



***MOTOROLA***

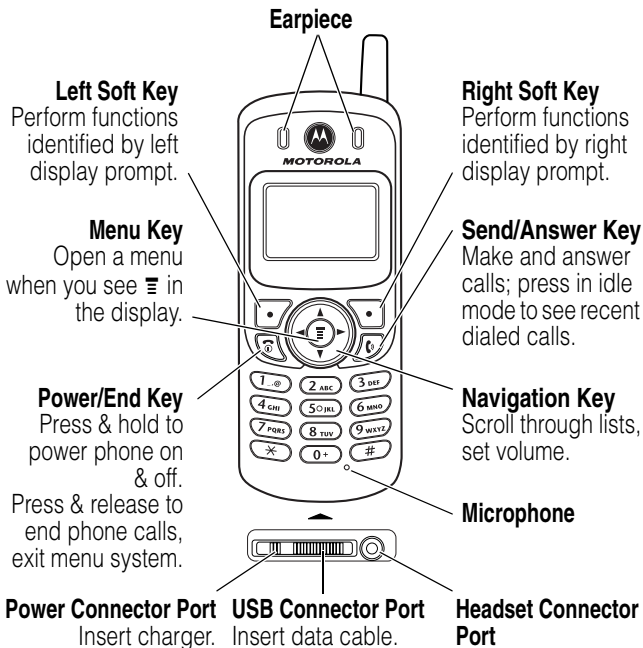
***START HERE >***



# Welcome

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Welcome to the world of Motorola digital wireless communications! We are pleased that you have chosen the Motorola C353 TDMA wireless phone.



You can change your phone's covers and keypads (see "Assembling Your Phone" on page 13). Your phone may not appear exactly as the phone image above.

Note that all key locations, sequences and functions remain the same with any of the various covers.

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](http://www.motorola.com) (United States)

[www.motorola.ca](http://www.motorola.ca) (Canada)

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# ***Safety and General Information***

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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 in user guides published prior to December 1, 2002.

## ***Exposure To Radio Frequency (RF) Energy***

Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your phone, the system handling your call controls the power level at which your phone transmits.

Your Motorola phone is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

## ***Operational Precautions***

To assure optimal phone performance and make sure human exposure to RF energy is within the guidelines set forth in the relevant standards, always adhere to the following procedures.

### ***External Antenna Care***

Use only the supplied or Motorola-approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone.

Do NOT hold the external antenna when the phone is IN USE. Holding the external antenna affects call quality and may cause the phone to operate at a higher power level than needed. In addition, use of unauthorized antennas may result in non-compliance with the local regulatory requirements in your country.



## ***Phone Operation***

When placing or receiving a phone call, hold your phone as you would a wireline telephone.

## ***Body-Worn Operation***

To maintain compliance with RF energy 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 phone, if available. Use of accessories not approved by Motorola may exceed RF energy exposure guidelines. If you do not use one of the body-worn accessories approved or supplied by Motorola, and are not using the phone held in the normal use position, ensure the phone and its antenna are at least 1 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 1 inch (2.5 centimeters) from your body.

## ***Approved Accessories***

Use of accessories not approved by Motorola, including but not limited to batteries and antenna, may cause your phone to exceed RF energy exposure guidelines. For a list of approved Motorola accessories, visit our website at [www.Motorola.com](http://www.Motorola.com).

## ***RF Energy Interference/Compatibility***

**Note:** Nearly every electronic device is susceptible to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances your phone may cause interference.

## ***Facilities***

Turn off your phone in any facility where posted notices instruct you to do so. These facilities may include hospitals or health care facilities that 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**

Pacemaker manufacturers recommend that a minimum separation of 6 inches (15 centimeters) be maintained between a handheld wireless phone and a pacemaker.

Persons with pacemakers should:

- ALWAYS keep the phone more than 6 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.

## ***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.

Responsible driving best practices may be found in the “Wireless Phone Safety Tips” at the end of this manual and at the Motorola website:

[www.Motorola.com/callsmart](http://www.Motorola.com/callsmart).

## ***Operational Warnings***

### ***For Vehicles With an Air Bag***

Do not place a phone in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a 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 it is a phone type especially qualified for use in such areas and certified as “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. 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 electronic devices.” Obey all signs and instructions.

## Batteries

Batteries can cause property damage and/or bodily injury such as burns if a conductive material such as jewelry, keys, or beaded chains touch 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. **Use only Motorola original batteries and chargers.**

Your battery or phone may contain symbols, defined as follows:

Symbol	Definition
	Important safety information will follow.
	Your battery or phone should not be disposed of in a fire.
	Your battery or phone may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Your battery or phone should not be thrown in the trash.
	Your phone contains an internal lithium ion battery.

## Seizures/Blackouts

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

If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult with your doctor before playing video games on your phone or enabling a blinking-lights feature on your phone. (The blinking-light feature is not available on all products.)

Parents should monitor their children's use of video game or other features that incorporate blinking lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation.

To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a blinking-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.

### ***Repetitive Motion Injuries***

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorders:

- Take a minimum 15-minute break every hour of game playing.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after play, stop playing and see a doctor.

