

# TOTAL ENTERPRISE ACCESS & MOBILITY (TEAM) BUSINESS SMARTPHONE EWP2000 & EWP3000 SERIES QUICK START GUIDE





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## ***Warranty***

For the complete Motorola hardware product warranty statement, go to:

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



# Welcome

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

## Meet the EWP

Your EWP is designed to operate throughout the wireless network coverage of your enterprise environment. You can use the EWP 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 also includes group and individual push-to-talk (PTT), text messaging, email, contacts, calendar, tasks, voice recognition for hands-free dialing 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 two semi-rugged models; EWP2000 and EWP3000 series. Both models have identical ruggedness qualities with wipe-able keypad.

The EWP3000 series adds an integrated camera that can read 1D/2D bar codes and take pictures as well as antimicrobial surface protection.

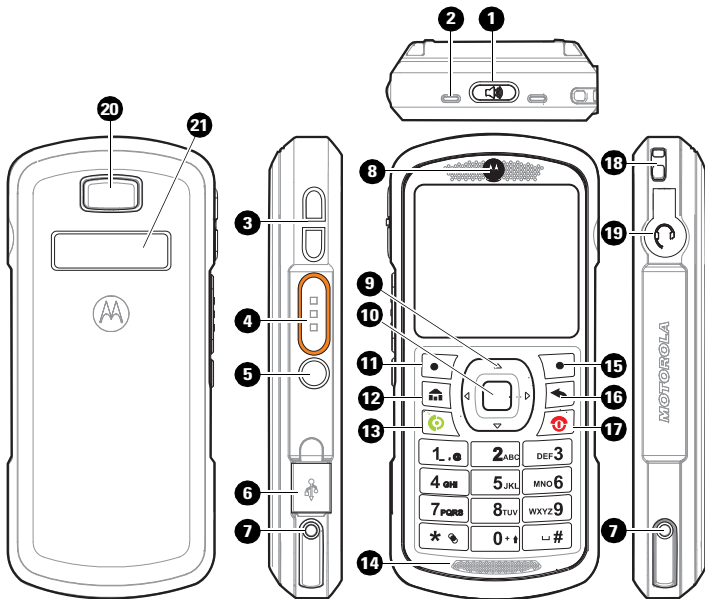
For detailed information on the EWP features, refer to the EWP2000/3000 Series User's Guide P/N 6802987C36, at: [supportcentral.motorola.com](http://supportcentral.motorola.com)

BEFORE USING THIS device, READ the Product Regulatory, Safety & RF Exposure Guide (P/N 6802987C72) included with this package.







# EWP2000 Series Anatomy

1. Speaker key 
2. Holster latches
3. Volume up/down
4. PTT button
5. Programmable key
6. Charger jack/USB 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

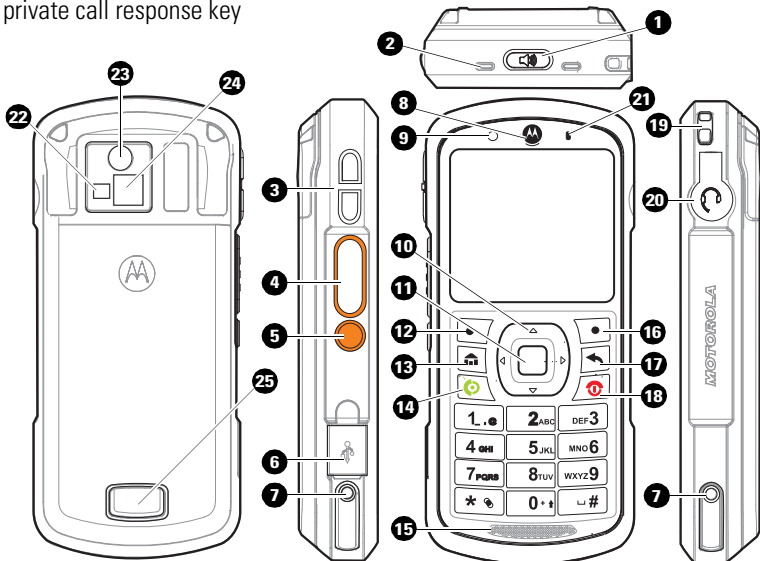
19. Headset jack (supports PTT)
20. Battery door release
21. ID label window



