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![Moto Q™ 9h global](image_url)
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The back cover has a fold-out panel with a control diagram of your smartphone. You can leave the fold-out open to reference it as you look through this guide.
Welcome to AT&T

What's in the Box?

Thank you for purchasing the MOTO™ 9h global. Take note of the components in the box, pictured on the right.

To get started, we recommend the following:

• Carefully follow the step-by-step instructions in this guide to set up your MOTO™ 9h global.

• To learn more or if you need help with your MOTO™ 9h global, review the user's guide on the Getting Started Disc or visit att.com/WirelessTutorials.

- MOTO Q™ 9h
- Charger
- BT90 Extra Capacity Battery and cover
- BT60 Standard Battery and cover
- Getting Started Disc (includes User's Guide and synchronization software)
- Micro USB Data Cable
- Micro-to-Mini USB Adapter
- Micro USB to 3.5mm Headset Adapter
Insert the SIM Card & Battery  🛠️  2 minutes

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

Your **SIM card** contains your phone number and information like your list of contacts. Your MOTO Q™ 9h global comes with two batteries and two battery covers. The BT60 standard battery uses the narrow cover, while the BT90 extra capacity battery requires the larger cover.

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

Charge the Battery  🕒  time varies

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

During charging, you should see a light around the navigation key. When charging is complete, your display shows a full battery icon 🍀. You can’t overcharge your battery.
Welcome to AT&T

Insert a Memory Card  

You can use a removable microSD memory card to store music, pictures, videos, and other files. For the maximum card size your smartphone supports, check [att.com/devicesupport](http://att.com/devicesupport).

1. Open the memory slot cover by gently lifting the cover away from the smartphone as shown. The cover remains attached to the smartphone.

2. Insert the memory card into the slot, with the card’s metal contacts facing the front of the smartphone.

3. Put the memory slot cover back in place and push it to close it. The cover clicks into place.

**Caution:** Do not remove your memory card while your smartphone is using it. Don’t bend or scratch your memory card. Keep it away from static electricity, water and dirt.

To see the files on your memory card, press **Start**, then **All Programs > Applications > File Manager** and navigate to the folder called **Storage Card**.
Turn On Your MOTO Q™ 9h global 1 minute

To turn on your smartphone, press and release . If prompted, enter your password or SIM unlock code.

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

Tip: To change how long your backlight stays on, see “extend battery life” on page 37.
Set Up Your MOTO Q™ 9h global

Connect to AT&T ⏱ 1 minute

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

- Full coverage
- No coverage
- Wireless is turned off

Learn to Navigate & Type

Tip: If you need help while using your smartphone, visit att.com/WirelessTutorials.

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

Navigation Key
Move up, down, left, or right on the screen.

Center Key
Select a highlighted item on the screen.

Left Soft Key
Select the action in the bottom left of the screen (like Start or Done).

Right Soft Key
Select the action in the bottom right of the screen (like Contacts or Menu).

Back Key
Go back to the previous screen.
To **go back one menu**, press \(\square\). To **exit any menu or view** without saving any changes, press \(\square\).

To enter text (such as in a new text message), press your letter keys. To **delete** characters, press \(\square\). Hold \(\square\) to keep deleting. To start a **new line**, press \(\square\).

As you enter letters, your smartphone might try to **predict** the word. Predictive text has an orange arrow below it.

To accept the prediction, press \(\downarrow\) right. To see alternate predictions, **hold** the down arrow on \(\downarrow\). To **turn off** or configure predictive text while you are writing a message, press \(\square\) then \(\square\) > **Setup**.

- **abc** Enter the **letter** shown on a key (such as \(Q\)). To capitalize the next letter (\(Abc\)), press \(\uparrow\) once. To capitalize all letters (\(ABC\)), press \(\uparrow\) twice.
- **Alt** Enter a **symbol or number on the next key** pressed (such as \(\#\)), then changes to the **abc** mode to enter letters.
- **ALT** Enter **only symbols and numbers** on the keys until you press \(\square\) again.

