

MOTOROLA **i420**

LIFE.  POWERED.

CONGRATULATIONS

MOTOROLA I420

Get the convenience of push-to-talk calls together with a sleek design in an affordable package.

- **Private Calls:** Stay in touch with your family, friends, and colleagues with the simple touch of a button.
- **FM Radio:** Listen to your favorite stations wherever you go.
- **My Phone, My Way:** It's your phone—make it that way. Customize your home screen with personal pictures, and change wallpapers and ringtones.

Caution: Before assembling, charging or using your phone for the first time, please read the important legal and safety information packaged with your product.

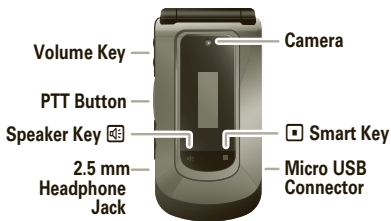
MORE INFORMATION

On your computer—Go to www.motorola.com/support/.

YOUR PHONE

the important keys & connectors





Note: Your phone might look a little different.

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MENU MAP

MAIN MENU

Browser

Java Apps

- Java System
- FM Radio

Messages

- [Create Message]
- Voice Mail
- Inbox
- Drafts
- Outbox
- Fax Mail
- Net alert
- Sent Items

Shop

Contacts

- [New Contact]
- [New Msg Group]

Call Alert

Ring Tones

- Vibrate All: On/Off
- Ringtones
- Vibrate
- Silent

Settings

- (see **settings** menu)

Bluetooth®

- Hands Free
- Link to Devices
- Device History
- Setup
- Find Me

Recent Calls

Profiles

- [New Profile]
- Standard
- Car
- Meeting
- Office
- Outdoors
- Headset
- PRVT Only
- CNTCS Only
- Surveillance

My Info

- My name
- Line 1
- Line 2
- Private ID
- Group ID
- Carrier IP
- IP1 Address
- IP2 Address

MAIN MENU (CON'T.)

Datebook

VoiceRecord

- [New VoiceRec]

Call Forward

GPS

- Position
- Privacy
- Interface

Shortcuts

- [Help]
- 1)Shortcuts
- 2)Cntcs[New Contact]
- 3)Recent Calls
- 4)Contacts
- 5)Datebook
- 6)Messages
- 7)VoiceRecord
- 8)Net
- 9)Call Forward

Memo

PT Manager

- Quick PTT
- Send Message
- Send Picture
- Send Event
- Send My Info
- Send Contact
- Configure

Call Timers

- Last Call
- Phone Reset
- Phone Lifetime
- Prvt/Grp Reset
- Prvt/Grp Life
- Kbytes Reset

Camera

Media Center

FM Radio

This is the standard main menu layout.
Your phone's menu may be different.

SETTINGS MENU

Display/Info

- Wallpaper
- Text Size
- Theme
- Home Icons
- Backlight
- Clock
- Menu View
- Large Dialing
- Language

Phone Calls

- Set Line
- Any Key Ans
- Auto Redial
- Call Waiting
- Auto Ans
- Flip Activation
- Minute Beep
- Call Duration
- TTY
- Hearing Aid
- Notifications
- DTMF Dialing
- Prepend

2-Way Radio

- Tkgrp Silent
- Tkgrp Area
- One Touch PTT
- Alert Type
- PTT Quick Notes
- On/Off PTT
- Store Rcvd Info

Personalize

- Menu Options
- Up Key
- Down Key
- Left Key
- Right Key
- Center Key
- Left Softkey
- Right Softkey
- Power Up

Volume

- Line 1
- Line 2
- Messages
- Earpiece
- Speaker
- Keypad
- Java Earpiece
- Java Spkr
- Data

SETTINGS MENU (CON'T.)

Security

- Phone Lock
- Keypad Lock
- SIM PIN
- GPS PIN
- Change Passwds

Advanced

- Alert Timeout
- Headset/Spkr
- Connectivity
- Reset Defaults
- Return to Home
- Transmitters
- Phone Only
- Baud Rate

LET'S GO

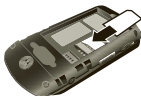
let's get you up and running

ASSEMBLE & CHARGE

1 Remove cover



2 SIM in



3 Battery in



4 Cover on




5 Charge up





Caution: Please read "**BATTERY USE & SAFETY**" on page 37.

TURN IT ON & OFF

To turn on your phone, press and hold End/Power  for a few seconds or until the display turns on. If prompted, enter your four-digit unlock code.




Note: If you press End/Power  for more than four seconds, the phone will turn on in **Transmitters Off** mode.

To turn off your phone, press and hold End/Power .

ENABLE SECURITY

You will need to enable security the first time you turn on your phone or within 10 days of using your phone.

- 1 Press **Ok**.
- 2 You are prompted to enable security. Press **Yes** and follow the on-screen instructions.
- 3 Press End/Power  to return to the home screen.





BASICS

ABOUT THIS GUIDE

This guide shows how to locate a menu feature as follows:

Find it: Menu  >  **Settings** > **Phone Calls**

This means that, from the home screen:

- 1 Press the Menu key  to open the main menu.
- 2 Press the navigation keys to scroll to the  **Settings** menu option, and press the center key  to select it.
- 3 Press the navigation keys to scroll to **Phone Calls**, and press the center key  to select it.

HOME SCREEN













Your phone shows the *home screen* when you are not on a call or using the menu.



Note: Your home screen might look different from the one shown, depending on your service provider.

Soft key labels in the home screen show the current soft key functions.

Indicators at the top of your phone's display provide important status information.

