



# MA3160 Series User Guide

2.4 GHz Cordless Telephone with Answering Machine

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### www.motorola.com/cordless

or contact us at:

1-800-353-2729 U.S.A. 1-800-461-4575 Canada 1-888-390-6456 TTY (Text Telephone)

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Congratulations on your purchase of a Motorola MA3160 Series Cordless Telephone. Take a moment to ensure that your purchase includes each of the items pictured below.

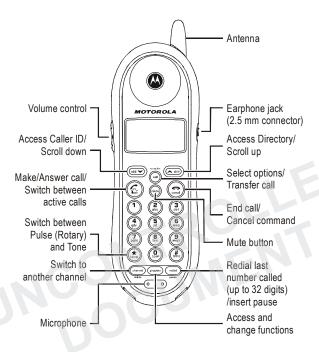


**Important:** Product registration is an important step toward enjoying your new Motorola product. Registering helps us facilitate warranty service, and permits us to contact you should your Motorola product require an update or other service. Registration is not required for warranty coverage. To register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

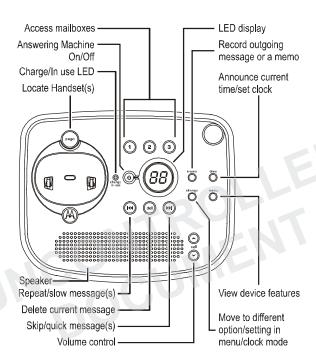
### https://broadbandregistration.motorola.com

Please retain your original dated sales receipt for your records. Your must show proof of purchase, and return the defective product to Motorola, a working unit is sent after the defective product is received. Registration is not required for warranty coverage.

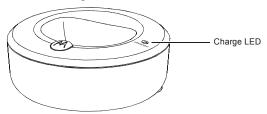
### **Handset Features Overview**



### **Base Unit Overview**



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# 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:

### To reduce the risk of fire and shock:

- 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.
- Do not use while wet or while standing in water.
- Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
- Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.
- Never insert objects of any kind into the product slits as that may result in fire or shock.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not disassemble this product. If service or repair work is required, contact the Motorola address found in the back of this user guide.
- 8. Do not overload wall outlets and extension cords.
- Avoid using during an electrical storm. Use a surge protector to protect the equipment.
- 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 the unplugged cords.
- The product has been dropped or the cabinet has been damaged.
- The product exhibits a distinct change in performance.

### Installation Guidelines

- Read and understand all instructions and save them for future reference.
- Follow all warnings and instructions marked on the product.
- Do not install this product near a bath tub, sink, or shower.
- 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 your dealer or local power company.
- Do not place this product on an unstable cart, stand, or table. This product may fall, causing serious damage to the product.
- 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.

- 8. Use only the power supply that came with this unit. Using other power supplies may damage the unit.
- 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, refrigerator, 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 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:

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

 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:

- · This device may not cause harmful interference.
- 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."

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 new Motorola telephone to make or receive calls, you must charge the batteries.

# **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.

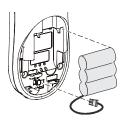
# Charging the Battery

Your MA3160 series telephone comes with a Base Unit with Answering Machine and a Stand Alone Charger. Use the Charger to charge one of your two Handsets. See "Installation" on page 7 for step-by-step instructions on installing the Base Unit.

 Press the indentation on the battery door and slide downwards to remove.



2 Insert the battery connector into the receptacle, then insert the battery (top edge first) into the battery compartment.

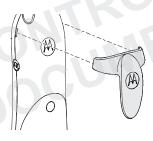


(**Note:** For the initial charge, please charge the battery for at least 15 hours.)

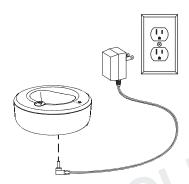
3 Replace the battery door.



4 Attach the Belt Clip. (optional)



5 Plug the power cord into the bottom of the Charger and into an electrical outlet.



6 Place the handset in the Charger.

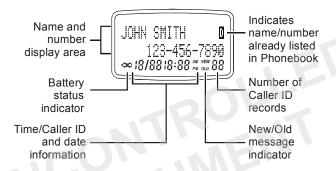


7 Charge the battery for at least 15 hours before using for the first time. The glowing LED light indicates that the handset is charging.

