

Rev 1.0

Doro Secure 480 web interface

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DOCUMENT HISTORY

Rev. #	Notes	Date
1.0	Doro updates	2016-03-17

Complementary reading

The following Doro reference documents are complementary reading for this document.

Ref. #	Document Name
1	Doro Secure 480 user guide

Supported devices

The following devices are supported by the Doro Secure 480 web service.

HW version	SW version
Doro Secure 480	DORO SECURE 480 SW version 1.4.15 or newer

Supported web browsers

The following internet browsers are supported by the Doro Secure 480 web service.

Browser	Version
Internet Explorer	Version 10 or newer
Mozilla Firefox	Version 31 or newer
Chrome	Version 35 or newer
Safari	Version 7 or newer

Instructional icons



Warning: situations that could cause injury to yourself, others or may damage a device



Note: notes, usage tips, or additional information

1 Doro Secure 480 web service at a glance

This user guide describes how to use the Doro Secure 480 web service. Please refer to the DORO SECURE 480 user guide [Ref #1] for instructions on how to use the DORO SECURE 480 wearable personal safety wristwatch.


Doro Secure 480 web service has three key elements:

- call routing and caregiver reachability services
- core system services including:
 - communication services with devices
 - device location in a map view
 - device status home page
 - event log database services
 - API interfaces for third party systems such as alarm call centre systems
 - management services for user accounts and devices
 - device diagnostics service
- web browser user interface to core system services

Reach, locate and manage. Doro Secure 480 web service is a service that allows individual caregivers and professional care entity personnel to manage the call routing and caregiver reachability services, to manage the settings of DORO SECURE 480 devices, and to see the location of an assistee in a map view.

The Doro Secure 480 web service is hosted by Doro in a telecom grade redundant server environment. Caregivers and professional care providers can use the Doro Secure 480 web service with a web browser.



Note: If you need help or more information on Doro Secure 480 web service click icon  on the web page to view help text.

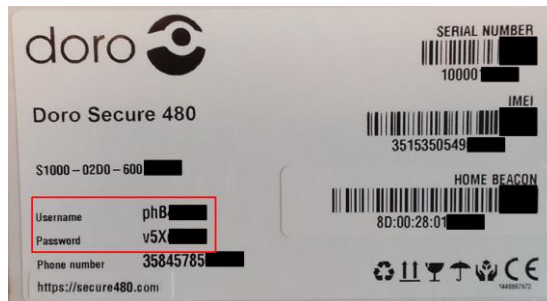
2 Login to the Doro Secure 480 web service.

2.1 Login username and password



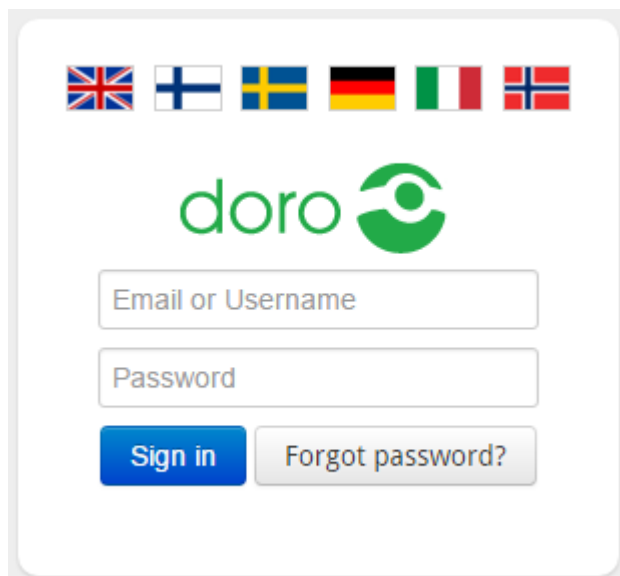
Note: Please use username and password provided by Doro AB via mail. If you have not received this, use the username and password provided in the box.

You need to have an account in order to use the Doro Secure 480 web service. If you don't have an account you can create one by logging into the Doro Secure 480 web service with the setup username and password provided in the device box. Please open the box and locate the label attached to the inside of the lid. Depending on the agreement with Doro the user name and password may also have been provided to you in an alternate format. If the user account has already been created for you, please see chapter 3 Using the Doro Secure 480 web service.



The setup username and password are printed onto the label's left hand side (red box in above picture).

Open your web browser and go to the Doro Secure 480 web service login page (<https://secure480.com>), enter the provided user name and password into the appropriate fields and click **SIGN IN**. The Doro Secure 480 web service language can be select by clicking the language flag.



2.2 Device wearer name



Warning: Make sure the device is connected to external power and that the device has a mobile network connection before you commence with the device activation.

Define the person first and last name who is wearing the device and click next.

FIRST ACTIVATION - Define name of the device wearer

- Define name of the person who is using the device.

ASSISTEE

FIRST NAME

LAST NAME

NEXT

2.3 Define speed dial and help request phone numbers

Define phone numbers which can receive help request calls from a device and which can make calls to the device. Define name and phone number of the first person in the list of help request call recipients. The name is shown in the log for calls and events. Fill in the name of the person into **NAME** field and the phone number into the **TEL.** field. The phone number should be entered in the format **ccnnnnnnnn** where the **ccc** is the country code and the **nnnnnnnn** is the phone number (for example 358400999999). Please don't use international call prefixes such as + or 00. Please click **HELP REQUEST** toggle **ON**. Click **ADD NEW SPEED DIAL NUMBER** to enter additional speed dial entries.

FIRST ACTIVATION - Define speed dial and help request numbers

- Add device speed dial phone numbers.
- Enter phone number in the format like 358441234567
- Turn on Help request for numbers what you like to be included in the Help request call list.

SPEED DIAL

1.	NAME	HELP REQUEST
	TEL.	<input type="checkbox"/> OFF
ADD NEW SPEED DIAL NUMBER		+

NOTE: Call centre service OR at least one Help Request number must be turned on.

BACK

NEXT

You may define up to eight entries to speed dial list and individually define whether the person will be receiving help request calls. Click **ADD NEW SPEED DIAL NUMBER** and enter required information. Turn **ON** help request toggle for persons who wish to receive help request call. The help request call routing logic will attempt to reach the persons in the order they appear in the speed dial list unless availability and unavailability settings remove a person from the call routing sequence.

2.4 Activate call centre service

You may also activate the [CALL CENTRE SERVICE](#) by clicking the toggle to **ON**. A help request call will be forwarded to a call centre in the event that none of the caregivers defined in the **SPEED DIAL** list is reachable. Please note that this option is available only if your service provider offers such a service.

ACTIVATE CALL CENTRE SERVICE



tel. +358447345790
Navigil test phone

OFF

BACK NEXT

2.5 Define home beacon name and location

The DORO SECURE 480 wristwatch uses the signal transmitted by a home beacon to determine if the assistee is at home. The home beacon nickname will be shown in the event log. The home beacon is also used to charge the DORO SECURE 480 wristwatch. Please define the home beacon nickname by entering it into the [NICKNAME](#) field and the home beacon location by entering the [STREET ADDRESS](#) where it is located. The street address will be used to position the home beacon icon in the map view. Please note that city and country information may be required in the street address in order to place the home beacon correctly on the map.

FIRST ACTIVATION - Define home beacon nickname and street address

- Define home beacon nickname / location name.
- Define street address where the home beacon is located (type in like this: Klövinpellontie 1 Espoo Finland).

HOME BEACON

Nickname
11.22.33.44.55.66
Street address

BACK

NEXT

2.6 Create Your Account

You need to create a user account for yourself in order to use the Doro Secure 480 web service after the set up. Please enter your first name into [FIRST NAME](#) field and your last name into the [LAST NAME](#) field. Please enter your e-mail address to the [EMAIL](#) field. This will be used as your user name in subsequent login into the Doro Secure 480 web service. Please define a password for yourself by entering your chosen password into the [PASSWORD](#) field and [REPEAT THE PASSWORD](#) fields. You may ask the Doro Secure 480 web service to send you the login and password information to you e-mail by selecting the [SEND LOGIN AND PASSWORD BY EMAIL](#).

FIRST ACTIVATION - Create an user account to manage the device in the service

- Define your first and last name.
- Type into email field your valid email address. This will be used as an user name to login to service.
- Define a password what you use to login to service.

NAME	FIRST NAME
	LAST NAME
EMAIL	
PASSWORD	
	repeat the password
<input type="checkbox"/> SEND LOGIN AND PASSWORD BY EMAIL	

BACK

ACTIVATE DEVICE

Once you have entered all required information click [ACTIVATE DEVICE](#) to change the device status from [SETUP](#) to [IN USE](#). Please note that a device can be successfully activated only when it is charged and has access to mobile communication network.

2.7 Create Additional User Accounts

If required create additional user accounts for persons who wish to see the assistee’s location in the Doro Secure 480 web service map view. In order to create a new user account please ask the user of the new account to logon into the Doro Secure 480 web service using the user name and password found on the box, described in section 2.1.

After the login the user is taken directly to the [YOUR ACCOUNT](#) section. Please enter the [FIRST NAME](#), [LAST NAME](#), [EMAIL](#) and [PASSWORD](#) information as in section 2.6.

FIRST ACTIVATION - Create an user account to manage the device in the service

- Define your first and last name.
- Type into email field your valid email address. This will be used as an user name to login to service.
- Define a password what you use to login to service.

NAME	FIRST NAME
	LAST NAME
EMAIL	
PASSWORD	
	repeat the password
<input type="checkbox"/> SEND LOGIN AND PASSWORD BY EMAIL	

BACK

ACTIVATE DEVICE

Click [ACTIVATE DEVICE](#) to create an additional user account.

