

INSTRUCTION MANUAL

A preliminary draft of the User's Manual follows this page.
The text on the following three pages will be added to the user manual.

Specific Absorption Rate Data

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

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

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by the Canadian regulatory authorities is 1.6 W/kg.¹ Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR

level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

Before a phone model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC and available for review by Industry Canada. The highest SAR value for this model phone when tested for use at the ear is 0.79 W/kg, and when worn on the body, as described in this user guide, is 1.40 W/kg.²

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

SAR Data

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

<http://www.phonefacts.net>

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

<http://www.cwta.ca>

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



motorola **W175W180**

User's Guide

HELLOMOTO

Thanks for purchasing the Motorola W180/W175 wireless phone! It's an affordable phone with a sleek design that's sure to get attention.

My Phone, My Way – It's your phone—make it that way. Customize your home screen with personal pictures, change wallpapers, and use your favorite song as your ringtone.

Convenient Extras – When you are away from your home or desk, make use of handy tools like Phonebook, Calculator, Alarm Clock, and others.

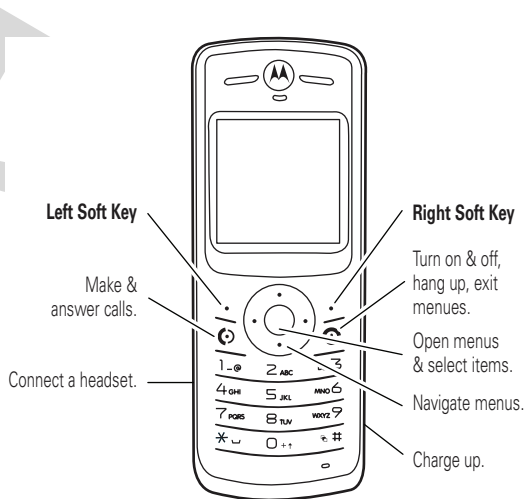
Fun – When you have a little time to spare, play a game.

FM Radio – Put on your headset and listen to your favorite music or news programs.*

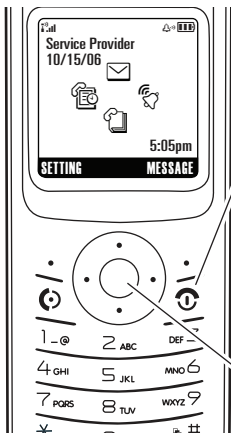
Messages – Send and receive text messages to your friends, family, and colleagues.

* Provided on the W180 only.

Here's a quick anatomy lesson.



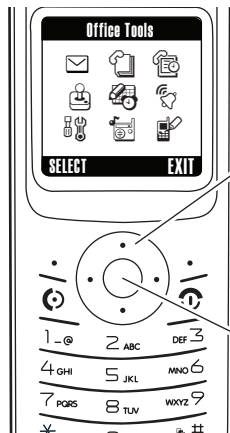
Home Screen



1 Press & hold the power key  until the display lights up, to turn on your phone.

2 Press the *center key*  to open the **Main Menu**.

Main Menu



3 Press the navigation key  up/down/left/right to scroll to a menu feature.

4 Press the *center key*  to select it.

Motorola, Inc.
Consumer Advocacy Office
1307 East Algonquin Road
Schaumburg, IL 60196
www.hellomoto.com

1-800-331-6456 (United States)

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

1-800-461-4575 (Canada)

Certain mobile phone features are dependent on the capabilities and settings of your service provider's network. Additionally, certain features may not be activated by your service provider, and/or the provider's network settings may limit the feature's functionality. Always contact your service provider about feature availability and functionality. All features, functionality, and other product specifications, as well as the information contained in this user's guide are based upon the latest available information and are believed to be accurate at the time of printing. Motorola reserves the right to change or modify any information or specifications without notice or obligation.

MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other product or service names are the property of their respective owners.

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Caution: Changes or modifications made in the radio phone, not expressly approved by Motorola, will void the user's authority to operate the equipment.

Software Copyright Notice

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

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DRAFT

menu map

main menu



Messages

- Create Message
- Voicemail
- Inbox
- Info Services
- Quick Notes
- Outbox
- Drafts



Phonebook

- [New Entry]



Recent Calls

- Received Calls
- Dialed Calls
- Notepad
- Call Times
- Call Cost



Games



Office Tools

- Calculator
- MyMenu
- Alarm Clock
- Calendar
- Stop Watch
- Quick Dial
- Fixed Dial
- Service Dial
- STK *



Ring Styles

- Style
- Ring Detail
- My Tones



Settings

- (see next page)



FM Radio **



Personalize

- Home Screen
- Main Menu
- Color Style
- Greeting
- Wallpaper
- Screen Saver
- Quick Dial

* Network Dependent

** Provided on the W180 only

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

settings menu

Call Forward

- Voice Calls
- Cancel All
- Forward Status

Phone Status

- My Tel. Numbers *
- Active Line *
- Battery Meter

In-Call Setup

- In-Call Timer
- Call Cost Setup
- My Caller ID
- Answer Options
- Call Waiting

Security

- Phone Lock
- Lock Keypad
- Lock Keypad Timer
- Fixed Dial
- Call Barring
- SIM PIN
- New Passwords

