



motorola

DOT21 DIGITAL CORDLESS TELEPHONE WITH ANSWERING MACHINE

HS

HVIN: Motorola DOT2-HS

PMN: DOT211, DOT212, DOT213, DOT214

BS

HVIN: Motorola DOT21-B

PMN: DOT211, DOT212, DOT213, DOT214



Handset: Motorola DOT2-HS

Base: Motorola DOT21-B

Charger: Motorola DOT2-C

Warning:

Charge the handset for 16 hours before use.

Safety information

Important

This equipment is not designed to make 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 and Canada.

Important

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

The applied nameplate is located at the bottom of the unit.

Important safety instructions

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's guide.
- Do not overload wall outlets and extension cords.
- Avoid using during an electrical storm. There may be a remote risk of electric shock from lightning. 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

Unplug this cordless 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 handset or base until after you have unplugged the power and phone from 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.



Warning!

Use only the approved rechargeable Ni-MH battery cells (2 x 1.2VDC AAA size 550mAh Ni-MH rechargeable batteries) supplied with your DOT211, DOT212, DOT213 or DOT214.

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.



Warning!

Disconnect the telephone line from the equipment before replacing batteries. Avoids to use battery in following conditions:

- High or low extreme temperatures that a battery can be subjected to during use, storage or transportation;
- Low air pressure at high altitude;
- Replacement of a battery with an incorrect type that can defeat a safeguard;
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

Save these instructions

Welcome...

to your new Motorola DOT21 Digital Cordless Telephone!

- Large display (1.8") with backlight
- Block anonymous calls or block 100 numbers added to the block call list.¹
- Handset controlled answer machine with up to 12 minutes digital recording time.
- All handsets fully cordless for locating anywhere within range.
- 100 name and number phonebook.
- Speakerphone for hands-free conversations.
- Caller ID shows you who is calling and see details of the last 50 callers in a Calls list.¹
- Make internal calls, transfer external calls, hold 3-way conversations between two internal callers and an external caller.
- Redial up to 10 of the last numbers called.
- Register up to 4 handsets to a single base.
- Polyphonic ringer melodies.
- 17 hours talk time and 250 hours standby time.

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.

Need help?

If you have any problems setting up or using your DOT21, please contact Customer Services at support@motorolavoice.com

Alternatively, you may find the answer in the 'Help' section at the back of this guide.

¹You must subscribe to your network provider's Caller ID or Call Waiting service for these features to work. A subscription fee may be payable.

This user guide provides you with all the information you need to get the most from your phone.

To set up your phone, follow the simple instructions in ‘Getting Started’, on the next few pages.

Important

Only use the telephone line cord supplied.

Got everything?

- DOT21 base & cordless handset
- 2 x rechargeable Ni-MH battery cells
- Power adaptor for the base
- Telephone line cord
- Quick start guide
- User manual (electronic copy)

If you have purchased a DOT21 multiple pack you will also have the following additional items:

- DOT21 Cordless handset & charger
- 2 x rechargeable Ni-MH battery cells
- Power adaptor for the charger

For a better tomorrow

We make every effort through our design, research, engineering and supply chain management to make better products for everyone, focusing on both social and environmental responsibility.

- Meets and / or exceeds EMEA environmental regulatory requirements.
- Eco friendly packaging with a minimum 20% post consumer recycled content.
- Phone housing is built with a minimum of 25% post consumer recycled content plastic.
- Energy efficient charger that meets EU Code of Conduct requirements.

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1. Getting started

Location

Important

Do not place your phone in the bathroom or other humid areas.

Place your phone base within reach of the AC power outlet and telephone wall socket. The socket-outlet should be installed near the equipment and should be easily accessible.

Make sure that it is at least one metre away from other electrical appliances to avoid interference. Your phone works by sending radio signals between the handset and base. The strength of the signal depends on where you place the base. Placing it as high as possible ensures the best signal.

Handset range

The unit has a range of up to 300 metres 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 metres. Thick concrete and stone walls can severely affect the range.

Signal strength

 on your handset indicates that you are within range of the base. When out of range of the base,  is off. If you are on a call, you will hear a warning beep.

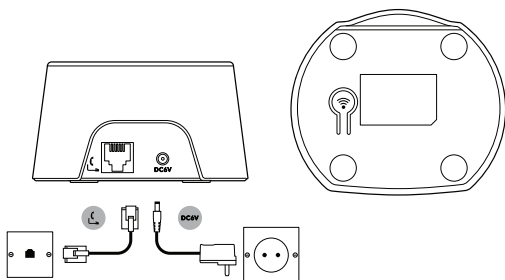
The line will hang up if the handset moves out of range of the base. Move it closer to the base. The handset will automatically reconnect to the base.

Setting up

Important

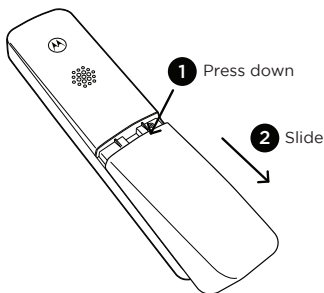
The base station must be plugged into the AC power at all times. Do not connect the telephone line cord into the wall socket until the handset is fully charged. Use only the power adaptor and telephone line cord supplied with the product.

Connecting the base



1. Plug the telephone line cord into the socket marked  on the rear of the base.
2. Plug the power adaptor into the socket marked DC 6V on the rear of the base and plug the other end into the wall socket. Switch on the power supply.

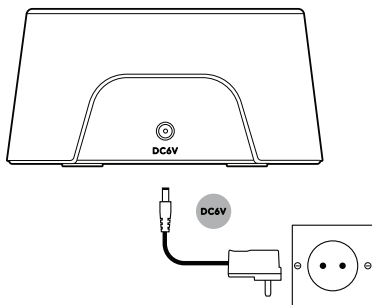
Installing and charging the handset



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 on the battery compartment and insert in the correct direction.
2. Slide the battery cover back into place.
3. If you are charging the batteries for the first time, place the handset on the base to charge for at least 16 hours continuously.
4. When the handset is fully charged,  will appear steadily on the display. Plug the other end of the telephone line cord (make sure that one end is already plugged into the base) into the telephone wall socket.

