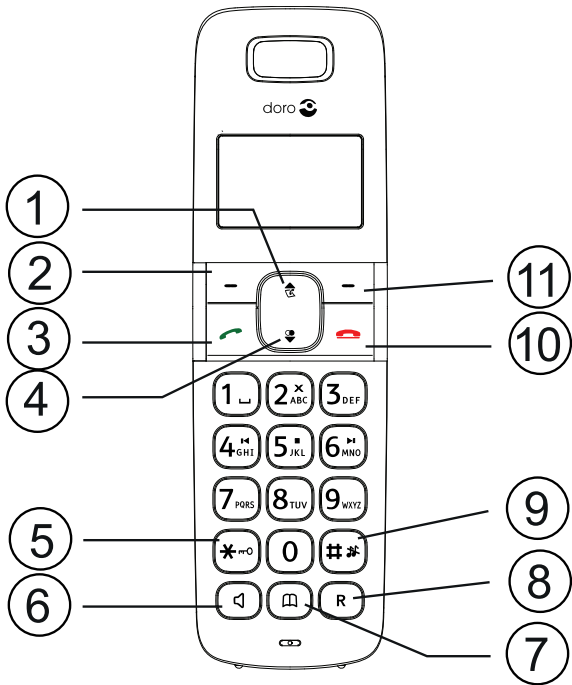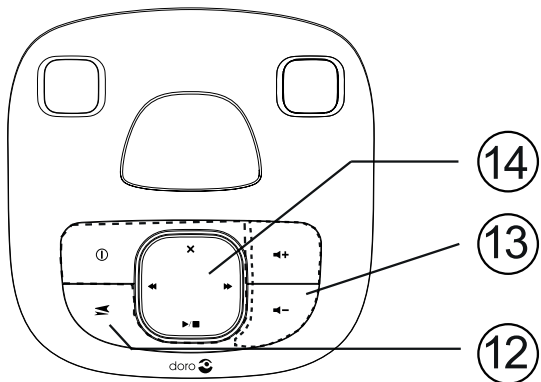# Doro Comfort 1015

English

doro®

Comfort 1015

1. Up/Call log
2. Left menu key/OK
3. Call key
4. Down/Redial
5. Keypad lock
6. Speaker
7. Phonebook
8. Recall key
9. Ringer on/off
10. End call/Switch on/off handset
11. Right menu key/Back/Internal call
12. Paging
13. Answering machine functions
14. Touch screen/base display

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 mains adapter to an electrical wall socket and to ⎓▭ on the base.
2. Connect the telephone line cord to a network wall socket and to 📞 on the base.
3. Insert the batteries 2 x 1.2 V AAA 400 mAh NiMH into the handset in accordance with the markings.
4. Place the handset in the base to charge (24 hours the first time).

Note!

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

Basic setup

LANGUAGE

1. Press 🗐.
2. Use ▲/▼ to reach **HS SETTINGS**. Press **OK**.
3. Select **LANGUAGE/LANGUAGE**. Press **OK**.
4. Select **ENGLISH/ENGLISH**. Press **OK**.
5. Press 📞 to exit the menu.

DATE & TIME

1. Press 🗐.
2. Use ▲/▼ to reach **HS SETTINGS**. Press **OK**.
3. Select **DATE & TIME**. Press **OK**.
4. Select **SET TIME** . Press **OK**.
5. Enter current time. Press **OK**.
6. Select **SET DATE**. Press **OK**.
7. Enter current date. Press **OK**.

Note!

If the base unit displays – – the answering machine is disconnected, or time/date is not set. You need to set the correct date and time to gain full functionality.

Operation

Making a call
1. Enter phone number. Delete with **C**.
2. Press ☎ to make the call. Press ☎ to end the call.

Receiving a call
1. Press ☎ to answer.
2. Press ☎ to end the call.

Note!
If auto answer is enabled, the call is answered when you pick up the handset from the base, see Handset settings (HS SETTINGS), p. 5 .

Volume control
The handset volume may be adjusted during a call with ▲/▼. The volume level is indicated on the display. When you end the call, the setting will remain at the last selected level.

