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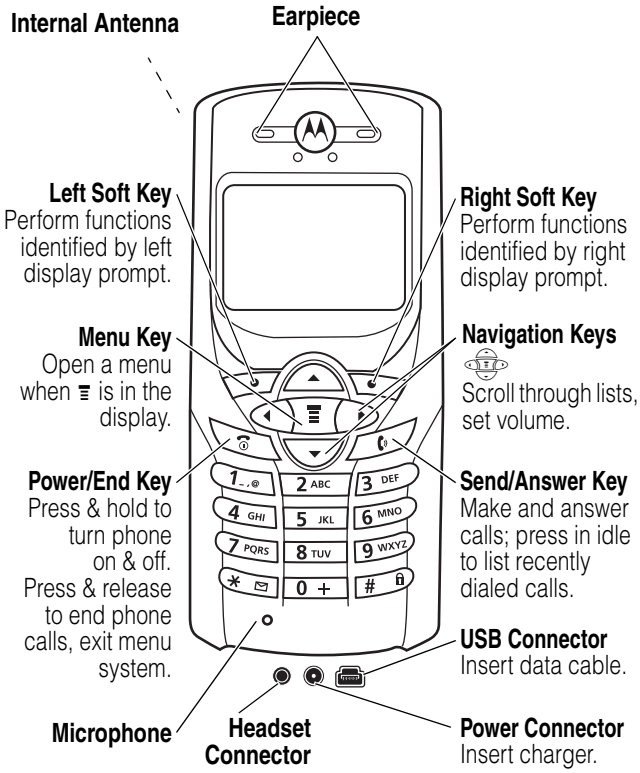
Welcome



You can change covers and keypads on your C350 Series phone. Your phone may not appear exactly as the phone image above.

Note that all key locations, sequences, and functions remain the same with any of the covers.

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Manual number: 6809464A31-O
Cover number: 8988485L64-O

Menu Map

Main Menu

- **Voice Dial**
- **Recent Calls**
  - Received Calls
  - Dialed Calls
  - Notepad
  - Call Times
  - Call Cost
  - Data Times
  - Data Volumes
- **Chat ***
- **Media Center**
  - Theme
  - My Tones
  - MotoMixer
  - Picture Viewer
- **Ring Styles**
  - Alert
  - *alert* Detail
  - My Tones
- **Games**
- **Browser ***
- **AIM ***
- **Office Tools**
  - Datebook
  - Calculator
- **Settings**
  - (see next page)

More

- **Phonebook**
- **MyMenu**
- **Messages ***
  - Create Message
  - Voicemail
  - Text Msgs
  - Browser Msgs
  - Info Services
  - Quick Notes
  - Outbox
  - Drafts
- **SIM Applications ***
- **Fixed Dial**

Settings Menu

Call Forward *
- Voice Calls
- Fax Calls
- Data Calls
- Cancel All
- Forward Status

Phone Status
- My Tel. Numbers *
- Battery Meter
- Other Information

In-Call Setup
- In-Call Timer
- Call Cost Setup *
- My Caller ID
- Talk and Fax *
- Answer Options
- Call Waiting *

Security
- Phone Lock
- Lock Keypad
- Lock Application
- Fixed Dial
- Call Barring *
- SIM PIN
- New Passwords

Other Settings
- Personalize
  - Main Menu
  - Keys
  - Color Style
  - Greeting *
  - Wallpaper
  - Screen Saver
- Initial Setup
  - Time and Date
  - 1-Touch Dial
  - Backlight
  - Zoom
  - TTY Setup
  - Scroll
  - Animation
  - Language
  - Battery Save
  - Contrast
  - DTMF
  - Master Reset
  - Master Clear
- Network
  - New Network
  - Network Setup
  - Available Networks
  - My Network List
  - Service Tone
  - Call Drop Tone
- Car Settings
- Headset

Note: Select **More** when it appears in the menu to see additional menu items.

This is the standard phone menu layout. Menu organization and feature names may vary on your phone. Not all features may be available for all users.

* optional network, SIM card, or subscription-dependent features

Shortcuts
Open Phonebook: **Press** ▲ or ▼ in idle
Set Ring Volume: **Press** ◀ or ▶ in idle
Display My Number: Press 1 #⌂ in idle
View dialed calls list: Press 6 in idle
Change Display Zoom: Press 1, then hold 1
Lock Keypad: Press 1 *✉
Exit menu system: Press ⌐ in a menu

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Messages

Text messages are brief messages that you can send and receive.

Quick notes are prewritten text messages that you can insert into a message and send quickly.

Setting Up the Text Message Inbox

Your message inbox must be set up before you can send and receive messages.

Note: Your service provider may have already set up the message inbox for you.

Find the Feature M > **Messages**
M > **Text Msg Setup**

To set up the message inbox, you must configure the following settings. Contact your service provider to obtain information, if necessary. Actual field names and values may vary depending on the technologies available to your service provider. Some settings may not be available for all phone models.

Setting	Description
Srvce Center No.	number of the service center that handles your outgoing text messages
Reply Type	standard type of replies you want to send—text messages or other formats
Cleanup	number of days you want to keep messages in the inbox, or number of messages you want to keep
Email Gateway	port number for the email gateway that handles your outgoing email messages (required to send a text message to an email address)
SMS Alert	turns the message alert **On** or **Off** for messages that arrive while you are on a voice call

Sending Messages, Pictures, and Sounds

You can send text messages and pictures or sounds to one or more recipients. You can manually enter each recipient's phone number, or select one or more numbers from the phonebook.

Note: Your message inbox must be set up before you can send and receive messages (see page 4).

Shortcut: While dialing (with digits visible in the display), you can press M > **Send Message** to create a text message addressed to the number entered.

When you manually enter multiple phone numbers in the **To** field, you must insert a space between each number. Press and hold 1 to insert a space as needed.

Find the Feature M > **Messages**
> **Create Message**

	Press	To
1	keypad keys	enter the text message (see your user's guide) To insert a picture, animation, or sound file in the message, press: M > **Insert** > *object type* > *object* **Note:** Some files may not be compatible with some brands of phones.
2	**OK** (-)	store the message contents and open the address editor
3	keypad keys	enter one or more phone numbers where you want to send the message **Note:** Remember to press and hold 1 to add a space between numbers that you enter manually.
	or	
	PH.BOOK (-)	select one or more phone numbers from the phonebook
4	**OK** (-)	store the number(s)
5	**DONE** (-)	finish the message
6	S	scroll to **Send Message**, **Message Details**, **Save to Drafts**, or **Cancel Message**
7	**SELECT** (-)	select the option

Sending a Quick Note Text Message

Quick notes are prewritten text messages that you can insert into a message and send quickly (for example, **Meet me at ...**). You can also create new quick notes.

Find the Feature M > **Messages**
> **Quick Notes**

	Press	To
1		scroll to the quick note
2	READ (⊙)	read the quick note
	or	
	☰	open the Quick Note Menu for the following options

Option	Description
New	Create a new quick note.
Edit	Edit the quick note.
Delete	Delete the quick note.
Send	Open a new message with the quick note in the Msg field.

Viewing the Status of Sent Text Messages

Text messages that you send are stored in the outbox.