# Getting Started

---



## **What's in the Box?**

Your wireless phone typically comes equipped with a battery and a charger. Other accessory options can 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 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



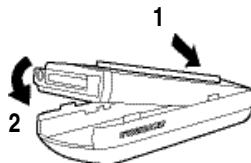
This label identifies a feature that requires an optional Motorola Original™ accessory.

## Assembling Your Phone

To assemble your phone:

### Action

- 1 Place the keypad in the new front cover and slide the top of the phone into the top of the new front cover.
- 2 Press the bottom of the phone into the front cover until the side tabs snap into place.

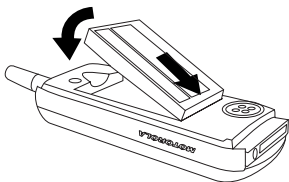


**Note:** If the cover has a removable side band, attach it at this point.



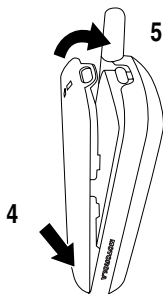
## Action

- 3** Insert the battery, printed arrow first, **under the tabs** at the bottom of the battery compartment and push down.



The gold contacts should face down.

- 4** Insert the bottom of the back cover.
- 5** Press the top of the back cover down until it hooks over the cover release button.



- 6** If you installed a new battery, you need to charge it before you can use your phone. See “Charging the Battery” on page 15.



**Note:** Always use Motorola Original™ covers. The phone warranty does not cover damage caused from using non-Motorola accessories.

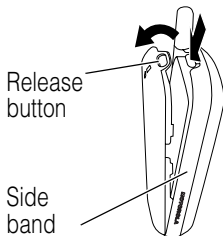


# Taking Your Phone Apart

To disassemble your phone:

## Action

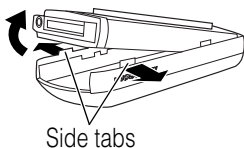
- 1 Press down on the cover release button at the top of your phone.
- 2 Pull the top of the phone's back cover to release it.



- 3 Remove the battery.

**Note:** If the cover has a removable side band, remove it at this point.

- 4 Pull the side tabs away from the phone, then
- 5 Lift up on the bottom of the phone to pull it out of the front cover.



## Charging the Battery

Before you can use your phone, you must fully charge the battery, as indicated by the following instructions. Some



batteries perform best after several full charge/discharge cycles.

### Action

- 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 it is fully charged (**Charge Complete**), remove the travel charger.

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. See the “Battery Level Indicator” item on page 21.

## Replacing the Battery

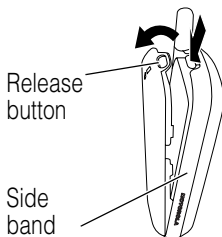


Your phone is designed to be used only with Motorola Original batteries and accessories. We recommend that you store batteries in their protective cases when not in use.

## Action

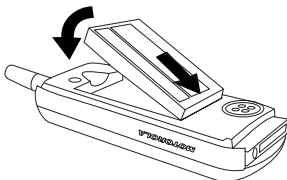
- 1 If necessary, remove the back cover from the phone.

Press the tab at the top of the phone, then lift the cover up and off the phone.



- 
- 2 Remove the battery.

- 3 Install the replacement battery, printed arrow first, **under the tabs** at the bottom of the battery



compartment and push down.

The gold contacts should face down.

- 
- 4 Attach the bottom end of the back cover, then push the top end downward until it latches.
- 
- 

## Battery Use

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 initial charge time.
- Maintain the battery at or near room temperature when charging.
- Do not expose to temperatures below  $-10^{\circ}\text{C}$  ( $14^{\circ}\text{F}$ ) or above  $45^{\circ}\text{C}$  ( $113^{\circ}\text{F}$ ). Always take your phone with you when you leave your vehicle.

## ***Extending Battery Life***



- **Turn off the screen saver**  
See page 39.
- **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. Lock the keypad when storing the phone in your purse or pocket to avoid unnecessary keypad and backlight activations. See page 36.
- **Turn off the display backlight**  
See page 41.

# Turning Your Phone On


## Action

- 1 Press and hold  (the End/Power key).
- 2 If necessary, enter your four-digit unlock code and press **OK** () to unlock your phone


**Note:** The unlock code is originally set to 1234. (For more information, see “Locking and Unlocking Your Phone” on page 33.)

**Note:** At startup, you are given the option to personalize your phone. Select **YES** () to set personal phone options. Select **NO** () to proceed to the idle display. For more information, see “Personalizing Features” on page 55.

## Adjusting the Volume

Press right and left on the  to:

- increase and decrease earpiece volume during a call
- increase and decrease the ringer volume setting when the idle display is visible

**Tip:** At the lowest volume setting, press  left to switch to vibrate alert, then silent alert. Press right to reset ring alert.

- turn off an incoming call alert



## Making a Call

Do not block the antenna while you are on a call.



