



Get started

All you need to know to get going.



MOTOROLA ES400S



Welcome!

Sprint is committed to developing technologies that give you the ability to get what you want when you want it, faster than ever before. This booklet introduces you to the basics of getting started with Sprint and your new Motorola ES400S.

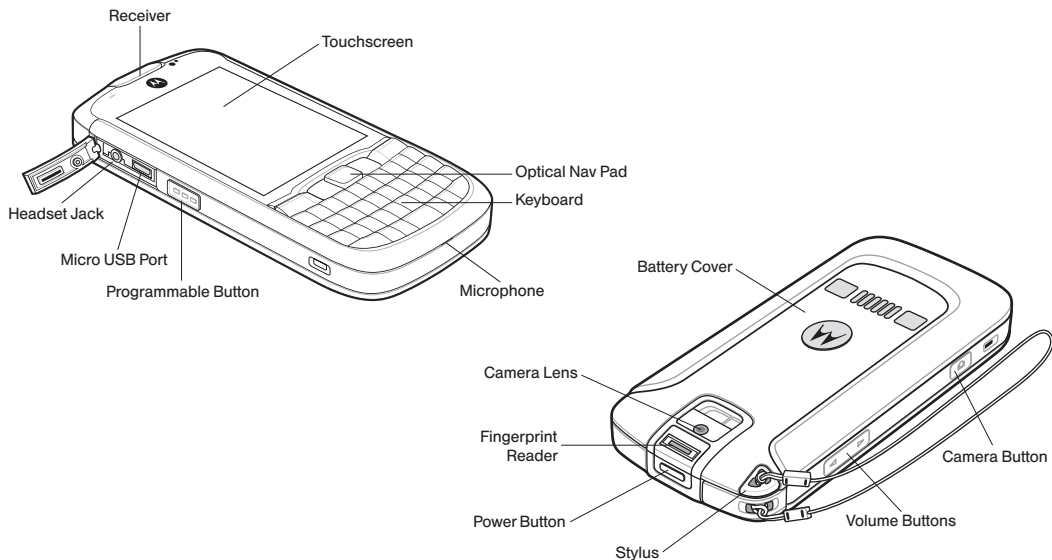


The services described in this guide may require a subscription to a service plan and/or may incur additional charges. Not all services will work on all devices. Coverage is not available everywhere.

Important Privacy Message. Sprint's policies often do not apply to third-party applications. Third-party applications may access your personal information or require Sprint to disclose your customer information to the third-party application provider. To find out how a third-party application will collect, access, use, or disclose your personal information, check the application provider's policies, which can usually be found on their website. If you aren't comfortable with the third-party application's policies, don't use the application.

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Your Device

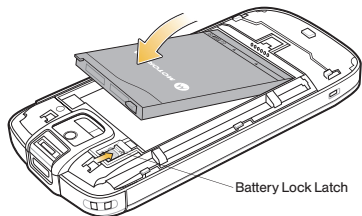


Get Your Device Ready



► Insert the Battery

1. With your thumbs, press down on the battery cover on the back of your device and slide the cover down to remove it.
2. Align the battery's contacts with those inside the battery compartment and gently press down until the battery is seated.
3. Slide the orange battery lock latch down to secure the battery.



4. Replace the back cover.

► Charge the Battery

1. Insert the larger end of the USB cable into the charging head.
2. Connect the smaller end of the USB cable to the micro USB port on the left side of your device.
3. Plug the charging head into a power outlet.

► Turn the Device On

- Press the Power button on top of the device.

Tip: The first time you turn the device on, you will see a splash screen followed by a calibration window. Remove the stylus from the back of the device and follow the onscreen instructions to calibrate your touchscreen.

► Turning the Device Off

1. Press and hold the Power button for at least five seconds until you see the power options screen.
2. Tap **Power Off**.

Activate Your Device





► Activate Your Device

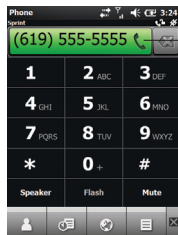
- If you purchased your device at a Sprint Store, it is probably activated and ready to use.
- If you received your device in the mail, and it is a new Sprint account or a new phone number, it is designed to activate automatically when you first turn it on.
- If you received your device in the mail and it is going to be activated on an existing number (you're swapping phones), go to [**sprint.com/activate**](http://sprint.com/activate) and follow the instructions.

When you have finished, make a phone call to confirm your activation. If your device is still not activated or you do not have access to the Internet, contact Sprint Customer Service at **1-888-211-4727** for assistance.

