CLP Series Two-Way Radio™
User Guide

Model CLP1010, CLP1040, and CLP1060 (with Bluetooth® Wireless Technology)

CONTENTS

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RADIO FREQUENCY (RF) EXPOSURE SAFETY STANDARDS

Product Safety and RF Exposure Compliance

⚠️ Caution	Before using this product, read the operating instructions for safe usage contained in the Product Safety and RF Exposure booklet contained with your radio.

ATTENTION!

This radio is restricted to occupational use only to satisfy FCC RF energy exposure requirements. Before using this product, read the RF energy awareness information and operating instructions in the Product Safety and RF Exposure booklet enclosed with your radio (Motorola Publication part number 6881095C98) to ensure compliance with RF energy exposure limits.

For a list of Motorola-approved antennas, batteries, and other accessories, visit the following website:
www.motorola.com/CLP

FCC LICENSING INFORMATION

INTERFERENCE INFORMATION

This device complies with Parts 90 and 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

The CLP Series radio operates on radio frequencies that are regulated by the Federal Communications Commission (FCC). 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, request document 000601 which includes all forms and instructions. If you wish to have the document faxed, mailed or have questions, use the following contact information.

Faxed: Contact the Fax-On-Demand system at:	Mailed: Call the FCC forms hotline at:	For questions regarding FCC license, contact the FCC at:
1-202-418-0177	1-800-418-FORM 1-800-418-3676	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: "Radio Frequency and Code Charts" on page 37. For questions on determining the radio frequency, 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 radio 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.

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

INTRODUCTION

Thank you for purchasing a Motorola CLP Series Two-Way Radio™. Your radio is a product of Motorola's 80 plus years of experience as a world leader in designing and manufacturing communications equipment. The CLP Series radios provide cost-effective efficient communications for businesses such as retail stores, restaurants, hotels, and schools. Motorola professional two-way radios are the perfect communications solution for all of today's fast-paced industries. Please read this guide carefully so you know how to properly operate the radio before use.

PACKAGE CONTENTS

Your product package contains the following products and manuals:

- CLP Series Two-way Radio™
- Swivel Belt Clip Holster
- Lithium Ion Battery and Battery Door
- Drop-In Tray Charger with Transformer
- Audio Accessory
- User Quick Reference
- Warranty Card

For product information, visit us at:
www.motorola.com/CLP

For product-related questions, contact:

1-800-448- 6686 in the USA
1-800-461-4575 in Canada
1-866-522-5210 on your TTY (Text Telephone)

This user guide covers the following CLP Series™ models (*):

Model	Frequency Band	Transmit Power	No. of Channels	Bluetooth
CLP1010	UHF	1W	1	No
CLP1040	UHF	1W	4	No
CLP1060	UHF	1W	6	Yes

Note: Certain models may or may not be available at the time of purchase.

RADIO OVERVIEW

RADIO CONTROLS

Accessory Connector

Power/Battery Button

Menu Button

Volume Control (+/-)

Smart Status Glow

Push-to-Talk (PTT) Button
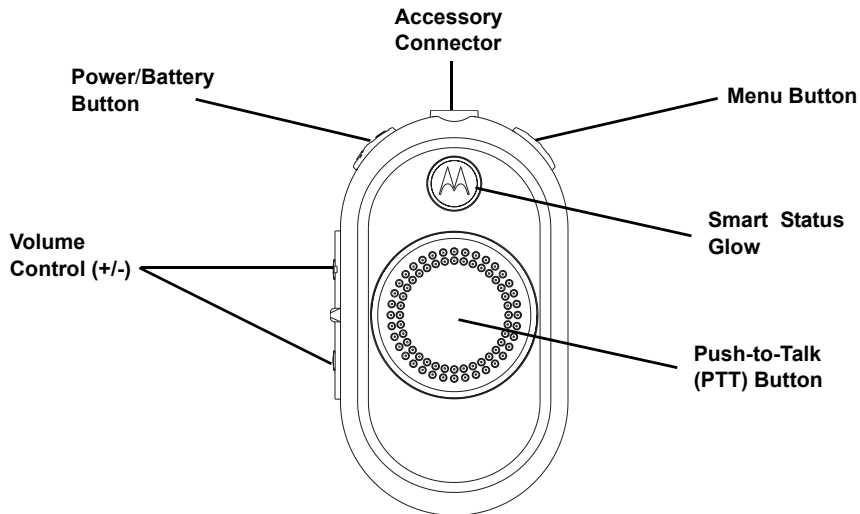
GETTING STARTED

INSTALL THE BATTERY

1. Push up the latch at the bottom of the battery door and lift the battery door off the radio.

2. Align the battery contacts with tabs in the battery compartment. Insert the contact side of the battery first, then press the battery down to secure in place.

3. Put the battery door back on the radio. Push down the latch to lock.
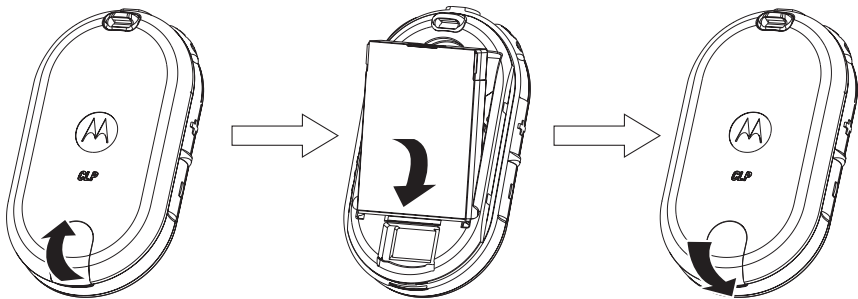
Note: The CLP Series radios' standard packaged models come with standard Lithium Ion battery and the standard Lithium Ion battery door. For option, customers can order Hi-capacity Lithium Ion battery (P/N HKNN4013) and the Hi-capacity Lithium Ion battery door (P/N HKLN4440).

Connecting a Wired Audio Accessory

Connect the wired audio accessory.
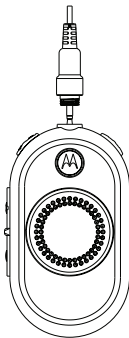
1. Turn the radio OFF.
2. Remove the accessory connector cover (applicable on bluetooth enabled models only).

3. Plug the audio accessory straight into the accessory connector on the radio. Screw the audio accessory plug into the connector until it is tight and fully engaged with the connector.
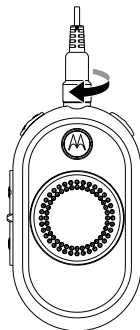
4. Turn the radio ON. Press either the Battery Status, Menu or Volume Control button to check for audio through the audio accessory.