**Tip:** For international characters and other symbols, press \(\square\) then \(\uparrow\)
Set Up Your MOTO Q™ 9h global

Make Calls  1 minute

From the home screen, enter a phone number then press  to make a call.
To voice dial, press and hold  . When prompted, say “Call.” When prompted again, say a number or contact name.
When your smartphone rings and/or vibrates, press  to answer. To “hang up,” press  .
• To send an incoming call directly to your voicemail, press Ignore or  .
• To put a call on hold, press  . To take the call off hold, press  again.
• To answer a second call and put the current call on hold, press  . Then press  to switch between the two calls. To create a three-way conference call between these calls, press Menu > Conference.
• To turn the speakerphone on or off, press  during a call. At the top of your display,  means the speaker is on. The speaker won’t work when a car kit or headset is connected.

Set Up Voicemail  3 minutes

Press and hold  to call the voicemail system. The voicemail system asks you to create your password, record your name, then record a greeting.

Check Voicemail  2 minutes

When you see the voicemail message indicator  at the top of your display, press and hold  to check your voicemail.
Text & MMS Messages

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

Send Text & MMS Messages  4 minutes

1. Press \rightarrow Messages.


3. Enter the contact phone number or email address, with a semicolon (;) between multiple numbers or addresses. As you enter contacts, suggestions appear in a box below the To field.
   Tip: To open your contacts list, just press \rightarrow when you're in the To field.

4. Press the navigation key \rightarrow down to scroll to the message field, then use the keypad to compose a message.
   Tip: In the message area of an MMS message, you can press Menu > Insert and select an item to insert.

5. Press Send.
Set Up Your MOTO Q™ 9h global

Take a Photo & Send It  3 minutes

1. Press \(\text{e}\) to open the camera viewfinder.
2. Point the camera lens at the photo subject.
3. Press the center key to take a photo.
4. Your smartphone saves the picture and shows it in the viewfinder.
   • To send the photo in a multimedia message, press Menu > Send > MMS, then enter a phone number or email address, enter text, and press Send (for more detail, see “Send Text & MMS Messages” on page 11).
   • To edit the picture, press Menu > Edit.
   • To view picture properties, like the filename, press Menu > Properties.

To see the pictures stored on your smartphone, press \(\text{e}\) > Thumbnails, then scroll to the picture and press View. To see pictures stored in another folder or on your memory card, press \(\text{e}\) > Thumbnails, then press Menu > Folders > My Device and choose the folder.
Read Text & MMS Messages  2 minutes

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

1. On the home screen, press 📞 > Messages
   If you do not see your messages, press Menu > Folders > Inbox.

2. Press the navigation key 🪌 to select a message. Press the center key ⤧ to open it.
   When you have a text message open, your cursor blinks in a space at the bottom of the display. Here, you can enter text and press Send to reply to the message. If you have exchanged a few messages back and forth in this conversation, you can scroll up to see the previous messages. You can also press Menu and choose to Delete the message, Copy/Paste message text, or other options.
Set Up Your MOTO Q™ 9h global

Instant Messaging

If you subscribe to an instant messaging (IM) service, such as Yahoo! Messenger, AOL® Instant Messenger™, or Windows® Live Messenger, you can take the convenience and fun of IM on the go with your smartphone.

Sign In 2 minutes
1. On the Home Screen, press Start, then All Programs > IM & Email > IM.
2. Select the IM community where you are a member and press the center key.
3. Enter your user name and password, then press Sign In.
   To start a conversation, highlight a contact and press the center key, enter text, and press Send Message. During a conversation, press Menu to insert emoticons or end the conversation.
   When you are signed in but not in a conversation, press Menu to manage your contacts or groups, change your status, or sign out (to conserve battery life, be sure to sign off IM when not in use).

Add an IM Contact 2 minutes
1. On the IM main screen, press Menu > Add a contact or Add Buddy.
2. Enter the contact’s ID and press Add.
Go to Web Pages  

To open your Web browser, press \[\text{Action}\] to open navigation options.

- To go to a Web page, press \text{Action} > \text{Go to}. Enter the Web address and press \text{OK}.
- To go to a link in a Web page, use the navigation key \[\text{navigation key}\] to highlight the link and then press the center key \[\text{center key}\] to select the link.
- To add a Web address to your Favorites, open the Web page and press \text{Action} > \text{Bookmark this page}.

\textbf{Note:} Not all Web file formats are supported.

