

Doro Aurora A20

English



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Congratulations on your purchase

The Doro Aurora A20 with a folding backlit keypad is a great choice for anyone who prefers the real keys of a feature phone but wants all the possibilities of a smartphone.

It comes with our newest simplified interface, **Doro Easy Interface**, offering step-by-step instructions and clear starting points to help users find, manage and understand apps and features more easily.

In addition, the Doro Aurora A20 comes with **QuickSupport (TeamViewer)** pre-installed to enable remote assistance from a trusted contact.

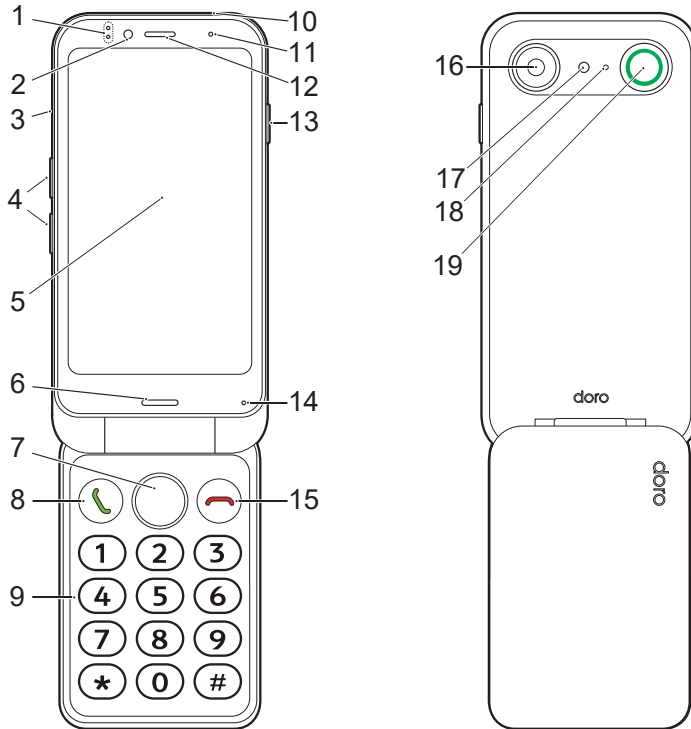
There are tactile buttons for Home and for answering and ending calls, and a long press of the Home button opens Google Assistant / Gemini for handling voice commands and questions.

Not only is the Doro Aurora A20 compatible with hearing aids, but also features our unique **Doro ClearSound** setting for making speech easier to understand; great for those who struggle with hearing conversations, especially in noisy environments.

And of course, our signature **Doro Secure Button**, in combination with the Response by Doro app, means help is always within reach, providing peace of mind for both the user and their relatives.

For more information about accessories or other Doro products please visit www.doro.com or contact our support.

Overview illustration



- | | |
|---|---|
| 1. Light indicators , lights up for different notifications | 11. Proximity/light sensor , turns off the display when the phone is held by the ear |
| 2. Front camera , selfie camera | 12. Earpiece , for phone calls with the phone by the ear |
| 3. SIM/memory card tray | 13. Power button |
| 4. Volume buttons | 14. Microphone |
| 5. Touch display | 15. End call button (red) |
| 6. Loudspeaker | 16. Camera flash/torch |
| 7. Home button | 17. Flash |
| 8. Call/answer button (green) | 18. Second microphone |
| 9. Dialler keypad | 19. Doro Secure Button |
| 10. USB Type-C , for battery charging or connection to other devices | |

This guide is for reference only. The actual device, including but not limited to the colour, size, and screen layout, may vary. The actual device and the items supplied may vary depending on the software and accessories available in your region or offered by your service provider. Your local Doro dealer provides additional accessories. The supplied accessories provide the best performance with your phone.

Note!

All illustrations are for illustrative purposes only and may not accurately depict the actual device.

About this manual

Descriptions in this document

Descriptions in this document are based on your phone's setup at the time of purchase. Instructions normally start from the start screen. Press **Home button** to reach the start screen. Some descriptions are simplified.

The arrow (➔) indicates next action in step-by-step instructions.

Assistive functions

Use the symbols to guide you through supporting sections in the manual.



Seeing



Handling



Hearing



Safety

Getting started

When you first get your phone, there is a few actions that you need to take before starting to use it.

Unbox your new phone

The first step is to unbox the phone and assess the items and equipment included in the delivery. Make sure to read through the quick start guide and manual so you can familiarise yourself with the equipment and the basic functions. For more information about accessories or other Doro products please visit www.doro.com or contact our support.

- The items supplied with the device and any available accessories may vary depending on the region or service provider.
- The supplied items are designed for this device and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from your local Doro retailer. Make sure they are compatible with the device before purchase.
- Only use accessories that have been approved for use with this particular model. Connecting other accessories may be dangerous and may invalidate the phone's type approval and warranty.

Setting up your new phone

Before you start using your new phone you may need:

- **nano-SIM card.** To take full advantage of your new smartphone's capabilities, you should insert a SIM card. The SIM card will enable you to place calls or use mobile data to connect to various Internet services. Your mobile service provider will give you a card and the codes needed for it (PIN and PUK) when you buy a mobile contract or a prepaid SIM card. Make sure you get a suitable contract that fit your needs regarding calls and mobile data.
- **Google account.** To be able to fully use your new smartphone you need a Google account. If you don't have one yet, no worries, as you will be guided through an account setup when starting the phone for the first time. It can however be a good idea to think of a Username and Password as these will be used for many services, such as Gmail, Google Drive, Google Photos and more. You can also back up content, data, and settings from your phone to your Google Account. You can then restore

your backed up information to the original phone or to some other Android phones.

- **Memory card (optional).** You can select to use a memory card (microSD, microSDHC, microSDXC, max 1024 GB) as extended internal memory or as a portable memory. For more information about memory cards (SD cards), visit <https://www.doro.com/faq>.
- **Wi-Fi access.** If you have a Wi-Fi access point available, it's always good to connect to that to reduce costs for data traffic and possibly increase data speed.

Insert SIM card and memory card

Note!

A SIM card may be included, depending on the included accessories. A memory card is optional and not included.



CAUTION

Turn off the phone and disconnect the charger before removing the SIM/memory card tray.

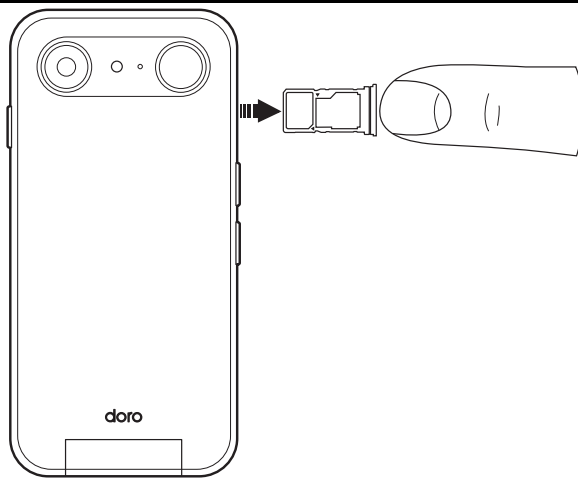
Pull out the SIM/memory card tray

IMPORTANT!

Be careful not to damage your fingernails when you remove the SIM/memory card tray.

Use your fingernail or other similar object, to gently pull out the SIM/memory card tray.

Do not insert a needle or any sharp object into any hole on the phone. The tray can be removed by pulling alone, no tool is needed.



Insert the card/cards



CAUTION

This device accepts nano-SIM or 4FF SIM card.

Using a modified incompatible SIM card that is thicker than a nano-SIM card may damage the card itself, the card slot and corrupt any data stored on the card.

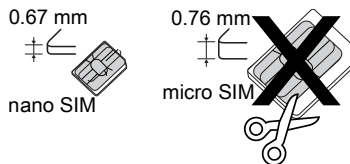
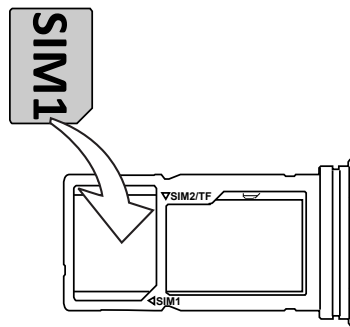
Use only compatible memory cards with this device. Compatible card type: microSD, microSDHC, microSDXC.

Incompatible cards may damage the card itself, the device and corrupt any data stored on the card.

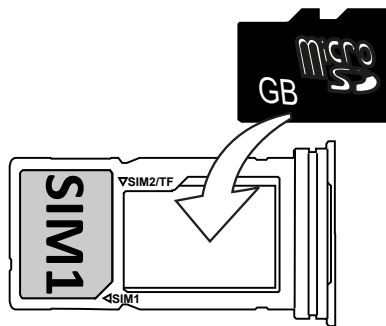
Take care not to scratch or bend the contacts on the memory or SIM card when inserting them into the card tray.

You may need to format the memory card before you can use it.

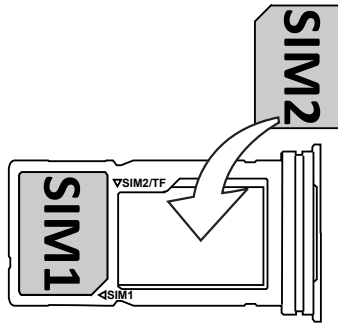
- Place the nano-SIM card into the correct tray slot to ensure that it can be recognised by the phone. Make sure that the SIM card's contacts are facing downwards and that the cut off corner is matching the tray slot. Take care not to scratch or bend the contacts on the SIM card.



- You may optionally place a memory card in the tray. Make sure that the memory card's contacts are facing downwards and matching the slot tray. Compatible card type: microSD, microSDHC, microSDXC, max 1024 GB.



- You may also optionally place a second nano-SIM in the tray if you are not using a memory card.



- Insert the SIM card tray back into its slot.

See *External memory*, p.68 for additional info.

Screen protection

Before you start to use your new phone, remove the protection film that covers the device. Please note the helpful directions that is printed on the protection film.

Screen covers and protectors may help you protect your device against damage. Only use screen covers and other protections intended for your device. Third party protection accessories may prevent your device from working correctly by covering sensors, lenses, speakers, or microphones.

For more information about accessories or other Doro products please visit www.doro.com or contact our support.

Charge your phone

While it's possible that your phone will already come with enough charge to be powered on right out of the box, we recommend to fully charge it before first use.

The first time you charge your phone, you will be asked if you want to enable **Battery care, intelligent charge control**. If enabled, this setting will stop the phone from charging beyond 80% to help extend battery lifespan, see *Battery care, intelligent charge control*, p.40.

When the battery is low, the light indicator will blink red, see *Light indicators*, p.32.

**CAUTION**

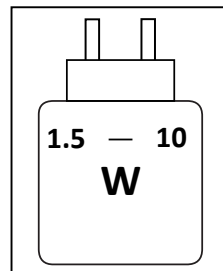
Always check that the USB-C port is free from dirt or moisture before use. Failure to do so may result in fire hazard.

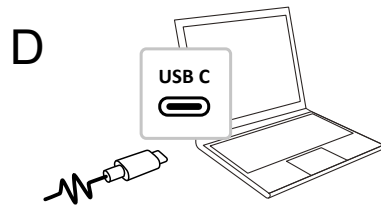
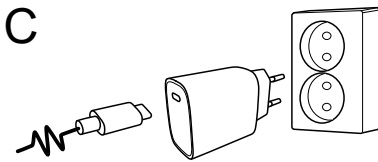
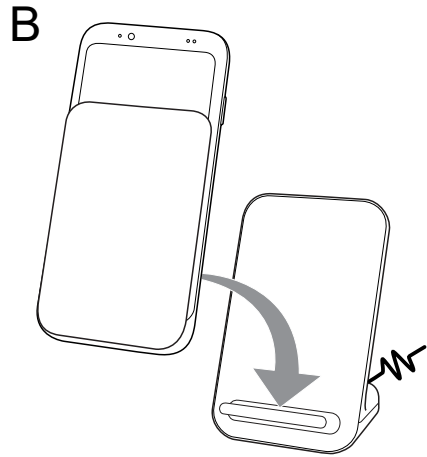
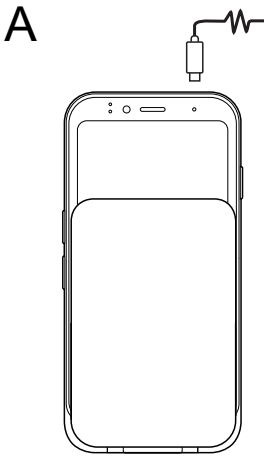
- A cotton swab or toothpick. These items are soft and can fit into small spaces, making them less likely to cause physical damage to the port.
- Compressed air or a syringe. The air from these items can loosen and pull out debris so you don't have to insert anything into the port.

DO NOT use any metal or otherwise conductive object to clean the port.

Note!

To protect the environment we might not provide chargers and USB-cables with all our products. Your device supports charging with a USB-C cable and a charger that is compliant with applicable country regulations and international and regional safety standards, such as UKCA or CE. Do not use chargers that do not meet applicable safety standards. The power delivered by the charger must be between minimum 1.5 Watts required by the radio equipment, and maximum 10 Watts in order to achieve the maximum charging speed. You may use chargers with higher power, but it will not increase the charging speed.





- A. Insert one end of the included USB-C cable into the charging port on the phone.
 - B. You can also charge the phone using a wireless charger (optional accessory). Charging will begin automatically when the phone is properly aligned with the charging area.
 - C. Insert the other end of the USB cable into a wall charger that you plug into to a wall socket.
 - D. You can also plug the included USB cable into a USB port on your computer. Generally charging is quicker if plugged into the wall socket.
- If the phone is turned off during charging, the phone is still charging. Press the **Power button** to view charging status.

Save energy

When you have fully charged the battery and disconnected the charger from the device, unplug the charger from the wall socket.

Note!

To save power, the screen is locked after a while. Press the **Power button** to activate the screen, see *Lock screen*, p.25

If the battery is completely discharged, the device cannot be turned on immediately when the charger is connected. Allow a depleted battery to charge for a few minutes before turning on the device. See more battery and charging related information at *Battery*, p.39.

Turning on the phone for the first time

- Once you've fully charged the device, turn it on by pressing and holding the **Power button**. Keep it pressed until the display lights up.
- If **Enter SIM PIN.** is displayed, you must enter your SIM PIN code and then tap the check mark button ✓. Tap the erase button  to erase.

Note!

The SIM PIN code is normally given by your service provider. You can change to a code you prefer, but be sure that you can remember your code.

- Wait for the phone to start.

IMPORTANT!

If the wrong SIM PIN code is entered 3 times, your SIM card will be locked for service. You need to enter your PUK code (Personal Unblocking Key). If you don't know your PUK code, then contact your service provider for more information about PIN and PUK code. See *Change the SIM PIN code*, p.70 for information about changing the PIN code.

Start-up guide

The first time you turn on your phone, a Startup guide is launched to help you to setup basic settings, customise your device and sign in to your accounts, for example a Google™ account. All settings presented in the Start-up guide can also be changed later if you are unsure what to do. Follow the on-screen instructions and use the text in this chapter as a supplement to them.

Choose language

The device language is normally determined by the inserted SIM card, but you may change the language if you want.

This can be changed at a later stage in the settings for **My Phone**, see *My Phone*, p.55.

First time using a smartphone?

