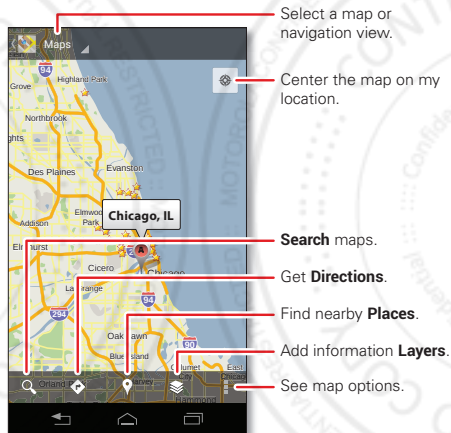


LOCATION

where you are, where you're going

GOOGLE MAPS™

Find it: Apps ⓘ >  **Maps**



Note: The map image you see may be a little different.

Google Maps offers powerful, user-friendly mapping technology and local business information—including business locations, contact information, and driving directions.

For help, touch Menu ⓘ > **Help**.

Tip: Want to know what's in your immediate area? Try Google Places™. Touch Apps ⓘ >  **Maps**, touch the **Maps** view control in the upper-left, then touch **Places** to see listings for restaurants, cafes, bars, and more based on your current location.

GOOGLE MAPS NAVIGATION BETA™

Google Maps Navigation Beta is a complete GPS navigation system with voice guidance that shows you the way.

Find it: Apps ⓘ >  **Maps** > **Maps** > **Navigation**

Follow the prompts to speak or type your destination.

For more information, go to www.google.com/mobile/navigation.

GOOGLE LATITUDE™

See where your friends and family are on Google Maps. Plan to meet up, check that your parents got home safely, or just stay in touch.

Don't worry, your location is not shared unless you agree to it. You need to join Google Latitude, and then invite

your friends to view your location or accept their invitations.

To get started, touch Apps (⋮) > **Maps** > **Maps** > **Join Latitude**. Then:

- To **start** Google Latitude, touch Apps (⋮) > **Maps** > **Maps** > **Latitude**.
- To **add** friends, touch **FRIENDS LIST** > **+**.
- To **remove** friends, touch **FRIENDS LIST**, touch a friend in your list, then touch **Remove this friend**.
- To **turn off** Google Latitude, touch your Latitude name tag in map view, then touch **Edit privacy settings** > **Sign out of Latitude**.

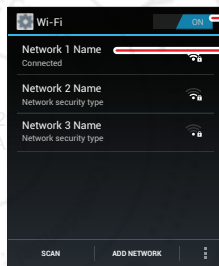
WIRELESS

lose the wires

QUICK START: WIRELESS

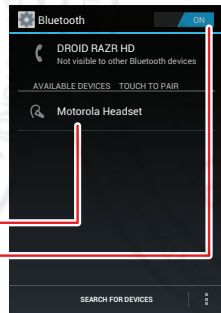
Connect your smartphone to fast Wi-Fi networks or Bluetooth™ devices.

To connect, touch Apps (⋮) > **Settings** > **Wi-Fi** or **Bluetooth**.



Turn Wi-Fi power on & off.

Connect to this network.



Connect to this device.

Turn Bluetooth power on & off.

WI-FI NETWORKS

TURN WI-FI POWER ON OR OFF

Touch Apps  >  **Settings**, then touch the **Wi-Fi** power switch to turn it  or .

Note: To extend battery life, turn off Wi-Fi power when not in use.

WI-FI SEARCH & CONNECT

When Wi-Fi is **on**, the Wi-Fi in range indicator  appears in the status bar when a network is available. Drag down the status bar and touch the **Wi-Fi networks available** notification to select and connect to a network.

To search for a network when Wi-Fi is **off**:

- 1 Touch Apps  >  **Settings** > **Wi-Fi**.
- 2 Touch the **Wi-Fi** power switch to turn it  and scan. Your smartphone lists the networks it finds within range.

Tip: To see your smartphone's MAC address or other Wi-Fi details, touch Menu  > **Advanced**.

- 3 Touch a network to connect. If necessary, enter **Network SSID**, **Security**, and **Password**, and touch **Connect**.

When your smartphone is connected to the network, the Wi-Fi connected indicator  appears in the status bar.

Tip: When you are in range and Wi-Fi power is on, you will automatically reconnect to available networks you've connected to before.

WI-FI HOTSPOT

You can make your smartphone a Wi-Fi hotspot to provide portable, convenient internet access to other Wi-Fi enabled devices.

Caution: This application significantly impacts battery life. You may want to run this application with the charger connected.

Note: You need to subscribe to Wi-Fi hotspot service to use this feature. Contact your service provider.

To set up your smartphone as a Wi-Fi hotspot:

- 1 Touch Apps  >  **Settings** > **Tethering & Mobile Hotspot** > **Mobile Hotspot** to turn on the hotspot.
- 2 Touch **Mobile Hotspot settings** > **Configure Mobile Hotspot** to change hotspot security and configuration settings:
 - **Network SSID:** Enter a unique name for your hotspot and touch **Next**.
 - **Security:** Select the type of security you want: **WEP**, **WPA**, or **WPA2**. Enter a unique password. Other users can access your Wi-Fi hotspot only if they enter the correct password.

Note: Keep it secure. To protect your smartphone and hotspot from unauthorized access, it is strongly recommended that you set up hotspot **Security** (WPA2 is the most secure), including password.

- **Broadcast Channel:** Select a channel that minimizes potential interference. You may need to try different channels after your hotspot is active for a time.

3 Touch **Save** when the settings are complete.

When your Wi-Fi hotspot is active, other Wi-Fi enabled devices can connect by entering your hotspot's **SSID**, selecting a **Security** type, and entering the correct **Password**.

WI-FI MODES

For those who like to get a bit more technical, your smartphone supports the following Wi-Fi modes: 802.11 b, g, n.

BLUETOOTH™ HANDSFREE DEVICES

TURN BLUETOOTH POWER ON OR OFF

Touch Apps  >  **Settings**, then touch the **Bluetooth** power switch to turn it  or .

