



## User Guide for the Kyocera KX9D Phone

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4,901,307	5,056,109	5,101,501	5,109,390	5,228,054
5,267,261	5,267,262	5,337,338	5,414,796	5,416,797
5,490,165	5,504,773	5,506,865	5,511,073	5,535,239
5,544,196	5,568,483	5,600,754	5,657,420	5,659,569
5,710,784	5,778,338			

Other patents pending.

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82-N8973-1EN, Rev. 001

## FCC Notice

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. To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use the Kyocera Wireless Corp. (KWC) approved universal pouch CV90-61344-02. Other accessories used with this device for body-worn operations must not contain any metallic components and must provide at least 22.5 mm separation distance including the antenna and the user's body.

### THIS MODEL PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.\* Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value.

This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network.

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

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. The body-worn SAR values were obtained by using Kyocera Wireless Corp. [KWC] supplied and approved universal pouch CV90-61344-02.

Body-worn measurements differ among phone models, depending upon availability of accessories and FCC requirements.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section

<http://www.fcc.gov/oet/fccid> after searching on the **FCC ID: OVFKWC-KX9D**.

Additional information on SAR can be found on the Cellular Telecommunications and Internet Association (CTIA) web-site at

<http://www.wow-com.com>.

\* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue.

The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

## Caution

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the warranty and user's authority to operate the equipment.

## Optimize your phone's performance

Use the guidelines on [page 2](#) to learn how to optimize the performance and life of your phone and battery.

## Air bags

If you have an air bag, DO NOT place installed or portable phone equipment or other objects over the air bag or in the air bag deployment area. If equipment is not properly installed, you and your passengers risk serious injury.

## Medical devices

**Pacemakers**—Warning to pacemaker wearers: Wireless phones, when in the 'on' position, have been shown to interfere with pacemakers. The phone should be kept at least six (6) inches away from the pacemaker to reduce risk.

The Health Industry Manufacturers Association and the wireless technology research community recommend that you follow these guidelines to minimize the potential for interference.

- Always keep the phone at least six inches (15 centimeters) away from your pacemaker when the phone is turned on.
- Do not carry your phone near your heart.
- Use the ear opposite the pacemaker.
- If you have any reason to suspect that interference is taking place, turn off your phone immediately.

**Hearing aids**—Some digital wireless phones may interfere with hearing aids. In the event of such interference, you may want to consult Xxxxxx Xxxxxx or call the customer service line to discuss alternatives.

**Other medical devices**—If you use any other personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your physician may be able to help you obtain this information.

**In health care facilities**—Turn your phone off in health care facilities when instructed. Hospitals and health care facilities may be using equipment that is sensitive to external RF energy.

## Potentially unsafe areas

**Posted facilities**—Turn your phone off in any facility when posted notices require you to do so.

**Aircraft**—FCC regulations prohibit using your phone on a plane that is in the air. Turn your phone off or switch it to Airplane Mode before boarding aircraft.

**Vehicles**—RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your physician may be able to help you obtain this information.

**Blasting areas**—Turn off your phone where blasting is in progress. Observe restrictions, and follow any regulations or rules.

**Potentially explosive atmospheres**—Turn off your phone when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include:

- fueling areas such as gas stations
- below deck on boats
- transfer or storage facilities for fuel or chemicals
- vehicles using liquefied petroleum gas, such as propane or butane
- areas where the air contains chemicals or particles such as grain, dust, or metal powders
- any other area where you would normally be advised to turn off your vehicle engine

### Use with care

Use only in normal position (to ear). Avoid dropping, hitting, bending, or sitting on the phone.

### Keep phone dry

If the phone gets wet, turn the power off immediately and contact your dealer. Water damage may not be covered under warranty.

### Resetting the phone

If the screen seems frozen and the keypad does not respond to keypresses, reset the phone by completing the following steps:

1. Remove the battery door.
2. Remove and replace the battery.

If the problem persists, return the phone to the dealer for service.

### Accessories

Use only Kyocera-approved accessories with Kyocera phones. Use of any unauthorized accessories may be dangerous and will invalidate the phone warranty if said accessories cause damage or a defect to the phone.

### Radio Frequency (RF) energy

Your telephone is a radio transmitter and receiver. When it is on, it receives and sends out RF energy. Xxxxx Xxxxx's network controls the power of the RF signal. This power level can range from 0.006 to 0.6 watts.

In August 1996, the U.S. Federal Communications Commission (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. These guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies in the following reports:

- ANSI C95.1 (American National Standards Institute, 1992)
- NCRP Report 86 (National Council on Radiation Protection and Measurements, 1986)
- ICNIRP (International Commission on Non-ionizing Radiation Protection, 1996)

Your phone complies with the standards set by these reports and the FCC guidelines.

### E911 mandates

Where service is available, this handset complies with the Phase I and Phase II E911 Mandates issued by the FCC.

### Battery and charger specifications

Charger	Input	Output
CV90-R2233-01	100-240V AC / 50/60 Hz	5 V 350mA
CV90-G2926-01	100-240V AC / 50/60Hz	4.5 V 1.2A
Standard Battery		
CV90-M6310-01, 3.7V / 850mAh		
Extended Battery		
CV90-M3415-11, 3.7V / 1500mAh		

### Kyocera Wireless Corp.

10300 Campus Point Drive, San Diego, CA 92121  
U.S.A.

Visit us at [www.kyocera-wireless.com](http://www.kyocera-wireless.com)  
To purchase accessories, visit  
[www.kyocera-wireless.com/store](http://www.kyocera-wireless.com/store)

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## Installing the battery

Your Kyocera KX9d phone comes with a removable lithium ion (LiIon) battery. **Fully charge the battery before using the phone.**

To install the battery:

1. Hold the phone face down.
2. Toward the bottom of the phone there is a recess to aid you in opening the battery door. Use your fingernail to pull the battery door away.
3. Place the battery in the phone casing with the metal contacts toward the bottom of the phone.
4. Place the battery door tabs in the openings near the top of the phone.
5. Press the battery door until it clicks into place.

**Note:** Before you remove the battery, make sure the phone is powered off.

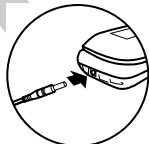


## Charging the battery



You must have at least a partial charge in the battery to make or receive calls.

To charge the battery:

1. Connect the AC adapter to the jack on the bottom of the phone.
2. Plug the adapter into a wall outlet.



The battery icon in the upper-right corner of the screen tells you whether the phone is:

- Charging (the icon is animated)
- Partially charged 
- Fully charged 

**Note:** The battery will not charge if you use the phone while it is connected to an AC adapter.

## Recharging the battery

You can safely recharge the battery at any time, even if it has a partial charge.



## Caring for the battery


### General safety guidelines


- Do not take apart, puncture, or short-circuit the battery.
- If you have not used the battery for more than a month, recharge it before using your phone.
- Avoid exposing the battery to extreme temperatures, direct sunlight, or high humidity.
- Never dispose of any battery in or near a fire. It could explode.

### Common causes of battery drain


- Playing games.
- Keeping backlighting on.
- Operating in digital mode when far away from a base station or cell site.
- Using data cables or accessories.
- Operating when no service is available, or service is available intermittently.
- High earpiece and ringer volume settings.
- Repeating sound, vibration, or lighted alerts.

## Performing basic functions

**Turn the phone on and off:** Press and hold  until the phone beeps or plays a tone.

**Make a call:** Enter the number and press .

**End a call:** Press .

**Answer a call:** Open the flip and press .



**Access voicemail:** Press and hold  and follow the system prompts.

**Verify your phone number:** Select **Menu** → **Settings** → **Phone Info**.

**Silence the ringer on an incoming call:**


Press  then  to answer.

-or-

Press the side volume key  down then  to answer.


-or-

Press .


**Access your Balance:** Press and hold  up.

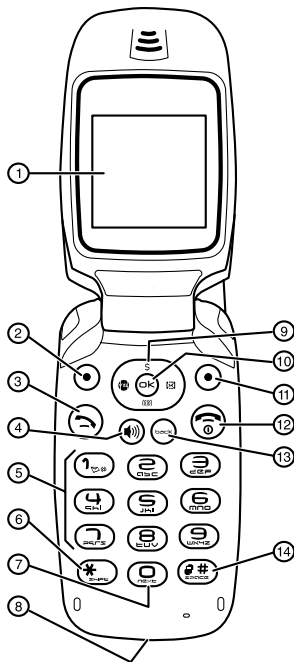
**Access Recent Calls:** Press and hold  down.


**Access XxxxxXX:** Press and hold  left.

**Access Messaging:** Press and hold  right.

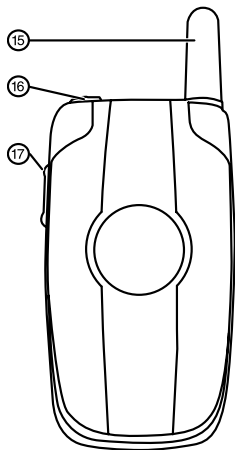
## Getting to know your phone

- 1 **Home screen.**
- 2 **Left softkey** accesses menus and functions.
- 3 **Send/Talk key** starts or answers calls. Press once to display the Recent Calls list and twice to redial the last dialed number.
- 4 **Speakerphone key** activates the speakerphone and answers incoming calls.
- 5 **Keypad** for entering numbers, letters, or symbols.
- 6 **\* Shift key** changes the text mode in text entry.
- 7 **0 Next key** cycles through word choices during text entry.
- 8 **Jack for AC adapter** (included) .
- 9 **Navigation key** scrolls through lists and text entry field and accesses shortcuts from the home screen.
- 10 **OK key** selects a menu item or option.
- 11 **Right softkey** accesses the Contacts directory and other menu options.
- 12 **End/Power key** turns the phone on and off, ends a call, and returns you to the home screen from other menus.
- 13 **Back key** erases characters in text entry and returns to the previous screen.
- 14 **# Space key** enters a space during text entry. Activates Silent mode.



