

# about this guide

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This guide introduces you to the operation and features of your new handset. It's divided into ten main sections:

- Section 1: "essentials"
- Section 2: "tips & tricks"
- Section 3: "basics"
- Section 4: "customize"
- Section 5: "managing calls"
- Section 6: "e-mail & messages"
- Section 7: "connections"
- Section 8: "entertainment"
- Section 9: "other features"
- Section 10: "troubleshooting"

Throughout this guide, you will find tips that highlight special shortcuts and timely reminders to help you make the most of your new phone and service. The Table of Contents and Index also help you quickly locate specific information. You will get the most out of your handset if you read each section. To get right to a specific feature, simply locate that section in the Table of Contents and go directly to that page. Follow the instructions in that section and you will swiftly be ready to use your handset.

# basic handset features

---

Technology promised to make your work environment easier... but then it gave you more to do—phone calls, e-mails, schedules, messaging, managing of documents, the Internet, and more features. **It's time to take back control.** It is time to meet the Normandy Handset.

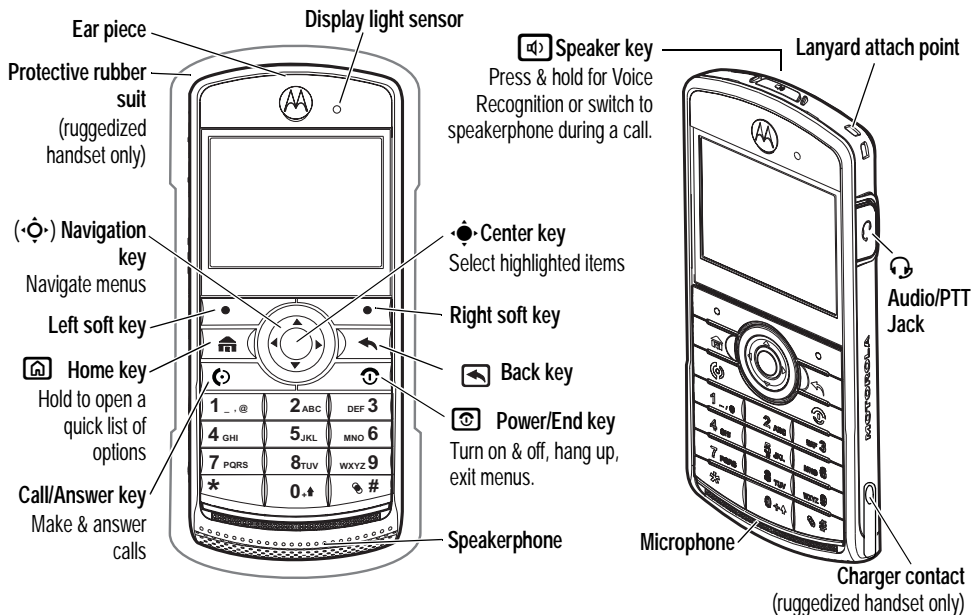
Your handset includes: Smartphone with **voice recognition** for hands-free dialing, **Walkie-talkie call** button for dispatch and private calls (including private talkgroups), Two way **SMS** and **Instant Text Messaging, Email, Contacts, Calendar, Tasks** etc. - including **viewing mail attachments** and many other built-in tools to help you manage your busy work style.

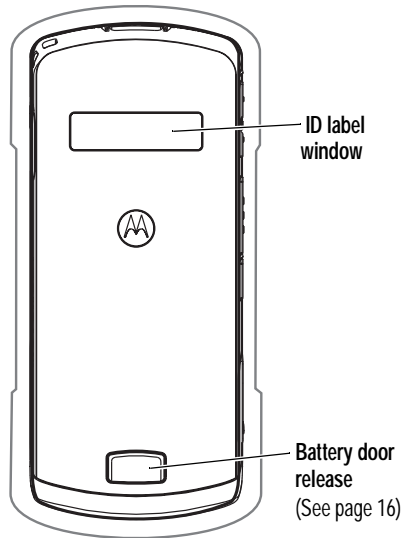
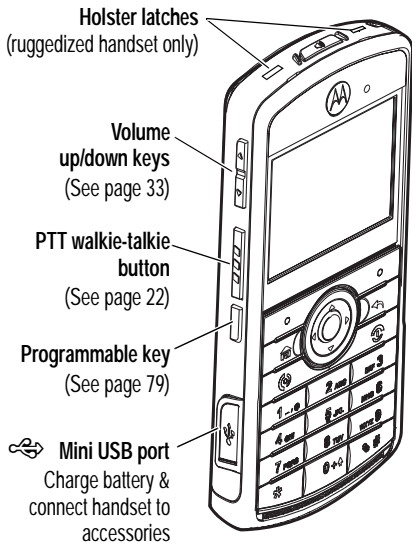
Normandy also includes access to your **enterprise applications**, standard mobile **internet browser**, and the ability to pair with **Bluetooth headsets** and other Bluetooth devices such as personal computers.

The Normandy handset is available in two models; the ruggedized and the office models. Both models have identical functional and operation features and differ slightly by shape. The handset is designed to work only within the wireless network coverage of your enterprise environment.

This manual covers the basic and advanced operations of your handset. Inclusive understanding of your Windows applications can be fully achieved by referring to Microsoft® Windows® Mobile 6.1 documentation and on-screen help.

Introducing your new wireless LAN **Normandy handset**! Here is a quick anatomy lesson.

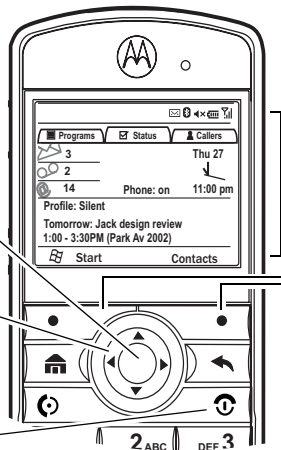




To avoid damaging your handset, carry it in an approved holster or case rather than a pocket, purse, or bag.

From the Home screen, select the Status, Programs or Callers screen.

## Home Screen



3. Press the Center key (•) to select the highlighted feature.

2. Press the Navigation key - up, down, left, or right (•) to highlight a menu feature.

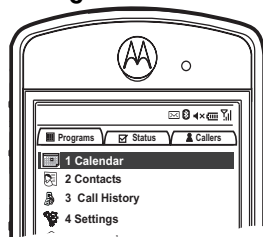
1. Press and hold the Power key (⏻) to turn on your headset.

4. Use the Navigation key (•) to explore today's status screen, your recently used programs and the incoming calls history.

5. Press the left /right soft keys to open the screen menus. The menu label of the soft key is displayed at the bottom of the screen.

**Tip:** Press the Back key (◀) to go back one menu. Press the Power key (⏻) to exit any menu or view without saving changes. At any time, press the Home key (🏠) to return to the Home screen.

## Programs Screen



## Callers Screen



If you need help while using your handset, see the Motorola Support Web site at

[www.TBD.com](http://www.TBD.com).

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

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

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registered trademarks of Microsoft Corporation; and Windows XP is a trademark of Microsoft Corporation.

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

### **Software Copyright Notice**

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# approved accessories

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Stay fully mobile while you work, walk and talk.

Get Motorola approved accessories for your handset.

Phone Tools Software

TBD

Batteries

- 1400mAh battery
- 1700mAh battery

Chargers

- Multi-unit charger (for ruggedized handsets)
- Single-unit desktop charger (for non-ruggedized handset)

- Travel Charger EMU Mid-Rate Switcher
- Travel Charger EMU Rapid Switcher

Wire Headset

- Breeze headset with Boom mic
- Earbud with clip & PTT (Surveillance) (AJ)
- Earpiece with mic & PTT (AJ)
- Earpiece with mic
- Earpiece with boom mic & PTT (AJ)

Wireless Headsets

- Bluetooth® Headset (Aphrodite)-H700

Phone Cases

- Functional carry case
- Non-functional case

- Plastic Holster

Memory Card

- 1G MicroSD
- 2G MicroSD

Cables

- Mini USB data cable
- Charger Adapter EMU/EMU (Y-cable)

General

- Extra battery door
- Phone tray
- Safety coil cord

To order accessories outside of your organization, log on to our Web site at: [www.motorola.com/store/ide](http://www.motorola.com/store/ide) or contact a Motorola Authorized Retailer.

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# Safety and General Information

## Batteries and Chargers

If jewelry, keys, beaded chains, or other conductive materials touch exposed battery terminals, this could complete an electrical circuit (short circuit), become very hot, and could cause damage or injury. Be careful when handling a charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects. **Use only Motorola Original batteries and chargers.**



**Caution:** To avoid risk of personal injury, do not dispose of your battery in a fire.

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

Symbol	Definition
	Important safety information follows.
	Do not dispose of your battery or handset in a fire.

Symbol	Definition
	Your battery or handset may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Do not throw your battery or handset in the trash.
	Your handset contains an internal lithium ion battery.
	Do not let your battery, charger, or mobile device get wet.
	Listening at full volume to music or voice through a headset may damage your hearing.

## Choking Hazards

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

## Glass Parts

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

## Seizures/Blackouts

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

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

Discontinue use and consult a physician if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. It is always a good idea to hold the screen away from your eyes, leave the

lights on in the room, take a 15-minute break every hour, and stop use if you are very tired.

## Caution About High Volume Usage



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

## Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. If you continue to have discomfort during or after such use, stop use and see a physician.

## Product Safety and RF Exposure



Before using this handset, read the product safety and RF exposure leaflet, Motorola publication Number 6802983C16 included with this handset. The leaflet contains important operating instructions for safe usage and RF energy awareness and control information for compliance with RF energy exposure limits in applicable national and international standards.

