



TALKABOUT™ TWO-WAY RADIO T380/T383 USER GUIDE



APRIL 2023

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European Union (EU) and United Kingdom (UK) Waste of Electrical and Electronic Equipment (WEEE) Directive



The European Union's WEEE directive and the UK's WEEE regulation require that products sold into EU countries and the UK must have the crossed-out wheeled bin label on the product (or the package in some cases). As defined by the WEEE directive, this crossed-out wheeled bin label means that customers and end-users in EU and UK countries should not dispose of electronic and electrical equipment or accessories in household waste.

Customers or end-users in EU and UK countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

Disclaimer

Please note that certain features, facilities, and capabilities described in this document may not be applicable to or licensed for use on a specific system, or may be dependent upon the characteristics of a specific mobile subscriber unit or configuration of certain parameters. Please refer to your Motorola Solutions contact for further information.

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Safety and Compliance Information



NOTE:

- Before using this radio, read this booklet which contains important operating instructions.
- For information on product details, brochures, user manuals, and approved accessories. Please refer to <https://www.motorolasolutions.com>.

Compliance with RF Exposure Standards

National and international regulations require manufacturers to comply with the RF energy exposure limits for portable two-way radios before they can be marketed. Your Motorola Solutions two-way radio is designed, manufactured, and tested to comply with all applicable national and international regulations for human exposure to radio frequency electromagnetic energy.

RF Energy Exposure Awareness and Control Information and Operational Instructions for General Population and Uncontrolled Environment Use

For more information on what RF energy exposure is, see the following websites:

- <https://www.fcc.gov/>
- <https://www.who.int/health-topics/electromagnetic-fields/>
- <https://www.who.int/teams/environment-climate-change-and-health/radiation-and-health/bstations-wirelesstech>
- <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf11467.html>
- <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html>

For additional information, see https://www.motorolasolutions.com/en_us/about/company-overview/corporate-responsibility.html.

Acoustic Safety



CAUTION: Exposure to loud noises from any source for extended periods of time may temporarily or permanently affect your hearing. The louder the volume of the radio, the sooner your hearing will be affected. Hearing damage from loud noise is sometimes undetectable at first, and can have a cumulative effect.

To protect your hearing, follow these precautions:

- Use the lowest volume necessary to do your job.
- Turn up the volume only if you are in noisy surroundings.
- Turn down the volume before putting on a headset or headphones.
- Limit the amount of time you use a headset or headphones at high volume.
- When using the radio without a headset or headphones, do not place the speaker of the radio directly against your ear.

Medical Devices



CAUTION: If you use a personal medical device, such as a pacemaker or hearing aid, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

Holsters Incorporating Magnets

Motorola Solutions holsters incorporate strong, neodymium magnets. If you use a personal medical device, such as a pacemaker or hearing aid, consult the manufacturer of your device to determine if it can be used in close proximity to magnets. Your physician may be able to assist you in obtaining this information. Also be aware that magnets can damage other products, including cell phones, computers, hard drives, and other electronic devices, as well as credit cards and magnetic media. Keep the holster away from any mechanical device that could be affected by a magnetic field. Consult the manufacturer of your product to determine if your device or product can be used in close proximity to magnets.

Operational Warnings

The following explains the operational warnings:

For Vehicle With Air Bags



WARNING:

- Refer to your vehicle manufacturer's manual prior to installation of electronic equipment to avoid interference with air bag wiring.
- Do **not** place a portable radio in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable radio is placed in the air bag deployment area and the air bag inflates, the radio may be propelled with great force and cause serious injury to occupants of the vehicle.

Potentially Explosive Atmospheres



WARNING:

- Do **not** carry a radio that is not certified for Hazardous Locations into a potentially explosive atmosphere. It could result in a serious injury or death. You should only use a radio certified for hazardous locations in potentially explosive atmospheres.
- Explosive atmospheres refer to hazard classified locations that may contain hazardous gas, vapors, dusts, such as fueling areas below decks on boats, fuel or chemical transferor storage facilities, and areas where the air contains chemicals or particles such as grain, dust, or metal powders. Areas with potentially explosive atmospheres are often, but not always, posted.
- Do **not** remove, install, or charge batteries in such areas, or remove or install antennas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

Blasting Caps and Blasting Areas



WARNING: To avoid possible interference with blasting operations, turn off your radio when you are near electrical blasting caps, in a blasting area, or in areas posted: "Turn off Two-Way radio." Obey all signs and instructions.

