









Doro Hemma Doorbell

English

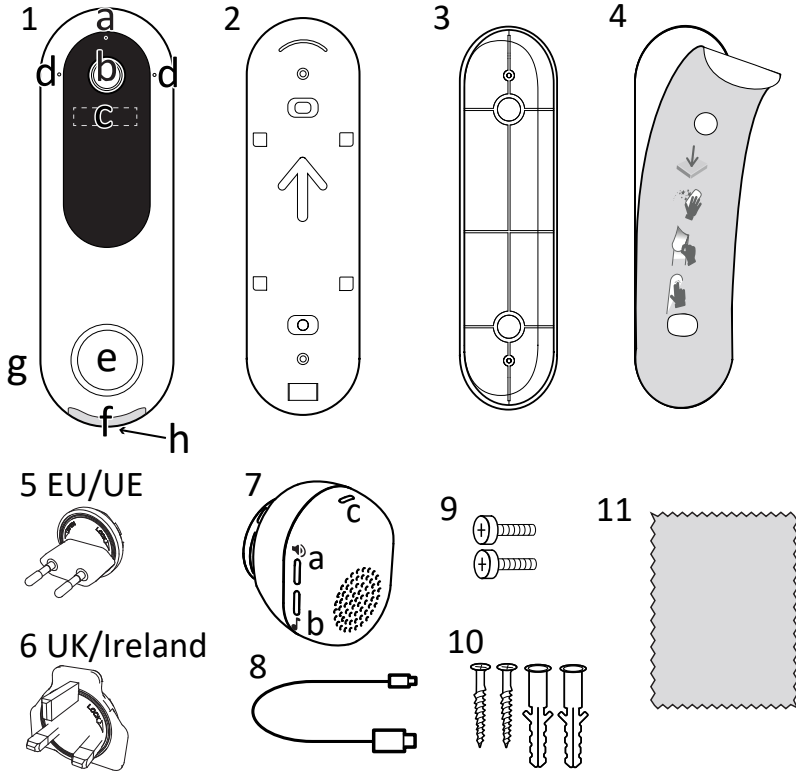


Contents

Overview/content	1
Congratulations	3
Unbox your Doro Hemma Doorbell	3
Getting started	3
Requirements to use the Doro Hemma app	3
Tools possibly needed for the doorbell installation	4
Doro Hemma Chime.....	4
Pair doorbell and chime	6
Installation of the chime	6
Mounting/installation of the doorbell.....	7
Privacy	7
Fasten the mounting plate.....	7
Mount with double-sided adhesive tape.....	9
Attach and secure the doorbell	9
Use your doorbell.....	10
Answer a doorbell call.....	10
View	11
Use Assist Me	12
Doro Hemma, the app 	12
Download and install the app, Doro Hemma	12
Start the app and login/create account.....	13
Add the doorbell to the account	14
Doro Hemma, app menu options 	17
Manage your doorbell	18
Install SD card.....	23
Reboot or reset the doorbell	25
Reboot the doorbell hardware	25
Reset the doorbell.....	25
Doorbell and chime LED's	26
Doorbell LED's	26
Doorbell LED's during charging.....	27
Chime LED	27
Home and account management	27
 Manage your home	27
 Invite to your home	29

 Swap home.....	29
 Join a new home	30
 Your invites	30
 Account	30
Reset and delete the account	31
Logout.....	31
Others.....	31
Safety instructions.....	31
Warranty	32
Correct disposal of this product	33
Correct disposal of batteries in this product	34
EU Declaration of Conformity.....	34
Ecodesign declaration, energy efficiency for external power supply .	34
UK Declaration of Conformity.....	34
Specifications	34

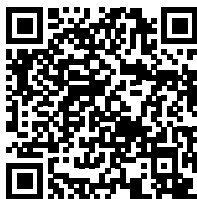
Overview/content



1. Doorbell
 - a. Light sensor
 - b. Camera lens
 - c. Motion sensor
 - d. Microphones
 - e. Ring button
 - f. Charging port cover
 - g. Loudspeaker
 - h. Doorbell lock
2. Mounting plate
3. Angled mounting wedge
4. Double-sided adhesive tape
5. EU adapter plug
6. UK/Ireland adapter plug
7. Chime/charger
 - a. Volume button
 - b. Melody button
 - c. Status light
8. USB Type-C, for doorbell battery charging
9. Screws for fastening the mounting plate to the angled mounting wedge
10. Screw pack (screws and plugs) for wall mounting
11. Cleaning wipe for mount with adhesive tape

Note! All illustrations are for illustrative purposes only and may not accurately depict the actual device.

This guide is for reference only. The actual device and the items supplied may vary depending on the software and accessories available in your region or offered by your service provider. Your local Doro dealer can provide additional accessories.



To view an instructional video, scan the QR code with your mobile device or click <https://doro.kolla-info.com/en/7063>.

Congratulations

This wireless doorbell is designed to address specific senior needs by providing extra loud sound, exceptional clarity for both video and audio, and unique features for greater peace of mind. Whether at home or away, the senior can see and talk with who's at the door on their smartphone or tablet via the doorbell's instant video feature. The doorbell has a high-quality wide angle lens for crisp image quality, as well as extra strong night illumination LED's to deliver clear video even when it is dark outside. At 90+ dB, the included chime for placing inside the home is also louder than others. Safety features include a unique "Assist me" button enabling the senior to pass the conversation to predetermined contacts if assistance is needed, who can then speak directly with the visitor. In addition, a strong siren can be activated to drive away any visitor who may appear hostile. The guided setup makes getting started very easy, and in most cases no tools are needed for mounting the doorbell. Furthermore, all of this is included in the initial price, so there are never any hidden or monthly fees to worry about. Doro Hemma Doorbell is a part of our easy smart home solutions developed to help seniors stay connected with, and get support from, their loved ones.

Unbox your Doro Hemma Doorbell

The first step is to unbox the doorbell and assess the items and equipment included in the delivery. Make sure to read through the manual so you can familiarise yourself with the equipment and the basic functions. For more information about accessories or other Doro products please visit [doro.com](https://www.doro.com) or contact our Helpline.

