Emergency alarm).
- Alarm button – long press = Alarm type 10 (Emergency alarm).
- Side button – short press = Not activated.
- Side button – long press = Not activated.
- Periodical Radio test transmission = Off.

Note! Side button is only available on the Elliot trigger

Alarm type red integral button (alarm button)

Settings: see Alarm type list.

Default value: 10 (Emergency alarm).

Alarm type yellow/round button

Settings: see Alarm type list.

Default value: 0 (Disabled)

Alarm type green/square button

Settings: see Alarm type list.

Default value: 0 (Disabled)

Radio test transmission period

Radio test transmission from a radio trigger can be configured for the radio triggers, see section 8.5 “Configuration of paired radio triggers”. The radio trigger will transmit a test signal every 11th hours if this is activated. If no test signal is received within the set “Radio test transmission time” a missing radio test alarm report will be sent to the ARC.

Example: If parameter set to 24 hours the Doro Eliza expects at least one radio test alarm signal during this period from the paired and activated radio trigger. If the first radio transmission (11th hour) fails (for example; out of range) but not the second (22 hours), missing radio test alarm report will not be sent and vice versa. But if both transmissions fail, a radio test alarm report will be sent.

The period can be configured as:

Settings: 24h-999h

Default value: 24 (every once a day).

Log Settings*

Rotation

Settings: 0-10

Default: 5

Rotation size

Settings: 0-10240

Default: 2000

Reduce Log Size

Settings: On, Off

Default: On

Drop duplicates

Settings: On, Off

Default: On

System log

Settings: Volatile, Persistent

Default: Volatile

Device log

Settings: Persistent, Volatile

Default:

Battery log

Settings: Persistent, Volatile

Default: Persistent

*Note: Do not change if not demanded from Careium development team!

9 ALARM TYPES

All events transmitted from Doro Eliza are attached to a DC type (See table) that is mapped to corresponding alarm type/criteria in the selected alarm protocol and ARC. The alarm type informs the recipient/ARC of the cause of the event. Note! There may be variations between different protocols and below descriptions may not be implemented or displayed as is. The speech connection is controlled by the ARC and can therefore differ from the table below.

DC type	Description	Speech	Note
2	System alarm	No	
5	Barrier alarm	No	
7	Intruder alarm	No	
8	System alarm	No	
9	Smoke alarm	Yes	
10	Emergency alarm	Yes	
12	Reset/Stop	No	1
13	Panic alarm	No	
14	Inactivity alarm	Yes	
15	Active alarm	No	
16	Battery alarm radio trigger	No	
17	Battery alarm Eliza	No	
19	Mains failure	No	
20	Mains reset	No	
21	Operational error radio trigger	No	
26	Test alarm	No	
27	Elevator alarm	Yes	
28	Door alarm	Yes	
29	Smoke/Fire alarm	Yes	
30	Undefined alarm type 1	Yes	
31	Undefined alarm type 2	Yes	
32	Fire alarm	Yes	
34	Gas alarm	Yes	
35	Door alarm	No	2
36	Moisture alarm	No	
37	Undefined alarm type 3	No	
38	Bed alarm	No	
39	Undefined alarm type 4	No	
40	Alarm	No	
41	Wandering client alarm	No	
42	Assistance	No	
48	Emergency alarm B, cohabiter	Yes	
54	Emergency alarm radio	Yes	
56	Home alarm	Yes	

57	Away alarm	Yes	
66	Time disconnected	No	1
71	Check-in (Carephone)	No	
73	Check-out (Carephone)	No	
80	Intruder alarm OFF	No	
82	Intruder alarm ON	No	
89	Log alarm/Acknowledgment	No	
90	Service/phone call	Yes	1
97	Home alarm	No	
98	Away alarm	No	
205	Fixed trigger 2	Yes	
210	Fall trigger/detector	Yes	
215	Personal attack pendant (assault)	No	
220	Duty switch	No	
225	Pill dispenser – pill not taken	No	
226	Pill dispenser – pill taken	No	
230	Mat sensor	No	
236	Door sensor – open (too long, left open)	Yes	
240	Enuresis detector	No	
245	Epilepsy detector	No	
250	Occupancy detector (bathroom)	No	
255	Environmental monitor	Yes	
260	Lighting circuit monitor	No	
265	Heating system monitor	No	
270	Heat detector – high temperature	No	
271	Heat detector – low temperature	No	
272	Heat detector – temperature rate of rise	No	
273	Temperature detector, extreme temp. rate of rise	Yes	
275	Carbon Monoxide detector	No	
280	Bogus caller switch	No	
285	Bath sensor – high level	No	
287	Flood	Yes	
290	Chair monitor	No	
291	Chair monitor – occupancy	No	
295	Bed monitor - occupancy	No	
300	Stove guard activated	Yes	
310	Pull cord activated	Yes	
320	Radio Eliza (undefined)	Yes	