Note: To extend battery life, turn off Bluetooth power when not in use.

CONNECT NEW BLUETOOTH DEVICES

Note: This feature requires an optional accessory.

To connect with a new Bluetooth headset or other device, you need to pair with it. You only need to do this once for each device—to connect again, just turn on the device.

- 1** Make sure the Bluetooth device you are pairing with is in discoverable mode.

Note: Refer to the guide that came with the Bluetooth device for details.

- 2** Touch Apps  >  **Settings** > **Bluetooth**.

- 3** Touch the **Bluetooth** power switch to turn it  and scan. If Bluetooth power is already on, touch **SEARCH FOR DEVICES**.

- 4** Touch a device to connect.

- 5** If necessary, touch **OK**, or enter the device passkey (like **0000**) to connect to the device. When the device is connected, the Bluetooth connected indicator  appears in the status bar.

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

RECONNECT DEVICES

To automatically reconnect your smartphone with a paired device, simply turn on the device.

To manually reconnect your smartphone with a paired device, touch the device name in the **AVAILABLE DEVICES** list.

DISCONNECT DEVICES

To automatically disconnect your smartphone from a paired device, simply turn off the device.

To manually disconnect your smartphone from a paired device, touch the device name in the devices list, then touch **OK**.

CHANGE DEVICE NAME

Touch Apps  > **Settings** > **Bluetooth**, turn Bluetooth power on, then touch Menu  > **Rename phone**. Enter a name and touch **OK**.

NFC

Near Field Communication technology lets you instantly share content (like web links, contacts, and photos), information, and more, by touching the back of your phone to another NFC-enabled device.



ACTIVATE NFC & ANDROID BEAM

To activate NFC on your phone, touch Apps  > **Settings** > **More** > **NFC**. Make sure the checkbox is checked.

To activate Android Beam, touch Apps  > **Settings** > **More** > **Android Beam**, then touch the power switch to turn it **ON**.

SHARE WITH ANDROID BEAM

Use Android Beam to share content on your phone with another NFC-enabled phone or tablet.

Note: The other device must support NFC too.

- 1 Open the screen that contains what you want to share—map page, browser page, photo, whatever.
- 2 Touch the back of your phone to the back of the other device.

When the devices connect, you'll see **Touch to Beam** on your phone.

- 3 Touch your screen to share your content.

RECEIVE WITH NFC

Receive web links, e-coupons, brochures, maps and more from an NFC tag. Look for the NFC logo on posters, signs, store displays and other areas. Just touch the back of your phone to the logo to receive its tag information.

BLUETOOTH & WI-FI ONE-TOUCH SETUP

Just touch your phone to an NFC-enabled Bluetooth device or Wi-Fi access point to automatically pair or connect with the device.

MOBILE PAYMENT

You can use Google™ Wallet or another secure payment app to pay for your purchase (where available).

Look for the NFC logo to confirm that you can make a mobile payment. Touch the back your phone to the payment device to pay for your purchase.

SECURITY

Mobile payments, wireless connections, and content sharing all demand security:

- **Range:** NFC only works over a short range (about 4 cm/1.5 inches), so it's unlikely you'll connect by mistake—if you did, you would still have to accept the connection to send or receive information.
- **Encryption:** Your phone uses the latest security, encryption, and authentication features to protect your personal information for mobile payments and content sharing.

MOTOPRINT

Print email, documents, pictures, and contacts directly to shared printers on a Wi-Fi network—no printer drivers necessary. MOTOPRINT automatically discovers networked printers for you. You can even save your favorite printers and geo-tag their location for future use.

PRINT A DOCUMENT OR FILE

To print something from the **Email**, **Quickoffice**, or **Gallery** apps, open it and touch Menu  > **Print** or  > **Print**.

ADD A PRINTER

Open the document or file you want to print, then touch Menu  > **Print** > **Find printers** (home) or select an advanced search option (work).

TOOLS

stay on top of things

CALENDAR

Managing your schedule has never been easier. The calendar automatically shows calendar events from your web-based Google™ account, and syncs events that you enter from your smartphone or web browser.

Find it: Apps  >  **Calendar**

You can view your calendar in different ways: Touch the date, then touch **Day**, **Week**, **Month**, or **Agenda**. When you highlight an event, more details appear.

Tip: To add a calendar widget to your home screen, touch Apps  > **Widgets**, touch and hold **Calendar**, then drag it to a spot on the home screen.

ADD CALENDAR EVENTS

From any view, touch Menu  > **New event**. Enter the event start time and other details. You can even set a reminder so you don't forget about the event. (When you set the reminder time to **0 minutes**, it plays at the event start time.)

Tip: Reminders will play only if you've selected a notification ringtone (see "**RINGTONES**" on page 39).

When you finish entering event details, touch **Save**.

MANAGE CALENDAR EVENTS

To edit an event, touch and hold it, then touch **Edit event**. When you're done, touch **Save**.

To delete an event, touch and hold it, then touch **Delete event**.

To go to today, touch .

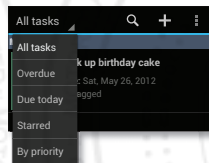
TASKS

Find it: Apps  >  **Tasks**

To add a task, touch **+**.

Touch **All tasks** to view your tasks by due date, priority, and more.

Tip: To add a tasks widget to your home screen, touch Apps  > **Widgets**, touch and hold **Task**, then drag it to a spot on a home screen page.



CALCULATOR

Find it: Apps  >  **Calculator**

To switch between basic and advanced functions, touch Menu  > **Advanced panel** or **Basic panel**. To clear history, touch Menu  > **Clear history**.

ALARM CLOCK

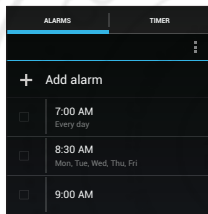
Find it: Apps  >  **Alarm & Timer**

To turn on an alarm, touch the check box.