Connecting the handset and charger (for multi-pack only)

If you have purchased a multiple pack, you will need to carry out this process for all the handsets and chargers.



1. Plug the power adaptor into the socket marked DC 6V on the rear of the charger and plug the other end into the AC power wall socket.
2. Remove the battery cover from the back of the handset and insert the 2 x AAA Ni-MH rechargeable batteries supplied. Please note the + and - markings inside the battery compartment and insert in the correct direction.
3. Slide the battery cover back into place.
4. If you are charging the batteries for the first time, place the handset on the charger to charge for at least 16 hours continuously.
5. When the handset is fully charged,  will appear steadily on the display. The display will show **Handset** and the handset number (e.g. 2) to indicate that it is registered to the base.

Important

Warning! Use only the approved rechargeable Ni-MH battery cells (2 x AAA Ni-MH 550mAh rechargeable batteries) supplied with your DOT21.

Battery low warning

If  flashes on the display and you hear a warning beep every minute during a call, you will need to recharge the handset before you can use it again.

When charging,  will scroll on the display.

Battery performance

In ideal conditions, fully charged batteries should give up to 17 hours talk time or up to 250 hours standby time on a single charge.¹

Note that new batteries do not reach their full capacity until they have been put to normal use for several days.

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time.

Running the batteries completely down at least once a week will help them last as long as possible.

The charge capacity of rechargeable batteries will reduce over time as they wear out, giving the handset less talk / standby time. Eventually they will need to be replaced.

After charging your handset for the first time, subsequent charging time is about 6-8 hours a day. Batteries and the handset may become warm during charging. This is normal.

All talk and standby times are approximate and depend on features selected and usage patterns.

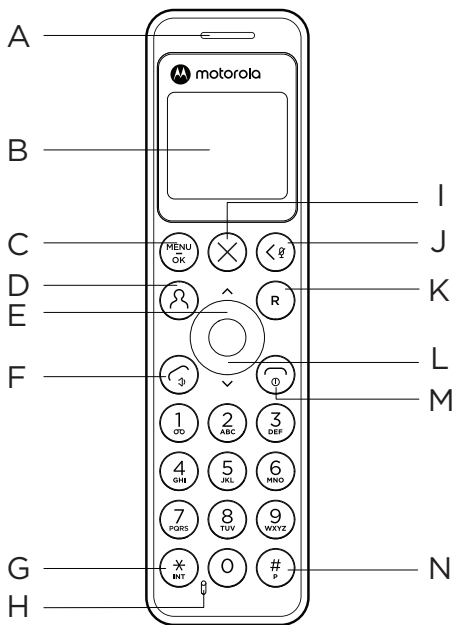
Date and time

1. Press , scroll  to **Clock/Alarm** and press .
2. The display shows **Date & time**.
3. Press  to select.
4. Enter the date using the keypad (e.g. 12--08--2025 for 12th of August 2025) and press  to confirm.
5. Enter the time using the keypad (HH:MM) e.g. 06:30.
6. Press  to confirm.

Your DOT21 is now ready for use.

2. Getting to know your phone

Overview of your handset



A Earpiece

B Display

See page 16 for an overview of display icons.

C Menu / OK

Press to open the menu.

Press to select menu options and to confirm a displayed option.

D Contact list

Press to open the phonebook entries.

E Calls list / Up

In standby mode, press to open the calls list.

During a call, press to increase the earpiece/speaker volume.

When the phone is ringing, press to increase the handset ringer volume.

Press to scroll through the menu options, calls list and phonebook entries.

F Talk / Hands-free

Make or answer a call.

Press to switch hands-free on or off during a call.

G * / Intercom / Switch from pulse to tone

Make internal calls and transfer calls to other DOT21 handsets registered to the base.

Dial a *.

During a call, press to switch from pulse dialling to tone dialling.

H Microphone

I Call block

Press to open the call block menu.

J Delete / Back / Mute

In editing mode, press to delete a character or digit. Press and hold to delete all characters and digits.

Go back to the previous menu level.

During a call, press to turn the mute on or off.

K Recall

Press to use the recall function with switchboard / PABX services and certain network services.

L Redial / Down

In standby mode, press to open the redial list.

During a call, press to decrease the earpiece/speaker volume.

When the phone is ringing, press to decrease the handset ringer volume or ringer off.

Press to scroll through the menu options, redial list and phonebook entries.

M End Call / Exit / Switch Handset on/off

Press to end a call.

When viewing the redial / calls list / phonebook or when in the menu, press to exit and return to standby.

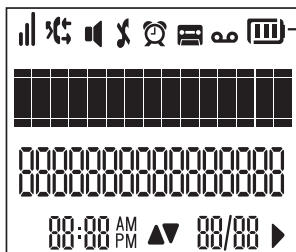
Press and hold for 3 seconds to switch the handset on / off.

N # / Pause

Press and hold to enter a pause (P) when pre-dialling or storing numbers.

Dial a #.

Handset LCD Display



Battery status
Scrolls when
charging



Indicates signal strength.
Flashes when handset is not registered to the base.



Flashes to indicate a missed call.



Steady when making an outgoing call.
Flashes to indicate an incoming or internal call.



Indicates an incoming call when viewing the calls list.¹



Indicates an outgoing call when viewing the redial list.



Hands-free is on.



Handset ringer is off.



Alarm is on.



Answer machine is on.



Indicates new voicemail messages received.²
Off when there is no voicemail messages.



Time.



Date.



Indicates you can scroll through a list or adjust the volume in
talk mode.

The approximate power levels of your battery are indicated as follows:



Battery is fully charged.



Battery is partially charged.



Battery is running low.



Flashes when battery is almost fully discharged.

