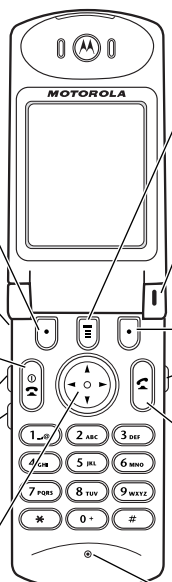
MOTOROLA

DIGITAL WIRELESS
TELEPHONE

User's Guide >

Welcome

Welcome to the world of Motorola digital wireless communications! We are pleased that you have chosen the Motorola T720 GSM wireless phone.



Left Soft Key
Perform functions identified by left display prompt.

Headset Jack
Insert headset accessory for hands-free use.

Power Key & End Key
Turn phone on and off, end phone calls, exit menu system.

Volume Keys
Adjust earpiece and ringer volume.

4-Way Navigation Key
Scroll through menus and lists, set feature values.

Menu Key

Status Light
See incoming call and service status.

Right Soft Key
Perform functions identified by right display prompt.

Voice Key
Record voice notes, phonebook and shortcut names.

Send Key
Send and answer calls, view recent dialed calls list.

Microphone

Accessory Connector Port
Insert charger and phone accessories.

Personal Communications Sector
600 North U.S. Highway 45
Libertyville, Illinois 60048

1-800-331-6456 (United States)
1-888-390-6456 (TTY/TDD United States)
1-800-461-4575 (Canada)

www.motorola.com (United States)
www.motorola.ca (Canada)

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Manual number: 6809441A06-O
Cover number: 8988485L49-O

Contents

Safety and General Information 6

Getting Started 12

What's in the Box? 12

About This Guide 12

Installing the SIM Card 13

Installing the Battery 14

Charging the Battery 16

Battery Use 16

Changing the Convertible Covers 18

Turning Your Phone On 20

Adjusting Volume 20

Making a Call 21

Answering a Call 21

Changing the Call Alert 22

Viewing Your Phone Number 22

Learning to Use Your Phone 23

Using the Display 23

Using the 4-Way Navigation Key 26

Using Menus 27

Entering Text 32

Using the Status Light 39

Using the External Display 40

Locking and Unlocking Your Phone 40

Changing a Code, PIN, or Password 42

If You Forget a Code, PIN, or Password 42

Setting Up Your Phone 44

Storing Your Name and Phone Number 44

Setting the Time and Date 44

Setting a Ring Style 44
Setting Answer Options 45
Setting a Wallpaper Image 46
Setting a Screen Saver Image 47
Zooming In and Out 48
Setting Display Contrast 48
Setting Display Color 48
Adjusting the Backlight 48
Conserving Battery Power 49
Monitoring Battery Charge 49
Calling Features 50
Changing the Active Line 50
Redialing a Number 50
Using Automatic Redial. 51
Using Caller ID 51
Canceling an Incoming Call 52
Turning Off a Call Alert 53
Calling an Emergency Number. 53
Dialing International Numbers 54
Viewing Recent Calls 54
Returning an Unanswered Call. 56
Using the Notepad 57
Attaching a Number 57
Calling With Speed Dial 58
Calling With 1-Touch Dial 58
Using Voicemail. 58
Using Call Waiting. 60
Putting a Call On Hold 60
Transferring a Call. 61
Phone Features. 62
Main Menu 62
Feature Quick Reference 64

Specific Absorption Rate Data 75
Additional Health and Safety Information 77
Warranty 85
Product Registration 90
Export Law Assurances 90
Index 91
Wireless Phone Safety Tips 101

Safety and General Information

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. READ THIS INFORMATION BEFORE USING YOUR PHONE.

The information provided in this document supersedes the general safety information contained in user guides published prior to July 2000. For information regarding radio use in a hazardous atmosphere please refer to the Factory Mutual (FM) Approval Manual Supplement or Instruction Card, which is included with radio models that offer this capability.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RF Operational Characteristics

Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits radio frequency (RF) energy. In North America and South America, the phone operates in the frequency ranges of 824 MHz to 849 MHz and 1850 MHz to 1910 MHz in digital mode. In Europe, the Middle East, and Africa, the phone operates in the frequency ranges of 880 MHz to 915 MHz and 1710 MHz to 1785 MHz in digital mode.

When you communicate with your phone, the system handling your call controls the power levels at which your phone transmits. In North and South America, the output power level typically may vary over a range from 0.0 watts to 0.87 watts in digital mode for the 850 MHz band, and 0.00 watts to 0.87 watts in digital mode for the 1900 MHz band. In Europe, the Middle East, and Africa, the output power level typically may vary over a range from 0.0 watts to 1.74 watts in digital mode for the 900 MHz band, and 0.0 watts to 0.87 watts in digital mode for the 1800 MHz band.

Exposure To Radio Frequency Energy

Your Motorola phone is designed to comply with the following national and international standards and guidelines regarding exposure of human beings to radio frequency electromagnetic energy:

- United States Federal Communications Commission, Code of Regulations; 47 CFR part 2 sub-part J
- American National Standards Institute (ANSI) / Institute of Electrical and Electronic Engineers (IEEE) C95. 1-1992
- Institute of Electrical and Electronic Engineers (IEEE) C95.1-1999 Edition
- National Council on Radiation Protection and Measurements (NCRP) of the United States, Report 86, 1986
- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998
- Ministry of Health (Canada) Safety Code 6. Limits of Human Exposure to Radiofrequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz, 1999
- Australian Communications Authority Radiocommunications (Electromagnetic Radiation-Human Exposure) Standard 1999

To assure optimal phone performance and make sure human exposure to radio frequency electromagnetic energy is within the guidelines set forth in the above standards, always adhere to the following procedures:

Portable Phone Operation and EME Exposure

Antenna Care

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone and may violate FCC regulations.

Do NOT hold the antenna when the phone is in use. Holding the antenna affects call quality and may cause the phone to operate at a higher power level than needed.

Phone Operation

When placing or receiving a phone call, hold your phone as you would a wireline telephone. **Speak directly into the microphone.**

Body-Worn Operation

To maintain compliance with FCC/Health Canada RF exposure guidelines, if you wear a phone on your body when transmitting, always place the phone in a Motorola-supplied or approved clip, holder, holster, case, or body harness for this product. Use of non-Motorola-approved accessories may exceed FCC/Health Canada RF exposure guidelines. If you do not use one of the Motorola-supplied or approved body-worn accessories, and are not using the phone held in the normal use position, **ensure the phone and its antenna are at least one inch (2.5 centimeters) from your body when transmitting.**

Data Operation

When using any data feature of the phone, with or without an accessory cable, **position the phone and its antenna at least one inch (2.5 centimeters) from your body.**

Approved Accessories

For a list of approved Motorola accessories, visit our website at `www.mot.com`.

Electromagnetic Interference/Compatibility

Note: Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility.

Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your phone in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

Aircraft

When instructed to do so, turn off your phone when on board an aircraft. Any use of a phone must be in accordance with applicable regulations per airline crew instructions.

Medical Devices

Pacemakers

The Advanced Medical Technology Association recommends that a minimum separation of 6 inches (15 centimeters) be maintained between a handheld wireless phone and a pacemaker. These recommendations are consistent with the independent research by, and recommendations of, the United States Food and Drug Administration.

Persons with pacemakers should:

- ALWAYS keep the phone more than six inches (15 centimeters) from your pacemaker when the phone is turned ON.
- NOT carry the phone in the breast pocket.
- use the ear opposite the pacemaker to minimize the potential for interference.
- turn OFF the phone immediately if you have any reason to suspect that interference is taking place.

Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

Safety and General Use While Driving

Check the laws and regulations on the use of phones in the area where you drive. Always obey them.

When using your phone while driving, please:

- give full attention to driving and to the road.
- use hands-free operation, if available.
- pull off the road and park before making or answering a call if driving conditions so require.

Operational Warnings

For Vehicles With an Air Bag

Do not place a portable phone in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable phone is placed in the air bag deployment area and the air bag inflates, the phone may be propelled with great force and cause serious injury to occupants of the vehicle.

Potentially Explosive Atmospheres

Turn off your phone prior to entering any area with a potentially explosive atmosphere, unless the phone is a model specifically identified as being "Intrinsically Safe." Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

Note: The areas with potentially explosive atmospheres referred to above include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive atmospheres are often but not always posted.

Blasting Caps and Areas

To avoid possible interference with blasting operations, turn OFF your phone when you are near electrical blasting caps, in a blasting area, or in areas posted: “Turn off two-way radio.” Obey all signs and instructions.

Operational Cautions

Antennas

Do not use any portable phone that has a damaged antenna. If a damaged antenna comes into contact with your skin, a minor burn can result.

Batteries

All batteries can cause property damage and/or bodily injury such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

Getting Started

What's in the Box?

Your digital wireless phone typically comes equipped with a battery and a charger. You can purchase other accessory items to customize your phone for maximum performance and portability.

To purchase Motorola Original™ accessories, contact the Motorola Customer Call Center at 1-800-331-6456 in the United States or 1-800-461-4575 in Canada.

About This Guide

This user guide introduces you to your Motorola wireless phone.

Note: A reference guide for your phone is also available that describes your phone's features in more detail.

To obtain the reference guide for your phone, or another copy of this user guide, see the Motorola Web site at:

`http://motorola.com/consumer/manuals`

or contact the Motorola Customer Call Center at 1-800-331-6456 in the United States or 1-800-461-4575 in Canada.

Optional Features

This label identifies an optional network, SIM card, or subscription-dependent feature that may not be offered by all service providers in all geographical areas. Contact your service provider for more information.

