motorola

Motorola AX Series

Wireless Home Telephone
with Alexa built-in



Full User Guide

For use with models:

- Motorola AXH01
- Motorola AXH02
- Motorola AXH03
- Motorola AXH04
- Motorola AXH

alexa built-in

The features described in this User Guide are subject to modifications without prior notice.

Welcome...

to your new Motorola AX Series Wireless Home Telephone with Alexa built-in!

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call or use Alexa you will need to set up your phone. Follow the simple instructions in 'Getting started', on the next few pages.

Got everything?

- Handset
- Charger cradle
- Base
- AC power adaptor for the base / Rating 5.0V - 1A
- AC power adaptor for the charger cradle / Rating 6.0V - 400mAh
- 2 x rechargeable Ni-MH battery cells
- Ethernet cable
- Telephone line cord
- Quick start guide

If you have purchased a multi-pack, you will find one or more additional handsets, chargers with power adapters and additional rechargeable batteries.

Before you can use Alexa you will need

- An active landline home telephone service.
- An active Caller Display subscription.
- An active internet connection and Wi-Fi router.
- An Amazon account.
- The **Amazon Alexa** app.
- The **Motorola hellovoice** app.

Important

Use only the adapter and telephone line cord provided in the box.

Please note that this equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

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Safety information

Important

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the US.

Follow these safety precautions when using your phone to reduce the risk of fire, electric shock, and injury to persons or property:

- Keep all slits and openings of the phone unblocked. Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.
- Do not use while wet or while standing in water.
- Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
- Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.
- Never insert objects of any kind into the product vents as that may result in fire or electric shock.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not disassemble this product. If service or repair work is required, contact the customer service helpline found in this User Guide.
- Do not overload wall outlets and extension cords.
- Avoid using during an electrical storm. Use a surge protector to protect the equipment.
- Do not use this phone to report a gas leak, especially if you are in the vicinity of the gas line.
- For pluggable equipment, the socket-outlet (power adaptor) shall be installed near the equipment and shall be easily accessible.

Save these instructions

Important

To reduce the risk of fire, use only the supplied AC power adaptor.

Unplug this phone immediately from an outlet if:

- The power cord or plug is damaged or frayed.
- Liquid has been spilled on the product.
- The product has been exposed to rain or water. Do not retrieve the base or charger until after you have unplugged the power the wall. Then retrieve the unit by the unplugged cords.
- The product has been dropped or the cabinet has been damaged.
- The product exhibits a distinct change in performance.

Installation Guidelines

- Read and understand all instructions and save them for future reference.
- Follow all warnings and instructions marked on the product.
- Do not install this product near a bath tub, sink, or shower.
- Operate this phone using only the power source that is indicated on the marking label. If you are unsure of the power supply to your home, consult with your dealer or local power company.
- Do not place this product on an unstable cart, stand, or table. This product may fall, causing serious damage to the product.
- Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
- Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean this phone.
- Use only the power supply that came with this unit. Using other power supplies may damage the unit.
- Because this phone operates on electricity, you should have at least one phone in your home that could operate without electricity in the case the power in your home goes out.
- To avoid interference to nearby appliances, do not place the base of the phone on or near a TV, microwave oven, or VCR.

Battery Safety Instructions

- Do not burn, disassemble, mutilate, or puncture the battery. The battery contains toxic materials that could be released, resulting in injury.

Important

Warning! Use only the approved rechargeable Ni-MH battery cells (1.2VDC AAA Ni-MH 750mAh rechargeable batteries) supplied.

Caution

There is a risk of explosion if you replace the battery with an incorrect battery type. Use only the batteries that came with your phone or an authorized replacement recommended by the manufacturer.

- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.
- Do not dispose of batteries in fire, which could result in explosion.
- The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for battery type. Contact your local recycling center for proper disposal methods.

Save these instructions

1. Getting started

Important

- Do not place your Motorola AX device in the bathroom or other humid areas.
- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Avoid other cordless telephones or personal computers.
- 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 non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Place your base within reach of the AC power outlet, telephone wall jack and router.
- 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.

Note

If you are wall mounting your base please refer to the wall mount template on page 58.

Handset range

The unit has a range of up to 300 meters outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and the handset either indoors or outdoors, the range will normally be up to 50 meters. Thick concrete and stone walls can severely affect the range.

Signal strength

The on your handset indicates that you are within range of the base. When out of range of the base, the handset will display and **Searching...**. If you are on a call and the out of range tone is set to on, you will hear a warning beep.

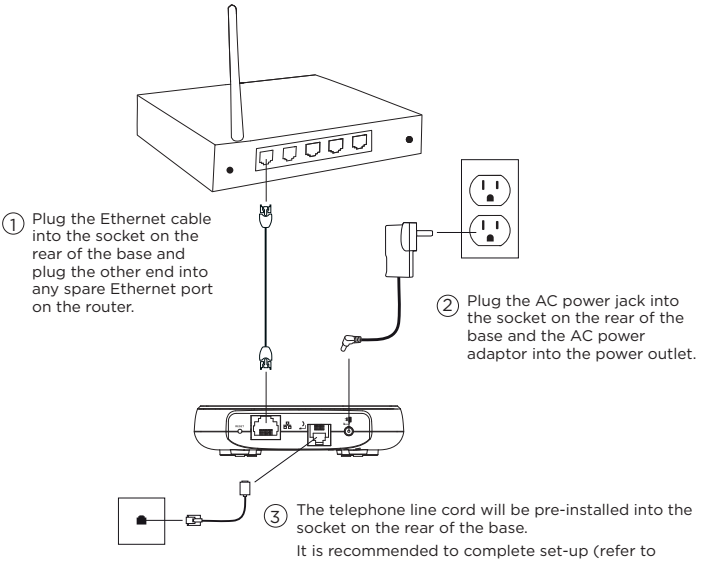
The line will hang up if the handset moves out of range of the base. Move closer to the base and the handset will automatically reconnect to the corded base.

