

Total Enterprise Access & Mobility (TEAM)

Business Smartphone

EWP1000 EWP2000 & EWP3000 Series

Quick Start Guide



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



Draft

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

Meet the smartphone

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

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

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

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

www.motorola.com/enterprisemobility/manuals.

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

EWP1000 Anatomy

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



EWP2000 Anatomy

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

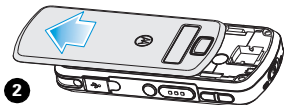
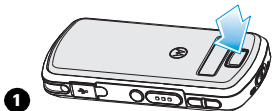


EWP3000 Anatomy

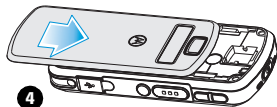
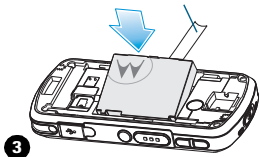
1. Speaker key 
2. Holster latches
3. Volume up/down
4. PTT button
5. Scan key
6. Rapid Travel Charger jack/USB cable port
7. Desktop Charger Contacts
8. Earpiece/Upper Microphone
9. Navigation key 
10. Select key 
11. Left soft key
12. Home key
13. Call/Answer key 
14. Speakerphone/Lower Microphone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



Battery Installation



EWP 2000/2100/3100 only

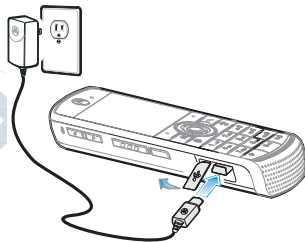


Charge the battery

Battery status indications:

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

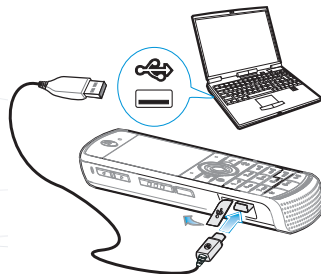
Rapid travel charger



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

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

Using a PC to charge



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

Basics

Power on

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

Power off

Press and hold  for 1-2 seconds.

First time network connection

Press: *Start > Settings > Connections > Wireless manager > Menu > Wifi Settings*. Enter password and press *Go* to access. Enter your network name, encryption method (AES), authentication method (EAP-TLS) and press *Save*.

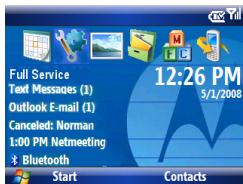
Wait until "**Full Service**" shows on the screen.

View your smartphone number

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

Home screen

Use the Navigation key  to scroll and move between the screen items. Press the Select key  to access.



Open programs

From the Home screen, press: **Start** to access recently used programs. Use the Navigation key  to scroll and press the Select key  to open. To see all programs, press: *Start > All Programs*.

Contacts (phonebook)

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

Important status indicators

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



Full wireless service



No wireless service



Wireless is turned off



New email/text message



New Voicemail



Silent mode



Vibrate mode



Bluetooth on

Screen Time out

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

Lock & unlock keypad

To lock, press and hold  for a second. Press *Lock*.

To unlock, press: *Unlock > .*

Make a call

Enter phone number and press .

Answer/End a call

Press:  to answer a call.

Press:  to end a call.

Make a PTT call

Enter PTT number. Press and hold the PTT button. Begin talking after

hearing a chirping sound. Release PTT to listen.

Redial

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

Request PTT call

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

Receive/Answer a PTT call

Your smartphone emits a tone or vibrates. Wait for the caller to finish speaking. Press and hold the PTT button. Begin talking after

hearing a chirping sound. Release the PTT button to listen.

Make a call from Contacts

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

Set earpiece volume

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

Set ring volume

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

Speakerphone

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

Phone

Vibrate mode

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

Silent mode

Press and hold . Select: *Silent*.

Normal mode

Press and hold . Select: *Normal*.

Check Voicemail

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

Conference call*

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

Recent call or *Phone number* and press *Done*.

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

Make a PTT group call

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

Join an active PTT group

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

Transfer a call

During an active call, press: *Menu* > *Transfer to* > *Contacts*.

Scroll to a contact and press the Select key .