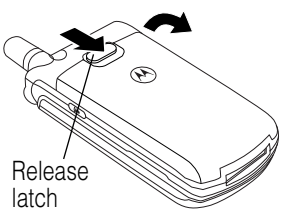
Optional Accessories

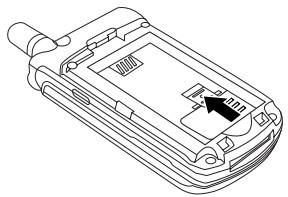
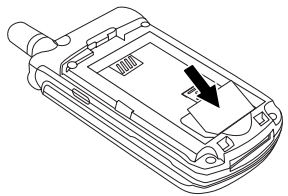
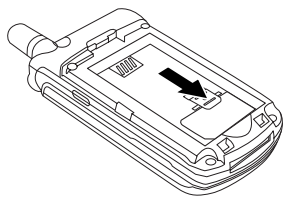
This label identifies a feature that requires an optional Motorola Original™ accessory.

Installing the SIM Card

Your SIM (Subscriber Identity Module) card contains your phone number, service details, and phonebook/message memory.

Caution: Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt.

Do This	
1 If necessary, slide down the battery door release latch and lift the door off of the phone.	

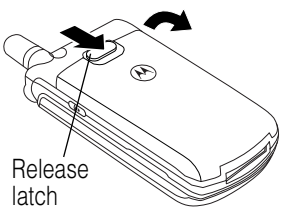
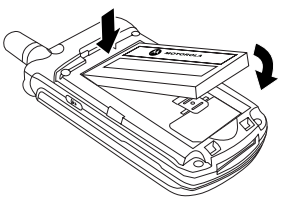
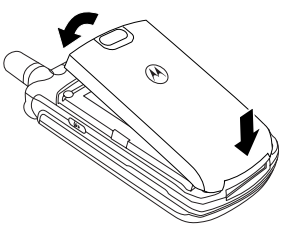
Do This	
2 Slide the SIM card latch up.	
3 Insert the SIM card into the SIM card tray with the notch in the lower left corner and the gold plate facing down.	
4 Slide the SIM card latch down to lock the SIM card in place.	

Installing the Battery

You must install and charge the battery to use your phone.

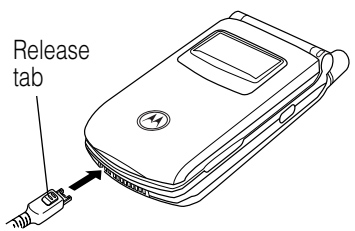
Your phone is designed to be used only with Motorola Original batteries and accessories. We

recommend that you store batteries in their protective cases when not in use.

Do This	
1 Remove the battery from its protective clear plastic case.	
2 If necessary, slide down the battery door release latch and lift the door off of the phone.	
3 Insert the battery, printed arrow first, **under the tab** at the top of the battery compartment and push down.	
4 Insert the teeth at the bottom of the battery door into the slot at the base of the phone, then push the door down and snap it into place.	

Charging the Battery

New batteries are shipped partially charged. Before you can use your phone, you need to install and charge the battery, as indicated by the following instructions. Some batteries perform best after several full charge/discharge cycles.

Do This	
1 Plug the travel charger into your phone with the release tab facing up.	
2 Plug the other end of the travel charger into the appropriate electrical outlet.	
3 When your phone indicates that the battery is fully charged (Charge Complete), press the release tab and remove the travel charger.	

Note: When you charge the battery, the battery level indicator in the upper right corner of the display shows how much of the charging process is complete. At least one segment of the battery level indicator must be visible to ensure full phone functionality while charging.

Battery Use

Battery performance depends on many factors, including your wireless carrier's network configuration; signal

strength; the temperature at which you operate your phone; the features and/or settings you select and use; and your voice, data, and other application usage patterns.

Battery Care

Caution: To prevent injuries or burns, do not allow metal objects to contact or short-circuit the battery terminals.

To maximize your battery's performance:

- Always use Motorola Original™ batteries and battery chargers. The phone warranty does not cover damage caused from using non-Motorola batteries and/or battery chargers.
- New batteries or batteries that have been stored for long periods of time may require a longer charge time.
- Maintain the battery at or near room temperature when charging.
- Do not expose batteries to temperatures below -10°C (14°F) or above 45°C (113°F). Always take your phone with you when you leave your vehicle.
- When you do not intend to use a battery for a while, store it uncharged in a cool, dark, dry place, such as a refrigerator.
- Over extended periods of time, batteries gradually wear down and require longer charging times. This is normal. If you charge your battery regularly and notice a decrease in talk time or an increase in charging time, then it is probably time to purchase a new battery.

The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for battery type. Contact your local recycling center for proper disposal methods. Never dispose of batteries in a fire because they may explode.

Extending Battery Life

- **Turn off the status light**
  See page 39.
- **Turn off the screen saver**
  See page 47.
- **Minimize keypad-intense functions**
  Activities that require intensive keystroke use (such as playing a game or using messaging) reduce your phone's talk and standby time.
- **Turn off the display backlight**
  See page 48.
- **Turn on the battery save feature**
  See page 49.

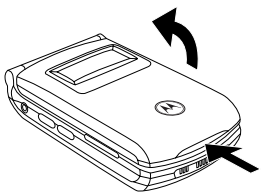
Changing the Convertible Covers

You can change the flip cover and battery cover on your phone to personalize its appearance. Matching front and back cover sets are available in a variety of colors and designs.

Your phone is designed to be used only with Motorola Original accessories. See your Motorola retailer for these convertible covers.

Remove a Flip Cover

Do This
Insert your fingertip or fingernail into the slot at the base of the flip cover, then *firmly* pull up and lift the cover off the phone

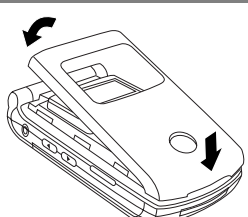


Notes:

- Do not use tools to remove a flip cover. Using tools to remove a flip cover will damage the cosmetic appearance of the phone.
- The flip cover is attached tightly to the phone, and considerable force is required to remove it.

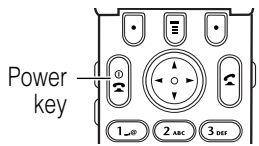
Attach a Flip Cover

Do This
Insert the tabs at the bottom of the cover into the slots at the base of the phone, then push the cover down and snap it into place.



Turning Your Phone On

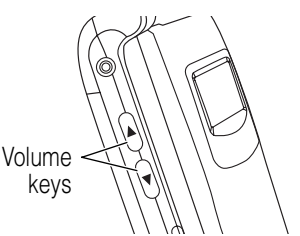
Do This		To
1	Open your phone	expose the keypad
2	Press and hold (PWR)	turn on your phone
3	If necessary, enter your SIM card PIN code and press OK (⊡)	unlock your SIM card **Caution:** If you enter an incorrect PIN code three times in a row, your SIM card is disabled and your phone displays SIM Blocked.
4	If necessary, enter your four-digit unlock code and press OK (⊡)	unlock your phone



Adjusting Volume

Press the up and down volume keys to:

- increase and decrease earpiece volume during a call



- increase and decrease the ringer volume setting when the idle display is visible (flip must be open)

  Tip: At the lowest volume setting, press the down volume key once to switch to vibrate alert. Press it again to switch to silent alert. Press the up volume key to cycle back to vibrate alert, then ring alert.

- turn off an incoming call alert

Making a Call

Press		To
1	keypad keys	dial the phone number **Tip:** If you make a mistake, press DELETE (⊡) to delete the last digit, or press and hold DELETE (⊡) to clear all digits.
2	⌐	make the call
3	¬	end the call and "hang up" the phone when you are finished

Answering a Call

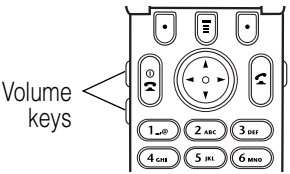
When you receive a call, your phone rings and/or vibrates and displays an incoming call message.

Press		To
1	⌐ or ANSWER (⊡)	answer the call
2	¬	end the call and "hang up" the phone when you are finished

Tip: When the phone flip is active, simply open the phone to answer the call. (To activate, press ☰ > Settings > In-Call Setup > Answer Options > Open to Answer)

Note: If the phone is locked, you must unlock it to answer the call.

Changing the Call Alert



With the phone flip open, press the down volume key to switch the alert for incoming calls and other events to vibrate, then silent. Press the up volume key to reset your phone to ring alert.

Viewing Your Phone Number

To view your phone number from the idle display, press ☰ (#).

While you are on a call, press ☰ > My Tel. Numbers.

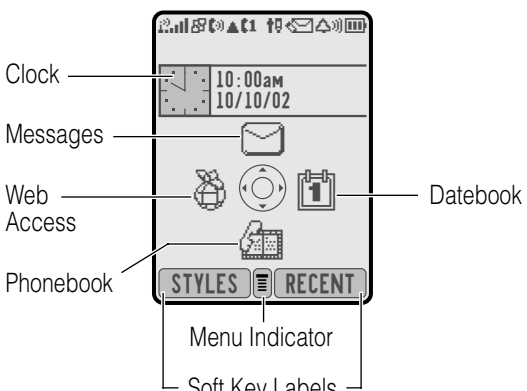
Note: Your phone number must be stored on your SIM card to use this feature. To store your phone number on the SIM card, see page 44. If you do not know your phone number, contact your service provider.

Learning to Use Your Phone

See page 1 for a basic phone diagram.

Using the Display

The *idle display* (shown below) is the standard display you see when you are *not* on a call or using the menu.

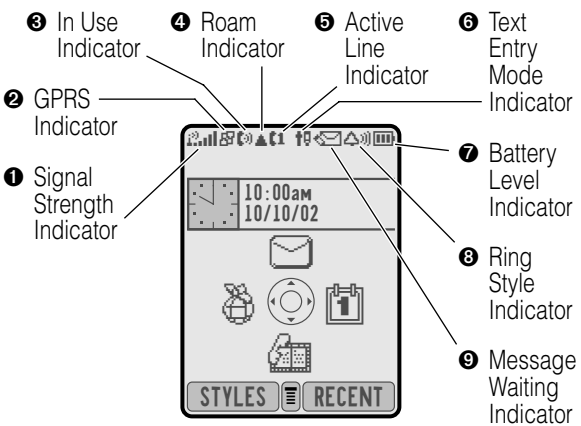


Press the 4-way navigation key (⊕) left, right, up, or down to select one of the four menu feature icons in the idle display.

