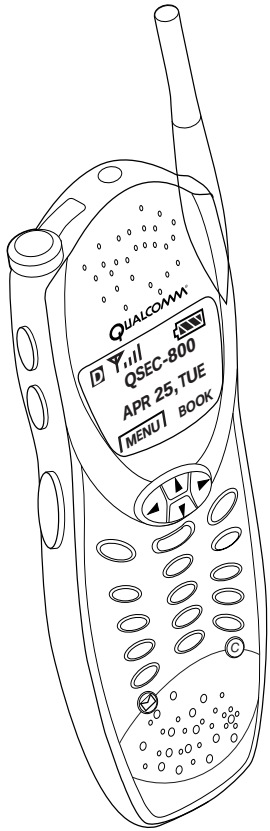
QSec™-800
User Guide



Preliminary Draft *DO NOT COPY*

This user guide is based on the alpha version of the QSec™-800 telephone. Software changes may have occurred after this printing. QUALCOMM reserves the right to make changes in technical and product specifications without prior notice. The products and equipment described in this documentation are manufactured under one or more of the following U.S. Patents:

4,901,307, 5,056,109, 5,099,204, 5,101,501, 5,103,459, 5,107,225, 5,109,390, 5,193,094, 5,228,054, 5,257,283, 5,265,119, 5,267,261, 5,267,262, 5,280,472, 5,283,536, 5,289,527, 5,207,405, 5,309,474, 5,337,338, 5,339,046, 5,341,456, 5,383,219, 5,392,287, 5,396,516, D356,560, 5,408,697, 5,414,728, 5,414,796, 5,416,797, 5,426,392, 5,437,055, D361,065, 5,442,322, 5,442,627, 5,452,473, 5,461,639, 5,469,115, 5,469,471, 5,471,497, 5,475,870, 5,479,475, 5,483,696, 5,485,486, 4,487,175, 5,490,165, 5,497,395, 5,499,280, 5,504,773, 5,506,865, 5,509,015, 5,509,035, 5,511,067, 5,511,073, 5,513,176, 5,515,177, 5,517,323, 5,519,761, 5,528,593, 5,530,928, 5,533,011, 5,535,239, 5,539,531, 5,544,196, 5,544,223, 5,546,459, 5,548,812, 5,559,881, 5,559,865, 5,561,618, 5,564,083, 5,566,000, 5,566,206, 5,566,357, 5,568,483, 5,574,773, 5,574,987, D375,740, 5,576,662, 5,577,022, 5,577,265, D375,937, 5,588,043, D376,804, 5,589,756, 5,590,069, 5,590,406, 5,590,408, 5,592,548, 5,594,718, 5,596,570, 5,600,754, 5,602,834, 5,602,833, 5,603,096, 5,604,730, 5,604,459, 5,604,730, 5,608,722, 5,614,806, 5,617,060, 5,621,752, 5,621,784, 5,621,853, 5,625,876, 5,627,857, 5,629,955, 5,629,975, 5,638,412, 5,640,414, 5,642,398, 5,644,591, 5,644,597, 5,646,991, 5,652,814, 5,656,979, 5,655,229, 5,657,420, 5,659,569, 5,663,807. Other patents pending.

FCC/IC Notice

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.

Caution

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the warranty and user's authority to operate the equipment.

Warning

Use only QUALCOMM-approved accessories with QUALCOMM phones. Use of any unauthorized accessories may be dangerous and will invalidate the phone warranty if said accessories cause damage or a defect to the phone.

Customer Service

Your service provider's customer support department should be able to answer all of your questions. If they are unable to assist you, please call (800) 349-4478 toll free (United States and Canada) or (619) 651-4028 (worldwide)

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About your QSec™-800

The QSec™-800 is a digital, multi-level secure cellular phone that you can use over existing commercial CDMA cellular / PCS networks.

- Looks and operates like a commercial cellular phone
- Provides multi-level security (Type I through Type IV), using FNBDT (Future Narrow Band Digital Terminal) signaling. FNBDT is the emerging standard for government secure voice interoperability
- Includes additional PIN security protection security levels Type II–IV (Type I does not require a PIN)
- Provides data capability for both clear data (at 14.4 kbps) and secure data (at 9.6 kbps). Using a separately purchased data cable, you can access the Internet and send and receive email and faxes with your phone connected to your laptop or hand-held device. (For more information, see "Accessories" on page 79.)
- Interoperates with FNBDT-enable versions of the wireline Secure Terminal Equipment (STE)
- Incorporates multiple voice encoders (vocoders)
  - 2.4 kbps MELP for interoperability with FNBDT compatible existing government communication systems
  - Commercial vocoders for toll-quality multi-level secure voice between QSec™ (and STE) terminals

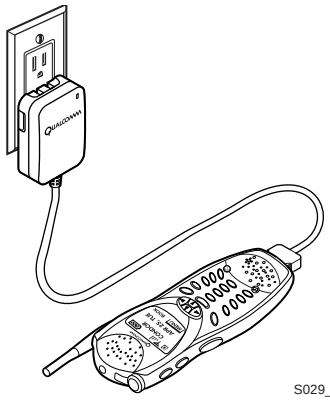
What's in your package

You should have the following in your box or package:

- QSec™-800 phone
- *QSec™-800 User Guide* (this book)
- *QSec™-800 Quick Card*
- Global Travel Charger (GXTVL0001)

- Rechargeable, internal lithium ion (LiIon) Battery (GXBAT0001), previously installed in your phone
- Warranty Card

Charging the battery


S029_65A

The internal LiIon battery is partially charged when you receive the phone. However, you should fully charge the battery as soon as you can to maximize talk time. If the battery level falls too low, the phone turns off without saving any functions in progress. You do not need to remove the battery to charge it.

To charge the battery, connect your Global Travel Charger (Model # GXTVL0001) to the bottom of your phone. The phone can be either on or off (it does not matter). Plug the charger into a standard wall outlet. LiIon batteries do not have any "memory effect," so you can safely recharge the battery whenever you want—the battery does not need to be completely drained before you recharge it.

When recharging, the battery icon scrolls, then stops scrolling when the battery is fully charged. The more black bars there are, the fuller the battery is. The general charge time to 90% charge level is 2-1/2 hours.

Fully charged Partially charged Empty

See "Battery Care and Maintenance" on page 71 to learn about your battery and the variety of charging accessories available for your phone.

Getting help

If you have additional questions, contact QUALCOMM Technical Support in any of these ways:

- QUALCOMM Web site at **http://www.qualcomm.com**
- **U.S. and Canada:** 1-800-349-4478 (toll-free, U.S.A. only)
- **Other Countries:** 1-619-651-4028

Before requesting support, please try to reproduce and isolate the problem. When you contact support, be ready to provide the following information:

- The actual error message or state you are experiencing
- The steps you take to reproduce the problem

Your service provider

For most questions about your phone and phone service, contact your service provider first. Your service provider's customer support department can answer questions about your phone, call coverage area, and specific features (such as call forwarding or conference calling) available to you.

What's in this guide

QSec™-800 User Guide includes the following sections:

Before Using This Guide (this section)	Describes your phone, package contents, and some key need-to-know items before you start using your phone
Getting to Know Your Phone, page 14	Provides overview of the phone—particular how to read and navigate screens and use menus
Making and Receiving Calls, page 27	Explains different phone configurations (such as traditional, autosecure, and secure-only) and describes how to make and receive both clear and secure phone calls
Phone Book, page 35	Provides step-by-step instructions for entering, editing, and finding names and numbers from your phone's electronic phone book

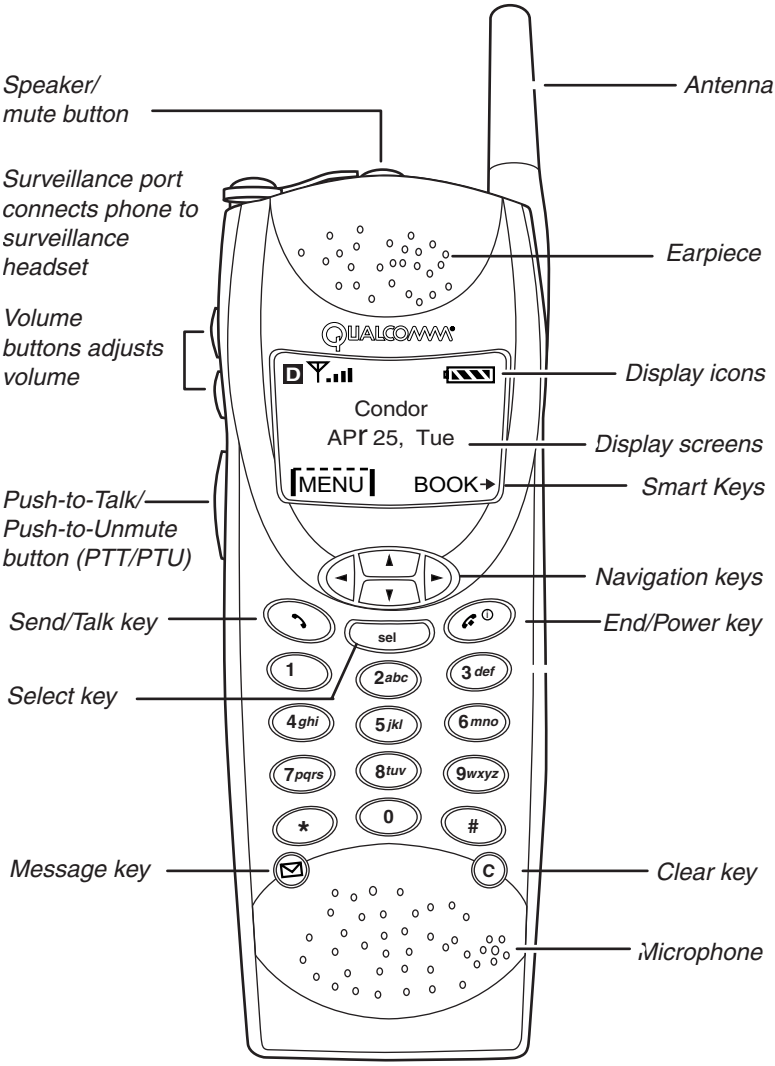
Customizing Your Phone, page 51	Tells you how to change your display screen, such as adding a personalized banner, as well as adjusting the volume on the ringer, the earpiece, and alert beeps
Voice Mail, Pages, and Text Messages, page 59	Explains types of messages your phone receives and how you can access, save, and respond to them
Advanced Features, page 63	Describes the more advanced features for power users, such as using lock codes, entering phone numbers with scratchpad, and setting up three-way calling
Battery Care and Maintenance, page 71	Provides information about your LiIon battery, including instructions on recharging, installing, and caring for the battery
Performance, Maintenance, and Safety, page 75	Provides tips on getting the best performance from your phone and caring for it; includes important safety information
Accessories, page 79	Describes additional accessories available for your phone

Conventions used in this book

This guide fully explains how to navigate display screens, access menus and submenus, and make selections. For conciseness, the pattern for performing certain functions uses the following expressions.

This expression:	**Means to do the following**
Select [MENU]	Press the Right/Left keys to highlight [MENU]; press the Select key. Making selections from screens is described in “Understanding display screens” on page 18.