Indicators	
 Signal Strength	 No Service
 Active Phone Line	 New Message
 Speaker On	 Packet Data
 Speaker Off	 Battery Level
 Ringer Off	 Bluetooth On
 Vibrate All	 New Voicemail

ADJUST VOLUME


Press the volume keys up or down to:

- change the earpiece volume during calls
- change the ringer volume from the home screen
- turn off a call alert before answering the call



Tip: While on the home screen, press and hold the volume key down until your phone vibrates to set your ringer to **Vibrate All**.

NAVIGATION KEY

Press the navigation key up, down, left, or right to scroll to items in the display. When you highlight the desired item, press  to select it.



TRANSMITTERS

Consult airline staff about the use of the **Transmitters Off** feature during a flight. Turn off your phone whenever instructed to do so by airline staff.

Find it: Menu  >  **Settings** > **Advanced** > **Transmitters** > **Off**


Transmitters Off turns off your phone's calling and Bluetooth features in situations where wireless phone use is prohibited. You can use the phone's other non-calling features when the transmitters are turned off.


Note: When you select **Transmitters Off**, all wireless services are disabled. Emergency calls to your region's emergency number (e.g., 911) can still be made.


CALLS

it's good to talk

MAKE & ANSWER CALLS

Enter a number, then press Talk .

To answer a call, press Talk .


To end a call, press End/Power .





HANDSFREE



Note: Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.

During a call:

- To use the speakerphone, press **Spkr.**
- To connect a Bluetooth™ device, press Menu  > **Use Bluetooth.**

RECENT CALLS

Find it: Menu  >  **Recent Calls**


Tip: When you're in the home screen, you can press Talk  to go to **Recent Calls**. When the phone is closed, press the Smart Key  to go to **Recent Calls**.



The recent calls list contains information associated with the last 20 calls you have made and received.

To display call details, highlight an entry and press .

EMERGENCY CALLS

Note: Your service provider programs one or more emergency phone numbers (such as 911 or 112) that you can call under any circumstances, even when your phone is locked. Emergency numbers vary by country. Your pre-programmed emergency numbers may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

- 1 Enter the emergency number.
- 2 Press Talk  to call the emergency number.

Note: Emergency calls can't be placed while the keypad is locked, or if the phone is displaying a No Service message. To unlock the keypad, press Menu  > .

Note: Your mobile device can use AGPS satellite signals to help emergency services find you (see “**GPS & AGPS**” on page 47).

COOL DOWN

In very limited circumstances, such as where your phone has been exposed to extreme heat, “Cool Down” message screens will appear. To avoid possible damage to your battery and phone, you should follow these instructions until the phone is within its recommended temperature range. When your phone is in “Cool Down” mode, only emergency calls can be made.

PUSH-TO-TALK



one or more, talk to them all

PRIVATE CALLS

Private calls are push-to-talk calls between two people.

MAKE AND ANSWER PRIVATE CALLS

To **make** a private call:


- Enter the recipient's PTT number.
- Press Menu  >  **Contacts**, and select a contact that has a PTT number.

PTT
Button




To **talk**, press and hold the PTT Button. To **listen**, release the PTT Button.

To **answer** a private call, press the PTT Button after the caller has stopped talking.

To **end** a private call, press End/Power  or do nothing. The call will end after a few seconds.

SET PUSH-TO-TALK SPEAKER

You can listen to push-to-talk calls through your phone's speaker or earpiece. Press Speaker  to turn the speaker on or off.

CALL ALERTS

Use call alerts to tell someone you want to speak to them.

To **send** a call alert:

- Enter a Private ID, and press **Alert**. When prompted, press the PTT Button.
- Press **Contacts**, and highlight a contact containing a Private ID. Press **Alert**, and press the PTT Button when prompted.

When you **receive** a call alert, you can:

- **Answer:** Press the PTT Button to begin a private call with the sender.
- **Queue:** Press **Queue** to store the call alert to the call alert queue.
- **Clear:** Press **Clear** to dismiss and delete the call alert.

Note: Call alerts will automatically be moved to the queue after a few minutes of inactivity. You won't be able to make phone calls or private calls until the call alert is moved, or you've chosen one of the options above.

TURN OFF A CALL ALERT

You can press the volume keys to turn off a call alert before answering the call.

WEB


Find it: Menu  >  **Browser**

Note: Your service provider may charge you to surf the Web or download data.

GO TO A WEB SITE



- 1 From the home page, select **Go to URL**.
- 2 Press **Edit**.
- 3 Enter the Web address and press **Done**.
- 4 Press **Ok** to go to the Web site.

CREATE A BOOKMARK

- 1 While on a Web page, press and hold Menu  > **Mark page**.
- 2 Name the bookmark and select **Save**.

ACCESS A BOOKMARK


From a web page:

- 1 Press and hold Menu  > **Favorites**.
- 2 Highlight a bookmark and press , or press its number on the keypad.


TEXT ENTRY


Your phone provides convenient ways to enter words, letters, punctuation, and numbers whenever you are prompted to enter text (for example, when adding a contact or when sending a message).

CHANGE CHARACTER INPUT MODE

- 1 When you see a screen where you can enter text, press Menu  to change the character input mode.
- 2 Select one of the following options:

Options	
Alpha	Press a key one or more times to cycle through the letters and numbers of that key. When you see the character you want, just press another key or wait a second or two to move on.

Options	
Word	Predictive text – predicts the word you want, with just one keypress per letter. If the prediction is correct, press the Navigation Key right to accept the word. If the prediction is not correct, press and hold the Navigation Key down to see other options. Highlight the correct word and press  to select.
Symbols	Enter symbols.
Numeric	Enter numbers.
Text Settings	Select the desired entry language and Word Prediction features.
Insert	Select an item to be inserted, such a picture, an audio clip or a voice recording. Note: Only available when using MMS messaging.