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

Shop for Tones, Games, Graphics, & More

You can purchase and download new ring tones, games, graphics, applications, and more right from your smartphone.

Press \text{Start}, then \text{All Programs} > \text{ATT Mall}

\textbf{Tip:} To see the AT&T Media Mall from your computer, visit \text{att.com/mediamall}.  

Change browser settings and other options. Press \text{Menu} to open navigation options.
Access Your Email

Choose the Best Email Option for You

You can use your MOTO Q™ 9h global to access personal or corporate email:

- **Personal email accounts** pull email directly from your internet service provider (ISP) like Yahoo!, AOL or Hotmail to your Windows® Mobile powered smartphone. To set up a personal email account on your MOTO Q 9h global, you can use Xpress Mail™. Xpress Mail offers automated setup and synchronization so that changes and deletions on your MOTO Q 9h global also appear in your ISP email account.

- **Corporate email accounts** like Microsoft® Exchange Server or IBM Lotus Domino, are typically managed by an IT organization. To set up corporate email on your MOTO Q 9h global, you can use Xpress Mail for self-service or Microsoft® Direct Push and Good Mobile Messaging for IT-managed service.

**Note:** For functions such as web browsing and email, AT&T recommends that you subscribe to an unlimited data plan. Call AT&T at 611 to sign up for a data plan.
Set Up Personal Email with Xpress Mail™

Xpress Mail™ works with most email services. If you complete this setup process and your email does not start arriving on your device, check with your email provider to validate eligibility.

1. On the home screen, scroll to and select Get Xpress Mail.
2. Scroll to and select Install Now.
3. Scroll to and select Download Now.
4. Press Save (the Left Soft Key) to confirm the download.
5. Press Save (the Left Soft Key) again to confirm the file name and location for saving. Your smartphone downloads Xpress Mail.
6. Press Install (the Left Soft Key) to install Xpress Mail.
7. Press OK (the Left Soft Key) to allow the soft reset, which just makes your smartphone turn off and on again to finish installing Xpress Mail.
8. Press OK (the Right Soft Key) to accept the license agreement.
Access Your Email

9. In **Mobile Number**, enter your 10-digit (mobile) phone number, then press **Next** (the **Right Soft Key**).

10. **For personal email**, select **Portal or ISP** (and press **Next**), then select your email provider (and press **Next**). If your provider is not listed, select **More** to see more providers.

    **For corporate email**, select **Work** (and press **Next**), then select **Professional Edition** (and press **Next**), then select **Sign up for AT&T Xpress Mail** (and press **Next**). Enter your email address to receive an email with further setup instructions.

11. If necessary, press **Accept** (the **Right Soft Key**) to accept your email provider’s terms of use.

12. Enter your **User Name** and **Password** (for your personal email, or the user name and password you created for corporate Xpress Mail), then press **Next** (the **Right Soft Key**).

13. Press **Register** (the **Right Soft Key**).

14. After successfully registering, you can press **OK** (the **Left Soft Key**) to see the XM Settings section. Then, press **Inbox** (the **Left Soft Key**) to open your mail.
Set Up Self-Service Corporate Email with Xpress Mail™  5 minutes

To set up corporate Xpress Mail, you need to know our corporate email address and the type of mail server (Microsoft® Exchange Server or IBM Lotus Domino). Once you know this, complete these steps on your work computer, with an Internet connection:

1. Go to the Web page http://xpressmailpe.wireless.att.com
2. Click on Register Now and fill in your information.
   Note: You will create an Xpress Mail User Name and Password in this step. Please note these for future steps.
3. Click Next to go to the download page, then click Download.
4. Click the Open or Run button to download the software.
5. Click Yes to install the software.
6. Click Next to begin setup, and follow the on-screen instructions. When prompted for a user name and password, use those created in step 2 of this procedure.
7. When Xpress Mail connects to your corporate email account, you will receive a message confirming it. Complete the setup process with "Set Up Personal Email with Xpress Mail™" on page 17.
Access Your Email

Set Up IT-Managed Corporate Email  🕒 Time varies

To set up your IT managed corporate email account, you will need a PIN or server address from your corporate IT organization. Contact your IT administrator for more information about Microsoft® Direct Push and Good Mobile Messaging support for the MOTO Q™ 9h global.

