



at&t

Your world. Delivered.

## Getting Started Guide

Moto Q 9h



**MOTO Q**<sup>™</sup> 9h



# Contents

|                               |           |
|-------------------------------|-----------|
| <b>Welcome to AT&amp;T</b>    | <b>5</b>  |
| What's in the Box?            | 5         |
| <b>Set Up Your MOTO Q 9h</b>  | <b>6</b>  |
| Insert the SIM Card & Battery | 6         |
| Charge the Battery            | 7         |
| Insert a Memory Card          | 8         |
| Get to Know Your MOTO Q 9h    | 9         |
| <b>Use Your MOTO Q 9h</b>     | <b>13</b> |
| Learn to Navigate & Type      | 13        |
| Connect to AT&T               | 15        |
| Make Phone Calls              | 16        |
| Set Up Voicemail              | 17        |
| <b>Internet</b>               | <b>18</b> |
| Browse the Web                | 18        |
| <b>Email &amp; Messaging</b>  | <b>19</b> |
| Set Up Personal Email         | 19        |
| Set Up Corporate Email        | 22        |
| Send and Receive Email        | 25        |
| Text & MMS Messages           | 26        |
| Instant Messaging             | 28        |

# Contents

## **Sync Your Phone With Your Computer**

Sync Contacts, Calendar, Email, Music, & More

**29**

29

## **Photos & Videos**

**32**

Take a Photo & Send It

32

View Your Pictures

33

Record a Video Clip

33

Picture and Video Options

34

Play a Video Clip

34

## **Music**

**36**

AT&T Music™

36

## **Tips & Tricks**

**38**

## **Troubleshooting**

**40**

# Welcome to AT&T

## What's in the Box?

Thank you for purchasing the MOTO Q™ 9h.

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

To get started, we recommend the following:

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



MOTO Q™ 9h



USB Data Cable



BT60 Standard Battery



and Cover



BT90 Extra Capacity Battery

and cover



Charger



Getting Started Disc (includes User's Guide and synchronization software)



Micro-to-Mini USB Adapter



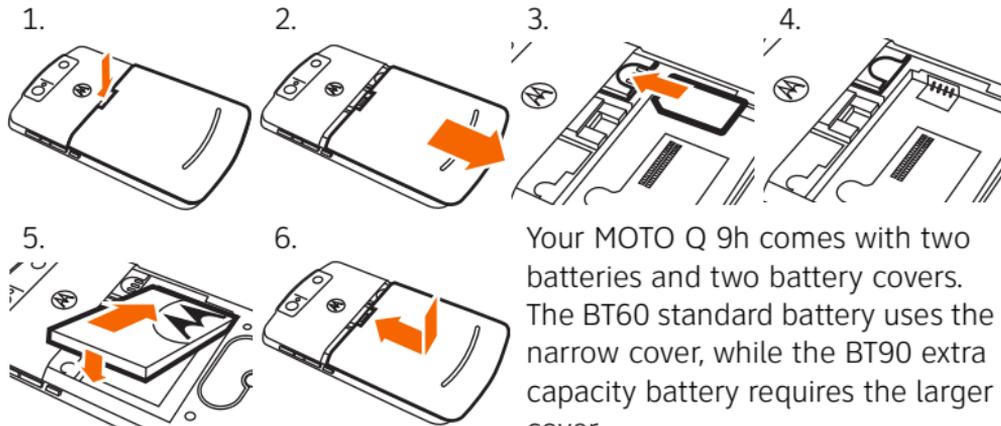
Micro USB to 3.5mm Headset Adapter

# Set Up Your MOTO Q 9h

## Insert the SIM Card & Battery

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

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



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

Steps?  
6

Takes?  
2 minutes

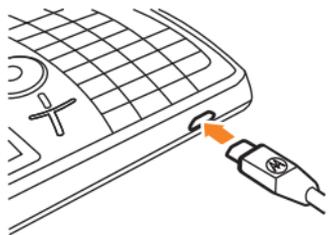
# Set Up Your MOTO Q 9h

## Charge the Battery

New batteries are not fully charged.

Plug the battery charger into your phone and an electrical outlet. It might take several seconds for charging to start.

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



empty



charging



full

Steps?

1

Takes?

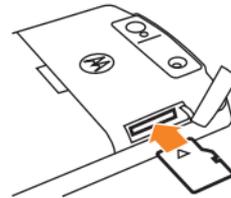
1 minute (to start) Full charge time varies.

