



## Getting Started Guide

Sprint Mobile Broadband Smart Device  
**MOTO Q™ by Motorola®**

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

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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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# Welcome to Sprint

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**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

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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](http://www.sprint.com) and log on to **My Sprint Wireless** to access the most recent version of the guide.

## **WARNING!**

Please refer to the **Important Safety Information** section on page 134 to learn about 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.

**Section 1**

# **Getting Started**



# Setting Up Service

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## In This Section

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- ◆ **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

## Determining If Your Device Is Already Activated

If you purchased your device at a Sprint Store, it is probably ready to use. If you received your device in the mail, it probably has been activated; all you need to do is unlock it. If your device is not activated, please call Sprint Customer Service at **1-888-211-4PCS (4727)**.

## Unlocking Your Device

To unlock your device, follow these easy steps:

1. Press and hold the **Power/End** key () to turn the device on.
2. Press **Unlock** (left softkey).

**Tip:**

To select a softkey, press the button directly below the text appearing on the bottom left and right of your display screen. Softkey actions change according to the screen you are viewing.

3. Enter your four-digit lock code. (For security purposes, the code is not visible as you type.)

**Tip:**

If you can't recall your lock code, try using the last four digits of either your Social Security number or phone number, or try entering 0000 or NATL (6285). If none of these work, call Sprint Customer Service at 1-888-211-4PCS (4727).

# Setting Up Your Voicemail

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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 standby mode, 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 115.

# Sprint Account Passwords

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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 Password

If you are the account owner, you have an account password to sign on to [www.sprint.com](http://www.sprint.com) and to use when calling Sprint Customer Service. Your default account password is the last four digits of your Social Security number. 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](http://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 and to protect personal information on accounts with more than one phone or device.

For additional information, or to change your passwords, sign on to [www.sprint.com](http://www.sprint.com) or call Sprint Customer Service at **1-888-211-4PCS (4727)**.

# Getting Help

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## Visit [www.sprint.com](http://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 the Sprint Power Vision Network and other great products like games, ringtones, screen savers, and more.

## Reaching Sprint Customer Service

You can reach Sprint Customer Service many different ways:

- Dial **\*[2]** and then press the **Call/Answer** key (**[☎]**) on your device.
- Sign on to your account at [www.sprint.com](http://www.sprint.com).
- Call us toll-free at **1-888-211-4PCS (4727)**.

## Receiving Automated Invoicing Information

For your convenience, your device gives you access to invoicing information on your Sprint account. This information includes balance due, payment received, invoicing cycle, and an estimate of the number of minutes used since your last invoicing cycle.

**To access automated invoicing information:**

- ▶ Press **[\*][4]** and then press the **Call/Answer** key (**[☎]**).

**Note:** This service may not be available in all Affiliate areas.

## 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 **[4][1][1]** 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](http://www.sprint.com).



**Section 2**

# **Using Your Device**



# About Your Device

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## In This Section

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- ◆ **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 list some of the great features of your device and tells you where to get more information on using it.

# Features of Your Device

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Congratulations on the purchase of your wireless smart device. The **MOTO Q™** by Motorola 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:

- Dual band (800/1900 digital MHz) allows you to make and receive calls while on the Sprint National Network and to roam on other networks where Sprint has implemented roaming agreements.
- Full QWERTY keyboard lets you enter text easily (see page 52.)
- Email functionality supports multiple email inboxes: POP3/IMAP4, Microsoft® Exchange, and Good Mobile Messaging™. You can view email and attachments (page 63).
- The synchronization features give you many ways to synchronize. For example: ActiveSync® with Microsoft® Exchange Server 2003, IrDa (infrared), and the Motorola mini USB connector (page 56).
- SMS Text Messaging (page 121) provides quick and convenient messaging capabilities.
- The virtually unlimited address book lets you store as many contacts as available memory will hold and a calendar, both of which you can synchronize with the Microsoft Outlook® contacts and calendar feature on your PC (page 100).
- Speed dial lets you dial phone numbers with fewer key presses (page 49).
- The miniSD card slot lets you expand your device's memory to hold whatever you need (page 28).

- Bluetooth® capabilities lets you pair your device to other Bluetooth devices, including 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 107).
- The built-in camera allows you to take full-color digital pictures and videos (page 85).
- The media player allows you to enjoy video clips and listen to audio files with your device (page 94).
- Pocket Internet Explorer® lets you browse the Internet (page 97).
- Sprint Voice Command lets you dial phone numbers by saying a name or the digits of a phone number (page 130).
- Voice recognition software that lets you place calls and perform quick tasks just by using your voice (page 110).
- Your device's dial-up networking capabilities let you use your device as a modem to connect you PC to the Internet on Sprint's network.

# Getting More Information

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Besides 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 and QuickStart Guide**.
- 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 PC.
- For more support information, see the Motorola Q Support Web site at <http://www.motorola.com/support/Q>. 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](http://www.sprint.com) for the latest information and help.

# Getting to Know Your Device

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## In This Section

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- ◆ **Your Device**
  - ◆ **Accessories**
  - ◆ **Turning Your Device On and Off**
  - ◆ **Using the Battery and Charger**
  - ◆ **Inserting and Removing a miniSD Card**
- 

**Your device has a lot of functionality packed into a sleek design.** This section describes all the basic physical features of your device and how to use them.