Press	To
1 keypad keys	dial the phone number
	<b>Tip:</b> If you make a mistake, press <b>DELETE</b> (☐) to delete the last digit, or press and hold <b>DELETE</b> (☐) 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 <b>ANSWER</b> (☐)	answer the call
2	end the call and “hang up” the phone when you are finished

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

## Viewing Your Phone Number

While you are on a call, press > **My Tel. Number**.

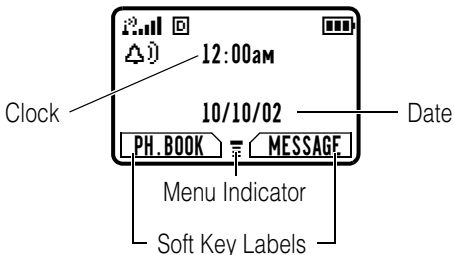
# Learning to Use Your Phone



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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.

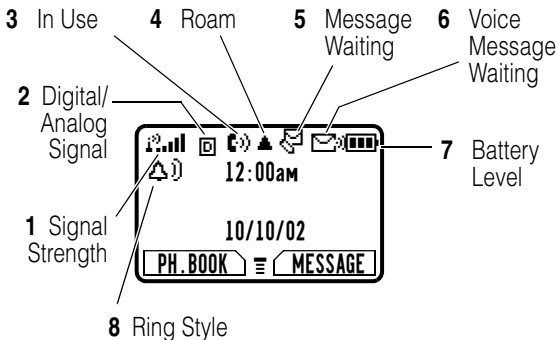



The  (menu) indicator at the bottom center of the display indicates you can press the menu key () to go to the main menu to see more features.

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 the following status indicators:



**1 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.

**2 Digital or Analog Signal Indicator** Shows whether you are receiving a digital () or analog signal.

**3 In Use Indicator** Shows that a call is in progress.

**4 Roam Indicator** Shows that your phone is seeking or using another network system outside your home network.

**5 Message Waiting Indicator** Appears when you receive a text message.


**6 Voice Message Waiting Indicator** Appears when you receive a voicemail message.







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


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

 = loud

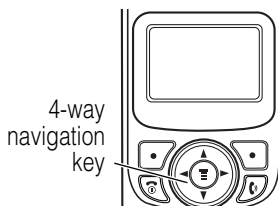
 = soft

 = vibrate

 = vibrate and ring

 = silent


## 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.

**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.

### Select a Menu Feature

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

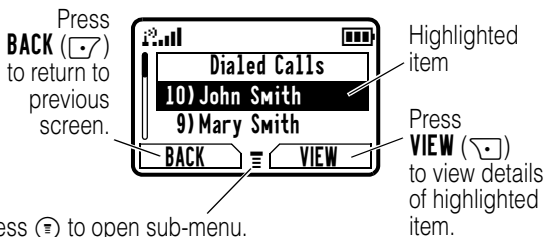
**Find the Feature**


 > Messages > Inbox

This example shows that from the idle display, you must press , scroll to and select **Messages** from the main menu, then scroll to and select **Inbox**. 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

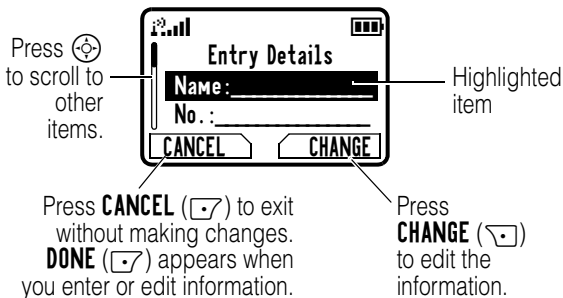
Some features require you to select an item from a list:



- Press  to scroll up or down to highlight an item.
- 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.

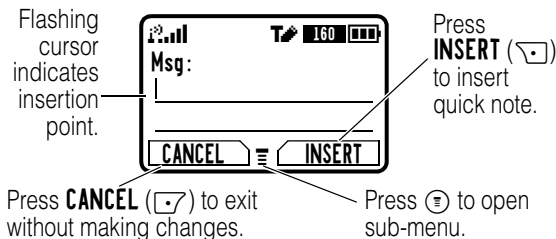
## Enter Feature Information

Some features require you to enter information:



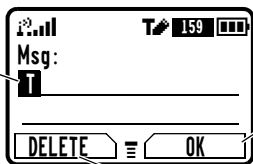
- Enter numbers or text with the keypad.
- When an item has a list of possible values, press or to scroll through and select a value.
- When an item has a list of possible numeric values, press a number key to set the value.
- If you enter or edit information and do not want to save your changes, press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

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



When you enter text using the standard **Alpha** method (see page 27), the flashing cursor changes to a *block cursor*, and the soft key functions change:

Block cursor indicates current highlighted character.



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

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

Press **DELETE** (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 (MENU) from any text entry screen to select a text mode:


- iTAP** (iTAP) Let the phone predict each word as you enter it. See page 28.
- Alpha** (T) Enter letters, numbers, and symbols by pressing a key one or more times. See page 27.
- Numeric** (12) Enter numbers only.
- Symbol** (@) Enter symbols only. See page 31.
- 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 Alpha Method***

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



Press  from any text entry screen and select the **Alpha** menu option.

