**charge battery**

New batteries are not fully charged. To charge your phone's battery, plug the battery charger into your phone and into an electrical outlet.

When charging is finished, your display shows **Charge Complete**.

For tips on battery life and charging, see the panel after “text messages.”

**turn phone on & off**

Press and hold  for 5 seconds, or until the display turns on or off.

**make a call**

Enter a phone number and press 

**answer a call**

When your phone rings and/or vibrates, press .

**end a call**

Press .
introducing your phone

Menus

1. Press \[ \text{Main Menu} \] to open the Main Menu.

2. Press \[ \text{up, down, right, & left} \] to highlight a menu option.

3. Press \[ \text{SELECT} \] to select the highlighted option.

Emergency Calls

To call the emergency number:

Press keypad keys to enter the emergency number, then press \[ \] to call it.

Your service provider programs one or more emergency phone numbers (such as 112 or 911) that you can call under any circumstances, even when your phone is locked or the SIM card is not inserted.

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

Status indicators show at the top of the home screen:

![Status Indicators Diagram]

**menu map**

- **Prepaid**
  - Add Airtime
  - My Phone Number
  - Airtime Info
  - Airtime Display
  - Serial Number
  - SIM Serial Number
  - Code Entry Mode

- **Phonebook**
  - Received Calls
  - Dialed Calls
  - NotePad
  - Call Times
  - Data Times
  - Data Volumes

- **Settings**
  - Personalize
  - Ring Style
  - In Call Setup
  - Initial Setup
  - Phone Status
  - Headset
  - Network
  - Security Lantern

This is the standard main menu layout. Your phone’s menu may be a little different.

**customize**

**change ring**

To change ring volume:

**Find it:**  >  >  >  >  >  

1. Scroll to **Ring Volume** and press **Change**.
2. Press right or left to raise or lower volume.

To change ring style:

**Find it:**  >  >  >  >  

Scroll to the style you want and press **Select**:

- **Loud Ring**
- **Soft Ring**
- **Vibrate**
- **Vibrate & Ring**
- **Vibrate then Ring**
- **Silent**

**set screen saver**

Find it:  >  >  >  >  Scroll to an image and press **Select**.

**TIP**

This feature helps save your screen, but not your battery. To extend battery life, turn off the screen saver.

**set wallpaper**

Find it:  >  >  >  >  Scroll to an image and press **Select**.
multimedia messages

send a multimedia message

Find it: 📬 > Messages > Create > MMS or MMS Templates

1. Type the message and press OK.

To insert an image, sound, or other object, press 📬 > Insert. Select the file type and the file.

TIP

2. Choose one or more people for Send To, press DONE.

To enter a subject for the message, highlight Subject and press CHANGE.

To request a delivery receipt, highlight Receipt and press CHANGE, then press ADD.

3. Press SEND when ready to send the message.

---

phonebook

store phonebook entry

Find it: 📬 > Phonebook

1. Enter a phone number from the home screen.
2. Press STORE.
3. Press CHANGE to open the Name entry area.
4. Enter a name for the new phonebook entry.
5. Press DONE to store the entry.

---

text messages

send a text message

Find it: 📬 > Messages > Create

1. Type the message and press OK.

2. In the Send screen, enter the number you want to send to using the keypad keys and press OK.

TIP

Press # to switch text entry mode to iTAP® (predictive text entry), Tap Extended, Numeric, or Symbol.

3. If you want a delivery receipt, scroll to Receipt: and press CHANGE, then press ADD and DONE.

4. Press SEND when ready to send the message.

---

text messages

enter text

You can enter text for text messages:

- Flashing cursor indicates insertion point.
- Press INSERT to insert a quick note, image, or sound.
- Press CANCEL to exit without saving any changes.

Press ☑️ to open sub-menu. Press ☑️ to capitalize letters

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continued
Battery Tips

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

- Always use Motorola Original batteries and chargers. The warranty does not cover damage caused by non-Motorola batteries and/or chargers.
- New batteries or batteries stored for a long time may take more time to charge.
- When charging your battery, keep it near room temperature.
- When storing your battery, keep it uncharged in a cool, dark, dry place.
- Never expose batteries to temperatures below -10°C (14°F) or above 45°C (113°F). Always take your phone with you when you leave your vehicle.
- It is normal for batteries to gradually wear down and require longer charging times. If you notice a change in your battery life, it is probably time to purchase a new battery.

Contact your local recycling center for proper battery disposal.

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

Before using your phone, read the battery safety information in the “Safety and General Information” section.

Specific Absorption Rate Data

This model 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 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 value of an operating phone 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.

