



motorola

FW500

EMERGENCY BACK-UP LINE TELEPHONE



User Guide

Welcome...

to your new Motorola FW500 Emergency Back-up Line

- Emergency mode to make calls through the 4G network in case of a service outage.
- 8-hour standby and 1-hour talk back-up in case of a power outage.
- 9 speed dial keys for easy dialing.
- Store up to 200 names and numbers in the contacts of the phone.
- Bright backlit display.
- Speakerphone for hands-free conversations.
- Caller ID shows you who's calling and see details of the last 30 callers in a Calls list.¹
- Initialize 2nd calls, multi-calls and call waiting.

¹This is only applicable if you have the Caller ID service on your phone line.

Important

The FW500 phone has an 8 hour standby with 1 hour talk time when fully charged. Please make sure you keep it plugged in and charge for 24 hours when setting it up. The charge capacity of the batteries will reduce over time, giving less talk/standby time.

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1. Getting started

Checking for the dial tone

Lift the handset and check if there is a dial tone. In the event of phone or power outage, the phone will switch from the AC power to the battery automatically. you can still hear the dial tone.

Date and time

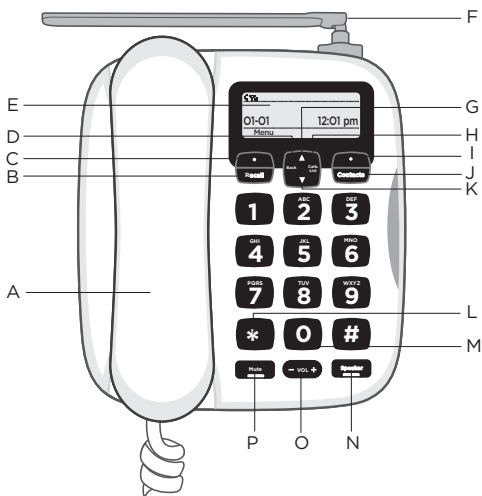
If you have subscribed to a Caller ID service, the date and time is set automatically when you receive your first call.

If you do not have a Caller ID service, you can set the date and time manually.

1. Press the left ● key, select **Clock/Alarm** by pressing the left ● key.
2. Scroll ▼ to **Set time & date** and press the left ● key to confirm.
3. Enter the time (HH:MM) e.g. 04:30 in 24 hours format. Press the left ● key to confirm.
4. Enter the date using the format DD-MM-YYYY e.g. 27/08/2021 for 27 August 2021. Only the last two digits of the year are adjustable. Press the left ● key to confirm.

2. Getting to know your phone

Overview of your phone



A Handset

B Recall key

Press to switch between two calls or answer a call waiting.

C Menu / OK

Press to enter the main menu in idle mode.
Select the option displayed on screen.
Confirm a menu option.

D Back

Go back to the idle mode.

E Display screen

F Antenna

G Scroll up

Press ▲ to scroll up through lists and settings.

H Calls list

Press to enter the calls list.

I Clear / Back

Press to delete individual character and digit when entering names and numbers. Press and hold to remove all characters and digits.
Go back to previous menu level.

J Contacts

Open the contact list.

K Scroll down

Scroll down through lists and menus.

L * / Ringer

Dial a *.

Press and hold to turn the ringer on or off.

M O/Space/Pause

Press to insert a space in text editing.

Press to insert O in number editing.

When dialing or storing a number, press and hold to enter a pause (P).

N Talk / Hands-free

Press to make and receive calls.

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

O Volume up / down

Increase / decrease the earpiece or hands-free volume during a call, or the ringer volume during standby.

P Mute

Press to mute or unmute your microphone or ringer temporarily.

Navigating the menus

The basic steps of navigating through the menu and on-screen options.

When the base is in standby:

1. From the standby screen, press the left ● key to open the main menu
2. Use ▲ to scroll up and ▼ to scroll down through the menu.
3. Press the left ● key to open a sub-menu or validate an option.
4. Press the right ● key to correct a character, cancel an action, return to the previous menu level or standby.

