



ES400

User Guide



02/08/10

ES400
User Guide

72E-xxxxx-01

Rev. 110909

January 2010

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Patents

This product is covered by one or more of the patents listed on the website: www.motorola.com/enterprisemobility/patents.

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About This Guide

Introduction

This guide provides information about using the ES400 Enterprise Smart Phones and accessories.

✓ **NOTE** Screens and windows pictured in this guide are samples and can differ from actual screens.

Documentation Set

The documentation set for the ES400 provides information for specific user needs, and includes:

- **ES400 Quick Start Guide** - describes how to get the ES400 up and running.
- **ES400 Enterprise Smart Phone User Guide** - describes how to use the ES400 .
- **Enterprise Mobility Application Guide** - describes how to use Enterprise Mobility developed sample applications.
- **Enterprise Mobility Developer Kit (EMDK) Help File** - provides API information for writing applications.

Configurations

This guide covers the following configurations:

Configuration	Radios	Display	Memory	Data Capture Options	Operating System	Keypads
ES400	WLAN: 802.11a/b/g WPAN: Bluetooth v2.1 with EDR WWAN: CDMA or GSM/UTMS GPS: SiRF III	3.7" VGA Color	128 MB RAM/ 512 MB Flash	Camera	Windows Mobile® 6.5 Professional	Alphanumeric keypads

Software Versions

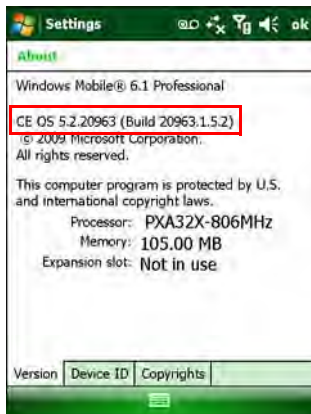
This guide covers various software configurations and references are made to operating system or software versions for:

- Adaptation Kit Update (AKU) version
- OEM version
- Fusion version
- Phone version.

AKU Version

To determine the Adaptation Kit Update (AKU) version:

Tap **Start** > **Settings** > **System** tab > **About** icon > **Version** tab.

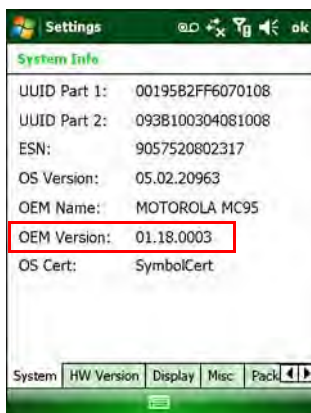


The second line lists the operating system version and the build number. The last part of the build number represents the AKU number. For example, *Build 20963.1.5.2* indicates that the device is running AKU version 1.5.2.

OEM Version

To determine the OEM software version:

Tap **Start** > **Settings** > **System** tab > **System Info** icon > **System** tab.



Fusion Software

To determine the Fusion software version:

Tap **Fusion Signal Strength** icon > **Wireless Status** > **Versions**.



Phone Software

To determine the Phone software version:

On ES400, tap **Start** > **Phone** > **Menu** > **Options** > **PhoneInfo** tab.



Chapter Descriptions

Topics covered in this guide are as follows:

- [Chapter 1, Getting Started](#) provides information on getting the ES400 up and running for the first time.
- [Chapter 2, Using the ES400](#) provides information on using the ES400.
- [Chapter 3, Using the Phone](#) provides basic instructions for using the ES400 phone.
- [Chapter 4, SMS and MMS Messaging](#) provides instructions for sending text and MMS messages.
- [Chapter 5, Data Capture](#) provides instructions for using the ES400 to capture data using the laser scanner, imager and camera.
- [Chapter 6, Using the Camera](#) provides instructions on taking photos and videos.

- [Chapter 7, Bluetooth](#) explains Bluetooth functionality on the ES400.
- [Chapter 8, Using GPS Navigation](#) provides information about GPS navigation with the ES400.
- [Chapter 9, Settings](#) provides
- [Chapter 10, Accessories](#) describes the available accessories and how to use them with the ES400.
- [Chapter 12, Maintenance & Troubleshooting](#) includes instructions on cleaning and storing the ES400, and provides troubleshooting solutions for potential problems during ES400 operation.
- [Appendix A, Technical Specifications](#) provides the technical specifications for the ES400.
- [Appendix B, Keypads](#) provides keypad layouts and operation.

Notational Conventions

The following conventions are used in this document:

- “Enterprise Smart Phone” refers to the Motorola ES400 hand-held computer.
- *Italics* are used to highlight the following:
 - Chapters and sections in this and related documents
 - Icons on a screen.
- **Bold** text is used to highlight the following:
 - Dialog box, window, and screen names
 - Drop-down list and list box names
 - Check box and radio button names
 - Key names on a keypad
 - Button names on a screen.
- Bullets (•) indicate:
 - Action items
 - Lists of alternatives
 - Lists of required steps that are not necessarily sequential
- Sequential lists (e.g., those that describe step-by-step procedures) appear as numbered lists.

Related Documents

- *ES400 Quick Start Guide*, p/n 72-118504-xx.
- *ES400 Windows Mobile® 6.1 Regulatory Guide*, p/n 72-118502-xx.
- *Mobility Services Platform User Guide*, p/n 72E-100158-xx.
- *Wireless Fusion Enterprise Mobility Suite User Guide for Version 3.00*, p/n 72E-122495-xx.
- *Microsoft® Applications for Windows Mobile® 6 User Guide*, p/n 72E-108299-xx.
- *Enterprise Mobility Application Guide*, p/n 72E-68901-xx.

- *Enterprise Mobility Developer Kits (EMDKs)*, available at: <http://www.motorola.com/enterprisemobility/support>.
- Latest ActiveSync software, available at: <http://www.microsoft.com>.

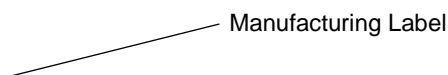
For the latest version of this guide and all guides, go to: <http://www.motorola.com/enterprisemobility/manuals>.

Service Information

If you have a problem with your equipment, contact Motorola Enterprise Mobility support for your region. Contact information is available at: <http://www.motorola.com/enterprisemobility/contactsupport>.

When contacting Enterprise Mobility support, please have the following information available:

- Serial number of the unit (found on manufacturing label)
- Model number or product name (found on manufacturing label)
- Software type and version number.



Motorola responds to calls by email, telephone or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Motorola Enterprise Mobility Support, you may need to return your equipment for servicing and will be given specific directions. Motorola is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your Enterprise Mobility business product from a Motorola business partner, contact that business partner for support.

Chapter 1 Getting Started

Unpacking

Carefully remove all protective material from the ES400 and save the shipping container for later storage and shipping.

Verify that you received the following:

- ES400 Enterprise Smart Phone
- Lithium-ion battery (1500 mAh or 3000 mAh)
- USB Cable
- Power Supply
- Country-specific plugs
- Regulatory Guide
- Quick Start Guide.

Inspect the equipment for damage. If any equipment is missing or damaged, contact the Motorola Enterprise Mobility Support center immediately. See [page xvii](#) for contact information.

Prior to using the ES400 for the first time, remove the protective shipping film that covers the display and camera window.

Setting Up the ES400

To start using the ES400 for the first time:

- Install a microSD card (optional)
- Install a SIM card (for GSM/UTMS only)
- Install the battery.
- Charge the ES400.

Installing a microSD Card

The microSD card slot provides secondary non-volatile storage. The slot is located under the battery. Refer to the documentation provided with the card for more information, and follow the manufacturer's recommendations for use.



CAUTION Follow proper ESD precautions to avoid damaging the microSD card. Proper ESD precautions include, but are not limited to, working on an ESD mat and ensuring that the operator is properly grounded.

To install the microSD card:

1. Remove the battery door. Press the battery door down toward the bottom of the device and then lift.

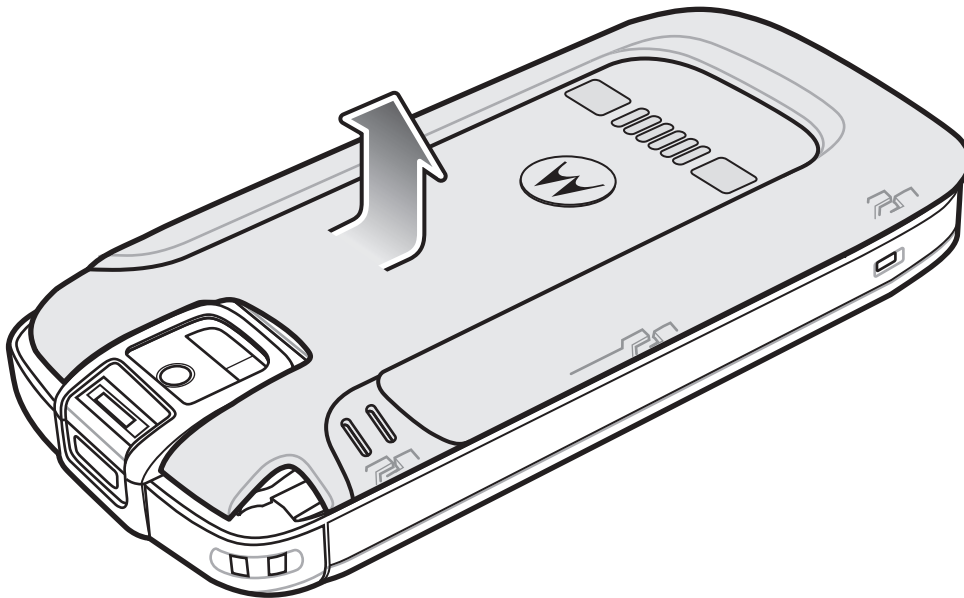


Figure 1-1 *Battery Door Removal*

2. Slide the SIM holder up to unlock.
3. Lift the SIM holder.

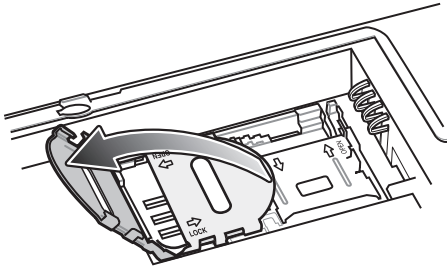


Figure 1-2 Lift SIM Holder

4. Slide the microSD holder to the right to unlock.
5. Lift the microSD holder.

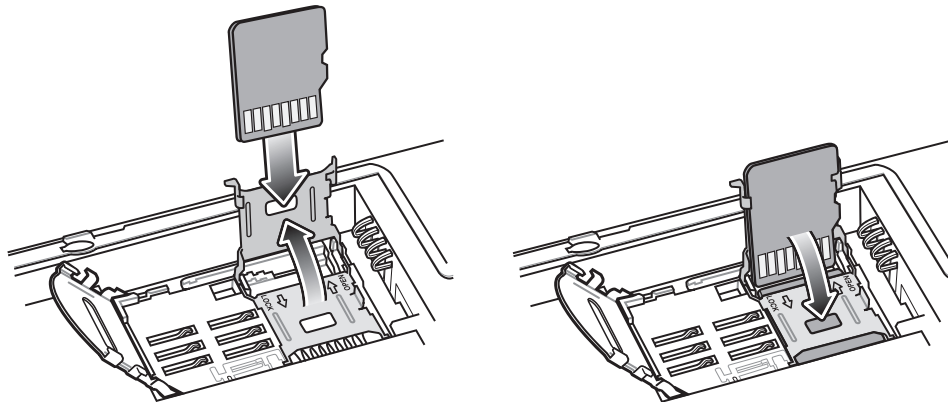


Figure 1-3 microSD Card Installation

6. Insert the microSD card into holder ensuring that the card slides into the holding tabs on each side of the holder.
7. Close the microSD holder and slide to the left to lock into place.
8. If installing a SIM card, follow instructions in the next section.
9. If not installing a SIM card, close the SIM holder and slide down to lock into place.

Installing the SIM Card (Optional)

GSM/UTMS phone service requires a Subscriber Identification Module (SIM) card, or smart card. Obtain the card from the your service provider. The card fits into the ES400 and can contain the following information:

- Mobile phone service provider account details.
- Information regarding service access and preferences.
- Contact information, which can be moved to Contacts on the ES400.
- Any additional services to which you have subscribed.



NOTE For more information about SIM cards, refer to the service provider's documentation.

To install the SIM card:

1. Slide the SIM card holder up to unlock.
2. Lift the SIM card holder.
3. Insert the SIM card into the SIM holder with the contacts facing out and the card notch facing up.

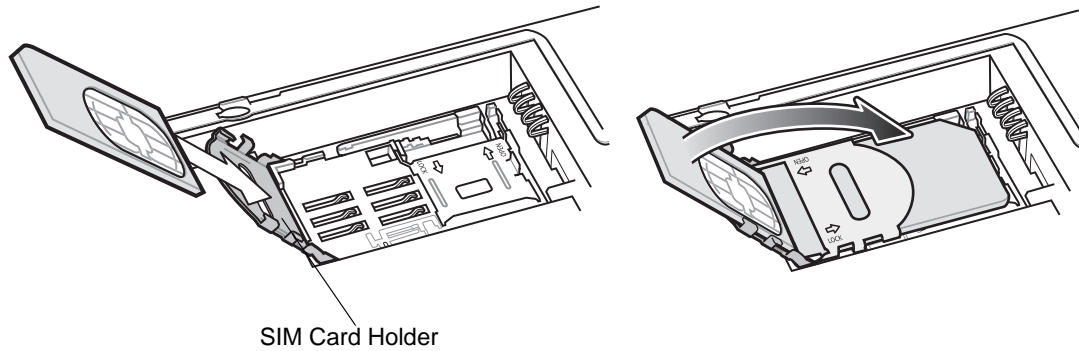


Figure 1-4 SIM Card Installation

4. Close SIM card holder and slide down to lock into place.

Installing the Battery

To install the battery:

1. Locate the battery contacts.
2. Insert the battery, bottom first, into the battery compartment.
3. Press the battery down into the battery compartment.

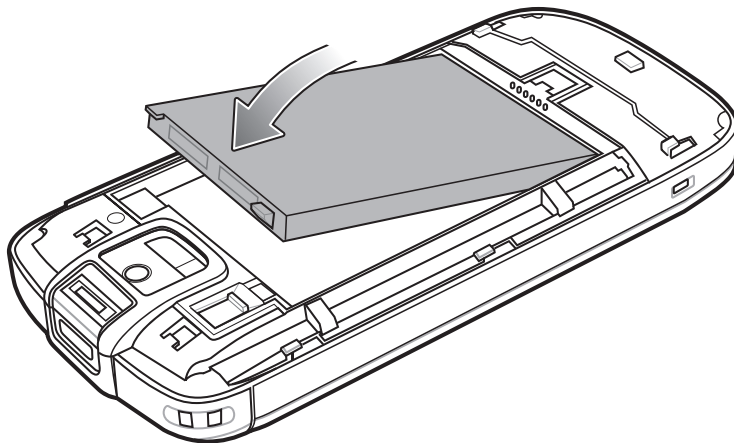


Figure 1-5 Inserting the Battery

4. Slide the battery lock latch down to secure the battery in place.

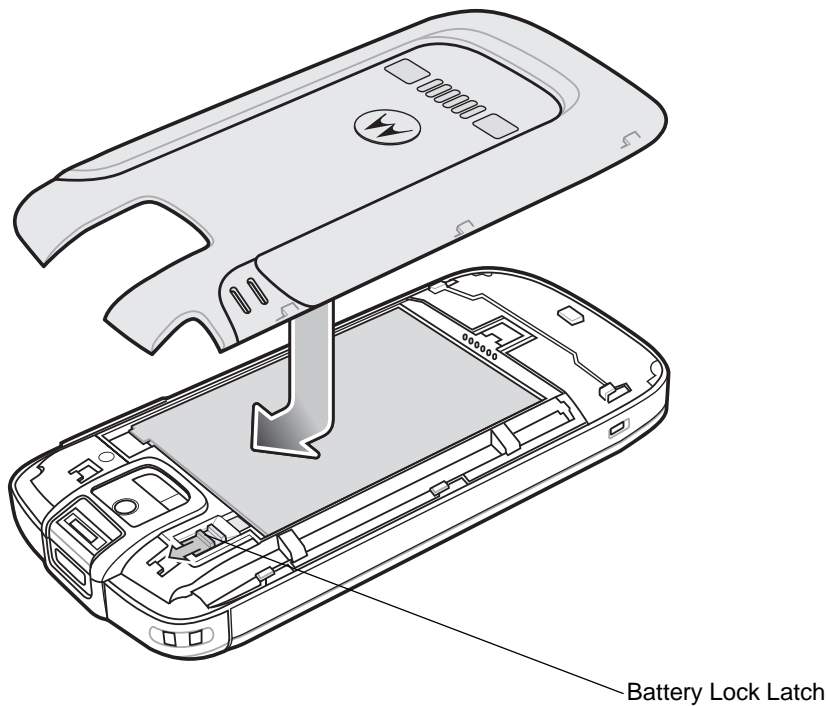


Figure 1-6 *Inserting the Battery*

5. Replace the battery door.
6. The ES400 powers up automatically after inserting the battery, if the battery has been charged previously.