	<b>Press</b>	<b>To</b>
<b>1</b>	A number key one or more times	select a letter, number, or symbol shown in the “Character Chart” on page 28
<b>2</b>	Number keys	enter the remaining characters
<b>3</b>	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 28.

- 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.
- Your phone may support multiple languages. You can switch languages within a message. Press  to select the text mode and language you want to use.

## Character Chart


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


1	space . 1 ? ! , @ _ & ~ : ; " - ( ) ' ÿ ÿ % £ \$ ¥ ¤ €
2 ABC	a b c 2 ä å á à â ã α β ç
3 DEF	d e f 3 δ ë é è ê ε φ
4 GHI	g h i 4 ï í î γ η ι
5 JKL	j k l 5 κ λ
6 MNO	m n o 6 ñ ö ø ó ò ô õ μ υ ω
7 PQRS	p q r s 7 π β 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  from any text entry screen and select the iTAP menu option.

**Note:** You can switch languages within a message in iTAP text mode. Press  to select the language you want to use.

## Entering Words

### Action


- 1 Press a number key one time to 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) to enter the rest of the word.

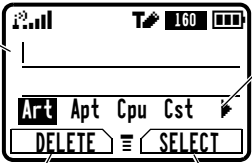
Alternative words and letter combinations are shown at the bottom of the display. The word choices are updated with each keypress.

- 3 Press  to highlight the word you want.


- 4 Press **SELECT** () to enter the word at the flashing cursor location.


A space is automatically inserted after the word.


For example, to spell the word “art,” press    .  
The display shows:



Flashing cursor indicates insertion point.

Press  to scroll and see additional word choices.

Press **DELETE** () to clear last letter.





Press **SELECT** () to insert highlighted word.



## Entering Novel Words

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

### Action

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

## Entering Punctuation

### Press

 or 


### To

enter punctuation or other characters as shown in the “Character Chart” on page 28

## Using Capitalization

The first character of every sentence is capitalized, with following characters in lowercase.

### Press

 up or down


### To

change characters to uppercase or lowercase



## Entering Numbers

### Action

- 1 Enter the first digit and then highlight it to put the iTAP software in number entry mode.
- 2 Press number keys to add digits to the number.
- 3 Press **SELECT** (  ) to 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:

### Action

Press **DELETE** (  ) to delete one letter at a time.

Hold **DELETE** (  ) to delete the entire message.

## Use Symbol Text Entry Method

Your phone provides an alternate way to enter symbol characters in a message. Press (  ) from any text entry screen and select the **Symbol** menu option.

### Press

### To


- 1 a number key one time display its symbol options at the bottom of the display  
See the “Symbol Chart” on page 32.



Press	To
2 	highlight the symbol you want





















or

number key  
multiple times

3 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 	@ _ \ α β
 3 	/ : ; δ φ
 4 	" & ' √
 5 	( ) [ ] { } λ
 6 	¿ ¡ ~ ω
 7 	< > = π β σ
 8 	\$ £ ¥ ¤ €
 9 	# % * ξ ψ
 0 	+ - x * / = > < # §

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

# 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 43.



## Locking Your Phone Manually

### Find the Feature

- ☰ > More > Settings
- > Security
- > Phone Lock
- > Lock Now

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

## Unlocking 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

Press	To
2 OK (☐)	unlock your phone

## Setting Your Phone to Lock Automatically

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

### Find the Feature

- ☰ > More > Settings
- > Security
- > Phone Lock
- > Automatic Lock > On

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

## Changing a Code 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.

**Note:** Your service provider may retain your phone's security code for customer service purposes. In this case, you will not be able to use phone features that require you to enter the security code.

To change a code or password:

### Find the Feature

- ⓘ > More > Settings
- > Security
- > New Passwords

If the unlock code is the only code you can change, the **New Passwords** menu is not available. In this case, change the unlock code by selecting

- ⓘ > More > Settings > Security > Phone Lock
- > Unlock Code.

## If You Forget a Code or Password



If you forget your security code, 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



# Locking and Unlocking the Keypad

You can lock your phone keypad to prevent accidental key presses (for example, when carrying your phone in a purse or pocket).

Press	To
 	lock or unlock your keypad



**Note:** Incoming calls and messages unlock the keypad.

# Setting Up Your Phone

---

## Storing Your Name and Phone Number



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

### Find the Feature

- ☰ > More > Settings
- > Phone Status
- > My Tel. Number

## Setting the Time and Date

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

### Find the Feature

- ☰ > More > Settings
- > Other 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

🔊🔊 = soft

🔊🔊🔊 = vibrate

🔊🔊🔊🔊 = vibrate and ring



🔊🔊🔊🔊🔊 = silent



The ring style indicator in the display shows the current ring style (see page 22).

To set a ring style:

**Find the Feature**      ☰ > 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 ☰ > **Ring Styles** > *Style Detail*.

## Setting Answer Options

You can use different methods to answer an incoming call.