From Menu, select **3>Features**; then **7>Ringer Type**	From the Home screen, select [MENU]. Then press the Right/Left keys to highlight 1>Volume and press the Select key. Then press the Right/Left keys to highlight 7>Ringer Type and press the Select key. Making selections from menus is described in “To make menu selections” on page 23.
To change the sound of your ringer [37]	The [37] indicates the menu shortcut. To access this feature, select [MENU] from the Home screen; then press “3” and then a “7.” Using menu shortcuts is described in “To use Menu shortcuts” on page 24.



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Q-base art number

Here's a quick overview of the keys on your keypad and the display icons appearing at the top of your screen. Most of the keys and icons are discussed in detail later in this guide.

On the keypad

	Navigation keys to change display screens and highlight screen selections, page 22
	Selection key to confirm screen selections, page 19
	Send / Talk key to send or receive calls, page 28
	End / Power key to turn phone on or off (page 16), end calls (page 28), or return to the Home (starting) screen (page 22)
	Message key to access voice mail, text messages, and pages, page 59
	Clear key to back up one screen (page 21) or delete text characters (page 39)

Display icons

	Phone operating in digital mode. If it doesn't appear, you're in analog mode.You can only make secure calls in digital mode.
	Signal strength ranging from strong signal (four lines) to one line. To increase signal strength, go outside or stand by a window.
	No service is available. Wait a few minutes or move to an open area.
	Call in progress
	Outside of your home network (called *roaming*). If this icon appears and is not flashing, your service provider has an agreement with the network you are in; if it is flashing, you're in a territory not covered by a roaming agreement. Different rates may apply. (Gov pay??)
	Voice mail, text message, or page received, page 66.
	Keyguard on, page 63. Keyguard is a setting to lock your key presses.
	Battery charge level. The more bars, the stronger the charge, page 74.

In this section, you'll learn to

- Turn your phone on and off (page 16)
- Use the Push-to-Talk / Push-to-Unmute feature (page 17)
- Understand display screens (page 18)
- Understand menus (page 22)

Turning your phone on and off

To turn the phone on

To use your phone or to receive calls, you must turn it on.

1. Hold down the End / Power key for about a second until you see "Searching" on your display and your Home screen appears.

Your Home screen appears when you first turn on your phone. Check your display icons to see if you are receiving a signal.

2. Once your phone is on, check your display icons to see if you are receiving a signal:
   - ❑ *should* appear on your display, indicating your phone is receiving a signal
   - ❑ *should not* appear on your display, indicating you temporarily do not have service. Wait a few minutes or move to an open area.

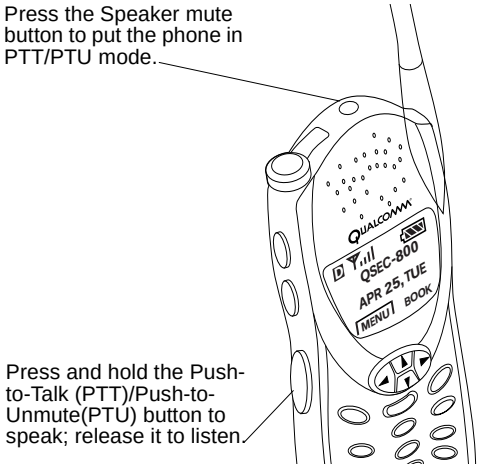
To turn the phone off

To save the battery, turn your phone off when you are not using it or waiting for a call. When your phone is off, others trying to contact you can still leave voice and text messages and pages.

- Hold down the End or Power key for about a second until you see "Powering off" on your display.

Using the Push-to-Talk/Push-to-Unmute button

The Push-to-Talk (PTT) / Push-to-Unmute (PTU) button lets you use your phone like a two-way radio.



1. Press the Speaker mute button at the top of your phone. *This puts your phone in PTT/PTU mode.*

Note

You can set you phone so all incoming calls are muted (see page 53).

2. To talk, press and hold the Push-to-Talk (PTT) / Push-to-Unmute (PTU) button.
3. To listen or mute your conversation, release the PTT / PTU button.

Caution

While using PTT/PTU, hold the phone in front of you with the microphone 1 or 2 inches (2.5 to 5 cm) from your face. Holding the phone in this position ensures your exposure to RF electromagnetic energy is within the guidelines established by the Federal Communications Commission (FCC) and the other national and international guidelines and standards. For more information, see page 76.

Note to Reviewers: ***We need to tell users why they must hold the phone away from face. Above line is from John Forrester per FCC requirements.***

Understanding display screens

While using your phone, you'll notice different screens appear in your display.

Display 1

Some screens look like this

Display 5

Some screens look like this

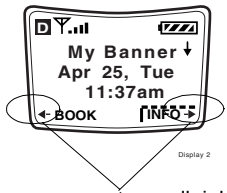
Display 4

Some screens look like this

Understanding how to read these screens, to navigate through them, and make selections from them is key to becoming comfortable with your phone.

To navigate screens

Most screens contain visual cues, such as arrows pointing in a particular direction. These cues indicate another screen or more information is available. Arrows pointing right or left mean you can scroll (move) the screens right or left. Arrows pointing up and down mean you can scroll screens up and down.



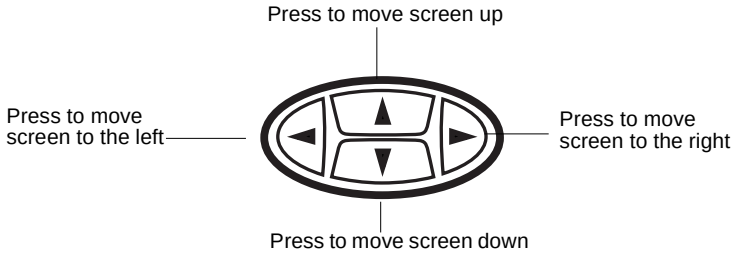
Display 2

These arrows mean to scroll right or left

Display 7

This arrow means to scroll down

To scroll screens, press the appropriate Navigation key.

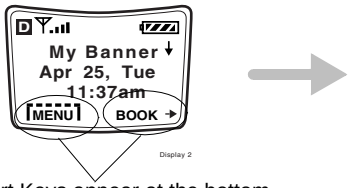


To use Smart Keys™

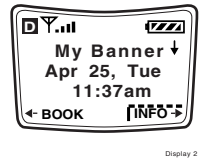
Once you learn to navigate screens, you'll need to make selections from the screen. These selections lead you to other screens or let you select options that change features on your phone.

One of the main ways to make such selections is using Smart Keys. The other way is menu selections, discussed later in this section (see page 22).

Smart Keys appear at the bottom of most screens.



Smart Keys appear at the bottom of the screen. The box around the Smart Key means it is selected



Press the Right Navigation key and a new screen appears with more Smart Keys

These selections will vary, depending on the screen you are in. Although only two Smart Keys appear on a screen, once you press the Right / Left keys ◄► , you'll see more selections. The selected Smart Key has a box around it.

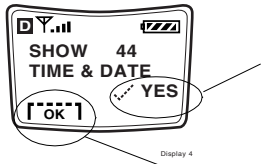
To select a Smart Key, do the following:

1. Press the Left / Right keys ◄► to scroll through the options until the one you want is selected. *You know an option is selected if it has a selection box around it.*
2. Press the Select key (sel). *Another screen appears.*

To choose options from screens

In addition to selecting Smart Keys to navigate screens and confirm selections and messages, you'll see screens that let you choose options or make choices about your phone's settings.

For example, you may want to display the time. Once you navigate to the Time screen, you'll press the Up / Down keys ▲▼ to display options (in this instance, **yes** and **no**.



Press the Up/Down keys to view hidden options. The ✓ means the option is selected.

Once the option you want is selected, select [OK].

To make selections from these type of screens, do the following:

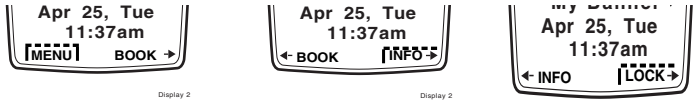
1. Press the Up / Down keys until you see the option you want. *The options change every time you press an Up/Down key.*
2. Make sure [OK] is selected. *If it is not selected, use your Smart Keys to select it.*
3. Press the Select key to select [OK].

To recognize your Home or Standby screen

When you first turn on your phone, your Home screen appears. This screen is also referred to as "Standby" screen in some of your phone's messages.

This is an important screen to become familiar with because it contains a row of Smart Keys that lead to all the other screens you'll need while using your phone.

All of these Smart Keys and the paths they lead to are discussed later in this guide:



Four smart keys are available from the Home screen: [MENU], [BOOK], [INFO], and [LOCK].

MENU, page 22.	Opens the Main Menu, containing submenus and paths that lead to most of the screens that let you change your phone's settings
BOOK, page 35	Opens your phone book where you can enter, edit, and save up to 200 names and phone numbers
INFO, page 67	Provides quick information about your phone number and your phone's settings
LOCK, page 63	Turns on keyguard to protect your phone

To return to Home screen

Your Home screen is also good to know because you can always return to it if you get confused about the location of your current screen.

While navigating screens and making selections, you can sometimes get lost or forget the path that led to your current location. If this happens, you can always return to your Home screen.

- Press the End / Talk key .

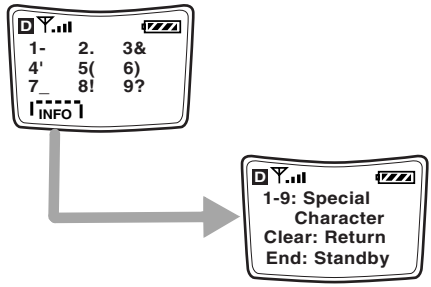
To go back a screen

If you do not want to return to the Home screen but just return to the previous screen.

- Press the Clear key (C).

To use Help

Some screens display the Smart Key [HELP]. Selecting HELP displays a Help screen, which provides information about the screen you are using.



Selecting [HELP] opens the Help screen.

1. To open the screen, press the Left key ◀ to select [HELP]; then press the Select key (sel).

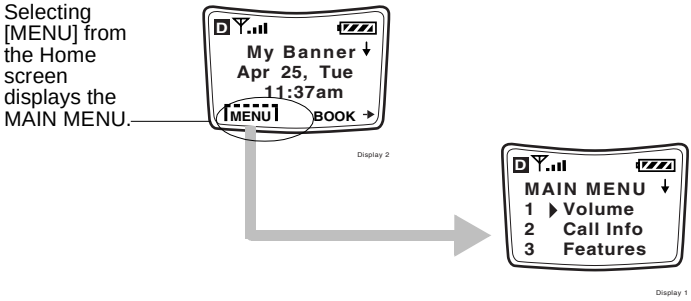
   A Help screen appears with information about the previous screen.

Help screens provide information about the previous screen. Select [EXIT] or press the Clear key to return to the previous screen.	**Show picture of Help text; find one with arrows**	Press the Up/Down arrows to view more text.

2. Screens displaying a downward arrow provide more information than you can view on one screen. To view this information, press the Down key ▼.
3. To exit the Help screen, select [EXIT] or press the Clear key (C).