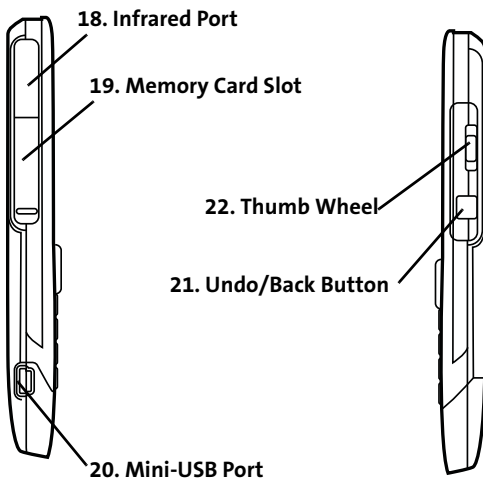
# Your Device

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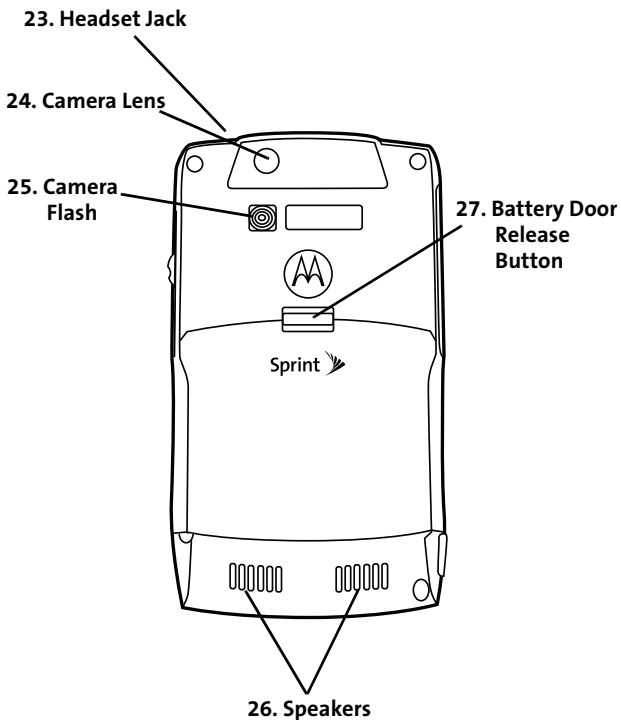
## Front View of Your Device



## Side Views of Your Device



## Back View of Your Device



## 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 Key** (Ⓜ️) selects a text entry mode.
8. **Message/Display Off Key** (📧) takes you to your message Inbox.
9. **Microphone** allows the other caller to hear you clearly when you are speaking to them.
10. **Space Bar** makes a space when you are entering text.
11. **Speakerphone/Voice Recognition Key** (📞) turns the speakerphone on during a call. In standby mode, the key activates voice recognition.
12. **Camera Key** (📷) allows you to activate the built-in camera.
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 the **Power/End** key (⏻) for seconds to turn your device on or off. Press the **Power/End** key (⏻) to end a call.
16. **Right Softkey** lets you select actions and menu items appearing on the bottom right of the display screen.
17. **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.
18. **Infrared Port** allows you synchronize and exchange files with an infrared-capable PC or other infrared-capable device.
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.
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 and selects through menu options and highlights items on the display. Turn the thumb wheel to scroll. Press it to select the highlighted item. It also controls volume. Press and hold and then turn the thumb wheel to adjust the earpiece, speaker, or headset volume.
23. **Headset Jack** lets you connect your stereo headset to your device.

24. **Camera Lens** lets you capture clear pictures and videos.
25. **Camera Flash** help illuminate the pictures you take.
26. **Speakers** are stereo-quality speakers.
27. **Battery Door Release Button** lets you open the battery door.

## Accessories

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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**, 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](http://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](http://www.sprintstorelocator.com).

<b>Note:</b>	It is best to carry your device in approved holsters or cases as to not damage it by placing it in your pockets, purses, or bags.
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# Turning Your Device On and Off

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## 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

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<b>WARNING!</b>	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.
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Sprint-approved or Motorola-approved batteries and accessories can be found at Sprint Stores, through Motorola; or call 1-888-242-4187 to order. They're also available at [www.sprint.com](http://www.sprint.com) — click on the **Accessories** tab and then click **Sprint 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.

<b>Note:</b>	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.

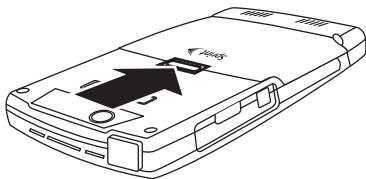
## Battery Use and Maintenance

- Sprint-approved or Motorola-approved Li-Ion chargers provide optimum performance. Other chargers may not fully charge the Li-Ion battery or may yield a reduced number of lifetime charge cycles.
- Extreme temperatures degrade battery performance. Do not store the battery where temperatures exceed 140°F (60°C) or fall below -4°F (-20°C).
- Li-Ion batteries have a self-discharge rate and, without use, lose about 1% of their charge per day.

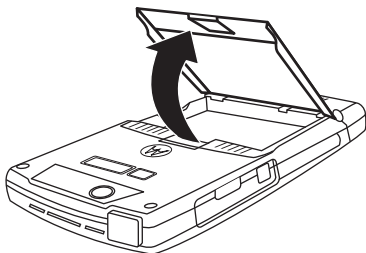
## Installing the Battery

To install the Li-Ion battery:

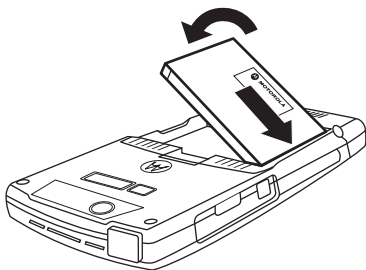
1. Make sure the device is powered off.
2. Slide the battery door release button toward the bottom of your device.



3. While holding the battery door release button, lift out the battery door.



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 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. Slide the battery door release button toward the bottom of your device.
3. While holding the battery door release button, lift out the battery door.

<b>WARNING!</b>	Do not handle a damaged or leaking Li-Ion battery as you can be burned.
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## 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.

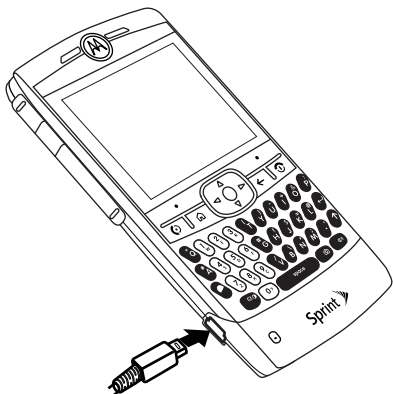
Keeping track of your battery's charge is important. If your battery level becomes too low, your device automatically turns off, and you will lose all the information you were just working on. For a quick check of your device's battery level, glance at the battery charge indicator located in the upper-right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

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

## 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 accessory connector.



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.

**Note:**

If your battery has been completely drained, it cannot be charged via the USB cable plugged into the computer (this connection will only maintain current battery life). Use a wall charger or car charger to recharge the battery. Some computer USB ports provide a higher current than others, and will provide more rapid charging.

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The mini-USB port does not support headphones. You must use 2.5 mm headphones or a Bluetooth stereo headset.