 **Warning:** Inserting an accessory into the incorrect jack will damage the phone.

- ⑮ **Antenna** (does not extend)
- ⑯ **Jack** for hands-free headset and data cable (sold separately) ⚠.
- ⑰ **Volume key** to raise or lower speaker volume.



⚠ **Warning:** Inserting an accessory into the incorrect jack will damage the phone.

## Using menus

The contents of the main menu are as follows:

### My Account

#### Messaging

Send text msg

Voice mail

Inbox

xxxxx Alerts

Outbox

Sent

Saved

Drafts

Erase Msgs

Msg Settings

XxxxxxXX

### My stuff

My ringtones

My games

My graphics

My sounds

### Contacts

View all

Add new

Find name

Groups

Speed dial list

Voice dial list

Information

### Recent calls

All calls

Incoming calls

Outgoing calls

Missed calls

Erase call lists

Recent calls timer

All calls timer

### Tools

Voice memo

Scheduler

Alarm clock

Tip calculator

Calculator

Timer

Stopwatch

### Settings

Sounds

Display

Convenience

Call Options

Messaging






Security

Network

Accessories

Phone Info

## Navigating through menus

- Press  to select **Menu**.
- Press  left, right, up, or down to view menus and options.
- Press  to select a menu item.
- Press  to back up a menu level.
- Press  to return to the home screen.

In this guide, an arrow → tells you to select an option from a menu.

For example, **Menu** → **Settings** means select **Menu** then select the **Settings** option.

**Note:** To change the way the menus appear, see [“Choosing a menu style” on page 36](#) for details.

## Understanding screen icons

These icons may appear on your phone's home screen.



The phone is operating in IS2000 (1X) digital mode.



The phone is operating in IS95 digital mode.



The phone is receiving a signal. You can make and receive calls. Fewer bars indicate a weaker signal.



A call is in progress.



The phone is not receiving a signal. You cannot make or receive calls.



The phone is roaming outside of its home service area.



You have a voice message.



You have a text message.



You have a voice and text message.



The battery is fully charged. The more black bars, the greater the charge.



The alarm clock is set.



The phone is in privacy mode or is accessing a secure Web site.



The phone is at the home screen. To access **Menu**, press



The phone is at the home screen. To access **Contacts**, press



The phone is set to light up instead of ring.



The phone is set to vibrate or to vibrate and then ring.



Position location is set to Xxxxxx Xxxxxx and to emergency services.



Position location is set to emergency services only.



Speakerphone is on.



Auto-Answer is on.




DRM protected.

## 2 MY ACCOUNT

You can manage your Xxxxxx Xxxxxx account directly from your phone. The basic tasks are summarized in this chapter. For more information about your account, go to [www.xxxxxx.com](http://www.xxxxxx.com).

### Checking your account balance

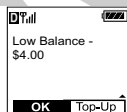
You can check your Xxxxxx Xxxxxx account status in one of two ways:

- From the home screen, press  up.

-or-

Select **Menu** → **My Account**.



- Your account information appears with Top-Up information relative to your selected plan.
- When your account is low or empty, you will receive a notification to Top-Up.

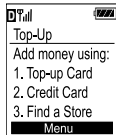


### Top-Up your account

Top-Up is how you increase your Xxxxxx Xxxxxx account balance. You can Top-Up your Xxxxxx Xxxxxx account right from your phone. First, you need to register your debit or credit card at [www.xxxxxx.com](http://www.xxxxxx.com) or buy a Top-Up card from one of the thousands of stores that carry them.

When your balance is low, you can Top-Up your account from your phone as follows:

- Select **Menu** → **My Account**.
- Use the navigation key  to scroll down to the **Top-Up** link and press .
- Scroll down and select either **Top-Up Card** or **Credit Card**.
- Follow the simple instructions to Top-Up your account.



To find a store near you that sells Top-Up cards, select **Find a Store** from the Top-Up menu.

**Note:** You can also Top-Up over the Web at [www.xxxxxx.com](http://www.xxxxxx.com).

### For more information

For more information about your Xxxxxx Xxxxxx account or Xxxxxx Xxxxxx service, visit [www.xxxx.com](http://www.xxxx.com).

#### Accessing XXXXXXXX


With XXXXXXXX, you can access a variety of exclusive music, entertainment, and information services from your KX9d phone. Download the latest games, ringtones, wallpapers, screen savers, and other content.

New XXXXXXXX features are added all the time.

Check XXXXXX XXXXXX's Web site at

[www.xxxxxxxxxxxxxxxxxx.com](http://www.xxxxxxxxxxxxxxxxxx.com) for availability and pricing, or check directly from your phone using XXXXXXXX. Charges apply.

To launch XXXXXXXX:


- From the home screen, press  left.

- or -




Select **Menu** → XXXXXXXX.



**Note:** You cannot receive incoming calls during a XXXXXXXX session. All incoming calls are automatically sent to your voicemail.

#### To end a XXXXXXXX session

- Press  from any XXXXXXXX page.

#### Navigating XXXXXXXX

- Press  up or down to scroll through items and to highlight one.
- Press  to select a XXXXXXXX menu item or option.
- Press  to go back one screen.


**Note:** A scroll bar on the right side of the screen indicates that there is more text. Press  down to go to the next screen of text. Press  to move back one screen.

### My ringtones

The My ringtones folder stores your preloaded and downloaded ringtones. You can download the latest ringtones to your KX9d from the Xxxxxx Xxxxxx website at [www.xxxxxxxxxxxxx.com](http://www.xxxxxxxxxxxxx.com) or directly from your phone using XxxxxxXX. Charges apply.

### Downloading ringtones

**Note:** If you don't have enough money in your account, you will need to top-up before downloading.





1. Press  left to launch XxxxxxXX and then search for ringtones.  
-or-  
Select **Menu** → **My stuff** → **My ringtones** → **Get more ringtones** and then search for ringtones.
2. Follow the prompts to purchase and download the selected ringtone.

Downloaded ringtones are stored in the My stuff → My ringtones folder in your phone from newest to oldest.

### Assigning downloaded ringtones

1. Select **Menu** → **My stuff** → **My ringtones**.
2. Select a ringtone.

**Note:** Different ringtones will display different options for the left and right softkeys.


3. For a MIDI ringtone, press the left softkey  to select **Set default**.
4. For a .pmd ringtone, press the left softkey  to **Play it**, or press the right softkey  to select **Options**. Then select **Set default** and press .

**Note:** The downloaded ringtone will also be listed in the Ringtones folder and is available to assign to individual contacts. See “[Creating a new contact](#)” and “[Assigning ringers](#)” on page 21.

### My games

You can download the latest games to your KX9d from the Xxxxxx Xxxxxx website at [www.xxxxxxxxxxxxx.com](http://www.xxxxxxxxxxxxx.com) or directly from your phone using XxxxxxXX. Charges apply.

**Note:** If you don't have enough money in your account, you will need to top-up before downloading.

1. Press  left to launch XxxxxxXX and then search for games.
2. Follow the prompts to purchase and download the selected game.

Downloaded games are stored in the My stuff → My games folder in your phone.




## My graphics

The My graphics folder stores your downloaded graphics. Download the latest wallpapers and screensavers to your KX9d from the Xxxxxx Xxxxxx website at

**www.xxxxxxxxxxxxxx.com** or directly from your phone using XxxxxxXX. Charges apply.

**Note:** If you don't have enough money in your account, you will need to top-up before downloading.

1. Press  left to launch XxxxxxXX and then search for graphics.

-or-


Select **Menu** → **My stuff** → **My graphics** → **Get more graphics** and then search for graphics.



2. Follow the prompts to purchase and download the selected graphic.

The downloaded graphic will be stored in the My Stuff → My graphics folder in your phone.

**Note:** Downloaded graphics are stored in order of newest to oldest and can be assigned as either screensavers or wallpaper.




## Assigning downloaded graphics

1. Select **Menu** → **My stuff** → **My graphics**.
2. Select **My graphics**, **XxxxxxXX graphics**, **Wallpapers**, **Screen savers**, or **Caller IDs** and press .

3. Scroll to the graphic you want to assign and press the right softkey  to select **Options**.
4. Highlight **Set Default** or **Assign** and press .

## My sounds

You can record and save voice memos and all received attached sound files to My sounds. To listen to saved sounds or recorded voice memos:


1. Select **Menu** → **My stuff** → **My sounds**.
2. Select **Saved sounds** or **Voice memos** and press .
3. Scroll through the lists to listen to the saved sounds.
4. Highlight a sound and press the right softkey  to select **Options**.
5. Highlight **Record New**, **Erase**, **Lock**, **Rename**, **Details**, or **Erase All** and press .

