

# MOTOROLA Q11 11/07/08

## Dummy Page - To be discarded before printing

### **ITC Notes:**

Use this template with A6LandscapeUG StructApps. This template supports:

- Spot color formatting.  
To produce a B/W print, check the 'Spot color as B/W' checkbox in the Framemaker print dialog.
- User's Guides with embedded Legal Guides, if needed.



# HELLOMOTO

## congratulations

The **MOTO Q11™** is a phone with a distinct edge—personalization, music, videos, and e-mail—all in a streamlined, intelligent, must-have phone.

The power to multitask is enabled with cutting edge technology: integrated **WiFi, Bluetooth, 3MP camera, HTML browser, Docs to Go** to edit your documents, and more...all in a stylish and ultra-thin design.

We've crammed all the main features of your phone into this handy guide, and in a matter of minutes you'll see just how easy your phone is to use. Browse the menus and press **Menu** to see more. You may be surprised at what you discover.

So go on, check it out.

**Caution:** Before using your phone for the first time, please read the **important legal and safety** information at the back of this guide (page 50).

## more information

If you'd like even more information about how to use your new **MOTO Q11™**, you can use the following links:

### on the Web

Download manuals and more:  
[www.motorola.com/consumer/support](http://www.motorola.com/consumer/support)

Microsoft® Windows® Mobile Support:  
[www.microsoft.com/windowsmobile/help/smartphone/](http://www.microsoft.com/windowsmobile/help/smartphone/)

### on the phone

Press **Start** >  **Help and Quickstart**

## this guide

### symbols in this guide



This means a feature depends on your network, SIM card, or subscription and may not be available everywhere. Contact your service provider for more information.

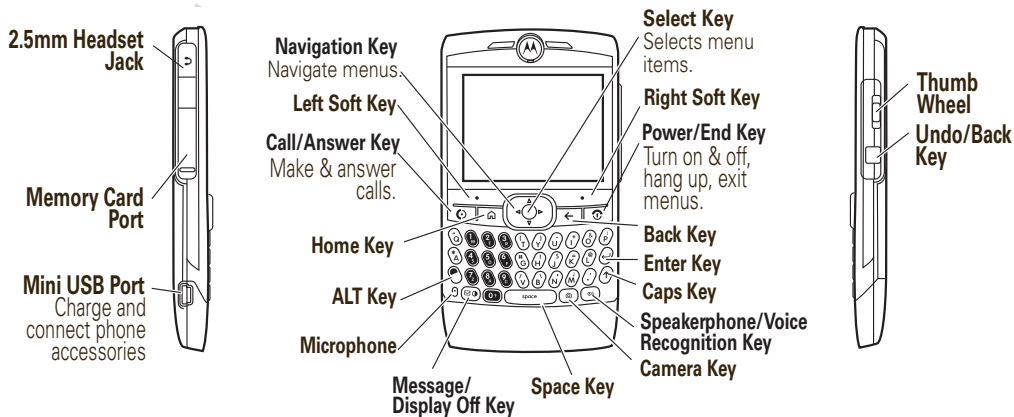


This means a feature needs an optional accessory.

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# your phone



# menu map

To open the menu from the home screen, press **Start** (the left soft key).

-  **Messaging**
  - Text Messages
  - MMS
  - E-mail
-  **Contacts**
-  **Calendar**
-  **Internet Explorer**
-  **Call History**
-  **ActiveSync**
-  **Documents To Go**
-  **File Manager**
-  **Games**
-  **Pictures & Videos**
-  **Personalize My Q**
-  **Help and QuickStart**
-  **Tasks**

## **Accessories**

## **Bluetooth**

## **Settings**

- Phone
- Sounds
- Profiles
- Home Screen
- Clock & Alarm
- Connections
- Security
- Remove Programs
- Power Management
- Accessibility
- Regional Settings
- Owner Information
- About
- Error Reporting
- TTY Settings
- Text Input Settings
- Unread Message Alert
- Phone Information

## **Media Center**

## **Windows Media**

\* Network Dependent

This is the standard main menu layout. **Your phone's menu may be different.**

## **Messenger**

## **Speed Dial**

## **Voice Notes**

## **Voice Recognition**

## **System Tools**

## **Internet Sharing**

## **Windows Live**

## **Debug Apps**

## **Call Manager**

## **Clock & Alarm**

## **FlashLight**

## **Games and Apps**

## **Getting Started**

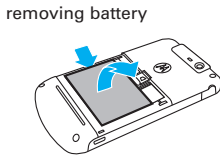
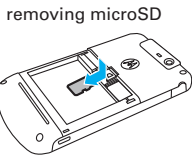
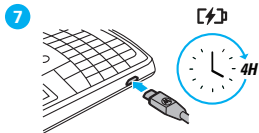
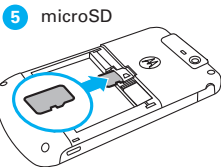
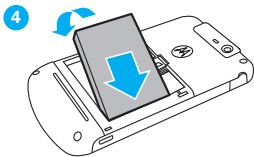
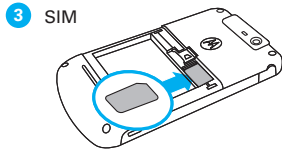
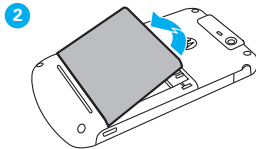
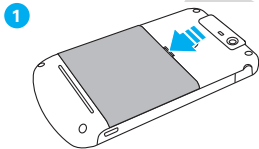
## **Instant Messenger**

## **Camera and Album**

# get started

let's get you up and running

## assemble & charge



**Caution:** See page 50 for battery use & safety information.

## check out your storage card

**Find it:** Start > File Manager > Storage Card

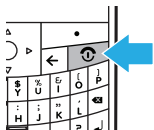
While your phone is charging, why not check out all the cool content on the microSD storage card supplied with your phone? The supplied content includes **GPS**, **WiFi** and **Social Networking** applications, to help you make the most of your new phone.

**To install the applications**, simply follow the on-screen instructions.

**Tip:** When installing the applications, a Windows prompt will ask where you wish to save the applications. To maximize the performance of your phone, it is highly recommended that you save to the storage card.

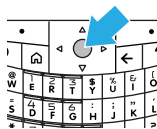
You can use your microSD storage card (up to 32 GB) to store more content, such as data, music, photos and video clips.

## turn it on & off



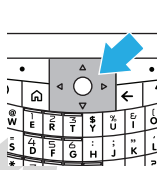
Press and hold  for a few seconds to turn the phone on/off.


## menu navigation



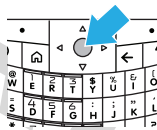
Press **Start** (left soft key) to open your recently used programs.


Press **All Programs** to display all main menu items.



Press the navigation key  up, down, left or right to highlight a menu option.

**Tip:** When a menu list is alphabetized, press its alphabet key to select it.

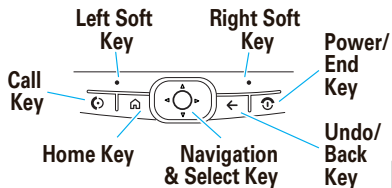


Press  to select the highlighted option.

In certain screens press **Menu** (right soft key) to show the menu options.

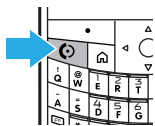



## basic navigation keys



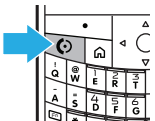
**Note:** Your phone has a further three customizable keys at the bottom of the keyboard. These keys are instantly recognizable by the circle icon markers.


### make a call



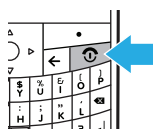
Enter a number from the home screen and press .

### answer a call



When your phone rings or vibrates, press  or **Answer**.

## end a call



Press .

## adjust volume

You can adjust the volume during a call by pressing the up or down volume keys on the side of the phone (see page 3). To mute a call, press **Mute**.

## save a contact

- 1 Enter the number on the home screen and press **Save**.
- 2 Select whether to save it on your phone (**Outlook Contact**) or on your SIM card (**SIM Contact**), enter the contact details and press **Save** again.

## call a contact

- 1 Press **Start > Contacts**.
- 2 Scroll through the list to highlight the contact.
- 3 Press .

## transfer your contacts

To transfer your contacts from your old phone to your new **MOTO Q11™**, simply save all your contacts to your SIM card on your old phone. When you put the SIM card into your new **MOTO Q11™**, the contacts will all be in your contacts list.

**Note:** SIM contacts only let you store basic information such as name and number. Other details may be lost and multiple numbers may be stored as multiple contacts.

## set up and go

Read how to set up all the most important features on your phone, using the **Getting Started** application.


**Find it:** Start > Getting Started

You can learn how to:

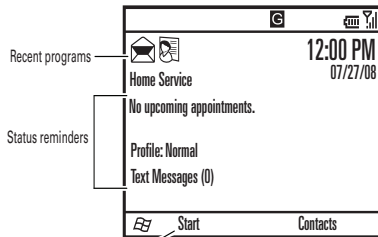
- Set the date and time.
- Set up your e-mail.
- Set up your phone password.
- As well as learning how to set a cool background and ring tone.

## home basics




### *a few home truths*

The home screen appears when you turn on the phone. Press  to return to the home screen at any time.

**Note:** Your home screen may look different to this one.



















Press to open the Start menu

Press  right/left to scroll through the application shortcuts and press  down/up to scroll through the status fields. Press  to select an item.