Speaker
To switch between handset/speaker press ◁. When activated ◁ is displayed.

Note!
In speaker mode, it is only possible for one person at a time to talk.

Redial
Press ●. Select among the 10 most recently dialled numbers. If the number is already in the phonebook, the corresponding name will also be displayed. Press ☎ to call the displayed entry, or **OK** for a submenu, see *Phonebook, p. 3* .

Mute
Switch on/off the microphone during a call with **C**.

Call timer
During a call **HH:MM:SS** is displayed, indicating the call duration.

Entering text
Press each numerical key repeatedly until the desired character is displayed, then wait a few seconds before entering the next character. Press **C** to delete. Press **1** to add space. Press and hold **C** to delete the entire text string. Use ☎ (several times) to exit the menu.

Keypad lock

Press and hold 🔆 to activate/deactivate. When activated 🔒 is displayed.
Incoming calls can be answered by pressing 📞 even if the keypad is locked.
During the call, the keypad is unlocked. When the call is ended or rejected,
the keypad is locked again.

Paging

Press ◄ on the base unit to page the handset/s. The handset/s will ring and
PAGING is displayed. The signal will stop automatically, or press ◄ again, or
press 📞 on the handset.

Handset power on/off

Press and hold 📞 in standby to power on/off the handset.

Silent/Ringer off

Press and hold # in standby to turn on/off the handset ring signal, see *Handset
settings (HS SETTINGS), p. 5* . When ringer is deactivated 🔕 is displayed.

Temporary silent mode

When someone calls, you can press **C** to turn off the handset ring signal.

Phonebook

You can save 50 numbers/names. If you subscribe to a caller ID service, the
name allocated to the caller in the phonebook will be shown for incoming calls.
It is possible to choose between various melodies for the numbers saved in the
phonebook (only functions if you subscribe to a caller ID service).

Storing contacts

1. Press 📖. Press 📋.
2. Select **ADD**. Press **OK**.
3. Enter name. Press **OK**.
4. Enter phone number. Delete with **C**. Press **OK**.
5. Select **MELODY**. Press **OK**.

Dialling from the phonebook

1. Press 📖.
2. Select contact with ▲/▼. Quick search the phonebook by pressing the
   corresponding number key for the first letter.
3. Press 📞 to make a call or press 📋 for a submenu.

Editing contacts

1. Press 📖.

2. Select contact with ▲/▼. Press 🗐.
3. Select **EDIT**. Press **OK**.
4. Edit name. Delete with **C**. Press **OK**.
5. Edit phone number. Delete with **C**. Press **OK**.
6. Select **MELODY**. Press **OK**.

Deleting contacts
1. Press 🕮.
2. Select the contact you want to edit. Press 🗐.
3. Select **DELETE**. Press **OK**.
   OR select **DELETE ALL**. Press **OK**.
4. Press **OK** to confirm.

Phonebook status (PB STATUS)
Here you can check how many phonebook entries that are stored and available storage capacity.

Caller ID (CALL LIST)
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 caller's name will be displayed. The calls are stored in sequence. The last 20 incoming answered and unanswered calls are stored along with the date and time. **NEW CALL**/**NEW CALLS** will be displayed in standby and ★ in the list indicates a missed call.

Note!
This function requires a subscription from your service provider. Contact your service provider for more information.

Retrieving and dialling
1. Press 📞. Select contact with ▲/▼.
   Or press 🗐 and select **CALL LIST**.
2. Press 📞 to dial or press 🗐 for a submenu.

ADD TO PB	Store number in phonebook.
DETAILS	View details for the call.
DELETE	Delete this number from the call log (not from phonebook).
DELETE ALL	Delete all numbers from the call log (not from phonebook).

Note!

As default the last 20 incoming answered and unanswered calls are stored along with the date and time of the calls.

Caller ID messages
The following messages will be displayed occasionally:

OUT OF AREA	Unknown number, e.g. international call.
WITHHELD	Information about the number is blocked. Number cannot be displayed.
ΩΟ	Message indication from your network operator*.

* Only functions in certain countries.

To remove the message indicator: Press ▲ and then press and hold **4**.

