motorola

Motorola AX Series
Wireless Home Telephone
with Alexa built-in



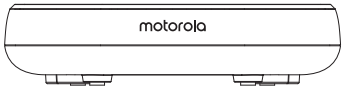
Quick Start Guide

For use with models:
- Motorola AXH01
- Motorola AXH02
- Motorola AXH03
- Motorola AXH04
- Motorola AXH

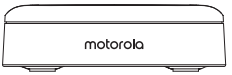
alexa built-in

1. What's in the box

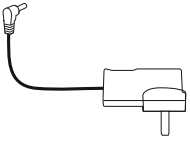
If you have purchased a Motorola AXH01 single pack, the following contents will be included in the box:



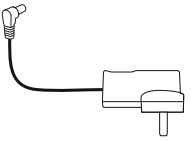
1 x Base



1 x Charger cradle



1 x AC power adaptor
for the base



1 x AC power adaptor
for the charger cradle



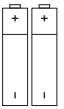
1 x Telephone line cord
(pre-installed to the base)



1 x Ethernet cable



1 x Handset



2 x Ni-MH 750mAh
rechargeable battery cells

If you have purchased a multi-pack, you will find the **additional** items included below:

Model	Handsets	Batteries	Charger Cradle	AC Power Adaptor
Motorola AXH02 Twin Pack	1	2	1	1
Motorola AXH03 Triple Pack	2	4	2	2
Motorola AXH04 Quad Pack	3	6	3	3

If you have purchased a Motorola AXH Additional Handset the following contents will be included in the box:

Model	Handsets	Batteries	Charger Cradle	AC Power Adaptor
Motorola AXH Additional Handset	1	2	1	1

If you have purchased a Motorola AX multi-pack, all additional handsets come pre-registered to the base.

However, if you have purchased an additional handset separately, you must register it to your Motorola AX base before it can be used.

On the base:

Press and hold button for more than 5 seconds. You have 120 seconds in which to register a handset.

On the handset:

Select **Register**. The screen displays **Registering** and once successful **Registered** will be displayed.

Note

If the PIN is no longer set to default (0000) then you will be prompted to enter the PIN to register the handset.

A beep will be heard if the registration is successful. The handset is automatically assigned an available handset number.

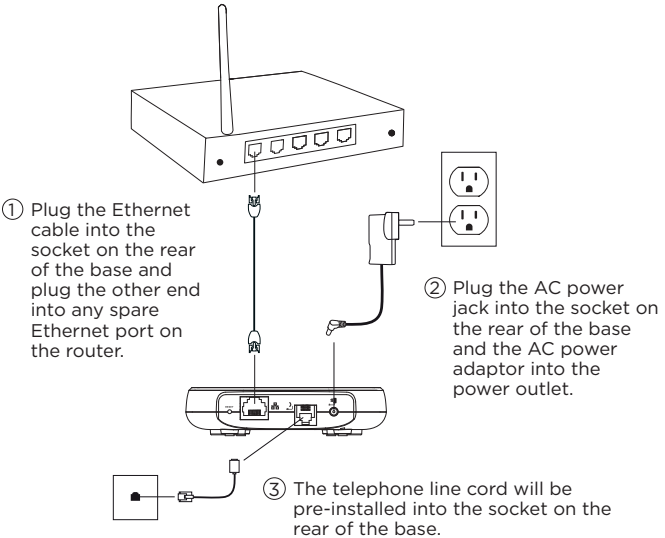
If registration is not successful the first time, please repeat the process again in case the base registration period ran out of time.

2. Getting started

In order to set-up the Motorola AX device to work with Alexa, landline and Alexa-to-Alexa (A2A) calling, you need the following:

1. An active landline home telephone service.
2. An active Caller Display subscription.
3. An active internet network and Wi-Fi router.
4. An Amazon account.
5. The **Amazon Alexa** app.
6. The **Motorola hellovoice** app.

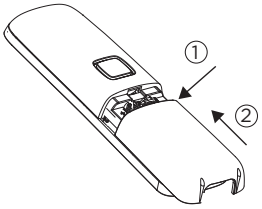
2.1 Installing the base



Note

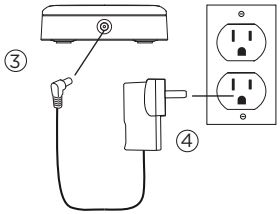
The base station must be connected to the AC power outlet and the Ethernet cable must be plugged into the router at all times. Use only the AC power adaptor and telephone line cord supplied with the product.