Note

1. If you do not press any button on the base for 60 seconds, the display will automatically return to standby.
2. When "Line Fault Mobile Mode" is displayed on the screen, it is a text prompt to alert that the landline is out of the service. You need to press the soft key "Hide", or "Contacts" key, or key in digits to be dialled out, to hide this text prompt screen and then you can start to operate with your phone.

Display icons

-  Indicates the landline is out of service.
-  Indicates the landline is in service.
-  Indicates the connection status. More bars indicate a better signal.
-  Indicates there is no SIM card.
-  Indicates the SIM card is locked.
-  Indicates a call is on hold.
-  Indicates another call is waiting.
-  Hands-free is on.
-  Handset ringer is off.
-  Alarm is on.
-  Incoming call from the landline.
-  Incoming call from the LTE network.
-  Battery is fully charged.
-  Battery is running low.
-  Battery is almost empty.
-  Battery is empty.
-  No data access
-  2G access
-  3G access
-  4G access

Main menu icons

-  Clock/Alarm
-  Speed dial list
-  Settings

3. Using the phone

3.1 Calls

3.1.1 Make a call

Lift the handset and dial the number.

3.1.2 Dialing

1. Dial the number first. If you make a mistake, press the right ● key to delete the last digit.
2. Lift the handset to dial.

3.1.3 Speed dial call

If you have stored the speed dial numbers, press and hold on the keypad in standby to dial the saved phone number automatically. To set up a speed dial number, see page 14.

3.1.4 Call from the Contacts or Calls list

You can make a call from the Contacts (see page 11) or Calls list (see page 19).

3.1.5 End a call

Place the handset back on the telephone base.

3.1.6 Receive a call

When you receive a call, the base rings. Simply lift the handset to answer the call.

3.2 Adjust the earpiece volume

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

3.3 Mute

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

1. During a call, press **Mute**. The display shows **Call muted** and your caller cannot hear you.
2. Press **Mute** again to unmute and continue your call.

3.4 Call waiting (if you have this service on your phone line)

If during a call you receive an incoming call, you will hear the alert tone. The caller name and number will also be displayed. Press **Recall** on the base or select **Switch** to put the current call on hold and answer the incoming call. Press **Recall** on the base or select **Switch** again to switch to the original call.

3.4.1 Make a second call

You can make a second call on the same line while on an active call.

1. Press and hold **Recall** on the base.
2. Enter the number of the caller or press the left ● key to select the caller from **Contacts/Calls List**. Then press the left ● key to call the contact.

3.4.2 3-way conference call

You can hold a 3-way conference call with 2 external callers.

During a call at the base with an external caller:

1. Press the left ● key, then select **3-way Chat**.
2. Enter the number of the 3rd caller or press the left ● key to select the caller from **Contacts/Calls List**. Then press the left ● key to call the contact.
3. Press the left ● key to connect all three callers and begin the conference call.

Note

When the landline is out of service, the phone automatically switches to work on 4G mode. During 4G mode, this 3-way conference call operation is not applicable.

3.5 Hands-free speakerphone

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 press **Speaker** on the base to start talking in hands-free mode.

3.5.1 Make a hands-free call

Dial the number and then press **Speaker** on the base, you will hear the call over the base loudspeaker.

3.5.2 Answer a call hands-free

Press **Speaker** to answer the call in hands-free mode.

Note

Press **Speaker** to switch the call between the earpiece and loudspeaker. During a hands-free call, press **-VOL+** to adjust the volume.

4. Contacts

You can store up to 200 names and numbers in the base. Names can be up to 14 characters long and numbers up to 24 digits.

4.1 Store a number

1. Press the **Contacts** key to enter the contact list.
2. Press the left **●** key, the display shows **Add new contact**.
3. Press the left **●** key, the display shows **Name**.
4. Enter the name using the keypad, if you make a mistake, press the right **●** key to delete a character.
5. Press the left **●** key, the display shows **Number**.
6. Enter the number using the keypad, if you make a mistake, press the right **●** key to delete a digit.
7. Press the left **●** key, the entry is saved.

Entering names

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

Press **8** once to enter T.

