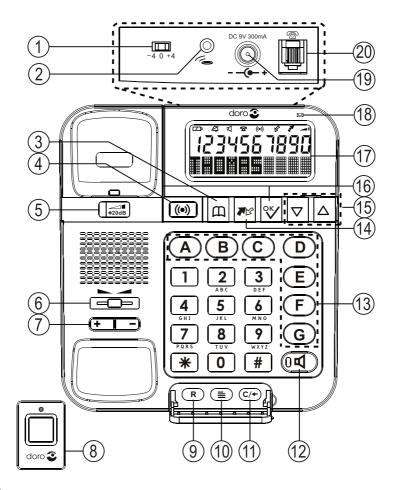# Doro Secure 350

English

doro®

English

1. Microphone level
2. Additional alert equipment
3. Phonebook
4. Alarm key
5. Powerful amplification (boost)
6. Tone control
7. Volume control
8. Cordless alarm pendant
9. Recall key
10. Menu key
11. Delete/back
12. Handsfree/headset key
13. Speed dial keys
14. Call log
15. Scroll keys
16. Confirm/OK
17. Display
18. Missed call indicator
19. Power supply
20. Telephone cord socket

Contents

Installation

This device is intended for the analogue telephone network lines in AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LV, LT, LU, MT, NL, NO, PL, PT, RO, SI, SK, SE.

Connection

1. Connect the curly cord to the handset and then to the socket marked ☎ on the unit.
2. Connect the mains adapter (if included) to an electrical wall socket and then to the socket marked **DC 9V/300mA** on the unit.
3. Connect the telephone line cord to a network wall socket and then to the socket marked ☏ on the unit.
4. Lift the handset and listen for the dial tone.
5. Position the cables in the grooves underneath the unit.

Note!
Use supplied telephone line cord, an existing cord from a previous phone may not be compatible.

Batteries

4 AA alkaline batteries are needed for full functionality of the display, call log and speakerphone in the event of a power cut. When 🔋 is displayed, replace all 4 batteries. Use only AA alkaline batteries of good quality (not included).

Note!
Before installing or changing the batteries, make sure that the phone is not connected to the telephone network.

1. Remove the battery cover and insert the batteries ensuring correct battery polarity is observed.
2. Replace the battery cover and reconnect the telephone line cord.

Cordless pendant

The range of the cordless pendant varies depending on the environment in which it is used. Walls, floors, furniture and other obstacles may limit contact between the pendant and the phone.

Check that the pendant is always in contact with the phone by activating the alarm in different places around the premises.

See *Basic setup*/*PENDANT, p. 3* how to register (pair) a pendant.

Changing batteries in the cordless pendant
If the cordless pendant ceases to function, change the batteries. Use only 1 x 12 V (A23, LR23) Alkaline battery of good quality.

1. Use a Phillips screwdriver to loosen the screws on the back and separate the parts gently.
2. Replace the battery, take care to follow the markings for plus and minus terminals.
3. Reassemble the parts and screw together.

Basic setup
Before using the phone for the first time, the following basic settings should be made.

To enter the setup menu press ≡ (under the lid). After confirming a setting with ⌖, the next setting is automatically displayed. To skip to the next setting, press △/▽.

The phone will return to standby mode after 30 seconds of inactivity or when pressing **C/←**.

Press ≡ to enter the setup menu.

TIME/DATE
1. Use △/▽ to scroll to **TIME/DATE**. Press ⌖.
2. Scroll to the desired hour (00-23) with △/▽. Press ⌖.
3. Scroll to the desired minute with △/▽. Press ⌖.
4. Scroll to the desired day with △/▽. Press ⌖.
5. Scroll to the desired month with △/▽. Press ⌖.

LANGUAGE
1. Scroll to **LANGUAGE**. Press ⌖.
2. Select the desired language for display and voice function, then confirm with ⌖.

STORE NO.
Store contacts in Phonebook. Please see *Phonebook, p. 9* for instructions.

NAME REC
Record a name to be read aloud. Please see *Phonebook, p. 9* for instructions.

PENDANT

(cordless alarm key)
The cordless alarm pendant can be used to answer an incoming call or to make an alarm call. The phone comes equipped with 2 cordless pendants which are already paired. Test that the pendants are working with the phone in idle mode, press and hold the alarm key and the phone will beep to confirm successful pairing.

