INSTRUCTION MANUAL

A preliminary draft copy of the Users Manual follows:

Motorola C350 GSM Mobile Phone User Guide

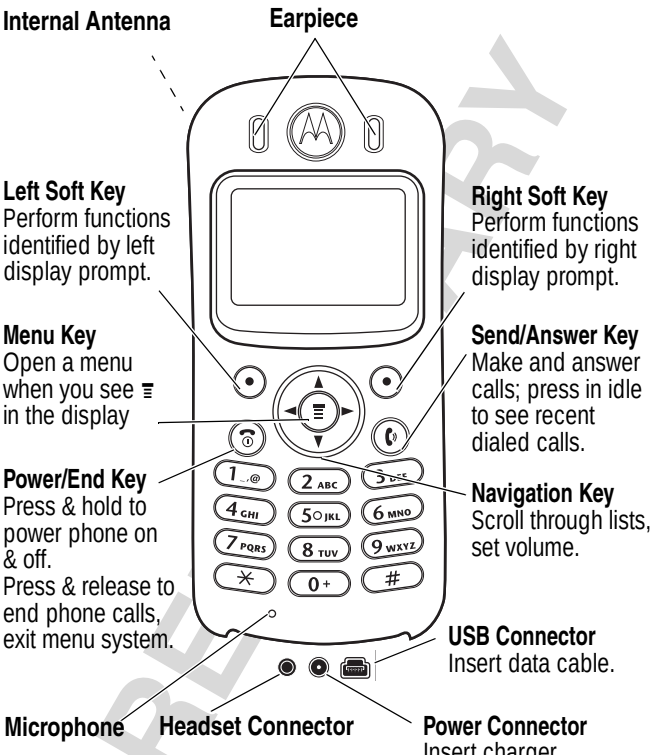
Review Draft

January 8, 2003

PRELIMINARY

PRELIMINARY

Welcome



Your C350 Series phone lets you change covers and keypads (see "Changing Your Phone's Cover" on page 15). Your phone may not appear exactly as the phone image above.

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

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Personal Communications Sector
600 North U.S. Highway 45
Libertyville, Illinois 60048

1-800-331-6456 (United States)
1-888-390-6456 (TTY/TDD United States)
1-800-461-4575 (Canada)

www.motorola.com (United States)
www.motorola.ca (Canada)

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Safety and General Information

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. READ THIS INFORMATION BEFORE USING YOUR PHONE.

The information provided in this document supersedes the general safety information contained in user guides published prior to July 2000. For information regarding radio use in a hazardous atmosphere please refer to the Factory Mutual (FM) Approval Manual Supplement or Instruction Card, which is included with radio models that offer this capability.

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.

RF Operational Characteristics

Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits radio frequency (RF) energy. The phone operates in the frequency range of 824 MHz to 849 MHz and 1850 MHz to 1910 MHz in digital mode.

When you communicate with your phone, the system handling your call controls the power levels at which your phone transmits. The output power level typically may vary over a range from 0.0 Watts to 1.0 Watt for the 800 MHz band and 0.0 Watts to 1.0 Watt for the 1900 MHz band.

Exposure To Radio Frequency Energy

Your Motorola phone is designed to comply with the following national and international standards and guidelines regarding exposure of human beings to radio frequency electromagnetic energy:

- United States Federal Communications Commission, Code of Regulations; 47 CFR part 2 sub-part J

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- American National Standards Institute (ANSI) / Institute of Electrical and Electronic Engineers (IEEE) C95. 1-1992
- Institute of Electrical and Electronic Engineers (IEEE) C95.1-1999 Edition
- National Council on Radiation Protection and Measurements (NCRP) of the United States, Report 86, 1986
- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998
- Ministry of Health (Canada) Safety Code 6. Limits of Human Exposure to Radiofrequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz, 1999
- Australian Communications Authority Radiocommunications (Electromagnetic Radiation-Human Exposure) Standard 1999

To assure optimal phone performance and make sure human exposure to radio frequency electromagnetic energy is within the guidelines set forth in the above standards, always adhere to the following procedures:

Portable Phone Operation and EME Exposure

Antenna Care

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone and may violate FCC regulations.

Do NOT hold the antenna when the phone is in use. Holding the antenna affects call quality and may cause the phone to operate at a higher power level than needed.

Phone Operation

When placing or receiving a phone call, hold your phone as you would a wireline telephone. **Speak directly into the microphone.**

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Body-Worn Operation

To maintain compliance with FCC/Health Canada RF exposure guidelines, if you wear a phone on your body when transmitting, always place the phone in a Motorola-supplied or approved clip, holder, holster, case, or body harness for this product. Use of non-Motorola-approved accessories may exceed FCC/Health Canada RF exposure guidelines. If you do not use one of the Motorola-supplied or approved body-worn accessories, and are not using the phone held in the normal use position, **ensure the phone and its antenna are at least one inch (2.5 centimeters) from your body when transmitting.**

Data Operation

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

Approved Accessories

For a list of approved Motorola accessories, visit our website at `www.mot.com`.

Electromagnetic Interference/Compatibility

Note: Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility.

Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your phone in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

Aircraft

When instructed to do so, turn off your phone when on board an aircraft. Any use of a phone must be in accordance with applicable regulations per airline crew instructions.

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Medical Devices

Pacemakers

The Advanced Medical Technology Association recommends that a minimum separation of 6 inches (15 centimeters) be maintained between a handheld wireless phone and a pacemaker. These recommendations are consistent with the independent research by, and recommendations of, the United States Food and Drug Administration.

Persons with pacemakers should:

- ALWAYS keep the phone more than six inches (15 centimeters) from your pacemaker when the phone is turned ON.
- NOT carry the phone in the breast pocket.
- use the ear opposite the pacemaker to minimize the potential for interference.
- turn OFF the phone immediately if you have any reason to suspect that interference is taking place.

Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

Safety and General Use While Driving

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

When using your phone while driving, please:

- give full attention to driving and to the road.
- use hands-free operation, if available.

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- pull off the road and park before making or answering a call if driving conditions so require.

Operational Warnings

For Vehicles With an Air Bag

Do not place a portable phone in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable phone is placed in the air bag deployment area and the air bag inflates, the phone may be propelled with great force and cause serious injury to occupants of the vehicle.

Potentially Explosive Atmospheres

Turn off your phone prior to entering any area with a potentially explosive atmosphere, unless the phone is a model specifically identified as being "Intrinsically Safe." Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

Note: The areas with potentially explosive atmospheres referred to above include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive atmospheres are often but not always posted.

Blasting Caps and Areas

To avoid possible interference with blasting operations, turn OFF your phone when you are near electrical blasting caps, in a blasting area, or in areas posted: "Turn off two-way radio." Obey all signs and instructions.

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Operational Cautions

Antennas

Do not use any portable phone that has a damaged antenna. If a damaged antenna comes into contact with your skin, a minor burn can result.

Batteries

All batteries can cause property damage and/or bodily injury such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

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Getting Started

What's in the Box?

Your digital wireless phone has a permanent internal battery, and typically comes equipped with a charger. Other accessory options can customize your phone for maximum performance and portability.

To purchase Motorola Original™ accessories, please contact the Motorola Customer Call Center at 1-800-331-6456 in the United States or 1-800-461-4575 in Canada.

About This Guide

This user guide introduces you to your Motorola wireless phone.

> **Note:** A reference guide for your phone is also available that describes your phone's features in more detail.

To obtain the reference guide for your phone, or another copy of this user guide, see the Motorola Web site at:

`http://motorola.com/consumer/manuals`

or contact the Motorola Customer Call Center at 1-800-331-6456 in the United States or 1-800-461-4575 in Canada.

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Optional Features

This label identifies an optional network, SIM card, or subscription-dependent feature that may not be offered by all service providers in all geographical areas. Contact your service provider for more information.

