



MOTO *Q*TM 9h

User's Guide



HELLOMOTO

Technology promised to make things easier... but then it gave you more to do—phone calls, e-mails, music, photos, videos, the Internet, and more. **It's time to take back control.** It's time to meet the MOTO Q™ 9h.

My Phone, My Way Use photos for your wallpaper, use your songs for your ringtones, use new programs that you load onto your phone... you get the idea.

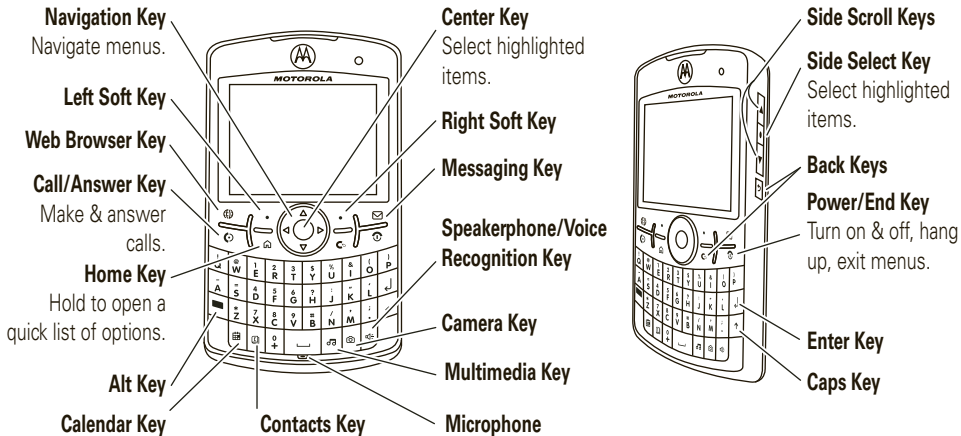
Anytime Entertainment Load video and music files to make a media library that goes anywhere.

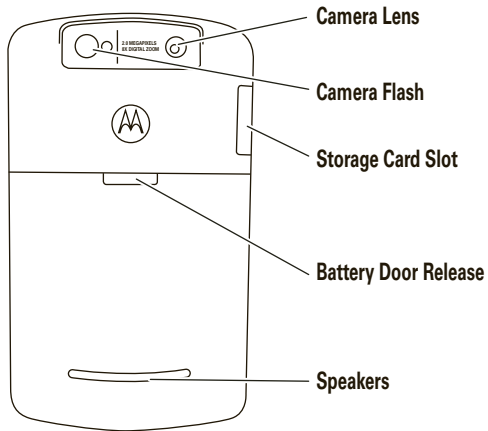
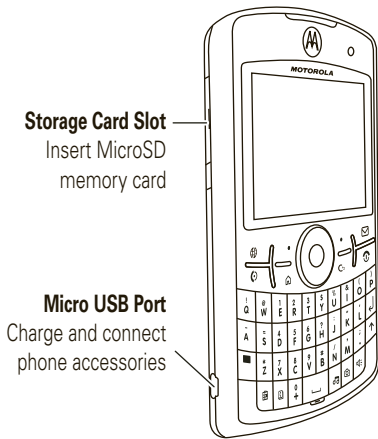
Working Remotely Check e-mail and edit Microsoft® Office documents anywhere in the world.

Help & QuickStart Tour On-phone help is available anytime. Just press **Start > System Tools > Help and Quickstart.**

For more: www.motorola.ca/Q9hsupport

Introducing your new **MOTO Q™ 9h** wireless phone! Here's a quick anatomy lesson.

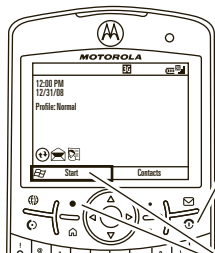




To avoid damaging your phone, carry it in an approved holster or case rather than a pocket, purse, or bag.

From the home screen, press **Start** to open the main menu.

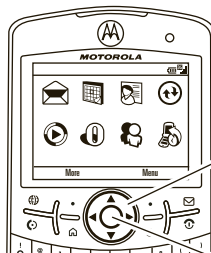
Home Screen




① Press and release the **Power Key**  to turn on your phone.



② Press **Start** (the left soft key) to open the main menu.

Menu Screen



③ Press the Navigation Key **up, down, left, or right** () to highlight a menu feature.

④ Press the **Center Key**  to select the highlighted feature.

Tip: Press the **Back Key**  to go back one menu. Press the **Power Key**  to exit any menu or view without saving any changes.

If you need help while using your phone, see the Motorola Support Web site at www.motorola.ca/Q9hsupport.

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

www.hellomoto.com

1-800-331-6456 (United States)

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

1-800-461-4575 (Canada)

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

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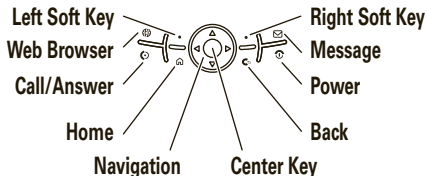
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basics

CAUTION: Before using the phone for the first time, read the *Important Safety and Legal Information* guide included in the box.

about this guide




Press the left and right *soft keys* to open menus and select options. Use the *navigation key*  to scroll to items, and press the *center key*  to select them.





