Sprint®

Getting Started Guide

MOTO Q 9c by Motorola®

www.sprint.com

Table of Contents

Welcome to Sprint

Sprint and Nextel have come together offering you more choice and flexibility to do whatever you want, just about whenever you want.

This powerful combination brings you access to more products, more services, and more of what you need, to do more of what you want. Welcome to a future full of possibility. Welcome to the new Sprint.

Welcome and thank you for choosing Sprint.

Introduction

This **Getting Started Guide** introduces you to Sprint Service and all the features of your new device. It's divided into four sections:

♦ **Section 1: Getting Started**

♦ **Section 2: Using Your Device**

♦ **Section 3: Sprint Service Features**

♦ **Section 4: Safety, Warranty, and Legal Information**

Throughout this guide, you'll find tips that highlight special shortcuts and timely reminders to help you make the most of your new device and service. The Table of Contents and Index will also help you quickly locate specific information.

You'll get the most out of your device if you read each section. However, if you'd like to get right to a specific feature, simply locate that section in the Table of Contents and go directly to that page. Follow the instructions in that section, and you'll be ready to use your device in no time.

User Guide Note:	Because of updates in device software, this printed guide may not be the most current version for your device. Visit **www.sprint.com** and click **Support** to access the most recent version of the guide.

WARNING!	Please refer to the **Important Safety Information** section on page 138 to find information that will help you safely use your device. Failure to read and follow the Important Safety Information in this device guide may result in serious bodily injury, death, or property damage.

Getting Started

Sprint

Setting Up Service

In This Section

♦ **Getting Started With Sprint Service**

♦ **Setting Up Your Voicemail**

♦ **Sprint Account Passwords**

♦ **Getting Help**

Setting up service on your new device is quick and easy. This section walks you through the necessary steps to unlock your device, set up your voicemail, establish passwords, and contact Sprint for assistance with your wireless service.

Getting Started With Sprint Service

Setting Up Your Device

1. Install the battery (if necessary).

   - Press the release button and remove the battery cover from the back of the device.
   - Insert the battery into the opening, making sure the connectors align. Gently press down to secure the battery.
   - Replace the battery cover and press down until you hear a click.

2. Press and hold the **Power/End** key (⌾) to turn the device on.

   - If your device is activated, it will turn on, search for Sprint service, and go to the Home screen.
   - If your device is not yet activated, you will see the activation display. Follow the onscreen instructions to activate your device.

Note:	For assistance with phone activation, call Sprint Customer Service at **1-800-SPRINT1 (1-800-777-4681)** from any other phone.

3. Make your first call.

   - Use your keypad to enter a phone number.
   - Press the **Call/Answer Key** (⌾).

Note:	Your device's battery should have enough charge to turn on, find a signal, set up your voicemail, and make a call. You should fully charge your battery as soon as possible. See "Charging the Battery" on page 27 for details.

Setting Up Your Voicemail

Unanswered phone calls are automatically transferred to your voicemail, even if your device is in use or turned off. Therefore, you may want to set up your voicemail and personal greeting as soon as your device is activated.

To set up your voicemail:

1. From the Home screen, press and hold ①.

2. Follow the system prompts to:
   - Create your passcode.
   - Record your name announcement.
   - Record your greeting.
   - Choose whether or not to activate One-Touch Message Access (a feature that lets you access messages simply by pressing and holding ①, bypassing the need for you to enter your passcode).

Note:	**Voicemail Passcode**
	If you are concerned about unauthorized access to your voicemail account, Sprint recommends that you enable your voicemail passcode.

For more information about using your voicemail, see "Setting Up Your Voicemail" on page 117.

Sprint Account Passwords

As a Sprint customer, you enjoy unlimited access to your personal account information, your voicemail account, and your data services account. To ensure that no one else has access to your information, you need to create passwords to protect your privacy.

Account User Name and Password

If you are the account owner, you will create an account user name and password when you sign on to www.sprint.com. (Click *Need to register for access?* to get started.) If you are not the account owner (if someone else receives the invoice for your Sprint service), you can get a sub-account password at www.sprint.com.

Voicemail Password

You create your voicemail password (or passcode) when you set up your voicemail. See "Setting Up Your Voicemail" on page 4 for more information on your voicemail password.

Sprint Power Vision Password

You may elect to set up a Sprint Power Vision password. This optional password can be used to authorize the purchase of Premium Services content.

For additional information, or to change your passwords, sign on to www.sprint.com or call Sprint Customer Service at **1-800-SPRINT1 (1-800-777-4681)**.

Getting Help

Visit www.sprint.com

You can go online to:

- Access your account information.
- Check your minutes used (depending on your Sprint service plan).
- View and pay your bill.
- Make your life easier by enrolling in Sprint online billing and automatic payment.
- Purchase accessories.
- Shop for the latest phones or devices.
- View other Sprint service plans and options.
- Learn more about Sprint Power Vision and other great products like games, ringers, screen savers, and more.

Reaching Sprint Customer Service

You can reach Sprint Customer Service many different ways:

- Dial ✱2 and then press 📞 on your device.
- Sign on to your account at www.sprint.com.
- Call us toll-free at **1-800-SPRINT1 (1-800-777-4681)**.

Receiving Account Balance Information

For your convenience, your device gives you access to account balance information on your Sprint account. You can also use your device to pay your bill and check your current minutes.

To access your account balance or pay your bill:

▶ Press ✱3 and then press 📞.

To check your minutes:

▶ Press ⓧ④ and then press the **Call/Answer** key (◎).

Sprint 411

You have access to a variety of services and information through Sprint 411, including residential, business, and government listings; movie listings or show times; driving directions, restaurant reservations, and major local event information. You can get up to three pieces of information per call, and the operator can automatically connect your call at no additional charge.

There is a per-call charge to use Sprint 411 and you are billed for airtime.

To call Sprint 411:

▶ Press ④①① and then press the **Call/Answer** key (◎).

Sprint Operator Services

Sprint Operator Services provides assistance when placing collect calls or when placing calls billed to a local telephone calling card or to a third party.

To access Operator Services:

▶ Press ⓪ and then press the **Call/Answer** key (◎).

For more information or to see the latest in products and services, visit us online at www.sprint.com.

Using Your Device

Sprint®

About Your Device

In This Section

♦ **Features of Your Device**

♦ **Getting More Information**

Your device is packed with features that simplify your life and expand your ability to stay connected to the people and information that are important to you. This section lists some of the great features of your device and tells you where to get more information on using it.

Features of Your Device

Congratulations on the purchase of your **MOTO** Q 9c by Motorola. Your new device is lightweight, easy-to-use, and reliable, and it offers many significant features and service options. The following list previews some of those features and provides page numbers where you can find out more:

- The miniSD card slot lets you expand your device's memory to hold whatever you need (page 29).
- Bluetooth® capabilities let you pair your device to other Bluetooth devices, including mono and stereo headsets and handsfree devices. You may also pair with a personal computer or handheld device for dial-up networking, using your device as a wireless modem (page 108).
- The built-in camera allows you to take full-color digital pictures and videos (page 87).
- The media player allows you to enjoy video clips and listen to audio files with your device (page 96).
- Internet Explorer Mobile lets you browse the Internet (page 99).
- Your device's internet connection sharing capabilities let you use your device as a modem for your laptop computer (page 130).
- Sprint Voice Command lets you dial phone numbers by saying a name or the digits of a phone number (page 135).
- Voice recognition software lets you place calls and perform quick tasks just by using your voice (page 111).

Getting More Information

In addition to this *Getting Started Guide*, there are many resources you can go to for more information:

- If you need help while using your device, go to the Home screen and press **Start** (left softkey). Then select **Help**.

- For detailed information on setting up email on your device, see the *Setting Up Email* guide that came with your device.

- For more information on using ActiveSync, choose **Help** from the ActiveSync menu bar when ActiveSync is open on your computer.

- For information on obtaining and installing certificates on to your device, see the Motorola Q 9c Support Web site at http://www.motorola.com/support/Q9c.

- For more support information, see the Motorola Q 9c Support Web site at http://www.motorola.com/support/Q9c. You can also contact the Motorola Customer Support Center at 1-800-657-7576 (United States and Canada) or 1-888-390-6456 (TTY/TDD United States for hearing impaired).

- Motorola Software Update is an easy and convenient way to update your device to the latest available software. Access the tool and check for updates at http://www.hellomoto.com/update.

- For questions about your account or features available on the network, contact Sprint or visit www.sprint.com for the latest information and help.

Getting to Know Your Device

In This Section

♦ **Your Device**

♦ **Accessories**

♦ **Turning Your Device On and Off**

♦ **Using the Battery and Charger**

♦ **Inserting and Removing a miniSD Card**

Your device packs a wealth of features into a sleek design. This section describes all the basic physical features of your device and how to use them.

Your Device

Front View of Your Device

1. Earpiece

2. Navigation Key

3. Center Select Key

4. Left Softkey

5. Call/Answer Key

6. Home Key

7. Alt/Function Key

8. Microphone

9. Message/Display Off Key

10. Space Key

11. Camera Key

12. Speakerphone/ Voice Recognition Key

13. Caps Key

14. Enter Key

15. Power/End Key

16. Undo/Back Key

17. Right Softkey

18. Light Sensor
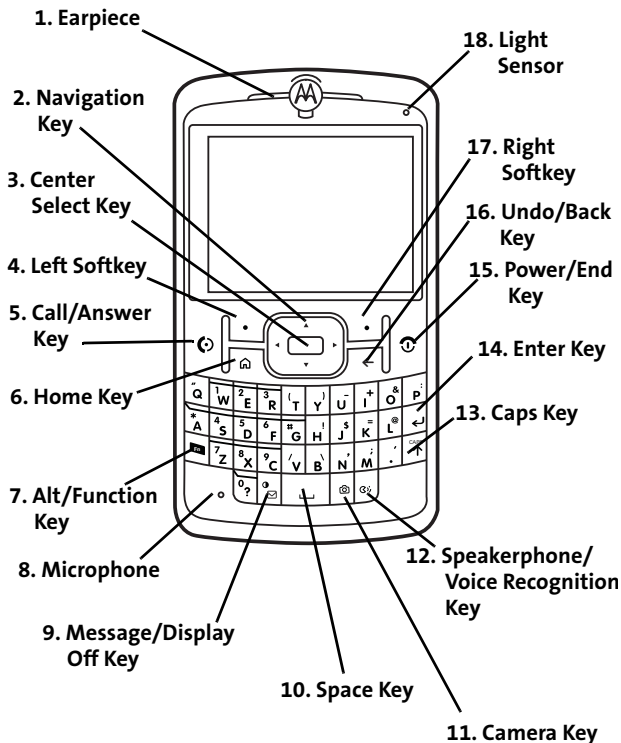
Your Device

Side Views of Your Device

22. Thumb Wheel

19. Memory Card Slot
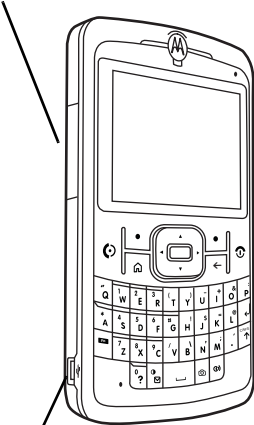
20. Mini-USB Port

21. Undo/Back Button

Back View of Your Device

28. Headset Jack

23. Camera Lens

24. Light Sensor

25. Camera Flash

MEGAPIXEL

27. Battery Door Release Button

26. Speakers
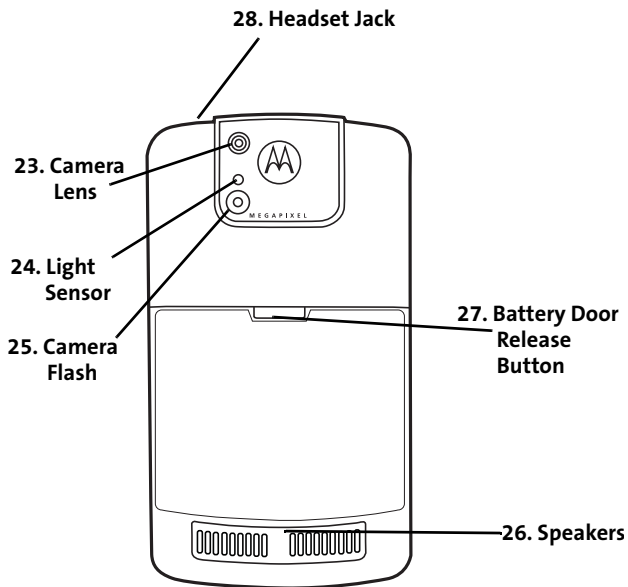
Key Functions

1. **Earpiece** lets you hear the caller and automated prompts.

2. **Navigation Key** (·◇·) scrolls through the device's menu options and highlights items on the display. Use it to move up, down, left, and right.

3. **Center Select Key** (·◆·) selects the highlighted item when navigating through a menu or around the display.

4. **Left Softkey** lets you select actions and menu items appearing on the bottom left of the display screen.

5. **Call/Answer Key** (📞) allows you to place or receive calls, answer Call Waiting, and use Three-Way Calling.

6. **Home Key** (⌂) returns you to the Home screen and gives you a shortcut to some frequently used functions. Press the Home key (⌂) to return to the Home screen. Press and hold the Home key (⌂) to display a Quick List of frequently used functions.

7. **Alt/Function Key** (🔲) allows you to type the alternate character on any key.

8. **Microphone** allows the other caller to hear you clearly when you are speaking to them.

9. **Message/Display Off Key** (📩) — Press this key to go to your message Inbox. Press and hold this key to turn of your display.

10. **Space Key** enters a space when you are entering text.

11. **Camera Key** (📷) allows you to activate the built-in camera and take pictures and videos.

12. **Speakerphone/Voice Recognition Key** (🔊) — Press this key to turn the speakerphone on during a call. Press and hold this key to activate voice recognition.

13. **Caps Key** (↑) allows you to change between uppercase, lowercase, and caps lock within a text input mode.

14. **Enter Key** (↵) starts a new line of text. When you are not in text entry mode, it selects the highlighted item when navigating through a menu or around the display.

15. **Power/End Key** (📳) powers your device on and off and ends a call. Press and hold 📳 for two seconds to turn your device on or off. Press 📳 to end a call. Press 📳 to end most programs and return to the Home screen.

16. **Undo/Back Key** (←) deletes characters from the display in text entry mode. When you are not in text entry mode, it takes you to the previous screen or menu. This has the same function as the **Undo/Back** button on the side of your device.

17. **Right Softkey** lets you select actions and menu items appearing on the bottom right of the display screen.

18. **Light Sensor** detects ambient light. This enables your device to measure the available light and adjust the screen brightness.

19. **Memory Card Slot** is where you insert a miniSD (Secure Digital) memory card to expand the device's available memory space.

20. **Mini-USB Port** allows you to plug in the battery charger or a mini-USB cable. It is not a headset jack.

