Total Enterprise Access & Mobility (TEAM)

Business Smartphone

Draft

EWP1000 EWP2000 & EWP3000 Series

Quick Start Guide

Windows Mobile

*T*oll quality **mobile PBX** telephony
Complete **push-to-talk** services over WiFi
Integrated data services

PTT Call Connected
87781   00:06

87781

Speakerphone   Menu

Greetings upon receiving your new Enterprise WiFi Phone (EWP). This state-of-the-art Windows Mobile® 6.1 / 6.5 based business smartphone delivers the features and benefits of your enterprise TEAM solution, enabling enhanced communication on the move.

Meet the smartphone

Your EWP is designed to operate throughout the wireless network coverage of your enterprise environment. You can use the smartphone as you would any normal office phone. This means that you can dial local office phone extensions just as you could with a wired desk phone, using abbreviated extension phone numbers. The EWP smartphone also includes voice recognition for hands-free dialing, group and individual push-to-talk (PTT), text messaging, email, contacts, calendar, tasks and many other built-in tools to help you manage your busy work style.

The EWP can also access server based enterprise applications, a standard mobile Internet browser, and has the ability to pair with Bluetooth® headsets and other Bluetooth devices such as personal computers.

The EWP is available in three models; the semi-rugged EWP2000 and EWP3000 series and the professional EWP1000 series. All models have identical functional and operational features and differ in ruggedness and outward appearance. The EWP3000 series incudes a camera.

For detailed information on the EWP features, refer to the EWP1000/2000/3000 Series User's Guide P/N 6802987C36, at: www.motorola.com/enterprisemobility/manuals.

BEFORE USING THIS smartphone, READ the Product Regulatory, Safety & RF Exposure Guide (P/N 6802987C35) included with this smartphone.

EWP1000 Anatomy

1. Speaker key 🔊
2. Volume up/down
3. PTT button
4. Programmable key
5. Rapid Travel Charger jack/USB cable port
6. Earpiece
7. Navigation key
8. Select key
9. Left soft key
10. Home key
11. Call/Answer key 📞
12. Lower microphone
13. Speakerphone
14. Upper microphone
15. Right soft key
16. Back key
17. Power/End key ⏻
18. Lanyard point
19. Headset Jack (supports PTT)

1. Speaker key 🔊
2. Holster latches
3. Volume up/down
4. PTT button
5. Programmable key
6. Rapid Travel Charger jack/USB cable port
7. Desktop Charger Contacts
8. Earpiece/Upper Microphone
9. Navigation key ⊙
10. Select key ◈
11. Left soft key
12. Home key
13. Call/Answer key 📞
14. Speakerphone/Lower Microphone
15. Right soft key
16. Back key
17. Power/End key ⏻
18. Lanyard point
19. Headset Jack (supports PTT)

EWP3000 Anatomy

1. Speaker key 🔊
2. Holster latches
3. Volume up/down
4. PTT button
5. Scan key
6. Rapid Travel Charger jack/USB cable port
7. Desktop Charger Contacts
8. Earpiece/Upper Microphone
9. Navigation key
10. Select key
11. Left soft key
12. Home key
13. Call/Answer key 📞
14. Speakerphone/Lower Microphone
15. Right soft key
16. Back key
17. Power/End key 🔴
18. Lanyard point
19. Headset Jack (supports PTT)
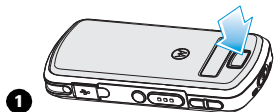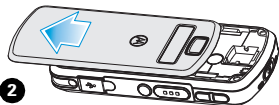20. Camera Lens (EWP 3100 only)
21. Camera Aimer (EWP 3100 only)
22. Camera Flash (EWP 3100 only)

Getting Started

Battery Installation

1

2

EWP 2000/2100/3100 only
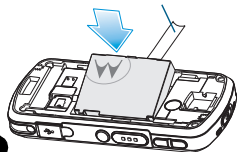
3
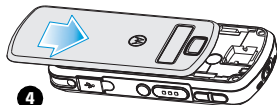
4

Charge the battery
Battery status indications:

🔋 Low battery

🔋 Battery level

🔋 Charging in progress

🔋 Charging completed

Rapid travel charger
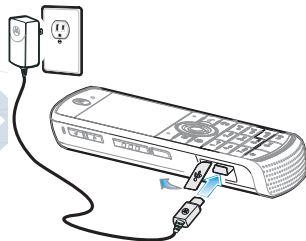
1. Plug the Rapid Travel Charger into the smartphone's USB port and plug into a standard 110/220 VAC wall outlet.