Getting started

Requirements to use the Doro Hemma app

For using **Doro Hemma app**, that allows you to use the full functionality of the doorbell you need:

- A smartphone or tablet with Android version 7 or later, OR iOS version 14 or later.
- A Google account, OR an Apple-ID in order to download and install the **Doro Hemma app**.

- A Doro account for using the service. This will be setup after installation of the app.
- Internet access via Wi-Fi network using the 2.4 GHz band which also has coverage at the placement of the doorbell.

See how to install and use app in *Doro Hemma, the app* 🏠, p.12.

Tools possibly needed for the doorbell installation

All parts you need to install is included, but to succeed with the installation you may also need the following tools:

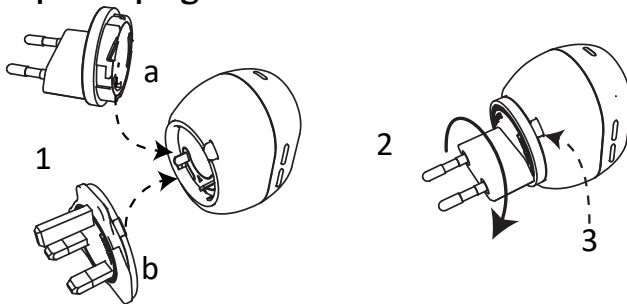
- Pencil, for marking holes.
- Philips screwdriver, for fastening the screws.
- Power drill, to make holes.
- 3 mm wood drill, to make holes.
- 6 mm masonry drill, to make holes.
- Mallet or hammer, to insert the plugs into the holes.

Doro Hemma Chime

You can connect your video doorbell with the included Doro Hemma Chime, see *Pair doorbell and chime*, p.6. When a chime is connected, a ring signal plays on the chime when a visitor has pressed the ring button. This is very helpful if you don't have your smart device with you or if the sound volume is low. It can also be good to get an additional chime if you have a big house. Extra Doro Hemma Chime can be bought as an accessory.

Doro Hemma Chime also works as the battery charger for the doorbell.

Fit the correct power plug to the chime



1. Select the needed plug.
 - EU version

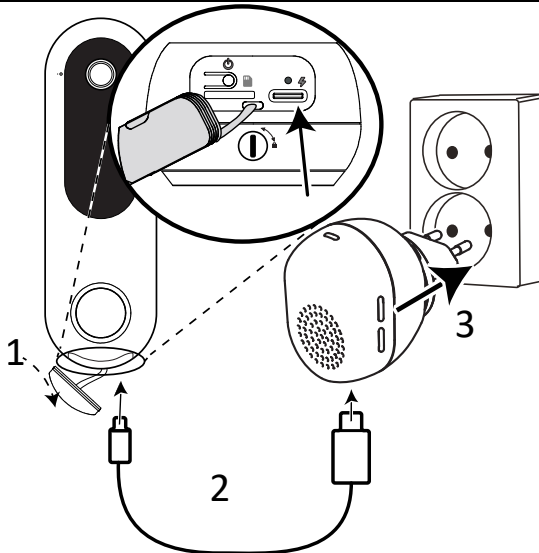
- UK/Ireland version
2. Insert the plug into the chime and rotate it clockwise until you hear/feel a click that the plug is locked.
 3. If you need to change plug, press the lock release button and rotate the plug anti-clockwise to remove it.

Charging the doorbell battery

IMPORTANT!

We recommend that you charge the doorbell fully before you continue to pair the doorbell with the app. The doorbell cannot operate during charging. It can take several hours to fully charge the battery. While waiting you can install the app and create the account.

The battery of the doorbell should last for months between charges, depending of how often it is activated by movement and ring button presses. The app will notify you well in advance when its time to charge. Do not forget to unlock the doorbell before removing it from the mounting plate by turning the lock screw anticlockwise a quarter of a turn.



To charge the doorbell:

1. Use your fingernail or a sharp object to gently pull out the silicone charging port cover.

2. Insert the small end of the USB-C cable into the charging port of the doorbell and the other end into the chime/ charger.
3. Plug the chime/charger into a power outlet and let the doorbell charge until the ring button is lit green. The ring will be blink in red, orange and green during charging, see *Doorbell and chime LED's*, p.26.

Note! Your device supports charging with a USB-C cable and a USB charger that is compliant with applicable country regulations and international and regional safety standards, such as UKCA or CE. Do not use USB chargers that do not meet applicable safety standards. If you use another charger, the power delivered by the charger must be between min 2.5 Watts required by the radio equipment, and max 7.75 Watts in order to achieve the maximum charging speed.

Pair doorbell and chime

In order for the chime to ring when the doorbell button is pressed, both devices need to be paired together.





1. On the doorbell, if not already powered on, press the power button (⏻ behind the charging port cover) for 3 seconds until the ring blinks blue.
2. To activate pairing mode on the chime, have it plugged into a power outlet and press both buttons (See 🗣️ 7a and 🎵 7b *Overview/content*, p.1) on the chime until the light blinks blue.
3. On the doorbell, press the ring button.
4. Both doorbell and chime will blink green x 3 and a sound will be heard on successful pairing.
5. If pairing fails, both doorbell and chime will blink red x 3. Retry from step 3 if needed.

For more information on the chime, see *Installation of the chime*, p.6

Installation of the chime


The doorbell can be paired/connected with up to 4 chimes. Additional chimes can be purchased as accessories, so the doorbell rings out loudly in more places inside your home.

- After pairing the chime with the doorbell, see *Pair doorbell and chime*, p.6, plug the chime into a power outlet. Allow the chime to start up and then press the doorbell ring button to verify operation.

- Press  to increase the volume one step. Press  repeatedly to increase to maximum sound level. When maximum level is reached, the next press will loop back to the lowest sound level.
- Press  to change the ring melody. Press  again for the next melody.

Mounting/installation of the doorbell

IMPORTANT!

