Doro Leva E20

Doro Leva E20 4G Flip Phone User Manual

1. INTRODUCTION

This manual provides essential information for the safe and efficient use of your Doro Leva E20 4G Flip Phone. Designed with seniors in mind, this phone features a large 2.8-inch display, contrasting keys, loud and clear sound, HD voice, a camera, and a dedicated assistance button. Please read these instructions carefully before using your new phone.

DORO LEVA E20

- Een eenvoudige en gebruiksvriendelijke 4G-klaptelefoon
- Hulpknoop – Doro Secure Button
- Opnemen en ophangen met een simpele beweging
- Compatibel met hoortoestellen
- Helder en krachtig geluid
- Grote toetsen met spraakterugkoppeling

Image 1: Doro Leva E20 highlighting key features such as 4G connectivity, large display, clear sound, and hearing aid compatibility.

2. SETUP

2.1. Inserting the SIM Card and Battery

Before using your phone, you must insert a SIM card (provided by your mobile network operator) and the battery.

1. **Open the phone:** Gently open the flip phone to access the battery compartment.
2. **Remove the battery cover:** Locate the notch on the back cover and carefully lift it off.
3. **Insert SIM card:** Slide the SIM card into the designated slot with the gold contacts facing down and the cut corner aligned as shown in the diagram (refer to your quick start guide for a visual).
4. **Insert battery:** Place the battery into its compartment, ensuring the contacts align with those in the phone.
5. **Replace cover:** Snap the battery cover back into place until it clicks.

2.2. Charging the Phone

Your phone's battery may not be fully charged upon purchase. It is recommended to fully charge the battery before first use.

1. **Connect the charger:** Plug the USB Type-C cable into the charging port on the phone.

2. **Connect to power:** Plug the other end of the charger into a wall outlet.

3. **Charging indicator:** The charging indicator on the screen will show the charging status. The phone is fully charged when the indicator shows a full battery icon.

2.3. Powering On/Off

- **To power on:** Press and hold the red **End Call**/**Power** button until the Doro logo appears.

- **To power off:** Press and hold the red **End Call**/**Power** button, then select 'Power off' from the options on the screen.

3. OPERATING INSTRUCTIONS

3.1. Basic Functions

- **Making a Call:**

  1. Enter the phone number using the keypad.
  2. Press the green **Call** button to initiate the call.

- **Answering a Call:** Simply open the flip phone to answer an incoming call. Alternatively, press the green **Call** button.

- **Ending a Call:** Close the flip phone or press the red **End Call** button.

- **Adjusting Volume:** Use the volume buttons located on the side of the phone during a call or when playing media.

3.2. Sending and Receiving Messages (SMS)

1. From the main menu, navigate to **Messages**.

2. Select **New Message**.

3. Enter the recipient's phone number or select from your contacts.

4. Type your message using the keypad.

5. Press **Send**.

Image 2: The Doro Leva E20's simple menu interface, showing the 'Messages' icon, along with other features like the assistance button, camera, flashlight, and IP54 splash resistance.

3.3. Camera

The Doro Leva E20 includes a basic camera for capturing photos.

1. From the main menu, select **Camera**.

2. Frame your shot using the screen as a viewfinder.

3. Press the **OK** button to take a picture.

3.4. Assistance Button (Doro Secure Button)

The dedicated assistance button is a key safety feature, allowing you to quickly contact pre-set emergency numbers.

1. **Setting up:** Refer to the phone's settings menu under 'Assistance' to program emergency contacts.

2. **Activating:** Press and hold the assistance button (located on the back of the phone) for a few seconds. The phone will automatically call and send an SMS to your pre-programmed emergency contacts.

DORO LEVA E20 – EEN ERGONOMISCHE TELEFOON!

Bel, sms en maak foto's eenvoudig dankzij de goed gespreide en hoogcontrasterende toetsen, en het grote scherm.

Hulpknoop – Doro Secure Button

Image 3: The Doro Leva E20's Doro Secure Button, designed for quick access to emergency contacts.

3.5. Flashlight

To activate the built-in flashlight:

- Locate the flashlight icon or dedicated button (if available) on the phone or in the quick settings menu.
- Press the corresponding key or navigate to the option to turn the flashlight on/off.

3.6. Quick Access Buttons

The Doro Leva E20 features quick access buttons for frequently used functions.

- **Favorite Contacts:** Assign frequently called numbers to speed dial keys.
- **Camera:** A dedicated button or menu option for quick camera access.
- **Messages:** A dedicated button or menu option for quick message access.

Image 4: The Doro Leva E20 in hand, showcasing the keypad with quick access buttons for favorite contacts, camera, and messages.

4. MAINTENANCE

4.1. Cleaning the Device

To keep your phone in optimal condition:

- Use a soft, dry, lint-free cloth to clean the screen and body of the phone.

- Avoid using harsh chemicals, cleaning solvents, or strong detergents.

- Do not expose the phone to excessive moisture.

4.2. Battery Care

The Doro Leva E20 is powered by a rechargeable battery. To maximize battery life and performance:

- Charge the phone regularly. Avoid letting the battery drain completely before recharging.

- Do not expose the battery to extreme temperatures.

- If the phone will not be used for an extended period, charge it to about 50% before storing.

4.3. Water Resistance

The Doro Leva E20 has an IP54 rating, meaning it is protected against dust ingress and splashing water from any direction. It is not designed to be submerged in water.

5. TROUBLESHOOTING

If you encounter issues with your Doro Leva E20, try the following solutions:

Problem	Possible Solution
Phone does not turn on	Ensure the battery is charged. Connect the charger and try again. Check if the battery is correctly inserted.
Cannot make or receive calls	Check if the SIM card is correctly inserted. Ensure you have network coverage. Contact your service provider if the issue persists.
Poor sound quality	Adjust the volume. Ensure the speaker/microphone is not blocked. If using a hearing aid, ensure compatibility settings are correct.
Battery drains quickly	Reduce screen brightness. Close unused applications. Limit background data usage. Ensure the phone is not in an area with poor network signal, which can increase battery consumption.

If these steps do not resolve the issue, please contact Doro customer support.

6. SPECIFICATIONS

- **Model Name:** Leva E20
- **Operating System:** Mocor OS
- **CPU Model:** Cortex A7
- **Screen Size:** 2.8 Inches
- **Resolution:** 320 x 240
- **Cellular Technology:** 4G
- **Connectivity:** USB Type C
- **Memory Storage Capacity:** 17 GB
- **Color:** Black
- **Water Resistance:** IP54 (Splash-resistant)

Image 5: The Doro Leva E20's ergonomic design allows for easy portability, fitting comfortably in a bag.

7. WARRANTY AND SUPPORT

Your Doro Leva E20 is manufactured by Doro. For specific warranty information, including terms and conditions, please refer to the warranty card included with your product or visit the official Doro website. For technical support, troubleshooting assistance beyond this manual, or service inquiries, please contact Doro customer support directly.

Manufacturer: Doro
Website: www.doro.com (Please check your regional Doro website for local support contact details.)