MOTOROLA

SWIM Handheld and
Base Unit
for AOL

User's Guide >
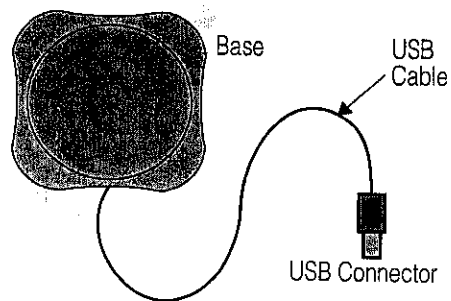
Welcome

Handheld Unit

Up/Down Scroll Keys

Status LED

LCD Screen

Power Key

6 Option Keys

Backspace Key

Keyboard

Send Key

Who's On? Key

Menu Key

Caps Key

Symbol Key

Talk Key

Bye Key

Base Unit

Base

USB Cable

USB Connector

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Software Copyright Notice

Welcome

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FCC and Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
- This device may not cause harmful interference; and
- This device must accept any interference received, including interference that may cause undesired operation.

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

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

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference with one or more of the following measures:
- Reorient or relocate the receiving antenna (that is, the antenna for the radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and the receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How to Identify and Resolve Radio/TV Interference Problems." This booklet is

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available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

The FCC requires this product to be serviced only by Motorola or its authorized service agents. Changes or modifications not expressly approved by Motorola could void not only the user's authority to operate the equipment, but also the limited warranty.

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Important Safety Information

Follow these safety precautions to reduce the risk of fire, electric shock and injury to persons or property.

To reduce the risk of fire and shock:

1. Keep all slits and openings of the equipment unblocked. Do not set the equipment on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.

2. Do not use while wet or while standing in water.

3. Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).

4. Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.

5. Never insert objects of any kind into the product slits as that may result in fire or shock.

6. Do not disassemble this product. If service or repair work is required, contact the Motorola address found in the back of this user's guide.

7. Do not overload wall outlets and extension cords.

8. Avoid using during an electrical storm. Use a surge protector to protect the equipment.

Unplug this equipment immediately if:

- The power cord or plug is damaged or frayed.
- Liquid has been spilled into the product.
- The product has been exposed to rain or water.
- The product has been dropped or damaged.
- The product exhibits a distinct change in performance.

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Installation Guidelines

1. Read and understand all instructions and save them for future reference.

2. Follow all warnings and instructions marked on the product.

3. Do not install this product near a bath tub, sink or shower.

4. Operate this product using only the power source indicated on the marking label. If you are unsure of the power supply to your home, consult your dealer or local power company.

5. Do not place this product on an unstable cart, stand or table. This product may fall, causing serious damage to the product.

6. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.

7. Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean.

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

9. To avoid interference to nearby appliances, do not place the base on or near a TV, microwave oven, or VCR.

Battery Safety Instructions

- Do not burn, disassemble, mutilate, or puncture the battery. The battery contains toxic materials that could be released, resulting in injury.
- **Caution:** There is a risk of explosion if you replace the battery with an incorrect battery type. Use only the battery that came with the product or an authorized replacement recommended by the manufacturer.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.
- Do not dispose of batteries in fire, which could result in explosion.

  - The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for battery type.

  Contact your local recycling center for proper disposal methods.

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Getting Started

Overview

Your short-range, wireless instant messaging (SWIM) unit is a portable device that allows up to eight users to simultaneously send and receive IM's and participate in chat sessions over the internet from a maximum of 150 feet from a single PC.

Computer Requirements

The minimum PC requirements for proper operation are as follows:

- Windows 98SE, Windows ME, Windows 2000 Desktop, or Windows XP Home and Professional

- Pentium 266 MHz processor or equivalent

- 64 Megabytes of memory

- 20 Megabytes of available disk space

- Powered USB Version 1.1 or later port

- Modem or broadband internet connection

What's in the Box?

Your SWIM unit comes with the following:

- One handheld unit

- A base unit with USB connector

- Rechargeable battery

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- Battery charger
- CD-ROM

You can purchase additional handheld units (up to a maximum of eight) that will work with your single base unit (refer to following typical SWIM configuration).

