



**MOTOROLA**

EN

MOTOSMART™ Me

LIFE.  POWERED.



# CONGRATULATIONS

## MOTOSMART™ ME

Your MOTOSMART Me phone gives you music and the Internet in your pocket.

- **Music:** Easy access to all your favorite music, see “**MUSIC**” on page 36.
- **High speed Internet:** Browse the web and pinch-to-zoom on the high resolution touch display in “**WEB**” on page 29.

**Note:** Certain apps and features may not be available in all countries.

**Caution:** Before assembling, charging, or using your phone for the first time, please read the important safety, regulatory and legal information provided with your product.

**SAR** This product meets the applicable SAR limits of 1.6 W/kg (FCC & IC) and 2.0 W/kg (ICNIRP). The limits and guidelines include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The highest SAR values measured for this device are listed in the regulatory information packaged with your product.

**Note:** When using the product while worn on your body, either use an approved accessory such as a holster or

maintain a distance of 2.5 cm (1 inch) from the body to ensure compliance with SAR requirements. Note that the product may be transmitting even if you are not making a phone call.

## **WANT MORE?**

More help, more accessories, more free stuff. We're here to help.

- **Updates:** Smartphone updates, PC software, user's guides, online help, and more at [www.motorola.com/support](http://www.motorola.com/support).
- **Accessories:** Find more for your phone at [www.motorola.com/products](http://www.motorola.com/products).
- **Social:** The latest news, tips & tricks, videos, and so much more—join us on:



**YouTube™** [www.youtube.com/motorola](http://www.youtube.com/motorola)



**Facebook™** [www.facebook.com/motorola](http://www.facebook.com/motorola)



**Twitter** [www.twitter.com/motomobile](http://www.twitter.com/motomobile).

# YOUR PHONE

*the important keys & connectors*



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# LET'S GO

let's get you up and running

## ASSEMBLE & CHARGE




**Caution:** Please read "**BATTERY USE & SAFETY**" on page 46.


## SET UP & GO

**Note:** This phone supports apps and services that use a lot of data, so make sure your data plan meets your needs. Contact your service provider for details.

When you turn on your new phone, you can create or enter a Google™ account so that you can download apps, use Gmail™, and much more:

- 1 Press and hold Power/Lock  to turn on your phone.
- 2 Touch the Android™ image to begin setup.
- 3 Touch a button to **Create** a Google account, **Sign in** with one you have, or **Skip**.

You can log into your account from a computer at [accounts.google.com](https://accounts.google.com).

- 4 When your phone confirms the account, it shows account sync options.
  - To change whether your phone shows the Google account's contacts, Gmail™, and calendar, touch the Google account name.
  - To add another account, touch **Add account**. For details, see "**EMAIL**" on page 25.
  - To exit setup, press Home .


If your phone cannot connect, press Menu  > **Settings** > **Wireless & networks** > **Wi-Fi settings** to change mobile network settings.





# TOUCHSCREEN & KEYS

*a few essentials*

## SLEEP & WAKE UP

Your screen sleeps when you hold it to your ear during a call, or when it is inactive. To change the sleep delay, touch Menu  > **Settings** > **Display** > **Screen timeout**.

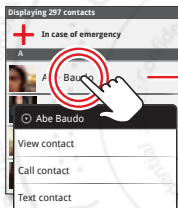
To turn phone **sounds** on or off from a locked screen, add the **Sound** shortcut to your lock screen. Touch and hold between the rings until apps appear, then drag an app to the unlock ring. Then, to open the shortcut on the lock screen, drag it to the center.

To **unlock** the screen, press Power/Lock Key  then touch  and drag it to the outer circle.

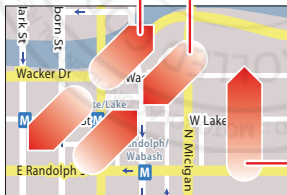
## TOUCH TIPS

It's all in the touch:

- **Touch:** Choose an icon or option.
- **Touch & Hold:** Show options.
- **Drag:** Scroll or move slowly.
- **Flick:** Scroll or move quickly.
- **Zoom:** Slide fingers apart or together to zoom in or out on Google Maps™, web pages, and photos.



Touch & hold  
to show options.






Slide two fingers  
apart or together  
to zoom in or out.

Drag or flick to scroll.


## KEY TIPS

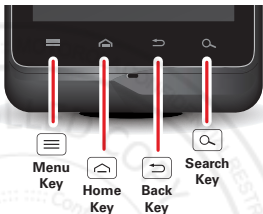
### MENU, HOME, BACK, & SEARCH

Touch Home  to close any menu or app and return to the home screen. In the home screen, touch and hold Home  to show the most recent apps used, then touch an app to open it.


Touch Menu  to open menu options.

Touch Back  to go back.

Touch Search  for text search, or touch and hold for voice search.




