User’s Guide
Technology promised to make things easier... but then it gave you more to do—phone calls, e-mails, music, photos, videos, the Internet, and more. **It’s time to take back control.** It’s time to meet the MOTO Q™ 9h.

**Getting Started**—To set up your preferences and e-mail, just press Start > Getting Started.

**My Device, My Way**—Use your photos for your wallpaper, use your songs for your ring tones, use new programs that you load onto your device... you get the idea.

**Rich Multimedia Experience**—Take advantage of Windows® Media Player for audio and video, plus picture viewer.

**Anytime Entertainment**—Load video and music files to make a media library that goes anywhere.

**Working Remotely**—Check e-mail and edit Microsoft® Office documents anywhere in the world.

For more: [www.motorola.com/support/Q9](http://www.motorola.com/support/Q9)
Introducing your new MOTO Q™ 9h wireless device! Here's a quick anatomy lesson.
To avoid damaging your device, carry it in an approved holster or case rather than a pocket, purse, or bag.
From the home screen, press Start to open the main menu.

**Home Screen**

1. Press and release the Power Key (O) to turn on your phone.
2. Press Start (the left soft key) to open the main menu.

**Menu Screen**

3. Press the Navigation Key up, down, left, or right (@student) to highlight a menu feature.
4. Press the Center Key (student) to select the highlighted feature.

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

If you need help while using your device, see the Motorola Support Web site at [www.motorola.com/support/Q9](http://www.motorola.com/support/Q9).
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main menu

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

Messaging
  • Messages
  • Setup E-mail
Calendar
Contacts
Tasks
Internet Explorer

This is the standard menu layout. Your device’s menu may be different.

To select menu items, press your navigation key up, down, left, or right. When a menu list has numbered items, you can select an item by pressing its number key.

Settings
  • Phone
  • Sounds
  • Profiles
  • Text Input Settings
  • Home Screen
  • Clock & Alarm
  • Connections
  • Security
  • Remove Programs
  • Power Management
  • Power Saver
  • Audio Enhancement
  • Accessibility
  • Regional Settings
  • Owner Information
  • About
  • Device Name
  • Phone Information
  • Packet Data
  • Error Reporting
  • Customer Feedback
  • Windows Update
  • Setup E-mail
  • Managed Programs

ActiveSync
Call History
Windows Media
Voice Notes
Pictures & Videos
System Tools
Games
Accessories
Clock & Alarm
File Manager
Getting Started
Internet Conn. Sharing
Java Apps
Media Center
Speed Dial
Voice Recognition
Windows Live
Bluetooth®
Office Mobile
Use and Care

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

**liquids of any kind**
Don’t expose your phone to water, rain, extreme humidity, sweat, or other moisture. If it does get wet, don’t try to accelerate drying with the use of an oven or dryer, as this may damage the phone.

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

**extreme heat or cold**
Avoid temperatures below 0°C/32°F or above 45°C/113°F.

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

**microwaves**
Don’t try to dry your phone in a microwave oven.

**the ground**
Don’t drop your phone.
get started

**CAUTION:** Before using the phone for the first time, read the *Important Safety and Legal Information* included in the gray-edged pages at the back of this guide.

**about this guide**

Press the left and right soft keys to open menus and select options. Use the navigation key to scroll to items, and press the center key to select them.

![Diagram of phone keys]

This guide shows how to locate a menu feature as follows:

**Find it:** Start > Call History > received call

This means that, from the home screen:

1. Press the **left soft key** to open the **Start** menu.
2 Press the navigation key to scroll to Call History. Press the center key to select Call History.

3 Press the navigation key to scroll to a received call. Press the center key to select the call.

Tip: You can press the side scroll keys to scroll up and down, and press the side select key to select items (see page 2 for side key locations).

### SIM card

**Caution:** Don’t bend or scratch your SIM card. Keep it away from static electricity, water, and dirt.

Your Subscriber Identity Module (SIM) card contains personal information like your phone number and contacts entries. It can also contain your voicemail, text message, and Internet access settings. If you put your SIM card in another device, that device uses your phone number.

**Turn off your device and remove your battery before you install or remove a SIM card.**

<table>
<thead>
<tr>
<th>symbols</th>
<th>This means a feature is network/subscription dependent and may not be available in all areas. Contact your service provider for more information.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This means a feature requires an optional accessory.</td>
</tr>
</tbody>
</table>
memory card

Note: A memory card is not included with your device. It is sold separately.

You can use a removable microSD memory card to store music, pictures, videos, and other files. To open the file list, press Start > File Manager > Storage Card. For the maximum card size your device supports, check www.motorola.com/support/Q9.

Caution: Do not remove your memory card while your device is using or writing files on it.

battery

battery use & safety

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

- Don’t disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.

- Don’t let the phone or battery come in contact with water. Water can get into the phone’s circuits, leading to corrosion. If the phone and/or battery get wet, have them checked by your carrier or contact Motorola, even if they appear to be working properly.

- Don’t allow the battery to touch metal objects. If metal objects, such as jewelry, stay in prolonged contact with the battery contact points, the battery could become very hot.

- Don’t place your battery near a heat source. Excessive heat can damage the phone or the battery. High temperatures can cause the battery to swell, leak, or malfunction. Therefore:

  - Do not dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.

  - Avoid leaving your phone in your car in high temperatures.

DOs

- Do avoid dropping the battery or phone. Dropping these items, especially on a hard surface, can potentially cause damage.

- Do contact your service provider or Motorola if your phone or battery has been damaged from dropping or high temperatures.

IMPORTANT: USE MOTOROLA ORIGINAL PRODUCTS FOR QUALITY ASSURANCE AND SAFEGUARDS. To aid consumers in identifying authentic Motorola batteries from non-original or counterfeit batteries (that may not have adequate
safety protection), Motorola provides holograms on its batteries. Consumers should confirm that any battery they purchase has a “Motorola Original” hologram.

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

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

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

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

PROPER AND SAFE BATTERY DISPOSAL AND RECYCLING

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

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

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

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

install the battery

charge the battery

New batteries are not fully charged. Plug the battery charger into your device and an electrical outlet. Your device might take several seconds to start charging the battery. When finished, your display shows a full battery icon.

You can also charge your battery with a USB cable plugged into a computer, unless your battery is completely drained. Use a wall charger or car charger for completely drained batteries. Install the software from your Getting Started disc onto your PC before you try to charge your device through USB port. Plug the cable into a powered USB hub or port, since some USB devices (such as keyboards) might not supply enough power for charging.
conserve battery life

To set how long your device waits before the backlight turns off, press Start > Settings > Power Management > Backlight timeout on battery. When the backlight is off, the display is visible but dim.

Your device has a light sensor that tells it when you’re in a dark place. You can tell your device to use the backlight only when it’s dark, press Start > Settings > Power Management > Smart Backlight > Enable.

To close unused programs, from the home screen, press and hold X to open the quick options menu, then select Task Manager. Select a program and press End Task, or press Menu > End All Tasks.

turn it on & off

To turn on your device, press and release O. If prompted, enter your four-digit unlock code.

Tip: If your device does not turn on, take your battery out, put it back in, and try again.

To turn off your device, press and hold O for 3 seconds, then release it.

make a call

From the home screen, enter a phone number and press C to make a call.

To voice dial, see page 40.
answer a call
When your device rings and/or vibrates, press 0 to answer. To hang up, press 0.