**Find the Feature**      ☰ > More > Settings  
> In-Call Setup  
> Answer Options

The **Answer Options** menu includes:

**Multi-Key**      answer by pressing any key

## Setting a Wallpaper Image

You can set a picture or an 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 appears.

### Find the Feature

- ☰ > More > Settings
- > Other Settings
- > Personalize
- > Wallpaper

Setting	Description
Picture	select the picture or animation for the background image in your idle display
Layout	select <b>Center</b> or <b>Tile</b>

**Tip:** While viewing an image in **Picture Viewer**, you can press ☰ > **Set as Wallpaper**.

## Setting a Screen Saver Image










You can set a picture or an 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. On some networks, an animation repeats for one minute and then stops.

### Find the Feature



- ☰ > More > Settings
- > Other Settings
- > Personalize
- > Screen Saver

Press	To
1	scroll to <b>Picture</b>
2 <b>CHANGE</b> (	open the picture viewer

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


## Zooming In and Out



Press and release , then press and hold  to zoom in and out on the display. 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

-  > More > Settings
- > Other Settings
- > Initial Setup > Zoom

## Setting Display Contrast

### Find the Feature

-  > More > Settings
- > Other 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**

- ☰ > More > Settings
- > Other Settings
- > Personalize
- > Color Style

## ***Adjusting the Backlight***

You can set the amount of time that the display backlight remains on, or turn off the backlight to conserve battery power.

### **Find the Feature**

- ☰ > More > Settings
- > Other Settings
- > Initial Setup
- > Backlight





# Calling Features

---

For basic instructions on how to make and answer calls, see page 20.

## Redialing a Number

If you hear an ordinary busy signal:

Press	To
1 	hang up
2 	redial the busy number

## Using Caller ID



*Calling line identification* (caller ID) displays the phone number for incoming calls.

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.

## Using Talk Secure





When **Talk Secure** is activated, your phone always tries to use a high-security connection to prevent others from intercepting your calls. To activate **Talk Secure**, see page 62.

When a high-security connection is available, your phone uses it and displays the **ts** indicator during a call.

## Canceling an Incoming Call

While the phone is ringing or vibrating:

Press	To
 or 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
 left or right	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.

**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




## Viewing Recent Calls

Your phone keeps a list 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

 > Recent Calls

	Press	To
1		scroll to <b>Received Calls</b> or <b>Dialed Calls</b>
2	SELECT (  )	select the list
3		scroll to an entry

**Note:** ✓ means the call connected.



Press	To
4 	call the entry's number <b>Tip:</b> Press and hold  for two seconds to send the number as DTMF tones during a call.
or	
VIEW (  )	view entry details
or	
	open the <b>Last Calls Menu</b> to perform other procedures as described in the following list

The **Last Calls Menu** can include the following options:


Option	Description
<b>Store</b>	Create a phonebook entry with the number in the <b>No.</b> field.
<b>Delete</b>	Delete the entry.
<b>Delete All</b>	Delete all entries in the list.
<b>Send Message</b>	Open a new text message with the number in the <b>To</b> field.
<b>Add Digits</b>	Add digits after the number.
<b>Attach Number</b>	Attach a number from the phonebook or recent call lists, after the highlighted number.






Option	Description
Send Tones	Send the number to the network as DTMF tones.  <b>Note:</b> This option appears only during a call.

## Returning an Unanswered Call

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

- the  (missed call) indicator
- **X Missed Calls Y Unknown**, where **X** is the total number of missed calls and **Y** is the number of missed calls with no caller ID information

Press	To
1 <b>VIEW</b> (  )	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**


 > **Recent Calls**  
> **Notepad**



Press	To
	call the number
or	
	open the <b>Dialing Menu</b> to attach a number or insert a special character
or	
STORE 	create a phonebook entry with the number in the <b>No.</b> field


## Attaching a Number

While dialing (with digits visible in the display):

Press	To
 > <b>Attach Number</b>	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. 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



**Press****To****3** 

call the entry

## Calling With One-Touch Dial

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

We recommend that you reserve phonebook entry 1 (speed dial number 1) for storing and dialing your voicemail number. In many cases, your service provider has already done this for you. If necessary, see page 49 to store your voicemail number for one-touch dial access.

## Calling With Voice Dial

You can call a phonebook entry by saying the entry's voice name.

**Find the Feature** > **Voice Dial**

Say the entry's voice name within 2 seconds to call it.

**Note:** To record a voice name for a phonebook entry:

**Find the Feature** > **Phonebook** > *entry*  
> **Voice Name**

## Using Voicemail



Voicemail messages that you receive are stored on the network. To listen to your messages, you must call your voicemail phone number.

**Note:** Your service provider may include additional information about using this feature.


## Listening to Voicemail Messages


**Find the Feature**      ☰ > Messages > VoiceMail

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

**Shortcut:** Your service provider may also store your voicemail phone number as phonebook entry number 1. If so, you can press and hold **1** to listen to your voicemail message(s).

## Receiving 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

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

## Storing Your Voicemail Number

If necessary, use the following procedure to store your voicemail phone number. Usually, your service provider has already done this for you.