Base Unit

Internet

USB

Broadband or Modem connection

Handheld Units (up to 8 total)
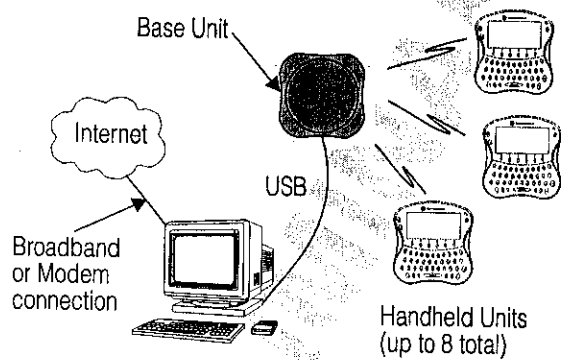
Installing the Battery

To operate your SWIM unit, you must first install and charge the battery.

Your SWIM unit is designed to be used only with Motorola original batteries and accessories.

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To install the battery:

Do This
1 Remove the battery from its protective case.
2 With the handheld unit face down, lift the battery cover up at the top and remove it.
3 Ensure proper polarity alignment between the battery and the battery compartment.
4 Insert the battery into the battery compartment.
5 Insert the tabs on the battery cover into the unit slots and snap it into place.

Battery Compartment   Handheld (back view)

Minus Polarity   Battery

Plus Polarity   Battery Cover Tab Slots
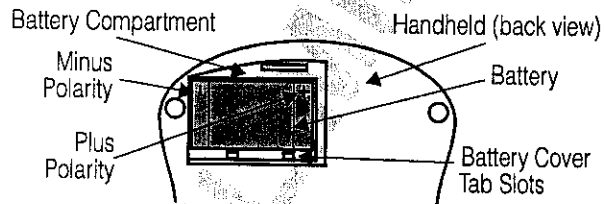
Charging the Battery

New batteries are shipped only partially charged, so you must fully charge the battery before you can use your SWIM handheld.

Some batteries perform best after several charge and discharge cycles.

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To charge the battery:

Do This	
1	Plug the charger into the charging connector at the top of the handheld unit.
2	Plug the other end of the charger into an electrical outlet.
3	With SWIM unit powered off, recharge time is <10 hours.
4	While simultaneously operating the SWIM handheld unit, recharge time is <14 hours.

Note: The status LED on the Handheld unit flashes red for "Low Battery" when there is approximately 10 minutes of operational use remaining. A "Low Battery Icon will appear on the screen.

SWIM Status Light Indicators

The status light changes color to indicate the following:

Indication	Status
Solid Red	Battery is charging
Flashing Red	Low Battery
Solid Green	Unit fully charged
Flashing Green	New Message

Note: The base unit does not contain a battery; it receives its power from the USB port.

To maximize your battery performance:

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- Always use Motorola Original batteries and battery chargers. The warranty does not cover damage caused from using non-Motorola batteries and/or battery chargers.

- New batteries or batteries that have been stored for long periods of time may require a longer charge time.

- Maintain the battery at or near room temperature when charging.

- Do not expose batteries to temperatures below –10°C (14°F) or above 45°C (113°F).

- When you do not intend to use the battery for a while, store it uncharged in a cool, dark, dry place, such as a refrigerator.

- Over extended periods of time, batteries gradually wear down and require longer charging times. This is normal. If you charge your battery regularly and notice a decrease in talk time or an increase in charging time, then it is probably time to purchase a new battery.

The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for battery type. Contact your local recycling center for proper disposal methods. Never dispose of batteries in a fire because they may explode.

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Installation and Setup

To use your SWIM unit, the software and hardware must be properly installed in your computer. Before you begin installation ensure that your computer meets the minimum requirements (see Computer Requirements, page 10).

Software Installation

To install the SWIM software:

Do This
1   Insert the SWIM CD-ROM into your PC's CD tray.
2   The SWIM Setup Wizard screen opens. Click Next.
3   The License Agreement screen opens. Read the agreements and click "I Agree" each time to agree to the terms.
4   The Select Installation screen opens. Click Next.
5   The Confirm Installation screen opens. Click Next.
6   SWIM Successfully Installed screen opens, click Close to exit.
7   Restart your computer.
8   The SWIM shortcut icon will appear on your desktop.