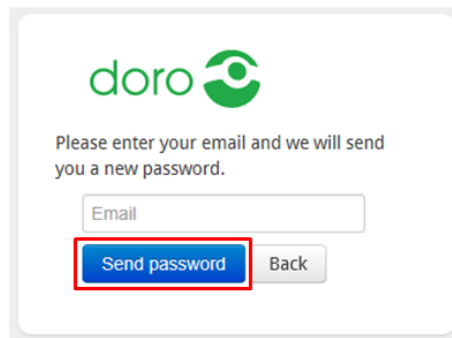
2.8 Forgot password

In case you have forgotten the Doro Secure 480 web service password you can request for a new password. Go to the Doro Secure 480 web service login page and click “[FORGOT PASSWORD?](#)” button.



The screenshot shows the login interface for the Doro Secure 480 web service. At the top, there are flags for the United Kingdom and Finland. Below the flags is the Doro logo. There are two input fields: one for 'Email or Username' and another for a password, represented by dots. At the bottom, there are two buttons: a blue 'Sign in' button and a grey 'Forgot password?' button. A red rectangular box highlights the 'Forgot password?' button.

Enter your email into the [Email](#) field and click “[SEND PASSWORD](#)” and the Doro Secure 480 web service will send an email with a new password to you.



The screenshot shows the password reset page. At the top is the Doro logo. Below it, the text reads: 'Please enter your email and we will send you a new password.' There is an input field labeled 'Email'. At the bottom, there are two buttons: a blue 'Send password' button and a grey 'Back' button. A red rectangular box highlights the 'Send password' button.

3 Using the Doro Secure 480 web service

This section describes how to use the Doro Secure 480 web service after the device has been set up. The Doro Secure 480 web service has two main views: device home view and device settings view. In the device home view you can see the device status, see its location on a map and conduct daily operational activities. In the settings view you conduct seldom required activities such as changing the device profile, managing the speed dial list and changing other device settings.

3.1 Device list











The device list is designed to get an overview of your devices, status and alarms. Press “VIEW” on the device you want to manage.

2
ALARMS

0
WARNINGS

Search...

0 DEVICES SELECTED **GROUP ACTION** **CONNECTION STATUS** ALL

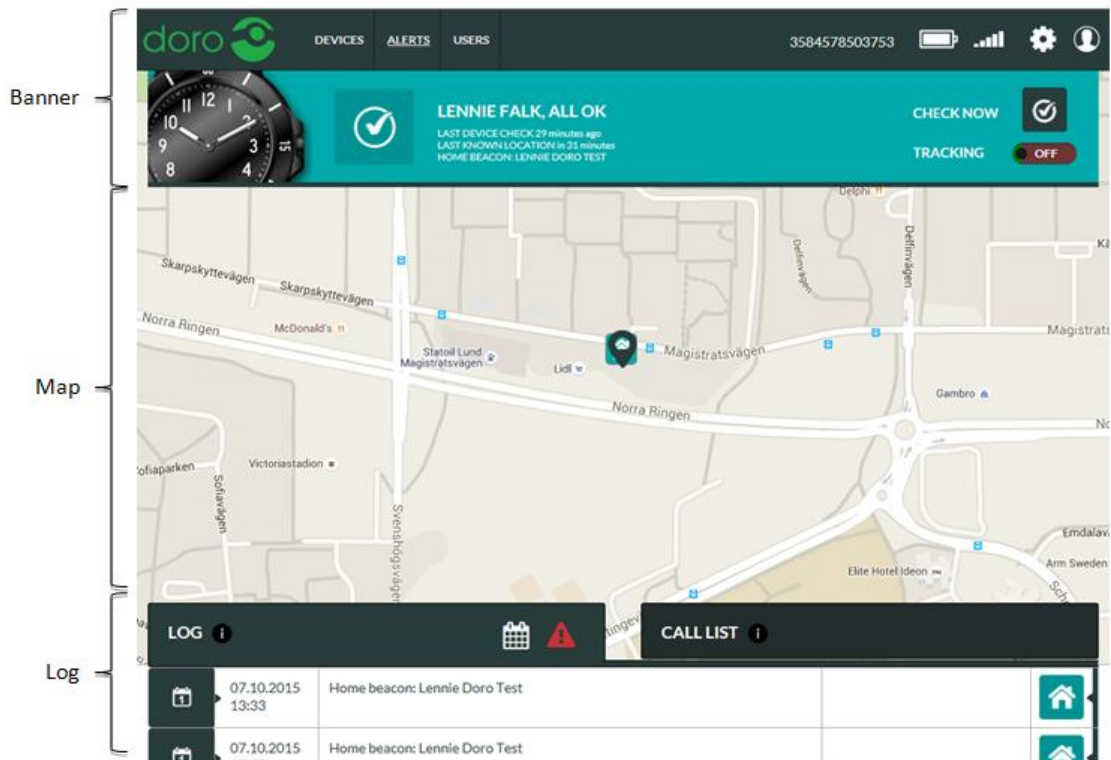
	3584578502628 MWC 2	NO SERVICE CONNECTION	IN USE	   	<input type="button" value="VIEW"/>	<input type="checkbox"/>
	3584578502941 MWC 1	NO SERVICE CONNECTION	IN USE	   	<input type="button" value="VIEW"/>	<input type="checkbox"/>

3.2 Home view

Home view has been designed to enable caregivers to easily see the status of the device as well as its location. Commonly used activities can be done using the home view.

3.2.1 Home view elements

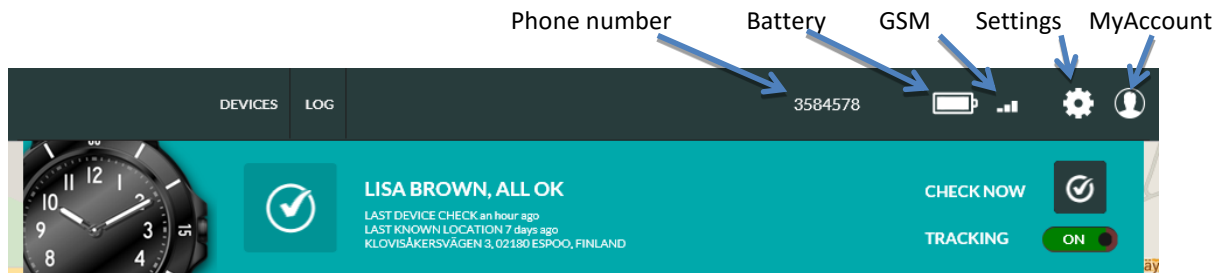
The home view consists of three key elements: banner, map and log.





3.2.2 Home view banner

The banner shows in one quick view the status of the device. If the background of the banner is green all is OK. If the banner is yellow or red there is something that requires attention. Please note that the status is that of the latest message sent by the device, it may be several hours old if the device has been stationary for a long period of time.

The phone number is the number used by the device. The battery icon shows the status of the internal battery at the time when the device generated its latest report. The GSM icon shows the GSM network signal strength at the time when the latest report was generated by the device.

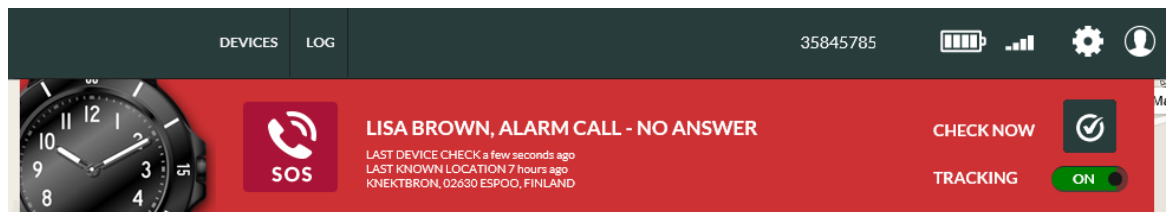


The settings icon  can be used to access the setting page. The My Account icon  can be used to access My Account settings, Geofences (if user has access rights to create and edit geofences) and to Log out from the Doro Secure 480 web service.

Click [DEVICES](#) or Doro logo (or your service provider logo) in order to go to the main page view. If you have only one device connected to you will see the device home view and if you have multiple devices you see a device list view.

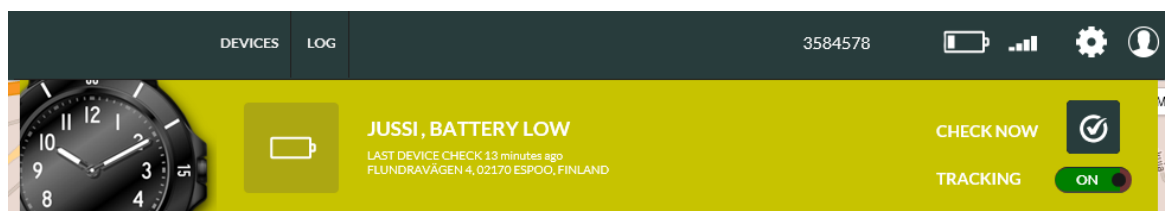
Depending on the user privileges granted to you by the system administrator you may also see [ALERTS](#) and/or [USERS](#) buttons which enable you to access a list of alerts and manage user accounts.

If there is a situation that requires immediate attention the banner background is red.



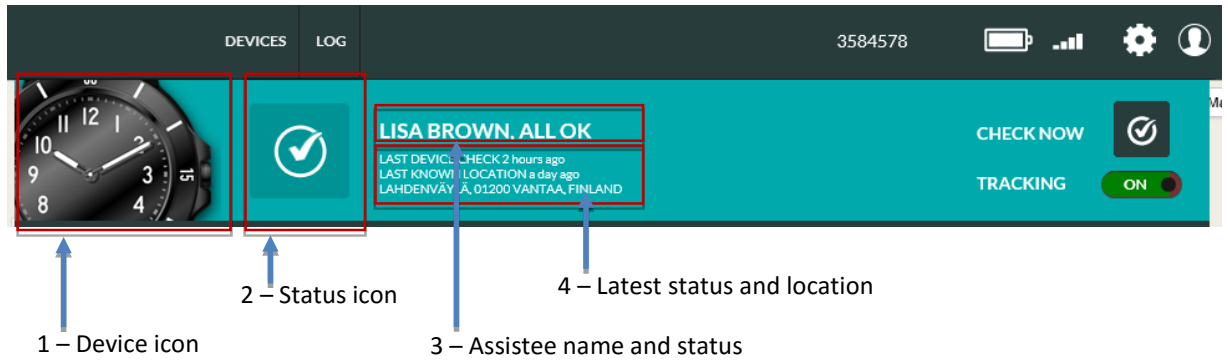
In the above example the DORO SECURE 480 user has made a help request call which has not been answered.