- If you are busy when a call comes in, press Ignore to send the call directly to voicemail.
- To put a call on hold, press 0. To return to the call, press 0 again.
- If you are on a call and another call comes in, you can press Ignore to send the new call directly to voicemail or press 0 to answer it and put the current call on hold (press 0 to switch between the two calls).

store a phone number
Find it: Start > Contacts, then press New

1 Choose whether the contact will be stored on your device (Outlook contact) or your SIM card. Contacts on the SIM card can only include a name and number.

2 Enter information for the contact.
   Note: While you are entering the number, you can tell your device to pause and then dial more digits (such as a voicemail password or PIN). Press Menu > Insert Pause to insert a 2-second pause (shows as a p) or press Menu > Insert Wait to tell your device to prompt you before dialing the remaining digits (shows as a w). Insert Wait does not work for contacts stored on your SIM card.

Tip: If you get a call or message from someone who isn’t in your list of contacts, you can create a contact from Call History, or from the message by pressing Menu > Save to Contacts.
call a stored number

Find it: Start > Contacts

1 Scroll to the number.
2 Press N.

Your device calls the contact’s default number.

Tip: If you stored more than one number for a contact, select the contact to open the other numbers. To dial a number, scroll to it and press N.

your phone number

To view your phone number, press Start > Settings > Phone > Call Options.
tips & tricks

From the home screen (shown on page 20), you can use shortcuts:

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>lock keypad</td>
<td>Press , then .</td>
</tr>
<tr>
<td>open recent calls</td>
<td>Press . To return a call, use the navigation key to scroll to the call, then press .</td>
</tr>
<tr>
<td>open your music, messages, and more</td>
<td>Use shortcut keys to access your music , camera , phonebook , calendar , messages , and Web browser .</td>
</tr>
<tr>
<td>open quick options</td>
<td>Press and hold .</td>
</tr>
</tbody>
</table>

To... Do this...

play music or games on an airplane
To keep using your games and music on a flight, turn off your network and Bluetooth® services. Press and hold until the quick list appears, then select Wireless Manager > All.
basics

See page 2 for a basic device diagram.

display

The home screen appears when you turn on the device. To dial a number from the home screen, press number keys and .

Note: Your home screen may look different than this one.

Soft key labels show the current soft key functions. For soft key locations, see page 2.

Press the navigation key up, down, left, or right to scroll to basic menu items or text in the home screen.

Press to return to the home screen.
Status indicators can appear at the top of the home screen:

1. **GPS Indicator** — Shows when your device's Global Positioning Service is enabled or active.

2. **Voicemail Indicator** — Shows when you have new voicemail.

3. **Message Indicator** — Shows when you receive a new e-mail or text message.

4. **Bluetooth® Indicator** — Shows when Bluetooth power is on.

5. **Call Forward Indicator** — Shows when call forwarding is on.

6. **Roam Indicator** — Shows when your device is seeking or using a network outside your home network. Other indicators can include:
   - Home GPRS
   - Roaming GPRS
   - 3G
   - EDGE
   - HSDPA

---

21 basics
7 **Profile Indicator** – Shows when your ring style is set to Silent ( vibrator) or Vibrate ( vibra). No indicator appears when the ring style profile is Normal, Outdoor, or Automatic.

   **Note:** A ☐ appears when the speakerphone is on (see page 39).

8 **Battery Level Indicator** – Vertical bars show the battery charge level. Recharge the battery when your device shows one or two bars.

9 **Signal Strength Indicator** – Shows the strength of your network connection. Letters or arrows can indicate when your phone is using a 3G ☐, GPRS ☐, HSDPA ☐, or EDGE ☐ connection to transfer data.

**text entry**

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

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

---

Press Menu to open the sub-menu.
Press  in a text entry view to select an entry mode:

<table>
<thead>
<tr>
<th>entry modes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>abc</td>
<td>Enters the large character on each key (such as Q).</td>
</tr>
<tr>
<td></td>
<td>To enter capital letters, press  to switch to all capitals (ABC), no capitals (abc), or one capital (Abc).</td>
</tr>
<tr>
<td>Alt</td>
<td>Enters the small symbol or number on the next key pressed (such as !), then returns to the previous text entry mode.</td>
</tr>
<tr>
<td>ALT</td>
<td>Enters the small symbols and numbers on the keys until you press  again. Your device automatically chooses ALT for entries that only allow numbers, like phone numbers.</td>
</tr>
</tbody>
</table>

- To delete one character, press  Hold  to keep deleting.
- To start a new line, press .
- To enter the number or character above the letter on each key, press the Alt key . Press  twice to lock it. To enter other special characters and foreign alphabet characters, press  followed by the Shift key .

**text prediction**

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

To accept the prediction, press  right. To open alternate predictions, hold  down. To enter a space after your characters (such as “prog”), press . To turn off text prediction, press Start > Settings > Text Input Settings and uncheck Text Prediction.
To turn off text prediction, change its language, or clear its memory of the words you’ve used, go to the home screen and press \( \text{Start} > \text{Setup}. \)

**Volume**

When you are not on a call, hold the side select key to show master volume, then press the volume keys to adjust it. Master volume controls all sound except the other caller’s voice on phone calls.

When you are in a phone call, press volume up/down keys to adjust the other caller’s voice volume.

- Need to change profiles on the fly? On the home screen, scroll to and select Profile. Choose from Normal, Silent, Vibrate and others.

- Want to turn off a sound? Press Start > Settings > Sounds. Highlight the desired item and select the sound you want to associate with that item.

**Tip:** You can silence the ringer volume instantly when an incoming call comes in—just use the side scroll keys to turn the ringer off.

**Task Manager**

Want to open a list of programs that are running (active) on your device? Use the Task Manager to open the program list, or stop a specific program from running.

**Find it:** On the home screen, press and hold \( \text{Back Key} \) to open the quick options menu, then select Task Manager.

**Tip:** Need to stop running a program? In Task Manager, select a program and press End Task, or press Menu > End All Tasks.
**Note:** If you want to completely remove a program from your device, from the home screen, press Start > Settings > Remove Programs.

### lock & unlock device

To prevent accidental keypresses, you can lock your keypad: press X, then F.

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

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

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

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

   **Tip:** Choose a password you will remember. Without your password, you can reset your device, but it will result in the loss of your personalized settings and all content stored in device memory. To perform a hard reset, hold down the center key for 5 seconds while turning the device on.

3. Enter and confirm your password.

4. Press Done.

   **To lock your device,** press and hold 6 until the Quick List opens. Then, select Lock. Your left soft key changes to Unlock.

   **To unlock your device,** press Unlock and enter your password. Your device uses * if you have not set a password.
Note: You can make emergency calls on a locked device (see page 57). A locked device still rings or vibrates for incoming calls or messages, and you do not need to unlock it to answer.
profiles

Each profile uses a different set of sounds, ring styles, earpiece volume settings, or vibrations for incoming calls and other events. For example, the Outdoor profile volume is much louder than the Normal profile.

Here are the profiles you can choose:

<table>
<thead>
<tr>
<th>Normal</th>
<th>Vibrate</th>
<th>Automatic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silent</td>
<td>Outdoor</td>
<td></td>
</tr>
</tbody>
</table>

Indicators can appear at the top of your home screen for the Silent (QS) and Vibrate (QI) profiles. A QS means the speakerphone is on (see page 39).

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

To choose your profile:

Find it: On the home screen, scroll and select Profile: > profile style name

change ring tones

You can change the ring tones for incoming calls and other events.