## status indicators

Status indicators can appear at the top of the home screen:

	New voicemail.
	New message.
	Bluetooth™ connected.
	Call forwarding is on.
	Network connection:
	<ul style="list-style-type: none"><li>▲ roaming</li></ul>
	<ul style="list-style-type: none"><li>G home GPRS</li></ul>
	<ul style="list-style-type: none"><li>roaming GPRS</li></ul>
	<ul style="list-style-type: none"><li>EDGE (faster connection)</li></ul>
<b>1</b>	Your active line - if you've got more than one.
<b>2</b>	
	Current ring style -  (Silent),  (Vibrate), none (Normal, Outdoor, or Automatic).
	Speakerphone is on.
	Battery level.
	Signal strength.

## calls

### *it's good to talk*

For the basics, see page 7.

Now do some clever stuff:

### recent calls

Your phone keeps lists of your recent calls, even if they didn't connect.

**Find it:** Start > Call History

To call an entry, highlight it and press .

To **send a message** to an entry, highlight it and press **Menu** > **Send Text Message**.

To **filter** your recent calls, press **Menu** > **Missed Calls**, **Incoming Calls** or **Outgoing Calls**.

You can also press **Menu** to **E-mail**, **Delete** or **Save** the entry.




### redial a number

**1** From the home screen, press  to see a list of recently dialed calls.

**2** Scroll to the entry you want to call and press .

## return a missed call



If you miss a call, your phone will alert you on the home screen. To return your missed call/s:

- 1 Scroll to **Missed calls** on the home screen and press .
- 2 Scroll to the number and press  to call it, or press  to view the missed call details.

## go handsfree

You can use your phone's handsfree speaker on calls without holding the phone to your ear.

**Note:** The handsfree speaker won't work when your phone is connected to a car kit or headset.

During a call, press  to turn the handsfree speaker on/off. A  at the top of your display indicates the speaker is on.

**Note:** With a Bluetooth® headset connected, press **Menu** > **Handsfree On** or **Off**. You can also use an optional 3.5mm wired headset to go handsfree.

### features

#### set auto answer

Set how quickly calls are automatically answered during hands-free operation:

**Start** > **Settings** > **Phone** > **Auto Answer**

**Note:** These settings do not apply when the ring type is set to **Silent**.

#### change volume

Press the side volume keys to change the headset volume during a call.



## in-call menu

During a call you can access the in-call menu by pressing **Menu**:

- **Hold** or **Unhold** - hold the call.
- **Mute** or **Unmute** - silence your microphone.
- **Spkrphone On** or **Off** - turn speakerphone on or off.
- **Conference** - join your calls in a conference call.
- **Record** or **Stop Recording** - record your conversation.
- **Contacts** - access list of contacts.
- **View Contact** - view the contact details.
- **View Calendar** - access your calendar events.
- **Call History** - access recent calls.

## three-way calling

While connected to a call:

- 1 Place your current call on hold by pressing .
- 2 Enter the number of the other person you wish to connect to a three-way call and press .



- 3 Once you are connected to the other person, you can press **Swap** to switch between the calls, or press **Menu** > **Conference** to combine them.

If you **receive a second call** while you are already on a call:


- To answer the second call and put the first call on hold, press **Answer**. Then, you can press **Swap** to switch between the calls, or press **Menu** > **Conference** to combine them.
- To send the second call to your voicemail, press **Ignore**.

## speed dial

You can use speed dialing in two ways - speed dialing for up to 98 phone numbers and quick access shortcuts to main menu items.

To use speed dial entries, press and hold the single-digit speed dial number. If the speed dial is two digits, press the first digit, then press and hold the second digit. Your phone will dial the number or open the feature.

## phone numbers

- 1 Press **Start** > **Contacts**.
- 2 Scroll to the contact you want a speed dial for and press .

- 3 Scroll to the phone number or e-mail address.
- 4 Press **Menu** > **Add to Speed Dial**.
- 5 In **Keypad Assignment**, select the speed dial number to use.

**Note:** Speed dial 1 is reserved for calling your voicemail.

- 6 Press **Done**.

To **delete** a speed dial entry, press **Start** > **Speed Dial**, scroll to the entry, then press **Menu** > **Delete**.

## menu shortcuts

- 1 Press **Start**.
- 2 Highlight the application you want a shortcut for and press **Menu** > **Add Speed Dial**.
- 3 In **Keypad Assignment**, select the shortcut number to use.
- 4 Press **Done**.

**Note:** To delete a shortcut, press **Start** > **Speed Dial**, scroll to the shortcut, then press **Menu** > **Delete**. Your service provider might add a **Voicemail** shortcut you cannot delete.

## more call features

### features

#### make international calls



Press and hold **0** to insert the international access code (shown as +). Then, press the keypad keys to dial the country code and phone number.

#### set answer options



Answer a call by pressing any key:

Press **Start** > **Settings** > **Phone** > **Call Options** > **Any Key Answer**

#### forward calls

Forward calls to another number:


Press **Start** > **Settings** > **Phone** > **Call Forwarding**

#### silence ringtone

When your phone rings, press the side volume keys to silence your ringtone.

## features

### voice dial

To voice dial, press and hold  in your home screen. When prompted, say “Call,” then wait for the prompt and clearly say the number or contact name.

### restrict calls



Restrict outgoing or incoming calls:

Press **Start** > **Settings** > **Phone** > **Call Barring**

Select which incoming and outgoing calls to block.

### TTY calls



Set up your phone for use with an optional TTY device:

Press **Start** > **Settings** > **TTY Settings**

**Note:** A teletypewriter (TTY) is a communication device used by people who are hard of hearing or have a speech impairment. TTY does not work from one mobile device to another.

## call times and costs

These features give you a rough idea of how much call time you've used and the cost. Note that these figures may not match what your service provider charges you, as they're not measured in the same way.

## features

### view call timers




Press **Start** > **Call History** then press **Menu** > **View Timers**

### reset call timers

Press **Start** > **Call History** then press **Menu** > **View Timers**, then press **Menu** > **Reset Timers**

## emergency calls

To call an emergency number, enter the emergency number and press .

Your service provider programs emergency phone numbers (such as 112 or 911) that you can call under any circumstances, even when your phone is locked.

Emergency numbers vary by country. Your phone's pre-programmed emergency number(s) may not work in all

locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

## AGPS & emergency calls

When you make an emergency call, your phone can use *Assisted Global Positioning System* (AGPS) satellite signals to tell the emergency response center your approximate location.



AGPS has limitations, so always tell the emergency response center your best knowledge of your location. Remain on the phone for as long as the emergency response center instructs you.

AGPS **might not work** for emergency calls if your local emergency response center does not process AGPS location information. For details, contact your local authorities.

Your phone can also use your location to help with other features (such as those that provide directions).

## contacts

### *made a new friend?*

For the basics see page 7.

### SIM contacts, phone contacts

To create a new contact stored on your SIM card:

**Find it:** Start > Contacts > New > SIM Contact

To create a new contact stored on your phone:

**Find it:** Start > Contacts > New > Outlook Contact

### edit or delete a contact

- 1 Press **Start** > **Contacts**. Scroll to the contact.
- 2 Press **Menu** > **Edit** or **Delete Contact**.

### send a message to a contact

- 1 Press **Start** > **Contacts**. Scroll to the contact.
- 2 Press **Menu** > **Send Contact** > **Text Message**.



## store more than a number

Your clever phone can store more than just a number for a contact.

- 1 Create a new contact stored on your phone. Press **Start** > **Contacts** > **New** > **Outlook Contact**.
- 2 Use the fields to enter details:
  - Name & Numbers: Store multiple numbers such as home, work and mobile.
  - E-mail: Store e-mail addresses.
  - Address: Store postal addresses.
  - Picture: Add a photo so you can see who's calling you.
  - Custom ring tone: Set a unique ringtone and message alert so you can hear who's calling you.
  - Others: Add birthday, nickname and other details.
- 3 Press **Done** to save the contact.

## more contacts features

### features

#### search for contact

Enter the first few letters of the contact's name. Your phone searches through the contacts list and shows the name.

#### set category for contact

**Note:** You cannot store a category for SIM Contacts.

Press **Start** > **Contacts**, scroll to a contact, then press **Menu** > **Edit** > **Categories**

#### filter categories

Press **Start** > **Contacts**, then press **Menu** > **Filter**

## features

### send contact to another device

Use a Bluetooth® connection to send a contact to another phone, computer, or device:

**Turn Bluetooth on** - press **Start** > **Bluetooth** > **Bluetooth Manager** > **Filter** > **Status** > **Bluetooth On**.

**Send the contact** - press **Start** > **Contacts**, scroll to a contact, and press **Menu** > **Send via Bluetooth**.

Your phone searches for other Bluetooth devices. Select the one you want and you will be told when the transfer is complete.

For more about Bluetooth connections, see page 40.

## messages

*sometimes it's better 2 say it in a message*

You can send and receive three types of messages using the **Messaging** feature: SMS (text messages), MMS (multimedia messages), and e-mail messages. To set up e-mail on your **MOTO Q11™**, see page 18. If you have problems setting up e-mail or synchronizing, please visit [www.motorola.com/consumer/support](http://www.motorola.com/consumer/support).


### send a message



**Find it:** **Start** > **Messaging**

- 1 Select the message type - **Text Messages**, **MMS** or **E-mail**.
- 2 Press **Menu** > **New**.
- 3 For e-mail, in **To**, **Cc**, and/or **Bcc**, enter e-mail addresses or names from your Outlook contacts (as you enter a contact name, suggestions appear in a box below the **To** field). Insert a semicolon (;) between multiple numbers or addresses.

For text messages, enter a phone number or contact name. As you enter a contact name, suggestions appear in a box below the **To** field.

**Tip:** You can quickly enter phone numbers or e-mail addresses from your contacts. In **To**, press  and select a recipient from the list. Then select the recipient's phone number or e-mail address.

4 Use the keypad to enter a message:


**To insert** a picture, video, voice note or file in an MMS or e-mail message, press **Menu** > **Insert**.



**To set message options**, press **Menu** > **Options**.

**To cancel** a message, press **Menu** > **Cancel Message**.

5 Press **Send**.

## receive & read messages


When you receive a message your phone plays an alert and shows a message indicator, such as .