Pairing a cordless alarm pendant
1. Scroll to **PENDANT**. Press OK✓.
2. Select **PAIRING**. Press OK✓.
3. Press and hold the key on the pendant until **OK** is displayed.

Repeat the steps if you need to pair further pendants.

5 pendants can be paired simultaneously to the phone.

If you attempt to pair a new pendant when 5 pendants are already paired, **FULL** will be displayed.

Note!
*When adding a new unit (with 5 pendants already paired, **FULL**) you must first delete all the paired units and then pair one by one (there is no option to delete paired units individually).*

Delete paired pendants
1. Scroll to **PENDANT**. Press OK✓.
2. Select **DELETE ?**. Press OK✓.

VOICE
When **ON** is selected, a recorded voice is played with key presses and alert messages.

Set the voice function **ON/OFF**, then confirm with OK✓.

RING MEL
Select the required ringer melody, then confirm with OK✓.

RING VOL
Select the required ringer volume, then confirm with ✓.

BOOST LOCK
The powerful amplification (boost) is by default set to switch **OFF** after every call, this can be changed so the amplification stays switched **ON**.

⚠ **CAUTION**
BOOST LOCK = **ON** should only be activated if all users have impaired hearing and require powerful amplification.

ALARM FUNC
The alarm function will call the contacts stored as "alarm contacts" in the phonebook and play a recorded alarm message when you press the alarm key **((•))** on the phone, or the alarm key on the cordless pendant. See also *Alarm function, p.13*.

Use △/▽ to set the alarm call function **ON** or **OFF**, confirm with ✓.

QUIET AL.
In quiet alarm mode, no voice or tone signal is heard when the alarm call is made (see above). See also *Alarm function, p.13*.

Use △/▽ to set the alarm mode to quiet (**ON**) or normal (**OFF**) and confirm with ✓.

AL.MESSAGE
Record the alarm message that will be played for the contacts stored as "alarm contacts" in the phonebook when activating the alarm function. See also *Alarm function, p.13*.

Note!
The alarm message should include your name, address, and how to activate the speakerphone.
***Example**: "This is an emergency call from John Smith on 10, Long Street, Middleton. I require immediate assistance. Press zero key to connect this call."*

1. Scroll to **AL.MESSAGE**.

2. Press and hold ⊻ to record a new alarm message (max. 30 seconds). Start recording at the tone, and release ⊻ when finished. Speak clearly and about 15–20 cm from the keypad. Alternatively, press ⊻ **briefly** to play the recorded alarm message.
3. Press ⊻ to confirm and continue.

RING LIGHT
To alert you to incoming calls, a flashing light can be activated when the phone is ringing.

Select **ON/OFF** and confirm with ⊻.

CONTRAST
Select a suitable display contrast setting (1–4), and confirm with ⊻.

KEYTONE
Enable/disable the keytone beep.

Select **ON/OFF** and confirm with ⊻.

FLASH
Select the flash key time (100/300/600 ms.) and confirm with ⊻.

The standard setting is 100 for most countries, 300 for France/Portugal, 600 for New Zealand.

N CALL LED
Enable/disable the LED indicator for new calls.

Select **ON/OFF** and confirm with ⊻.

TONE/PULSE
Select either **TONE** or **PULSE** dialling mode, and confirm with ⊻.

Note!
*If unsure of which mode to use, select **TONE** as this works in most locations.*

SERVICES
key **1** and **2** can be programmed with service number.

1. Scroll to **SERVICES**. Press ⊻.

2. Select **1** or **2**. Press ♡Ⅴ.
3. Enter the required number and confirm with ♡Ⅴ.

To dial, press and hold **1** or **2** and press ◁ or lift the handset.

Wall mounting

The phone can be wall mounted using the included wall mount bracket and two screws (not included).

⚠ **WARNING**
Make sure that no cables, water pipes or gas pipes are located inside the wall before drilling into it.

1. Drill two holes in the wall, vertically 83 mm apart.
2. Insert the screws, allowing them to project ~5 mm out from the wall.
3. Unplug and remove the handset.
4. Fit the guide tabs on the bracket into the slots on the back of the phone, then slide the bracket upwards until it snaps into place.
5. Position the phone so that the screws on the wall fit into the slots in the bracket, then slide the phone downwards until it is hanging on the screws.
6. Reconnect the handset and place it in the cradle.