We recommend that you firstly install the app Doro Hemma, create your Doro account and connect the doorbell with the account, see *Doro Hemma, the app* , p.12.

The doorbell can be placed both indoors and outdoors, but the chime is only allowed indoors.

Before drilling any holes and mounting, make sure that the location of the doorbell is within radio range of your 2.4 GHz Wi-Fi network with aid of the app. If not, you may need to change the location of the access point/router for your 2.4 GHz Wi-Fi network. You must also assure that the chime is within radio range of doorbell by pressing the ring button of the doorbell. Also use the function "Preview" in the app to verify that you will get a good view.

Be aware that certain materials can reduce the radio signal strength if they are located between the radio devices, such as thick walls and ceilings made of brick, concrete, stone and metal.

Privacy

IMPORTANT!

Laws in your country may restrict the observation and recording of areas outside your private property. Please check your local legislation. To respect privacy, please avoid placing your camera to record public space including the street as well as private property of your neighbors.

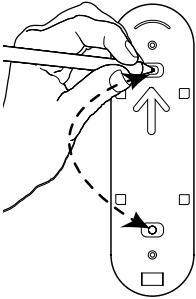
We advise to inform relatives, visitors and home employees that a camera is installed and might be in operation.

Please also consider to use the angled mounting wedge to improve privacy, as well as your own viewing area.

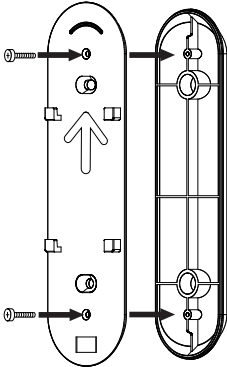
Fasten the mounting plate

Install the doorbell at a height of approximately 120 cm.

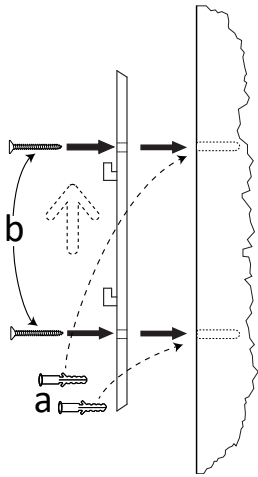
1. Align the mounting plate to mark the two holes. Make sure that the arrow on the mounting plate is pointing upwards.



2. If you need an angle of the doorbell, fasten the angled wedge with the two screws provided.



3. Make holes:
 - a. On brick or concrete wall, you need to drill two 6 mm holes that are approx. 25 mm deep and then insert the plugs.
 - b. On wood or similar, you need to drill two 2 mm holes. Drive the screws in until the mounting plate is flat against the surface.



Mount with double-sided adhesive tape

If you cannot fasten the mounting plate with screws, you may use the provided double-sided adhesive tape.

Note! Do not mount your doorbell until you know the exact location, as the double-sided tape cannot be reused.

Also note that tape mount should NOT be used in an environment with a temperature below 0° C or above 35° C.

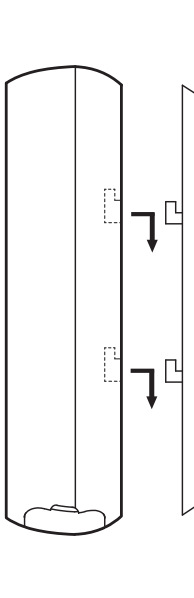
1. Align the mounting plate and gently mark the outline. Make sure that the arrow on the mounting plate is pointing upwards.
2. Clean the surface with the provided alcohol wipe or similar.


Note! Try on a small area to ensure that the cleaning will not affect the surface negatively. Make sure the surface is clean and dry before applying adhesive. Avoid touching the adhesive with your fingers.

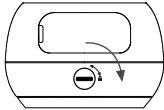
3. Remove the liner on one side of the tape and attach it to the mounting plate.
4. Remove the liner of the other side, align the mounting plate straight, press firmly with both hands and hold for 30 seconds to ensure a firm attachment.

Attach and secure the doorbell


1. Align the holes on your doorbell with the slots on the mounting plate.
2. Press firmly towards the plate and then down.



3. Remember to secure the doorbell by turning the lock screw  clockwise a quarter of a turn.



Use your doorbell



Note! You need to install the app “Doro Hemma” and create an account before any doorbell operation. See *Doro Hemma, the app* , p.12

Answer a doorbell call






When a visitor has pressed the ring button on your **Doro Doorbell**, your smart device receives a video call through a Wi-Fi Internet connection. The caller is displayed in the app as the name you gave to your doorbell when setting it up. You can answer or decline the call and you can even get help via the **Assist Me** button from a relative that also has a Doro Hemma account setup.


What to do when a visitor press the doorbell ring button.


Note! If you are busy doing something else on your smart device, you may have to tap the notification window to open the app.

Your doorbell camera feed will be displayed. You can tap  to zoom in,  to zoom out and touch and hold on the screen to move the picture.

You have the following optional actions that you can do:



- Tap  **Answer** to accept and answer the call.
You can now hear the person that rang your doorbell. Tap  to unmute your microphone and talk as you would normally speak into your phone when in speaker mode. Tap  to mute your microphone.
- Tap  **Decline** to decline the call.
- Tap  **Assist Me** to initiate a help request call to a relative. This enables you to pass the conversation to other members of your home if assistance is needed, who then can speak directly with the visitor. See *Use Assist Me*, p.12.




Note! The relative or friend must also be a member of your home, see + *Invite to your home*, p.29.


- Tap  **Siren** to activate a loud siren in your doorbell to drive away an unwanted person by your door.



View

You can at any moment tap **Preview** in the app to see what's going at your door.

Your doorbell camera feed will be displayed. You can tap  to zoom in,  to zoom out and touch and hold on the screen to move the picture.



- You can directly hear the sound by your doorbell. Tap  to unmute your microphone and talk as you would normally speak into your phone when in speaker mode. Tap  to mute your microphone.
- Tap  **Assist Me** to initiate a help request call to a relative. This enables you to pass the conversation to predetermined contacts if assistance is needed, who can then speak directly with any visitor by your door.

