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> [Doro](#) /

> Doro Primo 401 User Manual

## Doro Primo 401

# Doro Primo 401 User Manual

Model: Primo 401 (360072)

## INTRODUCTION

This manual provides essential information for the safe and efficient use of your Doro Primo 401 mobile phone. Please read it thoroughly before using the device and keep it for future reference. The Doro Primo 401 is designed for ease of use, featuring large keys and a clear display, making it ideal for seniors.

## PRODUCT OVERVIEW

### Components

The Doro Primo 401 is a flip-style mobile phone. Key components include the main display, keypad, earpiece, microphone, charging port, and battery compartment.





Image: Front view of the Doro Primo 401, open, displaying the screen with time and date, and the large, clearly labeled keypad.

## Controls and Indicators

- **Display Screen:** Shows time, date, battery status, signal strength, and menu options.
- **Navigation Keys:** Up/Down arrows for menu navigation.

- **Call Key (Green):** To make or answer calls.
- **End Call/Power Key (Red):** To end calls or power the phone on/off.
- **Speed Dial Keys (M1, M2, M3):** Programmable keys for quick dialing of important contacts.
- **Numeric Keypad:** For dialing numbers and text input.
- **Volume Keys:** Located on the side of the phone.





Image: Angled view of the Doro Primo 401, open, highlighting the side profile and the clear separation of the screen and keypad sections.

## SETUP

### 1. Battery Installation

1. Remove the battery cover on the back of the phone.
2. Align the battery contacts with the terminals inside the compartment.
3. Gently press the battery into place until it clicks.
4. Replace the battery cover.



Image: Back view of the Doro Primo 401, closed, showing the textured red casing and the Doro logo.

## **2. SIM Card Installation**

1. Ensure the phone is powered off and the battery is removed.
2. Locate the SIM card slot, usually beneath the battery.
3. Insert the SIM card with the gold contacts facing down and the cut corner aligned with the slot.
4. Gently push until it is fully seated.

## **3. Initial Charging**

Before first use, fully charge the phone's battery. Connect the charger to the charging port on the phone and plug it into a wall outlet. The battery indicator on the screen will show charging progress. A full charge typically takes approximately 2-3 hours.

## OPERATING INSTRUCTIONS

### Powering On/Off

- **To Power On:** Press and hold the **Red End Call/Power Key** until the screen lights up.
- **To Power Off:** Press and hold the **Red End Call/Power Key** until the "Power off" option appears, then confirm.

### Making Calls

1. Open the flip to activate the phone.
2. Enter the phone number using the numeric keypad.
3. Press the **Green Call Key** to initiate the call.
4. To end the call, press the **Red End Call Key** or close the flip.

### Receiving Calls

When the phone rings, open the flip or press the **Green Call Key** to answer. To reject a call, press the **Red End Call Key**.

### Speed Dial (M1, M2, M3)

The Doro Primo 401 features three dedicated speed dial keys (M1, M2, M3) for quick access to your most important contacts.

1. **To Program:** Navigate to the phone's settings or contacts menu. Select the option to assign numbers to M1, M2, or M3. Follow the on-screen prompts to select a contact or enter a new number.
2. **To Use:** Simply press and hold the desired speed dial key (M1, M2, or M3) to automatically dial the assigned contact.

### Radio Function

Your Doro Primo 401 includes a built-in FM radio. To access it, navigate through the main menu to the "Radio" option. You may need to connect headphones (not included) to act as an antenna for optimal reception.

## MAINTENANCE

### Cleaning

Wipe the phone regularly with a soft, dry cloth. Do not use liquid cleaners or aerosols, as they may damage the device. Keep the charging port free of dust and debris.

### Battery Care

- Avoid exposing the battery to extreme temperatures.
- Do not leave the phone charging for extended periods after it is fully charged.

- If the phone will not be used for a long time, charge it to about 50% before storing.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
Phone does not power on.	Battery is depleted or not properly installed.	Charge the battery. Ensure the battery is correctly inserted.
Cannot make or receive calls.	No SIM card, SIM card not properly inserted, or no network signal.	Check SIM card installation. Move to an area with better network coverage. Contact your service provider.
Poor call quality.	Weak signal, interference, or earpiece/microphone obstruction.	Move to an area with stronger signal. Ensure earpiece/microphone are clear.
Battery drains quickly.	Frequent use, old battery, or background processes.	Reduce usage. Consider replacing the battery if it's old. Close unnecessary applications.

## SPECIFICATIONS

Feature	Detail
Brand	Doro
Model Number	360072
Color	Red
Product Type	Flip Phone
Operating System	Proprietary
Screen Size	2 Inches
Connectivity	Bluetooth, Cellular (2G)
Special Features	Keypad, FM Radio, Speed Dial Keys (M1, M2, M3)
Battery Composition	Lithium-ion

## WARRANTY AND SUPPORT

### Warranty Information

Please refer to the warranty card included in your product packaging for specific warranty terms and conditions. Doro

products typically come with a limited manufacturer's warranty covering defects in materials and workmanship.

## **Contact Support**

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact Doro customer support. Visit the official Doro website for up-to-date contact information, including phone numbers and online support portals.