

motorola

User Guide

Digital Cordless Telephone



Models:

MOTO500id

MOTO500id-E

MOTO500id-2

MOTO500id-3

Please read entirely this manual
before operating your telephone.

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1. *Because we care of you*

Thank you for purchasing this product. This product has been designed and assembled with utmost care for you and the environment. This is why we supply this product reducing the amount of paper (pages) and therefor save trees to be cut for making this paper.

2. *Important safety instructions*

When using your telephone, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- Position your telephone on a flat non-slippery surface.
- The telephone cable should be kept out of the way in order to prevent an accident.
- Prevent placing telephone base close to other electronic devices or heat.
- Do not expose the phone to direct sunlight.
- Protect your phone from dust, humid conditions, liquids and corrosive vapors.
- Clean your phone by only using a clean damp cloth.
- Use only the telephone line and power adapter provided with your telephone.

Never:

- Never take apart or open your telephone.
- Never touch the internal parts or cables with a sharp metal objects.
- Never carry your phone hanging from line or adapter cables.
- Never use your telephone in high humidity environments such

3. *General information*

Keep your registration and original dated sale receipt in a safe place. To get warranty service on your product, you must provide us with a copy of the dated sales receipt in order to confirm eligibility of warranty.

For more information, additional doubts or questions , please call us:

MÉXICO 0-800-021-0000
COLOMBIA 01-800-700-1504
VENEZUELA 0800-100-4289
CHILE 800-201-4442
ECUADOR 1-800-10-2020
PARAGUAY 009-800-542-0030
URUGUAY 0004-0178-7011
COSTA RICA 0800-016-1031
ARGENTINA 0800-666-8876

4. *Package content*

Package content	Quantity			
	MOTO500id	MOTO500id-2	MOTO500id-3	MOTO500-E
Handset	1	2	3	1
Main base	1	1	1	-
Charging base with attached power supply	-	1	2	1
Power supply	1	1	1	-
Telephone line cable	1	1	1	-
Battery	2	4	6	2
User guide	1	1	1	1

