Motorola
iDEN
Digital Multi-service Data-capable Phone

*i*830 Phone User's Guide

DRAFT

NNTN5429A

IMPORTANT NOTICE: PLEASE READ PRIOR TO USING YOUR PHONE

The SIM card provided in this kit is intended for use with the phone provided in this package.

Loss of certain features will result when using a SIM card from one of the following models: *i*30*sx*, *i*35*s*, *i*50*sx*, *i*55*sr*, *i*58*sx*, *i*60*c*, *i*80*s*, *i*85*s*, *i*88*s*, *i*90*c*, *i*95*cl* series, and the *i*2000 series.

For more information on SIM card compatibility, go to www.motorola.com/iden/support.

Contents

DECLARATION OF CONFORMITY

Per FCC CFR 47 Part 2 Section 2.1077(a)

FC

Responsible Party Name: Motorola, Inc.

Address: 8000 West Sunrise Boulevard
Plantation, FL 33322 USA
Phone Number: 1 (800) 453-0920

Hereby declares that the product:

Product Name: i830

Model Number: H74XAH6RR4AN

Conforms to the following regulations:

FCC Part 15, subpart B, section 15.107(a),
15.107(d) and section 15.109(a)

Class B Digital Device

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

Getting Started

volume controls

Push-To-Talk (PTT) button

audio jack

accessory connector

speaker (in back)

light sensor

microphone
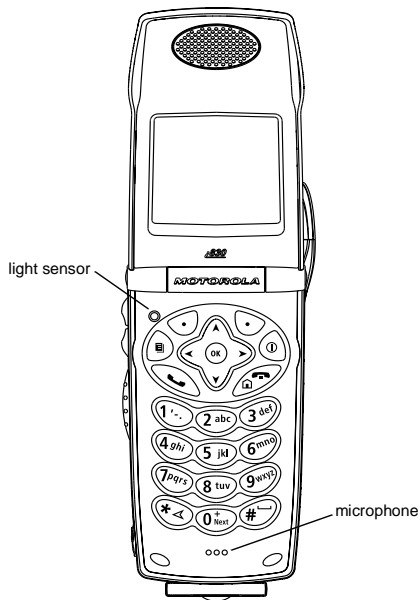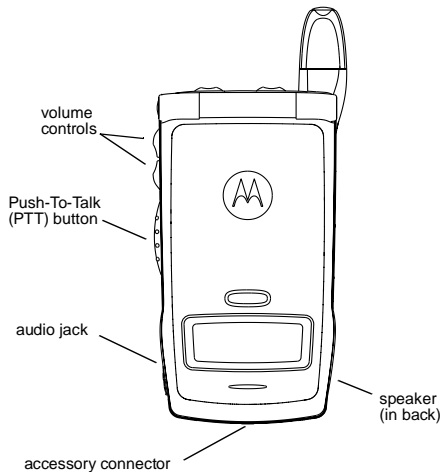
Getting Started
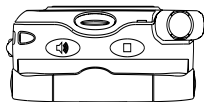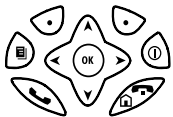
- ⊙ Power button.

- Navigation key — press the arrows to scroll through menus and lists.

- ⊛ OK key — selects highlighted item; answers calls.

- ⬒ Menu key — accesses context-sensitive menus.

- ⬯ Option key — selects the option appearing above it on the display.

- ✎ Send key — places phone calls.

- ⚟ End key — ends phone calls; returns to idle screen.

- ⬤ Acts like ✎ when the flip is closed; turns speaker on; used with voice names and voice records.

- ▪ Acts like ⚟ when the flip is closed; accesses recent calls; sends incoming calls to voice mail.

To start using your *i*830 phone:

- Make sure your SIM card is in place.
- Charge the battery.
- Activate your service.
- Enable over-the-air security if you are prompted to.

Locating Your SIM Card

Your SIM (Subscriber Identity Module) card is a
small piece of white plastic located in the SIM card
holder in the back of your phone, underneath the
battery.
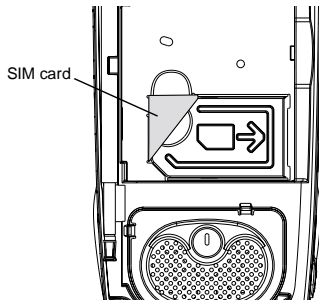
SIM card

If your SIM card is not in the SIM card holder, it
may be in the box your phone came in, attached to
a piece of white plastic about the size of a credit
card. If this is the case, carefully detach your SIM
card from the surrounding plastic and insert it as
described in "Inserting Your SIM Card" on page 15.

If there is no SIM card in your phone or the box,
contact your service provider.

Battery

Removing the Battery Door

1 Make sure the phone is powered off.
2 Press the release button and pull the battery
door away from the phone.

button
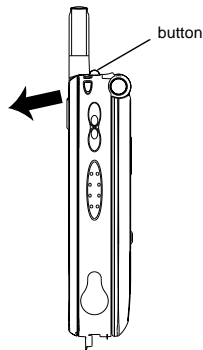
Inserting the Battery

1 Remove the battery door.

2 Insert the battery into the battery area. Press the battery down to secure it.
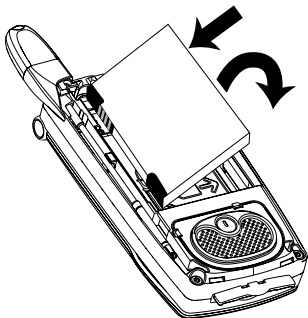
3 To replace the battery door, locate the tabs on the battery door and the slots in the phone.

slots   tabs
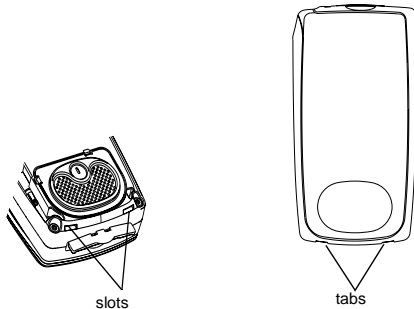
4 Place the tabs on the battery door into the slots on the phone.

5 Move the top of the battery door into place. Press it gently over the release button until you hear a click.

2 Open the connector cover.

connector cover

3 Plug the other end of the charger into the accessory connector.

Charging the Battery

Your phone comes with a battery charger.

1 Plug the charger into an electrical outlet.
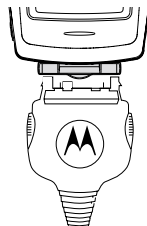
Tip: To remove the charger from the accessory connector: Press the buttons on the sides of the plug. Pull the plug straight out.

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4 When charging the battery for the first time, charge for 30 minutes longer than the time shown in "Charging Times".

Charging Times

See your battery and charger to determine the appropriate charging time.

Battery	Charger	
	Rapid	Standard
Slim	1 hour 45 minutes	3 hours
High Performance	2 hours	4 hours

For best results, charge the batteries within the temperature range of 50°F to 104°F (10°C to 40°C).

Prolonged charging is not recommended.

Removing the Battery

1 With the phone powered off, remove the battery door.

2 Remove the battery by lifting it out from the side.
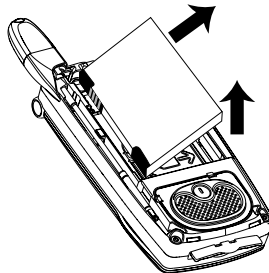
Battery Use and Maintenance

- The Motorola iDEN Approved Lithium Ion chargers provide optimum performance. Other chargers may not fully charge the iDEN Lithium Ion battery or may yield a reduced number of lifetime charge cycles.

- Extreme temperatures degrade battery performance. Do not store the battery where temperatures exceed 140°F (60°C) or fall below 4°F (-20°C).

- Lithium Ion batteries have a self discharge rate and without use, lose about 1% of their charge per day.
- The battery capacity is degraded if the battery is stored for long periods while fully charged. If long term storage is required, store at half capacity.

Activating Service

The first time you power on your phone, you must be in your local calling area. This activates your service.

Powering On and Off

The first time you power your phone on, a screen may appear asking you to update your browser information. This means you must enable security.

To power your phone on:

1 Open the flip.

2 Press ⊚.

To power your phone off:

1 Open the flip.

2 Press and hold ⊚.

When You Power On For the First Time

If the **Enter SIM PIN Code** screen appears, enter your SIM PIN. See "Entering the PIN" on page 13. Press ⊲ under **Ok**.

When you receive your phone, the SIM PIN is 0000. Change your PIN to prevent fraudulent use of the SIM card (see "Changing the PIN" on page 13).

As your phone connects to the network, you will see a welcome message and a connecting message. When the idle screen appears, the phone is ready to use.

```
 ⚼⌁◧◁◑◉        ▭◍▬
         Ready
      10:05am 4/17




 Contcs  ▣  Mesg
```
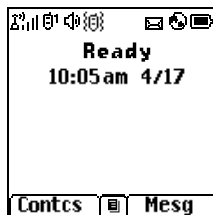
Enabling Over-the-Air Security

If you are set up to receive over-the-air programming from your service provider, you must enable security the first time you power on your phone or within 20 days of first activation of your phone:

1 When you power on your phone for the first time, after the idle screen appears, you will be prompted to select **Ok** to update your browser information.

   Note: If you press ⊙ under **Later**, you will be prompted to enable security each time you power on your phone until you press ⊙ under **Ok**.

2 Press ⊙ under **Ok**.

3 You are prompted to enable security. Press ⊙ under **Yes**. A series of screens appears. If you subscribe to your service provider's plan, your home page appears.

4 Press ✆ to return to the idle screen.

Within 24 hours of enabling security, you will receive an alert notification containing your Private ID and Talkgroup lists for Private calls.

To accept programming:

1 When you receive an alert notification saying **New Browser Message - Receive Programming Info**, press ⊛ or press ⊙ under **Goto**.

2 You are prompted to accept changes to your lists. Press ⊛ or press ⊙ under **Ok**.

3 If you are prompted again to accept changes to your lists, press ⊛ or press ⊙ under **Ok**.

4 A confirmation screen displays. Press ⊛ or press ⊙ under **Ok**.

5 Press ✆ to return to the idle screen.

Finding Your Phone Number

My Info lets you view your phone number, Private ID, and other phone information:

1 Press ⓑ to access the main menu.

2 Scroll to **My Info**.

3 Press ⊛.

4 Scroll to see your information:

   • **Name** — Enter your name. See "Entering Text" on page 51.

   • **Line 1** and **Line 2** — your phone numbers for phone lines 1 and 2. Each is filled in when you receive your first call on that line.

- **Private** — Your Private ID is the number that others use to contact you using Private calls. It is filled in when you receive your first Private call.
- **Group ID** — the number of the Talkgroup you have joined.
- **Carrier IP** — the IP address assigned to your service provider. It is filled in when you register for packet data services.
- **IP1 Address** and **IP2 Address** — the IP addresses you use to access the Internet with your phone.
- **Ckt** — Your circuit data number is the number you use if you want to use your phone to transfer circuit data. See "Using Your Phone as a Modem" on page 43. You receive this number from your service provider.
- **Service Status** — This information may be used by your service provider if there is a problem with your phone's services.
- **Unit Info** — This information may be used by your service provider if there is a problem with your phone.

