



motorola H620

Quick Start Guide

Motorola, Inc.
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Schaumburg, IL 60196

www.motorola.com
1-877-MOTOBLU
1-888-390-6456 (TTY/TDD United States for
hearing impaired)

Guide Number: 6809518A57-A



Bluetooth QD ID: B014245

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BEFORE YOU BEGIN

Before using this product, read the Important Safety and Legal Information pamphlet and follow its instructions.

Take a moment before you get started to familiarize yourself with your new H620 Headset.



1

CHARGE Your Headset's Battery



- 1 Verify slide switch is in the off position (toward the charging port).
- 2 Plug the Motorola charger into the end of the headset.

The indicator light turns red or yellow when the battery is charging. It may take up to 1 minute for the indicator light to turn on. When the headset's battery is fully charged (about 2 hours), the indicator light turns green.

- 3 Disconnect the charger.

Note: Headset is not functional while charging.

Note: This product uses a lithium ion, rechargeable, non-replaceable battery. Under normal use, the expected life of the rechargeable battery is approximately 400 charges.

2

START BLUETOOTH FEATURE Your Phone

Your phone's Bluetooth feature is off by default. To use your headset, you must turn on the Bluetooth feature in your phone.

For most Motorola phones (at the main menu):

- 1 Press **[Menu]** (Menu) > **Settings** > **Connection** > **Bluetooth Link** > **Setup**.
- 2 Scroll to **Power**.
- 3 Select **Change**.
- 4 Scroll to **On**.
- 5 Press **Select** to turn on the Bluetooth feature. The Bluetooth feature remains on until you turn the feature off.

Note: These steps are for most Motorola phones. For other phones, see your phone's user's guide.

3

PAIR Your Headset

Before you can use your headset, you must pair (link) it with your phone.

Step A - ENSURE HEADSET IS IN PAIRING MODE

Power on headset by sliding the Power switch towards the microphone to initiate easy pairing. After a few moments, the indicator light will be steadily lit in blue to indicate headset is in pairing mode.



If the headset does not enter pairing mode, see **TROUBLESHOOTING** for help.

3

PAIR *CONTINUED* Your Phone

Step B - SET YOUR PHONE TO LOOK FOR YOUR HEADSET

For most Motorola phones:

- 1 On your Motorola phone, press **[Menu]** (Menu) > **Settings** > **Connection** > **Bluetooth Link** > **Handsfree** > **Look for Devices**.
The phone lists Bluetooth devices it finds.
- 2 Select **Motorola H620**.
- 3 Select **OK** or **Yes** to pair your headset with your phone.
- 4 Enter the passkey: **0000**
- 5 Select **OK**.

When your headset successfully pairs and connects with your phone, the indicator light changes from steadily lit to flashing blue and purple.

Note: These steps are for most Motorola phones. For other phones, see your phone's user's guide.

4

TEST AND USE

Your phone and headset are now paired and ready to make and receive calls.

To make a call:

- 1 Place the headset over your ear.
- 2 On the phone, dial the number you want to call and press **SEND** key on your phone.

If your phone and headset are successfully paired, you will hear ringing on the headset.

After you have successfully paired your phone and headset, you don't need to repeat these steps. For daily use, ensure that your headset is turned ON and that your phone's Bluetooth feature is ON.

USING YOUR H620

See **Features and Functions Guide** on the reverse side for information on using your H620



Note: If desired, your headset can be restored to original factory settings. This action will erase all pairing information stored in your headset. Thus, you will need to pair your phone and headset again (see step 3).

Note: To restore your headset to original factory settings, press and hold both Volume buttons and the Call button at the same time for 10 seconds.

TROUBLESHOOTING

My headset will not enter pairing mode.

Make sure that any devices previously paired with the headset are turned off. If the indicator light is not steadily lit in blue, turn off both the other device and headset, wait 10 seconds, then turn headset back on. Wait for the indicator light to become steadily lit in blue, indicating the headset is now in pairing mode.

My phone doesn't find my headset.

Make sure the indicator light on your headset is on (lit in blue) and steady when your phone is searching for devices (see step 3).

My headset worked before but now it's not working.

Make sure your phone is on and the Bluetooth feature is turned on in your phone (see step 2). If the Bluetooth feature was turned off or was turned on only temporarily, you may need to restart the Bluetooth feature (see step 2) and pair your phone and headset again (see step 3).

Support.

If you need more help, contact us at **1-877-MOTOBLU** or visit us at www.motorola.com/Bluetoothsupport



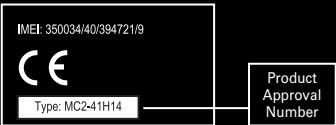
Features and Functions Guide

H620 Bluetooth® Handsfree Headphones

IMPORTANT:
Be sure to first follow the **Quick Start Guide** on the reverse side of this guide to complete initial setup of your H620.

European Union Directives Conformance Statement

- CE** Hereby, Motorola declares that this product is in compliance with:
- The essential requirements and other relevant provisions of Directive 1999/5/EC.
 - All other relevant EU Directives.



