



**MOTOROLA**

DIGITAL WIRELESS  
TELEPHONE

*User's Guide* >



# Welcome

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Welcome to the world of Motorola digital wireless communications! We are pleased that you have chosen the Motorola V60 wireless phone.



Personal Communications Sector  
600 North U.S. Highway 45  
Libertyville, Illinois 60048

1-800-331-6456 (United States)

1-888-390-6456 (TTY/TDD United States)

1-800-461-4575 (Canada)

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[www.motorola.ca](http://www.motorola.ca) (Canada)

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# Menu Map

## Main Menu

- **Recent Calls**
  - Received Calls
  - Dialed Calls
  - Notepad
  - Call Times
- **Phonebook**
- **Datebook**
- **Radio**
- **Messages**
  - Voicemail
  - Text Msgs
  - Quick Notes
  - Outbox
  - Drafts
- **Shortcuts**
- **Voice Notes**
- **Settings**  
(see next page)

**Note:** This is the standard phone menu layout. You or your service provider may have changed the menu layout or changed some feature names. Not all features may be available for all users.

For example, the **Radio** feature on the main menu (left) is displayed only when the optional FM Stereo Radio Headset accessory is plugged into the accessory connector port on your phone (see phone illustration, page 1).

Shortcuts
<b>Change display zoom:</b> Press  , then press and hold 
<b>Display my phone number:</b> Press  
<b>Go to dialed calls list:</b> Press 
<b>Exit menu system:</b> Press 

# Settings Menu



- **Ring/Vibrate**

- Alert
- *Alert* Detail
- My Tones

- **Phone Status**

- My Tel. Number
- Battery Meter

- **In-Call Setup**

- In-Call Timer
- Answer Options

- **Security**

- Phone Lock
- Lock Application
- Talk Secure
- Restrict Calls
- New Passwords

- **Other Settings**

- Personalize
  - Main Menu
  - Keys
  - Greeting
- Initial Setup
  - Time and Date
  - Auto PIN Dial
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  - Backlight
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  - Zoom
  - Scroll
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# About This Guide

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## Using Your Phone's Features

This user guide introduces you to the many features in your Motorola wireless phone. A reference guide for your phone is also available that explains the phone's features in more detail. To obtain a copy of the reference guide or another copy of this user guide, see the Motorola Web site at:

<http://motorola.com/consumer/manuals> (United States)

<http://www.motorola.ca/manuals> (Canada)


or contact the Motorola Customer Call Center at 1-800-331-6456 in the United States or 1-800-461-4575 in Canada.

## Navigating To a Menu Feature

You can access many of your phone's features through the menu system. This guide shows you how to navigate to a specific menu feature as follows:

### Find the Feature

 > Recent Calls  
> Dialed Calls

The > symbol means that you should scroll to and select the feature. This example shows that you must press , scroll to and select **Recent Calls**, then scroll to and select **Dialed Calls** to view the dialed calls list.

# About This Guide

## Optional Features



Features marked with this label are optional network and/or subscription-dependent features. These features may not be offered by all service providers in all geographical areas. Contact your service provider for information about availability.

## Optional Accessories



Features marked with this label require the use of an optional Motorola Original™ accessory.

# ***Safety and General Information***

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IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. READ THIS INFORMATION BEFORE USING YOUR PHONE.

## ***RF Operational Characteristics***

Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits radio frequency (RF) energy. The phone operates in the frequency range of 824 MHz to 849 MHz in analog and digital mode and 1850 MHz to 1910 MHz in digital mode.

When you communicate with your phone, the system handling your call controls the power levels at which your phone transmits. The output power level typically may vary over a range from 0.04 watts to 0.49 watts in analog mode and 0.0 watts to 0.57 watts in digital mode.

## ***Exposure To Radio Frequency Energy***

Your Motorola phone is designed to comply with the following national and international standards and guidelines regarding exposure of human beings to radio frequency electromagnetic energy (EME):

- United States Federal Communications Commission, Code of Regulations; 47 CFR part 2 sub-part J
- American National Standards Institute (ANSI) / Institute of Electrical and Electronic Engineers (IEEE) C95. 1-1992



- Institute of Electrical and Electronic Engineers (IEEE) C95.1-1999 Edition
- National Council on Radiation Protection and Measurements (NCRP) of the United States, Report 86, 1986
- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998
- Ministry of Health (Canada) Safety Code 6. Limits of Human Exposure to Radiofrequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz, 1999
- Australian Communications Authority Radiocommunications (Electromagnetic Radiation-Human Exposure) Standard 1999

To assure optimal phone performance and make sure human exposure to radio frequency electromagnetic energy is within the guidelines set forth in the above standards, always adhere to the following procedures:

## ***Portable Phone Operation and EME Exposure***

### ***Antenna Care***

**Use only the supplied or an approved replacement antenna.** Unauthorized antennas, modifications, or attachments could damage the phone and may violate FCC regulations.

# ***Safety and General Information***

**Do NOT hold the antenna when the phone is in use.**

Holding the antenna affects call quality and may cause the phone to operate at a higher power level than needed.

## ***Phone Operation***

When placing or receiving a phone call, hold your phone as you would a wireline telephone. **Speak directly into the microphone.**

## ***Body-Worn Operation***

To maintain compliance with FCC/Health Canada RF exposure guidelines, if you wear a phone on your body when transmitting, always place the phone in a **Motorola-supplied or approved clip, holder, holster, case, or body harness for this product.** Use of non-Motorola-approved accessories may exceed FCC/Health Canada RF exposure guidelines. **If you do not use a body-worn accessory, and are not holding the phone in the normal use position at the ear, ensure the phone and its antenna are at least one inch (2.5 centimeters) from your body when transmitting.**

## ***Data Operation***

When using any data feature of the phone, with or without an accessory cable, **position the phone and its antenna at least one inch (2.5 centimeters) from your body.**

## ***Approved Accessories***

For a list of approved Motorola accessories, visit our website at [www.motorola.com](http://www.motorola.com).





## ***Electromagnetic Interference/ Compatibility***

**Note:** Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility.

### ***Facilities***

To avoid electromagnetic interference and/or compatibility conflicts, turn off your phone in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

### ***Aircraft***

When instructed to do so, turn off your phone when on board an aircraft. Any use of a phone must be in accordance with applicable regulations per airline crew instructions.

## ***Medical Devices***

### ***Pacemakers***

The Advanced Medical Technology Association recommends that a minimum separation of 6 inches (15 centimeters) be maintained between a handheld wireless phone and a pacemaker. These recommendations are consistent with the independent research by, and recommendations of, the United States Food and Drug Administration.

# ***Safety and General Information***

Persons with pacemakers should:

- ALWAYS keep the phone more than six inches (15 centimeters) from your pacemaker when the phone is turned ON.
- NOT carry the phone in the breast pocket.
- use the ear opposite the pacemaker to minimize the potential for interference.
- turn OFF the phone immediately if you have any reason to suspect that interference is taking place.

## **Hearing Aids**

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

## **Other Medical Devices**

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

## ***Safety and General***

### ***Use While Driving***

Check the laws and regulations on the use of phones in the area where you drive. Always obey them.

When using your phone while driving, please:



- give full attention to driving and to the road.
- use hands-free operation, if available.
- pull off the road and park before making or answering a call if driving conditions so require.

## ***Operational Warnings***

### ***For Vehicles With an Air Bag***

Do not place a portable phone in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable phone is placed in the air bag deployment area and the air bag inflates, the phone may be propelled with great force and cause serious injury to occupants of the vehicle.

### ***Potentially Explosive Atmospheres***

Turn off your phone prior to entering any area with a potentially explosive atmosphere, unless the phone is a model specifically identified as being "Intrinsically Safe." Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

**Note:** The areas with potentially explosive atmospheres referred to above include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive atmospheres are often but not always posted.

# ***Safety and General Information***

## ***Blasting Caps and Areas***

To avoid possible interference with blasting operations, turn OFF your phone when you are near electrical blasting caps, in a blasting area, or in areas posted: "Turn off two-way radio." Obey all signs and instructions.

## ***Operational Cautions***

### ***Antennas***

**Do not use any portable phone that has a damaged antenna.** If a damaged antenna comes into contact with your skin, a minor burn can result.

### ***Batteries***

All batteries can cause property damage and/or bodily injury such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

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# Getting Started

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## What's in the Box?

Your digital wireless phone typically comes equipped with a battery and a charger. Other accessory options can customize your phone for maximum performance and portability.

To purchase Motorola Original™ accessories, please contact the Motorola Customer Call Center at 1-800-331-6456 in the United States or 1-800-461-4575 in Canada.

## Installing the Battery

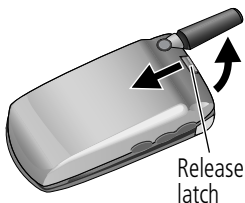
Before you can use your phone, you need to install and charge the battery.



Your phone is designed to be used only with Motorola Original batteries and accessories. We recommend that you store batteries in their protective cases when not in use.

### Do This

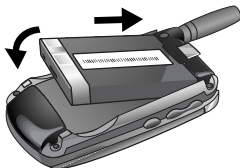
- 1 Remove the battery from its protective clear plastic case.
- 2 If the phone's battery door is already in place, push down the battery door release latch and lift the battery door off of the phone.



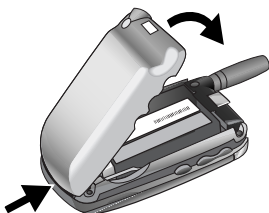
# Getting Started

## Do This

- 3 Insert the battery, printed arrows first, into the battery compartment and push down.



- 4 Insert the ridge at the bottom of the battery door into the base of the phone, then push the door down and snap it into place.



## Charging the Battery

Before you can use your phone, you need to install and charge the battery.

## Do This

- 1 Plug the travel charger into your phone with the release tab facing up.



- 2 Plug the other end of the travel charger into the appropriate electrical outlet.



## Do This

- 3 When your phone indicates that the battery is fully charged (**Charge Complete**), press the release tab and remove the travel charger.

**Note:** When you charge the battery, the battery level indicator in the upper right corner of the display shows how much of the charging process is complete. See the “Battery Level Indicator” item on page 26.

## Turning Your Phone On


### Do This

- 1 Open your phone
- 2 Press and hold **PWR** (the power key)



### To

- expose the keypad
- turn on your phone

- 3 If necessary, enter your four-digit unlock code and press **OK** (  )




unlock your phone

The unlock code is originally set to 1234. (For more information, see “Locking and Unlocking Your Phone” on page 126.)

# Getting Started


## Sending a Call

To call a number, your phone must be turned on, be unlocked, and have a network connection with adequate signal strength.

Press	To
1 keypad keys	dial the phone number (up to 32 digits)
	<b>Tip:</b> If you make a mistake, press <b>DELETE</b> (  ) to delete the last digit, or press and hold <b>DELETE</b> (  ) to clear all digits.
2  (send key)	send the call

**Note:** You can make an emergency call even when the phone is locked. See “Dialing an Emergency Number” on page 34.

## Ending a Call

Press	To
 (end key)	end the call





## Receiving a Call


To receive a call, your phone must be turned on and have a network connection with adequate signal strength. If your phone is locked, you must unlock the phone to answer the call.

When you receive a call, your phone rings and/or vibrates and displays an incoming call message.

Press	To
 or <b>ANSWER</b> (  )	answer the call

## Displaying Your Phone Number

From the idle display:

Press	To
<b>MENU</b> 	see your phone number


# About Your Phone

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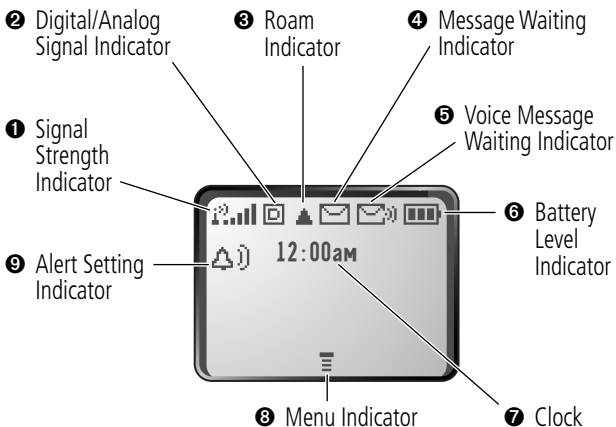
See page 1 for a diagram of your phone that describes basic phone components.

## Display

The top section of the display shows phone status indicators. The following illustration shows some of the common indicators that you may see at the top of the display when using your phone.

Messages, phone numbers, and menu options appear in the middle of the display. Text labels at the bottom corners of the display show the current soft key functions. A  (menu) indicator in the bottom center of the display indicates that you can open the main menu or a feature sub-menu to see more options. For more information about the soft key and menu key labels, see “Using the Menu” on page 43.

Some of the phone functions described in this guide must be performed from the idle display. The term *idle display* refers to the standard display that you see when your phone is on and ready to use, when you are *not* on a call or using the menu system.



**1 Signal Strength Indicator** Shows the strength of your phone's connection with the network.

Strong No signal

You cannot send or receive calls when the "no signal" indicator is displayed.

**2 Digital (D) or Analog (A) Signal Indicator** Shows whether you are receiving a digital or analog signal.



**3 Roam Indicator** Appears when your phone uses another network system outside your home network. When you leave your home network area, your phone *roams* or seeks another network.

# About Your Phone



**4 Message Waiting Indicator** Appears when your phone receives a text message.



**5 Voice Message Waiting Indicator** Appears when you receive a voicemail message.


**6 Battery Level Indicator** Shows the amount of charge left in your battery. The more segments visible, the greater the charge.

High     Empty


Recharge your battery as soon as possible when you see the **Low Battery** warning message.

**Note:** When you charge the battery, the battery level indicator instead shows how much of the charging process is complete. See "Charging the Battery" on page 20.

**7 Clock** Shows the current time.


**8 Menu Indicator** Indicates that you can press  to open a menu. See "Using the Menu" on page 43.

**9 Alert Setting Indicator** Shows the current selected alert profile. The default alert setting is a ringer.

 Loud ring

 Soft ring

 Vibrate

 Ring and vibrate

 Silent



## Changing the Zoom Setting

You can set your phone's display to show either three lines or two lines of text plus soft key labels. Three lines of text display more information, while two lines increase text size.

To change the display view, press **MENU** once, then press and hold **MENU** again within two seconds of the first press.

You can also adjust the zoom setting from the menu. See the "Zoom" option on page 64.

## Status Light

The status light tells you when you have an incoming call or message, or when your phone is *roaming* (using a non-home system). The light changes color to indicate different states:



Indication	State
alternating red/green	incoming call
flashing green	in service, home system
flashing yellow	roaming, non-home system
flashing red	no service
alternating yellow/green	text or voicemail message received

By default, the status light indicator is turned off to extend battery life. See the "Status Light" option on page 64 to turn on the status light.

# About Your Phone

**Note:** Turning on the status light will substantially reduce your phone's *standby time* (the length of time that your phone's battery retains power when the phone is turned on but is not in use).