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## 5 MAKING AND ANSWERING CALLS

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### Making a call



Make sure you are in an area where a signal can be received. Look for the  symbol on the home screen. The more bars you see in this symbol, the stronger the signal. If there are no bars, move to where the signal strength is better. When the phone has been idle for a time, it changes to power save mode. When you see “Power Save” on your phone’s screen, press any key to return to normal operating mode.

### Normal dialing

1. Open the flip.
2. Enter the phone number and press .
3. Press  or close the flip to end the call.



### Voice dialing

Voice dialing requires that a contact be saved with a voice tag. See [page 46](#).

1. Open the flip.
2. Press and hold  to initiate voice dialing.
3. Say the name of the contact when prompted. The phone places the call.
4. Press  or close the flip to end the call.

### Answering a call

When a call comes in, the phone rings, vibrates, or lights up, and a dancing phone icon appears. The phone number of the caller also appears if it is not restricted. If the number is stored in your Contacts directory, the contact name appears.


- Press  to answer the incoming call.
- or-
- Press  to answer the incoming call and turn on the speakerphone.

### Answering calls using the flip

You can set the phone to answer immediately when you open the flip.

- Select **Menu** → **Settings** → **Convenience** → **Open to answer** → **Enabled**.
  - Select **Disabled** to have the phone continue ringing when you open the slide.

### Adjusting the volume during a call



- To adjust the earpiece volume during a call, press  up or down.

## Silencing an incoming call

- Press  or .



**Note:** In the absence of voicemail, this feature drops the call.


- or -

- Press  then press  to answer the call.

This action silences the current call only. The next call will ring as normal.



## Redialing a number

- To redial a recent call, press  twice to open your Recent calls list. Highlight a phone number or name and press .

**Tip:** To redial the last number called, received, or missed, press  three times.



## Calling a saved number


If you have already saved a phone number, you can use the Contacts list to find it quickly.

- From the home screen, press the right softkey  to select **Contacts**.
- Scroll down the list to find the contact you want to call.
- Highlight the name and press  to dial the number.

## Using the speakerphone

Your KX9d phone has a built-in speakerphone.

- To turn on the speaker, open the flip and press . If you press  during an incoming call alert, you answer the call.

The  icon at the top of the phone screen indicates that the speakerphone is on.

- To turn off the speakerphone, press  again.

## Setting the phone to hold calls

The Hold Call feature allows you to place incoming calls on hold until you are ready to answer them.

**Note:** This feature will not work if “Open to Answer” is enabled. See [“Answering calls using the flip” on page 12](#).


- Select **Menu** → **Settings** → **Convenience** → **Hold call** → **Enabled**.
  - If you have not recorded a hold message, you will be prompted to record one, such as “Please hold. I’ll answer in a minute.”
- Record the message twice, as prompted.
- Select **Save** or **Options** (**Play, Re-Record, or Exit**).

The next time a call comes in, you will have the option of placing it on hold.

## Placing a call on hold

You can place a call on hold once you have enabled this feature.

**Note:** If you are already on a call and you receive another call, you cannot place the incoming call on hold. It will go to voicemail.






1. When a call comes in, press the right softkey  to select **Hold call**. The caller will be placed on hold and will hear your recorded hold message.
2. To speak to the caller, select **Answer**.  
- or -  
To hang up without speaking to the caller, select **End Call**.

## Changing the hold message

1. Select **Menu** → **Settings** → **Convenience** → **Hold call** → **Re-Record msg** and follow the prompts.
2. Record the message twice.
3. Select **Save** or **Options** (**Play**, **Re-Record**, or **Exit**).


## Dealing with missed calls

When you have missed a call, “Missed Call” appears on your screen unless the caller leaves a voicemail.

- To clear the screen, press the left softkey  to select **OK**.
- To view details of the call, press the right softkey  to select **Calls** then press .
- To return the call, press the right softkey  to select **Calls** then press .




## Setting missed call alerts

You can set an alert to beep every five minutes after you have missed a call.






1. Select **Menu** → **Settings** → **Sounds** → **Alerts** → **Missed call alert**.
2. Select an option and press .

## Viewing recent call details

Details on the last 60 calls you made, received, or missed are stored in the Recent calls list and are identified by the following icons:

-  Outgoing call
-  Incoming call
-  Missed call (flashing)




## Viewing recent calls

1. Press  down, or select **Menu** → **Recent calls**.
2. Select a list—**All calls**, **Incoming calls**, **Outgoing calls**, or **Missed calls**—and press .
3. Select a recent call item and press  to display its details.
4. Press the left softkey  to **Save** the phone number to the Contacts list.  
-or-  
Press the right softkey  to select **Options**:
  - **Send Msg** sends a text message to the contact.


- **Erase record** erases the selected call record.

**Note:** If the phone number has been classified as “secret,” you must enter your four-digit lock code to view or edit it. For information on the lock code, see [“Changing your lock code” on page 38](#). To classify a phone number as secret, see [“Creating a new contact” on page 21](#).

## Calling recent calls

1. Press  down or select **Menu** → **Recent calls**.
2. Select a list—**All calls**, **Incoming calls**, **Outgoing calls**, or **Missed calls**—and press .
3. Highlight the number you want to call and press .

## Erasing recent calls

1. Select **Menu** → **Recent calls** → **Erase Call lists**.
2. Select an option: **All calls**, **Incoming calls**, **Outgoing calls**, or **Missed calls**.
3. Press the left softkey  to select **Yes**.


## Speed dialing

Before you can use speed dialing, you must save a phone number as a contact and assign a speed dial location to it.

- To add a speed dial location to a saved or new contact, see [“Customizing a phone number” on page 23](#).

## Using speed dialing

To call a contact that has a speed dial location:

- From the home screen, enter the one- or two-digit speed dialing location and press .

## 1-Touch dialing

1-Touch dialing is the fastest way to speed dial a contact that has a speed dial location.



**Note:** You must (1) enable 1-Touch dialing on your phone and (2) have a speed dial location assigned to a contact. See [“Speed dialing” on this page](#).

## Enabling 1-Touch dialing

- Select **Menu** → **Settings** → **Other** → **Convenience** → **1-Touch dialing** → **Enabled**.


## Using 1-Touch dialing

To call a contact that has a speed dial location:

- From the home screen, press and hold the speed dialing number. If it is a two-digit number, press the first digit briefly, then press and hold the second digit. For example, if the speed dialing location is 15, press  briefly, then press and hold .


## Setting up voicemail

Before your phone can receive voicemail messages, you must set up a password and record a personal greeting with XXXXXX XXXXXX. When you have set up your voicemail, all unanswered calls to your phone are automatically transferred to voicemail, even if your phone is in use or turned off.


1. From the home screen, press and hold  to dial into your voicemail.
2. Follow the system prompts to record a greeting and complete the system setup.

**Note:** If you are having trouble accessing your voicemail, contact XXXXXX XXXXXX.

## Checking voicemail messages

When a voice message is received, your screen displays “New Messages” along with the  symbol at the top of your screen. The symbol flashes if the message is urgent.


### If you see “New Messages”

1. Press the right softkey  to select **Call**, which initiates a call to your voicemail number.
2. Follow the prompts to retrieve the message.

### To clear the screen without checking messages:

- Press the left softkey  to select **Ignore**.

### If you see only the symbol

1. Press and hold  to initiate a call to your voicemail number.
2. Follow the prompts to retrieve the message.

- You can set the phone to beep or vibrate every five minutes to remind you that you have voicemail. See [“Setting message alerts” on page 35](#).

## Calling emergency services



**Note:** Regardless of your 3-digit emergency code (911, 111, 999, 000, etc.), your phone operates as described below.

- Dial your 3-digit emergency code and press .

You can call the code even if your phone is locked or your account is restricted. When you call, your phone enters **Emergency mode**. This enables the emergency service exclusive access to your phone to call you back, if necessary. To make or receive regular calls after dialing the code, you must exit this mode.

## To exit Emergency mode


When you have completed the emergency call:

1. Press  to select **Exit**.
2. Press  again to confirm your choice.

**Note:** To determine who has access to your location, see [“Setting position location” on page 39](#).

## Tracking calls

You can track the number and duration of calls made and received on your phone.

1. Select **Menu** → **Recent calls**.
2. Select a timer:
  - **Recent calls timer** tracks all calls you have made and received since you last reset this timer. To reset this timer to zero, press the right softkey  to select **Reset**.
  - **All calls timer** tracks all calls you have made and received. This timer cannot be reset.

## Timing your calls

You can set your phone to beep 10 seconds before each minute passes when you are on a call.

- Select **Menu** → **Settings** → **Sounds** → **Minute alert** → **Enabled**.

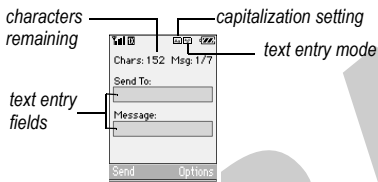


## 6 ENTERING LETTERS, NUMBERS, AND SYMBOLS

You can enter letters, numbers, and symbols in contacts, text messages, and your banner.

### Understanding text entry screens

The current text entry mode (and capitalization setting, when applicable) are indicated by icons.



### Text entry modes

There are six text entry modes:

1<sub>23</sub> Numbers only

a<sub>b</sub>c Normal alpha

e<sub>Z</sub>i Rapid Entry

&? Add Symbol

☺ Add Smiley


**Note:** The mode you start in depends on the task you are doing. For example, when entering a phone number, you're in number mode. When entering a name for a contact, you're in normal text mode. See [“Changing modes” on page 19](#).

