Getting Started Guide

MOTO **Q**™ 9h global

MOTOROLA

at&t

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Table of Contents

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 **Q**™ 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 **Q**™ 9h global.

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

MOTO Q™ 9h

BT60 Standard Battery and Cover

BT90 Extra Capacity Battery and cover

Charger

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

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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.
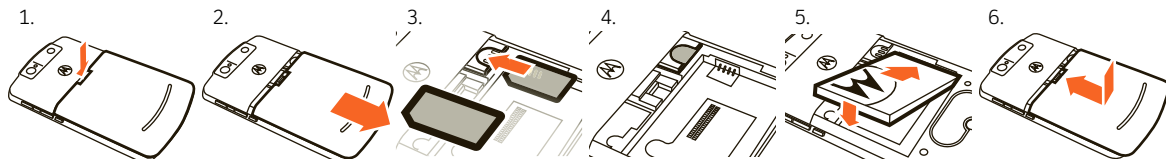
## Charge the Battery ⏱ time varies

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.

empty

charging

full
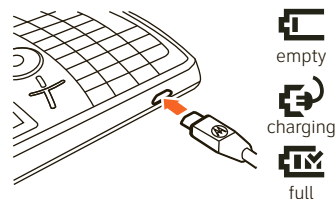
Welcome to AT&T

Insert a Memory Card ⏱ 1 minute

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**.

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**.
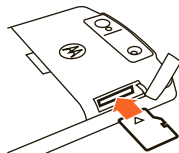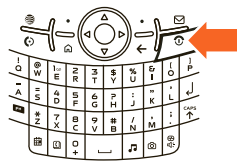
MOTO **Q**™ 9h
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Turn On Your MOTO Q™ 9h global ⏱ 1 minute

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.
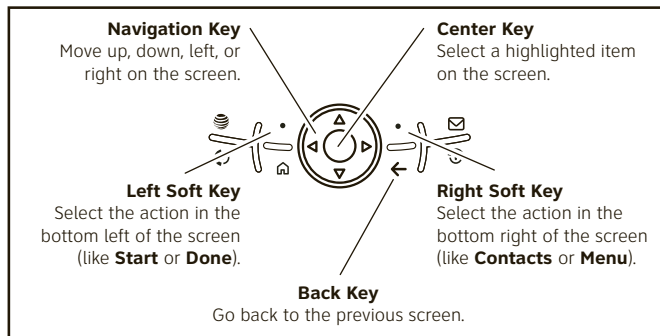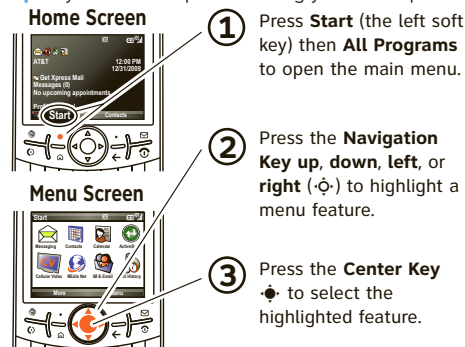
Set Up Your MOTO Q™ 9h global

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**.

Home Screen

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** (·◇·) to highlight a menu feature.

Menu Screen

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.

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To **go back one menu**, press ⬅. To **exit any menu or view** without saving any changes, press 🔴.
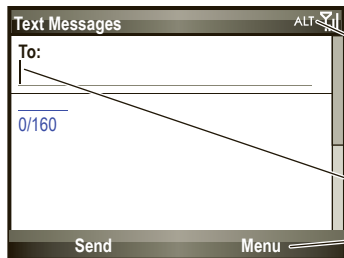
To enter text (such as in a new text message), press your letter keys.

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

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

Text Messages   ALT 📶

To:

0/160

Send   **Menu**

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.

prog**ram**

To accept the prediction, press ◆Ȯ▸ right. To see alternate predictions, **hold** the down arrow on ◆Ȯ▸. To **turn off** or configure predictive text while you are writing a message, press 🔲 then ⬆ > **Setup**.

abc Enters the **letter** shown on a key (such as **Q**). To capitalize the next letter (**Abc**), press ⬆ once. To capitalize all letters (**ABC**), 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.