21. **Undo/Back Button** takes you to the previous screen or menu. This has the same function as the **Undo/Back** key on the keypad.

22. **Thumb Wheel** scrolls through and selects menu options and highlights items on the display. Turn the thumb wheel to scroll. Press it to select the highlighted item. It also controls Master volume. Press and hold and then turn the thumb wheel to adjust the earpiece, speaker, or headset volume.

Your Device

23. **Camera Lens** lets you capture clear pictures and videos.

24. **Light Sensor** adjusts the brightness of the display under different lighting conditions for better screen visibility.

25. **Camera Flash** helps illuminate the pictures you take.

26. **Speakers** play ringers and alarms and provide stereo-quality sound for speakerphone and audio playback.

27. **Battery Door Release Button** lets you open the battery door.

28. **Headset Jack** lets you connect an optional stereo headset to your device.

Accessories

Your device comes with a Lithium Ion (Li-Ion) battery, a charger, and a mini-USB data cable.

Various accessories are available for use with your **MOTO** Q 9c, including miniSD (Secure Digital) memory cards, stereo headsets, cases, vehicle power chargers, hands-free accessories, and more.

To order additional accessories, go to www.sprint.com, call 1-888-242-4187, or stop by any Sprint Store. For information on Sprint Store locations, go to www.sprintstorelocator.com.

Note: It is best to carry your device in approved holsters or cases to avoid damage when placing it in your pockets, purses, or bags.

Turning Your Device On and Off

Turning Your Device On

To turn your device on:

► Press and hold the **Power/End** key (⌾) for approximately two seconds or until the display turns on.

As your device connects to the network, you see a connecting message. You may be required to enter identifying information to use your device or to access specific features.

Turning Your Device Off

To turn your device off:

► Press and hold the **Power/End** key (⌾) for three seconds until you see the powering down animation on the display screen.

Your screen remains blank while your device is off (unless the battery is charging).

Using the Battery and Charger

WARNING!	Use only Sprint-approved or Motorola-approved batteries and chargers with your device. The failure to use a Sprint-approved or Motorola-approved battery and charger may increase the risk that your device will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage.

Sprint-approved or Motorola-approved batteries and accessories can be found at Sprint Stores or through Motorola; or call 1-888-242-4187 to order. They're also available at www.sprint.com — click **Accessories**.

Battery Capacity

Your device is equipped with a Lithium Ion (Li-Ion) battery. It allows you to recharge your battery before it is fully drained.

Note:	Long backlight settings, searching for service, vibrate mode, browser use, and other variables may affect battery life.
	Be sure to watch the battery level indicator and charge the battery before it runs out of power.

Battery Use and Battery Safety

● **Motorola recommends you always use Motorola-branded batteries and chargers.** The warranty does not cover damage caused by non-Motorola batteries and/or chargers.

Caution:	Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard. Improper battery use, or use of a damaged battery, may result in a fire, explosion, or other hazard.

● Battery usage by children should be supervised.
● **Important:** Motorola mobile devices are designed to work best with qualified batteries. If you see a message on your display such as **Invalid Battery** or **Unable to Charge**, take the following steps:

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

● New batteries or batteries stored for a long time may take more time to charge.
● **Charging precautions:** When charging your battery, keep it near room temperature. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging. Always take your mobile device with you when you leave your vehicle.
● When storing your battery, keep it in a cool, dry place.

Your Device

- It is normal over time for battery life to decrease, and for the battery to exhibit shorter runtime between charges or require more frequent or longer charging times.

- **Avoid damage to battery and mobile device.** Do not disassemble, open, crush, bend, deform, puncture, shred, or submerge the battery or mobile device. Avoid dropping the battery or mobile device, especially on a hard surface. If your battery or mobile device has been subjected to such damage, take it to a Motorola Authorized Service Center before using. Do **not** attempt to dry it with an appliance or heat source, such as a hair dryer or microwave oven.

- **Use care when handling a charged battery** — particularly when placing it inside a pocket, purse, or other container with metal objects. Contact with metal objects (e.g., jewelry, keys, beaded chains) could complete an electrical circuit (short circuit), causing the battery to become very hot, which could cause damage or injury.

Promptly dispose of used batteries in accordance with local regulations. Contact your local recycling center for proper battery disposal.

WARNING!	Never dispose of batteries in a fire because they may explode.

Installing the Battery

To install the Li-Ion battery:

1. Make sure the device is powered off.

2. Press and hold the battery door release button until the battery door pops up slightly.
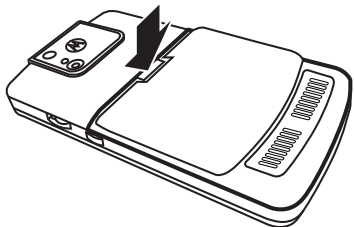
3. While still pressing the battery door release button, slide the battery door toward the bottom of your device and lift it off.
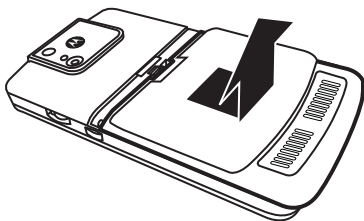
4. Insert the top of the battery into the battery area. Be sure the gold-colored areas on the battery are touching the battery contacts on the device.
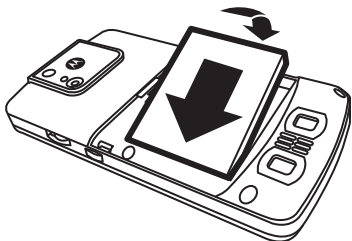
5. Press the battery down to secure it.

6. Replace the battery door, slide it toward the top of your device, and press it gently until you hear a click.
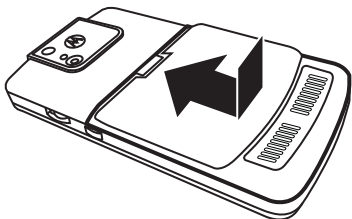
Removing the Battery

To remove your battery:

1. Make sure the device is powered off.
2. Remove the battery door.
3. Lift out the battery.

WARNING!	Do not handle a damaged or leaking Li-Ion battery as you can be burned.

Charging the Battery

Your device's Li-Ion battery is rechargeable and should be charged as soon as possible so you can begin using your device.

Keeping track of your battery's charge is important. If your battery level becomes too low, your device automatically turns off, and you will lose all the information you were just working on. For a quick check of your device's battery level, glance at the battery charge indicator (⊟) located in the upper-right corner of the display screen. If the battery charge is getting too low, the device sounds a warning tone and a warning screen appears.

Always use a Sprint-approved or Motorola-approved desktop charger, travel charger, or vehicle power adapter to charge your battery.

Your Device

Using the Charger

To use the charger provided with your device:

1. Plug the charger into an electrical outlet.
2. Plug the other end of the charger into the mini USB port.

Your display screen lets you know the battery is charging. With the approved Li-Ion battery, you can recharge the battery before it completely runs down.

Tip:	You can also charge your battery using a Motorola-approved USB cable and a computer that supports charging through its USB port.

Inserting and Removing a miniSD Card

Your device supports the use of an optional miniSD (Secure Digital) memory card (available separately) to expand the device's available memory space. You can use cards with up to 32GB in memory, depending on market availability.

Using memory cards allows you to easily store images, videos, music, and voice data in your device.

Note:	Don't bend or scratch your memory card. Keep it away from static electricity, water, and dirt.
	The miniSD card and its adapter can be easily damaged by improper operation. Please be careful when inserting, removing, or handling them.
	At the time of this printing, 8GB is the largest commercially available miniSD card.

To insert a miniSD card into your device:

1. Open the memory slot cover. Place your fingernail on the ridge to pull the cover out slightly and then rotate it up.
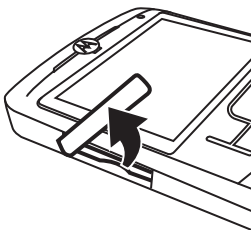
2. Insert the miniSD, with the contacts facing down, into the exposed memory slot.

Tip:	The writing on the miniSD card should face up.
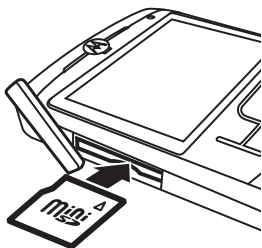
3. Press in on the memory card until it clicks into place.

4. Place the memory card cover back in place and push to close.

Note:	Make sure your battery is fully charged before using a miniSD card. Your data may become damaged or unusable if the battery runs out while using the miniSD card.
	Be sure to use only recommended miniSD cards (64MB up to 32GB depending on market availability). Using non-recommended miniSD cards could cause data loss and damage your device.

To remove a miniSD card from your device:

Note:	**DO NOT** remove your memory card while your device is using it or writing files on it. Doing so will result in loss or damage of data.

1. Open the memory slot cover.

2. Press in on the memory card to eject it from the holder.

3. Gently slide out the miniSD card from the memory card slot.

4. Place the memory card cover back in place and push to close.

Getting Around Your Device

In This Section

♦ **Understanding the Home Screen**

♦ **Navigating Menus and Lists**

♦ **Displaying Your Phone Number**

♦ **Setting the Volume**

♦ **Locking and Unlocking the Keypad**

♦ **Locking and Unlocking the Device**

Your device is designed to be easy to use. This section describes how to navigate the Home screen and read the icons on it; how to navigate the main menu and other menus and lists; and how to perform other basic tasks you may want to know about before you begin using your device.

Understanding the Home Screen

The Home screen displays when you turn on the device. You can access all the functions of your device from the Home screen.

- To navigate icons or text in the Home screen, press the **Navigation** key (·◊·) up, down, left, or right, or turn the thumb wheel. To select the highlighted item and perform the action associated with it, press the **Center Select** key (·◆·) or press the thumb wheel.
- Press the **Home** key (⌂) to return to the Home screen.
- To dial a number from the Home screen, press number keys and then press ⌨.

Home Screen Details

When you get your device, the Home screen may look something like the screen shown on the following page. This is the default Sprint Home Screen layout.

You can choose another layout, as well as customize the look of your Home screen in other ways, by following the instructions in "Customizing the Home Screen" on page 80.

Some Home screen layouts show you more information and options than others (the default Sprint Home Screen layout shows the most), but all Home screen layouts show softkey labels and the status indicator row.

Other information and options on the Home screen include: time and date; shortcuts to main menu items; voicemail, email, and text messages; your current profile; and your upcoming Calendar appointments.

Main menu shortcuts, messages, Calendar, profile, and more

Status Indicator Row

Softkey Labels

Softkey Labels

Softkey labels show the current softkey functions.

On the Home screen, the left softkey label is always **Start**. This takes you to the main menu.

Status Indicator Row

Status indicators display at the top of the Home screen. These are some of the status indicators that may appear in the status indicator row:

● **Signal Strength Indicator** (📶)– Vertical bars show the strength of the network connection. You can't make or receive calls when no vertical bars are displayed. Arrow indicators above the signal strength bars indicate that your device is ready and capable of making a data connection.

● **Battery Level Indicator** (🔋)– Vertical bars show the battery charge level. Recharge the battery when your device shows one or two bars. The icon will show an exclamation point on the battery when it's very low and needs to be recharged immediately.

● **Charging Indicator** (🔌) – Shows that the device is connected to a charger and is being charged.

● **Missed Call Indicator** (📞) – Shows when you have a missed call.

● **Call Forwarding Indicator** (↪) – Shows when call forwarding is on.

● **Roam Indicator** (▲)– Shows when your device is seeking or using a network other than the Sprint National Network.

● **Data Coverage Indicators** – Show the types of data network your device has located:

  ■ **1X** – 1x-RTT coverage area.
  ■ **EV** – EvDO coverage area. This type of coverage delivers faster maximum download speeds to your device.

- **Message Indicators** – Show when you receive new messages. Indicators can include:
  - ✉ – new email or text message.
  - ✉ – voicemail message.
- **Location/Data Indicators** – Show when your device can send location information ✦ or not ✧. When in a data session (data is currently being transferred to the device), the data indicator (▤) is displayed. If double arrows (⇄) are displayed, your device is ready for and capable of making a data connection.

> **Note:** Location and Data Indicators do not display on the screen simultaneously.

- **Bluetooth Indicators** – Shows Bluetooth connection status. Indicators can include:
  - ❽ – Shows when Bluetooth power is on.
  - ⌂ –Shows when your device is paired with another Bluetooth device, such as a keyboard.
  - ⓓ – Shows when your device is connected to a Bluetooth handsfree device.
  - ⓐ – Shows when your device is connected to a stereo Bluetooth headset.
- **Profile Indicator** – Shows the profile setting icon, if the profile has an icon associated with it:
  - 𝄃𝄃 – vibrate.
  - ◂× – silent.
- **Headset Indicator** (◯) – Shows when a compatible headset is connected to your device.
- **Memory Card Indicator** (▦) – Shows when a miniSD card is inserted in your device.

● **TTY Indicator** (☎) – Shows when your device is in TTY mode, for use when making a call with a teletypewriter device.

Other Home Screen Details

Depending on the Home screen layout you choose, you may see any of the following on your Home screen:

● The time alone or the time and date.

● Your roaming status: home service or roaming.

● Shortcuts to main menu items you recently used. Select these icons to return to the corresponding main menu item.

● Your voicemail. This shows how many voicemail messages you have and is a shortcut to your voicemail.

● Your text messages alone or your text messages and email messages. This shows how many messages you have and is a shortcut to your messages.

● Your profile. This shows your current profile and is a shortcut to the profiles menu.

● Your Calendar. This shows your upcoming appointments and is a shortcut to your Calendar.

Navigating Menus and Lists

From the Home screen, press **Start** (left softkey) to open the main menu.

Press the **Navigation** key (·Ò·) up, down, left, or right, or turn the thumb wheel to see more menu items.

After you navigate to a program or other item you want to open, press the **Center Select** key (·◆·) or thumb wheel to open the program or item.

The Main Menu

The following items are available in the main menu:

- $\mathcal{E}$ – Internet Explorer
- $\circledS$ – On Demand
- $\diamondsuit$ – Software Store
- $\cong$ – Instant Messaging
- $\circledR$ – Windows Media
- $\boxdot$ or $\boxminus$ – Good Mobile Messaging

> **Note:** Good Mobile Messaging may not yet be available upon device launch. For availability information, press **Start** (left softkey) and select **GetGood**.