2.2 Insert the batteries, installing and charging the handset



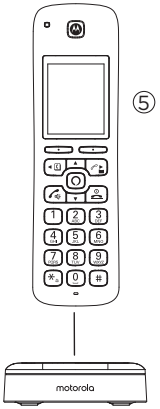
① Remove the battery cover from the back of the handset and insert the rechargeable Ni-MH battery cells supplied.
Please note the '**+**' and '**-**' markings inside the battery compartment and insert in the correct direction.

② Slide the battery cover back into place.



③ Plug the AC power jack into the socket on the rear of the charger cradle.

④ Plug the AC power adaptor into the power outlet.

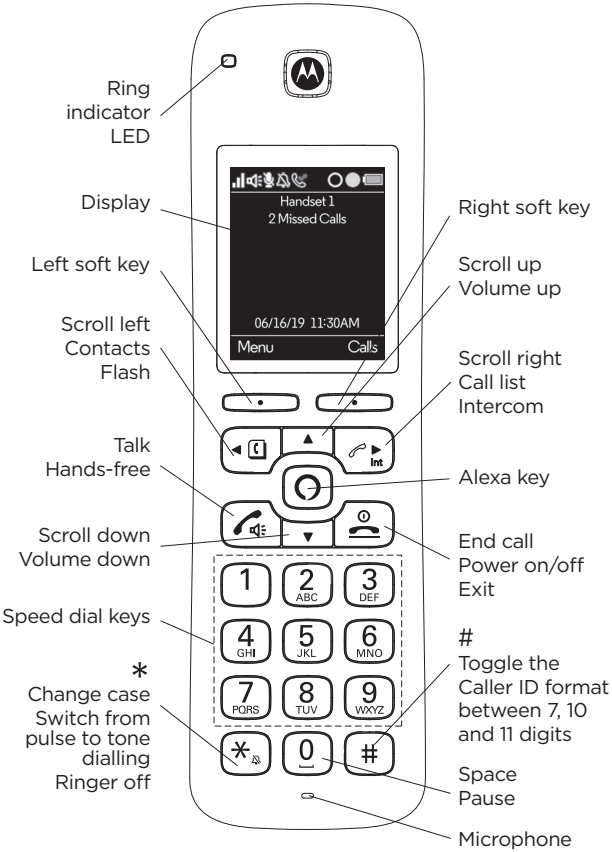


⑤ Place the handset on the charging cradle to charge.

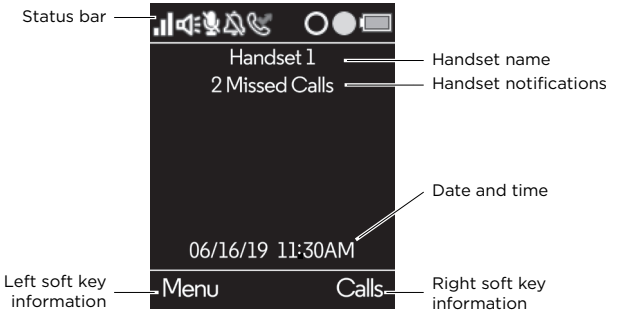
Note
To maximize battery performance we recommend to fully charge the batteries; place the handset on the charger cradle and charge for at least 16 hours continuously.

Important
Use only the approved battery cells (2 x AAA Ni-MH 750mAh rechargeable batteries) supplied with your handset.
Never use alkaline batteries.

3. Overview of the handset



4. Overview of the standby screen



Status bar icons

- Signal icon
- Hands-free on
- Mute
- Ringer off
- Missed call
- Alexa message notification
- Alexa session in use
- Handset out of range
- Batteries are fully charged
- Batteries are partially charged
- Batteries are running low
- Batteries are almost empty
- Batteries are empty

Handset notifications

Line In Use – When another handset is on a landline call.

