

## B80X Frequently Asked Questions

**Q: Why can I not pair my mobile phone to the telephone base?**

A: Make sure to turn on the Bluetooth function of your Bluetooth enabled mobile phone. See your mobile phone user's manual for more information.

Remove Motorola B801/ B802/ B803/ B804/ B805 device from your mobile phone's Bluetooth device history list (please refer to your mobile phone user's manual for more information).

Carefully follow the pairing instructions in the user's guide, making sure that your mobile phone is not connected to any other Bluetooth device (s).

Turn off your mobile phone, and then turn it on again.

Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, and then plug it back in. Repeat the above suggestions.

**Q: Why can I not connect my mobile phone with the paired telephone base?**

A: Make sure that the Bluetooth function of your mobile phone is turned on. See your mobile phone user's manual for more information.

Make sure that your Bluetooth mobile phone is not connected to any other Bluetooth device(s).

Turn off your mobile phone, and then turn it on again.

For some mobile phones, you must authorize the **Motorola B801 /B802 /B803 /B804 /B805** device in your mobile phone's Bluetooth feature. See your mobile phone user's manual for more information.

If the telephone base does not connect to your paired Bluetooth enabled mobile phone automatically, connect to that device manually, refer to Section 3.2 "Bluetooth setup" for details of the user's guide.

If the Bluetooth enabled mobile phone does not connect to the telephone base after trying manual connection, delete **Motorola B801/B802/B803/B804/B805** from the paired device list in your Bluetooth enabled mobile phone, then start again with the pairing procedures.

While you are on a **cellular** call using a handset, and you try to intercept the call with the paired Bluetooth enabled mobile phone, the Bluetooth connection between the paired Bluetooth enabled mobile phone and the telephone base may be disabled. You may need to connect the Bluetooth enabled mobile phone

to the telephone base manually to resume the connection, refer to Section 3.2 “Bluetooth setup” for details

**Q. Why can I not find the Motorola B801/B802/B803/B804/B805 on my mobile phone?**

Make sure that the Bluetooth feature is turned on in the telephone base. Carefully follow the setup instructions in Section 3.2 “Bluetooth setup” of the user’s guide.

Make sure that you manually set your mobile phone to find or search for devices.

Remove the **Motorola B801/B802/B803/B804/B805** from your mobile phone's Bluetooth device history list (see your mobile phone user's manual for more information).

Turn off your mobile phone, and then turn it on again.

Reset the telephone base. Unplug the unit’s electrical power. Wait for approximately 15 seconds then plug it back in. Repeat the above suggestions.

**My mobile phone is connected to the telephone base, but I cannot make a cellular call.**

A: Make sure that your mobile phone is in idle mode when you are trying to make a cellular call.

Make sure that your mobile phone is compatible.

For some smart phones, make sure that the cellular function is turned on.

**Q. Why does the Bluetooth System Busy appear on the display?**

A: Make sure that your Bluetooth enabled mobile phone is in idle mode when connected to the telephone base.

Make sure that your Bluetooth enabled mobile phone is not connected to any other Bluetooth device.

The **Motorola B801/B802/B803/B804/B805** can only use one Bluetooth device at a time.

It may be the reason that the PIN code on the telephone base does not work. The default PIN code is 0000.

**Q: Why I cannot hear any sound on my telephone system when on a cellular call?**

A: Reset the telephone base. Unplug the unit's electrical power and wait for approximately 15 seconds, then plug it back in.

Turn off your mobile phone, and then turn it on again.

**Q: Why have the battery icons on the cordless handset display stopped scrolling even when the phone is placed on the charger?**

A: The cordless handset might not be properly positioned in the charger. Please adjust the handset slightly until you hear the confirmation beep.

The cordless handset metal charging pins at the bottom of the phone may need to be cleaned. Please clean the metal contacts with a cloth moistened with alcohol.

The battery might already be fully charged. In this case the icon will be static.

**Q: Why can't I hear a dial tone on my cordless handset even when the TALK key is pressed?**

A: The base might be disconnected from the electrical outlet. Please check the base power connection or unplug and re-plug to the electrical outlet.

The battery might be out of power. Please charge the battery for 24 hours.

The cordless handset may be too far from the base. Please move the handset closer to the base.