**To read a message:** on the Home Screen, press the *navigation key*  to scroll to the message notification area and press the *center key*  to open the message type.

**When you have a message open**, you can enter a response below the message text. To copy/paste message text or choose other options, press **Menu**.




To access all your messages at any time from the menu, press **Start** > **Messaging** > **Text Messages**, *email account* or **MMS**.

**Tip:** Want to switch inboxes quickly? Press the navigation key  left or right to jump from one inbox to another.

## message attachments

You can **send**, **read**, and **receive** PDF, ZIP, Microsoft® Word, Excel, and PowerPoint files attached to e-mail. **You can edit all Microsoft files on your phone**, but you can only view other files such as PDF and ZIP.

To **download** the attachment, select the file and follow the prompts to open it. When the document opens, you can move around the page using the *navigation key* .


- Excel spreadsheets: Select cells and enter numbers or text. Press **Menu** for options like save, cut, copy, paste, find, delete, and more.
- PowerPoint slide shows: Press the left softkey to switch between notes, outline and slide views. Press **Menu** for options like save, cut, copy, paste, find, delete, and more.

- Word documents: Type numbers or text into the document. Press **Menu** for options like save, cut, copy, paste, find, delete, and more.

To **transfer** attachments to your computer for editing, use Microsoft® ActiveSync, see page 43 for more information.

### message options

To delete, save, reply, or forward the messages, use these quick steps from the Inbox with a message selected or when viewing a message:

- To delete, press **Delete**. To delete multiple messages in a row, scroll to the top message you want to delete, then select **Menu > Select Messages > All, All Below, or Several**, and then press **Delete**.
- To reply, press **Menu > Reply > Reply** or **Reply All**. Enter the message and press **Send**.
- To forward, press **Menu > Reply > Forward**. Enter the message and press **Send**.
- To save the sender in your Contacts, highlight the sender and press the *center key*  **> Save**.

**Tip:** Need to get the latest status on your e-mail inbox? Press **Start > Messaging**. Select the account to send and receive messages and press **Menu > Send/Receive**. The phone

connects to your Internet e-mail server and sends and receives your messages. To stop this process, press **Menu > Stop Send/Receive**.

## set up e-mail

if you've got an MSN or Hotmail e-mail account:

- 1 Press **Start > Windows Live > Sign in to Windows Live**.

**Note:** If your network service provider does not offer **Windows Live**, use the **set up standard e-mail** procedure below.

- 2 Enter your e-mail address and password, then press **Next**.
- 3 Choose the options you want, then press **Next**.
- 4 When synchronization is complete, press **Done**.

if you've got a standard personal e-mail account (like Yahoo or Gmail):

- 1 Press **Start > Messaging > Setup E-mail**.
- 2 Enter your e-mail user name and password, then press **Next**. Your phone tries to retrieve your account settings from your e-mail provider.

**If your phone finds** your account settings, it tells you. You just have to press **Next**.

**If your phone doesn't find** your account settings, it gives you a chance to enter them. To get this information, contact your e-mail provider.

- 3 Enter your name (the messages you send will show up as "From" this name), then press **Next**.
- 4 Choose how often you want your phone to check for new e-mail, then press **Finish**.

**Note:** E-mail service depends on your e-mail and phone network service providers. If you have problems setting up e-mail or synchronizing, please visit [www.motorola.com/consumer/support](http://www.motorola.com/consumer/support).

#### if you've got a work e-mail account

**Note:** To get the information requested in these steps, contact your company's system administrator.

- 1 Press **Start > ActiveSync**, then press **Menu > Add Server Source**.
- 2 Enter your e-mail address and check **Attempt to detect Exchange Server settings automatically**, then press **Next**.
- 3 Enter your **User Name**, **Password**, and the server's **Domain**, then press **Next**.

**If your phone finds** your server settings, it tells you. You just have to press **Next**.







**If your phone doesn't find** your server settings, or if you skip the automatic detection, you can enter the settings provided by your company's system administrator: Enter the Exchange **Server Address** (if necessary, check **This server requires an encrypted (SSL) connection**), then press **Next**.

- 4 Choose if you want to synchronize **Contacts**, **Calendar**, **Email**, and **Tasks**, then press **Finish**.
- 5 Press **Sync** to synchronize with the Exchange server.

#### messaging shortcuts

If speed is what you need, press the following keys to do things quickly when you have an Inbox open. Press and hold the keys if you have a message open:

key	function
<b>0</b>	list shortcuts
<b>1</b>	reply all
<b>2</b>	reply
<b>3</b>	mark read or unread
<b>5</b>	move
<b>6</b>	forward

key	function
	delete
 	
	
	download message
	send/receive

## messaging quick reference

**Note:** Some features might not work if you set up your e-mail account manually (without the e-mail setup wizard).



features
<b>send text message</b>
Press <b>Start</b> > <b>Messaging</b> > <b>Text Messages</b> > <b>Menu</b> > <b>New</b>



## features

### create and send e-mail

Press **Start** > **Messaging** > *e-mail account* > **Menu** > **New**



**Note:** You need to have your e-mail set up to send an e-mail (see page 18 for more information).

To add a picture, voice note, or file to an e-mail message, open the message area and press **Menu** > **Insert** > **Picture**, **Voice Note**, or **File**.

**Tip:** You can save a draft of a message that you are composing to finish and send later. Press **Menu** > **Save to Drafts**. A draft of the message is stored in the Drafts folder of the account you are in.

## features

### create and add an e-mail signature

Press **Start** > **Messaging** > *e-mail account* > **Menu** > **Tools** > **Options** > **Signatures**

Scroll to the account for which you are creating the signature. Select **Use signature with this account**. Scroll to the **Signature** box, enter your signature, and press **Done**.


**Tip:** To insert a signature in every message you send, select **Include when replying and forwarding**. Otherwise, a signature is inserted only in new messages.

### read new messages

To quickly view new messages, select the message notification area on the home screen.



### view attachment

While viewing the message, use the **center key**  to select the attachment.





**Note:** You can view attachments only for file types that are supported by the device.



## features

### read old e-mails

Press **Start** > **Messaging** > *e-mail account*

Icons next to each message show if it is **unread** , **read** , **urgent** , or has an **attachment** .



### reply, reply all or forward emails

From your Inbox or an open message, press **Menu** > **Reply** > **Reply**, **Reply All**, or **Forward**

**Tip:** If you are replying to an e-mail in the e-mail account, you will send less data if you do not edit the original message. This may reduce data transfer costs based on your rate plan.



## features

### download message objects

If an e-mail message includes an attachment, when you open the message, the name of the attachment will appear highlighted. To download the attachment, select the highlighted attachment name. The attachment is downloaded the next time you synchronize or connect to your e-mail server.



**Note:** If there are multiple attachments in the message, only the selected attachments are downloaded.

### insert a media object in an e-mail

To add a picture, voice note, or file in an e-mail message, in the composing message area press **Menu > Insert > Picture, Voice Note or File.**

## features

### download complete e-mail messages

Press **Start > Messaging > e-mail account.** Scroll to the message and press **Menu > Download Message.**



The complete message is retrieved the next time you synchronize or connect to your e-mail server and send and receive e-mail.



## features

### mark a folder for synchronization



When you synchronize your e-mail account with your PC, the same Inbox folders that are in Outlook on your PC are created on your phone.

Press **Start** > **Messaging** > *e-mail account* > **Menu** > **Folders** > **Menu** > **Show all Folders** > **Menu** > **Manage Folders**.

Highlight each folder you want to synchronize and press **Sync**.

Once all folders have been selected, press **Done**. This opens the **Manage Folders** view, where the marked folders will be synchronized during the next sync session.

**Note:** Only e-mail folders stored on the server are available for sync.

### view status of sent e-mail


Press **Start** > **Messaging** > *e-mail account* > **Menu** > **Folders** > **Outbox**


Messages in the **Outbox** have not been sent. To send a message, scroll to it and press **Menu** > **Send/Receive**.

## features

### receive e-mail



If your phone is set up to automatically check for new messages, your phone will show  when a new message arrives.

Press  to open the Inbox.

### delete e-mail

From the Inbox or an open e-mail message, press **Menu** > **Delete**.

### manually send and receive e-mail



Press **Start** > **Messaging** > *e-mail account* > **Menu** > **Send/Receive**.

### call a phone number in e-mail



Highlight a phone number in a message and press .

### move e-mail to personal folder

After you read the e-mail, press **Menu** > **Move** > *folder*.

## features

### delete a mail account

Press **Start** > **Messaging**, scroll to the e-mail account, then press **Menu** > **Delete**.

**Note:** You cannot delete your **Text Messages**, **MMS**, or **Exchange server e-mail accounts**.

### empty deleted items folder

Press **Start** > **Messaging** > *e-mail account* > **Menu** > **Folders**, scroll to **Deleted items**, then press **Menu** > **Delete All**.

## instant messenger

**Find it:** **Start** > **Instant Messenger**


Connect to your favourite online instant messaging community with effortless ease.

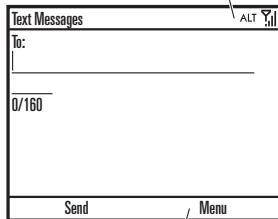
Follow the prompts to sign into an account. For more details, visit [get.live.com/wl/all](http://get.live.com/wl/all).

**Tip:** Set your preferences to make your messaging experience even more enjoyable: press **Menu** > **Communities**. Or, change the community you are linking to: press **Menu** > **Communities**.


## text entry

You can enter text and numbers using the keypad. When you select a field that requires text or numbers, the phone automatically selects the appropriate entry mode. An indicator at the top right of the display shows the entry mode you are currently using.