The (menu) indicator in the bottom center of the display indicates you can press the menu key (⊟) to go to the main menu to see more features.

Labels at the bottom corners of the display show the current soft key functions. Press the left soft key (⊡) or right soft key (⊡) to perform the function indicated by the left or right soft key label.

At the top of the display are a number of status indicators:



❶ Signal Strength Indicator Vertical bars show the strength of the network connection. You cannot make or receive calls when the (no signal) indicator is displayed.

Network / Subscription Dependent Feature

❷ GPRS Indicator Shows that your phone is using a high-speed GPRS network connection. Other indicators can include:

= GPRS PDP context active

= GPRS packet data available

❸ In Use Indicator Shows that a call is in progress. Other indicators can include:

= secure CSD call

= unsecure CSD call

= secure packet data transfer

= unsecure packet data transfer

= secure application connection

= unsecure application connection

❹ Roam Indicator Shows that your phone is seeking or using another network system outside your home network. On text entry screens, shows text entry status information:

= symbol mode

= numeric mode

= caps lock on

= normal text entry

❺ Active Line Indicator Shows the current active phone line:

= line 1

= line 2

❻ Text Entry Mode Indicator Appears when you are in a text entry screen, to show the current active text entry mode:

= tap method

= iTAP mode

❼ **Battery Level Indicator** Vertical bars show the battery charge level. Recharge the battery when you see `Low Battery` and hear the low battery alert.

❽ **Ring Style Indicator** Shows the ring style setting.

= loud ring = soft ring

= vibrate = vibrate and ring

= silent

❾ **Message Waiting Indicator** Appears when you receive a text or email message. Other indicators can include:

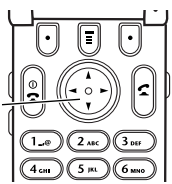
= voicemail message

= voicemail and text message

= active chat session

= limited character count (text entry screen)

Using the 4-Way Navigation Key



Use the 4-way navigation key (⊕) like a joystick to navigate the menu system, change feature settings, and play games. From the idle display, press ⊕ to select one of the four menu feature icons in the idle display.

Tip: Down and up are your primary movements within menus. Move left and right to change feature settings, navigate the datebook, and edit text.

Using Menus

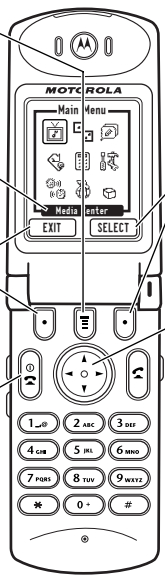
From the idle display, press ☰ to go to the main menu.

Menu Key
Enter menu system, or open a sub-menu, when ☰ appears in bottom center of display.

Current selection.

Left Soft Key
Perform function shown in lower left corner of display (usually EXIT or BACK).

End Key
Exit menu system without making changes, return to idle display.



Right Soft Key
Perform function shown in lower right corner of display (usually SELECT the highlighted menu item).

4-Way Navigation Key
Scroll **up** or **down** through menus and lists. Scroll **left** or **right** to cycle through and set value of highlighted menu item. From idle display, press **up**, **down**, **left**, or **right** to select menu feature icon.

Press ⊕ to highlight a menu feature icon in the main menu. Select More (☐) to see additional menu features. The following icons represent features that may appear in

the main menu, depending on your service provider and service subscription options.

Menu Icon	Feature	Menu Icon	Feature
	Media Center		Games & Apps
	Voice Notes		Shortcuts
	Calculator		Settings
	Chat		Web Access
	More		Services
	Web Sessions		Phonebook
	Messages		Datebook
	Recent Calls		Ring Styles

Tip: You can set your phone to display the main menu as a text-based list rather than graphic icons.

Select a Menu Feature

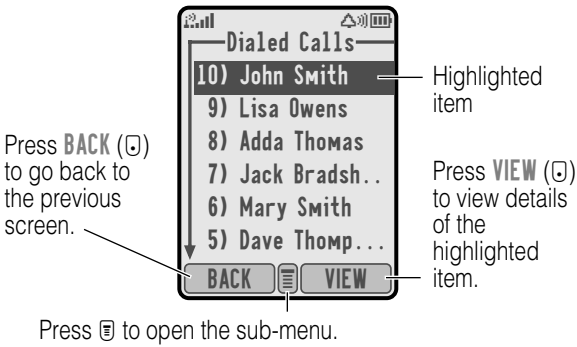
This guide shows you how to select a menu feature as follows, starting from the idle display:

Find the Feature > More > Phonebook

This example shows that from the idle display, you must press , scroll to and select More () from the main menu, then scroll to and select Phonebook. Use to scroll, and the left/right soft keys to select the functions listed in the bottom left and right corners of the display.

Select a Feature Option

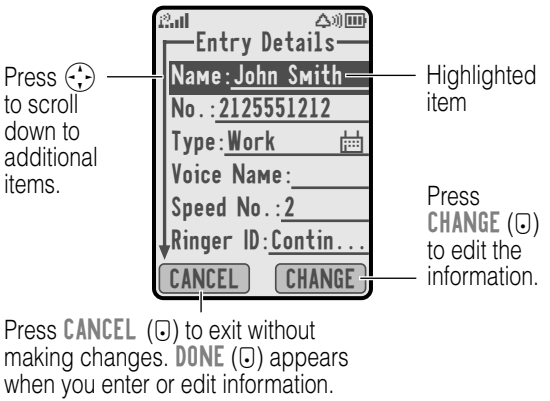
Some features require you to select an item from a list:



- Press ⊕ to scroll up or down to highlight the item you want.
- In a numbered list, press a number key to highlight the item.
- In an alphabetized list, press a key multiple times to cycle through the letters on the key and highlight the closest matching list item.

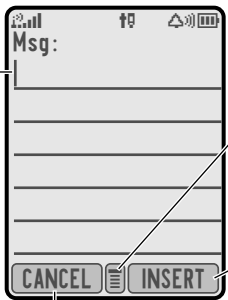
Enter Feature Information

Some features require you to enter information:



- Enter numbers or text with the keypad.
- When an item has a list of possible values, press to the left or right to scroll through and select a value.
- When an item has a list of possible numeric values, press a number key to set the value.
- If you enter or edit information and do not want to save your changes, press to exit without saving.

The message center lets you compose and send text messages. A *flashing cursor* shows where text will appear:



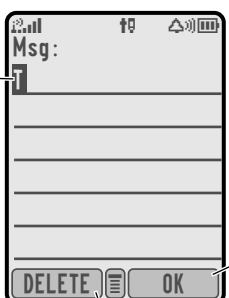
Flashing cursor indicates insertion point.

Press ⊟ to open the sub-menu.

Press **INSERT** (⊙) to insert a quick note, picture, or sound.

Press **CANCEL** (⊙) to exit without making changes.

When you enter text using the standard tap method (see page 32), the flashing cursor changes to a *block cursor*, and the soft key functions change:



Block cursor indicates current highlighted character.

After two seconds, the block cursor reverts to a flashing cursor and moves to the next position.

Press **OK** (⊙) to accept and store the text.

Press **DELETE** (⊙) to delete the character to the left of the insertion point.

Entering Text

Multiple text entry methods make it easy for you to enter names, numbers, and messages on your phone.

Choose a Text Mode

Press ⊜ > Entry Method from any text entry screen to select a text mode:

iTAP	Let the phone predict each word as you enter it. See page 35.
Tap Method	Enter letters, numbers, and symbols by pressing a key one or more times. See page 32.
Numeric	Enter numbers only.
Symbol	Enter symbols only. See page 38.
Browse	Browse your phonebook or recent call lists to select a name or number.

Note: The text mode you select remains active until you change it by selecting another mode.

Use Tap Method

This is the standard mode for entering text on your phone.

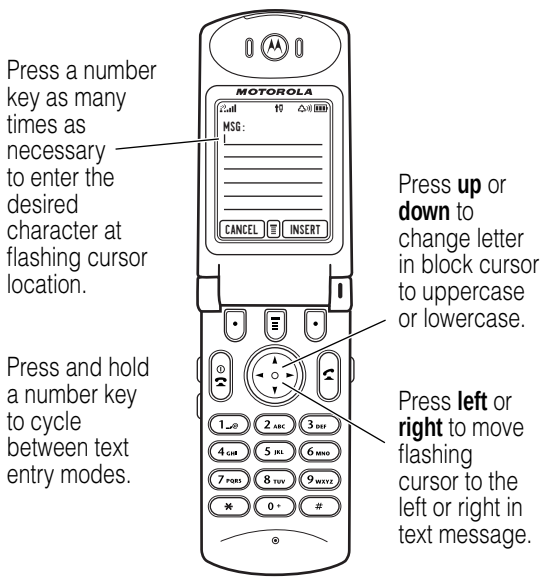
Press ⊜ > Entry Method from any text entry screen and select the Tap Method menu option.

Press		To
1	A number key one or more times	select a letter, number, or symbol shown in the "Character Chart" on page 34

Press		To
2	Number keys	enter the remaining characters
3	OK (⊙)	store the text when you are finished

General Text Entry Rules

Press a number key repeatedly to cycle through its characters. See the “Character Chart” on page 34.



- If you do not press a key for two seconds, the character in the block cursor is accepted, and the cursor moves to the next position.
- The first character of every sentence is capitalized. (Press ⊕ down to force the character to lowercase while it is highlighted by the block cursor.)