The above gives an example of a typical Product Approval Number.

You can view your product's Declaration of Conformity (DoC) to Directive 1999/5/EC (to R&TTE Directive) at www.motorola.com/rtte. To find your DoC, enter the product Approval Number from your product's label in the "Search" bar on the web site.

TURNING HEADSET ON AND OFF

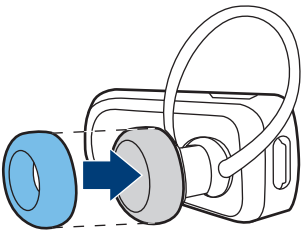
To turn your headset on, slide the switch toward the indicator light. The indicator light flashes blue three times, then flashes in blue and purple (if connected with a device) or is steadily blue (if ready to be paired).

To turn your headset off, slide the switch toward the charging plug (the orange color under the switch is displayed). The indicator light flashes three times then turns off.



EARBUDS AND YOUR HEADSET

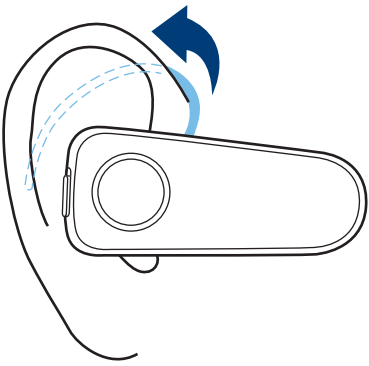
Your H620 headset is supplied with multiple earbuds. The earbud is fitted onto the end of your headset's earpiece speaker, and placed onto your ear when using your headset.



Your headset's performance is greatly dependent upon achieving a good fit on your ear. Therefore, we recommend trying all the supplied earbuds with your headset.

WEARING THE HEADSET

To wear your headset, flex the earhook and loop it over your ear as shown.

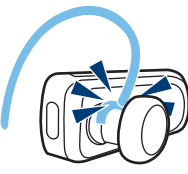


Be sure to position the ear cushion into your ear canal for optimal audio performance and comfort.

CHANGING FOR USE ON OTHER EAR

You can wear your H620 headset on your left or right ear. The headset comes ready for the right ear. To change the headset for the left ear:

- 1 Gently lift and pull the top of the earhook up and off speaker stem, as shown.
- 2 Flip the headset over.
- 3 Attach the earhook to the speaker stem, as shown.



CHANGING VOLUME BUTTON ORIENTATION

You can also change the orientation of the volume buttons on your headset.

- 1 Turn the headset power off.
- 2 Press and hold the Volume button you want to assign as the "volume up" button and slide the switch toward the microphone. The indicator light flashes blue three times, then steady blue. When connected, it will flash blue/purple.



QUICK BATTERY CHECK

When not on a call, you can check your headset's battery charge level by pressing and holding both Volume buttons.

The indicator light displays charge status for 5 seconds. See below for details on indicator light and charge status.

| Headset Indicator | Talk Time |
|-------------------|----------------------|
| Red | Less than 2 hours |
| Yellow | Between 2 to 5 hours |
| Green | Up to 7 hours |

To save battery power, turn OFF the headset when you don't use it for an extended time by sliding the switch towards the charging plug.

MAKING CALLS

| Function | Action |
|-----------------------------|---|
| Receive a call | Tap the Call button |
| Mute or unmute a call | Tap both Volume buttons |
| Reject a call | Press and hold a Volume button until the ringer stops |
| End a call | Tap the Call button |
| Redial last call | Press and hold the Call button until you hear two tones |
| Make a voice dial call | Tap the Call button and wait for voice prompt |
| Answer second incoming call | Use phone to answer call (follow your phone's instructions) |

Note: Your H620 supports both Handsfree and Headset Profiles. Accessing call functions depends upon which profile your phone supports. See your phone's user's guide for more information.

Note: Some features are phone/network dependent.

INDICATOR LIGHT With the Charger Plugged In

| Headset Indicator | Headset Status |
|-------------------|---|
| Red | Charging (battery level less than 50% charge) |
| Yellow | Charging (battery level more than 50% charge) |
| Green | Charging complete |

INDICATOR LIGHT With No Charger Plugged In

| Headset Indicator | Headset Status |
|---------------------------|-------------------------------|
| Off | Power off |
| Three blue flashes | Powering on/off |
| Steady blue | Pairing/connect mode |
| Rapid blue/purple flashes | Connection successful |
| Quick blue flash | Incoming/outgoing call |
| Slow blue pulse | Connected (on a call) |
| Slow blue flash | Standby (not on a call) |
| Slow red flash | Idle (not connected to phone) |
| Slow purple pulse | Connected call muted |
| Steady red | Attempting to connect |
| Quick red flash | Low battery |

Note: After 20 minutes on a call or of inactivity, the light stops flashing to conserve power, but the headset remains on.

