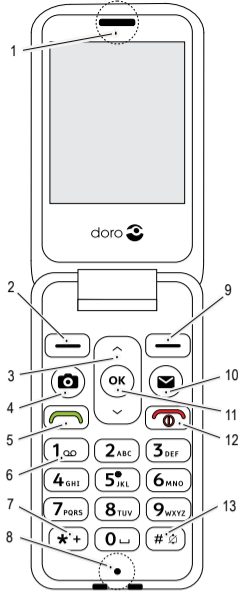# Doro 2820
doro
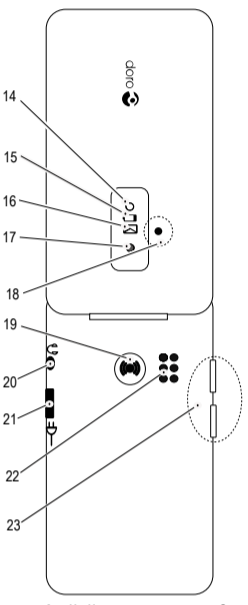
Quick Start Guide
English

1. Speaker
2. Left selection button
3. Navigation keys
4. Camera shortcut
5. Call button
6. Voicemail
7. International prefix/Symbols
8. Microphone
9. Right selection button
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11. OK-button
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15. Red light = battery level low / charging
16. Green light = New message / missed call
17. Camera lens
18. Second microphone
19. Assistance button
20. Headset socket
21. Charging socket
22. Loudspeaker
23. Volume keys

Note! All illustrations are for illustrative purposes only and may not accurately depict the actual device. The items supplied with your phone might vary depending on the software and accessories available in your region or offered by your service provider. You can obtain additional accessories from your local Doro dealer. The supplied accessories provide the best performance with your phone.

IMPORTANT!
Your device may use data services and you may incur additional charges for data services, such as messaging or using location services depending on your data plan. We recommend that you check your data rates with your subscription with your service provider.

1. GET STARTED
When you get your phone, first remove the screen protector.

1.1. Unbox your new phone
Start by taking your new phone and all included items out from the box. Also read through the manual so that you can familiarize yourself with the equipment and the basic functions. For full manual please visit www.doro.com or contact our Helpline.

• The items supplied with the device and any available accessories may vary depending on the region or service provider.
• 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 batteries, chargers and accessories that have been approved for use with this model. Connecting other accessories may be dangerous and may invalidate the type approval and warranty.
• Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Doro website.
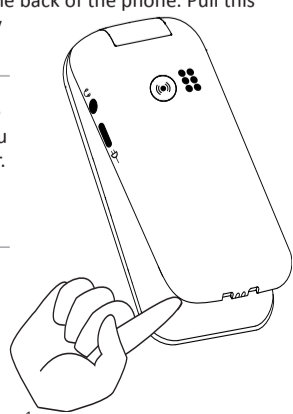• Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, visit www.doro.com or contact our Helpline.

1.2. Insert the memory card, SIM card and battery

Important!
Turn off the phone and disconnect the charger before removing the battery cover.
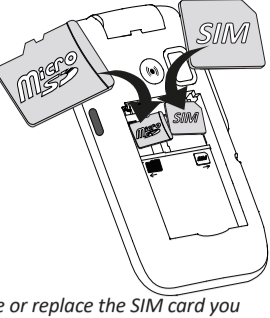
Remove the battery cover:
There is a small dent on the back of the phone. Pull this gently to open the battery cover.

Important!
Be careful not to damage your fingernails when you remove the battery cover. Do not bend or twist the battery cover excessively as it may get damaged.

Insert the SIM card:
Insert the micro SIM card from your mobile service provider. Make sure that the contacts of the SIM card are facing inwards and that the cut off corner is as shown. Be careful not to scratch or bend the contacts on the cards when inserting them into the card holders.

Tip: If it is difficult to remove or replace the SIM card you can use adhesive tape on the exposed part of the SIM card to pull it out.

Insert the memory card:
If you want you can install a memory card to increase the storage space of your phone. This will allow you to store more files, pictures and videos. Make sure that the contacts of the memory card are facing downwards, as shown above.