The telephone line cord may not be the proper one. Please only use the telephone line cord provided.

**Q: Why do I hear poor audio quality from the cordless handset?**

A: The base might be placed too close to electrical appliances, reinforced concrete wall or metal door frames. Please keep the base away from those possible wireless obstacles.

**Q: Why does my handset does not ring when I receive a call?**

A: Make sure that the ringer is not turned off. Refer to the section 6.2.1 "Ringer volume" (Page 37) in the user's manual.

Make sure the telephone line cord is plugged securely into the telephone base and the telephone jack. Make sure the power cord is securely plugged in.

The handset may be too far from the telephone base.

Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to the telephone base or charger when not in use.

You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.

The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably on an upper floor.

If the other phones in your home are having the same problem, the problem is in your wiring or local service. Contact your local telephone company (charges may apply).

Test a working phone at the phone jack. If another phone has the same problem, the problem is the phone jack. Contact your local telephone company (charges may apply).

Other electronic products can cause interference with your phone. Try installing your phone as far away as possible from electronic devices such as television sets, VCRs, or other telephones.

Re-install the battery, and place the handset in the telephone base. Wait for the handset to re-establish its connection with the telephone base. Allow up to one minute for this to take place.

Your line cord might be malfunctioning. Try installing a new line cord.

**Q: Why doesn't the caller ID display on my phone?**

A: Caller ID requires a service plan. Please check your subscription with your network operator.

Your caller must be calling from an area that supports caller ID.

Both you and your caller's telephone companies must use caller ID compatible equipment.

**Q: Why can't I receive caller ID display after connecting to (Digital Subscriber Line – DSL) through your telephone line?**

A: You must install a DSL filter between the telephone base and the telephone wall jack. The filter will prevent noise and caller ID problems caused by DSL.

interference. Please contact your DSL service provider for more information about DSL filters.

**Q: Why do I get noise, static, or weak signals even when I'm near the telephone base?**

A: You may be able to improve the performance of your phone by installing your new telephone base as far as possible from any other existing telephone system that may already be installed.

Try installing your phone as far away from the following electronic devices as possible: television sets, VCRs, or other telephones.

You may experience decreased performance while the microwave oven is operating.

If your phone is plugged in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this doesn't solve the problem, re-locate your phone or modem farther apart from one another, or use a different surge protector.

Relocate your phone to a higher location. The phone will likely have better reception when installed in a high area.

Contact your local telephone company (charges may apply).

You may hear interference if your Bluetooth enabled mobile phone is too close to the telephone base during a **cellular** call. Please make sure that your Bluetooth enabled mobile phone is between one to 12 feet away from the telephone base in order to maintain a reliable connection between your Bluetooth.

**Q: Why can't I store new phonebook entries to the memory?**

A: The phonebook memory might be full. Please free the memory space by deleting some entries.

**Q: Why does the display on the cordless handset not turn on?**

A: The battery may be out of power. Please recharge or replace the battery pack in the cordless handset.

**Q: Why does the cordless handset drop the link during a call?**

A: The base power might be disconnected. Please check that the power cord is properly connected to the unit and that the power adaptor is connected properly to the electrical outlet.

The unit might be out range between the base and the cordless handset. Please move the cordless handset closer to the base.

If these do not remedy the problem, please unplug the base's electrical power. Wait for 15 seconds and plug it back in. Then allow one minute for the cordless handset to link up again with the base.

**Q: Why do I hear incomplete voice messages?**

A: If a caller leaves a very long message, part of it may be lost when the system disconnects the call after four minutes.

If the caller pauses for longer than seven seconds, the system stops recording and disconnects the call.

If the system's memory becomes full during a message, the system stops recording and disconnects the call.

If the caller's voice is very soft, the system may stop recording and disconnects the call.

**Q: Why does the Answering System not respond to remote commands?**

A: Make sure to enter your remote access code correctly.

Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.

The answering system may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.

There may be interference on the phone line you are using. Press the keypad keys firmly.

**Q: Why does the Answering System not record message?**

A: Make sure the answering system is on.

Make sure the memory of the answering system is not full. Please delete some messages to free space if memory is full.

**Q: Why is the Outgoing announcement not clear?**

A: When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the telephone base.

Make sure there is no background noise (TV, music, etc.) while recording.