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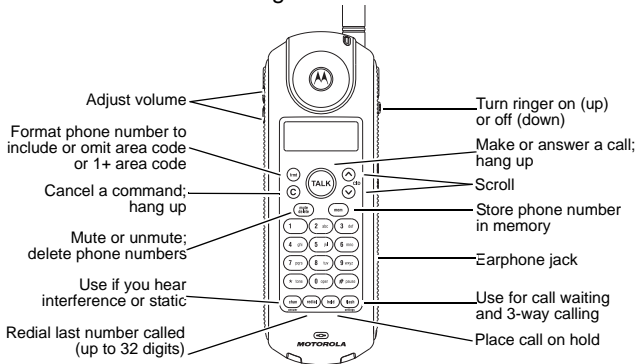
## **MA550 Series Cordless Phone**

*Start Here >*



# Welcome

Your Motorola MA550 at a glance:



For a copy of a large-print version of this guide, or for product-related questions, please contact:

**1-800-353-2729 U.S.A.**

**1-800-461-4575 Canada**

**1-888-390-6456 TTY (Text Telephone)**

Or visit us online: [www.motorola.com/cordless](http://www.motorola.com/cordless)

Product registration is an important step toward enjoying your new Motorola product. Registering helps us facilitate warranty service, and permits us to contact you should your Motorola product require an update or other service. Registration is not required for warranty coverage.

To register your product online, visit:  
[www.motorola.com/warranty/cordless](http://www.motorola.com/warranty/cordless)

Please retain your original dated sales receipt for your records. For warranty service of your Motorola Product, you will need to provide a copy of your dated sales receipt to confirm warranty status.

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# Contents

<b>Welcome</b> .....	<b>i</b>	<b>How to Use</b> .....	<b>19</b>
<b>Important Safety Instructions</b> .....	<b>vii</b>	How to Locate a Lost Handset.....	20
<b>FCC and Interference</b>		Using Voice Mail .....	21
<b>Information</b> .....	<b>xiii</b>	Storing a Number into Memory .....	22
<b>Getting Started</b> .....	<b>1</b>	Storing a Caller ID Number into Memory .....	25
Battery Safety Instructions .....	2	Dialing a Number from Memory .....	26
Charging the Battery .....	3	Storing and Calling Emergency Numbers .....	27
Setting Up the Phone.....	6	Reviewing and Deleting Numbers from Memory .....	28
<b>Installation</b> .....	<b>11</b>	Reviewing Caller ID Records .....	29
Installing the MA550 Cordless Phone on a Desk.....	12	Dialing a Number from Caller ID .....	30
Installing the MA550 Cordless Phone on a Wall .....	13	Deleting Caller ID Records .....	31
Installing or Removing the Belt Clip ..	17	<b>Troubleshooting</b> .....	<b>33</b>
		<b>Motorola Limited Warranty</b> .....	<b>37</b>





## Important Safety Instructions

Follow these safety precautions when using your cordless phone to reduce the risk of fire, electric shock and injury to persons or property:

### ***Reduce risk of fire and shock by***

- ❶ Keep all slits and openings of the phone unblocked. Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.
- ❷ Do not use while wet or while standing in water.
- ❸ Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
- ❹ Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.

- ⑤ Never insert objects of any kind into the product slits as that may result in fire or shock.
- ⑥ Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- ⑦ Do not disassemble this product. If service or repair work is required, contact the Motorola address found in the back of this user's guide.
- ⑧ Do not overload wall outlets and extension cords.
- ⑨ Avoid using during an electrical storm. Use a surge protector to protect the equipment.
- ⑩ Do not use this cordless phone to report a gas leak, especially if you are in the vicinity of the gas line.

**Caution!** To reduce the risk of fire, use only No. 26 AWG or larger UL Listed or CSA Certified Telecommunication Line Cord.

***Unplug this cordless phone immediately from an outlet if:***

- The power cord or plug is damaged or frayed.
- Liquid has been spilled into the product.
- The product has been exposed to rain or water. Do not retrieve the handset or base until after you have unplugged the power and phone from the wall. Then retrieve the unit by unplugged cords.
- The product has been dropped or the cabinet has been damaged.
- The product exhibits a distinct change in performance.

***Installation Guidelines***

- ➊ Read and understand all instructions and save them for future reference.
- ➋ Follow all warnings and instructions marked on the product.