Batteries



CAUTION: Use only Motorola Solutions approved batteries.

- Risk of explosion if the battery is replaced by an incorrect type.
- Charge your battery using the approved Motorola Solutions charger.
- Connect the charger/power supply to a nearby and easily accessible power outlet.

- Charge only Li-Ion type rechargeable batteries. Other types of batteries may burst, causing personal injury or damage. Turn off radio before charging.
- Use the battery in accordance with its water and/or dust Ingress Protection (IP) rating.
- Do **not** discard your battery into a fire.
- Do **not** replace the battery in any area labeled “Hazardous Atmosphere”.
- Do **not** disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.
- Do **not** dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.
- Do **not** allow conductive material such as jewelry, keys, or beaded chains to touch exposed battery terminals.
- Do **not** dispose of batteries with household waste.

Safety Instruction for Power Supply

- 1 The power supply is for use with equipment according to IEC/EN/UL 62368-1/60950-1.
- 2 The power supply is for indoor use in dry locations.
- 3 The equipment should be connected to a nearby and easily accessible socket outlet.
- 4 If the power supply is damaged or defective, do not repair or use the power supply.
- 5 For more details, please refer to https://www.motorolasolutions.com/en_xu/support/emea-compliance.html#phnav_other-products.

Do Not Substitute Options or Accessories

The Motorola Solutions communications equipment certified as intrinsically safe by the approving agency (UL, CSA, CENELEC) is tested as a complete system which consists of the listed agency Approved portable, Approved battery, and Approved accessories or options, or both. This Approved portable and battery combination must be strictly observed. There must be no substitution of items, even if the substitute has been previously Approved with a different Motorola Solutions communications equipment unit. Approved configurations are listed by the Approving Agency (UL, CSA, CENELEC).

The Hazardous Location-Approved Label affixed to radio refers to the intrinsically safe classification of that radio product, and the approved batteries that can be used with that system.

The manual part number referenced on the Hazardous Location-Approved Label identifies the approved Accessories and or options that can be used with that portable radio unit.

Using a non-Motorola Solutions-Hazardous Location-Approved battery and/or accessory with the Motorola Solutions approved radio unit will void the Hazardous Location approval of that radio unit.

Class B Digital Device

For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:



NOTE: 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. 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 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.

Notice to Users (FCC and Industry Canada)

This device complies with Part 15 of the FCC rules and Industry Canada's license-exempt RSS's per the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications made to this device, not expressly approved by Motorola Solutions, could void the authority of the user to operate this equipment.

Mexico and Panama

Mexico and the Republic of Panama do not require authorization to use FRS radio equipment frequencies.

Supplier's Declaration of Conformity



Supplier's Declaration of Conformity Per FCC CFR 47 Part 2 Section 2.1077(a)

Responsible Party

Name: Motorola Solutions, Inc.

Address: 2000 Progress Pkwy, Schaumburg, IL 60196.

Phone Number: 1-800-927-2744

Hereby declares that the product:

Model Name: T380 and T383

conforms to the following regulations:

FCC Part 15, subpart B, section 15.107(a), 15.107(d), and section 15.109(a).

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Chapter 1

Radio Overview

This chapter explains the buttons and functions of the radio.