Settings

Handset settings (HS SETTINGS)

1. Press 🗐. Select **HS SETTINGS**. Press **OK**.
2. Select desired function e.g. **ALARM**. Press **OK**.
3. Select desired setting. Press **OK**.

ALARM	When the alarm is activated 🕭 is displayed in standby. When the alarm goes off, a signal will be heard for 45 seconds. The signal can be turned off with any key. If **SNOOZE** is activated the alarm will go off again approximately 7 minutes later. Turn the alarm off permanently via the menu or by holding ☎ down for a few seconds. The volume is determined by the set ringer level.
RING SETUP	Select ringer signal for **INT. RING** (internal calls) and for **EXT. RING** (external calls).
RING VOLUME	The handset ringer signal can be adjusted.**1** = lowest, **5** = highest, or **VOLUME OFF**. Press **OK** to confirm.
TONE SETUP	Any of the following warning tones can be disabled: **KEY TONE**, **BATTERY TONE** and **OUT OF RANGE**.
LANGUAGE	Language of display texts.
RENAME HS	Text displayed in standby.
HS DISPLAY	Display either name or time in standby.

AUTO ANSWER	The call is answered when the handset is lifted from the base.
DATE & TIME	Setting the date/time. The format of date/time can also be adjusted.

Base settings (BS SETTINGS)

1. Press 🗐. Select **BS SETTINGS**. Press **OK**.
2. Select function e.g. **BS RINGER**. Press **OK**.
3. Enter desired setting. Press **OK**.

BS RINGER	Select ringertone for the base unit. Press **OK** to confirm.
RING VOLUME	Base unit ringer signal. Select ringer signal for **INT. RING** (internal calls) and for **EXT. RING** (external calls). Base unit ringer volume. **1** = lowest, **5** = highest, or **VOLUME OFF**. Press **OK** to confirm. The base unit's ringer signal can be adjusted.
DELETE HS	To de-register a handset.
FLASH TIME	Recall time. **LONG**=New Zeeland. **MEDIUM**=France/Portugal. **SHORT**=others including UK/AUS.
CHANGE PIN	The code (default 0000) can be changed.

Note!

A de-registered handset can no longer be used with the system!

Expanded system (two or more handsets)

The call number for internal calls will be displayed in standby. The base unit should be positioned centrally so that the coverage area is roughly equal for all handsets.

Register a new handset

All handsets included in the package are already registered to the base unit. You can register up to 5 handsets to one base unit.

Note!

This model is GAP (Generic Access Profile) compatible, which means that the handset and the base unit can both be used with most other GAP compatible units irrespective of manufacturer. However the GAP protocol cannot guarantee that all functions may be accessed.

1. Hold down ◄ on the base for around 6 seconds.
2. Press 🗐. Select **REGISTRATION**. Press **OK**.
3. Select the base unit you wish to register. Press **OK**.
4. Enter base unit's PIN code (default code is 0000). Press **OK**.
5. If the registration is successful the unit will return to standby within one minute.

Intercom / internal call
1. Press ⇋.
2. Enter call number **1**-**5** for the desired handset or press **9** for all.
   A tone will be heard if an external call comes in while an internal call is in progress. End the internal call with ☎ and then answer the external call with ☎.

Transferring calls/conference between handsets
When an external call is connected;

1. Press 🗐.
2. Select **INTERCOM**. Press **OK**.
   If using more than 2 handsets: Enter call number **1**-**5** for the desired handset or press **9** for all.
3. To transfer: press ☎,
   for conference: press and hold ✳.

Answering machine

When the answering machine is switched on, calls are answered after a set number of rings, your outgoing message is heard and the caller can leave a message. Total memory capacity is up to 30 minutes depending on the set sound quality. Most functions can be accessed from both base unit and handset.

Setup from handset
1. Press 🗐. Select **ANS. MACHINE**. Press **OK**.
2. Select **TAM SETTINGS**. Press **OK**.
3. Select desired function. Press **OK**.
4. Select desired setting. Press **OK**.