- $\oplus$ – ActiveSync
- $\ominus$ – Messaging:
    - Text Messages
    - Email accounts that you set up
- $\boxplus$ – Calendar
- $\mathbb{G}$ – Settings:
    - Phone
    - Sounds
    - Profiles
    - Home Screen
    - Clock & Alarm
    - Connections
    - Security
    - Remove Programs
    - Power Management
    - Accessibility
    - Regional Settings

- Owner Information
- About
- Phone Settings
- TTY Settings
- Unread Message Alert
- Text Input Settings
- PCS Vision
- Customer Feedback
- Windows Update
- ▯ – Tasks
- ▯ – Call History
- ▯ – Contacts
- ▯ – Speed Dial
- ▯ – Voice Recognition
- ▯ – Voice Notes
- ▯ – Bluetooth
- ▯ – Internet Sharing
- ▯ – File Manager
- ⑦ – Help
- ▯ – Keypad Lock
- ▯ – Media Center
- ▯ – Pictures & Videos
- ▯ – Sprint Navigation
- ▯ – Sprint TV
- ▯ – Accessories
- ▯ – Documents To Go
- ▯ – Games
- ▯ – Personalize My Q
- ▯ – System Tools

Other Menus and Lists

Some features require you to select an option from a list.

To navigate these screens:

- Scroll up or down to highlight the option you want.
- In a numbered list, press a number key to select an option.
- In an alphabetized list, use the keyboard and press the first letter of the desired item and the device will select the closest matching list option.
- When an option has a list of possible settings, noted by an arrow displayed next to the option, scroll left or right to select the setting.
- When an option has a list of possible numeric values, press a number key to set the value.
- The **More...** option appears when a menu or list has more items than fit on the screen. Select **More...** to view more items in that menu or list.
- Press **Menu** (usually the right softkey) to display additional options.

Displaying Your Phone Number

Just in case you forget your phone number, your device can remind you.

To display your phone number:

1. Press **Start** (left softkey).
2. Select **Settings > Phone Settings > My Telephone Number**.

Tip:	You will need to press **More** (**G**) twice to display the **Phone Settings** option.

Setting the Volume

The thumb wheel on your device lets you set the volume of the sound coming from the earpiece, speaker, or headset.

To adjust the volume of the sound coming from the earpiece, speaker, or headset:

1. Press and hold the thumb wheel until the volume screen appears.
2. Turn the thumb wheel to adjust the volume.
3. Press **Done** (left softkey) or wait for the previous screen to reappear.

There are three types of volume on your MOTO Q 9c:

- **Master volume** – Master volume controls the earpiece volume and speaker volume for non-call functions. Master volume controls are activated when you press and hold the thumb wheel until you see the volume screen. Adjusting volume on this screen sets the Master volume of the phone. Master volume overrides Multimedia volume.
- **Call volume** – Call volume controls the earpiece volume and the call-in-progress speaker volume. Call volume can be adjusted by rolling the thumb wheel only while a call is in progress. Adjusting the volume on this screen does not affect Master volume or Multimedia volume.
- **Multimedia volume** – Multimedia volume controls the volume of music and videos playing on your device. Adjust multimedia volume in the Media Player by rolling the thumb wheel or pressing the navigation key up or down.

Getting Around

The maximum volume within the Media Player is limited by the master volume. To maximize volume for the Media Player, first increase the master volume:

1. Press and hold the thumb wheel until the volume screen appears.

2. Turn the thumb wheel to adjust the volume.

3. Press **Done** (left softkey) or wait for the previous screen to reappear.

4. In the Media Player, turn the thumb wheel to set the Multimedia volume, or press the navigation key up or down.

Locking and Unlocking the Keypad

You can lock your device's keypad to prevent buttons from being accidentally pressed when you are not using the device.

To lock the keypad:

1. Press and hold the **Home** key (🏠).

2. When the Quick List displays, highlight and select **Lock**. After the keypad is locked, the left softkey changes to **Unlock**.

Shortcut:	To quickly lock the keypad, press the **Home** key (🏠) and then the space bar.

To unlock the device keypad:

1. Press **Unlock** (left softkey).

2. When the unlock screen displays, press the ✳ key.

Locking and Unlocking the Device

You can lock your device to keep others from using it. To lock your device, you first need to set a password (PIN) through the **Security > Device** Lock menu.

Shortcut:	To quickly lock your device, press the **Home** key (⌂) and then the space bar.

To lock your device:

1. Press and hold the **Home** key (⌂). The Quick List displays.
2. Highlight and select **lock**.

To unlock your device:

1. Press **Unlock** (left softkey).
2. When the unlock screen displays, enter your password and press **Unlock** (left softkey).

Tip:	Be certain to remember your password. Without your password, you can reset your device, but it will result in the loss of your personalized settings and all content stored in device memory. To perform a hard reset, hold down the **Center Select** key (•◆•) for five seconds while turning the device on.

Note:	You can make emergency calls on a locked device (see page 47). A locked device still rings or vibrates for incoming calls or messages, but you do not need to unlock it to answer a call.

Getting Around

Using Calling Features

In This Section

♦   **Making and Answering Calls**

♦   **Calling Emergency Numbers**

♦   **Turning Off Call Alerts**

♦   **Using Call History**

♦   **Using Speed Dial**

♦   **Redialing a Number**

Making calls from your wireless device is as easy as making a call from any landline phone. This section tells you how to do it and describes your device's many other calling features.

Making and Answering Calls

To make a call using the keypad:

1. From the Home screen, press the number keys to enter a phone number.

2. Press the **Call/Answer** key (📞) to make the call.

3. To end the call, press the **Power/End** key (📵).

To answer an incoming call:

1. When your device rings, vibrates, or otherwise indicates you have an incoming call, press 📞 or **Answer** (left softkey) to answer.

2. To end the call, press 📵.

You also have these options when you receive a call:

- If you are busy when a call comes in, press **Ignore** (right softkey) to send the call directly to voicemail.

- If you want to put a call on hold, press 📞. To return to the call, press 📞.

- If you are on a call and another incoming call comes in, you can choose to **Answer** the call or **Wait**. If you answer the call, the first call is put on hold and the second is active. If you choose **Wait**, the second call is directed to voicemail.

- To switch between the two active calls, press and hold the 📞 key.

Tip:	To set your device to let you answer calls by pressing any key: Press **Start** (left softkey) and then select **Settings > Phone > Call Options**. Select the **Any key answer** checkbox. Press **Done** (left softkey).

Calling Features

Making Calls From the Contacts List

You can quickly dial a phone number from the contacts list.

1. Press **Start** (left softkey).

2. Select **Contacts**.

3. Select the contact phone number you want to call.

4. Press 🔘 to make the call.

5. To end the call, press 🔘.

Tip:	If you have a long list of contacts, you can use a shortcut to find the contact you want. Enter the first few letters of the contact's name. The device searches through the contacts list and displays the name.

For information on creating a contact, see "Creating a Contacts Entry" on page 103.

Making a Call From a Hyperlink Phone Number

You can quickly dial a phone number from an email or text message that contains a hyperlink phone number. A hyperlink phone number is underlined in the same manner as a Web site address.

1. From a message containing a hyperlink phone number, select the phone number.

2. Press 🔘 to make the call.

3. To end the call, press 🔘.

Calling Emergency Numbers

You can place calls to 911 — dial ⑨①① and press ☏ — even if your device is locked or your account is restricted.

Enhanced 911 (E911) Information

This device features an embedded Global Positioning System (GPS) chip necessary for utilizing E911 emergency location services where available.

When you place an emergency 911 call, the GPS feature of your device begins to seek information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

IMPORTANT	**Always report your location to the 911 operator when placing an emergency call.** Some designated emergency call takers, known as Public Safety Answering Points (PSAPs) may not be equipped to receive GPS location information from your phone.

Turning Off Call Alerts

You can roll the thumb wheel to turn off the ringer before answering the call.

Using Speakerphone

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

To turn on speakerphone during a call:

▶ Press the **Speakerphone/Voice Recognition** key (📷).
 – or –

▶ Press **Menu** (right softkey) and then select **Speakerphone On**.

Note: When your device is connected to a car kit or headset, sound does not come out of the speaker on the device.

With a Bluetooth headset, press **Menu > Handsfree Off** and then press **Menu > Speakerphone On**.

To turn off speakerphone during a call, after you have turned it on:

▶ Press the **Speakerphone/Voice Recognition** key (📷) again.
 – or –

▶ Press **Menu** (right softkey) and then select **Speakerphone Off**.

Using Call History

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

To view a Call History entry:

1. Press **Start** (left softkey) and select **Call History**.

2. Highlight a call.

   ■ To call the number, press ⓒ.

   ■ To see call details (like time and date), press ⸰●⸰.

   ■ To see menu options, press **Menu** (right softkey) from the Call History screen. This menu includes:

      ♦ **Find Contact** – Find this device number in your Contacts.

      ♦ **Send Text Message** – Send a text message to this phone number.

      ♦ **E-mail** – Send an email message to this Contact.

      ♦ **View Timers** – View the call times for this call and all calls.

      ♦ **Delete/Delete List** – Delete this call from the Call History.

      ♦ **Save to Contacts** – Save this number to a Contact.

      ♦ **Filter** – Filter all calls in the Call History list. Filtering calls allows you to quickly find a call within a specific group. For example, if you filter the list for Missed Calls, only the incoming phone calls you did not answer will be listed.

Viewing Missed Calls

Your device keeps a record of your unanswered calls.

1. Press **Start** (left softkey) and select **Call History**.
2. Press **Menu** (right softkey).
3. Select **Filter**.
4. Select **Missed Calls**.

Tracking Call Times and Costs

Your device keeps an approximate record of your call times and costs by tracking your network connect time.

Network connection time is the elapsed time from the moment you attempt to connect a call to the moment you end the call by pressing ⌾. This time includes busy signals and ringing.

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

To view call times:

1. Press **Start** (left softkey) and select **Call History**.
2. Press **Menu** (right softkey).
3. Select **View Timers**.

Tip:	You can also check your minutes by dialing ✱④ and pressing ⌾. Dial ✱③ and press ⌾ for additional billing options.

To reset all call timers to zero, except for the Lifetime calls timer:

1. Press **Start** (left softkey) and select **Call History**.
2. Press **Menu** (right softkey) and select **View Timers**.

3. Press **Menu** (right softkey) and select **Reset Timers**.

Using Speed Dial

You can use speed dialing in two ways:

● Quick access for up to 98 phone numbers.

● Shortcuts to features found in the Start menu including email, calendar, and Bluetooth Manager.

To access speed dial entries, press and hold the single-digit speed dial number for one second. If the speed dial is two digits, press the first digit, then press and hold the second digit. The device dials the phone number, opens a new email message, or goes to the Web page.

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

Phone Numbers

You can set the speed dial to call the entries in your contacts list.

To add a speed dial entry from your contacts list:

1. Press **Contacts** (right softkey).

— or —

Press **Start** (left softkey) and select **Contacts**.

2. Highlight the contact containing the number you want to create a speed dial for.

3. Press ◦●◦ to display the contact's details.

4. Highlight the phone number, email address, or Web page for which to create the speed dial.

5. Press **Menu** (right softkey) and select **Add to Speed Dial**.

Calling Features

6. In the **Keypad assignment** field, select the speed dial number to use.

  7. Press **Done** (left softkey) to save your settings.

Menu Shortcuts

You can set a shortcut speed dial to open an application on your device.

1. Press **Start** (left softkey).

2. Scroll to the icon of the application for which you want a shortcut.

3. Press **Menu** (right softkey) and select **Add Speed Dial**.

4. In the **Keypad assignment** area, select the speed dial number to use.

5. Press **Done**.

Deleting Speed Dial Entries

1. Press **Start** (left softkey) and select **Speed Dial**.

2. Select the speed dial entry you want to delete.

3. Press **Menu** (right softkey) and select **Delete**.

4. Press **Yes** (left softkey) to confirm.

Redialing a Number

To redial a number you recently called:

1. Press 📞 from the Home screen to see the dialed calls list.

2. Highlight the entry you want to call, then press 📞 again.

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

Entering Text

In This Section

♦ **Entering Letters, Numbers, and Symbols**
♦ **Using the Input Method Editor**

Your device has a full QWERTY keyboard, much like your computer keyboard, to make entering text easy. This section tells you how to use the keyboard to enter letters numbers, and symbols, and how use your device's predictive text feature.

Entering Letters, Numbers, and Symbols

You can enter letters, numbers, and symbols using the keypad. Your device gives you three text entry modes to help you, depending on what type of characters you want to enter.

In many screens that allow you to enter text, your device automatically goes to the text entry mode most appropriate to the kind of characters usually entered in the field you are entering text in. Press the **Alt/Function** key (⌨) to change a text entry mode.

Text Entry Mode Status Indicators

The status indicator at the top right of the display screen shows the entry mode you are currently using:

- Primary key entry (abc) – In this mode, pressing a key causes the character at the bottom of the key to appear.

  - Lowercase (the primary entry mode icon appears as "abc") – Pressing a key enters the lowercase letter shown on the key.

  - Caps (the primary entry mode icon appears as "Abc") – Press the **Caps** key (↑) once to switch to this mode. The next letter you type will be capitalized. After that, letters you type will be lowercase.

  - Caps lock (the primary entry mode icon appears as "ABC") – Press the **Caps** key (↑) twice to switch to this mode. Letters you type will be capitalized until you press the **Caps** key (↑) again.

- Secondary key entry (Alt) – In this mode, pressing a key causes the character at the top of the key to appear.
  - Secondary key (the secondary entry mode icon appears as "Alt") — Press the **Alt/Function** key (▣) once from primary entry key mode to switch to this mode. The next key you press enters the character at the top of the key. After that, the device returns to primary entry key mode.
  - Secondary key lock (the secondary entry mode icon appears as "ALT") — Press the **Alt/Function** key (▣) twice from primary entry key mode to switch to this mode. Keys you press enter the character at the top of the key until you press **Alt/Function** key (▣) again.

Text Entry Tips

When you are entering text, these tips will help you:

- To delete one character, press the **Back** key (←).
- To delete an entire text or numeric field, press and hold the **Back** key (←).
- To choose from a list of international and mathematical symbols that do not appear on your keypad, press the **Alt/Function** key (▣) and then the **Caps** key (↑).

Using the Input Method Editor

The Input Method Editor combines your key presses into common words, and predicts each word as you enter it.

When the word you want appears, select it from the pop-up list by pressing the **Navigation** key (· φ·) up or down to highlight it and then press the **Center Select** key (·◆·) to insert the highlighted word in your message. If you want a different word that does not appear on the pop-up list, continue pressing keypad keys to enter the remaining characters until it appears. To dismiss the suggestions for a particular word you typed and continue with what you've completed, press the space key or the right navigation key.

To turn Input Method Editor off or on:

1. Press **Start** (left softkey).
2. Select **Settings > Text Input Settings.**
3. Select the **Suggest words when typing** checkbox to toggle Input Method Editor on or off.

Synchronizing and Using Email

In This Section

♦ **Synchronizing**

♦ **Using Email**

You can synchronize information on your device over the air or while connected to your computer. Among other benefits, this feature allows you to access your email accounts from your device. This section describes the types of synchronization available, tells you how to use them, and tells you how to use the email feature available on your device.

IMPORTANT	**Before You Synchronize** Read and follow the instructions in the *Setting Up Email* guide to set up your email accounts on your device and set your synchronization options before attempting to use email, synchronize information, or set up your device to synchronize using a computer as described in this section.