Find the Feature ☰ > Messages > Outbox

Messages are sorted from newest to oldest. The following indicators show message status:

» = sending in progress ✉ = delivered

✕ = sending failed

Receiving a Message

Note: Your message inbox must be set up before you can send and receive messages. See page 4.

When you receive a new message, your phone displays the ✉ (message waiting indicator) and **New Message**, and sounds an alert.

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

If reminders are turned on, your phone sends a reminder at regular intervals until you close the new message notification, read the message, or turn off your phone.

When your phone displays **Memory is Full!**, you must delete some existing messages from your inbox, outbox, or drafts folder to receive new messages.

Storing Picture or Sound Files

Text messages that you receive can contain pictures, animations, and ring tones. Pictures and animations are displayed as you read the message. A ring tone begins playing when you scroll to or select the ♫ (sound file) indicator.

You can store these embedded object files on your phone, and use them as screen saver images, wallpaper images, and event alerts. While reading the message:

	Press	To
1	up or down	highlight the file in the message
2	☰	open the Text Msg Menu
3		scroll to Store
4	SELECT (⊙)	display a list of items you can store
5		scroll to File Attachment
6	SELECT (⊙)	display the file name
7	STORE (⊙)	view storage options
8		scroll to Store Only, Set as Screen Saver, Set as Wallpaper, or Set as Ring Tone
9	SELECT (⊙)	store the file and, optionally, set it as your screen saver, wallpaper image, or ring tone If you select Set As Ring Tone, your phone displays Set As Which? Select the event for the ring tone, and enter a name for the tone.

Note: When you set an animation as a wallpaper image, only the first frame of the animation displays.

Reading, Locking, or Deleting a Text Message

Messages in the text message inbox are sorted from newest to oldest.

Find the Feature ☰ > Messages > Text Msgs

	Press	To
1		scroll to the message (✉ = unread, ✉ = read, 🔒 = read and locked)
2	READ (⊙)	open the message
3	BACK (⊙)	close the message
	or	
	REPLY (⊙)	compose and send a reply
	or	
	☰	open the Text Msg Menu for the following options

Option	Description
Delete	Delete the message.
Call Back	Call the number in the message header or embedded in the message.
Reply	Open a new text message, with the sender's **Reply To** number or email address in the **To** field.
Forward	Open a copy of the text message, with an empty **To** field.
Chat	Open a chat session with the message sender.
Lock/Unlock	Lock or Unlock the message.
Store	Store a message attachment (picture, animation, or sound file) or a phone number in the message. You can also save some attachments as your **Wallpaper**, **Screen Saver**, or **Ring Tone**.
Delete All	Delete all unlocked and read messages.
New Message	Open a new text message.
Setup	Open the text message inbox setup menu.

Reading Information Service Messages

Network / Subscription Dependent Feature

Information service messages are broadcast messages that you can receive, such as stock updates or news headlines.

Your information services message inbox must be set up before you can receive information services messages. The 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.

Setting Up the Information Services Message Inbox

Note: Your service provider may have already set up the information services inbox for you.

Find the Feature Menu > **Messages**
Menu > **Info Srvc Setup**

To set up the information services inbox, you must configure the following settings. Contact your service provider to obtain information, if necessary. Actual field names and values may vary depending on the technologies available to your service provider. Some settings may not be available for all phone models.

Setting	Description
Service	select **Yes** or **No** to turn broadcasts on or off
Active Channels	set the subscription channels
Quick View	enter or edit the quick view channel number
Save Q. View	select whether to save single-line quick view messages in the inbox
Language	select the language(s) in which you want to accept broadcasts
Cleanup	select the number of days to keep messages in the inbox, or the number of messages to keep

Receiving an Information Services Message

Note: Your information services message inbox must be set up before you can receive information services messages.

Receiving Long Messages

If the new message is a **long information services message**, your phone displays the ✉ (message waiting indicator) and **New Message**, and sounds an alert. To view the new message, see page 5. To read, lock, or delete an existing message, see page 5.

Receiving Quick View Messages

If the new message is a short quick view message, it appears directly in your display.

Action	To
Read the message and press	read and delete the quick view message

If the message is more than 2 lines, you can press **SAVE** (▭) to save it in your information services inbox. To automatically save quick view messages, or change the channels that send messages, change your information services setup.

Using Chat

Network / Subscription Dependent Feature

You can exchange text messages in real time with another wireless phone user in a *chat session*. The messages you send appear immediately on your chat partner's phone.

Starting a Chat Session

Find the Feature ☰ > **Chat**
☰ > **New Chat**

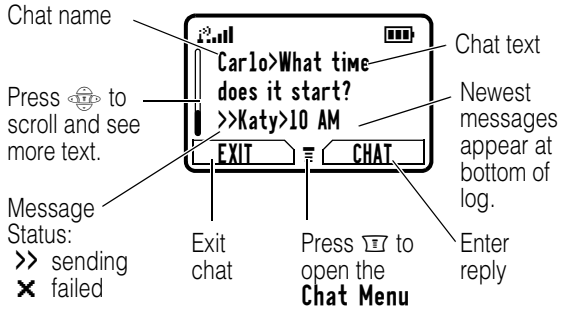
	Press	To
1	keypad keys	enter your **Chat Name**
2	**OK** (⊙)	save your **Chat Name**
3	keypad keys	enter your chat partner's phone number
	or	
	BROWSE (⊙)	select a number from the phonebook or recent call lists
4	**OK** (⊙)	store the number
5	keypad keys	enter your first chat message
	or	
	INSERT (⊙)	select a quick note
6	**OK** (⊙)	send the chat message Your phone displays the chat log. A » appears next to your message until the message is sent. When your chat partner replies, the reply appears below your text.
7	**CHAT** (⊙)	enter a reply to your partner
8	**OK** (⊙)	send your reply

Notes:

- If you send a chat message to a phone that only has text messaging, the chat text appears as a text message on the other phone. The reply appears as chat text on your phone.
- You can start a chat session from a text message. Press ☰ and select **Chat** to start a new session with the sender's **Reply To** number in the **To** field.
- When your phone displays **Memory is Full!**, you must delete some existing messages from your inbox, outbox, or drafts folder to receive new chat messages.

Using the Chat Log

The chat log displays the messages exchanged in a chat session.



Using the Chat Menu

During a chat session, press ☰ to open the **Chat Menu** for the following options:

Option	Description
New Chat	Open a new chat session.
Call Partner	Call your chat partner.
Call Number	Call the number in the chat log.
Store Number	Create a phonebook entry for the number in the chat log.
End Chat	End the chat session.
Go to Top	Go to the top of the chat log.
Go to Bottom	Go to the bottom of the chat log.
Clear Log	Clear all text from the chat log.
Re-send	Re-send your most recent chat message, if it failed.
Send Message	Create a new chat message.

Responding to Chat

When you receive a chat message, your phone displays **Chat from** *chat name*, and sounds an alert.

Press	To
ACCEPT (⊙)	accept the chat session
or	
IGNORE (⊙)	refuse the chat session

If reminders are turned on, your phone reminds you at regular intervals until you respond to the chat notification or turn off your phone.

If you receive another chat request during a chat session, the new request appears as an incoming text message, with the requestor's *chat name* at the beginning of the message.