2. When charging is completed, remove the charger from the wall outlet.

Using a PC to charge

1. Plug the USB cable into the smartphone and the PC.
2. When charging is completed, remove the cable from the computer USB port.

Basics

Power on
Press and hold ⬚ for 1-2 seconds. Allow a few seconds for Home screen to appear.

Power off
Press and hold ⬚ for 1-2 seconds.

First time network connection
Press: *Start > Settings > Connections > Wireless manager > Menu > Wifi Settings.* Enter password and press *Go* to access. Enter your network name, encryption method (AES), authentication method (EAP-TLS) and press *Save.*
Wait until "**Full Service**" shows on the screen.

View your smartphone number
Press: *Start > Settings > Phone > Call Options.*
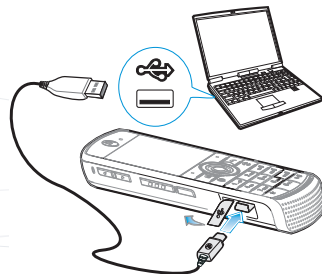
Home screen
Use the Navigation key ·Ọ· to scroll and move between the screen items. Press the Select key ·●· to access.
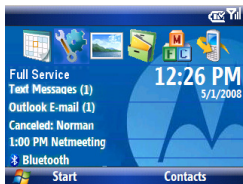
Open programs
From the Home screen, press: **Start** to access recently used programs. Use the Navigation key ·Ọ· to scroll and press the Select key ·●· to open. To see all programs, press: *Start > All Programs.*

Contacts (phonebook)
From the Home screen, press: **Contacts** to access a contact registry. Use the Navigation key ·Ọ· to scroll, press the Select key ·●· to open and press ⬚ to call. To add a new contact, press: *Contacts > New > Outlook Contact.*

Important status indicators
On the top of the Home screen, you may find the following status indicators:

📶	Full wireless service	▭▭	New Voicemail
📵	No wireless service	◀×	Silent mode
📶×	Wireless is turned off	🗗	Vibrate mode
✉	New email/text message	🔵	Bluetooth on

Screen Time out
Your screen turns off to save battery power. To set the screen time out, press: *Start > Settings > More > Power Management > Display time out*.

Lock & unlock keypad
To lock, press and hold 🏠 for a second. Press *Lock*.
To unlock, press: *Unlock >* ✱.

Make a call
Enter phone number and press 📞.

Answer/End a call
Press: 📞 to answer a call.
Press: 📞 to end a call.

Make a PTT call
Enter PTT number. Press and hold the PTT button. Begin talking after hearing a chirping sound. Release PTT to listen.

Redial
Press: 📞 to see last calls and Contacts. Highlight entry and press 📞 or PTT.

Request PTT call
Request PTT call let the recipient know you want to talk on a PTT call. Enter phone number. Select: *Start > Contacts* and Select a Contact. Select *Menu > Request PTT Call*.

Receive/Answer a PTT call
Your smartphone emits a tone or vibrates. Wait for the caller to finish speaking. Press and hold the PTT button. Begin talking after hearing a chirping sound. Release the PTT button to listen.

Make a call from Contacts
Press: *Start > Contacts*. Scroll to a contact and press the Select key ·◆·. Scroll to a type of contact (mobile, home etc.) and press 📞.

Set earpiece volume
During a call, press the volume up/down keys.

Set ring volume
Press: *Start > Settings > Profiles.* Scroll to a profile. Select: *Menu > Edit.* Scroll to **Ring volume** to set level.

Speakerphone
During an active call, press the speaker key 🔊 to turn on/off the speakerphone.

Phone

Vibrate mode
Press and hold ⌂. Select: *More > Vibrate*.