## Volume Keys

Use the upper and lower volume keys to adjust your phone's earpiece and ringer volume.



When	Press	To
During a call	volume keys	increase or decrease earpiece speaker volume
From the idle display (with flip opened)	volume keys	increase or decrease ringer volume

You can also use the volume keys to scroll up or down through menus and lists.

To change keypad volume, see "Customize an Alert Profile" on page 113.



## Smart Key

The smart key gives you another way to perform many basic phone functions. It's called the smart key because it anticipates the next action you are likely to perform.

For example, if you highlight an item and press the smart key, the smart key selects the highlighted item. You can use the smart key to send and end calls, select menu items, toggle features on and off, and open your phonebook. The smart key usually performs the same function as the right soft key (➤).

**Note:** The smart key provides an optional way to do some things faster. It is never *the only way* to perform a task.

You can also use the smart key to perform specific functions in the external display when the flip is closed. See the following section for details.

## External Display

When your phone is on and the flip is closed, the external display shows the time and date. It also displays messages to notify you of events (like incoming calls) that need your attention.



# About Your Phone

## Set Phone Alert

To change your phone's alert in the external display:

Press	To
1 volume keys	scroll to <b>Alert</b>
2 smart key	select an alert type
3 volume keys	return to the idle display

## Return an Unanswered Call

When you cannot answer a call, your phone keeps a record of your unanswered calls and displays the message **X Missed Calls**, where **X** is the total number of missed calls. When you see the **X Missed Calls** message in the external display:

Press	To
1 smart key	see the received calls list
2 volume keys	scroll through the list and select a call that you want to return
3 smart key	send the call

**Note:** Because the microphone and earpiece are unavailable when the phone is closed, you must use a headset or other hands-free device with this feature.

## Battery Use

**Caution:** To prevent injuries or burns, do not allow metal objects to contact or short-circuit the battery terminals.





To maximize your battery's performance:

- Always use Motorola Original™ batteries and battery chargers. The phone warranty does not cover damage caused from using non-Motorola batteries and/or battery chargers.
- New batteries or batteries that have been stored for long periods of time may require a longer charge time.
- Maintain the battery at or near room temperature when charging.
- Do not expose batteries to temperatures below -10°C (14°F) or above 45°C (113°F). Always take your phone with you when you leave your vehicle.
- When you do not intend to use a battery for a while, store it uncharged in a cool, dark, dry place, such as a refrigerator.
- Over extended periods of time, batteries gradually wear down and require longer charging times. This is normal. If you charge your battery regularly and notice a decrease in talk time or an increase in charging time, then it is probably time to purchase a new battery.
- The more you talk on the phone or use phone features (like sending text messages), the less standby time your battery has. You can also extend battery life by turning off the status light. (See the "Status Light" option on page 64.)



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. Never dispose of batteries in a fire because they may explode.

# ***Sending and Receiving Calls***



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For basic instructions on how to send a call, end a call, and receive a call, see pages 22–23 of the “Getting Started” section.

This chapter describes features that help you send and receive calls with your phone. For information about other call-related phone functions, see “Recent Calls” on page 67.

## ***Redialing a Number***

If you hear an ordinary busy signal, the phone number you dialed is busy.

<b>Press</b>	<b>To</b>
1 	hang up
2 	redial the busy number

## ***Using Automatic Redial***



If the network is busy, you hear a fast busy signal, and your phone displays the message **Call Failed**.

When automatic redial is turned on, your phone automatically repeats the call attempt over the next four minutes. When the call goes through, your phone rings or vibrates one time, displays the message **Redial Successful**, and then connects the call.

You must turn on automatic redial to use this feature. See the “Auto Redial” option on page 64 to turn on automatic redial.



When automatic redial is turned off, you can manually activate the feature to redial a phone number. When you hear a busy signal and see the **Call Failed** message:

**Press**



**To**

activate automatic redial

## Caller ID



The *calling line identification* (caller ID) feature lets you see who is calling before you answer.

- If the caller's name is stored in your phonebook, the phone automatically displays the name. Otherwise, the phone displays the caller's phone number.
- If caller ID information is not available, your phone displays the message **Incoming Call**.


## Talk Secure




When *talk secure* is activated, your phone always tries to use a high-security connection to prevent others from intercepting your calls. To activate the secure connection feature, see "Activating Talk Secure" on page 128.

**Note:** If a high-security connection is not available, your phone uses a standard connection. Your phone displays the message **Line Not Secure** when using a standard connection, unless caller ID or other information already fills the display.

## Returning an Unanswered Call

Your phone keeps a record of your unanswered calls. When you cannot answer a call, your phone displays:

- the  (missed call) indicator
- the message **X Missed Calls Y Unknown**, where **X** is the total number of missed calls and **Y** is the number of missed calls for which caller ID information is not available

Press	To
1 	see the received calls list, with the most recent call at the top
2 	scroll through the list and select a call that you want to return
3 	send the call


## Dialing an Emergency Number

Your service provider programs one or more emergency phone numbers (such as 911) that you can call under any circumstances. You can dial and call the emergency number even when your phone is locked, or when you are prompted to enter a code or password.

**Note:** Emergency numbers vary by country. Your phone's emergency number(s) may not work in all locations.



To call the emergency number at any time:

Press	To
1 keypad keys	dial the emergency number (such as 911)
2 	call the emergency number



## Entering Numbers in the Notepad

Your phone stores the most recent string of digits entered on the keypad in a temporary memory location called the *notepad*. These digits can be the last phone number that you called, or a phone number that you simply entered but did not call. These digits remain in the notepad even when you turn off the phone.

You can use the notepad to store a phone number that you intend to call later (such as a phone number told to you by the other party during a call). To retrieve these digits, see “Using the Notepad” on page 70.

## Terminating an Incoming Call

While the phone is ringing or vibrating:

Press	To
 or IGNORE (  )	cancel the incoming call





Depending on your phone settings and the type of subscription you have with your service provider, the call may be forwarded to another number, or the calling party may hear a busy signal.

## Dialing With Speed Dial

The *speed dial* feature lets you dial any phonebook entry with a minimal number of keypresses.

Whenever you store an entry in your phonebook, the entry is assigned a unique speed dial number. If you know the speed dial number for the phonebook entry you want to call, you can use the speed dial feature.

Press	To
1 keypad keys	enter the one-, two-, or three-digit speed dial number for the entry you want to dial
2 	submit the number
3 	call the entry

To make an entry in the phonebook or view an existing entry's speed dial number, see "Storing a Phonebook Entry" on page 74.



## Dialing With One-Touch Dial

You can call phonebook entries 2 through 9 with the push of a single key. Just press and hold the one-digit speed dial number for one second.

It is recommended that you reserve location 1 in the phonebook for storing your voicemail number. In many cases, your service provider has already stored your voicemail number in location 1. If your voicemail number is not accessible by pressing and holding the **1** key, complete the following steps:

Do This	To
<b>1</b> Store your voicemail number in phonebook location number 1 (see "Storing a Phonebook Entry" on page 74)	enable the <b>1</b> key voicemail shortcut
<b>2</b> Complete the instructions for "Storing Your Voicemail Number" on page 91	enable voicemail soft key and menu shortcuts

To store entries in locations 2 through 9 in the phonebook, see "Storing a Phonebook Entry" on page 74.

## Dialing a Number In a Text Message



If you receive a text message with an embedded phone number, you can dial the number directly.

**Note:** You must set up the text message inbox before you can receive text messages. See "Setting Up the Text Message Inbox" on page 93.

### Find the Feature

**MENU** > Messages > Text Msgs

Press	To
1	scroll to the message with the number
2 <b>MENU</b>	open the <b>Text Msg Menu</b>
3	scroll to <b>Call Back</b>
4 <b>SELECT</b> ()	dial the number in the message

If the message contains more than one phone number, press to scroll to a number and then press **SELECT** () to dial.

## Additional Dialing Features



In addition to pressing numbers on your keypad, you can insert numbers or characters and send calls in a variety of ways.

While dialing (with digits visible in the display):

Do This	To
Press <b>MENU</b> > <b>Attach Number</b>	attach a number from the phonebook or recent call lists to the end of the digits you entered






Do This	To
Press  > <b>Send Message</b>	create a text message addressed to the number entered
Press  and then scroll to and select one of the following: <ul data-bbox="158 553 386 983" style="list-style-type: none"><li>• <b>Insert Pause</b> (to insert a <b>p</b>)</li><li>• <b>Insert Wait</b> (to insert a <b>w</b>)</li><li>• <b>Insert 'n'</b> (to insert an <b>n</b>)</li></ul>	insert a special character when making a call that requires you to dial and send additional digits (for example, to make a calling card call, or to retrieve messages from an answering machine): <ul data-bbox="469 553 935 1102" style="list-style-type: none"><li>• <b>Pause</b> tells your phone to wait until the call connects before it automatically sends the next digit(s) in a series.</li><li>• <b>Wait</b> tells your phone to wait until the call connects, and then to prompt you for confirmation before it sends the next digit(s).</li><li>• <b>'n'</b> tells your phone to prompt you for a number before dialing the call. The number you enter is inserted into the dialing sequence in place of the <b>n</b> character</li></ul>

# Sending and Receiving Calls

You can also call numbers using these features:

Do This	To Call
<p>Press and release the voice key on the right side of your phone and say the entry's name (in two seconds).</p> 	<p>a phone number using the voice dial feature</p> <p>See "Recording a Voice Name For a Phonebook Entry" on page 76.</p>
<p>Press <b>MENU</b> &gt; <b>Recent Calls</b> &gt; <b>Received Calls</b> <b>or</b> <b>Dialed Calls</b> &gt; <i>entry to call</i></p>	<p>a missed call or a number from a call you recently dialed or received</p>

# Using Features While On a Call





## Using Call Waiting



If you subscribe to call waiting, an alert tone sounds while you are on a call to indicate that you have received a second call.

To put the first call on hold and answer the second call:




Press	To
1 	answer the new call
2 	switch back to the first call

## Making a Three-Way Call









During a call, you can call and connect a third party so that the three of you can talk together. You cannot do this if you already have a call on hold.

While you are on a call:

Press	To
1 keypad keys	enter the third person's number
2 	call the number and connect the new person
3 	connect the two calls
4 	end the entire call

## Additional On-Call Features

While you are on a call, you can perform the following tasks:

Do This	To
Press <b>MUTE</b> (  ) (if available) <b>or</b> Press  > <b>Mute</b>	mute a call
Press <b>SPEAKER</b> (  ) (if available) <b>or</b> Press  > <b>Spkrphone On</b>	activate an attached speakerphone (hands-free mode)
Press  > <b>My Tel. Number</b>	see your phone number
Press  > <b>Send Tones</b>	send a number to the network as DTMF tones, for credit card calling or password entry  To activate DTMF tones, see the "DTMF" option on page 65.


# Using the Menu



## Navigating to a Feature

You can access many of your phone's features by using these keys to move through the menu system:

### Menu Key

Enter the menu system, or open a sub-menu, when  appears in the bottom center of the display.

### Left Soft Key

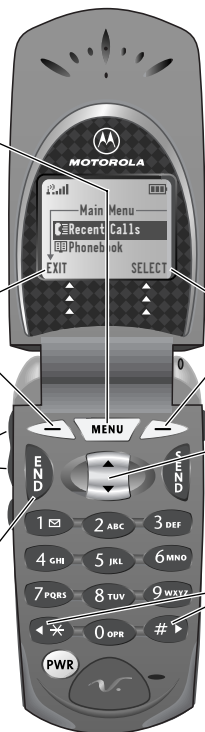
Perform the function shown in the lower left corner of the display (usually **EXIT** or **BACK**).

### Volume Keys

Move up or down through menus and lists.

### End Key

Exit the menu system without making changes, return to the idle display.

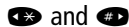


### Right Soft Key

Perform the function shown in the lower right corner of the display (usually **SELECT** the highlighted menu item).

### Scroll Key

Move up or down through menus and lists.



Cycle through and set the value of the highlighted menu item.

# Using the Menu

This guide shows you how to navigate to a specific menu feature as follows:

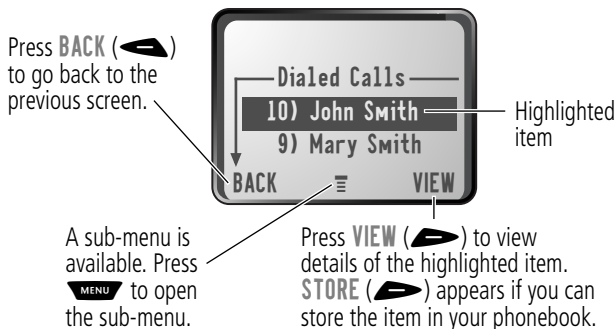
## Find the Feature

**MENU** > Recent Calls  
> Dialed Calls

The > symbol means that you should scroll to and select the feature. This example shows that you must press **MENU**, scroll to and select **Recent Calls**, then scroll to and select **Dialed Calls** to see the dialed calls list.

## Selecting a Feature Option

Some features require you to select an item from a list:



Select an item by highlighting it. Use one of the following approaches:

- Press **↑** to scroll up or down to the item you want.
- In a numbered list, press a number key to highlight the item.






- In an alphabetized list, press a key multiple times to cycle through the letters on the key and highlight the closest matching list item.


## Entering Feature Information




Features such as the phonebook and datebook require you to enter information to fill in an entry's details:

Press  to scroll down to additional items.

Highlighted item

Press **CANCEL** () to exit without making changes. **DONE** () appears when you enter or edit information. Press **DONE** () to save your changes.

Press **CHANGE** () to edit the selected information.

- Enter numbers or text with the keypad. (See “Entering Text” on page 47.)
- When an item has a list of possible values, press  or  to scroll through and select a value.
- When an item has a list of possible numeric values, press a number key to set the value.
- If you enter or edit information and then decide that you do not want to save your changes, press  to exit without saving.


## Using the Menu

The message center lets you compose and send text messages. (See "Entering Text" on page 47.) A *flashing cursor* shows you where the text will appear:

*Flashing cursor* indicates insertion point.



Press **BROWSE** (  ) to view and insert a name, number, or message from previously stored information.


Press **CANCEL** (  ) to exit without making changes.

Press **MENU** (  ) to open the sub-menu.

When you enter text, the flashing cursor changes to a *block cursor*, and the soft key functions change:

*Block cursor* indicates current highlighted character.



Press **OK** (  ) to accept and store the text.

After two seconds, the block cursor reverts to a flashing cursor and moves to the next position.

Press **DELETE** (  ) to delete the character to the left of the insertion point.



Various text entry methods make it easy for you to enter names, numbers, email addresses, and text messages on your phone.

You can enter all characters (letters, numbers, and symbols) using the standard tap method. Other text modes let you easily enter numbers and symbols, or insert text already stored on your phone. Finally, a predictive text mode lets you enter text messages with a minimum of keypresses.

## Choosing a Text Mode

To activate a text mode, press  from any text entry screen and select the text mode from the **Entry Method** menu:

**iTAP** Let the phone predict each word as you enter it, then choose the word from a list (see “Predictive Text Entry with iTAP™ Software” on page 52).

