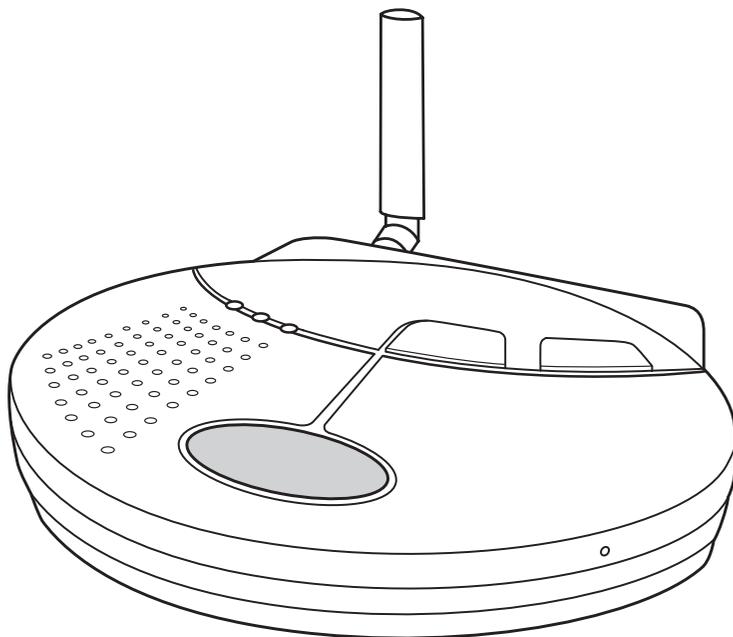


Doro CareIP® Mobile

English

User Guide



1. Read first: Safety information

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

- User's should pay particular attention to the potential for interference from other systems operating in the same or adjacent bands.
- The compartment covers on the backside may be opened only by authorised persons in accordance with the instructions in the service manual.
- Battery replacement may be performed only by authorised persons in accordance with the instructions in the Maintenance section. Only use recommended battery type as stated in the Technical Data section.



CAUTION

Only use batteries, power supply and accessories that have been approved for use with this particular model. Connecting other accessories may be dangerous and may invalidate the type approval and guarantee.

- The antenna shall always be mounted if the unit is in operation.
- Only use recommended power supply as stated in the Technical Data section.
- The power supply can be used as a disconnecting device. The wall socket shall be installed near the equipment and shall be easily accessible.

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2. Important information

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

Products from Doro are designed to minimise the impact of such interference.

Nevertheless, the user must be aware that system components can be subjected to interference or other influences that may cause malfunction.

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

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

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

3. Package contents

- Power supply
- Antenna
- User guide
- Radio trigger with accessories

4. Parts and descriptions

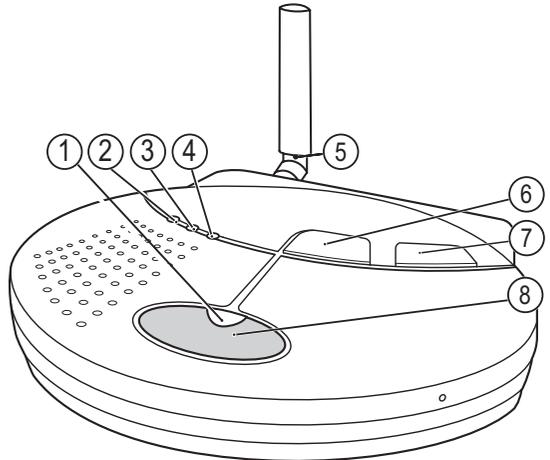
Indicator lights

1		ALARM	RED
		Steady light	Idle mode
		Flashing light	Alarm state
2		ON	GREEN
		Steady light	Mains power
		Flashing light	Mains failure or pairing mode
3		ERROR	RED
		Off	Normal operation
		Steady light	Problem with Ethernet link* or IP configuration
		Slow flashing	Registration to SIP server failed
4		STATUS	RED / GREEN
		Off	Normal operation
		Steady red light	No connection to GSM network
		Alternating red and green	Away mode

