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Welcome to AT&T

What’s in the Box?

Thank you for purchasing the MOTO Q™ 9h.

Take note of the components in the box, pictured on the right.

To get started, we recommend the following:

- Carefully follow the step-by-step Instructions in this guide to set up your MOTO Q 9h phone.
- To learn more or if you need help with your MotoQ 9h, review the user’s guide on the Getting Started Disc or visit att.com/tutorials.

ATT Staff Meeting
10:00 AM Meeting Room A
Profile: Normal

12:00 PM 12/31/2008
Start

Contacts

Getting Started Disc (includes User’s Guide and synchronization software)
Charger
BT60 Standard Battery and Cover
BT90 Extra Capacity Battery and cover
MOTO Q™ 9h
USB Data Cable
Micro-to-Mini USB Adapter
Micro USB to 3.5mm Headset Adapter
Set Up Your MOTO Q 9h

Insert the SIM Card & Battery

**Caution:** Don’t bend or scratch *Subscriber Identity Module* (SIM) card. Keep it away from static electricity, water, and dirt.

Your SIM card contains your phone number and information like your list of contacts.

1. 2. 3. 4. 5. 6.  

Your MOTO Q 9h comes with two batteries and two battery covers. The BT60 standard battery uses the narrow cover, while the BT90 extra capacity battery requires the larger cover.

Steps? 6

Takes? 2 minutes
Set Up Your MOTO Q 9h

**Charge the Battery**

New batteries are not fully charged. Plug the battery charger into your phone and an electrical outlet. It might take several seconds for charging to start.

**During charging**, you should see a light around the navigation key. **When charging is complete**, your display shows a full battery icon 🍃. You can’t overcharge your battery.

Steps?
1

Takes?
1 minute (to start) Full charge time varies.
Set Up Your MOTO Q 9h

Insert a Memory Card

You can use a removable microSD memory card to store music, pictures, videos, and other files. To see the files, press Start > Applications > File Manager. For the maximum card size your phone supports, check att.com/support.

1. Open the memory slot cover by gently lifting the cover away from the phone as shown. The cover remains attached to the phone.
2. Insert the memory card into its slot, with the card’s metal contacts facing the front of the phone.
3. Put the memory slot cover back in place and push it to close it. The cover clicks into place.

Caution: Do not remove your memory card while your phone is using it. Don’t bend or scratch your memory card. Keep it away from static electricity, water, and dirt.
Set Up Your MOTO Q 9h

Get to Know Your MOTO Q 9h

Turn On Your Phone

To turn on your phone, press and release \( \text{O} \). If prompted, enter your password or SIM unlock code.

To turn off your phone, press and hold \( \text{O} \) for 3 seconds, then release it.

Note: In the event your phone freezes up and does not respond for more than 30 seconds, be sure that the battery is fully charged. If it is, remove and replace the battery, then turn the phone back on. If these do not help, you can do a hard reset to restart your phone, but this erases your personalized settings and any content stored in phone memory. To perform a hard reset, remove and replace the battery, then hold down the \( \text{C} \) and \( \text{E} \) keys for 5 seconds while turning the phone on.

Tip: To change how long your backlight stays on, see “extend battery life” on page 39.
Set Up Your MOTO Q 9h

Meet Your Icons

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

1. Shows 📞 when you missed a call.
2. Shows 📧 when you have new voicemail.
3. Shows 📭 for a new message, or 🕥 when Bluetooth power is on.
4. Shows 🔔 when call forwarding is on.
5. Shows whether you are using a 3G ☏, GPRS ☏, or EDGE ☏ network.
6. Shows when your ring style is Silent (קופה) or Vibrate (()%). No indicator appears for other ring styles.

Note: A 📦 appears when the speakerphone is on.

7. Shows the battery charge level.
8. Shows the strength of your network connection.
Set Up Your MOTO Q 9h

Lock Your Phone Keypad
You can manually lock your phone to prevent accidental key presses.
To lock your phone, press \[ \text{ } \] then \[ \text{ } \]. Your left soft key becomes Unlock.
To unlock your keypad, press Unlock and enter your password. Your phone uses * if you have not set a password.
To change your password and lock settings, press the Left Soft key to select Start > System Tools > Settings > More > Security > Device Lock. Choose a password you will remember. If you forget your password, you will have to perform a hard reset (see the note in the section “Turn On Your Phone”).