### POWER KEY MENU

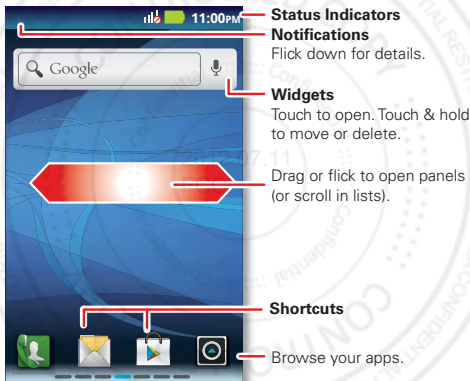
Press and hold  to turn off your phone (**Power off**), **Reboot** your phone, or turn **Airplane mode** or **Silent mode** on or off.

# HOME SCREEN

*quick access to the things you need most*


## QUICK START: HOME SCREEN

The *home screen* gives you all your latest information in one place. It's what you see when you turn on the phone or touch Home  from a menu. It's basically like this:




**Note:** Your home screen might look a little different.


The home screen extends left and right to give you more room for adding shortcuts, widgets, and more. Flick the

home screen left and right to see more *panels* or to add widgets or shortcuts. Or, touch Home  and touch a thumbnail to go to the panel.

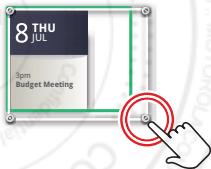
## USE & CHANGE YOUR HOME SCREEN

On your home screen, *shortcuts* are icons that open your favorite apps, web bookmarks, contacts, mail labels, or music playlists. *Widgets* show you news, weather, messages, and other updates.

- To **open** something, touch it. Touch Home  to return to the home screen.


**Tip:** When you open a widget, touch Menu  to see any options or settings.


- To **resize** widgets, touch and hold a corner until you feel a vibration, then drag.





- To **add** something or change your wallpaper, touch and hold an empty spot until you see the **Add to Home Screen** menu.

**Tip:** You can add a folder to organize your shortcuts.

- To **move** or **delete** something, touch and hold it until you feel a vibration, then drag it to another spot, another panel, or the trash  at the top of the screen.

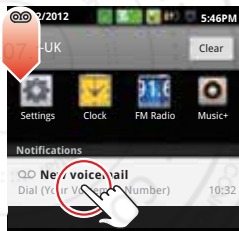
Shortcuts in the *dock* at the bottom of the home screen appear in all panel views. You can change these (except the app shortcut ). Touch and hold a shortcut, then select the shortcut you want to replace it









To change your ringtone, display brightness, and more, touch Menu  > **Settings** > **Audio profiles** or **Display**. For details, see “**PERSONALIZE**” on page 17.







**Tip:** From the home screen, touch Menu  > **Themes** to design different home screens for **Work**, **Home**, and **Weekend**. Your changes are stored in each theme.

## PHONE STATUS & NOTIFICATIONS

In the status bar at the top of your screen, the right side shows phone status. The left side shows new messages or events (for details, flick the bar down).



	network strength		battery strength
	new voicemail		new text message
	Bluetooth™ on		Bluetooth connected
	Wi-Fi connected		airplane mode


	USB connected		alarm set
	silent ringer		silent ringer, vibrate on
	mute call		speakerphone

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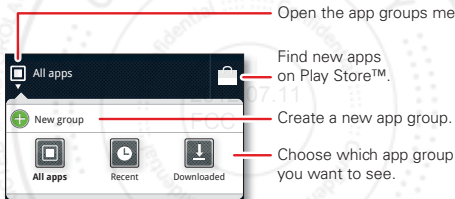
# APPS & UPDATES



*get the app you want*

## QUICK START: APPS & UPDATES

You can find all of your apps in one place. From the home screen, touch  to open the app menu. To see all of your apps, flick up and down.

From the app menu, touch  **All apps** to view or create app groups.



To close the app menu, touch Home  or Back .

## BROWSE & INSTALL APPS

Get all the fun games and cool apps you want! Google Play™ provides direct access to apps, games, and books that you can download and install on your phone.

**Find it:**  >  **Play Store**





Scroll to and touch the app you want to install. Then, touch **Install** (if app is free) or **Buy**.

New apps that you install are added to the app menu.

**Note:** When installing an app, make sure you read the alerts that tell you what information the app will access. If you don't want the app to have access to this information, don't install it.

## RECENT APPS


Your phone remembers the apps that you used most recently. From the home screen, touch and hold Home  to show the most recent apps. Or, touch  > **Recent**.

## UPDATE MY PHONE

You can check, download, and install phone software updates using your phone, or using your computer:

- Using your phone:

You may get an automatic notification of an available update on your phone. Simply follow the instructions to download and install.

To manually check for updates, touch Menu  > **Settings** > **About phone** > **System updates**.

Your phone downloads any updates over your mobile network or Wi-Fi. Remember, these updates can be quite large (25MB or more) and may not be available in all countries. If you don't have an unlimited data

plan, or mobile network updates are not available in your country, you can update using a computer.

- Using your computer:

On your computer, go to [www.motorola.com/support](http://www.motorola.com/support) and check the “Software” links. If an update is available, follow the installation instructions.