# EWP3000 Series Anatomy

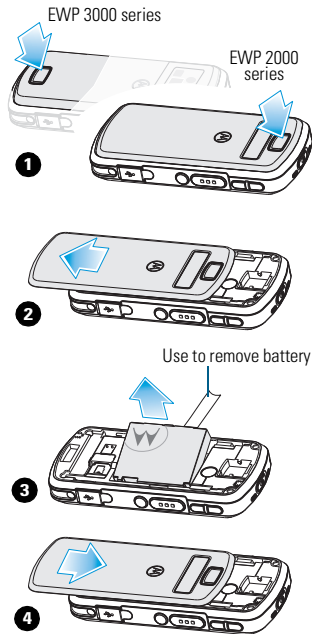
1. Speaker key 
2. Holster latches
3. Volume up/down
4. PTT button
5. Scan key/Team express private call response key
6. Charger jack/USB port
7. Desktop charger contacts
8. Earpiece
9. Light sensor
10. Navigation key 
11. Select key 
12. Left soft key
13. Home key
14. Call/Answer key 
15. Speakerphone/Lower Microphone 
16. Right soft key
17. Back key
18. Power/End key 
19. Lanyard point
20. Headset jack (supports PTT)

21. Upper Microphone
22. Camera aimer
23. Camera lens
24. Camera flash
25. Battery door release







# Getting Started

## Battery Installation

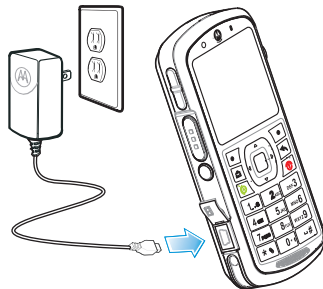


## Charge the battery

Battery status indications:

-  Low battery
-  Battery level
-  Charging in progress
-  Charging completed

## Rapid travel charger



- 1.** Plug the Rapid Travel Charger into the EWP'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 EWP 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 about 30 seconds for the 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*.

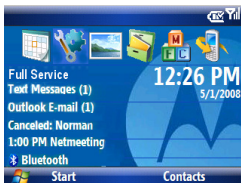
Wait until “**Full Service**” shows on the screen.

## View your device number



Press: *Start > Settings > Phone > Call Options*.

## Home screen




Use the Navigation key  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  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  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

## Basic Settings

### 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 > .*

## Phone Basics


### 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.


### Normal mode

Press and hold  until the *Quick List* screen is displayed. Select: *Normal*.

### Silent mode

Press and hold  until the *Quick List* screen is displayed. Select: *Silent*.

### Vibrate mode


Press and hold  until the *Quick List* screen is displayed. Select: *More > Vibrate*.


## Phone Calls

### Make a call



Enter phone number and press .

### Answer/End a call



Press:  to answer a call.

Press:  to end a call.

### 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 .

### Redial

Press:  to see last calls and Contacts. Highlight entry and press .

## PTT Calls

### Make a PTT call

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

### Request PTT call

Requesting PTT call lets the recipient know you want to talk on a PTT call.

Enter phone number. Select: *Menu > Request PTT Call*.

### Receive/Answer a PTT call

When receiving a PTT call, your EWP emits a tone or vibrates and the caller begins to talk.

Wait for the caller to finish talking.

To answer, press and hold the PTT button.

Begin talking after hearing a chirping sound.

Release the PTT button 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.

### 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.

## Enhanced Call Features

### Check Voicemail

When  shows, you have voice message. Press and hold . 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*.

### 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.

## Transfer a call

During an active call, press: *Menu > Transfer to > Contacts*. Scroll to a contact and press the Select key .

The EWP 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.

## 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 Windows program

To run a Windows program using your voice:

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

You can improve the speech recognition accuracy by adapting EWP to your voice.

To 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 ; press  to toggle between **ABC**, **Abc** and **abc**.