When an alarm sounds, select **Dismiss** to turn it off or touch the screen to snooze for five minutes.

To add an alarm, touch , then enter alarm details.

To enable or disable an alarm, touch the check box.



ACCESSIBILITY

See, hear, speak, feel, and use. Accessibility features are there for everyone, helping to make things easier.

Note: For general information, accessories, and more, visit www.motorola.com/accessibility

VOICE RECOGNITION

Use your voice—just touch and speak.

- **Dialing and commands:** Touch Apps  >  **Voice Commands**. To dial, say “**Call**” and then a contact name or phone number. Or, say a command from the list shown, like “**Send Message**” or “**Go To**”.
- **Search:** Touch and hold Search , then say what you want to search for, like “Motorola accessories”.
- **Text entry:** Touch a text entry field to open the touchscreen keypad. Touch , then say what you want to type.

Tip: Speak naturally, but clearly. Use the microphone in a similar way to a speakerphone, so no need to shout or hold the smartphone close to your mouth.

To change your voice settings, see “**VOICE SETTINGS**” on page 49.

TALKBACK (VOICE READOUTS)

Your navigation and selections, read out loud.

To turn on TalkBack voice readouts, touch Apps  >  **Settings** > **Accessibility** > **TalkBack**, then touch the power switch to turn it **ON**.

To use TalkBack voice readouts:

- **Menus and screens:** In menus and screens, touch an item to select or open it. The item is read out loud, or your action is described.
- **Dialer & text entry:** As you type, each number or letter is read out loud.

Tip: Navigate through your apps and menus to hear how TalkBack voice readouts work on your smartphone.

To change TalkBack settings, touch Apps  >  **Settings** > **Accessibility** > **TalkBack** > **SETTINGS**.

CALLER ID

When you want to **hear** who's calling:

- **Read out loud:** Have your caller announced—touch  **Phone** > Menu  > **Settings** > **Caller ID Readout**.
- **Ringtones:** Assign a unique ringtone to a contact—touch  **People**, touch a contact, then touch Menu  > **Set ringtone**.

VOICE SETTINGS

Personalize your voice settings:

- **Voice search:** Touch Apps  >  **Settings** > **Language & input** > **Voice Search**. From here, you can set options like language, personalized voice recognition, and censorship.
- **Voice typing:** Touch Apps  >  **Settings** > **Language & input** > **Language & input**, then touch  next to **Google voice typing**. From here, you can select input language and block offensive words.
- **Text-to-speech:** Touch Apps  >  **Settings** > **Language & input** > **Text-to-speech output**. From here, you can set speed options and listen to a spoken text example.

VOLUME & VIBRATE

Choose volume and vibrate settings that work for you.

Touch Apps  >  **Settings** > **Sound**:

- **Volume:** Touch **Volumes** and use the sliders.
- **Vibrate:** Touch **Vibrate and ring** to feel your smartphone ring.

ZOOM

Get a closer look. To zoom in, touch the screen with two fingers and then slide them apart. To zoom out, slide your fingers together.

DISPLAY BRIGHTNESS

Set a brightness level that works for you. Touch Apps 
>  **Settings** > **Display** > **Adjust brightness level**. Make sure that **Automatic brightness** is unchecked so you can set your own level.

TOUCHSCREEN & KEYS

All these touch features are great, and sometimes it's nice to hear or feel your touches too. Touch Apps 
>  **Settings** > **Sound**:

- **Touchscreen:** To hear screen touches (click), select **Touch sounds**.
- **Keys:** To feel key touches (vibrate), select **Vibrate on touch**.
- **Screen lock:** To hear when you lock/unlock the screen (click), select **Screen lock sound**.

MESSAGES

From a simple text message to IM, email, and more. Create, send, and receive them all on your smartphone.

And to make text entry even easier, you can use features like auto-correct, auto-punctuate, and auto-capitalization—touch Apps 
>  **Settings**
> **Language & input**, then touch  next to **Motorola input**. Of course if you don't want to type at all, then use your voice—touch  on the touchscreen keypad.

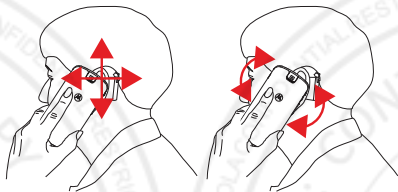
HEARING AIDS

To help get a clear sound when using a hearing aid or cochlear implant, your phone may have been rated for use with hearing aids. If your phone's box has "Rated for Hearing Aids" printed on it, then please read the following guidance.

Note: Ratings are not a guarantee of compatibility. See "Hearing Aid Compatibility with Mobile Phones" in your legal and safety information. You may also want to consult your hearing health professional, who should be able to help you get the best results.

- **Settings:** Touch  **Phone** > Menu  > **Settings** > **HAC Mode Settings** to turn hearing aid compatibility mode on or off. HAC mode optimizes your phone for use with a hearing aid.
- **Call volume:** During a call, press the side volume keys to set a call volume that works for you.

- **Position:** During a call, hold the phone to your ear as normal, and then rotate/move it to get the best position for speaking and listening.



TTY

You can use your phone in TTY mode with standard teletype machines. Touch  **Phone** > Menu  > **Settings** > **TTY mode** and select the mode you need:

- **TTY Full:** Type and read text on your TTY device.
- **TTY HCO:** Hearing-Carry-Over—type text on your TTY device and listen to voice replies on your smartphone's speaker.
- **TTY VCO:** Voice-Carry-Over—speak into your smartphone and read text replies on your TTY device.

Note: You'll need a cable/adaptor to connect your TTY device to the headset jack on your smartphone.

Refer to your TTY device guide for mode and usage information.

APPS

Want more? No problem. Google Play™ Store provides access to hundreds of thousands of apps, and many provide useful accessibility features.

Find it: Apps  >  **Play Store**

Select a category or touch Search  to find the app you want.

Tip: Choose your apps carefully, from trusted sites, like  **Play Store**, as some may impact your smartphone's performance.