Note: The CLP Series radios offer a variety of audio accessories. For detailed Audio Accessories List, please refer to **www.motorola.com/CLP** for information on approved accessories. Lower the radio volume BEFORE placing the audio accessory in or near your ear.

CONNECTING A BLUETOOTH WIRELESS ACCESSORY (SELECT MODELS ONLY)

Add Bluetooth Headset (Initial Pairing)

1. Turn the radio OFF.
2. Put Bluetooth headset in pairing mode. Refer to your Bluetooth headset instructions leaflet.
3. Press and hold the PTT button and power button simultaneously until radio shows the blue LED.

LED Configuration		
User Mode	**LED Status**	**Color**
Bluetooth Pairing Mode	• Last connection – Fast blinking blue • Add or erase/add – Solid blue	●
Pairing Successfully	Blue/purple blinks for 5 seconds	☀
Bluetooth Disconnected	Red/purple blinks until the radio reconnects	☀
Pairing Fail/Timeout	Red/purple blinks until radio reconnects	☀

Note: The Bluetooth feature is disabled when the wired audio accessory is plugged into the accessory connector on the CLP radio.

Reconnect to Last Connected Bluetooth Headset

1. Turn the radio OFF.
2. Press the power button to turn the radio ON. (Make sure the Bluetooth headset is turned ON).

Erase Bluetooth Headset History and Add Bluetooth Headset

1. Turn the radio OFF.
2. Put the Bluetooth headset in pairing mode. Refer to your Bluetooth headset Instructions leaflet.
3. Press and hold the PTT button and power button simultaneously until radio shows the blue LED.

Note: The CLP radio uses proximity pairing. Make sure the headset is close enough to the CLP radio. Pairing process takes about 14 seconds.

Turning the Radio On and Off

- To turn the radio ON, press and hold the Power/Battery button until you hear a short tone and the Smart Status Glow lights up.

- To turn it OFF, press and hold the button until you hear a short tone and the Smart Status Glow (red) indicator blinks once.

Adjusting the Volume

Turn the radio ON and set volume level by pressing volume control (+/- button). A total of 16 volume levels are available.

Installing and Removing the Swivel Belt Clip Holster

1. Slide the bottom of the radio into the holster.

2. Snap the top of the holster into the radio around the accessory connector.

3. To remove the holster, pull either the top or bottom tab(s) and pull the radio from the holster.

Note: When using a corded audio accessory, loop the cord into the recess in the rear of the holster for optimal plug retention.

4. Make a small loop in the cord. Pass the cord through the cord guide, nest the cord in the

U-shaped groove. Pull tight to lock the cord in place.

5. Turn the belt clip to the position as needed.
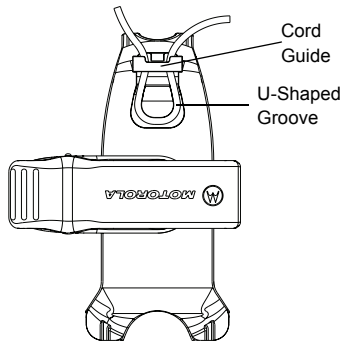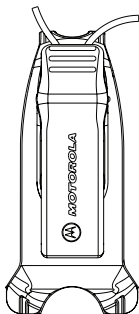
Note: The CLP Series radios offer a variety of flexible carrying accessories. For detailed Carrying Accessories List, please refer to **www.motorola.com/CLP** for information on approved accessories.

TRANSMITTING AND RECEIVING

1. To talk, press and hold the PTT button on the front of the radio (or on select wired audio accessories with an inline PTT). Speak clearly into the microphone on the audio accessory. When finished talking, release the PTT to listen.

2. To receive, listen through the earpiece at the volume level you have set. Press the PTT to respond.

Note: The CLP Series radios always require the use of an audio accessory with microphone and speaker.

Talk Range

Industrial	Multi-Level
Inside steel/concrete industrial buildings	Inside Multi-Level Buildings
Up to 160,000 square feet	Up to 12 floors

OPERATION WITH MENU SETTINGS

Press Menu button to navigate through the Menu settings. Voice Assisted Operation feature* (* may not be available on certain previous shipping radios) At any time in Menu mode, short press PTT or wait 3 seconds to exit the menu.

HOW TO...	STEP 1	STEP 2
Change Channel	Press Menu button to navigate to Channel.	Press +/- button to change channel.
Enter Monitor Mode	Press Menu button to navigate to Monitor.	Press +/- button to activate or deactivate Monitor.
Enter Scan Mode	Press Menu button to navigate to Scan.	Press +/- button to activate or deactivate Scan.
Send Call Tone (enabled through CPS)	Press Menu button to navigate to Call Tone.	Press +/- button to send Call Tone.

Quick Tip: It is not necessary to wait for the voice prompt to be completed before continuing with next button press.

Note: For single channel models, Monitor, Scan Mode and Call Tone are supported. Single channel models support Scan mode when the user enables "Dynamic Talkaround Scan" on a repeater channel via the customer programming software.

RADIO OVERVIEW

Selecting a Channel

For CLP multi-channel models only:

1. When powered ON, press the Menu button, you can hear the voice prompt:

- [Color] "Channel" – [Channel#] – "To change" – "press +/-"

2. Select the channel you want. The LED reflects the color of the new channel. Press PTT button to confirm or it is activated after 3 second hang time.

Default Channel Settings for CPS

CLP1010 Single-Channel Models			CLP1040 Multi-Channel Models			CLP1060 Multi-Channel Models		
Channel	LED Status	Color	Channel	LED Status	Color	Channel	LED Status	Color
1	🔴	Red	1	🔴	Red	1	🔴	Red
			2	🟢	Green	2	🟢	Green
			3	🟠	Orange	3	🟠	Orange
			4	🔵	Blue	4	🔵	Blue
						5	🟣	Purple
						6	⚪	White

Monitoring a Channel

1. To activate, press the Menu button to navigate to Monitor mode.

2. When Monitor is OFF, you can hear the voice prompt: "Monitor" – "To activate" – "press +/-".

3. Press either "+/-" button to activate the Monitor; press either "+/-" button again to deactivate.

Note: When Monitor is ON, you can hear static if no activity is present or audio if channel activity is present.

