



MOTORAZR™ VE20

## Getting Started Guide

# congratulations!

Congratulations on your new MOTORAZR™ VE20 CDMA wireless phone! It's an affordable phone with a sleek, stylish design that's sure to get you noticed.

- **Rich Multimedia** — Take pictures and video in a snap with the 2 megapixel camera with 4x digital zoom. Listen to your favorite music with the digital music player, and watch your music come to life with stunning visual effects.
- **Features at Your Fingertips** — Go to the recent calls list, activate the music player, or turn on Bluetooth® power, using external touch sensitive keys with vibrational response.

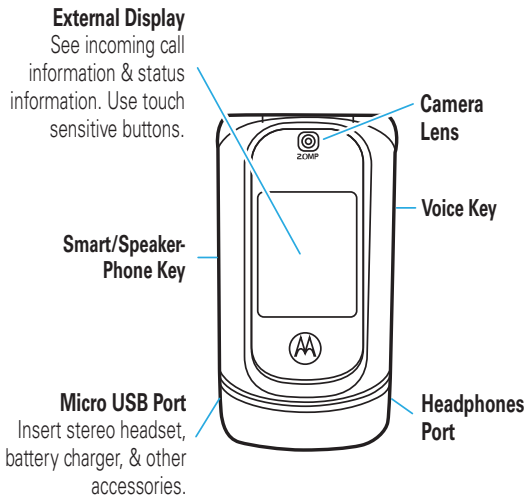
**For more information:** To learn even more about your phone and accessories, go to [www.motorola.com/support](http://www.motorola.com/support).

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



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# menu map

## main menu

- Messaging**
  - Voicemail
  - Create Message
  - Inbox
  - Outbox
  - Drafts
- BREW**
- Web Browser**
  - Mobileshop
  - Settings
  - Help
- Phonebook**
- Recent Calls**
  - Received Calls
  - Missed Calls
  - Dialed Calls
  - All Calls
  - Timers
- Multimedia**
  - Music & Sounds
  - Camera
  - Pictures
  - Camcorder
  - Videos
  - Storage Device
- Music Player**
- Ringtones**
- Datebook**
- Tools**
  - Voice Commands
  - Datebook
  - Alarm Clock
  - World Clock
  - Calculator
  - Notepad
- Settings**
  - (see next page)
- Phone Info**
  - My Number
  - SW/HW Version
  - Icon Glossary

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

# settings menu

- Sounds**
  - Call Ringtone
  - Message Ringtone
  - Voicemail Ringtone
  - Ring & Vibrate
  - Alert Reminders
  - Service Alerts
  - Power On/Off
  - Voice Readout
  - Keypad Volume
  - Volume Sidekeys
- Display**
  - Banner
  - Backlight
  - Brightness
  - Wallpaper
  - Skins
  - Dial Fonts
  - Clock Format
- Phone**
  - Airplane Mode
  - Shortcuts
  - Language
  - Location
  - Security
  - Network Selection
  - Active Line
  - Text Learning
  - Airtime Warning
- Call**
  - Answer Options
  - Auto Retry
  - TTY Setup
  - One Touch Dial
  - Int'l Dialing
  - DTMF Tones
  - Hearing Aid
- Bluetooth**
  - Add New Device
- USB**
  - Mass Storage
  - Modem/COM
- Storage Device**
  - Save Options\*
  - Phone Memory
  - Memory Card\*
- Phone Info**
  - My Number
  - pESN and MEID
  - SW/HW Version
  - Icon Glossary

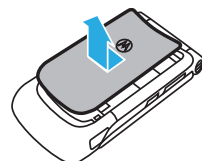
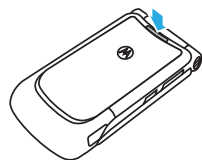
\* available only when optional memory card installed

# get started

## battery

### install the battery

- 1 Press the battery cover release button. While still pressing the button, slide the cover down slightly until it pops up, then lift it off the phone.



- 2 With the gold contacts facing down and toward the lower end of the battery, insert the battery, lower end first.



- 3 Fit the battery cover back onto the phone and slide it forward into place.



