



MOTO Q™ 9c

Quick Start Guide



# welcome

**Work Remotely** – With Microsoft® Windows® Mobile, keep on top of work e-mail and edit documents with Documents To Go® from wherever you are in the world.

**Freedom from Wires** – Your life just got a little less wired with Bluetooth® wireless technology.

**My Phone, My Way** – Customize your home screen with personal pictures, change wallpapers, use your favorite song as your ringtone.

**Anytime Entertainment** – Transfer video and music files from your computer to your phone and instantly a media library is available anytime.

**Help & QuickStart Tour** – On-phone help is available anytime. Just press **Start** > **?** **Help**. For even more information, go to <http://www.motorola.com/support/q9c>.

**Note:** Before using your phone for the first time, be sure to review the important safety information in the user’s guide. Periodically review this information so you remember how to safely use your phone.

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# get started

## battery

### battery use & safety

**IMPORTANT: HANDLE AND STORE BATTERIES PROPERLY TO AVOID INJURY OR DAMAGE.** Most battery issues arise from improper handling of batteries, and particularly from the continued use of damaged batteries.

#### DON'Ts

- **Don't disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.**
- **Don't let the phone or battery come in contact with water.** Water can get into the phone's circuits, leading to corrosion. If the phone and/or battery get wet, have them checked by your carrier or contact Motorola even if they appear to be working properly.
- **Don't allow the battery to touch metal objects.** If metal objects, such as jewelry, stay in prolonged contact with the battery contact points, the battery could become very hot.

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- **Don't place your battery near a heat source.** Excessive heat can damage the phone or the battery. High temperatures can cause the battery to swell, leak, or malfunction. Therefore:
  - Do **not** dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.
  - Avoid leaving your phone in your car in high temperatures.

### DOs

- **Do avoid dropping the battery or phone.** Dropping these items, especially on a hard surface, can potentially cause damage.
- **Do contact your service provider or Motorola if your phone or battery has been damaged from dropping or high temperatures.**

**IMPORTANT: USE MOTOROLA ORIGINAL PRODUCTS FOR QUALITY ASSURANCE AND SAFEGUARDS.** To aid consumers in identifying authentic Motorola batteries from non-original or counterfeit batteries (that may not have adequate safety protection), Motorola provides

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## get started

holograms on its batteries. Consumers should confirm that any battery they purchase has a "Motorola Original" hologram.

**Motorola recommends you always use Motorola-branded batteries and chargers.** Motorola mobile devices are designed to work with Motorola 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 has a "Motorola Original" hologram;
- If there is no hologram, the battery is not a Motorola battery;
- If there is a hologram, replace the battery and retry charging it;
- If the message remains, contact a Motorola Authorized Service Center.

**Important:** Motorola's warranty does not cover damage to the phone caused by non-Motorola batteries and/or chargers.

**Warning:** Use of a non-Motorola battery or charger may present a risk of fire, explosion, leakage, or other hazard.

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### PROPER AND SAFE BATTERY DISPOSAL AND RECYCLING

Proper battery disposal is not only important for safety, it benefits the environment. Consumers may recycle their used batteries in many retail or service provider locations. Additional information on proper disposal and recycling may be found on the Web:

- [www.motorola.com/recycling](http://www.motorola.com/recycling)
- [www.rbc.org/call2recycle/](http://www.rbc.org/call2recycle/) (in English only)

**Disposal:** Promptly dispose of used batteries in accordance with local regulations. Contact your local recycling center or national recycling organizations for more information on how to dispose of batteries.