Microsoft® Direct Push  🕒 4 minutes

Microsoft Direct Push provides wireless access to your corporate email, contacts, calendar and tasks for Microsoft Exchange Server. Contact your IT administrator for set up instructions (such as server address). Before you use Microsoft Direct Push, activate a “PDA Enterprise for Microsoft” data plan on your AT&T account.

Good® Mobile Messaging

Good Mobile Messaging provides wireless access to your corporate email, calendar, contacts, tasks and notes for Microsoft® Exchange Server or IBM Lotus Domino. On your smartphone, select Start > All Programs > IM & Email > Get Good to download Good Mobile Messaging to your MOTO Q™ 9h global. Your IT administrator can give you the PIN you need in order to download and install Good Mobile Messaging. Before you use Good Mobile Messaging, you must activate a “PDA Enterprise for Good” data plan on your AT&T account.
Send & Receive Email  2 minutes

After email is set up, you can send and receive email from your MOTO Q™ 9h global. When you receive messages, 📧 appears at the top of your home screen.

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

   To select several messages and delete, mark, or move them, press Menu > Select Messages and follow the menu prompts.

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

Sync Contacts, Calendar, Email, Music, & More

You can use Microsoft® ActiveSync version 4.5 or above, or Windows® Mobile Device Center to synchronize your personal information and files between your smartphone and desktop computer.

Installing & Setting Up ActiveSync  8 minutes

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

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

**Note:** If you have wireless ActiveSync set up with an Exchange Server, you cannot also sync email, contacts and calendar with a PC running Microsoft Vista. However, you can synchronize media and transfer files through the cable connection.
Sync Music & Other Files With Your Computer  5 minutes

Tip: For best results, choose media files that are 15 frames per second, 320x240 pixels, and 384 kbps.

You will need:
- a computer with media files and a program that manages them. Your smartphone plays WMA, WMV, MP3, AAC, eAAC, eAAC+, WAV, MP4, M4A, 3GP, MIDI, and Real Audio files. For more details, see att.com/music.
- a microSD memory card (see page 6).
- a USB data cable, or a computer with Bluetooth® capability.

To connect your smartphone to your PC:
1. Turn on your smartphone and connect it with the data cable to the USB port on your computer.
2. In ActiveSync on your PC, select Explore and double-click My Windows Mobile device.
3. On your computer, find the files you would like to copy to your smartphone and drag them into the folder where you want them (such as My Documents).
4. Your files are now available on your smartphone. In the media player, press Menu > Update Library to see the files.

Note: For more detailed information, see “Connecting a mobile device to a PC” in ActiveSync Help on your PC, the Microsoft Web Site for ActiveSync or visit att.com/WirelessTutorials.
Use Your MOTO Q™ 9h global for More than Basics

Find Your Way With AT&T Navigator

AT&T Navigator, with GPS enabled directions, is the fastest way to get where you are going - whether across town or across the country. Find your way with turn-by-turn voice and on-screen driving directions, and navigate around traffic congestion with automatic re-routing. Locate and navigate to restaurants, Wi-Fi hotspots, and more, from more than 10 million business listings.

Note: This feature requires a subscription. For more details about AT&T Navigator, contact AT&T or visit att.com/navigator.

Download and Install AT&T Navigator

1. On the home screen press Start, then All Programs > Applications > AT&T GPS > Get AT&T Navigator.
   Your browser opens a Web page for AT&T Navigator.
2. Select Download.
   Note: If you want to cancel the download and try again later, press Cancel. You will lose any progress up to this point.

Log Into AT&T Navigator

1. After you install AT&T Navigator, press Start, then All Programs > AT&T GPS > ATT Navigator.
   AT&T Navigator asks you to enter your (mobile) phone number, name and AT&T Navigator PIN. You received your AT&T Navigator PIN in a text message when you activated your subscription. To activate a subscription, visit att.com/navigator.
2. Enter your information and press Login.
Generate a Route with AT&T Navigator

1. After you log into AT&T Navigator, select Drive To.
2. Select Address and choose Type It.
3. Enter the address for your destination, then select Done. AT&T Navigator validates the address and generates your route. Congratulations! You generated a route!