- ③ Do not install this product near a bath tub, sink or shower.
- ④ Operate this phone using only the power source that is indicated on the marking label. If you are unsure of the power supply to your home, consult with your dealer or local power company.
- ⑤ Do not place this product on an unstable cart, stand or table. This product may fall, causing serious damage to the product.
- ⑥ Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
- ⑦ Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean this phone.
- ⑧ Use only the power supply that came with this unit. Using other power supplies may damage the unit.

- ⑨ Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.
- ⑩ To avoid interference to nearby appliances, do not place the base of the cordless phone on or near a TV, microwave oven, or VCR.

**Caution!** To maintain compliance with the FCC's RF exposure guidelines, place the base unit at least 20 cm from nearby persons.



## **FCC and Interference Information**

This equipment complies with Parts 15 and 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA).

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

## Notification of Local Telephone Company

On the bottom of this equipment is a label that contains, among other information, a product identifier in the form US:AAAEQ##TXXXX. You must, upon request, provide this information to your telephone company.

The digits represented by ## in the product identifier indicate the Ringer Equivalency Number (REN) for this equipment. The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, contact your local telephone company.



*Note:* This equipment may not be used on coin service provided by the telephone company.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this cordless phone does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.

The FCC requires that you connect your cordless telephone to the nationwide telephone network through a modular telephone jack (USOC RJ11C/RJ11W or RJ14C/RJ14W).

## **Rights of the Telephone Company**

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required.

Where prior notice is not practical and the circumstances warrant such action, the telephone company may temporarily disconnect service immediately. In case of such temporary discontinuance, the telephone company must:

- ➊ Promptly notify you of such temporary discontinuance;
- ➋ Afford you the opportunity to correct the situation;

- ③ Inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

## **Interference Information**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- ➊ This device may not cause harmful interference.
- ➋ This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference with one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for the radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and the receiving antenna.

- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

The FCC requires this product to be serviced only by Motorola or its authorized service agents.

**CAUTION / WARNING:** Changes or modifications not expressly approved by Motorola could void not only the user's authority to operate the equipment, but also the limited warranty.

### **Hearing Aid Compatibility**

This telephone system meets the FCC standards for hearing aid compatibility.



## Getting Started

Before you can use your cordless phone to make or answer calls, you must charge the battery and complete the initial setup. This section provides the step-by-step instructions you will need.

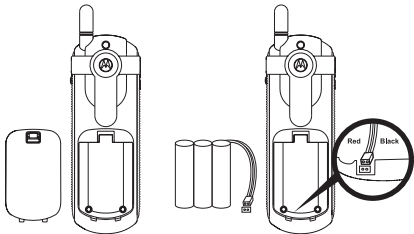
## ***Battery Safety Instructions***

- Do not burn, disassemble, mutilate, or puncture the battery. The battery contains toxic materials that could be released, resulting in injury.
- **Caution:** There is a risk of explosion if you replace the battery with an incorrect battery type. Use only the battery that came with your phone or an authorized replacement recommended by the manufacturer.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.
- Do not dispose of batteries in fire, which could result in explosion.
- The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for battery type. Contact your local recycling center for proper disposal methods.

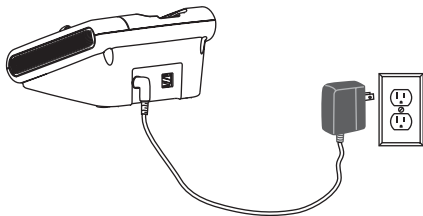


## Charging the Battery

- 1 Remove the battery door.
- 2 Insert the battery into the battery compartment.
- 3 Plug the battery connector into the receptacle in the battery compartment and replace the battery door.



- 4 Plug the power cord into the back of the phone and into an outlet.



- 5 Rest the handset in the base so the **charge/page** LED lights.

- ⑥ Charge the battery for at least 12 hours.

**Attention:**

Do not plug the phone into the phone jack until the battery is fully charged.



## Setting Up the Phone

After your battery is fully charged, you can set up preferences such as the language, flash setting, and ring tone.

- 1 Press **flash**.
- 2 Set the language:
  - 1 English
  - 2<sub>abc</sub> French
  - 3<sub>def</sub> Spanish
- 3 Press **flash**.
- 4 If you live in an area with 7-digit dialing:  
enter your 3-digit area code and press **flash**.