Synchronizing

You can synchronize the information on your device in two ways:

- Over the air, wirelessly, from a server.
- Using your desktop computer and a USB cable connection or Bluetooth connection.

The types of information you can synchronize depend on the type of connection you are making:

- If you are synchronizing over the air directly to your company's Microsoft Exchange Server using the ActiveSync program on your device, you can synchronize email, contacts, calendar, and tasks.
- If you are synchronizing over the air to your company's server using Good Mobile Messaging, you can synchronize email, contacts, calendar, tasks, and notes.
- If you are synchronizing over the air to your ISP or Web-based personal email account, you can synchronize email.
- If you are synchronizing using your computer and a USB cable or Bluetooth connection, you can synchronize email, contacts, calendar, and media. To do this, you must install, to your computer, the Microsoft Windows Mobile Device Center (for Vista) or Microsoft ActiveSync 4.5 or later (for Windows XP and prior Windows operating systems) from the Getting Started CD that came with your device.

If you are synchronizing with a cable, you must use Microsoft Outlook 2003 or later. You cannot respond to email while the USB cable is disconnected.

Synchronizing Over the Air

You can use your device to synchronize email and other information over the air. To learn how to do this, see the *Setting Up Email* guide that came with your device. This guide helps you determine which over-the-air email set-up you want to use on your device, tells you how to set up email on your device, and how to synchronize over the air.

Use the instructions in the *Setting Up Email* guide to set up your email accounts on your device and set your synchronization options before attempting to use email, synchronize information, or set up your device to synchronize using a computer.

Synchronizing Using a Computer

Note:	If you want to synchronize information over the air directly to your company's Microsoft Exchange Server, follow the instructions for setting up an Exchange Server account in the *Setting Up Email* guide before following the instructions in this section.
	Ensure that the Microsoft Windows and Microsoft Outlook versions are up to date before installing synchronization software.

To synchronize information between your device and computer, you can use Microsoft Windows Mobile Device Center or Microsoft ActiveSync. Microsoft ActiveSync and Windows Mobile Device Center are on the Getting Started CD included with your device. When you insert the CD into your computer, it automatically determines which application you should use.

These applications compare your device's email messages, contact information, calendar appointments, and media files to those on your computer and then update to the most recent information.

You can also use Windows Media Player version 10 or later to synchronize your media files (see "Using the Media Player" on page 96).

Using Mobile® Device Center on Windows Vista™

Microsoft Windows Mobile Device Center is the replacement for Microsoft ActiveSync on Windows Vista.

Some versions of Windows Vista come with Windows Mobile Device Center already installed. If Windows Mobile Device Center is not available on your Windows Vista computer, you can install it from the CD that came with your phone.

To set up synchronization in Windows Mobile Device Center:

1. Connect your phone to your computer. Windows Mobile Device Center configures itself and then opens.

2. On the license agreement screen, click **Accept**.

3. On the Windows Mobile Device Center's Home screen, click **Set up your device**.

Note:	Choose **Connect without setting up your device** if you only want to transfer media files, check for updates, and explore your phone but not sync Outlook information.

4. Select the items you want to synchronize then click **Next**.

5. Enter a device name for your phone and click **Set Up**.

When you finish the wizard, Windows Mobile Device Center synchronizes your phone automatically. Outlook email messages and other information appear on your device after synchronization.

Installing and Setting Up ActiveSync

To synchronize information on your device with a non-Windows Vista computer, you must install Microsoft ActiveSync software on your computer.

Caution:	Verify the minimum requirements for your computer and the operating system at the Microsoft Mobile Phone Web site (**http://www.microsoft.com/windowsmobile**) before installing the software.

To install ActiveSync on your computer:

1. Insert the CD that came with your device into your computer.

2. When the main screen appears, click **Applications.**

3. In the Applications screen, click on the area indicated to install ActiveSync.

4. Follow the prompts to install ActiveSync.

To complete the ActiveSync set up:

1. After setup completes, connect your device to your computer using the mini-USB cable. The device drivers install on your computer and then the Sync Setup Wizard automatically starts.

2. Follow the prompts to complete the Sync Setup Wizard.

Note:	You can configure an Exchange Server connection to synchronize directly with Exchange Server and Outlook email clients. The Sync Setup Wizard may prompt you for the name of the Exchange Server, your user name, password, and domain name. This is the same information you should have already used when setting up an Exchange Server account using the ActiveSync program on your device, as described in the *Setting Up Email* guide that came with your device.

3. When you finish the Sync Setup Wizard, ActiveSync starts to synchronize automatically with your device. After synchronization completes, you can disconnect your device from your computer.

Note:	You may need to restart your computer.

Note:	For more information, see "Connecting a mobile device to a PC" in ActiveSync Help on your computer (open the ActiveSync program and use the Help menu) or the Microsoft Web site for ActiveSync or the Motorola Q 9c Support Web site at http://www.motorola.com/support/O9c. You can also contact the Motorola Customer Support Center at **1-800-657-7576** (United States and Canada) or **1-888-390-6456** (TTY/TDD United States for hearing impaired).

Synchronizing Using a USB Cable

After ActiveSync or Mobile Device Center is installed on your computer, you can synchronize by connecting your device and computer using the supplied USB cable.

To synchronize via a cable connection:

1. Turn on the device.
2. Connect your device to your computer using the supplied USB cable.

Synchronizing Via Bluetooth

After ActiveSync or Windows Mobile Device Center is installed on your computer, you can synchronize by using a wireless Bluetooth connection between your device and your computer.

Note:	To use this feature, your computer must be equipped with Bluetooth or a Bluetooth computer adaptor accessory.

To synchronize via Bluetooth:

1. Follow the instructions in ActiveSync Help for configuring Bluetooth on your computer to support ActiveSync.
2. Turn on the device.
3. On your device, verify that Bluetooth is turned on:
   - Press **Start** (left softkey) and select **Bluetooth > Bluetooth Manager > Settings**.
   - Toggle **Status** to **Bluetooth ON**.
4. Return to the Home screen.
5. Press **Start** (left softkey) and select **ActiveSync**.
6. Select **Menu > Connect via Bluetooth**. Ensure that the device and computer are within close range.
7. If this is the first time you have connected to this computer via Bluetooth, you must complete the Bluetooth wizard on the device and set up a Bluetooth partnership with the computer before synchronizing.
8. Select **Sync**.
9. When finished, select **Menu > Disconnect Bluetooth**.
10. To preserve battery power on your device, turn off Bluetooth (see page 109).

Using Email

Before you begin using email on your device, you must set up the email accounts you want to use. To learn how to set up email on your device, see the *Setting Up Email* guide that came with your device.

Receiving and Reading Messages

When you receive an email message, you can read it right away or go to your email message list to read it.

Reading New Messages

When you receive a message your device plays an alert and displays a message indicator such as ⊠.

To view a new email message:

► Press **Read**.

— or —

► Select the message notification area on the Home screen.

Going to Your Email Messages

To go to your email messages:

1. Press **Start** (left softkey) and then select **Messaging**.
   — or —
   Press the **Message/Display Off** key (⁰⊠).

2. Select the email account you want to read messages from. In most cases, this brings you to the Inbox of the account you selected.

Tip:	If you do not see a list of messages, press **Menu** (right softkey) and select **Folders > Inbox**.

To read a message:

▶ Select a message in the list.

To open the next message in the list from within an open message:

▶ Press the navigation key ·Ô· to the right.

To open the previous message in the list from within an open message:

▶ Press the navigation key ·Ô· to the left.

Tip:	Need to check your email right now? Go to the email account you want to check. Press **Menu** (right softkey) and select **Send/Receive**. The device connects to your Internet email server and sends and receives your messages. To stop this process, press **Menu** (right softkey) and select **Stop Send/Receive**.

Basic Message Options

From the Inbox of each of your email accounts, when you have a message selected or are viewing a message, you can use the following steps to delete, save, reply to, or forward the message. You can also create a contact card for the sender, which is saved in your contacts list.

To delete a message:

1. From the email account's Inbox, highlight or view the message you want to delete.
2. Select **Delete** (left softkey).

To reply to a message:

1. From the email account's Inbox, highlight or view the message you want to reply to and press **Menu** (right softkey) and select **Reply**.

2. To reply only to the sender, select **Reply.**
   — or —
   To reply to the sender and all recipients, select **Reply All.**

3. Enter your reply.

4. Press **Send** (left softkey).

Tip:	If you are replying to an email in the Outlook email account, you will send less data if you do not edit the original message. This may reduce data transfer costs based on your rate plan.

To forward a message:

1. From the email account's Inbox, highlight or view the message you want to forward and press **Menu** (right softkey) and select **Reply**.

2. Press **Forward**.

3. In the **To** field, enter the email address or email addresses you want to send the message to. Insert a semicolon (;) between multiple numbers or addresses.

4. Press **Send** (left softkey).

To save the sender's contact information:

1. From the email account's Inbox, view the message you want to create a contact card for.

2. Highlight the sender's name and press ·◆·.

3. Press **Save** (left softkey) and select **New Contacts**.

4. Press **Save** (left softkey).

Downloading Complete Email Messages

1. From the email account's Inbox, highlight or view the message you want to download.

2. Press **Menu** (right softkey) and select **Download Message**.

The complete message is retrieved the next time you synchronize or connect to your email server and send and receive email.

Viewing and Downloading Attachments

If you receive a message with attachments, you can download and view the attachments.

1. Open the message and scroll to the attachment you want to open.

2. With the attachment you want to open highlighted, press ⬧ to begin downloading the attachment.

3. After the "Downloading" status bar disappears and the attachment's icon appears, press ⬧.

4. If prompted, press **Open** (left softkey) to open the attachment. To save the attachment to a particular directory or to cancel the operation, press **Menu** (right softkey) and select the desired action.

Note:	You can view attachments only for file types that are supported by the device, including PDF, Microsoft Word, Excel, and PowerPoint files. These and other supported types are displayed using the device's Documents to Go application.

Sending a Message

The email messages you create and send can contain pictures, animations, sounds, videos, PDFs, compressed files, word processing, presentations, and spreadsheet files.

To send an email message:

1. Press **Start** (left softkey) and then select **Messaging**.
   — or —
   Press the **Message/Display Off** key ($\overset{\textbf{9}}{\boxminus}$).

2. Select the account you want to access.

3. In the Inbox, press **Menu** (right softkey) and select **New**.

4. In the **To** field, enter the email address you want to send the message to. Insert a semicolon (;) between multiple addresses.

Note:	To add email addresses to **Cc** and **Bcc** fields, scroll up from the **To** field.

Tip:	You can quickly enter email addresses from your contacts. In the **To** field, press **Enter** (↵) and select a recipient from the list. Then select the recipient's phone number or email address.

5. Scroll to the body of the message. Use the keypad to compose a message.

Note:	To insert a picture, voice note, or file: Press **Menu** (right softkey) and select **Insert**. Then select **Picture**, **Voice Note**, or **File**.
	If you choose to insert a voice note into the message, you will also need to record it. Press **Record** and start speaking into the device's microphone. When you have finished speaking, press **Stop** and then press **Done**.

6. Press **Send** (left softkey).

To set the priority for a message:

1. Before sending the message, press **Menu** (right softkey).

2. Select **Message Options**.

3. Press the **Navigation** key (·ϙ·) right or left to select a priority, and then press **Done** (left softkey)

To cancel a message:

1. Before sending the message, press **Menu** (right softkey).

2. Select **Cancel Message.**

To save a message as a draft:

1. Before sending the message, press **Menu** (right softkey).

2. Select **Save to Drafts.**

A draft of the message is stored in the Drafts folder of the account you are in.

Creating and Adding an Email Signature

1. Press **Start** (left softkey) and then select **Messaging**.
   — or —
   Press the **Message/Display Off** key (📨).

2. Go to the Inbox of the email account you want to create a signature for.

3. Press **Menu** (right softkey) and select **Tools > Options > Signatures**.

4. Select the **Use signature with the account** checkbox.

5. If you want the signature to be added to every message you send, select **Include when replying and forwarding**. Otherwise, a signature is inserted only in new messages.

6. Select the **Signature** field.

7. Enter your signature.

8. Press **Done** (left softkey).

9. Press **Done** (left softkey).

Using Company Directory Address Look Up

You can view Company Directory on the Exchange Server from your device. This means you can find a contact's phone number or email without having to store the information directly to your device.

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

Company Directory can be found from Contacts and Contact Chooser. Contact Chooser is found in Messaging, Phone, Calendar, and Speed Dial.

To use Company Directory to find an email address to send a message to:

1. While creating an email message to send, press **Menu** (right softkey).

2. Select **Add Recipient**.

3. Press **Menu** (right softkey) and select **Company Directory**.

4. Enter the name of the person you would like to find. Press **Search** (left softkey) to display the search results.

5. When you locate the contact, highlight and select it. The email information is populated into the **To** Field.

Tip:	Use can also use Company Directory to search for a contact and make a call: Press **Start** (left softkey). Select **Contacts**. In the contacts list, press **Menu**. Select **Company Directory**. Scroll through the list of entries displayed. When you locate your contact, press 🔘 to make a call.

Note:	Although the entire Company Directory cannot be stored on your device, after the contact is found, you can add the single contact to your list.

Managing Your Email Folders

To manage your email accounts, you can mark folders as synchronized, move messages from one folder to another, empty the deleted items folder, and delete email accounts.

Marking Folders for Synchronization

When you synchronize your Outlook email account with your computer, the same Inbox folders that are in Outlook on your computer are created on your device. You cannot synchronize your computer's Personal or Archive Folders with your mobile device, only folders in your account's Mailbox.

1. Press **Start** (left softkey) and then select **Messaging**.
   — or —
   Press the **Message/Display Off** key ( ).

2. Select **Outlook Email**.

3. Press **Menu** (right softkey).

4. Select **Folders**.

5. Press **Menu** (right softkey) and select **Show all Folders**.

6. Press **Menu** (right softkey) and select **Manage Folders**.

7. Highlight each folder you want to synchronize and press **Sync** (right softkey).

8. After all folders you want to synchronize have been selected, press **Done** (left softkey).

The Manage Folders screen is displayed and the folders marked will be synchronized during the next synchronizing session.

Note:	Make sure to mark your email sent folder for synchronization, or you won't be able to view sent message status.

Moving an Email Message to Another Folder

You can move an email message from the Inbox or any other folder to another folder within the same email account.

1. Highlight or view the message you want to move.

2. Press **Menu** (right softkey) and select **Move**.

3. Highlight the folder you want to move the message to, and press **Select** (left softkey) or press ·◆·.

Emptying the Deleted Items Folder

You can empty the deleted items folder for any of the email accounts on your device. This frees up space in your device's memory.