Ending a Chat Session

	Press	To
1	☰	open the **Chat Menu**
2	⊕	scroll to **End Chat**
3	**SELECT** (⊙)	select **End Chat**
4	**YES** (⊙)	end the chat session

A chat session also ends when you turn off your phone, answer an incoming call, or start a new chat session.

Your chat partner is not notified when you end a chat session. If your partner sends more chat text, your phone treats it as an incoming text message, with your chat partner's *chat name* at the beginning of the message.

If you exit the chat log without selecting **End Chat**, and your chat partner sends another message, your phone notifies you and adds it to the chat log. You can re-enter the session by returning to the chat log.

Customizing Your Messages Menu

You can reorder the items in your messages menu:

Find the Feature M > Messages
M > Reorder List

	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

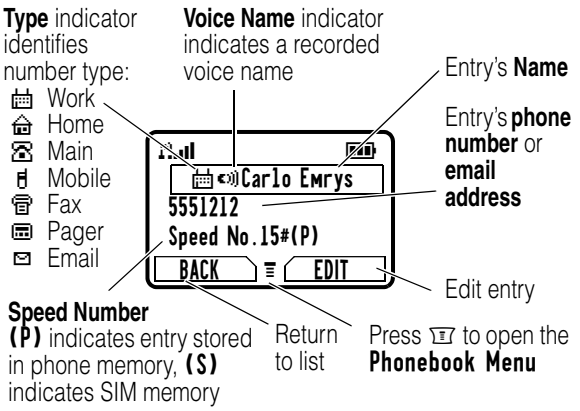
Setting Up Your Phonebook

You can store a list of names and phone numbers or email addresses in your phone's electronic phonebook.

To see the names in your phonebook, press ☎ > **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.

Shortcut: In idle, press ⊕ up or down to open the Phonebook.

Viewing Entry Details



Note: Entries stored on the SIM card do not have **Type**, **Voice Name**, **Icon ID**, or **Ringer ID** information.

Creating a Phonebook Entry

You can store a phonebook entry on your phone or on the SIM card.

Entering Information

To create or edit a phonebook entry:

Find the Feature	☎ > **Phonebook** ☎ > **New** > **Phone Number** or **Email Address**

Shortcut: Enter a phone number in the idle display, then press **STORE** (⊙) to create a phonebook entry with the number in the **No.** field.

A phone number or email address is required for a phonebook entry. All other information is optional. You can enter the following information for a phonebook entry.

Phonebook item	Description
Name	a name for the entry
Category	the category that classifies the entry (see page 11)
No. or **Email**	the phone number or email address
Type	the type of phone number (only for phone numbers not stored on the SIM)
Store To	select whether to store the entry on your **Phone** or **SIM**
Voice Name	record a voice name for the entry
Speed No.	the number you use to *speed dial* the entry. Entries with a speed dial number from 1 to 100 are stored on your phone. Entries with a speed dial number of 101 or higher are stored on your SIM card.
Ringer ID	the alert your phone uses when you receive calls or messages from this entry
Icon ID	the icon that appears when you receive calls or messages from this entry
More	create another entry with the same **Name**

Completing a Phonebook Entry

When you are finished entering information for a phonebook entry:

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

Storing a PIN Code With a Phone Number

You can store a PIN code with the phone number for calls that require additional digits (for example, to make a calling card call, or to retrieve voicemail or answering machine messages). Insert one or more of the following

characters in the dialing sequence to ensure that the number dials and connects properly:

Press	To
☰ > **Insert Pause**	inserts a **p** (pause) character Your phone dials the preceding digits, waits for the call to connect, then sends the remaining digit(s). **Note:** If your network does not recognize the first pause character, try two (**pp**).
☰ > **Insert Wait**	inserts a **w** (wait) character Your phone dials the preceding digits, waits for the call to connect, then prompts you for confirmation before it sends the remaining digit(s).
☰ > **Insert 'n'**	inserts an **n** (number) character Your phone prompts you for a number before dialing the call. The number you enter is inserted into the dialing sequence in place of the **n** character.

Notes:

- You can store a maximum of 40 digits per number for a phonebook entry on your phone. The maximum number may vary for entries stored on the SIM card. Each character counts as one digit.
- You cannot store numbers that contain a **w** or **n** character on the SIM card.

Recording a Voice Name For a Phonebook Entry

A voice name lets you call the phonebook entry using voice dial. You can record a voice name for a new or existing phonebook entry.

Note: You cannot record a voice name for an entry stored on a SIM card.

Record your voice name in a quiet location. Hold the phone about 4 inches (10 centimeters) from your mouth, and speak directly into the phone's microphone in a normal tone.

Find the Feature ☰ > **Phonebook**

	Press	To
1		scroll to the entry
2	**VIEW** (▭)	view entry details
3	**EDIT** (▭)	edit the entry
4		scroll to **Voice Name**
5	**RECORD** (▭)	begin recording
6	**RECORD** (▭) and release, then say the entry's name (within 2 seconds)	record the voice name
7	**RECORD** (▭) and release, then repeat the name	confirm the voice name
8	Press **DONE** (▭)	store the voice name

Dialing a Phonebook Entry

Use one of the following procedures to call a number (or send a text message to an email address) in your phonebook.

Note: You can also use speed dial or 1-touch dial. See your User's Guide.

Using the Phonebook List

Find the Feature ☰ > **Phonebook**

	Press	To
1	keypad key letters	jump to entries that begin with that letter (optional)
2		scroll to the entry you want
3		call the entry

Using Voice Dial

Find the Feature ☰ > **Voice Dial**

Say the prerecorded phonebook entry name.

Editing a Phonebook Entry

Find the Feature ☰ > **Phonebook**

	Press	To
1		scroll to the entry you want to edit
2	**VIEW** (▭)	display the entry's detailed view
3	**EDIT** (▭)	edit the entry

Edit the entry as described on page 9.

Tip: Press ☰ to open the Phonebook Menu to perform various operations on the selected entry.

Deleting a Phonebook Entry

Find the Feature ☰ > **Phonebook**

	Press	To
1		scroll to the entry
2	☰	open the **Phonebook Menu**
3		scroll to **Delete**
4	**SELECT** (⊙)	delete the entry

Using Phonebook Categories

Phonebook categories let you classify entries as "Business," "Personal," "General," or other types.