# Handset Display Overview

Use the at-a-glance image below to familiarize yourself with the MA3160 series handset's display. See "Personalizing Your Handset" on page 8 for step-by-step instructions on setting preferences.

# Main Display Screen

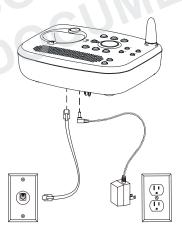


**Note:** Caller ID information is supplied only if you subscribe to the service with your local telephone company.

# Installation

**Note:** Install the Base Unit away from electronic equipment, such as computers, televisions, or microwave ovens. Avoid excessive heat, cold, dust, or moisture.

- Select a location convenient to both an electrical outlet and a telephone jack.
- Insert the telephone and power cords into the bottom of the Base Unit.
- 3 Place your second handset in the base unit to charge. Do not plug the telephone cord into the wall jack until the Handset is fully charged (15 hours).
- 4 Plug the telephone cord into the telephone wall jack.
- 5 Plug the power cord into the electrical outlet.



# Setting Up

After your handsets are fully charged, you are ready to set your personal preferences.

# Personalizing Your Handset

Personalize each handset by selecting distinguishing ring tones or you can extend the time between charges by turning off the ringer.

# **Selecting Ring Tones**

With your handset off, select from the four different ring tones available. If you subscribe to Caller ID service, please see "Using Caller ID" starting on page 20 to set distinctive ring tones for programmed callers.

- 1 Press PROGRAM.
- 2 Scroll to RINGER.
- 3 Press sol/transfer. The current setting blinks and a sample of the ring plays.
- 4 Scroll through the list of ring tones to hear samples of each.
- 5 Press sel/transfer to choose your desired ring tone.

### Selecting Language Preference

- 1 Press PROGRAM.
- 2 Scroll to LANGUAGE.
- 3 Scroll to your desired language (ENGLISH, FRENCH, SPANISH).
- 4 Press sel/transfer.

# **Setting Touch Tone or Pulse Dialing**

Your telephone is preset for touch tone dialing. If your telephone dial service is pulse (rotary) only, you must change the settings.

- 1 Press PROGRAM.
- 2 Scroll to DIAL MODE.
- 3 Press sel/transfer. The current setting blinks.
- 4 Scroll to PULSE or TONE.
- 5 Press sel/transfer to save selection.

**Note:** You can temporarily change to tone dialing during a call by pressing \*tone (asterisk/star key). All keys pressed afterward will send touch tone signals. Your telephone automatically returns to pulse dial after the call is disconnected.

### **Setting Date and Time**

If you subscribe to Caller ID service through your telephone company, the date and time will set automatically with the first incoming call.

If you do not have Caller ID service, set the date and time manually for both handsets.

- 1 Press **PROGRAM** on the handset.
- 2 Scroll to DATE/TIME.
- 3 Press sel/transfer.
- 4 Scroll to the correct month.
- 5 Press sel/transfer to save selection.

Repeat the steps to select the correct day, hour, minute, and AM or PM settings.

# Using the Handset

# Making a Call

Press fiesh. When you hear the dial tone, dial the number.

### OR

Enter the phone number, then press flesh. You can see the phone number on the display before it is dialed. Use the **clid** button to make corrections.

# Answering/Ending a Call

You can answer an incoming call by pressing and or any number key (0-9) on the handset.

You can end a call by pressing or any number key (0-9) on the handset.

### OR

Place the handset on the Base Unit or Charger to end call.

**Note:** If you use DSL, please use the filtering devices provided by your DSL service company to prevent interference. If interference does occur, please contact your DSL service provider.

# Locating a Misplaced Handset

Press **PAGE** on the Base Unit. The handsets beep. (The page continues for approximately two minutes if unanswered or canceled.)

Press PAGE again to stop paging the handsets.

### OR

Press and on any handset.

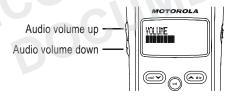
### OR

Place the handset on the Base Unit or Charger to stop paging.

# Using the Channel Key

For clearer reception, press the **CHANNEL** button to switch channels during a call.

# Adjusting the Volume During a Call



# Muting a Call

Press the **MUTE** button. Press the **MUTE** button again to unmute the call.

# Forwarding a Call

Transfer a call at any time to the second handset by following the steps below.

