



PRELIMINARY DRAFT MANUAL



6880309R83-O

Motorola NAME™ Series
Installation and Programming Instructions
MOC4600i
MOC4603i

Motorola NAME™ Series Installation and Programming Instructions

MOC4600i
MOC4603i

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QRC

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Introduction

Thank you for purchasing the Motorola NAME™.

The Motorola NAME™ Series is a product of Motorola's 70-plus years of experience as a world leader in the designing and manufacturing of communications equipment.

The NAME™ Series products, in combination with Motorola professional two-way radios, are a perfect cost-effective communications solution for all of today's fast-paced industries.

Product registration is an important step. Registering helps us facilitate warranty service and permits us to contact you should your Motorola product require an update or other service.

To register your product on-line, visit www.motorola.com/warranty/radios.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola product, you will need to provide a copy of your dated sales receipt to confirm warranty status. Registration is not required for warranty coverage.

Note: Please be sure to save these installation and programming instructions for future reference.

FCC Licensing Information

The Motorola OnCall (MOC) units operate on radio frequencies that are regulated by the Federal Communications Commission (FCC). In order to transmit on these frequencies, you are required to have a license issued by the FCC.

Application is made available on FCC Form 601 and Schedules D, H, and Remittance Form 159.

To obtain these FCC forms please request document 000601 which includes all forms and instructions. If you wish to have the document faxed, mailed or have questions, please use the following contact information.

Faxed: Contact the Fax-On-Demand system at:1-202-418-0177

Mailed: Call the FCC forms hotline at:1-800-418-FORM
1-800-418-3676

Questions regarding FCC license:

Contact the FCC at:1-888-CALL-FCC
1-888-225-5322

Or: <http://www.fcc.gov>

Before filling out your application, you must decide which frequency(ies) you can operate on. For questions on determining your radio frequency, please call Motorola Product Services at: 1-800-448-6686.

Changes or modifications not expressly approved by Motorola may void the user's authority granted by the FCC to operate this device and should not be

made. To comply with FCC requirements, transmitter adjustments should be made only by or under the supervision of a person certified as technically qualified to perform transmitter maintenance and repairs in the private land mobile and fixed services as certified by an organization representative of the user of those services.

Replacement of any transmitter component (crystal, semiconductor, etc.) not authorized by the FCC equipment authorization for this radio could violate FCC rules.

Note: Use of this unit outside the country where it was intended to be distributed is subject to government regulations and may be prohibited.

Product Safety and RF Exposure Compliance

The information provided in this document supersedes the general safety information contained in user guides published prior to February 2002.

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

This device contains a transmitter. When it is ON, it transmits radio frequency (RF) energy. The MOC operates in the frequency range of 460–470 MHz. When you communicate, the output power level default is 0.5 W, but the MOC has the capability of being powered up to 0.75 W or powered down to 0.25 W.

Exposure Frequency

Your Motorola unit 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 Federal Regulations; 47 CFR part 2 sub-part J
- 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

- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998
- Ministry of Health (Canada) Safety Code 6. Limits of Human Exposure to Radio Frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz, 1999
- Australian Communications Authority Radiocommunications (Electromagnetic Radiation - Human Exposure) Standard 2003
- ANATEL ANNEX to Resolution No. 303 of July 2, 2002: "Regulation of limitation of exposure to electrical, magnetic and electromagnetic fields in the radio frequency range between 9 KHz and 300 GHz" and "Attachment to resolution #303 from July 2, 2002"

To assure optimal radio 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:

Device Operation and EME Exposure

Antenna Care

Use only the supplied fixed antenna. Unauthorized antennas, modifications, or attachments could damage the device and may violate FCC regulations.

Device Operation

Mount the device in a vertical position. The recommended mounting height is 48 inches from the floor. When recording your messages on the MOC, the recommended distance from the device to the lips is two to three inches (5.0 to 7.5 cm). Not performing this accurately may result in audio distortion.

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, do not use this device where posted notices instruct you not to do so. Hospitals or healthcare facilities may be using equipment that is sensitive to external RF energy.