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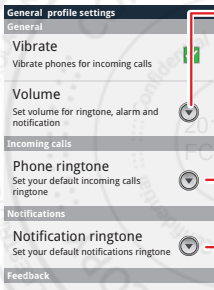
# PERSONALIZE

*add your personal touch*

## QUICK START: PERSONALIZE

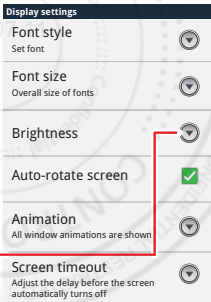
Customize your phone's sounds and appearance to make it unique to you:

**Find it:** Menu  > **Settings** > **Audio profiles** or **Display**.





Choose separate volume settings for incoming calls, media, alarms, and notifications.

### Call & Message Notifications



Set screen brightness

To show quick settings from the home screen, touch Menu  > **Settings** > Menu  > **Quick settings**:

- To change your quick settings, touch Menu  > **Edit**.
- To return to advance settings, touch Menu  > **Advance settings**.

## **LANGUAGE & REGION**

Set your menu language and region:


**Find it:** Menu  > **Settings** > **Language & keyboard** > **Select language**.

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# CALLS

*it's good to talk*

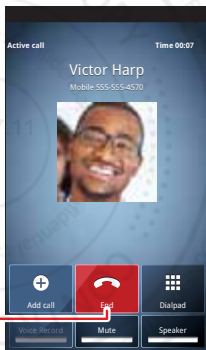
## QUICK START: CALLS

From the home screen, touch .





Call

Open a list, then touch an entry to call.










End Call

- To **make** a call, touch , enter a number, then touch .

When dialing, touch Menu  to add a pause (pauses two seconds), or wait (waits for your confirmation). To enter the international dialing code, touch and hold .


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

- To **answer** a call, flick  to the right.
- **During** a call, touch Menu  to switch to a Bluetooth **headset** (see “**CONNECTIONS**” on page 39). Touch Home  or Back  to hide the active call display (to reopen it, touch .
- To use the **speakerphone** during a call, touch **Speaker**.
- To **enter numbers** during a call, touch **Dialpad**.
- To **mute** or **unmute** a call, touch **Mute**.
- To put a call on **hold**, touch Menu  > **Hold**.
- To **end** a call, touch **End**.
- To **ignore** an incoming call, flick  to the left.

## EMERGENCY CALLS

**Note:** Your service provider programs one or more emergency phone numbers that you can call under any

circumstances, even when your phone is locked. Emergency numbers vary by country. Your 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.

- 1 Open the phone, then touch  (if your phone is locked, touch **Emergency Call**).
- 2 Enter the emergency number.
- 3 Touch **Call** to call the emergency number.

**Note:** Your phone can use location based services (GPS and AGPS) to help emergency services find you. See (“**THE FOLLOWING INFORMATION IS APPLICABLE TO MOTOROLA MOBILE DEVICES THAT PROVIDE NAVIGATION FEATURES.**”) in your legal and safety information.


## **COOL DOWN**

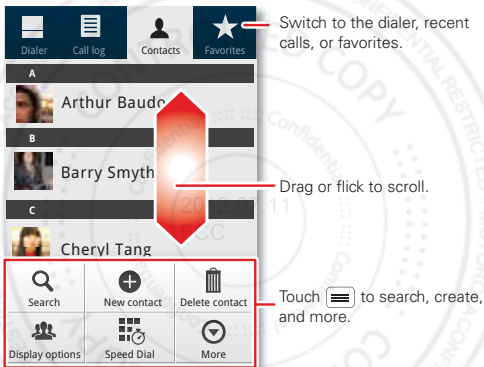
In very limited circumstances, such as where your phone has been exposed to extreme heat, you may see “Cool Down” messages. To avoid possible damage to your battery and phone, you should follow these instructions until the phone is within its recommended temperature range. When your phone is in “Cool Down” mode, only emergency calls can be made.




# CONTACTS

contacts like you've never had before

## QUICK START: CONTACTS



From the home screen, touch  **Phone** > **Contacts**.





- To **create** a contact, touch  **Phone** > **Contacts** > Menu  > **New contact**, choose where you want to store the contact, then enter details (to close the display keyboard, touch Back ).

**Contacts** shows the contacts from your Google™ account, which you can open from any computer at



[www.contacts.google.com](http://www.contacts.google.com) (or open your contacts within [www.mail.google.com](http://www.mail.google.com)). To stop synchronizing with your account, touch  **Phone** > **Contacts** > Menu  > **More** > **Accounts**, touch your Google account, then uncheck **Sync Contacts**.


- To **call**, **text**, or **email** a contact, touch  **Phone** > **Contacts**, touch the contact, then touch  (call) or  (text).
- To **edit** or **delete** a contact, touch  **Phone** > **Contacts**, touch the contact, then touch Menu  > **Edit contact** or **Delete contact**.

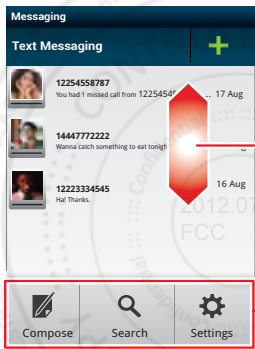
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# MESSAGING

*sometimes it's best to text or email...*

## QUICK START: TEXT MESSAGING




From the home screen, touch  **Messaging**.





Drag or flick to scroll.


Touch  to change settings and more.