Note! The relative or friend must also be a member of your home, see + *Join a new home*, p.30.

- Tap  **Siren** to activate a loud siren in your doorbell to drive away an unwanted person by your door. Tap  **Siren** again to stop the siren.

Use Assist Me

When a visitor has pressed the ring button on your **Doro Doorbell**, you can answer the call as normal, described in *Answer a doorbell call*, p.10.

You can also get assistance from another home member to talk with the visitor. Simply tap  **Assist Me** followed by **Hand over** to initiate a help request call. The app will then notify other members, so they can answer the call. You can remain in the call, but you cannot talk in the conversation any longer. The other member can tap  **Assist Me** to hand the call over to someone else or back to you.

Tap **Quit** to leave the call.

Doro Hemma, the app

Download and install the app, Doro Hemma

Hemma means home in Swedish.

Doro Hemma is the app for building a smart home that will make you feel more secure in your home and also give your relatives peace of mind that they can assist you when needed.

To download and install the app, Doro Hemma, scan one of the QR codes or use the link for Play Store/App Store:

1. Scan the QR code with a QR reader in your mobile device. This will take you to a web page where you can download the Doro Hemma app.



For Android, scan the QR code for Google Play Store or go to play.google.com



For iOS, scan the QR code for App Store or go to apps.apple.com

2. Install the app like you normally install apps.

Start the app and login/create account

Tap the icon  to start the Doro Hemma app.

You must have an account for Doro Hemma to manage and control your connected home devices. If you already have an account for Doro Hemma, login using your credentials.

Create an account for Doro Hemma

1. Start the app and agree to the terms and conditions for the Doro account.
2. Enter a valid email address, then repeat the same address again and tap **Next**.
3. Enter a password, then repeat the same password again and tap **Next**.

Note! The password must be at least 8 characters long and include at least one lowercase letter, one uppercase letter, one number, and a special character or space (e.g., "@", "#", "\$", or " ").

Be sure that you remember your password, but note that it is good practice to not use the same password as is used for other accounts.

4. Select your country of residence and tap **Next**.
5. Enter your **First name** and **Last name**, then tap **Next**.
6. As a security measure, Doro will send you a verification code via email to the above given address. This is to verify the ownership of your email address and protect the user account from unauthorised access. Tap **Send Code** and you will within shortly receive the email with the verification code.

Note! Sometimes, verification emails may end up in your email spam or junk folder. If you don't see the verification email in your inbox within a couple of minutes, check these folders to ensure you don't miss the email containing the verification code.

7. If no verification code is received, you can tap **Resend Code** for another attempt.
8. Once the email with the verification code is received, copy and paste or type the code into the fields visible and tap **Next**.
9. Agree or decline to let Doro send you updates regarding current and new products.
10. Your Doro account setup is now completed. To continue and configure your home, Doro Hemma, tap **Set it up**.
11. You now need to agree to the terms and conditions for the service Doro Hemma.

Your Doro account and your home, Doro Hemma, is now setup and you are ready to connect your Doro Hemma Doorbell to your “home”.

Add the doorbell to the account

It is now time to connect the doorbell with the account. This step can be made at a later stage if you prefer.

IMPORTANT!

It is mandatory that the device you are running the Doro Hemma app on is connected to the same Wi-Fi network as the doorbell should be connected to.

Connect your mobile device to the 2.4 GHz Wi-Fi



It's important that your mobile device is connected to the same Wi-Fi network as the doorbell during setup. Your doorbell can only connect to a 2.4 GHz Wi-Fi network. Many routers provides Wi-Fi networks in both 2.4 GHz and 5 GHz bands, so your phone might connect to the 5 GHz WiFi band.

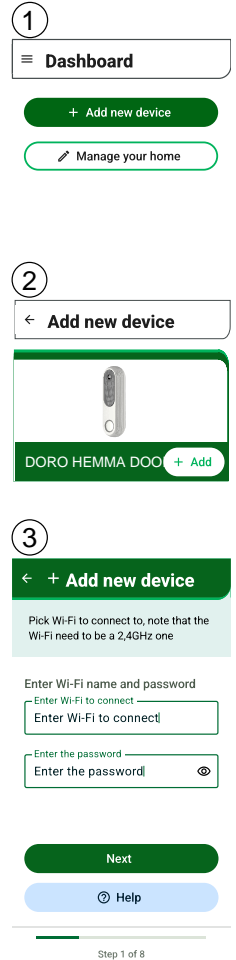
Here are a few tips to ensure that your mobile device is connected to your 2.4 GHz Wi-Fi network:

- Look on your Wi-Fi router label.
Many routers have a label that shows the Wi-Fi network name, which also can be called SSID.

Your 2.4 GHz network name might have 2, 2.4, or 2G at the end, while your 5 GHz network name might have a 5 or 5G at the end.

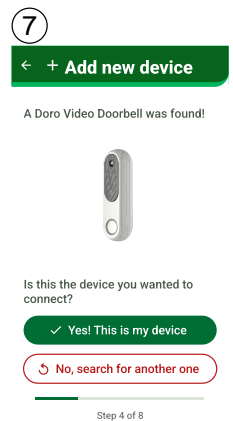
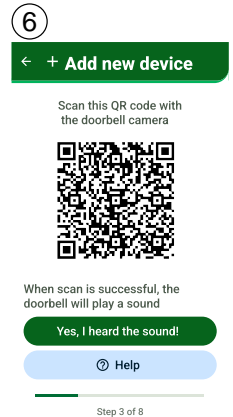
- If your Wi-Fi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz, you can ask your Internet service provider (ISP) or the person who set up your Wi-Fi.
- If your Wi-Fi network only uses one name for both bands, then the doorbell will find and connect to the 2.4 GHz WiFi band. As long as your mobile device is connected to the same network, the doorbell can be discovered.

