

Safety, regulatory, & legal

Where is my legal, safety and regulatory information? In order to provide you with better access to this important information, we've made the materials accessible from the phone's settings menu and on the web. Please review these materials prior to using your device. To access the materials from a connected phone, go to **Settings**

> **System > Legal information**, and select a topic. To access the materials on the web, visit www.motorola.com/device-legal.

Note: Adapter shall be installed near the equipment and shall be easily accessible.

Regulatory information (e-label). Your mobile device may use an electronic label (e-label) that provides some regulatory information about the device. To view the regulatory information (such as FCC ID) for this device, on the phone, go to **Settings > System > Regulatory information**, or visit www.motorola.com/device-legal.

Battery charging. Charge your mobile device using a compatible Motorola charger, another brand class 2 Limited Power Source USB charger that complies with USB 1.1, 2.0, 3.0, or greater, and complies with EN301489-34, EN60950-1 or equivalent, or a high-power USB port on a PC. Chargers that do not comply with these standards may be unsafe and may cause slow charging, product damage, or reduced device performance.

- Don't charge your phone in temperatures below 0°C (32°F) or above 40°C (104°F).
- Only use Motorola-approved batteries, which contain safety circuitry and are designed to give the best performance in your mobile device.
- Don't use a damaged charger or charger cable to charge your device.
- Don't use tools, sharp objects, or excessive force to clean the USB port, as this may damage your mobile device.
- Unplug your charger from the electrical outlet when not in use.

Distractions. Using your mobile device in some circumstances could distract you and may cause a dangerous situation. Be aware of your surroundings and environmental hazards when using your mobile device.

Driving precautions. Responsible and safe driving is your primary responsibility when driving a vehicle. Always obey local laws and regulations.

Seizures, blackouts, eyestrain & discomfort. Prolonged use of any device may cause discomfort in hands, fingers, arms, neck, and other parts of your body, and may cause eyestrain and headaches. It is good practice to use your device in a safe area with comfortable ambient lighting, and take frequent breaks if you feel discomfort. Seek medical advice if symptoms persist.

In rare cases, flashing patterns or lights, for example in video games or movies, may cause seizures or blackouts. If you suffer any seizures or blackouts, or have a history of seizures, stop using your device and seek medical advice.

Medical devices. If you use an implantable pacemaker or defibrillator, or other medical device, consult your healthcare provider and the device manufacturer's directions before using this mobile device.

If you use a pacemaker or defibrillator, the FCC recommends that you observe the following precautions:

- **ALWAYS** keep the mobile device more than 20 centimeters (8 inches) from the pacemaker or defibrillator.
- Use the ear opposite the pacemaker or defibrillator to minimize the potential for interference.
- Turn **OFF** the mobile device immediately if you have any reason to suspect that interference is taking place.

Important: Some products contain magnets. Always keep products with magnets more than 20 cm. (8 in.) from medical devices, such as pacemakers, internal cardio defibrillators or other devices that can be affected by a magnetic field. Also, keep away from credit cards, ID cards and other media that use magnetically encoded information.

Children and animals. Keep your mobile device and its accessories away from small children and animals. These products are not toys and maybe hazardous to small children and animals. For example, a choking hazard may exist for small, detachable parts. Keep plastic bags away from babies and children to avoid danger of suffocation and choking. **Supervise access.** If children use your mobile device and accessories, monitor their access for their safety, and to help prevent loss of data or unexpected charges for data or app purchases.

Glass parts. Some parts of your mobile device, like your screen, could be made of glass. If the glass breaks, chips, or cracks, do not touch or attempt to remove it. Stop using your mobile device until it can be repaired by a qualified service center.







Use & care. To care for your Motorola mobile device, please observe the following:

- **Liquids.** Don't expose your mobile device to water, rain, extreme humidity, sweat, or other liquids.
- **Drying.** Don't try to dry your mobile device using a microwave oven, conventional oven, or dryer.
- **Extreme heat or cold.** Don't store or use your phone in temperatures below -20°C (-4°F) or above 60°C (140°F).
- **Dust and dirt.** Don't expose your mobile device to dust, dirt, sand, food, or similar materials.
- **Cleaning.** To clean your mobile device, use only a dry soft cloth. Don't use chemicals or compressed air.
- **Shock and vibration.** Don't drop your mobile device or expose it to strong vibration.
- **Protection.** To help protect your mobile device, always make sure that any available connectors, compartments and removable covers are closed and secure, and avoid carrying it with hard objects such as keys or coins.