Press **6** three times to enter O.

Press **6** once to enter M.

Writing tips

Press the right **●** key to delete the last character or digit.

Press **0** on the base to insert a space.

Press **#** to switch among first letter uppercase (lowercase for the rest), all lowercase, all uppercase and numbers.

4.2 View or dial an entry

1. Press the **Contacts** key to enter the contact list.
2. Scroll **▲** or **▼** to select a contact, lift the handset or press **Speaker** to dial the number.

4.3 Edit a contact entry

1. Press the **Contacts** key to enter the contact list.
2. Scroll **▲** or **▼** to the entry you want to edit.
3. Press the left **●** key, and scroll **▼** to **Edit Contact**.
4. Press the left **●** key, edit the name.
5. Press the left **●** key, edit the number.
6. Press the left **●** key, the entry is saved.

4.4 Delete an entry

1. Press the **Contacts** key to enter the contact list.
2. Scroll ▲ or ▼ to the entry you want to delete.
3. Press the left ● key, and scroll ▼ to **Delete contact**.
4. Press the left ● key, the display shows **Are you sure?**.
5. Press the left ● key to confirm.

4.5 Delete all entries

1. Press the **Contacts** key to enter the contact list.
2. Press the left ● key and scroll ▼ to **Delete all contacts**.
3. Press the left ● key, the display shows **Are you sure?**.
4. Press the left ● key to confirm.

4.6 View the memory status

It shows the number of contacts stored in the phone.

1. Press the **Contacts** key to enter the contact list.
2. Press the left ● key and scroll ▼ to select **Memory status**.
3. Press the left ● key to view the information.

5. Clock and alarm

If you have subscribed to Caller ID Service, the date and time will be set on your telephone whenever a call is received. You can also manually set the date and time.

5.1 Set the alarm

1. Press the left ● key, **Clock/Alarm** is displayed.
2. Press the left ● key, **Alarm** is displayed.
3. Press the left ● key, scroll ▲ or ▼ to select **On once**, **On daily**, **Monday to Friday**, **Saturday & Sunday** or **Off**.
4. Press the left ● key, enter the time (HH:MM) e.g. 04:30.
5. Press the left ● key, scroll ▲ or ▼ to select a melody. Press the left ● key to save.

Note

Once the alarm is set to on,  is displayed. When the alarm sounds, press **Speaker**, the right ● key or lift the handset to stop the alarm. Pressing any other key will snooze the alarm.

5.2 Set time & date

1. Press the left ● key, **Clock/Alarm** is displayed.
2. Press the left ● key, scroll ▼ to select **Set time & date**.
3. Press the left ● key, enter the time (HH:MM) e.g. 04:30.
4. Press the left ● key, enter the date using the format DD-MM-YYYY e.g. 27/08/21 for 27 August 2021 and press the left ● key to save.

5.3 Set the time format

The screen can display the time in a 12 hour or 24 hour format.

1. Press the left ● key, **Clock/Alarm** is displayed.
2. Press the left ● key, scroll ▼ to select **Time format**.
3. Press the left ● key, scroll ▲ or ▼ to select **12-hour** or **24-hour**. Then press the left ● key to save.

6. Speed dial

Your phone can store 9 speed dial numbers for key 1 and 9. The speed dial number can be up to 24 digits.

6.1 View the speed dial list

1. Press the left ● key in standby, scroll ▼ to **Speed dial list**.
2. Press the left ● key, scroll ▼ to view the entries.

6.2 Add a new speed dial number

1. Press the left ● key in standby, scroll ▼ to **Speed dial list**.
2. Press the left ● key, scroll ▲ or ▼ to select from **Speed dial 1** to **Speed dial 9**.
3. Press the left ● key, enter the number. If the number matches the contact, the contact name will be displayed on the speed dial list.
4. Press the left ● key to save.

Note

If you want to change the speed dial number,

- Scroll to **Speed dial list** and press left ● key to enter.
- Screen displays **Speed dial 1**, scroll ▲ or ▼ to select which **Speed dial** number to be edited.
- Then, press left ● to show **Edit Speed dial**.
- Press left ● to confirm to edit.