1.1

Radio Controls

Figure 1: Radio Control Functions

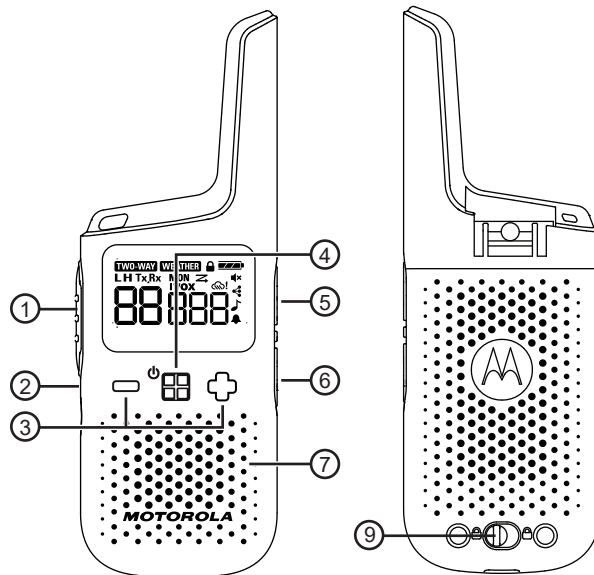


Table 1: Radio Controls

Item Number	Button and Functionality
1	PTT button. Press and hold to talk, release to stop transmission. Press to exit menu screen and return to home screen.
2	Easy Pairing button. Copy channel and code settings from radio A to radio B. 1 Radio B: Hold the button until you hear a beep. The radio is ready to be paired. Multiple radios can be paired simultaneously. 2 Radio A: Hold the button until you hear a double beep. The radio broadcasts channel and code settings for other radios to pair.
3	+ and - buttons. Press to adjust the volume level. Press to change the settings or trigger action in the menu screen.
4	Menu/Power button. Press to enter Menu and scroll through the menu screen.

Item Number	Button and Functionality
	Press and hold for two seconds to turn on or off the radio.
5	Headphone Jack.
6	USB Charging Port.
7	Microphone.
8	Battery door latch. Slide to lock or unlock

1.2

Status Display

This chapter explains the icons on the display of the radio.

Figure 2: LCD Icons and Indicators

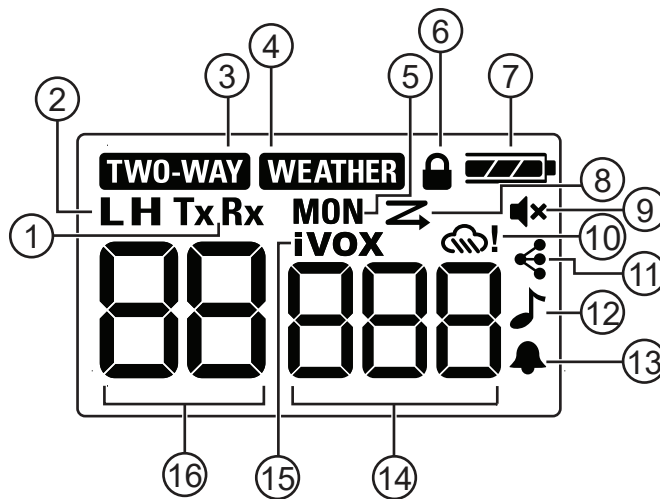


Table 2: Radio Icon Descriptions

Item Number	Description
1	Transmit/Receive
2	High/Low Power
3	Two-Way Mode
4	Weather Radio (HOME)
5	Monitor
6	Keypad Lock
7	Battery
8	Scan
9	Mute
10	Weather Alert
11	Easy Pairing
12	Call Tone

Item Number	Description
13	Roger Tone
14	Code
15	VOX/iVOX
16	Channel

Chapter 2

Getting Started

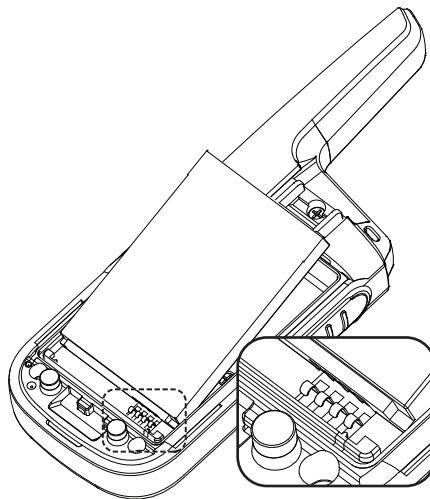
This chapter provides instructions on how to prepare your radio for use.

2.1

Installing and Charging the Battery

Prerequisites: Observe the polarity before installing the battery.

Figure 3: Battery Polarity



Procedure:

- 1 To charge the battery, use the desktop charger or USB.

When the battery is charging, the battery icon on the radio blinks and stops blinking when the battery is full.



NOTE:

- Connect the USB charger to a nearby and easily accessible wall power outlet. Turn off the radio before charging.
- An empty battery will be fully charged in 8 hr.



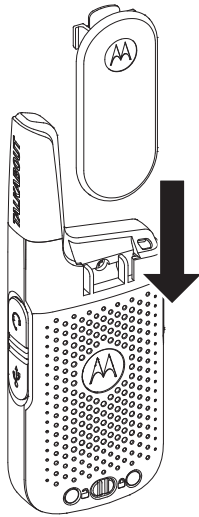
CAUTION: Use only Motorola Solutions approved batteries. There is a risk of explosion if the battery is replaced by an incorrect type.