Tip: When entering text, press and hold  to change letter capitalization (**Abc** > **ABC** > **abc**).

CONTACTS


STORE A PHONE NUMBER OR PRIVATE ID

Find it: Menu  >  **Contacts** > **[New Contact]**

- 1 Enter a name for the new contact. Each contact's name can contain up to 20 characters.
- 2 Select a ringtone.
- 3 Select a type for the contact (**Mobile, Private, Work1, Work2, Home, Email, Fax, Pager, Talkgroup, SDG, Msg Group, IP, or Other**). Choose **Private** to store a Private ID.
- 4 Enter the number for the contact and press **Save**.

CALL A STORED PHONE NUMBER OR PRIVATE ID

Find it: Menu  >  **Contacts**

- 1 Scroll to the contacts.
- 2 If the contacts contains more than one number, scroll left or right until the type of number you want to call is displayed (such as **Mobile, Private, Work1, Work2, Home**).
- 3 If you chose a phone number, press Talk  to begin a call. If you chose a Private ID, Talkgroup ID, or SDG list, press and hold the PTT Button to start a call.



MESSAGING

Find it: Menu  >  **Messages**

Your phone can use both SMS and Multimedia Messaging Service (MMS) messaging. The type of messaging your phone uses is determined by your service provider.

CREATE & SEND MESSAGES


Find it: Menu  >  **Messages** > **[Create Message]**


- 1 Enter the phone number of the person you want to send the message to and press , or press **Search** to select a contact or recent call.
- 2 Enter your message in the **Mesg** field.
- 3 Optionally, insert (embed) or attach a picture, sound, or quick note.
 - Quick notes are short, pre-written phrases. Press **QNotes** to enter a quick note.
 - To insert pictures, sounds, (audio files), or voice recordings into the body of your message, press Menu  > **Insert** > **Add QNotes, Add Picture, Insert Audio, Capture Picture, or Record Voice.**

Note: You can only insert one item at a time. To remove an item from a message, highlight it and press **Delete**.

- To attach a file to the end of your message, select **...MORE...** > **Attach** > **[New]** > **Browse Pictures**, **Capture Picture**, or **Browse Audio**, or **Record Voice**.

Note: You can only attach pictures and audio files if they're not forward locked and if they're not DRM-protected.



Tip: To remove an attachment, select **Attach**. Highlight the attachment to remove, and press Menu  > **Unattach**.

4 When finished, press .

5 To send the message, press **Send**.

RECEIVE MESSAGES

- To view the message, press **Read**.
- To dismiss the message notification, press **Exit**.

To read your messages later, press Menu  >  **Messages** > **Inbox**.

MESSAGE GROUPS

You can create a message group to send messages to a group of up to 20 contacts.

Note: Your service provider may not support this feature.

CREATE MESSAGE GROUPS

Find it: Menu  >  **Contacts** > **[New Msg Group]**

- 1 Select **[Add Member]** and select the contacts you want to add to the group.
- 2 When you're finished press **Done**.
- 3 Enter a name for the group in the **Name** field.

Note: If you don't name the group, it will be named **Msg Group** followed by the number of group members. For example, **Msg Group (3)**.


- 4 Press **Save**.

VOICEMAIL

To receive voicemail, you must first contact your service provider to set up a voicemail account.

RECEIVING A MESSAGE

To listen to the message, press **Call**.

To dismiss the notification when the phone open, press **Back**. If the phone is closed, press the Smart Key .



To listen to your messages later, press Menu  >  **Messages** > **Voice Mail**.

PERSONALIZE

RINGTONES

Find it: Menu  >  **Ring Tones**

- 1 Make sure **Vibrate All** is set to **Off**.
- 2 Scroll through the list of ringtones and select one to assign. **Vibrate** sets your phone to vibrate instead of making a sound. **Silent** sets your phone to neither vibrate nor make a sound.
- 3 Select the features you want to assign the ringtone to.
- 4 When you're finished press **Done**.

Note: This icon  appears on the display if the phone is set to **Silent**. This icon  appears on the display if the phone is set to **Vibrate All**.

SET TO VIBRATE

You can set your phone to vibrate for all calls and alerts.

Find it: Menu  >  **Ring Tones** > **Vibrate All**

Set this option to **On** or **Locked**.

Setting this option to **On** lets you turn **Vibrate All** off by pressing the up volume control. Setting this option to **Locked** requires you to press and hold the up volume control to turn **Vibrate All** off.


BACKLIGHT

Set the amount of time the backlight remains on for the display and java applications, or turn off the backlight feature to extend battery life.

Find it: Menu  >  **Settings** > **Display/Info** > **Backlight**

WALLPAPER

Find it: Menu  >  **Settings** > **Display/Info** > **Wallpaper**

- 1 Select **Wallpaper**.
- 2 Scroll through the list of pictures and press  to select a picture.

You can set the wallpapers to change automatically by turning on **Auto Cycle**.

MENU LANGUAGE

Find it: Menu  >  **Settings** > **Display/Info** > **Language**


PROFILES


Your phone has different profiles. You can customize ringtones, display settings, call settings, volume, and call filters.

Find it: Menu  >  **Profiles**


CAMERA

TAKE PHOTOS


Find it: Press Camera 

- 1** Aim the camera lens and press the navigation key up to zoom in or down to zoom out. To change the picture size, press the navigation key left or right.
- 2** Press **Capture** or press  to take the picture.
- 3** To save the picture to memory, **Store**, press **Discard** to delete it, or you can press **Send** to send it in an MMS message.