ANSWER MODE	Select **ANS & REC** or **ANSWER ONLY** (caller cannot leave message).
TAM LANGUAGE	Select language for pre-recorded outgoing message.
OGM SETTINGS	Record/listen to outgoing messages.
ANSWER DELAY	Select after how many rings (**2 RINGS** – **8 RINGS** or **TIME SAVER**) the call will be answered.
RECORD TIME	Select maximum recording time for each message.
REMOTE ACC.	Select remote access off/on.
COMPRESSION	Higher compression gives longer recording time but reduced sound quality, **LOW** = best sound quality but about half memory capacity.
BS SCREENING	Enable/disable the function in base unit which is described in chapter *Screening, p.10*.
CHANGE PIN	Change remote access code (default code is 0000).

Note!

The TIME SAVER function answers calls after 6 ring signals, until the first new message has been registered - then the answering machine switches to answering after approximately 2 signals. This is useful when using remote access; if you call up the answering machine and there is no reply after four rings that means there are no messages recorded and you can hang up before you are charged for the call.

Use from handset

New messages are indicated by ⟨oo⟩ flashing in the display in standby. Playback always starts with new messages.

1. Press 🗐. Select **ANS. MACHINE**. Press **OK**.
2. Select **MSG PLAYBACK**. Press **OK**.
3. During playback following commands are available:

2	Delete current message.
4	Skip to previous.
5	Stop.
6	Skip forward.
◁	Speaker Off/On.
▲/▼	Volume control.

On/off from handset

1. Press 🗐. Select **ANS. MACHINE**. Press **OK**.
2. Select **TAM ON/OFF**. Press **OK**.
3. Select desired setting. Press **OK**.

If the handset's displays $\boxed{\text{oo}}$ with a steady light the answering machine is switched on. If there are new messages, the indicator will flash whether the answering machine is off or on.

Note!

Even when answering machine is OFF it will still answer after 10 rings, see Remote access, p.11.

Use from base unit

The digits on base unit will flash when there are new messages.

⏻	Switch the answering machine on/off.
▶/■	Start playback/Stop playback.
◀◀/▶▶	Skip to previous/Skip forward.
X	Delete current message. To delete all old messages after playback: Press and hold **X** until you hear a beep.
◀ + / -	Increase/decrease volume.

Note!

If the base displays – – the answering machine is disconnected, or time/date is not set. You need to set the date and time to gain full functionality.

On/off from base unit

Press ⏻ (on the base unit) to switch the answering machine on/off. If the base unit's display is flashing/showing – – the answering machine is disconnected, or time/date is not set.

Outgoing message

The outgoing message (max 3 minutes) is heard by incoming callers. There are two separate outgoing messages, one for **ANSWER ONLY** (callers cannot leave a message) and one for normal answering function **ANS & REC**. Please also select desired answer mode **ANSWER MODE** , see *Setup from handset, p. 7* /.

1. Press 🗐. Select **ANS. MACHINE**. Press **OK**.
2. Select **TAM SETTINGS**. Press **OK**.
3. Select **OGM SETTINGS**. Press **OK**.
4. Select **ANS & REC/ANSWER ONLY**. Press **OK**.
5. Select **RECORD MESS**. Press **OK**.
6. After the long beep you can record your message (speaking 20 cm from the keypad). Press **OK**.
7. The message will be played back to you. Repeat the above to change.

Note!

*A pre-recorded message is used until you make your own recording, and that message can also be restored if required. To restore this, press **C** during playback of outgoing message.*

Personal message (MEMO)

1. Press 🗐. Select **ANS. MACHINE**. Press **OK**.
2. Select **MEMO**. Press **OK**.
3. After the long beep you can record your message (speak 20 cm from the handset).
4. Press **OK**. The message will be played back to you.
5. Memos are played back in the same way as ordinary incoming messages.

Screening

Incoming messages will be heard on the loudspeaker of the base unit as they are received. If nothing can be heard, check that the volume is turned up and that the function has been activated, see *Setup from handset, p. 7* . You can also press **OK** on the handset while recording is in progress. The call can be intercepted by pressing 📞 or lifting the receiver of another phone connected to the same line.