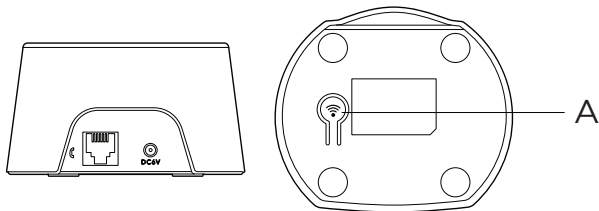


Indicates more text after the displayed information.

¹For this feature to work, you must subscribe to Caller ID Service from your network operator. A subscription fee may be payable.

²This feature is dependent on your Network Service provider supporting the service. A subscription fee may be payable.

Overview of the base



A Page/Register

In standby mode, press to ring the handset(s).

Press and hold to enter registration mode when registering handsets.

Navigating the menus

Your DOT21 has an easy-to-use menu system.

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

When the handset is switched on and in standby mode:

1. Press to open the main menu.
2. Then use or buttons to scroll through the available options.
3. Press to select an option. To return to the previous menu level, press . To exit the menu and return to standby mode, press .

Note

If no buttons are pressed for 30 seconds, the handset returns to standby mode automatically.

Menu map

Phonebook

View
Add new
Edit
Delete¹
Delete all¹

Call block

Anonymous call
Block list

Clock/Alarm

Date & time
Set alarm

Personal set

Handset tone

- Ring volume
- Ring tones
- Key tone
- Docking tone
- Battery tone

Phone name
Language
Auto answer
Auto hang-up

Advanced set

Call list type
Auto prefix

- Detect digit

Recall time
Dial mode
Auto clock
Register
Deregister
Reset

Answ. machine

Play
Delete all
Announcement
Voice answer
Ring delay
Remote access
Voice language

¹Only available when a phonebook entry is already stored.

3. Using the phone

Note

The handset will automatically time the duration of all external calls. The call timer will display after the first 10 seconds of the call. When the call ends, the total duration of the talk time stays on the display for 3 seconds.

3.1 Switch the handset on / off

Press and hold  to switch the handset on or off.

3.2 Calls

3.2.1 Make a call

1. Press .
2. When you hear the dial tone, dial the number.

3.2.2 Preparatory dialling

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

3.2.3 End a call

Press , or place the handset back on the base or charger.

3.2.4 Receive a call

When you receive an external call, the phone rings and  flashes on the display.

1. Press  to answer the call.

Note

If Auto answer is switched on, you can simply lift the handset from the base or charger base to answer a call.

3.3 Adjust the earpiece volume

During a call, press  or  to increase or decrease the volume. There are 5 levels to choose from.

3.4 Mute

You can mute your handset so that you can talk to someone nearby without your caller hearing.

1. During a call, press . The display shows **Mute on** and your caller cannot hear you.
2. Press  again to resume your call.

3.5 Intercom

3.5.1 Make an internal call

If you have more than one handset registered to the base, you can make internal calls between two handsets.

 flashes and the handset number that is being called is displayed.

1. If only 2 handsets are registered to the base, press and hold  and the other handset rings automatically.
2. If more than 2 handsets are registered to the base, press and hold  and scroll  to the handset that is to be called then press .

3.5.2 Receive an internal call

When you receive an internal call,  flashes and the handset number that is calling you is displayed.

Press  to answer the call.

3.5.3 Transfer a call

You can transfer an external call to another handset registered to the base.

During an external call:

1. If only 2 handsets are registered to the base, press and hold  and the other handset rings automatically.
2. If more than 2 handsets are registered to the base, press and hold  and scroll  to the handset that is to be called. Then press .
3. When the other handset answers, press  to complete the transfer.

Note

If there is no answer from the other handset, press  to return to the external caller.

The external call resumes automatically after 1 minute if there is no answer.

3.5.4 3-way conference call

You can hold a 3-way conference call between 2 internal callers and 1 external caller.

During a call with an external caller:

1. If only 2 handsets are registered to the base, press and hold  and the other handset rings automatically.
2. If more than 2 handset are registered to the base, press and hold  and scroll  to the handset that is to join the call. Then press .
3. When the other handset answers, press  to connect all three callers to begin the conference call.
4. Press  to end the call.

3.6 Hands-free

To talk to the caller without holding the handset and for other people in the room to listen to the conversation over the loudspeaker, simply use the hands-free function.

3.6.1 Make a hands-free call

1. Press  twice, then dial the number.  is displayed and the call can be heard over the handset loudspeaker.
2. Press  to switch the call between the earpiece and the loudspeaker.
3. Press  to end the call.

Note

During a hands-free call, press  or  to adjust the volume.

3.6.2 Answer a call hands-free

When the phone rings, press  twice to answer the call.

3.6.3 Switch to hands-free during a call

1. During a call, press  to put the call on the loudspeaker.
2. To switch hands-free off and return the call to the earpiece, press  again.

3.7 Redial

The last 10 entries dialled are stored in the redial list.

3.7.1 View or dial an entry

1. Press  to open the redial list.
2. Scroll  or  to the entry you want.
3. Press  to dial the displayed entry or press  to return to standby mode.

Note

If you have Caller ID and the caller's number exactly matches an entry stored in the phonebook, the name is displayed.

3.7.2 Copy a Redial list number to the phonebook

1. Press  to open the redial list.
 2. Scroll  or  to the entry you want.
 3. Press , the display shows **Save number**.
 4. Press  again. The display shows **Enter name**.
 5. Enter the name and press . The number is displayed.
 6. Edit the number if necessary, then press . The number is stored.
- See 'Entering names' and 'Writing tips' on 23.

3.7.3 Delete an entry

1. Press  to open the redial list.
2. Scroll  or  to the entry you want.
3. Press , scroll  to **Delete**.
4. Press , the display shows **Confirm?**.
5. Press  to confirm or  to cancel.

3.7.4 Delete the entire redial list

1. Press  to open the redial list.
2. Press  and scroll  to **Delete all**.
3. Press , the display shows **Confirm?**.
4. Press  to confirm or  to cancel.

3.8 Paging / Find handset

You can alert a handset user that he/she is wanted or locate a missing handset. Paging calls cannot be answered by a handset.