Character Chart

Use this chart as a guide for entering characters with the tap method.

1 .@	*space* . 1 ? ! , @ _ & ~ : ; " - ( ) ' ¿ ¡ % £ $ ¥ ¤ €
2 ABC	a b c 2 ä å á à â ã α ά β ç
3 DEF	d e f 3 δ ë é è ê ε έ φ
4 GHI	g h i 4 ï í î γ η ή ι ί
5 JKL	j k l 5 κ λ
6 MNO	m n o 6 ñ ö ø ó ò ô õ μ ν ω ώ
7 PQRS	p q r s 7 π ß σ
8 TUV	t u v 8 θ ü ú ù û τ
9 WXYZ	w x y z 9 ξ ψ
0+	+ - 0 x * / \ [ ] = > < # §

Note: This chart may not reflect the exact character set available on your phone.

Use iTAP™ Software Predictive Text Entry Method

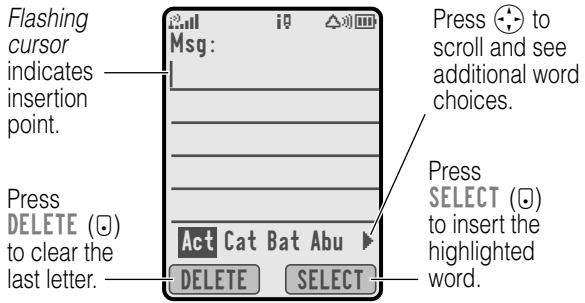
iTAP™ software is a predictive text entry method that lets you enter a word using one keypress per letter.

Press ☰ > Entry Method from any text entry screen and select the iTAP menu option.

Entering Words

Do This		To
1	Press a number key one time	enter the first letter of the word The letters associated with the key are shown at the bottom of the display.
2	Press number keys (one per letter)	enter the rest of the word Alternative words and letter combinations are shown at the bottom of the display. The word choices are updated with each keypress.
3	Press ⊕	highlight the word you want
4	Press SELECT (⊙)	enter the word at the flashing cursor location A space is automatically inserted after the word.

For example, to spell the word “act,” press 2 ABC 2 ABC 8 TUV. The display shows:



Entering Novel Words

You may enter a word that the iTAP software does not recognize. If the word is not displayed:

Do This		To
1	Press DELETE (⊙) one or more times	delete letters until you see a letter combination that matches the start of the word
2	Press ⊕	highlight the letter or letter combination
3	Press SELECT (⊙), then press ⊕ to the left	shift the text entry cursor to the left and “lock” the selected word portion
4	Continue to enter letters and highlight letter combinations	spell the word

Your phone stores the unrecognized word, and includes it in the list of alternative word choices the next time you enter it. When memory space for storing unrecognized words is filled, your phone deletes the oldest words as new words are added.

Entering Punctuation

Press	To
1 or 0	enter punctuation or other characters as shown in the "Character Chart" on page 34

Using Capitalization

The first word of a sentence is automatically capitalized, with following words in lowercase.

Press	To
up or down	change the words to initial character capitalized, all uppercase characters, or all lowercase characters

Entering Numbers

Do This		To
1	Enter the first digit and then highlight it	put the iTAP software in number entry mode
2	Press number keys	add digits to the number

Do This		To
3	Press SELECT (⊙)	enter the number at the flashing cursor location

Deleting Letters and Words

Place the cursor to the right of the text you want to delete, and then do the following:

Do This	To
Press DELETE (⊙)	delete one letter at a time
Hold DELETE (⊙)	delete the entire message

Use Symbol Mode

Your phone provides an alternate way to enter symbol characters in a message. Press ☰ > Entry Method from any text entry screen and select the Symbol menu option.

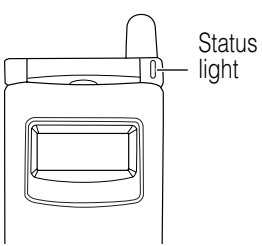
Do This		To
1	Press a number key one time	display its symbol options at the bottom of the display See the "Symbol Chart" on page 39.
2	Press ⊕ **or** Press the number key multiple times	highlight the symbol you want
3	Press SELECT (⊙)	enter the symbol at the flashing cursor location

Symbol Chart

Use this chart as a guide for entering characters in symbol mode.

1 .@	*space* . ? ! , @ _ & ~ : ; " - ( ) ' ¿ ¡ % £ $ ¥ ¤ €
2 ABC	@ _ \
3 DEF	/ : ;
4 GHI	" & '
5 JKL	( ) [ ] { }
6 MNO	¿ ¡ ~
7 PQRS	< > =
8 TUV	$ £ ¥ ¤ €
9 WXYZ	# % *
0 +	+ - x * / = > < # §

Using the Status Light



The status light shows when you have an incoming call or message, or when your phone is *roaming* (using a non-home system).

Indication	State
alternating red/green	incoming call
flashing green	in service, home system

Indication	State
flashing yellow	roaming, non-home system
flashing red	no service

You can turn off the status light to increase your phone's *standby time*, the length of time that your phone's battery retains power when the phone is turned on but is not in use.

To turn the status light on or off:

Find the Feature > Settings > Initial Setup > Status Light

Using the External Display

When the flip is closed, the external display shows time, date, and phone status information. It also displays messages to notify you of incoming calls and other events. See pages 24–26 for descriptions of the status indicators that may appear in the external display.

Locking and Unlocking Your Phone

You can lock your phone manually or set the phone to lock automatically whenever you turn it off.

To use a locked phone, you must enter the unlock code. A locked phone still rings or vibrates for incoming calls or messages, *but you must unlock it to answer.*

You can make emergency calls on your phone even when it is locked. For more information, see page 53.

Lock Your Phone Manually

Find the Feature M > Settings > Security > Phone Lock > Lock Now

Press	To
1 keypad keys	enter your unlock code
2 OK (⊙)	lock the phone

Unlock Your Phone

Tip: Your phone's unlock code is originally set to 1234 at the factory. Many service providers reset the unlock code to the last four digits of your phone number.

At the Enter Unlock Code prompt:

Press	To
1 keypad keys	enter your unlock code
2 OK (⊙)	unlock your phone

Set Your Phone to Lock Automatically

You can set your phone to lock every time you turn it off:

Find the Feature M > Settings > Security > Phone Lock > Automatic Lock > On

Press		To
1	keypad keys	enter your unlock code
2	OK (⊙)	activate automatic lock

Changing a Code, PIN, or Password

Your phone's four-digit unlock code is originally set to 1234, and the six-digit security code is originally set to 000000 at the factory. Your service provider may reset these numbers before you receive your phone.

If your service provider has *not* reset these numbers, we recommend that you change them to prevent other users from accessing your personal information. The unlock code must contain four digits, and the security code must contain six digits.

You can also reset your SIM card PIN code, PIN2 code, and/or call barring password if necessary.

To change a code or password:

Find the Feature ☰ > Settings > Security > New Passwords

If You Forget a Code, PIN, or Password

If you forget your security code, SIM card PIN code, PIN2 code, or call barring password, contact your service provider.

If you forget your unlock code, try entering 1234 or the last four digits of your phone number. If that does not work, do the following at the Enter Unlock Code prompt:

Press		To
1	⊟	go to the unlock code bypass screen
2	keypad keys	enter your security code
3	OK (⊙)	submit your security code

Setting Up Your Phone

Storing Your Name and Phone Number

To store or edit user name and phone number information on your SIM card:

Find the Feature > Settings
> Phone Status
> My Tel. Numbers

If you do not know your phone number, contact your service provider. To view your phone number from the idle display or during a call, see page 22.

Setting the Time and Date

You must set the time and date to use the datebook.

Find the Feature > Settings
> Initial Setup
> Time and Date

Setting a Ring Style

Your phone rings or vibrates to notify you of an incoming call or other event. This ring or vibration is called an *alert*.

You can select one of five different ring styles:

= loud ring	= soft ring
= vibrate	= vibrate and ring
= silent	

The ring style indicator in the display shows the current ring style (see page 24).

To set a ring style:

Find the Feature > More > Ring Styles > Style

Press	To
1	scroll to the ring style
2 SELECT	select the ring style

Each ring style contains settings for specific event alerts, ringer ID, and ringer and keypad volume. To change these settings, press > More > Ring Styles > *Style* Detail.

Setting Answer Options

You can use different methods to answer an incoming call.

Find the Feature > Settings > In-Call Setup > Answer Options

The Answer Options menu includes:

Multi-Key	answer by pressing any key
Open to Answer	answer by opening the flip

Setting a Wallpaper Image

You can set a picture or animation as a wallpaper (background) image in your phone's idle display.

Note: When you set an animation as a wallpaper image, only the first frame of the animation is displayed.

Find the Feature MENU > Settings > Personalize > Wallpaper

Press	To
1 ⊕	scroll to Picture
2 CHANGE (⊡)	open the picture viewer
3 ⊕ up or down	scroll to a picture/animation Scroll to (None) to turn off the wallpaper image.
4 SELECT (⊡)	select the image
5 ⊕	scroll to Layout
6 CHANGE (⊡)	adjust the image layout
7 ⊕	scroll to Center or Tile Center places the image in the center of the display and, if necessary, shrinks the image to fill the display. Tile fills the display with adjacent copies of the image
8 SELECT (⊡)	confirm the layout setting
9 DONE (⊡)	save wallpaper settings

Setting a Screen Saver Image

You can set a picture or animation as a screen saver image. The image is displayed when no activity is detected for a specified time period.

The screen saver image is shrunk to fill the display, if necessary. An animation repeats for one minute, then the first frame of the animation is displayed.

Note: The screen saver is displayed only when your phone is open.

