



# MOTORAZR<sup>2</sup> V9m

## Getting Started Guide

# welcome

Your MOTORAZR<sup>2</sup> V9m phone is sleeker, stronger, and smarter!

The RAZR<sup>2</sup> combines your entire communication, music, and imaging experience with super fast connections, up to 2GB optional removable microSD memory and a large interactive external display.

Enjoy easy access to recent calls, music, and your **message inbox** without ever having to open the flip! You can still access all these features with the flip open. See your User's Guide for details.

To download your phone's **full user's guide** or see a **Web tutorial**, visit [www.virginmobile.ca](http://www.virginmobile.ca) or [www.motorola.ca/V9msupport](http://www.motorola.ca/V9msupport).

**Note:** Before using the phone for the first time, review the *Important Safety and Legal Information* guide included in the box. Periodically review this information so you remember how to safely use your phone.

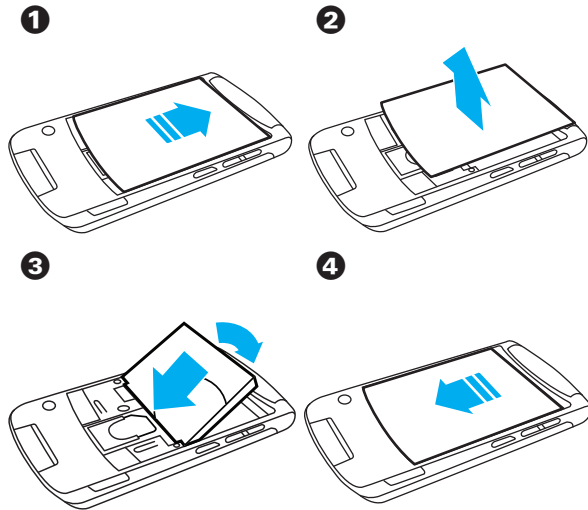
# contents

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# get started

## insert your battery



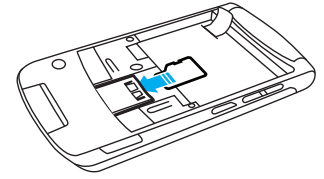
Make sure that the **Battery Removal Tab** sticks out from under the battery.

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# get started

## insert a memory card

Remove the battery door. Insert the memory card with the metal contacts facing down, then replace the memory card tab.

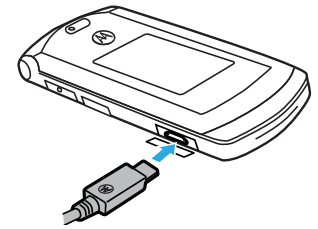


### To format the memory

**card**, press > Settings > Phone Info > Storage Devices. Scroll to **Memory Card-microSD** and press **Options**. Scroll to **Format** and press .

## charge your battery

New batteries are not fully charged. Plug the battery charger into your phone and an electrical outlet. Your phone might take several seconds to start charging the battery. When finished, your display shows **Charge Complete**.



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# get started

## battery use & 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;

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# get started

- 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.
- 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

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# get started

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 (such as 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.




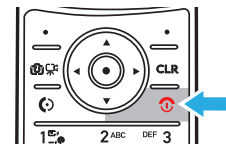
**Warning:** Never dispose of batteries in a fire because they may explode.