Optional Accessories

This label identifies a feature that requires an optional Motorola Original™ accessory.

Changing Your SIM Card

Your SIM (Subscriber Identity Module) card contains your phone number, service details, and phonebook/message memory. It must be installed in the base of the phone. If you have problems with your SIM card, contact your service provider.

Since your C350 Series phone lets you change covers and keypads, it may not appear exactly as the phone pictured. All key locations, sequences, and functions remain the same with any of the various covers.

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

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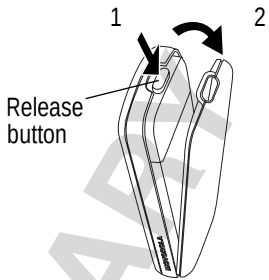
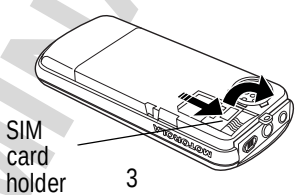
To Change Your SIM Card

1 Press down on the cover release button at the top of your phone

2 Pull the top of the phone's back cover to release it

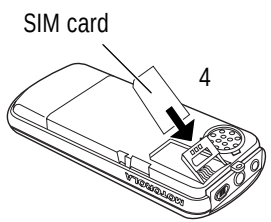


3 Slide the metal SIM card holder back to unlock it, then lift up to open it slightly. Remove the old SIM card, if necessary.



4 Insert the new SIM card in the holder with the cut corner on the upper left and the gold plate facing down.

5 Close the SIM card holder and slide it forward to lock it.



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Changing Your Phone's Cover

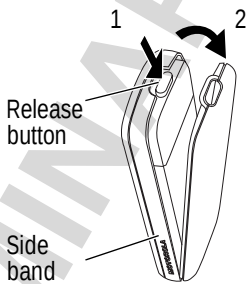
Your phone uses a convertible cover, keypad, and (in some cases) side band that you may replace to completely change its appearance. Your phone may not appear exactly as the phone pictured. All key locations, sequences, and functions remain the same with any of the various covers.

To Remove a Cover and Keypad

1 Press down on the cover release button at the top of your phone.

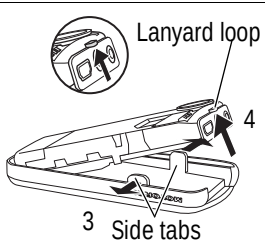
2 Pull the top of the phone's back cover to release it.

Note: If your cover has a removable side band, remove it at this point.



3 Pull the side tabs away from the phone, then

4 Lift up on the lanyard loop to pull the phone out of the front cover.



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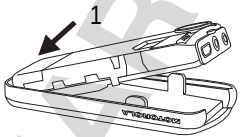
Note: Always use Motorola Original™ covers. The phone warranty does not cover damage caused from using non-Motorola accessories.

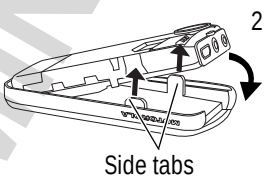
Always use the keypad and side band (if applicable) that matches the new cover.

To Install a Cover and Keypad

Note: If your phone has an end cap, install it before attaching the front cover.



1 Slide the top of the phone into the top of the new front cover.



2 Press the bottom of the phone into the front cover until the side tabs snap into place.

Note: If your cover has a removable side band, attach it at this point.

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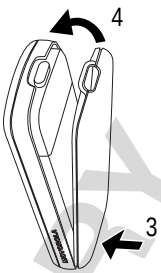
To Install a Cover and Keypad

3 Insert the bottom of the back cover.

4 Press the top of the back cover down until it hooks over the cover release button.



Resetting Your Phone

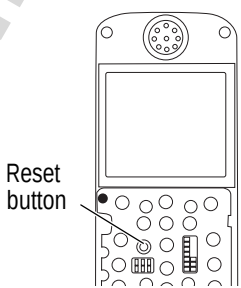
If your phone becomes frozen on a single display, error message, or power up, reset your phone as follows:

To Reset Your Phone

1 Remove your phone's back and front cover as described in "Changing Your Phone's Cover" on page 15.

2 Use a small object to press the Reset button on the front of your phone.

Your phone display should be restored.



3 Replace your phone's cover.

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Charging the Phone

Your phone has a built-in battery. Before you can use your phone, you need to fully charge the battery, as indicated by the following instructions. Some batteries perform best after several full charge/discharge cycles.

To Charge the Phone

1 Plug the travel charger into the middle jack on the bottom of your phone.

2 Plug the other end of the travel charger into the appropriate electrical outlet.

3 When your phone indicates that it is fully charged (**Charge Complete**), remove the travel charger.

Note: When you charge the battery, the battery level indicator in the upper right corner of the display shows how much of the charging process is complete. See the "Battery Level Indicator" item on page 24.

Battery Use

Your C350 Series phone has a permanent internal battery. To maximize your battery's performance:

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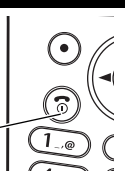
- Always use Motorola Original™ battery chargers. The phone warranty does not cover damage caused from using non-Motorola battery chargers.
- New phones or phones that have been stored for long periods of time may require a longer initial charge time.
- Maintain the phone at or near room temperature when charging.
- Do not expose phones to temperatures below -10°C (14°F) or above 45°C (113°F). Always take your phone with you when you leave your vehicle.

Turning Your Phone On

To Turn Your Phone On

1 Press and hold (the End/Power key)



2 If necessary, enter your SIM card PIN code and press **OK** ( ) to unlock your SIM card

Note: If you enter an incorrect PIN code three times in a row, your SIM card is disabled and your phone displays the message **SIM Blocked**. (For more information, see "Locking the SIM Card" on page 74.)

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To Turn Your Phone On

3 If necessary, enter your four-digit unlock code and press **OK** (⊡) to unlock your phone

Note: The unlock code is originally set to 1234. (For more information, see page 36.)

Adjusting the Volume

You can adjust your phone's earpiece and ring tone volume by pressing right and left on the ⊕:

When	You Can Adjust
you are in a call	earpiece speaker volume
the display is idle	ring tone volume

Tip: At the lowest ring tone volume setting, press ⊕ left once to switch to vibrate alert. Press it again to switch to silent alert. Press ⊕ right to cycle back to vibrate alert, then ring alert.

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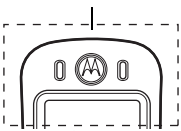
Making a Call

There is a built-in antenna in the top of your phone. Do not block the antenna while you are on a call.



Press		To
1	keypad keys	dial the phone number **Tip:** If you make a mistake, press **DELETE** (⊡) to delete the last digit, or press and hold **DELETE** (⊡) to clear all digits.
2	✆	make the call
3	☎	end the call and "hang up" the phone when you are finished

Answering a Call

When you receive a call, your phone rings and/or vibrates and displays an incoming call message.

To Answer a Call	
1	Press ✆ or **ANSWER** (⊡)
2	Press ☎ (end key) when the call is done.

Note: If the phone is locked, you must unlock it to answer the call.

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Viewing Your Phone Number

To view your phone number from the idle display, press ⓜ #.

While you are on a call, press ⓜ > **My Tel. Numbers**.

Your phone number must be stored on your SIM card to use this feature. To store your phone number on the SIM card, see page 40. If you do not know your phone number, contact your service provider.

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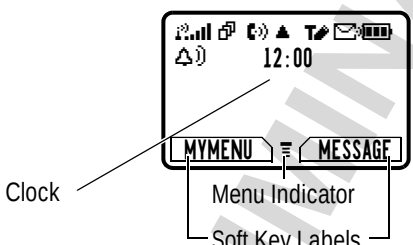
Learning to Use Your Phone

See page 1 for a basic phone diagram.

Using the Display

The *idle display* (shown below) is the standard display when you are not on a call or using the menu.