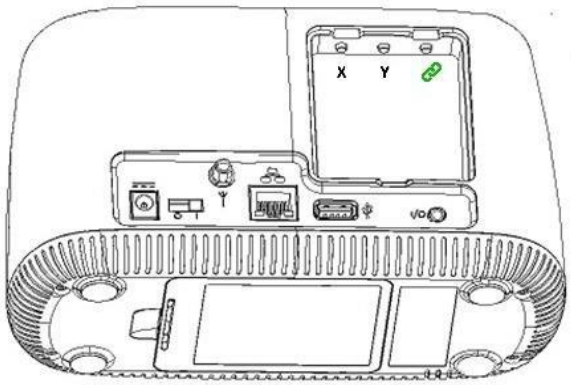
Notes:

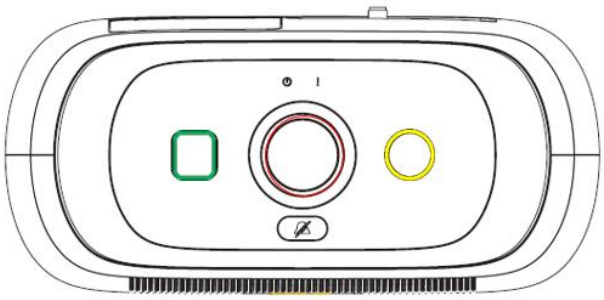
1. Technical event. Not transmitted as a protocol event to ARC.
2. SCAIP doesn´t contain a door alarm w/o speech so a customer specific status code is used, <sco>900 – silent alarm, to differ CT28 and CT35. Make sure the ARC is compliant with above <sco>900 definition before use of CT35.

10 SERVICE MODE

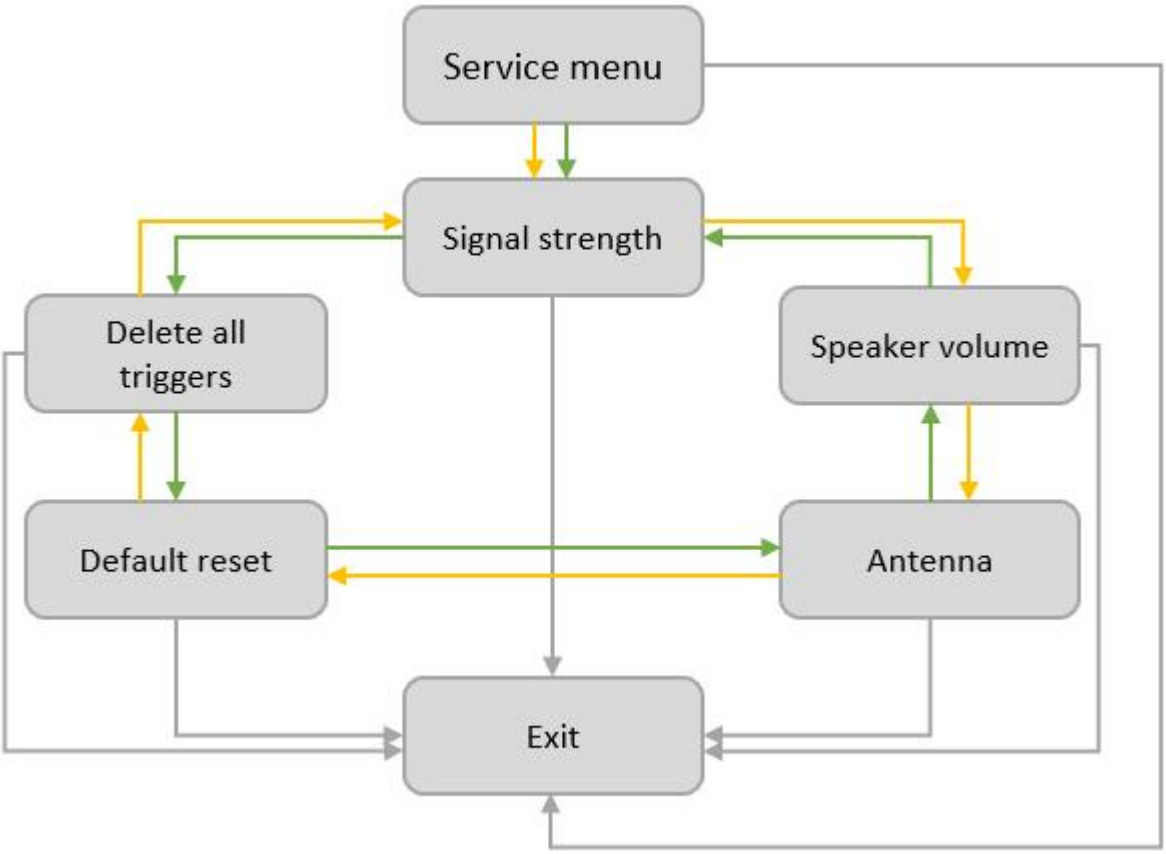
Eliza is equipped with a “Service mode” to

- Check Cellular signal strength.
- Erase radio trigger/s (all)
- Reset all parameters on Eliza (Default)
- Choose between Internal or External antenna
- Select speaker volume.
- To exit the Service menu at any stage, press Cancel button  .