1. Press **Start** (left softkey) and then select **Messaging**.
— or —
Press the **Message/Display Off** key (📭).

2. Select the email account that you want to empty the deleted items folder of.

3. Press **Menu** (right softkey) and select **Folders**.

4. Highlight the deleted items folder.

5. Press **Menu** (right softkey) and select **Delete All**.

Deleting an Email Account

If you do not want an account on your device anymore, you can delete it.

> **Note:** You cannot delete your Outlook email account or your text message folder.

1. Press **Start** (left softkey) and then select **Messaging**.
   — or —
   Press the **Message/Display Off** key ( ).

2. Highlight the account that you want to delete.

3. Press **Menu** (right softkey) and select **Delete** to delete the account.

4. Press **Yes** (left softkey) to confirm.

Customizing Your Device

In This Section

- **Controlling Your Roaming Experience**
- **Using Profiles**
- **Using Settings**
- **Using Personalize My Q**
- **Setting Flight Mode**
- **Setting Audio Enhancement**

Using the available menu options, you can customize your device to sound, look, and operate just the way you want it. This section describes how you can change your device's settings to best suit your needs. Take a few moments to review these options and to adjust or add settings that are right for you.

Controlling Your Roaming Experience

Understanding Roaming

Roaming is the ability to make or receive calls and transmit or receive data when you're off the Sprint National Network. Your new **MOTO** Q 9c by Motorola works anywhere on the Sprint National Network and allows you to roam on other networks where we've implemented roaming agreements with other carriers.

Recognizing the Roaming Icon

Your device's display screen always lets you know when you're off the Sprint National Network. Any time you are roaming, the device displays the roaming icon (▲).

Tip:	Remember, when you are using your device off the Sprint National Network, always dial numbers using 11 digits (1 + area code + number).

Roaming on Other Digital Networks

When you're roaming on digital networks, your call quality and security will be similar to the quality you receive when making calls on the Sprint National Network.
However, depending on the network available where you are roaming, certain features may not be available.

Note:	If you're on a call when you leave the Sprint National Network, your call is dropped. If your call is dropped in an area where you think Sprint service is available, turn your device off and on again to reconnect to the network. You will be charged roaming rates when accessing voicemail while roaming off the network.

Checking for Voicemail Messages While Roaming

When you are roaming off the Sprint National Network, you may not receive on-device notification of new voicemail messages. Callers can still leave messages, but you will need to periodically check your voicemail for new messages if you are in a roaming service area for an extended period of time.

To check your voicemail while roaming:

1. Dial 1 + area code + your phone number.
2. When you hear your voicemail greeting, press ✳.
3. Enter your passcode at the prompt and follow the voice prompts.

When you return to the network, voicemail notification will resume as normal.

Setting Your Device's Roam Mode

Your device allows you to control your roaming capabilities.

1. Press **Start** (left softkey).
2. Select **Settings > Phone Settings > Network**.
   - In the **Network Selection** field, use the **Navigation** key (·ʘ·) to select your roaming mode:
     - **Sprint Only** allows you to access the Nationwide Sprint PCS Network only and prevents roaming on other networks.
     - **Automatic** seeks Sprint service. When Sprint service is unavailable, the device searches for an alternate system. This is the default setting.
     - **Roam Only** forces the device to seek a roaming system.
3. Press **Done** (left softkey) to save the changes.

Using Profiles

Profiles set your device to use different sounds, ring styles and volume, earpiece volume, or vibrations for incoming calls and events. For example, the Outdoor profile volume is much louder than the Normal profile.

These are the profiles you can choose:

- Normal
- Silent
- Vibrate
- Outdoor
- Automatic

Tip:	Do you want your device to vibrate instead of ring while your Outlook calendar shows you are in a meeting? Use the Automatic profile.

If there is a status indicator associated with the profile and you have not set Windows Simple or Large Font as your Home screen layout, the ring style profile's indicator displays at the top of your Home screen.

To choose your profile:

1. On the Home screen, highlight the profile area and select it.
2. Select the profile you want.

Note:	You cannot change to speakerphone mode from the Profiles menu. You change to it by pressing the **Speakerphone/Voice Recognition** key (⬛) while in a call.

Viewing and Changing Profile Details

You can view the details of a profile to see exactly how your device will behave when the profile is selected.

You can also change these details and save them to a profile. Your changes will go into affect the next time you select the profile. To change back, simply reset the profile to its default settings.

To view the details of a profile:

1. On the Home screen, highlight the profile area and select it.
2. Scroll and highlight the profile whose details you want to view.
3. Press **Menu** (right softkey) and select **Edit**.

To change the details of a profile:

1. While viewing the details of a profile, scroll and highlight the option you want to change, then press the **Navigation** key (·ọ·) right or left to change it.
2. Press **Done** (left softkey) to save the changes.

To set the details of a profile back to their defaults:

1. On the Home screen, highlight the profile area and select it.
2. Scroll and highlight the profile whose details you want to reset.
3. Press **Menu** (right softkey) and select **Reset to default**.

Using Settings

The Settings menu lets you customize many aspects of your device. This section describes a few you may want to use right away.

Customizing the Home Screen

You can set a photo, picture, or animation as a wallpaper (background) image or change your layout and color scheme on the Home screen.

1. Press **Start** (left softkey).

2. Select **Settings > Home Screen**.

3. Scroll and highlight the option you want to change, then press the **Navigation** key (·ô·) right or left to change it. The following options are available:

   - **Home screen layout** – Select a layout for the Home screen.

   - **Color scheme** – Select a color scheme for the display.

   - **Background image** – Select a picture for your wallpaper image, or **None** for no wallpaper.

   - **Time out** – Select the time interval before the display will go inactive. Select **Never** to set the display to always remain active.

4. Press **Done** (left softkey) to save the changes.

Tip: GIF, JPG, and BMP files that you place in the My Pictures folder on your device can be set as your wallpaper.

Setting Power Management Options

To save battery life, your backlight and display turn off when you're not using your device. The backlight and display turn back on when you press a key.

You can set how long your device waits before the backlight or display turns off, known as timing out.

To set the backlight and display time-out times:

1. Press **Start** (left softkey).
2. Select **Settings > Power Management**.
3. To set the backlight time:
   - In the **Backlight time out on battery** field, use the **Navigation** key (·Q̇·) to select the amount of time.
   - In the **Backlight time out on AC** field, use the **Navigation** key (·Q̇·) to select the amount of time.
4. To set the display time: In the **Display time out** field, use the **Navigation** key (·Q̇·) to select the amount of time.
5. Press **Done** (left softkey) to save the changes.

Using Custom Sounds

You can change the default sounds for ring tone, reminders, new messages, alarm clock, or keypad controls.

To assign sounds:

1. Press **Start** (left softkey).
2. Select **Settings > Sounds**.
3. Scroll and highlight the sound you want to change, then press the **Navigation** key (·Q̇·) right or left to change it.
4. Press **Done** (left softkey) to save the changes.

> **Note:** Changes made to the sound settings will have no effect when using the Silent profile.

Assigning Downloaded Ring Tones as Sounds

If you download a file for a ring tone, it does not automatically go to the Sounds folder, where it can be assigned as a ring tone.

To place your sound file in the Sounds folder:

1. Press **Start** (left softkey).
2. Select **File Manager > My Documents**. If the file you want is not in My Documents, select the folder it is in.
3. Highlight the file you want to copy to the Sounds folder.
4. Press **Menu** (right softkey) and select **File > Copy to**.
5. Select **Application Data > Sounds**.

Adjusting Time and Date

Sprint automatically sets the time and date for you; however, you must manually set your time zone.

You can also change the time and date style.

To adjust your time zone settings:

1. Press **Start** (left softkey).Select **Settings > Clock & Alarm > Date and Time**.
2. In the **Time Zone** field, use the **Navigation** key ($\cdot\hat{\varphi}\cdot$) to select your time zone.
3. Press **Done** (left softkey) to save the changes.

To change the time and date style:

1. Press **Start** (left softkey).
2. Select **Settings > Regional Settings**.
3. Scroll and highlight the time and date format fields, then press the **Navigation** key (·Ô·) right or left to change your time and date formats.
4. Press **Done** (left softkey) to save the changes.

Changing the Display Language

You can change the language that displays in your device's screens and menus.

1. Press **Start** (left softkey).
2. Select **Settings > Regional Settings**.
3. In the **Language** field, use the **Navigation** key (·Ô·) to select your language.
4. Press **Done** (left softkey) to save the setting.

You must turn your device off and on again for the change to take effect.

Setting Your Device for TTY Calls

You can set your device to make and receive calls using a TTY (teletypewriter) device.

Note: TTY does not work from mobile phone to mobile phone. Your **MOTO** Q 9c device is a mobile phone.

1. Press **Start** (left softkey).
2. Select **Settings > TTY Settings**.
3. Press the **Navigation** key (·Ô·) right or left to choose your TTY setting.
4. Press **Done** (left softkey) to save the setting.

Customizing

Using Accessibility Settings

You can set system font size, multi-press time-out, confirmation time-out, and in-call alerts:

To set accessibility settings:

1. Press **Start** (left softkey).
2. Select **Settings > Accessibility.**
3. Scroll and highlight the option you want to change, then press the **Navigation** key (·ọ·) right or left to change it.
4. Press **Done** (left softkey) to save the changes.

Entering Owner Information

Entering and displaying owner information are best practices; they allow someone to return the device to you in case it is lost.

1. Press **Start** (left softkey).
2. Select **Settings > Owner Information**.
3. Enter your information.
4. Press **Done** (left softkey) to save the information.

Using Personalize My Q

Personalize My Q allows you to change the Home screen, the Start menu, and the sounds made by your device. Personalize My Q is the only feature in your device that gives you a way to choose the shortcuts and right softkey option that appears on your Home screen.

Changing the Home Screen Shortcuts and Right Softkey Option

You can make your device more convenient for you by choosing the shortcuts that appear as the Home screen or choosing the application that appears as the right softkey option.

To change the Home screen shortcuts:

1. Press **Start** (left softkey).
2. Select **Personalize My Q > Home Screen Shortcuts**.
3. Check **Show User Defined Shortcuts**.
4. Select **Define Shortcuts**.
5. Check the applications you want to choose as Home screen shortcuts.
6. When you are finished, press **Done** (left softkey).

To change the Home screen right softkey option:

1. Press **Start** (left softkey).
2. Select **Personalize My Q > Home Screen Right Soft Key**.
3. Select **Menu**.
4. From the menu that appears, choose the option you want to appears as the right softkey option on the Home screen. You can choose items from the Start menu, Favorites, or other applications.
5. Press **Done** (left softkey).

Setting Flight Mode

You can put your device in flight mode to safely access your address book, games, camera, and music in areas where cellular network access is prohibited (for example, during airline flights and in hospitals).

1. Press and hold the **Home** key (🏠). The Quick List displays.

2. Highlight and select **Wireless Manager**.

3. Scroll to **Phone** and press ·◆·. When **Phone** is on, flight mode is off. When **Phone** is off, flight mode is on.

Setting Audio Enhancement

Your device allows you to adjust surround sound, bass, and clarity levels for the device speakers as well as your headset.

To set audio enhancements:

1. Press **Start** (left softkey).

2. Select **Accessories > Audio Enhancement**.

3. Highlight **Phone Speaker** or **Headset**.

4. Press **Menu** (right softkey) and select **Edit**.

5. Scroll and highlight the option you want to change, then press the **Navigation** key (·ʘ·) right or left to change it.

6. Press **Done** (left softkey) to save the changes.

7. When you are finished setting audio enhancement for the device's speaker and headset, press **Done** (left softkey) again.

Using the Built-in Camera

In This Section

♦ **Taking Pictures**

♦ **Shooting Videos**

♦ **Setting Picture Options**

Your device's built-in camera and camcorder give you the ability to take full-color digital pictures and videos. You can use your device to share your pictures and videos with others. It's fun and easy to do.

This section explains the features and options of your device's built-in camera and camcorder.

Camera

Taking Pictures

Taking pictures with your device's built-in camera is as simple as choosing a subject, pointing the lens, and pressing a button.

To take a picture:

1. Press the **Camera** (📷) key to see the camera viewfinder:


```
Pictures & Videos                     ▥ ▊

              ↑

    ←——— IMAGE ———→
          AREA

              ↓
                          ▤ 877 🔍 1.0x

        Thumbnails              Menu
```
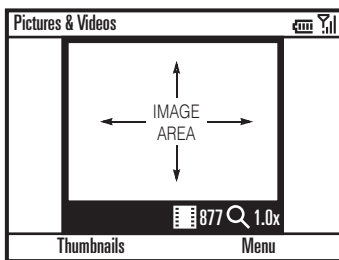
2. Point the camera lens at the photo subject.

Tip:	To adjust picture settings (**Mode**, **Brightness**, **Resolution**, **Zoom**, **White Balance**, and **Flash**) in the camera viewfinder, press **Menu** (right softkey).

3. Press the **Camera** (📷) key again or press ·◆· to take a photo. The picture is automatically saved, and it is displayed in the viewfinder.

4. Press **Menu** (right softkey) to see the camera options:

    ■ To delete the photo, select **Delete**.

    ■ To send the photo, select **Send...**. Your send options
      are **Outlook E-mail** or another formatted email
      account.

    ■ To send via Bluetooth, select **Send via Bluetooth**.

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

    ■ To edit the picture, select **Edit**.

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

    ■ To view picture options, select **Options**.

Tip: To return to camera mode, press **Camera** (left softkey).

Taking a Self-Portrait

Taking a self-portrait is easy using the timer feature.

To take a self-portrait:

1. Press the **Camera** (📷) key to see the camera viewfinder.

2. If the softkey options are not visible, press either softkey
    to see them.

3. Press **Menu** (right softkey) and select **Mode > Timer**.

4. Press the **Camera** (📷) key or press ◆ to start the
    five second delay.

5. Aim the camera lens at yourself.

6. When you hear the camera shutter sound, the photo is
    taken, and your photo displays.

Camera

Viewing Stored Pictures

Pictures are automatically stored in your device, unless you use picture options to set your device to store pictures to the miniSD card inserted in your device.

Tip:	For information on how to change the default location for stored pictures, see "Setting Picture Options" on page 94.

To view pictures stored to the default location in your device:

   1. Press **Start** (left softkey).

   2. Select **Pictures & Videos**.

   3. Select the picture to view

   4. Press **View** (left softkey).

To view pictures located in a folder other than the default pictures folder, including a miniSD card:

   1. Press **Start** (left softkey).

   2. Select **Pictures & Videos**.

   3. Press **Menu** (right softkey) and select **Folders**.

   4. Select the folder that contains stored pictures. To select a folder in your device's memory other than the My Pictures folder, select **My Device** and then choose the appropriate folder from the screen.

   5. Select the picture you wish to view.

   6. Press **View** (left softkey).

Shooting Videos

Your device's built-in video camera allows you to record and view full-color digital videos and send them to your friends and family.