- ⑤ If you live in an area with 10-digit dialing:  
press **flash** to go to the next prompt (do not enter your area code).
  - ⑥ Set the ringer tone:
    - ① Ring tone 1
    - ② Ring tone 2
    - ③ Musical
- Tip:** Each ringer tone plays as you press the number key.
- ⑦ Press **flash**.

- ⑧ Press:
  - ① for tone operation or
  - ②<sub>abc</sub> for pulse operation

- ⑨ Press **flash**.

**Tip:** If you select pulse, you can still use touch tone menu systems. To activate touch tone temporarily for one call, press the \* key during the call.



## **CAUTION**

The long-term characteristics or the possible physiological effects of Radio Frequency (RF) electromagnetic fields have not been evaluated by UL.

If you are concerned with the risk of RF exposure, you may want to limit the duration of calls and position the antenna as far away from your body as is practical.

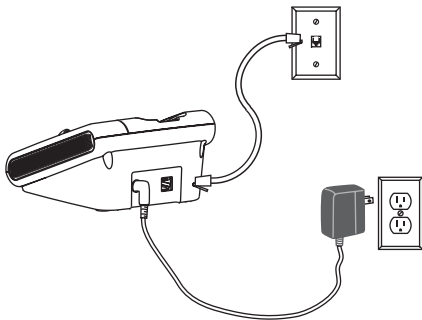


## Installation

Once your MA550 is fully charged and ready for use, you can install it on a desktop or mounted to a wall. This section provides the step-by-step instructions you will need to install the phone and to attach the optional belt clip.

## ***Installing the MA550 Cordless Phone on a Desk***

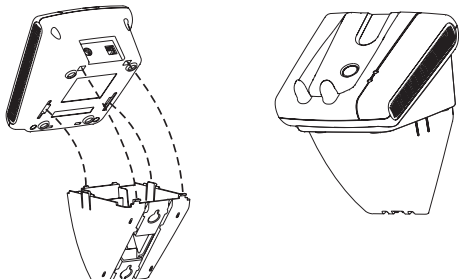
Once the battery is fully charged, plug the phone cord into the back of the phone and then into the phone jack on the wall.



## ***Installing the MA550 Cordless Phone on a Wall***

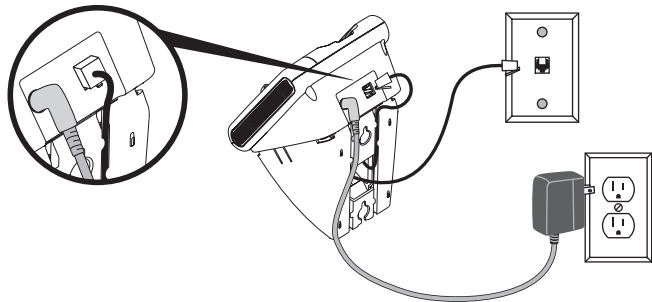
The wall mount works best with a wall mount bracket, which is available at most electronic stores.

- 1** Insert the 6 tabs on the wall mount into the 6 slots on the bottom of the base, ensuring it snaps snugly into place.



- ② Plug the power cord into the back of the base and into an electrical outlet.
- ③ Plug one end of the telephone line cord into the jack on the back of the base.

- 4 Route the cord through the slot in the wall mount and then plug the other end into the phone jack on the wall.
- 5 Tuck any extra cord into the back of the wall mount.



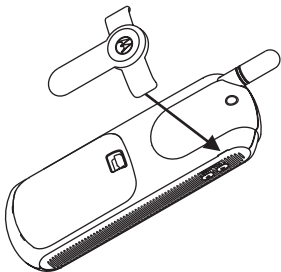
- Line up the tabs on the wall mount bracket with the holes on the back of the wall mount. Snap the wall mount firmly into place.





## ***Installing or Removing the Belt Clip***

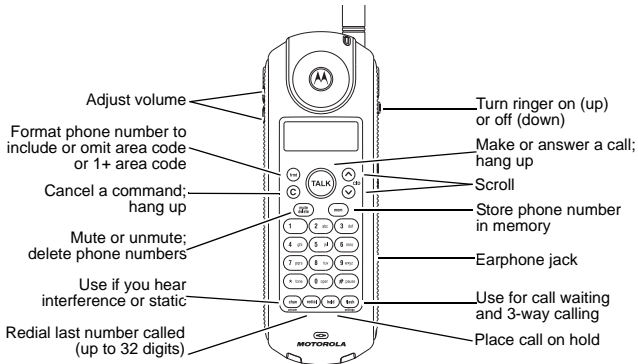
To attach the belt clip to the handset, insert the tabs of the clip into the slots on the back of the handset.