The ≡ (menu) indicator at the bottom center of the display indicates you can press the menu key (≡) to go to the main menu to see more features.

Labels at the bottom corners of the display show the current soft key functions. Press the left soft key (⊡) or right soft key (⊡) to perform the function indicated by the left or right soft key label.

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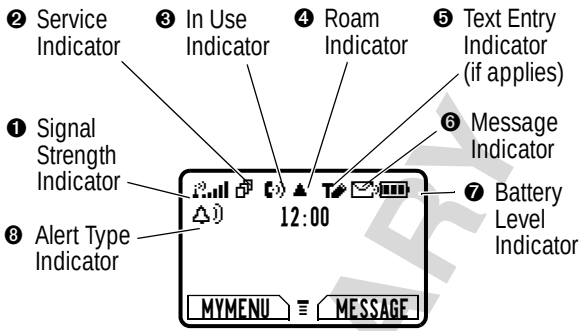
At the top of the display are a number of status indicators:



❶ Signal Strength Indicator Shows the strength of your phone's connection with the network.

Strong							No signal

You cannot make or answer calls when the "no signal" indicator is displayed.

Network / Subscription Dependent Feature

❷ Service Indicator Indicates if you have a GPRS connection (). GPRS allows faster data transfer speeds, and your service provider may indicate when a GPRS packet data connection is active. The indicator does not mean that you are in a call; only that you are registered on the network via a GPRS connection.

❸ In Use Indicator Indicates when a call is in progress, and when you have a secure () or insecure () connection.

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❹ **Roam Indicator** Appears when your phone uses another network system outside your home network. When you leave your home network area, your phone *roams* or seeks another network. Icons here can also indicate your text entry mode (alpha, numeric, symbol, etc.)

❺ **Text Entry Indicator** Indicates your Text Entry Method whenever you are in a text editor (Tap, iTap, etc.). See "Entering Text" on page 28.

❻ **Message Indicator** Indicates when you have an active Chat session, or when you have a new voice or text message waiting.

❼ **Battery Level Indicator** Shows the amount of charge left in your battery. The more bars visible, the greater the charge.

High Low

Recharge your battery as soon as possible when you see the **Low Battery** warning message and hear the low battery alert.

Note: When you charge the phone, the battery level indicator instead shows how much of the charging process is complete. See "Charging the Phone" on page 18.

❽ **Alert Type Indicator** Shows the current selected alert profile. The default alert setting is loud ring.

= loud ring = soft ring

= vibrate = vibrate and ring

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= silent

Using the 4-Way Navigation Key

Use the 4-way navigation key like a joystick to navigate the menu system, change feature settings, and play games.

Tip: Down and up are the primary movements within menus. Move left and right to change feature settings, navigate the datebook, and edit text.

Using Menus

From the idle display, press ⓜ to display the main menu.

Selecting a Menu Feature

From the idle display, select a menu feature as follows:

Find the Feature ⓜ > **Recent Calls** > **Dialed Calls**

This example shows that from the idle display, you must press ⓜ, scroll to and select **Recent Calls**, then scroll to and select **Dialed Calls** to see the dialed calls list. Use ⊕ to scroll, and the left/right soft keys to select the functions listed in the bottom left and right corners of the display.

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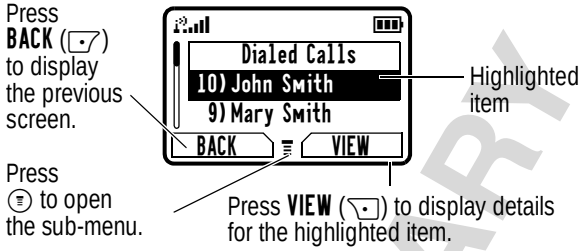
Selecting a Feature Option

Some features require you to select an item from a list:



- Press ⊕ to scroll up or down to highlight an item.
- In a numbered list, press a number key to highlight the item.
- In an alphabetized list, press a key repeatedly to cycle through the letters on the key and highlight the closest matching list item.
- When an item has a list of possible values, press ⊕ to the left or right to scroll and select a value.
- When an item has a list of possible numeric values, press a number key to set the value.

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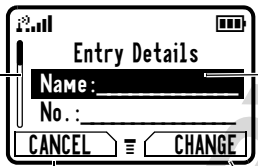
Entering Text

Some features require you to enter information:



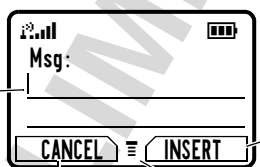
Press ⊕ to scroll down to additional items.

Highlighted item

Press **CANCEL** (⊡) to exit without making changes. **DONE** (⊡) displays when you enter or edit information.

Press **CHANGE** (⊡) to edit the information.

The message center lets you compose and send text messages. A *flashing cursor* shows where text will appear:



Flashing cursor indicates insertion point.

Press **INSERT** (⊡) to view and insert stored text or objects.

Press **CANCEL** (⊡) to exit without making changes.

Press ⊡ to open the sub-menu.

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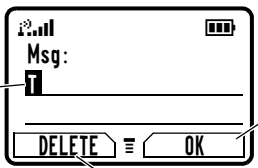
When you enter text using the standard tap method (see page 30), the flashing cursor changes to a *block cursor*, and the soft key functions change:



Block cursor indicates current highlighted character.

Press **OK** (⊙) to accept and store the text.

After 2 seconds, the block cursor reverts to a flashing cursor and moves to the next position.

Press **DELETE** (⊙) to delete the character to the left of the insertion point.

Choosing a Text Mode

Multiple text entry modes make it easy for you to enter names, numbers, and messages.

Press ⊙ > **Entry Method** from any text entry screen to select a text mode:

iTAP	Let the phone predict each word as you enter it, then choose the word from a list (see "Using iTAP™ Software Text Entry Method" on page 31).
Tap Method	Enter characters one at a time by pressing the key for the letter, number, or symbol (see "Using the Tap Method" on page 30). This is the standard mode for entering text on your phone.
Numeric	Enter numbers only.

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Symbol	Enter symbols only (see "Using Symbol Mode" on page 35).

Note: The text mode you select remains active until you change it by selecting another mode.

Using the Tap Method

This is the standard mode for entering text on your phone.

Press ⓜ > **Entry Method** from a text entry screen and select **Tap Method**.

Press		To
1	A number key one or more times	select a letter, number, or symbol shown in the chart on page 31.
2	Number keys	enter the remaining characters
3	**OK** (⌐·)	store the text

Tap Method Text Entry Rules

- Press a number key repeatedly to cycle through its characters. See the chart on page 31.
- If you do not press a key for two seconds, the character in the block cursor is accepted, and the cursor moves to the next position.
- Press ⊕ left or right to move the flashing cursor to the left or right in a text message.
- The first character of every sentence is capitalized. Press ⊕ down to force the character to lowercase while it is highlighted by the block cursor.

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- Your phone may support multiple languages. The current language setting determines whether a new message begins on the left or right side of the display.
- If you enter or edit information and do not want to save your changes, press ⌫ to exit without saving.

Character Chart

Use this chart as a guide for entering characters with the tap method.

1 .@	*space* . 1 ? ! , @ _ & ~ : ; " - ( ) ' ¿ ¡ % £ $ ¥ ¤ €
2 ABC	a b c 2 ä å á à â ã α β ç
3 DEF	d e f 3 δ ë é è ê ϕ
4 GHI	g h i 4 ï í î γ
5 JKL	j k l 5 λ
6 MNO	m n o 6 ñ ö ø ó ò ô õ ω
7 PQRS	p q r s 7 π ß σ
8 TUV	t u v 8 θ ü ú ù û
9 WXYZ	w x y z 9 ξ ψ
0+	+ - 0 x * / \ [ ] = > < # §

Note: This chart may not reflect the exact character set available on your phone.