4. To engage the Monitor mode, enable Monitor via the menu and let the menu time out.

5. To deactivate, press PTT during Monitor Menu mode.

Scanning

For multi-channel models only

You can scan up to 4 channels on CLP1040 models and scan up to 6 channels on CLP1060 models. When the radio detects activity, it stops scanning and locks in on the active channel. This allows you to talk and listen to the person transmitting without changing channels.

1. Press the Menu button to navigate to Scan mode.

2. When Scan is OFF, you can hear the voice prompt: "Scan" – "To activate" – "press +/-".

3. Press either "+/-" button to activate the Scan; press either "+/-" button again to deactivate.

4. When Scan is on, you can hear the voice prompt: "Scan" – "To deactivate" – "press +/-" button.

Dynamic Talkaround Scan (*)

"Dynamic Talkaround Scan" is a simple but effective method for an on-site repeater enabled two-way radio systems to maximize communication coverage. This feature can be enabled on a repeater channel via the Customer Programming Software (CPS). The Dynamic Talkaround Scan gives the radio the ability to scan both the transmit and receive frequencies of a repeater channel.

Note: (*) Enhancement feature on CLP Radios. May not be available on previous shipping radios. The Dynamic Talkaround Scan is given higher priority then the Scan Mode. If the Dynamic Talkaround Scan and Scan is enabled on the home channel, then the radio can only support the Dynamic Talkaround Scan.

Sending Call Tone (enabled through CPS)

1. Press the Menu button to navigate to Call Tone.
2. Press either "+/-" button to transmit selected Call Tone.

Note: There are 4 Call Tones available.

Mute Feature (*)

You can quickly lower the headset volume using the Mute feature.

1. Press and hold + or - button while receiving audio to quickly lower the headset volume to "Mute Headset Volume" setting (configurable via CPS). You can hear the voice prompt: "Mute"
2. To switch back to the previous headset volume setting, press and hold + or - button again. You can hear the voice prompt: "Unmute".

Note: (*) Enhancement feature on CLP radios. May not be available on previous shipping radios. The enhanced CLP does not support the volume scroll like the previous CLP models.

Talk Permit Tone (*)

In mixed fleet situations (CLP1010 or CLP1040 and CLP1060), Bluetooth users may miss some words due to the Bluetooth connection not being established. Talk Permit Tone allocates some time so that the link between the radio and headset gets reestablished thus minimizing the lost words. The Talk Permit Tone is enabled as default on CPS on the Bluetooth models.

Note: (*) Enhancement feature on CLP radios; may not available on previous shipping radios. The Talk Permit Tone is enabled as default on the Bluetooth models. It is not enabled on non-Bluetooth models (default mode is OFF).

BATTERY AND CHARGER FEATURES

BATTERY FEATURES

The CLP Series radio provides Lithium-Ion batteries that come in different capacities that define the battery life.

About the Li-Ion Battery

The CLP Series radio comes equipped with a rechargeable Li-Ion battery. This battery should be charged before initial use to ensure optimum capacity and performance.

Battery life is determined by several factors. Among the more critical are the regular overcharge of batteries and the average depth of discharge with each cycle. Typically, the greater the overcharge and the deeper the average discharge, the fewer cycles a battery can last. For example, a battery which is overcharged and discharged 100% several times a day, lasts fewer cycles than a battery that receives less of an overcharge and is discharged to 50% per day. Further, a battery which receives minimal overcharging and averages only 25% discharge, lasts even longer.

Motorola batteries are designed specifically to be used with a Motorola charger and vice versa. Charging in non-Motorola equipment may lead to battery damage and void the battery warranty. The battery should be at about 77 °F (25 °C) (room temperature), whenever possible. Charging a cold battery (below 50 °F [10 °C]) may result in leakage of electrolyte and ultimately in failure of the battery. Charging a hot battery (above 95 °F [35 °C]) results in reduced discharge capacity, affecting the performance of the radio. Motorola rapid-rate battery chargers contain a temperature-sensing circuit to ensure that batteries are charged within the temperature limits stated above.

Battery Life

Based on 5% transmit, 5% receive, 90% standby (standard duty cycle):

Estimated Battery Life		
Standard Charging Solution	Battery Type	
	Standard Li-Ion Battery	High Capacity Li-Ion Battery
CLP1010, CLP1040	12 hours	18 hours
CLP1060	9 hours	14 hours

Battery Recycling and Disposal

Li-Ion rechargeable batteries can be recycled. However, recycling facilities may not be available in all areas. Under various U.S. state laws and the laws of several other countries, batteries must be recycled and cannot be disposed of in landfills or incinerators. Contact your local waste management agency for specific requirements and information in your area. Motorola fully endorses and encourages the recycling of Li-Ion batteries. In the U.S. and Canada, Motorola participates in the nationwide Rechargeable Battery Recycling Corporation (RBRC) program for Li-Ion battery collection and recycling.

Many retailers and dealers participate in this program. For the location of the drop-off facility closest to you, access RBRC's Internet web site at: http://www.call2recycle.org or call: 1- 877-723-1297.

This internet site and telephone number also provides other useful information concerning recycling options for consumers, businesses and governmental agencies.

Removing the Lithium-Ion (Li-Ion) Battery
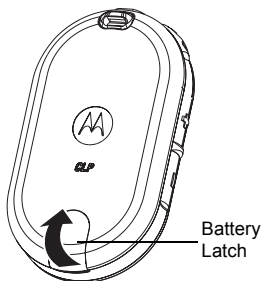
Battery
Latch

1. Turn OFF the radio.

2. Push up the latch at the bottom of the battery door and lift the battery door off the radio.

3. Pull the battery away from the radio.

Power Supply, Adapter and Drop-in Tray Charger
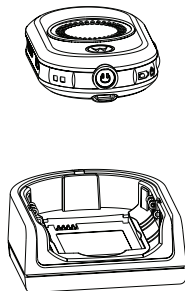
The radio is packaged with one Drop-in Tray Charger with transformer. For details, see "Chargers" Section on page 47.

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Charging the Battery

To charge the battery (with the radio attached):

1. Place it in a Motorola-approved Drop-in Tray Single Unit Charger or Drop-in Tray Multi Unit Charger.

Note: When acquiring additional chargers or power supplies, make sure you have similar drop-in tray chargers and power supplies sets. For part number details, refer to "Chargers" Section on page 47.

Estimated Charging Time

The following table provides the estimated charging time of the battery.

Estimated Charging Time		
Charging Solution	Battery Type	
	Standard Li-Ion Battery	High Capacity Li-Ion Battery
Standard Charging Solution	2.5 hours	3.5 hours

For further details, see "Batteries" Section on page 46.