10.1 Service mode functions



Check Cellular signal strength

1. Press the radio pairing button twice
2. A synthetic voice will say, -Service Mode!
3. Press the Green square button once
4. A synthetic voice will say, -Signal strength!
5. Press the Main Integral alarm button once
6. The actual signal strength will be presented

Erase radio trigger/s

1. Press and release the radio pairing button twice
2. A synthetic voice will say, -Service Mode!
3. Press the Green square button twice
4. A synthetic voice will say, -Delete All triggers!
5. Press the Integral alarm button once
6. A signal will be heard that the trigger/s are erased

Default all parameters on Eliza

1. Press and release the radio pairing button twice
2. A synthetic voice will say, -Service Mode!
3. Press the Green button three times
4. A voice will say, -Default reset!
5. Press Main integral button once
6. Press Green button once
7. Press Yellow round button once
8. Press Main integral button once
9. A voice will say, -Default reset successfully done!

Select internal or external antenna

1. Press and release the radio pairing button twice
2. A synthetic voice will say, -Service Mode!
3. Press the Yellow button three times
4. Press Main integral button once
5. A voice will present what type of antenna is selected
6. Press Green button and choose what antenna to use
7. Press Main integral button once to store selected antenna
8. Done!

Choose speaker volume

1. Press and release the radio pairing button twice
2. A synthetic voice will say, -Service Mode!
3. Press Yellow round button twice
4. A voice will say , - Speaker volume!
5. Press Main integral button once
6. A voice will present present speaker volume
7. Press Yellow round button once to raise the volume or press Green button to lower speaker volume.
9. To store selected speaker volume, press Main integral button once
8. A voice will say, -Speaker volume saved!
9. Done!

11 FAULT INDICATION

- Mains power loss – The power indicator starts to flash and Eliza starts to beep.

- Data connection loss – The ! sign is lit.
- Ethernet cable disconnection - The ethernet indicator LEDs turns off

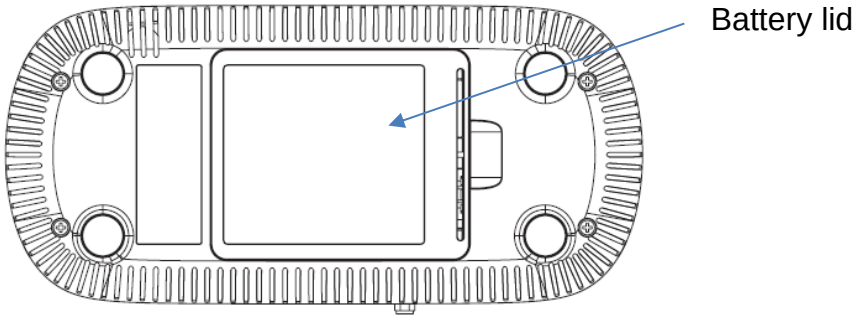
12 MAINTENANCE

12.1 Cleaning

When cleaning the Doro Eliza including accessories and cables use only a slightly damp cloth. Do not use strong detergents or solvents when cleaning.

12.2 Replacing the battery

Replacing the battery should be performed by a technician. Only batteries supplied by DORO shall be used.This procedure shall only be performed when the Doro Eliza is turned OFF and unplugged from mains power. After a new battery is installed, it should be charged at a minimum of 24 hours with mains connected.



- Switch the device to OFF on the power switch 
- Open the battery lid.

Localize the battery and use for example a suitable plier/tweezer between the two mating connectors to separate them, e.g, do NOT pull on the battery cables to disconnect the battery from Eliza.

- Replace the old battery with a brand new one. Make sure to use a specified battery type and fully plug the connector.
- Close the battery lid.
- Turn ON the Doro Eliza with the power switch 

12.3 Storing the Doro Eliza

If Doro Eliza is going to be stored without mains power longer than six months the battery should be unplugged to avoid damage to the Li-ION cell.

When cleaning or replacing battery, the Doro Eliza should be turned off and power supply must be disconnected.

13 ACCESSORIES & SPARE PARTS

Accessories	Type	Art.no
Alarm in/audio out	3.5 mm plug to terminal block	7814
PSU Extension cable	DC-DC, 1.2 m	7715
Wi-Fi nano adapter	USB Male v2	7723
Network cable	Cat. 5e, 3.0 m	7813
USB cable	Type A / micro Type B	100062
External antenna	MACAB Antenna Pro-1000	100060
	MACAB Antenna Pro-5000	100056

Spare parts	Type	Art.no
Power supply	EU plug, 9VDC/2A, 1.8m cable	7910
Power supply	UK plug, 9VDC/2A, 1.8m cable	7910
Battery	Li-ION 3.7V, 2000mAh	8037
Personal radio trigger	ENZO 869MHz	300208