If there is an alert situation that requires attention the banner background is yellow.



In the above example the DORO SECURE 480 has reported that its battery level is low. The DORO SECURE 480 should be charged soon in order to continue its operation. Once the DORO SECURE 480 reports that the battery has been charged the alert is cleared automatically.

The banner has 4 main information areas:



1) Device icon

Device icon shows what type of device is associated with this account.

2) Status icon

The status icon shows the latest status OR the highest priority alarm / warning. If there is more than one warning or alarm active, the status icon shows the highest priority icon. By hovering the mouse pointer on top of the icon all alarms / warnings that are active are shown. See chapter 3.2.4. for more details.

3) The Assistee name and status

The assistee name is shown in the banner. It can be modified on the settings page. If no name is set a system generated text “Assistee” and a system device id number is shown. The latest status of the device is shown after the assistee name.

4) The latest status and location

LAST DEVICE CHECK shows the time when the device sent the latest status message.

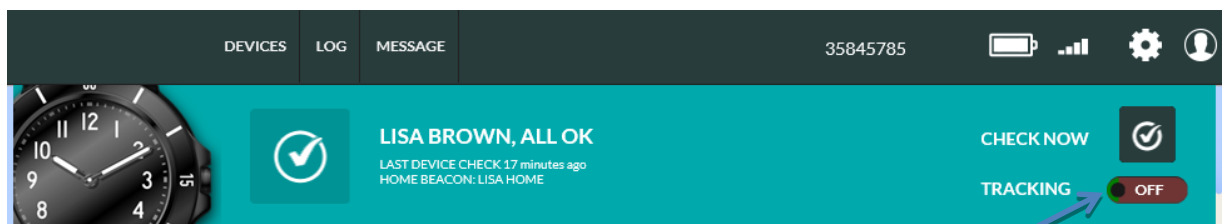
LAST KNOWN LOCATION shows the time and address of the last known location. If the source of the last known location is a home beacon, the nickname of the home beacon is shown instead of an address. The nickname and location of the home beacon can be set on settings page.

NOTE: the LAST DEVICE CHECK and LAST KNOWN LOCATION may have been reported at different times due to the availability of location information in a message, user actions and device settings.

Check Now

The current status can be queried by clicking the [CHECK NOW](#) button in the banner. The Doro Secure 480 web service sends a status update request to the device and when the device has sent a status message the Doro Secure 480 web service page updates device status. In a normal conditions it takes 5-10 seconds to get the status. If the device does not have GSM network coverage it is not possible to get reply immediately from the device. In this case the device status will be updated as soon as the device has GSM network coverage.

Emergency tracking



When the emergency **TRACKING** toggle is set **ON** the device is set into emergency tracking mode for a 60 minute period and the device sends periodic location reports by default at roughly 2 minute intervals. After 60 minutes the emergency tracking is discontinued automatically. The reporting intervals may differ from the above values depending on the choice of your service provider. In the emergency tracking mode the device will discard power saving modes and report location information at set intervals.

Please note that the **TRACKING** toggle is only visible if **REPORT LOCATION ALWAYS** toggle is turned on in the device settings page (see chapter 0). Please note that you have to have the consent of the assistee in order to turn the **TRACKING ON**.

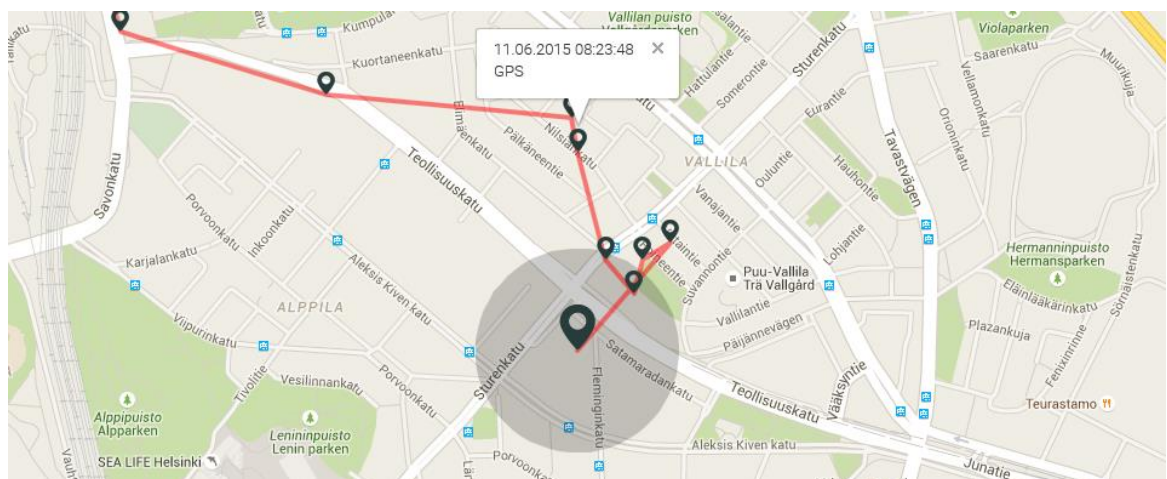


Note: When **TRACKING** is turned **ON** the device keeps GPS always on and battery power save modes are disabled. The emergency tracking mode decreases significantly the device operating time. The feature should be turned OFF as soon as there is no need to trace the device.

3.2.3 Home view map

The map area shows the latest locations reported by the device. The slightly larger pin marker is the latest location reported.

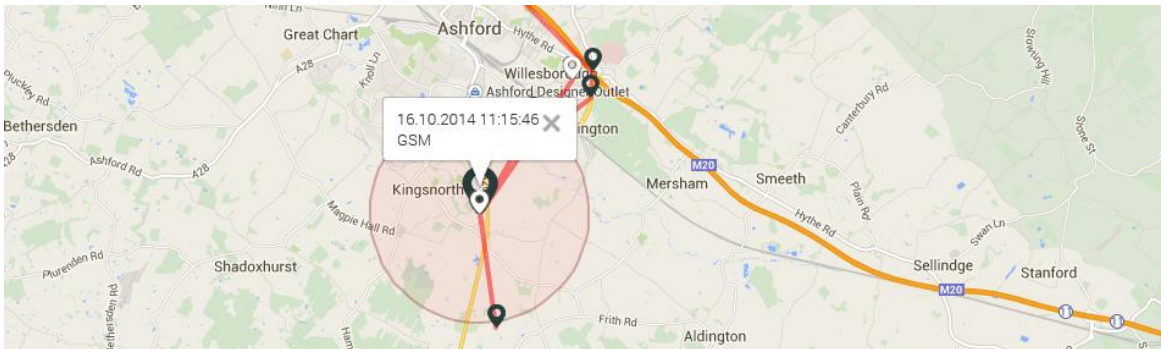
The grey circle around the location pin shows an approximate area where the device is at the given moment the location is reported. In normal conditions the GPS accuracy is between 10m – 200m depending on the GPS satellite coverage and other environment variables. In difficult conditions such as indoors or inside a moving vehicle the GPS accuracy can be severely degraded. It is possible that in difficult conditions a GPS location cannot be acquired.



The source of the location information and the time when the report was generated can be seen by clicking a pin marker.

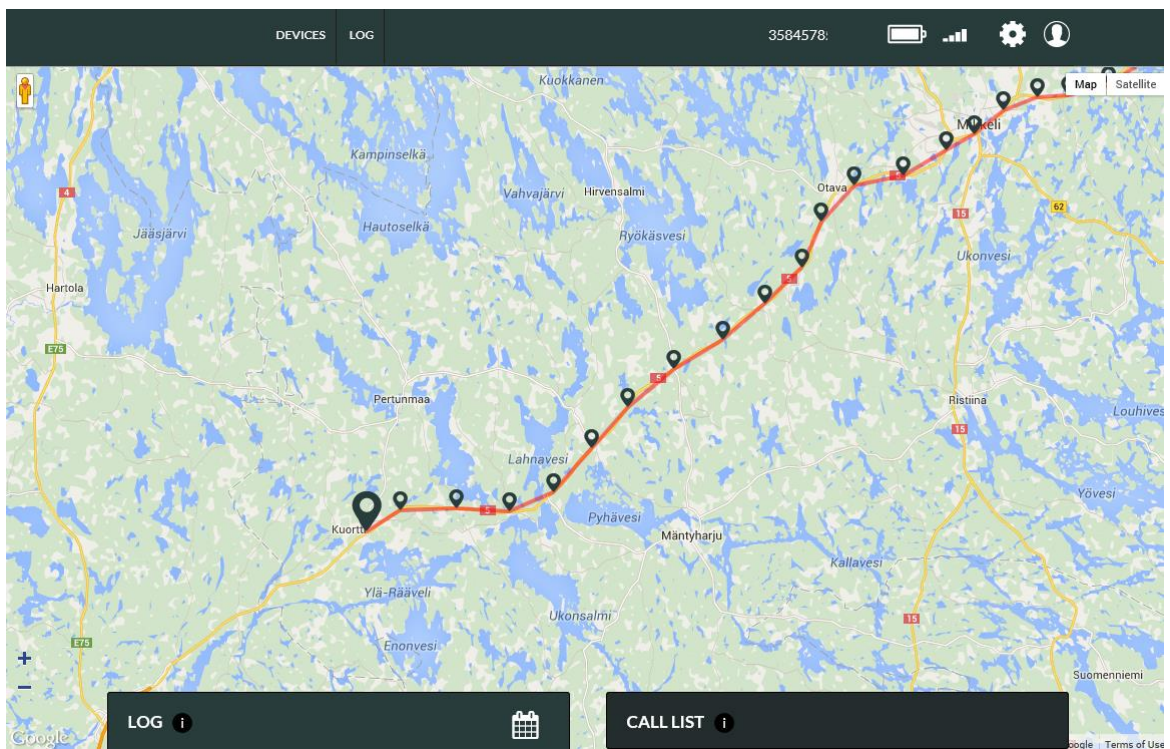
The location information can be derived from three sources: home beacon, GPS location and GSM cell data. If a home beacon is in range it will be used as the primary source of location information. If no home beacon is in range acquisition of GPS location is attempted. If GPS location is available it will be used as the source of location information. In the event that the GPS acquisition fails the GSM cell location will be used as source of location information. It is possible that GSM cell location cannot be found if the nearest serving GSM station has been recently installed or changed. The home beacon is the most accurate source of location; GPS is the next best source and GSM cell location the least accurate source.