Find it: Start > Settings > Sounds

Note: Changes made to the alert settings will have no effect when using the Silent profile.
time & date

Your service provider usually sets the time and date on your device. To change it manually:

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

1. In Time Zone, use the navigation key (стрелка) right or left to change it.

   Note: Update your time zone when you travel, to make sure your device’s calendar events appear at the right time.

2. In Date, edit the month, day, or year.

3. In Time, edit the hour, minute, and second.

4. Press Done to save the clock and date settings.

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

home screen

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

1. Scroll and highlight the sound you want to change, then press the navigation key (стрелка) right or left to change it.

2. Press Done to save the sound setting.

   Note: If you download a sound file for a ring tone, it does not automatically save in the Sounds location. To move your sound file, press Start > File Manager > My Documents. Highlight the sound file you want to copy to the Sound location, press Menu > File > Copy to and select Application Data > Sounds. If the sound file is not located in the My Documents folder, go to the folder where the sound file is stored and copy it to the Sounds folder.
Find it: Start > Settings > Home Screen

<table>
<thead>
<tr>
<th>options</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home Screen Layout</strong></td>
<td>Select a layout for the home screen.</td>
</tr>
<tr>
<td><strong>Color Scheme</strong></td>
<td>Select a color scheme for the display.</td>
</tr>
<tr>
<td><strong>Background Image</strong></td>
<td>Select a picture for your wallpaper image, or Default for default wallpaper.</td>
</tr>
<tr>
<td><strong>Time out</strong></td>
<td>Select the time interval before the display returns to the home screen, or Never.</td>
</tr>
</tbody>
</table>

change background image

Want to copy an image from your PC to your device to use as a background image?

**Note:** Your PC needs Microsoft® Windows® Mobile Device Center (on a PC running Windows Vista) or you need to install Microsoft ActiveSync on your PC as described on page 76.

1. Connect the device to your PC.
2. On your PC, copy the image file you want. The file format needs to be .gif, .jpg, or .bmp.
3. In ActiveSync on your PC, select Explore and double-click My Windows® Mobile device.
4. Double-click My Documents, then double-click My Pictures and paste the image into that folder.

**Note:** If you download a picture file for a wallpaper, it might not automatically save in the My Pictures folder. To move your picture file, press Start > File Manager > My Documents. Highlight the picture file you want to copy to the My Pictures location, press Menu > File > Copy to and select My Documents > My Pictures. If the picture file is not located in the My Documents folder, go to the folder where the...
picture file is stored and copy it to the My Pictures folder.

**backlight**

Your device automatically adjusts the display brightness when you move between bright and dark environments.

To save battery life, your backlight turns off when you’re not using your device. The backlight turns back on when you press a key. To set how long your device waits before the backlight turns off:

**Find it:** Start > Settings > Power Management > Backlight time out on battery

**third-party applications**

Third-party applications, or add-on programs, can include e-mail, security, mobile office, and productivity software. These products can typically be downloaded and installed immediately. Compatible commercial and free applications are available on the Internet. For more information, visit the downloads catalog on the Motorola Support Web site at: www.motorola.com/consumer/support, or visit your service provider’s Web site.

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

features

language
Set menu language:
Press Start > Settings > Regional Settings

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

Tip: While you enter text (such as in a text message), your device suggests words. To change the language for these suggestions, press Menu > Languages in the text entry screen.

accessibility
You can set system font size, multipress timeout, confirmation timeout, and in-call alerts:

Press Start > Settings > Accessibility

ring volume
Press Start > Settings > Profiles

Highlight the desired profile, then press Menu > Edit

Under Ring Volume, press the navigation key left or right to adjust the volume for that profile.

Shortcut: In the home screen, press and hold the back key on the right side of the device (see page 2) to show the ring volume, then press the side scroll keys to adjust it.

Tip: You can silence the ringer volume instantly when an incoming call comes in—just use the side scroll keys to turn the ringer off.
personalize

features

<table>
<thead>
<tr>
<th>sounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>To change the default sounds for your ring tone, reminders, new messages, alarm clock, or keypad controls:</td>
</tr>
<tr>
<td>Press Start &gt; Settings &gt; Sounds</td>
</tr>
<tr>
<td><strong>Note:</strong> Changes made to the alert settings will have no effect when using the Silent profile.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>owner information</th>
</tr>
</thead>
<tbody>
<tr>
<td>It's a good idea to enter and check your owner information. It lets someone return the device to you if you lose it:</td>
</tr>
<tr>
<td>Press Start &gt; Settings &gt; Owner Information</td>
</tr>
</tbody>
</table>

features

<table>
<thead>
<tr>
<th>master reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>To return your device to original settings: Press Start &gt; System Tools &gt; Master Reset</td>
</tr>
<tr>
<td>The default master reset code is 000000 (6 zeroes).</td>
</tr>
<tr>
<td>Master reset does not reset the unlock code, security code, and lifetime timer.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>master clear</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Caution:</strong> Master clear erases all information you have entered (including contacts and calendar events) and content you have downloaded (including photos and sounds) stored in your device's memory. After you erase the information, you can't recover it.</td>
</tr>
<tr>
<td>Press Start &gt; System Tools &gt; Master Clear</td>
</tr>
<tr>
<td>The default master reset code is 000000 (6 zeroes).</td>
</tr>
</tbody>
</table>
calls

To make and answer calls, see page 16.

turn off a call alert

You can use the side scroll keys to turn off the ringer before answering the call.

answer options

To use any key to answer an incoming call, press Start > Settings > Phone > Call Options > Any key answer.

recent calls

Your device keeps a list of incoming and outgoing calls, even for calls that didn’t connect. The most recent calls are listed first. The oldest calls are deleted as new calls are added.

Find it: Start > Call History

Highlight a call, then:

- To call the number, press 0.
- To open call details (like time and date), press the center key 0.
- To open Menu Options, press Menu from the Call History view. This menu includes:

<table>
<thead>
<tr>
<th>options</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find Contact</td>
<td>Find this phone number in your Contacts.</td>
</tr>
<tr>
<td>Send Text Message</td>
<td>Send a text message to this phone number.</td>
</tr>
</tbody>
</table>
34 calls

<table>
<thead>
<tr>
<th>options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail</td>
<td>Send an e-mail message to this contact.</td>
</tr>
<tr>
<td>View Timers</td>
<td>View the call times for this call and all calls.</td>
</tr>
<tr>
<td>Delete/ Delete List</td>
<td>Delete this call from the Call History.</td>
</tr>
<tr>
<td>Save to Contacts</td>
<td>Save this number to a contact.</td>
</tr>
<tr>
<td>Send MMS</td>
<td>Send a message to this number.</td>
</tr>
<tr>
<td>Filter</td>
<td>Filter all calls in the Call History list.</td>
</tr>
<tr>
<td></td>
<td>For example, if you filter the list for all Missed Calls, it will only show the incoming phone calls that you did not answer.</td>
</tr>
</tbody>
</table>

**redial**

1. Press $C$ from the home screen to open the calls list.
2. Highlight the entry you want to call, then press $C$.

If you hear a **busy signal** and **Call Failed**,
**Number Busy** appears, press $C$ to redial the number. When the call goes through, your device rings or vibrates one time, shows **Redial Successful**, and connects the call.

**view missed calls**

Your device keeps a record of your unanswered calls.

1. Press **Start > Call History**.
2. Press **Menu > Filter > Missed Calls**.
caller ID

Calling line identification (caller ID) shows the phone number for an incoming call on your home screen.

Your device shows the caller’s name and picture when they're stored in your contacts, or Incoming Call when caller ID information isn’t available.