**Tip:** To see more messages, flick or drag up.


- To **create** a text message, touch  **Messaging** > . For options like attaching files, touch Menu .






- To **open** text messages, touch  **Messaging**, then touch the sender's name.




When you see  in the status bar at the top of your screen, flick down the status bar and touch the new message to open it.


- To **respond** to a text message, just touch it and enter your response in the text box at the bottom.
- To **forward, copy**, and more, touch  **Messaging**, touch the sender's name, then touch and hold the message.

## EMAIL


- To **set up Google** or **Corporate** (Microsoft™ Exchange server) accounts, touch Menu  > **Settings** > **Accounts & sync** > **Add account**. For details, contact the account provider.


To set up other email accounts (not Gmail™ or Microsoft™ Exchange), touch  >  **Email** and follow the wizard. To add more standard accounts, open  **Email** and touch Menu  > **Accounts** > Menu  > **Add account**. For details, contact the account provider.

- To **open** email, touch  >  **Email** or  **Gmail**. Touch a message to open it.



**Tip:** Touch Menu  for options like **Refresh** or **Search**.


- To **create** an email, touch  >  **Email** or  **Gmail**, then touch Menu  > **Compose**.

**Tip:** Touch Menu  for options, like **Attach** or **Add Cc/Bcc**.

**Gmail** synchronizes with your Google™ account mail, which you can open from any computer at [mail.google.com](http://mail.google.com). To stop synchronizing with your account, touch Menu  > **Settings** > **Accounts & sync**, touch your Google account, then uncheck **Sync Gmail**.

## VOICEMAIL


When you have a new voicemail,  shows in the status bar at the top of your screen. To hear voicemails, touch  **Phone** then touch and hold **1**.

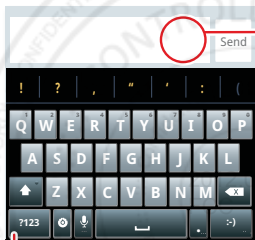
If you need to change your voicemail number, in the home screen touch Menu  > **Settings** > **Call settings** > **Voice Call** > **Voicemail**. For your voicemail number or other details, contact your service provider.

# TEXT ENTRY

keys when you need them

## TOUCHSCREEN KEYPAD

You can open a keypad on your screen by touching a text box. To close the keypad, touch Back .



Touch and hold an empty spot to open a menu.

Delete

Symbols/Numbers

You can choose to change the keyboard, touch and hold a blank spot in a text box. A menu opens, where you can choose **Input method** > **Android keyboard** or **Swype**.

**Note:** Swype is not available in all regions. Your keyboard might change depending on what you're entering.

## INPUT METHODS

To select an input method, touch and hold a text entry area on the screen to open the **Edit text** menu. Touch **Input method**, then touch the method you want.

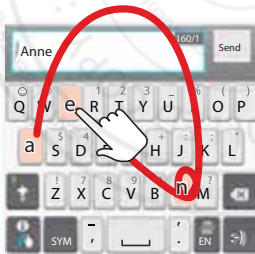
## ANDROID KEYBOARD

Enter text a letter at a time. As you type, your phone suggests words from your dictionary and chosen language. The phone also automatically enters apostrophes in some words, like "dont."

To add a word to your dictionary, touch and hold the word, then select **Add "word" to dictionary**.

## SWYPE™ TEXT ENTRY

Enter words with one continuous motion. Just drag your finger over the letters in the word.





To enter a word, just trace a path through the letters. To capitalize, go above the keypad. For double letters, circle the letter.

# WEB

surf the web with your phone

## QUICK START: WEB

From the home screen, touch  >  **Browser**.




### Connection

Mobile Network: 


Wi-Fi: 

Enter a web page URL.

Drag or flick to scroll.

Touch  to open bookmarks, windows, and more.

- To enter a **website address** in the browser or your home screen, just touch Search .



- To **zoom** in or out, pinch two fingers together or apart.
- To **send** the website address in a message, touch Menu  > **More** > **Share page**.



**Note:** Your phone automatically uses your mobile phone network to connect to the web. Your service provider may charge to surf the web or download data. If you can't connect, contact your service provider.

## DOWNLOADS

To download files in your browser, touch a file link or touch and hold a picture to choose **Save image**.


To show the files you downloaded, touch  >  **Downloads**. Touch and hold an item to open it, see details, or remove it from the list.

You can download "**APPS & UPDATES**" on page 14.





# LOCATION




where you are, and where you're going


Open **Maps** or just touch Search  to find an address, then get directions, check in, or save the location.


## QUICK START: LOCATION

From the home screen, touch  >  **Maps**.



-  Show your location.
-  Show layers on the map.
-  Find nearby places.




- Drag or flick to scroll.
- Touch to open, then touch  to add to **My Places**.

Touch  to get directions, open your starred places, windows, and more.

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

- To find an **address**, enter it in the search box at the top. The map moves to show the address.

**Tip:** You can touch and hold a spot on the map to show the nearest address.

- To find stores, restaurants, and other **places** near you, touch  at the top.
- To get **directions**, find an address on the map, touch it, then touch .
- To **save** an address for later, touch it, then touch the star by its name to add it to your **Starred Places**.
- For **help**, touch Menu  > **Help**.