Making and Answering Calls

► Make a Phone Call

1. Press the green **Talk** key .
2. Use the keyboard or onscreen dialer to enter a number.
3. Tap the **Call Line** or press  to place the call.
4. To end the call, tap  or press the red **End** key .



Call Line

► Answer an Incoming Call

- Tap **Answer** or press .

*Tip: To ignore the incoming call and send it directly to voicemail, tap **Ignore**.*

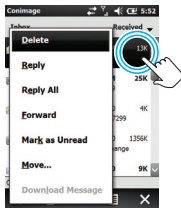
Getting Around on Your Device

► Move Around the Device Menus and Screens

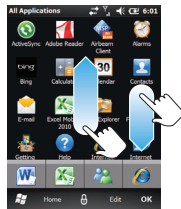
Tap (or Touch): To choose an icon or option on the touchscreen, simply *tap* or *touch* it using either your finger or the stylus.



Touch and hold: To display additional options, *touch and hold* an item. For example, to display email message options, from an email list, *touch and hold* an email to display options such as Reply, Forward, Mark as Unread, etc.



Scrolling: Flick or swipe your finger or the stylus on the screen to scroll up, down, left, or right.



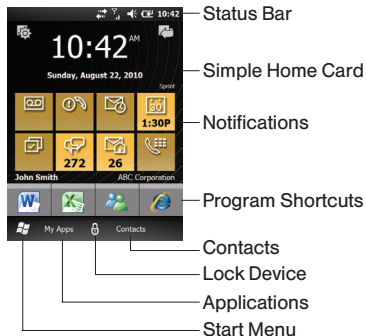
Nav Pad: Use the optical nav pad to navigate the screen either as a 4-way navigator or as a mouse cursor. Move your thumb or finger across the nav pad to move the cursor or to highlight options, depending on the selection. Press (click) the nav pad to select an option.

Tip: To switch between 4-way and cursor, press and hold .  appears briefly for 4-way, and  appears briefly when cursor is enabled.

Home Screen

► Home Screen

The home screen provides access to all the device's features and applications, and is customizable to maximize your workplace efficiency.

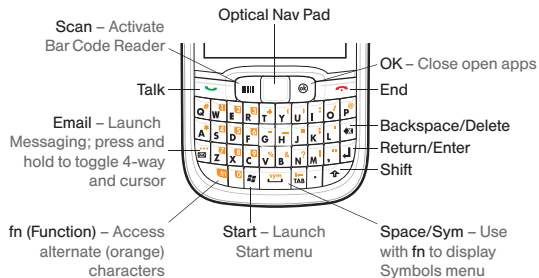


*Tip: For a convenient overview of your device's setup options, tap **Start**  > Getting Started.*

Keyboard

► Enter Text

Your device's QWERTY keyboard lets you enter text as easily as on a computer keyboard.




Voicemail



► Set Up Your Voicemail

All unanswered calls are automatically transferred to your voicemail, even if your phone is in use or turned off. You should set up your voicemail and personal greeting as soon as your phone is activated:

1. Press and hold **1** or press  and then tap and hold **1** on the phone keypad.
2. Follow the system prompts to create your password and record your name and greeting.


Voicemail Password

(do not share): _____

Sprint strongly recommends setting a voicemail password. Without a password, anyone who has access to your phone can access your messages.

► Retrieve Your Voicemail

From your device:

1. Press and hold **1** or press  and then tap and hold **1** on the phone keypad.
2. Enter your password.


From any other phone:

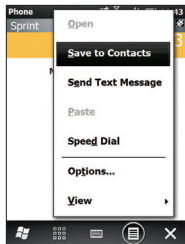
1. Dial your wireless phone number.
2. When your voicemail answers, press **✱**.
3. Enter your password.

Contacts



► Save a Phone Number


1. Enter a phone number using the number keys on the QWERTY keyboard.
2. Tap  > **Save to Contacts** > **New Contact** > **Outlook Contact**.



3. Enter a first and last name and a number type (for example, **Mobile** or **Work**) and tap **OK**.

4. To enter more numbers or email, select **Add more numbers** or **Add more e-mail/IM**. Select the **Info** tab at the top of the screen to enter more types of information.
5. Tap **OK** to save the entry when you are finished.



► Retrieve a Phone Number

1. From the home screen, tap **Contacts**. Scroll through the entries or tap the **Enter a name** field and begin entering the contact name.
2. To display an entry, tap it.
3. To call the entry's default phone number, press .


For more information about Contacts, including other ways to add contacts and syncing contacts with your computer, see “2D. Contacts” in your device's *User Guide*.

Text Messages (SMS)

► Send a Text (SMS) Message








1. Tap **My Apps** > **Text** or tap .
2. Tap  > **New** > **SMS**.
3. Enter a wireless phone number, email address, or contact name in the **To:** field.