14 TECHNICAL DATA

Carephone	Doro Eliza
Dimensions:	197x92x112 mm (LxWxH).
Weight:	0,7 Kg
Integral alarm button	434 mm²
Power supply:	9.0 VDC, 2.0 A, 18.0 W
Power consumption (typical):	
- Off mode:	0.09 W
- Networked standby (HiNA):	1.8-2.8 W
- Alarm mode with speech	4-5 W
Backup battery:	Li-ION, 3.7 V, 2000 mAh, 7.4 Wh
Backup time:	Up to 73 h (New and fully charged battery)
Input:	Normally Open (NO)
Output:	Audio
Communication:	GSM 2G, UMTS/HSDPA 3G, LTE 4G, Ethernet, Wi-Fi
Alarm Protocol:	SCAIP, TS 50134-9 and voice call (additional on request) with TLS support
Radio frequency band:	869.20-869.25MHz.
Radio receiver category:	1
Number of radio transmitters:	50
SIM card interface:	1,8V and 3V. (Type Mini-SIM)

Cellular bands

Technology	Band	TX frequency (MHz)	RX frequency (MHz)
GSM (2G)	**GSM-900**	880-915	925-960
	GSM-1800	1710-1785	1805-1880
UMTS (3G)	**B1**	1920-1980	2110-2170
	B8	880-915	925-960
LTE (4G)	**B1**	1920-1980	2110-2170
	B3	1710-1785	1805-1880
	B7	2500-2570	2620-2690
	B8	880-915	925-960
	B20	832-862	791-821
	B28	703-748	758-803

Voice

VoIP	SIP (Session Initiation Protocol, RFC 3261) RTP
Voice codecs	Supports HR, FR, EFR, AMR, Echo cancellation & noice reduction (optional), digital audio, G.711, G722,VoLTE (operator dependent)
DTMF	Depending on the protocol in use. For SCAIP and Cenelec TS 50134-9 DTMF codes can be sent as SIP INFO, RFC 4733 or as in-band audio tones
Bluetooth	Low Energy (BLE) (Will be enabled in future releases) Bluetooth 5 LE Long Range
Wi-Fi	Nano USB adapter Supports IEEE802.11b/g/n (version 1/3/4) Encryption 64/128-bit WEP, WPA, WPA2 WPS-compatible.
ZigBee	Complies with radio standard IEEE 802.15.4 (Will be enabled in future releases)
USB	USB 2.0 Type A female x 2 (intended for Doro certified adapters)

External Power Supply

Model (EU):	GRT-A30-090200EB / S018BAM0900200
Model (UK):	GRT-A30-090200BB / S018BAM0900200
Input voltage:	100-240 VAC
Input AC frequency:	50-60 Hz
Output voltage:	9,0 VDC
Output current:	2,0 A
Output power:	18,0 W
Average active efficiency:	86,64 % (S018BAM0900200)
Efficiency at low load (10 %)	84,12 % (S018BAM0900200)
No-load power consumption	0,057 W (S018BAM0900200)

Personal alarm trigger	**Doro Enzo**
Dimensions:	39x32x11mm (LxWxH).
Battery:	3V lithium battery CR 2032.
Battery life:	Up to five years.
Water resistance:	Complies with IP67.
Radio frequency band:	869.20-869,25MHz.
Radio frequency power:	Max. 10 mW (10 dBm)

Equipment class: Class 1 radio equipment.

Environment

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

Temperature:	Operating temperature +5ºC to +35ºC.
Humidity:	0% to 75% relative humidity (non-condensed).
Environmental class:	1 (EG-I).

Copyright and other notices

Bluetooth® is a registered trademark of the Bluetooth SIG, Inc. Wi-Fi is a trademark or registered trademark of the Wi-Fi Alliance. ZigBee is a registered trademark of ZigBee Alliance. The contents of this document are provided "as is". Except as provided in applicable law, neither express nor implied warranties regarding, inter alia, merchantability and fitness for a particular purpose are offered in relation to the accuracy, reliability and Content. Doro reserves the right to change or revoke this document at any time without prior notice. Other product and company names mentioned herein may be trademarks of their respective owners. All rights are reserved as not expressly permitted herein. All other trademarks belong to their respective owners. To the extent permitted by applicable law, Doro or its licensors shall in no event be liable for any loss of data or income or damages of any kind whatsoever, and how they may arise.

Open Source License

You have the right to receive a copy of the source code of the software licensed under an open source license that entitles you to obtain the source code of the software (e.g. GPL or LGPL) to you on an appropriate medium, for an administrative fee, Doro AB will charge you for Manage media distribution and costs. Please send such request to Doro AB, Open Source Software Operations, Jörgen Kocksgatan 1B, SE 211 20 Malmö, Sweden. To be valid, such a request must be made within three (3) years from the date of the distribution of this product by Doro AB, or in the case of code licensed under the GPL V3 as long as Doro AB offers spare parts or customer support for this product model.