This guide shows how to locate a menu feature as follows:

Find it: Press **Start** > **Call History** > (received call)


This means that, from the home screen:

- 1 Press the **left soft key** to open the **Start** menu.
- 2 Press the *navigation key*  to scroll to  **Call History**. Press the *center key*  to select **Call History**.
- 3 Press the navigation key to scroll to a received call. Press the center key to select the call.

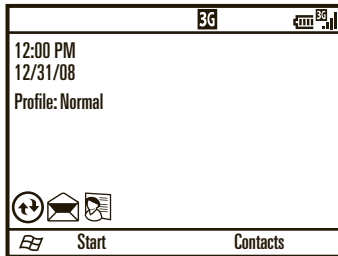
Tip: You can press the *side scroll keys* to scroll up and down, and press the *side select key* to select items (see page 1 for side key locations).

symbols	
	This means a feature is network/subscription dependent and may not be available in all areas. Contact your service provider for more information.
	This means a feature requires an optional accessory.


display

The *home screen* appears when you turn on the phone. To dial a number from the home screen, press number keys and .

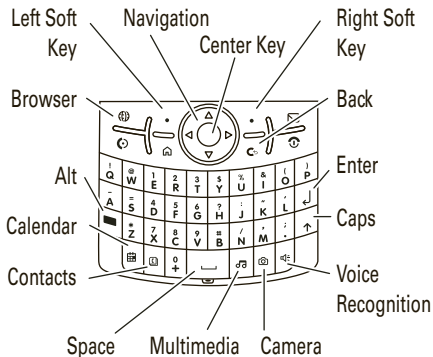
Note: Your home screen may look different than this one.



Soft key labels show the current soft key functions. For soft key locations, see page 1.

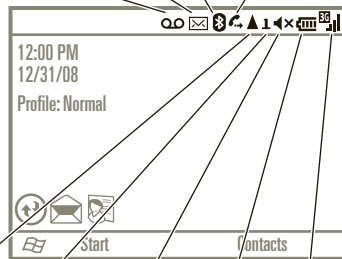
Press the *navigation key*  up, down, left, or right to scroll to basic menu items or text in the home screen.

Press  to return to the home screen.



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


1. Voicemail
2. Message
3. Bluetooth
4. Call Forward















5. Roam
6. Active Line
7. Profile
8. Battery Level
9. Signal Strength

1 Voicemail Indicator – Shows when you have new voicemail.





2 Message Indicator – Shows  when you receive a new e-mail or text message.



- 3 Bluetooth® Indicator** – Shows  when Bluetooth power is on.
- 4 Call Forward Indicator** – Shows  when call forwarding is on.
- 5 Roam Indicator** – Shows  when your phone is seeking or using a network outside your home network. Other indicators can include: 
- | | |
|---|--|
|  home GPRS |  roaming GPRS |
|  EDGE |  HSDPA |
|  3G | |
- 6 Active Line Indicator** – For multi-line SIM cards, this indicates whether line **1** or **2** is active. 
- 7 Profile Indicator** – Shows when your ring style is set to **Silent** () or **Vibrate** (). No indicator

appears when the ring style profile is **Normal**, **Outdoor**, or **Automatic**.

Note: A  appears when the speakerphone is on.

- 8 Battery Level Indicator** – Vertical bars show the battery charge level. Recharge the battery when your phone shows one or two bars.
- 9 Signal Strength Indicator** – Vertical bars show the strength of the network connection. You can't make or receive calls when no vertical bars appear. Arrow indicators above the signal strength indicator signify data transfer to the phone. 

customize

profiles

Each profile uses a different set of sounds, ring styles, earpiece volume settings, or vibrations for incoming calls and other events. For example, the **Outdoor** profile volume is much louder than the **Normal** profile.

Here are the profiles you can choose:

Normal	Vibrate	Automatic
Silent	Outdoor	

Indicators can appear at the top of your home screen for the **Silent** (🔕) and **Vibrate** (🔔) profiles. A 📢 means the speakerphone is on.

Note: The **Automatic** profile is the same as **Normal**, except that it automatically switches to **Vibrate** during any event stored in your Calendar.

To choose your profile:


Find it: On the home screen, scroll and select **Profile:**
> *profile style name*

change ring tones

You can change the ring tones for incoming calls and other events.

Find it: Press **Start** > **System Tools** > **Settings** > **Sounds**

Note: Changes made to the alert settings will have no effect when using the **Silent** profile.


- 1 Scroll and highlight the sound you want to change, then press the *navigation key*  right or left to change it.
- 2 Press the **Done** key to save the sound setting.

Note: If you download a sound file for a ring tone, it does not automatically save in the Sounds location. To move your sound file, press **Start** > **File Manager** > **My Documents**. Highlight the sound file you want to copy to the Sound location, press **Menu** > **File** > **Copy to** and select **Application Data** > **Sounds**. If the sound file is not located in the My Documents folder, go to the folder where the sound file is stored and copy it to the Sounds folder.

time & date

Your service provider usually sets the time and date on your phone. To change it manually:

Find it: Press **Start** > **System Tools** > **Settings** > **Clock & Alarm** > **Date and Time**

- 1 In **Time Zone**, use the *navigation key*  to select your time zone.

Note: Update your time zone when you travel, to make sure your phone's calendar events appear at the right time.

- 2 In **Date**, edit the month, day, or year.
- 3 In **Time**, edit the hour, minute, and second.
- 4 Press **Done** to save the clock and date settings.