Operation

Making a call

Regular dialling
1. Pick up the handset.
2. Enter the desired number.

Handsfree
The handsfree function allows you to make a call without using the handset.

1. Press ◁ to activate the speakerphone. The LED on the key will light up.
2. Dial the desired phone number using the keypad. Press ◁ again to terminate the call.

Note!

If you wish, you can switch between handset and handsfree mode by simply pressing ◁ or lifting the handset. Please remember that in handsfree mode it is only possible for one person at a time to talk.

Pre-dialling

This allows you to enter and change a phone number before it is dialled.

1. Enter the desired phone number. Mistakes can be erased by pressing **C/←**.
2. Lift the handset, press ◔ or press ◁ to dial the number.
3. Hang up the handset or press ◁ to terminate the call.

Dialling from the call log

1. Press ➹✉ to display the most recent call.
2. Use △/▽ to scroll through the last 15 incoming and outgoing calls.
   ✉ = Incoming call
   ➹ = Outgoing call
3. Lift the handset, press ◔ or press ◁ to dial the displayed number.

Speed dial

1. Press one of the speed dialling keys **A**-**G**. The stored phone number is displayed.
2. Lift the handset, press ◔ or press ◁ to dial.

Dialling from the phonebook

1. Press ▥ to open the phonebook.
2. Use △/▽ to browse through the phonebook, or enter the first character in the name to quick search (see *Keypad characters, p. 9*).
3. Lift the handset or press ◁ to dial.
   Alternatively, press ◔, and the displayed number is dialled automatically, in handsfree mode.

Answering a call

Lift the handset to answer an incoming call, or press ⏴.
You can also answer in handsfree mode by pressing the key on the cordless pendant.

Call timer

The display shows the current time when in standby mode. During a call the display will show a call timer instead, indicating the duration of the call. The call duration is displayed for 5 seconds after the call has been terminated.

Volume control

This product can adjust the sound, using the controls, in a number of ways:

[+ ‖ –]	Normal volume control for the handset.
	Change frequency range/tone level and quality. PLEASE NOTE! Only works when the powerful amplification is active.
+20dB	Press the key to activate powerful amplification. The amplification is normally deactivated at the end of each call to avoid harming people with normal hearing. This safety function is adjustable, see *BOOST LOCK, p. 4* .
△ / ▽	Handsfree volume control.

> ⚠ **WARNING**
>
> The handset volume can be very loud. Powerful amplification should only be used by people with impaired hearing ability.

Microphone adaptation

The microphone level can to be adjusted.

0   standard setting
+ 4   higher sending sound
– 4   lower sending sound

Note!
0 is default and should be kept unless there is a special need.

Pillow shaker

A pillow shaker such as Doro HearPlus 55v can be connected to the socket 🎧.

Keypad characters

key	Letters/Symbols
1	**[Space character] + & - / X 1**
2	**A B C Å Ä Æ æ å ä ß 2**
3	**D E F ë 3**
4	**G H I ï 4**
5	**J K L 5**
6	**M N O Ñ ñ Ö ö 6**
7	**P Q R S 7**
8	**T U V Ü ü 8**
9	**W X Y Z 9**
✳	**` @ ( ) * < >**
0	**, . : ? = 0**
#	**$ _ % ! ; #**

Phonebook

99 phone numbers (max. 22 digits) with names (max. 10 letters) can be stored in the phonebook. When the memory is full, **MEM. FULL** is displayed. If you subscribe to a caller ID service, the name allocated to the caller in the phonebook will be displayed for incoming calls. You can also record a name (**NAME REC**) to be read aloud with the phonebook entry (instead of the caller's phone number, if **VOICE**=**ON**).

Storing contacts

1. Press ☰, use △/▽ to scroll to **STORE NO.**. Press ⁰ᵏ✓.

2. Enter a phone number. Use △/▽ to move the cursor and C/← to erase if needed. Use # to insert a pause in the number.
3. Press ℗ to confirm. A blinking cursor is displayed on the second line on the display.
4. Enter a name for the contact (see *Keypad characters, p. 9*).
5. Press ℗ to confirm.
6. Select **ALARM ON** or **ALARM OFF**. Press ℗ to confirm.