15 DECLARATION OF CONFORMITY

Information is supplied in the documentation accompanying the product

16 ENVIRONMENTAL INFORMATION

This product complies with the requirements of the EU directive 2006/66/EC (Batteries) and 2012/19/EU (WEEE). These directives regulate the product liability for battery, electrical and electronic recycling with the purpose of increasing recycling and minimizing waste. The Doro Eliza is marked with the “crossed out wheeled bin” logo, which indicates that it should 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 or to your distributor. For detailed instructions, please check with your distributor or visit our website, www.doro.com/care/

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.

Proper disposable of products

(Electrical and electronic waste)

(Applicable in countries with special collection systems)

This symbol on the product itself, its accessories or instructions for use means that the product and its electronic accessories (e.g. chargers, headsets, USB cables) must not be disposed of with ordinary household waste. In order to avoid damaging the environment and human health, these parts should be sorted separately and recycled in order to promote the sustainable reuse of materials. For questions about how and where these products should be recycled, private individuals should contact the place of purchase or municipality. Companies should contact their supplier and read the terms of the purchase documentation. This product and its electronic accessories must not be mixed with other commercial wastes. This product complies with the RoHS directive. Proper disposal of batteries in this product (applicable in countries with special collection systems) This symbol on the battery, in the manual or in the packaging indicates that the battery in the product must not be disposed of in the ordinary household waste. Where they occur, the chemical designations Hg, Cd or Pb mean that the battery contains mercury, cadmium or lead exceeding the reference levels of the EU battery Directive 2006/66. If the batteries are not disposed of properly, these substances may harm human health or the environment. To protect natural resources and promote reuse, dispose

of the batteries separately and recycle them by placing them in the municipal battery collection container.

Proper disposal of batteries in this product

(Applicable in countries with special collection systems)

This symbol on the battery, in the manual or in the packaging indicates that the battery in the product must not be disposed of in normal household waste. Where they occur, the chemical designations Hg, Cd or Pb mean that the battery contains mercury, cadmium or lead exceeding the reference levels of the EU Battery Directive 2006/66/EC. If the batteries are not disposed of properly, these substances may harm human health or the environment. To protect natural resources and promote reuse, dispose of the batteries separately and recycle them by placing them in the municipal battery collection container.

Disposing of the battery in the alarm button Doro Enzo

This product complies with the requirements of EU Directive 2006/66/EC (Batteries) and 2012/19/EU (WEEE) and must not be disposed of with other household waste. Always recycle your discarded electronic products, batteries and packaging.

17 APPENDIX 1 – Local configuration

17.1 Local configuration

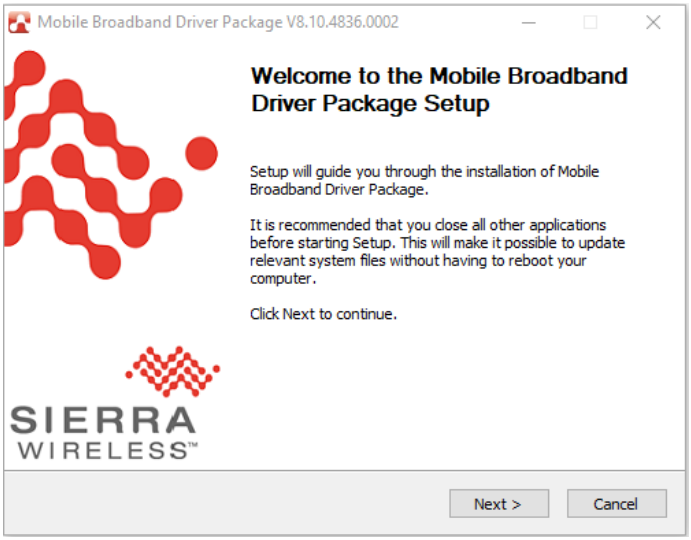
Local configuration can be done by connecting the Doro Eliza to a computer via a USB-cable and start up a console with any web browser e.g., Chrome, Internet explorer, Edge etc.

Through a specific address and log-in credentials one can access Doro Eliza and program different parameters.

i-care online is the preferred configuration tool as it is web-based and remotely accessible 24/7, it contains all features in a user-friendly design. However, it is possible to utilize the built-in technical administration console before the Doro Eliza is online.

17.1.1 Install Drivers

Run the file GenericDriverSetup.exe to install the mobile broadband driver package (necessary in order to use Doro Eliza local configuration tools).