### 1<sub>23</sub> Entering numbers

- To enter a number while in 1<sub>23</sub> mode, press a number key once.
- To enter a number while in a<sub>b</sub>c or e<sub>Z</sub>i mode, press and hold a number key until the number appears on the screen.






### a<sub>b</sub>c Entering words letter by letter

- Press a key once for the first letter, twice for the second letter, and so on. If your phone is set to Spanish, French, or Portuguese, accented letters are available.
- Wait for the cursor to move right and enter the next letter.


**Note:** To enter a space, press .

### e<sub>Z</sub>i Entering words quickly

When you press a series of keys using e<sub>Z</sub>i mode, e<sub>Z</sub>i checks its dictionary of common words and guesses at the word you are trying to spell.


- For each letter of the word you want, press the key once. For example, to enter the word “any” press  →  → .
- If the word doesn't match what you want, press  to look at other word matches.
- When you see the word you want, press .

## &?! Entering symbols


While entering text, you can enter symbols by pressing  until you see the symbol you want. Using this method, you have access to the following symbols:

. @ ? ! - , & : ' 1

To access the full set of symbols:

1. From the text entry screen, select **Options**.
2. Select **&?! Add Symbol**.
3. Press  down to view the list of symbols.
4. Press the number key corresponding to the symbol you want.

## ☺ Entering smileys

1. From the text entry screen, select **Options**.
2. Select **☺ Add Smiley**.
3. Press  down to view the list of smileys.
4. Press the number key corresponding to the smiley you want.

## Switching default text entry modes


You can change the default text entry mode when creating a text message. This setting applies only to the message body screen, not the “To” screen.

1. Select **Menu** → **Messaging** → **Msg settings** → **Text entry**.
2. Select **Normal alpha** or **Rapid mode**.



## Changing modes

Sometimes you need to change modes. For example, to enter numbers in an email address while in **aBc** mode, you must change to **123** mode, enter the numbers, and then change back to **aBc** mode to complete the address.

### To change text entry modes:















- Press and hold  until the icon for the mode you want appears.  
-or-
- Select **Options** then select a different mode.

## Capitalization settings

You can change capitalization at any time while entering text. Simply press  to choose upper case, lower case or sentence case while in **aBc** Normal alpha mode or **eZj** Rapid mode. Or you can select **Options** → **Change Case** and press .

## Quick reference to text entry

This table gives general instructions for entering letters, numbers, and symbols.






To...	Do this...
Enter a letter	Use a <sub>b</sub> c mode and press a key until you see the letter you want. For more information, see <a href="#">page 18</a> .
Enter a number	Use 123 mode and press a key once to enter its number. For more options, see <a href="#">page 18</a> .
Enter a symbol	Press  until you find the symbol you want. See <a href="#">page 19</a> .
Enter a smiley	Use  mode and press a key once to enter its number. For more options, see <a href="#">page 19</a> .
Enter a space	Press  .
Erase a character	Press  .
Erase all characters	Press and hold  .
Move the cursor right or left	Press  right or left.
Move the cursor up or down	Press  up or down.
Change text entry modes	Press and hold  .
Enter capital letters	In a <sub>b</sub> c mode, press  . Choose <b>A</b> .
Enter lower case letters	In a <sub>b</sub> c mode, press  . Choose <b>a</b> .
Enter a word with initial capital	In a <sub>b</sub> c mode, press  . Choose <b>Aa</b> .
Select soft options on the screen	Press the right  or left  softkey.
Highlight an option at the bottom of the screen	Press  right or left.

## 7 STORING CONTACTS

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Use your phone's Contacts directory to store information about a person or company. Each contact entry can have up to six phone numbers, two email addresses, two Web addresses, two street addresses, and a space for notes.

### Creating a new contact

1. From the home screen, enter the phone number you want to save, including the area code.
2. Press the left softkey  to select **Save**.
3. Press  to select **Save new contact**.
4. Enter a name for the contact.
  - If you need to learn how to enter letters, see [“Understanding text entry screens” on page 18](#).
  - To add a symbol or smiley to the contact name, or to change the text entry mode, press the right softkey  to select **Options**.
5. Either save now or add more contact information.
  - To save now, press the left softkey  to select **Save**.
  - To enter additional phone numbers e-mail address, or web site URLs, press  down repeatedly. For help on switching between letters and numbers when entering e-mail addresses or URLs, see [“Changing modes” on page 19](#).

### Adding a code or extension




When you save the phone number of an automated service, you may include a pause to stop dialing, for example, where you would wait to dial an extension.

1. From the home screen, enter the first portion of the phone number.
2. Press the right softkey  to select **Options**.
3. Select a type of pause:
  -  **Time pause**
  -  **Hard pause**
4. Enter the remaining numbers.
5. Press the left softkey  to select **Save**.

### Customizing your contacts

You can customize each contact in your Contacts directory by assigning ringers, pictures, and number types, or by classifying your contacts as Personal or Business.

### Assigning ringers

1. Press the right softkey  to select **Contacts**.
2. Highlight a contact and press .
3. Highlight the contact name and press the right softkey  to select **Options**.
4. Select **Ringer** → **Assign ringer**.

5. Scroll down the list to hear the different ringers and press to select one.

## Assigning pictures

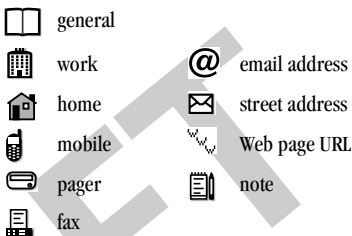
1. Press to select **Contacts**.
2. Highlight a contact and press .
3. Highlight the contact name and press the right softkey to select **Options**.
4. Select **Picture** → **Assign picture**.
5. Select **My graphics**, **XxxxxxXX graphics**, **Wallpapers**, or **Caller IDs**.
6. Scroll through the list to view your options and press the left softkey to assign it to your contact.

## Assigning number types

When you assign a number type, an icon is placed in front of a contact number to specify the type of number, such as work, home, or mobile.

1. Press the right softkey to select **Contacts**.
2. Highlight a contact and press .
3. Highlight the contact number and press the left softkey to select **Edit**.
4. Press down once and press the right softkey to select **Options**.
5. Highlight an option to designate the number as **General**, **Work**, **Home**, **Mobile**, **Pager**, or **Fax** and press . The associated icon will

appear next to the number in your Contacts directory and Recent calls list.



## Editing a contact

1. Press the right softkey to select **Contacts**.
2. Highlight a contact and press .
3. Highlight the contact name or number and press the left softkey to select **Edit**.
4. Enter your changes and press the left softkey to select **Save**.

## Erasing a contact

1. Press the right softkey to select **Contacts**.
2. Highlight the contact to erase and press .
3. Select **Options**.
4. Highlight **Erase Contact** and press .
5. Press the left softkey to confirm.

## Customizing a phone number

1. Press the right softkey **☉** to select **Contacts**.
2. Highlight the contact to edit and press **☑**.
3. Press **☉** down to highlight the number.
4. Press the right softkey **☉** to select **Options**.
5. Highlight an option and press **☑**:
  - **Call** to call the contact.
  - **Send text msg** brings you to the text messaging screen.
  - **Add speed dial** assigns or removes the speed dial location.
  - **View number** to see the selected phone number.
  - **Erase number** erases the number from the contact.
  - **Secret** makes the number secret so that it will not appear on the screen until the lock code is entered. Secret numbers can be called without a lock code. (For more information, see “[Erasing all contacts](#)” on page 39.)
  - **Primary number** makes this number the first one that shows up when you open the contact.
  - **Add to group...** allows you to add the contact to a caller group that you have defined. For more info on caller groups, see “[Using caller groups](#)” on page 24.

- **Add voice dial** records a voice tag so you can call a contact using voice recognition (VR). For more information, see [page 46](#).
  - **Erase voice dial** erases the voice tag associated with the number.
  - **Edit voice dial** records a new voice tag.
6. Enter the new information and follow the prompts.
  7. Select **Save**, if necessary.

## Finding contact information

To find a phone number or contact, you can (1) check the Frequent list, (2) search the Contacts directory, or (3) use Fast Find.

### Checking the Frequent list

From the home screen, select **Contacts**. The last 15 of your most frequently called contacts appear when the Frequent list is enabled. Scroll past the double line to view the All Contacts list.

#### To enable the Frequent List setting

- Select **Menu** → **Settings** → **Convenience** → **Frequent list** → **Enabled**.

### Searching the Contacts directory

- Select **Contacts** for a list of all contacts. To quickly get down the list, enter the first letter of the contact. The menu skips to that letter of the alphabet.

- or -

1. Select **Menu** → **Contacts**.

2. Select a search method:
  - **View all** lists all saved contacts.
  - **Find name** locates a specific name. Enter part of the contact name then select **Find**.
  - **Groups, Speed dial list, or Voice dial list** selects a contact from the specified list.
3. Highlight a contact and press **OK**.
  - To call the contact, highlight the number and press **☎**.

## Setting Fast Find

With Fast find, you press one or two keys to view close matches of the name you are looking for.

- Select **Menu** → **Settings** → **Convenience** → **Fast find** → **Enabled**.

