Motorola ML1000/ML1100
4-Line Wireless Phone System with Digital Receptionist and Digital Answering System

Full User Guide
For use with Motorola ML1000 Base Station and Motorola ML1100
1 Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number, Ringer Equivalence Number (REN), a product identifier in the format US: AAAEQ#TXXXX. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

NOTE

• This equipment may not be used on coin service provided by the telephone company.
• Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
• Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
• If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
• US Number is located on the cabinet bottom.
• REN number is located on the cabinet bottom.

Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must:

(1) promptly notify you of such temporary discontinuance;
(2) afford you the opportunity to correct the situation; and
(3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications. The Ringer Equivalence Number (REN) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an
interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

**Interference Information**

This device complies with Part 15 of the FCC Rules and the Industry Canada license-exempt RSS standard(s). 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.

Privacy of communications may not be ensured when using this telephone.

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:

1. Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is “receiving” the interference).
2. Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
3. Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, “How To Identify and Resolve Radio/TV Interference Problems.” This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

**Notice:** The changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

**FCC RF Radiation Exposure Statement**

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Caution: To maintain the compliance with the Industry Canada’s RF exposure guideline, place the base unit at least 20 cm from nearby persons.

**Licensing**

Licensed under US Patent 6,427,009.

**Hearing Aid Compatibility**

This telephone system meets FCC standards for Hearing Aid Compatibility.
WARNING:
TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

CAUTION:
TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

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2 Introduction

Your Motorola multi-line / 4-line phone is a full-featured phone ideally suited for home or office use. It is designed to receive calls on up to four incoming telephone lines and serve up to 9 extensions. It also features a Digital Receptionist which will answer and redirect incoming calls to other extensions in the system. It is possible to expand your system with the additional purchase of the Motorola ML1100 Wireless Deskphone or the Motorola ML1200 Cordless Handset.

Caution: When installing and using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided in the section below.

3 Important Safety Instructions

Some of the following information may not apply to your particular product; however, when using telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Telephones should not be used while you are in a bathtub, shower or pool. Immersion of the telephone or handset in water could cause an electrical shock.
5. Slots and openings in the cabinet back or bottom are provided for ventilation, to protect it from overheating. Do not block or cover these openings. Do not block the openings by placing the product on a bed, sofa, rug, or other similar surface. Do not place this product in a built-in installation unless proper ventilation is provided.
6. Only operate this product from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Plug the adaptor into an easily accessible electrical outlet near the equipment.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
11. Never spill liquid of any kind on the product.
12. To reduce the risk of electric shock, do not disassemble this product. If service or repair work is required, take it to a qualified serviceman. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
13. Do not expose the product to extreme temperatures such as areas near a hot radiator, stove or in a hot car. Do not place product upon other consumer electronic products such as; computer monitors, power amplifiers, etc.
14. Do not place lighted candles, cigarettes, cigars, etc., on the telephone.
15. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
16. Never install or modify telephone wiring during a lightning storm.
17. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
18. Use caution when installing or modifying telephone lines to prevent electrical shock and/or fire.

19. Under the following conditions, unplug this product from the wall outlet and refer servicing to qualified service personnel:
   (a) The power supply cord or plug is damaged or frayed.
   (b) The product has been exposed to rain or water.
   (c) The product does not operate normally by following the operating instructions.
   (d) The product's cabinet has been damaged.
   (e) The product exhibits a distinct change in performance.

20. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

21. Do not use the telephone to report a gas leak in the vicinity of the leak.

22. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.

23. Only use attachments/accessories specified by the manufacturer.

24. Unplug this apparatus during lightning storms or when unused for long periods of time.

Save these instructions

Battery Safety Instructions

IF YOUR PRODUCT UTILIZES BATTERIES, THE FOLLOWING ADDITIONAL PRECAUTIONS SHOULD BE OBSERVED:

1. Use only the type and size battery(ies) specified in the user manual.

2. Do not use this product if the battery door is removed or missing.

3. Replace batteries that appear to be swollen or have damaged wiring.

4. Do not dispose of the battery(ies) in fire. They may explode. Check with local codes for possible special disposal instructions.

5. Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.

6. Exercise care in handling battery(ies) in order not to short out the battery(ies) with conducting materials such as rings, bracelets, and keys. The battery(ies) or conductor may overheat and cause burns.

7. Do not attempt to recharge the battery(ies) provided with or identified for use with this product that are not rechargeable. The battery(ies) may leak corrosive electrolyte or explode.

8. Do not attempt to rejuvenate the battery(ies) provided with or identified for use with this product by heating them. Sudden release of the battery(ies) electrolyte may occur causing burns or irritation to eyes or skin.

9. When replacing battery(ies), all batteries should be replaced at the same time. Mixing fresh and discharged batteries could increase internal cell pressure and rupture the discharged battery(ies). (Applies to products employing more than one separately replaceable primary battery.)

10. When inserting battery(ies) into this product, the proper polarity or direction must be observed. Reverse insertion of battery(ies) may result in leakage or explosion.

11. When inserting battery(ies) into this product, do not twist or pinch the wires or allow wires to become pinched in battery door.

12. If storing over 30 days, remove battery(ies) from this product because the battery(ies) could leak and damage the product.

13. Discard “dead” battery(ies) as soon as possible since “dead” batteries are more likely to leak in a product.
14. Do not store this product, or the battery(ies) provided with or identified for use with this product, in high-temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be protected from condensation during storage and defrosting. Batteries should be stabilized at room temperature prior to use after cold storage.

15. If your product uses rechargeable battery(ies), charge the battery(ies) only in accordance with the instructions and limitation specified in the User Guide.


Save these instructions

4 Features

• Call Waiting and Caller ID
• 10 Programmable Feature Keys
• 99 Phonebook Memory
• Hold and Call Transfer
• Conference Call and Intercom
• Full-Duplex Speakerphone

This telephone has been designed to be simple to use, however, you can reach its potential more quickly by taking a few minutes to read this instruction book. This telephone is a multifunction product for use with Call Waiting and Caller ID services available from your local telephone company.