# 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 1GB in memory.

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

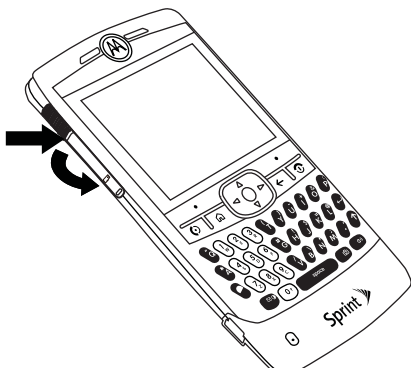
**Note:**

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.

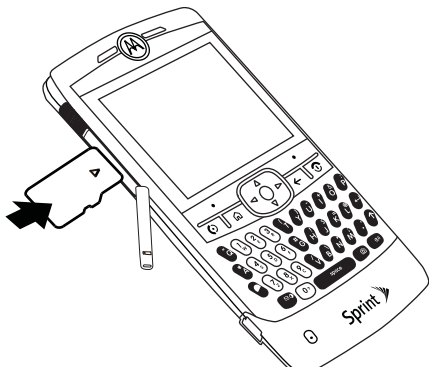
## To insert a miniSD card into your device:

1. Open the memory slot cover. Place fingernail on bottom ridge of infrared port and lift rubber cover from the memory slot.



2. Insert miniSD, with the contacts facing down, into the exposed memory slot.

**Tip:** The writing on the miniSD card should face up.



Your Device

3. Press in on the memory card until it clicks into place.
4. Place 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—2GB). Using non-recommended miniSD cards could cause data loss and damage your device.

## To remove a miniSD card from your device:

<b>Note:</b>	<b>DO NOT</b> 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 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 memory card cover back in place and push to close.

# Getting Around Your Device

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## 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; how perform other basic tasks you may want to know about before your 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 the **Call/Answer** key (☎).

## 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 78.

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, profile, Calendar, 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.

- Battery Level Indicator (🔋)– Vertical bars show the battery charge level. Recharge the battery when your device shows one or two bars. Arrow indicators above the battery indicator, signifies data transfer to the device.
- Roam Indicator – The roam indicator 🌐 shows when your device is seeking or using a network other than the Sprint National Network. Other indicators can include:
  - Ev – EvDO network.
  - 🌐⬆️ – roaming unavailable.
- Message Indicators – Show when you receive new messages. Indicators can include:
  - ✉️ – new email or text message.
  - 📞 – voicemail message.
- Location/Data Indicator – Shows 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 and capable of a data transfer session.

<b>Note:</b>	Location and Data Indicators do not display on the screen simultaneously.
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- Bluetooth Indicator – Shows Bluetooth connection status. Indicators can include:
  - 📶 – Bluetooth wireless connection.
- Profile Indicator – Shows the profile setting icon, if the profile has an icon associated with it:
  - 🗣️ – meeting.
  - 📞 – silent.
  - 📞 – speakerphone.

## 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 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.
- A permanent shortcut to Pocket MSN.

# Navigating Menus and Lists

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

















Press the **Navigation** key () 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

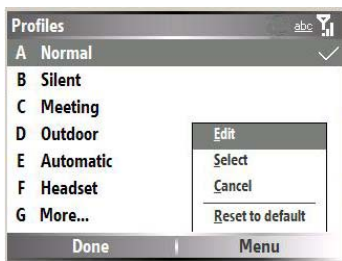
The following items are available in the main menu:

-  – Internet Explorer.
-  – On Demand.
-  – Windows Media.
-  or  – Good Mobile Messaging.
-  – ActiveSync.
-  – Messaging:
  - Text Messages.
  - Outlook E-Mail.
  - Personal email accounts you set up.
-  – Calendar.
-  – Settings:
  - Call Options.
  - Sounds.
  - Profiles.
  - Home Screen.
  - Clock & Alarm.
  - Connections.
  - Security.

- Remove Programs.
  - Power Management.
  - Accessibility.
  - Regional Settings.
  - Owner Information.
  - About.
  - Error Reporting.
  - Phone Settings.
  - TTY Settings.
  - Unread Message Alert.
  - Text Input Settings.
  - PCS Vision.
-  – Tasks.
-  – Call History.
-  – Contacts.
-  – Speed Dial.
-  – Voice Recognition.
-  – Voice Notes.
-  – Bluetooth.
-  – Games.
-  – File Manager.
-  – Help and QuickStart.
-  – Media Center.
-  – Pictures & Videos.
-  – Pocket MSN.
-  – Accessories.
-  – Debug Apps.
-  – 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 as that menu or list.
- Press **Menu** (usually the right softkey) to display additional options.

## Displaying Your Phone Number

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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**.

## Setting the Volume

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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.

<b>Note:</b>	You can do this from the Home Screen or a variety of other screens within your device.
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2. Turn the thumb wheel to adjust the volume.
3. Press **Done** (left softkey) or wait for the previous screen to reappear.

# 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 **Key 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. To unlock, you do not need to press the **ALT** key (⌥).

# Locking and Unlocking the Device

---

You can lock your device to keep others from using it.

To lock your device:

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

To unlock your device:

1. Press **Unlock** (left softkey).
2. When the unlock screen displays, enter your password and press **Done** (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 45). A locked device still rings or vibrates for incoming calls or messages, but you do not need to unlock it to answer a call.

# Using Calling Features

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## In This Section

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- ◆ Making and Answering Calls
  - ◆ Calling Emergency Numbers
  - ◆ Turning Off Call Alerts
  - ◆ Using Call History
  - ◆ Using Speed Dial
  - ◆ Redialing a Number
  - ◆ Plus (+) Code Dialing
- 

**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** (⏻).

To answer an incoming call:

1. When your device rings, vibrates, or otherwise indicates you have an incoming call, press the **Call/Answer** key (☎) or the **Accept** (left softkey) to answer.
2. To end the call, press the **Power/End** key (⏻).

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 the **Call/Answer** key (☎). To return to the call, press the **Call/Answer** key (☎).
- 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 > Call Options**. Select the **Any key answer** checkbox. Press **Done** (left softkey).

## Making Calls From the Contacts List

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

To make a call from the contacts list:



1. Press **Start** (left softkey).
2. Select **Contacts**.
3. Select the contact phone number you want to call.
4. Press the **Call/Answer** key () to make the call.
5. To end the call, press the **Power/End** key ()

### 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 contact list and displays the name.

## 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 the **Call/Answer** key () to make the call.
3. To end the call, press the **Power/End** key ()

# Calling Emergency Numbers

---

You can place calls to 911 — dial **911** and press the **Call/Answer** key (**☎**) — 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

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

# Using Speakerphone

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<b>Note:</b>	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.
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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 (📞).
- ▶ Press **Menu** (right softkey) and then select **Speakerphone On**.