Out of memory

The memory has room for up to 59 messages (including the outgoing message) max. 30 minutes depending on the compression you set. When **TAM FULL** is displayed or the base unit flashes **FF**, no new messages can be recorded until the old ones have been played back and deleted. In that case, the answering machine responds with the outgoing message for Answer Only.

Note!

Remember to delete messages regularly!

Remote access

The answering machine can be remotely accessed using an ordinary tone dial phone.

1. Call the answering machine (the number that your answering machine is connected to, usually your home number).
2. Press ✱ when the outgoing message is played.
3. Enter PIN code (default code is 0000), see *Setup from handset, p. 7* .
4. Select remote access command(s):

2	Delete current message
4	Press once to repeat current message. Press twice to skip to previous message.
5	Playback of messages.
6	Skip forward
7	Turn the answering machine ON
8	Stop
9	Turn the answering machine OFF

Note!

Using a PIN code prevents other people from accessing your machine without permission. For security reasons, it is recommended that you change the PIN code from the default setting of 0000, see Base settings (BS SETTINGS), p. 6 .

Others

Battery

⚠ CAUTION

Risk of explosion if battery is replaced by an incorrect type. Use only original batteries. The use of non-original batteries may be dangerous and may invalidate the phone's guarantee.

When the batteries are relatively new they will last for approximately 100 hours standby time or approximately 10 hours call time. Full battery capacity will not be reached until the batteries have been charged 4–5 times. It is not possible to overcharge or damage the batteries by charging them for too long. It may

take up to 10 minutes charging before display illuminates, if batteries are totally empty.

When the batteries are running low, 📱 will flash and a warning tone will be heard when a call is in progress. The warning tone is optional, see *Handset settings (HS SETTINGS), p. 5* . The battery charge indicator 📶 in the display will flash as long as the handset is charging. In order to save the batteries, the display is very dark on standby, press 📞 once to illuminate. To save power, speaker and the display light ceases to operate at low battery strength. When the battery is low or when there is too great a distance to the base unit the phone will be unable to connect to a line. Do not place the base unit close to other electrical equipment, this is to minimize the risk of any interference. It is normal for the device to become warm during charging and this is not dangerous.

Range

The telephone's range depends on whether or not the radio waves carrying the call are restricted by obstacles in their path, and is usually between 50 and 300 metres. Coverage can be improved by turning one's head so that the handset is aligned with the base unit. Sound quality declines as the limit is reached until the call is finally interrupted.

Eco Functionality

We have introduced the ECO FUNCTIONALITY label to help customers identify products within our assortment having a lower impact on the environment. Products carrying this label feature:

- Reduced power consumption in both operational and standby.
- Adaptive transmission power depending on range on base unit.

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 report this to your network operator.

No number shown when ringing

- This function requires a Caller ID subscription from your service provider.

Warning tone/Not possible to make calls

- The batteries may be running low (charge the handset).
- The hand unit may be nearly out of range. Move closer to a base unit.

Phone does not work

- Check that the adapter/phone cord is connected correctly.
- Check the charge status of the handset batteries.
- Connect another, functioning, phone to the network wall socket.

Phone continues to ring

- Some of the phone's ringers do not follow the line signal, which means that the signal may continue for up to 8 seconds after answering a call. Try changing ring signal (melody).

Answering machine does not respond to remote access

- Check that you are using a tone dial phone.
- Try holding the keys down longer, approximately 1 second per digit.

Answering machine is not answering

- Memory may be full. Delete old messages.
- Check that the adapter/phone cord is connected correctly.
- Check that the answering machine function is turned on.

If the phone still does not work, please contact the place of purchase for service. Don't forget the receipt or a copy of the invoice.

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.

This guarantee does not apply if other batteries than DORO original batteries have been used.

Specific Absorption Rate (SAR)

This device meets applicable international safety requirements for exposure to radio waves. Doro Comfort 1015 measures 0.032 W/kg measured over 10 g tissue.

The maximum limit according to WHO is 2.0 W/kg measured over 10 g tissue.

Declaration of Conformity

Doro hereby declares that Doro Comfort 1015 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

Doro Comfort 1015
Doro Comfort 1015 duo
Doro Comfort 1015 trio
Doro Comfort 1015 quad

English

Version 1.0

CE