## **GOOGLE MAPS™ WITH NAVIGATION (BETA)**

Google Maps™ with Navigation (Beta) is an Internet-connected GPS navigation system with voice guidance.

To open navigation, touch  >  **Navigation**. Follow the prompts to speak or type your destination.



For more, go to [www.google.com/mobile/navigation](http://www.google.com/mobile/navigation).

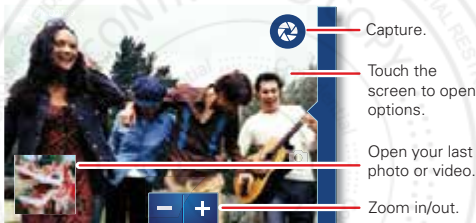
# PHOTOS & VIDEOS






*see it, capture it, share it!*

## QUICK START: PHOTOS & VIDEOS

Capture photos and videos to send them to friends or save them for later.



From the home screen, touch  >  **Camera**.



- To take a **photo**, touch .
- To record a **video**, open the camera, touch the screen, then touch **Camera** > **Camcorder** to switch to the camcorder. Touch  to start and  to stop recording.
- To **open** photos and videos, touch  >  **Gallery**, then touch **Menu** for options like **Share**.

**Tip:** For the clearest photos and videos, clean the lens with a soft, dry cloth.

## VIEW & SHARE PHOTOS & VIDEOS

From the home screen, touch  >  **Gallery**.

Flick left and right to show folders. Touch a folder to show its photos or videos, then touch a thumbnail image to open, share, or delete it.


**Tip:** From the viewfinder, you can touch the thumbnail in the top right to open your last photo or video.

- To **zoom** in, touch the screen with two fingers and then drag them apart. To zoom out, drag your fingers together.



- To **send** or **post** the photo or video, touch **Menu > Share**.



To use a Bluetooth or cable connection, see “**CONNECTIONS**” on page 39.


- To **delete** the photo or video, touch **Menu > Delete**.
- To **set** a photo as your wallpaper, touch **Menu > More > Set as wallpaper**.
- To **play** a video, touch .


**Tip:** Turn the phone sideways for a widescreen view.


## YOUTUBE™




The YouTube user-generated content website lets you share videos with YouTube users everywhere. You don't need a YouTube account to browse and view videos.



From the home screen, touch  >  **YouTube**.

- To **watch** videos, touch Search  to find a video. Touch a video to watch it.

For more video categories, touch Menu  > **Browse**.

To watch a video in high quality, touch Menu  > **Settings** > **High quality on mobile**.

- To **share** a video, touch it to open it, touch **More** at the top, choose **Share**, then choose how you want to share it.
- To **upload** a video from your phone to your YouTube account, touch  >  **YouTube** > Menu  > **Upload**. Touch the video, then touch **Upload**.

To sign into your YouTube account, touch  >  **YouTube** > Menu  > **My Channel**.



**Note:** If you don't have an account, touch the link to create one. For more, visit [www.youtube.com](http://www.youtube.com).

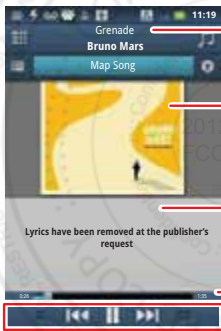
# MUSIC

*when music is what you need...*

## QUICK START: MUSIC

Keep your music with you so you can listen and create playlists anytime.

From the home screen, touch  >  **Music**, then choose a song to play it:




Artist & Song Title



Album Artwork

Touch to view song lyrics  
as the song plays.



Progress Bar

Music Controls

- To adjust **volume**, use the volume keys.
- When a song is playing, you touch Menu  to add it to a **playlist** or use it as a **ringtone**.



- To **hide** the player and use other apps, touch Home . Your music keeps playing. To return to the player, flick down the status bar and touch .

**Tip:** For quick music player controls, touch and hold an empty spot in your home screen, then choose **Motorola widgets > Music now**.

- To **stop** the player, touch .
- Before a **flight**, turn off network and wireless connections so that you can keep listening to music: Press and hold Power/Lock 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.

You can use your phone's 3.5mm headset jack to connect wired headphones, or go wireless with a Bluetooth headset in "**CONNECTIONS**" on page 39.

To listen to FM **radio**, plug in a 3.5mm headset and touch  >  **FM Radio**. Your phone uses the headset wire as the radio antenna.

## **MUSIC FILES**

To get songs for your music player, you can download them from online services or copy them from your

computer. Your music player can play these file formats: MP3, AAC, AAC+, eAAC+, MIDI, WAV, or OGG Vorbis.

**Note:** Your phone does not support any DRM protected files.

**Note:** Copyright—do you have the right? Always follow the rules. See “Content Copyright” in your legal and safety information.

To copy files **from your computer** to your phone, you can use “**CONNECTIONS**” on page 39.

To **save a CD** on your computer (“rip” the CD), you can use a program like Microsoft™ Windows™ Media Player. First, make sure you change the format to MP3 (under Rip > Format in Windows Media Player).