**Tap Method** Enter characters one at a time by pressing the key for the letter, number, or symbol (see “Tap Method” on page 48). This is the standard mode for entering text on your phone.

**Numeric** Enter only the number that appears on each key.


**Symbol** Enter symbols only (see “Symbol Mode” on page 51).

**Browse** Browse through your phonebook and recent calls lists to select a name or number to enter.


**Note:** The text mode you select remains active until you change it by selecting another mode.

## Tap Method

Tap method is the default standard mode for entering text on your phone.

To activate tap method from any text entry screen, press  and select the **Tap Method** menu option.

To enter text using the tap method:

Do This	To
1 Press a number key one or more times	cycle through the characters associated with the key and select the character you want (see the "Character Chart" on page 50).
2 Continue to press number keys	enter the rest of the characters in the text message
3 Press <b>OK</b> (  )	accept and store the text when you are finished

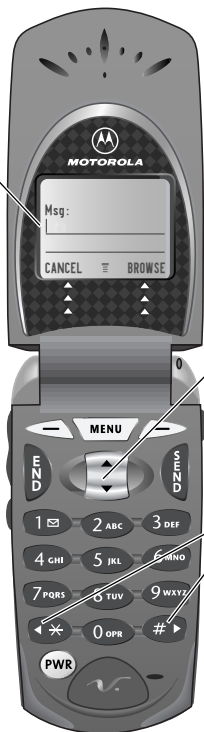
## General Text Entry Rules

Use the keypad to enter letters, numbers, symbols, and other characters with the tap method. Press the same key repeatedly to cycle through available characters (see the "Character Chart" on page 50):

Press a number key to enter text at flashing cursor location.

Press a number key as many times as necessary to enter the desired character.


Press and hold a number key to switch between tap method and numeric text entry mode.



Move flashing cursor up or down one line in text message, or change character in block cursor to uppercase or lowercase.











Move flashing cursor to the left or right in text message.

# Entering Text

- If you do not press a key for two seconds, the character in the block cursor is accepted, and the cursor moves to the next position.
- The first character of every sentence is capitalized unless you manually change it. (Press  down to force the character to lowercase while it is highlighted by the block cursor.)


## Character Chart

Use this chart as a guide for entering spaces, numbers, letters, symbols, and other characters with the tap method.




	<i>space</i> . 1 ? ! , @ _ & : ; " - ( ) ' ¿ ¡ % £ \$ ¥ ¤ €
	a b c 2 ä å á à ã α β ç
	d e f 3 δ é è ê φ
	g h i 4 í γ
	j k l 5 λ
	m n o 6 ñ ö ø ó ò ô õ ω
	p q r s 7 π β σ
	t u v 8 θ ü ú ù
	w x y z 9 ξ ψ
	+ - 0 x * / \ [ ] = > < # §

## Symbol Mode

Your phone provides an alternate way to find and enter symbol characters in a text message. You can view and select from a variety of available symbols.

To activate symbol mode from any text entry screen, press  and select the **Symbol** menu option.

To enter a symbol in symbol mode:

Do This	To
1 Press a number key one time	display its symbol options (see the "Symbol Chart" on page 52)  The symbols associated with the key you pressed are shown at the bottom of the display. If necessary, press other keypad keys to find the symbol you want.
2 Press  or   or  Press the number key multiple times	highlight the symbol you want
3 Press <b>SELECT</b> (  )	add the highlighted symbol to the text area at the top of the display

# Entering Text

## Symbol Chart

Use this chart as a guide for entering symbols in symbol mode.

1 <b>ES</b>	space . ? ! , @ _ & ~ : ; " - ( ) ' ` i i % £ \$ ¥ ¤ €
2 <b>ABC</b>	@ _ \
3 <b>DEF</b>	/ : ;
4 <b>GHI</b>	" & '
5 <b>JKL</b>	( ) [ ] { }
6 <b>MNO</b>	¿ ¡ ~
7 <b>PQRS</b>	< > =
8 <b>TUV</b>	\$ £ ¥ ¤ €
9 <b>WXYZ</b>	# % *
0 <b>OPR</b>	+ - x * / = > < # §




## Predictive Text Entry with iTAP™ Software

iTAP™ software provides a predictive text entry method that lets you enter the letters of a word using only one keypress per letter.

You must activate iTAP software prior to entering letters. You can do this from any text entry screen by pressing **MENU** to open the **Entry Method** menu and selecting the **iTAP** menu option.

## Enter Words

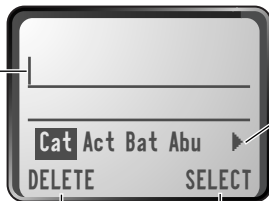
To enter a word with iTAP software:

Do This	To
1 Press a number key one time	enter the first letter of the word The letters associated with the key you pressed are shown at the bottom of the display.
2 Press number keys (one per letter)	enter the rest of the word Alternative words and letter combinations are shown at the bottom of the display based on the keys you press. These word choices are updated with each keypress.
3 When you have entered all the letters of the word, press  or 	locate and highlight the word you want
4 Press SELECT 	add the highlighted word to the text area at the top of the display A space is automatically inserted after the word.

# Entering Text

For example, to spell the word "act," press **2 ABC** **2 ABC** **8 TUV**. The display shows:

*Flashing cursor indicates insertion point.*



Press  **$\leftarrow$**  and  **$\rightarrow$**  and to scroll and see additional word choices.

Press **DELETE** ( **$\leftarrow$** ) to clear the last letter entered.

Press **SELECT** ( **$\rightarrow$** ) to insert the highlighted word at the insertion point.

## Enter Novel Words

You may enter a word that is not in the iTAP software dictionary. If you enter all the letters of a word but the word is not displayed:

Do This	To
1 Press <b>DELETE</b> ( <b><math>\leftarrow</math></b> ) one or more times	delete one or more letters until you see a letter combination that matches the start of the word
2 Press <b><math>\leftarrow</math></b> or <b><math>\rightarrow</math></b>	highlight the letter or letter combination
3 Press <b>SELECT</b> ( <b><math>\rightarrow</math></b> ), then press <b><math>\leftarrow</math></b>	shift the text entry cursor to the left and "lock" the selected portion of the word



## Do This

4 Continue entering letters and highlighting letter combinations

## To

spell the word

---

---

## ***Punctuation***

The iTAP software automatically adds a space after each word. When you enter punctuation, this space is removed. To enter punctuation with iTAP software:

## Press

 or 

## To

enter punctuation or other characters as shown in the "Character Chart" on page 50

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## ***Capitalization***

The first word of a sentence is automatically capitalized, with following words in lowercase. To set or adjust character capitalization with iTAP software:

## Press



## To

change the words to initial character capitalized, all uppercase characters, or all lowercase characters


---

---

# Entering Text



## Enter Numbers

To enter a number with iTAP software:

Do This	To
1 Enter the first digit and then highlight it	put the iTAP software in number entry mode
2 Press number keys	add digits to the number
3 Press <b>SELECT</b> (  )	enter the number at the insertion point

## Delete Letters and Words

Place the cursor to the right of the text that you want to delete, and then do the following:

Do This	To
Press <b>DELETE</b> (  )	delete one letter at a time
Continue to hold <b>DELETE</b> (  )	delete the entire message

# Menu Feature Descriptions



This chapter describes all of your phone's features in order of the menu map shown on pages 3–4. Some descriptions also include page numbers where you can find more detailed information.

If you would like to learn more about a specific feature, a reference guide for your phone is also available. To obtain a copy of the reference guide or another copy of this user guide, see the Motorola Web site at:

<http://motorola.com/consumer/manuals> (United States)

<http://www.motorola.ca/manuals> (Canada)

or contact the Motorola Customer Call Center at  
1-800-331-6456 (United States) or 1-800-461-4575 (Canada).

## Main Menu

### RECENT CALLS

#### **Received Calls**

 > Recent Calls  
> Received Calls

View a list of recently received calls. See "Viewing the Received Calls or Dialed Calls List" on page 67.

#### **Dialed Calls**

 > Recent Calls  
> Dialed Calls

View a list of recently dialed calls. See "Viewing the Received Calls or Dialed Calls List" on page 67.

# Menu Feature Descriptions

## Notepad

**MENU** > Recent Calls  
> Notepad

Call or store the last number entered on the keypad. See “Entering Numbers in the Notepad” on page 35 and “Using the Notepad” on page 70.

## Call Times

**MENU** > Recent Calls  
> Call Times

View call timers that track time spent on your last call, dialed calls, received calls, all calls since reset, and all calls total. See “Viewing and Resetting Call Timers” on page 71.

## PHONEBOOK

**MENU** > Phonebook

Store names and numbers as entries in your phonebook, then call numbers by selecting them from the phonebook list. See “Phonebook” on page 73.

## DATEBOOK

**MENU** > Datebook

Use the datebook calendar to schedule and review your appointments. See “Datebook” on page 82.

## RADIO

**MENU** > Radio

Listen to FM radio stations with the optional Motorola Original™ FM Stereo Radio Headset accessory. This menu feature is displayed only when the FM Stereo Radio Headset is plugged into the accessory connector port on your phone. See “Radio” on page 88.





## MESSAGES

**MENU** > Messages

Adjust message settings, view and manage the various types of messages your phone can receive and/or send:



### **Voicemail**

Listen to your recorded voice messages. See “Messages—Voicemail” on page 91.

### **Text Msgs**

Send and receive text messages. See “Messages—Text” on page 93.

### **Quick Notes**

Select and send pre-written messages from the quick notes list. See “Sending a Quick Note Text Message” on page 100.

### **Outbox**

View all outgoing text messages, delivered and undelivered.

### **Drafts**

Store and edit text messages that you have written but not sent.

## SHORTCUTS

**MENU** > Shortcuts

Create keypad or voice shortcuts to menu features. See “Shortcuts” on page 102.

## VOICE NOTES

**MENU** > Voice Notes

Use the voice key to record messages and phone calls. See “Voice Notes” on page 106.

**Note:** Recording phone calls is subject to varying state and federal laws regarding privacy and recording of conversations.

## Settings Menu

### RING/VIBRATE

#### **Alert**

 > Settings  
> Ring/Vibrate  
> Alert

Select a ring or vibration alert profile for incoming calls and messages. See “Ring/Vibrate” on page 112.

#### **Alert Detail**

 > Settings  
> Ring/Vibrate  
> Alert Detail

Change details about the current alert profile. *Alert* represents the name of the alert profile. See “Ring/Vibrate” on page 112.

#### **My Tones**

 > Settings  
> Ring/Vibrate  
> My Tones

Create custom alert tones for your phone. See “Use the My Tones Feature” on page 114.

### PHONE STATUS

#### **My Tel. Number**

 > Settings  
> Phone Status  
> My Tel. Number

View, enter, and edit information about your name and phone number.



## **Battery Meter**

**MENU** > Settings  
> Phone Status  
> Battery Meter

View a detailed battery charge meter.

## **IN-CALL SETUP**

Set the features that are active during a call, such as the in-call timer and call answering options.

## **In-Call Timer**

**MENU** > Settings  
> In-Call Setup  
> In-Call Timer

Adjust call timer **Display** and **Beep** settings. You can set your timer to beep at a selected interval during your calls. (60 seconds is the default.) You can also turn on or off a display timer during calls as follows:

**Time** Display the elapsed time for the current call.

**Off** No in-call timer display.

## **Answer Options**

**MENU** > Settings  
> In-Call Setup  
> Answer Options

Turn call answering options on or off:

**Multi-Key** Answer by pressing any key.

**Open to Answer** Answer by opening the flip.

# Menu Feature Descriptions

## SECURITY

**Phone Lock**  > Settings > Security  
> Phone Lock

Lock and unlock your phone. See “Locking and Unlocking Your Phone” on page 126.

**Lock Application**  > Settings > Security  
> Lock Application

Lock and unlock specific phone applications (such as phonebook or datebook). When an application is locked, users must enter the unlock code to use the application.

**Talk Secure**  > Settings > Security  
> Talk Secure

Activate a secure connection to prevent others from intercepting your calls. See “Talk Secure” on page 33 and “Activating Talk Secure” on page 128.

**Restrict Calls**  > Settings > Security  
> Restrict Calls

Restrict incoming and outgoing calls. See “Restricting Calls” on page 127.

**New Passwords**  > Settings > Security  
> New Passwords

Change your unlock code (originally set to 1234) or your security code (originally set to 000000). See “Assigning a New Code or Password” on page 124.





## OTHER SETTINGS

### *Personalize*

**MENU** > Settings  
> Other Settings  
> Personalize

Set several personal phone options:

#### **Main Menu**

Change the order of the main menu. See "Reordering Menu Items" on page 120.

#### **Keys**

Change the functions of the soft keys and smart key in the idle display. See "Customizing a Soft Key Function" on page 120.

#### **Greeting**

Change the text displayed when you turn on your phone.



### *Initial Setup*

**MENU** > Settings  
> Other Settings  
> Initial Setup

Set many basic phone options:

#### **Time and Date**


Set the phone's time and date.

#### **Auto PIN Dial**

Some networks require an authenticating PIN to allow outgoing calls. Use this feature to automatically dial your PIN.



# Menu Feature Descriptions

- Auto Redial** Use this option to turn on or turn off the automatic redial feature. When you turn on automatic redial, your phone automatically redials calls that fail due to busy network conditions. See "Using Automatic Redial" on page 32.
- 
- A circular icon with a grid pattern. The text "Network / Subscription Dependent Feature" is written around the perimeter of the circle. In the center, there is a stylized graphic of a mobile phone handset with a signal tower and a checkmark above it.
- Backlight** Set the amount of time that the display backlight remains on, or turn off the backlight to conserve battery power.
- Status Light** Turn the status light off (to conserve battery power) and on.
- Zoom** Switch between three lines (**Zoom Out**) and two lines (**Zoom In**) of display text.
- Scroll** Force the cursor to stop or wrap around when it reaches the top or bottom of a list in the display.
- Animation** Turn animation off (to conserve battery power) or on. Animation makes your phone's menus move smoothly as you scroll up and down.
- Language** Set the language for phone menus.
- Battery Save** Adjust the phone's power usage characteristics to conserve power.



## Contrast Setting

Adjust the contrast setting for your display.

## DTMF

Your phone can send a number to the network as dual tone multi-frequency (DTMF) tones. DTMF tones are used to communicate with automated systems that require you to enter a number such as a code, password, or credit card number. Use this option to set DTMF tones on or off.

## Master Reset

Reset all options back to their original factory settings *except* for the unlock code, security code, and lifetime timer.

## Master Clear

Reset all options back to their original factory settings *except* for the unlock code, security code, and lifetime timer, *and* clear all user settings and entries.

**Note:** This option *erases all user-entered information* stored in your phone's memory, including phonebook and datebook entries. Once you erase the information, it cannot be recovered.

## Network

**MENU** > Settings  
> Other Settings  
> Network



View and adjust your phone's network settings.