Buttons (with the following standard functions)

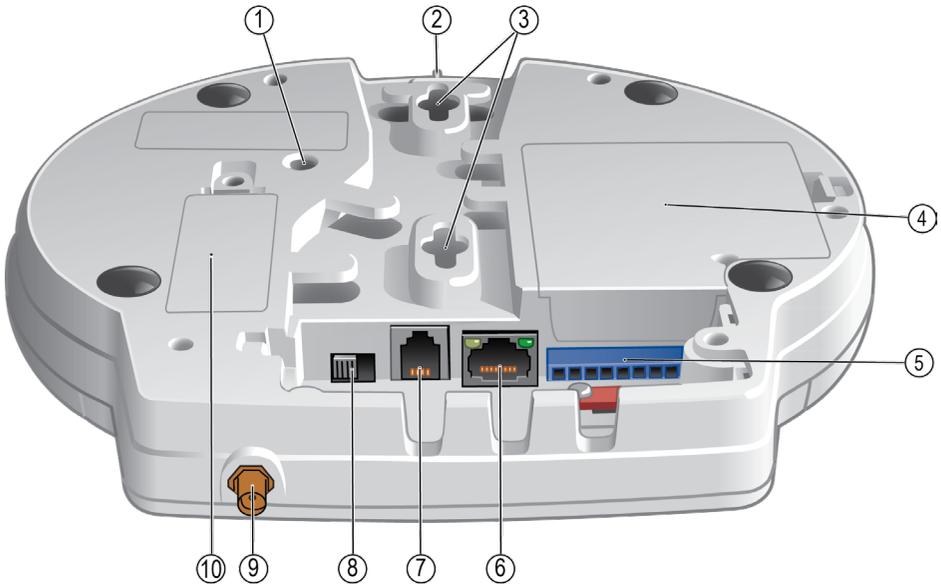
6		Green
		Stops the alarm
7		Yellow
		Function button
8		Red
		Activates the alarm

Note! The yellow button (F/O) has no function upon delivery but is programmable for special functions.



* If only Mobile interface is used it will lit as Ethernet isn't connected, the Ethernet link supervision can be disabled by configuration.

Connections overview



- | | | |
|-----------|--------------------------------|---|
| 1 | Volume control | Loudspeaker volume adjustable in eight levels. |
| 2 | PC (Pull cord) | Attachment for pull cord when wall mounted. The pull cord can be ordered separately. |
| 3 | Holes for wall mounting | - |
| 4 | Battery compartment | - |
| 5 | I/O connectors | Terminals for wire outputs and inputs. |
| 6 | Ethernet port | Connection for Ethernet cable from broadband/network. |
| 7 | DC in | Connection for power supply 7,5 VDC. |
| 8 | Power switch | Turns Doro CareIP® Mobile on and off. |
| 9 | Antenna connector | Attach the supplied antenna to the antenna connector, if other antenna will be used it must be adapted for use with Doro CareIP® Mobile |
| 10 | SIM card | See <i>Install the SIM card on p. 7.</i> |



CAUTION

Only authorised persons may open the compartment covers and perform wiring in accordance with the instructions in the service manual.

5. Description of functions

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

The Doro CareIP® Mobile is assigned an unique identification number (ID) that is transferred and corresponding to personal information stored in the alarm receiving centre (ARC).

The radio trigger is adapted for use with the unit, *see 9. Radio trigger on p. 12.*

Activate the alarm

The assistance alarm can be activated:

1. by pressing the button on a radio trigger.
2. by pressing the red button on the Doro CareIP® Mobile.
3. by pulling the pull cord (only available when Doro CareIP® Mobile is wall mounted). The pull cord can be ordered separately.

On activation, the Doro CareIP® Mobile calls an alarm receiver to summon help. There is a possibility to attach up to four (4) different wired triggers.

