

verizon

Start  
Here

DR·OID  
RAZR HD

DR·OID  
RAZR MAXX HD



## My Verizon

### Welcome

You're now connected to Verizon 4G LTE. Lightning fast, lightning strong. For more information, visit [verizonwireless.com/4GLTE](http://verizonwireless.com/4GLTE).

Visit [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon):

- 1 Register with your phone number and a password.
- 2 Go to **My Verizon**.
  - Select **My Device** for help with using your smartphone.
  - Select **My Plans & Services** to manage your account, pay your bill & more.
  - Select **Interactive "How To" Simulator**.

Customer Service is at your disposal at 1-800-922-0204 or at any Verizon Wireless Store.

A User's Guide is available on demand—simply download at [support.vzw.com/phones](http://support.vzw.com/phones), or call 1-800-734-5870 to order a copy.

**Note:** Devices and software are constantly evolving. The screen images and icons you see here are for reference only.

## Smartphone Features

### Your Smartphone



### Your Home Screen



## Setting Up Your Smartphone

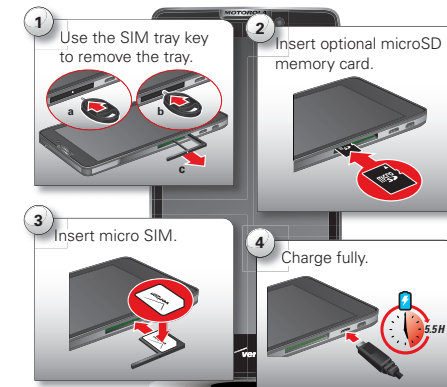
### Non-Removable Battery

This product uses a non-removable battery. The battery should only be replaced by a Motorola-approved service facility. Any attempt to remove or replace your battery, unless performed by a service representative, may damage the product and void your warranty.

If your smartphone becomes unresponsive, try a forced reboot—press and hold both the Power key and the Volume Down key for about 10 seconds.

### Assemble & Charge Battery

Use these instructions to install your 4G SIM card if it's not already inserted.



**Warning:** Always use the SIM tray key included in the box (or from a Verizon store) to safely remove the SIM door. Using other objects may damage the smartphone.

**Note:** A Subscriber Identity Module (SIM Card) is a "smartcard" that houses personal information, such as your mobile smartphone number, calling plan, account information, and content, such as contacts, text messages, and call history. The Verizon Wireless 4G Micro SIM Card is compatible with any Verizon Wireless 4G certified device. You can move the 4G Micro SIM Card from one device to another and your wireless service will work seamlessly as long as you have a compatible device and service plan. To see which devices are compatible with the Verizon Wireless 4G Micro SIM Card, visit [verizonwireless.com/certifieddevice](http://verizonwireless.com/certifieddevice).

### Unlock & Lock Touchscreen

To unlock the screen, press the Power key, then tap and flick to **Unlock**.

To lock the screen, press the Power key, or let the screen time out (don't press anything).

### Make & Answer Calls

- To make a call, tap **Phone**, enter a number, then tap .

**Tip:** When the screen is locked, tap and flick to **Phone**.

- To answer a call, tap and flick to .
- To send an incoming call to your voicemail, tap and flick to .
- To send a pre-set text message to the caller, tap and flick to . Select a message to immediately send it.

**Tip:** When you hold your smartphone to your ear, the display goes dark to prevent accidental touches. When you move the smartphone away from your ear, the display lights up again.

**Tip:** To silence an incoming call alert, press the Power key or the volume keys.

### Ringtones

Make your smartphone dance to your tune. Choose a ringtone, change the tone, or silence your smartphone.

To personalize your ringtones, swipe the home screen right to go to **Quick settings**, then tap **Go to all settings** > **Sound** > **Phone ringtone** or **Default notification**.

To silence your ringtones, drag the ring switch at the top of the lock screen, or hold the Volume Down key in the home screen.

To set a personal ringtone for a contact, tap **People**. Tap a contact, then tap Menu > **Set ringtone**.

### Wi-Fi

To use a Wi-Fi network for internet access, swipe the home screen right to go to **Quick settings**, then tap the Wi-Fi power switch to turn it and scan. Tap **Wi-Fi** to select a network.

### Bluetooth®

To connect your smartphone with a 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 device you are pairing with is in discoverable mode.

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

- 2 Swipe the home screen right to go to **Quick settings**, then tap the Bluetooth power switch to turn it and scan.

- 3 Tap **Bluetooth** to see nearby devices.

- 4 Tap the device name to connect.

- 5 Tap **OK**, or enter the device passkey (like **0000**), if prompted, to connect to the device. When the device connects, the Bluetooth status indicator turns blue .

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

### Backup Assistant™ Plus

Backup Assistant and Media Manager are now Backup Assistant Plus. Protect your contacts and access your media when you need it on the go or at home. Go to [verizonwireless.com/baplus](http://verizonwireless.com/baplus).

### Register



The Setup Wizard will walk you through the registration process. Afterwards, you can create or log into a Google™ account to access all of your Google services. Registration is secure and only takes a few minutes.

**Tip:** To learn more about your smartphone, tap Apps > **Help Center** at any time.

**Tip:** To quickly change some common smartphone settings, swipe the home screen right to go to **Quick settings**. To learn more about each setting, tap in the upper right.



This product meets the applicable limit for exposure to radio waves (known as SAR) of 1.6 W/kg (FCC & IC). 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.

## Setting Up (continued)

### Set Up Your Google™ Account

Now your Gmail™, Google contacts, and Google calendar events can all be loaded to your smartphone automatically.

Record your Google account information. Please keep this document in a safe place.