Close AT&T Navigator

To exit AT&T Navigator, go to the main AT&T Navigator menu and press Exit.
Use Your MOTO Q™ 9h global for More than Basics

AT&T Music™

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

You can access all AT&T Music features by pressing Start, then All Programs > AT&T Music.

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

To update your library after you sync or download music files to your smartphone (as described on page 23), press [ ] > Windows Media Player, then press Menu > Update Library, then press Done.

To play music, press [ ] > Windows Media Player > My Music > All Music, then press the center key  to choose a song. In the music player:

- To mute and unmute sound, press [ ]
- To skip to the previous or next file, press the navigation key  left or right.
- To increase or decrease the volume, press the navigation key  up or down.
- To fast forward or rewind, press and hold the navigation key  left or right.
- To play or pause, press the center key .
Record a Video Clip  

1. Press , then Menu > Video.
   Tip: In the video viewfinder, press Menu to adjust video settings.
2. Point the camera lens at the photo subject.
3. Press the center key to begin recording a video.
4. Press the center key to stop recording and save the video, or press Pause to pause recording. To continue a paused recording, press Resume.

Picture & Video Options

In the photo or video viewfinder press Menu > Options to open the options menu:
- **Camera**: Set the save location, file name prefix, and compression for photo files.
- **Video**: Set audio and time limit settings for video files.
   Note: In this menu, the General and Slideshow options are for picture files.
Use Your MOTO Q™ 9h global for More than Basics

Play a Video Clip

2. Scroll to a video clip.
To play videos stored in another folder or on your memory card, press [e] > Thumbnails, then press Menu > Folders > My Device and choose the location for the folder.

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

CV brings you quick, on-demand access to high quality news, sports, weather and entertainment video clips.
1. On the Home screen press Start, then All Programs > Cellular Video.
2. Select the show you want to watch.

Watch Live Video with MobiTV

Want video on your smartphone? You’ve got it. AT&T brings you news, sports, weather, entertainment and more.
To install MobiTV: 3 minutes
1. Press Start, then All Programs > Applications > Get MobiTV.
2. Download and install the MobiTV application on your AT&T smartphone.
To use MobiTV after you install it, press Start, then All Programs > Applications > MobiTV.
Use Your MOTO Q™ 9h global for More than Basics

Connect a Bluetooth® Wireless Headset

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

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.

Pair with a Headset or Handsfree Device

You can pair your smartphone with multiple devices, but you can only use it with one headset device at a time.

1. Press Start, then All Programs > Bluetooth > Bluetooth Manager > Hands-free. If you are prompted to turn on Bluetooth power, press Yes.
2. Make sure the headset or handsfree device is turned on and in pairing or bonding mode (see the device user’s guide).
3. Press Add (or Menu > Add). The smartphone prompts you to verify the device is ready. Press Search.
4. Select the device from the list.
5. If prompted, enter the device passkey (such as 0000) and press Accept.

Tip: For specific information about the headset or handsfree device, refer to its instructions.
Store & Call Contacts

Store a Phone Number  4 minutes

1. Press Start, then All Programs > Contacts and press New

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

3. Enter information for the contact.

   Tip: While you are entering the number, you can tell your smartphone 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 smartphone to wait for you to press the center key 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 from someone who isn’t in your list of contacts, you can create a contact from Call History. Just highlight the call and press Save.

   To load the contacts from your last phone, just insert the SIM card from your last phone (see page 5). Your MOTO Q™ 9h global reads any contacts your last phone stored on the SIM. If there aren’t any contacts on your SIM, check your old phone’s manual to see if you can copy its contacts to the SIM or to Microsoft® Outlook on your computer.

   To load Microsoft Outlook contacts from your computer, see page 22.

Call a Stored Number  1 minute

1. Press Start, then All Programs > Contacts

2. Scroll to the number.

3. Press to call the contact’s default number, or select the contact to see the other numbers.
Use Your MOTO Q™ 9h global for More than Basics

Add & View Calendar Events

Add a New Calendar Event

Press Start, then All Programs > Calendar, then press Menu > New Appointment

Tip: In the Subject, you can enter text or press the center key to choose from a list of subjects. 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.

View a Calendar Event

Press Start, then All Programs > Calendar to open the calendar for today.