# get started



## turn it on & off

**To turn on your phone**, press and hold  for a few seconds or until the keypad or display lights up.

**To turn off your phone**, press and hold  for a few seconds.





## make a call

**To make a call**, enter a phone number and press . **To "hang up,"** close the flip or press .

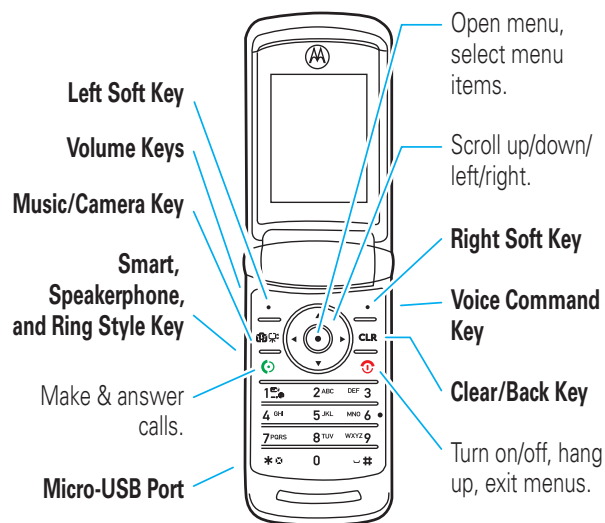
**Note:** Your service provider programs one or more **emergency phone numbers**, such as 911, that you can call under any circumstances, **even when your phone is locked**.



## answer a call

**To answer a call** when your phone rings and/or vibrates, just open the flip or press . **To "hang up,"** close the flip or press .










# basics

## keypad



**Tip:** Press the *center key*  to open the main menu and select menu options. Press  to delete letters or numbers, or to go back one menu.

# basics

-  **My Account**
-  **Contacts**
-  **Messaging**
  - Create Message
  - Voicemail
  - Inbox
  - Outbox
  - Quick Notes
  - Drafts
  - Browser Alerts
-  **Games & Apps**
-  **My Stuff**
  - MP3 Player
  - Camera
  - Pictures
  - Sounds
  - Videos
  - Video Camera
  - Get Multimedia
-  **Web**
-  **Settings**
  - Ring Styles
  - Personalize
  - In-Call Setup
  - Security
  - Initial Setup
  - Network
  - Car Settings
  - Headset
  - Location
  - Connection
  - Phone Info
-  **Tools**
  - Calculator
  - Datebook
  - Voice Records
  - Alarm Clock
  - Airplane Mode
-  **Call History**
  - Received
  - Dialed
  - Notepad
  - Call Times \*

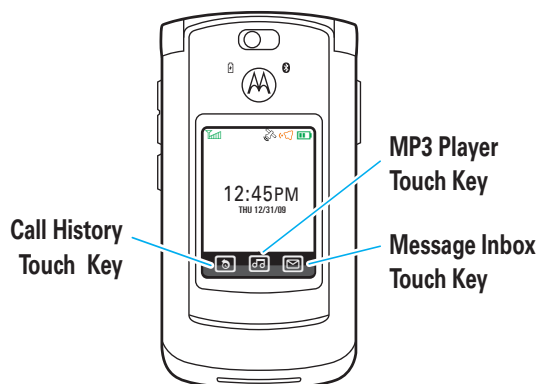
\* Optional feature

This is the standard menu layout. Your phone's menu may be different.

# basics

## touch keys

With the flip closed and the phone on, you can press the touch keys on the external display to go to **recent calls** (☎), **MP3 Player** (🎵), or your **message inbox** (✉).



**To exit a feature or go back one screen**, press the smart key. If you are playing music using the MP3 Music Player, press and hold pause (⏸) to stop the music. To exit the MP3 Music Player, open the flip and press (🔴). Select **Yes** to exit.

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# basics

**Note:** To prevent accidental key presses, your phone automatically locks the touch keys after four seconds of inactivity. To unlock them, hold the smart key.

## make a call

- 1 On the external screen, press (☎) to go to recent calls.
- 2 Press (▼) or (▲) to scroll to an entry.
- 3 Press (📞) to call the number using the speakerphone.

To end the call, if you see **Speakerphone On** on the screen, press and hold the smart key.

**Note:** If you are using a wired micro USB or Bluetooth® headset with a microphone, the call automatically uses the headset.

## return a call

- 1 On the external screen, press (☎) to view a missed call.
- 2 Press (📞) to return the call using the speakerphone.

To end the call, if you see **Speakerphone On** on the screen, press and hold the smart key.