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

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 **1** 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 **1** to check your voicemail.

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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 📧 > **Messages**.

2. Press **Menu** > **New** > **Text Message**.

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 ↵ when you're in the **To** field.

4. Press the *navigation key* ◄♦► 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**.

```
Text Messages
To:
j
j
 0 John Smith <2125551212>
   Jack Bradshaw <2154337215>
```
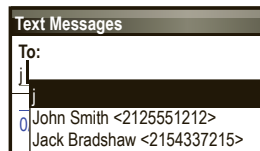
Set Up Your MOTO Q™ 9h global

Take a Photo & Send It   ⏱ 3 minutes

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 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 📷 > **Thumbnails**, then 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.

Pictures & Videos	🔋 📶

IMAGE AREA

877 🔍 1.0x

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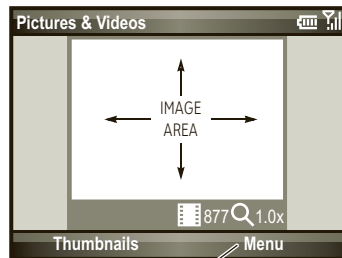
Before you take a picture, you can press **Menu** to adjust picture settings.

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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* ⟨Ȯ⟩ 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.

```
┌─────────────────────────────────┐
│ 11/160                     abc▓▒ │
│ Conversation with John           │
│ ✉ John (12/31):                  │
│    Hi! Where are you?            │
│                                  │
│                                  │
│                                  │
│ I'm at home |                    │
│                                  │
│      Send            Menu        │
└─────────────────────────────────┘
```
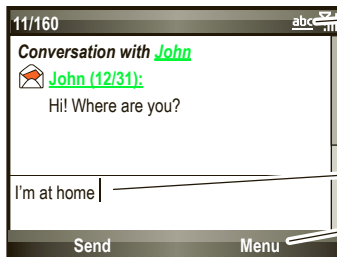
Press ▦ to switch entry modes (**abc**, **Alt**, or **ALT**).

A flashing cursor indicates the insertion point.

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

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**.

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Go to Web Pages   ⏱ 1 minute

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* ◈.
- To add a Web address to your Favorites, open the Web page and press **Action** > **Bookmark this page**.

Note: Not all Web file formats are supported.

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

Shop for Tones, Games, Graphics, & More   ⏱ 3 minutes

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

Press **Start**, then **All Programs** > **ATT Mall**

Tip: To see the AT&T Media Mall from your computer, visit **att.com/mediamall**.

Your browser homepage appears.

1:MEdia Net Home	🔋 📶
MEdia Net Home	
	SEARCH
Entertainment News	
Gst Stock Quotes & News	
My Links	EDIT
Weather Fort Lauderdale Currently 83 more	
Action	**Menu**

Press **Action** to open navigation options.

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

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Set Up Personal Email with Xpress Mail™ ⏱ 8 minutes

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 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.
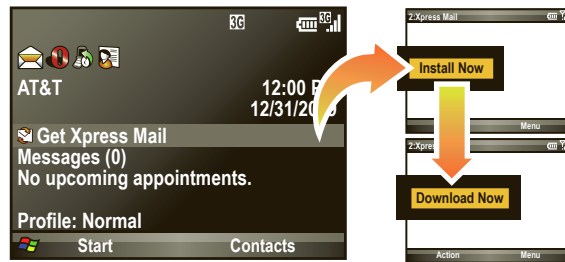
Access Your Email

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.
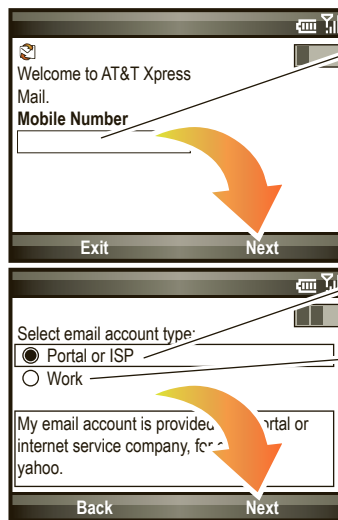
Enter your mobile phone number.