## Insert a Memory Card

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

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

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



Steps?  
3

Takes?  
2 minutes

# Set Up Your MOTO Q 9h

## Get to Know Your MOTO Q 9h

### Turn On Your Phone

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

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

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



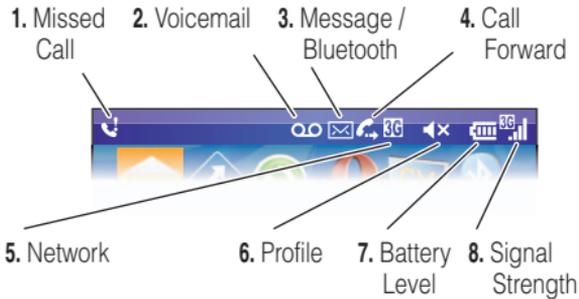
**Tip:** To change how long your backlight stays on, see “extend battery life” on page 39.

# Set Up Your MOTO Q 9h

## Meet Your Icons

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

1. Shows 📞 when you missed a call.
2. Shows 📧 when you have new voicemail.
3. Shows ✉️ for a new message, or 🔌 when Bluetooth power is on.
4. Shows 📞 when call forwarding is on.
5. Shows whether you are using a 3G 📶, GPRS 📶, or EDGE 📶 network.
6. Shows when your ring style is **Silent** (🔕) or **Vibrate** (📳). No indicator appears for other ring styles.
7. Shows the battery charge level.
8. Shows the strength of your network connection.



# Set Up Your MOTO Q 9h

## Lock Your Phone Keypad

You can manually lock your phone to prevent accidental key presses

To **lock your phone**, press  then . Your left soft key becomes **Unlock**.

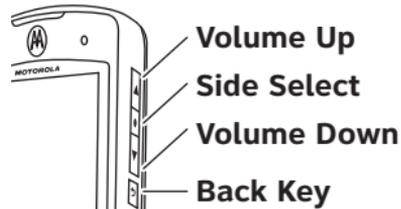
To **unlock your keypad**, press **Unlock** and enter your password. Your phone uses \* if you have not set a password.

To **change your password and lock settings**, press the **Left Soft** key to select **Start > System Tools > Settings > More > Security > Device Lock. Choose a password you will remember**. If you forget your password, you will have to perform a **hard reset** (see the note in the section “Turn On Your Phone”).

## Change Your Ringer and Earpiece Volume

To **change the other caller’s voice volume**, press volume up/down during a phone call.

**Note:** Bluetooth® accessories, such as headsets, have their own volume controls.



**Tip:** You can make emergency calls (such as 911 in the United States) on a locked phone. A locked phone still lets you answer incoming calls.

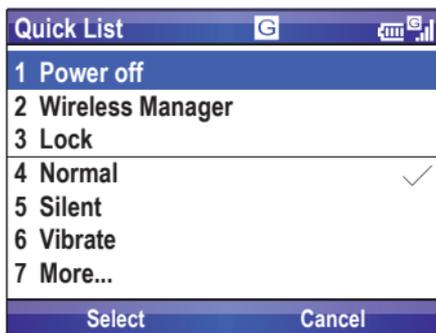
**Tip:** To silence your phone when it’s ringing, just press the *side volume keys*.

# Set Up Your MOTO Q 9h

## To change your ringer and sound profile

from the home screen, press and hold  to open the Quick List. Then scroll to a profile, such as **Normal**, **Silent**, or **Vibrate**, and press the *center key* .

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



## Learn to Navigate & Type

### Home Screen



① Press **Start** (the left soft key) to open the main menu.

② Press the **Navigation Key up, down, left, or right** (⬆️) to highlight a menu feature.

③ Press the **Center Key** (⬇️) to select the highlighted feature.

### Menu Screen



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

### Navigation Key

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

### Left Soft Key

Select the action in the bottom left of the screen (like **Start** or **Done**).



### Center Key

Select a highlighted item on the screen.

### Right Soft Key

Select the action in the bottom right of the screen (like **Contacts** or **Menu**).