Change Your Ringer and Earpiece Volume
To change the other caller’s voice volume, press volume up/down during a phone call.
Note: Bluetooth® accessories, such as headsets, have their own volume controls.

Tip: You can make emergency calls (such as 911 in the United States) on a locked phone. A locked phone still lets you answer incoming calls.
Tip: To silence your phone when it’s ringing, just press the side volume keys.
**Set Up Your MOTO Q 9h**

To change your ringer and sound profile from the home screen, press and hold 📲 to open the Quick List. Then scroll to a profile, such as Normal, Silent, or Vibrate, and press the center key.

To change the sound for alerts or other events, press Start > My Stuff > Personalize My Q > Sounds and Ringtones. Highlight the event and select the sound you want to associate with it.
Learn to Navigate & Type

1. Press Start (the left soft key) to open the main menu.
2. Press the Navigation Key up, down, left, or right (△) to highlight a menu feature.
3. Press the Center Key (●) to select the highlighted feature.

Tip: Press the Back Key (■) to go back one menu. Press the Power Key (○) to exit any menu or view without saving any changes.

Tip: If you need help while using your phone, visit att.com/tutorials.
Use Your MOTO Q 9h

To enter text (such as in a new text message):

Tip:

For international characters and other symbols, press H then k.

To delete characters, press j. Hold j to keep deleting. To start a new line, press j.

Press Menu to open the sub-menu.

A flashing cursor indicates the insertion point.

Press Menu to open the sub-menu.

Tip: For international characters and other symbols, press H then k.

abc

Enters the letter shown on a key (such as Q). To capitalize the next letter, press k once. To capitalize all letters, press k twice.

Alt

Enters a symbol or number on the next key pressed (such as !), then changes to the abc mode to enter letters.

ALT

Enters only symbols and numbers on the keys until you press H again.
Use Your MOTO Q 9h

As you enter letters, your phone might try to predict the word. Predicted text has an orange arrow below it. To accept the prediction, press \right. To see alternate predictions, hold the down arrow on \. To turn off or configure text prediction while you are writing a message, press \k then Setup.

Connect to AT&T

To connect to the wireless network successfully, your MOTO Q 9h™ must be powered on, your wireless service must be active, and you must be in a coverage area. On the top right corner of the home screen, you will find the network coverage indicator:

- Full coverage
- No coverage
- Wireless is turned off

Tip: To turn off wireless coverage (such as on an airplane), press and hold the Quick List appears, then select Wireless Manager > All.
Make Phone Calls

From the home screen, enter a phone number then press 0 to make a call.

To voice dial, press and hold 4 in your home screen. When prompted, say “Call,” followed by a number or contact name.

When your phone rings and/or vibrates, press 0 to answer. To “hang up,” press 0.

- To send an incoming call directly to your voicemail, press Ignore.
- To put a call on hold, press 0. To take the call off hold, press 0 again.
- To answer a second call and put the current call on hold, press 0. Then press 0 to switch between the two calls. To create a three-way conference call between these calls, press Menu > Conference.
- To turn the speakerphone on or off, press 0 during a call. At the top of your display, 🌈 means the speaker is on. The speaker won’t work when a car kit or headset is connected.
Use Your MOTO Q 9h

Set Up Voicemail
1. Press and hold the 1 key to call the voicemail system.
   The voicemail system asks you to:
2. Create your password.
3. Record your name.
4. Record a greeting.

Check Voicemail
When you see the voicemail message indicator at the top of your display, press and hold the 1 key to check your voicemail.
To check your voicemail from another phone, call your 10-digit phone number.
During your voicemail greeting, press * (in Puerto Rico) then follow the voice prompts.

Steps?
4

Takes?
3 minutes
Internet

**Browse the Web**

To open your Web browser, press 3.

- To go to a Web page, press **Action** > **Go to**. Enter the Web address and press **OK**.
- To go to a link in a Web page, use the navigation key ▶ to highlight the link and then press the center key ◄.