<b>Note:</b>	When your device is connected to a car kit or headset, sound does not come out of the speaker on the device. <hr/> With a Bluetooth headset, press <b>Menu &gt; Handsfree Off</b> and then press <b>Menu &gt; Speakerphone On</b> .
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**To turn off speakerphone during a call, after you have turned it on:**

- ▶ Press the **Speakerphone/Voice Recognition** key (📞) again.
- ▶ 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).
2. Select **Call History**.
3. Highlight a call.
  - To call the number, press the **Call/Answer** key (☎).
  - To see call details (like time and date), press the **Center Select** key (◉).
  - 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 group calls in a specific matter. For example, if you filter the list for all Missed Calls, all the incoming phone calls that you did not answer will be listed first.

## Viewing Missed Calls

Your device keeps a record of your unanswered calls.

To view calls you received but did not answer:

1. Press **Start** (left softkey).
2. Select **Call History**.
3. Press **Menu** (right softkey).
4. Select **Filter**.
5. 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 the **Power/End** key (⏻). 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).
2. Select **Call History**.
3. Press **Menu** (right softkey).
4. Select **View Timers**.

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

1. Press **Start** (left softkey).
2. Select **Call History**.
3. Press **Menu** (right softkey).
4. Select **View Timers**.
5. Press **Menu** (right softkey).
6. 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 contact 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 the **Center Select** key (•◂◃•) 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).
6. Select **Add to Speed Dial**.
7. In the **Keypad Assignment** field, select the speed dial number to use.
8. Press **Done** (left softkey).

## Menu Shortcuts

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

**To add a speed dial entry to open an application:**

1. Press **Start** (left softkey).
2. Scroll to the icon of the application for which you want a shortcut.
3. Press **Menu** (right softkey).
4. Select **Add to Speed Dial**.
5. In the **Keypad Assignment** area, select the speed dial number to use.
6. Press **Done**.

## Deleting Speed Dial Entries

**To delete a speed dial entry:**

1. Press **Start** (left softkey).
2. Select **Speed Dial**.
3. Select the speed dial entry you want to delete.

4. Press **Menu** (right softkey).
5. Select **Delete**.
6. Press **Yes** (left softkey) to confirm.

## Redialing a Number

---

To redial a number you recently called:

1. Press the **Call/Answer** key (☎) from the Home Screen to see the dialed calls list.
2. Highlight the entry you want to call, then press the **Call/Answer** key (☎) again.

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

## Plus (+) Code Dialing

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When placing international calls, you can use Plus Code Dialing to automatically enter the international access code for your location. From the United States, this number is usually 011.

To make a call using Plus Code Dialing:

1. Press and hold **[0]** until a “+” appears on your display screen.
2. Dial the country code and phone number you’re calling and press the **Call/Answer** key (☎). (The access code for international dialing is automatically dialed, followed by the country code and phone number.)

# Entering Text

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## In This Section

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- ◆ Entering Letters, Numbers, and Symbols
  - ◆ Using iTAP® Mode
- 

**Your device has a full QWERTY keyboard, much like your PC 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

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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** 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 the key to appear. This is the mode you would use for entering letters. Within primary entry mode, you can chose the capitalization of the letters you type by pressing the **Caps** key (⇧):
  - Lowercase (the primary entry mode icon appears as “abc”) – Letters you type will be lowercase until you press the **Caps** key (⇧).
  - Caps (the primary entry mode icon appears as “Abc”) – 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”) – Letters you type will be capitalized until you press the **Caps** key (⇧) again.

- Secondary key entry (ALT) – In this mode, the next key you press will cause the character at the top of the key to appear. After that, your device returns to primary key entry mode. This mode is best for entering a single digit or one of the punctuation marks or symbols that appear at the tops of the keys on your device keypad.
- Secondary key lock (ALT) – In this mode, the keys you press will cause the character at the top of the key to appear until you change text entry modes by pressing the ALT key (⌘). This mode is best for entering strings of digits, like phone numbers.

## Text Entry Tips

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

- To backspace and delete a single character in any input mode, press the **Back** key (←).
- To backspace and delete an entire text or numeric field in any input mode, press and hold the **Back** key (←).
- To enter a symbol that does not appear on your keypad, press the **ALT** key (⌘) and then the **Caps** key (⇧). The Symbols page displays, giving you many symbols to choose from. Navigate to highlight the symbol you the symbol you want and then press the **Center Select** key (⌘). to select it.
- To start a new line, press **Enter** (↵).

# Using iTAP<sup>®</sup> Mode

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The iTAP software combines your key presses into common words, and predicts each word as you enter it.

When the word you want appears, move on to the next word. If you want a different word, continue pressing keypad keys to enter the remaining characters.

When iTAP mode is on, the text entry mode status indicators in “Text Entry Mode Status Indicators” on page 53 appear underlined.

**To turn iTAP mode off or on:**

1. Press **Start** (left softkey).
2. Select **Settings > Text Input Settings**.
3. Select the **Text Prediction** checkbox to toggle iTAP mode on or off.

# Synchronizing and Using Email

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## In This Section

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- ◆ Synchronizing
  - ◆ Using Email
- 

**You can synchronize information on your device over the air or while connected to your PC.** 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

Before attempting to use email, synchronize information, or set up your device to synchronize using a PC as described in this section, 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.

# Synchronizing

---

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

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

The types of information you can synchronize depends 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 MSN Hotmail® account or other ISP or Web-based personal email account, you can synchronize email.
- If you are synchronizing using your PC and a USB cable, Bluetooth, or infrared connection, you can synchronize email, contacts, calendar, and media. To do this, you must install the ActiveSync program that came with your device onto your PC.

## 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 PC.

## Synchronizing Using a PC

**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.

You can use Microsoft ActiveSync version 4.2 or later to synchronize information between your device and PC. Microsoft ActiveSync version 4.2 is on the CD included with your device.

ActiveSync compares your device's email messages, contact information, calendar appointments, and media files to those on your computer and then updates 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 94).

## Installing and Setting Up ActiveSync

To synchronize information on your device with a PC, you must install Microsoft ActiveSync software on your PC.

**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 PC:

1. Insert the ActiveSync CD that came with your device into your computer.
2. When the main screen appears, click under **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 PC.