NOTE

Your Caller ID Call Waiting phone allows you to:

• View the name and telephone number of a caller while you are on the phone (Call Waiting Caller ID).
• Identify callers before you answer the phone.
• View the time and date of each incoming call.
• Record up to 99 Caller ID messages sequentially in each handset.
• Know who called while you are on the line or when you were away.
• Screen unwanted calls, eliminate harassment from annoying calls, or to get prepared before answering a call.

IMPORTANT

In order to use all the features of this telephone, you must subscribe to two separate services available from your local telephone company: the standard Name/Number Caller ID Service to know who is calling when the phone rings and Caller ID with Call Waiting Service to know who is calling while you are on the phone.
5 Parts Checklist

Make sure your package includes the following items:

• Corded base
• Corded handset
• Corded handset cord
• AC power adaptor
• 4 x 2-line telephone cords (Motorola ML1000 only)
• Wall mount telephone cord (Motorola ML1000 only)
• Desk stand
• 2.5mm to 3.5mm audio cable

NOTE

Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

Telephone Jack Requirements

To use this phone system, you will need an RJ11C (for a single line) or an RJ14C (for two lines) type modular phone jack. If you do not have either modular jack available in your home or office, call your local phone company to find out how to get one installed.
A  Extension Status Indicators
B  Extension / Programmable Feature Keys
C  Answering System Button / Indicator
D  3 Softkeys
E  Line Buttons / Indicators
F  Navigation Button
G  Do Not Disturb (DND)
H  Mute
I  Headset Button / Indicator
J  Volume Up
K  Volume Down
L  Hold
M  Speakerphone
7 Connections and Setup

7.1 Important Installation Information

• Never install telephone wiring during a lightning storm.
• Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
• Never touch uninsulated telephone wires or terminals unless the telephone line is disconnected from the network.
• Use caution when installing or modifying telephone lines.
• Temporarily disconnect any other equipment connected to the telephone.

7.2 Important Installation Guidelines

• Install telephone near both a telephone jack and an electrical power outlet.
• Avoid sources of noise, such as a window or a busy street, and electrical noise, such as motors, microwave ovens and fluorescent lighting.
• Avoid heat sources, such as heating air ducts, heating appliances, radiators and direct sunlight.
• Avoid areas of excessive moisture or extremely low temperature.
• Avoid dusty locations.
• Avoid other cordless telephones or personal computers.

CAUTION
Always disconnect all phone cords from the base unit before battery installation or replacement.

NOTE
Certain other communications devices may also use the DECT 6.0 frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner’s manual for these devices on how to properly set channels to avoid interference.

7.3 Installing the Phone

The Motorola ML1000 may be connected to either two 2-line (RJ14C) wall jacks or four single line (RJ11C) wall jacks to accommodate all four lines. The Motorola ML1100 does not require connection to telephone lines.

Choose an area near an electrical outlet and telephone wall jack. Your phone should be placed on a level surface, such as a table top or desk.

Install 5 AAA-size alkaline batteries (not included) for backup power in the event of a power failure. To open the battery door, find the tab on the top of the battery compartment. Push down on the tab and pull away from the phone. A flat bladed screw driver may be needed. Insert the batteries only as shown on the diagram inside the battery compartment.

NOTE
If the low battery appears in the display, you will need to replace the batteries to ensure unit operation during a power failure.

IMPORTANT
If you are not going to use the telephone for more than 30 days, remove the batteries to avoid battery leakage and damage to the unit.

Plug the AC power supply cord into the power jack on the back of the base and the other end into an electrical outlet.
For pluggable equipment, the socket-outlet (power adaptor) shall be installed near the equipment and shall be easily accessible.

Caution: To reduce risk of personal injury, fire, or damage use only the power adaptor supplied. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

1. Connect the telephone line cords:
   If you have two 2-line wall jacks installed in your home or office, plug one end of the straight telephone line cord tagged as “Line 1+2” into the jack marked “LINE 1+2” on the back of the Motorola ML1000 base. Plug the other end of the line cord into the wall jack. Plug the other line cord into the jack marked “LINE 3+4” on the back of the phone, with the other end plugged into the wall jack as well.

   ![Diagram of telephone line connections](image1)

   If you have four single-line wall jacks installed in your home or office, simply plug each single line cord into the corresponding port on the back of the Motorola ML1000 base phone.

   ![Diagram of single-line line connections](image2)

2. Connect the handset cord:
   Connect one end of the coiled handset cord to the jack on the side of the base and the other end into the jack in the handset, then place the handset in the cradle.
7.4 Connecting your System

Once the Motorola ML1000 phone is set up and has dial tone, it is ready to be wirelessly connected to the other Motorola ML1100 phones and Motorola ML1200 handsets that will make up your system. Once you have unboxed and plugged in your Motorola ML1100 phone or Motorola ML1200 handset, they will be ready to register to the base.

7.4.1 To Register a Motorola ML1100 Wireless Deskphone to the System

1. On your Motorola ML1000 base, press Menu softkey.
2. Using the navigation button, move the indicator to Add/Remove Phones. Press Select softkey.
3. Select Register Phone option and press Select softkey. This will put the Motorola ML1000 base in registration mode as it searches for another phone to register.
4. On your Motorola ML1100 wireless deskphone, press Reg softkey. It will also enter registration mode and search for the base.
5. If registration is successful, both phones will beep and display Registration Complete! If registration is not successful, move the phones closer together and try again.

7.4.2 To Register a Motorola ML1200 Cordless Handset to the System

1. On your Motorola ML1000 base, press Menu softkey.
2. Using the navigation button, move the indicator to Add/Remove Phones. Press Select softkey.
3. Select Register Phone option and press Select softkey. This will put the Motorola ML1000 base in registration mode as it searches for another phone to register.
4. On your Motorola ML1200 cordless handset, press Reg softkey. It will also enter registration mode and search for the base.
5. If registration is successful, both phones will beep and display Registration Complete! If registration is not successful, move the phones closer together and try again.

NOTE
If your Motorola ML1100 or ML1200 does not display the Press “REG” To Initiate Registration message on the display when you plug it in, the Register Phone option is available in the Add/Remove Phones menu.