Press  to switch entry modes. For indicator descriptions, see the following section.



Press **Menu** to open the sub-menu.

Press  in a text entry view to select an entry mode:







### entry modes


**abc** Enters the alphabetical character on each key (such as **Q**).

**To enter capital letters**, press  to switch to all capitals (**ABC**), no capitals (**abc**), or one capital (**Abc**).

**Alt** Enters the number or character on the next key pressed (such as **!**), then returns to the previous text entry mode.



**ALT** Enters the number or character on the keys until you press  again.  
Your phone automatically chooses **ALT** for entries that only allow numbers, like phone numbers.

- To **delete** one character, press . Hold  to keep deleting.
- To start a new line, press .

- To enter the number or character above the letter on each key, press the Alt key .

### text prediction

As you enter letters, your phone might try to **predict** the word. For instance, it might predict “program” when you enter “prog”.

To accept the prediction, scroll to the predicted word and press the *center key* . To enter a space after your word, press . To turn off text prediction, press **Start > Settings > Text Input Settings** and uncheck **Suggest Words When Typing**.

### voicemail







When you **receive** a voicemail message, your phone shows an indicator and **New Voicemail**. Press **Call** to call your voicemail and follow the prompts.






## tips & tricks

*a few ways to make your phone even easier to use*

From the home screen, use these shortcuts:

To...	Do this...
<b>lock keypad</b>	Press  , then  .
<b>use most recently used feature</b>	Icons for your most recently used features appear across the top of the home screen. Use the navigation keys to select one.
<b>open recent calls</b>	Press  . To return a call, use the navigation key to scroll to the call, then press  .
<b>open your messages and browser</b>	Use shortcut keys to access your messages  , and Web browser  .
<b>use memo pad</b>	Jot down and retrieve quick notes on the memo pad (great when you're on the run): <b>Start &gt; Accessories &gt; Memopad.</b>

To...	Do this...
<b>open quick options</b>	Press and hold  .
<b>play music or games on an airplane</b>	To keep using your games and music on a flight, turn off your network and Bluetooth® services. Press and hold  until the quick list appears, then select <b>Wireless Manager &gt; All.</b>
<b>access voicemail</b>	Press and hold  .

# personalize

*not just any clever phone, make it your clever phone*

## home screen

Set a photo or picture as a wallpaper (background) image or change your layout and color scheme on your home screen.


**Find it:** Start > Settings > Home Screen

options	
Home Screen Layout	Select a layout for the home screen.
Color Scheme	Select a color scheme for the display.
Background Image	Select a picture for your wallpaper image.
Time out	Select the time interval before the display returns to the home screen, or Never.

## profiles & sounds

For incoming calls and other events, use **Profiles** to set ring styles and volume settings and use **Sounds** to change the sounds played (ring tones, etc.).

**To select a profile:**

**Find it:** On the home screen, press and hold  > *profile style name* > 

You can select and edit **Normal**, **Silent**, **Vibrate**, **Outdoor** and **Automatic** profiles.

**Note:** The **Automatic** profile is the same as **Normal**, except that it automatically switches to **Vibrate** during any event stored in your Calendar.

**To edit a profile:**

**Find it:** Start > Settings > Profiles > *profile style name* > Menu > Edit

**To change sounds:**

**Find it:** Start > Settings > Sounds

## time & date

**Find it:** Start > Clock & Alarm > Date and Time


You can specify the date and time style by changing the regional settings: press **Start** > **Settings** > **Regional Settings**.

## personalize my Q

**Find it:** **Start** > **Personalize My Q**

Edit all the most important customizing features on your phone, such as homescreen and sound settings.

## task manager

**Find it:** On the home screen, press and hold  to open the quick options menu, then select **Task Manager**.

Want to see what programs are active on your phone?

**Tip:** Need to stop running a program? In **Task Manager**, select a program and press **End Task**.

**Note:** If you want to completely remove a program from your phone, from the home screen, press **Start** > **Settings** > **Remove Programs**.

## more personalizing

### features

#### set backlight

Set the backlight timeout to save battery life:

Press **Start** > **Settings** > **Power Management** > **Backlight time out on battery**

#### change language

Set menu language:

Press **Start** > **Settings** > **Regional Settings** > **Language**

**Note:** You need to turn your phone off and on again for the changes to take effect.

#### accessibility

Set system font size, multipress timeout, confirmation timeout, and in-call alerts:

Press **Start** > **Settings** > **Accessibility**

## features

### save owner information

Think of it as your phone's identity tag.

Enter owner information to help someone return the phone to you if you lose it:

Press **Start** > **Settings** > **Owner Information**

### reset settings

To return your phone to original settings, press **Start** > **System Tools** > **Master Reset**

The default master reset code is **000000** (6 zeroes) - see page 47.

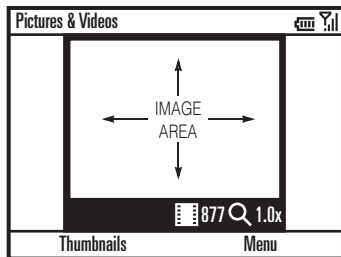
Master reset does not reset the unlock code, security code, and lifetime timer.

## photos

*see it, capture it, send it!*

### take a photo

Press **Start** > **Pictures & Videos** > **Camera** to see the camera viewfinder and then press **•** to take the photo.



**Tip:** In the camera viewfinder, press **Menu** to adjust picture settings such as **mode**, **resolution**, **zoom**, **white balance**, and **flash**.

Once you've taken your photo, press **Camera** to save the photo and return to the viewfinder, or press **Menu** to **Send** the photo or **Delete** it.

**Note:** To see your stored pictures, press **Start** > **Pictures & Videos**, highlight the picture thumbnail and press **View**.

**Tip:** To view pictures located in a folder other than the default pictures folder, including a storage card, press **Start** > **Pictures & Videos**, then press **Menu** > **Folders**, and select the folder that contains stored pictures.

## photo options

In the camera viewfinder press **Menu** > **Options** to open the **Picture Options Menu**. This menu can include:

option	
<b>General</b>	Determine default picture sizes for e-mail and rotating picture settings.
<b>Slide Show</b>	Select default slide show settings.
<b>Camera</b>	Select default locations to store pictures, filename prefixes, and image compression.
<b>Video</b>	Determine audio settings and time limits for video files.

## self portrait

- 1 Press **Start** > **Pictures & Videos** > **Camera** to activate the camera.
- 2 Press **Menu** > **Mode** > **Timer**.
- 3 Aim the camera lens at yourself and allow for a 5 second delay.
- 4 When you hear the camera shutter sound, your phone takes the photo and shows it in the viewfinder.

## manage your photos

**Find it:** **Start** > **Pictures & Videos** > *picture*

Press **View** to view a highlighted picture. Press **Menu** to send, rename, save, edit, delete and more.

## edit your photos

**Find it:** **Start** > **Pictures & Videos**

- 1 Highlight a photo and press **View** to open it.
- 2 Press **Menu** > **Edit**.
- 3 From the edit screen, press **Menu** to rotate, crop or auto correct your photo.
- 4 Press **Menu** > **Save As** to save your edited photo.

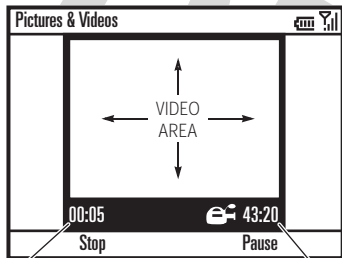


# videos

for those moments when you really had to be there

## record a video

Press **Start** > **Pictures & Videos** > **Camera** then **Menu** > **Video** to see the camera viewfinder. Press **Start** to start recording and press **Stop** to stop.



Remaining recording time

Current recording length

**Tip:** In the video viewfinder, press **Menu** to adjust picture settings such as **brightness**, **quality**, and **white balance**.

Once you've taken your video, press **Camera** to save the video and return to the viewfinder, or press **Menu** to **Send** the video or **Delete** it.

**Note:** To see your stored videos, press **Start** > **Pictures & Videos**, highlight the video and press **Play**.

**Tip:** To view videos located in a folder other than the default videos folder, including a storage card, press **Start** > **Pictures & Videos**, then press **Menu** > **Folders**, and select the folder that contains stored videos.

## video options

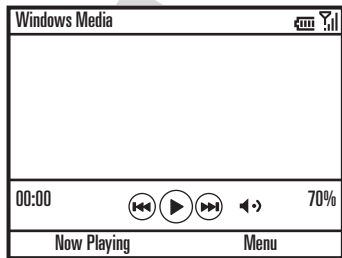
In the video viewfinder press **Menu** > **Options** to open the video options menu:

option	
Camera	Select default save locations, video filename prefixes, and image compression.
Video	Determine audio and time limit settings for video files.

## play a video clip

**Find it:** Start > Pictures & Videos > video clip > Play

The video clip plays in the **Windows Media Player**.



**Tip:** To play video in full screen mode, press **Menu > Full Screen**. Videos recorded in a low resolution may not play in full screen mode.

If a call comes in while watching a video, the video pauses and a call alert appears. You can choose to answer the call or ignore it. To continue watching the movie, press **Play**.

## video playback options

In the video playback window, press **Menu > Options** to open the **Video Playback Menu**. This menu can include:

option	
Playback	Determines how the time counter appears.
Video	Options for showing in full screen and when to scale to fit window.
Network	Selects default network settings for streaming media.
Library	Determines if the player starts on the Library view.
Skins	Determines the skin theme.
Buttons	Set playback button mapping.

## manage your videos

**Find it:** Start > Pictures & Videos

Press **Play** to view a highlighted video. Press **Menu** to send, rename, save, edit, delete and more.