1. Press  on the underside of the base. All handsets registered to the base will ring.
2. To stop the ringing, press  on the base again or press any button on the handset.

4. Phonebook

You can store up to 100 names and numbers in the phonebook. Names can be up to 15 characters long and numbers up to 24 digits.

4.1 Store a name and number

If your phone is connected to a switchboard, you may need to enter a pause in a stored number. This gives the switchboard time to find an outside line.

A pause is normally stored after the switchboard access code (e.g. 9). When storing a number, press and hold  until the display shows **P**. You can then continue entering the phone number.

If you have subscribed to Caller ID Service and wish to display the name of your caller instead of the number, save the full telephone number including the area code to your phonebook.

You can store multiple entries with the same name. However, to prevent unnecessary duplicated entries, you can only store the number once.

1. Press . The display shows **Phonebook**.
2. Press , scroll  to **Add new**.
3. Press . The display shows **Enter name**.
4. Enter the name and press . The display shows **Enter number**.
5. Enter the number and press  to save. The display shows **Add new**.
6. Enter the next name and number entry that you wish to store in your phonebook or press  to return to standby mode.

Entering names

Use the keypad letters to enter names, e.g. to store **Tom**:

Press  once to enter **T**.

Press  three times to enter **o**.

Press  once to enter **m**.

Writing tips

Press  to delete the last character or digit.

Press  or  to move between characters or digits.

Press  to insert a space.

4.2 View or dial an entry

1. Press . The display shows **Phonebook**.
2. Press . The display shows **View**.
Press . Scroll  or  to the entry you want.

OR

Enter the first letter of the name to search alphabetically.

The first name that starts with this letter or the nearest letter in the alphabet will be displayed. Scroll  or  to the entry you want.

- Press to dial or to return to standby mode.

4.3 Edit a name and number

- Press . The display shows **Phonebook**.
- Press . Scroll to **Edit** and press .
- Scroll or to the entry you want to edit, or search alphabetically and press . The existing name is displayed.
- Press to delete the name if required, then enter the new name and press . The existing number is displayed.
- Press to delete the number if required, then enter the new number and press , the entry is saved.
- Press to return to standby mode.

4.4 Delete an entry

- Press . The display shows **Phonebook**.
- Press . Scroll to **Delete** and press .
- Scroll or to the entry you want to delete, or search alphabetically and press . The display shows **Confirm?**.
- Press to confirm or to cancel.

4.5 Delete all entries

- Press . The display shows **Phonebook**.
- Press . Scroll to **Delete all**.
- Press . The display shows **Confirm?**.
- Press to confirm or to cancel.

4.6 Store a quickdial number

Your phone can store 2 quickdial numbers for key 1 and 2. If a number is stored in the phonebook, it cannot be stored as a quickdial number.

The quickdial number can be up to 24 digits.

- Press . The display shows **Phonebook**.
- Press .
- Scroll to **Edit** and press .
- Scroll or to the end of the list and select **Speed dial 1** or **Speed dial 2**, which you want to store the number under and press .
- Enter the number and press to save.

Note

To change the quickdial number, follow the first 4 steps in 4.6 above. Then delete the number by pressing and enter the new number. Press to save.

5. Call block

You can set the phone so that when certain phone numbers call the phone does not ring. For this feature to work, you must subscribe to Caller ID Service from your network operator. A subscription fee may be payable. You can access the call block menu by pressing  in standby mode or through the handset menu.

5.1 Switch anonymous call on/off

You can also set the phone so that any call that shows **Private**, **Anonymous**, **Unavailable** or **Out of area** will not ring.

1. Press , scroll  to **Call block**.
2. Press . The display shows **Anonymous call**.
3. Press , then press  or  to select **On** or **Off**.
4. Press  to confirm or  to return to the previous menu.

5.2 Block by number

You can set the phone so that when phone numbers added to the block list, the phone does not ring. Up to 100 numbers can be added to the block list.

5.2.1 Switch block mode on/off

1. Press , scroll  to **Call block**.
2. Press , scroll  to **Block list**.
3. Press . The display shows **Block mode**, press .
4. Press  or  to select **On** or **Off**.
5. Press  to confirm or  to return to the previous menu.

5.2.2 View a number in the call block list

1. Press , scroll  to **Call block**.
2. Press , scroll  to **Block list**.
3. Press , scroll  to **Block number**.
4. Press . The display shows **View**.
5. Press , scroll  or  to the entry you want to view or press  to return to the previous menu.

5.2.3 Add a number to the call block list

1. Press , scroll  to **Call block**.
2. Press , scroll  to **Block list**.
3. Press , scroll  to **Block number**.
4. Press , scroll  to **Add new**, press .
5. Enter the number and press  to save. The display shows **Add new**.
6. Enter the next number you wish to block or press  to return to standby mode.

5.2.4 Edit a number in the call block list

1. Press , scroll  to **Call block**.
2. Press , scroll  to **Block list**.
3. Press , scroll  to **Block number**.
4. Press , scroll  to **Edit**.
5. Press , scroll  or  to the entry you want to edit and press .
6. Press  to delete the number if required.
7. Enter the new number and press , the entry is saved.

5.2.5 Delete a number from the call block list

1. Press , scroll  to **Call block**.
2. Press , scroll  to **Block list**.
3. Press , scroll  to **Block number**.
4. Press , scroll  to **Delete**.
5. Press , scroll  or  to the entry you want to delete.
6. Press . The display shows **Confirm?**.
7. Press  to confirm or  to cancel.

5.2.6 Delete the call block list

1. Press , scroll  to **Call block**.
2. Press , scroll  to **Block list**.
3. Press , scroll  to **Block number**.
4. Press , scroll  to **Delete all**.
5. Press . The display shows **Confirm?**.
6. Press  to confirm or  to cancel.

6. Caller ID and the Calls list

Important

To use Caller ID, you must first subscribe to the service from your network provider. A subscription fee may be payable.

To ensure that the caller's name is displayed, make sure you have stored the full telephone number, including the area code in the phonebook.