Alarm transmitters

Ten (10) radio transmitters can be programmed with the Doro CareIP® Mobile, e.g. a radio trigger. In the event of an alarm from a radio transmitter, the battery status of the radio transmitter is tested.

Alarm receivers

Up to ten (10) alarm receivers can be programmed. The alarm is identified using an alarm code which is programmed into the Doro CareIP® Mobile. An alarm placed to a private receiver is identified by a recorded voice ID.

The person receiving the alarm can then speak directly with the person raising the alarm and take appropriate action.

Other functions

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

6. Installation

Install the SIM card



IMPORTANT

Turn off the phone and disconnect the charger before removing the battery cover.

- Ensure that the Doro CareIP® Mobile is switched off before.
- Unscrew the safety screw for the SIM card compartment cover.
- Remove the compartment cover.
- Install the SIM card according to picture , note the markings.
- Mount the cover and the safety screw for the SIM card compartment.

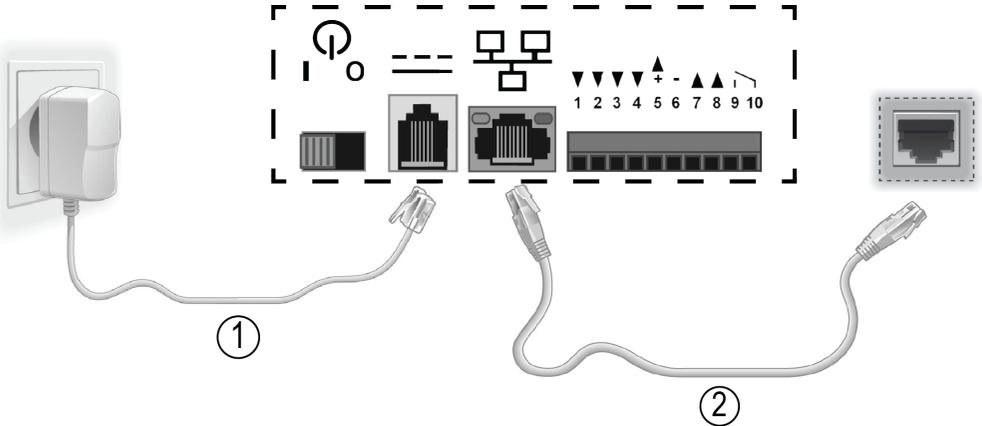


CAUTION

1234 or 0000 are not appropriate PIN codes for the SIM card, if any of these PIN codes are used, the code should be changed before installation. Change of PIN code is preferably done using a mobile phone.

Connection

The Doro CareIP® Mobile is easy to install. Normally the Doro CareIP® Mobile is set to use DHCP, which means that the unit automatically will be assigned an IP address when connected to a network. The Doro CareIP® Mobile should always be connected to the network as near the router (or Ethernet connection) as possible.



1. Connect the power supply (1) to the wall socket and the power supply lead to the DC input socket.
2. Connect the network cable (2) from the broadband/network to the Ethernet socket on Doro CareIP® Mobile.

- Turn the power switch to the I position
- Check that the **On!** indicator lamp has a steady green light
- The status light shall go off within 60 seconds if GSM network is detected
- Carry out a test alarm from the Doro CareIP® Mobile

Note! The power supply shall be placed so that the information sticker **Do not unplug** is visible. For further advice regarding installation, contact your supplier.