Phone Basics

Any time your phone is powered on, the display provides you with information and options.

The one-line display shows a shortened version of the full-sized display. To see more information, open the flip.
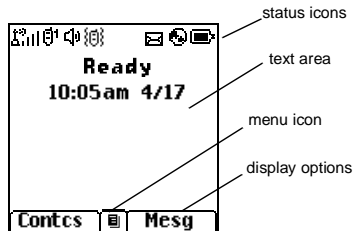
The screen shown above is the idle screen. The text that appears on your idle screen depends on your service provider. The idle screen appears when your phone is on, but not engaged in any activity.

Tip: To see a one-line idle screen when the flip is closed, press ⬤.

Text Area

This area displays menus, messages, names, phone numbers, and other information.

Display Options

Two display options appear at the bottom of most screens. You select a display option by pressing the option key below it.

Menus and Lists

Your phone's features are arranged in menus, submenus, and lists.

To access the items in a menu or list, scroll using the navigation key at the top of your keypad. This key lets you scroll up, down, left, or right. Holding down the appropriate part of the navigation key speeds up scrolling.

In this guide, this symbol **>** tells you to select a menu or list item. For example, **Settings > Security** means:

1 Scroll to **Settings** on the main menu.
2 Press ⊛ to see the **Settings** screen.
3 Scroll to **Security**.
4 Press ⊛ to see the **Security** screen.

Quick Access to Main Menu Items

Each arrow in the navigation key and ⊛ can be used to access a main menu item from the idle screen. Each of these keys is assigned to a main menu item when your receive your phone. To assign different main menu items, see "Personalize Features" on page 115.

OK Key

Pressing ⊛:

- Selects the highlighted menu item or list item
- Sets options
- Confirms actions
- Places and answer calls

Menu Key

Many features provide context-sensitive menus that let you access related features and actions. This icon ▤ appears any time a context-sensitive menu is available. Press ◉ to access the menu.

Main Menu

All your phone's features can be accessed through the main menu. You can set the main menu to appear as a list or as large icons.

📂	**Browser**	Browse the Web.
🧩	**Java Apps**	Java applications on your phone. See page 92.
🖥	**Settings** Display/Info Phone Calls 2-Way Radio Personalize Volume Security Advanced	Customize your phone. See page 111.
📳	**Ring Tones** VibeAll list of ring tones Vibrate Silent	Assign ring tones and turn ringer off. See page 48.
🎤	**VoiceRecord**	Record and play audio messages. See page 108.
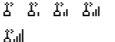
📇	**My Info**	View personal phone information, including phone number and Private ID. See page 8.
📡	**GPS**	Find your approximate geographical location. See page 98.
📒	**Contacts** new contact form list of contacts	View, store, edit contacts. See page 28.
📨	**Messages** Voice mail text messages	Access messages. See page 54.
☎	**Call Forward**	Set call forwarding options. See page 35.
📅	**Datebook** new event form list of events	Schedule appointments. See page 86.
📝	**Memo**	Store a number to access later. See page 47.
⏱	**Call Timers**	Phone usage information. See page 42.
📞	**Recent Calls**	Lists recent calls. See page 26.

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📖	**Shortcuts**	Create shortcuts to screens. See page 123.
📇	**Profiles** new profile form list of profiles	Groups of settings you apply together. See page 118.
📇	**Call Alert**	Lists call alerts. See page 24.
🔲	**My Pictures**	Stored images. See page 83.

Status Icons

Status icons appear at the top of the display. Some appear at all times. Others appear only when your phone is engaged in certain activities or when you have activated certain features.

▭ ▭ ▭ ▭ ▭ ▭ ▭ ▭	**Battery Strength** — A fuller battery indicates a greater charge.	
℥ ℥ ℥ ℥ ℥	**Signal Strength** — More bars next to the antenna indicate a stronger signal.	
℞	**Phone In Use** — Your phone is active on a phone call.	

ⅾ	**Private In Use** — Your phone is active on a Private call.	
ⅾⅾ	**Talkgroup In Use** — Your phone is active on a group call.	
0¹ 0₂	**Active Phone Line** — 1 indicates phone line 1 is ready to make calls; 2 indicates phone line 2 is ready to make calls.	
0⁺ 0⁺ 0↕ 0↕ 0↓ 0↳	**Call Forward** — Your phone is set to forward calls. See page 35.	
🔇 🔇 🔇	**Ringer Off** — Your phone is set not to ring. See page 48.	
✉ 📧 📧 📧 📭	**Messages** — You have one or more messages. See page 56.	
🌐 🌐	**Internet** — You are ready to browse the internet.	
✈	**Airplane Mode** — Your phone is set to airplane mode. See page 113.	

🐾	🐾	**Packet Data** — You are ready to transfer packet data or are transferring packet data. See page 43.
🖾	🖾	**TTY** — You are ready to use your phone to make calls using a teletypewriter device. See page 44.
⚠		**Roaming** — You are using your phone outside your carrier's network.

SIM Card Security

Your SIM card protects your personal information. The SIM card stores all your Contacts information. Since this information is stored on your SIM card, not in your phone, you can remove the information by removing your SIM card.

Note: Except for making emergency calls, your phone will not function without the SIM card.

To prevent unauthorized use of your phone, your SIM card is protected by a PIN that you enter each time the phone is powered on. You can change the PIN or turn off the requirement that it be entered.

Entering the PIN

You may be required to enter a SIM PIN when you first use your phone.

When you receive your phone, the SIM PIN is 0000. Change your PIN to prevent fraudulent use of the SIM card.

Important: If you enter your PIN incorrectly 3 times, your SIM card is blocked. To unblock your SIM card, you must contact your service provider. See "Unblocking the PIN".

1 When the **Enter SIM PIN Code** screen appears, enter your SIM PIN. An asterisk appears for each character entered.

2 Press ⊙ under **Ok**.

Changing the PIN

1 From the main menu, select **Settings > Security > Change Password > SIM PIN**.

2 At the **Enter Old SIM PIN** screen, enter the current SIM PIN.

3 Press ⊙ under **Ok**.

4 At the **Enter New SIM PIN** screen, enter the new 4- to 8-digit SIM PIN.

5 Press ⊙ under **Ok**.

6 At the **Re-enter New SIM PIN** screen, re-enter the new SIM PIN to confirm.

7 Press ⚬ under **Ok**.

Turning the PIN Requirement On and Off

When the SIM PIN requirement is on, you are prompted to enter your PIN each time you turn on your phone.

> **Note:** If a SIM PIN is required, your phone will not function until the SIM PIN is entered, except for making emergency calls.

When the PIN requirement is off, your phone can be used without entering a PIN.

> **Important: When the SIM PIN requirement is off, the personal data on your SIM card is not protected. Anyone can use your phone and access your personal data.**

1 From the main menu, select **Settings > Security > SIM PIN**.

2 Select **On** or **Off**.

3 Enter the current SIM PIN.

4 Press ⚬ under **Ok**.

Unblocking the PIN

If you enter your PIN incorrectly 3 times, your SIM card is blocked. To unblock your SIM card, you must contact your service provider to get a PIN Unblock Code (PUK).

> **Important: If you unsuccessfully enter the PUK code 10 times, your SIM card is permanently blocked and must be replaced. If this happens, all data is lost. You will get a message to contact your service provider. Except for making emergency calls, your phone will not function with a blocked SIM card.**

To unblock the PIN:

1 Press ✱ # ⚬ 1.

2 At your service provider representative's request, provide the information needed to give you a PUK code.

3 Select **Unblock PIN**.

4 Enter the PUK code.

5 Enter a new 4- to 8-digit SIM PIN.

6 Re-enter your SIM PIN.

If you entered the codes properly, **SIM Unlocked** appears on the display.

Inserting and Removing Your SIM Card

Important: Do not touch the gold-colored areas of your SIM card.

Switching SIM Cards

Moving your SIM card from one phone to another moves all your Contacts information, but erases other information. If you remove your SIM card and use it with another phone, or use another SIM card with your phone, the following information is erased:

- The recent calls list
- Call forwarding settings
- Net alerts
- MOSMS messages, drafts, and quick notes
- Options set using the MMS Setup menu
- Information stored in Memo
- 3 most recent GPS Enabled locations
- Voice records
- Voice names
- Datebook events
- Options set using the Personalize menu

Inserting Your SIM Card

1 With your phone powered off, remove the battery door and battery.
2 Open the SIM card holder.
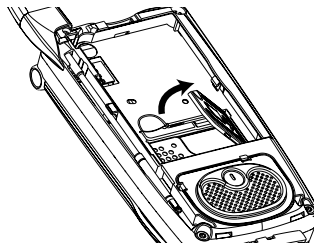
3 Carefully slide your SIM card into the SIM card holder.
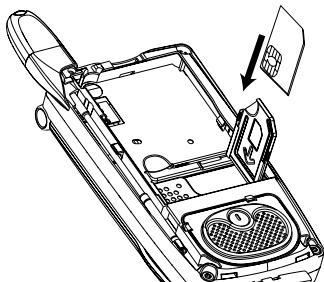
4 Close the SIM card holder.
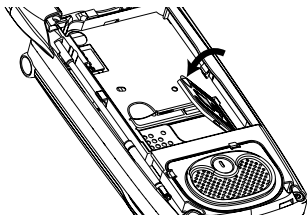
Removing Your SIM Card

> **Important: To avoid loss or damage, do not remove your SIM card from your phone unless absolutely necessary.**

1 With your phone powered off, remove the battery door and battery. See "Removing the Battery" on page 6.

2 Open the SIM card holder.
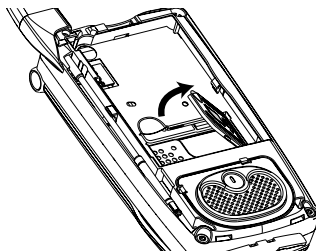
3 Carefully slide your SIM card out of the SIM card holder.

4 Close the SIM card holder.
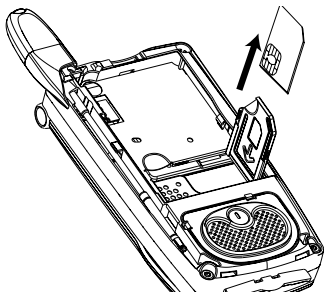
Note: Protect your SIM card as you would any delicate object. Store it carefully.

Accessories

To order accessories, log on to our Web site at www.motorola.com/store/iden or contact your Motorola Authorized Retailer.

For More Information

If you have questions about your *i*830 phone, contact your sales representative or your service provider.
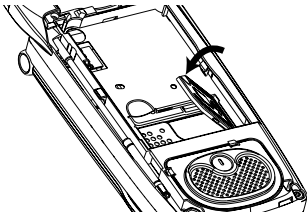
Making Calls

Your *i*830 phone makes two types of calls: digital cellular phone calls and Private calls. With Private calls, you use your phone as a long-range, digital walkie-talkie.

Phone Calls

With the Flip Open

1 Enter the number you want to call.

2 To place the call:

Press ✆. **-or-**

If you entered the number from the idle screen, press ⊛.