## set up music

*what you need to start...*

### what music transfer tools do I need?

To put music on your computer and then load it on your phone, you need:

- A Microsoft® Windows® PC
- A USB data cable (may be **sold separately**)

### do I need a storage card?

Your phone does have 64 MB of internal memory but it also supports removable microSD storage cards with up to 32 GB capacity, allowing you to store much more.

**Tip:** To see the available memory on your phone and storage card, press **Start > System Tools > Memory Manager**.

### what music file formats can I play?

Your phone can play many types of files: MP3, MIDI, AAC, WAV, WMA, WAX and WMV.

### what headphones can I use?

Your phone has a 3.5mm headset jack for wired stereo listening. Or, go wireless and use optional Bluetooth stereo headphones to listen to your music.

## get music

*rip and transfer...*

### rip a CD

Not literally—if you're new to music this means transferring music from a music CD to your PC.

To rip a music CD on your PC, you need Windows Media Player version 10 or later. You can download Windows Media Player from **www.microsoft.com**.

- 1 On your computer**, launch Windows Media Player.
- 2 Insert a music CD into your computer's CD ROM drive.  
**Note:** Make sure you change the format to MP3, MIDI, AAC, WAV, WMA, WAX or WMV in the Rip Settings. (MP3 is the recommended format for best performance.)
- 3 In the Windows Media Player window, click on the "Rip" tab.
- 4 Highlight the tracks you want to import and click "Rip Music".

The tracks are imported to the Windows Media Player Library. Next, transfer the tracks from your computer to your phone.

## transfer music to your phone

Transfer music files from a computer to your phone or storage card.

### PC to phone

To load music files from a PC **to your phone**, you need a USB cable.

- 1 With a storage card inserted and your phone in the home screen, insert the USB cable in your phone and your Windows PC.

**Note:** Your phone supports Microsoft® Windows® 2000 and Windows XP™. Other operating systems may not be compatible.

- 2 Now that you've connected, use **Windows Media Player** or **USB drag and drop** to copy your music.

### Windows Media Player

- 1 **On your Windows PC**, open Microsoft® Windows® Media Player 10 or later.
- 2 On the "Sync" tab, select "More Options." Under Device, select your phone.
- 3 Select "Properties"; check the "Create folder hierarchy on device" box, and click "OK."

### USB drag & drop

- 1 Use the "My Computer" window to find "Removable Device."
- 2 Drag and drop your music to your phone folder. To help manage your music, you can create more folders in your phone folder.
- 3 When you're done, use the "Safely Remove Hardware" feature to finish.

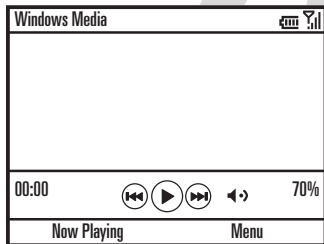
# play music & media

*when music is what you need...*







You can play audio and video files that are on your phone or on the Web.

Your phone has Windows® Media Player Mobile for Smartphone version 10.2 or higher, which can play the following types of files: Windows Media Audio (WMA), Windows Media Video (WMV), MP3, AAC, and WAV.

**Find it:** Start > Windows Media



## music player controls

control	
play/ pause	To play or pause a music or video file, press  .
skip ahead or go back	To skip to the previous or next file, press the navigation key  left or right.
volume	To change the volume, use the side volume keys or press the navigation key  up or down. <b>Tip:</b> To turn the sound off quickly, press  . Press  to turn the sound back on.
fast forward/ rewind	To fast forward or rewind, press and hold the navigation key  left or right.

### To customize your controls:

- 1 From the media player, press **Menu** > **Options** > **Buttons**.
- 2 Scroll to the media player action you want to assign a button or key press, and press **Menu** > **Assign, Reset,** or **None**.
- 3 After you have assigned key presses to the player controls, press **OK** and **Done** to complete the set up.

## To play audio or video files:

- 1 From the media player, press **Menu** > **Library**.
- 2 Select **My Music**, **My Videos**, **My TV**, **My Playlists**, or **Now Playing**.

**Tip:** Do you want to play a song or video on the Internet or network? Use the Open URL command. From the **Library** view, press **Menu** > **Open URL**.

## wake up music player

While the music player is active, your phone will conserve power by turning off the display and keypad backlights.

To turn the display and backlights back on, press any key.

## turn off music player

To turn off the music player, press **Menu** > **Stop**.

## music player tips

If you receive a call while playing music, the music pauses. You can **Ignore** the call and send the caller to voicemail or **Answer** the call. Playing resumes when you end the call.

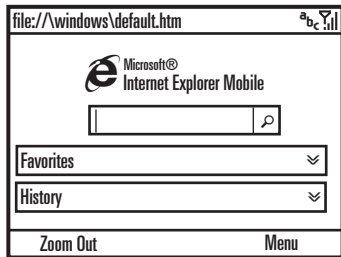
To hide your music player while a song is playing, simply navigate to another menu item. If the music player is hidden, you can use other phone features.

To view the song details, press **Menu** > **Properties**.

## web browser

*you don't need a PC, surf the web with your phone*

**Find it:** Start > Internet Explorer



**Note:** Not all Web file formats are supported.

- To go to a Web page, press **Menu** > **Address Bar**. Enter the address and press **Go**.
- To go to a link in a Web page, highlight the link and press the select key (•◂◃•).
- To change connection options, press **Menu** > **Tools** > **Options** > **Connections**.
- To show/hide pictures, press **Menu** > **View** > **Show Pictures**.

- To add a Favorite, open the Web page and press **Menu** > **Add to Favorites**.

## browser shortcuts

Use shortcut keys for browsing the Web:

key	function
<b>U</b>	page up
<b>D</b>	page down
<b>T</b>	go to the top of the page
<b>B</b>	go to the bottom of the page
<b>F</b>	Switch to full screen or normal view.

**Note:** If you're not set up for internet access, contact your service provider for settings.

## third-party applications

Third-party applications, or add-on programs, can include e-mail, security, mobile office, and productivity software. These products can typically be downloaded and installed immediately. Compatible commercial and free applications are available on the Internet.

To **purchase and download** applications (programs) and games for your phone. Go to:

<http://www.motorola.com/support/Q-gsm> and click on "Application Catalog" or visit <http://www.handango.com>.

**Warning:** Downloading and installing numerous third-party applications can negatively affect memory usage and the performance of the phone. Proceed with moderation.

**Note:** Applications written for previously released devices or older versions of Windows Mobile may not function reliably on this phone. Contact the application provider to check compatibility before installing the application on this device.

## Internet Sharing

You can use your phone to dial in to a network (similar to Dial Up Networking or DUN). To do this, you need either a Bluetooth wireless or USB cable connection.

**Find it:** **Start** > **Internet Sharing**

On your computer, you must have installed ActiveSync 4.5 or later or Windows Mobile Device Center on Windows Vista™, and have enabled a Personal Area Network (PAN) server.

**Note:** When you activate Internet Sharing, your phone's e-mail, Web browsing, Microsoft® ActiveSync or Windows® Mobile Device Center, and text messaging

services are suspended until you deactivate Internet Sharing.

## Internet Sharing with Bluetooth wireless

To use Bluetooth wireless to link to a network:

**Note:** You must have a computer that has Bluetooth capabilities for Internet Sharing to work with Bluetooth wireless.

- 1 To make sure other Bluetooth devices can find your phone, you must first turn on Bluetooth wireless. **On your phone**, press **Start > Bluetooth > Bluetooth Manager > Settings** then toggle **Status** to **Bluetooth ON**. See page 62 for more information.
- 2 **On your computer**, launch the Bluetooth devices applet from the task bar.
- 3 On your computer, right-click the Bluetooth icon in the Windows task bar, select the **Quick Connect > Dial-up Networking > Find devices**. The computer finds your phone and shows the dial up networking window.

**Note:** Not all computers have the same procedure to locate the Bluetooth window and set up networking.

Please refer to your computer operating help system for more information.

- 4 **On your phone**, press **Start > Internet Sharing**.
- 5 Set **PC Connection** to **Bluetooth PAN** and click **Connect**.

The **Status** changes to **Connected**.

- 6 Press **Menu > Bluetooth Settings** and select **Personal Network**.
- 7 When you see the name of your computer in the list of personal networks, select it and press **Add** to establish a connection.

## Internet Sharing with a cable

**Note: Do not connect** your data cable to your phone and computer until the following steps tell you to do so.

### On your phone:

Enable Internet Sharing on your phone and install phone drivers:

- 1 On your phone, press **Start > Settings > Connections** to set up the GPRS and Proxy information as specified by your service provider. These settings are the same as for connecting to the internet.



- Using the USB data cable, connect the phone to your computer.

The driver is installed on your computer and ready for setting up a network connection.

- On your phone**, press **Start > Internet Sharing**.
- Set **PC Connection** to **USB** and click **Connect**. The **Status** changes to **Connected**.

### On your computer:

After you set up your computer and phone, you can establish a new network connection on your computer:

**Note:** This procedure might not work on all computers. Please refer to your computer operating help system for more information.

- Right-click on **My Computer** and select **Properties >Hardware** tab.
- Press the **Device Manager** button and expand the **Modems** list.
- Right-click **Smartphone Wireless USB Modem** and select **Properties**.

- Select the **Advanced** tab, and enter extra initialization commands required by your service provider. For details, contact your service provider.
- Open the Network Connections window. On some computers, you select **Start > Control Panel > Network and Internet Connections > Network Connections**. Your computer might be a little different.
- In the Network Connections window, select **Create a new connection** under Network Tasks.
- Follow the prompts to connect to the Internet using a modem:
  - Network Connection Type: **Connect to the Internet**
  - Getting Ready: **Set up My Connection Manually**
  - Internet Connection: **Connect using a dial-up modem**
  - Connection Name: Enter a unique identifier for ISP name.
  - Number to Dial: **\*99#**
  - Connection Availability: **Anyone's Use**
  - User Name: get this information from your service provider as required

- Password: get this information from your service provider as required
- If you do not plan to use your phone as the default Internet connection, then **do not** check **Make this the default Internet connection**.
- If Microsoft® Windows® firewall is not enabled, **do not** check **Turn on Internet connection firewall for this connection**.