You will get a question asking **Is it your first time using a Smartphone?**

- If you select **Yes, I am a beginner**, you will get instructions on how to navigate a Smartphone and how to handle the touch screen.
- If you select **No, I have already used one** or **I am setting up the phone for someone else** you will go directly to the settings.

You can also access the tutorials after completing the start-up guide, see  *Tutorials*, p.20.

Make your phone accessible!

Don't forget to optimise your phone during the startup guide. You can adjust the display settings to best suit your vision as well as adjust the audio for your hearing. Already at the age of 50 it is normal to have a hearing loss at the high frequencies, so why not try our optimised sound profile called **Doro ClearSound**. For more information, see *Audio setup for voice calls* , p.54.

Connect your phone

The next step in the start-up guide lets you connect your Doro Aurora A20 to a mobile data connection and/or a Wi-Fi network.

To find out more on how to connect your phone to Wi-Fi, maybe at a later stage, see *Connect to Internet using wireless networks (Wi-Fi)*, p.49.

Note!

The installed applications may need to be updated. Application updates requires Internet connection and can take a few minutes. A Wi-Fi connection is preferable. The phone may appear a bit slow during the update.

Copy apps and data

This step lets you copy the apps and data from your previous phone. Follow the on-screen instructions.

Some data can also be copied from your Google account. If you do not have a Google-account, you will be given the option to create one.

Google services

If you have signed in to a Google account, you will now be asked to give Google various permissions.

Choose browser and search engine

The next step will let you choose a standard web browser and search engine. These will be the standard apps used when tapping on a link or searching the internet.

Screen lock

Choose a screen lock to protect your phone from being used by others. You will be given **Set a PIN** as a default option, but you can also tap on **Screen lock options** to choose between **Swipe**, **Pattern** or **Password**.

Assistant

You will be given the option to activate an assistant function. This can be Google Assistant or Gemini which are virtual assistants developed by Google that uses voice recognition and artificial intelligence to help users with tasks. You can ask the assistant questions, set reminders, send messages, control smart home devices, play music, and much more.

Doro Secure Button

In the last step you will get a short introduction to the **Doro Secure Button**, that in combination with the Response by Doro app, means help is always within reach, providing peace of mind for both the user and their relatives. Just make sure to set it up along with those that should receive the assistance alarm., see *The Doro Secure Button*, p.42.

Finished!

Now you have successfully set up your new Doro Aurora A20!

You can now study some informative tutorials or at any time just tap the app **Tutorials**, see  *Tutorials*, p.20.

Please also consider to recycle your previous product, see more at *Recycle*, p.98.

Get to know your phone

Physical overview and buttons

Before you start using your phone, it's helpful to know where the main buttons are and how they work. This section gives you a quick overview.

Power button

The Power button is placed on the upper right side of your phone.

- Press and hold to turn phone on/off.
- A quick press of the power button will wake the screen if it is off, or turn it off if it is already on.
- Double-press to open the camera. Enable this feature under **Smart controls**, p.24.

Doro Secure Button

The button with the green ring on the back of the phone is the **Doro Secure Button**. When activated, your **Responders** (family and friends) will be informed that you are in need of help.

For information on how to set up the **Doro Secure Button** with the Response by Doro app, see *The Doro Secure Button*, p.42.

Doro Easy Call

Press the  **Call/Answer button (green)** to open the  **Phone (Doro)** app, where you have access to **Contacts** and **Favourites**. This feature is called **Doro Easy Call** and makes calling easier.

See *Manage your contacts*, p.74 to find out how to add a contact as a favourite.

Home button

The Home button is the round button placed in the middle below the screen.

- Returns you to the Home screen.
- Long press lets you activate the Google Assistant.

Call/answer button (green)

The  **Call/Answer button (green)** is placed to the left below the screen.

- Answers incoming calls.
- Make an **Doro Easy Call** by opening your favourite contacts.

End call button (red)

The End call button (red) is placed to the right below the screen.

- Ends an on-going call.
- You can also press the End Call button (red) to delete the last character entered.

Volume keys

The volume keys are placed on the left side of your phone.

- During a call the volume keys adjusts the call volume.
- From standby the volume keys adjust the media volume and a volume pop-up window will show the current volume setting.
Tap the settings icon  on the bottom for more sound and volume options.
- To adjust the volume level for music and videos when in an application that plays music or other audio (like games or video players).

Foldable keypad

The foldable keypad is a choice for anyone who prefers the real keys of a feature phone, but wants all the possibilities of a smartphone.

- Open the phone hatch and press  to make an **Doro Easy Call** by opening your favourite contacts, see *Calls*, p.71.
- Open the phone hatch and press  to answer or press  to reject the call.
- If activated, you can also answer a call directly when you open the phone hatch. Activate this function at **Smart controls**, p.24.

Navigate your phone

Welcome to the Doro Easy Interface

Your friendly guide to an easier smartphone experience

The  Doro Easy Interface is designed to simplify smartphone use. It offers a clear, structured layout that provides quick access to selected apps, while all other apps are available in an organised list. Users can adjust the appearance and functionality through available customisation settings. To prevent unintentional changes, modifications to the home screen require specific actions rather than long presses. The interface uses familiar interaction patterns to support straightforward navigation.

To support you in making the most of your phone, the interface includes built-in features and helpful tutorials. These tutorials offer step-by-step instructions, helping you navigate the phone's various functions with confidence. Whether setting up new apps or learning how to perform everyday tasks, Doro Easy Interface is designed to ensure a smooth and enjoyable experience.

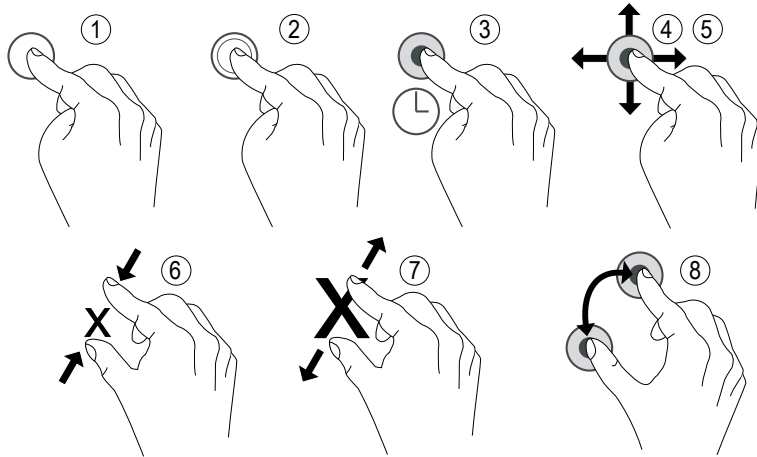
Tutorials

To help you get started with your new phone, you can use the built-in Tutorials to learn and practice useful functions.

The  Tutorials can be accessed via the applications screen, see  **All apps** screen, p.37.

Touchscreen motion and gestures

Your phone responds to a variety of simple finger movements on the touchscreen. These gestures help you navigate, open items, and interact with features easily.



1. **Tap:** Tap an item, such as a button or a program icon, to select it or to open it. Tap can be used to select or deselect a relevant tick box in a list of options.
2. **Double tap:** Touch the same item twice to zoom in on a map or an image.
3. **Long press:** Touch and hold an item on the screen.
4. **Swipe:** A swipe is when you press your finger to the screen and drag it, the screen moves. Swiping to the left on the Home screen, for example, moves you to the next Home screen. Drag or flick your finger on the screen in the direction you want to go. Think of it as using the left- or right-arrow keys on a computer keyboard.
Drag and drop: Dragging and dropping is a way of moving something, from one place to another. To drag, put your finger on the item and hold down. As you move your finger across your screen, the item is dragged across the screen, or across several screens. Place your finger where you want the item to go and release your finger. The item drops.
5. **Flick:** A flick means to swipe more quickly on a page, quickly flick your finger on the screen in the direction you want to move.
6. **Pinch:** Place two fingers separated on the screen and pinch them together to zoom out of a map. This function is not always applicable.
7. **Zoom:** Place two fingers together on the screen and spread them to zoom in. This function is not always applicable.
8. **Rotate** (view in maps): Using two fingers, rotate the map clockwise or counterclockwise. Touch the Compass Pointer icon to reorient the map with north at the top of the screen.



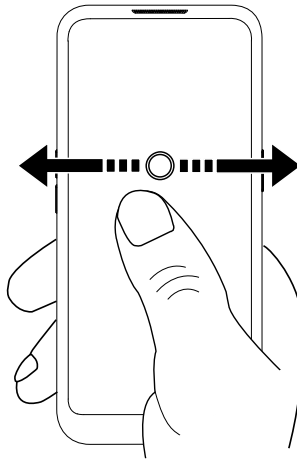
CAUTION

Avoid scratching the touch screen, do not tap it with anything sharp or allow the touch screen to come into contact with water. Do not touch the screen if the glass is cracked or shattered. Consider to get an accessory screen protector to keep your touch screen safer.

Home screen

The Home screen is your start screen on the Doro Aurora A20 where you can place the apps you use the most. Not all the apps installed on your phone will automatically appear here. If an app is missing from your Home screen, it is still on your phone. You can find all your apps in the app list **⋮ All apps**, see *Apps and features*, p.36.

By swiping left or right, you can access additional Home screen pages where more apps are displayed. These pages allow you to organise and access your apps and information more easily.



You can also move between your Home screens by tapping the arrows to go left or right.



You can also customise the Home screen by changing the wallpaper or enabling and disabling arrow navigation. For more information, see *Home screen and manage apps*, p.46.

The leftmost Home screen shows your pinned favourite contacts. See *Pinned contacts screen*, p.76 to learn how to set them up.

Go to the Home screen

In most situations, you can return to the Home screen at any time by tapping the home display icon  or pressing the Home button, no matter where you are in the navigation.

On-Screen keys and buttons

At the bottom of the screen you will find a navigation bar with a **Home key**, a **Back key**, and a **Recents key (overview key)**.



Home key

- Tap the  to return to the Home screen.
- Long press  to launch a voice assistant, such as **Google Assistant/Gemini** that are intelligent personal assistants developed by Google.

IMPORTANT!

You need an Internet connection and a Google account (see, *Sign in to Google™*, p.35) to use this service.

To set up an Internet connection, see *Connect to the Internet*, p.49.

Back key

Tap to return to the previous screen, or to close a dialog box, menu, or keyboard.

Recents key (overview key)

- Tap  to view recently used applications.
 1. To open an application, tap it.
 2. Tap **Clear all** to close all used applications.
- Double tap to switch to the previous used app.

Soft keys

Android smart phones like your Doro Aurora A20, as well as most Android applications, feature common icons. Many icons that you see on-screen are actually buttons on the touchscreen, these are called soft keys. If you

don't see the text, images or information that you want, try to touch the screen or to tap an icon for a pick list or to reach another menu.

To access further options

 more options (available in the action bar or in apps).

To enable and disable features and functions

 enabled functions.

 disabled functions.

Gestures

These settings can be found via  **Settings** → **Advanced settings** → **System** → **Gestures**.

Navigation mode

You can select to hide the navigation button bar and instead use swipe gestures to control your device navigation.

With **Gesture navigation** activated:

- To go Home (same as ) , swipe up from the bottom of the screen.
- To switch apps (same as ) , swipe up from the bottom, hold, then release.
- To go back (same as ) , swipe from either the left or right edge.

Tip:

Select **3-button navigation** to use on-screen buttons.

Smart controls

These settings can be found via  **Settings** → **Advanced settings** → **Smart controls**.

Volume keys lock mode

When activated, volume can only be changed in the sound settings, see *Sound settings* , p.53.

Tip:

This feature can be useful to prevent the user from accidentally changing the volume when handling the phone.

Open hatch to answer

When activated, you can automatically answer a phone call by just opening the phone hatch.

Less info on the top screen

When activated, the top of the screen will hide status bar and show less notifications when the hatch is closed.

Screenshot shortcut

To do a screenshot by pressing on both **Power button** and **Volume down** key.

Camera shortcut

Start the camera by double clicking on the **Power button**.

Lock screen

The screen turns off and locks when you are not using the phone. The lock screen can show date and time as well as notifications like missed calls or messages.

Note!

Your phone continues to run while it's sleeping. Mail is received, social networking updates are made, and so on. Your phone also continues to play music while the screen is locked.

Activate the screen

- Briefly press the **Power button**.

Lock the screen

- Briefly press the **Power button**.

Screen lock

The screen lock prevents unwanted actions on the touch screen when you are not using the phone.

Screen lock settings

You can change the way that you unlock the screen to prevent others from accessing your personal information.

-
1. To activate the screen lock or change the type of screen lock, tap  **Settings** → **My Phone** → **Security settings** → **Device unlock**.
 2. Tap **Screen lock**. If you already have a screen lock activated you need to enter the unlock code or pattern.
Tap to select one of the following:
 - **None** to unlock, press the **Power button**. This option gives no security.
 - **Swipe** to unlock you swipe up with your finger. This option gives no security.
 - **Pattern** to unlock you trace a pattern with your finger on the screen. This option gives medium security.

Note!

You can trace over the dots in any order, but you can trace over the same dot only once. The pattern must cover at least four dots.

- **PIN** (default setting) to unlock you type a PIN. A PIN consists of numbers only. Enter the PIN with at least four numbers, and then enter the PIN again to verify it. This option gives medium to high security.
- **Password** to unlock you type a password. A password can consists of characters and/or numbers. Enter at least four characters including numbers and symbols, and then enter the password again to verify it. This option gives high security.

Note!

You can also use face recognition (**Face Unlock**) to unlock your device, see *Face recognition (Face Unlock)*, p.27. The face recognition unlock method requires an additional way of securing your device, like **Pattern**, **PIN** or **Password** as well. This option is less secure than **Pattern**, **PIN** or **Password**.

IMPORTANT!

It makes sense to choose a password, PIN code or a pattern that is easy to remember, but try to make it difficult enough so that others can't guess it. The password, PIN code or pattern screen lock, together with your Google account login is the basis for the anti-theft features on this phone. Enabling a secure screen lock and having a Google account on your phone will make it difficult for a thief or other person getting access to your personal data or even resetting your phone. Keep the secure screen lock information and Google account login stored in a safe place!, see *Reset the phone*, p.66.

Face recognition (Face Unlock)**Note!**

You can set to use your face to unlock your device, authorise purchases, or sign in to apps.

- If you use your face recognition as a screen unlock method, your face cannot be used to unlock the screen the first time after turning on or re-starting the device. You must then first unlock the screen using the **Pattern**, **PIN**, or **Password** you set when registering the face. Be careful not to forget your **Pattern**, **PIN**, or **Password**.
- If you change the screen lock method to **Swipe** or **None**, which are not secure, also your face recognition data will be deleted. If you want to use your face recognition data in apps or features, you must register your face recognition data again.

IMPORTANT!

Before using the face recognition to unlock your device, keep the following precautions in mind.

- Your device could be unlocked by someone or something that looks like your image.
- Face recognition is less secure than Pattern, PIN, or Password.
- In the dark, low light or backlighting conditions, the success rate with facial recognition to unlock your device will decrease.

For better face recognition

Consider the following when using face recognition:

- Make sure your appearance is in normal conditions when registering your face, such as wearing glasses, hats, masks, beards, or heavy makeup.
- Make sure that you are in a well-lit area and that the camera lens is clean.
- Make sure that the picture is not blurry for better match results.