- Press sel/transfer. The display reads TRANSFERRING CALL. The second handset display reads CALL TRANSFERRING.
- 2 Press sel/transfer on the second handset to complete the transfer.

**Note:** If the second handset is not found or picked up within 30 seconds, there is an audible tone, and the call returns to the first handset.

The first handset rings for 30 seconds, and terminates the call automatically if it is not picked up.

# Using the Handset

# Common Display Messages

\*\* RINGING \*\* Incoming call.

CONNECTING... Waiting for a dial tone.

PHONE ON Handset is in use.

SCANNING... Handset is changing to another

of the 30 channels available.

\*\* PHIM \*\* Base unit is paging the Hands.

BATTERY LOW Battery needs to be recharged.

# Storing Numbers in Memory

You can enter numbers directly into the phonebook, or add them from the Caller ID list.

Each handset has its own phonebook which holds up to 50 names and numbers. Nine of the 50 locations are dedicated for Speed Dial numbers.

### **Assigning Speed Dial Numbers**

Number keys 1 through 9 are the memory locations for speed dial.

**Note:** Press at any time to exit. If the memory location is full, the screen displays **MEMORY FULL**. You must delete a number before adding a new one.

- Press PROGRAM.
- 2 Scroll to SPEED DIAL.
- 3 Press sel/transfer. The display reads ENTER 1-9.
- 4 Press the number key (1-9) you wish to assign to the telephone number. The display reads ENTER NAME.
- **5** Enter the name (up to 15 characters).

The chart below shows how many times to press each button on the handset to enter letters and special characters. Use the scroll keys to backspace to make corrections.

	Number of Presses					
Button	1	2	3	4	5	
1	1					
2	Α	В	С	2		
3	D	Е	F	3		
4	G	Н	I	4		
5	J	K	L	5		
6	M	N	0	6		
7	Р	Q	R	S	7	
8	Т	U	V	8		
9	W	X	Υ	Z	9	

- 6 Press Program or sel/transfer to save the name. The display reads Enter Number.
- 7 Enter up to 24 digits for the telephone number. You can add a pause to the number by pressing Redial.
- 8 Press **Program** or **sel/transfer** to save the number. The display reads **Distinct Ring**?
- 9 Press cid or air to select Y (Yes) or N (No). If you select Y, a distinctive ring tone sounds each time the programmed number calls, and a D is displayed with the Speed Dial entry. You must have Caller ID to use this feature.
- 10 Press sel/transfer to save the entry.

### **Dialing Speed Dial Numbers**

- 1 Press and hold the location number (1-9).
- 2 Press flash to dial the number.

### **Editing Speed Dial Numbers**

- Press and hold the memory location number (1-9) you wish to edit.
- 2 Press sel/transfer when the entry is displayed.
- 3 Scroll to Edit.
- 4 Press the cid→ and Adir buttons to make edits to the name.
- 5 Press sel/transfer.
- 6 Press cid 

  to make edits to the number.
- 7 Press sel/transfer.

# **Reassigning Speed Dial Numbers**

- Press and hold the memory location number you wish to reassign.
- 2 Press sel/transfer when the entry is displayed.
- Scroll to Speed.
- 4 Press sel/transfer.
- **5** Press new location number at prompt, **Enter 19**. A beep confirms the change.

### **Erasing Speed Dial Numbers**

- Press and hold the memory location number (1-9) you wish to delete.
- 2 Press sel/transfer when the entry is displayed.
- 3 Scroll to ERASE. The display reads ERASE NO YES.
- 4 Select **YES** to erase the entry.
- 5 Press sel/transfer.

# Entering Numbers into Phonebooks

- 1 Press PROGRAM.
- 2 Scroll to DIRECTORY.
- 3 Press sel/transfer. The display reads ENTER NAME.
- 4 Enter the name (up to 15 characters).

Use the table below to enter letters and special characters. Use the scroll keys to backspace to make corrections.