1. From the apps main dashboard, tap **Add new device**.
2. Select **Doro Hemma Doorbell** and tap **Add**.
3. Tap **Confirm** to allow app to access your device location, grant with **Precise** location access to allow automatic Wi-Fi name retrieval.
4. Enter the SSID (if not already automatically filled in) for your Wi-Fi network and the security password. Tap  to see you password in clear text. Tap **Next** to continue.
5. On the doorbell, activate pairing mode by pressing and holding the power button ( behind the charging port cover) for 3 seconds; the LED around the doorbell ring button will blink blue.



6. You will now see instructions on how to scan the QR code. Tap **Next** to display the QR code.
7. A QR code will now be visible in the app.
 - Position the doorbell 10-15 cm from the device with QR code.
 - Align the doorbell camera lens with the QR code.
 - Slowly move the doorbell up and down over the QR code to assist in scanning.
 - When scan is successful, the doorbell will play a sound, then tap **Yes, I heard the sound!**
8. The doorbell will now try to connect to the Wi-Fi network. Please allow this process some minutes to complete. When completed and you see **Doro Doorbell**, tap **Yes! This is my device**. If the correct model isn't displayed, tap **No, search for another one**.
9. When selected, you can set your own name for the doorbell. If you don't want to change it now, you can always do it later.

Note! It's especially important to name your device if you have more than one device connected to your home.
10. Upon completion, you will be given the opportunity to do a test call. Tap **Yes** to start the test call.

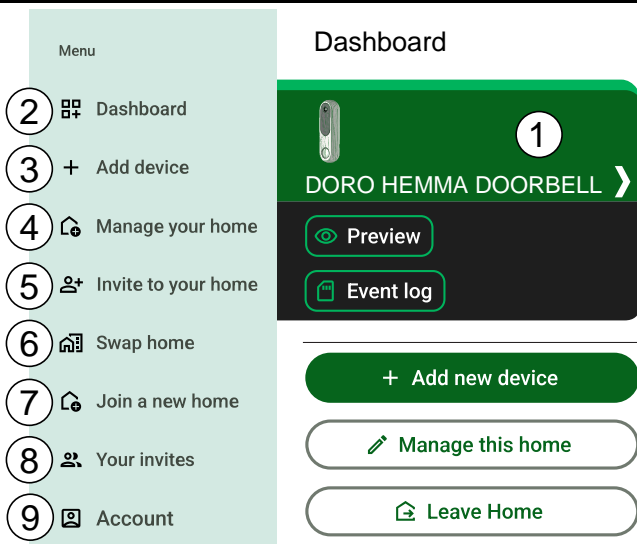


For more information regarding doorbell calls, see *Answer a doorbell call*, p.10.

You have now setup the app and the doorbell. For more app settings and account management, see *Doro Hemma, app menu options* ≡, p.17.

Doro Hemma, app menu options ≡

Tap the menu button ≡ to access the options available for the app and services.




1. Tap the device to manage it. See more at *Manage your doorbell*, p.18.
2. Tap **Dashboard** to return to the dashboard.
3. Tap **Add a device** to add more devices.
4. Tap **Manage your home** to manage your home. Here you can, among others, set the name for your home. See more at *Manage your home*, p.27.
5. Tap **Invite to your home** to invite others to be a member of your home, you can let friends and family join you to use the features and devices added to your home. See more at *Invite to your home*, p.29.
6. Tap **Swap home** to swap home if you are a member of more than one home. See more at *Swap home*, p.29.
7. Tap **Join a new home** to join a home that you are not yet a member of. See more at *Join a new home*, p.30.
8. Tap **Your invites** to manage your invites, both sent and received. See more at *Your invites*, p.30.
9. Tap **Account** to manage your account. See more at *Account*, p.30.
10. Tap **Logout** to logout from your account. See more at *Logout*, p.31.


Manage your doorbell


Tap the device to manage it.



100%



- 1


 Preview from camera ▶
- 2


 Device options ▶
- 3

 Wall Setup Guide ▶
- 4







 Chime Setup Guide ▶
- 5


 Event log ▶
- 6


 Turn off the device ▶
- 7

 Remove device

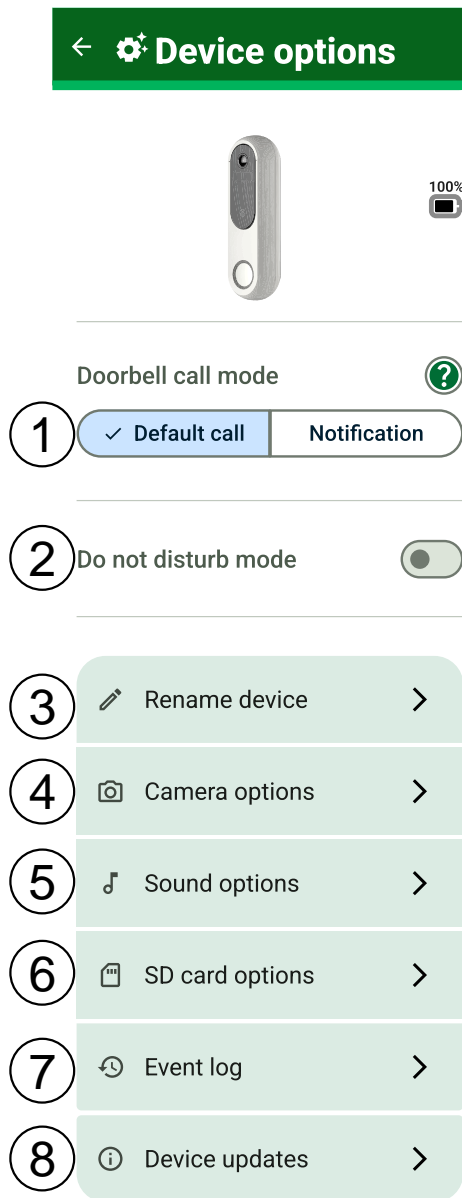
Tip: The doorbell battery charging status is displayed beside the picture.