Battery low warning

If you hear a warning beep every 60 seconds during a call, you will need to recharge the handset before you can use it again.

When charging, will scroll on the display.

1.1 Installing the base

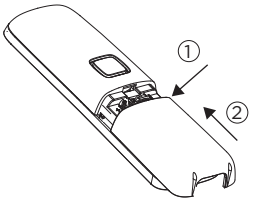


Note

The power adapter with the smaller jack is for the base unit and the power adapter with the bigger jack is for the charger unit.

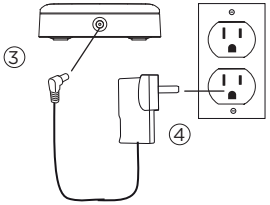
The base station must be connected to the AC power outlet and the Ethernet cable must be plugged into the router at all times. Use only the AC power adaptor and telephone line cord supplied with the product.

1.2 Installing and charging the handset batteries



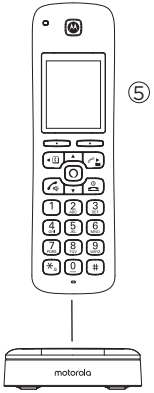
① Remove the battery cover from the back of the handset and insert the rechargeable Ni-MH battery cells supplied.
Please note the '**+**' and '**-**' markings inside the battery compartment and insert in the correct direction.

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.

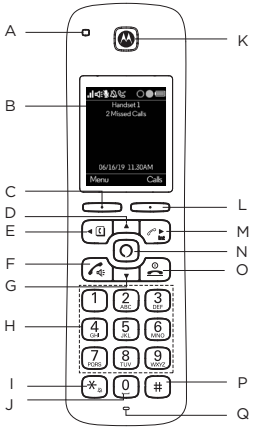
Important

Use only the approved battery cells (2 x AAA Ni-MH 750mAh rechargeable batteries) supplied with your handset.

Never use alkaline batteries.

2. Getting to know your phone

2.1 Overview of the handset



A Ring indicator LED
Flashes when the phone rings.

B Display
For display icons, see “Overview of the handset display” on page 13.

C Left soft key / Menu / Select / OK
In standby, press to enter the main menu.
When **Select** or **OK** is displayed on the screen, press to select or confirm the settings.

D Scroll up / Volume up
Scroll up through lists and menu options.
During a call, press to increase the earpiece and hands-free volume.
In standby, press to enter the handset ringer volume setting.
When you have entered the handset ringer volume setting, press to increase the handset ringer volume.
When the phone is ringing, press to increase the handset ringer volume.

E Scroll left / Contacts / Flash
In main menu, press to scroll left.
In editing mode, press to move the cursor to the left.
In standby, press to open the contacts list.
In pre-dial mode, press and hold to insert a flash (R) for switchboard / PABX services and some network services.

F Talk / Hands-free
In standby or pre-dial mode, press to make a landline call with earpiece.
During a call, press to activate and deactivate hands-free.

G Scroll down / Volume down
Scroll down through lists and menu options.
During a call, press to decrease the earpiece and hands-free volume.
In standby, press to enter the handset ringer volume setting.
When you have entered the handset ringer volume setting, press to decrease the handset ringer volume.
When the phone is ringing press to decrease the handset ringer volume.

H Speed dial keys
In standby, press and hold to add, view, edit or dial the speed dial information for that key.
During a call, press and hold to dial the speed dial information for that key.

I * / Change case / Pulse to tone dialing / Ringer off
In standby, pre-dial or editing mode, press to insert a "*".
In editing mode, press to toggle between Abc, ABC, abc and 123 format.
During a call, press and hold to switch from pulse to tone dialing temporarily if pulse mode was selected before.
In standby, press and hold to turn the handset ringer on / off.

J Space / Pause
In editing mode, press to insert a space.
In pre-dial mode or during a call, press and hold to insert a pause (P).

K Earpiece

L Right soft key / All calls list / Clear / Back
In standby, press to enter the all calls list.
When **Clear** is displayed on the screen, press to delete one character or digit.
When **Clear** is displayed on the screen, press and hold to delete all characters or digits.
When **Back** is displayed on the screen, press to select or confirm the option.

M Scroll right / Calls list / Intercom
In main menu, press to scroll right.
In editing mode, press to move the cursor to the right.
In standby, press to open the calls list menu.
In standby, press and hold for intercom.

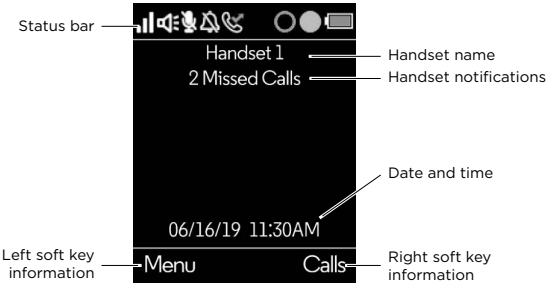
N Alexa key
Press to activate Alexa.