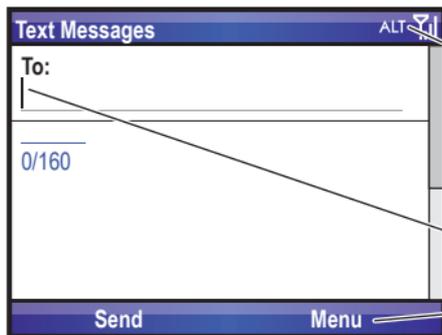
### Back Key

Go back to the previous screen.

**Tip:** If you need help while using your phone, visit [att.com/tutorials](http://att.com/tutorials).

# Use Your MOTO Q 9h

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



Press  to switch entry modes (**abc**, **Alt**, or **ALT**). For indicator descriptions, see the following section.



A flashing cursor indicates the insertion point.

Press **Menu** to open the sub-menu.

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

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

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

# Use Your MOTO Q 9h

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

program

## Connect to AT&T

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

 Full coverage

 No coverage

 Wireless is turned off

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

## Make Phone Calls

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

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

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

- To send an incoming call directly to your voicemail, press **Ignore**.
- 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.

# Use Your MOTO Q 9h

## Set Up Voicemail

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

## Check Voicemail

When you see the voicemail message indicator **oo** at the top of your display, press and hold the **1** key to check your voicemail.

To check your voicemail **from another phone**, call your 10-digit phone number. During your voicemail greeting, press **\* (#** in Puerto Rico) then follow the voice prompts.



Steps?  
4

Takes?  
3 minutes

## Browse the Web

To open your Web browser, press .

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

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

Your browser homepage appears.



Press **Action** to open navigation options.

Press **Menu** to change browser settings and other options.

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

## Set Up Personal Email

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

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

## Set Up Xpress Mail™

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

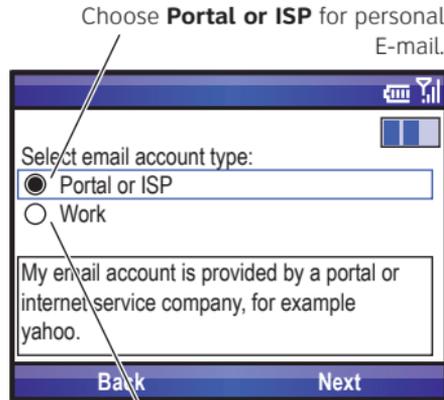
1. From the home page, press **Get Xpress Mail**.
2. Press the *navigation key*  to highlight **Install Now**, then press the *center key* .
3. Press **Download Now** on the download page.

Steps?  
11

Takes?  
10-15 minutes

# Email & Messaging

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



11. After successfully registering, your MOTO Q 9h automatically displays the XM Settings section. Press the **Right Soft Key** to go to open your mail.

## Set Up Personal Email with Microsoft® Outlook Mobile

1. Press  > **New E-Mail Account**.
2. Enter your name and email address, then press **Next** and follow the setup instructions.

If your phone finds your account settings, it automatically fills in the following screens. Just enter your name and password and press **Next** in the following screens. **If your phone cannot find** your settings, ask your email provider for your settings and enter them in the following screens.

If your email account is not configured POP or IMAP access, ask your email provider how to change your configuration. If your email provider does not provide IMAP or POP access on your account, you can still use the Web browser to access your email.

Steps?

2

Takes?

5-10 minutes

## Set Up Corporate Email



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

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

### Set Up Self-Service Corporate Email with Xpress Mail™

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

1. Go to the Web page <http://xpressmailpe.wireless.att.com>
2. Click on **Register Now** and fill in your information.

**Note:** You will create an **Xpress Mail user name and password** in this step. Remember these for later in the setup.

Steps?  
7

Takes?  
10 minutes

# Email & Messaging

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

## Set Up IT-Managed Corporate Email

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

### Good Mobile Messaging

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

# Email & Messaging

account before using Good Mobile Messaging. Set-up instructions for Good will be sent to you via email upon your account activation.

## Microsoft® Direct Push

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

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

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

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

Steps?  
4

Takes?  
5 minutes

## Send and Receive Email

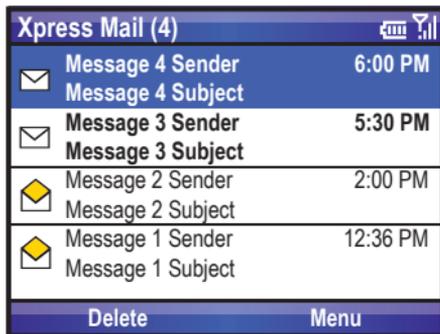
After you set up your email, you can create and send an email just like on your computer. When you receive messages,  appears at the top of your home screen.