## Using Fast find

1. From the home screen, press the keys corresponding to the letters of the name you want to find. A matching contact or speed dial entry appears.
2. Press **⏮** down to scroll through matching entries.
3. Highlight the name you want, then press **☎** to call the number.

## Using caller groups

Caller groups are a way to organize your contacts into groups that can then share a common ring tone or graphic.

## Creating a caller group

1. Select **Menu** → **Contacts** → **Groups**.
2. Press the left softkey **⊖** to select **New**.
3. Enter a name for the group.
  - If you need to learn how to enter letters, see [“Understanding text entry screens”](#) on page 18.
  - To add a symbol or smiley to the contact name, or to change the text entry mode, press the right softkey **⊕** to select **Options**.
4. Press the left softkey **⊖** to select **Next**.
5. Press **⏮** down to scroll through your saved contacts. Press the left softkey **⊕** to **Add** a contact to the group. A check mark appears next to the name.

**Note:** To remove a checked contact from the group, press the left softkey **⊖** again to select **Remove**.

**Note:** If a contact you are trying to add already belongs to another group, an alert dialog appears. To continue adding the contact to the new group, select **Yes**. To abort, select **No**.

6. Press the right softkey **⊕** to select **Done** and save the group.

## Editing a caller group

1. Select **Menu** → **Contacts** → **Groups**.
2. Press **⏮** down to scroll through the list of groups. When you come to the group you wish

- to edit, press the right softkey **Options** → **Edit**.
3. Follow Steps 3 through 6 under “Creating a caller group” on page 24 to edit the group.

## Assigning a ring tone to a caller group

1. Select **Menu** → **Contacts** → **Groups**.
2. Press **Down** to scroll through the list of groups. When you come to the group you wish to assign a ring tone to, press **OK**.
3. Press the right softkey **Options** → **Ringer** → **Assign ringer**.
4. Press **Up** and **Down** to scroll through the list of available ring tones. When you come to the desired ring tone, press **OK**.

## Assigning a picture to a caller group

1. Select **Menu** → **Contacts** → **Groups**.
2. Press **Down** to scroll through the list of groups. When you come to the group you wish to assign a picture to, press **OK**.
3. Press the right softkey **Options** → **Picture** → **Assign picture**.
4. Select **My graphics**, **XxxxxXX graphics**, **Wallpapers**, or **Caller IDs**.
5. Press **Up**, **Down**, **Left**, and **Right** to scroll through the list of available pictures. When you come to the desired picture, press **OK**.

6. Press the left soft key **Left** to assign the picture to the group.



DRAFT

## 8 SENDING AND RECEIVING TEXT MESSAGES

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This chapter describes how to send, receive, and erase text messages from your phone. For information on voicemail messages, see [“Setting up voicemail” on page 16](#).

**Important:** The features and menus described in this chapter may vary depending on services available in your area. Check with XXXXXX XXXXX for details and possible usage charges.

### Sending text messages

You can only send text messages to phones that are capable of receiving them or to email addresses.

#### Creating a text message

1. Select **Menu** → **Messaging** → **Send text msg.**
2. Enter a recipient's phone number or email address:
  - Select **Options** to access your **Recent list**, **Contacts**, or **Groups** and press **OK**. Select a contact and press **OK** again. Highlight the number or e-mail field and press **OK**. For more about group lists, see [“Creating group lists” on page 32](#).  
- or -
  - Enter a **New Address** manually. (To learn how to enter text, see [“Understanding text entry screens” on page 18](#).)

3. To add multiple recipients:
  - Press the right softkey **OK** to select **Options** then select **Recent list**, **Contacts**, or **Groups**.  
- or -
  - Enter a space or comma after the first number then enter another recipient.

**Note:** You can send a message to up to 10 contacts at once. The messages will be sent one at a time, once to each addressee.

4. When you are done entering addresses, press **OK** twice.
5. Enter the message. To learn how to enter text, see [“Understanding text entry screens” on page 18](#).  
- or -



Add AutoText, symbols, or emoticons in your message. See [“Including prewritten text and symbols”](#) for information.

6. Press **OK** to select **Send**. See [“Setting sending options”](#) for information about how and when you want the message to be received.

### Including prewritten text and symbols




During text entry, you can insert AutoText, symbols, or emoticons in your message.


1. From the text entry screen, select **Options**.



2. Select an option and press 
  - **Insert AutoText:** Scroll through the list of options and press  to select one.
  - **Add Symbol:** Scroll through the list and press the corresponding number key to select it.
  - **Add Smiley:** Scroll through the list and press the corresponding number key to select it.
3. When you have finished your message, select **Send**. See “[Setting sending options](#)” for information about how and when you want the message to be received.

## Setting sending options

When you are ready to send a message, you have several options for how and when you want the message to be received.

1. Once you have completed the message, select **Options**:
  - **Add address** returns to the “Send To” screen to add another recipient without losing the message. Select **Options** to access your **Recent List**, **Contacts**, or **Group Lists** and press . Select a contact and press . Highlight the number field and press .
  - **Save message** saves the message in your **Drafts** folder. This prevents the message from being deleted if you have activated AutoErase and enables you to send the message to others.

- **Save as auto text** saves the message you have just entered as a prewritten message then returns to the message entry screen so you can send the message.
- **Settings** allows you to choose from the following after pressing 
  - **Set priority** labels the message as “Urgent.”
  - **Callback number** includes a callback number with the message to let recipients know at what number they can call you back. Select **OK** to include your own number or enter a different callback number then select **OK**.
  - **Send later** schedules a time to send the message.

2. When you have finished setting options, press  to return to the message window.
3. Press the left softkey  to select **Send**.

## Adding a signature

The signature you create is included at the end of all outgoing messages and is counted as characters in your messages; however, it does not appear in the message creation screen.

To create a signature:



1. Select **Menu** → **Settings** → **Messaging** → **Signature**.
2. Enter your signature in the text field.
3. Select **OK** to save the setting.

**Note:** The characters in the signature are included in the total character count of the message. See the note under step 5 in “Creating a text message” on page 27.

## If you cannot send messages


You may not be able to send or receive messages if your phone’s memory is nearly full, or if digital service is not available at the time. To free up memory, erase old messages. See “Erasing messages” on page 31.

## Receiving incoming calls while creating messages

- If you don’t wish to answer the call, press the right softkey  to select **Ignore**. The phone returns to the message screen.
- To answer the call, press . Your message is saved to the Drafts folder. To return to the message, select **Menu** → **Messaging** → **Drafts**, select your message, then select **Edit**.


## Viewing your sent messages

To save your outgoing messages, you must first enable Save to Sent.


1. Select **Menu** → **Messaging** → **Msg settings** → **Save to Sent folder**.
2. Select an option and press .
  - **Enabled** automatically saves all successfully sent messages in the Sent folder.

- **Prompt** allows you to choose whether or not to save your message when you send it.

To view successfully sent messages:

1. Select **Menu** → **Messaging** → **Sent**.
2. Press  up or down through the list of messages. One of the following symbols appears next to each message:


---

 The scheduled message will be sent at the scheduled time. You cannot cancel delivery of the message.

---

The scheduled message has been sent and will be delivered as scheduled. You cannot cancel delivery of the message.

---

 The message has been sent to more than one recipient.

---

The message has never been sent or has not been sent since it was last modified. You can cancel delivery of the message.


---

## Viewing failed or pending messages


Failed or pending messages are stored in your OutBox.

To view your OutBox:


1. Select **Menu** → **Messaging** → **Outbox**. A list of all failed or pending messages appears.

2. Scroll through the list of messages and press  to read one.

---


 The message is pending and will be sent when possible. You can cancel delivery of the message.

---




 The message cannot be sent because service is not available. An alert appears on your phone if the message cannot be sent.

---

## Retrieving text messages

When a text message is received, your screen displays “New Messages” with the  symbol at the top of your screen. The symbol flashes if the message is urgent.



### If you see the “New Messages” note

- To view the message, press the left softkey  to select **Inbox**, highlight the message, and press the left softkey  to select **View**.
- To **Ignore** the message, press the right softkey .

**Note:** If you receive a new message while you are reading a message, the one you are reading will be replaced by the new one. You can find the older message in the InBox:

- Select **Menu** → **Messaging** → **Inbox**.


### If you see the symbol

1. Select **Menu** → **Messaging** → **InBox**. A list of all your received messages appears.
  -  indicates an “Urgent” message.
2. Scroll through the list of messages and press  to read one.

## Reading the message

The options available to you may vary. Check with XXXXXX XXXXXX.

**Note:** Sounds embedded in text messages will not play if the phone is set to Silence All mode.

1. If the text message is long, press  down to view the entire message.
2. When you are finished, you can **Reply** to the sender, **Play** the sound embedded in the message, **Erase** the message, **Save** the message to your Saved folder, or set additional **Options** for the message:
  - **Erase** the message.
  - **Lock Msg** to protect the message from being accidentally deleted.
  - **Forward** the message.
  - **Reply with Copy** to reply to the message with a copy of the original attached.
  - **Save Message** to save the message.

- **Save as AutoText** to save the text from the message as AutoText, which you can insert into other messages. Graphics and sound are not saved as part of AutoText. (For more about AutoText, see [page 32.](#))
- View **Sender** information.