Understanding menus

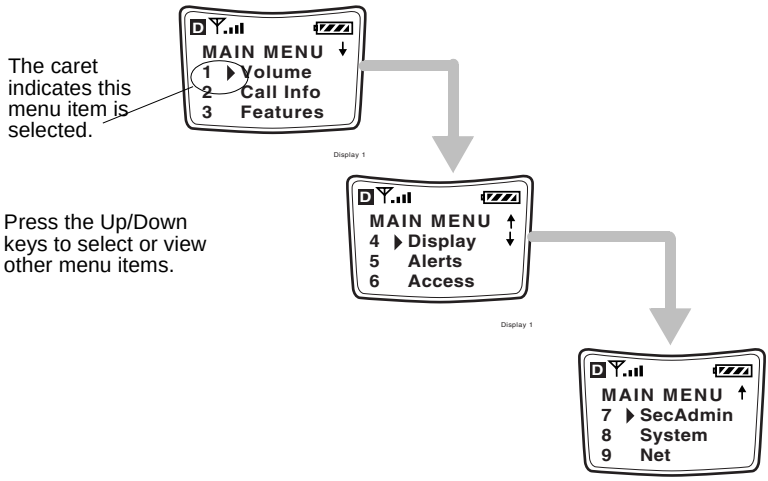
One of the main selections from your Home screen is [MENU].



Selecting this option leads to your Main menu, which branches into submenus. This Menu tree (shown on page 26) guides you to most of the screens you'll use to customize and change the features of your phone.

To make menu selections

1. From the Home screen, select [MENU].*The Main menu screen appears.*



1. Press the Up / Down keys ▲▼ to select the menu item you want. *A menu item is selected if "> " appears in front of it.*

2. Once you select the menu item you want, do one of the following:
   - Press the Select key (sel).
   - Enter the number of the Menu selection.

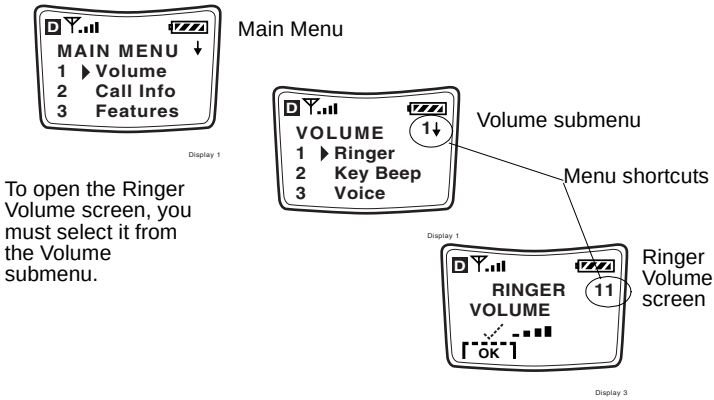
Note

You must provide your lock code to open the Security menu (see page 64).

To recognize submenus

Each of the menu items from the Main Menu is a menu itself (or a submenu) that leads to other menu selections. To display a screen in which you change a setting on your phone, you must make selections from the Main Menu and its submenu.

For instance to change the volume on your ringer, you'd make the following selections.



To use Menu shortcuts

Each menu item is preceded by a number. Each submenu displays the number associated with it in the upper-right of the display. Each screen displays its number as well as the number of the submenu it came from.

Once you become familiar with the numbers associated with a particular selection, called *menu shortcuts*, you can avoid scrolling down the menu tree.

1. From the Home screen, select [MENU]. *The Main menu appears.*
2. Press the menu shortcut numbers. *For instance, for the above screen you would press "1" then "1." The screen you want appears.*

In this guide

Menu shortcuts are bracketed at the end of headings. For instance, "To change ringer volume [11]" means you can press "1" then "1" from the Main menu to open the Ringer Volume screen.

Menu tree and shortcuts

Here's a picture of the Menu tree and the selections available for your phone. Each selection is preceded by its shortcut. This guide will explain each of these selections.

Menu Tree

1 Volume
- 11 Ringer (p. 52)
- 12 Key Beep (p. 54)
- 13 Voice (p. 54)
- 14 Message Alert (p. 55)
- 15 Mic Type (p. 54)
- 16 Mute (p. 53)

2 Call Info
- 21 Home Calls (p. 67)
- 22 Roam Calls (p. 67)
- 23 Net Calls (*not available*)
- 24 All Calls (p. 67)

3 Features
- 31 Beep Length (p. 55)
- 32 One Touch (p. 48)
- 33 Speed Dial (p.48)
- 34 Scratchpad (p. 68)
- 35 Any Key (p. 33)
- 36 Ring Type (p. 53)
- 37 Auto Delete (p. 62)
- 38 Secure Data (p. TBD)
- 39 Data Rate (p. TBD)

4 Display
- 41 Back Light (p. 52)
- 42 Sort Book (p. 48)
- 43 Banner (p. 51)
- 44 Show Time (p. 52)
- 45 Auto Hyphen (p. 42)
- 46 Version (p. 68)

5 Alerts
- 51 Minute (p. 56)
- 52 Service (p. 56)
- 53 Message (p. 55)
- 54 Tones Off (p. 56)
- 55 Vibrate (p. 56)
- 56 LED (p. 57)
- 57 Inhibit All (p. 57)

6 Access
- 61 Lock Mode (p. 64)
- 62 Restrict (p. 65)
- 63 New Code (p. 65)
- 64 Reset (p. 57)
- 65 Erase Hist (p. 68)
- 66 Erase Book (p. 49)

7 Sec Admin*
- 71 Enter PIN
- 72 UPV
- 73 New PIN
- 74 Sec Reset
- 75 Audit
- 76 View ACL
- 77 Del Keys
- 78 View CKL
- 79 Unattended

8 System*
- 81 Set Service
- 82 Set NAM
- 83 Auto NAM
- 84 Force Call

* *These menus are only available to Terminal Administrator's. For information on these menu s, see QSec™-800 Terminal Administrator's User Guide (80-88241-1).*

Once you know how to navigate display screens, make selections using Smart keys, and use menus (all covered in "Getting to Know Your Phone" on page 14), you are ready to do some basic tasks on your phone, such as making and receiving calls.

In this section, you'll learn the following:

- Know what kind of phone you have (page 27)
- Understand your PIN page 28
- Make calls (page 28)
- Receive calls (page 33)
- End calls (page 33)
- Change security during calls (page 34)

Before making calls

Before making calls, know what kind of phone you have (how it was configured) and what your PIN is.

Know what kind of phone you have

How you make and receive phone calls on your phone depends on whether you are making a clear or secure call and how your Terminal Administrator configured your phone:

- **Traditional:** Lets you make and receive both clear and secure calls; however, the default (main operation mode) is set for clear calls. In other words, you'll primarily use your phone like a commercial phone until you want to make a secure call. To do so, you'll hold the Send / Talk key a bit longer. Most phones are configured as Traditional.
- **Autosecure:** Lets you make and receive both clear and secure calls but its default (main mode) is for secure calls. Autosecure is the opposite of Traditional. While using an Autosecure phone, you'll generally make secure calls; to make a clear call, you press and hold the Send / Talk key .
- **Secure-only:** Only makes and receives secure calls and clear emergency calls.

If you do not know your phone's configuration, check with your TA or do the following:

1. From the Home screen, select [MENU].
2. Select **7>Sec Admin**; then **2>UPV**. *The type of configuration appears on the screen*.

Know your PIN

Your PIN is an access number distributed by your Terminal Administrator with your phone.If you are a traditional or autosecure user, you will be prompted for this number to make secure calls.

1. From the Home screen, select [MENU].
2. Select **7>Sec Admin**; then **1>Secureuser**.

If you do not know your PIN or have forgotten it, please contact your Terminal Administrator.

Making calls

There are several ways to make and receive calls, depending on the kind of phone you have (traditional, autosecure, or secure-only), whether the call is clear or secure, and how you dial the call:

- Direct dialing or simply pressing the keypad to enter the phone number (page 28)
- Redialing from the history list stored on your phone (page 30)
- Retrieving the number from your phone book (page 48)
- Using touch dial or speed dial (page 48)

Direct dialing and using the history list are explained in this section; using the more advanced features—using the phone book, touch dialing, and speed dialing—are briefly defined here with cross references to sections that discuss them in detail.

Direct dialing

The simplest way to make a call is direct dialing or pressing the numbers on the keypad to enter the phone number.

1. Press the numbers on the keypad to dial a number.

2. Depending on your phone's configuration and the type of call, press the Send / Talk key in one of the following ways:

	Clear Calls	Secure Calls
Traditional	Press the Send/Talk key	Press and hold the Send/Talk key
Autosecure	Press and hold the Send/Talk key	Press the Send/Talk key
Secure-only	Cannot make clear calls	Press the Send/Talk key

If making a clear call: *Your phone behaves like a commercial phone, unless the person you are calling has a secure-only phone. The screen displays CLEAR with the name and number of the party you are calling. In that instance, you will be prompted to enter your PIN unless you already logged on as a secure user.*

If you are making a secure call: *Usually, a screen appears asking you to enter your PIN. After you enter your PIN, your phone displays GOING SECURE and a series of messages. If this screen does not appear, it means you already logged on as a secure user or your security level does not require a PIN.*

Once a secure connection is made the screen displays the Department Agency Organization (DAO) description and the following levels of security:

- ***TS:*** *Top Secret*
- ***SEC:*** *Secret*
- ***CONF:*** *Confidential*
- ***UNCLAS:*** *Unclassified*
- ***PROTEC:*** *Commercially secure or "protected"*

About making secure calls—secure "call setup"

Sometimes making a secure connection occurs quickly with just a few status messages about the connection. At others times, the connection takes a bit longer and requires you to respond to several confirmation messages. The amount of connection time depends on the amount of checking time your phone needs to verify that the phone number you are calling is secure and to determine its security level.

When you make a secure call, your phone searches your phone book and history list to determine the following about the number you are calling:

- If it has previously been entered as secure in your phone book or has a secure number associated with it in your phone book (Many numbers entered in your book have both a clear number and a secure one).
- If it was recently called and designated as secure

If not designated in your phone book or the history list as secure, your phone sends signals to the other phone to check that it is a secure number.

This checking process is referred to as "call setup." The first time your phone performs this setup with this number, your phone takes longer to make a connection. You will see additional messages and may need to respond to a few messages, such as noting the "Received certificate expired."

If a secure connection is made, you'll hear a beep and a message appears confirming the security level of the person you are calling or if the level is "Protected," the screen displays the PGP fingerprint. If a secure connection cannot be made, a message appears confirming to continue as a clear call.

If the number you are calling is in your phone book as a clear call and a secure connection is made with this number, it is sent to your phone book and your phone will not perform the setup again for this particular number.

If the number is not in your phone book, you will be disconnected. Enter the number you are calling in your phone book (see page 36) and try again or call the party again as a clear call.

Redialing calls

After you have made a call, you can redial in one of the following ways:

- Redial the last number you just called
- Retrieve from your history list

To redial the last number you dialed

You can easily redial the last number you phoned by simply pressing the Send / Talk key from the Home screen. Of

course, the pattern for pressing the key depends on your phone configuration and the type of call you are making.