For **personal** Email, choose **Portal or ISP**.

For **work** Email, choose **Work**.

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.

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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.

Xpress Mail (4)	🔋 📶
✉ **Message 4 Sender**	**6:00 PM**
Message 4 Subject	
✉ **Message 3 Sender**	**5:30 PM**
Message 3 Subject	
◇ Message 2 Sender	2:00 PM
Message 2 Subject	
◇ Message 1 Sender	12:36 PM
Message 1 Subject	
Delete	**Menu**

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.

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global

## 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.
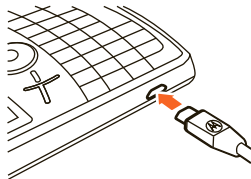
Note: For more detailed information, see "Connecting a mobile device to a PC" in ActiveSync Help on your PC, the Microsoft Web Site for ActiveSync or visit **att.com/WirelessTutorials**.

Use Your MOTO Q™ 9h global for More than Basics

Find Your Way With AT&T Navigator ⏱ 3 minutes

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**.

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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* •Ọ• left or right.
- To increase or decrease the volume, press the *navigation key* •Ọ• up or down.
- To fast forward or rewind, press and hold the *navigation key* •Ọ• left or right.
- To play or pause, press the *center key* •●•.

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global

Record a Video Clip ⏱ 2 minutes

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.

Pictures & Videos 📶

↑
← VIDEO →
AREA
↓

00:05 🔒 43:20
Stop   **Pause**
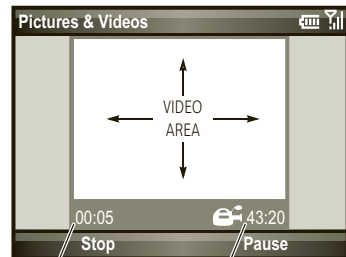
Current recording length

Remaining recording time

Use Your MOTO Q™ 9h global for More than Basics

Play a Video Clip   ⏱ 1 minute

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** > **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**.
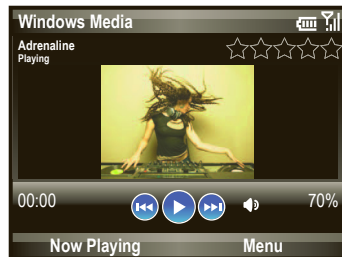
MOTO **Q**™ 9h
global

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**.

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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   2 minutes

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.

MOTO **Q**™ 9h
global

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   ⏱ 2 minutes

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   ⏱ 1 minute

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

- To see days before or after today, press the *navigation key* •Ö• 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   ⏱ 3 minutes

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**

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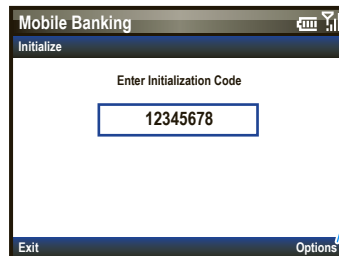
Manage Finances With Mobile Banking from AT&T

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.
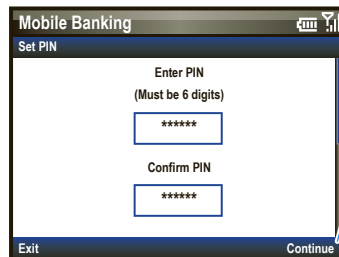
To activate Mobile Banking after you install it:

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**.

Mobile Banking
Initialize
Enter Initialization Code
12345678
Exit Options

Press **Options** to select **Initialize**

Mobile Banking
Set PIN
Enter PIN
(Must be 6 digits)
******
Confirm PIN
******
Exit Continue

Press **Options** to select **Set PIN**

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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 **E** 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+.