### 3. Select **Done**.

**Note:** The  symbol indicates that a graphic did not come through. It may be too large or incorrectly formatted.

## Setting message alerts

You can set your phone to alert you of incoming text messages or pages. For more information, see “[Setting message alerts](#)” on [page 35.](#)

## Erasing messages

It is a good idea to erase old messages to free up memory in your phone.

You have the option of erasing text messages and pages as you send or read them, erasing them one at a time from the list in the OutBox or InBox, or erasing them all at once.

### Erasing single messages

1. Select **Menu** → **Messaging**.
2. Select the type of text message you want to erase and press **(OK)**: **Inbox**, **Outbox**, **Sent**, or **Saved**.
3. Highlight the message to erase and press **(OK)**.
4. Select **Options**.

5. Select **Erase** to erase the message. A notification appears: “Erase this message?”
6. Select **Yes** to erase the message.

**Note:** You can erase a scheduled message from the **Outbox**, but you cannot cancel delivery of the message.

## Erasing all messages

1. Select **Menu** → **Messaging** → **Erase msgs**.
2. Select a folder from which to erase all messages: **Inbox**, **Outbox**, **Sent**, **Saved folder**, **Drafts folder**, or **All Messages**. To erase messages from all folders, select **All messages**.
3. A message appears: “Erase all messages?” Select **Yes** to erase messages or **No** to cancel.

## Erasing messages automatically

Use this setting to have old messages automatically erased from the InBox when memory is low.

- Select **Menu** → **Messaging** → **Msg settings** → **Auto-Erase** → **Old inbox msgs**. Older messages will be erased as new messages are received.

## Customizing message settings

To make messaging easier, you can customize settings for sending and receiving messages.

### Creating group lists

You can create and save a list of multiple recipients. Your KX9d phone stores five group lists with up to 10 recipients per list.

1. Select **Menu** → **Messaging** → **Groups** → **Create new**.
2. Enter a name for the list. For help entering text, see [page 18](#).
3. Select **Next**.
4. To enter the first phone number or email address, select an option:
  - **Recent List** to select numbers from your Recent List.
  - **New Address** to enter the phone number or email address manually.
  - **Contacts List** to select numbers from your phone book.
5. Locate the contact number and press **OK**.
6. Select **Options** → **Recent list** or **Contacts**.
7. Locate the contact number and press **OK**.
8. When finished, select **Done**.
9. To send a message to your new group, see [“Sending text messages” on page 27](#).

## Creating and editing prewritten messages (AutoText)

Your phone comes with prewritten (AutoText) messages, such as “Please call me,” which you can insert into the body of a text message. You can edit these messages and create new ones. Your phone will store up to **40** AutoText messages, with up to **100** characters per message.

1. Select **Menu** → **Messaging** → **Msg settings** → **AutoText**.
2. Press the right softkey **ⓘ** to select **Edit**.  
- or -  
To create a new pre-written message, press the right softkey **ⓘ** to select **New Msg**.
3. Enter or edit the text and press the left softkey **ⓘ** to select **Done**. For help entering text, see [Chapter 6, “Understanding text entry screens”](#).

**Note:** You can also save a message you have written or received as AutoText. See [“Setting sending options” on page 28](#) or [“Reading the message” on page 30](#).

## 9 CUSTOMIZING YOUR PHONE

---

The contents of the **Settings** menu are as follows.

### **Sounds**

Ringtone volume  
Ringtones  
Business ringer  
Personal ringer  
Flip closed  
Flip open  
Pwr On/Off Sound  
Key volume  
Key length  
Alerts  
Smart sound  
Minute alert  
Earpiece Volume  
Spkrphone Volume

### **Display**

Greeting banner  
Menu style  
Color themes  
Wallpapers  
Screensavers  
Backlight  
Auto-Hyphen  
Time/Date format  
Contrast

### **Convenience**

Open to answer  
Fast find  
Frequent list  
Hold call  
I-Touch dialing  
Any key

### **Call options**

Add voice dial  
Erase voice dial  
Voice training  
Voice wake-up  
Voice answer  
Expert mode

### **Messaging**

Sounds  
Groups  
Auto text  
Text entry  
Signature  
Save to Sent folder  
Auto-Erase  
Callback number

### **Security**

Lock phone  
Limit Use  
Change lock code  
Emergency numbers  
Erase contacts

### **Network**

Privacy alert  
Location

### **Accessories**

Pwr backlighting  
Headset ringing  
Auto answer  
TTY

### **Phone Info**



Build info  
Icon keys

\*Not available on all phones. Check with Xxxxxx Xxxxxx.



## **Silencing all sounds**

Your phone is set to make sounds when you receive calls, press keys, navigate through menus, and receive alerts (such as new messages). You can silence all sounds and set the phone to vibrate when you receive calls and alerts.

## **Setting the phone to vibrate**

- Press and hold .  
- or -
- Press and hold  down.


## **Turning sounds back on**

- Press and hold .  
- or -
- Press and hold  up.



## Choosing ringers

Your KX9d phone has multiple ringers you can choose to use for incoming calls.


1. Select **Menu** → **Settings** → **Sounds** → **Ringtones**.
2. Scroll down the list to hear the different rings and press  to select one.

**Note:** Downloaded ringers are added to the end of the standard list of ringers.


## Setting sounds for your phone

You can set your phone to sound tones when you open and close the slide and when you turn the phone on and off. Sounds will not occur during an incoming call, if you are in a call, or if a headset or car kit is attached to your phone.

### Set sound when flip opens

1. Select **Menu** → **Settings** → **Sounds** → **Flip open**.
2. Scroll through the list to hear the sounds and press  to select one.

### Set sound when flip closes

1. Select **Menu** → **Settings** → **Sounds** → **Flip closed**.
2. Scroll through the list to hear the sounds and press  to select one.



## Set sound when phone powers on or off

- Select **Menu** → **Settings** → **Sounds** → **Pwr on/off sound** → **Enabled**.
  - To deselect this sound, select **Disabled**.



## Adjusting volume

You can adjust the earpiece, speakerphone, and ringer volume as well as key tones.

### Adjusting the earpiece volume

To adjust the earpiece volume manually during a call, press  or  up or down.

To set the earpiece volume:



1. Select **Menu** → **Settings** → **Sounds** → **Earpiece Volume**.
2. Press  right to increase the volume, or left to decrease the volume.
3. Press the left softkey  to select **Save**.

### Using smart sound



You can set a baseline volume that the phone uses to automatically adjust the earpiece volume when there is a change in the amount of noise around you or the caller's voice.

- Select **Menu** → **Settings** → **Sounds** → **Smart sound** → **Enabled**.

## Adjusting the ringer volume



1. Select **Menu** → **Settings** → **Sounds** → **Ringer volume**.
2. Press  right to increase the volume, or left to decrease the volume.
3. Press the left softkey  to select **Save**.

## Adjusting speakerphone volume

1. Select **Menu** → **Settings** → **Sounds** → **Spkrphone Volume**.
2. Press  right to increase the volume, or left to decrease the volume.
3. Press the left softkey  to select **Save**.


## Adjusting key tone volume

You can change the volume of the tones the phone makes when you press the keys.

1. Select **Menu** → **Settings** → **Sounds** → **Key volume**.
2. Press  right to increase the volume, or left to decrease the volume.
3. Press the left softkey  to select **Save**.



## Setting key length

You can change the duration of the tones the phone makes when you press the keys.

1. Select **Menu** → **Settings** → **Sounds** → **Key length**.
2. Choose **Normal** or **Long** and press .

## Setting message alerts

You can choose how you want be alerted of incoming voicemail, pages, or text messages.

1. Select **Menu** → **Settings** → **Messaging** → **Sounds**.
2. Select the type of alert: **Message alert**, **Page alert**, or **Voicemail alert**.
3. Press  to select an option:
  - **Vibrate, Beep, Freeway, Game, Blood, Winner, Zilofon** sets the phone to alert you once when a new message is received.
  - **Vibrate & Remind, Beep & Remind, FWY & Remind, Game & Remind, Blood & Remind, Winner & Remind, Zilofon & Remind** sets the phone to notify you once when a new message is received and then notify you again every five minutes. To stop a reminder alert, press  to select **Ignore**.
  - **Disabled** turns off message alerts.

## Personalizing the screen

### Changing your banner

The banner is the personal label for your phone. It appears on the home screen above the time and date. The banner can be up to 14 characters long.

1. Select **Menu** → **Settings** → **Display** → **Greeting banner**.
2. Press the right softkey (⊙) to select **Edit**.
3. Press (⊖) to clear the screen.
4. Enter your new text.
5. Press the left softkey (⊙) to select **Save**.

### Choosing a menu style

Three menu styles are available: Wheel, Graphic, and List.

1. Select **Menu** → **Settings** → **Display** → **Menu style**.
2. Select an option and press (⊙):
  - **Graphic** displays icons of each menu item, with its name at the bottom of the screen.
  - **List** displays a list of each menu item.
  - **Wheel** displays a rotating graphic image of the menu items.
3. Press (⊙) to return to the home screen. The next time you select **Menu**, you will see the menu style you selected.

## Adjusting the backlighting

Your screen lights up while you are in a call or when you press a key on the keypad. However, you can set the length of time that bright backlighting remains on.