IMPORTANT!

Select **ALARM ON** if the contact should be stored as an "alarm contact". See *Alarm function, p.13*.

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7. If **ALARM ON** is selected, **AL.POS?** is displayed. Select the required location (1-30) by pressing △/▽. Press ℗ to confirm.
   Note!
   AL.POS? sets the dialling order of an alarm call.

8. **SAVED** is displayed and then **NAME REC**. You can now record a name to be read aloud with the entry.
   To record, press and hold ℗ until a tone is heard, say the name, then release the key (or else the unit stops after 4 seconds). Speak clearly and about 15–20 cm from the phone.
   If you select **ALARM OFF**, press ℗, **SAVED** is displayed and then **NAME REC**.

9. Repeat steps 2–9 to store another contact, or press and hold C/← to exit.

Note!
*Selecting location (**AL.POS?**) is very important because this determines the chronological order of the phone numbers that will be dialled in case of emergency. Location 1 will be dialled first, then 2, then 3 etc. If you choose to overwrite a location, the previously stored number will be set to one location "after" the location you just set.*

Editing contacts
1. Press ▥.
2. Use △/▽ to select desired contact.
3. Press and hold ☰ for two seconds. A blinking cursor is displayed in the first digit of the selected number.

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4. Use △/▽ to move the cursor and C/← to erase if needed. Use **#** to insert a pause in the number.
5. Press Ⓨ to confirm. A blinking cursor is displayed in the first letter of the name.
6. Use △/▽ to move the cursor and C/← to erase if needed.
7. Enter a name for the contact (see *Keypad characters, p. 9*).
8. Press Ⓨ to confirm.
9. See *Storing contacts, p. 9* on how to complete the contact.

Note!
Editing a contact will delete the current name recording.

Deleting from the phonebook
1. Press 📖.
2. Use △/▽ to select desired contact.

   • To delete single contacts, press C/←. **DELETE ?** is displayed. Press and hold C/← for two seconds. Contact is deleted and next contact in the phonebook is shown.
   • To delete all contacts in the phonebook, press and hold C/← until **DEL ALL?** is displayed. Press and hold C/← for 2 seconds.

Speed dial
The phone has 7 speed dialling keys (**A** – **G**) that can be used for numbers that are dialled frequently.

Storing speed dial numbers
1. Enter a phone number (up to 22 digits) using the keypad.
2. Press and hold one of the speed dialling keys **A** – **G** until **SAVED** is displayed.
3. Repeat steps 1–2 for the remaining speed dialling keys.

Deleting speed dial numbers
Speed dial numbers can not be deleted, they can only be replaced by storing a new number.

Caller ID and call log

Caller ID allows you to see who is calling before you answer and to see who has called in your absence. If the number is stored in the phonebook, the name is also shown.

Note!
The Caller ID function must be subscribed. Please contact your network operator for more information.

The call log will store the last 15 incoming and 15 outgoing calls. On the display, incoming (answered and unanswered) calls are indicated with ✉ and outgoing calls with ➹. Received calls are stored chronologically. When the memory is full, the oldest number will be deleted automatically as each new call is logged. The number and time of each call is displayed. For calls older than 24 hours, the date of the call is displayed instead of the time.

If the Call indicator function **N CALL LED** = **ON**, a red blinking light indicates that an unanswered call has been received since the call log was last checked.

Messages
Apart from phone numbers, the display can show:

NO NUMBER	No information received, e.g. an international call.
PRIVATE	The call comes from a withheld number or a PBX.
☎	New (missed call) number received.
✉	Message indication (sent from your network operator)*.

*Message indication can be deleted manually by pressing down **C/←** for a few seconds in standby mode.

Deleting numbers from the call log
1. Press ➹✉.
2. Use △/▽ to select desired number.
3. To delete single contacts, press **C/←**. **DELETE ?** is displayed. Press **C/←** for two seconds.
4. To delete all contacts in the phonebook, press and hold **C/←** until **DEL ALL?** is displayed.

5. Press **C/←** until (two seconds) **EMPTY** is displayed.

Note!
This deletes the Caller ID memory, not the Phonebook memory.