2.2

Attaching the Belt Clips

Procedure:

- 1 Attach the belt clip to the belt clip slot at the back of the radio until the clip clicks in place.



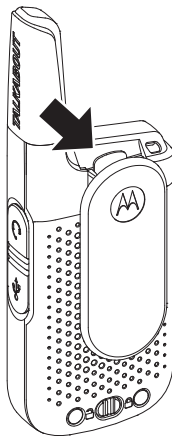
- 2 Attach the belt clip to your pocket or belt strap.

2.3

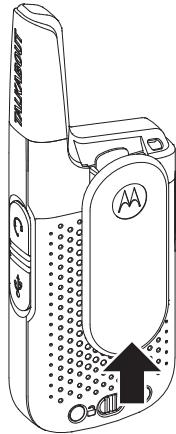
Removing the Belt Clips

Procedure:

- 1 To release the latch, pull the release tab on top of the belt clip.



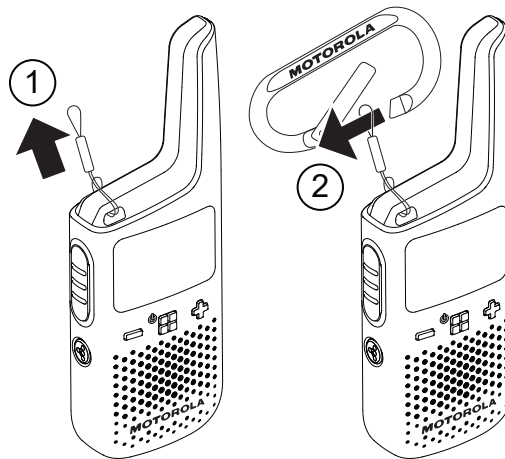
- 2 Push the belt clip with your other hand towards the top of the radio.



2.4

Attaching a Carabiner

Figure 4: Procedures to Attach a Carabiner



2.5

Turning the Radio On and Off

Procedure:

To turn the radio on or off, press and hold the **Power/Menu** button.

The LCD display turns on or off.

2.6

Channel and Codes

- Set your radios with the same channel and code setting to enable communication with other radios.

- The channel setting controls the radio frequency. To avoid jamming, select a channel that is not used by others in your area. See [Scan on page 19](#) for more information on selecting unused channel.
- The code setting on the transmitting and receiving radios need to match, otherwise the receiving radio blocks the received signal. This feature helps you to mute unwanted voices from other radio users transmitting on your channel.
- When code is set to zero, radio does not block any signal and everything that is picked up on the channel is sent to the speaker. Motorola Solutions recommends setting your code to zero when communicating with radio that does not support the code feature. See [Navigating the Menu Pages on page 15](#) for detailed instructions on how to change settings.
- Channel and code settings can be copied from one radio to multiple radios simultaneously with a shortcut feature called Easy Pairing. See table in [Radio Controls on page 8](#) for instruction on ways to copy channel and code settings.