1. Tap  **Preview from camera** to open the camera and to see and hear your doorbell camera.
2. Tap  **Device options** to set the device options, see details at *Device options, doorbell*, p.21.
3. Tap  **Wall Setup Guide** to get help on how to install your doorbell.
4. Tap  **Chime Setup Guide** to get help on how to install your chime.
5. Tap  **Event log** to view video recordings on the SD card, if installed. See *Install SD card*, p.23.
6. Tap  **Turn off** to turn off the doorbell. Confirm with **Turn off the device**.


Note! When the doorbell is turned off, you will not be able to use any of the device's features. This should only be used if you don't intend to use the doorbell for an extended time. To turn the device back on, you need to press  power button located behind the silicone cover on the doorbell for 3 seconds.


7. Tap  **Remove device** to remove the device from the service and your account. Confirm with **Remove**. See also *Reset the doorbell*, p.25.

Device options, doorbell



1. Tap **Doorbell call mode** to select how the app should act when the doorbell ring button is pressed:
 - **Default call** to receive app calls.

- **Notification** for notifications instead.
2. Tap **Do not disturb mode**, change switch to  on to activate “Do not disturb mode”.

Then set the duration for “Do not disturb mode” . You can change to  off again to receive calls and notifications from the doorbell.

Note! When “Do not disturb mode” is activated, you will not receive any calls or notifications. Doro Hemma Chime will also be silenced. If you wish, you can also use the “Do not disturb mode” of your smart device system to control the sound for calls and notifications.

3. Tap **Rename device** to change the name of the device. You could for instance name it to “Front door”.
4. Tap **Camera options** to set the options for the camera:
 - Tap **Night vision mode** to enable this mode. That automatically activates the doorbell camera's infrared (IR) LED night vision in low-light conditions. Disabling the option turns off night vision entirely. We recommend that you turn it off if the camera is facing reflective surfaces, such as windows or if the place is always well lit.
 - Tap **Video quality** to set the quality for the doorbell camera. A higher setting will give a higher quality video, but if connection is bad/slow the video might get choppy. In that case, try a lower setting.
 - Tap **Motion sensitivity** to adjust the motion sensor's sensitivity. A higher setting triggers it at a greater distance. Setting it to **Off** deactivates the motion sensor.
5. Tap **Sound options** to set the sound options for the app:
 - Tap **Doorbell melody** to select melody to play on your phone, tablet, or any connected chime.

Note! The chime melody can also be set on the chime, but it will only affect the chime where you press the button.

- Tap **Doorbell speaker volume** to set the speaker audio volume that any caller will hear.

Note! Do not set the volume too high, there is a risk disturbing your neighbours if the doorbell is located close to the neighbours.

- Tap **Chime volume** to set the chime volume.

Note! The chime volume can also be adjusted on the chime.

6. Tap **SD Card options** to set the options for the SD card, if installed:

Note! Video recording is only possible if a SD card is installed. See *Install SD card*, p.23.

IMPORTANT!

Laws in your country may restrict the observation and recording of areas outside your private property. Please check your local legislation. To respect privacy, please avoid placing your camera to record public space including the street as well as private property of your neighbours.

Set minimum video length: The minimum video length is the shortest duration of a recording triggered by motion detection.

Note! Longer recording time will consume more battery power as well as memory space on the SD card.

You can also see the status of the memory card.

Tap **Format SD card** to format the SD card for doorbell use.

Note! All existing files on the SD card will be deleted after the format is complete.

7. Tap **Event log** to view events that occurred.
8. Tap **Device updates** to see device information and update the software of the doorbell. You will automatically be notified when there's an available software update for the doorbell. Tap **Check for updates** to manually check if there's an update available. Tap **Install update** to initiate the update process.

IMPORTANT!

Please make sure the doorbell has minimum 30% battery left and, if possible, move it closer to your router for a better signal. Note that the doorbell will not be able function as normal during the update process.

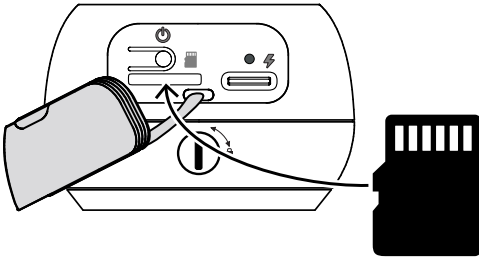
Install SD card

Video recording is only possible if a SD card is installed.

IMPORTANT!

Laws in your country may restrict the observation and recording of areas outside your private property. Please check your local legislation. To respect privacy, please avoid placing your camera to record public space including the street as well as private property of your neighbours.

Note! Make sure that you have a backup of any existing data on the SD card. The current content will be erased if you format the SD card. The format required is **FAT32** and the physical format can be **microSD** or **microSDHC** with maximum **128 GB**.



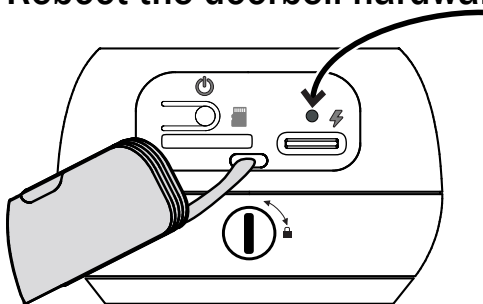
To install the SD card:

1. Use your fingernail or a sharp object to gently pull out the silicone charging port cover.
2. Gently insert a microSD card in to the card slot with the gold contacts facing inwards and up towards the front of the doorbell. Apply gentle pressure to slide it into the slot until it “clicks” into place.
3. If your card isn’t detected, tap **Device options** → **SD Card options** → **Format SD card** to format the SD card for doorbell use. See *Device options, doorbell*, p.21.

Note! To remove the SD card, gently press on the card until it “clicks” to release it, and then pull it out.

Reboot or reset the doorbell

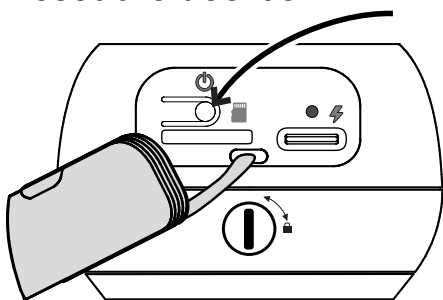
Reboot the doorbell hardware



The reason to perform a reboot might be a persistent problem that is impossible to solve or if your device becomes frozen and unresponsive. This device has an internal battery and therefore the hardware cannot be rebooted by removal of the battery.