SHARE

To send the picture you've just taken via Bluetooth, PTT, or MMS message, press Menu  > **Send Via ...**



CAMERA OPTIONS

To set camera options such as **Zoom**, **Picture Quality**, and **Picture Size**, press Menu .

MEDIA CENTER

Find it: Menu  >  **Media Center**

The Media Center lets you view and manage your pictures and audio recordings stored in your phone's memory.

Tip: Press  or  to scroll through the different media types in Media Center.


VIEW PICTURES

- 1 Press the navigation key to scroll to **Media: Pictures**.
- 2 Select a picture to view it.


You can also press the navigation key left or right to scroll through all the pictures stored on your phone.

MANAGE SOUNDS

- 1 Press the navigation key to scroll to **Media: Audio**.
- 2 Select an audio file to play it.

To stop playing an audio file, press the navigation key down. To play the audio file again, press . Press the navigation key left or right to scroll through the audio files stored on your phone.

SHARE

To send a picture or audio file via Bluetooth, PTT, or MMS, highlight it and press Menu  > **Send via ...**

FM RADIO

Find it: Menu  >  **FM Radio**


Note: A wired 2.5mm headset is required for FM radio use.

FIND A STATION

SEEK

Press the navigation key up or down to search for the next available station

ENTER A STATION FREQUENCY

Press Menu  > **Enter Freq.** to use your key pad to enter a station frequency.

STATION PRESETS

Your phone can store up to nine station presets.

STORE A STATION TO A PRESET

To store a station to your presets, tune into it and then press and hold the corresponding number (1-9) on your keypad.

USE STATION PRESETS

To tune in a station preset, press the corresponding number on your keypad.

BLUETOOTH™ WIRELESS

lose the wires and go wireless

TURN BLUETOOTH POWER ON OR OFF

Find it: Menu  >  **Bluetooth** > **Setup** > **Power**





Note: To extend battery life, turn Bluetooth power off when not in use.

CONNECT DEVICES

Note: This feature requires an optional accessory.

- 1 Make sure the Bluetooth device is in discoverable mode.

Note: Refer to the guide that came with the Bluetooth device for details.

- 2 Press Menu  >  **Bluetooth** > **Hands Free** > **[Find Devices]** to connect to an audio Bluetooth device. Press Menu  >  **Bluetooth** > **Link to Devices** to connect to any other type of Bluetooth device. Your phone will scan for the device.
- 3 Select your Bluetooth device from the list.
- 4 Press **Yes** when you're prompted to bond.
- 5 Enter the Bluetooth PIN, such as **0000**.

Some Bluetooth devices require a PIN. Please refer to your Bluetooth device's user guide to locate this information.

If your device doesn't have a Bluetooth PIN, you can enter any PIN for that device.

6 Press **Ok.**

Note: Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.

RECONNECT DEVICES

To automatically reconnect your phone to a paired device, simply turn on the device.

To manually reconnect your phone with a paired device, select the device name in the **Hands Free Devices** list.

DISCONNECT DEVICES

To automatically disconnect your phone from a paired device, simply turn off the device.

To manually disconnect your phone from a paired device, select the device name in the **Hands Free Devices** list. When prompted to disconnect, press **Yes**.

TOOLS



DATEBOOK

Features

create datebook events

To create a new Datebook event press Menu  >  **Datebook** > **[New Event]**.




see datebook events

To see a datebook event press Menu  >  **Datebook**. Press the navigation key left or right to see the day and up or down to see the events.





VOICE RECORD

Features

create a voice record

Press Menu  >  **VoiceRecord** > **[New VoiceRec]**. Press  to stop recording.

playing voice records

Press Menu  >  **VoiceRecord**. Highlight a voice record and press  to play it. To stop the voice record while it's playing, press .



Note: Recording of phone calls is subject to varying State and Federal laws regarding privacy and recording of phone conversations. Always obey the laws and regulations on the use of this feature.

ACCESSIBILITY

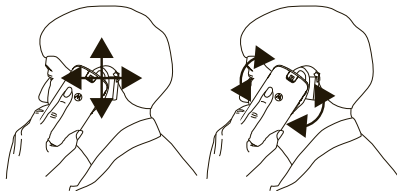
HEARING AIDS

To help get a clear sound when using a hearing aid or cochlear implant, your phone may have been rated for use with hearing aids. If your phone's box has "Rated for Hearing Aids" printed on it, then please read the following guidance.



Note: Ratings are not a guarantee of compatibility, see "Hearing Aid Compatibility with Mobile Phones" in your legal and safety information. You may also want to consult your hearing health professional, who should be able to help you get the best results.

- **Settings:** Press Menu  >  **Settings** > **Phone Calls** > **Hearing Aid**. Select **Microphone** to optimize your phone for microphone coupling, or select **Telecoil** to optimize your phone for telecoil coupling.
- **Call volume:** During a call, press the side volume keys to set a call volume that works for you.

- **Position:** During a call, hold the phone to your ear as normal, and then rotate/move it to get the best position for speaking and listening.



TTY

You can use your phone in TTY mode with standard teletype machines. Pres Menu  >  **Settings** > **Phone Calls** > **TTY** and select the mode you need:

- **TTY:** Type and read text on your TTY device.
- **HCO:** Hearing-Carry-Over—type text on your TTY device and listen to voice replies on your phone's speaker.
- **VCO:** Voice-Carry-Over—speak into your phone and read text replies on your TTY device.

Note: You'll need a cable/adaptor to connect your TTY device to the headset jack on your phone.

Refer to your TTY device guide for mode and usage information.



SECURITY

PHONE LOCK

Find it: Menu  >  **Settings** > **Security** > **Phone Lock** > **Lock Now** or **Auto Lock**

CHANGE UNLOCK CODE

When you receive your phone, your unlock code is **0000**.