7.4.3 To Remove a Motorola ML1100 or ML1200 from the System

To remove a Motorola ML1100 or ML1200 from the system you must deregister it from the Motorola ML1000 base phone.

1. On your Motorola ML1000 base, press Menu softkey.
2. Using the navigation button, move the indicator to Add/Remove Phones. Press Select softkey.
3. Move the indicator to Deregister Phone and press Select softkey.
4. Select from the list the extension you wish to remove and press Select softkey. Confirm by pressing Yes softkey.

NOTE
Removing an extension from the system will leave it unable to make or receive calls until it is re-registered to a Motorola ML1000 base.
8  **Updating your Extension List**

When a handset or extension changes their name, that name will automatically be updated on the rest of the phones on the system. In certain situations, such as if a phone is temporarily removed from the system or otherwise unreachable, may require a manual update to the extension list names.

1. On your Motorola ML1000 base, press **Menu** softkey.
2. Using the navigation button, move the indicator to **Add/Remove Phones**. Press **Select** softkey.
3. Move the indicator to **Refresh List** and press **Select** softkey. The updated name list will be sent to each extension on the system.

9  **Programming the Phone**

When programming the phone or changing the settings, if at any time you wish to discontinue programming press **Back** or **Home** softkey until you reach the idle screen. The phone will also return to the idle screen if left on any menu screen for several seconds without input.

9.1  **Language**

Set the display language to show messages in either English, Spanish, Portuguese or French.

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Phone Settings**. Press **Select** softkey.
3. Move the indicator to **Language** and press **Select** softkey.
4. Using the navigation button, move the indicator to your chosen language and press **Select** softkey.

9.2  **Call Volume**

The ringer, speaker, handset, and headset volumes are set independently with the 📣 or 🔊 buttons. There are 8 possible volume levels in each mode. The volume indicator is displayed on the screen during volume adjustment. To adjust the volume, press the 📣 or 🔊 buttons during an active call while using either the speaker, handset, or headset.

9.3  **Ringer Volume**

To change the volume of the telephone ringer:

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Line Settings**. Press **Select** softkey.
3. Move the indicator to **Ringtone Volume** and press **Select** softkey.
4. This menu will allow you to control the ring volume for all lines (and the intercom) separately. Using the navigation button, move the indicator to the phone line whose volume you wish to change. When selected, each line will play a sample of the current ringtone at the selected volume.
5. Using 🅿️ and ⏯️ of the navigation button, adjust the volume to your liking. Press **Select** softkey when you are finished.

**NOTE**

To mute a ringer, reduce the volume to **Off**.

9.4  **Ring Tone**

The ringers for all four lines may be set independently of one another.

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Line Settings**. Press **Select** softkey.
3. Select **Ringtone** option and press **Select** softkey.
4. This menu will allow you to control the ring tones on each line and the intercom. Using the navigation button, move the indicator to the phone line you wish to change the tone for. When selected, each line will play sample of the ringtone.

5. Using ◀️ and ▶️ of the navigation button, select the desired ring tone. Press Select softkey when you are finished.

9.5 Tone/Pulse Dial (Motorola ML1000 only)
Telephone lines in some areas may still require pulse dialing.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Line Settings. Press Select softkey.
3. Move the indicator to Tone/Pulse Dial and press Select softkey.
4. Using the navigation button, move the indicator to the phone line whose dial mode you wish to change.
5. Using ◀️ and ▶️ of the navigation button, choose either Tone or Pulse and press Select softkey.

NOTE
All lines are set to Tone by default.

9.6 Priority Line
The priority line has precedence over the other three lines and, if available, will be used automatically when the handset is lifted or the speakerphone is used. If the priority line is in use, the next available line will be selected.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Line Settings. Press Select softkey.
3. Move the indicator to Priority Line and press Select softkey.
4. Using the navigation button, move the indicator to the phone line you wish to set as the priority line and press Select softkey.

9.7 Delay Ring
Use this setting to delay this phone’s ringer. Other phones on the system will still ring immediately on incoming calls.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Phone Settings. Press Select softkey.
3. Move the indicator to Delay Ring and press Select softkey.
4. Using ▲ and ▼ of the navigation button, select how many rings this phone will remain silent before ringing during an incoming call and press Select softkey.

9.8 Phone ID / Extension Name
Phone ID / Extension Name is what you name your phone and how it will appear on the intercom lists of the other phones on the system.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Phone Settings. Press Select softkey.
3. Move the indicator to Extension Name and press Select softkey.
4. Using the alphanumeric dial pad, enter a phone name up to 11 characters. More than one letter is stored in each of the number keys. For example, to enter “Lorraine,” press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on.
5. When finished, press Save softkey to save the name to your phone. If you make a mistake, press Clear softkey to delete the previous character.
NOTE
The current phone name will appear in the top left corner of the idle screen.

9.9 Intercom Auto Answer
For hands-free operation, your phone can be set to answer intercom calls by automatically activating the speakerphone. This feature may also be used for room monitoring.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Phone Settings. Press Select softkey.
3. Move the indicator to Intercom Auto Answer and press Select softkey.
4. Choose either On or Off and press Select softkey.

9.10 Flash Time / Flash Length (Motorola ML1000 only)
Use Flash softkey to activate custom calling services such as call waiting or call forwarding, which are available through your local phone company.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Phone Settings. Press Select softkey.
3. Move the indicator to Flash Length and press Select softkey.
4. Choose either 100 MS or 600 MS and press Select softkey.

NOTE
All lines are set to 600 MS by default.

9.11 Call Alert Tone
Turn on the call alert to hear a tone for incoming calls while you are using the telephone. This setting can be changed for each individual line.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Phone Settings. Press Select softkey.
3. Move the indicator to Call Alert Tone and press Select softkey.
4. Using ▲ and ▼ of the navigation button to indicate which line you wish to change. Then, using ◀ and ▶ of the navigation button, choose either Tone On or Tone Off for that line. Repeat for other lines if desired and press Select softkey.

9.12 Key Tone
If you wish to hear or silence the tone that plays whenever a key is pressed, follow the steps below.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Phone Settings. Press Select softkey.
3. Move the indicator to Key Tone and press Select softkey.
4. Choose either On or Off and press Select softkey.