Should you need to reboot the device, use a straightened paperclip or similar and press the pinhole reboot button for at least 5 seconds to reboot it. After the reboot, the device will restart automatically.

Reset the doorbell



1. In the app dashboard, tap the doorbell and then tap **Remove device** to unbind the doorbell from your home and account.

IMPORTANT!

It is essential that you first unbind the doorbell from the app before you continue with the hardware reset.

2. On the doorbell, at the same time press and hold the power button (⏻ behind the charging port cover) and the ring button for 10 seconds until the ring blinks in blue.














3. The doorbell is now in pairing mode and can be connected with another home/user.

The doorbell will power off after 10 minutes.

Doorbell and chime LED's

Doorbell LED's

The LED ring on doorbell by the ring button indicates how the doorbell is operating. This section describes how the LED works.






Description	LED	Pattern
Power On		Steady
Pairing mode		Flashing
Pairing successful		3 X flashing
Pairing failed		3 X flashing
Doorbell reset		3 X flashing white followed by flashing blue
Network connection fail		Flashing
Motion detection		Slow breathing 10 s
Doorbell button pressed		Slow breathing
Upgrade in progress		Flashing
Upgrade successful		3 X flashing
Siren alarm activated		Continuous flashing
Battery status 5-15% Low level		Steady for 3 s when motion detected
Battery status 0-5% Critical level		3 X flashing when motion detected

Doorbell LED's during charging

IMPORTANT!





The doorbell cannot operate during charging. It can take several hours to fully charge the battery.

This section describes how the LED works during charging.

Description	LED	Pattern
Battery status 0-5%		3 X flashing
Battery status 5-15%		Slow breathing
Battery status 15-80%		Slow breathing
Battery status 80-99%		Slow breathing
Battery status 100%		Steady



Chime LED

This section describes how the LED works on the chime.

Description	LED	Pattern
Pairing mode		Flashing
Pairing successful		3 X flashing
Pairing failed		3 X flashing
Doorbell ring button pressed		Slow breathing

Home and account management

Manage your home

Tap the menu button   **Manage your home** to access the options available for your “home”.

Manage this home


- You can rename your home. Tap **Edit** to change the name of your home. Remember to use a logical name that can be easily understood by others that are part of your home as well. Tap **Save** when done.


MEMBERS

- Tap **Joined members** to view other members of your home. You can also change what type of user the member are:
 - As an **Owner**:
 - you have full control of the products associated with the home.
 - you can invite and remove members of your home.
 - you can appoint someone to become an admin or remove their admin rights.
 - you can transfer the ownership to a selected member. If you transfer the ownership, you will then be assigned as an **Admin**.
 - As an **Admin**: you can add and remove devices, but you cannot manage another user.
 - you have full control of the products associated with the home.
 - you can invite and remove the members (but not the owner).
 - As a **Member**, you can interact and use products associated with the home, but you cannot add and remove devices or manage another user.

As the **Owner** of a home, you can select a member and tap **Remove User** to delete that member from your home.

You can also tap **Transfer home** on a selected member to transfer the ownership of your home to that member.

You can tap **Invite Users** to invite more members to your home, see  *Invite to your home*, p.29 for more information.

- **Open pending invites**, here you can see your pending invites that has not yet been utilised. See  *Invite to your home*, p.29.

Leave home

- Tap **Leave home** to logout from the current home. You can login again.

Exit home permanently

- Tap **Exit home permanently** to leave the current home as a member. This home will no longer be available on your list of homes. To return, you will need to be invited again and use the **Join a new home** option.


Reset all home settings


- Tap **Reset all home settings** to reset all your home settings. This action will delete following information:
 - Names of your homes
 - List of home members
 - All homes that you joined
 - All sent invitations to your home
 - Photos of homes


Note! This action can only be performed by the owner of the home and it cannot be undone. This is also done as a step to delete your account, see *Reset and delete the account*, p.31.

Invite to your home

By inviting members to your “home”, you can let friends and family join to use and help you with the features and devices added in your home.

Tap the menu button  → **Invite to your home** to invite friends and/or family to use features and devices in your “home”. Copy the invite code and share with the person you want to invite. Use your normal method to share, like email, text message or other method.

The invited person then needs to install the Doro Hemma app and create an account, see *Doro Hemma, the app* , p.12 and *Start the app and log-in/create account*, p.13.

The invited person needs to follow the steps in  *Join a new home*, p.30.

Swap home


If you are a member of more than one home you can swap/change the home. You will still be a member of the homes you are connected to, but in order to change any setting to a home or its devices, you need to swap to that home.

Tap the menu button  → **Swap home** to swap/change the home.

Note! Regardless what home you have swapped to, you will receive calls and notifications from other connected homes.

Join a new home

The invited person then needs to install the Doro Hemma app and create an account, see *Doro Hemma, the app* , p.12 and *Start the app and log-in/create account*, p.13.

Once the app is installed and the account is created, then the new member needs to tap  → **Join a new home** → enter the shared invite code → **Join** to join and connect with your home.

Your invites

Here you can see your pending invites.

Tap the menu button  → **Your invites** to see your pending invites.


Account

Here you may manage your account.


Tap the menu button  → **Account** to for the following options:

- Tap **My profile** to review/change your profile settings. Tap **Delete user** to delete the user and account.

Note! You cannot delete your account until all services have been ended, see **My services**.

- Tap **Language** to set the language for the app. You should not need to change this, as the app will follow the language you have set for your smart device.
- Tap **My services** to see your active services. Tap  to delete the selected service. This action needs to be confirmed and will permanently delete the **Doro Hemma** service, and you will lose access to all features of the **Doro Hemma** app.


Note! You will also be asked if you want to delete your Doro account completely or if you still want to keep it. See *Reset and delete the account*, p.31.