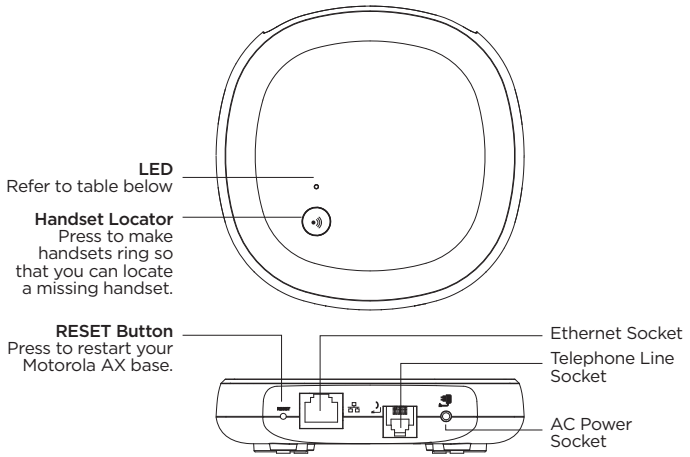
Voicemail – If you have subscribed to a voicemail service offered by your telephone service provider, Motorola AX handset can notify you when you have new voicemail messages.

X Missed Call(s) – When you have unread new missed call(s).

Note

In the event your voicemail message notification gets out of sync with your telephone service provider's voice messaging system, you can manually reset it by deleting the voicemail entry from your calls list. This will remove the notification from the handset display; it does not delete your voicemail messages.

5. Overview of the base



LED color	State	
Red	Steady on	Your Motorola AX device is connected and Alexa service is ready.
Red	Quick flashing	When a handset is in use. This can be when a handset is engaged on a landline call or on an Alexa call. When there is an ongoing Alexa session on a handset. When your Motorola AX base enters registration mode.
Red	Slow flashing	Alexa service is not ready or possible network connectivity issue.
Green	Quick flashing	When your Motorola AX device is updating to a new software.

6. Menu map

Contacts

View

Predial

or

Press to enter the contacts list.[1]

Calls List[2]

Missed Calls

Incoming Calls

Outgoing Calls

Accepted Calls

All Calls

Date/Time

Enter Date

Date Format

Enter Time

Time Format

Call Settings

Auto Hang-up

Auto Answer

Speed Dial

Handset Setting

Sounds

- Ringer Volume
- Ringtone
- Key Beep
- Out of Range Tone
- Docking Tone

Display

- Contrast
- Wallpaper
- Backlight Timeout

Language

Registration

- Register
- Unregister

Handset Name

Handset Reset

Handset Version

Advanced Settings

Base Settings

- Change PIN
- Base Version
- Base Reset

Internal Names

Line Settings

- Intrusion Call
- Flash Mode
- Dial Mode
- Area Code

[1] You must have allowed access to your contacts in the **hellovoice** app for the contacts list to be available on your Motorola AX handset(s).

[2] Caller ID shows you who is calling and includes date and time of calls. The caller ID information may not be available for every incoming call. The callers may intentionally withheld their names and/or telephone numbers. Or they may be calling you through a switchboard. You must subscribe to your network provider's Caller ID or Call Waiting service for these features to work. Charges may apply.

7. Navigating the menu

1. From the standby screen, press **Menu**.
   The main menu is opened and the display will show the main menu icons.
2. Use the ▲ / ▼ / ◀ / ▶ keys to scroll through the menu.
3. Left soft key - press to action the corresponding word prompt shown in the lower left corner of the display.
   Right soft key - press to action the corresponding word prompt in the lower right corner of the display.
4. Press ⏻ to return to standby.

8. Setting up Alexa

To use Alexa Calling and Messaging you need the below on your smartphone:

Android OS 5.1 or higher

iOS 10.0 or higher

An Amazon account

Download the **Amazon Alexa** app

Download the **hellovoice** app

To download apps to your iPhone or Android smartphone, you can go to the relevant app store for your device.

Download on the App Store

GET IT ON Google Play

8.1 Downloading the hellovoice app and signing in

To complete the set-up of the Motorola AX device you will need to download the **hellovoice** companion app, this supports set-up and interaction with the Motorola AX series.