2.7

Transmission Power

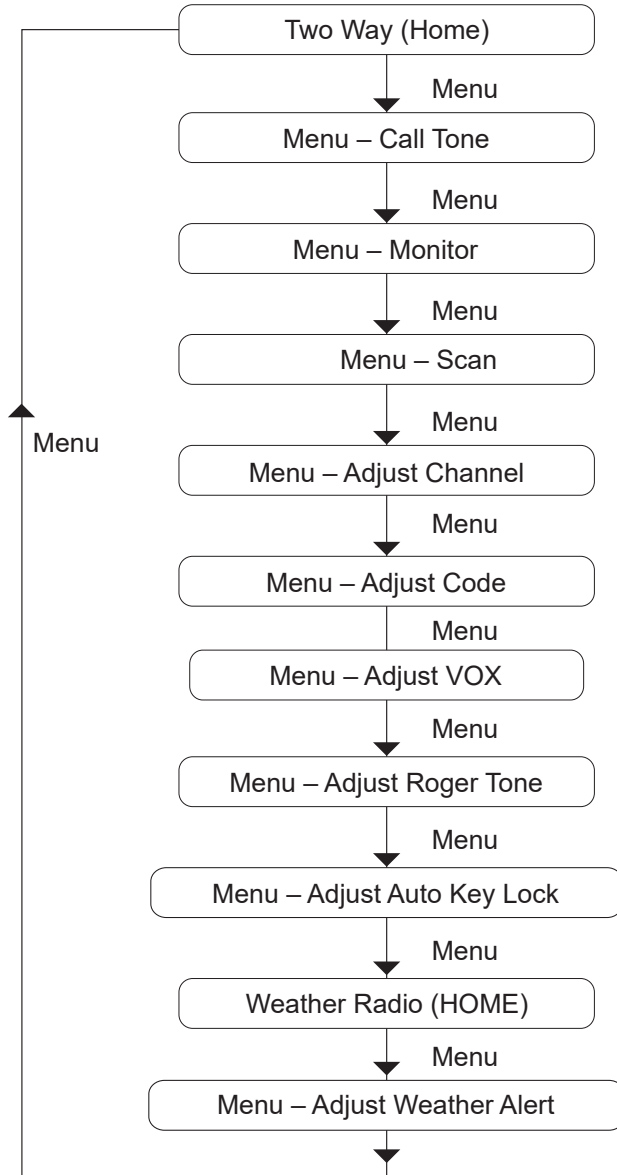
In some countries different powers are allowed for different channels. The **H** and **L** icons indicate if the current channel is a High or Low power channel. Motorola Solutions recommends to use high power channels for more reliable communications. Select low power channels only when your radios are not far from each other and you want to maximize the battery life.

Chapter 3

Navigating the Menu Pages

Procedure:

- 1 Use the **Menu** button to scroll through the menu options.
- 2 Press the **PTT** button to return to home screen.









3.1

Operations in the Menu Screen

This section shows you the operations available in the menu screen and its instructions.

Table 3: Menu Navigation Instruction

Menu Page	Use the + or - button to perform the following actions:
Call Tone 	Start or stop Call Tone transmission.
Monitor MON	Start or stop monitoring the air-wave. You can hear signals transmitted on the channel setting of your radio. If there is no signal, you can hear static.
Scan 	Start or stop scanning the air-wave. Radio scans all the channels one after another. When a signal is detected, you hear the signal on the speaker and the radio displays the channel of the detected signal.
Adjust VOX/iVOX VOX/iVOX	To change the Voice Operated Transmission (VOX) setting, select OFF or L1 to L3.  NOTE: L3 is the most sensitive setting for use in quiet environments.
Adjust Roger Tone 	Enable or disable the roger tone.  NOTE: Roger tone is a beep tone that you hear when PTT is released.
Adjust Channel (Channel number blinks)	Change the radio channel setting.
Adjust Code (Code number blinks)	Change the radio code setting.
Adjust Auto Key Lock	Change the Auto Key Lock setting.
Weather Radio (HOME) WEATHER	When the weather channel display is on (not blinking), use the + or - buttons to change speaker volume setting, or you can use the Menu button to make the weather channel blink. When the weather channel blinks, the + or - buttons to change the weather channel setting.
Adjust Weather Alert 	Turn weather alert feature on or off.

Chapter 4

Radio Usage

This section shows the ways you can use your radio.

4.1

Talking and Listening

This chapter provides information on how to use your radio for communication.

Prerequisites: Make sure you are in Two-Way Radio Mode by looking for the Two-Way icon on the LCD. You can return to the Two-Way mode by briefly pressing the **PTT** button.

Procedure:

- 1 To talk, press and hold the **PTT** button.
- 2 To listen, release the **PTT** button.



NOTE:

- Do not press the **PTT** button when others are talking. When more than one radio transmits on the same channel, the air-wave is jammed and all transmissions are lost.
- To avoid air-wave traffic congestion, transmission ends after 1 min even if the **PTT** button is still pressed. To reset the timer, release the **PTT** button briefly.

4.2

Setting the Volume

Procedure:

To adjust the volume, press the **+** or **-** buttons from the Two-Way or Weather Home screens.

4.3

Using Headsets

When a headset is connected to the radio, the radio speaker is disabled. You need to wear a headset to monitor and receive messages.

Procedure:

If your headset has **PTT** button, you can use the button to make a transmission with the microphone on the headset.

You can still use the **PTT** button on the radio to make a transmission with the microphone on the radio.