MOTO *Q*™ 9h
global

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.
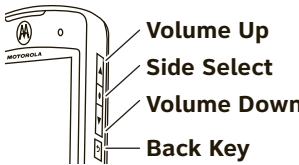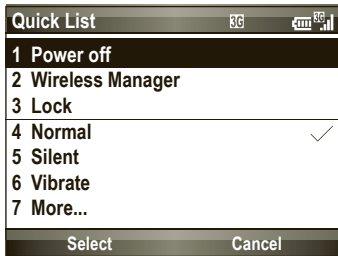
What global networks will support my MOTO Q™ 9h global?

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.

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Tips & Tricks

To...	Do this...
open your music, messages, and more	Use shortcut keys to access your AT&T Music 🎵, camera and video 📷, contacts 📇, calendar 📅, messages 📧, and MEdia Net 🕸.
open the quick list	Press and hold 🏠 for quick access to your sound profiles, device lock and wireless manager.
change your ringer and earpiece volume	**Tip:** To silence your smartphone when it's ringing, just press the *side volume keys*. **To change the other caller's voice volume**, press volume up/down during a call. **Note:** Bluetooth® accessories, such as headsets, have their own volume controls. **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**, then **All Programs** > **My Stuff** > **Personalize My Q** > **Sounds and Ringtones**. Highlight the event and select the sound you want to associate with it.
personalize your device	Press **Start**, then **All Programs** > **My Stuff** > **Personalize My Q** to choose sounds and more.

Volume Up
Side Select
Volume Down
Back Key

Quick List

1 Power off
2 Wireless Manager
3 Lock
4 Normal ✓
5 Silent
6 Vibrate
7 More...

Select   Cancel

MOTO **Q** 9h
global

To...	Do this...
lock the keypad	You can manually lock your smartphone to prevent accidental key presses To **lock your smartphone**, press 🏠 then ⬚. 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 🔊. 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 🔊 to turn the speakerphone on or off.
chcek your voicemail from another phone	Call your 10-digit phone number. During your voicemail greeting, press ✱ (# 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 🏠 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 ✉, 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**.

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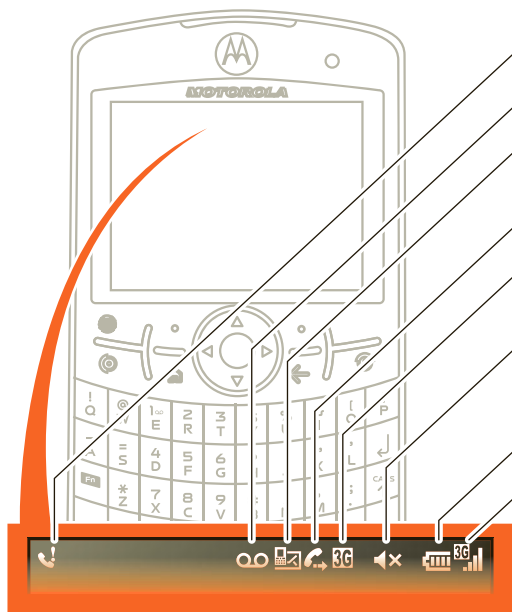
Caution: Changes or modifications made in the radio phone, not expressly approved by Motorola, will void the user's authority to operate the equipment.

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 your are using a 3G 🅶, GPRS 🅶, or EDGE 🅴 network.

6. Profile: Shows when your ring style is Silent (◀×) or 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 🅶, GPRS 🅶, or EDGE 🅴 connection to transfer data.

Navigation Key

Center Select Key

Left Soft Key

MEdia Net Key

Call/Answer Key

Home Key

Function Key

Calendar Key

Contacts Key

Right Soft Key

Messaging Key

Power/End Key

Enter Key

Caps Key

Speakerphone / Voice Key

Camera Key

AT&T Music Key

MOTOROLA

AT&T

12:00 PM
12/31/2009

Get Xpress Mail
Messages (0)
No upcoming appointments.

Profile: Normal

Start

Contacts

microSD memory card slot

Micro-USB Connector

Microphone

Side Scroll Key (up)

Side Select Key
Select highlighted items.

Side Scroll Key (down)

Back Keys

MOTOROLA

3G

AT&T

12:00 PM
12/31/2009

Get Xpress Mail
Messages (0)
No upcoming appointments.

Profile: Normal

Start   Contacts

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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