Initial Setup

- Time and Date
- Power on/off
- 1-Touch Dial
- Backlight
- Scroll
- Language
- Display Timeout
- Contrast
- DTMF
- TTY Setup
- Master Reset
- Master Clear

Network

- New Network
- Network Setup
- Avail. Networks
- My Network List
- Service Tone
- Call Drop Tone
- Band Selection

Headset

- Auto Answer

* Network Dependent

Safety and General Information

This section contains important information on the safe and efficient operation of your mobile device. Read this information before using your mobile device.*

Exposure to Radio Frequency (RF) Energy

Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits.

Your Motorola mobile device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

Operational Precautions

For optimal mobile device performance and to be sure that human exposure to RF energy does not exceed the guidelines set forth in

the relevant standards, always follow these instructions and precautions.

External Antenna Care

If your mobile device has an external antenna, use only a Motorola-supplied or approved replacement antenna. Use of unauthorized antennas, modifications, or attachments could damage the mobile device and/or may result in your device not complying with local regulatory requirements in your country.

DO NOT hold the external antenna when the mobile device is IN USE. Holding the external antenna affects call quality and may cause the mobile device to operate at a higher power level than needed.

Product Operation

When placing or receiving a phone call, hold your mobile device just like you would a landline phone.

If you wear the mobile device on your body, always place the mobile device in a Motorola-supplied or approved clip, holder, holster, case, or body harness. If you do not use a body-worn accessory supplied or approved by Motorola—or if you hang your mobile device from a lanyard around your neck—keep the mobile

* The information provided in this document supersedes the general safety information in user's guides published prior to May 1, 2007.

device and its antenna at least 2.5 centimeters (1 inch) from your body when transmitting.

When using any data feature of the mobile device, with or without an accessory cable, position the mobile device and its antenna at least 2.5 centimeters (1 inch) from your body.

Using accessories not supplied or approved by Motorola may cause your mobile device to exceed RF energy exposure guidelines. For a list of Motorola-supplied or approved accessories, visit our Web site at: www.motorola.com.

RF Energy Interference/Compatibility

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

Follow Instructions to Avoid Interference Problems

Turn off your mobile device in any location where posted notices instruct you to do so.

In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

Implantable Medical Devices

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

Persons with implantable medical devices should observe the following precautions:

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

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

Driving Precautions

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

When using your mobile device while driving, please:

- Give full attention to driving and to the road. Using a mobile device may be distracting. Discontinue use if you can't concentrate on driving.
- Use handsfree operation, if available.
- Pull off the road and park before making or answering a call if driving conditions so require.
- Do not place a mobile device in the airbag deployment area.

Responsible driving practices can be found in the “Smart Practices While Driving” section in this user’s guide and/or at the Motorola Web site: www.motorola.com/callsmart.

Note: The use of wireless phones while driving may cause distraction. Discontinue a call if you can't concentrate on driving. Additionally, the use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

Operational Warnings

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





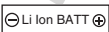

Potentially Explosive Atmospheres


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

When you are in such an area, turn off your mobile device, and do not remove, install, or charge batteries. In such areas, sparks can occur and cause an explosion or fire.

Symbol Key

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

Symbol	Definition
	Important safety information follows.
	Do not dispose of your battery or mobile device in a fire.
	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Do not throw your battery or mobile device in the trash.
	Your mobile device contains an internal lithium ion battery.
	Do not let your battery, charger, or mobile device get wet.

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

Batteries and Chargers

Caution: Improper treatment or use of batteries may present a danger of fire, explosion, leakage, or other hazard. For more information, see the “Battery Use & Battery Safety” section in this user’s guide.

Choking Hazards

Your mobile device or its accessories may include detachable parts, which may present a choking hazard to small children. Keep your mobile device and its accessories away from small children.

Glass Parts

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

Seizures/Blackouts

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

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

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

Caution About High Volume Usage



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

Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of

your body. If you continue to have discomfort during or after such use, stop use and see a physician.

DRAFT

FCC Notice to Users

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

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

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

If your mobile device or accessory has a USB connector, or is otherwise considered a computer peripheral device whereby it can be connected to a computer for purposes of transferring data, then it is considered a Class B device and the following statement applies:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions,

may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Use and Care

To care for your Motorola phone, please keep it away from:



liquids of any kind

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



dust and dirt

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



extreme heat or cold

Avoid temperatures below 0°C/32°F or above 45°C/113°F.



cleaning solutions

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



microwaves

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



the ground

Don't drop your phone.

Caring for the Environment by Recycling



This symbol on a Motorola product means the product should not be disposed of with household waste.