4.4

Listening to Weather Broadcast

Procedure:

- 1 Go to the Weather Radio (HOME) menu page to listen to Weather Broadcast. When you are in this Menu page, your radio does not receive signal from other two-way radios.

- 2 To adjust speaker volume from the Weather Radio (HOME) menu page, press the + or - buttons.
- 3 To change the channel, press the **Menu** button to make the Weather Channel display blink, and then press the + or - buttons.

4.5

Setting the Weather Alert

Your radio can be set to respond to the National Oceanic and Atmospheric Administration (NOAA) Weather Radio emergency messages. A special alarm tone sounds an alert and turns on the weather receiver to give you immediate weather and emergency information.

Procedure:

To turn the Weather Alert on or off, navigate to the Adjust Weather Alert Menu Page.

4.6

Enabling and Disabling Auto Key Lock

When Auto Key Lock feature is enabled, the **Power/Menu**, +, and - buttons will be locked after 10 sec of inactivity.

Procedure:

To unlock the three front buttons, press and hold any of them for 2 sec.

Chapter 5

Advanced Features

5.1

Weatherproof Function

This radio is weatherproof to IP-54 standards. The radio is resistant to occasional splash of water only when the battery and connector covers are sealed.



NOTE:

- **Do not** expose the radio to water for extended period of time.
- **Do not** submerge the radio in water.

5.2

iVOX/VOX

With the Internal Voice Operated Transmission/Voice Operated Transmission, you can begin transmission by speaking into the microphone of the radio/audio accessory instead of pushing the **PTT** button.

Table 4: Transmission Sensitivity

Classification	Description
L3	High Sensitivity for quiet environments.
L2	Medium Sensitivity for most environments.
L1	Low Sensitivity for noisy environments.

- 1 When **iVOX** is displayed on the LCD screen, the radio uses the built-in microphone to detect your voice.
- 2 When a **VOX** headset is connected to the radio, **VOX** is displayed on the LCD screen and the headset microphone is used to detect your voice.



NOTE: Pressing the **PTT** button cancels the **VOX/iVOX** transmission.

5.3

Call Tone

When you send a Call Tone, the receiving radio sounds a tone similar to a phone ringtone.

5.4

Scan

The radio scans for voice activity by cycling through the channels. When signals are detected, the signal is sent to the speaker. This feature allows you to find which channel is being used by other

groups and have heavy traffic. This helps you to avoid busy channels when deciding which channel to use for your group.

5.5

Monitor

This feature allows you to monitor a channel for weak signals. You hear everything including noise on your current radio channel.

5.6

Weather Receiver

Your radio can tune in to broadcasts by the United States National Oceanic and Atmospheric Administration (NOAA) Weather Radio and Environment and Climate Change Canada (ECCC) Weather Radio. You can listen to a weather channel or set your radio to alert you to emergency weather broadcasts that interrupt routine broadcasts. See [Weather Channels and Frequencies on page 20](#) for details. When you listen to a weather channel, you cannot use your radio in scan mode or for Two-Way communications.

Both NOAA and ECCC have transmitters located throughout the United States and Canada, respectively. These transmitters broadcast watches, forecasts, and other information 24 hours a day.



NOTE: NOAA weather radio stations are assigned to cover specific areas and service may be limited. To view the appropriate transmitter for your area, check with your local weather office for frequency and details or visit <http://www.weather.gov/nwr> in the US. The use of the NOAA logo does not provide an endorsement or implied endorsement by the National Weather Service of NOAA, nor does the use of the Weather Radio logo provide an endorsement or implied endorsement by Environment and Climate Change Canada (ECCC).

5.6.1

Weather Channels and Frequencies

Table 5: Frequencies of Weather Channels

Weather Channel	Frequency
WX1	162.550 MHz
WX2	162.400 MHz
WX3	162.475 MHz
WX4	162.425 MHz
WX5	162.450 MHz
WX6	162.500 MHz
WX7	162.525 MHz
WX8	161.650 MHz
WX9	161.775 MHz
WX10	161.750 MHz
WX11	162.000 MHz

Chapter 6

Additional Information

6.1 Channels and Frequencies

Table 6:

Channel	Frequency (MHz)	Max Power Output
1	462.5625	2.0 W
2	462.5875	2.0 W
3	462.6125	2.0 W
4	462.6375	2.0 W
5	462.6625	2.0 W
6	462.6875	2.0 W
7	462.7125	2.0 W
8	467.5625	0.5 W
9	467.5875	0.5 W
10	467.6125	0.5 W
11	467.6375	0.5 W
12	467.6625	0.5 W
13	467.6875	0.5 W
14	467.7125	0.5 W
15	462.5500	2.0 W
16	462.5750	2.0 W
17	462.6000	2.0 W
18	462.6250	2.0 W
19	462.6500	2.0 W
20	462.6750	2.0 W
21	462.7000	2.0 W
22	462.7250	2.0 W



NOTE: Power refers to the maximum allowable power as defined by FCC/ISED for each channel under FRS rules for the USA and FRS/GMRS for Canada and is not a reflection of the power specification of the radio.

6.2

Battery Information

The rated battery life is measured under industrial standard 5-5-90 duty cycle under lab conditions, 5% of the time transmitting, 5% receiving with speaker on, 90% waiting for incoming call.



NOTE:

- To maximize your battery performance and lifespan, avoid depleting your battery completely. When stored for an extended period, fully charge the battery first and remove the battery from the radio before storage.
- When charging a completely empty battery, it will take the radio up to a few minutes to initiate and provide charging feedback, this is normal behavior.

Licensing Information

USA (FCC)/CANADA (ISED)

According to FCC Part 95, FRS devices do not require a license. Use of Motorola Solutions radio in Canada is subject to the rules and regulations in ISED RSS 210 and does not require a license.

Changes or modifications not expressly approved by Motorola Solutions may void the user authority granted by the FCC or ISED to operate this radio and should not be made. To comply with FCC or ISED requirements, transmitter adjustments should be made only by or under the supervision of a person certified as technically qualified to perform transmitter maintenance and repairs in the private land mobile and fixed services as certified by an organization representative of the user of those services. Replacement of any transmitter component, crystal, semiconductor, etc., not authorized by the FCC or ISED equipment authorization for this radio could violate FCC or ISED rules.



NOTE: Use of this radio outside the country where it was intended to be distributed is subject to government regulations and may be prohibited.

Warranty

What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola Solutions, Inc. (“Motorola”) warrants the Motorola branded consumer Two-Way radios that operate via Family Radio Service or General Mobile Radio Service (“Products”), the Motorola branded or certified accessories sold for use with these Products (“Accessories”) to be free from defects in materials and workmanship under normal consumer usage for the periods outlined below. This limited warranty is the exclusive remedy of a consumer, and applies as follows to new Products and Accessories and purchased by consumers in the United States or Canada, which are accompanied by this written warranty.

Who Is Covered?

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

What will MOTOROLA SOLUTIONS, INC. do?

Motorola Solutions, Inc., at its option, will at no charge repair, replace or refund the purchase price of any Products or Accessories that do not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products or Accessories.

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 consumers, and is provided in lieu of all other warranties, express or implied.

In no event shall Motorola Solutions 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 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.

Table 7: Warranty Coverage

Products Covered	Length Of Coverage
Products and Accessories as defined above, unless otherwise provided for below.	Two (2) years from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
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 From Warranty Coverage

Normal Wear and Tear:

Periodic maintenance, repair and replacement of Products or Accessories due to normal wear and tear.

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 Products and Accessories 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 Solutions.

Use of Non-Motorola Solutions branded Products and Accessories:

Defects or damage that result from the use of Non-Motorola Solutions branded or certified products, accessories, software or other peripheral equipment.

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 Solutions or its authorized service centers.

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 Solutions branded housings, or parts.

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.

How to Obtain Warranty Service or Other Information?

To obtain service or information, call the following contact:

Table 8: Warranty Service Information

Region	Contact
USA and Canada Two-Way Radios	<ul style="list-style-type: none">1-800-448-6686https://www.motorolasolutions.com/talkabout
Latin America	Toll Free: <ul style="list-style-type: none">Mexico 001-855-241-8253Panama 001-800-205-3867 Toll or long Distance: <ul style="list-style-type: none">Spanish +1 630-203-5826English +1 630-203-5824

For Accessories:

Call the telephone number designated above for the Product with which they are used.

You will receive instructions on how to ship the Products or Accessories at your expense, to Motorola Solutions or a Motorola Solutions 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.

For more information, visit us at:

Link



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