To remove the belt clip, gently release the tabs of the clip.

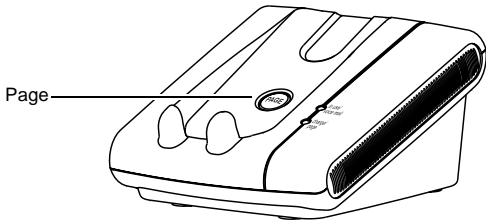


# How to Use



## How to Locate a Lost Handset

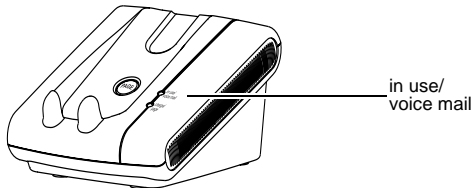
- 1 Press **page** to find a lost handset.
- 2 Follow the sound to locate the lost handset.  
*Tip:* No need to hurry. The handset will not stop beeping for about two minutes.
- 3 Press **page** or **Talk** to stop the beeping.



## ***Using Voice Mail***

If you subscribe to your phone company's voice mail service, the **in use/voice mail** LED on the base will blink and the LCD on the handset will display "message waiting" when someone leaves you a voice mail message.

After you retrieve your messages, the **in use/voice mail** LED will stop blinking and the handset LCD will display "msg waiting off" temporarily.



## ***Storing a Number into Memory***

You can store 10 phone numbers into memory with up to 20 digits each.

- ➊ Turn the phone off.
- ➋ Press **mem**.
- ➌ Press any number key (0 OPER through 9 WXYZ) to select the memory location.
- ➍ Press **mem**.

- ⑤ Enter the name you want to store. The following table shows how many times to press each button on the handset to enter letters and special characters.

Button	Number of Presses			
	1	2	3	4
1	space	-	*	!
2	A	B	C	(
3	D	E	F	)
4	G	H	I	\$
5	J	K	L	'
6	M	N	O	;
7	P	Q	R	S
8	T	U	V	?
9	W	X	Y	Z

- ⑥ Press **mem**.
- ⑦ Enter the phone number you want to store, or press **redial** to store the last number you dialed.
- ⑧ Press **mem**.




**Tip:** To insert a pause in the dial sequence (for example, if you have to dial “9” then wait for a dial tone), press the # key twice (a “P” appears).



## ***Storing a Caller ID Number into Memory***

- ➊ Using ⤴ and ⤵, scroll to the record you want to store.
- ➋ Press **mem**.
- ➌ Press any number key (0<sub>OPER</sub> through 9<sub>WXYZ</sub>) to select the memory location.
- ➍ Press **mem**.

## Dialing a Number from Memory

- 1 Press .
- 2 Press **mem**.
- 3 Press the number key ( through ) to select the memory location of the phone number you want to call.

**Tip:** You can use memory numbers to simplify calling card calls and other calls that require multiple strings of numbers.

For example, if you stored your calling card number in memory location 1, your calling card password in location 2, and the phone number you want to call in location 3, you would press the following keys to call the number in location 3:

 **mem**  **mem**  **mem** 

## ***Storing and Calling Emergency Numbers***

When storing an emergency number (such as 911) into memory or making a test call to an emergency number stored in memory, remain on the line and briefly explain to the dispatcher the reason for the call. This should be performed in off-peak hours, such as early morning or late evening.

## *Reviewing and Deleting Numbers from Memory*

- ➊ Press **mem**.
- ➋ Using  $\odot$  and  $\ominus$ , scroll to the record you want to delete.
- ➌ Press **mute**.
- ➍ When **Delete Entry?** is displayed, press **mute** to delete the entry or **C** to cancel.




## ***Reviewing Caller ID Records***

When you receive a call, the caller ID screen is displayed.

To scroll through caller ID logs, press ⤴ or ⤵.

“NEW” indicates you received a new call that has not been reviewed.

## ***Dialing a Number from Caller ID***

- ➊ Turn the phone off.
- ➋ Using  and , scroll to the record you want to dial.
- ➌ To change from 7-digit dialing to 10-digit dialing or long distance format, press the **frmt** key until the desired format is displayed (7, 10, or 11).
- ➍ Press .