Disposal of your Mobile Telephone and Accessories

Please do not dispose of mobile telephones or electrical accessories, such as chargers or headsets, with your household waste. In some countries or regions, collection systems have been set up to handle waste electrical and electronic items. Please contact your regional authorities for more details. If no suitable scheme exists, you may return unwanted mobile telephones and electrical accessories to any Motorola Approved Service Centre in your region.

about this guide

Find it:  >  Recent Calls > Dialed Calls

This means that, from the home screen:

- 1 Press the *center key*  to open the main menu.
- 2 Press the *navigation key*  to scroll to  **Recent Calls**, and press the *center key*  to select it.
- 3 Press the navigation key  to scroll to **Dialed Calls**, and press the center key  to select it.

symbols



This means a feature is network/subscription dependent and may not be available in all areas. Contact your service provider for more information.



This means a feature requires an optional accessory.

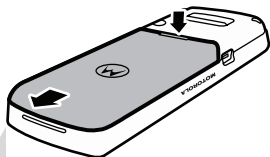
SIM card

Your *Subscriber Identity Module* (SIM) card contains personal information like your phone number and phonebook entries.

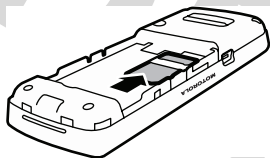


SIM card installation

1



2



Caution: Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt.

battery

Battery Use & Battery Safety

- **Motorola recommends you always use Motorola-branded batteries and chargers.** The warranty does not cover damage caused by non-Motorola batteries and/or chargers.
Caution: Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard. Improper battery use, or use of a damaged battery, may result in a fire, explosion, or other hazard.
- Battery usage by children should be supervised.
- **Important:** Motorola mobile devices are designed to work best with qualified batteries. If you see a message on your display such as **Invalid Battery** or **Unable to Charge**, take the following steps:
 - Remove the battery and inspect it to confirm that it bears a Motorola “Original Equipment” hologram;

- If there is no hologram, the battery is not a qualified battery;
- If there is a hologram, replace the battery and retry charging it;
- If the message remains, contact a Motorola Authorized Service Center.
- New batteries or batteries stored for a long time may take more time to charge.
- **Charging precautions:** When charging your battery, keep it near room temperature. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging. Always take your mobile device with you when you leave your vehicle
- When storing your battery, keep it in a cool, dry place.
- It is normal over time for battery life to decrease, and for the battery to exhibit shorter runtime between charges or require more frequent or longer charging times.
- **Avoid damage to battery and mobile device.** Do not disassemble, open, crush, bend, deform, puncture, shred, or submerge the battery or mobile device. Avoid dropping the battery or mobile device, especially on a hard surface. If your battery or mobile device has been subjected to such damage, take it to a Motorola Authorized Service Center before using. Do **not** attempt to dry it with an appliance or heat source, such as a hair dryer or microwave oven.
- **Use care when handling a charged battery**—particularly when placing it inside a pocket, purse, or other container with metal objects. Contact with metal objects (such as jewelry, keys, beaded chains) could complete an electrical circuit (short circuit), causing the battery to become very hot, which could cause damage or injury.

Promptly dispose of used batteries in accordance with local regulations. Contact your local recycling center for proper battery disposal.



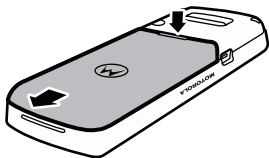
Warning: Never dispose of batteries in a fire because they may explode.

To save battery life:

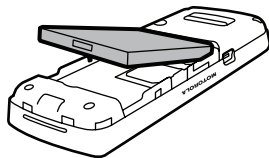
- Adjust the backlight to turn off more quickly (see page 34).
- Adjust the display timeout (see page 43).

battery installation

1



2

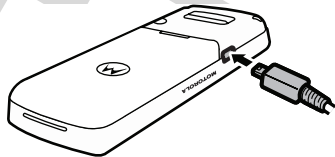


3



battery charging

New batteries are shipped partially charged. Before you can use




your phone, install and charge the battery as shown in the battery installation and battery charging sections. Some batteries perform best after several full charge and discharge cycles.

- 1 Insert the charger into the connector on your phone as shown.
- 2 Plug the other end of the charger into an appropriate electrical outlet.
- 3 When your phone displays **Charge Complete**, remove the charger.

Tip: Relax, you can safely leave the charger connected to the phone after charging is complete. This will **not** damage the battery.


turn the phone on & off


To turn your phone on, press and hold  for two seconds. If prompted, enter your four digit SIM card PIN code and/or four digit unlock code.




After entering an incorrect PIN code three times in a row, it will ask you to input PUK1 password. You can contact your service provider if you don't know your PUK1 password.


make a call

Enter a phone number and press  to make a call.


To "hang up," press .

answer a call

When your phone rings and/or vibrates, press  to answer.

To "hang up," press .

adjust volume

During a call, you can adjust the volume by pressing  right to increase and left to decrease the earpiece volume during a call.

To mute a call, press  and select **Mute**.


change the call alert

Find it:  >  Ring Styles > Style

Available options are **Loud Ring**, **Soft Ring**, **Vibrate**, **Vibe and Ring**, **Vibe then Ring**, or **Silent**.

store a phone number


You can store a phone number in your **Phonebook**:

- 1 Enter a phone number in the home screen.
- 2 Press **Store**.
- 3 Enter a name and other details for the phone number. To select a highlighted item, press .