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

Tip: All finished? When you are done with the browser, press **Menu** > **Exit** to close the browser and conserve battery life.
Email & Messaging

Set Up Personal Email
Your Windows® Mobile powered phone can connect to personal email accounts like Yahoo! Premium, AOL and Comcast. To set up these accounts on your MOTO Q 9h, you can use Xpress Mail™ or Microsoft® Outlook. AT&T recommends Xpress Mail because it offers automated setup and synchronization, so that changes and deletions on your MOTO Q 9h appear in your email account.

Note: For functions such as web browsing and email, AT&T recommends that you subscribe to an unlimited data plan. Call AT&T at 611 to sign up for a data plan.

Set Up Xpress Mail™
Xpress Mail™ works with most email services. Windows® Live email users should visit att.com/xpressmail for the latest on support and alternate setup instructions. If you complete this setup process and your email does not start arriving on your device, check with your email provider to validate eligibility.

1. From the home page, press Get Xpress Mail.
2. Press the navigation key ▶️ to highlight Install Now, then press the center key ◆.
3. Press Download Now on the download page.
Email & Messaging

4. Press Yes (the Left Soft Key) to continue the download.
5. Press OK (the Right Soft Key) to accept the license agreement.
6. In Mobile Number, enter your 10-digit mobile (cell) number, then press Next (the Right Soft Key).
7. For personal email, select Portal or ISP (and press Next), then select your email provider (and press Next). If your provider is not listed, select More to see more providers.
   For corporate email, select Work (and press Next), then select Professional Edition (and press Next).
8. Enter your User Name and Password (for your personal email, or the user name and password you created for corporate Xpress Mail), then press Next (the Right Soft Key).
9. Select Register Device, then press Next (the Right Soft Key).
10. Press Register (the Right Soft Key).
11. After successfully registering, your MOTO Q 9h automatically displays the XM Settings section. Press the **Right Soft Key** to go to open your mail.

**Set Up Personal Email with Microsoft® Outlook Mobile**

1. Press 📨 > **New E-Mail Account**
2. Enter your name and email address, then press **Next** and follow the setup instructions.
   - If your phone finds your account settings, it automatically fills in the following screens. Just enter your name and password and press **Next** in the following screens. **If your phone cannot find** your settings, ask your email provider for your settings and enter them in the following screens.
   - If your email account is not configured POP or IMAP access, ask your email provider how to change your configuration. If your email provider does not provide IMAP or POP access on your account, you can still use the Web browser to access your email.

---

Steps:
2

Takes:
5-10 minutes
Set Up Corporate Email

Your Windows® Mobile powered phone can connect to corporate email accounts like Microsoft® Exchange or Lotus Notes. These accounts are managed by your IT organization. To set up these accounts on your MOTO Q 9h, you can use Xpress Mail™ (for self-service access, described on page 22) or Good Mobile Messaging and Microsoft® Direct Push (for access with assistance from your IT organization, described on page 23).

Note: For functions such as web browsing and email, AT&T recommends that you subscribe to an unlimited data plan. Call AT&T at 611 to sign up for a data plan.

Set Up Self-Service Corporate Email with Xpress Mail™

To set up corporate Xpress Mail, you need to know your work email address and what kind of mail server your company has (Microsoft® Exchange, Lotus Notes, or IMAP). Once you know this, complete these steps on your work computer, with an Internet connection:

1. Go to the Web page http://xpressmailpe.wireless.att.com
2. Click on Register Now and fill in your information.  
   Note: You will create an Xpress Mail user name and password in this step. Remember these for later in the setup.

Steps?
7
Takes?
10 minutes
3. On the download page, click Download.
4. Click the Open or Run button to download the software.
5. Click Yes to install the software.
6. Click Next to begin setup, and follow the on-screen instructions. When prompted for a user name and password, use those created in step 2 of this procedure.
7. When Xpress Mail connects to your corporate email account, you will receive a message confirming it. Complete the setup process with “Set Up Xpress Mail™” on page 19.

**Set Up IT-Managed Corporate Email**

IT-managed email means that your company supports Good Mobile Messaging or Microsoft® Direct Push to enable wireless synchronization of corporate email.