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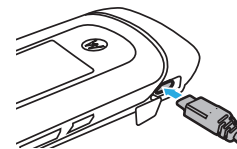
# get started

## charge the battery

New batteries are not fully charged. Before you can use your phone, install and charge the battery. Some batteries perform best after several full charge/discharge cycles.

### Using the charger:

- 1 Insert the charger into your phone's micro USB connector. Plug the other end of the charger into an electrical outlet.



- 2 During charging, the battery level indicator at the upper right of the screen flashes on and off. When charging is complete, **the battery level indicator remains on**. Unplug the charger.

**Note:** When you charge the battery, the battery level indicator shows charging progress. At least one segment of the indicator must be visible to ensure full phone functionality while charging.

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# get started

### Charging from your computer:

**Note: Optional accessories required.**

You can charge the battery by connecting a cable from your phone's micro USB port to a high-power USB connector on a computer (not a low-power one, such as the USB connector on your keyboard or bus-powered USB hub). Typically, USB high-power connectors are located directly on your computer.

Both your phone and your computer must be turned on, and you must have correct software drivers installed on your computer. Cables and software drivers are available in Motorola Original™ data kits, sold separately.

**Note:** For battery use and battery safety information, see your *User's Guide*.

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# get started

### Notes for charging your phone's battery:

- When charging your battery, keep it near room temperature. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging.
- New batteries are not fully charged.
- New batteries or batteries stored for a long time may take more time to charge.
- Motorola batteries and charging systems have circuitry that protects the battery from damage from overcharging.

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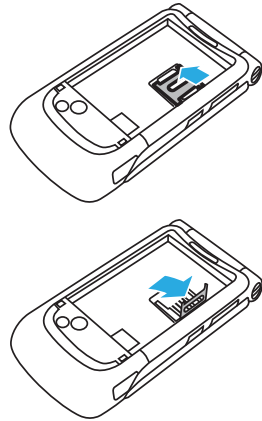
## get started

### memory card

**Note:** Optional accessory required.

#### install & remove memory card

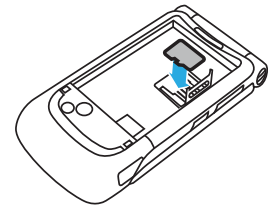
- 1 Remove the battery door from your phone (see page 7). If necessary, remove the battery.
- 2 Slide the memory card cover back to unlock it, then lift it to expose the opening for the memory card.



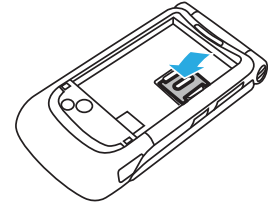
11

## get started

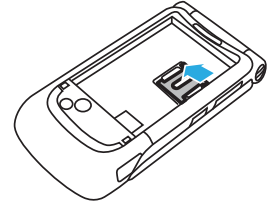
- 3 With the gold contacts down, place the memory card into the card opening.



- 4 Close the memory card cover, then slide it forward to lock it into place.



- 5 Replace the battery and battery door.



**Caution:** Don't remove your memory card while your phone is using it or writing files to it.

**To remove the memory card**, slide the cover back to unlock it, then lift the cover and remove the card.

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## get started

### format memory card

**Caution:** Formatting the memory card erases any data stored on the card.

**Find it:** > Settings > Storage Device

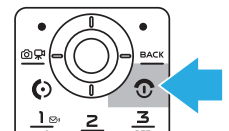
- 1 Select **Memory Card** and press .
- 2 Select **Format Memory Card** and press .

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## get started

### turn it on & off

**To turn on your phone**, press and hold for a few seconds or until the display turns on. If prompted, enter your four-digit unlock code.

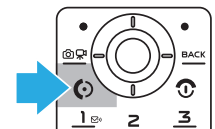


**To turn off your phone**, press and hold for two seconds.

### make & answer calls

**To make a call**, enter a phone number and press .

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



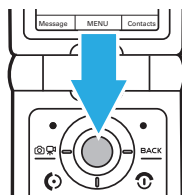
**To hang up**, close the flip or press .