To record a video clip:

1. Press the **Camera** (📷) key to see the camera viewfinder.

2. If the softkey options are not visible, press either softkey to see them.

3. Press **Menu** (right softkey) and select **Video** to go to the camcorder.

4. Point the camera lens at the video subject.

> **Tip:** To adjust video settings (**Still**, **Brightness**, **Quality**, and **White Balance**) in the camera viewfinder, press **Menu** (right softkey).

5. Press the **Camera** (📷) key or ●̇ to begin recording a video. The video displays in the viewfinder.
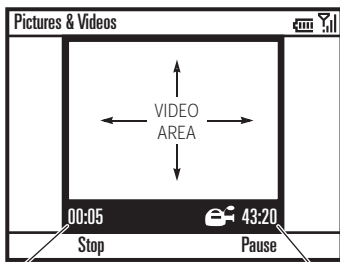
Current recording length   Remaining recording time

6. Press **Stop** (left softkey) to end recording the video altogether, or press **Pause** (right softkey) to pause

recording and **Resume** (right softkey) to continue recording.

Playing Video Clips

Video clips are automatically stored in your device, unless you use picture options to set your device to store video clips to the miniSD card inserted in your device.

To play video clips stored to the default location in your device:

1. Press **Start** (left softkey).
2. Select **Pictures & Videos**.
3. Select the video clip to play.
4. Press **Play** (left softkey).

To play video clips located in a folder other than the default video folder, including a miniSD card:

1. Press **Start** (left softkey).
2. Select **Pictures & Videos**.
3. Press **Menu** (right softkey) and select **Folders**. To select a folder in your device's memory other than the My Pictures folder, select **My Device** and then choose the appropriate folder from the screen.
4. Select the folder that contains stored videos.
5. Select the video clip to play.
6. Press **Play** (left softkey).

When you press **Play** (left softkey), the video clip displays in the Windows Media screen.

For more video playback and Windows Media features, see "Using the Media Player" on page 96.

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

Setting Video Playback Options

Video options allow you to choose certain default settings for playing video clips on your device.

To access the video playback options menu:

▸   With the Window Media player open, press **Menu** (right softkey) and select **Options**.

The following options are available:

- **Playback** – Determines how the time counter is displayed, whether to pause playback while using another program, and whether to resume playback after a device call.

- **Video** – Options for displaying in full screen and when to scale to fit the window.

- **Network** – Selects default network settings for streaming media.

- **Library** – Determines if the player starts on the Library screen.

- **Skins** – Determines Windows Media Player skin theme.

- **Buttons** – Set playback button mapping.

Camera

Setting Picture Options

Picture options allow you to choose certain default settings for the pictures and videos you take with your device.

To access the picture options menu:

1. Press the **Camera** (📷) key to see the camera viewfinder.
2. Press **Menu** (right softkey) and select **Options...**.

The following options are available:

- **General** – Determine default picture sizes for email and rotate picture settings.
- **Slide Show** – Select default slide show settings.
- **Camera** – Select default locations to store pictures, filename prefixes, and image compression.
- **Video** – Determine audio settings and time limits for video files.

Using Media and Web Features

In This Section

♦ **Using the Media Player**

♦ **Using the Web Browser**

♦ **Downloading and Copying Files**

♦ **Using the File Manager**

The media and Web features on your device let you enjoy music and video and explore the Internet right on your device. This section explains how to play music and videos, get to the Internet, and copy and manage files.

Using the Media Player

A version of Windows Media Player Mobile version 10 (or higher) for Smartphones is available on your device to play digital audio and video files that are stored on your device or on the Web.

By default, Windows Media Player Mobile can play the following types of files: Windows Media Audio (WMA), Windows Media Video (WMV), and Motion Picture Experts Group-2 Audio Layer-3 (MP3).

To go to the Windows Media player:

1. Press **Start** (left softkey).
2. Select **Windows Media**.

If you have Windows Media Player 11 on your computer, you can easily synchronize the media player library of your computer to your device so you can take your favorite music and videos with you on the go. When you update the library on your device, it searches for files on your device, or on the miniSD card inserted in your device, that can be played on the Windows Media player.

To update the library:

1. Go to the Windows Media player.
2. Press **Menu** (right softkey) and select **Library**.
3. Press **Menu** (right softkey) and select **Update Library**.

Playing Music and Videos

These are some of the options you have when playing music or video files:

- To play or pause a music or video file, press the **Enter** key (↵).
- To skip to the previous or next file, press the **Navigation** key (·Ô·) left or right.
- To increase or decrease the volume, press the **Navigation** key (·Ô·) up or down.

- If you need to turn the sound off, press #.
- To switch to full screen video playback, press 0.
- To fast forward or rewind, press and hold the **Navigation** key (·Ô·) left or right.

To play video in full screen:

▶ While the video is playing, press **Menu** (right softkey) and select **Full Screen**.

Only videos that were recorded with the correct resolution will play in full-screen mode.

To play music and video files that you have on your miniSD card:

1. Make sure the files you want to play are on the miniSD card inserted in your device.

Tip: When you download music files with your device, save them to the miniSD card.

2. Open the Windows Media player and update your library. (See page 96.)

3. After your library is updated, you can view and play the new music files.

To play a song or video that is on the Internet or network:

1. Go to the Windows Media player.

2. Press **Menu** (right softkey) and select **Library**.

3. Press **Menu** (right softkey) and select **Open URL**.

Setting Video Controls

You can set up keys on your device to control the media player.

1. Go to the Windows Media player.

2. Press **Menu** (right softkey) and select **Options > Buttons**.

3. Scroll and highlight the Windows Media player action you want to assign a button or key press.

4. Press **Menu** (right softkey) and select **Assign** to assign a button or key press to the action.

5. Press the button or key you want to assign to the action.

6. When you are finished assigning buttons or key presses to actions, press **OK** (left softkey) and **Done** (left softkey) to complete the set up.

Using the Web Browser

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

To use the Web browser to browse the Internet:

1. Press **Start** (left softkey).

2. Select **Internet Explorer**.

3. With the Web browser open, press **Menu** (right softkey) and select **Address Bar**.

4. Press and hold **Undo/Back** key (←) or the **Undo/Back** button on the side of your device to clear the URL from the address bar.

5. Enter the address and press **Go** (left softkey).

These are some of the options you have when using the Web browser:

- To go to a link in a Web page, use the navigation key to highlight the link and then press ⬤.

- To change connection options, press **Menu** (right softkey) and select **Tools > Options > Connections**.

- To show pictures, press **Menu** (right softkey) and select **View > Show Pictures**.

- To add a Web address to your Favorites, open the Web page, press **Menu** (right softkey), and select **Add to Favorites**.

Downloading and Copying Files

You can copy or download media files from your computer or the Internet onto your device.

Downloading Files

You can use the Web browser on your device to download files. You can choose to save these files to your device or to the miniSD card inserted in your device.

Copying Files From Your Computer

If you have files on your computer that you want to use on your device, you can copy them to your device or to the miniSD card inserted in your device.

Note:	You must have ActiveSync on your computer installed as described in "Installing and Setting Up ActiveSync" on page 62.

To copy files from your computer:

1. Connect the device to your computer using a USB cable or a Bluetooth connection. ("Synchronizing Using a Computer" on page 60.)

2. In ActiveSync on your computer, click **Explore** and double-click **My Windows Mobile** device.

3. On your computer, find the files you would like to copy to your device and drag and drop the files into the **My Windows Mobile** folder.

Tip:	If you have Windows Media Player 11 on your computer, you can set it to automatically synchronize the media files on your device with the media files on your computer. See the Help menu in for Windows Media Player 11 on your computer for more information.

Using the File Manager

You can use the File Manager to sort, view, copy, and move files on your device. You can use File Manager on media files and any other type of file you can store on your device.

To go to File Manager:

1. Press **Start** (left softkey).
2. Select **File Manager**.

Using Contacts and Calendar

In This Section

♦ **Using Contacts**
♦ **Using Calendar**

Your device Contacts and Calendar features let you keep track of the people in your life and your appointments, much like you would on your computer. This section helps you get started using Contacts and Calendar on your device.

Tip:	You can synchronize the Contacts and Calendar on your device with those on your computer. See "Synchronizing" on page 59.

Using Contacts

The number of contacts you can store in your device is limited only by your device's memory capacity. Each contact can store a great deal of information about the person you create it for: not just device numbers and email addresses, but Web sites, street addresses, birthdays, and much more. You can also assign a category to each contact, such as "Business" or "Personal," to help you sort your contacts.

To help you keep track of who is calling, you can assign a contact a custom ring tone and picture ID.

Creating a Contacts Entry

1. Press **Contacts** (right softkey).
   — or —
   Press **Start** (left softkey) and select **Contacts**.
2. Press **New** (left softkey).
3. Enter the information for the new contact.
4. Press **Done** (left softkey).

Tip:	If someone who is not in your list of contacts calls you or sends you a message, you can create a contact from your Call History or from the message: Press **Menu** (right softkey) and select **Save to Contacts**.

Editing a Contacts Entry

To edit a Contacts entry:

1. Press **Contacts** (right softkey).
   — or —
   Press **Start** (left softkey) and select **Contacts**.
2. Press **Menu** (right softkey) and select **Edit**.
3. Select the Contacts entry you want to edit.
4. Scroll through the information in the contact and make your changes.
5. Press **Done** (left softkey).

Finding a Contacts Entry

To view your list of contacts:

▶ Press **Contacts** (right softkey).
   — or —
▶ Press **Start** (left softkey) and select **Contacts**.

You device gives you several ways to find the contacts in your list quickly.

Searching for a Name

If you have a long list of contacts, you can use a shortcut to find the contact you want. While viewing the list of contacts, enter the first few letters of the contact's name. The device searches through the contacts list and displays the name.

Using Categories

Your can assign categories to your contacts that let you group them together so you can find them more easily.

To assign a category for a contact:

1. While creating or editing a contact, scroll to and highlight the **Categories** field.

2. Select the **Categories** field to see a list of categories you can choose from.

3. Select the checkboxes for as many categories as you want to assign to this contact.

4. Press **Done** (left softkey).

To sort your contacts by category:

1. From the list of contacts, press **Menu** (right softkey) and select **Filter**.

2. Select the category you want. A list of your contacts in this category will appear.

Tip: The Filter menu also lets you view only your recent contacts.

Viewing by Company

If you enter a company name for your contacts, you can view them by company rather than by the name of the person.

▶ From the list of contacts, press **Menu** (right softkey) and select **View By > Company**.

Assigning a Ring Tone

You can easily identify who is calling you by the ring tone if you assign a custom ring tone to each contact.

1. While creating or editing a contact, select the **Custom ring tone** field.

2. Select the custom ring tone you want to assign to the contact.

3. Press **Done** (left softkey).

Assigning a Picture ID

You can assign a picture to a contact. This picture will display when you receive a call from that contact.

1. While creating or editing a contact, select the **Picture** field.

2. Select the picture you want to assign to the contact from the thumbnail pictures you see.

Tip: To take a picture to assign to this contact right now, press and hold the **Camera** (📷) key and take the picture.

3. Press **Done** (left softkey).

Using Calendar

Your calendar helps organize your time and reminds you of important events.

Creating a Calendar Event

1. Press **Start** (left softkey) and select **Calendar**. (The events for the current day will be listed.)

2. Press **Menu** (right softkey) and select **New Appointment**.

3. Enter the event information.

Tip: To schedule an all-day event, select the **All day event** checkbox under **End Time**.

All-day events appear in banners at the top of the Calendar.

4. Press **Done** (left softkey).

Viewing Calendar Events

1. Press **Start** (left softkey) and select **Calendar**.

2. To change your schedule view, press **Menu** (right softkey) and select the desired option.

3. To view an event's details, highlight the event in agenda view and press ⦿.

Responding to Meeting Requests

If you have your device set up to synchronize with your company's Exchange Server (see the *Setting Up Email* guide that came with your device), you can receive and respond to meeting requests much like you do using Outlook on your computer.

1. Press **Start** (left softkey) and then select **Messaging**.
   — or —
   Press the **Message/Display Off** key (📨).

2. Select your Outlook email account

3. Select the meeting request.

4. Press **Accept** (left softkey).
   — or —
   Press **Menu** (right softkey) and select **Decline** or **Tentative**.

Using Bluetooth

In This Section

♦ **Turning Bluetooth Power On or Off**

♦ **Pairing With a Device**

♦ **Sending Objects to Another Device**

Your device features built-in Bluetooth technology, allowing you to share information more easily than ever before. Bluetooth is a short-range communications technology that allows you to connect wirelessly to a number of Bluetooth devices, such as headsets and hands-free car kits, and Bluetooth-enabled handhelds, PCs, printers, and wireless devices. The Bluetooth communication range is usually up to approximately 30 feet.

This section details how to make the most of your device's Bluetooth capabilities.

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

Turning Bluetooth Power On or Off

If Bluetooth power is on, your device can automatically connect with the handsfree device you have used before. Just turn on the smart device or move it near the target device.

To turn Bluetooth on:

1. Press **Start** (left softkey).
2. Select **Bluetooth > Bluetooth Manager > Settings**.
3. Toggle **Status** to **Bluetooth ON**.

The Bluetooth indicator 🅱 displays in the Home screen.

Pairing With a Device

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

Your device lists all the Bluetooth devices it finds within range.

To pair with a Bluetooth device:

1. Press **Start** (left softkey).
2. Select **Bluetooth > Bluetooth Manager**.

Bluetooth

3. Choose the type of target device you are trying to connect (handsfree headset, stereo headset, keyboard, etc.).

4. Put the target device in pairing mode.

5. Press **Add**. The device prompts you to verify that the target device is ready. Press **Search**.

6. Select the device from the list.

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

When the devices are paired, an icon appears on the Home screen in the Bluetooth Task Tray. An icon also appears in the status indicator row of the Home screen.

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

Sending Objects to Another Device

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

1. Press **Start** (left softkey).

2. Select **Bluetooth > BT Send Object**.

| **Tip:** | To select an item, press ·◆·. |

3. Press **Send** (left softkey).

4. Select the name of the device you want to send the file.

5. To cancel sending an item, press **Menu** and select **Cancel**.

Using Voice Recognition

In This Section

♦ **About Voice Recognition**

♦ **Using Voice Recognition**

Your device's voice-recognition software lets you place calls and perform quick tasks using just your voice. This section includes easy-to-follow instructions for using Voice Recognition.

About Voice Recognition

You can use voice recognition to make calls, and open and use device applications by speaking into your device.

When using voice recognition, speak numbers at a normal speed and volume, pronouncing each digit distinctly. Avoid pausing between digits.

> **Note:** Not all languages support voice recognition and voice commands.

Using Voice Recognition

To make a call, send a text message, look up contact information or open a program:

1. Press and hold the **Speakerphone/Voice Recognition** key (📢) for two seconds. Your device prompts you to say a command.