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# basics

**Note:** Press (←) to ignore and dismiss the missed call notification.

## view inbox

When the flip is closed and you receive a message, your phone plays an alert, and the external display shows **X New Message(s)**, where X is the number of new messages.

**To read the message immediately**, press (✉).

**To read the message later**, press (←).

**To view your inbox from the external screen:**

- 1 On the external screen, press (✉) to go to messages.
- 2 Press (▼) or (▲) to scroll to the message.
- 3 Press (📧) to select the message and view details.

When you are finished, you can press (←) to return to the inbox.

**To exit your message inbox**, press the smart key.

**Note:** To learn more about sending and receiving messages with your phone, see your User's Guide.

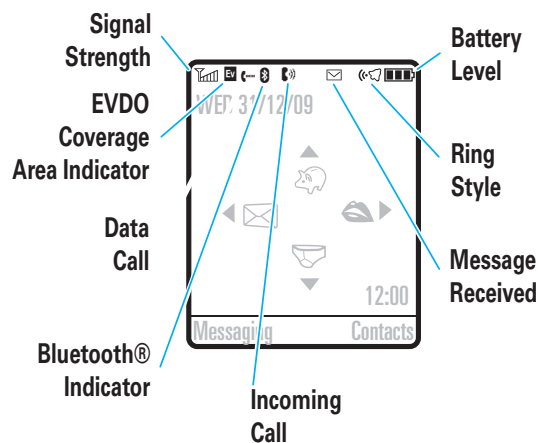
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# basics

## display

**Note:** Your home screen might look different.

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



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# personalize

## ring style

**Find it:**  >  Settings > Ring Styles > Style: *style name*

-  Loud     Vibrate     Vibe then Ring  
 Soft     Vibe & Ring     Silent




Your current ring style icon appears at the top of your screen.

**Shortcut:** To change your ring style profile from the **home screen**, just press the volume keys up or down. With your **phone closed**, press a volume key to see your ring style profile, press the smart key to change it, then press a volume key to store the change.

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# phonebook

## store a phone number

- 1 Enter a phone number in the home screen.
- 2 Press **Store**.
- 3 Enter a name and other details for the phone number. To select a highlighted item, press the *center key* .
- 4 Press **Done** to store the number.

## call a stored phone number

**Find it:**  >  Contacts

- 1 Scroll to the phonebook entry.

**Shortcut:** In the phonebook, press keypad keys to enter the first letters of an entry you want.

- 2 Press  to call the entry.

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# music

## music transfer tools

To put music on your computer and then load it on your phone, you need:

- Microsoft® Windows® XP™ operating system
- if loading music to a removable memory card (**sold separately**), Microsoft® Windows® Media Player version 10 or later, which is available from <http://www.microsoft.com/windows/windowsmedia/default.msp>
- if loading music to phone memory, Motorola Phone Tools version 4.5.1 or later, available for purchase at: [http://direct.motorola.com/ens/MPT/MPT\\_Feature.asp](http://direct.motorola.com/ens/MPT/MPT_Feature.asp)
- USB data cable

## memory card

Your phone supports removable microSD memory cards from various manufacturers with up to 2 GB capacity.

If you don't have a memory card, you can store files on your phone, but you are limited by the amount of space.

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# music

## music file formats

Your phone can play MP3, AAC, AAC+, WMA, M4A, MIDI, and QCELP files.

## USB cable

To load music from a computer to your phone, you can use a Bluetooth® connection (see your User's Guide) or a cable connection. A cable connection requires a micro USB data cable which is in the box with your phone.

## headphones

Your phone supports stereo Bluetooth® (A2DP) accessories. You can also plug in a stereo micro USB headset.

## play music

### MP3 Player

Press  >  My Stuff > MP3 Player.