The SAR limit set by the FCC and by Industry Canada is 1.6 W/kg. 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
Safety and General Information

This section contains important information on the safe and efficient operation of your mobile device. Read this information before using your mobile device.*

Exposure to Radio Frequency (RF) Energy
Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits.

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

Operational Precautions
For optimal mobile device performance and to be sure that human exposure to RF energy does not exceed the guidelines set forth in the relevant standards, always follow these instructions and precautions.

External Antenna Care
If your mobile device has an external antenna, use only a Motorola-supplied or approved replacement antenna. Use of unauthorized antennas, modifications, or attachments could damage the mobile device and/or may result in your device not complying with local regulatory requirements in your country.

DO NOT hold the external antenna when the mobile device is IN USE. Holding the external antenna affects call quality and may cause the mobile device to operate at a higher power level than needed.

* The information provided in this document supersedes the general safety information in user’s guides published prior to May 1, 2006.

European Union Directives

Conformance Statement

Hereby, Motorola declares that this product is in compliance with:

• The essential requirements and other relevant provisions of Directive 1999/5/EC
• All other relevant EU Directives

IMEI: 350034/40/394721/9

Type: MC2-41H14

Product Approval Number

The above gives an example of a typical Product Approval Number. You can view your product’s Declaration of Conformity (DoC) to Directive 1999/5/EC (to R&TTE Directive) at www.motorola.com/rtte. To find your DoC, enter the product Approval Number from your product’s label in the “Search” bar on the web site.

Product Operation

When placing or receiving a phone call, hold your mobile device just like you would a landline phone. If you wear the mobile device on your body, always place the mobile device in a Motorola-supplied or approved clip, holder, holster, case, or body harness. If you do not use a body-worn accessory supplied or approved by Motorola, keep the mobile device and its antenna at least 2.5 centimeters (1 inch) from your body when transmitting.

When using any data feature of the mobile device, with or without an accessory cable, position the mobile device and its antenna at least 2.5 centimeters (1 inch) from your body. Using accessories not supplied or approved by Motorola may cause your mobile device to exceed RF energy exposure guidelines. For a list of Motorola-supplied or approved accessories, visit our Web site at: www.motorola.com.

RF Energy Interference/Compatibility

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances your mobile device may cause interference with other devices.

Follow Instructions to Avoid Interference Problems

Turn off your mobile device in any location where posted notices instruct you to do so. These locations include hospitals or health care facilities configured for RF energy compatibility. In some circumstances your mobile device may cause interference with other devices.

Pacemakers

If you have a pacemaker, consult your physician before using this device. Persons with pacemakers should observe the following precautions:

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.

(850/1900/1900) when tested for use at the ear is 1.40 W/kg, and when worn on the body, as described in this user guide, is 1.03 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements). The highest SAR value for this model phone (900/1800/1900) when tested for use at the ear is 0.54 W/kg, and when worn on the body, as described in this user guide, is 0.27 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements). 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://www.phonefacts.net) or the Canadian Wireless Telecommunications Association (CWTA) Web site (http://www.cwta.ca).

1. 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.
Driving Precautions
Check the laws and regulations on the use of mobile devices in the area where you drive. Always obey them.
When using your mobile device while driving, please:
• Give full attention to driving and to the road. Using a mobile device may be distracting. Discontinue a call if you can’t concentrate on driving.
• Use handsfree operation, if available.
• Pull off the road and park before making or answering a call if driving conditions so require.

Responsible driving practices can be found in the "Smart Practices While Driving" section at the end of this guide and/or at the Motorola Web site: www.motorola.com/callsmart.

Operational Warnings
Obey all posted signs when using mobile devices in public areas, such as health care facilities or blasting areas.

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

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

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

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Symbol" /></td>
<td>Do not dispose of your battery or mobile device in a fire.</td>
</tr>
<tr>
<td><img src="image2.png" alt="Symbol" /></td>
<td>Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Symbol" /></td>
<td>Do not throw your battery or mobile device in the trash.</td>
</tr>
<tr>
<td><img src="image4.png" alt="Symbol" /></td>
<td>Your mobile device contains an internal lithium ion battery.</td>
</tr>
<tr>
<td><img src="image5.png" alt="Symbol" /></td>
<td>Do not let your battery, charger, or mobile device get wet.</td>
</tr>
<tr>
<td><img src="image6.png" alt="Symbol" /></td>
<td>Listening at full volume to music or voice through a headset may damage your hearing.</td>
</tr>
</tbody>
</table>

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

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

Seizures/Blackouts
Some people may be susceptible to epileptic seizures or blackouts when exposed to flashing lights, such as when playing video games. These may occur even if a person has never had a previous seizure or blackout.
If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult with your physician before playing video games or enabling a flashing-lights feature (if available) on your mobile device.
Discontinue use and consult a physician if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. It is always a good idea to hold the screen away from your eyes, leave the lights on in the room, take a 15-minute break every hour, and stop use if you are very tired.