You can specify the date and time style by changing the regional settings. Press **Start** > **System Tools** > **Settings** > **Regional Settings**.

home screen

Set a photo or picture as a wallpaper (background) image or change your layout and color scheme on your home screen.

Find it: Press **Start > System Tools > Settings > Home Screen**

options	
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 Default for default wallpaper.
Time out	Select the time interval before the display returns to the home screen, or Never .

change background image

Want to copy an image from your PC to your phone to use as a background image?

Note: Your PC must have Microsoft Windows® Mobile Device Center (on a PC running Windows Vista) or you must install Microsoft ActiveSync on your PC as described on page 72.

- 1 Connect the phone to your PC.
- 2 On your PC, copy the image file you want. The file format must be .gif, .jpg, or .bmp.
- 3 In ActiveSync on your PC, select Explore and double-click My Windows® Mobile device.
- 4 Double click My Documents, then double click My Pictures and paste the image into that folder.

Note: If you download a picture file for a wallpaper, it might not automatically save in the **My Pictures** folder. To move your picture file, press

Start > File Manager > My Documents. Highlight the picture file you want to copy to the My Pictures location, press **Menu > File > Copy to** and select **My Documents > My Pictures.** If the picture file is not located in the **My Documents** folder, go to the folder where the picture file is stored and copy it to the **My Pictures** folder.

backlight

Your phone automatically adjusts the display brightness when you move between bright and dark environments. To save battery life, your backlight turns off when you're not using your phone. The backlight turns back on when you press a key. To set how long your phone waits before the backlight turns off:

Find it: Press **Start > System Tools > Settings > Power Management > Backlight time out on battery** or **Backlight time out on AC**

answer options

To use **any key** to answer an incoming call, press **Start > System Tools > Settings > Phone > Call Options > Any key answer.**

third-party applications

Third-party applications, or add-on programs, can include e-mail, security, mobile office, and productivity software. These products can typically be downloaded and installed immediately. Compatible commercial and free applications are available on the Internet. For more information, see the downloads catalog on the Motorola Support Web site at:

www.motorola.com/consumer/support, or see your service provider's Web site.

Note: Applications written for previously released devices or older versions of Windows Mobile may not function reliably on this phone. Contact the application

provider to check compatibility before installing the application on this phone.

task manager

Want to see what programs are running (active) on your phone? Use the Task Manager to see the programs, or stop a specific program from running.

Find it: On the home screen, press **Start > System Tools > Task Manager**

Tip: Need to stop running program? In **Task Manager**, select the program and press **Menu > Kill**.

Note: If you want to completely remove a program from your phone, from the home screen, press **Start > System Tools > Settings > Remove Programs**.

calls

To make and answer calls, see your *Quick Start Guide*.

turn off a call alert


You can use the *side scroll* keys to turn off the ringer before answering the call.


recent calls

Your phone 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.

Find it: Press **Start** > **Call History**

Highlight a call, then:



- To call the number, press .

- To see call details (like time and date), press the *center key* .
- To see **Menu Options**, press **Menu** from the **Call History** view. This menu includes:

options	
Find Contact	Find this phone number in your Contacts .
Send Text Message	Send a text message to this phone number.
E-mail	Send an e-mail 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.

options	
Save to Contacts	Save this number to a contact.
Send MMS	Send a message to this number.
Filter	Filter all calls in the Call History list. For example, if you filter the list for all Missed Calls, it will only show the incoming phone calls that you did not answer.

redial

- 1 Press  from the home screen to see the calls list.
- 2 Highlight the entry you want to call, then press .

If you hear a **busy signal** and you see **Call Failed**, **Number Busy**, press  to redial the number.



When the call goes through, your phone rings or vibrates one time, shows **Redial Successful**, and connects the call.

view missed calls

Your phone keeps a record of your unanswered calls.

- 1 Press **Start** > **Call History**.
- 2 Press **Menu** > **Filter** > **Missed Calls**.

caller ID

Calling line identification (caller ID) shows the phone number for an incoming call on your home screen.




Your phone shows the caller's name and picture when they're stored in your contacts, or **Incoming Call** when caller ID information isn't available.

You can set your phone to play a distinctive ringer ID for specific entries stored in your contacts (see page 40).


emergency calls

Your service provider programs one or more emergency phone numbers, such as 911 or 112, that you can call under any circumstances, even when your phone and keypad are locked.

Note: Emergency numbers vary by country. Your phone's preprogrammed emergency number(s) may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues.

- 1 Press the keypad keys to dial the emergency number.
- 2 Press  to call the emergency number.

international calls

If your phone service includes international dialing, press and hold  to insert your local international access code (indicated by +). Then, press the keypad keys to dial the country code and phone number.




speed dial

You can use speed dialing in two ways: quick access for up to 98 phone numbers and shortcuts to features found in the Start menu including e-mail, 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 phone dials the phone number, opens a new e-mail message, or goes to the Web page.

phone numbers

You can set the speed dial to call the entries in your phone's contact list:

- 1 Press **Start** > **Contacts**.
- 2 Scroll to the desired contact and press the *center key* .
- 3 Select the phone number or e-mail address for which to create the speed dial.
- 4 Press **Menu** > **Add to Speed Dial**.
- 5 In the **Keypad Assignment**, select the speed dial number to use.

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

- 6 Press **Done**.