O End call / Power / Exit
During a call, press to end a call.
In menu, editing or pre-dial mode, press to exit to standby screen without making changes.
In standby, press and hold to switch the handset off.
When the handset is switched off, press to turn the handset on.

P #
In standby, pre-dial or editing mode, press to insert a "#".
In editing mode, press to bring up symbols.
When viewing individual call details, press to toggle the caller ID display format between 7, 10 and 11 digits.

Q Microphone

2.2 Overview of the handset display



Status bar icons

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

Handset notifications

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

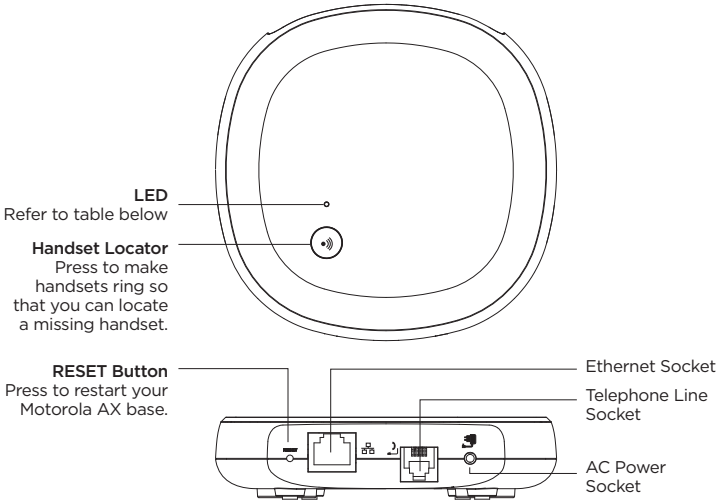
Voicemail – If you have subscribed to a voicemail service offered by your telephone service provider, Motorola AX handset can notify you when you have new voicemail messages.

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.

2.3 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.

2.4 Navigating the menus

Your Motorola AX handset has an easy to use menu system.

Each menu has a list of options, which you can see on the menu map on page 16.

2.4.1 Scrolling through menus

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

2.4.2 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.

3. 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

3.1 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

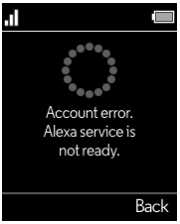
    You must sign up for Alexa Communication in order to use Alexa-to-Alexa Calling and Messaging on Motorola AX devices. As part of the sign-up process, you will be asked to enter and verify your smartphone number and to allow access to your smartphone contacts. It is important to allow the Amazon Alexa 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."*



4. 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.

4.1 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.

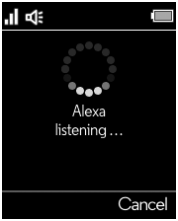
5. Using the phone

5.1 Switch the handset on/off

1. To switch the handset on, press .
2. When the handset is on standby screen, press and hold for about 5 seconds. **Confirm?** is displayed, press **Yes** to confirm or **No** to cancel.

5.2 Using Alexa

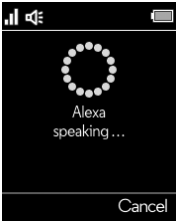
1. Press , the display will show **Alexa listening...** and a beep will be heard.



2. You can then ask Alexa what you need. For example: "*Alexa, 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.

5.3 Making a call

5.3.1 Landline call

The Motorola AX handset gives you direct access to your smartphone contacts.

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

1. Press [Alexa].
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.



5.3.2 Alexa-to-Alexa call

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

1. Press [Alexa].
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 the call over the internet network.



Note

Your phone will automatically time the duration of all external calls, the call timer will display on the screen. When the call ends, the total duration of your talk time is shown for 2 seconds.

5.3.3 Preparatory dialing

1. Dial the number first. If you make a mistake press **Clear** to delete the last digit.
2. Press to dial.

5.3.4 Speed dialing

1. If a speed dial contact has been stored, press and hold the relevant keypad number (1-9).
2. Press the number will be dialed automatically.
3. Or, press . Then press and hold the relevant keypad number (1-9) to dial a speed dial contact.

Note

To assign a speed dial number, see page 35.

5.3.5 Dialing from the contacts list

1. Press to enter the contacts list.
2. Scroll ▲ or ▼ to the entry you want.
3. Press to dial.

Note

Instead of scrolling to browse the phonebook entries, press the numeric key corresponding to the first letter of the entry you wish to locate and press **Search**.

5.3.6 Dialing from the calls list

5.3.6.1 Dial a number in the calls list

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

4. Scroll ▲ or ▼ to the entry you want to dial.
5. Press to dial.

Note

The caller ID received on your Motorola AX base may only display 7 digits for calls made from within your local area. However, in some area you might have to dial the full 10-digit number for the call to connect.

To change the number format suitable for local and long distance dialing, you can press (#) repeatedly while viewing individual call details to add or remove 1 and the stored area code. For example, if a caller number is displayed as 123-4567, the various formats will be:

123-4567

555-123-4567

1-555-123-4567

where 555 is the stored area code. To update area code setting, see page 43.