2. Say one of the following commands:
   - **"Call"** and then the name or number in your contacts list that you want to call.
   - **"Send text"** and then the name or number in your contacts list that you want to send a text message to.
   - **"Send email"** and then the name or number in your contacts list that you want to send an email message to.
   - **"Look up"** and then the name or number in your contacts list that you want to look up.

- **"Open"** and then the name of the main menu program you want to go to. Not all main menu programs can be accessed using voice recognition.

Your device will respond to the request by making a call, opening a text message or email screen, opening the contact information for the requested contact, or opening the program.

Tips on Using Voice Recognition to Make Calls

- Your device may prompt you to repeat a name or number. If the name or number you say is not valid, the device will not make the call.
- If the device does not recognize the name or number, the display shows a list of names or numbers, asks, "Did you say...," and highlights the first item in the list. Say **"Yes"** to call the highlighted number, or **"No"** to go to the next list item.
- To select the name or number manually, scroll to the name or number on the list and press **Select** (left softkey).

Sprint Service Features

Sprint

Sprint Service Features: The Basics

In This Section

- ♦ **Using Voicemail**
- ♦ **Using SMS Text Messaging**
- ♦ **Using On Demand**
- ♦ **Using Caller ID**
- ♦ **Responding to Call Waiting**
- ♦ **Making a Three-Way Call**
- ♦ **Using Call Forwarding**
- ♦ **Using Your Device as a Modem**

Now that you've mastered your device's fundamentals, it's time to explore the features that enhance your Sprint Service. This section outlines your basic Sprint Service features.

Using Voicemail

Setting Up Your Voicemail

All unanswered calls to your device are automatically transferred to your voicemail, even if your device is in use or turned off. Therefore, you will want to set up your Sprint Voicemail and personal greeting as soon as your device is activated. If you need to set up your voicemail, see "Setting Up Your Voicemail" on page 4.

Voicemail Notification

There are several ways your device alerts you to a new message:

- By displaying a message on the screen.
- By sounding the assigned ringer type.
- By displaying ✉ at the top of your screen.

Note: When you are roaming off the Sprint National Network, you may not receive notification of new voicemail messages. It is recommended that you periodically check your voicemail by dialing ①ↁ + area code + your phone number. When your voicemail answers, press ⊠ and enter your passcode.

Your device accepts messages even when it is turned off. However, you are only notified of new messages when your device is turned on and you are in a Sprint service area.

Sending an Incoming Call to Voicemail

To send an incoming call directly to voicemail:

▶ Press **Ignore** (right softkey).

Retrieving Your Voicemail Messages

You can review your messages directly from your wireless device or from any other touch-tone device. To dial from your wireless device, you can either speed dial your voicemail or use the menu keys.

Using One-Touch Message Access

To retrieve your voicemail messages:

▶ Press and hold ①. (Your device will dial your voicemail box.)

Note:	You are charged for airtime minutes when you are accessing your voicemail from your device.

Using Another Phone to Access Messages

To review your messages from another phone:

1. Dial your phone number.
2. When your voicemail answers, press ✳.
3. Enter your passcode.

Tip:	When you call into voicemail, you first hear the header information (date, time, and sender information) for the message. To skip directly to the message, press ④ during the header.

Voicemail Options

Your device offers several options for organizing and accessing your voicemail.

Using Expert Mode

Using the Expert Mode setting for your personal voicemail box helps you navigate through the voicemail system more quickly by shortening the voice prompts you hear at each level.

To turn Expert Mode on or off:

1. Press and hold ☐ to access your voicemail. (If your voicemail box contains any new or saved messages, press ✳ to access the main voicemail menu.)
2. Press ☐ to change your Personal Options, following the system prompts.
3. Press ☐ for Expert Mode. Follow the prompts to turn Expert Mode on or off.

Setting Up Group Lists

You can create up to 20 separate group lists, each with up to 20 customers.

To create a Group List:

1. Press and hold ☐ to access your voicemail. (If your voicemail box contains any new or saved messages, press ✳ to access the main voicemail menu.)
2. Press ☐ to change your Personal Options, following the system prompts.
3. Press ☐ for Settings.
4. Press ☐ for Group Distribution Lists.
5. Follow the voice prompts to create, edit, rename, or delete group lists.

Sprint Callback

You can return a call after listening to a message without disconnecting from voicemail.

To return a call directly from voicemail:

► Press 8 after listening to a message.

Voicemail-to-Voicemail Message

You can record and send a voicemail message to other Sprint Voicemail users.

To record and send a voicemail message:

1. From the main voicemail menu, press 2 to send a message.
2. Follow the voice prompts to send your voicemail message.

Voicemail-to-Voicemail Message Reply

You can record and send a voicemail message in response to a voicemail from any other Sprint Voicemail user.

To respond and send a voicemail message:

1. After listening to a voicemail message, press 2.
2. Follow the voice prompts to record and send your reply.

Voicemail-to-Voicemail Message Forwarding

You can forward a voicemail message, except those marked "Private," to other Sprint Voicemail users.

To forward a voicemail message:

1. After listening to a message, press 6.
2. Follow the voice prompts to forward the voicemail message.

Voicemail-to-Voicemail Receipt Request

You can request confirmation that your voicemail message has been listened to when you send, forward, or reply to other Sprint users.

To mark your message receipt requested:

1. After you have recorded a message, press ⒈ to indicate that you are satisfied with the message you recorded.
2. Press ⒋ to mark receipt requested.
3. Press ⒈ to send your voicemail message.

Extended Absence Greeting

When your device is turned off or you are off the Sprint National Network for an extended period, this greeting can be played instead of your normal personal greeting.

To record an extended absence greeting:

1. From the main voicemail menu, press ⒊ for Personal Options.
2. Press ⒉ for greetings.
3. Press ⒊ to record an Extended Absence Greeting.

Voicemail Menu Key

Following the prompts on the voicemail system, you can use your keypad to navigate through the voicemail menu. The following list outlines your device's voicemail menu structure.

1 Listen

2 Send

3 Personal Options

    1 Settings

        1 Skip passcode

        2 Autoplay

        3 Message Date & Time On/Off

        4 Change Passcode

        5 Group Distribution List

        6 Numeric Paging to a Wireless Phone

        ✻ Return to Personal Options Menu

    2 Greetings

        1 Main Greeting

        2 Recorded Name

        3 Extended Absence Greeting

        ✻ Return to Personal Options Menu

    3 Expert Mode (On/Off)

    ✻ Return to Personal Options Menu

8 Place a Call

✻ Exit

Using SMS Text Messaging

With SMS Text Messaging, you can send instant text messages from your device to other messaging-ready phones — and they can send messages to you.

In addition, SMS Text Messaging includes a variety of preset messages, such as "I'm running late, I'm on my way," that make composing messages fast and easy. You can also customize your own preset messages (up to 160 characters) from your device.

Sending and replying to text messages is very much like sending and replying to email on your device.

To go to SMS Text Messaging:

1. Press **Start** (left softkey) and then select **Messaging**.
   — or —
   Press the **Message/Display Off** key (🔘).

2. Select **Text Messages**.

To send a text message from the text message application:

1. Go to SMS Text Messaging.

2. Press **Menu** (right softkey) and select **New**.

3. In the **To** field, enter the phone numbers you want to send the message to. Insert a semicolon (;) between multiple numbers or addresses.

Tip:	You can quickly enter phone numbers from your contacts. In the **To** field, press **Enter** (↵) and select a recipient from the list. Then select the recipient's phone number or email address.

4. Use the keypad to compose a message (or press **Menu** [right softkey] and select **My Text** to choose a preset message).

Section 3A: Sprint Service Features: The Basics   123

5. Press **Send** (left softkey).

To send a text message from the Home screen:

1. Use the keypad to enter the phone number you wish to send a message to.

2. Press **Menu** (right softkey).

3. Scroll down to **Send Text Message** and press ◆.

4. Compose your message.

5. Press **Send** (left softkey).

Tip:	You can also send text messages to numbers in your Contacts: Press **Start** (left softkey) and select **Contacts**. Scroll to the Contacts entry containing the phone number you wish to send a text message to. Press ◆. Scroll down to **Send Text Message** and press ◆.

Using On Demand

With Sprint's exclusive On Demand feature, you can personalize your device's data services to suit your needs. The On Demand feature makes it easier than ever to receive the most popular Web information and categories instantly. On Demand uses the ZIP code you provide to customize the content you receive, so you can get the information you want, when you want it.

On Demand acts like a computer browser's customized home page, displaying a variety of top categories such as News, Sports, Weather, Money, Movies, and more. This information is updated throughout the day, so you'll always be up-to-date.

Initializing Your On Demand Service

To initialize your device's On Demand service:

1. Press **Start** (left softkey) and then select **Get On Demand**.
2. Enter your preferred ZIP code and press **Done** (left softkey). (You may be prompted to download the On Demand program and components. Follow the on-screen prompts to load the program.)

Once you've initialized your program, the On Demand service will customize itself to your selected location and the On Demand menu screen will be displayed.

Accessing On Demand Information

Finding the information you're looking for with On Demand is as easy as navigating a Web browser on your computer. (The following example will illustrate how to access News information.)

To access News information using On Demand:

1. Press **Start** (left softkey) and then select **Get On Demand**. (The On Demand menu screen will be displayed.)

2. From the On Demand menu screen, highlight a category (in this case, News) and press ◆. (You will be presented with a list of news categories.)

3. Use your navigation key or thumb wheel to scroll through the news categories or stories. If applicable, the left and right softkeys will offer additional options.

Updating On Demand Information

The On Demand news and information is automatically delivered to your device four times a day. You can also select how your device receives updates.

To manually retrieve On Demand updates:

▶ From an On Demand category page (such as **News**), press **Update** (left softkey). (Your device will retrieve updates for the selected category.)

Using Caller ID

Caller ID allows people to identify a caller before answering the device by displaying the number of the incoming call. If you do not want your number displayed when you make a call, just follow these easy steps.

To block your phone number from being displayed for a specific outgoing call:

1. Press ✳ 6 7.
2. Enter the number you want to call.
3. Press ⊙.

To permanently block your number, call Sprint Customer Service.

Responding to Call Waiting

When you're on a call, Call Waiting alerts you to incoming phone calls. Your display screen alerts you that another call is coming in and shows the caller's number (if it is available).

To respond to an incoming call while you're on a call:

▶ Press ⊙. (This puts the first caller on hold and answers the second call.)

To switch back to the first caller:

▶ Press ⊙ again.

Tip:	For those calls where you don't want to be interrupted, you can temporarily disable Call Waiting by pressing ✳ 7 0 before placing your call. Call Waiting is automatically reactivated after you end the call.

Making a Three-Way Call

With Three-Way Calling, you can talk to two people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

To make a Three-Way Call:

1. Enter a number you wish to call and press the 🔵.

2. Once you have established the connection, place this call on hold by pressing 🔵.

3. When you hear a dial tone, enter the second number you wish to call and press 🔵.

4. When you're connected to the second party, press 🔵 for two seconds to begin your Three-Way Call.

If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all other callers are disconnected.

Note:	Call Waiting and Three-Way Calling may not be available while roaming off the Sprint National Network.

Using Call Forwarding

Call Forwarding lets you forward all your incoming calls to another phone number — even when your device is turned off. You can continue to make calls from your device when Call Forwarding is activated.

To activate Call Forwarding:

1. Press ⧖⑦②.
2. Enter the area code and device number to which your future calls should be forwarded.
3. Press ⊙. (You will hear a tone to confirm the activation of Call Forwarding.)

To deactivate Call Forwarding:

1. Press ⧖⑦②⓪.
2. Press ⊙. (You will hear a tone to confirm the deactivation.)

Note:	You are charged a higher rate for calls you have forwarded.

Using Your Device as a Modem

After you have installed Microsoft Windows Mobile Device Center (for Vista) or Microsoft ActiveSync 4.5 or later (for Windows XP and prior Windows operating systems) on your computer, you can use your **MOTO** Q 9c as a modem with that computer.

Note:	To use this service, you are required to sign up on a Sprint Power Vision with Phone as Modem plan. Go to **www.sprint.com** or visit a Sprint Store for Phone as Modem plan details and more information..

To set up your device for use as a modem:

1. Press **Start** (left softkey) and then select **Internet Sharing**.
2. Scroll down to **PC Connection**.
3. If you are going to connect your device to your computer using the mini-USB data cable that came with you device, set this option to **USB**.
   — or —
   If you are going to connect your device to your computer using your device's Bluetooth capabilities, set this option to **Bluetooth PAN**.
4. Scroll down to **Network Connection** and set this option to **Sprint Network**.

To use your device as a modem:

1. After you have set your Internet Sharing options, connect your device to you computer using the mini-USB data cable or using the device's Bluetooth capabilities, depending on the PC Connection option you selected.

2. If you are not already at the Internet Sharing screen, go to it by pressing **Start** (left softkey) and then selecting **Internet Sharing**.

3. Once the **Status** field on the Internet Sharing screen displays **Connected**, your computer and device are ready to connect to the internet. To establish an internet connection, press **Connect** (left softkey).

Sprint Voice Command

In This Section

- **Getting Started With Sprint Voice Command**
- **Creating Your Own Address Book**
- **Making a Call With Sprint Voice Command**
- **Getting Information With Sprint Voice Command**

With Sprint Voice Command, reaching your friends, family, and coworkers has never been easier — especially when you're on the go. You can even listen to Web-based information, such as news, weather, and sports. Your voice does it all with Sprint Voice Command.

This section outlines the Sprint Voice Command service.

Getting Started With Sprint Voice Command

With Sprint Voice Command:

- You can store all your contacts' phone numbers, so you can simply say the name of the person you want to call.
- There's no need to punch in a lot of numbers, memorize voicemail passwords, or try to dial while you're driving.
- You can call anyone in your address book — even if you don't remember their phone number.
- You don't need to worry about losing your Contacts or address book. This advanced service is network-based, so if you switch phones or happen to lose your device, you won't lose your Contacts or address book.

It's Easy to Get Started

There are two easy ways to sign up for Sprint Voice Command:

- ▶ Sign up when you purchase and activate your device.
- ▶ Just dial ✱2 and then press ⓒ from your device to contact Sprint Customer Service and sign up.

There is a monthly charge for Sprint Voice Command.

Creating Your Own Address Book

You can program up to 500 names into your personal address book, with each name having up to five phone numbers. That's 2,500 phone numbers, and with the advanced technology of Sprint Voice Command, you can have instant access to all of them.

There are four ways to update your address book:

● **On the Web.** Go to www.talk.sprintpcs.com, sign on with your phone number and password, and access a fully functional Web-based address book to create and update your Contacts.

● **Use an Existing Address Book.** Automatically merge address books from desktop software applications with Sprint Sync℠ Services for no additional charge. Simply click on the "Click to synchronize" button within your Sprint Voice Command personal address book at www.talk.sprintpcs.com.