## Special characters

In letters mode, repeatedly press  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 device 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*.

# Personalize

## 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.

## Bar Code Scan (EWP3000 series only)

To scan a bar code:

1. Press and release the Scan key to launch the scan-enabled application. The scan-enabled application is displayed on the screen.

2. Press and release the Scan key.
  - Position the device approximately four inches from the barcode to be read and allow the camera to focus on the image.



- Aim the cross pattern shown on the screen at the center of the bar code. Make sure to show the entire bar code on the screen.

**Note:** Your EWP may be set to project a red aimer line across the bar code. In such case, ensure that the red line crosses the entire bar code.

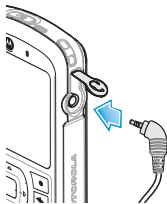
3. The EWP beeps to indicate that the bar code has been successfully decoded.

# Headset Connection

## PTT and stereo headsets


Use your headset jack to plug in an optional 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 on the EWP: press *Start > Settings > Connections > Wireless Manager*, check the **Enable Bluetooth** box and press *Done*. The  indicator appears in the Home screen.
2. From the Home screen, press: *Start > All Programs > Bluetooth > Bluetooth Manager > Hands-free*.

3. Turn the headset on and place it in pairing mode (Refer to the Bluetooth pairing instructions included with the headset.). When using a 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/on the headset and repeat this step.
4. On the EWP press: **Add**. The EWP prompts you to verify your headset is ready.
5. Press: **Search**. The EWP 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 device and headset, you do not need to repeat these steps. To pair the headset again, verify that your EWP's Bluetooth is enabled (See step 1.) and turn on the headset.

## Synchronize with PC

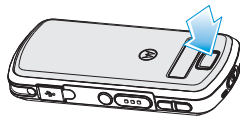
You can use Microsoft® ActiveSync version 4.5 and beyond or Windows® Mobile Device Center to synchronize information between your EWP and a computer. ActiveSync can synchronize your contacts, calendar, email, tasks, favorites and show the content of your EWP on your computer. You can move files between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

To Synchronize with your PC:

1. Turn on the EWP and PC.
2. Connect your EWP to your PC using a USB cable. ActiveSync starts to synchronize automatically.
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.

## Memory Card

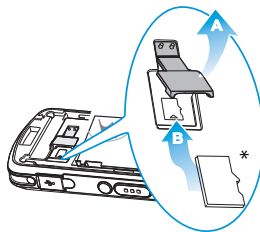
1



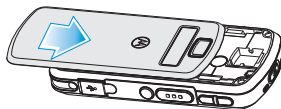
2



3



4



\* 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.

**IMPORTANT:** This device is capable of operating in 802.11a mode. For 802.11a devices, operating in the frequency range of 5.15 - 5.25 GHz, they are restricted for indoor operations to reduce any potential harmful

interference for Mobile Satellite Services (MSS) in the US. WIFI Access Points that are capable of allowing your device to operate in 802.11a mode (5.15 - 5.25 GHz band) are optimized for indoor use only. If your WIFI network is capable of operating in this mode, please restrict your WIFI use indoors to not violate federal regulations to protect Mobile Satellite Services.

## Radio Frequency and Power

Radio	Network	Freq Band	Rated Power
802.11a (only for 2100 & 3100)	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
802.11a/n*	WLAN	5.15-5.25 GHz 5.25-5.35 GHz 5.47-5.725 GHz 5.725-5.850 GHz	802.11a: 15.8mW at 54Mbps 802.11n (5GHz): 12.59mW at MCS7
802.11b	WLAN	2412-2462MHz 2412-2472 MHz	63mW at 11Mbps (US & Canada) 25.12mW at 11Mbps (EU)
802.11g/n*	WLAN	2412-2462MHz 2412-2472 MHz	17.8mW at 54 Mbps/MCS7 (US, Canada & EU) 25.12mW at 6Mbps/MCS0 (EU)
Bluetooth	WPAN	2402-2480MHz	1mW (for EWP2100 & 3100) 7mW (for EWP2200 & 3200)

\* 802.11n is only applicable for EWP2200/EWP3200.