• To see days before or after today, press the navigation key left or right.
• To quickly see a specific date, press Menu > Go to Date.
• To see your whole week’s events, press Week.
• To edit an event, scroll to it, press the center key, then press Menu > Edit.

Shortcut: Today’s events appear on your home screen.

Set a Calendar Event Reminder

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

Press Start, then All Programs > Calendar, then press Menu > Tools > Options > Set Reminders
Manage Finances With Mobile Banking from AT&T

With Mobile Banking, you can check your account balances, securely transfer funds between your eligible accounts, view and pay bills, and review your transaction history. You can access multiple banks, accounts and financial services within one application. To find out if your bank supports Mobile Banking from AT&T, visit att.com/mobilebanking or contact your financial institution.

To install Mobile Banking, press Start, then All Programs > Applications > Get Mobile Banking and follow the directions to download the application.

To activate Mobile Banking after you install it:
1. On your computer visit your bank's Web site and enroll in Mobile Banking. You will receive an initialization code.
2. On your MOTO Q™ 9h global press Start, then All Programs > Applications > Mobile Banking.
3. Enter the initialization code when prompted.
4. Establish a six-digit PIN. You will need to enter this PIN every time you access Mobile Banking.

To use Mobile Banking after you activate it, press Start, then All Programs > Applications > Mobile Banking.
Troubleshooting & FAQs

My smartphone won’t turn on
To turn on your smartphone, press and release (○). If your smartphone does not respond, try holding (○). If that does not work, be sure that the battery is fully charged. If it is, remove and replace the battery, then try to turn the smartphone on.

My smartphone’s display is frozen
In the event your smartphone does not respond for more than 30 seconds, be sure that the battery is fully charged. If it is, remove and replace the battery, then turn the smartphone back on. If these do not help, you can do a hard reset to restart your smartphone, but this erases your personalized settings and any content stored in smartphone memory. To perform a hard reset, remove and replace the battery, then hold down the (▲) and (●) keys for 5 seconds while turning the smartphone on.

I cannot connect to a wireless network
Try performing the following actions:
• Verify that your SIM card is inserted correctly.
• Press and hold (□) until the quick list appears, then select Wireless Manager > Phone > On.

I can’t hear sound on my smartphone
While you are on a call or playing a media file, press the up volume key (see “change your ringer and earpiece volume” on page 36).

I can’t choose a song as my ringtone
Make sure the song file is 600kb or smaller and in one of these formats: MIDI, MP3, AAC, AAC+, or eAAC+.
I want to charge my device using my computer
If you have an available USB port on your computer and you install the MOTO Q™ 9h global Getting Started Disc software on your computer to obtain the required USB drivers, you can connect your MOTO Q 9h global to your computer to charge the battery when the computer is turned on. Connect the smaller end of the USB cable to the USB port on the side of your MOTO Q 9h global. Connect the larger end of the USB cable to an available USB port on your computer.

What global networks will support my MOTO Q™ 9h global?
The MOTO Q 9h global is designed to work on GSM/GPRS/EDGE networks in the US (850/1900 MHz), Canada (1900 MHz), and Europe/Asia (900/1800 MHz). It can also use UMTS/HSDPA “3G” networks in the US (850/1900 MHz).

What memory card can I use?
You can use microSD memory cards up to 32 GB.
## Tips & Tricks