Silent mode
Press and hold ⌂. Select: *Silent*.

Normal mode
Press and hold ⌂. Select: *Normal*.

Check Voicemail
When ⚏ shows, you have voice message. Press and hold ①. Follow the Voicemail prompts.

Conference call*
During an active call, press: *Menu > Conference With*. Select a number from *Contacts* or *Recent call* or *Phone number* and press Done.

*This feature may not be available on your phone. Please contact your system administrator.

Make a PTT group call
Press: *Start > Contacts*. Scroll to the talkgroup. Press and hold PTT and begin talking after hearing a chirping sound. Release PTT to listen.

Join an active PTT group
Press: *Start > Contacts*. Select the talkgroup you want to join. Press: *Menu > Join PTT group*. Press and hold PTT and begin talking after hearing a chirping sound. Release PTT to listen.

Transfer a call
During an active call, press: *Menu > Transfer to > Contacts*. Scroll to a contact and press the Select key ⦿.
The smartphone displays "Would you like to speak to (contact number) before transferring the call?" Press: Yes to speak to the contact before transferring the call. Press: *No > Transfer* for direct transfer.

Forward calls to Voicemail*
To send your incoming calls to voicemail, press: *Start > Settings > Phone > Call Forwarding*.

*This feature may not be available on your phone. Please contact your system administrator.

Set Speed Dial numbers
Press: *Start > Contacts*. Select a contact. Press: *Menu > Add to Speed Dial > Keypad assignment*.

Voice Recognition

Voice dial
1. Press and hold the Speaker key 🔊 for 2 seconds.
2. When prompted, say "Call" followed by a number or contact name.

Send message
You may also say "Send text" or "Send email" followed by a contact name or number to send a text message.

Look up a contact name
Say "Look up" and then the name or number in your contacts list.

Open program
1. Press and hold the Speaker key 🔊 for two seconds.
2. When prompted, say "Open" and then the name of a program you want to go to.

To add a program to your selection list, press: *Start > Voice Recognition > Settings > Application Launcher.*

Adapt your voice
Adapt your voice for better recognition, press: *Start > All Programs > Voice Recognition > Settings > Digit Dialing > Adapt Digits*.

Text Messaging / Email

Read new message
Press: *Start > Messaging > Text Messages* or *Outlook E-mail*.

Create a text message
1. Press: *Start > Messaging > Text Messages* or *Outlook E-mail > Menu > New*.
2. Place your cursor on the **To:** line and press the Select key ·◆· to add recipients from Contacts.
3. When you are done creating a message, press: **Send**.

Letter, word completion or numeric mode
Default mode is Letters **abc**. To change modes to either word completion **abc** or numbers **123**, press and hold ✳ for 2 seconds and release; repeat to switch to the next mode.

Uppercase, lowercase or caps lock
Press and hold ⓪₊ ; press ✳ to toggle between **ABC**, **abc** and **Abc**.

Special characters
In Letters mode, repeatedly press ① to switch between the following characters **. , ? ! - _ ' @ :**

Enter symbols
1. Press and hold ＃ for 2 seconds to view the symbols screen.
2. Select a symbol or a special character. When done, the smartphone returns to previous text mode.

Enter space - Swiftly press ＃.

Delete text - Press ◄ . Hold ◄ to keep deleting.

Start a new line - Press the Select key ·◆·.

Text setup (Language, Word completion, Clear content)
Press and hold ＃ for 2 seconds > *Setup*.

Add entry to Contacts

1. From the Home screen, press: *Contacts > New > Outlook Contact*.
2. Enter Work, Mobile, PTT, Home, and E-mail information. Also, you can assign Ring Tone and Picture Caller ID to the contact.

Edit Contacts entry

Press: *Start > Contacts*. Scroll to a Contact.
Press: *Menu > Edit*.

Change sounds

1. From the Home screen, press: *Start > Settings > Sounds*.
2. You can change the sound of the ring tone, reminders, new e-mail, new text message, new instant message, PTT call request, exclamation, questions, warnings, keypad control, service tone, call drop tone, minute beep.