Charging a Standalone Battery
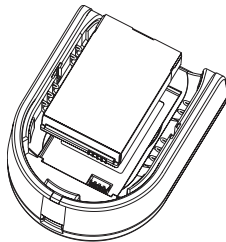
To charge only the battery:

1. Insert the battery into the tray, with the inside surface of the battery facing the front of the charger, as shown.

2. Ensure the slots in the battery correctly engage in the charger.

Charging with the Drop-in Tray Single Unit Charger (SUC)
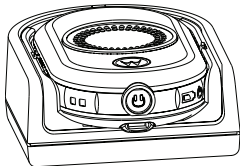
1. Place the drop-in tray charger on a flat surface.

2. Insert the connector of the power supply into the Micro USB port on the front of the drop-in tray charger.

3. Connect the correct power supply to a proper AC outlet.

4. Insert the radio into the tray, making sure the charging contacts on the charger are aligned with the contacts on the radio.

Note: When charging a battery attached to a radio, turn the radio OFF to ensure a full charge. The radio fits in the charger with the holster attached when placed face down in the tray.

Charging with the Drop-In Tray Multi-Unit Charger (Optional Accessory)
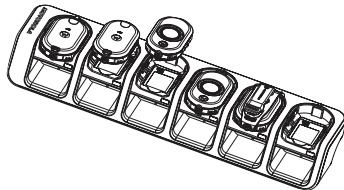
The Multi-Unit Charger (MUC) allows drop-in charging of up to 6 radios. Each of the 6 charging pockets can hold a radio (with battery installed). The Multi-Unit Charger provides pockets for headset storage.

1. Place the charger on a flat surface or mount it on the wall.

2. Insert the power cord plug into the jack on the MUC.

3. Plug the cord into an AC outlet and then into charger.

4. Turn the radio OFF.

Note: If the radio is ON while charging, it takes longer to fully charge.

5. Insert the radio (with battery installed) into the charging pocket.

Note: The radio fits in the charger with the holster attached when placed face down in the tray. The battery can be charged by itself using the slot on the flat surface of the charging pocket.

Charging Status LEDs

On the drop-in charger, the radio charging pocket has an LED Charger.

On the MUC, each of the 6 charging pockets has an LED. The LEDs are grouped into pairs to show which charging pockets are paired. The LED is red when the battery is charging. It turns to green once the battery is fully charged.

Note: This Multi Unit Charger allows you to clone up to 2 radios (2 Source radios and 2 Target radios). For more details, refer to "Radio Cloning" Section on page 25.

• For part number details, refer to the "Accessories" Section on page 46.

Charger LED Indicator		
Status	**LED Status**		**Comments**
Charging	Steady Red Indication	●	The charger is currently charging.
Charge Complete	Steady Green Indication	●	Battery is fully charged.
Battery Fault (*)	Blinking Red	☀	Battery was faulty when inserted.

Note: The LED is red when the battery is charging. It turns to green once the battery is fully charged.

Note: (*) Re-seating the battery pack likely corrects this issue.

Charging the Bluetooth Headset

Refer to your Bluetooth headset leaflet for charging instruction.

Charging Bluetooth Headset with CLP Series Drop-In Tray Multi-Unit Charger and Cloning Cable (Optional Accessory)

You can also charge your Bluetooth headset with CLP Series Multi Unit Charger (MUC) P/N HKPN4007 (optional accessory) and Cloning Cable P/N HKKN4026 (optional accessory).

• Plug one side of the cloning cable microconnector to the USB port of the Multi-Unit Charger (there are 6 USB port on top of the accessory pockets)
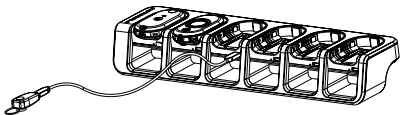
• Plug the other end of the cloning cable to the USB port of the Bluetooth headset for charging

Note: Refer to the charging status light on your Bluetooth headset leaflet.

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Checking Battery Status

When powered on, short press and release the Power/Battery button, the Smart Status Glow and Voice Assisted Operation features (*) gives you the battery status of the radio.

After the Smart Status Glow and Voice Assisted Operation features (*) indicate the BATTERY STATUS, it returns to the current channel color.

Note: (*) May not be available on certain previous shipping radios.

Battery Status		
Level	**LED Status**	**Color**
Battery Level High (70 –100%)	●	Green
Battery Level Medium (30 – 70%)	●	Orange
Battery Level Low (10 – 30%)	●	Red
Battery Level Critical (0 – 10%)	☀	Blinking Red

BATTERIES AND CHARGERS SAFETY INFORMATION

This document contains important safety and operating instructions. Read these instructions carefully and save them for future reference. Before using the battery charger, read all the instructions and cautionary markings on

- the charger,
- the battery, and
- the radio using the battery

1. To reduce risk of injury, charge only the rechargeable Motorola-authorized batteries. Other batteries may explode, causing personal injury and damage.

2. Use of accessories not recommended by Motorola may result in risk of fire, electric shock, or injury.

3. To reduce risk of damage to the electric plug and cord, pull by the plug rather than the cord when disconnecting the charger.

4. An extension cord should not be used unless absolutely necessary. Use of an improper extension cord could result in risk of fire and electric shock. If an extension cord must be used, make sure that the cord size is 18 AWG for lengths up to 6.5 feet (2.0 m), and 16 AWG for lengths up to 9.8 feet (3.0 m).

5. To reduce risk of fire, electric shock, or injury, do not operate the charger if it has been broken or damaged in any way. Take it to a qualified Motorola service representative.

6. Do not disassemble the charger; it is not repairable and replacement parts are not available. Disassembly of the charger may result in risk of electrical shock or fire.

7. To reduce risk of electric shock, unplug the charger from the AC outlet before attempting any maintenance or cleaning

OPERATIONAL SAFETY GUIDELINES

- Turn the radio OFF when charging battery.

- The charger is not suitable for outdoor use. Use only in dry locations/conditions.

- Connect charger only to an appropriately fused and wired supply of the correct voltage (as specified on the product).

- Disconnect charger from line voltage by removing main plug.

- The outlet to which this equipment is connected should be nearby and easily accessible.

- Maximum ambient temperature around the power supply equipment must not exceed 40 °C (104 °F).

- Make sure that the cord is located where it cannot be stepped on, tripped over, or subjected to water, damage, or stress.