	Clear Calls	Secure Calls
Traditional	Press the Send/Talk key	Press and hold the Send/Talk key
Autosecure	Press and hold the Send/Talk key	Press the Send/Talk key
Secure-only	Cannot make clear calls	Press the Send/Talk key

Once you initiate the call, whether clear or secure, your phone behaves in the same way described in the section on direct dialing (see page 28).

To redial from the history list

The history list contains a list of the last 20 incoming and outgoing calls.

Duplicate calls appear once on the list. Calls are considered duplicates only if they contain the same number *and* have the same call type, such as "Called By."

Besides using this list to review information about recent calls, you can use it to redial any of the numbers currently in the list.

1. From the Home screen, select [BOOK]; then select [HIST]. *The history list appears, showing the first three numbers. If a name appears instead of a number, you have entered this entry in your phone book. If only a phone number appears, the entry is not yet in your phone book.*
2. Press the Up / Down keys ▲▼ to find the name or number you want to call.
3. If you want to know more about the call, select [VIEW] to see information about the name or number and about the type of call:
   - **Called By:** Incoming calls, if caller ID is available
   - **Call To:** Phone numbers you dialed
   - **Added:** Phone numbers you added using scratchpad (for information about scratchpad, see page 68)

- **Missed:** Unanswered incoming calls, if caller ID is available. This type does not include call attempts made when the phone was off.
- **Call Waiting:** Incoming calls that occurred while you were on another call. This type of call only occurs if your system supports call waiting.
- **3-Way Calling:** The second party you dialed during a three-way call. This type of call only occurs if your service provider supports three-way calling.
- **Emergency:** All emergency calls, like 911.

You can also select [TIME] to see the time the call was made.

4. Do one of the following:
   - To save this number in your phone book, see page 38.
   - To call the number, press the Send / Talk key in one of the following ways:

	Clear Calls	Secure Calls
Traditional	Press the Send/Talk key	Press and hold the Send/Talk key
Autosecure	Press and hold the Send/Talk key	Press the Send/Talk key
Secure-only	Cannot make clear calls	Press the Send/Talk key

Once you initiate the call, whether clear or secure, your phone behaves in the same way described in the section on direct dialing. Secure calls might prompt you for a PIN. For more information, see page 28.

Advanced dialing

In addition to direct dialing and redialing, you can retrieve and dial clear and secure numbers stored in your phone book. Since you need to set up your phone book first and know how to make and edit entries in it, the following dialing methods are discussed later in this guide:

- Dialing from your phone book (see page 48)

- Speed dialing (see page 48). With speed dialing, you enter the memory location of the number (assigned in your phone book) and press the Send / Talk key .
- Touch dialing (see page 48). Similar to speed dialing, with touch dialing, you enter the memory location of the number but you do not need to press the Send / Talk key . Instead you hold down the memory location's last number.
- Returning call back numbers left at your message center (see page 61).

Receiving calls

- **To answer a clear call:** Press the Send / Talk key .
- **To answer a secure call:**
  - Press the Send / Talk key . *Usually, a screen appears asking you to enter your PIN. If this screen does not appear, it means you already logged on as a secure user or your security level does not require a PIN.*
  - If requested to enter a PIN, enter your PIN. *Your phone displays GOING SECURE and a series of messages. The types of messages you see and the length of the connection time depends on whether your phone number has been previously setup (recognized and stored as secure) in the calling party's phone. For more information about this process, see page 29.*

To set any key to answer phone [37]

You can customize your phone so that you can press any key (not just the Send / Talk key to answer your phone.

1. From the Home screen, select [MENU].
2. From Menu, select **3>Features**; then **7>Any Key**.
3. Press the Up / Down keys to select **enable**.
4. Select [OK].

To undo this feature, return to this screen and select **disable**.

Ending calls

- Press the End / Power key to end a call.

Changing security during calls

Secure-only users cannot use this feature.

Besides making and receiving clear and secure calls, traditional and autosecure users can switch the type of call connection *during* the call. For instance, if you have established a secure call connection with another party, you can transition the connection to a clear one without hanging up and redialing. You can likewise transition clear connections to secure ones.

To change the type of security during a call, do one of the following:

- **To transition from secure to clear:** Press and hold the Send / Talk key . *A message appears on the phone display of the person you are talking to, asking him or her to confirm the transition to clear.*
- **To transition from clear to secure:**
  - Press and hold the Send / Talk key .
  - If prompted to enter your PIN, enter your PIN. *The type of messages that appear and the length of the connection time depends on whether your phone number has been previously setup (recognized and stored as secure) in the other party's phone. For more information about this process, see page 29.*

    The person you are talking to might be prompted to enter a PIN.

Your phone contains an electronic phone book in which you can save phone numbers, both clear and secure, with an associated name. There are 99 “memory locations” in the phone book or slots for this information. Each memory location holds up to 32 digits: 10 characters for a clear number, 10 characters for a secure number, and 12 characters for a name.

In this section, you’ll learn to

- Understand secure phone numbers
- Enter names and numbers (clear and secure) into your phone book (page 36)
- Enter more advanced characters, such as punctuation (page 39)
- Search your phone book (page 42)
- Edit your phone book (page 46)
- Dial from the phone book (page 47)
- Sort the book (page 48)
- Erase all the contents of your book (page 49)

Understanding secure phone numbers

All QSec-800 phones are provisioned with two phone numbers: a clear one and a secure one. The relationship and role of these numbers and how your phone book uses them is key to your understanding of making successful secure calls.

For clear calls, having names and numbers in your book helps you retrieve (search for) names and numbers or perform advanced quick dialing scenarios, like touch dialing or speed dialing. Although these features make it easy for you to find and call numbers, they don’t prevent you from making the clear call—you could always enter the numbers on your keypad to place a call instead of retrieving them from your book.

For secure calls, entering information in your book prior to making the secure call is more essential to the successful completion of the call. Depending on how your phone is

implemented, you may or may not know the secure number but it is embedded in your phone.

When placing a secure call, your phone checks your phone book or history list to determine if you ever made a secure connection with the party you are calling. If so, it continues to place the call. If not, it performs a checking process called “call setup” (see page 29). During this setup, it sends signals to make sure this phone is a secure phone.

Once your phone establishes that the number you are calling is secure, it is important that one of the following is in your phone book:

- A clear phone number for the party you are calling
- A correct or corresponding secure phone number

If either of theses numbers is in your phone book, the secure number connection is completed and the secure number is sent to your phone book; your phone will not perform the setup again for this particular number.

If the clear number is *not* in your phone book or if an incorrect secure one is listed, you will be *disconnected*. You will need to call the party as a clear call or enter the name and clear number of the party you are calling in your phone book (see page 36) and try again.

Entering numbers in your book

There are four ways to enter this information in your book.

- Entering numbers directly into the phone book
- Saving numbers just dialed (at the end of a call)
- Opening your history list and saving a number
- Saving a call back number left with a message

To enter numbers directly into the book

1. From the Home screen, enter the phone number you want to save. *The Smart Keys change to [SAVE] and [FIND].*

   Make sure to enter the area code. If it’s a local number, you pay only local rates.

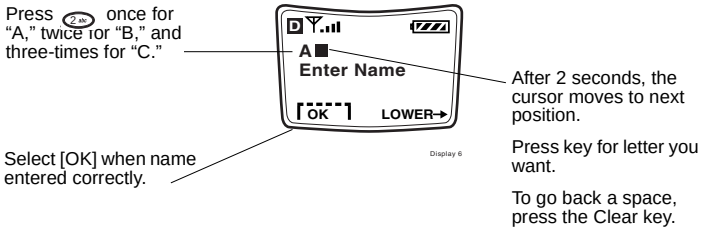
2. Do one of the following:

- To enter a clear phone number, select [SAVE].
- To enter a secure phone number, select [SAVE*].

The Enter Name: screen appears.

3. Enter a name to go with the number.

To enter a letter, press the key labeled with the letter you want. For instance, if you press 2 abc, the letter "A" appears on the display. Press it again and the letter "B" appears; again, and "C" appears; again, and "2" appears. You can continue to press the key to cycle through the letters again.



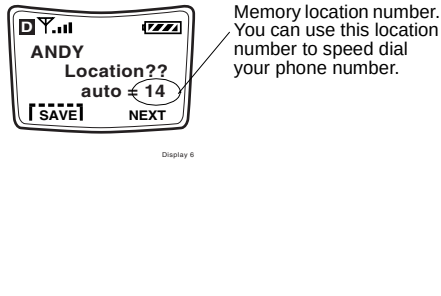
Two seconds after you choose a character the cursor moves one space to the right. To move backward, press the Clear key C.

Note

You can press 1 continually to cycle through these characters: . , - ' @ : ? /

More advanced ways to enter letters are discussed page 39.

4. Select [OK]. *A screen appears asking you to verify the memory location.*



The phone automatically assigns a memory number (such as "auto=03"). Later, you can use this memory location to speed dial your number (see page 48).

5. Do one of the following:
   - To save the assigned location, select [SAVE] for clear calls or [SAVE*] for secure calls. In most instances, you accept this location.
   - To enter your own memory location, enter a two-digit number between 01 and 99 you want and select [SAVE] for clear calls or [SAVE*] for secure calls. If the number is already assigned, the phone asks if you wish to overwrite the previous entry.
   - To skip to the next location, select [NEXT]; then select [SAVE] for clear calls or [SAVE*] for secure calls.

   The Make # hidden screen appears. Making a number hidden means it won't display you the screen when viewing from your phone book or with incoming call.
6. Do one of the following:
   - To make the phone number hidden, select [NO]. The phone number will appear normally in the phone book, history list, and so on.
   - To hide the number, select [YES]. No one will be able to see the phone number. The name remains visible. You cannot view or edit a secret phone entry without entering your secret lock code.

When you finish all the steps, a confirmation message appears to let you know that you have successfully saved your entry into the phone book.

To enter numbers at the end of a call

After you end a call, the phone number you just dialed appears on the screen. To save this number in your phone book, follow steps 2-6 (page 36).

To enter numbers from history list

You can also enter numbers from the history list. For information about this list, see page 31).

1. From the Home screen, select [BOOK]; then select [HIST]. *The history list appears, showing the first three numbers.*
2. Press the Up / Down keys ▲▼ to find the name or number you want to save in your book.
3. Select [VIEW]. *The information about the phone book entry appears.*
4. Select [SAVE] for clear calls or [SAVE*] for secure calls.
5. Follow steps 3-6 on page 37.

To enter numbers from a message callback

Last, you can enter message callback numbers into your phone book. *Callback numbers* are numbers someone can leave you as a page or a text message. For more information about these messages, see "Voice Mail, Pages, and Text Messages" on page 59.