You can set your device to play a distinctive ringer ID for specific entries stored in your contacts (see page 57).

emergency calls

Your service provider programs one or more emergency phone numbers, such as 911 or 112, that you can call under any circumstances, even when your device is locked or the SIM card is not inserted.

Note: Check with your service provider, as emergency numbers vary by country. Your device may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues. Do not solely rely on your wireless device for essential communications, such as medical emergencies.

1. Press the keypad keys to dial the emergency number.
2. Press to call the emergency number.

GPS & emergency calls

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

The GPS feature has limitations, so always tell the emergency response center your best knowledge of
calls

your location. Remain on the device for as long as the emergency response center instructs you.

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

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

GPS performance tips
For best results:

- Go outside and away from underground locations, covered vehicles, structures with metal or concrete roofs, tall buildings, and foliage. Indoor performance might improve if you move closer to windows, but some window sun shielding films can block satellite signals.

- Move away from radios, entertainment equipment, and other electronic devices that might interfere with or block GPS satellite signals.

international calls
If your service includes international dialing, press and hold 0 to insert your local international access code (indicated by +). Then, press the keypad keys to dial the country code and phone number.

speed dial
You can use speed dialing in two ways: quick access for up to 98 phone numbers and shortcuts to features found in the Start menu including e-mail, calendar, and Bluetooth® Manager.
To access speed dial entries, press and hold the single-digit speed dial number for one second. If the speed dial is two digits, press the first digit, then press and hold the second digit. The device dials the phone number, opens a new e-mail message, or goes to the Web page.

phone numbers
You can set the speed dial to call the entries in your device’s contact list:

1. Press Start > Contacts.
2. Scroll to the desired contact and press the center key •.
3. Select the phone number or e-mail address for which to create the speed dial.
4. Press Menu > Add to Speed Dial.
5. In the Keypad Assignment, select the speed dial number to use.

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

6. Press Done.

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

menu shortcuts
You can set a shortcut to open an application on your device:

1. Press Start.
2. Scroll to the icon of the application you want a shortcut for and press Menu > Add Speed Dial.
3. In the Keypad Assignment, select the shortcut number to use.
4. Press Done.
Note: To delete a shortcut, press Start > Speed Dial, scroll to the shortcut, then press > Menu > Delete. Your service provider might add a Voicemail shortcut you cannot delete.

voicemail

Note: Your service provider may include additional information about using this feature.

Your network stores the voicemail messages you receive.

When you receive a voicemail message, your device shows the voicemail message indicator V.

To check voicemail messages:
Press and hold 1.

Note: You can’t store a pause (p) or wait (w) character in your voicemail number. If you want to store a voicemail number with these characters, create a contact for your voicemail number (see page 17) and use the contact to call your voicemail.

three-way calling

While connected to a call:

1. Place your current call on hold by pressing 0.

2. Enter the number of the other person you wish to connect to a three-way call and press 0.

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

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

- To answer the second call and put the first call on hold, press Answer. Then, you can press Swap
handsfree calls

**Note:** The use of wireless phones while driving may cause distraction. Discontinue a call if you can’t concentrate on driving. Additionally, the use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

You can use your device’s handsfree speaker on calls without holding the device to your ear.

During a call, press \( \text{Menu} > \text{Conference} \) to combine them.

- To send the second call to your voicemail, press \( \text{Ignore} \).

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

To activate a connected external speakerphone during a call, press \( \text{Menu} > \text{Speakerphone On} \).

**Note:** With a Bluetooth® headset press \( \text{Menu} > \text{Handsfree Off} \) and then press \( \text{Menu} > \text{Speakerphone On} \).

**call times**

**Network connection time** is the elapsed time from the moment you connect to your service provider’s network to the moment you end the call by pressing \( \text{End} \). This time includes busy signals and ringing.

The amount of network connection time you track on your resettable timer may not equal the amount of time for which you are billed by your provider.
For billing information, contact your service provider.

**features**

**open call timers**
Press Start > Call History, then press Menu > View Timers

**reset call timers**
To reset all call timers to zero (0), except for the Lifetime calls timer:
Press Start > Call History, then press Menu > View Times, then press Menu > Reset Times

**more calling**

**features**

**call forwarding**
Set up or cancel call forwarding:
Press Start > Settings > Phone > Call Forwarding

**Note:** If you choose No Reply, you can set how many seconds your device waits before it forwards a call.

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

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

Press Start > Settings > Phone Accessibility > TTY

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

call a phone number in a message

E-mail or text messages can contain phone numbers that have an underline, like a Web site hyperlink. To dial one of these numbers, scroll to it and press .
To set up e-mail on your MOTO Q™ 9h, refer to your Quick Start Guide. If you have problems setting up e-mail or synchronizing, please visit www.motorola.com/support/Q9 or call the Motorola Customer Support Center at 1-800-657-7576 (United States and Canada) or 1-888-390-6456 (TTY/TDD United States for hearing impaired).

receive & read messages

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

Find it: Start > Messaging > e-mail account.

If a list of messages does not appear, press Menu > Folders > Inbox. To return to the folder list, press Menu > Folders.

To read a message: Press the navigation key ➔ to scroll to the message and press the center key ◁ to open it.

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

message attachments

If an e-mail has Microsoft® Word, Excel, or PowerPoint files attached, you can open and edit them using Office Mobile. You can also view .pdf file attachments, or extract .zip file attachments.
e-mail & messages

Download the attachment, then select the file and follow the prompts to open it. When the document opens, you can move around the page using the navigation key Å.

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

To transfer attachments to your computer for editing, use Microsoft® ActiveSync or Windows® Mobile Device Center.

message options

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

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

Tip: Need to check your e-mail right now? Press Start > Messaging. Select the account to send and receive
messages and press Menu > Send/Receive. The device connects to your Internet e-mail server and sends and receives your messages. To stop this process, press Menu > Stop Send/Receive.

### send a message

You can send three types of messages: SMS (text messages), MMS (multimedia messages), and e-mail messages.

**Find it:** Start > Messaging > Messages or e-mail account

To send a message:

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

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

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

3. Use the keypad to compose a message.

**To insert** a picture, voice note or file in an e-mail or MMS message, press Menu > Insert > Picture, Voice Note, or File. If you insert a voice note, you also need to record it. Press Record, speak, press Stop, and then press Done.

**To copy or cut** message text, press Menu > Copy/Paste > Select Text, scroll over the text you want, then press Copy or Menu > Copy/Paste > Cut. To paste the text, press Menu > Copy/Paste > Paste.
To set the priority for an e-mail message, press Menu > Message Options.

To cancel a message, press Menu > Cancel Message.

Press Send.

Tip: In an e-mail or MMS message, you can insert a picture, voice note or file in the message, on the message area press Menu > Insert > Picture or Voice Note or File.

Note: If you select to insert a voice note into the message, you will also need to record it. Press Record and start speaking into the device’s microphone. When finished speaking, press Stop and then Done.

To set the priority for an e-mail message, press Menu > Message Options.

To cancel a message, press Menu > Cancel Message.

global address lookup

From your device, you can search the global address list (GAL) stored on your company’s Exchange Server. This means that you can find a contact’s phone number or e-mail without having to store the information directly to your device.

Note: GAL information can only be viewed during a data transfer session; the entire GAL cannot be stored for viewing offline.

GAL Lookup can be found from Contacts and Company Directory. Company Directory is found in Messaging, Phone, Calendar and Speed Dial. Here’s how to use GAL to search for a contact:

1. Press Start > Contacts.
2. In the contact list, press Menu > Company Directory.
3. Enter search criteria and press Search.
4 Scroll through the list of entries that appears. When you locate your contact, press \( \text{\textbullet} \) to make a call.