Powering On the ES400

After the ES400 is connected to power, the splash screen displays for about a minute as the ES400 boots then the calibration window appears.

✓ **NOTE** The Calibration screen can be accessed by pressing ?? key - ?? key or tapping **Start > Settings > System > Screen > Align Screen** button.

1. Remove the stylus from the back of the ES400.
2. Carefully press and briefly hold the tip of stylus on the center of each target that appears on the screen.
3. Repeat as the target moves around the screen, then tap the screen to continue.
4. Follow the on-screen instructions for configuring various setting.

Setup

The ES400 contains Motorola specific software that must be launched after the ES400 is started for the first time. This software includes the Motorola Home screen and the Motorola Lock feature.

Motorola Home Screen

To launch the Motorola Home screen:

1. Tap **Start > Setting > Today** icon.
2. Select the **Items** page.
3. In the item list select the **Moto Deck** checkbox. Deselect all other checkboxes.
4. Tap **OK** button. The Motorola Home Screen appears.

Refer to Chapter XX for information on using the Motorola Home Screen and to Chapter XX for information on configuring the Motorola Home Screen.

Motorola Lock

To launch the Motorola Lock screen:

1. Tap **Start > Setting > System > Lock Switch** icon.
2. Tap the Select Lock button.
3. Select **Moto lock**.
4. Tap **OK**.

Removing the microSD Card

To remove an microSD card:



CAUTION Suspend the ES400 prior to removing the battery. Failure to properly remove the battery may cause the ES400 to cold boot and potential loss of data.

1. Press the **Power** button to suspend the ES400.
2. Slide the battery door toward the bottom of the device.
3. Lift the battery door.
4. Slide the battery lock switch up.
5. Lift the battery out of the device.
6. Slide the SIM card holder up to unlock.
7. Lift the SIM card holder.
8. Slide the microSD card holder to the right to unlock.
9. Lift the microSD card holder.
10. Remove microSD card from holder.
11. Close the microSD card holder.
12. Slide the microSD card holder door to the left to lock.
13. Close the SIM card holder.
14. Slide the SIM card holder down to lock.
15. Replace the battery.
16. Slide the battery lock switch down to lock the battery in place.
17. Replace the battery door.

Removing the SIM Card

To remove an SIM card:



CAUTION Suspend the ES400 prior to removing the battery. Failure to properly remove the battery may cause the ES400 to cold boot and potential loss of data.

1. Press the **Power** button to suspend the ES400.
2. Slide the battery door toward the bottom of the device.
3. Lift the battery door.
4. Slide the battery lock switch up.
5. Lift the battery out of the device.

6. Slide the SIM card holder up to unlock.
7. Lift the SIM card holder.
8. Remove SIM card from holder.
9. Close the SIM card holder.
10. Slide the SIM card holder to the down to lock into place.
11. Slide the battery lock switch down to lock the battery in place.
12. Replace the battery door.

Chapter 2 Using the ES400

Introduction

This chapter explains the indicators, buttons, status icons, and controls on the ES400, and provides basic instructions for using the device.

Features

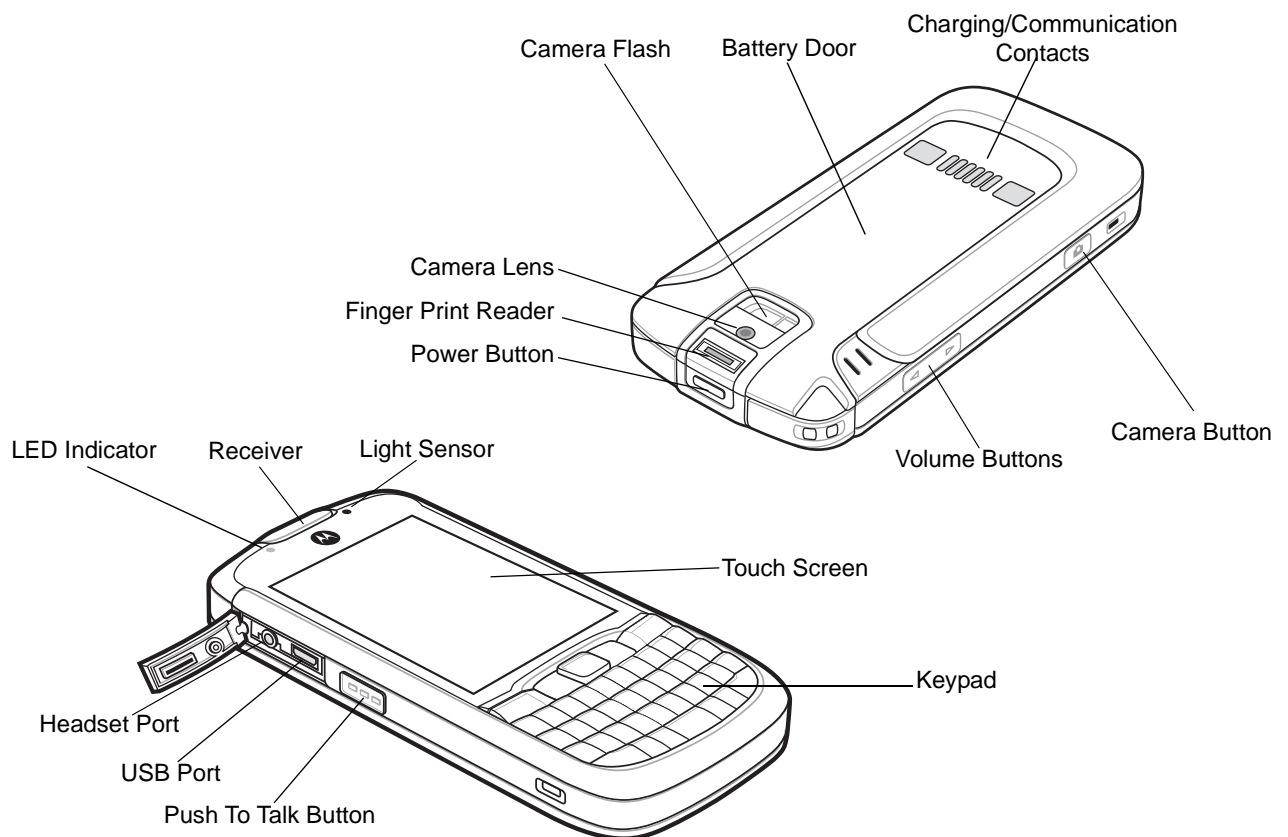


Figure 2-1 ES400 Features

Keypads

The ES400 offers three keypad configurations; QWERTY, QWERTZ and AZERTY. See [Appendix B, Keypads](#) for keypad functionality.

Entering Data

When entering data on the keypad, use either the single-hand method or the two-hand method as shown in [Figure 2-2](#).

Single-hand Method

Two-hand Method

Figure 2-2 *Entering Data on the Keypad*

Motorola Home Screen

The Motorola Home screen provides

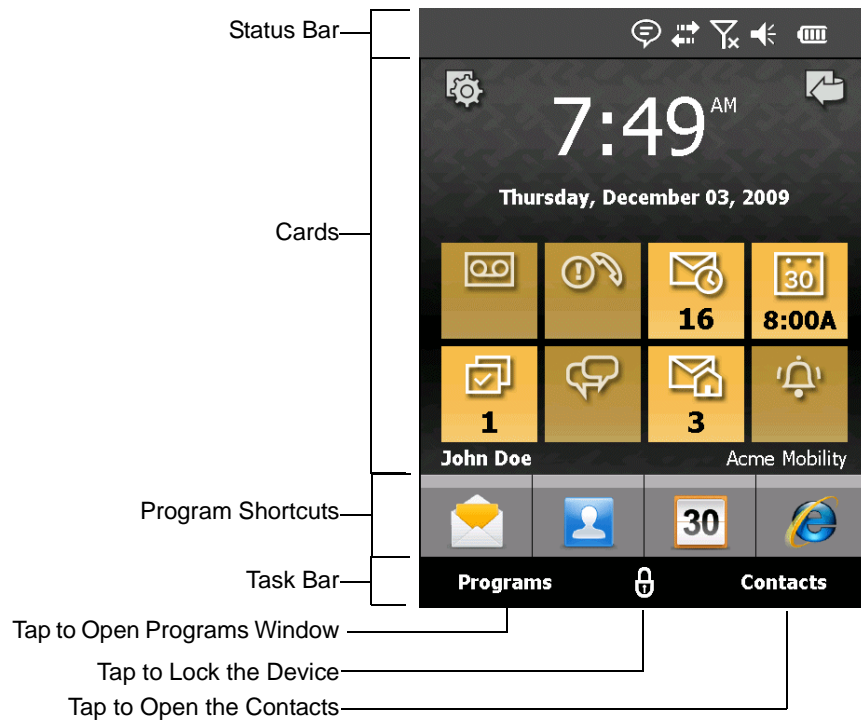


Figure 2-3 Motorola Home Screen

Status Bar

The Status bar at the top of the screen can contain the status icons listed in [Table 2-1](#).

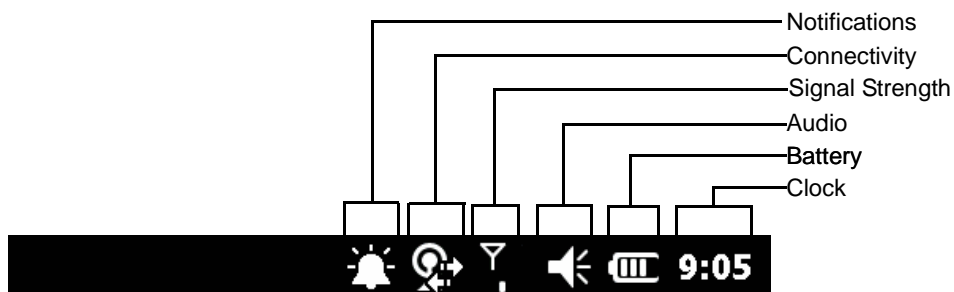


Figure 2-4 Status Bar Icons

Table 2-1 Status Bar Icons
















































Icon	Description
Notifications	
	Backup battery low.
	Notification that one or more instant messages were received.
	Notification that one or more e-mail/text messages were received.
	Notification that one or more voice messages were received.
	There are more notification icons than can be displayed. Tap to display remaining icons.
	Indicates a reminder of an upcoming calendar event.
Connectivity	
	Connection is active.
	Connection is not active.
	Synchronization is occurring.
	Wi-Fi available.
	Wi-Fi in use.
	HSDPA available. (GSM/UTMS only)
	3G available. (GSM/UTMS only)
	GPRS available. (GSM/UTMS only)
	EGPRS available. (GSM/UTMS only)
	1xRTT available. (CDMA only)
	EVDO Rev. 0 available. (CDMA only)
	EVDO Rev. A available. (CDMA only)
	Dormant State - no data transmission during a 1x or EVDO connection. (CDMA only)
	Roaming.
Signal Strength	
	Call missed.
	Dialing while no SIM card is installed.
	Voice call in progress.
	Calls are forwarded.
	Call on hold.
	Speakerphone is on.
	Antenna/signal icon: wireless on/good signal.

Table 2-1 Status Bar Icons (Continued)

Icon	Description
	Antenna/signal icon: wireless off.
	Antenna/signal icon: no service or searching.
	HSDPA connecting. (GSM/UTMS only)
	HSDPA in use. (GSM/UTMS only)
	3G connecting. (GSM/UTMS only)
	3G in use. (GSM/UTMS only)
	GPRS connecting. (GSM/UTMS only)
	GPRS in use. (GSM/UTMS only)
	EGPRS connecting. (GSM/UTMS only)
	EGPRS in use. (GSM/UTMS only)
	EVDO connecting. (CDMA only)
	EVDO in use. (CDMA only)
	SIM Card not installed. (GSM/UTMS only)
Audio	
	All sounds are on.
	All sounds are off.
	Vibrate is on.
Battery	
	Main battery is charging.
	Battery power completely depleted.
	Main battery is low.
	Main battery level.

Cards

These 'feeds' are intended to provide quick access to completing common tasks. The number and type of HS cards available to an end user are configurable by IT. However, the total number active at any one time will be limited by the processing and memory capabilities of the device.



Figure 2-5 Card Example

Start Screen

The Home screen gives you one-touch access to the programs and settings of your device. To open the Start screen, touch Start at the top left corner of the screen, or press the START key.

Swipe upward to view more program and folder icons.

Open the Home tab. See “Home” in Chapter 3 for details.

Lock your device. For more information, see “Lock Screen” in this chapter.

Tap an icon to open the corresponding program or folder.

Adjust device settings.

To move an icon to the top of the Start screen

You can move often-used program and folder icons to the top of the Start screen for easy access.

Press and hold the icon that you want to move.

Tap **Move to Top**.

The icon is moved to the top of the **Start** screen.

To return an icon to its original location, tap and hold the icon and then tap **Move Down**.

Quick Menu

Adjusting the Volume

Using Finger Gestures

You can use finger gestures to scroll and pan on the touch screen.

Finger scrolling

Finger scrolling can be used to scroll up and down web pages, documents, and lists such as the contacts list, file list, message list, calendar appointments list, and more.

When finger scrolling, swipe or flick your finger on the touch screen.

To scroll up and down

To scroll down, swipe your finger upward on the touch screen.

To scroll up, swipe your finger downward on the touch screen.

To auto-scroll, flick your finger upward or downward on the touch screen. Touch the screen to stop scrolling.

Finger panning

You can use finger panning to move to and view other parts of a zoomed photo, web page, document, or an email. To pan, touch and hold on the touch screen and then drag your finger in any direction.

Connecting the Device to a Computer

Lock Screen

Programs

The Programs window lists the programs that are available on the ES400. Refer to XXX on page XX for information on configuring the Program window.

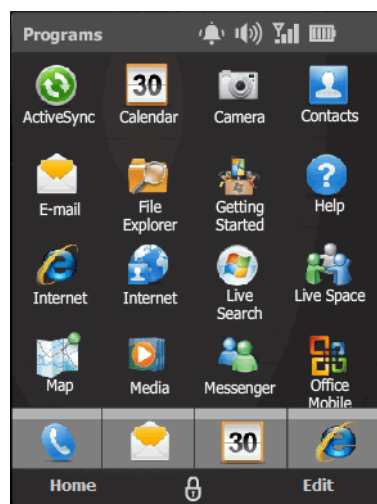


Figure 2-6 Programs Window

[Table 2-2](#) lists the default programs available on the ES400.