# grant of equipment authorization

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**IMPORTANT:** Unauthorized repairs or modifications could result in permanent damage to the equipment and void your warranty and your authority to operate this device under Part 15 of the FCC Rules.

## FCC Grant of Equipment Authorization

FCC ID: AZ489FT7031

## Industry Canada Grant of Equipment Authorization

ID: 109U-89FT7031

This Class B digital apparatus complies with Canadian ICES-003

Radio	Network	Freq Band	Rated Power
802.11a	WLAN	5.15-5.25 GHz 5.25-5.35 GHz 5.47-5.725 GHz 5.725-5.825 GHz	15.8mW at 54Mbps
802.11b	WLAN	2412-2462MHz	63mW at 11Mbps,
802.11g	WLAN	2412-2462MHz	17.8mW at 54 Mbps
Bluetooth	WPAN	2402-2480MHz	1mW

## FCC INTERFERENCE

**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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

**IMPORTANT:** In the band 5150-5250 MHz the device may only be used indoors, to reduce potential for harmful interference to co-channel mobile satellite systems.



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

#### Wi-Fi Certification



This product is a certified: IEEE 802.11a, IEEE 802.11b and IEEE 802.11g, IEEE 802.11e, WPA, WPA2, TKIP, WMM, X.509.

# use and care

---

To care for your handset, please keep it away from the following:



## liquids of any kind

Do not expose your handset to water, rain, extreme humidity, sweat, or other moisture.



## dust and dirt

Do not expose your handset to dust, dirt, sand, food, or other inappropriate materials.



## extreme heat or cold

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



## cleaning solutions

To clean your handset, use only a dry soft cloth. Do not use alcohol or other cleaning solutions.



## microwaves

Do not try to dry your handset in a microwave oven.



## the ground

Do not drop your handset.

## caring for the environment by recycling

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

## disposal of your handset and accessories

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



# essentials

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## battery

### battery installation

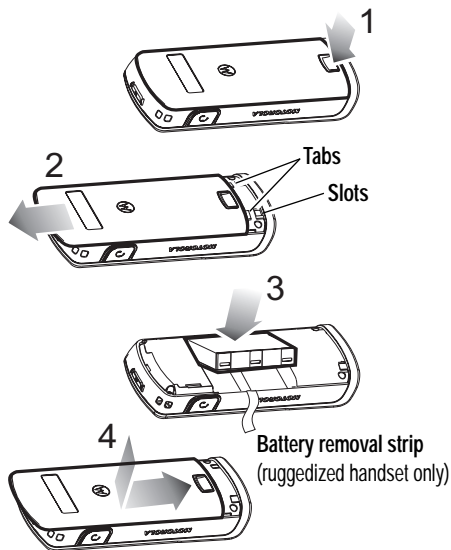
- 1 Press the battery door release.
- 2 Slide and remove the battery door.

**Note:** Use this opportunity to place the ID label of your handset inside the window of the battery door.

- 3 Insert the battery into the battery compartment and press down to secure it.

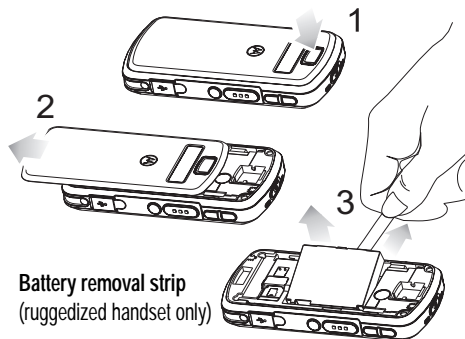
**Note:** Make sure that the battery removal strip is routed under the battery.

- 4 Place back the battery door and slide it so that the tabs on the battery door insert into the slots on the handset.





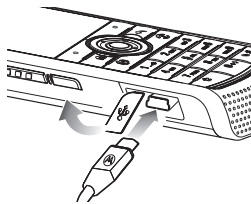
## battery removal

- 1 With the handset powered off, press the battery door release.
- 2 Slide and remove the battery door.
- 3 Remove the battery from the battery compartment by lifting it out from the side. When using the ruggedized handset, pull the battery removal strip to lift out the battery.



## battery charging

New batteries are not fully charged. Plug the Rapid Travel Charger into your handset and an electrical outlet, your display shows the charging indicator . Your handset might take several seconds to start charging the battery. When finished, your display shows a full battery icon .



**Tip:** You can not overcharge your battery. It will perform best after you fully charge and discharge it a few times.

You can also charge your battery with a **USB cable** plugged into a computer, unless your battery is completely drained.

**Tip:** Use the Rapid Travel Charger or desktop charger for completely drained batteries.

Install the software from your Companion CD onto your PC before you try to charge your handset through USB port. Plug the cable into a powered USB hub or port, since some USB devices (such as keyboards) might not supply enough power for charging.

**Note:** Charging the handset with a USB cable may require more time than the using the Rapid Travel Charger.

**Important:** When using a USB cable to charge or work with the handset, make sure you are using 3.6V, 950mA approved cable.

## conserve battery life

Modifying the handset backlight conserves the battery life.

To set how long your handset waits before the **backlight** turns off, perform the following:

- 1 Press: Start > Settings  
> Power Management > Backlight time

out on battery or Backlight time out on AC. When the backlight is off, the display is visible but dim.

- 2 Close unused programs, from the home screen, press: Start > System Tools > Task Manager. Select the program and press: Menu > Kill.

## battery tips

Battery life depends on the network, signal strength, temperature, features, and accessories you use.

**Warning:** Before handling batteries, please note the following:



- Always use Motorola Original batteries and chargers. The warranty does not cover damage caused by non-Motorola batteries and/or chargers.
- New batteries or batteries stored for a long time may take more time to charge.
- When charging your battery, keep it near room temperature.
- When storing your battery, keep it uncharged in a cool, dark, dry place.
- Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F).

- It is normal for batteries to gradually wear down and require longer charging times. If you notice a change in your battery life, it is probably time to purchase a new battery.



Contact your organization or local recycling center for proper battery disposal.

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

Before using your handset, read the battery safety information in the “safety and general information” section included in this guide.

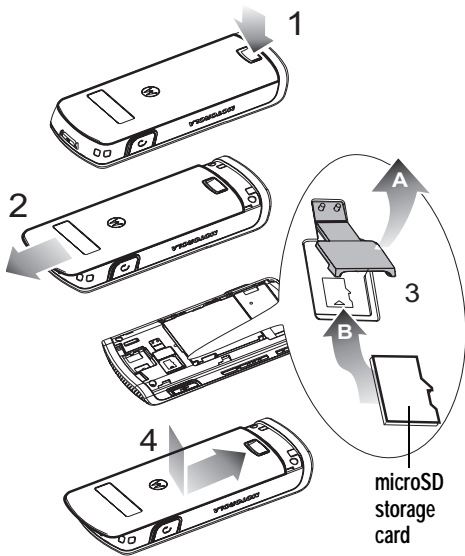
## Storage card

Your handset allows you to use an optional *microSD* storage card to expand the available memory space. This secure digital card stores your mail attachments, images, music, voicemail, text messages, etc. You can transfer files from your handset or *microSD* storage card to your PC by using a USB cable or over Bluetooth communication.


To install a *microSD* storage card:

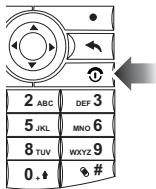
- 1 With the handset powered off, press the battery door release.
- 2 Slide and remove the battery door.
- 3 Pull out the rubber latch (A) and insert the *microSD* storage card (B) into the card compartment.
- 4 Place back the battery door and slide it so that the tabs on the battery door insert into the slots on the handset.

**Caution:** Do not bend or scratch your memory card. Keep it away from static electricity, water, and dirt.



## turn handset on & off

- 1 To turn on your handset, perform the following:  
Press and release . If prompted, enter your four-digit unlock code.




**Tip:** If your handset does not turn on, remove the battery and put it back in, and try again.

- 2 To turn off your handset, perform the following:  
Press and hold  for 3 seconds, then release it. You can also press and hold  to open the quick options menu, then select Power off.



## username and passwords

When turning on your handset for the first time, you may need to set your username and password to access the network. Ask your operator for assistance.


## make a phone call

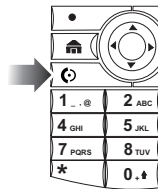
To place a phone call from the home screen, enter a phone number and press  to make a call.



To place a phone call from your Contacts list:

- 1 Press the **right soft key** to open the Contacts menu.
- 2 Press the *navigation key*  to scroll to a number.
- 3 Press  to call.



To place a phone call from company directory



- 1 Press the **right soft key** to open the Contacts menu.
- 2 Press **Menu** and use the *navigation key*  to scroll to Company Directory.





- 3 Press the *navigation key*  to scroll to a number.
- 4 Press  to call.

## answer a call

When your handset rings and/or vibrates, press  to answer. To “hang up,” press .

- When you are busy when a call comes in, select **Ignore** to send the call directly to voicemail.
- To put a call on hold, press . To return to the call, press  again.

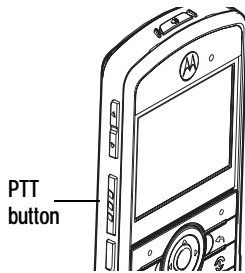
If you are on a call and another call comes in you may select one of the following:

- When you are busy when a call comes in, select **Ignore** to send the new call directly to voicemail.
- To put a call on hold, press  to answer it and put the current call on hold (press  to switch between the two calls).

## make a private call (walkie-talkie)


With private call, you use your handset as a long-range, walkie-talkie.

- 1 Enter the Private ID you want to call or select the number as you would when making a phone call.
- 2 Press and hold the PTT button on the left side of your handset.



- 3 Begin talking after your handset emits a chirping sound.
- 4 Release the PTT button to listen.