The GSM cell location may show on the map with a red circle or without a red circle. The device is with relatively high probability inside the red circle area. GSM cell location is always an approximate location of the device and the accuracy depends on the GSM network and 3rd party services where the GSM cell identifier is translated to coordinates.



The map can be scaled using the controls on the left hand side. The location of the control on the screen may vary depending on the web browser being used. The map can be panned by pressing the left mouse button and dragging the map.

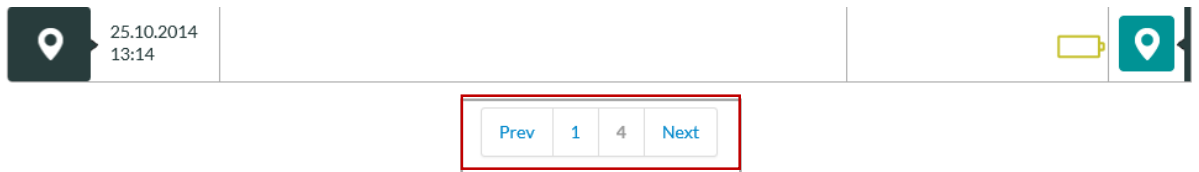
The log and banner can be hidden by clicking the log tab. In this view the map will be scaled to web browser window full size. By clicking the log tab again the default log and banner view will be restored.



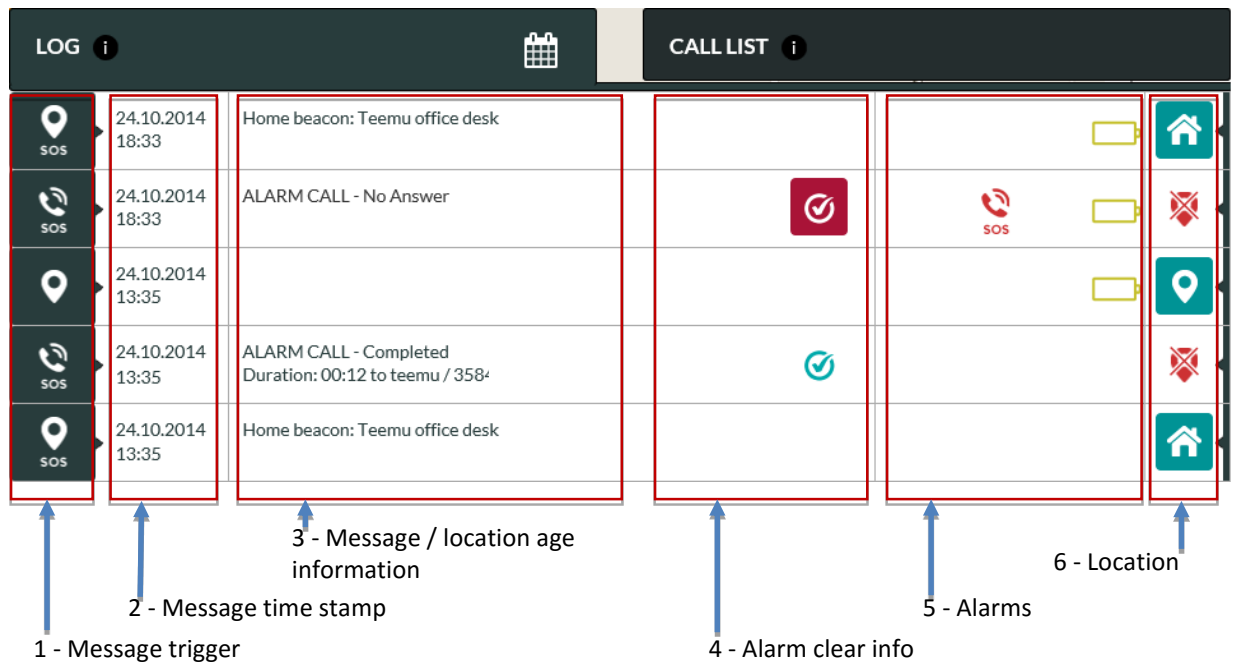
The map area shows the last reported 20 locations when the first log page is active. On second and subsequent log pages the map view shows location points in the reports listed on that log page.

3.2.4 Home view log

The device log contains all reports sent by the device to the Doro Secure 480 web service and Doro Secure 480 web service generated messages. The log area shows up to twenty log entries at a time. The log pages can be navigated using the controls at the bottom of the log page.














The log view has 6 information columns:



1) Message trigger

The icon shows the reason why the message is created. You may hover your mouse on top of the message trigger icon in order to see more detailed information on the message.

Trigger icon	Description
	Periodic status
	Status request
	Device enter home area
	Device left home area
	Battery low

	Battery ok
	Device connected to charger
	Device tracking
	Device disconnected from charger
	Alarm call status
	Low voltage shutdown
	Battery full
	Man down
	No movement
	Message trigger unknown
	System internal message




2) Message time stamp

This is the time stamp when the message has been created. All log entries are sorted based on the time stamp and the newest messages are at the top of the first log page.

3) Message information



A message may contain explanatory information. Such information is displayed in message information column. If the column is empty there is no explanatory information available.











4) Alarm clear info

A message may contain an alarm that can be cleared by the user. This is indicated by the alarm clear  button. An alarm is cleared by clicking the  button. When an alarm is cleared it will be replaced by the check  icon. The name of the user who cleared the alarm and time are shown in the Message information column.

5) Alarms and warnings






Alarms column shows all device alarms and warnings that were active when the given message was generated. By hovering the mouse pointer on top of an icon additional information is shown. Icons in yellow color are warnings and icons in red color are alarms.

Alarm icon	Description	What it means
	Alarm call	User has made an alarm call that hasn't been answered
	No connection	Device does not have a connection to the Doro Secure 480 web service




	Out of home	Device has left the home beacon area
	Geofence	Device has left the geofence area
	Batter critical	Battery level is critical, charge the device immediately
	Batter low	Battery is low, charge the battery soon
	Shutdown	Battery is empty and the device has shutdown
	Charging error	Technical error when charging the device battery
	Technical error	Other technical error such as Bluetooth communication error
	Watch calibration warning	Watch hand calibration error. Watch hands may not show the correct time.
	Beacon power warning	Home Beacon has been connected to power a short time ago. The home beacon should be connected to power always.
	A-GPS warning	Device has not been able to update A-GPS data. This will decrease the GPS performance.

6) Location

A message may contain location information. The icon shows the availability and source of the location information. By clicking the location button the map is centralized to the location reported in this message.




Icon	Location	Icon description
	Home beacon	The location information contained is from a home beacon.
	GPS	The location information contained in this message is from the GPS receiver embedded inside the device.
	GSM	The location information contained in this message is derived from the GSM cell information sent by the device.
	No location	No location information is contained in this message or there are no coordinates available for reported GSM cell information.
	Unknown	The message sent by the device contains a home beacon that has not been associated with this device.









When the device sends a message what contains a location information the age of the location can vary depending on the available location information. If the current location is not available (e.g. the device is inside, there is no home beacon signal available and there is no GPS satellites available) the device can send the last known location. In this event the device message contains also the age of the location. The age of the location will be shown in the device log view and the location color indicates the age.