<b>Note:</b>	You may need to restart your computer.
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## Synchronizing Via a Cable Connection

After ActiveSync is installed on your PC, you can connect it to your device and synchronize via a cable connection.

**To synchronize via a cable connection:**

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

<b>Note:</b>	For more information, see “Connecting a mobile device to a PC” in ActiveSync Help on your PC (open the ActiveSync program and use the Help menu) or the Microsoft Web site for ActiveSync or the Motorola Q Support Web site at <a href="http://www.motorola.com/support/Q">http://www.motorola.com/support/Q</a> . 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).
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## Synchronizing Via Bluetooth

After ActiveSync is installed on your PC, you can connect it to your device and synchronize via Bluetooth.

<b>Note:</b>	To use this feature, your PC must be equipped with Bluetooth or a Bluetooth PC adaptor accessory.
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### To synchronize via Bluetooth:

1. Follow the instructions in ActiveSync Help for configuring Bluetooth on your PC to support ActiveSync.
2. Turn on the device.
3. On your device, verify that Bluetooth is turned on:
  - Press **Start** (left softkey).
  - Select **Bluetooth > Bluetooth Manager > Settings**.
  - Toggle **Status** to **Bluetooth ON**.
4. Return to the Home Screen.
5. Press **Start** (left softkey).
6. Select **ActiveSync**.
7. Select **Menu > Connect via Bluetooth**. Ensure that the device and PC are within close range.
8. If this is the first time you have connected to this PC via Bluetooth, you must complete the Bluetooth wizard on the device and set up a Bluetooth partnership with the PC before synchronizing.
9. Select **Sync**.
10. When finished, select **Menu > Disconnect Bluetooth**.
11. To preserve battery power on your device, turn off Bluetooth (see page 108).

## Synchronizing Via Infrared

After ActiveSync is installed on your PC, you can connect it to your device and synchronize via infrared.

<b>Note:</b>	To use this feature, your PC must be equipped with infrared capability.
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### To synchronize via infrared:

1. Follow the instructions in ActiveSync Help on the PC for setting up your PC to receive infrared signals.
2. Turn on the device.
3. On your device, verify that IR is turned on:
  - Press **Start** (left softkey).
  - Select **Settings > Connections > Beam**.
  - Select **Receive incoming beams**.
4. Line up the infrared ports on your device and PC so that they are unobstructed and within close range.
5. Return to the Home Screen.
6. Press **Start** (left softkey).
7. Select **ActiveSync**.
8. Select **Menu > Connect via IR**.
9. Select **Sync**.


# 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 **New Message** with 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 ( .
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  $\cdot\odot\cdot$  to the right.

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

- ▶ Press the navigation key  $\cdot\odot\cdot$  to the left.

**Tip:**

Need to check your email right now? Go to the email account to 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**.

**Note:**

You can send, read, and receive PDF, Microsoft Word, Excel, and PowerPoint files via email, but you cannot edit these files on your device. Use ActiveSync to transfer these files to your computer for editing.

## 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. Press **Menu** (right soft key).
3. Select **Delete**.

### To reply to a message:

1. From the email account's Inbox, highlight or view the message you want to reply to.
2. To reply only to the sender, press **Reply** (left softkey) or press **Menu** (right softkey) and select **Reply**.  
— or —  
To reply to the sender and all recipients, press **Menu** (right softkey) and select **Reply > Reply All**.
3. Enter your reply.
4. Press **Send**.

**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.
2. Press **Menu** (right softkey).
3. Select **Forward** or select **Reply > Forward**.
4. 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.
5. Press **Send** (left softkey).

### To create a contact card for the sender:

1. From the email account's Inbox, view the message you want to create a contact card for.
2. Press **Menu** (right softkey).
3. Select **Save to Contacts**.

## 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).
3. 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 view and download the attachments.

If an email message includes an attachment, when you open the message, the name of the attachment will appear highlighted.

To view and download the attachment:

- ▶ While viewing the message, use the **Center Select** key (◉) to select the attachment.

### 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 File Viewer program.

The attachment is downloaded the next time you synchronize or connect to your email server.

If there are multiple attachments in the message, all attachments are downloaded.

## Sending a Message

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

To send an email message:

1. Press **Start** (left softkey) and then select **Messaging**.  
— or —  
Press the **Message/Display Off** key (✉).
2. Select the account you want to access.
3. Press **New** (left softkey).
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. 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 select 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**.

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 (◂◃) 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

To create a signature:

1. Press **Start** (left softkey) and then select **Messaging**.  
— or —  
Press the **Message/Display Off** key (✉).  
2. Select the email account you want to create a signature for.
3. Press **Menu** (right softkey).
4. Select **Options > Signatures**.
5. Select the **Use signature with the account** checkbox.
6. 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.
7. Select the **Signature** field.

8. Enter your signature.
9. Press **Done** (left softkey).
10. Press **Done** (left softkey).

## Using Global Address Look Up

You can view a global address list (GAL) 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:** GAL information can only be viewed during a data transfer session; the entire GAL cannot be stored for viewing offline.

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

**To use GAL 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).
4. Select **Find Online**.
5. When you locate the contact to send a message, highlight and select it. The email information is populated into the **To** Field.

**Tip:** Use can also use GAL to search for a contact and make a call: Press **Start** (left softkey). Select **Contacts**. In the contact list, press **Menu**. Select **Find Online**. Scroll through the list of entries displayed. When you locate your contact, press the **Call/Answer** key (☎) to make a call.

**Note:**

Although the entire GAL cannot be stored on your device, after the contact is found, you can add the single contact to your contact 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 PC, the same Inbox folders that are in Outlook on your PC are created on your device.

To mark folders for synchronization:

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).
6. Select **Show all Folders**.
7. Press **Menu** (right softkey).
8. Select **Manage Folders**.
9. Highlight each folder you want to synchronize and press **Sync** (right softkey).
10. 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.

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

To move a message:

1. Highlight or view the message you want to move.
2. Press **Menu** (right softkey).
3. Select **Move**.
4. Select the folder you want to move the message to.

## 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.

To empty a deleted items folder:


1. Press **Start** (left softkey) and then select **Messaging**.  
— or —  
Press the **Message/Display Off** key (ⓧ⓪).
2. Select the email account that you want to empty the deleted items folder of.
3. Press **Menu** (right softkey).
4. Select **Folder**.
5. Select the deleted items folder.
6. Press **Menu** (right softkey).
7. Select **Empty Folder**.