Creating, Editing, or Adding Members to a Category

Find the Feature ☰ > **Phonebook**
☰ > **Categories**

	Press	To
1		scroll to a category to edit (select any category if you are creating a new one) You cannot edit the **All** category
2	☰	open the Category menu
3		scroll to **New** or **Edit**
4	**SELECT** (⊙)	select **New** or **Edit**
5	**CHANGE** (⊙)	select the category **Name**
6	keypad keys	enter the category name
7	**OK** (⊙)	store the category name
8	**CHANGE** (⊙)	open the member list
9		scroll to a phonebook entry you want to add or remove
10	**ADD** (⊙) **or** **REMOVE** (⊙)	add an unchecked entry remove a checked entry
11	**DONE** (⊙)	close the member list
12	**CHANGE** (⊙)	select the category **Ringer ID**
13		scroll to the ringer ID to use for calls from category entries
14	**SELECT** (⊙)	select the ringer ID
15	**DONE** (⊙)	store the category and return to the phonebook list

Deleting a Category

Find the Feature ☰ > **Phonebook**
☰ > **Categories**

	Press	To
1		scroll to the category You cannot edit the **All** category
2	☰	open the Categories menu
3		scroll to **Delete**
4	**SELECT** (⊙)	delete the category

Reordering Categories

Find the Feature ☰ > **Phonebook**
☰ > **Categories**
☰ > **Reorder List**

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

Viewing Category Entries

You can select a category to show only its entries:

Find the Feature ☰ > **Phonebook**
☰ > **Categories**
> *the category to view*

Sorting Phonebook Entries

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

Note: The voice name 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 **Phonebook Menu**
2		scroll to **Setup**
3	**SELECT** (⊙)	select **Setup**
4		scroll to **Sort by**
5	**CHANGE** (⊙)	select **Sort by**
6		scroll to the sort order
7	**SELECT** (⊙)	select the sort order
8	**DONE** (⊙)	store the sort order

Copying Phonebook Entries

Note: These procedures do *not* delete the original entries.

Copying a Single Entry

Find the Feature M > **Phonebook**

	Press	To
1		scroll to the entry
2	M	open the **Phonebook Menu**
3		scroll to **Copy Entry**
4	**SELECT** (-)	select **Copy Entry** The phone displays the next available speed dial number.
5	keypad keys	edit the speed dial number
6	**OK** (-)	copy the entry to the new speed dial location

Tip: The SIM card cannot store **Type** and **Voice Name** data for entries. When you try to copy an entry with a type or voice name to the SIM card, the phone asks you for confirmation before dropping this information and copying the entry.

Copying Multiple Entries

Find the Feature M > **Phonebook**

	Press	To
1	M	open the **Phonebook Menu**
2		scroll to **Copy Entries**
3	**SELECT** (-)	select **Copy Entries**
4		scroll to **From (start)**
5	**CHANGE** (-)	select **From (start)**
6	keypad keys	enter the low speed dial number for the range of entries that you want to copy
7	**OK** (-)	store the number
8		scroll to **From (end)**
9	**CHANGE** (-)	select **From (end)**
10	keypad keys	enter the high speed dial number for the range of entries that you want to copy
11	**OK** (-)	store the number
12		scroll to **To (start)**
13	**CHANGE** (-)	select **To (start)**
14	keypad keys	enter the low speed dial number for the entries' new location
15	**OK** (-)	store the number
16	**DONE** (-)	copy the entries

Checking Phonebook Capacity

You can see how much memory space remains for storing phonebook and datebook entries on the phone, and how many more phonebook entries you can store on the SIM.

Find the Feature M > **Phonebook**

	Press	To
1	M	open the **Phonebook Menu**
2		scroll to **Phone Capacity** or **SIM Capacity**
3	**SELECT** (-)	select **Phone Capacity** or **SIM Capacity** Your phone displays the phone memory meter, or the number of SIM card phonebook entries available.

Setting 1-Touch Dial Preference

You can set 1-touch dial to call the entries in your phone memory phonebook, the fixed dial list, or the SIM card phonebook.

Find the Feature M > **Settings** > **Other Settings** > **Initial Setup** > **1-Touch Dial**

Note: Your service provider may assign entry 1 to your voicemail number.

Personalizing Your Phone

Personalizing a Ring Style

You can change the alerts that notify you of events such as incoming calls, text messages, etc. Any changes you make are saved to the current ring style.

Find the Feature MENU > Ring Styles > *Alert* Detail

Note: *Alert* represents the current alert style.

	Press	To
1		scroll to the event
2	CHANGE	select the event
3		scroll to the alert you want
4	SELECT	select the alert

To create new alert tones, see page 13.

Activating Ringer IDs

When ringer IDs are turned on, your phone uses distinctive ringer alerts to notify you of incoming calls or messages from specific entries stored in your phonebook.

Find the Feature MENU > Ring Styles > *Alert* Detail > Ringer IDs > On or Off

Note: *Alert* represents the current ring style.

To assign a ringer ID to a new or existing phonebook entry, see page 9.

Setting Ringer or Keypad Volume

Find the Feature MENU > Ring Styles > *Alert* Detail > Ring Volume or Key Volume

Note: *Alert* represents the current ring style.

Setting Reminders

A reminder is an alert that rings or vibrates at regular intervals to notify you about a voicemail, text, email, or chat message that you have received.

Find the Feature MENU > Ring Styles > *Alert* Detail > Reminders > Beep, Vibrate, or Off

Note: *Alert* represents the current ring style.

Creating and Editing Alert Tones

You can create and store custom alert tones on your phone. The tones appear in the list of available alerts.

Creating a Tone

Find the Feature MENU > Ring Styles > My Tones > [New Tone]

	Press	To
1	CHANGE	select Notes
2	 **or** keypad keys	enter notes for the tone (see the following section)
3	OK	store the notes
4	CHANGE	select Name
5	keypad keys	enter the name for the tone
6	OK	store the name
7	DONE	store the tone

Entering Notes

Press up or down to select a note in octaves 0-8.
Basic notes: c d e f g a b **Sharp Notes:** #c #d #f #g #a

You can also enter note details and rests. For example, *2#g0r plays a second-octave G sharp whole note followed by a rest. Press number keys repeatedly to cycle cycle through the options in the following table.

Note Table

Key	Display	Description
1	1	1/2 note, as in *4c1
	.	dotted note, as in *4c. which is 1 and 1/2 counts
	:	double dotted note, as in *1a: which is 1 and 3/4 counts
	;	2/3 length note, as in *1a; which is 2/3 of a count
2	a	A note
	b	B note
	c	C note
	2	1/2 note, as in *4c2
3	d	D note
	e	E note
	f	F note
	3	1/8 note, as in *4c3

Key	Display	Description
4 GHI	g	G note
	4	1/16 note, as in *1c4
5 JKL	5	1/32 note, as in *4c5
6 MNO	6	sets octave six, as in *6
7 PQRS	r	inserts a rest (you can add length modifiers, such as r1)
	7	sets octave seven, as in *7
8 TUV	8	sets octave eight, as in *8
0 +	0	whole note, as in *4c0
	*	sets an octave when followed by 0-8, as in *4c for a C note in octave four
	#	sharp note, as in *4#c
	&	flat note, as in *4&d
*	move cursor left	
#	move cursor right	

Example

To create a simple tone, you can enter notes by pressing up and down, and enter rests by pressing 7 PQRS. For example:

	Press	To	Display
1		scroll up to *4c , then wait for the highlight to disappear	*4c
2		scroll up to *4d The phone adds a 2 after each note, to indicate it is a half note. To change the length, see page 13.	*4c2*4d
3		scroll up to *4e	*4c2*4d2*4e
4	7 PQRS	enter a rest	*4c2*4d2*4e2r
5		scroll down to *4c	*4c*4d*4er2*4c
6	MENU > Play All	play the tone	

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 MENU > Ring Styles > My Tones

	Press	To
1		scroll to the tone
2	EDIT (OK)	open the tone details
3		scroll to Name or Notes
4	CHANGE (OK)	select the details to edit
5		enter new text or notes **or** keypad keys
6	OK (OK)	store the details
7	DONE (OK)	store the tone

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 MENU > Ring Styles > My Tones

	Press	To
1		scroll to the tone
2	MENU	open the Tone Menu
3		scroll to Delete
4	SELECT (OK)	select Delete
5	YES (OK)	confirm the deletion

Downloading a Tone

You can download custom ring tones from the micro-browser application, or from a text message. To download tones from a text message, see page 5.