Table 2-2 Programs on the Program Window





































Icon	Name	Description	Icon	Name	Description
	ActiveSync	Synchronize information between the ES400 and a host computer or the Exchange Server.		Calendar	Keep track of appointments and create meeting requests.
	Contacts	Keep track of friends and colleagues.		File Explorer	Organize and manage files on your device.
	Messenger	Use this mobile version of Windows Live Messenger.		Phone	
	E-mail	Send an Email.		Pictures & Videos	View and manage pictures, animated GIFs, and video files.
	Getting Started	Launch the Getting Started application.		Windows Media Player Mobile	Play back audio and video files.
	Internet Explorer Mobile	Browse Web and WAP sites as well as download new programs and files from the Internet.		Marketplace	Purchase applications from the Marketplace.
	Microsoft My Phone	Synchronizes the ES400's contacts, calendar, tasks, text messages, music, photos videos and documents with a Microsoft My Phone account.		Windows Live	Use this mobile version of Windows Live™ to find information on the web.
	MSN Weather	Check the local weather.		MSN Money	Keep track of your finances.
	Games	Play games.		Calculator	Perform basic arithmetic and calculations, such as addition, subtraction, multiplication, and division.
	Notes	Create handwritten or typed notes, drawings, and voice recordings.		Excel Mobile	Create new workbooks or view and edit Microsoft® Excel® workbooks.
	PowerPoint Mobile	View Microsoft® PowerPoint® slides and presentations.		OneNote Mobile	Create new notes or view existing notes.
	Word Mobile	Create, view, and edit Microsoft® Word documents.		Text	Send an SMS text message.

Table 2-2 Programs on the Program Window (Continued)

Icon	Name	Description	Icon	Name	Description
	Tasks	Keep track of your tasks.			
	Internet Sharing	Connect a notebook computer to the Internet using the ES400's data connection.			
	Task Manager	Enables viewing of memory and CPU allocations and stops running processes. Refer to the <i>Microsoft Applications for Windows Mobile 6 User Guide</i> for more information.		Help	See Help topics for the current screen or program.
	Search Phone	Search contacts, data, and other information on the ES400. Refer to the <i>Microsoft Applications for Windows Mobile 6 User Guide</i> for more information.		Wireless Companion Folder	Open the Wireless Companion folder.
	BT Information	Display information about the Bluetooth radio and generate a Bluetooth address bar code.		AirBEAM Client	Allows specially designed software packages to be transferred between a host server and the ES400. Refer to the <i>ES400 Integrator Guide</i> for more information.
	Modem Link	Enables the ES400 to be used as a modem.		DEMO	Install Motorola MAX demos onto the ES400.
	MSP Agent	Interacts with MSP agents to collect monitoring and asset information to enable the configuration, provisioning, monitoring and troubleshooting of the ES400. Refer to the <i>ES400 Integrator Guide</i> for more information.		Remote Desktop	Log onto Windows NT server type computers and use all of the programs that are available on that computer from the ES400.
	Rapid Deployment Client	Facilitates software downloads from a Mobility Services Platform Console FTP server to the ES400. Refer to the <i>ES400 Integrator Guide</i> for more information.		Search Widget	Install Microsoft application on the ES400.

To configure the Program window refer to Program Window Configuration on

To configure the Program Shortcuts refer to Program Shortcuts configuration on

Windows Mobile Today Screen

The Windows Mobile Today screen displays important information, such as upcoming appointments and status indicators. Tap a section on the screen to open the associated program. Alternatively, tap **Start > Today** to display the **Today** screen.

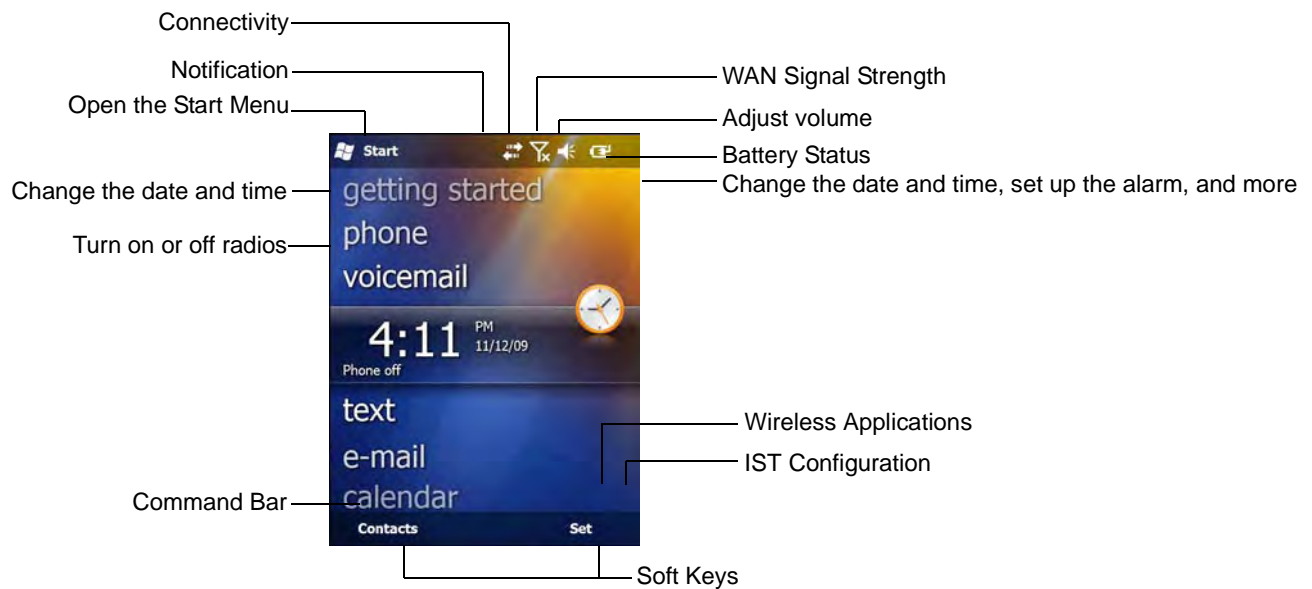


Figure 2-7 Today Screen

To customize the **Today** screen, tap **Start > Settings > Today** icon. Use the **Appearance** tab to customize the background and the **Items** tab to change the list and order of items that appear on the screen.

Adjusting Volume

To adjust the system volume using the **Speaker** icon in the navigation bar:

1. Tap the **Speaker** icon. The **Volume** dialog box appears.

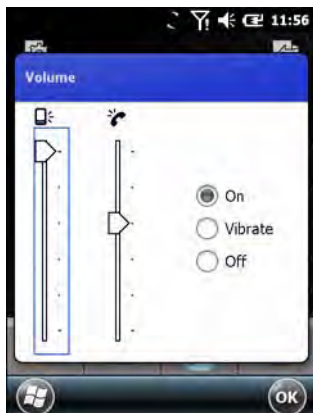


Figure 2-8 Volume Dialog Box

2. Tap and move the slide bar to adjust the volume.
3. Select the **On** or **Off** radio button to turn the volume on or off.

You can also adjust the system volume using the **Sounds & Notifications** window, or use the **Up/Down** button on the side of the ES400.

Battery and Charging

Charging the ES400



CAUTION Ensure that you follow the guidelines for battery safety described in [Battery Safety Guidelines on page 12-2](#).

Before using the ES400 for the first time, charge the battery using either the USB Charging Cable or the cradle. For cable and cradle setup and charging procedures see Accessories in Chapter XX.

Place the ES400 into the cradle or connect the cable. The battery automatically begins charging. See [Table 2-3](#) for charging indications. The 1050 mAh battery fully charges in less than six hours.

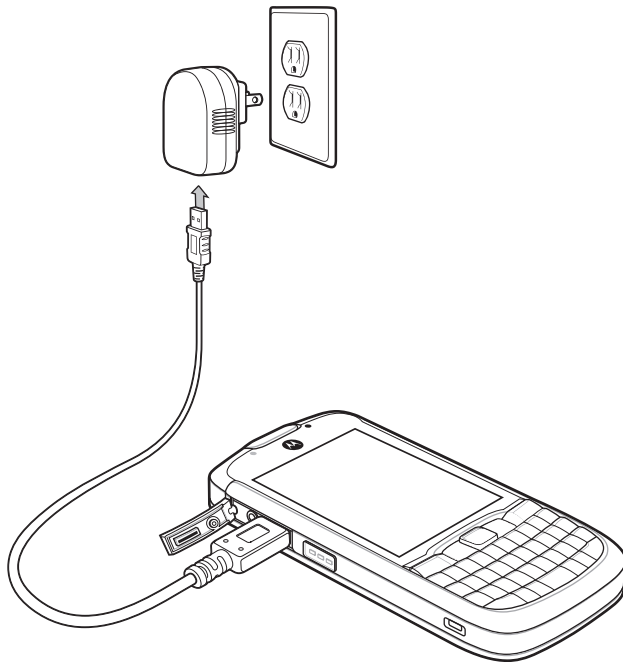


Figure 2-9 Charging ES400 with Power Supply

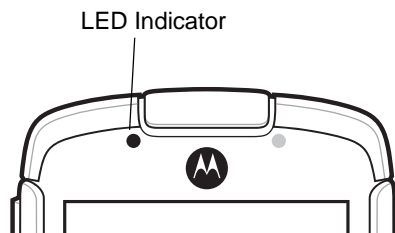


Figure 2-10 LED Indicator

Table 2-3 Charge Indication

LED Indication	Description
Off	Indicates that the: <ul style="list-style-type: none"> • battery is not charging • ES400 is not connected correctly to the cradle or not connected to a power source.
Slow Blinking Amber (1 blink every 2 seconds)	Indicates that the battery is charging.
Solid Green	Indicates that the battery is fully charged.
Fast Blinking Red (2 blinks/second)	Indicates a charging error, e.g.: <ul style="list-style-type: none"> • temperature is too low or too high. • charging has gone on too long without completion (typically eight hours).

The ES400 is equipped with a memory backup battery which automatically charges from the fully-charged main battery. When using the ES400 for the first time, the backup battery requires approximately 36 hours to fully charge. This is also true any time the backup battery is discharged, which occurs when the main battery is removed for several hours. The backup battery retains RAM data in memory for at least 15 minutes (at room temperature) when the ES400's main battery is removed. When the ES400 reaches a very low battery state, the combination of main battery and backup battery retains RAM data in memory for at least 48 hours.

Charging Temperature

Charge batteries in temperatures from 0°C to 40°C (32°F to 104°F). Note that charging is intelligently controlled by the ES400.

To accomplish this, for small periods of time, the ES400 alternately enables and disables battery charging to keep the battery at acceptable temperatures. The ES400 indicates when charging is disabled due to abnormal temperatures via its LED. See [Table 2-3](#).

Battery Status Indications

Battery icons appear on the status bar indicating the battery power level. When the main battery power falls below a predetermined level the icon indicates the status and a battery dialog box appears indicating the status of the battery.

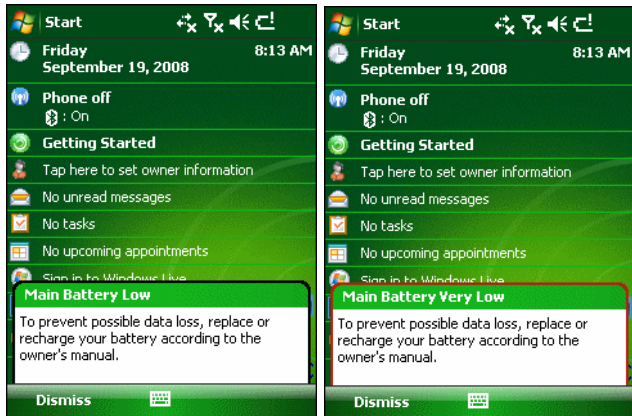


Figure 2-11 *Battery Status Dialog Box*

The **Battery** icon always appears in the **Status bar** when the Home screen is visible. The icon indicates the battery power level. The message displays until the **Dismiss** button is pressed.

Also view the battery status tap the Status bar to display the Settings Screen. Tap the Battery icon.



Figure 2-12 *Settings Power & Radio Window*

Main Battery Temperature Notifications

The temperature notification system implements three levels of notification when the temperature within the battery exceeds specific temperature thresholds:

- **Level 1: Temperature Watch**; this level is similar to main battery low warning. It indicates that the battery temperature has reached the first threshold level. The user should move to an environment within proper operating temperature.
- **Level 2: Temperature Warning**; this level is similar to main battery very low warning. It indicates the battery temperature has reached the second threshold level. The user should stop using the ES400.
- **Level 3: Temperature Error**; this level indicates the battery has reached an unusable temperature threshold and immediately suspends the ES400. This level does not have any graphical notification associated with it.



Figure 2-13 *Main Battery Temperature Watch Dialog Box*



Figure 2-14 *Main Battery Temperature Warning Dialog Box*



NOTE The **Temperature Warning** dialog box remains visible until you tap **Hide**.

Replacing the Battery

To replace the battery:



CAUTION Suspend the ES400 prior to removing the battery. Failure to properly remove the battery may cause the ES400 to cold boot and potential loss of data.

1. Press the **Power** button to suspend the ES400.
2. Slide the battery door down and then lift.

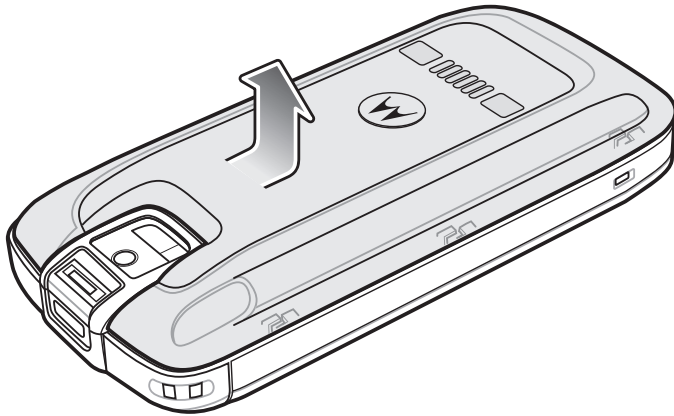


Figure 2-15 *Removing the Battery Door*

3. Slide the battery lock switch up.

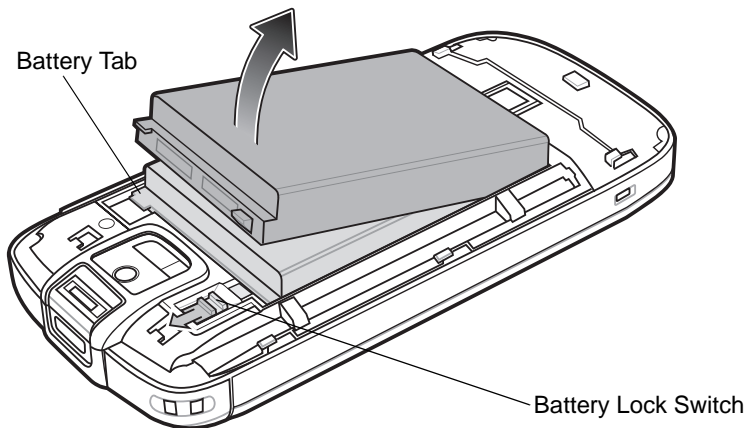


Figure 2-16 *Remove Battery*

4. With finger, lift the battery using the battery tab.
5. Insert the replacement battery, bottom first, into the battery compartment in the back of the ES400.