Using iTAP™ Software Text Entry Method

iTAP™ software provides a predictive text entry method that lets you enter a word using one keypress per letter.

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Press ⓜ > **Entry Method** from a text entry screen and select **iTAP**.

Entering Words

Press	To
1 A number key one time	enter the first letter of the word The letters associated with the key are shown at the bottom of the display.
2 Number keys (one per letter)	enter the rest of the word Alternative words and letter combinations are shown at the bottom of the display. The word choices are updated with each keypress.
3 ⊕ right or left	highlight the word you want
4 **SELECT** (⊡)	enter the word at the flashing cursor A space is automatically inserted after the word.

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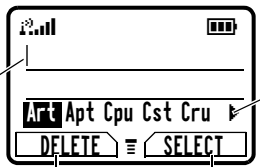
For example, to spell “art,” press 2 ABC 7 PQRS 8 TUV. The display shows:



Flashing cursor indicates insertion point.

Press ⊙ to scroll and see additional word choices.

Press **DELETE** (⊡) to clear the last letter entered.

Press **SELECT** (⊡) to insert the highlighted word.

Entering Novel Words

If the word you want is not displayed in the iTAP software:

Press		To
1	**DELETE** (⊡) one or more times	delete letters until you see a letter combination that matches the start of the word
2	⊙ left or right	highlight the letter or letter combination
3	**SELECT** (⊡), then press ⊙ to the left	shift the text entry cursor to the left and “lock” the selected word portion
4	Number keys and ⊙	enter letters and highlight letter combinations to spell the word

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Your phone stores the unrecognized word, and includes it in the list of alternative word choices the next time you enter it. When memory space for storing unrecognized words is filled, your phone deletes the oldest words as new words are added.

Entering Punctuation

Press	To
0 or 1	enter punctuation or other characters (see the chart on page 31).

Using Capitalization

The first word of a sentence is automatically capitalized, with the words that follow in lowercase.

Press	To
up or down	change the words to initial character capitalized, all uppercase characters, or all lowercase characters

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Entering Numbers

Do This		To
1	Enter the first digit and then highlight it	put the iTAP software in number entry mode
2	Press number keys	add digits to the number
3	Press **SELECT** (⊡)	enter the number

Deleting Letters and Words

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

Do This	To
Press **DELETE** (⊡)	delete one letter at a time
Hold **DELETE** (⊡)	delete the entire message

Using Symbol Mode

To enter symbol characters in a message, press ⊜ > **Entry Method** from any text entry screen and select **Symbol**.

Press		To
1	A number key one time	display its symbol options at the bottom of the display. See the chart on page 36.

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Press		To
2	⊙ left or right	highlight the symbol you want
	or	
	the number key repeatedly	
3	SELECT (⌐·¬)	enter the symbol

Symbol Chart

Use this chart as a guide for entering symbols in symbol mode.

1 .@	*space* . ? ! , @ _ & ~ : ; " - ( ) ' ¿ ¡ % £ $ ¥ ¤ €
2 ABC	@ _ \
3 DEF	/ : ;
4 GHI	" & '
5 JKL	( ) [ ] { }
6 MNO	¿ ¡ ~
7 PQRS	< > =
8 TUV	$ £ ¥ ¤ €
9 WXYZ	# % *
0 +	+ - x * / = > < # §

Locking and Unlocking Your Phone

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

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A locked phone still rings or vibrates for incoming calls or messages, *but you must unlock it to answer.* To use a locked phone, enter the unlock code.

You can make emergency calls on your phone even when it is locked. See page 47.

Locking Your Phone Manually

Find the Feature Ⓜ > Settings > Security > Phone Lock > Lock Now

Press		To
1	keypad keys	enter your four-digit unlock code
2	OK (⊡)	lock the phone

Unlocking Your Phone

At the Enter Unlock Code prompt:

Press		To
1	keypad keys	enter your four-digit unlock code The unlock code is originally set to 1234. If necessary, see "If You Forget a Code or Password" on page 39.
2	OK (⊡)	unlock your phone

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Setting Your Phone to Lock Automatically

You can set your phone to lock every time you turn it off:

Find the Feature MENU > Settings > Security > Phone Lock > Automatic Lock > On

Press	To
1 keypad keys	enter your four-digit unlock code
2 OK (⊡)	set the phone to lock automatically

Changing a Code or Password

Your phone's four-digit unlock code is originally set to 1234, and the six-digit security code is originally set to 000000. Your service provider may reset these numbers before you receive your phone.

If your service provider has *not* reset these numbers, we recommend that you change them to prevent other users from accessing your personal information or modifying your phone settings. The unlock code must contain four digits, and the security code must contain six digits.

To change a code or password:

Find the Feature MENU > Settings > Security > New Passwords

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If You Forget a Code or Password

If you forget your security code (originally set to 000000), SIM PIN, SIM PIN2, or call barring password, contact your service provider.

If you forget your unlock code, try entering 1234 or the last four digits of your phone number. If that does not work, do the following when you see the **Enter Unlock Code** message:

Press		To
1	(≡)	go to the unlock code bypass screen
2	keypad keys	enter your security code
3	**OK** (⌐•)	submit your security code

Locking and Unlocking the Keypad

You can lock the keypad to prevent accidental keypresses (for example, when carrying your phone in a purse or pocket).

Press	To
(≡) (*)	lock or unlock your keypad

Note: Incoming calls and messages unlock the keypad.

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Setting Up Your Phone

Storing Your Name and Phone Number

To store or edit user name and phone number information on your SIM card:

Find the Feature Ⓜ > Settings > Phone Status > My Tel. Numbers

If you do not know your phone number, contact your service provider. To view your phone number from the idle display or during a call, see page 22.

Setting the Time and Date

To use the datebook, you must set the time and date:

Find the Feature Ⓜ > Settings > Other Settings > Initial Setup > Time and Date

Setting a Ring Style

Your phone rings or vibrates to notify you of an incoming call, message, or other event. This ring or vibration is called an *alert*.

You can select one of five different alert profiles:

Loud ring Soft ring

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Vibrate

Vibrate and ring

Silent

The alert indicator in your display shows the current alert type (see the indicators on page 24).

To set an alert:

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

Press	To
1 NAVIGATION KEY	scroll to the alert profile
2 **SELECT** (OK)	select the alert profile

Each alert profile contains settings for specific event alerts and ringer and keypad volume. To change these settings:

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

Setting Answer Options

You can use different methods to answer an incoming call.

Find the Feature MENU > **Settings** > **In-Call Setup** > **Answer Options**

The **Answer Options** menu includes:

Multi-Key answer by pressing any key

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Setting a Wallpaper Image

You can set a picture or an animation as a wallpaper (background) image in your phone's idle display.

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

Find the Feature Ⓜ > Settings > Other Settings > Personalize > Wallpaper

Setting	Description
Picture	select the picture or animation for the background image in your idle display
Layout	select Center or Tile

Selecting a Screen Saver

You can set a picture or an animation as a screen saver image. The image displays when the phone detects no activity for a specified time.

The screen saver image is shrunk to fill the display, if necessary. An animation repeats for one minute, then the first frame of the animation displays.

Find the Feature Ⓜ > Settings > Other Settings > Personalize > Screen Saver

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Setting	Description
Picture	select the picture that appears when your phone is idle
Delay	select how long your phone must be idle before the screen saver picture appears

Zooming In and Out

Press and release ⓜ, then press and hold ⓜ to zoom in and out on the display. Zoom in to increase text size, zoom out to display more information.

You can also zoom in and out from the menu:

Find the Feature ⓜ > Settings > Other Settings > Initial Setup > Zoom

Setting Display Contrast

Find the Feature ⓜ > Settings > Other Settings > Initial Setup > Contrast

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Adjusting the Backlight

You can set the amount of time that the display backlight remains on, or turn off the backlight to conserve battery power:

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

Conserving Battery Power

Some networks and phones include a battery save setting to conserve battery power.