9.13 No Unknown/Blocked Caller ID Record Blocker
This feature allows you to decide whether caller ID records from unknown or blocked caller ID calls are saved or not. If you choose No, the records will be saved in the call history.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Phone Settings. Press Select softkey.
3. Move the indicator to No Unknown/Blocked and press Select softkey.
4. Choose either Yes or No and press Select softkey.
9.14 **Display Contrast**
1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Phone Settings**. Press **Select** softkey.
3. Move the indicator to **Contrast** and press **Select** softkey.
4. Using ◀ and ▶ of the navigation button, adjust the contrast to your liking and press **Select** softkey.

9.15 **Display Backlight**
1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Phone Settings**. Press **Select** softkey.
3. Move the indicator to **Backlight** and press **Select** softkey.
4. Choose either **Always On** or **Automatic** and press **Select** softkey. When the backlight is on **Automatic** mode it will only light up during calls and when the user interacts with the phone. It will automatically turn off after several seconds of inactivity.

9.16 **Home / Local Area Code**
Setting up Home and Local area codes helps the phone determine the number format to display when a valid caller ID record is received. Call records matching any of the set area codes are displayed as 10 digits.
1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Phone Settings**. Press **Select** softkey.
3. Move the indicator to **Area Codes** and press **Select** softkey.
4. Select **Home Area Code** option and press **Select** softkey.
5. Using the dial pad, enter the 3 digit area code used in your location. Press **Select** softkey to save.
6. If there are other area codes that are used in your area and require 10 digit dialing, repeat the process with the other **Local Area Code** menu options.

9.17 **Manually Setting the Time and Date (Motorola ML1000 only)**
The time and date is automatically set when you receive your first Caller ID call. If you wish to manually set the time and date, follow the steps below.
1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Phone Settings**. Press **Select** softkey.
3. Select **Date & Time** option and press **Select** softkey.
4. Using ▲ and ▼ of the navigation button and the numbers on the dial pad, adjust the year, month, day, and time. You may also adjust the clock to use a 12 or 24 hour configuration.
5. When you are finished, press **Save** softkey.

9.18 **Reset Phone Settings**
This feature will reset the phone settings back to the original default settings.
1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Phone Settings**. Press **Select** softkey.
3. Move the indicator to **Reset Phone Settings** and press **Select** softkey.
4. Move the indicator to **Yes** and press **Select** softkey. Confirm the action once more and the phone will reboot with the default settings.

9.19 **Restore Default Settings / Factory Reset**
This feature will reset the phone settings back to the original factory defaults.
1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Factory Reset**. Press **Select** softkey.
3. Move the indicator to **Yes** and press **Select** softkey. Confirm the action once more and the phone will reboot with the default settings.

**NOTE**
*This will erase records in call history, phonebook, all greetings and all messages in the memories.*

10 Basic Operation
Your phone provides the convenience of accessing four separate telephone lines, each having its own phone number. It can have up to ten telephones or cordless handsets sharing multiple lines. Each station is interconnected to all others via intercom.

10.1 Making Calls with the Handset
1. Pick up the handset and the phone automatically selects the priority line. If the priority line is in use, it will select the next open line or you may select a line by pressing the corresponding **LINE** button.
2. Wait for the dial tone, then dial a phone number.
3. Hang up the handset when finished.

10.2 Making Calls with the Speakerphone
1. Press ⌨️ and the phone automatically selects the priority line. If the priority line is in use, it will select the next open line or you may select a line by pressing the corresponding **LINE** button.
2. Wait for the dial tone, then dial a phone number.
3. Press ⌨️ when finished.

10.3 Making Calls with the Optional Headset
1. Connect the headset plug into the headset jack on the right side of the base.
2. Adjust the headset so the microphone is approximately 2 to 3 inches away from your mouth.
3. Press 🍁 and the phone automatically selects the priority line. If the priority line is in use, it will select the next open line or you may select a line by pressing the corresponding **LINE** button.
4. Wait for the dial tone, then dial a phone number.
5. Press 🍁 when finished.

**NOTE**
The Motorola multi-line phone system will work with most telecom headsets that have a 2.5mm headset jack.

10.4 Pre-Dialing
1. With the phone idle and the handset in the cradle, manually enter the telephone number. The number will show in the display.
2. Press **Dial** softkey, ⌨️ or lift the handset to take a line and the number will automatically be dialed. Press **Clear** softkey to delete the previous digit or **Home** softkey to cancel the call before dialing.

10.5 Answering Calls
When receiving an incoming call, you may:
1. Pick up the handset.
2. Press ⬅️.
3. Press 📱.
4. Press **LINE** button corresponding to the line the incoming call is on. This will activate speakerphone mode.
5. When finished, hang up the handset, press \& or \. 

**10.6 Switching Between the Speakerphone, Handset and Headset**

1. To switch to the speakerphone, press \&. Replace the handset in the cradle.
2. To switch to the handset, lift it out of the cradle. The speakerphone or headset mode will switch off automatically.
3. To switch to the headset, make sure your headset is plugged into the headset port and press \. Replace the handset in the cradle.

**10.7 Mute**

If you are on an active call and do not wish the other party to hear you, use the Mute feature. You will still, however, be able to hear them.
1. Press \ to toggle the feature. The indicator light on the button will stay lit for as long as the call is muted.
2. Press \ again to unmute the call.

**10.8 Inserting a Pause in the Dialing Sequence**

Press \# twice to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone). Each pause counts as one digit in the dialing sequence, and is shown as \(P\) in the display.

**10.9 Do Not Disturb (DND)**

This feature will disable your telephone's ringer for a set period of time to prevent incoming calls from interrupting. When an incoming call or intercom call occurs, the status indicators will light up but the phone will not ring.
1. Press **DND** when the phone is in idle mode.
2. Using \(\uparrow\) and \(\downarrow\) of the navigation button, choose the duration you wish to remain undisturbed. You may select as short as 15 minutes or as long as 24 hours. After that time expires, the phone will automatically turn off the DND feature.
3. Press **Select** softkey to enable DND for your chosen duration. A DND timer will toggle on the display indicating how much time remains before the DND feature is automatically turned off. DND can be cancelled manually at any time by pressing **DND** button again.