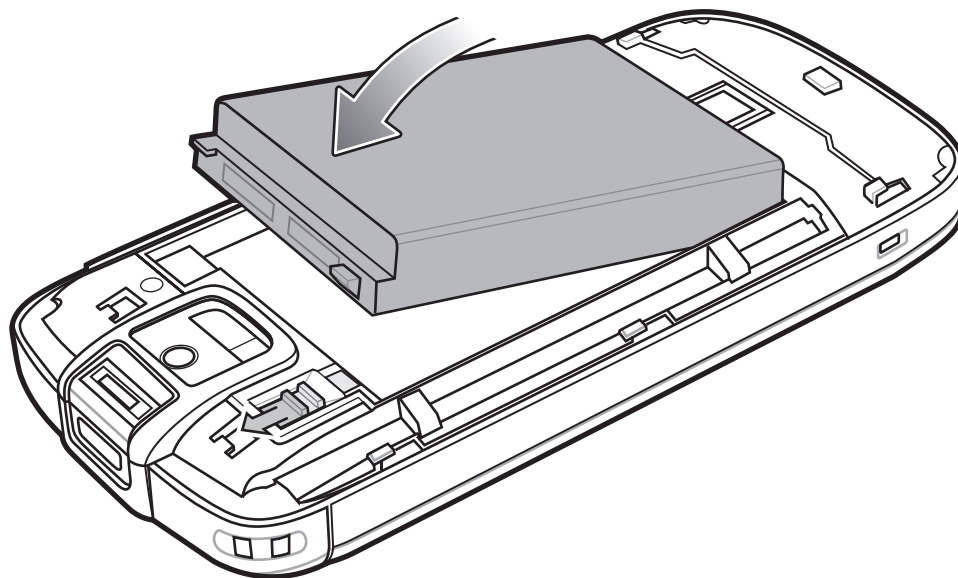


Figure 2-17

6. Press the battery down.
7. Slide the lock switch down to lock the battery in place.
8. Align the battery door with the ES400 and slide up.

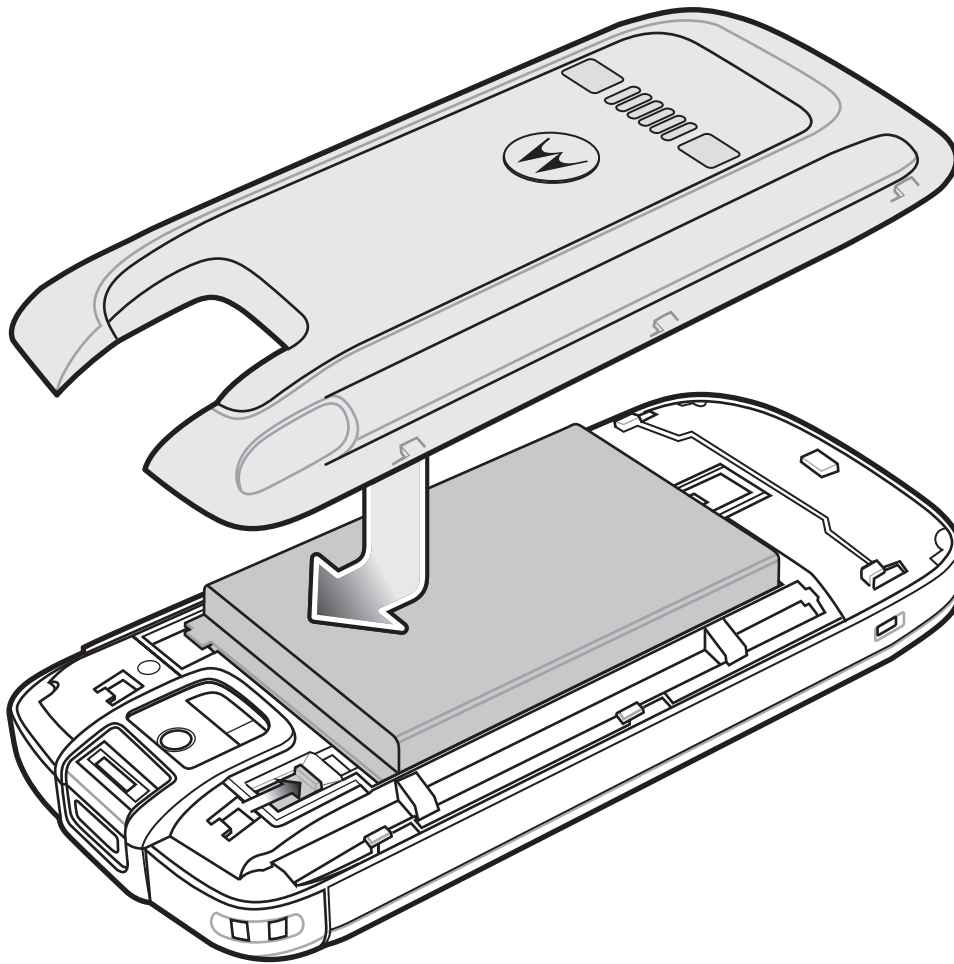


Figure 2-18 Replacement Battery Replacement

9. The ES400 powers up after inserting the battery.

Using Voice-Over-IP

The ES400 supports Voice over IP over WLAN (VoWLAN) using a third party voice clients. The ES400 can communicate using VoIP either using the ES400 supports several audio outputs, including back speaker phone, front receiver or handset, and Bluetooth headset.

It is recommended that the wireless network use the 802.11a (5 GHz) band for voice applications. Using the 5 GHz band avoids some noise sources that may occur on the 802.11b/g (2.4 GHz) band due to wireless interference.

When using a Bluetooth headset with the ES400 and VoWLAN, it is required to use the Bluetooth Headset profile instead of Hands-free profile. Use the buttons on the ES400 to answer and end calls. See [Chapter 7, Using Bluetooth](#) for information on setting up a Bluetooth Headset Profile.

Printing

The ES400 supports printing to specific devices. The Motorola Print Manager, available from the Support Central web site, provides support for printing to Bluetooth enabled printers.

Resetting the ES400

There are two reset functions, warm boot and cold boot. A warm boot restarts the ES400 by closing all running programs. A cold boot also restarts the ES400, and also initializes some drivers. Data saved in flash memory or a memory card is not lost.

If the ES400 is not functioning properly, perform a warm boot first. If the ES400 still does not respond, perform a cold boot.

Performing a Warm Boot

Hold down the **Power** button for approximately five seconds. As soon as the ES400 starts to boot release the **Power** button.

Performing a Cold Boot

To perform a cold boot, simultaneously press the **Power** button and the **1** and **9** keys.

Chapter 3 Using the Phone

Introduction

Use the ES400 to make phone calls, set up speed dials, keep track of calls, and send text messages. Your wireless service provider may also provide other services such as voice mail, call forwarding, and caller ID.

Also use the integrated phone to connect to an ISP or work network in order to browse the Web and read e-mail. Connect to the Internet or work network over High-Speed Downlink Packet Access (HSDPA) or Evolution Data-Optimized (EvDO) using Cellular Line.

Displaying Your Phone Number

TBS

Making a Call

- ✓ **NOTE** You can make emergency calls even when the ES400 is locked or when a SIM card is not installed. See [Emergency Calling on page 3-5](#) for more information.

With the ES400, you can make a call from the phone, contacts, speed dial and call history.

Using the Phone Keypad

To make a call using the phone keypad:

1. Press the green key.
2. From the **Phone** keypad, tap the number to call. The number appears in the Call Line.
3. Tap **Send**.
4. Press the red End Call key to stop dialing or end the call.



NOTE If you tap a wrong number, tap Delete key to erase each subsequent digit of a number. To erase the entire number, tap and hold the Delete key.

Smart Dialing

Smart Dialing makes it easy to dial a phone number. When you start entering numbers or characters, Smart Dialing automatically searches and sorts the contact entries on the SIM card, in Contacts, and the phone numbers in Call History (including incoming, outgoing, and missed calls). You can then select the desired number or contact from the filtered list to dial.

Open the Phone screen, then tap the keys on the Phone keypad that correspond to the phone number or contact to call. The contact panel lists contacts that match the sequence that you entered.

Smart Dialing starts looking for numbers or contacts that match the sequence entered.

To find a phone number:

- Enter the first one or two digits to find a phone number in Call History.
- Enter the first three digits or more to find a phone number from the saved Contacts and SIM card.

To find a contact name:

- Enter the first letter of a contact's first name or last name. Smart Dialing searches for the letter starting from the first character of a contact name as well as from the character that appears after a space, dash, or underscore in a contact name. For example, if you tap number "2" which is associated with [a, b, c] on the Phone keypad, contact names such as the following will be considered matches: "Smith, Bernard", "Adams, John", "Carlson, Eileen", "Dillon, Albert", "Childs, Larry", "Cooper, Robert" and "Parks, Celine".
- If the matching list is long, narrow down the search further by entering another letter. Using the same example above, tap "3" which is associated with (d, e, f), the matching list is narrowed down to the following names: "Smith, Bernard", "Adams, John", and "Parks, Celine".

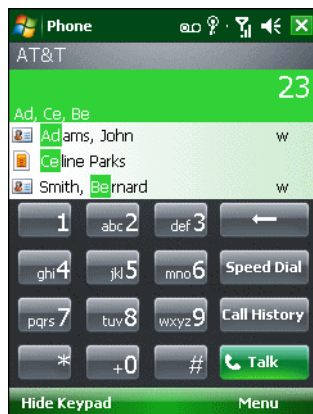


Figure 3-1 Finding a Contact

To make a call or send a text message using Smart Dialing:

1. Begin entering the first few numbers or characters.
2. In the Smart Dialing panel, use the up and down arrows on the keypad to navigate to the desired contact or phone number.
3. When the correct contact is selected, press **TALK** to make a voice call.

4. To send a text message to the selected contact, tap **Menu > Send Text Message**.
5. To call a different phone number associated with the selected contact, tap the contact name and select the phone number to call.

Using Contacts

Use Contacts to make a call without looking up or entering the phone number.

To make a call from Contacts:

1. From the Home screen tap **Contacts**.
2. From the contact list, tap and hold the contact name.
3. Tap **Call Work**, **Call Home** or **Call Mobile**.

✓ **NOTE** To make a call from an open contact, tap the number to call. See On-Device Help for more information about Contacts.

Using Call Log

To make a call using Call Log:

1. Tap **Start > Phone** or press the green key.
2. From the Phone taskbar, tap **Call Log**.

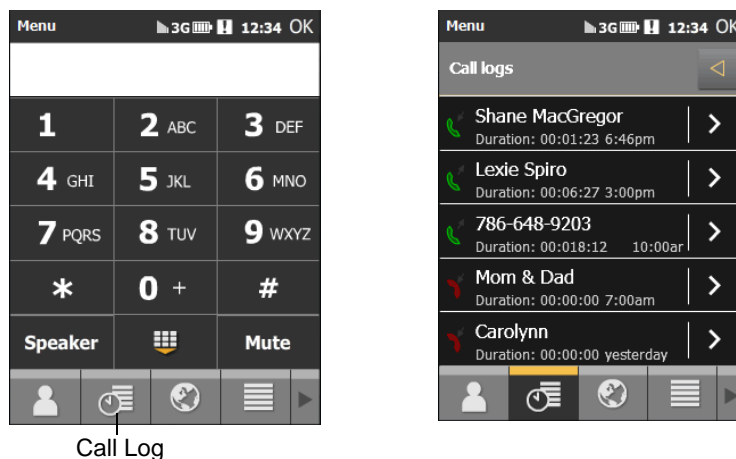


Figure 3-2 Call Log

3. Tap the phone icon next to the number to begin dialing and return to the phone dialer.
4. Tap **End** or press the red key to stop dialing or end the call.

Making a Speed Dial Call

???? Will Speed Dialing be Available ????????

Use Speed Dial to call someone saved in the speed dial directory.

To make a speed dial call:

1. Tap **Start** > **Phone** or press the green key.
2. From the Phone keypad, tap and hold the speed dial location number assigned to a contact. (To dial a one-digit speed dial location number, tap and hold the speed dial number. To dial a two-digit speed dial location number, tap the first digit and then tap and hold the second digit.)

or

From the Phone keypad, tap **Speed Dial** and tap the speed dial location number of the desired contact in the list.



Figure 3-3 Speed Dial Contact List

3. To stop dialing or end the call, tap **End** or press the red key.

Dialing Options

TBS

Answering a Call

A dialog box appears on the ES400 when it receives an incoming call. If the phone is set to ring, a ring tone sounds. Answer or ignore the incoming call.

To answer an incoming call tap **Answer** on the dialog box or press the green key.

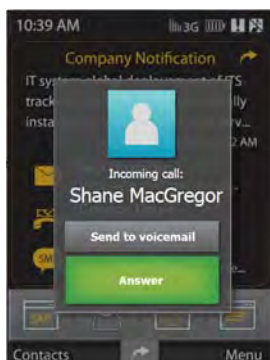


Figure 3-4 Incoming Call

To ignore the incoming call, tap **Send to voicemail**. This sends the caller to voice mail, depending on the service provider. Otherwise, this presents **Busy** to the calling party.

To end the call tap **End** or press the red key.

Incoming Call Features

- If you receive a call while in a call, tap **Wait** to place the call in call waiting.
- You can use other programs on the ES400 during a call. To switch back to the Phone, tap **Talk** or tap **Start > Phone**. Tap **End** to end the call.
- If a caller isn't in your contact list, create a contact during the call or from Call History by tapping **Menu > Save to Contacts**.
- To terminate a call when a second call comes in and answer the waiting call, tap **End** on the Phone keypad to disconnect the active call, then tap **Answer** or press the **Send** key to answer the waiting call.
- To hold the current call and answer a waiting call, tap **Answer** or press the **Send** key to place the current call on hold and answer the incoming call.
- To put a call on hold to call another number or answer an incoming call, tap **Hold**. To move from one call to another, tap **Swap**.

Missed Call Notification

When you do not answer an incoming call, the Home screen displays a **Missed Call** indication.

To display a missed call entry tap the **Missed Call** box on the **Home** screen.

Emergency Calling

Your service provider programs one or more emergency phone numbers, such as 911 or 999, that you can call under any circumstances, even when your phone is locked or the SIM card is not inserted. Your service provider can program additional emergency numbers into your SIM card. However, your SIM card must be inserted in your phone in order to use the numbers stored on it. See your service provider for additional information.

When the alpha primary keypad is locked, press the Orange key twice to set the keypad to numeric mode and then enter the emergency number.

- ✓ **NOTE** Emergency numbers vary by country. Your phone'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.

Configuration and Setup

Audio Modes ????

The ES400 offers three audio modes for use during phone calls:

- **Handset Mode:** Switches audio to the speaker at the top front of the ES400, so you can use the ES400 as a handset. This is the default mode.

- **Speaker Mode:** Use the ES400 as if on speaker phone. Tap the **Speaker On** button to activate this mode. Tap the **Speaker Off** button to switch back to handset mode.
- **Headset Mode:** Connect a Bluetooth headset or a wired headset to automatically switch audio to the headset.

The ES400 defaults to handset mode. When a wired headset is plugged into the ES400 headset connector or a Bluetooth headset is configured for use with the ES400, the earpiece and speakerphone are muted and audio is heard through the headset.

✓ **NOTE** While using a Bluetooth headset during a call, the ES400 will not go into suspend mode.

Using a Wired Headset

✓ **NOTE** Remove the headset jack plug before connecting the Headset Adapter to the ES400.

You can use a stereo headset for audio communication when using an audio-enabled application. To use a headset, plug the headset jack of the Headset Adapter Cable into the headset connector on the side of the ES400. Plug the Headset connector into the connector on the Headset Adapter Cable. Set the ES400's volume appropriately before putting the headset on. Plugging a headset into the jack mutes the speaker.

Figure 3-5 *Using a Headset*

Using a Bluetooth Headset

You can use a Bluetooth headset for audio communication when using an audio-enabled application. See [Chapter 7, Using Bluetooth](#) for information on connecting a Bluetooth headset to the ES400. Set the ES400's volume appropriately before putting the headset on. When a Bluetooth headset is connected the speakerphone is muted.