If you receive a call from outside your area code, you will see all 10 digits and the stored area code will not be used. You can still use (#) to change the number format to add or remove 1 and area code as shown.

5.3.6.2 Predial a number in the calls list

1. Press ▶ to enter the call list menu.
2. Press ▼, scroll ▲ or ▼ to highlight the calls list (**Missed Calls, Incoming Calls, Outgoing Calls, Accepted Calls, All Calls**) you want.
3. Press **Select**, the most recent number (or name if stored in the contacts list) is displayed.
4. Scroll ▲ or ▼ to the entry you want and press **Options**.
5. Scroll ▼ to **Predial** and press **Select**. The number is displayed.
6. Press to dial.

5.4 Answering a call

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.

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, see page 35.

5.5 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, see Auto hang-up, on page 35.

5.6 Hands-free

1. During a call, press to switch to hands-free speaking mode.
2. To switch back to the receiver, press .

5.7 Adjusting the call volume

During a call, press ▲ to increase and ▼ to decrease the volume level. There are 10 levels to choose from, volume 1-10 (where 10 is the maximum volume).

5.8 Muting a call

1. During a call, press **Mute**, is displayed.
2. To turn mute off, press **Unmute**.

5.9 Adjusting the ringer volume

In standby, press ▲ or ▼ and then scroll ▲ or ▼ to select the desired volume level. Press **Select**.

Or, press and hold * to turn the ringer off. Press and hold again to turn the ringer back on.

While the phone is ringing, press ▲ or ▼ to select the desired volume level.

5.10 Temporary tone dialing

If your telephone line service requires pulse or rotary dialing, you can temporarily switch over to touch-tone dialing after the call connects.

1. During a call, press and hold *, **T** is displayed.
2. Dial the number, the digits will be sent as touch-tone signals.

Note

When the call ends, the dial mode will automatically return to pulse dial mode.

5.11 Intercom

5.11.1 Making an internal call

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 that is to be called, press **Select**.

5.11.2 Receiving an internal call

When an internal call is received, the handset name or number that is calling is displayed.

1. Press **Silence** to stop the handset ringing.
2. Press **Reject** to reject the call.
3. Press to answer the call.

5.12 Making a second call

When on an internal or external call you can make a second internal or external call without ending the first call.

5.12.1 Making a second internal call

1. During a call, press **Options**.
2. **Intercom** is highlighted. Press **Select**.
3. If 2 handsets are registered to the base the other handset rings automatically.
4. If 2 or more handsets are registered to the base, scroll ▼ to select the handset that is to be called, or **All Handsets** to ring all handsets, press **Select**.
5. When the second handset answers you can have an internal conversation.

5.12.2 Making a second external call

1. During a call, press **Options** and scroll ▼ to **Add Call**, press **Select**.
2. You can either dial the number manually.
   Or, press to dial a number in the contacts list.
   Or, press ▶ to dial a number in the calls list.
   Then press **Dial** to dial.
3. When the second call answers you can have a conversation.

Note

Depending on the type of call you are on the following in-call options are available:

Switch Call - to switch between the 2 calls.

Conference - to join the 2 calls to make a 3-way call.

Transfer - to transfer the call to the second handset.

Release Active - to end the active call.

Press **Options**, then scroll ▲ or ▼ to the required option. Press **Select**.

Conference, Transfer and **Release Active** options are only available when you have one internal and one external call in progress.

5.13 Transferring a call unannounced

If when transferring a call the second handset doesn't answer, you can transfer the call to the second handset unannounced.

1. When the second handset is ringing, press **Options**.
2. Scroll ▼ to **Transfer** and press **Select**.

5.14 Receiving a second call

You must subscribe to your network provider's caller ID or call waiting service for this feature to work. Charges may apply.

When on an internal or external call you can receive a second internal or external call without ending the first call.

When the second call comes in, you will hear the call waiting tone and the number or contact name will be shown on the handset display screen. You can either press **Accept** to accept the second call and put your first caller on hold or **Reject** to reject

the second internal call or ignore external call.

5.15 Joining a call in progress

If intrusion call is set to allowed, see page 42, when a handset is on a call a second handset can initiate a conference call.

1. Press on the second handset to join the call.
2. Press on any handset to end a conference call and leave the other handset engaged with the caller.

5.16 Call blocking

You must subscribe to your network provider's caller ID service for this feature to work. Charges may apply.

You can add numbers to the call blocking list as they come through or by using the **Call Blocking** menu on the **hellovoice** app.

Maximum 1000 numbers can be added to the call blocking list.

5.16.1 Block an unknown caller

You can block an incoming landline call from an unknown caller, i.e. a number that is not in your contacts list.

1. When the handset is ringing, press **Block**.
2. The ringing will be silenced and **Added to Call Blocking** will be displayed. The incoming call screen will continue to display until the call times out or the caller hangs up.

Note

When you receive a call from a blocked number, the ringer will be silenced. **Blocked** will be displayed followed by the caller's number. The incoming call screen will continue to display until the call times out or the caller hangs up.

5.16.2 Unblock a number

You can view and unblock a number via the **hellovoice** app.

1. Open the **hellovoice** app on your smartphone.
2. Tap on **Settings**.
3. Tap on **Call Blocking**.
4. Scroll ▲ or ▼ to the entry you want to unblock and swipe left.
5. Tap on **Unblock** to unblock the number.