**Good Mobile Messaging**

Good Mobile Messaging provides real-time wireless push synchronization of your corporate email, calendar, contacts, tasks and notes for Microsoft Outlook and Lotus Notes. You must have an account on your company's Good Mobile Messaging server. Contact your IT department if you do not have an account. A “PDA Enterprise for Good” data plan must also be activated on your AT&T wireless...
account before using Good Mobile Messaging. Set-up instructions for Good will be sent to you via email upon your account activation.

**Microsoft® Direct Push**

Microsoft Direct Push provides wireless access to your corporate Microsoft email, contacts, calendar and tasks. Activate a “PDA Enterprise for Microsoft Direct Push” data plan on your AT&T wireless account before using Direct Push.

Once IT sets you up for access, follow these steps to enable Microsoft Direct Push on your MOTO Q 9h. Your phone’s menus might be different:

1. Press **Start > ActiveSync**, then press **Menu > Add Server Source**.
2. Enter the Exchange **Server Address** (if necessary, check **This server requires an encrypted (SSL) connection**), then press **Next**.
3. Enter your **User Name** and **Password** (if necessary, enter the server’s **Domain**), then press **Next**.
4. Choose if you want to synchronize **Contacts**, **Calendar**, **Email**, and **Tasks**, then press **Finish**.

**Tip:** To change how often your phone checks for email, press **Start > ActiveSync**, then press **Menu > Schedule**. To conserve battery life, choose a longer interval.

---

| Steps? | 4 |
| Takes? | 5 minutes |
Email & Messaging

Send and Receive Email

After you set up your email, you can create and send an email just like on your computer. When you receive messages, ‒ appears at the top of your home screen.

1. Press ‒.
2. Select your email account (your provider name or Xpress Mail).
   To write a new message, press Menu > New. Compose a message (to insert items in the message area, press Menu > Insert), then press Send to send it.

To use the following shortcut keys: In the inbox, highlight a message and press the key. When a message is open, press and hold the key.

1 reply all  2 reply  3 mark read / unread
4 flag  5 move  6 forward
7 delete  8 download  9 send / receive

Steps?  2
Takes?  2 minutes
Email & Messaging

Text & MMS Messages
In addition to email, you can send and receive text (SMS) and multimedia (MMS) messages.

Send Text and Multimedia Messages
1. Press 📬 > Text Messages or MMS
2. Press Menu > New.
3. Enter the contact telephone number.
   Tip: To quickly enter your contacts in To, press 📞 or 📞 and select a contact. Then select the contact’s phone number or email address.
4. Use the keypad to compose a message.
5. Press Send.

Steps?
5
Takes?
4 minutes
Tip: In the message area of an MMS message, you can press Menu > Insert and select an item to insert.
Email & Messaging

Read Text and MMS Messages
When you receive a message your phone plays an alert and shows New Message with a message indicator such as 📨.

1. On the home screen, press 📵 > Text Messages or MMS.
   If you do not see your messages, press Menu > Folders > Inbox.
2. Press the navigation key ⇧ to select a message. Press the center key ⬇ to open it.
   With a message open, press the navigation key ⇧ right to open the next message, or left to open the previous message.

Steps?
2

Takes?
2 minutes
Email & Messaging

Instant Messaging

If you subscribe to an instant messaging service such as Yahoo! Messenger, AIM®, or Windows® Live Messenger, you can take the convenience and fun of instant messaging on the go with your mobile phone.

Sign In

1. On the Home Screen, press Start > IM & Email > IM.
2. Select the IM community where you are a member and press the center key.
3. Enter your user name and password, then press Sign In.
   To start a conversation, highlight a contact and press the center key, enter text, and press Send Message. During a conversation, press Menu to insert emoticons or end the conversation.

When you are signed in but not in a conversation, press Menu to manage your contacts or groups, change your status, or sign out (to conserve battery life, be sure to sign off IM when not in use).

Add a Contact

1. On the IM main screen, press Menu > Add a contact or Add Buddy.
2. Enter the contact’s ID and press Add.

Steps?
3
Takes?
5 minutes
Sync Your Phone With Your Computer

Sync Contacts, Calendar, Email, Music, & More
You can use Microsoft® ActiveSync version 4.5 or above, or Windows® Mobile Device Center to synchronize your personal information and files between your phone and desktop computer.