## Delete 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.

To delete an email account:

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 delete.
3. Press **Menu** (right softkey).
4. Select **Options > Account Options**.
5. Press **Menu** (right softkey).
6. Select **Delete**.
7. Press **Yes** (left softkey) to confirm.
8. Press **Done** (left softkey).
9. Press **Done** (left softkey) again.

# Customizing Your Device

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## In This Section

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- ◆ **Controlling Your Roaming Experience**
  - ◆ **Using Profiles**
  - ◆ **Using Settings**
  - ◆ **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

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## 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** by Motorola works anywhere on the Sprint National Network and allows you to roam 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 (ā).

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

<b>Note:</b>	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.
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## 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.

To set your device's roam mode:

1. Press **Start** (left softkey).
2. Select **Settings > Phone Settings > Network**.
  - In the **Network Select** field, use the **Navigation** key (**⬅**) to select your roaming mode:
  - **Sprint Only** allows you to access the Sprint National 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

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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
- Meeting
- Outdoor
- Automatic
- Headset
- Car
- Speakerphone

**Tip:**

Do you want your device to vibrate instead of ring? Use the Meeting profile.

The ring style profile's indicator displays at the top of your Home Screen, 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.

**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. 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).
4. 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 (·⊙·) 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).
4. Select **Reset to defaults**.

# Using Settings

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The Setting menu lets you customize many aspect of your device. This section describe 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 your 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 (·⊙·) 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 or **Never**.
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 each turns off when you're not using your device. The backlight and display each turns 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 (·⊙·) to select the amount of time.
  - In the **Backlight time out on AC** field, use the **Navigation** key (·⊙·) to select the amount of time.
4. To set the display time: In the **Display time out** field, use the **Navigation** key (·⊙·) 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 (·⊙·) 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 Download 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 Sound 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.
  1. Press **Menu** (right softkey).
  2. Select **File > Copy to**.
  3. 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).
2. Select **Settings > Clock & Alarm > Date and Time**.
3. In the **Time Zone** field, use the navigation key (·⊙·) to select your time zone.
4. 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 (·⊙·) 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.

To change the language:

1. Press **Start** (left softkey).
2. Select **Settings > Regional Settings**.
3. In the **Language** field, use the **Navigation** key (·⊙·) 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 device.

<b>Note:</b>	TTY does not work from mobile phone to mobile phone. Your <b>MOTO Q</b> device is a mobile phone.
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To set up your device for use with a TTY device:

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

## 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 (·⊙·) 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.

To enter owner information:

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

## Setting Flight Mode

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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).

To turn flight mode on or off:

1. Press and hold the Home key (⬆). The Quick List displays.
2. Highlight and select **Wireless Manager**.
3. Scroll to **Phone** and press the **Center Select** key (⬆). When **Phone** is on, flight mode is off. When **Phone** is off, flight mode is on.

# Setting Audio Enhancement

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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).
5. Select **Edit**.
6. Scroll and highlight the option you want to change, then press the navigation key (◂◃) right or left to change it.
7. Press **Done** (left softkey) to save the changes.
8. When you are finished setting audio enhancement for the device's speaker and headset, press **Done** (left softkey) again.

# Using the Built-in Camera

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### In This Section

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- ◆ 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.

# Taking Pictures

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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 and hold the **Camera** (📷) key for two seconds to see the camera viewfinder:



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 the **Center Select** key (⬇️) 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 and return to the active viewfinder, select **Delete**.
  - To send the photo, select **Send....** Your send options are **Text Messages**, **Outlook E-mail**, or another formatted email account.
  - To send via Bluetooth, select **Send via Bluetooth**.
  - To beam the picture via the Infrared port, select **Beam....**
  - 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**.

## Taking a Self-Portrait

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

To take a self-portrait:

1. Press and hold the **Camera** (📷) key for two seconds to see the camera viewfinder.
2. Press **Menu** (right softkey).
3. Select **Mode > Timer**.
4. Press the **Camera** (📷) key 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.

## 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.

**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).
4. Select **Folders**.
5. Select the folder that contains stored pictures.
6. Select the picture you wish to view.
7. 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 and hold the **Camera** (📷) key for two seconds to see the camera viewfinder.
2. Press **Menu** (right softkey).
3. Select **Video** to go to the camcorder.
4. Point the camera lens at the video subject.

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

5. Press the **Camera** (📷) key or the center select key (⬇️) to begin recording a video. The video displays in the viewfinder.



**Tip:** The number on the left side of the screen is the current length of the video clip you are recording. The number on the right indicates the remaining recording time.

6. Press **Stop** to end recording the video altogether, or press **Pause** to pause recording and **Resume** 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).
4. Select **Folders**.
5. Select the folder that contains stored videos.
6. Select the video clip to play.
7. 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 94.

**Tip:**

To play video in full screen, press **Menu** and select **Full Screen**. Only videos that were recorded with the correct resolution will play in full-screen mode.

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 the playing video clips on your device.

To access the video playback options menu:

1. Go to the video playback window.
2. Press **Menu** (right softkey).
3. 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 window.
- **Network** – Selects default network settings for streaming media.
- **Library** – Determines if the player starts on the Library screen.
- **Skins** – Determine Windows Media Player skin theme.
- **Buttons** – Set playback button mapping.

# Setting Picture Options

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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 and hold the **Camera** (📷) key for two seconds to see the camera viewfinder.
2. Press **Menu** (right softkey).
3. Select **Options....**

The following options are available:

- **General** – Determine default picture sizes for email and rotating 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

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## 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 well as copy and manage files.

# Using the Media Player

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A version of Windows Media Player Mobile version 10.2 (or higher) for Smartphone 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 10 on your PC, the media player's library lets you access the files you want to play. When you update the library, it searches for files on your device, or on the miniSD card inserted in your device, that can be played on the Window Media player.

**To update the library:**

1. Go to the Windows Media player.
2. Press **Menu** (right softkey).
3. Select **Library**.
4. Press **Menu** (right softkey).
5. 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 (⏮) left or right.
- To increase or decrease the volume, press the **Navigation** key (⏮) 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 (⏮) 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 94.)
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).
3. Select **Library**.
4. Press **Menu** (right softkey).
5. Select **Open URL**.