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Hardware Installation

To install the SWIM hardware:

Do This
1 Plug the USB connector at the end of the base unit cable into an unused USB port on your computer.
2 Place the base unit in any convenient location away from your computer to prevent interference.

Note: The handheld unit is portable and therefore is not hardwired to the base unit or your computer.

Handheld Power-Up and Registration

To register the handheld unit to the base unit:

Do This
1 Press and hold ⑨ to turn on the handheld unit. The Welcome screen is displayed and the Power-On alert sounds.
2 Press **Menu**.
3 Press Regstr option.
4 Enter your base's ID. The ID is a six-character code located on the bottom of the base unit. Press **Send**.
5 When the SWIM Registration screen opens on your computer, enter a name for your handheld unit and click Accept.

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Location of your base
unit's ID

USB
Cable

Base Unit
(rear view)

USB Connector
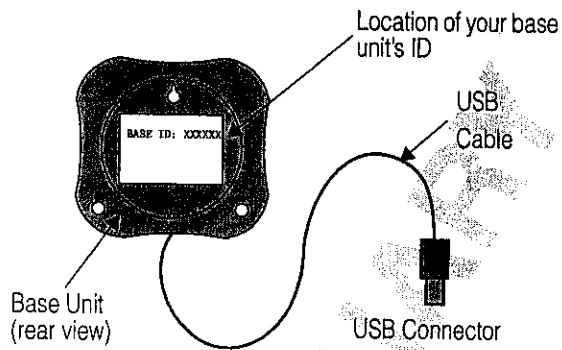
PC Setup

After your handheld unit is registered to your base unit,
you can configure the software setup for your SWIM unit.

To configure your software options:

Do This
1   Click on the SWIM Shortcut icon on your computer desktop to start the SWIM program.
2   Right click the small SWIM icon that appears in the toolbar area of your computer screen.
3   Select Setup from the pop-up list menu.
4   Under "Choose a handheld to Setup" select either "Default" to setup all your active handheld units or select the name of the handheld unit that you want to setup. Click Ok.

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5   The SWIM-Setup for (unit name) menu appears containing the list six configurable items for your handheld.

Note: To obtain help, press F1 on the computer keyboard.

Menu Configuration

The six configurable items in the menu are as follows:

- Connections
- Alerts
- Options
- Security
- Diagnostics
- Buddies

These items are described in the order that they appear.

Connections

To choose the proper connection for your SWIM unit:

Do This

1   Click on the Connections tab to open the Connection screen.

2   Under Internet Connection click Modem or Local Area Network (LAN).

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Installation and Setup

Do This

3	Under Modem Connections, click "Automatically Dial Internet Connection" or "Require Manual Dialing of Internet Connection" (typically "Automatically Dial" is selected).
4	If your system uses a proxy server, check the appropriate box and enter the requested information.
5	When all information has been entered, click Apply.

Alerts

The 10 Alert types available for SWIM are as follows:

- Power ON (this alert is not available for user configuration)
- New Message
- Buddy Online
- Buddy Offline
- Message Sent
- Internet Connection Lost
- Connected to Internet
- Out of Range
- Return to In-Range
- Enter Sleep Mode

To customize the SWIM alerts:

Do This
1 Highlight an Alert that you want to change and click Browse.
2 Select a different sound file and click open.
3 Click the blue play button to hear the alert you have selected.
4 Click the red stop button to stop the play.
5 Increase or decrease the volume of an Alert by clicking the slider bar left or right.

The alert sound you have selected can be modified by clicking on Music Editor. This option allows you to modify the play rate, scale, and note duration of an Alert, as well as the volume. When you are satisfied with your selection, click Ok.

Options

To select an option:

- Click Open Windows Automatically, Show Accept Message Dialogue, or Deny "For Buddies on MY Buddy List who want to talk".

Note: The "Show Announcements When Users Enter or Leave" and "Block Incoming Chat Invitations" options can also be turned on or off.