**10.10 Line Privacy**

This feature, when enabled, will prevent other phones on the same system from accessing the line used by your active call.
1. Press **Menu** softkey while in idle mode.
2. Using \(\uparrow\) and \(\downarrow\) of the navigation button, move the indicator to **Phone Settings**. Press **Select** softkey.
3. Move the indicator to **Line Privacy** and press **Select** softkey.
4. Choose either **On** or **Off** and press **Select** softkey.

**11 Hold**

**11.1 Placing a Call on Hold**

When on an active call, press **HOLD** to put the line in use on hold. The line indicator for the held line will flash red on each phone on the system. The caller will hear either your Music on Hold selection or a reminder beep, letting them know the call is still connected.
11.2 Releasing a Call from Hold
Once a call is placed on hold, it can be released from hold on any phone on the system that has access to that phone line. Press the corresponding LINE button or HOLD to release that line's call from hold. The call will now be active on the speakerphone. If you wish to change modes, either lift the handset or press after pressing LINE button.

12 Transferring and Conferencing

12.1 Transferring a Call to Another Station
1. While on an active call, press X-fer softkey.
2. A list of the extensions on your system will appear on the display. Using and of the navigation button, choose the destination extension for your call and press Select softkey.
3. Selecting an extension will initiate an intercom call to that extension. If you do not wish to attend the transfer, you may hang up now and the call transfer will be completed. For an attended transfer, wait until the other party has answered, then press Conf softkey when you are ready to include all parties. When you hang up, their call will continue.

12.2 Conference Calls
1. While on an active call, press HOLD to put that call on hold.
2. The phone will return to the idle screen. Make another call as usual by dialing the number or selecting the desired extension.
3. When the second call is connected, press Conf softkey. The two active calls will be put into conference with you.

13 Intercom Calls

13.1 Making an Intercom Call
Press Programmable Feature Key (PFK) button to the left or right of the display that corresponds to the intended recipient. The phone will immediately begin the call in speakerphone mode. To switch to handset, lift the handset from the cradle. To switch to headset mode, press .

13.2 Answering an Intercom Call
When you receive an intercom call, the display will indicate who the call is from and the corresponding extension / intercom button of that phone will flash. To answer the call, lift the handset, press or .

14 Caller ID
Press Calls softkey to bring up the Call History screen. This summary screen shows the time (if call is received on the current day), date (if call is received on any previous days) and the phone number of the last 5 calls to this phone. Using and of the navigation button, you can scroll through the Call History. To redial a record, simply move the indicator to the desired call record and lift the handset, press or . You may also press the corresponding PFK button to redial that record.

14.1 Viewing a Caller ID Record
Using and of the navigation button, scroll to the desired call record. Press View softkey. This will display the full record of the call, including the full phone number, the date, the time and which line the call came in on. If the number in the record is not in the correct 7, 10, or 11 digit format, press on the navigation button and the number will be cycled through the 7, 10 and 11 digit formats. From here you can also dial the number using the handset, speakerphone or headset.
NOTE
Each phone can store up to 99 caller ID records. When the memory is full, a new call record automatically replaces the oldest call in memory.

14.2 Storing a Caller ID Record in the Phonebook
1. Using ▲ and ▼ of the navigation button, scroll to the desired call record. Press View softkey. This will bring up the detailed record of the call. Press Store softkey.
2. You will be prompted to add a name to the phonebook record. Using the alphanumeric dial pad, enter a name up to 16 characters. More than one letter is stored in each of the number keys. For example, to enter “Lorraine,” press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on. If you make a mistake, press Clear softkey to delete the previous character. When finished, press Select softkey.
3. You will then be asked to confirm the phone number for this record. You can delete characters using Clear softkey and enter numbers using the dial pad. When finished, press Save softkey.
4. If you would like the entry to be saved into the Phonebook, press Ph.Book softkey. If you would like the record save into the speed dials, press Speed softkey.
5. If you save to the speed dials, you will be prompted to pick a location for the speed dial. Using the <<< and >>> softkeys, navigate to the desired page and select a location using the softkeys on the right and left of the display.

14.3 Deleting a Caller ID Record
1. Using ▲ and ▼ of the navigation button, scroll to the desired call record. Press Delete softkey.
2. You will be asked to confirm the deletion. Press Yes softkey to permanently delete the record. Press No softkey to cancel.

14.4 Deleting All Caller ID Records
1. Press and hold Delete softkey for 3 seconds.
2. You will be asked to confirm the deletion of all records. Press Yes softkey to permanently delete all caller ID records. Press No softkey to cancel.

14.5 Call Waiting Caller ID
This feature allows you to see who is calling when you hear the call waiting beep. The caller identification information appears on the display after you hear the tone. Press Flash softkey to put the current active call on hold and answer the incoming call.

IMPORTANT
To use all the features of this unit, you must subscribe to either the Standard Name/Number Caller ID Service or Caller ID with Call Waiting Service. To know who is calling while you are on the phone, you must subscribe to Caller ID with Call Waiting service.

15 Phonebook

15.1 Dialing a Phonebook Record
Press Ph.Book softkey to bring you to the Phonebook screen. This summary screen shows the name assigned to each phonebook record, stored in alphabetical order. Using ▲ and ▼ of the navigation button, you can scroll through the phonebook entries. To dial a record, simply move the indicator to the desired record and lift the handset, press # or 0. You may also press the corresponding PFK button to redial that record.

15.2 Viewing a Phonebook Record
Using ▲ and ▼ of the navigation button, scroll to the desired phonebook record. Press View softkey. From here you can also dial the number using the handset, speakerphone or headset.
15.3 Adding a New Phonebook Record
1. Press **Ph.Book** and then **New** softkey to create a new phonebook record.

2. You will be prompted to add a name to the phonebook record. Using the alphanumerical dial pad, enter a name up to 16 characters. More than one letter is stored in each of the number keys. For example, to enter “Lorraine,” press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on. If you make a mistake, press **Clear** softkey to delete the previous character. When finished, press **Select** softkey.