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



Press	To
1 keypad keys	enter your voicemail number  <b>Tip:</b> You can store your PIN code with the voicemail number.
2 OK (☐)	store the number

Your service provider additionally may store your voicemail number as phonebook entry number 1, so you can use one-touch dial to listen to your voicemail messages. If necessary, see your reference guide for information on how to store your voicemail number as a phonebook entry for one-touch dial access.

## Muting the Phone

To mute your phone during a call, press **MUTE** (☐) (if available) or (☐) > **Mute**.

**Tip:** When you attach a handsfree device to your phone, the left softkey (☐) becomes **MUTE**.

## Using Call Waiting



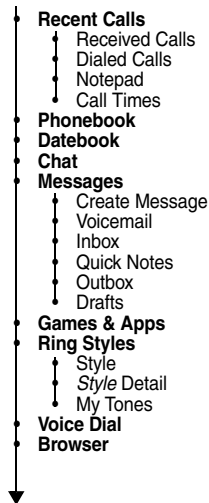
When you are on a call, an alert tone sounds to indicate that you have received a second call.

Press	To
1 (☐)	answer the new call
2 (☐)	switch back to the first call

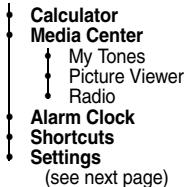
# Phone Features

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## Main Menu



## More



**Note:** Select **More** when it appears in the menu to see additional menu items.

This is the standard phone menu layout. Menu organization and feature names may vary on your phone. Not all features may be available for all users.

For example, the **Radio** feature is available only when the optional FM Stereo Radio Headset accessory is plugged into your phone (see phone illustration, page 1).



# Settings Menu

## Phone Status

- My Tel. Number
- Battery Meter
- Other Information

## Connection

- Incoming Call

## In-Call Setup

- In-Call Timer
- Answer Options

## Security



- Phone Lock
- Lock Keypad
- Lock Application
- Talk Secure
- Restrict Calls
- New Passwords

## Other Settings


- Personalize
  - Main Menu
  - Keys
  - Color Style
  - Wallpaper
  - Screen Saver
- Initial Setup
  - Time and Date
  - Backlight
  - Zoom
  - TTY Setup
  - Scroll
  - Animation
  - Language
  - Contrast
  - DTMF
  - Master Reset
  - Master Clear
- Network
  - Current Network
  - New Network
  - View Non-Public
  - Service Tone
  - Call Drop Tone
- Car Settings
  - Auto Answer
  - Auto Handsfree
  - Power-off Delay
  - Charger Time
- Headset
  - Auto Answer
  - Voice Dial

## Shortcuts

### Change display zoom:

Press , then press and hold 

### Change ringer alert:

Press  left or right to change volume.


### Display my number:

Press  


### Dial voicemail number:

Press and hold 

### Go to dialed calls list:

Press 

### Exit menu system:

Press 

### Open phonebook:

Press  down

### Create phonebook entry:

Press  up










# 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 ring tones, send messages, 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
<b>Three-Way Call</b>	During a call: Dial third party's number, press  to call, press  again to connect 
<b>Restrict Calls</b>	Restrict outgoing or incoming calls:  > <b>More</b> > <b>Settings</b> > <b>Security</b> > <b>Restrict Calls</b> 
<b>TTY Calls</b>	Set up your phone for use with an optional TTY device:  > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Initial Setup</b> > <b>TTY Setup</b> 




## Messages

Feature	Description
<b>Send Message</b>	Send a text message: ☰ > <b>Messages</b> > <b>Create Msg</b>
<b>Receive Message</b>	Read a new text message that you have received: Press <b>READ</b> (☑)

## Chat Features

Feature	Description
<b>Start Chat</b>	Start a new chat session: ☰ > <b>Chat</b> ☰ > <b>New Chat</b>
<b>Receive Chat Request</b>	When you receive a chat request: Press <b>ACCEPT</b> (☑) or <b>IGNORE</b> (☒)
<b>End Chat</b>	During a chat session: ☰ > <b>End Chat</b>

## Phonebook

Feature	Description
<b>Create Entry</b>	Create a new phonebook entry: ☰ > <b>Phonebook</b> ☰ > <b>[New Entry]</b>
<b>Dial Number</b>	Call a number stored in the phonebook: ☰ > <b>Phonebook</b> > <i>entry to call</i> 



Feature	Description
<b>Voice Dial Number</b>	<p>Voice dial a number stored in the phonebook:            Press <b>☰</b> &gt; <b>Voice Dial</b> and say the entry's name (within two seconds)</p> <p><b>Note:</b> To voice dial while using a headset, press the headset's send/end key and say the name. To activate this feature, see page 58.</p>