If the call is a private call, **Private** will be displayed.

If the number is unavailable, **Unavailable** will be displayed.

If the call is from the operator, **Operator** will be displayed.

If the call is from a payphone, **Payphone** will be displayed.

If the call is from out of the area, **Out of area** will be displayed.

6.1 Caller ID

If subscribed to Caller ID, the caller's number will be displayed (provided it is not withheld) prior to answering the call. The display can show the last 15 digits or characters of the phone numbers and names.

If the caller's name and number are stored in the phonebook and a number match is found, the caller's name will be displayed instead.

6.2 Calls list

The Calls list stores details of the last 50 received calls, including the phone number and date and time of the call.

The caller's details are stored in the Calls list whether or not the call has been answered. When the list is full, and a new call is received, the oldest entry will be deleted automatically.

1. Press  to open the Calls list. If there are no calls in the list, the display shows **List empty**.
2. Press  or  to scroll through the list.
 - If the call was answered,  is displayed as you scroll to the entry. If the call was unanswered,  is displayed as you scroll to the entry. When you reach the end of the list, the display will show -----.
 - If the caller's number exactly matches an entry stored in the phonebook, the display will show the name and the caller's number.
 - If the number showing on the screen is longer than 15 digits, press  twice,  icon will be displayed on the number field. Press  to see the remaining digits.

6.2.1 View the Calls list

1. Press  to open the Calls list.
2. Scroll  or  to the entry you want.
3. Press , the display shows **View**.
4. Press  to view the caller's name and time and date of the call. Press  to switch between the name and number.

6.2.2 Dial a number in the Calls list

1. Press to open the Calls list.
2. Scroll or to the entry you want.
3. Press to dial the displayed entry.

6.2.3 Copy a Calls list number to the phonebook

1. Press to open the Calls list.
2. Scroll or to the entry you want and press .
3. Scroll to **Save number** and press .
4. Enter the name and press . The number is displayed.
5. Edit the number if necessary, then press to confirm.

See 'Entering names' and 'Writing tips' on 23.

6.2.4 Delete an entry

1. Press to open the Calls list.
2. Scroll or to the entry you want and press .
3. Scroll to **Delete**.
4. Press . The display shows **Confirm?**.
5. Press to confirm or to cancel.

6.2.5 Delete the entire Calls list

1. Press to open the Calls list.
2. Press , scroll to **Delete all**.
3. Press . The display shows **Confirm?**.
4. Press to confirm or to cancel.

6.2.6 Store a number to the blacklist

You can add the phone number to the blacklist. You can create 100 sets of numbers with a maximum of 24 digits in each set. When the incoming call has digits that match any of these set of numbers, the phone does not ring. However, if the leading digits of the incoming call match these set of numbers, the phone will still ring.

Example:

Block number = 1234 Incoming call number = 1234567890

-> The call is not blocked.

Block number = 12345678 Incoming call number = 0312345678

-> The call is blocked.

1. Press to open the Calls list.
2. Scroll or to the entry you want and press .
3. Scroll to **Block number**.
4. Press twice to confirm.

7. Clock & alarm

7.1 Set the date and time

1. Press , scroll  to **Clock/Alarm**.
2. Press . The display shows **Date & time**. Press .
3. Enter the date (e.g. 12--08--2025 for 12th of August 2025) and press .
4. Enter the time (HH:MM) e.g. 06:30.
5. Press  to confirm.

7.2 Set the alarm

Each handset can have a different alarm setting.

1. Press , scroll  to **Clock/Alarm**.
2. Press , scroll  to **Set alarm** and press .
3. Press  or  to select **On** or **Off** and press .
4. If you select **On**, enter the time (HH:MM) e.g. 06:30.
5. Press  to confirm.

7.3 Switch off the alarm ring

When the alarm sounds, press any button to stop the ringing or press /// to snooze the alarm, which will ring again after 10 minutes.

Note

Once the alarm is set to on,  is displayed and the alarm will sound every day until it is turned off again. When the alarm sounds  flashes and **Alarm On** is displayed. Press any key to stop the sound.

8 Personal settings

8.1 Handset tones

8.1.1 Handset ringer volume

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

1. Press , scroll  to **Personal set**.
2. Press . The display shows **Handset tone**.
3. Press . The display shows **Ring volume**, press .
4. Press  or  to select the volume (1 -5 or **Off**).
5. Press  to confirm or  to return to the previous menu.

Note

When the phone is ringing, you can adjust the ringer volume by pressing  or .

8.1.2 Handset ringer melody

You can set different ringer melodies for your calls. Choose from 10 different ringer melodies.

You will hear a sample ring as you scroll to each ring melody.

1. Press , scroll  to **Personal set**.
2. Press . The display shows **Handset tone**.
3. Press , scroll  to **Ring tones** and press .
4. Press  or  to select the ringer melody (1 - 10).
5. Press  to confirm or  to return to the previous menu.

8.1.3 Key tone on or off

When you press a button on the handset keypad, you will hear a beep. You can switch these beeps on or off.

1. Press , scroll  to **Personal set**.
2. Press . The display shows **Handset tone**.
3. Press , scroll  to **Key tone** and press .
4. Press  or  to select **On** or **Off**.
5. Press  to confirm or  to return to the previous menu.

8.1.4 Docking tone on or off

When you replace the handset in the base, you will hear a double beep. You can switch this beep on or off.

1. Press , scroll  to **Personal set**.
2. Press . The display shows **Handset tone**.
3. Press . Scroll  to **Docking tone**.
4. Press , scroll  or  to select **On** or **Off**.
5. Press  to confirm or  to return to the previous menu.

8.1.5 Battery tone on or off

When your batteries are running low on charge, you will hear a beep. You can switch this beep on or off.

1. Press , scroll  to **Personal set**.
2. Press . The display shows **Handset tone**.
3. Press . Scroll  to **Battery tone**.
4. Press , scroll  or  to select **On** or **Off**.
5. Press  to confirm or  to return to the previous menu.