1. Download the **hellovoice** app to your smartphone.
2. Ensure your smartphone is using the same Wi-Fi network as the router your base is connected to.
3. Once you have downloaded the app, go to your smartphone home screen and click on the icon below.



4. Tap **Setup a new Motorola System** and follow the on-screen instructions to add your new Motorola AX device.
5. You will be asked to sign in to Amazon account through the **hellovoice** app. If you are not already signed in to your Amazon account via the Amazon Mobile Shopping app on your smartphone, you will need to enter your Amazon account details and select **Sign in**.

6. **hellovoice** will ask you to provide a one-time consent to share your Amazon profile information. This profile will only include your name and email address so **hellovoice** can uniquely identify you when you log in. You must consent to share this information in order for the login to complete. Tap **Allow** to continue.
7. The app will then search for all active Motorola AX devices. Select the device you want to connect to Alexa and tap **Continue**.

   Note

   Only one Motorola AX device can be set up at a time. If it cannot find your Motorola AX device, check your base AC power adapter is securely connected and the Ethernet cable is plugged into the router and check your smartphone is connected to the same Wi-Fi network the base is connected to.

8. **hellovoice** will ask you to allow access to your smartphone contacts. This will allow the app to automatically synchronize the contacts in your smartphone to the **hellovoice** app and Motorola AX contacts list. Tap **Allow** to continue.
9. When contacts synchronization completes, tap **Continue**.
10. To register or connect your device to the Alexa Voice Service, tap **Amazon Alexa Login** and enter your Amazon account details and select **Sign in**.
11. You must allow Motorola AX device access to Alexa Voice Service when prompted. Tap **Allow** to continue.
12. Once your device is connected to Alexa, tap **Start using**.
13. You will then be guided to install the **Amazon Alexa** app if you have not already installed it. Tap **Continue**.
    Once you have installed **Amazon Alexa** app, tap **Done** to return to **hellovoice** app to continue with the set-up. Tap **Continue**.
14. You will be asked to sign in to **Amazon Alexa** app. If you are not already signed in to your Amazon Alexa app on your smartphone, you will need to enter your Amazon account details and select **Sign in**.

    Note

    You must sign up for Alexa Communication in order to use Alexa-to-Alexa Calling and Messaging on Motorola AX devices. As part of the sign-up process, you will be asked to enter and verify your smartphone number and to allow access to your smartphone contacts. It is important to allow the Amazon Alexa app to access your contacts as this will enable Alexa to call the person or contact name.

15. Return to **hellovoice** app and tap **Continue**.
16. There may be updates available for your Motorola AX handsets and base, especially if this is a first-time connection. The app will automatically check for available software updates.
    Tap **Update All** to download and install the latest software to your Motorola AX handset and base. The update may take up to 20 minutes depending on your Internet connection speed. Once the update is complete, your telephone will automatically restart.

Note

The base AC power adapter and Ethernet cable must remain connected at all times and all the handsets are placed in their cradles during the software update. The telephone line cord can be plugged in to the telephone line wall jack once this initial software update has completed.

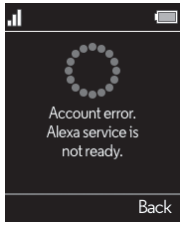
It is also recommended that you do not interrupt the update process and that you have an alternative phone connected to avoid missing important calls.

If there are no updates available for your device, you will be prompted, **You are using the latest software available**. Tap **Done** and **Continue**.

17. You can now plug the other end of the telephone line cord into the telephone wall jack. Your Motorola AX device is now ready to use.

Note

If the Alexa key is pressed before the set up is complete the screen will display **Account error. Alexa service is not ready** and the handset will announce *"Your device isn't registered. For help, go to its companion app."*



9. Date & time

The date and time on your Motorola AX device are set automatically during set-up with the **hellovoice** app. If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call, thereafter.

In the event your handset date and time get out of sync after events like power outages or a switch to daylight-saving time, you can set the date and time manually.

9.1 Set the date and time

1. Press **Menu**, scroll ▶ to **Date/Time** and press **Select**.
2. The last set date is displayed. Enter the date, e.g., when set to MM/DD, 01/31/2019 for 31 January 2019 and press **OK**.
3. To change the date format, scroll ▼ to **Date Format** and scroll ◀ or ▶ to select either **MM/DD** or **DD/MM**. Press **OK**.
4. The last set time is displayed. Enter the time, e.g., when set to 24 Hours, 14:30 for 2:30pm.
   If the current time format setting is 12 Hours, scroll ◀ or ▶ to select **AM** or **PM**.