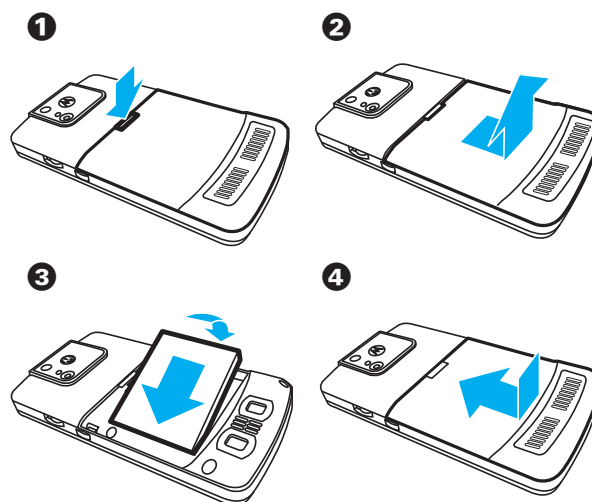


**Warning:** Never dispose of batteries in a fire because they may explode.

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## get started


### battery installation



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## get started

### battery charging

New batteries are not fully charged. Plug the battery charger into your phone and an electrical outlet. It might take several seconds to start charging. When finished, your phone plays an alert and displays a full battery icon  and **Charge Complete**.



**Tip:** Motorola batteries have circuitry that protects the battery from damage from overcharging.

If your battery is completely drained, you cannot use a **USB cable** plugged into a computer to charge your battery. You must use a wall charger or car charger. If your battery has some charge left, you can charge it by using a USB cable plugged into a computer. Note that some USB ports charge faster than others.

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### conserve battery charge

Using certain features can quickly deplete your battery's charge. **These features can include downloading music, using the camera, replaying video clips, and using Bluetooth® wireless connections.**


You can conserve your battery's charge:

- Reduce the backlight timeout (see your *User's Guide*). When the backlight is off, the display is visible but dim.
- Close unused programs using the task manager (see your *User's Guide*).
- Extend the interval between automatically sending and receiving e-mail (see your *User's Guide*).
- If you have more than one e-mail account set up, choose only one account to automatically send and receive messages.
- Turn off Bluetooth power when you are not using it (see your *User's Guide*).
- Adjust the WiFi power settings by pressing **Start > Settings > Connections > WiFi power settings**.

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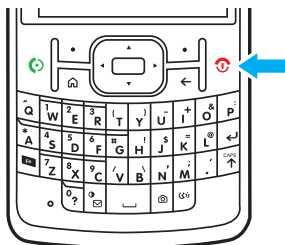
## get started

### turn it on & off


**To turn on your phone,** press and release .


**Tip:** If your phone does not turn on, take your battery out, put it back in, and try again.

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



### make a call


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


**Note:** To voice dial, **press and hold** the speaker key (). When prompted, say "Call," followed by a number or contact name. Use the on-screen prompts or see your *User's Guide* for details.




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### answer a call

When your phone rings and/or vibrates, press  to answer.

To "hang up," press .

- If you are busy when a call comes in, press **Ignore** to send the call to voicemail.
- To put a call on hold, press . To return to the call, press  again.
- If you are on a call and another call comes in, you can **Ignore** the new call to let it go to voicemail **or** answer the new call and put the current call on hold by pressing .

### store a phone number

**Find it:** **Contacts > New**

Enter a name and other details for the phone number and press **Done**.

**Tip:** While entering the number, you can tell your phone to pause and then dial more digits (for example, for a


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## get started

voicemail password or PIN). Press **Menu** > **Insert Pause** to insert a 2-second pause (shows as a **p**) or press **Menu** > **Insert Wait** to tell your phone to prompt you before dialing the remaining digits (shows as a **w**).

**Tip:** If you get a call or message from someone who isn't in your contacts, you can add them to your contacts from **Call History** by pressing **Save**.

## call a stored number

- 1 Press **Contacts** and scroll to the number.
- 2 Press .

Your phone calls the contact's default number.

**Tip:** If you stored more than one number for a contact, select the contact to see the other numbers.


## see your phone number

To view your phone number, press **Start** > **Settings** > **Phone Settings** > **My Telephone Number**.

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## get started

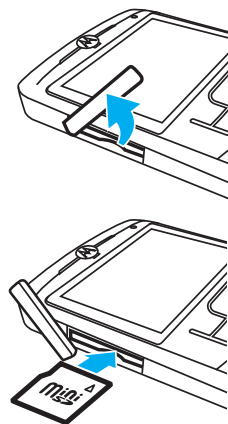
### insert memory card

You can use an optional removable miniSD memory card with your phone to store content, such as music, pictures, videos, applications, and files. 