5. *Getting to know your telephone*

Fig. 1

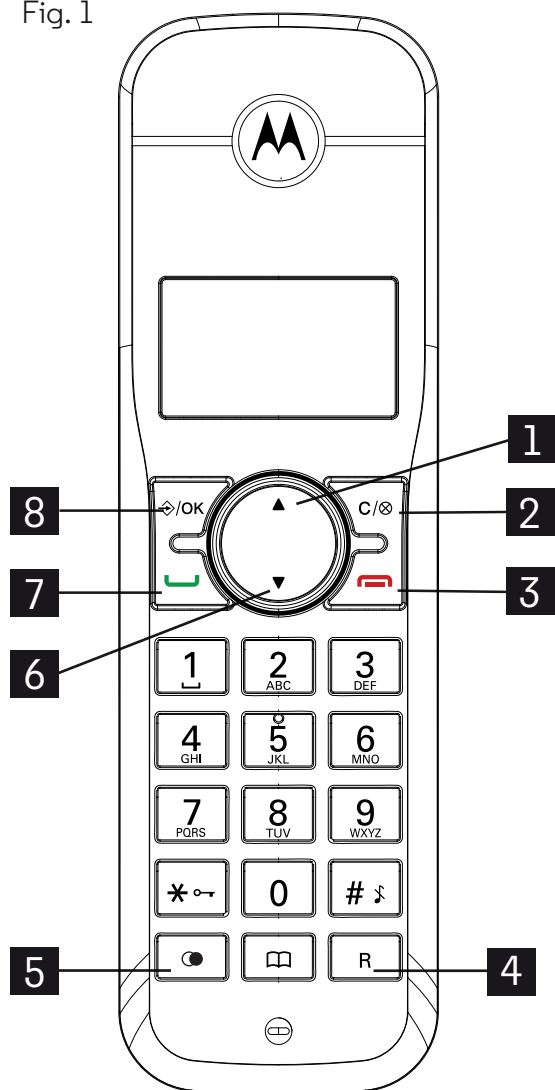


Fig. 2

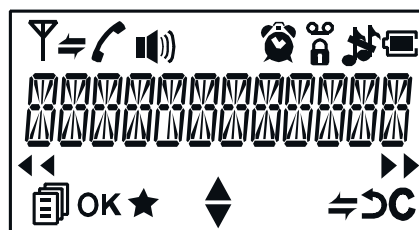


Fig. 3

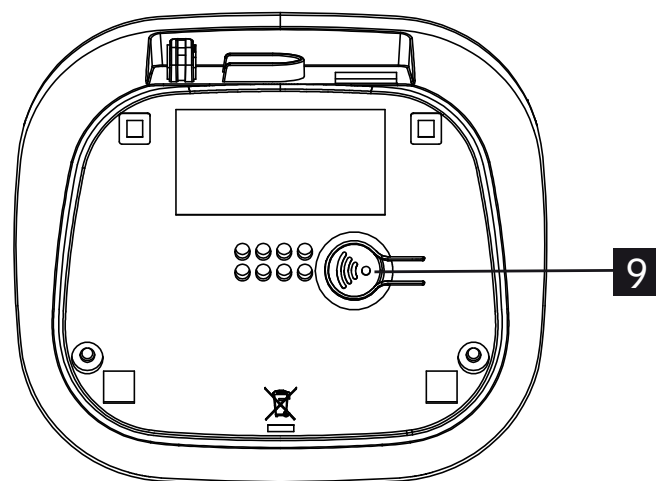


Fig. 4

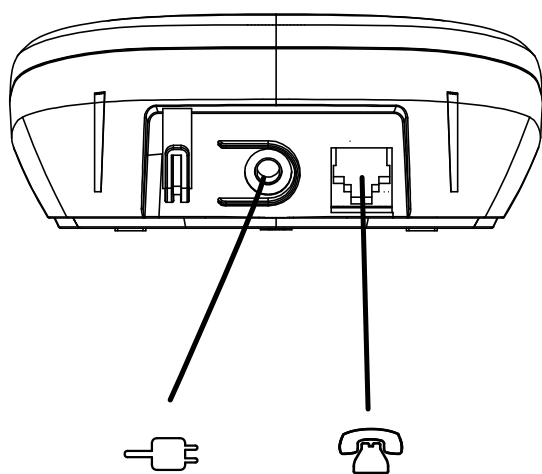
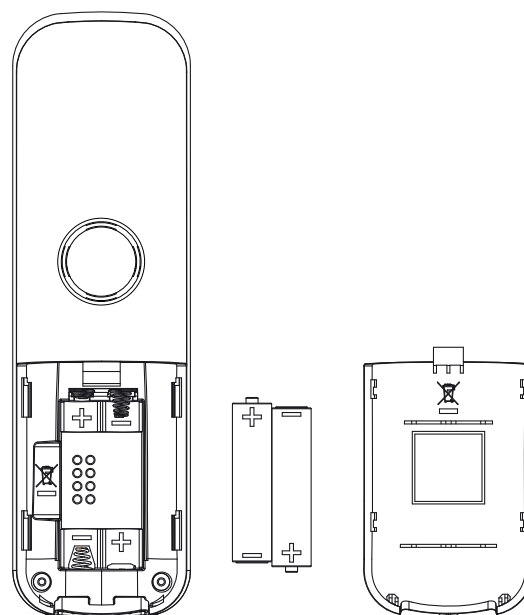










Fig. 5



5 *Getting to know your telephone*




The handset (see Fig. 1 in page 5)