5. Once the time is set, to change the time format, scroll ▼ to **Time Format** and scroll ◀ or ▶ to select either **12 Hours** or **24 Hours**. Press **Save**.
6. Press to return to standby.

10. Making calls

10.1 Landline calls

The Motorola AX gives you direct access to your smartphone contacts:

You can now call a contact via your handset using Alexa:

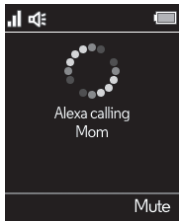
1. Press .
2. After the beep, say for example *"Call Mom".*
3. Alexa will ask you to confirm the contact, once confirmed the number will dial automatically over the landline.



10.2 Making Alexa-to-Alexa calls

To call a contact who is registered with Alexa Calling and Messaging via your handset Alexa key:

1. Tap .
2. After the beep, say for example *"Call Mom's Alexa".*
3. Alexa will ask you to confirm.
4. Once confirmed Alexa will automatically connect over the internet network.



Note

Alexa uses your Internet connection to make calls, and requires a strong connection. Any problems with your network can affect call quality, or cause the call to drop.

10.3 Making intercom calls

If more than one handset is registered to the base, an internal call can be made between handsets.

1. If 2 handsets are registered to the base, press and hold ▶ and the other handset rings automatically.
2. If 2 or more handsets are registered to the base, press and hold ▶ and scroll ▼ to select the handset to be called, press **Select**.

10.4 Answering calls

When you receive a call, the phone rings and the phone number (or name if stored in the contacts list) is displayed.

1. Press to answer the call.
2. Press again to switch to hands-free.

Note

If you prefer for the call to be automatically answered when you lift the handset off the charger, you will need to switch Auto answer on, please refer to the full User Guide Call settings section.

10.5 Ending a call

Press , or place the handset back on the charger.

Note

You can end calls simply by placing the handset on the charger. To turn this feature off, please refer to the full User Guide Call settings section.

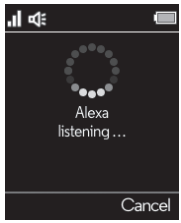
11. Handset locator

This feature allows you to locate misplaced handsets.

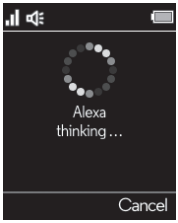
1. Press on the base. All registered handsets will ring for 30 seconds.
2. Press on the base again to cancel the paging call.
3. Press **Ignore** or on the handset to stop the paging call.

12. Using Alexa on your handset

1. Tap , the display will show **Alexa listening...** and a beep will be heard.



2. You can then ask Alexa what you need. For example: *"What's the weather?"*
   The screen will display **Alexa thinking...**.



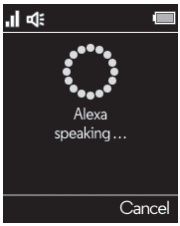
3. When a response is provided, the display will show **Alexa speaking...**

Note

Alexa may not be able to process your request in the event of network or connectivity issues. If you are unable to place your call via Alexa, you should dial the number directly using the handset keypad.

Warning

You will not be able to dial 911 or 112 from this phone **in the event of a power outage**, so make sure you have another way to call for help in an emergency.



13. Calls list

13.1 Motorola AX calls list

Landline calls will be logged in the Motorola AX calls list and also in the **hellovoice** app.

Press the right soft key **Calls** to enter the **All Calls** list. Or enter the calls list menu by pressing ▶. For more information, refer to the full User Guide Calls list section.

1. Press ▶, scroll ▲ or ▼ to highlight the calls list (**Missed Calls**, **Incoming Calls**, **Outgoing Calls**, **Accepted Calls**, **All Calls**).
2. Press **Select**. The most recent number (or name if stored in the contacts list) is displayed.
3. Scroll ▲ or ▼ to view the entries.

13.2 Alexa-to-Alexa calls list

Alexa-to-Alexa call history can be viewed through the **Amazon Alexa** app.