**Note:** Although the entire GAL cannot be stored on your device, once the contact is found, you can add the single contact to your contact list.

**Tip:** You can also choose to send a message, SMS or e-mail to a contact found using GAL. In a new message or e-mail, press Menu > Company Directory. When you locate the contact to send a message, highlight and select it. The e-mail information is populated into the To: field.

**messaging quick reference**

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

<table>
<thead>
<tr>
<th>features</th>
<th>send text message</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Press Start &gt; Messaging &gt; Messages, then press New.</td>
</tr>
</tbody>
</table>
### e-mail & messages

#### features

<table>
<thead>
<tr>
<th>create and send e-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press Start &gt; Messaging &gt; e-mail account, then press New.</td>
</tr>
<tr>
<td><strong>Note:</strong> You need to have your e-mail set up to send an e-mail (refer to your Quick Start Guide).</td>
</tr>
<tr>
<td>To add a picture, voice note, or file to an e-mail message, open the message area and press Menu &gt; Insert &gt; Picture, Voice Note, or File.</td>
</tr>
<tr>
<td><strong>Tip:</strong> You can save a draft of a message that you are composing to finish and send later. Press Menu &gt; Save to Drafts. A draft of the message is stored in the Drafts folder of the account you are in.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>create and add an e-mail signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press Start &gt; Messaging &gt; e-mail account, then press Menu &gt; Tools &gt; Options &gt; Signatures.</td>
</tr>
<tr>
<td>Scroll to the account for which you are creating the signature. Select Use signature with this account. Select the Signature box, enter your signature, and press Done.</td>
</tr>
<tr>
<td><strong>Tip:</strong> To insert a signature in every message you send, select Include when replying and forwarding. Otherwise, a signature is inserted only in new messages.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>read new messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>To quickly view new messages, select the message notification area on the home screen.</td>
</tr>
</tbody>
</table>
features

view attachment

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

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

read old messages

Press Start > Messaging > e-mail account

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

features

reply, reply all or forward messages

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

Tip: If you are replying to an e-mail in the e-mail account, you will send less data if you do not edit the original message. This may reduce data transfer costs based on your rate plan.
If an e-mail message includes an attachment, when you open the message, the name of the attachment will appear highlighted. To download the attachment, select the highlighted attachment name. The attachment is downloaded the next time you synchronize or connect to your e-mail server.

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

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

Press Start > Messaging > e-mail account. Scroll to the message and press Menu > Download Message. The complete message is retrieved the next time you synchronize or connect to your e-mail server and send and receive e-mail.
### Mark a Folder for Synchronization

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

Press **Start > Messaging > e-mail account**, then press **Menu > Folders > Menu > Show all Folders**, and press **Menu > Manage Folders**.

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

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

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

### View Status of Sent E-mail

Press **Start > Messaging > e-mail account**, then press **Menu > Folders > Outbox**.

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

### Receive E-mail

If your device is set up to automatically check for new messages, your device will show an e-mail icon when a new message arrives.

Press **to open the inbox**.

### Delete E-mail

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

### Manually Send and Receive E-mail

Press **Start > Messaging > e-mail account**, then press **Menu > Send/Receive**.
To use instant messaging (IM):

**Find it:** Start > Windows Live > Sign in to Windows Live.

Follow the prompts to accept the Windows Live terms and conditions and sign into an account. For more details, visit get.live.com/wl/all.

### features

**call a phone number in e-mail**
Highlight a phone number in a message and press N.

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

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

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

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

take & send a photo
Press \[\text{to open the camera viewfinder:}

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

1 Point the camera lens at the photo subject.

2 Press \[\text{or the center key} \] to take a photo.
Your device saves the picture and shows it in the viewfinder.

3 Close the viewfinder or open the camera options menu.
To close the viewfinder, press \[\text{. You can open your stored picture by pressing Start > Pictures & Videos.}
To open other camera options, press Menu:
- To delete the photo and return to the active viewfinder, select Delete.
- To send the photo, select Send via Multimedia Message, or select Send and then choose an e-mail account.
To send the photo with e-mail, select Send > E-mail.

To send the photo with Bluetooth® wireless, select Send via Bluetooth.

To use the picture as the home screen, select Use as Home Screen.

To edit the picture, select Edit.

To view image properties, like the filename, select Properties.

To view picture option, select Options.

**Note:** To open your stored pictures, press Start > Pictures & Videos. Select the picture to view and press View.

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

---

**self portrait**

1. Press 0 to activate the camera.
2. Press Menu > Mode > Timer.
3. Press 0 to start the 5 second delay.
4. Aim the camera lens at yourself.
5. When you hear the camera shutter sound, your device takes the photo and shows it in the viewfinder.

**picture options**

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

<table>
<thead>
<tr>
<th>option</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Determine default picture sizes for e-mail and rotating picture settings.</td>
</tr>
<tr>
<td>Slide Show</td>
<td>Select default slide show settings.</td>
</tr>
</tbody>
</table>
**record & play video clip**

**record a video clip**

Find it: [目录], then **Menu** > **Video**

<table>
<thead>
<tr>
<th>option</th>
<th>description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camera</td>
<td>Select default locations to store pictures, filename prefixes, and image compression.</td>
</tr>
<tr>
<td>Video</td>
<td>Determine audio settings and time limits for video files.</td>
</tr>
</tbody>
</table>

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

1. Point the camera lens at the photo subject.
2 Press 🎥 or the center key ✰ to begin recording a video. The viewfinder shows what the video is recording.

3 Press Stop to end recording the video altogether, or press Pause to pause recording and Resume to continue recording.

**Note:** Videos are automatically stored in your device. To view them, press Start > Pictures & Videos. Select the video to view and press Play or the center key ✰.

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

### video options

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

<table>
<thead>
<tr>
<th>option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camera</td>
<td>Select default save locations, video filename prefixes, and image compression.</td>
</tr>
<tr>
<td>Video</td>
<td>Determine audio and time limit settings for video files.</td>
</tr>
</tbody>
</table>

**Note:** General and Slideshow options are also available in this menu, however these settings are specific to picture files only.

### play a video clip

**Find it:** Start > Pictures & Videos > video clip > Play
The video clip plays in the Windows Media Player.

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

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

video playback options

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

<table>
<thead>
<tr>
<th>option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Playback</td>
<td>Determines how the time counter appears, whether to pause playback while using another program, and whether to resume playback after a call.</td>
</tr>
<tr>
<td>Video</td>
<td>Options for showing in full screen and when to scale to fit window.</td>
</tr>
<tr>
<td>Network</td>
<td>Selects default network settings for streaming media.</td>
</tr>
<tr>
<td>Library</td>
<td>Determines if the player starts on the Library view.</td>
</tr>
<tr>
<td>Skins</td>
<td>Determine Windows® Media Player skin theme.</td>
</tr>
<tr>
<td>Buttons</td>
<td>Set playback button mapping.</td>
</tr>
</tbody>
</table>
## tools

### contacts

To store and call contacts, see page 17.

<table>
<thead>
<tr>
<th>features</th>
<th>set ringer ID for a contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>search for contact</td>
<td>Note: You cannot store a ringer ID for SIM Contacts.</td>
</tr>
</tbody>
</table>

Enter the first few letters of the contact’s name. Your device searches through the contact list and shows the name.