Note! This device only accepts micro SIM card (3FF). Use of incompatible SIM cards may damage the card or the device, and may corrupt data stored on the card.

Use only compatible memory cards with this device. Compatible card types include microSD, microSDHC, microSDXC. Incompatible memory cards may damage the card itself, the device and corrupt any data stored on the card.

Insert the battery:
Insert the battery with the contacts facing upwards to the left. Put the battery cover back in place.

1.3. Charge
We recommend that you charge the phone fully before you use it the first time.

Caution
Only use batteries and 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.

When the battery is running low, 🔋 appears and a warning signal is heard. Connect a mains adapter to a wall socket and to the charging socket ⚡ or place the device in a charging cradle. You can also connect a cable to the charging socket ⚡ on the phone and to a USB port on a computer.

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 USB charger that is compliant with applicable country regulations and international and regional safety standards, such as UKCA or CE. Do not use USB chargers that do not meet applicable safety standards. If you use another charger, the power delivered by the charger must be between minimum 0,60

Watts required by the radio equipment, and maximum 2,75 Watts in order to achieve the maximum charging speed.

The USB-C charging port does not have audio capability and will not support connection of a USB-C headset.

1.4. Save energy
When the battery is fully charged, disconnect the charger from the device and unplug the charger from the wall socket. To save power the screen goes off after a while. Press any button to wake the screen up. Batteries degrade over time, which means that call time and standby time will normally decrease with regular use. During extended operation, the device may feel warm. In most cases, this is normal. To avoid getting too warm, the device may switch off during charging.

1.5. Turn the phone on and off
1. Press and hold the red button 📞 on the phone to turn it off. Confirm with **OK**. To turn the phone on again, press and hold the red button again.
2. If the SIM card is valid but protected with a PIN code (Personal Identification Number), **PIN code** is displayed. Enter the PIN code and press **OK**. Delete with **Clear** (right selection button).

Note! If PIN and PUK codes were not provided with your SIM card, please contact your service provider.
Attempts: # shows the number of PIN attempts left. When no more attempts remain, **PIN blocked** is displayed. The SIM card must now be unlocked with the PUK code (Personal Unblocking Key).
1. Enter the PUK code and confirm with **OK**.

2. Enter a new PIN code and confirm with **OK**.
3. Re-enter the new PIN code and confirm with **OK**.

2. GET TO KNOW YOUR PHONE
When starting the telephone for the first time, you are guided by the Start-up wizard to set some basic settings.
Select the setting you would like to change.
When ready, press **Done**.

2.1. Descriptions in this document
Descriptions in this document are based on your phone setup at the time of purchase. Instructions normally start from the home screen. Press 📞 (red) to reach the home screen. Some descriptions are simplified.
The arrow (➡) indicates next action in a step-by-step instruction.

2.2. Handle the phone
Selection buttons ⊖ :

Contacts 👤 :
Press to see your contacts.
This is displayed as the right selection button in idle screen.

Options button ≡ :
• Press to see more options available in selected menu. This is displayed as the left selection button in selected menues.

Back ↩ :
• Return to the previous screen. This is displayed as the right selection button in selected

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menues.

Call 📞 (green):
• Dial a number or answer an incoming call.
• Enter the call log.

End call/Power on and off 📞 (red):
• Press to end calls or return to the home screen.
• Long press to power on or off.

Assistance ((•)):
• Press to make an assistance call.

Camera 📷:
• Press to initiate the camera app.

Message ✉:
• Press to initiate the messaging app.

2.3. Navigation keys:
• Use the **navigation keys** to navigate up and down.
• Use the centre button (with "**OK**" on it) to open the main menu, select items and confirm actions. This button will be shown as **OK** in the rest of this document.
Note! Navigation in some apps from other developers might work differently.

Volume control:
Use buttons on the side of the device to adjust the sound volume. During a phone call, it adjusts the earpiece volume.

Set the language:
The default language is determined by the SIM card.

Go to **Menu ➡ Settings ➡ General ➡ Language ➡ Language** and choose the prefered language by pressing **OK**.