To place a private call from you contacts list:

- 1 Press the **right soft key** to open the **Contacts** menu.
- 2 Press the *navigation key*  to scroll to a number.
- 3 Press and hold the PTT button on the left side of your handset.
- 4 Begin talking after your handset emits a chirping sound.
- 5 Release the PTT button to listen.

**Note:** Your private call automatically ends if not responded within a few seconds.

## answer a private call

When you receive a Private call, your handset 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 handset.

- 3 Begin talking after your handset emits a chirping sound.
- 4 Release the PTT button to listen.

## request PTT call (call alert)

Send a request PTT call to let the recipient know you want to talk on a private call. When you send call alert, the recipient's phone emits a series of beeps, or vibrates and displays your name or Private ID.

The recipient can select one of the following options:

- Answer - begin a Private call with you
- Answer later - access the call alert later from the Start menu or from the a list of incoming calls on Call History
- Dismiss - clear and delete the call alert



## send request PTT call

- 1 Enter the Private ID you want to call or select the number as you would when making a phone call.
- 2 Select **Menu > Request PTT Call**. The PTT Alert Sent appears on the display.

**Note:** When the alert is not successful, this means that the person you are trying to reach is on a call or has the handset turned off.

## receive request PTT call

When you receive a call alert, you can either answer, ignore, or clear the call.

- Answer a call alert by pressing the PTT button to receive a Private call from the sender.
- Clear a call alert by selecting: **Menu > Dismiss**.

**Note:** Call History list also stores call alerts you have received. They appear as Missed PTT Call alerts remain

in your Call History list until you delete them or until they reach the end of the list.

## store a phone number

You can store a number for future calls by saving it to **Contacts**.

**Find it:** Press: **Start > Contacts** and press **New**.

- 1 Choose whether the contact will be stored on your Outlook contact or your handset.
- 2 Enter information for the contact.

**Note:** While you are entering the number, you can program your handset to pause and then dial more digits (such as a voicemail password or PIN).

Program your handset to pause and then dial more digits by doing one of the following:


- Press: **Menu > Insert Pause** to insert a 2-second pause (shows as a p)

- Press: **Menu > Insert Wait** to instruct your handset to prompt before dialing the remaining digits (shows as a w). **Insert Wait** does not work for contacts stored on your handset.


**Tip:** When you get a call or message from someone who is not in your list of contacts, you can create a contact from **Call History**, or from the message by pressing **Menu > Save to Contacts**.

## call a stored number

**Find it:** Press: **Start > Contacts**

- 1 Scroll to the number.
- 2 Press .

Your handset calls the contact's default number.

**Tip:** When you stored more than one number for a contact, select the contact to see the other numbers. To dial a number, scroll to it and press .


## view your handset number

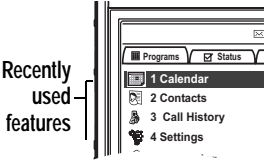

You can view your handset number.

**Find it:** Press: **Start > Settings > Phone > Call Options**.

# tips & tricks

**From the home screen** (shown on page 25), you can use the following shortcuts:

To...	Do this...
Increase screen font	TBD
lock handset	Press and hold  to open the quick options menu, then select Lock.

To...	Do this...
open recently used program	Icons from your most recently used features appear in Programs tab of the home screen. Use the up/down navigation key to scroll and select a program. 
Select profile	Press and hold  to open the quick options menu, then scroll to select Normal, Silent, Vibrate, Outdoor, or Automatic.






## find a menu feature

To navigate to a menu feature on your handset, look for the “Find it” instruction. The following example instructs you how to look for a received call:

**Find it:** Press: Start > Call History  
> *(received call)*


This “Find it” means that, from the home screen, perform the following steps:

- 1 Press the **left soft key** to open the Start menu.
- 2 Press the *navigation key*  to scroll to  Call History.
- 3 Press the *center key*  to select Call History.

## status indicators

Status indicators appear at the top of the home screen..



 Missed Call Indicator - Shows when you have missed a call.


TBD Connecting to wireless network (in-process)


TBD Connected to wireless network.


TBD PTT call - in call.


TBD Talkgroup - in call.

TBD Phone call - in call.

 Phone call(s) on hold - one or more phone calls are on hold.

 Speakerphone profile indicator - Shows speakerphone is turned on during a phone call.


 Silent profile indicator - Shows when your ring profile is set to silent.

 Vibrate profile indicator - Shows when your ring profile is set to vibrate.

TBD PTT speaker is on.

TBD PTT speaker is off.

 Voicemail Indicator - Shows when you have new voicemail.

 Message Indicator - Shows when you have new email or text message.


 Instant messenger is on.

 ActiveSync error.


---

ISV Independent software vendor application is currently running.


---

 Bluetooth® Indicator - Shows when Bluetooth power is on.


---

 Call Forward Indicator - Shows when call forwarding is on.

---

 Battery Level Indicator - Shows the battery charge level by using the vertical bars.  
**Note:** Recharge the battery when your phone shows one or two bars.


---

 Charging Indicator - Shows when a charger is connected to the handset and charging.


---

 Battery removed.

---


 Signal Strength Indicator - Shows the strength of the network connection by using the vertical bars.

---

 Wireless radio status

---

---

 No connection to wireless network. You can't make or receive calls when no vertical bars appear.

---

## text entry

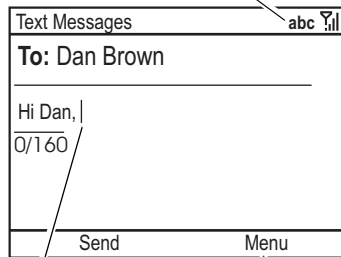
You can enter text into your handset using the traditional method of pressing a key several times for each character.

You can also press 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.

When you select a field that requires text or numbers, the handset automatically selects the appropriate entry mode. An indicator at the top right of the display shows the entry mode you are currently using (See the following figure).

Entry modes indicator. For mode descriptions, see the following table.





Flashing cursor indicates insertion point. for typing a character.

Press Menu to see more options.





After 2 seconds, character is accepted & cursor moves to next position.



## entry modes





abc Letters mode (default) - press and hold  and keep pressing  to switch between all capital letters (**ABC**), no capitals (**abc**), or next letter capital (**A**bc****).

abc Underline mode enters the underline letters on each key (such as **g** or **Q**). For underline mode, perform the following:





- 1 Press and hold  and then  for 2 seconds and release.
- 2 Press and hold  and swiftly keep pressing  to switch between all capital letters (**ABC**), no capitals (**abc**), or next letter capital (**A**bc****).

## entry modes


123 Only numbers mode - Enters the number on each key (such as **5**). For only numbers mode perform the following:

- 1 Press and hold  and then  for 2 seconds and release (the screen switches to underline mode).
- 2 Press and hold  and then  for 2 seconds and release.



**Note:** Your handset automatically chooses 123 numbers when number entries are required - like phone numbers.



- To **delete** one character, press . Hold  to keep deleting.
- To start a new line, press .
- To enter a symbol (such as **!**), press and hold  and select a symbol or special character.

When done, the handset returns to the previous text entry mode.

- To enter a space after your characters, swiftly press .

As you enter letters, your handset might try to **predict** the word. For instance, it might predict “program” when you enter “prog”.

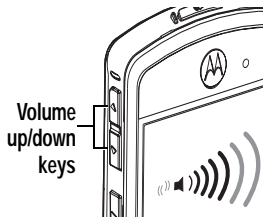
To enable prediction, hold , select Setup and use  and check Word completion. To turn off text prediction, press: Start > Settings > Text Input Settings and uncheck Text Prediction.

To change the language, hold , select Setup and use  to select Language Dictionary, or select Clear Contents to clear the memory of the words you've used.

## volume control

**Note:** When you are **not** on a call perform the following:

- 1 Press the Volume up/down keys to adjust the ringer volume level - the display shows seven ringer levels.
- 2 Continue pressing the volume key for: Beep ring -> Silent mode -> Vibrate mode -> Lock current ring level -> Unlock current ring level.



When you are on a phone call, press volume up/down keys to adjust the earpiece volume.

**Tip:** Need to change profiles on the fly? On the home screen, scroll to and select Profile. Choose from Normal, Silent, Vibrate and others.

Want to turn off a sound? Press: **Start** > **Settings** > **Sounds**. Highlight the desired item and select the sound you want to associate with that item.

You can eliminate the ringer volume instantly when an incoming call comes in—just press the *Volume up* or *Volume down* keys to turn the ringer off.

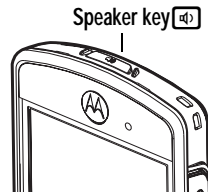
## speakerphone controls




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.

**Warning:** The speakerphone generates high volume levels. do not place the handset near your ear when using the speakerphone.

Activate the speakerphone during a call by pressing: **Menu** > **Speakerphone**.

You can also activate the speakerphone during a call by pressing the Speaker key.




During a call, press speaker key  to turn on the speakerphone or press the left soft key. A  at the top of your display indicates the speaker is on. In private mode, the screen displays the PTT speaker state. To turn it off, press speaker key  again or end the call.

**Note:** Speakerphone is not available when your handset is connected to a headset. When using a Bluetooth™ headset, disconnect the headset by pressing: **Menu** > **Handsfree Off** and then **Menu** > **Speakerphone**.

## lock & unlock handset

You can manually lock your handset to prevent accidental keypresses.

To **lock your handset**, press and hold  until the Quick List opens. Then, select Lock. Your left soft key becomes Unlock.

To **unlock your handset**, press Unlock and enter your password. Your handset uses \* if you have not set a password.

To **keep others from using your handset**, change your password:

**Find it:** From the home screen, press: Start > Settings > Security > Device Lock


- 1 Check the Prompt if device unused for checkbox, and select the amount of time for the handset to be inactive before automatically locking.