# Menu Feature Descriptions

Your service provider registers your phone to a network. You can view information about the current network, change how your phone searches for a network, and activate alerts that indicate when a call is dropped or network registration changes.

## **Car Settings**

**MENU** > Settings  
> Other Settings  
> Car Settings



Adjust hands-free car kit settings.

You can set your phone to route calls directly to the car kit when it detects a connection, and automatically answer calls after two rings. See "Hands-Free Use" on page 121.

**Note:** The use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

## **Headset**

**MENU** > Settings  
> Other Settings  
> Headset



Set your phone to automatically answer calls after two rings when connected to a headset. See "Hands-Free Use" on page 121.

# Recent Calls


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You can use the recent calls menu to view received calls or dialed calls, retrieve the last number stored in the notepad, and view or reset call times.

## Viewing the Received Calls or Dialed Calls List




Your phone keeps lists of the numbers from calls you recently received and dialed, even if the calls did not connect. The lists are sorted from newest to oldest entries. The oldest entries are deleted as new ones are added. Each entry tells you the person's number (or name, if available) and whether the call connected or not. You can call, store, or delete the numbers on these lists.

**Shortcut:** Press  to go directly to the dialed calls list from the idle display.

To open the recent calls menu:

### Find the Feature

 > Recent Calls

Press	To
1 	scroll to <b>Received Calls</b> or <b>Dialed Calls</b>
2 <b>SELECT</b> (  )	select <b>Received Calls</b> or <b>Dialed Calls</b>
3 	scroll to an entry you want to call, store, or delete

**Note:** ✓ means the call connected.


# Recent Calls

**Press**

4 



**To**

call the entry's number

**Tip:** Press and hold  for two seconds to send the entry number as DTMF tones. To activate DTMF tones, see the "DTMF" option on page 65.

or



view the entry's details if **View** appears above the  key, or store the entry's details in the phonebook if **Store** appears above the  key



or



open the **Last Calls Menu** to perform other procedures as described in the following list

---

The **Last Calls Menu** includes the following options:

Option	Description
<b>Store</b>	Create a phonebook entry with the selected number in the <b>No.</b> field. (This option is not available if <b>STORE</b> appears above the  key, or if the number is already stored as a phonebook entry.)
<b>Delete</b>	Delete the entry. (This option is not available if <b>DELETE</b> appears above the  key.)
<b>Delete All</b>	Delete all entries in the current list.



Option	Description
<b>Send Message</b>	Create a new text message, with the selected number in the <b>To</b> field. See “Sending a Text Message” on page 97.
<b>Add Digits</b>	Add digits to the end of the selected number.
<b>Attach Number</b>	Attach another number from the phonebook or recent calls list to the end of the selected number.
<b>Send Tones</b>	Send the selected number to the network as DTMF tones, for credit card calling or password entry. (This option is available only during an active call.)  To activate DTMF tones, see the “DTMF” option on page 65.

## Using the Notepad

Your phone uses a notepad to store the most recent string of digits entered—either for a phone number that you called or for a number that you entered but did not call.

To call the number, create a phonebook entry or perform other operations with the number stored in the notepad:

### Find the Feature

 > Recent Calls > Notepad

### Press



or



or

STORE 

### To

call the number

open the **Dialing Menu** (to attach a number or insert a special character). See “Additional Dialing Features” on page 38.

create a new phonebook entry, with the notepad number copied into the **No.** field. See “Storing a Phonebook Entry” on page 74.

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## Viewing and Resetting Call Timers

Your phone tracks and records call times. Use the recent calls menu to view and reset a call timer.

*Network connection time* is the elapsed time from the moment you connect to your service provider's network to the moment you end the call by pressing **END**. This time includes busy signals and ringing.

**The amount of network connection time you track on your resettable timer may not equal the amount of time for which you are billed by your service provider. For billing information, please contact your service provider directly.**

You can view the approximate network connection time elapsed during the following calls:



Timer	Description
Last Call	Time spent on the last call dialed or received. You cannot reset this timer.
Dialed Calls	Total time spent on dialed calls since the last time you reset this timer.
Received Calls	Total time spent on calls received since the last time you reset this timer.
All Calls	Total time spent on dialed and received calls since the last time you reset this timer.
Lifetime	Total time spent on all calls on this phone. You cannot reset this timer.

# Recent Calls



To view a call timer:

## Find the Feature

**MENU** > Recent Calls  
> Call Times

Press	To
1 	scroll to the timer you want to view
2 <b>SELECT</b> (  )	view the recorded time

To reset the call timer:

Press	To
1 <b>RESET</b> (  )	reset the time (if available)
2 <b>YES</b> (  )	confirm the reset

# Phonebook



You can store a list of names and phone numbers or email addresses in your phone's electronic phonebook. You can view these entries and call them directly from your phone.



For email addresses, you can send a text message directly from your phone.

To see the list of names stored in your phonebook, press **MENU** > **Phonebook** from the idle display.

Scroll to a name and press **VIEW** (▶) to view details of the phonebook entry as shown in the following display.

## Fields in a Phonebook Entry Form

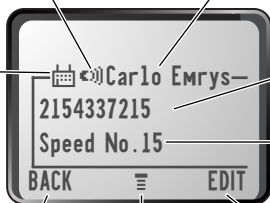
**Voice Name** indicator

indicates a recorded voice name

Entry's Name

**Type** indicator identifies number type:

- Work
- Home
- Main
- Mobile
- Fax
- Pager
- Email



Entry's phone number or email address

Entry's speed dial number


Return to list

Press **MENU** to open the **Phonebook Menu**

Edit entry

## Storing a Phonebook Entry







A phone number or email address is required for a phonebook entry. All other information is optional.

**Shortcut:** Enter a phone number in the idle display, then press **STORE** () to create a phonebook entry with the number in the **No.** field. Go directly to step 3 in the following procedure to enter additional information and store the entry.








### Enter Information

#### Find the Feature



 > Phonebook  
 > New

Press	To
1 	scroll to <b>Phone Number</b> or <b>Email Address</b>
2 <b>SELECT</b> (  )	select the type of entry
3 <b>CHANGE</b> (  )	select <b>Name</b>
4 keypad keys	enter a name for the phonebook entry (see “Entering Text” on page 47)
5 <b>OK</b> (  )	store the name
6 <b>CHANGE</b> (  )	select <b>No.</b> or <b>Email</b>
7 keypad keys	enter the phone number or email address
8 <b>OK</b> (  )	store the phone number or email address




Press	To
9 CHANGE (  )	select <b>Type</b>  <b>Note:</b> This option is not available for email entries. Your phone automatically applies an  (email) type indicator when you enter an email address.
10 	scroll to the type of phone number
11 SELECT (  )	select the number type
12 RECORD (  ) or Go to step 13 if you do not want to record a voice name for the entry	record a voice name for the entry, if desired  See "Recording a Voice Name For a Phonebook Entry" on page 76.
13 	scroll to <b>Speed No.</b> , the number to <i>speed dial</i> the entry  The next available speed dial number is assigned to a new phonebook number by default.
14 CHANGE (  )	select <b>Speed No.</b> if you want to change it
15 keypad keys	enter a different speed number, if desired

# Phonebook

Press	To
16 OK (  )	save the modified speed number  If your chosen speed number is already assigned to another entry, you are asked if you want to replace that entry.
17 SELECT (  )	select <b>MORE</b> if you want to create another entry with the same <b>Name</b>  <b>Note:</b> You must enter a name and number to use this option.

## Complete Phonebook Entry

When you are finished entering information for a phonebook entry:

Press	To
DONE (  )	store the entry and return to the phonebook list

## Recording a Voice Name For a Phonebook Entry

You can record a voice name when you create a new phonebook entry, or when you edit a previously stored phonebook entry. This lets you use voice dial to call the number without dialing (see "Voice Dial" on page 79).

**Tip:** Make your voice recording in a quiet location. Hold the phone about four inches (10 centimeters) from your mouth, and



Speak directly into the phone's microphone in a normal tone of voice.

## Find the Feature

**MENU** > Phonebook

Do This	To
1 Press	scroll to the entry that needs a voice name
2 Press <b>VIEW</b> ()	display the entry's detailed view
3 Press <b>EDIT</b> ()	edit the phonebook entry
4 Press	scroll to <b>Voice Name</b>
5 Press <b>RECORD</b> ()	begin the recording process The phone displays <b>Press Voice Key then say name.</b>
6 Press and release the voice key on the right side of your phone and say the entry's name (in two seconds)	record the voice name The phone displays <b>Press Voice Key then REPEAT name.</b>
7 Press the voice key and repeat the name	confirm the voice name The phone displays <b>Trained: Voice Name.</b>
8 Press <b>DONE</b> ()	store the voice name

## Dialing a Phonebook Entry



You can use the phonebook list, voice dial, speed dial, or one-touch dial to call a number (or send a text message to an email address) stored in your phonebook. To use speed dial, see “Dialing With Speed Dial” on page 36. To use one-touch dial, see “Dialing With One-Touch Dial” on page 37.

## Phonebook List

To call a number or send email to an entry in the phonebook list:

### Find the Feature

 > Phonebook

Press	To
1 	scroll to the entry you want to call
2 	send the call (for a phone number)
	<b>or</b>
	open a new message form with the entry's address in the <b>To</b> field (for an email address)





## Voice Dial




To call a number or send an email using voice dial:

Do This	Result
Press and release the voice key on the right side of your phone and say the entry's name (in two seconds).	Your phone goes to the entry in the phonebook list, repeats the voice name, waits two seconds, then automatically dials the call (for a phone number) or opens a new message form (for an email address).

## Editing a Phonebook Entry

### Find the Feature

 > Phonebook

Press	To
1 	scroll to the entry you want to edit
2 <b>VIEW</b> (  )	display the entry's detailed view
3 <b>EDIT</b> (  )	edit the phonebook entry






Edit a phonebook entry by following the procedures described in "Storing a Phonebook Entry" on page 74.

## Deleting a Phonebook Entry

To delete a phonebook entry:

### Find the Feature

 > Phonebook




Press	To
1 	scroll to the entry you want to delete
2 	open the <b>Phonebook Menu</b>
3 	scroll to <b>Delete</b>
4 <b>SELECT</b> (  )	select <b>Delete</b>
5 <b>YES</b> (  )	confirm the deletion

## Checking Phonebook Capacity

You can check phonebook capacity to see how much memory space is left for storing phonebook entries on your phone. Your phone displays a memory meter that shows how much memory space remains to store phonebook and datebook entries.

### Find the Feature

 > Phonebook

Press	To
1 	open the <b>Phonebook Menu</b>
2 	scroll to <b>Ph Book Capacity</b>
3 <b>SELECT</b> (  )	select <b>Ph Book Capacity</b>
	Your phone displays the phone memory meter.



## Synchronizing with TrueSync Software



You can synchronize phonebook entries between your phone and computer or hand-held device with Starfish TrueSync<sup>®</sup> software, a Motorola accessory product. See the TrueSync user guide for more information.

**Note:** TrueSync software is designed to synchronize with basic features of many popular Personal Information Management (PIM) software and hardware products.








## Setting Up the Phonebook

You can set up your phone to sort your phonebook list by speed dial number (the standard), name, email address, or voice dial.

**Tip:** The voice dial sort is identical to the name sort, except that the entries with voice name tags appear first.

### Find the Feature

 > Phonebook

Press	To
1 	open the <b>Phonebook Menu</b>
2 	scroll to <b>Setup</b>
3 <b>SELECT</b> (  )	select <b>Setup</b>
4 	scroll to <b>Sort by</b>
5 <b>CHANGE</b> (  )	select <b>Sort by</b>
6 	scroll to the entry you want
7 <b>SELECT</b> (  )	select the entry you want

# Datebook

---

The datebook is a calendar that lets you schedule and organize events such as appointments and meetings. You can review your schedule of events for the week or by the day, and have the datebook play a reminder alarm for specific events.

**Note:** You must set the correct time and date in order to use the datebook. Use the **Time and Date** option (see page 63) to set the time and date.

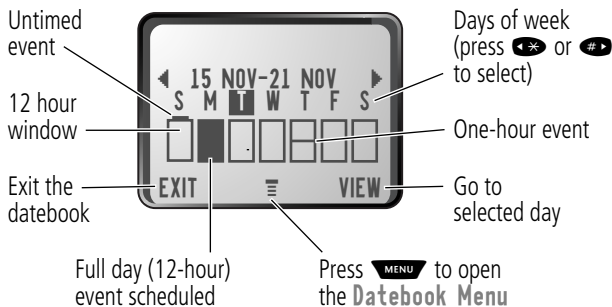
To schedule or review events in the datebook:

## Find the Feature

**MENU** > **Datebook**


## Week View

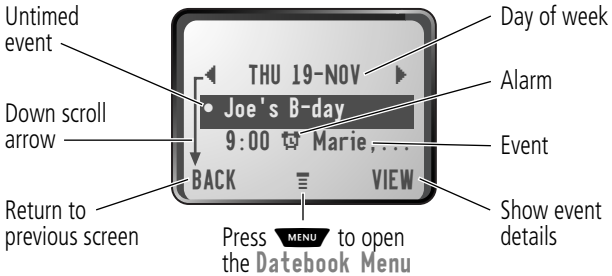
When you open the datebook, your phone displays a calendar for the week. Lines or filled boxes under each day indicate that events have been scheduled.






## Day View

Select a day in the week view and press **VIEW** (  ) to see the day's events. You can store, edit, view, copy, and delete any event from the day view.



## Event View

Select an event in the day view and press **VIEW** (  ) to open the detailed event view. You can edit, copy, and delete events from the event view.







## Storing a New Event

A title is required for a datebook event. All other information is optional.

### Find the Feature

 > **Datebook** > *day*  
 > **New**

See “Selecting a Feature Option” on page 44 for instructions on scrolling to and selecting options.

Press	To
1 <b>CHANGE</b> (  )	select <b>Title</b>
2 keypad keys	enter a title for the event (see “Entering Text” on page 47)
3 <b>OK</b> (  )	store the event title
4 	scroll to other fields and enter information as necessary  Other fields let you enter start time, duration, date, repeating events, and reminder alarm.
5 <b>DONE</b> (  )	store the new event and return to the day view



## Changing Event Information

To change information about an existing event:

### Find the Feature

**MENU** > Datebook













Press	To
1  or	scroll to the scheduled event day
2 <b>VIEW</b> (	display the day view
3	scroll to the event you want to change
4 <b>VIEW</b> (	display the event view
5 <b>EDIT</b> (	edit the event
6	scroll to the detail you want to change
7 <b>CHANGE</b> (	edit the information
8 keypad keys	enter the new information
9 <b>DONE</b> (	store the information and return to the day view

## Copying an Event

To copy information from a current event to a new event:

### Find the Feature

 > **Datebook**

Press	To
1  or 	scroll to the scheduled event day
2 <b>VIEW</b> (  )	display the day view
3 	scroll to the event to copy
4 	open the <b>Datebook Menu</b>
5 	scroll to <b>Copy</b>
6 <b>SELECT</b> (  )	copy the event
7 <b>YES</b> (  )	confirm the copy
	Your phone assumes that you want to change the date, and displays the <b>Date</b> field.
8 keypad keys	enter the date information
9  (  )	move to the month, day, and year
10 <b>DONE</b> (  )	save the copy of the event
11 <b>DONE</b> (  )	return to the day view















## Deleting an Event

### Find the Feature

**MENU** > Datebook

Press	To
1  or 	scroll to the scheduled event day
2 <b>VIEW</b> (  )	display the day view
3 	scroll to the event to delete
4 <b>MENU</b> (  )	open the <b>Datebook Menu</b>
5 	scroll to <b>Delete</b>
6 <b>SELECT</b> (  )	select <b>Delete</b>  For non-repeating events, go to step 7. For repeating events, the phone displays a delete event menu:
a 	scroll to <b>This Event Only</b> or <b>Repeat Events</b>
b <b>SELECT</b> (  )	select the event(s) to delete
7 <b>YES</b> (  )	confirm the deletion  The phone briefly displays a <b>Deleted:</b> message and returns you to the day view.