3. You will be prompted to enter the phone number of this phonebook record. Using the numbers on the dial pad, enter the phone number. If you make a mistake, press **Clear** softkey to delete the previous character. When finished, press **Save** softkey.

15.4 Editing a Phonebook Record
1. Using ▲ and ▼ of the navigation button, scroll to the desired call record. Press **View** softkey. This will take you to the detailed view of the record. Press **Edit** softkey.

2. You will be prompted to confirm or change the name of the phonebook record. Using the alphanumeric dial pad, enter a name up to 16 characters. More than one letter is stored in each of the number keys. For example, to enter “Lorraine,” press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on. If you make a mistake, press **Clear** softkey to delete the previous character. When finished, press **Select** softkey.

3. You will then be asked to confirm or change the phone number for this record. You can delete characters using **Clear** softkey and enter numbers using the dial pad. When finished, press **Save** softkey.

15.5 Deleting a Phonebook Record
1. Using ▲ and ▼ of the navigation button, scroll to the desired phonebook record. Press **View** softkey. This will take you to the detailed view of the record. Press **Delete** softkey.

2. You will be asked to confirm the deletion. Press **Yes** softkey to permanently delete the record. Press **No** softkey to cancel.

16 Answering System
Each extension on the system can have access to a mailbox of it’s own on the Answering System. The Answering System can store approximately 200 minutes of messages, memos, and announcements. If there is a new message waiting, the light on the ✉ button will be lit.

16.1 Answering System On/Off
1. Press **Menu** softkey while in idle mode.

2. Using the navigation button, move the indicator to **Answering System**. Press **Select** softkey.

3. Select **General MB: On/Off** (ML1000) or **Personal MB: On/Off** (ML1100) option and press **Select** softkey.

4. Choose either **On**, **Off**, or **Announce Only** if you wish to have a greeting for callers but do not want them to be able to leave a message.

16.2 Playing Messages
When you have messages the light on the ✉ button will be blinking.

1. Press ✉ while in idle mode.

2. Using the navigation button, move the indicator to **Play Messages** or **Access General MB** and press **Select** softkey.

3. Starting with your newest messages, all messages will be played. Messages are played through the speakerphone by default. If you wish to hear your messages through the
handset, lift it out of the cradle after selecting **Play Messages**. To stop playback of messages, press **Stop** softkey at any time.

### 16.3 Deleting Messages

To delete the message that is currently playing, press **Delete** softkey. You will be asked to confirm the deletion by pressing **Yes** or **No** softkeys.

To delete all old messages on the Answering System, move the indicator to **Delete All Old** and press **Select** softkey. You will be asked to confirm the deletion by pressing **Yes** or **No** softkeys.

### 16.4 Forwarding a Message to Another Extension

1. If you wish to forward the current message to another extension, press **Fwd** softkey during playback.
2. Select the extension to which you wish to forward the message by pressing the corresponding PFK key next to their name. The message will arrive in their mailbox as a new message.

### 16.5 Recording a Greeting

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Answering System**. Press **Select** softkey.
3. Choose either **General Greeting** (ML1000) or **Personal Greeting** (ML1100) or **Announce Only** greeting. Move the indicator to your choice and press **Select** softkey.
4. Move the indicator to **Record Greeting** or **Record Announce Only** and press **Select** softkey.
5. Record your greeting. Press **Save** softkey. The greeting will play back for you and automatically save. If you are not satisfied, simply select **Record Greeting** option again and re-record.

**NOTE**
The **Announce Only** option will not allow callers to leave a message after playing.

### 16.6 Playback of a Greeting

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Answering System**. Press **Select** softkey.
3. Choose either **General Greeting** (ML1000) or **Personal Greeting** (ML1100) or **Announce Only** greeting. Move the indicator to your choice and press **Select** softkey.
4. Select **Play Greeting** or **Play Announce Only** option and press **Select** softkey. Your current greeting will be played.

### 16.7 Call Screening

If you wish incoming messages to be played over the speakerphone, activate the Call Screening feature. To take the call, pick up the handset and the Answering System will stop recording.

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Answering System**. Press **Select** softkey.
3. Move the indicator to **Call Screening** and press **Select** softkey.
4. Choose either **On** or **Off** and press **Select** softkey.

### 16.8 Memo Recording

This feature allows you to record a memo to yourself and store it on the Answering System.

1. Press ☑ while in idle mode.
2. Using the navigation button, move the indicator to **Record Memo**. Press **Select** softkey.
3. Record your memo after the beep. Press **Finish** softkey when your memo is complete.
Your memo will be stored with your other incoming messages in your inbox. To hear it again, play your messages.

16.9 Two-Way Recording
If you are on an active call, you can record a phone conversation.
1. While on a call, press Rec softkey to begin recording the conversation.
2. If you want to end, press Stop softkey to stop recording. This is considered standard message and will be included in the message counter.

Before start to record the phone conversation, suggest you to tell the party you are speaking to that the conversation will be recorded.

16.10 Accessing the Answering System from Another Location
You can access many features of this Answering System when you are away from your phone. To access your mailbox, you must turn on the remote function and set a three-digit remote password.

Your Answering System must be set to On for this feature to function.

16.11 Remote Access On/Off
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Answering System. Press Select softkey.
4. Activate the feature by selecting On and pressing Select softkey.
5. After the feature is activated, return to the menu and select Set Passcode and press Select softkey.
6. Using the key pad, enter your three digit passcode, then press Save softkey.

16.12 Accessing your Messages Remotely
1. From a phone outside of your Motorola multi-line phone system, dial one of the phone numbers your system uses. When the Answering System answers, enter the number of the extension whose messages you wish to check.
2. After the Answering System answers and plays your greeting, enter your three digit remote access passcode.
3. If the passcode is entered correctly, the Answering System will direct you to the following options:
   - Press 2 to play messages, press 2 again to stop
   - Press 3 to skip
   - Press 1 to review
   - Press 0 while playing message to erase
   - Press 4 to turn on and off
   - Press 6 to play greeting
   - Press 7 to review menu again
4. Enter the remote commands.
5. To exit remote operation, hang up. The system will automatically disconnect the call if the user does not enter a command within 10 seconds.
16.13 Answer Delay
This sets the number of rings before the Answering System picks up the call.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Answering System. Press Select softkey.
3. Move the indicator to Answer Delay and press Select softkey.
4. Choose either 2 Rings up to 7 Rings, or Toll Saver. The default is 2 Rings.
5. Press Select softkey to save.