6.3 Store a speed dial number

1. In standby mode, enter the phone number.
2. Press the left ● key, scroll ▼ to **Set as speed dial**.
3. Press the left ● key, scroll ▲ or ▼ to select from **Speed dial 1** to **Speed dial 9** you want to store the number under, and press the left ● key to confirm.
4. If the speed dial key was not assigned before, the new number will be saved directly. If the new number is to replace the old number, press the left ● key to save.

Note

If you want to change the speed dial number, repeat the steps in 6.3 above.

6.4 Store a contact/call list to the speed dial list

1. Press the left ● key in standby, scroll ▼ to **Speed dial list**.
2. Press the left ● key, scroll ▲ or ▼ to select from **Speed dial 1** to **Speed dial 9**.
3. Press the left ● key twice, select **From Contacts/From Calls list**.
4. Press the left ● key, scroll ▼ to select a contact/call list.
5. Press the left ● key to save.

Note

When the landline is out of service, the phone automatically switches to work on 4G mode. During 4G mode, you can store the 4G calls in the calls list.

6.5 Edit a speed dial number

1. Press the left ● key in standby, scroll ▼ to **Speed dial list**.
2. Press the left ● key, scroll ▼ to select a speed dial key.
3. Press the left ● key, select **Edit Speed dial** and press the left ● key.
4. Press the right ● key to delete the existing number.
5. Enter the new number and press the left ● key to save.

6.6 Delete a speed dial number

1. Press the left ● key in standby, scroll ▼ to **Speed dial list**.
2. Press the left ● key, scroll ▼ to select a speed dial key.
3. Press the left ● key, scroll ▼ to select **Delete Speed dial** and press the left ● key.
4. Press the left ● key again to confirm or the right ● key to cancel.

6.7 Dial a speed dial number

In standby mode, press and hold the speed dial key under which the number is stored to make a call directly.

7. Settings

7.1 Ring tones

You can set different ringer melodies for your calls. Choose from 15 different ringer melodies. You will hear a sample ring as you scroll to each option.

1. Press the left ● key in standby, scroll ▼ to **Settings**.
2. Press the left ● key, **Ringer tone** is displayed.
3. Press the left ● key, scroll ▲ or ▼ to select a melody (1 - 15).
4. Press the left ● key to confirm or the right ● key to return to the previous menu.

7.2 Ring volume

You can adjust the ringer volume and set different volume levels on the corded base. Choose from 5 volume levels or **Ringer off**. You will hear a sample as you scroll to each option.

1. Press the left ● key, scroll ▼ to **Settings**.
2. Press the left ● key, scroll ▼ to **Ringer volume**.
3. Press the left ● key, scroll ▲ or ▼ to select a volume.
4. Press the left ● key to confirm or the right ● key to return to the previous menu.

7.3 Keypad tones on/off

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

1. Press the left ● key in standby, scroll ▼ to **Settings**.
2. Press the left ● key, scroll ▼ to **Keypad tone**.
3. Press the left ● key, scroll ▼ to **Tones On** or **Tones Off**.
4. Press the left ● key to confirm or the right ● key to return to the previous menu.

7.4 Confirmation tones on/off

When you press a button on the base to confirm a selection, you will hear a beep. You can switch these beeps on or off.

1. Press the left ● key in standby, scroll ▼ to **Settings**.
2. Press the left ● key, then scroll ▼ to select **Confirmation tone**.
3. Press the left ● key, scroll ▲ or ▼ to set **Tones On** or **Tones Off**.
4. Press the left ● key to confirm or the right ● key to return to the previous menu.

7.5 Display contrast

You can set the contrast level of your phone screen. Choose from 3 contrast levels.

1. Press the left ● key in standby, scroll ▼ to **Settings**.
2. Press the left ● key, scroll ▼ to select **Display contrast**.
3. Press the left ● key, scroll ▲ or ▼ to select a contrast level.
4. Press the left ● key to confirm or the right ● key to return to the previous menu.