MANAGEMENT

stay in control

MEMORY CARD & FILE MANAGEMENT

Your photos, videos, and other files are automatically stored in your smartphone's internal memory. You can set individual applications (camera, camcorder, etc.) to store files on a microSD memory card. To install a microSD card, go to "**ASSEMBLE & CHARGE**" on page 3.

Tip: To move media from internal memory to a microSD card, touch Apps  >  **Settings** > **Storage** > **Manage internal storage**.

DOWNLOAD REMOTE FILES

Use MotoCast to download documents and files from your computer to your smartphone.

Find it: Apps  >  **Files** > **Remote storages**

For more information about using MotoCast, see "**MOTOCAST SYNC & TRANSFER**" on page 31.

DELETE OR SHARE FILES ON YOUR SMARTPHONE

Find it: Apps  >  **Files** > **Device storage** or **SD card**

Touch a file or folder to open, then touch and hold a file to **Delete** or **Share**.

REMOVE OR ERASE A MICROSD CARD

Note: Do not remove a microSD card while your smartphone is using it or writing files on it.

Before you remove or erase a microSD card you need to unmount it. Touch Apps  >  **Settings** > **Storage** > **Unmount SD card**.

To erase a microSD card, touch Apps  >  **Settings** > **Storage** > **Erase SD card**.

Warning: All data on the microSD card will be deleted.

USB CONNECTION

You can connect your smartphone to a computer with a USB cable.

Note: The first time you use a USB connection, your computer may indicate that drivers are being installed. Follow any prompts you see to complete the installation. This may take a few minutes.

1 With the home screen showing, connect a Motorola micro USB data cable from your smartphone's micro USB port to a USB port on your computer. Your smartphone should show  in the status bar.

Note: Make sure to connect the smartphone to a high power USB port. Typically, these are located directly on your computer.

2 Your smartphone and microSD memory card appear as two separate removable disks on your computer.

Drag and drop files between your computer and the smartphone or microSD card folders. When you're done, use "Safely Remove Hardware" before disconnecting the USB cable.

Note: You can't use files on the microSD card while your smartphone is connected to the computer.

MANAGE ACCOUNTS

To **add** email or other accounts on your smartphone, touch Apps  >  **Settings** > **Accounts & sync** > **ADD ACCOUNT**.

Add an account by touching it. Enter your user name and password, then follow the prompts to set up the account.

To **edit** an account, touch *account name* > **Account settings**.

To **delete** an account, touch *account name* > Menu  > **Remove account**.

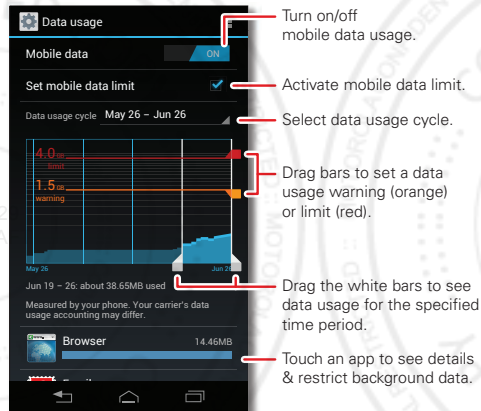
Note: You can't delete the Google™ account you used or created when you set up your smartphone.

DATA USAGE

You can track the amount of data uploaded and downloaded by your smartphone, and set a limit on your monthly data usage to avoid overage charges from your service provider.

Note: Usage information is provided to help you manage your smartphone. This may not match the amounts charged by your service provider, as they're not measured in the same way.

Find it: Apps  >  **Settings** > **Data usage**



The data usage app shows information and settings for data transferred over your service provider's mobile network.

Tip: You can also track Wi-Fi and ethernet data usage in separate tabs, by touching Apps (⋮) > ⚙ **Settings** > **Data usage** > Menu (☰) > **Show Wi-Fi usage** or **Show Ethernet usage**.

SET A DATA USAGE WARNING

Touch Apps (⋮) > ⚙ **Settings** > **Data usage**, then drag the right side of the orange bar up/down to set the data warning level. You'll receive a notification when your data usage reaches the specified level.

SET A DATA USAGE LIMIT

Touch Apps (⋮) > ⚙ **Settings** > **Data usage** > **Set mobile data limit**, then drag the right side of the red bar up/down to set the data usage limit.

When you reach your data usage limit, mobile data is turned off automatically and many of your smartphone's features won't work correctly. You'll receive a notification when mobile data is turned off.

RESTRICT BACKGROUND DATA USAGE BY APP

Some apps transfer data in the background, when you're not using them. You can restrict background data usage for individual apps to help reduce your overall data usage.

Touch Apps (⋮) > ⚙ **Settings** > **Data usage**, and scroll down to see which apps are transferring data over the mobile network. Touch an app, then touch **Restrict background data**.

RESTRICT ALL BACKGROUND DATA

You can restrict background data for all apps across all available networks (mobile, Wi-Fi, and Ethernet).

Find it: Apps (⋮) > ⚙ **Settings** > **Data usage** > Menu (☰) > **Restrict background data**.

Caution: Restricting all background data can cause some features to stop working altogether.

WIRELESS MANAGER

Find it: Apps (⋮) > ⚙ **Settings**, then go to the **WIRELESS & NETWORKS** section

Manage all your wireless connections: Wi-Fi, Bluetooth™, mobile data, airplane mode, and mobile hotspot.

AIRPLANE MODE

Use airplane mode to turn all your wireless connections off—useful when flying. Press and hold the Power key > **Airplane mode**.

Note: When you select airplane mode, all wireless services are disabled. You can then turn Wi-Fi and/or Bluetooth back on, if permitted by your airline. Other wireless voice and data services (such as calls and text messages) remain off in airplane mode. Emergency calls to your region's emergency number can still be made.