Find the Feature MENU > Settings > Personalize > Screen Saver

Press		To
1	⊕	scroll to Picture
2	CHANGE (⊡)	open the picture viewer
3	⊕ up or down	scroll to a picture/animation Scroll to (None) to turn off the screen saver image.
4	SELECT (⊡)	select the image
5	⊕	scroll to Delay
6	CHANGE (⊡)	set the delay interval
7	⊕	scroll to the inactivity interval that triggers the screen saver
8	SELECT (⊡)	confirm the delay setting
9	DONE (⊡)	save screen saver settings

Zooming In and Out

Press and release ⊜, then press and hold ⊜ to zoom in and out on display text. Zoom in to increase text size, zoom out to display more information.

You can also zoom in and out from the menu:

Find the Feature ⊜ > Settings > Initial Setup > Zoom

Setting Display Contrast

Find the Feature ⊜ > Settings > Initial Setup > Contrast

Setting Display Color

You can select the color palette that your phone uses to display indicators, highlights, and soft key labels.

Find the Feature ⊜ > Settings > Personalize > Color Style

Adjusting the Backlight

You can set the amount of time that the display and keypad backlights remain on, or turn off backlights to conserve battery power.

Find the Feature ⊜ > Settings > Initial Setup > Backlight

Conserving Battery Power

Some networks and phones include a battery save setting to conserve battery power. When this feature is activated, your phone automatically turns off the keypad backlight when it detects that enough ambient light is available.

Find the Feature MENU > Settings > Initial Setup > Battery Save

Monitoring Battery Charge

To view a detailed battery charge meter:

Find the Feature MENU > Settings > Phone Status > Battery Meter

Calling Features

For basic instructions on how to make and answer calls, see page 21.

Changing the Active Line

Change the active phone line to make and receive calls from your other phone number.

Note: This feature is available only for dual-line enabled SIM cards.

Find the Feature > Settings
> Phone Status
> Active Line

The active line indicator in the display shows the current active phone line. See page 24.

Redialing a Number

Press	To
1	view the dialed calls list
2	scroll to the entry you want to call
3	redial the number

Using Automatic Redial

When you receive a busy signal, your phone displays **Call Failed**.

With automatic redial, your phone automatically redials the number. When the call goes through, your phone rings or vibrates one time, displays **Redial Successful**, and then connects the call.

You must turn on automatic redial to use the feature. To turn automatic redial on or off:

Find the Feature > **Settings** > **Initial Setup** > **Auto Redial**

When automatic redial is turned off, you can manually activate the feature to redial a phone number. When you hear a busy signal and see **Call Failed**:

Press	To
or **RETRY**	activate automatic redial

Using Caller ID

Incoming Calls

Calling line identification (caller ID) displays the phone number for incoming calls in your phone's external and internal displays.

The phone displays the caller's name when the name is stored in your phonebook, or **Incoming Call** when caller ID information is not available.

Outgoing Calls

You can show or hide your phone number as an ID for the calls that you make.

Find the Feature MENU > Settings > In-Call Setup > My Caller ID

You can override the default caller ID setting when you make a call. While dialing (with digits visible in the display):

Press	To
MENU > Hide ID/Show ID	hide or show your caller ID for the next call

Canceling an Incoming Call

While the phone is ringing or vibrating:

Press	To
IGNORE (⊙)	cancel the incoming call

Depending on your phone settings and/or service subscription, the call may be forwarded to another number, or the caller may hear a busy signal.

Turning Off a Call Alert

You can turn off your phone's incoming call alert before answering the call.

Press	To
either volume key	turn off the alert

Calling an Emergency Number

Your service provider programs one or more emergency phone numbers, such as 911, that you can call under any circumstances, even when your phone is locked or the SIM card is not inserted.

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

Press		To
1	keypad keys	dial the emergency number
2		call the emergency number

Dialing International Numbers

To dial the local international access code:

Do This	To
Press and hold 0+	insert the international access code (+) for the country from which you are calling

Viewing Recent Calls

Your phone keeps lists of the calls you recently received and dialed, even if the calls did not connect. The lists are sorted from newest to oldest entries. The oldest entries are deleted as new ones are added.

Shortcut: Press ↶ to go directly to the dialed calls list from the idle display.

Find the Feature MENU > More > Recent Calls

Press	To
1 ⊕	scroll to Received Calls or Dialed Calls
2 SELECT (⊡)	select the list
3 ⊕	scroll to an entry **Note:** ✓ means the call connected.

Press	To
4	call the entry's number
	Tip: Press and hold for two seconds to send the number as DTMF tones during a call.
or	
VIEW (⊙)	view entry details
	If no details are available, STORE (⊙) appears to store the entry in your phonebook. If the entry is already stored, DELETE (⊙) appears to delete the entry from the list.
or	
☰	open the Last Calls Menu to perform other procedures as described in the following list

The Last Calls Menu can include the following options:

Option	Description
Store	Create a phonebook entry with the number in the No. field.
Delete	Delete the entry.
Delete All	Delete all entries in the list.
Hide ID/Show ID	Hide or show your caller ID for the next call.

Option	Description
Send Message	Open a new text message with the number in the To field.
Add Digits	Add digits after the number.
Attach Number	Attach a number from the phonebook or recent call lists.
Send Tones	Send the number to the network as DTMF tones. **Note:** This option appears only during a call.
Talk then Fax	Talk and then send a fax in the same call. See page 71.

Returning an Unanswered Call

Your phone keeps a record of your unanswered calls, and displays:

- the (missed call) indicator
- X Missed Calls, where X is the number of missed calls

Press	To
1 VIEW (⊡)	see the received calls list
2 ⊕	select a call to return
3 ⌐	make the call

Using the Notepad

Your phone stores the most recent string of digits entered on the keypad in a temporary memory location called the *notepad*. This can be a phone number that you called, or a number that you entered but did not call. To retrieve the number stored in the notepad:

Find the Feature MENU > More > Recent Calls > Notepad

Press	To
SEND	call the number
or	
MENU	open the Dialing Menu to attach a number or insert a special character
or	
STORE (OK)	create a phonebook entry with the number in the No. field

Attaching a Number

While dialing (with digits visible in the display):

Press	To
MENU > Attach Number	attach a number from the phonebook or recent call lists

Calling With Speed Dial

Each entry you store in your phonebook is assigned a unique *speed dial* number that identifies the location where the entry is stored in phone memory or on the SIM card. To speed dial a phonebook entry:

Press		To
1	keypad keys	enter the speed dial number for the entry you want to call
2	#	submit the number
3		call the entry

Calling With 1-Touch Dial

To call phonebook entries 1 through 9, just press and hold the one-digit speed dial number for one second.

Tip: You must specify which phone number list you want to use with this feature: phone memory phonebook, or SIM card phonebook. See page 66.

Using Voicemail

You can listen to your voicemail messages by calling your network voicemail phone number. Voicemail messages are stored on the network—not on your phone.

Store Your Voicemail Number

Storing your voicemail number in your phone makes it easy for you to listen to new voicemail messages. In many cases, your service provider has already done this for you.

Find the Feature ☰ > More > Messages
☰ > VoiceMail Setup

Press	To
1 keypad keys	enter your voicemail number
2 OK (⊙)	store the number

Receive a Voicemail Message

When you receive a voicemail message, your phone displays the ✉ (voice message waiting) indicator and a New VoiceMail notification.

Press	To
CALL (⊙)	listen to the message

Listen to a Voicemail Message

Find the Feature ☰ > More > Messages
> VoiceMail

The phone calls your voicemail number. If no voicemail number is stored, your phone prompts you to store one.

Using Call Waiting

When you are on a call, an alert tone sounds to indicate that you have received a second call.

Press	To
1	answer the new call
2 SWITCH ( )	switch between calls
or	
LINK ( )	connect the two calls
or	
> End Call On Hold	end the call on hold

You must turn on call waiting to use the feature. To turn call waiting on or off:

Find the Feature > Settings > In-Call Setup > Call Waiting

Putting a Call On Hold

Press	To
HOLD ( ) (if available) or > Hold	put the call on hold

Transferring a Call

You can announce that you are transferring an active call to another party, or you can directly transfer the call.

Announce the Call Transfer

Find the Feature ☰ > Hold

Press		To
1	keypad keys	dial the number where you are transferring the call
2	⌐	call the number and speak to the person who answers
3	☰	open the menu
4	⊹	scroll to Transfer
5	SELECT (⊡)	select Transfer
6	OK (⊡)	confirm the transfer.

Do Not Announce the Call Transfer

Find the Feature ☰ > Transfer

Press		To
1	keypad keys	dial the number where you are transferring the call
2	⌐	transfer the call

Phone Features

Main Menu

This is the standard main menu layout. **Menu organization and feature names may vary on your phone.** If you do not find a feature in the main menu, select More (⊡) to see additional menu features. Not all features may be available for all users.