<table>
<thead>
<tr>
<th>features</th>
<th>set ringer ID for a contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>edit contact</td>
<td>To easily identify who is calling you by the ring tone, you can assign a custom ring tone to each contact.</td>
</tr>
</tbody>
</table>

Press Start > Contacts, scroll to a contact, then press Menu > Edit > Custom Ring Tone
set picture ID for contact

Note: You cannot store a picture ID for SIM Contacts.

Assign a photo or picture to appear when you receive a call from an entry:
Press Start > Contacts, scroll to a contact, then press Menu > Edit > Picture
Select a picture, or select Camera to take a new picture for the contact.

Tip: Want to remove a picture ID? Press Start > Contacts, scroll to a contact, press Menu > Edit, then press Menu > Remove Picture

set category for contact

Note: You cannot store a category for SIM Contacts.

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

set category view

Press Start > Contacts, then press Menu > Filter

send contact to another device

Use a Bluetooth® connection to send a contact to another phone, computer, or device:
Press Start > Contacts, scroll to a contact, and press Menu > Send via Bluetooth

If necessary, your device asks you to turn on Bluetooth power. Your device searches for Bluetooth devices. Select the one you want and press the center key •. Your device tells you when the transfer is complete.

For more about Bluetooth connections, see page 72.
calendar

features

add new calendar event
Press Start > Calendar, then press Menu > New Appointment

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

features

view calendar event
Press Start > Calendar to open the calendar for today.
• To open days before or after today, press the navigation key left or right.
• To quickly open a specific date, press Menu > Go to Date.
• To open your whole week’s events, press Week.

Shortcut: Today’s events appear on your home screen. To open event details, scroll to it and press the center key .

calendar event reminder
The default reminder time for tasks and calendar items is 15 minutes. To change this default:

Press Start > Calendar, then press Menu > Tools > Options
> Set Reminders
features

send calendar event to another device
Use a Bluetooth® connection to send a calendar event to another phone, computer, or device:
From the calendar item, press Menu > Send via Bluetooth. Select the device to which you want to send the item.
For more about Bluetooth connections, see page 72.

respond to a meeting request
You can receive and respond to meeting requests on your device in a similar manner as you do in Outlook on your PC.
Press Start > Messaging > e-mail account > meeting request
Press Accept or Menu > Decline or Tentative

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

calculator
Find it: Start > Accessories > Calculator
connections

Bluetooth® wireless

Your device supports Bluetooth wireless pairing (also called linking or bonding). You can pair your device with a Bluetooth headset or car kit, or pair your device with a computer to exchange and synchronize files.

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

turn Bluetooth power on or off

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

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

The Bluetooth indicator 3 appears in the home screen.

Note: To extend battery life, use the previous procedure to set Bluetooth Power to OFF when not in use.

Your device will not pair with devices until you set Bluetooth Power back to ON and pair your device with the Bluetooth devices again.

pair with a headset or handsfree device

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

Your device lists the Bluetooth devices it finds within range.

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

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

62 connections

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

### send objects to another device

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

1. Press Start > Bluetooth > BT Send Object.
2. Select the object type and object you want to send.
   
   **Tip:** To select an item, press the center key.

3. Press Send.
4. Select the name of the device to send the file.
5. To cancel sending an item, press Menu > Cancel.
use your device as a PC remote
You can use Bluetooth wireless and your device as a remote control for your computer. For example, want to watch a video on your computer and use your device as a remote control? Use PC Remote to control when the video plays, stops, or pauses.

1 On your computer, turn Bluetooth power on.

2 On your device, press Start > Bluetooth > BT PC Remote. If necessary, press Yes to turn on Bluetooth power.

3 Press Add.

4 On your computer, right-click on the Bluetooth indicator in the system tray in the lower right corner of your display. Select Bluetooth Setup Wizard.

5 In the wizard, indicate that you know the service you want to use, and you want to find a Bluetooth device that provides the service. Select Next.

6 In the next window, choose Human Interface Device or PC Remote and select Next.

7 In the next window, make sure that “Show all devices” is chosen in the pull-down menu. Your computer should find your “SmartPhone.” Make sure the box “Allow other Bluetooth devices to see this phone” is checked. Select your device, and select Next.

8 If prompted, enter the device passkey (such as 0000) and press the Accept key.

When PC Remote is connected, your device display shows a key map that tells you what your keys control on the PC. To determine which program on your computer to control, on your device, press Menu and select a program.
advanced Bluetooth features

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<td>Tip: To change the Bluetooth name of your device, press Start &gt; Bluetooth &gt; Bluetooth Manager &gt; Settings and enter the name in My Bluetooth name.</td>
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synchronize

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

sync over the air

To sync your device over the air (OTA) you need to sync it directly with your company’s Microsoft® Information Server or Microsoft® Exchange Server (running the appropriate version software). For more information about this set-up, see the support information on page 75 and the Motorola support Web site at: www.motorola.com/consumer/support.

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

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

sync with a computer

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

installing and setting up ActiveSync

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

Note: Synchronization software is included on the Getting Started disc packed with your device. Before
installing the software, verify that your computer and operating system meet the **minimum requirements** stated on the Microsoft Windows® Mobile Web site (http://www.microsoft.com/windowsmobile). This Web site also lets you download the **latest software** for ActiveSync.

1. Install Microsoft ActiveSync (for Windows® XP™ or earlier) or Windows Mobile Device Center (for Windows Vista) on your PC.

2. After setup completes, connect your device to the PC. The device drivers install on your computer and then the Sync Setup Wizard automatically starts.

3. Follow the instructions on the screen to complete the wizard.

   The wizard prompts you for the Exchange Server’s name, your user name, your password, and the domain name. If you don’t have this information, contact the server’s system administrator. For general questions about your device, see page 75.

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

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

**sync with a cable connection**

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

1. Turn on your device.

2. Connect your device to your PC using a USB cable.
Note: For more detailed information, see “Connecting a mobile device to a PC” in ActiveSync Help on your PC, the Microsoft Web Site for ActiveSync or the Motorola support Web site at www.motorola.com/consumer/support.

sync with a Bluetooth® connection

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

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

1. Follow the instructions in ActiveSync Help for configuring Bluetooth connections on your PC to support ActiveSync.
2. Turn on the device.
3. On your device, verify that Bluetooth wireless is turned on (press Start > Bluetooth > Bluetooth Manager > Settings > Status > Bluetooth On).
4. Press Start > Settings > Connections > USB Device Type.
5. Press Start > ActiveSync.
6. Select Menu > Connect via Bluetooth. Ensure that your device and PC are within close range. If this is the first time you have connected to this PC using Bluetooth wireless, you need to complete the Bluetooth wizard on your device and set up a Bluetooth partnership with the PC before synchronizing.
7. Select Sync.
8. When finished, select Menu > Disconnect Bluetooth. To conserve battery power on your device, turn off Bluetooth power (see page 61).
You can use your device as a modem to dial in to a network. To do this, you need a Bluetooth® wireless or USB cable connection.

**Note:** When you activate your device as a modem-link, your device’s e-mail, Web browsing, Microsoft® ActiveSync, and text messaging services are suspended until you deactivate the modem-link.

**modem-link with Bluetooth® wireless**

To use Bluetooth wireless to modem-link to a network:

**Note:** You need a computer that has Bluetooth capabilities for modem-link to work with Bluetooth wireless.

1. To make sure other Bluetooth devices can find your device, you need to first turn on Bluetooth wireless. To do this on your device, press Start > Bluetooth > Bluetooth Manager > Settings then toggle Status to Bluetooth On. See Bluetooth wireless on page 61 for more information.