- **LED light safety.** This product uses an LED light source, which is safe when used as intended. Avoid staring directly at the LED light source, which may cause discomfort or temporarily impair vision.
- **Class 1 Laser.** This device contains a Class 1 laser focusing system, which is safe under reasonably, foreseeable conditions of use in accordance with international standards. Do not attempt to modify or disassemble.

Operational warnings. Obey all posted signs when using mobile devices in public areas.

- **Potentially explosive areas:** Potentially explosive areas are often, but not always, posted and can include blasting areas, fueling stations, fueling areas (such as below decks on boats), fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders.
Turn off your mobile device before entering such an area, and do not charge batteries. In such areas, sparks can occur and cause an explosion or fire.
- **Symbol key:** Your charger, mobile device, battery (if user-removable), device display, user's guide, or packaging may contain symbols, defined as follows:

	Important safety information follows.
	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Don't dispose of your battery or mobile device with your household waste. See Disposal & recycling for more information.
	Don't dispose of your battery or mobile device in a fire.
	For indoor use only.
	Listening at high volume to music or voice through a headset or headphone may damage your hearing.

Supported frequencies and power. This device is capable of operation on

the following frequencies, subject to location and network availability.

Model XT1962-1

Operating mode	Frequency range MHz/Band	Maximum EIRP power Unit (dBm)
Bluetooth	2400–2483.5	
WLAN 2.4G	2400–2483.5	
WLAN 5G band 1	5150-5250	
WLAN 5G band 2	5250-5350	
WLAN 5G band 3	5470-5725	
WLAN 5G band 4	5725-5850	
GPS/GLONASS	1575.42	N/A
FM Receive	87.5–108	N/A

Operating mode	Frequency range MHz/Band	Maximum Conducted power Unit (dBm)
GSM850	824-849	
GSM900	880-915	
GSM1800	1710-1785	
GSM1900	1850 - 1910	
WCDMA Band I	1920–1980	
WCDMA Band II	1850 - 1910	
WCDMA Band IV	1710 - 1755	
WCDMA Band V	824 - 849	
WCDMA Band VIII	880 - 915	
CDMA BC0	824 - 849	
CDMA BC1	1850 -1910	
CDMA BC10	806 - 901	
LTE Band 1	1920 - 1980	
LTE Band 2	1850 ~ 1910	
LTE Band 3	1710 - 1785	
LTE Band 4	1710 ~ 1755	
LTE Band 5	824 ~ 849	
LTE Band 7	2500 ~ 2570	
LTE Band 8	880 ~ 915	
LTE Band 12	698 ~ 716	
LTE Band 13	777 ~ 787	

LTE Band 17	704 ~ 716	
LTE Band 20	832 - 862	
LTE Band 25	1850 ~ 1915	
LTE Band 26	814 ~ -849	
LTE Band 38	2570 ~ 2620	
LTE Band 40	2300 ~ 2400	
LTE Band 41	2496 ~ 2690	
LTE Band 66	1710 ~ 1780	

European conformance (CE). The following information is applicable to mobile devices that carry a CE mark. Contact point: Regulatory Compliance, Motorola Mobility UK Ltd., Redwood, Crockford Lane, Chineham Business Park, Basingstoke, RG24 8WQ, UK.

Hereby, Motorola Mobility LLC declares that the radio equipment with this declaration and bearing the CE mark is in compliance with Directive 2014/53/EU.



The full DoC can be found at www.motorola.com/red. Use the search feature to find your device's model or type. Your device's model and type may be under the battery, under the rear cover, or on the exterior of the device.