Caution About High Volume Usage
Listening at full volume to music or voice through a headset may damage your hearing.

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

Motorola Limited Warranty for the United States and Canada

What Does this Warranty Cover?
Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, 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

<table>
<thead>
<tr>
<th>Products Covered</th>
<th>Length of Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Products and Accessories as defined above, unless otherwise provided for below.</td>
<td>One (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.</td>
</tr>
<tr>
<td>Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases.</td>
<td>Limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.</td>
</tr>
<tr>
<td>Monaural Headsets. Ear buds and boom headphones that transmit mono sound through a wired connection.</td>
<td>Limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.</td>
</tr>
<tr>
<td>Consumer and Professional Two-Way Radio Accessories.</td>
<td>Ninety (90) days from the date of purchase by the first consumer purchaser of the product.</td>
</tr>
</tbody>
</table>

**Exclusions**

- **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.

### Software

<table>
<thead>
<tr>
<th>Products Covered</th>
<th>Length of Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).</td>
<td>Ninety (90) days from the date of purchase.</td>
</tr>
</tbody>
</table>

**Exclusions**

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

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

### Who Is Covered?

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

### What Will Motorola Do?

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, games and ringer tones, will be reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

### How to Obtain Warranty Service or Other Information

**USA**

<table>
<thead>
<tr>
<th>Phones</th>
<th>1-800-331-6456</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pagers</td>
<td>1-800-548-9954</td>
</tr>
<tr>
<td>Two-Way Radios and Messaging Devices</td>
<td>1-800-353-2729</td>
</tr>
</tbody>
</table>

**Canada**

<table>
<thead>
<tr>
<th>All Products</th>
<th>1-800-461-4575</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY</td>
<td>1-888-390-6456</td>
</tr>
</tbody>
</table>

For Accessories and Software, please call the telephone number designated above for the product with which they are used.

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

Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If you are concerned, you may want to limit your own or your children's RF exposure by limiting the length of calls or by using handsfree devices to keep mobile phones away from your head and body.

Source: WHO Fact Sheet 193
Further information: http://www.who.int/peh-emf

Product Registration

Online Product Registration:
direct.motorola.com/hellomoto/
Motosupport/source/registration.asp
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

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.

Wireless: The New Recyclable

Your wireless mobile device can be recycled. Recycling your mobile device reduces the amount of waste disposed in landfills and allows recycled materials to be incorporated into new products. The Cellular Telecommunications Industry Association (CTIA) and its members encourage consumers to recycle their mobile devices and have taken steps to promote the collection and environmentally sound recycling of end-of-life devices.
As a mobile device user, you have an important role in ensuring that this device is recycled properly. When it comes time to give this mobile device up or trade it in for a new one, please remember that the mobile device, the charger, and many of its accessories can be recycled. It’s easy. To learn more about CTIA’s Recycling Program for Used Wireless Devices, please visit us at: recycling.motorola.young-america.com/index.html

California Perchlorate Label

Some mobile phones use an internal, permanent backup battery on the printed circuit board that may contain very small amounts of perchlorate. In such cases, California law requires the following label: “Perchlorate Material — special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate.” There is no special handling required by consumers.
Smart Practices While Driving

Check the laws and regulations on the use of mobile devices 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. Go to www.motorola.com/callsmart for more information.

Your mobile device lets you communicate by voice and data—almost anywhere, anytime, wherever wireless service is available and safe conditions allow. When driving a car, driving is your first responsibility. If you choose to use your mobile device while driving, remember the following tips:

- **Get to know your Motorola mobile device 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.
- **When available, use a handsfree device.** If possible, add an additional layer of convenience to your mobile device with one of the many Motorola Original handsfree accessories available today.
- **Position your mobile device within easy reach.** Be able to access your mobile device 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.
- **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.
- **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.
- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
- **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 that can divert your attention away from the road.
- **Use your mobile device to call for help.** Dial 911 or other local emergency number in the case of fire, traffic accident, or medical emergencies.*
- **Use your mobile device to help others in emergencies.** If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911 or other local emergency number, as you would want others to do for you.*
- **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.

accessories

- Headset
- Car Charger
- Travel Charger

These accessories, user manual, and additional W370 product information, available at: www.motorola.com/W370/support