

Companion Products

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HK250 Manual

Date: Jan 6th, 2012 Rev: V3

Motorola Confidential Restricted



CONGRATULATIONS

Your Motorola HK250 Bluetooth® headset delivers everything you need to stay connected including clear calls, hands-free texting, and custom comfort.

We've crammed all of the main features of your headset into this handy guide, and in a matter of minutes we'll show you just how easy your headset is to use.

So go on, check it out.

MORE INFORMATION

On the web: www.motorola.com/support

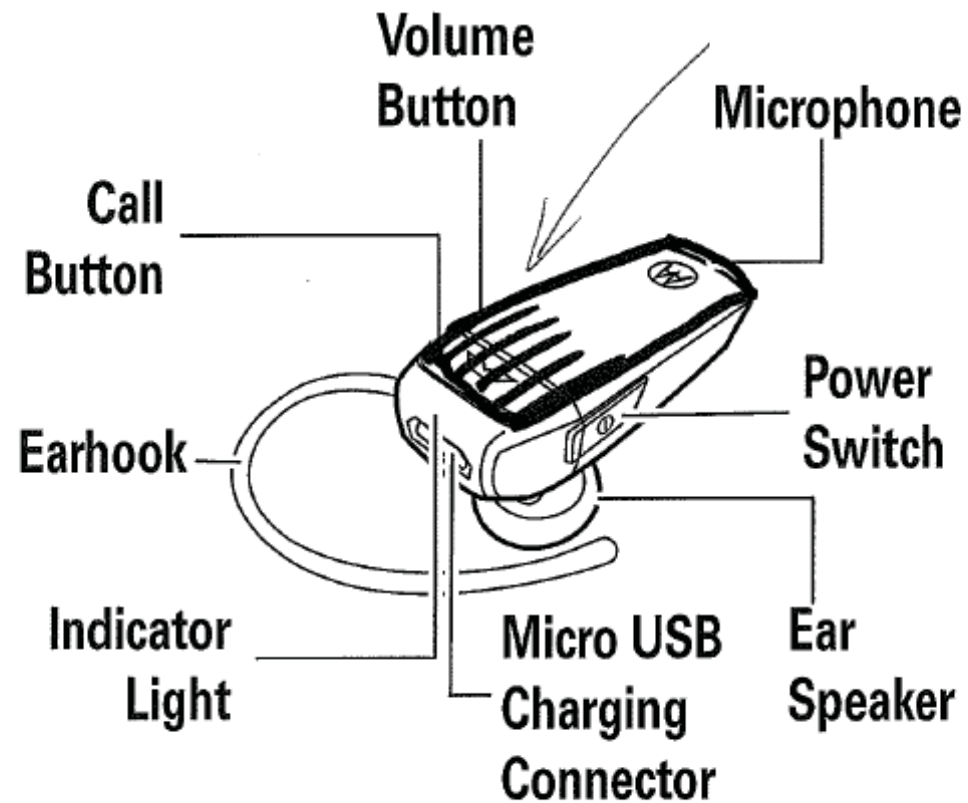
Caution: Please read the important safety, regulatory and legal information at the back of this guide.

Note: Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.



Your headset

the important buttons and connectors



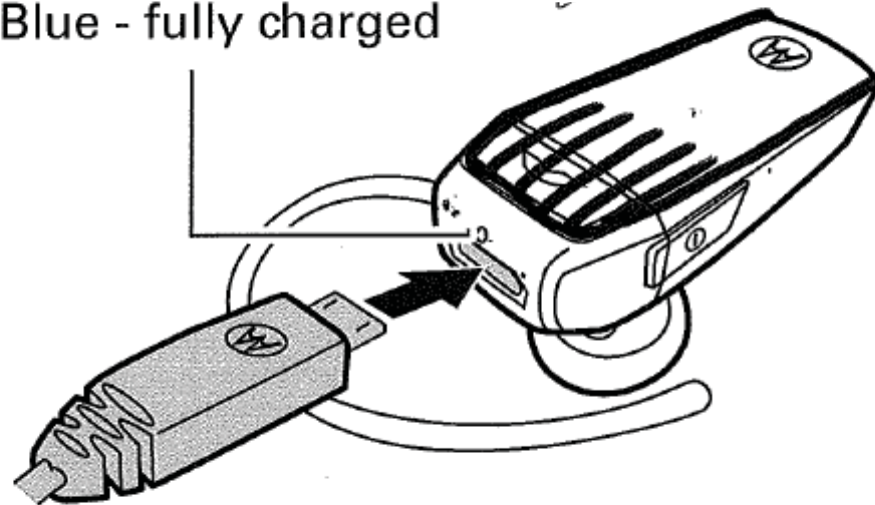
Charge it

let's get you up and running

Indicator Light

Red/Purple - charging

Blue - fully charged



Note: Headset is not functional while charging.