- **Media Center**
  - Picture Viewer
  - My Tones
- **Games & Apps**
- **Voice Notes**
- **Shortcuts**
- **Calculator**
- **Settings**
  (see next page)
- **Chat**
- **Web Access**
  - Browser
  - Web Shortcuts
  - Stored Pages
  - History
  - Goto URL
  - Browser Setup
- **More**
  (go to following menu items)
- **Services**
  - SIM Toolkit
  - Fixed Dial
  - Service Dial
  - Quick Dial
- **Web Sessions**
- **Phonebook**
- **Messages**
  - Create Message
  - Voicemail
  - Text Msgs
  - Email Msgs
  - Browser Alerts
  - Info Services
  - Quick Notes
  - Outbox
  - Drafts
- **Datebook**
- **Recent Calls**
  - Received Calls
  - Dialed Calls
  - Notepad
  - Call Times
  - Call Cost
  - Data Times
  - Data Volumes
- **Ring Styles**
  - Style
  - *Style* Detail

Settings Menu

- **Personalize**
  - Main Menu
  - Home Keys
  - Color Style
  - Greeting
  - Banner Graphic
  - Wallpaper
  - Screen Saver
  - Quick Dial
- **Call Forward**
  - Voice Calls
  - Fax Calls
  - Data Calls
  - Cancel All
  - Forward Status
- **In-Call Setup**
  - In-Call Timer
  - Call Cost Setup
  - My Caller ID
  - Talk and Fax
  - Answer Options
  - Call Waiting
- **Phone Status**
  - My Tel. Numbers
  - Credit Info/Available
  - Active Line
  - Battery Meter
  - Other Information
- **Security**
  - Phone Lock
  - Lock Application
  - Fixed Dial
  - Call Barring
  - SIM Pin
  - New Passwords
- **Initial Setup**
  - Time and Date
  - 1-Touch Dial
  - Auto Redial
  - Backlight
  - Status Light
  - Zoom
  - TTY Setup
  - Scroll
  - Animation
  - Language
  - Battery Save
  - Contrast
  - DTMF
  - Master Reset
  - Master Clear
- **Java Tools**
  - Java System
  - Network Access
  - DNS IP
- **Network**
- **Car Settings**
- **Headset**

Feature Quick Reference

You can do more with your phone than make and receive phone calls! For example, you can store frequently called numbers in the phonebook for easy dialing, organize your meetings and other events in the datebook, browse the Web, download applications, send messages and email, and more.

This chapter provides information to help you locate features on your phone that are not described in this user guide. For more detailed information, see the reference guide.

Calling Features

Feature	Description
Conference Call	During a call: Menu > Hold, dial next number, press Send, press LINK (Navigation)
Call Forwarding	Set up or cancel call forwarding: Menu > Settings > Call Forward
Call Barring	Restrict outgoing or incoming calls: Menu > Settings > Security > Call Barring
TTY Calls	Set up your phone for use with an optional TTY device: Menu > Settings > Initial Setup > TTY Setup

Messages

Feature	Description
Send Message	Send a text message: Ⓜ > More > Messages > Create Message
Receive Message	Read a new text message that you have received: Press READ (⊙)

Chat

Feature	Description
Start Chat	Start a new chat session: Ⓜ > Chat Ⓜ > New Chat
Receive Chat Request	When you receive a chat request: Press ACCEPT (⊙) or IGNORE (⊙)
End Chat	During a chat session: Ⓜ > End Chat

Email

Feature	Description
Send Email Message	Send an email message: Ⓜ > More > Messages > Email Messages Ⓜ > Create Email

Feature	Description
Receive Email Message	Read a new email message that you have received: Press READ (⊡)

Phonebook

Feature	Description
Create Entry	Create a new phonebook entry: ☰ > More > Phonebook ☰ > New > Phone Number or Email Address
Dial Number	Call a number stored in the phonebook: ☰ > More > Phonebook > *entry to call*
Voice Dial Number	Voice dial a number stored in the phonebook: Press and release the voice key, and say the entry's name (in two seconds)
1-Touch Dial	Set 1-touch dial to call entries stored in your phone memory phonebook or the SIM card phonebook: ☰ > Settings > Initial Setup > 1-Touch Dial

Personalizing Features

Feature	Description
Event Alert	Change an event alert: M > More > Ring Styles > *Style* Detail > *event name*
Ring Volume	Adjust ringer volume: M > More > Ring Styles > *Style* Detail > Ring Volume
Keypad Volume	Adjust keypad keypress volume: M > More > Ring Styles > *Style* Detail > Key Volume
My Tones	Compose your own ring tones, manage ring tones that you have composed or downloaded: M > Media Center > My Tones
Soft Keys & Menu Icons	Change soft key labels and menu feature icons in the idle display: M > Settings > Personalize > Home Keys
Shortcuts	Create a shortcut to a menu item: Highlight the menu item, then press and hold M Select a shortcut: M > Shortcuts > *shortcut name*

Menu Features

Feature	Description
Language	Set menu language: Ⓜ > Settings > Initial Setup > Language
Master Reset	Reset all options *except* unlock code, security code, lifetime timer: Ⓜ > Settings > Initial Setup > Master Reset
Master Clear	Reset all options *except* unlock code, security code, lifetime timer, clear all user settings and entries *except* SIM card information: Ⓜ > Settings > Initial Setup > Master Clear

Dialing Features

Feature	Description
Fixed Dial	Turn fixed dialing on or off: Ⓜ > Settings > Security > Fixed Dial Use the fixed dial list: Ⓜ > More > Services > Fixed Dial
Service Dial	Dial service phone numbers: Ⓜ > More > Services > Service Dial

Feature	Description
Quick Dial	Dial pre-programmed phone numbers: Ⓜ > More > Services > Quick Dial
DTMF Tones	Activate DTMF tones: Ⓜ > Settings > Initial Setup > DTMF Send DTMF tones during a call: Press number keys Send stored numbers as DTMF tones during a call: Highlight a number in the phonebook or recent call lists, then press Ⓜ > Send Tones

Call Monitoring

Feature	Description
Call Times	View call timers: Ⓜ > More > Recent Calls > Call Times
In-Call Timer	Display time or cost information during a call: Ⓜ > Settings > In-Call Setup > In-Call Timer
Call Cost	View call cost trackers: Ⓜ > More > Recent Calls > Call Cost

Handsfree Features

Feature	Description
Speaker-phone	Activate a connected external speakerphone during a call: Press SPEAKER (⊡) (if available) or ☰ > Spkrphone On
Auto Answer (car kit or headset)	Automatically answer calls when connected to a car kit or headset: ☰ > Settings > Car Settings or Headset > Auto Answer
Auto Hands-Free (car kit)	Automatically route calls to a car kit when connected: ☰ > Settings > Car Settings > Auto Handsfree
Power-Off Delay (car kit)	Set the phone to stay on for a period of time after the ignition is switched off: ☰ > Settings > Car Settings > Power-Off Delay
Charger Time (car kit)	Charge the phone for a period of time after the ignition is switched off: ☰ > Settings > Car Settings > Charger Time

Data and Fax Calls

Feature	Description
Send Data or Fax	Connect your phone to the device, then place the call through the device application
Receive Data or Fax	Connect your phone to the device, then answer the call through the device application
Talk Then Fax	Connect your phone to the device, enter the number, press ☰ > Dialing Menu > Talk Then Fax, then press ☎ to make the call

Network Features

Feature	Description
Network Settings	View network information and adjust network settings: ☰ > Settings > Network

Personal Organizer Features

Feature	Description
Add Datebook Event	Add an event to the datebook: ☰ > More > Datebook > *day* ☰ > New

Feature	Description
View Datebook Event	View or edit event details: MENU > More > Datebook > *day* > *event name*
Event Reminder	View event reminder: VIEW (OK) Dismiss event reminder EXIT (OK)
Set Alarm	Set the alarm clock (from datebook week view or day view): MENU > More > Datebook MENU > Alarm Clock
Turn Off Alarm	Turn off alarm: Press EXIT (OK) or PWR Set 8-minute delay: Press DELAY (OK)
Record Voice Note	Record a voice note: Press and hold voice key, speak voice note, release voice key
Play Voice Note	Play back a recorded voice note: MENU > Voice Notes > *voice note*
Calculator	Calculate numbers: MENU > Calculator
Currency Converter	Convert currency: MENU > Calculator MENU > Exchange Rate Enter exchange rate, press OK (OK), enter amount, select $ function

Security

Feature	Description
SIM PIN	Lock or unlock the SIM card: Ⓜ > Settings > Security > SIM PIN **Caution:** If you enter an incorrect PIN code three times in a row, your SIM card is disabled and your phone displays SIM Blocked.
Lock Application	Lock phone applications: Ⓜ > Settings > Security > Lock Application

News and Entertainment

Feature	Description
Launch Micro-Browser	Start a micro-browser session: Ⓜ > Web Access > Browser
Web Sessions	Select or create a Web session: Ⓜ > Web Sessions
Launch Game or Application	Launch a Java game or application: Ⓜ > Games & Apps, highlight the application, press SELECT (⊙)
Download Game or Application	Download a Java game or application: Ⓜ > Web Access > Browser, highlight the application, press SELECT (⊙), press DWNLOAD (⊙)

Feature	Description
Picture Viewer	Manage pictures and animations: > Media Center > Picture Viewer

Specific Absorption Rate Data

The Motorola T720 GSM wireless phone meets the government's requirements for exposure to radio waves.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and by Health Canada for Canada. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age or health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by Health Canada is 1.6W/kg.[1] Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

Before a phone model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC and available for review by Industry Canada. The highest SAR value for this model phone when tested for use at the ear is 0.82 W/kg, and when worn on the body, as described in this user guide, is 0.62 W/kg. (Body-worn measurements

differ among phone models, depending upon available accessories and regulatory requirements).[2]

While there may be differences between the SAR levels of various phones and at various positions, they all meet the governmental requirements for safe exposure.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site:

`http://phonefacts.net`

or the Canadian Wireless Telecommunications Association (CWTA) Web site:

`http://www.cwta.ca`

1. In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.
2. The SAR information includes the Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.

The U.S. Food and Drug Administration's Center for Devices and Radiological Health Consumer Update on Mobile Phones

FDA has been receiving inquiries about the safety of mobile phones, including cellular phones and PCS phones. The following summarizes what is known—and what remains unknown—about whether these products can pose a hazard to health, and what can be done to minimize any potential risk. This information may be used to respond to questions.

Why the concern?

Mobile phones emit low levels of radio frequency energy (i.e., radio frequency radiation) in the microwave range while being used. They also emit very low levels of radio frequency energy (RF), considered non-significant, when in the stand-by mode. It is well known that high levels of RF can produce biological damage through heating effects (this is how your microwave oven is able to cook food). However, it is not known whether, to what extent, or through what mechanism, lower levels of RF might cause adverse health effects as well. Although some research has been done to address these questions, no clear picture of the biological effects of this type of radiation has emerged to date. Thus, the available science does not allow us to conclude that mobile phones are absolutely safe, or that they are unsafe. However, the available scientific evidence does not demonstrate any adverse health effects associated with the use of mobile phones.