- Tap **My devices** to see the list of devices that are connected to your service(s). Tap  to delete the selected device from the service.
- Tap **Help** to get help via our FAQ's or see the Terms of Conditions and Privacy policy.


Reset and delete the account

IMPORTANT!

This will remove all your data associated with your account. If you are the owner of a home, all users must be removed from the home before you can continue.

1. Start by **Reset all home settings** and follow the instructions in *Reset all home settings*, p.29.
2. Delete the service by following the instructions in **My services** –  *Account*, p.30.
3. Confirm that you want to delete the Doro account.

Logout

Tap  **Logout** to logout from your account.

Note! If logged out, you will not be able to receive notifications or answer any calls from the doorbell or any other devices connected to your home.

Others

Safety instructions

CAUTION

The unit and the accessories can contain small parts. Keep all of the equipment out of the reach of small children. 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, snow, humidity, and all types of liquids can contain substances that corrode the electronic circuits.
- Do not use or keep the unit in dusty, dirty environments.
- Do not keep the unit in warm or cold places.
- 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.
- Unauthorized modifications may damage the device, violate regulations and void the warranty. Do not try to open the unit in any other way than what is indicated in the repair manual, see doro.com/repair.
- Do not use chemicals or detergents to clean the unit. Use a slightly damp soft cloth.

- Do not insert any metal objects into any port on the device. You may clean a port using compressed air or by gently tapping the device against your hand with port facing down.
- Do not pull the cable when disconnecting any port as it may damage the port, cable or connector. Pull the connector.

The advice above applies to the unit 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.

Li-Ion battery

This product contains a Li-Ion battery. There is a risk of fire and burns if the battery pack is handled improperly.



WARNING

- Risk of explosion if battery is replaced by incorrect battery type.
- Replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types).
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion or the leakage of flammable liquid or gas.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

The battery cannot be subjected to high or low extreme temperatures, low air pressure at high altitude during use, storage or transportation. Do not charge the battery unattended. Recycle or dispose of used batteries according to the local regulations or reference guide supplied with your product.

Removing/replacing the battery

- To remove/replace the battery, contact an authorised service centre. Please find latest information at www.doro.com.
- For your safety, you must not attempt to remove the battery. If the battery is not properly removed, it may lead to damage to the battery and device, cause personal injury, and/or result in the device being unsafe.
- Doro does not accept liability for any damage or loss if these warnings and instructions are not followed.

Warranty

This product is guaranteed for a period of 24 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.

Please note that this is a voluntary manufacturer's warranty and provides rights in addition to, and does not affect statutory rights of end-users.

Device software warranty

By using the device, you accept to install any software updates provided by Doro, at earliest possibility after notification. By updating your device and software, you help to maintain your device secure. Doro will keep updates available for the duration of the guarantee/statutory warranty period, providing that this is possible from a commercial and technical perspective. Your device checks for available software updates automatically. Please follow the on-screen instructions when you are notified of a software update.

Note!

- In some cases, regular OS upgrades may cause delays to planned security updates.
- Doro will always do our best to deliver the security updates at earliest possible time to applicable models. Delivery time of security patches may vary depending on the regions, S/W variants and models.



CAUTION

If you neglect to update your device after being notified, it may void your guarantee of the device. For software update planned schedule, refer to website: doro.com/softwareupdates.

Correct disposal of this product



(Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)

This marking on the product, accessories or manual indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal. This product is RoHS compliant.

Correct disposal of batteries in this product



(Applicable in countries with separate collection systems)

The marking on the battery, manual or packaging indicates that the battery in this product should not be disposed of with other household waste. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

EU Declaration of Conformity

Hereby, Doro declares that the radio equipment type DHO-0490 (Doro Hemma Doorbell) is in compliance with Directives: 2014/53/EU and 2011/65/EU including delegated Directive (EU) 2015/863 amending Annex II. The full text of the EU declaration of conformity is available at the following internet address: www.doro.com/dofc.

Ecodesign declaration, energy efficiency for external power supply

Hereby, Doro declares the external power supply for this device is in compliance with Commission Regulation (EU) 2019/1782 regarding ecodesign requirements for external power supplies pursuant to Directive 2009/125/EC.

The full information regarding the ecodesign requirements is available at the following internet address: www.doro.com/ecodesign

UK Declaration of Conformity

Hereby, Doro declares that the radio equipment type DHO-0490 (Doro Hemma Doorbell) is in compliance with the relevant UK legislation.

The full text of the UK declaration of conformity is available at the following internet address: www.doro.com/dofc

Specifications

Wi-Fi (MHz):		IEEE 802.11 b/g/n (2412-2472)
SRD radio (MHz):		(433)
Dimensions	Doorbell:	49 x 153 x 29 mm
	Chime:	16 x 17 x 20 mm
Battery (doorbell):		3.6 V / 7000 mAh Li-Ion battery g
Charging specifications:		USB-C: 5 V, 2 A

Charging time:	~5 hours
Battery life:	Up to 6 months
Waterprotection:	Dust- and splash-proof (IP65)
External memory:	microSD/microSDHC FAT32 format Maximum 128 GB
Operating ambient temperature:	Min: -20° C Max: 60° C
Storage ambient temperature:	Min: -20° C Max: 60° C

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To the maximum extent permitted by applicable law, under no circumstances shall Doro or any of its licensors be responsible for any loss of data or income or any special, incidental, consequential or indirect damages howsoever caused.

Doro does not provide a warranty for or take any responsibility for the functionality, content, or end-user support of third-party apps provided with your device. By using an app, you acknowledge that the app is provided as is. Doro does not make any representations, provide a warranty, or take any responsibility for the functionality, content, or end-user support of third-party apps provided with your device.

This device is a low-power radio transmitter and receiver. As recommended by international guidelines, the device meets applicable national SAR limits of 2.0W/kg (10g). 10g SAR: meets low-power exclusion level, SAR test is not required.

This product can be used across EU member states.

DHO-0490 (Doro Hemma Doorbell) (1021)

English

Version 1.0

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www.doro.com



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