To edit or delete a **Phonebook** entry, see page 41.







call a stored phone number



Find it:  >  Phonebook

- 1 Scroll to the entry you want to call.
- 2 Press .

tips & tricks

From the home screen (page 24), you can use the following shortcuts:

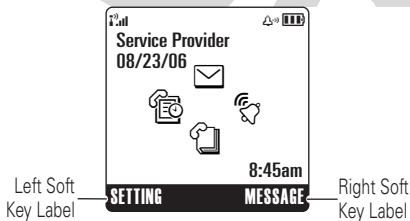
To...	Do this...
redial a number	Press  , then scroll to the number you want to call and press  again.
lock/unlock keypad	Press   to lock or unlock.
change ring style to vibrate only	Press and hold  . Press and hold  again to return to the previous ring style.
store a phone number	Enter a phone number, and press Store . Enter a name and other details for the phone number. Press Done to store the number and other entry information.

To...	Do this...
see recently-dialed numbers	Press  .
use application shortcuts	Press the left and right soft keys or the navigation key  .
speed dial a number	Press and hold the number key.

basics

home screen

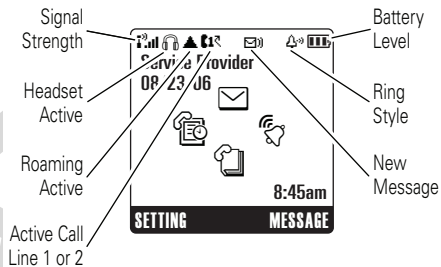
The *home screen* displays when you are **not** on a call or using the menu.



Note: Your home screen may look different than the screen shown here.




Soft key labels show the current soft key functions.







Status indicators can show at the top of the home screen.











Indicators and alerts are discussed in the next section.

status indicators

indicator	
Signal Strength	<p>Vertical bars show the strength of the network connection.</p> <p>You cannot make or receive calls when  displays.</p> <p>Note: If another network is available, you may be able to make emergency calls even when  displays.</p>
Headset Active	Displays when a headset is attached.
Roaming	<p>Shows when your phone is seeking or using a network outside your home network.</p> <p> = roaming</p>

indicator	
Active Line	<p>Displays activity level of one or two lines (when 2 line SIM card is used):</p> <p> = call connected (single line)</p> <p> = call forward on (single line)</p> <p> = active call on line 1</p> <p> = active call on line 2</p> <p> = line 1 active, call forward on</p> <p> = line 2 active, call forward on</p>
Battery Level	Shows battery charge level. The more bars, the greater the charge.

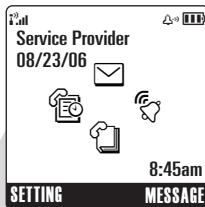
indicator	
Ring Style	Displays your ring style setting:  = loud ring  = soft ring  = vibrate only  = vibrate and ring  = silent  = vibrate then ring
New Message	Displays when you receive a new message:  = text message  = voicemail message


menu shortcuts

Your phone includes shortcuts to give you quick access to menu features.

select home screen icon

Your phone displays four menu icons in the middle of the home screen.



Press  left, right, up, or down to open the menu for the corresponding icon.


You can change the menu icons that appear in the home screen or set your phone not to display icons in the home screen:


Find it:  >  Personalize > Home Screen

select by number

You can set your phone to display the menu as a numbered list of features.

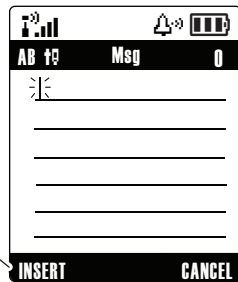
To create a shortcut to a menu item:

- 1 Highlight the menu item, then press and hold .
- 2 When you see Assign **MyMenu** for, select desired menu item and press **YES**. (Make a note of the **Key** number.)
- 3 Press **Done**.

To use the shortcut, press , then press the shortcut number in the home screen.

enter text

Some features, such as messaging, allow you to enter text.



Press
INSERT
to insert
a quick
note.

set entry modes

You can select one of these text entry methods:

entry mode	
TAP English	Enter letters and numbers by pressing a key one or more times (see page 29).
TAP Extended	Enter letters and numbers by pressing a key one or more times (see page 29). Includes non-English characters.
iTAP™	Let the phone predict each English word as you press keys (see page 28).
Numeric	Enter numbers only (see page 29).
Symbol	Enter symbols only (see page 29).

iTAP™ method

Press **⌂** in a text entry screen to select and switch to iTAP method. iTAP method lets you enter words using one key press per letter. The iTAP software combines

your key presses into common words, and predicts each word as you enter it.

For example, if you press **2 7 7 5**, your phone displays a list of word combinations such as **Appl, Aspj, Asp, Asp, and Asp5**.


When you enter three or more characters in a row, your phone will guess the word.

For example, if you enter **Prog**, your phone might display:




Press **⌂** left or right to select **Prog**. Press **SELECT** to accept selection.