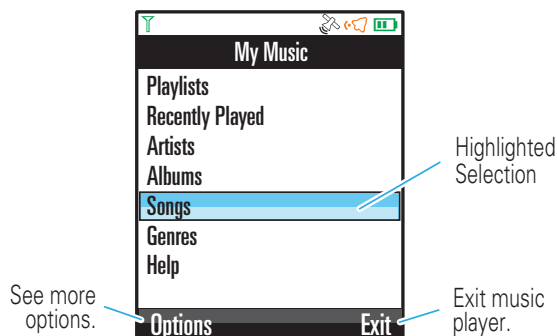
**Shortcut:** Press  on the external screen.

**Note:** Your phone may prompt you to search for songs. If you have made changes to the memory card, select **Yes**.

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# music

Your phone displays this menu:



**Note:** Your phone's automatic lock for the external keys does not activate with the Music Player on. To lock your phone while playing music, press and hold the smart key.

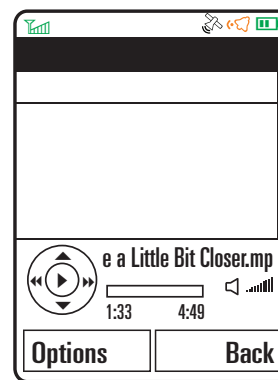
## browse & play music

- 1 Scroll to **Artists**, **Albums**, **Songs**, or **Genres** and press .
- 2 Scroll to an item and press .





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# music

While a song is playing, your phone may look like this:



You can use the external or internal keys to control the MP3 Player:

external key controls (flip closed)	
<b>pause/play</b>	Press  .
<b>fast forward/skip to next song</b>	Press  .
<b>rewind/skip back to previous song</b>	Press  .
<b>exit music player</b>	Open flip and press  .

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# music

Open the flip to use the keys similarly.

## music player tips

- Your phone saves battery by turning off the keypad backlight after 10 seconds and the display after one minute. To turn them back on, open the flip or press any key. You can change the backlight setting (see your User's Guide).
- If you receive a call, the MP3 Music Player pauses. **With the flip closed**, silence the ringer by pressing the volume keys or send the call to voicemail by pressing and holding the smart key. **With the flip open**, ignore the call and send the caller to voicemail or **Answer** the call.
- If the MP3 Player is hidden, you can use other phone features. Using the camera or video recorder turns off the MP3 Player. After you close them, playing resumes.
- If you use a headset with the phone, music plays through the headset. Music plays through the phone speaker when you disconnect the headset.

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# music

## get songs from a CD (for audio player)

To rip an audio CD on your computer, you need Microsoft® Windows® Media Player version 10 or later. You can download Windows Media Player from <http://www.microsoft.com/windows/windowsmedia/default.msp>.

- 1 **On your computer**, launch Windows Media Player.
- 2 Insert an audio CD into your computer's CD ROM drive.  
**Note:** Make sure you change the format to MP3 or WMA in the Rip Settings. (MP3 is the recommended format for best performance.)
- 3 In the Windows Media Player window, click on the "Rip" tab.
- 4 Highlight the songs you want to import and click "Rip Music."

The songs are imported to the Windows Media Player Library. Next, transfer the songs from your computer to your phone.

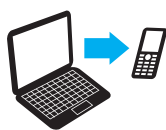
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# music

## transfer files (for audio player)

Transfer files from a computer to your phone or removable memory card. You can also transfer files from phone to memory card to free up phone memory.

**Note:** Your phone does not support DRM protected music files. The unauthorized copying of copyrighted materials is contrary to the provisions of the Copyright Laws of the United States and other countries. This device is intended solely for copying non-copyrighted materials, materials in which you own the copyright, or materials which you are authorized or legally permitted to copy. If you are uncertain about your right to copy any material, please contact your legal advisor.



### transfer from computer to phone

Motorola Phone Tools is available for purchase at:

[http://direct.motorola.com/ens/MPT/MPT\\_Feature.asp](http://direct.motorola.com/ens/MPT/MPT_Feature.asp).

- 1 On your computer, install Motorola Phone Tools.