Icon color	Location age	Icon description
	0 – 2 min	The location age is 0 – 2 minutes old from the time when the device created the message
	2 – 10 min	The location age is 2 – 10 minutes old from the time when the device created the message
	10 → min	The location age is older than 10 minutes from the time when the device created the message




	11.09.2015 12:56	Location age: 15 minutes ago	
	11.09.2015 12:49	Location age: 8 minutes ago	
	11.09.2015 08:35	Home beacon: Office	


3.2.5 Home view log functions

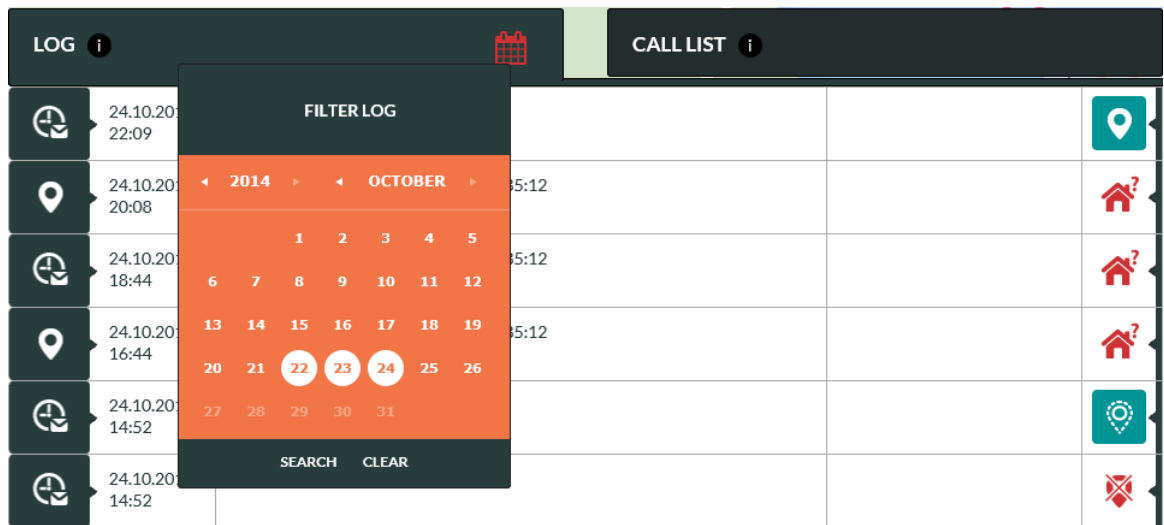
The log view can be restricted to alarms only by clicking the show alarms  icon. The restricted log view shows only alarms that can be cleared by a user (missed alarm calls and geofence alarms). The missed alarm call can be cleared by clicking the clear alarm  button. The normal log view can be restored by clicking again the show alarms  icon.

LOG 		CALL LIST 	
	26.10.2014 11:20	Home beacon: Teemu office desk	
	26.10.2014 11:20	ALARM CALL - No Answer	  

When user has cleared an alarm the alarm  icon in the log is replaced by a checked  icon. Additionally the time at which the alarm was cleared and the name of the person who cleared it are shown in the message information column.

	26.10.2014 11:20	ALARM CALL - No Answer	11:31, 26.10.2014 By Teemu Piirainen			
---	---------------------	------------------------	---	---	---	---

The log view can be filtered to show log entries for only selected dates. Click the calendar  icon and select one or multiple dates and click the [SEARCH](#) button. The log view shows entries for the selected dates and the map area shows locations for the selected dates. Please note that the filtered entries may span to several pages as the maximum number of log entries per page is 20. In such a case you may have to use the page navigation buttons to view all filtered entries.



Click [CLEAR](#) to remove filtered log and get the normal view.



Note: When log filter is applied the calendar  icon is red and visible log entries and location may not be showing the latest status of the device.

3.2.6 Home view call list

Doro Secure 480 web service has an industry benchmark caregiver reachability and help request call routing feature. When an assistee initiates a help request call the call is connected to the first caregiver in the speed dial list which has the HELP REQUEST toggle turned ON. In the event that the first caregiver is not reachable the call is connected to the next one in the list with HELP REQUEST toggle turned on. This sequence is repeated until each caregiver with HELP REQUEST toggle turned ON have been called to. In the event that after this the help request call is still unanswered the call is connected to the ALARM CALL SERVICE (if enabled) or the call is terminated. If the call is terminated an alarm message is sent to the log and the status of the assistee is changed to that of ALARM CALL - No Answer.

The Doro Secure 480 web service reachability and call routing service enables you to change the help request call connection sequence described above by defining in a weekly calendar when a caregiver is prepared to receive help request calls. A caregiver who is not always available will be excluded from the above sequence outside of the defined availability periods in any given week. This minimizes the time elapsed to connect a help request call to a caregiver. It also provides a way to easily share the workload of receiving help request calls among caregivers based on the weekly calendar.

Additionally you can define dates during which a given caregiver is not reachable for example due to holidays or other reasons for leave of absence. The feature also helps to minimize the elapsed time to connect a help request call.

In the CALL LIST tab you can define [AVAILABLE](#) and [NOT AVAILABLE](#) times for caregivers who have the HELP REQUEST toggle turned ON in the speed dial list.

Available

This feature enables you to define in weekly calendar days and times when a caregiver is prepared to receive help request calls. When “AVAILABLE ALL TIME” toggle is ON the person is always included into help request call connection sequence. If you wish to define reachability times follow the steps below:

- Click “Available all time” toggle to OFF in order to activate the time and weekday selection
- Select FROM and TO times during which the caregiver can receive help request calls
- Select weekdays during which the caregiver can receive help request calls
- Click [SAVE](#)

The screenshot displays a 'CALL LIST' interface with a dark header containing 'LOG' and 'CALL LIST' tabs. Below the header, a list of caregivers is shown with their phone numbers and names. A modal window titled 'I'M AVAILABLE' is open over the list, allowing configuration of availability settings. The modal includes a toggle for 'AVAILABLE ALL TIME' (currently OFF), 'FROM' and 'TO' time selection (09:00 to 16:00), and a day selection row (MON, TUE, WED, THU, FRI, SAT, SUN) where FRI is selected. A 'SAVE' button is at the bottom of the modal.

In the above example “John” is included in the help request call connection sequence only on Tuesdays, Wednesdays and Fridays between 9:00 and 16:00 o’clock.

Not Available

You can define dates during which a caregiver out of reach. During such dates the caregiver is excluded from the help request call connection sequence.

- Select dates when the caregiver is out of reach and unable to receive help request calls
- Click [SAVE](#)

The screenshot shows a 'CALL LIST' interface with a dark header containing 'LOG' and 'CALL LIST' with information icons. Below the header is a list of contacts:

- tel. 358441111110
John
- tel. 358441111111
Mike
- tel. 358441111112
Lisa
- tel. 358441111113
Kent

Next to the 'Mike' entry, there are two columns: 'AVAILABLE' and 'NOT AVAILABLE'. A calendar overlay is open for Mike, showing the month of November 2014. The calendar has a dark header that says 'I'M OUT OF REACH'. The dates 9, 10, 11, 12, 13, 14, and 15 are highlighted in white circles, indicating a period of unavailability. The calendar also shows the year '2014', the month 'NOVEMBER', and a 'SAVE' button at the bottom.

In the above example “Mike” is excluded from the help request call connection sequence between 9th and 15th November. Please note that the **NOT AVAILABLE** definition has a higher priority over the **AVAILABLE** definition. Thus “Mike” would be excluded from the call connection sequences during his absence even though he would have availability defined in the weekly calendar.



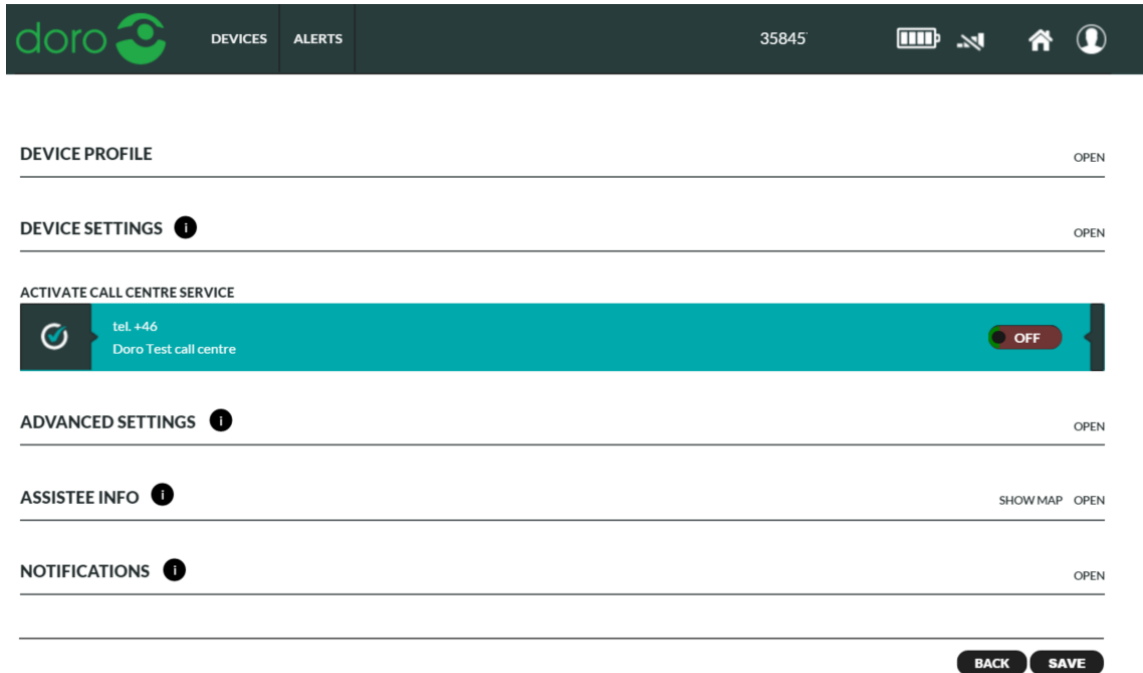
Note: **CALL CENTRE SERVICE** is always the last number in the help request connection sequence if this service has been enabled. Please check chapter 3.3.1 how to activate **CALL CENTRE SERVICE**.

3.3 Settings view

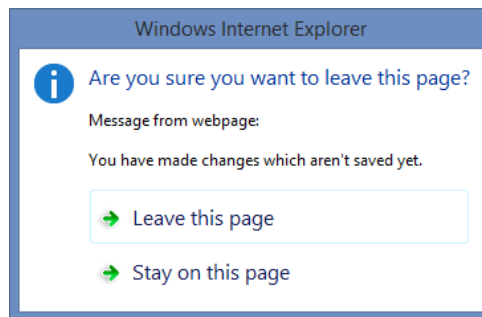


Note: Available device settings may vary depending on the device model used and the user account access rights.

Settings view has been designed to enable caregivers to easily manage the settings of the device. There are several elements on the Setting view page which each can be separately opened and closed by clicking respective **OPEN** and **CLOSE** buttons. The elements are DEVICE PROFILE, DEVICE SETTINGS, ADVANCED SETTINGS, ASSISTEE INFO and NOTIFICATIONS.