TAP method

Press  in a text entry screen and select **Tap English** or **Tap Extended** method. When **Tap** mode is selected, **19** displays on the home screen. To enter text in tap mode, press a keypad key repeatedly to cycle through the letters and numbers on the keypad. **Tap Extended** mode includes all of the letters of **Tap English** mode, but also contains special characters and symbols. Repeat this step to enter each letter.

numeric method

Press  in a text entry screen and select **Numeric** method. When **Numeric** is selected, **12** displays on the home screen. Press keypad keys to enter the numbers you want.

symbol method

Press  in a text entry screen and select **Symbol** method. When **Symbol** is selected, **@** displays on the home screen. Press a keypad key to show its symbols at the bottom of the display.

Highlight the symbol you want and press **SELECT**.

delete letters & words

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

- Press **DELETE** to delete one letter at a time.
- Press and hold **DELETE** to delete all text.

handsfree speaker

You can use your phone's handsfree speaker to make calls without holding the phone to your ear.

To turn the speaker on, during a call, press **SPKR ON**. To turn the speaker off, press **SPKR OFF**.

codes & passwords

Your phone's four-digit **unlock code** is originally set to **1234** or to the last four digits of your phone number. The six-digit **security code** is originally set to **000000**. Your service provider may reset these codes before you get your phone.

If your service provider didn't change these codes, you should change them to prevent others from accessing your personal information. The unlock code must contain four digits. The security code must contain six digits.

To change a code or password:

Find it:  >  Settings > Security > New Passwords

Select the type of code you want to change, enter the old code when prompted, then enter the new code.

If you forget your unlock code: At the **Enter Unlock Code** prompt, try entering 1234 or the last four digits of your phone number. If that doesn't work, call your service provider.

If you forget your security code, contact your service provider.

lock & unlock phone

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

To lock or unlock your phone, you need the four-digit unlock code. A locked phone still rings or vibrates for incoming calls or messages, **but you need to unlock it to answer.**

You can make emergency calls on your phone even when it is locked (see page 35).

To lock your phone:

Find it:  >  Settings > Security > Phone Lock > Lock Now or Automatic Lock

Enter the four-digit unlock code, then press **OK**.

To unlock your phone:

When you see **Enter Unlock Code**, enter your four-digit unlock code and press **OK**.

if you forget a code

Your phone's four-digit unlock code is set at the factory to **1234** or to the last four digits of your phone number. The six-digit security code is set to **000000**.

If you forget your security code, contact your service provider.

DRAFT



customize

ring styles & alerts

Your phone rings and/or vibrates to notify you of an incoming call or another event such as a new message. This ring or vibration is called an *alert*.

set a style

Find it:  >  Ring Styles




- 1 Scroll to **Style** and press **Change** or the center key .
- 2 Scroll to the desired ring style and press **Select** or the center key .

set alerts

Your phone includes alerts for **In Call**, **Message Tone**, **Alarms**, **Voicemail**, **Reminder** and **Info Services**.

You can specify a detailed setting for each type of alert:

Find it:  >  Ring Styles



- 1 Scroll to **Style Detail** and press **Select** or the center key .
- 2 Scroll to the desired alert type and press **Change** or the center key .
- 3 Scroll to the desired detail setting and press **Select** or the center key .

As you scroll through the settings, your phone plays a sample of each one you highlight.

my tones

You can create your own alert tones for your phone. The tones you create appear automatically in the list of available alerts:

Find it:  >  Ring Styles > My Tones

- 1 Press  up or down to scroll to a tone.
- 2 Press  to select functions such as **Edit**, **Delete**, and **Play**.

display appearance

You can set the contrast of your phone display:

Find it:  >  Settings > Initial Setup > Contrast

To save battery life, the backlight turns off when you're not using your phone. The backlight turns back on when you press any key. To set how long your phone waits before the backlight turns off:

Find it:  >  Settings > Initial Setup > Backlight

To choose the colors that your phone uses for indicators, highlights, and soft key labels:


Find it:  >  Personalize > Color Style

To save battery life, the display can turn off in idle mode when you're not using your phone. The display turns back on when you press any key. To set how long your phone waits before the display turns off:

Find it:  >  Settings > Initial Setup > Display Timeout

answer options

You can use different ways to answer an incoming call.

Options	
Multi-key On	Answer by pressing any key
Multi-key Off	Answer by pressing  .

To turn on or turn off an answer option:

Find it:  >  Settings > In-Call Setup > Answer Options

backlight



Set the amount of time that the display and keypad backlights stay on:

Find it:  >  Settings > Initial Setup > Backlight

wallpaper

You can set a picture as a wallpaper (background) image on your home screen:

Find it:  >  Personalize > Wallpaper

Note: To choose an analog or digital clock for your home screen, press  >  Personalize > Home Screen > Clock Set.

screen saver



You can set a picture or clock as a screen saver image. The screen saver displays when no activity on the home screen is detected for a specified time.