14. Alexa alarms, reminders and timers

Alarms, reminders and timers can be set using Alexa.

14.1 Set an Alexa alarm

1. Tap ⭕.
2. After the beep, say for example *"Set an alarm for (time of day)."*

Note

Set a repeat alarm on the same day / time of the week or a repeat alarm for the same time every day, weekdays only, or weekends only.

14.2 Set an Alexa reminder

1. Tap ⭕.
2. After the beep, say for example *"Set a reminder to ring Mom at 4pm."*

Note

Set a repeat reminder on the same day / time of the week or a repeat reminder for the same time every day, weekdays only, or weekends only.

14.3 Set an Alexa timer

1. Tap ⭕.
2. After the beep, say for example *"Set a timer for 2 minutes."*
3. To check how much time is left ask Alexa.
4. When the time is up an alarm will sound.

Note

An alarm, reminder and timer will sound on the handset that it is activated on.

15. Announcements

Alexa can make announcements from your Motorola AX to all other compatible Alexa enabled devices on your account.

1. Press ⭕.
2. After the beep, say for example *"Announce dinner is ready."*
3. Alexa will advise announcing and all linked Alexa built-in devices will receive the announcement.

16. Things to try – just tap and say:

To do this...	Say this...
Ask Alexa to make landline calls to your contacts or to other numbers supported by your landline service provider. Charges may apply – check with your landline service provider. **Tip:** If there is more than one contact of a requested name or there is more than one number for your contact – Alexa will ask you which one you would like to call.	*"Call (Mum)."* *"Call (Mary's) mobile."* *"Call (John) on his home phone."* *"Call (Kyle) at work."* *"Call (Mum's) office."*
Dial a mobile or landline number	*"Call 0-2-0-7-9-4-6-0-1-2-3."*
Make a call to another compatible Echo and / or Alexa device	*"Call (Dad's) Echo."* *"Call (Richard's) Alexa."*
News, Weather & Traffic	*"What's in the news?"* *"Will it rain this weekend?"* *"What's the weather in Portland?"* *"How's my commute?"*
Questions & Answers	*"What can I say?"* *"Who was the first man on the moon?"* *"When is sunset?"* *"Why is the sky blue?"*
Timers, Alarms and Calendars	*"Set a 10-minute timer."* *"Remind me to water the plants."* *"Add birthday card to my shopping list."* *"What's on my calendar today?"*
Smart Home	*"Turn on the lights."* *"Set the temperature to 21 degrees."* *"Lock the front door."* *"Dim the bedroom to 20%."*

Alexa Skills	*"What are your popular skills?"* *"Let's play a game."* *"Help me sleep."* *"Teach me something."*
Music & Radio	*"Play music for cooking."* *"What song is this?"* *"Play pop from the '90s."* *"Play the station Jazz FM on TuneIn."*
Audible Audiobooks	*"Go back."* *"Stop reading in 30 minutes."* *"What audiobooks do I have?"*

For more examples, go to Things to Try in the **Amazon Alexa** app.

Note

Certain services are subject to change or withdrawal at any time, or may not be available in all areas and may require separate subscriptions.

17. Help

Unable to find the device during product set-up

- Check that the AC power adapter is securely plugged into the base and power outlet.
- Check that the Ethernet cable is securely plugged into the router.
- Check that the smartphone is connected to the same Wi-Fi network as your router.
- Reset the Motorola AX device by removing the batteries from the handset and pressing the RESET button on the base. Wait for around 15 seconds before connecting it again. Allow up to one minute for the handset and base to synchronize.
- If these suggestions do not help, try to reset your base from the handset by selecting **Base Reset** from **Advanced Settings** menu, please refer to the full User Guide Advanced Settings section.

Phone does not work

- Check that the AC power adapter is securely plugged into the base and power outlet.
- Check that the batteries are inserted correctly in the handset and that the handset is switched on. Use only approved rechargeable batteries supplied.
- Check that telephone line cord is firmly plugged into the base socket and the telephone wall jack. Use only the supplied telephone line cord or ensure that the pin connections are correct when using an existing telephone line cord.
- Check with your telephone network provider for network issues.
- Reset the Motorola AX device by removing the batteries from the handset and pressing the RESET button on the base. Wait for around 15 seconds before connecting it again. Allow up to one minute for the handset and base to synchronize.
- Move the handset and/or base away from other electrical appliances or metal objects and try again.
- Check that you are not too far from the base.