8.2 Handset name

If you are using more than one handset with your DOT21 base, you can set a personalized name for each handset to easily distinguish between them. A name can be up to 13 characters long.

1. Press , scroll  to **Personal set**.
2. Press , scroll  to **Phone name** and press .
3. Enter the new handset name and press  to confirm.
Delete the current name by pressing .

See 'Entering names' and 'Writing tips' on 23.

8.3 Language

1. Press , scroll  to **Personal set**.
2. Press , scroll  to **Language** and press .
3. Press  or  to select your preferred language.
4. Press  to confirm or  to return to the previous menu.

8.4 Auto answer

Your phone is set to answer calls by lifting the handset off the base or charger. You can switch this feature off so that calls can only be answered by pressing .

1. Press , scroll  to **Personal set**.
2. Press , scroll  to **Auto answer** and press .
3. Press  or  to select **On** or **Off**.
4. Press  to confirm or  to return to the previous menu.

8.5 Auto hang-up

Place the cordless handset to the charger to end the call. You can switch this feature on or off.

1. Press , scroll  to **Personal set**.
2. Press . Scroll  to **Auto hang-up**.
3. Press , scroll  or  to select **On** or **Off**.
4. Press  to confirm or  to return to the previous menu.

9. Advanced settings

9.1 Call list type

You can set the call list to show **All calls** or **Missed calls** only. If **All calls** is selected, press  key in idle and you can view all calls lists. If **Missed calls** is selected, press  key in idle and you can view missed calls only.

1. Press , scroll  to **Advanced set** and press .
2. The display shows **Call list type**, press .
3. Scroll  or  to select **All calls** or **Missed calls** and press  to confirm.

9.2 Auto prefix

You can set the phone to detect a dialling number and replace it with another number. The number to be detected can be up to 5 digits long. It can be replaced with a number up to 10 digits long.

1. Press , scroll  to **Advanced set**.
2. Press , scroll  to **Auto prefix**.
3. Press . **Detect digit** is displayed.
4. Press . Enter the number you want to be detected.
5. Press . **Prefix** is displayed.
6. Press . Enter the number you want it replaced with.
7. Press  to confirm or  to return to standby mode.

9.3 Recall time

This setting is useful to access certain network and PABX/switchboard services.

The default recall time is suitable for your country and network operator. It is unlikely that you should need to change this setting unless advised to do so.

1. Press , scroll  to **Advanced set** and press .
2. Scroll  to **Recall time** and press .
3. Press  or  to select an option, then press  to confirm.

9.4 Dial mode

Your phone is set to tone dialling. You should only need to change this if connected to an older type of switchboard / PBX which requires pulse dialling.

1. Press , scroll  to **Advanced set** and press .
2. Scroll  to **Dial mode** and press .
3. Press  or  to select **Tone** or **Pulse** and press  to confirm.

9.5 Switch Auto clock on / off

If you have subscribed to Caller ID Service, the date and time will be set on all your handsets whenever a call is received. This feature can be set to **On** or **Off**.

1. Press , scroll  to **Advanced set** and press .
2. Scroll  to **Auto clock** and press .
3. Scroll  or  to select **On** or **Off** then press  to confirm.

9.6 Register an additional handset

You can register up to 4 handsets to your DOT21 base to extend your phone system without having to install extension sockets for each new phone.

If you have purchased a DOT21 multiple pack, all additional handsets come pre-registered to the base.

If you have purchased an additional handset separately, you must register it to your DOT21 base before it can be used.

Note

Handset batteries must be fully charged before you start to register. Hold your handset close to the base during the registration process. Handsets that were supplied with your phone base are already pre-registered.

On the base:

Press and hold  for 5 seconds. The base will remain in registration mode for 90 seconds.

On the handset:

1. If the handset is not registered to a base, press  and then enter the 4 digit PIN code (default = 0000) and press .
2. If the handset is already registered to a base, press , scroll  to **Advanced set** and press .
3. Scroll  to **Register** and press .
4. The display will ask for the PIN to be entered. Enter the 4 digit PIN code (default = 0000) and press . You will hear a beep if the registration is successful. The handset is automatically assigned an available handset number. Use this number when making internal calls.

Note

If registration is not successful the first time, repeat the process again in case the base registration period ran out of time. If the base is not found after a few seconds, the handset returns to standby mode. Try registering again.

If there are already 4 handsets registered to the base, the registration will fail. You must deregister an existing handset before you can register a new one.

9.7 Deregister a handset

Use one handset to deregister another. You cannot deregister the handset that you are using.

1. Press , scroll  to **Advanced set**.
2. Press , scroll  to **Deregister**.
3. Press . Enter the 4 digit PIN code (default = 0000).
4. Press , scroll  or  to select the handset number that you want to deregister.
5. Press . You will hear a confirmation beep and the display will return to standby mode.

9.8 Restore default settings

You can restore your phone to its default (original) settings.

All the handsets that are registered to the base will be retained.

Important

Resetting your phone to its default settings will delete all entries in the Calls and Redial lists. Entries stored in the phonebook will be retained. Other handsets registered to the base will only return to the default time.

1. Press , scroll  to **Advanced set**.
2. Press , scroll  to **Reset**.
3. Press . The display shows **Confirm?**.
4. Press  to confirm or  to return to the previous menu. Your phone will restart automatically.

Note

Once reset the handset will prompt you to reset the date and time, see 29.

9.9 Default settings

Handset name	Handset
Ringer tone	1
Ringer volume	5
Ear volume	2
Hands-free volume	3
Phonebook	Unchanged
Calls list	Empty
Redial list	Empty
PIN code	0000
Dial mode	Tone
Ring delay	4
Answer mode	Record Also

10. Using your answering machine

The phone can digitally record up to 12 minutes of messages.

The answering machine can be operated from the handset or remotely from any other DTMF telephone (see 37).

10.1 Switch the answering machine on / off

1. Press , scroll  or  to **Answ. machine** and press .
2. Scroll  to **Voice answer** and press .
3. Press  or  to select either **Answer only**, **Record also** or **Off** and press  to confirm.