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# music

- 2 On your phone, set the connection type to **Default: Modem/COM** by pressing > Settings > Connection > USB Settings > Modem/COM.
- 3 Connect your phone to the computer using the USB cable.
- 4 On your computer, use the Device Configuration Wizard to set up Motorola Phone Tools for your phone.
- 5 On your computer, in Motorola Phone Tools choose **Multimedia Studio** and select **File Transfer Studio**.
- 6 Browse for the music file you want and click "Copy to mobile phone."

**Note:** The file name is limited to 32 characters.



### transfer from computer to memory card (Windows® Media Player)

To load files from a computer **to a memory card**, you need a microSD memory card and a USB data cable.

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# music

- 1 **On your phone**, set the connection type to **Default: USB Drive** by pressing > Settings > Connection > USB Settings > USB Drive.
- 2 **On your computer**, launch Windows Media Player and click on the "Library" tab.

**Note:** The first time you use Windows Media Player with your phone, you have to set up the device. Follow the Windows Media Player prompts.

- 3 Connect the USB cable to your phone and to an available USB port on your computer.

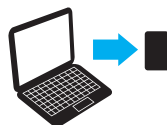
If this is the first time you have connected the phone to a computer with a USB cable, additional software drivers may be installed.

- 4 On your computer:
  - **If using Windows Media Player 10**, select the desired songs in the Library. Then click "Add to" and select "Sync List."
  - **If using Windows Media Player 11**, click the "Sync" tab.
- 5 Drag the desired files from the Library to the Sync list in the Windows Media Player window.

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# music

- 6 **On your computer**, click on the "Start Sync" icon in the Windows Media Player window.
- 7 When finished, disconnect by clicking on the "Safely Remove Hardware" icon in the system tray on your computer screen, selecting "USB Mass Storage Device," and then selecting "Stop."



### transfer from computer to memory card (drag & drop)

To load files **to your phone's memory card**, you need a cable connection or a card reader. Memory cards and card readers are sold separately.

- 1 **To transfer files using a cable**, on your phone, press > Settings > Connection > USB Settings. Highlight **Default** and press **Change**. Scroll to **USB Drive** and press **Select**. Press to return to the home screen. Connect the cable to your phone and to an available USB port on your computer.

**Note:** First disconnect the cable from your phone if it's already connected.

or

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# music

To transfer files using a memory card reader, insert your memory card into the card reader. (You may first need to insert the card into an adapter that fits into the card reader.) Insert the card reader into an available USB port on your computer.

- 2 On your computer, open “My Computer” and click on the “Removable Disk” icon to access your phone’s memory card.
- 3 In the “Removable Disk” (memory card) window, create one or more folders.  
**Caution:** Do not delete the “Mobile” and “Motorola” folders.
- 4 Copy desired files onto the memory card by dragging and dropping them **into a folder that you have created** (not in the main directory).
- 5 When finished, disconnect by clicking on the “Safely Remove Hardware” icon in the system tray on your computer.”

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# music



## transfer from phone to memory card

**Caution:** Moving a file to the memory card deletes the original file from phone memory.

**Find it:** > My Stuff

- 1 Scroll to **Pictures, Sounds, or Videos** and press **Select**.  
**Note:** You cannot move pictures to the memory card that came preloaded on your phone.
- 2 Scroll to the file you want to copy or move and press **Options**.
- 3 Scroll to **Mark** and press right.
- 4 Scroll to **Current** (to mark the selected file) or **All** (to mark all files) and press **Select**.
- 5 Press **Options**, then scroll to **Manage Marked Files** and press right.
- 6 Scroll to **Copy** or **Move** and press **Select**.
- 7 Scroll to **Memory Card-microSD** to copy or move the file and press .

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# music

## pair with headset, handsfree device, or other device

Before you try to connect to another Bluetooth device, make sure it is in *pairing mode*. If Bluetooth power is not on, your phone prompts you to turn it on.