**Caution:** Do not remove your memory card while your phone is using or writing files on it.

#### To insert a miniSD memory card:


- 1 Open the card slot cover on the side of the phone. (The cover stays attached to the phone.)
- 2 Insert the memory card into the slot with the metal contacts facing down. Press the card until it clicks into place.



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## get started

- 3 Put the memory slot cover back in place and push to close it. The cover clicks into place.

The memory card icon () appears at the top of your phone's display when you have correctly inserted your memory card. (The icon won't appear if you are using a wired headset or Bluetooth headset, but you can still access the content on your memory card.)

**Caution:** Don't bend or scratch your memory card. Keep it away from static electricity, water, and dirt.

**Note:** Your phone supports miniSD cards up to 32 GB (as they become available). Currently, you can purchase 8 GB memory cards. To save memory space on your phone, move media files (pictures, videos, music) to a memory card as often as possible.

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## e-mail & messages

### set up e-mail

**E-mail service depends on your e-mail provider.** If you have problems setting up e-mail or synchronizing, please visit [www.motorola.com/support/q9c](http://www.motorola.com/support/q9c) or call 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).

#### set up personal e-mail

**Note:** These steps vary depending on your e-mail provider. For example, for Gmail, you need to enable POP. If your e-mail provider does not provide IMAP or POP access, you can still use the Web browser to access e-mail.

- 1 Press **Start** > **Messaging** > **New E-Mail Account**.
- 2 Enter your e-mail address and press **Next**.

or

Skip to step 4 if your phone finds your account settings and automatically fills in these screens.

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# e-mail & messages

If your phone cannot find your settings, ask your e-mail provider for your settings. Then complete these steps.

- 3 In **Your e-mail provider**, select **Other (POP/IMAP)**, then press **Next**.
- 4 Enter the name you want others to see when you send them a message and the name of this account as you want it to appear on your phone.
- 5 Enter your e-mail user name and password, then press **Next**.
- 6 Press **Finish** > **Yes** to download e-mail now.

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# e-mail & messages

## set up work e-mail

**Note:** These steps set up Microsoft® Exchange server e-mail. You will need to know your server address, user or account name, and password, domain (if necessary), incoming and outgoing server names. To get this information, contact the e-mail administrator for your enterprise or company.


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

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

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# e-mail & messages

## read e-mail

When you receive a message your phone plays an alert and shows .



On the home screen, press **Start** > **Messaging** > (*e-mail account*).

If you don't see a list of messages, press **Menu** > **Folders** > **Inbox**. To return to the folder list, press **Folders**.

**Shortcut:** Press and hold these keys when you have a message or inbox open:

key	function	key	function
0	list shortcuts	5	move
1	reply all	6	forward
2	reply	7	delete
3	mark read/unread	8	download
4	flag message	9	send/receive

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# e-mail & messages

## send e-mail

After you set up your e-mail, press **Start** > **Messaging** > *e-mail account*, then press **Menu** > **New**. You can type and send an e-mail just like on your PC.

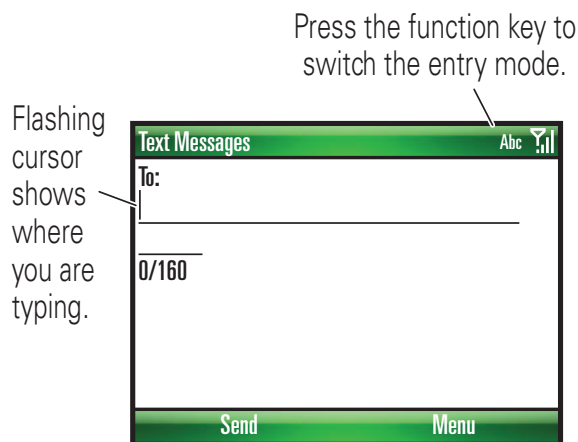
**Tip:** To add a picture, voice note, or file to an e-mail message, open the message area and press **Menu** > **Insert** > **Picture**, **Voice Note**, or **File**.