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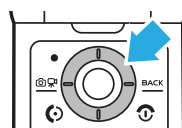
# basics


## getting around

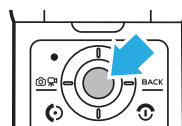
- 1 Press the *center key*  to open the **Main Menu**.



- 2 Press the *navigation key* , up, down, right, or left, to highlight a menu option.



- 3 Press the *center key*  to select the highlighted option.

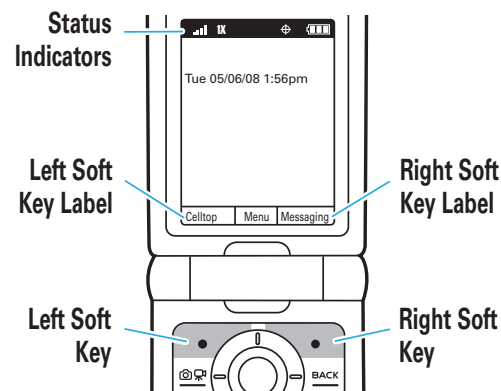


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# basics

## home screen

Your phone shows the *home screen* when you are not on a call or using the menu.



**Note:** Your home screen might look different from the one shown, depending on your service provider.

*Soft key labels* in the home screen show the current soft key functions. *Indicators* provide important status information. See your *User's Guide* for more information about status indicators.

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# personalize

## home screen shortcuts


From the home screen, you can press the navigation key up, down, left, or right as shortcuts to your favorite features. You can **change** the shortcuts to suit your needs:

**Find it:**  >  **Settings** > **Phone** > **Shortcuts**

Select a direction, then choose the feature you want to open when you press the navigation key in that direction.

You can **show** or **hide** icons in the home screen that indicate the shortcuts for the navigation key.

**Find it:**  >  **Settings** > **Phone** > **Shortcuts** > **Show Shortcuts**

**Note:** You can press  to select the features in the home screen even when the icons are hidden.

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# personalize

## ringtones

To set ringtones for incoming calls and for other events (such as new messages):

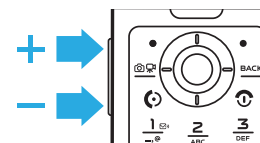
**First**, set **Master Volume** to **High**, **Med High**, **Medium**, **Low Med**, **Low**, or **1 Beep**.

**Note:** Volume can only be set with flip opened.

**Next**, select and assign ringtones.

### set master volume

From the home screen, press the volume keys up or down to select a **Master Volume** setting:



**High**, **Med High**, **Medium**, **Low Med**, **Low**—Phone rings for incoming calls and other events, depending on the detail settings.

**1 Beep**—Phone beeps once to indicate an incoming call.

**Vibrate Only**—Phone vibrates to indicate an incoming call.

**Alarm Only**—Phone plays an audible alarm to alert you to events. You can't change detail settings for events.

**All sounds off**—Phone does not alert you to incoming calls and events.


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# personalize

## select ringtones

To assign ringtones for calls:

**Find it:**  >  Settings > Sounds > Call Ringtone

- 1 Press  to acknowledge the message about **Shuffle Multiple**.
- 2 Select **Single Tone** to assign a single ringtone to incoming calls.


or

Select **Shuffle Multiple** to select downloaded ringtones to play randomly for incoming calls.

**Note:** Phonebook entries with assigned Ringer IDs will not be affected. The **Shuffle Multiple** option works only with downloaded ringtones and depletes your battery's charge more quickly than **Single Tone**.


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# personalize

- 3 If you selected **Single Tone**, scroll to the ringtone you want and press .

**Note:** Your phone plays each ringtone that you highlight.


or

If you selected **Shuffle Multiple**, scroll to each downloaded ringtone you want and press . After you select all of the ringtones you want, press **Done**.

- 4 Press  to return to the home screen.

To assign ringtones for incoming text, multimedia, or voicemail messages:

**Find it:**  >  Settings > Sounds

- 1 Select **Message Ringtone** or **Voicemail Ringtone**.
- 2 Scroll to the ringtone you want and press .