PROGRAMMING THE RADIO THROUGH THE CPS

RADIO PROGRAMMING OVERVIEW

Downloading the (Customer Programming Software) CPS

You can program or change features on your CLP radios by using the Computer Programming Software (CPS) and the CPS Programming Cable (*). CPS software is available for free as web based downloadable software at: **www.motorola.com/CLP**

After downloading the CPS, install the software to your computer.

Programming the Radio

To program the radio:

1. Connect the radio via the Drop-in Charger Tray or the Charging Pocket with "PROG" label on the Multi-Unit Charger and CPS Programming Cable.
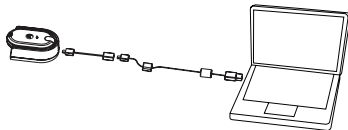
Programming the Radio through a Single Unit Charger
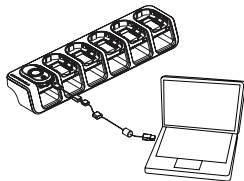
Programming the Radio through a Multi-Unit Charger

2. Make sure the radio is turned ON.

3. Once the radio is connected, open the CPS and select "Read" on the toolbar to get the radio profile. The CPS allows the user to change settings, such as General, Audio, Menu, Channels, Scan List, Customized PL/DPL, Bluetooth (*) as well as select frequencies, PL/DPL codes on each channel.

4. After you change the settings, press "Write" on the toolbar to save the settings.

For more information on the Computer Programming Software, please refer to Help menu on the CPS.

Note: (*) CPS Programming Cable (P/N HKKN4025) is an accessory sold separately. Please contact your Motorola Point of Purchase for more information.

Note: (*) Bluetooth is available on selected models only.

Factory Default Settings

Your radio is programmed at the factory to the following settings:

CLP1010 1W UHF 1 CH Radios Default Settings - BRUS				
Channel #	Frequency #	Frequency Setting	Code Value (Hz)	Band width (kHz)
1	2	464.5500	67.0	12.5

CLP1040 1W UHF 4 CH Radios Default Settings - BRUS				
Channel #	Frequency #	Frequency Settings	Code Value (Hz)	Band width (kHz)
1	2	464.5500	67.0	12.5
2	8	467.9250	67.0	12.5
3	5	467.8500	67.0	12.5
4	6	467.8750	67.0	12.5

CLP1060 1W UHF 6 CH Bluetooth Radios Default Settings - BRUS				
Channel #	Frequency #	Frequency Settings	Code Value (Hz)	Band width (kHz)
1	2	464.5500	67.0	12.5
2	8	467.9250	67.0	12.5
3	5	467.8500	67.0	12.5
4	6	467.8750	67.0	12.5
5	10	461.0625	67.0	12.5
6	12	461.1125	67.0	12.5

PROGRAMMING THE RADIO THROUGH THE CPS

RADIO CLONING

CLONING RADIO SETTINGS

You can copy the CLP Series radio settings from one radio (the source) to a second radio using the CLP Series Single Unit Charger (SUC) Kit P/N HKPN4008 and CLP Series Cloning Cable Kit P/N HKKN4026 (optional accessory) or CLP Series Multi-Unit Charger (MUC) Kit P/N HKPN4007 (optional accessory).

A multi-channel radio can be cloned to a single-channel radio BUT only the first channel is cloned. The Multi-Unit Charger (MUC) does not have to be plugged in for cloning, but both radios require charged batteries.

Note: The enhanced CLP software also uses the LED to indicate "pass" or "fail" status during cloning. Green LED during cloning indicates "pass" status and red LED during cloning indicates "fail" status.

CLONING INSTRUCTIONS

Cloning Radios using the CLP Series Cloning Cable Kit P/N HKKN4026 (optional accessory)

Cloning the Radio through a Single Unit Charger

Source Radio: Radio to be cloned

Target Radio: Radio to which the configuration of the "Source Radio" is to be copied.

Before beginning the cloning process, make sure you have:
• A fully charged battery on each one of the radios
• Two CLP Series Single Unit Charger (SUC) Kits
• Both radios are turned OFF
1. Unplug any cables (power supply or USB cables) from the Single Unit Chargers.

2. Plug one side of the cloning cable microconnector to one Single Unit Charger. Plug the other end to the second Single Unit Charger.

Note: During the cloning process no power is being applied to the Single Unit Charger. The batteries cannot be charged. A data communication is being established between the two radios.

3. Turn ON the "Target Radio" and place it into one of the Single Unit Chargers.

4. On the "Source Radio", power the radio following the sequence below:• Press and hold the Push-to-Talk (PTT) and the "-"Button simultaneously while turning the radio ON until you hear the Cloning Tone and Double Blinking Orange ☀ on the Smart Status Glow.

5. Place the "Source Radio" in its Single Unit Charger with an Audio accessory, then press and release Menu Button to start the cloning process.

6. After cloning is completed, the "Source Radio" sounds either a "pass" tone (cloning was successful) or a "fail" tone (cloning process has failed). The pass tone sounds like a good key "chirp" whereas the "fail" tone sounds similar to a "bonk" tone.
(A tone is heard in no more than 5 seconds).

7. Once you have completed the cloning process, you should turn the radios "OFF" and "ON" to bring them to normal user mode (exit "clone" mode).

What to do if cloning fails

The radio emits an audible "bonk" indicating that the cloning process has failed. In the event that cloning fails, try performing each of the following before trying to start the cloning process again.

1. Make sure that the radio batteries on both radios are fully charged.

2. Verify the cloning cable connection on both Single Unit Chargers.

3. Make sure that the battery is engaged properly on to the radio.

4. Make sure that there is no debris in the charging tray or on the radio contacts.

5. Verify that the source radio is in cloning mode.

6. Make sure that the radio to be cloned is turned ON.

7. Make sure that radios are both from the same type (same frequency band, same region and same transmission power).

Note: This cloning cable is designed to operate only with compatible Motorola Drop-in Tray Single Unit Charger. When ordering the cloning cable, please refer to CLP Series Cloning Cable Kit P/N HKKN4026. For details about accessories, refer to "Accessories" Section on page 46.

Cloning Radios using the CLP Series Multi-Unit Charger (MUC) Kit P/N HKPN4007 (optional accessory)
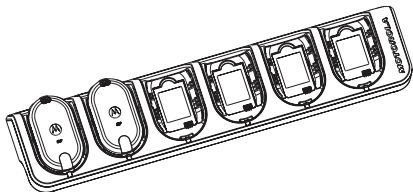
Cloning the Radio through a Multi-Unit Charger

1. To put the source radio into clone mode, press and hold PTT and the "-" button while turning the radio ON until you hear the Cloning Tone and Double Blinking Orange ☀ on the Smart Status Glow.