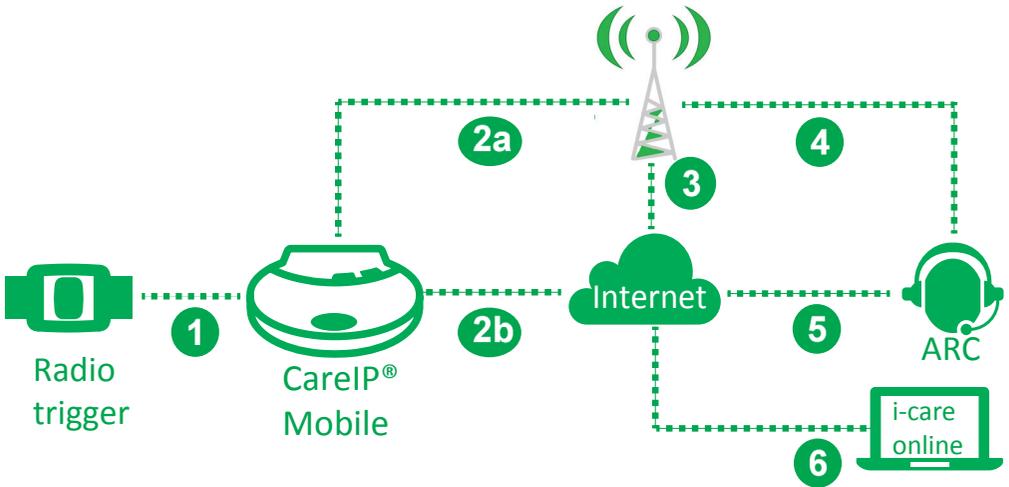


CAUTION

Installation must be performed only by authorised persons in accordance with the instructions in the service manual.

7. Communication path

Example of a simplified communication path



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

* Can also carry alarm data to an analogue Alarm Receiving Centre (ARC).

8. Pairing

Contacts, alarm codes and settings are programmed using www.icareonline.com or by using a computer and the Doro Care CS2 software.

In some cases, the Doro CareIP® Mobile can be delivered pre-programmed by the supplier. For help with pairing, please refer to the service manual or contact your supplier.

Pairing radio triggers

Up to ten (10) radio triggers or other radio-alarm transmitters can be paired to Doro CareIP® Mobile.

- Hold down the green button for approximately four seconds until the unit emits a beep, release the button. The indicator light On ! flashes green.
- Press the radio trigger. Once the Doro CareIP® Mobile receives the radio signal, you will hear a distinct tone signal.
- Confirm by pressing the red button, you will hear a confirmation tone.
- The radio trigger is now paired and set to a default alarm type. The alarm type can be changed anytime using the optional i-care® online service.

Check the radio coverage

Always check the function after installation and pairing.

- Hold down the green button for approximately four seconds until the unit emits a beep, release the button. The indicator light On ! flashes green.
- Press the radio trigger. Once the Doro CareIP® Mobile receives the radio signal, you will hear a tone.

Check the GSM signal strength

When installing the Doro CareIP® Mobile, the GSM signal strength must be verified. Press the yellow button for approximately four seconds until the unit emits a beep, release the button.

- Press the volume control within 4 seconds, **Servicemode** appears.
- Press the yellow button once, **User** appears.
- Press the red button once, **Usermode** appears.
- Press the yellow button twice, **GSM** appears.
- Press the red button once, **GSM strength** appears together with a value between **0 — 31** for the signal strength. The higher the value the higher the strength. You need to get at least strength 15 for good communication. If this can't be achieved, try to move the unit in different locations in the residence until approved value are fulfilled.

Note! *If acceptable value can't be achieved an external antenna must be used. Also note that the GSM signal strength can be monitored through the optional i-care® online service.*

Check the functionality

Always check the function after installation and pairing. Test alarms shall be done regularly and in a way that secures the whole alarm chain from radio transmitter to alarm receiver.

Automatic test

The functionality of the Doro CareIP® Mobile and its communication can automatically be checked down to every other minute through the optional i-care® online service. It can also be checked by automatic function monitoring or a periodical test report to the Alarm receiving centre (ARC), for example once a day or once a week.

9. Radio trigger

The radio trigger uses two-way radio communication, this means that when Doro CareIP® Mobile receives an alarm from a radio trigger the carephone will send a confirmation of receipt to the radio trigger. This is confirmed on the radio trigger by indicator light change from red to green. If the radio trigger doesn't get any confirmation, the alarm is repeated.