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

menu shortcuts

You can set a shortcut to open an application on your phone:

- 1 Press **Start**.
- 2 Scroll to the icon of the application you want a shortcut for and press **Menu** > **Add Speed Dial**.
- 3 In the **Keypad Assignment**, select the shortcut number to use.
- 4 Press **Done**.

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

voicemail

Note: Your service provider may include additional information about using this feature.

Your network stores the voicemail messages you receive.



When you **receive** a voicemail message, your phone shows the voicemail message indicator **vo**.

To **check** voicemail messages:

Press and hold **1**.

Note: You can't store a pause (**p**) or wait (**w**) character in your voicemail number. If you want to store a voicemail number with these characters, create a contact for your voicemail number and use the contact to call your voicemail.

three-way calling

While connected to a call:



- 1 Place your current call on hold by pressing **Menu > Hold**.
- 2 Enter the number of the other person you wish to connect to a three-way call and press **☎**.
- 3 Once you are connected to the other phone, you can press **Swap** to switch between the calls, or press **Menu > Conference** to combine them.

If you **receive a second call** while you are already on a call:

- To answer the second call and put the first call on hold, press **Answer**. Then, you can press **Swap** to switch between the calls, or press **Menu > Conference** to combine them.
- To send the second call to your voicemail, press **Ignore**.

e-mail & messages

To set up e-mail on your MOTO Q™ 9h, refer to your *Quick Start Guide*. If you have problems setting up email or synchronizing, please visit www.motorola.ca/Q9hsupport or call the Motorola Customer Support Center at 1-800-657-7576 (United States and Canada) or 1-888-390-6456 (TTY/TDD United States for hearing impaired).

messaging quick reference

Note: Some features might not work if you set up your e-mail account manually (without the e-mail setup wizard).



features

send text message

Press **Start** > **Messaging** > **Text Messages**, then press **Menu** > **New**



features

create and add an e-mail signature

Press **Start** > **Messaging** > (*e-mail account*), then press **Menu** > **Tools** > **Options** > **Signatures**

Scroll to the account for which you are creating the signature. Select **Use signature with this account**. Select the **Signature** box, enter your signature, and press **Done**.

Tip: To insert a signature in every message you send, select **Include when replying and forwarding**. Otherwise, a signature is inserted only in new messages.

read new messages




To quickly view new messages, select the message notification area on the home screen.

features

view attachment







While viewing the message, use the **center key**  to select the attachment.

Note: You can view attachments only for file types that are supported by the phone.

read old messages

Press **Start** > **Messaging** > (*e-mail account*)



Icons next to each message show if it is **unread** , **read** , **urgent** , or has an **attachment** .

features

reply, reply all or forward messages

From your Inbox or an open message, press **Menu > Reply, Reply All, or Forward**



Tip: If you are replying to an e-mail in the e-mail 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.

features

download message objects

If an e-mail message includes an attachment, when you open the message, the name of the attachment will appear highlighted. To download the attachment, select the highlighted attachment name. The attachment is downloaded the next time you synchronize or connect to your e-mail server.



Note: If there are multiple attachments in the message, only the selected attachments are downloaded.

insert a media object in an e-mail

To add a picture, voice note, or file in an e-mail message, in the composing message area press **Menu > Insert > Picture, Voice Note or File**.

features

download complete e-mail messages

Press **Start** > **Messaging** > (*e-mail account*).

Scroll to the message and press

Menu > **Download Message**.



The complete message is retrieved the next time you synchronize or connect to your e-mail server and send and receive e-mail.

features

mark a folder for synchronization



When you synchronize your e-mail account with your PC, the same Inbox folders that are in Outlook on your PC are created on your phone.

Press **Start** > **Messaging** > (*e-mail account*), then press **Menu** > **Folders** > **Menu** > **Show all Folders**, and press **Menu** > **Manage Folders**

Highlight each folder you want to synchronize and press **Sync**.

Once all folders have been selected, press **Done**. This opens the **Manage Folders** view, where the marked folders will be synchronized during the next sync session.

Note: Only e-mail folders stored on the server are available for sync.

features


view status of sent e-mail


Press **Start** > **Messaging** > (*e-mail account*) **Menu** > **Folders** > **Outbox**

Messages in the **Outbox** have not been sent. To send a message, scroll to it and press **Menu** > **Send/Receive**.

receive e-mail



If your phone is set up to automatically check for new messages, your phone will show  when a new message arrives.

Press  to open the inbox.

delete e-mail

From the Inbox or an open e-mail message, press **Menu** > **Delete**.

manually send and receive e-mail




Press **Start** > **Messaging** > (*e-mail account*), then press **Menu** > **Send/Receive**.

features

call a phone number in e-mail



Highlight a phone number in a message and press .

move e-mail to personal folder

After you're done reading the e-mail, press **Menu** > **Move** > (*folder*).

delete a mail account

Press **Start** > **Messaging**, scroll to the e-mail account, then press **Menu** > **Delete**.

Note: You cannot delete your **Text Messages**, **MMS**, or **Exchange server e-mail accounts**.

empty deleted items folder

Press **Start** > **Messaging** > (*e-mail account*), press **Menu** > **Folders**, scroll to **Deleted items**, then press **Menu** > **Delete All**.

global address look up




From your phone, you can search the global address list (GAL) stored on your company's Exchange Server. This means that you can find a contact's phone number or e-mail without having to store the information directly to your phone.