Find the Feature Ⓜ > Settings > Other Settings > Initial Setup > Battery Save

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Calling Features

For basic instructions on how to make and answer calls, see page 21.

Changing the Active Line

Network / Subscription Dependent Feature

Change the active phone line to make and receive calls from your other phone number.

Find the Feature > Settings
> Phone Status
> Active Line

The active line indicator in the display shows the current active phone line (see page 24).

Redialing a Number

From the idle display:

Press	To
1	view the dialed calls list
2	scroll to the entry you want
3	redial the number

Using Automatic Redial

If you receive a busy signal, your phone displays Call Failed.

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With automatic redial, your phone automatically redials the number. When the call goes through, your phone rings or vibrates one time, displays **Redial Successful**, and then connects the call.

You must turn on automatic redial to use the feature. To turn automatic redial on or off:

Find the Feature Ⓜ > **Settings** > **Other Settings** > **Initial Setup** > **Auto Redial**

When automatic redial is turned off, you can manually activate the feature to redial a phone number. When you hear a busy signal and see **Call Failed**:

Press	To
✆ or **RETRY** (⊡)	activate automatic redial

Using Caller ID

Calling line identification (caller ID) displays the phone number for incoming calls.

For **Incoming Calls:** The phone displays the caller's name when the name is stored in your phonebook, or **Incoming Call** when caller ID information is not available.

For **Outgoing Calls:** Other phones can display your phone number when you call them or send a message. To hide your number for the next call or message, press Ⓜ > **Settings** > **In-Call Setup** > **My Caller ID** > **Next Call Only**.

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Canceling an Incoming Call

While the phone is ringing or vibrating:

Press	To
IGNORE (⊡)	cancel the incoming call

Depending on your phone settings and the type of subscription you have, the call may be forwarded to another number, or the caller may hear a busy signal.

Turning Off a Call Alert

You can turn off your phone's incoming call alert before answering the call:

Press	To
⊙ up or down	turn off the alert

Calling an Emergency Number

Your service provider programs one or more emergency phone numbers (such as 112 or 911) that you can call under any circumstances, even when your phone is locked.

Note: Emergency numbers vary by country. Your phone's emergency number(s) may not work in all locations, and

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sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

Press	To
1 keypad keys	dial the emergency number
2	call the emergency number

Dialing International Numbers

To dial the local international access code:

Do This	To
Press 0+ for two seconds	insert the international access code (+) for the country from which you are dialing

Viewing the Received Calls or Dialed Calls List

Your phone keeps lists of the calls you recently received and dialed, even if the calls did not connect. The lists are sorted from newest to oldest, and contain up to 10 entries. The oldest entries are deleted as new ones are added.

Shortcut: From the idle display, press to go directly to the dialed calls list.

Find the Feature > Recent Calls

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Press		To
1		scroll to **Received Calls** or **Dialed Calls**
2	**SELECT** ()	select the list
3		scroll to an entry **Note:** ✓ means the call connected.
4		call the entry's number **Note:** Press and hold for two seconds to send the number as DTMF tones during a call.
	or	
		if **View** appears above the key—view the entry's details if **Store** appears above the key—store the entry's details in the phonebook
	or	
		open the **Last Calls Menu** to perform other procedures as described in the following list

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The **Last Calls Menu** can include the following options:

Option	Description
Store	Create a phonebook entry with the selected number in the **No.** field. (This option does not appear if **STORE** appears above the ⊡ key, or if the number is already stored as a phonebook entry.)
Delete	Delete the entry. (This option does not appear if **DELETE** appears above the ⊡ key.)
Delete All	Delete all entries in the current list.
Hide ID/Show ID	Hide (or show) your caller ID for the next call.
Send Message	Create a new text message, with the selected number in the **Tel No.** field. See page 9.
Add Digits	Add digits to the end of the selected number.
Attach Number	Attach another number from the phonebook or recent calls list to the end of the selected number.

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Option	Description
Send Tones	Send the selected number to the network as DTMF tones, for credit card calling or password entry. (This option is available only during an active call.) To activate DTMF tones, see "Using DTMF Tones" on page 51.

Returning an Unanswered Call

Your phone keeps a record of your unanswered calls and displays:

- the (missed call) indicator
- *X* Missed Calls, where *X* is the total number of missed calls

Press		To
1	VIEW (⌐·¬)	see the received calls list, beginning with the most recent call
2	⊕	scroll through the list and select a call that you want to return
3	✆	make the call

Using the Notepad

Your phone stores the most recent string of digits entered on the keypad in a temporary memory location called the

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notepad. This can be a phone number that you called, or a number that you entered but did not call. To retrieve the number stored in the notepad:

Find the Feature ⓜ > **Recent Calls** > **Notepad**

Press	To
📞	call the number
or	
ⓜ	open the **Dialing Menu** to attach a number or insert a special character .
or	
STORE (▭)	create a new phonebook entry, with the notepad number copied into the **No.** field. See "Creating a Phonebook Entry" on page 24.

Attaching a Number

While dialing (with digits visible in the display):

Do This	To
Press ⓜ > **Attach Number**	attach a number from the phonebook or recent calls list to the end of the digits you entered

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Calling With Speed Dial

Each entry in your phonebook is assigned a unique *speed dial* number that identifies the location where the entry is stored in phone memory or on the SIM card. to speed dial a phonebook entry, in the idle display:

Press		To
1	keypad keys	enter the speed dial number for the entry you want to dial
2	(#)	submit the number
3	(S)	call the entry

Calling With 1-Touch Dial

To call phonebook entries 1 through 9, just press and hold the one-digit speed dial number for one second.

Tip: You must specify which phone number list you want to use with this feature: phone memory phonebook, or SIM card phonebook. See your Reference Guide.

Using Voicemail

You can listen to your voicemail messages by calling your network voicemail phone number. Voicemail messages are stored on the network—not on your phone.

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Storing Your Voicemail Number

Store your voicemail number in your phone makes it easy for you to listen to new voicemail messages. Your voicemail number is provided by your service provider.

Find the Feature Ⓜ > **Messages**
Ⓜ > **VoiceMail Setup**

Press	To
1 keypad keys	enter the phone number for your voicemail
2 **OK** (⊡)	store the number

Receiving a New Voicemail Message

When you receive a voicemail message, your phone displays ✉ (voice message waiting) and **New VoiceMail**. Some networks only indicate when you have messages, whether they are new or not.

Press	To
CALL (⊡)	call the voicemail phone number you stored and listen to the message

Listening to a Voicemail Message

Once you store your voicemail number, you can listen to your voicemail messages at any time:

Find the Feature Ⓜ > **Messages** > **VoiceMail**

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Your phone calls your voicemail number. If no voicemail number is stored, the phone prompts you to store one.

Using Call Waiting

When you are on a call, an alert tone sounds to indicate that you have received a second call.

Press	To
1	answer the new call
2 SWITCH ( )	switch back to the first call
or	**Note:** You can press SWITCH ( ) at any time to switch between calls.
LINK ( )	connect the two calls

You must turn on call waiting to use this feature. To turn call waiting on or off:

Find the Feature > Settings
> In-Call Setup
> Call Waiting

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Putting a Call on Hold

Press	To
HOLD (⊡) (if available) **or** Ⓜ > Hold	put a call on hold Your phone displays a 📟 (flashing phone) indicator to indicate that the call is on hold.

Transferring a Call

While you are on a call, you can transfer the call to another phone by first talking to the person who answers the other phone, or by directly transferring the call.