Tip: This feature helps save your screen but not your battery. To extend battery life, turn off the screen saver:

Find it:  >  Personalize > Wallpaper > Screen Saver

calls

redial a number


- 1 Press  from the home screen.
- 2 Scroll to the entry you want to call and press .

emergency calls

Your service provider programs one or more emergency phone numbers (such as 112 or 911) that you can call under any circumstances, even if the SIM card is not inserted. You can dial and call the emergency number even when your phone is locked.

Note: Emergency numbers vary with different countries. Your phone's preprogrammed emergency number(s) may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

To call the emergency number at any time:



- 1 Press the keypad keys to dial the emergency number.
- 2 Press  to call the emergency number.


recent calls

Your phone keeps lists of recent missed calls, dialed calls, and received calls. The lists are sorted from newest to oldest calls. The oldest calls are deleted as new calls are added:

Find it:  >  Recent Calls

return a missed call

Find it:  >  Recent Calls


- 1 Highlight **Received Calls** and press **SELECT**.
- 2 Highlight a call. A marker next to a call means the call connected.
 - To call the number, press .
 - To see call details (like time and date), press **VIEW**.

1-touch dial

To call phonebook entries 2 through 9, press and hold the 1-Touch Dial number.

Note: To change 1-touch numbers, go to 
> **Phonebook** > **VIEW** > **EDIT**.

You can set **1-Touch Dial** to call the entries in your **SIM**, **Phonebook** or **Fixed Dial** list:

Find it:  >  **Settings** > **Initial Setup** > **1-Touch Dial** > **SIM**, **Phone** or **Fixed Dial**

caller ID

Calling line identification (caller ID) shows the phone number for an incoming call on your display.

Your phone shows the caller's name when they're stored in your phonebook, or **Incoming Call** when caller ID information isn't available.




entertainment

FM radio*

Find it:  >  FM Radio




Note: A headset must be plugged in to activate the FM radio function.

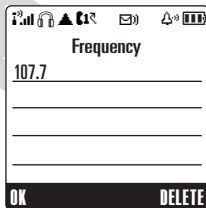
When the **FM Radio** is displayed:

- Press  left or right to adjust the frequency.
- Press  up or down to adjust the volume.
- Press **MUTE** to mute the radio.
- Press  > **FM Radio OFF** to turn the radio off.

use the radio presets

You can store up to nine preset radio stations. Use the keypad keys (from 1 to 9) to access your presets stored in **Station Presets**.



- 1 Tune in the desired frequency by pressing  left or right or press  > **Scan** to scan for all available radio stations. You can also use the keypad keys to enter a frequency by pressing  > **Set Frequency**.




* Provided on the W180 only.


- 2 Press and hold keypad keys to save that number as the preset.

select a radio preset

- 1 Press keypad keys to select the corresponding radio preset, or press  > **Station Presets** to view a list of all radio presets.
- 2 Press  up or down to select a preset.

select the radio output

You can play the radio through either a headset or a speaker. Simply press  > **Speaker**.

When **Speaker** is selected, press  > **Earpiece** to switch back to headset output.



messages


You can send and receive text messages as well as access your voicemail from the Messages feature.

send a message

Find it:  >  Messages > Create Message

- 1 Enter message text.
- 2 When you finish the message, press **OK**.
- 3 Choose one or more people to **Send to**.

receive a message

When you receive a text message, your phone plays an alert and displays the  (new message) indicator and a **New Message** notification.



Press **Read** to read the message immediately, or save it for viewing later.

To read your received messages:

Find it:  >  Messages > Inbox


- 1 Scroll to the message you want to read.
- 2 Press **READ** to open the message.

voicemail

Your network stores the voicemail messages you receive.



Note: Your service provider may give you additional information about using voicemail.

When you **receive** a voicemail message, your phone shows the voicemail message indicator  and **New Voicemail**. Press **Call** to listen to the message.












To **check** voicemail messages later:

Find it:  >  Messages > Voicemail

Press  to call your voicemail number.

Your phone may prompt you to store your voicemail phone number. If you don't know your voicemail number, contact your service provider.




more messaging features

features	
create a new message	
 >  Messages > Create Message	
set up voicemail box	
 >  Messages >  > Voicemail Setup	
view the message memory meter	
 >  Messages >  > Memory Meter	

features

delete messages







 >  Messages >  > Cleanup Messages








Select the folder you want to delete.


other features


advanced calling

features
restrict calls Restrict outgoing or incoming calls:  >  Settings > Security > Call Barring
DTMF Tones Your phone can send <i>Dual Tone Multi Frequency</i> (DTMF) tones for calling card calls or other automated touch-tone calls. Set up DTMF tones:  >  Settings > Initial Setup > DTMF Scroll to DTMF and press SELECT , then select Short or Long .

phonebook













features
create entry  >  Phonebook > [New Entry] Select a location, enter entry details, and press DONE .
view entry  >  Phonebook Scroll to the entry or enter the first two letters of a name to show similar names. Then press VIEW to view the entry.
call entry  >  Phonebook View/select the entry, then press  .

