- 2 Choose a password type that is either simple (4-digit number) or strong alphanumeric

**Note:** A hard-to-guess password with at least 7 characters, including uppercase and lowercase letters, numerals, and punctuation).

- 3 Enter and confirm your password.
- 4 Press Done.

To unlock the handset, press Unlock. When you see the unlock prompt, enter your password and press Done.

**Tip: Choose a password you will remember.** Without your password, you can reset your handset, but it will result in the loss of your personalized settings and all content stored in handset memory. To perform a hard reset, hold down the *center key*  for 5 seconds while turning the handset on.

**Note:** You can make emergency calls on a locked handset (See page 48). A locked handset still rings or

vibrates for incoming calls or messages, but you do not need to unlock it to answer.

# customize

---

## profiles

Each profile uses a different set of sounds, ring styles, earpiece volume settings, or vibrations for incoming calls and other events. For example, the Outdoor profile volume is much louder than the Normal profile.

Here are the profiles you can choose:

Normal	Vibrate	Automatic
Silent	Outdoor	

Indicators can appear at the top of your home screen for the Silent (🔕) and Vibrate (🔔) profiles. A 📞 means that the speakerphone is on (see page TBD).

**Note:** The Automatic profile is the same as Normal, except that it automatically switches to Vibrate during any event stored in your Calendar.


To choose your profile:

**Find it:** On the home screen, scroll and select Profile:  
> *profile style name*

## sound

You can change the ring tones for incoming calls and other events.

**Find it:** Press: Start > Settings > Sounds

- 1 Scroll and highlight the sound you want to change, then press the *navigation key*  right or left to change it. To play the sound, press: Menu > Play.
- 2 Press Done to save the sound setting.

**Note:** Here are the sounds you can change:

Ring tone, Reminders, New e-mail, New text message, New voice message, New instant message, Alarm clock, PTT Call Request, Incoming PTT, Exclamation, Question, Warning, Keypad control,

**Note:** Changes made to the alert settings will have no effect when using the Silent profile.

## download a sound file

When you download a sound file for a ring tone, it does not automatically save in the Sounds location. To move your sound file perform the following:


**Find it:** Start > File Manager > My Documents.

- 1 Highlight the sound file you want to copy to the Sound location
- 2 Press: Menu > File > Copy to and select Application Data > Sounds.

**Note:** If the sound file is not located in the My Documents folder, go to the folder where the sound file is stored and copy it to the Sounds folder.

## deleting ring tones


When you delete a custom ring tone from your handset, you will have to download it again. To delete a custom ring tone, perform the following:

- 1 Scroll and highlight the sound you want to delete, then press the *navigation key*  right or left to delete.
- 2 Press Menu > Delete Sounds.

## time & date

Your operator usually sets the time and date on your handset. To change it manually:

**Find it:** Press: Start > Settings > Clock & Alarm > Date and Time

- 1 In **Time Zone**, use the *navigation key*  to select your time zone.

**Note:** Update your time zone when you travel, to make sure your handset's calendar events appear at the right time.

- 2 In **Date**, edit the month, day, or year.
- 3 In **Time**, edit the hour, minute, and second.
- 4 Press **Done** to save the time and date settings.

You can specify the time and date style by changing the regional settings. Press: Start > Settings > Regional Settings.

## phone

### auto answer

**Find it:** Press: Start > Settings > Phone > Auto answer.



Auto-answer allows your incoming calls to be answered automatically without a press of a key. This feature is useful when using a hands-free device such as a headset. This setting does not work when your handset is in silent mode.

## call barring

**Find it:** Press: Start > Settings > Phone > Call Barring.

Enables you to restrict or bar certain or all types of calls to and from your handset, such as incoming, outgoing and outgoing international (Int'l) calls. This option requires a personal code.

**Note:** Although calls are barred, calls may still be made to your emergency numbers.

## call forwarding

**Find it:** Press: Start > Settings > Phone > Call Forwarding.

40      customize

Call forwarding sends your calls to voicemail or a custom phone number you specify. You can set your handset to forward missed calls when your handset does not reply, busy, unavailable or always upon an incoming call (unconditionally).

## call options

**Find it:** Press: Start > Settings > Phone > Call options.

TBD

## call waiting

**Find it:** Press: Start > Settings > Phone > Call Waiting.

Call waiting is an audible signal that indicates an incoming call during your phone call.

## caller ID

**Find it:** Press: Start > Settings > Phone > Caller ID.

This option displays your phone number or name on the called party screen during the ringing signal. Your number or name may also show on the called party during the call or logged as an incoming call when your call is not answered.

## channels

**Find it:** Press: Start > Settings > Phone > Channels.

TBD

## DTMF

**Find it:** Press: Start > Settings > Phone > DTMF.

Dual-tone multi-frequency (DTMF) is used for tone dialing and signaling telephone networks.

Normally the duration of DTMF tones should be set to Long. Some networks and applications use Short tones.

## fixed dialing

**Find it:** Press: Start > Settings > Phone > Fixed Dialing.

A service feature allows you to restrict your outgoing calls and messages to selected phone numbers. The selected phone numbers are included in the fixed dialing list.

## my numbers

**Find it:** Press: Start > Settings > Phone > My Numbers.

TBD.

## manage in-call notifications


When you receive a message during a phone or PTT call, your handset notifies you with pop-up text on the display and a notification tone or vibration. You can access the message or dismiss the notification.

When you dismiss the notification, the message is not deleted. Notification can be accessed through the main screen.

To set notifications,

**Find it:** Press: **Start** > **Settings** > **Phone** > **In-call Notifications**

Use the checkboxes to select the event of notification while you are on a phone or PTT call.

**Note:** Use the *navigation key*  to select a common sound level to all notifications.

# display

Set a photo or picture as a wallpaper (background) image or change your layout and color scheme on your home screen.

**Find it:** Press: Start > Settings > Display

options	
Home screen layout	Select a layout for the home screen.
Home screen image	Select a picture for your wallpaper image, or Default for default wallpaper.
Color scheme	Select a color scheme for the display.
Time out	Select the time interval before the display returns to the home screen, or Never.

## options

System font size	Change the font size for better readability
------------------	---

## change background image

Want to copy an image from your PC to your handset to use as a background image?

**Note:** Your PC must have Microsoft® Windows® Mobile Device Center (on a PC running Windows Vista) or you must install Microsoft ActiveSync on your PC as described on page 78.

- 1 Connect the handset to your PC.
- 2 On your PC, copy the image file you want. The file format must be: .gif, .jpg, or .bmp.
- 3 In ActiveSync on your PC, select Explore and double-click My Windows® Mobile device.

- 4 Double click My Documents, then double click My Pictures and paste the image into that folder.

When you download a picture file for a wallpaper, it might not automatically save in the My Pictures folder. To move your picture file perform the following:

- 1 Press: Start > File Manager > My Documents.
- 2 Highlight the picture file you want to copy to the My Pictures location, press: Menu > File > Copy to and press: My Documents > My Pictures.

**Note:** If the picture file is not located in the My Documents folder, go to the folder where the picture file is stored and copy it to the My Pictures folder.

## backlight

Your handset automatically adjusts the display brightness when you move between bright and dark environments. To save battery life, your display backlight turns off when you're not using your handset. The backlight turns back on when you press a key. To set how long your handset waits before the backlight turns off:

**Find it:** Press: Start > Settings > Power Management > Backlight time out on battery or Backlight time out on AC.

## answer options

Use answer options to set **any key** to answer an incoming call.

**Find it:** Press: Start > Settings > Phone > Call Options > Any key answer.

## third-party applications

Third-party applications, or add-on programs, can include e-mail, security, mobile office, and productivity software. These products can typically be downloaded and installed immediately. Compatible commercial and free applications are available on the Internet. For more information, see the downloads catalog on the Motorola Support Web site at: [www.hellomoto.com](http://www.hellomoto.com), or see your operator.

**Note:** Applications written for previously released devices or older versions of Windows Mobile may not function reliably on this handset. Contact the application provider to check compatibility before installing the application on this handset.

## task manager

To see what programs are running (active) on your handset or stop a specific program from running, use the Task Manager.

**Find it:** On the home screen, press: Start > System Tools > Task Manager

**Tip:** Need to stop running a program? In Task Manager, select the program and press: Menu > Kill.

You can completely remove a program from your handset.

**Find it:** Press: Start > Settings > Remove Programs.

# managing calls

---

To make and answer calls, see page 21.

## turn off a call alert


You can use the up/down volume keys to turn off the ringer before answering the call.


## recent calls

Your handset keeps a list of incoming and outgoing calls, even for calls that did not connect. The most recent calls are listed first. The oldest calls are deleted as new calls are added.

**Find it:** Press: Start > Call History

Highlight a call, then:

- To call the number, press .



- To see call details (like time and date), press the *center key* .
- To see **Menu Options**, select **Menu** from the **Call History** view. This menu include the following options:


options	
Request PTT Call	PTT call to this phone number.
Send Text Message	Send a text message to this phone number.
E-mail	Send an e-mail message to this contact (if you already have the contact's e-mail address).

options	
View Timers	View the call times for this call.
Delete	Delete this call from the Call History.
Delete List	Delete all calls from the Call History.
View By	<p>Filter all calls in the Call History list.</p> <p>You can filter your calls by: By Caller, By Timer, Missed Only, Incoming Only, Outgoing, PTT Only.</p> <p>For example, When you filter the list for all Missed Calls, it will only show the incoming phone calls that you did not answer.</p>

options	
Save to Contacts	Save this number to a contact.
Send MMS	Send a multimedia message to this number.
Find Contact	Find this phone number in your Contacts.

## redial

- 1 Press  from the home screen to see the calls and contact list.
- 2 Highlight the entry you want to call, then press  or press the PTT button for a private call.