2. On your computer, launch the Bluetooth devices applet from the task bar.

**Note:** Not all computers have the same procedure to locate the Bluetooth window and setup of dial-up networking. Please refer to your computer operating help system for more information.

3. On your computer, right-click the Bluetooth icon in the Windows® task bar, select the Quick Connect menu, Dial-up Networking and then Find devices.

4. The computer finds your device and shows the dial up networking window. Make sure the box “Allow other Bluetooth devices to see this phone” is checked.
Now you can use your device as a modem to connect to a service provider or network.

**modem-link with a cable**

*Note: Do not connect* your data cable to your device and computer until these steps tell you to.

To use a USB cable with your device to connect with modem-link to a network, first you need to install networking drivers onto your computer.

**On your computer:**

1. Place the provided Getting Started Disc into the CD Drive on your computer. Your computer automatically launches the Getting Started Disc.

   *Note: If you do not have the Getting Started Disc, or want the latest version of the device and computer drivers, go to* [www.motorola.com/support/09](http://www.motorola.com/support/09)

2. In the Getting Started Disc application, go to the Additional Tools screen and select the **Dial-Up Networking Software**.

3. Follow the prompts as directed to install the drivers onto your computer.

**On your device:**

Now, you need to enable modem-link on your device and install device drivers:

4. On your device, press **Start > System Tools > Settings > Connections > USB Device Type > Modem**, and press **Done**.

5. Using the USB data cable, connect the device to your PC.

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

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

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

6 Select Start > Settings > Control Panel > Phone and Modem Options.

7 Select the Modems tab. Your modem should appear as Smartphone Wireless USB Modem with the Port number where it’s attached.

8 Highlight your modem and click on Properties.

9 Select OK on all of the setup screens.

10 Select the Advanced tab, and enter extra initialization commands required by your service provider. For details, contact your service provider.

11 Select OK on all of the setup screens.

12 Select Start > Settings > Control Panel > New Connection > New Connection Wizard.

13 Select Next.

14 Follow the prompts to connect to the Internet using a modem:

   - Network Connection Type: Connect to the Internet and select Next
   - Getting Ready: Set up My Connection Manually and select Next
   - Internet Connection: Connect using a dial-up modem and select Next

   If your computer says “You have more than one dial-up device on your computer. Select the devices to use on this connection,” select the Smartphone Wireless USB Modem with the Port where it’s attached.
- Connection Name: Leave this blank and select Next.
- Number to Dial: *99# and select Next.
- Connection Availability: Anyone’s Use and select Next.
- Remove the checkmarks for account name and password, default Internet connection. Select Next.
- If you do not plan to use your device as the default Internet connection, then do not check Make this the default Internet connection.
- If Microsoft® Windows® firewall is not enabled, do not check Turn on Internet connection firewall for this connection.
- Check Add a shortcut to this connection to my desktop.
- Open the newly created Dial-Up Connection and go to Properties.
- On the General tab, click on Configure button under the modem name. Remove the checkmarks on Enable HW flow control, Enable modem error control, and Enable modem compression. Select OK. On the General tab, verify that phone number is *99#
- Select the Security tab, select Require secured password from the drop-down menu and check Show terminal window under Interactive logon and scripting.
- On the Networking tab, select PPP: Windows 95/98/NT4/2000, Internet from the Type of dial-up server I am calling drop-down menu.
- On the Networking tab, checkmark only Internet Protocol (TCP/IP) connection.
- Select OK.
• Click on **Dial**. A black screen should appear. The dial-up connection is now established.

• Select **Done**.

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

### disconnect modem-link

To disconnect modem-link, you’ll need to perform steps on your computer and your device. On your computer:

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

Your computer disconnects the modem-link.

On your device, to return to ActiveSync mode for USB connections, press **Start > Settings > Connections > USB Device Type > ActiveSync**.

**Note:** Once you are no longer using modem link, you may need to reactivate your computer’s proxy settings. Please check with your Internet provider.
web browser

You can use the Internet Explorer browser to search and view the Web.

**Find it:** Start > Internet Explorer

Your browser homepage appears.

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

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

- To go to a Web page, press Action > Go to. Enter the 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.
- To change connection options, press Menu > Tools > Settings > Connections.
- To change browser display options such as Show Pictures or Zoom Level, press Menu > View.
- To add a Web address to your Favorites, open the Web page and press Action > Bookmark this page.
### Web security

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### device information

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### memory & storage

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service & repair

Tip: Motorola Software Update is an easy way to update your device. Make sure you have the latest available software updates at www.motorola.com/support/Q9

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

Motorola Support:
Go to www.motorola.com/consumer/support, where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-657-7576 (United States and Canada) or 1-888-390-6466 (TTY/TDD United States for hearing impaired).

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

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

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by the Canadian regulatory authorities is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

Before a phone model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC and available for review by Industry Canada. The highest SAR value for this model phone when tested for use at the ear is 1.29 W/kg, and when worn on the body, as described in this user guide, is 1.53 W/kg. The SAR value for this product in its data transmission mode (body-worn use) is 0.36 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements).

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

Specific Absorption Rate Data
Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site:
http://www.phonefacts.net
or the Canadian Wireless Telecommunications Association (CWTA) Web site:
http://www.cwta.ca

1. In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kilogram (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

2. The SAR information includes the Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.
European Union Directives Conformance Statement

Hereby, Motorola declares that this product is in compliance with:

- The essential requirements and other relevant provisions of Directive 1999/5/EC
- All other relevant EU Directives

IMEI: 35034403947219

The above gives an example of a typical Product Approval Number. You can view your product's Declaration of Conformity (DoC) to Directive 1999/5/EC (to R&TTE Directive) at www.motorola.com/rtte. To find your DoC, enter the Product Approval Number from your product's label in the "Search" bar on the Web site.

78 European Union Conformance
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19. NO LIABILITY FOR CERTAIN DAMAGES. EXCEPT AS PROHIBITED BY LAW, MICROSOFT SHALL HAVE NO LIABILITY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE SOFTWARE. THIS LIMITATION SHALL APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

20. FOR APPLICABLE LIMITED WARRANTIES AND SPECIAL PROVISIONS PERTAINING TO YOUR PARTICULAR JURISDICTION, PLEASE REFER TO YOUR WARRANTY BOOKLET INCLUDED WITH THIS PACKAGE OR PROVIDED WITH THE SOFTWARE PRINTED MATERIALS.
Important Safety and Legal Information
Safety and General Information

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

Exposure to Radio Frequency (RF) Energy

Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits.

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

Operational Precautions

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

Product Operation

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

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

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

RF Energy Interference/Compatibility

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

Turn off your mobile device in any location where posted notices instruct you to do so.

In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

Implantable Medical Devices

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

Persons with implantable medical devices should observe the following precautions:

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

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

Driving Precautions

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

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

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

Operational Warnings

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

Potentially Explosive Atmospheres

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

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

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

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>!</td>
<td>Important safety information follows.</td>
</tr>
<tr>
<td></td>
<td>Do not dispose of your battery or mobile device in a fire.</td>
</tr>
<tr>
<td></td>
<td>Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.</td>
</tr>
<tr>
<td></td>
<td>Do not throw your battery or mobile device in the trash.</td>
</tr>
<tr>
<td></td>
<td>Do not let your battery, charger, or mobile device get wet.</td>
</tr>
<tr>
<td></td>
<td>Listening at full volume to music or voice through a headset may damage your hearing.</td>
</tr>
</tbody>
</table>

Batteries & Chargers

Caution: Improper treatment or use of batteries may present a danger of fire, explosion, leakage, or other hazard. For more information, see the "battery use & safety" section in the user’s guide.