10.2 Listening to your messages

1. If there is a new message press  and the new message will be played.
2. If there is no new message press , scroll  to **Answ. machine** and press .
3. **Play** is displayed, press .
4. The display shows the number of the message being played and the date and time the message was left will toggle on the screen.
5. During playback press  to display a list of options.
6. Use the  or  to change the options.
 - **Repeat:** press  to repeat current message.
 - **Next:** press  to play next message.
 - **Previous:** press  to play previous message.
 - **Delete:** press  to delete the current message.
7. Press  to stop playback and return to standby.

10.3 Delete all messages

1. Press , scroll  or  to **Answ. machine** and press .
2. Scroll  to **Delete all** and press .
3. Display shows **Confirm?**, press .

10.4 Announcement

This is the message your callers hear on the answer machine. There are two pre-recorded outgoing messages, or you can record your own.

10.4.1 Record also

The pre-set Record also announcement, that allows your caller to leave a message, is 'Hello, your call cannot be taken at this moment, so please leave your message after the tone'.

10.4.2 Answer only

The caller can listen to your announcement but cannot leave a message. The pre-recorded message is 'Hello, your call cannot be taken at this moment, and you cannot leave a message, so please call later.'

10.4.3 Record, play or delete your own announcement

1. Press , scroll  or  to **Answ. machine** and press .
2. Scroll  to **Announcement** and press .
3. Press  or  to select either **Answer only** or **Record also** and press .
4. Scroll  or  to select either **Play**, **Record** or **Use default** and press .

If you select **Play**, the current announcement will play back.

If you select **Record**, once you hear the beep, speak your announcement into the handset. To end recording, press . The announcement will play back.

If you selected **Use default**, the display shows **Confirm?**, press  to confirm.

10.4.4 Select the announcement

1. Press , scroll  or  to **Answ. machine** and press .
2. Scroll  to **Voice answer** and press .
3. Press  or  to select either **Answer only**, **Record also** or **Off** and press  to confirm.

10.5 Ring delay

Select the duration of rings before your answer machine picks up the call. Choose from 3-8 Rings or **Toll Saver**.

- When set to **Toll Saver**, if you have new messages, your phone answers after 3 Rings.
- If there are no new messages, it will answer after 5 Rings. So you have the option to hang up, saving the time and cost of a call.
- If the memory is full, it will automatically revert to **Answer only** mode.

1. Press , scroll  or  to **Answ. machine** and press .
2. Scroll  to **Ring delay** and press . The handset will display the current setting.
3. Use  or  to select the number of rings required and press  to confirm.

10.6 Remote access

You can operate your answering machine from any DTMF phone by calling your product and entering a 4 digit security PIN code. Make sure you have activated the remote access feature on your phone (see 38).

1. Dial your telephone number. When you hear your outgoing message, press #.
2. Enter your 4-digit PIN (default setting 0000) you will hear a confirmation beep. Use the keypad to operate the answering machine.

Press 1 to listen to the previous message.	Press 7 to turn on the answering machine.
Press 2 to listen to messages.	Press 8 to stop message playback.
Press 3 to listen to the next message.	Press 9 to turn off the answering machine.
Press 6 to delete the current message.	

10.7 Remote access on/off and change remote PIN

1. Press , scroll  or  to **Answ. machine** and press .
2. Scroll  to **Remote access** and press .
3. Scroll  or  to select **Activate**, **Deactivate** or **Change PIN**.
4. Press  to confirm. If you choose **Change PIN**, enter the old PIN and press .
5. Enter the new PIN and press .
6. Re-enter the new PIN.
7. Press  to confirm.

10.8 Voice language

1. Press , scroll  or  to **Answ. machine** and press .
2. Scroll  to **Voice language** and press .
3. Scroll  or  to select the required language and press  to confirm.

10.9 Memory full

The memory is full if there is fewer than 15 seconds of recording time left or if the maximum total of 59 messages has been reached.

When the memory becomes full:

-  flashes quickly on the handset display.
- The handset will display **Memory full** in idle mode.
- The machine will automatically switch to **Answer Only** mode.

If the memory becomes full while a caller is leaving a message, they will hear a beep and the call will end.

11. Help

No dial tone

- Use only the supplied telephone line cord.
- Make sure that the telephone line cord is properly connected.
- Make sure that the power plug is securely connected and switched on.
- Make sure that the batteries are correctly inserted and fully charged. Use only the approved rechargeable batteries supplied.

No display

- Make sure that the batteries are correctly inserted and fully charged. Use only the approved rechargeable batteries supplied.
- Make sure that the handset is switched on. Press and hold .
- Reset the base by removing the handset batteries and disconnecting the power supply. Wait for about 15 seconds before connecting it again. Allow up to 1 minute for the handset and base to synchronize.

flashes or has disappeared

- The handset is out of range. Move it closer to the base.
- Make sure that the handset is registered to the base.
- Make sure that the power plug is properly connected and switched on.

is not scrolling during charging

- Adjust the handset slightly on the base.
- Clean the charging contacts with a cloth moistened with alcohol.
- Make sure that the power plug is properly connected and switched on.
- The battery is full. When the handset is fully charged,  will appear steadily on the display.

No Caller ID

- Check your subscription with your network operator.
- The caller may have withheld their number.
- The record cannot be found in your phonebook. Make sure that you have the correct name / number stored in your phonebook, with the full area code.

Cannot store a phonebook entry

- The phonebook is full. Delete an entry to free up memory.

Cannot register a handset to the base

- You can register up to a maximum of 4 handsets to a DOT21 base. You must deregister a handset in order to register a new one.
- Make sure that you have entered the correct PIN code (default = 0000).
- Make sure that you are at least one metre away from other electrical equipment to avoid interference when registering the handset.

- The display shows **Searching**. You must deregister a handset in order to register a new one.

Handset does not ring

- The handset ringer volume may have been set to **Off**.
- Increase the volume.
- Make sure the Call Block mode is turned off.