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 **Company Directory**. **Company Directory** is found in **Messaging, Phone, Calendar** and **Speed Dial**. Here's how to use GAL to search for a contact:

- 1 Press **Start > Contacts**.
- 2 In the contact list, press **Menu > Company Directory**.
- 3 Enter search criteria and press **Search**.

- 4 Scroll through the list of entries that appears. When you locate your contact, press  to make a call.

Note: Although the entire GAL cannot be stored on your phone, once the contact is found, you can add the single contact to your contact list.

Tip: You can also choose to send a message, SMS or e-mail to a contact found using GAL. In a new message or e-mail, press **Menu > Company Directory**. When you locate the contact to send a message, highlight and select it. The e-mail information is populated into the **To:** field.

connections

Bluetooth® wireless

Your phone supports Bluetooth wireless *pairing* (also called *linking* or *bonding*). You can pair your phone with a Bluetooth headset or car kit, or pair your phone with a computer to exchange and synchronize files.

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

If Bluetooth **Power** is **On**, your phone can automatically pair with the handsfree device you have used before. Just turn on the device or move it near the phone.

To turn Bluetooth on: Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** then toggle **Status** to **Bluetooth ON**.

The Bluetooth indicator  appears in the home screen.

Note: To extend battery life, use the previous procedure to set Bluetooth **Power** to **OFF** when not in use. Your phone will not pair with devices until you set Bluetooth **Power** back to **ON** and pair your phone with the devices again.

pair with a headset or handsfree device

Before you try to pair your phone with a device, make sure your phone's Bluetooth power is **on** and the device is **on** and **ready** in *pairing* or *bonding* mode

(see the device user's guide). You can pair your phone with multiple devices, but only use it with one headset device at a time.

Your phone lists the devices it finds within range.

- 1 Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Hands-free**.
- 2 Put the device (handsfree headset, stereo headset, keyboard, etc.) in pairing mode.
- 3 Press **Add**. The phone prompts you to verify your device is ready. Press **Search**.
- 4 Select the device from the list.
- 5 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 phone, refer to the instructions that came with it.

send objects to another device

You can use Bluetooth pairing to send e-mail, contacts, tasks, calendar items, audio, ring tones, pictures, video, and voice notes from your phone to a computer or other device.



- 1 Press **Start** > **Bluetooth** > **BT Send Object**.
- 2 Select the object type and object you want to send.

Tip: To select an item, press the *center key* .


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

use your phone as a PC remote

You can use Bluetooth wireless and your phone as a remote control for your computer. For example, want to watch a video on your computer and






use your phone as a remote control? Use PC Remote to control when the video plays, stops, or pauses.

- 1 On your computer, turn Bluetooth power on.
- 2 On your phone, press **Start > Bluetooth > BT PC Remote**. If necessary, press **Yes** to turn on Bluetooth power.
- 3 Press **Add**.
- 4 On your computer, right-click on the Bluetooth indicator  in the system tray in the lower right corner of your display. Select **Bluetooth Setup Wizard**.
- 5 In the wizard, indicate that you know the service you want to use, and you want to find a Bluetooth device that provides the service. Select **Next**.
- 6 In the next window, choose Human Interface Device or PC Remote and select **Next**.

- 7 In the next window, make sure that “Show all devices” is chosen in the pull-down menu. Your computer should find your “SmartPhone.” Make sure the box “Allow other Bluetooth devices to see this phone” is checked. Select your phone, and select **Next**.
- 8 If prompted, enter the device passkey (such as 0000) and press the **Accept** key.

When PC Remote is connected, your phone display shows a key map that tells you what your keys control on the PC. To determine which program on your computer to control, on your phone, press **Menu** and select a program.

advanced Bluetooth features

features	
make phone visible to other device	
Allow a Bluetooth device to discover your phone:	
Press Start > Bluetooth > Bluetooth Manager > Settings , and check Allow other Bluetooth devices to see this phone	
connect to recognized device	
Connect to a recognized handsfree device:	
Press Start > Bluetooth > Bluetooth Manager > Hands-free > <i>device name</i>	
drop pairing with device	
Press Start > Bluetooth > Bluetooth Manager > Hands-free > <i>device name</i> > Disconnect	

features

send object to device



Send an object to another device:

Press **Start** > **Bluetooth** > **BT Send Object**

edit device properties / change device name



Edit the properties of a recognized device:

Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Hands-free** > *device name*, then press **Menu** > **Properties** > **Nickname**

Tip: To change the Bluetooth name of your phone, press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** and enter the name in **My Bluetooth name**.

synchronize

You can synchronize the information on your phone in two ways, over the air (OTA) or using a cable and your computer.

sync over the air

To sync your phone over the air (OTA) you must sync it directly with your company's Microsoft® Information Server or Microsoft® Exchange Server (running the appropriate version software). For more information about this set-up, see the Motorola support Web site at: www.hellomoto.com.

You can also contact your system administrator to set up this synchronization.

Note: If you are out of network coverage, and your phone tries to sync 3 times without finding a network, you will receive a notification. For more information, select **View Status**. Synchronization will resume when there is network coverage.

sync with a computer

You can use Microsoft® **ActiveSync version 4.5 or above**, or Windows® **Mobile Device Center** to synchronize information between your phone and

desktop computer. ActiveSync compares your phone's contact information, calendar appointments, e-mail messages, and media files to those on your computer and then updates to the most recent information.

installing and setting up ActiveSync

To synchronize information on your phone with a PC, you must use Windows® Mobile Device Center (on a PC running Windows Vista) or install Microsoft ActiveSync (on a PC running Windows XP™ or earlier).