# Radio

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You can use your phone to tune, store presets, and listen to FM radio stations when the optional Motorola Original™ FM Stereo Radio Headset accessory is plugged into the phone's accessory connector port.





## Turning the Radio On and Off

Press	To
Radio (  )	turn the radio on and off

---


---

Alternatively, you can use the following procedure:



Press	To
1 	open the menu
2 	scroll to <b>Radio</b>
3 <b>On</b> (  ) or <b>Off</b> (  )	turn the radio on or off

---

---

**Note:** The **Radio** (  ) soft key option and **Radio** menu feature are displayed only when the FM Stereo Radio Headset is plugged into the accessory connector port.

## Tuning a Station

Do This	To
Press 	scroll up or down to the next frequency
or	
Press and hold 	scroll up or down to the next available stereo station

---

---



## Storing a Preset

To store a station to a preset that you can recall later:

Do This	To
Press and hold a number key (1 to 9)	assign its preset number to the tuned station

## Selecting a Preset

To select a preset radio station:

Press	To
a number key (1 to 9)	tune the station stored at that preset location

## Sending and Receiving Calls With the Radio On

Your phone interrupts the radio signal and rings or vibrates as usual to notify you of an incoming call, message, or other event. When you receive a call:

Do This	To
Press <b>IGNORE</b> (left arrow)	ignore the call
Press <b>ANSWER</b> (right arrow)	answer the call
<b>or</b> Press the button on the FM Stereo Radio Headset microphone	<b>Note:</b> You can use the FM Stereo Radio Headset microphone to converse with the other party during a call


# Radio

To end the call and resume the FM broadcast:

Do This	To
Press 	end the call
<b>or</b>	
Press and hold the button on the FM Stereo Radio Headset microphone	

---

Turn the radio off before dialing outgoing calls from the phone keypad. You do not have to turn off the FM radio feature to dial emergency numbers, or numbers selected from your phonebook or other lists.

**Tip:** To dial a recently called number, press  or the button on the FM Stereo Radio Headset microphone to go to the dialed calls list. For more information, see “Recent Calls” on page 67.

# Messages—Voicemail




You can listen to your voicemail messages by calling your network voicemail phone number. Voicemail messages are stored on the network—not on your phone. Contact your service provider for more details.

## Storing Your Voicemail Number


Store your voicemail number in your phone to make it faster and easier to use voicemail. Your voicemail number is provided by your service provider.

### Find the Feature

**MENU** > Messages  
**MENU** > VoiceMail Setup


Press	To
1 keypad keys	enter the phone number for your voicemail
2 <b>OK</b> (  )	store the number

## Receiving a New Voicemail Message

When you receive a voicemail message, your phone displays the  (voice message waiting) indicator and a **New VoiceMail** notification. (Some networks only indicate when you have messages, whether they are new or not.) If reminders are turned on, your phone sends a reminder every five minutes until you close the new message notification, listen to the message, or turn off your phone. (See “Reminders” on page 119.)

# Messages—Voicemail

From the new message notification:

Do This	To
Press <b>CALL</b> (  )	call your voicemail phone number and listen to the message

---

---

## ***Listening to a Voicemail Message***

To listen to your voicemail messages at any time:

**Find the Feature**     > **Messages** > **VoiceMail**

Your phone calls the voicemail phone number you stored. If you do not have a voicemail number stored, the phone guides you through storing a number.

# Messages—Text



Text messages are brief messages that you can send and receive (such as **Where are we meeting?**). Received messages appear on your phone display or in your text message inbox.

Quick notes are pre-written text messages that you can customize and send quickly.

You must set up the text message inbox *before* you can send and receive these messages. The total number of messages the inbox can hold depends on the length of the messages, and the number of other messages and drafts stored on your phone.

**Note:** Your service provider may have already programmed the text message inbox settings for you.

## Setting Up the Text Message Inbox

### Find the Feature













> Messages



> Text Msg Setup

Press	To
1 CHANGE (➤)	change the <b>Srvce Center No.</b> which is provided by your service provider
2 keypad keys	enter the phone number for the service center that handles your outgoing messages
3 OK (➤)	store your service center number
4 CHANGE (➤)	change the <b>Expire After</b> period

## Messages – Text


Press	To
5 keypad keys	enter the expiration period—the number of days your network tries to send unreceived messages
6 OK (  )	store the expiration period
7 CHANGE (  )	change the <b>Cleanup</b> setting
8 	scroll to the number of days that messages should stay in your inbox, or the number of messages that should be kept in your inbox
9 SELECT (  )	select the cleanup setting If you select <b>Custom</b> , continue. Otherwise, go directly to step 14 to complete the procedure.
10 	scroll to the number of days or messages
11  (  )	move to the type identifier
12 	scroll to <b>days</b> or <b>msgs</b>
13 DONE (  )	store the custom cleanup period
14 DONE (  )	save the text message inbox settings

### Receiving a Text Message


**Note:** You must set up the text message inbox before you can receive text messages. See “Setting Up the Text Message Inbox” on page 93.






When you receive a new message, your phone displays the  (message waiting) indicator and a **New Message** notification, and gives an alert. If reminders are turned on, your phone sends a reminder every five minutes until you close the new message notification, read the message, or turn off your phone. (See “Reminders” on page 119.)

From the new message notification:

Press	To
READ (  )	open the message (or your text message inbox if there are multiple messages)

As memory space for storing messages gets close to full, the  (message waiting) indicator flashes and your phone displays **Memory is Low!** when you receive a new message. When no more messages can be stored, your phone displays **Memory is Full!** and the network temporarily holds your new messages.

## ***Reading, Locking, or Deleting a Text Message***

You can open your text message inbox to read, lock, or delete messages at any time.









Messages in the text message inbox are sorted from newest to oldest. The oldest messages are deleted automatically as specified by the inbox cleanup setting (see “Setting Up the Text Message Inbox” on page 93). If you want to save a message,

# Messages – Text

you should lock it to prevent it from being deleted during cleanup.

## Find the Feature


 > Messages > Text Msgs

Press	To
1 	scroll to the message you want (  = unread and urgent,  = read,  = read and locked)
2 READ (  )	open the message
3 SAVE (  )	close the message without changes
or DELETE (  )	delete the message
or 	open the <b>Text Msg Menu</b> to perform other procedures as described in the following list

The **Text Msg Menu** includes the following options:

Option	Description
Call Back	Call the number in the message header or the message text.
Reply	Open a new text message, with the message's <b>Reply To</b> number or email address in the <b>To</b> field.
Forward	Open a copy of the text message, with an empty <b>To</b> field.



Option	Description
Lock/Unlock	Lock or unlock the message.
Store Number	Open a new phonebook entry with the message's embedded number in the <b>No.</b> field.
Delete or Delete All	Delete the message or all inbox messages. Press <b>Yes</b> (  ) to confirm the deletion.
Store Address	Open a new phonebook entry with the message's embedded email address in the <b>Email</b> field (if more than one address is embedded, you can select one from a list).
New	Open a new text message.
Setup	Open the inbox setup menu.

## ***Sending a Text Message***











You can create and send a text message to one or more recipients. The text message feature lets you manually enter each recipient's phone number or email address, or select one or more numbers/addresses from the phonebook or recent calls lists.

**Note:** When you manually enter phone numbers and/or email addresses in the **To** field, you must insert a space between each phone number/address. Press **1st** one time, wait for the space to appear, then enter the next phone number or email address.








### **Find the Feature**

 > Messages  
 > New

# Messages – Text

Press	To
1 CHANGE (  )	select <b>To</b>
2 keypad keys	enter one or more phone numbers and/or email addresses where you want to send the message
	<b>Tip:</b> Remember to press  one time to add a space between each phone number/address that you enter manually.
or	
BROWSE (  )	select one or more phone numbers and/or email addresses from the phonebook or recent call lists
3 OK (  )	store the number(s) and/or email address(es)
4 CHANGE (  )	select <b>Msg</b>
5 keypad keys	enter the text message (see “Entering Text” on page 47)
	<b>Note:</b> Message length is limited. When 40 or fewer characters remain, a two-digit counter at the top of the display shows how many are left.
6 OK (  )	store the text message
7 CHANGE (  )	select <b>Priority</b>
8 	scroll to the priority you want
9 SELECT (  )	set the priority
10 CHANGE (  )	select <b>Call</b>



Press	To
11 keypad keys	enter the number you want your recipient to call back (the message's <b>From</b> field)
12 <b>OK</b> (  )	store the number
13 <b>CHANGE</b> (  )	select <b>Receipt</b>
14 	select whether you want the message status to be updated when the recipient opens the message  <b>Note:</b> Sent messages are stored in your phone's outbox. See "Viewing the Status of Sent Text Messages" on page 101.
15 <b>OK</b> (  )	store your receipt preference
16 <b>DONE</b> (  )	finish the message  Your phone displays <b>Send Message Now?</b>
17 <b>YES</b> (  )	send the message
<b>or</b> <b>NO</b> (  )	cancel the message or save it as a draft  A saved message is stored in the drafts folder, where you can edit it and send it at a later time.




## Sending a Quick Note Text Message

Quick notes are short, pre-written text messages that you can select, edit, and send quickly (for example, **Meet me at . . .**). You can also create new quick note messages and store them for later use.



To send a quick note message:

### Find the Feature

 > Messages > Quick Notes

Press	To
1 	scroll to the quick note you want
2 <b>READ</b> (  )	read the quick note
<b>or</b>	
	open the <b>Quick Note Menu</b> to perform other procedures as described in the following list

The **Quick Note Menu** includes the following options:

Option	Description
<b>New</b>	Open an editor where you can create a new quick note. Enter text and press <b>OK</b> (  ) to save it as a quick note.
<b>Edit</b>	Open an editor where you can edit the selected quick note. Edit the quick note text and press <b>OK</b> (  ) to save your changes.



Option	Description
Delete	Delete the selected quick note.
Send	<p>Open a new message, with the selected quick note text in the <b>Msg</b> field.</p> <p>Complete the other fields in the message (for details, see “Sending a Text Message” on page 97).</p> <p>To send the quick note to multiple recipients, enter multiple phone numbers and/or email addresses in the <b>To</b> field as described in step 2 of the procedure for “Sending a Text Message” on page 97.</p>

## Viewing the Status of Sent Text Messages

Text messages that you send are stored in the outbox. To view the contents of your outbox:


**Find the Feature**       > Messages > Outbox

Messages are sorted from newest to oldest. The following icons indicate message status:

» = sending in progress

 = delivered

✕ = sending failed

 = read by recipient







# Shortcuts

---

Your phone includes several pre-programmed shortcuts. You can create additional shortcuts, if you like, to mark frequently used menu items.

## Standard Shortcuts

The following shortcuts are pre-programmed in your phone. You cannot edit or delete these shortcuts.

Do This	To
Press  , then press and hold  (within two seconds)	zoom in/out your phone's display view (See "Changing the Zoom Setting" on page 27.)
Press  	display your phone number
Press 	go to the dialed calls list (See "Recent Calls" on page 67.)
Press 	exit the menu system, return to the idle display

## User-Settable Shortcuts

You can create shortcuts to many menu features and applications. A shortcut takes you directly to the menu item, or performs the menu action (if applicable).








## Creating a Shortcut






You can assign a keypad shortcut, or both a keypad shortcut *and* a voice shortcut to a menu item.

A voice shortcut lets you go directly to a menu item by saying its shortcut name.

**Tip:** Make your voice recording in a quiet location. Hold the phone about four inches (10 centimeters) from your mouth, and speak directly into the phone's microphone in a normal tone of voice.

Do This	To
1 Press 	enter the menu system
2 Scroll to the item to which you want to assign a shortcut	highlight the menu item
3 Press and hold 	open the shortcut editor The phone displays: <b>Assign Shortcut for:</b> “ <i>Item</i> ”? where <i>Item</i> is the name of the item you selected.
4 Press YES (  )	view shortcut options

# Shortcuts

Do This	To
5 Press <b>CHANGE</b> (  )	change the keypad shortcut number, if necessary
or	
Press <b>DONE</b> (  )	select the default keypad shortcut number and close the shortcut editor if you do not want to assign a voice shortcut
or	
Press 	scroll to <b>Voice</b> if you want to assign a voice shortcut
6 Press <b>RECORD</b> (  )	begin the recording process The phone displays <b>Press Voice Key then say voice shortcut.</b>
7 Press and release the voice key on the right side of your phone and say the shortcut's name (in two seconds)	record the shortcut name The phone displays <b>Press Voice Key then REPEAT voice shortcut.</b>
8 Press and release the voice key and repeat the name	confirm the shortcut name The phone displays <b>Trained: Voice Shortcut</b>
9 Press <b>DONE</b> (  )	store the shortcut name and close the shortcut editor




## Using Shortcuts

You can use a shortcut from the idle display, while on a call, or while scrolling through a menu.

### Use a Keypad Shortcut

If you know the shortcut number:

Press	To
1 	open the menu
2 the shortcut's number	go to the menu item, or perform the menu action


### Select a Shortcut From the List

To select a shortcut from the shortcut list:

**Find the Feature**  > **Shortcuts**  
> *the shortcut you want*

### Use a Voice Shortcut

To use a voice shortcut:

Do This	To
1 Press 	open the menu
2 Press and release the voice key on the right side of your phone and say the shortcut's name (in two seconds)	go to the menu item, or perform the menu action

# Voice Notes

---

The voice note feature lets you record personal messages or phone calls. You can play back a voice note at any time. There are no pre-recorded voice notes on your phone.

## Recording a Voice Note

Use this procedure to record a voice note when the idle display is visible, or use it during a phone call to record the call. Your phone plays an alert tone to notify the other party that the call is being recorded.

**Note:** Recording phone calls is subject to varying state and federal laws regarding privacy and recording of conversations.

**Tip:** Make your voice recording in a quiet location. Hold the phone about four inches (10 centimeters) from your mouth, and speak directly into the phone's microphone in a normal tone of voice.