NOTE
Toll Saver can save you the cost of a call when you access your message from another phone.
- If you have new messages, the unit answers after the 3rd ring.
- If you have no new messages, the unit answers after the 5th ring.
- You can hang up after the 3rd or 4th ring and save the pay telephone or long distance charge.

16.14 Message Length (Motorola ML1000 only)
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Answering System. Press Select softkey.
4. Choose either 1 Minute, 2 Minutes, or 5 Minutes and press Select softkey.

16.15 Message Interrupt (Motorola ML1000 only)
When message interrupt is enabled, you will be able to interrupt an incoming caller leaving a message and make it an active call.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Answering System. Press Select softkey.
4. Choose either On or Off and press Select softkey.

17 Digital Receptionist (Motorola ML1000 only)
You can set the Motorola ML1000 base phone to function as a Digital Receptionist. When the Digital Receptionist is on, the Motorola ML1000 automatically picks up a ringing line after the answer delay you programmed and plays the designated Digital Receptionist greeting. When a caller enters an extension number after hearing the greeting, the Digital Receptionist transfers the call to that extension. If the requested extension doesn’t pick up within 45 seconds, the Digital Receptionist takes the call back and plays the greeting again. If the caller does not enter an extension number after hearing the message, the Digital Receptionist waits 5 seconds and replays the greeting for the caller. If the caller still does not enter an extension number within 5 seconds the call will be ended.

17.1 Digital Receptionist On/Off
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Digital Receptionist. Press Select softkey.
4. Using ▲ and ▼ of the navigation button, select the line on which you wish to activate or deactivate the Digital Receptionist. Press ◀ and ▶ of the navigation button to toggle On or Off. Press Select softkey when finished.
17.2 Digital Receptionist Greetings
There are three different Digital Receptionist outgoing messages. They are Day Greeting, Night Greeting and Auxiliary Greeting.

Day Greeting is played during the time you set as day time. Night Greeting is played during the time you set as night time. This can be helpful if you want different messages played during and after business hours.

The default greeting for both greetings is “Hello, please enter your party’s extension. If you do not know the extension number, press zero (0), zero (0).”

The Auxiliary Greeting is played when an outside caller presses the 0 key twice after hearing the Day or Night message. It can be used for an extension list or to inform the caller how to reach the company operator. The Default Auxiliary Greeting is “Please enter your party’s extension.”

17.3 Recording your Own Greeting
To customize your Digital Receptionist greeting for either the Day, Night or Auxiliary Greeting, follow these steps:
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Digital Receptionist. Press Select softkey.
3. Using ▲ and ▼ of the navigation button, choose either Day Greeting, Night Greeting or Auxiliary Greeting. Press Select softkey.
4. Move the indicator to Record Greeting and press Select softkey.
5. Record your greeting. Press Save softkey. The greeting will play back for you and automatically save. If you are not satisfied, simply select Record Greeting option again and re-record.

17.4 Playback or Delete a Greeting
If you wish to review or delete your greeting, follow these steps:
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Digital Receptionist. Press Select softkey.
3. Using ▲ and ▼ of the navigation button, choose either Day Greeting, Night Greeting or Auxiliary Greeting. Press Select softkey.
4. Select Play Greeting option and press Select softkey. Your current greeting will be played.
5. If you would like to delete this greeting, use the navigation button to select the Delete option. Confirm you selection by pressing Select softkey. This will remove the greeting and replace it with the default greeting.

17.5 Answer Delay
In some circumstances you may wish to have the Digital Receptionist wait longer than the default 6 seconds before picking up. To change this setting:
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Digital Receptionist. Press Select softkey.
3. Move the indicator to Answer Delay and press Select softkey.
4. Select anywhere from 6 seconds to 13 seconds and press Select softkey.

17.6 Night Time On/Off
If you wish to have a separate greeting play after hours, activate the Night Time mode and set up your Office Hours.
1. Press Menu softkey while in idle mode.
2. Using the navigation button, move the indicator to Digital Receptionist. Press Select softkey.
3. Move the indicator to **Night Time: On/Off** and press **Select** softkey.
4. Choose either **On** or **Off** and press **Select** softkey.

### 17.7 Setting Up Office Hours

The default office hours are set from 8:00am to 5:00pm. If the Night Time feature is active, the Day Greeting will play during these hours. After these hours, the Night Greeting will play. You may also customize these hours to match your own office hours.

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Digital Receptionist**. Press **Select** softkey.
3. Move the indicator to **Announcement Time** and press **Select** softkey.
4. Using the navigation button and the key pad, highlight and change the time to better match your own office hours. Press **AM/PM** softkey to toggle the currently selected time from AM to PM or from PM to AM. Press **Save** softkey to finalize your entries.

**NOTE**

_The system will only accept hours that are between 01:00 and 12:00._

### 17.8 Weekend Greeting

If your office is closed on the weekend and you would like the Night Greeting played during those days, set the Weekend Greeting to **Use Night Greeting**. Otherwise you can set it to behave the same each day of the week with **Use Day Greeting**.

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Digital Receptionist**. Press **Select** softkey.
3. Move the indicator to **Weekend Greeting** and press **Select** softkey.
4. Choose either **Use Night Greeting** or **Use Day Greeting** and press **Select** softkey.

### 18 Music on Hold (Motorola ML1000 only)

The Motorola multi-line phone system has a customizable Music On Hold feature that allows you to play the following options to held calls:

- A beep to remind callers their call is still active.
- A custom track or message recorded onto the phone’s memory;
- A custom track or message played live through the auxiliary port;
- Or if you prefer, you can select no Music on Hold.

#### 18.1 Choosing the Music on Hold Source

1. Press **Menu** softkey while in idle mode.
2. Using the navigation button, move the indicator to **Music on Hold**. Press **Select** softkey.
3. Select **M.O.H. Source** option and press **Select** softkey.
4. Make your choice on which source you will use and press **Select** softkey.