*Tip: To enter numbers, press **fn**  twice (you will see  at the bottom of the screen). Press **fn**  again to return to regular text entry.*

4. Tap the message field and then type your message.
5. When you are finished, tap .

Multimedia Messages

► Send a Multimedia (MMS) Message

1. Tap **My Apps** > **Text** or tap .
2. Tap  > **New** > **MMS**.
3. Tap the **To** field and select an option to select or enter an addressee. Tap **Done** when you're finished adding recipients.
4. Tap the subject field and enter a subject.
5. Tap an attach option (    ) to attach a picture, video, audio file, or other file type.
6. Tap the message field and then type your message.
7. When you are finished, tap **Send**.

Email



► Set Up Email

1. Tap **My Apps > E-mail > Setup E-mail**.
2. Tap and fill in both the **E-mail address** and **Password** fields and then tap **Next**.
3. Tap or use the nav pad to scroll through fields as necessary.





Note: If the system is unable to automatically retrieve an account's settings, you will need additional information such as account type (POP or IMAP), mail server names, user name and password, and domain name.

4. Once you've entered all the information, tap **Finish**. The system will complete setup and test your settings.

► Access Email

1. Tap **My Apps > E-mail** and select an account.
– or –
Tap  and scroll left or right to display the desired inbox.
2. Tap a message to open it. Tap  for additional options.

► Send Email


1. Tap **My Apps > E-mail** and select an account.
– or –
Tap  and scroll left or right to display the desired inbox.
2. Tap  > **New**.
3. Enter one or more recipients, a subject, and a message. To attach a file, tap  > **Insert**.
4. When you are finished, tap .

Pictures and Videos


▶ Take a Picture

1. Press the Camera button on the lower-right side of the device to launch the camera.
2. Using your display as a viewfinder, aim the camera lens at your subject.
3. Press the Camera button or the nav pad to take the picture.

▶ Record a Video

1. Press the Camera button on the lower-right side of the device to launch the camera.
2. Tap the screen to display the status bar and control bar, and then tap  to switch to video mode.
3. Using your display as a viewfinder, aim the lens at your subject.
4. Press the nav pad to begin recording. Press it again to stop recording.



▶ Viewing and Sharing Pictures and Videos

1. Tap **My Apps > Pictures & Videos**.
2. Tap a location in the upper left corner (such as **My Pictures** or **My Videos**) to display your pictures or videos.
3. Tap a picture or video to view it.
4. To send a picture or video, tap **Send** and then select an account.
5. Address the message, add any additional information, and tap  or **Send**.

Web



► Go Online

1. Tap **My Apps > Internet Explorer**.
2. From the SprintWeb home page, scroll through current articles, launch a Web search, or tap **Categories** for more options.
3. To go to a specific website or for additional browser options, tap  and use the Web Toolbar.
 - With the toolbar open, you can enter a Web address in the address bar, access favorites, or tap  for additional options and tools.

Wi-Fi




► Connect to a Wi-Fi Network

Your ES400S lets you connect to available Wi-Fi networks for fast email connections, corporate intranet plans, and Web browsing.

There are two options for managing your device's Wi-Fi settings, depending on your usage and security needs. For information on managing Wi-Fi, see “2E. Using Wi-Fi” in your *User Guide*.



To turn Wi-Fi on or off:

1. Tap  > **Settings > Connections > Wireless Manager**.
2. Tap **Wi-Fi** to enable the Wi-Fi radio, and then select a network and enter any required security keys, etc.

GPS Navigation

Sprint Navigation lets you see and hear turn-by-turn directions to a known address, or find nearby restaurants, stores, banks, or gas stations. Get information about traffic and alternate routes on-the-go.

► Navigate

1. Tap  > **Sprint Navigation** . (The first time, follow the prompts to download and set up the application.)
2. Follow the onscreen instructions to access, launch, and use the application.



Sprint WorldwideSM Wireless Service

▶ Activating Sprint Worldwide Service

Before using your ES400S internationally in global roaming mode, you must activate Sprint Worldwide service.

Visit sprint.com/international.


- Click **Chat with us** to talk online with a Sprint international support representative.
- or –
- Click **Email us** to send an email to a Sprint representative.

You can also call Sprint Worldwide Customer Support at **1-888-226-7212, option 2**.

For additional information on Sprint Worldwide services and availability, visit sprint.com/sww.

▶ Activating Global Roaming Mode

You can set your device to enter global roaming mode automatically when you travel internationally.