Announcing the Call Transfer

Find the Feature Ⓜ > Hold

Press	To
1 keypad keys	enter the phone number where you are transferring the call
2 🗣	dial the phone number Speak to the person who answers the target phone.
3 Ⓜ	open the menu
4 ◎	scroll to Transfer
5 SELECT (⊡)	select Transfer

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Press	To
6 OK (⊡)	confirm the transfer Your phone displays the message Transfer: Complete when the call is transferred. You can hang up the phone when you see this message.

Not Announcing the Call Transfer

Find the Feature Ⓜ > Transfer

Press	To
1 keypad keys	enter the phone number where you are transferring the call
2 ⓥ	dial the phone number Your phone displays the message Transfer: Complete when the call is transferred. You can hang up the phone when you see this message.

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Phone Features

Main Menu

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

- **Voice Dial**
- **Recent Calls**
- **Chat ***
- **Media Center**
  - My Tones
  - MotoMixer
  - Picture Viewer
  - Themes
- **Ring Styles**
- **Games and Apps**
- **Browser ***
- **??Office Tools**
  - Datebook
  - Calculator
- **Settings**
  - (see next page)

More

- **Phonebook**
- **??Web Sessions ***
- **Messages ***
- **MyMenu**
- **SIM Applications ***
- **Fixed Dial**
- **Quick Dial**
- **Service Dial ***

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

Shortcuts
Open **Phonebook**: **Press** ▲ or ▼ in idle
Set ring volume: **Press** ◀ or ▶ in idle
Display my number: Press (#) in idle
View dialed calls list: Press in idle
Change display zoom: Press, then hold
Lock keypad: Press (*)
Exit menu system: Press in a menu

See page 42 for MyMenu Shortcuts

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Settings Menu

- **Call Forward** *
  - Voice Calls
  - Data Calls
  - Fax Calls
  - Cancel All
  - Forward Status
- **Phone Status**
  - My Tel. Numbers *
  - Credit Info/Available *
  - Active Line
  - Battery Meter
  - Other Information
- **In-Call Setup**
  - In-Call Timer
  - Call Cost Setup *
  - My Caller ID
  - Talk and Fax *
  - Answer Options
  - Call Waiting *
- **Security**
  - Phone Lock
  - Lock Keypad
  - Lock Application
  - Fixed Dial
  - Call Barring *
  - SIM PIN
  - New Passwords
- **Other Settings**
  - Personalize
  - Main Menu
  - Keys
  - Greeting *
  - Wallpaper
  - Screen Saver
  - Quick Dial *
- Initial Setup
  - Time and Date
  - 1-Touch Dial
  - Backlight
  - TTY Setup
  - Zoom
  - Scroll
  - Animation
  - Language
  - Battery Save
  - Contrast
  - DTMF
  - Master Reset
  - Master Clear
- Network
- Car Settings
- Headset

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

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Feature Quick Reference

You can do more with your phone than make and receive phone calls! For example, you can:

- store frequently called numbers in the phonebook for easy dialing
- organize your meetings and other events in the datebook
- browse the Web
- download applications
- send messages, and more.

This section provides information to help you use features on your phone that are not described in this user guide. For more detailed information, see the reference guide.

Calling Features

Feature	Description
Conference Call	During a call: > **Hold**, dial next number, press , press **LINK** ( )
Call Forwarding	Set up or cancel call forwarding: > **Settings** > **Call Forward**
Call Barring	Restrict outgoing or incoming calls: > **Settings** > **Security** > **Call Barring**

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Feature	Description
TTY Calls	Set up your phone for use with an optional TTY device: Ⓜ > **Settings** > **Other Settings** > **Initial Setup** > **TTY Setup**

Message Features

Feature	Description
Send Message	Send a text message: Ⓜ > **Messages** > **Create Message**
Receive Message	Read a new text message that you have received: Press **READ** (⌜·⌝)

Chat Features

Feature	Description
Start Chat	Start a new chat session: Ⓜ > **Chat** Ⓜ > **New Chat**
Receive Chat Request	When you receive a chat request: Press **ACCEPT** (⌜·⌝) or **IGNORE** (⌜·⌟)
End Chat	During a chat session: Ⓜ > **End Chat**

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Email Features

Feature	Description
Send Email Message	Send an email message: Ⓜ > **Messages** > **Email Messages** Ⓜ > **Create Email**
Receive Email Message	Read a new email message that you have received: Press **READ** (⌐·¬)

Phonebook Features

Feature	Description
Create Entry	Create a new phonebook entry: Ⓜ > **Phonebook** Ⓜ > **New** > **Phone Number** or **Email Address**
Dial Number	Call a number in the phonebook: Ⓜ > **Phonebook** > *entry to call*
Voice Dial Number	Voice dial a number in the phonebook: Press and release the voice key, and say the entry's name (in 2 seconds)
1-Touch Dial	Set 1-touch dial to call entries stored in your phone memory phonebook or the SIM card phonebook: Ⓜ > **Settings** > **Other Settings** > **Initial Setup** > **1-Touch Dial**

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Feature	Description
Event Alert	Change an event alert: Ⓜ > **Settings** > **Ring Styles** > *Style* **Detail** > *event name*
Ring Volume	Adjust ringer volume: Ⓜ > **Settings** > **Ring Styles** > *Style* **Detail** > **Ring Volume**
Keypad Volume	Adjust keypad keypress volume: Ⓜ > **Settings** > **Ring Styles** > *Style* **Detail** > **Key Volume**
My Tones	Compose your own ring tones, manage ring tones that you have composed or downloaded: Ⓜ > **Settings** > **Ring Styles** > **My Tones**
Themes	Apply the wallpaper, screen saver, ring style, and other settings in a theme Ⓜ > **Media Center** > **Themes**
Soft Keys	Change soft key labels in the idle display: Ⓜ > **Settings** > **Other Settings** > **Personalize** > **Keys**
Shortcuts	Create a shortcut to a menu item: Highlight the menu item, then press and hold Ⓜ Select a shortcut: Ⓜ > **Shortcuts** > *shortcut name*

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Menu Features

Feature	Description
Language	Set menu language: Ⓜ > Settings > Other Settings > Initial Setup > Language
Master Reset	Reset all options *except* unlock code, security code, lifetime timer: Ⓜ > Settings > Other Settings > Initial Setup > Master Reset
Master Clear	Reset all options *except* unlock code, security code, lifetime timer, clear all user settings and entries: Ⓜ > Settings > Other Settings > Initial Setup > Master Clear

Dialing Features

Feature	Description
Fixed Dial	Turn fixed dialing on or off: Ⓜ > Settings > Security > Fixed Dial Use the fixed dial list: Ⓜ > Fixed Dial
Service Dial	Dial service phone numbers: Ⓜ > Service Dial
Quick Dial	Dial pre-programmed phone numbers: Ⓜ > Quick Dial

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Feature	Description
DTMF Tones	Activate DTMF tones: Ⓜ > **Settings** > **Other Settings** > **Initial Setup** > **DTMF** Send DTMF tones during a call: Press number keys Send stored numbers as DTMF tones during a call: Highlight a number in the phonebook or recent call lists, then press Ⓜ > **Send Tones**

Call Monitoring Features

Feature	Description
Call Times	View call timers: Ⓜ > **Recent Calls** > **Call Times**
In-Call Timer	Display time or cost information during a call: Ⓜ > **Settings** > **In-Call Setup** > **In-Call Timer**
Call Cost	View call cost trackers: Ⓜ > **Recent Calls** > **Call Cost**

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Hands-Free Features

Feature	Description
Speaker-phone	Activate a connected external speakerphone during a call: Press **SPEAKER** (⊡) (if available) or Ⓜ > **Spkrphone On**
Auto Answer (car kit or headset)	Automatically answer calls when connected to a car kit or headset: Ⓜ > **Settings** > **Other Settings** > **Car Settings** or **Headset** > **Auto Answer**
Auto Hands-Free (car kit)	Automatically route calls to a car kit when connected: Ⓜ > **Settings** > **Other Settings** > **Car Settings** > **Auto Handsfree**
Power-Off Delay (car kit)	Set the phone to stay on for a period of time after the ignition is switched off: Ⓜ > **Settings** > **Other Settings** > **Car Settings** > **Power-Off Delay**
Charger Time (car kit)	Charge the phone for a period of time after the ignition is switched off: Ⓜ > **Settings** > **Other Settings** > **Car Settings** > **Charger Time**