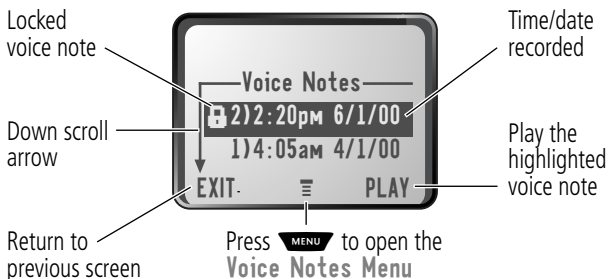
Do This	Result
1 Press and hold the voice key on the right side of your phone for the duration of the recording.	A tone sounds in the earpiece and the phone displays the <b>Recording Voice Note</b> message.
2 Speak your voice note into the phone while continuing to hold the voice key.	The phone records the message and displays a recording timer.
3 Release the voice key to stop recording.	The phone displays the voice notes list number and the total recording time.



## Viewing the Voice Notes List

The voice notes list shows all your voice notes along with other important information and features.

**Find the Feature**  > Voice Notes





**New Voice Note** appears at the end of the list or by itself if no voice notes are stored. Select **New Voice Note** to view instructions on how to record a new voice note.

## Playing a Voice Note

To play a recorded voice note:

**Find the Feature**  > Voice Notes

Press	To
1 	scroll to the voice note
2 <b>PLAY</b> (  )	play the voice note

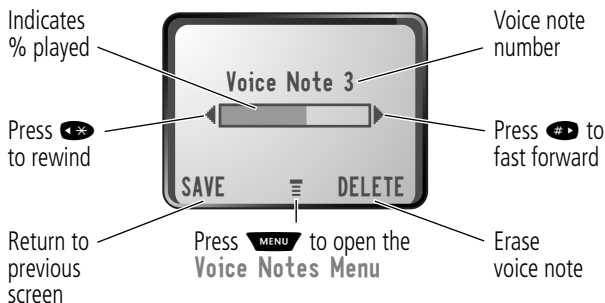
# Voice Notes

When an optional Motorola Original™ headset accessory or FM Stereo Radio Headset accessory is connected to your phone, voice note playback is automatically routed to the headset.

**Tip:** You can play a voice note while taking a call. It will not be transmitted to the other party.

## Playback Screen

While the voice note is playing, the playback screen is displayed.





## Voice Note Controls

While playing back a voice note, press these keys to do the following:

Stop playback and go to **Voice Notes Menu**.

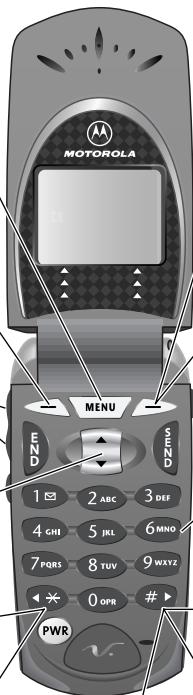
Stop playback and return to voice notes list.

Raise or lower playback volume of voice note.

Stop playback and scroll up/down to next voice note.

Rewind three seconds, resume playing.

Press and hold to rewind to the beginning.



If the voice note is unlocked, stop playback and display **Delete Voice Note?**

If the voice note is locked, stop playback and unlock voice note.

Press any number key to alternately stop and start playback.

Fast forward three seconds, resume playing.

When playback is complete, press to restart.





Press and hold to fast forward to end.

## Locking and Unlocking a Voice Note




You can prevent a voice note from being accidentally deleted by locking it. To delete a locked voice note, you must first unlock it.

### Find the Feature

 > Voice Notes

Press	To
1 	scroll to the voice note you want to lock or unlock
2 	open the <b>Voice Notes Menu</b>
3 	scroll to <b>Lock</b> or <b>Unlock</b>
4 <b>SELECT</b> (  )	lock or unlock the voice note

You can also lock or unlock a voice note while playing it back. When the playback screen is displayed:

Press	To
1 	open the <b>Voice Notes Menu</b>
2 	scroll to <b>Lock</b> or <b>Unlock</b>
3 <b>SELECT</b> (  )	lock or unlock the voice note

Playback stops when you lock or unlock a voice note. Press any number key to resume playback.










## Deleting a Voice Note


You can delete a single unlocked voice note or all unlocked voice notes. To delete a locked voice note, you must first unlock it. See “Locking and Unlocking a Voice Note” on page 110.

### Find the Feature

 > **Voice Notes**

Press	To
1 	scroll to the voice note you want to delete
2 	open the <b>Voice Notes Menu</b>
3 	scroll to <b>Delete</b> or <b>Delete All</b>
4 <b>SELECT</b> (  )	select the highlighted option  The phone displays <b>Delete Voice Note X?</b> , or <b>Delete All Voice Notes?</b>
5 <b>YES</b> (  )	delete the selected voice note, or delete all voice notes

### Notes:

- You can always press **NO** () to cancel deletion.
- A deleted voice note cannot be recovered.


# Adjusting Your Settings


---

You can adjust a wide variety of phone settings to suit your needs.


## Ring/Vibrate

Your phone rings or vibrates to notify you of an incoming call, message, or other event. This ring or vibration is called an *alert*. You can select one of five different alert profiles:

 Loud ring

 Soft ring

 Vibrate

 Ring and vibrate

 Silent

The alert setting indicator in your display shows the current alert profile (see illustration on page 25).

Each alert profile contains settings for ringer and keypad volume. It also includes alert tone settings for different events: incoming calls, text messages, voicemail messages, alarms, and reminders. You can modify the settings in each profile.

## Select an Alert Profile

### Find the Feature

 > Settings > Ring/Vibrate  
> Alert

### Press

1 

### To

scroll to the alert profile you want to use

---



Press	To
2 SELECT (➤)	select the alert profile  The phone displays the <b>Changed: Alert</b> message.

---

---



## Customize an Alert Profile

You can customize a profile by changing the alerts used for specific events (such as incoming calls, text messages, etc.). Your phone includes a variety of preset alert tones and vibrations. Any changes you make are saved to the current alert profile.

**Tip:** This feature also lets you set the profile's ringer volume and keypad volume.

### Find the Feature

 > **Settings** > **Ring/Vibrate**  
> **Alert Detail**

Press	To
1 	scroll to the event for which you want to set a new alert
2 CHANGE (➤)	select the event  The phone displays the list of available alerts.
3 	scroll to the alert you want for the event
4 SELECT (➤)	select the alert  The phone displays the <b>Changed: Event Alert</b> message.

---

---

# Adjusting Your Settings








## Use the My Tones Feature

The my tones feature lets you create up to 32 custom alert tones for your phone. The tones you create appear in the list of available alerts (see “Customize an Alert Profile” on page 113).

### Creating a Tone

#### Find the Feature

 > Settings > Ring/Vibrate  
> My Tones

Press	To
1 	scroll to [New Tone]
2 SELECT (  )	select [New Tone]
3 CHANGE (  )	select <b>Notes</b>
4 keypad keys	enter notes for the tone (see “Entering Notes” on page 115)
5 OK (  )	store the notes
6 CHANGE (  )	select <b>Name</b>
7 keypad keys	enter the name for the tone
8 OK (  )	store the name
9 DONE (  )	store the tone





## Entering Notes

To create a new tone, use the keypad keys to enter each note. Press a key multiple times to cycle through its available notes or options (pitch, octave, or length). The default setting for a new tone is a quarter note in octave two.

Key	Phone Display	Description
1 <small>1st</small>	1	set octave one
	2	set octave two
	3	set octave three
2 <small>ABC</small>	A	note A
	B	note B
	C	note C
3 <small>DEF</small>	D	note D
	E	note E
	F	note F
4 <small>GHI</small>	G	note G
	R	rest
7 <small>PQRS</small>	#	sharp
	b	flat
0 <small>OPQ</small>	q	quarter note or quarter rest
	h	half note or half rest
	w	whole note or whole rest

# Adjusting Your Settings



















Enter a note as follows:

Task	Action
Change the octave	Set the new octave ( <b>1</b> , <b>2</b> , or <b>3</b> ) <i>before</i> selecting the note. The new octave applies to the note and all following notes until you change it again.
Select the note (required)	Press a keypad key to enter a note.
Change a note to a sharp or flat	Enter a sharp or flat ( <b>#</b> or <b>b</b> ) <i>after</i> selecting the note.  Some sharps and flats are played as standard notes. For example, <b>B#</b> is the same as <b>C</b> . Press  to scroll to valid notes when entering a new note.
Change a note's length	Set the new length ( <b>q</b> , <b>h</b> , or <b>w</b> ) <i>after</i> selecting the note. The new length applies to the note and all following notes until you change it again.
Add a rest	Enter one or more rests ( <b>R</b> characters) as needed in the tone sequence. You can set the length of the rest by entering a <b>q</b> , <b>h</b> , or <b>w</b> character <i>after</i> the rest, just as you can for a note.
Listen to a new tone as you compose it	Press  to enter the <b>Compose Menu</b> , and select <b>Play All</b> to play the notes you have entered.



## Example





Press the following keys to play this sequence of notes and rests in octave three: C (quarter note), E flat (quarter note), half rest, and G (whole note):

Press	To	Phone Display
1   	set octave three	3
2   	enter a quarter note C	C
3    	enter a quarter note E flat	E <sub>b</sub>
4    	enter a half rest	Rh
5    	enter a whole note G	Gw



## Playing a Tone

### Find the Feature

 > Settings > Ring/Vibrate > My Tones

Press	To
1 	scroll to the tone you want to play
2 	open the <b>My Tones Menu</b>
3 	scroll to <b>Play</b>
4 <b>SELECT</b> (  )	select <b>Play</b> The phone displays the playback meter and plays the tone.

# Adjusting Your Settings

Press	To
5 <b>PLAY</b> (  )	play the tone again
or	
<b>CANCEL</b> (  )	return to the my tones list






---

---

## Editing a Tone

You cannot edit the standard alert tones included with your phone. To edit a custom tone that you created:

**Find the Feature**  > **Settings** > **Ring/Vibrate**  
> **My Tones**

Press	To
1 	scroll to the tone you want to edit
2 <b>EDIT</b> (  )	open the tone details
3 	scroll to the details you want to edit ( <b>Name</b> or <b>Notes</b> )
4 <b>CHANGE</b> (  )	select the details you want to edit
5 keypad keys	enter new text or notes (see "Entering Notes" on page 115)
6 <b>OK</b> (  )	store the details

---

---






## Deleting a Tone

You cannot delete the standard alert tones included with your phone. To delete a custom tone that you created:

**Find the Feature**  > **Settings** > **Ring/Vibrate**  
> **My Tones**





Press	To
1 	scroll to the tone you want to delete
2 	open the <b>My Tones Menu</b>
3 	scroll to <b>Delete</b>
4 <b>SELECT</b> (  )	select <b>Delete</b>
5 <b>YES</b> (  )	confirm the deletion



## Reminders

Reminders are alerts that ring or vibrate to notify you about a voicemail or text message that you have received, or a datebook event that you have scheduled.

To set or turn off reminders:

### Find the Feature

 > **Settings** > **Ring/Vibrate**  
> **Alert Detail** > **Reminders**

Press	To
1 	scroll to the reminder alert you want: <b>Beep, Vibrate, or Off</b> <b>Beep</b> or <b>Vibrate</b> sets the corresponding reminder alert type. <b>Off</b> turns off all reminders.
2 <b>SELECT</b> (  )	select the reminder alert





# Adjusting Your Settings

## Reordering Menu Items



You can customize the order of the items in your phone's main menu, depending upon your usage.

### Find the Feature

**MENU** > Settings  
> Other Settings  
> Personalize > Main Menu




Press	To
1 	scroll to the menu item you want to move
2 GRAB (  )	grab the menu item you want to move
3 	move the item up or down the menu
4 INSERT (  )	insert the item in the new location

## Customizing a Soft Key Function

You can relabel the soft keys ( and ) and the smart key to access different main menu items from the idle display.

### Find the Feature

**MENU** > Settings  
> Other Settings  
> Personalize > Keys

Press	To
1 	scroll to <b>Left</b> , <b>Right</b> , or <b>Smart</b>
2 CHANGE (  )	open the key editor
3 	scroll to the new key function



Press	To
4 <b>CHANGE</b> (➡)	confirm the new function  The key will have the new function whenever the phone is idle.

## Hands-Free Use



You can purchase an optional Motorola Original™ hands-free car kit or headset for your phone. These accessories provide alternative ways for you to use your phone without using your hands.

**Note:** The use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

## Automatic Answer

When you activate automatic answer and connect your phone to a car kit or headset, your phone automatically answers calls after two rings.

### Find the Feature

**MENU** > Settings  
> Other Settings

Press	To
1	scroll to <b>Car Settings</b> or <b>Headset</b>
2 <b>SELECT</b> (➡)	select the feature
3	scroll to <b>Auto Answer</b>
4 <b>CHANGE</b> (➡)	select <b>Auto Answer</b>
5	scroll to <b>On</b> or <b>Off</b>

# Adjusting Your Settings

Press	To
6 SELECT (▶)	confirm the setting

---


---

## Automatic Hands-Free

You can set up your phone to automatically route calls to a car kit when it detects a connection.

### Find the Feature

- MENU > Settings
- > Other Settings
- > Car Settings
- > Auto Handsfree

Press	To
1 	scroll to On or Off
2 SELECT (▶)	confirm the setting

---

---



## Power-Off Delay

When your phone is connected to a car kit, you can set it to stay on for a specified time period after you switch off the ignition. This keeps your phone from draining your vehicle battery by staying on indefinitely, but leaves your phone on long enough that you do not have to re-enter your unlock code when you make short stops.

### Find the Feature

- MENU > Settings
- > Other Settings
- > Car Settings
- > Power-Off Delay




Press	To
1 	scroll to the time delay option you want
2 SELECT (  )	confirm your selection



**Caution:** If you select **Continuous**, the phone does not power off when you turn off the ignition. Be careful not to accidentally drain your vehicle battery if you select this option.

## Charger Time

When your phone is connected to a car kit, you can set it to charge itself for a specified time period after you switch off the ignition. This helps ensure that the phone battery gets fully charged while the vehicle is parked.

### Find the Feature

-  > Settings
- > Other Settings
- > Car Settings
- > Charger Time

Press	To
1 	scroll to the charge time option you want
2 SELECT (  )	confirm your selection

# Security


---

## Assigning a New Code or Password

Your phone's four-digit unlock code is originally set to 1234, and the six-digit security code is originally set to 000000 at the factory. Your service provider may reset these numbers before you receive your phone.

If your service provider has *not* reset these numbers, we recommend that you change them to prevent other users from accessing your personal information or modifying your phone settings. The unlock code must contain four digits, and the security code must contain six digits. Be sure to make a note of the new numbers.

### Notes:






- Your service provider may retain your phone's security code for customer service purposes. In this case, you will not be able to use phone features that require you to enter the security code (such as master clear, master reset, and the unlock code bypass feature).
- If the only **code** you can change is the unlock code, the **New Passwords** menu is unavailable and the **Unlock Code** option appears on the **Phone Lock** menu. In this case, open the unlock code editor by selecting:  > **Settings** > **Security** > **Phone Lock** > **Unlock Code**.