The smartphone displays "Would you like to speak to (contact number) before transferring the call?" Press: *Yes* to speak to the contact before transferring the call. Press: *No* > *Transfer* for direct transfer.

Forward calls to Voicemail*

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

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

Set Speed Dial numbers

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

Voice dial

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

Send message

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

Look up a contact name

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

Open program

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

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

Adapt your voice

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

Text Messaging / Email

Read new message

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

Create a text message

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

Send.

Letter, word completion or numeric mode

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

Uppercase, lowercase or caps lock

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

Special characters

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

Enter symbols

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

Enter space - Swiftly press .

Delete text - Press . Hold  to keep deleting.

Start a new line - Press the Select key .

Text setup (Language, Word completion, Clear content)

Press and hold  for 2 seconds > *Setup*.

Add entry to Contacts

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

Edit Contacts entry

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

Change sounds

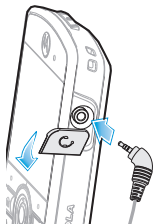
1. From the Home screen, press: *Start > Settings > Sounds*.
2. You can change the sound of the ring tone, reminders, new e-mail, new text message, new instant message, PTT call request, exclamation, questions, warnings, keypad control, service tone, call drop tone, minute beep.

Headset Connection

PTT and stereo headsets

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

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



First time connection of Bluetooth headset

- The headset must be charged prior to starting
 - Bluetooth headset must be turned Off.
1. To turn on Bluetooth: press *Start > Settings > Connections > Wireless Manager* and check the **Enable Bluetooth** box. The  indicator appears in the Home screen.
 2. From the Home screen, press: *Start > All Programs > Bluetooth > Bluetooth Manager > Hands-free*.
 3. Place the headset in pairing mode (Refer to the Bluetooth Pairing Instructions included with the headset.). When using Motorola headset, press

and hold the Call button of the headset for 5 seconds. The indicator light turns on and remains steady. If the indicator light is flashing or does not remain steadily lit, turn off the headset and repeat this step.

4. Press: **Add**. The smartphone prompts you to verify your headset is ready.
5. Press: **Search**. The smartphone starts searching for your headset and shows it on the screen.
6. Press: **Select** to connect the headset.
7. When prompted, enter the device passkey provided with your headset (such as 0000) and press **Accept**.

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

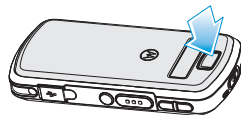
Synchronize with PC

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

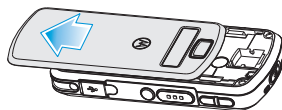
1. Turn on the smartphone and PC.
2. Connect your smartphone to your PC using a USB cable. ActiveSync starts to synchronize automatically with your smartphone.
3. Follow the instructions shown on your PC screen and select the items you want to synchronize, such as email, contacts, calendar, favorites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

Memory Card

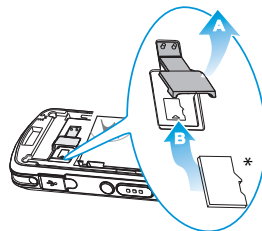
1



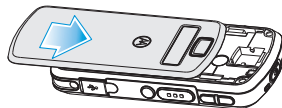
2



3



4



* Removable microSD "optional" - sold separately

Grant of Equipment Authorization

FCC INTERFERENCE

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

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Notice

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

Radio Frequency and Power

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

FCC Grant of Equipment Authorization

Model	FCC ID
EWP1100	AZ489FT7031
EWP2100	AZ489FT7032
EWP3100	AZ489FT7038

Industry Canada Grant of Equipment Authorization

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

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



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

Accessories

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



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



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



Mini USB Data Cable
 SYN6371C



Surveillance + PTT Headset
 NNTN5211B



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

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



Ear bud + PTT Headset
 NNTN5330B



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



Universal Pouch
 SYN2679A



Stereo + PTT Headset
 NNTN5774C



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



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

General Information

To obtain additional information, contact Motorola at:

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

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

Motorola's Enterprise Mobility Support Center

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

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

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

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

Customer Support Web Site

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

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Informations générales

Pour obtenir de plus amples renseignements, communiquez avec Motorola :

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

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

Enterprise Mobility Support Center de Motorola

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

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

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

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

Site Web de soutien à la clientèle

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

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