Register a face image for the first time

1. Tap  **Settings** → **My Phone** → **Security settings** → **Device unlock**.
2. Tap **Face Unlock**.
3. Enter your **Pattern**, **PIN** or **Password** when asked.
4. Tap to set **Use face unlock** to .
5. Tap **Face unlock settings**.
6. Carefully read the on-screen instructions on how to perform the face registration, then tap **Continue**.
7. Complete the face registration by positioning your face inside the detection area on the screen.
8. Enter your **Pattern**, **PIN** or **Password** when asked.
If you don't already have screen lock method, such as **Pattern**, **PIN** or **Password**, you must enable that first. See *Screen lock*, p.25.
9. Tap  when finished.

Note!

Please be aware that if you use face unlock to unlock your device, sign in to apps, and confirm payments:

- Looking at the phone can unlock it when you don't intend to.
- Your phone can be unlocked by someone else if it's held up to your face, even if your eyes are closed.
- Your phone can be unlocked by someone who looks a lot like you.

Delete face unlock

1. Tap  **Settings** → **Advanced settings** → **Security and privacy** → **Device unlock**.
2. Tap **Face Unlock**.
3. Enter your **Pattern**, **PIN** or **Password** when asked.
4. Disable **Use face unlock** with .

5. If you do not intend to use **Face Unlock** and want to permanently delete your face unlock data, tap **Face unlock settings** → **Clear face data** to permanently delete your face unlock data and confirm with **Clear**. After removal, you will need your PIN, pattern, or password to unlock your phone, sign in to apps, and confirm payments.

Note!

Tap **Face unlock settings** for more face unlock settings.

Quick and easy way to quiet your phone

Use the volume keys on the left side of your phone to adjust the media (music, video) volume. When pressed, you can also do the following:

- Drag the on-screen slider to adjust the sound level.
- Tap the icon on the top to switch the phone's ring mode:
 - Tap  to enable **Vibration mode**.
 - Tap  to enable **Silent mode**.
 - Tap  to enable ring mode.
- Tap the settings icon  on the bottom for more sound and volume options.

Interface elements

Learn about the key elements on your phone's screen, including where to find notifications, quick settings, and other helpful tools.

Status bar

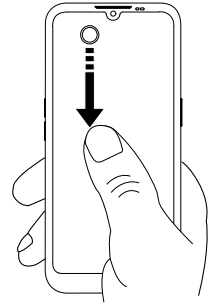
The status bar, located at the top of your screen, shows signal strength, ongoing and new applications as well as battery status.

Notification panel

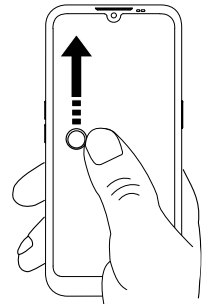
Open the notification panel to view more information about the icons in the status bar, to view your notifications and manage the quick settings like **Internet** or **Torch**.

Open and close the notification panel

To open the notification panel, swipe the status bar down.



To close the notification panel, swipe up, or tap ↩, or tap 🏠 to return to the Home screen.



Tip:

You can also tap 🔔 **Notifications** to access the notification panel.

Clear the notifications

- To clear all the notifications, tap **Clear all**.
- To close one by one, swipe to the left or right.

Notifications on lock screen

All app notifications appear on the lock screen ready for viewing. Not only that, but you can interact with them as well. Depending on the notification in question you can:

- **Swipe** to dismiss.
- **Tap** to reply.
- **Double tap** to go to the relevant app.

Note!

To hide sensitive alerts, tap ⚙ **Settings** ➔ **Advanced settings** ➔ **Notifications** ➔ **Notifications on lock screen** ➔ **Show conversations**, **default and silent**, **Hide silent conversations and notifications** or **Don't show any notifications**.

Capture a screenshot

It's easy and often useful to get snapshot of your phone's screen, a screenshot.

Tip:

This only works as long as this feature has not been deactivated in the **Smart controls**, p.24.

1. Find the screen you want to get a snapshot of.
 2. Quickly press the **Power button** and the **Volume down** simultaneously.
- To view the screenshot, see *Handle pictures in Photos*, p.80.

Quick settings panel

Use the quick setting buttons

Swipe the status bar down to open the Quick settings panel. Tapping an icon enables you to manage the feature directly within the Quick Settings panel, like toggling the **Torch** on and off, or enable/disable the Wi-Fi. Long pressing an icon jumps into the corresponding page within Android's Settings for full control.

Tip:

Swipe down again and use the shortcut  to reach **Advanced settings**.

Customise the Quick settings panel

Swiping down once from the top of your phone's screen shows your notifications as well as a quick access bar containing the first tiles in your Quick Settings panel.

1. Swipe down from the top of the screen to reveal the Quick settings panel.
2. Swipe down again to see more quick setting options and tap  to edit what quick settings to be available.
3. Long press on any tile to move, add or remove it from the Quick Settings panel.
4. Tap the  to exit Edit mode.

Light indicators

Light indicator	Meaning
Blinking blue	Indicates new notifications such as missed calls, unread messages, alarms, reminders, and app notifications.
Green (steady) when charger is connected	The battery is fully charged.
Red (steady) when charger is connected	The battery is charging.
Blinking red	The battery level is low and should be charged soon.

The light indicators can be turned on or off via  **Settings** → **Advanced Settings** → **Notifications** → **Blink light**.

Typing and text input

Learn how to enter text using the on-screen keyboard and how to switch between letters, numbers, and symbols.

Enter text

You can enter text, numbers and other characters using the on-screen keyboard. Select a text field to open the on-screen keyboard. You can adjust your on-screen keyboard in various ways to improve readability.

Note!

You can also enter numbers using the keypad buttons and delete the last number entered by pressing the End Call button (red).

Activate keyboard

- Tap a text field.

Hide the keyboard

- Tap the icon .

Choose input method

- Tap the icon  to choose input method. This can be used to choose between different type of keyboards.

Choose voice input method

- Tap the icon  to choose voice input method. This can be used as talk to write in most places where you can type with a keyboard, see <https://support.google.com/gboard/answer/2781851>.

Special characters and numerals

1. Tap **?123** for more characters.
2. Select the desired character or select **=\<** to view additional characters.
3. To return, select **ABC**.

Move the cursor within text

- Tap somewhere in the text to get the marker. Put your finger on the marker  to move the cursor within the text. As you move your finger, the marker is dragged over the text. Place your finger where you want the marker to go and release your finger. The marker drops.

Switch between upper case and lower case letters

The **Shift-key**  is found to the lower left of your keyboard. Capitalisation is activated when you start entering text. Capitalisation means writing a word with its first letter in uppercase and the remaining letters in lowercase.

Note!

Double tap **Spacebar** to make a full stop followed by a space.

- Tap **Shift key**  twice to type ALL CAPS .
-  to type only lower case letters.
-  to type with capitalisation.

Smileys & Emojis

1. Tap 😊 for a list of pictures.
2. Select the desired picture.
3. To return, select **ABC**.

More keyboard options

- Tap the icon  to reach more options and settings for your keyboard.

Enter text with word predictions

Start entering text and the dictionary suggests words based on the keys you have selected. When you're done typing something, you can go back and tap a misspelled or mistakenly autocorrected word. Tap the misspelled or mistakenly autocorrected word to select other possible auto corrections. This is the easiest way to fix mistakes — if you don't find the word you wanted, use the Backspace key to erase and type a new word.

1. Start to type a word, your keyboard may provide predictions as you type. You can tap a predicted word below the entered text to automatically complete it.
2. Tap the **Spacebar** to keep the word you typed and continue with the next word.

Cut, copy, share and assist

Cut, Copy, Share, Select all and **Paste** are features available when writing an email, text message/box, or basically anywhere.

Note!

Long pressing on any action bar icon will help to identify them by popping up a text bar describing the action.

1. Touch and hold the text you want to copy.
2. The selected text is highlighted . Move the marker on either end to increase or decrease the highlighted area.
3. When the highlighted area is the size you want, select **Cut** or **Copy**.

4. Touch and hold where you want to paste. The text box **Paste** will be displayed. Tap the text box to paste the text.

Select keyboard and personalise your keyboard

You can select to personalise your keyboard, depending on the selected keyboard.

1. Tap  **Settings** → **Advanced settings** → **System** → **Keyboard** → **On-screen keyboard**.
2. Tap wanted keyboard and make the wanted personalisations to the keyboard.

Connectivity

Your smartphone, Doro Aurora A20, is just like any other mobile phone - you can make calls and send texts. But you can also access the Internet, send and receive emails, install apps and games, and check your social networking sites, for this you need to be connected to Internet. Unless you configured an internet access in the startup wizard, see *Wi-Fi network & Bluetooth*, p.49 for instructions on how to do it.

The phone can also be used as a **Wi-Fi hotspot**, allowing other devices to connect to the Internet through your phone. For more information, see *Wi-Fi hotspot*, p.52.

Google and Android basics

Learn how to sign in with your Google account and get started with the basic apps and services that come with your Android phone.

Sign in to Google™

IMPORTANT!

You need an Internet connection to use this service. It is recommended to use Wi-Fi connections when available to reduce costs for data traffic. Contact your service provider for detailed subscription costs before activating.

To be able to fully use your new smartphone you need a Google™ Account. One free account gives you access to free Google products like Gmail™, YouTube™, Google Maps™, Google Drive™, Google Photos™ and other Google

products. It's a convenient way to manage your phone's applications, contacts, calendar events, reminders and more. You can also back up your information in case you should lose your phone. You don't have to use any of the specific Google services like Gmail on a daily basis if you don't want to, and you can add other email accounts to your phone.

Create Google™ account

1.  **Settings** → **My Phone** → **Google account** → **Add account**.
2. Follow the on-screen instructions to complete the account setup.

IMPORTANT!

It is crucial that you remember your Google account username and password. During a factory settings restoration or microSD card-based update, Google's anti-theft mechanism requires you to enter the Google account your phone last logged in to on the startup navigation screen for identity authentication. Your phone can properly power on only after the identity authentication passes. Also, if you have more than one Google account, make sure to enter the details for the relevant account.

Android™ and Google™

Your new phone runs on Android™, a mobile operating system developed by Google™. It is based on a version of Linux and other open source software, and is designed primarily for touchscreen mobile devices such as smartphones and tablets.

You can find more help regarding Android™ on support.google.com/android/.

Android™ is also associated with a suite of software developed by Google™, called Google Mobile Services (GMS), that are pre-installed on this device. This includes apps such as Gmail, the Play Store, the Google Chrome web browser and Google Search app.

You can find more help regarding the apps in Google Mobile Services (GMS) on support.google.com. Select the app you need help with.

Apps and features

This section gives a brief overview of how to access all the apps on your phone and introduces the Play Store, where you can download new apps

and features. Pre-installed apps are described separately in the Applications chapter, see *Applications*, p.76.

☰ All apps screen

Application is another word for program or software, a common way to shorten the term application is App. The ☰ **All apps** screen contains the applications that come pre-installed on your Doro Aurora A20 and any other apps that you choose to install. The applications screen extends beyond the regular screen, so you need to scroll down to view all content.

Open the ☰ All apps screen

From the Home screen, swipe up or tap ☰ **All apps**.

- Swipe up or down to view all installed applications.

Close the ☰ All apps screen

- Tap  or  or press the Home button.

Play Store

To install/uninstall applications, see *Google™ Play Store*, p.86.

You can also uninstall applications if you. from the Home screen, tap  **Settings** → **Apps & notifications** → **Manage and Uninstall apps**. Tap the app you want to uninstall and then tap **Uninstall app**.

Install apps

A simplified way to search for apps on Play Store.

1. Tap  **Install apps**.
2. In the **Type here** field, enter the name of the app you want to find.
3. Tap **Search**.
4. You will be directed to the app on Play Store, see *Google™ Play Store*, p.86.

Phone (Doro)

To call someone, tap  **Phone (Doro)** and pick one of the following alternatives:

-  **Dialer** used to manually enter and call phone numbers, see *Calls*, p.71.
-  **Contacts** contains your saved names and numbers. You can browse, search and manage the contacts phonebook or make a call from here. From here you will also be able to access your **Favourites**. For more info see *Calls*, p.71 or *Contacts*, p.74.
-  Call logs allows you to view a history of your incoming, outgoing and missed calls. You can also make calls from the Call logs, see *Call logs*, p.73
-  **Voicemail** to call your voicemail, see *Call settings*, p.73.
-  **Settings** to adjust the phone settings , see *Call settings*, p.73.

Messages

This app lets you send and receive text messages (SMS) and picture messages (MMS), see *Messages*, p.77.

Camera

This app allows you to capture photos and videos with your phone. Tap to activate. For more information, see *Camera*, p.78.

Notifications

This app gives you quick and easy access to the notifications panel, see *Notification panel*, p.29.

Other pre-installed apps

Here, you will find a list of other pre-installed apps, other than the ones mentioned above, included with your phone.

- **Photos** lets you view and organise the pictures and videos saved on your phone. You look through your photos, zoom in, delete unwanted images, or share them with others. The most recent photos appear first, and you can scroll to see older ones.
- **Calendar** is the mobile version of Google Calendar. An app that helps you organise your schedule, plan events, and get reminders, all from your phone.
- **Clock** lets you set alarms, use a stopwatch, set timers, and check the time in different parts of the world.

- **Keep notes** lets you quickly create, organise, and access notes, lists, and reminders on your phone.
- **Chrome**, a web browser by Google that lets you access websites, search the internet, and view online content on your phone.
- **Gmail**, Google e-mail application with which you can send and receive emails, organise messages into folders or labels, and stay connected with your contacts.
- **Maps**, a navigation and mapping tool that provides directions, real-time traffic updates, and location-based information to help you explore and travel efficiently to send your present location.
- **YouTube**, a video streaming platform where you can watch, upload, and share videos.
- **Google folder** that contains a selection of apps and services developed by Google.

These apps are often pre-installed on the phone and are designed to enhance your experience by offering tools for productivity, communication, and entertainment.

Battery

General battery info

You can see information as the general condition of the device battery compared to the initial battery capacity. You can also see manufacturing date, date of first use and how many full charge/discharge cycles of the battery.

1. Tap  **Settings** → **Advanced settings** → **Battery** .
2. Tap **General battery info** to see the information.

Increase the charging speed

1. To increase the charging speed, turn the device or its screen off when you charge the battery. Press the **Power button** to view charging status.
2. The device can be used during charging, but it may take longer to fully charge the battery.
3. If the device heats up or the ambient air temperature rises, the charging speed may automatically decrease. This is a normal operating condition to prevent damage to the device.

Battery care, intelligent charge control

Activate to prolong the battery life time. When active, charging will stop at 80% to reduce the deterioration of the battery.

1. Use the menu in  **Settings → Advanced settings → Battery → Battery care, intelligent charge control** .
2. Tap **Battery care, intelligent charge control** to enable the feature.

Note!

You can also tap **General battery info** to see information as the general condition of the device battery compared to the initial battery capacity. You can see how much capacity your battery has lost over time and the remaining full charge capacity.

Battery saver mode

Once activated, the battery saver mode, helps to increase battery life. The battery saver is designed to start functioning when the battery level of your phone reaches a certain level. To save battery many features are slowed down, such as: background syncing, vibrations (vibrate on touch will be lost), email and/or message processes and more.

1. From the Home screen, tap  **Settings → My Phone → Battery save mode → Use Battery Saver**.
2. When activated, the colour of the battery in the status bar at the top of the screen turns orange. This lets you instantly know that the mode is activated.
3. To automatically activate power saving mode when the remaining battery power reaches the set level, tap **Set a schedule → Based on percentage**.
4. If needed, adjust the battery level remaining percentage when the battery saver should turn on automatically.