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Security

To set up Security:

Do This
1   Click the Security tab.
2   Select a name of a handheld.
3   Click -----> to move it to the Deactive list, or click <----- to move it to the Active list. **or** Click Remove to remove the selected handheld completely. **Note:** Deactivating a handheld renders it temporarily inoperative but device settings are retained. Removing a handheld deletes the device settings. Once removed, a handheld must be re-registered with the base to resume operation.

Diagnostics

To test your internet connection:

Do This
1   Click the Diagnostics tab.
2   Select a service to test (in this case, AOL Instant Messenger).
3   Enter your AOL screen name and password in the SWIM-AOL Login screen and click Ok.

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Do This

4   To test the wireless connection from the base to a handheld, select the desired active handheld unit and click Launch Troubleshooter.

> **Note:** Ensure your computer is "On Line" and that your handheld unit is powered up.

Test Results indicate the status of important connections such as Internet Connection, Base to Handheld Link, USB Link, and IM Network Service.

Failed	Check
Internet Connection	TBS
Base to Handheld Link	TBS
USB Link	TBS
Network Service	TBS

Green indicates the connection is operating properly. Red indicates the connection is not operating.

Buddies

To manage your Buddies list:

Do This

1	Click the Buddies tab.
2	Select a service to test (in this case, AOL Instant Messenger).
3	Enter your AOL screen name and password in the SWIM-AOL Login screen and click Ok and your Buddy list is displayed.

Do This	
4	Click +Buddy to add a new contact.
5	Click +Group to add a new group.
6	Highlight a buddy or group and click XRemove to remove them from your list.

Note: You can also manage your Buddy list through the standard AIM client on your PC.

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Using Your SWIM Handheld

Ensure your computer is logged on to your internet service provider and your handheld's battery is fully charged.

Navigating the Menus

Up/Down Scroll Keys
Power Key
6 Option Keys
Backspace Key
Keyboard
Send Key
Who's On? Key
Talk Key
Menu Key
Caps Key
Symbol Key
Bye Key
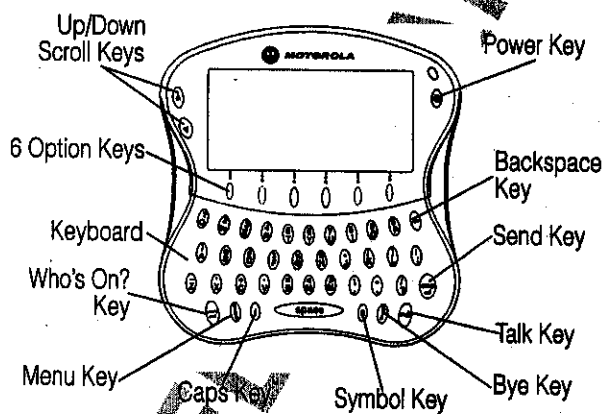
Handheld Key Functions

- Power Key (⊕)—Press and hold longer than one second to turn power on/off

- Up/Down Keys (⊕ ⊙)—Use to scroll main text area only (see "Entering Text" screen on page 27)

- 6 Option Keys—Select various options

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- Menu Key—Brings up choices above Option keys for login/logoff, chat, register with a base, set LCD contrast and Alert volume

- Backspace Key (⟲)—Only affects Send Text area; press to delete incorrect text entry

- Who's On? Key—Press to switch to Who's Online Now screen

- Talk Key—Switches to Talk screen

- Bye Key—Press to exit the Talk screen and return to the Who's Online Now? menu

- Sym Key—Press to enter numbers or symbols shown on the keys above the letters; also displays smileys above Option keys (see "Available AOL Smileys" table, page 30). Press Sym to activate symbols. A capital "S" is displayed on the screen. Press Sym twice to lock symbols on. On the screen, a box is displayed around the "S" to indicate symbols are locked on). Symbols remain locked on until you press Sym again.

- Send Key—Sends information

- Cap Key—Press to enter capital letters; also displays Smileys above Option keys (see "Available AOL Smileys" table, page 27) Press Cap once to capitalize the next letter entered. A capital "C" is displayed on the screen. Press Cap twice to lock caps on. On the screen, a box is displayed around the "C" to indicate caps are locked on. Caps remain locked on until you press the Cap again.