Keep Your Mobile Device and Its Accessories Away From Small Children

These products are not toys and may be hazardous to children. For example:

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

Glass Parts

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

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

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

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

Caution About High Volume Usage

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

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

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

For more information about hearing, see our Web site at www.motorola.com/hearingsafety (in English only).

Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. If you continue to have discomfort during or after such use, stop use and see a physician.

Mar0108
Industry Canada Notice to Users

Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. See RSS-GEN 7.1.5.

FCC Notice to Users

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

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

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

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

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and the receiver.
• Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

90 Industry Canada Notice
Consult the dealer or an experienced radio/TV technician for help.

Motorola Limited Warranty for the United States and Canada

What Does this Warranty Cover?
Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, messaging devices, and consumer and professional two-way radios (excluding commercial, government or industrial radios) that operate via Family Radio Service or General Mobile Radio Service, Motorola-branded or certified accessories sold for use with these Products (“Accessories”) and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products (“Software”) to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer’s exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

<table>
<thead>
<tr>
<th>Products and Accessories</th>
<th>Length of Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Products and Accessories as defined above, unless otherwise provided for below.</td>
<td>One (1) year from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.</td>
</tr>
<tr>
<td>Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases.</td>
<td>Limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.</td>
</tr>
</tbody>
</table>
Warranty

Exclusions

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Batteries.** Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

**Abuse & Misuse.** Defects or damage that result from:
- (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Product or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

**Use of Non-Motorola Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, or its authorized service centers, are excluded from coverage.

**Altered Products.** Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola housings, or parts, are excluded from coverage.

**Communication Services.** Defects, damages, or the failure of Products, Accessories or Software due to any communication service or signal you may subscribe to or use with the Products Accessories or Software is excluded from coverage.

<table>
<thead>
<tr>
<th>Products Covered</th>
<th>Length of Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monaural Headsets.</strong> Ear buds and boom headsets that transmit mono sound through a wired connection.</td>
<td>Limited lifetime warranty for the lifetime of ownership by the first consumer purchaser of the product.</td>
</tr>
<tr>
<td><strong>Consumer and Professional Two-Way Radio Accessories.</strong></td>
<td>Ninety (90) days from the date of purchase by the first consumer purchaser of the product.</td>
</tr>
<tr>
<td><strong>Products and Accessories that are Repaired or Replaced.</strong></td>
<td>The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.</td>
</tr>
</tbody>
</table>
Software

<table>
<thead>
<tr>
<th>Products Covered</th>
<th>Length of Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>Ninety (90) days from the date of purchase.</td>
</tr>
<tr>
<td>Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).</td>
<td></td>
</tr>
</tbody>
</table>

Exclusions

Software Embodied in Physical Media. No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

Software NOT Embodied in Physical Media. Software that is not embodied in physical media (e.g. software that is downloaded from the internet), is provided “as is” and without warranty.

Who Is Covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

What Will Motorola Do?

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, games and ringer tones, will be reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

How to Obtain Warranty Service or Other Information

<table>
<thead>
<tr>
<th>USA</th>
<th>Phones</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1-800-331-6456</td>
</tr>
<tr>
<td></td>
<td>Pagers</td>
</tr>
<tr>
<td></td>
<td>1-800-548-9954</td>
</tr>
<tr>
<td></td>
<td>Two-Way Radios and Messaging Devices</td>
</tr>
<tr>
<td></td>
<td>1-800-353-2729</td>
</tr>
<tr>
<td>Canada</td>
<td>All Products</td>
</tr>
<tr>
<td></td>
<td>1-800-461-4575</td>
</tr>
<tr>
<td>TTY</td>
<td>1-888-390-6456</td>
</tr>
</tbody>
</table>
You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to a Motorola Authorized Repair Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF
Hearing Aid Compatibility with Mobile Phones

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

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

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label on the box.

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

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

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

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

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

Source: WHO Fact Sheet 193
Further information: [http://www.who.int/peh-emf](http://www.who.int/peh-emf)

Product Registration

Online Product Registration: [direct.motorola.com/hellomoto/Motosupport/source/registration.asp](http://direct.motorola.com/hellomoto/Motosupport/source/registration.asp)

Product registration is an important step toward enjoying your new Motorola product. Registering helps us facilitate warranty service, and permits us to contact you should your product require an update or other service. Registration is for U.S. residents only and is not required for warranty coverage.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola Personal Communications Product you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a Motorola product.
Export Law Assurances

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

Caring for the Environment by Recycling

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

Disposal of your Mobile Device and Accessories

Please do not dispose of mobile devices or electrical accessories (such as chargers, headsets, or batteries) with your household waste. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Alternatively, you may return unwanted mobile devices and electrical accessories to any Motorola Approved Service Center in your region. Details of Motorola approved national recycling schemes, and further information on Motorola recycling activities can be found at: www.motorola.com/recycling

Disposal of your Mobile Device Packaging and User’s Guide

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

Export Law
California Perchlorate Label

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

“Perchlorate Material – special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate.”

There is no special handling required by consumers.

Privacy and Data Security

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

• **Monitor access**—Keep your mobile device with you and do not leave it where others may have unmonitored access. Lock your device’s keypad where this feature is available.

• **Keep software up to date**—If Motorola or a software/application vendor releases a patch or software fix for your mobile device which updates the device’s security, install it as soon as possible.

• **Erase before recycling**—Delete personal information or data from your mobile device prior to disposing of it or turning it in for recycling. For step-by-step instructions on how to delete all personal information from your device, see the section entitled “master clear” or “delete data” in this user’s guide.

  **Note:** For information on backing up your mobile device data before erasing it, go to www.motorola.com and then navigate to the “downloads” section of the consumer Web page for “Motorola Backup” or “Motorola Phone Tools.”

• **Understanding AGPS**—In order to comply with emergency caller location requirements of the FCC, certain Motorola mobile devices incorporate Assisted Global Positioning System (AGPS) technology. AGPS technology also can be used in non-emergency applications to track and monitor a user’s location—for example, to provide...
driving directions. Users who prefer not to permit such tracking and monitoring should avoid using such applications.

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

Smart Practices While Driving

Drive Safe, Call Smart SM
Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas. Go to www.motorola.com/callsmart for more information.

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

• Get to know your Motorola mobile device and its features such as speed dial and redial. If available, these features help you to place your call without taking your attention off the road.
• When available, use a handsfree device. If possible, add an additional layer of convenience to your mobile device with one of the many Motorola Original handsfree accessories available today.
• Position your mobile device within easy reach. Be able to access your mobile device without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voice mail answer it for you.
• Let the person you are speaking with know you are driving. If necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, ice, and even heavy traffic can be hazardous.
• Do not take notes or look up phone numbers while driving. Jotting down a “to do” list or going through your address book takes attention away from your primary responsibility—driving safely.
• Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic. If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.

• Do not engage in stressful or emotional conversations that may be distracting. Make people you are talking with aware you are driving and suspend conversations that can divert your attention away from the road.

• Use your mobile device to call for help. Dial 911 or other local emergency number in the case of fire, traffic accident, or medical emergencies.*

• Use your mobile device to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911 or other local emergency number, as you would want others to do for you.*

• Call roadside assistance or a special non-emergency wireless assistance number when necessary. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.*

* Wherever wireless phone service is available.
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U.S. patent Re. 34,976