When you hear a busy signal and you see Call Failed, Number Busy, press  to redial the number. When the call goes through, your handset rings or vibrates once,



shows Redial Successful, and connects the call.

## view missed calls

Your handset keeps a record of your unanswered calls.

- 1 Press: Start > Call History.
- 2 Press: Menu > View By> Missed Only.

## caller ID


*Calling line identification* (caller ID) shows the name or phone number of the caller for an incoming call on your home screen.

Your handset shows the caller's name and picture when they are stored in your contacts or **Incoming Only** when caller ID information is not available.

You can set your handset to play a distinctive ringer ID for specific entries stored in your contacts(See page 80).

## emergency calls

Your operator programs one or more emergency phone numbers, such as 911 or 112. You can call emergency under any circumstances even when your handset and keypad are locked.

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

**Note:** Emergency numbers vary by country. Your handset's pre programmed emergency number(s) may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

## external calls

If your handset service includes external dialing to enable you to call out of your organization.

- 1 Press and hold **[0]** to insert your local external access extension (indicated by +).
- 2 Press the keypad keys to dial the phone number.

## speed dial

You can use speed dialing in two ways: quick access for up to 98 phone numbers and shortcuts to features found in the Start menu including e-mail, calendar, and Bluetooth™ Manager.


### access speed dial entries

To access speed dial entries, press and hold the single-digit speed dial number for one second. If the speed dial is two digits, press

the first digit, then press and hold the second digit. The handset dials the phone number, opens a new e-mail message, or goes to the Web page.

### set speed dial numbers

You can set the speed dial to call the entries in your handset's contact list:

- 1 Press: **Start** > **Contacts**.
- 2 Scroll to the desired contact and press the *center key* .
- 3 Select the phone number or e-mail address for which to create the speed dial.
- 4 Press: **Menu** > **Add to Speed Dial**.
- 5 In the **Keypad Assignment**, select the speed dial number.

**Note:** Speed dial 1 is reserved for calling your voicemail.


6 Press .

You can delete a speed dial entry.

**Find it:** Press: Start > Speed dial, scroll to the entry, then press: Menu > Delete.

## set menu shortcuts to speed dial

You can set a shortcut to open an application on your handset:

- 1 Press the Programs tab.
- 2 Scroll to the icon of the application you want a shortcut for and press: Menu > Add Speed Dial.
- 3 In the Keypad Assignment, select the shortcut number.
- 4 Press .


## delete a shortcut.

**Find it:** Press: Start > Speed Dial, scroll to the shortcut, then press: > Menu > Delete.

**Note:** Your organization may add a Voicemail shortcut you cannot delete.

## voicemail

Your network stores the voicemail messages you receive.

When you **receive** a voicemail message, your handset shows the voicemail message indicator .

To **check** voicemail messages:

Press and hold .



**Note:** You can not store a pause (p) or wait (w) character in your voicemail number. When you want to store a voicemail number with these characters, create a contact for your voicemail number (See page 24) and

use the contact to call your voicemail. Your organization may include additional information about using this feature.



## three-way calling

Three-way calling enables you talk to two people at the same time.

While connected to a call perform the following:

- 1 Place your current call on hold by selecting **Menu > Hold**.
- 2 Enter the number of the other person you wish to connect to a three-way call and press .
- 3 Once you are connected to the other phone, you can scroll between the desired contacts and press  to switch between the calls (the other call will be on Hold). You can also press: **Menu > Transfer** to combine them.



If you **receive a second call** while you are already on a call:


- 1 To answer the second call, scroll to the second call and press . The first call will switch to hold.
- 2 Scroll between the desired calls and press  to switch between the calls.
- 3 Press: **Menu > Transfer** to combine the calls.


**Note:** To send the second call to your voicemail, press **Ignore**.

## conference call

During an active call, you receive call.

- 1 Scroll to the incoming call and press the center key .
- 2 Press the Send key  to answer the incoming call.

- 3 Press: Menu > Conference with > "caller name" (or contact, recent call, phone number) and press the *center key* 

**Note:** Conference call may include up to six people. At any time during the conference call, press the *center key*  to see who is on the call.


## PTT group call

A PTT group call is similar to a private call, but is made to all members of a talkgroup at once.

**Note:** A talkgroup is a predetermined group in your organization.

### From Contacts

- 1 Press: Start > Contact > Menu.
- 2 Scroll to the talkgroup you want to join.

**Note:** To dial a group that is not on your list, dial  and a number between 1 and 255.

- 3 Press the PTT key.

**Note:** An active PTT group is the group that you are currently affiliated with. You can only receive and monitor one Talkgroup at a time - your active PTT Group.

## answer a PTT group call

To answer a PTT group call, proceed as if answering a Private call (See page 22). 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 group number.

## join an active PTT group

To join a PTT group listed on your Contacts list:

- 1 Press: Start > Contacts > Menu
- 2 Select the Talkgroup you want to join.
- 3 Press: Menu > Join.


4 Press Done (left soft key).

5 Press the PTT key.

**Note:** When you initiate a PTT group call to another PTT group, that PTT group becomes the active PTT group.

When the PTT group is not on your Contacts list:

1 Press the Send key  to open the Dialer screen.

2 Dial the talkgroup number (dial  and a number between 1 and 255).

3 Press: Menu > Join PTT Group.

4 Select the Talkgroup you want to join.

5 Press: Menu > Join.


6 Press: Done.

7 Press the PTT key.

## transfer a call

During an active call:

1 Press: Menu > Transfer to.

2 Scroll to the desired contact and press the *center key* .

3 To speak to your contact (or recent call, phone number) before transferring the call, press Yes. For direct transfer press No.

4 Press Transfer.

5 Press Done to complete the transfer.



## in-call notifications

During an active call, a new notification appears as follows:


- A pop-up notification is displayed at the bottom of the screen.
- A notification indicator is displayed at the top of your screen.
- A notification tune is played

In-call notifications may include: New Voicemail(s), New Text Message, New E-mail message, Missed PTT Call, PTT Call Request, Ended Phone/ PTT/ Talkgroup calls, Calendar Reminder.

During an active call, you receive a pop-up notification of a Text Message:

- 1 Scroll to the incoming notification and press the *center key* .
- 2 Press the *back key*  or Done.

During an active call, you receive a PTT notification:

- 1 Scroll to the incoming notification
- 2 Press the *center key* .
- 3 Press the PTT button to answer (the active call will be place on hold).
- 4 Press Resume to resume the call on hold.


**Note:** To set the type of notifications you may receive during a call, press: Menu > In-call Notifications or during a call, press: Menu > Go To> Notification settings.

# e-mail & messages

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**To set up e-mail on your handset refer to your operator at your organization.**



## receive & read messages


When you receive a message your handset plays an alert and shows New Message with the message indicator  on the home screen.

**Find it:** On the home screen, press: Start > Messaging > (*e-mail account*).

**If you do not see a list of messages,** press: Menu > Folders > Inbox.

To return to the folder list, press: Menu > Folders.

**To read a message:** Press the *navigation key*  to scroll to the message and press the *center key*  to open it.


**When you have a message open,** press the *navigation key*  right to open the next message, or left to open the previous message.

## message attachments

When an e-mail has Microsoft® Word, Excel, or PowerPoint files attached, you can open and edit them using Documents To Go. You can also view .pdf file attachments, or extract .zip file attachments.

Download the attachment, then select the file and follow the prompts to open it. When the




document opens, you can move around the page using the *navigation key* .

- Excel spreadsheets: Select cells and enter numbers or text. Press Menu for the following options: save, cut, copy, paste, find, delete, etc.
- PowerPoint slide shows: Press the left softkey to switch between notes, outline and slide views. Press Menu for the following options: save, cut, copy, paste, find, delete, etc.
- Word documents: Type numbers or text into the document. Press Menu for the following options: save, cut, copy, paste, find, delete, etc.
- PDF documents: Press the Zoom key to change the zoom level. Press the Menu key to save a copy of the file, switch pages or other functions.

To **transfer** attachments to your computer for editing, use Microsoft® ActiveSync or Windows® Mobile Device Center.

## message options

To delete, save, reply, or forward the messages, use these quick steps from the Inbox with a message selected or when viewing a message:

- To delete, press Delete.
- To reply, press: Menu > Reply or Reply All. Enter the message and press Send.
- To forward, press: Menu > Reply > Forward. Enter the message and press Send.
- To create a contact card for the sender, highlight the sender and press the *center key*  > Save.

**Tip:** Need to check your e-mail right now? Press: Start > Messaging. Select the account to send and receive messages and press: Menu > Send/Receive. The handset connects to your Internet e-mail server and

sends and receives your messages. To stop this process, press: **Menu > Stop Send/Receive**.

## send a message

You can send three types of messages: SMS (text messages), MMS (multimedia messages), and email messages.

**Find it:** Press: **Start > Messaging > Text Messages, MMS, or (e-mail account)**

To send a message:

- 1 Press: **Menu > New**.
- 2 For e-mail, in **To**, **Cc**, and/or **Bcc**, enter e-mail addresses. Insert a semicolon (;) between multiple numbers or addresses.

For text messages, enter the contact telephone number.

**Tip:** You can quickly enter phone numbers or e-mail addresses from your contact cards. In **To**, press **◆** and select a

recipient from the list. Then select the recipient's phone number or e-mail address.

- 3 Use the keypad to compose a message.
- 4 Press **Send**.

**Tip:** In an e-mail or MMS message, you can insert a **picture, voice note or file** in the message. On the message area, press: **Menu > Insert > Picture or Voice Note or File**.

**Note:** If you select to insert a voice note into the message, you will also need to record it. Press **Record** and start speaking into the handset's microphone. When finished speaking, press **Stop** and then **Done**.

To set the priority for an e-mail message, press: **Menu > Message Options**.