Potentially Explosive Atmospheres

Do not remove, install, or charge batteries in a potentially explosive atmosphere. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

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.

Operational Cautions

Antennas

Do not use any device 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 touch 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.

Getting to Know your MOC

MOC graphic in process

Using the MOC

Activation

When the service button on the front of the MOC is pressed by a customer, the unit “wakes up” and sends a pre-recorded message to staff members carrying portable two-way radios that are on the same frequency and code.

The flashing green LED on the front of the MOC indicates to the customer that the device has been activated, and the message has been sent.

Depending upon the programming of the unit, the transmitted message may also be audible at the MOC.

The message is repeated for a preset number of times or until it is deactivated.

Deactivation

Once a staff member responds to the customer, the staff member can deactivate the message by pressing and holding the service button for three seconds.

Installation and Programming

Installing the Batteries



Turn key opening



1. Locate the turn key opening, between the speaker and the audio port on the bottom of the MOC.
2. Turn the turn key clockwise to disengage the back cover of the MOC. If the MOC is mounted, this will disengage the MOC from the back cover, which will remain mounted on the wall.

3. Once the back cover is removed, install three C-cell batteries (not included) as indicated on the battery tray.

To replace the back cover, see Step 4 in “Reassembling the MOC”.

Installing the Service Button Label

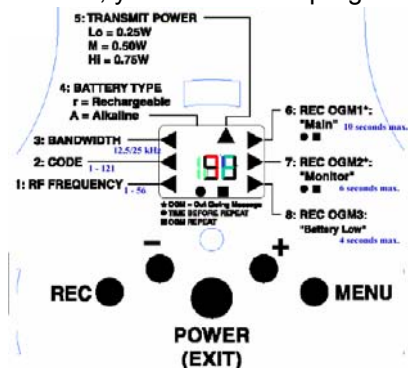
Graphics to be created

1. With the back cover off, hold the MOC with the back (open) side up.
2. Locate the gray front cover tab inside the MOC, above the battery tray.
3. Press the tab downward, toward the battery tray, to disengage it. Then push it forward to slide the front cover off.
4. With the front cover off, gently press the service button to dislodge it from the gray front frame.

- Once the service button has been removed from the gray front frame, hold the service button with its back to you and press the two side tabs toward the center of the button to dislodge the back button cover.
- Remove the service button label supplied with your MOC and replace it with one of the other button labels provided.

Programming

With the gray front cover off, you can see the programming display.



The programming of the MOC consists of eight sequential functions. These begin on page 17.

You must enter programming mode before proceeding.

Entering Programming Mode

1. Ensure that the batteries have been correctly installed.
2. Press and hold the **(-)** and **Power** buttons simultaneously to enter programming mode.

Note: You hear a confirmation tone to alert you that you have entered programming mode.

If you wish to exit programming mode, press and hold the **Help** button for five seconds.

Menu Navigation

Once you are in programming mode, press the **Menu** button repeatedly to scroll through the main programming menu options 1 – 8.

Submenu Navigation

1. Once you have scrolled to the menu option of your choice, press the **(+)** or **(-)** buttons to scroll through the submenu options.
2. Access subsequent submenu options (e.g., circle and square options; see Menu Map) by pressing the **Menu** button again.
3. When you have finished programming a submenu option, press the **Menu** button to move to the next menu option.

Menu Map

Function	Menu Option	Submenu Options	Sub-submenu Options
Frequency	1	1-56	NA
Interference Eliminator Code	2	0-121	NA
Bandwidth	3	- Lo - HI	NA
Battery Type	4	- A - r	NA
Transmit Power	5	- Lo - d - HI	NA
OGM 1	6	- (Record message) - ● (Message repeat) - ■ (Time interval)	- NA - 0-8 - 0-8
OGM 2	7	- (Record message) - ● (Message repeat) - ■ (Time interval)	- NA - 0-8 - 0-8
OGM 3	8	- (Record message) - ● (Message repeat) - ■ (Time interval)	- NA - 0-8 - 0-8

Programming Your Messages

1: Frequency

Select a transmit-only frequency (460–470 MHz).