1. Select **Menu** → **Settings** → **Display** → **Backlight** → **Duration**.
2. Select an option and press (⊙):
  - **7 seconds, 15 seconds, or 30 seconds**—(Default) Turn backlighting on for 5, 10, or 30 seconds after your last keypress.
  - **7 sec. & in call, 15 sec. & in call, or 30 sec. & in call**—Turn backlighting on for the duration of a call, and for 5, 10, or 30 seconds after your last keypress.

**Note:** The “in call” settings drain the battery more quickly.

### Using Power Save Mode

You can conserve battery life by activating Power save mode to dim the backlight set in the procedure above. The backlighting appears for the selected duration but is less bright than with Power save off.

- Select **Menu** → **Settings** → **Display** → **Backlight** → **Pwr save mode** → **On**.

### Setting power backlighting

You can set backlighting to remain on when an external power source, such as the AC adapter, is used with the phone.

**Note:** Power backlighting may not be available with the optional desktop charger or other accessories.

1. Select **Menu** → **Settings** → **Accessories** → **Pwr backlighting**.

2. Select **Always On** to keep backlighting on.

**Note:** The battery charges more slowly when power backlighting is on.

## Changing the display contrast

1. Select **Menu** → **Settings** → **Display** → **Contrast**.

2. Press **←** or **→** to adjust the brightness and select **Save**.

## Setting numbers to auto-hyphenate

Auto-hyphenation, when enabled, automatically inserts hyphens into your phone numbers to be consistent with the U.S. dialing plan.

For example, 1-222-333-4444.

• Select **Menu** → **Settings** → **Display** → **Auto-Hyphen** → **Enabled**.

## Selecting a screensaver

Screensavers appear on the home screen when the slide is open or closed and are activated 10 seconds after the last keypress. Incoming calls and alerts override screensavers.

1. Select **Menu** → **Settings** → **Display** → **Screensavers**.

2. Highlight a screensaver and press **OK**. The image displays.

3. Press the left softkey **←** to assign the screensaver.

4. Press **←** to return to the home screen and wait 10 seconds to view the screensaver you chose.

**Note:** Downloaded screensavers are saved in **Menu** → **My stuff** → **My graphics** → **Screensavers**.

## Selecting wallpaper

Wallpaper appears on the home screen.

1. Select **Menu** → **Settings** → **Display** → **Wallpaper**.

2. Highlight a wallpaper design and press **OK**.

3. Press the left softkey **←** to assign the wallpaper.

4. Press **←** to return to the home screen.

**Note:** Downloaded wallpapers are saved in **Menu** → **My stuff** → **My graphics** → **Wallpapers**.

## Selecting a color theme

You can select a color theme for the display background of your phone.

1. Select **Menu** → **Settings** → **Display** → **Color themes**.

2. Scroll through the options to view the color themes and press **OK** to select one.

## Choosing a different time/date format

1. Select **Menu** → **Settings** → **Display** → **Time/Date format**.
2. Highlight an option and press **OK**.

## Creating a secure environment

This section describes all the features involved in securing your phone and preventing access to personal information. All security features are shielded by a four-digit lock code.

### Changing your lock code

The lock code is typically 0000 or the last 4 digits of your phone number.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code
3. Select **Change lock code**. A message appears: "Change Code?"
4. Press the left softkey **OK** to select **Yes** and enter a new four-digit code.
5. Enter your new lock code again.

### Locking your phone

When your phone is locked, you can call only emergency numbers or XXXXX XXXXX's customer service number. You can still receive incoming calls.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Lock phone**.

4. Highlight an option and press **OK**.
  - **Never** does not lock the phone.
  - **On power up** locks the phone every time you turn it on.
  - **Now** locks the phone immediately.

### Unlocking the phone

1. From the home screen, press the left softkey **OK** to select **Unlock**.
2. Enter your four-digit lock code.

### Designating emergency numbers

The emergency numbers feature allows you to specify three personal phone numbers that can be called when the phone is locked.


1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Emergency numbers**.
4. Select an **Unassigned** slot.
5. Enter the phone number, including the area code. Do not enter 1 before the area code.
6. Press the left softkey **OK** to select **Done**.

#### Notes:

- You can view these numbers only when they're being entered for the first time.
- You cannot edit these numbers.
- To make a call to an emergency number from a locked phone, you must dial the number (including area code) exactly as it was stored in Emergency Numbers.







## Erasing all contacts

You can erase all entries from your Contacts directory.

1. Select **Menu** → **Settings** → **Security**.
  2. Enter your four-digit lock code.
  3. Select **Erase contacts**.
  4. Select **Yes** to erase all contacts. A message appears: "Erase ALL Contacts?"
  5. Press the left softkey  to select **Yes** to erase all contacts.
1. Select **Menu** → **Settings** → **Network** → **Location**.
  2. Select **911 Only** or **Location on**.
    - **911 Only** (default) shares your position information only with emergency services when you call your 3-digit emergency code (911, 000, 111, etc.).
    - **Location on** shares your position information with XXXXXX XXXXX's network, in addition to emergency services.

## Connecting to a TTY/TDD device

You can connect the phone to a TTY device for the hearing impaired. **Note:** Enable TTY only when using the phone with a TTY device.

1. Connect the TTY device to the phone.
2. Enter      from your keypad.
3. Press the left softkey  to select the **TTY** option.

## Setting position location

This setting allows you to share your location information with network services other than emergency services (For example: 911, 111, 999, and 000) in markets where service has been implemented.

**Note:** This feature works only when your phone is in digital mode. You do not have the option of turning off the locator to emergency services.

DRAFT


## 10 USING TOOLS

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### Voice memo



The Voice Memo tool allows you to record and play back audio memos.

#### Recording a voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Record new**.
2. Say your memo and press the left softkey  to select **Stop**.
3. Select **Save** to save your memo.

**Note:** If an incoming call is received while you're recording a memo, the memo is saved and the incoming call screen appears.

#### Playing or reviewing a voice memo


1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the voice memo to review and select **Play**.
3. Press  right and left to select a function and press  to perform it:

Play 

Stop 

Pause 

#### Naming a saved voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the memo and select **Options**.
3. Select **Rename**.
4. Press and hold  to clear the default name.
5. Use the keypad to enter a name for the memo.
6. Select **Save**.


#### Erasing a saved voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the memo and select **Options**.
3. Select **Erase**. The prompt “Erase file?” appears.
4. Select **Yes** or **No**.

### Scheduler

The Scheduler allows you to schedule events and set reminder alerts.

#### Creating an event

1. Select **Menu** → **Tools** → **Scheduler** → **Add new event**.
2. Enter a name for the event and press  down. For help entering text, see [page 18](#).



3. Select **Options** and classify the type of event and press **OK**: **Meeting, Phone Call, Birthday, Anniversary, Vacation, Medical, or Other**.
4. Press **OK** to change the date of the event (the current date is the default date of the event).
  - Press **OK** left or right to move between the month, day, and year fields.
  - Press **OK** up or down to change the month, day, or year.
  - Press **OK** to save your changes.
5. Press **OK** to set the time of the event.
  - Press **OK** left or right to move between the hour, minute, and AM/PM fields.
  - Press **OK** up or down to change the hour, minute, or AM/PM.
  - Press **OK** to save your changes.
6. Press **OK** to set the duration of the event.
  - Press **OK** left or right to move between the hour and minute fields.
  - Press **OK** up or down to change the hour and minute.
  - Press **OK** to save your changes.
7. Press **OK** to set a reminder of the event.
  - Select an option and press **OK**.
8. Press **OK** to set the reminder sound.
  - Select an option and press **OK**.
9. Press **OK** to select a Silent Mode setting
  - Select **No** or **During event** and press **OK**.

10. Press **OK** to select whether or not this is a recurring event.
  - Select an option and press **OK**: **No, Daily, Weekly, Monthly, or Annually**.
11. Select **Save**.

## Editing or erasing an event









1. Select **Menu** → **Tools** → **Scheduler** → **View month**.
2. Press **OK** up, down, left or right to highlight the day with the event to view, edit, or erase.
3. Press **OK** up or down to highlight the event and press **OK**.
4. Press the right softkey **OK** to select **Options**.
5. Select **Edit** or **Erase** and press **OK**.
  - For more information about editing the event, see “[Scheduler](#)” on page 41.
  - To erase the event, highlight **Erase** and press **OK**. Press the left softkey **OK** to confirm.

## Alarm clock

You can set up to four alerts with your phone's three alarm clocks and one quick alarm.

**Note:** The alert occurs only if the phone is on.


### Setting an alarm clock

1. Select **Menu** → **Tools** → **Alarm clock**.
2. Highlight one of the alarms and select **Set**.
3. Use the phone keypad to enter numbers and  to switch between AM and PM.
  - Press  left or right to move between hours, minutes, and AM/PM fields.
  - Press  up or down to change the hours, minutes, and AM/PM options.
4. Press  to set the time of the alarm.
5. Select **Options** to set the alarm sound.
6. Highlight an option and press .
7. Select **Options** to set the recurring time.
8. Highlight an option and press .
9. Enter a note for the alarm and press .
10. Press the left softkey  to select **Save** and set the alarm(s).
11. When the alarm rings, select **Off** to turn off the alarm or **Snooze** to silence the alarm for 10 minutes.