## FCC Grant of Equipment Authorization

Model	FCC ID	Model	FCC ID
EWP2100	AZ489FT7032	EWP2200	AZ489FT7052
EWP3100	AZ489FT7038	EWP3200	AZ489FT7051

## Industry Canada Grant of Equipment Authorization

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

Model	IC ID	Model	IC ID
EWP2100	109U-89FT7032	EWP2200	109U-89FT7052
EWP3100	109U-89FT7038	EWP3200	109U-89FT7051

# Accessories

For updated list of accessories, refer to the EWP2000/3000 Series User's Guide P/N 6802987C36 at: [supportcentral.motorola.com](http://supportcentral.motorola.com)



**Standard (1480mAh)  
Battery SNN5754A**  
(EWP2100 only)



**Extra Capacity (1750mAh) Battery  
SNN5793A (EWP2000 & EWP3000 Series)**



**EWPACCUC001**  
Universal Carry Case



**Mini USB Data Cable**  
SYN6371C



**Mono in the ear headset  
with MIC & PTT**  
SJYN0264C



**Mono over the ear  
headset W/MIC & PTT**  
RMN5130A



**Coil Cord Lanyard**  
SYN2678A / EWPACCLY002  
(The intended use of the lanyard is only  
to secure the device while used with  
the approved carry accessories)



**Plastic Holder  
with Clip**  
SYN2680A



**Travel Charger EMU Rapid Switcher**  
PWRS-14000-270R - US, CAN, TW, MX, CO  
PWRS-14000-273R - AU, NZ, HK  
PWRS-14000-274R - AR  
PWRS-14000-275R - UK, FR, DE, IT, ES, SE,  
NE, BE, SG, TH, VN, CL  
PWRS-14000-276R - BR, SK



**Single Unit Desktop Charger**  
World wide - DCH1001



**Multi - Unit Desktop Charger**  
US & Canada - DCH6000  
World wide - DCH6001

# Specifications

## Dimensions:

- EWP2000 (Standard Battery): 4.74 in. L x 2.13 in. W .74 in. D / 120.5mm L x 54mm W x 18.7mm D.
- EWP2100/EWP2200 (Expanded Capacity Battery): 4.74 in. L x 2.13 in. W .81 in. D / 120.5mm L x 54mm W x 20.6mm D.
- EWP3100/EWP3200 (Expanded Capacity Battery) 4.74 in. L x 2.13 in. W .81 in. D / 120.5mm L x 54mm W x 22.6mm D.

## Weight:

- EWP2000 5.36 oz. / 152 grams
- EWP2100/EWP2200 5.71 oz. / 162 grams
- EWP3100/EWP3200 5.36 oz. / 152 grams

## Battery:

Rechargeable Lithium Ion: Standard Battery—1480 mAh Battery (applicable for EWP2000 series only); Expanded Capacity Battery—1750 mAh Battery.

## Operating System:

Microsoft® Windows Mobile® 6.5.

## Camera:

3.2 Mega pixel with flash and auto focus.

## Camera Decode Capability:

Type 1D bar codes: Code 39, UPCA, UPCE, EAN13, EAN8, Code 128, UCC/EAN128, ISBT128, Code 93, Code 11, Web Code, MSI, MSI Plessey, Discrete 2 of 5, Interleaved 2 of 5, Codabar, UPCE1, Coupon Code, Trioptic code 39, RSS, RSS 14, RSS Limited, RSS Expanded.

Type 2D bar codes: PDF417, Micro PDF, Composite C, Composite AB, Data Matrix, QR Code, Micro QR, Aztec, US planet, US Postnet, UK Postal, Japan Postal, Australian Postal, Dutch Postal.

## Operating Temperature:

14° F to 122° F / -10° to 50° C.

## Storage Temperature:

-32° F to 104° F / 0° C to 40° C.

## General Information

To obtain additional information, contact Motorola Solutions at:

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

<http://www.motorolasolutions.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.motorolasolutions.com/support> 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.



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<http://www.motorolasolutions.com>

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