AUDIO TONES

| Audio Tone | Headset Status |
|---|------------------------------|
| Ascending tone | Powering on |
| Two descending tones | Powering off |
| Ring tone | Incoming call |
| Two short tones when pressing Volume button | Volume at minimum or maximum |
| High/low tones repeated every 60 sec. | Low battery |
| No audio indications; deteriorating quality | Out of range |
| Two ascending tones | Connected to phone |
| Two rapid ascending tones | Mute enabled |
| Two rapid descending tones | Mute disabled |
| Low tone every 10 seconds | Mute reminder |



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***Important Safety and
Legal Information >***

Motorola, Inc.

Consumer Advocacy Office

1307 East Algonquin Road

Schaumburg, IL 60196

www.hellomoto.com

1-800-331-6456 (United States)

1-888-390-6456 (TTY/TDD United States for
hearing impaired)

1-800-461-4575 (Canada)

The use of wireless devices and their accessories
may be prohibited or restricted in certain areas.
Always obey the laws and regulations on the use
of these products.

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Safety and General Information

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. READ THIS INFORMATION BEFORE USING YOUR DEVICE.

Users are not permitted to make changes or modify the device in any way. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(3).

Electromagnetic Interference/Compatibility

Note: Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility.

Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your device in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

Aircraft

When instructed to do so, turn off your device when on board an aircraft. Any use of a device must be in accordance with applicable regulations per airline crew instructions.

Medical Devices

Hearing Aids

Some devices may interfere with some hearing aids. In the event of such interference, you may want to consult with your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

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

Industry Canada Notice to Users

Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device Ref IC RSS 210 Sec. 5.11. The term "IC:" before the

certification/registration number only signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment. See Ref IC Self-Marking 6(f) and RSP-100 Sec. 4.

FCC Notice to Users

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

determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Motorola Limited

Warranty for the United States and Canada

What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, messaging devices, and consumer and professional two-way radios (excluding commercial, government or industrial radios) that operate via Family Radio Service or General Mobile Radio Service, Motorola-branded or certified accessories sold for use with these Products ("Accessories") and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products ("Software") to be free from defects in materials and workmanship under normal consumer usage for

the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

Products and Accessories

| Products Covered | Length of Coverage |
|--|---|
| Products and Accessories as defined above, unless otherwise provided for below. | One (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below. |
| Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases. | Limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product. |

| Products Covered | Length of Coverage |
|---|--|
| Monaural Headsets. Ear buds and boom headsets that transmit mono sound through a wired connection. | Limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product. |
| Consumer and Professional Two-Way Radio Accessories. | Ninety (90) days from the date of purchase by the first consumer purchaser of the product. |
| Products and Accessories that are Repaired or Replaced. | The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer. |

Exclusions

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

Use of Non-Motorola Products and

Accessories. Defects or damage that result from the use of Non-Motorola branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification.

Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola housings, or parts, are excluded from coverage.

Communication Services. Defects, damages, or the failure of Products, Accessories or Software due to any communication service or

signal you may subscribe to or use with the Products Accessories or Software is excluded from coverage.

Software

| Products Covered | Length of Coverage |
|--|--|
| Software. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk). | Ninety (90) days from the date of purchase. |

Exclusions

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

Software NOT Embodied in Physical Media.

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

Who Is Covered?

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

What Will Motorola Do?

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

and applications please create a back up prior to requesting service.

How to Obtain Warranty Service or Other Information

| | |
|--|---|
| USA | Phones 1-800-331-6456 Pagers 1-800-548-9954 Two-Way Radios and Messaging Devices 1-800-353-2729 |
| Canada | All Products 1-800-461-4575 |
| TTY | 1-888-390-6456 |
| For Accessories and Software , please call the telephone number designated above for the product with which they are used. | |

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

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS

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Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to

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This product is controlled under the export regulations of the United States of America and Canada. The Governments of the United States of America and Canada may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce or the Canadian Department of Foreign Affairs and International Trade.

Wireless Phone Safety Tips

Drive Safe, Call Smart SM

Check the laws and regulations on the use of wireless phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas. Contact www.motorola.com/callsmart for more information.

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

- **Get to know your Motorola wireless phone and its features such as speed dial and redial.** If available, these features help you to place your call without taking your attention off the road.
- **When available, use a handsfree device.** If possible, add an additional layer of convenience to your wireless phone with one of the many Motorola Original™ handsfree accessories available today.
- **Position your wireless phone within easy reach.** Be able to access your wireless phone without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voice mail answer it for you.

- **Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice, and even heavy traffic can be hazardous.
- **Do not take notes or look up phone numbers while driving.** Jotting down a “to do” list or going through your address book takes attention away from your primary responsibility—driving safely.
- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.

- **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations that can divert your attention away from the road.
- **Use your wireless phone to call for help.** Dial 9-1-1 or other local emergency number in the case of fire, traffic accident, or medical emergencies.¹
- **Use your wireless phone to help others in emergencies.** If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 9-1-1 or other local emergency number, as you would want others to do for you.¹

- **Call roadside assistance or a special non-emergency wireless assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.¹

1. Wherever wireless phone service is available.

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