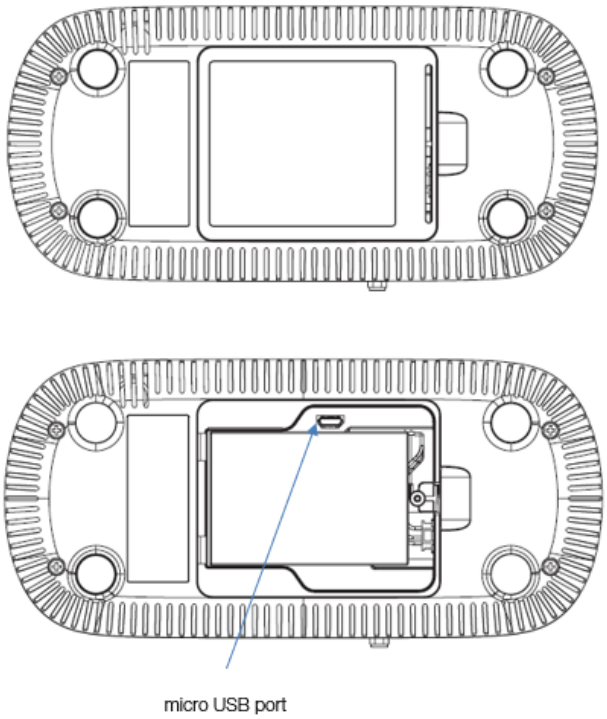


Driver found in here: https://www.doro.com/sv-se/care/technical-handbooks/

Note! You may be required to restart the computer after installation.

17.1.2 Connect the Administration console

Open the battery lid underneath the unit and connect a micro-USB cable to the unit.

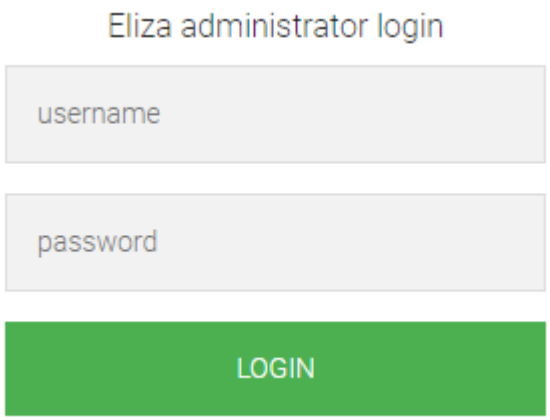


Connect the bundled power cable to the unit and turn ON the unit with the power switch  both located on the back side of the unit.

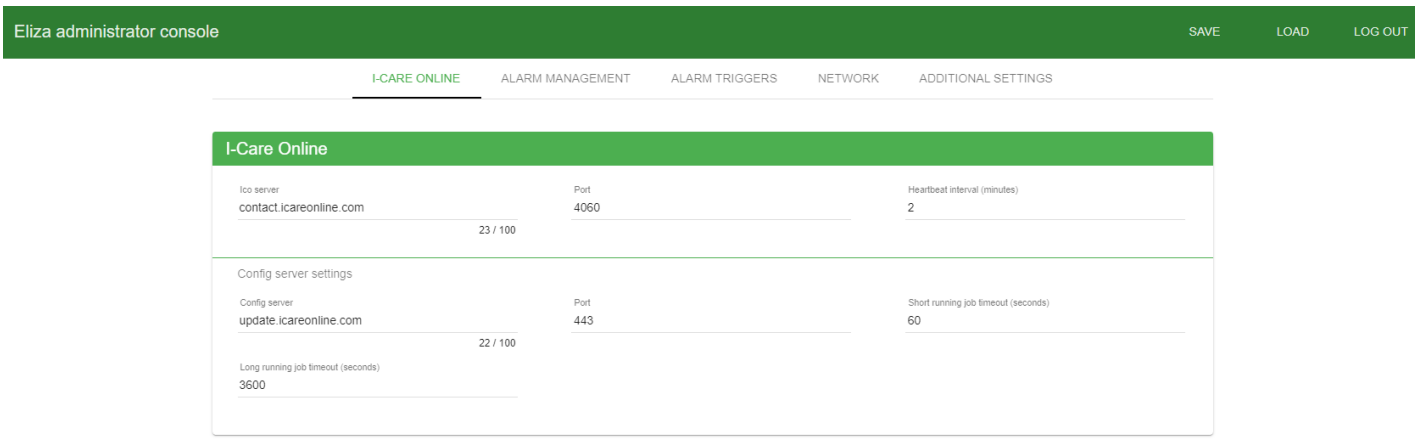
17.1.3 Launch the Administration console

Open any browser (Google Chrome, Internet Explorer, Microsoft Edge, Mozilla Firefox) and go to page 192.168.2.2

Login to the local configuration tool, user credentials provided by DORO.



You will now enter the Doro Eliza administrator console



Change the desired parameters of your choice and click on "Save" at the top right corner of the page to save the changes made to the unit.

17.1.4 Parameters

When using the local configuration tool, some parameters must be written in a special way, below are some examples.

17.1.5 Contacts

Contacts to call when an alarm is triggered.

Example on valid contact strings:

Contacts to call when an alarm is triggered.