1. Press the Message key ✉.
2. Press the Send / Talk key 📞 *You'll see one of the following:*
   - *A "No callback phone number received" message. Press [QUIT].*
   - *A callback number with a name. This means the number is already in the phone book.*
   - *A callback number alone. This means the number is not in the phone book. Press [SAVE] and follow steps 2-6, starting on page 36.*

More advanced ways to enter characters

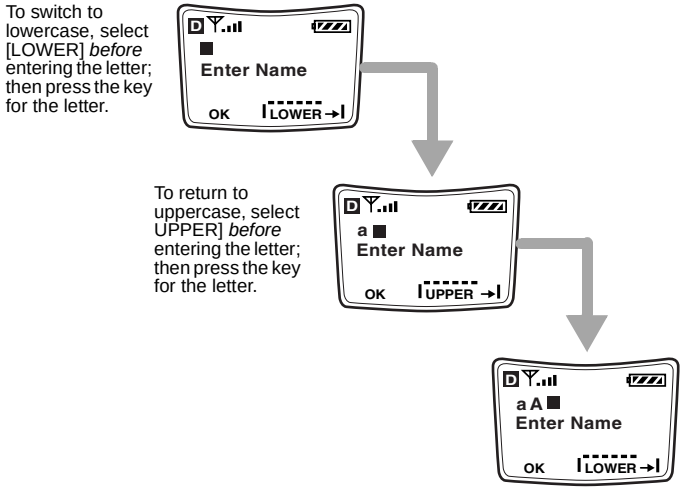
By default, the characters you enter for names are uppercase with no punctuation and phone numbers contain automatic hyphenation. If you wish, you can customize the names and numbers by entering them with upper- and lowercase, adding punctuation, and changing the hyphenation.

To erase characters

- Press the Clear key Ⓒ

To switch between upper and lowercase

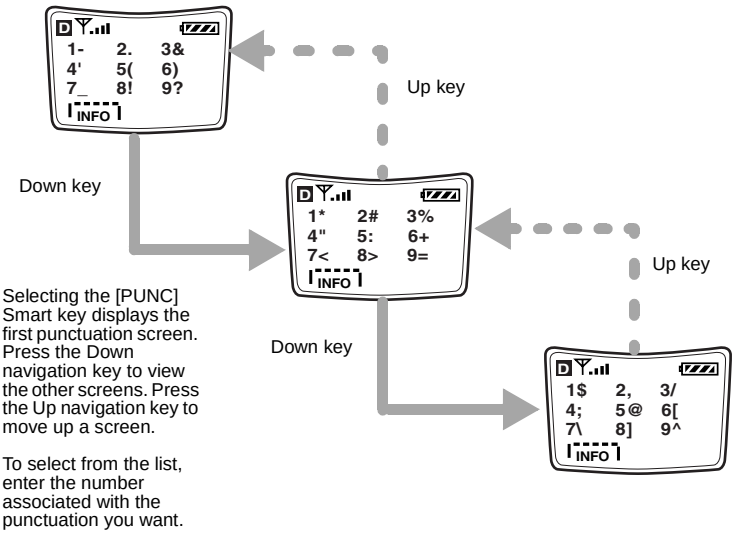
1. By default, the letters start out in uppercase. To change to lowercase, select [LOWER] *before* entering letter. *The Smart key changes to [UPPER].*



2. Enter the letter you want.
3. To return to uppercase, select [UPPER] *before* entering the letter and enter the letter you want.

To enter punctuation characters

1. Make sure the cursor is where you want to enter the punctuation mark.
2. Select [PUNC]. *A screen of commonly used punctuation characters. Each character in the punctuation list is associated with a number key.*
3. To view other punctuation screens, press the Down arrow ▼. *To return to the previous screen, press the Up arrow ▲.*



4. Do one of the following:
   - ❑ To select from this list, press the number associated with a punctuation mark to enter it.
   - ❑ To cancel out of the list without entering a punctuation mark, press the Clear key (C).

To enter pauses and hyphens

You can save pauses and manual hyphens along with numbers. Pauses and manual hyphens count towards the 32 characters in the number.

Pauses are useful for dialing numbers like voicemail or any numbers that require a security code or credit card number. In other words, you can enter your voicemail phone number, then a pause, then the code in your phone book. When you dial this number from your phone book, it automatically includes your code.

There are two kinds of pauses:

- **Timed pauses** are two seconds long; then resume dialing automatically.

- **Hard pauses** cause the phone to stop dialing until you select [RESUME], which appears on the screen.

Hyphens are only for show. You can insert manual hyphens wherever you like, while automatic hyphenation inserts hyphens according to the North American numbering plan. Entering a manual hyphen suspends any automatic hyphenation for that number.

To enter a pause or manual hyphen

1. Start entering the number.
2. Select one of the following
   - [HARD] to insert a hard pause. *Screen displays an "H" in the number.*
   - [TIME] to insert a timed pause. *Screen displays an "T" in the number.*
   - [HYPH] to insert a manual hyphen
3. To save your number to your phone book, follow steps 2-6 in "Entering numbers in your book" on page 36.

To change automatic hyphenation [45]

You phone is set to hyphenate phone numbers according to the North American numbering plan. Automatic hyphenation does not affect dialing in any way, nor does it count towards the 32-digit limit in the phone book. You can decide to keep this automatic hyphenation on or turn it off and enter your own hyphens.

4. From the Home screen, select [MENU].
5. Select **4>Display**; then **5>Auto Hyphen**.
6. Press the Up / Down keys ▲▼ to choose **Yes** or **No**.
7. Select [OK].

Searching the phone book

Once you've entered names and numbers in your phone book, you can use the search methods to view book information, edit the book, or dial the displayed number by pressing the Send / Talk key .

There are several ways to search for names and numbers in your book:

- Scroll through the book
- Scroll history list and retrieve from book
- Search by name
- Search by number
- Search by memory location

To search by scrolling the phone book

The simplest way to search for a name or number is to scroll your phone book

1. From the Home screen, select [BOOK].
2. Press the Up / Down keys ▲▼ to scroll to the phone book entry.
3. When the on-screen cursor appears beside the phone number, press the Send / Talk key to place the call.

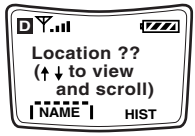
To search through the history list

You can also scroll your history list and retrieve calls from your book.

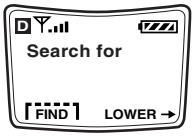
1. From the Home screen, select [BOOK]; then select [HIST]. *The history list appears, showing the first three numbers.*
2. Press the Up / Down keys ▲▼ to find the name or number you want to call.
3. When the on-screen cursor appears beside the phone number, press the Send / Talk key to place the call.
4. Select [HIST]. *The history list appears. clear calls or [SAVE*] for secure calls and following steps 2-6 under "Entering numbers in your book" on page 36.*
5. Select [VIEW]. *The information about the phone book entry appears*
6. Press the Send / Talk key to place the call.

To search by name

1. From the Home screen, select [BOOK]. *The following screen appears.*

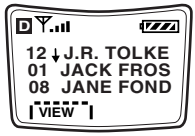


2. Select [NAME]. *The following screen appears.*

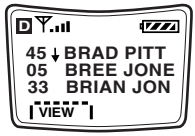


3. Do one of the following:

   - Enter the first letter of the name, such as “J” for “Jerry.” Select [FIND]. The memory list displays all the names beginning with “D,” displaying three names at a time. Press the Up / Down keys ▲▼ to scroll through the names.



   - Enter part of a name (such as “BR” for “BRIAN”) and select [FIND]. The memory list displays all the names containing those letters, displaying three names at a time. Press the Up / Down keys ▲▼ to scroll through the names



   The Name search is not case sensitive, so it does not matter whether you enter an upper or lower case letter.

   For information on how to enter characters, see page 37.

4. Press the Up / Down keys ▲▼ to select the name you want to phone. *A name is selected when it appears at the top of the list and the down arrow is in front of the name.*

5. If you want to view information about the name, select [VIEW]. *The information about the phone book entry appears*
6. To place a call, do one of the following:
   - Press the Send / Talk key .
   - Press the memory location number, holding down the last digit. For instance, to phone Brian Jones, press “33” and hold down the second “3.”

To search by phone number

To search for a number in the phone book, you just need to remember three consecutive digits.

1. From the Home screen, enter three or more consecutive digits of the number. *As soon as you enter the third digit, the Smart Key [FIND] appears.*
2. Select [FIND]. *If more than one phone number contains those digits, the phone lists them all. Use the volume keys to scroll up or down the list.*
3. Press the Send / Talk key to place the call.

To search by memory location

If you know the memory location or roughly the number, you can search your phone book with it.

1. From the Home screen, select [BOOK].
2. Do one of the following:
   - Enter the two-digit memory location number, such as “02” for the second entry. *The phone book entry 02 appears.*
   - Enter a one-digit number, such as “2.” *The entries between 20 and 29 appear.*

   Entering memory location numbers is the main way to do speed dialing and one-touch dialing (see page 48).
3. Press the Send / Talk key to place the call.

To find secure numbers

You can also find secure numbers in your book.

1. From the Home screen, select [BOOK].

2. Use any of the search methods discussed in this section to find the name you want.
3. Select [VIEW]. *The information about the phone book entry appears.*
4. Press the Up / Down keys ▲▼ to see the secure phone number.
5. Press the Send / Talk key to place the call.

Changing the phone book

To edit a phone book entry

You can change the phone number, name, and memory location of any non-secret phone number. You can also make non-secret numbers secret.

1. From the Home screen, select [BOOK]. *The Location?? screen appears.*
2. Use one of the search methods to go the phone book entry you want to edit (see "Searching the phone book" on page 42).
3. Select [VIEW] to see details of the entry. *The [EDIT] and [ERASE] Smart keys appear.Only the clear number appears on the screen.*
4. Do one of the following:
   - To edit a clear phone number, select [EDIT]. *The number appears by itself.*
   - To edit a secure phone number, select [EDIT*]. You can only edit the number; you will not be given options to change the name or memory location or make the number hidden or visible.
   - To edit a hidden number (whether clear or secure), you will be prompted to enter your lock code. Enter this code. *The default lock code is typically 0000 or the last four digits of your phone number. For information on how to change your lock code, see page 64.*
5. Edit the phone number if you wish, using the Right / Left keys ◀▶ to move the cursor.
6. Select [SAVE] for clear calls or [SAVE*] for secure calls when you are finished editing the phone number. If you don't want

to edit the number, don't make any changes and then press [SAVE] or [SAVE*].

If you are changing a secure phone number, you are done at this point since you can only change the number

7. Edit the name if you wish; press [SAVE] or [SAVE*] (or bypass).
8. Edit the memory location number if you wish; press [SAVE}or [SAVE*] (or bypass).
9. Save the entry as hidden or non-hidden.*Hidden entries won't display the phone number with incoming calls.*

When you finish making all your changes, a confirmation message appears on the screen.

To erase a phone book entry

1. Select [BOOK]. *The Location?? screen appears.*
2. Use one of the search methods to go the phone book entry you want to erase (see "Searching the phone book" on page 42).
3. Select [VIEW] to see details of the entry. *The [EDIT] and [ERASE] Smart keys appear.*
4. Select [ERASE].
5. Do one of the following:
   - If number is not hidden, a regular confirmation screen appears, showing information about the phone book entry. Select [OK].
   - If the number is hidden, you'll be prompted to enter a 4-digit lock code.Enter this code. *There will be no confirmation message and no undo.*

     For information on your lock code, see page 64.
6. Select [OK]. *"-ERASED-" appears on the display to indicate that you successfully deleted the entry.*

Dialing from your phone book

Once you have made entries in your phone book, you can easily retrieve and dial numbers. You can also make use of speed dialing and touch dialing.