For questions on determining your radio frequency, please call Motorola Product Services at: 1-800-448-6686.

2: Interference Eliminator Code

Select a code (0–121).

3: Bandwidth

Select the bandwidth:

- Lo = 12.5 kHz
- HI = 25 kHz).

4: Battery Type

Select the battery type:

- A = Alkaline
- r = rechargeable

Note: Rechargeable batteries cannot be recharged within the MOC. They must be removed from the MOC, recharged and then placed back into the MOC.

5: Transmit Power Level

Select the transmit power level:

- Lo = 0.25W
- d = 0.5W
- Hi = 0.75W

6: Record Out-Going Message (OGM) 1 (Main)

OGM 1 is the main out-going message that is transmitted when the MOC is activated by a press of the service button.

To record your message:

1. Press and hold the **Rec** button, and speak clearly into the MOC microphone. (*Example:* “Customer needs assistance in Aisle 5.”) The recommended distance from the MOC to the lips is two to three inches (5.0 to 7.5 cm).
2. Release the **Rec** button once you have finished recording your message. The number in the display will increase as you record to show the number of seconds that have been recorded.
 - Message length minimum: 1 second
 - Message length maximum: 8 seconds

Note: If your recorded message is longer than 8 seconds, the MOC will record only the first 8 seconds.

3. Press the **(+)** button to play back your recorded message, if desired.

4. Press the **Menu** button to access the ● submenu (message repeat). This option allows you to set the number of times you want the message to repeat each time the service button is pressed.
5. Press the **(+)** or **(-)** buttons to change the setting for message repeat:
 - Message repeat minimum: 0 repetitions
 - Message repeat maximum: 8 repetitions

Note: If your message repeat is set to 0, the MOC will not transmit your recorded message.

6. Press the **Menu** button to access the ■ submenu (time interval between messages). This option allows you to set the time interval between each message repetition.
7. Press the **(+)** or **(-)** buttons to change the setting for time interval between messages:
 - Message interval minimum: 3 seconds
 - Message interval maximum: 120 seconds

Note: Use the table below to determine the number of seconds associated with each submenu option:

Submenu Option	Time Interval
0	3 seconds
1	15 seconds
2	30 seconds
3	45 seconds
4	60 seconds
5	75 seconds
6	90 seconds
7	105 seconds
8	120 seconds

7: Record Out-Going Message (OGM) 2 (Optional External Contact)

OGM 2 is the message that is transmitted when an external contact connected to the MOC has been activated.

Note: If you do not plan to connect an optional external contact to the MOC, you can skip this step.

To record your message:

1. Press and hold the **Rec** button, and speak clearly into the MOC microphone. The recommended distance from the MOC to the lips is two to three inches (5.0 to 7.5 cm).

2. Release the **Rec** button once you have finished recording your message. The number in the display will increase as you record to show the number of seconds that have been recorded.
 - Message length minimum: 1 second
 - Message length maximum: 6 seconds

Note: If your recorded message is longer than 6 seconds, the MOC will record only the first 6 seconds.

3. Press the **(+)** button to play back your recorded message, if desired.
4. Press the **Menu** button to access the **●** submenu (message repeat). This option allows you to set the number of times you want the message to repeat each time the external contact is activated.
5. Press the **(+)** or **(-)** buttons to change the setting for message repeat:
 - Message repeat minimum: 0 repetitions
 - Message repeat maximum: 8 repetitions

Note: If your message repeat is set to 0, the MOC will not transmit your recorded message.

6. Press the **Menu** button to access the **■** submenu (time interval between messages). This option allows you to set the time interval between each message repetition.
7. Press the **(+)** or **(-)** buttons to change the setting for time interval between messages:

- Message interval minimum: 3 seconds
- Message interval maximum: 120 seconds

Note: Use the table on page 19 to determine the number of seconds associated with each submenu option.

8: Record Out-Going Message (OGM) 3 (Low Battery Alert)

OGM 3 is the message that is transmitted when the batteries in the MOC are low.