To cancel a message, press: **Menu > Cancel Message**.


## global address look up

From your handset, you can search the global address list (GAL) stored on your company's Exchange Server. This means that you can find a contact's phone number or e-mail without having to store the information directly to your handset.

**Note:** GAL information can only be viewed during a data transfer session. The entire GAL cannot be stored for viewing offline.

GAL Lookup can be found from Contacts and Company Directory. Company Directory is found in Messaging, Phone, Calendar and Speed Dial. Here's how to use GAL to search for a contact:

- 1 Press: Start > Contacts.
- 2 In the contact list, press: Menu > Company Directory.

- 3 Enter search criteria and press Search.
- 4 Scroll through the list of entries that appears. When you locate your contact, press  to make a call.

**Note:** Although the entire GAL cannot be stored on your handset, once the contact is found, you can add the single contact to your contact list.

**Tip:** You can also choose to send a message, SMS or e-mail to a contact found using GAL. In a new message or e-mail, press: Menu > Company Directory. When you locate the contact to send a message, highlight and select it. The e-mail information is populated into the To: field.

## messaging quick reference

**Note:** Some features might not work if you set up your e-mail account manually (without the e-mail setup wizard).

### features

#### send text message

Press: Start > Messaging  
> Text Messages, and press New

### features

#### create and send e-mail

Press: Start > Messaging  
> (*e-mail account*), and press New

To add a picture, voice note, or file to an e-mail message, open the message area and press: Menu > Insert  
> Picture, Voice Note, or File.

**Tip:** You can save a draft of a message that you are composing to finish and send later. Press: Menu  
> Save to Drafts. A draft of the message is stored in the Drafts folder of the account you are in.

## features

### create and add an e-mail signature

Press: Start > Messaging  
> (*e-mail account*), and press Menu  
> Tools > Options > Signatures

Scroll to the account for which you are creating the signature.

Select Use signature with this account.  
Select the Signature box, enter your signature, and press Done.


**Tip:** To insert a signature in every message you send, select Include when replying and forwarding. Otherwise, a signature is inserted only in new messages.

### read new messages

To quickly view new messages, select the message notification area on the home screen.

## features


### view attachment

While viewing the message, use the center key  to select the attachment.

**Note:** You can view attachments only for file types that are supported by the handset.

### read old messages

Press: Start > Messaging  
> (*e-mail account*)

Icons next to each message show if it is **unread** , **read** , **urgent** , or has an **attachment** .

## features

### reply, reply all or forward messages

From your Inbox or an open message, press: Menu > Reply, Reply All, or Forward

**Tip:** When you are replying to an e-mail in the e-mail account, you will send less data if you do not edit the original message. This may reduce data transfer costs based on your rate plan.

## features

### download message objects

When an e-mail message includes an attachment, open the message and the name of the attachment will appear highlighted. To download the attachment, select the highlighted attachment name. The attachment is downloaded the next time you synchronize or connect to your e-mail server.

**Note:** When there are multiple attachments in the message, only the selected attachments are downloaded.

### insert a media object in an e-mail

To add a picture, voice note, or file in an e-mail message in the composing message area press: Menu > Insert > Picture, Voice Note or File.

## features

### download complete e-mail messages

Press: Start > Messaging > (*e-mail account*). Scroll to the message and press: Menu > Download Message.

The complete message is retrieved the next time you synchronize or connect to your e-mail server and send and receive e-mail.

## features

### mark a folder for synchronization

When you synchronize your e-mail account with your PC, the same Inbox folders that are in Outlook on your PC are created on your handset.

Press: Start > Messaging > (*e-mail account*), and press: Menu > Folders > Menu > Show all Folders, and press: Menu > Manage Folders

Highlight each folder you want to synchronize and press Sync.

Once all folders have been selected, press Done. This opens the Manage Folders view, where the marked folders will be synchronized during the next sync session.

**Note:** Only e-mail folders stored on the server are available for sync.


## features

### view status of sent e-mail

Press: Start > Messaging  
> (*e-mail account*) Menu > Folders  
> Outbox.

Messages in the Outbox have not been sent. To send a message, scroll to it and press: Menu > Send/Receive.

### receive e-mail or text message

Your handset is set up to automatically check for new messages, your handset will show  when a new message arrives.

Select the Programs tab and select the e-mail or text message application to open the inbox.

### delete e-mail


From the Inbox or an open e-mail message, press: Menu > Delete.

## features

### manually send and receive e-mail

Press: Start > Messaging  
> (*e-mail account*), and press: Menu  
> Send/Receive.

### call a phone number in e-mail

Highlight a phone number in a message and press .

### move e-mail to personal folder

After you are done reading the e-mail, press: Menu > Move > (*folder*).

### delete a mail account

Press: Start > Messaging, scroll to the e-mail account and press: Menu > Delete.

**Note:** You cannot delete your Text Messages, MMS, or Exchange server e-mail accounts.



## features




### empty deleted items folder

Press: Start > Messaging  
> (*e-mail account*), press: Menu > Folders,  
scroll to Deleted items and press: Menu  
> Delete All.


## instant messaging

To use instant messaging (im), perform the following:

- 1 Press: Start > im
- 2 Select the IM community you want
- 3 Enter your logon information if it does not appear.
- 4 Press: SignIn/ SignOn. You will see the status of the groups and individuals you have designated in your IM community.

- To **start** a conversation, highlight the other person, press **Write**, enter text, and press .
- To **switch** to other conversations, press the *navigation key*  left or right.
- To **return** to the previous screen, press **Back**. To return to a conversation, select **Conversations**, select the desired conversation, then press the *center key* .

When you are **in a conversation**, press **Menu** to enter pre-stored text messages as well as icons, or to end the conversation.

When you are **signed in** but not in a conversation, press **Menu** to manage your contacts or groups, change your status, or sign out. To access other communities, press the *navigation key*  left or right. To store your logon information, press **Menu** > **Settings** > **Community Settings**, enter your logon information for each community,

then press: Menu > Save. To change other settings, press: Menu > Settings > Global Settings.

**Note:** You can also access MSN Messenger by clicking Start > Windows Live.

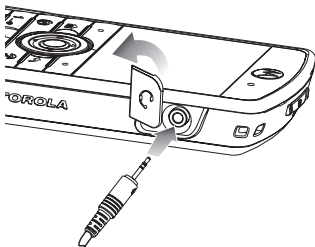
# connections

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## PTT & stereo headsets

Use your Audio/PTT jack to plug in an optional hands-free PTT headset. For purchasing headsets, refer to “approved accessories” on page 6.

**Warning:** When using a headset, you may not hear the surrounding sounds. Do not use a headset where it can endanger your safety.




## Bluetooth™ wireless

Your handset supports Bluetooth wireless *pairing* (also called *linking* or *bonding*). You can pair your handset with a Bluetooth headset or with a computer to exchange and synchronize files.

### turn Bluetooth power on or off

If Bluetooth Power is on, your handset can automatically pair with the handsfree device you have used before. Turn on the device or move it near the handset.

To turn Bluetooth on perform the following:  
Press: Start > Bluetooth > Bluetooth Manager > Settings, then toggle Status to Bluetooth ON.

The Bluetooth indicator  appears in the home screen.

**Note:** To extend battery life, use the previous procedure to set Bluetooth Power to OFF when not in use. Your handset will not pair with devices until you set Bluetooth Power back to ON and pair your handset with the devices again.

## pair with a headset or handsfree device

Before you try to pair your handset with a device, make sure your handset's Bluetooth power is **on** and the device is **on** and **ready** in *pairing* or *bonding* mode (see the device user's guide). You can pair your handset with multiple devices, but only use it with one headset device at a time.

Your handset lists the devices it finds within range.

- 1 Press: Start > Bluetooth > Bluetooth Manager > Hands-free.
- 2 Put the device (handsfree headset, stereo headset, keyboard, etc.) in pairing mode.
- 3 Press Add. The handset prompts you to verify your device is ready. Press Search.
- 4 Select the device from the list.
- 5 If prompted, enter the device passkey (such as 0000) and press the Accept key.


When the devices are paired, an icon appears on the home screen in the Bluetooth Task Tray.

**Tip:** For specific information about the Bluetooth device you are using with your handset, refer to the instructions that came with it.

## send objects to another device

You can use Bluetooth pairing to send e-mail, contacts, tasks, calendar items, audio, ring tones, pictures, video, and voice notes from your handset to a computer or other device.

- 1 Press: Start > Bluetooth > BT Send Object.
- 2 Select the object type and object you want to send.


**Tip:** To select an item, press the *center key* .

- 3 Press Send.
- 4 Select the name of the device to send the file.
- 5 To cancel sending an item, press: Menu > Cancel.

## use your handset as a PC remote

You can use Bluetooth wireless and your handset as a remote control for your

computer. For example, want to watch a video on your computer and use your handset as a remote control? Use PC Remote to control when the video plays, stops, or pauses.

- 1 On your computer, turn Bluetooth power on.
- 2 On your handset, press: Start > Bluetooth > BT PC Remote. When necessary, press Yes to turn on Bluetooth power.
- 3 Press Add.
- 4 On your computer, right-click on the Bluetooth indicator  in the system tray in the lower right corner of your display. Select **Bluetooth Setup Wizard**.
- 5 In the wizard, indicate that you know the service you want to use, and you want to find a Bluetooth device that provides the service. Select Next.
- 6 In the next window, choose Human Interface Device or PC Remote and select Next.

- 7 In the next window, make sure that "Show all devices" is chosen in the pull-down menu. Your computer should find your "SmartPhone." Make sure the box "Allow other Bluetooth devices to see this phone" is checked. Select your handset, and select Next.
- 8 If prompted, enter the device passkey (such as 0000) and press the Accept key.