## ***Deleting Caller ID Records***

- ➊ Using ⤴ and ⤵, scroll to the record you want to delete.
- ➋ Press **mute**.  
*Tip:* To delete all Caller ID records, press **mute** for several seconds.
- ➌ When **Delete Call ID?** is displayed, press **mute** to delete the entry or **C** to cancel.





# Troubleshooting

## *What to do if...*

The phone doesn't work at all (no lights, no dial tone)	<ul style="list-style-type: none"><li>• Check the power and phone connections. Is the power cable plugged in at both ends? Phone cable?</li><li>• Check the battery. Is it charged? Does it fit properly?</li></ul>
No dial tone	<ul style="list-style-type: none"><li>• Check the items listed above.</li><li>• Move closer to the base.</li><li>• Verify dial tone using another phone. If you have no dial tone on that phone, contact your phone company.</li><li>• Disconnect the phone and reconnect it at a different phone and power outlet.</li></ul>

You can't receive calls	<ul style="list-style-type: none"><li>• Check the battery. Is it charged? Does it fit properly?</li><li>• Verify that the handset ringer is turned on.</li><li>• Move closer to the base.</li><li>• Unplug other phones. You may have too many phones on your telephone line to allow all of them to ring.</li></ul>
The signal is weak or has noise or static	<ul style="list-style-type: none"><li>• Press <b>chan</b> to select a different channel.</li><li>• Check the battery and power.</li><li>• Move closer to the base.</li><li>• Move the base to a different power outlet (especially if the phone is sharing an outlet with an appliance).</li></ul>

You hear other calls on your line	<ul style="list-style-type: none"><li>• Press <b>chan</b> to select a different channel.</li><li>• Hang up. Place the handset into the base. Wait 30 seconds then try again.</li><li>• Disconnect the base from power and phone.</li></ul>
The battery won't charge	<ul style="list-style-type: none"><li>• Check the base. Is it properly connected? Are its contacts clean and dry?</li><li>• Check the battery contacts. Make sure the battery is connected properly.</li><li>• Is it an old battery? Replace the battery.</li></ul>
The battery loses charge faster than normal	<ul style="list-style-type: none"><li>• Is it a new battery? A new battery needs to be charged at least 12 hours before use to maintain normal talk time.</li><li>• Is it an old battery? Replace the battery.</li></ul>



## **Motorola Limited Warranty**

for Consumer Products, Accessories, and Software Purchased in the United States or Canada

### ***What Does this Warranty Cover?***

Subject to the exclusions contained below, Motorola, Inc. warrants its cordless telephones ("Products"), Motorola-branded or certified accessories sold for use with these Products ("Accessories"), and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products ("Software") to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

**Products and Accessories** as defined above, unless otherwise provided for below. Length of coverage: one (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.

- **Decorative Accessories and Cases.** Decorative covers, bezels, PhoneWrap® covers and cases. Length of coverage: limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.
- **Monaural Headsets.** Ear buds and boom headsets that transmit mono sound through a wired connection. Length of coverage: limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.
- **Products and Accessories that are Repaired or Replaced.** Length of coverage: The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.

- **Software.** Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk). Length of coverage: ninety (90) days from the date of purchase.

## ***Exclusions***

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Batteries.** Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

**Abuse & Misuse.** Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

**Use of Non-Motorola Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, or its authorized service centers, are excluded from coverage.

**Altered Products.** Products or Accessories with (a) serial numbers or date tags that have been removed, altered, or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola housings, or parts, are excluded from coverage.

**Communication Services.** Defects, damages, or the failure of Products, Accessories or Software due to any communication service or signal you may subscribe to or use with the Products, Accessories or Software is excluded from coverage.



**Software Embodied in Physical Media.** No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

**Software NOT Embodied in Physical Media.** Software that is not embodied in physical media (e.g. software that is downloaded from the internet), is provided "as is" and without warranty.

### ***Who is Covered***

This warranty extends to the first end-user purchaser, only.

### ***What will Motorola Do?***

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not

limited to personal contacts, games and ringer tones, will be reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

### ***How to Get Warranty Service or Other Information***

In the USA, call:

1-800-353-2729

TTY 1-888-390-6456

In Canada, call:

1-800-461-4575

TTY 1-888-390-6456

For accessories and software, please call the telephone number designated above for the product with which they are used. You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to a Motorola Authorized Repair Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

## ***What Other Limitations Are There?***

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