Set the time and date:
The time and date can automatically be set from the network.

Go to **Menu➡ Settings ➡ General ➡ Time & date.** Here you can select **Set time** or **Set date.** You can also automatically set time and date provided by your network operator. Select **Automatic date & time ➡Use network-provided time**.

2.4. Enter text
• Press the button corresponding to the letter until the appropriate character appears.
• Press ✱ for a list of special characters. Select the desired character using the **navigation keys** and press **OK** to enter it.
• Use the **navigation keys** to move the cursor within the text.
• Press **Clear** to erase characters.
• Press # to select upper case (**ABC**), lower case (**abc**), sentence case (**Abc**), numerals (**123**) and predictive text (language code).

Enter text with predictive text:
In some languages you can use the predictive text input method which uses a dictionary to suggest words. Just press the button corresponding to the appropriate character and then select the suggested word with the navigation keys. Confirm the selected word with **OK**.

While texting, press # to change input method.

Change the writing language:
1. Press # and scroll down to **Writing language** for a list of available languages.
2. Select language and press **OK** to confirm.

Enter phone numbers:
Note! For international calls, always use + before the country code for best operation. Press ✱ twice for the international prefix +.
You can dial or save phone numbers with pauses for use with automated systems, such as voicemail or credit card billing numbers. There are two types of pauses available on your phone, press ✱ repeatedly until desired character is shown. **P** is for pause and **W** is to wait for user activation.

3. CALLS

3.1. Make a call
1. Enter the phone number.
2. Press 📞 (green) to call.
3. Press 📞 (red) to end the call.
Note! There is no dial tone. As long as the phone is turned on, it is ready for use.

3.2. Make a call from the contacts list
1. Press 👤, or press **OK ➡ Contacts**.
2. Use the navigation key to scroll through the contacts, or press ≡ ➡ **Search contact** to search the phonebook.
3. Select the wanted contact and press 📞 (green). Alternatively, select the wanted contact and press **OK**

➡ ≡ ➡ **Call** to select a secondary number stored to that contact.

3.3. Receive a call
1. To answer an incoming call when the phone is closed, open the phone.
Press 📞 (green) to answer.
Alternatively press **Silent** to switch off the ringsignal or press 📞 or close the flip to reject directly (this will send a busy signal to the caller).

3.4. Silence an incoming call
When a call comes in, press any of the **Volume keys** to silence the ring tone.

3.5. Call log
Received, missed, and dialed calls are saved in a call log.

Retrieving and dialing:
1. Press 📞 (green).
2. Use the navigation keys to scroll through the call log
📲 = Incoming call
📞 = Outgoing call
📞 = Missed call
3. Press 📞 (green) to dial the highlighted number.

4. CONTACTS

4.1. Create a contact
1. Press **Menu ➡ Contacts ➡ Add contact**
2. Choose if you want to save your contacts on your phone or on your SIM card.
3. Enter relevant contact information.

---

4. When done, press **Save**.
Tip: Depending on the selected storage location, the types of information you can save may vary.

4.2. Create ICE entry (In Case of Emergency)
First responders can access additional information such as medical information from the phone of the victim 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. All fields are optional, but the more information provided the better.
1. Press **Menu ➡ Contacts ➡ ICE**.
2. Fill in as much information as possible.
3. Select information field and press **Edit**, fill in your information and press **Save** when done.

5. SOS/112 CALLS
As long as the phone is switched on, it is always possible to place an SOS call by entering the main local emergency number for your present location followed by 📞 (green). Some networks accept calls to emergency numbers without a valid SIM card. Contact your service provider for more information.

Note! Sometimes an emergency call cannot be placed due to network, environment or interference issues.

6. ASSISTANCE BUTTON ((•))
Important! If the Assistance call is answered by a voice mail or answering service, the alarm call is considered confirmed and no further call attempts will be made (assistance sequence is interrupted).

The Assistance button on the back of the phone allows easy access to your predefined help contacts (Helpers) in case of emergency. Make sure that the assistance function is activated before use. See the full manual for more information about the function.