2. Place the source radio into one of the charging pockets that has the "CLONE" label.

3. Turn the target radio ON and place it in the pairing charging pocket that has the "CLONE" label and start the cloning process.

4. Press the "Menu" button on the source radio to start the cloning process. The source radio generates the start clone tone.

5. Once the cloning is completed, turn the target radio OFF and back ON again in order to activate the radio.

6. To clone another radio, repeat steps 3, 4 and 5.

7. To exit clone mode on the source radio, turn the radio OFF.

ADVANCED RADIO CONFIGURATION (*)

(*) Enhancement feature on CLP radios. May not be available on previous shipping radios.

Advanced Radio Configuration provides you with the ability to view and configure the following settings without the need to use a computer.

• Channels
• Frequencies
• Codes (CTCC/DPL)

Frequencies allows the user to select frequencies for each channel. Codes helps minimize interference by providing the user with a choice of code combinations that filter out static, noise, and unwanted messages.

Entering Advanced Radio Configuration Mode

Available when the device is powered OFF.

Note: For Bluetooth models, makes sure the wired accessory is connected or the Bluetooth headset is paired before entering Advanced Radio Configuration Mode.

1. Press the PTT, + Button and Power button and hold for 3 to 5 seconds until you hear a "chirp" sound and the voice prompt "Programming Mode".

Note: The LED Indicator starts blinking a green heartbeat.

2. Press the Menu button to change the settings on:
• Channel (for multi-channel models)
• RX frequency
• TX frequency*
• RX code
• TX code*

Note: TX frequencies and TX codes are only available for repeater channels.

3. The voice announcements indicate the menu items and their current settings. To change, press +/- button; to go to the next menu item, press Menu button.

4. Short press PTT or wait 15 seconds to exit the menu.

5. Press and hold the PTT button to exit the Advanced Radio Configuration Mode.

CLP REPEATER CAPABILITY: WORKING WITH RPX

CLP REPEATER CAPABILITY

Use the Single Unit Charger or use the pocket with "PROG" label on the Multi-Unit Charger to clone the RPX.

Note: Connect the RDX Serial Clone Cable (P/N RLN6303) and the Mini-USB to the Micro-USB Adapter Cable in order to link the CLP and RPX units.

INSTRUCTIONS

1. To put the CLP radio into clone mode, press and hold PTT and the "-" button while turning the radio ON until you hear the Cloning Tone and Blinking Orange ☀ on the Smart Status Glow.

Programming the RPX through a Single Unit Charger
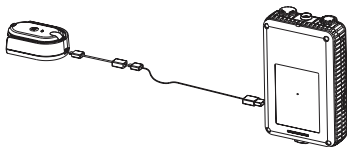
Programming the RPX through a Single Unit Charger

1. Place the CLP radio into the charging pocket.

2. Connect the micro-USB plug of the micro-USB adapter cable with the RDX Serial Clone Cable into the micro-USB receptable charging pockets.

3. Connect the Mini-USB plug of the RDX Serial Clone Cable into the RPX Mini-USB receptable.

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4. Press the "Menu" button on the CLP radio to start the cloning process.

5. Once the cloning is completed, turn the RPX OFF and back ON again in order to activate the radio.

6. To clone another RPX, repeat steps 3, 4 and 5.

7. To exit clone mode on the CLP radio, turn the radio OFF.

Programming the RPX through a Multi-Unit Charger
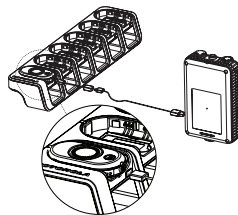
Programming the RPX through a Multi-Unit Charger

1. Place the CLP radio into one of the charging pockets that has the "PROG" label indicated.

2. Connect the micro-USB plug of the micro-USB adapter cable with the RDX Serial Clone Cable into the micro-USB receptable charging pockets with the "PROG" label indicated.

3. Follow steps 4 through 7 under "Programming the RPX through a Single Unit Charger" on page 30.

TROUBLESHOOTING

Symptom	Try this
No Power	Recharge or replace Li-Ion battery. Extreme operating temperatures affect battery life. Refer to "About the Li-Ion Battery" Section on page 12.
Hearing other noises or conversation on a channel	Confirm Interference Eliminator Code is set. Frequency or Interference Eliminator Code may be in use. Change settings: either change frequencies or codes on all radios. Make sure radio is at the right frequency and code when transmitting.
Message Scrambled	Scramble Code might be ON, and/or setting does not match other radios' settings. Use CPS to change settings.
Audio quality not good enough	Radio settings might not be matching up correctly. Double check frequencies, codes and bandwidths to ensure they are identical in all radios.

Symptom	Try this
Limited talk range	Steel and/or concrete structures, heavy foliage, buildings or vehicles decrease range. Check for clear line of sight to improve transmission. Change location of radio. To increase range and coverage, you can either reduce obstructions or increase power. UHF radios provide greater coverage in industrial and commercial buildings. Increasing power provides greater signal range and increased penetration through obstructions.
Message not transmitted/received	Make sure the PTT button is completely pressed when transmitting. Confirm that the radios have the same Channel, Frequency, Interference Eliminator Code and Scramble Code settings. Refer to "Transmitting and Receiving" Section on page 7. Recharge, replace and/or reposition batteries. Refer to "About the Li-Ion Battery" Section on page 12. Obstructions and operating indoors, or in vehicles, may interfere. Change location. Verify that the radio is not in Scan mode. Refer to "Scanning" Section on page 10.

Symptom	Try this
Heavy static or interference	Radios are too close, they must be at least five feet apart. Radios are too far apart or obstacles are interfering with transmission.
Low batteries	Recharge or replace Li-Ion battery. Extreme operating temperatures affect battery life. Refer to "About the Li-Ion Battery" Section on page 12.
Drop-in Charger LED light does not blink	Check radio/battery is properly inserted and check battery/charger contacts to ensure they are clean and the charging pin is inserted correctly. Refer to "Charging the Battery" Section on page 15 and "Charger LED Indicator" Section on page 17.
Cannot activate VOX	VOX feature might be OFF. Use the CPS to ensure that the VOX Sensitivity Level is not set to "0". Accessory not working or not compatible.
Battery doesn't charge although it has been placed in the drop-in charger for a while	Check drop-in charger is connected and correspond to a compatible power supply. Refer to "Charging the Battery" Section on page 15. Check the charger LEDs indicators to see if battery has a problem. Refer to "Charger LED Indicator" Section on page 17.