To change your unlock code, press Menu  >  **Settings** > **Security** > **Change Passwds** > **Unlock Code**. Enter the current unlock code and enter the new four digit unlock code. Re-enter the new four digit unlock code to confirm.

KEYPAD LOCK

Find it: Menu  >  **Settings** > **Security** > **Keypad Lock** > **Lock Now** or **Auto Lock**

Shortcut: To lock the keypad, press Menu  > .

LOCK YOUR SIM

To lock your SIM, press Menu  >  **Settings** > **Security** > **SIM PIN** > **On**.

Caution: If you enter an incorrect PIN code three times, your phone locks your SIM card and asks for your PIN unlock code.

CHANGE SIM PIN

To change your SIM PIN, press Menu  >

 **Settings** > **Security** > **Change Passwds** > **SIM PIN**.



PUK CODE

To unlock your SIM PIN, you need to enter your PIN unlock code (PUK code) when prompted.

Note: Your PUK code is provided by your service provider.

GPS PIN

When you receive your phone, your GPS PIN is **0000**.

To change your GPS PIN press Menu  >  **Settings** > **Security** > **Change Passwords** > **GPS PIN**. Enter the current GPS PIN and enter the new four-to-eight digit GPS PIN. Re-enter the new four- to eight-digit GPS PIN to confirm.

FORGOT YOUR PASSWORD?

If you forget your password, contact your service provider.

Safety, Regulatory & Legal

Battery Use & Safety

Important: Handle and store batteries properly to avoid injury or damage. Most battery issues arise from improper handling of batteries, and particularly from the continued use of damaged batteries.

DON'Ts

- **Don't disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.**
- **Don't let the mobile device or battery come in contact with water.*** Water can get into the mobile device's circuits, leading to corrosion. If the mobile device and/or battery get wet, have them checked by your service provider or contact Motorola, even if they appear to be working properly.*
- **Don't allow the battery to touch metal objects.** If metal objects, such as jewelry, stay in prolonged contact with the battery contact points, the battery could become very hot.
- **Don't place your mobile device or battery near a heat source.*** High temperatures can cause the battery to swell, leak, or malfunction.
- **Don't dry a wet or damp battery with an appliance or heat source,** such as a hair dryer or microwave oven.

DOs

- **Do avoid leaving your mobile device in your car in high temperatures.***
- **Do avoid dropping the battery or mobile device.*** Dropping these items, especially on a hard surface, can potentially cause damage.*
- **Do contact your service provider or Motorola if your mobile device or battery has been damaged from dropping or high temperatures.**

* **Note:** Always make sure that the battery compartment is closed and secure to avoid direct exposure of the battery to any of these conditions.

Important: Use Motorola Original products for quality assurance and safeguards.

To aid consumers in identifying authentic Motorola batteries from non-original or counterfeit batteries (that may not have adequate safety protection), Motorola provides holograms on its batteries. Consumers should confirm that any battery they purchase has a "Motorola Original" hologram.

Motorola recommends you always use Motorola-branded batteries and chargers. Motorola mobile devices are designed to work with Motorola batteries. If you see a message on your display such as **Invalid Battery** or **Unable to Charge**, take the following steps:

- Remove the battery and inspect it to confirm that it has a "Motorola Original" hologram;
- If there is no hologram, the battery is not a Motorola battery;
- If there is a hologram, replace the battery and try charging it again;
- If the message remains, contact a Motorola authorized service center.

Important: Motorola's warranty does not cover damage to the mobile device caused by non-Motorola batteries and/or chargers.

Warning: Use of a non-Motorola battery or charger may present a risk of fire, explosion, leakage, or other hazard.

Proper and safe battery disposal and recycling: Proper battery disposal is not only important for safety, it benefits the environment. Consumers may recycle their used batteries in many retail or service provider locations. Additional information on proper disposal and recycling may be found on the Web:

- www.motorola.com/recycling
- www.rbc.org/call2recycle/ (in English only)

Disposal: Promptly dispose of used batteries in accordance with local regulations. Contact your local recycling center or national recycling organizations for more information on how to dispose of batteries.



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

Battery Charging

Notes for charging your product's battery:

- During charging, keep your battery and charger near room temperature for efficient battery charging.
- New batteries are not fully charged.
- New batteries or batteries stored for a long time may take more time to charge.
- Motorola batteries and charging systems have circuitry that protects the battery from damage from overcharging.

Driving Precautions

Responsible and safe driving is your primary responsibility when behind the wheel of a vehicle. Using a mobile device or accessory for a call or other application while driving may cause distraction. Using a mobile device or accessory may be prohibited or restricted in certain areas, always obey the laws and regulations on the use of these products.

While driving, NEVER:

- Type or read texts.
- Enter or review written data.
- Surf the web.
- Input navigation information.
- Perform any other functions that divert your attention from driving.

While driving, ALWAYS:

- Keep your eyes on the road.
- Use a handsfree device if available or required by law in your area.
- Enter destination information into a navigation device **before** driving.
- Use voice activated features (such as voice dial) and speaking features (such as audible directions), if available.
- Obey all local laws and regulations for the use of mobile devices and accessories in the vehicle.
- End your call or other task if you cannot concentrate on driving.

Remember to follow the “Smart Practices While Driving” in this guide and at www.motorola.com/callsmart (in English only).

Seizures/Blackouts

Some people may be susceptible to epileptic seizures or blackouts when exposed to flashing lights, such as when playing videos or games. These may occur even if a person has never had a previous seizure or blackout.

If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult with your physician before playing videos or games or enabling a flashing-lights feature (if available) on your mobile device.