When PC Remote is connected, your handset display shows a key map that tells you what your keys control on the PC. To determine which program on your computer to control, on your handset, press Menu and select a program.

## advanced Bluetooth features

### features

#### **make handset visible to other device**

Allow a Bluetooth device to discover your handset:

Press: Start > Bluetooth  
> Bluetooth Manager > Settings, and check Allow other Bluetooth devices to see this phone

#### **connect to recognized device**

Connect to a recognized handsfree device:

Press: Start > Bluetooth  
> Bluetooth Manager > Hands-free  
> *device name*

## features

### drop pairing with device

Press: Start > Bluetooth  
> Bluetooth Manager > Hands-free  
> *device name* > Disconnect

### send object to device

Send an object to another device:  
Press: Start > Bluetooth > BT Send  
Object

## features

### edit device properties / change device name

Edit the properties of a recognized device:

Press: Start > Bluetooth  
> Bluetooth Manager > Hands-free  
> *device name*, then press: Menu  
> Properties > Nickname

**Tip:** To change the Bluetooth name of your handset, press: Start > Bluetooth  
> Bluetooth Manager > Settings and enter the name in My Bluetooth name.

## synchronize

You can synchronize the information on your handset in two ways, over the air (OTA) or using a cable and your computer.

## sync over the air

Once you enter your organization, handset sync's over the air (OTA) directly with your company's wireless network. The network compares your handset's contact information, calendar appointments, messages, and media files to those on your computer and then updates to the most recent information.

When update that does not happen, contact your operator to set up this synchronization.

**Note:** When you are out of network coverage, and your handset tries to sync 3 times without finding a network, you will receive a notification. For more information, select **View Status**. Synchronization will resume when there is network coverage.

## sync with a computer

You can use Microsoft® **ActiveSync version 4.5 or above**, or Windows® **Mobile**

**Device Center** to synchronize information between your handset and a computer. In addition to all the activities performed over the air, ActiveSync enables to view the content of your handset on your computer. You can move files between your computer and handset, download and install applications and service your handset.

## installing & setting up ActiveSync

To synchronize information on your handset with a PC, you must use Windows® Mobile Device Center (on a PC running Windows Vista) or install Microsoft ActiveSync (on a PC running Windows XP™ or earlier).

**Note:** Synchronization software is installed on your handset. Before installing the synchronization software, on your computer, verify that your computer and operating system meet the **minimum requirements**



stated on the CD-ROM sleeve of the synchronization software or Microsoft Windows® Mobile Web site (<http://www.microsoft.com/windowsmobile>). This Web site also lets you download the **latest software** for ActiveSync.

- 1 Install Microsoft ActiveSync (for Windows® XP™ or earlier) or Windows Mobile Device Center (for Windows Vista) on your PC.
- 2 After setup completes, connect your handset to the PC. The handset drivers install on your computer and then the Sync Setup Wizard automatically starts.
- 3 Follow the instructions on the screen to complete the wizard.  
The wizard prompts you for the Exchange Server's name, your user name, your password, and the domain name. If you don't have this information, contact your operator.

**Note:** For information about connections (Bluetooth™ wireless, VPN, and Web browser), see page (See page 66).

When you finish the wizard, ActiveSync starts to synchronize automatically with your handset.

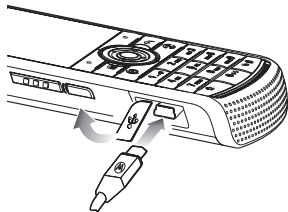
**Note:** Once synchronization completes, you can disconnect your handset from your PC, and restart your PC.

### sync with a cable connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your handset and sync.

- 1 Turn on the handset.

- 2 Connect your handset to your PC using a USB cable.



**Note:** For more detailed information, see "Connecting a mobile device to a PC" in ActiveSync Help on your PC or the Microsoft Web Site for ActiveSync.

## sync with Bluetooth™ connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your handset and sync with a Bluetooth connection.

Ensure that the handset and PC are within close range (within 30 feet). If this is the first

time you have connected to this PC using Bluetooth wireless, you must complete the Bluetooth wizard on the handset and set up a Bluetooth partnership with the PC before synchronizing.

**Note:** In order to use this feature, your PC must be equipped with Bluetooth wireless or a Bluetooth PC adaptor accessory.

- 1 Follow the instructions in ActiveSync Help for configuring Bluetooth connections on your PC to support ActiveSync.
- 2 Turn on the handset.
- 3 On your handset, verify that Bluetooth wireless is turned on. Press: **Start > Bluetooth > Bluetooth Manager > Settings > Status > Bluetooth On.**
- 4 Press: **Start > Settings > Connections > USB Device Type.**
- 5 Press: **Start > ActiveSync.**

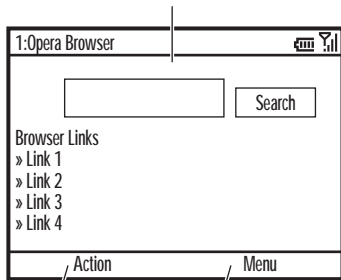
- 6 Select **Menu** > **Connect via Bluetooth**.
- 7 Select **Sync**.
- 8 When finished, select **Menu**  
> **Disconnect Bluetooth**. To conserve battery power on your handset, turn off Bluetooth power (see page 73).

# web browser

You can use the browser to search and view the Web.

**Find it:** Press: Start > Opera



Your browser homepage appears.



Press **Action** to open navigation options.

Press **Menu** to change browser settings and other options.

**Note:** Not all Web file formats are supported.

- To go to a Web page, press: **Action > Go to**. Enter the address and press **OK**.
- To go to a link in a Web page: use the *navigation key*  to highlight the link and then press the *center key* .
- To change connection options: press: **Menu > Tools > Settings > Connections**.
- To show/hide pictures: press: **Menu > Display > Load Images**.
- To add a Web address to your Favorites: open the Web page and press: **Action > Bookmark this page**.

**Tip:** All finished? When you are done with the browser, press: **Menu > Exit** to close the browser and conserve battery life.

# entertainment

---

## picture options


To view stored pictures in your handset, perform the following:

- 1 Press: Start > Pictures & Videos.
- 2 In the picture viewfinder press: Menu > Options
- 3 Open the Picture Options Menu. This menu can include the following options:

option	
General	Determine default picture sizes for e-mail and rotating picture settings.
Slide Show	Select default slide show settings.

option	
Video	Determine audio settings and time limits for video files.

## play video clip

To view the stored clips in your handset, press: Start > Pictures & Videos. Select the video to view and press Play or the *center key* .

**Tip:** To view videos located in a folder other than the default video folder, including a storage card, press: Start > Pictures & Videos, then press: Menu > Folder, and then select the folder that contains the stored videos.

## video options

To view the video options menu in the video viewfinder perform the following:

**Find it:** Press: Menu > Options to open the video options menu:

option	
Camera	Select default save locations, video filename prefixes, and image compression.
Video	Determine audio and time limit settings for video files.

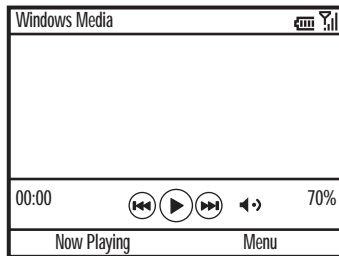
**Note:** General and Slideshow options are also available in this menu, however these settings are specific to picture files only.

## play a video clip

For more video playback and Windows® Media Player features, see your *MOTOSTART Guide*.

**Find it:** Press: Start > Pictures & Videos > *video clip* > Play

The video clip plays in the Windows Media Player.



**Tip:** To play video in full screen mode, press: Menu > Full Screen. Videos recorded in a low resolution may not play in full screen mode.

If a call comes in while watching a video, the video pauses and a call alert appears. You can choose to answer the call or ignore it. To continue watching the movie, select the Play button.

## video playback options

In the video playback window press: Menu > Options to open the Video Playback Menu.

This menu can include the following options:

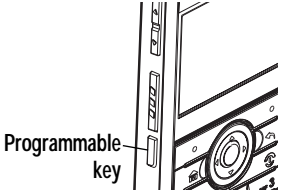
option	
Playback	Determines how the time counter appears, whether to pause playback while using another program, and whether to resume playback after a phone call.

option	
Video	Options for showing in full screen and when to scale to fit window.
Network	Selects default network settings for streaming media.
Library	Determines if the player starts on the Library view.
Skins	Determine Windows® Media Player skin theme.
Buttons	Set playback button mapping.

# other features

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## quick access key

features
<h3>programmable key</h3> <p>Set and use the programmable key to access an application by a press of a button. For example, you can press for viewing your call history, opening your web browser, etc.</p>  <p>To set the programmable key</p> <p><b>Find it:</b> TBD</p>


## advanced calling

features
<h3>call forwarding</h3> <p>Set up or cancel call forwarding:</p> <p>Press: Start &gt; Settings &gt; Phone &gt; Call Forwarding</p> <p><b>Note:</b> When you choose No Reply, you can set how many seconds your handset waits before it forwards a call.</p>

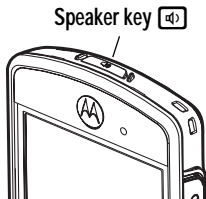


## features


### voice dial

To voice dial, press and hold the Speaker key .

When prompted, say "Call," followed by a number or contact name.



### call a phone number in a message

E-mail or text messages can contain phone numbers that have an underline, like a Web site hyperlink. To dial one of these numbers, scroll to it and press .

## contacts

To store and call contacts, see page TBD.

## features

### search for contact

Press: Start > Contacts, and scroll to View By > Name or Company.

Enter the first few letters of the contact's name or company. The handset searches through the contact list and shows the name.

You can also filter your search by Recent calls, PTT-Capable or Show All users.