Option Keys

When you press **Cap** or **Sym**, a "C" or an "S" is displayed on the screen. In addition, Smileys are displayed above each option key.

To send a Smiley, press the corresponding Option key. The Smiley's text equivalent appears in the "Send Text Area" as shown in the following screen.

Send Text Area   Press Option Key to Insert Smiley   Indicates Symbol Mode
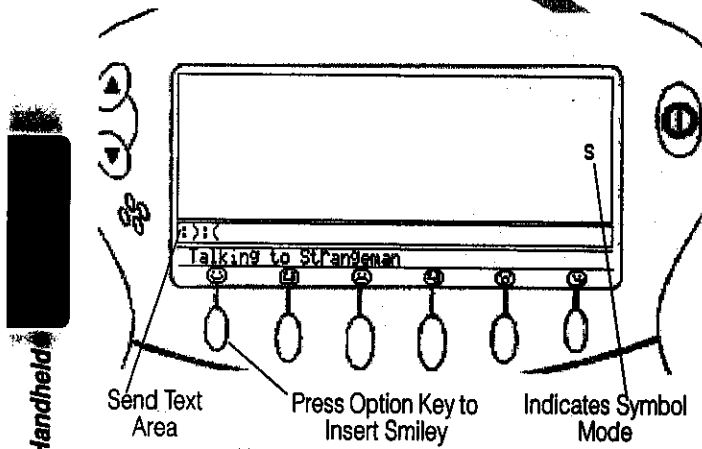
Available AOL Smileys

Smiley	Meaning
☺	Smiling
☺	Winking
☺	Frowning
☺	Sticking-out-tongue
☺	Yelling
☺	Undecided
☺	Laughing
☺	
☺	Sad
☺	Crying
☺	
☺	Glasses

Entering Text

The "Entering Text" screen shows the areas that you can enter text. Unlike typical keyboard text entry, with the SWIM unit you will be entering text via "thumb typing."

For a list of the characters and symbols available on your SWIM unit, refer to the following Charts.

Character Chart

Use this chart as a guide for entering letters and spaces.

Symbol Chart

Use this chart as a guide for entering symbols.

Power Up and Logon a Handheld Unit

To power up a handheld unit:

Do This
1 Ensure your handheld's battery is fully charged.
2 Press and hold ⊚ for one second. The Welcome to SWIM screen is displayed and the Power On alert sounds.

Welcome Screen

```
         Welcome to SWIM
          Copyright 2001
     Elite Communications Inc.
          Patents Pending



Select a service
AIM    MSN    Yahoo
```

To logon a handheld unit:

- If your handheld can see an active base that you have registered with previously, select a service (AIM) and the available from messaging service choices that are displayed above the Option keys.

- If your handheld cannot see an active base that you previously have registered with, then you will see a message stating that "Couldn't contact the base". Move closer to the base and press the Exit option to try to connect again.

- If you have previously registered with this base and still cannot see the base, refer to the Troubleshooting section on page 38.

If the base is operating and you have not previously used that base:

Do This

| 1 | Press **Menu** to enter the Setup screen. |

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2	Then press Regstr option to register with the base.
3	When prompted, enter the six-character ID printed on the bottom of the base and press **Send**.
4	Enter your screen name on the Send Text line and press **Send**.
5	Enter your password and press **Send**. The Who's Online Now screen is displayed.

Who's Online Now Screen

```
 Who s Online Now
0>aquariusbabe
1>gapgur1130
2>johnfast
3>greenman
4>longman


Press a number key to talk to a buddy
 Done
```

The Who's Online Now screen shows all of your buddies from your buddy list who are currently online.

Notes:

- Only buddies who are currently online are displayed on the Who's Online Now screen.

- If no buddies in a group are online, no group is shown on the option keys.

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- In the Who's On? menu "Other" is displayed when a non-buddy is sending you a message.

- A total of 60 online buddies can be spread across all groups.

- Any one group can contain all 60 buddies.

- Only the first 13 characters of the buddy's name are displayed.

- The buddy's status is shown next to the buddy's name. The xxx symbol indicates that the person is away.