Send Tones

You can send ring tones to other wireless phone users. To insert a tone in a text message, see page 4.

Setting the Menu Language

You can set the language in which menu features and options are displayed.

Find the Feature MENU > Settings > Other Settings > Initial Setup > Language

Setting Menu Scroll Behavior

You can set the highlight bar to stop or wrap around when you reach the top or bottom of a menu list.

Find the Feature MENU > Settings > Other Settings > Initial Setup > Scroll

Setting Menu Animation

Menu animation provides smooth scrolling of the highlight bar and menu items as you scroll through a menu list. Turn off menu animation to extend battery life.

Find the Feature M > Settings > Other Settings > Initial Setup > Animation

Resetting All Options

You can reset all options back to their factory settings except for the unlock code, security code, and lifetime timer.

Find the Feature M > Settings > Other Settings > Initial Setup > Master Reset

Clearing All Information

You can reset all options back to their factory settings except for the unlock code, security code, and lifetime timer *and* clear all user entries (such as Phonebook entries and downloaded wallpapers, screen savers, and sounds).

Caution: Master clear *erases all user-downloaded content and user-entered information* stored in your phone's memory, including phonebook and datebook entries. Once you erase the information, it cannot be recovered. Master clear does *not* delete any information stored on the SIM card.

Find the Feature M > Settings > Other Settings > Initial Setup > Master Clear

Using MyMenu

Your phone includes several standard shortcuts. You can create additional custom shortcuts to frequently used menu items.

Standard Shortcuts

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

Action	To
Press M, then press and hold M (within two seconds)	zoom in/out on your phone display
Press M * in idle	lock/unlock your keypad
Press M left when your phone is idle or ringing	lower ring volume to vibrate alert, then silent alert Press M right to cycle back to vibrate alert, then ring alert.
Press M # in idle	see your phone number
Press C in idle	go to the dialed calls list
Press P	exit the menu system and return to the idle display
Press M up or down	open the phonebook

Creating a MyMenu Shortcut

To add a menu item to the MyMenu list, just select the menu item and hold M until the phone asks you for a confirmation.

Using a MyMenu Shortcut

You can use MyMenu from the idle display, while on a call, or while scrolling through a menu. Just press M and then the MyMenu key number (1 through 9).

To select a feature from the MyMenu list:

Find the Feature M > MyMenu > *the feature*

Note: To edit or delete a MyMenu feature, highlight it in the list and press M to open a menu of options for the feature.

Getting More Out of Your Phone

Making a Conference Call

Link an active call and a call on hold together so that all parties can speak to each other.

	Press	To
1	keypad keys	dial the first person's number
2		call the number
3	**HOLD** (▭) (if available)	put the first call on hold
	or	
	☰ > **Hold**	
4	keypad keys	dial the next person's number
5		call the number
6	**LINK** (▭)	connect the two calls
7		end the entire call

Tip: Repeat steps 3-6 to add additional parties to the conference call.

Forwarding a Call

You can forward your phone's incoming voice, fax, and/or data calls directly to another phone number.

Setting	Description
All Calls	forwards all calls
If Unavailable	forwards calls if your phone is unavailable
Detailed	uses different forwarding numbers if you are out of range, unable to answer, or busy (*voice calls only*)
Off	does not forward calls

Setting Up or Cancelling Call Forwarding

Find the Feature ☰ > **Settings** > **Call Forward**

	Press	To
1		scroll to the type of calls you want to forward Scroll to **Cancel All** to cancel all call forwarding.
2	**SELECT** (▭)	view call forwarding details
3		scroll to **Forward**
4	**CHANGE** (▭)	select **Forward**
5		scroll to a forward option
6	**SELECT** (▭)	store the option
7		scroll to **To** (same for **If Busy**, **If No Answer**, or **If Unreachable**)
8	**CHANGE** (▭)	change the phone number
9	keypad keys	enter the forwarding phone number
	or	
	BROWSE (▭)	browse through your phonebook or other lists for the forwarding phone number
10	**OK** (▭)	store the forwarding phone number

Note: Repeat this procedure to enter forwarding information for other call types.

Checking Call Forwarding Status

Your network may store call forwarding status for you. To confirm the network call forward settings:

Find the Feature ☰ > **Settings** > **Call Forward** > **Forward Status**

	Press	To
1		scroll to **Voice**, **Fax**, or **Data** calls
2	**VIEW** (▭)	confirm the network settings

Barring Calls

Call barring lets you restrict outgoing or incoming calls. You can restrict all calls, calls to international numbers, or calls while roaming, or all calls but home.

Find the Feature ☰ > **Settings** > **Security** > **Call Barring**

	Press	To
1		scroll to **Outgoing Calls** or **Incoming Calls**
2	**CHANGE** (▭)	select the option
3		scroll to a restriction setting
4	**SELECT** (▭)	select the restriction setting
5	keypad keys	enter your call barring password
6	**OK** (▭)	submit your password

Using TTY Mode

You can use an optional TTY device with your phone to send and receive calls. You must plug the TTY device into the phone's headset jack and set the phone to operate in one of three TTY modes.

Notes:

- Use a TSB-121 compliant cable (provided by the TTY manufacturer) to connect the TTY device to your phone.
- Set the phone volume to level 4 (middle setting) for proper operation. If you experience a high number of incorrect characters, adjust the volume as necessary to minimize the error rate.
- For optimal performance, your phone should be at least 12 inches (30 centimeters) away from the TTY device. Placing the phone too close to the TTY device may cause high error rates.

Setting TTY Mode

When you set your phone to a TTY mode, it operates in that mode whenever the TTY device is connected.

Find the Feature M > Settings > Other Settings > Initial Setup > TTY Setup

	Press	To
1		scroll to TTY Setup
2	CHANGE (⊙)	change the TTY mode
3		scroll to the TTY mode
4	SELECT (⊙)	select the TTY mode

The TTY Setup menu includes the following options:

Setting	Description
Voice	Return to voice mode
TTY	Transmit and receive TTY characters
VCO	Receive TTY characters but transmit by speaking into the microphone
HCO	Transmit TTY characters but receive by listening to the earpiece

When your phone is in a TTY mode, the international TTY symbol and the mode setting are shown in the display during an active digital TTY call. You can press TTYMODE (⊙) to change the mode setting.

Switching to TTY Mode During a Voice Call

	Press	To
1	M	open the Call menu
2		scroll to TTY Setup
3	SELECT (⊙)	display the TTY Setup menu
4		scroll to the TTY mode
5	SELECT (⊙)	select the TTY mode

Returning to Voice Mode

To return to normal voice mode, select Voice from the TTY Setup menu.

Using Fixed Dialing

When you turn on fixed dialing, users can only call numbers stored in the fixed dial list. Use this feature to limit outgoing calls to a predefined list of numbers, country codes, area codes, or other prefixes.