SCREEN LOCK

You can make the touchscreen lock when it goes to sleep. Touch Apps (⋮) > ⚙️ **Settings** > **Security** > **Screen lock**, then select the lock type:

- **None:** Turn off the screen lock.
- **Slide:** Flick 🔓 to the right to unlock.
- **Face Unlock:** Look at your smartphone to unlock it.
- **Pattern:** Draw a pattern to unlock.
- **PIN:** Enter digits to unlock.
- **Password:** Enter letters, digits, or symbols to unlock.

Note: You can make emergency calls on a locked smartphone (see “**EMERGENCY CALLS**” on page 19). A locked smartphone still rings, **but you need to unlock it to answer.**

FACE UNLOCK

Use face recognition to unlock your smartphone.

Note: This feature is less secure than a pattern, PIN, or password.

To get started, touch Apps (⋮) > ⚙️ **Settings** > **Security** > **Screen lock** > **Face Unlock** > **Set it up.**

Follow the prompts and look at the front camera lens. When face capture is complete, choose a pattern or PIN (for backup and to change the lock setting).

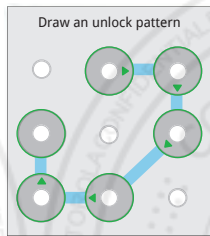
To unlock the phone, flick 🔓 to the right and look at the front camera lens.

PATTERN

To set the lock pattern, touch Apps (⋮) > ⚙️ **Settings** > **Security** > **Screen lock** > **Pattern.**

Follow the instructions to draw your lock pattern.

When prompted, draw the pattern to unlock the smartphone.



PIN

To set a PIN, touch Apps (⋮) > ⚙️ **Settings** > **Security** > **Screen lock** > **PIN.**

Enter a numeric PIN, then confirm it.

When prompted, enter the PIN to unlock the smartphone.

PASSWORD

To set the password, touch Apps (⋮) > ⚙️ **Settings** > **Security** > **Screen lock** > **Password.**

Enter a password (up to eight characters), then confirm it.

When prompted, enter the password to unlock the smartphone.

PERSONALIZE YOUR LOCK SCREEN

To change your timeout, touch Apps  >  **Settings** > **Display** > **Sleep**. If you don't touch the screen or press any keys for the amount of time you select, the screen locks automatically.

LOCK & UNLOCK

To lock your smartphone screen, do any one of these:

- Press the Power key.
- Let the screen time out (don't press anything).
- Switch off the power.

To unlock your smartphone screen, press the Power key to wake the touchscreen display, then perform the unlock procedure required by the lock screen (slide, face unlock, pattern, PIN, or password).

CAN'T UNLOCK YOUR SMARTPHONE?

Face unlock: If your smartphone doesn't recognize your face, you'll be prompted to enter your backup pattern or PIN code to unlock it.

Pattern, PIN, or password: If you forget your pattern, PIN, or password, contact your service provider.

SIM LOCK

Caution: If you enter an incorrect PIN code three times, your phone locks your SIM card and asks for your PIN unlock code. Contact your service provider for your PIN unlock code.

To set a SIM card PIN that you must enter when you turn on your phone:

Find it: Apps  >  **Settings** > **Security** > **Set up SIM card lock** > **Lock SIM card**

To set your SIM PIN, enter a 4-digit code. To change your code, choose **Change SIM PIN**.

ENCRYPT YOUR PHONE

Caution: If you forget your encryption code, you cannot recover the data stored on your phone or microSD memory card. Encrypting your files can take an hour or more. Leave your phone plugged in, and be careful not to interrupt the process.

Encryption protects the accounts, settings, apps, and files on your phone, so that people cannot access them if your phone is stolen.

To encrypt your phone and require a PIN or password whenever you turn on your phone:

Find it: Apps  >  **Settings** > **Security** > **Encrypt phone**

RESTORE YOUR PHONE

If you reset or replace your phone, just log into your Google™ account to restore the contacts, events, and other details you synced with the account. To choose what syncs with the account, touch Apps (⋮)
> **Settings** > **Accounts & sync**, touch your Google account, and check things to sync. Please note that text messages, call logs, and items stored on your phone will not be restored. To restore your Google Play™ Store apps, see “**MANAGE & RESTORE APPS**” on page 15.

RESET

To reset your smartphone to factory settings and erase all the data on your smartphone, touch Apps (⋮)
> **Settings** > **Privacy** > **Factory data reset** > **Reset phone**.

Warning: All data on your smartphone will be deleted. (Nothing on the microSD memory card is deleted.)

TROUBLESHOOTING

we're here to help

CRASH RECOVERY

In the unlikely event that your smartphone stops responding to touches and key presses, try a forced reboot—press and hold both the Power key and the down volume key for up to 10 seconds.

SERVICE & REPAIRS

If you have questions or need assistance, we're here to help.

Go to www.motorola.com/repair (United States) or www.motorola.com/support (Canada), where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-734-5870 (United States), 1-888-390-6456 (TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

Battery Use & Safety

The following battery use and safety information applies to all Motorola mobile devices. If your mobile device uses a non-removable main battery (as stated in your product information), details related to handling and replacing your battery should be disregarded—the battery should only be replaced by a Motorola-approved service facility, and any attempt to remove or replace your battery may damage the product.

Important: Handle and store batteries properly to avoid injury or damage. Most battery safety 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 use tools, sharp objects, or excessive force to insert or remove the battery as this can damage the battery.**
- **Don't let the mobile device or battery come in contact with liquids.*** Liquids can get into the mobile device's circuits, leading to corrosion.
- **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 mobile device or battery near a heat source.*** High temperatures can cause the battery to swell, leak, or malfunction.
- **Don't dry a wet or damp battery with an appliance or heat source,** such as a hair dryer or microwave oven.

DOs

- **Do avoid leaving your mobile device in your car in high temperatures.***
- **Do avoid dropping the mobile device or battery.*** Dropping these items, especially on a hard surface, can potentially cause damage.*
- **Do contact your service provider or Motorola if your mobile device or battery has been damaged in any of the ways listed here.**

* **Note:** Always make sure that any battery, connector and compartment covers are closed and secure to avoid direct exposure of the battery to any of these conditions, even if your product information states that your **mobile device** can resist damage from these conditions.