## Personalizing Features

Feature	Description
<b>Ring Style</b>	<p>Change a ring style:  <b>☰</b> &gt; <b>Ring Styles</b> &gt; <i>Style Detail</i>            &gt; <i>ring event</i></p>
<b>Ring Volume</b>	<p>Adjust ringer volume:  <b>☰</b> &gt; <b>Ring Styles</b> &gt; <i>Style Detail</i>            &gt; <b>Ring Volume</b></p>
<b>Keypad Volume</b>	<p>Adjust keypad keypress volume:  <b>☰</b> &gt; <b>Ring Styles</b> &gt; <i>Style Detail</i>            &gt; <b>Key Volume</b></p>
<b>My Tones</b>	<p>Compose your own ring tones, manage ring tones that you have composed or downloaded:  <b>☰</b> &gt; <b>Ring Styles</b> &gt; <b>My Tones</b></p>



Feature	Description
<b>Soft Keys</b>	Change soft key labels in the idle display: Ⓜ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Personalize</b> > <b>Keys</b>
<b>Shortcuts</b>	Create a shortcut to a menu item: Highlight the menu item, then press and hold Ⓜ  Select a shortcut: Ⓜ > <b>More</b> > <b>Shortcuts</b> > <i>shortcut name</i>

## Menu Features

Feature	Description
<b>Language</b>	Set menu language: Ⓜ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Initial Setup</b> > <b>Language</b>
<b>Master Reset</b>	Reset all options <i>except</i> unlock code, security code, lifetime timer: Ⓜ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Initial Setup</b> > <b>Master Reset</b>
<b>Master Clear</b>	Reset all options <i>except</i> unlock code, security code, lifetime timer, clear all user settings and entries: Ⓜ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Initial Setup</b> > <b>Master Clear</b>



## Dialing Features

Feature	Description
<b>DTMF Tones</b>	Activate DTMF tones: ☰ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Initial Setup</b> > <b>DTMF</b>  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 ☰ > <b>Send Tones</b>

## Call Monitoring

*Network connection time* is the elapsed time from the moment you connect to your service provider's network to the moment you end the call by pressing the end key. This time includes busy signals and ringing.

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

Feature	Description
<b>Call Times</b>	View call timers: ☰ > <b>Recent Calls</b> > <b>Call Times</b>



Feature	Description
<b>In-Call Timer</b>	Display time or cost information during a call: Ⓜ > <b>More</b> > <b>Settings</b> > <b>In-Call Setup</b> > <b>In-Call Timer</b>



## Handsfree Features



The use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

**Tip:** When you attach a handsfree device to your phone, the left softkey (Ⓜ) becomes **MUTE**.


Feature	Description
<b>Speakerphone</b>	Activate a connected external speakerphone during a call: Press <b>SPEAKER</b> (Ⓜ) (if available) or Ⓜ > <b>Spkrphone On</b>
<b>Auto Answer</b> (headset)	Automatically answer calls when connected to a headset: Ⓜ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Headset</b> > <b>Auto Answer</b>
<b>Voice Dial</b> (headset)	Activate voice dial on your headset's send/end key. You can press the key and say a name to voice dial it: Ⓜ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Headset</b> > <b>Voice Dial</b>  For more on voice dial, see page 55.

<b>Feature</b>	<b>Description</b>
<b>Auto Answer</b> (car kit)	Automatically answer calls when connected to a car kit: ☰ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Car Settings</b> > <b>Auto Answer</b>
<b>Auto Hands-Free</b> (car kit)	Automatically route calls to a car kit when connected: ☰ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Car Settings</b> > <b>Auto Handsfree</b>
<b>Power-Off Delay</b> (car kit)	Set the phone to stay on for a period of time after the ignition is switched off: ☰ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Car Settings</b> > <b>Power-Off Delay</b>
<b>Charger Time</b> (car kit)	Charge the phone for a period of time after the ignition is switched off: ☰ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Car Settings</b> > <b>Charger Time</b>


## **Data Calls**

<b>Feature</b>	<b>Description</b>
<b>Send Data</b>	Connect your phone to the device, then place the call through the device application



Feature	Description
<b>Receive Data</b>	Connect your phone to the device, then:  ☰ > <b>More</b> > <b>Settings</b> > <b>Connection</b> > <b>Incoming Call</b> > <b>Next Call</b> > <b>Data In Only</b>  Reset normal voice operation: ☰ > <b>More</b> > <b>Settings</b> > <b>Connection</b> > <b>Incoming Call</b> > <b>Next Call</b> > <b>Normal</b>

## Network Features

Feature	Description
<b>Network Settings</b>	View network information and adjust network settings:  ☰ > <b>More</b> > <b>Settings</b> > <b>Other Settings</b> > <b>Network</b>

## Personal Organizer Features

Feature	Description
<b>Add Datebook Event</b>	Add an event to the datebook: ☰ > <b>Datebook</b> > <i>day</i> ☰ > <b>New</b>
<b>View Datebook Event</b>	View or edit event details: ☰ > <b>Datebook</b> > <i>day</i> > <i>event name</i>