To change a code or password:

### Find the Feature

 > **Settings** > **Security**  
> **New Passwords**





Press	To
1 	scroll to the code or password you want to change
2 <b>CHANGE</b> (  )	select the code or password
3 keypad keys	enter your old code  If you do not know your code, see "If You Forget a Code or Password" on page 125.
4 <b>OK</b> (  )	submit your old code
5 keypad keys	enter the new code
6 <b>OK</b> (  )	assign the new code
7 keypad keys	re-enter the new code
8 <b>OK</b> (  )	confirm the new code

## ***If You Forget a Code or Password***

If you forget your security code (originally set to 000000), contact your service provider.

If you forget your unlock code, try entering 1234 or the last four digits of your phone number. If that does not work, do the following when you see the **Enter Unlock Code** message:

Press	To
1 	go to the unlock code bypass screen
2 keypad keys	enter your security code
3 <b>OK</b> (  )	submit your security code

## Locking and Unlocking Your Phone

You can lock your phone manually or set your phone to lock automatically whenever you turn it off.


When you try to use a locked phone, it asks you to enter the unlock code. A locked phone still rings or vibrates for incoming calls or messages, *but you must unlock it to answer.*

You can make emergency calls on your phone even when it is locked. See “Dialing an Emergency Number” on page 34.

### Lock Your Phone Manually

#### Find the Feature

 > Settings > Security  
> Phone Lock > Lock Now


Press	To
1 keypad keys	enter your four-digit unlock code
2 OK (  )	lock the phone

### Set Your Phone to Lock Automatically

You can set your phone to lock every time you turn it off:

#### Find the Feature

 > Settings > Security  
> Phone Lock  
> Automatic Lock > On

Press	To
1 keypad keys	enter your four-digit unlock code
2 OK (  )	set the phone to lock automatically





## Unlock Your Phone

At the **Enter Unlock Code** prompt:

Press	To
1 keypad keys	enter your four-digit unlock code  The unlock code is originally set to 1234. If necessary, see “If You Forget a Code or Password” on page 125.
2 OK (➤)	unlock your phone

## Restricting Calls

You can stop all outgoing or incoming calls, or you can restrict them to the numbers stored in your phonebook.



### Notes:

- You can still place calls to emergency numbers when outgoing calls are restricted.
- Your phone still receives incoming text messages when incoming calls are restricted.
- When you restrict incoming calls to numbers stored in the phonebook, a valid incoming call may be restricted if caller ID information for the call is not available from the network.

### Find the Feature

**MENU** > Settings > Security  
> Restrict Calls

# Security

Press	To
1 keypad keys	enter your four-digit unlock code
2 OK (➤)	open the restrict calls menu
3 	scroll to <b>Outgoing Calls</b> or <b>Incoming Calls</b>
4 CHANGE (➤)	select <b>Outgoing Calls</b> or <b>Incoming Calls</b>
5 CHANGE (➤)	change the <b>Allow</b> setting
6 	scroll to <b>All</b> , <b>None</b> , or <b>Phonebook</b>
7 SELECT (➤)	select the calls you want to allow


The phonebook application is not locked when you restrict outgoing calls to numbers stored in the phonebook. To prevent a user from adding (and then calling) a new phonebook entry, you may want to lock the phonebook application under these circumstances. See the “Lock Application” item on page 62.

## Activating Talk Secure

Your phone can attempt to send your calls using a high-security connection, to prevent others from intercepting them. For more information, see “Talk Secure” on page 33.

### Find the Feature






 > Settings > Security  
> Talk Secure

Press	To
1 	scroll to <b>Preferred</b> or <b>Off</b>
2 SELECT (➤)	switch talk secure on or off

# Troubleshooting




Check these questions first if you have problems with your phone:

Question	Answer
<b>Is your phone set up correctly?</b>	Press <b>MENU</b> <b>#</b> <b>&gt;</b> . If you do not see your phone number, contact your service provider.
<b>Is your battery charged? Do you see  in the display?</b>	The battery level indicator should have at least one segment showing (  ). If it does not, recharge your battery. (See "Charging the Battery" on page 20 and "Battery Use" on page 30.)
<b>Does the handset have a signal? Do you see  in the display?</b>	Make sure that your antenna is fully extended. The signal strength indicator should have at least one segment showing (  ). If it does not, move to an area with a stronger signal to use your phone.
<b>Is the earpiece volume too low?</b>	While on a call, press the upper volume key on the side of your phone.
<b>Is the other party unable to hear you?</b>	Make sure that your antenna is fully extended and that your phone is not muted. Press <b>UNMUTE</b> (  ) if necessary to unmute the phone.  Also, make sure that your phone's microphone is not blocked by its carrying case or a sticker.



# Troubleshooting

Question	Answer
<b>Has the phone been damaged, dropped, or gotten wet?</b>	Dropping your phone, getting it wet, or using a non-Motorola battery or battery charger can damage the phone. The phone's limited warranty does not cover liquid damage or damage caused from using non-Motorola accessories.
<b>Was a non-Motorola battery or battery charger used?</b>	

The following refer to specific problems:

Problem	Solution
<b>My phone was stolen. To whom should I report this?</b>	Report a stolen phone to the police and to your service provider (the company that sends you your monthly wireless service bill).
<b>I forgot my password.</b>	See "If You Forget a Code or Password" on page 125.
<b>I pressed the power key, but nothing happened.</b>	Be sure to press and hold  (the power key) until the display appears and you hear an audible alert. (This could take several seconds.) If nothing happens, check that a charged battery is installed. (See "Installing the Battery" on page 19.)



Problem	Solution
<b>The display says: Enter Unlock Code. How do I unlock my phone?</b>	Enter the factory-preset unlock code (1234), or the last four digits of your phone number. (See “Locking and Unlocking Your Phone” on page 126.) If this fails, call your service provider (the company that sends you your monthly wireless service bill).
<b>My phone asks for an unlock code when I try to open a feature.</b>	The application you want is locked. If you own the phone but do not know the unlock code, see “If You Forget a Code or Password” on page 125.
<b>My phone does not ring.</b>	If you see  or  in the display, then the ringer is turned off. See “Ring/Vibrate” on page 112.  Also, the ringer may be set to <b>Silent</b> even though your phone is set to a ring alert profile. See “Customize an Alert Profile” on page 113.
<b>My phone rings even though I selected the Silent (or Vibrate) alert profile.</b>	The ringer may be set to play a tone even though your phone is set to a silent alert profile. See “Customize an Alert Profile” on page 113.




# Troubleshooting

Problem	Solution
<b>I tried to place a call and heard an alternating high/low tone.</b>	Your call did not reach the wireless system. You may have dialed the number too soon after turning the phone on. Wait until the display says <b>Ready</b> before making a call.
<b>I cannot send/receive calls.</b>	Make sure that your antenna is fully extended and that you have a phone signal (see the "Signal Strength Indicator" item on page 25). Avoid electrical or radio interference, and obstructions such as bridges, parking garages, or tall buildings.  Your phone also may have the <b>Restrict Calls</b> feature turned on. If you know the unlock code, you can change this setting in the security menu ( <b>MENU</b> > <b>Settings</b> > <b>Security</b> ).
<b>My phone has poor reception and drops calls.</b>	Make sure that your antenna is fully extended and is not bent or damaged.  Also, make sure you have a phone signal (see the "Signal Strength Indicator" item on page 25). Stay clear of any obstructions such as bridges, parking garages, or tall buildings.



Problem	Solution
<b>I cannot hear others on my phone.</b>	<p>While on a call, press the upper volume key on the left side of your phone. Your phone display should show the volume increasing.</p> <p>Also, make sure that your phone's earpiece is not blocked by its carrying case.</p>
<b>I cannot open my inbox.</b>	<p>Before you can use text or information services messages, you must set up the appropriate inbox. See "Setting Up the Text Message Inbox" on page 93.</p>
<b>How do I see the calls I sent or received?</b>	<p>To see the most recent calls you dialed or received, open the "Recent Calls" lists:</p> <ul style="list-style-type: none"><li><b>MENU</b> &gt; Recent Calls</li><li>&gt; Received Calls</li></ul> <p><b>or</b></p> <p>Dialed Calls</p>

# Troubleshooting

Problem	Solution
<b>My phone will not send voicemail commands, passwords, or other codes.</b>	<p>Your phone sends commands and passwords as DTMF tones. You can set your phone's DTMF tones to be <b>On</b> or <b>Off</b>. If you have trouble sending numbers, check your DTMF setting.</p> <ol style="list-style-type: none"><li data-bbox="407 419 864 620">1 From the idle display, press:  &gt; <b>Settings</b>     &gt; <b>Other Settings</b>     &gt; <b>Initial Setup</b>     &gt; <b>DTMF</b></li><li data-bbox="407 639 760 676">2 Press  to scroll to <b>On</b>.</li><li data-bbox="407 695 864 733">3 Press <b>SELECT</b> () to select it.</li></ol>
<b>My phone's display is too dark.</b>	<p>You can use the <b>Contrast Setting</b> feature (see page 65) to change the level of contrast in your phone display.</p> <p>You can also use the <b>Backlight</b> feature (see page 64) to change the length of time that your phone's backlight display stays on.</p>
<b>My battery didn't last as long as I expected. What can I do to extend battery life?</b>	<p>Your battery's performance is affected by charge time, feature use, temperature changes, and other factors. For tips on extending your battery life, see "Battery Use" on page 30.</p>





Problem	Solution
<b>I am unable to record a voice note, voice name, or voice shortcut</b>	Try moving to a quieter location to make your voice recording. Hold the phone about four inches (10 centimeters) away from your mouth, and speak directly into your phone's microphone in a normal tone of voice.
















# Programming Instructions

Follow this procedure if you need to program your phone's phone number.

**Note:** Programming is normally done by a trained technician at the site of purchase. Users should not make changes other than ones in the following procedure.

Before programming, ask your service provider for your:

- 10-digit MIN (Mobile Identification Number)
- Carrier System ID (a one- to five-digit number)

Press	To
1  , the Carrier System ID number,  ,  , 	enter programming mode
2  ,  ,  ,  ,  ,  (this is the security code that is in the phone when it is shipped from the factory)	enter the security code
3 <b>OK</b> (  )	submit the security code
4 	scroll to <b>MIN</b>
5 <b>CHANGE</b> (  )	open the MIN display
6 keypad keys for the 10-digit MIN	enter the new MIN
7 <b>OK</b> (  )	store the new MIN
8 <b>DONE</b> (  )	exit programming mode

# ***Specific Absorption Rate Data***

---

## **This model phone meets the government's requirements for exposure to radio waves.**

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the U.S. Federal Communications Commission for the United States and by Health Canada for Canada. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age or health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by Health Canada is 1.6 W/kg.<sup>1</sup> Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network.

In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC and available for review by Industry Canada. The highest SAR value for this model phone when tested for use at the ear is  $1.27 \text{ W/kg}^2$ , and when worn on the body, as described in this user guide, is  $1.24 \text{ W/kg}^2$  (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements). While there may be differences between the SAR levels of various phones and at various positions, they all meet the governmental requirements for safe exposure.

The FCC and Industry Canada have granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as being in compliance with the FCC and Health Canada RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of:

<http://www.fcc.gov/oet/fccid>

after searching on FCC ID IHDT56AS1. You may also refer to Motorola's Web site:

<http://www.motorola.com/rfhealth>

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site:

<http://phonefacts.net>

or the Canadian Wireless Telecommunications Association (CWTA) Web site:

<http://www.cwta.ca>

1. In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.
2. Additional related information includes the Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.

ITC01-064

***The U.S. Food and Drug  
Administration's Center for Devices  
and Radiological Health Consumer  
Update on Mobile Phones***

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FDA has been receiving inquiries about the safety of mobile phones, including cellular phones and PCS phones. The following summarizes what is known—and what remains unknown—about whether these products can pose a hazard to health, and what can be done to minimize any potential risk. This information may be used to respond to questions.

**Why the concern?**

Mobile phones emit low levels of radio frequency energy (i.e., radio frequency radiation) in the microwave range while being used. They also emit very low levels of radio frequency energy (RF), considered non-significant, when in the stand-by mode. It is well known that high levels of RF can produce biological damage through heating effects (this is how your microwave oven is able to cook food). However, it is not known whether, to what extent, or through what mechanism, lower levels of RF might cause adverse health effects as well. Although some research has been done to address these questions, no clear picture of the biological effects of this type of radiation has emerged to date. Thus, the available science does not allow us to conclude that mobile phones are absolutely safe, or that they are unsafe. However, the available scientific evidence does not demonstrate any adverse health effects associated with the use of mobile phones.

## **What kinds of phones are in question?**

Questions have been raised about hand-held mobile phones, the kind that have a built-in antenna that is positioned close to the user's head during normal telephone conversation. These types of mobile phones are of concern because of the short distance between the phone's antenna—the primary source of the RF—and the person's head. The exposure to RF from mobile phones in which the antenna is located at greater distances from the user (on the outside of a car, for example) is drastically lower than that from hand-held phones, because a person's RF exposure decreases rapidly with distance from the source. The safety of so-called "cordless phones," which have a base unit connected to the telephone wiring in a house and which operate at far lower power levels and frequencies, has not been questioned.

## **How much evidence is there that hand-held mobile phones might be harmful?**

Briefly, there is not enough evidence to know for sure, either way; however, research efforts are on-going. The existing scientific evidence is conflicting and many of the studies that have been done to date have suffered from flaws in their research methods. Animal experiments investigating the effects of RF exposures characteristic of mobile phones have yielded conflicting results. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. In one study, mice genetically altered to be predisposed to developing one type of cancer developed more than twice as many such cancers when they were exposed to RF energy compared to controls. There is much uncertainty among scientists about whether results obtained from animal studies apply to the use of mobile phones.

First, it is uncertain how to apply the results obtained in rats and mice to humans. Second, many of the studies that showed increased tumor development used animals that had already been treated with cancer-causing chemicals, and other studies exposed the animals to the RF virtually continuously—up to 22 hours per day.

For the past five years in the United States, the mobile phone industry has supported research into the safety of mobile phones. This research has resulted in two findings in particular that merit additional study:

- 1 In a hospital-based, case-control study, researchers looked for an association between mobile phone use and either glioma (a type of brain cancer) or acoustic neuroma (a benign tumor of the nerve sheath). No statistically significant association was found between mobile phone use and acoustic neuroma. There was also no association between mobile phone use and gliomas when all types of types of gliomas were considered together. It should be noted that the average length of mobile phone exposure in this study was less than three years.