1. Press .
2. Select your email account (your provider name or **Xpress Mail**).

To write a new message, press **Menu > New**. Compose a message (to insert items in the message area, press **Menu > Insert.**), then press **Send** to send it.

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

- |                    |                         |                             |
|--------------------|-------------------------|-----------------------------|
| <b>1</b> reply all | <b>2</b> reply          | <b>3</b> mark read / unread |
| <b>4</b> flag      | <b>5</b> move           | <b>6</b> forward            |
| <b>7</b> delete    | <b>8</b> download       | <b>9</b> send / receive     |
|                    | <b>0</b> list shortcuts |                             |



Steps?

2

Takes?

2 minutes

## Text & MMS Messages

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

### Send Text and Multimedia Messages

1. Press  > **Text Messages** or **MMS**
2. Press **Menu** > **New**.
3. Enter the contact telephone number.

**Tip:** To quickly enter your contacts in **To**, press  or  and select a contact. Then select the contact's phone number or email address.

4. Use the keypad to compose a message.
5. Press **Send**.



Steps?

5

Takes?

4 minutes

**Tip:** In the message area of an MMS message, you can press **Menu** > **Insert** and select an item to insert.

## Read Text and MMS Messages

When you receive a message your phone plays an alert and shows **New Message** with a message indicator such as .

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

Steps?

2

Takes?

2 minutes

## Instant Messaging

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

### Sign In

1. On the Home Screen, press **Start** > **IM & Email** > **IM**.
2. Select the IM community where you are a member and press the *center key* .
3. Enter your user name and password, then press **Sign In**.

To **start** a conversation, highlight a contact and press the *center key* , enter text, and press **Send Message**. During a conversation, press **Menu** to insert emoticons or end the conversation.

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

### Add a Contact

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

Steps?

3

Takes?

5 minutes

# Sync Your Phone With Your Computer

## Sync Contacts, Calendar, Email, Music, & More

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

### Installing and Setting Up ActiveSync

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

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

Steps?

3

Takes?

10 minutes

# Sync Your Phone With Your Computer

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

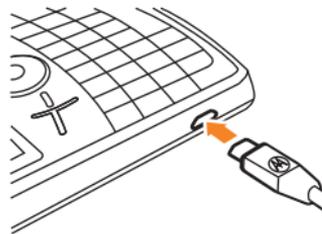
## Sync Music and Other Files With Your Computer

You will need:

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

To connect the phone to your PC:

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



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

Steps?  
4

Takes?  
5 minutes

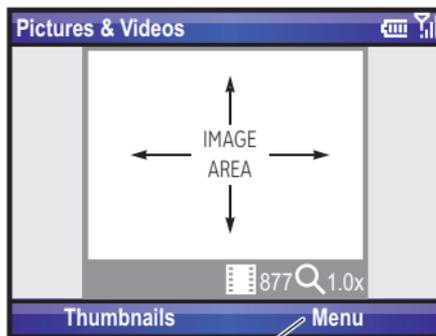
# Sync Your Phone With Your Computer

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

**Note:** For more detailed information, see “Connecting a mobile device to a PC” in ActiveSync Help on your PC, the Microsoft Web Site for ActiveSync or visit [att.com/tutorials](http://att.com/tutorials).

## Take a Photo & Send It

1. Press  to open the camera viewfinder.
2. Point the camera lens at the photo subject.
3. Press the *center key*  to take a photo.
4. Your phone saves the picture and shows it in the viewfinder. To see stored pictures, press **Start > My Stuff > My Pictures & Videos**.
  - To send the photo in a multimedia message, press **Menu > Send > MMS**, then see “Send Text and Multimedia Messages” on page 26.
  - To edit the picture, press **Menu > Edit**.
  - To view picture properties, like the filename, press **Menu > Properties**.



Before you take a picture, you can press **Menu** to adjust picture settings.

Steps?

4

Takes?