Feature	Description
<b>Respond to Event Reminder</b>	When an event reminder appears, you can press <b>VIEW</b> (↵) to view the event, or <b>EXIT</b> (⏏) to dismiss the reminder.
<b>Set Alarm Clock</b>	You can set up to 5 alarms to make your phone ring. ⌘ > <b>More</b> > <b>Alarm Clock</b> > [New Alarm]  Alarms do <i>not</i> appear in the datebook and do not ring if your phone is off.
<b>View Alarm Clock</b>	To see or change an alarm you set: ⌘ > <b>More</b> > <b>Alarm Clock</b> > <i>the alarm</i>  Scroll (⬆) to the alarm. Press the right softkey (↵) to <b>ENABLE</b> or <b>DISABLE</b> the alarm. Press ⌘ for more options.
<b>Respond to Alarm</b>	Alarms ring for 30 minutes unless you press <b>DISABLE</b> (⏏) to turn off the alarm, or <b>SNOOZE</b> (↵) to snooze for 8 minutes.
<b>Calculator</b>	Calculate numbers: ⌘ > <b>More</b> > <b>Calculator</b>
<b>Currency Converter</b>	Convert currency: ⌘ > <b>More</b> > <b>Calculator</b> ⌘ > <b>Exchange Rate</b>  Enter exchange rate, press <b>OK</b> (↵), enter amount, select the \$ function



## Security

Feature	Description
<b>Lock Application</b>	Lock phone applications: ☰ > <b>More</b> > <b>Settings</b> > <b>Security</b> > <b>Lock Application</b>
<b>Activate Talk Secure</b>	Send calls using a high-security connection, when available: ☰ > <b>More</b> > <b>Settings</b> > <b>Security</b> > <b>Talk Secure</b>



## News and Entertainment

Feature	Description
<b>Launch Browser</b>	Start a browser session: ☰ > <b>Browser</b>
<b>Play a Game</b>	Play a game on your phone: ☰ > <b>Games &amp; Apps</b>
<b>Picture Viewer</b>	Manage pictures and animations: ☰ > <b>More</b> > <b>Media Center</b> > <b>Picture Viewer</b>
<b>Radio</b>	Use the optional Motorola Original™ FM Stereo Radio Headset accessory: ☰ > <b>More</b> > <b>Media Center</b> > <b>Radio</b>





## ***Specific Absorption Rate Data***

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### ***The Motorola C353 TDMA 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 the Canadian regulatory authorities. 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 the Canadian regulatory authorities is 1.6 W/kg.<sup>1</sup> 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 1.51 W/kg, and when worn on the body, as described in this user guide, is 0.687 W/kg. (Body-worn measurements

differ among phone models, depending upon available accessories and regulatory requirements).<sup>2</sup>

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. Please note that improvements to this product model could cause differences in the SAR value for later products; in all cases, products are designed to be within the guidelines.

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**

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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, neuroepitheliomatous 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.<sup>1</sup>

- 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.<sup>2</sup>

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.<sup>3</sup>
- 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.<sup>4</sup>

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>

[www.who.int/emf](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>

[www.wow-com.com](http://www.wow-com.com)

**U.S. Food and Drug Administration (FDA) Center for Devices and Radiological Health:**

<http://www.fda.gov/cdrh/consumer/>

1. Muscat et al. Epidemiological Study of Cellular Telephone Use and Malignant Brain Tumors. In: State of the Science Symposium; 1999 June 20; Long Beach, California.
2. Tice et al. Tests of mobile phone signals for activity in genotoxicity and other laboratory assays. In: Annual Meeting of the Environmental Mutagen Society; March 29, 1999, Washington, D.C.; and personal communication, unpublished results.
3. Preece, AW, Iwi, G, Davies-Smith, A, Wesnes, K, Butler, S, Lim, E, and Varey, A. Effect of a 915-MHz simulated mobile phone signal on cognitive function in man. *Int. J. Radiat. Biol.*, April 8, 1999.
4. Hardell, L, Nasman, A, Pahlson, A, Hallquist, A and Mild, KH. Use of cellular telephones and the risk for brain tumors: a case-control study. *Int. J. Oncol.*, 15: 113-116, 1999.

# **Motorola Limited Warranty for the United States and Canada**

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## **What Does this Warranty Cover?**

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, messaging devices, 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**

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

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

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

<b>USA</b>	<b>Phones</b> 1-800-331-6456 <b>Pagers</b> 1-800-548-9954 <b>Two-Way Radios and Messaging Devices</b> 1-800-353-2729
<b>Canada</b>	<b>All Products</b> 1-800-461-4575
<b>TTY</b>	1-888-390-6456
For <b>Accessories</b> and <b>Software</b> , 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 (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

**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.**

Laws in the United States and other countries preserve for Motorola certain exclusive rights for copyrighted Motorola software such as the exclusive rights to reproduce and distribute copies of the Motorola software. Motorola software may only be copied into, used in, and redistributed with, the Products associated with such Motorola software. No other use, including without limitation disassembly of such Motorola software or exercise of the exclusive rights reserved for Motorola, is permitted.

## ***Product Registration***

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Online Product Registration:

<http://www.motorola.com/warranty>

Product registration is an important step toward enjoying your new Motorola product. Registering helps us facilitate warranty service, and permits us to contact you should your product 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***

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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.

## ***RF Energy Interference***

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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.



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**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.**



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