Note: Your battery is designed to last the life of your product. It should only be removed by a recycling facility. **Any attempt to remove or replace your battery will damage your headset.**



Basics

a few essentials to get you started

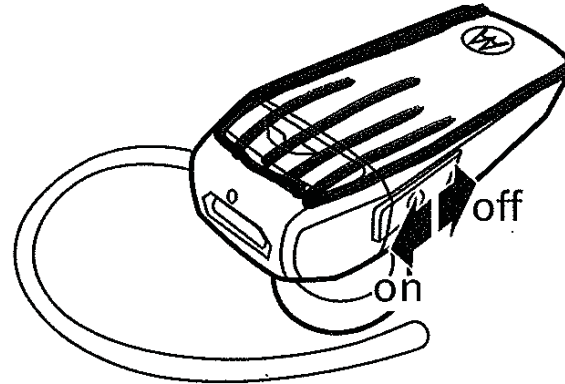
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Turn it on & off

Use the power switch to turn your headset on and off as shown.

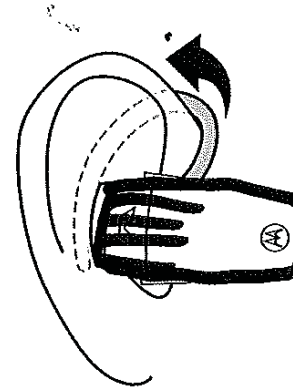
When Powered on, you will hear "Welcome to HK250"



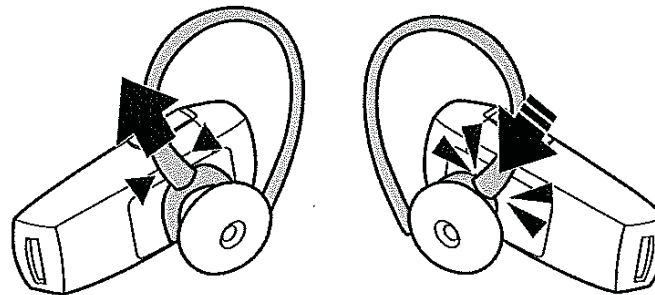
Wear it

Flex the ear hook and loop it over your ear as shown.

Make sure the speaker aligns with your ear canal, and the microphone is pointing towards your mouth.



Your headset comes ready for use on your right ear. To change the ear hook for use on the left ear, just pull off the earhook, turn, and reinstall as shown.



Pair & connect

connect and go

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- 1 Turn off any Bluetooth devices previously paired with your headset.
- 2 Turn on the Bluetooth feature on your phone.
- 3 Put the headset on your ear (see “Wear it” on page 4 for help).
- 4 Turn on your headset (see “Turn it on & off” on page 4 for help).

The indicator light becomes steadily lit in blue and you hear “Ready to Pair”

- 5 Follow voice prompts to connect your phone to your headset.

Note If prompted for the passkey, enter **0000**.

When connected, you hear _____
 (“phone one connected”) and see the indicator light rapidly flash in blue and purple.

Test your connection

- 1 Place the headset on your ear.
- 2 On the phone, dial the number you want to call and press the **Call/Send** key.



If your phone and headset are successfully connected, you hear ringing on the headset.

For daily use, make sure your headset is turned on, and your phone's Bluetooth feature is on. Your headset and phone will connect automatically.



PAIR & CONNECT A SECOND PHONE (OPTIONAL)

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- 1 Turn off first phone and any other Bluetooth devices previously paired with your headset.
- 2 Turn your headset off (see "**TURN ON & OFF**" on page 4 for help).
- 3 Turn on the Bluetooth feature on your phone.
- 4 Turn on your headset.
- 5 Put the headset on your ear.
 - The indicator light becomes steadily lit in blue and you hear "*ready to pair*".
- 6 Follow the voice prompts to connect your phone to your headset.

When your headset successfully pairs with your phone, you hear "*pairing complete*". When connected, you hear "*phone 1 connected*" and the indicator light rapidly flashes in blue and purple.