Example on valid contact strings:

GSM contact

tel:number	*tel:+4412345678*

SIP contact

sip:n,user@host	*sip:0,doro1@doropartner.com* or *sip:0,doro1@111.11.11.11*
sip:n,user@host:port	*sip:0,doro1@doropartner.com* or *sip:0,doro1@111.11.11.11:5060*

ScaIP-GSM contact

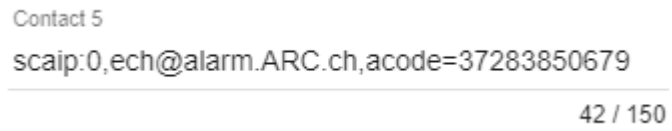
scaip:n,user@host,acode=a,tel:number (ARC number);

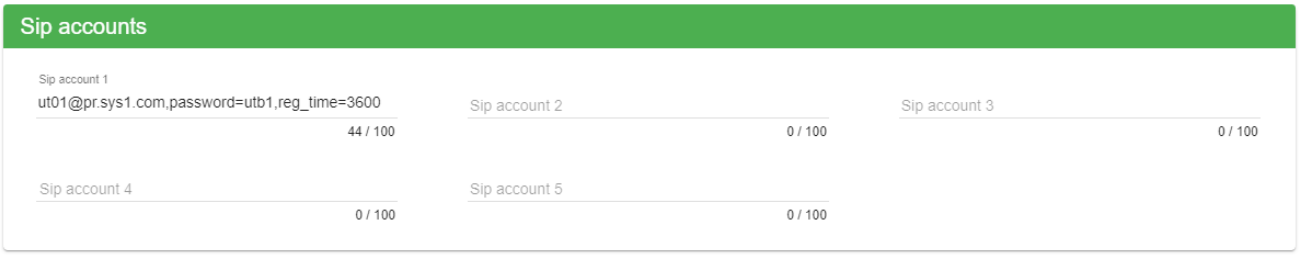
scaip:0,doro1@doropartner.com,acode=12345678,tel:+44987654321

scaip:0 means no SIP account connected

scaip:1 means SIP account 1 is connected

Example;





ScaIP-GSM contact with specified port number

scaip:n,user@host:port,acode=a,tel:number (ARC number);

scaip:0,doro1@doropartner.com:5060,acode=12345678,tel:+44987654321

ScaIP-GSM with specified port number and callback number

scaip:n,user@host:port,acode=a,tel:number,callback=tel:number (sip or MSISDN number);
scaip:0,doro1@doropartner.com:5060,acode=12345678,tel:+44987654321,callback=tel:+44123456789

ScaIP-VoIP with specified port number and callback handled by ARC

scaip:n,user@host:port,acode=a (ARC handles the callback)

scaip:0,doro1@doropartner.com:5060,acode=12345678

Where:

- number is a phone number, beginning with “+” sign (country code).

- callback number, sip or MSISDN
- n is a SIP account number, 0=off. Max 5 accounts
- user is a username.
- host is a hostname or IP address.
- port is the port number on the server, if not specified default port 5060 is used.
- acode is the alarm code.

17.1.6 Sip accounts

Sip accounts set up

user@host,password=xxx

user@host,password=xxx,reg_time=xxx

17.1.7 Radio Triggers

Example on valid radio trigger string:

“12345678: test=on, dnd=22:00-08:00, 1=>054, 2=>010, 3=>320, 4=>012, 6=>009, 7=>035, L=X”

“12345678: test=on, dnd=22:00-08:00, 1=>54, 2=>10, 3=>320, 4=>12, 6=>9, 7=>35, L=X”

- 12345678= ID for radio trigger (8 digits, always end with :)
- test=on/test=off (radio test transmission for paired triggers)
- dnd=22:00-08:00 = do not disturb, alarm will not be active within set time, if time value is the same for example 00:00-00:00 or empty the trigger is always active.
- 1=> , 2=> , 3=> , 4=> , 6=> , 7=> = event from radio trigger, allowed value between 1-320 - L=, radio trigger location if SCAIP protocol is used, allowed value between 0-999.

Example of a paired Enzo radio trigger;

08156989: test=on, dnd=00:00-00:00, 1=>0, 2=>54, 3=>0, 4=>54, 6=>0, 7=>0

Event 1=>0 equals no activation possible

Event 2=>54 (alarm type) short press

Event 3=>0 equals no activation possible

Event 4=>54 (alarm type) long press

Event 6=>0 no activation possible

Event 7=>0 no activation possible

Example of radio trigger Motion;

2006240: test=on, dnd=00:00-00:00, 1=>28, 2=>12, 3=>38, 4=>38, 6=>10, 7=>38

Event 1=>28 (alarm type 28)

Event 2=>12 (alarm type 12)

Event 3=>38 (alarm type 38)