In order to apply changes made on the settings page you must click the **SAVE** button at the lower right part of the page. If you have made changes on the settings page and you try to leave the page without clicking the **SAVE** button a warning popup window is shown.



By clicking **LEAVE THIS PAGE** option all changes are discharged and settings changes are not saved.

By clicking **STAY ON THIS PAGE** option you will stay on the current page and enabling you to click **SAVE** button in order to save the changes.

When **SAVE** button has been clicked the settings page may send commands to the device. In this case there is a spinner  icon near the changed setting that indicates that the command has been sent to device but the device has not yet confirmed the execution of the command. When the change is executed in the device the spinner icon is removed.

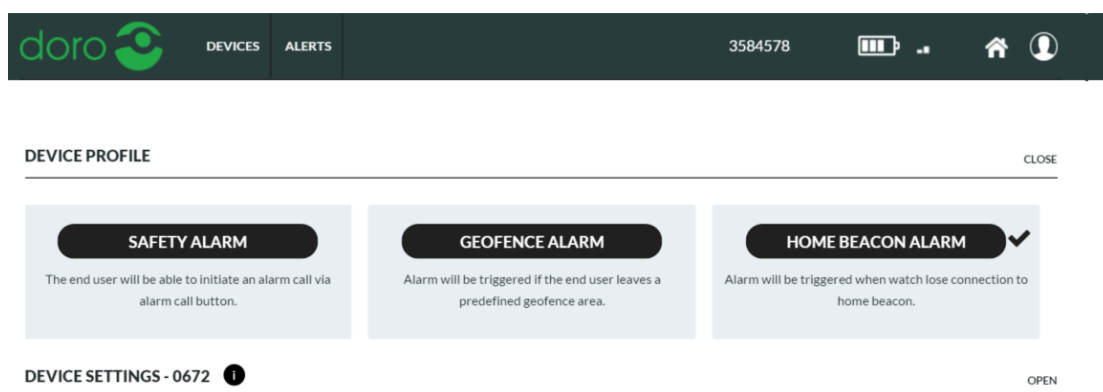


If the executed parameter command delivery fails the Doro Secure 480 web service page shows an error message and the original parameter value is reverted. This may happen if the device is power off and it's not possible to connect to the device.



3.3.1 Device profiles

The device profiles is an easy way to setup your device. You need to chose one profile to activate the device.



Note: Currently active profile is indicated with



Safety alarm

Safety alarm profile is intended for assistees with early stage of dementia or with poor dexterity. In this profile, the device user interface has just bare minimum functions enabled. The assistee can press the crown button on DORO SECURE 480 to initiate a help request call. Other buttons in the DORO SECURE 480 can be used to check the battery status of the DORO SECURE 480. A received call or a help request call can be terminated by pressing other buttons on the device or by the caregiver or call centre operator. The caregiver or call centre operator will also be able to check position or traveled route of assistee at any time.

Geofence alarm

The geofence alarm is intended for assistees with dementia or with poor dexterity. In this profile the device user interface is disabled. Thus the assistee can press any button as many times as they wish without causing help requests call to be initiated. The profile will allow the assistee to walk freely within a predefined geofence area. If the assistee is walking outside this geofence area, an alarm will be triggered to contacts in speed dial list or call centre service. See chapter 3.5 on how to setup a geofence area. The caregiver will be able to check position or traveled route of assistee at any time.

Home beacon alarm

The geofence alarm is intended for assistees with late stage of dementia or with poor dexterity. In this profile the device user interface is disabled. Thus the assistee can press any button as many times as they wish without causing help requests call to be initiated. The profile will allow the assistee to walk freely within its home. If the assistee walks outside its home, an alarm will be triggered to contacts in speed dial list or call centre service. When the assistee returns to the range of the home beacon the home beacon alarm is automatically cleared in Doro secure 480 web interface. The caregiver will be able to check position or traveled route of assistee at any time.



Note: Make sure to have full home beacon coverage in the assistees home, to minimize false home beacon alarms and to increase DORO SECURE 480 usage time.

Profile default values

The Doro Secure 480 web service and the device software have default settings for number of features. The default values for hidden settings are defined the in the table below.

Device profile default values:

Feature	Safety alarm	Geofence alarm	Home beacon alarm
Help request call crown button User can make a help request call by pressing the DORO SECURE 480 device crown button	ON	OFF	OFF
Call auto answer Device answers automatically incoming calls	OFF	ON	ON
Disconnect call User can disconnect a call	ON	OFF	OFF

Common features in all profiles

Basic system functions are common to all profiles. Regardless of the chosen profile the device will send reports automatically. Reports shown below are shown in the main view log:

- Periodic status reports at 24 hour intervals
- Battery low warnings
- Battery critical alarms
- Device has no service connection alarms
- Device is being charged
- Battery OK message
- Device charger is disconnected
- Check now reports
- Help request call and normal call reports
- Location information in conjunction of help request calls if the **EMERGENCY LOCATION** toggle has been turned **ON**
- Location information in messages if the **SEND LOCATION ALWAYS** toggle has been turned **ON**
- Technical error messages

When the **TRACKING** toggle in device home view banner has been turned **ON** the device is in emergency tracking mode. A location report is sent at roughly 2 minute intervals. When the **TRACKING** toggle in device home view banner has been turned **OFF** and **TRACKING OUTSIDE OF HB RANGE** toggle has been turned **ON** the device sends location reports at adaptive intervals while it is outside of the range of the home beacon. In active movement state a location report is sent every few minutes. In an occasional movement state the location report is sent every 30 minutes. In a stationary state a location report is sent every six hours. The reporting intervals can be changed using a configuration file. The reporting intervals may differ from the above values depending on the choice of your service provider.

3.3.2 Device settings

In the device settings view the device related items can be viewed and changed. The device phone number, device ID can be seen on the right hand side. These cannot be changed.

DEVICES **ALERTS** 3584578502628 [Signal] [Battery] [Home] [User]

DEVICE PROFILE OPEN

DEVICE SETTINGS ⓘ CLOSE

SPEED DIAL

1. Vincent 3365	HELP REQUEST ON	5. NAME TEL	HELP REQUEST OFF
2. Mike 3365	HELP REQUEST ON	6. NAME TEL	HELP REQUEST OFF
3. Lisa 3365	HELP REQUEST OFF	7. NAME TEL	HELP REQUEST OFF
4. John 3365	HELP REQUEST ON	8. NAME TEL	HELP REQUEST OFF

TEL NUMBER: 3584578502628
DEVICE ID: 1000016856

TIME ZONE
(UTC +1.00) Paris, Copenhagen, Madrid

LANGUAGE
English

SPEAKER VOLUME
Low Normal High

ACTIVATE CALL CENTRE SERVICE

tel. +4610
Doro Test call centre **ON**

ADVANCED SETTINGS ⓘ OPEN

BACK **SAVE**

Speed dial and Help request list

The speed dial list has two functions: it defines which persons are included in the help request call connecting sequence and it defines who can call to the device.

Turn **ON** the **HELP REQUEST** toggle for persons who should be included into help request call sequence. When a help request call is initiated by the assistee the call can be connected only to the persons who have **HELP REQUEST** toggle turned **ON**.

In the above example Vincent, Mike, John and Call Centre are included into help request call sequence and Lisa is not included into help request call sequence.

Activate Call Centre Service

Turn **ON** the **ACTIVATE CALL CENTRE SERVICE** toggle to activate a call centre service. The call centre number will be the last phone number in the Help Request call connection sequence.

The availability of this service is dependent of your service provider. Please contact your service provider to get more information of the service.



Warning: At least one caregiver must have **HELP REQUEST** toggle turned **ON** or **ACTIVATE CALL CENTRE SERVICE** toggle must be turned **ON**. Otherwise it is not possible to make help request calls.

Time zone

The device time zone can be selected from the **TIME ZONE** pull down menu.

The selected time zone is used in device to show the correct time and on the device front page log to show time stamp of the device message.



Note: The daylight saving time takes place automatically and user doesn't need to adjust time.

Language

The device language can be selected from the **LANGUAGE** pull down menu. The device user interface language is set based on this setting. Doro Secure 480 web service language can be changed in My Account settings.

Speaker volume

The speaker volume can be adjusted from the **SPEAKER VOLUME** slider.



Note: Click **SAVE** at the bottom of the page to send the changed setting to the device.

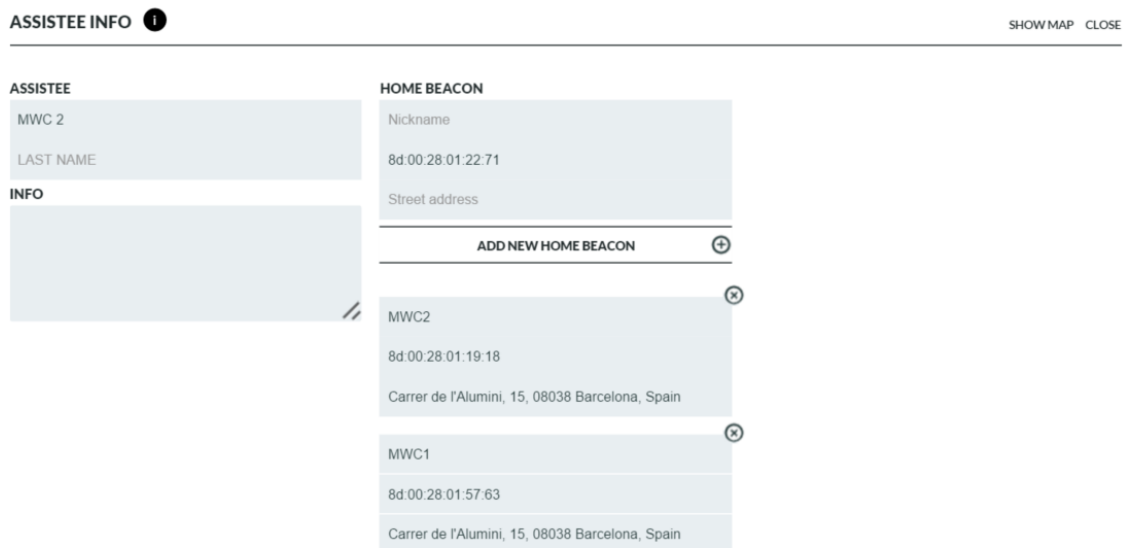
3.3.3 Advanced settings

Geofence

The device can have a geofence in use that defined the safe area(s) where the device user can go. Please see more details in chapter 3.5.