To connect to both phones, simply turn on the first phone while the second phone is connected. When you hear "*phone 2 connected*", your headset is connected to both phones. The last paired phone (your second phone) is now your primary phone (or "phone 1") for voice dial functionality.



Tip: You have 20 seconds to turn on your first phone. If reconnection fails, turn your headset off and on.

TEST YOUR CONNECTION

- 1 Place the headset on your ear.
- 2 On one phone, dial the number you want to call and press **Call/Send** key. Repeat for the second phone.

If your phones and headset are successfully connected, you hear ringing on the headset.

For daily use, make sure your headset is turned on, and your phone's Bluetooth feature is on. Your headset and phone will connect automatically.



Calls

it's good to talk

Note: Some call features are phone/network dependent.

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To...	
answer call	Press the Call button.
reject call	Press and hold the Volume button until you hear a tone.
make a voice dial call	Press the Call button and you hear a tone.
redial last call	Press and hold the Call button until you hear a tone.
mute or unmute a call	Press and hold the Volume button until you hear "Mute On" or "Mute Off"
end a call	Press the Call button.
answer or reject second call	Follow the phone's instructions.
adjust call volume	Press and release Volume button until desired volume is reached



To Reject a 2 nd call	Double press the Call button
To Answer a 2 nd call	Press the Call button

Tip: When connected to two phones, follow the voice prompt to perform functions such as Voice dial and redial on the desired phone.



ENHANCED CALL FEATURES

Note: These features don't work for second incoming calls.

CALLER ID

If your phone knows your caller's number, then you hear "*call from <number>*" on an incoming call.

Note: Some features are phone/network dependent.



Status light

know your headset

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if light shows...	your headset is...
off	off
three blue flashes	powering on/off
steady blue	in pairing/connect mode
rapid blue/purple flashes	connecting to your phone
quick blue flash	receiving or making a call
slow blue pulse	connected (on a call)
slow blue flash	in standby (not on a call—connected to the phone)
slow red flash	idle (not connected to a phone)
slow purple pulse	muting the call
steady red	trying to connect to your phone
quick red flash	in a low battery state

Note: After 20 minutes of inactivity, the light stops flashing to conserve power, but the headset remains on.



SETTINGS

make some changes

Note: Features may vary.

Press and hold the Call button while turning on the headset to turn these features on/off:

- Reset to factory default

Caution: This action erases all pairing information stored in your headset.

- Voice interface
- Caller ID
- Multipoint (two phone) connections
- WBS (Wide-band Audio) on/off

Follow the voice prompts to make changes to these settings.

Note: Some features are phone/network dependent.



SUPPORT

we're here to help

If you have questions or need assistance, go to www.motorola.com/bluetoothsupport or www.motorola.pairxusa.com, or contact us at 1-877-MOTOBLU.

You can also contact the Motorola Customer Support Center at: 1-800-331-6456 (United States), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).



Battery Use & Safety

DON'Ts

- **Don't let the product come in contact with liquids.*** Liquids can get into the product's circuits, leading to corrosion.
- **Don't place your product near a heat source.*** High temperatures can cause the battery to swell, leak, or malfunction.
- **Don't dry a wet or damp product with an appliance or heat source,** such as a hair dryer or microwave oven.

DOs

- **Do avoid leaving your product in your car in high temperatures.***
- **Do avoid dropping the product.*** Dropping your product, especially on a hard surface, can potentially cause damage.*
- **Do contact your retailer or Motorola if your product has been damaged by dropping, liquids or high temperatures.**

Warning: Never dispose of battery powered products in a fire because they may explode.

Battery Charging

Notes for charging your product's battery:

- During charging, keep your battery and charger near room temperature for efficient battery charging.
- New batteries are not fully charged.
- New batteries or batteries stored for a long time may take more time to charge.
- Motorola batteries and charging systems have circuitry that protects the battery from damage from overcharging.

Third Party Accessories

Use of third party accessories, including but not limited to batteries, chargers, headsets, covers, cases, screen protectors and memory cards, may impact your product's performance. In some circumstances, third party accessories can be dangerous and may void your product warranty. For a list of Motorola accessories, visit www.motorola.com/products



Driving Precautions

Responsible and safe driving is your primary responsibility when behind the wheel of a vehicle. Using a mobile device or accessory for a call or other application while driving may cause distraction. Using a mobile device or accessory may be prohibited or restricted in certain areas, always obey the laws and regulations on the use of these products.