What kinds of phones are in question?

Questions have been raised about hand-held mobile phones, the kind that have a built-in antenna that is positioned close to the user's head during normal telephone conversation. These types of mobile phones are of concern because of the short distance between the phone's antenna—

the primary source of the RF—and the person's head. The exposure to RF from mobile phones in which the antenna is located at greater distances from the user (on the outside of a car, for example) is drastically lower than that from hand-held phones, because a person's RF exposure decreases rapidly with distance from the source. The safety of so-called "cordless phones," which have a base unit connected to the telephone wiring in a house and which operate at far lower power levels and frequencies, has not been questioned.

How much evidence is there that hand-held mobile phones might be harmful?

Briefly, there is not enough evidence to know for sure, either way; however, research efforts are on-going. The existing scientific evidence is conflicting and many of the studies that have been done to date have suffered from flaws in their research methods. Animal experiments investigating the effects of RF exposures characteristic of mobile phones have yielded conflicting results. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. In one study, mice genetically altered to be predisposed to developing one type of cancer developed more than twice as many such cancers when they were exposed to RF energy compared to controls. There is much uncertainty among scientists about whether results obtained from animal studies apply to the use of mobile phones. First, it is uncertain how to apply the results obtained in rats and mice to humans. Second, many of the studies that showed increased tumor development used animals that had already been treated with cancer-causing chemicals, and other studies exposed the animals to the RF virtually continuously—up to 22 hours per day.

For the past five years in the United States, the mobile phone industry has supported research into the safety of mobile phones. This research has resulted in two findings in particular that merit additional study:

1 In a hospital-based, case-control study, researchers looked for an association between mobile phone use and either glioma (a type of brain cancer) or acoustic neuroma (a benign tumor of the nerve

sheath). No statistically significant association was found between mobile phone use and acoustic neuroma. There was also no association between mobile phone use and gliomas when all types of types of gliomas were considered together. It should be noted that the average length of mobile phone exposure in this study was less than three years.

When 20 types of glioma were considered separately, however, an association was found between mobile phone use and one rare type of glioma, neuroepithelliomatous tumors. It is possible with multiple comparisons of the same sample that this association occurred by chance. Moreover, the risk did not increase with how often the mobile phone was used, or the length of the calls. In fact, the risk actually decreased with cumulative hours of mobile phone use. Most cancer causing agents increase risk with increased exposure. An ongoing study of brain cancers by the National Cancer Institute is expected to bear on the accuracy and repeatability of these results.[1]

2 Researchers conducted a large battery of laboratory tests to assess the effects of exposure to mobile phone RF on genetic material. These included tests for several kinds of abnormalities, including mutations, chromosomal aberrations, DNA strand breaks, and structural changes in the genetic material of blood cells called lymphocytes. None of the tests showed any effect of the RF except for the micronucleus assay, which detects structural effects on the genetic material. The cells in this assay showed changes after exposure to simulated cell phone radiation, but only after 24 hours of exposure. It is possible that exposing the test cells to radiation for this long resulted in heating. Since this assay is known to be sensitive to heating, heat alone could have caused the abnormalities to occur. The data already in the literature on the response of the micronucleus assay to RF are conflicting. Thus, follow-up research is necessary.[2]

FDA is currently working with government, industry, and academic groups to ensure the proper follow-up to these industry-funded research findings. Collaboration with the Cellular Telecommunications Industry Association (CTIA) in particular is expected to lead to FDA providing research

recommendations and scientific oversight of new CTIA-funded research based on such recommendations.

Two other studies of interest have been reported recently in the literature:

1. Two groups of 18 people were exposed to simulated mobile phone signals under laboratory conditions while they performed cognitive function tests. There were no changes in the subjects' ability to recall words, numbers, or pictures, or in their spatial memory, but they were able to make choices more quickly in one visual test when they were exposed to simulated mobile phone signals. This was the only change noted among more than 20 variables compared.[3]

2. In a study of 209 brain tumor cases and 425 matched controls, there was no increased risk of brain tumors associated with mobile phone use. When tumors did exist in certain locations, however, they were more likely to be on the side of the head where the mobile phone was used.

   Because this occurred in only a small number of cases, the increased likelihood was too small to be statistically significant.[4]

In summary, we do not have enough information at this point to assure the public that there are, or are not, any low incident health problems associated with use of mobile phones. FDA continues to work with all parties, including other federal agencies and industry, to assure that research is undertaken to provide the necessary answers to the outstanding questions about the safety of mobile phones.

What is known about cases of human cancer that have been reported in users of hand-held mobile phones?

Some people who have used mobile phones have been diagnosed with brain cancer. But it is important to understand that this type of cancer also occurs among people who have not used mobile phones. In fact, brain cancer occurs in the U.S. population at a rate of about 6 new cases per 100,000 people each year. At that rate, assuming 80 million users of

mobile phones (a number increasing at a rate of about 1 million per month), about 4800 cases of brain cancer would be expected each year among those 80 million people, whether or not they used their phones. Thus it is not possible to tell whether any individual's cancer arose because of the phone, or whether it would have happened anyway. A key question is whether the risk of getting a particular form of cancer is greater among people who use mobile phones than among the rest of the population. One way to answer that question is to compare the usage of mobile phones among people with brain cancer with the use of mobile phones among appropriately matched people without brain cancer. This is called a case-control study. The current case-control study of brain cancers by the National Cancer Institute, as well as the follow-up research to be sponsored by industry, will begin to generate this type of information.

What is FDA's role concerning the safety of mobile phones?

Under the law, FDA does not review the safety of radiation-emitting consumer products such as mobile phones before marketing, as it does with new drugs or medical devices. However, the agency has authority to take action if mobile phones are shown to emit radiation at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of mobile phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions at this time, FDA has urged the mobile phone industry to take a number of steps to assure public safety. The agency has recommended that the industry:

- support needed research into possible biological effects of RF of the type emitted by mobile phones
- design mobile phones in a way that minimizes any RF exposure to the user that is not necessary for device function

- cooperate in providing mobile phone users with the best possible information on what is known about possible effects of mobile phone use on human health

At the same time, FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of mobile phone safety to ensure a coordinated effort at the federal level. These agencies are:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Health and Safety Administration
- National Telecommunications and Information Administration

The National Institutes of Health also participates in this group.

In the absence of conclusive information about any possible risk, what can concerned individuals do?

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if people are concerned about avoiding even potential risks, there are simple steps they can take to do so. For example, time is a key factor in how much exposure a person receives. Those persons who spend long periods of time on their hand-held mobile phones could consider holding lengthy conversations on conventional phones and reserving the hand-held models for shorter conversations or for situations when other types of phones are not available.

People who must conduct extended conversations in their cars every day could switch to a type of mobile phone that places more distance between their bodies and the source of the RF, since the exposure level drops off dramatically with distance. For example, they could switch to:

- a mobile phone in which the antenna is located outside the vehicle

- a hand-held phone with a built-in antenna connected to a different antenna mounted on the outside of the car or built into a separate package
- a headset with a remote antenna to a mobile phone carried at the waist

Again, the scientific data do not demonstrate that mobile phones are harmful. But if people are concerned about the radio frequency energy from these products, taking the simple precautions outlined above can reduce any possible risk.

Where can I find additional information?

For additional information, see the following Web sites:

Federal Communications Commission (FCC) RF Safety Program (select "Information on Human Exposure to RF Fields from Cellular and PCS Radio Transmitters"):
`http://www.fcc.gov/oet/rfsafety`

World Health Organization (WHO) International Commission on Non-Ionizing Radiation Protection (select Qs & As): `http://www.who.int/emf`

United Kingdom, National Radiological Protection Board:
`http://www.nrpb.org.uk`

Cellular Telecommunications Industry Association (CTIA):
`http://www.wow-com.com`

U.S. Food and Drug Administration (FDA) Center for Devices and Radiological Health:
`http://www.fda.gov/cdrh/consumer/`

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Motorola Limited Warranty for the United States and Canada

What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, and consumer and professional two-way radios (excluding commercial, government or industrial radios) that operate via Family Radio Service or General Mobile Radio Service, Motorola-branded or certified accessories sold for use with these Products ("Accessories") and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products ("Software") to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

Products and Accessories

Products Covered	Length of Coverage
Products and Accessories as defined above, unless otherwise provided for below.	**One (1) year** from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.
Monaural Headsets. Ear buds and boom headsets that transmit mono sound through a wired connection.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.

Products Covered	Length of Coverage
Consumer and Professional Two-Way Radio Accessories.	**Ninety (90) days** from the date of purchase by the first consumer purchaser of the product.
Products and Accessories that are Repaired or Replaced.	**The balance of the original warranty or for ninety (90) days** from the date returned to the consumer, whichever is longer.

Exclusions

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

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

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

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

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

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

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

Software

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

Exclusions

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

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

Who is Covered?

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

What Will Motorola Do?

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent

reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, games and ringer tones, will be reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

How to Obtain Warranty Service or Other Information?

USA	**Phones** 1-800-331-6456 **Two-Way Radios** 1-800-353-2729 **Pagers** 1-800-548-9954
Canada	**All Products** 1-800-461-4575
TTY	1-888-390-6456
For **Accessories** and **Software**, please call the telephone number designated above for the product with which they are used.	

You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to a Motorola Authorized Repair Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT

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Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or from one jurisdiction to another.

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Product Registration

Online Product Registration:

`http://www.motorola.com/warranty`

Product registration is an important step toward enjoying your new Motorola phone. Registering helps us facilitate warranty service, and permits us to contact you should your phone require an update or other service. Registration is for U.S. residents only and is not required for warranty coverage.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola Personal Communications Product you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a Motorola product.