## Setting Video Controls

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

To set the video controls:

1. Go to the Windows Media player.
2. Press **Menu** (right softkey).
3. Select **Options > Buttons**.
4. Scroll and highlight the Windows Media player action you want to assign a button or key press.
5. Press **Menu** (right softkey).
6. Select **Assign** to assign a button or key press to the action.
7. Press the button or key you want to assign to the action.
8. 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 go to the Web browser:

1. Press **Start** (left softkey).
2. Select **Internet Explorer**.

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

- To go to a Web page, press **Menu** (right softkey) and select **Address Bar**. Enter the address and press **Go** (right softkey).
- To go to a link in a Web page, use the navigation key to highlight the link and then press the **Center Select** key (⬤).
- 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 PC 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.

## Copy Files From Your PC

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

<b>Note:</b>	You must have ActiveSync on your PC installed as described in “Installing and Setting Up ActiveSync” on page 59.
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### To copy files from your PC:

1. Connect the device to your PC.
2. In ActiveSync on your PC, click **Explore** and double-click **My Windows Mobile** device.
3. On your PC, find the files you would like to copy to your device and drag and drop the files into the **My Windows Mobile** folder.

<b>Tip:</b>	If you have Windows Media Player 10 on your PC, you can set it to automatically synchronize the media files on your device with the media files on your PC. See the Help menu in the Windows Media Player 10 on your PC for more information.
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# Using the File Manager

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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 PC.** 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 PC. See “Synchronizing” on page 57.

# Using Contacts

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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

To create a new 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. Select the Contacts entry you want to edit.
3. Scroll through the information in the contact and make your changes.
4. 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**.

Your 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 contact list and displays the name.

## Using Categories

You 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** (left softkey).
2. Select **Filter**.
3. 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.

To view by company:

1. From the list of contacts, press **Menu** (left softkey).
2. 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.

To assign a ring tone:

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.

To assign a Picture ID:

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 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

To create 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).
3. Select **New Appointment**.
4. Enter the event information.  
To schedule an all-day event, select the **All day event** checkbox under **End Time**.

<b>Note:</b>	All-day events appear in banners at the top of the Calendar.
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5. Press **Done** (left softkey).

## Viewing Calendar Events

To view 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 the **Center Select** key (**•◂◃•**).

## 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 PC.

To respond to a meeting request:

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

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## In This Section

---

- ◆ Turn 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 10 meters (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.


## Turn Bluetooth Power On or Off

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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.

**Note:**

To extend battery life, use the previous procedure to set Bluetooth power to OFF when not in use. Your device will not pair with devices until you set Bluetooth power back to ON.

## Pairing With a Device

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Before you try to pair your smart 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 smart device with multiple Bluetooth devices, but only use it with one headset device at a time.

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

To pair with a headset or handsfree device:

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

3. Put the target device (handsfree headset, stereo headset, keyboard, etc.) in pairing mode.
4. Press **Add**. The smart device prompts you to verify that the target device is ready. Press **Search**.
5. Select the device from the list.
6. 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.

**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 smart 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 the center select key (•◊•).

3. Press **Send**.
4. Select the name of the device to send the file.
5. To cancel sending an item, press **Menu** and select **Cancel**.

# Using Voice Recognition

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## In This Section

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- ◆ 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.

<b>Note:</b>	Not all languages support voice recognition and voice commands.
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## Using Voice Recognition

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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.
  - “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 screen, open 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).

**Section 3**

# **Sprint Service Features**



# Sprint Service Features: The Basics

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## In This Section

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- ◆ Using Voicemail
  - ◆ Using SMS Text Messaging
  - ◆ Using On Demand
  - ◆ Using Caller ID
  - ◆ Responding to Call Waiting
  - ◆ Making a Three-Way Call
  - ◆ Using Call Forwarding
- 

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  + 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.)

<b>Note:</b>	You are charged for airtime minutes when you are accessing your voicemail from your device.
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### Using Another Phone to Access Messages

To review your messages from another phone:

1. Dial your phone number.
2. When your voicemail answers, press **\*6**.
3. Enter your passcode.

<b>Tip:</b>	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 <b>4</b> during the header.
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## 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 **1** to access your voicemail. (If your voicemail box contains any new or saved messages, press **\*** to access the main voicemail menu.)
2. Press **3** to change your Personal Options, following the system prompts.
3. Press **3** 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 **1** to access your voicemail. (If your voicemail box contains any new or saved messages, press **\*** to access the main voicemail menu.)
2. Press **3** to change your Personal Options, following the system prompts.
3. Press **1** for Settings.
4. Press **5** 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 **1** to indicate that you are satisfied with the message you recorded.
2. Press **4** to mark receipt requested.
3. Press **1** 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 **3** for Personal Options.
2. Press **2** for greetings.
3. Press **3** to record an Extended Absence Greeting.

## Vicemail 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 (ⓧ⓪).
2. Select **Text Messages**.

## To send a text message:

1. Go to SMS Text Messaging.
2. Press **New** (left softkey).
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.
5. Press **Send**.

# Using On Demand

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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 PC 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 **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 PC. (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 **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 the **Center Select** key (•◊•). (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

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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 the **Call/Answer** key (**[☎]**).

To permanently block your number, call Sprint Customer Service.

## Responding to Call Waiting

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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 the **Call/Answer** key (**[☎]**). (This puts the first caller on hold and answers the second call.)

To switch back to the first caller:

- ▶ Press the **Call/Answer** key (**[☎]**) 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 **Call/Answer** key (.
2. Once you have established the connection, place this call on hold by pressing the **Call/Answer** key (.
3. When you hear a dial tone, enter the second number you wish to call and press the **Call/Answer** key (.
4. When you're connected to the second party, press the **Call/Answer** key () 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

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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 the **Call/Answer** key (**☎**). (You will hear a tone to confirm the activation of Call Forwarding.)

To deactivate Call Forwarding:

1. Press **\*720**.
2. Press the **Call/Answer** key (**☎**). (You will hear a tone to confirm the deactivation.)

<b>Note:</b>	You are charged a higher rate for calls you have forwarded.
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# Sprint Voice Command

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### In This Section

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- ◆ 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

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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 the **Call/Answer** key (☎) 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

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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](http://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<sup>SM</sup> 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](http://www.talk.sprintpcs.com).
- **Use Voice Recordings.** Simply dial **[\*]** and then press the **Call/Answer** key (**[☎]**) 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 the **Call/Answer** key (**[☎]**) 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

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To make a call with Sprint Voice Command:

1. Press **[\*]** and then press the **Call/Answer** key (**[☎]**) 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](http://www.talk.sprintpcs.com).