When 20 types of glioma were considered separately, however, an association was found between mobile phone use and one rare type of glioma, neuroepitheliomatous tumors. It is possible with multiple comparisons of the same sample that this association occurred by chance. Moreover, the risk did not increase with how often the mobile phone was used, or the length of the calls. In fact, the risk actually decreased with cumulative hours of mobile phone use. Most cancer causing agents increase risk with increased exposure. An ongoing study of brain cancers by the



National Cancer Institute is expected to bear on the accuracy and repeatability of these results.<sup>1</sup>

- 2 Researchers conducted a large battery of laboratory tests to assess the effects of exposure to mobile phone RF on genetic material. These included tests for several kinds of abnormalities, including mutations, chromosomal aberrations, DNA strand breaks, and structural changes in the genetic material of blood cells called lymphocytes. None of the tests showed any effect of the RF except for the micronucleus assay, which detects structural effects on the genetic material. The cells in this assay showed changes after exposure to simulated cell phone radiation, but only after 24 hours of exposure. It is possible that exposing the test cells to radiation for this long resulted in heating. Since this assay is known to be sensitive to heating, heat alone could have caused the abnormalities to occur. The data already in the literature on the response of the micronucleus assay to RF are conflicting. Thus, follow-up research is necessary.<sup>2</sup>

FDA is currently working with government, industry, and academic groups to ensure the proper follow-up to these industry-funded research findings. Collaboration with the Cellular Telecommunications Industry Association (CTIA) in particular is expected to lead to FDA providing research recommendations and scientific oversight of new CTIA-funded research based on such recommendations.

Two other studies of interest have been reported recently in the literature:

- 1 Two groups of 18 people were exposed to simulated mobile phone signals under laboratory conditions while they

performed cognitive function tests. There were no changes in the subjects' ability to recall words, numbers, or pictures, or in their spatial memory, but they were able to make choices more quickly in one visual test when they were exposed to simulated mobile phone signals. This was the only change noted among more than 20 variables compared.<sup>3</sup>

- 2 In a study of 209 brain tumor cases and 425 matched controls, there was no increased risk of brain tumors associated with mobile phone use. When tumors did exist in certain locations, however, they were more likely to be on the side of the head where the mobile phone was used.

Because this occurred in only a small number of cases, the increased likelihood was too small to be statistically significant.<sup>4</sup>

In summary, we do not have enough information at this point to assure the public that there are, or are not, any low incident health problems associated with use of mobile phones. FDA continues to work with all parties, including other federal agencies and industry, to assure that research is undertaken to provide the necessary answers to the outstanding questions about the safety of mobile phones.

## **What is known about cases of human cancer that have been reported in users of hand-held mobile phones?**

Some people who have used mobile phones have been diagnosed with brain cancer. But it is important to understand that this type of cancer also occurs among people who have not used mobile phones. In fact, brain cancer occurs in the U.S. population at a rate of about 6 new cases per 100,000 people

each year. At that rate, assuming 80 million users of mobile phones (a number increasing at a rate of about 1 million per month), about 4800 cases of brain cancer would be expected each year among those 80 million people, whether or not they used their phones. Thus it is not possible to tell whether any individual's cancer arose because of the phone, or whether it would have happened anyway. A key question is whether the risk of getting a particular form of cancer is greater among people who use mobile phones than among the rest of the population. One way to answer that question is to compare the usage of mobile phones among people with brain cancer with the use of mobile phones among appropriately matched people without brain cancer. This is called a case-control study. The current case-control study of brain cancers by the National Cancer Institute, as well as the follow-up research to be sponsored by industry, will begin to generate this type of information.

## **What is FDA's role concerning the safety of mobile phones?**

Under the law, FDA does not review the safety of radiation-emitting consumer products such as mobile phones before marketing, as it does with new drugs or medical devices. However, the agency has authority to take action if mobile phones are shown to emit radiation at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of mobile phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions at this time, FDA has urged the mobile phone

industry to take a number of steps to assure public safety. The agency has recommended that the industry:

- support needed research into possible biological effects of RF of the type emitted by mobile phones
- design mobile phones in a way that minimizes any RF exposure to the user that is not necessary for device function
- cooperate in providing mobile phone users with the best possible information on what is known about possible effects of mobile phone use on human health

At the same time, FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of mobile phone safety to ensure a coordinated effort at the federal level. These agencies are:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Health and Safety Administration
- National Telecommunications and Information Administration

The National Institutes of Health also participates in this group.

### **In the absence of conclusive information about any possible risk, what can concerned individuals do?**

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if people are concerned about avoiding even potential risks, there are simple steps they can take to do so. For example, time is a key

factor in how much exposure a person receives. Those persons who spend long periods of time on their hand-held mobile phones could consider holding lengthy conversations on conventional phones and reserving the hand-held models for shorter conversations or for situations when other types of phones are not available.

People who must conduct extended conversations in their cars every day could switch to a type of mobile phone that places more distance between their bodies and the source of the RF, since the exposure level drops off dramatically with distance. For example, they could switch to:

- a mobile phone in which the antenna is located outside the vehicle
- a hand-held phone with a built-in antenna connected to a different antenna mounted on the outside of the car or built into a separate package
- a headset with a remote antenna to a mobile phone carried at the waist

Again, the scientific data do not demonstrate that mobile phones are harmful. But if people are concerned about the radio frequency energy from these products, taking the simple precautions outlined above can reduce any possible risk.

## **Where can I find additional information?**

For additional information, see the following Web sites:

**Federal Communications Commission** (FCC) RF Safety Program (select "Information on Human Exposure to RF Fields from Cellular and PCS Radio Transmitters"):

<http://www.fcc.gov/oet/rfsafety>

**World Health Organization (WHO)** International Commission on Non-Ionizing Radiation Protection (select Qs & As):  
<http://www.who.int/emf>

**United Kingdom, National Radiological Protection Board:** <http://www.nrpb.org.uk>

**Cellular Telecommunications Industry Association (CTIA):**  
<http://www.wow-com.com>

**U.S. Food and Drug Administration (FDA)** Center for Devices and Radiological Health: <http://www.fda.gov/cdrh/consumer/>

1. Muscat et al. Epidemiological Study of Cellular Telephone Use and Malignant Brain Tumors. In: State of the Science Symposium; 1999 June 20; Long Beach, California.
2. Tice et al. Tests of mobile phone signals for activity in genotoxicity and other laboratory assays. In: Annual Meeting of the Environmental Mutagen Society; March 29, 1999, Washington, D.C.; and personal communication, unpublished results.
3. Preece, AW, Iwi, G, Davies-Smith, A, Wesnes, K, Butler, S, Lim, E, and Varey, A. Effect of a 915-MHz simulated mobile phone signal on cognitive function in man. *Int. J. Radiat. Biol.*, April 8, 1999.
4. Hardell, L, Nasman, A, Pahlson, A, Hallquist, A and Mild, KH. Use of cellular telephones and the risk for brain tumors: a case-control study. *Int. J. Oncol.*, 15: 113-116, 1999.

ITC00-010

# **Warranty**

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## **Limited Warranty for Motorola Personal Communications Products Purchased in the United States and Canada**

### **I. What This Warranty Covers**

- Products. Defects in materials and workmanship in wireless cellular telephones, pagers, and/or two-way radios, and certain accessories that are sold with them, such as the battery, battery charger and holster manufactured and/or sold by Motorola (Products).
- Batteries. Defects in materials and workmanship in batteries that are manufactured by Motorola and/or sold with Products are covered by this warranty only if the fully-charged capacity falls below 80% of rated capacity or they leak.
- Software. Physical defects in the media that tangibly embodies each copy of any software supplied with the Products.

# Warranty

## II. What the Period of Coverage Is

From the date the Products are purchased by the first end-user:

- Products. The warranty is for one year. Exception: The warranty for Spirit GT series and Talkabout series two-way radio accessories is for 90 days.
- Software. The warranty is for 90 days.
- Repairs/Replacements. The warranty is for the balance of the original warranty or for 90 days from the date you receive it, whichever is longer.

## III. Who is Covered

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

## IV. What We Will Do to Correct Warranty Problems

At no charge to you, we have the option to repair or replace the Products or software that do not conform to the warranty, or to refund the Products' purchase price. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products or parts. No software updates are provided.

## V. How to Get Warranty Service

Please call:

USA

**Cellular** 1-800-331-6456

**Paging** 1-800-548-9954

**Two-Way** 1-800-353-2729

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



# Warranty

## Canada

**All Products** 1-800-461-4575

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

You will receive instructions on how to ship the Products to Motorola. You must ship the Products to us with freight, duties and insurance prepaid. Along with the Products 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 this Product requires subscription service); (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number. If requested, you must also return all detachable parts such as antennas, batteries and chargers. **RETAIN YOUR ORIGINAL PROOF OF PURCHASE.**

We will ship repaired or replacement Products at our expense for the freight and insurance, but at your expense for any duties. If additional information is needed, please contact us at the telephone number listed above.

## **VI. What This Warranty Does Not Cover**

- Products that are operated in combination with ancillary or peripheral equipment or software not furnished by Motorola for use with the Products ("ancillary equipment"), or any damage to the Products or ancillary equipment as a result of such use. Among other things, "ancillary equipment" includes batteries, chargers, adaptors, and power supplies not manufactured or supplied by Motorola. Any of these voids the warranty.

# Warranty

- Someone other than Motorola (or its authorized service centers) tests, adjusts, installs, maintains, alters, modifies or services the Products in any way. Any of these voids the warranty.
- Rechargeable batteries that: (a) are charged by other than the Motorola-approved battery charger specified for charging such batteries; (b) have any broken seals or show evidence of tampering; (c) are used in equipment other than the Product for which they are specified; or (d) are charged and stored at temperatures greater than 60 degrees centigrade. Any of these voids the warranty.
- Products that have: (a) serial numbers or date tags that have been removed, altered or obliterated; (b) board serial numbers that do not match each other, or board serial numbers that do not match the housing; or (c) nonconforming or non-Motorola housings or parts. Any of these voids the warranty.
- Defects or damage that result from: (a) use of the Products in a manner that is not normal or customary; (b) improper operation or misuse; (c) accident or neglect such as dropping the Products onto hard surfaces; (d) contact with water, rain, extreme humidity or heavy perspiration; (e) contact with sand, dirt or the like; or (f) contact with extreme heat, or spills of food or liquid.
- Physical damage to the surface of the Products, including scratches, cracks or other damage to a display screen, lens or other externally exposed parts.

# Warranty

- Failure of Products that is due primarily to any communication service or signal you may subscribe to or use with the Products.
- Coil cords that are stretched or that have any broken modular tabs.
- Products that are leased.

Flat-rate repair rates may apply to Products not covered by this warranty. To obtain information about Products needing repairs that are not covered by this warranty, please call the telephone number previously listed. We will provide information on repair availability, rates, methods of payment, where to send the Products, etc.

## VII. Some Other Limitations

**This is Motorola's complete warranty for the Products, and states your exclusive remedies. This warranty is given in lieu of all other express warranties. Implied warranties, including without limitation, the implied warranties of merchantability and fitness for a particular purpose, are given only if specifically required by applicable law. Otherwise, they are specifically excluded.**

**No warranty is made as to coverage, availability, or grade of service provided by the Products, whether through a service provider or otherwise.**

**No warranty is made that the software will meet your requirements or will work in combination with any hardware or applications software products provided**

# **Warranty**

**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.**

**In no event shall Motorola be liable, whether in contract or tort (including negligence) for damages in excess of the purchase price of the Product, or for any indirect, incidental, special or consequential damages of any kind, or loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the ability or inability to use the Products, to the full extent these damages may be disclaimed by law.**

## **VIII. Patent and Software Provisions**

At Motorola's expense, we will defend you, and pay costs and damages that may be finally awarded against you, to the extent that a lawsuit is based on a claim that the Products directly infringe a United States patent. Our obligation is conditioned on: (a) you notifying us promptly in writing when you receive notice of the claim; (b) you giving us sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) should the Products become, or in Motorola's opinion be likely to become, the subject of a claim of infringement of a United States patent, you permit us, at our option and expense, either to: procure for you the right to continue using the Products; replace or modify them so that they become non-infringing; or grant you a credit for such Products, as depreciated, and accept their return. The depreciation will be an equal amount per year over the lifetime of the Products, as established by Motorola.

# **Warranty**

Motorola will have no liability to you with respect to any claim of patent infringement that is based upon the combination of the Products or parts furnished under this limited warranty with ancillary equipment, as defined in VI., above.

## **This is Motorola's entire liability with respect to infringement of patents by the Products.**

Laws in the United States and other countries preserve for Motorola and other third party software providers certain exclusive rights for copyrighted software, such as the exclusive rights to reproduce in copies and distribute copies of such software. The software may be copied into, used in and redistributed with only those Products that are associated with such software. No other use, including without limitation, disassembly or reverse engineering of such software or exercise of exclusive rights in such software is permitted.

## **IX. State Law and Other Jurisdiction Rights**

Some states and other jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction.

To obtain information on Motorola Personal Communications Products, including warranty service, accessories and optional Extended Warranties on selected Products, please call:

# Warranty

## USA

**Cellular** 1-800-331-6456

**Paging** 1-800-548-9954

**Two-Way** 1-800-353-2729

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

## Canada

**All Products** 1-800-461-4575

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

To correspond with Motorola about the Products, please write us at <http://www.motorola.com> or at:

In the USA:

Motorola, Inc.

600 North U.S. Highway 45

Libertyville, IL 60048

In Canada:

Motorola Canada Limited

5875 Whittle Road

Mississauga, ON L4Z 2H4

ITC00-001

## ***Export Law Assurances***

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This product is controlled under the export regulations of the United States of America and Canada. The Governments of the United States of America and Canada may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce or the Canadian Department of Foreign Affairs and International Trade.

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U.S. patent Re. 34,976



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## ***Wireless Phone Safety Tips***

*"Safety is your most important call!"*

**Your Motorola wireless telephone gives you the powerful ability to communicate by voice—almost anywhere, anytime, wherever wireless phone service is available and safe conditions allow. But an important responsibility accompanies the benefits of wireless phones, one that every user must uphold.**

**When driving a car, driving is your first responsibility. If you find it necessary to use your wireless phone while behind the wheel of a car, practice good common sense and remember the following tips:**

- 1 Get to know your Motorola wireless phone and its features such as speed dial and redial.** If available, these features help you to place your call without taking your attention off the road.
- 2 When available, use a hands-free device.** If possible, add an additional layer of convenience to your wireless phone with one of the many Motorola Original™ hands-free accessories available today.



- 3 **Position your wireless phone within easy reach.** Be able to access your wireless phone without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voice mail answer it for you.
- 4 **Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice, and even heavy traffic can be hazardous.
- 5 **If you receive an incoming call at an inconvenient time do not take notes or look up phone numbers while driving.** Jotting down a “to do” list or going through your address book takes attention away from your primary responsibility—driving safely.
- 6 **Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.** Try to plan calls when your car will be stationary. If you need to make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
- 7 **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations which have the potential to divert your attention away from the road.
- 8 **Use your wireless phone to call for help.** Dial 9-1-1 or other local emergency number in the case of fire, traffic accident or medical emergencies.\*



- 9 Use your wireless phone to help others in emergencies.** If you see an auto accident, crime in progress or other serious emergency where lives are in danger, call 9-1-1 or other local emergency number, as you would want others to do for you.\*
- 10 Call roadside assistance or a special non-emergency wireless assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.\*

\* Wherever wireless phone service is available.

**Check the laws and regulations on the use of wireless telephones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.**



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