	Number of Presses					
Button	1	2	3	4	5	
1	1					
2	Α	В	С	2		
3	D	Е	F	3		
4	G	Н	ı	4		
5	J	K	L	5		
6	M	N	0	6		
7	Р	Q	R	S	7	
8	T	U	V	8		
9	W	X	Υ	Z	9	

- 5 Press PROGRAM or sel/transfer to save the entry. The display reads ENTER NUMBER.
- 6 Enter the phone number (up to 24 digits), or press **REDIAL** to enter the last number dialed.(Add a pause by pressing **REDIAL**.)
- 7 Press PROGRAM or sel/transfer to save entry. The display reads DISTINCT RING?
- 8 Press cid or dir to select Y (Yes) or N (No). If you select Y, a distinctive ring tone sounds each time the programmed number calls, and a D is displayed with the Speed Dial entry. You must have Caller ID to use this feature.
- **9** Press **sel/transfer** to save the entry.

### **Editing or Erasing a Programmed Number**

- 1 Press **▲dir**.
- 2 Scroll to the desired entry using the cipv/ allr keys.
- 3 Press sel/transfer.
- 4 Scroll to EDIT, or ERASE.
- 5 Press sel/transfer to select option.
- 6 Select EDIT to make corrections, or scroll to ERASE and press YES.
- 7 Press sel/transfer to save changes.

# Using Caller ID

Your Caller ID locations hold up to 90 calls. The most recent call is stored last on the list. When the location is full, the oldest call is deleted to add room for new calls.



**Note:** If you subscribe to caller ID service, but **INCOMING CALL** or **No Data** is displayed for all of your incoming calls, contact your telephone company.

## Storing a Caller ID Entry in the Phonebook

- 1 Press cid√.
- 2 Scroll to the desired entry.
- 3 Press # if you wish to change the dialing format (7, 10, or 11 digits) for the entry.
- 4 Scroll to PROGRAM.
- 5 Press sel/transfer three times.
- 6 Select Y or N for a distinctive ring. A "D" is displayed next to the entry.
- 7 Press sel/transfer to save the entry.

### **Dialing a Caller ID Listing**

- 1 Press cid√.
- 2 Scroll to the desired entry.
- 3 Press flash.
- 4 Press # if you wish to change dialing sequence (7, 10, and 11-digits) for the entry.
- 5 Scroll to DIAL.

### **Reviewing Caller ID Lists**

- 1 Press cid√.
- 2 Scroll through the list of incoming calls.
- 3 Press and to exit list.

#### **Deleting a Specific Caller ID Listing**

- 1 Press cid√.
- 2 Scroll to the entry you want to delete.
- 3 Press sel/transfer. The display reads ERASE ALL NO YES and the phone number.
- 4 Scroll to **YES** to erase the entry.
- 5 Press sel/transfer. A long beep confirms the deletion.

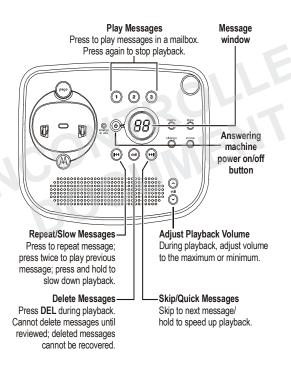
## **Deleting All Caller ID Listings**

- Press and hold DELETE. The screen displays ERASE ALL NO YES.
- 2 Scroll to YES.
- 3 Press sel/transfer.

## Using the Answering Machine

Your new answering machine has audio prompts that guide you through setting up and accessing the different features.

The answering machine has three mailboxes that can be assigned to different users, and stores up to 15 minutes of messages and/or memos.



## Setting Up the Answering Machine

If you subscribe to Caller ID service with your telephone company, the date and time automatically sets with the first incoming call. (You must set the year manually.) If you do not subscribe to the service, set the time for the answering machine and handsets manually.

## Setting the Date and Time

- Press TIME. The system announces the current setting.
- Press TIME.
- 3 Press CHANGE until you hear the correct setting.
- 4 Press TIME to save the change.
- 5 Repeat the steps to set the current day, hour, minute, and year.

**Note:** To advance the minutes or years by increments of 10, press and hold **CHANGE**. You can select up to the year 2039.

Setting Up Your Outgoing Message (OGM)

#### **Mailboxes and Announcements**

Your new answering system has three voice mailboxes that you can assign to different people. Callers with touch tone dialing can select from the boxes by pressing 1, 2, or 3. If a caller does not specify a mailbox, the message is automatically recorded in mailbox 1.

## **Announcement Options**

You can record your own Outgoing Message (OGM) or use the prerecorded OGM. A second OGM option allows you to give an announcement without accepting

messages: "Thank you for calling, please try again later." You can record a personal announcement or use the prerecorded message.