Username: \_\_\_\_\_@gmail.com

Password Hint: \_\_\_\_\_

**Note:** You don't need to have a Google account to use your smartphone.

### Set Up Other Email Accounts

Swipe the home screen right to go to **Quick settings**, then tap **Go to all settings > Accounts & sync > ADD ACCOUNT > Email**. For account details, contact the account provider.

### Set Up Voicemail

Dial **\*86 (\*VM)**. If you hear a greeting, tap **#** to interrupt it, and follow the setup tutorial.

### Access Voicemail

**From your smartphone:** Dial **\*86**. When you hear the greeting, tap **#** to interrupt, follow the prompts.

**From any phone:** Dial your wireless number. When you hear the greeting, tap **#** to interrupt, follow the prompts.

**Note:** Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial.

### Set Up Visual Voicemail

View a list of messages without dialing into a mailbox. Listen or erase with the tap of a button.

1 If you're a new Verizon Wireless subscriber, first dial **\*86** to set up your voice mail service.

2 On the Home screen, tap **Voicemail**.

3 Tap **Visual Voice Mail** and follow the prompts to download it for future use.

**Note:** Please note that it may take five minutes for Visual Voice Mail to set up. Your password and voicemail messages will be stored on the device and messages will be available to anyone with access to the device. To limit unauthorized access to the voicemail, consider locking the device when not in use. To cancel your Visual Voice Mail service, go to [verizonwireless.com/myverizon](http://verizonwireless.com/myverizon) or contact Customer Service. V Block must be removed to use Visual Voice Mail. Data chargers apply only to the application download, which requires approximately 1 MB of data.

## Apps & More

Play it up with music, ringtones, wallpapers, apps and games. Keep up with Twitter and Facebook®. For details and pricing, go to [verizonwireless.com](http://verizonwireless.com).

**Note:** Data charges may apply.

### Installing Apps

Hundreds of thousands of apps are available to download from Google Play™ Store.

From the home screen, tap **Play Store**.

To see the apps you've installed on your smartphone, swipe the home screen right to go to **Quick settings**, then tap **Go to all settings > Apps > DOWNLOADED**.

### Verizon Tones

Search, preview, purchase and manage ringback tones and ringtones from your favorite artists all in one place. Go to [verizonwireless.com/mediastore](http://verizonwireless.com/mediastore).

### Verizon Video

Watch full episodes of your favorite shows. Get hundreds of TV shows, live sports and events. Go to [verizonwireless.com/video](http://verizonwireless.com/video).

### Media Store

Find apps for entertainment, travel, productivity, navigation, ringback tones, ringtones, games, wallpaper and more. Go to [verizonwireless.com/mediastore](http://verizonwireless.com/mediastore).

### Email

Check email on the go with popular Internet-based email accounts, including Yahoo!® Mail, AOL® Mail, Gmail™, Windows® Outlook®, and Verizon.net.

### Mobile Web

Take the Internet on the go. You can reach the latest news, get the weather and follow your stocks. From the home screen, tap **Chrome**.

### Verizon SafeGuards

Family and Safety Apps & Services. Get the most robust parental controls. Go to [verizonwireless.com/safeguards](http://verizonwireless.com/safeguards).

### Location Based Services

This smartphone can determine its location, which is useful for services such as navigation, shopping and weather. For your safety, it's defaulted to only acquire your location when you dial 911. To use Location Based Services, swipe the home screen right to go to **Quick settings**, then tap **Go to all settings > Location services**.

**Note:** Your wireless device can determine its (and your) physical, geographical location ("Location Information") and can associate Location Information with other data. Additionally, certain applications, services and programs are capable of accessing, collecting, storing and using Location Information and disclosing Location Information to others. You should use caution when determining whether or not Location Information should be made available to others and you should review any applicable third party policies before providing access. To limit potential unauthorized access to your Location Information, Verizon Wireless offers various mechanisms and settings to manage access to location data. By enabling location settings you are permitting third party access to Location Information through software, widgets or peripheral components you choose to download, add or attach to your wireless device or through web access, messaging capabilities or other means and you are authorizing Verizon Wireless to collect, use and disclose your Location Information as appropriate to provide you with any location services that you enabled.

### VZ Navigator®

Get premium GPS voice navigations and 3D maps with spoken real-time traffic alerts. Find movie times, event info and gas stations. Go to [verizonwireless.com/navigator](http://verizonwireless.com/navigator).

### Global Ready™

Verizon Wireless keeps you connected around the corner and around the world. For up-to-date information on destinations and rates go to [verizonwireless.com/tripplanner](http://verizonwireless.com/tripplanner).

## Customer Information

### Your Wireless Device and Third Party Services:

Verizon Wireless is the mobile carrier associated with this wireless device, but many services and features offered through this wireless device are provided by or in conjunction with third parties. Verizon Wireless is not responsible for your use of this wireless device or any non-Verizon Wireless applications, services and products including any personal information you choose to use, submit or share with others. Specific third party terms and conditions, terms of use, and privacy policies shall apply. Please review carefully all applicable terms and conditions and policies prior to using this wireless device and any associated application, product or service.

### Hearing Aid Compatibility Information:

This smartphone 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 smartphone that have not been tested yet for use with hearing aids. It is important to try the different features of this smartphone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this smartphone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or smartphone retailer.

## Copyright & Trademarks

Motorola Mobility LLC  
Consumer Advocacy Office  
600 N US Hwy 45  
Libertyville, IL 60048

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

**Note:** Do not ship your product to the above address. If you need to return your product for repairs, replacement, or warranty service, please contact the Motorola Customer Support Center at:

1-800-734-5870 (United States)  
1-888-390-6456 (TTY/TDD United States for hearing impaired)  
1-800-461-4575 (Canada)

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.

**Note:** The images in this guide are examples only.

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

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and DROID RAZR MAXX HD (Model XT926M)

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