**Note:** Your phone plays each ringtone that you highlight.

- 3 Press  to return to the home screen.

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# personalize

## buy ringtones

**Find it:**  >  Settings > Sounds

- 1 Select **Call Ringtone**, then select **Single Tone**.

or

Select **Message Ringtone** or **Voicemail Ringtone**.

- 2 Select **Buy Ringtone**.

Your phone connects to the Web site with ringtone collections. Follow the prompts on the screen to browse ringtone lists and to purchase and download a ringtone.

**Note:** Normal airtime and/or carrier usage charges apply.




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# personalize


## wallpaper

Set a photo, picture, or animation as a wallpaper (background) image in your home screen.

**Find it:**  >  Settings > Display > Wallpaper


- 1 Select **Main Screen** (the screen you see when the flip is open) or **Front Screen** (the screen you see with the flip closed) and press .
- 2 Acknowledge the message about **Shuffle Multiple** by pressing .
- 3 To assign a single picture as a wallpaper, select **Single** and press .

or

To select downloaded or captured pictures to be shown randomly as wallpapers, select **Shuffle Multiple** and press .

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## personalize

- 4 If you selected **Single**, scroll to the desired picture and press .

or



If you selected **Shuffle Multiple**, scroll to each downloaded or captured picture you want and press . When you have selected all of the pictures you want, press **Done**.

- 5 Press  to return to the home screen.

## skins

Set the overall look and feel of your phone's screen.

**Find it:**  >  **Settings** > **Display** > **Skins**

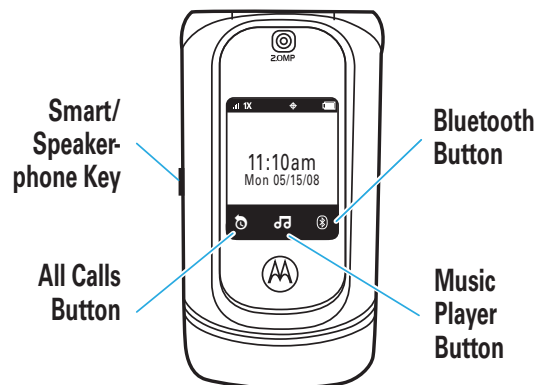
- 1 Scroll to the name of a skin and press .
- 2 Press  to return to the main screen.

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## touch sensitive buttons

### using touch sensitive buttons

With your phone's flip closed, you can use touch sensitive buttons to view recent calls, play music, or turn on Bluetooth® power.



To activate the touch sensitive buttons, press the smart/speakerphone key.

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## touch sensitive buttons

**Note:** If the external display is not already lit, press the smart/speakerphone key once to turn it back on, and a second time to activate the touch sensitive buttons.

**When you press** a touch sensitive button or touch control, **you'll feel a vibration** that confirms your selection.


**If the external display times out** while you are using the touch sensitive buttons or touch controls, **press the smart/speakerphone key** to turn it back on.



**Tip:** Lock the touch sensitive buttons when not using them so you don't accidentally activate them when the flip is closed. **To lock** the touch sensitive buttons, **press and hold the smart/speakerphone key**. Press and hold the smart/speakerphone key again to unlock them.

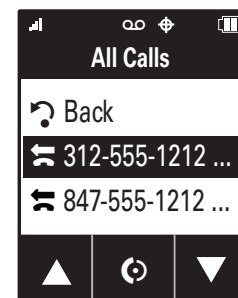
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## touch sensitive buttons


### touch recent calls

**To see a list of all recent dialed, received, and missed calls**, press the all calls button . The phone shows the All Calls list.

**Note:** If the phone doesn't respond when you press  and , press the smart/speakerphone key to toggle through calls.




Press  and  to scroll up and down through the list of calls. Press  to call a highlighted number.

To exit the **All Calls** list and return to the idle external display, scroll to  **Back** and press [OK].


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## touch sensitive buttons

### touch music player

To activate the music player or resume music playback after closing the flip, press the music player button . Use the music player touch controls that appear on the screen to control music playback (see the next section).

### touch Bluetooth® power

To turn Bluetooth power on and off, press the Bluetooth button . For more information on Bluetooth wireless connections, see your *User's Guide*.