Installing and Setting Up ActiveSync
Note: Synchronization software is included on the Getting Started Disc packed with your phone. Before installing the software, verify that your computer and operating system meet the minimum requirements stated at www.microsoft.com/windowsmobile, where you can also download the latest software for ActiveSync.

1. Install Microsoft ActiveSync (for Windows® XP™ or earlier) or Windows Mobile Device Center (for Windows Vista) on your PC.
2. After setup completes, connect your phone to the PC using the USB data cable. The phone drivers install on your computer and then the Sync Setup Wizard automatically starts.
3. Follow the instructions on the screen to complete the wizard. Once the wizard is complete, the items you have selected will be synced. You can disconnect your phone from your PC, and you may need to restart your PC.

Steps?
3
Takes?
10 minutes
Sync Your Phone With Your Computer

**Note:** If you have wireless ActiveSync set up with an Exchange Server, you cannot also sync email, contacts and calendar with a PC running Microsoft Vista. However, you can synchronize media and transfer files through the cable connection.

### Sync Music and Other Files With Your Computer

You will need:

- A computer with media files, and a program that manages them. Your phone plays WMA, WMV, MP3, AAC, eAAC, eAAC+, WAV, MP4, M4A, 3GP, MIDI, and Real Audio files. For more details, see [att.com/music](http://att.com/music).
- A microSD memory card (see page 8).
- A USB data cable, or a computer with Bluetooth® capability.

To connect the phone to your PC:

1. Turn on your phone and connect the data cable provided with your phone to the USB port on your computer.
2. In ActiveSync on your PC, select **Explore** and double-click **My Windows Mobile** device.

**Tip:** For best results, choose media files with 15 frames per second, 320x240 pixel size, 384 kbps bit rate.

Steps?
4

Takes?
5 minutes
Sync Your Phone With Your Computer

3. On your computer, find the files you would like to copy to your phone and drag them into the folder where you want them (such as My Documents).
4. Your files are now available on your phone. In the media player, press Menu > Update Library to see the files.

Note: For more detailed information, see “Connecting a mobile device to a PC” in ActiveSync Help on your PC, the Microsoft Web Site for ActiveSync or visit att.com/tutorials.
Photos & Videos

Take a Photo & Send It

1. Press ‡ to open the camera viewfinder.
2. Point the camera lens at the photo subject.
3. Press the center key ◁ to take a photo.
4. Your phone saves the picture and shows it in the viewfinder. To see stored pictures, press Start > My Stuff > My Pictures & Videos.

- To send the photo in a multimedia message, press Menu > Send > MMS, then see “Send Text and Multimedia Messages” on page 26.
- To edit the picture, press Menu > Edit.
- To view picture properties, like the filename, press Menu > Properties.
Photos & Videos

View Your Pictures
1. Press ‡ > Thumbnails.
2. Scroll to the picture and press View.
To see pictures stored in another folder or on your memory card, press ‡ > Thumbnails, then press Menu > Folders > My Device and choose the folder.

Record a Video Clip
1. Press ‡, then Menu > Video
2. Point the camera lens at the photo subject.
3. Press the center key • to begin recording a video.
4. Press the center key • to stop recording and save the video, or press Pause to pause recording. To continue a paused recording, press Resume.

Tip: In the video viewfinder, press Menu to adjust video settings.
Photos & Videos

Picture and Video Options

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

- **Camera**: Set default save locations, video filename prefixes, and image compression level.
- **Video**: Set audio and time limit settings for video files.

**Note**: In this menu, the General and Slideshow options are for picture files.

Play a Video Clip

1. Press 📹 > Thumbnails.
2. Scroll to a video clip.

To play videos stored in another folder or on your memory card, press 📹 > Thumbnails, then press Menu > Folders and choose the location for the folder.