Discontinue use and consult a physician if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. It is always a good idea to hold the screen away from your eyes, leave the lights on in the room, take a 15-minute break every hour, and stop use if you are tired.

Caution About High Volume Usage

Warning: Exposure to loud noise from any source for extended periods of time may affect your hearing. The louder the volume sound level, the less time is required before your hearing could be affected. To protect your hearing:



- Limit the amount of time you use headsets or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

If you experience hearing discomfort, including the sensation of pressure or fullness in your ears, ringing in your ears, or muffled speech, you should stop listening to the device through your headset or headphones and have your hearing checked.

For more information about hearing, see our Web site at direct.motorola.com/hellomoto/nss/AcousticSafety.asp (in English only).

Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. If you continue to have discomfort during or after such use, stop use and see a physician.

[Nov0109]

Small Children

Keep your mobile device and its accessories away from small children. These products are not toys and may be hazardous to small children. For example:

- A choking hazard may exist for small, detachable parts.
- Improper use could result in loud sounds, possibly causing hearing injury.
- Improperly handled batteries could overheat and cause a burn.

Glass Parts

Some parts of your mobile device may be made of glass. This glass could break if the product is dropped on a hard surface or receives a substantial impact. If glass breaks, do not touch or attempt to remove. Stop using your mobile device until the glass is replaced by a qualified service center.

Operational Warnings

Obey all posted signs when using mobile devices in public areas.






Potentially Explosive Atmospheres


Areas with potentially explosive atmospheres are often, but not always, posted and can include fueling areas, such as below decks on boats, fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders.

When you are in such an area, turn off your mobile device, and do not remove, install, or charge batteries unless it is a radio product type especially qualified for use in such areas as "Intrinsically Safe" (for example, Factory Mutual, CSA, or UL approved). In such areas, sparks can occur and cause an explosion or fire.

Symbol Key

Your battery, charger, or mobile device may contain symbols, defined as follows:

Symbol	Definition
	Important safety information follows.
	Do not dispose of your battery or mobile device in a fire.
	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Do not dispose of your battery or mobile device with your household waste. See "Recycling" for more information.
	For indoor use only.

Symbol	Definition
	Listening at full volume to music or voice through a headset may damage your hearing.

Radio Frequency (RF) Energy

Exposure to RF Energy

Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits. Your mobile device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

RF Energy Operational Precautions

For optimal mobile device performance, and to be sure that human exposure to RF energy does not exceed the guidelines set forth in the relevant standards, always follow these instructions and precautions:

- When placing or receiving a phone call, hold your mobile device just like you would a landline phone.
- If you wear the mobile device on your body, always place the mobile device in a Motorola-supplied or approved clip, holder, holster, case, or body harness. If you do not use a body-worn accessory supplied or approved by Motorola and are not using the mobile device in the intended use positions along side the head in the phone mode or in front of the face in the two-way radio mode, keep the device at least 2.5 centimeters (1 inch) from your body when transmitting.
- Using accessories not supplied or approved by Motorola may cause your mobile device to exceed RF energy exposure guidelines. For a list of Motorola-supplied or approved accessories, visit our Web site at: www.motorola.com.

Two-Way Radio Operation

Your radio product has been designed and tested to comply with national and international standards and guidelines regarding human exposure to RF electromagnetic energy, when operated in the two-way mode (at the face, or at the abdomen when using an audio accessory) at usage factors of up to 50% talk/50% listen.

Transmit no more than the rated duty factor of 50% of the time. To transmit (talk), push the PTT button. To receive calls, release the PTT button. Transmitting 50% of the time or less, is important because this radio generates measurable RF energy only when transmitting (in terms of measuring for standards compliance).

When using your radio product as a traditional two-way radio, **hold the radio product in a vertical position with the microphone 2.5 to 5 centimeters (1 to 2 inches) away from the lips.**



RF Energy Interference/Compatibility

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances, your mobile device may cause interference with other devices.

Follow Instructions to Avoid Interference Problems

Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

Implantable Medical Devices

If you have an implantable medical device, such as a pacemaker or defibrillator, consult your physician before using this mobile device.

Persons with implantable medical devices should observe the following precautions:

- ALWAYS keep the mobile device more than 20 centimeters (8 inches) from the implantable medical device when the mobile device is turned ON.
- DO NOT carry the mobile device in the breast pocket.
- Use the ear opposite the implantable medical device to minimize the potential for interference.
- Turn OFF the mobile device immediately if you have any reason to suspect that interference is taking place.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

Portable Radio Product Operation and EME Exposure

Your Motorola radio product 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 Federal Regulations; 47 CFR part 2 sub-part J.
- American National Standards Institute (ANSI) / Institute of Electrical and Electronics Engineers (IEEE). C95. 1-1992.
- Institute of Electrical and Electronics Engineers (IEEE). C95. 1-2005 Edition.
- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998.
- Ministry of Health (Canada). Safety Code 6. Limits of Human Exposure to Radio frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz, 1999.
- Australian Communications Authority Radio communications (Electromagnetic Radiation - Human Exposure) Standard 2003.
- ANATEL, Brazil Regulatory Authority, Resolution 303 (July 2, 2002) "Regulation of the limitation of exposure to electrical, magnetic, and electromagnetic fields in the radio frequency range between 9 kHz and 300 GHz." "Attachment to Resolution 303 from July 2, 2002."

Specific Absorption Rate (IEEE)

Your model wireless phone meets the governmental requirements for exposure to radio waves.

Your mobile device is a radio transmitter and receiver. It is designed and manufactured to not exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and by the Canadian regulatory authorities. 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 for the safety of all persons, regardless of age or health, and to account for any variations in measurements.