2012.07.11  
FCC

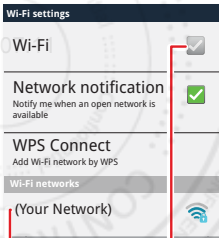
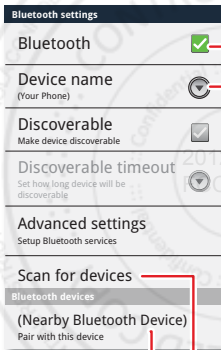


# CONNECTIONS

home, office, or hotspot

## QUICK START: CONNECTIONS

From the home screen, touch Menu  > **Settings** > **Wireless & networks**, then **Bluetooth settings** or **Wi-Fi settings**.



Connect a device found by the scan.


Re-scan.

Connect a network found by the scan.

Turn Bluetooth power on & scan, or turn off.

Change your phone's Bluetooth device name.

Turn Wi-Fi power on & scan, or turn off.


- To connect **Bluetooth devices**, touch Menu  > **Settings** > **Wireless & networks** > **Bluetooth settings** > **Scan for devices** (or touch **Bluetooth**, if it is off). Touch a device that your phone found, to connect it.

**Note:** Due to French regulatory restrictions regarding possible interference, do not use Bluetooth in France when outdoors.

- To connect **Wi-Fi networks**, touch Menu  > **Settings** > **Wireless & networks** > **Wi-Fi settings** (touch **Wi-Fi**, if it is off). Touch a network that your phone found, to connect it.

**Note:** Due to French regulatory restrictions regarding possible interference, do not use Wi-Fi in France when outdoors.

- To use a **cable connection**, connect your phone's micro USB port to a standard USB port on your computer, then use a computer program to transfer files to and from your phone's memory card (optional item). Your phone supports microSD cards up to 32GB.

On your phone, flick down the status bar and touch  to enable your phone's memory card.

You can download your phone's driver files from [www.motorola.com/support](http://www.motorola.com/support).


## WI-FI MODES

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

## CABLE CONNECTIONS

You can use a cable connection to transfer songs, pictures, or other files between your phone and computer. You will need a:

- Microsoft™ Windows™ PC or Apple™ Macintosh™.
- Data cable with a standard USB connector on one end and a micro USB connector on the other end.
- microSD memory card (up to 32GB), as shown in “**ASSEMBLE & CHARGE**” on page 5.



**Tip:** To see the available memory on your memory card, from the home screen touch Menu  > **Settings** > **Storage**.

To connect your phone and computer with a cable:

- 1 Insert a memory card in your phone, then connect your phone's micro USB port to a USB port on your computer.

**Note:** If your computer asks for your phone's driver files, you can download them from [www.motorola.com/support](http://www.motorola.com/support).




- 2** Your phone should show  in the status bar. Flick down the status bar, touch the  to enable your phone's memory card.
- 3** On your computer, open a program (like Windows™ Media Player for music files, or Microsoft™ Windows™ Explorer to drag and drop other files) and use it to transfer your files.

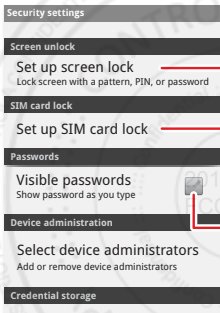
2012.07.11  
FCC

# SECURITY

help keep your phone safe

## QUICK START: SECURITY


From the home screen, touch Menu  > **Settings** > **Security**.




Set a lock pattern, PIN, or password required to wake up the screen.

Choose a number code required to turn on your phone.

Show password letters and numbers when you enter them (rather than \*\*\*).

- To set a **lock pattern**, **PIN**, or **password** that you must enter whenever you wake up the screen, touch Menu  > **Settings** > **Security** > **Set up screen lock**. Follow the prompts to enter and confirm the pattern, PIN, or password.

**Note:** You can make emergency calls on a locked phone (“**CONTACTS**” on page 22). A locked phone still rings, but you need to unlock it to answer.

- To set a **SIM card PIN** that you must enter when you turn on your phone, touch Menu  > **Settings** > **Security** > **Set up SIM card lock** > **Lock SIM card**. Enter your SIM PIN code. To change your code, choose **Change SIM PIN**.

**Caution:** If you enter an incorrect PIN code three times, your phone locks your SIM card. To unlock it, you need a PUK code from your service provider.

## **RESET**

To reset your phone to factory settings and erase all the data on your phone, touch Menu  > **Settings** > **Privacy** > **Factory data reset** > **Reset phone**.

**Warning:** All downloaded apps and user data on your phone will be deleted.

# TROUBLESHOOTING

*we're here to help*

## CRASH RECOVERY

In the unlikely event that your phone stops responding to touches and key presses, try a quick reset. Remove the back cover and battery ("**ASSEMBLE & CHARGE**" on page 5), then replace and turn on your phone as usual.

## SERVICE & REPAIRS

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

Go to [www.motorola.com/support](http://www.motorola.com/support), where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 0800 666 8676 (Argentina), 800-201-442 (Chile), 01-800-700-1504 (Colombia), 01 800 021 0000 (México), 0800-100-4289 (Venezuela), or 0-800-52-470 (Perú).