## Recording Outgoing Message (OGM)

- 1 Press MENU until you hear the prompt, "CHANGE ANNOUNCEMENT."
- 2 Press MEMO. The system prompts, "NOW RECORDING" followed by a beep.
- **3** Facing the Base Unit, record your message. You have up to 90 seconds.
- 4 Press any mailbox button to stop recording. Your message plays back automatically.

If you assign different boxes, remember to include that information in your OGM. "Sorry we missed your call. To leave a message for Tucker, press 1; for Ben, press 2; for Denise, press 3."

## Reviewing an OGM

- 1 Press MENU until you hear the prompt, "CHANGE ANNOUNCEMENT."
- 2 Press any mailbox button. The current OGM plays.

## Deleting an OGM

Press **DEL** during the playback. The system uses the prerecorded announcement until you record a new one.

## Common Answering Machine Display Messages

0	No messages in any mailbox
1 – 99	Total number of messages in
1 - 33	all mailboxes, or current
	,
	message number during
0 00 5	message playback
0 – 99 ↔ F	Memory is full, or total
0 10 1	number of messages is 99.
Counting 1 to 99	Duration of memo recording
99 Flashing	Length of recording is more
	than 99 seconds.
1 – 8,	Indicates volume level
steady for	selected when VOL - or
one second	Vol + is pressed
40 – 99	Current Remote Access
	Code while setting
A	Announce Only mode
ON or OFF	Displays when system is
	turned on or off.
Cl ↔	Clock must be set.
Normal	
Display	
	System is answering a call or
	is in remote operation.
—, Flashing	System is in programming
,	mode or initializing.
	mode of initializing.

**Notes:** Your system stores up to 99 messages (approximately 15 minutes of recorded messages, memos, and announcements) until you delete them.

- · Incoming messages cannot exceed four minutes.
- Mailboxes with new messages flash and glow.
- Mailboxes with both old and new messages will play the new messages first. Press the mailbox number again to hear all messages.
- Prior to playing a message, the system announces the day and time it was received. The LED displays the message's number in the queue.

## Setting the Answering Machine Features

- Press MENU until the desired feature is announced.
- 2 Press CHANGE until the desired setting is announced.
- 3 Press TIME to save selection.
- 4 Press MENU to move to the next feature, or a mailbox button to exit.

AUDIO FEATURE PROMPTS	FEATURE DESCRIPTIONS
Change Remote Access Code	Allows remote access to system. Select any two-digit code from 40 to 99. Default code is 50. Press and hold CHANGE to advance by increments of 10.
Change Message Alert	Base Unit beeps every 10 seconds to announce new messages. Default setting is off.
Change Announce Only	Plays announcement, but does not take messages. Default setting is on.
Change Base Ringer	Turn ringer for Base Unit on or off. Default setting is on.
Change Number of Rings (2, 4, 6, Toll Saver)	Select number of rings allowed before system answers call. In Toll Saver mode, system answers after two rings when there is a new message, four when there are no messages. Default setting is four rings.

## Accessing the Answering Machine Remotely

You can listen to your messages from anywhere using a touch tone telephone.

- 1 Enter your two digit remote access code during the OGM. The machine announces the number of messages.
- 2 Press the required key(s) to access the available commands.
- Press # 1 to Play Mailbox 1
- Press # 2 to Play Mailbox 2
- Press # 3 to Play Mailbox 3
- · Press # 5 to Stop
- Press # 4 to Repeat a message
- Press # 4 # 4 to Repeat previous message
- Press # 6 to Skip a message
- Press # 7 to Review Announcement / OGM
- Press \* 7 to Record Announcement / OGM
- Press \* 8 and mailbox number to Record a voice memo
- Press # 9 to Delete a message
- Press # 0 to turn Machine on or off
- Press \* 0 to Exit
- Press \* 5 for Help list of commands

**Note:** If no key is pressed within 10 seconds of entering your remote access code, the voice menu announces available options. After the voice menu announcements, if no key is pressed within 20 seconds, the call automatically ends.

## Motorola Limited Warranty

## 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"), Motorolabranded 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.
- 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) Acts of God or nature, or 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, or replace 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), (e) your telephone number; and most importantly, your return mailing address on the outside of the returned unit

#### What Other Limitations Are There?

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