features	
edit entry	
<p>☛ > 📖 Phonebook</p> <p>View/select the entry, then press ☛ > Edit.</p>	
delete entry	
<p>☛ > 📖 Phonebook</p> <p>View/select the entry, then press ☛ > Delete.</p>	
check contacts memory space	
<p>☛ > 📖 Phonebook > ☛ > Phone Capacity or SIM Capacity</p>	
attach a phone number	
<p>☛ > 📖 Phonebook > highlight the name > ☛ > Attach Number</p>	
turn fixed dial on or off	
<p>☛ > ⚙️ Settings > Security > Fixed dial</p> <p>When fixed dial is turned on, you can only dial numbers stored in the Fixed Dial list.</p>	











features	
use fixed dial	
<p>☛ > 📞 Office Tools > Fixed dial</p>	
save a quick dial number	
<p>☛ > 📞 Personalize > Quick Dial</p>	
dial a quick dial number	
<p>☛ > 📞 Office Tools > Quick Dial</p>	





personalize

features	
change call volume	
<p>☛ > 📞 Ring Styles > Detail > Ring Volume</p>	
change key volume	
<p>☛ > 📞 Ring Styles > Detail > Key Volume</p>	
change message alert	
<p>☛ > 📞 Ring Styles > Detail > Alarms</p>	

features
change menu language  >  Settings > Initial Setup > Language
change home screen menu icons Changes what is displayed on the home screen.  >  Personalize > Home Screen
change home screen soft keys  >  Personalize > Home Screen > Home Keys > left or right soft key
change menu view Changes menu item order and selects whether the main menu uses icons or words.  >  Personalize > Main Menu
view battery meter  >  Settings > Phone Status > Battery Meter
define answer option  >  Settings > In-Call Setup > Answer Options > Multi-key On or Multi-key Off

features
create a greeting  >  Personalize > Greeting
set time and date format  >  Settings > Initial Setup > Time and Date
backlight  >  Settings > Initial Setup > Backlight
set scroll pattern  >  Settings > Initial Setup > Scroll
select a language  >  Settings > Initial Setup > Language
display timeout  >  Settings > Initial Setup > Display Timeout
phone reset  >  Settings > Initial Setup > Master Reset
set service tone  >  Settings > Network > Service Tone > On or Off


features
set call drop tone  >  Settings > Network > Call Drop Tone > On or Off
select a band  >  Settings > Network > Band Selection
change password  >  Settings > Security > New Passwords The default password is set to 1234.
home screen From here, you can choose to modify the Home Keys, Layout, and Clock Set.  >  Personalize > Home Screen
change screen contrast  >  Settings > Initial Setup > Contrast

features
create a shortcut to a menu item Highlight the menu item, then press and hold  . When you see Assign MyMenu for: desired menu item, select YES . (Make a note of the Key number.) Then press Done . To use the shortcut, press  , then press the shortcut number in the home screen.
main menu You can change the view of the main menu or reorder the items to customize your main menu.  >  Personalize > Main Menu










TTY operation

features
TTY Setup  >  Settings > Initial Setup > TTY Setup 
Note: This feature is not available in all regions.

call times & costs

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

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

features	
view call times	
 >  Recent Calls > Call Times	
Scroll to Last Call , Dialed Calls , Received Calls , All Calls , or Lifetime , and press Select .	
in-call timer	
 >  Settings > In-Call Setup > In-Call Timer	
view call cost	
 >  Recent Calls > Call Cost	

features

setup call cost

 >  Settings > In-Call Setup > Call Cost Setup




handsfree

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



features

change accessory volume

Press  right to increase and left to decrease the headset or speaker volume during a call.

turn on auto answer (headset)

Automatically answer calls when connected to a headset:

 >  Settings > Headset > Auto Answer

network

features

set service tones

Set phone to beep each time the network registration status changes:

 >  Settings > Network > Service Tone > On or Off

set call drop alerts

Set phone to play an alert tone whenever the network drops a call. (Because digital networks are so quiet, a call drop alert may be your only indication that a call was dropped.)

 >  Settings > Network > Call Drop Tone > On or Off

personal organizer

features

add calendar event

 >  Office Tools > Calendar > highlight a day >  > New


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

view calendar event

 >  Office Tools > Calendar > highlight a day >  > Day View > highlight an entry > View

copy a calendar event

 >  Office Tools > Calendar > highlight a day >  > Day View > highlight an entry > View

Scroll to the event, then press  > Copy, then Select, and Yes. Enter new information as needed, then press Done.

access the calculator

 >  Office Tools > Calculator

features

convert currency

•◂ >  Office Tools > Calculator > •◂ > Exchange Rate

Enter the desired exchange rate and press **Ok**. Enter the amount to be converted, scroll to \$ and press **SELECT** to convert the current currency.

alarm clock

Use the alarm clock function:

•◂ >  Office Tools > Alarm Clock

Once an alarm is set, it may be disabled from the same menu. When the alarm goes off, the option of turning it off or pressing **Snooze** are on the home screen. The **Snooze** function will sound every 8 minutes until it is turned off.

features

stop watch

•◂ >  Office Tools > Stop Watch

Press **START** to start counting the time and the **STOP** key to stop counting the time. Press **RESET** to reset the **Stop Watch**.