To record your message:

1. Press and hold the **Rec** button, and speak clearly into the MOC microphone. The recommended distance from the MOC to the lips is two to three inches (5.0 to 7.5 cm).
2. Release the **Rec** button once you have finished recording your message. The number in the display will increase as you record to show the number of seconds that have been recorded.
 - Message length minimum: 0 seconds
 - Message length maximum: 4 seconds

Note: If your recorded message is longer than 4 seconds, the MOC will record only the first 4 seconds.

3. Press the **(+)** button to play back your recorded message, if desired.
4. Press the **Menu** button to access the **•** submenu (message repeat). This option allows you to set the number of times you want the low-battery message to repeat.

5. Press the **(+)** or **(-)** buttons to change the setting for message repeat:
 - Message repeat minimum: 0 repetitions
 - Message repeat maximum: 8 repetitions

Note: If your message repeat is set to 0, the MOC will not transmit your recorded message.

6. Press the **Menu** button to access the **■** submenu (time interval between messages). This option allows you to set the time interval between each message repetition.
7. Press the **(+)** or **(-)** buttons to change the setting for time interval between messages:
 - Message interval minimum: 3 seconds
 - Message interval maximum: 120 seconds

Note: Use the table on page 19 to determine the number of seconds associated with each submenu option.

Programming Audio

To disallow transmitted messages to be audible at the MOC (the factory default is set to audible):

1. Press and hold the **Rec** and **Power** buttons simultaneously for 3 seconds.

Note: The display and LED light, and you hear an audio confirmation tone. This indicates that MOC audio is muted, and the transmitted message will not be audible at the MOC.

2. Press the **Power** button to verify that audio has been muted on the MOC.

To allow transmitted messages to be audible at the MOC:

1. Press and hold the **Rec** and **Power** buttons simultaneously for 3 seconds.

Note: The display and LED light, and you hear an audio confirmation tone. This indicates that MOC audio is unmuted, and the transmitted message will be audible at the MOC.

2. Press the **Power** button to verify that audio has been unmuted on the MOC.

Reassembling the MOC

Graphics to be created

1. To reassemble the button, press the two side tabs of the label faceplate together and insert them into the label backplate.
2. Press the button back into the front cover, making sure that the groove at the top of the button fits around the tab at the top of the front cover.
3. To reinstall the front cover, first hook the two bottom tabs of the front cover into the openings on the front of the MOC, then slide the top tab into place.
4. To reinstall the back cover, slide the top of the back cover under the two tabs

on the back of the MOC, then pivot the cover so that the bottom tab slides inside the bottom of the unit and engages securely.

Wall Mounting

Use the four corner holes in the back cover to mount the unit on the wall. Mount your MOC in a vertical position. The recommended mounting height is 48 inches from the floor.

MOC Factory Defaults

Note: The MOC transmits only for the length of time of your message, not for a preset amount of time. This prevents unnecessary battery drain.

1: Frequency: Channel 1–464.5500MHz

2: Code: 67.0Hz

3: Bandwidth: 12.5 kHz

4: Battery Type: A (alkaline)

5: Transmit Power Level: d (0.5W)

6: Out-Going Message (OGM) 1:

(no default message); repeat = 2x; time interval = 15 seconds

7: Out-Going Message (OGM) 2:

(no default message); repeat = 2x; time interval = 15 seconds

External contact = normally open

8: Out-Going Message (OGM) 3:

(no default message)

Battery low = 30 minutes

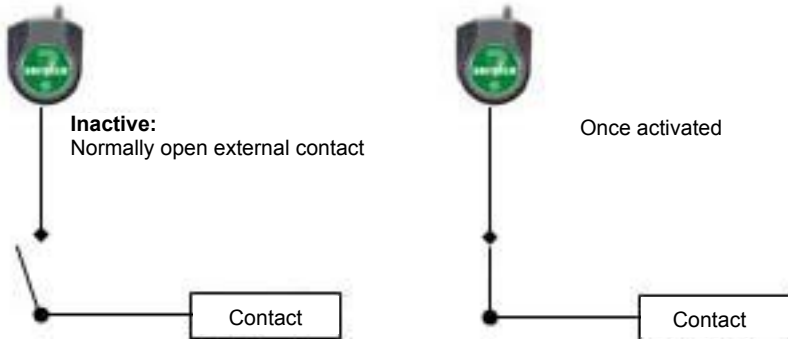
External Monitor (Optional)

The MOC is capable of supporting external monitors (contacts not included with the MOC).