While driving, NEVER:

- Type or read texts.
- Enter or review written data.
- Surf the web.
- Input navigation information.
- Perform any other functions that divert your attention from driving.

While driving, ALWAYS:

- Keep your eyes on the road.
- Use a handsfree device if available or required by law in your area.
- Enter destination information into a navigation device **before** driving.
- Use voice activated features (such as voice dial) and speaking features (such as audible directions), if available.
- Obey all local laws and regulations for the use of mobile devices and accessories in the vehicle.
- End your call or other task if you cannot concentrate on driving.

Responsible driving practices can be found at www.motorola.com/callsmart (in English only).

Caution About High Volume Usage

Warning: Exposure to loud noise from any source for extended periods of time may affect your hearing. The louder the volume sound level, the less time is required before your hearing could be affected. To protect your hearing:

- Limit the amount of time you use headsets or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

If you experience hearing discomfort, including the sensation of pressure or fullness in your ears, ringing in your ears, or muffled speech, you should stop listening to the device through your headset or headphones and have your hearing checked.

For more information about hearing, see our website at direct.motorola.com/hellomoto/nss/AcousticSafety.asp (in English only).











Children

Keep your product and its accessories away from small children. These products are not toys and may be hazardous to small children. For example:

- A choking hazard may exist for small, detachable parts.
- Improper use could result in loud sounds, possibly causing hearing injury.
- Improperly handled batteries could overheat and cause a burn.

Symbol Key

Your battery, charger, or accessory product may contain symbols, defined as follows:

Symbol	Definition
	Important safety information follows.
	Do not dispose of your product or battery in a fire.
 	Your product or battery may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
 	Do not dispose of your product or battery with your household waste. See "Recycling" for more information.
	Do not use tools.
	For indoor use only.

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European Union Directives Conformance Statement

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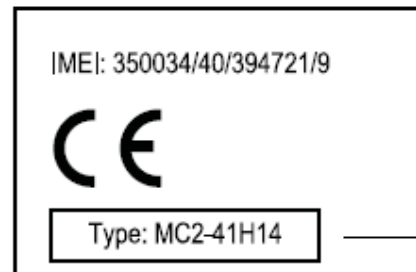
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The following CE compliance information is applicable to Motorola products that carry one of the following CE marks:



Hereby, Motorola declares that this product is in compliance with:

- The essential requirements and other relevant provisions of Directive 1999/5/EC
- All other relevant EU Directives



Product
Approval
Number

The above gives an example of a typical Product Approval Number.

You can view your product's Declaration of Conformity (DoC) to Directive 1999/5/EC (to R&TTE Directive) at www.motorola.com/rtte. To find your DoC, enter the Product Approval Number from your product's label in the "Search" bar on the website.

FCC Notice to Users

The following statement applies to all products that bear the FCC logo on the product label.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. See 47 CFR Sec. 15.105(b). These limits are designed 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 the receiver.
- Connect the equipment to 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.

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. See 47 CFR Sec. 15.19(a)(3).

Motorola has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

For products that support W-Fi 802.11a (as defined in the product specifications available at www.motorola.com), the following information applies. This equipment has the capability to operate Wi-Fi in the 5 GHz Unlicensed National Information Infrastructure (U-NII) band. Because this band is shared with MSS (Mobile Satellite Service), the FCC has restricted such devices to indoor use only (see 47 CFR 15.407(e)). Since wireless hot spots operating in this band have the same restriction, outdoor services are not offered. Nevertheless, please do not operate this device in Wi-Fi mode when outdoors.

Industry Canada Notice to Users

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. See RSS-GEN 7.1.5. This Class B digital apparatus complies with Canadian ICES-003.

Use & Care

To care for your Motorola product, please keep it away from:



liquids of any kind

Don't expose your product to water, rain, extreme humidity, sweat, or other moisture. If it does get wet, don't try to accelerate drying with the use of an oven or dryer, as this may damage the product.



**extreme heat or cold**

Avoid temperatures below -10°C (14°F) or above 60°C (140°F). For battery powered accessories, do not recharge your accessory in temperatures below 0°C (32°F) or above 45°C (113°F).

**microwaves**

Don't try to dry your product in a microwave oven.

**dust and dirt**

Don't expose your product to dust, dirt, sand, food, or other inappropriate materials.