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Data and Fax Call Features

Feature	Description
IrDA Link	Set up an infrared connection with an external device: ⓜ > **Settings** > **Connection** > **IrDA Link**
Send Data or Fax	Connect your phone to the device, then place the call through the device application
Receive Data or Fax	Connect your phone to the device, then: ⓜ > **Settings** > **Connection** > **Incoming Call** > **Next Call** > **Data In Only** or **Fax In Only** Reset normal voice operation: ⓜ > **Settings** > **Connection** > **Incoming Call** > **Next Call** > **Normal**
Talk Then Fax	Connect your phone to the device, enter the number, press ⓜ > **Dialing Menu** > **Talk Then Fax**, then press ⌐ to make the call

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Network Features

Feature	Description
Network Settings	View network information and adjust network settings: ⓜ > **Settings** > **Other Settings** > **Network**

Personal Organizer Features

Feature	Description
Add Datebook Event	Add an event to the datebook: ⓜ > **Datebook** > *day* ⓜ > **New**
View Datebook Event	View or edit event details: ⓜ > **Datebook** > *day* > *event name*
Event Reminder	View event reminder: **VIEW** (⊡) Dismiss event reminder: **EXIT** (⊡)
Set Alarm	ⓜ > **Alarm Clock** > **[New Alarm]**
Turn Off Alarm	Turn off alarm: Press **DISABLE** (⊡) or ☎ Set 8-minute delay: Press **SNOOZE** (⊡)
Calculator	Calculate numbers: ⓜ > **Calculator**

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Feature	Description
Currency Converter	Convert currency: Ⓜ > Calculator Ⓜ > Exchange Rate Enter exchange rate, press OK (⊡), enter amount, select $ function

Security Features

Feature	Description
SIM PIN	Lock or unlock the SIM card: Ⓜ > Settings > Security > SIM PIN **Caution:** If you enter an incorrect PIN code three times in a row, your SIM card is disabled and your phone displays SIM Blocked.
Lock Application	Lock phone applications: Ⓜ > Settings > Security > Lock Application

News and Entertainment Features

Feature	Description
Launch Micro-Browser	Start a micro-browser session: Ⓜ > Browser
Web Sessions	Select or create a Web session: Ⓜ > Web Sessions

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Feature	Description
Launch Game or Application	Launch a game or application: Ⓜ > **Games and Apps**, highlight the application, press **SELECT** (⊡)
Download Game or Application	Download a game or application: Ⓜ > **Browser**, find the application, press **SELECT** (⊡), press **DWNLOAD** (⊡)
Radio	Use the optional Motorola Original™ FM Stereo Radio Headset accessory: Ⓜ > **Radio** **Note:** This feature is available only when the optional FM Stereo Radio Headset accessory is plugged into your phone (see phone illustration, page 1).

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Specific Absorption Rate Data

The Motorola C350 Series 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 Health Canada for Canada. 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 Health Canada 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

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Industry Canada. The highest SAR value for this model phone when tested for use at the ear is 0.93 W/kg, and when worn on the body, as described in this user guide, is 0.39 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements).[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.

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

`http://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.

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The U.S. Food and Drug Administration's Center for Devices and Radiological Health Consumer Update on Mobile Phones

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FDA has been receiving inquiries about the safety of mobile phones, including cellular phones and PCS phones. The following summarizes what is known—and what remains unknown—about whether these products can pose a hazard to health, and what can be done to minimize any potential risk. This information may be used to respond to questions.

Why the concern?

Mobile phones emit low levels of radio frequency energy (i.e., radio frequency radiation) in the microwave range while being used. They also emit very low levels of radio frequency energy (RF), considered non-significant, when in the stand-by mode. It is well known that high levels of RF can produce biological damage through heating effects (this is how your microwave oven is able to cook food). However, it is not known whether, to what extent, or through what mechanism, lower levels of RF might cause adverse health effects as well. Although some research has been done to address these questions, no clear picture of the biological effects of this type of radiation has emerged to date. Thus, the available science does not allow us to conclude that mobile phones are absolutely safe, or that they are unsafe. However, the available scientific evidence does not demonstrate any adverse health effects associated with the use of mobile phones.

What kinds of phones are in question?

Questions have been raised about hand-held mobile phones, the kind that have a built-in antenna that is positioned close to the user's head during normal telephone conversation. These types of mobile phones are of

concern because of the short distance between the phone's antenna—the primary source of the RF—and the person's head. The exposure to RF from mobile phones in which the antenna is located at greater distances from the user (on the outside of a car, for example) is drastically lower than that from hand-held phones, because a person's RF exposure decreases rapidly with distance from the source. The safety of so-called "cordless phones," which have a base unit connected to the telephone wiring in a house and which operate at far lower power levels and frequencies, has not been questioned.

How much evidence is there that hand-held mobile phones might be harmful?

Briefly, there is not enough evidence to know for sure, either way; however, research efforts are on-going. The existing scientific evidence is conflicting and many of the studies that have been done to date have suffered from flaws in their research methods. Animal experiments investigating the effects of RF exposures characteristic of mobile phones have yielded conflicting results. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. In one study, mice genetically altered to be predisposed to developing one type of cancer developed more than twice as many such cancers when they were exposed to RF energy compared to controls. There is much uncertainty among scientists about whether results obtained from animal studies apply to the use of mobile phones. First, it is uncertain how to apply the results obtained in rats and mice to humans. Second, many of the studies that showed increased tumor development used animals that had already been treated with cancer-causing chemicals, and other studies exposed the animals to the RF virtually continuously—up to 22 hours per day.

For the past five years in the United States, the mobile phone industry has supported research into the safety of mobile phones. This research has resulted in two findings in particular that merit additional study:

1 In a hospital-based, case-control study, researchers looked for an association between mobile phone use and either glioma (a type of

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brain cancer) or acoustic neuroma (a benign tumor of the nerve sheath). No statistically significant association was found between mobile phone use and acoustic neuroma. There was also no association between mobile phone use and gliomas when all types of types of gliomas were considered together. It should be noted that the average length of mobile phone exposure in this study was less than three years.

When 20 types of glioma were considered separately, however, an association was found between mobile phone use and one rare type of glioma, neuroepithelliomatous tumors. It is possible with multiple comparisons of the same sample that this association occurred by chance. Moreover, the risk did not increase with how often the mobile phone was used, or the length of the calls. In fact, the risk actually decreased with cumulative hours of mobile phone use. Most cancer causing agents increase risk with increased exposure. An ongoing study of brain cancers by the National Cancer Institute is expected to bear on the accuracy and repeatability of these results.[1]

2 Researchers conducted a large battery of laboratory tests to assess the effects of exposure to mobile phone RF on genetic material. These included tests for several kinds of abnormalities, including mutations, chromosomal aberrations, DNA strand breaks, and structural changes in the genetic material of blood cells called lymphocytes. None of the tests showed any effect of the RF except for the micronucleus assay, which detects structural effects on the genetic material. The cells in this assay showed changes after exposure to simulated cell phone radiation, but only after 24 hours of exposure. It is possible that exposing the test cells to radiation for this long resulted in heating. Since this assay is known to be sensitive to heating, heat alone could have caused the abnormalities to occur. The data already in the literature on the response of the micronucleus assay to RF are conflicting. Thus, follow-up research is necessary.[2]

FDA is currently working with government, industry, and academic groups to ensure the proper follow-up to these industry-funded research findings. Collaboration with the Cellular Telecommunications Industry Association

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(CTIA) in particular is expected to lead to FDA providing research recommendations and scientific oversight of new CTIA-funded research based on such recommendations.