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>open your music, messages, and more</td>
<td>Use shortcut keys to access your AT&amp;T Music, camera and video, contacts, calendar, messages, and Media Net.</td>
</tr>
<tr>
<td>open the quick list</td>
<td>Press and hold the side volume keys for quick access to your sound profiles, device lock and wireless manager.</td>
</tr>
<tr>
<td>change your ringer and earpiece volume</td>
<td>Tip: To silence your smartphone when it's ringing, just press the side volume keys.</td>
</tr>
<tr>
<td></td>
<td>To change the other caller's voice volume, press volume up/down during a call.</td>
</tr>
<tr>
<td></td>
<td>Note: Bluetooth® accessories, such as headsets, have their own volume controls.</td>
</tr>
<tr>
<td></td>
<td>To change your ringer and sound profile from the home screen, press and hold the side volume keys to open the Quick List. Then scroll to a profile, such as Normal, Silent, or Vibrate, and press the center key.</td>
</tr>
<tr>
<td></td>
<td>To change the sound for alerts or other events, press Start, then All Programs &gt; My Stuff &gt; Personalize My Q &gt; Sounds and Ringtones. Highlight the event and select the sound you want to associate with it.</td>
</tr>
<tr>
<td>personalize your device</td>
<td>Press Start, then All Programs &gt; My Stuff &gt; Personalize My Q to choose sounds and more.</td>
</tr>
</tbody>
</table>
**To...** | **Do this...**
---|---
Lock the keypad | You can manually lock your smartphone to prevent accidental key presses. To **lock your smartphone**, press \( \text{[6]} \) then \( \text{[5]} \). Your left soft key becomes **Unlock**. To **unlock your keypad**, press **Unlock** and enter your password. Your smartphone uses \* if you have not set a password.

To **change your password and lock settings**, press the Left Soft key to select **Start**, then **All Programs** > **Settings** > **More** > **Security** > **Device Lock**. Choose a password you will remember. If you forget your password, you will have to perform a hard reset (see the note in the section “Turn On Your MOTO Q™ 9h global”).

Use voice commands | To activate voice commands, press and hold \( \text{[1]} \). When prompted, say one of the commands listed on the screen (such as “Call” followed by a number or contact name).

Use the speakerphone | During a call, press \( \text{[1]} \) to turn the speakerphone on or off.

Check your voicemail from another phone | Call your 10-digit phone number. During your voicemail greeting, press \( \text{[6]} \) \( \text{[1]} \) \( \text{[1]} \) in Puerto Rico) then follow the voice prompts.

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 \( \text{[1]} \) until the quick list appears, then select **Wireless Manager** > **All**.

Extend battery life | To reduce the **backlight** time out, press **Start**, then **All Programs** > **Settings** > **More** > **Power Management** > **Backlight time out on battery**, then choose a short time. To extend **email send/receive intervals**, press \( \text{[1]} \), select an email account, press **Menu** > **Settings**, and press **Next** until you can change the **Automatic Send/Receive interval**. If you have more than one email account set up, choose only one account to automatically send/receive messages.

To close unused programs, press **Start**, then **All Programs** > **System Tools** > **Task Manager**. Select the unused program and press **Menu** > **Kill**.
1. Missed Call: Shows ✉ when you missed a call.
2. Voicemail: Shows ☽ when you have new voicemail.
3. Message / Bluetooth: Shows ☏ for a new message, or ☀ when Bluetooth power is on.
4. Call Forward: Shows ☏ when call forwarding is on.
5. Network: Shows whether you are using a 3G жить, GPRS £, or EDGE £ network.
6. Profile: Shows when your ring style is Silent (silent) or Vibrate (vibrate). No indicator appears for other ring styles. A ☇ appears when the speakerphone is on.
7. Battery Level: Shows the battery charge level
8. Signal Strength: Shows the strength of your network connection. Letters or arrows can indicate when your phone is using a 3G жить, GPRS £, or EDGE £ connection to transfer data.
 microSD memory card slot
Micro-USB Connector
Microphone

Side Scroll Key (up)
Side Select Key
Side Scroll Key (down)
Back Keys
Where can I find more information?

Interactive web tutorials, tips & tricks, and FAQs are available at att.com/WirelessTutorials
Select Manufacturer: Motorola and Model: MOTO Q 9h.
Detailed support including device specifications, user forums and knowledgebase articles are available at att.com/DeviceSupport
For more information about your wireless service account, service plan or network, visit att.com/Wireless
For Microsoft® Windows® Mobile support, visit www.microsoft.com/windowsmobile/help/smartphone/

Help on the MOTO Q™ 9h global

To set up your phone and some basic preferences, press Start, then All Programs > System Tools
For more help, press Start, then All Programs > System Tools > Help and QuickStart > Getting Started.

Additional Help

• Phone Support Help
  Call AT&T Customer Care at 1-800-331-0500 or dial 611 from any AT&T mobile phone for assistance with your phone or account.

• On Your Computer
  To view the User’s Guide for your phone, insert the Getting Started CD in your computer and open the guide file.

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