Export Law Assurances

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

Index

A

accessories
  optional 13, 64
  standard 12
accessory connector port 1
active line indicator 24, 25
alarm clock 72
alert
  changing 22
  creating 67
  defined 44
  turning off 21, 53
animation
  screen saver 47
  viewing 74
  wallpaper 46
answering a call 21
automatic redial 51

B

backlight 48
barring calls 64
battery
  car kit charger time 70
  charging 16
  extending battery life 16–18, 40, 48, 49
  installing 14–15
battery (continued)
  level indicator 16, 24, 26
  meter 49
block cursor 31
browse text mode 32

C

calculator 72
call
  adding digits after phone number 56
  alert 21, 22, 53
  answer options 45
  answering 21
  barring 64
  barring password, changing 42
  call waiting 60
  canceling 52
  costs 69
  dialed calls list 54–56
  dialing 21
  emergency number 53
  ending 21
  forwarding 64
  hold 60
  international access code 54

call (continued)
making 21
received calls list 54–56
recent calls 54–56
speakerphone 70
talk then fax 56
timers 69
transferring 61
unanswered call 56
Call Failed message 51
call waiting 60
caller ID 51–52, 55
calling line identification. *See* caller ID
car kit
automatic answer 70
automatic hands-free 70
charger time 70
power-off delay 70
chat 65
clock
illustration 23
codes
changing 42
default 41, 42
forgetting 42
color, display 48
conference call 64
contrast, display 48
convertible covers 18–19
cursor 31

D

data call
receive 71
send 71
date, setting 44
datebook 72
datebook icon 23
dialed calls list 54–56
dialing
fixed numbers 68
phone number 21
quick dial numbers 69
service numbers 68
display
backlight 48
color 48
contrast 48
description 23
idle display 23, 24
illustration 23
language 68
menu icons, personalizing 67
zooming in/out 48
DTMF tones
activating 69
sending 55, 56, 69

E

earpiece volume, adjusting 20
email
  receiving 66
  sending 65
emergency number 53
end key 1, 21, 27
ending a call 21
Enter Unlock Code message 41, 43
external display 40

F

fax call 56
  receive 71
  send 71
fixed dial 68
flashing cursor 31
flip
  activating 22
  external display and 40
  open to answer 45
  using 20
forwarding calls 64
4-way navigation key 1, 26, 27

G

games 73
GPRS indicator 24

H

hands-free use
  automatic answer 70
  automatic call routing 70
  charger time 70
  power-off delay 70
  speakerphone, activating 70
headset
  automatic answer 70
headset jack 1
Hide ID feature 52, 55
hold a call 60
home keys, personalizing 67

I

idle display, defined 23, 24
in use indicator 24, 25
incoming call
  canceling 52
Incoming Call message 51
indicators
  active line 24, 25
  battery level 16, 24, 26
  GPRS 24
  in use 24, 25
  loud ring style 26, 45
  menu 23
  message waiting 24, 26
  missed call 56

indicators (continued)
ring style 24, 26, 45
roam 24, 25
signal strength 24
silent alert 26
silent ring style 26, 45
soft ring style 26, 45
text entry mode 24, 25
vibrate and ring style 26, 45
vibrate style 26, 45
voice message waiting 59
international access code 54
iTAP software 35–38

J

Java applications 73
joystick 1, 26, 27

K

key
end 1, 21, 27
4-way navigation 1, 26, 27
left soft key 1, 24, 27, 67
menu 1, 27, 28
power 1, 20
right soft key 1, 24, 27, 67
send 1, 21, 54
key (continued)
voice 1
volume control 1, 20
keypad
answering calls 45
backlight 48
volume, adjusting 67

L

language, setting 68
left soft key
functions 1, 24, 27
personalizing 67
lock
SIM card 73
lock phone 40
loud ring style indicator 26, 45
Low Battery message 26

M

making a call 21
master clear 68
master reset 68
menu
entering text 30, 31, 32, 38, 39
icons, changing in idle display 67
icons, described 23
language, setting 68
lists 29

menu (continued)
navigating 26, 27
using features 29, 31
menu indicator 23
menu key 1, 27, 28
message
chat 65
picture 65
text 65
message waiting indicator 24, 26
messages icon 23
micro-browser
browser setup 73
Java applications 73
using 73
Web sessions 73
microphone 1
missed call indicator 56
Missed Calls message 56
my telephone number 22, 44
my tones 67

N

network settings 71
notepad 57
number
storing your number 44
viewing your number 22
numeric text mode 32

O

1-touch dial
setting preference 66
using 58
optional accessory, defined 13
optional feature, defined 13

P

passwords. *See* codes
phone
accessories, standard 12
active line indicator 25
active phone line, changing 50
alert 53
alert, turning off 21
answer options 45
clear stored information 68
codes 42, 43
date, setting 44
flip 20, 22
keypad, answering calls 45
language, setting 68
locking 40
network settings 71
reset all options 68
security code 42
time, setting 44

phone (continued)
turning on/off 20
unlock code 41, 42, 43
unlocking 20, 40
phone number
active line indicator 25
active phone line, changing 50
adding digits after 56
attaching two numbers 56, 57
international access code 54
redialing 50
storing in phonebook 66
storing your number 44
viewing your number 22
phonebook
attaching two numbers 56, 57
dialing a number 66
icon 23
1-touch dial 58
speed dial, using 58
storing an entry 66
voice dialing 66
picture
screen saver 47
viewing 74
wallpaper 46
PIN code
changing 42
entering 73
PIN2 code
changing 42
power key 1, 20
predictive text entry 35–38

Q

quick dial 69

R

received calls list 54–56
recent calls 54–56
redial
automatic redial 51
busy number 50
reference guide 12
right soft key
functions 1, 24, 27
personalizing 67
ring alert
changing 22
turning off 21, 53
ring style
defined 45
indicators 26, 45
personalizing 45, 67
setting 44–45
ring style indicator 24, 26, 45
ring tone, creating 67

ringer volume, adjusting 21, 67
roam indicator 24, 25

S

screen saver 47
security code
  changing 42
  default 42
send key 1, 21, 54
service dial 68
shortcuts
  creating 67
Show ID feature 52, 55
signal strength indicator 24
silent alert indicator 26
silent ring style indicator 26, 45
SIM Blocked message 20, 73
SIM card
  defined 13
  installing 13–14
  locking 73
  PIN code entry 20
  PIN code, changing 42
  PIN2 code, changing 42
  precautions 13
  SIM Blocked message 20, 73
SIM PIN code
  changing 42
  entering 73
SIM PIN2 code
  changing 42
soft keys
  functions 24, 27
  illustration 1
  labels 23
  personalizing 67
soft ring style indicator 26, 45
speakerphone, activating 70
speed dial
  using 58
standby time
  defined 40
status light 1, 39–40
symbol text entry 38–39

T

talk then fax call 56
tap method text entry 32
telephone number
  storing your number 44
  viewing your number 22
text
  block cursor 31
  browse mode 32
  character chart 34

text (continued)
entering from keypad 32, 38, 39
entry mode, changing 32
flashing cursor 31
iTAP software predictive text entry 35–38
numeric mode 32
symbol chart 39
symbol mode 38–39
tap method 32
text entry mode indicator 24, 25
text mode, changing 32
time, setting 44
timers 69
transfer a call 61
travel charger, using 16
TTY device 64

U

unlock code
bypassing 42
changing 42
default 41, 42
entering 20, 41, 42
forgetting 42
unlock phone 40
user group 73

V

vibrate alert
turning off 21, 53
vibrate and ring style
indicator 26, 45
vibrate ring style
setting 44–45
vibrate style
indicator 26, 45
voice dial
dialing a number 66
voice key
dialing a number 66
illustration 1
voice message waiting indicator 59
voice notes 72
voicemail 58–59
volume
earpiece 20
keypad 67
ringer 21, 67
volume keys 1, 20

W

wallpaper 46
warranty 85–89
Web access icon 23
Web pages 73
Web sessions 73

Z

zooming in/out 48

MOTOROLA

Wireless Phone Safety Tips

"Safety is your most important call!"

Your Motorola wireless telephone gives you the powerful ability to communicate by voice—almost anywhere, anytime, wherever wireless phone service is available and safe conditions allow. But an important responsibility accompanies the benefits of wireless phones, one that every user must uphold.

When driving a car, driving is your first responsibility. If you find it necessary to use your wireless phone while behind the wheel of a car, practice good common sense and remember the following tips:

1 **Get to know your Motorola wireless phone and its features such as speed dial and redial.** If available, these features help you to place your call without taking your attention off the road.

2 **When available, use a hands-free device.** If possible, add an additional layer of convenience to your wireless phone with one of the many Motorola Original™ hands-free accessories available today.

3 **Position your wireless phone within easy reach.** Be able to access your wireless phone without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voice mail answer it for you.

4 **Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice, and even heavy traffic can be hazardous.

5 **If you receive an incoming call at an inconvenient time do not take notes or look up phone numbers while driving.** Jotting down a "to do" list or going through your address book takes attention away from your primary responsibility—driving safely.

6 **Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.** Try to plan calls when your car will be stationary. If you need to make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.

7 **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations which have the potential to divert your attention away from the road.

8 **Use your wireless phone to call for help.** Dial 9-1-1 or other local emergency number in the case of fire, traffic accident or medical emergencies.*

9 **Use your wireless phone to help others in emergencies.** If you see an auto accident, crime in progress or other serious emergency where lives are in danger, call 9-1-1 or other local emergency number, as you would want others to do for you.*

10 **Call roadside assistance or a special non-emergency wireless assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.*

* Wherever wireless phone service is available.

Check the laws and regulations on the use of wireless telephones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

For more information, please call 1-888-901-SAFE or visit the CTIA Web site at www.wow-com.com™

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