No dial tone

- Refer to **Phone does not work** section above.
- If these suggestions do not help, disconnect the telephone line cord and connect the telephone line cord to another telephone to check that the telephone line cord is not faulty.
- If there is still no dial tone, try another telephone wall jack as the wiring to the current telephone wall jack may be faulty.

Unable to make landline calls

- Refer to **No dial tone** section above.
- Check that you have dial tone.
- Check that the telephone is set to the correct dial mode.
- Check that the line is not in use and that there is no ongoing Alexa session on another handset.

No display

- Check that the batteries are inserted correctly and fully charged. Use only approved rechargeable batteries supplied.
- Check that the handset is switched on.

Handset does not ring

- Refer to **No dial tone** section above.
- Check that the handset ringer volume is not set to off.
- Check that you have not accidentally blocked the caller.
- Check that the handset is registered to the base.
- Check that you do not have more than 5 handsets in total plugged into the same line.

Weak audio or call cutting in and out

- Refer to **Phone does not work** section above.
- If you subscribe to high-speed internet service through your telephone line, try installing a DSL (Digital Subscriber Line) filter between the base and the telephone wall jack. This filter will help prevent interference, noise and caller ID problems caused by DSL interference.

No Caller Display

- Check the subscription with your telephone network operator.
- If you subscribe to high-speed internet service through your telephone line, try installing a DSL (Digital Subscriber Line) filter between the base and the telephone wall jack. This filter will help prevent interference, noise and caller ID problems caused by DSL interference.
- The caller may have withheld their number.
- Check that your caller is not making call through a switchboard.

Caller Display cannot show the contact name match

- Refer to **No Caller Display** section above.
- Check that you have allowed hellovoice app access to your smartphone contacts.
- Check that the contact can be found in the contacts list.
- Check that the correct number is stored in the contacts list, with the full area code.

Battery icon is not scrolling during charge

- Check that the AC power adapter is securely plugged into the charger and power outlet.
- Check that the handset is properly seated in the cradle.
- Clean the charger cradle contacts with a cloth moistened with alcohol.
- The battery is full. The battery icon will appear steady on the display.

Searching... appears on the handset

- Check that the AC power adapter is securely plugged into the base and power outlet.
- Check that you are not too far from the base.
- Reset the Motorola AX device by removing the batteries from the handset and pressing the RESET button on the base. Wait for around 15 seconds before connecting it again. Allow up to one minute for the handset and base to synchronize.
- Try re-registering the handset.

Cannot register a handset to the base

- Up to 5 handsets can be registered to the base. If 5 handsets are already registered, de-register a handset before registering a new one.

Unable to open the Amazon Alexa app

- Force close the app.
- Restart your smartphone.
- Uninstall and reinstall the app.
- For further help you can go to Apple or Google support.
  iOS - https://getsupport.apple.com/.
  Android - https://support.google.com/android/.

Unable to open the hellovoice app

- Force close the app.
- Restart your smartphone.
- Uninstall and reinstall the app.

Alexa does not respond

- Check that the AC power adapter is securely plugged into the base and power outlet.
- Check that the Ethernet cable is securely plugged into the router.
- Check that your internet connection is working.
- Once the Alexa key is pressed wait for the beep before making your request.
- Check that the line is not in use and that there is no ongoing Alexa session on another handset.

Unable to use Alexa to call a person or contact name

- Refer to **Alexa does not respond** section above.
- Check that you have allowed **Amazon Alexa** app access to your smartphone contacts.
- Check that your contact is correctly saved and listed in **Contacts** of the **Amazon Alexa** app.



Conversations, smarter

Manufactured, distributed or sold by Meizhou Guo Wei Electronics Co. LTD., official licensee for this product. MOTOROLA and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC. and are used under license. All other trademarks are the property of their respective owners. © 2019 Motorola Mobility LLC. All rights reserved.

Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

Motorola AX Series QSG (USA_Issue 1.6).