6.1. Activation
Activate the function for the assistance button.
1. Press **OK/Menu ➡ Assistance ➡ Activation**:
   • **On normal** to press and hold the button for approximately 3 seconds, or press it twice within 1 second.
   • **On (3)** to press the button 3 times within 1 second.
   • **Off** to disable the assistance button.
2. Press ↩ to go back and continue with other settings.

6.2. Helpers
Add help contacts (Helpers) to the list that are called when the assistance button is pressed.
1. Press **OK/Menu ➡ Assistance ➡ Helpers**.
2. Select **Add ➡ Manual** to add names and numbers manually. You can also press **Contacts** to select from your stored contacts.
3. Press ↩ to go back and continue with other settings.

6.3. Assistance SMS
A text message can be sent to the Helpers when the assistance button is pressed.
1. Press **Menu ➡ Assistance ➡ Assistance SMS**.
2. Check **Send SMS** to active the feature.
3. Use the navigation key down to go to the message field. Here you can write the message that will be sent to the

contacts you have choosen as helpers when you press the assistance button. It is helpful to them if you write that this is an emergency message from you. Example: "This is an emergency message from John Smith."
4. Press **Save** to save the message.
5. Press ↩ to go back and continue with other settings.
Note! You must write a message if you activate the Assistance SMS function. Always inform recipients in the Helpers list that they are listed as your assistance contacts.

6.4. Signal type
Select the notification signal type for the assistance sequence.
1. Press **Menu ➡ Assistance ➡ Signal type**:
   • **High** to use loud signals (default).
   • **Low** to use one low signal.
   • **Silent** no sound indication, like a normal call.
2. Press ↩ to go back and continue with other settings.

7. CAMERA
1. Press the shortcut button 📷, or, press **Menu ➡ Camera**.
2. Press 📷 or **OK** to take a photo.

8. MESSAGES

8.1. Create a message
An SMS is a short text message that can be sent to other mobile phones. A picture message, or MMS, can contain text and media objects such as pictures, sound recordings and video. The settings for messaging are supplied by your

service provider and can be sent to you automatically via text message. If you choose to send to multiple contacts, you will be charged for each one.
1. Press ✉ or press **Menu ➡ Messages ➡ Write**.
2. Enter the recipients phone number manually in the field on top, or press the left selection button to select 👤 and go to your contacts. Press **Select ➡Done**.
3. Scroll down and type your message.
4. Press ≡ for further options (like add a picture, video or other).
5. When done, press **Send**.

Important!
Some features uses Internet data services and that can be costly. We recommend that you check your data service rates with your service provider.

9. CUSTOM SETTINGS

9.1. Silence the ring tone
Press and hold # to activate/deactivate silent.
During an incoming call, press **Volume keys** to silence the ring tone.

9.2. Configure the audio setup
If you use a hearing aid or have hearing difficulties when using the device in a noisy environment, you can adjust the audio settings.
Press **Menu ➡ Settings ➡ Sound ➡ Audio setup**.

10. BLUETOOTH®

You can connect your phone wirelessly to other Bluetooth compatible devices such as headsets.

1. Press **Menu** ➔ **Settings** ➔ **Bluetooth** ➔ **Activation.**
2. Select **On**.
3. Select **Paired device** ➔ **Add new device** ➔ **Add**.
4. When your wanted device is found, press **Stop**.
5. Select your wanted device and press **Pair**. When connecting to another Bluetooth device you may need to enter a password or confirm a shared pairing code.
6. Press ↰ to go back and continue with other settings.

Note! You can have several Bluetooth devices paired, but only one connected at the time. So, if one connection is active, this might block a connection from another device.

11. ALARM

You can set alarms for appointments and reminders.

1. Press **Menu** ➔ **Alarm.**
2. Select ☰ ➔**Add** to add a new alarm.
3. Set time, ringtone and other details and press **Save** using the left selection key.

12. ORGANISER

On the home screen, press **Menu** ➔ **Organiser.**

Calendar:
Enter your upcoming tasks and events.

My files:
Access and manage various files stored in the phone or in the memory card.