To filter your Contacts filter options, perform the following:

Press: Start > Contacts > Filter By and select an option.

## features

### edit contact

Press: Start > Contacts, scroll to a contact, then press: Menu > Edit Contact

### set ringer ID for a contact

To easily identify who is calling you by the ring tone, you can assign a custom ring tone to each contact.

Press: Start > Contacts, scroll to a contact and press: Menu > Edit > Custom Ring Tone

## features

### set picture ID for contact

Assign a photo or picture to appear when you receive a call from an entry:

Press: Start > Contacts, scroll to a contact, and press: Menu > Edit > Picture and Select a picture.

**Tip:** Want to remove a picture ID? Press: Start > Contacts, scroll to a contact, press: Menu > Edit, then press: Menu > Remove Picture

### set category for contact

Press: Start > Contacts, scroll to a contact and press: Menu > Edit > Categories

### set category view


Press: Start > Contacts and press: Menu > Filter

## features

### send contact to another device

Use a Bluetooth™ connection to send a contact to another handset, computer, or device:

Press: Start > Contacts, scroll to a contact, and press: Menu > Send via Bluetooth

When necessary, your handset asks you to turn on Bluetooth power. Your handset searches for Bluetooth devices. Select the one you want and press the *center key* . Your handset tells you when the transfer is complete.

For more about Bluetooth connections, see page 73.

## personalizing

### features

#### language

Set menu language:

Press: Start > Settings > Regional Settings

**Note:** You must turn your handset off and on again for the changes to take effect.

**Tip:** While you enter text (such as in a text message), your handset suggests words. To change the language for these suggestions, press: Menu > Languages in the text entry screen to know your language options.

## features

### accessibility

You can set system font size, multipress time-out, confirmation time-out, and in-call alerts:

Press: Start > Settings > Accessibility and select an option.

## features

### ring volume

Press: Start > Settings > Profiles

Highlight the desired profile and press: Menu > Edit

Under Ring Volume, press: the *navigation key* ⬅️ ➡️ left or right to adjust the volume for that profile.

**Tip:** In the home screen, press and hold the *Volume up/down key on the left side of the handset* (See page 33) to show the ring volume, then press the *Volume up/down keys* to adjust it.

**Tip:** To eliminate the ringer volume instantly when an incoming call comes in, press the volume up/down keys.

## features

### sounds

To change the default sounds for ring tone, reminders, new messages, alarm clock, or keypad controls:

Press: Start > Settings > Sounds and select an option.

**Note:** Changes made to the alert settings will have no effect when using the Silent profile.

### alarm

Press: Start > Settings > Clock & Alarm > Alarm

**Tip:** Need to change or set the alarm alert style?

Press: Start > Settings > Sounds > Alarm Clock.

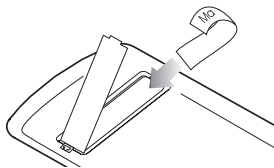
## features

### owner information

It is recommended to enter and check your owner information. It lets someone return the handset to you if you lose it:

Press: Start > Settings > Owner Information

You can also print a label with your name, department or handset ID and place it inside the Label ID Window located on the battery door.



## features

### master reset

#### master reset

A master reset may become necessary when your handset is jammed and does not respond to the system.

A master reset is a full restore of a handset to its original factory settings. It requires deleting all information on your handset by reformatting the memory.

**Caution:** Used master reset with caution, as it destroys all data stored on your handset (files, settings, contacts etc.). Master reset does not reset the unlock code, security code, and lifetime timer.

To return your handset to original settings:  
Press: Start > System Tools  
> Master Reset

The default master reset code is 000000 (6 zeroes).

## features

### master clear

Master clear erases all information you have entered (including contacts and calendar events) and content you have downloaded (including photos and sounds) stored in your handset's memory.


**Note:** After you erase information, the erased information is unrecoverable.

For master reset, perform the following:

Press: Start > System Tools  
> Master Clear

## call times

**Network connection time** is the elapsed time from the moment you connect to your service provider's network to the moment you end the

call by pressing . This time includes busy signals and ringing.

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

#### features

##### see call timers

Show call timers:

Press: Start > Call History, then press:  
Menu > View Timers

##### reset call timers

To reset all call timers to zero (0), except for the Lifetime calls timer:

Press: Start > Call History, and  
press: Menu > View Timers, and  
press: Menu > Reset Timers

## network connections

#### features

##### create proxy, Virtual Private Network (VPN), or dial-up network

A Virtual Private Network allows you to connect securely to your enterprise through IPsec. This connection requires a policy definition from your IT department. Your IT department can send you the policy in a file or give you the policy to enter manually. Once you receive the policy file or information perform the following:

Press: Start > Virtual Private Network

Select a policy to open a connection or enter a new policy definition:

Press: Menu > New.

To close the secure connection,  
press: Logoff.

# calendar

## features

### add new calendar event


Press: Start > Calendar, and press:  
Menu > New Appointment


**Note:** To schedule an all-day event, select the All day event check box under End time. All-day events do not occupy blocks of time in the calendar; instead, All-day events appear in banners at the top of the calendar.

## features

### view calendar event

Press: Start > Calendar to open the calendar for today.

- To see days before or after today, press the *navigation key*  left or right.
- To quickly see a specific date, press: Menu > Go to Date.
- To see your whole week's events, press: Week.

**Shortcut:** Today's events appear on your home screen. To see event details, scroll to it and press the *center key* .



## features

### calendar event reminder

The default reminder time for tasks and calendar items is 15 minutes. To change this default perform the following:

Press: Start > Calendar, then press:  
Menu > Tools > Options > Set Reminders

### send calendar event to another device

Use a Bluetooth™ connection to send a calendar event to another handset, computer, or device:

From the calendar item, press: Menu  
> Send via Bluetooth.

Select the device to which you want to send the item.

For more about Bluetooth connections, see page 73.

## features

### respond to a meeting request

You can receive and respond to meeting requests on your handset in a similar manner as you do in Outlook on your PC.

Press: Start > Messaging  
> (*e-mail account*) > *meeting request*

Press: Accept or Menu > Decline or  
Tentative

## calculator

## features

### calculator

Press: Start > Accessories > Calculator

## internet security

### features

#### **manage certificates**

Enable or disable Internet access  
certificates stored on your handset:

Press: Start > Settings > Security  
> Certificates

Certificates are used to verify the identity  
and security of Web sites when you  
download files or share information.

## handset information

### features

#### **software version**

To view your handset software version:

Press: Start > Settings > Connections

## handset administration data

### features

#### phone information

Your operator may ask you to access administration data on your phone for troubleshooting purposes.

Press: Start > Settings > Phone Information

### features

#### wireless system configuration

Your operator might ask you to access, set or configure your handset to work with the wireless system of your organization.

**Find it:** Press: Start > Settings > Connections > WSM WiFi Setting.


To configure the wireless settings of your handset:

Press: Start > Settings > Connections > WSM WiFi Setting > WiFi Settings

Your operator should provide you with following information: WSM SSID (Your network name), Authentication type, Encryption type, Radius User Name, Radius Password, and Radius Domain Name.

## fun & games

<b>features</b>
<b>access pictures</b> Press: Start > Pictures & Videos
<b>access sounds</b> Manage ring tones and music that you have downloaded or composed: Press: Start > Windows Media For more information about Windows® Media, see Windows Mobile 6 documentation.
<b>access video clips</b> Press: Start > Pictures & Videos For more information about Windows® Media, see Windows Mobile 6 documentation.

<b>features</b>
<b>play games on your handset</b> Press: Start > Games
<b>start Web browser</b> Press: Start > Opera For more information about Internet Explorer Mobile, see page 85.
<b>close Web browser</b> In the browser, press: Menu > Exit
<b>download objects from Web page</b> To download a picture, sound, or phone theme from a Web page: Highlight the file, press: the <i>center key</i>  , then press Save. To download a picture or other object from a Web page: Highlight the item, press: Menu, and choose an option such as Save image.

## features

### **manage media files**

To view, copy, delete, rename, or move files and folders on your handset or storage card:

Press: Start > File Manager

# troubleshooting

---

Symptom	Explanation
The handset does not turn on	TBD
The battery does not charge	TBD
The handset unresponsive	TBD
The handset randomly shuts down	TBD
Your calls are disconnected	TBD

# service & repair

---

**Tip:** Software updates are continuously downloaded during your daily work by your system administration. These updates are designed to make your handset performance and security better and update your handset with new software patches. However, if you encounter a problem, contact your operator to make sure you have the latest available software updates.

My operator number is:

My handset repair contact is:

# Motorola Limited Warranty for the United States and Canada

---

## Commercial Warranty

### MOTOROLA COMMUNICATION PRODUCTS

#### I. What This Warranty Covers And For How Long

MOTOROLA INC. ("MOTOROLA") warrants the MOTOROLA manufactured Communication Products listed below ("Product") against defects in material and workmanship under normal use and service for a period of time from the date of purchase as scheduled below:

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Product Accessories - One (1) Year

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## IV. How To Get Warranty Service

You must provide proof of purchase (bearing the date of purchase and Product item serial number) in order to receive warranty service and, also, deliver or send the Product item, transportation and insurance prepaid, to an authorized warranty service location. Warranty service will be provided by Motorola through one of its authorized warranty service locations. If you first contact the company which sold you the Product, it can facilitate your obtaining warranty service. You can also call Motorola at 1-888-567-7347 US/Canada.

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- C. Defects or damage from improper testing, operation, maintenance, installation, alteration, modification, or adjustment.
- D. Breakage or damage to antennas unless caused directly by defects in material workmanship.
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G. Rechargeable batteries if:

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the damage or defect is caused by charging or using the battery in equipment or service other than the Product for which it is specified.

H. Freight costs to the repair depot.

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EPS – 48759 – 0

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