Two other studies of interest have been reported recently in the literature:

1 Two groups of 18 people were exposed to simulated mobile phone signals under laboratory conditions while they performed cognitive function tests. There were no changes in the subjects' ability to recall words, numbers, or pictures, or in their spatial memory, but they were able to make choices more quickly in one visual test when they were exposed to simulated mobile phone signals. This was the only change noted among more than 20 variables compared.[3]

2 In a study of 209 brain tumor cases and 425 matched controls, there was no increased risk of brain tumors associated with mobile phone use. When tumors did exist in certain locations, however, they were more likely to be on the side of the head where the mobile phone was used.

   Because this occurred in only a small number of cases, the increased likelihood was too small to be statistically significant.[4]

In summary, we do not have enough information at this point to assure the public that there are, or are not, any low incident health problems associated with use of mobile phones. FDA continues to work with all parties, including other federal agencies and industry, to assure that research is undertaken to provide the necessary answers to the outstanding questions about the safety of mobile phones.

What is known about cases of human cancer that have been reported in users of hand-held mobile phones?

Some people who have used mobile phones have been diagnosed with brain cancer. But it is important to understand that this type of cancer also occurs among people who have not used mobile phones. In fact, brain cancer occurs in the U.S. population at a rate of about 6 new cases per

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100,000 people each year. At that rate, assuming 80 million users of mobile phones (a number increasing at a rate of about 1 million per month), about 4800 cases of brain cancer would be expected each year among those 80 million people, whether or not they used their phones. Thus it is not possible to tell whether any individual's cancer arose because of the phone, or whether it would have happened anyway. A key question is whether the risk of getting a particular form of cancer is greater among people who use mobile phones than among the rest of the population. One way to answer that question is to compare the usage of mobile phones among people with brain cancer with the use of mobile phones among appropriately matched people without brain cancer. This is called a case-control study. The current case-control study of brain cancers by the National Cancer Institute, as well as the follow-up research to be sponsored by industry, will begin to generate this type of information.

What is FDA's role concerning the safety of mobile phones?

Under the law, FDA does not review the safety of radiation-emitting consumer products such as mobile phones before marketing, as it does with new drugs or medical devices. However, the agency has authority to take action if mobile phones are shown to emit radiation at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of mobile phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions at this time, FDA has urged the mobile phone industry to take a number of steps to assure public safety. The agency has recommended that the industry:

- support needed research into possible biological effects of RF of the type emitted by mobile phones
- design mobile phones in a way that minimizes any RF exposure to the user that is not necessary for device function

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- cooperate in providing mobile phone users with the best possible information on what is known about possible effects of mobile phone use on human health

At the same time, FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of mobile phone safety to ensure a coordinated effort at the federal level. These agencies are:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Health and Safety Administration
- National Telecommunications and Information Administration

The National Institutes of Health also participates in this group.

In the absence of conclusive information about any possible risk, what can concerned individuals do?

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if people are concerned about avoiding even potential risks, there are simple steps they can take to do so. For example, time is a key factor in how much exposure a person receives. Those persons who spend long periods of time on their hand-held mobile phones could consider holding lengthy conversations on conventional phones and reserving the hand-held models for shorter conversations or for situations when other types of phones are not available.

People who must conduct extended conversations in their cars every day could switch to a type of mobile phone that places more distance between their bodies and the source of the RF, since the exposure level drops off dramatically with distance. For example, they could switch to:

- a mobile phone in which the antenna is located outside the vehicle

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- a hand-held phone with a built-in antenna connected to a different antenna mounted on the outside of the car or built into a separate package
- a headset with a remote antenna to a mobile phone carried at the waist

Again, the scientific data do not demonstrate that mobile phones are harmful. But if people are concerned about the radio frequency energy from these products, taking the simple precautions outlined above can reduce any possible risk.

Where can I find additional information?

For additional information, see the following Web sites:

Federal Communications Commission (FCC) RF Safety Program (select "Information on Human Exposure to RF Fields from Cellular and PCS Radio Transmitters"):
`http://www.fcc.gov/oet/rfsafety`

World Health Organization (WHO) International Commission on Non-Ionizing Radiation Protection (select Qs & As): `http://www.who.int/emf`

United Kingdom, National Radiological Protection Board:
`http://www.nrpb.org.uk`

Cellular Telecommunications Industry Association (CTIA):
`http://www.wow-com.com`

U.S. Food and Drug Administration (FDA) Center for Devices and Radiological Health:
`http://www.fda.gov/cdrh/consumer/`

1. Muscat et al. Epidemiological Study of Cellular Telephone Use and Malignant Brain Tumors. In: State of the Science Symposium;1999 June 20; Long Beach, California.
2. Tice et al. Tests of mobile phone signals for activity in genotoxicity and other laboratory assays. In: Annual Meeting of the Environmental Mutagen Society;

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March 29, 1999, Washington, D.C.; and personal communication, unpublished results.

3. Preece, AW, Iwi, G, Davies-Smith, A, Wesnes, K, Butler, S, Lim, E, and Varey, A. Effect of a 915-MHz simulated mobile phone signal on cognitive function in man. Int. J. Radiat. Biol., April 8, 1999.

4. Hardell, L, Nasman, A, Pahlson, A, Hallquist, A and Mild, KH. Use of cellular telephones and the risk for brain tumors: a case-control study. Int. J. Oncol., 15: 113-116, 1999.

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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.

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Products Covered	Length of Coverage
Monaural Headsets. Ear buds and boom headsets that transmit mono sound through a wired connection.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.
Consumer 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.

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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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What Will Motorola Do?

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

How to Obtain Warranty Service or Other Information

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.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A

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PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

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Product Registration

Online Product Registration:
`http://www.motorola.com/warranty`

Product registration is an important step toward enjoying your new Motorola product. Registering helps us facilitate warranty service, and permits us to contact you should your product require an update or other service. Registration is for U.S. residents only and is not required for warranty coverage.

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

Thank you for choosing a Motorola product.

Export Law Assurances

This product is controlled under the export regulations of the United States of America and Canada. The Governments of the United States of America and Canada may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce or the Canadian Department of Foreign Affairs and International Trade.

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U.S. patent Re. 34,976

Wireless Phone Safety Tips

"Safety is your most important call!"

Your Motorola wireless telephone gives you the powerful ability to communicate by voice—almost anywhere, anytime, wherever wireless phone service is available and safe conditions allow. But an important responsibility accompanies the benefits of wireless phones, one that every user must uphold.

When driving a car, driving is your first responsibility. If you find it necessary to use your wireless phone while behind the wheel of a car, practice good common sense and remember the following tips:

1 **Get to know your Motorola wireless phone 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.

2 **When available, use a hands-free device.** If possible, add an additional layer of convenience to your wireless

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phone with one of the many Motorola Original™ hands-free accessories available today.

3 **Position your wireless phone within easy reach.** Be able to access your wireless phone 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.

4 **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.

5 **If you receive an incoming call at an inconvenient time 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.

6 **Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.** Try to plan calls when your car will be stationary. If you need to make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.

7 **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 which have the potential to divert your attention away from the road.

8 **Use your wireless phone to call for help.** Dial 9-1-1 or other local emergency number in the case of fire, traffic accident or medical emergencies.*

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9 **Use your wireless phone to help others in emergencies.** If you see an auto accident, crime in progress or other serious emergency where lives are in danger, call 9-1-1 or other local emergency number, as you would want others to do for you.*

10 **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.*

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* Wherever wireless phone service is available.

Check the laws and regulations on the use of wireless telephones 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.

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For more information,
please call
1-888-901-SAFE
or visit the
CTIA Web site at
www.wow-com.com™