Note!

You will be notified with the option to enable the battery saver feature when the battery level reaches 15%. The battery saver feature will turn off automatically when you charge your device.

Reduce battery consumption

Here are some tips on how you may extend the phone's battery power by reducing battery consumption.

- Charge your phone often, preferably every day. Charging does not affect the lifetime of the battery.
- When not downloading data from the Internet, which is power consuming, disable data connections over mobile networks. Data is still transmitted over Wi-Fi.
- Turn off **Wi-Fi** when not in use. Use the notification panel to disable the features.
- Turn off **Bluetooth** when not in use. Use the notification panel to disable the features.
- Deactivate auto-syncing of apps and synchronise your applications manually, like your email, calendar and contacts.
- Use the menu in **⚙ Settings → Advanced settings → Battery → Battery usage** to see which applications use the most power.
- Decrease the screen brightness, see *Brightness level*, p.56.
- When in areas with no network coverage, turn off your device or activate the **Aeroplane mode**. The device repeatedly scans for available networks which consumes power. See *Aeroplane mode*, p.62.
- The GPS is power consuming. Do not run apps using your location longer than necessary.
- Use Doro original handsfree devices to listen to music. Handsfree devices consume less battery than your device's own loudspeakers.
- Lock the screen when not in use, press the **Power button** and your display goes to sleep. See *Lock screen*, p.25.

Sensors and hardware

Learn about your phone's sensors and hardware components, such as the light and motion sensors, and how they support different functions.

Sensors

Your device has sensors that detect light and proximity on the top of the front, see *Overview illustration*, p.6.

- **Light sensor** to detect light and adjust the brightness of the screen, if set to automatic.

- **Proximity sensor (touch sensor)** to detect motions. It can turn the touch screen off during voice calls when your ear is close to the screen to prevent unintentionally activating other functions.

How to turn off the phone

- Press and hold the **Power button** until the options menu opens.
- In the options menu, tap **Power off** (optionally, press **Restart** to restart or **Lockdown**). The **Emergency** option allows you to contact the emergency services without unlocking the phone.

The Doro Secure Button

IMPORTANT!

You need an Internet connection to use this service. Contact your service provider for detailed data subscription costs before activating.



CAUTION

When an assistance call is activated the phone is pre-set to handsfree/speakerphone mode. Do not hold the device near your ear when the handsfree mode is in use, because the volume may be extremely loud.

The button with the green ring on the back of the phone is the **Doro Secure Button**. It allows easy access to contact your predefined **Responders** (family and friends) if you should need help. The function relies on that the **Responder** of an assistance alert has the smartphone app, **Response by Doro** installed on their smartphone and the link with the **Doro Secure user's** Doro phone is setup. See *Response by Doro* ♥, p.43.

When the setup is done:

- Press and hold the assistance button on the back of the phone for 3 seconds, or press it three (3) times within 1 second. The assistance alert is sent after a delay of 5 seconds. In this time you can prevent a possible false alarm by pressing **Cancel**.
- An assistance alarm is now initiated and your **Group of Responders** will be alerted with your distress signal and your latest known location.
- The first person to confirm the alarm becomes responsible for it, and can call you to inquire the reason for your alarm, as well as take appropriate action.

Response by Doro

IMPORTANT!

You need an Internet connection to use this service. Contact your service provider for detailed data subscription costs before activating. Before the **Doro Secure Button** can be used, the user of the Doro Aurora A20 (called **Doro Secure user**) need at least one relative/helper (called **Responder**) that has created an account and connected with you. The user of the Doro phone as well as the **Responders** (family and friends) needs to have an account for **Response by Doro** to use the service. A valid mobile phone number is needed to create a **Response by Doro** account.

With  **Response by Doro** setup, relatives (**Responders**) can receive assistance alarm as well as check the status of the Doro phone and quickly assist with some basic phone settings, like sound and display settings, via the smartphone app **Response by Doro**.

There can be many helpers, but the first person that sets up an account and invites the **Doro Secure user** will be the **Admin** for that **Doro Secure user**.

The **Group of Responders** can be just one or several **Responders** that can assist the **Doro Secure user**.

For the Responder

Download and install the app Response by Doro

Before you setup an account you need to download and install the app **Response by Doro**.

For iPhones



For Android phones





<https://apps.apple.com/app/response-by-doro/id1437509312>



<https://play.google.com/store/apps/details?id=com.doro.apps.mydoro.relative>

Create an account in the app Response by Doro

The first **Responder** that sets up an account and invites the **Doro Secure user** will be the **Admin** for the **Group of Responders**.

1. Start the app. After a few short descriptions of the app, you need to grant the required privileges and agree with the terms and conditions for the service. Check the box and press **Next**.

Note!

If needed, you should also grant Response by Doro access when your phone is set to "Do Not Disturb". Tap back to return.

2. Enter your mobile number, including the country code, and press **Next**.
3. Enter your **First name** and **Last name** and press **Next**.
4. You will receive a text message (SMS) shortly with a verification code. If you don't receive the message, make sure you have entered the correct number. Tap **Resend text** to resend a the message.
5. Your account has now been verified and now you should complete the set-up by inviting the **Doro Secure user** that you wish to be able to assist. See *Add Doro Secure user*, p.44.

Note!

To help the Doro phone user remotely from a computer a **Responder** can also visit the web page www.mydoro.com.

Add Doro Secure user

You should now complete the set-up by inviting the **Doro Secure user** that you wish to be able to assist. The **Doro Secure user** will receive an invitation text message/SMS explaining the service Response by Doro and how

to set it up and accept your invitation. Always inform the **Doro Secure user** that you will start the service as it will require actions from the **Doro Secure user** also.

1. Tap **Invite**, or if you would like to add another **Doro Secure user** to assist, the press **Add Doro Secure user**.
2. Find the wanted contact, change the name if wanted, then press **Send**.
3. The **Doro Secure user** will receive an invitation text message/SMS explaining the service Response by Doro and how to accept your invitation. Tap **DONE**.

For the Doro Secure user

Accept the invitation on the Doro Aurora A20

1. You will receive an invitation via text message/SMS.
2. Start the app **Response by Doro**. After a few short descriptions of the app, you need to grant the required privileges and agree with the terms and conditions for the service. Check the box and press **Next**.
3. Enter your mobile number, including the country code, and press **Next**.

Note!

To help the Doro phone user remotely from a computer a **Responder** can also visit the web page www.mydoro.com.

4. If requested, enter your **First name** and **Last name** and press **Next**.
5. You will receive a text message (SMS) shortly with a verification code. If you don't receive the message, make sure you have entered the correct number. Tap **Resend text** to resent a the message.
6. Your account has now been verified and now you should complete the set-up by accepting the invitation.
7. Tap **Open** next to the name of the person who invited you and then **Accept**.

Doro Secure user and **Responder** are now connected and the **Doro Secure user** can make an alarm with the **Doro Secure Button** on the back of the Doro phone to test the service.

The **Responder** can now also use the app **Response by Doro** to check the status of the Doro phone and quickly assist with some basic phone settings, like sound and display settings.

Both the **Doro Secure user** and the **Responder** can now also invite more people to act as **Responders**.

Settings

Where to find the settings

To reach the most common settings for your phone

1. From the Home screen, tap  **Settings**.

To reach the more and advanced settings for your phone

1. From the Home screen, tap  **Settings**.
2. Tap **Advanced settings**.

Home screen and display settings

Wallpaper & background

Wallpaper is the background on the Home screen and on the Lock screen. You can change the wallpaper image into any image, such as a picture you've taken or pre-loaded images.

1. From the Home screen, tap  **Settings** → **Home screen**.
2. Tap **Wallpaper & background**.

Note!

You may get a prompt asking from where you want to add your image, this allows you to for example add images that you have taken yourself.

3. Tap to select between different themes of backgrounds.
4. Tap an image to select it and confirm with .

Note!

You can set wallpaper both for your home screen and lock screen.

Home screen and manage apps

To manage the Home screen and the apps on it, tap  **Organise apps** on the Home screen.

From here, you get the following options:

- **Add an app to the Home screen** lets you add an app to your Home screen or replace an existing one.
- **Insert an app on the Home screen** lets you add an app on the Home screen and choosing its location.
- **Remove an app on the Home screen** lets you remove an app from the Home screen.
- **Swap apps on the Home screen** lets you swap an existing app on your Home screen for another.

Add an app to the Home screen

You can place apps on the Home screen to have easy access to them:

1. From the Home screen, tap  **Organise apps** → **Add an app to the Home screen**.
2. Tap the + on the app you want to add on your Home screen.
3. You now get to choose where you want to place the app on your Home screen.
 - You can simply **add** the app by placing it last by tapping on **Add new**.
 - Or you can **replace** an existing app and it's spot by tapping on the + of that app.
4. Tap **Add** to confirm your selection.

Swap apps on the Home screen

You can swap the positions between two apps on the Home screen:

1. From the Home screen, tap  **Organise apps** → **Swap apps on the Home screen**.
2. Pick the two apps you want to swap.

Insert an app on the Home screen

1. From the Home screen, tap  **Organise apps** → **Insert an app on the Home screen**.
2. Tap the + on the app you want to add on your Home screen.

3. You now get to choose where you want to place the app on your Home screen. Tap an already existing app that you want your new app to be placed next to.
4. Tap **Before** or **After** to confirm your selection.

Remove an app on the Home screen

1. From the Home screen, tap  **Organise apps** → **Remove an app on the Home screen**.
2. Tap on the app you want to remove from your Home screen.
3. Tap **Remove** to confirm the removal of the app.

Home screen settings

From the Home screen, tap  **Settings** → **Home screen** to access the following settings:

- **Organise apps on the Home screen pages** to manage the apps on the Home screen, the same settings that you reach by tapping  **Organise apps** on the Home screen, see *Home screen and manage apps*, p.46.
- **Organise Pinned contacts** to the pinned contacts on the leftmost Home screen page. The options are:
 - **Add Pinned contact** to add a pinned contact.
 - **Remove Pinned contact** to remove a pinned contact.
 - **Pinned contact options** to turn the pinned contacts screen **On** or **Off**.
- **Home screen mode** to manage the number of apps shown on each Home screen page. By allowing fewer apps per page, you increase the size of each app. The options are:
 - **Single mode** organises your apps so that only one app is shown per Home screen page.
 - **4 app mode** organises your apps so that four apps are shown per Home screen page.
 - **6 app mode** organises your apps so that six apps are shown per Home screen page.
- **Home screen style** where you can simplify your Home screen's colors by tapping  **On** or  **Off**.

- **Home screen navigation** where you can turn on and off the navigation arrows on the Home screen by tapping  **On** or  **Off**.
- **Wallpaper & background** where you can change the wallpaper image into any image, such as a picture you've taken or pre-loaded images, see *Wallpaper & background*, p.46.
- **Phone profiles** let's you pick a profile to select how your phone looks and feels:
 - **General profile** is the default profile.
 - **Minimalistic profile** focuses on minimal distractions and toned-down colours.
 - **Colourful profile** has distinct colours and easy info access.

Notification dots

Some apps show a dot, a small marking above the individual app icon, when you get notifications.

1. From the Home screen, tap  **Settings** → **Advanced settings** → **Notifications**.
2. Tap  by **Notification dot on app icon** to enable/disable notification dots.

Wi-Fi network & Bluetooth

This section shows you how to connect your phone to the internet, so you can browse the web, use apps, and stay connected.

Connect to the Internet

Connect to Internet using wireless networks (Wi-Fi)

Use **Wi-Fi** to connect your phone to the Internet instead of the mobile network. You may already have Wi-Fi in your home and it's often available at workplaces. Take advantage of free networks in coffee shops, hotels, trains and libraries. Connecting to the Internet with Wi-Fi doesn't incur additional data traffic costs, unless you have to pay to get on the wireless network.

1. From the Home screen, tap  **Settings** → **Wi-Fi network & Bluetooth** → **Wi-Fi**.
2. Switch  to enable. Available networks are displayed in a list. The networks can be open or secured. A secured network is displayed with this symbol .
3. Tap a network and tap **Connect**.

If secured, enter the password. Tap **Show password** to see the password in clear text.

For more information, contact the relevant network administrator.

Tip:

is shown in the status bar when connected.

You can easily turn on and off **Wi-Fi** from the quick settings in the notification panel. To open the notification panel, swipe the status bar down.

Note!

Keep in mind that your phone remembers Wi-Fi networks you connect to. If Wi-Fi is turned on, the phone automatically connects to the network next time you are within reach. Some open networks require you to log in to a webpage before gaining access to the network.

Aeroplane mode

With **Aeroplane mode** enabled you can't make or receive calls, surf the web or download emails, or do anything that requires an Internet connection, this is to prevent disturbance to sensitive equipment, see *Aeroplane mode*, p.62.

Tip:

is shown in the status bar when enabled.

Connect to Internet using mobile data

Use Mobile data to connect your phone to a network provider with a data traffic plan. What that means is that your phone can connect to the Internet anytime it is in range of your operators mobile network a service you pay for through a monthly data traffic plan. And there may be a limit to the amount of data you can use per month. You can limit your data usage by turning off mobile data. You'll then not be able to access the internet using the mobile network. You can still use Wi-Fi even though mobile data is turned off.

1. From the Home screen, tap  **Settings** → **Wi-Fi network & Bluetooth** → **Mobile data**.
2. At **Mobile data** switch  to enable or disable.

Note!

You can easily turn on and off **Mobile data** from the quick settings in the notification panel. To open the notification panel, swipe the status bar down.

Tip:

Contact your service provider for detailed subscription costs before activating.

Network services and costs

Your device is approved for use on the 4G LTE FDD: 1 (2100), 2 (1900), 3 (1800), 5 (850), 7 (2600), 8 (900), 20 (800), 28 (700) MHz / 4G LTE TDD: 38 (2600), 40 (2300) MHz / WCDMA: 1 (2100), 2 (1900), 5 (850), 8 (900) MHz / GSM: 850, 900, 1800, 1900 MHz networks. To use the device, you need a subscription with a service provider.

Using network services may result in traffic costs. Some product features require support from the network, and you may need to subscribe to them.

Some operations and features are SIM card and/or network dependent or dependent on the compatibility of devices and the content formats supported. Some services are subject to a separate charge.

Data roaming On or Off

When you travel with your device and you are switched from your own network operator's network to another, it's called roaming. The roaming state allows you to be reachable and you can make or receive phone calls regardless of where you are, but it almost always involves a surcharge for using another operator's network. If you need to access the Internet or other data services using mobile data traffic, then you need to activate data roaming. To limit your data usage when abroad roaming is **Off** as default.

Tip:

R is shown in the status bar when roaming.

Your phone can still access the Internet over the Wi-Fi connection even if you disable roaming.

Note!

Using data services while roaming can be very costly. Contact your service provider for data roaming rates before you use data roaming.

Turn Data roaming On or Off

1. From the Home screen, tap  **Settings** → **Wi-Fi network & Bluetooth** → **Network & internet** → **Mobile network**.
2. Tap the mobile network you are currently using (marked Active / SIM).
3. Use the **Roaming** switch  to enable/disable.

Bluetooth®

You can connect wirelessly to other Bluetooth® compatible devices such as headsets or other phones. You can also use other types of connections, see *Bluetooth®*, p.61.

Wi-Fi hotspot

A **Wi-Fi hotspot** lets your phone share an internet connection with other devices via its mobile data. When the **Wi-Fi hotspot** is turned on, your phone creates a Wi-Fi network that laptops, tablets, or other phones can connect to using a name and password.