Symptom	Try this
Unable to pair a Bluetooth headset	Make sure the target Bluetooth headset is not connected to another device.
Unable to connect to a Bluetooth headset	Make sure the target Bluetooth headset is not connected to another device.
Pairing with wrong Bluetooth headset	Don't perform pairing procedures next to other Bluetooth headset devices. CLP Bluetooth uses proximity pairing. Make sure the headset is placed next to the CLP radio.
Note:	Whenever a feature in your radio seems to not correspond to the default or preprogrammed values, check if your radio have been programmed using CPS with a customized profile.

USE AND CARE
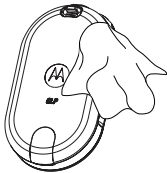
Use a soft damp cloth
to clean the exterior.
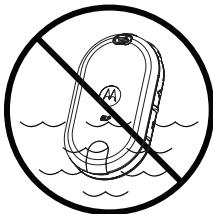
Do not immerse in water.

Do not use alcohol or
cleaning solutions.

If the portable is submerged in water...
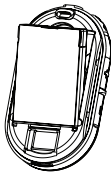
Turn OFF and
remove batteries.
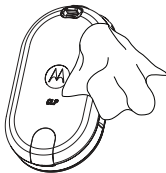
Dry with soft cloth.
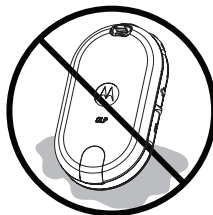
Do not use until
completely dry.

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RADIO FREQUENCY AND CODE CHARTS

These charts provide frequency information and are useful when using Motorola CLP Series Two-Way Radios with other business radios. Most of the frequency positions are the same as Spirit M, GT, S, XTN, RDX and CLS Series frequency positions (where applicable), the bandwidths are different.

CLP UHF Frequencies

Freq. #	Frequency (MHz)	Band width (kHz)	Freq. #	Frequency (MHz)	Band width (kHz)	Freq. #	Frequency (MHz)	Band width (kHz)	Freq. #	Frequency (MHz)	Band width (kHz)
1	464.5000	12.5	13	461.1375	12.5	25	462.8125	12.5	37	466.1125	12.5
2	464.5500	12.5	14	461.1625	12.5	26	462.8375	12.5	38	466.1375	12.5
3	467.7625	12.5	15	461.1875	12.5	27	462.8625	12.5	39	466.1625	12.5
4	467.8125	12.5	16	461. 2125	12.5	28	462.8875	12.5	40	466.1875	12.5
5	467.8500	12.5	17	461.2375	12.5	29	462.9125	12.5	41	466.2125	12.5
6	467.8750	12.5	18	461.2625	12.5	30	464.4875	12.5	42	466.2375	12.5
7	467.9000	12.5	19	461.2875	12.5	31	464.8375	12.5	43	466.2625	12.5
8	467.9250	12.5	20	461.3125	12.5	32	464.5375	12.5	44	466.2825	12.5
9	461.0375	12.5	21	461.3175	12.5	33	464.5625	12.5	45	466.3125	12.5
10	461.0625	12.5	22	461.3625	12.5	34	466.0375	12.5	46	466.3375	12.5
11	461.0875	12.5	23	462.7625	12.5	35	466.0625	12.5	47	466.3625	12.5
12	461.1125	12.5	24	462.7875	12.5	36	466.0875	12.5	48	467.7875	12.5

CLP UHF Frequencies

Freq. #	Frequency (MHz)	Band width (kHz)	Freq. #	Frequency (MHz)	Band width (kHz)	Freq. #	Frequency (MHz)	Band width (kHz)	Freq. #	Frequency (MHz)	Band width (kHz)
49	467.8375	12.5	60	462.5125	12.5	71	451.6375	12.5	81	468.2125	12.5
50	467.8625	12.5	61	467.1875	12.5	72	452.3125	12.5	82	468.2625	12.5
51	467.8875	12.5	62	467.4625	12.5	73	452.5375	12.5	83	468.3125	12.5
52	467.9125	12.5	63	467.4875	12.5	74	452.4125	12.5	84	468.3625	12.5
53	469.4875	12.5	64	467.5125	12.5	75	452.5125	12.5	85	468.4125	12.5
54	469.5125	12.5	65	451.1875	12.5	76	452.7625	12.5	86	468.4625	12.5
55	469.5375	12.5	66	451.2375	12.5	77	452.8265	12.5	87	468.5125	12.5
56	469.5625	12.5	67	451.2875	12.5	78	456.1875	12.5	88	468.5625	12.5
57	462.1875	12.5	68	451.3375	12.5	79	456.2375	12.5	89	468.6125	12.5
58	462.4625	12.5	69	451.4375	12.5	80	456.2875	12.5	90	468.6625	12.5
59	462.4875	12.5	70	451.5375	12.5						

CTCSS/DPL Interference Eliminator Codes

CTCSS	Code	CTCSS/DPL	Code	DPL	Code	DPL	Code	DPL	Code
0	Disabled	24	151.4	47	54	71	243	95	445
1	67	25	156.7	48	65	72	244	96	464
2	71.9	26	162.2	49	71	73	245	97	465
3	74.4	27	167.9	50	72	74	251	98	466
4	77	28	173.8	51	73	75	261	99	503
5	79.7	29	179.9	52	74	76	263	100	506
6	82.5	30	186.2	53	114	77	265	101	516
7	85.4	31	192.8	54	115	78	271	102	532
8	88.5	32	203.5	55	116	79	306	103	546
9	91.5	33	210.7	56	125	80	311	104	565
10	94.8	34	218.1	57	131	81	315	105	606
11	97.4	35	225.7	58	132	82	331	106	612
12	100	36	233.6	59	134	83	343	107	624
13	103.5	37	241.8	60	143	84	346	108	627
14	107.2	38	250.3	61	152	85	351	109	631
15	110.9	122	69.3	62	155	86	364	110	632
16	114.8	39	23	63	156	87	365	111	654
17	118.8	40	25	64	162	88	371	112	662
18	123	41	26	65	165	89	411	113	664
19	127.3	42	31	66	172	90	412	114	703
20	131.8	43	32	67	174	91	413	115	712
21	136.5	44	43	68	205	92	423	116	723
22	141.3	45	47	69	223	93	431	117	731
23	146.2	46	51	70	226	94	432	118	732
								119	734