Note: Synchronization software is included on the *Getting Started* disc packed with your phone. Before installing the software, verify that your computer and operating system meet the **minimum requirements** stated on the CD-ROM sleeve or Microsoft Windows® Mobile Web site (<http://www.microsoft.com/windowsmobile>). This Web site also lets you download the **latest software** for ActiveSync.

- 1 Install Microsoft ActiveSync (for Windows® XP™ or earlier) or Windows Mobile Device Center (for Windows Vista) on your PC.
- 2 After setup completes, connect your phone to the PC. The phone drivers install on your computer and then the Sync Setup Wizard automatically starts.
- 3 Follow the instructions on the screen to complete the wizard.

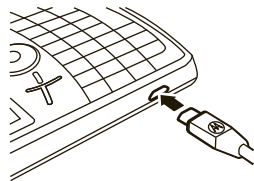
The wizard prompts you for the Exchange Server's name, your user name, your password, and the domain name. If you don't have this information, contact the server's system administrator.

When you finish the wizard, ActiveSync starts to synchronize automatically with your phone.

Note: Once synchronization completes, you can disconnect your phone from your PC, and you may need to restart your PC.

sync with a cable connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your phone and sync.



- 1 Turn on the phone.
- 2 Connect your phone to your PC using a USB cable.



Note: For more detailed information, see “Connecting a mobile device to a PC” in ActiveSync Help on your PC, the Microsoft Web Site for ActiveSync or the Motorola support Web site at www.hellomoto.com.

sync with a Bluetooth® connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your phone and sync with a Bluetooth connection.

Note: In order to use this feature, your PC must be equipped with Bluetooth wireless or a Bluetooth PC adaptor accessory.

- 1 Follow the instructions in ActiveSync Help for configuring Bluetooth connections on your PC to support ActiveSync.
- 2 Turn on the phone.
- 3 On your phone, verify that Bluetooth wireless is turned on (Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** > **Status** > **Bluetooth On**).
- 4 Press **Start** > **System Tools** > **Settings** > **Connections** > **USB Device Type** > **ActiveSync Serial**, and press **Done**.
- 5 Press **Start** > **ActiveSync**.
- 6 Select **Menu** > **Connect via Bluetooth**. Ensure that the phone and PC are within close range.
- 7 If this is the first time you have connected to this PC using Bluetooth wireless, you must complete the Bluetooth wizard on the phone and set up a Bluetooth partnership with the PC before synchronizing.
- 8 Select **Sync**.
- 9 When finished, select **Menu** > **Disconnect Bluetooth**.
- 10 To conserve battery power on your phone, turn off Bluetooth power (see page 27).

modem-link

You can use your phone as a modem to dial in to a network. To do this, you need a Bluetooth® wireless or USB cable **connection**.



You can use your phone as a modem to dial in to a network. To do this, you need:

- a Bluetooth® wireless or USB cable **connection**.
- Multiple Network Access Identifier (MNAI) **software** installed on your phone.
- Multiple Network Access Identifier (MNAI) service enabled on your phone account. Call your phone **service** provider for more information.

Note: When you activate your phone as a modem-link, your phone's e-mail, Web browsing, Microsoft® ActiveSync, and text messaging services are suspended until you deactivate the modem-link.

modem-link with Bluetooth® wireless

To use Bluetooth wireless to modem-link to a network:

34 connections

Note: You must have a computer that has Bluetooth capabilities for modem-link to work with Bluetooth wireless.

- 1 To make sure other Bluetooth devices can find your phone, you must first turn on Bluetooth wireless. To do this on your phone, press **Start > Bluetooth > Bluetooth Manager > Settings** then toggle **Status** to **Bluetooth ON**. See Bluetooth wireless on page 27 for more information.
- 2 On your computer, launch the Bluetooth devices applet from the task bar.

Note: Not all computers have the same procedure to locate the Bluetooth window and setup of dial-up networking. Please refer to your computer operating help system for more information.

- 3 On your computer, right-click the Bluetooth icon in the Windows® task bar, select the

Quick Connect menu, **Dial-up Networking** and then **Find devices**.

- 4 The computer finds your phone and shows the dial up networking window. Make sure the box "Allow other Bluetooth devices to see this phone" is checked.

Now you can use your phone as a modem to connect to a service provider or network.

modem-link with a cable

Note: Do not connect your data cable to your phone and computer until the following steps tell you to do so.

To use a USB cable with your phone to connect with modem-link to a network, first you must install networking drivers onto your computer.

Before starting the set up:

- Note your phone's ESN number (located behind the battery in the phone)
- Contact your service provider for your account user name

On your computer:

- 1 Place the provided Getting Started Disc into the CD Drive on your computer. Your computer automatically launches the Getting Started Disc.

Note: If you do not have the Getting Started Disc, or want the latest version of the device and computer drivers, go to www.motorola.ca/Q9hsupport.

- 2 In the Getting Started Disc application, go to the Additional Tools screen and select the **Dial-Up Networking Software**.
- 3 Follow the prompts as directed to install the drivers onto your computer.

On your phone:

Now, you need to enable modem-link on your phone and install phone drivers:

- 4 On your phone, press **Start > System Tools > Settings > Connections > USB Device Type > Modem**, and press **Done**.
- 5 Using the USB data cable, connect the phone to your PC.