It is recommended for phone conversations to use the Bluetooth Hands-free profile instead of the Headset profile. See [Chapter 7, Using Bluetooth](#) for more information.

✓ **NOTE** When using a Bluetooth headset, during a call, the ES400 power button is disabled and the ES400 will not go into suspend mode. Once the call is completed, the power button functionality is re-enabled.

?????? Does the Bluetooth icon appear ????????

The following dialog box displays when a Bluetooth headset connection is established and the power button is pressed.



Figure 3-6 WWAN Bluetooth Audio Notification Dialog Box

Adjusting Audio Volume

Use the Volume Control Slider or the keypad keys to adjust the volume of the ringer when not in a call and the audio volume when in a call.

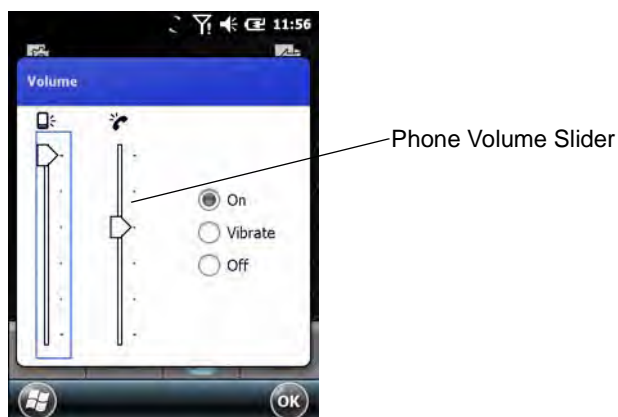


Figure 3-7 Phone Volume Slider

To adjust the volume tap the **Speaker** icon in the **Title** bar. Move the slider up or down to adjust the volume.

✓ **NOTE** Adjust the conversation phone volume during a call. Adjusting the volume while not in a call affects the ring and notification sound levels.

Muting a Call

During a call, you can mute the microphone so you can hear the person on the line but he or she cannot hear conversation from the microphone. This is useful when there is conversation or background noise on your end.

To mute or unmute a call:

1. During a call, tap **Mute** on the dialer to mute the audio. The **Mute** button becomes black.

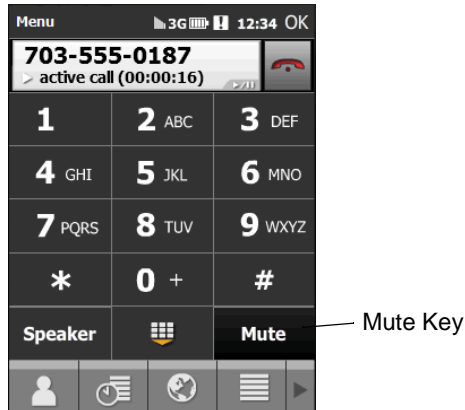


Figure 3-8 *Mute Key*

Using Call Log

Use Call Log to call someone who was recently called, or recently called in. Call Log provides the time and duration of all incoming, outgoing, and missed calls. It also provides a summary of total calls and easy access to notes taken during a call. [Table 4-1](#) lists the call Log icons that appear in the **Call Log** window.

Tap the Call Log button to open the Call Log window.

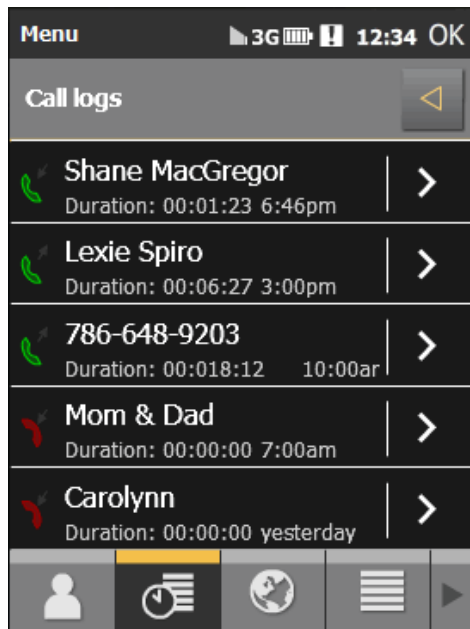






Figure 3-9 Call Log Window

Table 3-1 Call Log Icons

Icon	Description
	This icon appears next to the contact information for all outgoing calls.
	This icon appears next to the contact information for all incoming calls.
	This icon appears next to the contact information for all missed outgoing calls.
	This icon appears next to the contact information for all missed incoming calls.

Managing Call History

Change views, reset the call timer, and delete calls to manage the calls stored in Call Log.

Deleting All Call History Items

1. Tap **Start** > **Phone** or press the green key to display the Phone keypad.
2. From the Phone keypad, tap **Call History**.
3. Tap **Menu**.

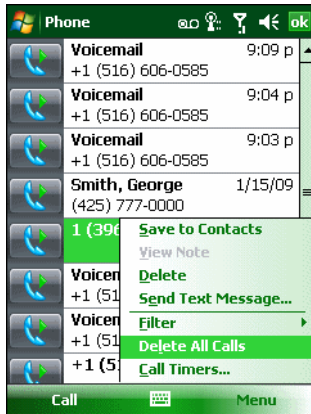


Figure 3-10 Call History - Tools Menu

4. Select **Delete all calls**.

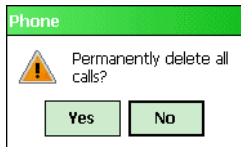


Figure 3-11 Call History - Delete All Dialog

5. Tap **Yes**.
6. Tap **OK** to exit the **Call History** window.

Viewing Call Status

1. Tap **Start > Phone** or press the green key to display the Phone keypad.
2. From the Phone keypad, tap **Call History**.
3. Tap an entry. The **Call Status** window appears.

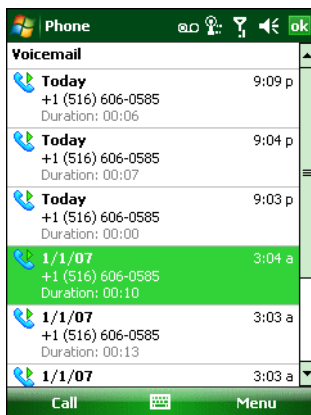


Figure 3-12 Call History - Detail



NOTE When more than one call is on the phone line, only the duration of the first call is recorded.

4. Tap **OK** and then **OK** to exit.

Using the Call History Menu

Use the **Call History** menu to dial voice mail, access the Activation Wizard, save to contacts, view a note, delete a listing, send an SMS, and make a call.

1. Tap **Start** > **Phone** or press the green key to display the Phone keypad.
2. From the Phone keypad, tap **Call History**.
3. Tap and hold an item in the list.

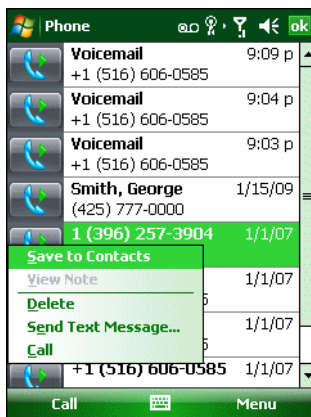


Figure 3-13 Call History - Menu

4. Select an applicable item from the menu, as needed.
5. Depending on the item selected, the appropriate window displays. For example, select **Send Text message** to display the **Text Messages** window.
6. Tap **OK** to exit the **Call History** window.

Conference Calling

- ✓ **NOTE** Conference Calling and the number of conference calls allowed may not be available on all services. Please check with your service provider for Conference Calling availability.

To create a conference phone session with multiple people:

1. Tap **Start** > **Phone** or press the green key to display the Phone keypad.
2. Enter the first phone number and tap the Call Line area. When the call connects, **active call** appears in the Call Line.
3. Tap the Hide Keypad button.
4. Tap the Add Caller button. The dialer re-appears.

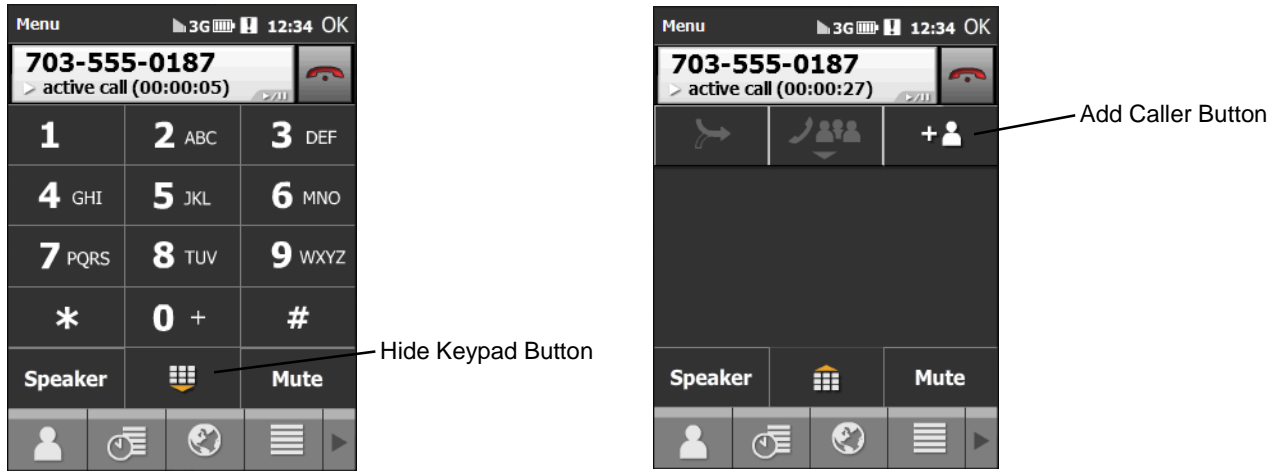


Figure 3-14

5. Enter the second number and tap the Call Line.
6. When the Call connects, the first call is placed on hold and the second call is active.

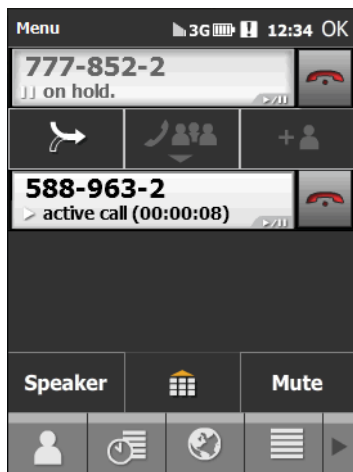


Figure 3-15

- Tap the Call Line 1 to make that call active. The second call go on hold.
- Tap the Merge button to create a conference call (three callers).

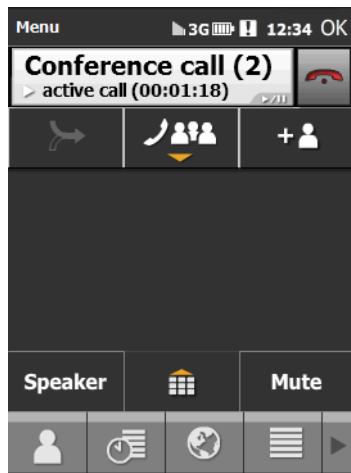


Figure 3-16

To add a third caller tap the Add Caller button. The dialer appears. When the call connects the new call is active and the conference is on hold.

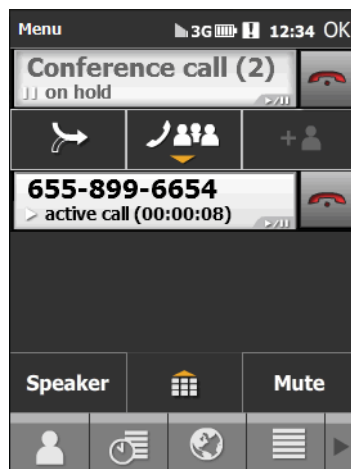


Figure 3-17

To add the new caller to the conference tap the Merge button.

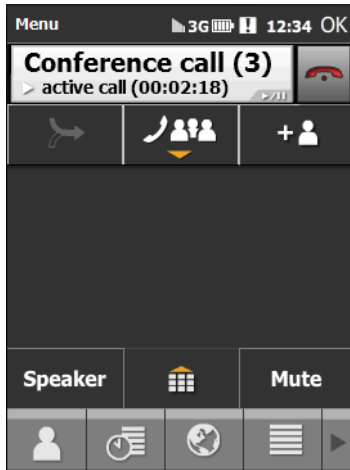


Figure 3-18

Tap the Call Manage button to view all callers.

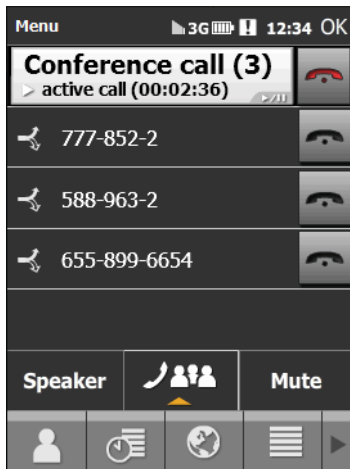


Figure 3-19

Tap the gray Hang Up button to remove a caller from the conference.

To end the conference call, tap the red Hang Up button.

Calls Complete dialog appears and then the dialer displays.



NOTE To speak privately with one party during a conference call, tap **Menu > Private**. To include all parties again, tap **Menu > Conference**.

Establishing a GSM Data Connection

✓ **NOTE** Refer to the *ES400 Series Enterprise Smartphone Integrator Guide* for information on configuring a data connection.

1. Ensure a SIM card is installed in the ES400.
2. Configure a GPRS data connection. See *ES400 Series Enterprise Smartphone Integrator Guide*.
3. Tap the connectivity icon **H**, **G** or **E** at the top of the screen.



Figure 3-20 Connectivity Dialog Box

4. Tap **Settings**.
5. Tap **Connections** icon.
6. Tap **Managing existing connections**.
7. Tap and hold on the data connection until a menu appears.

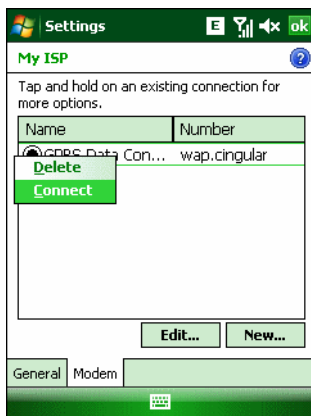


Figure 3-21 Data Connection

8. Select **Connect**.

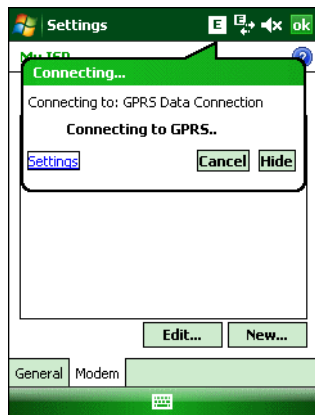


Figure 3-22 Connecting Using GPRS

9. If the SIM card is protected with a Personal Identification Number (PIN), a dialog box pops up requesting the appropriate PIN to unlock the SIM card. In this case, enter the PIN and tap **OK**.

✓ **NOTE** Place emergency calls at any time, without entering a PIN or a SIM card.

10. When a connection is established, launch **Internet Explorer** to browse the Internet or launch an applicable application.

Ending a Data Connection

To cancel a data connection in progress, tap **Cancel** in the **Connecting...** dialog window.

To end an established data connection:

1. Tap **H**, **G** or **E** to display the **Connectivity** dialog box.

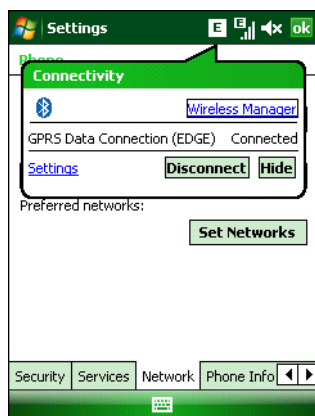


Figure 3-23 Connectivity Dialog Box

2. Tap **Disconnect**.

✓ **NOTE** Tapping **Disconnect** during an active data transfer (e.g., downloading a web page) automatically reconnects the connection. You cannot disconnect the connection until the data transfer is complete.