Turning Fixed Dial On or Off

Find the Feature M > Settings > Security > Fixed Dial > On or Off

Using the Fixed Dial List

You must turn on fixed dialing to open the fixed dial list (see above)

Find the Feature M > Fixed Dial

You create and edit fixed dial entries just like phonebook entries. Fixed dial entries are stored on your SIM card, and do not have Type, Voice Name, or Ringer ID information.

Using DTMF Tones

You can send numbers to the network as *dual tone multi-frequency* (DTMF) tones during a call. Use DTMF tones to communicate with automated systems that require you to submit a PIN code or credit card number.

Press	To
M > Send Tones	send a number to the network as DTMF tones, for credit card calling or password entry

To set DTMF tones to be long, short, or off:

Find the Feature M > Settings > Other Settings > Initial Setup > DTMF

Short sends a short fixed-duration tone for each keypress. Long sends each tone for as long as you depress the key. Short DTMF tones work with most automated systems. Some systems (such as home answering machines) may require long tones for proper activation.

Monitoring Phone Use

Viewing and Resetting Call Timers

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 . 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.

To view a call timer:

Find the Feature > Recent Calls > Call Times

Select one of the following options:

Setting	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.

To reset the call timer:

	Press	To
1	RESET ( )	reset the time (if available)
2	YES ( )	confirm the reset

Using Timers During a Call

You can set a timer to beep at selected intervals during a call, and display different types of information during a call.

Find the Feature > Settings > In-Call Setup > In-Call Timer > Display

Select one of the following options:

Setting	Description
Time	Display the approximate elapsed time for the current call.
Cost	Display the cost of the current call (if you subscribe to a call cost option or advice of charge).
Total Cost	Display the cost of all calls since the last time you reset the timer (if you subscribe to a call cost option or advice of charge).
Credit Available	Display how much credit you have left (if you subscribe to a call cost option or advice of charge).
Off	No in-call timer display.

Viewing and Resetting Call Cost Trackers

To view a cost tracker:

Find the Feature > Recent Calls > Call Cost

Select one of the following options:

Setting	Description
Credit Available	Amount of credit available. For GSM advice-of-charge, this is only available if you set a credit limit.
Expiration Date	Date that the available credit expires (available only with a subscription to a prepay option).
Last Deposit	Amount of the last deposit (available only with a subscription to a prepay option).
Last Call	Amount spent on the last call you dialed or received. You cannot reset this cost tracker.
Dialed Calls	Amount spent on calls you dialed since the last time you reset this cost tracker.

Setting	Description
Received Calls	Amount spent on calls you received since the last time you reset this cost tracker.
All Calls	Amount spent on all dialed and received calls since the last time you reset this cost tracker. You can reset this value separate from **Dialed Calls** and **Received Calls**, so **Dialed Calls** plus **Received Calls** may not equal **All Calls**.

To reset the cost tracker:

	Press	To
1	RESET (⊡)	reset the cost (if available)
2	OK (⊡)	enter your PIN2 code to confirm the reset

Adjusting Call Cost Settings

You can set a credit limit so that the phone displays your remaining credit during calls. The phone notifies you when you near your limit, and ends the call when you reach it.

Find the Feature M > Settings > In-Call Setup > Call Cost Setup

Using Hands-Free Features

You can purchase an optional Motorola Original™ Easy-Install Hands-Free Kit for your car. This accessory provides an alternative way for you to use your phone without using your handset.

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.

Setting Automatic Answer

You can set your phone to automatically answer calls after two rings (four seconds) when connected to the Easy-Install Hands-Free Kit or a phone headset.

Find the Feature M > Settings > Other Settings > Car Settings or Headset > Auto Answer

Making Data and Fax Calls

An optional Motorola Original™ data kit lets you transfer data between your phone and a computer or other external device. You can:

- use your phone to make and answer data and fax calls on your computer or hand-held device.
- use your phone as a modem to connect to the Internet

  Note: 56K modems are capable of receiving 56Kbps from a compatible service provider. Receiving is currently limited in the U.S. and Canada to 53 Kbps, and transmitting to 33.6 Kbps. Actual speeds will vary depending on line conditions.

Making a Cable Connection

Installing the Software

To transfer data between your phone and computer, you must install the software included with the Motorola Original data kit. See the data kit's user guide for more information.

Attaching the Cable

Use a Motorola Original USB cable to connect your phone to the external device.

Note: Your phone requires a mini-USB connector. Check your computer or hand-held device to determine the type of cable you need.

	To Attach a Serial Cable
1	Use the interchangeable head on the Motorola Multi-Connect Serial Cable to connect a computer, Palm III device, or Palm V device to your phone. Plug the serial cable into the detachable head. Make sure that the Motorola logo on the detachable head and the metal shielding on the serial cable plug are both facing you.
2	With the Motorola logo and the phone both facing you, plug the detachable head into your phone's accessory connector port.
3	Plug the other end of the cable into the serial interface connection on the external device and tighten the screws.

	To Attach a USB Cable
1	Plug the end of the cable with the Motorola logo into your phone's accessory connector port. Make sure that the logo and the phone are both facing you.
2	Plug the other end—the USB connection—into the USB port on the external device.

Making a Data or Fax Call

Use this feature to transfer data from your computer onto another device.

Connect your phone to the device as described on page 19 and do the following:

	Action	To
1	Check the phone	make sure that the phone is connected and powered on
2	Open the application on your computer	place the call through the application (such as dial-up-networking or fax) **Note:** You cannot dial data or fax numbers through your phone's keypad. You must dial them through your computer, unless you are making a talk then fax call (see page 20).
3	End the call from the connected device	close the call and connection when the transfer is complete

Receiving a Data or Fax Call

Use this procedure to transfer data or a fax to your computer or hand-held device. Connect your phone to the device as described on page 19.

Transferring the Data or Fax

Your phone notifies you when the call arrives, and transfers the call to the connected device. Use the application running on the device to answer the call.

Ending the Data/Fax Connection

When the data or fax transfer is complete:

Action	To
End the call from the connected device	close the connection

Making a or Talk and Fax Call

You can place a call where you talk and then send a fax to the same phone number within the same call.

Connect to the device that will send the fax and do the following:

	Press	To
1	keypad keys	enter the phone number
2	MENU	open the **Dialing Menu**
3	NAV	scroll to **Talk and Fax**
4	SELECT (OK)	select **Talk and Fax** Your selection applies to the next call only.
5	SEND	make the call Speak and, when ready, initiate the fax transfer on the connected device. When the transfer is complete, end the call from the connected device.

Adjusting Network Settings

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, specify your preferred networks, and activate alerts that indicate when a call is dropped or network registration changes.

Find the Feature MENU > **Settings** > **Other Settings** > **Network**

Monitoring Battery Charge

To view a detailed battery charge meter:

Find the Feature MENU > **Settings** > **Phone Status** > **Battery Meter**

Viewing Phone Specifications

To view your phone's feature specifications:

Find the Feature MENU > **Settings** > **Phone Status** > **Other Information**

Personal Organizer Features

Using the Datebook

The datebook is a calendar that lets you schedule and organize events such as appointments and meetings. You can set the datebook to play a reminder alarm for specific events.