3 To end the call:

Press ☎. **-or-**

Close the flip.

To end a call by closing the flip, you must have the Flip to End feature turned on (see "Setting Flip Actions" on page 41).

With the Flip Closed

1 Select the number you want to call from the recent calls list and press ⊙. **-or-**

Use a voice name to select number and place the call.

2 To end the call, press ⊙.

Private Calls

1 If the flip is open, enter the Private ID you want to call. **-or-**

If the flip is closed, select the number as you would when making a phone call.

2 Press and hold the PTT button on the side of your phone. Begin talking after your phone emits a chirping sound.

3 Release the PTT button to listen.

Tip: To let someone know you want to talk to him or her on a Private call, send a call alert. See "Call Alerts" on page 24.

Receiving Calls

Phone Calls

When you receive a phone call, your phone rings, vibrates, or lights up its backlight.

Answering

If the flip is closed, press ◉. **-or-**

Open the flip. **-or-**

Press ✎. **-or-**

Press ⊛. **-or-**

Press ◁ under **Yes**. **-or-**

Press any number key.

To answer a call by opening the flip, you must have the Flip to Ans feature turned on (see "Setting Flip Actions" on page 41). To answer a call by pressing any number key, you must have the Any Key Ans feature turned on (see "Phone Calls Features" on page 114).

Sending to Voice Mail

If the flip is closed, press ◉. **-or-**

Press ✐. **-or-**

Press ◁ under **No**.

Ending

If the flip is closed, press ◉. **-or-**

Press ✐. **-or-**

Close the flip.

Private Calls

When you receive a Private call, your phone emits a chirping sound or vibrates.

1 Wait for the caller to finish speaking.
2 Press and hold the PTT button on the side of your phone. Begin talking after your phone emits a chirping sound or vibrates.
3 Release the PTT button to listen.

Ways to Enter Calls

- Use the numbers on the keypad
- Select the number from the recent calls list
- Select the number from Contacts
- Select a number stored in Datebook
- Redial the last phone number called
- Say a voice name into your phone
- Use Speed Dial or Turbo Dial®
- Use One Touch PTT to make a Private call

• Use a TTY device — see "Making TTY Calls" on page 44

From the Keypad

To enter the number you want to call, press the numbers on the keypad.

If you make a mistake:

• To clear a digit, press ⊙ under **Delete**.
• To clear all digits, press and hold ⊙ under **Delete**.
• To insert or delete a digit anywhere in the string of digits you have entered, scroll left or right.
• To cancel, press ✆.

From the Recent Calls List

The recent calls list stores the last 20 calls you made or received.

With the Flip Open

1 From the main menu, select **Recent Calls**.
2 Scroll to the name or number you want to call.

With the Flip Closed

1 Press ⚫ to display the most recent call.
2 To view the rest of the recent calls list, press the volume controls.

You can call the number displayed by pressing ⚫.

From Contacts

If you have numbers stored in Contacts, you can use these numbers to make calls. For information on entering numbers into Contacts, see "Creating Entries" on page 30.

1 From the main menu, select **Contacts**.
2 Scroll to the name or number you want to call.

   Tip: To find Contacts entries faster, use the keypad to enter the first letter of the name.

3 Place the call now. **-or-**

   Scroll left or right to display the Contacts type for the number you want to call.

If you are making a Private call, your phone places the call to the Private ID stored in the Contacts entry, even if the Private icon is not displayed.

If you are making a phone call:

• Your phone places the call to the phone number assigned to the Contacts type displayed.
• If the Contacts type displayed is not a phone number, your phone places the call to the phone number stored in the Contacts entry.

• If the Contacts type displayed is not a phone number and you have more than one phone number stored in the Contacts entry, your phone prompts you to select the phone number you want to place the call to.

From Datebook

If you have numbers stored as part of events in Datebook, you can use these numbers to make calls. For information on storing events in Datebook, see "Datebook" on page 86.

1 From the main menu, select **Datebook**.
2 Select the day of the event containing the number you want to call.
3 Highlight or select the event containing the number you want to call.

For details, see "Making Calls From Datebook" on page 90.

Redialing the Last Number

Press and hold ✆ to place a call to the last phone number you called.

Using a Voice Name

If you have created a voice name in Contacts for the number you want to call, say the voice name into your phone to enter the number. See page 29 for information on voice names.

You can use a voice name to enter a number with the flip open or closed.

1 Press and hold ⊙ until a prompt appears telling you to say the voice name.
2 Speaking into the microphone, say the voice name assigned to the number you want to call.

Your phone plays the name back to you.

If you are making a phone call, the call is placed automatically.

Tip: To stop a phone call from being completed, press ⊙ if the flip is closed or press ✐.

If you are making a Private call, press and hold the PTT button to place the call.

Using Speed Dial and Turbo Dial®

Each phone number stored in Contacts is assigned a Speed Dial number which you can use to call that number.

Speed Dial

1 From the idle screen, use the keypad to enter the Speed Dial number assigned to the phone number you want to call.

2 Press #⁊.

3 Press ✆.

Turbo Dial

From the idle screen, press and hold the Speed Dial number (1 through 9) assigned to the phone number you want to call.

Using One Touch PTT

One Touch PTT sets your phone to call the most recent Private ID on the recent calls list, or a Private ID you choose, every time you press the PTT button. See "Setting One Touch PTT" on page 40.

Missed Phone Calls

When you miss a call, this icon 𝄞 and the number of phone calls you have missed appear briefly.

With the Flip Open

If you want to dismiss the missed call message, press ◁ under **Back**. **-or-**

If you want to view the missed call on the recent calls list, press ◁ under **View**.

With the Flip Closed

If you want to dismiss the missed call message, press ◉.

If you want to view the missed call on the recent calls list, press ◉ twice.

Using Speakerphone

Turning on speakerphone makes incoming sound come out of the phone's speaker instead of the earpiece. Speakerphone is available whenever you are on an active phone call.

With the Flip Open

To turn speakerphone on or off:

Press ◁ under **Spkr**. **-or-**

Press ◉.

With the Flip Closed

When you make a call with the flip closed, speakerphone is always on.

Opening the flip turns speakerphone off.

Using Mute

Muting calls lets you listen to incoming sound without transmitting sound. Mute is available whenever you are on an active call.

To turn mute on:

Press ⊲ under **Mute**.

While mute is on, **Unmute** appears as a display option.

To turn mute off:

Press ⊲ under **Unmute**.

Making Emergency Phone Calls

Your phone supports emergency calling. Emergency phone calls can be made even when your SIM card is blocked or not in your phone.

Dial 911 to be connected to an emergency response center. If you are on an active call, you must end it before calling 911.

When you make an emergency call, your phone's GPS Enabled feature can help emergency service personnel find you, if you are in a location where your phone's GPS antenna has established a clear view of the open sky and your local emergency

response center has the equipment to process location information. See "GPS Enabled" on page 98, and particularly "IMPORTANT: Things to Keep in Mind" on page 98 and "Making an Emergency Call" on page 99, for more information on the limitations of this feature. Because of the limitations of this feature, always provide your best knowledge of your location to the emergency response center when you make an emergency call.

Important: Emergency calls cannot be placed while the keypad is locked.

Important: If you have not registered on the network, emergency calls cannot be placed while your SIM card is in your phone.

Call Alerts

Sending a call alert lets the recipient know you want to talk to him or her on a Private call.

When you send a call alert, the recipient's phone emits a series of beeps, or vibrates, and displays your name or Private ID.

The recipient can:

- Answer — begin a Private call with the sender
- Queue — store the call alert to the call alert queue, which is a list of call alerts
- Clear — dismiss and delete the call alert

Sending Call Alerts

1 Enter the Private ID you want to send to, as you would when making a Private call.
2 Press ⊙ under **Alert**. **Ready to Alert** appears on the display.
3 Press the PTT button until **Alert Successful** appears on the display.

> **Note:** If the alert is not successful, this may mean the person you are trying to reach is on a call or has the phone turned off.

Receiving Call Alerts

When you receive a call alert, you must answer, queue, or clear it. You cannot receive phone calls or Private calls until you do.

To answer a call alert:

Press the PTT button to make a Private call to the sender.

To queue a call alert:

Press ⊙ under **Queue**.

To clear a call alert:

Press ⊛. **-or-**

Press ⊙ under **Clear**. **-or-**

If the flip is closed, press ⬤.

> **Note:** The recent calls list also stores call alerts you have received. They appear as Private calls. Call alerts remain in your recent calls list until you delete them or until they reach the end of the list.

Using the Call Alert Queue

When you queue a call alert, it remains in the call alert queue until you make a Private call to the sender or delete it.

Viewing Call Alerts

1 From the main menu, select **Call Alert**.

2 Scroll through the list.

Viewing Date and Time

To view the date and time a call alert was received:

1 From the main menu, select **Call Alert**.

2 Select the call alert you want information on.

Responding to Call Alerts in the Queue

After you queue a call alert, you can respond to it by making a Private call to the sender or sending a call alert to the sender.

Making a Private Call to the Sender

1 From the main menu, select **Call Alert**.

2 Scroll to the call alert you want to respond to.

3 Press the PTT button to begin the call.

This removes the call alert from the queue.

Sending a Call Alert to the Sender

1 From the main menu, select **Call Alert**.

2 Scroll to the call alert you want to respond to.

3 Press ⊙ under **Alert**. **Ready to Alert** appears on the display.

4 Press the PTT button until **Alert Successful** appears on the display.

Deleting Call Alerts

To delete a call alert from the queue:

1 From the call alert queue, scroll to the call alert you want to delete.

2 Press ◉.

3 Select **Delete**.

4 Press ◎ or press ⊙ under **Yes** to confirm.

To delete all call alerts from the queue:

1 From the call alert queue, press ◉.

2 From the call alert menu, select **Delete All**.

3 Press ◎ or press ⊙ under **Yes** to confirm.

Sorting Call Alerts

> **Tip:** You must have at least one call alert in the queue to access this feature.

To sort call alerts by the order they were received:

1 From the main menu, select **Call Alert**.

2 Press ◉.

3 Select **Sort By**.

4 Select **First on Top** or **Last on Top**.

Recent Calls

The recent calls list stores the numbers of the 20 most recent calls you have made and received.

If the number of a recent call is stored in Contacts, the name associated with the number appears on the recent calls list.

An icon appears beside the name or number indicating the Contacts type of the number used in the call. See "Contacts" on page 28.

For phone calls, an icon appears to the left of the name or number giving more information about the call:

ᗌ A call you made.

ᗎ A call you received.

ᗏ A missed call. Missed calls appear on the recent calls list only if you have Caller ID.

Note: The recent calls list also stores call alerts you have received. They appear as Private calls. Call alerts remain in your recent calls list until you delete them or until they reach the end of the list.

Viewing Recent Calls

With the Flip Open

1 From the main menu, select **Recent Calls**.

2 Scroll through the list.

To get more information on a recent call:

From the recent calls list, select the call you want information on.

This displays information such as the name associated with the call, the number, the date, time, and duration of the call.