CTCSS/DPL Interference Eliminator Codes (cont'd)

DPL	Code	DPL	Code	DPL	Code	DPL	Code
120	743	146	Inverted DPL 55	171	Inverted DPL 80	195	Inverted DPL 104
121	754	147	Inverted DPL 56	172	Inverted DPL 81	196	Inverted DPL 105
123	645	148	Inverted DPL 57	173	Inverted DPL 82	197	Inverted DPL 106
124	Customized PL	149	Inverted DPL 58	174	Inverted DPL 83	198	Inverted DPL 107
125	Customized PL	150	Inverted DPL 59	175	Inverted DPL 84	199	Inverted DPL 108
126	Customized PL	151	Inverted DPL 60	176	Inverted DPL 85	200	Inverted DPL 109
127	Customized PL	152	Inverted DPL 61	177	Inverted DPL 86	201	Inverted DPL 110
128	Customized PL	153	Inverted DPL 62	178	Inverted DPL 87	202	Inverted DPL 111
129	Customized PL	154	Inverted DPL 63	179	Inverted DPL 88	203	Inverted DPL 112
130	Inverted DPL 39	155	Inverted DPL 64	180	Inverted DPL 89	204	Inverted DPL 113
131	Inverted DPL 40	156	Inverted DPL 65	181	Inverted DPL 90	205	Inverted DPL 114
132	Inverted DPL 41	157	Inverted DPL 66	181	Inverted DPL 90	206	Inverted DPL 115
133	Inverted DPL 42	158	Inverted DPL 67	182	Inverted DPL 91	207	Inverted DPL 116
134	Inverted DPL 43	159	Inverted DPL 68	183	Inverted DPL 92	208	Inverted DPL 117
135	Inverted DPL 44	160	Inverted DPL 69	184	Inverted DPL 93	209	Inverted DPL 118
136	Inverted DPL 45	161	Inverted DPL 70	185	Inverted DPL 94	210	Inverted DPL 119
137	Inverted DPL 46	162	Inverted DPL 71	186	Inverted DPL 95	211	Inverted DPL 120
138	Inverted DPL 47	163	Inverted DPL 72	187	Inverted DPL 96	212	Inverted DPL 121
139	Inverted DPL 48	164	Inverted DPL 73	188	Inverted DPL 97	213	Inverted DPL 123
140	Inverted DPL 49	165	Inverted DPL 74	189	Inverted DPL 98	**214**	Customized DPL
141	Inverted DPL 50	166	Inverted DPL 75	190	Inverted DPL 99	**215**	Customized DPL
142	Inverted DPL 51	167	Inverted DPL 76	191	Inverted DPL 100	216	Customized DPL
143	Inverted DPL 52	168	Inverted DPL 77	192	Inverted DPL 101	**217**	Customized DPL
144	Inverted DPL 53	169	Inverted DPL 78	193	Inverted DPL 102	**218**	Customized DPL
145	Inverted DPL 54	170	Inverted DPL 79	194	Inverted DPL 103	**219**	Customized DPL

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, and consumer and business 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 and 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.
Business Two-way Radio Accessories	**One (1) year** 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.

WARRANTY

Exclusions

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

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

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

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

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

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

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

Software

Products Covered	Length of Coverage
Software. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	**Ninety (90) days** from the date of purchase.

Exclusions

Software Embodied in Physical Media. No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

Software NOT Embodied in Physical Media. Software that is not embodied in physical media (e.g. software that is downloaded from the internet), is provided "as is" and without warranty.

WHO IS COVERED?

This warranty extends only to the first consumer purchaser, and is not transferable.

WHAT 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.

HOW TO OBTAIN WARRANTY SERVICE OR OTHER INFORMATION?

Contact your Motorola point of purchase.
Please call:
1-800-448- 6686 in the USA
1-800-461-4575 in Canada
1-866-522-5210 on your TTY (Text Telephone)

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.

SOFTWARE COPYRIGHT NOTICE

The Motorola products described in this manual may include copyrighted Motorola and third party software stored in semiconductor memories or other media. Laws in the United States and other countries preserve for Motorola and third party software providers certain exclusive rights for copyrighted software, such as the exclusive rights to distribute or reproduce the copyrighted software. Accordingly, any copyrighted software contained in the Motorola products may not be modified, reverse-engineered, distributed, or reproduced in any manner to the extent allowed by law.

Furthermore, the purchase of the Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents, or patent applications of Motorola or any third party software provider, except for the normal, non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

PATENT NOTICE

This product is covered by one or more of the following United States patents.
5896277 5894292 5864752 5699006 5742484 D408396 D399821 D387758 D389158 5894592 5893027 5789098 5734975 5861850 D395882 D383745 D389827 D389139 5929825 5926514 5953640 6071640 D413022 D416252 D416893 D433001

EXPORT LAW ASSURANCES

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

WARRANTY

ACCESSORIES

AUDIO ACCESSORIES

Part No.	Description
HKLN4435_	CLP Series Single Pin Adjustable Cord Earpiece
HKLN4436_	CLP Series Single Pin Adjustable Inline PTT Earpiece
HKLN4437_	CLP Single Pin Short Cord Earpiece
HKLN4455_	CLP Single Pin Non-Adjustable PTT Earpiece

BATTERIES

Part No.	Description
HKNN4013_	CLP Series High Capacity Li-Ion Battery Kit
HKNN4014_	CLP Series Standard Li-Ion Battery Kit
HKLN4440_	CLP High Capacity Li-Ion Battery Door Kit
HKLN4441_	CLP Standard Li-Ion Battery Door Kit

CARRY ACCESSORIES

Part No.	Description
HKLN4433_	CLP Series Magnetic Case (*)
HKLN4438_	CLP Series Swivel Belt Clip Holster

CHARGERS

Part No.	Description
HKPN4007_	CLP Series Multi Unit Charger (MUC) Kit
HKPN4008_	CLP Series Single Unit Charger (SUC) Kit

PROGRAMMING CABLES

Part No.	Description
HKKN4025_	CLP Series CPS Cable Kit
HKKN4026_	CLP Series Cloning Cable Kit
RLN6303_	RDX Serial Clone Cable

Note: **(*)** Certain accessories may be or may not be available at the time of purchase. For latest information on accessories, contact your Motorola point of purchase or visit: **www.motorola.com/CLP**

For product-related questions, contact:
1-800-448- 6686 in the USA
1-800-461-4575 in Canada
1-866-522-5210 on your TTY (Text Telephone)

Notes

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