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## music

### introduction

**Note:** You must have an optional microSD memory card installed in your phone to use the music player.

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

- Microsoft® Windows® XP™ or Windows Vista™ operating system
- a USB data cable (sold separately) and Alltel Music Connect software (available free—see page 29)

or

for listening to music and streaming it wirelessly, Music powered by Celltop

**Note:** The unauthorized copying of copyrighted materials is contrary to the provisions of the Copyright Laws of the United States and other countries. This device is intended solely for copying non-copyrighted materials, materials in which you own the copyright, or materials which you are authorized or legally permitted to copy. If

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## music

you are uncertain about your right to copy any material, please contact your legal advisor.

### download & install free Alltel Music Connect software

- 1 Go to [www.alltel.com/music](http://www.alltel.com/music) to download the free software to your computer desktop.
- 2 If necessary, start the installation by double-clicking the downloaded file on your desktop.
- 3 Follow the installation wizard prompts to accept the license agreements, choose the file location on your computer, and complete the installation.

**Note:** For step-by-step installation instructions and a complete description of Alltel Music Connect, see the online FAQ at [www.alltel.com/music](http://www.alltel.com/music).

- 4 After installation finishes, your computer automatically runs Alltel Music Connect. If it does not, double-click the Alltel Music Connect icon on your desktop.

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## music

The first time you run Alltel Music Connect, it builds a library of your digital music by scanning either your My Music folder and desktop or your entire hard drive. The first option is much faster, but if you have music in many places on your hard drive, you may want a more thorough scan.

### import songs from a CD with Alltel Music Connect

- 1 Insert a music CD into your computer.
- 2 When prompted by Windows Audio, select "Import Songs using Alltel Music Connect" to import all songs from the CD.

**Note:** You can also select "Play Songs using Alltel Music Connect" to list the songs on the CD and begin playing the first song, or select "Show Songs using Alltel Music Connect" to list the songs on the CD only.

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## music

After a pause, Alltel Music Connect loads all songs from the CD, then retrieves song information from the Internet. When this is complete, you see the songs in the Music Pane.

A spinning icon appears next to a song that is being imported. When finished, the spinning icon turns into a check mark.

To cancel the import, click "Cancel."

By default, songs are imported to the "My Music" folder on your computer. To change where songs are imported, click on "Options" at the top of the Music Connect screen, then select "CD Importing." In the window that appears, click "Browse," navigate to the folder you want, and click "OK."

**Note:** For more Alltel Music Connect editing and personalizing options, see the online FAQ at [www.alltel.com/music](http://www.alltel.com/music).

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## music

### transfer music with Alltel Music Connect

**Note: Optional accessories required.**

Using Alltel Music Connect and a USB cable, you can transfer songs from a computer to your phone's memory or to a removable memory card installed in your phone. You can also transfer files from phone to memory card to free up phone memory.

**Notes about transferring music:**

- You can download Music powered by Celltop on your phone, then use it to transfer or stream music to your phone. See [www.alltel.com/music](http://www.alltel.com/music) for more information about Music powered by Celltop.
- Before you copy files to your phone, make sure the files are in a format that the phone recognizes. Your phone's music player can play the following types of audio files: MP3, WMA, MID, MIDI, X\_MIDI, AAC, AAC+, AMR.

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## music

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

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## music

### transfer from computer to phone or memory card

- 1 If you do not have music files on your computer, import music as described in "import songs from a CD with Alltel Music Connect" on page 30.
- 2 Set your phone to **Mass Storage** mode by pressing  >  **Settings** > **USB** > **Mass Storage**.
- 3 Attach a Motorola Original USB cable to the mini USB port on your phone and to an available USB port on your computer. A Motorola Original USB cable and supporting software may be included with your phone. These tools are also sold separately. 
- 4 Connect your phone to your computer. When your phone is connected, it appears in the Alltel Music Software Wireless Phone Pane.
- 5 To transfer songs from your computer to your phone, select the songs and click "Move."

You can also drag songs from the Music Pane to the Wireless Phone Pane.