With the Flip Closed

1 Press ⬤ to display the most recent call.

2 To view the rest the recent call list, press the volume controls.

3 Press ⬤ to dismiss the recent calls list.

Tip: Press ⬤ to call the number displayed.

Storing Recent Calls to Contacts

1 From the recent calls list, scroll to the number you want to store.

2 Press ◌ under **Store**. **-or-**

If **Store** is not one of your options: Press ◌. Select **Store**.

> **Tip:** If **Store** is not on this menu, the number is already stored in Contacts.

3 To store the number as a new entry, select **[New Contact]**. **-or-**

To store the number to an existing entry, select the entry.

4 With the Contacts type field highlighted, scroll left or right to display the Contacts type you want to assign the number. For information on Contacts types, see page 28.

5 If you want to add more information to the entry, follow the applicable instructions in "Creating Entries" on page 30.

6 Press ◌ under **Done**.

Deleting Recent Calls

To delete a call:

1 From the recent calls list, scroll to the call you want to delete.

2 Press ◌ under **Delete**. **-or-**

If **Delete** is not one of your options: Press ◌. Select **Delete**.

3 Press ® or press ◌ under **Yes** to confirm.

To delete all calls:

1 From the recent calls list, press ◌.

2 Select **Delete All**.

3 Press ® or press ◌ under **Yes** to confirm.

Contacts

Contacts stores up to 600 numbers or addresses. Each Contacts entry can store several numbers or addresses.

Information stored in Contacts is saved on your SIM card.

A Contacts entry contains:

- A name — A name is required if your are storing more than one number or address to the entry; otherwise, it is optional. Typically, this is the name of the person whose contact information is stored in the entry.
- A ring tone — You can assign a ring tone to each entry. This is the sound your phone makes when you receive phone calls or call alerts from any of the numbers stored in the entry.

- A Contacts type — Each number or address stored must be assigned a Contacts type:

𝖆	**Mobile**	phone number
𝖎	**Private**	Private ID
𝖆	**Work1**	phone number
𝖆	**Work2**	phone number
𝖆	**Home**	phone number
✉	**Email**	email address
𝖆	**Fax**	phone number
𝖆	**Pager**	phone number
𝖆	**Talkgroup**	Talkgroup number
🌐	**IP**	IP address
☎	**Other**	phone number

- A number or address — Each Contacts entry must contain a number or address. This may be any type of phone number, Private ID, Talkgroup number, email address, or IP address.

Note: You can store numbers up to 64 digits long, but every 20 digits must be separated by a pause or wait. See "Creating Pauses and Waits" on page 32.

- A Speed Dial number — When you store a phone number, it is assigned a Speed Dial number. You can accept the default Speed Dial number or change it.

- A voice name — If you create a voice name for a number, you can then dial that number by saying the voice name into your phone. This icon appears $\mathbb{Q}$ to the left of the Contacts type icon if a voice name is assigned.

  Note: This is an optional feature. Contact your service provider about its availability for purchase.

Viewing Contacts

To access Contacts:

From the main menu, select **Contacts**. **-or-**

If you are on a call: Press $\mathbb{O}$. Select **Contacts**.

To view entries:

1 From the Contacts list, scroll to the entry you want to view.

2 If an entry has more than one number or address stored, ◄► surrounds the Contacts type icon. Scroll left or right to view the icon for each number stored in the entry.

3 Press $\circledast$ to view the entry.

4 Scroll to view the other numbers and addresses stored for the entry.

Tip: To view more entries, continue scrolling.

Searching for a Name

To search for a name in Contacts:

1 From the Contacts list, press $\circlearrowleft$ under **Search**. **-or-**

If **Search** is not one of your options: Press $\mathbb{O}$. Select **Search**.

2 Enter the name you want to see. See "Entering Text" on page 51.

3 Press $\circledast$.

Your phone finds the name you entered or the nearest match.

Showing Only Private IDs and Talkgroups

To set Contacts to show only entries that contain Private IDs and Talkgroup entries:

1 From the Contacts list, press $\mathbb{O}$.

2 Select **Filter**.

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3 Set this option to **Show Prvt/Grp**.

To set Contacts to show all entries:

1 From the Contacts list, press (·).

2 Select **Filter**.

3 Set this option to **Show All**.

Creating Entries

A number or address and a Contacts type are required for all Contacts entries. Other information is optional. You may enter the information in any order by scrolling through the entry details.

After you have entered the number or address, Contacts type, and any other information you want, you can press ⊙ under **Done** to save the entry to Contacts.

To cancel a Contacts entry at any time press, ⊿ to return to the idle screen.

To create a Contacts entry:

1 To access the entry details screen:

Select **Contacts > [New Contact]**. **-or-**

From the Contacts list, press (·). Select **New**.

2 If you want to assign a name to the entry:

Select **Name**.

Enter the name. See "Entering Text" on page 51. When you are finished, press ⑥.

Tip: Press ⊙ under **Browse** to select a name already in Contacts.

3 If you want to assign a ring tone to the name:

Select **Ringer**.

Select the ring tone to you want to assign.

4 To assign a Contacts type to the number or address being stored:

Select the Contacts type field.

Select the Contacts type you want to assign.

5 To store a number or address:

Select the **#** field (or **ID** for an email address, or **IP** for an IP address).

Enter the number or address. For phone numbers, use the 10-digit format. For email addresses, see "Entering Text" on page 51.

Tip: Press ⊙ under **Browse** to select a number or address from Contacts, the recent calls list, or Memo.

When you are finished, press ⑥.

6 If you want to assign more options to the number, select **[Options]**. See "Assigning Options" on page 31.

7 If you want to add more numbers or addresses to the entry:

Scroll past the information you already entered.

Enter the additional information for the entry using step 2 through step 6. You must assign a name to the entry, if you have not already.

8 Press ⊙ under **Done**.

Assigning Options

1 If you have not already, select **[Options]**.

2 The default Speed Dial number assigned to a phone number is displayed in the **Speed #** field. This is always the next available Speed Dial location.

If you want to assign the phone number to a different Speed Dial location:

With the **Speed #** field highlighted, press ⊛.

Press ⊙ under **Delete** to delete the current Speed Dial number.

Enter the new Speed Dial number using the keypad.

When you are finished, press ⊛.

3 If you want to create a voice name for a phone number, select **Voice Name**.

As directed by the screen prompts, say and repeat the name you want to assign to the number. Speak clearly into the microphone.

4 When you are finished, press ⊙ under **Back**.

Storing Numbers Faster

To store numbers to Contacts from the recent calls list, see "Storing Recent Calls to Contacts" on page 26.

To store numbers to Contacts from Memo, see "Memo" on page 47.

To store numbers to Contacts from the idle screen:

1 Use the keypad to enter the number you want to store.

2 Press ⏺.

3 Select **Store Number**.

4 To store the number as a new entry, select **[New Contact]**. **-or-**

To store the number to an existing entry, select the entry.

5 With the Contacts type field highlighted, scroll left or right to display the Contacts type you want to assign the number.

6 If you want to add more information to the entry, follow the applicable instructions in "Creating Entries" on page 30.

7 Press ⊙ under **Done**.

Editing Entries

1 From the Contacts list, scroll to the entry you want to edit.

2 Press ⊙ under **Edit**. **-or-**

If **Edit** is not one of your options: Press ⊙. Select **Edit**.

The entry details screen displays.

3 Follow the applicable instructions in "Creating Entries" on page 30 to edit the various fields.

Deleting Entries

Delete an Entry

1 From the Contacts list, scroll to the entry you want to delete.

2 Press ⊙.

3 To delete the entire entry, select **Delete Contact**.

4 Press ⊛ or press ⊙ under **Yes** to confirm.

Delete a Number or Address

1 From the Contacts list, scroll to the entry that contains the number or address you want to delete.

2 Scroll left or right to display the Contacts type for the number you want to delete.

3 Press ⊙.

4 Select **Delete Number**.

5 Press ⊛ or press ⊙ under **Yes** to confirm.

Note: If an entry contains only one number or address, deleting the number or address deletes the entry.

Checking Capacity

To see how many numbers are stored in Contacts:

1 From the Contacts list, press ⊙.

2 Select **Capacity**.

Creating Pauses and Waits

When storing a number, you can program your phone to pause or wait between digits while dialing. A pause makes your phone pause for 3 seconds before dialing further. A wait makes your phone wait for your response before dialing further.

This feature is useful when using voice mail or other automated phone systems that require you to dial a phone number and then enter an access number.

To program a pause:

Press and hold ✱ until the letter P appears. The P represents a 3-second pause.

If you store 17035551235P1234, when you select this number and make a call, your phone dials the first 11 digits, pauses for 3 seconds, then dials the last 4 digits.

If you want a pause longer than 3 seconds, press and hold ✱ more than once. Each P represents a 3-second pause.

To program a wait:

Press and hold ✱ until the letter W appears. The W means your phone waits before dialing further.

If you store 17035551235W1234, when you select this number and make a call, your phone dials the first 11 digits and then waits. A message appears asking if you want to send the rest of the digits. Press ⊙ under **Yes** to dial the last 4 digits.

Tip: You can create pauses and waits while dialing a number from the keypad. See "Creating Pauses and Waits While Dialing" on page 40.

International Numbers

Note: This feature may not be offered by your service provider.

When storing a number that you plan to use for international calls, use Plus Dialing:

1 Press and hold 0⃝ for two seconds. A "0" appears, then changes to a "+".

Note: The network translates the "+" into the appropriate international access code needed to place the call.

2 Enter the country code, city code or area code, and phone number.

For information about making international calls, see "Making International Calls" on page 40.

Accessing Contacts with GSM Phones

If you plan to use the information stored in Contacts with an *i*2000, *i*2000*plus*, or any other GSM phone, you must purchase CompanionPro. Go to www.motorola.com/idenupdate or your service provider's web site for more information.

You can use CompanionPro to make the Contacts information saved to your *i*830 phone's SIM card accessible in this type of phone.

Call Forwarding

Call forwarding sends calls to the phone numbers you specify. You can forward all calls to one number or forward missed calls to different numbers depending on the reason you missed the call.

You can forward phone lines 1 and 2 independently.

Forwarding All Calls

When you set your phone to forward all calls, an icon appears in the top row of the display:

- ⓖ Phone line 1 is active; calls to phone line 1 are being forwarded.

- ⓖ Phone line 1 is active; calls to phone line 2 are being forwarded.

- ⓖ Phone line 1 is active; calls to phone lines 1 and 2 are being forwarded.

- ⓖ Phone line 2 is active; calls to phone line 1 are being forwarded.

- ⓖ Phone line 2 is active; calls to phone line 2 are being forwarded.

- ⓖ Phone line 2 is active; calls to phone lines 1 and 2 are being forwarded.

To forward all calls:

1 From the main menu, select **Call Forward > Forward > All Calls**.

2 Select **To**.

If you specified a forwarding number for all calls before, this number displays.

To forward calls to this number, press ◁ under **Back**.

To delete this number, press ⊛, then press and hold ◁ under **Delete**.

3 To enter the number you want to forward calls to:

Enter the number using your keypad. **-or-**

Press ◁ under **Search**. Select **Contacts**, **Recent Calls**, or **Memo**. Select the number you want to enter.