Note: Once **Stop Watch** is activated, press **SNAP** to record the time elapsed. Press •◂ right or left to navigate through the recorded **SNAP** times.

fun & games

features

play a game

•◂ >  Games > *game*

security

features

reset all phone options

Reset all options except unlock code, security code, and clear all user settings and entries:

📶 > ⚙️ Settings > Initial Setup > Master Reset

clear all phone options and data

Reset all options except unlock code and security code:

📶 > ⚙️ Settings > Initial Setup > Master Clear

changing password

📶 > ⚙️ Settings > Security > New Passwords

The default password is set to 1234.

service & repairs

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

Go to www.motorola.com/consumer/support, where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-331-6456 (United States), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

Specific Absorption Rate Data

This model meets international guidelines for exposure to radio waves.

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The ICNIRP SAR limit for mobile devices used by the general public is 2 W/kg and the highest SAR value for this device when tested at the ear was ___ W/kg.¹ As mobile devices offer a range of functions, they can be used in other positions, such as on the body as described in this user guide.² In this case, the highest tested SAR value is ___ W/kg.¹

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the network.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the governmental

requirements for safe exposure. Please note that improvements to this product model could cause differences in the SAR value for later products; in all cases, products are designed to be within the guidelines.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or using a "hands-free" device to keep the mobile phone away from the head and body.

Additional Information can be found on the websites of the World Health Organization (<http://www.who.int/emf>) or Motorola, Inc. (<http://www.motorola.com/rfhealth>).

1. The tests are carried out in accordance with international guidelines for testing. The limit incorporates a substantial margin for safety to give additional protection for the public and to account for any variations in measurements. Additional related information includes the Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.
2. Please see the *Safety and General Information* section about body worn operation.

Information from the World Health Organization

Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If you are concerned, you may want to limit your own or your children's RF exposure by limiting the length of calls or by using handsfree devices to keep mobile phones away from your head and body.

Source: WHO Fact Sheet 193

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

Privacy and Data Security

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

- **Monitor access**—Keep your mobile device with you and do not leave it where others may have unmonitored access. Lock your device's keypad where this feature is available.
- **Keep software up to date**—If Motorola or a software/application vendor releases a patch or software fix for your mobile device which updates the device's security, install it as soon as possible.
- **Erase before recycling**—Delete personal information or data from your mobile device prior to disposing of it or turning it in for recycling. For step-by-step instructions on how to delete all personal information from your device, see the section entitled "master clear" or "delete data" in this user's guide.

Note: For information on backing up your mobile device data before erasing it, go to www.motorola.com and then navigate to the "downloads" section of the consumer Web page for "Motorola Backup" or "Motorola Phone Tools."

- **Understanding AGPS**—In order to comply with emergency caller location requirements of the FCC, certain Motorola mobile devices incorporate *Assisted Global Positioning System* (AGPS) technology. AGPS technology also can be used in non-emergency applications to track and monitor a user's location—for example, to provide driving directions. Users who prefer not to permit such tracking and monitoring should avoid using such applications.

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

Smart Practices While Driving

Drive Safe, Call Smart SM

Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas. Go to www.motorola.com/callsmart for more information.

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

- **Get to know your Motorola mobile device and its features such as speed dial and redial.** If available, these features help you to place your call without taking your attention off the road.
- **When available, use a handsfree device.** If possible, add an additional layer of convenience to your mobile device with one of the many Motorola Original handsfree accessories available today.
- **Position your mobile device within easy reach.** Be able to access your mobile device without removing your eyes from the road. If you receive an incoming call at an



inconvenient time, if possible, let your voice mail answer it for you.

- **Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice, and even heavy traffic can be hazardous.
- **Do not take notes or look up phone numbers while driving.** Jotting down a “to do” list or going through your address book takes attention away from your primary responsibility—driving safely.
- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
- **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations that can divert your attention away from the road.
- **Use your mobile device to call for help.** Dial 911 or other local emergency number in the case of fire, traffic accident, or medical emergencies.*

- **Use your mobile device to help others in emergencies.** If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911 or other local emergency number, as you would want others to do for you.*
- **Call roadside assistance or a special non-emergency wireless assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.*

* Wherever wireless phone service is available.

Motorola Limited Warranty for the United States and Canada

What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, messaging devices, and consumer and professional two-way radios (excluding commercial, government or industrial radios) that operate via Family Radio Service or General Mobile Radio Service, Motorola-branded or certified accessories sold for use with these Products ("Accessories") and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products ("Software") to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

Products and Accessories

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.

Products Covered	Length of Coverage
Consumer and Professional 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 neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

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

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

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

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

Software

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.

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How to Obtain Warranty Service or Other Information

USA	Phones 1-800-331-6456 Pagers 1-800-548-9954 Two-Way Radios and Messaging Devices 1-800-353-2729
Canada	All Products 1-800-461-4575
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.

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