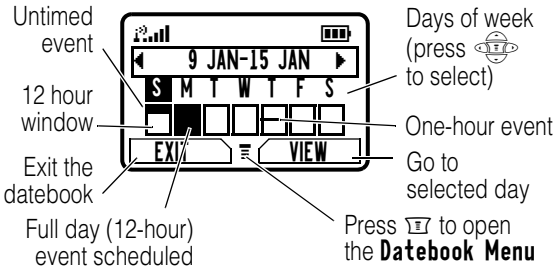
Note: You must set the correct time and date on your phone to use the datebook (see your User Guide).

To schedule or review events in the datebook:

Find the Feature M > **Office Tools** > **Datebook**

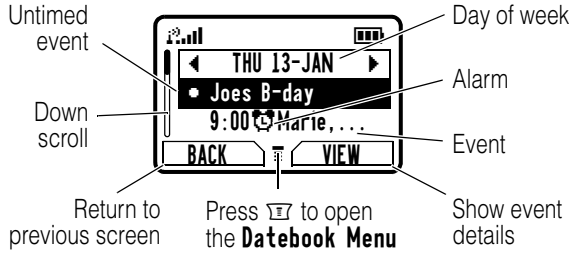
Viewing by the Week

The datebook initially displays a calendar for the week. Lines or filled boxes indicate scheduled events.



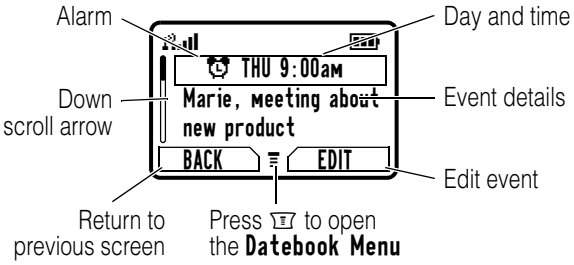
Viewing by the Day

Select a day and press **VIEW** (-) to see the day's events.



Viewing by the Event

Select an event and press **VIEW** (-) to see event details.



Adding a Datebook Event

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

Notes:

- You must create an event to use the reminder alarm.
- Your phone must be turned on for the reminder alarm to sound.

Find the Feature M > **Office Tools** > **Datebook** > *day* M > **New**

	Press	To
1	**CHANGE** (-)	select **Title**
2	keypad keys	enter a title for the event
3	**OK** (-)	store the event title
4		scroll to other fields and enter information as necessary You can enter start time, duration, date, repeating events, and reminder alarm.
5	**DONE** (-)	store the event

Changing Event Information

Find the Feature M > **Office Tools** > **Datebook**

	Press	To
1		scroll to the day
2	**VIEW** (-)	display the day view
3		scroll to the event
4	**VIEW** (-)	display the event view
5	**EDIT** (-)	edit the event
6		scroll to the information you want to change
7	**CHANGE** (-)	edit the information
8	keypad keys	enter the new information
9	**DONE** (-)	store the information

Copying an Event

Find the Feature M > **Office Tools** > **Datebook**

	Press	To
1		scroll to the day
2	**VIEW** (-)	display the day view
3		scroll to the event to copy
4	M	open the **Datebook Menu**
5		scroll to **Copy**
6	**SELECT** (-)	copy the event

	Press	To
7	YES (⊙)	confirm the copy Your phone assumes that you want to change the date, and displays the **Date** field.
8	keypad keys	enter the date information
9	▶ (⊙)	move to day, month, and year
10	DONE (⊙)	save the copy of the event
11	⊕	scroll to and edit event information, if necessary
12	DONE (⊙)	store the information

Deleting an Event

Find the Feature ☰ > Office Tools > Datebook

	Press	To
1	⊕	scroll to the day
2	VIEW (⊙)	display the day view
3	⊕	scroll to the event to delete
4	☰	open the **Datebook Menu**
5	⊕	scroll to **Delete**
6	SELECT (⊙)	select **Delete**

Viewing and Dismissing an Event Reminder

When you set a reminder alarm for an event, the phone displays an event reminder and sounds a reminder alarm (to set change reminder settings, see page 13).

To view or dismiss an event reminder:

Press	To
VIEW (⊙)	view the event Press ⊕ to scroll through the event details.
or	
EXIT (⊙)	dismiss the reminder

If you have more than one event set up for the same time, the phone displays each event in sequence. As you view and dismiss each event reminder, the next one is displayed.

Changing the Datebook Setup

You can change the datebook's daily start time, and set the length of time that events are stored

Find the Feature ☰ > Office Tools > Datebook ☰ > Setup

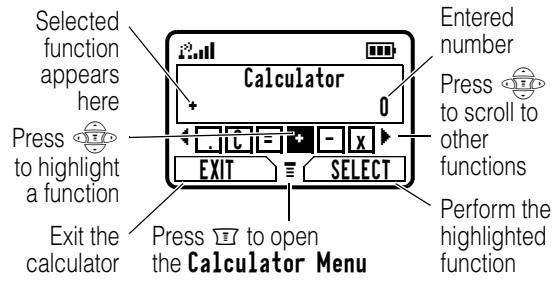
Using the Calculator

You can use your phone as a convenient calculator and currency converter.

Calculating Numbers

Find the Feature ☰ > Office Tools > Calculator

	Press	To
1	number keys	enter a number
2	⊕ left or right	highlight a calculator function
3	SELECT (⊙)	perform the function



The calculator can perform the following functions:

Function	Description
.	Insert a decimal point
C	Clear the calculation
CE	Clear entry (replaces the **C** function when you enter more values in a calculation)
+	Add
-	Subtract
x	Multiply
÷	Divide
%	Divide the displayed value by 100
$	Calculate the exchange rate
±	Change the entry's sign (positive/ negative)
MR	Recall the value stored in memory
MS	Store the displayed number in memory
MC	Clear memory

Converting Currency

The currency converter works just like the calculator, but uses the **$** (currency) function:

Find the Feature ☰ > Office Tools > Calculator ☰ > Exchange Rate

	Press	To
1	number keys	enter the exchange rate
2	OK (⊙)	store the exchange rate

	Press	To
3	number keys	enter the amount to convert (amount to multiply by the exchange rate)
4	(left or right)	highlight the **$** function
5	**SELECT** ( )	perform the conversion

Security

Locking the SIM Card

Your PIN (Personal Identication Number) code protects the information stored on your SIM card. When the SIM PIN feature is activated, you must enter your SIM card PIN code to unlock the SIM card each time you turn on the phone or insert the SIM card in the phone.

Find the Feature M > Settings > Security > SIM PIN > On or Off

Unblocking the SIM Card PIN Code

If you enter an incorrect SIM card PIN code 3 times in a row, your SIM card is disabled and your phone displays SIM Blocked. You must enter a PIN unblocking key (PUK) code, which you can obtain from your service provider.

Caution: In the following key sequence, each key press must occur within two seconds of the previous keypress. If the unblocking attempt is tried unsuccessfully 10 times, the SIM card is permanently disabled and your phone displays SIM Disabled.

	Press	To
1	UNBLOCK (⊙)	open the PIN unblocking editor
2	keypad keys	enter the PUK code
3	OK (⊙)	submit the PUK code
4	keypad keys	enter a new SIM card PIN **Note:** The SIM PIN must be between 4 and 8 digits.
5	OK (⊙)	assign the new SIM PIN
6	keypad keys	re-enter the new SIM PIN
7	OK (⊙)	confirm the new SIM PIN and unblock the SIM card

Locking and Unlocking Applications

You can lock specific phone applications (such as the phonebook) so that users must enter the unlock code to use them.