3.3.4 Assistee Info

In the Assistee Info view the information related to the end user of the device can be seen and changed.



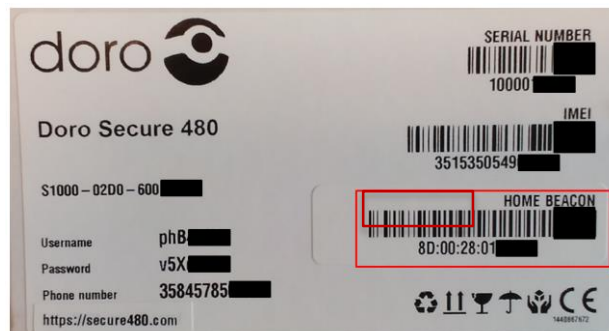
Assistee

The assistee name can be written into the **ASSISTEE** fields. The name will be shown on the home view banner and as well as in the device listing in **DEVICES** view. You can write additional information about the assistee into the **INFO** field.

Home Beacon

The standard home beacon has two functions: it is a charger of the Doro SECURE 480 device and it provides location information when the DORO SECURE 480 is in the range of the home beacon's Bluetooth signal. The DORO SECURE 480 will report home beacon location as a preferred location and only in the case that a home beacon is not available the DORO SECURE 480 may report GPS or GSM cell location.

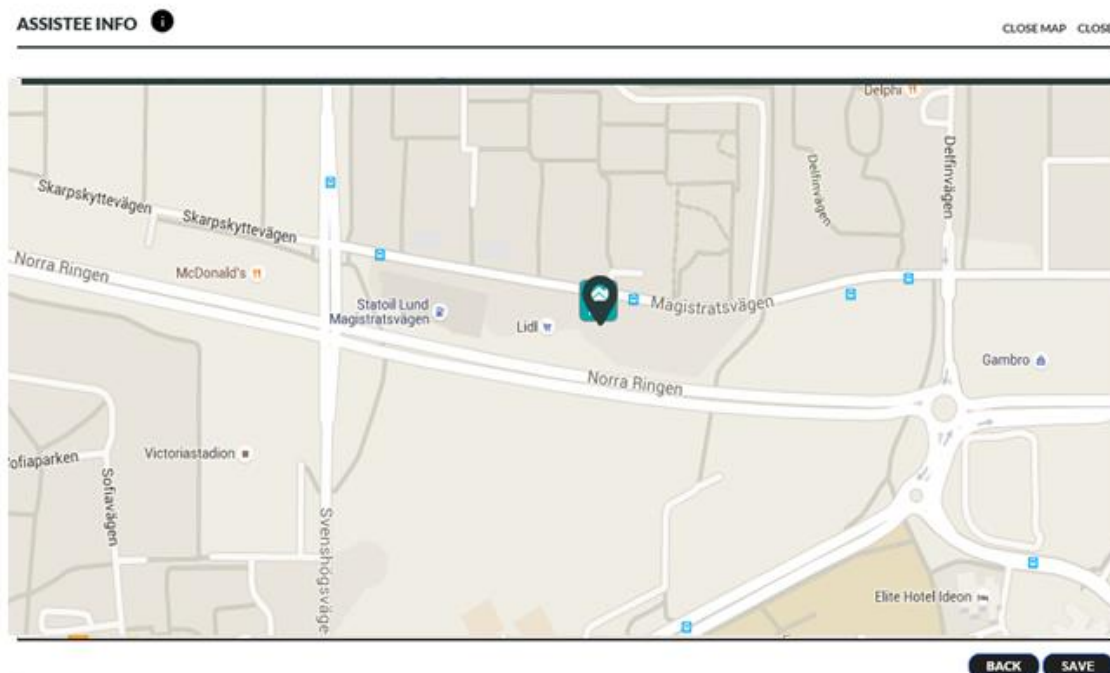
The DORO SECURE 480 device has a home beacon ID prepopulated in the home beacon ID field. The same information can be found also in the DORO SECURE 480 box label.



Type into the [NICKNAME](#) field a name that describes well the location where the home beacon is placed. As the Nickname will be shown in the device main view map and in the log it is good to use a description that provides an indication of the location.

Type into the [HOME BEACON ID](#) field the Home beacon ID from the product package label sticker. If the field is prepopulated please leave the field as it is.

Type into the [STREET ADDRESS](#) field the street address where the home beacon is located. The address is used to position the home beacon on a map view. City and country information may be required to position the home beacon correctly on the map. In order to view the location on a map click [SHOW MAP](#). Zoom in to appropriate level using the map zoom buttons (usually + and -, these may vary depending on the web browser used). You can change the home beacon location on a map by dragging the home beacon icon with your mouse. The new location will be applied after you click [SAVE](#) at the bottom of the page.



Additional Home Beacons

If the property where the assistee is using the DORO SECURE 480 is so large that a single home beacon cannot cover it entirely additional home beacons can be used so that the whole property is adequately covered. The range of the home beacon in open space is up to 10 meters. Walls and other solid obstructions may significantly shorten the range of the home beacon. You can pair up to 10 home beacons with one DORO SECURE 480 device. Please enter the home beacon nickname (such as kitchen, living room, bed room) into the [HOME BEACON](#) Nickname field. Please enter the home beacon ID found in the label attached to the bottom of the home beacon into the [HOME BEACON ID](#) field. The home beacon ID consists of six two letter identifiers separated with colons. An example of the home beacon ID is 8D:00:28:00:82:81. Please enter the street address of the home beacon into the [STREET ADDRESS](#) field. Please note that city and country information may be required to correctly locate the home beacon on the map. Click [ADD NEW HOME BEACON](#) to complete the entry for any given home beacon. Click [SHOW MAP](#) in order to view the location of the home beacon on a map. You can drag the home beacon icon to the exact location as required.



Note: Click [SAVE](#) at the bottom of the page to send the changed setting to the device.

3.3.5 Notifications

Doro Secure 480 web service can send a notification to a selected receiving party for an alarm. Notifications can be delivered by email or as phone calls. Click email to generate a notification and select alarm type from the pull down menu. Call notifications are automatically generated by each device profile. Notifications can be deleted either individually or by removing all notifications.

NOTIFICATIONS ? CLOSE

ADD NEW NOTIFICATION:

EMAIL

someone@somewhere.com

ALARM TYPE

Battery empty ▼

ADD

CURRENT NOTIFICATIONS

#	Alarm	Recipient
	Geofence OUT	Call to Help Request number
	Home beacon alarm	Call to Help Request number
	Battery empty	someone@somewhere.com

REMOVE ALL

Email notification

Doro Secure 480 web service sends an email to the recipient. Email contains information of the device and alarm type.

Voice call notification

Doro Secure 480 web service will automatically add voice call notifications depending on the device profile you have selected. When the receiving party answers to the call the Doro Secure 480 web service plays a recorded message with information on the condition that triggered the notification. Depending on the notification type there are one or two options. All notification have “acknowledge alarm” and some have “prompt to call” option. The receiving party has to select an option by pressing either number 1 or 5 on the phone keypad. When the receiving party has made a selection the notification will be cleared.

By pressing number 1 the notification will be acknowledged and call will be terminated. By pressing number 5 the notification will be acknowledged and call will be connected to the device like a normal phone call.


Doro Secure 480 web service plays the recorded message for 30 seconds and in the event that the call recipient doesn't make a selection Doro Secure 480 web service calls the next person in the help request call sequence.

List of possible alarm types

Alarm type	Description	Channel	Prompt to call
Geofence IN	Device has left the safe area	Email	NA
Geofence OUT	Device has left the safe area	Email/Voice	YES
Battery empty	Device battery is empty	Email/Voice	NO
Battery low	Device battery is low	Email/Voice	YES
Home beacon alarm	Device has left the home beacon range	Email/Voice	YES
No service connection	Device has no service connection	Email/Voice	NO
SOS call no answer	A help request call has not been answered	Email/Voice	YES

Man down	Device has recognized a possible fall down	Email	NA
No movement	Device has detected no movement during the past 30 minutes	Email	NA


3.4 My Account

On the My Account page user can modify account details and set a new password. Click the My Account icon  in the top banner and click MY ACCOUNT menu item to access My Account settings.

Set the Doro Secure 480 web service user interface language from [LANGUAGE](#) drop down menu. This changes only user account language on the Doro Secure 480 web service. In order to change device user interface language please see section 3.3.1.



Note: By changing your email address you also change the username that you use to login into the Doro Secure 480 web service.

DEVICES


Mark Brown

NAME

EMAIL

PASSWORD

PHONE

LANGUAGE ▼

SAVE

3.5 Geofences

Geofence is a geographical area where the assistee can safely go. A geofence can consist of up to 40 areas each of which can have different validity times. It is recommended that the first defined area is the smallest area which is always valid. Additional areas can be defined to expand the safe area during specified weekday(s) and times.

Geofence editor can be opened from the device Settings page under [ADVANCED SETTINGS](#) by clicking the [ADD GEOFENCE](#) button when creating a geofence for the first time or by clicking the [MODIFY GEOFENCE](#) button to edit an existing geofence.