Sending and Receiving a Message

To send and receive a message to a buddy:

Do This
1   Select the buddy you want to talk to from the Who's Online Now list by pressing the number associated with the name.   **Note:** Press **Sym** to access the number keys then press the number key. Press **Sym** twice to lock the symbol key. The symbol key remains locked until **Sym** is pressed again.
2   Your buddies names will appear at the bottom of the screen above the option keys. The buddy's name you have selected will be underlined.

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Do This

3	Enter the message text to send to your buddy and press **Send**. The Send Message alert sounds. You are now in a private chat with the buddy you have selected. **Note:** To add a Smiley to your message text press **Sym** or **Cap** to display the available Smileys; then, press the Option key under the Smiley you want to include.
4	When your buddy responds with a message, the New Message alert sounds and the LED flashes green. **Note:** While you are in a private chat and you receive another message, the buddy's name will appear above an Option key. To switch between conversations, press the Option key below the name of the buddy you want to talk to.
5	Press **Talk** to talk to your buddies.
6	Press **Who's On?** to see which of your buddies are online.
7	Press **Talk** to switch back to your conversation.
8	When the Text screen fills up, up/down arrows are displayed; scroll up or down by pressing ⊖ or ⊕
9	Press **BYE** to end the chat session and return to the Who's Online Now screen.

Incoming Chat Request

When an incoming chat request from someone not on your buddy list occurs:

Do This

1 Select "Other" in the Who's On menu to chat with strangeman.

   Note: "Other appears because strangeman is not a member of your buddy list and the option was set to ask permission if chat requester is not on your buddy list.

2 Press **Talk** to instant message strangeman.

3 Press **BYE** to end chat with strangeman.

Main Menu Screen

```
Logoff-Logoff from the service
Add-    Add Buddies to a Chat
Away-   Set Your Away Message
Regstr-Register with a Base
Setup-  Change Beeps/LCD/Alerts
Exit-   Exit this menu


Choose an option
Logoff    Address    Away    Regstr    Setup    Exit
```
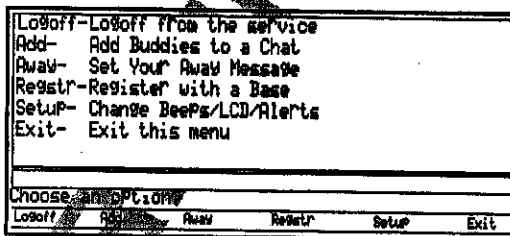
Logoff from Your IM Service

To logoff your handheld from the IM service:

Do This

1 Press **Menu** to display the Main Menu screen.

Do This

2	Press the Logoff option. The handheld logs off and the display returns to the Main Menu screen.
3	Press Exit option.

Add Buddies to a Chat

You can talk to up to six of your buddies at the same time by adding them to your chat session.

To add buddies to a chat session:

Do This

1	Press **Menu** to bring up the Main Menu.
2	Press Add option.
3	Press Curren option to add buddies to your current chat session, or press New to add buddies to a new chat session.
4	Enter the number of the buddy you want to add to the chat session and press **Send**.

Set Your Away Message

To set your Away message:

Do This

1	Press **Menu** to display the Main Menu.
2	Press the Away option.
3	Enter the number of the Away message you want.
4	Press Add option if no Away messages were previously stored.

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Do This

5 Enter your Away message (for example, "Went to the Mall") and press **Send**. A buddy who sends you a message will then automatically receive your Away message.

   Note: A maximum of five Away messages can be stored and are shortened if longer than 30 characters.

6 Press "ImBack" option when you return to display the Who's Online Now screen. If a buddy sent you a message while you were away, your status LED will be flashing green.

7 Press **Talk** to display the Talk screen and read the message.

8 Press **BYE** to end the chat session and return to the Who's Online Now screen.

To delete your away message:

Do This

1 Press **Menu** to display the Main Menu.

2 Press the Away option.

3 Press Delete.

4 Enter the number associated with the Away message you want to delete.

5 The Away message is deleted.

6 Press Exit to return to the Main Menu screen.

7 Press Exit again to return to the Who's Online Now screen.

Using Your SWIM Handheld

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Register With a Base

To register a handheld unit with a base, refer to "Installation and Setup" on page 15.