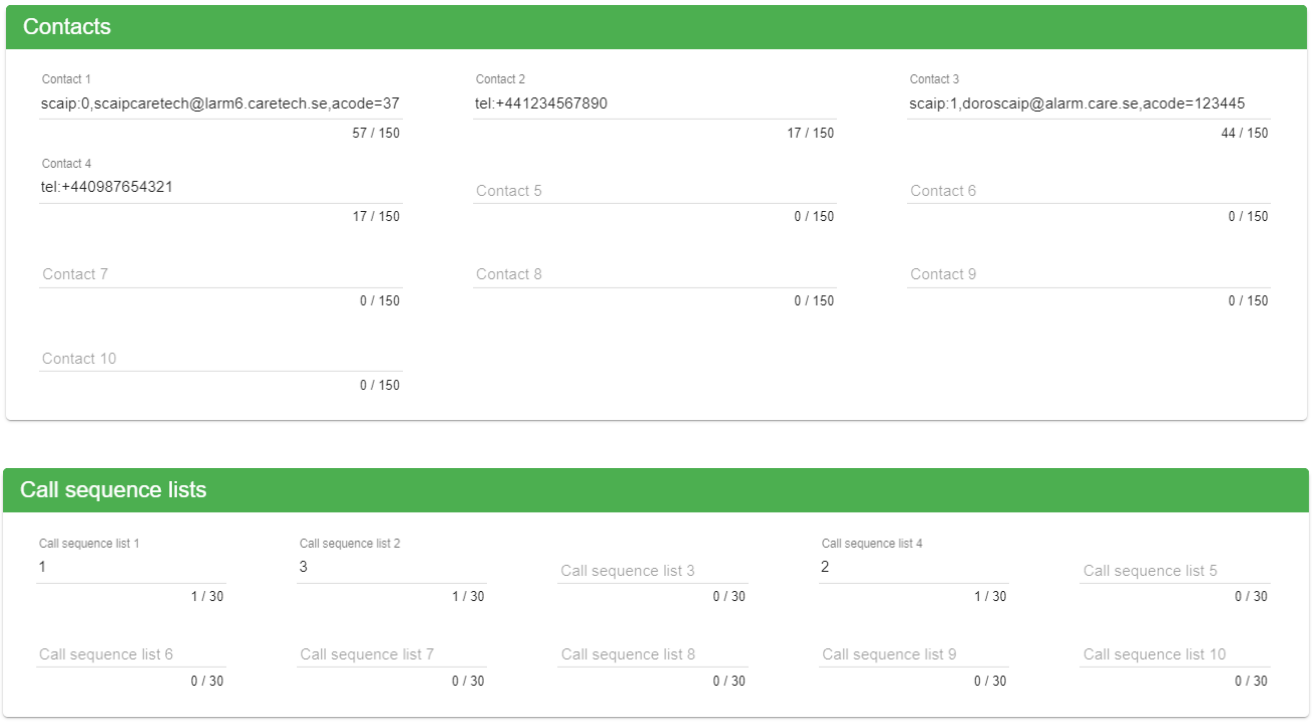
Event 4=>38 (alarm type 38)

Event 6=>10 (alarm type 10)

Event 7=>38 (alarm type 38)

17.1.8 Alarm type mappings and call sequence

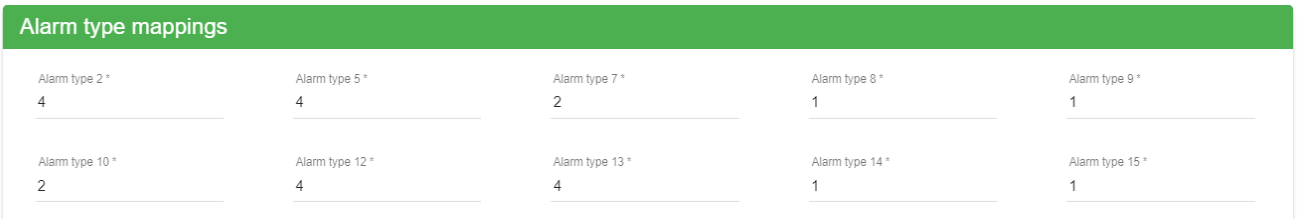
Example on chosen alarm type and call sequence list;



Call sequence list 1 will use Contact “1”

Call sequence list 2 will use Contact “3”

Call sequence list 4 will use Contact “2”

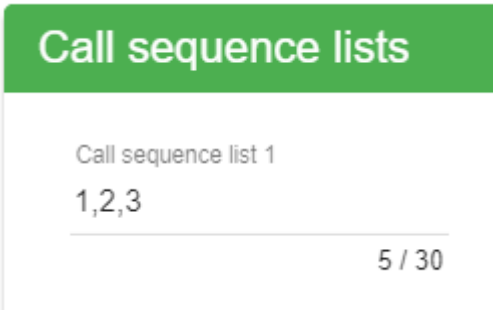


“Alarm type 8,9,14 and 15 will use Call sequence list “1”

“Alarm type 7,10 will use Call sequence list “2”

“Alarm type 2, 5, 12 and 13 will use Call sequence list “4”

To use several contacts in Call sequence list, (only with same alarm type), add a comma sign between the contact numbers.



Note! After Eliza has been connected to a computer it may take up to 90 seconds before configuring can be done via Eliza administration console (EAC).

www.doro.com