Steps?
3

Takes?
4 minutes

00:00 70%
Now Playing
Adrenaline
Playing
Windows Media
Menu
Photos & Videos

**Note:** To switch to full screen mode and back, press 0. Videos recorded in a low resolution may not play in full screen mode. While watching a video you can change your default view to full screen by pressing **Menu > Options > Video.** Then select **Always** and check **Scale to fit window.**
AT&T Music™

AT&T Music™ is the ultimate, integrated, on-the-go music experience. Wherever you go, AT&T Music will connect you to your music with a touch of a button. You can listen to your music, discover the latest songs, music news, concert updates, streaming music, ringtones, Answer Tones™, and watch the latest music videos.

You can access all AT&T Music features by pressing Start > AT&T Music.

Note: Some networks limit the size of file that you can use for a ring tone. The Streaming Music application uses a large amount of data, and you are responsible for all data charges incurred. AT&T strongly recommends that you subscribe to an unlimited data plan in addition to this purchase. Call AT&T at 611 to sign up for the appropriate unlimited data package.
Music

Music Player
After syncing or downloading music to your device (as described on page 30), you should update the library on your device.

- To update the library, press \( >\) Music Player > Menu > Update Library > Done.
- To play music, press \( >\) Music Player > My Music > All Music, then press the center key to choose a song.

Music Controls
- To skip to the previous or next file, press the navigation key \(\leftarrow\) left or right.
- To increase or decrease the volume, press the navigation key \(\uparrow\) up or down.
- To fast forward or rewind, press and hold the navigation key \(\leftarrow\) left or right.
- To play or pause, press the center key \(\bullet\).

Tip: To mute and unmute sound, press \([\#]\).
## Tips & Tricks

**From the home screen,** you can use the following shortcuts:

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>lock keypad</td>
<td>Press <code>X</code>, then <code>F</code>. To unlock your keypad, press Unlock then your password (which is set to <code>*</code> until you change it).</td>
</tr>
<tr>
<td>open your music,</td>
<td>Use shortcut keys to access your AT&amp;T Music, camera and video, contacts,</td>
</tr>
<tr>
<td>messages, and more</td>
<td>calendar, messages, and MEdia Net.</td>
</tr>
<tr>
<td>use voice commands</td>
<td>To activate voice commands, press and hold <code>H</code>. When prompted, say one of</td>
</tr>
<tr>
<td>open quick list</td>
<td>the commands listed on the screen (such as “Call” followed by a number or contact name).</td>
</tr>
<tr>
<td>play music or games on</td>
<td>To keep using your games and music on a flight, turn off your network and</td>
</tr>
<tr>
<td>an airplane</td>
<td>Bluetooth services. Press and hold <code>X</code> until the quick list appears, then select Wireless Manager &gt; All.</td>
</tr>
</tbody>
</table>
## Tips & Tricks

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>use the speakerphone</td>
<td>During a call, press 🎤 to turn the speakerphone on or off.</td>
</tr>
<tr>
<td>extend battery life</td>
<td>To reduce the <strong>backlight</strong> time out, press Start &gt; System Tools &gt; Settings &gt; More... &gt; Power Management &gt; Backlight time out on battery, then choose a short time.</td>
</tr>
<tr>
<td></td>
<td>To extend <strong>email send/receive intervals</strong>, press 📧, select an email account, press Menu &gt; Settings, and press Next until you can change the <strong>Automatic Send/Receive interval</strong>. If you have more than one email account set up, choose only one account to automatically send/receive messages.</td>
</tr>
<tr>
<td></td>
<td>To close unused programs, press Start &gt; System Tools &gt; Task Manager. Select the unused program and press Menu &gt; Kill.</td>
</tr>
<tr>
<td>personalize your device</td>
<td>Press Start &gt; My Stuff &gt; Personalize My Q to customize sounds, home screen, sounds, soft keys and more.</td>
</tr>
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</table>
Troubleshooting

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

**AT&T Support:**
Go to [att.com/support/](http://att.com/support/), where you can select from a number of customer care options. You can also contact the AT&T Customer Support Center at 611 on your cell phone.

**Microsoft® Windows® Mobile and ActiveSync Support:**
microSD memory card slot
Micro-USB Connector
Microphone
Side Scroll Key (up)
Side Select Key
Side Scroll Key (down)
Back Keys

12:00 PM
12/31/2008
Start
Contacts

Select highlighted items.