Headset Connection

PTT and stereo headsets

Use your headset jack to plug in an optional hands-free PTT headset.

Warning: When using a headset, you may not hear the surrounding sounds. Do not use a headset where it can endanger your safety.
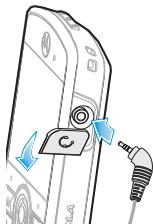
First time connection of Bluetooth headset

- The headset must be charged prior to starting
- Bluetooth headset must be turned Off.

1. To turn on Bluetooth: press *Start > Settings > Connections > Wireless Manager* and check the **Enable Bluetooth** box. The 🅱 indicator appears in the Home screen.

2. From the Home screen, press: *Start > All Programs > Bluetooth > Bluetooth Manager > Hands-free*.

3. Place the headset in pairing mode (Refer to the Bluetooth Pairing Instructions included with the headset.). When using Motorola headset, press and hold the Call button of the headset for 5 seconds. The indicator light turns on and remains steady. If the indicator light is flashing or does not remain steadily lit, turn off the headset and repeat this step.

4. Press: **Add**. The smartphone prompts you to verify your headset is ready.

5. Press: **Search**. The smartphone starts searching for your headset and shows it on the screen.

6. Press: **Select** to connect the headset.

7. When prompted, enter the device passkey provided with your headset (such as 0000) and press **Accept**.

When your headset successfully pairs, the indicator light changes from steady to flashing blue. After you have successfully paired your smartphone and headset, you do not need to repeat these steps. To pair the headset again, verify that your smartphone's Bluetooth is enabled (See step 1.) and turn on the headset.

Synchronize with PC

Memory Card

You can use Microsoft® ActiveSync version 4.5 and beyond or Windows® Mobile Device Center to synchronize information between your smartphone and a computer. ActiveSync can synchronize your contacts, calendar, email, tasks, favorites and show the content of your smartphone on your computer. You can move files between your computer and smartphone, download and install applications and service your smartphone (for free download, go to Microsoft web site or contact your administrator).

To Synchronize with your PC:

1. Turn on the smartphone and PC.
2. Connect your smartphone to your PC using a USB cable. ActiveSync starts to synchronize automatically with your smartphone.
3. Follow the instructions shown on your PC screen and select the items you want to synchronize, such as email, contacts, calendar, favorites and other information.
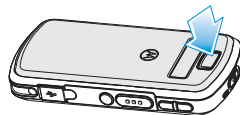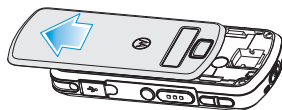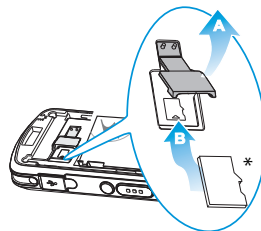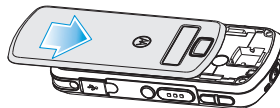
* Removable microSD "optional" - sold separately

Grant of Equipment Authorization

FCC INTERFERENCE

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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.

(2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Notice

IMPORTANT: Unauthorized repairs or modifications could result in permanent damage to the equipment and void your warranty and your authority to operate this device under Part 15 of the FCC Rules.

Radio Frequency and Power

Radio	Network	Freq Band	Rated Power
802.11a	WLAN	5.15-5.25 GHz 5.25-5.35 GHz 5.47-5.725 GHz 5.725-5.825 GHz	15.8mW at 54Mbps
802.11b	WLAN	2412-2462MHz 2412-2472 MHz	63mW at 11Mbps (US & Canada) 25.12mW at 11Mbps (EU)
802.11g	WLAN	2412-2462MHz 2412-2472 MHz	17.8mW at 54 Mbps (US & Canada) 25.12mW at 6Mbps (EU)
Bluetooth	WPAN	2402-2480MHz	1mW

FCC Grant of Equipment Authorization

Model	FCC ID
EWP1100	AZ489FT7031
EWP2100	AZ489FT7032
EWP3100	AZ489FT7038

Industry Canada Grant of Equipment Authorization

This Class B digital apparatus complies with Canadian ICES-003. Cet appreil numérique de la classe B est conforme 'a la norme NMB-003 du Canada:

Model	ID
EWP1100	109U-89FT7031
EWP2100	109U-89FT7032
EWP3100	109U-89FT7038

IMPORTANT: In the band 5150- 5250 MHz, the device may only be used indoors to reduce potential for harmful interference to co-channel mobile satellite systems. Changes or modifications made in the smartphone, not expressly approved by Motorola, will void the user's authority to operate the equipment.