4 Press ⊛.

All your calls are now forwarded to the number you specified.

Turning Off Call Forwarding

If you don't want all your calls forwarded, turn the feature off:

1 From the main menu, select **Call Forward > To**.

2 Set this option to **Off**.

All your calls are now sent to your phone.

Calls you miss are forwarded according to the options set for missed calls. By default, missed calls are forwarded to voice mail.

> **Note:** To receive voice mail messages, you must first set up a voice mail account with your service provider.

Forwarding Missed Calls

You can specify a forwarding number for each type of missed call:

- **If Busy** — Your phone is on a call or transferring data.
- **If No Answer** — You do not answer on the first 4 rings.
- **If Unreachable** — Your phone is out of coverage or powered off.

> **Note:** If you want a type of missed call sent to voice mail, the call forwarding number for that type of missed call must be your voice mail access number.

To forward missed calls:

1 From the main menu, select **Call Forward > Forward > Detailed**.

2 Select **If Busy** to specify a forwarding number for calls received when your phone is busy.

3 If you specified a forwarding number for this type of call before, this number displays.

To forward calls to this number, press ⊙ under **Back** and go to step 6. **-or-**

To delete this number, press ⊛, then press and hold ⊙ under **Delete**.

4 To enter the number you want to forward this type of call to:

Enter the number using your keypad. **-or-**

Press ⊙ under **Search**. Select **Contacts**, **Recent Calls**, or **Memo**. Select the number you want to enter.

5 Press ⊛.

6 Repeat step 2 through step 5 for **If No Answer** and **If Unreachable**.

7 When you are finished, press ⊙ under **Back**.

Viewing Call Forwarding Settings

1 From the main menu, select **Call Forward > Forward > All Calls**.

2 With **To** highlighted, press ◁ under **Status**.

Advanced Calling Features

Call Waiting

Call Waiting lets you receive a second call while on an active call. Call Waiting is always available, unless you turn it off for a specific call.

If you are on a call and receive a second call, your phone emits a tone and displays a message saying you are receiving a second call.

To accept the second call and put the active call on hold:

Press ⊙ under **Yes**.

To accept the second call and end the active call:

1 Press ☎.

Your phone rings with the second call.

2 Answer the second call.

To decline the second call:

Press ⊙ under **No**. If you subscribe to voice mail, the call is forwarded to your voice mail box, unless you set **Call Forward** for **If Busy** to a different number.

Turn Off Call Waiting

To turn off Call Waiting during a call:

1 Press ⊙.
2 Select **In Call Setup > Call Waiting**.
3 Set this option to **Off**.

   Tip: To turn Call Waiting back on while still on the call, set this option to **On**.

To turn off Call Waiting for the next call you make or receive:

1 From the main menu, select **Settings > Phone Calls > Call Waiting**.
2 Set this option to **Off**.

Call Waiting is turned back on when you end the call.

Switching Between Calls

Any time you have one call active and one call on hold, to make the call on hold active and put the active call on hold:

Press ⊙ under **Switch**. **-or-**

If **Switch** is not one of your options: Press ⊙. Select **Switch**.

Putting a Call on Hold

1 While on an active call, press ⓔ.

2 Select **Hold**.

If you want to make the call active again, press ⓒ under **Resume**.

Calling 2 People

Putting a Call on Hold, Making a Second Call

1 Place or receive a phone call.

2 While the call is active, press ⓔ.

3 Select **2nd Call**. This puts the call on hold.

4 Enter the second phone number you want to call.

Tip: For quick ways to enter the number, press ⓔ.

5 Press ✆ to place the call.

To end the second call and make the call on hold active again:

Press ⌫.

To make the call on hold active and put the active call on hold:

Press ⓒ under **Switch**.

Making a 3-Way Call

1 Place or receive a phone call.

2 While the call is active, press ⓔ.

3 Select **3 Way**. This puts the call on hold.

4 Enter the second phone number you want to call.

Tip: For quick ways to enter the number, press ⓔ.

5 Press ✆ to place the call.

6 Press ⓒ under **Join**.

All 3 people in the call can speak to and hear each other.

Merging 2 Calls into a 3-Way Call

You can combine 2 phone calls into a 3-way call any time you have a call on hold and a call active:

1 Press ⓔ.

2 Select **Join**.

All 3 people in the call can speak to and hear each other.

Creating Pauses and Waits While Dialing

You can enter a pause or wait while dialing a number. For more information on pauses and waits, see "Creating Pauses and Waits" on page 32.

To create a pause while dialing a phone number:

1 From the keypad, enter the digits you want to occur before the pause.

2 Press ⏺.

3 Select **Insert Pause**.

4 Enter the digits you want to occur after the pause.

To create a wait while dialing a phone number:

1 From the keypad, enter the digits you want to occur before the wait.

2 Press ⏺.

3 Select **Insert Wait**.

4 Enter the digits you want to occur after the wait.

Making International Calls

Note: This feature may not be offered by your service provider.

Plus Dialing lets you place an international call to most countries without entering the local international access code.

1 Press and hold ⓪ for two seconds. A "0" appears, then changes to a "+".

Note: The network translates the "+" into the appropriate international access code needed to place the call.

2 Enter the country code, city code or area code, and phone number.

Setting One Touch PTT

One Touch PTT sets your phone to call the most recent Private ID on the recent calls list, or a Private ID you choose, every time you press the PTT button.

To set your phone to call the most recent Private ID on the recent calls list:

1 From the main menu, select **Settings > 2-Way Radio > One Touch PTT**.

2 Set this option to **Last Call**.

To set your phone to call a Private ID you choose:

1 From the main menu, select **Settings > 2-Way Radio > One Touch PTT > Assigned Number**.

2 To enter the Private ID you want your phone to call every time you press the PTT button:

Enter the number using your keypad. **-or-**

Press ◁ under **Search**. Select **Contacts**, **Recent Calls**, or **Memo**. Select the number you want to enter.

Tip: If you are entering a Talkgroup number, enter # before the number.

3 Press ⊛.

To turn off One Touch PTT:

1 From the main menu, select **Settings > 2-Way Radio > One Touch PTT**.

2 Set this option to **Off**.

Setting Flip Actions

For Answering Calls

To set your phone to answer calls when you open the flip:

1 From the main menu, select **Settings > Phone Calls > Flip Activation > Flip to Ans**.

2 Set this option to **On**.

To set your phone not to answer calls when you open the flip:

Set **Flip to Ans** to **Off** in step 2.

For Ending Calls

To set your phone to end calls when you close the flip:

1 From the main menu, select **Settings > Phone Calls > Flip Activation > Flip to End**.

2 Set this option to **On**.

To set your phone not to end calls when you open the flip:

Set **Flip to End** to **Off** in step 2.

Note: If you are using your phone with a headset, and you have the **Flip to End** option set to **On**, closing your flip sends incoming sound to the headset and does not end the call.

Group Calls

A group call is a call made to all members of a Talkgroup at once. A Talkgroup is a predetermined group of up to 25 Private IDs.

Before you can make or receive group calls, a Talkgroup must be established. After the Talkgroup is established, you must join the Talkgroup.

Joining a Talkgroup

Your sales representative or your service provider establishes Talkgroups for you and assigns each Talkgroup a Talkgroup number. You can choose a name for each of your Talkgroups when you create entries for them in Contacts.

To receive group calls made to a Talkgroup, you must join the Talkgroup. You can belong to only one Talkgroup at a time. When you join a new Talkgroup, you no longer belong to your previous Talkgroup.

To join a Talkgroup:

1 Press #. Then enter the Talkgroup number using the keypad. **-or-**

Choose the Talkgroup name from Contacts or the recent calls list.

2 Press ◁ under **Join**.

Making Group Calls

1 Press #. Then enter the Talkgroup number using the keypad. **-or-**

Choose the Talkgroup name from Contacts or recent calls list.

2 Proceed as if making a Private call.

Receiving Group Calls

To answer a group call:

Proceed as if answering a Private call. Only one person at a time may speak on a group call.

The Private ID or name of the person who is speaking will appear on the display below the Talkgroup number.

Turning off Group Calls

To set your phone to prevent you from hearing group calls to your Talkgroup:

1 From the main menu, select **Settings > 2-Way Radio > Tkgrp Silent**.

2 Set this option **On**.

To set your phone to let you hear group calls to your Talkgroup:

Set **Tkgrp Silent** to **Off** in step 2.

Call Timers

Call timers measure the duration of your phone calls, Private or group calls, and circuit data use, as well as the number of Kilobytes sent and received by your phone:

• **Last Call** — displays the duration of your most recent phone call.

- **Phone Reset** — keeps a running total of your phone call minutes, until you reset it.
- **Phone Lifetime** — displays the total minutes of all your phone calls.
- **Prvt/Grp Reset** — keeps a running total of all of your Private and group call minutes, until you reset it.
- **Prvt/Grp Lifetime** — displays the total minutes of all your Private and group calls.
- **Circuit Reset** — keeps a running total of all of your circuit data use, until you reset it.
- **Circuit Lifetime** — displays the total minutes of all of your circuit data use.
- **Kbytes Reset** — keeps a running total of the number of Kilobytes sent and received by your phone, until you reset it.

To view or reset a timer:

1 From the main menu, select **Call Timers**.

2 Select the feature you want to view or reset.

3 To view a feature without resetting: Press ⊛ when you are finished viewing. **-or-**

To reset a feature: Press ◌ under **Reset**. Press ⊛ or press ◌ under **Yes** to confirm.

Note: The values displayed by Call Timers should not be used for billing. Call timers are estimates only.

Using Your Phone as a Modem

Note: This feature may not be offered by your service provider.

To use your phone as a modem with a laptop, handheld device, or desktop computer:

1 Open the connector cover.

connector cover
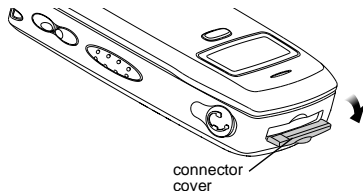
2 With the phone's display facing up, insert a data cable's connector into the accessory connector, until you hear a click.
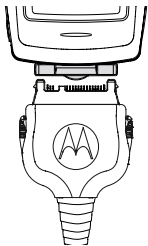
3 Insert the data plug into the data port of the other device.

When used as a modem, your phone has these data transfer modes:

• Circuit data — used for sending and receiving faxes and for transferring large files

• Packet data — used for small file transfers such as email

To use these services, you must install the iDEN Wireless Data Services software (available separately). For more information on setting up your computer and your *i*830 phone for packet and circuit data calls, refer to the *Wireless Data Services User's Guide* or contact your service provider.

Making TTY Calls

Note: This feature may not be offered by your service provider.

To use your phone to make phone calls using a teletypewriter (TTY) device:

1 Connect one end of a 2.5mm cable into the audio jack on your phone. Connect the other end of the cable to your TTY device.

2 Make sure that your phone's TTY feature is on and select the TTY mode you want to use.

3 Use your phone to enter phone numbers and make calls.

When you make a TTY call, these icons appear on the phone's display:

    回   Phone call is active.