1. From the Home screen, tap  **Settings** → **Wi-Fi network & Bluetooth** → **Network & internet** → **Hotspot and tethering**.
2. Tap **Wi-Fi hotspot** to view or change the hotspot settings.
 - **Use Wi-Fi hotspot** to turn the hotspot on or off.
 - **Hotspot name** to set the name of the **Wi-Fi hotspot**. This is the name that other devices see when they search for Wi-Fi.

Note!

When the **Wi-Fi hotspot** is on, a QR icon is shown. Tap it and enter your screen lock (**Verify that it's you**) to display a QR code that other devices can scan to connect.

- **Security** to select a security standard to protect your **Wi-Fi hotspot**. The recommended setting is already selected.
- **Hotspot password** to view or change the **Wi-Fi hotspot** password.

Note!

Connecting devices must enter this password, unless they connect by scanning the QR code.

- **Turn off hotspot automatically** to automatically turn off the **Wi-Fi hotspot** when no devices are connected. This saves battery.

- **Extend compatibility** helps more devices connect, but may reduce the hotspot connection speed.

Tip:

Besides Wi-Fi sharing, your phone can also share its internet connection through a cable, such as USB or an optional Ethernet adapter, or via Bluetooth. These options are available under **Hotspot and tethering**.

IMPORTANT!

Using your phone as a hotspot or other tethering can lead to increased data usage. Connected devices will draw from your mobile data plan, which may result in additional charges. Contact your service provider for detailed subscription costs before activating.
Hotspot and tethering functions use more power than normal phone operation and can drain the battery.

Sound settings

Volume

Adjust volume levels for various sounds on your device.

1. From the Home screen, tap  **Settings** → **Sound & vibrations** → **Volume**.
2. Drag the slider to adjust the volume:
 - **Media volume** (for music, videos, games)
 - **Call volume**
 - **Ring volume**
 - **Notification volume**
 - **Alarm volume**.

Tip:

Set **Ring vibration** to feel the vibration even if the ring volume level is low. See settings regarding vibration in **Vibration and haptics**.

You can also press the volume keys to adjust the volume. During a call the volume keys adjust the call volume and from standby they adjust the media volume.

Ringtone and other tones

Adjust settings for various sounds on your device.

1. From the Home screen, tap  **Settings** → **Sound & vibrations** → **Volume** → **Phone ringtone**.
2. Tap a ringtone to hear the tone.
3. Tap **OK** to confirm.

Audio setup for voice calls

If you use a hearing aid or have hearing difficulties when using the telephone in a noisy environment, you can customise the phone's audio settings.

1. From the Home screen, tap  **Settings** → **Sound & vibrations** → **Audio setup for voice calls**.
2. Tap to select:
 - **Normal** for normal hearing in normal conditions.
 - **Doro ClearSound** (optimised) for moderate hearing impairment or use in noisy environment.
 - **HAC mode** for use with hearing aid.

Hearing aid compatible (HAC)

This telephone is hearing aid compatible. Hearing aid compatibility is not a guarantee that a specific hearing aid will work with a specific telephone. Mobile telephones contain radio transmitters that may interfere with hearing aid performance. This phone has been tested for use with hearing aids, for some of the wireless technologies that it uses, but there may be some newer wireless technologies that have not been tested yet for use with hearing aids. To ensure that a specific hearing aid works well with this telephone, test them together before making a purchase.

The standard for hearing aid compatibility contains two types of ratings:

- **M**: To use your hearing aid in this mode, make sure that your hearing aid is set to **M-mode** or acoustic coupling mode, and position the telephone's receiver near the hearing aid's built-in microphone. For the best results, try using the telephone in different positions relative to your hearing aid—for example, placing the receiver slightly above the ear may result in better performance for hearing aids with microphones positioned behind the ear.
- **T**: To use your hearing aid in this mode, make sure that your hearing aid is set to **T-mode** or telecoil coupling mode (not all hearing aids have this mode). For the best results, try using the telephone in different positions

relative to your hearing aid—for example, placing the receiver slightly below or in front of the ear may result in better performance.

My Phone

The My Phone section lets you access device information such as the current software version, storage status, and other technical data. You can also change the phone language, administrate Google features, adjust general phone settings, and the battery saver.

From the Home screen, tap  **Settings** → **My Phone**.

- **About phone** to access information about your phone; the device name, phone number, IMEI, software version, and legal information.
- **Phone profiles** let's you pick a profile to select how your phone looks and feels. For more information on **Phone profiles**, see *Home screen settings*, p.48
- **Change phone app** to change your default phone app.
- **Change home app** to change the default Home screen interface on your phone.
- **Storage** check the status of the used and available memory.
- **Language** to add, remove and organise languages on your phone.
- **Assistant application** to configure digital assistant apps on your phone.
- **Hold home button for assistant application** to activate the functionality of invoking an digital assistant app when pressing and holding the Home button.
- **Google account** to configure accounts connected to different apps.
- **Google Search bar** to turn on/off the search bar on the Home screen.
- **Saved password** to configure accounts connected to different apps.
- **Security settings** to configure the settings for security and privacy for both the device and apps.

Apps & notifications

The **Apps & notifications** section has options related to managing apps and how they notify you.

1. From the Home screen, tap  **Settings** → **Apps & notifications**.
2. Tap:
 - **App settings** to adjust settings for individual apps.

- **Hide apps** to hide specific apps. Hidden apps will not be shown under **⋮ All apps**.
- **Manage and Uninstall apps** to manage apps on the Home screen and uninstall them.
- **App notification** to toggle on/off notifications for individual apps.
- **Notification history** to toggle on/off notification history. When toggled on, recent notifications will be listed here.

Screen, text and security

Brightness level

You can adjust the brightness of the screen or totally let the system handle it. The Adaptive Brightness setting lets the system determine the optimal brightness for your smartphone. It's an automatic setting, just enable it and it will raise or lower the brightness depending on the light in your current environment. This is not only intended to save you time manually altering brightness settings, but also to improve battery life; your smartphone should always be bright enough for your needs but not so bright that it's consuming more battery than is necessary.

1. From the Home screen, tap **⚙ Settings → Screen, text and security → Brightness level**.
2. Tap **Brightness level**.
3. Drag the slider to adjust the screen brightness manually. The higher value the brighter the screen.

Tip:

When **Adaptive brightness** is enabled, the screen brightness will automatically adapt to your current environment.

Swipe the status bar down to open the Quick settings panel. Swipe down again to reach the brightness slider control.

Screen timeout

You can set the length of time the device waits before turning off the display backlight.

1. From the Home screen, tap **⚙ Settings → Screen, text and security → Screen timeout**.
2. Tap to set the length of time.

Text size

Adjust the text size to make your screen easier to see.

1. From the Home screen, tap  **Settings** → **Screen, text and security** → **Display size**.
2. Drag the slider under **Font size** to adjust the text size.

Display size

Adjust to make items on your screen smaller or larger.

1. From the Home screen, tap  **Settings** → **Screen, text and security** → **Display size**.
2. Drag the slider under **Display size** to adjust the text size.

Bold text

Set to use bold text to improve visibility.

Note!

All apps might not be able to use this setting.

1. From the Home screen, tap  **Settings** → **Screen, text and security** → **Display size** → **Bold text**.
2. Tap  to enable this feature.

High contrast text (on / off)

With high contrast, text can be easier to read on your device. This feature changes the text colour to either black or white, depending on the original text and background colour.

1. From the Home screen, tap  **Settings** → **Screen, text and security** → **High contrast text (on / off)**.
2. Tap  at **High-contrast text** to enable this feature.

Help tools

Response by Doro

Response by Doro is described at *The Doro Secure Button*, p.42.

ICE (In Case of Emergency)

In the event of a trauma, it is critical to have this information as early as possible to increase the chances of survival. Add ICE contact to improve

your own safety. First responders can access additional information such as medication and emergency contacts from your phone in case of an emergency. All fields are optional, but the more information provided the better.

Note!

Your ICE contacts are fetched from your Contact book and you need to make sure that relevant information is stored on each ICE contact.

1. From the Home screen, tap  **Settings** → **Help tools** → **Safety & emergency**.
2. Tap:
 - **Medical information** to add your ICE information (name, date of birth, blood type, height, weight and more).
 - **Emergency contacts** to add ICE contacts from your **Contacts** list.

Note!

To remove an ICE contact tap  next to the ICE contact.

QuickSupport (TeamViewer)

Let someone you trust manage your phone remotely. For example, you can request this when contacting Doro support. By allowing remote access, they can help you manage settings, transfer files, perform maintenance, and assist with any issues that may arise.

The person performing the remote help must have Teamviewer installed. Teamviewer can be downloaded and installed for many different operating systems at <http://www.teamviewer.com/download/>.

To connect a remote support session

1. From the Home screen, tap  **Settings** → **Help tools** → **QuickSupport (TeamViewer)**.
2. To use the remote help app you have to agree to Teamviewer's terms and conditions, then browse through a short introduction.
3. Share **Your ID** with your personal tech support to allow remote control. Tap **Share your ID...** to select how to share your ID.
4. Follow the on-screen instructions to allow the remote help session.
5. To quit TeamViewer, open the Notification panel, swipe the status bar down. Tap QuickSupport and tap  in the upper right corner.

6. Confirm with **Close** to close the remote help session.

Note!

All TeamViewer connections are highly encrypted and are thus protected from being accessed by third parties. For detailed technical information regarding connections, security and data privacy in TeamViewer, see the security statement at <http://www.teamviewer.com/security>.

Accessibility

The **Accessibility** section includes features and settings designed to make the device easier to use for users who have impaired vision, hearing, reduced dexterity, or cognitive challenges.

Colour correction

The colour correction setting enables your device to compensate for colour blindness. Colour correction can be helpful when you want to see colours more accurately or remove colours to help you focus.

1. From the Home screen, tap  **Settings** → **Accessibility** → **Accessibility advanced settings** → **Colour and motion** → **Colour correction**.
2. Tap  by **Use colour correction** to enable this feature.
3. Tap to select colour mode for persons with colour vision deficiency to see things more clearly:
 - **Red-green** (Green weak, deuteranomaly) to enhance the perception of green colour.
 - **Red-green** (Red weak, protanomaly) to enhance the perception of red colour.
 - **Blue-yellow** (Tritanomaly) to enhance the perception of blue colour.
 - **Greyscale** (black and white display)

Tip:

You can also add a shortcut button to easily toggle the selected colour correction on and off. Tap  by **Colour correction shortcut** to enable this feature.

Colour inversion

Colour inversion exchanges colour values. For example, black text on a white screen becomes white text on a black screen.

1. From the Home screen, tap **Settings** → **Accessibility** → **Accessibility advanced settings** → **Colour and motion** → **Colour inversion**.
2. Tap  by **Use colour inversion** to enable this feature.

Note!

All colours on your screen are inverted and you may get some pretty odd colour combinations. Colours will also change in media and images.

Calling accessibility

Read aloud caller ID

The phone can announce incoming calls by reading the caller's number aloud.

1. Open the **Phone (Doro)** app.
2. Tap **Settings** → **Accessibility Options** → **Read aloud caller ID**.
3. Select **On** to enable it. Select **Off** to disable the function.

Open hatch to answer

You can set to automatically answer a phone call by opening the phone hatch.

1. Open the **Phone (Doro)** app.
2. Tap **Settings** → **Accessibility Options** → **Open hatch to answer**.
3. Select **On** to enable it. Select **Off** to disable the function.

Real Time Text (RTT)

Real Time Text (RTT) assists callers who are deaf, hard of hearing, have a speech disability, or need more than voice alone.

Real Time Text (RTT) lets you use text to communicate during a phone call. RTT calls are saved as a message transcript, accessible from your **Call logs**.

To access the **Real Time Text (RTT)** options on your phone:

1. Open the **Phone (Doro)** app.
2. Tap **Settings** → **Accessibility Options** → **Real Time Text (RTT)**.
3. Select **On** to enable the **Real Time Text (RTT)** during a call. Select **Off** to disable the function.

Note!

The availability of **Real Time Text (RTT)** depends on your mobile operator and the dialler app you use.

Date and time

Your phone should already be set to the correct time, date, time format and time zone, these are provided by your network operator. You normally do not need to change these settings.

If you need to adjust the date or time:

1. From the Home screen, tap  **Settings** → **Advanced settings** → **System**.
2. Tap **Date and time**.
3. Tap **Set time automatically** to choose how the date, time and time zone are updated:
 - Select **Use network-provided time** to automatically update the date and time. This is the recommended setting.
 - Select **Use GPS-provided time** to automatically update the time zone.
 - Select **Off** if you want to set the date and time manually.

Note!

Manual settings are not recommended, as the phone will no longer update the date and time automatically.

Bluetooth®

You can connect wirelessly to other Bluetooth® compatible devices such as headsets or other phones.

Note!

Bluetooth can use a lot of battery power. Remember to turn it off when you are not using it.

Turn Bluetooth on/off

1. From the Home screen, tap  **Settings** → **Wi-Fi network & Bluetooth** → **Bluetooth** → **Bluetooth** → **Use Bluetooth**.
2. Switch  to enable.

Tip:

Your phone has a Bluetooth name that other devices see when you connect them via Bluetooth. You can change that name by tapping on **Device name**. Enter the wanted name and confirm with **Rename**.

Pair with other Bluetooth devices

1. From the Home screen, tap  **Settings** → **Wi-Fi network & Bluetooth** → **Bluetooth** → **Bluetooth**.
2. Tap **+ Pair new device**.
3. Select the unit that you want to connect to.
4. Tap **Pair** to connect. You may be asked to input a password or to press a button. If prompted, input the password or otherwise acknowledge the connection on your phone or the other device.
5. After you acknowledge the password (or not), the devices are connected and communicating. You can begin using the device.
6. If you need more settings for the device, tap  next to the device name.

Note!

Because the devices are now paired, when you turn on Bluetooth on your device and the other device is on, the connection re-establishes automatically and they'll stay paired until you unpair them.

Unpair devices

1. From the Home screen, tap  **Settings** → **Advanced settings** → **Connected devices**.
2. Tap  next to the device name that you want to unpair.
3. Tap **Forget** → **Forget device**.

Note!

To disconnect you can turn off the other unit or disable Bluetooth on that device.

Aeroplane mode

In **Aeroplane mode** you can't make or receive calls, surf the web or download emails, or do anything that requires an Internet connection, this is to prevent disturbance to sensitive equipment. You can still play games, listen to music, watch videos and other content, as long as all this content is saved on your memory card or internal storage.

When you take your phone abroad, you can keep it in flight mode. If you do that, there's no chance of data roaming charges, and you can still enable Wi-Fi. Enable **Aeroplane mode** when in areas with no network

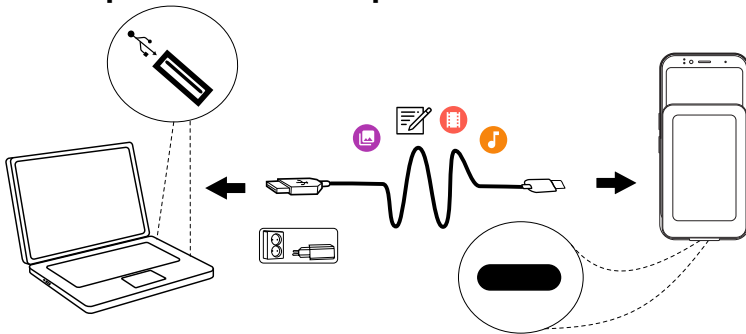
coverage to save battery since the phone repeatedly scans for available networks and this consumes power. You can be notified by alarms, if alarms are activated.