The driver is installed on your computer and ready for setting up a network connection.

On your computer:

After you set up your computer and phone, you can establish a new network connection on your computer:

Note: This procedure might not work on all computers. Please refer to your computer operating help system for more information.

- 6 Select **Start > Settings > Control Panel > Phone and Modem Options**.
- 7 Select the **Modems** tab. Your modem should appear as **Smartphone Wireless USB Modem** with the Port number where it's attached.
- 8 Highlight your modem and click on **Properties**.
- 9 Select **OK** on all of the setup screens.
- 10 Select the **Advanced** tab, and enter extra initialization commands required by your service provider. For details, contact your service provider.
- 11 Select **OK** on all of the setup screens.
- 12 Select **Start > Settings > Control Panel > New Connection > New Connection Wizard**.
- 13 Select **Next**.

14 Follow the prompts to connect to the Internet using a modem:

- Network Connection Type: **Connect to the Internet** and select **Next**
- Getting Ready: **Set up My Connection Manually** and select **Next**
- Internet Connection: **Connect using a dial-up modem** and select **Next**

You may see “You have more than one dial-up device on your computer. Select the devices to use on this connection.” Select the **Smartphone Wireless USB Modem** with the Port where it’s attached.

- Connection Name: Leave this blank and select **Next**
- Number to Dial: ***99#** and select **Next**
- Connection Availability: **Anyone's Use** and select **Next**

- Remove the checkmarks for account name and password, default Internet connection. Select **Next**.
- If you do not plan to use your phone as the default Internet connection, then **do not** check **Make this the default Internet connection**.
- If Microsoft® Windows® firewall is not enabled, **do not** check **Turn on Internet connection firewall for this connection**.
- Check **Add a shortcut to this connection to my desktop**.
- Open the newly created **Dial-Up Connection** and go to **Properties**.
- On the **General** tab, click on **Configure** button under the modem name. Remove the checkmarks on **Enable HW flow control**, **Enable modem error control**, and **Enable**

modem compression. Select **OK**. On the **General** tab, verify that phone number is *99#

- Select the **Security** tab, select **Require secured password** from the drop-down menu and check **Show terminal window** under Interactive logon and scripting.
- On the **Networking** tab, select **PPP: Windows 95/98/NT4/2000, Internet** from the **Type of dial-up server I am calling** drop-down menu.
- On the **Networking** tab, checkmark only **Internet Protocol (TCP/IP)** connection.
- Select **OK**.
- Click on **Dial**. A black screen should appear. The dial-up connection is now established.
- Select **Done**.

Note: You might need to deactivate your computer proxy server settings to let modem-link

access the Internet. To deactivate these settings, open your Web browser and select **Menu > Tools > Internet Options > Connections > Settings > Proxy Server**, then deselect **Use a proxy server for this connection**).

disconnect modem-link

To disconnect modem-link, you'll need to perform steps on your computer and your phone. On your computer:



- 1 Go to task bar and right-click on the Network Connection icon.
- 2 Select **Disconnect**.

Your computer disconnects the modem-link.


On your phone, to return your phone to ActiveSync mode for USB connections, press **Start > System Tools > Settings > Connections > USB Device Type > ActiveSync**.

Note: Once you are no longer using modem link, you may need to reactivate your computer's proxy settings. Please check with your Internet provider.

other features

Note: To open the main menu from your home screen, press **Start**. To scroll through the pages of menu options, press the *navigation key*  down. To select a menu option, press the *center key* .

advanced calling


features
call forwarding 
Set up or cancel call forwarding:
Press Start > System Tools > Settings > Phone > Call Forwarding
Note: If you choose No Reply , you can set how many seconds your phone waits before it forwards a call.

features
voice dial
To voice dial, press and hold  in your home screen. When prompted, say “Call,” followed by a number or contact name.
TTY calls 
Set up your phone for use with an optional TTY device:
Press Start > System Tools > Settings > Phone Accessibility > TTY
Note: A teletypewriter (TTY) is a communication device used by people who are hard of hearing or have a speech impairment. TTY does not work from mobile phone to mobile phone.

features

call a phone number in a message



E-mail or text messages can contain phone numbers that have an underline, like a Web site hyperlink. To dial one of these numbers, scroll to it and press .

contacts

To store and call contacts, see your *Quick Start Guide*.

features

search for contact

Enter the first few letters of the contact's name. The phone searches through the contact list and shows the name.

edit contact

Press **Start** > **Contacts**, scroll to a contact, then press **Menu** > **Edit**

features

set ringer ID for a contact

Note: You cannot store a ringer ID for SIM Contacts.

To easily identify who is calling you by the ring tone, you can assign a custom ring tone to each contact.

Press **Start** > **Contacts**, scroll to a contact, then press **Menu** > **Edit** > **Custom Ring Tone**

features

set picture ID for contact

Note: You cannot store a picture ID for SIM Contacts.

Assign a photo or picture to appear when you receive a call from an entry:

Press **Start > Contacts**, scroll to a contact, then press **Menu > Edit > Picture**

Select a picture, or select **Camera** to take a new picture for the contact.

Tip: Want to remove a picture ID? Press **Start > Contacts**, scroll to a contact, press **Menu > Edit**, then press **Menu > Remove Picture**

features

set category for contact

Note: You cannot store a category for SIM Contacts.