**cleaning solutions**

To clean your product, use only a dry soft cloth. Don't use alcohol or other cleaning solutions.

**shock and vibration**

Don't drop your product.

Recycling

Products & Accessories

Please do not dispose of products or electrical accessories (such as chargers, headsets, or batteries) with your household waste, or in a fire. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Alternatively, you may return unwanted products and electrical accessories to any Motorola Approved Service Center in your region. Details of Motorola approved national recycling schemes, and further information on Motorola recycling activities can be found at: www.motorola.com/recycling



Packaging & Product Guides

Product packaging and product guides should only be disposed of in accordance with national collection and recycling requirements. Please contact your regional authorities for more details.

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Software Copyright Notice

Motorola products may include copyrighted Motorola and third-party software stored in semiconductor memories or other media. Laws in the United States and other countries preserve for Motorola and third-party software providers certain exclusive rights for copyrighted software, such as the exclusive rights to distribute or reproduce the copyrighted software. Accordingly, any copyrighted software contained in Motorola products may not be modified, reverse-engineered, distributed, or reproduced in any manner to the extent allowed by law. Furthermore, the purchase of Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents, or patent applications of Motorola or any third-party software provider, except for the normal, non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Export Law Assurances

This product is controlled under the export regulations of the United States of America and Canada. The Governments of the United States of America and Canada may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce or the Canadian Department of Foreign Affairs and International Trade.

Product Registration

Online Product Registration:

www.motorola.com/us/productregistration

Product registration is an important step toward enjoying your new Motorola product. Registering permits us to contact you for product or software updates and allows you to subscribe to updates on new products or special promotions. Registration is not required for warranty coverage.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola Personal Communications Product you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a Motorola product.



Motorola Limited Warranty for the United States and Canada

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What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola Mobility, Inc. warrants its mobile telephones ("Products"), Motorola-branded or certified accessories sold for use with these Products ("Accessories"), and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products ("Software") to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories, and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

Products and Accessories

Products Covered	Length of Coverage
Products and Accessories as defined above, unless otherwise provided for below.	One (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases.	Limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.
Monaural Headsets. Ear buds and boom headsets that transmit mono sound through a wired connection.	Limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.
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 (Products and Accessories)

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





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

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

Use of Non-Motorola Products and Accessories. Defects or damage that result from the use of non-Motorola branded or certified Products, Accessories, Software 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, or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola housings, or parts, are excluded from coverage.

Communication Services. Defects, damages, or the failure of Products, Accessories or Software due to any communication service or signal you may subscribe to or use with the Products Accessories or Software is excluded from coverage.

Software

Products Covered	Length of Coverage
Software. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	Ninety (90) days from the date of purchase.

Exclusions (Software)

Software Embodied in Physical Media. No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

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Software NOT Embodied in Physical Media. Software that is not embodied in physical media (e.g. software that is downloaded from the Internet), is provided “as is” and without warranty.

Who is Covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

What Will Motorola Do?

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, games and ringer tones, will be reinstalled. To avoid losing such data, software, and applications, please create a back up prior to requesting service.

How to Obtain Warranty Service or Other Information

USA	1-800-331-6456
Canada	1-800-461-4575
TTY	1-888-390-6456

You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to a Motorola Authorized Repair Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

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, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU



OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, 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 DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some states and 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 state to state or from one jurisdiction to another.



Copyright & Trademarks

Motorola Mobility, Inc.
Consumer Advocacy Office
600 N US Hwy 45
Libertyville, IL 60048
www.motorola.com

Note: Do not ship your product to the above address. If you need to return your product for repairs, replacement, or warranty service, please contact the Motorola Customer Support Center at:

1-800-331-6456 (United States)

1-888-390-6456 (TTY/TDD United States for hearing impaired)

1-800-461-4575 (Canada)

Certain features, services and applications are network dependent and may not be available in all areas; additional terms, conditions and/or charges may apply. Contact your service provider for details.

All features, functionality, and other product specifications, as well as the information contained in this guide, are based upon the latest available information and believed to be accurate at the time of printing. Motorola reserves the right to change or modify any information or specifications without notice or obligation.

Note: The images in this guide are examples only.

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Caution: Motorola does not take responsibility for changes/modification to the transceiver.

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IC Caution

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC Caution:

1. This device complies with Part 15 of the FCC rules/Industry Canada RSS 210 standard . 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.

2. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

3. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.