External Contact Definitions

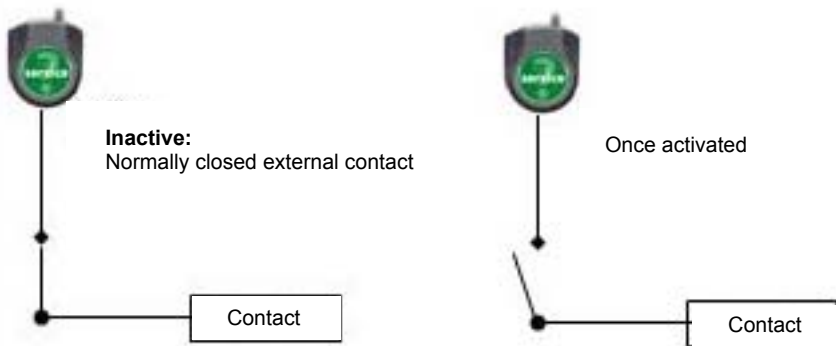
Normally Open (\perp)

A normally open contact remains open when inactive. Once activated, the contact is closed, and your message is transmitted.



Normally Closed ($\overline{\text{X}}$)

A normally closed contact remains closed when inactive. Once activated, the contact is opened, and your message is transmitted.



Wiring Recommendations

- Use only 20-gauge cable to wire the monitor to the MOC.
- The length of the cable between the MOC and the monitor should not exceed 300 ft.

Wiring Instructions

1. Remove the back cover (see Steps 1 and 2 of “Installing the Batteries”).

2. Locate the two pairs of terminal contacts below the battery tray.
3. Determine which pair you will need based on the requirements of the monitor.
4. Connect the monitor wires securely to the appropriate MOC terminal connectors.
5. Flip the dip switch next to the terminal contacts to identify the type of terminal pair being used.

Limited Warranty

MOTOROLA COMMUNICATION PRODUCTS

Purchased in the United States and Canada

I. What This Warranty Covers

- **Products.** Defects in materials and workmanship in wireless cellular telephones, pagers, and/or two-way radios, and certain accessories that are sold with them, such as the battery, battery charger, and holster manufactured and/or sold by MOTOROLA.
- **Batteries.** Defects in materials and workmanship in batteries that are manufactured by MOTOROLA and/or sold with Products are covered by this warranty only if the fully charged capacity falls below 80% of rated capacity or they leak.
- **Software.** Physical defects in the media that tangibly embodies each copy of any software supplied with the Products.

II. What the Period of Coverage Is

From the date the Products are purchased by the first end-user:

- **Products.** The warranty is for one year.
- **Software.** The warranty is for 90 days.
- **Repairs/Replacements.** The warranty is for the balance of the original warranty or for 90 days from the date you receive it, whichever is longer.

III. Who Is Covered

This warranty extends to the first end-user purchaser only.

IV. What We Will Do to Correct Warranty Problems

At no charge to you, we have the option to repair or replace the Products or software that do not conform to the warranty, or to refund the Products' purchase price. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products or parts. No software updates are provided.

V. How To Obtain Warranty Service or Other Information

USA	Two-Way Radios: 1-800-448-6686
Canada	All Products: 1-800-461-4575
TTY	1-888-390-6456
For Accessories and Software, please call the telephone number designated above.	