To dial from book

1. Use one of the search methods to go the phone book entry you want to dial (see “Searching the phone book” on page 42).
2. Press the Send / Talk key .

To speed dial

If you know the memory location of the phone number you want, you can simply enter that number.

1. Make sure that you have enabled your phone to speed dial:
   - From the Menu, select **3>Features**; then **4>Speed Dial**.
   - Make sure the screen says “ENABLE.” If it does not, press the Up / Down keys until “ENABLE appears and select [OK].
2. From the Home screen, enter the memory location number.
3. Press the Send / Talk key .

To touch dial

Touch dialing is similar to speed dialing, except you do not have to press the Send / Talk key —instead you simply hold down the last digit of the memory location.

1. Make sure that you have enabled your phone to speed dial:
   - From the Menu, select **3>Features**; then **3>Touch Dial**.
   - Make sure the screen says “ENABLE.” If it does not, press the Up / Down keys until “ENABLE appears and select [OK].
2. From the Home screen, enter the memory location number, holding down the last digit. *Your phone automatically dials the number.*

Sorting the Book [42]

By default, our phone book is sorted by memory locations (how you entered the phone numbers). You can sort it alphabetically, if you prefer.

1. From the Home screen, select [MENU].
2. Select **4>Display**; then **2>Sort Book**.

3. Press the Up / Down keys ▲▼ to choose **alphabetic** or **location #**.
4. Select [OK].

Erasing the Book

If you want, you can erase the entire phone book. *There is no undo feature.*

1. From the Home screen, select [MENU].
2. Select **6>Access**. *The Enter Lock Code screen appears.*
3. Enter your four-digit lock code.*For information on your lock code, see page 65.*
4. Select **6>Erase Book**.
5. Select [ERASE]. *An "Erase all phone book entries?" confirmation screen appears.*
6. Select [YES]. *You cannot undo.*

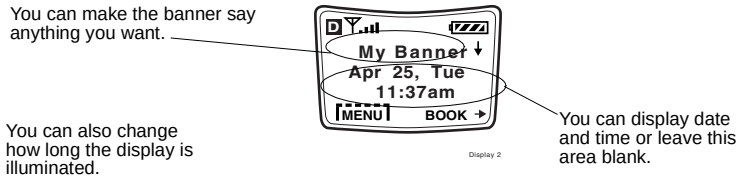
You can change settings on your phone to customize your display and the sounds.

In this section, you'll learn to

- Change your screen display, such as your banner, time display, and backlight (page 51)
- Adjust ringer type and volume (page 52)
- Mute calls (page 53)
- Adjust earpiece volume (page 54)
- Adjust microphone (page 54)
- Adjust keypad beeps (page 54)
- Customize alerts (page 55)
- Reset all customizations you make (page 57)

Changing your screen display

You can change the banner, the date and time, and the backlight on your display screen.



To change the banner [43]

A banner is the line of text that appears at the top of the display. You can change this text to say whatever you want.

1. From the Main screen, select [MENU].
2. From Menu, select **4>Display**; then **3>Banner**.
3. Select [EDIT].
4. Delete and enter the text you want.

   For instructions on entering text using your keypad, see page 39.

5. Select [OK].

To display the date and time [44]

1. From the Main screen, select [MENU].
2. From Menu, select **4>Display**; then **4>Show Time.**
3. Press the Up / Down keys ▲▼ to select **yes** or **no**.
4. Select [OK].

To adjust the screen's backlight [41]

The backlight illuminates the phone display and keypad. It remains on whenever the phone receives power from an external source, such as the Cigarette Lighter Adaptor or Hands-free Car Kit.

1. From the Main screen, select [MENU].
2. From Menu, select **4>Display**; then **1>Backlight.**
3. Press the Up / Down keys ▲▼ to select the following options: **always off**, **10 seconds**, **10 seconds & in call**, **30 seconds**, **30 seconds & in call**, **always on.**
4. Select [OK].

Adjusting ringer volume and type

To adjust the ringer volume with incoming calls

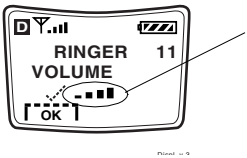
When the phone rings, you can turn down the ringer or mute it.

- To turn down the ringer, press the lower Volume button on the side of the phone.The next time the phone rings, it will be at this level.
- To mute it, hold the lower Volume button until it is silenced. The next time the phone rings, it will not be muted.

To adjust the ringer before a call [11]

You can also adjust the ringer prior to a call. The setting you choose will be the permanent setting until you change it again on this screen.

1. From the Main screen, select [MENU].
2. From Menu, select **1>Volume**; then **1>Ringer**. *The Ringer Volume screen appears.*



3. Press the Up / Down keys to select the setting you want (the more bars, the louder the ringer) or to select **off**.
4. Select [OK].

You can also adjust the ringer prior to a call. The setting you choose will be the permanent setting until you change it again on this screen.

To change the sound of your ringer [36]

1. From the Main screen, select [MENU].
2. From Menu, select **3>Features**; then **6>Ringer Type**.
3. Press the Up / Down keys to select the type of ringer. *Each type plays automatically; there are 9 selections in addition to the standard ring.*
4. Select [OK].

Muting calls

Muting switches the microphone on and off during a call. When the microphone is off, the other party cannot hear you.

To mute a call while on the phone

To mute calls while on a phone, do one of the following:

- Press and hold the Speaker button at the top of your phone; release to speak.
- Press the Speaker button at the top of your phone; then press and hold the PTU / PTT button to speak and release it to talk (see page 17).

To mute all incoming calls [16]

You can also mute all incoming calls permanently.

1. From the Main screen, select [MENU].

2. From Menu, select **1>Volume**; then **6>Mute**.
3. Press the Up / Down keys to select the following options: **this call**, **all calls**, **off**.
4. Select [OK].

To unmute calls, return to this screen and select **on**.

Adjusting the earpiece volume

You may also need to adjust the audio volume (what you hear) to a comfortable setting.

To adjust the earpiece volume while on the phone

- While on the phone, press the Volume buttons to adjust the volume up or down.

To adjust the earpiece volume permanently [13]

1. From the Main screen, select [MENU].
2. From Menu, select **1>Volume**; then **1>Voice**.
3. Press the Up / Down keys the setting you want (the more bars, the louder the volume).
4. Select [OK].

Adjusting the microphone [15]

Adjusting the keypad beeps

You can also adjust the volume of the key beeps you make when you press the keypad, turn them off, or change their length.

To adjust the volume of the key beeps [12]

1. From the Main screen, select [MENU].
2. From Menu, select **1>Volume**; then **2>Key Beep**.
3. Press the Up / Down keys to select **off** or the setting you want (the more bars, the louder the volume).
4. Select [OK].

To change length of key beep [31]

1. From the Main screen, select [MENU].
2. From Menu, select **3>Volume**; then **1>BeepLength**.
3. Press the Up/Down keys ▲▼ to select:
   - **normal: emits a short beep**
   - **long: emits a beep as long as you press the key**
4. Select [OK].

Customizing Alerts

Your phone sends you audio or visual cues, such as beeps and flashing icons, when it wants to alert you of received messages or a low battery. You can adjust the volume on these alerts, designate which ones you want to use and when you want to use them, or turn them off altogether.

To adjust volume of message alerts [14]

You phone beeps to alert you that you've received a message (such as voicemail), that you are roaming outside your network, that your battery is running low, and many more messages and alerts (discussed in "Voice Mail, Pages, and Text Messages" on page 59).

You can adjust or turn off these message beeps.

1. From the Main screen, select [MENU].
2. From Menu, select **1>Volume**; then **4>Msg Alert**.
3. Press the Up/Down keys ▲▼ to select **off** or the setting you want (the more bars, the louder the alert).
4. Select [OK].

To set alert for messages [53]

When you receive a voice mail, page, or text message, the Message icon ✉ appears in the display screen. In addition, your phone sends you an alert. You can designate the kind of alert you want.

1. From the Main screen, select [MENU].
2. Select **5>Alerts**; then select **3>Message**.

3. Press the Up / Down keys to choose the kind of alert you want: **short beep**, **long beep**, **lights only** (meaning a flashing LED), **vibrate**, **short + reminder**, **long + reminder**, or **off**.
4. Select [OK].

To set alert for roaming [52]

You can set your phone to alert you when a network service parameter changes. For instance, it alerts you if move out of your service area and start roaming (which could lead to higher costs), or if the call changes from digital to the less-secure analog service.

1. From the Main screen, select [MENU].
2. Select **5>Alerts**; then select **3>Service**.
3. Press the Up / Down keys to choose **on** or **off**.
4. Select [OK].

To set alert for minute warning during call [51]

You can set your phone to alert your during a call ten seconds before each minute during a call. This helps you track your phone use.

1. From the Main screen, select [MENU].
2. Select **5>Alerts**; then select **1>Minute**.
3. Press the Up / Down keys to choose **on** or **off**.
4. Select [OK].

To turn your beeps on or off [54]

1. From the Main screen, select [MENU].
2. Select **5>Alerts**; then select **4>Tones Off**.
3. Press the Up / Down keys ▲▼ to choose **yes** (to turn beeps off) or **no**.
4. Select [OK].

To turn vibrator on or off [55]

1. From the Main screen, select [MENU].
2. Select **5>Alerts**; then select **5>Vibrate**.
3. Press the Up / Down keys ▲▼ to choose **on** or **off**.
4. Select [OK].

To turn display flashing on or off [56]

1. From the Main screen, select [MENU].
2. Select **5>Alerts**; then select **6>LED**.
3. Press the Up / Down keys ▲▼ to choose **yes** (to turn on flashing display) or **no**.
4. Select [OK].

Is flashing LED just for alerts or will this also work if ringer is off?

To disable all alerts [57]

You may want to turn off all alerts.

1. From the Main screen, select [MENU].
2. Select **5>Alerts**; then select **7>InhibitAll**.
3. Press the Up / Down keys ▲▼ to choose **on** or **off**.
4. Select [OK].

Resetting all customizations [64]

You can reset all the customizations you have made to your phone and return them to the default values (their original settings). *There is no undo feature.*

1. From your Main screen, select [MENU].
2. Select **6>Access**; *the Enter Lock Code screen appears.*
3. Enter your four-digit lock code. *For information on your lock code, see page 65.*
1. Select **4>Reset**.
2. Select [RESET]. *A "Reset all user settings?" confirmation screen appears.*
3. Select [YES]. *You cannot undo.*

Voice Mail, Pages, and Text Messages

Depending on your service provider, your phone has a number of messaging features, such as voice mail, paging and text messaging. Messages are ways callers can contact you when you don't answer the phone. You must turn your phone on to receive messages. Also, the types of message service available to you depends on your service provider. If some of the features discussed in this section don't seem to be available, check with your service provider to make sure you have the service.

In this section, you'll learn to

- Understand types of messages, such as voicemail, pages, and text messages (page 59)
- Set up your message center (page 59)
- Know when you have a message (page 60)
- Retrieve messages (page 60)
- Phone and save callback numbers (page 61)
- Erase old messages (page 61)

Types of messages

Voice mail. With a voice mail feature, calls automatically go to your voicemail when you don't answer the phone. When you receive a voice message, the voice mail system sends a notification to your phone. You must call your voice mail service to hear the message, since it is stored on their system and not on your phone.