5.17 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.

You can also locate misplaced handsets via the **hellovoice** app.

1. Open the **hellovoice** app on your smartphone.

2. Tap on **Settings**.
3. Tap on **Device List** and select the device linked to the missing handset.
4. Tap on **Page Devices**.
5. Press **Stop** on the **hellovoice** app or on the handset to stop the paging call.

6. Alexa Voice Services

6.1 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.

6.2 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.

6.3 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.

6.4 Making an announcement

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.

6.5 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.

7. Contacts

Provided you have given the **hellovoice** app access to your smartphone contacts during set-up - your smartphone contacts will be imported to the **hellovoice** app and shared with the Motorola AX base.

Maximum of 2000 contacts names; one name 3 number fields can be imported to the **hellovoice** app and Motorola AX base.

You cannot add, edit or delete contacts from the Motorola AX handset.

If your smartphone contacts are updated, ensure both the **hellovoice** and **Amazon Alexa** contacts lists are regularly refreshed and kept up to date.

7.1 Viewing details of a contact

1. Press to enter the contacts list.
2. Scroll ▲ or ▼ to the entry you want or search alphabetically. Press **Options**.
3. **View** is highlighted. Press **Select**.

7.2 Predialing a contact

1. Press to enter the contacts list.
2. Scroll ▲ or ▼ to the entry you want or search alphabetically and press **Options**.
3. Scroll ▼ to **Predial** and press **Select**.
4. If the entry has more than one number stored, scroll ▼ to the number you require, press **Select**.
5. The number is displayed.
6. Press to dial.

8. Caller ID

Your Motorola AX device supports caller ID and caller ID on call waiting services.

Caller ID allows you to see the name, number, date and time of calls.

Caller ID on call waiting lets you see the name and telephone number of the caller before answering the call when you are already on another call.

Provided the identity of the caller is not withheld, the number of the caller will be displayed together with the date and time of the call (if provided by the network).

Note

If the caller's number is stored in your contacts list along with a name, when you receive a call the name will also be displayed. This is provided you have allowed **hellovoice** app access to your smartphone contacts.

If your Motorola AX base cannot receive caller information, the following may be displayed:

- **UNAVAILABLE** if the telephone number is unavailable

- **WITHHELD** if the telephone number has been withheld.

If your Motorola AX base is connected to a PBX system, caller information may not be available. Contact your PBX supplier.

Note

If the caller's number is stored in your contacts list along with a name, when you receive a call the name will also be displayed. This is provided you have allowed **hellovoice** app access to your smartphone contacts.

8.1 Missed calls notification

When you have new missed calls (incoming calls that you haven't answered), the display shows **X Missed Call(s)** and flashes.

All entries that have not been viewed are counted as 'new' missed calls. All new missed calls must be viewed for the missed calls notification to clear from the handset display.

8.2 Motorola AX calls list

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

1. Press the right soft key **Calls** to enter the **All Calls** list. Or 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.

8.2.1 View an entry

1. Press ▶ to enter the call list menu.
2. Press ▼, scroll ▲ or ▼ to highlight the Calls list (**Missed Calls**, **Incoming Calls**, **Outgoing Calls**, **Accepted Calls**, **All Calls**) you want.

3. Press **Select**, the most recent number (or name if stored in the contacts list) is displayed.
4. Scroll ▲ or ▼ to the entry you want and press **Options**.
5. **View** is highlighted. Press **Select**. The number (and name if stored in the contacts list), and the time and date of the call are displayed.
6. Press ⏻ to return to standby.

8.2.2 Delete an entry

1. Press ▶ to enter the call list menu.
2. Press ▼, scroll ▲ or ▼ to highlight the calls list (**Missed Calls**, **Incoming Calls**, **Outgoing Calls**, **Accepted Calls**, **All Calls**) you want.
3. Press **Select**, the most recent number (or name if stored in the contacts list) is displayed.
4. Scroll ▲ or ▼ to the entry you want and press **Options**.
5. Scroll ▼ to **Delete** and press **Select**. The display shows **Delete?**.
6. Press **Yes** to delete or **No** to cancel.
7. Press ⏻ to return to standby.

8.2.3 Delete all calls

1. Press ▶ to enter the call list menu.
2. Press ▼, scroll ▲ or ▼ to highlight the calls list (**Missed Calls**, **Incoming Calls**, **Outgoing Calls**, **Accepted Calls**, **All Calls**) you want.
3. Press **Select**, the most recent number (or name if stored in the contacts list) is displayed.
4. Press **Options**, scroll ▼ to **Delete All** and press **Select**. The display shows **Delete All?**.
5. Press **Yes** to delete or **No** to cancel.
6. Press ⏻ to return to standby.

8.3 Alexa-to-Alexa calls list

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

9. Call settings

9.1 Auto hang-up

The phone is set to end calls by placing the handset on the charger. This feature can be switched off so that calls can only be ended by pressing .

1. Press **Menu**, scroll ▼ to **Call Settings** and press **Select**.
2. **Auto Hang-up** is highlighted. Press **Select**.
3. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.
4. Press to return to standby.

9.2 Auto answer

The phone is set to answer calls by pressing if you would rather be able to answer the call by lifting the handset off the charger you will need to turn this feature on.