You will receive instructions on how to ship the Products to MOTOROLA. You must ship the Products to us with freight, duties and insurance prepaid. Along with the Products 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 this Product requires subscription service); (d) the name and location of the installation facility (if applicable); and, most

importantly, (e) your address and telephone number. If requested, you must also return all detachable parts such as antennas, batteries and chargers. **RETAIN YOUR ORIGINAL PROOF OF PURCHASE.**

We will ship repaired or replacement Products at our expense for the freight and insurance, but at your expense for any duties. If additional information is needed, please contact us at the telephone number listed above.

VI. What This Warranty Does Not Cover

- Products that are operated in combination with ancillary or peripheral equipment or software not furnished by MOTOROLA for use with the Products (“ancillary equipment”), or any damage to the Products or ancillary equipment as a result of such use. Among other things, “ancillary equipment” includes batteries, chargers, adaptors, and power supplies not manufactured or supplied by MOTOROLA. Any of these voids the warranty.
- Someone other than MOTOROLA (or its authorized service centers) tests, adjusts, installs, maintains, alters, modifies, or services the Products in any way. Any of these voids the warranty.
- Rechargeable batteries that: (a) are charged by other than the MOTOROLA-approved battery charger specified for charging such batteries; (b) have any broken seals or show evidence of tampering; (c) are used in equipment other than the Product for which they are specified; or (d) are charged and stored at temperatures greater than 60 degrees Centigrade. Any of these voids the warranty.

- Products that have: (a) serial numbers or date tags that have been removed, altered, or obliterated; (b) board serial numbers that do not match each other; or board serial numbers that do not match the housing; or (c) non-conforming or non-MOTOROLA housings or parts. Any of these voids the warranty.
- Defects or damage that result from: (a) use of the Products in a manner that is not normal or customary; (b) improper operation or misuse; (c) accident or neglect such as dropping the Products onto hard surfaces; (d) contact with water, rain, extreme humidity, or heavy perspiration; (e) contact with sand, dirt or the like; or (f) contact with extreme heat, or spills of food or liquid.
- Physical damage to the surface of the Products, including scratches, cracks or other damage to a display screen, lens, or other externally exposed parts.
- Failure of Products that is due primarily to any communication service or signal you may subscribe to or use with the Products.
- Coil cords that are stretched or that may have any broken modular tabs.
- Products that are leased.

Flat rate repair rates may apply to Products not covered by this warranty. To obtain information about Products needing repairs that are not covered by this warranty, please call the telephone number previously listed. We will provide information on repair availability, rates, methods of payment, where to send the Products, etc.

VII. Some Other Limitations

This is MOTOROLA's complete warranty for the Products, and states your exclusive remedies. This warranty is given in lieu of all other express warranties. Implied warranties, including without limitation, implied warranties of merchantability and fitness for a particular purpose, are given only if specifically required by applicable law. Otherwise, they are specifically excluded.

No warranty is made as to coverage, availability, or grade of service provided by the Products, whether through a service provider or otherwise.

No warranty is made that the software will meet your requirements or will work in combination with any hardware or applications software products 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.

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, 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, or other financial loss arising out of or in connection with the ability or inability to use the Products, to the full extent these damages may be disclaimed by law.

VIII. Patent And Software Provisions

At MOTOROLA's expense, we will defend you, and pay costs and damages that may be finally awarded against you, to the extent that the lawsuit is based on a

claim that the Products directly infringe a United States patent. Our obligation is conditioned on:

- A. you notifying us promptly in writing when you receive notice of such claim;
- B. you giving us sole control of the defense of such suit and all negotiations for its settlement or compromise; and
- C. should the Products become, or in MOTOROLA's opinion be likely to become, the subject of a claim of infringement of a United States patent, you permit us, at our option and expense, either to: procure for you the right to continue using the Products; replace or modify them so that it becomes non-infringing or grant you a credit for such Products, as depreciated, and accept their return. The depreciation will be an equal amount per year over the lifetime of the Products, as established by MOTOROLA.

MOTOROLA will have no liability with respect to any claim of patent infringement which is based upon the combination of the Product or parts furnished under this limited warranty with ancillary equipment, as defined in VI, above.

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Motorola MOC Series



Proof of Purchase