Changing Handheld Setup

To modify the Alert Volume, LCD Contrast, and Key Beeps Setup:

	Do This
1	Press **Menu** to display the Main Menu screen.
2	Press the Setup option.
3	Press Vol- /Vol+ to decrease or increase the volume.
4	Press Beeps option to turn the key beeps on or off.
5	Press Light or Dark option to increase or decrease the LCD contrast.
6	Press Exit to return to the Main Menu screen.
7	Press Exit again to return to the Who's Online Now screen.

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Beeps/LCD/Alerts Screen

```
┌─────────────────────────────────────────┐
│       Alert Volume      Key Beeps        │
│   Off ████────Max         Off            │
│                                          │
│                                          │
│       LCD Contrast                       │
│ Light ████────Dark                       │
├──────────────────────────────────────────┤
│ Adjust Your Beeps/LCD/Alerts             │
│ Vol-   Vol+   Beeps    Light             │
└──────────────────────────────────────────┘
```
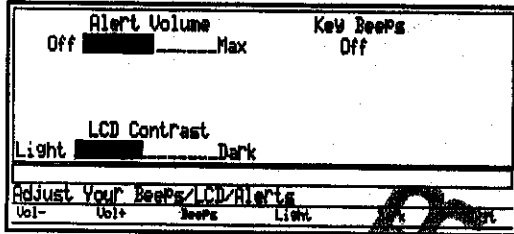
To Reset Your SWIM Unit

To reset your handheld:

Do This
1 Press **Menu** to display the Main Menu screen.
2 Press the Setup option.
3 Press the ⓞ, **who's on?** and **Talk** buttons at the same time.
4 The Warning screen is displayed.
5 Select Yes or No.

or

Press Exit to return to the Main Menu screen.

To Power Down Your SWIM Unit

To Power Down your handheld:

• Press ⓞ.

Troubleshooting

Your SWIM unit comes with a diagnostic program installed. However, the following error messages may appear while you are installing or using your SWIM unit:

Error Message	Action
Can't find base	Make sure your PC software is running and the base unit is plugged into the USB port of the PC.
Incorrect User Name or Password Entered	Re-enter User Name or Password. Make sure Cap or Synlen locked on.
Your network connection has been lost	Program will attempt to reconnect; if service is restored, you will be returned to where you were when disconnected.
Network connection could not be reestablished.	Try again later to re-connect.

Warranty

MOTOROLA LIMITED WARRANTY FOR PERSONAL
COMMUNICATION PRODUCTS, ACCESSORIES AND
SOFTWARE PURCHASED IN THE UNITED STATES OR
CANADA

What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc.
warrants its wireless telephones, pagers and consumer two-way
radios that operate via Family Radio Service or General Mobile
Radio Service ("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 outlined below. This limited
warranty is a consumer's exclusive remedy, and applies as
follows to new Motorola Products, Accessories and Software
purchased by consumers in the United States or Canada, which
are accompanied by this written warranty:

Products Covered	Length of Coverage
Products and Accessories as defined above, unless otherwise provided for below.	**One (1) year from the date of** purchase by the first consumer purchaser of the product unless otherwise provided for below.
Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.
Monaural Headsets. Ear buds and boom headsets that transmit mono sound through a wired connection.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.
Consumer Two-Way Radio Accessories	**Ninety (90) days** from the date of purchase by the first consumer purchaser of the product.
Products and 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.

EXCLUSIONS

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

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

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or

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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 for other acts which are not the fault of Motorola, are excluded from coverage.

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

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

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

Products Covered	Length of Coverage
Software. 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**

Exclusions

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:

In the USA:	In Canada:
Phones 1-800-331-6456	All Products
Pagers 1-800-548-9954	1-800-461-4575
Two-Way Radios 1-800-353-2729	TTY 1-888-390-6456
TTY 1-888-390-6456	
For **Accessories and Software**, please call the telephone number designated above for the product with which they are used.	

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

What Other Limitations Are There?

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DATA, SOFTWARE OR APPLICATIONS OR OTHER
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WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS,
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