#		Meaning
1		Up arrow <ul style="list-style-type: none">• In stand by: press to enter the call log• In menu mode: press to scroll up the menu items• In phonebook list / redial list / call list: press to scroll up the list• During a call: press to increase the earpiece volume• During ringing: press to increase the ringer volume
2		Right arrow button (erase / back / mute / intercom) <ul style="list-style-type: none">• In main menu mode: press to go back to idle screen• In sub-menu mode: press to go back to previous level• In sub-menu mode: press and hold to go back to idle screen• In editing / predialling mode: press to clear a character/ digit• In editing / predialling mode: press and hold to delete all characters / digits• During a call: press to mute / unmute the microphone• In idle mode: press to intercom another handset
3		Off / End call <ul style="list-style-type: none">• During a call: press to end a call and go back to idle screen• In menu / editing mode: press to go back to previous menu• In idle mode: press and hold to power off the handset• In idle mode (when the handset is powered off): press and hold to power on the handset
4		Flash button <ul style="list-style-type: none">• In idle / predialling mode: press to insert a flash• During a call: press to generate flash signal

5		Redial list key <ul style="list-style-type: none"> • In idle mode, press to access the redial list.
6		Down key (redial / down) <ul style="list-style-type: none"> • In idle mode: press to access the redial list • In menu mode: press to scroll down the menu items • In phonebook list / redial list / call list: press to scroll down the list • During a call: press to decrease the earpiece volume • During ringing: press to decrease the ringer volume
7		Talk key <ul style="list-style-type: none"> • In idle / predialling mode: press to make a call • In redial list / call list / phonebook list: press to make a call to the displayed entry • During ringing: Press to answer a call
8		Left soft key (menu / ok) <ul style="list-style-type: none"> • In idle mode: press to access the main menu • In sub-menu mode: press to confirm the selection • During a call: press to access Intercom/phonebook / redial list / call list


Display icons and symbols (see Fig. 2 in page 5)

The LCD display gives you information on the current status of the telephone.

	Meaning
	Steady when the handset is in range of the base. Flashes when out of range of the base or not registered to the base.
	Steady when an intercom call is in progress. Flashes when there is an incoming internal call.
	Indicates a call is in progress on that handset.

	Indicates that the handset ringer is switched off.
	Steady when an alarm is set. Flashes when the alarm is sounding.
	Indicates that the keypad is locked.
	Indicates when you have a new Voice Mail message. (This is a caller display service from the network operator.)
	Indicates when the battery is fully charged. Whole icon flashes when the battery is charging. Internal block icon flashes when the battery is in final charging stage.
	Indicates when the battery needs charging. Flashes when low battery power level is detected.
	Indicates when there are more characters or numbers in front of those being displayed.
	Indicates when there are more characters or numbers after those being displayed.
	Left soft key function. Press to access the main menu.
OK	Left soft key function. Press to confirm the current selection.
	Indicates new call in call list.
	Indicates more options available in lists, above or below.
	Right soft key function. Press to start an intercom call.
	Right soft key function. Press to go back to the previous menu (back) level or cancel the current action.
C	Right soft key function. Press the alarm or mute/unmute the microphone during a call.

Base station (see Fig. 3 in page 5)

#		Meaning
9		Find Press to page your registered handset(s). Press and hold to start the registration process.

6. *Installation*

Connecting the base station (see Fig. 4 in page 5)

- Plug the power supply and line cord into the base station.
- Plug the power adapter into an electrical wall outlet and the telephone line cord into your telephone line socket.

WARNING:

Use only the provided adaptor, using other power supplies may cause a hazard or damage the phone.

Install the base unit in a position where the mains adapter plug will reach an easily accessible mains socket to unplug in case needed. Never try to lengthen the mains power cable.

NOTE:

The base unit needs power for normal operation, it is not just for charging the handset batteries.


Installing and charging the batteries (see Fig. 5 in page 5)

- Place the two batteries, included with your telephone, inside the battery compartment making sure the correct polarity is properly aligned.
- Place the battery compartment cover in place and slide upwards until it snaps in closed position.
- Place the handset in the base and charge for at least 15 hours before using your telephone for the first time.
 - The handset will make a short sound when it correctly placed in a telephone base or charging base.

7. Telephone operation

Making a call






Predialing to make a call

- Enter the phone number and press  to connect to the line and dial the number.
 - When entering the number, if you make a mistake, press **C/⊗** to delete digits.