7.6 Firmware upgrade

1. Press the left ● key, scroll ▼ to **Settings**.
2. Press the left ● key, scroll ▼ to select **LTE settings**.
3. Press the left ● key, scroll ▼ to select **FW update**.
4. Press the left ● key to select **Upgrade**.
5. Then you can press the left ● key 3 times to proceed if you select **Upgrade**.

Note

This firmware upgrade is only for the operations under 4G mode and is available when you have the SIM card installed.

7.7 Restore default settings

You can restore your FW500 to its default (original) settings.

Important

Resetting your phone will restore all settings to its default settings but the calls list and contact numbers will be retained. Delete user data will delete the calls list and contact numbers.

1. Press the left ● key in standby, scroll ▼ to **Settings**.
2. Press the left ● key, scroll ▼ to select **Reset**.
3. Press the left ● key, scroll ▲ or ▼ to select **Reset settings** or **Delete user data**.
4. Press the left ● key, **Reset all settings** is displayed if **Reset settings** is selected. **Delete user data?** is displayed if **Delete user data** is selected.
5. Press the left ● key to confirm or the right ● key to return to the previous menu.

7.8 Default settings

Ringer tone	1
Ringer volume	3
Contacts	Empty
Calls list	Empty

8. Caller ID and the Calls list (if you have this service on your phone line)

8.1 Caller ID

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

If you have subscribed to a Caller ID service, you will be able to see your caller's number on your base (provided it is not withheld) prior to answering the call. The phone can support up to 20 digits of the number and 25 characters of the name.

If your caller's name and number are stored in the Contacts and a number match is found, you will see the caller's name on the display as well. To ensure that the caller's name is displayed, make sure you have stored the full telephone number, including the area code in Contacts.

- If the number is out of area/private, **Unavailable / withheld** will be displayed.
- If the call is from an international number, the number and **International** 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 a ringback request, **Ringback** will be displayed.

8.2 Calls list

The Calls list stores details of your last 30 incoming calls, including the phone number and date or time of the call.

The Calls list also alerts you when you have unanswered calls.

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

When you have missed call(s) (incoming calls that you haven't answered) you will find the caller's details being displayed under **Missed**.

1. Press the **Calls list** key. If there are no calls in the list, the display shows **Calls list empty**.
 - The most recent number (and name if stored in Contacts) is displayed.
2. Press **▲** or **▼** to scroll through the list.
 - If the call was answered, **Answered** is displayed as you scroll to the entry. If the call was unanswered, **Missed** is displayed as you scroll to the entry. If the call was dialled, **Dialled** is displayed as you scroll to the entry.
 - If the telephone number is longer than one line of the screen, '...' is displayed.
 - Press the left **●** key to access the options to view, store the entry to your Contacts, delete the number or delete all numbers.

8.2.1 View the Calls list

1. Press the **Calls list** key.
2. Scroll ▲ or ▼ to view the number and type of calls.

8.2.2 Dial a number in the Calls list

1. Press the **Calls list** key.
2. Scroll ▲ or ▼ to the entry you want.
3. Lift the handset or press **Speaker** to dial the displayed entry.

8.2.3 Store a Calls list number to Contacts

If a phone number is stored in the calls list but is not already in Contacts, you can save the name and number.

1. Press the **Calls list** key.
2. Scroll ▲ or ▼ to the entry you want.
3. Press the left ● key, the display shows **Save number**.
4. Press the left ● key, enter the name.
5. Press the left ● key, enter the number.
6. Press the left ● key. The number is stored.

8.2.4 Delete an entry

1. Press the **Calls list** key.
2. Scroll ▲ or ▼ to the entry you want.
3. Press the left ● key, scroll ▼ to **Delete call**.
4. Press the left ● key to confirm or right ● key to cancel.

8.2.5 Delete the entire Calls list

1. Press the **Calls list** key.
2. Press the left ● key, scroll ▼ to **Delete all calls**.
3. Press the left ● key to confirm or right ● key to cancel.

Note

When the landline is out of service, the phone automatically switches to work on 4G mode. During 4G mode, you can store the 4G calls in the calls list or redial list.

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