Doro CareIP Mobile
User Guide

English

doro

Contents

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 authorized persons in accordance with the instructions in the service manual.
- Battery replacement may be performed only by authorized persons in accordance with the instructions in service manual. Only use recommended battery type as stated in the service manual.

⚠️   **CAUTION**
Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

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

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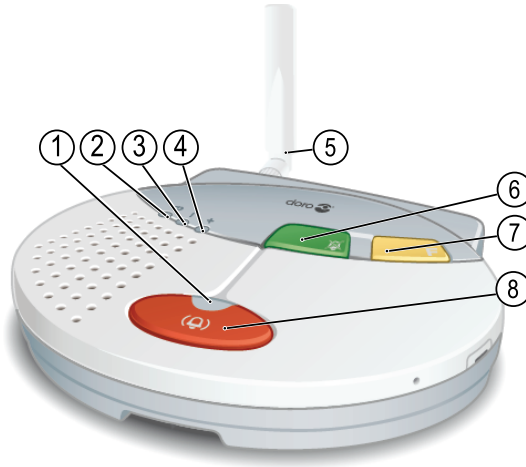
Users should pay particular attention to the risk of disruption from products which communicate using the same or adjacent frequencies.

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

Package contents

- Doro CareIP Mobile carephone
- Network cable (cat5E UTP TIA568B)
- Power supply
- Antenna
- User guide
- Elliot radio trigger with accessories:
    - Wristband
    - Wristband attachment
    - Neckband
    - Wristband attachment
    - Pocket clip
    - Easy press concept (EPC) accessory

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 radio programming 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.

Antenna

5	-	**Antenna**	Attach the supplied antenna to the antenna connector, see *Connections overview*.

Buttons (with the following standard functions):

6	⨉	**Green button**	Stops the alarm.
7	F	**Yellow button**	Function button.
8	((🔔))	**Red button**	Activates the alarm.

Note! The yellow button has no function upon delivery but is programmable for special functions.
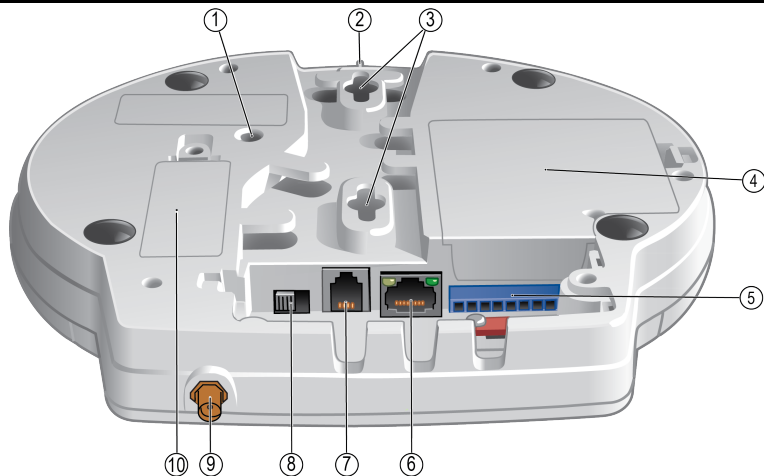
Connections overview

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 7,5VDC.
8	Power switch	Turns Doro CareIP Mobile on and off.
9	Antenna connector	A standard antenna is delivered, if other antenna will be used it must be adapted for use with Doro CareIP Mobile.
10	SIM card	See *Install the SIM card*, p.7.

⚠ CAUTION

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

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, medical information, online status etc.

The Elliot radio trigger is adapted for use with the unit, see *Radio trigger Elliot*, p.11.

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 different wired alarm triggers.

Alarm transmitters

Ten 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 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 changed by programming – refer to the service manual or contact your supplier for further information.

Installation

Install the SIM card

- 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
NOTE! 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, if broadband/network connection shall be used, connection is made with the enclosed network cable. 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 incoming broadband as possible.
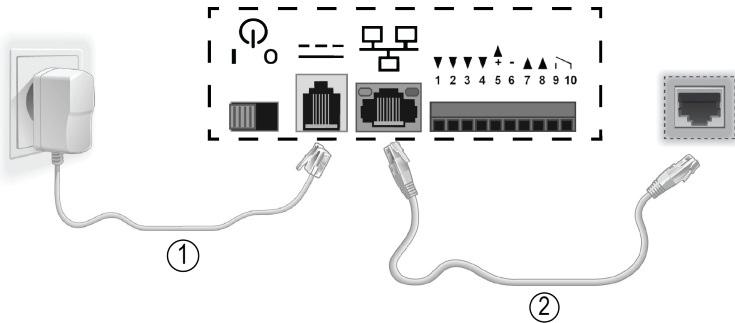
1. Connect the power supply (1) to the wall socket and the power supply lead to the DC input socket.
2. Connect the network cable (2) from the broadband/network to the Ethernet socket on Doro CareIP Mobile.