Direct dialing

- Press  to connect to the line and then enter the phone number.





Calling from the phonebook

- Press , , **OK** to enter the phonebook, then press  or  to select a number.
- Press  to make the call to the selected number.

Calling from the call list

- Press  to enter the call list and then press  or  to select a number from the call list.
- Press  to make the call to the selected number.

Calling from the redial list


- Press  to enter the redial list and then press  or  to select a number from the redial list.
- Press  to make the call to the selected number.

Call timer

Your handset automatically times the duration of every call. The call timer is displayed as soon as you answer a call or 15 seconds after dialing and remains on the screen for 5 seconds after the end of the call. It is shown in hours, minutes and seconds format (HH:MM:SS).

Answering a call


If the handset is not in its charging base:

- Press  to answer a call when there is an incoming call.

NOTE:

If AUTO ANSWER is activated, then lifting the handset off the base or charger will answer the call automatically and no keys need to be pressed.



Ending a call

- During a call, press  to hang up and end the call, or
- Place the handset on the base cradle and the call will be ended.


Adjusting the volume

There are 5 levels, VOLUME 1 to VOLUME 5, to choose from for each of the earpiece and speaker volumes.


During a call:

- Press / to select volume 1-5. The current setting is shown.
 - When you end the call, the setting will remain at the last selected level.

Turning off the handset ringer


In idle, press and hold **#** to turn off the handset ringer. The icon  is displayed on the LCD.

NOTE:

The display will still flash the call icon  and show CALL or the caller display number, when there is an incoming call, even if the ringer is turned off. To turn the ringer back on, press and hold **#** again.

Activating the keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

- In idle, press and hold ***** to turn on the keypad lock and the icon  will show up in the display.

NOTE:

You can still use  to answer a call when the handset is ringing.

Redialing the last number


You can redial any of the 5 last numbers called. If you have stored a name in phonebook to go with the number, the name will be displayed instead. The most recent last number will display at the top of the redial list.

Redialing a number from the redial list

- In idle mode, press ▼ to access the redial list.

NOTE:


If the redial list entry shows a name, press # to view the number of this entry.

- Press ▲/▼ to browse the redial list.
- Press  to dial to the selected redial number.

NOTE:

If there are no numbers in the redial list, the display shows EMPTY .

Finding a handset

You can locate the handset by pressing the find key . All the handsets registered to the base will produce the paging tone and show PAGING on the display for 60 seconds.

You can stop the paging by pressing  on any handset or  on the base again.

NOTE:

If there is an incoming call during paging, the phone will ring with the incoming call instead of paging.





8. *Private phonebook*

Each handset can store up to 20 private phonebook entries with names and numbers. Each phonebook entry can have a maximum of 20 digits for the phone number and 12 characters for the name. You can also select different ringtones for your phonebook entries. (Note that the different ringtones only play when you receive a call if you subscribe to caller display and the incoming number matches the stored number.)

Phonebook entries are stored alphabetically by name.





Adding a new phonebook entry

In idle:

- Press  and  to select PHONEBOOK and then press OK or press  to access the phonebook.
- Press OK to show ADD.
- Press OK and then enter the name.
- Press OK and then enter the number.
- Press OK and  to select the desired ringtone for your phonebook entry.
- Press OK to store the phonebook entry.







Searching for a phonebook entry

In idle:

- Press  and  to select PHONEBOOK and then press OK to access the phonebook or by pressing .
- Enter the first letter of the name using the alphanumeric keys (e.g. if it begins with C, press the 2 key three times) and then  to scroll to the entry.






Editing a phonebook entry

In idle:

- Press  and  to select PHONEBOOK and then press OK to access the phonebook or by pressing .
- Press  to select the desired phonebook entry.
- Press OK and  to select EDIT.
- Press OK to display the current name.
- Edit the name and press OK.
- Edit the number and press OK.
- Press  to select the ringtone and press OK to confirm.