2 minutes

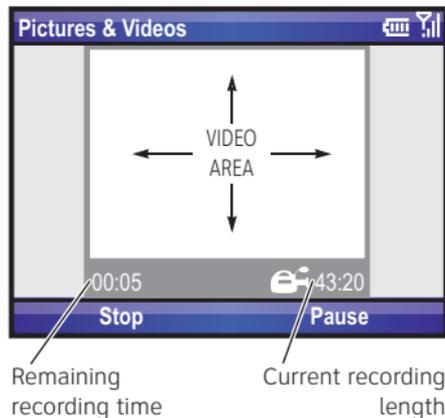
## View Your Pictures

1. Press  > **Thumbnails**.
2. Scroll to the picture and press **View**.

To see pictures stored in another folder or on your memory card, press  > **Thumbnails**, then press **Menu** > **Folders** > **My Device** and choose the folder.

## Record a Video Clip

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



Steps?  
2

Takes?  
2 minutes

Steps?  
4

Takes?  
4 minutes

**Tip:** In the video viewfinder, press **Menu** to adjust video settings.

## Picture and Video Options

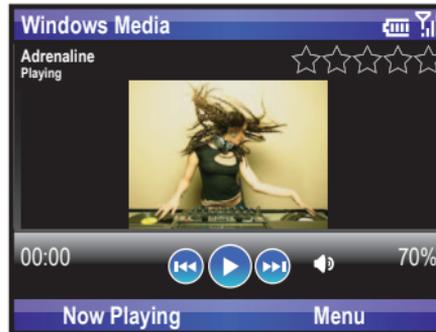
In the photo or video viewfinder press **Menu** > **Options** to open the options menu:

- **Camera:** Set default save locations, video filename prefixes, and image compression level.
- **Video:** Set audio and time limit settings for video files.
  - Note:** In this menu, the **General** and **Slideshow** options are for picture files.

## Play a Video Clip

1. Press  > **Thumbnails**.
2. Scroll to a video clip.
3. Press **Play**. The video clip plays in the **Windows Media Player**.

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



Steps?  
3

Takes?  
4 minutes

# Photos & Videos

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

## AT&T Music™

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

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

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

## Music Player

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

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



## Music Controls

- To skip to the previous or next file, press the *navigation key*  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* .

**Tip:** To mute and unmute sound, press .

# Tips & Tricks

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

| To...                                      | Do this...  |
|--|---|
| <b>lock keypad</b>                         | Press  then  . To unlock your keypad, press <b>Unlock</b> then your password (which is set to * until you change it).   |
| <b>open your music, messages, and more</b> | Use shortcut keys to access your AT&T Music  , camera and video  , contacts  , calendar  , messages  , and MEdia Net  . |
| <b>use voice commands</b>                  | To activate voice commands, press and hold  . When prompted, say one of the commands listed on the screen (such as "Call" followed by a number or contact name).   |
| <b>open quick list</b>                     | Press and hold  for quick access to your sound profiles, device lock and wireless manager.   |
| <b>play music or games on an airplane</b>  | 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 <b>Wireless Manager &gt; All</b> .  |

# Tips & Tricks

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

# Troubleshooting

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

## **AT&T Support:**

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

## **Microsoft® Windows® Mobile and ActiveSync Support:**

Windows Mobile: [www.microsoft.com/windowsmobile/help/smartphone/](http://www.microsoft.com/windowsmobile/help/smartphone/)

Motorola, Inc.  
Consumer Advocacy Office  
1307 East Algonquin Road  
Schaumburg, IL 60196  
[www.hellomoto.com](http://www.hellomoto.com)

1-800-331-6456 (United States)

1-888-390-6456 (TTY/TDD United States for hearing impaired)

1-800-461-4575 (Canada)

Certain mobile phone features are dependent on the capabilities and settings of your service provider's network. Additionally, certain features may not be activated by your service provider, and/or the provider's network settings may limit the feature's functionality. Always contact your service provider about feature availability and functionality. All features, functionality, and other product specifications, as well as the information contained in this user's guide are based upon the latest available information and are believed to be accurate at the time of printing. Motorola reserves the right to change or modify any information or specifications without notice or obligation.

MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other product or service names are the property of their respective owners. The Bluetooth trademarks are owned by their proprietor and used by Motorola, Inc. under license. Microsoft, Windows and Windows Me are registered trademarks of Microsoft Corporation; and Windows XP is a trademark of Microsoft Corporation.

AT&T, AT&T logo and Your World. Delivered. are trademarks of AT&T Knowledge Ventures.

© Motorola, Inc. 2007.

**Caution:** Changes or modifications made in the radio phone, not expressly approved by Motorola, will void the user's authority to operate the equipment.

Manual Number: 6809513A39-O