    回   Phone call is on hold.

TTY device features such as Turbo-Code, High-Speed, and Interruption are not supported by your phone. These features must be turned off or disabled to use your TTY device with your phone.

Turning On the TTY Feature

Your phone's TTY feature must be on if you want to make TTY calls, set the TTY mode, or change the TTY baud rate. To make sure the TTY feature is on:

From the main menu, select **Settings > Phone Calls > TTY > Use TTY**. This field must say **On**.

Choosing a Mode

Your phone supports these TTY modes:

- **TTY** — You type and read text on your TTY device.
- **VCO** (Voice-Carry-Over) — You speak into your phone and read text replies on your TTY device.
- **HCO** (Hearing-Carry-Over) — You type text on your TTY device and listen to voice replies on your phone speaker.

To change mode while not in a call:

1 From the main menu, select **Settings > Phone Calls > TTY > Type**.
2 Select the TTY mode you want.

When you make a TTY call, the call begins in the TTY mode you last selected.

To change mode during a call using your phone:

1 Press ◉.
2 Select **In Call Setup > TTY > Type**.
3 Select the mode you want.

To change mode during a call using your TTY device, issue one of the following commands:

- "VCO please" — to select VCO mode
- "HCO please" — to select HCO mode
- "HCO off please" — to turn off HCO mode

Important: When you are using HCO, the sound coming from your phone speaker may be uncomfortably loud. Use caution when putting the phone to your ear. (For information on setting the volume of your phone speaker, see "Setting the Volume" on page 111.)

Changing the TTY Baud Rate

By default, your phone's TTY baud rate is set to 45.45, the baud rate required for TTY calls within the U.S. To make calls outside the U.S., set your TTY baud rate to 50.0.

Advanced Calling Features

To change the TTY baud rate:

1 From the main menu, select **Settings > Phone Calls > TTY > Baud**.

2 Select the baud rate for your location.

Memo

Memo lets you store a number, make a call to that number, and save it to Contacts.

To create a memo:

1 From the main menu, select **Memo**.
2 Enter the number using your keypad.
3 Press ⊛.

To view the memo later:

1 From the main menu, select **Memo**.

To delete the memo:

1 From the main menu, select **Memo**.
2 Press and hold ⊙ under **Delete**.
3 Press ⊛.

To edit the memo:

1 From the main menu, select **Memo**.
2 Enter the new number.
3 Press ⊛.

To make a call to the memo number:

1 From the main menu, select **Memo**.
2 Press ✎.

To store the memo number to Contacts:

1 From the main menu, select **Memo**.
2 Press ◉.
3 Select **Store to Cntcs**.
4 To store the number as a new entry, select **[New Contact]**. **-or-**

   To store the number to an existing entry, select the entry.
5 With the Contacts type field highlighted, scroll left or right to display the Contacts type you want to assign the number.
6 If you want to add more information to the entry, follow the applicable instructions in "Creating Entries" on page 30.
7 Press ⊙ under **Done**.

Ring Tones

To set the ring tone your phone makes when you receive phone calls, message notifications, or call alerts:

1 From the main menu, select **Ring Tones**.

2 Make sure **VibeAll** is set to **Off**.

3 Scroll through the list of ring tones and select the one you want to assign. **Vibrate** sets your phone to vibrate instead of making a sound; **Silent** sets your phone to neither vibrate nor make a sound.

Tip: Highlighting a ring tone lets you hear it.

4 Select the features you want to assign the ring tone to.

5 When you are finished, press ⚪ under **Done**.

Setting Your Phone to Vibrate

You can set your phone to vibrate instead of making a sound when you receive all phone calls, Private calls, group calls, messages notifications, and call alerts.

1 From the main menu, select **Ring Tones > VibeAll**.

2 Set this option to **On**.

Tip: Pressing the volume controls to turn down the volume as far as possible sets **VibeAll** to **On**.

To set your phone to vibrate instead of making a sound for some features but not others:

1 From the main menu, select **Ring Tones**.

2 Make sure **VibeAll** is set to **Off**.

3 Select **Vibrate** from the list of ring tones.

4 Select the features you want to set to make no sound.

5 When you are finished, press ⚪ under **Done**.

Note: To set ring options for Private calls and group calls, see "Setting Your Phone to Vibrate" on page 111.

These icons indicate how the ringer is set.

- ▩ The phone always vibrates instead of ringing.
- ⬦ The phone does not ring for phone calls.
- ⬦ Group calls and Private calls are heard through the earpiece, not the speaker.

These icons may appear at the same time.

Ring and Vibrate

To set your phone to ring and vibrate when you receive phone calls or call alerts:

1 From the main menu, select **Ring Tones**.
2 Make sure **VibeAll** is set to **Off**.
3 Scroll through the list of ring tones and highlight the one you want to assign.
4 Press .
5 Select **Assign w/Vibe**.
6 Select the features you want to set to ring and vibrate.

This icon appears on the display.

Assigning Ring Tones to Contacts

You can set the ring tone your phone makes when you receive phone calls or call alerts from someone you have stored in Contacts.

1 From the main menu, select **Ring Tones**.
2 Make sure **VibeAll** is set to **Off**.
3 Scroll through the list of ring tones and select the one you want to assign.
4 Select **A Contact**.

5 Select the Contacts entry you want to assign the ring tone to.

Viewing Ring Tone Assignments

1 From the main menu, select **Ring Tones**.
2 Make sure **VibeAll** is set to **Off**.
3 Highlight any ring tone.
4 Press .
5 Select **Overview**.
6 Scroll to view ring tones assigned to features and Contact entries.

Downloading More Ring Tones

If you want to use other ring tones, you can download them into your phone for a fee. Go to www.motorola.com/idenupdate for a selection of custom ring tones and downloading instructions.

Note: Ring tones purchased from this web site may be downloaded only once. If you delete a ring tone from your phone, you must purchase it again to download it again.

Managing Memory

To view the amount of memory available for custom ring tones:

1 From the main menu, select **Ring Tones**.
2 Make sure **VibeAll** is set to **Off**.
3 Highlight any ring tone.
4 Press Ⓔ.
5 Select **Memory Usage**.

Deleting custom ring tones frees memory.

> **Note:** Ring tones are stored in your phone using the same memory space used to store messages, voice records, Java applications, and wallpaper images. Deleting some of these other items frees memory space for ring tones.

Deleting Custom Ring Tones

To delete a custom ring tone:

1 From the main menu, select **Ring Tones**.
2 Make sure **VibeAll** is set to **Off**.
3 Scroll to the ring tone you want to delete.
4 Press Ⓔ.
5 Select **Delete**.
6 Press ◁ under **Yes** to confirm.

Entering Text

You can enter text into your phone using the traditional method of pressing a key several times for each character, or by pressing a key once for each letter while words likely to be the one you want are chosen from a database. You can also enter symbols and numbers into a text field.

In screens that require you to enter text, you see the following icons. These icons tell you which text input mode you are using:

- ᵃ⛛ **Alpha** — Press a key several times for each character.

- ᵃ✑ **Word** — Press a key once for each letter while words likely to be the one you want are chosen from a database.

- 🖪 **Symbols** — Enter punctuation and other symbols.

- 🖩 **Numeric** — Enter numbers.

When you access a screen that requires you to enter text, you start in the mode last used.

To choose a text input mode:

1 At a screen that requires you to enter text, press ⓔ.

2 Select the text input mode you want to use. A checkmark appears next to the current mode.

Using Alpha Mode

- Press any key on the keypad to enter the letters, numbers, and symbols on that key. For example, to enter the letter Y, press ⑨ʷˣʸᶻ three times.

- Type a letter then scroll up to make that letter uppercase, or type a letter then scroll down to make that letter lowercase.

- See "Special Function Keys" on page 52 for more information on adding spaces, capitalization, and punctuation.

Using Word Mode

In Word mode, T9 Text Input analyzes the letters on the keypad button you press and arranges them to create words. As you type, T9 Text Input matches your keystrokes to words in its database and displays the most commonly used matching word. You can add you own words to this database.

Entering a Word

1 Select Word as your text input mode.

2 Type a word by pressing one key for each letter.

For example, to type "test" press ⑧ᵗᵘᵛ ③ᵈᵉᶠ ⑦ᵖۛqᵣₛ ⑧ᵗᵘᵛ.

Entering Text

The displayed word may change as you type it. Do not try to correct the word as you go. Type to the end of the word before editing.

3 If the word that appears is not the desired word, press ⓪ to change the word on the display to the next most likely word in the database.

Repeat until the desired word appears.

If the desired word does not appear, you can add it to the database.

Adding Words to the Database

1 Select Alpha as your text input mode.
2 Type the word using Alpha mode.
3 Select Word as your text input mode.
4 Press #.

The word you typed in Alpha text entry mode is now in the database.

Note: You cannot store alphanumeric combinations, such as Y2K.

Choosing a Language

To change the language of the database:

1 At a screen that requires you to enter text, press ⓑ.
2 Select **Languages**.

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3 Select the language you want for your database.

Special Function Keys

Some of the phone's keys assume different functions while in Alpha or Word mode.

Spaces

Press # for a space.

Capitalization

When you press and hold the # key, it acts as a 3-way toggle. Press and hold # to make the next letter typed uppercase (shift), to make all subsequent letters typed uppercase (caps lock), or to go back to lowercase letters.

These icons appear in the top row of your display:

ᴬᗡ or ᴬ�ↄ Shift is on.

ᴬᗡ or ᴬↄ Caps lock is on.

When neither of these icons appear, letters typed are lowercase. Scrolling up after typing a letter makes that letter uppercase.

Note: Your phone automatically makes the first letter of a sentence uppercase.

Punctuation

Press ⌕ or ⓪ to insert punctuation. Continue to press the key to view the list of symbols available through that key. Pause to select the symbol you want.

> **Note:** Additional punctuation symbols are available in Symbols mode.

Using Numeric Mode

1 Select Numeric as your text input mode.
2 Press the number buttons on your keypad to enter numbers.

Using Symbols Mode

1 Select Symbols as your text input mode.

A row of symbols appears along the bottom of the phone's display. Scroll right to view the complete row.

2 Press ⓞ to select the highlighted symbol.

Your Messaging Services

Your phone lets you send and receive a variety of messages. Messaging services available to you depend on your service provider.

Voice Mail

All service providers offer voice mail message service. For information on accessing your voice mail messages, see "Voice Mail Messages" on page 58.

Text Messages

Your service provider may offer either of 2 options for sending text messages:

- Mobile originated text messages (MOSMS)
- Multimedia Messaging Service (MMS)

To determine which text messaging option you have, view the message center:

From the main menu, select **Messages**.

Message Center Options for Phones with MOSMS

If your service provider offers MOSMS, the following options appear in you message center:

- **Voice Mail** — access voice mail messages you have received.
- **Text Inbox** — access messages you have received.
- **Quick Notes** — access short, pre-written messages.
- **Text Outbox** — access messages you have created and sent.

For information on using text messages if your service provider offers MOSMS, see "MOSMS Messages" on page 59.