Pages. When a caller enters a number into your voice mail instead of a voice message, it appears on your phone as a numeric page.

Text messages. Some callers can also send preset text messages. If you have email service for your phone, email may appear as a text message. You can view pages and messages on your phone display.

Setting up your message center

When you first receive your phone, you'll need to contact your service provider for instructions on how to set up your message center, such as entering your personal greeting and private pass

code to retrieve your messages. Every service provider is different. Usually, press and hold the Message key. Your phone dials your message center and an automated voice menu guides you through these steps. Check with your service provider if you need further assistance.

Knowing you have a message

You know you have a message when the Message icon appears on your display. If the icon flashes, the message was sent "priority" or "urgent." Your screen may also flash or your phone beep or vibrate, depending on how you set your alert preferences (see "Customizing Alerts" on page 55).

Retrieving messages

To listen to your voice mail

Each voice mail notification automatically erases the previous notification. It does not erase the actual message in your voice mail.

1. When and "VOICE MAIL" appear, press and hold the Message key. *Your phone automatically dials your message center.*

   To view information about the voice mail before dialing, press the Message key without holding it. The MESSAGES screen appears. Select [VOICE].

2. Follow the recorded prompts on the voice mail system to listen to your message.

To view a page or text message

1. When and "PAGE" appear, press the Message key. *The MESSAGES screen appears. If you see something like "1 Page/ Msg," you know you have a new message. Old messages are labeled "Old Page."*
2. Select [TEXT]. *Text of the first message appears. Messages are displayed in the order received.*
3. Press the Up / Down keys to view the message.
4. Do one of the following:

- To erase the message, select [ERASE]; then, if this is a new message, select [YES].
- To keep the message, select [ERASE]; then select [NO]. *The next message appears.*
- To continue to the next message, select [NEXT].

5. Continue to view messages or press the End / Power key to return to the Home screen.
6. Scroll to the "Page / Msg" line; then select [OK]. *The first new message opens.*
7. Select [VIEW] to look at a message.

Callback numbers

If your service provider provides Caller ID or if your caller left a phone number in the Page message, you can return the call without redialing the number. You can also save the number in your phone book.

To return callback numbers

1. Follow the steps in "Retrieving messages" on page 60 to view your message.
2. If a phone number is displayed with the message, press and hold the Send / Talk key . *If this number is in your phone book, the name of the caller also appears.*

To save callback numbers

1. Follow the steps in "Retrieving messages" on page 60 to view your message.
2. Select [SAVE].
3. Follow the steps in "Entering numbers in your book" on page 36.

Erasing old messages

Your phone can store up to 700 bytes of messages, which is approximately 23 16-character messages.

When the available memory falls below 25% of the total memory, the phone beeps and the message “Warning! Message Memory is almost FULL.”

When the phone runs out of memory, it does not accept any new messages. When this happens, erase old or unimportant messages to free up some memory.

To erase old messages manually

You can erase old messages one at a time, as discussed in “To view a page or text message” on page 60. If you prefer, you can clean out your messages all at once.

1. Press the Message key to display the MESSAGES screen.
2. Select [ERASE]. *The message “Erase old page count to zero?” appears.*
3. To delete all your old messages, select [YES].

To erase old messages automatically [37]

After you have received several messages, your phone’s memory will become full. You can set your phone to automatically erase as many old messages as needed to make room for the new message.

1. From the Home screen, select [MENU].
2. Select **3>Features**; then **7>Auto Delete**.
3. Press the Up / Down keys to choose **enable**.
4. Select [OK].

After you have mastered the basics of your phone, there are several features for more advanced users.

In this section, you'll learn to

- Add extra security to your phone by turning on the keyguard, setting up a lock code, or restricting your phone (page 63).
- Use features often provided by your service provider, such as caller ID, call forwarding, three-way calling, and call waiting (page 66)
- Find information about your phone: your phone number, call history, and phone's version number (page 67)
- Use scratchpad to save numbers while on the phone (page 68)
- Erase the history list (page 68)

Extra security for your phone

In addition to making secure calls, you can add extra security to your phone by turning on your keyguard, entering a lock code, or restricting the types of calls made.

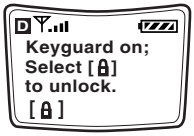
Using the keyguard

The keyguard locks your keys to protect your phone against accidental key presses when the phone is turned on.

To turn the keyguard on

1. From your Home screen, select [LOCK].

   The Keyguard on screen appears.



   This screen remains displayed until you turn off the keyguard.

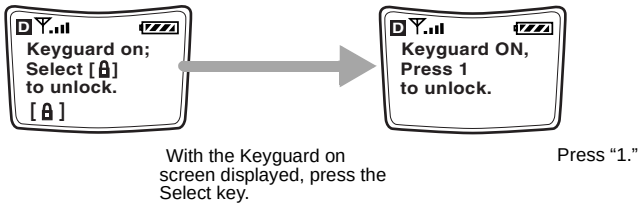
Note

You can also turn on the turn on the keyguard by selecting [MENU] from your Home screen and then pressing and holding the Select key.

To turn off the keyguard

There are two ways to turn keyguard off. The easiest way to turn it off is to do the following:

1. With the Keyguard on screen displayed, press the Select key (sel). *Another screen appears to confirm you want to unlock the keyguard.*



2. Press "1."

Note

The keypad automatically unlocks when you answer an incoming call.

To lock your phone [61]

Locking means your phone can only be used for emergency calls or to receive incoming calls.

1. From your Home screen, select [MENU].
2. Select **6>Access**.*The Enter Lock Code screen appears.*
3. Enter your four-digit lock code. *For information about your lock code, see page 65.*
4. Select **1>Lock Mode.**
5. Press the Up / Down keys ▲▼ to choose one of the following:
   - **on power up**
   - **now**
   - **never**

6. Select [OK].

To restrict your phone [62]

Restricting limits your outgoing calls to emergency numbers, designated service provider numbers, and the numbers in the phone book. You may answer incoming calls and view or dial the phone book numbers, but you cannot erase, add, or edit any numbers.

1. From your Home screen, select [MENU].
2. Select **6>Access**.*The Enter Lock Code screen appears.*
3. Enter your four-digit lock code.

   For information about your lock code, see page 65.
4. Select **2>Restrict.**
5. Press the Up / Down keys ▲▼ to choose **RESTRICT CALLING to phone book** or **RESTRICT CALLING no**.
6. Select [OK].

To change your lock code [63]

All the Access menu selections are protected by a four-digit lock code. The default lock code is typically 0000 or the last four digits of your phone number. This code is different from your Secure PIN, which is administered by your Terminal Administrator. You can change the code to something easy for your to remember.

1. From your Home screen, select [MENU].
2. Select **6>Access**.*The Enter Lock Code screen appears.*
3. Enter your four-digit lock code.

   The default lock code is typically 0000 or the last four digits of your phone number.

1. Select **3>New Code**.
2. Enter new four-digit code.
3. Select [OK].
4. Re-enter new code (for verification).
5. Select [OK].

Special features provided by service provider

Your service provider may offer extra features like caller ID, three-way calling, call forwarding, and call waiting. If you wish to use these features, contact your service provider for details. Your QUALCOMM phone supports all of these options *if* they are activated on your phone.

To use Caller ID

Caller ID is a service provider feature that displays the phone number of the person who is calling you. If you have already saved that number in your phone book, the name on the phone book entry also appears.

To use three-way calling

Three-way calling enables three parties to participate in the same phone conversation.

1. Dial the first party.
2. At this point, some service providers require you to press the Send / Talk key to put the first party on hold.
3. Dial the second number (you may use touch or speed dialing) and press the Send / Talk key.
4. When the third party picks up, press again to connect all three parties.

If one of the other two parties (not you) hangs up, you and the third party stay connected. If you initiated the three-way call and you hang up, all three parties are disconnected.

To use call forwarding

Some service plans allow you to forward your calls to another phone number.

1. Typically you press * plus a numerical code.
2. Enter the forwarding phone number.
3. Press the Send / Talk key. *The phone beeps and shows a message confirming that you have forwarded your calls.*

Consult your service provider for details.

To use call waiting

Call waiting is when you are on a call and you are alerted with two beeps if another call comes in. The display informs you that a call is coming in and shows the caller's phone number if it is available.

1. Press the Send / Talk key to switch to the incoming call. *The previous caller is put on hold.*
2. Speak to the incoming call and press the Send / Talk key again to return to the party on hold.
3. You can continue to switch between calls by pressing the Send / Talk key.

If you press End / Power key, both calls are disconnected. The other caller must hang up for you to continue talking to the third party.

Finding information on about your phone

To find your phone number

1. From your Home screen, select [INFO]. *Your phone number appears on the display*.
2. Select [EXIT] to return to the Home screen.

To find information about calls

You can use your phone to see detailed information about the number and duration of various kinds of calls. Duration is always measured in minutes and seconds.

1. From the Home screen, select [MENU].
2. Select **2>Call Info**. *The CALL INFO menu screen appears.*
3. Select the type of information you want to view from the menu:
   - **Home calls [21]:** Displays the duration of all calls you made in your home system (that is, not roaming) since the last reset.
   - **Roam Calls [22]:** Displays the duration of all calls you made outside your home system since the last reset.
   - **All Calls [23]:** Displays the duration of all calls you have made on your phone. You cannot reset this menu item.

4. Once on the screen you want to view, do one of the following:
   - To view and exit, select [OK] when done.
   - To reset both number of calls and duration to "0," select [RESET]. *You cannot reset the ALL CALLS screen.*

To find your phone's version number [46]

While upgrading the software for your phone or talking to technical support, you may need to know the software version and product model of your phone.

1. From the Home screen, select [MENU].
2. Select **4>Display**; then **6>Version**. *The VERSION screen appears.*

Using scratchpad [36]

The scratchpad feature lets you add phone numbers to the history list during a call without sounding key beeps. You can use this feature to note numbers you want to call later or add to your phone book. The scratchpad is only active during calls.

1. While on the phone, select [MENU].
2. Select **3>Features**; then **6>Scratchpad**.
3. Enter the phone number you want to keep in your scratchpad.
4. Select [ADD] and resume talking to your caller.
5. When done with your call, press the End / Power key .
6. From your Home screen, select [BOOK] then [HIST].
7. Do one of the following:
   - Dial the number by pressing the Send / Talk key .
   - Add the number to your phone book by selecting [VIEW] and then [SAVE]. Follow steps 2-6 in "Entering numbers in your book" on page 36.

Erasing the history list [65]

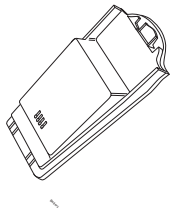
If you want, you can erase your history list. *There is no undo feature.*

1. From the Home screen, select [MENU].
2. Select **6>Access**. *The Enter Lock Code screen appears.*

3. Enter your four-digit lock code.*For information on your lock code, see page 65.*
4. Select **5>Erase History**.
5. Select [ERASE]. *An "Erase all calls list entries?" confirmation screen appears.*
6. Select [YES]. *You cannot undo.*

Battery Care and Maintenance

The phone comes with a rechargeable LiIon battery that is located on the back of the phone. Leave this battery in the phone at all times.