Note: The DORO SECURE 480 device GPS location accuracy is in normal conditions between 10m – 200m. Depending on the environment and other variables the GPS location accuracy may be significantly lower.



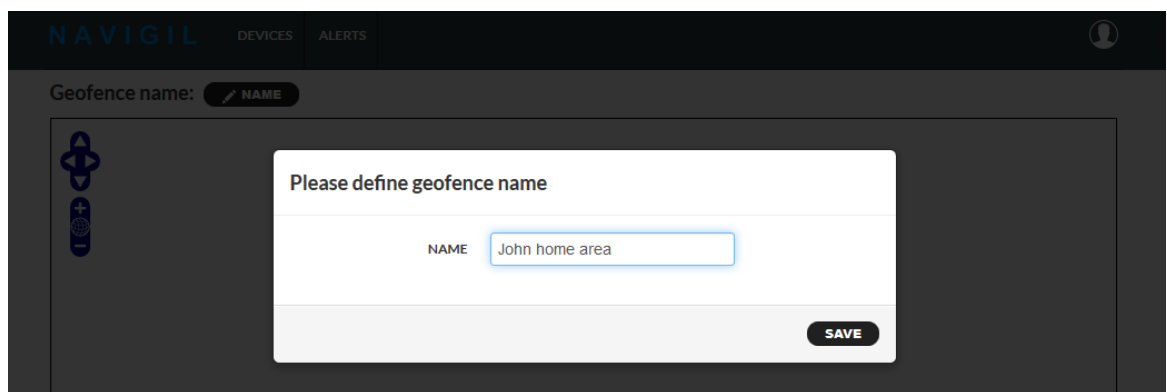
Note: Indoor areas where the DORO SECURE 480 device is normally used (e.g. user’s home) should be covered with home beacon(s) so that device has a home beacon connections in all indoor places. This will reduce the likelihood of poor accuracy indoor GPS locations being reported and used in geofence calculation and significantly improve the device battery life.



Note: When moving from inside to outside it can take several minutes to get an accurate GPS location (this may vary depending on buildings, hills, foliage, car roof, metal coated windows etc.).

3.5.1 Define the geofence name

When creating a new geofence the name of the geofence area must be defined. The name is used in the device log and notification and therefore it is good to name the geofence using the assistee’s name and geofence location.



3.5.2 Create a geofence area

A geofence area can be created by using a “[CREATE NEW CIRCLE](#)” or “[CREATE NEW POLYGON](#)” buttons. It is possible to create up to 40 different areas for one geofence.

Create new circle

1. Pan and zoom the map to the correct location where the circle should be set
2. Click “Create new circle” button
3. Hover mouse pointer to the location where the circle center should be set
4. Press down the mouse left button and while keeping the mouse button down drag to adjust the circle radius
5. Release the mouse left button.
6. Set a name for the area

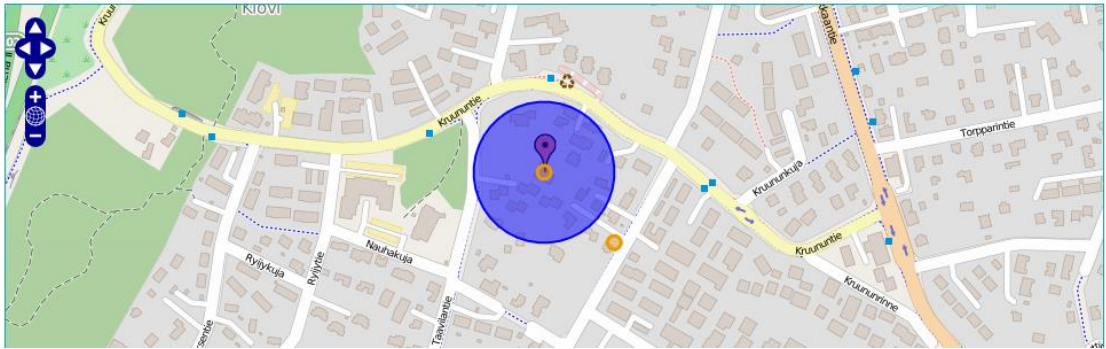
The area is added to the list of areas.

#	Area activation	Actions
📍 John home area	Area is always active	✎ NAME ✎ AREA 🔄 ✕

In order to edit the circle area click “[AREA](#)” button.

- A. Move circle location → Click and drag the small orange circle inside the circle area
- B. Edit circle radius → Click and drag the small orange circle outside the circle area
- C. Save changes by clicking the map outside the geofence area on the map

Geofence name: John home area



Create new polygon

1. Pan and zoom the map to the correct location where the geofence should be set
2. Click “Create new polygon” button
3. Draw the polygon by clicking the left mouse button at the first corner of the polygon and by clicking the left mouse button at following corners until you have fully drawn the area
4. Complete the drawing by double clicking the left mouse button in the latest corner of the polygon
5. Set a name for the area

Please note that the inside of the area is on the right-hand side of the line between two area corners when following the line clockwise. If the lines defining the area cross each other (like number eight) the inside for some part the area is then turned around and the area no longer works as desired. Please make sure that the lines do not cross each other.


In order to edit the polygon area click “Area” button associated with the area.

- A. Move polygon location → Click and drag the small orange circle inside the geofence area
- B. Edit a polygon corner → Click and drag the small orange circle in the polygon corner
- C. Add a polygon corner → Click and drag the small light orange circle between the polygon corners
- D. Delete a polygon corner → Hover the mouse pointer above the corner and press DELETE on the keyboard
- E. Save changes by clicking outside the geofence area on the map

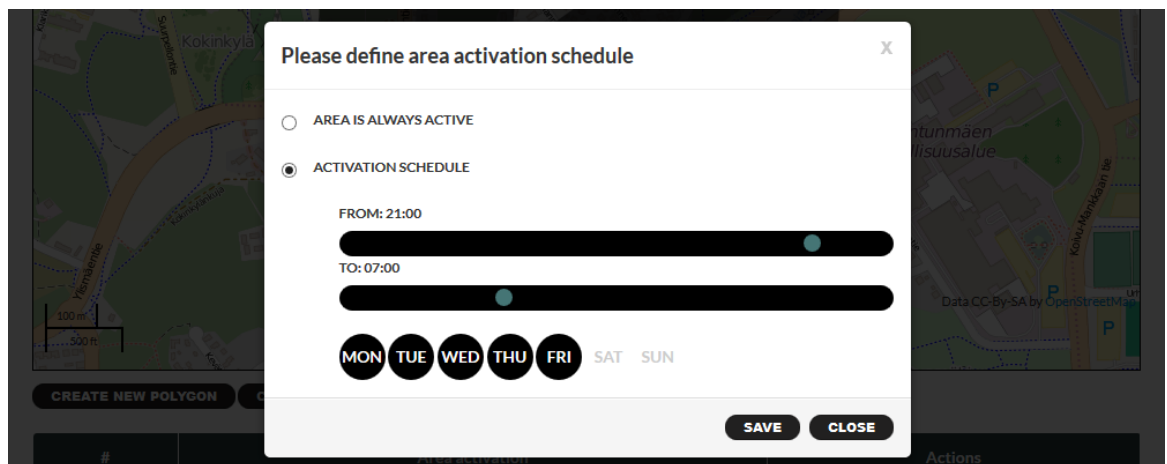
Geofence name: John home area



3.5.3 Geofence area activation scheduling

When a new geofence area is created it is by default always active. To set an activation schedule please click  scheduling icon.

Select [AREA IS ALWAYS ACTIVE](#) or [ACTIVATION SCHEDULE](#), define start time, end time and weekday schedule. Drag the [FROM](#) and [TO](#) time markers to desired start and finish times. The time can be fine-tuned by pressing left or right arrow on the keyboard. and save settings. Please note that if the [FROM](#) time is later than the [TO](#) time the area will be active from the [FROM](#) time on the selected weekday to the [TO](#) time of the following day. The in the example in the picture below the area is valid from Monday evening 21:00 to Tuesday morning 07:00 daily. The last scheduled valid period is therefore from Friday 21:00 to Saturday 07:00 even though the [SAT](#) is not selected.



By default all weekdays are selected. Click [MON](#), [TUE](#), [WED](#), [THU](#), [FRI](#), [SAT](#), [SUN](#) buttons to turn them off or on. Please note that the [DAY](#) buttons are associated with the [FROM](#) time. Once the desired times are set click [SAVE](#) to save the settings.

3.5.4 Activate geofence

Once the geofence editing is completed the geofence must be activated for the device. Please click "[SAVE](#)" button at the bottom right corner of the page to activate the geofence for the device and to send a geofence download command to the device.



Note: The device must have the [TRACKING OUTSIDE OF HB RANGE](#) and [REPORT LOCATION ALWAYS](#) toggles turned [ON](#) when using geofences. If the above toggles are [OFF](#) the device will not calculate the geofence.



Note: The geofence must have at least one area defined. If an empty geofence is sent to the device it will result in an error condition leaving the spinner turning by the geofence selector. This error can be recovered by adding an area to the geofence and saving it again or by deactivating the geofence as described in section 3.5.5.

3.5.5 Deactivate geofence

To deactivate a geofence from the device please go to device [SETTINGS](#) page → [ADVANCED SETTINGS](#) → under geofence select "-" and [SAVE](#) settings. The deactivation message is sent to the device.

GEOFENCE force

John home area
 Not active
 John home area

4 Troubleshooting

Problem	Possible causes	Action
Home beacon location is not correct on home view map	Home beacon address is not set correctly	Go device settings page and update home beacon address. Use SHOW MAP to fine tune correct location on a map.
Help request call is not made to correct person	Person's phone number is not on the speed dial list or help request toggle is not turned on.	Go device settings page and update speed dial list and/or help request toggle settings.