Message Center Options for Phones with MMS

If your service provider offers MMS, the following options appear in you message center:

- **[Create Mesg]** — begin creating an MMS message.
- **Voice Mail** — access voice mail messages you have received.

- **Inbox** — access MMS messages you have received.
- **Drafts** — access MMS messages you have created and saved but not sent.
- **Sent Items** — access MMS messages you have created and sent.
- **SMS** — access Short Message Service (SMS) messages you have received.
- Depending on your service provider, you may also have a **Net Alert** option.

For information on using text messages if your service provider offers MMS, see "MMS Messages" on page 64 and "Other Text Messages for Phones with MMS" on page 84.

Receiving Messages

When you receive a voice mail message or text message, you have 2 ways to access the message:

- Respond to the message notification that appears when the message is received.
- Dismiss the message notification and access the message later through the message center.

Message Notifications

When you receive a message, your phone notifies you with text on the display and a notification tone or vibration. You can access the message or dismiss the notification.

If you dismiss the notification, the message is not deleted. It can be accessed through the message center.

If you are not on a phone call when you receive a message, your phone sounds a notification tone every 30 seconds until you access the message or dismiss the alert.

When you are on a phone call, you can receive message notifications for all types of messages except MMS messages. For other types of messages, your phone may sound a notification tone during the call or after you end the call, depending on how you set your notification options.

Setting Notification Options

To control whether your phone sounds message notification tones while you are on phone calls:

1 From the main menu, select **Settings > Phone Calls > Notifications**.
2 Select the option you want:
   - **Receive All** — Tones sound during calls for all types of messages except MMS messages.
   - **Msg Mail Only** — Tones sound during calls for SMS messages; tones for all other types of messages are held until you end calls.
   - **Delay All** — Tones for all types of messages are held until you end calls.

   Tip: To set notification options during a call: Press ⬤. Select **In Call Setup > Notifications**.

Message Center

All your messages are stored in the message center. The message center shows how many messages you have of each type.

To access your messages through the message center:

1 From the main menu, select **Messages**.
2 Scroll to the type of message you want to access.
3 Press ⑯ or press ⌒ under the display option on the left.

Voice Mail Messages

Note: To receive voice mail messages, you must first set up a voice mail account with your service provider.

Receiving a Message

When you receive a voice mail message, **New Voice Mail Message** appears on the display.

To call your service provider's voice mail system and listen to the message:

Press ⊙ under **Call**.

To dismiss the message notification:

If the flip is closed, press ⚫. **-or-**

If the flip is open, press ⓞ or press ⊙ under **Back**, or close the flip.

This icon 🖃 appears on the display, reminding you that you have a new message.

If the caller leaves a message, this icon 🖃 appears on the display, reminding you that you have a new message.

Accessing Voice Mail from the Message Center

From the main menu, select **Messages > Voice Mail**.

Sending Unanswered Calls to Voice Mail

To send a phone call to voice mail instead of answering it:

If the flip is closed, press ⚫. **-or-**

Press ✍. **-or-**

Press ⊙ under **No**.

MOSMS Messages

Note: If your text messaging service is not MOSMS, do not read this section. Read "MMS Messages" on page 64 and "Other Text Messages for Phones with MMS" on page 84. To determine your text messaging service, see "Your Messaging Services" on page 54.

Mobile originated text messages (MOSMS) lets you send and receive SMS messages to and from other phones that are using MOSMS.

Setting Up

Before you begin using MOSMS, you may need to set up your signature, service center number, and expiration information:

1 From the main menu, select **Messages**.

2 Scroll to **Text Inbox**.

3 Press ◉.

4 Select **Text Msg Setup**.

5 Select **Signature**.

Enter your signature. It may be up to 11 characters long. See "Entering Text" on page 51. When you are finished, press ⊛.

6 Select **Srvc Cntr No**.

Enter the phone number of your service center. If you do not know this number, contact your service provider.

When you are finished, press ⊛.

7 Select **Expire After**.

This is the amount of time messages you send are saved at the service center if they cannot be delivered. After this period, they are discarded.

Scroll to select the number of days you want your messages to be saved.

When you are finished, press ⊛.

8 Select **Auto Clean Up**. Set this option to **On** if you want your phone to delete sent messages.

If you set **Auto Clean Up** to **On**, select **Clean Up After** to set the number of days after which sent messages are deleted or the number of messages to be kept.

9 Press ◎ under **Done** to save the information you entered.

Receiving a Message

To view the message:

Press ◎ under **Read**.

MOSMS Messages

To dismiss the message notification:

Press ◌ under **Exit**.

If your phone is powered off when you receive a text message, your phone notifies you the next time you power it on. If you are out of your coverage area, your phone alerts you when you return to your coverage area.

Tip: While reading a text and numeric message that contains a phone number, you can press ◌ to call that number.

Reading from the Message Center

1 From the main menu, select **Messages > Text Inbox**.

2 Select the message you want to read. **-or-**

Press the number of the message you want to read.

3 If the message fills more than one screen, scroll to read it.

Tip: Scrolling through one message lets you view the next message.

4 To save the message, press ◌ under **Ok**. **-or-**

To reply to the message, press ◌ under **Reply**. **-or-**

To see all other choices, including forwarding and deleting the message, calling the sender, or storing the sender's number in Contacts, press ◌.

Creating and Sending Messages

1 From the main menu, select **Messages > [Create Message]**. **-or-**

Select **[Create Message]** from Text Inbox, Text Outbox, or Drafts. **-or-**

Highlight Quick Notes and press ◌ under **Compose**.

Tip: This option is available from many context-sensitive menus in the message center.

2 To address the message:

Use the keypad to enter the phone number of the person you want to send the message to. **-or-**

Press ◌ under **Browse**. Select **Contacts**, **Recent Calls**, or **Memo**. Select the number you want to enter.

When you are finished, press ⊛.

3 Enter the text of the message. See "Entering Text" on page 51. **-or-**

To use a quick note: Press ◌ under **Browse**. Scroll to the quick note you want. For more information on quick notes, see "Using Quick Notes" on page 61.

When you are finished, press ⊛.

4 If you want to send the message, press ⊛ or press ◌ under **Send**. **-or-**

To delete the message without sending it, press ◌ under **Cancel**. **-or-**

If you want to request confirmation of delivery, save the message as a draft, or set the sending method, press ◌. Select the option you want.

Beginning Messages From the Recent Calls List

1 From the recent calls list, scroll to the name you want to send a message to.
2 If the entry has more than one phone number stored, view the phone number you want to send the message to.
3 Press ◌.
4 Select **Compose SMS**. The message is automatically addressed to the phone number you chose.

5 Follow step 3 through step 4 of "Creating and Sending Messages" on page 60.

Beginning Messages From the Idle Screen

1 Using the keypad, enter the number you want to send a message to.
2 Press ◌.
3 Select **Compose SMS**. The message is automatically addressed to the phone number you chose.
4 Follow step 3 through step 4 of "Creating and Sending Messages" on page 60.

Using Quick Notes

Quick notes are short, pre-written text messages that you can create, edit, and send. You can store up to 20 quick notes. A quick note may be up to 30 characters long.

To create a quick note:

1 From the main menu, select **Messages > Quick Notes > [New Note]**.
2 Press ⊛ or press ◌ under **Create**. Enter text. See "Entering Text" on page 51. **-or-**

To choose from pre-installed notes, select the note you want.

Tip: For more options, including sending the quick note, press ⬤.

Using Drafts

When you save a message as a draft, it is saved in the drafts folder.

To edit a draft:

1 From the main menu, select **Messages > Drafts**.
2 Select the draft you want to edit.
3 To edit the fields you want to change, follow step 2 through step 4 in "Creating and Sending Messages" on page 60.

Resending Messages

To resend a message:

1 From the main menu, select **Messages > Text Outbox**.
2 Scroll to the message you want to resend. **-or-**

Press the number of the message you want to resend.
3 Press ✎. **-or-**

Press ⬤. Select **Resend**.

Deleting Sent Messages

To delete a sent message:

1 From the main menu, select **Messages > Text Outbox**.
2 Scroll to the message you want to delete.
3 Press ⬤ under **Delete**.
4 Press ⬤ under **Yes** to confirm.

To delete all unlocked sent messages:

1 From the main menu, select **Messages > Text Outbox**.
2 Press ⬤.
3 Select **Delete All**.
4 Press ⬤ under **Yes** to confirm.

Locking and Unlocking Sent Messages

When you lock a message, it cannot be deleted until you unlock it.

Locking a Message

1 From the main menu, select **Messages > Text Outbox**.
2 Scroll to the message you want to lock or unlock.
3 Press ⬤.

4 Select **Lock**.

Unlocking a Message

1 From the main menu, select **Messages > Text Outbox**.

2 Scroll to the message you want to lock or unlock.

3 Press ◌ under **Unlock**.

Sorting Messages

You can sort messages in your inbox by sender, time and date, and status. You can sort messages in your outbox by recipient, time and date, and status.

1 From the main menu, select **Messages > Text Inbox** or **Messages > Text Outbox**.

2 Highlight any messages.

3 Press ◌.

4 Select **Sort and Order**.

5 Select **Sort By** to specify the sorting method.

6 Select **Order By** to specify the sorting order.

Managing Memory

Your text inbox, outbox, and drafts folder have a set amount of memory available for storing messages.

The text inbox holds 20 messages. If the text inbox is full, you cannot receive messages until you delete some.

The outbox and drafts folder share memory space. Together they can hold 30 messages. If the outbox and drafts folder memory is full, you cannot send messages or save drafts until you delete some.

To view the amount of memory available in your text inbox:

1 From the main menu, select **Messages > Text Inbox**.

2 Press ◌ under **Memory**.

To view the amount of memory available in your outbox and drafts folder:

1 From the main menu, select **Messages > Text Outbox** or **Messages > Drafts**.

2 Press ◌ under **Memory**.

MMS Messages

Note: If your text messaging service is not MMS, do not read this section. Read "MOSMS Messages" on page 59 instead. To determine your text messaging service, see "Your Messaging Services" on page 54.

Multimedia Messaging Service (MMS) lets you send and receive text messages that may include pictures and audio recordings.

Navigating the Inbox, Drafts, and Sent Items

You can access MMS messages through the following options in the message center:

- **Inbox** — MMS messages you have received
- **Drafts** — MMS messages you have created and saved but not sent
- **Sent Items** — MMS messages you have created and sent

The messages in the Inbox, Drafts, and Sent Items are grouped in pages of 9 messages. Scroll to view the messages on a page.

To go to the next page:

Scroll right. **-or-**

Press ⏭. **-or-**

Scroll to the end of the page and select **MORE**.

To go to the previous page:

Scroll left. **-or-**

Press ⏮.

To open a message on the current page:

Select the message you want to open. **-or-**

Press the number on the keypad corresponding to the number of the message.

Creating and Sending Messages

Each message you create may contain the following fields:

- **To** — the phone numbers or email addresses of one or more recipients
- **Mesg** — the body of the message. This may include text, pictures, ring tones, or voice records.
- **Subject** — the subject line

- **Attach** — one or more attachments. These may be pictures, ring tones, or voice records.
- **Cc** — the phone numbers or email addresses of more recipients
- **Priority** — sets the priority of the message to normal or high.
- **Report** — lets you receive a report confirming that your message was delivered.
- **Valid Until** — If the message has not been delivered after this date, no more delivery attempts are made.