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## music

**To delete songs from your phone**, click the X icon next to each song in the Wireless Phone Pane. Deleting songs increases storage space on the phone's memory card.

**To delete songs from your Music Library**, right-click on songs and select "Delete." Deleting songs from your Alltel Music library does not affect the original song files on your hard drive.

**Note:** Due to copyright law, Alltel Music Connect will not transfer music from your wireless phone to your computer. It also will not transfer DRM protected music to your wireless phone, although it can play these songs directly from your computer if they are MP3, M4A, M4P, or WMA files.



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## music

### transfer from phone to memory card

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

**Find it:**  >  Multimedia

❶ Scroll to **Music & Sounds** and press , then scroll to **Sounds** and press .

or

Scroll to **Pictures** or **Videos** and press .

❷ Scroll to the file you want to move and press **Options**.

❸ Scroll to **Move** and press .

❹ Scroll to **To Memory Card** and press .

❺ When you see **Move file to Memory Card?**, scroll to **Yes** and press .

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## music

### play music—flip closed



❶ Make sure the touch sensitive buttons are unlocked (see page 25).

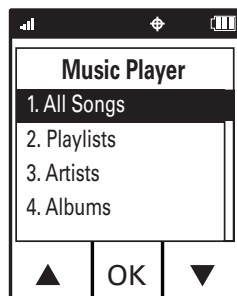
❷ Press the smart/speakerphone key to activate the touch sensitive buttons.

**Note:** If the external display is not already lit, press the smart/speakerphone key once to turn it back on, and a second time to activate the touch sensitive buttons.

❸ Press the music player button .

Your phone displays the **Music Player** menu, with the **touch controls** at the bottom.







❹ Press  and  to scroll up and down through the **Music Player** menu and other menus. Press **OK** to select a highlighted menu item.



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## music

❺ To control music playback:

touch controls	
<b>play/resume play</b>	Press  .
<b>pause</b>	Press  .
<b>fast forward</b>	Press & hold  .
<b>next song</b>	Press & release  .
<b>rewind</b>	Press & hold  .
<b>previous song</b>	Press  .

❻ To exit the music player, press the smart/speakerphone key (see page 4).

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# music

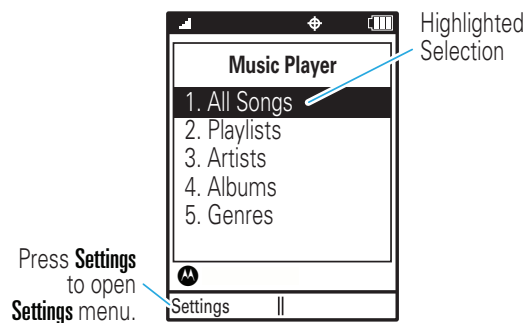
## play music—flip open

To activate your phone's music player **while the flip is open**:

**Find it:** > **Multimedia** > **Music & Sounds** > **Music Player**

**Shortcut:** From the home screen, press the navigation key left to select the music player shortcut.

Your phone shows the **Music Player** menu:



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# music

The **Music Player** menu includes:

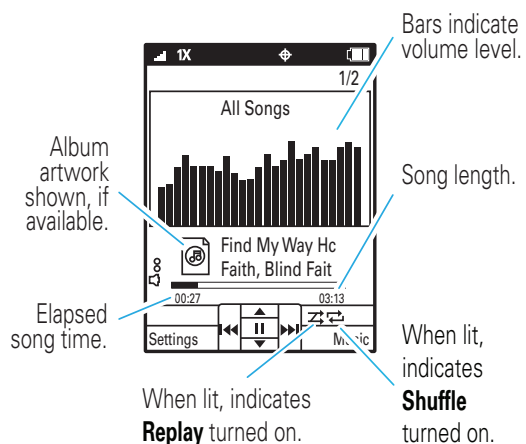
option	
<b>All Songs</b>	Play a song. <b>Note:</b> All songs are listed here. Some songs do not have <b>Artist</b> , <b>Album</b> , or <b>Genre</b> information, so that information is not included.
<b>Playlists</b>	Create or play a playlist.
<b>Artists</b>	Play music by an artist.
<b>Albums</b>	Play music from an album.
<b>Genres</b>	Play music by genre (type of music), such as rock or jazz.