## 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](http://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](http://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](http://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 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](http://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](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, 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	UMTS 850, Wi-Fi, Bluetooth	1.47 W/kg
Body-worn SAR	GSM 850, Wi-Fi, Bluetooth	1.42 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](http://www.motorola.com/rfhealth).

## Specific Absorption Rate (ICNIRP)

### YOUR MOBILE DEVICE MEETS INTERNATIONAL GUIDELINES 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) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and 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 2 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 ICNIRP guidelines for your device model are listed below:

Head SAR	GSM 850, Wi-Fi, Bluetooth	0.813 W/kg
Body-worn SAR	GSM 850, Wi-Fi, Bluetooth	0.996 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](http://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:



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) (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 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 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.

## 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](http://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](mailto: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](http://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.

## Software Copyright

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# 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](http://opensource.motorola.com) (in English only) also contains information regarding Motorola's use of open source.

Motorola has created the [opensource.motorola.com](http://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** > 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.

# Service & Repairs

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

Go to [www.motorola.com/support](http://www.motorola.com/support), where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 0800 666 8676 (Argentina), 800-201-442 (Chile), 01-800-700-1504 (Colombia), 01 800 021 0000 (México), 0800-100-4289 (Venezuela), or 0-800-52-470 (Perú).

# 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](http://www.motorola.com).**

## Motorola Mobility Inc. Limited Global Warranty Mobile Phones

**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 forgoing 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.**

(i) **All software, including operating system software, third-party software, applications, and all other software of any kind.** Software distributed by Motorola is provided "AS-IS" and "AS AVAILABLE," "WITH ALL FAULTS" and without a warranty of any kind. The Limited Warranty does not apply to any non-Motorola product or any software, even if packaged or sold with the Motorola hardware, unless otherwise required by applicable local law.

(j) **Products that have been refurbished, reconditioned, or remanufactured,** except for Products repaired or replaced pursuant to the terms of this Limited Warranty.

If damage is outside the scope of warranty coverage, repair services may be available, but all costs associated with such out of warranty repair will be your responsibility.

## What Other Limitations are There?

- TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED. NO ORAL OR WRITTEN REPRESENTATIONS MADE BY MOTOROLA OR ANY SELLER, RESELLER OR DISTRIBUTOR OF THE PRODUCTS, INCLUDING EMPLOYEES AND AGENTS THEREOF, SHALL CREATE ANY ADDITIONAL WARRANTY OBLIGATIONS, INCREASE THE SCOPE, OR OTHERWISE MODIFY IN ANY MANNER THE TERMS OF THIS LIMITED WARRANTY.
- TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT AND ALL WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. WHERE SUCH STATUTORY OR IMPLIED WARRANTIES CANNOT LAWFULLY BE DISCLAIMED, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS LIMITED WARRANTY CONTAINED HEREIN AND THE REMEDIES OF REPAIR, REPLACEMENT, OR REFUND AS DETERMINED BY MOTOROLA IN ITS SOLE DISCRETION SHALL BE THE EXCLUSIVE REMEDY OF THE CONSUMER.
- TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA DOES NOT WARRANT THAT THE OPERATION OF ANY PRODUCTS OR SOFTWARE COVERED UNDER THIS

LIMITED WARRANTY WILL MEET YOUR REQUIREMENTS, WORK IN COMBINATION WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR THIRD PARTY SERVICES, BE UNINTERRUPTED, ERROR-FREE, OR WITHOUT RISK TO, OR LOSS OF, ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINED THEREIN, OR THAT DEFECTS IN THE PRODUCTS OR SOFTWARE WILL BE CORRECTED.

- TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT, TORT OR UNDER OTHER LEGAL THEORY (INCLUDING NEGLIGENCE), FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCTS, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS; LOSS OF BUSINESS; BUSINESS INTERRUPTION; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, OR CORRUPTION OF INFORMATION, DATA, SOFTWARE OR APPLICATIONS (INCLUDING ANY COSTS ASSOCIATED WITH RECOVERING, PROGRAMMING, OR REPRODUCING ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS STORED ON OR USED WITH MOTOROLA PRODUCTS, OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF ANY INFORMATION OR DATA STORED ON THE PRODUCTS); OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS.
- SOME STATES OR JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR THE EXCLUSION OR LIMITATION ON THE LENGTH OF AN IMPLIED WARRANTY, OR THE LIMITATION OR EXCLUSION OF DAMAGES FOR PERSONAL INJURIES CAUSED BY NEGLIGENCE, 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 OR JURISDICTION.
- **DATA BACKUP:** ALL INFORMATION, DATA, SOFTWARE OR OTHER APPLICATIONS, INCLUDING BUT NOT LIMITED TO PERSONAL CONTACTS, ADDRESS BOOKS, PICTURES, MUSIC AND GAMES WILL BE ERASED DURING THE REPAIR PROCESS, AND CAN NOT BE REINSTALLED BY MOTOROLA. TO AVOID LOSING SUCH INFORMATION, DATA, SOFTWARE OR OTHER APPLICATIONS PLEASE CREATE A BACK UP BEFORE YOU DELIVER YOUR PRODUCT FOR WARRANTY SERVICE, REMOVE ANY CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION AND DISABLE ANY SECURITY PASSWORDS. YOU WILL BE RESPONSIBLE FOR REINSTALLING ALL SUCH INFORMATION, DATA, SOFTWARE, OTHER APPLICATIONS AND PASSWORDS. MOTOROLA AND/OR ITS AUTHORIZED SERVICE CENTERS ARE NOT RESPONSIBLE FOR THE LOSS OR MISUSE OF ANY DATA, FILES, CONTENT, APPLICATIONS AND PROGRAMS WHEN THE PRODUCT IS DELIVERED FOR WARRANTY SERVICE. YOUR PRODUCT OR A REPLACEMENT PRODUCT WILL BE