**Note:** You might need to deactivate your computer proxy server settings to let Internet Sharing access the Internet. To do this, open your Web browser and select **Menu > Tools > Internet Options > Connections > Settings > Proxy Server**, then deselect **Use a proxy server for this connection**).

## disconnect Internet Sharing

### On your computer:

- 1 Go to task bar and right-click on the Network Connection icon.
- 2 Select **Disconnect**.

Your computer disconnects Internet Sharing.

**Note:** After you are no longer using Internet Sharing, you may need to reactivate your computer's proxy settings. Please check with your Internet provider.

## Bluetooth®

### *lose the wires and go wireless*

Your phone supports Bluetooth wireless connections. You can connect your phone with a Bluetooth audio device, such as a handsfree headset or music system. You can also connect your phone with a phone or computer that supports Bluetooth connections to share files.

**Note:** Using a mobile phone while driving may cause distraction. End a call if you can't concentrate on driving. Also, using a mobile or accessory may be prohibited or restricted in certain places. Always obey the laws and regulations on the use of these products.

**For maximum Bluetooth security**, you should always connect Bluetooth devices in a safe, private environment.

### turn Bluetooth power on or off

If Bluetooth **Power** is **On**, your phone can automatically pair with the Bluetooth device you have used before. Just turn on the Bluetooth device or move it near your phone.

To turn on Bluetooth power: Press **Start > Bluetooth > Bluetooth Manager > Settings** then toggle **Status** to **Bluetooth ON**.

The Bluetooth indicator  appears in the home screen.

**Note:** To extend battery life, use the previous procedure to set Bluetooth **Power** to **OFF** when not in use. Your phone will not pair with devices until you set Bluetooth **Power** back to **ON** and pair your phone with the Bluetooth devices again.

## pair with a headset or handsfree device

**Before you try to pair your phone with a headset or handsfree device,** make sure your phone's Bluetooth power is **on** and the Bluetooth device is **on** and **ready** in *pairing* or *bonding* mode (see the Bluetooth device user's guide). You can pair your phone with multiple other devices, but only use it with one headset at a time.

Your phone lists the Bluetooth devices it finds within range.

- 1 Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Hands-free**.
- 2 Put the handsfree headset, stereo headset, keyboard, etc. in pairing mode.
- 3 Press **Add**. Your phone prompts you to verify the Bluetooth device is ready. Press **Search**.
- 4 Select the Bluetooth device from the list.
- 5 If prompted, enter the Bluetooth device passkey (such as 0000) and press the **Accept** key.

When the Bluetooth devices are paired, an icon appears on the home screen in the Bluetooth Task Tray.


**Tip:** For specific information about the Bluetooth device you are using with your phone, refer to the instructions that came with it.

## send objects to another device

You can use Bluetooth pairing to send e-mail, contacts, tasks, calendar items, audio, ring tones, pictures, video, and voice notes from your phone to a computer or other Bluetooth device.



- 1 Press **Start** > **Bluetooth** > **BT Send Object**.
- 2 Select the object type and object you want to send.

**Tip:** To select an item, press the *center key* .


- 3 Press **Send**.
- 4 Select the name of the device to send the file.
- 5 To cancel sending an item, press **Menu** > **Cancel**.

## use your phone as a PC remote

You can use Bluetooth wireless and your phone as a remote control for your computer. For example, do you want to watch a video on your computer and use your phone as a remote control? Use PC Remote to control when the video plays, stops, or pauses.







- 1 On your computer, turn Bluetooth power on.

- 2 On your phone, press **Start > Bluetooth > BT PC Remote**. If necessary, press **Yes** to turn on Bluetooth power.
- 3 Press **Add**.
- 4 On your computer, right-click on the Bluetooth indicator  in the system tray in the lower right corner of your display. Select **Bluetooth Setup Wizard**.
- 5 In the wizard, indicate that you know the service you want to use, and you want to find a Bluetooth device that provides the service. Select **Next**.
- 6 In the next window, choose **Human Interface Device** or **PC Remote** and select **Next**.
- 7 In the next window, make sure that “**Show all devices**” is chosen in the pull-down menu. Your computer should find your “**SmartPhone**.” Make sure the box “**Allow other Bluetooth devices to see this phone**” is checked. Select your phone, and select **Next**.
- 8 If prompted, enter the device passkey (such as 0000) and press the **Accept** key.

When PC Remote is connected, your phone display shows a key map that tells you what your keys control on the PC.

To determine which program on your computer to control, on your phone, press **Menu** and select a program.

## advanced Bluetooth features

features	
<p><b>make phone visible to other Bluetooth device</b></p> <p>Allow a Bluetooth device to discover your phone: Press <b>Start &gt; Bluetooth &gt; Bluetooth Manager &gt; Settings</b>, and check <b>Allow other Bluetooth devices to see this phone</b>.</p>	
<p><b>connect to recognized device</b></p> <p>Connect to a recognized Bluetooth device: Press <b>Start &gt; Bluetooth &gt; Bluetooth Manager &gt; Hands-free &gt; device name</b></p>	
<p><b>drop pairing with device</b></p> <p>Press <b>Start &gt; Bluetooth &gt; Bluetooth Manager &gt; Hands-free &gt; device name &gt; Disconnect</b></p>	
<p><b>send object to device</b></p> <p>Send an object to another device: Press <b>Start &gt; Bluetooth &gt; BT Send Object</b></p>	

## features

### edit device properties / change device name



Edit the properties of a recognized device:

Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Hands-free**  
> *device name*, then press **Menu** > **Properties** > **Nickname**

**Tip:** To change the Bluetooth name of your phone, press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** and enter the name in **My Bluetooth name**.

## synchronize

### *connect and synchronize*

You can synchronize the information on your phone in two ways, over the air (OTA) or using a cable and your computer.

### sync with a computer

You can use Microsoft® **ActiveSync version 4.5 or above**, or Windows® **Mobile Device Center** to synchronize information between your phone and desktop computer. ActiveSync compares your phone's contact information, calendar appointments, e-mail messages, and media files to those on your computer and then updates to the most recent information.

### installing and setting up ActiveSync

To synchronize information on your phone with a PC, you need to use Windows® Mobile Device Center (on a PC running Windows Vista) or install Microsoft ActiveSync (on a PC running Windows XP™ or earlier).

**Note:** Synchronization software is included on the *Getting Started* disc packed with your phone. Before installing the software, verify that your computer and operating system meet the **minimum requirements**

stated on the CD-ROM sleeve or Microsoft Windows® Mobile Web site (<http://www.microsoft.com/windowsmobile>). This Web site also lets you download the **latest software** for ActiveSync.

- 1 Install Microsoft ActiveSync (for Windows® XP™ or earlier) or Windows Mobile Device Center (for Windows Vista) on your PC.
- 2 After setup completes, connect your phone to the PC. The device drivers install on your computer and then the Sync Setup Wizard automatically starts.
- 3 Follow the instructions on the screen to complete the wizard.

The wizard prompts you for the Exchange Server's name, your user name, your password, and the domain name. If you don't have this information, contact the server's system administrator.

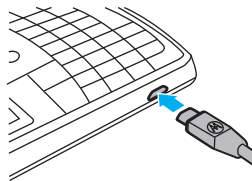
When you finish the wizard, ActiveSync starts to synchronize automatically with your phone.

**Note:** Once synchronization completes, you can disconnect your phone from your PC, and you may need to restart your PC.

## sync with a cable connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your phone and sync.

- 1 Turn on your phone.
- 2 Connect your phone to your PC using a USB cable.



**Note:** For more detailed information, see “Connecting a mobile device to a PC” in ActiveSync Help on your PC, the Microsoft Web Site for ActiveSync or the Motorola support Web site at [www.hellomoto.com](http://www.hellomoto.com).

## sync with a Bluetooth® connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your phone and sync with a Bluetooth connection.

**Note:** In order to use this feature, your PC needs Bluetooth wireless or a Bluetooth PC adaptor accessory.

- 1 Follow the instructions in ActiveSync Help for configuring Bluetooth connections on your PC to support ActiveSync.
- 2 Turn on the device.
- 3 On your phone, verify that Bluetooth wireless is turned on (press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** > **Status** > **Bluetooth On**).
- 4 Press **Start** > **Settings** > **Connections** > **USB to PC**.
- 5 Press **Start** > **ActiveSync**.
- 6 Select **Menu** > **Connect via Bluetooth**. Ensure that your phone and PC are within close range. If this is the first time you have connected to this PC using Bluetooth wireless, you need to complete the Bluetooth wizard on your phone and set up a Bluetooth partnership with the PC before synchronizing.
- 7 Select **Sync**.
- 8 When finished, select **Menu** > **Disconnect Bluetooth**. To conserve battery power on your phone, turn off Bluetooth power (see page 40).

## sync over the air

To sync your phone over the air (OTA) you need to sync it directly with your company's Microsoft® Information

Server or Microsoft® Exchange Server (running the appropriate version software). For more information about this set-up, see the Motorola support Web site at: [www.hellomoto.com](http://www.hellomoto.com).

**Microsoft® Windows® Mobile and ActiveSync Support:**<http://www.microsoft.com/windowsmobile/help/smartphone/>

You can also contact your system administrator to set up this synchronization.

**Note:** If you are out of network coverage, and your phone tries to sync 3 times without finding a network, you will receive a notification. For more information, select **View Status**. Synchronization will resume when there is network coverage.