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# e-mail & messages

## enter text

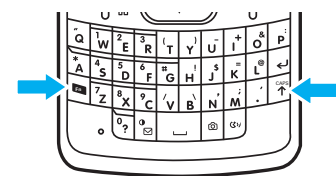
You can enter text and numbers using the keypad. An indicator at the top right of the display shows the current entry mode.



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# e-mail & messages

Press the function key (Ⓜ) or caps key (Ⓢ) in a text entry screen to select an entry mode:



## function key entry modes

- Alt** Press Ⓜ once to enter the upper symbol or number on the next key pressed (such as !), then return to the previous entry mode.
- ALT** Press Ⓜ twice to enter the upper symbols and numbers on the keys until you move to a new field.

## caps key entry modes

- abc** Enter all lowercase letters (such as **q**).
- Abc** Press Ⓢ once to enter the first letter of a sentence in uppercase.
- ABC** Press Ⓢ twice to enter all uppercase letters (all caps). Press Ⓢ again to toggle back to all lowercase letters.

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# e-mail & messages

Use these text entry keys:

text entry	
<b>delete</b>	Press ← once to delete one character. Press and hold ← to delete a whole line of text.
<b>start a new line</b>	Press ↵.
<b>enter symbols, etc.</b>	Press Ⓜ and then Ⓢ.

## text prediction

As you enter letters, your phone might try to **predict** the word. For instance, when you enter "prog," it might predict "program." To select a prediction, press ⬇ to highlight your selection and then press ⬆. To enter a space instead of using the predicted text, press the space bar.

To turn off text prediction, press **Start > Settings > Text Input Settings** and uncheck **Suggest words when typing**.

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# calls

## check voicemail

Your network stores your voicemail messages. When you **receive** a voicemail message, your phone shows the new voicemail indicator 📧 at the top of the screen and updates the number of voicemail messages you have on the home screen.

To **check** voicemail messages, press and hold **1**.

## set speed dial numbers

You can use speed dial to quickly call contacts or to access features like e-mail and Bluetooth® Manager.

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

## set speed dial for contacts

- 1 From the home screen, press **Contacts**, scroll to a contact, and press ⬇.
- 2 Select either the phone number or e-mail address and press **Menu > Add to Speed Dial**.
- 3 For **Keypad Assignment**, select a speed dial number and press **Done**.

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# calls

To **delete** a speed dial entry, press **Start** > **Speed Dial**, scroll to the entry, then press **Menu** > **Delete**.

## set speed dial for phone features

When your phone's Start menu is in grid or list format, you can set a speed dial shortcut to open an application on your phone.

**Note:** You can't set shortcuts if you change to the circular view, but you can still use them if you already set them.

- 1 Press **Start**.
- 2 Scroll to the icon of an application you want and press **Menu** > **Add to Speed Dial**.
- 3 For **Keypad Assignment**, select a speed dial number.

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

- 4 Press **Done**.

To delete a shortcut, press **Start** > **Speed Dial**, scroll to the shortcut, then press > **Menu** > **Delete**. Your service provider might add a **Voicemail** shortcut that you cannot delete.

# entertainment

## media player

Your phone uses Windows® Media Player Mobile to play Windows Media Audio (WMA), Windows Media Video (WMV), MP3, AAC, and WAV files.

- 1 Press **Start** > **Windows Media**.
- 2 Select a category or file in the Library and press **Play**.



# entertainment

# entertainment

media player controls	
<b>Play or pause</b>	Press <b>•◂•</b> .
<b>Update file list (if you load new files)</b>	Press <b>Menu</b> > <b>Update Library</b> .
<b>Skip to next or previous file</b>	Press <b>•◂•</b> right or left.
<b>Change volume</b>	Press <b>•◂•</b> up or down or scroll the thumb wheel up or down. To mute or unmute, press the space bar.
<b>Switch to full screen video</b>	Press <b>[0]</b> .
<b>Fast forward or rewind</b>	Press and hold <b>•◂•</b> left or right.


## set media player controls

You can set up keys to control the media player.