   - 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 the information text **Do not to unplug** sticker is visible.

For further advice regarding installation, contact your supplier.

⚠ CAUTION
Installation must be performed only by authorized persons in accordance with the instructions in the service manual.

Programming

Contacts, alarm codes and settings are programmed using [www.icareon-line.com](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 programming, please refer to the service manual or contact your supplier.

Programming radio triggers

Up to ten (10) radio triggers or other radio-alarm transmitters can be programmed to Doro CareIP Mobile. Programming radio transmitters:

- 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.

Check the radio coverage

Always check the function after installation and programming.

- 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 setting out a Doro CareIP Mobile, the GSM signal strength must be verified.

- Hold down 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 accepted value can't be achieved an external antenna must be used.

Check the functionality

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

Radio trigger Elliot

Radio trigger Elliot uses two-way radio communication, this means that when Doro CareIP Mobile receives an alarm from Elliot it will send an confirmation receipt This is indicated on Elliot by indicator light change from red to green. If Elliott doesn't get any confirmation, the alarm will be repeated. Elliot has two buttons which are programmable.

Elliot can be worn using a wristband, neckband or pocket clip. The Doro Care Easy Press Concept (EPC) accessory simplifies use for persons with reduced dexterity to activate an alarm.

The accessories are easily attached with a simple click-in action.
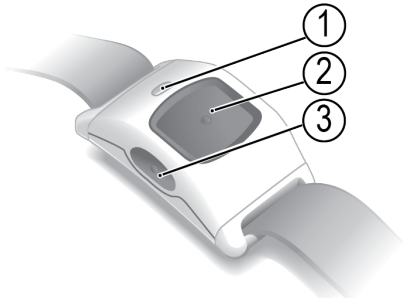
1. Indicator light
2. Alarm button
3. Function button

Wristband attachment

1. Neckband attachment
2. Cover plate

Easy press concept (EPC) accessory
The Doro Care Easy Press Concept (EPC) accessories makes it easier for those with reduced physical strength to activate the alarm.

• Pocket clip
• Cover plate

General information

- If Broadband/network connection is used the unit should be connected as close as possible to the incoming broadband.
- 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 should be disposed of in an environmentally-responsible manner.

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

Tip: By ordering a complete housing set you can upgrade your used Elliot-button to look as brand new.

Maintenance

Replace the battery
Battery should be replaced within three years, or a.s.a.p after battery alarm.

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

⚠ **CAUTION**
Battery replacement may be performed only by authorized persons in accordance with the instructions in service manual.

Technical data

Carephone Doro CareIP Mobile

Dimensions:	200 mm x 175 mm x 35 mm (HxWxD)
Power supply:	7,5 VDC power supply, (PoE optional)
Power consumption:	2W (Nominal)
Backup battery:	4.8V NiMH
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:	869,2-869,25 MHz
Radio receiver class:	1*
Number of radio transmitters:	Up to 10

GSM

Communication:	GSM quad band GSM 850, 900, 1800, 1900 MHz
GPRS class:	10
SIM card interface:	1,8V and 3V

Portable alarm trigger Elliot

Dimensions:	45 mm x 30 mm x 13 mm (HxWxD) 45 x 30 x 13 mm (HxWxD)
Battery:	3V lithium battery CR2430
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)
Equipment class	Class 1 radio equipment Class 1

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 (non-condensed)
Environmental class:	1 (EG-I)

*Refers to radio module **C1**, type 9340.

Radio receiver parameters:

Max. usable sensitivity:	-113dBm
Average usable sensitivity:	ver: 28,7dBuV/m, hor: 27,0dBuV/m
Adjacent channel selectivity:	-26,2dBm/-28,2dBm
Intermodulation rejection:	-36dBm/-37dBm
Spurious response rejection:	-30dBm
Blocking or desensitisation:	-16dBm

Doro CareIP Mobile can also be equipped with radio module type 9320, which allows maximum security and includes receipt of transmission, automatic transmission repeat, power control and frequency control. See order information for indicating which radio module the unit is equipped with.

Declaration of conformity

Hereby Doro Care AB, declares that the radio equipment type, social alarm, is in compliance with Directive 1999/5/EC (R&TTE) and 2011/65/EC (RoHS2). The full text of the EU declaration of conformity is available at the following internet address: www.doro.com/dofc.

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 Care 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 Care 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

Version 1.0

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