Important: Motorola recommends you always use Motorola-branded batteries and chargers for quality assurance and safeguards. Motorola's warranty does not cover damage to the mobile device caused by non-Motorola batteries and/or chargers. To help you identify authentic Motorola batteries from non-original or counterfeit batteries (that may not have adequate safety protection), Motorola provides holograms on its batteries. You should confirm that any battery you purchase has a "Motorola Original" hologram.

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 try charging it again;
- If the message remains, contact a Motorola authorized service center.

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. You can recycle your used batteries in many retail or service provider locations. Additional information on proper disposal and recycling can be found at www.motorola.com/recycling

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 product's battery:

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

Third Party Accessories

Use of third party accessories, including but not limited to batteries, chargers, headsets, covers, cases, screen protectors and memory cards, may impact your mobile device's performance. In some circumstances, third party accessories can be dangerous and may void

your mobile device's warranty. For a list of Motorola accessories, visit www.motorola.com/products

Driving Precautions

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

While driving, NEVER:

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

While driving, ALWAYS:

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

Remember to follow the “Smart Practices While Driving” at

www.motorola.com/callsmart (in English only).

Seizures, Blackouts & Eyestrain

To reduce eyestrain and avoid headaches, it is always a good idea to hold the screen at a comfortable distance from your eyes, use in a well-lit area, and take frequent breaks.

Some people may be susceptible to seizures or blackouts (even if they have never had one before) when exposed to flashing lights or light patterns, such as when playing video games, or watching videos with flashing-light effects.

Discontinue use and consult a physician if any of the following symptoms occur: seizures, blackout, convulsion, eye or muscle twitching, loss of awareness, or disorientation.

If you or someone in your family has experienced seizures or blackouts, please consult with your physician before using an application that produces flashing-light effects on your mobile device.

Caution About High Volume Usage

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

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

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

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

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.

Children

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

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

Supervise access for older children. Similar to a computer, if an older child does use your mobile device, you may want to monitor their access to help prevent:

- Exposure to inappropriate apps or content.
- Improper use of apps or content.
- Loss of data.

Glass Parts

Some parts of your mobile device may be made of glass. This glass could break if the product 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.

Operational Warnings

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

Potentially Explosive Areas

Potentially explosive areas are often, but not always, posted and can include blasting areas, fueling stations, 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, unless it is a radio product type especially qualified for use in such areas and certified as "Intrinsically Safe" (for example, Factory Mutual, CSA, or UL approved). 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.
	Do not dispose of your battery or mobile device with your household waste. See "Recycling" for more information.
	Do not use tools.

Symbol

Definition



For indoor use only.

Radio Frequency (RF) Energy

Exposure to 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 mobile device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

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:

- 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 accessory (e.g. clip, holder, holster, case or arm band). If you do not use a body-worn accessory supplied or approved by Motorola, ensure that whatever product is used is free of any metal and that it positions the mobile device at least 2.5 cm (1 inch) away from the body.
- 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 website at: 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, such as hospitals or health care facilities.

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.

Medical Devices

If you have a medical device, including an implantable medical device such as a pacemaker or defibrillator, consult your healthcare provider and the device manufacturer's directions 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.

Specific Absorption Rate (FCC & IC)

YOUR MOBILE DEVICE MEETS FCC AND IC LIMITS FOR EXPOSURE TO RADIO WAVES.

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) adopted by the Federal Communications Commission (FCC) and Industry Canada (IC). These limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 1.6 W/kg. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the FCC and IC guidelines for your device model are listed below:

Head SAR	Wi-Fi	1.54 W/kg
Body-worn SAR	WCDMA 850/1900	0.56 W/kg

During use, the actual SAR values for your device are usually well below the values stated. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

If you are interested in further reducing your RF exposure then you can easily do so by limiting your usage or simply using a hands-free kit to keep the device away from the head and body. Additional information can be found at www.motorola.com/rfhealth.

European Union Directives Conformance Statement

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

CE 0168

CE 0168

[Only Indoor Use Allowed In France
for Bluetooth and/or Wi-Fi]

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

For products that support Wi-Fi 802.11a (as defined in your product information): This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz (802.11a) Wi-Fi frequency band.

The following gives an example of a typical Product Approval Number:

IMEI: 350034/40/394721/9

CE 0168

Type: MC2-41H14

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 (in English only). To find your DoC, enter the Product Approval Number from your product's label in the "Search" bar on the website.

FCC Notice to Users

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. See 47 CFR Sec. 15.105(b). These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(a)(3).

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

For products that support Wi-Fi 802.11a (as defined in product information): In the United States, do not use your device outdoors while connected to an 802.11a Wi-Fi network. The FCC prohibits such outdoor use since frequencies 5.15-5.25 GHz can cause interference with Mobile Satellite Services (MSS). Public Wi-Fi access points in this range are optimized for indoor use.

Industry Canada Notice to Users

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. See RSS-GEN 7.1.5. This Class B digital apparatus complies with Canadian ICES-003.

Software Notices

Warning against unlocking the bootloader or altering a product's operating system software: Motorola strongly recommends against altering a product's operating system, which includes unlocking the bootloader, rooting a device or running any operating software other than the approved versions issued by Motorola and its partners. Such alterations may permanently damage your product, cause your product to be unsafe and/or cause your product to malfunction. In such cases, neither the product nor any damage resulting therefrom will be covered by warranty.

Important FCC information: You must not make or enable any changes to the product that will impact its FCC grant of equipment authorization. The FCC grant is based on the product's emission, modulation, and transmission characteristics, including: power levels, operating frequencies and bandwidths, SAR levels, duty-cycle, transmission modes (e.g., CDMA, GSM), and intended method of using the product (e.g., how the product is held or used in proximity to the body). A change to any of these factors will invalidate the FCC grant. It is illegal to operate a transmitting product without a valid grant.

Location Services

The following information is applicable to Motorola mobile devices that provide location based functionality. Location sources can include GPS, AGPS and Wi-Fi.