**Note:** If you can't find artist, album, or genre information for a song in **Artists**, **Albums**, or **Genres**, the information may not be available. All songs, with or without this information, are listed in **All Songs**.

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# music

While a song is playing on the music player, your phone's screen will look similar to the following:



During a song, the music player shows the song title, artist, album, and artwork, if available.

**Note:** If you receive a call during a song, the music player pauses the song until the call is over.

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# music

Use these keys to control the music player during music playback:

controls with flip open	
<b>pause/play</b>	Press . <b>or</b> Press <b>Options</b> and select <b>Pause</b> to pause. Press <b>Resume</b> to resume play.
<b>fast forward</b>	Press & hold <b>right</b> .
<b>next song</b>	Press <b>right</b> .
<b>rewind</b>	Press & hold <b>left</b> .
<b>previous song</b>	Within first two seconds of song, press <b>left</b> .
<b>restart song</b>	After first two seconds of song, press <b>left</b> .
<b>scroll up/down through list</b>	Press  up or down.
<b>turn off</b>	Press .

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## playlists


Personalize your music collection by creating your own playlists.

When you name a playlist:


- The name must be fewer than 32 characters.
- The name cannot include these characters: / \ : \* ? < > | " !

**Create** a playlist:

**Find it:**  >  **Multimedia** > **Music & Sounds** > **Music Player** > **Playlists**

- 1 Press **Options** and select **Create Playlist**.
- 2 Enter a name for the playlist and press **Done**.
- 3 With the new playlist highlighted on the **Playlists** screen, press **Options**, then select **Add a Song**. Scroll to a desired song and press .


Repeat this step to add more songs.

- 4 Press  when you finish adding songs.

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**Delete** a playlist:

**Find it:**  >  **Multimedia** > **Music & Sounds** > **Music Player** > **Playlists**

- 1 Scroll to the playlist and press **Options**.
- 2 Scroll to **Delete Playlist** and press .
- 3 When prompted to confirm the deletion, select **Yes**.

## wake up music player

While the music player is active, your phone may conserve battery power by turning off the external display and touch sensor controls (if the flip is closed) or the inside display and keypad backlights (if the flip is open).

**To turn displays and lights back on:**

<b>flip closed</b>	Press any touch sensor control.
<b>flip open</b>	Press a number key.

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## customize music player

**Find it:**  >  **Multimedia** > **Music & Sounds** > **Music Player**

Press **Settings**, then select one of the following options:

options	
<b>Audio Effects</b>	Customize music playback by selecting <b>Club</b> , <b>Full Bass</b> , or <b>Dance</b> . Select <b>None</b> to use the player's default playback settings.
<b>Visual Effects</b>	Select custom visual effects for the music playback screen: <b>Cylinder</b> , <b>Fire</b> , <b>Atlantic</b> , <b>Rain</b> , <b>Cheese</b> , <b>Rubasse</b> , <b>Emerald</b> .
<b>Repeat</b>	Replay a song (when you select a single song for play—does not replay a playlist or album).
<b>Shuffle</b>	Play songs in random order.
<b>Help</b>	See help information for the music player.

When you press **Settings** while a song is actively playing, you will see also see **Add to Playlist** and **Background Play**.

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## music player tips

- If you are navigating music player menus while a song is playing and don't press a key for more than five seconds, the player returns to the current song list screen.
- Turn off the player before connecting the phone to a computer. If you connect the phone to a computer while the player is turned on, the phone automatically turns off the player.
- If you use a headset with the phone, music plays through the headset. Music plays through the phone speaker when the headset is disconnected.

**Note:** **Optional accessory required.**

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# accessories



Bluetooth® Wireless Stereo Headphones S9



Vehicle Power Adapter



Bluetooth® Wireless Headset H375



Bluetooth® Wireless Headset H680



Bluetooth® Wireless Headset H12



Travel Charger

<http://www.hellomoto.com>

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