1. Press **Menu**, scroll ▼ to **Call Settings** and press **Select**.
2. Scroll ▼ to **Auto Answer** and press **Select**.
3. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.
4. Press to return to standby.

9.3 Speed dial

You can either enter the speed dial menu by pressing and holding the relevant keypad number (1-9) to add, view, edit or dial the speed dial information for that key. Or enter the speed dial feature via the main menu.

9.3.1 Add a speed dial number

1. Press **Menu**, scroll ▼ to **Call Settings** and press **Select**.
2. Scroll ▼ to **Speed Dial** and press **Select**.
3. Scroll ▲ or ▼ to select the key where you want to store the number (1-9), press **Select**.
   If the entry is empty **No Number** will be displayed, press **Edit**.
4. **Name** is highlighted, enter the name.
5. Scroll ▼ to highlight **Number**, enter the number. Press **Save**.
6. Press to return to standby.

Note

To dial a speed dial number, see page 23.

9.3.2 Edit or delete a speed dial number

1. Press **Menu**, scroll ▼ to **Call Settings** and press **Select**.
2. Scroll ▼ to **Speed Dial** and press **Select**.
3. Scroll ▲ or ▼ to select the key where the number is stored, press **Select**.
4. **Name** is highlighted, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Edit the name if necessary.

5. Scroll ▼ to the number, press **Clear** to delete a digit, or press and hold **Clear** to delete all digits. Edit the number if necessary and press **Save**.
6. Press to return to standby.

10. Handset settings

10.1 Sounds

10.1.1 Ringer volume

The ring volume can be set to different volume levels. Choose from 5 volume levels or Off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sounds** is highlighted. Press **Select**.
3. **Ringer Volume** is highlighted. Press **Select**.
4. Scroll ▲ or ▼ to the volume you require and press **Select**.
5. Press ⏻ to return to standby.

Note

If ringer volume is set to off, that handset ringer is silenced for all incoming calls; including intercom calls.

Changing the handset ringer volume does not affect the paging call ringer volume.

While the handset is ringing, you can temporarily silence the ringer on that handset by pressing **Ignore**.

You can also switch the ringer volume off, by pressing and holding *& when the handset is in standby.

10.1.2 Ringtone

Choose from 10 different ringtones for your handset. While scrolling a sample ring will be played for each ringtone.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sounds** is highlighted. Press **Select**.
3. Scroll ▼ to **Ringtone** and press **Select**.
4. Scroll ▲ or ▼ to the ringtone you require and press **Select**.
5. Press ⏻ to return to standby.

10.1.3 Key beep

Your Motorola AX handset will beep with each key press. You can switch this beep on or off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sounds** is highlighted. Press **Select**.
3. Scroll ▼ to **Key Beep** and press **Select**.
4. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.
5. Press ⏻ to return to standby.

10.1.4 Out of range tone

When on a call if you move out of range of the base, you will hear a beep. You can switch this tone on or off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sounds** is highlighted. Press **Select**.
3. Scroll ▼ to **Out of Range Tone** and press **Select**.
4. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.
5. Press ⏻ to return to standby.

10.1.5 Docking tone

When you place the handset on the charger, you will hear a beep. You can switch this beep on or off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sounds** is highlighted. Press **Select**.
3. Scroll ▼ to **Docking Tone** and press **Select**.
4. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.
5. Press ⏻ to return to standby.

10.2 Display

10.2.1 Display contrast

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Display** and press **Select**.
3. **Contrast** is highlighted. Press **Select**.
4. Scroll ▲ or ▼ to the contrast level you require and press **Select**.
5. Press ⏻ to return to standby.

10.2.2 Wallpaper

Select from 2 different wallpapers for your handset or set to no wallpaper.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Display** and press **Select**.
3. Scroll ▼ to **Wallpaper** and press **Select**.
4. Scroll ▲ or ▼ to the wallpaper you require and press **Select**.
5. Press ⏻ to return to standby.

10.2.3 Backlight timeout

You can set the amount of time before the backlight turns off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Display** and press **Select**.
3. Scroll ▼ to **Backlight Timeout** and press **Select**.

4. Scroll ▲ or ▼ to the time you require and press **Select**.
5. Press ⏻ to return to standby.

10.3 Language

You can set the language used for all screen displays.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Language** and press **Select**.
3. Scroll ▲ or ▼ to the language you require and press **Select**.
4. Press ⏻ to return to standby.

10.4 Registration

10.4.1 Registering a handset

On the base:

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

On the handset:

1. If the handset is not registered to a base, press **Register**. The screen displays **Registering** and once successful **Registered** will be displayed.
2. If the handset is already registered to another base, press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
3. Scroll ▼ to **Registration** and press **Select**.
4. **Register** is highlighted, press **Select**.
5. 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.

If you still cannot register a handset to the base please check how many handsets are already registered. The total number of handsets that can be registered to a base is dependent on the base. Your Motorola AX base can register up to 5 handsets.

10.4.2 De-registering a handset

A handset can cancel any handset registered to the same base. This allows the handset to end the wireless connection with the system.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Registration** and press **Select**.
3. Scroll ▼ to **Unregister** and press **Select**.

4. Enter the PIN and press **OK**.
5. Scroll ▲ or ▼ to the handset that you want to de-register and press **Select**.
6. The display shows **Unregister?**, press **Yes** to de-register or **No** to cancel.
7. Press to return to standby.