RETURNED TO YOU AS YOUR PRODUCT WAS CONFIGURED WHEN ORIGINALLY PURCHASED, SUBJECT TO APPLICABLE SOFTWARE UPDATES. MOTOROLA MAY INSTALL OPERATING SYSTEM SOFTWARE UPDATES AS PART OF WARRANTY SERVICE THAT MAY PREVENT THE PRODUCT FROM REVERTING TO AN EARLIER VERSION OF THE OPERATING SYSTEM SOFTWARE. THIRD PARTY APPLICATIONS INSTALLED ON THE PRODUCT MAY NOT BE COMPATIBLE OR WORK WITH THE PRODUCT AS A RESULT OF THE OPERATING SYSTEM SOFTWARE UPDATE. MOTOROLA AND ITS AUTHORIZED SERVICE CENTERS ARE NOT RESPONSIBLE FOR THE LOSS OF, OR INABILITY TO USE, SUCH INFORMATION, DATA, SOFTWARE OR OTHER APPLICATIONS.

- **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 THIS 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.

## Guarantee Policy (Mexico)

This Guarantee Policy represents the only guarantee that applies to personal communication Products and Accessories of the Motorola Trademark that are purchased in Mexico and represents any other guarantee contained in the instructions, manuals, guides and/or warnings contained inside the packaging of said Products and Accessories.

### I. Items Covered by this Guarantee

It protects the manufacturing defects and hidden defects of the "Products" and "Accessories" (such as batteries, antennas, chargers, wired headphones and wireless

devices) of the Motorola trademark, described in the space that for such purpose is established on the back of this Guarantee Policy, which, covers all of the parts, components, accessories and labor of Motorola Products, as well as the transportation costs that derive from fulfilling this policy, within its service network.

The Motorola "Products" that this guarantee protects may be: (a) cellular phones, (b) smart phones (pocket computer and cellular phone), (c) beepers, (d) two-way radios, (e) wireless phones.

Motorola, free of charge for you, shall have the option to repair or replace the "Products", "Accessories" and components that present problems and are covered by the Guarantee. Prior authorization expressed by the service requester, Motorola Comercial, S.A. de C.v. shall use used, equally functioning, refurbished, repaired or second hand parts or spare parts to repair the "Product." Software updates shall not be provided.

## II. Duration of the Guarantee

The duration of the guarantee shall be one year starting from the purchase date of the new "Product" or "Accessory" at an authorized establishment.

## III. Procedure for Exercising the Guarantee

To demand the fulfillment of this guarantee, the address where the "Product" or "Accessory" was purchased must be sent to the address of the **Person Responsible for the "Products" and "Accessories" in Mexico:**

Motorola Comercial, S.A. de C.V.  
Bosque de Alisos 125  
Col. Bosques de las Lomas  
Del. Cuajimalpa de Morelos  
C.P. 05120 México, D.F.  
Phone Number: (55) 5257-6700

or to the address of the authorized service center (which you can consult free of charge by calling 01 800 021 0000) and presenting the "Product" or "Accessory" with its parts and components.

To exercise this guarantee, you must present the "Product" or "Accessory" and this Guarantee Policy duly sealed by the establishment where it was purchased. In the event that this policy was not established on the date in which the "Product" or "Accessory" was purchased, you must present the receipt from this purchase.

## IV. Limitations or Exceptions of this Guarantee

The guarantee shall not be valid:

- When the “Product” or “Accessory” had been used in conditions different than normal conditions.
- When the “Product” or “Accessory” had not been operated in accordance with the accompanying usage instructions.
- When the “Product” or “Accessory” had been changed or repaired by people who are not authorized by the national manufacturer, importer or respective responsible retailer

Motorola shall notify the consumer if the service request is covered by this guarantee policy; in the event that it is not covered, Motorola shall inform the consumer of the availability, prices and other conditions that apply to repairing the “Product.”

Motorola shall only replace the “Product” or “Accessory”, upon turning in the “Product” or “Accessory” purchased.

For more information about the “Product” that needs repairs that are not covered by this guarantee, please call 01 800 021 0000.

Product model.	“Product” purchase date.
Seal of the authorized distributor or establishment where the “Product” was purchased.	

**Note:** In other countries, consult the local guarantee laws and regulations and your local Motorola office.

# Copyright & Trademarks

Motorola Mobility Argentina S.A.

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C1008AAW Buenos Aires

ARGENTINA

[www.motorola.com](http://www.motorola.com)

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

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

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

Product ID: MOTOSMART Me (Model: XT303)

Manual Number: 68017027001-A