Press **Start > Contacts**, scroll to a contact, then press **Menu > Edit > Categories**

set category view

Press **Start > Contacts**, then press **Menu > Filter**

personalizing

features

language

Set menu language:

Press **Start** > **System Tools** > **Settings** > **Regional Settings**

Note: You must turn your phone off and on again for the changes to take effect.

Tip: While you enter text (such as in a text message), your phone suggests words. To change the language for these suggestions, press **Menu** > **Languages** in the text entry screen.

accessibility

You can set system font size, multipress timeout, confirmation timeout, and in-call alerts:


Press **Start** > **System Tools** > **Settings** > **Accessibility**

features

ring volume

Press **Start** > **System Tools** > **Settings** > **Profiles**

Highlight the desired profile, then press **Menu** > **Edit**

Under **Ring Volume**, press the *navigation key*  left or right to adjust the volume for that profile.

Shortcut: In the home screen, press and hold the *back key on the right side of the phone* (see page 2) to show the ring volume, then press the *side scroll keys* to adjust it.

Tip: You can eliminate the ringer volume instantly when an incoming call comes in—just use the *side scroll keys* to turn the ringer off.

features

sounds

To change the default sounds for ring tone, reminders, new messages, alarm clock, or keypad controls:

Press **Start** > **System Tools** > **Settings** > **Sounds**

Note: Changes made to the alert settings will have no effect when using the **Silent** profile.

alarm

Press **Start** > **System Tools** > **Settings** > **Clock & Alarm** > **Alarm**

Tip: Need to change or set the alarm alert style?

Press **Start** > **System Tools** > **Settings** > **Sounds** > **Alarm Clock**.

owner information

It's a good idea to enter and check your owner information. It lets someone return the phone to you if you lose it:

Press **Start** > **System Tools** > **Settings** > **Owner Information**

features

master reset

To return your phone to original settings: Press **Start** > **System Tools** > **Master Reset**

The default master reset code is **000000** (6 zeroes).


Master reset does not reset the unlock code, security code, and lifetime timer.

master clear

Caution: Master clear erases all information you have entered (including contacts and calendar events) and content you have downloaded (including photos and sounds) stored in your phone's memory. After you erase the information, you can't recover it.

Press **Start** > **System Tools** > **Master Clear**

call times

Network connection time is the elapsed time from the moment you connect to your service provider's network to the moment you end the call by pressing . This time includes busy signals and ringing.

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 your service provider. For billing information, contact your service provider.

features

see call timers

Show call timers:

Press **Start** > **Call History**, then press **Menu** > **View Timers**



features

reset call timers

To reset all call timers to zero (0), except for the **Lifetime calls** timer:

Press **Start** > **Call History**, then press **Menu** > **View Timers**, then press **Menu** > **Reset Timers**

handsfree

Note: 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.

features

speakerphone



Activate a connected external speakerphone during a call:

Press  or press **Menu > Speakerphone On.**

Note: With a Bluetooth® headset press **Menu > Handsfree Off** and then press **Menu > Speakerphone On.**

calendar

features

add new calendar event


Press **Start > Calendar**, then press **Menu > New Appointment**


Note: To schedule an all-day event, select the **All day event** check box under **End time**. All-day events do not occupy blocks of time in the calendar; instead, they appear in banners at the top of the calendar.

features

view calendar event

Press **Start** > **Calendar** to open the calendar for today.

- To see days before or after today, press the *navigation key*  left or right.
- To quickly see a specific date, press **Menu** > **Go to Date**.
- To see your whole week's events, press **Week View**.

Shortcut: Today's events appear on your home screen. To see event details, scroll to it and press the *center key* .

calendar event reminder

The default reminder time for tasks and calendar items is 15 minutes. To change this default:

Press **Start** > **Calendar**, then press **Menu** > **Tools** > **Options** > **Set Reminders**

features

respond to a meeting request

You can receive and respond to meeting requests on your phone in a similar manner as you do in Outlook on your PC.

Press **Start** > **Messaging** > (*e-mail account*) > *meeting request*

Press **Accept** or **Menu** > **Decline** or **Tentative**

calculator

features

calculator

Press **Start** > **Office Tools** > **Calculator**

security

features

manage certificates



Enable or disable Internet access certificates stored on your phone:

Press **Start** > **System Tools** > **Settings** > **Security** > **Certificates**

Certificates are used to verify the identity and security of Web sites when you download files or share information.

phone information

features

software version

To view your phone software version:

Press **Start** > **System Tools** > **Settings** > **About**

features

memory & storage

To see the total, used, and available memory on your phone and storage card:

Press **Start** > **System Tools** > **Memory Manager**

fun & games

features

access pictures

Press **Start** > **Pictures & Videos**

access sounds

Manage ring tones and music that you have downloaded or composed:

Press **Start** > **Windows Media**

access video clips

Press **Start** > **Pictures & Videos**

features

play games on your phone

Press **Start** > **Games**

start Web browser




Press **Start** > **Opera**

close Web browser

In the browser, press **Menu** > **Exit**

download objects from Web page



To download a picture, sound, or phone theme from a Web page: Highlight the file, press the *center key* , then press **Save**.

To download a picture or other object from a Web page: Highlight the item, press **Menu**, and choose an option such as **Save image**.

features

manage media files

To view, copy, delete, rename, or move files and folders on your phone or storage card:

Press **Start** > **File Manager**

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