# WiFi

## home, office or hotspot

Your phone can connect to WiFi networks when you are at home, in the office or at a hotspot. To use WiFi, it must be available at your location and you need to connect to it. Connect your phone with WiFi to exchange files, connect with a printer that supports WiFi to print images, or use your phone to connect to the Internet.




## turn WiFi on

To turn on your phone's WiFi feature, press and hold  > **Wireless Manager** > **WiFi** > .

**Note:** To extend battery life set **WiFi Power** to **Off** when not in use.

## WiFi search

**Find it:** press and hold  > **Wireless Manager** > **WiFi** > **Menu** > **WiFi Settings**

- 1 Scroll to a network in the list and press **Connect**.
- 2 Enter the connection settings and press **Finish** to complete.

**Note:** Make sure the WiFi network you connect to is secure.

# tools

## stay on top of things with these handy features

### add calendar event

**Find it:** **Start** > **Calendar** > **Menu** > **New Appointment**

**Note:** To schedule an all-day event, select the **All day event** check box under **End time**. All-day events do not occupy blocks of time in the calendar; instead, they appear in banners at the top of the calendar.

### set alarm

**Find it:** **Start** > **Clock & Alarm** > **Alarm 1** or **Alarm 2**

### calculator

**Find it:** **Start** > **Accessories** > **Calculator**

### documents to go

**Find it:** **Start** > **Documents To Go**

View, edit or create documents, spreadsheets or slideshows on your phone.



# security

help keep your phone safe

## lock & unlock phone

**To prevent accidental keypresses**, you can lock your keypad: press , then . To unlock your keypad, press **Unlock** > .

**To keep others from using your phone**, you can set a password and lock your phone:


- 1 From the home screen, press **Start** > **Settings** > **Security** > **Device Lock**

**Tip:** If you want your phone to lock automatically when you're not using it, check the **Prompt if device unused for** checkbox, and choose the lock delay.

- 2 Choose a password type that is either simple (4-digit number) or strong alphanumeric (a hard-to-guess password with at least 7 characters, including uppercase and lowercase letters, numerals, and punctuation).


**Tip: Choose a password you will remember.**

Without your password, you can reset your phone, but it will result in the loss of your personalized settings

and all content stored in device memory. To perform a hard reset, hold down the *center key*  for 5 seconds while turning the phone on.

- 3 Enter and confirm your password.

- 4 Press **Done**.

**To lock your phone**, press and hold  until the **Quick List** opens. Then, select **Lock**. Your left soft key changes to **Unlock**.

**To unlock your phone**, press **Unlock** and enter your password. Your phone uses \* if you have not set a password.

**Note:** You can make emergency calls on a locked phone (see page 13). A locked phone still rings or vibrates for incoming calls or messages, **and you do not need to unlock it to answer.**

## master reset

To return your phone to its original settings:

Press **Start** > **System Tools** > **Master Reset**

The default master reset code is 000000 (6 zeroes).

Master reset does not reset the unlock code, security code, and lifetime timer.

## master clear

**Caution:** Master clear erases all information you have entered (including contacts and calendar events) and content you have downloaded (including photos and sounds) stored in your phone's memory. After you erase the information, you can't recover it.

To master clear your phone:

Press **Start > System Tools > Master Clear**

The default master reset code is **000000** (6 zeroes).

## management

*stay in control*

### file manager

**Find it:** Start > File Manager

You can use File Manager to sort, view, copy, and move files, such as text, pictures, music, and video files, on your phone or storage card.

### task manager

**Find it:** Start > Accessories > Task Manager

Want to see what programs are running on your phone? Use the Task Manager to see or stop a program.


**Tip:** Need to stop running a program? In **Task Manager**, select the program and press **Menu > Kill**.

### call manager

**Find it:** Start > Accessories > Task Manager

Manage all those important calls you need to make, and set reminders just in case you forget.

### wireless manager

**Find it:** Press and hold  > Wireless Manager

View and edit your **WiFi**, **Bluetooth** or **Phone** settings in one feature.

## removing programs

To completely remove a program from your phone, from the home screen, press **Start > Settings > Remove Programs**. Select the program and press **Menu > Remove**.

## Windows update

**Find it:** **Start > Settings > Windows Update**

Run the Windows update wizard to keep your phone protected and up-to-date.

## network

### features

#### create proxy or dial-up network



**Start > Settings > Connections**

Select a policy to open a connection, or enter a new policy definition.

To close the secure connection, press **Logoff**.


### features

#### network wizard

**Start > Accessories > Network Wizard**

Use the network wizard to enter all your network settings.

#### change flight mode

Press and hold  to open the quick list, select the **Wireless Manager** to turn off Bluetooth and phone networking for flight safety.

### battery use & safety

**IMPORTANT: HANDLE AND STORE BATTERIES PROPERLY TO AVOID INJURY OR DAMAGE.** Most battery issues arise from improper handling of batteries, and particularly from the continued use of damaged batteries.

#### DON'Ts

- **Don't disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.**
- **Don't let the phone or battery come in contact with water.** Water can get into the phone's circuits, leading to corrosion. If the phone and/or battery get wet, have them checked by your carrier or contact Motorola, even if they appear to be working properly.
- **Don't allow the battery to touch metal objects.** If metal objects, such as jewelry, stay in prolonged contact with the battery contact points, the battery could become very hot.
- **Don't place your battery near a heat source.** Excessive heat can damage the phone or the battery. High temperatures can cause the battery to swell, leak, or malfunction. Therefore:
- Do **not** dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.
- Avoid leaving your phone in your car in high temperatures.

#### DOs

- **Do avoid dropping the battery or phone.** Dropping these items, especially on a hard surface, can potentially cause damage.
- **Do contact your service provider or Motorola if your phone or battery has been damaged from dropping or high temperatures.**

**IMPORTANT: USE MOTOROLA ORIGINAL PRODUCTS FOR QUALITY ASSURANCE AND SAFEGUARDS.** To aid consumers in identifying authentic Motorola batteries from non-original or counterfeit batteries (that may not have

adequate safety protection), Motorola provides holograms on its batteries. Consumers should confirm that any battery they purchase has a "Motorola Original" hologram.

**Motorola recommends you always use Motorola-branded batteries and chargers.** Motorola mobile devices are designed to work with Motorola batteries. If you see a message on your display such as **Invalid Battery** or **Unable to Charge**, take the following steps:

- Remove the battery and inspect it to confirm that it has a "Motorola Original" hologram;
- If there is no hologram, the battery is not a Motorola battery;
- If there is a hologram, replace the battery and retry charging it;
- If the message remains, contact a Motorola Authorized Service Center.

**Important:** Motorola's warranty does not cover damage to the phone caused by non-Motorola batteries and/or chargers.

**Warning:** Use of a non-Motorola battery or charger may present a risk of fire, explosion, leakage, or other hazard.

#### PROPER AND SAFE BATTERY DISPOSAL AND RECYCLING

Proper battery disposal is not only important for safety, it benefits the environment. Consumers may recycle their used batteries in many retail or service provider locations. Additional information on proper disposal and recycling may be found on the Web:

- [www.motorola.com/recycling](http://www.motorola.com/recycling)
- [www.rbrc.org/call2recycle/](http://www.rbrc.org/call2recycle/) (in English only)



**Disposal:** Promptly dispose of used batteries in accordance with local regulations. Contact your local recycling center or national recycling organizations for more information on how to dispose of batteries.

**Warning:** Never dispose of batteries in a fire because they may explode.

### battery charging

#### Notes for charging your phone's battery:

- When charging your battery, keep it near room temperature. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging.

# Specific Absorption Rate Data

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## This model wireless phone meets the government's requirements for exposure to radio waves.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and by the Canadian regulatory authorities. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age or health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by the Canadian regulatory authorities is 1.6 W/kg.<sup>1</sup> Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR

level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

Before a phone model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC and available for review by Industry Canada. The highest SAR value for this model phone when tested for use at the ear is **1.54 W/kg**, and when worn on the body, as described in this user guide, is **0.64 W/kg**. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements).<sup>2</sup>

While there may be differences between the SAR levels of various phones and at various positions, they all meet the governmental requirements for safe exposure. Please note that improvements to this product model could cause differences in the SAR value for later products; in all cases, products are designed to be within the guidelines.

## European Union Directives Conformance Statement



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

IMEI: 350034/40/394721/9



Type: MC2-41H14

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](http://www.motorola.com/rtte). To find your DoC, enter the Product Approval Number from your product's label in the "Search" bar on the Web site.

## Safety and General Information

**This section contains important information on the safe and efficient operation of your mobile device. Read this information before using your mobile device.**

### Exposure to Radio Frequency (RF) Energy

Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits. Your Motorola mobile device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

### Operational Precautions

For optimal mobile device performance, and to be sure that human exposure to RF energy does not exceed the guidelines set forth in the relevant standards, always follow these instructions and precautions.

### Product Operation

When placing or receiving a phone call, hold your mobile device just like you would a landline phone.

If you wear the mobile device on your body, always place the mobile device in a Motorola-supplied or approved clip, holder, holster, case, or body harness. If you do not use a body-worn accessory supplied or approved by Motorola—or if you hang your mobile device from a lanyard around your neck—keep the mobile device and its antenna at least 2.5 centimeters (1 inch) from your body when transmitting.

Using accessories not supplied or approved by Motorola may cause your mobile device to exceed RF energy exposure guidelines. For a list of Motorola-supplied or approved accessories, visit our Web site at: [www.motorola.com](http://www.motorola.com).

## RF Energy Interference/Compatibility

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances your mobile device may cause interference with other devices.

### Follow Instructions to Avoid Interference Problems

Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

### Implantable Medical Devices

If you have an implantable medical device, such as a pacemaker or defibrillator, consult your physician before using this mobile device.