● **Use Voice Recordings.** Simply dial ✱ and then press ⓞ and say, **"Add name."** You will then be asked to say the name and number you want to add to your personal address book. Your address book can store up to 20 voice recorded names at once.

● **Call Sprint 411.** If you don't have a computer or Internet access handy, you can have Sprint 411 look up phone numbers for you and automatically add them to your address book. Just dial ✱ and then press ⓞ and say **"Call operator"** and we'll add two names and all the numbers associated with those names to your address book for our standard directory assistance charge.

Making a Call With Sprint Voice Command

To make a call with Sprint Voice Command:

1. Press ✳ and then press 🔘 and you'll hear the **"Ready"** prompt.

2. After the **"Ready"** prompt, simply say, in a natural voice, **"Call"** and the name of the person or the number you'd like to call. (For example, you can say, **"Call Jane Smith at work," "Call John Baker on the mobile phone," "Call 555-1234,"** or **"Call Bob Miller."**)

3. Your request will be repeated and you will be asked to verify. Say "Yes" to call the number or person. (The number will automatically be dialed.) Say **"No"** if you wish to cancel.

Tip:	Keep in mind that Sprint Voice Command recognizes not only your voice, but any voice, so that others can experience the same convenience if they use your device.

For more helpful hints on Sprint Voice Command, including a list of recognized commands and an interactive tutorial, visit www.talk.sprintpcs.com.

Getting Information With Sprint Voice Command

To access information using Sprint Voice Command:

1. Press ✳ and then press ⊙.
2. Say "**Call the Web**" and choose from a listing of information categories like news, weather, and sports.
   — or —
   Simply say **"Call news room," "Call the weather," "Call Sports Central,"** etc.

Note:	Sprint Voice Command is not available while roaming off the Sprint National Network.

Safety, Warranty, and Legal Information

Sprint®

Important Safety Information

In This Section

This phone guide contains important operational and safety information that will help you safely use your phone. Failure to read and follow the information provided in this phone guide may result in serious bodily injury, death, or property damage.

General Precautions

There are several simple guidelines to operating your phone properly and maintaining safe, satisfactory service.

- Speak directly into the mouthpiece.
- Avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and remove the battery.
- Do not expose your phone to direct sunlight for extended periods of time (such as on the dashboard of a car).
- Although your phone is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.
- Any changes or modifications to your phone not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.

Note: For the best care of your phone, only authorized personnel should service your phone and accessories. Failure to do so may be dangerous and void your warranty.

Important Safety Information

Safety and General Information

This section contains important information on the safe and efficient operation of your mobile device. Read this information before using your mobile device.[1]

Exposure to Radio Frequency (RF) Energy

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

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

Operational Precautions

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

External Antenna Care

If your mobile device has an external antenna, use only a Motorola-supplied or approved replacement antenna. Use of unauthorized antennas, modifications, or attachments could damage the mobile device and/or may result in your device not complying with local regulatory requirements in your country.

DO NOT hold the external antenna when the mobile device is IN USE. Holding the external antenna affects call quality and may cause the mobile device to operate at a higher power level than needed.

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1. The information provided in this document supersedes the general safety information in user's guides published prior to May 1, 2006.

Product Operation

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

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

When using any data feature of the mobile device, with or without an accessory cable, position the mobile device and its antenna at least 2.5 centimeters (1 inch) from your body.

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

RF Energy Interference/Compatibility

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

Follow Instructions to Avoid Interference Problems

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

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

Implantable Medical Devices

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

Persons with implantable medical devices should observe the following precautions:

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

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

Hearing Aids

Some mobile devices may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer or physician to discuss alternatives.

Other Medical Devices and Health Care Facilities

If you use any other personal medical device, consult your physician or the manufacturer of your device to determine if it is adequately shielded from RF energy. Turn off your mobile device when instructed to do so in hospitals or health care facilities that may be using equipment that is sensitive to external RF energy.

Driving Precautions

Check the laws and regulations on the use of mobile devices in the area where you drive. Always obey them.

When using your mobile device while driving, please:

- ● Give full attention to driving and to the road. Using a mobile device may be distracting. Discontinue a call if you can't concentrate on driving.
- ● Use hands-free operation, if available.

- Pull off the road and park before making or answering a call if driving conditions so require.
- Do not place a mobile device in the airbag deployment area.

Responsible driving practices can be found in the "Smart Practices While Driving" section of this guide (see page 157) and/or at the Motorola Web site: www.motorola.com/callsmart.

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.

Operational Warnings

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

Potentially Explosive Atmospheres

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

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

Batteries and Chargers

Caution:	Improper treatment or use of batteries may present a danger of fire, explosion, leakage, or other hazard. For more information, see the "Battery Use and Battery Safety" section in this user's guide.

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

Important Safety Information

Symbol	Definition
⚠	Important safety information follows.
⊘🔥	Do not dispose of your battery or mobile device in a fire.
♻	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
🗑	Do not throw your battery or mobile device in the trash.
⊖ Li Ion BATT ⊕	Your mobile device contains an internal lithium ion battery.
☔	Do not let your battery, charger, or mobile device get wet.
⚠	Listening at full volume to music or voice through a handset may damage your hearing.

Choking Hazards

Your mobile device or its accessories may include detachable parts, which may present a choking hazard to small children. Keep your mobile device and its accessories away from small children.

Glass Parts

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

Seizures/Blackouts

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

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

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

Caution About High Volume Usage

Listening at full volume to music or voice through a headset may damage your hearing.

Repetitive Motion

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

FCC Notice To Users

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

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

If your mobile device or accessory has a USB connector, or is otherwise considered a computer peripheral device whereby it can be connected to a computer for purposes of transferring data, then it is considered a Class B device and the following statement applies:

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Hearing Aid Compatibility

A number of Sprint Nextel phones have been tested for hearing aid compatibility. When some wireless phones are used with certain hearing aids, users may detect a noise which can interfere with the effectiveness of the hearing aid.

Some hearing aids are more "immune" than others to this interference noise, and phones can also vary in the amount of interference noise they may generate. ANSI standard C63.19 was developed to provide a standardized means of measuring both mobile phone and hearing aids to determine usability rating categories for both.

Ratings have been developed for mobile phones to assist hearing aid users find phones that may be compatible with their hearing aid. Not all phones have been rated for compatibility with hearing aids. Phones that have been rated have a label with the rating(s) located on the box, and at www.motorola.com/accessibility.

These ratings are not guarantees of compatibility. Results will vary depending on the user's hearing aid and individual type and degree of hearing loss. If a hearing aid is particularly vulnerable to interference, even a phone with a higher rating may still cause unacceptable noise levels in the hearing aid. Trying out the phone with your hearing aid is the best way to evaluate it for your personal needs.

"M" Rating: Phones rated M3 or M4 meet FCC requirements for hearing aid compatibility and are likely to generate less interference to hearing aids than unrated phones. (M4 is the "better" or higher of the two ratings.) On those models with an extendable antenna, this rating is determined only with the antenna extended.

"T" Rating: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing aid's telecoil ("T Switch" or "Telephone Switch") than unrated phones. (T4 is the "better" or higher of the two ratings.) On those models with a telecoil mode setting, this rating is determined only with the phone so set. For setting instructions, see "Features for the Hearing Impaired" in the section entitled "Advanced Calling Features". Note that not all hearing aids have telecoils in them.

Hearing aids may also be measured for immunity to interference from wireless phones and may have ratings similar to wireless phones. Ask your hearing health care professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine the estimated usability:

- Any combined rating equal to or greater than six offers excellent use.
- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

Thus, if you use an M3 phone with a M3 hearing aid you will have a combined rating of six for "excellent use." This methodology applies equally for T ratings.

Should you experience interference or find the quality of service unsatisfactory after purchasing your phone, promptly return it to the store within 30 days of purchase. With the Sprint 30-day Risk-Free Guarantee, you may return the phone within 30 days of purchase for a full refund.

More information about hearing aid compatibility may be found at: www.motorola.com/accessibility, www.fcc.gov, www.fda.gov, and www.hearingloss.org/learn/cellphonetech.asp

Specific Absorption Rate Data

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

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

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by the Canadian regulatory authorities is 1.6 W/kg.[1] Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

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

Before a phone model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC and available for review by Industry Canada. The highest SAR value for this model phone when tested for use at the ear is 1.30 W/kg, and when worn on the body, as described in this user guide, is 1.30 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements).[1]

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

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site:

http://www.phonefacts.net

or the Canadian Wireless Telecommunications Association (CWTA) Web site:

http://www.cwta.ca.

1. The SAR information reported to the FCC includes the FCC-accepted Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.

Information From the World Health Organization

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

Source: WHO Fact Sheet 193

Further information: http://www.who.int./peh-emf

Product Registration

Online Product Registration:
http://www.motorola.com/warranty

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

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

Thank you for choosing a Motorola product.

Important Safety Information

Owner's Record

The model number, regulatory number and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Model: MOTO Q 9c by Motorola

Serial No.:

Phone Guide Proprietary Notice

CDMA Technology is licensed by QUALCOMM Incorporated under one or more of the following patents:

4,901,307   5,109,390   5,267,262   5,416,797
5,506,865   5,544,196   5,657,420   5,101,501
5,267,261   5,414,796   5,504,773   5,535,239
5,600,754   5,778,338   5,228,054   5,337,338
5,710,784   5,056,109   5,568,483   5,659,569
5,490,165   5,511,073

Export Law Assurances

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

Wireless: The New Recyclable

Your mobile device can be recycled. Recycling your mobile device reduces the amount of waste disposed in landfills and allows recycled materials to be incorporated into new products.

The Cellular Telecommunications Industry Association (CTIA) and its members encourage consumers to recycle their mobile devices and have taken steps to promote the collection and environmentally sound recycling of end-of-life devices.

As a mobile device user, you have an important role in ensuring that this device is recycled properly. When it comes time to give this phone up or trade it in for a new one, please remember that the phone, the charger, and many of its accessories can be recycled. It's easy. To learn more about CTIA's Recycling Program for Used Wireless Devices, please visit http://recycling.motorola.young-america.com/index.html.

California Perchlorate Label

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

"Perchlorate Material - special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate."

There is no special handling required by consumers.

Privacy and Data Security

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

- **Monitor access** —Keep your mobile device with you and do not leave it where others may have unmonitored access. Lock your device's keypad where this feature is available.
- **Keep software up to date** —If Motorola or a software/application vendor releases a patch or software fix for your mobile device which updates the device's security, install it as soon as possible.
- **Erase before recycling** —Delete personal information or data from your mobile device prior to disposing of it or turning it in for recycling. For step-by-step instructions on how to delete all personal information from your device, see the section entitled "Erasing Data" and "Resetting Your Phone" in this user's guide.

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

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

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

Smart Practices While Driving

Drive Safe, Call Smart℠

Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas. Contact www.motorola.com/callsmart **for more information.**

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

- **Get to know your Motorola mobile device and its features such as speed dial and redial.** If available, these features help you to place your call without taking your attention off the road.

- **When available, use a handsfree device.** If possible, add an additional layer of convenience to your mobile device with one of the many Motorola Original™ handsfree accessories available today.

- **Position your mobile device within easy reach.** Be able to access your mobile device without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voicemail answer it for you.

- **Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice, and even heavy traffic can be hazardous.

- **Do not take notes or look up phone numbers while driving.** Jotting down a "to do" list or going through your address book takes attention away from your primary responsibility—driving safely.

- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.

- **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations that can divert your attention away from the road.
- **Use your mobile device to call for help.** Dial 911 or other local emergency number in the case of fire, traffic accident, or medical emergencies.
- **Use your mobile device to help others in emergencies.** If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911 or other local emergency number, as you would want others to do for you.*
- **Call roadside assistance or a special non-emergency wireless assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.*

* Wherever wireless phone service is available.

Motorola's Warranty

In This Section

♦ **Motorola Limited Warranty for the United States and Canada**

♦ **Service and Repairs**

Your phone has been designed to provide you with reliable, worry-free service. If for any reason you have a problem with your equipment, please refer to Motorola's warranty in this section.

For information regarding the terms and conditions of service for your phone, please visit www.sprint.com or call Sprint Customer Service at **1-800-SPRINT1 (1-800-777-4681)**.

Note:	In addition to the warranty provided by Motorola, which is detailed on the following pages, Sprint offers a number of optional plans to cover your equipment for non-warranty claims. **Sprint Total Equipment Protection** provides the combined coverage of the **Sprint Equipment Replacement Program** and the **Sprint Equipment Service and Repair Program**, both of which are available separately. Each of these programs may be signed up for within 30 days of activating your phone. For more details, please visit your nearest Sprint Store or call Sprint at **1-800-584-3666**.

Warranty

Motorola Limited Warranty for the United States and Canada

What Does this Warranty Cover?

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

Products and Accessories

Products Covered	Length of Coverage
Products and Accessories as defined above, unless otherwise provided for below.	**One (1) year** from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.

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

Exclusions

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

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

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

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

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

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

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

Software

Products Covered	Length of Coverage
Software. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	**Ninety (90) days** from the date of purchase.

Exclusions

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

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

Who Is Covered?

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

What Will Motorola Do?

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

Warranty

How to Obtain Warranty Service or Other Information

USA	**Phones**
	1-800-520-6403
	Pagers
	1-800-548-9954
	Two-Way Radios and Messaging Devices
	1-800-353-2729
Canada	**All Products**
	1-800-461-4575
TTY	1-888-390-6456
For **Accessories** and **Software**, please call the telephone number designated above for the product with which they are used.	

You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to a Motorola Authorized Repair Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or from one jurisdiction to another.

Laws in the United States and other countries preserve for Motorola certain exclusive rights for copyrighted Motorola software such as the exclusive rights to reproduce and distribute copies of the Motorola software. Motorola software may only be copied into, used in, and redistributed with, the Products associated with such Motorola software. No other use, including without limitation disassembly of such Motorola software or exercise of the exclusive rights reserved for Motorola, is permitted.

Service and Repairs

Go to **www.motorola.com/consumer/support**, where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-520-6403 (United States), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

Microsoft End User License Agreement

MICROSOFT SOFTWARE LICENSE TERMS FOR WINDOWS MOBILE 6 SOFTWARE

These license terms are an agreement between you and Motorola, Inc. ("Motorola"). Please read them. They apply to the software included on this device. The software also includes any separate media on which you received the software.

The software on this device includes software licensed by Motorola from Microsoft Corporation or its affiliate.

The terms also apply to any

- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply.

As described below, using some features also operates as your consent to the transmission of certain standard computer information for Internet-based services.

By using the software, including use on this device, you accept these terms. If you do not accept them, do not use the device or software. Instead, contact Motorola to determine its return policy for a refund or credit.

WARNING: If the software contains voice operated technologies, then operating this software requires user attention. Diverting attention away from the road while driving can possibly cause an accident or other serious consequence. Even occasional, short diversions of attention can be dangerous if your attention is diverted away from your driving task at a critical time. Motorola

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Index

Index