To send a message, you must address it to at least one recipient. All other message fields are optional.

You can fill in the message fields in any order.

Entering Text

In message fields that require you to enter text, you can begin entering the text from the keypad when the field is highlighted.

While entering text, you can always choose a text input mode from the context-sensitive menu.

For information on ways to enter text from the keypad, see "Entering Text" on page 51.

Message Size

You can create and send messages of up to 30 KB, including attachments.

To see the size of a message you are creating:

1 Scroll to any field in the message.

2 Press ⓑ.

3 Select **Message Size**.

Sending or Canceling

To send the message at any time after it has been addressed:

Press ◁ under **Send**. **-or-**

If **Send** is not one of your options: Press ⓑ. Select **Send**.

To cancel the message at any time:

At the message screen, press ⊙ under **Cancel**. **-or-**

Press 🖉 to cancel the message and save it in Drafts.

Creating a Basic Message

1 To begin creating a message:

From the main menu, select **Messages > [Create Mesg]**. **-or-**

Select **[Create Mesg]** from **Inbox**, **Drafts**, or **Sent Items**. **-or-**

Begin creating a message from Contacts, the recent calls list, or the idle screen. See "More Ways to Begin a Message" on page 68. **-or-**

Reply to a received message. See "Replying to a Message" on page 68.

2 To address the message:

Select **To**.

Enter the phone number or email address from the keypad and press ⊛. Repeat this action to enter more phone numbers or email addresses. **-or-**

Select recipients from Contacts or the recent calls list. See "More Ways to Address a Message" on page 69.

Tip: To remove a phone number or email address from the list of message recipients, scroll to phone number or email address and press ⊙ under **Remove**.

When you are finished addressing the message, press ⊙ under **Done**.

3 To enter or edit the body of the message:

Select **Mesg**.

Note: If you have created a signature, the signature automatically appears in this field. Text you enter appears before your signature. See "Customizing MMS" on page 80.

Enter text from the keypad. **-or-**

Use a Quick Note. See "Quick Notes" on page 71. **-or-**

Insert a picture, a ring tone, or a voice record. See "Inserting Pictures, Ring Tones, and Voice Records" on page 71.

When you are finished, press ⊛.

4 If you want to send the message now, press ⊙ under **Send**. **-or-**

If **Send** is not one of your options: Press ⊕. Select **Send**. **-or-**

Continue creating your message. See "Adding More Message Options".

Adding More Message Options

1 To view more message fields, select **MORE**.

2 If you want to create or edit the subject line:

Select **Subject**.

Enter text from the keypad. **-or-**

Select a Quick Note. See "Quick Notes" on page 71.

When you are finished, press ⊕.

3 If you want to add more recipients in addition to those in the **To** field:

Select **Cc**.

Enter the phone number or email address from the keypad and press ⊕. Repeat this action to enter more phone numbers or email addresses. **-or-**

Select recipients from Contacts or the recent calls list. See "More Ways to Address a Message" on page 69.

When you are finished addressing the message, press ◁ under **Done**.

4 If you want to attach a picture, a ring tone, or a voice record, see "Attaching Pictures, Ring Tones, and Voice Records" on page 72.

When you are finished, press ◁ under **Done**.

5 If you want to set the priority of the message:

Select **Priority**.

Select the priority you want.

6 If you want to receive a report confirming that your message was delivered:

Select **Report**.

Select **On Delivery**.

7 If you want to set a date after which attempts to deliver the message end:

Select **Valid Until**.

Select a date by scrolling or entering numbers.

8 To send the message, press ◁ under **Send**. **-or-**

If **Send** is not one of your options: Press ⊙. Select **Send**.

Replying to a Message

You can reply to a received message while you are viewing it. If you have already viewed a message, you can also reply to it while it is highlighted in the message center. You cannot reply to unread messages.

MMS Messages

For information on viewing received messages, see "Receiving a Message" on page 75 and "Viewing Received Messages from the Message Center" on page 76.

When you reply to a message you received, some of the fields in your reply message are filled in automatically:

- **To** — the phone number or email address of the sender of the message you are replying to. If you are sending a reply to all, some recipients may be in this field.
- **Mesg** — the first 40 characters of the message you are replying to. Text you add to the body of your message appears above this.
- **Subject** — "Re:" followed by the subject line of the message you are replying to, if any.
- **Cc** — If you are sending a reply to all, some recipients may be in this field.

To reply to a message:

1 View the message you want to reply to. **-or-**

If you have already viewed the message, scroll to it.

2 To reply to the sender only, press ◌ under **Reply**. **-or-**

To reply to the sender and all recipients: Press ◌. Select **Reply All**.

3 A list of words and short phrases is displayed. Select any of these phrases to add it to the body of your messages. **-or-**

Select **[Create Reply]** to begin the body of your message without using any of these phrases.

4 Edit any message fields you want to change.
5 Send the message.

Tip: To create new reply phrases to use in later reply message, see "Customizing MMS" on page 80.

More Ways to Begin a Message

In addition to beginning a message from the message center, you can begin a message from Contacts, the recent calls list, or the idle screen.

From Contacts

1 From the Contacts list, scroll to the entry containing the phone number or email address you want to send the message to.
2 Scroll left or right to view the Contacts types until you see the icon for the phone number or email address you want to send a message to.
3 Press ◌ under **Create**. **-or-**

If **Create** is not one of your options: Press ◌. Select **Create Mesg**.

4 Create and send the message. The message is automatically addressed to the phone number or email address you chose.

From the Recent Calls List

1 From the recent calls list, scroll to the entry you want to send a message to.

2 If the entry has more than one phone number stored, view the phone number you want to send the message to.

3 Press ◌ under **Create**. **-or-**

If **Create** is not one of your options: Press ◌. Select **Create Mesg**.

4 Create and send the message. The message is automatically addressed to the phone number you chose.

From the Idle Screen

1 Using the keypad, enter the number you want to send a message to.

2 Press ◌.

3 Select **Create Mesg**. The message is automatically addressed to the phone number you chose.

From My Pictures

1 From My Pictures, scroll to or select to the picture you want to include in your message.

2 Press ◌ under **Send**. **-or-**

If **Send** is not one of your options: Press ◌. Select **Send**.

3 Create and send the message. The picture you selected is automatically included as an attachment.

More Ways to Address a Message

When you are filling in the **To** and **Cc** message fields, you can select recipients from Contacts and the recent calls list.

You can select more than one recipient from Contacts and the recent calls list. A checkmark appears next to each selected item.

Tip: To deselect a selected item: Scroll to a selected item and press ℗.

From Contacts

When you select recipients from Contacts, Contacts entries containing phone numbers or email addresses are displayed.

You can search for an entry name as you would when viewing Contacts otherwise. See "Searching for a Name" on page 29.

1 Scroll to or select **To** or **Cc**:

2 Press ◌ under **Contcs**. **-or-**

If **Contcs** is not one of your options: Press ●. Select **Contacts.**

3 Select the entry containing the phone number or email address you want to send the message to.

4 If the entry contains more than one phone number or email address, select the ones you want to send the message to.

When you are finished selecting items within the entry, press ◁ under **Done**.

5 When you are finished selecting entries, press ◁ under **Done**.

6 Create and send the message. The message is automatically addressed to the phone numbers and email addresses you chose.

From the Recent Calls List

When you select recipients from the recent calls list, phone calls are displayed.

Private calls are displayed only if the Private ID is stored in Contacts and its Contacts entry also contains a phone number or email address.

1 With **To** or **Cc** highlighted: Press ●. Select **Recent Calls**.

2 Select the entry containing the phone number or email address you want to send the message to.

3 If the entry contains more than one phone number or email address, select the ones you want to send the message to.

When you are finished selecting items within the entry, press ◁ under **Done**.

4 When you are finished selecting entries, press ◁ under **Done**.

5 Create and send the message. The message is automatically addressed to the phone numbers and email addresses you chose.

Quick Notes

When you are filling in the **Mesg** and **Subject** message fields, you can add ready-made words or short phrases called Quick Notes. After you add these words or phrases, you can edit them as you would any other text.

1 Scroll to or select **Mesg** or **Subject**.

2 Press ◁ under **QNotes**. **-or-**

If **QNotes** is not one of your options: Press ●. Select **Quick Notes.**

3 Select the Quick Note you want to insert into the message.

Tip: To create new Quick Notes to use in later messages, see "Customizing MMS" on page 80.

Inserting Pictures, Ring Tones, and Voice Records

When you are filling in the **Mesg** field, you can insert pictures, ring tones, and voice records into the body of the message.

You can insert more than one of these objects into a message. You may include text in the body of your message in addition to these objects.

Note: For information on how objects inserted into the body of a message appear when a message is received, see "Embedded Objects and Attachments" on page 76.

Pictures

You can insert pictures from My Pictures.

Pictures that you download to your phone or receive in a message may be forward locked, meaning they cannot be included in a message.

1 While you are filling in the **Mesg** field, press ⬤.
2 Select **Insert Picture**.

A list of pictures that can be included in a message appears.

3 Select the picture you want to insert.

Ring Tones

You can insert ring tones from your list of ring tones.

When you receive your phone, all musical ring tones in the list of ring tones can be included in a message. However, some ring tones you download to your phone may not be in the required format to be included in a message.

Ring tones that you download to your phone or receive in a message may be forward locked, meaning they cannot be included in a message.

The non-musical ring tones in the list of ring tones when you receive your phone cannot be included in a message.

1 While you are filling in the **Mesg** field, press ⬤.
2 Select **Insert Ring Tone**.

A list of ring tones that can be included in a message appears.

3 Select the ring tone you want to insert.

Tip: To hear a ring tone before inserting it, highlight the ring tone.

Voice Records

You can insert voice records from your list of voice records.

Voice records created by recording a phone call cannot be including in a message.

1 While you are filling in the **Mesg** field, press ⊙.

2 Select **Insert VoiceRec**.

A list of voice records that can be included in a message appears.

3 Select the voice record you want to insert.

Tip: To hear a voice record before inserting it, highlight the voice record and press ⊙ under **Play**.

Attaching Pictures, Ring Tones, and Voice Records

You can attach one or more pictures, ring tones, and voice record to a message.

Note: For information on how attachments appear when a message is received, see "Embedded Objects and Attachments" on page 76.

Pictures

You can attach pictures from My Pictures.

Pictures that you download to your phone or receive in a message may be forward locked, meaning they cannot be included in a message.

1 While you are creating a message, select **Attach**.

2 Select **New Attachment**.

3 Select **My Pictures**.

A list of pictures that can be included in a message appears.

4 Select the picture you want to attach.

Ring Tones

You can attach ring tones from your list of ring tones.

When you receive your phone, all musical ring tones in the list of ring tones can be included in a message. However, some ring tones you download to your phone may not be in the required format to be included in a message.

Ring tones that you download to your phone or receive in a message may be forward locked, meaning they cannot be included in a message.