Noise interference on my phone or on other electrical equipment nearby

- Place your phone at least one metre away from electrical appliances or any metal obstructions to avoid any risk of interference.
- Your base or charger cradle may be too close. Move it as far away as possible.

Answer machine does not record messages

- Switch the answer machine on.
- The memory may be full. Delete some messages.
- Answer mode may be set to **Answer only**. Change the mode to **Record also**.

Cannot access messages remotely

- Remote access may be switched off.
- If the wrong PIN is entered, a beep is played. You can enter the PIN again.

Cannot record announcement

- The memory may be full. Delete some messages.

Answer machine stops automatically

- The memory may be full. Delete some messages.
- The maximum message length is 3 minutes.

12. Technical Specifications

RF Frequency Bands	1920MHz to 1930MHz (USA and Canada) 1910MHz to 1930MHz (Latin America) 1880MHz to 1900MHz (Europe and UK)
RF Transmission Power	< 24dBm for Europe and UK
RF Channels	5 channels for USA and Canada 10 channels for Europe and UK
Power Supply for Base	DC 6.0V, 0.4A
Base Adaptor Power Rating	Input: AC 100V to 240V, 50/60Hz Output: DC 6.0V, 0.4A
Power Supply for Handset	2x DC 1.2V AAA 550mAh Ni-MH rechargeable batteries
Battery Information  	HFR-AAA550 manufactured by Shenzhen Highpower Technology Co., LTD, or 55AAAHc manufactured by GPI International LTD
Power Supply for Charger Cradle	DC 6.0V, 0.4A
Charger Adaptor Power Rating	Input: AC 100V to 240V, 50/60Hz Output: DC 6.0V, 0.4A
Talk time	17 hours
Standby time	250 hours

13. General information

Cleaning

- Clean the handset and base (or charger) 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 handset 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 and telephone line 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.

Products Covered	Length of Coverage
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:

- 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;
- contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food;
- use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or
- 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

- serial numbers or date tags that have been removed, altered or obliterated;
- broken seals or that show evidence of tampering;
- mismatched board serial numbers; or
- 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 visit:

<https://motorolavoice.com/support/>

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:

- the Product or Accessory;
- the original proof of purchase (receipt) which includes the date, place and seller of the Product;
- if a warranty card was included in your box, a completed warranty card showing the serial number of the Product;
- a written description of the problem; and, most importantly;
- your address and telephone number.

Technical Information

How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your DOT21 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types, there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

The product operates in the frequency range of 1880 to 1900MHz, and the RF transmission power is 250mW (Max.)

RE Directive

The equipment complies with the essential requirements for the Radio Equipment Directive 2014/53/EU.

Connecting to a switchboard

This product is intended for use within Europe for connection to the public telephone network.

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.

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

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.

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 collocated 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.

ISED/C Warning

This device complies with Innovation, Science, and Economic Development 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.

Avertissement ISDEC

Cet appareil est conforme aux normes CNR d'Innovation, Sciences et Développement économique Canada (ISDE). Son utilisation est soumise aux deux conditions suivantes :

- (1) cet appareil ne doit pas causer d'interférences ;
- (2) il doit tolérer toute interférence, y compris celles qui pourraient entraîner un fonctionnement indésirable.

ISED Specific Absorption Rate (SAR) information

For Handset

SAR tests are conducted using standard operating positions accepted by the ISED with device 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 device while operating can be well below the maximum value. Before a new model device is available for sale to the public, it must be tested and certified to the ISED that it does not exceed the exposure limit established by the ISED, tests for each device are performed in positions and locations as required by the ISED. For body worn operation, this model device has been tested and meets the ISED RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal.

For Base

This equipment complies with ISED 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.

Pour les combinés

Les tests DAS sont effectués dans des positions de fonctionnement standard acceptées par l'ISED, l'appareil émettant à son niveau de puissance certifié le plus élevé dans toutes les bandes de fréquences testées. Bien que le DAS soit déterminé à ce niveau, le niveau DAS réel de l'appareil en fonctionnement peut être bien inférieur à la valeur maximale. Avant qu'un nouveau modèle d'appareil soit mis en vente, il doit être testé et certifié par l'ISED afin de garantir qu'il ne dépasse pas la limite d'exposition établie par l'ISED. Les tests pour chaque appareil sont effectués dans les positions et emplacements requis par l'ISED. Pour une utilisation portée sur le corps, ce modèle d'appareil a été testé et est conforme aux directives d'ISED en matière d'exposition aux radiofréquences lorsqu'il est utilisé avec un accessoire conçu pour ce produit ou avec un accessoire ne contenant pas de métal.

Pour la base

Cet équipement est conforme aux limites d'exposition aux rayonnements de l'ISED définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps. Cet émetteur ne doit pas être placé à proximité ni fonctionner avec une autre antenne ou un autre émetteur.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Le présent matériel est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas cinq.

REN: 0.1

California Energy Commission(CEC)/Canada Battery Charger(NRCAN) Battery Charging Testing

It is not necessary to activate testing mode during normal usage, unless you want to charge the battery only and disable all telephone functions.

To activate the battery charge testing mode:

1. Ensure handset and base are powered and in range.
2. Press , and enter ***2201** to enter **Test Mode**.
3. Select **Base** and press .
4. Scroll  to **BS_CEC mode** and press  to confirm.
5. Press .

To deactivate/exit the battery charge testing mode.

1. Unplug the base power, reconnect the base power.
2. Press , and enter ***2201** to enter **Test Mode**.
3. Select **Handset** and press .
4. Scroll  to **HS_CEC mode** and press  to confirm.
5. After the handset has linked to the base, it will be back to normal mode.

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EU Declaration of Conformity

Hereby, MZGW declares that the radio equipment type is in compliance with RE Directive 2014/53/EU.

UK Declaration of Conformity

Hereby, MZGW declares that this product is in compliance with the requirements for UKCA marking.

Both the Declaration of Conformity for EU and UK can be obtained at: <https://motorolavoice.com/support/declaration-of-conformities/>

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