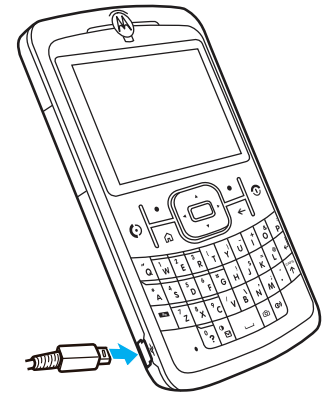
- 1 From the media player, press **Menu** and select **Options**.
- 2 Select **Buttons**.
- 3 Scroll to a media player action.
- 4 Press **Menu** and choose **Assign**, **Reset**, or **None**.
- 5 After you assign keys to the media player controls, press **OK** and **Done**.

## load media files

**Note:** You must have Microsoft® ActiveSync 4.5 or later installed on your Windows XP PC or Windows Mobile Device Center installed on your Windows Vista PC (see your *User's Guide*). These programs are on a CD that came with your phone, or you can download them: [www.microsoft.com/windowsmobile](http://www.microsoft.com/windowsmobile).

- 1 Connect the phone to your PC:
  - To use a **Bluetooth® connection**, turn Bluetooth on: Press **Start > Bluetooth > Bluetooth Manager > Settings**, then toggle **Status** to **Bluetooth ON**. The Bluetooth indicator  appears on the home screen. You might need to configure Bluetooth settings on your PC.

- To use a **cable connection**, turn on your phone and connect the data cable provided with your phone to the USB port on your computer.



- 2 In ActiveSync on your computer (or Windows Mobile Device Center on Windows Vista), select **Explore** and double-click **My Windows Mobile** device.
- 3 Find the files on your computer you would like to copy to your device and paste or drag them into the folder on your phone where you want them, such as **My Documents**.
- 4 Your files are now available on your phone. In the media player, press **Menu > Update Library** to see the files.

## personalize your Q

**Note:** For even more ways to personalize your phone, see your *User's Guide*.

### customize home screen


To customize your home screen, press **Start > Personalize My Q > Homescreen Settings**.

You can change these settings:

options	
<b>Home screen layout</b>	Select a layout for the home screen from various predefined schemes that you can customize further.
<b>Color scheme</b>	Select a color scheme for the display.
<b>Background image</b>	Select a picture for your wallpaper image, or <b>None</b> for no wallpaper.
<b>Time out</b>	Select the time interval before the display will go inactive or <b>Never</b> .

## change background image

**Note:** The image file must be a GIF, JPG, or BMP.

- 1 Copy the image file you want from your computer to your phone. (See your *User's Guide* for details.)
- 2 On your phone, press **Start > Pictures & Videos**.
- 3 Scroll to the picture you want and press .
- 4 Press **Menu > Use as Home Screen**.  
For some pictures you can crop the area and adjust the transparency.
- 5 Press **Finish**.

## customize start menu

To customize your start menu, press **Start > Personalize My Q > Start Menu View**.

## set home screen right soft key

Customize the right soft key as a shortcut to your favorite feature by pressing **Start > Personalize My Q > Home Screen Right Soft Key**.

Press **Menu** to select a feature and enter a label for your new right soft key function.

# customize


## set home screen shortcuts

Customize the shortcut across the top of your home screen by pressing **Start** > **Personalize My Q** > **Home Screen Shortcuts**.

Choose the size of the icons, whether to display text labels, or create shortcuts to features you use most.

## flight mode

When network access is prohibited, such as on flights and in hospitals, you can turn off your phone's network and Bluetooth services to safely use your address book, games, camera, and music.

- 1 Press and hold  until the **Quick List** appears and select **Wireless Manager**.
- 2 Select **All**.  
Your phone turns network and Bluetooth services off and shows **Off** under each in **Wireless Manager**.
- 3 Press **Done**.

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

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.

Manual Number: 6809521A32-A

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# accessories



Bluetooth® Stereo Headphones S9



Bluetooth® Stereo Headphones S805



MOTOROKR™ T505 Bluetooth® Car Kit



Bluetooth® Headset H680



miniSD Memory Card



MOTOPURE™ H12 Bluetooth® Headset

To see more accessories, visit [www.hellomoto.com](http://www.hellomoto.com)

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