Establishing an CDMA Data Connection

✓ **NOTE** Ensure that you have data service activated with your service provider.

A data connection allows Internet access across a wireless network. Data connection is pre-packaged with service accounts.

To verify active data service:

1. Tap **Start > Internet Explorer**.
2. In the address bar, enter a URL for a web site.
3. Tap **E0** to display the **Connectivity** dialog. The dialog box displays the data connection information.



Figure 3-24 Data Connection

Ending a Data Connection

To cancel a data connection in progress, tap **Cancel** in the **Connecting...** dialog window.

To end an established data connection:

1. Tap **E0** to display the **Connectivity** dialog box.



Figure 3-25 Connectivity Dialog Box

2. Tap **Disconnect**.

- ✓ **NOTE** Tapping **Disconnect** during an active data transfer (e.g., downloading a web page) automatically reconnects the connection. You cannot disconnect the connection until the data transfer is complete.

Phone Configuration

This section explains how to verify ES400 service on an Global System for Mobile communications (GSM) wireless network and establish settings.

GSM networks deliver mobile voice and data services, such as Short Message Service (SMS)/Text Messaging, with full roaming capabilities across the world. High-speed Downlink Packet Access (HSDPA) enabled networks offer Internet-based content and packet-based data services. This enables services such as internet browsing, e-mail on the move, powerful visual communications, multimedia messages, and location-based services.

When using the ES400 as a phone, services can include speed dialing, call tracking, voice mail, call forwarding, conference calling, and caller ID, depending on the type of service.

Also use the integrated phone as a modem to connect the ES400 to an ISP or work network. The GSM enabled ES400 can connect to the Internet or work network using Cellular Line, or using the modem specified by the mobile phone service provider.

- ✓ **NOTE** Before using an ES400 on a wireless network, first select a provider, establish a voice and data-enabled service plan, and configure the ES400 (where applicable). Refer to the *ES400 Mobile Computer User Guide* for information on how to use the phone and services.

Phone Network Setup

Sample User tag/card/cellophane-protector - Retail

Before turning on your new ES400, if your cellular service is with AT&T, T-Mobile, Telcel, Vodaphone, or any other operator that supplies you with a SIM card, please insert this card into the slot in the back of this device. Note that first-time power-up may take up to 5 minutes, as the device automatically configures itself for your operator.

If you intend to use this device with an operator that requires calling-in for activation, such as Verizon or Sprint, please power-up the device and follow on-screen instructions. It may take 10 to 15 minutes to complete the activation the first time. Note that you'll need another phone available, for calling your wireless operator's customer service department. Also, your phone will need to be in-coverage, i.e. in the service area, of your wireless operator, for its activation process to complete.

If you have Global Phone service with Verizon, and have a SIM card as part of your service, please power-up your device and complete activation, without inserting your SIM card. Insert any SIM card afterwards.

Sample User tag/card/cellophane-protector - Retail

Before turning on your new ES400:

- If your cellular service comes with a SIM card (i.e. AT&T, Bell Mobility, Telcel, Telstra, Vodaphone):
 - Before power-up, insert SIM card as depicted here:
 - Your device will adjust automatically to the operator, on initial power-up; this process may take up to 5 minutes. Please be patient.
- If your cellular service requires calling your wireless operator (i.e. Verizon, Sprint):
 - Power-up the device and follow the on-screen instructions
 - You'll need another phone available, to call your operator's customer service
 - You'll need to be an area that has service (coverage) with your wireless operator
 - It may take 10 to 15 minutes to complete the activation the first time
 - If you have Verizon's "Global Phone," please power-up the device and perform activation, without inserting any SIM card provided. The SIM card should be inserted afterwards.
- For maximum battery life, it's recommended you fully charge the device before using the first time.

Use Cases, with mapping onto registration process

- Functional use cases to support:
 - Wide-open device
 - For direct-customers
 - Sub-cases:
 - Single-operator
 - Worldphone (Verizon-type)
 - Multiple-operator across multiple-ma's (ex: GSM w/ CDMA backup, or vice-versa)
 - Limited-MA device
 - To produce a device for markets that don't need multi-ma
 - Operator-branded device
 - Combination of SIM-locks or ma-restriction
 - Customer-IT control
 - Ability for customer's IT department to use same abilities to control employee's usage of device
 - Optional features to restrict device usage
- Initial and Re-provisioning scenarios, both end-user and IT-assisted
 - Initial GSM, change of GSM
 - Initial CDMA, change of CDMA
 - Changing from GSM to CDMA
 - Changing from CDMA to GSM

The CDMA/GSM/UMTS application shall provide the ability to change networks when detected; by the device or manually: when the user decides to make a network change. The application shall provide the ability to change bands on the desired network setup an application.

The CDMA/GSM/UMTS application has the following value adds:

- The ability to change to a desired network based on device support
- The ability to change bands based on network setup

If you are setting up CDMA or GSM/UTMS.

CDMA Set Up

Start > Setting > Connections > Phone Network Setup icon.



Figure 3-26



Figure 3-27

GSM/UTMS Set Up



Figure 3-28

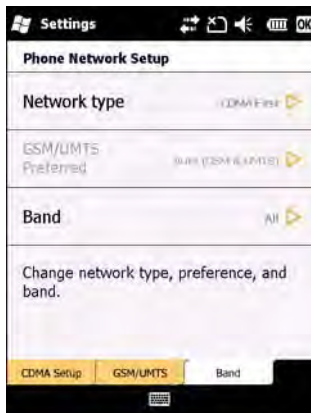


Figure 3-29

Configuring a GSM Data Connection

A data connection allows Internet access across a wireless network.

To set up a new data connection:

1. Acquire an Access Point Name (APN) from the service provider.
2. Tap **Start** > **Settings** > **Connections** tab > **Connections** icon > **Tasks** tab.

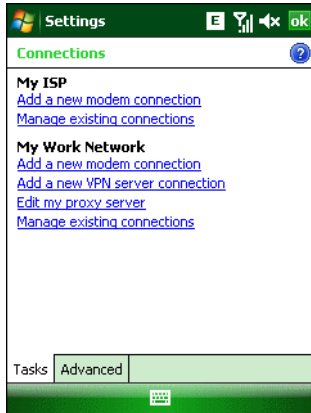


Figure 3-30 *Connections Window*

3. Under **My ISP** select **Add a new modem connection**.

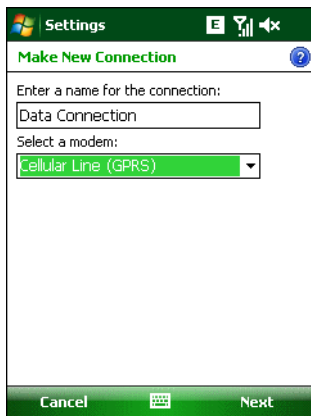


Figure 3-31 *Connections Window - Make New Connection*

4. Enter a connection name in the *Enter a name for the connection:* text box.
5. Select **Cellular Line (GPRS)** from the **Select a modem:** drop-down list.
6. Tap **Next**.

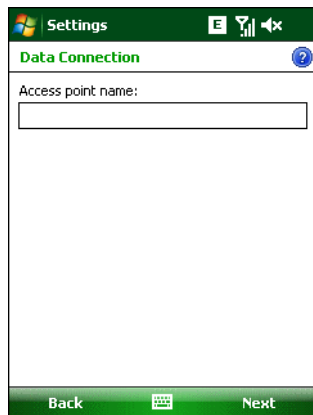


Figure 3-32 Connections Window - Access Point Name

7. Enter the APN from the service provider in the **Access point name:** text box.
8. Tap **Next**.

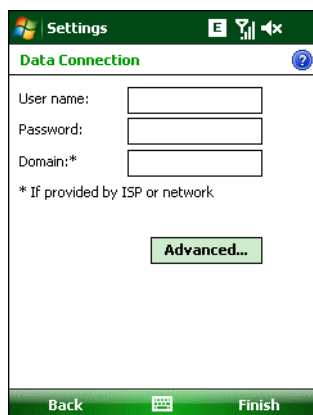


Figure 3-33 Connections Window - User Name & Password

9. Enter a username in the User name text box, if required by the service provider.
10. Enter a password in the Password text box, if required by the service provider.
11. Enter a domain name in the Domain text box, if required by the service provider.
12. Tap **Finish**.
13. Tap **OK** to exit **Connections**.

ES400 Settings

Use the **Phone Settings** window to customize settings, such as the ring type and ring tone for incoming calls, security options, and other options depending on the type of service.

Phone

Use the **Phone** tab to customize ring type, ring tone, keypad tone.

Tap **Start > Settings > Personal tab > Phone icon > Phone tab**

or

Start > Phone > Menu > Options > Phone tab.

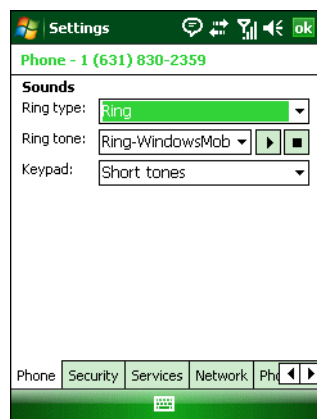




Figure 3-34 ES400 Phone Window - Phone Tab

Sounds

1. **Phone Number** automatically displays on the **Phone** tab when a live SIM card is installed.
2. Select a ring type from the **Ring type:** drop-down list. The ring type changes the way the ES400 rings when you receive an incoming call. Regardless of the ring type selected, a dialog box appears on the ES400's display for incoming calls.
3. Select a ring tone for incoming calls from the **Ring tone:** drop-down list. To hear a sample of the selected ring tone, tap . Tap  to end the ring tone.

✓ **NOTE** To use custom .wav, .mid, or .wma files as ring tones, use ActiveSync on the host computer to copy the file to the /Windows/Rings folder on the ES400. Then select the sound from the ring tone list.

4. Select a keypad tone from the **Keypad:** drop-down list. This selection determines the tone that sounds when entering a phone number on the keypad.
Select **Short tones** or **Long tones** to specify the duration of the sound when you press a number on the keypad. Select **Off** to disable tones.

✓ **NOTE** Turning off sounds saves power and prolongs battery life.

Security

Enabling a PIN

✓ **NOTE** Place emergency calls at any time, without requiring a PIN or a SIM card.

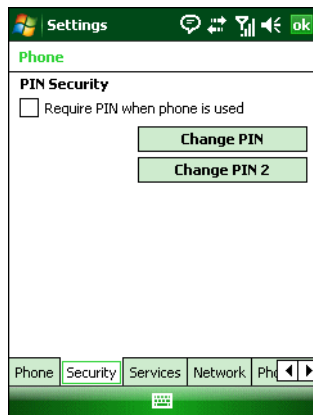


Figure 3-35 Security Tab

To require a PIN when using the phone:

1. From the **Security** tab ([Figure 3-35](#)), select the **Require PIN when phone is used** check box under **Security**.

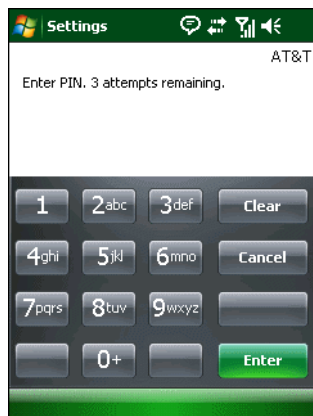


Figure 3-36 Enter PIN

2. Use the touch keypad to enter a four to eight digit PIN.
3. Tap **Enter** to enable the PIN and return to the **Phone** tab.

Changing a PIN



CAUTION If you enter an incorrect PIN, the message “SIM PIN incorrect: Try again” appears. After three consecutive incorrect attempts, the SIM card is blocked. The phone does not allow you to attempt to enter your PIN again and you must obtain a PIN Unblock Key from your service provider.

1. From the **Security** tab ([Figure 3-35](#)), tap **Change PIN**.
2. Use the touch keypad to enter the current PIN.

3. Tap **Enter**.
4. Use the touch keypad to enter a new four to eight digit PIN.
5. Tap **Enter**.
6. Reenter the new PIN for confirmation and tap **Enter**.
7. Tap **OK** to confirm the change.

Disabling a PIN

1. From the **Security** tab ([Figure 3-35](#)), deselect the **Require PIN when phone is used** check box.
2. Use the touch keypad to enter the current PIN.
3. Tap **Enter**.
4. Tap **OK** to confirm the change and exit settings.

Services

Use the **Services** tab to configure settings for subscribed phone services. For example, block certain types of incoming and/or outgoing calls ([page 3-26](#)), disclose the caller's identity when making outgoing calls ([page 3-27](#)), forward incoming calls to a different phone number ([page 3-27](#)), receive notification of incoming calls when a phone session is in use ([page 3-28](#)), and set up voice mail and short message service ([page 3-28](#)).

1. Tap **Start > Settings > Personal tab > Phone icon > Services** tab.

or

Start > Phone > Menu > Options > Services tab.

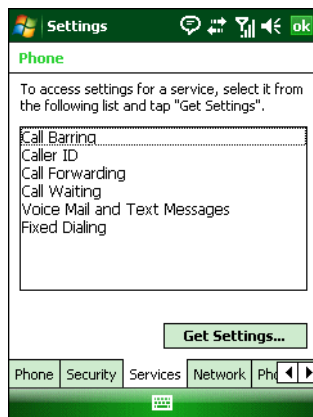


Figure 3-37 ES400 Phone Window - Services Tab

2. Select a service from the list and tap **Get Settings...**
3. Change services settings as follows.

Call Barring (Call Blocking)

Use call barring to block certain types of incoming and/or outgoing calls. Select the type of incoming and/or outgoing calls to block.

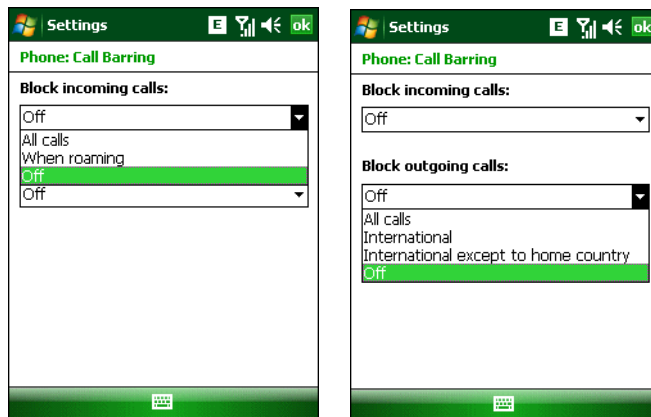


Figure 3-38 Call Barring/Call Blocking

Caller ID

Enable caller ID to reveal the identity of the person making an outgoing call. Select the **Everyone** radio button to always display the caller ID. Select the **No one** radio button to prevent the caller's identity from appearing to others.

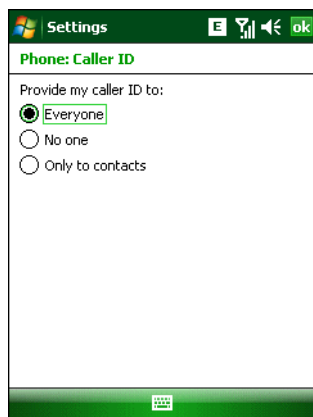


Figure 3-39 Caller ID

Call Forwarding

✓ **NOTE** Call Forwarding may not be available on all networks. Check with your service provider for availability.

Use call forwarding to forward incoming calls to a different phone number.

- To forward all calls to a different phone number:
 - select the **Forward all incoming phone calls** check box.
 - enter the phone number to receive forwarded calls in the **To:** text box.