Deleting a phonebook entry

In idle:

- Press  and  to select PHONEBOOK and then press OK to phonebook or by pressing .
- Presione  para seleccionar el contacto deseado en el directorio.
- Presione OK y  para seleccionar ELIMINAR.
- Presione OK para confirmar, y el contacto será borrado de su lista.



9. *Call identification (Network dependent)*

This feature is available if you have subscribed to the call line identification service with your network service provider. Your phone can store up to 10 received calls with date/time information in the call list. The number will be shown on the handset display when the phone is ringing. If the number matches with one of the entries in your private phonebook, the caller's name stored in the private phonebook will be displayed alternately with the number, and the handset will ring with the ringtone associated with that phonebook entry. If the call is from someone who withheld their number, **WITHHELD** will be displayed.


If the call is from someone whose number is unavailable, e.g. an international call or from a private exchange, **OUT OF AREA** will display. If you've got new caller display records, the handset will display **X NEW CALLS** in standby mode. The new calls indication will remain until all the new call records have been viewed on that handset.

Viewing the call list


All received calls are saved in the call list with the latest call at the top of the list. When the call list is full, the oldest call will be replaced by a new call. Any unanswered calls which have not been viewed are marked with a ★ icon at the center of the bottom line of the display.

- Press ▲ to access the call list, or press  and ▲/▼ to show **CALL LIST** and then press OK.
- Press ▲/▼ to select the number or name desired.
- Press # to view the caller's number if applicable.
- Press  and ▲/▼ to show **DETAILS** and then press OK to display the date and time of the call.
- Press OK to go back to the previous screen.

Deleting an entry in the call list

- Follow steps 1 and 2 in section 9, Viewing the call list.
- Press  and ▲/▼ to select **DELETE**.
- Press OK to confirm.

Deleting all call list entries


- Follow steps 1 and 2 in section 9, Viewing the call list.
- Press  and ▲/▼ to select **DELETE ALL**.

- Press OK to display CONFIRM?
- Press OK to confirm.
→ All entries will be deleted and the display will show EMPTY.

10. *Phone settings*


Your phone comes with a selection of settings that you can change to personalise your phone the way you like it to work.

Setting the handset language

- Press  and ▲/▼ to select HS SETTINGS.
- Press OK and ▲/▼ to select LANGUAGE.
- Press OK and ▲/▼ to select the desired language.
- Press OK to confirm.

Base settings


Setting the base ringer melody

- Press  and ▲/▼ to select BS SETTINGS.
- Press OK and ▲/▼ to select BS RINGER.
- Press OK and ▲/▼ to select the desired melody you want from a choice of five.
- Press OK to confirm.

NOTE:

The respective ringer melody will be played while browsing the melody list.

Setting the ringer volume

- Press  and ▲/▼ to select BS SETTINGS.
- Press OK and ▲/▼ to select RING VOLUME.
- Press OK and ▲/▼ to select the desired ringer volume (a total of 6 ringer volume levels including VOLUME OFF).
- Press OK to confirm.

NOTE:

The respective ringer volume will be played during your selection.





Handset registration


IMPORTANT:

When you purchase your phone, all handsets are already registered to your base, so you do not need to register them. Handset registration is only necessary when you buy extra handsets or if a handset has become faulty.

You can register additional handsets to have up to five handsets per base unit, with each handset's number (1 to 5) shown on its display. (Note: each handset can only be registered to one base.)

Registering handset to the base:

- Press and hold  on the base station for more than five seconds, to put the base station into registration mode. It will stay in registration mode for about 1 minute, so the following handset sequence must be completed within this time.
- Press  and  to select REGISTRATION.
- Press OK to display PIN?-----.
- Enter the 4-digit system PIN (default 0000).
- Press OK to confirm, and the display will show SEARCHING. If the handset registration is successful, you will hear a confirmation tone and the  will stop flashing.

The handset will automatically be allocated the next available handset number. This handset number is shown in the handset display in standby mode. If the handset registration is unsuccessful, the  will still flash.

