**Doro Aurora A20**

# Doro Aurora A20 Flip Smartphone User Manual

Comprehensive instructions for setup, operation, and maintenance of your Doro Aurora A20.

## 1. INTRODUCTION

Welcome to the user manual for your new Doro Aurora A20 flip smartphone. This device is specifically designed to be user-friendly, offering a blend of modern smartphone features with the simplicity of a traditional flip phone. It includes essential functions for communication, safety, and convenience, making it ideal for users who value ease of use and reliability.

This manual will guide you through the initial setup, daily operation, and provide solutions to common issues, ensuring you get the most out of your Doro Aurora A20.

## 2. INITIAL SETUP

### 2.1. Unboxing and Components

Before you begin, ensure all components are present in the box:

- Doro Aurora A20 Smartphone
- USB Charging Cable (Type C)
- Battery (pre-installed or separate)
- Quick Start Guide (if included)

### 2.2. Inserting the SIM Card and Battery

The Doro Aurora A20 requires a SIM card to make calls and access mobile data. If the battery is not pre-installed, insert it before closing the back cover.

1. Carefully remove the back cover of the phone.
2. Locate the SIM card slot. Insert your SIM card with the gold contacts facing down and the cut corner aligned as shown in the diagram (refer to quick start guide for specific orientation).
3. If the battery is separate, insert it into its compartment, ensuring the contacts align.
4. Replace the back cover, pressing firmly until it clicks into place.

Image: Doro Aurora A20 in its closed position, displaying its compact flip design and side buttons. This view helps in locating the back cover for SIM and battery insertion.

## 2.3. Charging the Battery

Before first use, fully charge the phone's battery.

1. Connect the USB Type C cable to the charging port on your phone.

2. Plug the other end of the cable into a power adapter (not included) and then into a wall outlet.

3. The charging indicator on the screen will show the charging status. Allow the phone to charge until the battery icon indicates a full charge.

## 2.4. Powering On and Initial Configuration

To power on your Doro Aurora A20:

1. Press and hold the Power button (usually located on the side) until the screen lights up.

2. Follow the on-screen prompts to select your language, connect to a Wi-Fi network, and set up your Google account (optional).

# 3. OPERATING INSTRUCTIONS

## 3.1. Making and Receiving Calls

The Doro Aurora A20 features a numeric keypad for easy dialing and a clear sound experience.

- **To Make a Call:** Open the flip, use the numeric keypad to dial the number, then press the green Call button.
- **To Answer a Call:** When the phone rings, open the flip or press the green Call button.
- **To End a Call:** Close the flip or press the red End Call button.

Image: The Doro Aurora A20 in its open position, showcasing the large screen and the clear, well-spaced numeric keypad with dedicated call buttons.

### 3.2. Sending and Receiving Messages

The phone's intuitive interface allows for easy text messaging.

- Navigate to the "Messages" application on the touchscreen.
- Tap the "New Message" icon.
- Enter the recipient's number or select from your contacts.
- Type your message using the on-screen keyboard or the numeric keypad (if supported for text input).
- Tap "Send".

### 3.3. Using the Camera

Capture moments with the integrated 13MP camera.

- Open the "Camera" application from the home screen.
- Frame your shot using the screen as a viewfinder.
- Tap the shutter button on the screen to take a photo.
- Photos are saved to the phone's gallery.

## 3.4. Assistance Button (SOS)

The Doro Aurora A20 features a dedicated assistance button for emergencies, located on the back of the phone.

- **Activation:** Press and hold the assistance button for a few seconds.
- **Functionality:** Upon activation, the phone will automatically send an SMS message with your GPS location to pre-selected emergency contacts and then initiate an automatic call sequence to these contacts.
- **Setup:** Ensure your emergency contacts are correctly configured in the phone's settings under the "Assistance" or "SOS" menu.

Image: The Doro Aurora A20 viewed from an angle, with the flip open. This perspective highlights the overall design and the potential location of the assistance button on the rear casing.

## 4. KEY FEATURES

The Doro Aurora A20 is equipped with several features designed to enhance usability and safety:

- **Flip Design with Numeric Keypad:** Combines the familiarity of a physical keypad for dialing with a modern touchscreen interface.
- **Large, Bright Touchscreen:** Offers clear visibility and easy navigation with large application icons.
- **Doro Clear Sound (HAC Compatible):** Optimized audio for clear conversations, compatible with hearing aids.
- **13MP Camera:** For capturing high-quality photos.
- **Assistance Button with GPS Location:** A dedicated button for emergencies that alerts trusted contacts with your location.
- **TeamViewer Pre-installed:** Enables remote assistance from trusted family or friends, simplifying support.
- **Android 14 Operating System:** Provides a familiar and customizable smartphone experience.
- **USB Type C Connectivity:** Modern and reversible charging port.