1. From the Home screen, tap **Settings** → **Wi-Fi network & Bluetooth** → **Aeroplane mode**.
2. Tap  to activate the **Aeroplane mode**.

Tip:

 is shown in the status bar when enabled.

Connect the phone to a computer



Connect the phone to a computer and start transferring pictures, music and other file types. All you have to do is connect a USB cable between the phone and the computer. From your computer's file explorer, you can drag and drop files between your phone and the computer.

Note!

You might not be able to transfer some copyright-protected material.

Tip:

If default storage location is set to memory card, all photos and videos taken by the phone are stored in the **DCIM/Camera** folder on the memory card.

Drag and drop files between the phone and a computer

1. Connect your phone to the computer using a USB cable.

Note!

You may need to wait while the computer installs the required driver before the phone becomes accessible.

For Mac users, file transfer via USB may be limited. If you cannot access the phone, use **Google Drive** to transfer files. See

<https://support.google.com/drive>.

2. On the phone, open the notification panel by swiping down from the status bar.
3. Tap **Charging this device via USB**.
4. Tap **Tap for more options**.
5. Select **File transfer**.
6. A window opens on the computer showing the phone's storage.

Note!

If no window opens, open the **File Explorer (File app)** on Chromebook and look for the phone (Doro Aurora A20) on your computer.

7. Drag and drop files between the phone and the computer as needed.
8. When finished, safely disconnect the phone and unplug the USB cable.

Note!

If available, use the **Safely Remove Hardware and Eject Media** on your computer before disconnecting.

When the phone/memory card is connected to the computer, the phone cannot access the memory card. Some functionality and applications in the phone, such as the camera, may not be accessible. You can transfer files by using a USB cable on most devices and operating systems supporting a USB Mass Storage interface.

Backup

Your Google account information is set to back up automatically. Follow below settings to make sure your contacts, system settings, apps, calendar, and email will be restored whenever you set up a new device with that same Google account.

Backup with Google

1. From the Home screen, tap  **Settings** → **Advanced settings** → **System**.

2. Scroll to and select **Backup** and make sure that the switch **Backup by Google One** is ON  to keep device data safe.

There are many apps that let you back up your photos, apps, and other data. Some offer cloud storage with mobile uploading, while others allow you to restore your data if needed. Try searching  **Play Store**, see *Google™ Play Store*, p.86

Updating your device

When your device is connected to internet, it checks for the latest software updates through the firmware over-the-air (FOTA) service.

Note!

During an update your phone will be temporarily out of service, even for emergency calls. All contacts, photos, settings, etc. will remain safely stored in the phone. Do not interrupt the update process.

IMPORTANT!

We recommend that you always update your device to the latest software version to get optimal performance and the latest enhancements. When a new software is available, a notification message is shown in the status bar, or as a notification. Select it to start downloading. The download time may vary depending on Internet connection.

By using the device, you accept to install any OS software updates provided by Doro, at earliest possibility after notification.

By updating your device, you help to maintain your device secure.

Doro will keep updates available for the duration of the guarantee/ statutory warranty period, providing that this is possible from a commercial and technical perspective.

Your device checks for available software updates automatically. Please follow the on-screen instructions when you are notified of an OS software update.

Note!

- In some cases, regular OS upgrades may cause delays to planned security updates.
- Doro will always do our best to deliver the security updates at earliest possible time to applicable models. Delivery time of security patches may vary depending on the regions, S/W variants and models.

**CAUTION**

If you neglect to update your device after being notified, it may void your guarantee of the device. For software update planned schedule, refer to website: doro.com/softwareupdates

Reboot the phone

The reason to perform a reboot might be a persistent problem that is impossible to solve or if your device becomes frozen and unresponsive. This device has an internal battery and therefore the hardware cannot be rebooted by removal of the battery.

- Should you need to reboot the phone, press and hold the **Power button** and the **Volume up** key simultaneously for more than 8 seconds to reboot it. After the reboot, the phone will restart automatically.

Reset the phone

IMPORTANT!

Resetting the phone means that most information, such as downloaded and installed applications, accounts, system and application data and settings, will be erased. Be sure to backup any data and files you want to keep before you perform the reset. A backup is a safety copy of information. Carefully read all the text below before you start.

The reason to perform a factory reset (**Erase all data (factory reset)**) might be a persistent problem that is impossible to solve or if you want to pass the phone to someone else.

Note!

Everything added to the phone since you got it will be erased!

Exceptions

- Everything saved on a SD card if you have one installed (see *Insert SIM card and memory card*, p.9 and *External memory*, p.68).
- Applications and data by Google™ — if backup is enabled, see *Backup*, p.64.
- Information you have stored in any cloud storages (or on a computer, see *Connect the phone to a computer*, p.63).

IMPORTANT!

Remember the Google account your phone last logged in to. During a reset Google's anti-theft mechanism requires you to enter the Google account your phone last logged in to on the startup navigation screen for identity authentication. Your phone can properly power on only after the identity authentication passes.

Reset the phone

1. From the Home screen, tap  **Settings** → **Advanced settings** → **System** → **Reset options**:
2. **Reset mobile network settings** to reset all mobile network settings. Carefully read the on-screen information, it is **important!**
3. **Reset Bluetooth and Wi-Fi** to reset all Wi-Fi & Bluetooth settings. Carefully read the on-screen information, it is **important!** This action can not be undone.
4. **Reset app preferences** to reset app preferences for:
 - Disabled apps.
 - Disabled app notifications.
 - Default applications for actions.
 - Background data restrictions for apps.
 - Any permission restrictions.

You will not lose any app data or the app itself, only any changed settings for the app.
5. **Erase all data (factory reset)** to erase all data from your phone's **internal storage**, including:
 - Your Google account.
 - System and app data and settings.

- Downloaded apps.
- Music.
- Photos.
- Other user data.

**CAUTION**

This is the last step before ALL data from the device, including Google or other account settings, system and application data and settings will be **permanently** erased.

6. After your phone resets, it will be set back to factory defaults and will be just like it was when it came out of the box.

Memory and storage

Note!

When you update the phone the available capacity may change.

Your phone has different types of memory and storage possibilities.

Internal storage

The internal storage is used to store downloaded or transferred content along with your personal settings and data. Examples are alarm, volume and language settings, emails, bookmarks, contacts, calendar events, photos, videos and music.

External memory

You can use an external memory card to get more storage space or as a portable memory. There are many different media card standards, use only compatible memory cards. Compatible card type for this device: microSD, microSDHC, microSDXC max 1024 GB. SD stands for Secure Digital. Lower-capacity cards store less information. The phone works with or without an SD card installed. We suggest you to use a high speed memory card, especially if used as extended internal memory. Most applications can read data from a memory card but only certain apps can save files to this type of memory. You can, for example, set the camera application to save photos directly to the memory card.

Note!

If you insert an external memory, it is recommended you change the default storage location. This allows you to save more files on your phone, like pictures and videos. We recommend that you regularly copy your photos from the phone's internal storage to your computer as a form of backup, see *Connect the phone to a computer*, p.63. These files are found in the DCIM folder on your phone. DCIM stands for Digital Camera IMages and it is the default directory structure for digital cameras and for smartphone cameras.

Free up memory space

The memory in your device tends to fill up as a result of normal usage. If your phone starts to slow down, or applications suddenly shut down, consider the following:

When you are surfing the web or using apps on your phone, that will create temporary files stored on your phone in an area of memory called cache. The reason is that the next time you visit the same website or app the phone will load it from cache memory instead of downloading everything again from the server which, take up time and bandwidth. These temporary internet files can normally be deleted via the settings in the web browser.

All files that you have downloaded or received are stored and take up space on your device. To get an overview of the files on your device:

1. From the Home screen, tap  **Settings** → **My Phone** → **Storage**.
2. Tap **Free up space**.
3. Tap **Internal storage** or **Other storage** (if installed) to see the different types of data on your memory.

Tip:

The temporary internet files will increase again over time, and you should perform this clean regularly.

Delete pictures

- If you use your phone to take a lot of pictures, remember to back them up on your computer every now and again. Not only will this prevent you from losing any photos if anything were to happen to your phone, but it also gives you the opportunity to delete them from your phone

and free up space. You can access your pictures by simply plugging your phone into your computer via a USB cable, see *Connect the phone to a computer*, p.63.

- There are also several services to use if you want to back up your photos – in many cases, automatically. Preloaded to this phone is the Google application, **Photos**, that supports 15GB free storage, photo and video back up, and even create mini-albums for you.

Uninstall applications that you don't use

1. From the Home screen, tap  **Settings** → **Apps & notifications** → **Manage and Uninstall apps**.
2. Find the application you don't use anymore and tap it.
3. Tap **Uninstall app** to confirm.

Note!

Some applications are pre-installed and cannot be uninstalled.

All purchases are managed by your Google account. If you want to install a particular app again later on, as long as you are signed in with your original Google account you won't be charged again for the same app.

Change the SIM PIN code

1. From the Home screen, tap  **Settings** → **Advanced settings** → **Security and privacy** → **More security and privacy** → **SIM lock**.
2. Tap **Change SIM PIN**.
3. Enter old PIN and tap **OK**.
4. Enter new PIN and tap **OK**. Enter new PIN again and select **OK** once more. When done, **SIM PIN changed successfully** will appear.

Activate/deactivate SIM card lock

1. From the Home screen, tap  **Settings** → **Advanced settings** → **Security and privacy** → **More security and privacy** → **SIM lock**.
2. At **Lock SIM**:
 - Switch  to activate PIN code. You need to enter the PIN code every time the phone is started.
 - Switch  to deactivate PIN code.

**CAUTION**

If the PIN code is deactivated, the SIM card is unprotected if lost/stolen.

Calls

Make a call

You can either press the physical button  **Call/answer button (green)** to access your  **Phone (Doro)** app, including **Contacts** and **Favourites**.

You can also access the  **Phone (Doro)** app from the Home screen:

1. Tap  **Phone (Doro)**, see  *Phone (Doro)*, p.37.
2. Then tap:
 - **Dialler** to manually enter a phone number to call.
 - **Contacts** to access your list of contacts.
 - **Call logs** to access your history of incoming and outgoing calls.

To call a contact that is currently not available in your contact book, see also  *Phone (Doro)*, p.37.

Tip:

For international calls, use the international prefix + before the country code. Touch and hold **0** until + is shown.

Answer a call

The phone rings or vibrates to alert you to an incoming call.

Note!

The phone will not ring if the phone is set to **Vibration mode** or ring/vibrate if the phone is set to **Silent mode**. The phone will not ring, vibrate or even turn on the screen if you have set it to **Do not disturb mode**, see more in *Sound settings* , p.53.

The sound you hear when the phone rings is known as the *ringtone*, see *Ringtone and other tones*, p.53. You can set your phone to play a number of ringtones, for example depending on who's calling, or you can set a universal ringtone.

1. The touchscreen display lights up, giving you more information about the call.

2. You now have some options.

- **Answer the call** press  **Call/answer button (green).**
- **Reject the call** press  **End call button (red).**
- **Silence the ringer** press the volume button (up or down) to silence the ringer.

Open hatch to answer

You can set to automatically answer a phone call by opening the phone hatch. See *Call settings*, p.73.

End a call

- Press  **End call button (red).**

Options during a call

Volume control

- Use the side volume keys to adjust the call volume, the selected level is shown on-screen.

Mute

1. During a voice call, tap .
2. To disable, tap once again.

Keypad (tone sending)

1. During a voice call, enter number on the foldout keypad.

Loudspeaker

1. During a voice call, tap .
2. Speak clearly into the microphone at a maximum distance of 1 m. Use the volume keys to adjust the loudspeaker volume.
3. To disable, tap  once again.

Note!

During a voice call more actions can be available, depending on the region, service provider, model specifications, or software.

Headset

- Connect a headset to the USB Type-C port. The internal microphone in the phone is automatically disconnected.

**CAUTION**

Using a headset at high volume may damage your hearing. Adjust the volume level carefully when using a headset.

Call logs

1. From the Home screen, tap  **Phone (Doro)** → **Call logs**.
2. Tap a number or contact to:
 - To call, tap  **Call**.
 - For more general options tap  **History**.

Call settings

Call settings lets you adjust how calls work on your phone. You can change options like ringtone volume, whether to answer calls automatically, and other preferences that help make calling easier and more convenient.

1. From the Home screen, tap  **Phone (Doro)** → **Settings**.
2. Tap:
 - **Display Options** to adjust the sorting and format of contacts and colour theme.
 - **Audio Options** to select ringtone, volume and audio setup.
 - **Accessibility Options**, see also *Calling accessibility*, p.60:
 - **Read aloud caller ID** to have the phone read out loud who is calling.
 - **Open hatch to answer** to automatically answer a phone call by opening the phone hatch/keyboard.
 - **Real Time Text (RTT)** to access your Real-time text (RTT) settings.
 - **Caller ID & Spam** to enable that more info will be displayed on the call screens about unknown phone number. It helps detect spam, telemarketing or potential fraudulent calls before answering.

- **Blocked Numbers** to block phone number.
- **Advanced Settings** for more advanced settings for how the phone will handle both incoming and outgoing calls.

SOS calls

As long as the phone is switched on, you can always make an SOS call, even without unlocking the phone.

1. From the Home screen, tap  **Phone (Doro)**.
2. Tap  **Dialler** to enter the main local emergency number for your present location.
3. Press  **Call/Answer button (green)**.

Some networks accept calls to emergency numbers without a valid SIM card. Contact your service provider for more information.

Contacts

Add new contact

Your contacts are automatically synced with your Google account (provided that you are logged onto your Google account). To manage synchronisation for your Google account, see *Backup*, p.64.

1. From the Home screen, tap  **Phone (Doro)** →  **Contacts** → **Create new contact**. You may have to select the account where to save contacts to.
2. Enter contact information and continue to fill in the information you know. Tap **More fields** to add additional information for the contact.
3. Your new contact is created when you tap **Save**.

Tip:

To hide the keyboard tap  and to activate the keyboard simply tap a text field once again.

Manage your contacts

1. From the Home screen, tap  **Phone (Doro)** →  **Contacts**.
2. Find and tap the wanted contact and then tap **View** to open it.
3. Tap  to add as favourite contact.
4. Tap  **Edit contact** if you want to change any details.

5. Tap **Add picture** to add image.
6. Tap **Delete** if you want to remove the contact.
7. Follow the on-screen instructions to complete contact information.
8. Tap **Save**, when you are done. Your contacts are automatically synced with your Google account (provided that you are logged onto and that you saved the contact to your Google account). To manage synchronisation for your Google account, see *Backup*, p.64.

Tip:

The favourite-contacts are easily found on the top of the contact list.

Import and export contacts

For more help about importing and exporting contacts, see support.google.com/contacts/.

Note!

For best performance, import your SIM contacts and save them to your Google account. By storing your contacts on your Google account, you minimise the risk of losing them in case of a SIM card failure or a lost phone.

How to find the ICE contacts

In case of emergency (ICE) enables first responders to contact your predefined contacts.

Note!

The emergency information must firstly be filled in. See *ICE (In Case of Emergency)* , p.57.

How to find the ICE contacts from locked screen

1. Swipe to unlock the screen.
2. Tap **Emergency** → slide **Emergency information** right to see the stored ICE information.
3. Tap  to call an ICE contact.