Restrictions of use. This product may be used in the following European member states subject to the following restrictions. For products that support Wi-Fi 802.11a/ac (as defined in your product information): Outside the United States, this device is restricted to indoor use when operating in the 5.15 to 5.35 GHz (802.11a) Wi-Fi frequency band.



AT	BE	BG	CH	CY	CZ	DE	DK	EE	EL	ES
FI	FR	HR	HU	IE	IS	IT	LI	LT	LU	LV
MT	NL	NO	PL	PT	RO	SE	SI	SK	TR	UK

FCC and IC compliance. [en-US, fr-CA] This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that might cause undesired operation. This device complies with Industry

Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that might cause undesired operation.

Hearing Aid Compatibility (HAC). [US Only] The US performance ratings system for HAC compliant wireless phones is as follows: the "M" (microphone) indicates that the product has been tested and rated for acoustic coupling. The "T" (telecoil) represents that the product



has been tested and rated for inductive coupling. The higher the "M" or "T" rating (such as "M3/T4"), the less likely the hearing aid user will experience interference when the hearing aid is set to the respective microphone or telecoil mode.

For more information and a list of HAC ratings by model, visit www.motorola.com/hacphones. To enable the 'Hearing Aid' feature on your phone: **Phone > Menu > Settings > Accessibility > Hearing aids** (see the User Guide for more).

Prop 65 Warning. [es-US (Tracfone ONLY)] This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

Service & Repairs. If you have questions or need assistance, we're here to help. Go to www.motorola.com/support, where you can select from a number of customer care options.

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FCC notice

The following statement applies to all products that bear the FCC logo and/or FCC ID on the product label.

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. See 47 CFR Sec. 15.105(b). 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

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one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to 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, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(a)(3).

Any changes or modifications to this device by the user could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

DONE



Hearing aid compatibility (US, Canada)



In the US, specific hearing aid compatibility (HAC) performance ratings can help clarify how certain wireless phones and hearing aids may perform together. HAC compliant wireless phones are capable of working with hearing aids that have a minimal immunity rating of at least 2. The immunity rating indicates how susceptible a hearing aid is to picking up interference from a digital wireless phone. It can rate the performance of the hearing aid for either microphone and/or telecoil coupling. Some hearing aids are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The US performance rating system for

DONE



HAC compliant wireless phones is as follows:

The "M" (microphone) indicates that the product has been tested and rated for acoustic coupling. The "T" (telecoil) represents that the product has been tested and rated for inductive coupling. The higher the "M" or "T" rating, the less likely the hearing aid user will experience interference when the hearing aid is set to the respective microphone or telecoil mode. The highest values to date are 3 and 4 (e.g., "M4" or "M3/T3"). To determine if a product is rated for HAC, please look for the HAC rating or logo on the phone's packaging. For a list of current HAC models, visit www.motorola.com/hacphones.

Results will vary depending on the user's hearing aid and hearing loss. If your hearing aid happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs. To couple the device to

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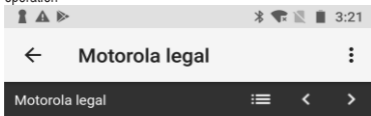
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your personal needs. To couple the device to your telecoil equipped hearing aid, switch your hearing aid to the "T" or telecoil setting. Then, enable the Hearing Aid mode feature on your Motorola phone at APPS > Phone > Settings > Calls > Accessibility.

Motorola Mobility hearing aid compatible phones have been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Contact your service provider or Motorola for information on hearing aid compatibility. If you have questions about return or exchange policies, contact your service provider or phone retailer.

DONE

Settings > System > Legal information > RF information > Radio frequency (RF) energy > Exposure to RF energy & device operation



operation

Your mobile device contains a transmitter and receiver of RF energy. It is designed to comply with regulatory requirements concerning human RF exposure.

For optimal device performance, and to stay within the RF exposure guidelines:

- Hold your mobile device normally at your ear when talking on it.
- When using the mobile device next to your body (other than in your hand or against your head), maintain a distance of 5 mm from your body to be consistent with how the mobile device is tested for compliance with RF exposure requirements.
- If you use your mobile device with a case or holder, make sure it maintains the required separation distance and has no metallic parts.

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