**Note:** Opening the flip turns off the alarm.





### Setting the QuickAlarm

1. Select **Menu** → **Tools** → **Alarm Clock**.

2. Highlight **QuickAlarm** and select **Set**.
3. Select an option and press : **5 minutes, 15 minutes** (default), **30 minutes**, or **60 minutes**.  
A message appears telling you the QuickAlarm is On.
4. When the alarm rings, select **Off** to turn off the alarm or **Reset** to set the QuickAlarm again.


## Tip calculator

The Tip Calculator helps you calculate how much tip to include with a bill.

1. Select **Menu** → **Tools** → **Tip Calculator**.
2. Enter the amount of your bill.
3. Select **Next**.
4. Select the amount you want to include as a tip (10%, 15%, 18%, 20%, Other) and press . Your total bill appears, including tip.
5. To split the bill, press  to select **Split**.
6. Press  to clear the default of 2 guests.
7. Enter the number of guests and press the left softkey  to select **Next**. The amount each guest pays is calculated.
8. Select **Done**.






## Calculator

Use the calculator for basic mathematical equations.

1. Select **Menu** → **Tools** → **Calculator**.
2. Use the keypad to enter numbers.
3. Use  to select mathematical operations:

**Left**  $\times$  (multiply)    **Up**  $+$  (add)

**Right**  $\div$  (divide)    **Down**  $-$  (subtract)






4. Press  to calculate the result.  
**Example:** Enter 5, press  left to select **X**, enter 2, then press  to obtain the result of 10.
5. Press  to return to the home screen.  
- or -  
Press  to clear the screen.

### Options

- |    |   |
|----|---|
| M+ | Adds displayed digit to the value stored in memory. |
| MR | Displays currently stored value on screen.          |
| MC | Clears value currently stored in memory.            |

## Timer

This timer counts down for a specified amount of time. It beeps when that amount of time has elapsed.

1. Select **Menu** → **Tools** → **Timer**.
2. Select **Set**.
  - Press  to move the cursor left or right.
  - Press  up or down to set the hours, minutes, and seconds.
3. Select **Start** to begin the countdown. Select **Stop** to pause the countdown. Select **Reset** to clear the timer.
4. Select **Sound** to set the alarm sound and press .
5. Press  or the right softkey  to silence the alarm.

## Stopwatch


1. Select **Menu** → **Tools** → **Stopwatch**.
2. Select **Start** to begin counting. Select **Stop** to stop counting. Select **Reset** to clear the counter.

DRAFT

## 11 USING VOICE RECOGNITION

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Voice recognition allows you to make and answer calls by speaking commands into the phone's microphone.

**Note:** You cannot use voice recognition to end a call; you must press  when the flip is open.

### Setting up voice dialing

To make or receive calls using voice dialing, contacts must be saved with associated voice tags.


#### Creating a voice tag for a contact

1. Press the right softkey  to select **Contacts**.
2. Highlight the contact and press .
3. Press  down to highlight the number.
4. Press the right softkey  to select **Options**.
5. Highlight **Add voice dial** and press .
6. Follow the voice prompts. You will need to say the name twice.

#### Viewing entries with voice tags


- Select **Menu** → **Contacts** → **Voice dial list**.  
A list of all contacts with assigned voice tags appears.

#### Editing a voice tag


1. Select **Menu** → **Contacts** → **Voice dial list**.
2. Highlight the contact to edit and press .

3. Highlight the phone number and select **Options**.
4. Select **Add voice dial**, **Edit voice dial**, or **Erase voice dial**.
5. Follow the prompts.

### Making a call using voice tags

1. If you haven't already done so, record a voice tag for the person you wish to call.
2. With the flip open, from the home screen, press . The phone responds: "Say a name."
3. Say the name of the person you want to call.
4. If the name you said matches a contact in the Voice Dial List, the phone responds: "Calling (Name)." Remain silent to make the call, or say **No** to cancel.

**Note:** If the phone finds multiple voice tags that sound like the name you said, you will be asked to verify which name you want to call. Say **Yes** when you hear the correct name. Say **No** when you hear an incorrect name.

5. When you are finished with the call, press .

## Erasing voice tags


To erase all voice name dial recordings in your phone:

1. **Menu** → **Settings** → **Call options** → **Erase voice dial**.
2. Select **Yes**.

## Making a call using digit dialing

When using digit dialing, you speak digits to dial a phone number.

**Note:** You cannot speak a string of digits. You must speak one digit at a time and wait for the prompt.

1. From the home screen, press . The phone responds: "Say a name or say Dial."
2. Say "**Dial**". The phone responds: "Speak a digit."
3. Speak the first digit of the phone number you want to call. Once the phone repeats the digit, you can speak the next digit.

If you pause, the phone will prompt you with the following five options. After the prompt, speak an option.

- Say "**Clear**" to erase the last digit entered. The phone responds: "Digit cleared." To clear the entire phone number, say "**Clear**" again. When the phone prompts you with "Clear entire phone number?", say "**Yes**" to clear or "**No**" to cancel.
- Say "**Call**" to dial the number.

- Say "**Verify**" to cause phone to repeat the set of digits that you input.
- Say "**Cancel**" to exit voice recognizer and return to the home screen.
- Speak a digit to enter the next digit. Once the phone repeats the digit, you can speak the next digit or pause to hear the prompt.

## Using voice features with hands-free car kits

You can use voice commands to make a phone call or to answer the phone only if your phone is connected to a professionally installed Kyocera hands-free car kit (sold separately).

**Note:** The following features apply only to installed hands-free car kits unless noted.

To shop for hands-free car kits, visit [www.kyocera-wireless.com/store](http://www.kyocera-wireless.com/store) or call 800-349-4188 (U.S.A. only) or 858-882-1410.


## Waking up the phone

If your phone is connected to a Kyocera installed hands-free car kit, you can use the voice command to activate the phone to make a phone call.

**Note:** Voice Wake-up does not work with Keypad active.

To activate the Voice Wake-up setting:

1. Select **Menu** → **Settings** → **Call options** → **Voice wake-up** → **With accessory**.

2. Select **Menu** → **Settings** → **Keyguard** → **Disabled**, then press 

To wake up the phone:

1. Say “**Wake Up**” and listen for a tone.
2. Say “**Wake Up**” again until you hear two tones.

If the phone does not recognize your “Wake up” command, see “[Training voice recognition](#)” on page 48.

## Answering the phone

You can set your hands-free car kit to (1) answer automatically or (2) answer using a voice command.

### Answering automatically

You can set your phone to answer automatically.

**Note:** This setting also works with the portable hands-free car kit.

- Select **Menu** → **Settings** → **Accessories** → **Call answer** → **After 5 seconds**.


### Answering using voice commands

If Auto-Answer is turned off, you can use a voice command to answer an incoming call using the installed hands-free car kit.

- Select **Menu** → **Settings** → **Accessories** → **Call answer** → **Disabled**.


To activate the Voice Answer setting:

1. Select **Menu** → **Settings** → **Call options** → **Voice answer**.

2. Highlight **Enabled** and press 


To answer a call:

When you receive an incoming call, the phone responds: “Incoming call, answer?” If the caller is recognized as a contact entry in your phone, then the phone will say “Incoming call from (Name), answer?”

- Say “**Yes**” or press any key except 


### Ignoring an incoming call

To ignore an incoming call, do one of the following:

- Say “**No**” and press  to silence the alert.
- Remain silent. The voice alert repeats twice and the phone rings once, then returns to the home screen.

## Training voice recognition

If your phone is having trouble recognizing your voice, you can train it with the commands **Yes**, **No**, and **Wake up**.

1. Select **Menu** → **Settings** → **Call options**.
2. Select **Voice training**.
3. Read the message and press the left softkey  to select **OK** and continue. **Cancel** returns you to the previous screen.
4. Select **Train All** or the item you want to train.
5. Follow the prompts for each word until training is complete.

## 12 GETTING HELP

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### Customer support

To contact XXXXXX XXXXXX's customer support department for information about your phone, account history, call coverage area, and specific features available to you, such as call forwarding or voicemail:

- Go to [www.xxxxxxxxxxxxxxx.com](http://www.xxxxxxxxxxxxxxx.com).
- Dial \*XX from your XXXXXX XXXXXX phone.
- Dial 888-322-1122 from any phone.

For questions about the phone features, refer to the materials provided with your phone, or visit [www.xxxxxxxxxxxxxxx.com](http://www.xxxxxxxxxxxxxxx.com).

For additional questions, you may contact the Kyocera Wireless Corp. Customer Care Center in any of the following ways:

- Web site: [www.kyocera-wireless.com](http://www.kyocera-wireless.com).
- Email: [phone-help@kyocera-wireless.com](mailto:phone-help@kyocera-wireless.com).
- Telephone: 1-800-349-4478 (U.S. and Canada) or 1-858-882-1401.

Before requesting support, please try to reproduce and isolate the problem. When you contact the Customer Care Center, be ready to provide the following information:

- The name of your service provider:  
XXXXXX XXXXXX.
- The actual error message or problem you are experiencing.

- The steps you took to reproduce the problem.
- The phone's electronic serial number (ESN).  
To locate the ESN, select **Menu** → **Settings** → **Phone Info**.

#### Qualified service

If the problem with your phone persists, return the phone with all accessories and packaging to the dealer for qualified service.

#### Become a product evaluator

To participate in the testing and evaluation of Kyocera Wireless Corp. products, including cellular or PCS phones, visit [beta.kyocera-wireless.com](http://beta.kyocera-wireless.com).



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