## 5. MAINTENANCE AND CARE

To ensure the longevity and optimal performance of your Doro Aurora A20, follow these care guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the screen and body of the phone. Avoid abrasive cleaners or solvents.
- **Battery Care:**
  - Avoid extreme temperatures, as they can affect battery life.
  - Do not leave the phone fully discharged for extended periods.
  - Use only Doro-approved charging accessories.
- **Storage:** Store the phone in a cool, dry place when not in use.
- **Protection:** Consider using a protective case to guard against drops and scratches.

# 6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Doro Aurora A20.

## 6.1. Phone Does Not Turn On

- Ensure the battery is charged. Connect the phone to the charger and wait a few minutes before attempting to power it on again.
- Verify the battery is correctly inserted.
- If the issue persists, contact Doro support.

## 6.2. Low Ringer Volume

- Check the volume settings in the phone's menu. Ensure the ringer volume is set to maximum.
- Ensure the phone is not in silent or vibrate-only mode.
- If you are using a protective case, ensure it does not obstruct the speaker.

## 6.3. Sluggish Performance or Unresponsive Screen

- Restart the phone. This can often resolve temporary software glitches.
- Close unused applications running in the background.
- Ensure the phone's software is up to date. Check for updates in the settings menu.
- If performance issues persist, consider a factory reset (**Warning:** This will erase all data on the phone. Back up important information first).

## 6.4. Difficulty with Interface (Too Complicated)

- The Doro Aurora A20 is designed for simplicity, but new technology can take time to learn. Utilize the built-in tutorials.
- Explore the "Easy Mode" or simplified interface options if available in the settings.
- Consider using the pre-installed TeamViewer for remote assistance from a trusted person.

# 7. SPECIFICATIONS

| Feature | Detail |
|---|---|
| Brand | Doro |
| Model Name | Aurora A20 |
| Model Number | 8893 |
| Operating System | Android 14 |
| Cellular Technology | 4G |
| Memory Storage Capacity | 4 GB |
| Camera Resolution | 13 MP (effective fixed resolution 720) |
| Battery Composition | Lithium-ion |
| Connectivity | USB Type C |

| Color | Bone |
|---|---|

## 8. WARRANTY AND SUPPORT

Doro is committed to providing quality products and support. For detailed warranty information, please refer to the warranty card included with your product or visit the official Doro website.

If you encounter any issues not covered in this manual or require further assistance, please contact Doro customer support. Contact details can typically be found on the Doro website or in the product packaging.

For remote assistance, remember that the Doro Aurora A20 comes with TeamViewer pre-installed, allowing a trusted person to help you with settings and troubleshooting remotely.

## Related Documents - Aurora A20

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|---|---|
| Doro Aurora A30<br>Español | **Doro Aurora A30 User Manual**<br>Comprehensive user manual for the Doro Aurora A30 smartphone, covering setup, features, settings, and safety instructions. Learn how to use your Doro Aurora A30 with this detailed guide. |
| Doro Aurora A31<br>Suomi | **Doro Aurora A31 User Manual**<br>Comprehensive user manual for the Doro Aurora A31 smartphone, covering setup, features, settings, and safety information. |
| Doro 780X<br>English | **Doro 780X User Manual: Easy-to-Use Mobile Phone Guide**<br>Discover the Doro 780X mobile phone with this user manual. Learn about its simple operation, safety features like the assistance button, and how to stay connected easily. |

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| Doro Aurora A10<br><br>Nederlands<br><br> | [Doro Aurora A10 Handleiding: Eenvoudige Smartphone Gebruiksinstructies](#)<br>Gedetailleerde handleiding voor de Doro Aurora A10 smartphone, met uitleg over installatie, functies, instellingen en veiligheid. Ontdek hoe u het meeste uit uw Doro telefoon haalt. |
| Doro Aurora A10<br><br>English<br><br> | [Doro Aurora A10 User Manual](#)<br>This user manual provides comprehensive instructions and information for the Doro Aurora A10 smartphone, covering setup, features, and maintenance. |
| Doro Aurora A10<br><br>Français<br><br> | [Doro Aurora A10 User Manual](#)<br>User manual for the Doro Aurora A10 smartphone, providing setup instructions, feature explanations, and safety guidelines. |