



1. **Unable to connect the phone to Motorola Phone Tools using a USB cable:**

Confirm that your phone's USB connection is set to **Modem** or **Data/Fax**.

2. **If Motorola Phone Tools does not recognize your phone:**

During the software installation, do not connect your phone until prompted. Phone drivers cannot download to your PC when the phone and PC are connected, resulting in Motorola Phone Tools not connecting with your phone

Disconnect the USB cable between your phone and PC.

Wait until you are prompted to reconnect the cable.

3. **If your PC cannot find or recognize the phone:**

Try plugging the USB cable into a different port.

Make sure you have the latest software on your phone:

Go to [Motorola Support Site](#).

Select **Update My Software** from the left column and follow the instructions to update your phone.

Turn your phone off and then back on.

Restart Motorola Phone Tools.

4. **If you get a message about missing .dll files:**

Uninstall, then reinstall, Motorola Phone Tools software.

Run **Live Update** for the latest version of Motorola Phone Tools.

In Motorola Phone Tools, click **Tools > Setup > General Setup**

Click Application Update tab.

Click **Check for Updates now** and follow instructions to update your software.

5. **If you can't pair with your PC using Bluetooth and you get the message, "Please ensure you have bonded (paired) your PC with your phone and that DUN services have been enabled.":**

Your PC may not use the type of Bluetooth stack required to connect with Motorola Phone Tools. A Bluetooth stack is an application installed on your computer that interacts with your Bluetooth devices.

Motorola Phone Tools supports the following Bluetooth stacks: Widcomm, Toshiba, and Microsoft. To determine if you have a supported Bluetooth stack:

Right click **My Computer** and select **Manage**.

Under System Tools, click **Device Manager**.

In the right column, open **Bluetooth Devices**.

Right click a Bluetooth device and select **Properties**.

Open the Driver tab and find **Driver Provider**. The Driver Provider (Bluetooth stack) must be supported by Motorola Phone Tools.

If the Bluetooth connection still does not work, you can use a USB cable to connect your phone and PC.

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6. **If you can't pair your phone with your PC using Bluetooth and Motorola Phone Tools:**

Try to first pair your phone with your PC manually, not through Motorola Phone Tools.

Use the instructions that came with your phone to pair with another device. Pairing includes enabling Bluetooth and ensuring Discovery is on for both phone and PC. Remember to also enable dial-up networking (DUN).

7. **Synchronize not moving items to the phone:**

Check that the data source in the sync settings is correct for the PC application you use for your contacts and calendar. If you use Outlook but have Default selected, Motorola Phone Tools will not find your data.

Click **Modify the Synchronization Settings**

Select the Data source tab

For Contacts and Calendar, select Outlook, Lotus Notes, or the application where your data resides

8. **Synchronized data not saved to my SIM card:**

You can select whether contacts are added to phone memory, SIM card, or both.

Click **Modify the Synchronization Settings**.

In the Add Entry tab, select the preferred storage. You can select one or both storage media. When you select both, for example, "Mobile phone then SIM card," the synchronized data is added to the phone memory until it's full, and then to the SIM card.

9. **MPT loses connection during file transfer:**

If you get the message "*MPT lost connection while transferring files. Request denied by phone.*", the phone is out of space.

Check free space on the phone.

Power it off/on, and try to sync again.

10. **Contact and calendar fields are different on my phone and PC:**

If the contact or calendar fields on your phone don't match those on your PC, you can modify them so they are the same.

Click **Modify the Synchronization Settings**.

In the Mapping tab, select the item to map and click **Modify Mapping**

Follow the instructions to link the fields.

11. **If you get the message "Process failed while writing to the phone " or are unable to restore a backup to a phone:**

You can only restore to the same phone the backup came from. To restore to another phone, use the Phonebook Transfer option in Motorola Phone Tools.

12. **If you get the message "No data backup has been made. Please backup before restoring."**

Verify there is phonebook or calendar data on the phone.

If not, download the phonebook and/or calendar from your PC to your phone with a One Way Sync.

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For more information, refer to the Motorola Phone Tools Product Support site: [www.motorola.com/support/mpt](http://www.motorola.com/support/mpt).



13. **Error message stating that the codec in the audio file is unsupported.**

Codec is a computer program used to translate audio files or video files between the uncompressed form used in playback, and the compressed form used for storage.

To transfer and play audio and video files, you must have the required codecs installed on your PC. You can:

- Run all Windows and Windows Media Player updates on your computer, as codec is a Windows Media component. To download the update, go to the Windows Media Player website: <http://www.microsoft.com/windows/windowsmedia/international.aspx>.
- If you continue to have a problem, install the codec software from Microsoft's website at: <http://www.microsoft.com/windows/windowsmedia/format/codecdownload.aspx>

If you still encounter issues, you may want to independently install a codec package on your computer, or contact your computer vendor for further instruction.

14. **Can't create MP3 ring tones in Windows Vista**

By default, all codecs in Windows Vista are set to decode only. If you wish to create a ring tone, you must purchase the codec from Microsoft's website: <http://www.microsoft.com/windows/windowsmedia/international.aspx>.

15. **When transferring an MP3 to my phone, I get an Internal Server Error.**

This error occurs when trying to transfer a sound file that is either corrupted or has a higher bit rate than is supported by the phone. Most phones support 128-bit and lower. To determine the bit rate of the file, open the MP3 in Windows Media Player, and click **File > Properties**. The bit rate is listed near the top of the Properties window. If it is higher than 128-bits, the file is not supported by your phone.

16. **When transferring an audio file to the phone, this message appears: "To complete the action you are trying to perform, you must install a multimedia component (CODEC) on your PC. To learn more about these components and where to get them, click OK."**

You may need to purchase a codec installation package. Click OK, and follow the online instructions to do this.

For more information about codecs in Microsoft Windows: <http://www.microsoft.com/windows/windowsmedia/mp10/codecs.aspx>

17. **Unable to perform a file transfer**

Some phones (such as the V265, A840, V710, E815, and W315) do not allow file transfer. For these phones, the Customize functions (Melody/Image/Video Editor) are not available. "M" versions of these phones are supported.

18. **During file transfer, the error appears, "File type unsupported by phone (0x43)"**

Phones programmed to accept certain file types (such as JPG or MP3) will not accept other files for transfer. Refer to your phone's user manual to find supported file types.

19. **Unable to open an image file transferred to the phone**

Some phone models limit the file size and picture size that can be opened on the phone. Try cropping, resizing, or reducing the color depth of the image using the Image Editor before you transfer it to the phone.