Your mobile device can use *Global Positioning System* (GPS) signals for location-based applications. GPS uses satellites controlled by the U.S. government that are subject to changes implemented in accordance with the Department of Defense policy and the Federal Radio Navigation Plan. These changes may affect the performance of location technology on your mobile device.

Your mobile device can also use *Assisted Global Positioning System* (AGPS), which obtains information from the cellular network to improve GPS performance. AGPS uses your wireless service provider's network and therefore airtime, data charges, and/or additional charges may apply in accordance with your service plan. Contact your wireless service provider for details.

Your mobile device can also use *Wi-Fi* signals to determine your approximate location, using information from known and available Wi-Fi networks.

Your Location

Location-based information includes information that can be used to determine the approximate location of a mobile device. Mobile devices which are connected to a wireless network transmit location-based information. Devices enabled with location technology also transmit location-based information. Additionally, if you use applications that require location-based information (e.g. driving directions), such applications transmit location-based information. This location-based information may be shared with third parties, including your wireless service provider, applications providers, Motorola, and other third parties providing services.

Emergency Calls

When you make an emergency call, the cellular network may activate the AGPS technology in your mobile device to tell the emergency responders your approximate location.

AGPS has limitations and **might not work in your area**. Therefore:

- Always tell the emergency responder your location to the best of your ability; and
- Remain on the phone for as long as the emergency responder instructs you.

Navigation

The following information is applicable to Motorola mobile devices that provide navigation features.

When using navigation features, note that mapping information, directions and other navigational data may contain inaccurate or incomplete data. In some countries, complete information may not be available. Therefore, you should visually confirm that the navigational instructions are consistent with what you see. All drivers should pay attention to road conditions, closures, traffic, and all other factors that may impact driving. Always obey posted road signs.

Privacy & 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. Use your device's security and lock features, where 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.
- **Secure Personal Information**—Your mobile device can store personal information in various locations including your SIM card, memory card, and phone memory. Be sure to remove or clear all personal information before you recycle, return, or give away your device. You can also backup your personal data to transfer to a new device.
Note: For information on how to backup or wipe data from your mobile device, go to www.motorola.com/support
- **Online accounts**—Some mobile devices provide a Motorola online account (such as MOTOBLUR). Go to your account for information on how to manage the account, and how to use security features such as remote wipe and device location (where available).
- **Applications and updates**—Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your phone's performance and/or have access to private information including account details, call data, location details and network resources.
- **Wireless**—For mobile devices with Wi-Fi features, only connect to trusted Wi-Fi networks. Also, when using your device as a hotspot (where available) use network security. These precautions will help prevent unauthorized access to your device.
- **Location-based information**—Mobile devices enabled with location based technologies such as GPS, AGPS or Wi-Fi, can transmit location-based information. See "Location Services" for more details.
- **Other information your device may transmit**—Your device may also transmit testing and other diagnostic (including location-based) information, and other non-personal information to Motorola or other third-party servers. This information is used to help improve products and services offered by Motorola.

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, or contact your service provider.

Use & Care

To care for your Motorola mobile device, please observe the following:



liquids

Don't expose your mobile device to water, rain, extreme humidity, sweat, or other liquids.



drying

Don't try to dry your mobile device using a microwave oven, conventional oven, or dryer, as this may damage the mobile device.



extreme heat or cold

Don't store or use your mobile device in temperatures below -10°C (14°F) or above 60°C (140°F). Don't recharge your mobile device in temperatures below 0°C (32°F) or above 45°C (113°F).



dust and dirt

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



cleaning

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



shock and vibration

Don't drop your mobile device.



protection

To help protect your mobile device, always make sure that any battery, connector and compartment covers are closed and secure.

Recycling

Mobile Devices & Accessories

Please do not dispose of mobile devices or electrical accessories (such as chargers, headsets, or batteries) with your household waste, or in a fire. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Alternatively, you may return unwanted 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



Packaging & Product Guides

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

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 when the battery is recycled or disposed of. See www.dtsc.ca.gov/hazardouswaste/perchlorate (in English only).

There is no special handling required by consumers.

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. To maintain the published Hearing Aid Compatibility (HAC) rating for this mobile phone, use only the original equipment battery model.

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Contact your service provider or Motorola for information on hearing aid compatibility. If you have questions about return or exchange policies, contact your service provider or phone retailer.

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.

Software Copyright

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

non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Content Copyright

The unauthorized copying of copyrighted materials is contrary to the provisions of the Copyright Laws of the United States and other countries. This device is intended solely for copying non-copyrighted materials, materials in which you own the copyright, or materials which you are authorized or legally permitted to copy. If you are uncertain about your right to copy any material, please contact your legal advisor.

Open Source Software Information

For instructions on how to obtain a copy of any source code being made publicly available by Motorola related to software used in this Motorola mobile device, you may send your request in writing to the address below. Please make sure that the request includes the model number and the software version number.

MOTOROLA MOBILITY, INC.

OSS Management

600 North US Hwy 45

Libertyville, IL 60048

USA

The Motorola website opensource.motorola.com (in English only) also contains information regarding Motorola's use of open source.

Motorola has created the opensource.motorola.com website to serve as a portal for interaction with the software community-at-large.

To view additional information regarding licenses, acknowledgments and required copyright notices for open source packages used in this Motorola mobile device, please press Menu Key > **Settings** > **About phone** > **Legal information** > **Open source licenses**. In addition, this Motorola device may include self-contained applications that present supplemental notices for open source packages used in those applications.

Export Law Assurances

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

Product Registration

Online Product Registration:

www.motorola.com/us/productregistration (in English only)

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 product you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a Motorola product.

Service & Repairs

If you have questions or need assistance, we're here to help.