Accessories

For updated list of accessories, refer to the EWP1000/2000/3000 Series User's Guide P/N 6802987C36 at:
www.motorola.com/enterprisemobility/support

Standard (1480mAh) Battery
SNN5754A (for use with EWP1000
& EWP2000 Series only)

Extra Capacity (1750mAh) Battery
SNN5793A (for use with EWP1000,
EWP2000 & EWP3000 Series)

Mini USB Data Cable
SYN6371C

Surveillance + PTT Headset
NNTN5211B

Rapid Travel Charger SPN5202C
(US, Canada, EU & other countries)

South Korea - SPN5460A
Japan - SPN5275C
Hong Kong - SPN5199C
Taiwan - SPN5270C
China - SPN5440A
Argentina - SPN5197C
Mexico - SPN5200C
Brazil - SPN5522A

Ear bud + PTT Headset
NNTN5330B

Carry Case with Clip
EWP1000/1100 - SYN2682A
EWP2000/2100/3100 - SYN2685A

Universal Pouch
SYN2679A

Stereo + PTT Headset
NNTN5774C

Single Unit Desktop Charger
US & Canada - DCH1000 (includes SPN5202C travel charger
and SYN6371C USB cable)
World wide - DCH1001(includes SYN6371C USB cable)

Multi - Unit Desktop Charger
US & Canada - DCH600
World wide - DCH6001

General Information

To obtain additional information, contact Motorola at:

- North America: 1-800-653-5350
- International: +1-631-738-6213

http://www.motorola.com/

Motorola's Enterprise Mobility Support Center

If you have a problem with your equipment, contact Enterprise Mobility support for your region. Contact information is available by visiting http://www.motorola.com/customersupport and after selecting your region, click on the appropriate link under **Support for Business**.

When contacting Enterprise Mobility support, please provide the following information:

- Serial number of the unit
- Model number or product name
- Software type and version number

Motorola responds to calls by email, telephone or fax within the time limits set forth in support agreements. If you purchased your Enterprise Mobility business product from a Motorola business partner, contact that business partner for support.

Customer Support Web Site

Motorola's Support Central Web site, accessed via the **Symbol-branded products** link under Support for Business, provides information and online assistance including developer tools, software downloads, product manuals and online repair requests.

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Informations générales

Pour obtenir de plus amples renseignements, communiquez avec Motorola :

- Amérique du Nord : 1 800 653-5350
- International +1 631 738-6213

http://www.motorola.com/

Enterprise Mobility Support Center de Motorola

Si votre matériel pose un problème, communiquez avec le centre d'assistance Enterprise Mobility de votre région. Pour obtenir de l'information sur le centre d'assistance, visitez le site http://www.motorola.com/customersupport et après avoir choisi votre région, cliquez sur le lien pertinent sous **Support for Business**.

Lorsque vous prenez contact avec l'assistance aux entreprises, veuillez fournir les renseignements suivants :

- Numéro de série de l'appareil
- Numéro du modèle ou nom du produit
- Type de logiciel et son numéro de version

Motorola répond aux appels par courriel, par téléphone ou par télécopieur dans les délais prévus aux contrats de soutien. Si vous avez acheté votre produit professionnel Enterprise Mobility auprès d'un partenaire commercial Motorola, communiquez avec ce partenaire pour obtenir de l'assistance.

Site Web de soutien à la clientèle

Le site Web central d'assistance de Motorola, accessible par le lien **Symbol-branded products** sous Support for Business, fournit de l'information et une assistance en ligne, y compris des outils pour développeurs, des logiciels téléchargeables, des manuels de produits et des formulaires de demande de réparation en ligne.

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