Persons with implantable medical devices should observe the following precautions:

- ALWAYS keep the mobile device more than 20 centimeters (8 inches) from the implantable medical device when the mobile device is turned ON.
- DO NOT carry the mobile device in the breast pocket.
- Use the ear opposite the implantable medical device to minimize the potential for interference.
- Turn OFF the mobile device immediately if you have any reason to suspect that interference is taking place.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

### Driving Precautions

The use of wireless phones while driving may cause distraction. Discontinue a call if you can't concentrate on driving.

Additionally, the use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

Responsible driving practices can be found in the "Smart Practices While Driving" section in this guide (or separate guide).

## Operational Warnings

Obey all posted signs when using mobile devices in public areas.




### Potentially Explosive Atmospheres




Areas with potentially explosive atmospheres are often, but not always, posted and can include fueling areas, such as below decks on boats, fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders.

When you are in such an area, turn off your mobile device, and do not remove, install, or charge batteries. In such areas, sparks can occur and cause an explosion or fire.

### Symbol Key

Your battery, charger, or mobile device may contain symbols, defined as follows:

Symbol	Definition
	Important safety information follows.
	Do not dispose of your battery or mobile device in a fire.
	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.

Symbol	Definition
	Do not throw your battery or mobile device in the trash.
	Do not let your battery, charger, or mobile device get wet.
	Listening at full volume to music or voice through a headset may damage your hearing.

## Batteries & Chargers

**Caution:** Improper treatment or use of batteries may present a danger of fire, explosion, leakage, or other hazard. For more information, see the “battery use & safety” section.

## Keep Your Mobile Device and Its Accessories Away From Small Children

These products are not toys and may be hazardous to 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.

## Glass Parts

Some parts of your mobile device may be made of glass. This glass could break if the product is dropped on a hard surface or receives a substantial impact. If glass breaks, do not touch or attempt to remove. Stop using your mobile device until the glass is replaced by a qualified service center.

## Seizures/Blackouts

Some people may be susceptible to epileptic seizures or blackouts when exposed to flashing lights, such as when playing video games. These may occur even if a person has never had a previous seizure or blackout.

If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult with your physician before playing video games or enabling a flashing-lights feature (if available) on your mobile device.

Discontinue use and consult a physician if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. It is always a good idea to hold the screen away from your eyes, leave the lights on in the room, take a 15-minute break every hour, and stop use if you are tired.

## 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 Web site at [www.motorola.com/hearing-safety](http://www.motorola.com/hearing-safety) (in English only).

## Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders,



neck, or other parts of your body. If you continue to have discomfort during or after such use, stop use and see a physician.

[Mar0108]

## Use and Care

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



### liquids of any kind

Don't expose your phone 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 phone.



### extreme heat or cold

Avoid temperatures below 0°C/32°F or above 45°C/113°F.



### microwaves

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



### dust and dirt

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



### cleaning solutions

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



### the ground

Don't drop your phone.

## 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.

## FCC Notice to Users

**The following statement applies to all products that have received FCC approval. Applicable products bear the FCC logo, and/or an FCC ID in the format FCC-ID:xxxxxx on the product label.**

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.

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(3).

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 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.

## Motorola Limited Warranty for the United States and Canada

### What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, messaging devices, and consumer and professional two-way radios (excluding commercial, government or industrial radios) that operate via Family Radio Service or General Mobile Radio Service, 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
<b>Products and Accessories</b> as defined above, unless otherwise provided for below.	<b>One (1) year</b> from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
<b>Decorative Accessories and Cases.</b> Decorative covers, bezels, PhoneWrap™ covers and cases.	<b>Limited lifetime warranty</b> for the lifetime of ownership by the first consumer purchaser of the product.
<b>Monaural Headsets.</b> Ear buds and boom headsets that transmit mono sound through a wired connection.	<b>Limited lifetime warranty</b> for the lifetime of ownership by the first consumer purchaser of the product.

Products Covered	Length of Coverage
<b>Consumer and Professional Two-Way Radio Accessories.</b>	<b>Ninety (90) days</b> from the date of purchase by the first consumer purchaser of the product.
<b>Products and Accessories that are Repaired or Replaced.</b>	<b>The balance of the original warranty or for ninety (90) days</b> from the date returned to the consumer, whichever is longer.

#### Exclusions

**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
<b>Software.</b> Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	<b>Ninety (90) days</b> from the date of purchase.

## Exclusions

**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.

**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

<b>USA</b>	<b>Phones:</b> 1-800-331-6456 <b>Pagers:</b> 1-800-548-9954 <b>Two-Way Radios and Messaging Devices:</b> 1-800-353-2729
<b>Canada</b>	<b>All Products:</b> 1-800-461-4575
<b>TTY</b>	1-888-390-6456
For <b>Accessories</b> and <b>Software</b> , please call the telephone number designated above for the product with which they are used.	

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.**

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## Hearing Aid Compatibility with Mobile Phones

Some Motorola phones are measured for compatibility with hearing aids. If the box for your particular model has “Rated for Hearing Aids” printed on it, the following explanation applies.

When some mobile phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing device users in finding phones that may be compatible with their

hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label on the box.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

**M-Ratings:** Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

**T-Ratings:** Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil (“T Switch” or “Telephone Switch”) than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile phones.

## Information from the World Health Organization

Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If you are concerned, you may want to limit your own or your children's RF exposure by limiting the length of calls or by using handsfree devices to keep mobile phones away from your head and body.

Source: WHO Fact Sheet 193

Further information: <http://www.who.int/peh-emf>

## Product Registration

Online Product Registration:

[www.motorola.com/us/productregistration](http://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.

## 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.

## Caring for the Environment by Recycling



This symbol on a Motorola product means the product should not be disposed of with household waste.

## Disposal of your Mobile Device and Accessories

Please do not dispose of mobile devices or electrical accessories (such as chargers, headsets, or batteries) with your household waste. 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 mobile devices 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](http://www.motorola.com/recycling)

## Disposal of your Mobile Device Packaging and User's Guide

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

## California Perchlorate Label

Some mobile phones use an internal, permanent backup battery on the printed circuit board that may contain very small amounts of perchlorate. In such cases, California law requires the following label:

"Perchlorate Material – special handling may apply. See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate)."

There is no special handling required by consumers.

## Privacy and Data Security

Motorola understands that privacy and data security are important to everyone. Because some features of your mobile device may affect your privacy or data security, please follow these recommendations to enhance protection of your information:

- **Monitor access**—Keep your mobile device with you and do not leave it where others may have unmonitored access. Lock your device's keypad where this feature is available.
- **Keep software up to date**—If Motorola or a software/application vendor releases a patch or software fix for your mobile device that updates the device's security, install it as soon as possible.
- **Erase before recycling**—Delete personal information or data from your mobile device prior to disposing of it or turning it in for recycling. For step-by-step instructions on how to delete all personal information from your device, see the section entitled "master clear" or "delete data" in the user's guide.

**Note:** For information on backing up your mobile device data before erasing it, go to [www.motorola.com](http://www.motorola.com) and navigate to the "downloads" section of the consumer Web page for "Motorola Backup" or "Motorola Phone Tools."

- **Understanding AGPS**—To provide location information for emergency calls, certain Motorola mobile devices incorporate *Assisted Global Positioning System* (AGPS) technology. AGPS technology also can be used in non-emergency applications to track and monitor a user's location—for example, to provide driving directions. Users who prefer not to permit such tracking and monitoring should avoid using such applications.

If you have further questions regarding how the use of your mobile device may impact your privacy or data security, please contact Motorola at [privacy@motorola.com](mailto:privacy@motorola.com), or contact your service provider.

## Smart Practices While Driving

### Drive Safe, Call Smart

**Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas—for example, handsfree use only. Go to [www.motorola.com/callsmart](http://www.motorola.com/callsmart) (in English only) for more information.**

Your mobile device lets you communicate by voice and data—almost anywhere, anytime, wherever wireless service is available and safe conditions allow. When driving a car, driving is your first responsibility. If you choose to use your mobile device while driving, remember the following tips:

- **Get to know your Motorola mobile device and its features such as speed dial and redial.** If available, these features help you to place your call without taking your attention off the road.
- **When available, use a handsfree device.** If possible, add an additional layer of convenience to your mobile device with one of the many Motorola Original handsfree accessories available today.
- **Position your mobile device within easy reach.** Be able to access your mobile device without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voicemail answer it for you.



- **Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice, and even heavy traffic can be hazardous.
- **Do not take notes or look up phone numbers while driving.** Jotting down a “to do” list or going through your address book takes attention away from your primary responsibility—driving safely.
- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
- **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations that can divert your attention away from the road.
- **Use your mobile device to call for help.** Dial 911 or other local emergency number in the case of fire, traffic accident, or medical emergencies.\*
- **Use your mobile device to help others in emergencies.** If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911 or other local emergency number, as you would want others to do for you.\*
- **Call roadside assistance or a special non-emergency wireless assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.\*

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\* Wherever wireless phone service is available.

# Copyright

Motorola, Inc.  
Consumer Advocacy Office  
1307 East Algonquin Road  
Schaumburg, IL 60196  
[www.hellomoto.com](http://www.hellomoto.com)

**Note:** Do not ship your phone to the above address. If you need to return your phone 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 mobile phone features are dependent on the capabilities and settings of your service provider's network. Additionally, certain features may not be activated by your service provider, and/or the provider's network settings may limit the feature's functionality. Always contact your service provider about feature availability and functionality. All features, functionality, and other product specifications, as well as the information contained in this user's guide are based upon the latest available information and are 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.

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**Caution:** Changes or modifications made in the radio phone, not expressly approved by Motorola, will void the user's authority to operate the equipment.

## Software Copyright Notice

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