1. Tap  > **Settings > Connections > Phone Network Setup**.
2. Tap the **Band** tab at the bottom and then tap **Network type > CDMA First** (to communicate first with CDMA networks) or **GSM/UMTS First** (to communicate first with GSM/UMTS networks abroad).


*Tip: If you're travelling in a country with voice-only CDMA coverage and voice-and-data GSM coverage, you will need to select **GSM/UMTS First** to access data services.*

Note: While in the U.S., your device will only operate in CDMA mode; domestic GSM networks will not be accessible with this device.

Bar Code Scanning


► Activate DataWedge

DataWedge lets you use the 3.2MP digital camera on your ES400S to scan and decode bar code information.

1. Tap  > **Settings** > **System** > **DataWedge**.
2. Tap **Running** to enable scanning. The radio button will change to “Yes” and status will show “Ready.”
3. Tap **Basic configuration** > **Barcode input**, ensure that **Camera Scanner Driver** is selected, and tap **OK**.

► Scan a Bar Code



1. With DataWedge activated (see previous instructions), launch an application that supports text input, such as **Excel Mobile** or **Word Mobile**. (Tap **My Apps** > **Excel Mobile 2010** or **Word Mobile 2010**.)
2. Aim the camera lens at a barcode.
3. Press and hold the **Scan** key. You'll see the bar code on the display screen. Use the red aiming line to scan the bar code.
4. You'll hear a beep when the scan is complete. The bar code information will be recorded in the open application.

Note: You cannot use the device's camera while DataWedge is enabled, so make sure to disable DataWedge when you're finished. Tap  > **Settings** > **System** > **DataWedge** > **Running** to disable it and re-enable your camera.

Security

Your ES400S gives you enhanced control over device security, including an option to use a biometric fingerprint reader to unlock your device.

► Set Up Fingerprint Unlocking

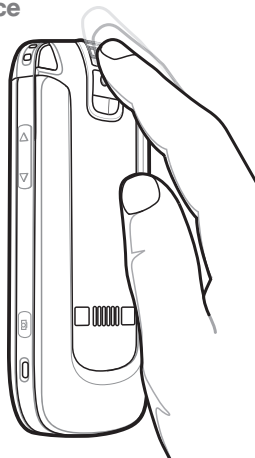
1. Tap  > **Settings** > **LockSwitch** > **Lock Plus** > **Save** > **OK** to enable **Lock Plus**.
2. Tap  > **Settings** > **Lock**.
3. Tap **Auto lock** and select a timeout period, and then select a **Password type** and enter and re-enter a password and tap **Save**. (Auto lock and Password must be set to use fingerprint unlocking.)
4. Tap **Add fingerprint** and follow the instructions to use the fingerprint reader to record your fingerprint.
5. Tap **Finish** > **OK** > **OK** when you're finished.

► Locking Your Device

- Tap the **Lock** icon () or wait for the auto lock timeout.

► Unlocking Your Device

- With the lock screen displayed, swipe your fingerprint over the scanner.
– or –
- Drag the gray bar down, enter your password, and press the nav pad.







Manage Your Account

► Online: www.sprint.com

- make a payment, see your bills, enroll in online billing
- check minute usage and account balance
- see or modify the details of your Sprint service plan
- get detailed instructions and download content

► From Your Sprint Phone

- press * 4  to check minute usage and account balance
- press * 3  to make a payment
- press * 2  to access a summary of your Sprint service plan or get answers to other questions

- press * 7  to add a new line of service, upgrade your phone, purchase accessories, or access other account services

► From Any Other Phone

- Sprint Customer Service:
Dial **1-888-211-4727**
- Business Customer Service:
Dial **1-800-927-2199**

Helpful Sprint Information

► Total Equipment Protection

The protection you need so you can be worry free

Should anything happen to your phone, you'll have a worry-free way to ensure that you get connected again soon.

- **Coverage includes:**

Loss, theft, routine maintenance, physical or liquid damage, mechanical or electrical problems, failure from normal wear and tear.

- **For more information:**

See the Total Equipment Protection brochure available at any participating retail location or go to sprint.com/tep for more details.

To enroll within 30 days of activation, call **1-800-584-3666**.

Total Equipment Protection is a service provided by Asurion Protection Services, LLC, Continental Casualty Company's (a CNA company) licensed agent for the customers of Sprint.

► Sprint 411

Dial 411 for nationwide listings, movie show times, restaurant reservations, driving directions and more. Spanish-speaking operators are available. See sprint.com for pricing and more details.

► Resources For Your Phone

- This *Get Started Guide* to get you up and running.
- **User Guide** – View the comprehensive *User Guide* to the Motorola ES400S.
- **Web** – Go to sprint.com/support to download the latest version of the *User Guide*, and to access troubleshooting and other resources.

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