Note!

Only applies when screen lock method is set to **Pattern**, **PIN** or **Password**, and you must have added your ICE information. To activate the screen lock or change the type of screen lock, see *Screen lock*, p.25.

How to find the ICE contacts in the menu

1. From the Home screen, tap  **Settings** → **Help tools** → **Safety and emergency**.
2. Tap:
 - **Emergency contacts** to see ICE contacts.
 - **Medical information** to see your ICE information (name, date of birth, blood type, height, weight and more).

Pinned contacts screen

On the leftmost Home screen, you can pin your favourite contacts for easy-access dialling.

1. Swipe to the leftmost Home screen or tap  in the arrow navigation.
2. Tap **Pin contact** and select one of your saved contacts. If the selected contact have more than one number saved, you need to select the specific number.

You can add more favourite contacts for easy-access dialling.

Once set up, you can just tap your pinned contact followed by **Call** to call or **Message** to send a message.

To manage your pinned contacts, tap  or see *Home screen settings*, p.48.

Applications

Applications can be a program or game that you can use on your Doro Aurora A20. Depending on market and service provider, the pre-installed applications can vary. Some applications need Internet access. Contact your service provider for detailed subscription costs before activating. Some applications need to be purchased. The cost is shown in the application description as well as if it is free. Using downloaded and installed applications does not cost anything, except if an Internet connection is needed.

Use *Google™ Play Store* to download and install all the applications you need, or tap  **Install apps** for a simplified way to search for apps.

Messages

The app  **Messages** is a messaging app used to send a text (SMS) or picture (MMS) message.

Write messages

1. From the Home screen, tap  **Messages**.
2. If you have used the app before, previous messages are saved here and you can tap the conversation here to continue messaging. Otherwise, tap **Start chat**.
3. Enter the recipient in the field **To:** and tap their name when found.

Tip:

You are offered suggestions as you type or search among your stored contacts.

4. Tap  **Messages** or tap a suggested contact.
5. Compose your message.
6. When done, tap  to send.

Note!

If you choose to add multiple recipients, you may be charged for each recipient. You may also incur additional charges for sending messages when you are roaming. It is recommended to use Wi-Fi connections when available to reduce costs for data traffic.

If installed, you can also use other messaging apps like Messenger, WhatsApp and many more.

Tip:

Text messages (SMS) are delivered immediately to a device that most of us have with us at all times, a text message also represents a more personal and intimate connection. Most modern smartphones can receive emails (that may be preferable for more formal communications or inquiries) but texting remains simpler and is the only option for those using a more basic cell phone. When a message is received, the app, status bar, and light indicator will notify you. The light will blink blue, see *Light indicators*, p.32 for details.

You can find more help regarding Messages on support.google.com/messages/.

Messages settings

1. From the Home screen, tap  **Messages** → .
2. Tap the account icon , with first letter of your account name, in the top right corner → **Message settings**.

Note!

Message settings are normally already set and should not need to be altered by you, unless, of course you want to make changes. Some features are network services and you may need to subscribe to them first. For more information contact your service provider.

Email

IMPORTANT!

You need an Internet connection to use this service. It is recommended to use Wi-Fi connections when available to reduce costs for data traffic. Contact your service provider for detailed subscription costs before activating.

Note!

Pay attention to what account is selected if you have more than one account on your device.

Tip:

Gmail is pre-installed and available under **Google** that you reach from the Home screen or from the  **All apps** list. For more help see support.google.com/mail/.

You can of course install other email client apps if you wish.

Camera

Tip:

To get sharp photos, wipe the lens clean with a dry cloth.

Note!

Do not take photos or record videos of other people without their permission. Do not take a photo or record a video where prohibited or where you may be violating others' integrity.

How to open the Camera

1. From the Home screen, tap  **Camera**.
2. Use two fingers and spread them apart on the screen to zoom in, and pinch to zoom out. You can also tap **1.0X** to open a slider that lets you adjust the zoom level.
3. Tap camera button  in the app to take a picture.

How to take a selfie

Selfie means to take a picture of yourself. You can use the front camera to take self-portraits.

1. On the camera preview screen, tap  to switch to the front camera for self-portraits.
2. Face the front camera. Move the camera around until you find a pleasing pose.
3. When you see your face in the display, tap  to take a picture of yourself.

How to record a video

1. On the camera preview screen tap  and then **Video**.
2. Tap  to record a video. Tap  to stop recording.
3. Tap , then tap **Photo** to return to camera mode.

How to scan QR-codes

You can use the Camera to scan QR codes, for example to open a website or connect to a Wi-Fi network.

1. Open the camera.
2. Point it at a QR code.
3. If the code is recognized, a message will appear. Tap the message to open the link or view the content.

Camera adjustments

Focus

- On the preview screen, tap the image on the preview screen where you want the camera to focus.

Zoom

- On the preview screen, place two fingers together on the screen and spread them apart to zoom in and pinch them together to zoom out.
- You can also tap **1.0X** to open a slider that lets you adjust the zoom level.

Flash

Tap the flash icon  to select flash settings:

-  to let the camera app automatically choose whether to use the flash or not.
-  to force the camera app to use the flash.
-  to force the camera app to not use the flash.

More

Tap , then tap **More** to access the list of different shooting modes.

Camera settings

1. Tap  to access camera/video settings.
2. Tap to select and adjust the different settings. You can always tap **Restore default settings** to reset the camera settings.

Tip:

You can also access your gallery from camera mode, on the camera preview screen, select the thumbnail in the lower right corner.

Handle pictures in Photos

View/handle pictures or videos

1. From the Home screen, tap **Photos**.
2. Select the photo/video to view/play.
3. Swipe to the left or right for the next or previous image/video. Tap  for more options.

Tip:

For more help see support.google.com/photos/

Magnifier

Use the screen together with the backside camera lens to magnify text or other things you have trouble reading or seeing, the flash LED illuminates the object.

1. From the Home screen or the  **All apps** list, tap  **Magnifier**.
2. Use the camera and display as a magnifier.
 - Tap  to temporarily freeze the view in the display.
 - Tap  to release.
3. Tap  to turn on/off the camera flash for additional lightning.

Note!

The battery will drain very quickly with light on. Remember to switch off after use.

4. Tap  for more options.
5. Tap  to adjust a filter for different colours.

Music

You can listen to music and audio files stored on your phone as well as music from internet.

YT Music

1. From the Home screen or the  **All apps** list, tap **Google** folder and tap **YT Music**. The first time you start this app you will be asked if you want to subscribe to Google's music.
2. Tap **Library** to see your available music.
3. Select from different categories like playlists, artists, albums.

Tip:

For more help see support.google.com/youtubemusic/.

Calendar

Note!

Pay attention to what account is selected if you have more than one account on your device.

Add an event

1. From the Home screen or the  **All apps** list, tap **Calendar**.
2. Tap the date you want to add the event.
3. Tap the time you want to add the event.
4. Fill in a title for the event.
5. Tap **Save** to confirm.

To edit or delete events

1. From the Home screen, tap **Calendar**.
2. Browse the calendar to select an entry or tap  to search for the wanted entry.
 - Tap  to edit.
 - Tap  **Delete** to delete the event.

For more help see <https://support.google.com/calendar>.

Clock

Set alarms

The phone must be powered on in order for the alarm to function properly.

Tip:

Alarms will sound even in silent mode.

1. From the Home screen or the  **All apps** list, tap **Clock → Alarm** and tap the plus sign + to add an alarm. Follow the on-screen instructions.

Tip:

To save battery and prevent incoming calls or messages, you can turn on **Aeroplane mode** but still keep the alarm function, see *Aeroplane mode*, p.62.

To edit, turn on/off, or delete alarms

1. From the Home screen, tap **Clock → Alarm**.
2. To turn on and off switch .
3. Tap an alarm to edit it.

Stop or snooze an alarm

Slide  to:

-  **Snooze**, to snooze the alarm for 10 minutes.
-  **Stop**, to stop the alarm.

Timer

Use the timer to count down from a specified time interval.

Tip:

The timer will sound even in silent mode.

Add a timer

1. From the Home screen or the  **All apps** list, tap **Clock** → **Timer**.
2. Set the duration of the timer and tap  to start the countdown.
 - Tap  to pause and  to resume.
 - Tap  to end the timer prematurely.
 - Tap  to stop the sound once the timer has ended.
 - Tap  to restart the timer.
 - Tap **+1:00** to add a minute to the running timer.
 - Tap  for more options and settings.

Torch

Swipe down the notification panel and tap  **Torch** to turn on the light. Tap again to turn off.

Note!

The battery will drain very quickly with light on. Remember to switch off after use.

Calculator

Perform simple calculations.

1. From the Home screen swipe up or tap the arrow  at the bottom of the Home screen and tap the app **Calculator** to open it.
2. Enter the first number, select an operation (+, -, x, ÷) and enter next number. Repeat if needed.

3. Select **=** to calculate the result.

Tap  to delete the latest entry.

Tap **AC** to clear the result.

Google apps

IMPORTANT!

You need an Internet connection to use this service. It is recommended to use Wi-Fi connections when available to reduce costs for data traffic. Contact your service provider for detailed subscription costs before activating.

All pre-installed Google™ applications can be found in the **Google** folder. Depending on the market, the pre-installed applications can vary. To view more app information, access each app's help menu.

Note!

Some apps may not be available or may be labelled differently depending on the region or service provider.

- Tap **Google** on your the Home screen or open the  **All apps** list to access the Google™ applications:
 - **Google** quickly search for items on the Internet or on your phone.
 - **Chrome** search for information and browse webpages.
 - **Gmail** send or receive emails via the Google Mail service.
 - **Maps** find your location on the map, search for locations, and view location information for various places.
 - **YouTube** watch or create videos and share them with others
 - **Drive** store your content on the cloud, access it from anywhere, and share it with others.
 - **YouTube Music** discover, listen to, and share music on your phone. You can upload music collections stored on your device to the cloud and access them later.
 - **Google TV** download videos to watch from Play Store, see *Google™ Play Store*, p.86.
 - **Meet** chat individually or in groups with your friends.
 - **Photos** search for, manage, and edit all your photos and videos from various sources in one place.

The cloud

The cloud is not a physical thing. The cloud is a network of servers, and each server has a different function. Some servers use computing power to run applications or deliver a service. For example, when you take a picture on your smartphone, it is stored on your phone's internal memory drive. However, when you upload the photos to Instagram, you are uploading it to the cloud.

So remember: The Cloud is a network of servers. Some servers provide an online service, and others allow you to store and access data, like Instagram or Dropbox. Chances are, you encounter the cloud daily. From Google Drive to Evernote, any time you store information without using up your phone's internal data, you're storing information in the cloud.

Location based services

LBS stands for Location-Based Service and is a software application for mobile devices that requires knowledge about where the device is located. The service can be query-based and it can provide you with useful information such as “Where is the nearest restaurant?”. The service can also be push-based and send you coupons or let you view commute traffic. By law, location-based services must be permission-based. That means that you must opt in (actively say yes) to the service in order to use it.

Tip:

 is shown in the status bar when your phone's location is being used by any app.

Note!

Turning off location for your device also turns it off for Google apps and other non-Google apps. This means that apps can't use your phone's location, and many useful features will be turned off.

How to turn off GPS location services

1. From the Home screen, open the notification panel, tap  **Settings Advanced settings → Location**.
2. Switch  on **Use location** to disable location services.

**CAUTION**

If you turn off location-based services apps such as map, navigation, and weather applications cannot access your location information.

Google™ Play Store

IMPORTANT!

You need an Internet connection to use this service. It is recommended to use Wi-Fi connections when available to reduce costs for data traffic. Contact your service provider for detailed subscription costs.

Note!

You need to have a Google™ account to use **Play Store**. Your Gmail account is also your Google Account, so you can use the same Gmail username and password to use other Google products like YouTube, Google Play, and Google Drive.

Browse the available applications and games through different categories or through the lists like Top paid and Top Free. You can also search for a specific application or game.

Some applications need to be purchased. The cost is shown in the application description, the same goes if the application is free. You pay using Google™ Pay, which can be registered when setting up a Google™ account or the first time for a purchase.

Install applications

1. From the Home screen, tap  **Play Store**.
2. Find an item you wish to download by browsing categories or by using the search function.
3. Tap the item to view its details, and follow the instructions to complete the installation/purchase.

Tip:

All downloaded applications can be found in  **Play Store**. Tap the account icon  with first letter of your account in the top right of the display, and tap to select **Manage apps and devices**.

Open an installed application

1. In  **Play Store**, tap the account icon  with first letter of your account in the top right of the display, and tap to select **Manage apps and devices** → **Manage**.
2. Select the downloaded application. If needed tap **Open**.

Update an installed application

1. In  **Play Store**, tap the account icon  and tap to select **Manage apps and devices** → **Overview**.
2. You can select to update all applications that needs to be updated, tap **Update all**, or tap **See details** and select a specific application and tap **Update** and confirm.

Note!

You will get a notification whenever there's an update for any of your installed apps. Please always update to the latest version for best performance and security of the app.

Uninstall applications

Uninstalling applications can be done in two ways. You can uninstall applications from the  **Play Store**:

1. In  **Play Store**, tap the account icon  and tap to select **Manage apps and devices** → **Manage**.
2. Tap to select an application, tap → **Uninstall** and confirm.
Alternatively, select one or more apps and tap  → **Uninstall** to uninstall the selected apps.

Or, you can uninstall applications from the  **Settings**:

1. From the Home screen, tap  **Settings** → **Apps & notifications** → **Manage and Uninstall apps**.
2. Tap the app you want to uninstall and then tap **Uninstall app**.

Google search

IMPORTANT!

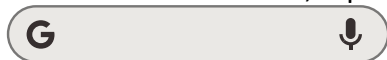
You need an Internet connection to use this service. It is recommended to use Wi-Fi connections when available to reduce costs for data traffic. Contact your service provider for detailed subscription costs before activating.

Note!

The available options may vary depending on your device settings.

To use the web browser

1. From the Home screen, tap the **Google Search bar**:



Note!

If you have chosen another provider than Google for you standard search engine provider, you will have that providers search bar instead.

Note!

The first time you are asked if you want to Sign in with your Google account.

2. Tap next to **G** to search the Internet, to search you type words, or you can paste text, copied by you.
3. When you start a search on Google, you can find information faster by looking at search predictions. Search predictions are possible search terms you can use that are related to the terms you're typing and what other people are searching for.
4. Tap to select the best matching search results.

Tip:

For more help see <https://support.google.com/websearch>

Status icons

	Mobile network		Wi-Fi network
	Roaming (in other network)		Bluetooth on

VoLTE	Voice over LTE is call via the 4G network		Voice over Wi-Fi use the Wi-Fi network for calls instead of the mobile network. If activated, it can enable calls even where there is no mobile network coverage.
	Vibrate mode		Data transmission: data in ▼, data out ▲.
	Silent mode		Error occurred or caution required
	Aeroplane mode		Alarm active
	Google Play Store software updates available		System update available
	Unread email (in the gmail app)		New text message or multimedia message
	GPS activated		SIM card not inserted
	Headset connected (without microphone)		Battery level
	Missed call		Headset connected (with microphone)
	Call forwarding on		Call ongoing

Safety instructions



CAUTION

The unit and the accessories can contain small parts. Keep all of the equipment out of the reach of small children.

The mains adapter is the disconnect device between the product and mains power. The mains socket outlet must be close to the equipment and easily accessible.