- To forward incoming calls to a different phone number based on a specific situation, select one or more of the check boxes under **Forward phone calls only if:**
 - **No answer:** enter the phone number to receive forwarded calls only when the phone cannot be answered. Then select a time period from the **Forward after:** drop-down list. Options are 5, 10, 15, 20, 25, and 30 seconds.
 - **Unavailable:** enter the phone number to receive forwarded calls only when the phone is turned off or the user is unreachable.
 - **Busy:** enter the phone number to receive forwarded calls only when the line is busy.

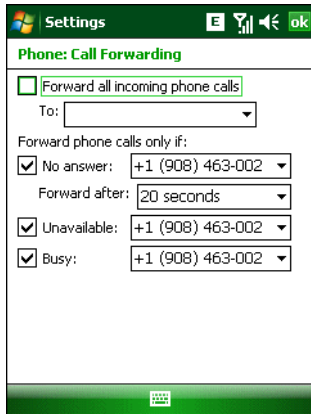


Figure 3-40 Call Forwarding

Call Waiting

✓ **NOTE** Call Waiting may not be available on all networks. Check with your service provider for availability.

Call waiting notifies you of an incoming call when the phone is in a phone session. Select the **Notify me** radio button to enable call waiting. Select the **Do not notify me** radio button to disable call waiting.

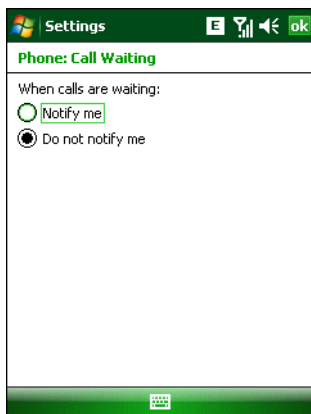


Figure 3-41 Call Waiting

Voice Mail and Text Messages

To use voice mail and send short messages, enter the voice mail and/or text message phone number in the appropriate text boxes.

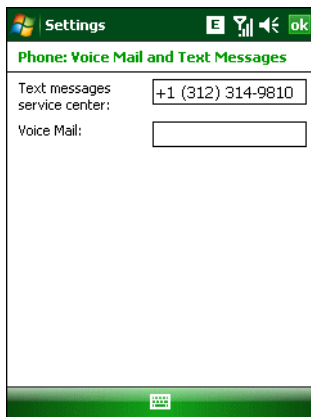


Figure 3-42 Voice Mail and Text Messages

Fixed Dialing

Use Fixed Dialing to restrict the phone to dial only the phone number(s) or area code(s) specified in a Fixed Dialing list.

1. Select **Fixed Dialing** and tap **Get Settings**.

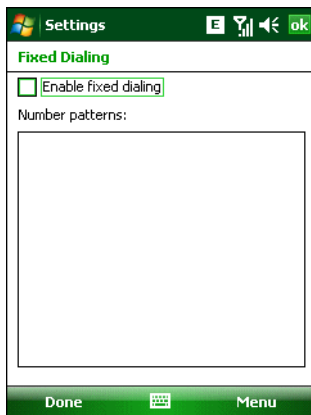


Figure 3-43 Fixed Dialing Window

2. Select the **Enable fixed dialing** check box.
3. To add a number to the list, tap **Menu > Add**.
4. Enter the phone number or area code to restrict and tap **Done**.
5. Repeat steps 3 and 4 to add more numbers, and tap **Done** twice when complete.
6. Enter **PIN2** and tap **Done**.

✓ **NOTE** PIN2 is buffered in the ES400 indefinitely after entry and will not be requested again until a warm boot of the ES400 has been performed. Should PIN2 be required, then the user must perform a warm boot of the ES400.

Internet Calling

Phone Network Setup

Verizon Wireless Activation

Automatic Activation

The **Activation Wizard** allows automatic activation. To activate the ES400 using the automated service, the ES400 attempts to call the network on a special number that automatically downloads the phone number and identification codes from the network.

Verizon Wireless automatically downloads the provisioning data. This process is invisible to the user and occurs once, after account activation, during the first data connection attempt.

✓ **NOTE** After an ES400 is provisioned for Verizon Wireless service, it is strongly recommended that no other service provider loads are downloaded to the ES400 and no changes are made to any of the provisioning information.

To activate the phone using the Verizon Wireless automated service:

1. Ensure the ES400 is in a strong signal area.
2. The Activation Wizard automatically starts whenever the phone is turned on. If the wizard does not appear, tap **Start > Phone > Menu > Activation Wizard...**



Figure 3-44 Verizon Activation Wizard

3. Tap **Auto** to connect to the Verizon Wireless Network to automate activation. Automated activation provides all required codes and identification numbers over the network. No additional activation setup is required.
4. If activation is successful the **Congratulations** window appears.



Figure 3-45 *Congratulations! Window*

5. Tap **Finish** to close the **Activation Wizard**.
6. If activation fails, an error message appears.

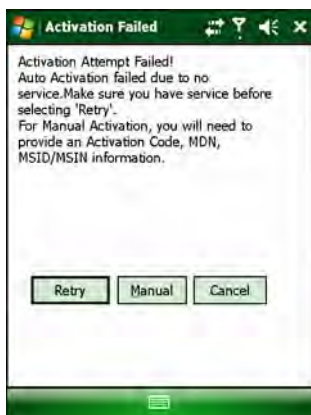


Figure 3-46 *Activation Failure Error Message*

7. Tap **Retry** to try automatic activation again or tap **Manual** to activate manually.

✓ **NOTE** If activation was not successful, contact the service provider.

Activation Test

Approximately four hours after activation is completed, test the service.

1. Tap **Start > Phone**.

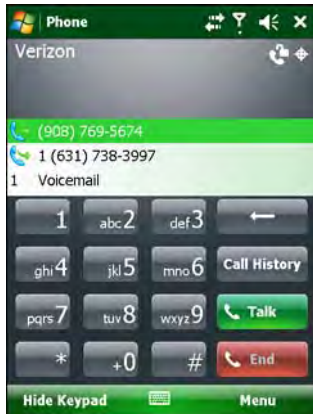


Figure 3-47 Phone Window - Example

2. Ensure the carrier name displays on the window.
3. Make a voice call to ensure activation was successful.

✓ **NOTE** If activation was not successful, contact the service provider.

NITZ

The ability to enable/disable network time synchronization provides the user flexibility on time zone changes.

If you enable network time synchronization, users can turn this feature on or turn it off and set up user notifications for time changes.

This feature is inaccessible by the user.

Tap **Start > Settings > Clock & Alarms > Time Zone** tab.



Figure 3-48 *Clock & Alarms - Time Zone Tab*

Chapter 4 SMS and MMS Messaging

Introduction

Use the ES400 to make phone calls, set up speed dials, keep track of calls, and send text messages. Your wireless service provider may also provide other services such as voice mail, call forwarding, and caller ID.

Also use the integrated phone to connect to an ISP or work network in order to browse the Web and read e-mail. Connect to the Internet or work network over High-Speed Downlink Packet Access (HSDPA) or Evolution Data-Optimized (EvDO) using Cellular Line. For more information, or to customize the ES400 phone by changing phone settings, see the *ES400 Enterprise Smartphone Integrator Guide*.

Text Messaging

Use the **Text Messages** window to send and receive text messages to and from mobile phones. The text can contain words, numbers, or an alphanumeric combination no longer than 160 characters.

Short text messages delivered over mobile networks transmit from the sending ES400, are stored in a central short message center, then forwarded to the destination mobile device. If the recipient is not available, the message is stored and can be sent later.

Viewing Text Messages

To view a text message:

You can view a text message whether the phone is on or off. When the phone is on, you can view a text message from its notification callout. Tap the **text message notification** icon on the navigation bar to display the message.

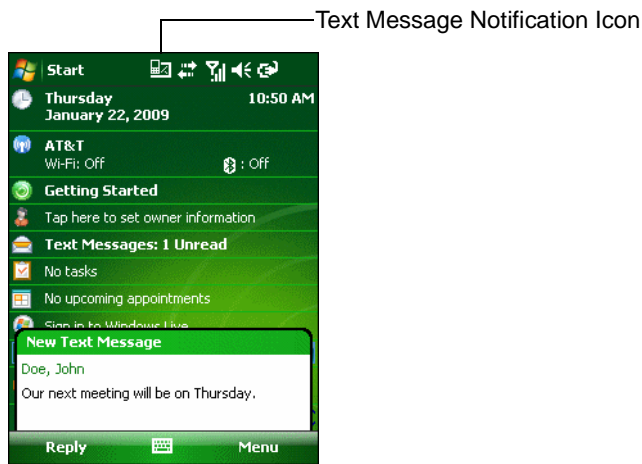


Figure 4-1 *New Text Message Notification*

The Caller Identification feature matches incoming text message numbers with those stored in **Contacts** so you know who is sending you a message. Furthermore, the **New Text Message** dialog box gives you the option to call the sender or save, dismiss, or delete the message.

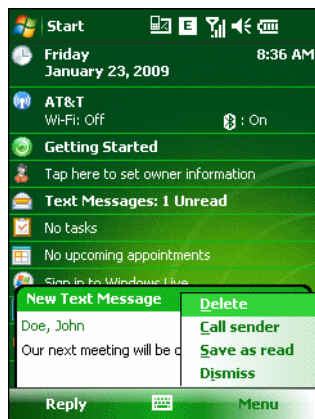


Figure 4-2 *New Text Message Options*

When the phone function is off, you can still view received text message in Messaging:

1. Tap **Start > Messaging > Text Messages**, or on the Today screen, tap **Text Messages**.

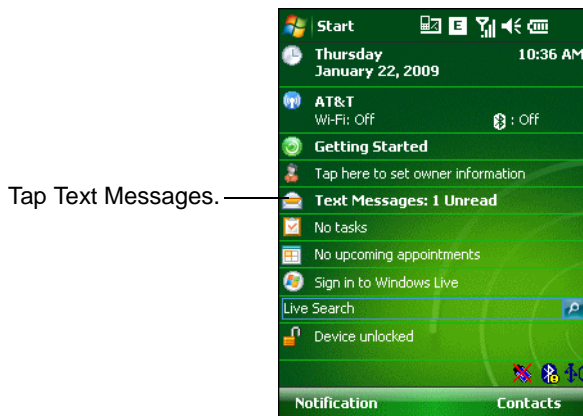


Figure 4-3 *Text Messaging on Today Screen*

The **Text Messages** window appears.

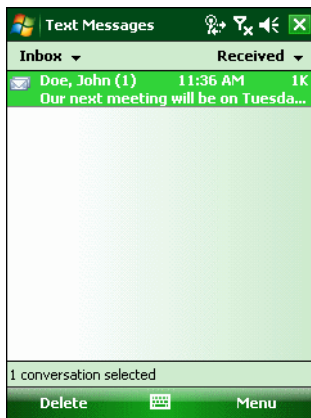
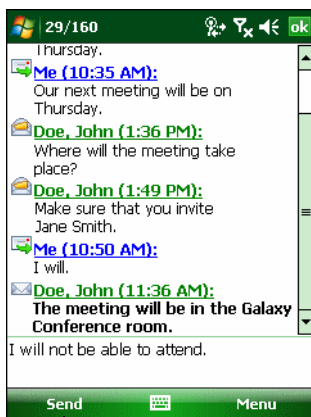


Figure 4-4 Messaging Window

2. In the message list, tap a text message. The window displays previous text conversations.



Tap to reply the message.

Figure 4-5 Text Message - Conversation

To reply, enter text in the reply field and tap **Send**.



NOTE If the phone is turned off and you tried to call the sender, send a reply, or forward the message, you are prompted to turn the phone function on.

Sending a Text Message

To create a text message:

1. On the **Phone** screen, select a contact name that you want to send a message to.
2. Tap **Menu > Send Text Message**.

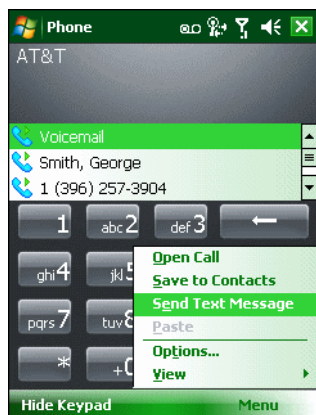


Figure 4-6 Phone Screen Contact List

3. Compose your message.

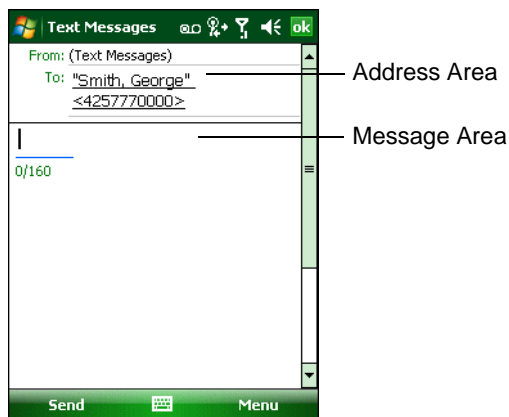


Figure 4-7 Create Text Message

- The auto-correct feature automatically fixes common spelling errors as you type so your messages are more accurate.
- The character counter lets you see and control the size of the message as you compose.
- If you want to know if your text message was received, tap **Menu > Message Options**, then select the **Request message delivery notification** check box.

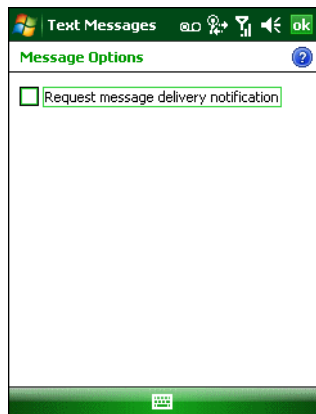


Figure 4-8 Message Options Window

4. Tap **Send** when you've finished the message.

If the phone is turned on, your text message is sent. If it's off, you are prompted to turn on the phone. If you do so, the message is sent; otherwise when you tap **ok**, the message is saved in the **Drafts** folder and sent when the phone is turned on.

If you are out of coverage area, the message is saved in the **Drafts** folder and sent when you return to a coverage area.

✓ **NOTE** On the ES400, the message remains in the **Drafts** folder and has to be manually re-sent when you return to a coverage area.

MMS Messaging

To send a picture or videos message:

Tap Text Message.

Tap Menu > New > MMS.



Figure 4-9 MMS Window

Add a Contact

To add a contact:

Tap the Contact icon.



Figure 4-10

Select a contact from the list.

Tap Done.

To Add a SUBJECT

To add a subject for the message:

Tap the SUBject icon.

Enter text.

Tap Done.

Add a Message

Tap Message icon.

Tap one of the icons at the bottom of the window to add emotion icons, Favorites, messages, Contact information or Calendar information.

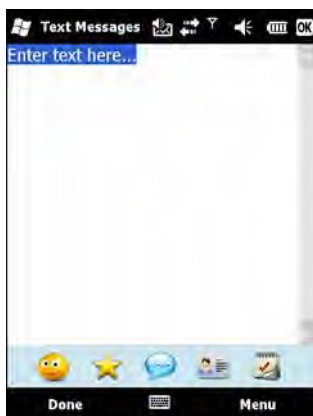


Figure 4-11

To add a photo, tap the photo icon.

Tap the Music icon to add a sound file.

Tap the camera icon to take a photo and add to the MMS.

Tap the Video icon to capture video and add to the MMS.

Tap the Microphone icon to record a message.

Tap the Clip icon to add a file to the message.

Add a Photo

To add a photo to a message:

Tap the Add Photo icon.