# Getting Information With Sprint Voice Command

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To access information using Sprint Voice Command:

1. Press **[\*]** and then press the **Call/Answer** key (**[☎]**).
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.



**Section 4**

# **Safety, Warranty, and Legal Information**



# Important Safety Information

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## In This Section

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- ◆ General Precautions
  - ◆ Safety and General Information
  - ◆ FCC Notice To Users
  - ◆ Hearing Aid Compatibility
  - ◆ Battery Tips
  - ◆ Specific Absorption Rate Data
  - ◆ Information From the World Health Organization
  - ◆ Product Registration
  - ◆ Owner's Record
  - ◆ Phone Guide Proprietary Notice
  - ◆ Export Law Assurances
  - ◆ Wireless: The New Recyclable
  - ◆ California Perchlorate Label
  - ◆ Smart Practices While Driving
- 

**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

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

- Hold the phone with the antenna raised, fully-extended, and over your shoulder.
- Try not to hold, bend, or twist the phone's antenna.
- Don't use the phone if the antenna is damaged.
- 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.

<b>Note:</b>	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.
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# Safety and General Information

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This section contains important information on the safe and efficient operation of your mobile device. Read this information before using your mobile device.<sup>1</sup>

## 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.

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](http://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. These locations include hospitals or health care facilities that may be using equipment that is sensitive to external RF energy.

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

A minimum separation of six (6) inches should be maintained between a handheld wireless phone and an implantable medical device, such as a pacemaker or implantable cardioverter defibrillator, to avoid potential interference with the device.

Persons who have such devices:

- Should ALWAYS keep the phone more than six (6) inches from their implantable medical device when the phone is turned ON;
- Should not carry the phone in a breast pocket;
- Should use the ear opposite the implantable medical device to minimize the potential for interference;
- Should turn the phone OFF immediately if there is any reason to suspect that the interference is taking place.
- Should read and follow the directions from the manufacturer of the implantable medical device. If you have any questions about using your wireless phone with such a device, consult your health care provider.

For more information, see [www.fcc.cellphones.gov](http://www.fcc.cellphones.gov).

## 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.

Responsible driving practices can be found in the “Smart Practices While Driving” section of this guide and/or at the Motorola Web site: [www.motorola.com/callsmart](http://www.motorola.com/callsmart).

## Operational Warnings

Obey all posted signs when using mobile devices in public areas, such as health care facilities or blasting areas.

### Automobile Air Bags

Do not place a mobile device in the air bag deployment area.

### 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.

### Damaged Products








If your mobile device or battery has been submerged in water, punctured, or subjected to a severe fall, do not use it until you take it to a Motorola Authorized Service Center. Do not attempt to dry it with an external heat source, such as a microwave oven.

### Batteries and Chargers

If jewelry, keys, beaded chains, or other conductive materials touch exposed battery terminals, this could complete an electrical circuit (short circuit), become very hot, and could cause damage or injury. Be careful when handling a charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects. **Use only Motorola Original batteries and chargers.**

<b>Caution:</b>	To avoid risk of personal injury, do not dispose of your battery in a fire.
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Your battery, charger, or mobile device may contain symbols, defined as follows:

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.
	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

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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

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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/iden](http://www.motorola.com/iden).

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](http://www.motorola.com/accessibility), [www.fcc.gov](http://www.fcc.gov), [www.fda.gov](http://www.fda.gov), and [www.hearingloss.org/learn/cellphonetech.asp](http://www.hearingloss.org/learn/cellphonetech.asp)

# Battery Tips

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Battery life depends on the network, signal strength, temperature, features, and accessories you use.

- Always use Motorola Original batteries and chargers. The warranty does not cover damage caused by non-Motorola batteries and/or chargers.
- New batteries or batteries stored for a long time may take more time to charge.
- When charging your battery, keep it near room temperature.
- When storing your battery, keep it uncharged in a cool, dark, dry place.
- Never expose batteries to temperatures below  $-10^{\circ}\text{C}$  ( $14^{\circ}\text{F}$ ) or above  $45^{\circ}\text{C}$  ( $113^{\circ}\text{F}$ ). Always take your phone with you when you leave your vehicle.
- It is normal for batteries to gradually wear down and require longer charging times. If you notice a change in your battery life, it is probably time to purchase a new battery.



Contact your local recycling center for proper battery disposal.

## WARNING!

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

## Specific Absorption Rate Data

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**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 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.

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 1.11W/kg, and when worn on the body, as described in this user guide, is 1.47 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements).<sup>1</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. 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

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WHO Information 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

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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.

## Owner's Record

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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** by Motorola

Serial No.:

## Phone Guide Proprietary Notice

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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

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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

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Your wireless phone can be recycled. Recycling your wireless phone 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 phones and have taken steps to promote the collection and environmentally sound recycling of end-of-life wireless devices.

As a wireless phone user, you have an important role in ensuring that this phone 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://www.ctia.org/content/index.cfm/AID/10131>.

## California Perchlorate Label

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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](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).”

There is no special handling required by consumer.

# Smart Practices While Driving

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## Drive Safe, Call Smart<sup>SM</sup>

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](http://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.

**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 receiver.
- Connect the equipment into 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.

# Motorola's Warranty

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## In This Section

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- ◆ **Motorola Limited Warranty for the United States and Canada**
  - ◆ **Service and Repairs**
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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](http://www.sprint.com) or call Sprint Customer Service at 1-888-211-4PCS.

**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**.

# Motorola Limited Warranty for the United States and Canada

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## Warranty 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
<b>Products and Accessories</b> as defined above, unless otherwise provided for below.	<b>One (1) year</b> from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
<b>Decorative Accessories and Cases.</b> Decorative covers, bezels, PhoneWrap™ covers and cases.	<b>Limited lifetime warranty</b> for the lifetime of ownership by the first consumer purchaser of the product.

<b>Monaural Headsets.</b> Ear buds and boom headsets that transmit mono sound through a wired connection.	<b>Limited lifetime warranty</b> for the lifetime of ownership by the first consumer purchaser of the product.
<b>Consumer and Professional Two-Way Radio Accessories.</b>	<b>Ninety (90) days</b> from the date of purchase by the first consumer purchaser of the product.
<b>Products and Accessories that are Repaired or Replaced.</b>	<b>The balance of the original warranty or for ninety (90) days</b> 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.

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