10.5 Handset name

A personalized name can be set for each handset to easily distinguish between them. A name can be up to 16 characters.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Handset Name** and press **Select**.
3. The handset name is displayed, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Enter the new name and press **Save**.
4. Press to return to standby.

10.6 Restore handset default settings

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Handset Reset** and press **Select**.
3. **Confirm?** is displayed, Press **Yes** to confirm or **No** to cancel.

Note

If you reset the handset settings all the handset settings for that handset will return to their default settings, e.g. ringer volume, ringtone, display, language and calls settings.

Resetting the handset to default settings will not impact the following:

- Registration of the handset to the base station.
- Date & time.
- Contacts list.
- Calls list.

10.7 Handset version

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Handset Version** and press **Select**.
3. The handset software version will be displayed.
4. Press to return to standby.

11. Advanced settings

11.1 Base settings

11.1.1 Change PIN

Some functions are protected by a 4 digit PIN code which must be entered if the settings are changed. The default depends on the base. The PIN can be changed to a preferred number.

When entering a PIN, the digits are shown as ****

1. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
2. **Base Settings** is highlighted. Press **Select**.
3. **Change PIN** is highlighted. Press **Select**.
4. Enter the old PIN and press **OK**.
5. Enter the new PIN and press **OK**.
6. Re-enter the new PIN and press **Save**.
7. Press ⊙ to return to standby.

Note

The default PIN is 0000.

11.1.2 Base version

1. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
2. **Base Settings** is highlighted. Press **Select**.
3. Scroll ▼ to **Base Version** and press **Select**.
4. The Firmware and Hardware Versions, Serial Number and MAC address will be displayed.
5. Press ⊙ to return to standby.

11.1.3 Restore base default settings

1. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
2. **Base Settings** is highlighted. Press **Select**.
3. Scroll ▼ to **Base Reset** and press **Select**.
4. **Confirm?** is displayed. Press **Yes** to confirm or **No** to cancel.

Note

If you reset the base settings all the base settings will return to their default settings, e.g. intrusion call, flash mode, dial mode and area code settings.

Resetting the base to default settings will also impact the following:

- Date & time.
- Contacts list will be cleared.
- Calls List will be cleared.

11.2 Internal names

This will show you the list handsets registered to the base.

1. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
2. Scroll ▼ to **Internal Names** and press **Select**.
3. Scroll ▲ or ▼ to the required handset and press **Options**.

   Dial - to intercom the selected handset. **Dial** option is only available if the handset selected is not the handset in use.
   Edit - to edit the handset name.
   Delete - to unregister the selected handset.
4. Press ⏻ to return to standby.

11.3 Line settings

11.3.1 Intrusion call

When intrusion is set to allowed, if a call is in progress a second handset can connect without being invited, creating a 3-way call.

1. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **OK**.
4. **Intrusion Call** is highlighted. Press **Select**.
5. Scroll ▲ or ▼ to **Not Allowed** or **Allowed** and press **Select**.
6. Press ⏻ to return to standby.

11.3.2 Flash mode

1. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **OK**.
4. Scroll ▼ to **Flash Mode** and press **Select**.
5. Scroll ▲ or ▼ to the required Flash time (Flash 1: 100ms, Flash 2: 600ms) and press **Select**.
6. Press ⏻ to return to standby.

11.3.3 Dial mode

1. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **OK**.
4. Scroll ▼ to **Dial Mode** and press **Select**.
5. Scroll ▲ or ▼ to **Tone** or **Pulse** and press **Select**.
6. Press ⏻ to return to standby.

11.3.4 Area code

You can set your local area code into the phone.

1. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **OK**.
4. Scroll ▼ to **Area Code** and press **Select**.
5. The default area code is displayed, press **Clear** to delete a digit, or press and hold **Clear** to delete all digits. Enter the area code and press **Save**.
6. Press to return to standby.

Note

The default setting for area code is 555. It is recommended that you update it to your correct area code.

12. Default settings

Ring volume	3
Ringtone	1
Key beep	On
Out of range tone	Off
Docking tone	On
Handset name	Handset
Date & time	01-01-2019, 12:00
Auto answer	Off
Auto hang-up	On
Receiver volume	1
Speaker volume	6
PIN	0000
Intrusion call	Allowed
Flash mode	Flash 2 (600ms)
Dial mode	Tone
Area code	555

13. De-registering Motorola AX device from Amazon Alexa and hellovoice apps

You may need to de-register your Motorola AX device from **Amazon Alexa** and **hellovoice** apps in the following instances:

- If the Alexa Voice Services are not working properly or have stopped working.
- You want to unlink your Motorola AX device from **Amazon Alexa** and **hellovoice** apps. After de-registering, the Motorola AX device can be registered to another Amazon account.

On **Amazon Alexa** app:

1. Open the **Amazon Alexa** app on your smartphone.
2. Tap the Menu icon on the top-left corner.
3. Tap on **Settings**.
4. Tap on **Device Settings**.
5. Tap on the Motorola AX device you want to de-register.
6. Tap on **Deregister** and confirm. Your Motorola device will be deregistered from **Amazon Alexa** account.