Figure 4-12

Add a Sound File

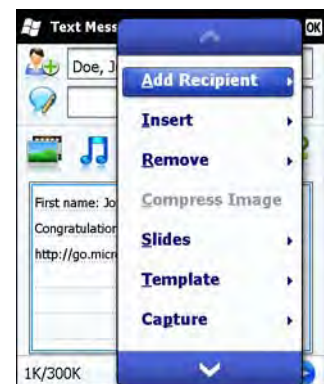
Add a sound file to a Message



Figure 4-13

Add a Photo

Take a Photo and Attach to Message



Add a Video

Take video and attach to Message

Record Audio and Attach to Message

Attach a File to Message

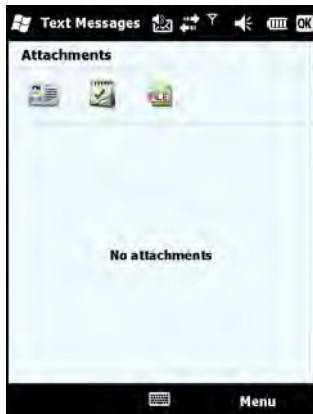
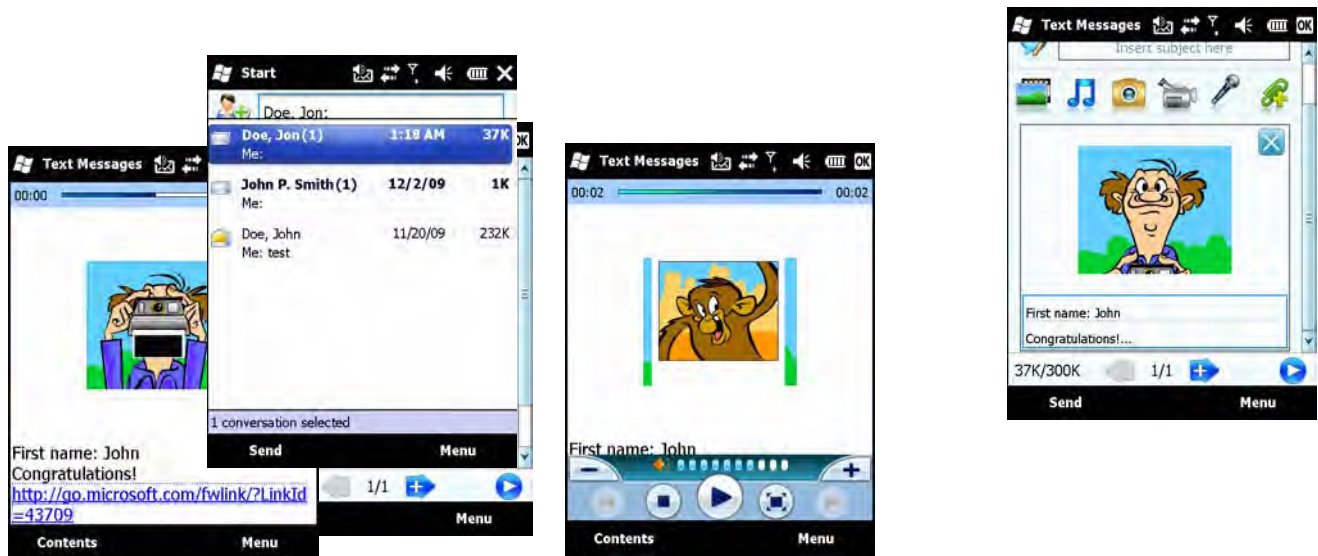


Figure 4-14



Message Settings

New Message Settings

SMS and MMS Message Settings

Managing Preset Messages

Chapter 5 Data Capture

Introduction

The ES400 offers data capture using the color digital camera.



NOTE To read a bar code, a scanning enabled application must be installed on the ES400. A sample scanning application can be downloaded from the Motorola Support Central site at <http://www.motorola.com/enterprisemobility/support>.

Digital Camera Scanning

The camera uses digital camera technology to take a digital picture of a bar code, stores the resulting image in its memory, and executes state-of-the-art software decoding algorithms to extract the data from the image.

1. Ensure that a scan-enabled application is loaded on the ES400.
2. Aim the camera lens on the back of the ES400 at a bar code.
3. Press and hold the scan button. A preview window appears on the display window with a red aiming reticle in the center. The Decode LED lights red to indicate that scanning is in process.

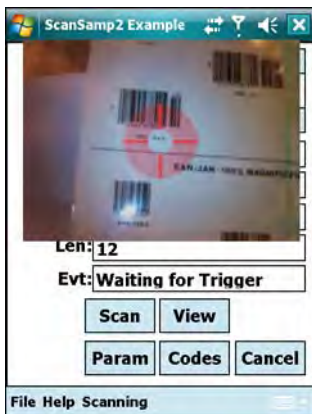


Figure 5-1 Sample Scan Application with Preview Window

4. Move the ES400 until the red aiming reticle is over the bar code to scan.
5. The Decode LED lights green and a beep sounds, by default, to indicate the bar code was decoded successfully.

✓ **NOTE** The camera decode feature is set by default to automatically decode the bar code when read. This feature can be programmed to display a green aiming reticle upon good decode indicating that the bar code has been successfully decoded and to that the scan button may be released.

Chapter 6 Using the Camera

Introduction

With the Camera application, you can take pictures and shoot videos. The images and video clips are automatically saved in the Gallery application, where you can view and edit them. By default captured images or videos are saved as JPEG or WMV file.

Taking a Photo

To open the Camera application press the Camera button located on the lower-right side of the ES400 or tap **Programs > Camera**.

Camera Screen

The Camera screen displays the view finder. Tap the screen to display information about the current settings. This screen also provides an option to toggle shooting mode between camera and video mode.



Figure 6-1 *Camera View Finder*

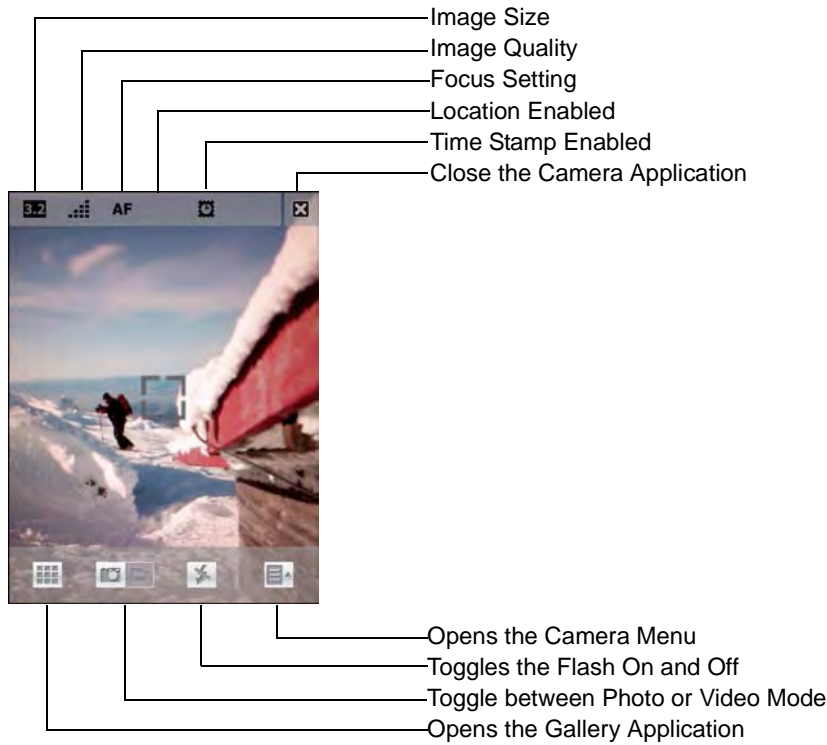


Figure 6-2 Camera Settings View

Camera Menu Options

Use the **Menu** options to configure the camera settings.

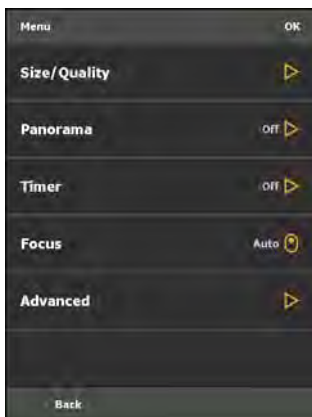


Figure 6-3 Menu Options

Size/Quality Settings

Use the **Size/Quality** settings to set the size and quality of the image. Tap the **Size/Quality** item to open the **Size/Quality** window.

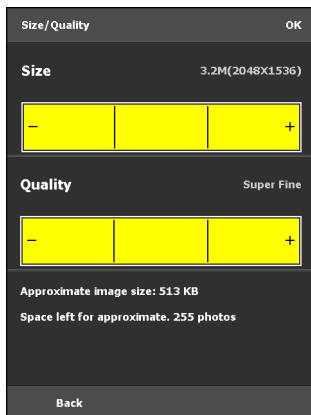


Figure 6-4 *Size/Quality Window*

Select one of the three yellow **Size** boxes to set the size of the image. The image can be set to three sizes:

- 3.2 Megapixels (2048 pixels x 1536 pixels)
- 2 Megapixels (1600 pixels x 1200 pixels)
- 1.3 Megapixels (1280 pixels X 1024 pixels).

Select one of the three yellow **Quality** boxes to set the quality of the image. The image can be set to three quality settings:

- Normal
- Fine
- Super Fine.

Increasing the size and quality of the photo increases the size of the file saved on the ES400. The size of the file displays below the Quality boxes. Also listed is the number of photos that can be stored on the ES400.

Panorama

Panorama allows the user to 'stitch' multiple captures together to form one wider image. The 'stitching' is done on the camera at the time of capture.

The user turns the panorama feature on and off by clicking on the panorama menu item.

When in Panorama mode, the center cross-hairs become wider in proportion with the wider image that will result from the capture session.

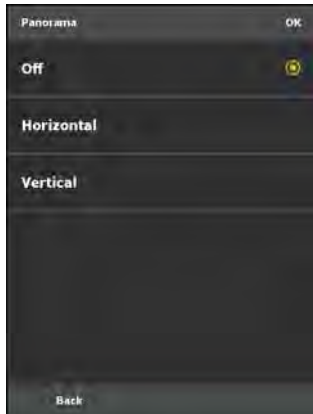


Figure 6-5 *Panorama Options*

Timer

Controls the delay between the shutter press and the image capture. Options are off, 5, 10, 15 and 20 seconds.



Figure 6-6 *Timer Options*

Focus

Set the camera focus to either manual for automatic focus.

Advanced

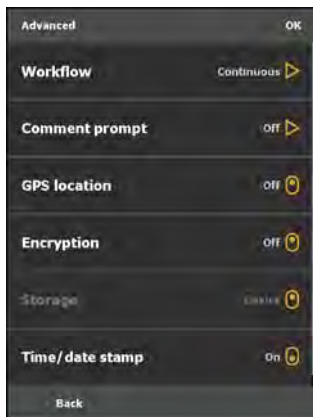


Figure 6-7 *Advanced Options*

Workflow

Comment prompt

GPS location

Encryption

Storage

Time/date stamp

Taking Video

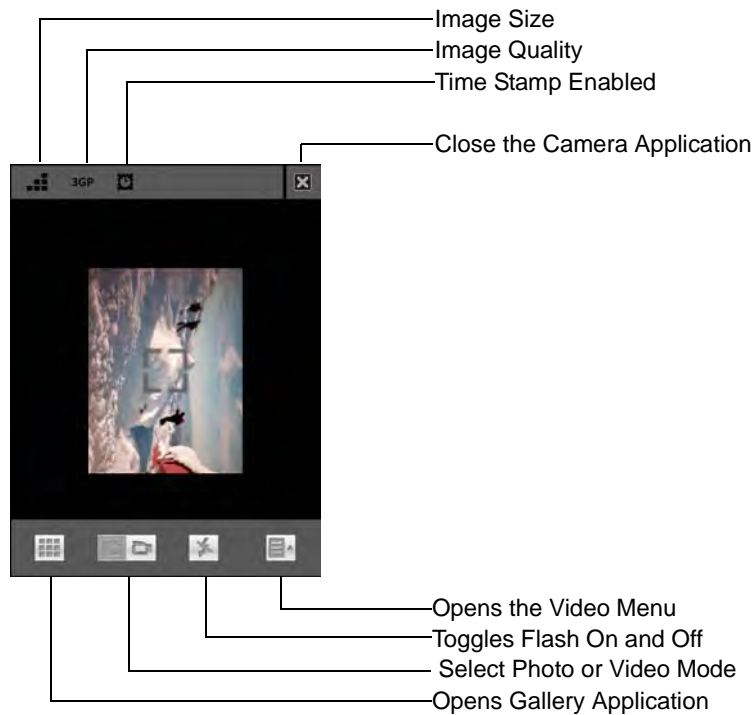


Figure 6-8 Video Settings

Video Options

Quality

Use the Quality option to set the resolution of the video capture:

- QCIF - Quarter Common Intermediate Format is a video format that has a data rate of 30 frames per second with each of those frames containing 144 lines and 176 pixels per line.
- QVGA - QVGA stands for Quarter-VGA. QVGA has an image resolution of 320 x 240 pixels or 240 x 320. QVGA is the common resolution for most phone video captures.
- VGA - Stands for Video Graphics Array. The resolution is either 640 by 480 (with 16 colors) or 320 by 200 (with 256 colors). The total palette of colors is 262,144.

Format

Use the Format option set set the format that the video is recorded in.

- MP4 -
- 3GP - is a multimedia container format defined by the Third Generation Partnership Project (3GPP) for 3G UMTS multimedia services. It is used on 3G mobile phones but can also be played on some 2G and 4G phones.

Time/date stamp

On

Off

Storage

From MC35

To switch shooting mode from camera mode to video mode:

1 Launch Camera, by performing one of the following:

- Press the Camera button located on the lower-right side of the phone, to activate the camera.
- Tap > Programs > Pictures & Videos > Camera .
- Open Pictures & Videos, then tap Camera on the command bar.

2 Tap Menu > Video.

To switch back to camera mode, tap Menu > Still.

Camera capture mode

The MC35 offers two types of camera capture mode:

- Camera - for taking pictures and recording videos
- Bar code - for capturing a bar code data

To select a camera capture mode:

- Slide the Camera/Bar Code switch to the Camera icon or the Bar code icon to switch from one capture mode to another.

To take a photo:

1. Launch the Camera application by performing one of the following:
 - Press the Camera button located on the lower-right side of the phone, to activate the camera.
 - Tap > Programs > Pictures & Videos > Camera .
 - Open Pictures & Videos and tap Camera on the command bar.
2. Check the image on the view finder, adjust if necessary.
3. Press the Camera button to take the picture.

To take photos using timer:

Using the timer, you can take a self-portrait. Just place the device on a stable support and press the camera button, then get into position.

1. Launch the Camera application.
2. Tap Menu > Mode > Timer.

NOTE: By default, the self timer delay is set at five seconds.

To record a video clip:

1. Launch the Camera application.
2. Tap Menu > Video to set shooting mode to video.

The available recording time displays on the screen.

NOTE: By default, the time limit for recording videos is set at 15 and 30 seconds.

1. Press the Camera button to begin recording.

Recording stops when you press the Camera button again.

To select video quality:

You can specify the quality (video resolution and sound fidelity) and size of the video clips you record. Video clips of higher quality require more memory.

1. On the Camera screen, tap Menu > Video.
2. Tap Menu > Quality.
3. Select a video quality.
4. Tap OK.

To select picture compression:

You can set the compression level for the pictures you take. Note that selecting a high quality picture increases the size of the file significantly.

1. On the Camera screen, tap Menu > Video.
2. Tap Menu > Options > Camera tab.
3. In the Still Image compression level box, tap the desired compression level.

To set default location where photos are saved:

You can set the default location where pictures are saved. If you select main memory, pictures are saved to permanent storage on your device, which may require that you consider the storage needs of other programs.

1. On the Camera screen, tap Menu > Video.
2. Tap Menu > Options > Camera tab.
3. In the "Save files to" list, select main memory or storage card.
4. Tap OK.

To view photos and video clips:

1. Tap > Programs > Pictures & Videos .
2. Tap the picture or video clip that you want to see.