The exposure standard for mobile devices employs a unit of measurement known as the Specific Absorption Rate (SAR). The IEEE SAR limit set by the FCC and by the Canadian

regulatory authorities is 1.6 watts per kilogram (W/kg), averaged over one gram of tissue. Tests for SAR are conducted using procedures accepted by the FCC and by Industry Canada with the mobile device transmitting at its highest certified power level in all tested frequencies. Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile device while operating can be below the maximum value. This is because the mobile device 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, the lower the power output.

Before a mobile device 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) submitted to the FCC and available for review by Industry Canada. The highest SAR value for this mobile device when tested for use at the ear is 0.94 W/kg, and when worn on the body, as described in this guide, is 0.90 W/kg. Body-worn measurements can differ, depending upon available accessories and regulatory requirements. The SAR information includes the Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.

While there may be differences between the SAR levels of various mobile devices and at various positions, they meet the governmental requirements for safe exposure. Please note that improvements to this product model could cause differences in the SAR value for later products; in all cases, products are designed to be within the guidelines.

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

<http://www.phonefacts.net>

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

<http://www.cwta.ca>

Information from the World Health Organization

“A large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established for mobile phone use.”

Source: WHO Fact Sheet 193

Further information: <http://www.who.int/emf>

FCC Declaration of Conformity

Per FCC CFR 47 Part 2 Section 2.1077(a)
Responsible Party Name: Motorola Mobility, Inc.
Address: 8000 West Sunrise Boulevard,
Plantation, FL 33322 USA
Phone Number: 1 (800) 453-0920



Hereby declares that the product:

Product Name: i420
Model Number: H80XAH6QR2AN
FCC ID: IHDT56MR1

Conforms to the following regulations: FCC Part 15, subpart B, section 15.107(a), 15.107(d) and section 15.109(a)

FCC Notice to Users

The following statement applies to all products that have received FCC approval. Applicable products bear the FCC logo, and/or an FCC ID in the format FCC ID:xxxxxx on the product label.

Motorola has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(3).

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada Notice to Users

Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. See RSS-GEN 7.1.5. This Class B digital apparatus complies with Canadian ICES-003.

GPS & AGPS

Your mobile device can use *Global Positioning System* (GPS) signals for location-based applications. GPS uses satellites controlled by the U.S. government that are subject to changes implemented in accordance with the Department of Defense policy and the Federal Radio Navigation Plan. These changes may affect the performance of location technology on your mobile device.

Your mobile device can also use *Assisted Global Positioning System* (AGPS), which obtains information from the cellular network to improve GPS performance. AGPS uses your wireless service provider's network and therefore airtime, data charges, and/or additional charges may apply in accordance with your service plan. Contact your wireless service provider for details.

Your Location

Location-based information includes information that can be used to determine the approximate location of a mobile device. Mobile devices which are connected to a wireless network transmit location-based information. Devices enabled with GPS or AGPS technology also transmit location-based information. Additionally, if you use applications that require location-based information (e.g. driving directions), such applications transmit location-based information. This location-based information may be shared with third parties, including your wireless service provider, applications providers, Motorola, and other third parties providing services.

Emergency Calls

When you make an emergency call, the cellular network may activate the AGPS technology in your mobile device to tell the emergency responders your approximate location.

AGPS has limitations and **might not work in your area**. Therefore:

- Always tell the emergency responder your location to the best of your ability; and
- Remain on the phone for as long as the emergency responder instructs you.

Performance Tips

- Go outside and away from underground locations, covered vehicles, structures with metal or concrete roofs, tall buildings, and foliage. Indoor performance might improve if you move closer to windows, but some window sun shielding films can block satellite signals.
- Move away from radios, entertainment equipment, and other electronic devices.

Navigation

When using navigation features, note that mapping information, directions and other navigational data may contain inaccurate or incomplete data. In some countries, complete information may not be available. Therefore, you should visually confirm that the navigational instructions are consistent with what you see. All drivers should pay attention to road conditions, closures, traffic, and all other factors that may impact driving. Always obey posted road signs.

Smart Practices While Driving

Check the laws and regulations on the use of mobile devices 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—for example, handsfree use only may be required. Go to www.motorola.com/callsmart (in English only) for more information.

Your mobile device lets you communicate by voice and data—almost anywhere, anytime, wherever wireless service is available and safe conditions allow. When driving a car, driving is your first responsibility. If you choose to use your mobile device while driving, remember the following tips:

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

- **Position your mobile device within easy reach.** Be able to access your mobile device without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voicemail answer it for you.
- **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.
- **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.
- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
- **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 that can divert your attention away from the road.
- **Use your mobile device to call for help.** Dial 911 or other local emergency number in the case of fire, traffic accident, or medical emergencies (wherever wireless phone service is available).
- **Use your mobile device to help others in emergencies.** If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911 or other local emergency number (wherever wireless phone service is available), as you would want others to do for you.
- **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).

Privacy & Data Security

Motorola understands that privacy and data security are important to everyone. Because some features of your mobile device may affect your privacy or data security, please follow these recommendations to enhance protection of your information:

- **Monitor access**—Keep your mobile device with you and do not leave it where others may have unmonitored access. Lock your device’s keypad where this feature is available.