#### 18.2 Recording your Custom Music on Hold

1. Plug a compatible device into the provided auxiliary cord and plug that cord into the headset port.
2. Press **Menu** softkey while in idle mode.
3. Using the navigation button, move the indicator to **Music on Hold**. Press **Select** softkey.
4. Move the indicator to **Record M.O.H.** and press **Select** softkey. Play your message or music selection on your device.
5. When you are finished recording, press **Save** softkey.
18.3 Playing your Custom Music on Hold through the Auxiliary Port

1. Plug a compatible device into the provided auxiliary cord and plug that cord into the headset port.

2. Press Menu softkey while in idle mode.

3. Using the navigation button, move the indicator to Music on Hold. Press Select softkey.


5. Select Auxiliary In and press Select softkey. As long as that device is plugged in and playing, it will be heard by all held calls on the system.
19 Troubleshooting

Operation by battery

• If the power cord is not plugged into the base unit, and the battery is available the unit will enter Battery Operation Mode. The Battery Operation Mode is designed to allow users to continue use of the phones during a power outage and is not intended for prolonged use.

Low Battery shows in the display

• The 5 AAA batteries need replacing or are improperly installed or not installed at all.

No dial tone

• Check or repeat installation steps.
  Make sure the base power cord is connected to a working electrical outlet. Make sure the telephone line cord is connected to the base and the wall jack.
  Make sure the telephone handset cord is connected to the phone and to the headset. Make sure the cord is not damaged.
• Make sure the hook switch pops up when the handset is lifted.
• Check the speaker button. Make sure the indicator is off.
• Disconnect the base station from the wall jack and connect another phone to the same jack. If there is no dial tone in the second phone, the problem might be your wiring or local service.

Dial tone is ok, but can’t dial out

• Make sure the base station is set to the correct dial mode.

Phone does not ring

• Make sure the ringer is turned on.
• Make sure the Do Not Disturb feature is not activated.
• You may have too many extension phones on your line. Try unplugging some phones.
• See solutions for ‘No dial tone’.
• If the phone is an extension, make sure the phone is properly registered with the Motorola ML1000 base.

You cannot be heard by the other party

• Make sure the Mute feature is not turned on.
• Make sure the handset or headset cord is inserted properly and securely.

Incoming voice too low or none at all

• Check volume setting.

You experience static, noise, or fading in and out

• Make sure the base station is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.

Memory / Directory dialing doesn’t work

• Did you program the memory location keys correctly?
• Make sure the phone number is formatted properly.

No Caller ID

• You must subscribe to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

No display

• Make sure the unit is connected to a non-switched electrical outlet. Disconnect the power adaptor from the base and reconnect it.
Date/Time setting is restored to default setting
• This maybe caused by power failure. Set Date/Time again.

Intercom does not function correctly
• Make sure all extension phones are properly registered to the Motorola ML1000 base.
• Make sure all extension phones are within range of the Motorola ML1000 base and there are no major sources of interference nearby.

Causes of poor reception
• Aluminum siding.
• Foil backing on insulation.
• Heating ducts and other metal construction that can shield radio signals.
• You’re too close to appliances such as microwaves, stoves, computers, etc.
• Atmospheric conditions, such as strong storms.
• Base is installed in the basement or lower floor of the house.
• Base is plugged into AC outlet with other electronic devices.
• Baby monitor is using the same frequency.
• Make sure the hook switch pops up when the handset is lifted.
• The 5 AAA batteries need replacing or are improperly installed or not installed at all.
20 General information

Cleaning
• Clean the phone with a damp (not wet) cloth, or an anti-static wipe.
• Never use household polish as this will damage the product. Never use a dry cloth as this may cause static shock.

Environmental
• Do not expose to direct sunlight.
• The phone may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage, do not place the product on antique / veneered wood.
• Do not place your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
• Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
• Do not expose your product to fire, explosives or other hazardous conditions.
• There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power cord during an electrical storm.

Product disposal instructions
Product disposal instructions for residential users
When you have no further use for it, please remove any batteries and dispose of them and the product according to your local authority’s recycling processes. For more information, please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users
Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Consumer Products and Accessories Warranty
Thank you for purchasing this Motorola branded product manufactured under license by Meizhou Guo Wei Electronics Co. Ltd., AD1 section, Economic Development Area, Dongsheng Industrial District, Meizhou, Guangdong, China. (“MZGW”)

What Does this Warranty Cover?
Subject to the exclusions contained below, MZGW warrants that this Motorola branded product (“Product”) or certified accessory (“Accessory”) sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Limited Warranty is your exclusive warranty and is not transferable.

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

What will MZGW do?
MZGW or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that do not conform to this limited warranty. We may use functionally equivalent reconditioned / refurbished / pre-owned or new Products, Accessories or parts.

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 OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF
THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OF IMPLIED. IN NO EVENT SHALL MOTOROLA OR MZGW BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some 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 you. This warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

<table>
<thead>
<tr>
<th>Products Covered</th>
<th>Length of Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Products</td>
<td>Two (2) years from the date of the products original purchase by the first consumer purchaser of the product.</td>
</tr>
<tr>
<td>Consumer Accessories (battery, power supply(s) and line cords)</td>
<td>Ninety (90) days from the date of the accessories original purchase by the first consumer purchaser of the product.</td>
</tr>
<tr>
<td>Consumer Products and Accessories that are Repaired or Replaced</td>
<td>The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.</td>
</tr>
</tbody>
</table>

**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 or MZGW are excluded from coverage.

**Use of Non-Motorola branded Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories 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, MZGW 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 branded housings, or parts, are excluded from coverage.
Communication Services. Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

How to Obtain Warranty Service or Other Information?
For service or information, please contact Customer Services on: 1-833-468-1468.
You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a MZGW Authorized Repair Center.
To obtain service, you must include:
(a) the Product or Accessory;
(b) the original proof of purchase (receipt) which includes the date, place and seller of the Product;
(c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product;
(d) a written description of the problem; and, most importantly;
(e) your address and telephone number.