**Find it:** > Settings > Connection > Bluetooth Link > Audio Devices > [Look For Devices]

- 1 Highlight a device name and press .
- 2 If the device requests permission to bond with your phone, select **YES** and enter the device PIN code.

**Note:** The default PIN code is 0000.

When connected, (Bluetooth) indicator or a **Bluetooth** message displays in the home screen. After connecting with a device, no other device can connect with your phone until you disconnect them.

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# photos

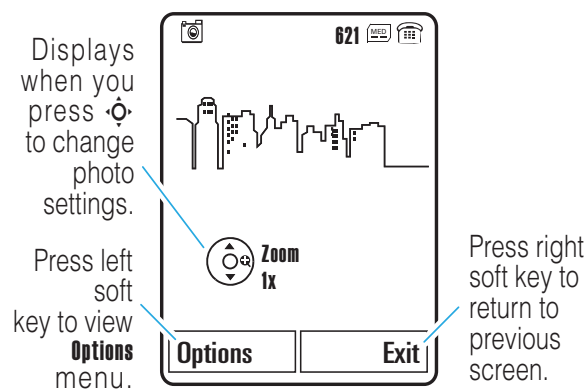
## take photos

To activate your phone’s camera, **press and hold** the camera/camcorder key .

or

Press > My Stuff > Camera.

After a short pause, the viewfinder opens:



**Note:** Your phone’s screen may be different.

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## accessories



Bluetooth® Stereo  
Headphones S9



Motorola H710



**MOTOROKR™ T505**  
Bluetooth® In-Car  
Speakerphone with  
Digital FM Transmitter



Vehicle Power Adapter

For more about accessories, visit [www.motorola.ca](http://www.motorola.ca).

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## 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.<sup>1</sup> 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

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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.

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 0.71 W/kg, and when worn on the body, as described in this user guide, is 1.13 W/kg. The SAR value for this product in its data transmission mode (body-worn use) is 0.38 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements).<sup>2</sup>

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. 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

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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.

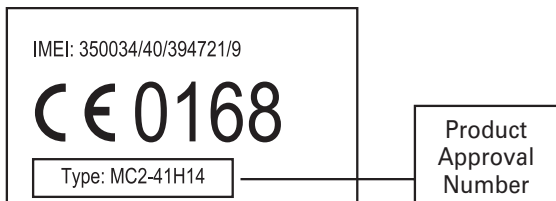
2. The SAR information includes the Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.

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# European Union Directives Conformance Statement

Hereby, Motorola declares that this product is in compliance with:

- The essential requirements and other relevant provisions of Directive 1999/5/EC
- All other relevant EU Directives



The above gives an example of a typical Product Approval Number.

You can view your product's Declaration of Conformity (DoC) to Directive 1999/5/EC (to R&TTE Directive) at [www.motorola.com/rtte](http://www.motorola.com/rtte). To find your DoC, enter the Product Approval Number from your product's label in the "Search" bar on the Web site.

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Motorola, Inc.  
Consumer Advocacy Office  
1307 East Algonquin Road  
Schaumburg, IL 60196

[www.hellomoto.com](http://www.hellomoto.com)

1-800-331-6456 (United States)

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

1-800-461-4575 (Canada)

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

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

## Software Copyright Notice

The Motorola products described in this manual may include copyrighted Motorola and third-party software stored in semiconductor memories or other media. Laws in the United States and other countries preserve for Motorola and third-party software providers certain exclusive rights for copyrighted software, such as the exclusive rights to distribute or reproduce the copyrighted software. Accordingly, any copyrighted software contained in the Motorola products may not be modified, reverse-engineered, distributed, or reproduced in any manner to the extent allowed by law. Furthermore, the purchase of the Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents, or patent applications of Motorola or any third-party software provider, except for the normal, non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Manual Number: 6809520A60-A

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[www.motorola.ca](http://www.motorola.ca)



**MOTOROLA**