Go to www.motorola.com/repair (United States) or www.motorola.com/support (Canada), where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-734-5870 (United States), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

How to Obtain Service or Other Information

1. Please access and review the online Customer Support section of Motorola's consumer website prior to requesting warranty service.
2. If the Product is still not functioning properly after making use of this resource, please contact the Warrantor listed at the Motorola website or the contact information for the corresponding location.
3. A representative of Motorola, or of a Motorola Authorized Repair Center, will help determine whether your Product requires service. You may be required to download, or otherwise obtain and accept software updates from Motorola or a Motorola Authorized Repair Center. You are responsible for any applicable carrier service fees incurred while obtaining the required downloads. Complying with the warranty process, repair instructions and accepting such software updates is required in order to receive additional warranty support.
4. If the software update does not fix the problem, you will receive instructions on how to ship the Product to a Motorola Authorized Repair Center or other entity.
5. To obtain warranty service, as permitted by applicable law, you are required to 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) your address and telephone number. In the event the Product is not covered by the Motorola Limited Warranty, Motorola will inform the consumer of the availability, price and other conditions applicable to the repair of the Product.

To obtain service or other information, please access and review the online Customer Support section of Motorola's consumer website at www.motorola.com.

Motorola Mobility Inc. Limited Global Warranty Mobile Phones

Note: This Limited Warranty is not applicable in Quebec, Canada. FOR CONSUMERS WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT, THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THIS LIMITED WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS.

Who is Covered?

This Limited Warranty extends only to the first consumer purchaser of the Product, and is not transferable.

What Does this Limited Warranty Cover?

Motorola Mobility Inc. or its subsidiaries' warranty obligations are limited to the terms and conditions set forth herein. Subject to the exclusions contained below, Motorola Mobility Inc or its subsidiaries ("Motorola") warrant this Mobile Phone, and any in-box accessories which accompany such Mobile Phone ("Product") against defects in materials and workmanship, under normal consumer use, for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser, or the period of time required by the laws of the country where the Product is purchased, whichever is longer ("Warranty Period"). Repairs made under this Limited Warranty are covered for the balance of the original Warranty Period, or 90 days from the date of service, whichever is longer. Any upgrade to the original product will be covered only for the duration of the original Warranty Period. This Limited Warranty is only available in the country where the Product was purchased. Motorola may provide service outside the country of purchase, to the extent that it is possible and under the terms and conditions of the country of purchase.

This Limited Warranty applies only to new Products which are a) manufactured by or for Motorola as identified by the "Motorola" trademark, trade name, or logo legally affixed to

them; b) purchased by consumers from an authorized reseller or distributor of Motorola Products; and c) accompanied by this written Limited Warranty.

What Will Motorola Do?

If a covered defect or damage arises and a valid warranty claim is received within the applicable Warranty Period, Motorola, at its sole option, unless otherwise required by applicable law, will either (1) repair, at no charge, the defect or damage using new, used or reconditioned/refurbished functionally equivalent replacement parts; or (2) exchange the Product with a replacement Product that is new or which has been reconditioned/refurbished or otherwise remanufactured from new or used parts and is functionally equivalent to the original Product; or (3) refund the purchase price of any Products covered by the terms and conditions of this Limited Warranty.

Products, parts and supporting documentation provided to Motorola as part of the warranty process, shall become the property of Motorola, and may not be returned. When a replacement or refund is given, the Product for which the replacement or refund is provided must be returned to Motorola and shall become the property of Motorola.

Exclusions (Products and Accessories)

This warranty does not apply to:

- (a) **Consumable parts**, such as batteries or protective coatings designed to diminish over time unless failure has occurred due to a defect in materials or workmanship. As with all batteries, the maximum capacity of the battery will decrease with time and use; this is not a defect. Only defective batteries and batteries that leak are covered by this warranty.
- (b) **Cosmetic damage**, including but not limited to scratches, dents, cracks or other cosmetic damage.
- (c) **Damage caused by use with non-Motorola products**. Defects or damage that result from the use of non-Motorola branded or certified Products, accessories or other peripheral equipment, including without limitation housings, parts, or software, are excluded from coverage.
- (d) **Damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external causes**, including but not limited to: (i) improper usage or operation (e.g. operating the Product outside their permitted or intended uses as defined by Motorola, including but not limited to as set forth by Motorola in the Products' User Manual, Quick Start Guide, Online Tutorials, and other documentation), improper storage (e.g. subjecting the Product to extreme temperatures), abuse or neglect (e.g. broken/bent/missing clips/fasteners/connectors); impact damage (e.g. dropping the Product) (ii) contact with liquids, water, rain, extreme humidity, heavy perspiration or other moisture; sand, food, dirt or similar substances (except for Products sold as resistant to such substances, but only to the

extent the damage was not caused by incorrectly securing the phone's protective elements or subjecting the Product to conditions beyond its stated specifications or limits); (iii) use of the Products for commercial rental purposes; or (iv) external causes or acts which are not the fault of Motorola, including but not limited to flood, fire, earthquake, tornado or other acts of God, are excluded from coverage.

(e) **Unauthorized Service or Modification**. Defects or damage resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way, including but not limited to tampering with or altering the software, by someone other than Motorola, or its authorized service centers, are excluded from coverage. Notwithstanding the foregoing, any Product which has had its bootloader unlocked, or whose operating system has been altered, including any failed attempts to unlock the bootloader or alter such operating system, is not covered by this warranty, regardless of whether such modifications are authorized, approved, or otherwise sanctioned by Motorola.

(f) **A product or part that has been modified in any manner without the written permission of Motorola**. Products that have been altered in any manner so as to prevent Motorola from determining whether such Products are covered under the terms of this Limited Warranty are excluded from coverage. The foregoing shall include but not be limited to (i) serial numbers, date tags or other manufacturer coding that has been removed, altered or obliterated; (ii) mismatched or duplicated serial numbers; or (iii) broken seals or other evidence of tampering. Do not open the Product or attempt to repair the Product yourself; such conduct may cause damage that is not covered by this warranty.

(g) **Normal wear and tear or otherwise due to the normal aging of the Product**.

(h) **Defects, damages, or the failure of the Product due to any communication service or network you subscribe to or use with the Products**.

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Product ID: DROID RAZR HD (Model XT926)

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