Network services and costs

Your device is approved for use on the 4G LTE FDD: 1 (2100), 2 (1900), 3 (1800), 5 (850), 7 (2600), 8 (900), 20 (800), 28 (700) MHz / 4G LTE TDD: 38 (2600), 40 (2300) MHz / WCDMA: 1 (2100), 2 (1900), 5 (850), 8 (900) MHz / GSM: 850, 900, 1800, 1900 MHz networks. To use the device, you need a subscription with a service provider.

Using network services may result in traffic costs. Some product features require support from the network provider, and you may need to subscribe to the services.

Operating environment

Follow the rules and laws that apply wherever you are, and always turn off the unit whenever its use is prohibited or can cause interference or hazards (hospitals, planes, gas stations, schools, etc.). Only use the unit in its normal user position.

Parts of the unit are magnetic. The unit can attract metal objects. Do not keep credit cards or other magnetic media near the unit. There is a risk that information stored on them can be erased.

Wi-Fi (WLAN)

This equipment may be operated in all European countries.

The 5150 - 5350 MHz band is restricted to indoor use only in the following countries:

AT	BE	BG	CH	CY	CZ	DE	DK	EE	ES	FI
FR	EL	HR	HU	IE	IS	IT	LI	LT	LU	LV
ME	MK	MT	NL	NO	PL	PT	RO	RS	SE	SI
SK	TR	UK	UK (NI)							

Medical units

The use of equipment that transmits radio signals, for example, mobile phones, can interfere with insufficiently protected medical equipment. Consult a doctor or the manufacturer of the equipment to determine if it has adequate protection against external radio signals, or if you have any questions. If notices have been put up at health care facilities instructing you to turn off the unit while you are there, you should comply. Hospitals and

other health care facilities sometimes use equipment that can be sensitive to external radio signals.

Implanted medical devices

To avoid potential interference, manufacturers of implanted medical devices recommend a minimum separation of 15 cm between a wireless device and the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15 cm from the medical device.
- Should not carry the device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.

If you have any reason to suspect that interference is taking place, turn the device off immediately. If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

Areas with explosion risk

Always turn off the unit when you are in an area where there is a risk of explosion. Follow all signs and instructions. There is a risk of explosion in places that include areas where you are normally requested to turn off your car engine. In these areas, sparks can cause explosion or fire which can lead to personal injury or even death.

Turn off the unit at filling stations, and any other place that has fuel pumps and auto repair facilities.

Follow the restrictions that apply to the use of radio equipment near places where fuel is stored and sold, chemical factories and places where blasting is in progress.

Areas with risk for explosion are often – but not always – clearly marked. This also applies to below decks on ships; the transport or storage of chemicals; vehicles that use liquid fuel (such as propane or butane); areas where the air contains chemicals or particles, such as grain, dust or metal powder.

Li-Polymer battery

This product contains a Li-Polymer battery. There is a risk of fire and burns if the battery pack is handled improperly.



WARNING

Danger of explosion if battery is incorrectly replaced. To reduce risk of fire or burns, do not disassemble, crush, puncture, short external contacts, expose to temperature above 60° C (140° F), or dispose of in fire or water. Recycle or dispose of used batteries according to the local regulations or reference guide supplied with your product.

Removing/replacing the battery

- To remove/replace the battery, contact an authorised service centre. Please find latest information at www.doro.com.

- For your safety, you must not attempt to remove the battery. If the battery is not properly removed, it may lead to damage to the battery and device, cause personal injury, and/or result in the device being unsafe.
- Doro does not accept liability for any damage or loss if these warnings and instructions are not followed.

Protect your hearing

This device has been tested to comply with the Sound Pressure Level requirement laid down in the applicable EN 50332-1 and/or EN 50332-2 standards.



WARNING

Excessive exposure to loud sounds can cause hearing damage. Exposure to loud sounds while driving may distract your attention and cause an accident. Listen to a headset at a moderate level, and do not hold the device near your ear when the loudspeaker is in use.

Emergency calls

IMPORTANT!

Mobile phones use radio signals, the mobile phone network, the terrestrial network and user-programmed functions. This means that connection cannot be guaranteed in all circumstances. Therefore, never rely only on a mobile phone for very important calls such as medical emergencies.

GPS/Location based functions

Some products provide GPS/Location based functions. Location determining functionality is provided "As is". No representation or warranty are made as to the accuracy of such location information. Use of location-based information by the device cannot always be guaranteed or be without errors. It may also be dependent on network service availability. Please note that functionality may be reduced or prevented in certain environments such as building interiors or areas adjacent to buildings.



CAUTION

Do not use GPS functionality in a manner which causes distraction from driving.

Vehicles

It is your responsibility to drive your vehicle safely. Never use your handheld device while driving, if it is prohibited by law.

If you must make or answer a call, stop your vehicle at a safe location first.

Radio signals can affect electronic systems in motor vehicles (for example, electronic fuel injection, ABS brakes, automatic cruise control, air bag systems) that have been incorrectly

installed or are inadequately protected. Contact the manufacturer or its representative for more information about your vehicle or any additional equipment.

Do not keep or transport flammable liquids, gases or explosives together with the unit or its accessories. For vehicles equipped with air bags: Remember that air bags fill with air with considerable force.

Do not place objects, including fixed or portable radio equipment in the area above the airbag or the area where it might expand. Serious injuries may be caused if the mobile phone equipment is incorrectly installed and the airbag fills with air.

It is prohibited to use the unit in flight. Turn off the unit before you board a plane. Using wireless telecom units inside a plane can pose risks to air safety and interfere with telecommunications. It may also be illegal.

Protect your personal data

Protect your personal data and prevent leakage or misuse of sensitive information

- While using your device, be sure to back up important data.
- When disposing of your device, back up all data and then reset your device to prevent misuse of your personal information.
- Carefully read the permissions screen when downloading applications. Be particularly cautious with applications that have access to many functions or to a significant amount of your personal information.
- Check your accounts regularly for unapproved or suspicious use. If you find any sign of misuse of your personal information, contact your service provider to delete or change your account information.
- In the event your device is lost or stolen, change the passwords on your accounts to protect your personal information.
- Avoid using applications from unknown sources and lock your device with a pattern, password, or PIN.

Malware and viruses

To protect your device from malware and viruses, follow these usage tips. Failure to do so may result in damages or loss of data that may not be covered by the warranty service.

- Do not download unknown applications.
- Do not visit untrusted websites.
- Delete suspicious messages or email from unknown senders.
- Set a password and change it regularly.
- Deactivate wireless features, such as Bluetooth, when not in use.
- If the device behaves abnormally, run an antivirus program to check for infection.
- Run an antivirus program on your device before you launch newly-downloaded applications and files.
- Do not edit registry settings or modify the device's operating system.

Care and maintenance

Your unit is a technically advanced product and should be treated with the greatest care. Negligence may void the warranty.

- Protect the unit from moisture. Rain, snow, humidity, and all types of liquids can contain substances that corrode the electronic circuits. If the unit gets wet, you should immediately power off the device, remove the battery and allow the unit to dry completely before you replace it.
- Do not use or keep the unit in dusty, dirty environments. The unit's moving parts and electronic components can be damaged.
- Do not keep the unit in warm places. High temperatures can reduce the lifespan for electronic equipment, damage batteries and distort or melt certain plastics.
- Do not keep the unit in cold places. When the unit warms up to normal temperature, condensation can form on the inside and can damage the electronic circuits.
- Unauthorized modifications may damage the device, violate regulations and void the warranty. Do not try to open the unit in any other way than what is indicated in the repair manual, see doro.com/repair.
- Do not drop or shake the unit. If it is treated roughly the circuits and precision mechanics can be broken.
- Do not use chemicals or detergents to clean the unit. Use a slightly damp soft cloth.
- Do not insert any metal objects into any port on the device. You may clean a port using compressed air or by gently tapping the device against your hand with port facing down.
- Do not pull the cable when disconnecting any port as it may damage the port, cable or connector. Pull the connector.

The advice applies to the unit, battery and other accessories. If the device is not working as it should, please contact the place of purchase or Doro support for service. Don't forget the receipt or a copy of the invoice.

Warranty

This product is guaranteed for a period of 24 months and for original accessories for a period of 12 months (such as the charging cradle or handsfree kit) which may be delivered with your device, from the date of purchase. In the unlikely event of a fault occurring during this period, please contact the place of purchase. Proof of purchase is required for any service or support needed during the guarantee period.

This guarantee will not apply to a fault caused by an accident or a similar incident or damage, liquid ingress, negligence, abnormal usage, non-maintenance or any other circumstances on the user's part. Furthermore, this guarantee will not apply to any fault caused by a thunderstorm or any other voltage fluctuations. As a matter of precaution, we recommend disconnecting the charger during a thunderstorm.

Please note that this is a voluntary manufacturer's warranty and provides rights in addition to, and does not affect statutory rights of end-users.

This guarantee does not apply if batteries other than DORO original batteries are used.

Device OS software warranty

By using the device, you accept to install any OS software updates provided by Doro, at earliest possibility after notification.

By updating your device, you help to maintain your device secure.

Doro will keep updates available for the duration of the guarantee/ statutory warranty period, providing that this is possible from a commercial and technical perspective.

Your device checks for available software updates automatically. Please follow the on-screen instructions when you are notified of an OS software update.

Please note:

- In some cases, regular OS upgrades may cause delays to planned security updates.
- Doro will always do our best to deliver the security updates at earliest possible time to applicable models. Delivery time of security patches may vary depending on the regions, software variants and models.



CAUTION

If you neglect to update your device after being notified, it may void your guarantee of the device. For software information and planned update schedule, refer to website:

doro.com/softwareupdates

Specifications

Network bands (MHz):

2G GSM:	850, 900, 1800, 1900
3G UMTS:	1 (2100), 2 (1900), 5 (850), 8 (900)
4G LTE FDD:	1 (2100), 2 (1900), 3 (1800), 7 (2600),
4G LTE TDD:	8 (900), 20 (800), 28 (700)
	38 (2600), 40 (2300)

Wi-Fi (MHz):	WLAN IEEE 802.11 a/b/g/n/ac, (2412-2472, 5180-5825)
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Bluetooth (MHz):	5.4 (2402 - 2480)
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NFC, (MHz):	Yes (13.56)
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GPS receiver:	A-GPS/GPS/Galileo/BeiDou/GLONASS
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Operating system:	Android™
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SIM card size:	nano-SIM (4FF)
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Dimensions:	134 x 67 x 19 mm
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Weight:	202 g (including battery)
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Battery:	3.87 V / 3000 mAh Li-Polymer battery
Image format:	JPG, PNG, GIF, BMP, WebP
Video format:	MP4, MKV, AVI, 3GP, FLV, MOV
Audio format:	MP3, WAV, OGG, AMR, FLAC, APE, M4R
Audio recording format:	MP3, AAC, AMR
Rear camera resolution:	13 MP
Front camera resolution:	5 MP
Camera digital zoom:	4x
Display Size:	4.5"
Display resolution:	720 x 1280
RAM:	4 GB
Internal memory:	64 GB
External memory:	microSD, microSDHC, microSDXC max 1024 GB
Sensors:	Accelerometer (G-sensor), Light sensor, Proximity sensor, Hall sensor, Compass (Magnetic sensor)
USB Interface:	USB-C
Headset connector:	USB-C, both analog and digital
Charging USB-C:	10 W
Wireless charging:	10 W
Operating ambient temperature:	Min: 0° C (32° F) Max: 40° C (104° F)
Charging ambient temperature:	Min: 0° C (32° F) Max: 40° C (104° F)
Storage temperature:	Min: -20° C (-4° F) Max: 60° C (140° F)

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Wi-Fi is a trademark or a registered trademark of the Wi-Fi Alliance.

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Hearing aid compatibility

Note!

For hearing aid compatibility, turn off Bluetooth connectivity.

This phone is hearing aid compatible. Hearing aid compatibility is not a guarantee that a specific hearing aid will work with a specific phone. Mobile phones contain radio transmitters that may interfere with hearing aid performance. This phone has been tested for use with hearing aids, for some of the wireless technologies that it uses, but there may be

some newer wireless technologies that have not been tested yet for use with hearing aids. To ensure that a specific hearing aid works well with this phone, test them together before making a purchase.

The standard for hearing aid compatibility contains two types of ratings:

- **M:** To use your hearing aid in this mode, make sure that your hearing aid is set to “M-mode” or acoustic coupling mode, and position the phone’s receiver near the hearing aid’s built-in microphone. For the best results, try using the phone in different positions relative to your hearing aid—for example, placing the receiver slightly above the ear may result in better performance for hearing aids with microphones positioned behind the ear.
- **T:** To use your hearing aid in this mode, make sure that your hearing aid is set to “T-mode” or telecoil coupling mode (not all hearing aids have this mode). For the best results, try using the phone in different positions relative to your hearing aid—for example, placing the receiver slightly below or in front of the ear may result in better performance.

Your device meets the T4M3 level rating.

Specific Absorption Rate (SAR)

This device meets applicable international safety requirements for exposure to radio waves. Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines from the independent scientific organization ICNIRP (International Commission of Non-Ionizing Radiation Protection).

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you reduce your usage or use a hands-free accessory to keep the device away from your head and body.

For information about SAR (Specific Absorption Rate) values for your device, please read the documentation provided together with your device.

Recycle

Doro takes responsibility for the entire life cycle of our products including how they are recycled at the end of their life. Your previous product can still be useful for someone else and, if it has reached its end of life, materials that can be used for new products. We recommend to first-hand reuse, repair or refurbish your device, and if this is not possible leave it for recycling according to local regulations. Also remember to recycle other old non-used electronics that you might have.

Correct disposal of this product



(Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)



This marking on the product, accessories or manual indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal. This product is RoHS compliant.

Correct disposal of batteries in this product



(Applicable in countries with separate collection systems)

The marking on the battery, manual or packaging indicates that the battery in this product should not be disposed of with other household waste. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.

EU Declaration of Conformity

Hereby, Doro declares that the radio equipment type DSC-0540 (Doro Aurora A20) is in compliance with Directives: 2014/53/EU and 2011/65/EU including delegated Directive (EU) 2015/863 amending Annex II. The full text of the EU declaration of conformity is available at the following internet address: www.doro.com/dofc.

UK Declaration of Conformity

Hereby, Doro declares that the radio equipment type DSC-0540 (Doro Aurora A20) is in compliance with the relevant UK legislation.

The full text of the UK declaration of conformity is available at the following internet address: www.doro.com/dofc

Ecodesign declaration, energy efficiency for external power supply

Hereby, Doro declares the external power supply for this device is in compliance with Commission Regulation (EU) 2019/1782 regarding ecodesign requirements for external power supplies pursuant to Directive 2009/125/EC.

The full information regarding the ecodesign requirements is available at the following internet address: www.doro.com/ecodesign

Regulatory compliance symbols

The regulatory compliance symbols are located under the battery/battery cover on the device.



To remove battery cover

1. Pull out the SIM/memory card tray.
2. Insert a non-conductive plectrum/prying lever approximately 2 mm into the gap between the battery cover and the display.



CAUTION

Do not insert the plectrum/prying lever more than 2 mm as it may damage internal components.

3. Slide the plectrum/prying lever along the sides and the top edge until the cover opens.
For full disassembly/assembly instructions, see the repair manual: www.doro.com/repair/

DSC-0540 (Doro Aurora A20) (1011,1021)

English

Version 1.2

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