- **Keep software up to date**—If Motorola or a software/application vendor releases a patch or software fix for your mobile device that updates the device's security, install it as soon as possible.
- **Secure Personal Information**—Your mobile device can store personal information in various locations including your SIM card, memory card, and phone memory. Be sure to remove or clear all personal information before you recycle, return, or give away your device. You can also backup your personal data to transfer to a new device.
Note: For information on how to backup or wipe data from your mobile device, go to www.motorola.com/support
- **Online accounts**—Some mobile devices provide a Motorola online account (such as MOTOBLUR). Go to your account for information on how to manage the account, and how to use security features such as remote wipe and device location (where available).
- **Applications**—Install third party applications from trusted sources only. Applications can have access to private information such as call data, location details and network resources.
- **Location-based information**—Location-based information includes information that can be used to determine the approximate location of a mobile device. Mobile phones which are connected to a wireless network transmit location-based information. Devices enabled with GPS or AGPS technology also transmit location-based information. Additionally, if you use applications that require location-based information (e.g. driving directions), such applications transmit location-based information. This location-based information may be shared with third parties, including your wireless service provider, applications providers, Motorola, and other third parties providing services.
- **Other information your device may transmit**—Your device may also transmit testing and other diagnostic (including location-based) information, and other non-personal information to Motorola or other third-party servers. This information is used to help improve products and services offered by Motorola.

If you have further questions regarding how the use of your mobile device may impact your privacy or data security, please contact Motorola at privacy@motorola.com, or contact your service provider.

Use & Care

To care for your Motorola mobile device, please observe the following:



liquids

Don't expose your mobile device to water, rain, extreme humidity, sweat, or other liquids. If it does get wet, don't try to accelerate drying with the use of an oven or dryer, as this may damage the mobile device.



extreme heat or cold

Don't store or use your mobile device in temperatures below -10°C (14°F) or above 60°C (140°F). Don't recharge your mobile device in temperatures below 0°C (32°F) or above 45°C (113°F).



microwaves

Don't try to dry your mobile device in a microwave oven.



dust and dirt

Don't expose your mobile device to dust, dirt, sand, food, or other inappropriate materials.



cleaning solutions

To clean your mobile device, use only a dry soft cloth. Don't use alcohol or other cleaning solutions.



shock and vibration

Don't drop your mobile device.



protection

To help protect your mobile device, always make sure that the battery compartment and any connector covers are closed and secure.

Recycling

Mobile Devices & Accessories

Please do not dispose of mobile devices or electrical accessories (such as chargers, headsets, or batteries) with your household waste, or in a fire. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority.



Alternatively, you may return unwanted mobile devices and electrical accessories to any Motorola Approved Service Center in your region. Details of Motorola approved national recycling schemes, and further information on Motorola recycling activities can be found at: www.motorola.com/recycling

Packaging & Product Guides

Product packaging and product guides should only be disposed of in accordance with national collection and recycling requirements. Please contact your regional authorities for more details.

California Perchlorate Label

Some mobile phones use an internal, permanent backup battery on the printed circuit board that may contain very small amounts of perchlorate. In such cases, California law requires the following label:

Perchlorate Material – special handling may apply when the battery is recycled or disposed of. See www.dtsc.ca.gov/hazardouswaste/perchlorate

There is no special handling required by consumers.

Hearing Aid Compatibility with Mobile Phones

Some Motorola phones are measured for compatibility with hearing aids. If the box for your particular model has “Rated for Hearing Aids” printed on it, the following explanation applies.

When some mobile phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label on the box. To maintain the published Hearing Aid Compatibility (HAC) rating for this mobile phone, use only the original equipment battery model.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile phones.

Software Copyright Notice

Motorola products may include copyrighted Motorola and third-party software stored in semiconductor memories or other media. Laws in the United States and other countries preserve for Motorola and third-party software providers certain exclusive rights for copyrighted software, such as the exclusive rights to distribute or reproduce the copyrighted software. Accordingly, any copyrighted software contained in Motorola products may not be modified, reverse-engineered, distributed, or reproduced in any manner to the extent allowed by law. Furthermore, the purchase of Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents, or patent applications of Motorola or any third-party software provider, except for the normal, non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Content Copyright

The unauthorized copying of copyrighted materials is contrary to the provisions of the Copyright Laws of the United States and other countries. This device is intended solely for copying non-copyrighted materials, materials in which you own the copyright, or materials which you are authorized or legally permitted to copy. If you are uncertain about your right to copy any material, please contact your legal advisor.

Export Law Assurances

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.

Product Registration

Online Product Registration:

www.motorola.com/us/productregistration

Product registration is an important step toward enjoying your new Motorola product.

Registering permits us to contact you for product or software updates and allows you to subscribe to updates on new products or special promotions. Registration is not required for warranty coverage.

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

Thank you for choosing a Motorola product.

Service & Repairs

If you have questions or need assistance, we're here to help.

Go to www.motorola.com/repair (United States), where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-453-0920 (United States), 1-877-483-2840 (TTY, TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

Motorola Limited Warranty for the United States and Canada

What Does this Warranty Cover?

Note: FOR IDEN SUBSCRIBER PRODUCTS, ACCESSORIES AND SOFTWARE PURCHASED IN THE UNITED STATES OR CANADA.

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

Products Covered	Length of Coverage
Products as defined above.	One (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
Accessories as defined above.	One (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
Products or Accessories that are Repaired or Replaced.	The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.
Software as defined above. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	Ninety (90) days from the date of purchase.

What is Not Covered? (Exclusions)

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

Ornamental Decorations. Ornamental decorations such as emblems, graphics, rhinestones, jewels, gemstones and their settings, and other decorative elements, are excluded from coverage.

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

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

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

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than Motorola, or its authorized service centers, are excluded from coverage.

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

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

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

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

Who is Covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

What Will Motorola Do?

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, games and ringer tones, will be reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

How to Obtain Warranty Service or Other Information

To obtain service or information, please call Motorola iDEN Customer Services:
1-800-453-0920 or 954-723-4910 (United States)
1-877-483-2840 (TTY, TDD United States for hearing impaired)
1-800-461-4575 (Canada)

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