On **hellovoice** app:

7. Open the **hellovoice** app on your smartphone.
8. Tap on **Settings**.
9. Tap on **Device List**.
10. Tap on the Motorola AX device you want to delete.
11. Tap on **Delete AXB_XXXX** (where XXXX is the device name) and **Delete** to delete the device from **hellovoice**.

On **Motorola AX** handset:

12. Press **Menu**, scroll ▼ to **Advanced Settings** and press **Select**.
13. **Base Settings** is highlighted. Press **Select**.
14. Scroll ▼ to **Base Reset** and press **Select**.
15. **Confirm?** is displayed. Press **Yes** to confirm.

Your Motorola AX device is now ready to be added to a new account.

14. Deleting hellovoice account

You can permanently delete all your registered Motorola AX devices, contacts and calls information from the **hellovoice** app.

1. Open the **hellovoice** app on your smartphone.
2. Tap on **Settings**.
3. Tap on **Help & Support**.
4. Tap on **Delete hellovoice account** and **Confirm** to delete all Motorola AX devices, contacts and calls information from **hellovoice**.

15. Technical Specifications

RF frequency band	1921.536 - 1928.448MHz
Channels	5
Base voltage (AC voltage, 50Hz/60Hz)	100V - 230V AC
Base voltage (Adaptor output)	5VDC/1A
Handset voltage	750mAh 1.2Vx2 AAA Ni-MH battery
Charger voltage (Adaptor output)	6VDC/0.4A

16. 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. See page 41.

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 service 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 the **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 defective.
- If there is still no dial tone, try another telephone wall jack as the wiring to the current telephone wall jack may be defective.

Unable to make landline calls

- Refer to the **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 the **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 4 telephony or fax products plugged into the same line.

Weak audio or call cutting in and out

- Refer to the **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 the **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 the **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.

17. 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.

Products Covered	Length of Coverage
Consumer Products	**One (1) year** from the date of the products original purchase by the first consumer purchaser of the product.
Consumer Accessories (battery, power supply(s) and line cords)	**Ninety (90) days** from the date of the accessories original purchase by the first consumer purchaser of the product.
Consumer Products and Accessories that are Repaired or Replaced	**The balance of the original warranty or for ninety (90) days** from the date returned to the consumer, whichever is longer.

Exclusions

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

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

Abuse & Misuse. Defects or damage that result from:

(a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse;

(b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food;

(c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or

(d) other acts which are not the fault of Motorola 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?

To obtain service or information, please contact your local distributor.

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.

FCC, ACTA and IC regulations

FCC Part 15

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

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

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.

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

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. Both the Handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian ICES-003.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). This Product Complies With 47CFR PART 68.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by 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. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the User's Guide.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible. If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- Remain on the line and briefly explain the reason for the call before hanging up.
- Perform such activities in off-peak hours, such as early morning or late evening.

Specific Absorption Rate (SAR) information

SAR tests are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value, in general, the closer you are to a wireless base station antenna, the lower the power output. Before a new model phone is a available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC, tests for each phone are performed in positions and locations (e.g. at the ear) as required by the FCC. This handset has also been tested and meets the FCC RF exposure guidelines. Use of other accessories may Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

FCC Exposure to Radio Frequency (RF) Signals

For Handset: This is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S.Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies. These standards include a substantial safety margin designed to assure the safety of all persons,regardless of age and health. This device and its antenna must not be colocated or operating in conjunction with any other antenna or transmitter. This product has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528.

For Base: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

18. Wall mounting

Important

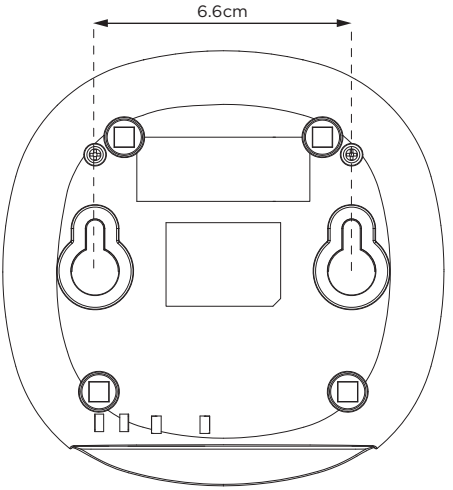
Before you wall mount your Motorola AX base, check that you are not drilling into any hidden wiring or pipes.

Before you drill, make sure all the cables will reach the router, telephone socket and AC outlet.

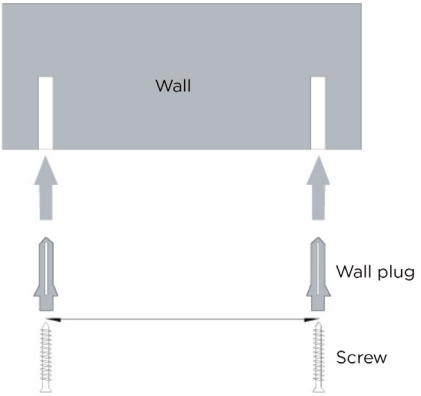
1. Use the following templates to mark the drilling locations.



2. To wall-mount the base, drill two holes in the wall 6.6cm apart horizontally using an 5mm drill bit.



3. Insert the wall plugs if necessary, then insert the screws leaving about 5mm protruding from the wall on which to hang the phone.



4. Slot the holes on the back of the base over the screw heads and gently pull the base down to make sure it is securely in place.



Conversations, smarter

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