13. MEDIA

On the home screen, press **Menu** ➔ **Media** ➔

Gallery:
View photos taken with the camera and other saved images or downloaded images.

FM Radio:
Listen to FM radio which has a frequency range from 87.5 to 108.0 MHz. You need to connect a compatible headset that works as antenna.

Recorder:
Record and store voice recordings.

14. TORCH

Use the torch when you need extra lighting.

Note! The torch will drain the battery very quickly. Remember to switch off after use.

15. Help

To get help:
- Download the full manual at www.doro.com
- Update the software in your phone. Press **Menu** ➔ **Settings** ➔ **Software update.** This improves the functionality and features of your phone.
- Reset your phone to factory settings:
  Press **Menu** ➔ **Settings** ➔ **General** ➔ **Restore factory settings** ➔ (if set, enter the phone code) ➔ **Yes** to reset

The reason to perform a reset might be a persistent problem that is impossible to solve or if you want to pass the phone to someone else. Note that everything added to the phone since you got it will be erased. SIM card and memory card are not affected.

16. SAFETY INSTRUCTIONS

⚠ **WARNING**
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 LTE, WCDMA and GSM 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.

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. 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.

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 centimeters between a wireless device and the medical device. Persons who have such devices should:
- Always keep the wireless device more than 15 centimeters from the medical device.
- Not carry the wireless 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 phone 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-ion battery
This product contains a Li-ion 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 in fire or water. Recycle or dispose of used batteries according to the local regulations or reference guide supplied with your product.

Protect your hearing

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.

Vehicles
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.

17. 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 phone, 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.
- Do not try to open the unit in any other way than that which is indicated here.
- Do not drop or shake the unit. If it is treated roughly the circuits and precision mechanics can be broken.
- Do not use strong chemicals to clean the unit.
- Do not disassemble, open, crush, bend, deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Improper battery use may result in a fire, explosion or other hazard.

For devices that utilize a USB port as a charging source, the device's user manual shall include a statement that the device shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.
The advice applies to the unit, battery, power adapter and other accessories. If the phone is not working as it should, please contact the place of purchase for service. Don't forget the receipt or a copy of the invoice.

18. WARRANTY

This product is guaranteed for a period of 24 months and for original accessories for a period of 12 months (such as the battery, charger, 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, 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

19. COPYRIGHT AND OTHER NOTICES

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microSD is a trademark of SD Card Association.

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Content copyright
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20. TECHNICAL DATA

Specifications:

Network bands (MHz) [maximum radio-frequency power/dBm]:	
4G LTE	1 (2100) [22.5]. 3 (1800) [21.5]. 7 (2600) [21.5]. 8 (900) [24.5]. 20 (800) [24.5]. 28 (700) [24.5]
3G UMTS	1 (2100) [22]. 8 (900) [24.5]
2G GSM	900 [34]. 1800 [30.5]
Bluetooth (MHz) [maximum radio-frequency power/dBm]:	5.0 (2402 - 2480) [9]
SIM card size:	micro-SIM (3FF)
Dimensions:	107 mm x 56 mm x 20 mm
Weight:	117 g (including battery)
Battery:	3.7 V / 1000 mAh Li-ion battery
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)

Hearing aid
This device should work with most hearing aid equipment in the market. However, full compatibility with all equipment can not be promised.

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 radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg averaged over 10 grams of tissue and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.
Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:
Head SAR: 0.798 W/kg
Body SAR: 1,442 W/kg
During normal use, the SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the output power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.
This device meets RF exposure guidelines when used against the head or when positioned at least 0.5 cm away from the body. When a carry case, belt clip or other form of device holder is used for body-worn operation, it should not contain metal and should provide at least the above stated separation distance from the body.

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.

Recycle
Doro takes responsibility for the entire life cycle of our products including how they are recycled at 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. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66. 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 DFC-0470 (Doro 2820) 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

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

UK Declaration of Conformity
Hereby, Doro declares that the radio equipment type DFC-0470 (Doro 2820) 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

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Model: DFC-0470
Doro 2820 (2011, 2021)
QSG
English

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