The following is typical battery performance:

Service Mode	Talk Time	Standby Time*
Digital	4.5	72 hours
Analog	2.5	14 hours

**Standby time refers to the time your phone is not attached to a charger but is not in use (the times you are carrying it around).*

To extend talk and standby times, you can snap an external battery onto the back of your phone. The external battery does not replace the internal battery but works with it. When your internal battery starts to become low, the external battery begins charging your phone. The external battery (Model # GXBAT0002) is purchased separately (see “Accessories” on page 79).

In this section, you’ll learn to

- Recharge your battery (page 72)
- Remove the battery (page 72)
- Install the battery (page 73)
- Dispose the battery (page 73)
- Understand the power save mode (page 73)
- Care for the battery (page 74)

Recharging the battery

The Battery Charge icon that appears on your Home screen indicates the how well-charged your battery is. The phone uses all the power in the external battery (if attached) before it starts to use the internal battery.

If you have two batteries, the battery icon tracks only one battery at a time—only the internal or the external. It reflects the charge level of the external battery as long as it has a charge. Otherwise, it tracks the internal battery level. The more black bars there are, the fuller the battery is.

Fully charged Partially charged Empty

When your battery is very low, the icon on your display blinks, the phone beeps, and a message alerts you to the low battery level. Select [OK] to acknowledge the message.

Caution

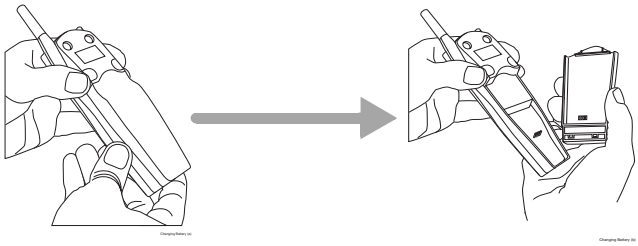
If the battery gets too low, the phone turns off and loses any function you were doing.

The battery does not need to be completely drained before you recharge it. To recharge the battery, plug the Global Travel Charger (Model # GXTVL0001) that comes with your phone into the bottom of your phone and into the wall. Your phone can be either on or off (it does not matter). The general charge time to 90% charge level is 2-1/2 hours.See page 10 for an illustration and more information.

You can also charge the battery by purchasing a Car Power Adapter (Model # GXCLA0001) or a Hand-free Car Kit (Model # GXCKT0001); see page 79.

Removing the battery

1. To avoid losing data, press the End/Power key to avoid losing data.
2. Press and hold the two battery release latches in the direction of the arrow to release it from the phone.



Press and hold the battery release latches; pull off the back of the phone.

3. Pull off the back of the phone and take out battery.

Installing new battery

Your phone comes with a previously installed LiIon battery. If you need to replace the battery, do the following.

1. If a battery is already installed, turn the power off to prevent losing data and then remove the battery.
2. Insert the new replacement battery by lining up the positioning tabs (see arrows) and rotating it into place.
3. Press down on the batter until it locks.

Show picture similar to one in Globalstar book, p. 55

Disposing battery

It is illegal in some areas to dispose of LiIon batteries in household or business trash. Contact your nearest QUALCOMM Service Center for safe disposal options. Do not handle a damaged or leaking LiIon battery.

Power save mode

Your phone automatically switches to a power-save mode if it has not found a signal after about 15 minutes of searching. Power-save mode decreases the drain on the battery.

When the phone is in power-save mode, you cannot make or receive calls. “Power Save Mode” and the No Signal icon appear on the display.

The phone periodically rechecks for a signal. Press any key to manually check for service. When the phone finds a signal, it automatically switches out of power-save mode and displays the Signal Strength icon at the top of the display.

Caring for battery

- To reduce unnecessary drain on your battery, turn backlight to “always off” (see page 52.)
- Do not disassemble or short-circuit the battery.
- Keep the metal contacts at the base of the battery clean.
- If you have not used an internal or external battery for more than a month, recharge it before using it.
- Replace the internal battery when it no longer maintains a charge. Return the old battery to your local QUALCOMM service center.
- Do not use any battery in direct sunlight or in places with high humidity, such as the bathroom.
- Never dispose of any battery in or by a fire. It could explode.
- Do not charge any battery if the temperature is below 32ºF (0ºC) or above 122ºF (50ºC).
- Do not store any battery in hot areas for long periods of time. Follow these storage guidelines:
  - under 1 month: -4ºF (-20ºC) to 140ºF (60ºC)
  - over 1 month: -4ºF (-20ºC) to 113ºF (45ºC)

In this section, you'll learn to

- Get good performance for your phone (page 75)
- Care for your phone (page 75)
- Understand safety issues (page 76)

Getting good performance

- Do not touch the antenna while you are on a call.
- If you have trouble making a connection, stand near a window while placing your call or go outside.

Caring for your phone

- **Do not let unauthorized personnel install or service your phone or accessories.** Faulty installation or service may be dangerous.
- **Only use QUALCOMM-approved accessories with QUALCOMM phones.** Use of any unauthorized accessories may be dangerous and will invalidate your phone warranty if said accessories cause damage or a defect to the phone.
- **Keep it dry.** Moisture can corrode electronic circuits. If the phone gets wet, turn the power off immediately and remove the external battery, if one is attached. Let it dry before you use it again.
- **Do not leave it in the sun or extremely hot places.**
- **Do not leave it in extremely cold places.**
- **Treat it gently**. Use common-sense guidelines to avoid dropping it, hitting it, bending it, or sitting on it.
- **Clean it with a soft cloth and a mild soap solution.** Avoid using cleaning solvents and strong detergents.
- **Activate the keyguard.** If you plan to carry your phone in a pocket or purse, activate the keyguard to prevent accidental key presses. For information on using the keyguard, see page 63.

Safety

Before using your wireless phone, know a few basic safety guidelines. Not following these guidelines may cause personal injury, damage your phone, or be illegal.

Radio Frequency (RF) energy

Your hand-held portable telephone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. In August 1996, the U.S. Federal Communications Commission (FCC) adopted RF exposure requirements with safety levels for hand-held wireless phones. Those requirements are consistent with the safety standards previously set by both U.S. and international standards bodies:

- ANSI C95.1 (1992), American National Standards Institute
- NCRP Report 86 (1986), National Council on Radiation Protection and Measurements
- ICNIRP (1996), International Commission on Non-Ionizing Radiation Protection

Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1)

Your phone complies with the standards set by these reports and the FCC requirements.

Caution

To ensure your exposure to RF electromagnetic energy is within the limits established by the FCC and the other standards listed in this section, always follow these procedures:

- ***While using the Push-to-Talk/Push-to-Unmute (PTT/PTU) feature, hold the phone in front of you with the microphone 1 or 2 inches (2.5 to 5 cm) from your face. For information about PTT/PTU, see page 17.***
- ***While using the phone and carrying it on your body make sure the antenna is at least 1 inch (2.5 cm) from your body when transmitting. Only use QUALCOMM-approved***

belt clips and surveillance kits, since they have been tested and approved for RF safety. For information about these accessories, see page 79.

Driving safety

- **Know the laws and regulations on using wireless telephones in areas you drive.**
- **Avoid using your hand-held phone while driving.** Pull off the road if possible.
- **Avoid emotional or confrontational calls while driving.** Pull over immediately to conclude the conversation.
- **Install and use a Hands-free Car Kit.** If you use the phone frequently while driving, install a Hands-free Car Kit. Make sure to use a QUALCOMM-approved accessory that is installed by an authorized service personnel.
- **Learn to use speed dial and touch dial.** Memorize the memory location for frequently used numbers and practice phoning them with speed dial and touch dial. For more information, see page 48 and page 48.
- **Don't place your phone in front of an air bag.** Air bags inflate with great force. You or your passengers risk serious injury.
- **Do not use your phone while filling your gas tank.**

Safety with medical devices and facilities

Pacemaker

If your portable wireless phone is too close to a pacemaker, the phone's RF energy may interfere with the pacemaker's operation. The Health Industry Manufacturers Association and the wireless technology research community recommend that you follow these guidelines to minimize the potential for interference.

- **Always keep the phone at least six inches (15 centimeters) away from your pacemaker when the phone is turned on.**
- **Do not carry your phone near your heart, such as a breastpocket.**
- **Use the ear opposite the pacemaker.**
- **If you have any reason to suspect that interference is taking place, turn your phone off immediately.**

Hearing aids

Some digital wireless phones may interfere with hearing aids. In the event of such interference, you may want to consult your service provider or call the customer service line to discuss alternatives.

Other medical devices

If you use any other personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your physician may be able to help you obtain this information.

In health care facilities

Turn your phone off in health care facilities, especially if any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Other unsafe areas

- **Turn off your phone while in an airplane.** FCC regulations prohibit using your phone on a plane that is in the air.
- **Turn off when in potentially explosive areas.** Areas with a potentially explosive atmosphere are often, but not always, clearly marked. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.They include
  - Fueling areas such as gas stations
  - Below deck on boats
  - Transfer or storage facilities for fuel or chemicals
  - Vehicles using liquefied petroleum gas, such as propane or butane
  - Areas where the air contains chemicals or particles such as grain, dust, or metal powders

Standards and safety information

For standards and safety information, visit the Cellular Telecommunications Industry Association (CTIA) Web site at **http://www.wow-com.com** or call 888-901-SAFE (toll-free, U.S.A. only).

The following optional accessories are available from your service provider.

Caution

Allow only authorized personnel to service the accessories. Unauthorized service may invalidate the warranty.

Global Travel Charger, # GXTVL0001	Charges your phone's battery from 110 or 220V. Connect the charger to the bottom of your phone and p lug it into a standard wall outlet. For an illustration and more information, see page 10. *This accessory is included with your phone.*
Standard (Internal) Battery, # GXBAT0001	Rechargeable LiIon battery. For information about this battery, see "Battery Care and Maintenance" on page 71. *This accessory is included and installed with your phone. Having extra batteries ensures you have a charged battery at all times.*
External Battery, # GXBAT0002	Attaches to the back of the phone and works with the internal battery to extend talk and standby times.
Car Power Adapter (CPA), # GXCLA001	Plugs into your car's power supply (such as a cigarette lighter) to charge your phone.
Hands-free Car Kit (HFK), # GXCKT0001	Lets you talk on the phone while driving. Also, charges your phone from the car battery. *Recommended for safety. Requires professional installation*
Data Cable, # GXDTA0001	Attaches your phone to your computer's or hand-held device's RS-232 serial port to allow you to send and receive e-mail and faxes. *Check with your service provider that they provide this service.*
Surveillance Kit, # GXSVL0001	Provides microphone and earbud to use while on the phone. *To ensure your exposure to RF electromagnetic energy is within the limits established by the FCC, only use QUALCOMM-approved surveillance kits, since they have been tested and approved for RF safety. For more information about RF safety, see page 76.*

Belt Clip,
 # GXBLC0001

Lets you clip your phone onto your belt.

To ensure your exposure to RF electromagnetic energy is within the limits established by the FCC, only use QUALCOMM-approved belt clips, since they have been tested and approved for RF safety. For more information about RF safety, see page 76.

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