Find the Feature M > Settings > Security > Lock Application

	Press	To
1	keypad keys	enter your unlock code
2	OK (⊙)	open the lock application menu
3	⊙	scroll to the application
4	CHANGE (⊙)	select the application
5	⊙	scroll to Locked or Unlocked
6	SELECT (⊙)	select Locked or Unlocked

Line Security

If your phone displays Line Not Secure while you are on a call, your phone has detected another device monitoring the call. This message does not appear when caller ID, call cost, or other information fills the display.

Troubleshooting

Check these questions first if you have problems with your phone. If you need additional help, contact the Motorola Customer Call Center at 1-800-331-6456 (United States) or 1-800-461-4575 (Canada).

Question	Answer
Is your battery charged? Do you see ▭ in the display?	The battery level indicator should have at least one segment showing (▮). If it does not, recharge your battery as described in your user's guide.
Do you have a valid 3-volt SIM card inserted in your phone?	If necessary, turn off your phone and make sure that you have inserted a valid SIM card as described in your user's guide.
Does the handset have a signal? Do you see in the display?	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.
Is the earpiece volume too low?	While on a call, press right on the key.
Is the other party unable to hear you?	Your phone may be muted. Press UNMUTE ( ) if necessary to unmute the phone. Also, make sure that your phone's microphone is not blocked by its carrying case or a sticker.
Has the phone been damaged, dropped, or gotten wet?	Dropping your phone, getting it wet, or using a non-Motorola battery charger can damage the phone. The phone's limited warranty does not cover liquid damage or damage caused from using non-Motorola accessories.
Was a non-Motorola battery charger used?	

The following refer to specific problems:

Problem	Solution
My phone was stolen. To whom should I report this?	Report a stolen phone to the police and to your service provider (the company that sends you your monthly wireless service bill).
I forgot my password.	See your user's guide for information about what to do if you forget a code or password.

Problem	Solution
I pressed the End/Power key, but nothing happened.	Be sure to press and hold (the End/Power key) until the display appears and you hear an audible alert (this could take a couple of seconds). If nothing happens, check that the battery is charged. See your user's guide.
I pressed keys, but the display has stopped responding.	You might need to reset your phone. See your user's guide.
The display says: Insert SIM Card or Check SIM Card even though I have inserted my SIM card in the phone.	The SIM card may be incorrectly inserted. Check the SIM card to make sure that it is inserted properly as described in your user's guide. Make sure that you have a valid 3-volt SIM card. **Note:** Be sure to turn your phone off and then back on after you re-insert the SIM card.
The display says: SIM Blocked. How do I unblock my SIM card?	Call your service provider (the company that sends you your monthly wireless service bill) to obtain the PIN unblocking key (PUK) code. See page 24.
The display says: Enter Unlock Code. How do I unlock my phone?	Enter the factory-preset unlock code (1234), or the last four digits of your phone number. See your user's guide. If this fails, call your service provider (the company that sends you your monthly wireless service bill).
My phone asks for an unlock code when I try to open a feature.	The application you want is locked. If you own the phone but do not know the unlock code, see your user's guide.
My phone says Terminal Blocked.	Your phone does not accept the SIM card inserted. Contact your service provider.
My phone does not ring.	If you see or in the display, then the ring tone is turned off. To turn a ring tone on, see your user's guide. Also, the ring tone may be set to Silent even though your phone is set to a ring alert profile. Be sure to listen to your ring tone before setting it to make sure it is effective in the environment where you use your phone.

Problem	Solution
My phone rings even though I selected the Silent (or Vibrate) alert profile.	The ring tone may be set to play a tone even though your phone is set to a silent alert profile. See page 13.
I tried to place a call and heard an alternating high/low tone.	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 shows the name of your service provider before making a call.
I cannot make/ answer calls.	Make sure that you have a phone signal. Avoid electrical or radio interference, and obstructions such as bridges, parking garages, or tall buildings. Your phone also may have the **Call Barring** feature turned on. If you know the unlock code, you can change this setting in the security menu (☰ > **Settings** > **Security**). Also, check to be sure your SIM card is installed and working.
My phone has poor reception and drops calls.	Make sure you have a phone signal. Stay clear of any obstructions such as bridges, parking garages, or tall buildings.
I cannot hear others on my phone.	While on a call, press the volume key on the left side of your phone. Your phone display should show the volume increasing. Also, make sure that your phone's earpiece is not blocked by its carrying case.
I cannot open my inbox.	Before you can use text or information services messages, you must set up the appropriate inbox. See page 4.
How do I see the calls I sent or received?	To see the most recent calls you dialed or received, open the "Recent Calls" lists: ☰ > **Recent Calls** > **Received Calls** or **Dialed Calls**

Problem	Solution
My phone will not dial voicemail commands, passwords, or other codes.	Your phone sends commands and passwords as DTMF tones. You can set your phone's DTMF tones to be **Long**, **Short**, or **Off**. If you have trouble sending numbers, check your DTMF setting. From the idle display, press: ☰ > **Settings** > **Other Settings** > **Initial Setup** > **DTMF** Press ⊛ to scroll to **Long** or **Short**. Press **SELECT** (⌐•¬) to select it.
My phone's display is too light.	You can change the level of contrast in your phone display. See your user's guide. You can also change the backlight settings.
What can I do to extend battery life?	Your battery's performance is affected by charge time, feature use, temperature changes, and other factors. For tips on battery use, see your user's guide.
I plugged the data cable into my phone but my phone did not beep. How do I know if the data cable is ready to go?	The beep indicates that you are set up correctly. If you did not hear a beep, make sure that both ends of the data cable are connected—the smaller end to your phone and the larger end to your computer. Finally, your computer may have deactivated the port to save power. Try opening an application that uses the port, like a fax or dial-up application, and your computer will automatically activate the port.
My phone beeped when I attached the data cable, but my fax and data applications don't work.	Some wireless networks may not support data or fax transmission. If you are roaming on an unfamiliar network, this may be the case. Also, remember that data and fax transmission usually requires a subscription. Call your service provider for more information.

Problem	Solution
When sending data with the data cable, why does the computer show a connection rate of 19200 Kbps?	19200 Kbps is the data transfer rate of the connection between your computer and the phone in a standard CSD (Circuit Switch Data) connection. The rate of the connection between your phone and the network is displayed on your phone, and will be either 14400 or 9600 Kbps. A GPRS connection may have a higher data transfer rate.
I can't end my data call by closing the application on my computer. What can I do?	Try pressing on your phone. Also try disconnecting the cable or turning off the phone. If possible, always close the connection through your computer. These alternative methods may disrupt the application on your computer.
I launched the micro-browser but the display says: `Service Not Available.`	You may be in an area without service, or you may be connected to a network that does not support Internet access.
I launched the micro-browser but the display says: `Data Server Unavailable.`	Try again in a few minutes. The servers may be temporarily busy.
I tried to download a theme, but my phone says: `Not enough memory.`	You do not have enough memory to download and install the theme file. Try deleting files before you download a theme or other files.

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