Transferring numbers to the phonebook
1. Press ☎✉.
2. Use △/▽ to select desired number.
3. Press and hold ≡ for two seconds. A blinking cursor is displayed in the first digit of the selected number.
4. Use △/▽ to move the cursor and **C/←** to erase if needed. Use **#** to insert a pause in the number.
5. Press ⁰ᵏ✓ to confirm. A blinking cursor is displayed in the first letter of the name.
6. Use △/▽ to move the cursor and **C/←** to erase if needed.
7. Enter a name for the number to be stored (see *Keypad characters, p. 9*).
8. Press ⁰ᵏ✓ to confirm.
9. See *Storing contacts, p. 9* on how to complete the contact.

Alarm function

The alarm function allows you to get immediate help from the contacts stored as "alarm contacts" in the phonebook.

IMPORTANT!
At least one alarm contact (ALARM ON) must be stored in the phonebook. Always let your recipients know that you added them to your list of "alarm contacts" and that they may be contacted in case of an emergency. An alarm call is only possible with the phone powered by the mains or by the backup batteries.

Alarm message

(AL.MESSAGE)

A pre-recorded message "**This is an emergency call, to accept this call, press zero.**" This message will be played unless you decide to record your own message.

The alarm message should include your name, address, and how to activate the speakerphone.

Example of an alarm message:
"This is an emergency call from John Smith on 10, Long Street, Middleton. I require immediate assistance. Press zero key to connect this call." See *AL.MESSAGE, p. 4* how to record your own message.

Activate the alarm

1. When the alarm key on the cordless pendant (or the alarm key (•) on the phone) is pressed for more than one second, the key on the phone blinks continuously. The phone beeps loudly for 15 seconds. During this time you can stop the procedure by pressing any of the alarm keys for more than three seconds. Otherwise the alarm sequence will start:

2. The phone dials the first alarm number. Each alarm contact will be called in succession, and the recipient will hear your recorded alarm message. The most important number should have the first alarm position (**AL.POS?**).

3. If the called party answers and accepts the call within 60 seconds by pressing **0** (zero), the call is connected (in handsfree mode), and the alarm sequence stops. If the call is not answered and accepted within 60 seconds, the next number is dialled.

4. The phone is kept in handsfree mode, unless the user presses the handsfree key or the cordless alarm key. The alarm sequence stops only when all the alarm numbers have been dialled.

IMPORTANT!

- The only way to stop the alarm sequence is if the called party accepts the call within 60 seconds by pressing **0** (zero), or when all the alarm numbers have been dialled.

- The receiver of the alarm call, the alarm contact, can disconnect the call immediately by pressing **1** **2** after having accepted the call with **0**.

- Automatic calls to police, fire brigade etc. are not normally allowed. Therefore, you should not program these numbers as alarm contacts. Some private security companies can accept automatic calls from their clients. Always contact the security company before programming in its number.

- Check regularly that the alarm call function is properly set up and functional.

Others

Troubleshooting

Check that the telephone cord is undamaged and properly plugged in. Disconnect any additional equipment, extension cords and other phones. If the problem is resolved, the fault is with some other equipment.
Test the equipment on a known working line (e.g. at a neighbour's house). If the equipment works there the fault is probably with your telephone line. Please inform your network operator.

Care and Maintenance

⚠ **CAUTION**

Only use batteries, mains adapter 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 guarantee. 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.

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/snowfall, moisture and all types of liquid can contain substances that corrode the electronic circuits. If the unit

gets wet, you should 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 which 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 the unit. Do not knock or shake it either. If it is treated roughly the circuits and precision mechanics can be broken.
- Do not use strong chemicals to clean the unit.

The advice above applies to the unit, battery and other accessories. If the unit 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.

Warranty

This product is guaranteed for a period of 12 months 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.
Batteries are consumables and are not included in any guarantee.

Specifications

Size: 220 mm x 200 mm x 85 mm

Weight: 950 g (including batteries)

Batteries: 4 x 1.5 V (AA, LR6) Alkaline batteries (telephone)
1 x 12 V (A23, LR23) Alkaline (cordless remote)

Declaration of Conformity

Doro hereby declares that Doro Secure 350 conforms to the essential requirements and other relevant regulations contained in the Directives 1999/5/EC (R&TTE) and 2002/95/EC (RoHS). A copy of the Declaration of Conformity is available at www.doro.com/dofc

English

Version 1.0

www.doro.com