The radio trigger can be worn using a wristband or neckband.

The Doro Easy Press Concept (EPC) accessory simplifies use for persons with reduced dexterity to activate an alarm.

The radio trigger is waterproof according to IP67 by an integrated gasket and can be carried in the shower and in wet environment.

10. General information

- If Broadband/network connection is used the unit should always be connected to the network as near the router (or Ethernet connection) as possible.
- Verification of GSM coverage should always be done as a part of installation.
- In order for an alarm to be sent, at least one alarm receiver/response centre needs to be programmed.
- The carephone must not come into contact with water or any other liquid.
- Used batteries shall be disposed of in an environmentally-responsible manner.
- If the Doro CareIP® Mobile is supposed to be connected to a mobile network it need to be equipped with a 2G enabled Mini-SIM (2FF) and having an appropriate mobile subscription including voice and data.

Cleaning

The carephone and the radio trigger should be cleaned using a slightly damp cloth. Do not use solvents when cleaning.

Note! *By ordering a complete housing set you can upgrade your used radio trigger to look as brand new.*

Reinstatement

If the Doro CareIP® Mobile is reinstated at a new user, it shall be reset to default settings and re-programmed according to the data and requirements of the new user.

11. Maintenance

Replace the battery

Battery should be replaced within three years, or a.s.a.p after battery alarm that is not related to a power cut. It's normal that a long-term power cut generates a battery alarm.

Replace the radio trigger battery

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



CAUTION

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

12. Technical data

Carephone Doro CareIP® Mobile

Dimensions:	200 mm x 175 mm x 35 mm (HxWxD)
Weight incl. power supply and cables:	618 g
Power supply:	7,5 VDC power supply Use only HON-KWANG, model: HK-V-075A100-XX
Power consumption:	2W (Nominal)
Backup battery:	4,8V, 2100mAh, NiMH Use only GP, model: GPRHC222N053
Backup time:	Up to two days
Inputs:	Four (4) inputs
Output:	Three (3) outputs, one (1) Relay output, max 0,7A
Communication:	IP/(SIP), GSM
Radio frequency band:	869,2-869,25 MHz
Number of radio transmitters:	Up to 10
Hands-free range , normal environment:	≥ 5 m
Equipment class:	Class 1 radio equipment <i>Class 1</i>

GSM

Communication:	Quad-band GSM 850, 900, 1800, 1900 MHz
GPRS multi-slot class:	10
SIM card interface:	1,8V and 3V
Max output power:	Class 4 (2W) for EGSM850 Class 4 (2W) for EGSM900 (Europe) Class 1 (1W) for GSM1800 (Europe) Class 1 (1W) for GSM1900

Portable radio trigger

Battery life:	Up to five years
Water resistance:	Complies with IP67
Radio frequency band:	869,2-869,25 MHz
Radio frequency power:	max. 3,16mW (5 dBm)
Radio range , indoors:	≥ 40 m (normal environment)
Radio range , outdoors:	≥ 300 m (typical, line-of-sight)

Environment

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

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

Declaration of conformity

Hereby, Doro declares that the radio equipment type 9300, 9100 and 9150 is in compliance with Directives: 2014/53/EU and 2011/65/EU. The full text of the EU 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.

Manufacturer's name or trade mark, commercial registration number and address	ShenZhen Ying Hui Yuan Electronics Co.,Ltd 3F A building NongDian Industrial FuYong Town, BaoAn District, ShenZhen, China
Model identifier	YHY-07501000
Input voltage (V AC)	100-240
Input AC frequency (Hz)	50-60
Output voltage (V DC)	7.5
Output current (A)	1
Output power (W)	7.5
Average active efficiency (%)	80.26
Efficiency at low load (10 %) (%)	70.26
No-load power consumption (W)	0.075

Environmental information

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



Legal notices

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

English