11. *Technical details*

Technology	DECT
Caller identification	Dual: DTMF and FSK
Temperature range	Operation 0 °C to 40 °C Storage -20 °C to 60 °C

12. *Warranty for consumer products*

Thank you for purchasing this Motorola branded product manufactured under license by MDX ELECTRONICS LLC.

What does this warranty cover?

Subject to the exclusions contained below, MDX ELECTRONICS LLC warrants that this Motorola branded product or certified accessory sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This warranty is your exclusive warranty and is not transferable.

Who is covered?

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

What will MDX ELECTRONICS, LLC do?

MDX ELECTRONICS LLC or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any products or accessories that does not conform to this warranty. We may use functionally equivalent reconditioned / refurbished / pre-owned or new products, accessories or parts.

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 OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OF IMPLIED. IN NO EVENT SHALL MOTOROLA OR MDX ELECTRONICS LLC. BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE

THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, 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 OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some 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 one jurisdiction to another.

Products covered	Length of coverage
Consumer products	One (1) year since the day of the original purchase by the original first consumer.
Accessories	Ninety (90) days since the date of the original purchase by the original first customer.
Consumer products and accessories that have been repaired or replaced	The balance of the original warranty or for ninety (90) days since the date that the product was returned to the consumer, whichever is longer.

Exclusions

Normal wear and tare

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 warranty.

Abuse and 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 or MDX ELECTRONICS LLC., are excluded from coverage.



Use of non-Motorola branded products and accessories

Defects or damage that result from the use of non-Motorola branded or certified products or accessories 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, MDX Electronics 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 branded housings, or parts, are excluded from coverage.

How to obtain warranty service or have any other questions?

To obtain service or information, please call:

MÉXICO	0-800-021-0000
COLOMBIA	01-800-700-1504
VENEZUELA	0800-100-4289
CHILE	800-201-4442
ECUADOR	1-800-10-2020
PARAGUAY	009-800-542-0030
URUGUAY	0004-0178-7011
COSTA RICA	0800-016-1031

You will receive instructions on how to ship the products or accessories at your expense and risk, to a MDX Electronics, LLC authorized repair center when applicable. To obtain service, you must include: (a) the product or accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the product.

13. *Mexico warranty terms*

ElectronicsMDX, S. De R.L. De C.V. warrants this product for a period of one year against any defect of manufacture and operation from the date of delivery to the final consumer.

BRAND: _____ MODEL: _____
SERIES: _____ DATE OF SALE: _____

COMMERCIAL STAMP

To make this warranty, the customer must present this policy, duly stamped by the establishment that sold it, along with the product in the store where it was purchased, or in our service center, located in:

Newton 293 piso 3 despacho 301
Colonia Chapultepec Morales
Delegación Miquel Hidalgo. CP 11570
México D.F. Tel. 01 800 801 6398 or 55 5250 1544

Terms

During the term of this warranty policy, ElectronicsMDX, S. de R.L. de C.V. through your authorized dealer, undertakes to repair or change the product, as well as parts, such as faulty components, or defective due to workmanship, without any charge to the consumer. Transportation costs arising from the enforcement of this policy, will be covered by ElectronicsMDX, S. de R.L. de C.V. Time to repair in any case will not be greater than 30 days from the date that product is received at our service centers, in which you can also get replacement parts, parts, components, consumables and accessories.

This warranty is not valid in any of the following cases:

- a) When the product has been used under conditions other than normal.
- b) When the product has not been operated according to the instructions for use provided with product.
- c) When the product has been altered, or repaired by persons not authorized by the importer.

Exclusions

We are not responsible for the warranty of systems or equipments in which the equipment can be part of. Any loss or alteration of information and data packages are not covered.

Importer information:

ElectronicsMDX, S. De R.L. De C.V.
Av. Paseo de las Palmas # 555, piso 8
Col. Lomas de Chapultepec, Delegacion Miguel Hidalgo
Mexico, D.F. CP 11000
TEL. 55 5540 7375

This warranty is valid only in Mexico.

All specifications could be altered without previous notification.

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